



**FY 2008 – 2009**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**January 2009**

## **TABLE OF CONTENTS**

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

**31 . . . . Service Level Performance Report for Council District 13**

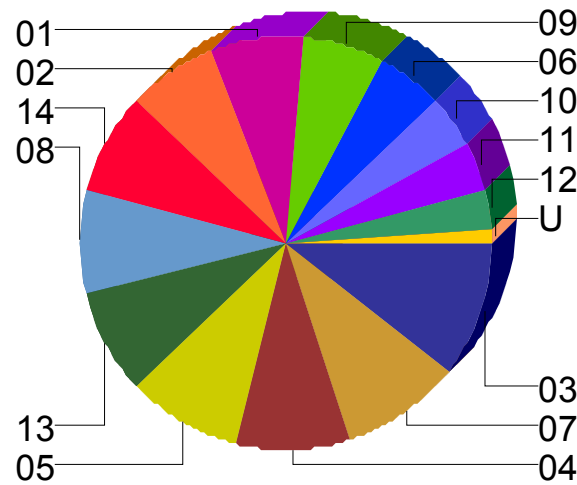
**33 . . . . Service Level Performance Report for Council District 14**

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



# City of Dallas

**Council District Report**  
For January 2009



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,040	7.1%	98.5%
02	2,133	7.4%	98.2%
03	3,071	10.6%	99.0%
04	2,624	9.1%	98.1%
05	2,512	8.7%	98.1%
06	1,451	5.0%	98.7%
07	2,698	9.3%	98.4%
08	2,353	8.1%	96.9%
09	1,851	6.4%	98.6%
10	1,247	4.3%	98.3%
11	1,072	3.7%	97.3%
12	928	3.2%	98.4%
13	2,427	8.4%	98.6%
14	2,225	7.7%	98.8%
U	298	1.0%	82.9%
<b>Totals</b>	<b>28,930</b>	<b>100.0%</b>	<b>98.2%</b>

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



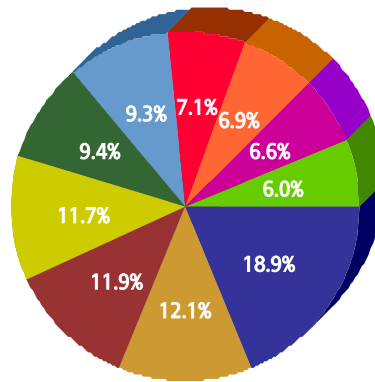
# City of Dallas Service Level Performance Report by Council District

For Citywide

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,482
Roll Cart - SAN	1,592
Litter - DCC	1,554
Animal - Loose Aggressive - DCC	1,532
Animal - Loose - DCC	1,228
Dead Animal Pick Up - SAN	1,221
Garbage - Missed - SAN	937
24 Hour Parking/Parking Violations - DPD	911
Recyclable Collection Missed (Residential) - SAN	866
Animal - Confined - DCC	790



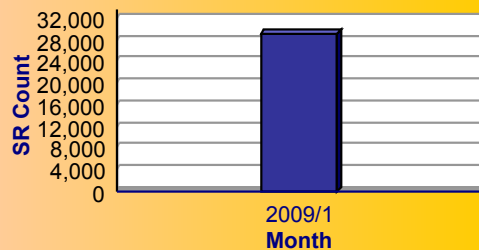
## Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC

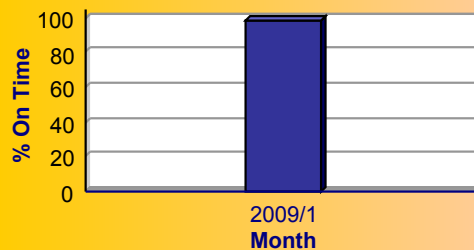
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,930	25,334	24,972	98.6%	3,596	3,429	95.4%	98.2%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

For Citywide

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,482	1	1	100.0%	10	3.9	2,481	100.0%	2,466	99.4%	2,467	99.4%
2	Roll Cart - SAN	1,592	0	0	N/A	10	3.1	1,592	100.0%	1,591	99.9%	1,591	99.9%
3	Litter - DCC	1,554	590	588	99.7%	38	11.3	964	62.0%	964	100.0%	1,552	99.9%
4	Animal - Loose Aggressive - DCC	1,532	0	0	N/A	3	0.2	1,532	100.0%	1,526	99.6%	1,526	99.6%
5	Animal - Loose - DCC	1,228	154	154	100.0%	40	5.7	1,074	87.5%	1,074	100.0%	1,228	100.0%
6	Dead Animal Pick Up - SAN	1,221	1	0	0.0%	1	0.4	1,220	99.9%	1,203	98.6%	1,203	98.5%
7	Garbage - Missed - SAN	937	0	0	N/A	3	0.8	937	100.0%	922	98.4%	922	98.4%
8	24 Hour Parking/Parking Violations - DPD	911	0	0	N/A	10	4.4	911	100.0%	883	96.9%	883	96.9%
9	Recyclable Collection Missed (Residential) - SAN	866	0	0	N/A	3	1.1	866	100.0%	866	100.0%	866	100.0%
10	Animal - Confined - DCC	790	0	0	N/A	3	0.2	790	100.0%	788	99.7%	788	99.7%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	787	0	0	N/A	10	0.3	787	100.0%	787	100.0%	787	100.0%
12	Substandard Structure - DCC	709	563	563	100.0%	365	9.7	146	20.6%	146	100.0%	709	100.0%
13	Bulky Trash Violations - DCC	676	54	6	11.1%	14	4.8	622	92.0%	563	90.5%	569	84.2%
14	Smoke Detector Request - DFD	655	67	67	100.0%	30	3.2	588	89.8%	588	100.0%	655	100.0%
15	Animal - Sick/Injured - DCC	504	0	0	N/A	3	0.1	504	100.0%	501	99.4%	501	99.4%
16	Junk Motor Vehicle - DCC	501	312	312	100.0%	126	10.8	189	37.7%	189	100.0%	501	100.0%
17	Fire Inspection - DFD	493	247	247	100.0%	60	11.7	246	49.9%	246	100.0%	493	100.0%
18	Illegal Outside Storage - DCC	419	219	218	99.5%	38	12.8	200	47.7%	200	100.0%	418	99.8%
19	Animal - Cruelty - DCC	385	0	0	N/A	30	0.3	385	100.0%	385	100.0%	385	100.0%
20	High Weeds - DCC	358	91	91	100.0%	38	11.2	267	74.6%	267	100.0%	358	100.0%



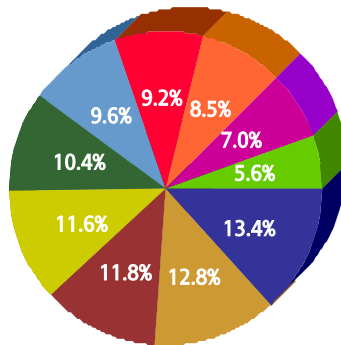
# City of Dallas Service Level Performance Report by Council District

for 01

January 2009

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	142
Litter - DCC	135
Recycling ROLL CART Registration - SAN	125
Parking - Unapproved Surface - Eve/Weekends - DCC	123
Animal - Loose - DCC	110
Roll Cart - SAN	101
24 Hour Parking/Parking Violations - DPD	97
Dead Animal Pick Up - SAN	90
Illegal Outside Storage - DCC	74
Garbage - Missed - SAN	59



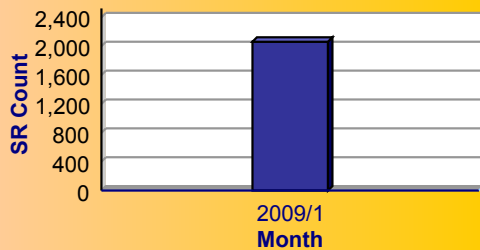
### Service

- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Illegal Outside Storage - DCC
- Garbage - Missed - SAN

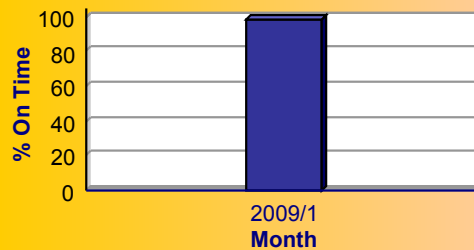
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,040	1,791	1,764	98.5%	249	246	98.8%	98.5%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 01

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	142	0	0	N/A	3	0.1	142	100.0%	142	100.0%	142	100.0%
2	Litter - DCC	135	34	34	100.0%	38	12.4	101	74.8%	101	100.0%	135	100.0%
3	Recycling ROLL CART Registration - SAN	125	0	0	N/A	10	3.5	125	100.0%	125	100.0%	125	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	123	0	0	N/A	10	0.3	123	100.0%	123	100.0%	123	100.0%
5	Animal - Loose - DCC	110	16	16	100.0%	40	6.5	94	85.5%	94	100.0%	110	100.0%
6	Roll Cart - SAN	101	0	0	N/A	10	2.8	101	100.0%	101	100.0%	101	100.0%
7	24 Hour Parking/Parking Violations - DPD	97	0	0	N/A	10	3.2	97	100.0%	96	99.0%	96	99.0%
8	Dead Animal Pick Up - SAN	90	0	0	N/A	1	0.3	90	100.0%	89	98.9%	89	98.9%
9	Illegal Outside Storage - DCC	74	23	23	100.0%	38	13.8	51	68.9%	51	100.0%	74	100.0%
10	Garbage - Missed - SAN	59	0	0	N/A	3	1.1	59	100.0%	59	100.0%	59	100.0%
11	Animal - Confined - DCC	57	0	0	N/A	3	0.1	57	100.0%	57	100.0%	57	100.0%
12	Graffiti Private Property - Residential/Commercial	55	32	32	100.0%	90	9.9	23	41.8%	23	100.0%	55	100.0%
13	Animal - Cruelty - DCC	44	0	0	N/A	30	0.3	44	100.0%	44	100.0%	44	100.0%
14	Substandard Structure - DCC	43	32	32	100.0%	365	7.4	11	25.6%	11	100.0%	43	100.0%
15	Recyclable Collection Missed (Residential) - SAN	43	0	0	N/A	3	1.0	43	100.0%	43	100.0%	43	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	39	0	0	N/A	7	1.2	39	100.0%	36	92.3%	36	92.3%
17	Fire Inspection - DFD	38	13	13	100.0%	60	15.8	25	65.8%	25	100.0%	38	100.0%
18	Animal - Sick/Injured - DCC	34	0	0	N/A	3	0.3	34	100.0%	33	97.1%	33	97.1%
19	Junk Motor Vehicle - DCC	32	19	19	100.0%	126	9.1	13	40.6%	13	100.0%	32	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	30	11	11	100.0%	60	10.6	19	63.3%	19	100.0%	30	100.0%





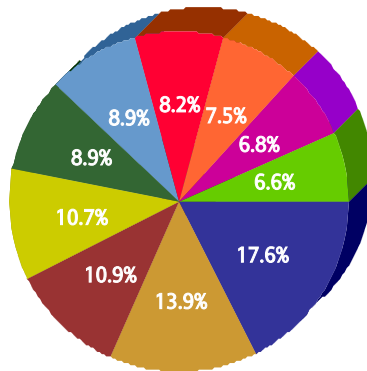
# City of Dallas Service Level Performance Report by Council District

for 02

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	137
Litter - DCC	108
Dead Animal Pick Up - SAN	85
Animal - Loose Aggressive - DCC	83
Graffiti Private Property - Residential/Commercial	69
Roll Cart - SAN	69
Substandard Structure - DCC	64
24 Hour Parking/Parking Violations - DPD	58
Bulky Trash Violations - DCC	53
Recyclable Collection Missed (Residential) - SAN	51



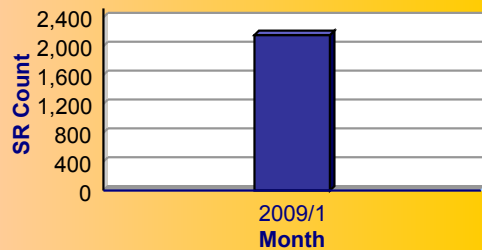
### Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Graffiti Private Property - Residential/Commercial
- Roll Cart - SAN
- Substandard Structure - DCC
- 24 Hour Parking/Parking Violations - DPD
- Bulky Trash Violations - DCC
- Recyclable Collection Missed (Residential) - SAN

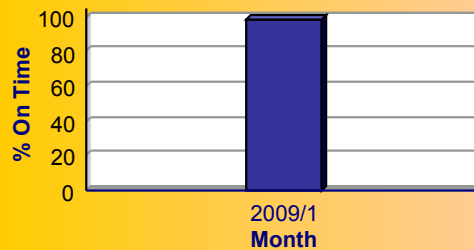
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,133	1,808	1,780	98.5%	325	315	96.9%	98.2%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 02

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	137	0	0	N/A	10	3.8	137	100.0%	137	100.0%	137	100.0%
2	Litter - DCC	108	43	42	97.7%	38	9.1	65	60.2%	65	100.0%	107	99.1%
3	Dead Animal Pick Up - SAN	85	0	0	N/A	1	0.3	85	100.0%	83	97.6%	83	97.6%
4	Animal - Loose Aggressive - DCC	83	0	0	N/A	3	0.2	83	100.0%	83	100.0%	83	100.0%
5	Graffiti Private Property - Residential/Commercial	69	34	34	100.0%	90	7.8	35	50.7%	35	100.0%	69	100.0%
6	Roll Cart - SAN	69	0	0	N/A	10	3.3	69	100.0%	69	100.0%	69	100.0%
7	Substandard Structure - DCC	64	54	54	100.0%	365	7.6	10	15.6%	10	100.0%	64	100.0%
8	24 Hour Parking/Parking Violations - DPD	58	0	0	N/A	10	5.0	58	100.0%	54	93.1%	54	93.1%
9	Bulky Trash Violations - DCC	53	3	0	0.0%	14	4.5	50	94.3%	46	92.0%	46	86.8%
10	Recyclable Collection Missed (Residential) - SAN	51	0	0	N/A	3	1.1	51	100.0%	51	100.0%	51	100.0%
11	Animal - Confined - DCC	44	0	0	N/A	3	0.2	44	100.0%	43	97.7%	43	97.7%
12	Parking - Unapproved Surface - DCC	42	0	0	N/A	10	3.5	42	100.0%	37	88.1%	37	88.1%
13	Illegal Outside Storage - DCC	42	31	30	96.8%	38	10.5	11	26.2%	11	100.0%	41	97.6%
14	Animal - Cruelty - DCC	41	0	0	N/A	30	0.3	41	100.0%	41	100.0%	41	100.0%
15	Traffic Signal - Flashing - PWT	38	0	0	N/A	4	1.4	38	100.0%	38	100.0%	38	100.0%
16	Garbage - Missed - SAN	36	0	0	N/A	3	0.7	36	100.0%	36	100.0%	36	100.0%
17	Signs - Public Right of Way - DCC	35	1	0	0.0%	7	1.0	34	97.1%	33	97.1%	33	94.3%
18	High Weeds - DCC	34	11	11	100.0%	38	9.7	23	67.6%	23	100.0%	34	100.0%
19	Fire Inspection - DFD	34	16	16	100.0%	60	12.3	18	52.9%	18	100.0%	34	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	34	0	0	N/A	1	0.0	34	100.0%	34	100.0%	34	100.0%



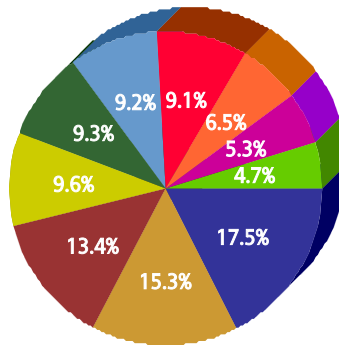
# City of Dallas Service Level Performance Report by Council District

for 03

January 2009

## Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	302
Litter - DCC	265
Animal - Loose - DCC	231
Animal - Loose Aggressive - DCC	165
Recycling ROLL CART Registration - SAN	161
Roll Cart - SAN	159
Parking - Unapproved Surface - Eve/Weekends - DCC	158
24 Hour Parking/Parking Violations - DPD	113
Animal - Confined - DCC	91
Dead Animal Pick Up - SAN	82



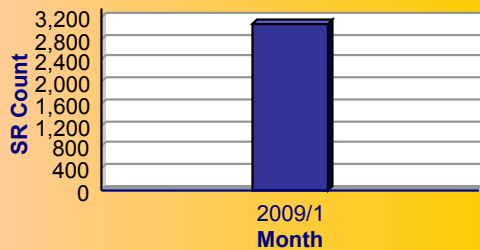
### Service

- Smoke Detector Request - DFD
- Litter - DCC
- Animal - Loose - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN

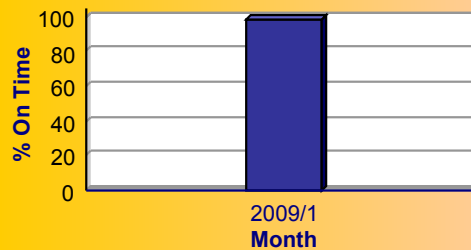
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,071	2,691	2,664	99.0%	380	377	99.2%	99.0%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 03

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Smoke Detector Request - DFD	302	3	3	100.0%	30	1.6	299	99.0%	299	100.0%	302	100.0%
2	Litter - DCC	265	112	112	100.0%	38	11.0	153	57.7%	153	100.0%	265	100.0%
3	Animal - Loose - DCC	231	16	16	100.0%	40	3.3	215	93.1%	215	100.0%	231	100.0%
4	Animal - Loose Aggressive - DCC	165	0	0	N/A	3	0.2	165	100.0%	164	99.4%	164	99.4%
5	Recycling ROLL CART Registration - SAN	161	1	1	100.0%	10	3.8	160	99.4%	158	98.8%	159	98.8%
6	Roll Cart - SAN	159	0	0	N/A	10	2.8	159	100.0%	159	100.0%	159	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	158	0	0	N/A	10	0.2	158	100.0%	158	100.0%	158	100.0%
8	24 Hour Parking/Parking Violations - DPD	113	0	0	N/A	10	3.8	113	100.0%	112	99.1%	112	99.1%
9	Animal - Confined - DCC	91	0	0	N/A	3	0.1	91	100.0%	91	100.0%	91	100.0%
10	Dead Animal Pick Up - SAN	82	0	0	N/A	1	0.4	82	100.0%	82	100.0%	82	100.0%
11	Garbage - Missed - SAN	81	0	0	N/A	3	0.9	81	100.0%	81	100.0%	81	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	79	27	27	100.0%	60	14.3	52	65.8%	52	100.0%	79	100.0%
13	Junk Motor Vehicle - DCC	71	56	56	100.0%	126	9.4	15	21.1%	15	100.0%	71	100.0%
14	Bulky Trash Violations - DCC	62	0	0	N/A	14	7.7	62	100.0%	53	85.5%	53	85.5%
15	Recyclable Collection Missed (Residential) - SAN	57	0	0	N/A	3	1.0	57	100.0%	57	100.0%	57	100.0%
16	Animal - Sick/Injured - DCC	56	0	0	N/A	3	0.1	56	100.0%	56	100.0%	56	100.0%
17	High Weeds - DCC	46	15	15	100.0%	38	14.5	31	67.4%	31	100.0%	46	100.0%
18	Illegal Outside Storage - DCC	39	21	21	100.0%	38	11.6	18	46.2%	18	100.0%	39	100.0%
19	Animal - Cruelty - DCC	38	0	0	N/A	30	0.3	38	100.0%	38	100.0%	38	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	34	0	0	N/A	1	0.0	34	100.0%	34	100.0%	34	100.0%



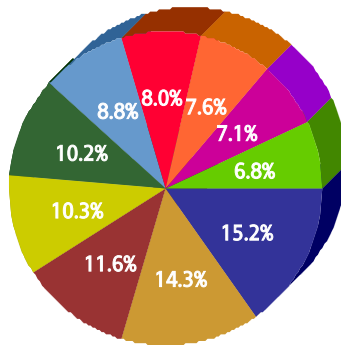
# City of Dallas Service Level Performance Report by Council District

for 04

January 2009

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	201
Animal - Loose - DCC	189
Dead Animal Pick Up - SAN	153
Litter - DCC	136
Roll Cart - SAN	135
Recyclable Collection Missed (Residential) - SAN	116
Recycling ROLL CART Registration - SAN	106
Parking - Unapproved Surface - Eve/Weekends - DCC	100
Animal - Confined - DCC	94
Substandard Structure - DCC	90



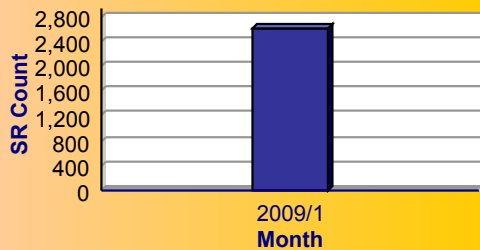
### Service

- Animal - Loose Aggressive - DCC
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Recycling ROLL CART Registration - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Substandard Structure - DCC

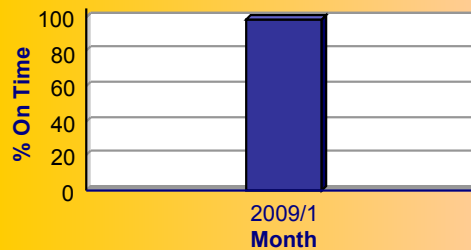
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,624	2,314	2,287	98.8%	310	287	92.6%	98.1%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 04

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	201	0	0	N/A	3	0.1	201	100.0%	201	100.0%	201	100.0%
2	Animal - Loose - DCC	189	20	20	100.0%	40	4.0	169	89.4%	169	100.0%	189	100.0%
3	Dead Animal Pick Up - SAN	153	0	0	N/A	1	0.5	153	100.0%	147	96.1%	147	96.1%
4	Litter - DCC	136	54	54	100.0%	38	10.0	82	60.3%	82	100.0%	136	100.0%
5	Roll Cart - SAN	135	0	0	N/A	10	2.8	135	100.0%	135	100.0%	135	100.0%
6	Recyclable Collection Missed (Residential) - SAN	116	0	0	N/A	3	1.1	116	100.0%	116	100.0%	116	100.0%
7	Recycling ROLL CART Registration - SAN	106	0	0	N/A	10	4.0	106	100.0%	105	99.1%	105	99.1%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	100	0	0	N/A	10	0.1	100	100.0%	100	100.0%	100	100.0%
9	Animal - Confined - DCC	94	0	0	N/A	3	0.3	94	100.0%	94	100.0%	94	100.0%
10	Substandard Structure - DCC	90	75	75	100.0%	365	8.5	15	16.7%	15	100.0%	90	100.0%
11	Bulky Trash Violations - DCC	88	10	0	0.0%	14	3.1	78	88.6%	73	93.6%	73	83.0%
12	Garbage - Missed - SAN	69	0	0	N/A	3	1.2	69	100.0%	64	92.8%	64	92.8%
13	24 Hour Parking/Parking Violations - DPD	66	0	0	N/A	10	5.8	66	100.0%	62	93.9%	62	93.9%
14	Animal - Sick/Injured - DCC	60	0	0	N/A	3	0.1	60	100.0%	60	100.0%	60	100.0%
15	Traffic Sign - Maintenance (Other) - PWT	51	5	5	100.0%	40	6.8	46	90.2%	46	100.0%	51	100.0%
16	Smoke Detector Request - DFD	44	19	19	100.0%	30	13.1	25	56.8%	25	100.0%	44	100.0%
17	Junk Motor Vehicle - DCC	40	21	21	100.0%	126	7.2	19	47.5%	19	100.0%	40	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	39	0	0	N/A	1	0.0	39	100.0%	39	100.0%	39	100.0%
19	Animal - Cruelty - DCC	38	0	0	N/A	30	0.3	38	100.0%	38	100.0%	38	100.0%
20	Brush/Bulk Items - Missed - SAN	35	0	0	N/A	10	1.1	35	100.0%	35	100.0%	35	100.0%



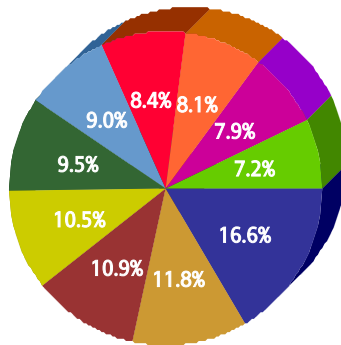
# City of Dallas Service Level Performance Report by Council District

for 05

January 2009

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	211
Dead Animal Pick Up - SAN	150
Roll Cart - SAN	139
Litter - DCC	134
Parking - Unapproved Surface - Eve/Weekends - DCC	121
Animal - Loose - DCC	115
Smoke Detector Request - DFD	107
Substandard Structure - DCC	103
24 Hour Parking/Parking Violations - DPD	101
Recycling ROLL CART Registration - SAN	91



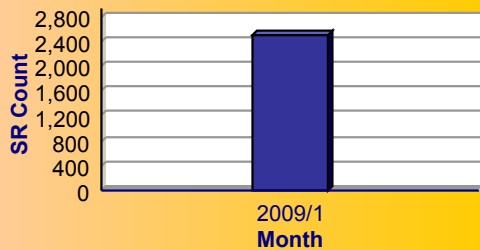
### Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose - DCC
- Smoke Detector Request - DFD
- Substandard Structure - DCC
- 24 Hour Parking/Parking Violations - DPD
- Recycling ROLL CART Registration - SAN

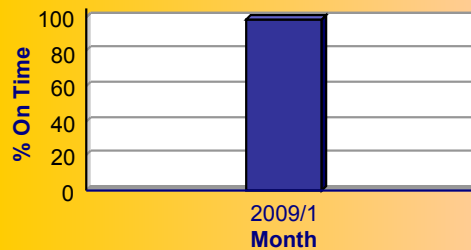
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,512	2,157	2,127	98.6%	355	338	95.2%	98.1%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 05

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	211	0	0	N/A	3	0.1	211	100.0%	210	99.5%	210	99.5%
2	Dead Animal Pick Up - SAN	150	0	0	N/A	1	0.4	150	100.0%	146	97.3%	146	97.3%
3	Roll Cart - SAN	139	0	0	N/A	10	3.3	139	100.0%	138	99.3%	138	99.3%
4	Litter - DCC	134	44	44	100.0%	38	13.1	90	67.2%	90	100.0%	134	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	121	0	0	N/A	10	0.1	121	100.0%	121	100.0%	121	100.0%
6	Animal - Loose - DCC	115	15	15	100.0%	40	7.4	100	87.0%	100	100.0%	115	100.0%
7	Smoke Detector Request - DFD	107	17	17	100.0%	30	2.5	90	84.1%	90	100.0%	107	100.0%
8	Substandard Structure - DCC	103	79	79	100.0%	365	16.2	24	23.3%	24	100.0%	103	100.0%
9	24 Hour Parking/Parking Violations - DPD	101	0	0	N/A	10	4.7	101	100.0%	99	98.0%	99	98.0%
10	Recycling ROLL CART Registration - SAN	91	0	0	N/A	10	4.2	91	100.0%	90	98.9%	90	98.9%
11	Garbage - Missed - SAN	85	0	0	N/A	3	0.7	85	100.0%	85	100.0%	85	100.0%
12	Bulky Trash Violations - DCC	75	10	1	10.0%	14	4.5	65	86.7%	63	96.9%	64	85.3%
13	Animal - Confined - DCC	72	0	0	N/A	3	0.1	72	100.0%	72	100.0%	72	100.0%
14	Junk Motor Vehicle - DCC	70	46	46	100.0%	126	14.0	24	34.3%	24	100.0%	70	100.0%
15	Animal - Sick/Injured - DCC	64	0	0	N/A	3	0.1	64	100.0%	63	98.4%	63	98.4%
16	Signs - Public Right of Way Eve/Weekends - DCC	59	0	0	N/A	7	0.4	59	100.0%	58	98.3%	58	98.3%
17	Traffic Sign - Maintenance (Other) - PWT	49	3	3	100.0%	40	8.2	46	93.9%	46	100.0%	49	100.0%
18	High Weeds - DCC	41	10	10	100.0%	38	13.0	31	75.6%	31	100.0%	41	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	39	21	21	100.0%	60	9.7	18	46.2%	18	100.0%	39	100.0%
20	Recyclable Collection Missed (Residential) - SAN	38	0	0	N/A	3	1.1	38	100.0%	38	100.0%	38	100.0%





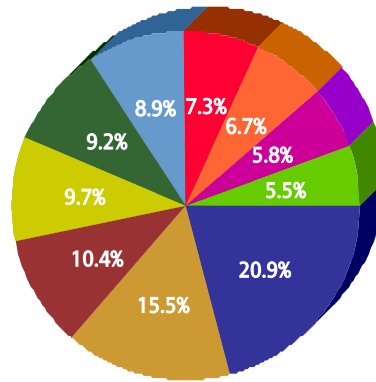
# City of Dallas Service Level Performance Report by Council District

for 06

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	140
Animal - Loose Aggressive - DCC	104
Animal - Loose - DCC	70
Dead Animal Pick Up - SAN	65
Litter - DCC	62
24 Hour Parking/Parking Violations - DPD	60
Recyclable Collection Missed (Residential) - SAN	49
Roll Cart - SAN	45
Junk Motor Vehicle - DCC	39
Fire Inspection - DFD	37



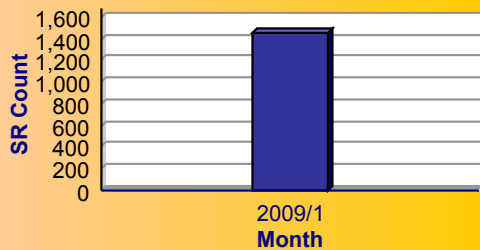
### Service

- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Fire Inspection - DFD

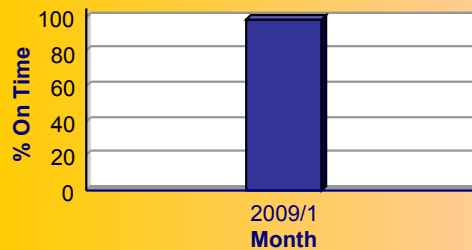
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,451	1,268	1,253	98.8%	183	179	97.8%	98.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 06

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	140	0	0	N/A	10	3.6	140	100.0%	139	99.3%	139	99.3%
2	Animal - Loose Aggressive - DCC	104	0	0	N/A	3	0.1	104	100.0%	104	100.0%	104	100.0%
3	Animal - Loose - DCC	70	4	4	100.0%	40	5.5	66	94.3%	66	100.0%	70	100.0%
4	Dead Animal Pick Up - SAN	65	0	0	N/A	1	0.3	65	100.0%	64	98.5%	64	98.5%
5	Litter - DCC	62	28	28	100.0%	38	8.6	34	54.8%	34	100.0%	62	100.0%
6	24 Hour Parking/Parking Violations - DPD	60	0	0	N/A	10	5.4	60	100.0%	58	96.7%	58	96.7%
7	Recyclable Collection Missed (Residential) - SAN	49	0	0	N/A	3	1.0	49	100.0%	49	100.0%	49	100.0%
8	Roll Cart - SAN	45	0	0	N/A	10	3.3	45	100.0%	45	100.0%	45	100.0%
9	Junk Motor Vehicle - DCC	39	21	21	100.0%	126	7.3	18	46.2%	18	100.0%	39	100.0%
10	Fire Inspection - DFD	37	19	19	100.0%	60	7.5	18	48.6%	18	100.0%	37	100.0%
11	Animal - Confined - DCC	34	0	0	N/A	3	0.2	34	100.0%	34	100.0%	34	100.0%
12	Illegal Outside Storage - DCC	33	22	22	100.0%	38	8.3	11	33.3%	11	100.0%	33	100.0%
13	Illegal Land Use (Residential/Business) - DCC	31	13	13	100.0%	60	12.4	18	58.1%	18	100.0%	31	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	31	0	0	N/A	10	0.1	31	100.0%	31	100.0%	31	100.0%
15	Signs - Public Right of Way - DCC	27	0	0	N/A	7	0.5	27	100.0%	27	100.0%	27	100.0%
16	Garbage - Missed - SAN	26	0	0	N/A	3	1.0	26	100.0%	26	100.0%	26	100.0%
17	Animal - Sick/Injured - DCC	25	0	0	N/A	3	0.2	25	100.0%	25	100.0%	25	100.0%
18	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%
19	Parking - Unapproved Surface - DCC	23	2	0	0.0%	10	1.9	21	91.3%	21	100.0%	21	91.3%
20	Substandard Structure - DCC	22	15	15	100.0%	365	5.7	7	31.8%	7	100.0%	22	100.0%



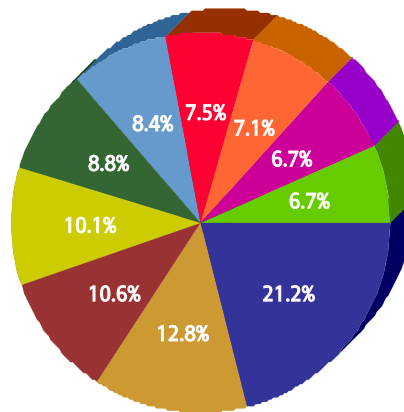
# City of Dallas Service Level Performance Report by Council District

for 07

January 2009

## Top 10 Services

SR Type	Service Request Count
Litter - DCC	280
Substandard Structure - DCC	169
Animal - Loose Aggressive - DCC	140
Animal - Loose - DCC	133
Smoke Detector Request - DFD	116
Dead Animal Pick Up - SAN	111
Open and Vacant Structure - DCC	99
24 Hour Parking/Parking Violations - DPD	94
High Weeds - DCC	88
Recycling ROLL CART Registration - SAN	88



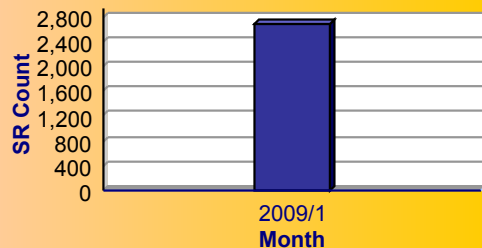
### Service

- Litter - DCC
- Substandard Structure - DCC
- Animal - Loose Aggressive - DCC
- Animal - Loose - DCC
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Open and Vacant Structure - DCC
- 24 Hour Parking/Parking Violations - DPD
- High Weeds - DCC
- Recycling ROLL CART Registration - SAN

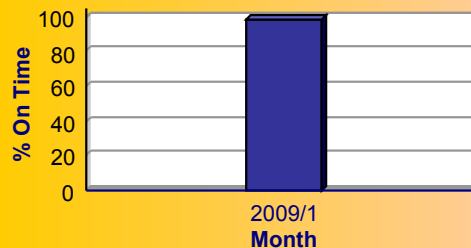
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,698	2,266	2,238	98.8%	432	418	96.8%	98.4%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 07

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	280	88	88	100.0%	38	10.1	192	68.6%	192	100.0%	280	100.0%
2	Substandard Structure - DCC	169	134	134	100.0%	365	6.3	35	20.7%	35	100.0%	169	100.0%
3	Animal - Loose Aggressive - DCC	140	0	0	N/A	3	0.2	140	100.0%	139	99.3%	139	99.3%
4	Animal - Loose - DCC	133	15	15	100.0%	40	5.0	118	88.7%	118	100.0%	133	100.0%
5	Smoke Detector Request - DFD	116	3	3	100.0%	30	2.3	113	97.4%	113	100.0%	116	100.0%
6	Dead Animal Pick Up - SAN	111	0	0	N/A	1	0.3	111	100.0%	110	99.1%	110	99.1%
7	Open and Vacant Structure - DCC	99	8	6	75.0%	30	4.7	91	91.9%	91	100.0%	97	98.0%
8	24 Hour Parking/Parking Violations - DPD	94	0	0	N/A	10	4.3	94	100.0%	92	97.9%	92	97.9%
9	High Weeds - DCC	88	8	8	100.0%	38	9.3	80	90.9%	80	100.0%	88	100.0%
10	Recycling ROLL CART Registration - SAN	88	0	0	N/A	10	4.0	88	100.0%	87	98.9%	87	98.9%
11	Roll Cart - SAN	83	0	0	N/A	10	3.3	83	100.0%	83	100.0%	83	100.0%
12	Junk Motor Vehicle - DCC	71	51	51	100.0%	126	11.0	20	28.2%	20	100.0%	71	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	68	0	0	N/A	10	0.2	68	100.0%	68	100.0%	68	100.0%
14	Animal - Confined - DCC	65	0	0	N/A	3	0.3	65	100.0%	64	98.5%	64	98.5%
15	Parking - Unapproved Surface - DCC	54	1	0	0.0%	10	3.0	53	98.1%	49	92.5%	49	90.7%
16	Recyclable Collection Missed (Residential) - SAN	54	0	0	N/A	3	1.1	54	100.0%	54	100.0%	54	100.0%
17	Illegal Outside Storage - DCC	53	23	23	100.0%	38	14.2	30	56.6%	30	100.0%	53	100.0%
18	Bulky Trash Violations - DCC	51	3	2	66.7%	14	5.8	48	94.1%	44	91.7%	46	90.2%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	47	0	0	N/A	1	0.0	47	100.0%	47	100.0%	47	100.0%
20	Animal - Sick/Injured - DCC	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Feb/9/2009 7:37:41 AM

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



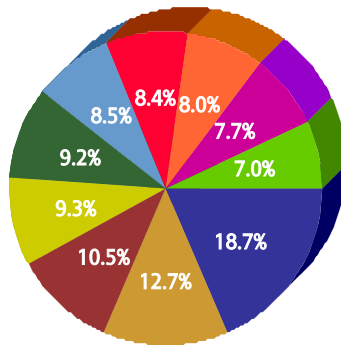
# City of Dallas Service Level Performance Report by Council District

for 08

January 2009

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	233
Animal - Loose - DCC	158
Dead Animal Pick Up - SAN	130
24 Hour Parking/Parking Violations - DPD	116
Roll Cart - SAN	114
Animal - Confined - DCC	106
Parking - Unapproved Surface - Eve/Weekends - DCC	104
Litter - DCC	99
Recycling ROLL CART Registration - SAN	96
Garbage - Missed - SAN	87



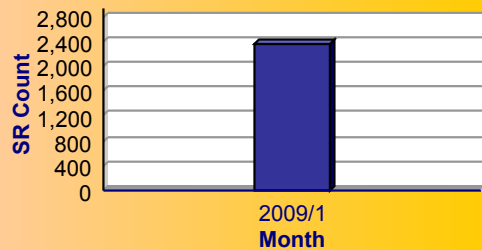
### Service

- Animal - Loose Aggressive - DCC
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Roll Cart - SAN
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN

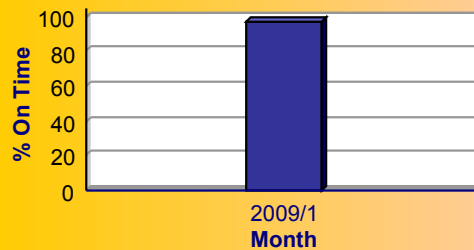
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,353	2,043	1,985	97.2%	310	296	95.5%	96.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 08

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	233	0	0	N/A	3	0.3	233	100.0%	230	98.7%	230	98.7%
2	Animal - Loose - DCC	158	21	21	100.0%	40	5.3	137	86.7%	137	100.0%	158	100.0%
3	Dead Animal Pick Up - SAN	130	0	0	N/A	1	0.4	130	100.0%	128	98.5%	128	98.5%
4	24 Hour Parking/Parking Violations - DPD	116	0	0	N/A	10	5.2	116	100.0%	109	94.0%	109	94.0%
5	Roll Cart - SAN	114	0	0	N/A	10	2.8	114	100.0%	114	100.0%	114	100.0%
6	Animal - Confined - DCC	106	0	0	N/A	3	0.1	106	100.0%	106	100.0%	106	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	104	0	0	N/A	10	0.2	104	100.0%	104	100.0%	104	100.0%
8	Litter - DCC	99	44	43	97.7%	38	13.7	55	55.6%	55	100.0%	98	99.0%
9	Recycling ROLL CART Registration - SAN	96	0	0	N/A	10	3.8	96	100.0%	96	100.0%	96	100.0%
10	Garbage - Missed - SAN	87	0	0	N/A	3	1.5	87	100.0%	80	92.0%	80	92.0%
11	Animal - Sick/Injured - DCC	72	0	0	N/A	3	0.1	72	100.0%	72	100.0%	72	100.0%
12	Substandard Structure - DCC	59	47	47	100.0%	365	17.6	12	20.3%	12	100.0%	59	100.0%
13	Bulky Trash Violations - DCC	56	5	1	20.0%	14	6.8	51	91.1%	40	78.4%	41	73.2%
14	Smoke Detector Request - DFD	56	17	17	100.0%	30	8.7	39	69.6%	39	100.0%	56	100.0%
15	Recyclable Collection Missed (Residential) - SAN	45	0	0	N/A	3	1.1	45	100.0%	45	100.0%	45	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	45	0	0	N/A	7	0.8	45	100.0%	43	95.6%	43	95.6%
17	Junk Motor Vehicle - DCC	44	32	32	100.0%	126	16.3	12	27.3%	12	100.0%	44	100.0%
18	Illegal Outside Storage - DCC	38	24	24	100.0%	38	13.4	14	36.8%	14	100.0%	38	100.0%
19	Parking - Unapproved Surface - DCC	35	4	2	50.0%	10	7.3	31	88.6%	17	54.8%	19	54.3%
20	Illegal Land Use (Residential/Business) - DCC	34	17	17	100.0%	60	4.6	17	50.0%	17	100.0%	34	100.0%



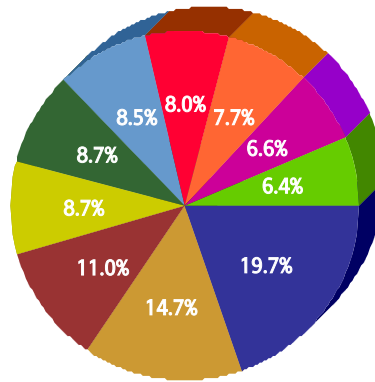
# City of Dallas Service Level Performance Report by Council District

for 09

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	173
Roll Cart - SAN	129
Animal - Loose Aggressive - DCC	97
Garbage - Missed - SAN	76
Recyclable Collection Missed (Residential) - SAN	76
Dead Animal Pick Up - SAN	75
Litter - DCC	70
Animal - Loose - DCC	68
24 Hour Parking/Parking Violations - DPD	58
Animal - Confined - DCC	56



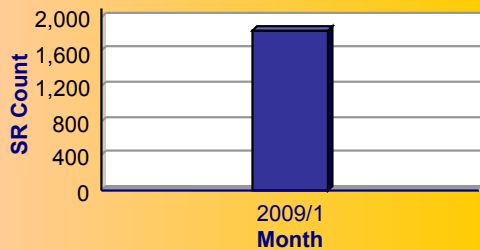
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Loose - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC

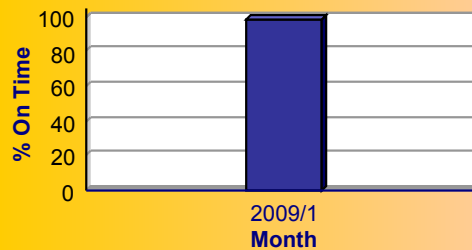
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,851	1,664	1,653	99.3%	187	173	92.5%	98.6%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 09

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	173	0	0	N/A	10	3.6	173	100.0%	171	98.8%	171	98.8%
2	Roll Cart - SAN	129	0	0	N/A	10	3.0	129	100.0%	129	100.0%	129	100.0%
3	Animal - Loose Aggressive - DCC	97	0	0	N/A	3	0.1	97	100.0%	97	100.0%	97	100.0%
4	Garbage - Missed - SAN	76	0	0	N/A	3	0.3	76	100.0%	76	100.0%	76	100.0%
5	Recyclable Collection Missed (Residential) - SAN	76	0	0	N/A	3	1.1	76	100.0%	76	100.0%	76	100.0%
6	Dead Animal Pick Up - SAN	75	0	0	N/A	1	0.3	75	100.0%	75	100.0%	75	100.0%
7	Litter - DCC	70	27	27	100.0%	38	12.9	43	61.4%	43	100.0%	70	100.0%
8	Animal - Loose - DCC	68	22	22	100.0%	40	8.5	46	67.6%	46	100.0%	68	100.0%
9	24 Hour Parking/Parking Violations - DPD	58	0	0	N/A	10	3.1	58	100.0%	58	100.0%	58	100.0%
10	Animal - Confined - DCC	56	0	0	N/A	3	0.2	56	100.0%	56	100.0%	56	100.0%
11	Fire Inspection - DFD	45	20	20	100.0%	60	14.6	25	55.6%	25	100.0%	45	100.0%
12	Bulky Trash Violations - DCC	44	8	1	12.5%	14	2.7	36	81.8%	36	100.0%	37	84.1%
13	Animal - Noisy - DCC	34	0	0	N/A	30	9.1	34	100.0%	34	100.0%	34	100.0%
14	Recycling - Roll Cart - SAN	33	0	0	N/A	10	2.8	33	100.0%	33	100.0%	33	100.0%
15	Substandard Structure - DCC	31	27	27	100.0%	365	3.8	4	12.9%	4	100.0%	31	100.0%
16	Illegal Land Use (Residential/Business) - DCC	30	8	8	100.0%	60	5.3	22	73.3%	22	100.0%	30	100.0%
17	Signs - Other - DCC	28	4	2	50.0%	21	3.3	24	85.7%	24	100.0%	26	92.9%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	27	0	0	N/A	10	1.0	27	100.0%	27	100.0%	27	100.0%
19	Illegal Outside Storage - DCC	26	7	7	100.0%	38	6.7	19	73.1%	19	100.0%	26	100.0%
20	Junk Motor Vehicle - DCC	26	14	14	100.0%	126	12.4	12	46.2%	12	100.0%	26	100.0%
21	Animal - Cruelty - DCC	26	0	0	N/A	30	0.4	26	100.0%	26	100.0%	26	100.0%
22	Animal - Sick/Injured - DCC	26	0	0	N/A	3	0.1	26	100.0%	26	100.0%	26	100.0%





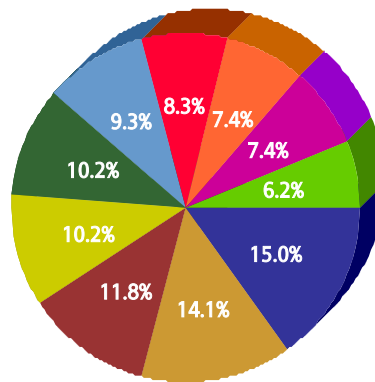
# City of Dallas Service Level Performance Report by Council District

for 10

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	85
Roll Cart - SAN	80
Garbage - Missed - SAN	67
Recyclable Collection Missed (Residential) - SAN	58
Signs - Public Right of Way - DCC	58
Substandard Structure - DCC	53
Animal - Confined - DCC	47
Dead Animal Pick Up - SAN	42
Litter - DCC	42
Signs - Other - DCC	35



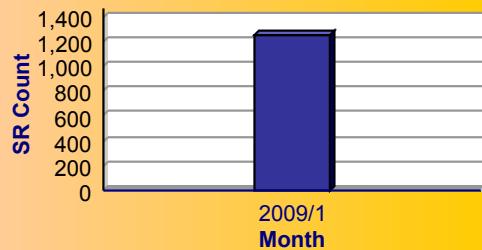
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Signs - Public Right of Way - DCC
- Substandard Structure - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Signs - Other - DCC

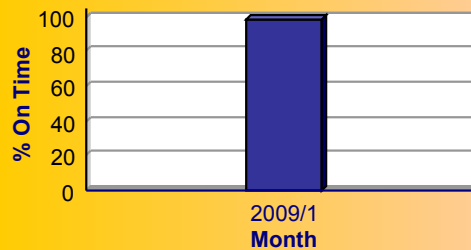
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,247	1,050	1,040	99.0%	197	186	94.4%	98.3%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 10

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	85	0	0	N/A	10	4.4	85	100.0%	82	96.5%	82	96.5%
2	Roll Cart - SAN	80	0	0	N/A	10	3.3	80	100.0%	80	100.0%	80	100.0%
3	Garbage - Missed - SAN	67	0	0	N/A	3	0.5	67	100.0%	67	100.0%	67	100.0%
4	Signs - Public Right of Way - DCC	58	0	0	N/A	7	0.7	58	100.0%	57	98.3%	57	98.3%
5	Recyclable Collection Missed (Residential) - SAN	58	0	0	N/A	3	1.0	58	100.0%	58	100.0%	58	100.0%
6	Substandard Structure - DCC	53	43	43	100.0%	365	10.9	10	18.9%	10	100.0%	53	100.0%
7	Animal - Confined - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
8	Litter - DCC	42	28	28	100.0%	38	11.5	14	33.3%	14	100.0%	42	100.0%
9	Dead Animal Pick Up - SAN	42	0	0	N/A	1	0.3	42	100.0%	42	100.0%	42	100.0%
10	Signs - Other - DCC	35	14	14	100.0%	21	2.9	21	60.0%	19	90.5%	33	94.3%
11	Animal - Loose Aggressive - DCC	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
12	Bulky Trash Violations - DCC	30	11	0	0.0%	14	2.6	19	63.3%	19	100.0%	19	63.3%
13	Traffic Signal - Flashing - PWT	30	0	0	N/A	4	1.2	30	100.0%	30	100.0%	30	100.0%
14	Substandard Structure Apts - DCC	27	6	6	100.0%	365	5.9	21	77.8%	21	100.0%	27	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	25	7	7	100.0%	60	10.9	18	72.0%	18	100.0%	25	100.0%
16	Traffic Signal - All Out - PWT	23	0	0	N/A	4	1.3	23	100.0%	22	95.7%	22	95.7%
17	Plumbing Violation Apts - DCC	22	2	2	100.0%	60	3.6	20	90.9%	20	100.0%	22	100.0%
18	24 Hour Parking/Parking Violations - DPD	22	0	0	N/A	10	2.9	22	100.0%	22	100.0%	22	100.0%
19	Junk Motor Vehicle - DCC	20	13	13	100.0%	126	9.4	7	35.0%	7	100.0%	20	100.0%
20	Graffiti Private Property - Residential/Commercial	18	1	1	100.0%	90	2.7	17	94.4%	17	100.0%	18	100.0%



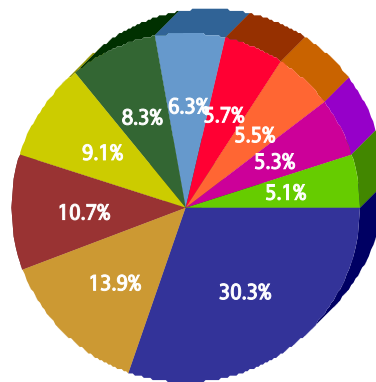
# City of Dallas Service Level Performance Report by Council District

for 11

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	150
Roll Cart - SAN	69
Fire Inspection - DFD	53
Dead Animal Pick Up - SAN	45
Garbage - Missed - SAN	41
Litter - DCC	31
Signs - Public Right of Way Eve/Weekends - DCC	28
Animal - Confined - DCC	27
Animal - Loose Aggressive - DCC	26
Dumpster Violation - DCC	25



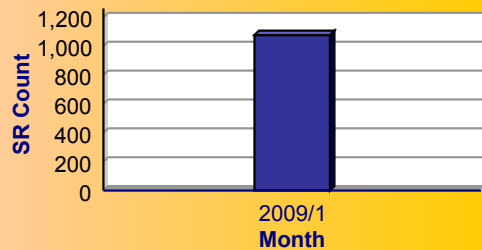
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC
- Dumpster Violation - DCC

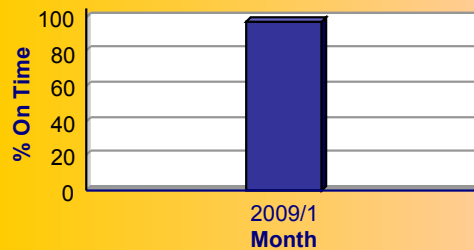
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,072	947	923	97.5%	125	120	96.0%	97.3%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 11

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	150	0	0	N/A	10	4.2	150	100.0%	148	98.7%	148	98.7%
2	Roll Cart - SAN	69	0	0	N/A	10	3.5	69	100.0%	69	100.0%	69	100.0%
3	Fire Inspection - DFD	53	17	17	100.0%	60	12.5	36	67.9%	36	100.0%	53	100.0%
4	Dead Animal Pick Up - SAN	45	0	0	N/A	1	0.1	45	100.0%	45	100.0%	45	100.0%
5	Garbage - Missed - SAN	41	0	0	N/A	3	0.7	41	100.0%	41	100.0%	41	100.0%
6	Litter - DCC	31	9	9	100.0%	38	11.7	22	71.0%	22	100.0%	31	100.0%
7	Signs - Public Right of Way Eve/Weekends - DCC	28	0	0	N/A	7	3.6	28	100.0%	20	71.4%	20	71.4%
8	Animal - Confined - DCC	27	0	0	N/A	3	0.2	27	100.0%	27	100.0%	27	100.0%
9	Animal - Loose Aggressive - DCC	26	0	0	N/A	3	0.0	26	100.0%	26	100.0%	26	100.0%
10	Dumpster Violation - DCC	25	24	24	100.0%	60	10.0	1	4.0%	1	100.0%	25	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	21	0	0	N/A	1	0.8	21	100.0%	20	95.2%	20	95.2%
12	Bulky Trash Violations - DCC	20	1	0	0.0%	14	3.2	19	95.0%	18	94.7%	18	90.0%
13	Recyclable Collection Missed (Residential) - SAN	20	0	0	N/A	3	1.0	20	100.0%	20	100.0%	20	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	19	11	11	100.0%	60	14.2	8	42.1%	8	100.0%	19	100.0%
15	Traffic Signal - Timing - PWT	19	0	0	N/A	4	1.8	19	100.0%	19	100.0%	19	100.0%
16	Recycling - Roll Cart - SAN	18	0	0	N/A	10	2.4	18	100.0%	18	100.0%	18	100.0%
17	Street Repair - Routine-STS	16	5	5	100.0%	90	7.0	11	68.8%	11	100.0%	16	100.0%
18	Animal - Loose - DCC	15	5	5	100.0%	40	16.1	10	66.7%	10	100.0%	15	100.0%
19	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	15	0	0	N/A	5	0.0	15	100.0%	15	100.0%	15	100.0%
20	Substandard Structure - DCC	14	10	10	100.0%	365	8.8	4	28.6%	4	100.0%	14	100.0%



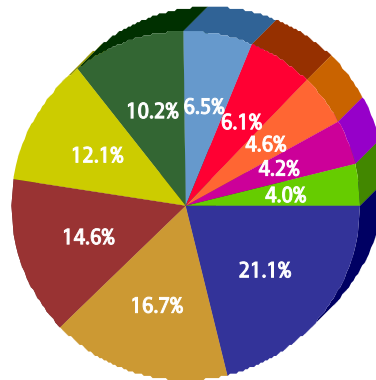
# City of Dallas Service Level Performance Report by Council District

for 12

January 2009

## Top 10 Services

SR Type	Service Request Count
Garbage - Missed - SAN	101
Recycling ROLL CART Registration - SAN	80
Fire Inspection - DFD	70
Roll Cart - SAN	58
Litter - DCC	49
Dead Animal Pick Up - SAN	31
24 Hour Parking/Parking Violations - DPD	29
Brush/Bulk Items - Missed - SAN	22
Recyclable Collection Missed (Residential) - SAN	20
Animal - Confined - DCC	19



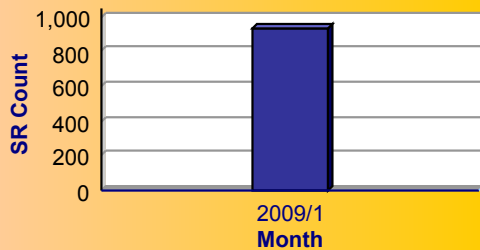
### Service

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

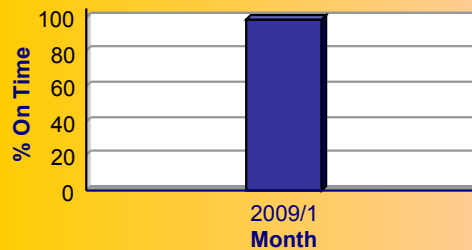
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
928	791	779	98.5%	137	134	97.8%	98.4%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

for 12

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Garbage - Missed - SAN	101	0	0	N/A	3	0.6	101	100.0%	101	100.0%	101	100.0%
2	Recycling ROLL CART Registration - SAN	80	0	0	N/A	10	3.7	80	100.0%	79	98.8%	79	98.8%
3	Fire Inspection - DFD	70	27	27	100.0%	60	11.0	43	61.4%	43	100.0%	70	100.0%
4	Roll Cart - SAN	58	0	0	N/A	10	3.4	58	100.0%	58	100.0%	58	100.0%
5	Litter - DCC	49	46	46	100.0%	38	12.0	3	6.1%	3	100.0%	49	100.0%
6	Dead Animal Pick Up - SAN	31	0	0	N/A	1	0.3	31	100.0%	31	100.0%	31	100.0%
7	24 Hour Parking/Parking Violations - DPD	29	0	0	N/A	10	3.5	29	100.0%	27	93.1%	27	93.1%
8	Brush/Bulk Items - Missed - SAN	22	0	0	N/A	10	1.8	22	100.0%	22	100.0%	22	100.0%
9	Recyclable Collection Missed (Residential) - SAN	20	0	0	N/A	3	1.0	20	100.0%	20	100.0%	20	100.0%
10	Animal - Confined - DCC	19	0	0	N/A	3	0.2	19	100.0%	19	100.0%	19	100.0%
11	Animal - Loose Aggressive - DCC	18	0	0	N/A	3	0.2	18	100.0%	18	100.0%	18	100.0%
12	Bulky Trash Violations - DCC	17	0	0	N/A	14	3.2	17	100.0%	17	100.0%	17	100.0%
13	Recycling - Roll Cart - SAN	17	0	0	N/A	10	3.5	17	100.0%	17	100.0%	17	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	16	11	11	100.0%	60	10.4	5	31.2%	5	100.0%	16	100.0%
15	Animal - Noisy - DCC	14	0	0	N/A	30	3.0	14	100.0%	14	100.0%	14	100.0%
16	Animal - Loose - DCC	13	3	3	100.0%	40	13.8	10	76.9%	10	100.0%	13	100.0%
17	Animal - Sick/Injured - DCC	13	0	0	N/A	3	0.2	13	100.0%	13	100.0%	13	100.0%
18	Animal - Cruelty - DCC	12	0	0	N/A	30	0.2	12	100.0%	12	100.0%	12	100.0%
19	Street Repair - Routine-STS	12	0	0	N/A	90	9.1	12	100.0%	12	100.0%	12	100.0%
20	Illegal Outside Storage - DCC	11	7	7	100.0%	38	20.8	4	36.4%	4	100.0%	11	100.0%
21	Illegal Land Use (Residential/Business) - DCC	11	2	2	100.0%	60	0.0	9	81.8%	9	100.0%	11	100.0%
22	Signs - Public Right of Way Eve/Weekends - DCC	11	0	0	N/A	7	1.8	11	100.0%	10	90.9%	10	90.9%



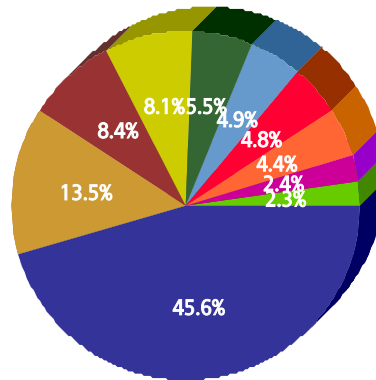
# City of Dallas Service Level Performance Report by Council District

for 13

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	717
Roll Cart - SAN	213
Bulky Trash Violations - DCC	132
Recyclable Collection Missed (Residential) - SAN	128
Recycling - Roll Cart - SAN	87
Garbage - Missed - SAN	77
Dead Animal Pick Up - SAN	76
Fire Inspection - DFD	70
Traffic Signal - All Out - PWT	38
Sanitation Property Damage - SAN	36



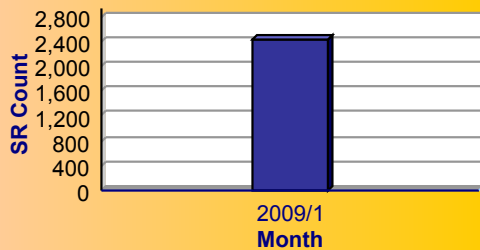
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Recyclable Collection Missed (Residential) - SAN
- Recycling - Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Traffic Signal - All Out - PWT
- Sanitation Property Damage - SAN

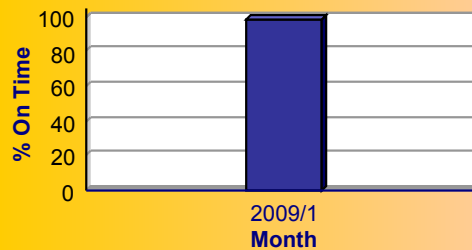
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,427	2,261	2,230	98.6%	166	164	98.8%	98.6%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 13

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	717	0	0	N/A	10	4.0	717	100.0%	717	100.0%	717	100.0%
2	Roll Cart - SAN	213	0	0	N/A	10	3.4	213	100.0%	213	100.0%	213	100.0%
3	Bulky Trash Violations - DCC	132	1	1	100.0%	14	3.8	131	99.2%	117	89.3%	118	89.4%
4	Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	1.1	128	100.0%	128	100.0%	128	100.0%
5	Recycling - Roll Cart - SAN	87	0	0	N/A	10	4.0	87	100.0%	80	92.0%	80	92.0%
6	Garbage - Missed - SAN	77	0	0	N/A	3	0.6	77	100.0%	77	100.0%	77	100.0%
7	Dead Animal Pick Up - SAN	76	0	0	N/A	1	0.2	76	100.0%	76	100.0%	76	100.0%
8	Fire Inspection - DFD	70	49	49	100.0%	60	10.7	21	30.0%	21	100.0%	70	100.0%
9	Traffic Signal - All Out - PWT	38	0	0	N/A	4	0.9	38	100.0%	38	100.0%	38	100.0%
10	Sanitation Property Damage - SAN	36	3	3	100.0%	28	11.7	33	91.7%	33	100.0%	36	100.0%
11	Animal - Confined - DCC	31	0	0	N/A	3	0.2	31	100.0%	31	100.0%	31	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	31	14	14	100.0%	60	18.3	17	54.8%	17	100.0%	31	100.0%
13	Animal - Loose Aggressive - DCC	30	0	0	N/A	3	0.3	30	100.0%	30	100.0%	30	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	30	0	0	N/A	1	0.0	30	100.0%	30	100.0%	30	100.0%
15	24 Hour Parking/Parking Violations - DPD	28	0	0	N/A	10	5.3	28	100.0%	27	96.4%	27	96.4%
16	Signs - Public Right of Way Eve/Weekends - DCC	28	0	0	N/A	7	0.0	28	100.0%	28	100.0%	28	100.0%
17	Traffic Signal - Flashing - PWT	27	0	0	N/A	4	0.9	27	100.0%	27	100.0%	27	100.0%
18	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	2.3	26	100.0%	26	100.0%	26	100.0%
19	Litter - DCC	25	9	9	100.0%	38	10.6	16	64.0%	16	100.0%	25	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	25	0	0	N/A	10	3.0	25	100.0%	24	96.0%	24	96.0%





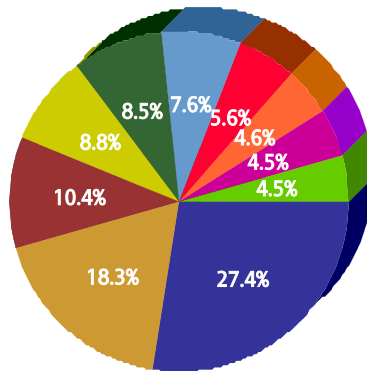
# City of Dallas Service Level Performance Report by Council District

for 14

January 2009

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	288
Roll Cart - SAN	192
Recyclable Collection Missed (Residential) - SAN	109
Litter - DCC	93
Garbage - Missed - SAN	89
Dead Animal Pick Up - SAN	80
Graffiti Private Property - Residential/Commercial	59
24 Hour Parking/Parking Violations - DPD	48
Animal - Confined - DCC	47
Animal - Loose Aggressive - DCC	47



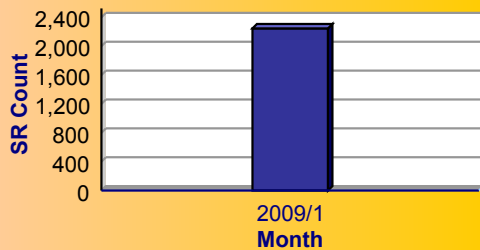
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Litter - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC

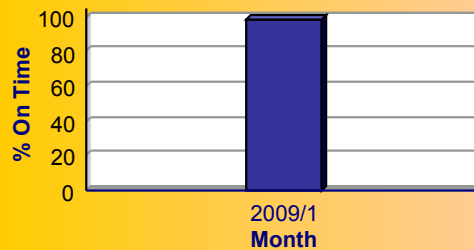
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,225	2,041	2,028	99.4%	184	170	92.4%	98.8%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 14

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	288	0	0	N/A	10	3.7	288	100.0%	288	100.0%	288	100.0%
2	Roll Cart - SAN	192	0	0	N/A	10	3.0	192	100.0%	192	100.0%	192	100.0%
3	Recyclable Collection Missed (Residential) - SAN	109	0	0	N/A	3	1.1	109	100.0%	109	100.0%	109	100.0%
4	Litter - DCC	93	17	17	100.0%	38	12.2	76	81.7%	76	100.0%	93	100.0%
5	Garbage - Missed - SAN	89	0	0	N/A	3	0.5	89	100.0%	89	100.0%	89	100.0%
6	Dead Animal Pick Up - SAN	80	0	0	N/A	1	0.2	80	100.0%	80	100.0%	80	100.0%
7	Graffiti Private Property - Residential/Commercial	59	24	24	100.0%	90	9.5	35	59.3%	35	100.0%	59	100.0%
8	24 Hour Parking/Parking Violations - DPD	48	0	0	N/A	10	4.8	48	100.0%	47	97.9%	47	97.9%
9	Animal - Confined - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
10	Animal - Loose Aggressive - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
11	Animal - Loose - DCC	42	4	4	100.0%	40	11.4	38	90.5%	38	100.0%	42	100.0%
12	Recycling - Roll Cart - SAN	41	0	0	N/A	10	3.0	41	100.0%	41	100.0%	41	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	39	15	15	100.0%	60	11.1	24	61.5%	24	100.0%	39	100.0%
14	Traffic Signal - All Out - PWT	39	0	0	N/A	4	1.1	39	100.0%	39	100.0%	39	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	30	0	0	N/A	1	0.1	30	100.0%	30	100.0%	30	100.0%
16	Street Repair - Routine-STs	29	17	17	100.0%	90	8.0	12	41.4%	12	100.0%	29	100.0%
17	Traffic Signal - Flashing - PWT	27	0	0	N/A	4	1.3	27	100.0%	27	100.0%	27	100.0%
18	Animal - Sick/Injured - DCC	26	0	0	N/A	3	0.2	26	100.0%	25	96.2%	25	96.2%
19	Brush/Bulk Items - Missed - SAN	24	0	0	N/A	10	2.2	24	100.0%	24	100.0%	24	100.0%
20	Bulky Trash Violations - DCC	24	2	0	0.0%	14	7.2	22	91.7%	19	86.4%	19	79.2%
21	Animal - Cruelty - DCC	24	0	0	N/A	30	0.5	24	100.0%	24	100.0%	24	100.0%



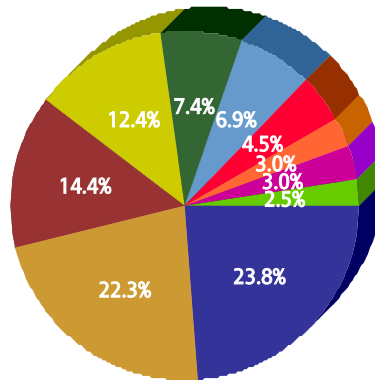
# City of Dallas Service Level Performance Report by Council District

for U

January 2009

## Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	48
Recycling ROLL CART Registration - SAN	45
Animal - Loose - DCC	29
Litter - DCC	25
High Weeds - DCC	15
Signs - Public Right of Way Eve/Weekends - DCC	14
24 Hour Parking/Parking Violations - DPD	9
Dead Animal Pick Up - SAN	6
Roll Cart - SAN	6
Illegal Food Vending - EHS	5



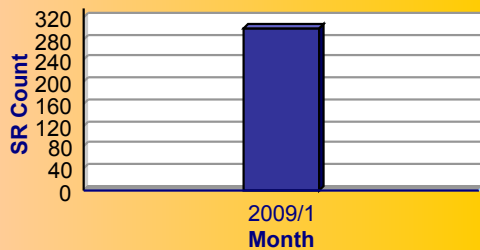
### Service

- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Animal - Loose - DCC
- Litter - DCC
- High Weeds - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Illegal Food Vending - EHS

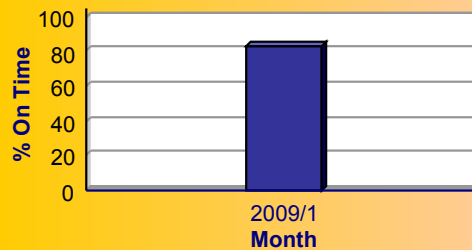
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
298	242	221	91.3%	56	26	46.4%	82.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for U

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Complaint/Compliment - CTY	48	29	1	3.4%	10	11.8	19	39.6%	10	52.6%	11	22.9%
2	Recycling ROLL CART Registration - SAN	45	0	0	N/A	10	3.8	45	100.0%	44	97.8%	44	97.8%
3	Animal - Loose - DCC	29	1	1	100.0%	40	5.9	28	96.6%	28	100.0%	29	100.0%
4	Litter - DCC	25	7	7	100.0%	38	16.4	18	72.0%	18	100.0%	25	100.0%
5	High Weeds - DCC	15	3	3	100.0%	38	15.6	12	80.0%	12	100.0%	15	100.0%
6	Signs - Public Right of Way Eve/Weekends - DCC	14	0	0	N/A	7	0.3	14	100.0%	14	100.0%	14	100.0%
7	24 Hour Parking/Parking Violations - DPD	9	0	0	N/A	10	4.2	9	100.0%	9	100.0%	9	100.0%
8	Dead Animal Pick Up - SAN	6	1	0	0.0%	1	0.4	5	83.3%	5	100.0%	5	83.3%
9	Roll Cart - SAN	6	0	0	N/A	10	2.2	6	100.0%	6	100.0%	6	100.0%
10	Illegal Food Vending - EHS	5	0	0	N/A	45	8.6	5	100.0%	5	100.0%	5	100.0%
11	Pot hole Repair Routine - STS	4	0	0	N/A	7	0.5	4	100.0%	4	100.0%	4	100.0%
12	Illegal Land Use (Residential/Business) - DCC	3	2	2	100.0%	60	13.0	1	33.3%	1	100.0%	3	100.0%
13	Junk Motor Vehicle - DCC	3	0	0	N/A	126	9.3	3	100.0%	3	100.0%	3	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STs	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
15	Street Repair - Routine-STs	3	1	1	100.0%	90	15.0	2	66.7%	2	100.0%	3	100.0%
16	Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)	3	0	0	N/A	5	0.0	3	100.0%	3	100.0%	3	100.0%
17	Signs - Public Right of Way - DCC	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
18	Water Conservation Violation - DCC	2	0	0	N/A	7	8.5	2	100.0%	0	0.0%	0	0.0%
19	Illegal Outside Storage - DCC	2	2	2	100.0%	38		0	0.0%	0	N/A	2	100.0%
20	Signs - Other - DCC	2	0	0	N/A	21	3.0	2	100.0%	2	100.0%	2	100.0%
21	Animal - Loose Aggressive - DCC	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
22	Animal - Cruelty - DCC	2	0	0	N/A	30	0.0	2	100.0%	2	100.0%	2	100.0%
23	Litter Apts - DCC	2	1	1	100.0%	38	23.0	1	50.0%	1	100.0%	2	100.0%
24	Parking - Unapproved Surface - Eve/Weekends - DCC	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
25	Animal - Sick/Injured - DCC	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%


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

for U

January 2009

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
26	Smoke Detector Request - DFD	2	1	1	100.0%	30	17.0	1	50.0%	1	100.0%	2	100.0%
27	Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
28	Parking - General Request - PWT	2	0	0	N/A	14	1.5	2	100.0%	2	100.0%	2	100.0%
29	Building Permits - DEV	2	0	0	N/A	60	19.5	2	100.0%	2	100.0%	2	100.0%
30	Park Maintenance/Misc. - PKR	2	1	1	100.0%	30	4.0	1	50.0%	1	100.0%	2	100.0%
31	Street Lighting - Maintenance - PWT	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%