



FY 2012 – 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

February 2013

TABLE OF CONTENTS

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

31 Service Level Performance Report for Council District 13

33 Service Level Performance Report for Council District 14

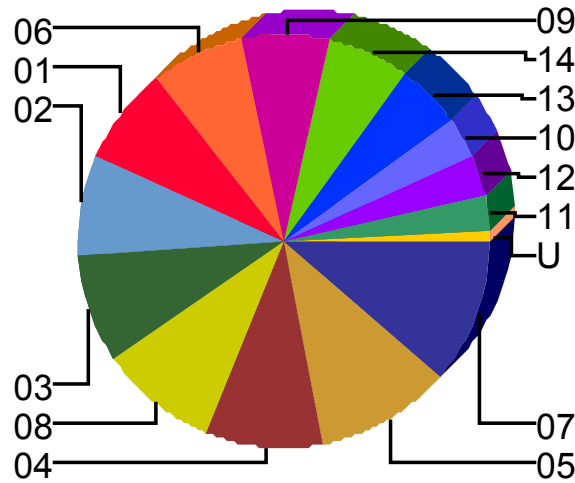
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For 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%

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

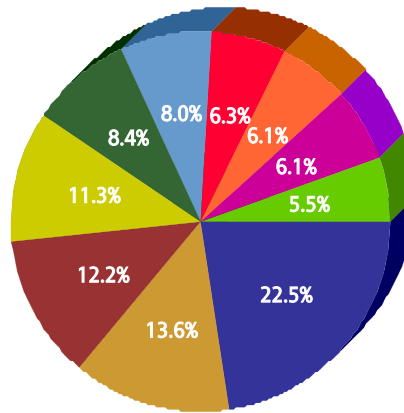


Citywide

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



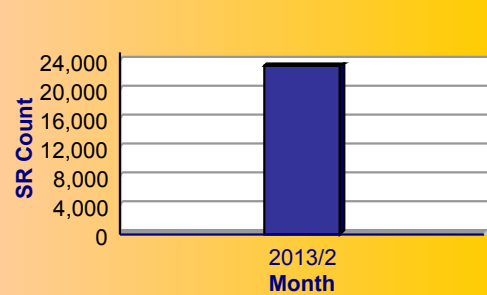
Service

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

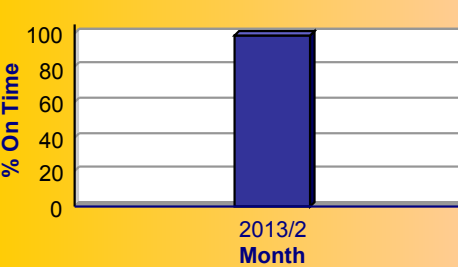
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,164	17,208	17,077	99.2%	5,956	5,852	98.3%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On 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%

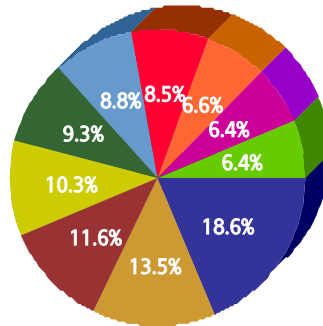


Council District 01

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



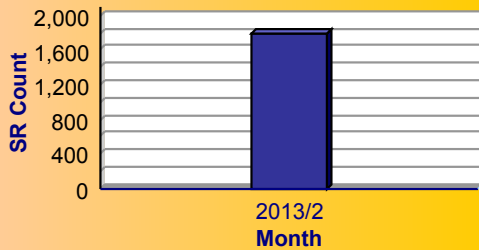
Service

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

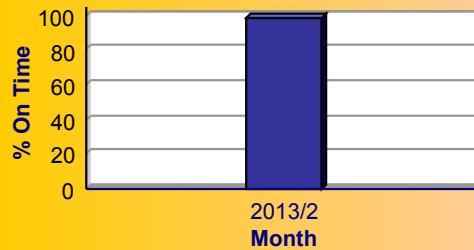
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,778	1,284	1,273	99.1%	494	485	98.2%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 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%

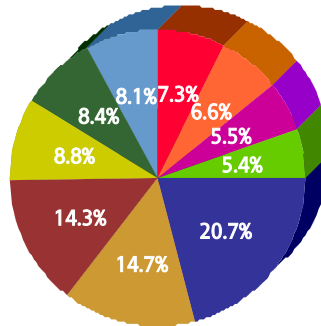


Council District 02

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



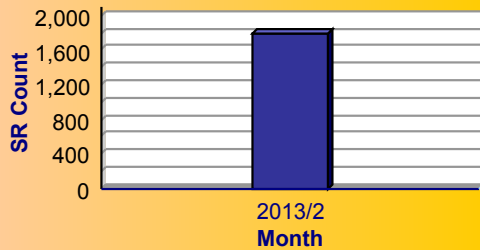
Service

- 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

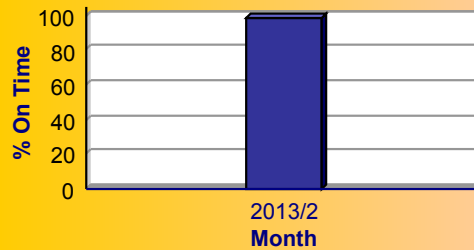
Summary - All Services Requested

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%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

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%

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

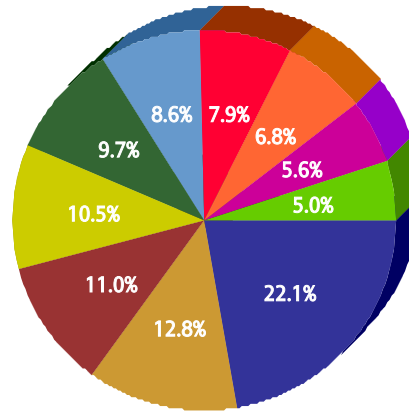


Council District 03

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



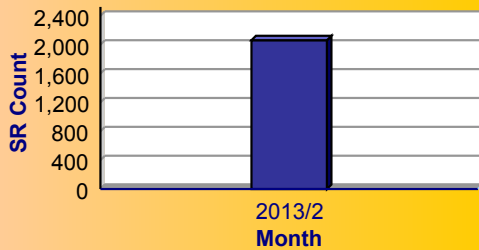
Service

- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose Aggressive - CCS
- Illegal Outside Storage - CCS
- Recycling ROLL CART NEW - SAN
- Substandard Structure - CCS

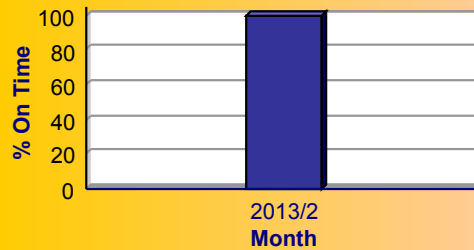
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,045	1,352	1,347	99.6%	693	689	99.4%	99.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 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%

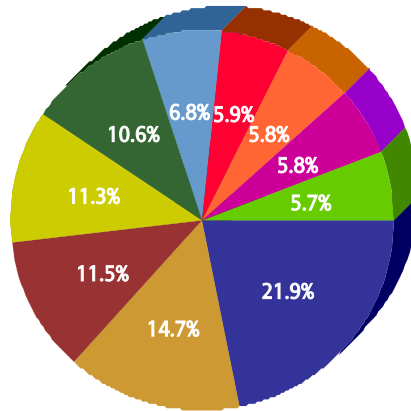


Council District 04

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



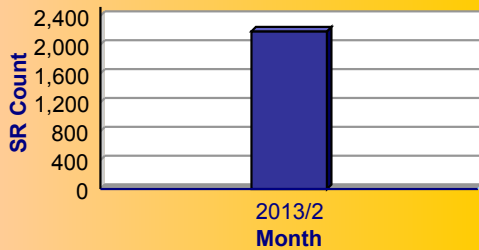
Service

- Litter - CCS
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Illegal Dumping - CCS
- Parking - Unapproved Surface - CCS
- High Weeds - CCS
- Substandard Structure - CCS
- Animal - Confined - CCS

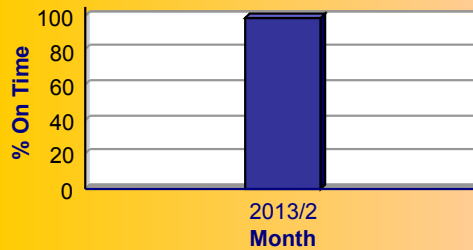
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,171	1,511	1,497	99.1%	660	647	98.0%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 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%

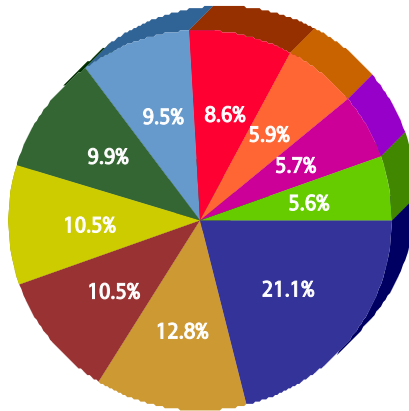


Council District 05

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



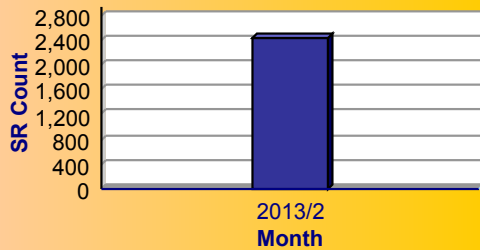
Service

- Litter - CCS
- Substandard Structure - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - CCS
- Animal - Loose Aggressive - CCS
- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Parking - Unapproved Surface - CCS
- Illegal Outside Storage - CCS

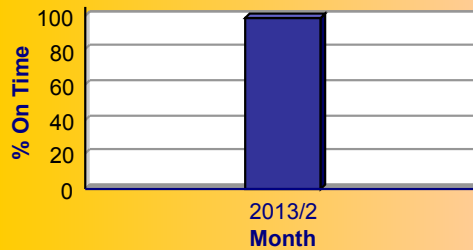
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,442	1,651	1,635	99.0%	791	778	98.4%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

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%

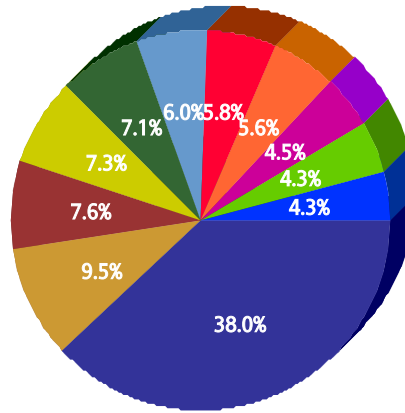


Council District 06

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



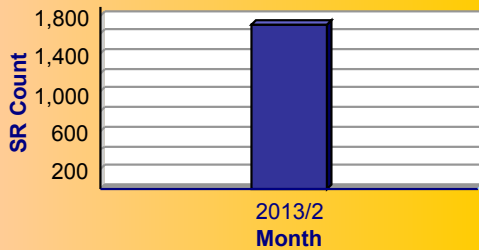
Service

- Smoke Detector Request - DFD
- Litter - CCS
- Animal - Loose - CCS
- Signs - Public Right of Way - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Illegal Land Use (Residential/Business) - CCS
- Fire Inspection - DFD
- Illegal Outside Storage - CCS

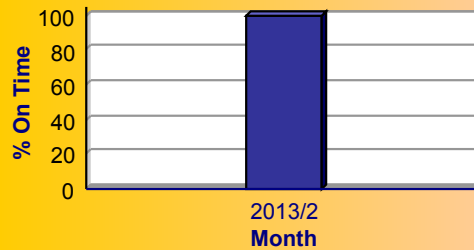
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,693	1,354	1,350	99.7%	339	337	99.4%	99.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 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%

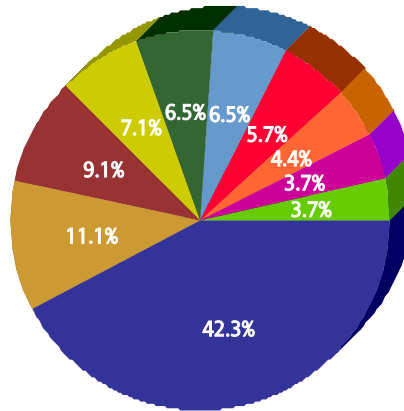


Council District 07

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



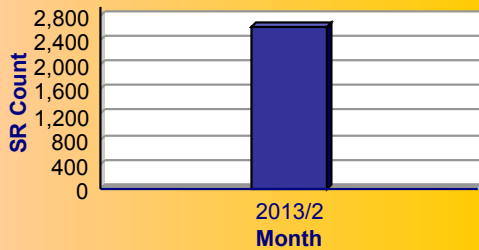
Service

- Litter - CCS
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Open and Vacant Structure - CCS
- Bulky Trash Violations - CCS
- Illegal Dumping - CCS

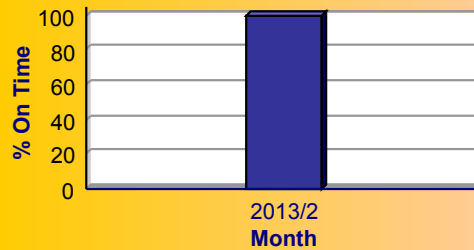
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,616	1,950	1,938	99.4%	666	655	98.3%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

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%

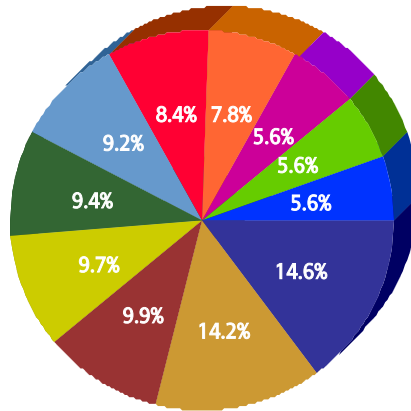


Council District 08

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



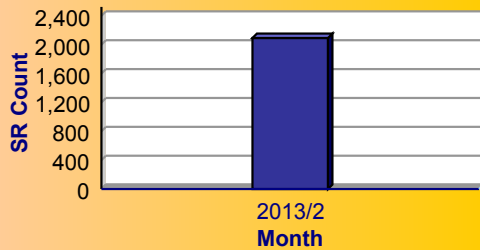
Service

- Litter - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Junk Motor Vehicle - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Parking - Unapproved Surface - CCS
- Signs - Public Right of Way - CCS

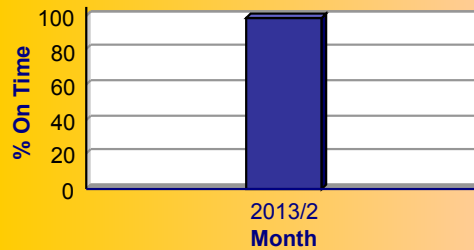
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,080	1,437	1,425	99.2%	643	631	98.1%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time



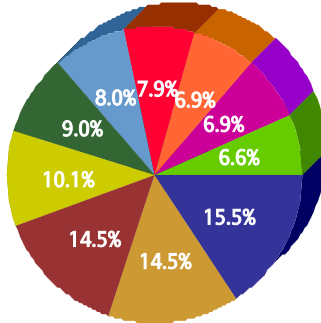
Top Performers by SR Volume Created During the Reporting Period

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%



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



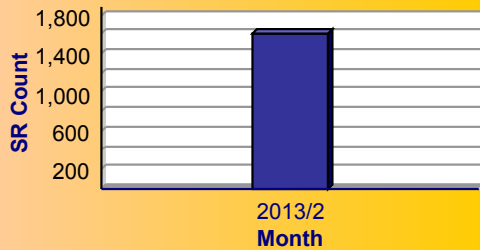
Service

- 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

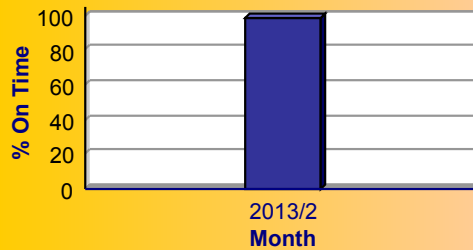
Summary - All Services Requested

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%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

February 2013

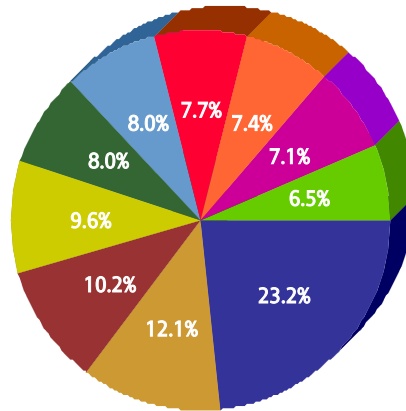
Top Performers by SR Volume Created During the Reporting Period

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%



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



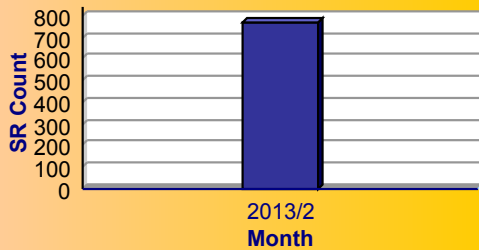
Service

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

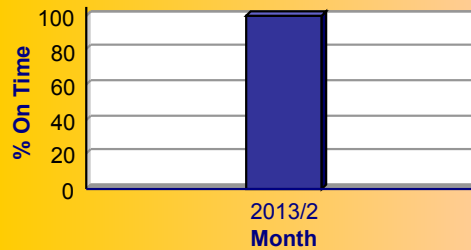
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
771	617	615	99.7%	154	153	99.4%	99.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 10

February 2013

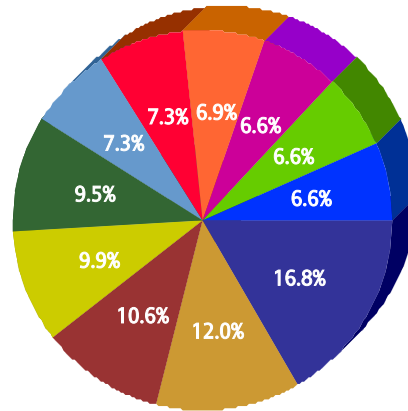
Top Performers by SR Volume Created During the Reporting Period

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%



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



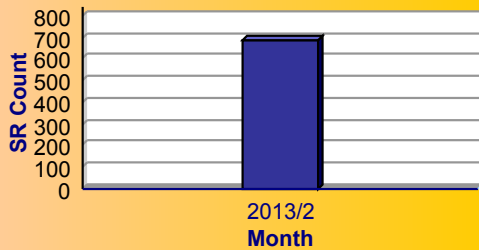
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Litter - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS
- Recycling ROLL CART NEW - SAN
- 24 Hour Parking/Parking Violations - DPD
- Recycling - Roll Cart - SAN
- Traffic Signal - Timing - STS

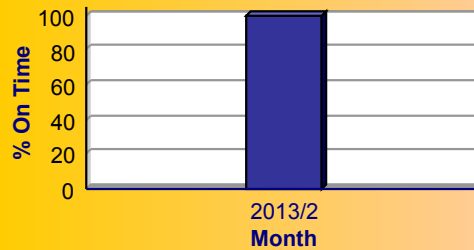
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
685	550	547	99.5%	135	133	98.5%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

February 2013

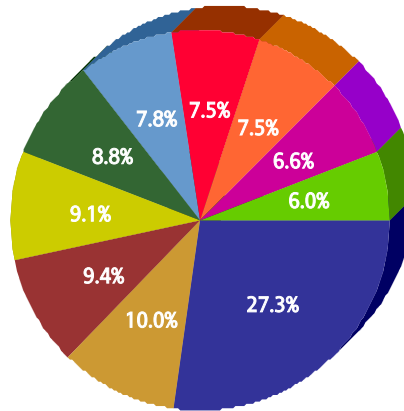
Top Performers by SR Volume Created During the Reporting Period

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%



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



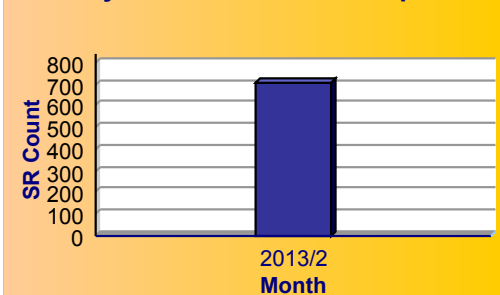
Service

- Garbage Roll Cart - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Alley Repair - Routine-STS
- Animal - Sick/Injured - CCS
- Animal - Confined - CCS
- Recycling - Roll Cart - SAN

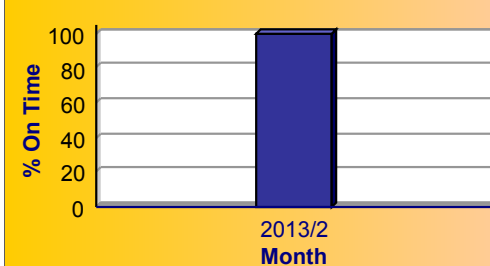
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
701	596	592	99.3%	105	105	100.0%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 12

February 2013

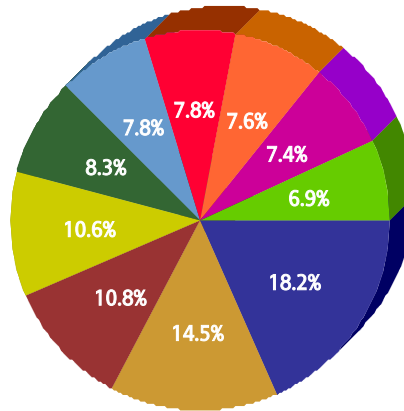
Top Performers by SR Volume Created During the Reporting Period

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%



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



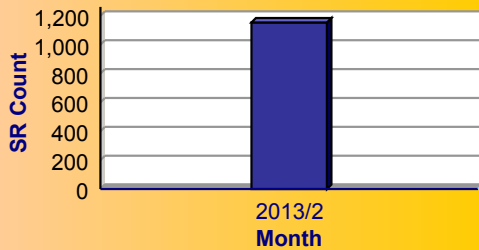
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS
- Traffic Signal - Timing - STS
- Animal - Sick/Injured - CCS
- Street Repair - Routine-STS
- Animal - Loose - CCS

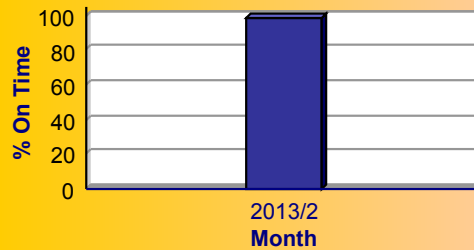
Summary - All Services Requested

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

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

February 2013

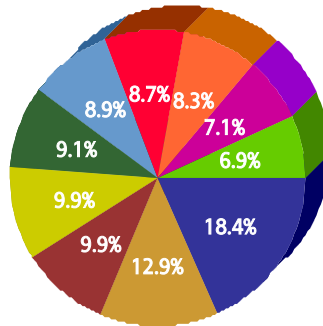
Top Performers by SR Volume Created During the Reporting Period

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%



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



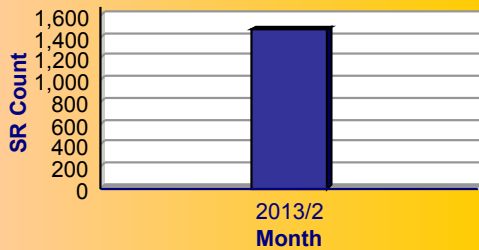
Service

- Garbage Roll Cart - SAN
- Litter - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Timing - STS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Signs - Public Right of Way - CCS
- Traffic Signal - Flashing - STS
- 24 Hour Parking/Parking Violations - DPD

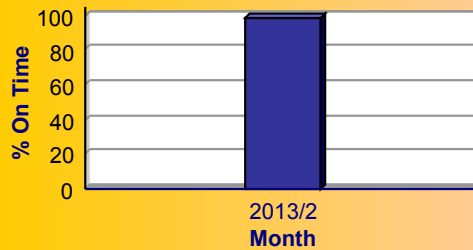
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,462	1,215	1,202	98.9%	247	240	97.2%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 14

February 2013

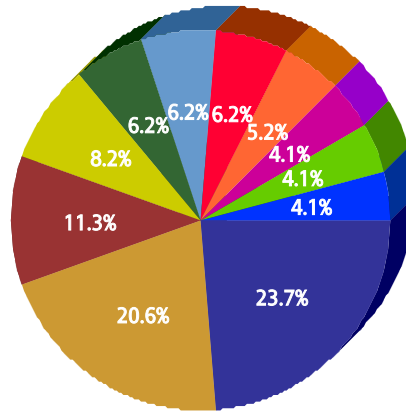
Top Performers by SR Volume Created During the Reporting Period

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%



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



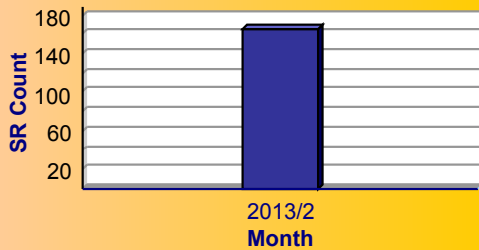
Service

- Litter - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Street Repair - Routine-STS
- 24 Hour Parking/Parking Violations - DPD
- Chronic Traffic Violations - DPD
- Sanitation Property Damage - SAN

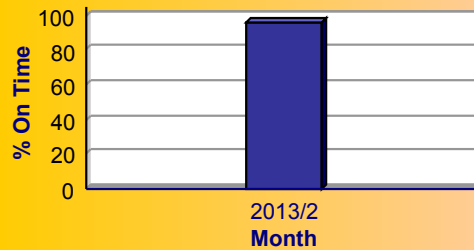
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
166	107	105	98.1%	59	55	93.2%	96.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District Unknown

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%



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%