



FY 2012 – 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

December 2012

TABLE OF CONTENTS

4	Chart of Service Request Counts by City Council District
5	Citywide Service Level Performance Report
7	Service Level Performance Report for Council District 1
9	Service Level Performance Report for Council District 2
11	Service Level Performance Report for Council District 3
13	Service Level Performance Report for Council District 4
15	Service Level Performance Report for Council District 5
17	Service Level Performance Report for Council District 6
19	Service Level Performance Report for Council District 7
21	Service Level Performance Report for Council District 8
23	Service Level Performance Report for Council District 9
25	Service Level Performance Report for Council District 10
27	Service Level Performance Report for Council District 11
29	Service Level Performance Report for Council District 12

31 Service Level Performance Report for Council District 13

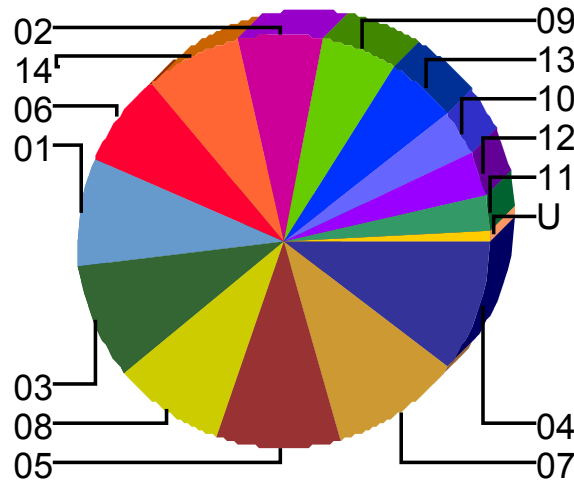
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For December 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,801	8.3%	93.7%
02	1,464	6.7%	93.0%
03	1,921	8.8%	94.3%
04	2,272	10.4%	91.0%
05	2,109	9.7%	91.1%
06	1,654	7.6%	92.8%
07	2,232	10.2%	91.3%
08	1,964	9.0%	90.7%
09	1,290	5.9%	94.0%
10	825	3.8%	91.3%
11	599	2.7%	96.2%
12	698	3.2%	96.1%
13	1,184	5.4%	95.4%
14	1,618	7.4%	93.4%
U	199	0.9%	85.4%
Totals	21,830	100.0%	92.7%

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

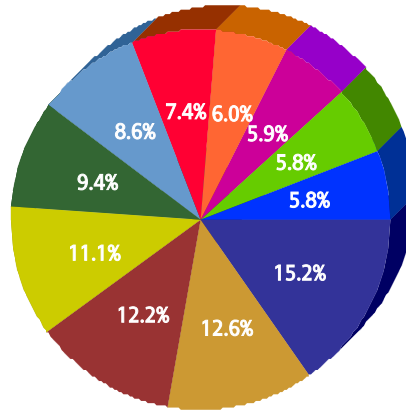


Citywide

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	1,469
Dead Animal Pick Up - SAN	1,215
Garbage Roll Cart - SAN	1,181
Animal - Loose - CCS	1,070
High Weeds - CCS	910
Signs - Public Right of Way - CCS	836
Animal - Loose Aggressive - CCS	715
Animal - Confined - CCS	582
Bulky Trash Violations - CCS	572
Garbage - Missed - SAN	564
Recycling ROLL CART NEW - SAN	564



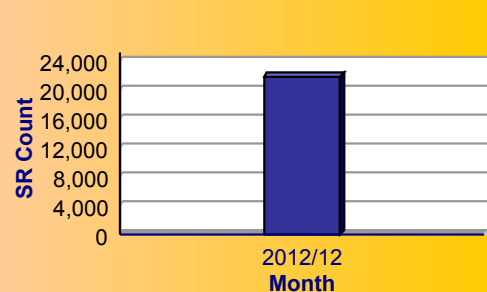
Service

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

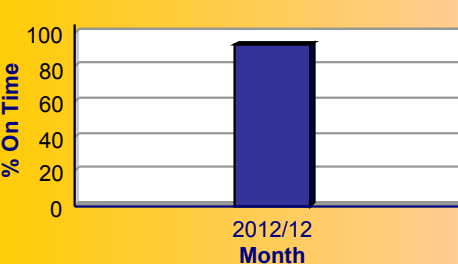
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,830	21,590	20,082	93.0%	240	144	60.0%	92.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




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

Citywide

December 2012

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
Litter - CCS	1,469	1	0	0.0%	38	27.4	1,468	99.9%	1,222	83.2%	1,222	83.2%
Dead Animal Pick Up - SAN	1,215	0	0	N/A	1	1.8	1,215	100.0%	1,200	98.8%	1,200	98.8%
Garbage Roll Cart - SAN	1,181	0	0	N/A	10	4.3	1,181	100.0%	1,162	98.4%	1,162	98.4%
Animal - Loose - CCS	1,070	0	0	N/A	40	29.0	1,070	100.0%	1,040	97.2%	1,040	97.2%
High Weeds - CCS	910	1	0	0.0%	38	24.7	909	99.9%	763	83.9%	763	83.8%
Signs - Public Right of Way - CCS	836	0	0	N/A	7	2.5	836	100.0%	767	91.7%	767	91.7%
Animal - Loose Aggressive - CCS	715	0	0	N/A	3	2.5	715	100.0%	693	96.9%	693	96.9%
Animal - Confined - CCS	582	0	0	N/A	3	3.3	582	100.0%	570	97.9%	570	97.9%
Bulky Trash Violations - CCS	572	0	0	N/A	14	13.2	572	100.0%	403	70.5%	403	70.5%
Garbage - Missed - SAN	564	0	0	N/A	3	1.6	564	100.0%	558	98.9%	558	98.9%
Recycling ROLL CART NEW - SAN	564	0	0	N/A	10	3.2	564	100.0%	558	98.9%	558	98.9%
Fire Inspection - DFD	558	0	0	N/A	60	26.2	558	100.0%	538	96.4%	538	96.4%
Substandard Structure - CCS	496	121	121	100.0%	365	40.1	375	75.6%	375	100.0%	496	100.0%
Obstruction Alley/Sidewalk/Street - CCS	440	0	0	N/A	60	31.5	440	100.0%	406	92.3%	406	92.3%
Smoke Detector Request - DFD	428	0	0	N/A	30	4.3	428	100.0%	427	99.8%	427	99.8%
24 Hour Parking/Parking Violations - DPD	425	0	0	N/A	10	7.2	425	100.0%	389	91.5%	389	91.5%
Illegal Dumping - CCS	376	0	0	N/A	38	14.7	376	100.0%	348	92.6%	348	92.6%
Traffic Signal - Flashing - STS	358	0	0	N/A	4	1.7	358	100.0%	357	99.7%	357	99.7%
Animal - Sick/Injured - CCS	351	0	0	N/A	3	2.6	351	100.0%	340	96.9%	340	96.9%
Junk Motor Vehicle - CCS	334	9	0	0.0%	126	46.3	325	97.3%	308	94.8%	308	92.2%

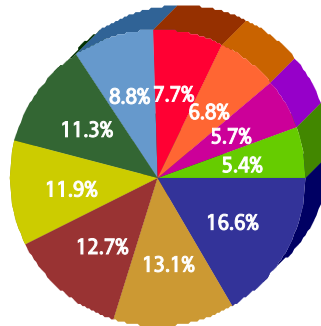


Council District 01

December 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	152
Dead Animal Pick Up - SAN	120
Animal - Loose - CCS	117
Graffiti Private Property - Residential/Commercial - CCS	109
Garbage Roll Cart - SAN	104
Litter - CCS	81
Animal - Loose Aggressive - CCS	71
Substandard Structure - CCS	62
Fire Inspection - DFD	52
Illegal Dumping - CCS	50



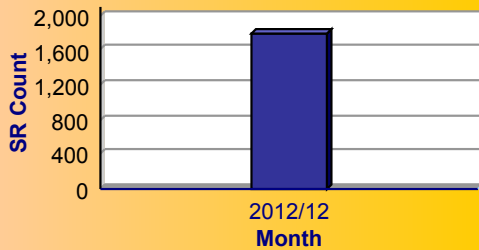
Service

- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Fire Inspection - DFD
- Illegal Dumping - CCS

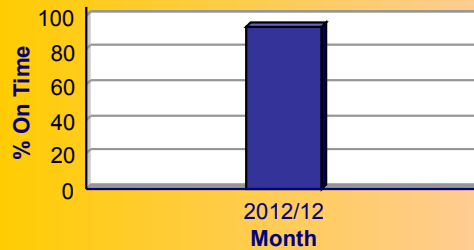
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,801	1,777	1,673	94.1%	24	15	62.5%	93.7%

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

December 2012

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
Signs - Public Right of Way - CCS	152	0	0	N/A	7	4.2	152	100.0%	134	88.2%	134	88.2%
Dead Animal Pick Up - SAN	120	0	0	N/A	1	0.3	120	100.0%	120	100.0%	120	100.0%
Animal - Loose - CCS	117	0	0	N/A	40	28.1	117	100.0%	115	98.3%	115	98.3%
Graffiti Private Property - Residential/Commercial - CCS	109	0	0	N/A	90	10.5	109	100.0%	107	98.2%	107	98.2%
Garbage Roll Cart - SAN	104	0	0	N/A	10	3.4	104	100.0%	103	99.0%	103	99.0%
Litter - CCS	81	0	0	N/A	38	28.5	81	100.0%	67	82.7%	67	82.7%
Animal - Loose Aggressive - CCS	71	0	0	N/A	3	2.2	71	100.0%	69	97.2%	69	97.2%
Substandard Structure - CCS	62	14	14	100.0%	365	47.2	48	77.4%	48	100.0%	62	100.0%
Fire Inspection - DFD	52	0	0	N/A	60	24.7	52	100.0%	49	94.2%	49	94.2%
Illegal Dumping - CCS	50	0	0	N/A	38	10.2	50	100.0%	46	92.0%	46	92.0%
High Weeds - CCS	47	0	0	N/A	38	21.4	47	100.0%	43	91.5%	43	91.5%
Recycling ROLL CART NEW - SAN	47	0	0	N/A	10	1.6	47	100.0%	47	100.0%	47	100.0%
Code General - CCS	45	0	0	N/A	38	5.6	45	100.0%	43	95.6%	43	95.6%
Illegal Outside Storage - CCS	43	0	0	N/A	38	24.9	43	100.0%	35	81.4%	35	81.4%
Garbage - Missed - SAN	37	0	0	N/A	3	0.7	37	100.0%	37	100.0%	37	100.0%
Obstruction Alley/Sidewalk/Street - CCS	34	0	0	N/A	60	23.3	34	100.0%	33	97.1%	33	97.1%
Animal - Confined - CCS	29	0	0	N/A	3	5.1	29	100.0%	28	96.6%	28	96.6%
24 Hour Parking/Parking Violations - DPD	29	0	0	N/A	10	10.4	29	100.0%	27	93.1%	27	93.1%
Illegal Land Use (Residential/Business) - CCS	27	0	0	N/A	60	30.4	27	100.0%	21	77.8%	21	77.8%
Parking - Unapproved Surface - CCS	26	0	0	N/A	10	9.1	26	100.0%	22	84.6%	22	84.6%
Signs - Other - CCS	26	0	0	N/A	21	7.3	26	100.0%	24	92.3%	24	92.3%

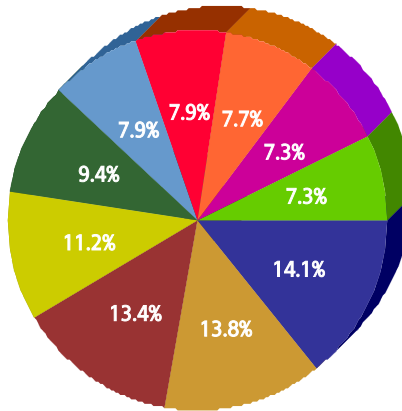


Council District 02

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	77
Signs - Public Right of Way - CCS	75
Garbage Roll Cart - SAN	73
Animal - Loose - CCS	61
Traffic Signal - Timing - STS	51
Dead Animal Pick Up - SAN	43
High Weeds - CCS	43
Fire Inspection - DFD	42
Illegal Outside Storage - CCS	40
Signs - Other - CCS	40



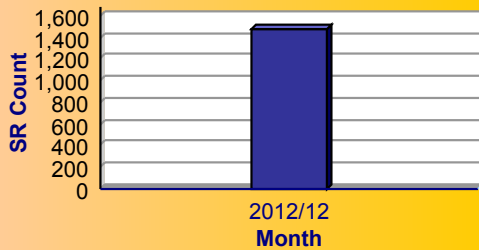
Service

- Litter - CCS
- Signs - Public Right of Way - CCS
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Traffic Signal - Timing - STS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Fire Inspection - DFD
- Illegal Outside Storage - CCS
- Signs - Other - CCS

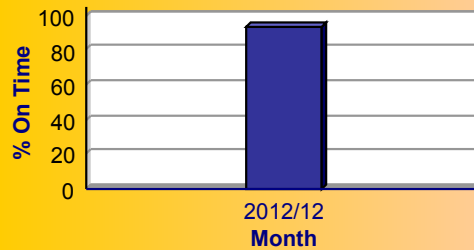
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,464	1,453	1,356	93.3%	11	6	54.5%	93.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

December 2012

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
Litter - CCS	77	0	0	N/A	38	25.2	77	100.0%	65	84.4%	65	84.4%
Signs - Public Right of Way - CCS	75	0	0	N/A	7	0.5	75	100.0%	73	97.3%	73	97.3%
Garbage Roll Cart - SAN	73	0	0	N/A	10	11.7	73	100.0%	68	93.2%	68	93.2%
Animal - Loose - CCS	61	0	0	N/A	40	28.1	61	100.0%	58	95.1%	58	95.1%
Traffic Signal - Timing - STS	51	0	0	N/A	4	1.5	51	100.0%	51	100.0%	51	100.0%
High Weeds - CCS	43	0	0	N/A	38	21.0	43	100.0%	35	81.4%	35	81.4%
Dead Animal Pick Up - SAN	43	0	0	N/A	1	7.0	43	100.0%	41	95.3%	41	95.3%
Fire Inspection - DFD	42	0	0	N/A	60	25.2	42	100.0%	40	95.2%	40	95.2%
Illegal Outside Storage - CCS	40	0	0	N/A	38	27.2	40	100.0%	37	92.5%	37	92.5%
Signs - Other - CCS	40	0	0	N/A	21	12.8	40	100.0%	34	85.0%	34	85.0%
Animal - Confined - CCS	38	0	0	N/A	3	7.8	38	100.0%	36	94.7%	36	94.7%
Substandard Structure - CCS	38	4	4	100.0%	365	34.9	34	89.5%	34	100.0%	38	100.0%
Animal - Loose Aggressive - CCS	37	0	0	N/A	3	8.0	37	100.0%	34	91.9%	34	91.9%
24 Hour Parking/Parking Violations - DPD	34	0	0	N/A	10	7.4	34	100.0%	27	79.4%	27	79.4%
Traffic Signal - Flashing - STS	31	0	0	N/A	4	6.3	31	100.0%	30	96.8%	30	96.8%
Illegal Garbage/Placement - CCS	29	0	0	N/A	60	28.9	29	100.0%	28	96.6%	28	96.6%
Recycling ROLL CART NEW - SAN	29	0	0	N/A	10	1.6	29	100.0%	29	100.0%	29	100.0%
Garbage - Missed - SAN	27	0	0	N/A	3	0.9	27	100.0%	27	100.0%	27	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	26	0	0	N/A	1	0.0	26	100.0%	26	100.0%	26	100.0%
Graffiti Private Property - Residential/Commercial - CCS	23	0	0	N/A	90	12.9	23	100.0%	22	95.7%	22	95.7%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	23	0	0	N/A	10	1.6	23	100.0%	23	100.0%	23	100.0%

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

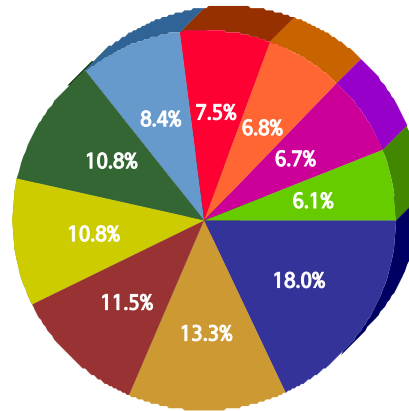


Council District 03

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	168
Dead Animal Pick Up - SAN	124
Garbage Roll Cart - SAN	107
Animal - Loose - CCS	101
High Weeds - CCS	101
Animal - Loose Aggressive - CCS	78
Obstruction Alley/Sidewalk/Street - CCS	70
Recycling ROLL CART NEW - SAN	63
Signs - Public Right of Way - CCS	62
Fire Inspection - DFD	57



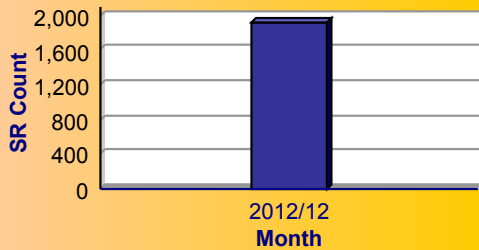
Service

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

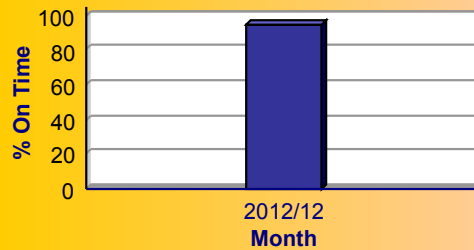
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,921	1,901	1,797	94.5%	20	14	70.0%	94.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

December 2012

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
Litter - CCS	168	0	0	N/A	38	28.4	168	100.0%	138	82.1%	138	82.1%
Dead Animal Pick Up - SAN	124	0	0	N/A	1	0.2	124	100.0%	123	99.2%	123	99.2%
Garbage Roll Cart - SAN	107	0	0	N/A	10	2.0	107	100.0%	107	100.0%	107	100.0%
High Weeds - CCS	101	0	0	N/A	38	30.1	101	100.0%	78	77.2%	78	77.2%
Animal - Loose - CCS	101	0	0	N/A	40	26.1	101	100.0%	100	99.0%	100	99.0%
Animal - Loose Aggressive - CCS	78	0	0	N/A	3	0.1	78	100.0%	78	100.0%	78	100.0%
Obstruction Alley/Sidewalk/Street - CCS	70	0	0	N/A	60	28.8	70	100.0%	70	100.0%	70	100.0%
Recycling ROLL CART NEW - SAN	63	0	0	N/A	10	2.0	63	100.0%	63	100.0%	63	100.0%
Signs - Public Right of Way - CCS	62	0	0	N/A	7	1.4	62	100.0%	53	85.5%	53	85.5%
Fire Inspection - DFD	57	0	0	N/A	60	23.2	57	100.0%	56	98.2%	56	98.2%
Junk Motor Vehicle - CCS	52	0	0	N/A	126	52.9	52	100.0%	50	96.2%	50	96.2%
Graffiti Private Property - Residential/Commercial - CCS	50	0	0	N/A	90	9.3	50	100.0%	50	100.0%	50	100.0%
Illegal Dumping - CCS	46	0	0	N/A	38	3.1	46	100.0%	46	100.0%	46	100.0%
Bulky Trash Violations - CCS	43	0	0	N/A	14	6.8	43	100.0%	40	93.0%	40	93.0%
24 Hour Parking/Parking Violations - DPD	42	0	0	N/A	10	5.8	42	100.0%	39	92.9%	39	92.9%
Animal - Confined - CCS	38	0	0	N/A	3	0.3	38	100.0%	38	100.0%	38	100.0%
Garbage - Missed - SAN	37	0	0	N/A	3	0.8	37	100.0%	37	100.0%	37	100.0%
Substandard Structure - CCS	35	10	10	100.0%	365	39.2	25	71.4%	25	100.0%	35	100.0%
Illegal Outside Storage - CCS	32	0	0	N/A	38	29.6	32	100.0%	22	68.8%	22	68.8%
Parking - Unapproved Surface - CCS	31	0	0	N/A	10	5.3	31	100.0%	27	87.1%	27	87.1%

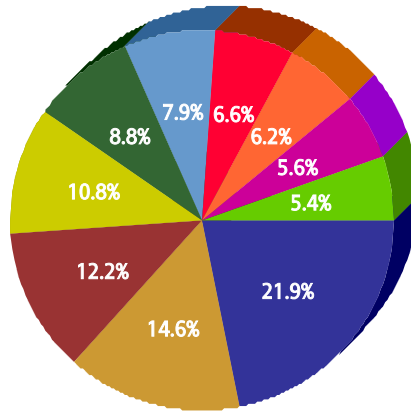


Council District 04

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	278
High Weeds - CCS	185
Animal - Loose - CCS	155
Dead Animal Pick Up - SAN	137
Garbage Roll Cart - SAN	111
Illegal Dumping - CCS	100
Bulky Trash Violations - CCS	83
Animal - Loose Aggressive - CCS	78
Parking - Unapproved Surface - CCS	71
Junk Motor Vehicle - CCS	69



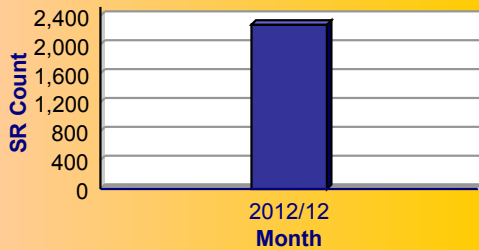
Service

- Litter - CCS
- High Weeds - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Parking - Unapproved Surface - CCS
- Junk Motor Vehicle - CCS

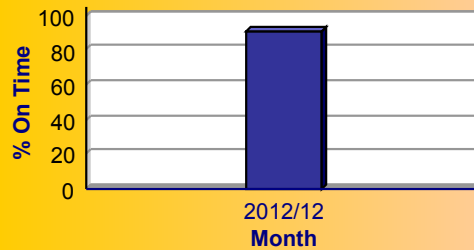
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,272	2,229	2,039	91.5%	43	28	65.1%	91.0%

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

December 2012

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
Litter - CCS	278	0	0	N/A	38	24.9	278	100.0%	242	87.1%	242	87.1%
High Weeds - CCS	185	0	0	N/A	38	20.3	185	100.0%	159	85.9%	159	85.9%
Animal - Loose - CCS	155	0	0	N/A	40	31.9	155	100.0%	147	94.8%	147	94.8%
Dead Animal Pick Up - SAN	137	0	0	N/A	1	3.3	137	100.0%	134	97.8%	134	97.8%
Garbage Roll Cart - SAN	111	0	0	N/A	10	2.2	111	100.0%	111	100.0%	111	100.0%
Illegal Dumping - CCS	100	0	0	N/A	38	18.9	100	100.0%	93	93.0%	93	93.0%
Bulky Trash Violations - CCS	83	0	0	N/A	14	18.5	83	100.0%	40	48.2%	40	48.2%
Animal - Loose Aggressive - CCS	78	0	0	N/A	3	5.9	78	100.0%	73	93.6%	73	93.6%
Parking - Unapproved Surface - CCS	71	0	0	N/A	10	7.1	71	100.0%	59	83.1%	59	83.1%
Junk Motor Vehicle - CCS	69	2	0	0.0%	126	43.9	67	97.1%	66	98.5%	66	95.7%
Signs - Public Right of Way - CCS	53	0	0	N/A	7	0.8	53	100.0%	51	96.2%	51	96.2%
Recycling ROLL CART NEW - SAN	50	0	0	N/A	10	1.7	50	100.0%	50	100.0%	50	100.0%
Animal - Confined - CCS	49	0	0	N/A	3	0.3	49	100.0%	49	100.0%	49	100.0%
Substandard Structure - CCS	49	24	24	100.0%	365	24.8	25	51.0%	25	100.0%	49	100.0%
Garbage - Missed - SAN	45	0	0	N/A	3	1.1	45	100.0%	45	100.0%	45	100.0%
Animal - Sick/Injured - CCS	44	0	0	N/A	3	6.6	44	100.0%	41	93.2%	41	93.2%
24 Hour Parking/Parking Violations - DPD	37	0	0	N/A	10	4.3	37	100.0%	37	100.0%	37	100.0%
No Building Permit - CCS	29	0	0	N/A	60	20.8	29	100.0%	28	96.6%	28	96.6%
Illegal Outside Storage - CCS	28	0	0	N/A	38	24.3	28	100.0%	26	92.9%	26	92.9%
Graffiti Private Property - Residential/Commercial - CCS	26	0	0	N/A	90	7.3	26	100.0%	25	96.2%	25	96.2%

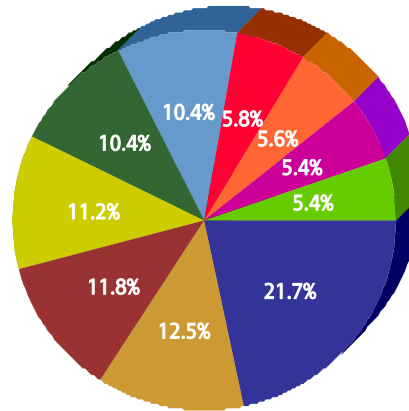


Council District 05

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	247
High Weeds - CCS	142
Dead Animal Pick Up - SAN	134
Animal - Loose - CCS	128
Garbage Roll Cart - SAN	119
Animal - Loose Aggressive - CCS	118
Bulky Trash Violations - CCS	66
Substandard Structure - CCS	64
Animal - Confined - CCS	61
Obstruction Alley/Sidewalk/Street - CCS	61



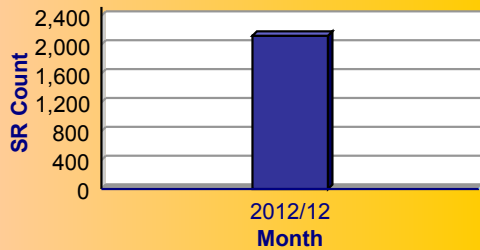
Service

- Litter - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Bulky Trash Violations - CCS
- Substandard Structure - CCS
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS

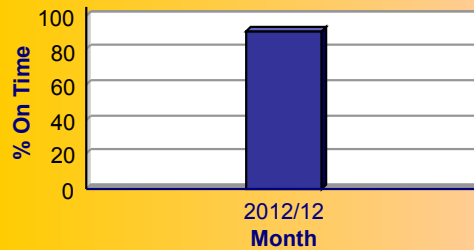
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,109	2,082	1,901	91.3%	27	20	74.1%	91.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 05

December 2012

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
Litter - CCS	247	0	0	N/A	38	29.5	247	100.0%	215	87.0%	215	87.0%
High Weeds - CCS	142	0	0	N/A	38	28.5	142	100.0%	125	88.0%	125	88.0%
Dead Animal Pick Up - SAN	134	0	0	N/A	1	3.6	134	100.0%	131	97.8%	131	97.8%
Animal - Loose - CCS	128	0	0	N/A	40	31.4	128	100.0%	125	97.7%	125	97.7%
Garbage Roll Cart - SAN	119	0	0	N/A	10	4.5	119	100.0%	117	98.3%	117	98.3%
Animal - Loose Aggressive - CCS	118	0	0	N/A	3	1.6	118	100.0%	115	97.5%	115	97.5%
Bulky Trash Violations - CCS	66	0	0	N/A	14	18.0	66	100.0%	26	39.4%	26	39.4%
Substandard Structure - CCS	64	19	19	100.0%	365	32.7	45	70.3%	45	100.0%	64	100.0%
Animal - Confined - CCS	61	0	0	N/A	3	0.2	61	100.0%	61	100.0%	61	100.0%
Obstruction Alley/Sidewalk/Street - CCS	61	0	0	N/A	60	37.0	61	100.0%	57	93.4%	57	93.4%
Illegal Outside Storage - CCS	59	0	0	N/A	38	33.4	59	100.0%	48	81.4%	48	81.4%
Garbage - Missed - SAN	51	0	0	N/A	3	1.0	51	100.0%	51	100.0%	51	100.0%
Recycling ROLL CART NEW - SAN	50	0	0	N/A	10	9.5	50	100.0%	47	94.0%	47	94.0%
Junk Motor Vehicle - CCS	48	1	0	0.0%	126	66.1	47	97.9%	39	83.0%	39	81.2%
Illegal Dumping - CCS	45	0	0	N/A	38	22.4	45	100.0%	44	97.8%	44	97.8%
Animal - Sick/Injured - CCS	43	0	0	N/A	3	0.3	43	100.0%	41	95.3%	41	95.3%
24 Hour Parking/Parking Violations - DPD	40	0	0	N/A	10	3.5	40	100.0%	40	100.0%	40	100.0%
Parking - Unapproved Surface - CCS	36	0	0	N/A	10	11.0	36	100.0%	30	83.3%	30	83.3%
Fire Inspection - DFD	33	0	0	N/A	60	23.9	33	100.0%	32	97.0%	32	97.0%
Illegal Garbage/Placement - CCS	32	0	0	N/A	60	21.6	32	100.0%	32	100.0%	32	100.0%

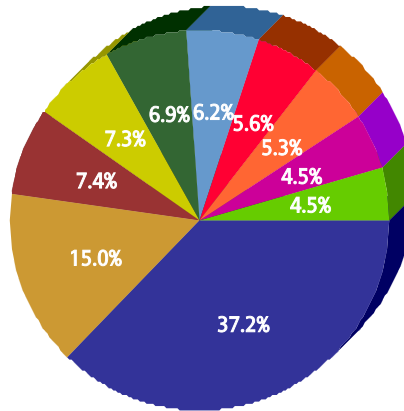


Council District 06

December 2012

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	344
Signs - Public Right of Way - CCS	139
Dead Animal Pick Up - SAN	68
Litter - CCS	67
Animal - Loose - CCS	64
Fire Inspection - DFD	57
High Weeds - CCS	52
Traffic Signal - Flashing - STS	49
Animal - Loose Aggressive - CCS	42
Garbage Roll Cart - SAN	42



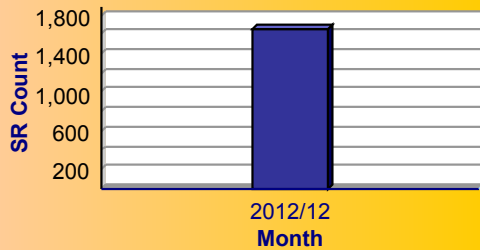
Service

- Smoke Detector Request - DFD
- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Animal - Loose - CCS
- Fire Inspection - DFD
- High Weeds - CCS
- Traffic Signal - Flashing - STS
- Animal - Loose Aggressive - CCS
- Garbage Roll Cart - SAN

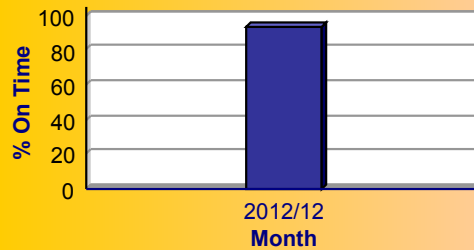
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,654	1,644	1,531	93.1%	10	4	40.0%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 06

December 2012

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
Smoke Detector Request - DFD	344	0	0	N/A	30	2.4	344	100.0%	344	100.0%	344	100.0%
Signs - Public Right of Way - CCS	139	0	0	N/A	7	4.0	139	100.0%	120	86.3%	120	86.3%
Dead Animal Pick Up - SAN	68	0	0	N/A	1	0.2	68	100.0%	68	100.0%	68	100.0%
Litter - CCS	67	0	0	N/A	38	30.2	67	100.0%	43	64.2%	43	64.2%
Animal - Loose - CCS	64	0	0	N/A	40	17.0	64	100.0%	63	98.4%	63	98.4%
Fire Inspection - DFD	57	0	0	N/A	60	21.6	57	100.0%	55	96.5%	55	96.5%
High Weeds - CCS	52	0	0	N/A	38	35.1	52	100.0%	28	53.8%	28	53.8%
Traffic Signal - Flashing - STS	49	0	0	N/A	4	1.1	49	100.0%	49	100.0%	49	100.0%
Animal - Loose Aggressive - CCS	42	0	0	N/A	3	3.7	42	100.0%	41	97.6%	41	97.6%
Garbage Roll Cart - SAN	42	0	0	N/A	10	2.8	42	100.0%	42	100.0%	42	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	40	0	0	N/A	1	0.3	40	100.0%	39	97.5%	39	97.5%
Illegal Land Use (Residential/Business) - CCS	39	0	0	N/A	60	39.5	39	100.0%	22	56.4%	22	56.4%
Animal - Confined - CCS	33	0	0	N/A	3	4.5	33	100.0%	32	97.0%	32	97.0%
Illegal Outside Storage - CCS	30	0	0	N/A	38	26.2	30	100.0%	26	86.7%	26	86.7%
Illegal Dumping - CCS	25	0	0	N/A	38	5.5	25	100.0%	24	96.0%	24	96.0%
Recycling ROLL CART NEW - SAN	25	0	0	N/A	10	1.7	25	100.0%	25	100.0%	25	100.0%
Bulky Trash Violations - CCS	24	0	0	N/A	14	1.9	24	100.0%	24	100.0%	24	100.0%
Parking - Unapproved Surface - CCS	22	0	0	N/A	10	2.7	22	100.0%	21	95.5%	21	95.5%
24 Hour Parking/Parking Violations - DPD	22	0	0	N/A	10	4.9	22	100.0%	22	100.0%	22	100.0%
Traffic Signal - All Out - STS	22	0	0	N/A	4	1.3	22	100.0%	22	100.0%	22	100.0%

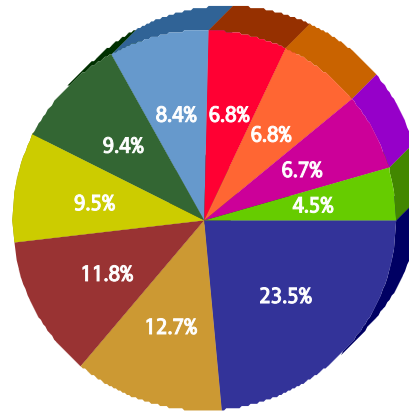


Council District 07

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	263
High Weeds - CCS	142
Dead Animal Pick Up - SAN	132
Substandard Structure - CCS	106
Animal - Loose - CCS	105
Garbage Roll Cart - SAN	94
Animal - Loose Aggressive - CCS	76
Open and Vacant Structure - CCS	76
Obstruction Alley/Sidewalk/Street - CCS	75
Garbage - Missed - SAN	50



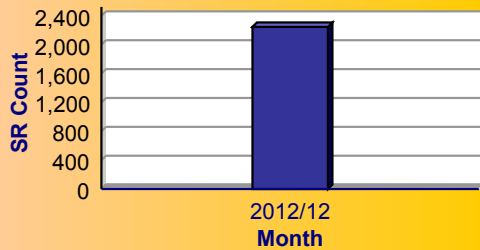
Service

- Litter - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Open and Vacant Structure - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage - Missed - SAN

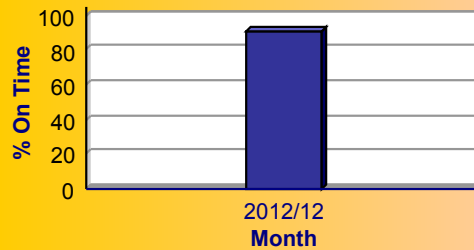
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,232	2,199	2,017	91.7%	33	20	60.6%	91.3%

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

December 2012

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
Litter - CCS	263	0	0	N/A	38	27.7	263	100.0%	225	85.6%	225	85.6%
High Weeds - CCS	142	0	0	N/A	38	20.5	142	100.0%	133	93.7%	133	93.7%
Dead Animal Pick Up - SAN	132	0	0	N/A	1	2.4	132	100.0%	130	98.5%	130	98.5%
Substandard Structure - CCS	106	18	18	100.0%	365	39.3	88	83.0%	88	100.0%	106	100.0%
Animal - Loose - CCS	105	0	0	N/A	40	33.2	105	100.0%	100	95.2%	100	95.2%
Garbage Roll Cart - SAN	94	0	0	N/A	10	6.8	94	100.0%	90	95.7%	90	95.7%
Open and Vacant Structure - CCS	76	0	0	N/A	30	19.5	76	100.0%	66	86.8%	66	86.8%
Animal - Loose Aggressive - CCS	76	0	0	N/A	3	2.2	76	100.0%	74	97.4%	74	97.4%
Obstruction Alley/Sidewalk/Street - CCS	75	0	0	N/A	60	29.3	75	100.0%	70	93.3%	70	93.3%
Garbage - Missed - SAN	50	0	0	N/A	3	0.9	50	100.0%	50	100.0%	50	100.0%
Parking - Unapproved Surface - CCS	48	0	0	N/A	10	2.5	48	100.0%	46	95.8%	46	95.8%
Junk Motor Vehicle - CCS	48	2	0	0.0%	126	43.4	46	95.8%	44	95.7%	44	91.7%
Animal - Confined - CCS	45	0	0	N/A	3	0.2	45	100.0%	45	100.0%	45	100.0%
Signs - Public Right of Way - CCS	44	0	0	N/A	7	1.6	44	100.0%	41	93.2%	41	93.2%
Bulky Trash Violations - CCS	44	0	0	N/A	14	13.4	44	100.0%	36	81.8%	36	81.8%
Recycling ROLL CART NEW - SAN	43	0	0	N/A	10	1.7	43	100.0%	43	100.0%	43	100.0%
Illegal Outside Storage - CCS	40	0	0	N/A	38	30.2	40	100.0%	31	77.5%	31	77.5%
Animal - Sick/Injured - CCS	36	0	0	N/A	3	7.8	36	100.0%	34	94.4%	34	94.4%
24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	11.7	36	100.0%	33	91.7%	33	91.7%
Street Spillage/Debris in Right of Way-Hazardous-ST5	34	0	0	N/A	1	4.5	34	100.0%	32	94.1%	32	94.1%

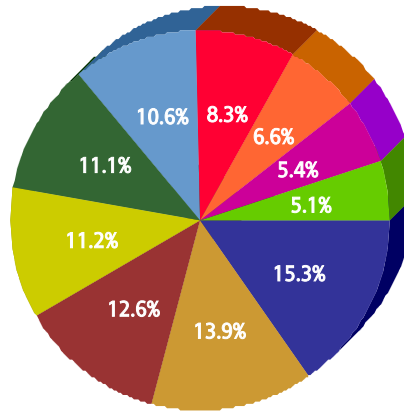


Council District 08

December 2012

Top 10 Services

SR Type	Service Request Count
Animal - Loose - CCS	165
Litter - CCS	150
Dead Animal Pick Up - SAN	136
High Weeds - CCS	121
Animal - Loose Aggressive - CCS	120
Garbage Roll Cart - SAN	115
Animal - Confined - CCS	90
Bulky Trash Violations - CCS	71
Recycling ROLL CART NEW - SAN	58
Garbage - Missed - SAN	55



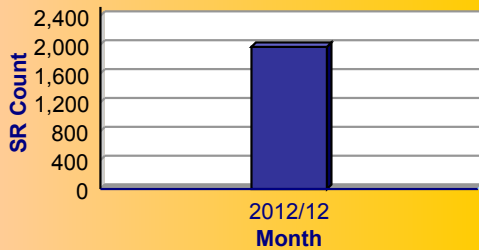
Service

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

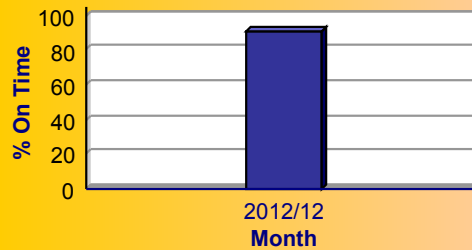
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,964	1,937	1,766	91.2%	27	15	55.6%	90.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas Service Level Performance Report by Council District

Council District 08

December 2012

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
Animal - Loose - CCS	165	0	0	N/A	40	29.2	165	100.0%	162	98.2%	162	98.2%
Litter - CCS	150	0	0	N/A	38	26.0	150	100.0%	124	82.7%	124	82.7%
Dead Animal Pick Up - SAN	136	0	0	N/A	1	2.5	136	100.0%	134	98.5%	134	98.5%
High Weeds - CCS	121	0	0	N/A	38	25.0	121	100.0%	100	82.6%	100	82.6%
Animal - Loose Aggressive - CCS	120	0	0	N/A	3	0.3	120	100.0%	117	97.5%	117	97.5%
Garbage Roll Cart - SAN	115	0	0	N/A	10	7.2	115	100.0%	111	96.5%	111	96.5%
Animal - Confined - CCS	90	0	0	N/A	3	0.4	90	100.0%	90	100.0%	90	100.0%
Bulky Trash Violations - CCS	71	0	0	N/A	14	20.3	71	100.0%	30	42.3%	30	42.3%
Recycling ROLL CART NEW - SAN	58	0	0	N/A	10	6.7	58	100.0%	56	96.6%	56	96.6%
Garbage - Missed - SAN	55	0	0	N/A	3	3.7	55	100.0%	52	94.5%	52	94.5%
Illegal Dumping - CCS	53	0	0	N/A	38	15.9	53	100.0%	45	84.9%	45	84.9%
Substandard Structure - CCS	50	12	12	100.0%	365	39.3	38	76.0%	38	100.0%	50	100.0%
Junk Motor Vehicle - CCS	43	0	0	N/A	126	45.2	43	100.0%	41	95.3%	41	95.3%
Fire Inspection - DFD	42	0	0	N/A	60	32.9	42	100.0%	41	97.6%	41	97.6%
Animal - Sick/Injured - CCS	39	0	0	N/A	3	0.1	39	100.0%	39	100.0%	39	100.0%
Parking - Unapproved Surface - CCS	28	0	0	N/A	10	7.7	28	100.0%	24	85.7%	24	85.7%
Illegal Garbage/Placement - CCS	28	0	0	N/A	60	23.7	28	100.0%	26	92.9%	26	92.9%
Illegal Land Use (Residential/Business) - CCS	27	1	0	0.0%	60	35.6	26	96.3%	20	76.9%	20	74.1%
Traffic Signal - Flashing - STS	27	0	0	N/A	4	1.4	27	100.0%	27	100.0%	27	100.0%
24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	4.6	26	100.0%	25	96.2%	25	96.2%

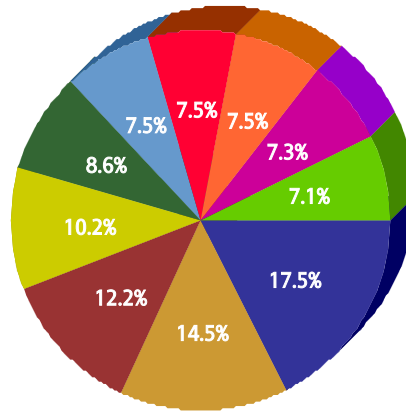


Council District 09

December 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	86
Dead Animal Pick Up - SAN	71
Bulky Trash Violations - CCS	60
Animal - Loose - CCS	50
Animal - Confined - CCS	42
Animal - Loose Aggressive - CCS	37
Litter - CCS	37
Recycling ROLL CART NEW - SAN	37
24 Hour Parking/Parking Violations - DPD	36
Garbage - Missed - SAN	35



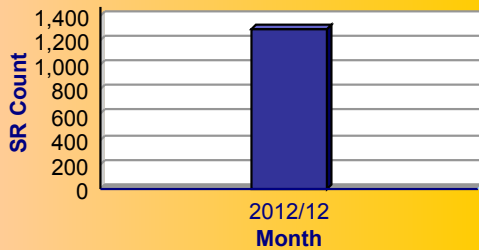
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Animal - Loose - CCS
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Recycling ROLL CART NEW - SAN
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN

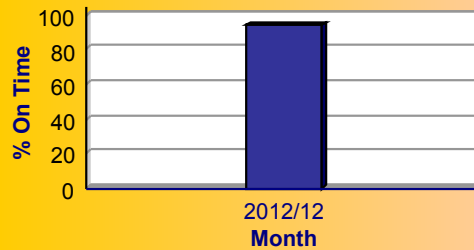
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,290	1,282	1,208	94.2%	8	4	50.0%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

December 2012

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	86	0	0	N/A	10	3.6	86	100.0%	85	98.8%	85	98.8%
Dead Animal Pick Up - SAN	71	0	0	N/A	1	0.2	71	100.0%	71	100.0%	71	100.0%
Bulky Trash Violations - CCS	60	0	0	N/A	14	11.1	60	100.0%	57	95.0%	57	95.0%
Animal - Loose - CCS	50	0	0	N/A	40	28.6	50	100.0%	50	100.0%	50	100.0%
Animal - Confined - CCS	42	0	0	N/A	3	11.3	42	100.0%	39	92.9%	39	92.9%
Litter - CCS	37	0	0	N/A	38	38.7	37	100.0%	24	64.9%	24	64.9%
Animal - Loose Aggressive - CCS	37	0	0	N/A	3	0.3	37	100.0%	37	100.0%	37	100.0%
Recycling ROLL CART NEW - SAN	37	0	0	N/A	10	1.7	37	100.0%	37	100.0%	37	100.0%
24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	7.5	36	100.0%	35	97.2%	35	97.2%
Garbage - Missed - SAN	35	0	0	N/A	3	0.7	35	100.0%	35	100.0%	35	100.0%
Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.0	29	100.0%	29	100.0%	29	100.0%
Recycling - Roll Cart - SAN	28	0	0	N/A	10	2.3	28	100.0%	28	100.0%	28	100.0%
Brush/Bulk Items - Missed - SAN	27	0	0	N/A	10	2.6	27	100.0%	27	100.0%	27	100.0%
Street Repair - Routine-STS	27	0	0	N/A	90	10.3	27	100.0%	27	100.0%	27	100.0%
Recyclable Collection Missed (Residential) - SAN	25	0	0	N/A	3	1.0	25	100.0%	25	100.0%	25	100.0%
Animal - Noisy - CCS	24	0	0	N/A	30	3.4	24	100.0%	24	100.0%	24	100.0%
Substandard Structure - CCS	22	4	4	100.0%	365	45.4	18	81.8%	18	100.0%	22	100.0%
Obstruction Alley/Sidewalk/Street - CCS	20	0	0	N/A	60	32.8	20	100.0%	16	80.0%	16	80.0%
Animal - Cruelty - CCS	20	0	0	N/A	30	7.8	20	100.0%	19	95.0%	19	95.0%
Signs - Public Right of Way - CCS	17	0	0	N/A	7	1.2	17	100.0%	16	94.1%	16	94.1%
Illegal Garbage/Placement - CCS	17	0	0	N/A	60	20.0	17	100.0%	16	94.1%	16	94.1%
Junk Motor Vehicle - CCS	17	1	0	0.0%	126	39.5	16	94.1%	15	93.8%	15	88.2%
Traffic Signal - Flashing - STS	17	0	0	N/A	4	2.2	17	100.0%	17	100.0%	17	100.0%
Tree down/low limbs - Emergency-STS	17	0	0	N/A	5	8.4	17	100.0%	16	94.1%	16	94.1%

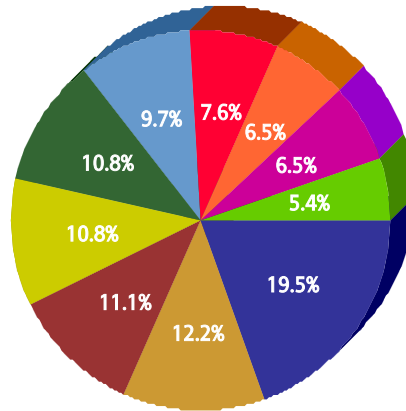


Council District 10

December 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	72
Animal - Sick/Injured - CCS	45
Garbage - Missed - SAN	41
Animal - Confined - CCS	40
Dead Animal Pick Up - SAN	40
Animal - Loose - CCS	36
Recycling ROLL CART NEW - SAN	28
24 Hour Parking/Parking Violations - DPD	24
Bulky Trash Violations - CCS	24
Animal - Loose Aggressive - CCS	20



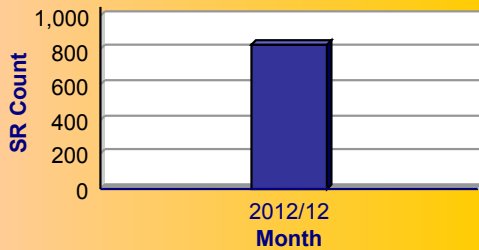
Service

- Garbage Roll Cart - SAN
- Animal - Sick/Injured - CCS
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- 24 Hour Parking/Parking Violations - DPD
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS

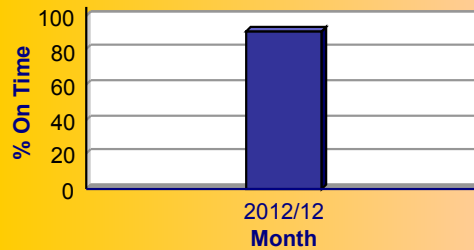
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
825	813	746	91.8%	12	7	58.3%	91.3%

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

December 2012

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	72	0	0	N/A	10	4.3	72	100.0%	71	98.6%	71	98.6%
Animal - Sick/Injured - CCS	45	0	0	N/A	3	0.2	45	100.0%	45	100.0%	45	100.0%
Garbage - Missed - SAN	41	0	0	N/A	3	0.7	41	100.0%	40	97.6%	40	97.6%
Animal - Confined - CCS	40	0	0	N/A	3	11.7	40	100.0%	37	92.5%	37	92.5%
Dead Animal Pick Up - SAN	40	0	0	N/A	1	4.2	40	100.0%	39	97.5%	39	97.5%
Animal - Loose - CCS	36	0	0	N/A	40	39.4	36	100.0%	33	91.7%	33	91.7%
Recycling ROLL CART NEW - SAN	28	0	0	N/A	10	1.7	28	100.0%	28	100.0%	28	100.0%
Bulky Trash Violations - CCS	24	0	0	N/A	14	11.0	24	100.0%	16	66.7%	16	66.7%
24 Hour Parking/Parking Violations - DPD	24	0	0	N/A	10	9.2	24	100.0%	23	95.8%	23	95.8%
Animal - Loose Aggressive - CCS	20	0	0	N/A	3	7.4	20	100.0%	19	95.0%	19	95.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	0.9	19	100.0%	19	100.0%	19	100.0%
Substandard Structure Apts - CCS	18	2	2	100.0%	365	63.9	16	88.9%	16	100.0%	18	100.0%
Substandard Structure - CCS	14	5	5	100.0%	365	57.4	9	64.3%	9	100.0%	14	100.0%
Recycling - Roll Cart - SAN	14	0	0	N/A	10	1.8	14	100.0%	14	100.0%	14	100.0%
Street Repair - Routine-STS	14	0	0	N/A	90	10.9	14	100.0%	14	100.0%	14	100.0%
Complaint/Compliment - CTY	13	1	0	0.0%	10	3.1	12	92.3%	11	91.7%	11	84.6%
Recyclable Collection Missed (Residential) - SAN	13	0	0	N/A	3	1.5	13	100.0%	13	100.0%	13	100.0%
Tree down/low limbs - Emergency-STS	13	0	0	N/A	5	0.0	13	100.0%	13	100.0%	13	100.0%
Plumbing Violation Apts - CCS	12	0	0	N/A	60	39.2	12	100.0%	9	75.0%	9	75.0%
Animal - Cruelty - CCS	10	0	0	N/A	30	0.5	10	100.0%	10	100.0%	10	100.0%
Fire Inspection - DFD	10	0	0	N/A	60	41.9	10	100.0%	9	90.0%	9	90.0%

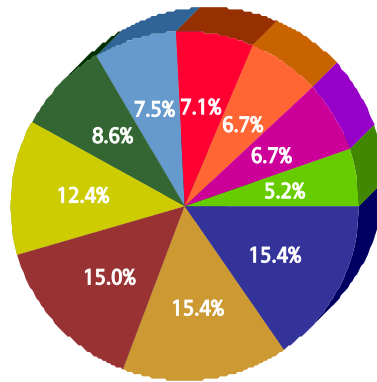


Council District 11

December 2012

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	41
Traffic Signal - Flashing - STS	41
Garbage - Missed - SAN	40
Garbage Roll Cart - SAN	33
Animal - Confined - CCS	23
Traffic Signal - All Out - STS	20
Traffic Signal - Timing - STS	19
Recyclable Collection Missed (Residential) - SAN	18
Recycling ROLL CART NEW - SAN	18
Substandard Structure Apts - CCS	14



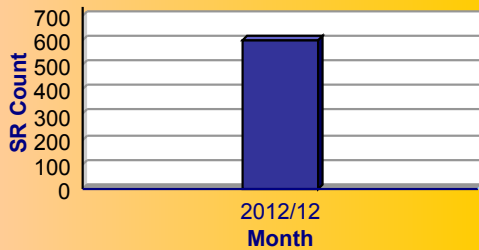
Service

- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - STS
- Garbage - Missed - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Traffic Signal - All Out - STS
- Traffic Signal - Timing - STS
- Recyclable Collection Missed (Residential) - SAN
- Recycling ROLL CART NEW - SAN
- Substandard Structure Apts - CCS

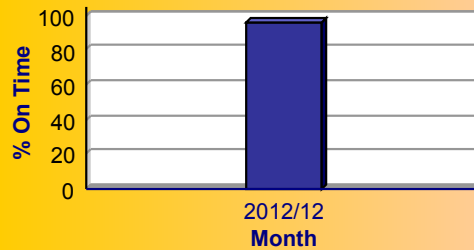
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
599	595	573	96.3%	4	3	75.0%	96.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

December 2012

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	41	0	0	N/A	1	0.3	41	100.0%	41	100.0%	41	100.0%
Traffic Signal - Flashing - STS	41	0	0	N/A	4	1.2	41	100.0%	41	100.0%	41	100.0%
Garbage - Missed - SAN	40	0	0	N/A	3	0.5	40	100.0%	40	100.0%	40	100.0%
Garbage Roll Cart - SAN	33	0	0	N/A	10	2.3	33	100.0%	33	100.0%	33	100.0%
Animal - Confined - CCS	23	0	0	N/A	3	12.4	23	100.0%	21	91.3%	21	91.3%
Traffic Signal - All Out - STS	20	0	0	N/A	4	1.3	20	100.0%	20	100.0%	20	100.0%
Traffic Signal - Timing - STS	19	0	0	N/A	4	1.3	19	100.0%	19	100.0%	19	100.0%
Recyclable Collection Missed (Residential) - SAN	18	0	0	N/A	3	0.5	18	100.0%	18	100.0%	18	100.0%
Recycling ROLL CART NEW - SAN	18	0	0	N/A	10	1.8	18	100.0%	18	100.0%	18	100.0%
Substandard Structure Apts - CCS	14	2	2	100.0%	365	48.4	12	85.7%	12	100.0%	14	100.0%
Animal - Loose - CCS	13	0	0	N/A	40	19.3	13	100.0%	13	100.0%	13	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	13	0	0	N/A	1	0.0	13	100.0%	13	100.0%	13	100.0%
High Weeds - CCS	12	0	0	N/A	38	24.9	12	100.0%	11	91.7%	11	91.7%
Animal - Sick/Injured - CCS	12	0	0	N/A	3	13.2	12	100.0%	10	83.3%	10	83.3%
Fire Inspection - DFD	11	0	0	N/A	60	21.9	11	100.0%	11	100.0%	11	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	11	0	0	N/A	10	1.3	11	100.0%	11	100.0%	11	100.0%
Recycling - Roll Cart - SAN	11	0	0	N/A	10	1.5	11	100.0%	11	100.0%	11	100.0%
Complaint/Compliment - CTY	10	1	0	0.0%	10	14.2	9	90.0%	7	77.8%	7	70.0%
Signs - Public Right of Way - CCS	10	0	0	N/A	7	19.2	10	100.0%	8	80.0%	8	80.0%
Bulky Trash Violations - CCS	10	0	0	N/A	14	5.9	10	100.0%	9	90.0%	9	90.0%
Obstruction Alley/Sidewalk/Street - CCS	10	0	0	N/A	60	18.7	10	100.0%	10	100.0%	10	100.0%

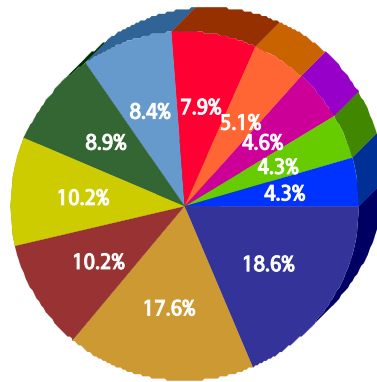


Council District 12

December 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	73
Fire Inspection - DFD	69
Bulky Trash Violations - CCS	40
Dead Animal Pick Up - SAN	40
Recycling ROLL CART NEW - SAN	35
Garbage - Missed - SAN	33
Animal - Confined - CCS	31
Brush/Bulk Items - Missed - SAN	20
Recycling - Roll Cart - SAN	18
24 Hour Parking/Parking Violations - DPD	17
Recyclable Collection Missed (Residential) - SAN	17



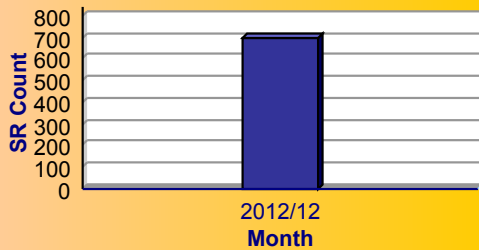
Service

- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Brush/Bulk Items - Missed - SAN
- Recycling - Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Recyclable Collection Missed (Residential) - SAN

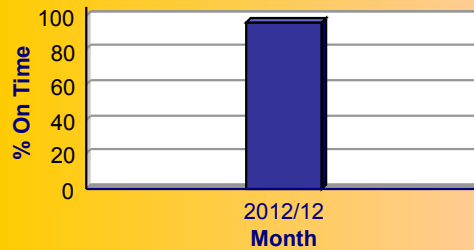
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
698	697	670	96.1%	1	1	100.0%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

December 2012

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	73	0	0	N/A	10	2.2	73	100.0%	73	100.0%	73	100.0%
Fire Inspection - DFD	69	0	0	N/A	60	22.8	69	100.0%	69	100.0%	69	100.0%
Bulky Trash Violations - CCS	40	0	0	N/A	14	12.9	40	100.0%	37	92.5%	37	92.5%
Dead Animal Pick Up - SAN	40	0	0	N/A	1	0.4	40	100.0%	39	97.5%	39	97.5%
Recycling ROLL CART NEW - SAN	35	0	0	N/A	10	1.7	35	100.0%	35	100.0%	35	100.0%
Garbage - Missed - SAN	33	0	0	N/A	3	0.7	33	100.0%	33	100.0%	33	100.0%
Animal - Confined - CCS	31	0	0	N/A	3	0.2	31	100.0%	31	100.0%	31	100.0%
Brush/Bulk Items - Missed - SAN	20	0	0	N/A	10	1.9	20	100.0%	20	100.0%	20	100.0%
Recycling - Roll Cart - SAN	18	0	0	N/A	10	1.8	18	100.0%	18	100.0%	18	100.0%
24 Hour Parking/Parking Violations - DPD	17	0	0	N/A	10	4.6	17	100.0%	16	94.1%	16	94.1%
Recyclable Collection Missed (Residential) - SAN	17	0	0	N/A	3	0.6	17	100.0%	17	100.0%	17	100.0%
Cost Plus - SAN	12	0	0	N/A	10	3.2	12	100.0%	12	100.0%	12	100.0%
Animal - Loose - CCS	12	0	0	N/A	40	28.7	12	100.0%	12	100.0%	12	100.0%
Sanitation Property Damage - SAN	12	0	0	N/A	28	4.2	12	100.0%	12	100.0%	12	100.0%
Litter - CCS	10	0	0	N/A	38	26.2	10	100.0%	7	70.0%	7	70.0%
Street Repair - Routine-STS	10	0	0	N/A	90	16.0	10	100.0%	10	100.0%	10	100.0%
Obstruction Alley/Sidewalk/Street - CCS	9	0	0	N/A	60	22.3	9	100.0%	9	100.0%	9	100.0%
Substandard Structure - CCS	9	1	1	100.0%	365	46.8	8	88.9%	8	100.0%	9	100.0%
Animal - Bite -CCS	8	0	0	N/A	11	4.4	8	100.0%	8	100.0%	8	100.0%
Animal - Noisy - CCS	8	0	0	N/A	30	2.2	8	100.0%	8	100.0%	8	100.0%
Traffic Signal - Timing - STS	8	0	0	N/A	4	1.0	8	100.0%	8	100.0%	8	100.0%

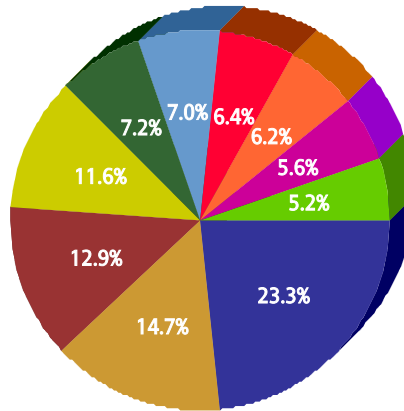


Council District 13

December 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	117
Garbage Roll Cart - SAN	74
Dead Animal Pick Up - SAN	65
Garbage - Missed - SAN	58
Recycling ROLL CART NEW - SAN	36
Bulky Trash Violations - CCS	35
Animal - Confined - CCS	32
Animal - Loose - CCS	31
Traffic Signal - Flashing - STS	28
Litter - CCS	26



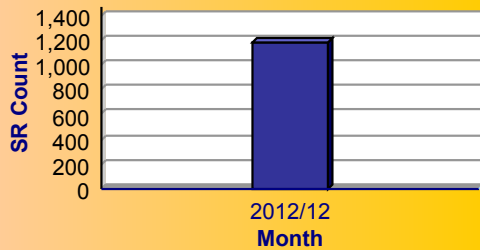
Service

- Signs - Public Right of Way - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Traffic Signal - Flashing - STS
- Litter - CCS

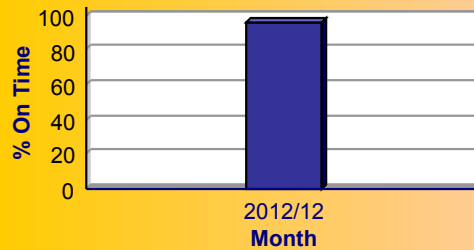
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,184	1,179	1,129	95.8%	5	1	20.0%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

December 2012

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
Signs - Public Right of Way - CCS	117	0	0	N/A	7	1.2	117	100.0%	112	95.7%	112	95.7%
Garbage Roll Cart - SAN	74	0	0	N/A	10	2.3	74	100.0%	74	100.0%	74	100.0%
Dead Animal Pick Up - SAN	65	0	0	N/A	1	0.2	65	100.0%	65	100.0%	65	100.0%
Garbage - Missed - SAN	58	0	0	N/A	3	3.5	58	100.0%	57	98.3%	57	98.3%
Recycling ROLL CART NEW - SAN	36	0	0	N/A	10	1.7	36	100.0%	36	100.0%	36	100.0%
Bulky Trash Violations - CCS	35	0	0	N/A	14	4.8	35	100.0%	33	94.3%	33	94.3%
Animal - Confined - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
Animal - Loose - CCS	31	0	0	N/A	40	20.5	31	100.0%	30	96.8%	30	96.8%
Traffic Signal - Flashing - STS	28	0	0	N/A	4	1.2	28	100.0%	28	100.0%	28	100.0%
Litter - CCS	26	0	0	N/A	38	24.0	26	100.0%	20	76.9%	20	76.9%
Traffic Signal - Timing - STS	24	0	0	N/A	4	1.2	24	100.0%	24	100.0%	24	100.0%
Fire Inspection - DFD	23	0	0	N/A	60	25.9	23	100.0%	21	91.3%	21	91.3%
Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%
24 Hour Parking/Parking Violations - DPD	22	0	0	N/A	10	5.5	22	100.0%	22	100.0%	22	100.0%
Recycling - Roll Cart - SAN	20	0	0	N/A	10	1.8	20	100.0%	20	100.0%	20	100.0%
Traffic Signal - All Out - STS	20	0	0	N/A	4	1.6	20	100.0%	20	100.0%	20	100.0%
Recyclable Collection Missed (Residential) - SAN	18	0	0	N/A	3	1.3	18	100.0%	18	100.0%	18	100.0%
Sanitation Property Damage - SAN	16	0	0	N/A	28	2.2	16	100.0%	16	100.0%	16	100.0%
Street Repair - Routine-STS	16	0	0	N/A	90	23.4	16	100.0%	16	100.0%	16	100.0%
Tree down/low limbs - Emergency-STS	16	0	0	N/A	5	0.2	16	100.0%	16	100.0%	16	100.0%

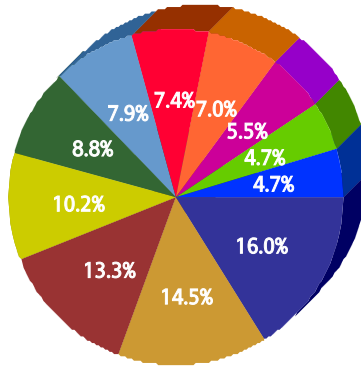


Council District 14

December 2012

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	113
Signs - Public Right of Way - CCS	102
Obstruction Alley/Sidewalk/Street - CCS	94
Garbage Roll Cart - SAN	72
Traffic Signal - Flashing - STS	62
Dead Animal Pick Up - SAN	56
Traffic Signal - Timing - STS	52
24 Hour Parking/Parking Violations - DPD	49
Garbage - Missed - SAN	39
Recycling ROLL CART NEW - SAN	33
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	33



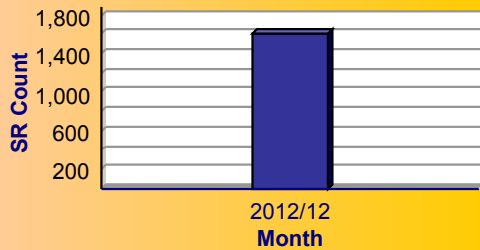
Service

- Fire Inspection - DFD
- Signs - Public Right of Way - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Dead Animal Pick Up - SAN
- Traffic Signal - Timing - STS
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS

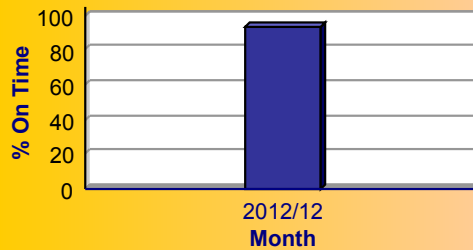
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,618	1,610	1,507	93.6%	8	5	62.5%	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 14

December 2012

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
Fire Inspection - DFD	113	0	0	N/A	60	27.4	113	100.0%	110	97.3%	110	97.3%
Signs - Public Right of Way - CCS	102	0	0	N/A	7	0.4	102	100.0%	100	98.0%	100	98.0%
Obstruction Alley/Sidewalk/Street - CCS	94	0	0	N/A	60	38.4	94	100.0%	82	87.2%	82	87.2%
Garbage Roll Cart - SAN	72	0	0	N/A	10	4.0	72	100.0%	71	98.6%	71	98.6%
Traffic Signal - Flashing - STS	62	0	0	N/A	4	1.3	62	100.0%	62	100.0%	62	100.0%
Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.3	56	100.0%	56	100.0%	56	100.0%
Traffic Signal - Timing - STS	52	0	0	N/A	4	4.0	52	100.0%	51	98.1%	51	98.1%
24 Hour Parking/Parking Violations - DPD	49	0	0	N/A	10	11.4	49	100.0%	33	67.3%	33	67.3%
Garbage - Missed - SAN	39	0	0	N/A	3	4.2	39	100.0%	38	97.4%	38	97.4%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	33	0	0	N/A	10	1.5	33	100.0%	33	100.0%	33	100.0%
Recycling ROLL CART NEW - SAN	33	0	0	N/A	10	6.4	33	100.0%	32	97.0%	32	97.0%
Street Repair - Routine-STS	31	0	0	N/A	90	15.3	31	100.0%	31	100.0%	31	100.0%
Pot hole - Hazardous-STS	29	0	0	N/A	1	0.2	29	100.0%	28	96.6%	28	96.6%
Animal - Confined - CCS	28	0	0	N/A	3	0.3	28	100.0%	28	100.0%	28	100.0%
Bulky Trash Violations - CCS	28	0	0	N/A	14	13.5	28	100.0%	22	78.6%	22	78.6%
Signs - Other - CCS	28	0	0	N/A	21	8.3	28	100.0%	26	92.9%	26	92.9%
Litter - CCS	27	0	0	N/A	38	27.4	27	100.0%	22	81.5%	22	81.5%
Animal - Loose - CCS	27	0	0	N/A	40	31.3	27	100.0%	27	100.0%	27	100.0%
Traffic Sign - Maintenance (Other) - STS	27	0	0	N/A	40	5.6	27	100.0%	27	100.0%	27	100.0%
Water Conservation Violation - CCS	20	0	0	N/A	7	9.0	20	100.0%	11	55.0%	11	55.0%
Recycling - Roll Cart - SAN	20	0	0	N/A	10	2.8	20	100.0%	20	100.0%	20	100.0%

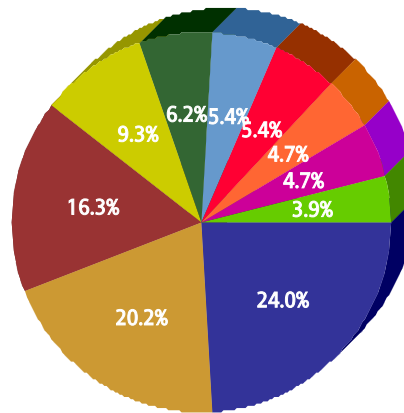


Council District Unknown

December 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	31
Litter - CCS	26
High Weeds - CCS	21
Recycling ROLL CART NEW - SAN	12
Dead Animal Pick Up - SAN	8
Bulky Trash Violations - CCS	7
LBJ Signs / Markings / Street Lights - LBJ	7
Garbage Roll Cart - SAN	6
Smoke Detector Request - DFD	6
Animal - Loose - CCS	5



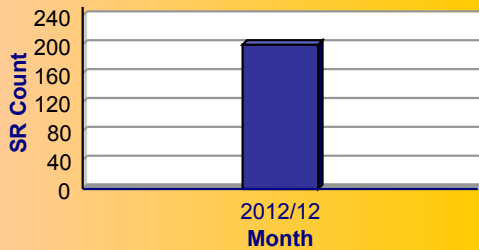
Service

- Signs - Public Right of Way - CCS
- Litter - CCS
- High Weeds - CCS
- Recycling ROLL CART NEW - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- LBJ Signs / Markings / Street Lights - LBJ
- Garbage Roll Cart - SAN
- Smoke Detector Request - DFD
- Animal - Loose - CCS

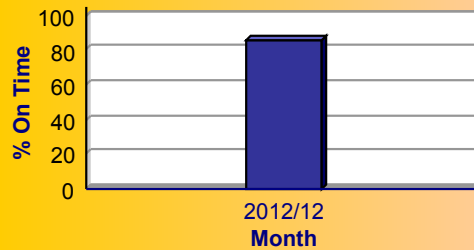
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
199	192	169	88.0%	7	1	14.3%	85.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District Unknown

December 2012

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
Signs - Public Right of Way - CCS	31	0	0	N/A	7	1.0	31	100.0%	29	93.5%	29	93.5%
Litter - CCS	26	1	0	0.0%	38	17.9	25	96.2%	22	88.0%	22	84.6%
High Weeds - CCS	21	1	0	0.0%	38	5.1	20	95.2%	19	95.0%	19	90.5%
Recycling ROLL CART NEW - SAN	12	0	0	N/A	10	2.1	12	100.0%	12	100.0%	12	100.0%
Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.0	8	100.0%	8	100.0%	8	100.0%
Bulky Trash Violations - CCS	7	0	0	N/A	14	26.1	7	100.0%	1	14.3%	1	14.3%
LBJ Signs / Markings / Street Lights - LBJ	7	0	0	N/A	0	0.0	7	100.0%	7	100.0%	7	100.0%
Smoke Detector Request - DFD	6	0	0	N/A	30	0.8	6	100.0%	6	100.0%	6	100.0%
Garbage Roll Cart - SAN	6	0	0	N/A	10	1.8	6	100.0%	6	100.0%	6	100.0%
Animal - Loose - CCS	5	0	0	N/A	40	28.2	5	100.0%	5	100.0%	5	100.0%
Parking - Unapproved Surface - CCS	4	0	0	N/A	10	6.8	4	100.0%	3	75.0%	3	75.0%
311 Call Center Complaint	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	3	0	0	N/A	3	0.3	3	100.0%	3	100.0%	3	100.0%
Animal - Cruelty - CCS	3	0	0	N/A	30	17.3	3	100.0%	3	100.0%	3	100.0%
Animal - Sick/Injured - CCS	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	4.3	3	100.0%	2	66.7%	2	66.7%
Illegal Dumping - CCS	2	0	0	N/A	38	33.5	2	100.0%	1	50.0%	1	50.0%
Illegal Outside Storage - CCS	2	0	0	N/A	38	44.0	2	100.0%	1	50.0%	1	50.0%
Substandard Structure - CCS	2	1	1	100.0%	365	78.0	1	50.0%	1	100.0%	2	100.0%
Parking in Fire Lane/ Fire Hydrants - DFD	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
Oversized Vehicle - DPD	2	0	0	N/A	10	11.0	2	100.0%	1	50.0%	1	50.0%
LBJ Noise / General - LBJ	2	0	0	N/A	0	0.0	2	100.0%	2	100.0%	2	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
Pot hole - Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%