**CITY OF DALLAS**

# FY 2007 – 2008

## Monthly Service Request

## Performance Reports

## by

## City Council District

## And Citywide Summary

## MARCH 2008

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**City of Dallas** Council District Report
For March 2008
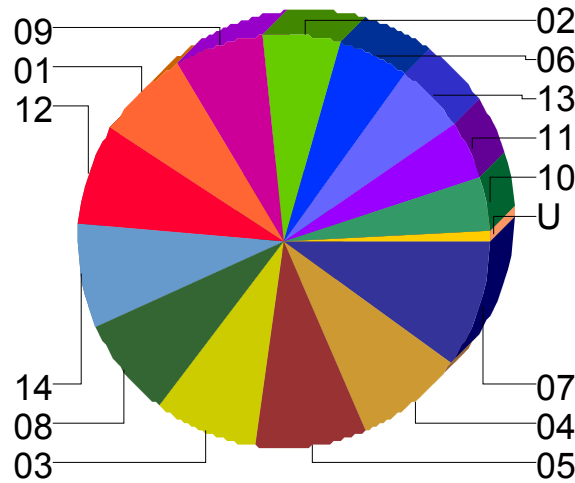


| Council District | SRs Created | % of CityWide Total | % of All SRs On Time |
|---|---|---|---|
| 01 | 2,544 | 7.2% | 99.3% |
| 02 | 2,164 | 6.1% | 99.1% |
| 03 | 2,885 | 8.2% | 99.1% |
| 04 | 3,043 | 8.6% | 98.9% |
| 05 | 2,997 | 8.5% | 99.5% |
| 06 | 1,936 | 5.5% | 99.4% |
| 07 | 3,527 | 10.0% | 99.3% |
| 08 | 2,881 | 8.2% | 99.1% |
| 09 | 2,475 | 7.0% | 99.4% |
| 10 | 1,519 | 4.3% | 98.4% |
| 11 | 1,607 | 4.6% | 99.4% |
| 12 | 2,723 | 7.7% | 99.2% |
| 13 | 1,887 | 5.3% | 98.8% |
| 14 | 2,802 | 7.9% | 99.2% |
| U | 290 | 0.8% | 91.4% |
| **Totals** | **35,280** | **100.0%** | **99.1%** |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                         Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

For Citywide

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration - SAN | 2,506 |
| Roll Cart - SAN | 1,757 |
| Animal – Loose Aggressive - DCC | 1,712 |
| Litter -  DCC | 1,679 |
| Parking – Unapproved Surface - Eve/Weekends - DCC | 1,669 |
| Garbage – Missed - SAN | 1,573 |
| Dead Animal Pick Up - SAN | 1,551 |
| High Weeds - DCC | 1,312 |
| Recyclable Collection Missed (Residential) - SAN | 1,306 |
| Animal - Confined - DCC | 1,123 |
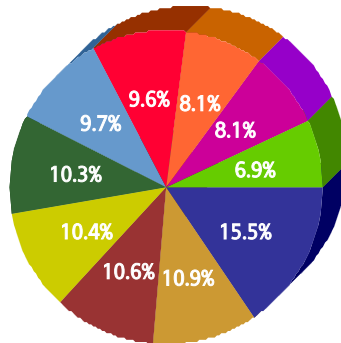
**Service**

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal – Loose Aggressive - DCC
- Litter -  DCC
- Parking – Unapproved Surface - Eve/Weekends - DCC
- Garbage – Missed - SAN
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC

**Summary – All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 35,280 | 30,551 | 30,297 | 99.2% | 4,729 | 4,671 | 98.8% | 99.1% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

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NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX

Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*
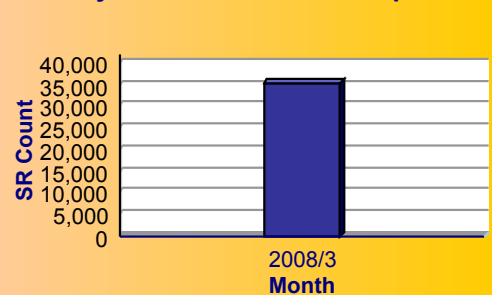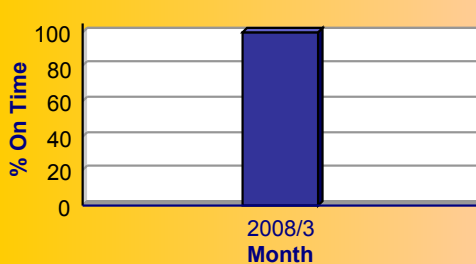
For Citywide

March 2008

**Performance on the Top 20 by SR Volume Created During the Reporting Period**

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 2,506 | 37 | 37 | 100.0% | 365 | 6.8 | 2,469 | 98.5% | 2,469 | 100.0% | 2,506 | 100.0% |
| 2 | Roll Cart - SAN | 1,757 | 1 | 1 | 100.0% | 10 | 3.2 | 1,756 | 99.9% | 1,738 | 99.0% | 1,739 | 99.0% |
| 3 | Animal - Loose Aggressive - DCC | 1,712 | 0 | 0 | N/A | 3 | 0.2 | 1,712 | 100.0% | 1,709 | 99.8% | 1,709 | 99.8% |
| 4 | Litter -  DCC | 1,679 | 567 | 567 | 100.0% | 38 | 10.6 | 1,112 | 66.2% | 1,112 | 100.0% | 1,679 | 100.0% |
| 5 | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,669 | 5 | 5 | 100.0% | 10 | 0.7 | 1,664 | 99.7% | 1,663 | 99.9% | 1,668 | 99.9% |
| 6 | Garbage - Missed - SAN | 1,573 | 0 | 0 | N/A | 12 | 1.5 | 1,573 | 100.0% | 1,573 | 100.0% | 1,573 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 1,551 | 0 | 0 | N/A | 1 | 0.4 | 1,551 | 100.0% | 1,549 | 99.9% | 1,549 | 99.9% |
| 8 | High Weeds - DCC | 1,312 | 564 | 564 | 100.0% | 38 | 7.8 | 748 | 57.0% | 748 | 100.0% | 1,312 | 100.0% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 1,306 | 0 | 0 | N/A | 3 | 1.1 | 1,306 | 100.0% | 1,306 | 100.0% | 1,306 | 100.0% |
| 10 | Animal - Confined - DCC | 1,123 | 0 | 0 | N/A | 3 | 0.2 | 1,123 | 100.0% | 1,118 | 99.6% | 1,118 | 99.6% |
| 11 | Substandard Structure - DCC | 1,042 | 666 | 666 | 100.0% | 365 | 8.8 | 376 | 36.1% | 376 | 100.0% | 1,042 | 100.0% |
| 12 | Fire Inspection - DFD | 946 | 440 | 440 | 100.0% | 60 | 10.9 | 506 | 53.5% | 506 | 100.0% | 946 | 100.0% |
| 13 | Bulky Trash Violations - DCC | 841 | 39 | 39 | 100.0% | 14 | 3.5 | 802 | 95.4% | 785 | 97.9% | 824 | 98.0% |
| 14 | Junk Motor Vehicle - DCC | 672 | 373 | 373 | 100.0% | 126 | 11.2 | 299 | 44.5% | 299 | 100.0% | 672 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 646 | 20 | 19 | 95.0% | 10 | 4.8 | 626 | 96.9% | 602 | 96.2% | 621 | 96.1% |
| 16 | Animal - Sick/Injured - DCC | 574 | 0 | 0 | N/A | 3 | 0.1 | 574 | 100.0% | 574 | 100.0% | 574 | 100.0% |
| 17 | Animal - Loose - DCC | 522 | 91 | 91 | 100.0% | 40 | 10.8 | 431 | 82.6% | 431 | 100.0% | 522 | 100.0% |
| 18 | Illegal Outside Storage - DCC | 440 | 230 | 230 | 100.0% | 38 | 10.8 | 210 | 47.7% | 210 | 100.0% | 440 | 100.0% |
| 19 | Street Spillage/Debris in Right of Way-Hazardous-STS | 429 | 0 | 0 | N/A | 1 | 0.0 | 429 | 100.0% | 427 | 99.5% | 427 | 99.5% |
| 20 | Graffiti Private Property - Residential/Commercial | 399 | 253 | 253 | 100.0% | 90 | 7.9 | 146 | 36.6% | 146 | 100.0% | 399 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                        Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 01

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Parking - Unapproved Surface - Eve/Weekends - DCC | 218 |
| Litter - DCC | 166 |
| Animal - Loose Aggressive – DCC | 159 |
| Roll Cart – SAN | 120 |
| Recycling ROLL CART Registration - SAN | 117 |
| Graffiti Private Property - Residential/Commercial | 114 |
| Dead Animal Pick Up - SAN | 113 |
| Junk Motor Vehicle - DCC | 108 |
| High Weeds - DCC | 82 |
| Fire Inspection - DFD | 75 |
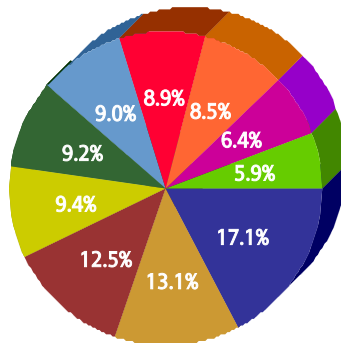
**Service**
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Litter - DCC
- Animal - Loose Aggressive – DCC
- Roll Cart – SAN
- Recycling ROLL CART Registration - SAN
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up – SAN
- Junk Motor Vehicle - DCC
- High Weeds - DCC
- Fire Inspection – DFD

**Summary – All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,544 | 2,068 | 2,051 | 99.2% | 476 | 475 | 99.8% | 99.3% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                        Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 01

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Parking - Unapproved Surface - Eve/Weekends - DCC | 218 | 0 | 0 | N/A | 10 | 0.6 | 218 | 100.0% | 218 | 100.0% | 218 | 100.0% |
| 2 | Litter - DCC | 166 | 80 | 80 | 100.0% | 38 | 17.1 | 86 | 51.8% | 86 | 100.0% | 166 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 159 | 0 | 0 | N/A | 3 | 0.1 | 159 | 100.0% | 158 | 99.4% | 158 | 99.4% |
| 4 | Roll Cart - SAN | 120 | 0 | 0 | N/A | 10 | 3.0 | 120 | 100.0% | 117 | 97.5% | 117 | 97.5% |
| 5 | Recycling ROLL CART Registration - SAN | 117 | 9 | 9 | 100.0% | 365 | 8.3 | 108 | 92.3% | 108 | 100.0% | 117 | 100.0% |
| 6 | Graffiti Private Property - Residential/Commercial | 114 | 81 | 81 | 100.0% | 90 | 6.1 | 33 | 28.9% | 33 | 100.0% | 114 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 113 | 0 | 0 | N/A | 1 | 0.4 | 113 | 100.0% | 113 | 100.0% | 113 | 100.0% |
| 8 | Junk Motor Vehicle - DCC | 108 | 71 | 71 | 100.0% | 126 | 13.9 | 37 | 34.3% | 37 | 100.0% | 108 | 100.0% |
| 9 | High Weeds - DCC | 82 | 47 | 47 | 100.0% | 38 | 12.5 | 35 | 42.7% | 35 | 100.0% | 82 | 100.0% |
| 10 | Fire Inspection - DFD | 75 | 36 | 36 | 100.0% | 60 | 11.1 | 39 | 52.0% | 39 | 100.0% | 75 | 100.0% |
| 11 | Recyclable Collection Missed (Residential) - SAN | 64 | 0 | 0 | N/A | 3 | 1.0 | 64 | 100.0% | 64 | 100.0% | 64 | 100.0% |
| 12 | Bulky Trash Violations - DCC | 63 | 1 | 1 | 100.0% | 14 | 4.6 | 62 | 98.4% | 61 | 98.4% | 62 | 98.4% |
| 13 | Garbage - Missed - SAN | 60 | 0 | 0 | N/A | 12 | 0.8 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| 14 | Animal - Confined - DCC | 59 | 0 | 0 | N/A | 3 | 0.0 | 59 | 100.0% | 59 | 100.0% | 59 | 100.0% |
| 15 | Illegal Outside Storage - DCC | 52 | 24 | 24 | 100.0% | 38 | 10.2 | 28 | 53.8% | 28 | 100.0% | 52 | 100.0% |
| 16 | Animal - Loose - DCC | 52 | 8 | 8 | 100.0% | 40 | 9.8 | 44 | 84.6% | 44 | 100.0% | 52 | 100.0% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 49 | 3 | 3 | 100.0% | 10 | 3.6 | 46 | 93.9% | 43 | 93.5% | 46 | 93.9% |
| 18 | Animal - Cruelty - DCC | 46 | 0 | 0 | N/A | 30 | 0.3 | 46 | 100.0% | 46 | 100.0% | 46 | 100.0% |
| 19 | Parking - Unapproved Surface - DCC | 38 | 2 | 2 | 100.0% | 10 | 2.4 | 36 | 94.7% | 36 | 100.0% | 38 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 36 | 0 | 0 | N/A | 3 | 0.1 | 36 | 100.0% | 36 | 100.0% | 36 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                        Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 02

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Litter - DCC | 107 |
| Fire Inspection - DFD | 101 |
| Dead Animal Pick Up - SAN | 98 |
| Animal - Loose Aggressive - DCC | 90 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 65 |
| Graffiti Private Property - Residential/Commercial | 64 |
| Recycling ROLL CART Registration - SAN | 62 |
| Traffic Signal - Flashing - PWT | 61 |
| Animal - Confined - DCC | 56 |
| Garbage - Missed - SAN | 56 |
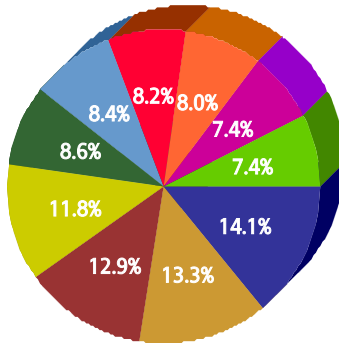
**Service**

- Litter - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Graffiti Private Property - Residential/Commercial
- Recycling ROLL CART Registration - SAN
- Traffic Signal - Flashing - PWT
- Animal - Confined - DCC
- Garbage - Missed - SAN

Pie chart values: 8.2%, 8.0%, 7.4%, 7.4%, 8.4%, 8.6%, 11.8%, 12.9%, 13.3%, 14.1%

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,164 | 1,841 | 1,824 | 99.1% | 323 | 320 | 99.1% | 99.1% |

**Monthly Trend of Services Requested**

SR Count: 2,400 / 2,000 / 1,600 / 1,200 / 800 / 400 / 0

2008/3
Month

**Monthly Trend of % SRs Closed On Time**

% On Time: 100 / 80 / 60 / 40 / 20 / 0

2008/3
Month

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                              Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 02

March 2008

### Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Litter - DCC | 107 | 35 | 35 | 100.0% | 38 | 8.6 | 72 | 67.3% | 72 | 100.0% | 107 | 100.0% |
| 2 | Fire Inspection - DFD | 101 | 49 | 49 | 100.0% | 60 | 11.8 | 52 | 51.5% | 52 | 100.0% | 101 | 100.0% |
| 3 | Dead Animal Pick Up - SAN | 98 | 0 | 0 | N/A | 1 | 0.3 | 98 | 100.0% | 98 | 100.0% | 98 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 90 | 0 | 0 | N/A | 3 | 0.3 | 90 | 100.0% | 90 | 100.0% | 90 | 100.0% |
| 5 | Parking - Unapproved Surface - Eve/Weekends - DCC | 65 | 0 | 0 | N/A | 10 | 0.3 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 6 | Graffiti Private Property - Residential/Commercial | 64 | 36 | 36 | 100.0% | 90 | 9.6 | 28 | 43.8% | 28 | 100.0% | 64 | 100.0% |
| 7 | Recycling ROLL CART Registration - SAN | 62 | 1 | 1 | 100.0% | 365 | 7.8 | 61 | 98.4% | 61 | 100.0% | 62 | 100.0% |
| 8 | Traffic Signal - Flashing - PWT | 61 | 0 | 0 | N/A | 4 | 1.2 | 61 | 100.0% | 61 | 100.0% | 61 | 100.0% |
| 9 | Animal - Confined - DCC | 56 | 0 | 0 | N/A | 3 | 0.2 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |
| 10 | Garbage - Missed - SAN | 56 | 0 | 0 | N/A | 12 | 1.5 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |
| 11 | Roll Cart - SAN | 55 | 0 | 0 | N/A | 10 | 2.8 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 12 | Substandard Structure - DCC | 54 | 34 | 34 | 100.0% | 365 | 5.0 | 20 | 37.0% | 20 | 100.0% | 54 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 50 | 1 | 1 | 100.0% | 10 | 4.9 | 49 | 98.0% | 47 | 95.9% | 48 | 96.0% |
| 14 | High Weeds - DCC | 48 | 24 | 24 | 100.0% | 38 | 8.8 | 24 | 50.0% | 24 | 100.0% | 48 | 100.0% |
| 15 | Pot hole - Hazardous-STS | 41 | 0 | 0 | N/A | 1 | 0.2 | 41 | 100.0% | 39 | 95.1% | 39 | 95.1% |
| 16 | Animal - Loose - DCC | 40 | 8 | 8 | 100.0% | 40 | 10.6 | 32 | 80.0% | 32 | 100.0% | 40 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 40 | 0 | 0 | N/A | 1 | 0.0 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 18 | Illegal Outside Storage - DCC | 36 | 18 | 18 | 100.0% | 38 | 11.3 | 18 | 50.0% | 18 | 100.0% | 36 | 100.0% |
| 19 | Junk Motor Vehicle - DCC | 36 | 17 | 17 | 100.0% | 126 | 9.1 | 19 | 52.8% | 19 | 100.0% | 36 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 36 | 0 | 0 | N/A | 3 | 0.0 | 36 | 100.0% | 36 | 100.0% | 36 | 100.0% |
| 21 | Substandard Structure Apts - DCC | 36 | 11 | 11 | 100.0% | 365 | 10.0 | 25 | 69.4% | 25 | 100.0% | 36 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                                                        Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 03

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| High Weeds - DCC | 237 |
| Litter -  DCC | 209 |
| Animal - Loose Aggressive - DCC | 193 |
| Roll Cart - SAN | 171 |
| Recycling ROLL CART Registration - SAN | 151 |
| Dead Animal Pick Up - SAN | 128 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 121 |
| Animal - Confined - DCC | 119 |
| Junk Motor Vehicle - DCC | 75 |
| Illegal Outside Storage - DCC | 70 |
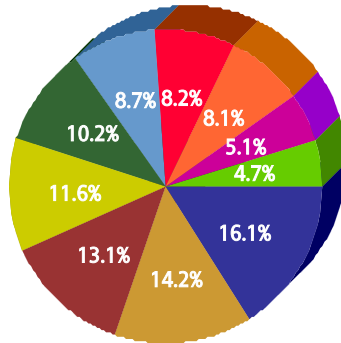
**Service**

- High Weeds - DCC
- Litter -  DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Illegal Outside Storage - DCC
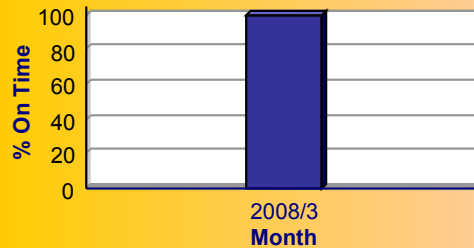
**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,885 | 2,359 | 2,335 | 99.0% | 526 | 524 | 99.6% | 99.1% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 03

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | High Weeds - DCC | 237 | 122 | 122 | 100.0% | 38 | 8.2 | 115 | 48.5% | 115 | 100.0% | 237 | 100.0% |
| 2 | Litter - DCC | 209 | 75 | 75 | 100.0% | 38 | 9.2 | 134 | 64.1% | 134 | 100.0% | 209 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 193 | 0 | 0 | N/A | 3 | 0.1 | 193 | 100.0% | 192 | 99.5% | 192 | 99.5% |
| 4 | Roll Cart - SAN | 171 | 0 | 0 | N/A | 10 | 2.9 | 171 | 100.0% | 170 | 99.4% | 170 | 99.4% |
| 5 | Recycling ROLL CART Registration - SAN | 151 | 12 | 12 | 100.0% | 365 | 8.9 | 139 | 92.1% | 139 | 100.0% | 151 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 128 | 0 | 0 | N/A | 1 | 0.4 | 128 | 100.0% | 128 | 100.0% | 128 | 100.0% |
| 7 | Parking - Unapproved Surface - Eve/Weekends - DCC | 121 | 0 | 0 | N/A | 10 | 0.9 | 121 | 100.0% | 121 | 100.0% | 121 | 100.0% |
| 8 | Animal - Confined - DCC | 119 | 0 | 0 | N/A | 3 | 0.3 | 119 | 100.0% | 117 | 98.3% | 117 | 98.3% |
| 9 | Junk Motor Vehicle - DCC | 75 | 46 | 46 | 100.0% | 126 | 9.9 | 29 | 38.7% | 29 | 100.0% | 75 | 100.0% |
| 10 | Illegal Outside Storage - DCC | 70 | 42 | 42 | 100.0% | 38 | 11.5 | 28 | 40.0% | 28 | 100.0% | 70 | 100.0% |
| 11 | Recyclable Collection Missed (Residential) - SAN | 62 | 0 | 0 | N/A | 3 | 1.0 | 62 | 100.0% | 62 | 100.0% | 62 | 100.0% |
| 12 | Animal - Loose - DCC | 57 | 11 | 11 | 100.0% | 40 | 11.1 | 46 | 80.7% | 46 | 100.0% | 57 | 100.0% |
| 13 | Dead Animal - Clinic Pick Up - SAN | 57 | 0 | 0 | N/A | 2 | 0.1 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 14 | Fire Inspection - DFD | 52 | 26 | 26 | 100.0% | 60 | 13.0 | 26 | 50.0% | 26 | 100.0% | 52 | 100.0% |
| 15 | Bulky Trash Violations - DCC | 46 | 4 | 4 | 100.0% | 14 | 4.9 | 42 | 91.3% | 40 | 95.2% | 44 | 95.7% |
| 16 | Garbage - Missed - SAN | 45 | 0 | 0 | N/A | 12 | 1.5 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 17 | Illegal Garbage/Placement - DCC | 44 | 11 | 11 | 100.0% | 60 | 5.7 | 33 | 75.0% | 33 | 100.0% | 44 | 100.0% |
| 18 | 24 Hour Parking/Parking Violations - DPD | 41 | 1 | 1 | 100.0% | 10 | 4.2 | 40 | 97.6% | 40 | 100.0% | 41 | 100.0% |
| 19 | Animal - Sick/Injured - DCC | 40 | 0 | 0 | N/A | 3 | 0.0 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 20 | Street Spillage/Debris in Right of Way-Hazardous-STS | 38 | 0 | 0 | N/A | 1 | 0.0 | 38 | 100.0% | 38 | 100.0% | 38 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                            Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 04

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Animal – Loose Aggressive – DCC | 228 |
| Parking – Unapproved Surface – Eve/Weekends – DCC | 207 |
| Dead Animal Pick Up – SAN | 192 |
| Litter –  DCC | 185 |
| Roll Cart – SAN | 169 |
| High Weeds – DCC | 117 |
| Bulky Trash Violations – DCC | 114 |
| Animal – Confined – DCC | 109 |
| Recycling ROLL CART Registration – SAN | 103 |
| Garbage – Missed – SAN | 95 |
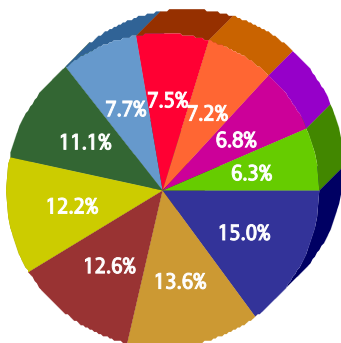
**Service**

- Animal – Loose Aggressive – DCC
- Parking – Unapproved Surface – Eve/Weekends – DCC
- Dead Animal Pick Up – SAN
- Litter –  DCC
- Roll Cart – SAN
- High Weeds – DCC
- Bulky Trash Violations – DCC
- Animal – Confined – DCC
- Recycling ROLL CART Registration – SAN
- Garbage – Missed – SAN

**Summary – All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 3,043 | 2,696 | 2,667 | 98.9% | 347 | 344 | 99.1% | 98.9% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 04

March 2008

**Performance on the Top 20 by SR Volume Created During the Reporting Period**

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Animal - Loose Aggressive - DCC | 228 | 0 | 0 | N/A | 3 | 0.2 | 228 | 100.0% | 227 | 99.6% | 227 | 99.6% |
| 2 | Parking - Unapproved Surface - Eve/Weekends - DCC | 207 | 4 | 4 | 100.0% | 10 | 1.2 | 203 | 98.1% | 202 | 99.5% | 206 | 99.5% |
| 3 | Dead Animal Pick Up - SAN | 192 | 0 | 0 | N/A | 1 | 0.4 | 192 | 100.0% | 192 | 100.0% | 192 | 100.0% |
| 4 | Litter - DCC | 185 | 50 | 50 | 100.0% | 38 | 14.1 | 135 | 73.0% | 135 | 100.0% | 185 | 100.0% |
| 5 | Roll Cart - SAN | 169 | 0 | 0 | N/A | 10 | 3.4 | 169 | 100.0% | 169 | 100.0% | 169 | 100.0% |
| 6 | High Weeds - DCC | 117 | 51 | 51 | 100.0% | 38 | 5.7 | 66 | 56.4% | 66 | 100.0% | 117 | 100.0% |
| 7 | Bulky Trash Violations - DCC | 114 | 4 | 4 | 100.0% | 14 | 4.8 | 110 | 96.5% | 99 | 90.0% | 103 | 90.4% |
| 8 | Animal - Confined - DCC | 109 | 0 | 0 | N/A | 3 | 0.1 | 109 | 100.0% | 109 | 100.0% | 109 | 100.0% |
| 9 | Recycling ROLL CART Registration - SAN | 103 | 2 | 2 | 100.0% | 365 | 9.1 | 101 | 98.1% | 101 | 100.0% | 103 | 100.0% |
| 10 | Garbage - Missed - SAN | 95 | 0 | 0 | N/A | 12 | 1.1 | 95 | 100.0% | 95 | 100.0% | 95 | 100.0% |
| 11 | Animal - Sick/Injured - DCC | 82 | 0 | 0 | N/A | 3 | 0.1 | 82 | 100.0% | 82 | 100.0% | 82 | 100.0% |
| 12 | Substandard Structure - DCC | 76 | 53 | 53 | 100.0% | 365 | 5.6 | 23 | 30.3% | 23 | 100.0% | 76 | 100.0% |
| 13 | Open and Vacant Structure - DCC | 73 | 6 | 6 | 100.0% | 30 | 5.5 | 67 | 91.8% | 67 | 100.0% | 73 | 100.0% |
| 14 | Obstruction Alley/Sidewalk/Street - DCC | 70 | 17 | 17 | 100.0% | 60 | 17.6 | 53 | 75.7% | 53 | 100.0% | 70 | 100.0% |
| 15 | Junk Motor Vehicle - DCC | 68 | 24 | 24 | 100.0% | 126 | 12.9 | 44 | 64.7% | 44 | 100.0% | 68 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 61 | 2 | 2 | 100.0% | 10 | 4.8 | 59 | 96.7% | 57 | 96.6% | 59 | 96.7% |
| 17 | Illegal Land Use (Residential/Business) - DCC | 60 | 13 | 13 | 100.0% | 60 | 2.7 | 47 | 78.3% | 47 | 100.0% | 60 | 100.0% |
| 18 | Animal - Loose - DCC | 57 | 12 | 12 | 100.0% | 40 | 10.6 | 45 | 78.9% | 45 | 100.0% | 57 | 100.0% |
| 19 | Illegal Outside Storage - DCC | 54 | 22 | 22 | 100.0% | 38 | 14.0 | 32 | 59.3% | 32 | 100.0% | 54 | 100.0% |
| 20 | Recyclable Collection Missed (Residential) - SAN | 53 | 0 | 0 | N/A | 3 | 1.2 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                        Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 05

March 2008

**Top 10 Services**

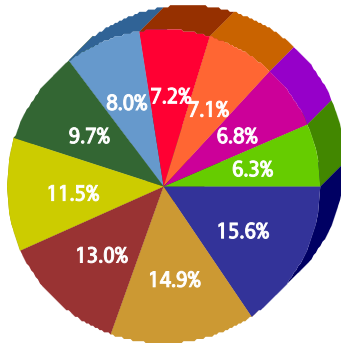| SR Type | Service Request Count |
|---|---|
| Animal – Loose Aggressive – DCC | 251 |
| Parking – Unapproved Surface – Eve/Weekends – DCC | 240 |
| Dead Animal Pick Up – SAN | 210 |
| Substandard Structure – DCC | 186 |
| Roll Cart – SAN | 156 |
| Garbage – Missed – SAN | 129 |
| Litter –  DCC | 116 |
| Animal – Confined – DCC | 115 |
| Recycling ROLL CART Registration – SAN | 109 |
| High Weeds – DCC | 102 |

**Service**

- Animal – Loose Aggressive – DCC
- Parking – Unapproved Surface – Eve/Weekends – DCC
- Dead Animal Pick Up – SAN
- Substandard Structure – DCC
- Roll Cart – SAN
- Garbage – Missed – SAN
- Litter –  DCC
- Animal – Confined – DCC
- Recycling ROLL CART Registration – SAN
- High Weeds – DCC

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,997 | 2,569 | 2,556 | 99.5% | 428 | 425 | 99.3% | 99.5% |

**Monthly Trend of Services Requested**
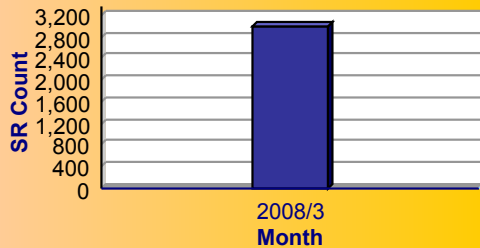
**Monthly Trend of % SRs Closed On Time**

R-csr059-cmoS  V1.0

Page: 1

Run Date: Apr/6/2008  6:37:20 PM

NOTE: Values represent status as of the run date and time.
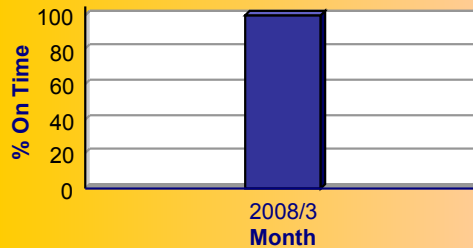
**City of Dallas** *Service Level Performance Report by Council District*

for 05

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Animal - Loose Aggressive - DCC | 251 | 0 | 0 | N/A | 3 | 0.2 | 251 | 100.0% | 251 | 100.0% | 251 | 100.0% |
| 2 | Parking - Unapproved Surface - Eve/Weekends - DCC | 240 | 0 | 0 | N/A | 10 | 0.3 | 240 | 100.0% | 240 | 100.0% | 240 | 100.0% |
| 3 | Dead Animal Pick Up - SAN | 210 | 0 | 0 | N/A | 1 | 0.3 | 210 | 100.0% | 209 | 99.5% | 209 | 99.5% |
| 4 | Substandard Structure - DCC | 186 | 120 | 120 | 100.0% | 365 | 8.7 | 66 | 35.5% | 66 | 100.0% | 186 | 100.0% |
| 5 | Roll Cart - SAN | 156 | 0 | 0 | N/A | 10 | 3.3 | 156 | 100.0% | 155 | 99.4% | 155 | 99.4% |
| 6 | Garbage - Missed - SAN | 129 | 0 | 0 | N/A | 12 | 1.4 | 129 | 100.0% | 129 | 100.0% | 129 | 100.0% |
| 7 | Litter - DCC | 116 | 57 | 57 | 100.0% | 38 | 10.4 | 59 | 50.9% | 59 | 100.0% | 116 | 100.0% |
| 8 | Animal - Confined - DCC | 115 | 0 | 0 | N/A | 3 | 0.2 | 115 | 100.0% | 115 | 100.0% | 115 | 100.0% |
| 9 | Recycling ROLL CART Registration - SAN | 109 | 0 | 0 | N/A | 365 | 9.2 | 109 | 100.0% | 109 | 100.0% | 109 | 100.0% |
| 10 | High Weeds - DCC | 102 | 60 | 60 | 100.0% | 38 | 8.5 | 42 | 41.2% | 42 | 100.0% | 102 | 100.0% |
| 11 | Illegal Garbage/Placement - DCC | 91 | 6 | 6 | 100.0% | 60 | 8.7 | 85 | 93.4% | 85 | 100.0% | 91 | 100.0% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 65 | 0 | 0 | N/A | 3 | 1.1 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 13 | Fire Inspection - DFD | 59 | 14 | 14 | 100.0% | 60 | 9.7 | 45 | 76.3% | 45 | 100.0% | 59 | 100.0% |
| 14 | Animal - Loose - DCC | 57 | 6 | 6 | 100.0% | 40 | 11.0 | 51 | 89.5% | 51 | 100.0% | 57 | 100.0% |
| 15 | Bulky Trash Violations - DCC | 56 | 1 | 1 | 100.0% | 14 | 3.6 | 55 | 98.2% | 54 | 98.2% | 55 | 98.2% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 55 | 4 | 4 | 100.0% | 10 | 5.5 | 51 | 92.7% | 47 | 92.2% | 51 | 92.7% |
| 17 | Illegal Outside Storage - DCC | 53 | 26 | 26 | 100.0% | 38 | 9.2 | 27 | 50.9% | 27 | 100.0% | 53 | 100.0% |
| 18 | Animal - Sick/Injured - DCC | 50 | 0 | 0 | N/A | 3 | 0.1 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 19 | Junk Motor Vehicle - DCC | 44 | 28 | 28 | 100.0% | 126 | 4.7 | 16 | 36.4% | 16 | 100.0% | 44 | 100.0% |
| 20 | Animal - Cruelty - DCC | 38 | 0 | 0 | N/A | 30 | 0.4 | 38 | 100.0% | 38 | 100.0% | 38 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 06

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Litter - DCC | 161 |
| Dead Animal Pick Up - SAN | 93 |
| High Weeds - DCC | 93 |
| Animal - Loose Aggressive - DCC | 91 |
| Junk Motor Vehicle - DCC | 82 |
| Fire Inspection - DFD | 78 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 55 |
| Roll Cart - SAN | 55 |
| Animal - Confined - DCC | 51 |
| Recycling ROLL CART Registration - SAN | 49 |
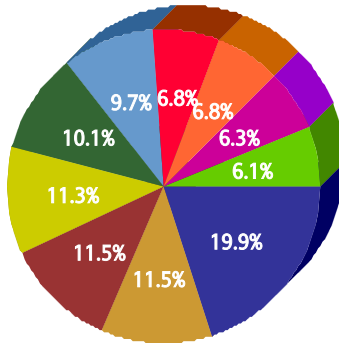
**Service**
- Litter - DCC
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Fire Inspection - DFD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 1,936 | 1,592 | 1,583 | 99.4% | 344 | 342 | 99.4% | 99.4% |

**Monthly Trend of Services Requested**
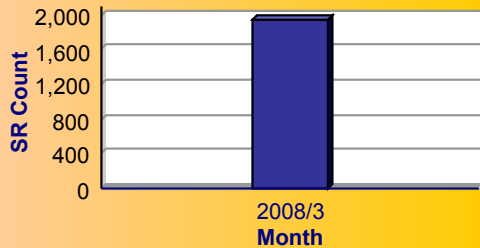
SR Count

2,000 / 1,600 / 1,200 / 800 / 400 / 0

2008/3
Month

**Monthly Trend of % SRs Closed On Time**

% On Time

100 / 80 / 60 / 40 / 20 / 0

2008/3
Month

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                    Report date – April 11, 2008
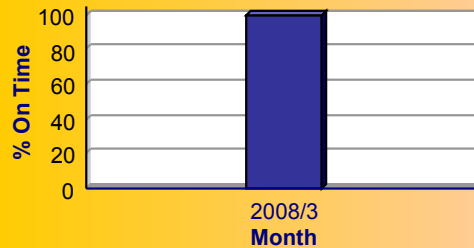
**City of Dallas** *Service Level Performance Report by Council District*

for 06

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Litter - DCC | 161 | 46 | 46 | 100.0% | 38 | 8.1 | 115 | 71.4% | 115 | 100.0% | 161 | 100.0% |
| 2 | High Weeds - DCC | 93 | 25 | 25 | 100.0% | 38 | 6.2 | 68 | 73.1% | 68 | 100.0% | 93 | 100.0% |
| 3 | Dead Animal Pick Up - SAN | 93 | 0 | 0 | N/A | 1 | 0.4 | 93 | 100.0% | 93 | 100.0% | 93 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 91 | 0 | 0 | N/A | 3 | 0.2 | 91 | 100.0% | 91 | 100.0% | 91 | 100.0% |
| 5 | Junk Motor Vehicle - DCC | 82 | 61 | 61 | 100.0% | 126 | 16.4 | 21 | 25.6% | 21 | 100.0% | 82 | 100.0% |
| 6 | Fire Inspection – DFD | 78 | 48 | 48 | 100.0% | 60 | 8.5 | 30 | 38.5% | 30 | 100.0% | 78 | 100.0% |
| 7 | Parking - Unapproved Surface - Eve/Weekends - DCC | 55 | 0 | 0 | N/A | 10 | 0.4 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 8 | Roll Cart - SAN | 55 | 0 | 0 | N/A | 10 | 2.8 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 9 | Animal - Confined - DCC | 51 | 0 | 0 | N/A | 3 | 0.2 | 51 | 100.0% | 51 | 100.0% | 51 | 100.0% |
| 10 | Recycling ROLL CART Registration - SAN | 49 | 0 | 0 | N/A | 365 | 7.4 | 49 | 100.0% | 49 | 100.0% | 49 | 100.0% |
| 11 | Street Spillage/Debris in Right of Way-Hazardous-STS | 48 | 0 | 0 | N/A | 1 | 0.0 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |
| 12 | Illegal Land Use (Residential/Business) - DCC | 45 | 16 | 16 | 100.0% | 60 | 6.3 | 29 | 64.4% | 29 | 100.0% | 45 | 100.0% |
| 13 | Animal - Sick/Injured - DCC | 44 | 0 | 0 | N/A | 3 | 0.1 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 14 | Animal - Loose - DCC | 40 | 10 | 10 | 100.0% | 40 | 11.5 | 30 | 75.0% | 30 | 100.0% | 40 | 100.0% |
| 15 | Garbage - Missed - SAN | 40 | 0 | 0 | N/A | 12 | 1.6 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 16 | Illegal Outside Storage - DCC | 39 | 23 | 23 | 100.0% | 38 | 10.6 | 16 | 41.0% | 16 | 100.0% | 39 | 100.0% |
| 17 | 24 Hour Parking/Parking Violations – DPD | 29 | 1 | 1 | 100.0% | 10 | 5.5 | 28 | 96.6% | 26 | 92.9% | 27 | 93.1% |
| 18 | Substandard Structure - DCC | 26 | 13 | 13 | 100.0% | 365 | 6.4 | 13 | 50.0% | 13 | 100.0% | 26 | 100.0% |
| 19 | Graffiti Private Property - Residential/Commercial | 26 | 15 | 15 | 100.0% | 90 | 7.9 | 11 | 42.3% | 11 | 100.0% | 26 | 100.0% |
| 20 | Pot hole  - Hazardous-STS | 26 | 0 | 0 | N/A | 1 | 0.3 | 26 | 100.0% | 25 | 96.2% | 25 | 96.2% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                         Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 07

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Substandard Structure - DCC | 387 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 322 |
| High Weeds - DCC | 276 |
| Litter -  DCC | 258 |
| Animal - Loose Aggressive - DCC | 182 |
| Dead Animal Pick Up - SAN | 163 |
| Smoke Detector Request - DFD | 160 |
| Roll Cart - SAN | 110 |
| Animal - Confined - DCC | 97 |
| Garbage - Missed - SAN | 93 |
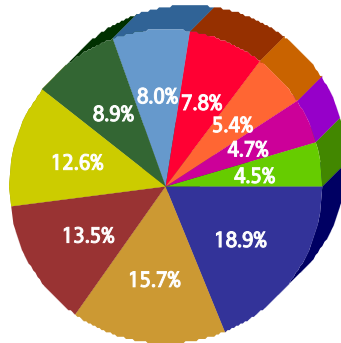
**Service**

- Substandard Structure - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- High Weeds - DCC
- Litter -  DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN

Pie chart values: 8.0%, 7.8%, 5.4%, 4.7%, 4.5%, 18.9%, 15.7%, 13.5%, 12.6%, 8.9%

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 3,527 | 2,897 | 2,876 | 99.3% | 630 | 628 | 99.7% | 99.3% |

**Monthly Trend of Services Requested**
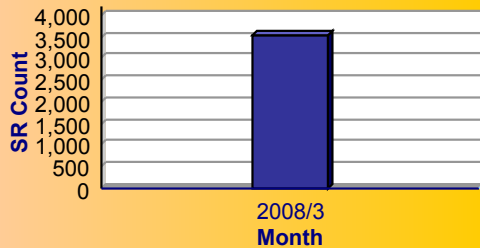
SR Count axis: 4,000 / 3,500 / 3,000 / 2,500 / 2,000 / 1,500 / 1,000 / 500 / 0

2008/3
Month

**Monthly Trend of % SRs Closed On Time**

% On Time axis: 100 / 80 / 60 / 40 / 20 / 0

2008/3
Month

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX     Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 07

**March 2008**

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Substandard Structure - DCC | 387 | 241 | 241 | 100.0% | 365 | 9.8 | 146 | 37.7% | 146 | 100.0% | 387 | 100.0% |
| 2 | Parking - Unapproved Surface - Eve/Weekends - DCC | 322 | 1 | 1 | 100.0% | 10 | 0.6 | 321 | 99.7% | 321 | 100.0% | 322 | 100.0% |
| 3 | High Weeds - DCC | 276 | 94 | 94 | 100.0% | 38 | 4.6 | 182 | 65.9% | 182 | 100.0% | 276 | 100.0% |
| 4 | Litter -  DCC | 258 | 75 | 75 | 100.0% | 38 | 6.7 | 183 | 70.9% | 183 | 100.0% | 258 | 100.0% |
| 5 | Animal - Loose Aggressive - DCC | 182 | 0 | 0 | N/A | 3 | 0.3 | 182 | 100.0% | 182 | 100.0% | 182 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 163 | 0 | 0 | N/A | 1 | 0.3 | 163 | 100.0% | 163 | 100.0% | 163 | 100.0% |
| 7 | Smoke Detector Request - DFD | 160 | 1 | 1 | 100.0% | 30 | 6.2 | 159 | 99.4% | 159 | 100.0% | 160 | 100.0% |
| 8 | Roll Cart - SAN | 110 | 0 | 0 | N/A | 10 | 3.0 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 9 | Animal - Confined - DCC | 97 | 0 | 0 | N/A | 3 | 0.2 | 97 | 100.0% | 96 | 99.0% | 96 | 99.0% |
| 10 | Garbage - Missed - SAN | 93 | 0 | 0 | N/A | 12 | 1.2 | 93 | 100.0% | 93 | 100.0% | 93 | 100.0% |
| 11 | Bulky Trash Violations - DCC | 80 | 4 | 4 | 100.0% | 14 | 3.1 | 76 | 95.0% | 76 | 100.0% | 80 | 100.0% |
| 12 | Recycling ROLL CART Registration - SAN | 79 | 0 | 0 | N/A | 365 | 8.2 | 79 | 100.0% | 79 | 100.0% | 79 | 100.0% |
| 13 | Junk Motor Vehicle - DCC | 73 | 43 | 43 | 100.0% | 126 | 11.9 | 30 | 41.1% | 30 | 100.0% | 73 | 100.0% |
| 14 | Open and Vacant Structure - DCC | 70 | 5 | 5 | 100.0% | 30 | 3.3 | 65 | 92.9% | 65 | 100.0% | 70 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 59 | 2 | 2 | 100.0% | 10 | 5.6 | 57 | 96.6% | 55 | 96.5% | 57 | 96.6% |
| 16 | Animal - Sick/Injured - DCC | 57 | 0 | 0 | N/A | 3 | 0.2 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 17 | Obstruction Alley/Sidewalk/Street - DCC | 53 | 15 | 15 | 100.0% | 60 | 18.5 | 38 | 71.7% | 38 | 100.0% | 53 | 100.0% |
| 18 | Recyclable Collection Missed (Residential) - SAN | 46 | 0 | 0 | N/A | 3 | 1.3 | 46 | 100.0% | 46 | 100.0% | 46 | 100.0% |
| 19 | Street Spillage/Debris in Right of Way-Hazardous-STS | 43 | 0 | 0 | N/A | 1 | 0.1 | 43 | 100.0% | 42 | 97.7% | 42 | 97.7% |
| 20 | Fire Inspection - DFD | 40 | 13 | 13 | 100.0% | 60 | 13.5 | 27 | 67.5% | 27 | 100.0% | 40 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 08

March 2008

**Top 10 Services**

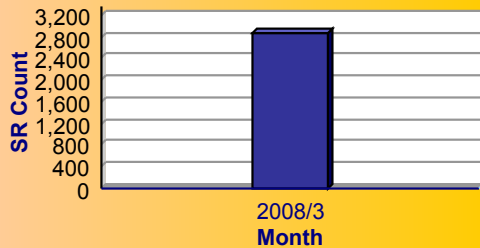| SR Type | Service Request Count |
|---|---|
| Parking - Unapproved Surface - Eve/Weekends - DCC | 238 |
| Animal - Loose Aggressive – DCC | 236 |
| Animal - Confined – DCC | 170 |
| Dead Animal Pick Up – SAN | 156 |
| Roll Cart - SAN | 142 |
| Garbage - Missed – SAN | 132 |
| Litter -  DCC | 124 |
| Animal - Sick/Injured – DCC | 83 |
| Recycling ROLL CART Registration - SAN | 78 |
| Animal - Loose - DCC | 72 |
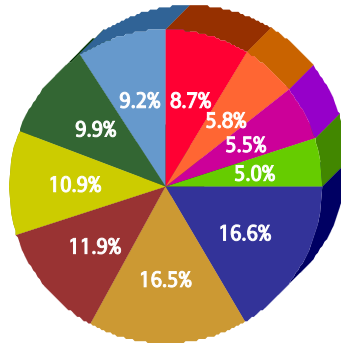
**Service**

- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up – SAN
- Roll Cart – SAN
- Garbage - Missed - SAN
- Litter -  DCC
- Animal - Sick/Injured - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose - DCC

Pie chart values: 8.7%, 5.8%, 5.5%, 5.0%, 16.6%, 16.5%, 11.9%, 10.9%, 9.9%, 9.2%

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,881 | 2,561 | 2,536 | 99.0% | 320 | 320 | 100.0% | 99.1% |

**Monthly Trend of Services Requested**

SR Count axis: 3,200 / 2,800 / 2,400 / 2,000 / 1,600 / 1,200 / 800 / 400 / 0

2008/3
Month

**Monthly Trend of % SRs Closed On Time**

% On Time axis: 100 / 80 / 60 / 40 / 20 / 0

2008/3
Month

NOTE: Values represent status as of the run date and time.
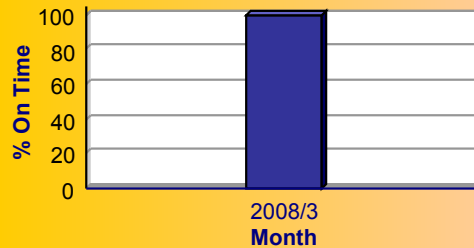
# City of Dallas
**Service Level Performance Report by Council District**

for 08

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**March 2008**

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**Performance on the Top 20 by SR Volume Created During the Reporting Period**

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Parking - Unapproved Surface - Eve/Weekends - DCC | 238 | 0 | 0 | N/A | 10 | 0.5 | 238 | 100.0% | 238 | 100.0% | 238 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 236 | 0 | 0 | N/A | 3 | 0.2 | 236 | 100.0% | 236 | 100.0% | 236 | 100.0% |
| 3 | Animal - Confined - DCC | 170 | 0 | 0 | N/A | 3 | 0.2 | 170 | 100.0% | 168 | 98.8% | 168 | 98.8% |
| 4 | Dead Animal Pick Up - SAN | 156 | 0 | 0 | N/A | 1 | 0.4 | 156 | 100.0% | 155 | 99.4% | 155 | 99.4% |
| 5 | Roll Cart - SAN | 142 | 0 | 0 | N/A | 10 | 3.1 | 142 | 100.0% | 141 | 99.3% | 141 | 99.3% |
| 6 | Garbage - Missed - SAN | 132 | 0 | 0 | N/A | 12 | 1.4 | 132 | 100.0% | 132 | 100.0% | 132 | 100.0% |
| 7 | Litter - DCC | 124 | 47 | 47 | 100.0% | 38 | 13.0 | 77 | 62.1% | 77 | 100.0% | 124 | 100.0% |
| 8 | Animal - Sick/Injured - DCC | 83 | 0 | 0 | N/A | 3 | 0.1 | 83 | 100.0% | 83 | 100.0% | 83 | 100.0% |
| 9 | Recycling ROLL CART Registration - SAN | 78 | 0 | 0 | N/A | 365 | 10.4 | 78 | 100.0% | 78 | 100.0% | 78 | 100.0% |
| 10 | Animal - Loose - DCC | 72 | 13 | 13 | 100.0% | 40 | 11.3 | 59 | 81.9% | 59 | 100.0% | 72 | 100.0% |
| 11 | Bulky Trash Violations - DCC | 71 | 4 | 4 | 100.0% | 14 | 3.5 | 67 | 94.4% | 65 | 97.0% | 69 | 97.2% |
| 12 | Junk Motor Vehicle - DCC | 67 | 40 | 40 | 100.0% | 126 | 8.3 | 27 | 40.3% | 27 | 100.0% | 67 | 100.0% |
| 13 | Illegal Dumping - DCC | 62 | 3 | 3 | 100.0% | 38 | 2.3 | 59 | 95.2% | 59 | 100.0% | 62 | 100.0% |
| 14 | High Weeds - DCC | 60 | 34 | 34 | 100.0% | 38 | 6.6 | 26 | 43.3% | 26 | 100.0% | 60 | 100.0% |
| 15 | Animal - Cruelty - DCC | 53 | 0 | 0 | N/A | 30 | 0.2 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |
| 16 | Illegal Garbage/Placement - DCC | 51 | 5 | 5 | 100.0% | 60 | 7.4 | 46 | 90.2% | 46 | 100.0% | 51 | 100.0% |
| 17 | Substandard Structure - DCC | 50 | 32 | 32 | 100.0% | 365 | 8.6 | 18 | 36.0% | 18 | 100.0% | 50 | 100.0% |
| 18 | Recyclable Collection Missed (Residential) - SAN | 50 | 0 | 0 | N/A | 3 | 1.0 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 19 | 24 Hour Parking/Parking Violations - DPD | 49 | 0 | 0 | N/A | 10 | 5.5 | 49 | 100.0% | 47 | 95.9% | 47 | 95.9% |
| 20 | Street Repair - Routine-STS | 47 | 11 | 11 | 100.0% | 90 | 4.5 | 36 | 76.6% | 36 | 100.0% | 47 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 09

March 2008

**Top 10 Services**

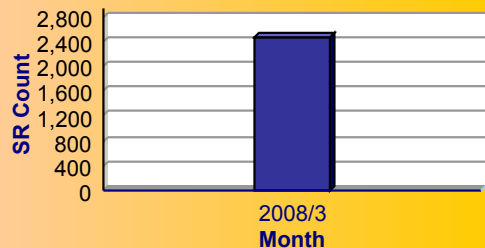| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration – SAN | 236 |
| Roll Cart – SAN | 148 |
| Fire Inspection – DFD | 119 |
| Dead Animal Pick Up – SAN | 113 |
| Litter – DCC | 112 |
| Animal – Loose Aggressive – DCC | 107 |
| Bulky Trash Violations – DCC | 107 |
| Recyclable Collection Missed (Residential) – SAN | 84 |
| Garbage – Missed – SAN | 83 |
| Animal – Confined – DCC | 72 |
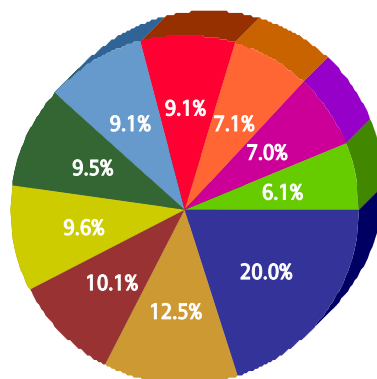
**Service**

- Recycling ROLL CART Registration – SAN
- Roll Cart – SAN
- Fire Inspection – DFD
- Dead Animal Pick Up – SAN
- Litter – DCC
- Animal – Loose Aggressive – DCC
- Bulky Trash Violations – DCC
- Recyclable Collection Missed (Residential) – SAN
- Garbage – Missed – SAN
- Animal – Confined – DCC

**Summary – All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,475 | 2,151 | 2,138 | 99.4% | 324 | 321 | 99.1% | 99.4% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                      Report date – April 11, 2008
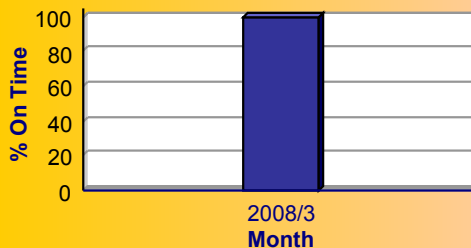
**City of Dallas** *Service Level Performance Report by Council District*

for 09

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**March 2008**

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Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top  Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 236 | 4 | 4 | 100.0% | 365 | 7.8 | 232 | 98.3% | 232 | 100.0% | 236 | 100.0% |
| 2 | Roll Cart - SAN | 148 | 1 | 1 | 100.0% | 10 | 3.6 | 147 | 99.3% | 144 | 98.0% | 145 | 98.0% |
| 3 | Fire Inspection - DFD | 119 | 57 | 57 | 100.0% | 60 | 10.9 | 62 | 52.1% | 62 | 100.0% | 119 | 100.0% |
| 4 | Dead Animal Pick Up - SAN | 113 | 0 | 0 | N/A | 1 | 0.3 | 113 | 100.0% | 113 | 100.0% | 113 | 100.0% |
| 5 | Litter -  DCC | 112 | 33 | 33 | 100.0% | 38 | 9.1 | 79 | 70.5% | 79 | 100.0% | 112 | 100.0% |
| 6 | Bulky Trash Violations - DCC | 107 | 5 | 5 | 100.0% | 14 | 3.4 | 102 | 95.3% | 102 | 100.0% | 107 | 100.0% |
| 7 | Animal - Loose Aggressive - DCC | 107 | 0 | 0 | N/A | 3 | 0.2 | 107 | 100.0% | 107 | 100.0% | 107 | 100.0% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 84 | 0 | 0 | N/A | 3 | 1.1 | 84 | 100.0% | 84 | 100.0% | 84 | 100.0% |
| 9 | Garbage - Missed - SAN | 83 | 0 | 0 | N/A | 12 | 1.2 | 83 | 100.0% | 83 | 100.0% | 83 | 100.0% |
| 10 | Animal - Confined - DCC | 72 | 0 | 0 | N/A | 3 | 0.2 | 72 | 100.0% | 72 | 100.0% | 72 | 100.0% |
| 11 | High Weeds - DCC | 60 | 32 | 32 | 100.0% | 38 | 8.5 | 28 | 46.7% | 28 | 100.0% | 60 | 100.0% |
| 12 | Parking - Unapproved Surface - Eve/Weekends - DCC | 56 | 0 | 0 | N/A | 10 | 1.0 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 44 | 0 | 0 | N/A | 10 | 3.9 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 14 | Animal - Sick/Injured - DCC | 43 | 0 | 0 | N/A | 3 | 0.1 | 43 | 100.0% | 43 | 100.0% | 43 | 100.0% |
| 15 | Signs - Public Right of Way Eve/Weekends - DCC | 40 | 0 | 0 | N/A | 7 | 0.0 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 16 | Junk Motor Vehicle - DCC | 38 | 14 | 14 | 100.0% | 126 | 7.8 | 24 | 63.2% | 24 | 100.0% | 38 | 100.0% |
| 17 | Animal - Loose - DCC | 38 | 8 | 8 | 100.0% | 40 | 11.2 | 30 | 78.9% | 30 | 100.0% | 38 | 100.0% |
| 18 | Substandard Structure - DCC | 36 | 23 | 23 | 100.0% | 365 | 5.7 | 13 | 36.1% | 13 | 100.0% | 36 | 100.0% |
| 19 | Obstruction Alley/Sidewalk/Street - DCC | 33 | 19 | 19 | 100.0% | 60 | 7.8 | 14 | 42.4% | 14 | 100.0% | 33 | 100.0% |
| 20 | Illegal Outside Storage - DCC | 30 | 9 | 9 | 100.0% | 38 | 8.9 | 21 | 70.0% | 21 | 100.0% | 30 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                      Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 10

March 2008

**Top 10 Services**

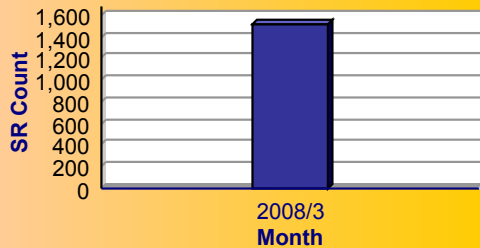| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration - SAN | 121 |
| Recyclable Collection Missed (Residential) - SAN | 107 |
| Substandard Structure - DCC | 70 |
| Fire Inspection - DFD | 59 |
| Roll Cart - SAN | 57 |
| Animal - Confined - DCC | 50 |
| Garbage - Missed - SAN | 50 |
| Dead Animal Pick Up - SAN | 48 |
| Animal - Loose Aggressive - DCC | 47 |
| Litter - DCC | 42 |
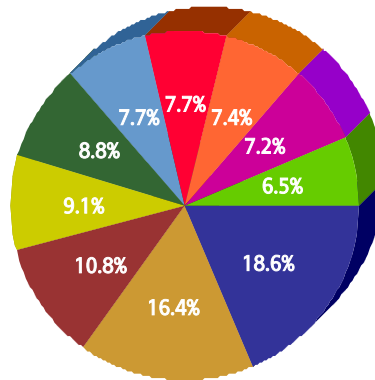
**Service**

- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Substandard Structure - DCC
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Litter - DCC

Pie chart values: 18.6%, 16.4%, 10.8%, 9.1%, 8.8%, 7.7%, 7.7%, 7.4%, 7.2%, 6.5%

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 1,519 | 1,316 | 1,298 | 98.6% | 203 | 197 | 97.0% | 98.4% |

**Monthly Trend of Services Requested**

SR Count chart (2008/3 Month): values shown 0–1,600

**Monthly Trend of % SRs Closed On Time**

% On Time chart (2008/3 Month): values shown 0–100

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NOTE: Values represent status as of the run date and time.
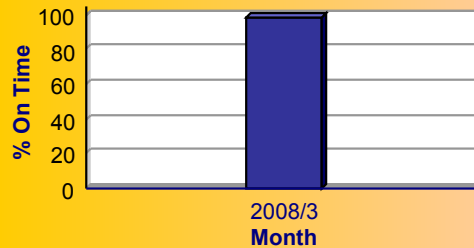
# City of Dallas  *Service Level Performance Report by Council District*

for 10

**March 2008**

**Performance on the Top 20 by SR Volume Created During the Reporting Period**

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 121 | 0 | 0 | N/A | 365 | 7.2 | 121 | 100.0% | 121 | 100.0% | 121 | 100.0% |
| 2 | Recyclable Collection Missed (Residential) - SAN | 107 | 0 | 0 | N/A | 3 | 1.1 | 107 | 100.0% | 107 | 100.0% | 107 | 100.0% |
| 3 | Substandard Structure - DCC | 70 | 44 | 44 | 100.0% | 365 | 13.5 | 26 | 37.1% | 26 | 100.0% | 70 | 100.0% |
| 4 | Fire Inspection - DFD | 59 | 23 | 23 | 100.0% | 60 | 11.4 | 36 | 61.0% | 36 | 100.0% | 59 | 100.0% |
| 5 | Roll Cart - SAN | 57 | 0 | 0 | N/A | 10 | 3.8 | 57 | 100.0% | 55 | 96.5% | 55 | 96.5% |
| 6 | Animal - Confined - DCC | 50 | 0 | 0 | N/A | 3 | 0.2 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 7 | Garbage - Missed - SAN | 50 | 0 | 0 | N/A | 12 | 1.7 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 8 | Dead Animal Pick Up - SAN | 48 | 0 | 0 | N/A | 1 | 0.6 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |
| 9 | Animal - Loose Aggressive - DCC | 47 | 0 | 0 | N/A | 3 | 0.3 | 47 | 100.0% | 47 | 100.0% | 47 | 100.0% |
| 10 | Litter - DCC | 42 | 13 | 13 | 100.0% | 38 | 10.3 | 29 | 69.0% | 29 | 100.0% | 42 | 100.0% |
| 11 | High Weeds - DCC | 41 | 14 | 14 | 100.0% | 38 | 8.6 | 27 | 65.9% | 27 | 100.0% | 41 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 39 | 1 | 1 | 100.0% | 10 | 4.6 | 38 | 97.4% | 36 | 94.7% | 37 | 94.9% |
| 13 | Oversized Vehicle - Eve/Weekends - DCC | 37 | 0 | 0 | N/A | 14 | 0.5 | 37 | 100.0% | 37 | 100.0% | 37 | 100.0% |
| 14 | Substandard Structure Apts - DCC | 35 | 17 | 17 | 100.0% | 365 | 7.8 | 18 | 51.4% | 18 | 100.0% | 35 | 100.0% |
| 15 | Signs - Other - DCC | 31 | 10 | 9 | 90.0% | 21 | 8.3 | 21 | 67.7% | 20 | 95.2% | 29 | 93.5% |
| 16 | Bulky Trash Violations - DCC | 30 | 0 | 0 | N/A | 14 | 2.3 | 30 | 100.0% | 30 | 100.0% | 30 | 100.0% |
| 17 | Illegal Outside Storage Apts - DCC | 28 | 15 | 15 | 100.0% | 38 | 8.5 | 13 | 46.4% | 13 | 100.0% | 28 | 100.0% |
| 18 | Signs - Public Right of Way Eve/Weekends - DCC | 28 | 0 | 0 | N/A | 7 | 0.1 | 28 | 100.0% | 28 | 100.0% | 28 | 100.0% |
| 19 | Animal - Cruelty - DCC | 23 | 0 | 0 | N/A | 30 | 0.5 | 23 | 100.0% | 23 | 100.0% | 23 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 21 | 0 | 0 | N/A | 3 | 0.4 | 21 | 100.0% | 21 | 100.0% | 21 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                              Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 11

March 2008

**Top 10 Services**

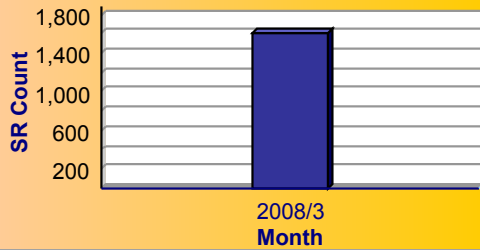| SR Type | Service Request Count |
|---|---|
| Garbage - Missed - SAN | 214 |
| Recycling ROLL CART Registration - SAN | 203 |
| Recyclable Collection Missed (Residential) - SAN | 175 |
| Roll Cart - SAN | 82 |
| Dead Animal Pick Up - SAN | 48 |
| Fire Inspection - DFD | 45 |
| Litter - DCC | 39 |
| Street Spillage/Debris in Right of Way-Hazardous-STS | 39 |
| Recycling - Roll Cart - SAN | 38 |
| Traffic Signal - Flashing - PWT | 38 |
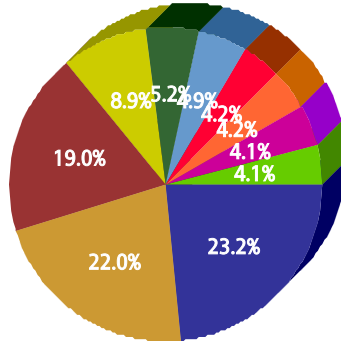
**Service**

- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Recycling - Roll Cart - SAN
- Traffic Signal - Flashing - PWT

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 1,607 | 1,479 | 1,471 | 99.5% | 128 | 127 | 99.2% | 99.4% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

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NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 11

March 2008

### Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Garbage - Missed - SAN | 214 | 0 | 0 | N/A | 12 | 1.5 | 214 | 100.0% | 214 | 100.0% | 214 | 100.0% |
| 2 | Recycling ROLL CART Registration - SAN | 203 | 1 | 1 | 100.0% | 365 | 4.2 | 202 | 99.5% | 202 | 100.0% | 203 | 100.0% |
| 3 | Recyclable Collection Missed (Residential) - SAN | 175 | 0 | 0 | N/A | 3 | 1.0 | 175 | 100.0% | 175 | 100.0% | 175 | 100.0% |
| 4 | Roll Cart - SAN | 82 | 0 | 0 | N/A | 10 | 2.8 | 82 | 100.0% | 81 | 98.8% | 81 | 98.8% |
| 5 | Dead Animal Pick Up - SAN | 48 | 0 | 0 | N/A | 1 | 0.4 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |
| 6 | Fire Inspection - DFD | 45 | 15 | 15 | 100.0% | 60 | 10.5 | 30 | 66.7% | 30 | 100.0% | 45 | 100.0% |
| 7 | Litter - DCC | 39 | 10 | 10 | 100.0% | 38 | 12.9 | 29 | 74.4% | 29 | 100.0% | 39 | 100.0% |
| 8 | Street Spillage/Debris in Right of Way-Hazardous-STS | 39 | 0 | 0 | N/A | 1 | 0.0 | 39 | 100.0% | 39 | 100.0% | 39 | 100.0% |
| 9 | Traffic Signal - Flashing - PWT | 38 | 0 | 0 | N/A | 4 | 1.0 | 38 | 100.0% | 38 | 100.0% | 38 | 100.0% |
| 10 | Recycling - Roll Cart - SAN | 38 | 1 | 0 | 0.0% | 10 | 2.7 | 37 | 97.4% | 37 | 100.0% | 37 | 97.4% |
| 11 | Animal - Confined - DCC | 31 | 0 | 0 | N/A | 3 | 0.2 | 31 | 100.0% | 31 | 100.0% | 31 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 29 | 0 | 0 | N/A | 10 | 3.2 | 29 | 100.0% | 29 | 100.0% | 29 | 100.0% |
| 13 | Substandard Structure Apts - DCC | 22 | 11 | 11 | 100.0% | 365 | 6.9 | 11 | 50.0% | 11 | 100.0% | 22 | 100.0% |
| 14 | Signs - Public Right of Way Eve/Weekends - DCC | 22 | 0 | 0 | N/A | 7 | 0.8 | 22 | 100.0% | 22 | 100.0% | 22 | 100.0% |
| 15 | Bulky Trash Violations - DCC | 21 | 0 | 0 | N/A | 14 | 3.5 | 21 | 100.0% | 21 | 100.0% | 21 | 100.0% |
| 16 | Animal - Loose Aggressive - DCC | 21 | 0 | 0 | N/A | 3 | 0.1 | 21 | 100.0% | 21 | 100.0% | 21 | 100.0% |
| 17 | Traffic Signal - Timing - PWT | 20 | 0 | 0 | N/A | 4 | 1.4 | 20 | 100.0% | 20 | 100.0% | 20 | 100.0% |
| 18 | Sanitation Crew Complaint - SAN | 19 | 0 | 0 | N/A | 10 | 3.5 | 19 | 100.0% | 18 | 94.7% | 18 | 94.7% |
| 19 | Pot hole - Hazardous-STS | 18 | 0 | 0 | N/A | 1 | 0.1 | 18 | 100.0% | 17 | 94.4% | 17 | 94.4% |
| 20 | Graffiti Private Property - Residential/Commercial | 17 | 8 | 8 | 100.0% | 90 | 8.6 | 9 | 52.9% | 9 | 100.0% | 17 | 100.0% |
| 21 | Sanitation Property Damage - SAN | 17 | 5 | 5 | 100.0% | 28 | 3.9 | 12 | 70.6% | 12 | 100.0% | 17 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 12

March 2008

**Top 10 Services**

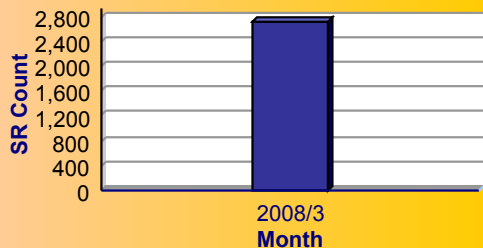| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration - SAN | 856 |
| Garbage - Missed - SAN | 363 |
| Recyclable Collection Missed (Residential) - SAN | 319 |
| Roll Cart - SAN | 212 |
| Bulky Trash Violations - DCC | 98 |
| Recycling - Roll Cart - SAN | 87 |
| Animal - Confined - DCC | 46 |
| Dead Animal Pick Up - SAN | 40 |
| Fire Inspection - DFD | 38 |
| Quality SR - Sanitation - SAN | 35 |
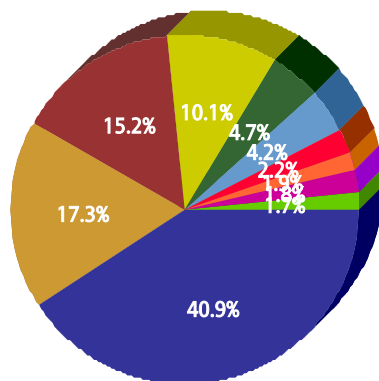
**Service**

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Recycling - Roll Cart - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Quality SR - Sanitation - SAN

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,723 | 2,594 | 2,578 | 99.4% | 129 | 122 | 94.6% | 99.2% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX　　　　　　　Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 12

**March 2008**

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 856 | 2 | 2 | 100.0% | 365 | 5.1 | 854 | 99.8% | 854 | 100.0% | 856 | 100.0% |
| 2 | Garbage - Missed - SAN | 363 | 0 | 0 | N/A | 12 | 1.7 | 363 | 100.0% | 363 | 100.0% | 363 | 100.0% |
| 3 | Recyclable Collection Missed (Residential) - SAN | 319 | 0 | 0 | N/A | 3 | 1.1 | 319 | 100.0% | 319 | 100.0% | 319 | 100.0% |
| 4 | Roll Cart - SAN | 212 | 0 | 0 | N/A | 10 | 3.2 | 212 | 100.0% | 210 | 99.1% | 210 | 99.1% |
| 5 | Bulky Trash Violations - DCC | 98 | 16 | 16 | 100.0% | 14 | 2.9 | 82 | 83.7% | 82 | 100.0% | 98 | 100.0% |
| 6 | Recycling - Roll Cart - SAN | 87 | 0 | 0 | N/A | 10 | 2.4 | 87 | 100.0% | 87 | 100.0% | 87 | 100.0% |
| 7 | Animal - Confined - DCC | 46 | 0 | 0 | N/A | 3 | 0.1 | 46 | 100.0% | 46 | 100.0% | 46 | 100.0% |
| 8 | Dead Animal Pick Up - SAN | 40 | 0 | 0 | N/A | 1 | 0.3 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 9 | Fire Inspection - DFD | 38 | 18 | 18 | 100.0% | 60 | 10.1 | 20 | 52.6% | 20 | 100.0% | 38 | 100.0% |
| 10 | Quality SR - Sanitation - SAN | 35 | 0 | 0 | N/A | 5 | 2.4 | 35 | 100.0% | 34 | 97.1% | 34 | 97.1% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 33 | 1 | 0 | 0.0% | 10 | 2.8 | 32 | 97.0% | 32 | 100.0% | 32 | 97.0% |
| 12 | Sanitation Crew Complaint - SAN | 27 | 0 | 0 | N/A | 10 | 3.4 | 27 | 100.0% | 25 | 92.6% | 25 | 92.6% |
| 13 | High Weeds - DCC | 22 | 8 | 8 | 100.0% | 38 | 7.5 | 14 | 63.6% | 14 | 100.0% | 22 | 100.0% |
| 14 | Animal - Loose Aggressive - DCC | 22 | 0 | 0 | N/A | 3 | 0.1 | 22 | 100.0% | 22 | 100.0% | 22 | 100.0% |
| 15 | Litter - DCC | 20 | 9 | 9 | 100.0% | 38 | 10.5 | 11 | 55.0% | 11 | 100.0% | 20 | 100.0% |
| 16 | Brush/Bulk Items - Missed - SAN | 18 | 0 | 0 | N/A | 10 | 1.7 | 18 | 100.0% | 18 | 100.0% | 18 | 100.0% |
| 17 | Sanitation Property Damage - SAN | 18 | 2 | 2 | 100.0% | 28 | 7.3 | 16 | 88.9% | 16 | 100.0% | 18 | 100.0% |
| 18 | Animal - Bite - DCC | 17 | 0 | 0 | N/A | 11 | 3.3 | 17 | 100.0% | 16 | 94.1% | 16 | 94.1% |
| 19 | Alley Repair - Routine-STS | 15 | 8 | 8 | 100.0% | 90 | 7.6 | 7 | 46.7% | 7 | 100.0% | 15 | 100.0% |
| 20 | Cost Plus - SAN | 12 | 0 | 0 | N/A | 10 | 3.2 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 21 | Animal Trap Request - DCC | 12 | 1 | 1 | 100.0% | 30 | 5.4 | 11 | 91.7% | 11 | 100.0% | 12 | 100.0% |
| 22 | Animal - Cruelty - DCC | 12 | 0 | 0 | N/A | 30 | 0.4 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 23 | Animal - Sick/Injured - DCC | 12 | 0 | 0 | N/A | 3 | 0.0 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 24 | Traffic Sign - Maintenance (Other) - PWT | 12 | 0 | 0 | N/A | 40 | 5.8 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                    Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 13

March 2008

**Top 10 Services**

| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration - SAN | 149 |
| Recyclable Collection Missed (Residential) - SAN | 130 |
| Roll Cart - SAN | 114 |
| Garbage - Missed - SAN | 110 |
| Dead Animal Pick Up - SAN | 65 |
| Animal - Confined - DCC | 64 |
| Fire Inspection - DFD | 54 |
| High Weeds - DCC | 49 |
| Sanitation Property Damage - SAN | 49 |
| Litter - DCC | 48 |
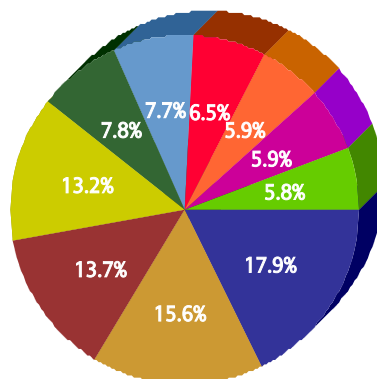
**Service**

- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Fire Inspection - DFD
- High Weeds - DCC
- Sanitation Property Damage - SAN
- Litter - DCC



**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 1,887 | 1,702 | 1,682 | 98.8% | 185 | 183 | 98.9% | 98.8% |



Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time

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NOTE: Values represent status as of the run date and time.

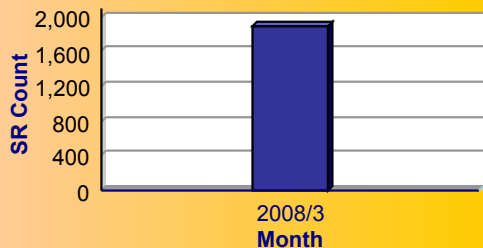**City of Dallas** *Service Level Performance Report by Council District*

for 13

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 149 | 2 | 2 | 100.0% | 365 | 7.0 | 147 | 98.7% | 147 | 100.0% | 149 | 100.0% |
| 2 | Recyclable Collection Missed (Residential) - SAN | 130 | 0 | 0 | N/A | 3 | 1.1 | 130 | 100.0% | 130 | 100.0% | 130 | 100.0% |
| 3 | Roll Cart - SAN | 114 | 0 | 0 | N/A | 10 | 3.4 | 114 | 100.0% | 110 | 96.5% | 110 | 96.5% |
| 4 | Garbage - Missed - SAN | 110 | 0 | 0 | N/A | 12 | 1.9 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 65 | 0 | 0 | N/A | 1 | 0.3 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 6 | Animal - Confined - DCC | 64 | 0 | 0 | N/A | 3 | 0.2 | 64 | 100.0% | 64 | 100.0% | 64 | 100.0% |
| 7 | Fire Inspection - DFD | 54 | 31 | 31 | 100.0% | 60 | 4.3 | 23 | 42.6% | 23 | 100.0% | 54 | 100.0% |
| 8 | High Weeds - DCC | 49 | 23 | 23 | 100.0% | 38 | 13.3 | 26 | 53.1% | 26 | 100.0% | 49 | 100.0% |
| 9 | Sanitation Property Damage - SAN | 49 | 7 | 7 | 100.0% | 28 | 7.4 | 42 | 85.7% | 42 | 100.0% | 49 | 100.0% |
| 10 | Litter - DCC | 48 | 12 | 12 | 100.0% | 38 | 12.7 | 36 | 75.0% | 36 | 100.0% | 48 | 100.0% |
| 11 | Signs - Public Right of Way Eve/Weekends - DCC | 43 | 0 | 0 | N/A | 7 | 0.4 | 43 | 100.0% | 43 | 100.0% | 43 | 100.0% |
| 12 | Bulky Trash Violations - DCC | 41 | 0 | 0 | N/A | 14 | 2.4 | 41 | 100.0% | 41 | 100.0% | 41 | 100.0% |
| 13 | Street Repair - Routine-STS | 41 | 9 | 9 | 100.0% | 90 | 4.8 | 32 | 78.0% | 32 | 100.0% | 41 | 100.0% |
| 14 | Animal - Loose Aggressive - DCC | 36 | 0 | 0 | N/A | 3 | 0.2 | 36 | 100.0% | 36 | 100.0% | 36 | 100.0% |
| 15 | Street Spillage/Debris in Right of Way-Hazardous-STS | 36 | 0 | 0 | N/A | 1 | 0.0 | 36 | 100.0% | 36 | 100.0% | 36 | 100.0% |
| 16 | Alley Repair - Routine-STS | 33 | 17 | 17 | 100.0% | 90 | 11.3 | 16 | 48.5% | 16 | 100.0% | 33 | 100.0% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 31 | 4 | 4 | 100.0% | 10 | 6.9 | 27 | 87.1% | 22 | 81.5% | 26 | 83.9% |
| 18 | Recycling - Roll Cart - SAN | 29 | 0 | 0 | N/A | 10 | 2.3 | 29 | 100.0% | 29 | 100.0% | 29 | 100.0% |
| 19 | Substandard Structure - DCC | 27 | 18 | 18 | 100.0% | 365 | 5.4 | 9 | 33.3% | 9 | 100.0% | 27 | 100.0% |
| 20 | Parking - Unapproved Surface - Eve/Weekends - DCC | 26 | 0 | 0 | N/A | 10 | 0.4 | 26 | 100.0% | 26 | 100.0% | 26 | 100.0% |
| 21 | Pot hole - Hazardous-STS | 26 | 0 | 0 | N/A | 1 | 0.3 | 26 | 100.0% | 25 | 96.2% | 25 | 96.2% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 14

**March 2008**

**Top 10 Services**

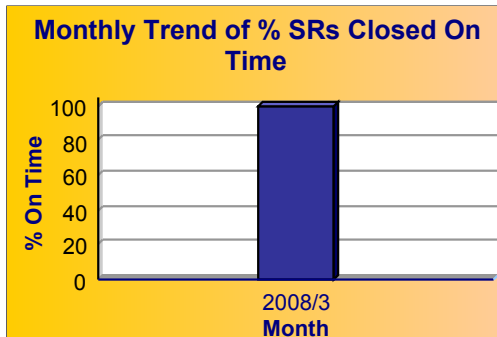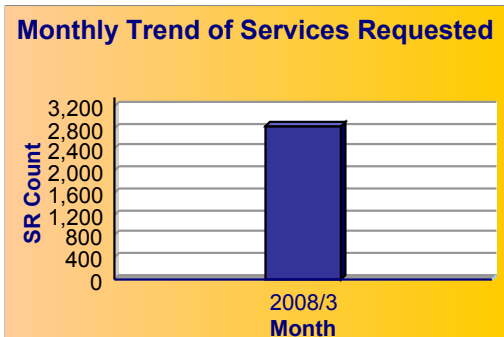| SR Type | Service Request Count |
|---|---|
| Recycling ROLL CART Registration - SAN | 182 |
| Fire Inspection - DFD | 169 |
| Roll Cart - SAN | 158 |
| High Weeds - DCC | 112 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 110 |
| Garbage - Missed - SAN | 95 |
| Recyclable Collection Missed (Residential) - SAN | 95 |
| Litter - DCC | 85 |
| Animal - Confined - DCC | 80 |
| 24 Hour Parking/Parking Violations - DPD | 75 |
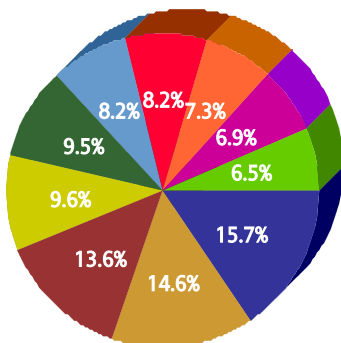
**Service**

- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- High Weeds - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Litter - DCC
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD

Pie chart values: 8.2%, 8.2%, 7.3%, 6.9%, 6.5%, 15.7%, 14.6%, 13.6%, 9.6%, 9.5%

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 2,802 | 2,489 | 2,470 | 99.2% | 313 | 310 | 99.0% | 99.2% |

**Monthly Trend of Services Requested**

SR Count axis: 3,200 / 2,800 / 2,400 / 2,000 / 1,600 / 1,200 / 800 / 400 / 0

2008/3 Month

**Monthly Trend of % SRs Closed On Time**

% On Time axis: 100 / 80 / 60 / 40 / 20 / 0

2008/3 Month

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX          Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for 14

March 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Recycling ROLL CART Registration - SAN | 182 | 1 | 1 | 100.0% | 365 | 7.4 | 181 | 99.5% | 181 | 100.0% | 182 | 100.0% |
| 2 | Fire Inspection - DFD | 169 | 86 | 86 | 100.0% | 60 | 11.8 | 83 | 49.1% | 83 | 100.0% | 169 | 100.0% |
| 3 | Roll Cart - SAN | 158 | 0 | 0 | N/A | 10 | 2.8 | 158 | 100.0% | 158 | 100.0% | 158 | 100.0% |
| 4 | High Weeds - DCC | 112 | 26 | 26 | 100.0% | 38 | 12.8 | 86 | 76.8% | 86 | 100.0% | 112 | 100.0% |
| 5 | Parking - Unapproved Surface - Eve/Weekends - DCC | 110 | 0 | 0 | N/A | 10 | 1.1 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 6 | Garbage - Missed - SAN | 95 | 0 | 0 | N/A | 12 | 1.7 | 95 | 100.0% | 95 | 100.0% | 95 | 100.0% |
| 7 | Recyclable Collection Missed (Residential) - SAN | 95 | 0 | 0 | N/A | 3 | 1.1 | 95 | 100.0% | 95 | 100.0% | 95 | 100.0% |
| 8 | Litter - DCC | 85 | 21 | 21 | 100.0% | 38 | 11.8 | 64 | 75.3% | 64 | 100.0% | 85 | 100.0% |
| 9 | Animal - Confined - DCC | 80 | 0 | 0 | N/A | 3 | 0.1 | 80 | 100.0% | 80 | 100.0% | 80 | 100.0% |
| 10 | 24 Hour Parking/Parking Violations - DPD | 75 | 0 | 0 | N/A | 10 | 5.0 | 75 | 100.0% | 75 | 100.0% | 75 | 100.0% |
| 11 | Bulky Trash Violations - DCC | 74 | 0 | 0 | N/A | 14 | 2.5 | 74 | 100.0% | 74 | 100.0% | 74 | 100.0% |
| 12 | Dead Animal Pick Up - SAN | 73 | 0 | 0 | N/A | 1 | 0.4 | 73 | 100.0% | 73 | 100.0% | 73 | 100.0% |
| 13 | Traffic Signal - Flashing - PWT | 59 | 0 | 0 | N/A | 4 | 1.1 | 59 | 100.0% | 59 | 100.0% | 59 | 100.0% |
| 14 | Illegal Garbage/Placement - DCC | 58 | 6 | 6 | 100.0% | 60 | 6.4 | 52 | 89.7% | 52 | 100.0% | 58 | 100.0% |
| 15 | Animal - Loose Aggressive - DCC | 49 | 0 | 0 | N/A | 3 | 0.2 | 49 | 100.0% | 49 | 100.0% | 49 | 100.0% |
| 16 | Street Repair - Routine-STS | 48 | 9 | 9 | 100.0% | 90 | 7.8 | 39 | 81.2% | 39 | 100.0% | 48 | 100.0% |
| 17 | Signs - Public Right of Way Eve/Weekends - DCC | 46 | 0 | 0 | N/A | 7 | 0.3 | 46 | 100.0% | 45 | 97.8% | 45 | 97.8% |
| 18 | Graffiti Private Property - Residential/Commercial | 45 | 31 | 31 | 100.0% | 90 | 11.2 | 14 | 31.1% | 14 | 100.0% | 45 | 100.0% |
| 19 | Junk Motor Vehicle - DCC | 42 | 15 | 15 | 100.0% | 126 | 15.0 | 27 | 64.3% | 27 | 100.0% | 42 | 100.0% |
| 20 | Pot hole - Hazardous-STS | 41 | 0 | 0 | N/A | 1 | 0.1 | 41 | 100.0% | 40 | 97.6% | 40 | 97.6% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX

Report date – April 11, 2008

**City of Dallas** *Service Level Performance Report by Council District*

for U

March 2008

**Top 10 Services**

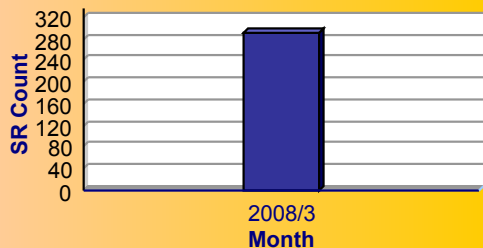| SR Type | Service Request Count |
|---|---|
| Complaint/Compliment - CTY | 37 |
| Signs - Public Right of Way Eve/Weekends - DCC | 29 |
| Illegal Food Vending - EHS | 17 |
| Dead Animal Pick Up – SAN | 11 |
| Fire Inspection - DFD | 11 |
| Recycling ROLL CART Registration - SAN | 11 |
| Street Spillage/Debris in Right of Way-Hazardous-STS | 9 |
| Garbage - Missed - SAN | 8 |
| High Weeds - DCC | 8 |
| Pot hole  - Hazardous-STS | 8 |
| Recyclable Collection Missed (Residential) - SAN | 8 |
| Roll Cart - SAN | 8 |
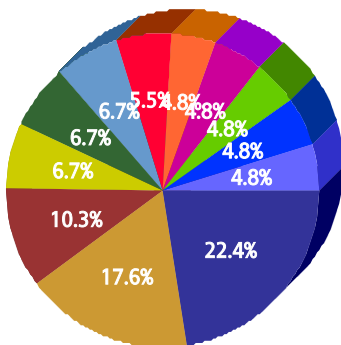
**Service**

- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Illegal Food Vending - EHS
- Dead Animal Pick Up – SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Garbage - Missed - SAN
- High Weeds - DCC
- Pot hole  - Hazardous-STS
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN

**Summary - All Services Requested**

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|---|---|---|---|---|---|---|---|
| 290 | 237 | 232 | 97.9% | 53 | 33 | 62.3% | 91.4% |

**Monthly Trend of Services Requested**

**Monthly Trend of % SRs Closed On Time**

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                                              Report date – April 11, 2008
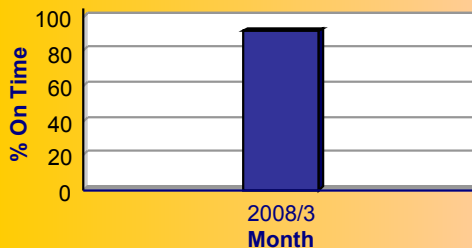
**City of Dallas** *Service Level Performance Report by Council District*

for U

**March 2008**

**Performance on the Top 20 by SR Volume Created During the Reporting Period**

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Complaint/Compliment - CTY | 37 | 23 | 4 | 17.4% | 10 | 4.9 | 14 | 37.8% | 13 | 92.9% | 17 | 45.9% |
| 2 | Signs - Public Right of Way Eve/Weekends - DCC | 29 | 0 | 0 | N/A | 7 | 1.0 | 29 | 100.0% | 29 | 100.0% | 29 | 100.0% |
| 3 | Illegal Food Vending - EHS | 17 | 0 | 0 | N/A | 45 | 5.4 | 17 | 100.0% | 17 | 100.0% | 17 | 100.0% |
| 4 | Dead Animal Pick Up - SAN | 11 | 0 | 0 | N/A | 1 | 0.3 | 11 | 100.0% | 11 | 100.0% | 11 | 100.0% |
| 5 | Fire Inspection - DFD | 11 | 4 | 4 | 100.0% | 60 | 5.1 | 7 | 63.6% | 7 | 100.0% | 11 | 100.0% |
| 6 | Recycling ROLL CART Registration - SAN | 11 | 3 | 3 | 100.0% | 365 | 13.9 | 8 | 72.7% | 8 | 100.0% | 11 | 100.0% |
| 7 | Street Spillage/Debris in Right of Way-Hazardous-STS | 9 | 0 | 0 | N/A | 1 | 0.0 | 9 | 100.0% | 9 | 100.0% | 9 | 100.0% |
| 8 | High Weeds - DCC | 8 | 2 | 2 | 100.0% | 38 | 4.0 | 6 | 75.0% | 6 | 100.0% | 8 | 100.0% |
| 9 | Garbage - Missed - SAN | 8 | 0 | 0 | N/A | 12 | 0.5 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 8 | 0 | 0 | N/A | 3 | 1.0 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 11 | Roll Cart - SAN | 8 | 0 | 0 | N/A | 10 | 4.2 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 12 | Pot hole - Hazardous-STS | 8 | 0 | 0 | N/A | 1 | 0.2 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 13 | Litter - DCC | 7 | 4 | 4 | 100.0% | 38 | 7.7 | 3 | 42.9% | 3 | 100.0% | 7 | 100.0% |
| 14 | Illegal Land Use (Residential/Business) - DCC | 7 | 6 | 6 | 100.0% | 60 | 6.0 | 1 | 14.3% | 1 | 100.0% | 7 | 100.0% |
| 15 | Street Lighting - Maintenance - PWT | 7 | 0 | 0 | N/A | 10 | 1.0 | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% |
| 16 | Pot hole Repair Routine - STS | 6 | 0 | 0 | N/A | 5 | 1.0 | 6 | 100.0% | 5 | 83.3% | 5 | 83.3% |
| 17 | Educational Request - DFD | 5 | 0 | 0 | N/A | 10 | 0.0 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 18 | Traffic Signal - Timing - PWT | 5 | 0 | 0 | N/A | 4 | 1.8 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 19 | Animal - Confined - DCC | 4 | 0 | 0 | N/A | 3 | 0.2 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 4 | 0 | 0 | N/A | 3 | 0.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 21 | Development Services General Request - DEV | 4 | 0 | 0 | N/A | 10 | 3.8 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |

NOTE: Values represent status as of the run date and time.

CITY OF DALLAS, TX                                        Report date – April 11, 2008