



FY 2011 – 2012

YEAR-TO-DATE

**Service Request
Performance Reports
by
City Council District
And Citywide Summary**

April 2012

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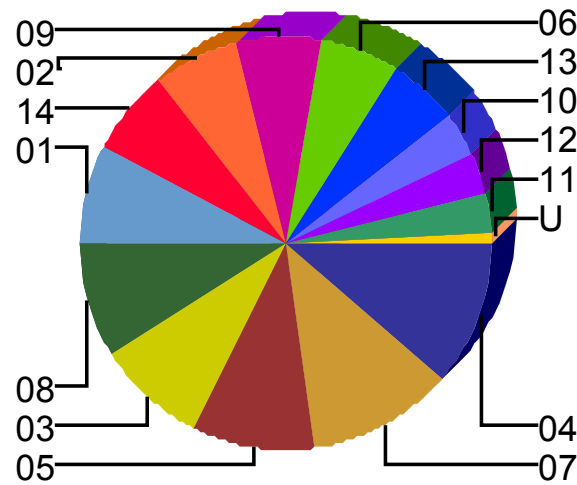
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For YTD Through September 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	14,282	7.8%	94.6%
02	12,167	6.6%	95.0%
03	16,265	8.8%	92.2%
04	21,071	11.4%	92.8%
05	17,670	9.6%	92.2%
06	11,347	6.2%	91.8%
07	20,830	11.3%	92.3%
08	16,240	8.8%	92.8%
09	11,977	6.5%	93.4%
10	6,187	3.4%	95.0%
11	5,751	3.1%	96.7%
12	6,057	3.3%	95.2%
13	10,173	5.5%	95.2%
14	12,446	6.8%	95.3%
U	1,570	0.9%	81.0%
Totals	184,033	100.0%	93.4%

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

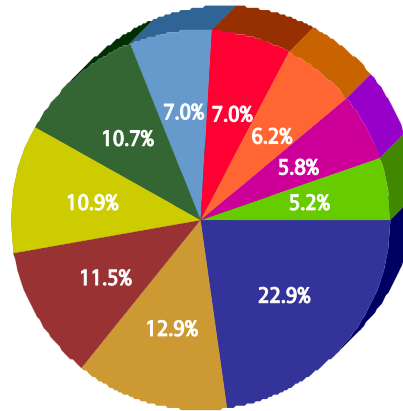


City of Dallas Service Level Performance Report by Council District

Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	19,293
Litter - CCS	10,856
Garbage Roll Cart - SAN	9,694
Animal - Loose Aggressive - CCS	9,173
Dead Animal Pick Up - SAN	9,019
Signs - Public Right of Way - CCS	5,912
Animal - Confined - CCS	5,867
Substandard Structure - CCS	5,210
Recycling ROLL CART NEW - SAN	4,865
Bulky Trash Violations - CCS	4,391



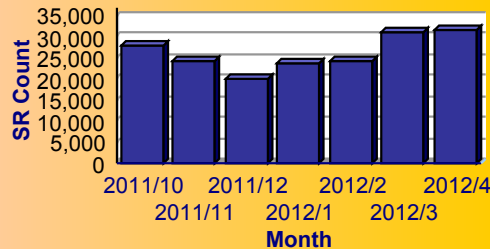
Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Substandard Structure - CCS
- Recycling ROLL CART NEW - SAN
- Bulky Trash Violations - CCS

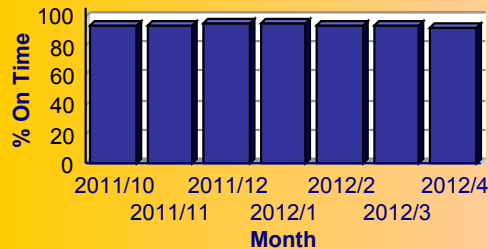
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
184,033	183,101	171,064	93.4%	932	775	83.2%	93.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	19,293	26	0	0.0%	38	19.2	19,267	99.9%	16,792	87.2%	16,792	87.0%
Litter - CCS	10,856	17	0	0.0%	38	21.7	10,839	99.8%	9,125	84.2%	9,125	84.1%
Garbage Roll Cart - SAN	9,694	0	0	N/A	10	2.6	9,694	100.0%	9,650	99.5%	9,650	99.5%
Animal - Loose Aggressive - CCS	9,173	0	0	N/A	3	1.0	9,173	100.0%	8,628	94.1%	8,628	94.1%
Dead Animal Pick Up - SAN	9,019	0	0	N/A	1	0.4	9,019	100.0%	9,004	99.8%	9,004	99.8%
Signs - Public Right of Way - CCS	5,912	0	0	N/A	7	1.2	5,912	100.0%	5,719	96.7%	5,719	96.7%
Animal - Confined - CCS	5,867	0	0	N/A	3	1.0	5,867	100.0%	5,476	93.3%	5,476	93.3%
Substandard Structure - CCS	5,210	761	716	94.1%	365	61.2	4,449	85.4%	4,441	99.8%	5,157	99.0%
Recycling ROLL CART NEW - SAN	4,865	0	0	N/A	10	2.2	4,865	100.0%	4,857	99.8%	4,857	99.8%
Bulky Trash Violations - CCS	4,391	0	0	N/A	14	7.2	4,391	100.0%	3,796	86.4%	3,796	86.4%
Obstruction Alley/Sidewalk/Street - CCS	4,046	3	0	0.0%	60	30.1	4,043	99.9%	3,565	88.2%	3,565	88.1%
Garbage - Missed - SAN	3,775	0	0	N/A	3	1.0	3,775	100.0%	3,751	99.4%	3,751	99.4%
Animal - Loose - CCS	3,631	0	0	N/A	40	17.4	3,631	100.0%	3,581	98.6%	3,581	98.6%
Animal - Sick/Injured - CCS	3,602	0	0	N/A	3	0.4	3,602	100.0%	3,552	98.6%	3,552	98.6%
Smoke Detector Request - DFD	3,595	0	0	N/A	30	5.4	3,595	100.0%	3,506	97.5%	3,506	97.5%
Graffiti Private Property - Residential/Commercial	2,822	0	0	N/A	90	13.0	2,822	100.0%	2,725	96.6%	2,725	96.6%
24 Hour Parking/Parking Violations - DPD	2,768	0	0	N/A	10	4.5	2,768	100.0%	2,737	98.9%	2,737	98.9%
Junk Motor Vehicle - CCS	2,728	5	0	0.0%	126	45.8	2,723	99.8%	2,511	92.2%	2,511	92.0%
Fire Inspection - DFD	2,719	0	0	N/A	60	24.6	2,719	100.0%	2,644	97.2%	2,644	97.2%
Illegal Dumping - CCS	2,609	1	0	0.0%	38	7.6	2,608	100.0%	2,465	94.5%	2,465	94.5%

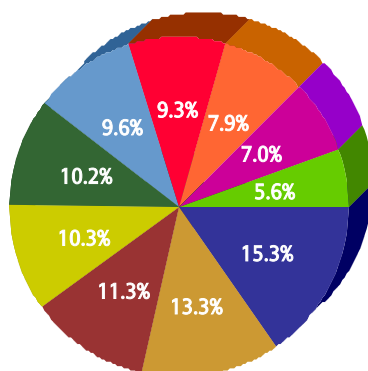


City of Dallas Service Level Performance Report by Council District

Council District 01

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,079
Graffiti Private Property - Residential/Commercial	940
Animal - Loose Aggressive - CCS	800
Dead Animal Pick Up - SAN	726
Signs - Public Right of Way - CCS	721
Garbage Roll Cart - SAN	680
Litter - CCS	657
Substandard Structure - CCS	560
Obstruction Alley/Sidewalk/Street - CCS	492
Recycling ROLL CART NEW - SAN	395



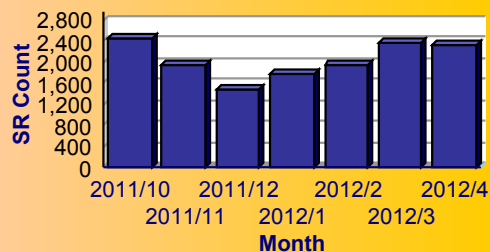
Service

- High Weeds - CCS
- Graffiti Private Property - Residential/Commercial
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Substandard Structure - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN

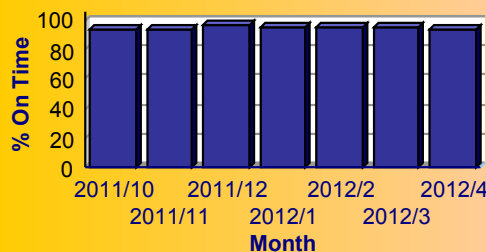
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,282	14,184	13,421	94.6%	98	91	92.9%	94.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 01

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,079	0	0	N/A	38	19.2	1,079	100.0%	987	91.5%	987	91.5%
Graffiti Private Property - Residential/Commercial	940	0	0	N/A	90	11.4	940	100.0%	916	97.4%	916	97.4%
Animal - Loose Aggressive - CCS	800	0	0	N/A	3	1.0	800	100.0%	743	92.9%	743	92.9%
Dead Animal Pick Up - SAN	726	0	0	N/A	1	0.4	726	100.0%	726	100.0%	726	100.0%
Signs - Public Right of Way - CCS	721	0	0	N/A	7	0.7	721	100.0%	694	96.3%	694	96.3%
Garbage Roll Cart - SAN	680	0	0	N/A	10	2.3	680	100.0%	678	99.7%	678	99.7%
Litter - CCS	657	0	0	N/A	38	24.2	657	100.0%	571	86.9%	571	86.9%
Substandard Structure - CCS	560	84	81	96.4%	365	71.7	476	85.0%	476	100.0%	557	99.5%
Obstruction Alley/Sidewalk/Street - CCS	492	0	0	N/A	60	23.7	492	100.0%	465	94.5%	465	94.5%
Recycling ROLL CART NEW - SAN	395	0	0	N/A	10	2.0	395	100.0%	394	99.7%	394	99.7%
Animal - Loose - CCS	371	0	0	N/A	40	17.7	371	100.0%	365	98.4%	365	98.4%
Signs - Other - CCS	358	0	0	N/A	21	3.8	358	100.0%	340	95.0%	340	95.0%
Animal - Confined - CCS	317	0	0	N/A	3	0.8	317	100.0%	297	93.7%	297	93.7%
Illegal Dumping - CCS	302	0	0	N/A	38	3.0	302	100.0%	295	97.7%	295	97.7%
24 Hour Parking/Parking Violations - DPD	285	0	0	N/A	10	3.9	285	100.0%	285	100.0%	285	100.0%
Illegal Outside Storage - CCS	277	0	0	N/A	38	24.4	277	100.0%	241	87.0%	241	87.0%
Smoke Detector Request - DFD	273	0	0	N/A	30	5.4	273	100.0%	258	94.5%	258	94.5%
Bulky Trash Violations - CCS	263	0	0	N/A	14	3.4	263	100.0%	255	97.0%	255	97.0%
Animal - Sick/Injured - CCS	260	0	0	N/A	3	0.2	260	100.0%	259	99.6%	259	99.6%
Garage Sale - CCS	240	0	0	N/A	7	3.7	240	100.0%	212	88.3%	212	88.3%

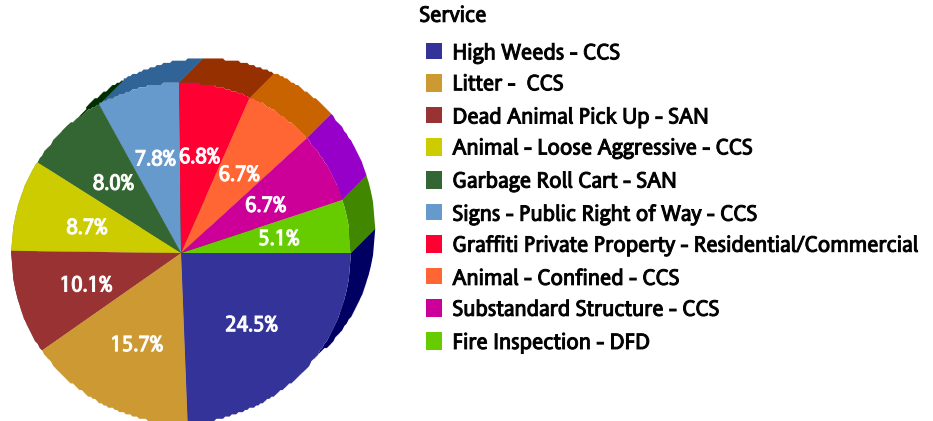


City of Dallas Service Level Performance Report by Council District

Council District 02

Top 10 Services

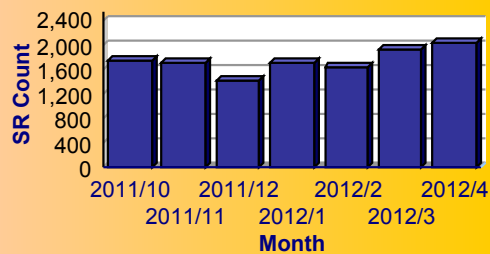
SR Type	Service Request Count
High Weeds - CCS	1,147
Litter - CCS	732
Dead Animal Pick Up - SAN	473
Animal - Loose Aggressive - CCS	408
Garbage Roll Cart - SAN	373
Signs - Public Right of Way - CCS	363
Graffiti Private Property - Residential/Commercial	318
Animal - Confined - CCS	313
Substandard Structure - CCS	311
Fire Inspection - DFD	238



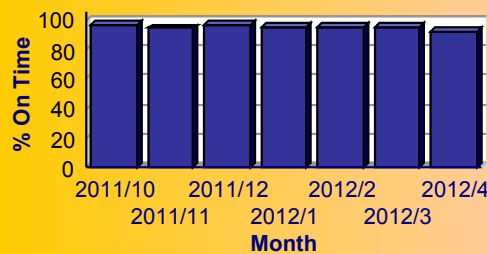
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,167	12,126	11,518	95.0%	41	40	97.6%	95.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 02

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,147	0	0	N/A	38	15.8	1,147	100.0%	1,060	92.4%	1,060	92.4%
Litter - CCS	732	0	0	N/A	38	18.4	732	100.0%	659	90.0%	659	90.0%
Dead Animal Pick Up - SAN	473	0	0	N/A	1	0.3	473	100.0%	473	100.0%	473	100.0%
Animal - Loose Aggressive - CCS	408	0	0	N/A	3	1.1	408	100.0%	390	95.6%	390	95.6%
Garbage Roll Cart - SAN	373	0	0	N/A	10	3.0	373	100.0%	369	98.9%	369	98.9%
Signs - Public Right of Way - CCS	363	0	0	N/A	7	1.2	363	100.0%	343	94.5%	343	94.5%
Graffiti Private Property - Residential/Commercial	318	0	0	N/A	90	9.0	318	100.0%	311	97.8%	311	97.8%
Animal - Confined - CCS	313	0	0	N/A	3	0.8	313	100.0%	295	94.2%	295	94.2%
Substandard Structure - CCS	311	34	33	97.1%	365	55.4	277	89.1%	277	100.0%	310	99.7%
Fire Inspection - DFD	238	0	0	N/A	60	26.2	238	100.0%	227	95.4%	227	95.4%
24 Hour Parking/Parking Violations - DPD	237	0	0	N/A	10	4.7	237	100.0%	234	98.7%	234	98.7%
Recycling ROLL CART NEW - SAN	211	0	0	N/A	10	2.2	211	100.0%	211	100.0%	211	100.0%
Junk Motor Vehicle - CCS	206	0	0	N/A	126	39.1	206	100.0%	203	98.5%	203	98.5%
Traffic Signal - Flashing - STS	206	0	0	N/A	4	1.2	206	100.0%	206	100.0%	206	100.0%
Obstruction Alley/Sidewalk/Street - CCS	201	0	0	N/A	60	24.5	201	100.0%	192	95.5%	192	95.5%
Illegal Dumping - CCS	194	0	0	N/A	38	6.0	194	100.0%	188	96.9%	188	96.9%
Animal - Loose - CCS	193	0	0	N/A	40	15.8	193	100.0%	191	99.0%	191	99.0%
Animal - Sick/Injured - CCS	187	0	0	N/A	3	0.8	187	100.0%	180	96.3%	180	96.3%
Street Repair - Routine-STS	187	0	0	N/A	90	14.9	187	100.0%	186	99.5%	186	99.5%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	180	0	0	N/A	10	1.9	180	100.0%	180	100.0%	180	100.0%

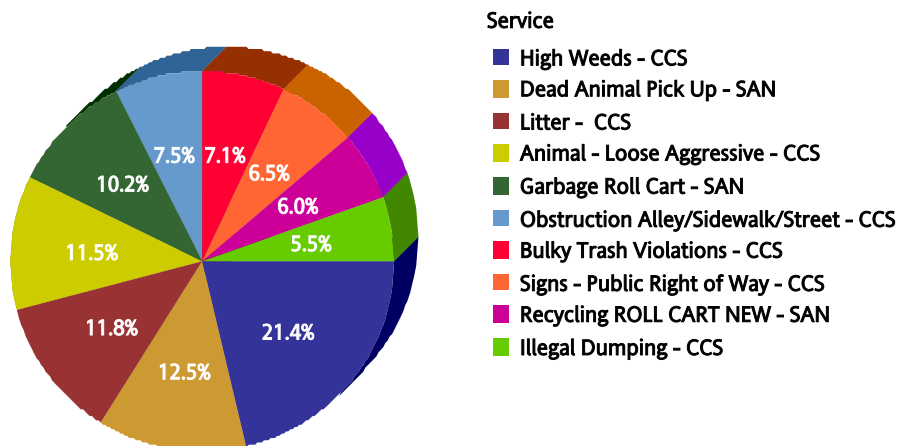


City of Dallas Service Level Performance Report by Council District

Council District 03

Top 10 Services

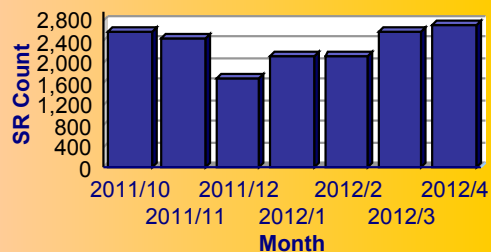
SR Type	Service Request Count
High Weeds - CCS	1,803
Dead Animal Pick Up - SAN	1,053
Litter - CCS	994
Animal - Loose Aggressive - CCS	969
Garbage Roll Cart - SAN	855
Obstruction Alley/Sidewalk/Street - CCS	631
Bulky Trash Violations - CCS	600
Signs - Public Right of Way - CCS	549
Recycling ROLL CART NEW - SAN	504
Illegal Dumping - CCS	459



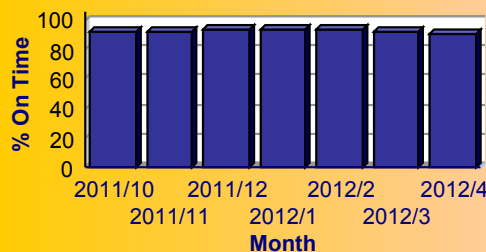
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,265	16,201	14,940	92.2%	64	63	98.4%	92.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 03

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,803	0	0	N/A	38	20.3	1,803	100.0%	1,494	82.9%	1,494	82.9%
Dead Animal Pick Up - SAN	1,053	0	0	N/A	1	0.2	1,053	100.0%	1,051	99.8%	1,051	99.8%
Litter - CCS	994	0	0	N/A	38	23.7	994	100.0%	777	78.2%	777	78.2%
Animal - Loose Aggressive - CCS	969	0	0	N/A	3	1.2	969	100.0%	896	92.5%	896	92.5%
Garbage Roll Cart - SAN	855	0	0	N/A	10	2.5	855	100.0%	848	99.2%	848	99.2%
Obstruction Alley/Sidewalk/Street - CCS	631	0	0	N/A	60	36.9	631	100.0%	533	84.5%	533	84.5%
Bulky Trash Violations - CCS	600	0	0	N/A	14	2.7	600	100.0%	584	97.3%	584	97.3%
Signs - Public Right of Way - CCS	549	0	0	N/A	7	0.8	549	100.0%	537	97.8%	537	97.8%
Recycling ROLL CART NEW - SAN	504	0	0	N/A	10	2.2	504	100.0%	503	99.8%	503	99.8%
Illegal Dumping - CCS	459	0	0	N/A	38	3.6	459	100.0%	450	98.0%	450	98.0%
Animal - Confined - CCS	416	0	0	N/A	3	1.6	416	100.0%	383	92.1%	383	92.1%
Animal - Loose - CCS	375	0	0	N/A	40	19.1	375	100.0%	371	98.9%	371	98.9%
Smoke Detector Request - DFD	356	0	0	N/A	30	3.8	356	100.0%	348	97.8%	348	97.8%
Animal - Sick/Injured - CCS	334	0	0	N/A	3	0.3	334	100.0%	333	99.7%	333	99.7%
Substandard Structure - CCS	315	56	56	100.0%	365	76.0	259	82.2%	258	99.6%	314	99.7%
Illegal Outside Storage - CCS	281	0	0	N/A	38	26.6	281	100.0%	215	76.5%	215	76.5%
24 Hour Parking/Parking Violations - DPD	250	0	0	N/A	10	3.8	250	100.0%	250	100.0%	250	100.0%
Junk Motor Vehicle - CCS	248	0	0	N/A	126	38.6	248	100.0%	237	95.6%	237	95.6%
Parking - Unapproved Surface - CCS	205	0	0	N/A	10	5.9	205	100.0%	164	80.0%	164	80.0%
Illegal Garbage/Placement - CCS	205	0	0	N/A	60	26.9	205	100.0%	169	82.4%	169	82.4%

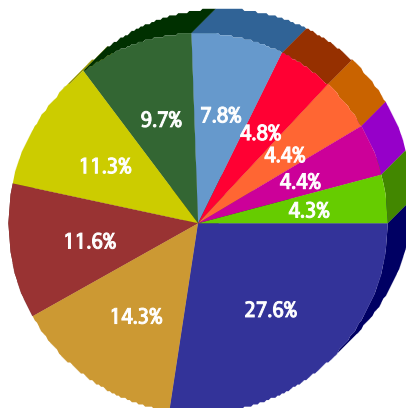


City of Dallas Service Level Performance Report by Council District

Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,330
Litter - CCS	1,726
Animal - Loose Aggressive - CCS	1,395
Smoke Detector Request - DFD	1,360
Dead Animal Pick Up - SAN	1,167
Garbage Roll Cart - SAN	940
Animal - Confined - CCS	577
Recycling ROLL CART NEW - SAN	535
Illegal Dumping - CCS	529
Bulky Trash Violations - CCS	518



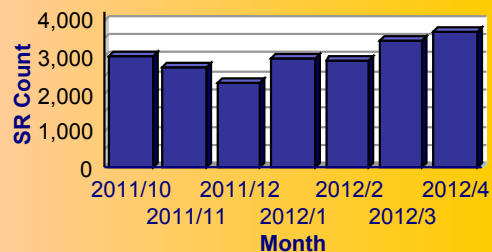
Service

- High Weeds - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS

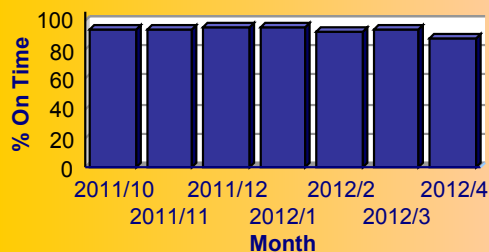
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,071	20,994	19,494	92.9%	77	70	90.9%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 04

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	3,330	0	0	N/A	38	18.2	3,330	100.0%	2,971	89.2%	2,971	89.2%
Litter - CCS	1,726	0	0	N/A	38	20.9	1,726	100.0%	1,474	85.4%	1,474	85.4%
Animal - Loose Aggressive - CCS	1,395	0	0	N/A	3	1.2	1,395	100.0%	1,290	92.5%	1,290	92.5%
Smoke Detector Request - DFD	1,360	0	0	N/A	30	3.8	1,360	100.0%	1,344	98.8%	1,344	98.8%
Dead Animal Pick Up - SAN	1,167	0	0	N/A	1	0.4	1,167	100.0%	1,166	99.9%	1,166	99.9%
Garbage Roll Cart - SAN	940	0	0	N/A	10	2.4	940	100.0%	940	100.0%	940	100.0%
Animal - Confined - CCS	577	0	0	N/A	3	1.6	577	100.0%	500	86.7%	500	86.7%
Recycling ROLL CART NEW - SAN	535	0	0	N/A	10	2.4	535	100.0%	535	100.0%	535	100.0%
Illegal Dumping - CCS	529	0	0	N/A	38	6.9	529	100.0%	507	95.8%	507	95.8%
Bulky Trash Violations - CCS	518	0	0	N/A	14	11.0	518	100.0%	366	70.7%	366	70.7%
Substandard Structure - CCS	482	69	66	95.7%	365	55.7	413	85.7%	413	100.0%	479	99.4%
Animal - Sick/Injured - CCS	482	0	0	N/A	3	0.3	482	100.0%	475	98.5%	475	98.5%
Animal - Loose - CCS	462	0	0	N/A	40	16.3	462	100.0%	459	99.4%	459	99.4%
Parking - Unapproved Surface - CCS	418	0	0	N/A	10	2.7	418	100.0%	391	93.5%	391	93.5%
Junk Motor Vehicle - CCS	413	0	0	N/A	126	43.6	413	100.0%	381	92.3%	381	92.3%
Garbage - Missed - SAN	375	0	0	N/A	3	0.9	375	100.0%	373	99.5%	373	99.5%
Illegal Outside Storage - CCS	363	0	0	N/A	38	22.5	363	100.0%	313	86.2%	313	86.2%
Obstruction Alley/Sidewalk/Street - CCS	354	0	0	N/A	60	27.4	354	100.0%	348	98.3%	348	98.3%
Signs - Public Right of Way - CCS	310	0	0	N/A	7	0.7	310	100.0%	300	96.8%	300	96.8%
Open and Vacant Structure - CCS	260	0	0	N/A	30	12.2	260	100.0%	245	94.2%	245	94.2%

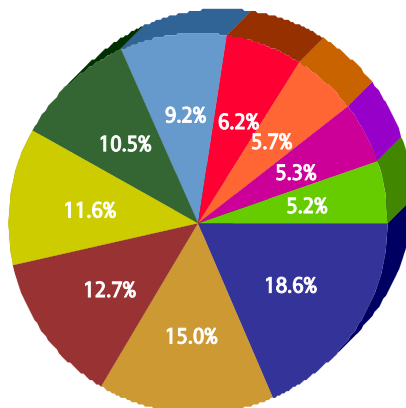


City of Dallas Service Level Performance Report by Council District

Council District 05

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,737
Animal - Loose Aggressive - CCS	1,407
Litter - CCS	1,189
Dead Animal Pick Up - SAN	1,089
Substandard Structure - CCS	981
Garbage Roll Cart - SAN	861
Animal - Confined - CCS	579
Recycling ROLL CART NEW - SAN	534
Animal - Sick/Injured - CCS	495
Signs - Public Right of Way - CCS	489



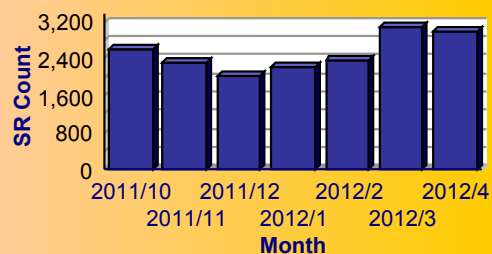
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Sick/Injured - CCS
- Signs - Public Right of Way - CCS

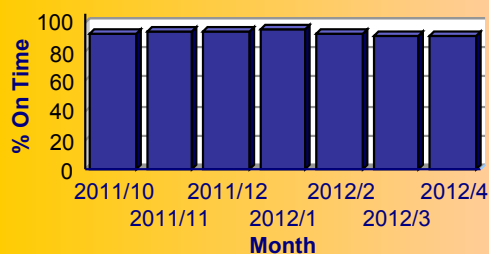
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,670	17,547	16,182	92.2%	123	116	94.3%	92.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 05

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,737	0	0	N/A	38	23.7	1,737	100.0%	1,439	82.8%	1,439	82.8%
Animal - Loose Aggressive - CCS	1,407	0	0	N/A	3	0.8	1,407	100.0%	1,353	96.2%	1,353	96.2%
Litter - CCS	1,189	0	0	N/A	38	24.4	1,189	100.0%	983	82.7%	983	82.7%
Dead Animal Pick Up - SAN	1,089	0	0	N/A	1	0.4	1,089	100.0%	1,087	99.8%	1,087	99.8%
Substandard Structure - CCS	981	114	110	96.5%	365	51.2	867	88.4%	866	99.9%	976	99.5%
Garbage Roll Cart - SAN	861	0	0	N/A	10	2.7	861	100.0%	855	99.3%	855	99.3%
Animal - Confined - CCS	579	0	0	N/A	3	1.1	579	100.0%	542	93.6%	542	93.6%
Recycling ROLL CART NEW - SAN	534	0	0	N/A	10	2.1	534	100.0%	534	100.0%	534	100.0%
Animal - Sick/Injured - CCS	495	0	0	N/A	3	0.4	495	100.0%	487	98.4%	487	98.4%
Signs - Public Right of Way - CCS	489	0	0	N/A	7	0.8	489	100.0%	471	96.3%	471	96.3%
Animal - Loose - CCS	485	0	0	N/A	40	17.5	485	100.0%	479	98.8%	479	98.8%
Bulky Trash Violations - CCS	416	0	0	N/A	14	10.7	416	100.0%	310	74.5%	310	74.5%
Smoke Detector Request - DFD	410	0	0	N/A	30	6.9	410	100.0%	396	96.6%	396	96.6%
Garbage - Missed - SAN	347	0	0	N/A	3	1.1	347	100.0%	344	99.1%	344	99.1%
Junk Motor Vehicle - CCS	321	0	0	N/A	126	44.0	321	100.0%	294	91.6%	294	91.6%
Parking - Unapproved Surface - CCS	306	0	0	N/A	10	5.7	306	100.0%	251	82.0%	251	82.0%
24 Hour Parking/Parking Violations - DPD	249	0	0	N/A	10	5.1	249	100.0%	243	97.6%	243	97.6%
Obstruction Alley/Sidewalk/Street - CCS	234	0	0	N/A	60	30.4	234	100.0%	212	90.6%	212	90.6%
Street Repair - Routine-STS	209	0	0	N/A	90	18.7	209	100.0%	205	98.1%	205	98.1%
Illegal Fence - CCS	195	0	0	N/A	120	33.8	195	100.0%	182	93.3%	182	93.3%

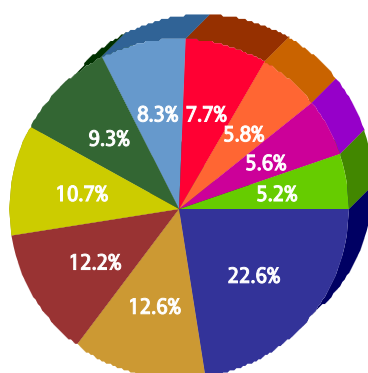


City of Dallas Service Level Performance Report by Council District

Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,201
Signs - Public Right of Way - CCS	667
Litter - CCS	646
Animal - Loose Aggressive - CCS	570
Fire Inspection - DFD	491
Dead Animal Pick Up - SAN	438
Illegal Land Use (Residential/Business) - CCS	411
Garbage Roll Cart - SAN	308
Illegal Outside Storage - CCS	299
Graffiti Private Property - Residential/Commercial	276



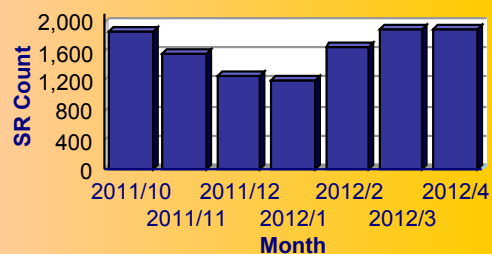
Service

- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Illegal Land Use (Residential/Business) - CCS
- Garbage Roll Cart - SAN
- Illegal Outside Storage - CCS
- Graffiti Private Property - Residential/Commercial

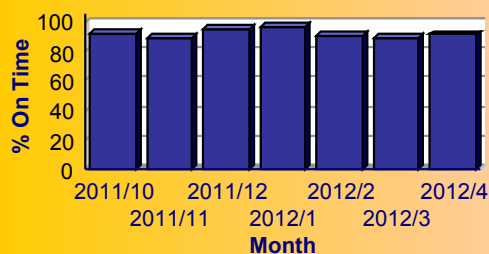
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,347	11,287	10,359	91.8%	60	59	98.3%	91.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 06

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,201	0	0	N/A	38	23.1	1,201	100.0%	967	80.5%	967	80.5%
Signs - Public Right of Way - CCS	667	0	0	N/A	7	0.8	667	100.0%	651	97.6%	651	97.6%
Litter - CCS	646	0	0	N/A	38	27.2	646	100.0%	500	77.4%	500	77.4%
Animal - Loose Aggressive - CCS	570	0	0	N/A	3	0.9	570	100.0%	536	94.0%	536	94.0%
Fire Inspection - DFD	491	0	0	N/A	60	23.7	491	100.0%	486	99.0%	486	99.0%
Dead Animal Pick Up - SAN	438	0	0	N/A	1	0.4	438	100.0%	436	99.5%	436	99.5%
Illegal Land Use (Residential/Business) - CCS	411	0	0	N/A	60	25.6	411	100.0%	345	83.9%	345	83.9%
Garbage Roll Cart - SAN	308	0	0	N/A	10	2.2	308	100.0%	308	100.0%	308	100.0%
Illegal Outside Storage - CCS	299	0	0	N/A	38	30.8	299	100.0%	224	74.9%	224	74.9%
Graffiti Private Property - Residential/Commercial	276	0	0	N/A	90	9.6	276	100.0%	269	97.5%	269	97.5%
Garage Sale - CCS	265	0	0	N/A	7	1.2	265	100.0%	254	95.8%	254	95.8%
Substandard Structure - CCS	260	56	56	100.0%	365	96.4	204	78.5%	202	99.0%	258	99.2%
Illegal Dumping - CCS	259	0	0	N/A	38	4.7	259	100.0%	249	96.1%	249	96.1%
Animal - Confined - CCS	253	0	0	N/A	3	0.7	253	100.0%	241	95.3%	241	95.3%
Animal - Loose - CCS	212	0	0	N/A	40	17.8	212	100.0%	208	98.1%	208	98.1%
Junk Motor Vehicle - CCS	208	0	0	N/A	126	38.2	208	100.0%	192	92.3%	192	92.3%
Animal - Sick/Injured - CCS	198	0	0	N/A	3	0.4	198	100.0%	194	98.0%	194	98.0%
Parking - Unapproved Surface - CCS	172	0	0	N/A	10	5.1	172	100.0%	155	90.1%	155	90.1%
Recycling ROLL CART NEW - SAN	166	0	0	N/A	10	2.0	166	100.0%	166	100.0%	166	100.0%
24 Hour Parking/Parking Violations - DPD	145	0	0	N/A	10	4.8	145	100.0%	145	100.0%	145	100.0%

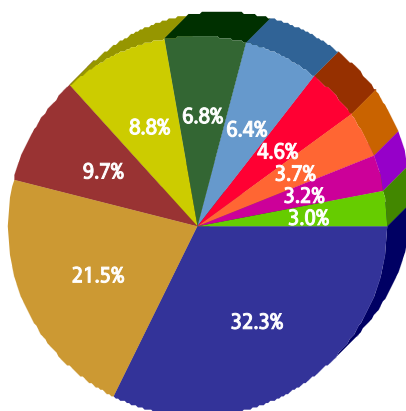


City of Dallas Service Level Performance Report by Council District

Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,934
Litter - CCS	2,615
Substandard Structure - CCS	1,179
Animal - Loose Aggressive - CCS	1,075
Dead Animal Pick Up - SAN	832
Garbage Roll Cart - SAN	785
Animal - Confined - CCS	555
Bulky Trash Violations - CCS	452
Illegal Outside Storage - CCS	387
Signs - Public Right of Way - CCS	362



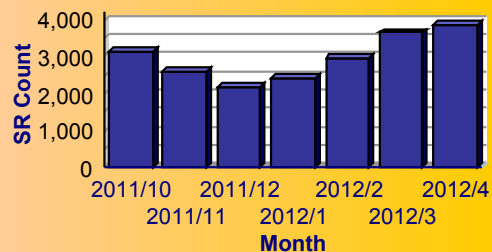
Service

- High Weeds - CCS
- Litter - CCS
- Substandard Structure - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Illegal Outside Storage - CCS
- Signs - Public Right of Way - CCS

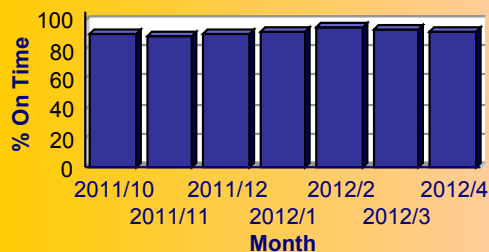
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,830	20,596	19,018	92.3%	234	200	85.5%	92.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 07

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	3,934	0	0	N/A	38	14.2	3,934	100.0%	3,561	90.5%	3,561	90.5%
Litter - CCS	2,615	0	0	N/A	38	16.5	2,615	100.0%	2,312	88.4%	2,312	88.4%
Substandard Structure - CCS	1,179	219	192	87.7%	365	60.9	960	81.4%	956	99.6%	1,148	97.4%
Animal - Loose Aggressive - CCS	1,075	0	0	N/A	3	1.0	1,075	100.0%	1,012	94.1%	1,012	94.1%
Dead Animal Pick Up - SAN	832	0	0	N/A	1	0.6	832	100.0%	829	99.6%	829	99.6%
Garbage Roll Cart - SAN	785	0	0	N/A	10	2.5	785	100.0%	781	99.5%	781	99.5%
Animal - Confined - CCS	555	0	0	N/A	3	1.4	555	100.0%	500	90.1%	500	90.1%
Bulky Trash Violations - CCS	452	0	0	N/A	14	6.3	452	100.0%	408	90.3%	408	90.3%
Illegal Outside Storage - CCS	387	0	0	N/A	38	26.2	387	100.0%	307	79.3%	307	79.3%
Signs - Public Right of Way - CCS	362	0	0	N/A	7	2.6	362	100.0%	337	93.1%	337	93.1%
Animal - Sick/Injured - CCS	360	0	0	N/A	3	0.4	360	100.0%	355	98.6%	355	98.6%
Parking - Unapproved Surface - CCS	354	0	0	N/A	10	4.2	354	100.0%	313	88.4%	313	88.4%
Animal - Loose - CCS	346	0	0	N/A	40	16.7	346	100.0%	340	98.3%	340	98.3%
Junk Motor Vehicle - CCS	343	1	0	0.0%	126	49.7	342	99.7%	309	90.4%	309	90.1%
Open and Vacant Structure - CCS	342	0	0	N/A	30	13.2	342	100.0%	287	83.9%	287	83.9%
Recycling ROLL CART NEW - SAN	313	0	0	N/A	10	2.0	313	100.0%	312	99.7%	312	99.7%
Smoke Detector Request - DFD	302	0	0	N/A	30	6.7	302	100.0%	294	97.4%	294	97.4%
Obstruction Alley/Sidewalk/Street - CCS	275	0	0	N/A	60	34.0	275	100.0%	244	88.7%	244	88.7%
Garbage - Missed - SAN	270	0	0	N/A	3	0.7	270	100.0%	270	100.0%	270	100.0%
Illegal Dumping - CCS	261	0	0	N/A	38	10.1	261	100.0%	237	90.8%	237	90.8%

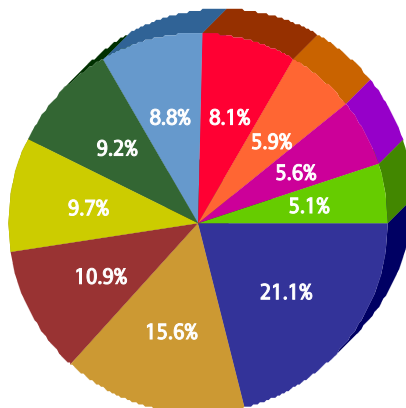


City of Dallas Service Level Performance Report by Council District

Council District 08

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,932
Animal - Loose Aggressive - CCS	1,436
Dead Animal Pick Up - SAN	999
Garbage Roll Cart - SAN	893
Animal - Confined - CCS	847
Litter - CCS	808
Signs - Public Right of Way - CCS	739
Recycling ROLL CART NEW - SAN	538
Animal - Loose - CCS	514
Animal - Sick/Injured - CCS	470



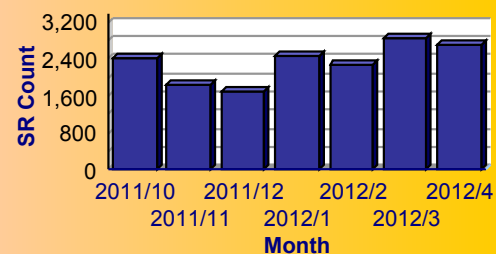
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS

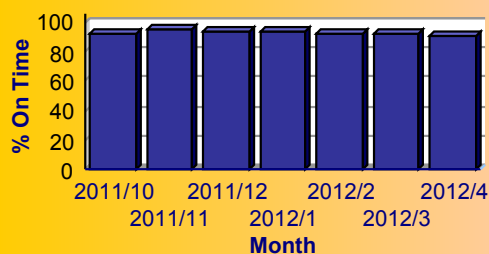
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,240	16,184	15,017	92.8%	56	50	89.3%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 08

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	1,932	0	0	N/A	38	20.3	1,932	100.0%	1,714	88.7%	1,714	88.7%
Animal - Loose Aggressive - CCS	1,436	0	0	N/A	3	1.0	1,436	100.0%	1,351	94.1%	1,351	94.1%
Dead Animal Pick Up - SAN	999	0	0	N/A	1	0.3	999	100.0%	995	99.6%	995	99.6%
Garbage Roll Cart - SAN	893	0	0	N/A	10	2.7	893	100.0%	889	99.6%	889	99.6%
Animal - Confined - CCS	847	0	0	N/A	3	1.1	847	100.0%	784	92.6%	784	92.6%
Litter - CCS	808	0	0	N/A	38	24.1	808	100.0%	670	82.9%	670	82.9%
Signs - Public Right of Way - CCS	739	0	0	N/A	7	2.1	739	100.0%	721	97.6%	721	97.6%
Recycling ROLL CART NEW - SAN	538	0	0	N/A	10	2.4	538	100.0%	537	99.8%	537	99.8%
Animal - Loose - CCS	514	0	0	N/A	40	17.6	514	100.0%	504	98.1%	504	98.1%
Animal - Sick/Injured - CCS	470	0	0	N/A	3	0.5	470	100.0%	461	98.1%	461	98.1%
Garbage - Missed - SAN	407	0	0	N/A	3	1.3	407	100.0%	398	97.8%	398	97.8%
Substandard Structure - CCS	379	49	45	91.8%	365	49.7	330	87.1%	330	100.0%	375	98.9%
Smoke Detector Request - DFD	302	0	0	N/A	30	7.8	302	100.0%	293	97.0%	293	97.0%
Parking - Unapproved Surface - CCS	267	0	0	N/A	10	3.8	267	100.0%	236	88.4%	236	88.4%
Junk Motor Vehicle - CCS	264	0	0	N/A	126	58.8	264	100.0%	240	90.9%	240	90.9%
Bulky Trash Violations - CCS	242	0	0	N/A	14	12.1	242	100.0%	156	64.5%	156	64.5%
Illegal Dumping - CCS	219	0	0	N/A	38	13.2	219	100.0%	194	88.6%	194	88.6%
Animal - Cruelty - CCS	199	0	0	N/A	30	1.3	199	100.0%	199	100.0%	199	100.0%
Fire Inspection - DFD	186	0	0	N/A	60	29.2	186	100.0%	182	97.8%	182	97.8%
Open and Vacant Structure - CCS	183	0	0	N/A	30	15.0	183	100.0%	157	85.8%	157	85.8%

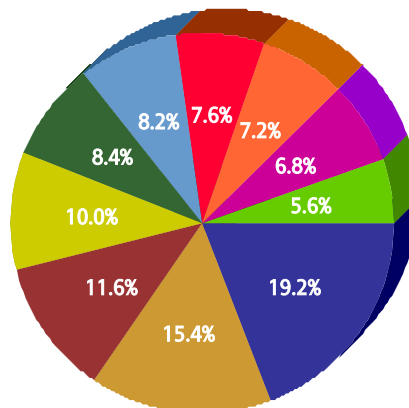


City of Dallas Service Level Performance Report by Council District

Council District 09

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	995
High Weeds - CCS	799
Dead Animal Pick Up - SAN	601
Animal - Confined - CCS	521
Bulky Trash Violations - CCS	434
Animal - Loose Aggressive - CCS	425
Recycling ROLL CART NEW - SAN	397
Litter - CCS	374
Garbage - Missed - SAN	352
Obstruction Alley/Sidewalk/Street - CCS	293



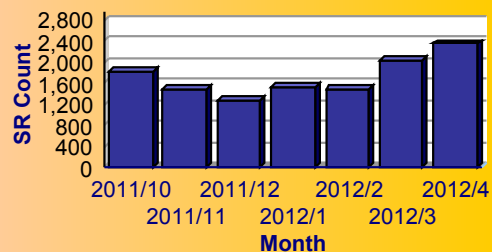
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Recycling ROLL CART NEW - SAN
- Litter - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS

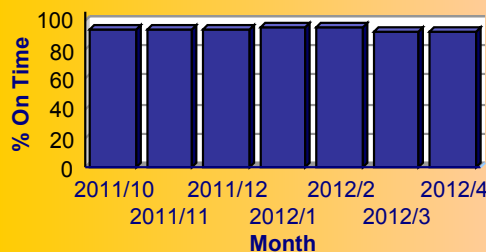
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,977	11,937	11,162	93.5%	40	26	65.0%	93.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

Top Performers by SR Volume Created During the Reporting Period

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
Garbage Roll Cart - SAN	995	0	0	N/A	10	2.7	995	100.0%	990	99.5%	990	99.5%
High Weeds - CCS	799	0	0	N/A	38	23.4	799	100.0%	661	82.7%	661	82.7%
Dead Animal Pick Up - SAN	601	0	0	N/A	1	0.4	601	100.0%	601	100.0%	601	100.0%
Animal - Confined - CCS	521	0	0	N/A	3	0.6	521	100.0%	494	94.8%	494	94.8%
Bulky Trash Violations - CCS	434	0	0	N/A	14	6.9	434	100.0%	387	89.2%	387	89.2%
Animal - Loose Aggressive - CCS	425	0	0	N/A	3	1.3	425	100.0%	393	92.5%	393	92.5%
Recycling ROLL CART NEW - SAN	397	0	0	N/A	10	2.2	397	100.0%	396	99.7%	396	99.7%
Litter - CCS	374	0	0	N/A	38	27.1	374	100.0%	289	77.3%	289	77.3%
Garbage - Missed - SAN	352	0	0	N/A	3	1.0	352	100.0%	349	99.1%	349	99.1%
Obstruction Alley/Sidewalk/Street - CCS	293	0	0	N/A	60	30.3	293	100.0%	255	87.0%	255	87.0%
Junk Motor Vehicle - CCS	280	3	0	0.0%	126	51.2	277	98.9%	255	92.1%	255	91.1%
24 Hour Parking/Parking Violations - DPD	247	0	0	N/A	10	3.7	247	100.0%	247	100.0%	247	100.0%
Substandard Structure - CCS	235	25	24	96.0%	365	74.2	210	89.4%	210	100.0%	234	99.6%
Recycling - Roll Cart - SAN	218	0	0	N/A	10	2.8	218	100.0%	217	99.5%	217	99.5%
Street Repair - Routine-STS	214	0	0	N/A	90	14.8	214	100.0%	214	100.0%	214	100.0%
Animal - Loose - CCS	209	0	0	N/A	40	17.1	209	100.0%	205	98.1%	205	98.1%
Recyclable Collection Missed (Residential) - SAN	206	0	0	N/A	3	1.0	206	100.0%	203	98.5%	203	98.5%
Parking - Unapproved Surface - CCS	163	0	0	N/A	10	3.7	163	100.0%	149	91.4%	149	91.4%
Animal - Sick/Injured - CCS	161	0	0	N/A	3	0.4	161	100.0%	159	98.8%	159	98.8%
Smoke Detector Request - DFD	156	0	0	N/A	30	6.5	156	100.0%	151	96.8%	151	96.8%

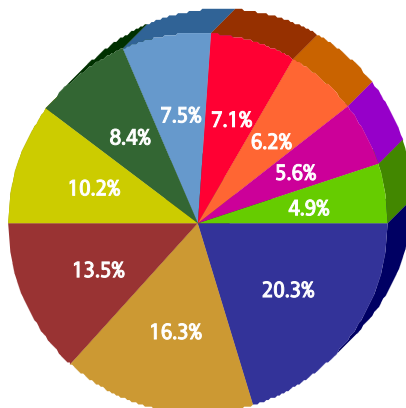


City of Dallas Service Level Performance Report by Council District

Council District 10

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	517
Animal - Confined - CCS	414
High Weeds - CCS	344
Dead Animal Pick Up - SAN	260
Garbage - Missed - SAN	214
Bulky Trash Violations - CCS	191
Recycling ROLL CART NEW - SAN	180
Substandard Structure Apts - CCS	158
Animal - Loose Aggressive - CCS	143
Recycling - Roll Cart - SAN	124



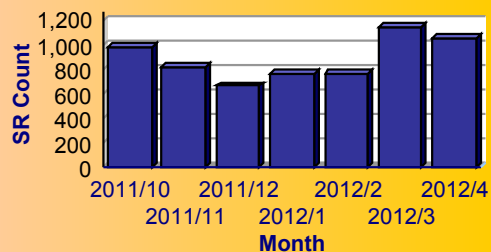
Service

- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Substandard Structure Apts - CCS
- Animal - Loose Aggressive - CCS
- Recycling - Roll Cart - SAN

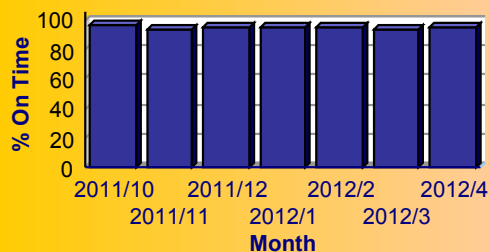
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,187	6,175	5,867	95.0%	12	10	83.3%	95.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 10

Top Performers by SR Volume Created During the Reporting Period

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
Garbage Roll Cart - SAN	517	0	0	N/A	10	2.6	517	100.0%	516	99.8%	516	99.8%
Animal - Confined - CCS	414	0	0	N/A	3	0.6	414	100.0%	398	96.1%	398	96.1%
High Weeds - CCS	344	0	0	N/A	38	17.1	344	100.0%	313	91.0%	313	91.0%
Dead Animal Pick Up - SAN	260	0	0	N/A	1	0.3	260	100.0%	259	99.6%	259	99.6%
Garbage - Missed - SAN	214	0	0	N/A	3	0.8	214	100.0%	212	99.1%	212	99.1%
Bulky Trash Violations - CCS	191	0	0	N/A	14	6.4	191	100.0%	170	89.0%	170	89.0%
Recycling ROLL CART NEW - SAN	180	0	0	N/A	10	2.2	180	100.0%	179	99.4%	179	99.4%
Substandard Structure Apts - CCS	158	2	2	100.0%	365	20.7	156	98.7%	156	100.0%	158	100.0%
Animal - Loose Aggressive - CCS	143	0	0	N/A	3	0.7	143	100.0%	139	97.2%	139	97.2%
Recycling - Roll Cart - SAN	124	0	0	N/A	10	2.5	124	100.0%	123	99.2%	123	99.2%
Fire Inspection - DFD	116	0	0	N/A	60	21.9	116	100.0%	114	98.3%	114	98.3%
Obstruction Alley/Sidewalk/Street - CCS	107	0	0	N/A	60	23.8	107	100.0%	93	86.9%	93	86.9%
24 Hour Parking/Parking Violations - DPD	107	0	0	N/A	10	3.9	107	100.0%	107	100.0%	107	100.0%
Litter - CCS	106	0	0	N/A	38	25.1	106	100.0%	84	79.2%	84	79.2%
Animal - Sick/Injured - CCS	106	0	0	N/A	3	0.3	106	100.0%	105	99.1%	105	99.1%
Substandard Structure - CCS	102	9	8	88.9%	365	76.9	93	91.2%	93	100.0%	101	99.0%
Smoke Detector Request - DFD	101	0	0	N/A	30	5.3	101	100.0%	96	95.0%	96	95.0%
Street Repair - Routine-STS	98	0	0	N/A	90	13.3	98	100.0%	98	100.0%	98	100.0%
Brush/Bulk Items - Missed - SAN	90	0	0	N/A	10	3.8	90	100.0%	89	98.9%	89	98.9%
No Building Permit - CCS	80	0	0	N/A	60	18.2	80	100.0%	73	91.2%	73	91.2%

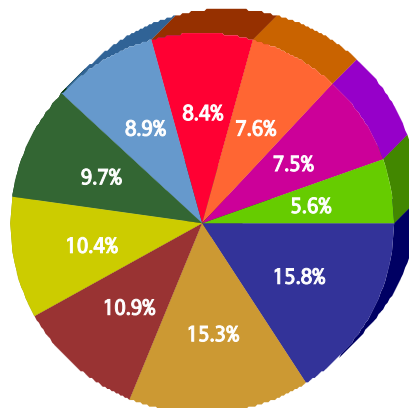


City of Dallas Service Level Performance Report by Council District

Council District 11

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	374
Fire Inspection - DFD	362
Dead Animal Pick Up - SAN	258
Animal - Confined - CCS	246
High Weeds - CCS	231
Garbage - Missed - SAN	210
Obstruction Alley/Sidewalk/Street - CCS	199
Recycling ROLL CART NEW - SAN	180
Signs - Public Right of Way - CCS	178
Traffic Signal - Flashing - STS	134



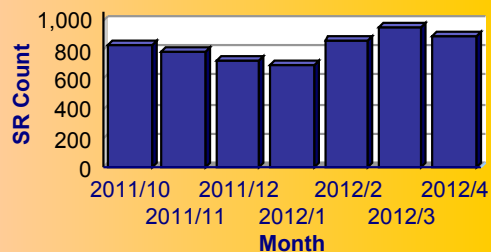
Service

- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS
- Traffic Signal - Flashing - STS

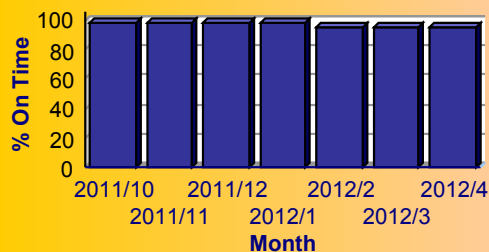
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,751	5,748	5,560	96.7%	3	3	100.0%	96.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 11

Top Performers by SR Volume Created During the Reporting Period

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
Garbage Roll Cart - SAN	374	0	0	N/A	10	2.7	374	100.0%	371	99.2%	371	99.2%
Fire Inspection - DFD	362	0	0	N/A	60	16.7	362	100.0%	358	98.9%	358	98.9%
Dead Animal Pick Up - SAN	258	0	0	N/A	1	0.3	258	100.0%	258	100.0%	258	100.0%
Animal - Confined - CCS	246	0	0	N/A	3	2.0	246	100.0%	238	96.7%	238	96.7%
High Weeds - CCS	231	0	0	N/A	38	21.3	231	100.0%	201	87.0%	201	87.0%
Garbage - Missed - SAN	210	0	0	N/A	3	0.6	210	100.0%	210	100.0%	210	100.0%
Obstruction Alley/Sidewalk/Street - CCS	199	0	0	N/A	60	24.5	199	100.0%	179	89.9%	179	89.9%
Recycling ROLL CART NEW - SAN	180	0	0	N/A	10	2.2	180	100.0%	178	98.9%	178	98.9%
Signs - Public Right of Way - CCS	178	0	0	N/A	7	2.1	178	100.0%	172	96.6%	172	96.6%
Traffic Signal - Flashing - STS	134	0	0	N/A	4	1.3	134	100.0%	133	99.3%	133	99.3%
Litter - CCS	119	0	0	N/A	38	23.2	119	100.0%	106	89.1%	106	89.1%
Signs - Other - CCS	113	0	0	N/A	21	4.0	113	100.0%	108	95.6%	108	95.6%
Recycling - Roll Cart - SAN	113	0	0	N/A	10	2.5	113	100.0%	113	100.0%	113	100.0%
Bulky Trash Violations - CCS	108	0	0	N/A	14	5.4	108	100.0%	104	96.3%	104	96.3%
Graffiti Private Property - Residential/Commercial	108	0	0	N/A	90	10.1	108	100.0%	106	98.1%	106	98.1%
Animal - Sick/Injured - CCS	99	0	0	N/A	3	1.6	99	100.0%	97	98.0%	97	98.0%
Street Repair - Routine-STS	98	0	0	N/A	90	13.8	98	100.0%	98	100.0%	98	100.0%
Traffic Signal - Timing - STS	95	0	0	N/A	4	1.4	95	100.0%	94	98.9%	94	98.9%
Animal - Loose Aggressive - CCS	92	0	0	N/A	3	0.4	92	100.0%	90	97.8%	90	97.8%
Substandard Structure Apts - CCS	88	0	0	N/A	365	15.5	88	100.0%	88	100.0%	88	100.0%

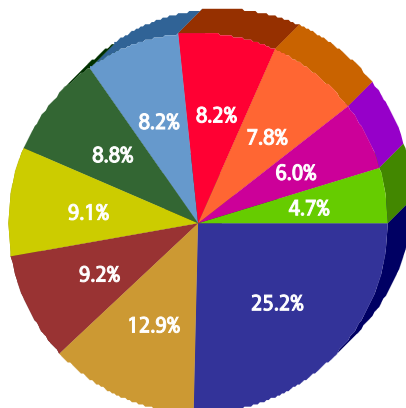


City of Dallas Service Level Performance Report by Council District

Council District 12

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	694
Signs - Public Right of Way - CCS	356
Bulky Trash Violations - CCS	252
Animal - Confined - CCS	250
Garbage - Missed - SAN	242
High Weeds - CCS	226
Dead Animal Pick Up - SAN	225
Recycling ROLL CART NEW - SAN	215
Recycling - Roll Cart - SAN	164
Illegal Garbage/Placement - CCS	129



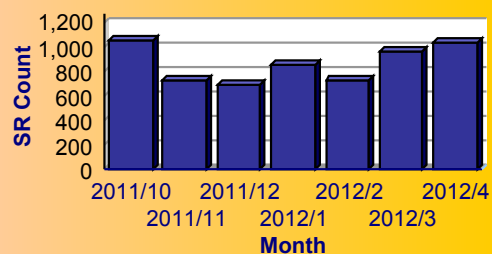
Service

- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Recycling - Roll Cart - SAN
- Illegal Garbage/Placement - CCS

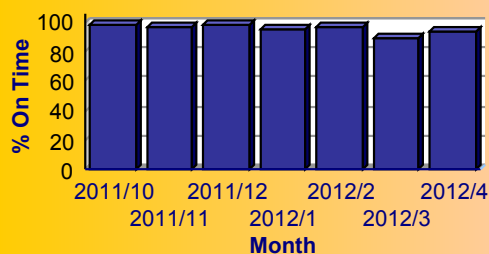
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,057	6,051	5,763	95.2%	6	3	50.0%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 12

Top Performers by SR Volume Created During the Reporting Period

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
Garbage Roll Cart - SAN	694	0	0	N/A	10	2.7	694	100.0%	692	99.7%	692	99.7%
Signs - Public Right of Way - CCS	356	0	0	N/A	7	0.0	356	100.0%	356	100.0%	356	100.0%
Bulky Trash Violations - CCS	252	0	0	N/A	14	8.5	252	100.0%	222	88.1%	222	88.1%
Animal - Confined - CCS	250	0	0	N/A	3	0.5	250	100.0%	240	96.0%	240	96.0%
Garbage - Missed - SAN	242	0	0	N/A	3	0.9	242	100.0%	240	99.2%	240	99.2%
High Weeds - CCS	226	0	0	N/A	38	32.2	226	100.0%	150	66.4%	150	66.4%
Dead Animal Pick Up - SAN	225	0	0	N/A	1	0.4	225	100.0%	225	100.0%	225	100.0%
Recycling ROLL CART NEW - SAN	215	0	0	N/A	10	2.0	215	100.0%	215	100.0%	215	100.0%
Recycling - Roll Cart - SAN	164	0	0	N/A	10	2.6	164	100.0%	164	100.0%	164	100.0%
Illegal Garbage/Placement - CCS	129	0	0	N/A	60	7.0	129	100.0%	128	99.2%	128	99.2%
Litter - CCS	122	0	0	N/A	38	30.2	122	100.0%	85	69.7%	85	69.7%
Street Repair - Routine-STS	121	0	0	N/A	90	9.4	121	100.0%	121	100.0%	121	100.0%
Animal - Noisy - CCS	106	0	0	N/A	30	1.9	106	100.0%	106	100.0%	106	100.0%
Animal - Sick/Injured - CCS	100	0	0	N/A	3	0.2	100	100.0%	100	100.0%	100	100.0%
Recyclable Collection Missed (Residential) - SAN	99	0	0	N/A	3	0.8	99	100.0%	99	100.0%	99	100.0%
24 Hour Parking/Parking Violations - DPD	94	0	0	N/A	10	5.5	94	100.0%	91	96.8%	91	96.8%
Brush/Bulk Items - Missed - SAN	93	0	0	N/A	10	7.3	93	100.0%	91	97.8%	91	97.8%
Fire Inspection - DFD	93	0	0	N/A	60	23.2	93	100.0%	92	98.9%	92	98.9%
Water Conservation Violation - CCS	76	0	0	N/A	7	10.2	76	100.0%	51	67.1%	51	67.1%
Traffic Signal - Timing - STS	74	0	0	N/A	4	1.5	74	100.0%	73	98.6%	73	98.6%

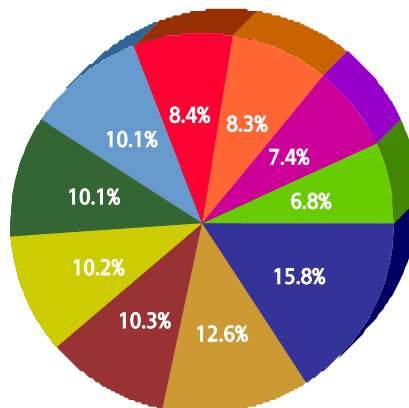


City of Dallas Service Level Performance Report by Council District

Council District 13

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	656
Signs - Public Right of Way - CCS	522
Dead Animal Pick Up - SAN	426
High Weeds - CCS	424
Garbage - Missed - SAN	421
Obstruction Alley/Sidewalk/Street - CCS	417
Fire Inspection - DFD	350
Bulky Trash Violations - CCS	343
Animal - Confined - CCS	306
Street Repair - Routine-STS	283



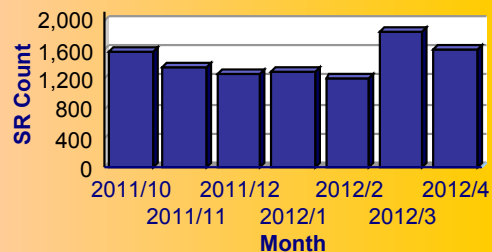
Service

- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Fire Inspection - DFD
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Street Repair - Routine-STS

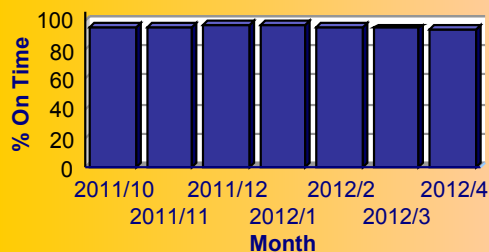
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,173	10,160	9,671	95.2%	13	10	76.9%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

Top Performers by SR Volume Created During the Reporting Period

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
Garbage Roll Cart - SAN	656	0	0	N/A	10	2.5	656	100.0%	653	99.5%	653	99.5%
Signs - Public Right of Way - CCS	522	0	0	N/A	7	1.5	522	100.0%	510	97.7%	510	97.7%
Dead Animal Pick Up - SAN	426	0	0	N/A	1	0.3	426	100.0%	426	100.0%	426	100.0%
High Weeds - CCS	424	0	0	N/A	38	25.2	424	100.0%	339	80.0%	339	80.0%
Garbage - Missed - SAN	421	0	0	N/A	3	0.8	421	100.0%	421	100.0%	421	100.0%
Obstruction Alley/Sidewalk/Street - CCS	417	0	0	N/A	60	31.9	417	100.0%	347	83.2%	347	83.2%
Fire Inspection - DFD	350	0	0	N/A	60	15.0	350	100.0%	347	99.1%	347	99.1%
Bulky Trash Violations - CCS	343	0	0	N/A	14	8.1	343	100.0%	307	89.5%	307	89.5%
Animal - Confined - CCS	306	0	0	N/A	3	0.4	306	100.0%	299	97.7%	299	97.7%
Street Repair - Routine-STS	283	0	0	N/A	90	12.2	283	100.0%	282	99.6%	282	99.6%
Recycling ROLL CART NEW - SAN	281	0	0	N/A	10	2.0	281	100.0%	281	100.0%	281	100.0%
Alley Repair - Routine-STS	244	0	0	N/A	90	30.7	244	100.0%	244	100.0%	244	100.0%
Recycling - Roll Cart - SAN	205	0	0	N/A	10	2.4	205	100.0%	204	99.5%	204	99.5%
Recyclable Collection Missed (Residential) - SAN	191	0	0	N/A	3	0.7	191	100.0%	190	99.5%	190	99.5%
Litter - CCS	184	0	0	N/A	38	30.3	184	100.0%	138	75.0%	138	75.0%
Animal - Loose Aggressive - CCS	176	0	0	N/A	3	1.2	176	100.0%	169	96.0%	169	96.0%
Animal - Sick/Injured - CCS	170	0	0	N/A	3	0.2	170	100.0%	170	100.0%	170	100.0%
Sanitation Property Damage - SAN	164	0	0	N/A	28	4.4	164	100.0%	161	98.2%	161	98.2%
24 Hour Parking/Parking Violations - DPD	156	0	0	N/A	10	4.7	156	100.0%	153	98.1%	153	98.1%
Pot hole - Hazardous-STS	154	0	0	N/A	1	0.1	154	100.0%	152	98.7%	152	98.7%

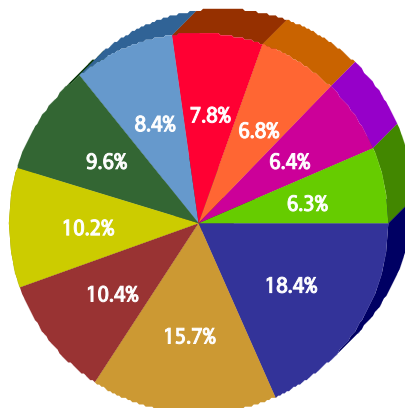


City of Dallas Service Level Performance Report by Council District

Council District 14

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	823
Garbage Roll Cart - SAN	699
Litter - CCS	462
Obstruction Alley/Sidewalk/Street - CCS	454
Dead Animal Pick Up - SAN	429
Recycling ROLL CART NEW - SAN	376
Signs - Public Right of Way - CCS	348
Bulky Trash Violations - CCS	304
Traffic Signal - Timing - STS	285
24 Hour Parking/Parking Violations - DPD	283



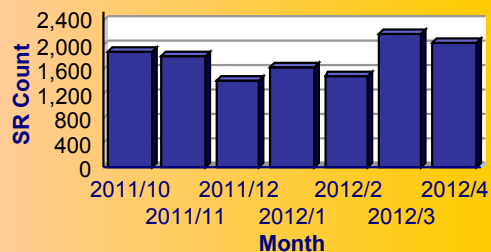
Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS
- Bulky Trash Violations - CCS
- Traffic Signal - Timing - STS
- 24 Hour Parking/Parking Violations - DPD

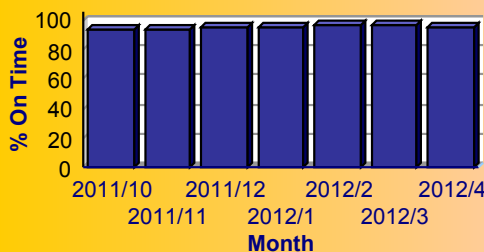
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,446	12,421	11,833	95.3%	25	22	88.0%	95.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 14

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	823	0	0	N/A	38	17.2	823	100.0%	754	91.6%	754	91.6%
Garbage Roll Cart - SAN	699	0	0	N/A	10	2.6	699	100.0%	696	99.6%	696	99.6%
Litter - CCS	462	0	0	N/A	38	18.3	462	100.0%	415	89.8%	415	89.8%
Obstruction Alley/Sidewalk/Street - CCS	454	0	0	N/A	60	28.1	454	100.0%	390	85.9%	390	85.9%
Dead Animal Pick Up - SAN	429	0	0	N/A	1	0.4	429	100.0%	429	100.0%	429	100.0%
Recycling ROLL CART NEW - SAN	376	0	0	N/A	10	2.2	376	100.0%	376	100.0%	376	100.0%
Signs - Public Right of Way - CCS	348	0	0	N/A	7	0.7	348	100.0%	337	96.8%	337	96.8%
Bulky Trash Violations - CCS	304	0	0	N/A	14	5.5	304	100.0%	281	92.4%	281	92.4%
Traffic Signal - Timing - STS	285	0	0	N/A	4	1.3	285	100.0%	282	98.9%	282	98.9%
24 Hour Parking/Parking Violations - DPD	283	0	0	N/A	10	4.5	283	100.0%	278	98.2%	278	98.2%
Traffic Signal - Flashing - STS	275	0	0	N/A	4	1.2	275	100.0%	275	100.0%	275	100.0%
Garbage - Missed - SAN	273	0	0	N/A	3	0.6	273	100.0%	273	100.0%	273	100.0%
Street Repair - Routine-STS	273	0	0	N/A	90	13.3	273	100.0%	273	100.0%	273	100.0%
Animal - Confined - CCS	265	0	0	N/A	3	0.5	265	100.0%	258	97.4%	258	97.4%
Fire Inspection - DFD	209	0	0	N/A	60	30.1	209	100.0%	203	97.1%	203	97.1%
Animal - Loose Aggressive - CCS	204	0	0	N/A	3	0.8	204	100.0%	195	95.6%	195	95.6%
Recycling - Roll Cart - SAN	192	0	0	N/A	10	2.8	192	100.0%	189	98.4%	189	98.4%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	179	0	0	N/A	10	2.1	179	100.0%	179	100.0%	179	100.0%
Animal - Sick/Injured - CCS	170	0	0	N/A	3	0.3	170	100.0%	167	98.2%	167	98.2%
Animal - Noisy - CCS	161	0	0	N/A	30	2.0	161	100.0%	161	100.0%	161	100.0%

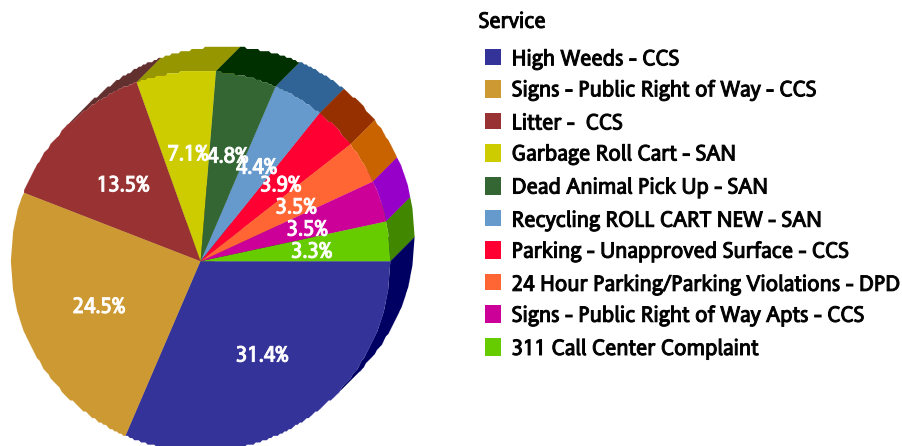


City of Dallas Service Level Performance Report by Council District

Council District Unknown

Top 10 Services

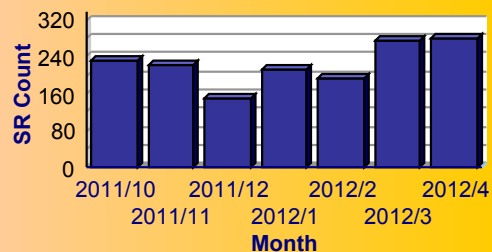
SR Type	Service Request Count
High Weeds - CCS	283
Signs - Public Right of Way - CCS	221
Litter - CCS	122
Garbage Roll Cart - SAN	64
Dead Animal Pick Up - SAN	43
Recycling ROLL CART NEW - SAN	40
Parking - Unapproved Surface - CCS	35
24 Hour Parking/Parking Violations - DPD	32
Signs - Public Right of Way Apts - CCS	32
311 Call Center Complaint	30



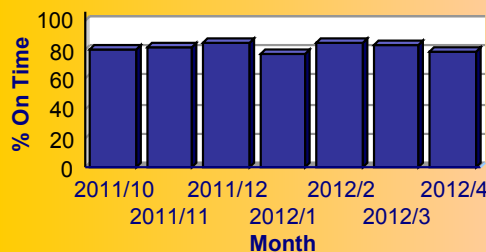
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,570	1,490	1,259	84.5%	80	12	15.0%	81.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District Unknown

Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	283	26	0	0.0%	38	33.2	257	90.8%	181	70.4%	181	64.0%
Signs - Public Right of Way - CCS	221	0	0	N/A	7	2.2	221	100.0%	210	95.0%	210	95.0%
Litter - CCS	122	17	0	0.0%	38	35.7	105	86.1%	62	59.0%	62	50.8%
Garbage Roll Cart - SAN	64	0	0	N/A	10	2.5	64	100.0%	64	100.0%	64	100.0%
Dead Animal Pick Up - SAN	43	0	0	N/A	1	0.2	43	100.0%	43	100.0%	43	100.0%
Recycling ROLL CART NEW - SAN	40	0	0	N/A	10	2.6	40	100.0%	40	100.0%	40	100.0%
Parking - Unapproved Surface - CCS	35	0	0	N/A	10	6.3	35	100.0%	27	77.1%	27	77.1%
Signs - Public Right of Way Apts - CCS	32	0	0	N/A	7	0.0	32	100.0%	32	100.0%	32	100.0%
24 Hour Parking/Parking Violations - DPD	32	0	0	N/A	10	6.2	32	100.0%	29	90.6%	29	90.6%
311 Call Center Complaint	30	0	0	N/A	10	3.4	30	100.0%	28	93.3%	28	93.3%
Animal - Loose - CCS	28	0	0	N/A	40	17.0	28	100.0%	26	92.9%	26	92.9%
Obstruction Alley/Sidewalk/Street - CCS	27	3	0	0.0%	60	40.0	24	88.9%	20	83.3%	20	74.1%
Substandard Structure - CCS	24	12	12	100.0%	365	98.2	12	50.0%	12	100.0%	24	100.0%
Restaurant/Food Complaint - CCS	22	0	0	N/A	45	19.6	22	100.0%	20	90.9%	20	90.9%
Brush/Bulk Items - Missed - SAN	19	0	0	N/A	10	2.4	19	100.0%	19	100.0%	19	100.0%
Recycling - Roll Cart - SAN	18	0	0	N/A	10	2.4	18	100.0%	18	100.0%	18	100.0%
Pot hole Repair Routine - STS	18	0	0	N/A	7	1.6	18	100.0%	17	94.4%	17	94.4%
Garbage - Missed - SAN	15	0	0	N/A	3	0.9	15	100.0%	14	93.3%	14	93.3%
Sanitation Crew Complaint - SAN	15	0	0	N/A	10	2.4	15	100.0%	14	93.3%	14	93.3%
Pot hole - Hazardous-STS	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%