FY 2012 – 2013

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

February 2013

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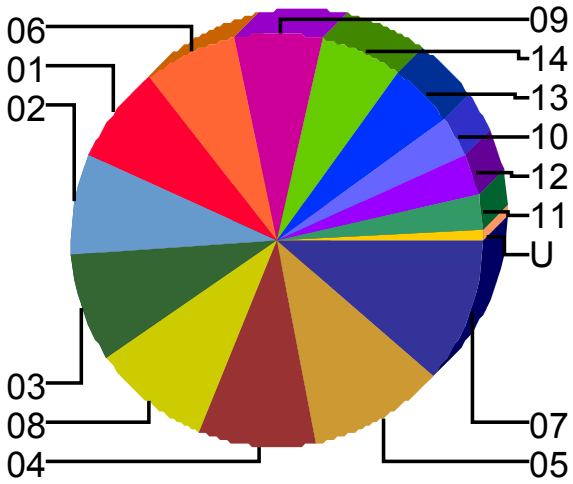
City of Dallas

Council District Report

For February 2013



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,778	7.7%	98.9%
02	1,793	7.7%	98.4%
03	2,045	8.8%	99.6%
04	2,171	9.4%	98.8%
05	2,442	10.5%	98.8%
06	1,693	7.3%	99.6%
07	2,616	11.3%	99.1%
08	2,080	9.0%	98.8%
09	1,618	7.0%	98.9%
10	771	3.3%	99.6%
11	685	3.0%	99.3%
12	701	3.0%	99.4%
13	1,143	4.9%	98.9%
14	1,462	6.3%	98.6%
U	166	0.7%	96.4%
Totals	**23,164**	**100.0%**	**99.0%**

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

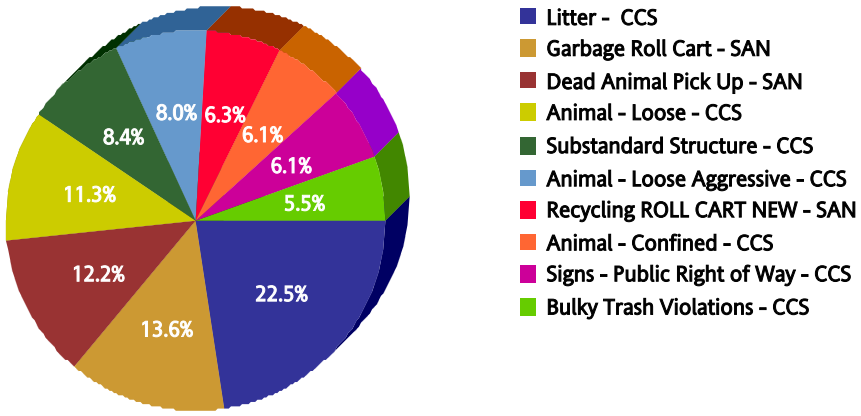
City of Dallas *Service Level Performance Report by Council District*

Citywide

February 2013

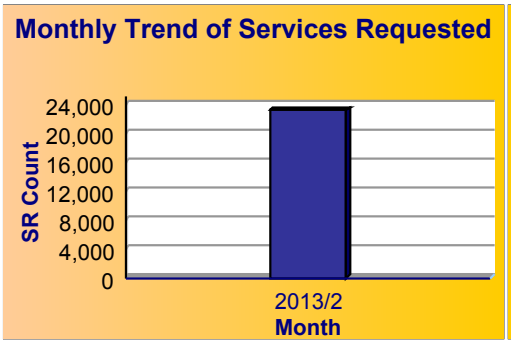
Top 10 Services

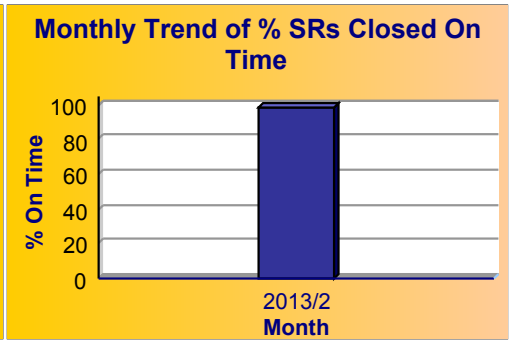
SR Type	Service Request Count
Litter - CCS	2,178
Garbage Roll Cart - SAN	1,310
Dead Animal Pick Up - SAN	1,180
Animal - Loose - CCS	1,087
Substandard Structure - CCS	810
Animal - Loose Aggressive - CCS	772
Recycling ROLL CART NEW - SAN	607
Animal - Confined - CCS	594
Signs - Public Right of Way - CCS	585
Bulky Trash Violations - CCS	536



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 %
23,164	17,208	17,077	99.2%	5,956	5,852	98.3%	99.0%





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

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

Citywide

February 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
Litter - CCS	2,178	1,119	1,119	100.0%	38	7.8	1,059	48.6%	1,059	100.0%	2,178	100.0%
Garbage Roll Cart - SAN	1,310	34	34	100.0%	10	2.4	1,276	97.4%	1,275	99.9%	1,309	99.9%
Dead Animal Pick Up - SAN	1,180	0	0	N/A	1	0.3	1,180	100.0%	1,174	99.5%	1,174	99.5%
Animal - Loose - CCS	1,087	817	817	100.0%	40	12.1	270	24.8%	270	100.0%	1,087	100.0%
Substandard Structure - CCS	810	594	594	100.0%	365	6.8	216	26.7%	216	100.0%	810	100.0%
Animal - Loose Aggressive - CCS	772	0	0	N/A	3	0.3	772	100.0%	768	99.5%	768	99.5%
Recycling ROLL CART NEW - SAN	607	1	1	100.0%	10	1.9	606	99.8%	606	100.0%	607	100.0%
Animal - Confined - CCS	594	0	0	N/A	3	0.3	594	100.0%	592	99.7%	592	99.7%
Signs - Public Right of Way - CCS	585	15	13	86.7%	7	0.6	570	97.4%	557	97.7%	570	97.4%
Bulky Trash Violations - CCS	536	79	70	88.6%	14	4.6	457	85.3%	440	96.3%	510	95.1%
Junk Motor Vehicle - CCS	518	370	370	100.0%	126	10.5	148	28.6%	148	100.0%	518	100.0%
High Weeds - CCS	510	314	314	100.0%	38	9.9	196	38.4%	196	100.0%	510	100.0%
Graffiti Private Property - Residential/Commercial - CCS	498	77	77	100.0%	90	2.2	421	84.5%	421	100.0%	498	100.0%
Smoke Detector Request - DFD	442	29	29	100.0%	30	2.7	413	93.4%	413	100.0%	442	100.0%
Illegal Outside Storage - CCS	438	280	280	100.0%	38	12.6	158	36.1%	158	100.0%	438	100.0%
Illegal Dumping - CCS	418	109	109	100.0%	38	3.4	309	73.9%	309	100.0%	418	100.0%
Obstruction Alley/Sidewalk/Street - CCS	408	311	311	100.0%	60	9.4	97	23.8%	97	100.0%	408	100.0%
Fire Inspection - DFD	387	203	203	100.0%	60	8.8	184	47.5%	184	100.0%	387	100.0%
Parking - Unapproved Surface - CCS	383	25	19	76.0%	10	2.5	358	93.5%	341	95.3%	360	94.0%
24 Hour Parking/Parking Violations - DPD	374	41	40	97.6%	10	4.5	333	89.0%	325	97.6%	365	97.6%

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

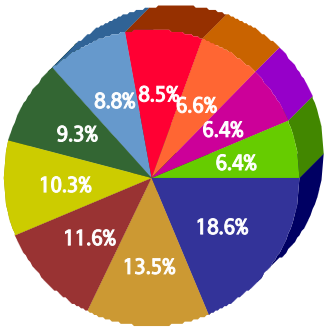
City of Dallas *Service Level Performance Report by Council District*

Council District 01

February 2013

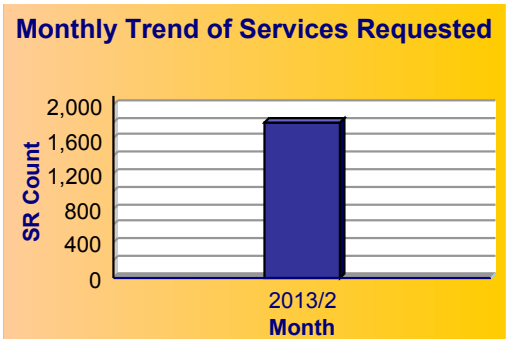
Top 10 Services

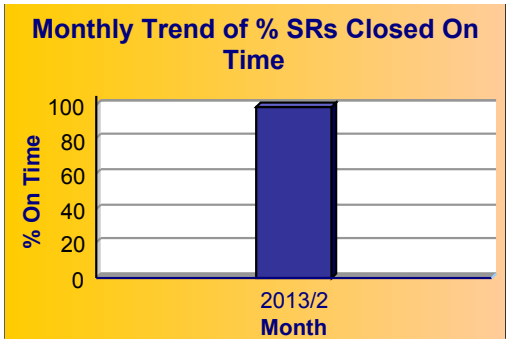
SR Type	Service Request Count
Litter - CCS	169
Signs - Public Right of Way - CCS	123
Dead Animal Pick Up - SAN	106
Graffiti Private Property - Residential/Commercial - CCS	94
Garbage Roll Cart - SAN	85
Animal - Loose - CCS	80
Animal - Loose Aggressive - CCS	77
Illegal Dumping - CCS	60
Illegal Outside Storage - CCS	58
Substandard Structure - CCS	58



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 %
1,778	1,284	1,273	99.1%	494	485	98.2%	98.9%





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

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

Council District 01

February 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
Litter - CCS	169	107	107	100.0%	38	14.4	62	36.7%	62	100.0%	169	100.0%
Signs - Public Right of Way - CCS	123	5	5	100.0%	7	0.3	118	95.9%	115	97.5%	120	97.6%
Dead Animal Pick Up - SAN	106	0	0	N/A	1	0.3	106	100.0%	106	100.0%	106	100.0%
Graffiti Private Property - Residential/Commercial - CCS	94	17	17	100.0%	90	2.5	77	81.9%	77	100.0%	94	100.0%
Garbage Roll Cart - SAN	85	1	1	100.0%	10	2.2	84	98.8%	84	100.0%	85	100.0%
Animal - Loose - CCS	80	61	61	100.0%	40	12.3	19	23.8%	19	100.0%	80	100.0%
Animal - Loose Aggressive - CCS	77	0	0	N/A	3	0.2	77	100.0%	77	100.0%	77	100.0%
Illegal Dumping - CCS	60	7	7	100.0%	38	0.7	53	88.3%	53	100.0%	60	100.0%
Illegal Outside Storage - CCS	58	40	40	100.0%	38	12.2	18	31.0%	18	100.0%	58	100.0%
Substandard Structure - CCS	58	54	54	100.0%	365	7.2	4	6.9%	4	100.0%	58	100.0%
Obstruction Alley/Sidewalk/Street - CCS	48	38	38	100.0%	60	13.5	10	20.8%	10	100.0%	48	100.0%
Recycling ROLL CART NEW - SAN	36	0	0	N/A	10	1.6	36	100.0%	36	100.0%	36	100.0%
High Weeds - CCS	35	25	25	100.0%	38	13.9	10	28.6%	10	100.0%	35	100.0%
Signs - Other - CCS	34	7	7	100.0%	21	1.3	27	79.4%	27	100.0%	34	100.0%
24 Hour Parking/Parking Violations - DPD	31	3	3	100.0%	10	3.9	28	90.3%	28	100.0%	31	100.0%
Animal - Cruelty - CCS	29	0	0	N/A	30	0.6	29	100.0%	29	100.0%	29	100.0%
Bulky Trash Violations - CCS	28	1	1	100.0%	14	2.7	27	96.4%	26	96.3%	27	96.4%
Illegal Land Use (Residential/Business) - CCS	26	7	7	100.0%	60	9.9	19	73.1%	19	100.0%	26	100.0%
Junk Motor Vehicle - CCS	24	18	18	100.0%	126	11.0	6	25.0%	6	100.0%	24	100.0%
Parking - Unapproved Surface - CCS	23	2	0	0.0%	10	2.1	21	91.3%	21	100.0%	21	91.3%
Code General - CCS	23	1	1	100.0%	38	2.0	22	95.7%	22	100.0%	23	100.0%

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

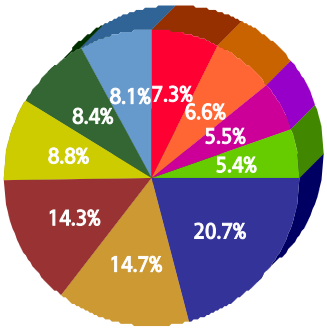
City of Dallas *Service Level Performance Report by Council District*

Council District 02

February 2013

Top 10 Services

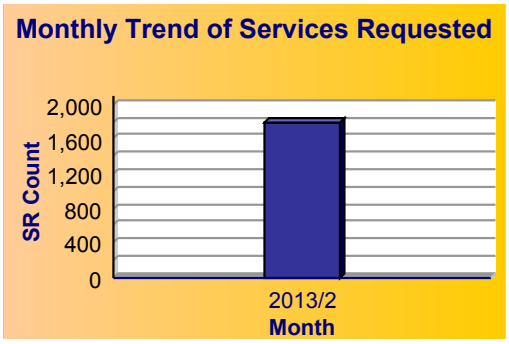
SR Type	Service Request Count
Litter - CCS	153
Garbage Roll Cart - SAN	109
Graffiti Private Property - Residential/Commercial - CCS	106
Signs - Public Right of Way - CCS	65
Animal - Loose - CCS	62
Dead Animal Pick Up - SAN	60
Fire Inspection - DFD	54
Substandard Structure - CCS	49
Recycling ROLL CART NEW - SAN	41
High Weeds - CCS	40

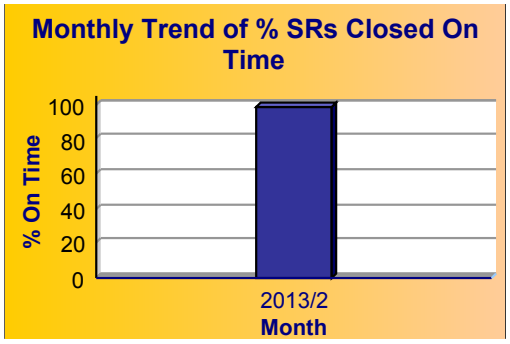


Service
- Litter - CCS
- Garbage Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Substandard Structure - CCS
- Recycling ROLL CART NEW - SAN
- High Weeds - CCS

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 %
1,793	1,373	1,357	98.8%	420	407	96.9%	98.4%





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

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

Council District 02

February 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
Litter - CCS	153	77	77	100.0%	38	9.0	76	49.7%	76	100.0%	153	100.0%
Garbage Roll Cart - SAN	109	1	1	100.0%	10	2.2	108	99.1%	108	100.0%	109	100.0%
Graffiti Private Property - Residential/Commercial - CCS	106	10	10	100.0%	90	1.6	96	90.6%	96	100.0%	106	100.0%
Signs - Public Right of Way - CCS	65	1	1	100.0%	7	0.3	64	98.5%	64	100.0%	65	100.0%
Animal - Loose - CCS	62	35	35	100.0%	40	7.0	27	43.5%	27	100.0%	62	100.0%
Dead Animal Pick Up - SAN	60	0	0	N/A	1	0.3	60	100.0%	60	100.0%	60	100.0%
Fire Inspection - DFD	54	31	31	100.0%	60	2.0	23	42.6%	23	100.0%	54	100.0%
Substandard Structure - CCS	49	32	32	100.0%	365	6.7	17	34.7%	17	100.0%	49	100.0%
Recycling ROLL CART NEW - SAN	41	0	0	N/A	10	1.8	41	100.0%	41	100.0%	41	100.0%
High Weeds - CCS	40	23	23	100.0%	38	9.8	17	42.5%	17	100.0%	40	100.0%
Junk Motor Vehicle - CCS	37	32	32	100.0%	126	11.4	5	13.5%	5	100.0%	37	100.0%
Signs - Other - CCS	36	4	4	100.0%	21	5.4	32	88.9%	32	100.0%	36	100.0%
Animal - Loose Aggressive - CCS	35	0	0	N/A	3	0.2	35	100.0%	35	100.0%	35	100.0%
Parking - Unapproved Surface - CCS	31	7	7	100.0%	10	5.8	24	77.4%	16	66.7%	23	74.2%
Traffic Signal - Timing - STS	30	0	0	N/A	4	1.7	30	100.0%	30	100.0%	30	100.0%
Traffic Sign - Maintenance (Other) - STS	30	5	5	100.0%	40	5.5	25	83.3%	25	100.0%	30	100.0%
24 Hour Parking/Parking Violations - DPD	29	5	5	100.0%	10	5.0	24	82.8%	23	95.8%	28	96.6%
Animal - Confined - CCS	27	0	0	N/A	3	0.3	27	100.0%	27	100.0%	27	100.0%
Animal - Cruelty - CCS	27	0	0	N/A	30	0.4	27	100.0%	27	100.0%	27	100.0%
Illegal Outside Storage - CCS	26	13	13	100.0%	38	10.8	13	50.0%	13	100.0%	26	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	26	0	0	N/A	10	2.3	26	100.0%	26	100.0%	26	100.0%

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

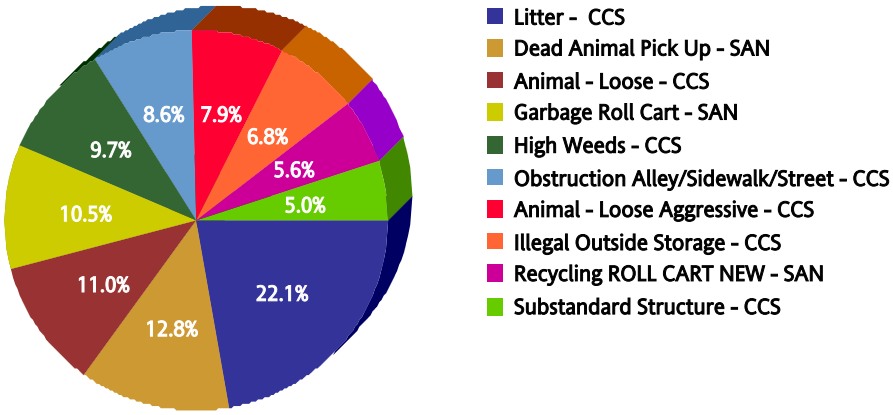
City of Dallas *Service Level Performance Report by Council District*

Council District 03

February 2013

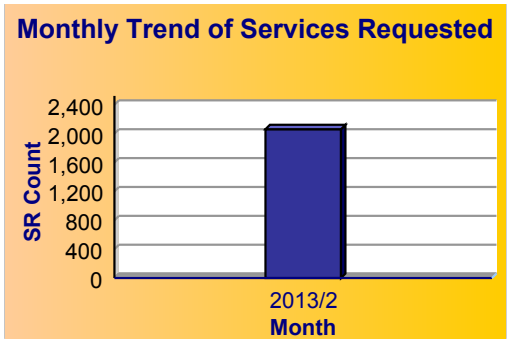
Top 10 Services

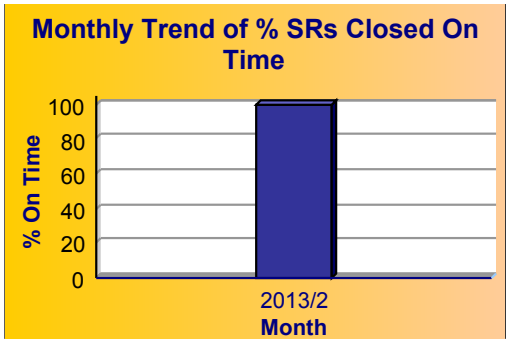
SR Type	Service Request Count
Litter - CCS	235
Dead Animal Pick Up - SAN	136
Animal - Loose - CCS	117
Garbage Roll Cart - SAN	111
High Weeds - CCS	103
Obstruction Alley/Sidewalk/Street - CCS	91
Animal - Loose Aggressive - CCS	84
Illegal Outside Storage - CCS	72
Recycling ROLL CART NEW - SAN	60
Substandard Structure - CCS	53



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 %
2,045	1,352	1,347	99.6%	693	689	99.4%	99.6%





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

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

Council District 03

February 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
Litter - CCS	235	169	169	100.0%	38	10.7	66	28.1%	66	100.0%	235	100.0%
Dead Animal Pick Up - SAN	136	0	0	N/A	1	0.2	136	100.0%	136	100.0%	136	100.0%
Animal - Loose - CCS	117	84	84	100.0%	40	14.9	33	28.2%	33	100.0%	117	100.0%
Garbage Roll Cart - SAN	111	5	5	100.0%	10	2.5	106	95.5%	106	100.0%	111	100.0%
High Weeds - CCS	103	77	77	100.0%	38	10.5	26	25.2%	26	100.0%	103	100.0%
Obstruction Alley/Sidewalk/Street - CCS	91	82	82	100.0%	60	10.4	9	9.9%	9	100.0%	91	100.0%
Animal - Loose Aggressive - CCS	84	0	0	N/A	3	0.2	84	100.0%	84	100.0%	84	100.0%
Illegal Outside Storage - CCS	72	59	59	100.0%	38	13.5	13	18.1%	13	100.0%	72	100.0%
Recycling ROLL CART NEW - SAN	60	0	0	N/A	10	1.9	60	100.0%	60	100.0%	60	100.0%
Substandard Structure - CCS	53	43	43	100.0%	365	8.7	10	18.9%	10	100.0%	53	100.0%
Bulky Trash Violations - CCS	50	0	0	N/A	14	2.0	50	100.0%	50	100.0%	50	100.0%
Illegal Dumping - CCS	47	7	7	100.0%	38	1.4	40	85.1%	40	100.0%	47	100.0%
24 Hour Parking/Parking Violations - DPD	47	5	5	100.0%	10	3.1	42	89.4%	42	100.0%	47	100.0%
Graffiti Private Property - Residential/Commercial - CCS	45	17	17	100.0%	90	0.9	28	62.2%	28	100.0%	45	100.0%
Animal - Confined - CCS	43	0	0	N/A	3	0.3	43	100.0%	43	100.0%	43	100.0%
Junk Motor Vehicle - CCS	38	30	30	100.0%	126	9.4	8	21.1%	8	100.0%	38	100.0%
Signs - Public Right of Way - CCS	37	0	0	N/A	7	0.3	37	100.0%	37	100.0%	37	100.0%
Fire Inspection - DFD	33	23	23	100.0%	60	5.2	10	30.3%	10	100.0%	33	100.0%
Garbage - Missed - SAN	27	0	0	N/A	3	1.0	27	100.0%	26	96.3%	26	96.3%
Parking in Fire Lane/ Fire Hydrants - DFD	25	0	0	N/A	7	0.0	25	100.0%	25	100.0%	25	100.0%

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

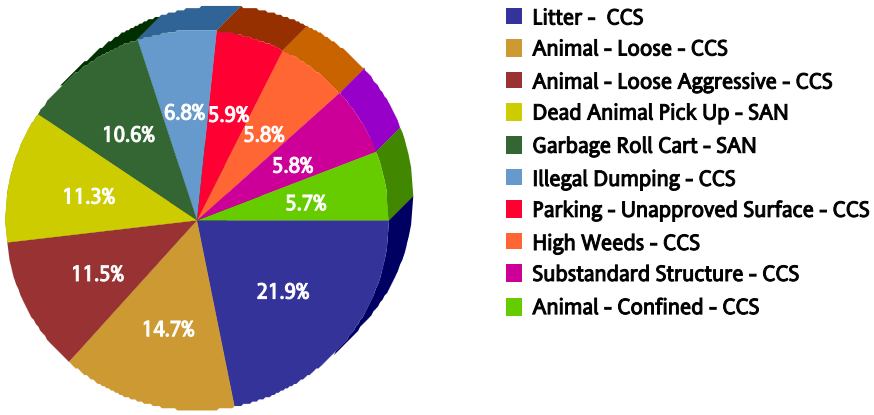
City of Dallas *Service Level Performance Report by Council District*

Council District 04

February 2013

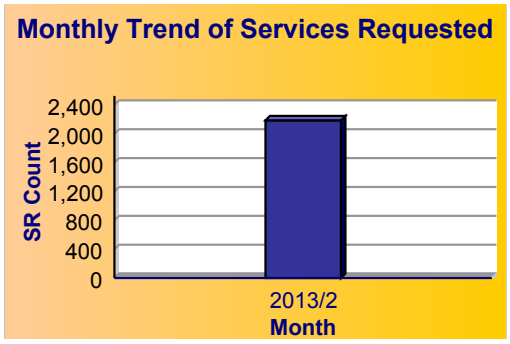
Top 10 Services

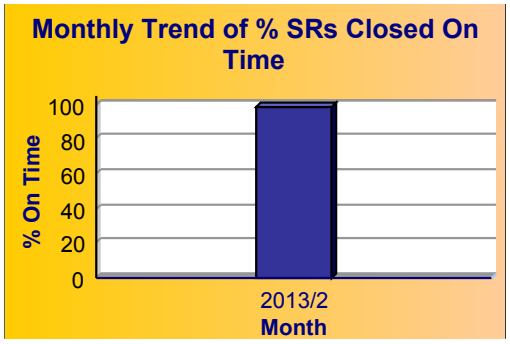
SR Type	Service Request Count
Litter - CCS	248
Animal - Loose - CCS	166
Animal - Loose Aggressive - CCS	130
Dead Animal Pick Up - SAN	128
Garbage Roll Cart - SAN	120
Illegal Dumping - CCS	77
Parking - Unapproved Surface - CCS	67
High Weeds - CCS	66
Substandard Structure - CCS	66
Animal - Confined - CCS	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 %
2,171	1,511	1,497	99.1%	660	647	98.0%	98.8%





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Run Date: Mar/4/2013 10:26:52 PM

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

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

Council District 04

February 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
Litter - CCS	248	150	150	100.0%	38	6.2	98	39.5%	98	100.0%	248	100.0%
Animal - Loose - CCS	166	122	122	100.0%	40	16.3	44	26.5%	44	100.0%	166	100.0%
Animal - Loose Aggressive - CCS	130	0	0	N/A	3	0.2	130	100.0%	130	100.0%	130	100.0%
Dead Animal Pick Up - SAN	128	0	0	N/A	1	0.2	128	100.0%	128	100.0%	128	100.0%
Garbage Roll Cart - SAN	120	2	2	100.0%	10	2.1	118	98.3%	118	100.0%	120	100.0%
Illegal Dumping - CCS	77	32	32	100.0%	38	6.4	45	58.4%	45	100.0%	77	100.0%
Parking - Unapproved Surface - CCS	67	7	5	71.4%	10	2.3	60	89.6%	58	96.7%	63	94.0%
High Weeds - CCS	66	46	46	100.0%	38	7.8	20	30.3%	20	100.0%	66	100.0%
Substandard Structure - CCS	66	52	52	100.0%	365	7.0	14	21.2%	14	100.0%	66	100.0%
Animal - Confined - CCS	65	0	0	N/A	3	0.2	65	100.0%	65	100.0%	65	100.0%
Recycling ROLL CART NEW - SAN	59	0	0	N/A	10	1.8	59	100.0%	59	100.0%	59	100.0%
Bulky Trash Violations - CCS	50	10	7	70.0%	14	6.2	40	80.0%	36	90.0%	43	86.0%
Junk Motor Vehicle - CCS	47	33	33	100.0%	126	13.1	14	29.8%	14	100.0%	47	100.0%
Illegal Outside Storage - CCS	43	31	31	100.0%	38	16.4	12	27.9%	12	100.0%	43	100.0%
Garbage - Missed - SAN	42	0	0	N/A	3	0.7	42	100.0%	42	100.0%	42	100.0%
Animal - Cruelty - CCS	41	0	0	N/A	30	0.5	41	100.0%	41	100.0%	41	100.0%
Graffiti Private Property - Residential/Commercial - CCS	37	3	3	100.0%	90	2.3	34	91.9%	34	100.0%	37	100.0%
Signs - Public Right of Way - CCS	33	0	0	N/A	7	0.1	33	100.0%	33	100.0%	33	100.0%
Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
Open and Vacant Structure - CCS	25	11	11	100.0%	30	8.6	14	56.0%	14	100.0%	25	100.0%
24 Hour Parking/Parking Violations - DPD	25	3	3	100.0%	10	4.0	22	88.0%	22	100.0%	25	100.0%

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

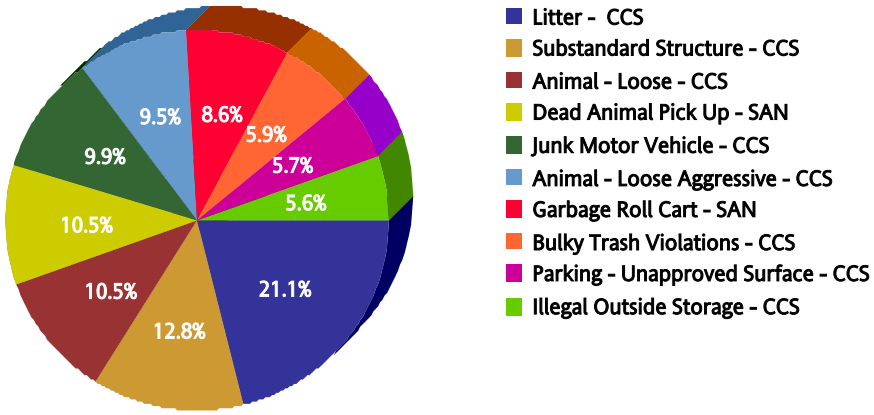
City of Dallas *Service Level Performance Report by Council District*

Council District 05

February 2013

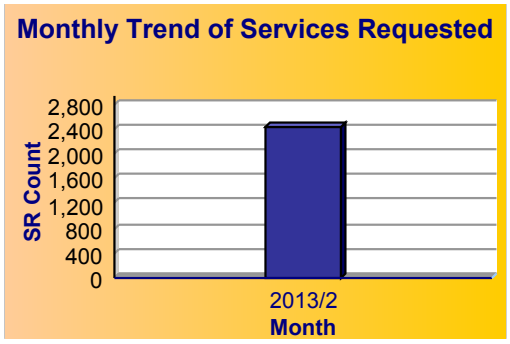
Top 10 Services

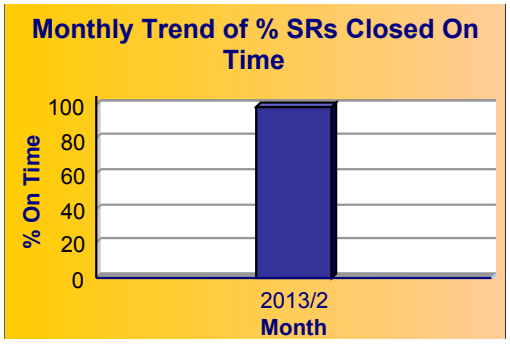
SR Type	Service Request Count
Litter - CCS	276
Substandard Structure - CCS	167
Animal - Loose - CCS	137
Dead Animal Pick Up - SAN	137
Junk Motor Vehicle - CCS	130
Animal - Loose Aggressive - CCS	124
Garbage Roll Cart - SAN	112
Bulky Trash Violations - CCS	77
Parking - Unapproved Surface - CCS	74
Illegal Outside Storage - CCS	73



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 %
2,442	1,651	1,635	99.0%	791	778	98.4%	98.8%





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

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

Council District 05

February 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
Litter - CCS	276	146	146	100.0%	38	11.2	130	47.1%	130	100.0%	276	100.0%
Substandard Structure - CCS	167	119	119	100.0%	365	7.9	48	28.7%	48	100.0%	167	100.0%
Animal - Loose - CCS	137	118	118	100.0%	40	13.5	19	13.9%	19	100.0%	137	100.0%
Dead Animal Pick Up - SAN	137	0	0	N/A	1	0.3	137	100.0%	137	100.0%	137	100.0%
Junk Motor Vehicle - CCS	130	100	100	100.0%	126	6.9	30	23.1%	30	100.0%	130	100.0%
Animal - Loose Aggressive - CCS	124	0	0	N/A	3	0.3	124	100.0%	124	100.0%	124	100.0%
Garbage Roll Cart - SAN	112	4	4	100.0%	10	2.4	108	96.4%	108	100.0%	112	100.0%
Bulky Trash Violations - CCS	77	11	11	100.0%	14	6.0	66	85.7%	65	98.5%	76	98.7%
Parking - Unapproved Surface - CCS	74	3	3	100.0%	10	2.0	71	95.9%	71	100.0%	74	100.0%
Illegal Outside Storage - CCS	73	42	42	100.0%	38	14.0	31	42.5%	31	100.0%	73	100.0%
Recycling ROLL CART NEW - SAN	61	0	0	N/A	10	1.8	61	100.0%	61	100.0%	61	100.0%
Animal - Confined - CCS	59	0	0	N/A	3	0.3	59	100.0%	59	100.0%	59	100.0%
Illegal Land Use (Residential/Business) - CCS	55	28	28	100.0%	60	7.3	27	49.1%	27	100.0%	55	100.0%
Illegal Dumping - CCS	52	19	19	100.0%	38	6.8	33	63.5%	33	100.0%	52	100.0%
Garbage - Missed - SAN	42	0	0	N/A	3	0.8	42	100.0%	42	100.0%	42	100.0%
High Weeds - CCS	40	25	25	100.0%	38	11.7	15	37.5%	15	100.0%	40	100.0%
Signs - Public Right of Way - CCS	38	6	5	83.3%	7	3.4	32	84.2%	25	78.1%	30	78.9%
24 Hour Parking/Parking Violations - DPD	35	7	7	100.0%	10	3.6	28	80.0%	28	100.0%	35	100.0%
Graffiti Private Property - Residential/Commercial - CCS	33	11	11	100.0%	90	6.5	22	66.7%	22	100.0%	33	100.0%
Animal - Cruelty - CCS	32	0	0	N/A	30	0.5	32	100.0%	32	100.0%	32	100.0%

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Run Date: Mar/4/2013 10:43:03 PM

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

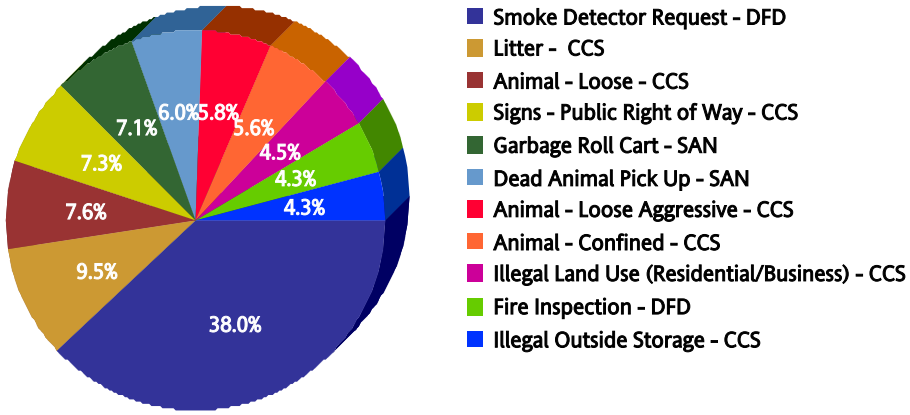
City of Dallas *Service Level Performance Report by Council District*

Council District 06

February 2013

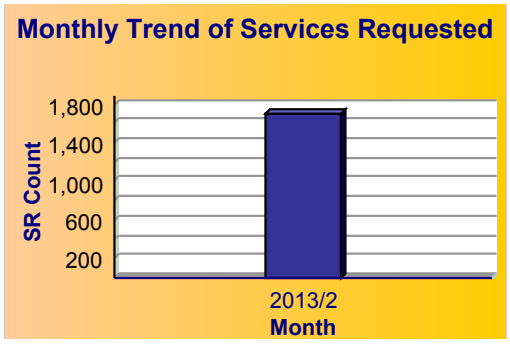
Top 10 Services

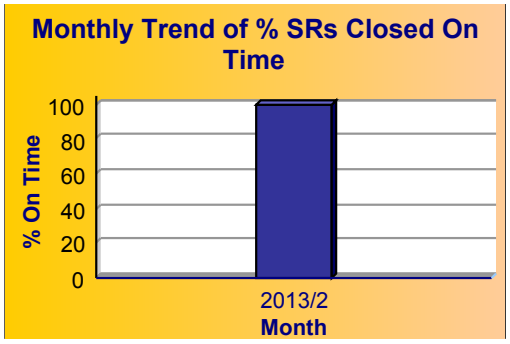
SR Type	Service Request Count
Smoke Detector Request - DFD	354
Litter - CCS	88
Animal - Loose - CCS	71
Signs - Public Right of Way - CCS	68
Garbage Roll Cart - SAN	66
Dead Animal Pick Up - SAN	56
Animal - Loose Aggressive - CCS	54
Animal - Confined - CCS	52
Illegal Land Use (Residential/Business) - CCS	42
Fire Inspection - DFD	40
Illegal Outside Storage - CCS	40



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 %
1,693	1,354	1,350	99.7%	339	337	99.4%	99.6%





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Run Date: Mar/4/2013 10:19:24 PM

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

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

Council District 06

February 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
Smoke Detector Request - DFD	354	1	1	100.0%	30	2.0	353	99.7%	353	100.0%	354	100.0%
Litter - CCS	88	43	43	100.0%	38	9.7	45	51.1%	45	100.0%	88	100.0%
Animal - Loose - CCS	71	38	38	100.0%	40	14.2	33	46.5%	33	100.0%	71	100.0%
Signs - Public Right of Way - CCS	68	0	0	N/A	7	0.2	68	100.0%	68	100.0%	68	100.0%
Garbage Roll Cart - SAN	66	2	2	100.0%	10	2.6	64	97.0%	64	100.0%	66	100.0%
Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.4	56	100.0%	55	98.2%	55	98.2%
Animal - Loose Aggressive - CCS	54	0	0	N/A	3	0.4	54	100.0%	53	98.1%	53	98.1%
Animal - Confined - CCS	52	0	0	N/A	3	0.3	52	100.0%	52	100.0%	52	100.0%
Illegal Land Use (Residential/Business) - CCS	42	26	26	100.0%	60	5.3	16	38.1%	16	100.0%	42	100.0%
Illegal Outside Storage - CCS	40	23	23	100.0%	38	16.8	17	42.5%	17	100.0%	40	100.0%
Fire Inspection - DFD	40	24	24	100.0%	60	10.0	16	40.0%	16	100.0%	40	100.0%
High Weeds - CCS	36	15	15	100.0%	38	12.3	21	58.3%	21	100.0%	36	100.0%
Recycling ROLL CART NEW - SAN	35	0	0	N/A	10	1.5	35	100.0%	35	100.0%	35	100.0%
Junk Motor Vehicle - CCS	31	26	26	100.0%	126	6.8	5	16.1%	5	100.0%	31	100.0%
Substandard Structure Apts - CCS	29	20	20	100.0%	365	7.9	9	31.0%	9	100.0%	29	100.0%
Illegal Dumping - CCS	27	2	2	100.0%	38	1.3	25	92.6%	25	100.0%	27	100.0%
Bulky Trash Violations - CCS	26	2	2	100.0%	14	2.9	24	92.3%	24	100.0%	26	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
Motor Vehicle Repair Violation - CCS	18	12	12	100.0%	40	16.3	6	33.3%	6	100.0%	18	100.0%
Illegal Garbage/Placement - CCS	17	8	8	100.0%	60	12.0	9	52.9%	9	100.0%	17	100.0%
Signs - Other - CCS	17	4	4	100.0%	21	1.8	13	76.5%	13	100.0%	17	100.0%
24 Hour Parking/Parking Violations - DPD	17	0	0	N/A	10	4.8	17	100.0%	17	100.0%	17	100.0%
Street Repair - Routine-STS	17	6	6	100.0%	90	8.3	11	64.7%	11	100.0%	17	100.0%

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

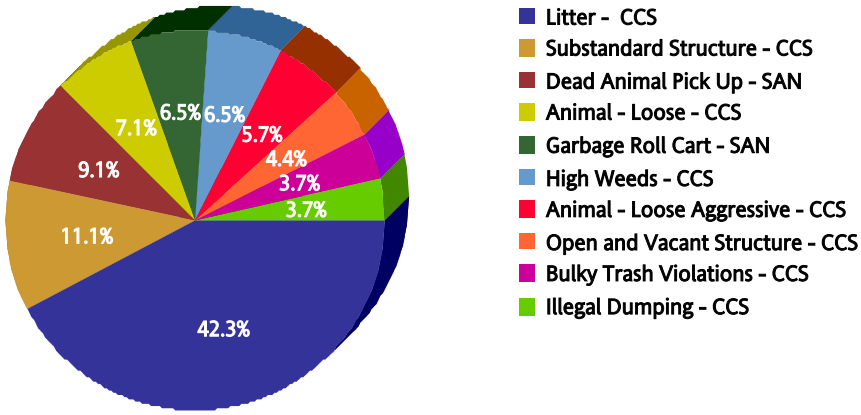
City of Dallas *Service Level Performance Report by Council District*

Council District 07

February 2013

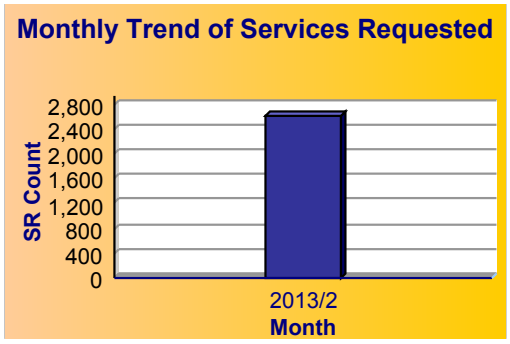
Top 10 Services

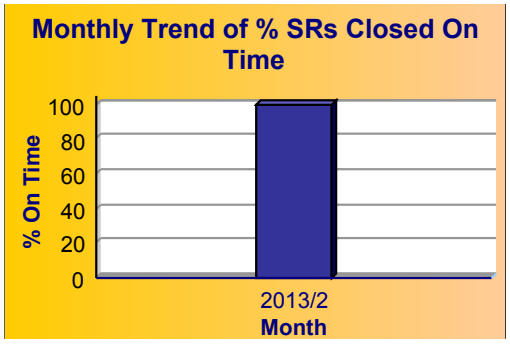
SR Type	Service Request Count
Litter - CCS	611
Substandard Structure - CCS	161
Dead Animal Pick Up - SAN	131
Animal - Loose - CCS	102
Garbage Roll Cart - SAN	94
High Weeds - CCS	94
Animal - Loose Aggressive - CCS	83
Open and Vacant Structure - CCS	63
Bulky Trash Violations - CCS	54
Illegal Dumping - CCS	53



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 %
2,616	1,950	1,938	99.4%	666	655	98.3%	99.1%





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

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

Council District 07

February 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
Litter - CCS	611	172	172	100.0%	38	5.0	439	71.8%	439	100.0%	611	100.0%
Substandard Structure - CCS	161	94	94	100.0%	365	4.0	67	41.6%	67	100.0%	161	100.0%
Dead Animal Pick Up - SAN	131	0	0	N/A	1	0.4	131	100.0%	130	99.2%	130	99.2%
Animal - Loose - CCS	102	84	84	100.0%	40	8.6	18	17.6%	18	100.0%	102	100.0%
High Weeds - CCS	94	55	55	100.0%	38	6.5	39	41.5%	39	100.0%	94	100.0%
Garbage Roll Cart - SAN	94	2	2	100.0%	10	2.2	92	97.9%	91	98.9%	93	98.9%
Animal - Loose Aggressive - CCS	83	0	0	N/A	3	0.3	83	100.0%	82	98.8%	82	98.8%
Open and Vacant Structure - CCS	63	11	11	100.0%	30	5.7	52	82.5%	52	100.0%	63	100.0%
Bulky Trash Violations - CCS	54	9	9	100.0%	14	3.9	45	83.3%	43	95.6%	52	96.3%
Illegal Dumping - CCS	53	5	5	100.0%	38	2.8	48	90.6%	48	100.0%	53	100.0%
Parking - Unapproved Surface - CCS	48	2	1	50.0%	10	2.8	46	95.8%	42	91.3%	43	89.6%
Illegal Land Use (Residential/Business) - CCS	45	15	15	100.0%	60	3.5	30	66.7%	30	100.0%	45	100.0%
Junk Motor Vehicle - CCS	45	30	30	100.0%	126	12.5	15	33.3%	15	100.0%	45	100.0%
Recycling ROLL CART NEW - SAN	43	0	0	N/A	10	1.8	43	100.0%	43	100.0%	43	100.0%
Animal - Confined - CCS	41	0	0	N/A	3	0.3	41	100.0%	41	100.0%	41	100.0%
Illegal Outside Storage - CCS	40	20	20	100.0%	38	10.2	20	50.0%	20	100.0%	40	100.0%
Graffiti Private Property - Residential/Commercial - CCS	39	3	3	100.0%	90	1.4	36	92.3%	36	100.0%	39	100.0%
Signs - Public Right of Way - CCS	34	0	0	N/A	7	0.0	34	100.0%	34	100.0%	34	100.0%
Illegal Garbage/Placement - CCS	34	6	6	100.0%	60	5.7	28	82.4%	28	100.0%	34	100.0%
Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%

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

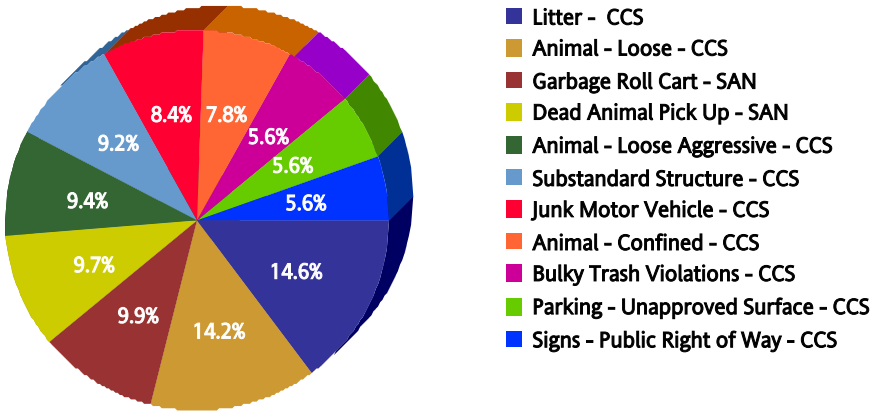
City of Dallas *Service Level Performance Report by Council District*

Council District 08

February 2013

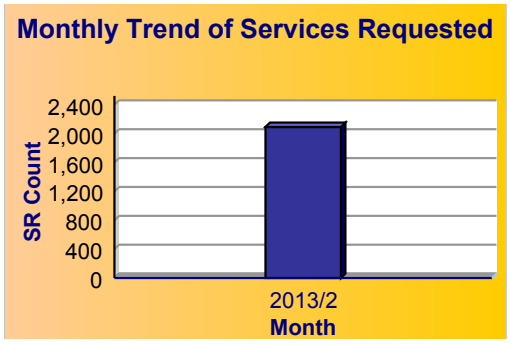
Top 10 Services

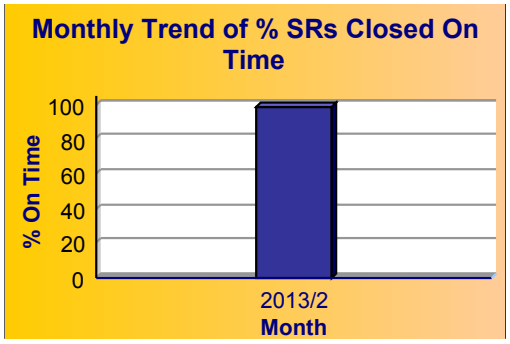
SR Type	Service Request Count
Litter - CCS	175
Animal - Loose - CCS	170
Garbage Roll Cart - SAN	119
Dead Animal Pick Up - SAN	116
Animal - Loose Aggressive - CCS	112
Substandard Structure - CCS	110
Junk Motor Vehicle - CCS	100
Animal - Confined - CCS	93
Bulky Trash Violations - CCS	67
Parking - Unapproved Surface - CCS	67
Signs - Public Right of Way - CCS	67



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 %
2,080	1,437	1,425	99.2%	643	631	98.1%	98.8%





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Run Date: Mar/4/2013 10:19:31 PM

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

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

Council District 08

February 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
Litter - CCS	175	106	106	100.0%	38	9.6	69	39.4%	69	100.0%	175	100.0%
Animal - Loose - CCS	170	137	137	100.0%	40	7.7	33	19.4%	33	100.0%	170	100.0%
Garbage Roll Cart - SAN	119	4	4	100.0%	10	2.7	115	96.6%	115	100.0%	119	100.0%
Dead Animal Pick Up - SAN	116	0	0	N/A	1	0.4	116	100.0%	114	98.3%	114	98.3%
Animal - Loose Aggressive - CCS	112	0	0	N/A	3	0.4	112	100.0%	110	98.2%	110	98.2%
Substandard Structure - CCS	110	94	94	100.0%	365	8.1	16	14.5%	16	100.0%	110	100.0%
Junk Motor Vehicle - CCS	100	69	69	100.0%	126	13.6	31	31.0%	31	100.0%	100	100.0%
Animal - Confined - CCS	93	0	0	N/A	3	0.3	93	100.0%	92	98.9%	92	98.9%
Signs - Public Right of Way - CCS	67	0	0	N/A	7	0.8	67	100.0%	67	100.0%	67	100.0%
Parking - Unapproved Surface - CCS	67	2	2	100.0%	10	2.3	65	97.0%	63	96.9%	65	97.0%
Bulky Trash Violations - CCS	67	25	20	80.0%	14	7.0	42	62.7%	39	92.9%	59	88.1%
High Weeds - CCS	62	26	26	100.0%	38	12.2	36	58.1%	36	100.0%	62	100.0%
Recycling ROLL CART NEW - SAN	61	0	0	N/A	10	2.0	61	100.0%	61	100.0%	61	100.0%
Illegal Dumping - CCS	48	27	27	100.0%	38	5.3	21	43.8%	21	100.0%	48	100.0%
Illegal Outside Storage - CCS	39	26	26	100.0%	38	11.4	13	33.3%	13	100.0%	39	100.0%
Animal - Sick/Injured - CCS	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
Animal - Cruelty - CCS	28	0	0	N/A	30	0.5	28	100.0%	28	100.0%	28	100.0%
Open and Vacant Structure - CCS	25	10	10	100.0%	30	7.8	15	60.0%	15	100.0%	25	100.0%
Garbage - Missed - SAN	25	0	0	N/A	3	1.0	25	100.0%	24	96.0%	24	96.0%
Brush/Bulk Items - Missed - SAN	22	0	0	N/A	10	1.2	22	100.0%	22	100.0%	22	100.0%

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

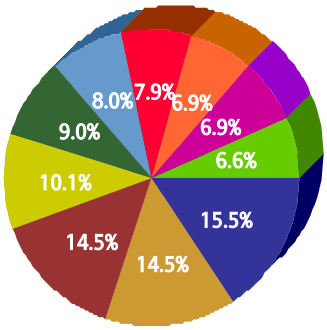
City of Dallas *Service Level Performance Report by Council District*

Council District 09

February 2013

Top 10 Services

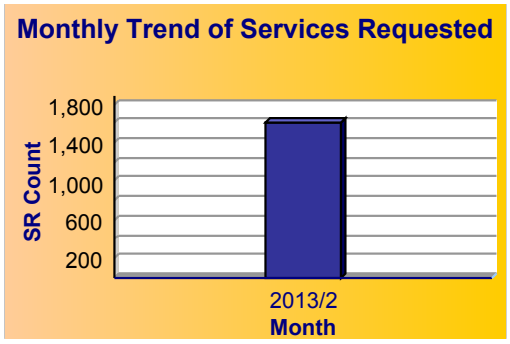
SR Type	Service Request Count
Garbage Roll Cart - SAN	110
Dead Animal Pick Up - SAN	103
Obstruction Alley/Sidewalk/Street - CCS	103
Animal - Sick/Injured - CCS	72
Litter - CCS	64
Bulky Trash Violations - CCS	57
Animal - Confined - CCS	56
Animal - Loose - CCS	49
Graffiti Private Property - Residential/Commercial - CCS	49
24 Hour Parking/Parking Violations - DPD	47

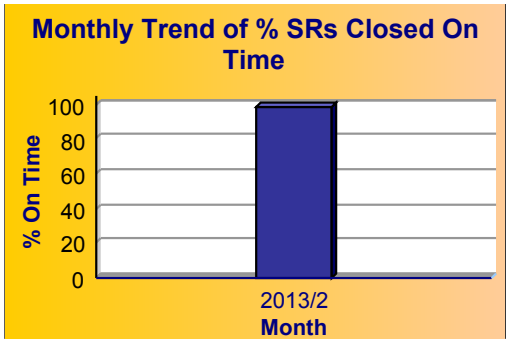


Service
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Sick/Injured - CCS
- Litter - CCS
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- 24 Hour Parking/Parking Violations - DPD

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,618	1,255	1,246	99.3%	363	355	97.8%	98.9%





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

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

Council District 09

February 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	110	3	3	100.0%	10	2.3	107	97.3%	107	100.0%	110	100.0%
Obstruction Alley/Sidewalk/Street - CCS	103	85	85	100.0%	60	11.2	18	17.5%	18	100.0%	103	100.0%
Dead Animal Pick Up - SAN	103	0	0	N/A	1	0.3	103	100.0%	102	99.0%	102	99.0%
Animal - Sick/Injured - CCS	72	0	0	N/A	3	0.1	72	100.0%	72	100.0%	72	100.0%
Litter - CCS	64	39	39	100.0%	38	10.3	25	39.1%	25	100.0%	64	100.0%
Bulky Trash Violations - CCS	57	5	4	80.0%	14	4.8	52	91.2%	48	92.3%	52	91.2%
Animal - Confined - CCS	56	0	0	N/A	3	0.3	56	100.0%	56	100.0%	56	100.0%
Graffiti Private Property - Residential/Commercial - CCS	49	3	3	100.0%	90	2.0	46	93.9%	46	100.0%	49	100.0%
Animal - Loose - CCS	49	42	42	100.0%	40	13.6	7	14.3%	7	100.0%	49	100.0%
24 Hour Parking/Parking Violations - DPD	47	0	0	N/A	10	4.1	47	100.0%	46	97.9%	46	97.9%
Substandard Structure - CCS	44	33	33	100.0%	365	11.4	11	25.0%	11	100.0%	44	100.0%
Recycling ROLL CART NEW - SAN	43	0	0	N/A	10	1.9	43	100.0%	43	100.0%	43	100.0%
Junk Motor Vehicle - CCS	31	11	11	100.0%	126	8.6	20	64.5%	20	100.0%	31	100.0%
Recycling - Roll Cart - SAN	29	2	2	100.0%	10	2.5	27	93.1%	27	100.0%	29	100.0%
Animal - Noisy - CCS	28	1	1	100.0%	30	2.0	27	96.4%	27	100.0%	28	100.0%
Garbage - Missed - SAN	28	0	0	N/A	3	0.9	28	100.0%	28	100.0%	28	100.0%
Complaint/Compliment - CTY	22	2	2	100.0%	10	2.5	20	90.9%	19	95.0%	21	95.5%
Animal - Cruelty - CCS	22	0	0	N/A	30	0.4	22	100.0%	22	100.0%	22	100.0%
Street Repair - Routine-STS	22	11	11	100.0%	90	4.5	11	50.0%	11	100.0%	22	100.0%
Animal - Loose Aggressive - CCS	20	0	0	N/A	3	0.2	20	100.0%	20	100.0%	20	100.0%
Traffic Signal - Timing - STS	20	0	0	N/A	4	1.2	20	100.0%	20	100.0%	20	100.0%

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

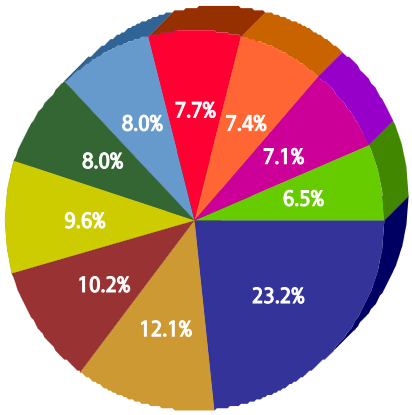
City of Dallas *Service Level Performance Report by Council District*

Council District 10

February 2013

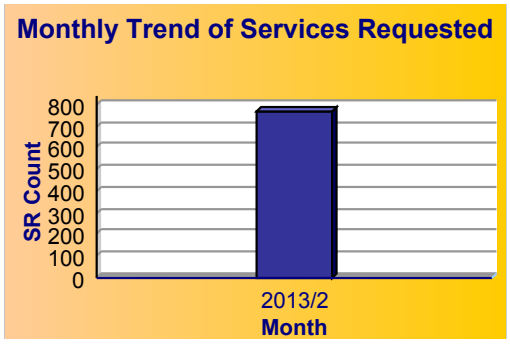
Top 10 Services

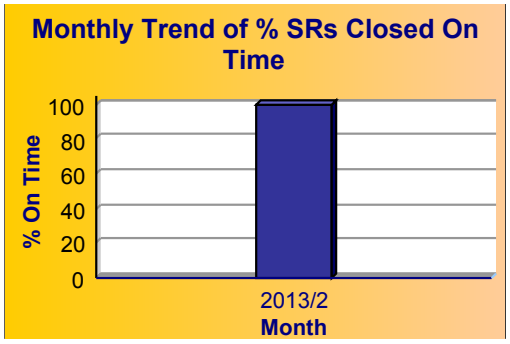
SR Type	Service Request Count
Garbage Roll Cart - SAN	75
Garbage - Missed - SAN	39
Dead Animal Pick Up - SAN	33
Animal - Loose - CCS	31
Animal - Confined - CCS	26
Recycling ROLL CART NEW - SAN	26
Bulky Trash Violations - CCS	25
Substandard Structure Apts - CCS	24
24 Hour Parking/Parking Violations - DPD	23
Substandard Structure - CCS	21



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 %
771	617	615	99.7%	154	153	99.4%	99.6%





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

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

Council District 10

February 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	75	1	1	100.0%	10	2.7	74	98.7%	74	100.0%	75	100.0%
Garbage - Missed - SAN	39	0	0	N/A	3	0.4	39	100.0%	39	100.0%	39	100.0%
Dead Animal Pick Up - SAN	33	0	0	N/A	1	0.5	33	100.0%	33	100.0%	33	100.0%
Animal - Loose - CCS	31	30	30	100.0%	40	5.0	1	3.2%	1	100.0%	31	100.0%
Animal - Confined - CCS	26	0	0	N/A	3	0.3	26	100.0%	26	100.0%	26	100.0%
Recycling ROLL CART NEW - SAN	26	0	0	N/A	10	2.3	26	100.0%	26	100.0%	26	100.0%
Bulky Trash Violations - CCS	25	10	10	100.0%	14	4.3	15	60.0%	15	100.0%	25	100.0%
Substandard Structure Apts - CCS	24	10	10	100.0%	365	7.9	14	58.3%	14	100.0%	24	100.0%
24 Hour Parking/Parking Violations - DPD	23	2	2	100.0%	10	3.9	21	91.3%	21	100.0%	23	100.0%
Substandard Structure - CCS	21	21	21	100.0%	365		0	0.0%	0	N/A	21	100.0%
Litter - CCS	20	14	14	100.0%	38	7.0	6	30.0%	6	100.0%	20	100.0%
Recycling - Roll Cart - SAN	17	0	0	N/A	10	2.7	17	100.0%	17	100.0%	17	100.0%
Animal - Loose Aggressive - CCS	14	0	0	N/A	3	0.4	14	100.0%	14	100.0%	14	100.0%
Fire Inspection - DFD	14	9	9	100.0%	60	10.2	5	35.7%	5	100.0%	14	100.0%
Traffic Signal - Timing - STS	14	0	0	N/A	4	1.6	14	100.0%	14	100.0%	14	100.0%
Brush/Bulk Items - Missed - SAN	13	0	0	N/A	10	1.7	13	100.0%	13	100.0%	13	100.0%
Street Repair - Routine-STS	13	3	3	100.0%	90	8.1	10	76.9%	10	100.0%	13	100.0%
Graffiti Private Property - Residential/Commercial - CCS	11	1	1	100.0%	90	0.2	10	90.9%	10	100.0%	11	100.0%
Parking - Unapproved Surface - CCS	10	0	0	N/A	10	1.9	10	100.0%	10	100.0%	10	100.0%
Signs - Other - CCS	10	0	0	N/A	21	3.5	10	100.0%	10	100.0%	10	100.0%

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

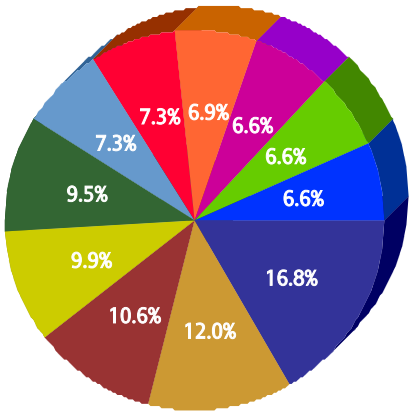
City of Dallas *Service Level Performance Report by Council District*

Council District 11

February 2013

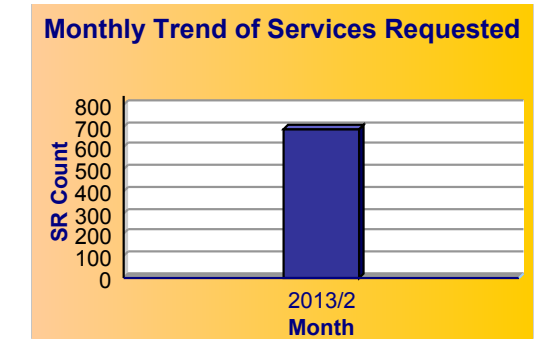
Top 10 Services

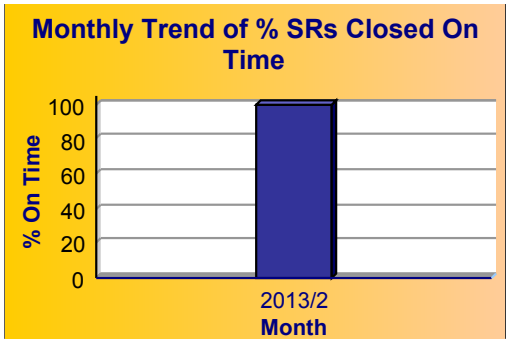
SR Type	Service Request Count
Garbage Roll Cart - SAN	46
Dead Animal Pick Up - SAN	33
Fire Inspection - DFD	29
Litter - CCS	27
Animal - Confined - CCS	26
Animal - Loose - CCS	20
Animal - Sick/Injured - CCS	20
Recycling ROLL CART NEW - SAN	19
24 Hour Parking/Parking Violations - DPD	18
Recycling - Roll Cart - SAN	18
Traffic Signal - Timing - STS	18



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 %
685	550	547	99.5%	135	133	98.5%	99.3%





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

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

Council District 11

February 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	46	1	1	100.0%	10	2.7	45	97.8%	45	100.0%	46	100.0%
Dead Animal Pick Up - SAN	33	0	0	N/A	1	0.4	33	100.0%	32	97.0%	32	97.0%
Fire Inspection - DFD	29	17	17	100.0%	60	5.1	12	41.4%	12	100.0%	29	100.0%
Litter - CCS	27	23	23	100.0%	38	6.0	4	14.8%	4	100.0%	27	100.0%
Animal - Confined - CCS	26	0	0	N/A	3	0.2	26	100.0%	26	100.0%	26	100.0%
Animal - Loose - CCS	20	16	16	100.0%	40	10.8	4	20.0%	4	100.0%	20	100.0%
Animal - Sick/Injured - CCS	20	1	0	0.0%	3	0.2	19	95.0%	19	100.0%	19	95.0%
Recycling ROLL CART NEW - SAN	19	0	0	N/A	10	2.1	19	100.0%	19	100.0%	19	100.0%
24 Hour Parking/Parking Violations - DPD	18	0	0	N/A	10	5.8	18	100.0%	18	100.0%	18	100.0%
Traffic Signal - Timing - STS	18	0	0	N/A	4	1.4	18	100.0%	18	100.0%	18	100.0%
Recycling - Roll Cart - SAN	18	0	0	N/A	10	2.3	18	100.0%	18	100.0%	18	100.0%
Obstruction Alley/Sidewalk/Street - CCS	17	12	12	100.0%	60	5.2	5	29.4%	5	100.0%	17	100.0%
Bulky Trash Violations - CCS	14	1	1	100.0%	14	4.2	13	92.9%	13	100.0%	14	100.0%
Garbage - Missed - SAN	14	0	0	N/A	3	0.4	14	100.0%	14	100.0%	14	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	14	0	0	N/A	1	0.3	14	100.0%	14	100.0%	14	100.0%
Illegal Land Use (Residential/Business) - CCS	13	9	9	100.0%	60	8.8	4	30.8%	4	100.0%	13	100.0%
Street Repair - Routine-STS	13	4	4	100.0%	90	4.0	9	69.2%	9	100.0%	13	100.0%
Brush/Bulk Items - Missed - SAN	10	0	0	N/A	10	1.1	10	100.0%	10	100.0%	10	100.0%
Signs - Other - CCS	10	5	4	80.0%	21	3.4	5	50.0%	5	100.0%	9	90.0%
Substandard Structure Apts - CCS	10	1	1	100.0%	365	7.1	9	90.0%	9	100.0%	10	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	10	0	0	N/A	10	1.6	10	100.0%	10	100.0%	10	100.0%
Traffic Signal - Flashing - STS	10	0	0	N/A	4	1.6	10	100.0%	10	100.0%	10	100.0%

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

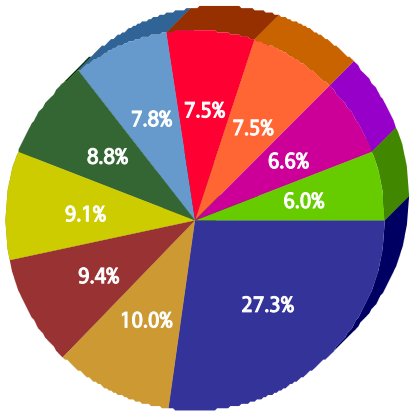
City of Dallas *Service Level Performance Report by Council District*

Council District 12

February 2013

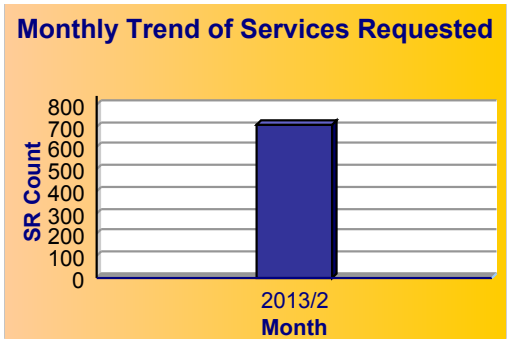
Top 10 Services

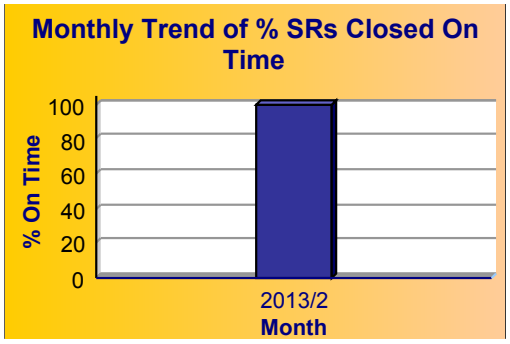
SR Type	Service Request Count
Garbage Roll Cart - SAN	87
Garbage - Missed - SAN	32
Recycling ROLL CART NEW - SAN	30
Fire Inspection - DFD	29
Dead Animal Pick Up - SAN	28
Bulky Trash Violations - CCS	25
Alley Repair - Routine-STS	24
Animal - Sick/Injured - CCS	24
Animal - Confined - CCS	21
Recycling - Roll Cart - SAN	19



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 %
701	596	592	99.3%	105	105	100.0%	99.4%





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

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

Council District 12

February 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	87	3	3	100.0%	10	2.7	84	96.6%	84	100.0%	87	100.0%
Garbage - Missed - SAN	32	0	0	N/A	3	0.6	32	100.0%	32	100.0%	32	100.0%
Recycling ROLL CART NEW - SAN	30	0	0	N/A	10	2.0	30	100.0%	30	100.0%	30	100.0%
Fire Inspection - DFD	29	16	16	100.0%	60	4.4	13	44.8%	13	100.0%	29	100.0%
Dead Animal Pick Up - SAN	28	0	0	N/A	1	0.3	28	100.0%	28	100.0%	28	100.0%
Bulky Trash Violations - CCS	25	1	1	100.0%	14	6.0	24	96.0%	23	95.8%	24	96.0%
Animal - Sick/Injured - CCS	24	0	0	N/A	3	0.4	24	100.0%	23	95.8%	23	95.8%
Alley Repair - Routine-STS	24	16	16	100.0%	90	5.0	8	33.3%	8	100.0%	24	100.0%
Animal - Confined - CCS	21	0	0	N/A	3	0.4	21	100.0%	21	100.0%	21	100.0%
Recycling - Roll Cart - SAN	19	1	1	100.0%	10	3.3	18	94.7%	18	100.0%	19	100.0%
Street Repair - Routine-STS	17	6	6	100.0%	90	8.9	11	64.7%	11	100.0%	17	100.0%
Animal - Cruelty - CCS	16	0	0	N/A	30	0.5	16	100.0%	16	100.0%	16	100.0%
Recyclable Collection Missed (Residential) - SAN	16	0	0	N/A	3	1.4	16	100.0%	16	100.0%	16	100.0%
Brush/Bulk Items - Missed - SAN	15	0	0	N/A	10	2.1	15	100.0%	15	100.0%	15	100.0%
Substandard Structure - CCS	15	6	6	100.0%	365	10.7	9	60.0%	9	100.0%	15	100.0%
Animal - Loose - CCS	15	11	11	100.0%	40	8.2	4	26.7%	4	100.0%	15	100.0%
Animal - Noisy - CCS	14	0	0	N/A	30	1.6	14	100.0%	14	100.0%	14	100.0%
24 Hour Parking/Parking Violations - DPD	11	1	1	100.0%	10	4.3	10	90.9%	9	90.0%	10	90.9%
Litter - CCS	10	8	8	100.0%	38	13.0	2	20.0%	2	100.0%	10	100.0%
Traffic Signal - Stuck - STS	9	0	0	N/A	4	1.4	9	100.0%	9	100.0%	9	100.0%

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

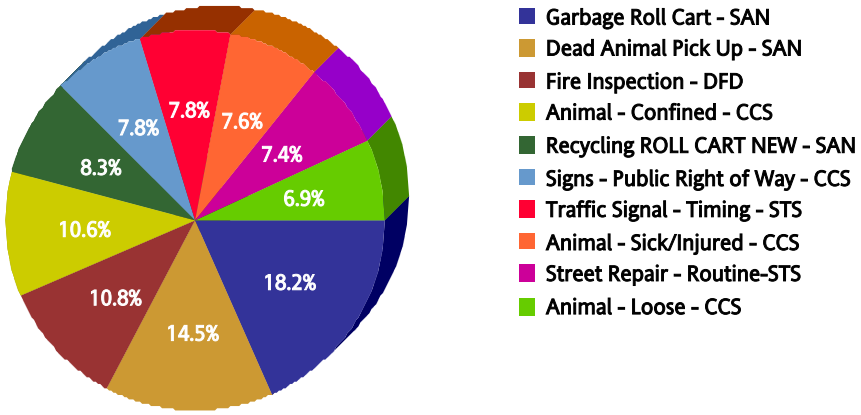
City of Dallas *Service Level Performance Report by Council District*

Council District 13

February 2013

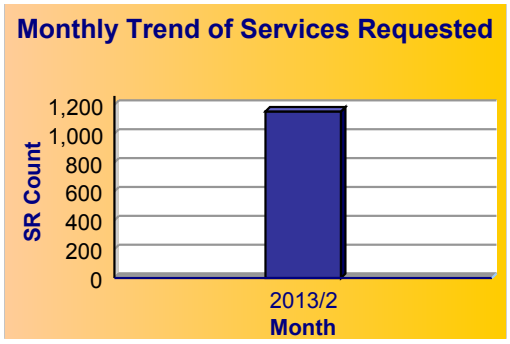
Top 10 Services

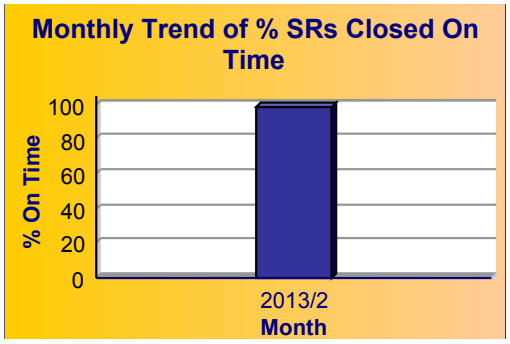
SR Type	Service Request Count
Garbage Roll Cart - SAN	79
Dead Animal Pick Up - SAN	63
Fire Inspection - DFD	47
Animal - Confined - CCS	46
Recycling ROLL CART NEW - SAN	36
Signs - Public Right of Way - CCS	34
Traffic Signal - Timing - STS	34
Animal - Sick/Injured - CCS	33
Street Repair - Routine-STS	32
Animal - Loose - CCS	30



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,143	956	948	99.2%	187	182	97.3%	98.9%





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

Council District 13

February 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	79	1	1	100.0%	10	2.4	78	98.7%	78	100.0%	79	100.0%
Dead Animal Pick Up - SAN	63	0	0	N/A	1	0.4	63	100.0%	63	100.0%	63	100.0%
Fire Inspection - DFD	47	25	25	100.0%	60	8.6	22	46.8%	22	100.0%	47	100.0%
Animal - Confined - CCS	46	0	0	N/A	3	0.3	46	100.0%	45	97.8%	45	97.8%
Recycling ROLL CART NEW - SAN	36	1	1	100.0%	10	1.9	35	97.2%	35	100.0%	36	100.0%
Signs - Public Right of Way - CCS	34	0	0	N/A	7	1.4	34	100.0%	32	94.1%	32	94.1%
Traffic Signal - Timing - STS	34	0	0	N/A	4	1.6	34	100.0%	34	100.0%	34	100.0%
Animal - Sick/Injured - CCS	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
Street Repair - Routine-STS	32	14	14	100.0%	90	7.7	18	56.2%	18	100.0%	32	100.0%
Animal - Loose - CCS	30	9	9	100.0%	40	13.5	21	70.0%	21	100.0%	30	100.0%
Alley Repair - Routine-STS	28	20	20	100.0%	90	5.5	8	28.6%	8	100.0%	28	100.0%
Garbage - Missed - SAN	26	0	0	N/A	3	1.1	26	100.0%	25	96.2%	25	96.2%
Sanitation Property Damage - SAN	24	2	2	100.0%	28	3.0	22	91.7%	22	100.0%	24	100.0%
Obstruction Alley/Sidewalk/Street - CCS	20	12	12	100.0%	60	11.5	8	40.0%	8	100.0%	20	100.0%
Animal - Loose Aggressive - CCS	19	0	0	N/A	3	0.3	19	100.0%	19	100.0%	19	100.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	0.8	19	100.0%	19	100.0%	19	100.0%
Recycling - Roll Cart - SAN	19	0	0	N/A	10	2.2	19	100.0%	19	100.0%	19	100.0%
Brush/Bulk Items - Missed - SAN	18	0	0	N/A	10	1.5	18	100.0%	18	100.0%	18	100.0%
Recyclable Collection Missed (Residential) - SAN	18	0	0	N/A	3	1.1	18	100.0%	18	100.0%	18	100.0%
No Building Permit - CCS	17	12	12	100.0%	60	8.0	5	29.4%	5	100.0%	17	100.0%
Substandard Structure Apts - CCS	17	4	4	100.0%	365	4.5	13	76.5%	13	100.0%	17	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	17	0	0	N/A	1	0.0	17	100.0%	17	100.0%	17	100.0%
Pot hole - Hazardous-STS	17	0	0	N/A	1	0.2	17	100.0%	17	100.0%	17	100.0%

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

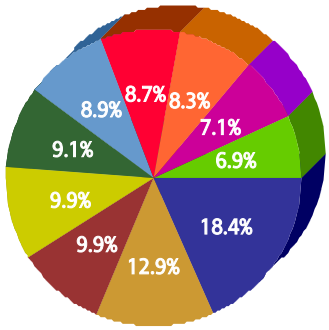
City of Dallas *Service Level Performance Report by Council District*

Council District 14

February 2013

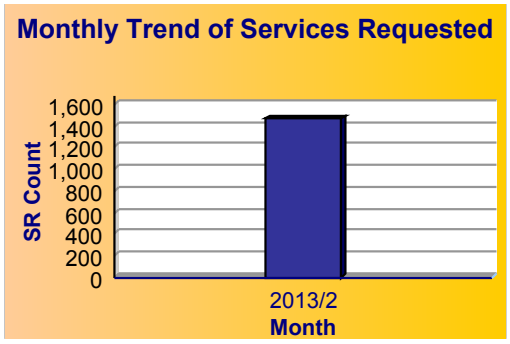
Top 10 Services

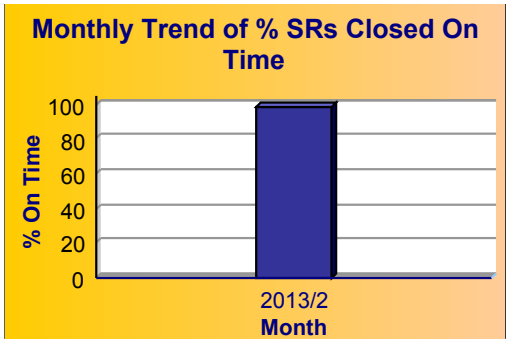
SR Type	Service Request Count
Garbage Roll Cart - SAN	91
Litter - CCS	64
Graffiti Private Property - Residential/Commercial - CCS	49
Recycling ROLL CART NEW - SAN	49
Traffic Signal - Timing - STS	45
Dead Animal Pick Up - SAN	44
Fire Inspection - DFD	43
Signs - Public Right of Way - CCS	41
Traffic Signal - Flashing - STS	35
24 Hour Parking/Parking Violations - DPD	34



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 %
1,462	1,215	1,202	98.9%	247	240	97.2%	98.6%





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

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

Council District 14

February 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	4	4	100.0%	10	2.6	87	95.6%	87	100.0%	91	100.0%
Litter - CCS	64	41	41	100.0%	38	8.8	23	35.9%	23	100.0%	64	100.0%
Graffiti Private Property - Residential/Commercial - CCS	49	6	6	100.0%	90	2.7	43	87.8%	43	100.0%	49	100.0%
Recycling ROLL CART NEW - SAN	49	0	0	N/A	10	1.9	49	100.0%	49	100.0%	49	100.0%
Traffic Signal - Timing - STS	45	0	0	N/A	4	1.5	45	100.0%	45	100.0%	45	100.0%
Dead Animal Pick Up - SAN	44	0	0	N/A	1	0.3	44	100.0%	44	100.0%	44	100.0%
Fire Inspection - DFD	43	10	10	100.0%	60	12.6	33	76.7%	33	100.0%	43	100.0%
Signs - Public Right of Way - CCS	41	1	1	100.0%	7	0.6	40	97.6%	39	97.5%	40	97.6%
Traffic Signal - Flashing - STS	35	0	0	N/A	4	1.3	35	100.0%	35	100.0%	35	100.0%
24 Hour Parking/Parking Violations - DPD	34	6	5	83.3%	10	6.0	28	82.4%	26	92.9%	31	91.2%
Obstruction Alley/Sidewalk/Street - CCS	30	19	19	100.0%	60	7.6	11	36.7%	11	100.0%	30	100.0%
Street Repair - Routine-STS	29	11	11	100.0%	90	8.8	18	62.1%	18	100.0%	29	100.0%
Substandard Structure - CCS	28	22	22	100.0%	365	9.8	6	21.4%	6	100.0%	28	100.0%
Animal - Loose - CCS	26	19	19	100.0%	40	7.3	7	26.9%	7	100.0%	26	100.0%
Animal - Sick/Injured - CCS	25	0	0	N/A	3	0.2	25	100.0%	25	100.0%	25	100.0%
Animal - Noisy - CCS	24	1	1	100.0%	30	2.2	23	95.8%	23	100.0%	24	100.0%
Pot hole - Hazardous-STS	24	0	0	N/A	1	0.3	24	100.0%	23	95.8%	23	95.8%
Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.1	23	100.0%	23	100.0%	23	100.0%
Bulky Trash Violations - CCS	22	0	0	N/A	14	4.0	22	100.0%	22	100.0%	22	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	22	0	0	N/A	10	1.4	22	100.0%	22	100.0%	22	100.0%
Garbage - Missed - SAN	22	0	0	N/A	3	0.6	22	100.0%	22	100.0%	22	100.0%

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

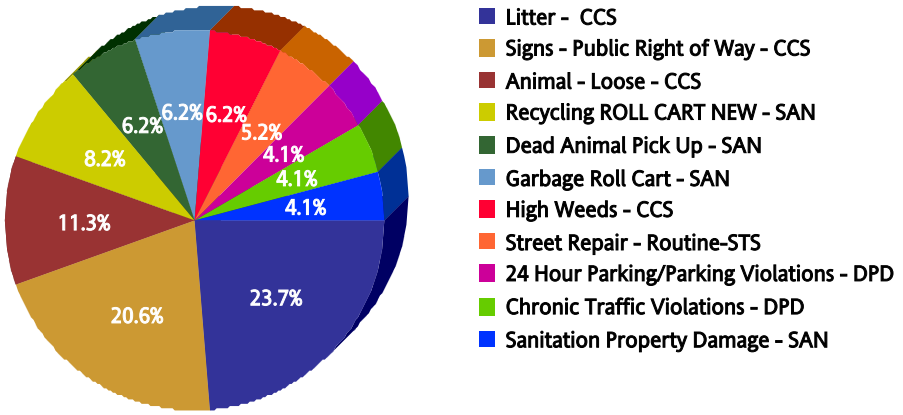
City of Dallas *Service Level Performance Report by Council District*

Council District Unknown

February 2013

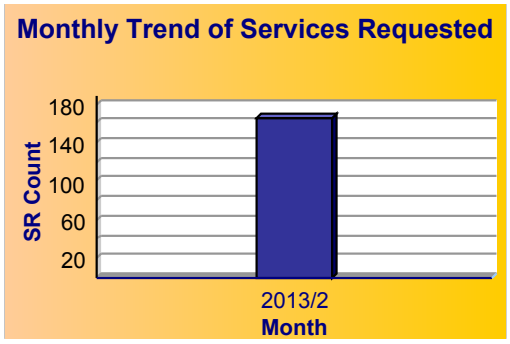
Top 10 Services

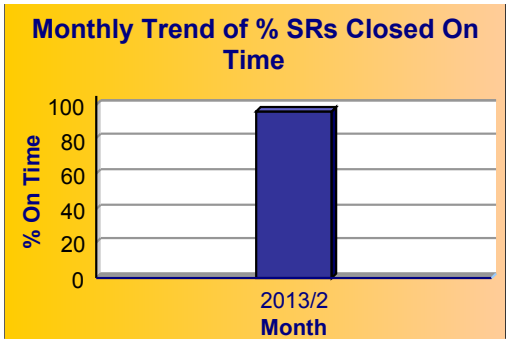
SR Type	Service Request Count
Litter - CCS	23
Signs - Public Right of Way - CCS	20
Animal - Loose - CCS	11
Recycling ROLL CART NEW - SAN	8
Dead Animal Pick Up - SAN	6
Garbage Roll Cart - SAN	6
High Weeds - CCS	6
Street Repair - Routine-STS	5
24 Hour Parking/Parking Violations - DPD	4
Chronic Traffic Violations - DPD	4
Sanitation Property Damage - SAN	4



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 %
166	107	105	98.1%	59	55	93.2%	96.4%





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

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

Council District Unknown

February 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
Litter - CCS	23	15	15	100.0%	38	7.2	8	34.8%	8	100.0%	23	100.0%
Signs - Public Right of Way - CCS	20	2	1	50.0%	7	0.2	18	90.0%	18	100.0%	19	95.0%
Animal - Loose - CCS	11	11	11	100.0%	40		0	0.0%	0	N/A	11	100.0%
Recycling ROLL CART NEW - SAN	8	0	0	N/A	10	3.0	8	100.0%	8	100.0%	8	100.0%
High Weeds - CCS	6	3	3	100.0%	38	3.7	3	50.0%	3	100.0%	6	100.0%
Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.5	6	100.0%	6	100.0%	6	100.0%
Garbage Roll Cart - SAN	6	0	0	N/A	10	2.8	6	100.0%	6	100.0%	6	100.0%
Street Repair - Routine-STS	5	0	0	N/A	90	5.0	5	100.0%	5	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	4	1	1	100.0%	10	13.3	3	75.0%	1	33.3%	2	50.0%
Chronic Traffic Violations - DPD	4	2	2	100.0%	14	10.0	2	50.0%	2	100.0%	4	100.0%
Sanitation Property Damage - SAN	4	0	0	N/A	28	0.0	4	100.0%	4	100.0%	4	100.0%
Cost Plus - SAN	3	0	0	N/A	10	0.3	3	100.0%	3	100.0%	3	100.0%
Bulky Trash Violations - CCS	3	2	2	100.0%	14	1.0	1	33.3%	1	100.0%	3	100.0%
Illegal Outside Storage - CCS	3	2	2	100.0%	38	22.0	1	33.3%	1	100.0%	3	100.0%
Substandard Structure - CCS	3	3	3	100.0%	365		0	0.0%	0	N/A	3	100.0%
Pot hole - Hazardous-STS	3	0	0	N/A	1	0.3	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%
Complaint/Compliment - CTY	2	1	1	100.0%	10	0.0	1	50.0%	1	100.0%	2	100.0%
Signs - Other - CCS	2	1	1	100.0%	21	6.0	1	50.0%	1	100.0%	2	100.0%
Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
Fire Inspection - DFD	2	1	1	100.0%	60	0.0	1	50.0%	1	100.0%	2	100.0%
Paving - Paving Petition Request - PBW	2	0	0	N/A	14	2.0	2	100.0%	2	100.0%	2	100.0%
Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
Building Permits Violation - SDC	2	2	2	100.0%	60		0	0.0%	0	N/A	2	100.0%

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

Council District Unknown

February 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
Parking - Report of Violation - DPD	2	0	0	N/A	14	2.0	2	100.0%	2	100.0%	2	100.0%
Pot hole Repair Routine - STS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%

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