



**FY 2011 – 2012**

**YEAR-TO-DATE**

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

**March 2012**

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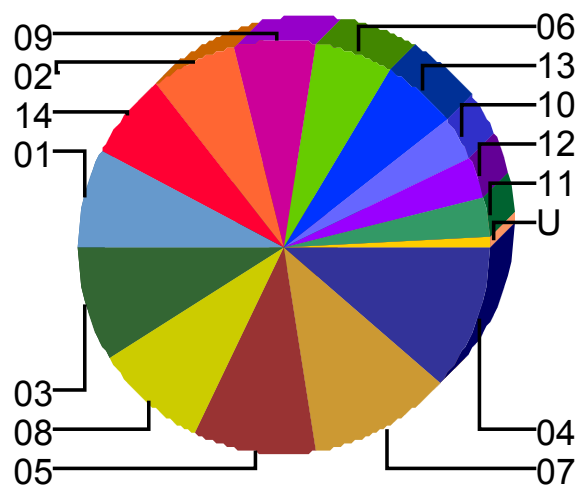
**35 . . . . Service Level Performance Report where the Council District  
is Unknown**



# City of Dallas

## Council District Report

For YTD Through September 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	11,943	7.8%	94.9%
02	10,119	6.6%	95.5%
03	13,539	8.9%	92.7%
04	17,385	11.4%	93.9%
05	14,662	9.6%	92.7%
06	9,442	6.2%	91.9%
07	16,959	11.1%	92.2%
08	13,545	8.9%	93.1%
09	9,629	6.3%	93.9%
10	5,136	3.4%	94.9%
11	4,853	3.2%	96.9%
12	5,032	3.3%	95.5%
13	8,574	5.6%	95.4%
14	10,407	6.8%	95.2%
U	1,288	0.8%	81.4%
<b>Totals</b>	<b>152,513</b>	<b>100.0%</b>	<b>93.7%</b>

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

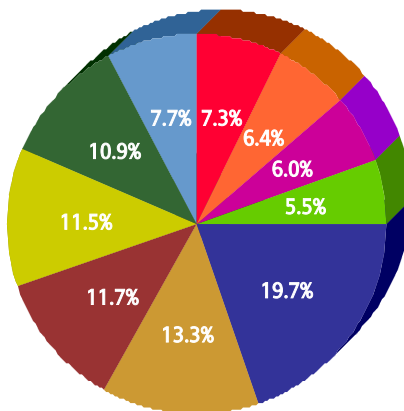


# City of Dallas Service Level Performance Report by Council District

## Citywide

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	13,426
Litter - CCS	9,054
Garbage Roll Cart - SAN	7,980
Animal - Loose Aggressive - CCS	7,830
Dead Animal Pick Up - SAN	7,397
Signs - Public Right of Way - CCS	5,258
Animal - Confined - CCS	4,937
Substandard Structure - CCS	4,349
Recycling ROLL CART NEW - SAN	4,107
Bulky Trash Violations - CCS	3,709



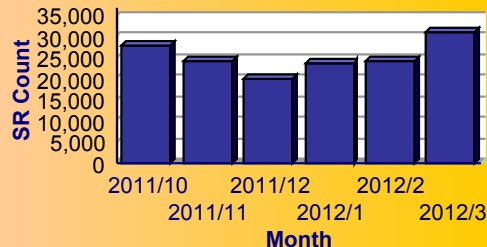
### Service

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

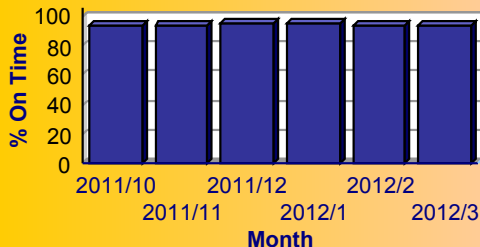
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
152,513	151,750	142,296	93.8%	763	638	83.6%	93.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	13,426	12	0	0.0%	38	19.8	13,414	99.9%	11,682	87.1%	11,682	87.0%
Litter - CCS	9,054	14	0	0.0%	38	22.3	9,040	99.8%	7,568	83.7%	7,568	83.6%
Garbage Roll Cart - SAN	7,980	0	0	N/A	10	2.6	7,980	100.0%	7,946	99.6%	7,946	99.6%
Animal - Loose Aggressive - CCS	7,830	0	0	N/A	3	0.8	7,830	100.0%	7,601	97.1%	7,601	97.1%
Dead Animal Pick Up - SAN	7,397	0	0	N/A	1	0.3	7,397	100.0%	7,384	99.8%	7,384	99.8%
Signs - Public Right of Way - CCS	5,258	0	0	N/A	7	1.3	5,258	100.0%	5,094	96.9%	5,094	96.9%
Animal - Confined - CCS	4,937	0	0	N/A	3	0.8	4,937	100.0%	4,771	96.6%	4,771	96.6%
Substandard Structure - CCS	4,349	631	586	92.9%	365	65.7	3,718	85.5%	3,710	99.8%	4,296	98.8%
Recycling ROLL CART NEW - SAN	4,107	0	0	N/A	10	2.2	4,107	100.0%	4,099	99.8%	4,099	99.8%
Bulky Trash Violations - CCS	3,709	0	0	N/A	14	6.9	3,709	100.0%	3,229	87.1%	3,229	87.1%
Smoke Detector Request - DFD	3,441	0	0	N/A	30	5.0	3,441	100.0%	3,359	97.6%	3,359	97.6%
Garbage - Missed - SAN	3,188	0	0	N/A	3	1.0	3,188	100.0%	3,169	99.4%	3,169	99.4%
Animal - Loose - CCS	3,057	0	0	N/A	40	14.7	3,057	100.0%	3,050	99.8%	3,050	99.8%
Obstruction Alley/Sidewalk/Street - CCS	3,026	2	0	0.0%	60	30.6	3,024	99.9%	2,658	87.9%	2,658	87.8%
Animal - Sick/Injured - CCS	2,944	0	0	N/A	3	0.4	2,944	100.0%	2,908	98.8%	2,908	98.8%
Graffiti Private Property - Residential/Commercial	2,453	0	0	N/A	90	13.6	2,453	100.0%	2,367	96.5%	2,367	96.5%
Junk Motor Vehicle - CCS	2,384	1	0	0.0%	126	45.5	2,383	100.0%	2,212	92.8%	2,212	92.8%
24 Hour Parking/Parking Violations - DPD	2,384	0	0	N/A	10	4.5	2,384	100.0%	2,360	99.0%	2,360	99.0%
Fire Inspection - DFD	2,269	0	0	N/A	60	24.9	2,269	100.0%	2,204	97.1%	2,204	97.1%
Illegal Dumping - CCS	2,197	1	0	0.0%	38	7.5	2,196	100.0%	2,076	94.5%	2,076	94.5%

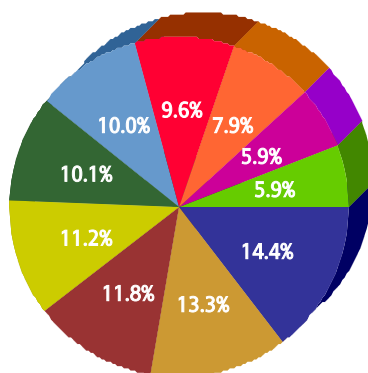


# City of Dallas Service Level Performance Report by Council District

## Council District 01

### Top 10 Services

SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial	827
High Weeds - CCS	765
Animal - Loose Aggressive - CCS	679
Signs - Public Right of Way - CCS	643
Dead Animal Pick Up - SAN	584
Litter - CCS	575
Garbage Roll Cart - SAN	553
Substandard Structure - CCS	453
Obstruction Alley/Sidewalk/Street - CCS	340
Recycling ROLL CART NEW - SAN	339



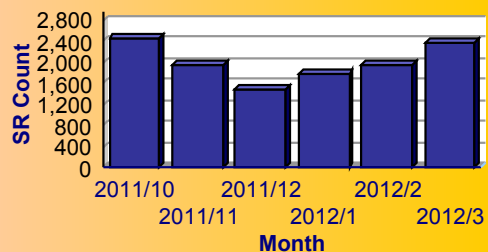
### Service

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

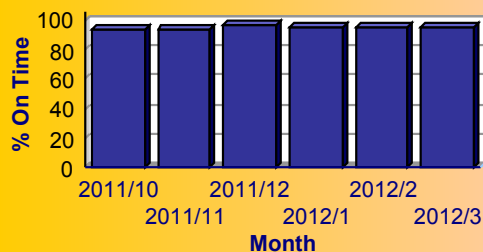
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,943	11,862	11,253	94.9%	81	75	92.6%	94.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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
Graffiti Private Property - Residential/Commercial	827	0	0	N/A	90	11.9	827	100.0%	807	97.6%	807	97.6%
High Weeds - CCS	765	0	0	N/A	38	20.8	765	100.0%	692	90.5%	692	90.5%
Animal - Loose Aggressive - CCS	679	0	0	N/A	3	0.6	679	100.0%	660	97.2%	660	97.2%
Signs - Public Right of Way - CCS	643	0	0	N/A	7	0.6	643	100.0%	629	97.8%	629	97.8%
Dead Animal Pick Up - SAN	584	0	0	N/A	1	0.4	584	100.0%	584	100.0%	584	100.0%
Litter - CCS	575	0	0	N/A	38	24.8	575	100.0%	499	86.8%	499	86.8%
Garbage Roll Cart - SAN	553	0	0	N/A	10	2.4	553	100.0%	551	99.6%	551	99.6%
Substandard Structure - CCS	453	70	67	95.7%	365	78.7	383	84.5%	383	100.0%	450	99.3%
Obstruction Alley/Sidewalk/Street - CCS	340	0	0	N/A	60	26.2	340	100.0%	316	92.9%	316	92.9%
Recycling ROLL CART NEW - SAN	339	0	0	N/A	10	2.0	339	100.0%	338	99.7%	338	99.7%
Signs - Other - CCS	322	0	0	N/A	21	3.8	322	100.0%	307	95.3%	307	95.3%
Animal - Loose - CCS	322	0	0	N/A	40	15.2	322	100.0%	321	99.7%	321	99.7%
Smoke Detector Request - DFD	269	0	0	N/A	30	5.1	269	100.0%	254	94.4%	254	94.4%
Animal - Confined - CCS	264	0	0	N/A	3	0.5	264	100.0%	258	97.7%	258	97.7%
Illegal Dumping - CCS	261	0	0	N/A	38	3.1	261	100.0%	254	97.3%	254	97.3%
Illegal Outside Storage - CCS	250	0	0	N/A	38	24.2	250	100.0%	215	86.0%	215	86.0%
Bulky Trash Violations - CCS	240	0	0	N/A	14	3.3	240	100.0%	235	97.9%	235	97.9%
24 Hour Parking/Parking Violations - DPD	233	0	0	N/A	10	3.9	233	100.0%	233	100.0%	233	100.0%
Animal - Sick/Injured - CCS	212	0	0	N/A	3	0.1	212	100.0%	212	100.0%	212	100.0%
Garage Sale - CCS	207	0	0	N/A	7	3.8	207	100.0%	183	88.4%	183	88.4%



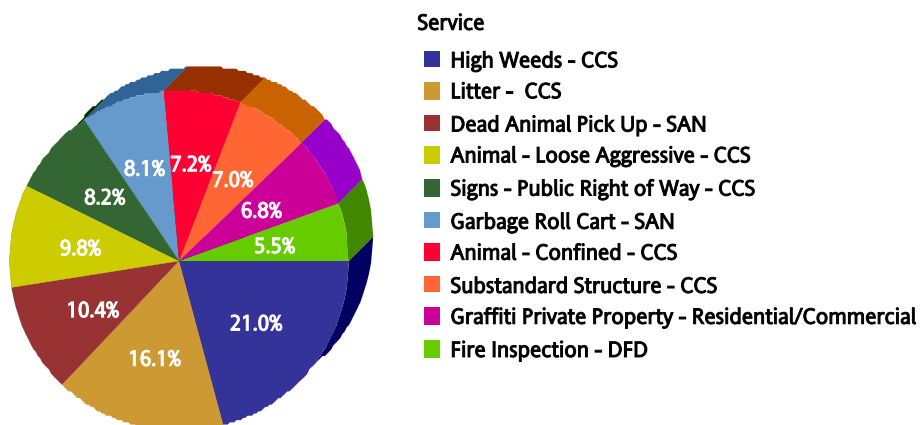


# City of Dallas Service Level Performance Report by Council District

## Council District 02

### Top 10 Services

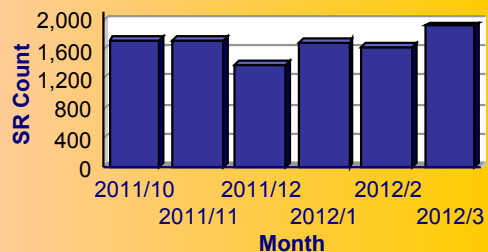
SR Type	Service Request Count
High Weeds - CCS	785
Litter - CCS	602
Dead Animal Pick Up - SAN	390
Animal - Loose Aggressive - CCS	367
Signs - Public Right of Way - CCS	307
Garbage Roll Cart - SAN	303
Animal - Confined - CCS	269
Substandard Structure - CCS	263
Graffiti Private Property - Residential/Commercial	253
Fire Inspection - DFD	207



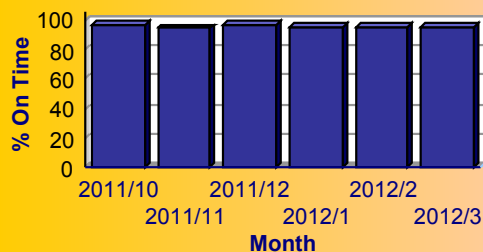
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,119	10,084	9,625	95.4%	35	34	97.1%	95.5%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	785	0	0	N/A	38	15.0	785	100.0%	740	94.3%	740	94.3%
Litter - CCS	602	0	0	N/A	38	17.6	602	100.0%	553	91.9%	553	91.9%
Dead Animal Pick Up - SAN	390	0	0	N/A	1	0.3	390	100.0%	390	100.0%	390	100.0%
Animal - Loose Aggressive - CCS	367	0	0	N/A	3	1.0	367	100.0%	359	97.8%	359	97.8%
Signs - Public Right of Way - CCS	307	0	0	N/A	7	1.2	307	100.0%	289	94.1%	289	94.1%
Garbage Roll Cart - SAN	303	0	0	N/A	10	3.0	303	100.0%	301	99.3%	301	99.3%
Animal - Confined - CCS	269	0	0	N/A	3	0.5	269	100.0%	262	97.4%	262	97.4%
Substandard Structure - CCS	263	28	27	96.4%	365	58.9	235	89.4%	235	100.0%	262	99.6%
Graffiti Private Property - Residential/Commercial	253	0	0	N/A	90	10.3	253	100.0%	247	97.6%	247	97.6%
Fire Inspection - DFD	207	0	0	N/A	60	25.0	207	100.0%	197	95.2%	197	95.2%
24 Hour Parking/Parking Violations - DPD	201	0	0	N/A	10	4.8	201	100.0%	198	98.5%	198	98.5%
Junk Motor Vehicle - CCS	188	0	0	N/A	126	40.7	188	100.0%	185	98.4%	185	98.4%
Traffic Signal - Flashing - STS	177	0	0	N/A	4	1.2	177	100.0%	177	100.0%	177	100.0%
Obstruction Alley/Sidewalk/Street - CCS	171	0	0	N/A	60	23.4	171	100.0%	165	96.5%	165	96.5%
Animal - Loose - CCS	170	0	0	N/A	40	14.0	170	100.0%	170	100.0%	170	100.0%
Street Repair - Routine-STS	166	0	0	N/A	90	14.7	166	100.0%	165	99.4%	165	99.4%
Smoke Detector Request - DFD	164	0	0	N/A	30	6.8	164	100.0%	160	97.6%	160	97.6%
Recycling ROLL CART NEW - SAN	163	0	0	N/A	10	2.2	163	100.0%	163	100.0%	163	100.0%
Animal - Sick/Injured - CCS	160	0	0	N/A	3	0.9	160	100.0%	153	95.6%	153	95.6%
Illegal Dumping - CCS	159	0	0	N/A	38	5.8	159	100.0%	155	97.5%	155	97.5%

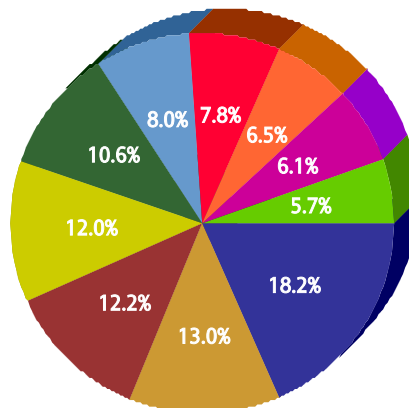


# City of Dallas Service Level Performance Report by Council District

## Council District 03

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,238
Dead Animal Pick Up - SAN	880
Animal - Loose Aggressive - CCS	828
Litter - CCS	814
Garbage Roll Cart - SAN	717
Bulky Trash Violations - CCS	544
Signs - Public Right of Way - CCS	529
Recycling ROLL CART NEW - SAN	438
Obstruction Alley/Sidewalk/Street - CCS	417
Illegal Dumping - CCS	385



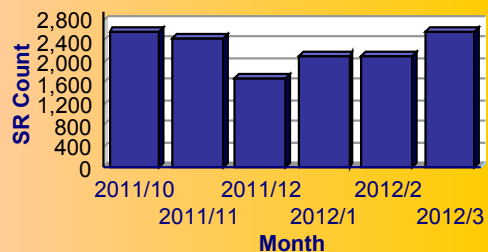
### Service

- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Illegal Dumping - CCS

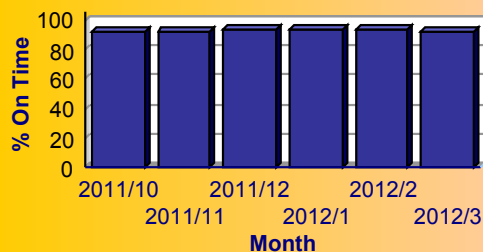
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,539	13,485	12,493	92.6%	54	53	98.1%	92.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	1,238	0	0	N/A	38	21.2	1,238	100.0%	1,012	81.7%	1,012	81.7%
Dead Animal Pick Up - SAN	880	0	0	N/A	1	0.2	880	100.0%	878	99.8%	878	99.8%
Animal - Loose Aggressive - CCS	828	0	0	N/A	3	0.8	828	100.0%	796	96.1%	796	96.1%
Litter - CCS	814	0	0	N/A	38	24.4	814	100.0%	621	76.3%	621	76.3%
Garbage Roll Cart - SAN	717	0	0	N/A	10	2.6	717	100.0%	710	99.0%	710	99.0%
Bulky Trash Violations - CCS	544	0	0	N/A	14	2.7	544	100.0%	529	97.2%	529	97.2%
Signs - Public Right of Way - CCS	529	0	0	N/A	7	0.8	529	100.0%	517	97.7%	517	97.7%
Recycling ROLL CART NEW - SAN	438	0	0	N/A	10	2.3	438	100.0%	437	99.8%	437	99.8%
Obstruction Alley/Sidewalk/Street - CCS	417	0	0	N/A	60	37.3	417	100.0%	355	85.1%	355	85.1%
Illegal Dumping - CCS	385	0	0	N/A	38	3.2	385	100.0%	379	98.4%	379	98.4%
Animal - Confined - CCS	358	0	0	N/A	3	1.3	358	100.0%	343	95.8%	343	95.8%
Smoke Detector Request - DFD	342	0	0	N/A	30	3.4	342	100.0%	335	98.0%	335	98.0%
Animal - Loose - CCS	300	0	0	N/A	40	15.6	300	100.0%	300	100.0%	300	100.0%
Substandard Structure - CCS	282	47	47	100.0%	365	78.2	235	83.3%	234	99.6%	281	99.6%
Animal - Sick/Injured - CCS	269	0	0	N/A	3	0.2	269	100.0%	268	99.6%	268	99.6%
Illegal Outside Storage - CCS	253	0	0	N/A	38	27.1	253	100.0%	191	75.5%	191	75.5%
Junk Motor Vehicle - CCS	232	0	0	N/A	126	39.2	232	100.0%	222	95.7%	222	95.7%
24 Hour Parking/Parking Violations - DPD	229	0	0	N/A	10	3.8	229	100.0%	229	100.0%	229	100.0%
Illegal Garbage/Placement - CCS	191	0	0	N/A	60	27.3	191	100.0%	155	81.2%	155	81.2%
Parking - Unapproved Surface - CCS	178	0	0	N/A	10	5.8	178	100.0%	144	80.9%	144	80.9%

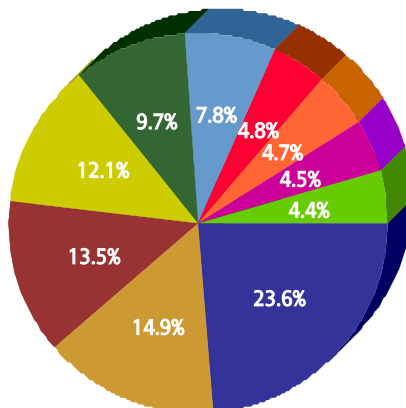


# City of Dallas Service Level Performance Report by Council District

## Council District 04

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,293
Litter - CCS	1,449
Smoke Detector Request - DFD	1,313
Animal - Loose Aggressive - CCS	1,173
Dead Animal Pick Up - SAN	944
Garbage Roll Cart - SAN	759
Animal - Confined - CCS	470
Bulky Trash Violations - CCS	455
Recycling ROLL CART NEW - SAN	433
Illegal Dumping - CCS	430



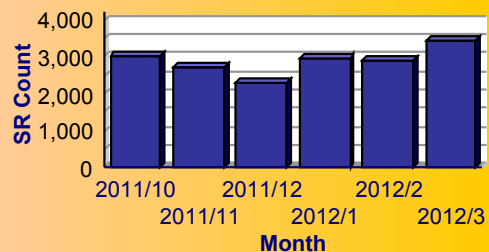
### Service

- High Weeds - CCS
- Litter - CCS
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Illegal Dumping - CCS

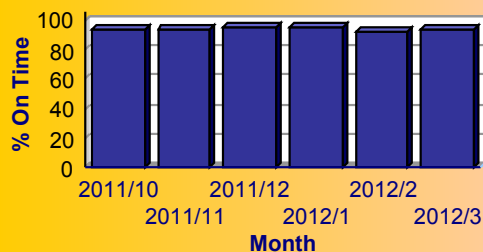
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,385	17,324	16,265	93.9%	61	56	91.8%	93.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	2,293	0	0	N/A	38	18.0	2,293	100.0%	2,079	90.7%	2,079	90.7%
Litter - CCS	1,449	0	0	N/A	38	20.9	1,449	100.0%	1,263	87.2%	1,263	87.2%
Smoke Detector Request - DFD	1,313	0	0	N/A	30	3.3	1,313	100.0%	1,301	99.1%	1,301	99.1%
Animal - Loose Aggressive - CCS	1,173	0	0	N/A	3	0.9	1,173	100.0%	1,139	97.1%	1,139	97.1%
Dead Animal Pick Up - SAN	944	0	0	N/A	1	0.3	944	100.0%	943	99.9%	943	99.9%
Garbage Roll Cart - SAN	759	0	0	N/A	10	2.4	759	100.0%	759	100.0%	759	100.0%
Animal - Confined - CCS	470	0	0	N/A	3	1.1	470	100.0%	441	93.8%	441	93.8%
Bulky Trash Violations - CCS	455	0	0	N/A	14	10.6	455	100.0%	326	71.6%	326	71.6%
Recycling ROLL CART NEW - SAN	433	0	0	N/A	10	2.5	433	100.0%	433	100.0%	433	100.0%
Illegal Dumping - CCS	430	0	0	N/A	38	7.0	430	100.0%	411	95.6%	411	95.6%
Animal - Sick/Injured - CCS	403	0	0	N/A	3	0.2	403	100.0%	399	99.0%	399	99.0%
Parking - Unapproved Surface - CCS	395	0	0	N/A	10	2.6	395	100.0%	368	93.2%	368	93.2%
Substandard Structure - CCS	388	55	52	94.5%	365	62.2	333	85.8%	333	100.0%	385	99.2%
Animal - Loose - CCS	386	0	0	N/A	40	14.1	386	100.0%	385	99.7%	385	99.7%
Junk Motor Vehicle - CCS	375	0	0	N/A	126	43.2	375	100.0%	348	92.8%	348	92.8%
Illegal Outside Storage - CCS	344	0	0	N/A	38	22.6	344	100.0%	296	86.0%	296	86.0%
Garbage - Missed - SAN	312	0	0	N/A	3	0.9	312	100.0%	310	99.4%	310	99.4%
Obstruction Alley/Sidewalk/Street - CCS	284	0	0	N/A	60	28.1	284	100.0%	280	98.6%	280	98.6%
Signs - Public Right of Way - CCS	262	0	0	N/A	7	0.6	262	100.0%	255	97.3%	255	97.3%
Open and Vacant Structure - CCS	215	0	0	N/A	30	12.1	215	100.0%	205	95.3%	205	95.3%

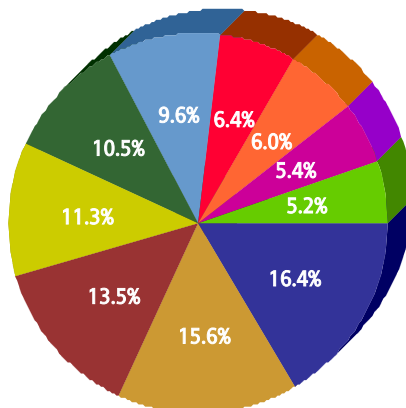


# City of Dallas Service Level Performance Report by Council District

## Council District 05

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,254
Animal - Loose Aggressive - CCS	1,191
Litter - CCS	1,035
Dead Animal Pick Up - SAN	865
Substandard Structure - CCS	802
Garbage Roll Cart - SAN	731
Animal - Confined - CCS	491
Recycling ROLL CART NEW - SAN	458
Animal - Loose - CCS	414
Signs - Public Right of Way - CCS	401



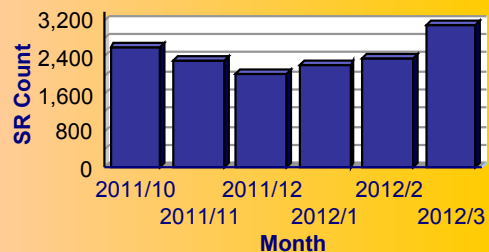
### Service

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

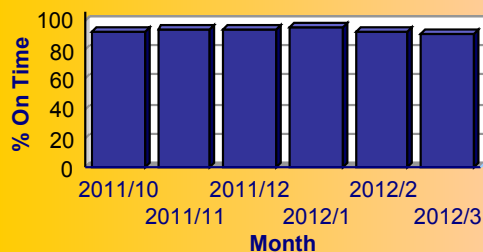
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,662	14,568	13,498	92.7%	94	87	92.6%	92.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	1,254	0	0	N/A	38	23.5	1,254	100.0%	1,060	84.5%	1,060	84.5%
Animal - Loose Aggressive - CCS	1,191	0	0	N/A	3	0.6	1,191	100.0%	1,163	97.6%	1,163	97.6%
Litter - CCS	1,035	0	0	N/A	38	24.5	1,035	100.0%	850	82.1%	850	82.1%
Dead Animal Pick Up - SAN	865	0	0	N/A	1	0.4	865	100.0%	863	99.8%	863	99.8%
Substandard Structure - CCS	802	85	81	95.3%	365	54.5	717	89.4%	716	99.9%	797	99.4%
Garbage Roll Cart - SAN	731	0	0	N/A	10	2.7	731	100.0%	726	99.3%	726	99.3%
Animal - Confined - CCS	491	0	0	N/A	3	0.8	491	100.0%	472	96.1%	472	96.1%
Recycling ROLL CART NEW - SAN	458	0	0	N/A	10	2.2	458	100.0%	458	100.0%	458	100.0%
Animal - Loose - CCS	414	0	0	N/A	40	15.1	414	100.0%	413	99.8%	413	99.8%
Signs - Public Right of Way - CCS	401	0	0	N/A	7	0.9	401	100.0%	386	96.3%	386	96.3%
Animal - Sick/Injured - CCS	399	0	0	N/A	3	0.3	399	100.0%	392	98.2%	392	98.2%
Smoke Detector Request - DFD	371	0	0	N/A	30	6.9	371	100.0%	357	96.2%	357	96.2%
Garbage - Missed - SAN	312	0	0	N/A	3	1.1	312	100.0%	309	99.0%	309	99.0%
Bulky Trash Violations - CCS	305	0	0	N/A	14	10.5	305	100.0%	227	74.4%	227	74.4%
Parking - Unapproved Surface - CCS	269	0	0	N/A	10	5.5	269	100.0%	226	84.0%	226	84.0%
Junk Motor Vehicle - CCS	255	0	0	N/A	126	43.7	255	100.0%	231	90.6%	231	90.6%
24 Hour Parking/Parking Violations - DPD	214	0	0	N/A	10	5.0	214	100.0%	211	98.6%	211	98.6%
Street Repair - Routine-STS	197	0	0	N/A	90	19.3	197	100.0%	193	98.0%	193	98.0%
Illegal Fence - CCS	183	0	0	N/A	120	33.5	183	100.0%	171	93.4%	171	93.4%
Obstruction Alley/Sidewalk/Street - CCS	174	0	0	N/A	60	29.1	174	100.0%	155	89.1%	155	89.1%



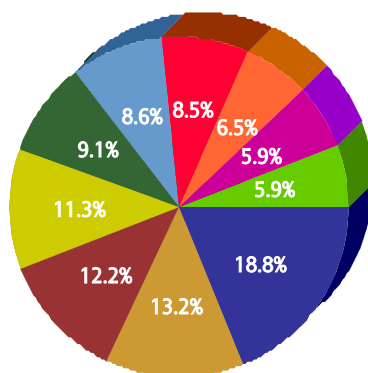


# City of Dallas Service Level Performance Report by Council District

## Council District 06

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	806
Signs - Public Right of Way - CCS	568
Litter - CCS	524
Animal - Loose Aggressive - CCS	483
Fire Inspection - DFD	390
Illegal Land Use (Residential/Business) - CCS	370
Dead Animal Pick Up - SAN	364
Illegal Outside Storage - CCS	277
Garbage Roll Cart - SAN	255
Graffiti Private Property - Residential/Commercial	254



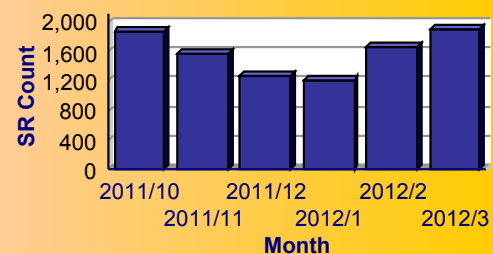
### Service

- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Fire Inspection - DFD
- Illegal Land Use (Residential/Business) - CCS
- Dead Animal Pick Up - SAN
- Illegal Outside Storage - CCS
- Garbage Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial

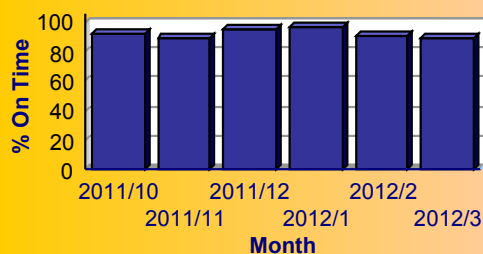
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,442	9,392	8,628	91.9%	50	49	98.0%	91.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	806	0	0	N/A	38	24.9	806	100.0%	644	79.9%	644	79.9%
Signs - Public Right of Way - CCS	568	0	0	N/A	7	1.0	568	100.0%	552	97.2%	552	97.2%
Litter - CCS	524	0	0	N/A	38	28.6	524	100.0%	395	75.4%	395	75.4%
Animal - Loose Aggressive - CCS	483	0	0	N/A	3	0.7	483	100.0%	467	96.7%	467	96.7%
Fire Inspection - DFD	390	0	0	N/A	60	24.5	390	100.0%	385	98.7%	385	98.7%
Illegal Land Use (Residential/Business) - CCS	370	0	0	N/A	60	26.5	370	100.0%	307	83.0%	307	83.0%
Dead Animal Pick Up - SAN	364	0	0	N/A	1	0.3	364	100.0%	362	99.5%	362	99.5%
Illegal Outside Storage - CCS	277	0	0	N/A	38	31.4	277	100.0%	207	74.7%	207	74.7%
Garbage Roll Cart - SAN	255	0	0	N/A	10	2.2	255	100.0%	255	100.0%	255	100.0%
Graffiti Private Property - Residential/Commercial	254	0	0	N/A	90	9.5	254	100.0%	248	97.6%	248	97.6%
Substandard Structure - CCS	225	46	46	100.0%	365	100.9	179	79.6%	177	98.9%	223	99.1%
Illegal Dumping - CCS	221	0	0	N/A	38	4.2	221	100.0%	214	96.8%	214	96.8%
Animal - Confined - CCS	213	0	0	N/A	3	0.4	213	100.0%	211	99.1%	211	99.1%
Garage Sale - CCS	196	0	0	N/A	7	1.6	196	100.0%	185	94.4%	185	94.4%
Junk Motor Vehicle - CCS	194	0	0	N/A	126	37.6	194	100.0%	180	92.8%	180	92.8%
Animal - Loose - CCS	173	0	0	N/A	40	14.1	173	100.0%	173	100.0%	173	100.0%
Parking - Unapproved Surface - CCS	156	0	0	N/A	10	5.2	156	100.0%	142	91.0%	142	91.0%
Animal - Sick/Injured - CCS	156	0	0	N/A	3	0.4	156	100.0%	152	97.4%	152	97.4%
Recycling ROLL CART NEW - SAN	137	0	0	N/A	10	2.1	137	100.0%	137	100.0%	137	100.0%
Street Repair - Routine-STS	128	0	0	N/A	90	15.3	128	100.0%	127	99.2%	127	99.2%

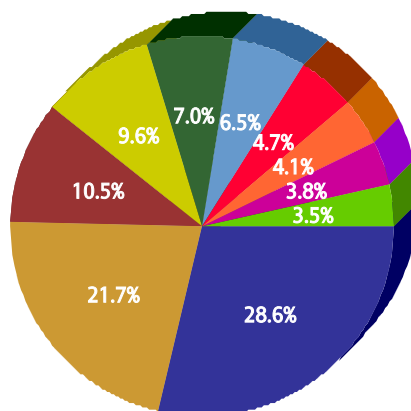


# City of Dallas Service Level Performance Report by Council District

## Council District 07

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,756
Litter - CCS	2,088
Substandard Structure - CCS	1,008
Animal - Loose Aggressive - CCS	924
Dead Animal Pick Up - SAN	679
Garbage Roll Cart - SAN	628
Animal - Confined - CCS	451
Bulky Trash Violations - CCS	397
Illegal Outside Storage - CCS	369
Parking - Unapproved Surface - CCS	336



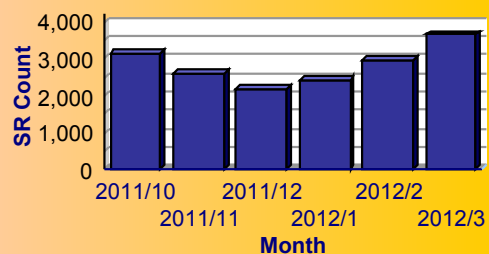
### Service

- 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
- Illegal Outside Storage - CCS
- Parking - Unapproved Surface - CCS

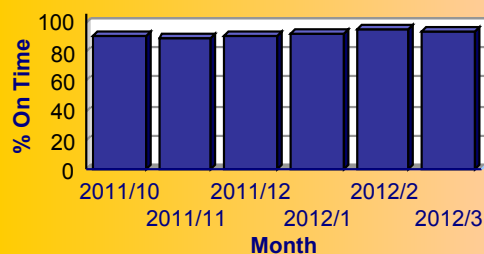
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,959	16,754	15,471	92.3%	205	172	83.9%	92.2%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	2,756	0	0	N/A	38	14.9	2,756	100.0%	2,478	89.9%	2,478	89.9%
Litter - CCS	2,088	0	0	N/A	38	17.6	2,088	100.0%	1,823	87.3%	1,823	87.3%
Substandard Structure - CCS	1,008	192	165	85.9%	365	66.5	816	81.0%	812	99.5%	977	96.9%
Animal - Loose Aggressive - CCS	924	0	0	N/A	3	0.8	924	100.0%	896	97.0%	896	97.0%
Dead Animal Pick Up - SAN	679	0	0	N/A	1	0.4	679	100.0%	677	99.7%	677	99.7%
Garbage Roll Cart - SAN	628	0	0	N/A	10	2.5	628	100.0%	626	99.7%	626	99.7%
Animal - Confined - CCS	451	0	0	N/A	3	1.1	451	100.0%	426	94.5%	426	94.5%
Bulky Trash Violations - CCS	397	0	0	N/A	14	6.4	397	100.0%	360	90.7%	360	90.7%
Illegal Outside Storage - CCS	369	0	0	N/A	38	26.2	369	100.0%	293	79.4%	293	79.4%
Parking - Unapproved Surface - CCS	336	0	0	N/A	10	4.1	336	100.0%	298	88.7%	298	88.7%
Signs - Public Right of Way - CCS	318	0	0	N/A	7	2.9	318	100.0%	293	92.1%	293	92.1%
Junk Motor Vehicle - CCS	313	0	0	N/A	126	49.8	313	100.0%	284	90.7%	284	90.7%
Animal - Sick/Injured - CCS	306	0	0	N/A	3	0.3	306	100.0%	303	99.0%	303	99.0%
Open and Vacant Structure - CCS	298	0	0	N/A	30	12.9	298	100.0%	249	83.6%	249	83.6%
Animal - Loose - CCS	295	0	0	N/A	40	15.1	295	100.0%	293	99.3%	293	99.3%
Smoke Detector Request - DFD	295	0	0	N/A	30	6.6	295	100.0%	287	97.3%	287	97.3%
Recycling ROLL CART NEW - SAN	260	0	0	N/A	10	2.1	260	100.0%	259	99.6%	259	99.6%
Illegal Dumping - CCS	225	0	0	N/A	38	9.5	225	100.0%	207	92.0%	207	92.0%
24 Hour Parking/Parking Violations - DPD	223	0	0	N/A	10	4.3	223	100.0%	222	99.6%	222	99.6%
Garbage - Missed - SAN	223	0	0	N/A	3	0.7	223	100.0%	223	100.0%	223	100.0%

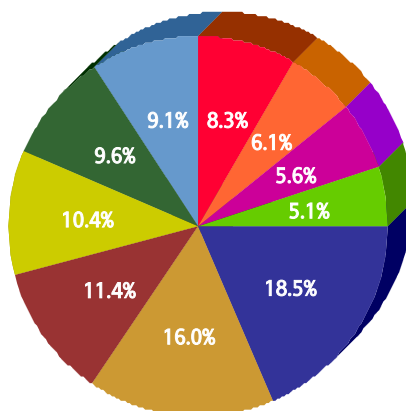


# City of Dallas Service Level Performance Report by Council District

## Council District 08

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,397
Animal - Loose Aggressive - CCS	1,213
Dead Animal Pick Up - SAN	860
Garbage Roll Cart - SAN	783
Animal - Confined - CCS	726
Litter - CCS	687
Signs - Public Right of Way - CCS	624
Recycling ROLL CART NEW - SAN	459
Animal - Loose - CCS	425
Animal - Sick/Injured - CCS	384



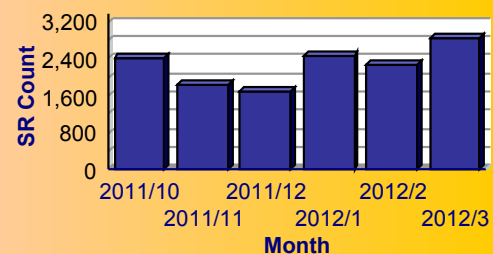
### Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS

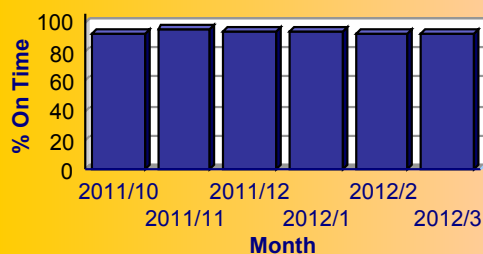
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,545	13,496	12,569	93.1%	49	43	87.8%	93.1%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	1,397	0	0	N/A	38	21.6	1,397	100.0%	1,219	87.3%	1,219	87.3%
Animal - Loose Aggressive - CCS	1,213	0	0	N/A	3	0.7	1,213	100.0%	1,177	97.0%	1,177	97.0%
Dead Animal Pick Up - SAN	860	0	0	N/A	1	0.3	860	100.0%	856	99.5%	856	99.5%
Garbage Roll Cart - SAN	783	0	0	N/A	10	2.7	783	100.0%	779	99.5%	779	99.5%
Animal - Confined - CCS	726	0	0	N/A	3	0.9	726	100.0%	696	95.9%	696	95.9%
Litter - CCS	687	0	0	N/A	38	24.8	687	100.0%	562	81.8%	562	81.8%
Signs - Public Right of Way - CCS	624	0	0	N/A	7	2.4	624	100.0%	610	97.8%	610	97.8%
Recycling ROLL CART NEW - SAN	459	0	0	N/A	10	2.4	459	100.0%	458	99.8%	458	99.8%
Animal - Loose - CCS	425	0	0	N/A	40	14.2	425	100.0%	425	100.0%	425	100.0%
Animal - Sick/Injured - CCS	384	0	0	N/A	3	0.5	384	100.0%	379	98.7%	379	98.7%
Garbage - Missed - SAN	349	0	0	N/A	3	1.3	349	100.0%	342	98.0%	342	98.0%
Substandard Structure - CCS	322	43	39	90.7%	365	51.6	279	86.6%	279	100.0%	318	98.8%
Smoke Detector Request - DFD	292	0	0	N/A	30	6.9	292	100.0%	284	97.3%	284	97.3%
Parking - Unapproved Surface - CCS	240	0	0	N/A	10	3.6	240	100.0%	212	88.3%	212	88.3%
Junk Motor Vehicle - CCS	226	0	0	N/A	126	60.1	226	100.0%	206	91.2%	206	91.2%
Bulky Trash Violations - CCS	204	0	0	N/A	14	11.7	204	100.0%	135	66.2%	135	66.2%
Illegal Dumping - CCS	192	0	0	N/A	38	14.1	192	100.0%	168	87.5%	168	87.5%
Animal - Cruelty - CCS	176	0	0	N/A	30	1.0	176	100.0%	176	100.0%	176	100.0%
Obstruction Alley/Sidewalk/Street - CCS	147	0	0	N/A	60	37.7	147	100.0%	116	78.9%	116	78.9%
Street Repair - Routine-STS	146	0	0	N/A	90	19.5	146	100.0%	145	99.3%	145	99.3%

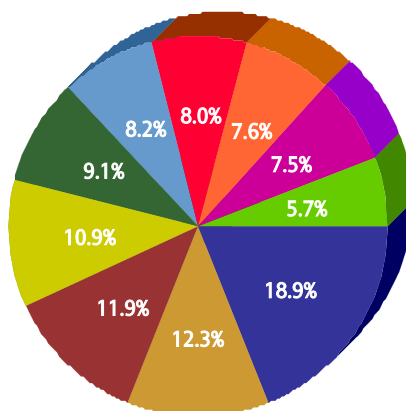


# City of Dallas Service Level Performance Report by Council District

## Council District 09

### Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	771
High Weeds - CCS	503
Dead Animal Pick Up - SAN	486
Animal - Confined - CCS	443
Animal - Loose Aggressive - CCS	370
Recycling ROLL CART NEW - SAN	334
Bulky Trash Violations - CCS	327
Garbage - Missed - SAN	309
Litter - CCS	305
Junk Motor Vehicle - CCS	234



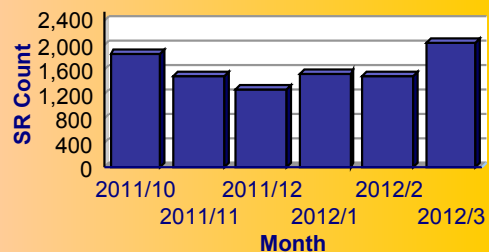
### Service

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

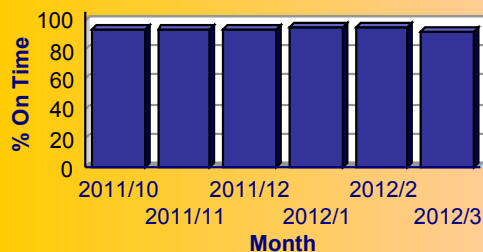
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,629	9,601	9,021	94.0%	28	19	67.9%	93.9%

### 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

### 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	771	0	0	N/A	10	2.7	771	100.0%	768	99.6%	768	99.6%
High Weeds - CCS	503	0	0	N/A	38	24.1	503	100.0%	417	82.9%	417	82.9%
Dead Animal Pick Up - SAN	486	0	0	N/A	1	0.3	486	100.0%	486	100.0%	486	100.0%
Animal - Confined - CCS	443	0	0	N/A	3	0.4	443	100.0%	431	97.3%	431	97.3%
Animal - Loose Aggressive - CCS	370	0	0	N/A	3	1.1	370	100.0%	354	95.7%	354	95.7%
Recycling ROLL CART NEW - SAN	334	0	0	N/A	10	2.3	334	100.0%	333	99.7%	333	99.7%
Bulky Trash Violations - CCS	327	0	0	N/A	14	7.3	327	100.0%	284	86.9%	284	86.9%
Garbage - Missed - SAN	309	0	0	N/A	3	0.9	309	100.0%	308	99.7%	308	99.7%
Litter - CCS	305	0	0	N/A	38	27.6	305	100.0%	232	76.1%	232	76.1%
Junk Motor Vehicle - CCS	234	0	0	N/A	126	48.2	234	100.0%	224	95.7%	224	95.7%
24 Hour Parking/Parking Violations - DPD	219	0	0	N/A	10	3.8	219	100.0%	219	100.0%	219	100.0%
Obstruction Alley/Sidewalk/Street - CCS	195	0	0	N/A	60	29.6	195	100.0%	167	85.6%	167	85.6%
Street Repair - Routine-STS	185	0	0	N/A	90	15.6	185	100.0%	185	100.0%	185	100.0%
Recycling - Roll Cart - SAN	179	0	0	N/A	10	2.9	179	100.0%	178	99.4%	178	99.4%
Animal - Loose - CCS	178	0	0	N/A	40	14.9	178	100.0%	177	99.4%	177	99.4%
Substandard Structure - CCS	174	19	18	94.7%	365	80.1	155	89.1%	155	100.0%	173	99.4%
Recyclable Collection Missed (Residential) - SAN	168	0	0	N/A	3	1.1	168	100.0%	166	98.8%	166	98.8%
Parking - Unapproved Surface - CCS	148	0	0	N/A	10	3.4	148	100.0%	136	91.9%	136	91.9%
Smoke Detector Request - DFD	147	0	0	N/A	30	5.6	147	100.0%	142	96.6%	142	96.6%
Animal - Noisy - CCS	134	0	0	N/A	30	1.8	134	100.0%	134	100.0%	134	100.0%



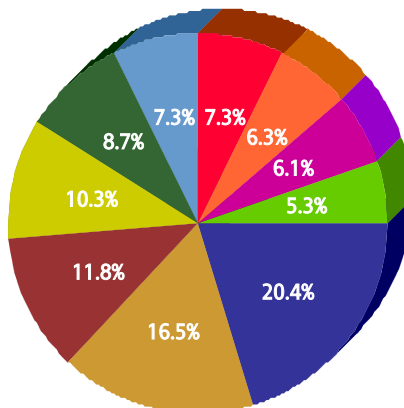


# City of Dallas Service Level Performance Report by Council District

## Council District 10

### Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	420
Animal - Confined - CCS	340
High Weeds - CCS	242
Dead Animal Pick Up - SAN	211
Garbage - Missed - SAN	180
Bulky Trash Violations - CCS	151
Recycling ROLL CART NEW - SAN	151
Animal - Loose Aggressive - CCS	129
Substandard Structure Apts - CCS	125
Recycling - Roll Cart - SAN	109



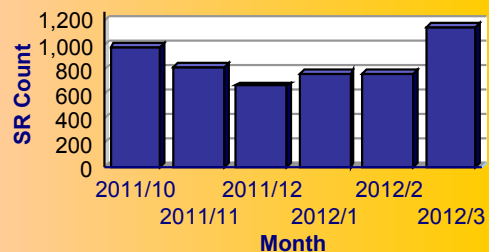
### Service

- 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
- Animal - Loose Aggressive - CCS
- Substandard Structure Apts - CCS
- Recycling - Roll Cart - SAN

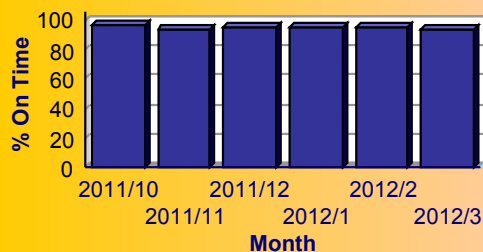
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,136	5,127	4,868	94.9%	9	7	77.8%	94.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	420	0	0	N/A	10	2.5	420	100.0%	419	99.8%	419	99.8%
Animal - Confined - CCS	340	0	0	N/A	3	0.4	340	100.0%	334	98.2%	334	98.2%
High Weeds - CCS	242	0	0	N/A	38	17.1	242	100.0%	219	90.5%	219	90.5%
Dead Animal Pick Up - SAN	211	0	0	N/A	1	0.3	211	100.0%	211	100.0%	211	100.0%
Garbage - Missed - SAN	180	0	0	N/A	3	0.8	180	100.0%	178	98.9%	178	98.9%
Bulky Trash Violations - CCS	151	0	0	N/A	14	6.8	151	100.0%	133	88.1%	133	88.1%
Recycling ROLL CART NEW - SAN	151	0	0	N/A	10	2.2	151	100.0%	150	99.3%	150	99.3%
Animal - Loose Aggressive - CCS	129	0	0	N/A	3	0.8	129	100.0%	125	96.9%	125	96.9%
Substandard Structure Apts - CCS	125	1	1	100.0%	365	19.8	124	99.2%	124	100.0%	125	100.0%
Recycling - Roll Cart - SAN	109	0	0	N/A	10	2.4	109	100.0%	108	99.1%	108	99.1%
Fire Inspection - DFD	99	0	0	N/A	60	24.2	99	100.0%	97	98.0%	97	98.0%
Smoke Detector Request - DFD	99	0	0	N/A	30	5.1	99	100.0%	95	96.0%	95	96.0%
24 Hour Parking/Parking Violations - DPD	91	0	0	N/A	10	4.0	91	100.0%	91	100.0%	91	100.0%
Street Repair - Routine-STS	90	0	0	N/A	90	13.3	90	100.0%	90	100.0%	90	100.0%
Litter - CCS	89	0	0	N/A	38	26.9	89	100.0%	67	75.3%	67	75.3%
Animal - Sick/Injured - CCS	87	0	0	N/A	3	0.2	87	100.0%	86	98.9%	86	98.9%
Substandard Structure - CCS	82	7	6	85.7%	365	77.4	75	91.5%	75	100.0%	81	98.8%
Obstruction Alley/Sidewalk/Street - CCS	81	0	0	N/A	60	23.9	81	100.0%	71	87.7%	71	87.7%
Brush/Bulk Items - Missed - SAN	73	0	0	N/A	10	2.1	73	100.0%	73	100.0%	73	100.0%
No Building Permit - CCS	68	0	0	N/A	60	20.3	68	100.0%	61	89.7%	61	89.7%

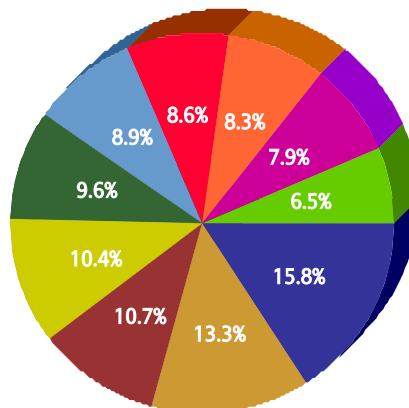


# City of Dallas Service Level Performance Report by Council District

## Council District 11

### Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	310
Fire Inspection - DFD	261
Animal - Confined - CCS	211
Dead Animal Pick Up - SAN	204
Garbage - Missed - SAN	188
Signs - Public Right of Way - CCS	175
High Weeds - CCS	169
Obstruction Alley/Sidewalk/Street - CCS	162
Recycling ROLL CART NEW - SAN	156
Traffic Signal - Flashing - STS	127



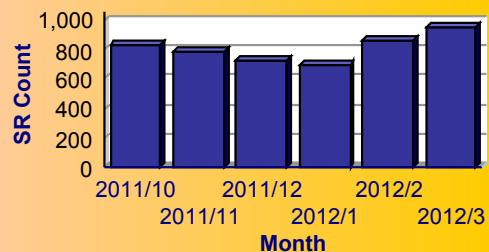
### Service

- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Flashing - STS

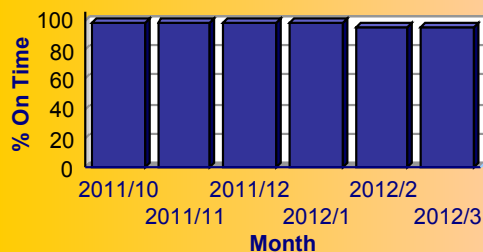
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,853	4,850	4,701	96.9%	3	3	100.0%	96.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	310	0	0	N/A	10	2.7	310	100.0%	308	99.4%	308	99.4%
Fire Inspection - DFD	261	0	0	N/A	60	18.1	261	100.0%	259	99.2%	259	99.2%
Animal - Confined - CCS	211	0	0	N/A	3	2.2	211	100.0%	205	97.2%	205	97.2%
Dead Animal Pick Up - SAN	204	0	0	N/A	1	0.3	204	100.0%	204	100.0%	204	100.0%
Garbage - Missed - SAN	188	0	0	N/A	3	0.6	188	100.0%	188	100.0%	188	100.0%
Signs - Public Right of Way - CCS	175	0	0	N/A	7	2.1	175	100.0%	169	96.6%	169	96.6%
High Weeds - CCS	169	0	0	N/A	38	21.8	169	100.0%	148	87.6%	148	87.6%
Obstruction Alley/Sidewalk/Street - CCS	162	0	0	N/A	60	24.4	162	100.0%	150	92.6%	150	92.6%
Recycling ROLL CART NEW - SAN	156	0	0	N/A	10	2.1	156	100.0%	154	98.7%	154	98.7%
Traffic Signal - Flashing - STS	127	0	0	N/A	4	1.3	127	100.0%	126	99.2%	126	99.2%
Signs - Other - CCS	108	0	0	N/A	21	4.0	108	100.0%	103	95.4%	103	95.4%
Litter - CCS	107	0	0	N/A	38	24.3	107	100.0%	94	87.9%	94	87.9%
Graffiti Private Property - Residential/Commercial	94	0	0	N/A	90	11.4	94	100.0%	92	97.9%	92	97.9%
Bulky Trash Violations - CCS	93	0	0	N/A	14	5.4	93	100.0%	90	96.8%	90	96.8%
Street Repair - Routine-STS	84	0	0	N/A	90	13.2	84	100.0%	84	100.0%	84	100.0%
Traffic Signal - Timing - STS	83	0	0	N/A	4	1.3	83	100.0%	82	98.8%	82	98.8%
Recycling - Roll Cart - SAN	83	0	0	N/A	10	2.7	83	100.0%	83	100.0%	83	100.0%
Animal - Loose Aggressive - CCS	78	0	0	N/A	3	0.2	78	100.0%	78	100.0%	78	100.0%
Recyclable Collection Missed (Residential) - SAN	78	0	0	N/A	3	0.5	78	100.0%	78	100.0%	78	100.0%
Substandard Structure Apts - CCS	77	0	0	N/A	365	16.4	77	100.0%	77	100.0%	77	100.0%

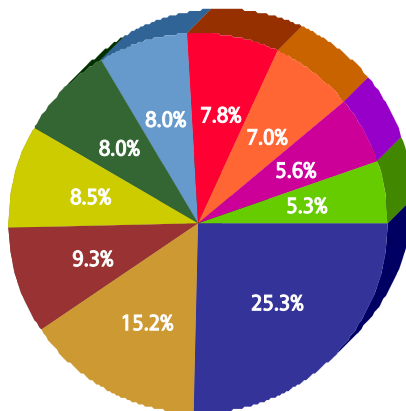


# City of Dallas Service Level Performance Report by Council District

## Council District 12

### Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	591
Signs - Public Right of Way - CCS	355
Animal - Confined - CCS	218
Garbage - Missed - SAN	199
Recycling ROLL CART NEW - SAN	187
Bulky Trash Violations - CCS	186
Dead Animal Pick Up - SAN	183
High Weeds - CCS	163
Recycling - Roll Cart - SAN	132
Illegal Garbage/Placement - CCS	125



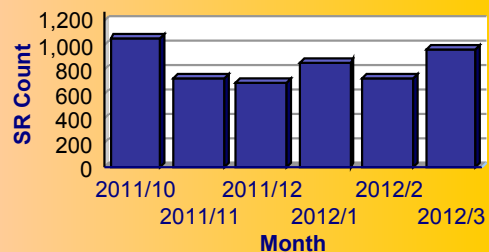
### Service

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

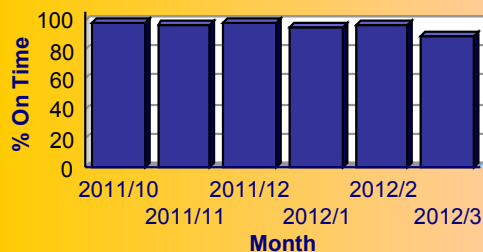
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,032	5,028	4,803	95.5%	4	2	50.0%	95.5%

### 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

### 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	591	0	0	N/A	10	2.7	591	100.0%	589	99.7%	589	99.7%
Signs - Public Right of Way - CCS	355	0	0	N/A	7	0.0	355	100.0%	355	100.0%	355	100.0%
Animal - Confined - CCS	218	0	0	N/A	3	0.4	218	100.0%	214	98.2%	214	98.2%
Garbage - Missed - SAN	199	0	0	N/A	3	0.9	199	100.0%	197	99.0%	197	99.0%
Recycling ROLL CART NEW - SAN	187	0	0	N/A	10	2.1	187	100.0%	187	100.0%	187	100.0%
Bulky Trash Violations - CCS	186	0	0	N/A	14	7.2	186	100.0%	170	91.4%	170	91.4%
Dead Animal Pick Up - SAN	183	0	0	N/A	1	0.4	183	100.0%	183	100.0%	183	100.0%
High Weeds - CCS	163	0	0	N/A	38	34.6	163	100.0%	102	62.6%	102	62.6%
Recycling - Roll Cart - SAN	132	0	0	N/A	10	2.7	132	100.0%	132	100.0%	132	100.0%
Illegal Garbage/Placement - CCS	125	0	0	N/A	60	7.0	125	100.0%	124	99.2%	124	99.2%
Litter - CCS	105	0	0	N/A	38	30.4	105	100.0%	73	69.5%	73	69.5%
Street Repair - Routine-STS	105	0	0	N/A	90	8.3	105	100.0%	105	100.0%	105	100.0%
Animal - Noisy - CCS	90	0	0	N/A	30	1.9	90	100.0%	90	100.0%	90	100.0%
Animal - Sick/Injured - CCS	82	0	0	N/A	3	0.1	82	100.0%	82	100.0%	82	100.0%
Recyclable Collection Missed (Residential) - SAN	74	0	0	N/A	3	0.8	74	100.0%	74	100.0%	74	100.0%
24 Hour Parking/Parking Violations - DPD	73	0	0	N/A	10	5.9	73	100.0%	70	95.9%	70	95.9%
Traffic Signal - Flashing - STS	69	0	0	N/A	4	1.3	69	100.0%	69	100.0%	69	100.0%
Fire Inspection - DFD	68	0	0	N/A	60	24.7	68	100.0%	67	98.5%	67	98.5%
Traffic Signal - Timing - STS	66	0	0	N/A	4	1.5	66	100.0%	65	98.5%	65	98.5%
Water Conservation Violation - CCS	63	0	0	N/A	7	9.9	63	100.0%	42	66.7%	42	66.7%

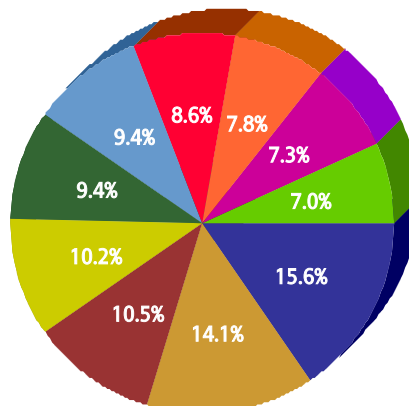


# City of Dallas Service Level Performance Report by Council District

## Council District 13

### Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	541
Signs - Public Right of Way - CCS	490
Dead Animal Pick Up - SAN	364
Garbage - Missed - SAN	355
Obstruction Alley/Sidewalk/Street - CCS	328
Fire Inspection - DFD	325
Bulky Trash Violations - CCS	300
High Weeds - CCS	272
Animal - Confined - CCS	254
Recycling ROLL CART NEW - SAN	243



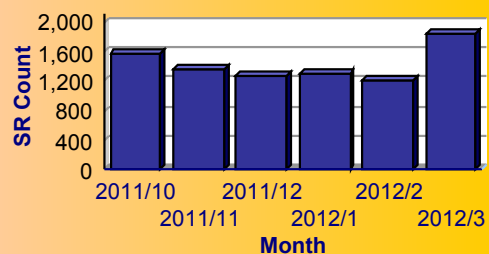
### Service

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

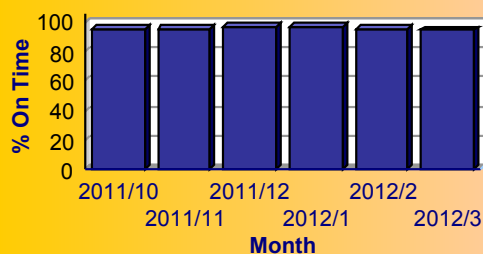
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,574	8,563	8,172	95.4%	11	8	72.7%	95.4%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 13

### 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	541	0	0	N/A	10	2.5	541	100.0%	539	99.6%	539	99.6%
Signs - Public Right of Way - CCS	490	0	0	N/A	7	1.6	490	100.0%	479	97.8%	479	97.8%
Dead Animal Pick Up - SAN	364	0	0	N/A	1	0.3	364	100.0%	364	100.0%	364	100.0%
Garbage - Missed - SAN	355	0	0	N/A	3	0.8	355	100.0%	355	100.0%	355	100.0%
Obstruction Alley/Sidewalk/Street - CCS	328	0	0	N/A	60	31.6	328	100.0%	276	84.1%	276	84.1%
Fire Inspection - DFD	325	0	0	N/A	60	15.0	325	100.0%	322	99.1%	322	99.1%
Bulky Trash Violations - CCS	300	0	0	N/A	14	8.0	300	100.0%	272	90.7%	272	90.7%
High Weeds - CCS	272	0	0	N/A	38	26.3	272	100.0%	211	77.6%	211	77.6%
Animal - Confined - CCS	254	0	0	N/A	3	0.3	254	100.0%	252	99.2%	252	99.2%
Recycling ROLL CART NEW - SAN	243	0	0	N/A	10	2.0	243	100.0%	243	100.0%	243	100.0%
Street Repair - Routine-STS	241	0	0	N/A	90	11.7	241	100.0%	240	99.6%	240	99.6%
Alley Repair - Routine-STS	182	0	0	N/A	90	28.5	182	100.0%	182	100.0%	182	100.0%
Recyclable Collection Missed (Residential) - SAN	173	0	0	N/A	3	0.7	173	100.0%	172	99.4%	172	99.4%
Recycling - Roll Cart - SAN	172	0	0	N/A	10	2.2	172	100.0%	172	100.0%	172	100.0%
Litter - CCS	168	0	0	N/A	38	30.8	168	100.0%	126	75.0%	126	75.0%
Animal - Loose Aggressive - CCS	153	0	0	N/A	3	1.1	153	100.0%	150	98.0%	150	98.0%
Animal - Sick/Injured - CCS	137	0	0	N/A	3	0.2	137	100.0%	137	100.0%	137	100.0%
24 Hour Parking/Parking Violations - DPD	130	0	0	N/A	10	4.6	130	100.0%	127	97.7%	127	97.7%
Pot hole - Hazardous-STS	129	0	0	N/A	1	0.1	129	100.0%	127	98.4%	127	98.4%
Traffic Signal - Flashing - STS	126	0	0	N/A	4	1.1	126	100.0%	126	100.0%	126	100.0%



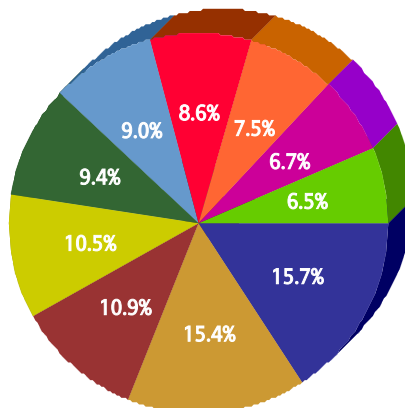


# City of Dallas Service Level Performance Report by Council District

## Council District 14

### Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	579
Garbage Roll Cart - SAN	567
Litter - CCS	400
Obstruction Alley/Sidewalk/Street - CCS	385
Dead Animal Pick Up - SAN	348
Signs - Public Right of Way - CCS	331
Recycling ROLL CART NEW - SAN	315
Bulky Trash Violations - CCS	276
Street Repair - Routine-STS	245
24 Hour Parking/Parking Violations - DPD	238



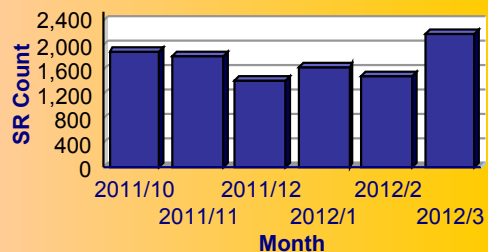
### Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Bulky Trash Violations - CCS
- Street Repair - Routine-STS
- 24 Hour Parking/Parking Violations - DPD

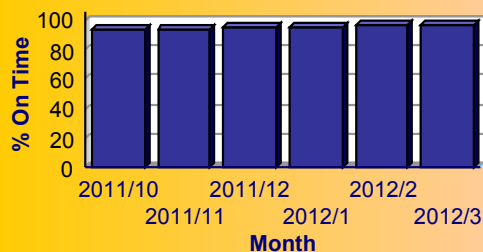
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed On Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,407	10,385	9,892	95.3%	22	19	86.4%	95.2%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	579	0	0	N/A	38	17.4	579	100.0%	532	91.9%	532	91.9%
Garbage Roll Cart - SAN	567	0	0	N/A	10	2.6	567	100.0%	565	99.6%	565	99.6%
Litter - CCS	400	0	0	N/A	38	18.6	400	100.0%	356	89.0%	356	89.0%
Obstruction Alley/Sidewalk/Street - CCS	385	0	0	N/A	60	28.6	385	100.0%	332	86.2%	332	86.2%
Dead Animal Pick Up - SAN	348	0	0	N/A	1	0.4	348	100.0%	348	100.0%	348	100.0%
Signs - Public Right of Way - CCS	331	0	0	N/A	7	0.7	331	100.0%	321	97.0%	321	97.0%
Recycling ROLL CART NEW - SAN	315	0	0	N/A	10	2.3	315	100.0%	315	100.0%	315	100.0%
Bulky Trash Violations - CCS	276	0	0	N/A	14	5.4	276	100.0%	255	92.4%	255	92.4%
Street Repair - Routine-STS	245	0	0	N/A	90	13.7	245	100.0%	245	100.0%	245	100.0%
24 Hour Parking/Parking Violations - DPD	238	0	0	N/A	10	4.4	238	100.0%	234	98.3%	234	98.3%
Traffic Signal - Flashing - STS	229	0	0	N/A	4	1.2	229	100.0%	229	100.0%	229	100.0%
Garbage - Missed - SAN	228	0	0	N/A	3	0.6	228	100.0%	228	100.0%	228	100.0%
Animal - Confined - CCS	224	0	0	N/A	3	0.4	224	100.0%	221	98.7%	221	98.7%
Traffic Signal - Timing - STS	221	0	0	N/A	4	1.3	221	100.0%	218	98.6%	218	98.6%
Animal - Loose Aggressive - CCS	183	0	0	N/A	3	0.7	183	100.0%	179	97.8%	179	97.8%
Fire Inspection - DFD	183	0	0	N/A	60	30.4	183	100.0%	179	97.8%	179	97.8%
Recycling - Roll Cart - SAN	160	0	0	N/A	10	2.8	160	100.0%	157	98.1%	157	98.1%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	143	0	0	N/A	10	2.2	143	100.0%	143	100.0%	143	100.0%
Animal - Sick/Injured - CCS	140	0	0	N/A	3	0.2	140	100.0%	138	98.6%	138	98.6%
Animal - Noisy - CCS	136	0	0	N/A	30	2.0	136	100.0%	136	100.0%	136	100.0%

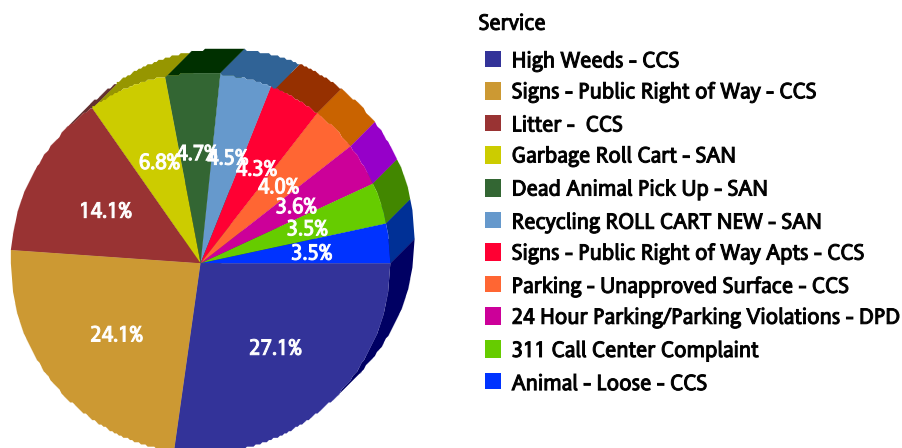


# City of Dallas Service Level Performance Report by Council District

## Council District Unknown

### Top 10 Services

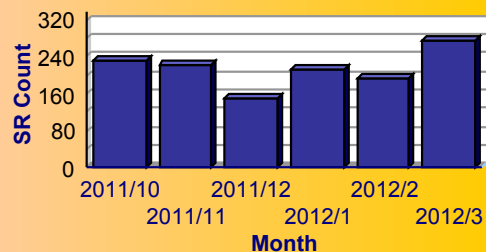
SR Type	Service Request Count
High Weeds - CCS	204
Signs - Public Right of Way - CCS	181
Litter - CCS	106
Garbage Roll Cart - SAN	51
Dead Animal Pick Up - SAN	35
Recycling ROLL CART NEW - SAN	34
Signs - Public Right of Way Apts - CCS	32
Parking - Unapproved Surface - CCS	30
24 Hour Parking/Parking Violations - DPD	27
311 Call Center Complaint	26
Animal - Loose - CCS	26



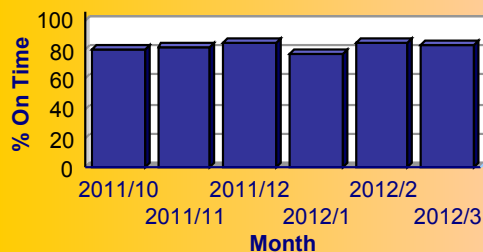
### Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,288	1,231	1,037	84.2%	57	11	19.3%	81.4%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





## 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	204	12	0	0.0%	38	34.4	192	94.1%	129	67.2%	129	63.2%
Signs - Public Right of Way - CCS	181	0	0	N/A	7	2.5	181	100.0%	170	93.9%	170	93.9%
Litter - CCS	106	14	0	0.0%	38	35.1	92	86.8%	54	58.7%	54	50.9%
Garbage Roll Cart - SAN	51	0	0	N/A	10	2.5	51	100.0%	51	100.0%	51	100.0%
Dead Animal Pick Up - SAN	35	0	0	N/A	1	0.2	35	100.0%	35	100.0%	35	100.0%
Recycling ROLL CART NEW - SAN	34	0	0	N/A	10	2.6	34	100.0%	34	100.0%	34	100.0%
Signs - Public Right of Way Apts - CCS	32	0	0	N/A	7	0.0	32	100.0%	32	100.0%	32	100.0%
Parking - Unapproved Surface - CCS	30	0	0	N/A	10	7.3	30	100.0%	22	73.3%	22	73.3%
24 Hour Parking/Parking Violations - DPD	27	0	0	N/A	10	6.4	27	100.0%	24	88.9%	24	88.9%
311 Call Center Complaint	26	0	0	N/A	10	3.0	26	100.0%	25	96.2%	25	96.2%
Animal - Loose - CCS	26	0	0	N/A	40	15.0	26	100.0%	26	100.0%	26	100.0%
Obstruction Alley/Sidewalk/Street - CCS	25	2	0	0.0%	60	41.2	23	92.0%	19	82.6%	19	76.0%
Substandard Structure - CCS	22	11	11	100.0%	365	107.2	11	50.0%	11	100.0%	22	100.0%
Brush/Bulk Items - Missed - SAN	16	0	0	N/A	10	2.5	16	100.0%	16	100.0%	16	100.0%
Restaurant/Food Complaint - CCS	16	0	0	N/A	45	23.6	16	100.0%	14	87.5%	14	87.5%
Recycling - Roll Cart - SAN	15	0	0	N/A	10	2.3	15	100.0%	15	100.0%	15	100.0%
Sanitation Crew Complaint - SAN	14	0	0	N/A	10	2.5	14	100.0%	13	92.9%	13	92.9%
Pot hole Repair Routine - STS	13	0	0	N/A	7	2.0	13	100.0%	12	92.3%	12	92.3%
Pot hole - Hazardous-STS	12	0	0	N/A	1	0.1	12	100.0%	12	100.0%	12	100.0%
Chronic Traffic Violations - DPD	11	0	0	N/A	14	8.2	11	100.0%	11	100.0%	11	100.0%
Garbage - Missed - SAN	11	0	0	N/A	3	0.8	11	100.0%	11	100.0%	11	100.0%
Street Repair - Routine-STS	11	0	0	N/A	90	32.4	11	100.0%	11	100.0%	11	100.0%