CITY OF DALLAS

FY 2011 – 2012

YEAR-TO-DATE

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

June 2012

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City of Dallas

Council District Report
For YTD Through September 2012
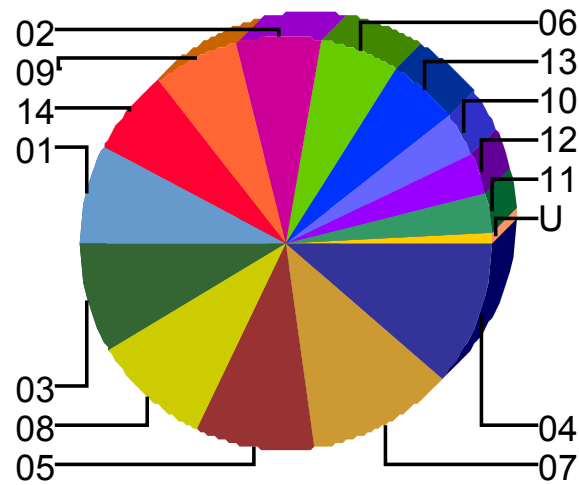
Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	19,208	7.7%	94.7%
02	16,343	6.6%	94.1%
03	21,458	8.6%	92.1%
04	28,376	11.4%	93.3%
05	23,764	9.6%	92.5%
06	15,152	6.1%	92.3%
07	28,018	11.3%	92.4%
08	22,484	9.0%	92.9%
09	16,568	6.7%	92.3%
10	8,649	3.5%	94.6%
11	7,768	3.1%	96.6%
12	8,028	3.2%	95.1%
13	13,736	5.5%	95.0%
14	16,852	6.8%	94.5%
U	2,043	0.8%	81.4%
Totals	**248,447**	**100.0%**	**93.3%**

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Citywide

Top 10 Services

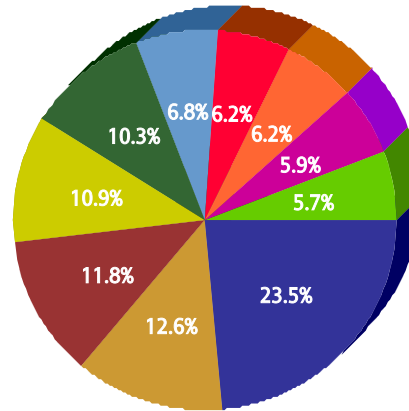| SR Type	Service Request Count
High Weeds - CCS	26,792
Litter - CCS	14,306
Garbage Roll Cart - SAN	13,475
Dead Animal Pick Up - SAN	12,459
Animal - Loose Aggressive - CCS	11,769
Animal - Confined - CCS	7,691
Signs - Public Right of Way - CCS	7,057
Obstruction Alley/Sidewalk/Street - CCS	7,042
Substandard Structure - CCS	6,691
Recycling ROLL CART NEW - SAN	6,500

Service

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

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
248,447	247,029	230,679	93.4%	1,418	1,112	78.4%	93.3%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

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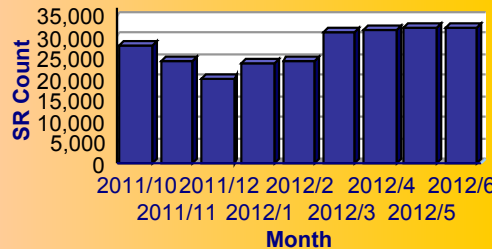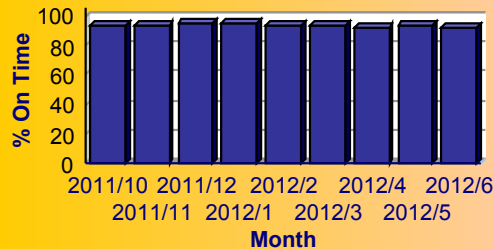
Citywide

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	26,792	46	0	0.0%	38	18.9	26,746	99.8%	23,488	87.8%	23,488	87.7%
Litter - CCS	14,306	24	0	0.0%	38	21.3	14,282	99.8%	12,071	84.5%	12,071	84.4%
Garbage Roll Cart - SAN	13,475	0	0	N/A	10	2.5	13,475	100.0%	13,431	99.7%	13,431	99.7%
Dead Animal Pick Up - SAN	12,459	0	0	N/A	1	0.4	12,459	100.0%	12,442	99.9%	12,442	99.9%
Animal - Loose Aggressive - CCS	11,769	0	0	N/A	3	1.2	11,769	100.0%	10,860	92.3%	10,860	92.3%
Animal - Confined - CCS	7,691	0	0	N/A	3	1.2	7,691	100.0%	7,022	91.3%	7,022	91.3%
Signs - Public Right of Way - CCS	7,057	1	0	0.0%	7	1.2	7,056	100.0%	6,823	96.7%	6,823	96.7%
Obstruction Alley/Sidewalk/Street - CCS	7,042	8	0	0.0%	60	29.7	7,034	99.9%	6,296	89.5%	6,296	89.4%
Substandard Structure - CCS	6,691	1,042	997	95.7%	365	55.5	5,649	84.4%	5,641	99.9%	6,638	99.2%
Recycling ROLL CART NEW - SAN	6,500	0	0	N/A	10	2.2	6,500	100.0%	6,492	99.9%	6,492	99.9%
Bulky Trash Violations - CCS	5,702	0	0	N/A	14	7.2	5,702	100.0%	4,923	86.3%	4,923	86.3%
Animal - Loose - CCS	5,320	0	0	N/A	40	18.9	5,320	100.0%	5,258	98.8%	5,258	98.8%
Garbage - Missed - SAN	5,179	0	0	N/A	3	0.9	5,179	100.0%	5,148	99.4%	5,148	99.4%
Animal - Sick/Injured - CCS	5,114	0	0	N/A	3	0.4	5,114	100.0%	5,039	98.5%	5,039	98.5%
Smoke Detector Request - DFD	4,522	0	0	N/A	30	5.3	4,522	100.0%	4,427	97.9%	4,427	97.9%
Graffiti Private Property - Residential/Commercial	3,780	8	0	0.0%	90	11.6	3,772	99.8%	3,659	97.0%	3,659	96.8%
24 Hour Parking/Parking Violations - DPD	3,689	0	0	N/A	10	4.5	3,689	100.0%	3,646	98.8%	3,646	98.8%
Illegal Dumping - CCS	3,584	1	0	0.0%	38	8.0	3,583	100.0%	3,377	94.3%	3,377	94.2%
Fire Inspection - DFD	3,540	0	0	N/A	60	24.8	3,540	100.0%	3,443	97.3%	3,443	97.3%
Junk Motor Vehicle - CCS	3,262	19	8	42.1%	126	44.5	3,243	99.4%	3,015	93.0%	3,023	92.7%

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

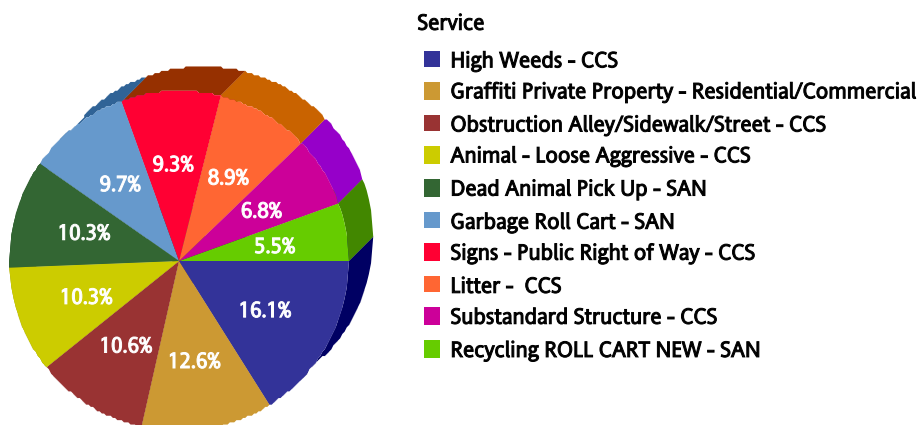CITY OF DALLAS, TX　　　　　　　　　　　Report date – July 13, 2012

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

Council District 01

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,558
Graffiti Private Property - Residential/Commercial	1,223
Obstruction Alley/Sidewalk/Street - CCS	1,028
Animal – Loose Aggressive - CCS	997
Dead Animal Pick Up - SAN	996
Garbage Roll Cart - SAN	943
Signs – Public Right of Way - CCS	900
Litter - CCS	862
Substandard Structure - CCS	662
Recycling ROLL CART NEW - SAN	529

Service

- High Weeds – CCS
- Graffiti Private Property – Residential/Commercial
- Obstruction Alley/Sidewalk/Street – CCS
- Animal – Loose Aggressive – CCS
- Dead Animal Pick Up – SAN
- Garbage Roll Cart – SAN
- Signs – Public Right of Way – CCS
- Litter – CCS
- Substandard Structure – CCS
- Recycling ROLL CART NEW – SAN

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,208	19,074	18,074	94.8%	134	117	87.3%	94.7%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

City of Dallas *Service Level Performance Report by Council District*
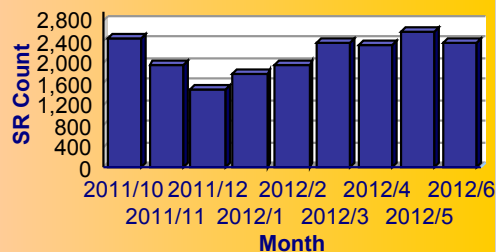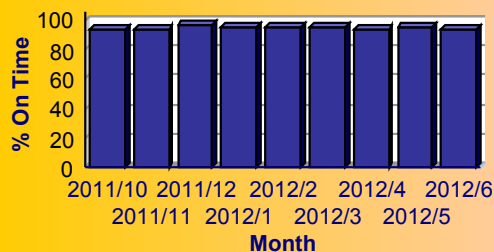
Council District 01

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,558	0	0	N/A	38	18.7	1,558	100.0%	1,438	92.3%	1,438	92.3%
Graffiti Private Property - Residential/Commercial	1,223	0	0	N/A	90	10.9	1,223	100.0%	1,195	97.7%	1,195	97.7%
Obstruction Alley/Sidewalk/Street - CCS	1,028	0	0	N/A	60	23.3	1,028	100.0%	992	96.5%	992	96.5%
Animal - Loose Aggressive - CCS	997	0	0	N/A	3	1.1	997	100.0%	912	91.5%	912	91.5%
Dead Animal Pick Up - SAN	996	0	0	N/A	1	0.5	996	100.0%	995	99.9%	995	99.9%
Garbage Roll Cart - SAN	943	0	0	N/A	10	2.4	943	100.0%	941	99.8%	941	99.8%
Signs - Public Right of Way - CCS	900	0	0	N/A	7	1.0	900	100.0%	864	96.0%	864	96.0%
Litter - CCS	862	0	0	N/A	38	23.6	862	100.0%	752	87.2%	752	87.2%
Substandard Structure - CCS	662	108	105	97.2%	365	68.9	554	83.7%	554	100.0%	659	99.5%
Recycling ROLL CART NEW - SAN	529	0	0	N/A	10	2.0	529	100.0%	528	99.8%	528	99.8%
Animal - Loose - CCS	496	0	0	N/A	40	18.9	496	100.0%	489	98.6%	489	98.6%
Signs - Other - CCS	449	0	0	N/A	21	3.4	449	100.0%	428	95.3%	428	95.3%
Animal - Confined - CCS	423	0	0	N/A	3	1.0	423	100.0%	388	91.7%	388	91.7%
Illegal Dumping - CCS	421	0	0	N/A	38	3.0	421	100.0%	410	97.4%	410	97.4%
24 Hour Parking/Parking Violations - DPD	386	0	0	N/A	10	3.8	386	100.0%	386	100.0%	386	100.0%
Animal - Sick/Injured - CCS	372	0	0	N/A	3	0.3	372	100.0%	366	98.4%	366	98.4%
Illegal Outside Storage - CCS	339	0	0	N/A	38	24.2	339	100.0%	295	87.0%	295	87.0%
Bulky Trash Violations - CCS	331	0	0	N/A	14	3.8	331	100.0%	315	95.2%	315	95.2%
Garage Sale - CCS	290	0	0	N/A	7	3.6	290	100.0%	257	88.6%	257	88.6%
Smoke Detector Request - DFD	280	0	0	N/A	30	5.5	280	100.0%	265	94.6%	265	94.6%

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

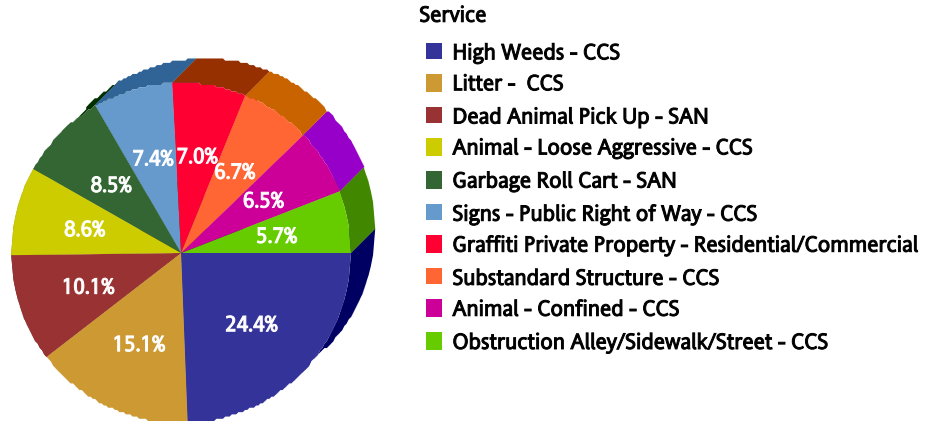CITY OF DALLAS, TX　　　　　　　　　　　　　　　　　Report date – July 13, 2012

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

Council District 02

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,521
Litter - CCS	939
Dead Animal Pick Up - SAN	631
Animal - Loose Aggressive - CCS	533
Garbage Roll Cart - SAN	526
Signs - Public Right of Way - CCS	458
Graffiti Private Property - Residential/Commercial	435
Substandard Structure - CCS	417
Animal - Confined - CCS	404
Obstruction Alley/Sidewalk/Street - CCS	357

Service

- High Weeds – CCS
- Litter – CCS
- Dead Animal Pick Up – SAN
- Animal – Loose Aggressive – CCS
- Garbage Roll Cart – SAN
- Signs – Public Right of Way – CCS
- Graffiti Private Property – Residential/Commercial
- Substandard Structure – CCS
- Animal – Confined – CCS
- Obstruction Alley/Sidewalk/Street – CCS

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,343	16,262	15,305	94.1%	81	67	82.7%	94.1%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

City of Dallas *Service Level Performance Report by Council District*
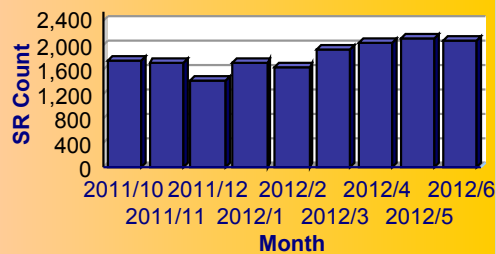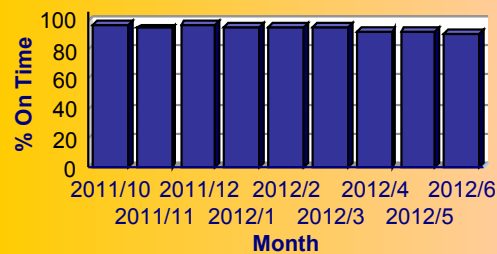
Council District 02

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,521	0	0	N/A	38	17.3	1,521	100.0%	1,357	89.2%	1,357	89.2%
Litter - CCS	939	0	0	N/A	38	20.6	939	100.0%	797	84.9%	797	84.9%
Dead Animal Pick Up - SAN	631	0	0	N/A	1	0.3	631	100.0%	631	100.0%	631	100.0%
Animal - Loose Aggressive - CCS	533	0	0	N/A	3	1.1	533	100.0%	503	94.4%	503	94.4%
Garbage Roll Cart - SAN	526	0	0	N/A	10	2.8	526	100.0%	522	99.2%	522	99.2%
Signs - Public Right of Way - CCS	458	0	0	N/A	7	1.1	458	100.0%	437	95.4%	437	95.4%
Graffiti Private Property - Residential/Commercial	435	1	0	0.0%	90	7.5	434	99.8%	425	97.9%	425	97.7%
Substandard Structure - CCS	417	53	52	98.1%	365	47.9	364	87.3%	364	100.0%	416	99.8%
Animal - Confined - CCS	404	0	0	N/A	3	0.8	404	100.0%	379	93.8%	379	93.8%
Obstruction Alley/Sidewalk/Street - CCS	357	0	0	N/A	60	27.5	357	100.0%	334	93.6%	334	93.6%
Fire Inspection - DFD	312	0	0	N/A	60	27.6	312	100.0%	296	94.9%	296	94.9%
24 Hour Parking/Parking Violations - DPD	310	0	0	N/A	10	4.8	310	100.0%	305	98.4%	305	98.4%
Animal - Loose - CCS	288	0	0	N/A	40	18.5	288	100.0%	284	98.6%	284	98.6%
Recycling ROLL CART NEW - SAN	285	0	0	N/A	10	2.2	285	100.0%	285	100.0%	285	100.0%
Street Repair - Routine-STS	268	0	0	N/A	90	15.8	268	100.0%	267	99.6%	267	99.6%
Traffic Signal - Flashing - STS	267	0	0	N/A	4	1.2	267	100.0%	266	99.6%	266	99.6%
Animal - Sick/Injured - CCS	258	0	0	N/A	3	0.6	258	100.0%	251	97.3%	251	97.3%
Illegal Dumping - CCS	255	0	0	N/A	38	6.5	255	100.0%	245	96.1%	245	96.1%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	251	0	0	N/A	10	2.1	251	100.0%	251	100.0%	251	100.0%
Garbage - Missed - SAN	241	0	0	N/A	3	0.9	241	100.0%	240	99.6%	240	99.6%

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

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

Council District 03

Top 10 Services

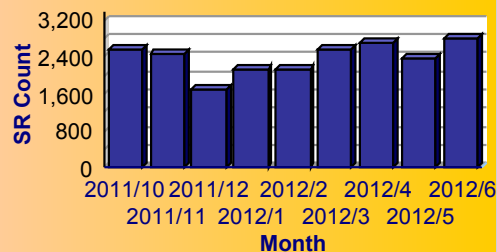| SR Type	Service Request Count
High Weeds – CCS	2,464
Dead Animal Pick Up – SAN	1,449
Litter – CCS	1,264
Animal – Loose Aggressive – CCS	1,222
Garbage Roll Cart – SAN	1,199
Obstruction Alley/Sidewalk/Street – CCS	931
Bulky Trash Violations – CCS	709
Recycling ROLL CART NEW – SAN	640
Signs – Public Right of Way – CCS	614
Illegal Dumping – CCS	583
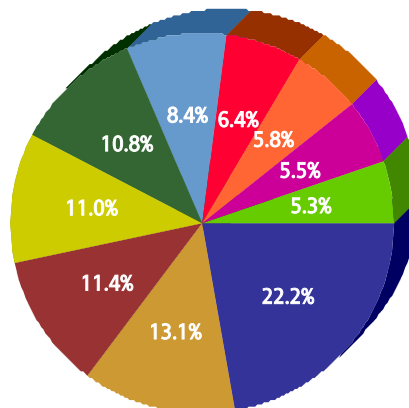
Service

- High Weeds – CCS
- Dead Animal Pick Up – SAN
- Litter – CCS
- Animal – Loose Aggressive – CCS
- Garbage Roll Cart – SAN
- Obstruction Alley/Sidewalk/Street – CCS
- Bulky Trash Violations – CCS
- Recycling ROLL CART NEW – SAN
- Signs – Public Right of Way – 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 %
21,458	21,366	19,683	92.1%	92	86	93.5%	92.1%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

City of Dallas *Service Level Performance Report by Council District*
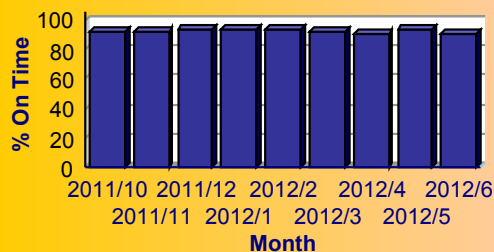
Council District 03

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,464	0	0	N/A	38	20.1	2,464	100.0%	2,055	83.4%	2,055	83.4%
Dead Animal Pick Up - SAN	1,449	0	0	N/A	1	0.2	1,449	100.0%	1,447	99.9%	1,447	99.9%
Litter - CCS	1,264	0	0	N/A	38	24.0	1,264	100.0%	975	77.1%	975	77.1%
Animal - Loose Aggressive - CCS	1,222	0	0	N/A	3	1.4	1,222	100.0%	1,105	90.4%	1,105	90.4%
Garbage Roll Cart - SAN	1,199	0	0	N/A	10	2.6	1,199	100.0%	1,192	99.4%	1,192	99.4%
Obstruction Alley/Sidewalk/Street - CCS	931	0	0	N/A	60	35.4	931	100.0%	801	86.0%	801	86.0%
Bulky Trash Violations - CCS	709	0	0	N/A	14	2.9	709	100.0%	687	96.9%	687	96.9%
Recycling ROLL CART NEW - SAN	640	0	0	N/A	10	2.3	640	100.0%	639	99.8%	639	99.8%
Signs - Public Right of Way - CCS	614	0	0	N/A	7	0.8	614	100.0%	599	97.6%	599	97.6%
Illegal Dumping - CCS	583	0	0	N/A	38	4.0	583	100.0%	571	97.9%	571	97.9%
Animal - Loose - CCS	576	0	0	N/A	40	20.3	576	100.0%	571	99.1%	571	99.1%
Animal - Confined - CCS	557	0	0	N/A	3	1.7	557	100.0%	499	89.6%	499	89.6%
Animal - Sick/Injured - CCS	470	0	0	N/A	3	0.3	470	100.0%	467	99.4%	467	99.4%
Substandard Structure - CCS	388	77	77	100.0%	365	71.3	311	80.2%	310	99.7%	387	99.7%
Smoke Detector Request - DFD	387	0	0	N/A	30	3.9	387	100.0%	379	97.9%	379	97.9%
Illegal Outside Storage - CCS	350	0	0	N/A	38	26.7	350	100.0%	266	76.0%	266	76.0%
24 Hour Parking/Parking Violations - DPD	323	0	0	N/A	10	3.7	323	100.0%	323	100.0%	323	100.0%
Graffiti Private Property - Residential/Commercial	291	1	0	0.0%	90	12.5	290	99.7%	282	97.2%	282	96.9%
Illegal Garbage/Placement - CCS	282	0	0	N/A	60	26.3	282	100.0%	241	85.5%	241	85.5%
Junk Motor Vehicle - CCS	268	1	0	0.0%	126	38.8	267	99.6%	254	95.1%	254	94.8%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 04

Top 10 Services

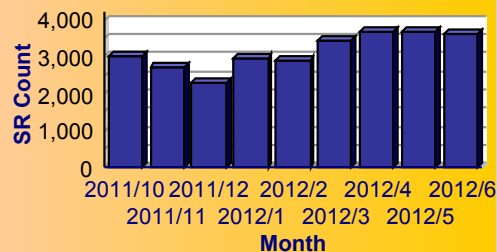| SR Type	Service Request Count
High Weeds – CCS	4,655
Litter – CCS	2,295
Animal – Loose Aggressive – CCS	1,804
Dead Animal Pick Up – SAN	1,598
Smoke Detector Request – DFD	1,554
Garbage Roll Cart – SAN	1,343
Illegal Dumping – CCS	767
Animal – Confined – CCS	756
Recycling ROLL CART NEW – SAN	732
Bulky Trash Violations – CCS	688
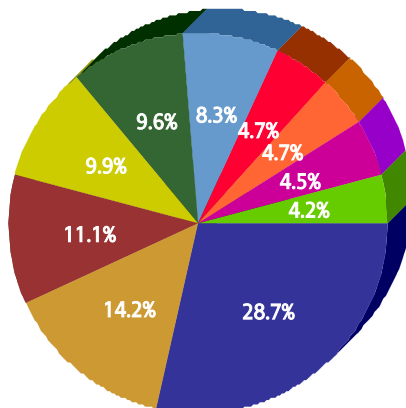
Service
- High Weeds – CCS
- Litter – CCS
- Animal – Loose Aggressive – CCS
- Dead Animal Pick Up – SAN
- Smoke Detector Request – DFD
- Garbage Roll Cart – SAN
- Illegal Dumping – CCS
- Animal – Confined – CCS
- Recycling ROLL CART NEW – SAN
- Bulky Trash Violations – CCS

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,376	28,263	26,364	93.3%	113	102	90.3%	93.3%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

City of Dallas *Service Level Performance Report by Council District*
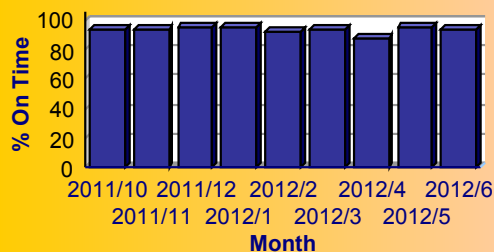
Council District 04

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	4,655	0	0	N/A	38	17.2	4,655	100.0%	4,250	91.3%	4,250	91.3%
Litter - CCS	2,295	0	0	N/A	38	19.6	2,295	100.0%	2,010	87.6%	2,010	87.6%
Animal - Loose Aggressive - CCS	1,804	0	0	N/A	3	1.4	1,804	100.0%	1,617	89.6%	1,617	89.6%
Dead Animal Pick Up - SAN	1,598	0	0	N/A	1	0.4	1,598	100.0%	1,597	99.9%	1,597	99.9%
Smoke Detector Request - DFD	1,554	0	0	N/A	30	3.9	1,554	100.0%	1,535	98.8%	1,535	98.8%
Garbage Roll Cart - SAN	1,343	0	0	N/A	10	2.4	1,343	100.0%	1,343	100.0%	1,343	100.0%
Illegal Dumping - CCS	767	0	0	N/A	38	7.2	767	100.0%	739	96.3%	739	96.3%
Animal - Confined - CCS	756	0	0	N/A	3	1.8	756	100.0%	636	84.1%	636	84.1%
Recycling ROLL CART NEW - SAN	732	0	0	N/A	10	2.3	732	100.0%	732	100.0%	732	100.0%
Bulky Trash Violations - CCS	688	0	0	N/A	14	10.9	688	100.0%	491	71.4%	491	71.4%
Animal - Loose - CCS	679	0	0	N/A	40	18.0	679	100.0%	676	99.6%	676	99.6%
Substandard Structure - CCS	652	89	86	96.6%	365	49.4	563	86.3%	563	100.0%	649	99.5%
Animal - Sick/Injured - CCS	649	0	0	N/A	3	0.3	649	100.0%	641	98.8%	641	98.8%
Obstruction Alley/Sidewalk/Street - CCS	588	0	0	N/A	60	25.8	588	100.0%	576	98.0%	576	98.0%
Garbage - Missed - SAN	512	0	0	N/A	3	0.9	512	100.0%	509	99.4%	509	99.4%
Parking - Unapproved Surface - CCS	511	0	0	N/A	10	2.7	511	100.0%	481	94.1%	481	94.1%
Junk Motor Vehicle - CCS	503	2	2	100.0%	126	42.6	501	99.6%	468	93.4%	470	93.4%
Illegal Outside Storage - CCS	431	0	0	N/A	38	21.6	431	100.0%	376	87.2%	376	87.2%
Open and Vacant Structure - CCS	373	0	0	N/A	30	12.3	373	100.0%	351	94.1%	351	94.1%
Signs - Public Right of Way - CCS	371	0	0	N/A	7	0.7	371	100.0%	360	97.0%	360	97.0%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 05

Top 10 Services

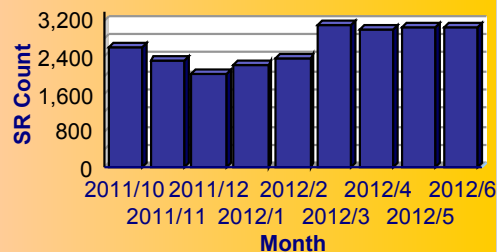| SR Type	Service Request Count
High Weeds - CCS	2,545
Animal - Loose Aggressive - CCS	1,802
Litter - CCS	1,528
Dead Animal Pick Up - SAN	1,479
Substandard Structure - CCS	1,270
Garbage Roll Cart - SAN	1,218
Animal - Confined - CCS	770
Animal - Loose - CCS	718
Recycling ROLL CART NEW - SAN	709
Animal - Sick/Injured - CCS	654
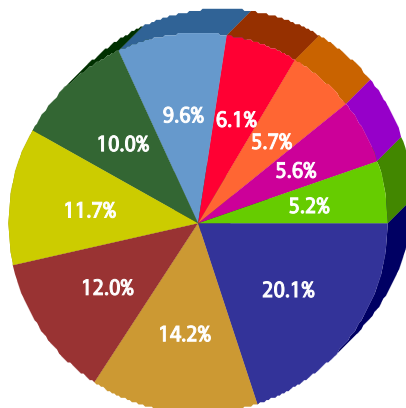
Service
- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Sick/Injured - CCS

Pie chart values: 9.6%, 6.1%, 5.7%, 5.6%, 10.0%, 5.2%, 11.7%, 20.1%, 12.0%, 14.2%

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 %
23,764	23,605	21,832	92.5%	159	144	90.6%	92.5%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

City of Dallas *Service Level Performance Report by Council District*
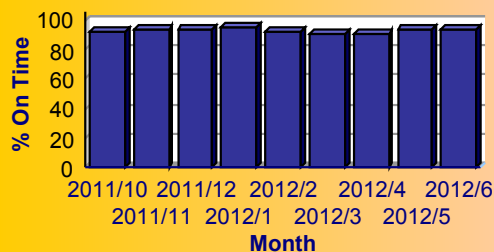
Council District 05

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,545	0	0	N/A	38	22.2	2,545	100.0%	2,189	86.0%	2,189	86.0%
Animal - Loose Aggressive - CCS	1,802	0	0	N/A	3	1.0	1,802	100.0%	1,696	94.1%	1,696	94.1%
Litter - CCS	1,528	1	0	0.0%	38	23.9	1,527	99.9%	1,284	84.1%	1,284	84.0%
Dead Animal Pick Up - SAN	1,479	0	0	N/A	1	0.3	1,479	100.0%	1,477	99.9%	1,477	99.9%
Substandard Structure - CCS	1,270	142	138	97.2%	365	46.0	1,128	88.8%	1,127	99.9%	1,265	99.6%
Garbage Roll Cart - SAN	1,218	0	0	N/A	10	2.6	1,218	100.0%	1,212	99.5%	1,212	99.5%
Animal - Confined - CCS	770	0	0	N/A	3	1.4	770	100.0%	691	89.7%	691	89.7%
Animal - Loose - CCS	718	0	0	N/A	40	18.9	718	100.0%	711	99.0%	711	99.0%
Recycling ROLL CART NEW - SAN	709	0	0	N/A	10	2.1	709	100.0%	709	100.0%	709	100.0%
Animal - Sick/Injured - CCS	654	0	0	N/A	3	0.4	654	100.0%	643	98.3%	643	98.3%
Signs - Public Right of Way - CCS	610	0	0	N/A	7	1.1	610	100.0%	588	96.4%	588	96.4%
Bulky Trash Violations - CCS	537	0	0	N/A	14	9.9	537	100.0%	415	77.3%	415	77.3%
Smoke Detector Request - DFD	469	0	0	N/A	30	7.1	469	100.0%	455	97.0%	455	97.0%
Garbage - Missed - SAN	466	0	0	N/A	3	1.0	466	100.0%	463	99.4%	463	99.4%
Junk Motor Vehicle - CCS	401	3	0	0.0%	126	44.9	398	99.3%	366	92.0%	366	91.3%
Obstruction Alley/Sidewalk/Street - CCS	395	0	0	N/A	60	31.0	395	100.0%	358	90.6%	358	90.6%
Parking - Unapproved Surface - CCS	380	0	0	N/A	10	6.1	380	100.0%	312	82.1%	312	82.1%
24 Hour Parking/Parking Violations - DPD	318	0	0	N/A	10	5.0	318	100.0%	312	98.1%	312	98.1%
Animal - Cruelty - CCS	275	0	0	N/A	30	1.8	275	100.0%	275	100.0%	275	100.0%
Street Repair - Routine-STS	269	0	0	N/A	90	17.7	269	100.0%	265	98.5%	265	98.5%

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

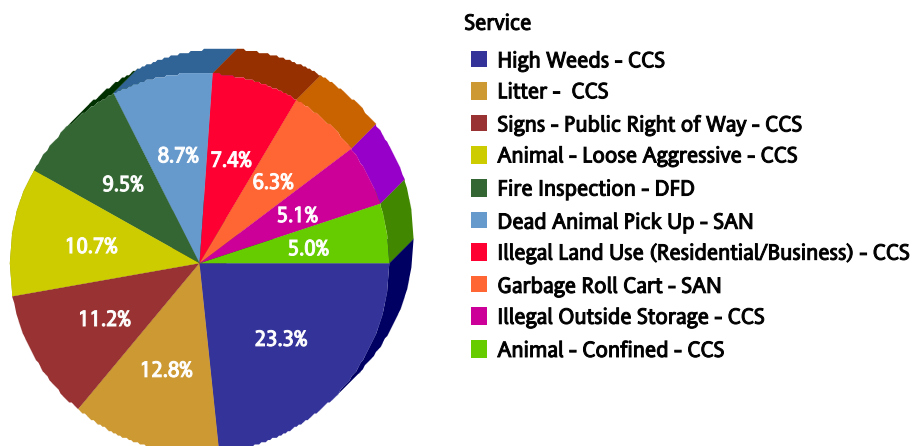CITY OF DALLAS, TX   Report date – July 13, 2012

City of Dallas
Service Level Performance Report by Council District

Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds – CCS	1,606
Litter – CCS	883
Signs – Public Right of Way – CCS	771
Animal – Loose Aggressive – CCS	737
Fire Inspection – DFD	651
Dead Animal Pick Up – SAN	596
Illegal Land Use (Residential/Business) – CCS	510
Garbage Roll Cart – SAN	435
Illegal Outside Storage – CCS	354
Animal – Confined – CCS	345

Service
- High Weeds – CCS
- Litter – CCS
- Signs – Public Right of Way – CCS
- Animal – Loose Aggressive – CCS
- Fire Inspection – DFD
- Dead Animal Pick Up – SAN
- Illegal Land Use (Residential/Business) – CCS
- Garbage Roll Cart – SAN
- Illegal Outside Storage – 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 %
15,152	15,079	13,920	92.3%	73	69	94.5%	92.3%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

City of Dallas *Service Level Performance Report by Council District*
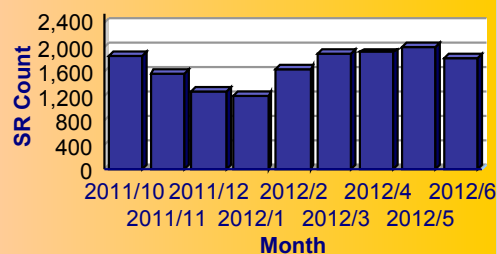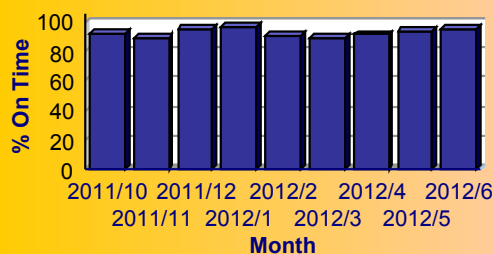
Council District 06

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,606	0	0	N/A	38	22.2	1,606	100.0%	1,321	82.3%	1,321	82.3%
Litter - CCS	883	0	0	N/A	38	25.6	883	100.0%	702	79.5%	702	79.5%
Signs - Public Right of Way - CCS	771	0	0	N/A	7	0.8	771	100.0%	754	97.8%	754	97.8%
Animal - Loose Aggressive - CCS	737	0	0	N/A	3	1.0	737	100.0%	685	92.9%	685	92.9%
Fire Inspection - DFD	651	0	0	N/A	60	23.6	651	100.0%	644	98.9%	644	98.9%
Dead Animal Pick Up - SAN	596	0	0	N/A	1	0.3	596	100.0%	594	99.7%	594	99.7%
Illegal Land Use (Residential/Business) - CCS	510	1	0	0.0%	60	26.2	509	99.8%	424	83.3%	424	83.1%
Garbage Roll Cart - SAN	435	0	0	N/A	10	2.3	435	100.0%	435	100.0%	435	100.0%
Illegal Outside Storage - CCS	354	0	0	N/A	38	28.8	354	100.0%	274	77.4%	274	77.4%
Animal - Confined - CCS	345	0	0	N/A	3	0.9	345	100.0%	320	92.8%	320	92.8%
Illegal Dumping - CCS	341	0	0	N/A	38	5.3	341	100.0%	326	95.6%	326	95.6%
Garage Sale - CCS	334	0	0	N/A	7	1.2	334	100.0%	321	96.1%	321	96.1%
Graffiti Private Property - Residential/Commercial	318	0	0	N/A	90	9.0	318	100.0%	311	97.8%	311	97.8%
Substandard Structure - CCS	316	63	63	100.0%	365	85.9	253	80.1%	251	99.2%	314	99.4%
Animal - Loose - CCS	304	0	0	N/A	40	19.4	304	100.0%	297	97.7%	297	97.7%
Animal - Sick/Injured - CCS	280	0	0	N/A	3	0.4	280	100.0%	274	97.9%	274	97.9%
Obstruction Alley/Sidewalk/Street - CCS	250	0	0	N/A	60	28.8	250	100.0%	211	84.4%	211	84.4%
Junk Motor Vehicle - CCS	249	0	0	N/A	126	36.6	249	100.0%	232	93.2%	232	93.2%
Recycling ROLL CART NEW - SAN	227	0	0	N/A	10	2.0	227	100.0%	227	100.0%	227	100.0%
Parking - Unapproved Surface - CCS	222	0	0	N/A	10	4.7	222	100.0%	202	91.0%	202	91.0%

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

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

Council District 07

Top 10 Services

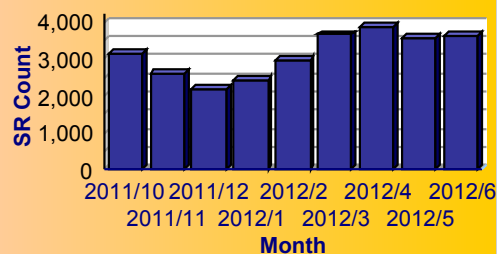| SR Type	Service Request Count
High Weeds - CCS	5,320
Litter - CCS	3,530
Substandard Structure - CCS	1,483
Animal - Loose Aggressive - CCS	1,401
Dead Animal Pick Up - SAN	1,185
Garbage Roll Cart - SAN	1,162
Animal - Confined - CCS	710
Bulky Trash Violations - CCS	596
Animal - Sick/Injured - CCS	546
Animal - Loose - CCS	512
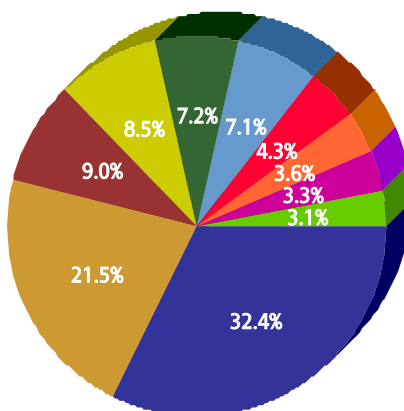
Service

- High Weeds - CCS
- Litter - CCS
- Substandard Structure - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
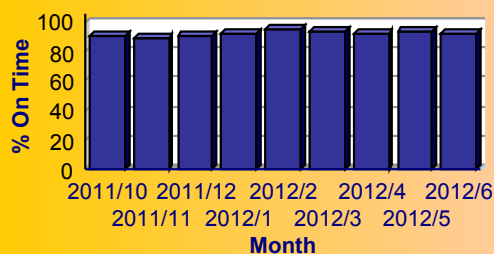- Animal - Sick/Injured - CCS
- Animal - Loose - CCS

Pie chart values: 32.4%, 21.5%, 9.0%, 8.5%, 7.2%, 7.1%, 4.3%, 3.6%, 3.3%, 3.1%

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 %
28,018	27,687	25,601	92.5%	331	290	87.6%	92.4%

Monthly Trend of Services Requested

SR Count (y-axis: 0 to 4,000)
Month (x-axis: 2011/10, 2011/11, 2011/12, 2012/1, 2012/2, 2012/3, 2012/4, 2012/5, 2012/6)

Monthly Trend of % SRs Closed On Time

% On Time (y-axis: 0 to 100)
Month (x-axis: 2011/10, 2011/11, 2011/12, 2012/1, 2012/2, 2012/3, 2012/4, 2012/5, 2012/6)

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

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

Council District 07

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	5,320	0	0	N/A	38	14.2	5,320	100.0%	4,833	90.8%	4,833	90.8%
Litter - CCS	3,530	0	0	N/A	38	15.6	3,530	100.0%	3,158	89.5%	3,158	89.5%
Substandard Structure - CCS	1,483	301	274	91.0%	365	55.8	1,182	79.7%	1,178	99.7%	1,452	97.9%
Animal - Loose Aggressive - CCS	1,401	0	0	N/A	3	1.1	1,401	100.0%	1,303	93.0%	1,303	93.0%
Dead Animal Pick Up - SAN	1,185	0	0	N/A	1	0.5	1,185	100.0%	1,182	99.7%	1,182	99.7%
Garbage Roll Cart - SAN	1,162	0	0	N/A	10	2.4	1,162	100.0%	1,158	99.7%	1,158	99.7%
Animal - Confined - CCS	710	0	0	N/A	3	1.6	710	100.0%	616	86.8%	616	86.8%
Bulky Trash Violations - CCS	596	0	0	N/A	14	6.5	596	100.0%	532	89.3%	532	89.3%
Animal - Sick/Injured - CCS	546	0	0	N/A	3	0.4	546	100.0%	536	98.2%	536	98.2%
Animal - Loose - CCS	512	0	0	N/A	40	17.5	512	100.0%	505	98.6%	505	98.6%
Recycling ROLL CART NEW - SAN	464	0	0	N/A	10	2.1	464	100.0%	463	99.8%	463	99.8%
Open and Vacant Structure - CCS	462	0	0	N/A	30	12.8	462	100.0%	392	84.8%	392	84.8%
Illegal Outside Storage - CCS	440	0	0	N/A	38	25.8	440	100.0%	350	79.5%	350	79.5%
Signs - Public Right of Way - CCS	433	0	0	N/A	7	2.5	433	100.0%	406	93.8%	406	93.8%
Parking - Unapproved Surface - CCS	414	0	0	N/A	10	4.3	414	100.0%	359	86.7%	359	86.7%
Smoke Detector Request - DFD	405	0	0	N/A	30	6.3	405	100.0%	396	97.8%	396	97.8%
Obstruction Alley/Sidewalk/Street - CCS	390	0	0	N/A	60	31.1	390	100.0%	348	89.2%	348	89.2%
Garbage - Missed - SAN	390	0	0	N/A	3	0.7	390	100.0%	390	100.0%	390	100.0%
Junk Motor Vehicle - CCS	388	2	0	0.0%	126	48.8	386	99.5%	353	91.5%	353	91.0%
Illegal Dumping - CCS	370	0	0	N/A	38	11.5	370	100.0%	328	88.6%	328	88.6%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 08

Top 10 Services

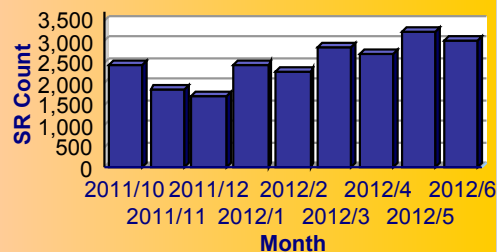| SR Type	Service Request Count
High Weeds – CCS	2,763
Animal – Loose Aggressive – CCS	1,882
Dead Animal Pick Up – SAN	1,371
Garbage Roll Cart – SAN	1,187
Litter – CCS	1,106
Animal – Confined – CCS	1,099
Signs – Public Right of Way – CCS	971
Animal – Loose – CCS	790
Recycling ROLL CART NEW – SAN	711
Animal – Sick/Injured – CCS	668
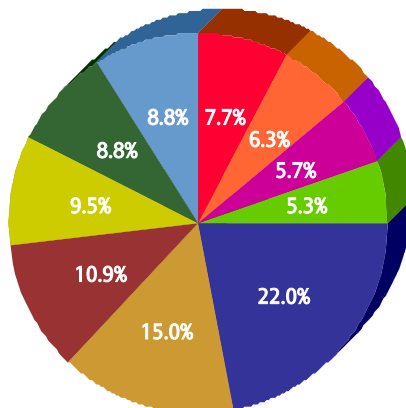
Service
- High Weeds – CCS
- Animal – Loose Aggressive – CCS
- Dead Animal Pick Up – SAN
- Garbage Roll Cart – SAN
- Litter – CCS
- Animal – Confined – CCS
- Signs – Public Right of Way – CCS
- Animal – Loose – CCS
- Recycling ROLL CART NEW – SAN
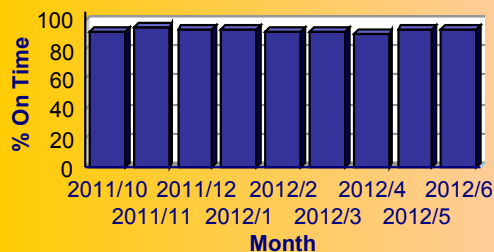- Animal – Sick/Injured – CCS

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,484	22,398	20,821	93.0%	86	73	84.9%	92.9%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

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

Council District 08

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,763	0	0	N/A	38	19.4	2,763	100.0%	2,495	90.3%	2,495	90.3%
Animal - Loose Aggressive - CCS	1,882	0	0	N/A	3	1.2	1,882	100.0%	1,722	91.5%	1,722	91.5%
Dead Animal Pick Up - SAN	1,371	0	0	N/A	1	0.3	1,371	100.0%	1,366	99.6%	1,366	99.6%
Garbage Roll Cart - SAN	1,187	0	0	N/A	10	2.7	1,187	100.0%	1,183	99.7%	1,183	99.7%
Litter - CCS	1,106	0	0	N/A	38	23.1	1,106	100.0%	947	85.6%	947	85.6%
Animal - Confined - CCS	1,099	0	0	N/A	3	1.3	1,099	100.0%	978	89.0%	978	89.0%
Signs - Public Right of Way - CCS	971	0	0	N/A	7	1.6	971	100.0%	949	97.7%	949	97.7%
Animal - Loose - CCS	790	0	0	N/A	40	19.6	790	100.0%	777	98.4%	777	98.4%
Recycling ROLL CART NEW - SAN	711	0	0	N/A	10	2.4	711	100.0%	710	99.9%	710	99.9%
Animal - Sick/Injured - CCS	668	0	0	N/A	3	0.5	668	100.0%	656	98.2%	656	98.2%
Smoke Detector Request - DFD	629	0	0	N/A	30	4.9	629	100.0%	620	98.6%	620	98.6%
Garbage - Missed - SAN	530	0	0	N/A	3	1.3	530	100.0%	519	97.9%	519	97.9%
Substandard Structure - CCS	516	69	65	94.2%	365	44.0	447	86.6%	447	100.0%	512	99.2%
Bulky Trash Violations - CCS	370	0	0	N/A	14	11.0	370	100.0%	251	67.8%	251	67.8%
Parking - Unapproved Surface - CCS	339	0	0	N/A	10	3.9	339	100.0%	302	89.1%	302	89.1%
Junk Motor Vehicle - CCS	326	2	2	100.0%	126	55.0	324	99.4%	298	92.0%	300	92.0%
Illegal Dumping - CCS	308	0	0	N/A	38	13.4	308	100.0%	277	89.9%	277	89.9%
Obstruction Alley/Sidewalk/Street - CCS	289	0	0	N/A	60	31.3	289	100.0%	249	86.2%	249	86.2%
Animal - Cruelty - CCS	281	0	0	N/A	30	1.9	281	100.0%	281	100.0%	281	100.0%
Fire Inspection – DFD	253	0	0	N/A	60	29.1	253	100.0%	247	97.6%	247	97.6%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 09

Top 10 Services

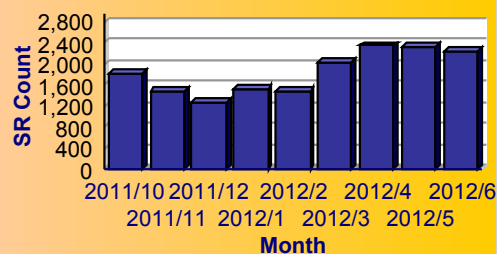| SR Type	Service Request Count
Garbage Roll Cart - SAN	1,403
High Weeds - CCS	1,150
Dead Animal Pick Up - SAN	864
Animal - Confined - CCS	674
Obstruction Alley/Sidewalk/Street - CCS	629
Bulky Trash Violations - CCS	575
Animal - Loose Aggressive - CCS	533
Litter - CCS	514
Recycling ROLL CART NEW - SAN	513
Garbage - Missed - SAN	476
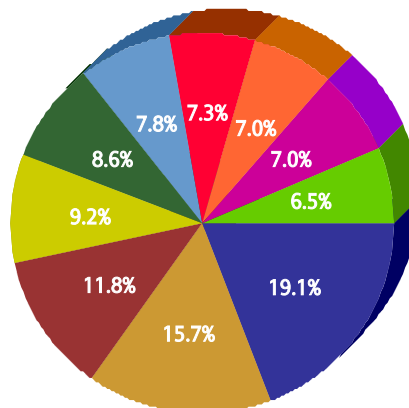
Service
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
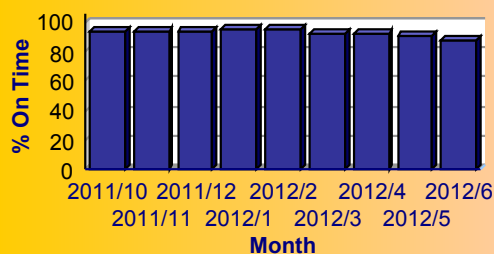- Recycling ROLL CART NEW - SAN
- Garbage - Missed - SAN

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,568	16,497	15,251	92.4%	71	44	62.0%	92.3%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 09

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	1,403	0	0	N/A	10	2.5	1,403	100.0%	1,398	99.6%	1,398	99.6%
High Weeds – CCS	1,150	0	0	N/A	38	25.1	1,150	100.0%	899	78.2%	899	78.2%
Dead Animal Pick Up – SAN	864	0	0	N/A	1	0.3	864	100.0%	864	100.0%	864	100.0%
Animal - Confined – CCS	674	0	0	N/A	3	0.7	674	100.0%	633	93.9%	633	93.9%
Obstruction Alley/Sidewalk/Street – CCS	629	0	0	N/A	60	33.6	629	100.0%	534	84.9%	534	84.9%
Bulky Trash Violations – CCS	575	0	0	N/A	14	6.7	575	100.0%	519	90.3%	519	90.3%
Animal - Loose Aggressive – CCS	533	0	0	N/A	3	1.3	533	100.0%	488	91.6%	488	91.6%
Litter - CCS	514	1	0	0.0%	38	28.9	513	99.8%	358	69.8%	358	69.6%
Recycling ROLL CART NEW – SAN	513	0	0	N/A	10	2.2	513	100.0%	512	99.8%	512	99.8%
Garbage - Missed – SAN	476	0	0	N/A	3	1.0	476	100.0%	472	99.2%	472	99.2%
Junk Motor Vehicle – CCS	325	3	0	0.0%	126	48.1	322	99.1%	300	93.2%	300	92.3%
24 Hour Parking/Parking Violations – DPD	325	0	0	N/A	10	3.7	325	100.0%	325	100.0%	325	100.0%
Substandard Structure – CCS	308	42	41	97.6%	365	67.1	266	86.4%	266	100.0%	307	99.7%
Animal - Loose – CCS	299	0	0	N/A	40	18.6	299	100.0%	295	98.7%	295	98.7%
Recycling - Roll Cart – SAN	299	0	0	N/A	10	2.7	299	100.0%	298	99.7%	298	99.7%
Recyclable Collection Missed (Residential) – SAN	292	0	0	N/A	3	1.0	292	100.0%	288	98.6%	288	98.6%
Street Repair - Routine-STS	289	0	0	N/A	90	15.7	289	100.0%	289	100.0%	289	100.0%
Animal - Sick/Injured – CCS	242	0	0	N/A	3	0.4	242	100.0%	239	98.8%	239	98.8%
Water Conservation Violation – CCS	236	0	0	N/A	7	6.8	236	100.0%	147	62.3%	147	62.3%
Brush/Bulk Items - Missed – SAN	205	0	0	N/A	10	4.3	205	100.0%	200	97.6%	200	97.6%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 10

Top 10 Services

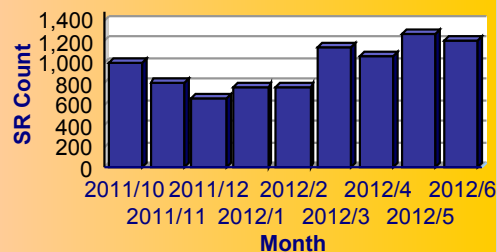| SR Type	Service Request Count
Garbage Roll Cart - SAN	695
Animal - Confined - CCS	516
High Weeds - CCS	489
Dead Animal Pick Up - SAN	383
Garbage - Missed - SAN	310
Bulky Trash Violations - CCS	271
Recycling ROLL CART NEW - SAN	257
Substandard Structure Apts - CCS	222
Obstruction Alley/Sidewalk/Street - CCS	206
24 Hour Parking/Parking Violations - DPD	186
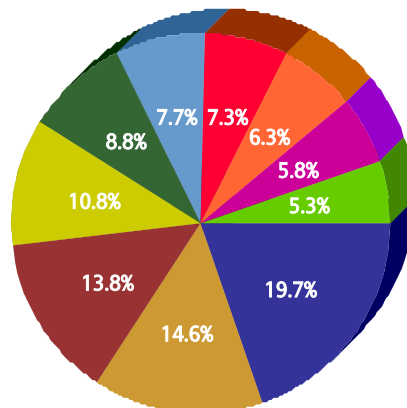
Service

- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Substandard Structure Apts - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- 24 Hour Parking/Parking Violations - DPD

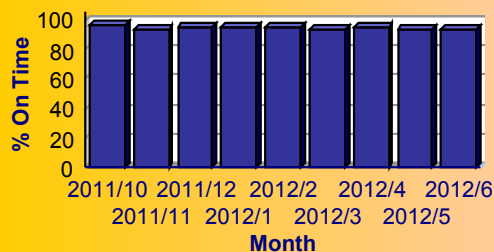Pie chart values: 7.7%, 7.3%, 6.3%, 5.8%, 5.3%, 8.8%, 10.8%, 13.8%, 14.6%, 19.7%

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 %
8,649	8,614	8,159	94.7%	35	20	57.1%	94.6%

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

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	695	0	0	N/A	10	2.5	695	100.0%	694	99.9%	694	99.9%
Animal - Confined - CCS	516	0	0	N/A	3	0.7	516	100.0%	494	95.7%	494	95.7%
High Weeds - CCS	489	0	0	N/A	38	18.1	489	100.0%	440	90.0%	440	90.0%
Dead Animal Pick Up - SAN	383	0	0	N/A	1	0.3	383	100.0%	382	99.7%	382	99.7%
Garbage - Missed - SAN	310	0	0	N/A	3	0.8	310	100.0%	307	99.0%	307	99.0%
Bulky Trash Violations - CCS	271	0	0	N/A	14	6.3	271	100.0%	242	89.3%	242	89.3%
Recycling ROLL CART NEW - SAN	257	0	0	N/A	10	2.1	257	100.0%	256	99.6%	256	99.6%
Substandard Structure Apts - CCS	222	3	3	100.0%	365	22.1	219	98.6%	219	100.0%	222	100.0%
Obstruction Alley/Sidewalk/Street - CCS	206	0	0	N/A	60	28.7	206	100.0%	180	87.4%	180	87.4%
24 Hour Parking/Parking Violations - DPD	186	0	0	N/A	10	3.9	186	100.0%	186	100.0%	186	100.0%
Animal - Loose Aggressive - CCS	181	0	0	N/A	3	0.7	181	100.0%	177	97.8%	177	97.8%
Recycling - Roll Cart - SAN	161	0	0	N/A	10	2.5	161	100.0%	160	99.4%	160	99.4%
Animal - Sick/Injured - CCS	155	0	0	N/A	3	0.3	155	100.0%	154	99.4%	154	99.4%
Fire Inspection - DFD	148	0	0	N/A	60	22.6	148	100.0%	145	98.0%	145	98.0%
Substandard Structure - CCS	142	18	17	94.4%	365	67.4	124	87.3%	124	100.0%	141	99.3%
Street Repair - Routine-STS	136	0	0	N/A	90	14.3	136	100.0%	136	100.0%	136	100.0%
Litter - CCS	129	0	0	N/A	38	25.0	129	100.0%	103	79.8%	103	79.8%
Water Conservation Violation - CCS	117	0	0	N/A	7	5.7	117	100.0%	80	68.4%	80	68.4%
Animal - Loose - CCS	116	0	0	N/A	40	20.1	116	100.0%	115	99.1%	115	99.1%
Smoke Detector Request - DFD	105	0	0	N/A	30	5.6	105	100.0%	100	95.2%	100	95.2%

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

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

Council District 11

Top 10 Services

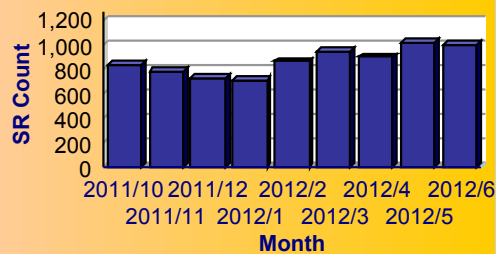| SR Type	Service Request Count
Garbage Roll Cart – SAN	498
Fire Inspection – DFD	447
Dead Animal Pick Up – SAN	371
Animal – Confined – CCS	325
Obstruction Alley/Sidewalk/Street – CCS	324
High Weeds – CCS	319
Garbage – Missed – SAN	287
Recycling ROLL CART NEW – SAN	220
Signs – Public Right of Way – CCS	197
Traffic Signal – Flashing – STS	176
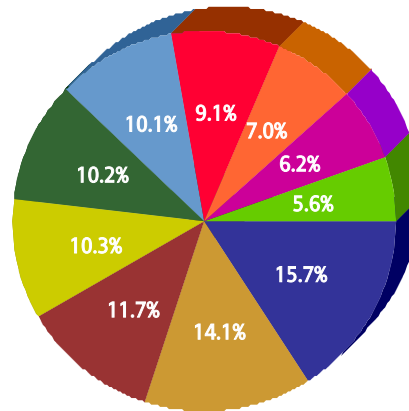
Service

- Garbage Roll Cart – SAN
- Fire Inspection – DFD
- Dead Animal Pick Up – SAN
- Animal – Confined – CCS
- Obstruction Alley/Sidewalk/Street – CCS
- High Weeds – CCS
- Garbage – Missed – SAN
- Recycling ROLL CART NEW – SAN
- Signs – Public Right of Way – CCS
- Traffic Signal – Flashing – 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 %
7,768	7,759	7,500	96.7%	9	7	77.8%	96.6%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

City of Dallas *Service Level Performance Report by Council District*
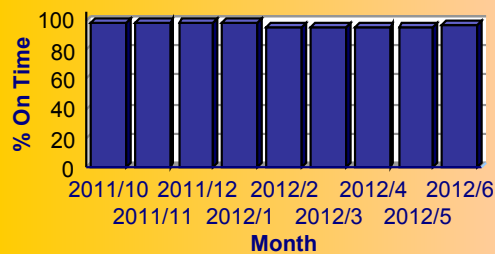
Council District 11

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	498	0	0	N/A	10	2.6	498	100.0%	495	99.4%	495	99.4%
Fire Inspection - DFD	447	0	0	N/A	60	16.8	447	100.0%	443	99.1%	443	99.1%
Dead Animal Pick Up - SAN	371	0	0	N/A	1	0.3	371	100.0%	371	100.0%	371	100.0%
Animal - Confined - CCS	325	0	0	N/A	3	1.6	325	100.0%	317	97.5%	317	97.5%
Obstruction Alley/Sidewalk/Street - CCS	324	0	0	N/A	60	23.8	324	100.0%	299	92.3%	299	92.3%
High Weeds - CCS	319	0	0	N/A	38	20.4	319	100.0%	277	86.8%	277	86.8%
Garbage - Missed - SAN	287	0	0	N/A	3	0.6	287	100.0%	287	100.0%	287	100.0%
Recycling ROLL CART NEW - SAN	220	0	0	N/A	10	2.2	220	100.0%	218	99.1%	218	99.1%
Signs - Public Right of Way - CCS	197	0	0	N/A	7	2.2	197	100.0%	190	96.4%	190	96.4%
Traffic Signal - Flashing - STS	176	0	0	N/A	4	1.3	176	100.0%	175	99.4%	175	99.4%
Bulky Trash Violations - CCS	153	0	0	N/A	14	5.3	153	100.0%	147	96.1%	147	96.1%
Animal - Sick/Injured - CCS	146	0	0	N/A	3	1.2	146	100.0%	144	98.6%	144	98.6%
Graffiti Private Property - Residential/Commercial	145	0	0	N/A	90	9.3	145	100.0%	142	97.9%	142	97.9%
Recycling - Roll Cart - SAN	141	0	0	N/A	10	2.5	141	100.0%	141	100.0%	141	100.0%
Litter - CCS	137	0	0	N/A	38	22.8	137	100.0%	122	89.1%	122	89.1%
Substandard Structure Apts - CCS	131	1	1	100.0%	365	14.0	130	99.2%	130	100.0%	131	100.0%
Street Repair - Routine-STS	131	0	0	N/A	90	15.2	131	100.0%	130	99.2%	130	99.2%
Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	0.6	128	100.0%	128	100.0%	128	100.0%
Traffic Signal - Timing - STS	125	0	0	N/A	4	1.5	125	100.0%	124	99.2%	124	99.2%
Pot hole - Hazardous-STS	119	0	0	N/A	1	0.1	119	100.0%	119	100.0%	119	100.0%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 12

Top 10 Services

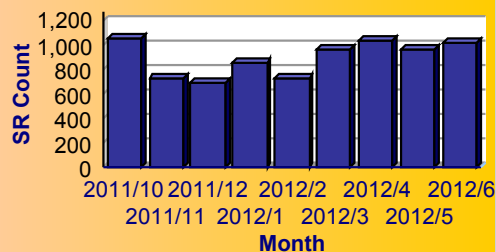| SR Type	Service Request Count
Garbage Roll Cart - SAN	905
Signs – Public Right of Way - CCS	358
High Weeds - CCS	324
Animal - Confined - CCS	323
Garbage - Missed - SAN	314
Bulky Trash Violations - CCS	308
Dead Animal Pick Up - SAN	303
Recycling ROLL CART NEW - SAN	272
Recycling - Roll Cart - SAN	230
Animal - Sick/Injured - CCS	160
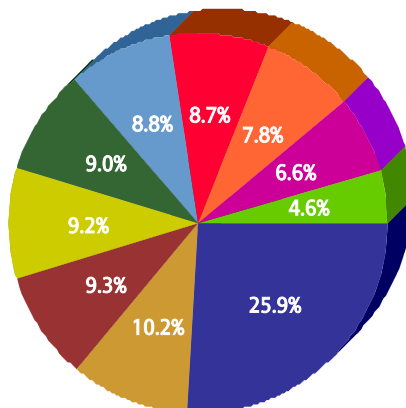
Service
- Garbage Roll Cart - SAN
- Signs – Public Right of Way - CCS
- High Weeds – CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Recycling - Roll Cart - SAN
- Animal - Sick/Injured - CCS

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,028	8,010	7,623	95.2%	18	11	61.1%	95.1%

Monthly Trend of Services Requested
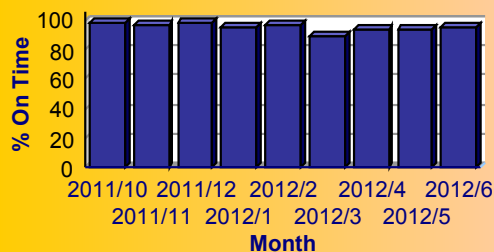
Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 12

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	905	0	0	N/A	10	2.7	905	100.0%	903	99.8%	903	99.8%
Signs - Public Right of Way - CCS	358	0	0	N/A	7	0.0	358	100.0%	358	100.0%	358	100.0%
High Weeds - CCS	324	0	0	N/A	38	28.2	324	100.0%	235	72.5%	235	72.5%
Animal - Confined - CCS	323	0	0	N/A	3	0.6	323	100.0%	311	96.3%	311	96.3%
Garbage - Missed - SAN	314	0	0	N/A	3	0.9	314	100.0%	312	99.4%	312	99.4%
Bulky Trash Violations - CCS	308	0	0	N/A	14	8.1	308	100.0%	272	88.3%	272	88.3%
Dead Animal Pick Up - SAN	303	0	0	N/A	1	0.4	303	100.0%	303	100.0%	303	100.0%
Recycling ROLL CART NEW - SAN	272	0	0	N/A	10	1.9	272	100.0%	272	100.0%	272	100.0%
Recycling - Roll Cart - SAN	230	0	0	N/A	10	2.6	230	100.0%	230	100.0%	230	100.0%
Animal - Sick/Injured - CCS	160	0	0	N/A	3	0.3	160	100.0%	159	99.4%	159	99.4%
Litter - CCS	156	0	0	N/A	38	30.4	156	100.0%	106	67.9%	106	67.9%
Street Repair - Routine-STS	156	0	0	N/A	90	10.0	156	100.0%	156	100.0%	156	100.0%
Fire Inspection - DFD	140	0	0	N/A	60	23.7	140	100.0%	139	99.3%	139	99.3%
Illegal Garbage/Placement - CCS	137	0	0	N/A	60	7.0	137	100.0%	136	99.3%	136	99.3%
Water Conservation Violation - CCS	133	0	0	N/A	7	8.9	133	100.0%	97	72.9%	97	72.9%
Obstruction Alley/Sidewalk/Street - CCS	127	0	0	N/A	60	28.3	127	100.0%	109	85.8%	109	85.8%
Animal - Noisy - CCS	122	0	0	N/A	30	2.0	122	100.0%	122	100.0%	122	100.0%
Recyclable Collection Missed (Residential) - SAN	122	0	0	N/A	3	0.7	122	100.0%	122	100.0%	122	100.0%
24 Hour Parking/Parking Violations – DPD	118	0	0	N/A	10	5.7	118	100.0%	112	94.9%	112	94.9%
Brush/Bulk Items - Missed - SAN	115	0	0	N/A	10	6.3	115	100.0%	113	98.3%	113	98.3%

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

CITY OF DALLAS, TX   Report date – July 13, 2012

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

Council District 13

Top 10 Services

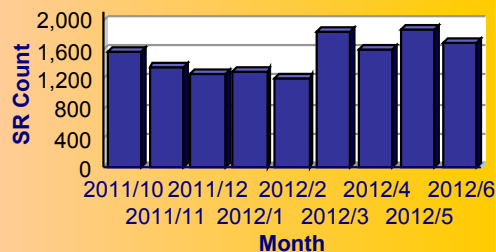| SR Type	Service Request Count
Garbage Roll Cart - SAN	927
Obstruction Alley/Sidewalk/Street - CCS	729
Signs – Public Right of Way - CCS	593
Garbage – Missed - SAN	585
High Weeds - CCS	577
Dead Animal Pick Up - SAN	565
Fire Inspection – DFD	447
Bulky Trash Violations - CCS	441
Animal - Confined - CCS	393
Recycling ROLL CART NEW - SAN	389
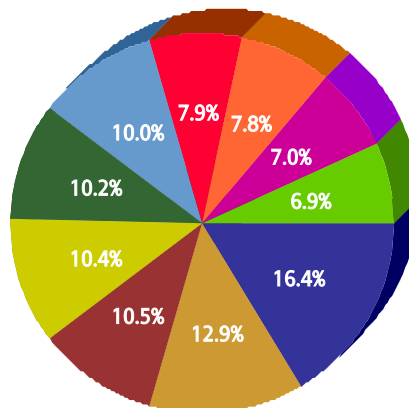
Service

- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Signs – Public Right of Way - CCS
- Garbage – Missed - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection – DFD
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN

Pie chart percentages: 7.9%, 7.8%, 7.0%, 6.9%, 16.4%, 12.9%, 10.5%, 10.4%, 10.2%, 10.0%

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 %
13,736	13,704	13,023	95.0%	32	22	68.8%	95.0%

Monthly Trend of Services Requested
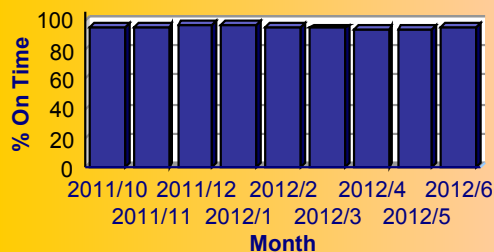
(Bar chart: SR Count vs Month, 2011/10 through 2012/6)

Monthly Trend of % SRs Closed On Time

(Bar chart: % On Time vs Month, 2011/10 through 2012/6)

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

Council District 13

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	927	0	0	N/A	10	2.5	927	100.0%	924	99.7%	924	99.7%
Obstruction Alley/Sidewalk/Street - CCS	729	1	0	0.0%	60	31.1	728	99.9%	638	87.6%	638	87.5%
Signs - Public Right of Way - CCS	593	0	0	N/A	7	1.5	593	100.0%	579	97.6%	579	97.6%
Garbage - Missed - SAN	585	0	0	N/A	3	0.8	585	100.0%	585	100.0%	585	100.0%
High Weeds - CCS	577	0	0	N/A	38	25.5	577	100.0%	463	80.2%	463	80.2%
Dead Animal Pick Up - SAN	565	0	0	N/A	1	0.3	565	100.0%	565	100.0%	565	100.0%
Fire Inspection - DFD	447	0	0	N/A	60	14.5	447	100.0%	444	99.3%	444	99.3%
Bulky Trash Violations - CCS	441	0	0	N/A	14	8.4	441	100.0%	385	87.3%	385	87.3%
Animal - Confined - CCS	393	0	0	N/A	3	0.5	393	100.0%	382	97.2%	382	97.2%
Recycling ROLL CART NEW - SAN	389	0	0	N/A	10	2.1	389	100.0%	389	100.0%	389	100.0%
Street Repair - Routine-STS	357	1	0	0.0%	90	12.4	356	99.7%	355	99.7%	355	99.4%
Recyclable Collection Missed (Residential) - SAN	305	0	0	N/A	3	0.9	305	100.0%	304	99.7%	304	99.7%
Alley Repair - Routine-STS	281	0	0	N/A	90	29.3	281	100.0%	281	100.0%	281	100.0%
Recycling - Roll Cart - SAN	271	0	0	N/A	10	2.4	271	100.0%	270	99.6%	270	99.6%
Animal - Sick/Injured - CCS	225	0	0	N/A	3	0.2	225	100.0%	223	99.1%	223	99.1%
Litter - CCS	224	0	0	N/A	38	30.4	224	100.0%	166	74.1%	166	74.1%
Sanitation Property Damage - SAN	220	0	0	N/A	28	5.0	220	100.0%	215	97.7%	215	97.7%
Animal - Loose Aggressive - CCS	213	0	0	N/A	3	1.2	213	100.0%	203	95.3%	203	95.3%
24 Hour Parking/Parking Violations - DPD	208	0	0	N/A	10	4.9	208	100.0%	204	98.1%	204	98.1%
Pot hole - Hazardous-STS	185	0	0	N/A	1	0.1	185	100.0%	183	98.9%	183	98.9%

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

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

Council District 14

Top 10 Services

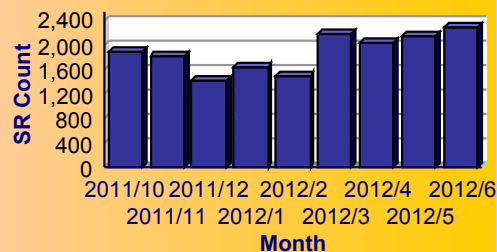| SR Type	Service Request Count
High Weeds – CCS	1,102
Garbage Roll Cart – SAN	950
Obstruction Alley/Sidewalk/Street – CCS	752
Dead Animal Pick Up – SAN	618
Litter – CCS	565
Recycling ROLL CART NEW – SAN	501
Signs – Public Right of Way – CCS	412
Garbage – Missed – SAN	397
Traffic Signal – Timing – STS	394
Animal – Confined – CCS	385
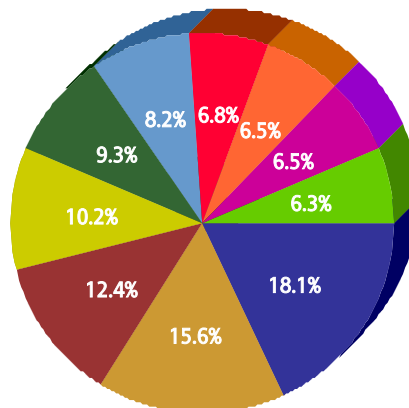
Service
- High Weeds – CCS
- Garbage Roll Cart – SAN
- Obstruction Alley/Sidewalk/Street – CCS
- Dead Animal Pick Up – SAN
- Litter – CCS
- Recycling ROLL CART NEW – SAN
- Signs – Public Right of Way – CCS
- Garbage – Missed – SAN
- Traffic Signal – Timing – STS
- Animal – Confined – CCS

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 %
16,852	16,793	15,874	94.5%	59	46	78.0%	94.5%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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City of Dallas *Service Level Performance Report by Council District*
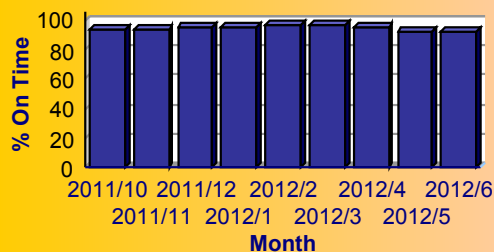
Council District 14

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,102	0	0	N/A	38	18.7	1,102	100.0%	970	88.0%	970	88.0%
Garbage Roll Cart - SAN	950	0	0	N/A	10	2.6	950	100.0%	947	99.7%	947	99.7%
Obstruction Alley/Sidewalk/Street - CCS	752	0	0	N/A	60	31.6	752	100.0%	633	84.2%	633	84.2%
Dead Animal Pick Up - SAN	618	0	0	N/A	1	0.4	618	100.0%	618	100.0%	618	100.0%
Litter - CCS	565	0	0	N/A	38	20.2	565	100.0%	484	85.7%	484	85.7%
Recycling ROLL CART NEW - SAN	501	0	0	N/A	10	2.2	501	100.0%	501	100.0%	501	100.0%
Signs - Public Right of Way - CCS	412	0	0	N/A	7	0.8	412	100.0%	398	96.6%	398	96.6%
Garbage - Missed - SAN	397	0	0	N/A	3	0.8	397	100.0%	395	99.5%	395	99.5%
Traffic Signal - Timing - STS	394	0	0	N/A	4	1.3	394	100.0%	391	99.2%	391	99.2%
Animal - Confined - CCS	385	0	0	N/A	3	0.6	385	100.0%	368	95.6%	368	95.6%
24 Hour Parking/Parking Violations - DPD	377	0	0	N/A	10	4.6	377	100.0%	368	97.6%	368	97.6%
Traffic Signal - Flashing - STS	362	0	0	N/A	4	1.2	362	100.0%	362	100.0%	362	100.0%
Bulky Trash Violations - CCS	357	0	0	N/A	14	5.5	357	100.0%	330	92.4%	330	92.4%
Street Repair - Routine-STS	347	0	0	N/A	90	14.7	347	100.0%	347	100.0%	347	100.0%
Animal - Sick/Injured - CCS	275	0	0	N/A	3	0.3	275	100.0%	272	98.9%	272	98.9%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	275	0	0	N/A	10	2.4	275	100.0%	275	100.0%	275	100.0%
Recycling - Roll Cart - SAN	275	0	0	N/A	10	2.7	275	100.0%	272	98.9%	272	98.9%
Fire Inspection - DFD	260	0	0	N/A	60	30.5	260	100.0%	251	96.5%	251	96.5%
Animal - Loose Aggressive - CCS	252	0	0	N/A	3	0.8	252	100.0%	242	96.0%	242	96.0%
Pot hole - Hazardous-STS	220	0	0	N/A	1	0.1	220	100.0%	219	99.5%	219	99.5%

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

CITY OF DALLAS, TX   Report date – July 13, 2012
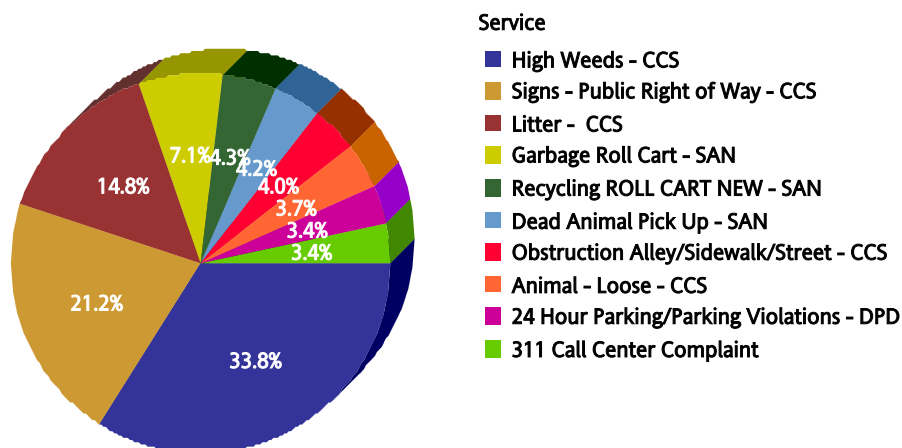
City of Dallas *Service Level Performance Report by Council District*

Council District Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds – CCS	399
Signs – Public Right of Way – CCS	250
Litter – CCS	174
Garbage Roll Cart – SAN	84
Recycling ROLL CART NEW – SAN	51
Dead Animal Pick Up – SAN	50
Obstruction Alley/Sidewalk/Street – CCS	47
Animal – Loose – CCS	44
24 Hour Parking/Parking Violations – DPD	40
311 Call Center Complaint	40

Service

- High Weeds – CCS
- Signs – Public Right of Way – CCS
- Litter – CCS
- Garbage Roll Cart – SAN
- Recycling ROLL CART NEW – SAN
- Dead Animal Pick Up – SAN
- Obstruction Alley/Sidewalk/Street – CCS
- Animal – Loose – CCS
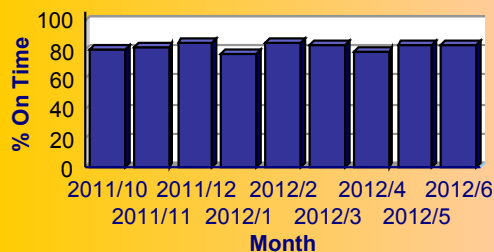- 24 Hour Parking/Parking Violations – DPD
- 311 Call Center Complaint

Pie chart values: 33.8%, 21.2%, 14.8%, 7.1%, 4.3%, 4.2%, 4.0%, 3.7%, 3.4%, 3.4%

Summary – All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,043	1,918	1,649	86.0%	125	14	11.2%	81.4%

Monthly Trend of Services Requested

(Bar chart: SR Count vs Month, 2011/10 through 2012/6)

Monthly Trend of % SRs Closed On Time

(Bar chart: % On Time vs Month, 2011/10 through 2012/6)

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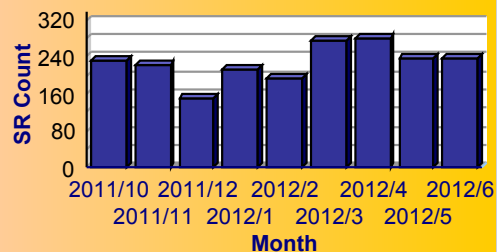
Council District Unknown

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	399	46	0	0.0%	38	30.7	353	88.5%	266	75.4%	266	66.7%
Signs - Public Right of Way - CCS	250	1	0	0.0%	7	2.6	249	99.6%	234	94.0%	234	93.6%
Litter - CCS	174	22	0	0.0%	38	31.3	152	87.4%	107	70.4%	107	61.5%
Garbage Roll Cart - SAN	84	0	0	N/A	10	2.5	84	100.0%	84	100.0%	84	100.0%
Recycling ROLL CART NEW - SAN	51	0	0	N/A	10	2.5	51	100.0%	51	100.0%	51	100.0%
Dead Animal Pick Up - SAN	50	0	0	N/A	1	0.1	50	100.0%	50	100.0%	50	100.0%
Obstruction Alley/Sidewalk/Street - CCS	47	7	0	0.0%	60	38.8	40	85.1%	34	85.0%	34	72.3%
Animal - Loose - CCS	44	0	0	N/A	40	19.1	44	100.0%	42	95.5%	42	95.5%
311 Call Center Complaint	40	0	0	N/A	10	3.5	40	100.0%	38	95.0%	38	95.0%
24 Hour Parking/Parking Violations - DPD	40	0	0	N/A	10	6.1	40	100.0%	37	92.5%	37	92.5%
Parking - Unapproved Surface - CCS	37	0	0	N/A	10	6.1	37	100.0%	29	78.4%	29	78.4%
Signs - Public Right of Way Apts - CCS	32	0	0	N/A	7	0.0	32	100.0%	32	100.0%	32	100.0%
Restaurant/Food Complaint - CCS	28	0	0	N/A	45	16.5	28	100.0%	26	92.9%	26	92.9%
Recycling - Roll Cart - SAN	26	0	0	N/A	10	2.7	26	100.0%	26	100.0%	26	100.0%
Substandard Structure - CCS	25	13	13	100.0%	365	98.2	12	48.0%	12	100.0%	25	100.0%
Brush/Bulk Items - Missed - SAN	24	0	0	N/A	10	2.4	24	100.0%	24	100.0%	24	100.0%
Pot hole Repair Routine - STS	21	0	0	N/A	7	3.0	21	100.0%	19	90.5%	19	90.5%
Garbage - Missed - SAN	19	0	0	N/A	3	0.9	19	100.0%	18	94.7%	18	94.7%
Pot hole - Hazardous-STS	19	0	0	N/A	1	0.1	19	100.0%	19	100.0%	19	100.0%
Sanitation Crew Complaint - SAN	18	0	0	N/A	10	3.9	18	100.0%	16	88.9%	16	88.9%

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

CITY OF DALLAS, TX   Report date – July 13, 2012