



FY 2012 – 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

April 2013

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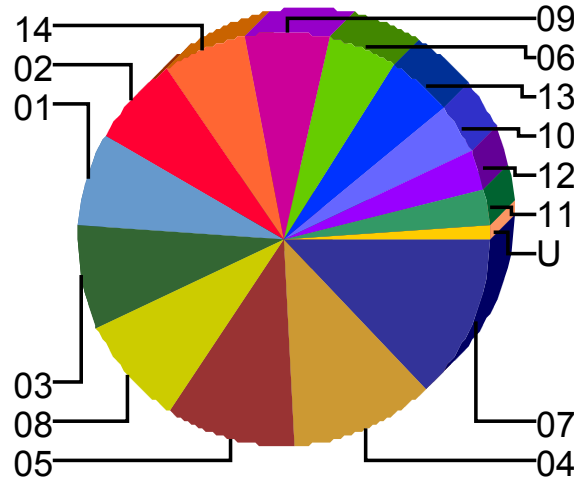
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For April 2013



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,235	7.2%	98.5%
02	2,132	6.8%	98.4%
03	2,552	8.2%	98.6%
04	3,449	11.0%	98.0%
05	3,190	10.2%	97.9%
06	1,688	5.4%	97.9%
07	4,092	13.1%	99.1%
08	2,683	8.6%	97.5%
09	2,089	6.7%	97.2%
10	1,157	3.7%	97.1%
11	863	2.8%	98.6%
12	1,006	3.2%	98.5%
13	1,644	5.3%	98.2%
14	2,106	6.7%	98.5%
U	327	1.0%	94.8%
Totals	31,213	100.0%	98.2%

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

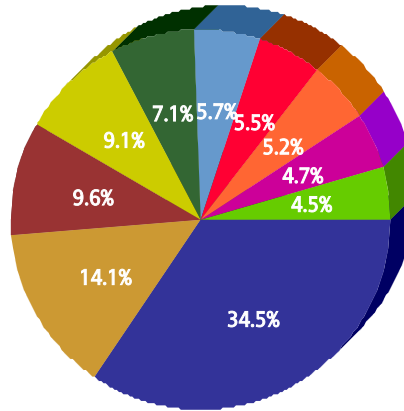


Citywide

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,474
Litter - CCS	2,227
Dead Animal Pick Up - SAN	1,526
Garbage Roll Cart - SAN	1,448
Animal - Loose - CCS	1,128
Bulky Trash Violations - CCS	897
Animal - Loose Aggressive - CCS	869
Recycling ROLL CART NEW - SAN	829
Substandard Structure - CCS	743
Animal - Confined - CCS	708



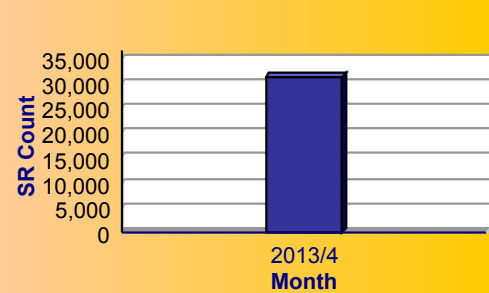
Service

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

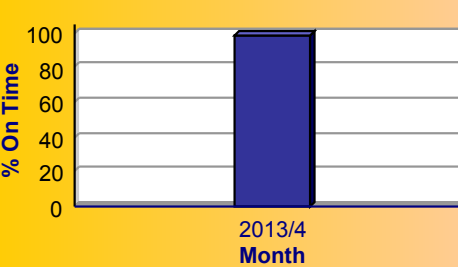
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,213	23,897	23,533	98.5%	7,316	7,104	97.1%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Citywide

April 2013

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	5,474	2,473	2,473	100.0%	38	9.7	3,001	54.8%	3,001	100.0%	5,474	100.0%
Litter - CCS	2,227	939	939	100.0%	38	10.5	1,288	57.8%	1,288	100.0%	2,227	100.0%
Dead Animal Pick Up - SAN	1,526	0	0	N/A	1	0.4	1,526	100.0%	1,514	99.2%	1,514	99.2%
Garbage Roll Cart - SAN	1,448	2	2	100.0%	10	2.5	1,446	99.9%	1,436	99.3%	1,438	99.3%
Animal - Loose - CCS	1,128	484	484	100.0%	40	19.2	644	57.1%	644	100.0%	1,128	100.0%
Bulky Trash Violations - CCS	897	151	130	86.1%	14	5.6	746	83.2%	694	93.0%	824	91.9%
Animal - Loose Aggressive - CCS	869	4	0	0.0%	3	0.7	865	99.5%	847	97.9%	847	97.5%
Recycling ROLL CART NEW - SAN	829	1	1	100.0%	10	2.0	828	99.9%	822	99.3%	823	99.3%
Substandard Structure - CCS	743	529	529	100.0%	365	10.5	214	28.8%	214	100.0%	743	100.0%
Animal - Confined - CCS	708	0	0	N/A	3	0.6	708	100.0%	703	99.3%	703	99.3%
Obstruction Alley/Sidewalk/Street - CCS	633	401	401	100.0%	60	15.0	232	36.7%	232	100.0%	633	100.0%
Garbage - Missed - SAN	556	0	0	N/A	3	1.0	556	100.0%	551	99.1%	551	99.1%
Signs - Public Right of Way - CCS	525	8	3	37.5%	7	1.3	517	98.5%	496	95.9%	499	95.0%
Animal - Sick/Injured - CCS	435	0	0	N/A	3	0.4	435	100.0%	429	98.6%	429	98.6%
Graffiti Private Property - Residential/Commercial - CCS	432	58	58	100.0%	90	2.7	374	86.6%	374	100.0%	432	100.0%
Smoke Detector Request - DFD	412	28	28	100.0%	30	2.2	384	93.2%	384	100.0%	412	100.0%
Illegal Dumping - CCS	395	115	115	100.0%	38	4.7	280	70.9%	280	100.0%	395	100.0%
24 Hour Parking/Parking Violations - DPD	367	14	11	78.6%	10	5.0	353	96.2%	339	96.0%	350	95.4%
Fire Inspection - DFD	365	165	165	100.0%	60	8.2	200	54.8%	200	100.0%	365	100.0%
Street Repair - Routine-STS	356	112	112	100.0%	90	7.8	244	68.5%	244	100.0%	356	100.0%

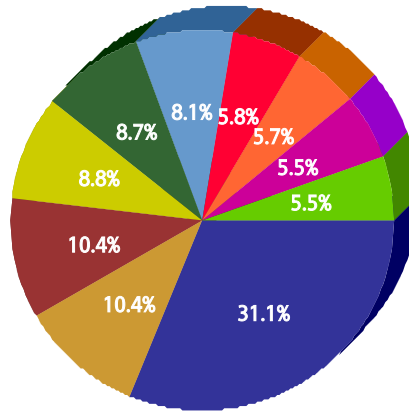


Council District 01

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	373
Litter - CCS	125
Signs - Public Right of Way - CCS	125
Dead Animal Pick Up - SAN	105
Garbage Roll Cart - SAN	104
Animal - Loose - CCS	97
Animal - Loose Aggressive - CCS	69
Garage Sale - CCS	68
Obstruction Alley/Sidewalk/Street - CCS	66
Recycling ROLL CART NEW - SAN	66



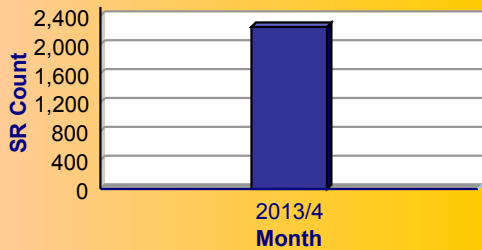
Service

- High Weeds - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Garage Sale - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN

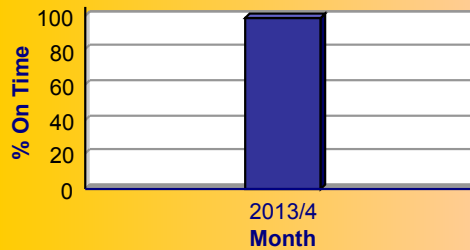
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,235	1,769	1,752	99.0%	466	450	96.6%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 01

April 2013

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	373	179	179	100.0%	38	13.1	194	52.0%	194	100.0%	373	100.0%
Signs - Public Right of Way - CCS	125	0	0	N/A	7	1.4	125	100.0%	122	97.6%	122	97.6%
Litter - CCS	125	50	50	100.0%	38	16.4	75	60.0%	75	100.0%	125	100.0%
Dead Animal Pick Up - SAN	105	0	0	N/A	1	0.4	105	100.0%	105	100.0%	105	100.0%
Garbage Roll Cart - SAN	104	0	0	N/A	10	2.0	104	100.0%	103	99.0%	103	99.0%
Animal - Loose - CCS	97	43	43	100.0%	40	18.3	54	55.7%	54	100.0%	97	100.0%
Animal - Loose Aggressive - CCS	69	0	0	N/A	3	1.0	69	100.0%	67	97.1%	67	97.1%
Garage Sale - CCS	68	1	0	0.0%	7	1.6	67	98.5%	66	98.5%	66	97.1%
Obstruction Alley/Sidewalk/Street - CCS	66	19	19	100.0%	60	17.3	47	71.2%	47	100.0%	66	100.0%
Recycling ROLL CART NEW - SAN	66	0	0	N/A	10	2.0	66	100.0%	65	98.5%	65	98.5%
Illegal Dumping - CCS	60	5	5	100.0%	38	1.1	55	91.7%	55	100.0%	60	100.0%
Graffiti Private Property - Residential/Commercial - CCS	59	5	5	100.0%	90	3.8	54	91.5%	54	100.0%	59	100.0%
Substandard Structure - CCS	51	40	40	100.0%	365	7.5	11	21.6%	11	100.0%	51	100.0%
Bulky Trash Violations - CCS	50	0	0	N/A	14	3.0	50	100.0%	50	100.0%	50	100.0%
Animal - Confined - CCS	41	0	0	N/A	3	0.3	41	100.0%	41	100.0%	41	100.0%
24 Hour Parking/Parking Violations - DPD	39	0	0	N/A	10	3.6	39	100.0%	39	100.0%	39	100.0%
Illegal Outside Storage - CCS	37	18	18	100.0%	38	14.8	19	51.4%	19	100.0%	37	100.0%
Garbage - Missed - SAN	36	0	0	N/A	3	0.5	36	100.0%	36	100.0%	36	100.0%
Animal - Cruelty - CCS	32	0	0	N/A	30	2.0	32	100.0%	32	100.0%	32	100.0%
Signs - Other - CCS	29	2	2	100.0%	21	0.5	27	93.1%	27	100.0%	29	100.0%

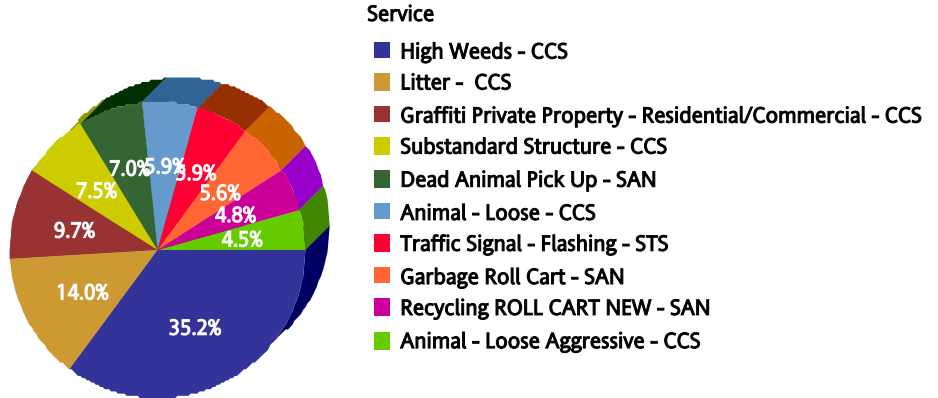


Council District 02

April 2013

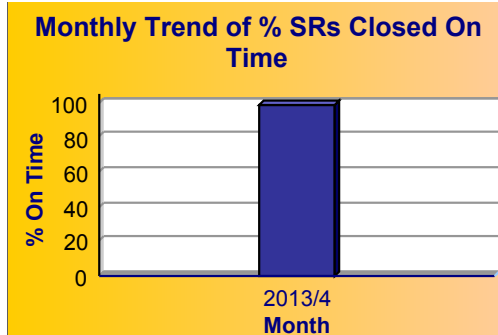
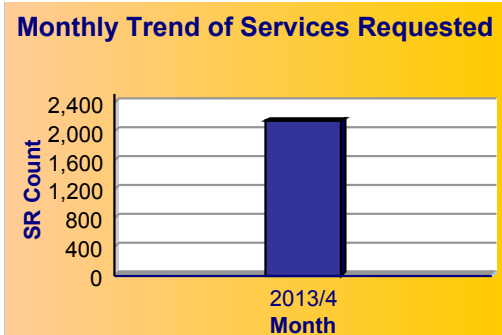
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	347
Litter - CCS	138
Graffiti Private Property - Residential/Commercial - CCS	96
Substandard Structure - CCS	74
Dead Animal Pick Up - SAN	69
Animal - Loose - CCS	58
Traffic Signal - Flashing - STS	58
Garbage Roll Cart - SAN	55
Recycling ROLL CART NEW - SAN	47
Animal - Loose Aggressive - CCS	44



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 %
2,132	1,650	1,627	98.6%	482	470	97.5%	98.4%





City of Dallas Service Level Performance Report by Council District

Council District 02

April 2013

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	347	161	161	100.0%	38	11.1	186	53.6%	186	100.0%	347	100.0%
Litter - CCS	138	71	71	100.0%	38	12.2	67	48.6%	67	100.0%	138	100.0%
Graffiti Private Property - Residential/Commercial - CCS	96	7	7	100.0%	90	2.5	89	92.7%	89	100.0%	96	100.0%
Substandard Structure - CCS	74	39	39	100.0%	365	8.2	35	47.3%	35	100.0%	74	100.0%
Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.4	69	100.0%	69	100.0%	69	100.0%
Animal - Loose - CCS	58	22	22	100.0%	40	19.2	36	62.1%	36	100.0%	58	100.0%
Traffic Signal - Flashing - STS	58	0	0	N/A	4	1.2	58	100.0%	58	100.0%	58	100.0%
Garbage Roll Cart - SAN	55	0	0	N/A	10	2.5	55	100.0%	55	100.0%	55	100.0%
Recycling ROLL CART NEW - SAN	47	0	0	N/A	10	1.8	47	100.0%	47	100.0%	47	100.0%
Animal - Loose Aggressive - CCS	44	0	0	N/A	3	1.2	44	100.0%	42	95.5%	42	95.5%
Animal - Confined - CCS	41	0	0	N/A	3	0.6	41	100.0%	41	100.0%	41	100.0%
Substandard Structure Apts - CCS	37	16	16	100.0%	365	8.8	21	56.8%	21	100.0%	37	100.0%
Signs - Public Right of Way - CCS	35	1	0	0.0%	7	0.1	34	97.1%	34	100.0%	34	97.1%
Traffic Signal - Timing - STS	33	0	0	N/A	4	1.2	33	100.0%	33	100.0%	33	100.0%
Pot hole - Hazardous-STS	28	0	0	N/A	1	0.1	28	100.0%	28	100.0%	28	100.0%
Bulky Trash Violations - CCS	26	4	2	50.0%	14	5.6	22	84.6%	21	95.5%	23	88.5%
Illegal Outside Storage - CCS	26	11	11	100.0%	38	15.9	15	57.7%	15	100.0%	26	100.0%
Fire Inspection - DFD	26	12	12	100.0%	60	6.8	14	53.8%	14	100.0%	26	100.0%
Junk Motor Vehicle - CCS	25	16	16	100.0%	126	13.8	9	36.0%	9	100.0%	25	100.0%
Tree down/low limbs - Emergency-STS	25	0	0	N/A	5	0.1	25	100.0%	25	100.0%	25	100.0%

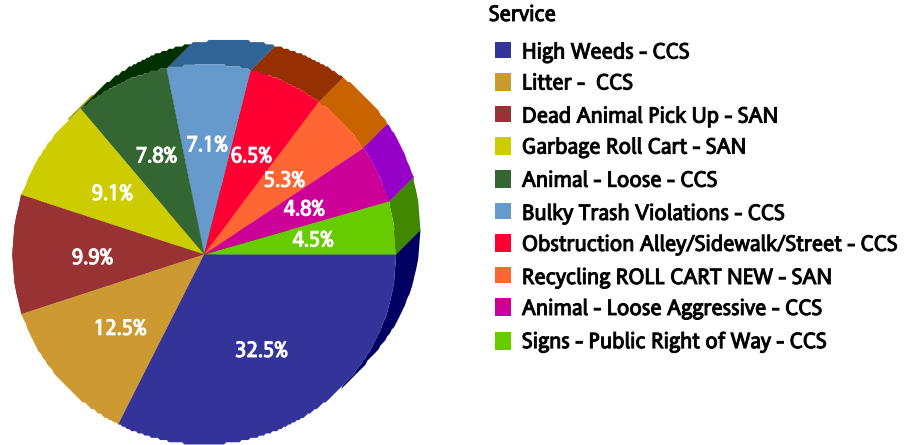


Council District 03

April 2013

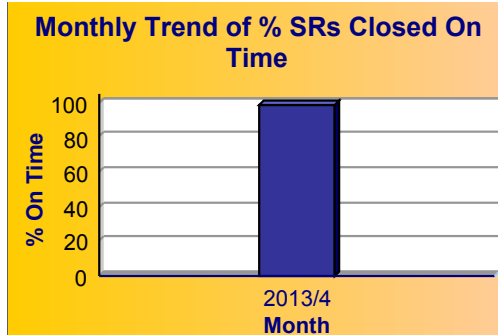
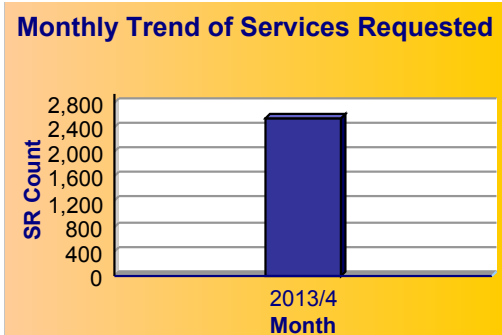
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	467
Litter - CCS	180
Dead Animal Pick Up - SAN	142
Garbage Roll Cart - SAN	131
Animal - Loose - CCS	112
Bulky Trash Violations - CCS	102
Obstruction Alley/Sidewalk/Street - CCS	93
Recycling ROLL CART NEW - SAN	76
Animal - Loose Aggressive - CCS	69
Signs - Public Right of Way - CCS	65



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 %
2,552	1,952	1,927	98.7%	600	590	98.3%	98.6%





City of Dallas Service Level Performance Report by Council District

Council District 03

April 2013

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	467	214	214	100.0%	38	11.2	253	54.2%	253	100.0%	467	100.0%
Litter - CCS	180	99	99	100.0%	38	12.7	81	45.0%	81	100.0%	180	100.0%
Dead Animal Pick Up - SAN	142	0	0	N/A	1	0.3	142	100.0%	142	100.0%	142	100.0%
Garbage Roll Cart - SAN	131	0	0	N/A	10	2.4	131	100.0%	130	99.2%	130	99.2%
Animal - Loose - CCS	112	46	46	100.0%	40	19.7	66	58.9%	66	100.0%	112	100.0%
Bulky Trash Violations - CCS	102	1	0	0.0%	14	3.6	101	99.0%	98	97.0%	98	96.1%
Obstruction Alley/Sidewalk/Street - CCS	93	58	58	100.0%	60	19.2	35	37.6%	35	100.0%	93	100.0%
Recycling ROLL CART NEW - SAN	76	0	0	N/A	10	1.7	76	100.0%	76	100.0%	76	100.0%
Animal - Loose Aggressive - CCS	69	0	0	N/A	3	0.5	69	100.0%	69	100.0%	69	100.0%
Signs - Public Right of Way - CCS	65	0	0	N/A	7	1.4	65	100.0%	61	93.8%	61	93.8%
Animal - Confined - CCS	52	0	0	N/A	3	0.3	52	100.0%	52	100.0%	52	100.0%
Illegal Dumping - CCS	50	0	0	N/A	38	1.4	50	100.0%	50	100.0%	50	100.0%
Fire Inspection - DFD	49	26	26	100.0%	60	7.6	23	46.9%	23	100.0%	49	100.0%
Junk Motor Vehicle - CCS	42	17	17	100.0%	126	14.1	25	59.5%	25	100.0%	42	100.0%
Substandard Structure - CCS	39	29	29	100.0%	365	13.3	10	25.6%	10	100.0%	39	100.0%
Illegal Outside Storage - CCS	37	13	13	100.0%	38	11.9	24	64.9%	24	100.0%	37	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	29	0	0	N/A	1	0.0	29	100.0%	29	100.0%	29	100.0%
Parking - Unapproved Surface - CCS	28	0	0	N/A	10	3.0	28	100.0%	28	100.0%	28	100.0%
Animal - Sick/Injured - CCS	27	0	0	N/A	3	0.4	27	100.0%	26	96.3%	26	96.3%
Signs - Other - CCS	26	0	0	N/A	21	3.7	26	100.0%	24	92.3%	24	92.3%
Graffiti Private Property - Residential/Commercial - CCS	26	1	1	100.0%	90	0.7	25	96.2%	25	100.0%	26	100.0%
Garbage - Missed - SAN	26	0	0	N/A	3	1.0	26	100.0%	26	100.0%	26	100.0%

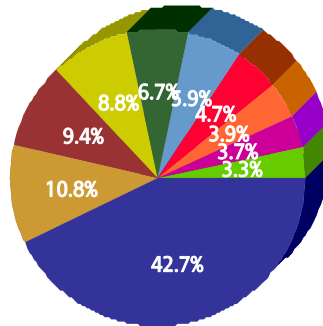


Council District 04

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	931
Litter - CCS	235
Dead Animal Pick Up - SAN	205
Animal - Loose - CCS	192
Garbage Roll Cart - SAN	145
Animal - Loose Aggressive - CCS	129
Substandard Structure - CCS	103
Graffiti Private Property - Residential/Commercial - CCS	86
Recycling ROLL CART NEW - SAN	81
Bulky Trash Violations - CCS	71



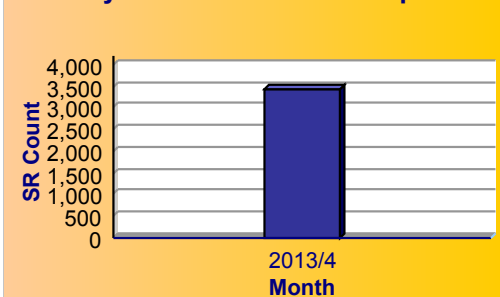
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Recycling ROLL CART NEW - SAN
- Bulky Trash Violations - CCS

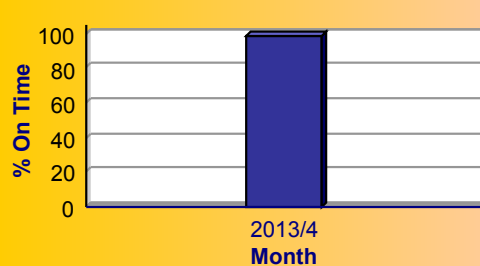
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,449	2,316	2,275	98.2%	1,133	1,104	97.4%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 04

April 2013

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	931	509	509	100.0%	38	7.5	422	45.3%	422	100.0%	931	100.0%
Litter - CCS	235	132	132	100.0%	38	9.1	103	43.8%	103	100.0%	235	100.0%
Dead Animal Pick Up - SAN	205	0	0	N/A	1	0.8	205	100.0%	201	98.0%	201	98.0%
Animal - Loose - CCS	192	88	88	100.0%	40	19.0	104	54.2%	104	100.0%	192	100.0%
Garbage Roll Cart - SAN	145	0	0	N/A	10	2.9	145	100.0%	142	97.9%	142	97.9%
Animal - Loose Aggressive - CCS	129	0	0	N/A	3	0.7	129	100.0%	126	97.7%	126	97.7%
Substandard Structure - CCS	103	82	82	100.0%	365	14.0	21	20.4%	21	100.0%	103	100.0%
Graffiti Private Property - Residential/Commercial - CCS	86	9	9	100.0%	90	2.2	77	89.5%	77	100.0%	86	100.0%
Recycling ROLL CART NEW - SAN	81	0	0	N/A	10	2.6	81	100.0%	79	97.5%	79	97.5%
Bulky Trash Violations - CCS	71	23	21	91.3%	14	7.8	48	67.6%	40	83.3%	61	85.9%
Illegal Dumping - CCS	67	40	40	100.0%	38	7.9	27	40.3%	27	100.0%	67	100.0%
Garbage - Missed - SAN	59	0	0	N/A	3	1.3	59	100.0%	58	98.3%	58	98.3%
Animal - Confined - CCS	58	0	0	N/A	3	0.5	58	100.0%	58	100.0%	58	100.0%
Animal - Sick/Injured - CCS	47	0	0	N/A	3	0.6	47	100.0%	46	97.9%	46	97.9%
Illegal Outside Storage - CCS	42	24	24	100.0%	38	13.7	18	42.9%	18	100.0%	42	100.0%
Junk Motor Vehicle - CCS	38	31	31	100.0%	126	12.0	7	18.4%	7	100.0%	38	100.0%
Parking - Unapproved Surface - CCS	37	3	0	0.0%	10	1.8	34	91.9%	32	94.1%	32	86.5%
24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	4.0	36	100.0%	36	100.0%	36	100.0%
Illegal Land Use (Residential/Business) - CCS	34	19	19	100.0%	60	9.7	15	44.1%	15	100.0%	34	100.0%
Complaint/Compliment - CTY	29	3	0	0.0%	10	2.3	26	89.7%	25	96.2%	25	86.2%
Open and Vacant Structure - CCS	29	11	10	90.9%	30	12.3	18	62.1%	17	94.4%	27	93.1%

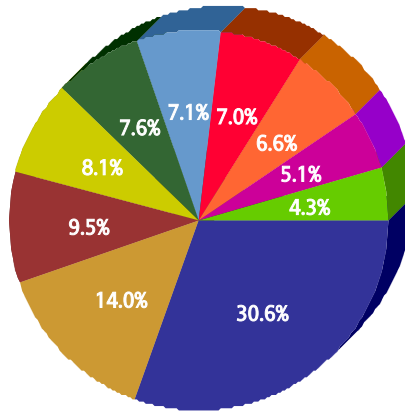


Council District 05

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	573
Litter - CCS	263
Dead Animal Pick Up - SAN	178
Animal - Loose Aggressive - CCS	152
Bulky Trash Violations - CCS	143
Animal - Loose - CCS	134
Garbage Roll Cart - SAN	132
Substandard Structure - CCS	123
Smoke Detector Request - DFD	96
Animal - Confined - CCS	81



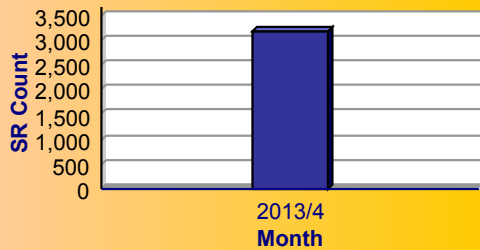
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Bulky Trash Violations - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Substandard Structure - CCS
- Smoke Detector Request - DFD
- Animal - Confined - CCS

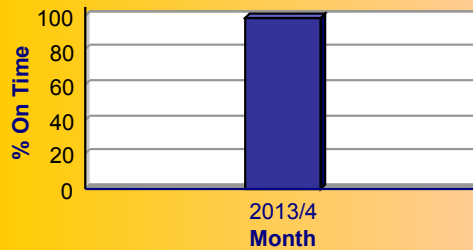
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,190	2,339	2,292	98.0%	851	832	97.8%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

April 2013

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	573	282	282	100.0%	38	15.0	291	50.8%	291	100.0%	573	100.0%
Litter - CCS	263	123	123	100.0%	38	15.6	140	53.2%	140	100.0%	263	100.0%
Dead Animal Pick Up - SAN	178	0	0	N/A	1	0.4	178	100.0%	178	100.0%	178	100.0%
Animal - Loose Aggressive - CCS	152	0	0	N/A	3	0.5	152	100.0%	148	97.4%	148	97.4%
Bulky Trash Violations - CCS	143	64	62	96.9%	14	6.5	79	55.2%	71	89.9%	133	93.0%
Animal - Loose - CCS	134	60	60	100.0%	40	18.9	74	55.2%	74	100.0%	134	100.0%
Garbage Roll Cart - SAN	132	0	0	N/A	10	2.7	132	100.0%	131	99.2%	131	99.2%
Substandard Structure - CCS	123	67	67	100.0%	365	13.2	56	45.5%	56	100.0%	123	100.0%
Smoke Detector Request - DFD	96	1	1	100.0%	30	1.5	95	99.0%	95	100.0%	96	100.0%
Animal - Confined - CCS	81	0	0	N/A	3	0.5	81	100.0%	81	100.0%	81	100.0%
Recycling ROLL CART NEW - SAN	73	0	0	N/A	10	2.0	73	100.0%	73	100.0%	73	100.0%
Parking - Unapproved Surface - CCS	64	3	2	66.7%	10	5.5	61	95.3%	56	91.8%	58	90.6%
Animal - Sick/Injured - CCS	56	0	0	N/A	3	0.2	56	100.0%	56	100.0%	56	100.0%
Junk Motor Vehicle - CCS	55	34	34	100.0%	126	10.9	21	38.2%	21	100.0%	55	100.0%
Garbage - Missed - SAN	53	0	0	N/A	3	1.2	53	100.0%	53	100.0%	53	100.0%
Illegal Outside Storage - CCS	48	20	20	100.0%	38	16.1	28	58.3%	28	100.0%	48	100.0%
Graffiti Private Property - Residential/Commercial - CCS	37	5	5	100.0%	90	3.2	32	86.5%	32	100.0%	37	100.0%
Illegal Dumping - CCS	36	17	17	100.0%	38	9.2	19	52.8%	19	100.0%	36	100.0%
Obstruction Alley/Sidewalk/Street - CCS	32	28	28	100.0%	60	9.0	4	12.5%	4	100.0%	32	100.0%
Brush/Bulk Items - Missed - SAN	30	0	0	N/A	10	2.3	30	100.0%	30	100.0%	30	100.0%
Street Repair - Routine-STS	30	9	9	100.0%	90	6.8	21	70.0%	21	100.0%	30	100.0%

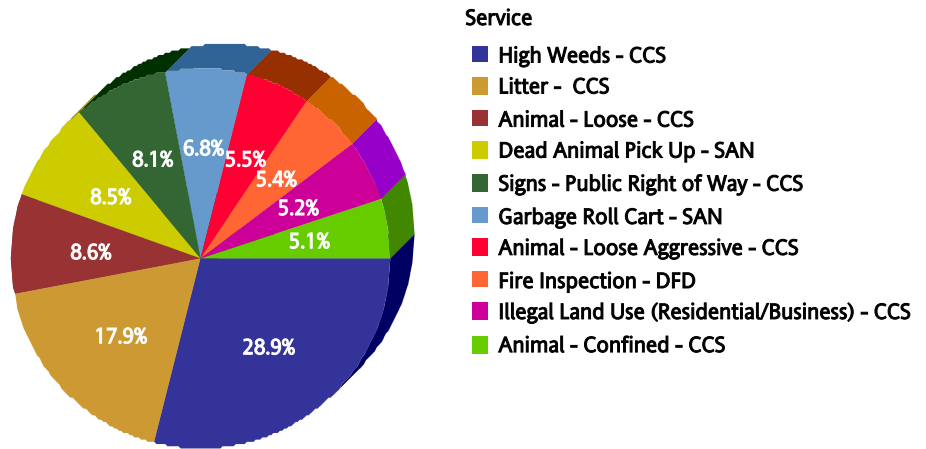


Council District 06

April 2013

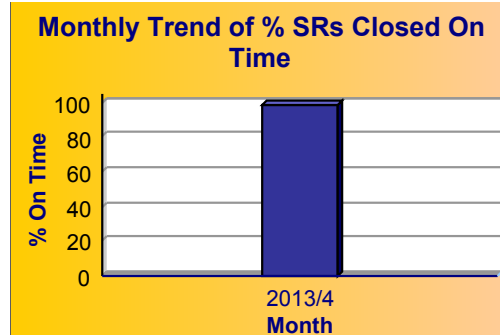
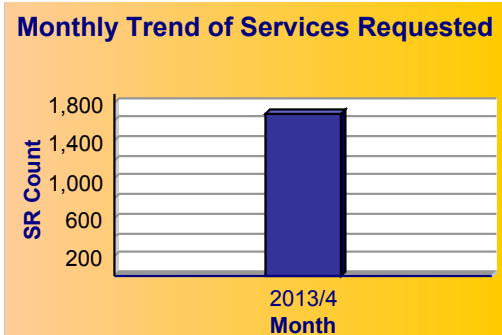
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	232
Litter - CCS	144
Animal - Loose - CCS	69
Dead Animal Pick Up - SAN	68
Signs - Public Right of Way - CCS	65
Garbage Roll Cart - SAN	55
Animal - Loose Aggressive - CCS	44
Fire Inspection - DFD	43
Illegal Land Use (Residential/Business) - CCS	42
Animal - Confined - CCS	41



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 %
1,688	1,300	1,283	98.7%	388	369	95.1%	97.9%





City of Dallas Service Level Performance Report by Council District

Council District 06

April 2013

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	232	86	86	100.0%	38	11.3	146	62.9%	146	100.0%	232	100.0%
Litter - CCS	144	52	52	100.0%	38	11.2	92	63.9%	92	100.0%	144	100.0%
Animal - Loose - CCS	69	25	25	100.0%	40	20.3	44	63.8%	44	100.0%	69	100.0%
Dead Animal Pick Up - SAN	68	0	0	N/A	1	0.4	68	100.0%	65	95.6%	65	95.6%
Signs - Public Right of Way - CCS	65	1	1	100.0%	7	0.7	64	98.5%	63	98.4%	64	98.5%
Garbage Roll Cart - SAN	55	0	0	N/A	10	2.0	55	100.0%	55	100.0%	55	100.0%
Animal - Loose Aggressive - CCS	44	1	0	0.0%	3	2.6	43	97.7%	40	93.0%	40	90.9%
Fire Inspection - DFD	43	28	28	100.0%	60	6.3	15	34.9%	15	100.0%	43	100.0%
Illegal Land Use (Residential/Business) - CCS	42	21	21	100.0%	60	7.0	21	50.0%	21	100.0%	42	100.0%
Animal - Confined - CCS	41	0	0	N/A	3	0.4	41	100.0%	41	100.0%	41	100.0%
Substandard Structure Apts - CCS	33	15	15	100.0%	365	13.9	18	54.5%	18	100.0%	33	100.0%
Bulky Trash Violations - CCS	32	2	2	100.0%	14	2.7	30	93.8%	29	96.7%	31	96.9%
Junk Motor Vehicle - CCS	29	17	17	100.0%	126	15.5	12	41.4%	12	100.0%	29	100.0%
Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.1	29	100.0%	29	100.0%	29	100.0%
Traffic Signal - Flashing - STS	29	0	0	N/A	4	0.7	29	100.0%	29	100.0%	29	100.0%
Graffiti Private Property - Residential/Commercial - CCS	28	7	7	100.0%	90	3.0	21	75.0%	21	100.0%	28	100.0%
Illegal Outside Storage - CCS	27	10	10	100.0%	38	17.4	17	63.0%	17	100.0%	27	100.0%
Substandard Structure - CCS	27	21	21	100.0%	365	5.2	6	22.2%	6	100.0%	27	100.0%
Signs - Other - CCS	26	11	1	9.1%	21	7.1	15	57.7%	13	86.7%	14	53.8%
Recycling ROLL CART NEW - SAN	25	0	0	N/A	10	1.6	25	100.0%	25	100.0%	25	100.0%

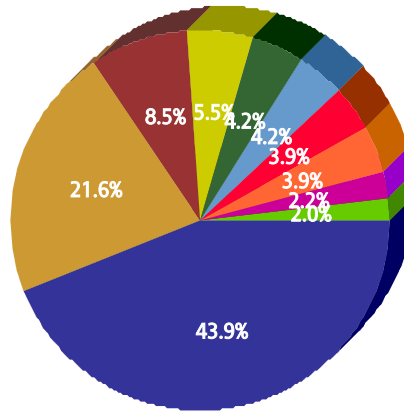


Council District 07

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,267
Litter - CCS	625
Smoke Detector Request - DFD	245
Dead Animal Pick Up - SAN	159
Animal - Loose Aggressive - CCS	122
Substandard Structure - CCS	121
Animal - Loose - CCS	113
Garbage Roll Cart - SAN	113
Animal - Confined - CCS	63
Recycling ROLL CART NEW - SAN	59



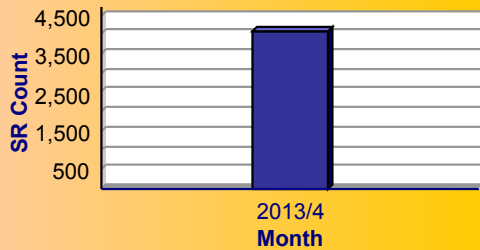
Service

- High Weeds - CCS
- Litter - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN

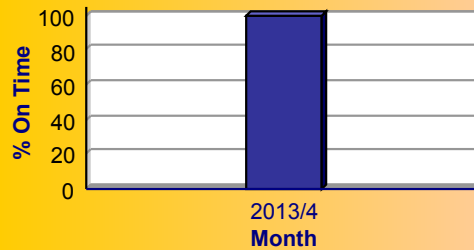
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,092	3,188	3,168	99.4%	904	889	98.3%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 07

April 2013

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	1,267	383	383	100.0%	38	6.8	884	69.8%	884	100.0%	1,267	100.0%
Litter - CCS	625	154	154	100.0%	38	7.3	471	75.4%	471	100.0%	625	100.0%
Smoke Detector Request - DFD	245	6	6	100.0%	30	1.1	239	97.6%	239	100.0%	245	100.0%
Dead Animal Pick Up - SAN	159	0	0	N/A	1	0.4	159	100.0%	158	99.4%	158	99.4%
Animal - Loose Aggressive - CCS	122	1	0	0.0%	3	0.3	121	99.2%	120	99.2%	120	98.4%
Substandard Structure - CCS	121	95	95	100.0%	365	8.5	26	21.5%	26	100.0%	121	100.0%
Animal - Loose - CCS	113	51	51	100.0%	40	17.5	62	54.9%	62	100.0%	113	100.0%
Garbage Roll Cart - SAN	113	1	1	100.0%	10	2.3	112	99.1%	112	100.0%	113	100.0%
Animal - Confined - CCS	63	0	0	N/A	3	0.5	63	100.0%	63	100.0%	63	100.0%
Recycling ROLL CART NEW - SAN	59	0	0	N/A	10	1.6	59	100.0%	59	100.0%	59	100.0%
Garbage - Missed - SAN	55	0	0	N/A	3	0.7	55	100.0%	55	100.0%	55	100.0%
Bulky Trash Violations - CCS	42	8	8	100.0%	14	6.4	34	81.0%	34	100.0%	42	100.0%
Obstruction Alley/Sidewalk/Street - CCS	41	25	25	100.0%	60	15.6	16	39.0%	16	100.0%	41	100.0%
Signs - Public Right of Way - CCS	39	0	0	N/A	7	0.7	39	100.0%	39	100.0%	39	100.0%
Fire Inspection - DFD	38	9	9	100.0%	60	0.9	29	76.3%	29	100.0%	38	100.0%
Illegal Dumping - CCS	36	8	8	100.0%	38	6.0	28	77.8%	28	100.0%	36	100.0%
Animal - Sick/Injured - CCS	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
24 Hour Parking/Parking Violations - DPD	35	0	0	N/A	10	5.7	35	100.0%	33	94.3%	33	94.3%
Complaint/Compliment - CTY	32	7	4	57.1%	10	1.8	25	78.1%	25	100.0%	29	90.6%
Open and Vacant Structure - CCS	32	7	7	100.0%	30	7.2	25	78.1%	24	96.0%	31	96.9%

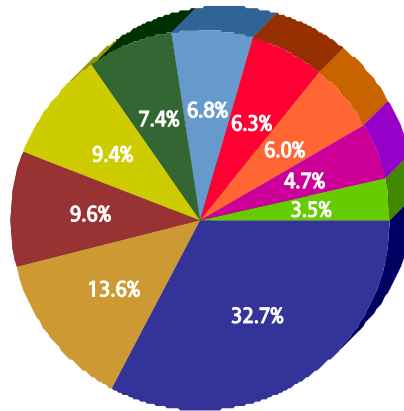


Council District 08

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	544
Litter - CCS	226
Animal - Loose - CCS	160
Dead Animal Pick Up - SAN	157
Animal - Loose Aggressive - CCS	123
Garbage Roll Cart - SAN	114
Bulky Trash Violations - CCS	105
Animal - Confined - CCS	100
Recycling ROLL CART NEW - SAN	79
Substandard Structure - CCS	58



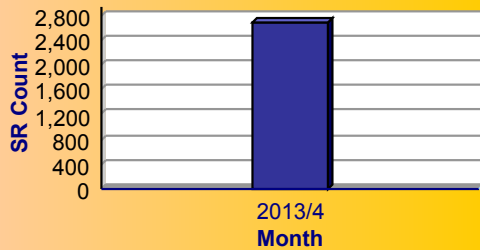
Service

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

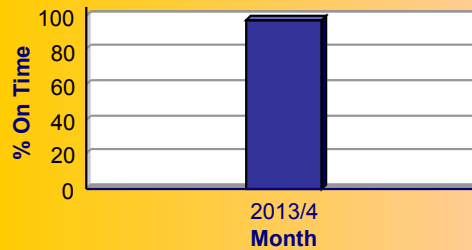
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,683	1,970	1,923	97.6%	713	692	97.1%	97.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 08

April 2013

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	544	259	259	100.0%	38	8.7	285	52.4%	285	100.0%	544	100.0%
Litter - CCS	226	104	104	100.0%	38	9.3	122	54.0%	122	100.0%	226	100.0%
Animal - Loose - CCS	160	68	68	100.0%	40	19.7	92	57.5%	92	100.0%	160	100.0%
Dead Animal Pick Up - SAN	157	0	0	N/A	1	0.3	157	100.0%	156	99.4%	156	99.4%
Animal - Loose Aggressive - CCS	123	1	0	0.0%	3	0.6	122	99.2%	121	99.2%	121	98.4%
Garbage Roll Cart - SAN	114	0	0	N/A	10	2.9	114	100.0%	112	98.2%	112	98.2%
Bulky Trash Violations - CCS	105	11	6	54.5%	14	7.9	94	89.5%	80	85.1%	86	81.9%
Animal - Confined - CCS	100	0	0	N/A	3	0.6	100	100.0%	99	99.0%	99	99.0%
Recycling ROLL CART NEW - SAN	79	0	0	N/A	10	2.0	79	100.0%	78	98.7%	78	98.7%
Substandard Structure - CCS	58	45	45	100.0%	365	7.2	13	22.4%	13	100.0%	58	100.0%
Signs - Public Right of Way - CCS	50	0	0	N/A	7	0.9	50	100.0%	49	98.0%	49	98.0%
Parking - Unapproved Surface - CCS	48	2	2	100.0%	10	3.6	46	95.8%	37	80.4%	39	81.2%
Illegal Dumping - CCS	48	27	27	100.0%	38	8.6	21	43.8%	21	100.0%	48	100.0%
Animal - Sick/Injured - CCS	43	0	0	N/A	3	1.0	43	100.0%	42	97.7%	42	97.7%
Garbage - Missed - SAN	38	0	0	N/A	3	1.3	38	100.0%	38	100.0%	38	100.0%
Brush/Bulk Items - Missed - SAN	32	1	0	0.0%	10	2.4	31	96.9%	31	100.0%	31	96.9%
Illegal Outside Storage - CCS	31	15	15	100.0%	38	14.9	16	51.6%	16	100.0%	31	100.0%
Obstruction Alley/Sidewalk/Street - CCS	30	22	22	100.0%	60	21.5	8	26.7%	8	100.0%	30	100.0%
Open and Vacant Structure - CCS	30	8	7	87.5%	30	8.2	22	73.3%	22	100.0%	29	96.7%
Junk Motor Vehicle - CCS	29	26	26	100.0%	126	12.7	3	10.3%	3	100.0%	29	100.0%

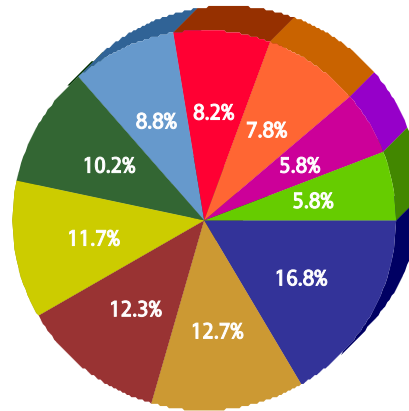


Council District 09

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	157
Obstruction Alley/Sidewalk/Street - CCS	119
Dead Animal Pick Up - SAN	115
Garbage Roll Cart - SAN	110
Bulky Trash Violations - CCS	96
Litter - CCS	82
Animal - Confined - CCS	77
Recycling ROLL CART NEW - SAN	73
Animal - Loose - CCS	54
Animal - Sick/Injured - CCS	54



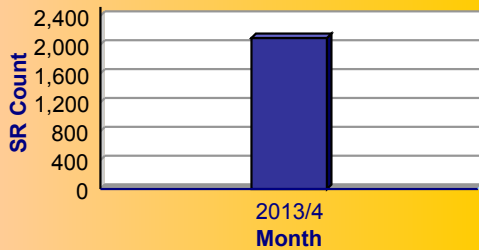
Service

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

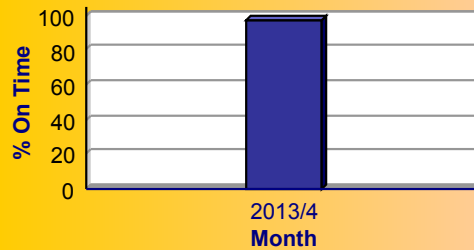
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,089	1,688	1,649	97.7%	401	381	95.0%	97.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 09

April 2013

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	157	83	83	100.0%	38	11.8	74	47.1%	74	100.0%	157	100.0%
Obstruction Alley/Sidewalk/Street - CCS	119	75	75	100.0%	60	15.0	44	37.0%	44	100.0%	119	100.0%
Dead Animal Pick Up - SAN	115	0	0	N/A	1	0.6	115	100.0%	114	99.1%	114	99.1%
Garbage Roll Cart - SAN	110	0	0	N/A	10	2.9	110	100.0%	108	98.2%	108	98.2%
Bulky Trash Violations - CCS	96	11	8	72.7%	14	6.0	85	88.5%	77	90.6%	85	88.5%
Litter - CCS	82	44	44	100.0%	38	14.4	38	46.3%	38	100.0%	82	100.0%
Animal - Confined - CCS	77	0	0	N/A	3	0.7	77	100.0%	76	98.7%	76	98.7%
Recycling ROLL CART NEW - SAN	73	0	0	N/A	10	2.7	73	100.0%	71	97.3%	71	97.3%
Animal - Loose - CCS	54	23	23	100.0%	40	19.0	31	57.4%	31	100.0%	54	100.0%
Animal - Sick/Injured - CCS	54	0	0	N/A	3	0.2	54	100.0%	54	100.0%	54	100.0%
Garbage - Missed - SAN	50	0	0	N/A	3	1.0	50	100.0%	48	96.0%	48	96.0%
Tree down/low limbs - Emergency-STS	50	0	0	N/A	5	0.2	50	100.0%	50	100.0%	50	100.0%
Substandard Structure - CCS	47	34	34	100.0%	365	12.2	13	27.7%	13	100.0%	47	100.0%
Traffic Sign - Maintenance (Other) - STS	41	4	4	100.0%	40	5.1	37	90.2%	37	100.0%	41	100.0%
Animal - Loose Aggressive - CCS	36	0	0	N/A	3	0.2	36	100.0%	36	100.0%	36	100.0%
Street Repair - Routine-STS	35	6	6	100.0%	90	8.1	29	82.9%	29	100.0%	35	100.0%
Animal - Noisy - CCS	34	0	0	N/A	30	2.7	34	100.0%	34	100.0%	34	100.0%
24 Hour Parking/Parking Violations - DPD	33	1	0	0.0%	10	6.7	32	97.0%	29	90.6%	29	87.9%
Brush/Bulk Items - Missed - SAN	32	0	0	N/A	10	2.5	32	100.0%	32	100.0%	32	100.0%
Cost Plus - SAN	24	2	2	100.0%	10	4.9	22	91.7%	21	95.5%	23	95.8%
Water Conservation Violation - CCS	24	1	1	100.0%	7	5.6	23	95.8%	17	73.9%	18	75.0%
Mosquitoes - CCS	24	3	3	100.0%	45	9.3	21	87.5%	21	100.0%	24	100.0%
Recycling - Roll Cart - SAN	24	0	0	N/A	10	2.5	24	100.0%	24	100.0%	24	100.0%

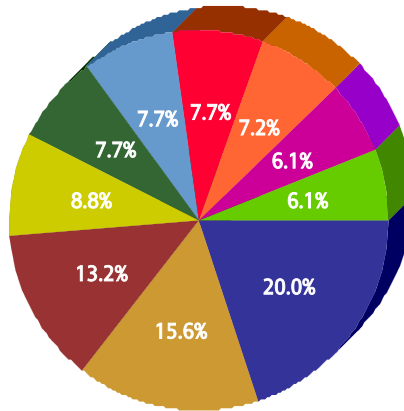


Council District 10

April 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	91
High Weeds - CCS	71
Garbage - Missed - SAN	60
Dead Animal Pick Up - SAN	40
Animal - Confined - CCS	35
Recycling ROLL CART NEW - SAN	35
Substandard Structure Apts - CCS	35
Bulky Trash Violations - CCS	33
Animal - Loose - CCS	28
Litter - CCS	28



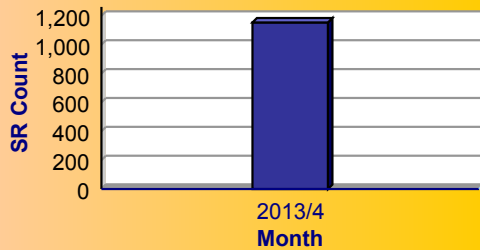
Service

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

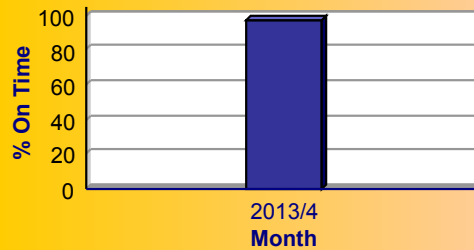
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,157	962	939	97.6%	195	185	94.9%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 10

April 2013

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	91	0	0	N/A	10	2.3	91	100.0%	91	100.0%	91	100.0%
High Weeds - CCS	71	35	35	100.0%	38	14.4	36	50.7%	36	100.0%	71	100.0%
Garbage - Missed - SAN	60	0	0	N/A	3	1.1	60	100.0%	58	96.7%	58	96.7%
Dead Animal Pick Up - SAN	40	0	0	N/A	1	1.1	40	100.0%	39	97.5%	39	97.5%
Animal - Confined - CCS	35	0	0	N/A	3	2.4	35	100.0%	33	94.3%	33	94.3%
Substandard Structure Apts - CCS	35	13	13	100.0%	365	14.5	22	62.9%	22	100.0%	35	100.0%
Recycling ROLL CART NEW - SAN	35	0	0	N/A	10	1.9	35	100.0%	35	100.0%	35	100.0%
Bulky Trash Violations - CCS	33	2	0	0.0%	14	3.9	31	93.9%	30	96.8%	30	90.9%
Litter - CCS	28	13	13	100.0%	38	14.0	15	53.6%	15	100.0%	28	100.0%
Animal - Loose - CCS	28	12	12	100.0%	40	19.2	16	57.1%	16	100.0%	28	100.0%
Animal - Loose Aggressive - CCS	27	0	0	N/A	3	2.3	27	100.0%	25	92.6%	25	92.6%
Obstruction Alley/Sidewalk/Street - CCS	26	15	15	100.0%	60	13.4	11	42.3%	11	100.0%	26	100.0%
24 Hour Parking/Parking Violations - DPD	25	0	0	N/A	10	3.4	25	100.0%	25	100.0%	25	100.0%
Mosquitoes - CCS	23	4	4	100.0%	45	6.1	19	82.6%	19	100.0%	23	100.0%
Animal - Sick/Injured - CCS	22	0	0	N/A	3	1.1	22	100.0%	21	95.5%	21	95.5%
Street Repair - Routine-STS	21	5	5	100.0%	90	7.2	16	76.2%	16	100.0%	21	100.0%
Complaint/Compliment - CTY	20	1	1	100.0%	10	4.5	19	95.0%	18	94.7%	19	95.0%
Recycling - Roll Cart - SAN	20	0	0	N/A	10	2.6	20	100.0%	20	100.0%	20	100.0%
Substandard Structure - CCS	19	17	17	100.0%	365	10.5	2	10.5%	2	100.0%	19	100.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	1.3	19	100.0%	19	100.0%	19	100.0%

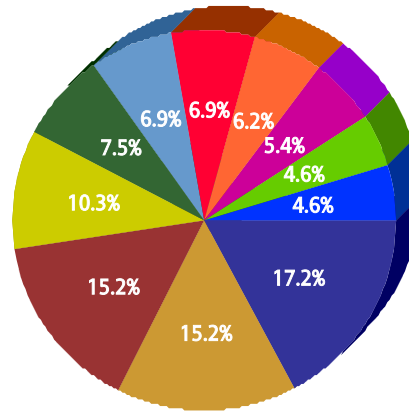


Council District 11

April 2013

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	67
Garbage Roll Cart - SAN	59
High Weeds - CCS	59
Fire Inspection - DFD	40
Traffic Signal - Flashing - STS	29
Obstruction Alley/Sidewalk/Street - CCS	27
Recycling ROLL CART NEW - SAN	27
Animal - Confined - CCS	24
Garbage - Missed - SAN	21
Alley Repair - Routine-STS	18
Mosquitoes - CCS	18



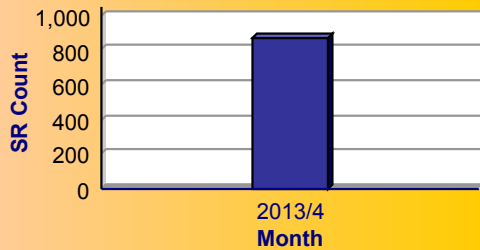
Service

- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Fire Inspection - DFD
- Traffic Signal - Flashing - STS
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Alley Repair - Routine-STS
- Mosquitoes - CCS

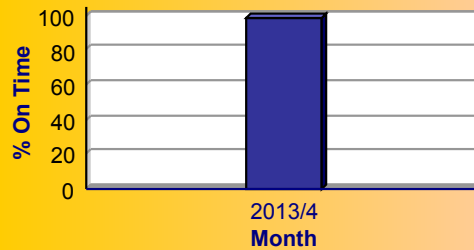
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
863	672	662	98.5%	191	189	99.0%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

April 2013

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
Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.3	67	100.0%	67	100.0%	67	100.0%
High Weeds - CCS	59	43	43	100.0%	38	11.8	16	27.1%	16	100.0%	59	100.0%
Garbage Roll Cart - SAN	59	1	1	100.0%	10	2.3	58	98.3%	58	100.0%	59	100.0%
Fire Inspection - DFD	40	11	11	100.0%	60	13.4	29	72.5%	29	100.0%	40	100.0%
Traffic Signal - Flashing - STS	29	0	0	N/A	4	1.1	29	100.0%	29	100.0%	29	100.0%
Obstruction Alley/Sidewalk/Street - CCS	27	25	25	100.0%	60	5.0	2	7.4%	2	100.0%	27	100.0%
Recycling ROLL CART NEW - SAN	27	0	0	N/A	10	1.8	27	100.0%	27	100.0%	27	100.0%
Animal - Confined - CCS	24	0	0	N/A	3	1.8	24	100.0%	23	95.8%	23	95.8%
Garbage - Missed - SAN	21	0	0	N/A	3	0.5	21	100.0%	21	100.0%	21	100.0%
Mosquitoes - CCS	18	3	3	100.0%	45	4.2	15	83.3%	15	100.0%	18	100.0%
Alley Repair - Routine-STS	18	12	12	100.0%	90	4.7	6	33.3%	6	100.0%	18	100.0%
Litter - CCS	17	12	12	100.0%	38	11.4	5	29.4%	5	100.0%	17	100.0%
Substandard Structure Apts - CCS	17	6	6	100.0%	365	9.6	11	64.7%	11	100.0%	17	100.0%
24 Hour Parking/Parking Violations - DPD	17	0	0	N/A	10	7.4	17	100.0%	15	88.2%	15	88.2%
Bulky Trash Violations - CCS	16	3	3	100.0%	14	8.4	13	81.2%	12	92.3%	15	93.8%
Substandard Structure - CCS	16	15	15	100.0%	365	11.0	1	6.2%	1	100.0%	16	100.0%
Animal - Sick/Injured - CCS	14	0	0	N/A	3	0.1	14	100.0%	14	100.0%	14	100.0%
Traffic Signal - Timing - STS	14	0	0	N/A	4	1.7	14	100.0%	14	100.0%	14	100.0%
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%
Signs - Public Right of Way - CCS	13	1	1	100.0%	7	3.7	12	92.3%	10	83.3%	11	84.6%
Traffic Sign - Maintenance (Other) - STS	13	0	0	N/A	40	2.5	13	100.0%	13	100.0%	13	100.0%

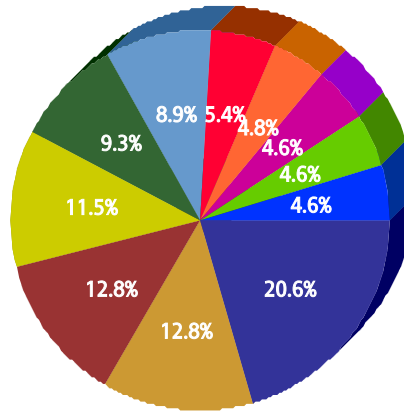


Council District 12

April 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	111
Bulky Trash Violations - CCS	69
Dead Animal Pick Up - SAN	69
Alley Repair - Routine-STS	62
High Weeds - CCS	50
Recycling ROLL CART NEW - SAN	48
Animal - Confined - CCS	29
Brush/Bulk Items - Missed - SAN	26
Garbage - Missed - SAN	25
Mosquitoes - CCS	25
Street Repair - Routine-STS	25



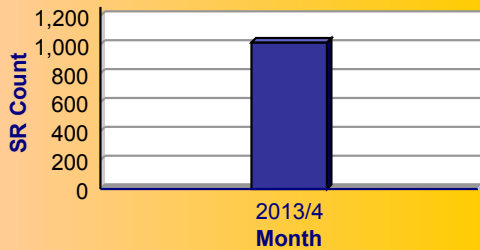
Service

- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Alley Repair - Routine-STS
- High Weeds - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Brush/Bulk Items - Missed - SAN
- Garbage - Missed - SAN
- Mosquitoes - CCS
- Street Repair - Routine-STS

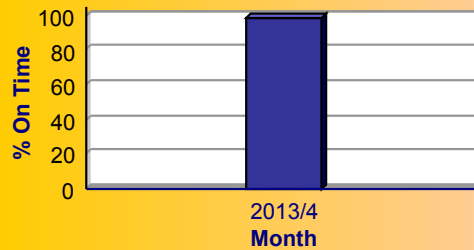
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,006	855	844	98.7%	151	147	97.4%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 12

April 2013

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	111	0	0	N/A	10	2.7	111	100.0%	111	100.0%	111	100.0%
Bulky Trash Violations - CCS	69	8	8	100.0%	14	5.5	61	88.4%	59	96.7%	67	97.1%
Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.4	69	100.0%	68	98.6%	68	98.6%
Alley Repair - Routine-STS	62	16	16	100.0%	90	4.7	46	74.2%	46	100.0%	62	100.0%
High Weeds - CCS	50	32	32	100.0%	38	14.3	18	36.0%	18	100.0%	50	100.0%
Recycling ROLL CART NEW - SAN	48	0	0	N/A	10	2.0	48	100.0%	48	100.0%	48	100.0%
Animal - Confined - CCS	29	0	0	N/A	3	0.3	29	100.0%	29	100.0%	29	100.0%
Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	1.8	26	100.0%	26	100.0%	26	100.0%
Mosquitoes - CCS	25	0	0	N/A	45	3.9	25	100.0%	25	100.0%	25	100.0%
Garbage - Missed - SAN	25	0	0	N/A	3	0.8	25	100.0%	25	100.0%	25	100.0%
Street Repair - Routine-STS	25	9	9	100.0%	90	9.5	16	64.0%	16	100.0%	25	100.0%
Recycling - Roll Cart - SAN	20	0	0	N/A	10	2.4	20	100.0%	20	100.0%	20	100.0%
Litter - CCS	19	12	12	100.0%	38	9.6	7	36.8%	7	100.0%	19	100.0%
Animal - Sick/Injured - CCS	16	0	0	N/A	3	0.4	16	100.0%	15	93.8%	15	93.8%
24 Hour Parking/Parking Violations - DPD	15	1	1	100.0%	10	5.9	14	93.3%	13	92.9%	14	93.3%
Substandard Structure - CCS	14	12	12	100.0%	365	14.0	2	14.3%	2	100.0%	14	100.0%
Cost Plus - SAN	13	0	0	N/A	10	3.6	13	100.0%	13	100.0%	13	100.0%
Water Conservation Violation - CCS	13	2	0	0.0%	7	4.5	11	84.6%	9	81.8%	9	69.2%
Obstruction Alley/Sidewalk/Street - CCS	13	7	7	100.0%	60	11.2	6	46.2%	6	100.0%	13	100.0%
Animal - Loose - CCS	13	6	6	100.0%	40	21.3	7	53.8%	7	100.0%	13	100.0%

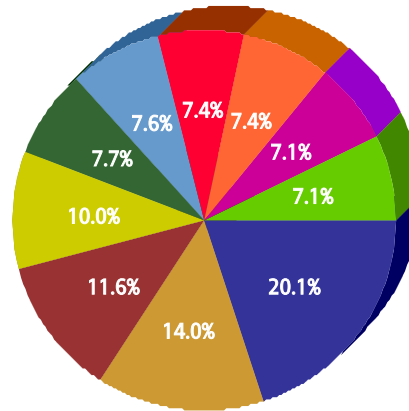


Council District 13

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	133
Garbage Roll Cart - SAN	93
Dead Animal Pick Up - SAN	77
Bulky Trash Violations - CCS	66
Recycling ROLL CART NEW - SAN	51
Street Repair - Routine-STS	50
Alley Repair - Routine-STS	49
Obstruction Alley/Sidewalk/Street - CCS	49
Mosquitoes - CCS	47
Signs - Public Right of Way - CCS	47



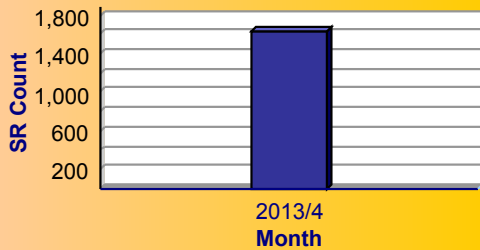
Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Street Repair - Routine-STS
- Alley Repair - Routine-STS
- Obstruction Alley/Sidewalk/Street - CCS
- Mosquitoes - CCS
- Signs - Public Right of Way - CCS

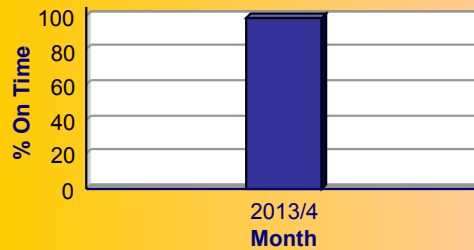
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,644	1,272	1,250	98.3%	372	364	97.8%	98.2%

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

April 2013

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	133	69	69	100.0%	38	9.1	64	48.1%	64	100.0%	133	100.0%
Garbage Roll Cart - SAN	93	0	0	N/A	10	2.5	93	100.0%	93	100.0%	93	100.0%
Dead Animal Pick Up - SAN	77	0	0	N/A	1	0.3	77	100.0%	77	100.0%	77	100.0%
Bulky Trash Violations - CCS	66	6	6	100.0%	14	5.6	60	90.9%	57	95.0%	63	95.5%
Recycling ROLL CART NEW - SAN	51	0	0	N/A	10	2.0	51	100.0%	51	100.0%	51	100.0%
Street Repair - Routine-STS	50	19	19	100.0%	90	9.2	31	62.0%	31	100.0%	50	100.0%
Obstruction Alley/Sidewalk/Street - CCS	49	43	43	100.0%	60	4.5	6	12.2%	6	100.0%	49	100.0%
Alley Repair - Routine-STS	49	25	25	100.0%	90	7.3	24	49.0%	24	100.0%	49	100.0%
Signs - Public Right of Way - CCS	47	2	1	50.0%	7	1.6	45	95.7%	42	93.3%	43	91.5%
Mosquitoes - CCS	47	15	15	100.0%	45	9.6	32	68.1%	32	100.0%	47	100.0%
Garbage - Missed - SAN	40	0	0	N/A	3	0.9	40	100.0%	40	100.0%	40	100.0%
Animal - Loose - CCS	39	13	13	100.0%	40	20.9	26	66.7%	26	100.0%	39	100.0%
Litter - CCS	38	23	23	100.0%	38	10.8	15	39.5%	15	100.0%	38	100.0%
Sanitation Property Damage - SAN	34	5	5	100.0%	28	4.9	29	85.3%	29	100.0%	34	100.0%
Animal - Confined - CCS	30	0	0	N/A	3	0.3	30	100.0%	30	100.0%	30	100.0%
Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	1.7	26	100.0%	26	100.0%	26	100.0%
Recycling - Roll Cart - SAN	26	0	0	N/A	10	3.8	26	100.0%	25	96.2%	25	96.2%
24 Hour Parking/Parking Violations - DPD	24	2	1	50.0%	10	5.9	22	91.7%	20	90.9%	21	87.5%
Complaint/Compliment - CTY	23	1	1	100.0%	10	2.5	22	95.7%	21	95.5%	22	95.7%
Substandard Structure - CCS	22	20	20	100.0%	365	17.5	2	9.1%	2	100.0%	22	100.0%
Garage Sale - CCS	22	0	0	N/A	7	1.3	22	100.0%	22	100.0%	22	100.0%

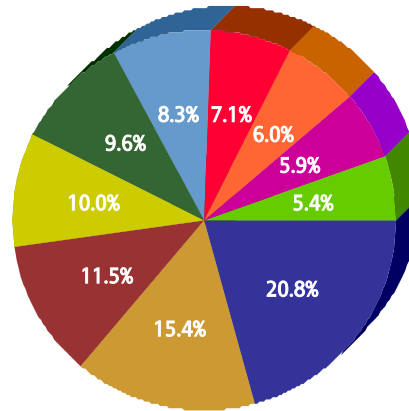


Council District 14

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	169
Garbage Roll Cart - SAN	125
Traffic Signal - Flashing - STS	93
Recycling ROLL CART NEW - SAN	81
Obstruction Alley/Sidewalk/Street - CCS	78
Dead Animal Pick Up - SAN	67
Litter - CCS	58
Garbage - Missed - SAN	49
Tree down/low limbs - Emergency-STS	48
Street Repair - Routine-STS	44



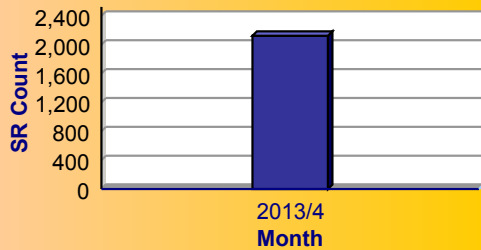
Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Recycling ROLL CART NEW - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Garbage - Missed - SAN
- Tree down/low limbs - Emergency-STS
- Street Repair - Routine-STS

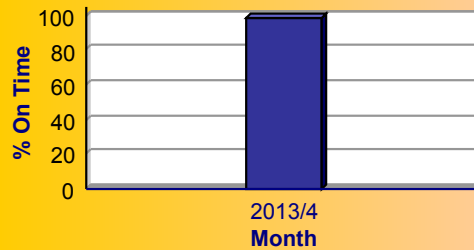
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,106	1,788	1,768	98.9%	318	306	96.2%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 14

April 2013

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	169	73	73	100.0%	38	11.8	96	56.8%	96	100.0%	169	100.0%
Garbage Roll Cart - SAN	125	0	0	N/A	10	2.5	125	100.0%	125	100.0%	125	100.0%
Traffic Signal - Flashing - STS	93	0	0	N/A	4	1.1	93	100.0%	93	100.0%	93	100.0%
Recycling ROLL CART NEW - SAN	81	1	1	100.0%	10	2.0	80	98.8%	80	100.0%	81	100.0%
Obstruction Alley/Sidewalk/Street - CCS	78	44	44	100.0%	60	12.5	34	43.6%	34	100.0%	78	100.0%
Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.3	67	100.0%	67	100.0%	67	100.0%
Litter - CCS	58	20	20	100.0%	38	11.0	38	65.5%	38	100.0%	58	100.0%
Garbage - Missed - SAN	49	0	0	N/A	3	0.7	49	100.0%	49	100.0%	49	100.0%
Tree down/low limbs - Emergency-STS	48	0	0	N/A	5	0.2	48	100.0%	48	100.0%	48	100.0%
Street Repair - Routine-STS	44	20	20	100.0%	90	9.3	24	54.5%	24	100.0%	44	100.0%
Bulky Trash Violations - CCS	40	3	3	100.0%	14	5.1	37	92.5%	35	94.6%	38	95.0%
Animal - Loose - CCS	38	15	15	100.0%	40	20.3	23	60.5%	23	100.0%	38	100.0%
24 Hour Parking/Parking Violations - DPD	38	2	2	100.0%	10	4.7	36	94.7%	35	97.2%	37	97.4%
Animal - Confined - CCS	35	0	0	N/A	3	0.3	35	100.0%	35	100.0%	35	100.0%
Graffiti Private Property - Residential/Commercial - CCS	34	4	4	100.0%	90	3.1	30	88.2%	30	100.0%	34	100.0%
Fire Inspection - DFD	34	9	9	100.0%	60	13.9	25	73.5%	25	100.0%	34	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	33	0	0	N/A	10	1.3	33	100.0%	33	100.0%	33	100.0%
Brush/Bulk Items - Missed - SAN	31	0	0	N/A	10	2.6	31	100.0%	31	100.0%	31	100.0%
Recycling - Roll Cart - SAN	31	0	0	N/A	10	2.6	31	100.0%	31	100.0%	31	100.0%
No Building Permit - CCS	30	10	10	100.0%	60	10.0	20	66.7%	20	100.0%	30	100.0%
Traffic Sign - Maintenance (Other) - STS	30	1	1	100.0%	40	4.1	29	96.7%	29	100.0%	30	100.0%

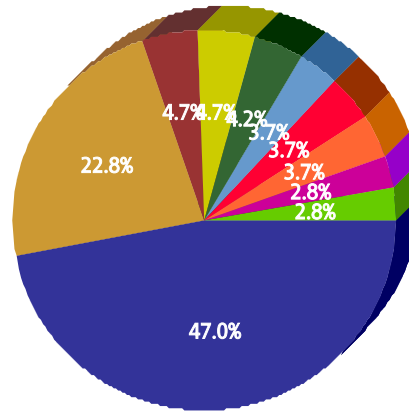


Council District Unknown

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	101
Litter - CCS	49
Garbage Roll Cart - SAN	10
Signs - Public Right of Way - CCS	10
Animal - Loose - CCS	9
Dead Animal Pick Up - SAN	8
Recycling ROLL CART NEW - SAN	8
Restaurant/Food Complaint - CCS	8
Bulky Trash Violations - CCS	6
Obstruction Alley/Sidewalk/Street - CCS	6



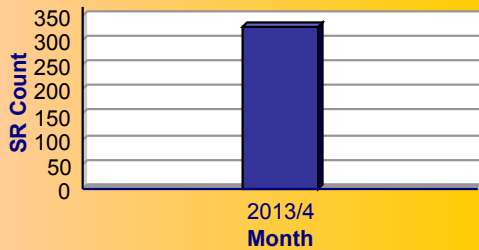
Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Restaurant/Food Complaint - CCS
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewalk/Street - CCS

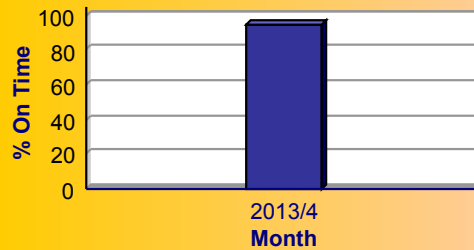
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
327	176	174	98.9%	151	136	90.1%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District Unknown

April 2013

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	101	65	65	100.0%	38	13.0	36	35.6%	36	100.0%	101	100.0%
Litter - CCS	49	30	30	100.0%	38	12.9	19	38.8%	19	100.0%	49	100.0%
Signs - Public Right of Way - CCS	10	3	0	0.0%	7	0.6	7	70.0%	7	100.0%	7	70.0%
Garbage Roll Cart - SAN	10	0	0	N/A	10	1.6	10	100.0%	10	100.0%	10	100.0%
Animal - Loose - CCS	9	4	4	100.0%	40	20.4	5	55.6%	5	100.0%	9	100.0%
Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.2	8	100.0%	8	100.0%	8	100.0%
Restaurant/Food Complaint - CCS	8	0	0	N/A	45	7.4	8	100.0%	8	100.0%	8	100.0%
Recycling ROLL CART NEW - SAN	8	0	0	N/A	10	1.2	8	100.0%	8	100.0%	8	100.0%
Bulky Trash Violations - CCS	6	5	1	20.0%	14	0.0	1	16.7%	1	100.0%	2	33.3%
Obstruction Alley/Sidewalk/Street - CCS	6	6	6	100.0%	60		0	0.0%	0	N/A	6	100.0%
Parking - Unapproved Surface - CCS	5	2	2	100.0%	10	1.3	3	60.0%	3	100.0%	5	100.0%
Illegal Dumping - CCS	4	3	3	100.0%	38	4.0	1	25.0%	1	100.0%	4	100.0%
Substandard Structure - CCS	4	3	3	100.0%	365	1.0	1	25.0%	1	100.0%	4	100.0%
Graffiti Private Property - Residential/Commercial - CCS	4	2	2	100.0%	90	0.0	2	50.0%	2	100.0%	4	100.0%
Sidewalk Violations Hazardous - CCS	4	3	3	100.0%	38	0.0	1	25.0%	1	100.0%	4	100.0%
24 Hour Parking/Parking Violations - DPD	4	2	1	50.0%	10	8.5	2	50.0%	2	100.0%	3	75.0%
Chronic Noise Complaint - DPD	4	2	0	0.0%	14	5.5	2	50.0%	2	100.0%	2	50.0%
Garbage - Missed - SAN	4	0	0	N/A	3	1.2	4	100.0%	4	100.0%	4	100.0%
LBJ Signs / Markings / Street Lights - LBJ	4	0	0	N/A	0	0.0	4	100.0%	4	100.0%	4	100.0%
Street Repair - Routine-STS	4	3	3	100.0%	90	25.0	1	25.0%	1	100.0%	4	100.0%