



**FY 2009 – 2010**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**November 2009**

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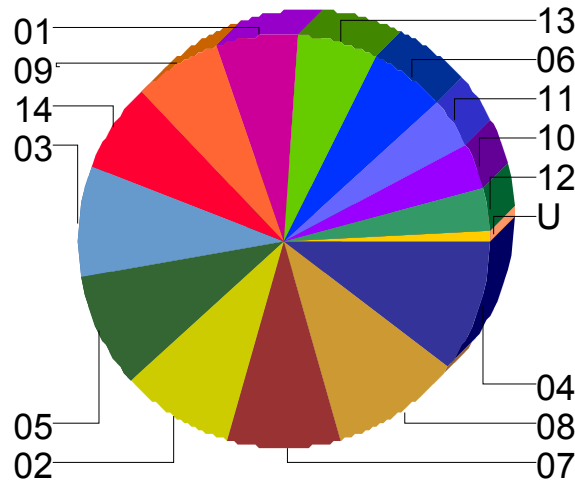
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is Unknown**



# City of Dallas Council District Report

For November 2009



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,682	6.4%	99.2%
02	2,348	8.9%	98.4%
03	2,249	8.5%	99.0%
04	2,720	10.3%	98.6%
05	2,318	8.8%	98.6%
06	1,538	5.8%	98.8%
07	2,351	8.9%	98.4%
08	2,687	10.2%	98.1%
09	1,847	7.0%	97.7%
10	978	3.7%	98.5%
11	1,045	4.0%	96.8%
12	834	3.2%	97.8%
13	1,640	6.2%	98.4%
14	1,854	7.0%	98.4%
U	244	0.9%	93.0%
<b>Totals</b>	<b>26,335</b>	<b>100.0%</b>	<b>98.3%</b>

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

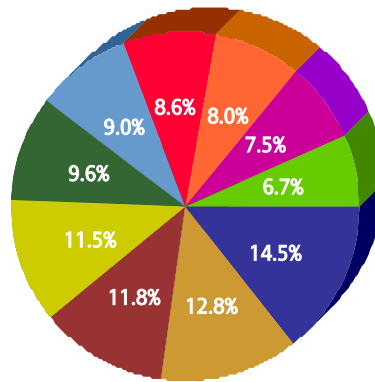


For Citywide

November 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,546
Roll Cart - SAN	1,360
Dead Animal Pick Up - SAN	1,253
Litter - CCS	1,225
Animal - Loose Aggressive - CCS	1,019
Obstruction Alley/Sidewalk/Street - CCS	955
Animal - Confined - CCS	912
Recycling ROLL CART Registration - SAN	850
Signs - Public Right of Way Eve/Weekends - CCS	794
Recyclable Collection Missed (Residential) - SAN	714



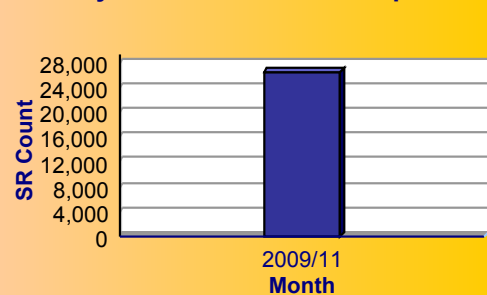
Service

- High Weeds - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way Eve/Weekends - CCS
- Recyclable Collection Missed (Residential) - SAN

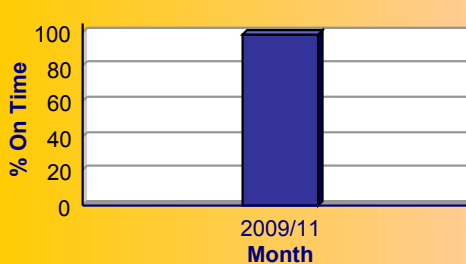
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,335	23,055	22,789	98.8%	3,280	3,110	94.8%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

For Citywide

November 2009

## 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 - CCS	1,546	383	371	96.9%	38	9.4	1,163	75.2%	1,163	100.0%	1,534	99.2%
2	Roll Cart - SAN	1,360	8	0	0.0%	10	3.0	1,352	99.4%	1,351	99.9%	1,351	99.3%
3	Dead Animal Pick Up - SAN	1,253	1	0	0.0%	1	0.3	1,252	99.9%	1,245	99.4%	1,245	99.4%
4	Litter - CCS	1,225	393	388	98.7%	38	11.0	832	67.9%	832	100.0%	1,220	99.6%
5	Animal - Loose Aggressive - CCS	1,019	0	0	N/A	3	0.2	1,019	100.0%	1,017	99.8%	1,017	99.8%
6	Obstruction Alley/Sidewalk/Street - CCS	955	354	354	100.0%	60	15.5	601	62.9%	601	100.0%	955	100.0%
7	Animal - Confined - CCS	912	0	0	N/A	3	0.2	912	100.0%	909	99.7%	909	99.7%
8	Recycling ROLL CART Registration - SAN	850	0	0	N/A	10	3.8	850	100.0%	850	100.0%	850	100.0%
9	Signs - Public Right of Way Eve/Weekends - CCS	794	0	0	N/A	7	0.3	794	100.0%	787	99.1%	787	99.1%
10	Recyclable Collection Missed (Residential) - SAN	714	0	0	N/A	3	1.0	714	100.0%	714	100.0%	714	100.0%
11	Smoke Detector Request - DFD	693	38	31	81.6%	30	4.6	655	94.5%	655	100.0%	686	99.0%
12	Bulky Trash Violations - CCS	602	27	10	37.0%	14	5.4	575	95.5%	539	93.7%	549	91.2%
13	Parking - Unapproved Surface - Eve/Weekends - CCS	583	0	0	N/A	10	1.2	583	100.0%	582	99.8%	582	99.8%
14	Animal - Loose - CCS	561	48	48	100.0%	40	6.2	513	91.4%	513	100.0%	561	100.0%
15	Junk Motor Vehicle - CCS	547	349	349	100.0%	126	11.7	198	36.2%	198	100.0%	547	100.0%
16	Garbage - Missed - SAN	531	0	0	N/A	3	0.7	531	100.0%	527	99.2%	527	99.2%
17	24 Hour Parking/Parking Violations - DPD	519	8	0	0.0%	10	4.7	511	98.5%	490	95.9%	490	94.4%
18	Fire Inspection - DFD	512	291	291	100.0%	60	8.3	221	43.2%	221	100.0%	512	100.0%
19	Signs - Public Right of Way - CCS	488	7	0	0.0%	7	1.0	481	98.6%	467	97.1%	467	95.7%
20	Animal - Sick/Injured - CCS	454	0	0	N/A	3	0.1	454	100.0%	453	99.8%	453	99.8%

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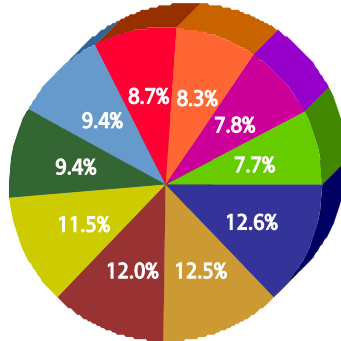
**City of Dallas** Service Level Performance Report by Council District

for 01

November 2009

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	97
Animal - Loose Aggressive - CCS	96
Dead Animal Pick Up - SAN	92
Recyclable Collection Missed (Residential) - SAN	88
Graffiti Private Property - Residential/Commercial	72
Litter - CCS	72
Recycling ROLL CART Registration - SAN	67
High Weeds - CCS	64
Parking - Unapproved Surface - Eve/Weekends - CCS	60
Signs - Public Right of Way Eve/Weekends - CCS	59



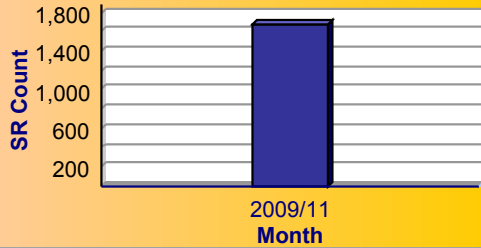
**Service**

- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Graffiti Private Property - Residential/Commercial
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- High Weeds - CCS
- Parking - Unapproved Surface - Eve/Weekends - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

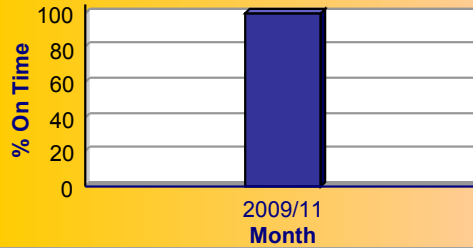
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,682	1,520	1,510	99.3%	162	158	97.5%	99.2%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 01

November 2009

## 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	Roll Cart - SAN	97	0	0	N/A	10	2.8	97	100.0%	97	100.0%	97	100.0%
2	Animal - Loose Aggressive - CCS	96	0	0	N/A	3	0.1	96	100.0%	96	100.0%	96	100.0%
3	Dead Animal Pick Up - SAN	92	0	0	N/A	1	0.3	92	100.0%	92	100.0%	92	100.0%
4	Recyclable Collection Missed (Residential) - SAN	88	0	0	N/A	3	0.7	88	100.0%	88	100.0%	88	100.0%
5	Litter - CCS	72	16	16	100.0%	38	15.3	56	77.8%	56	100.0%	72	100.0%
6	Graffiti Private Property - Residential/Commercial	72	24	24	100.0%	90	7.2	48	66.7%	48	100.0%	72	100.0%
7	Recycling ROLL CART Registration - SAN	67	0	0	N/A	10	3.4	67	100.0%	67	100.0%	67	100.0%
8	High Weeds - CCS	64	14	14	100.0%	38	10.4	50	78.1%	50	100.0%	64	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - CCS	60	0	0	N/A	10	2.0	60	100.0%	60	100.0%	60	100.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	59	0	0	N/A	7	0.1	59	100.0%	59	100.0%	59	100.0%
11	Animal - Confined - CCS	50	0	0	N/A	3	0.1	50	100.0%	50	100.0%	50	100.0%
12	Animal - Loose - CCS	42	4	4	100.0%	40	5.5	38	90.5%	38	100.0%	42	100.0%
13	Illegal Outside Storage - CCS	41	8	8	100.0%	38	14.6	33	80.5%	33	100.0%	41	100.0%
14	24 Hour Parking/Parking Violations - DPD	39	0	0	N/A	10	3.6	39	100.0%	39	100.0%	39	100.0%
15	Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
16	Fire Inspection - DFD	32	15	15	100.0%	60	11.8	17	53.1%	17	100.0%	32	100.0%
17	Substandard Structure - CCS	30	21	21	100.0%	365	11.4	9	30.0%	9	100.0%	30	100.0%
18	Animal - Spayed/Neutered/Intact	29	1	1	100.0%	30	1.1	28	96.6%	28	100.0%	29	100.0%
19	Garbage - Missed - SAN	28	0	0	N/A	3	0.8	28	100.0%	27	96.4%	27	96.4%
20	Bulky Trash Violations - CCS	26	2	1	50.0%	14	7.3	24	92.3%	21	87.5%	22	84.6%
21	Obstruction Alley/Sidewalk/Street - CCS	26	2	2	100.0%	60	15.5	24	92.3%	24	100.0%	26	100.0%
22	Garage Sale Eve/Weekends - CCS	26	0	0	N/A	7	0.8	26	100.0%	26	100.0%	26	100.0%

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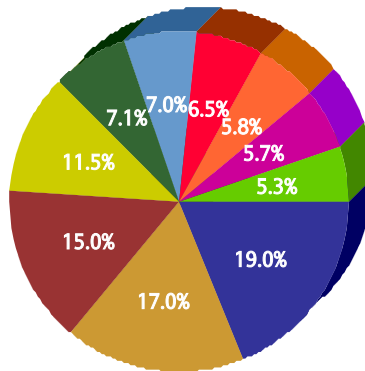


for 02

November 2009

Top 10 Services

SR Type	Service Request Count
Litter - CCS	190
No House Number - CCS	170
High Weeds - CCS	150
Graffiti Private Property - Residential/Commercial	115
Dead Animal Pick Up - SAN	71
Junk Motor Vehicle - CCS	70
24 Hour Parking/Parking Violations - DPD	65
Signs - Public Right of Way Eve/Weekends - CCS	58
Signs - Other - CCS	57
Animal - Loose Aggressive - CCS	53



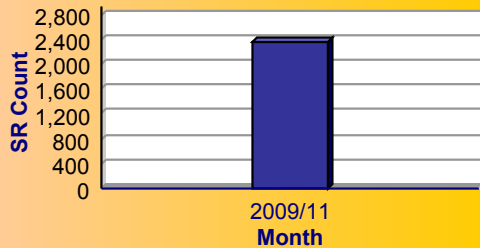
Service

- Litter - CCS
- No House Number - CCS
- High Weeds - CCS
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - CCS
- 24 Hour Parking/Parking Violations - DPD
- Signs - Public Right of Way Eve/Weekends - CCS
- Signs - Other - CCS
- Animal - Loose Aggressive - CCS

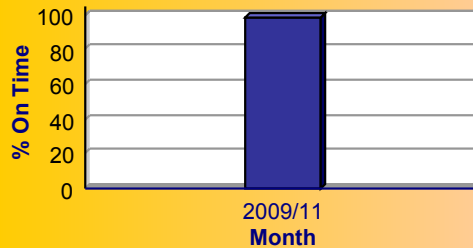
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,348	2,005	1,978	98.7%	343	332	96.8%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 02

November 2009

## 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 - CCS	190	34	34	100.0%	38	9.0	156	82.1%	156	100.0%	190	100.0%
2	No House Number - CCS	170	65	65	100.0%	60	13.6	105	61.8%	105	100.0%	170	100.0%
3	High Weeds - CCS	150	14	14	100.0%	38	9.5	136	90.7%	136	100.0%	150	100.0%
4	Graffiti Private Property - Residential/Commercial	115	24	24	100.0%	90	2.3	91	79.1%	91	100.0%	115	100.0%
5	Dead Animal Pick Up - SAN	71	0	0	N/A	1	0.2	71	100.0%	71	100.0%	71	100.0%
6	Junk Motor Vehicle - CCS	70	40	40	100.0%	126	9.6	30	42.9%	30	100.0%	70	100.0%
7	24 Hour Parking/Parking Violations - DPD	65	1	0	0.0%	10	5.6	64	98.5%	54	84.4%	54	83.1%
8	Signs - Public Right of Way Eve/Weekends - CCS	58	0	0	N/A	7	0.8	58	100.0%	57	98.3%	57	98.3%
9	Signs - Other - CCS	57	1	1	100.0%	21	3.6	56	98.2%	56	100.0%	57	100.0%
10	Animal - Loose Aggressive - CCS	53	0	0	N/A	3	0.3	53	100.0%	52	98.1%	52	98.1%
11	Obstruction Alley/Sidewalk/Street - CCS	52	9	9	100.0%	60	10.7	43	82.7%	43	100.0%	52	100.0%
12	Bulky Trash Violations - CCS	51	1	1	100.0%	14	3.9	50	98.0%	48	96.0%	49	96.1%
13	Animal - Confined - CCS	50	0	0	N/A	3	0.3	50	100.0%	50	100.0%	50	100.0%
14	Roll Cart - SAN	46	0	0	N/A	10	3.3	46	100.0%	45	97.8%	45	97.8%
15	Animal - Sick/Injured - CCS	45	0	0	N/A	3	0.1	45	100.0%	45	100.0%	45	100.0%
16	Substandard Structure - CCS	40	28	28	100.0%	365	2.8	12	30.0%	12	100.0%	40	100.0%
17	Signs - Public Right of Way - CCS	39	0	0	N/A	7	0.6	39	100.0%	39	100.0%	39	100.0%
18	Animal - Loose - CCS	39	1	1	100.0%	40	5.4	38	97.4%	38	100.0%	39	100.0%
19	Garbage - Missed - SAN	39	0	0	N/A	3	0.8	39	100.0%	39	100.0%	39	100.0%
20	Recycling ROLL CART Registration - SAN	38	0	0	N/A	10	4.0	38	100.0%	38	100.0%	38	100.0%

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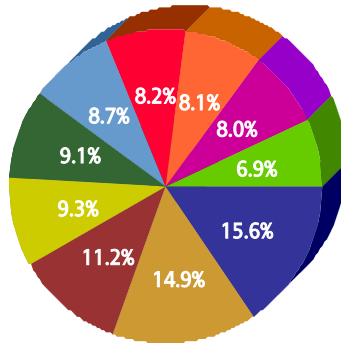
**City of Dallas** Service Level Performance Report by Council District

for 03

November 2009

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	184
Litter - CCS	176
Roll Cart - SAN	132
Obstruction Alley/Sidewalk/Street - CCS	110
Dead Animal Pick Up - SAN	108
Signs - Public Right of Way Eve/Weekends - CCS	103
Parking - Unapproved Surface - Eve/Weekends - CCS	97
Animal - Loose Aggressive - CCS	96
Recycling ROLL CART Registration - SAN	95
Animal - Loose - CCS	81



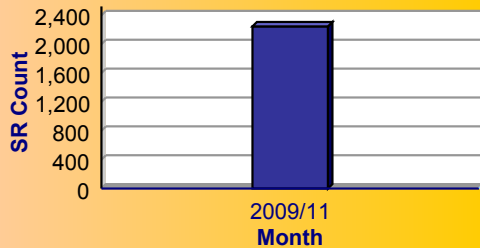
**Service**

- High Weeds - CCS
- Litter - CCS
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - CCS
- Parking - Unapproved Surface - Eve/Weekends - CCS
- Animal - Loose Aggressive - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose - CCS

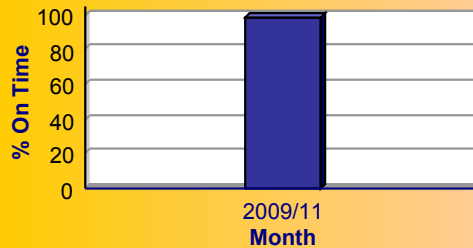
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,249	1,977	1,967	99.5%	272	259	95.2%	99.0%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 03

November 2009

## 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 - CCS	184	39	39	100.0%	38	9.0	145	78.8%	145	100.0%	184	100.0%
2	Litter - CCS	176	58	58	100.0%	38	8.3	118	67.0%	118	100.0%	176	100.0%
3	Roll Cart - SAN	132	1	0	0.0%	10	2.7	131	99.2%	131	100.0%	131	99.2%
4	Obstruction Alley/Sidewalk/Street - CCS	110	50	50	100.0%	60	7.8	60	54.5%	60	100.0%	110	100.0%
5	Dead Animal Pick Up - SAN	108	1	0	0.0%	1	0.2	107	99.1%	107	100.0%	107	99.1%
6	Signs - Public Right of Way Eve/Weekends - CCS	103	0	0	N/A	7	0.1	103	100.0%	103	100.0%	103	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - CCS	97	0	0	N/A	10	1.0	97	100.0%	97	100.0%	97	100.0%
8	Animal - Loose Aggressive - CCS	96	0	0	N/A	3	0.3	96	100.0%	96	100.0%	96	100.0%
9	Recycling ROLL CART Registration - SAN	95	0	0	N/A	10	4.2	95	100.0%	95	100.0%	95	100.0%
10	Animal - Loose - CCS	81	10	10	100.0%	40	4.5	71	87.7%	71	100.0%	81	100.0%
11	Animal - Confined - CCS	66	0	0	N/A	3	0.2	66	100.0%	66	100.0%	66	100.0%
12	Recyclable Collection Missed (Residential) - SAN	62	0	0	N/A	3	0.9	62	100.0%	62	100.0%	62	100.0%
13	Junk Motor Vehicle - CCS	49	33	33	100.0%	126	16.1	16	32.7%	16	100.0%	49	100.0%
14	Bulky Trash Violations - CCS	44	4	0	0.0%	14	5.4	40	90.9%	39	97.5%	39	88.6%
15	Animal - Sick/Injured - CCS	44	0	0	N/A	3	0.0	44	100.0%	44	100.0%	44	100.0%
16	24 Hour Parking/Parking Violations - DPD	41	0	0	N/A	10	4.2	41	100.0%	41	100.0%	41	100.0%
17	Dead Animal - Clinic Pick Up - SAN	39	0	0	N/A	2	0.0	39	100.0%	39	100.0%	39	100.0%
18	Illegal Dumping - CCS	33	0	0	N/A	38	2.8	33	100.0%	33	100.0%	33	100.0%
19	Fire Inspection - DFD	24	10	10	100.0%	60	3.5	14	58.3%	14	100.0%	24	100.0%
20	Garbage - Missed - SAN	24	0	0	N/A	3	0.8	24	100.0%	24	100.0%	24	100.0%

R-csr059-cmoS V1.0

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Run Date: Dec/11/2009 11:49:23 AM

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



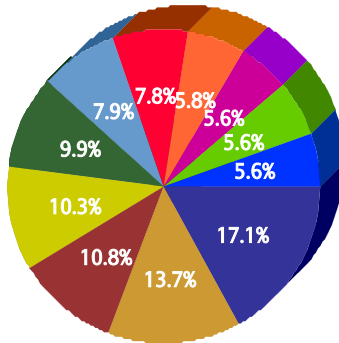
**City of Dallas** Service Level Performance Report by Council District

for 04

November 2009

**Top 10 Services**

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	260
High Weeds - CCS	208
Dead Animal Pick Up - SAN	164
Smoke Detector Request - DFD	157
Animal - Loose Aggressive - CCS	151
Roll Cart - SAN	120
Parking - Unapproved Surface - Eve/Weekends - CCS	118
Litter - CCS	89
Animal - Confined - CCS	85
Animal - Loose - CCS	85
Signs - Public Right of Way Eve/Weekends - CCS	85



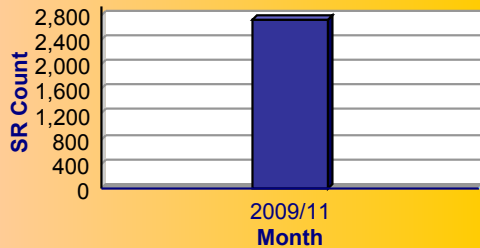
**Service**

- Obstruction Alley/Sidewalk/Street - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - CCS
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - CCS
- Litter - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

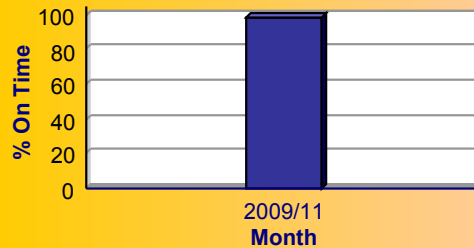
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,720	2,470	2,447	99.1%	250	235	94.0%	98.6%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 04

November 2009

## 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	Obstruction Alley/Sidewalk/Street - CCS	260	44	44	100.0%	60	21.3	216	83.1%	216	100.0%	260	100.0%
2	High Weeds - CCS	208	41	40	97.6%	38	10.8	167	80.3%	167	100.0%	207	99.5%
3	Dead Animal Pick Up - SAN	164	0	0	N/A	1	0.3	164	100.0%	164	100.0%	164	100.0%
4	Smoke Detector Request - DFD	157	4	3	75.0%	30	2.1	153	97.5%	153	100.0%	156	99.4%
5	Animal - Loose Aggressive - CCS	151	0	0	N/A	3	0.2	151	100.0%	150	99.3%	150	99.3%
6	Roll Cart - SAN	120	2	0	0.0%	10	3.0	118	98.3%	118	100.0%	118	98.3%
7	Parking - Unapproved Surface - Eve/Weekends - CCS	118	0	0	N/A	10	0.9	118	100.0%	117	99.2%	117	99.2%
8	Litter - CCS	89	22	22	100.0%	38	13.5	67	75.3%	67	100.0%	89	100.0%
9	Animal - Confined - CCS	85	0	0	N/A	3	0.2	85	100.0%	85	100.0%	85	100.0%
10	Animal - Loose - CCS	85	10	10	100.0%	40	7.4	75	88.2%	75	100.0%	85	100.0%
11	Signs - Public Right of Way Eve/Weekends - CCS	85	0	0	N/A	7	0.2	85	100.0%	85	100.0%	85	100.0%
12	Bulky Trash Violations - CCS	76	1	1	100.0%	14	4.6	75	98.7%	74	98.7%	75	98.7%
13	Illegal Dumping - CCS	71	1	1	100.0%	38	1.9	70	98.6%	70	100.0%	71	100.0%
14	Recycling ROLL CART Registration - SAN	58	0	0	N/A	10	3.7	58	100.0%	58	100.0%	58	100.0%
15	Garbage - Missed - SAN	56	0	0	N/A	3	0.5	56	100.0%	56	100.0%	56	100.0%
16	24 Hour Parking/Parking Violations - DPD	48	1	0	0.0%	10	5.9	47	97.9%	44	93.6%	44	91.7%
17	Recyclable Collection Missed (Residential) - SAN	48	0	0	N/A	3	0.9	48	100.0%	48	100.0%	48	100.0%
18	Animal - Sick/Injured - CCS	46	0	0	N/A	3	0.0	46	100.0%	46	100.0%	46	100.0%
19	Junk Motor Vehicle - CCS	41	32	32	100.0%	126	10.8	9	22.0%	9	100.0%	41	100.0%
20	Parking - Unapproved Surface - CCS	37	0	0	N/A	10	0.7	37	100.0%	37	100.0%	37	100.0%



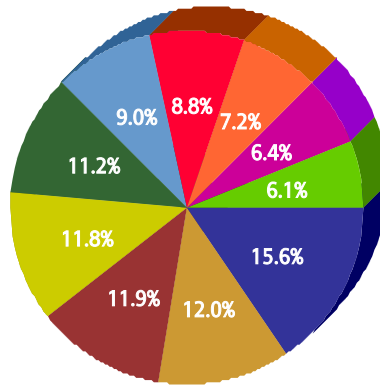
**City of Dallas** Service Level Performance Report by Council District

for 05

November 2009

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - CCS	167
Dead Animal Pick Up - SAN	129
Roll Cart - SAN	128
Litter - CCS	127
Junk Motor Vehicle - CCS	120
High Weeds - CCS	96
Signs - Public Right of Way Eve/Weekends - CCS	94
Animal - Confined - CCS	77
Animal - Loose - CCS	69
Substandard Structure - CCS	65



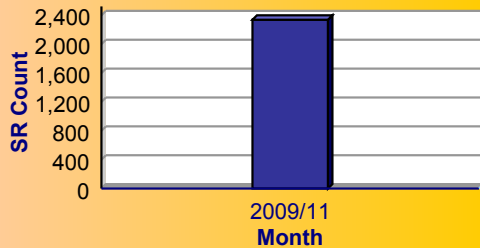
**Service**

- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - CCS
- Junk Motor Vehicle - CCS
- High Weeds - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Substandard Structure - CCS

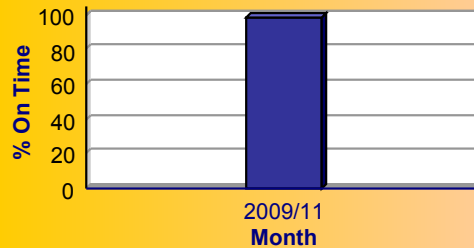
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,318	1,902	1,874	98.5%	416	411	98.8%	98.6%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 05

November 2009

## 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 - CCS	167	0	0	N/A	3	0.2	167	100.0%	167	100.0%	167	100.0%
2	Dead Animal Pick Up - SAN	129	0	0	N/A	1	0.3	129	100.0%	129	100.0%	129	100.0%
3	Roll Cart - SAN	128	0	0	N/A	10	3.2	128	100.0%	128	100.0%	128	100.0%
4	Litter - CCS	127	69	69	100.0%	38	15.7	58	45.7%	58	100.0%	127	100.0%
5	Junk Motor Vehicle - CCS	120	94	94	100.0%	126	14.2	26	21.7%	26	100.0%	120	100.0%
6	High Weeds - CCS	96	37	36	97.3%	38	12.8	59	61.5%	59	100.0%	95	99.0%
7	Signs - Public Right of Way Eve/Weekends - CCS	94	0	0	N/A	7	0.4	94	100.0%	93	98.9%	93	98.9%
8	Animal - Confined - CCS	77	0	0	N/A	3	0.2	77	100.0%	77	100.0%	77	100.0%
9	Animal - Loose - CCS	69	9	9	100.0%	40	5.8	60	87.0%	60	100.0%	69	100.0%
10	Substandard Structure - CCS	65	55	55	100.0%	365	5.7	10	15.4%	10	100.0%	65	100.0%
11	Recycling ROLL CART Registration - SAN	60	0	0	N/A	10	3.7	60	100.0%	60	100.0%	60	100.0%
12	Recyclable Collection Missed (Residential) - SAN	58	0	0	N/A	3	1.1	58	100.0%	58	100.0%	58	100.0%
13	Bulky Trash Violations - CCS	52	0	0	N/A	14	9.7	52	100.0%	41	78.8%	41	78.8%
14	Parking - Unapproved Surface - Eve/Weekends - CCS	52	0	0	N/A	10	1.1	52	100.0%	52	100.0%	52	100.0%
15	Parking - Unapproved Surface - CCS	50	0	0	N/A	10	2.4	50	100.0%	50	100.0%	50	100.0%
16	24 Hour Parking/Parking Violations - DPD	47	1	0	0.0%	10	5.8	46	97.9%	44	95.7%	44	93.6%
17	Garbage - Missed - SAN	47	0	0	N/A	3	0.7	47	100.0%	46	97.9%	46	97.9%
18	Animal - Sick/Injured - CCS	45	0	0	N/A	3	0.0	45	100.0%	45	100.0%	45	100.0%
19	Obstruction Alley/Sidewalk/Street - CCS	42	25	25	100.0%	60	16.2	17	40.5%	17	100.0%	42	100.0%
20	Animal - Spayed/Neutered/Intact	41	0	0	N/A	30	1.4	41	100.0%	41	100.0%	41	100.0%
21	Recycling - Roll Cart - SAN	41	0	0	N/A	10	1.9	41	100.0%	41	100.0%	41	100.0%





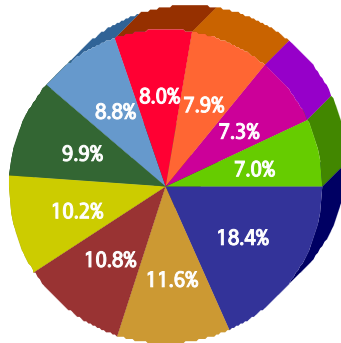
**City of Dallas** Service Level Performance Report by Council District

for 06

November 2009

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	119
Fire Inspection - DFD	75
Junk Motor Vehicle - CCS	70
Litter - CCS	66
Dead Animal Pick Up - SAN	64
Parking - Unapproved Surface - Eve/Weekends - CCS	57
Animal - Loose Aggressive - CCS	52
Animal - Confined - CCS	51
Signs - Public Right of Way - CCS	47
Signs - Public Right of Way Eve/Weekends - CCS	45



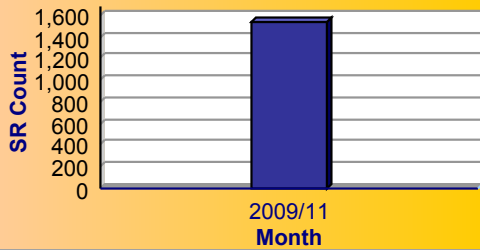
**Service**

- High Weeds - CCS
- Fire Inspection - DFD
- Junk Motor Vehicle - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Signs - Public Right of Way - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

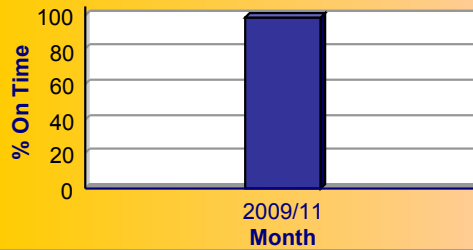
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,538	1,342	1,331	99.2%	196	188	95.9%	98.8%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 06

November 2009

## 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 - CCS	119	28	26	92.9%	38	7.5	91	76.5%	91	100.0%	117	98.3%
2	Fire Inspection - DFD	75	32	32	100.0%	60	9.9	43	57.3%	43	100.0%	75	100.0%
3	Junk Motor Vehicle - CCS	70	26	26	100.0%	126	8.2	44	62.9%	44	100.0%	70	100.0%
4	Litter - CCS	66	9	7	77.8%	38	7.6	57	86.4%	57	100.0%	64	97.0%
5	Dead Animal Pick Up - SAN	64	0	0	N/A	1	0.3	64	100.0%	64	100.0%	64	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - CCS	57	0	0	N/A	10	0.9	57	100.0%	57	100.0%	57	100.0%
7	Animal - Loose Aggressive - CCS	52	0	0	N/A	3	0.2	52	100.0%	52	100.0%	52	100.0%
8	Animal - Confined - CCS	51	0	0	N/A	3	0.2	51	100.0%	50	98.0%	50	98.0%
9	Signs - Public Right of Way - CCS	47	0	0	N/A	7	0.3	47	100.0%	47	100.0%	47	100.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	45	0	0	N/A	7	0.5	45	100.0%	44	97.8%	44	97.8%
11	Illegal Land Use (Residential/Business) - CCS	44	12	12	100.0%	60	9.2	32	72.7%	32	100.0%	44	100.0%
12	Animal - Loose - CCS	43	0	0	N/A	40	4.3	43	100.0%	43	100.0%	43	100.0%
13	Roll Cart - SAN	41	0	0	N/A	10	3.2	41	100.0%	41	100.0%	41	100.0%
14	Substandard Structure - CCS	37	33	33	100.0%	365	9.2	4	10.8%	4	100.0%	37	100.0%
15	Signs - Other - CCS	36	0	0	N/A	21	6.0	36	100.0%	35	97.2%	35	97.2%
16	Street Repair - Routine-STS	31	11	11	100.0%	90	3.8	20	64.5%	20	100.0%	31	100.0%
17	Recycling ROLL CART Registration - SAN	30	0	0	N/A	10	4.0	30	100.0%	30	100.0%	30	100.0%
18	Pot hole - Hazardous-STS	28	0	0	N/A	1	0.3	28	100.0%	28	100.0%	28	100.0%
19	Animal - Sick/Injured - CCS	27	0	0	N/A	3	0.0	27	100.0%	27	100.0%	27	100.0%
20	24 Hour Parking/Parking Violations - DPD	23	0	0	N/A	10	4.1	23	100.0%	23	100.0%	23	100.0%



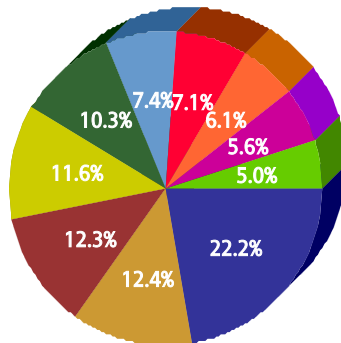
**City of Dallas** Service Level Performance Report by Council District

for 07

November 2009

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	256
Litter - CCS	143
Dead Animal Pick Up - SAN	141
Roll Cart - SAN	134
Animal - Loose Aggressive - CCS	118
Animal - Confined - CCS	85
Bulky Trash Violations - CCS	82
Illegal Dumping - CCS	70
Parking - Unapproved Surface - Eve/Weekends - CCS	65
Signs - Public Right of Way Eve/Weekends - CCS	57



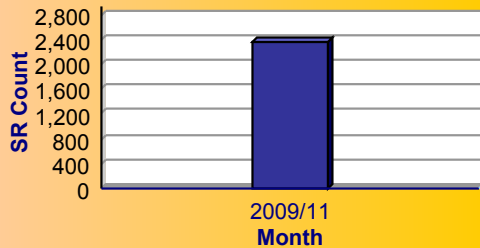
**Service**

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Illegal Dumping - CCS
- Parking - Unapproved Surface - Eve/Weekends - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

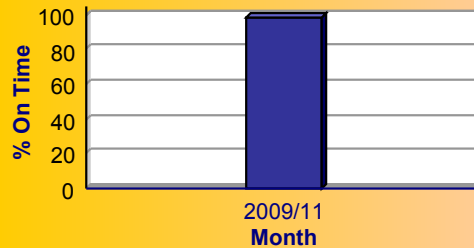
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,351	2,057	2,034	98.9%	294	279	94.9%	98.4%

**Monthly Trend of Services Requested**



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




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

for 07

November 2009

## 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 - CCS	256	48	48	100.0%	38	5.9	208	81.2%	208	100.0%	256	100.0%
2	Litter - CCS	143	42	40	95.2%	38	8.3	101	70.6%	101	100.0%	141	98.6%
3	Dead Animal Pick Up - SAN	141	0	0	N/A	1	0.3	141	100.0%	139	98.6%	139	98.6%
4	Roll Cart - SAN	134	1	0	0.0%	10	3.0	133	99.3%	133	100.0%	133	99.3%
5	Animal - Loose Aggressive - CCS	118	0	0	N/A	3	0.3	118	100.0%	118	100.0%	118	100.0%
6	Animal - Confined - CCS	85	0	0	N/A	3	0.2	85	100.0%	85	100.0%	85	100.0%
7	Bulky Trash Violations - CCS	82	3	1	33.3%	14	4.1	79	96.3%	76	96.2%	77	93.9%
8	Illegal Dumping - CCS	70	7	7	100.0%	38	1.2	63	90.0%	63	100.0%	70	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - CCS	65	0	0	N/A	10	0.8	65	100.0%	65	100.0%	65	100.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	57	0	0	N/A	7	0.2	57	100.0%	57	100.0%	57	100.0%
11	Animal - Loose - CCS	56	2	2	100.0%	40	6.9	54	96.4%	54	100.0%	56	100.0%
12	Substandard Structure - CCS	48	33	33	100.0%	365	5.9	15	31.2%	15	100.0%	48	100.0%
13	Animal - Sick/Injured - CCS	48	0	0	N/A	3	0.2	48	100.0%	47	97.9%	47	97.9%
14	24 Hour Parking/Parking Violations - DPD	46	2	0	0.0%	10	4.9	44	95.7%	43	97.7%	43	93.5%
15	Recycling ROLL CART Registration - SAN	46	0	0	N/A	10	4.0	46	100.0%	46	100.0%	46	100.0%
16	Junk Motor Vehicle - CCS	41	27	27	100.0%	126	13.9	14	34.1%	14	100.0%	41	100.0%
17	Illegal Outside Storage - CCS	38	21	21	100.0%	38	7.1	17	44.7%	17	100.0%	38	100.0%
18	Substandard Structure Apts - CCS	37	13	13	100.0%	365	11.8	24	64.9%	24	100.0%	37	100.0%
19	Open and Vacant Structure - CCS	35	4	3	75.0%	30	7.2	31	88.6%	31	100.0%	34	97.1%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	33	0	0	N/A	1	0.0	33	100.0%	33	100.0%	33	100.0%



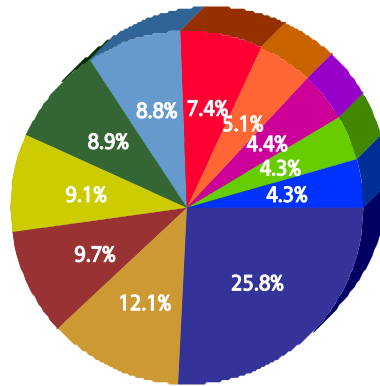
**City of Dallas** Service Level Performance Report by Council District

for 08

November 2009

**Top 10 Services**

SR Type	Service Request Count
Smoke Detector Request - DFD	396
High Weeds - CCS	185
Dead Animal Pick Up - SAN	149
Animal - Loose Aggressive - CCS	140
Animal - Confined - CCS	137
Roll Cart - SAN	135
Litter - CCS	113
Signs - Public Right of Way Eve/Weekends - CCS	78
Signs - Public Right of Way - CCS	67
Animal - Sick/Injured - CCS	66
Recycling ROLL CART Registration - SAN	66



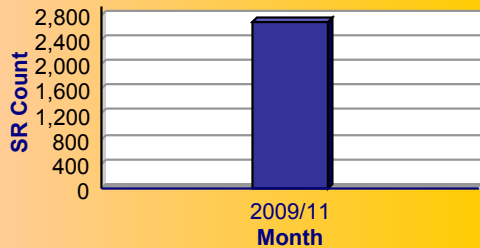
**Service**

- Smoke Detector Request - DFD
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Roll Cart - SAN
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Signs - Public Right of Way - CCS
- Animal - Sick/Injured - CCS
- Recycling ROLL CART Registration - SAN

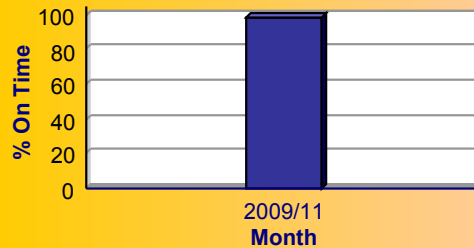
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,687	2,431	2,398	98.6%	256	238	93.0%	98.1%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 08

November 2009

## 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	Smoke Detector Request - DFD	396	6	6	100.0%	30	5.1	390	98.5%	390	100.0%	396	100.0%
2	High Weeds - CCS	185	38	35	92.1%	38	11.8	147	79.5%	147	100.0%	182	98.4%
3	Dead Animal Pick Up - SAN	149	0	0	N/A	1	0.3	149	100.0%	145	97.3%	145	97.3%
4	Animal - Loose Aggressive - CCS	140	0	0	N/A	3	0.2	140	100.0%	140	100.0%	140	100.0%
5	Animal - Confined - CCS	137	0	0	N/A	3	0.2	137	100.0%	136	99.3%	136	99.3%
6	Roll Cart - SAN	135	0	0	N/A	10	3.7	135	100.0%	135	100.0%	135	100.0%
7	Litter - CCS	113	24	23	95.8%	38	15.2	89	78.8%	89	100.0%	112	99.1%
8	Signs - Public Right of Way Eve/Weekends - CCS	78	0	0	N/A	7	0.4	78	100.0%	78	100.0%	78	100.0%
9	Signs - Public Right of Way - CCS	67	1	0	0.0%	7	0.1	66	98.5%	66	100.0%	66	98.5%
10	Animal - Sick/Injured - CCS	66	0	0	N/A	3	0.1	66	100.0%	66	100.0%	66	100.0%
11	Recycling ROLL CART Registration - SAN	66	0	0	N/A	10	3.6	66	100.0%	66	100.0%	66	100.0%
12	Animal - Loose - CCS	64	7	7	100.0%	40	7.9	57	89.1%	57	100.0%	64	100.0%
13	Junk Motor Vehicle - CCS	62	37	37	100.0%	126	17.0	25	40.3%	25	100.0%	62	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - CCS	52	0	0	N/A	10	2.3	52	100.0%	52	100.0%	52	100.0%
15	Parking - Unapproved Surface - CCS	51	1	0	0.0%	10	2.3	50	98.0%	49	98.0%	49	96.1%
16	Garbage - Missed - SAN	50	0	0	N/A	3	0.9	50	100.0%	50	100.0%	50	100.0%
17	Bulky Trash Violations - CCS	44	2	0	0.0%	14	6.4	42	95.5%	39	92.9%	39	88.6%
18	Recyclable Collection Missed (Residential) - SAN	41	0	0	N/A	3	0.9	41	100.0%	41	100.0%	41	100.0%
19	Animal - Cruelty - CCS	39	0	0	N/A	30	0.6	39	100.0%	39	100.0%	39	100.0%
20	Pot hole - Hazardous-ST5	37	0	0	N/A	1	0.2	37	100.0%	36	97.3%	36	97.3%

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



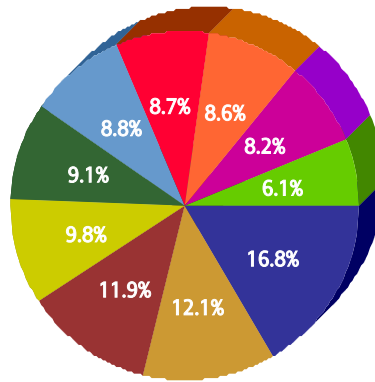
**City of Dallas** Service Level Performance Report by Council District

for 09

November 2009

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	147
Recycling ROLL CART Registration - SAN	106
Obstruction Alley/Sidewalk/Street - CCS	104
Litter - CCS	86
Animal - Confined - CCS	80
High Weeds - CCS	77
Bulky Trash Violations - CCS	76
Dead Animal Pick Up - SAN	75
Recyclable Collection Missed (Residential) - SAN	72
Animal - Spayed/Neutered/Intact	53



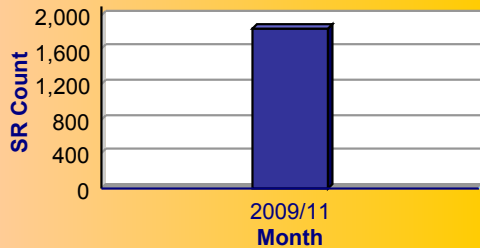
**Service**

- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Animal - Confined - CCS
- High Weeds - CCS
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Spayed/Neutered/Intact

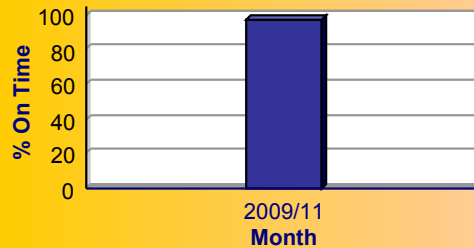
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,847	1,565	1,545	98.7%	282	259	91.8%	97.7%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 09

November 2009

## 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	Roll Cart - SAN	147	2	0	0.0%	10	2.7	145	98.6%	145	100.0%	145	98.6%
2	Recycling ROLL CART Registration - SAN	106	0	0	N/A	10	3.8	106	100.0%	106	100.0%	106	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	104	62	62	100.0%	60	10.1	42	40.4%	42	100.0%	104	100.0%
4	Litter - CCS	86	54	54	100.0%	38	12.4	32	37.2%	32	100.0%	86	100.0%
5	Animal - Confined - CCS	80	0	0	N/A	3	0.2	80	100.0%	80	100.0%	80	100.0%
6	High Weeds - CCS	77	54	50	92.6%	38	9.6	23	29.9%	23	100.0%	73	94.8%
7	Bulky Trash Violations - CCS	76	4	0	0.0%	14	5.1	72	94.7%	72	100.0%	72	94.7%
8	Dead Animal Pick Up - SAN	75	0	0	N/A	1	0.3	75	100.0%	74	98.7%	74	98.7%
9	Recyclable Collection Missed (Residential) - SAN	72	0	0	N/A	3	1.0	72	100.0%	72	100.0%	72	100.0%
10	Animal - Spayed/Neutered/Intact	53	0	0	N/A	30	2.1	53	100.0%	53	100.0%	53	100.0%
11	Animal - Loose Aggressive - CCS	52	0	0	N/A	3	0.3	52	100.0%	52	100.0%	52	100.0%
12	Signs - Public Right of Way Eve/Weekends - CCS	50	0	0	N/A	7	1.0	50	100.0%	47	94.0%	47	94.0%
13	Garbage - Missed - SAN	41	0	0	N/A	3	0.6	41	100.0%	40	97.6%	40	97.6%
14	Parking - Unapproved Surface - Eve/Weekends - CCS	36	0	0	N/A	10	1.2	36	100.0%	36	100.0%	36	100.0%
15	24 Hour Parking/Parking Violations - DPD	35	0	0	N/A	10	3.0	35	100.0%	35	100.0%	35	100.0%
16	Pot hole - Hazardous-STS	27	0	0	N/A	1	0.1	27	100.0%	27	100.0%	27	100.0%
17	Street Repair - Routine-STS	26	6	6	100.0%	90	7.6	20	76.9%	20	100.0%	26	100.0%
18	Signs - Other - CCS	25	6	2	33.3%	21	3.8	19	76.0%	19	100.0%	21	84.0%
19	Animal - Loose - CCS	24	0	0	N/A	40	7.5	24	100.0%	24	100.0%	24	100.0%
20	Recycling - Roll Cart - SAN	23	0	0	N/A	10	2.1	23	100.0%	23	100.0%	23	100.0%
21	Sanitation Property Damage - SAN	23	4	3	75.0%	28	5.7	19	82.6%	19	100.0%	22	95.7%





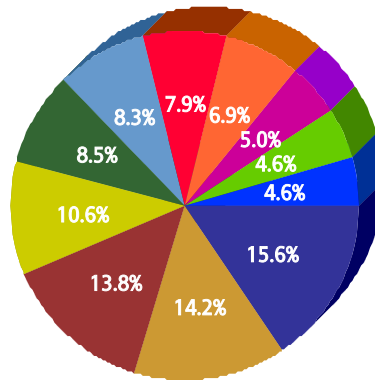
**City of Dallas** Service Level Performance Report by Council District

for 10

November 2009

**Top 10 Services**

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	75
Obstruction Alley/Sidewalk/Street - CCS	68
Roll Cart - SAN	66
Recycling ROLL CART Registration - SAN	51
Animal - Confined - CCS	41
Dead Animal Pick Up - SAN	40
Fire Inspection - DFD	38
High Weeds - CCS	33
Bulky Trash Violations - CCS	24
Animal - Spayed/Neutered/Intact	22
Garbage - Missed - SAN	22



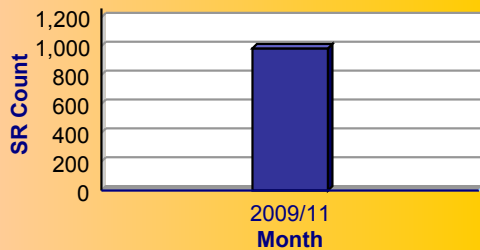
**Service**

- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- High Weeds - CCS
- Bulky Trash Violations - CCS
- Animal - Spayed/Neutered/Intact
- Garbage - Missed - SAN

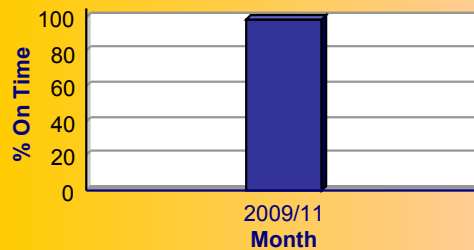
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
978	862	852	98.8%	116	111	95.7%	98.5%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 10

November 2009

## 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	Recyclable Collection Missed (Residential) - SAN	75	0	0	N/A	3	1.1	75	100.0%	75	100.0%	75	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	68	26	26	100.0%	60	13.8	42	61.8%	42	100.0%	68	100.0%
3	Roll Cart - SAN	66	0	0	N/A	10	3.0	66	100.0%	66	100.0%	66	100.0%
4	Recycling ROLL CART Registration - SAN	51	0	0	N/A	10	3.7	51	100.0%	51	100.0%	51	100.0%
5	Animal - Confined - CCS	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
6	Dead Animal Pick Up - SAN	40	0	0	N/A	1	0.3	40	100.0%	40	100.0%	40	100.0%
7	Fire Inspection - DFD	38	21	21	100.0%	60	9.6	17	44.7%	17	100.0%	38	100.0%
8	High Weeds - CCS	33	7	7	100.0%	38	9.6	26	78.8%	26	100.0%	33	100.0%
9	Bulky Trash Violations - CCS	24	0	0	N/A	14	3.9	24	100.0%	24	100.0%	24	100.0%
10	Animal - Spayed/Neutered/Intact	22	0	0	N/A	30	0.6	22	100.0%	22	100.0%	22	100.0%
11	Garbage - Missed - SAN	22	0	0	N/A	3	0.6	22	100.0%	22	100.0%	22	100.0%
12	Animal - Loose Aggressive - CCS	21	0	0	N/A	3	0.2	21	100.0%	21	100.0%	21	100.0%
13	24 Hour Parking/Parking Violations - DPD	20	0	0	N/A	10	2.8	20	100.0%	20	100.0%	20	100.0%
14	Street Repair - Routine-STS	16	4	4	100.0%	90	8.1	12	75.0%	12	100.0%	16	100.0%
15	Litter - CCS	15	5	5	100.0%	38	5.9	10	66.7%	10	100.0%	15	100.0%
16	Traffic Signal - Timing - PWT	15	0	0	N/A	4	1.7	15	100.0%	14	93.3%	14	93.3%
17	Animal - Noisy - CCS	14	0	0	N/A	30	6.8	14	100.0%	14	100.0%	14	100.0%
18	Animal - Trap Request - CCS	13	0	0	N/A	30	2.3	13	100.0%	13	100.0%	13	100.0%
19	Traffic Signal - School Flasher Maintenance - PWT	13	0	0	N/A	4	1.5	13	100.0%	13	100.0%	13	100.0%
20	Substandard Structure - CCS	12	8	8	100.0%	365	6.8	4	33.3%	4	100.0%	12	100.0%
21	Animal - Cruelty - CCS	12	0	0	N/A	30	0.2	12	100.0%	12	100.0%	12	100.0%



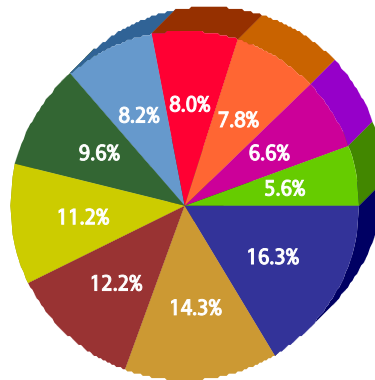
**City of Dallas** Service Level Performance Report by Council District

for 11

November 2009

**Top 10 Services**

SR Type	Service Request Count
Signs - Public Right of Way - CCS	81
Fire Inspection - DFD	71
Signs - Other - CCS	61
Obstruction Alley/Sidewalk/Street - CCS	56
Animal - Confined - CCS	48
Dead Animal Pick Up - SAN	41
Roll Cart - SAN	40
Recyclable Collection Missed (Residential) - SAN	39
Recycling ROLL CART Registration - SAN	33
Garbage - Missed - SAN	28



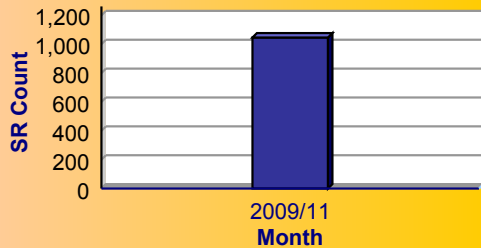
**Service**

- Signs - Public Right of Way - CCS
- Fire Inspection - DFD
- Signs - Other - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN

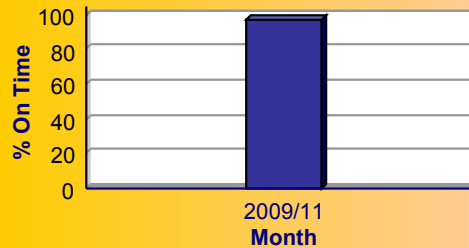
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,045	902	878	97.3%	143	134	93.7%	96.8%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 11

November 2009

## 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	Signs - Public Right of Way - CCS	81	2	0	0.0%	7	1.4	79	97.5%	77	97.5%	77	95.1%
2	Fire Inspection - DFD	71	34	34	100.0%	60	9.7	37	52.1%	37	100.0%	71	100.0%
3	Signs - Other - CCS	61	8	5	62.5%	21	8.9	53	86.9%	53	100.0%	58	95.1%
4	Obstruction Alley/Sidewalk/Street - CCS	56	41	41	100.0%	60	20.3	15	26.8%	15	100.0%	56	100.0%
5	Animal - Confined - CCS	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
6	Dead Animal Pick Up - SAN	41	0	0	N/A	1	0.3	41	100.0%	41	100.0%	41	100.0%
7	Roll Cart - SAN	40	0	0	N/A	10	2.4	40	100.0%	40	100.0%	40	100.0%
8	Recyclable Collection Missed (Residential) - SAN	39	0	0	N/A	3	0.7	39	100.0%	39	100.0%	39	100.0%
9	Recycling ROLL CART Registration - SAN	33	0	0	N/A	10	3.5	33	100.0%	33	100.0%	33	100.0%
10	Garbage - Missed - SAN	28	0	0	N/A	3	0.5	28	100.0%	28	100.0%	28	100.0%
11	Sanitation Property Damage - SAN	20	1	1	100.0%	28	5.9	19	95.0%	19	100.0%	20	100.0%
12	24 Hour Parking/Parking Violations - DPD	19	0	0	N/A	10	4.7	19	100.0%	18	94.7%	18	94.7%
13	Bulky Trash Violations - CCS	18	2	0	0.0%	14	12.4	16	88.9%	7	43.8%	7	38.9%
14	Signs - Public Right of Way Eve/Weekends - CCS	18	0	0	N/A	7	0.2	18	100.0%	18	100.0%	18	100.0%
15	Litter - CCS	17	8	8	100.0%	38	25.9	9	52.9%	9	100.0%	17	100.0%
16	Substandard Structure Apts - CCS	16	3	3	100.0%	365	5.5	13	81.2%	13	100.0%	16	100.0%
17	Alley Repair - Routine-STS	15	8	8	100.0%	90	7.1	7	46.7%	7	100.0%	15	100.0%
18	High Weeds - CCS	14	6	6	100.0%	38	23.9	8	57.1%	8	100.0%	14	100.0%
19	Animal - Sick/Injured - CCS	14	0	0	N/A	3	0.1	14	100.0%	14	100.0%	14	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%



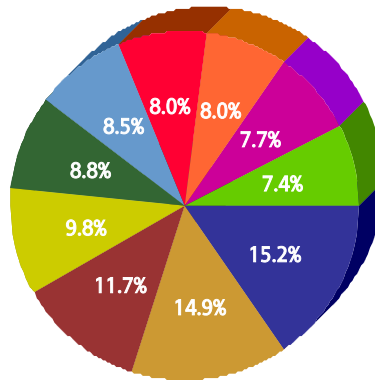
**City of Dallas** Service Level Performance Report by Council District

for 12

November 2009

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	57
Signs - Public Right of Way - CCS	56
Garbage - Missed - SAN	44
Recyclable Collection Missed (Residential) - SAN	37
Fire Inspection - DFD	33
Recycling ROLL CART Registration - SAN	32
Animal - Confined - CCS	30
Signs - Other - CCS	30
Dead Animal Pick Up - SAN	29
Bulky Trash Violations - CCS	28



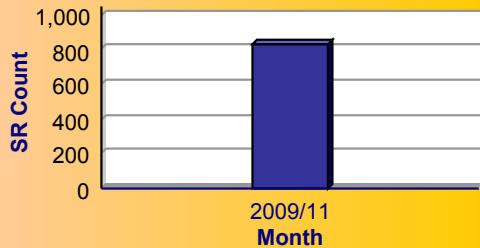
**Service**

- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Animal - Confined - CCS
- Signs - Other - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS

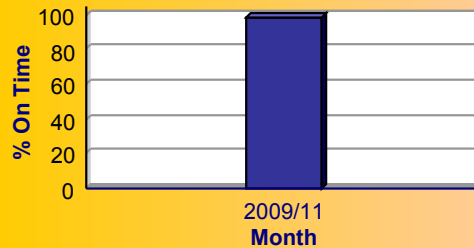
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
834	751	741	98.7%	83	75	90.4%	97.8%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 12

November 2009

## 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	Roll Cart - SAN	57	1	0	0.0%	10	2.9	56	98.2%	56	100.0%	56	98.2%
2	Signs - Public Right of Way - CCS	56	0	0	N/A	7	0.9	56	100.0%	55	98.2%	55	98.2%
3	Garbage - Missed - SAN	44	0	0	N/A	3	0.6	44	100.0%	43	97.7%	43	97.7%
4	Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	1.0	37	100.0%	37	100.0%	37	100.0%
5	Fire Inspection - DFD	33	20	20	100.0%	60	9.6	13	39.4%	13	100.0%	33	100.0%
6	Recycling ROLL CART Registration - SAN	32	0	0	N/A	10	3.2	32	100.0%	32	100.0%	32	100.0%
7	Animal - Confined - CCS	30	0	0	N/A	3	0.0	30	100.0%	30	100.0%	30	100.0%
8	Signs - Other - CCS	30	6	5	83.3%	21	5.0	24	80.0%	24	100.0%	29	96.7%
9	Dead Animal Pick Up - SAN	29	0	0	N/A	1	0.3	29	100.0%	29	100.0%	29	100.0%
10	Bulky Trash Violations - CCS	28	2	1	50.0%	14	4.5	26	92.9%	26	100.0%	27	96.4%
11	High Weeds - CCS	22	7	7	100.0%	38	5.3	15	68.2%	15	100.0%	22	100.0%
12	Sanitation Property Damage - SAN	18	2	2	100.0%	28	5.6	16	88.9%	16	100.0%	18	100.0%
13	24 Hour Parking/Parking Violations - DPD	17	0	0	N/A	10	3.8	17	100.0%	17	100.0%	17	100.0%
14	Animal - Sick/Injured - CCS	15	0	0	N/A	3	0.1	15	100.0%	15	100.0%	15	100.0%
15	Animal - Trap Request - CCS	14	0	0	N/A	30	2.6	14	100.0%	14	100.0%	14	100.0%
16	Traffic Signal - School Flasher Maintenance - PWT	14	0	0	N/A	4	1.9	14	100.0%	13	92.9%	13	92.9%
17	Animal - Spayed/Neutered/Intact	13	0	0	N/A	30	0.0	13	100.0%	13	100.0%	13	100.0%
18	Sidewalk Replacement Program - PWT	13	0	0	N/A	14	2.2	13	100.0%	13	100.0%	13	100.0%
19	Animal - Noisy - CCS	12	0	0	N/A	30	6.0	12	100.0%	12	100.0%	12	100.0%
20	Traffic Signal - Timing - PWT	12	0	0	N/A	4	1.4	12	100.0%	12	100.0%	12	100.0%
21	Pot hole - Hazardous-STS	12	0	0	N/A	1	0.0	12	100.0%	12	100.0%	12	100.0%
22	Street Repair - Routine-STS	12	4	4	100.0%	90	4.8	8	66.7%	8	100.0%	12	100.0%

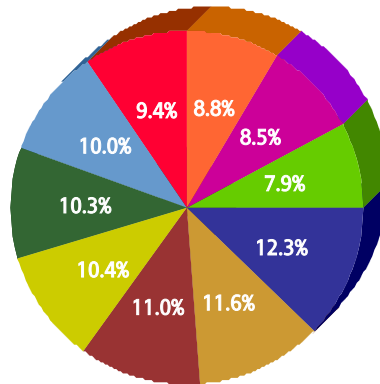


for 13

November 2009

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	83
Dead Animal Pick Up - SAN	78
Garbage - Missed - SAN	74
Signs - Public Right of Way - CCS	70
Obstruction Alley/Sidewalk/Street - CCS	69
Signs - Public Right of Way Eve/Weekends - CCS	67
Recycling ROLL CART Registration - SAN	63
Substandard Structure Apts - CCS	59
Animal - Confined - CCS	57
Smoke Detector Request - DFD	53



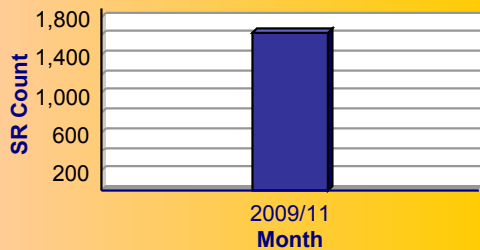
Service

- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Signs - Public Right of Way - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Recycling ROLL CART Registration - SAN
- Substandard Structure Apts - CCS
- Animal - Confined - CCS
- Smoke Detector Request - DFD

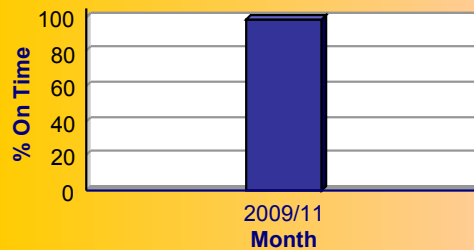
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,640	1,448	1,429	98.7%	192	184	95.8%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 13

November 2009

## 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	Roll Cart - SAN	83	0	0	N/A	10	2.6	83	100.0%	83	100.0%	83	100.0%
2	Dead Animal Pick Up - SAN	78	0	0	N/A	1	0.2	78	100.0%	78	100.0%	78	100.0%
3	Garbage - Missed - SAN	74	0	0	N/A	3	0.8	74	100.0%	74	100.0%	74	100.0%
4	Signs - Public Right of Way - CCS	70	1	0	0.0%	7	0.9	69	98.6%	67	97.1%	67	95.7%
5	Obstruction Alley/Sidewalk/Street - CCS	69	30	30	100.0%	60	16.3	39	56.5%	39	100.0%	69	100.0%
6	Signs - Public Right of Way Eve/Weekends - CCS	67	0	0	N/A	7	0.1	67	100.0%	67	100.0%	67	100.0%
7	Recycling ROLL CART Registration - SAN	63	0	0	N/A	10	3.8	63	100.0%	63	100.0%	63	100.0%
8	Substandard Structure Apts - CCS	59	26	26	100.0%	365	20.4	33	55.9%	33	100.0%	59	100.0%
9	Animal - Confined - CCS	57	0	0	N/A	3	0.1	57	100.0%	57	100.0%	57	100.0%
10	Smoke Detector Request - DFD	53	3	3	100.0%	30	2.7	50	94.3%	50	100.0%	53	100.0%
11	Litter - CCS	51	17	17	100.0%	38	11.3	34	66.7%	34	100.0%	51	100.0%
12	Recyclable Collection Missed (Residential) - SAN	50	0	0	N/A	3	0.9	50	100.0%	50	100.0%	50	100.0%
13	High Weeds - CCS	43	25	25	100.0%	38	9.2	18	41.9%	18	100.0%	43	100.0%
14	Animal - Spayed/Neutered/Intact	42	0	0	N/A	30	0.2	42	100.0%	42	100.0%	42	100.0%
15	Street Repair - Routine-STS	40	10	10	100.0%	90	4.3	30	75.0%	30	100.0%	40	100.0%
16	24 Hour Parking/Parking Violations - DPD	37	0	0	N/A	10	5.5	37	100.0%	35	94.6%	35	94.6%
17	Signs - Other - CCS	34	5	2	40.0%	21	4.1	29	85.3%	28	96.6%	30	88.2%
18	Alley Repair - Routine-STS	28	16	16	100.0%	90	5.7	12	42.9%	12	100.0%	28	100.0%
19	Sanitation Property Damage - SAN	27	3	3	100.0%	28	5.8	24	88.9%	24	100.0%	27	100.0%
20	Pot hole - Hazardous-STS	27	0	0	N/A	1	0.1	27	100.0%	27	100.0%	27	100.0%

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





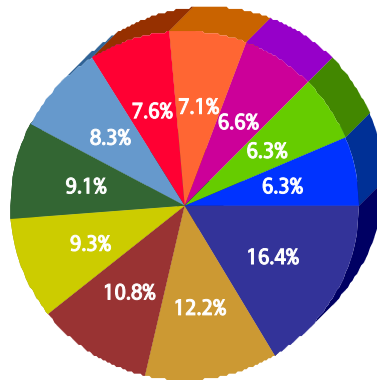
**City of Dallas** Service Level Performance Report by Council District

for 14

November 2009

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	125
Recycling ROLL CART Registration - SAN	93
Obstruction Alley/Sidewalk/Street - CCS	82
Recyclable Collection Missed (Residential) - SAN	71
Dead Animal Pick Up - SAN	69
Bulky Trash Violations - CCS	63
High Weeds - CCS	58
Animal - Confined - CCS	54
Litter - CCS	50
24 Hour Parking/Parking Violations - DPD	48
Fire Inspection - DFD	48



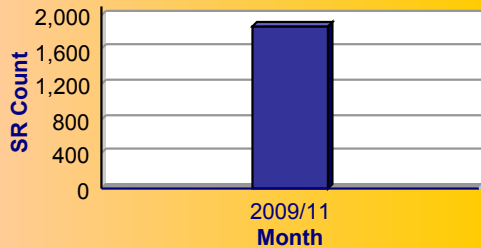
**Service**

- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- High Weeds - CCS
- Animal - Confined - CCS
- Litter - CCS
- 24 Hour Parking/Parking Violations - DPD
- Fire Inspection - DFD

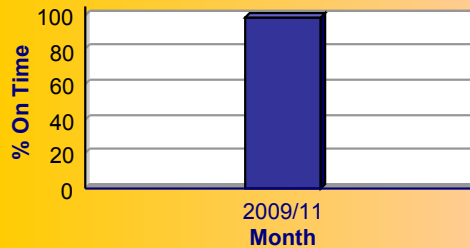
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,854	1,646	1,632	99.1%	208	193	92.8%	98.4%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 14

November 2009

## 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	Roll Cart - SAN	125	1	0	0.0%	10	2.8	124	99.2%	124	100.0%	124	99.2%
2	Recycling ROLL CART Registration - SAN	93	0	0	N/A	10	4.0	93	100.0%	93	100.0%	93	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	82	36	36	100.0%	60	11.2	46	56.1%	46	100.0%	82	100.0%
4	Recyclable Collection Missed (Residential) - SAN	71	0	0	N/A	3	1.2	71	100.0%	71	100.0%	71	100.0%
5	Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.3	69	100.0%	69	100.0%	69	100.0%
6	Bulky Trash Violations - CCS	63	4	4	100.0%	14	3.6	59	93.7%	59	100.0%	63	100.0%
7	High Weeds - CCS	58	8	7	87.5%	38	10.5	50	86.2%	50	100.0%	57	98.3%
8	Animal - Confined - CCS	54	0	0	N/A	3	0.2	54	100.0%	53	98.1%	53	98.1%
9	Litter - CCS	50	16	16	100.0%	38	9.8	34	68.0%	34	100.0%	50	100.0%
10	Fire Inspection - DFD	48	28	28	100.0%	60	8.4	20	41.7%	20	100.0%	48	100.0%
11	24 Hour Parking/Parking Violations - DPD	48	2	0	0.0%	10	4.1	46	95.8%	45	97.8%	45	93.8%
12	Graffiti Private Property - Residential/Commercial	45	8	8	100.0%	90	1.9	37	82.2%	37	100.0%	45	100.0%
13	Garbage - Missed - SAN	40	0	0	N/A	3	0.6	40	100.0%	40	100.0%	40	100.0%
14	Traffic Signal - Flashing - PWT	39	0	0	N/A	4	1.8	39	100.0%	37	94.9%	37	94.9%
15	Animal - Spayed/Neutered/Intact	37	0	0	N/A	30	0.6	37	100.0%	37	100.0%	37	100.0%
16	Signs - Public Right of Way Eve/Weekends - CCS	37	0	0	N/A	7	0.8	37	100.0%	36	97.3%	36	97.3%
17	Animal - Loose Aggressive - CCS	36	0	0	N/A	3	0.2	36	100.0%	36	100.0%	36	100.0%
18	Signs - Public Right of Way - CCS	33	0	0	N/A	7	2.0	33	100.0%	33	100.0%	33	100.0%
19	Signs - Other - CCS	29	3	2	66.7%	21	5.0	26	89.7%	26	100.0%	28	96.6%
20	Street Repair - Routine-STS	28	7	7	100.0%	90	7.2	21	75.0%	21	100.0%	28	100.0%

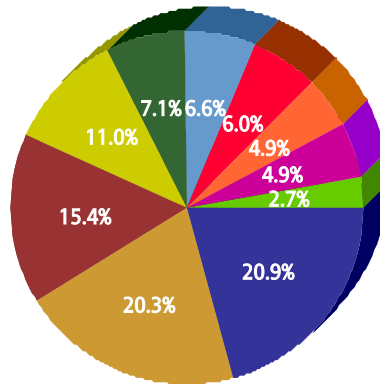


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November 2009

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	38
High Weeds - CCS	37
Signs - Public Right of Way Eve/Weekends - CCS	28
Litter - CCS	20
Fire Inspection - DFD	13
Recycling ROLL CART Registration - SAN	12
Smoke Detector Request - DFD	11
Roll Cart - SAN	9
Signs - Public Right of Way - CCS	9
Graffiti City Parks - PKR	5



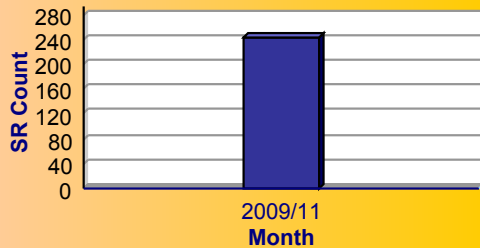
Service

- Complaint/Compliment - CTY
- High Weeds - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Litter - CCS
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Graffiti City Parks - PKR

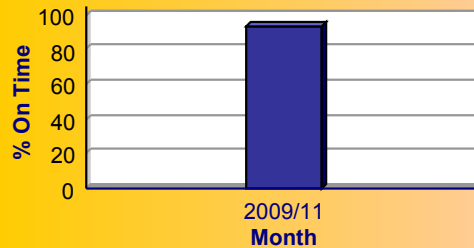
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
244	177	173	97.7%	67	54	80.6%	93.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for U

November 2009

## 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	38	10	0	0.0%	10	4.8	28	73.7%	24	85.7%	24	63.2%
2	High Weeds - CCS	37	17	17	100.0%	38	7.6	20	54.1%	20	100.0%	37	100.0%
3	Signs - Public Right of Way Eve/Weekends - CCS	28	0	0	N/A	7	0.1	28	100.0%	28	100.0%	28	100.0%
4	Litter - CCS	20	16	16	100.0%	38	3.5	4	20.0%	4	100.0%	20	100.0%
5	Fire Inspection - DFD	13	11	11	100.0%	60	0.5	2	15.4%	2	100.0%	13	100.0%
6	Recycling ROLL CART Registration - SAN	12	0	0	N/A	10	3.2	12	100.0%	12	100.0%	12	100.0%
7	Smoke Detector Request - DFD	11	0	0	N/A	30	1.5	11	100.0%	11	100.0%	11	100.0%
8	Signs - Public Right of Way - CCS	9	1	0	0.0%	7	0.8	8	88.9%	8	100.0%	8	88.9%
9	Roll Cart - SAN	9	0	0	N/A	10	2.3	9	100.0%	9	100.0%	9	100.0%
10	Graffiti City Parks - PKR	5	0	0	N/A	14	1.0	5	100.0%	5	100.0%	5	100.0%
11	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.2	4	100.0%	4	100.0%	4	100.0%
12	Pot hole Repair Routine - STS	4	0	0	N/A	7	0.5	4	100.0%	4	100.0%	4	100.0%
13	Animal - Loose - CCS	3	3	3	100.0%	40		0	0.0%	0	N/A	3	100.0%
14	Dead Animal Pick Up - SAN	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
15	Animal - Spayed/Neutered/Intact	2	0	0	N/A	30	0.0	2	100.0%	2	100.0%	2	100.0%
16	Cost Plus - SAN	2	0	0	N/A	10	4.0	2	100.0%	2	100.0%	2	100.0%
17	Animal - Sick/Injured - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
18	Chronic Traffic Violations - DPD	2	0	0	N/A	14	13.0	2	100.0%	2	100.0%	2	100.0%
19	Traffic Sign - New - PWT	2	2	2	100.0%	80		0	0.0%	0	N/A	2	100.0%
20	Restaurant/Food Complaint - CCS	2	0	0	N/A	45	4.0	2	100.0%	2	100.0%	2	100.0%
21	Mobile Food Inspection - CCS	2	0	0	N/A	45	11.5	2	100.0%	2	100.0%	2	100.0%
22	Property Management/ Real Estate - DEV	2	0	0	N/A	10	3.5	2	100.0%	2	100.0%	2	100.0%
23	Sanitation Misc. - SAN	2	0	0	N/A	10	3.0	2	100.0%	2	100.0%	2	100.0%
24	Street Spillage/Debris in Right of Way-Hazardous-STs	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%