



**FY 2012 – 2013**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**March 2013**

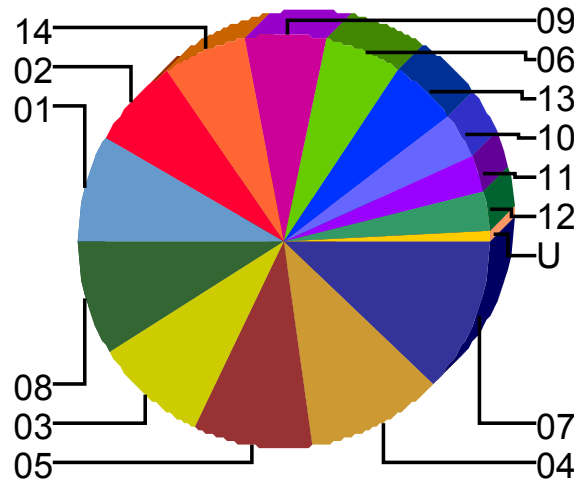
## **TABLE OF CONTENTS**

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

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

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

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



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,193	8.2%	95.4%
02	1,886	7.1%	94.0%
03	2,394	9.0%	95.9%
04	2,878	10.8%	91.3%
05	2,535	9.5%	93.1%
06	1,656	6.2%	93.6%
07	3,175	11.9%	91.2%
08	2,360	8.9%	93.1%
09	1,662	6.2%	94.7%
10	939	3.5%	92.5%
11	791	3.0%	96.1%
12	778	2.9%	95.9%
13	1,380	5.2%	94.8%
14	1,792	6.7%	95.5%
U	238	0.9%	75.2%
<b>Totals</b>	<b>26,657</b>	<b>100.0%</b>	<b>93.6%</b>

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

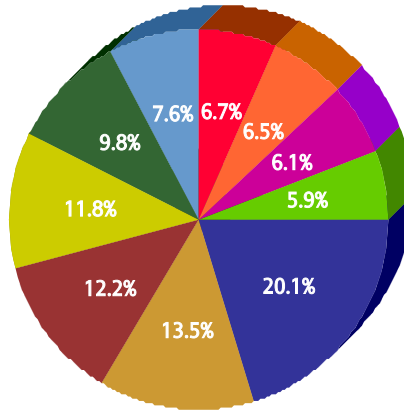


Citywide

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	2,362
High Weeds - CCS	1,581
Garbage Roll Cart - SAN	1,426
Dead Animal Pick Up - SAN	1,382
Animal - Loose - CCS	1,145
Substandard Structure - CCS	887
Animal - Loose Aggressive - CCS	783
Bulky Trash Violations - CCS	757
Recycling ROLL CART NEW - SAN	713
Animal - Confined - CCS	691



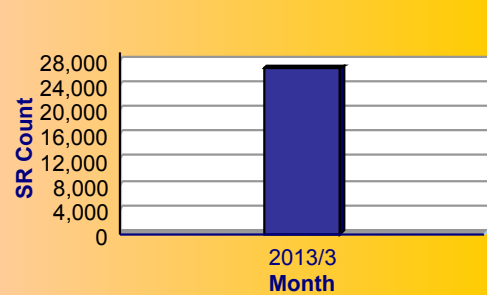
Service

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

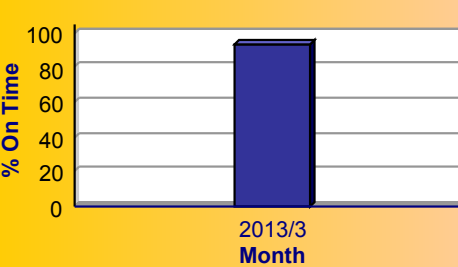
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,657	25,046	23,778	94.9%	1,611	1,162	72.1%	93.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by Council District

Citywide

March 2013

### Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	2,362	115	1	0.9%	38	19.4	2,247	95.1%	1,979	88.1%	1,980	83.8%
High Weeds - CCS	1,581	93	1	1.1%	38	18.6	1,488	94.1%	1,348	90.6%	1,349	85.3%
Garbage Roll Cart - SAN	1,426	0	0	N/A	10	3.5	1,426	100.0%	1,399	98.1%	1,399	98.1%
Dead Animal Pick Up - SAN	1,382	0	0	N/A	1	1.0	1,382	100.0%	1,358	98.3%	1,358	98.3%
Animal - Loose - CCS	1,145	5	1	20.0%	40	23.0	1,140	99.6%	1,129	99.0%	1,130	98.7%
Substandard Structure - CCS	887	453	453	100.0%	365	20.9	434	48.9%	434	100.0%	887	100.0%
Animal - Loose Aggressive - CCS	783	0	0	N/A	3	1.2	783	100.0%	763	97.4%	763	97.4%
Bulky Trash Violations - CCS	757	5	0	0.0%	14	9.3	752	99.3%	621	82.6%	621	82.0%
Recycling ROLL CART NEW - SAN	713	0	0	N/A	10	2.8	713	100.0%	699	98.0%	699	98.0%
Animal - Confined - CCS	691	0	0	N/A	3	1.6	691	100.0%	674	97.5%	674	97.5%
Signs - Public Right of Way - CCS	625	10	0	0.0%	7	1.5	615	98.4%	580	94.3%	580	92.8%
Junk Motor Vehicle - CCS	582	235	235	100.0%	126	23.4	347	59.6%	347	100.0%	582	100.0%
Illegal Dumping - CCS	521	10	0	0.0%	38	10.5	511	98.1%	481	94.1%	481	92.3%
Illegal Outside Storage - CCS	520	24	0	0.0%	38	21.4	496	95.4%	440	88.7%	440	84.6%
Obstruction Alley/Sidewalk/Street - CCS	506	98	93	94.9%	60	22.9	408	80.6%	405	99.3%	498	98.4%
Graffiti Private Property - Residential/Commercial - CCS	458	24	24	100.0%	90	5.9	434	94.8%	434	100.0%	458	100.0%
Animal - Sick/Injured - CCS	426	0	0	N/A	3	0.9	426	100.0%	420	98.6%	420	98.6%
Garbage - Missed - SAN	425	0	0	N/A	3	1.5	425	100.0%	420	98.8%	420	98.8%
24 Hour Parking/Parking Violations - DPD	363	0	0	N/A	10	5.3	363	100.0%	357	98.3%	357	98.3%
Smoke Detector Request - DFD	360	0	0	N/A	30	8.3	360	100.0%	328	91.1%	328	91.1%

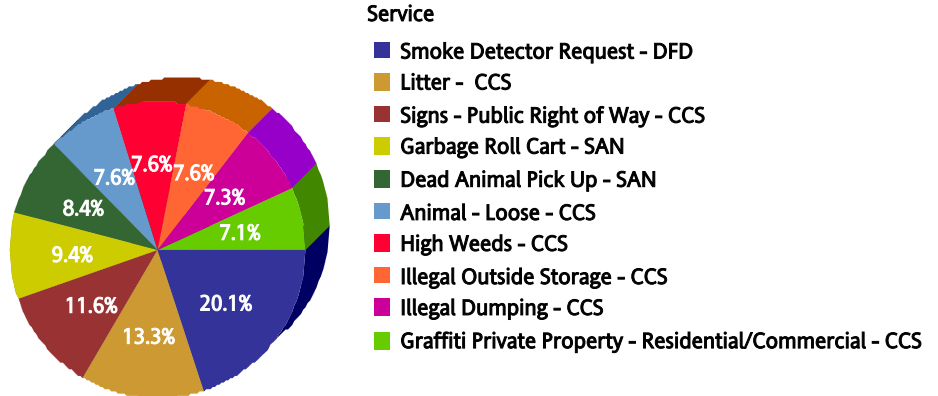


Council District 01

March 2013

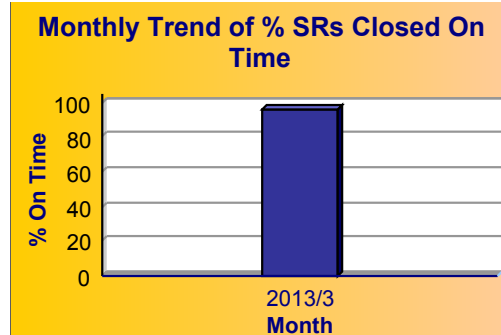
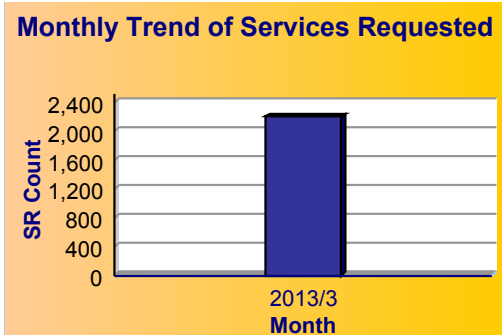
Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	236
Litter - CCS	156
Signs - Public Right of Way - CCS	136
Garbage Roll Cart - SAN	111
Dead Animal Pick Up - SAN	99
Animal - Loose - CCS	90
High Weeds - CCS	90
Illegal Outside Storage - CCS	90
Illegal Dumping - CCS	86
Graffiti Private Property - Residential/Commercial - CCS	83



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 %
2,193	2,101	2,019	96.1%	92	73	79.3%	95.4%





# City of Dallas Service Level Performance Report by Council District

Council District 01

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Smoke Detector Request - DFD	236	0	0	N/A	30	5.2	236	100.0%	222	94.1%	222	94.1%
Litter - CCS	156	4	1	25.0%	38	19.5	152	97.4%	142	93.4%	143	91.7%
Signs - Public Right of Way - CCS	136	0	0	N/A	7	0.3	136	100.0%	136	100.0%	136	100.0%
Garbage Roll Cart - SAN	111	0	0	N/A	10	2.9	111	100.0%	110	99.1%	110	99.1%
Dead Animal Pick Up - SAN	99	0	0	N/A	1	1.1	99	100.0%	97	98.0%	97	98.0%
High Weeds - CCS	90	1	0	0.0%	38	14.0	89	98.9%	89	100.0%	89	98.9%
Illegal Outside Storage - CCS	90	2	0	0.0%	38	22.8	88	97.8%	79	89.8%	79	87.8%
Animal - Loose - CCS	90	2	1	50.0%	40	20.9	88	97.8%	88	100.0%	89	98.9%
Illegal Dumping - CCS	86	1	0	0.0%	38	3.5	85	98.8%	83	97.6%	83	96.5%
Graffiti Private Property - Residential/Commercial - CCS	83	6	6	100.0%	90	5.2	77	92.8%	77	100.0%	83	100.0%
Substandard Structure - CCS	66	37	37	100.0%	365	23.9	29	43.9%	29	100.0%	66	100.0%
Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.3	63	100.0%	62	98.4%	62	98.4%
Recycling ROLL CART NEW - SAN	52	0	0	N/A	10	2.9	52	100.0%	51	98.1%	51	98.1%
Bulky Trash Violations - CCS	47	0	0	N/A	14	4.5	47	100.0%	44	93.6%	44	93.6%
Animal - Confined - CCS	45	0	0	N/A	3	0.5	45	100.0%	45	100.0%	45	100.0%
Code General - CCS	32	0	0	N/A	38	23.5	32	100.0%	20	62.5%	20	62.5%
Signs - Other - CCS	31	1	0	0.0%	21	3.8	30	96.8%	28	93.3%	28	90.3%
Illegal Garbage/Placement - CCS	29	0	0	N/A	60	20.8	29	100.0%	28	96.6%	28	96.6%
24 Hour Parking/Parking Violations - DPD	27	0	0	N/A	10	4.7	27	100.0%	27	100.0%	27	100.0%
Junk Motor Vehicle - CCS	24	10	10	100.0%	126	20.0	14	58.3%	14	100.0%	24	100.0%



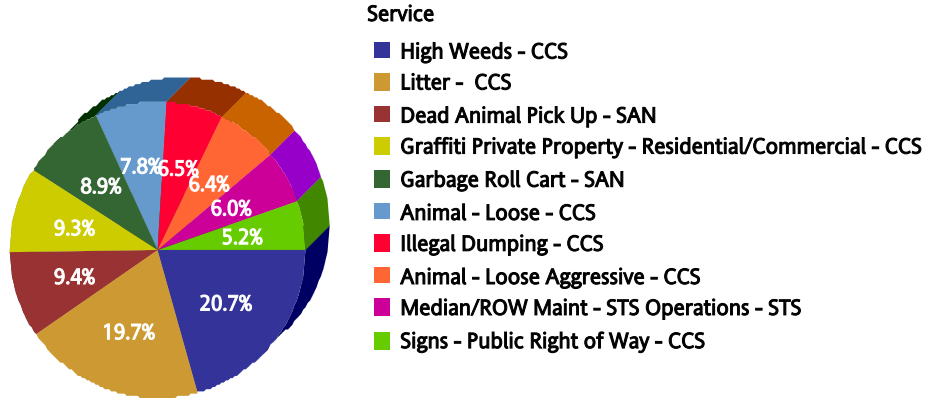


Council District 02

March 2013

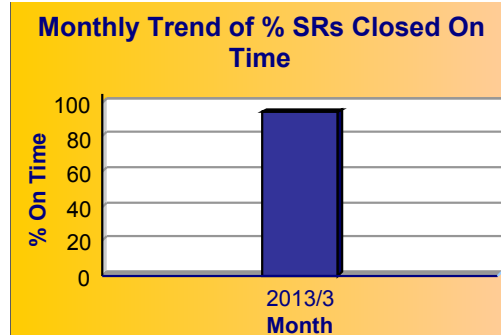
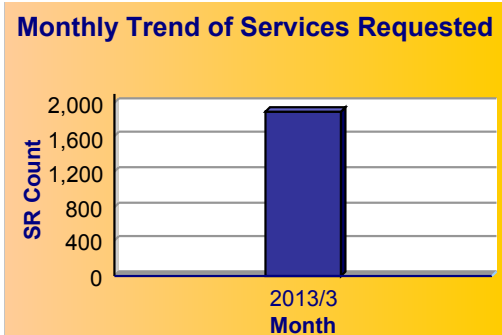
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	158
Litter - CCS	151
Dead Animal Pick Up - SAN	72
Graffiti Private Property - Residential/Commercial - CCS	71
Garbage Roll Cart - SAN	68
Animal - Loose - CCS	60
Illegal Dumping - CCS	50
Animal - Loose Aggressive - CCS	49
Median/ROW Maint - STS Operations - STS	46
Signs - Public Right of Way - CCS	40



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,886	1,813	1,723	95.0%	73	49	67.1%	94.0%





# City of Dallas Service Level Performance Report by Council District

Council District 02

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	158	4	0	0.0%	38	17.5	154	97.5%	143	92.9%	143	90.5%
Litter - CCS	151	3	0	0.0%	38	19.1	148	98.0%	131	88.5%	131	86.8%
Dead Animal Pick Up - SAN	72	0	0	N/A	1	2.6	72	100.0%	69	95.8%	69	95.8%
Graffiti Private Property - Residential/Commercial - CCS	71	4	4	100.0%	90	2.7	67	94.4%	67	100.0%	71	100.0%
Garbage Roll Cart - SAN	68	0	0	N/A	10	5.7	68	100.0%	64	94.1%	64	94.1%
Animal - Loose - CCS	60	0	0	N/A	40	18.9	60	100.0%	60	100.0%	60	100.0%
Illegal Dumping - CCS	50	0	0	N/A	38	7.2	50	100.0%	47	94.0%	47	94.0%
Animal - Loose Aggressive - CCS	49	0	0	N/A	3	1.4	49	100.0%	48	98.0%	48	98.0%
Median/ROW Maint - STS Operations - STS	46	0	0	N/A	14	4.5	46	100.0%	46	100.0%	46	100.0%
Signs - Public Right of Way - CCS	40	0	0	N/A	7	1.6	40	100.0%	37	92.5%	37	92.5%
Fire Inspection - DFD	39	5	5	100.0%	60	20.6	34	87.2%	34	100.0%	39	100.0%
Signs - Other - CCS	38	2	0	0.0%	21	7.8	36	94.7%	34	94.4%	34	89.5%
Recycling ROLL CART NEW - SAN	37	0	0	N/A	10	4.6	37	100.0%	35	94.6%	35	94.6%
Junk Motor Vehicle - CCS	36	9	9	100.0%	126	21.5	27	75.0%	27	100.0%	36	100.0%
Animal - Confined - CCS	33	0	0	N/A	3	0.4	33	100.0%	33	100.0%	33	100.0%
Traffic Signal - Flashing - STS	33	0	0	N/A	4	2.8	33	100.0%	32	97.0%	32	97.0%
Traffic Sign - Maintenance (Other) - STS	30	0	0	N/A	40	8.3	30	100.0%	30	100.0%	30	100.0%
Substandard Structure - CCS	28	13	13	100.0%	365	12.1	15	53.6%	15	100.0%	28	100.0%
Street Repair - Routine-STS	28	2	2	100.0%	90	15.0	26	92.9%	26	100.0%	28	100.0%
Illegal Outside Storage - CCS	27	2	0	0.0%	38	19.5	25	92.6%	24	96.0%	24	88.9%

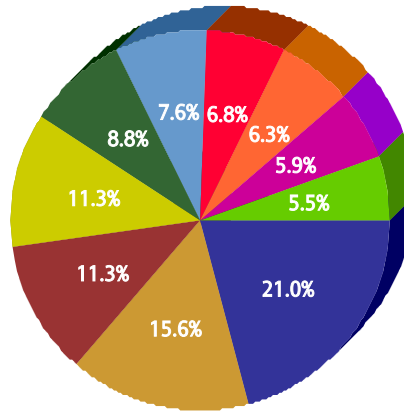


Council District 03

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	241
High Weeds - CCS	179
Dead Animal Pick Up - SAN	130
Garbage Roll Cart - SAN	130
Animal - Loose - CCS	101
Substandard Structure - CCS	87
Code General - CCS	78
Recycling ROLL CART NEW - SAN	73
Animal - Loose Aggressive - CCS	68
Bulky Trash Violations - CCS	63



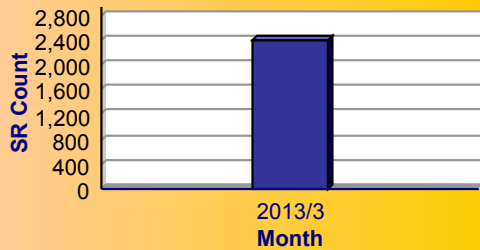
Service

- Litter - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Substandard Structure - CCS
- Code General - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Loose Aggressive - CCS
- Bulky Trash Violations - CCS

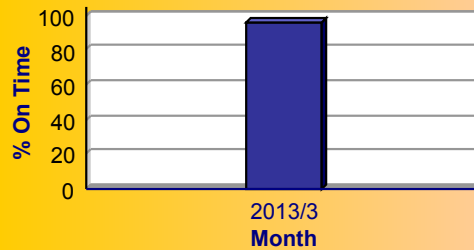
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,394	2,290	2,216	96.8%	104	81	77.9%	95.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 03

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	241	5	0	0.0%	38	19.0	236	97.9%	215	91.1%	215	89.2%
High Weeds - CCS	179	5	0	0.0%	38	16.9	174	97.2%	163	93.7%	163	91.1%
Dead Animal Pick Up - SAN	130	0	0	N/A	1	0.2	130	100.0%	130	100.0%	130	100.0%
Garbage Roll Cart - SAN	130	0	0	N/A	10	2.7	130	100.0%	129	99.2%	129	99.2%
Animal - Loose - CCS	101	0	0	N/A	40	23.6	101	100.0%	101	100.0%	101	100.0%
Substandard Structure - CCS	87	42	42	100.0%	365	26.1	45	51.7%	45	100.0%	87	100.0%
Code General - CCS	78	0	0	N/A	38	1.2	78	100.0%	77	98.7%	77	98.7%
Recycling ROLL CART NEW - SAN	73	0	0	N/A	10	2.2	73	100.0%	72	98.6%	72	98.6%
Animal - Loose Aggressive - CCS	68	0	0	N/A	3	0.4	68	100.0%	68	100.0%	68	100.0%
Bulky Trash Violations - CCS	63	0	0	N/A	14	3.6	63	100.0%	62	98.4%	62	98.4%
Signs - Public Right of Way - CCS	60	0	0	N/A	7	0.6	60	100.0%	60	100.0%	60	100.0%
Illegal Outside Storage - CCS	57	2	0	0.0%	38	23.5	55	96.5%	47	85.5%	47	82.5%
Animal - Confined - CCS	54	0	0	N/A	3	1.3	54	100.0%	53	98.1%	53	98.1%
24 Hour Parking/Parking Violations - DPD	51	0	0	N/A	10	4.7	51	100.0%	51	100.0%	51	100.0%
Illegal Dumping - CCS	50	0	0	N/A	38	4.9	50	100.0%	48	96.0%	48	96.0%
Junk Motor Vehicle - CCS	50	18	18	100.0%	126	27.0	32	64.0%	32	100.0%	50	100.0%
Graffiti Private Property - Residential/Commercial - CCS	50	2	2	100.0%	90	0.9	48	96.0%	48	100.0%	50	100.0%
Illegal Garbage/Placement - CCS	41	2	1	50.0%	60	11.5	39	95.1%	39	100.0%	40	97.6%
Obstruction Alley/Sidewalk/Street - CCS	33	0	0	N/A	60	25.4	33	100.0%	33	100.0%	33	100.0%
Dead Animal - Clinic Pick Up - SAN	33	0	0	N/A	2	0.0	33	100.0%	33	100.0%	33	100.0%

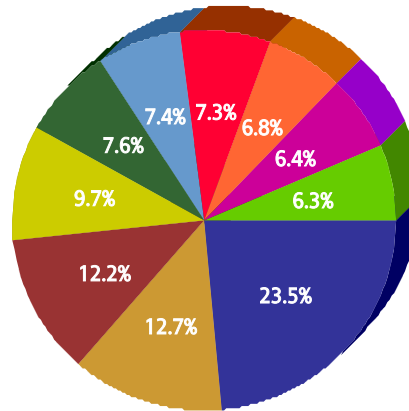


Council District 04

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	379
High Weeds - CCS	205
Dead Animal Pick Up - SAN	196
Animal - Loose - CCS	156
Obstruction Alley/Sidewalk/Street - CCS	123
Garbage Roll Cart - SAN	119
Animal - Loose Aggressive - CCS	118
Junk Motor Vehicle - CCS	109
Bulky Trash Violations - CCS	103
Substandard Structure - CCS	102



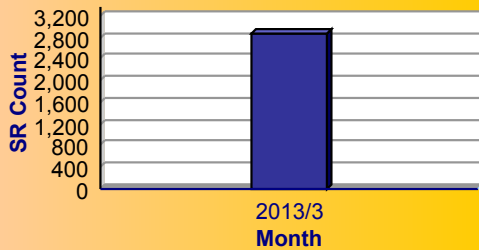
Service

- Litter - CCS
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Bulky Trash Violations - CCS
- Substandard Structure - CCS

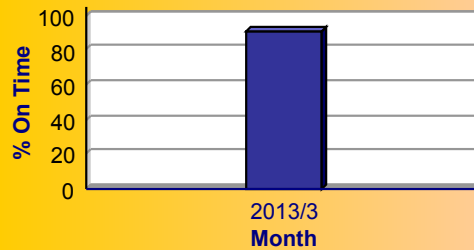
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,878	2,654	2,467	93.0%	224	160	71.4%	91.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 04

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	379	19	0	0.0%	38	21.6	360	95.0%	315	87.5%	315	83.1%
High Weeds - CCS	205	18	0	0.0%	38	22.8	187	91.2%	164	87.7%	164	80.0%
Dead Animal Pick Up - SAN	196	0	0	N/A	1	0.9	196	100.0%	193	98.5%	193	98.5%
Animal - Loose - CCS	156	0	0	N/A	40	23.4	156	100.0%	155	99.4%	155	99.4%
Obstruction Alley/Sidewalk/Street - CCS	123	5	5	100.0%	60	24.8	118	95.9%	118	100.0%	123	100.0%
Garbage Roll Cart - SAN	119	0	0	N/A	10	2.7	119	100.0%	118	99.2%	118	99.2%
Animal - Loose Aggressive - CCS	118	0	0	N/A	3	0.2	118	100.0%	118	100.0%	118	100.0%
Junk Motor Vehicle - CCS	109	54	54	100.0%	126	29.0	55	50.5%	55	100.0%	109	100.0%
Bulky Trash Violations - CCS	103	0	0	N/A	14	15.1	103	100.0%	56	54.4%	56	54.4%
Substandard Structure - CCS	102	61	61	100.0%	365	23.6	41	40.2%	41	100.0%	102	100.0%
Illegal Dumping - CCS	98	3	0	0.0%	38	18.2	95	96.9%	86	90.5%	86	87.8%
Recycling ROLL CART NEW - SAN	75	0	0	N/A	10	1.7	75	100.0%	75	100.0%	75	100.0%
Illegal Outside Storage - CCS	72	5	0	0.0%	38	24.9	67	93.1%	57	85.1%	57	79.2%
Animal - Confined - CCS	63	0	0	N/A	3	3.2	63	100.0%	60	95.2%	60	95.2%
Parking - Unapproved Surface - CCS	54	0	0	N/A	10	3.1	54	100.0%	50	92.6%	50	92.6%
Garbage - Missed - SAN	46	0	0	N/A	3	0.8	46	100.0%	46	100.0%	46	100.0%
Animal - Sick/Injured - CCS	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
Open and Vacant Structure - CCS	36	1	0	0.0%	30	15.3	35	97.2%	32	91.4%	32	88.9%
Graffiti Private Property - Residential/Commercial - CCS	33	2	2	100.0%	90	15.3	31	93.9%	31	100.0%	33	100.0%
Animal - Cruelty - CCS	32	0	0	N/A	30	2.3	32	100.0%	31	96.9%	31	96.9%

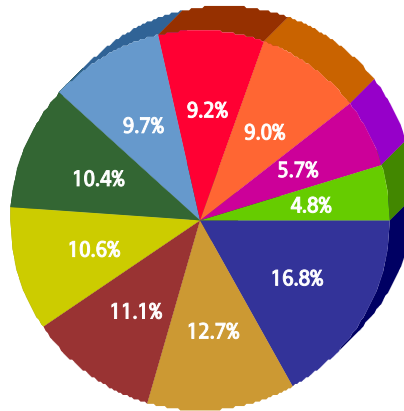


Council District 05

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	239
Substandard Structure - CCS	180
Animal - Loose - CCS	157
Junk Motor Vehicle - CCS	151
Bulky Trash Violations - CCS	148
Dead Animal Pick Up - SAN	137
Garbage Roll Cart - SAN	130
Animal - Loose Aggressive - CCS	128
High Weeds - CCS	81
Recycling ROLL CART NEW - SAN	68



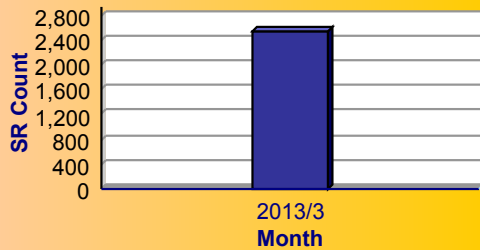
Service

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

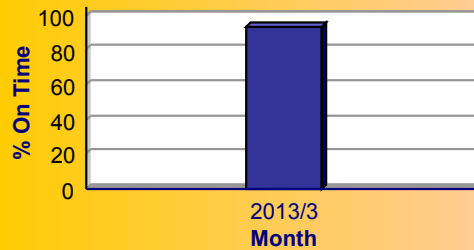
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,535	2,321	2,176	93.8%	214	185	86.4%	93.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Council District 05

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	239	4	0	0.0%	38	22.9	235	98.3%	208	88.5%	208	87.0%
Substandard Structure - CCS	180	61	61	100.0%	365	19.3	119	66.1%	119	100.0%	180	100.0%
Animal - Loose - CCS	157	1	0	0.0%	40	21.9	156	99.4%	155	99.4%	155	98.7%
Junk Motor Vehicle - CCS	151	79	79	100.0%	126	19.9	72	47.7%	72	100.0%	151	100.0%
Bulky Trash Violations - CCS	148	0	0	N/A	14	13.3	148	100.0%	111	75.0%	111	75.0%
Dead Animal Pick Up - SAN	137	0	0	N/A	1	0.8	137	100.0%	136	99.3%	136	99.3%
Garbage Roll Cart - SAN	130	0	0	N/A	10	3.0	130	100.0%	129	99.2%	129	99.2%
Animal - Loose Aggressive - CCS	128	0	0	N/A	3	0.7	128	100.0%	126	98.4%	126	98.4%
High Weeds - CCS	81	3	0	0.0%	38	28.8	78	96.3%	64	82.1%	64	79.0%
Recycling ROLL CART NEW - SAN	68	0	0	N/A	10	4.3	68	100.0%	65	95.6%	65	95.6%
Animal - Confined - CCS	64	0	0	N/A	3	0.4	64	100.0%	64	100.0%	64	100.0%
Illegal Dumping - CCS	51	0	0	N/A	38	18.8	51	100.0%	46	90.2%	46	90.2%
Parking - Unapproved Surface - CCS	48	0	0	N/A	10	5.9	48	100.0%	38	79.2%	38	79.2%
Illegal Outside Storage - CCS	48	1	0	0.0%	38	20.1	47	97.9%	40	85.1%	40	83.3%
Garbage - Missed - SAN	42	0	0	N/A	3	1.0	42	100.0%	42	100.0%	42	100.0%
Animal - Sick/Injured - CCS	35	0	0	N/A	3	0.2	35	100.0%	35	100.0%	35	100.0%
Animal - Cruelty - CCS	32	0	0	N/A	30	0.5	32	100.0%	32	100.0%	32	100.0%
Smoke Detector Request - DFD	30	0	0	N/A	30	8.6	30	100.0%	30	100.0%	30	100.0%
Obstruction Alley/Sidewalk/Street - CCS	27	7	7	100.0%	60	36.7	20	74.1%	19	95.0%	26	96.3%
Illegal Land Use (Residential/Business) - CCS	27	4	2	50.0%	60	19.4	23	85.2%	23	100.0%	25	92.6%
No Building Permit - CCS	27	4	2	50.0%	60	11.8	23	85.2%	23	100.0%	25	92.6%



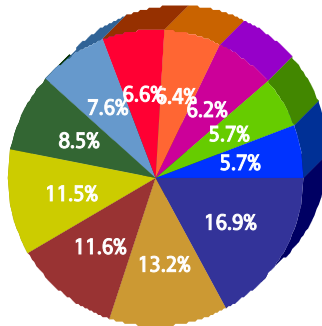


Council District 06

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	135
Signs - Public Right of Way - CCS	106
High Weeds - CCS	93
Illegal Outside Storage - CCS	92
Dead Animal Pick Up - SAN	68
Animal - Loose - CCS	61
Junk Motor Vehicle - CCS	53
Illegal Land Use (Residential/Business) - CCS	51
Animal - Loose Aggressive - CCS	50
Garbage Roll Cart - SAN	46
Graffiti Private Property - Residential/Commercial - CCS	46



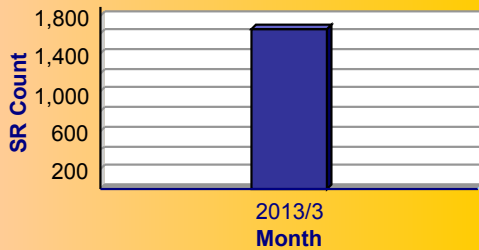
Service

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

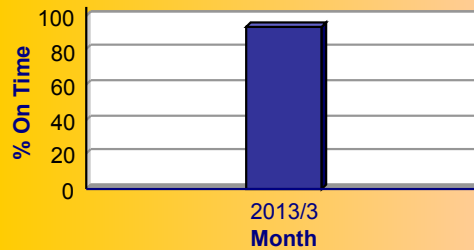
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,656	1,546	1,466	94.8%	110	84	76.4%	93.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 06

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	135	5	0	0.0%	38	16.2	130	96.3%	120	92.3%	120	88.9%
Signs - Public Right of Way - CCS	106	1	0	0.0%	7	1.2	105	99.1%	98	93.3%	98	92.5%
High Weeds - CCS	93	3	0	0.0%	38	16.3	90	96.8%	87	96.7%	87	93.5%
Illegal Outside Storage - CCS	92	3	0	0.0%	38	19.1	89	96.7%	83	93.3%	83	90.2%
Dead Animal Pick Up - SAN	68	0	0	N/A	1	2.1	68	100.0%	66	97.1%	66	97.1%
Animal - Loose - CCS	61	0	0	N/A	40	18.9	61	100.0%	58	95.1%	58	95.1%
Junk Motor Vehicle - CCS	53	20	20	100.0%	126	24.7	33	62.3%	33	100.0%	53	100.0%
Illegal Land Use (Residential/Business) - CCS	51	14	9	64.3%	60	20.7	37	72.5%	36	97.3%	45	88.2%
Animal - Loose Aggressive - CCS	50	0	0	N/A	3	2.4	50	100.0%	47	94.0%	47	94.0%
Graffiti Private Property - Residential/Commercial - CCS	46	1	1	100.0%	90	4.5	45	97.8%	45	100.0%	46	100.0%
Garbage Roll Cart - SAN	46	0	0	N/A	10	2.6	46	100.0%	46	100.0%	46	100.0%
Animal - Confined - CCS	45	0	0	N/A	3	1.3	45	100.0%	44	97.8%	44	97.8%
Substandard Structure - CCS	45	29	29	100.0%	365	20.9	16	35.6%	16	100.0%	45	100.0%
Parking - Unapproved Surface - CCS	31	0	0	N/A	10	2.1	31	100.0%	30	96.8%	30	96.8%
Fire Inspection - DFD	30	1	1	100.0%	60	15.9	29	96.7%	29	100.0%	30	100.0%
Recycling ROLL CART NEW - SAN	26	0	0	N/A	10	2.1	26	100.0%	26	100.0%	26	100.0%
Illegal Dumping - CCS	25	0	0	N/A	38	2.1	25	100.0%	25	100.0%	25	100.0%
Traffic Signal - Flashing - STS	24	0	0	N/A	4	1.3	24	100.0%	24	100.0%	24	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	24	0	0	N/A	1	0.1	24	100.0%	24	100.0%	24	100.0%
Bulky Trash Violations - CCS	23	0	0	N/A	14	3.4	23	100.0%	22	95.7%	22	95.7%

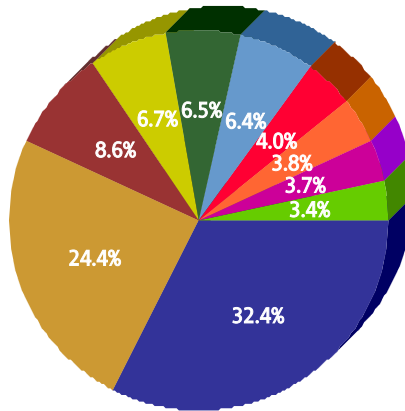


Council District 07

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	635
High Weeds - CCS	478
Substandard Structure - CCS	168
Animal - Loose - CCS	132
Dead Animal Pick Up - SAN	128
Garbage Roll Cart - SAN	126
Bulky Trash Violations - CCS	78
Animal - Loose Aggressive - CCS	75
Illegal Dumping - CCS	72
Junk Motor Vehicle - CCS	66



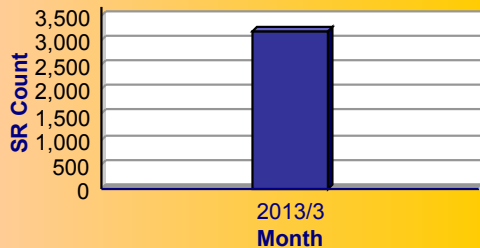
Service

- Litter - CCS
- High Weeds - CCS
- Substandard Structure - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Illegal Dumping - CCS
- Junk Motor Vehicle - CCS

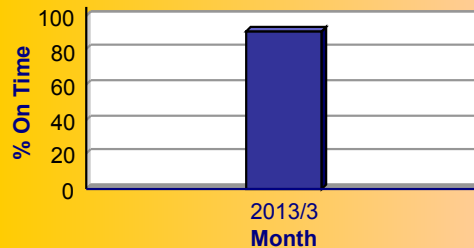
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,175	2,939	2,758	93.8%	236	139	58.9%	91.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 07

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	635	39	0	0.0%	38	14.8	596	93.9%	537	90.1%	537	84.6%
High Weeds - CCS	478	37	0	0.0%	38	15.4	441	92.3%	395	89.6%	395	82.6%
Substandard Structure - CCS	168	90	90	100.0%	365	16.7	78	46.4%	78	100.0%	168	100.0%
Animal - Loose - CCS	132	0	0	N/A	40	26.0	132	100.0%	132	100.0%	132	100.0%
Dead Animal Pick Up - SAN	128	0	0	N/A	1	1.6	128	100.0%	125	97.7%	125	97.7%
Garbage Roll Cart - SAN	126	0	0	N/A	10	7.1	126	100.0%	115	91.3%	115	91.3%
Bulky Trash Violations - CCS	78	1	0	0.0%	14	6.3	77	98.7%	71	92.2%	71	91.0%
Animal - Loose Aggressive - CCS	75	0	0	N/A	3	1.1	75	100.0%	73	97.3%	73	97.3%
Illegal Dumping - CCS	72	2	0	0.0%	38	7.7	70	97.2%	67	95.7%	67	93.1%
Junk Motor Vehicle - CCS	66	13	13	100.0%	126	28.5	53	80.3%	53	100.0%	66	100.0%
Recycling ROLL CART NEW - SAN	65	0	0	N/A	10	5.1	65	100.0%	61	93.8%	61	93.8%
Animal - Sick/Injured - CCS	57	0	0	N/A	3	0.1	57	100.0%	57	100.0%	57	100.0%
Animal - Confined - CCS	51	0	0	N/A	3	0.4	51	100.0%	51	100.0%	51	100.0%
Signs - Public Right of Way - CCS	48	0	0	N/A	7	1.3	48	100.0%	47	97.9%	47	97.9%
Open and Vacant Structure - CCS	46	0	0	N/A	30	12.7	46	100.0%	42	91.3%	42	91.3%
Illegal Outside Storage - CCS	42	0	0	N/A	38	20.7	42	100.0%	37	88.1%	37	88.1%
Garbage - Missed - SAN	40	0	0	N/A	3	3.1	40	100.0%	38	95.0%	38	95.0%
Parking - Unapproved Surface - CCS	38	0	0	N/A	10	9.3	38	100.0%	33	86.8%	33	86.8%
Graffiti Private Property - Residential/Commercial - CCS	38	2	2	100.0%	90	5.6	36	94.7%	36	100.0%	38	100.0%
Brush/Bulk Items - Missed - SAN	33	0	0	N/A	10	2.5	33	100.0%	32	97.0%	32	97.0%

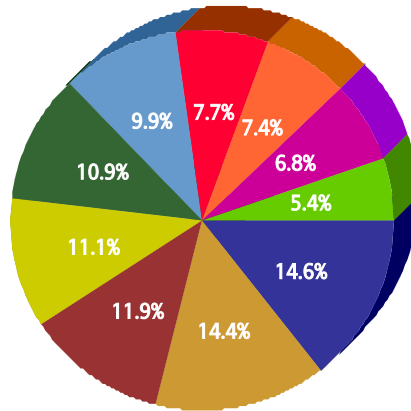


Council District 08

March 2013

Top 10 Services

SR Type	Service Request Count
Animal - Loose - CCS	181
Litter - CCS	179
High Weeds - CCS	148
Garbage Roll Cart - SAN	138
Animal - Loose Aggressive - CCS	135
Dead Animal Pick Up - SAN	123
Substandard Structure - CCS	96
Animal - Confined - CCS	92
Bulky Trash Violations - CCS	84
Parking - Unapproved Surface - CCS	67



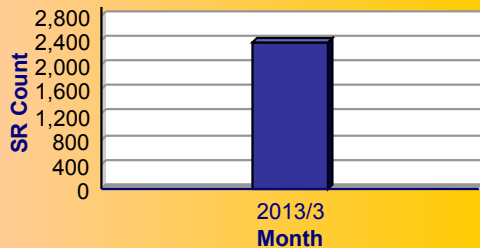
Service

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

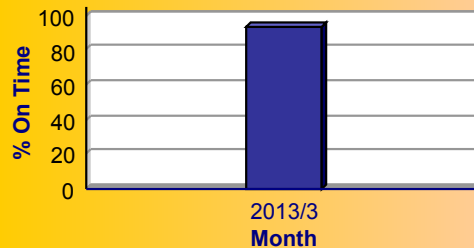
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,360	2,213	2,087	94.3%	147	109	74.1%	93.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Council District 08

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Animal - Loose - CCS	181	1	0	0.0%	40	22.2	180	99.4%	177	98.3%	177	97.8%
Litter - CCS	179	12	0	0.0%	38	25.7	167	93.3%	130	77.8%	130	72.6%
High Weeds - CCS	148	6	0	0.0%	38	24.1	142	95.9%	128	90.1%	128	86.5%
Garbage Roll Cart - SAN	138	0	0	N/A	10	2.9	138	100.0%	137	99.3%	137	99.3%
Animal - Loose Aggressive - CCS	135	0	0	N/A	3	2.4	135	100.0%	130	96.3%	130	96.3%
Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.4	123	100.0%	122	99.2%	122	99.2%
Substandard Structure - CCS	96	53	53	100.0%	365	17.2	43	44.8%	43	100.0%	96	100.0%
Animal - Confined - CCS	92	0	0	N/A	3	1.2	92	100.0%	91	98.9%	91	98.9%
Bulky Trash Violations - CCS	84	0	0	N/A	14	10.7	84	100.0%	71	84.5%	71	84.5%
Parking - Unapproved Surface - CCS	67	0	0	N/A	10	5.0	67	100.0%	57	85.1%	57	85.1%
Recycling ROLL CART NEW - SAN	60	0	0	N/A	10	2.0	60	100.0%	60	100.0%	60	100.0%
Signs - Public Right of Way - CCS	55	0	0	N/A	7	1.5	55	100.0%	53	96.4%	53	96.4%
Illegal Dumping - CCS	53	2	0	0.0%	38	18.2	51	96.2%	45	88.2%	45	84.9%
Illegal Land Use (Residential/Business) - CCS	50	11	10	90.9%	60	15.5	39	78.0%	38	97.4%	48	96.0%
Garbage - Missed - SAN	43	0	0	N/A	3	2.8	43	100.0%	42	97.7%	42	97.7%
Animal - Sick/Injured - CCS	40	0	0	N/A	3	1.7	40	100.0%	39	97.5%	39	97.5%
Illegal Outside Storage - CCS	39	0	0	N/A	38	26.3	39	100.0%	32	82.1%	32	82.1%
Junk Motor Vehicle - CCS	38	16	16	100.0%	126	21.6	22	57.9%	22	100.0%	38	100.0%
Animal - Cruelty - CCS	35	0	0	N/A	30	1.1	35	100.0%	35	100.0%	35	100.0%
Obstruction Alley/Sidewalk/Street - CCS	34	3	3	100.0%	60	31.0	31	91.2%	31	100.0%	34	100.0%

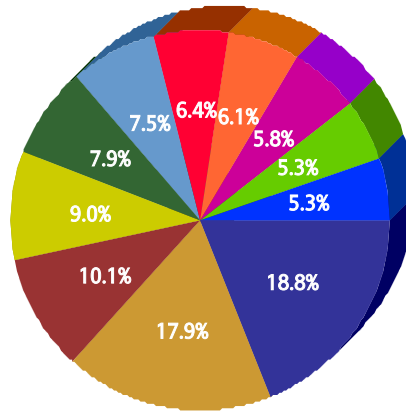


Council District 09

March 2013

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	138
Garbage Roll Cart - SAN	132
Animal - Sick/Injured - CCS	74
Recycling ROLL CART NEW - SAN	66
Animal - Confined - CCS	58
Animal - Loose - CCS	55
Bulky Trash Violations - CCS	47
Litter - CCS	45
Animal - Noisy - CCS	43
Animal - Loose Aggressive - CCS	39
Garbage - Missed - SAN	39



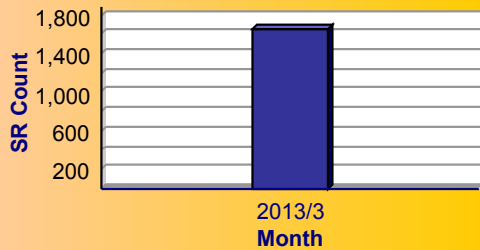
Service

- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Sick/Injured - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Animal - Loose - CCS
- Bulky Trash Violations - CCS
- Litter - CCS
- Animal - Noisy - CCS
- Animal - Loose Aggressive - CCS
- Garbage - Missed - SAN

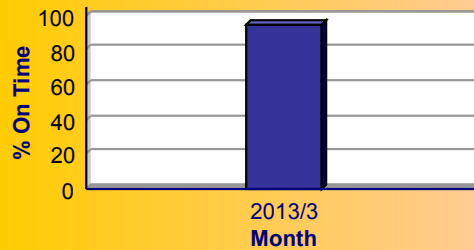
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,662	1,598	1,531	95.8%	64	43	67.2%	94.7%

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

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Dead Animal Pick Up - SAN	138	0	0	N/A	1	1.6	138	100.0%	134	97.1%	134	97.1%
Garbage Roll Cart - SAN	132	0	0	N/A	10	3.1	132	100.0%	131	99.2%	131	99.2%
Animal - Sick/Injured - CCS	74	0	0	N/A	3	0.8	74	100.0%	73	98.6%	73	98.6%
Recycling ROLL CART NEW - SAN	66	0	0	N/A	10	1.8	66	100.0%	66	100.0%	66	100.0%
Animal - Confined - CCS	58	0	0	N/A	3	2.6	58	100.0%	55	94.8%	55	94.8%
Animal - Loose - CCS	55	0	0	N/A	40	29.8	55	100.0%	52	94.5%	52	94.5%
Bulky Trash Violations - CCS	47	0	0	N/A	14	6.4	47	100.0%	45	95.7%	45	95.7%
Litter - CCS	45	3	0	0.0%	38	29.1	42	93.3%	25	59.5%	25	55.6%
Animal - Noisy - CCS	43	0	0	N/A	30	3.5	43	100.0%	42	97.7%	42	97.7%
Animal - Loose Aggressive - CCS	39	0	0	N/A	3	2.9	39	100.0%	36	92.3%	36	92.3%
Garbage - Missed - SAN	39	0	0	N/A	3	0.8	39	100.0%	39	100.0%	39	100.0%
24 Hour Parking/Parking Violations - DPD	33	0	0	N/A	10	5.7	33	100.0%	32	97.0%	32	97.0%
Obstruction Alley/Sidewalk/Street - CCS	31	4	4	100.0%	60	14.1	27	87.1%	27	100.0%	31	100.0%
Recycling - Roll Cart - SAN	31	0	0	N/A	10	2.5	31	100.0%	31	100.0%	31	100.0%
Graffiti Private Property - Residential/Commercial - CCS	27	1	1	100.0%	90	5.7	26	96.3%	26	100.0%	27	100.0%
Animal - Cruelty - CCS	27	0	0	N/A	30	2.4	27	100.0%	26	96.3%	26	96.3%
Water Conservation Violation - CCS	26	0	0	N/A	7	4.1	26	100.0%	19	73.1%	19	73.1%
Street Repair - Routine-STS	26	2	2	100.0%	90	14.1	24	92.3%	24	100.0%	26	100.0%
Substandard Structure - CCS	25	13	13	100.0%	365	42.7	12	48.0%	12	100.0%	25	100.0%
Complaint/Compliment - CTY	22	1	0	0.0%	10	1.3	21	95.5%	21	100.0%	21	95.5%



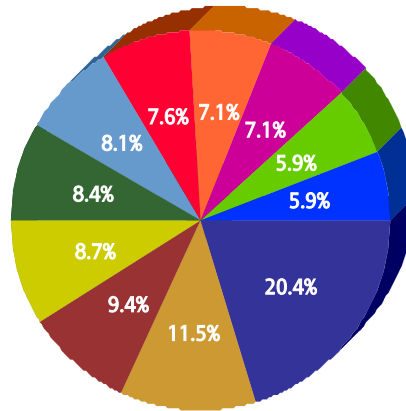


Council District 10

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	80
Recycling ROLL CART NEW - SAN	45
Animal - Confined - CCS	37
Garbage - Missed - SAN	34
Animal - Loose - CCS	33
Dead Animal Pick Up - SAN	32
24 Hour Parking/Parking Violations - DPD	30
Fire Inspection - DFD	28
Substandard Structure Apts - CCS	28
Bulky Trash Violations - CCS	23
Recycling - Roll Cart - SAN	23



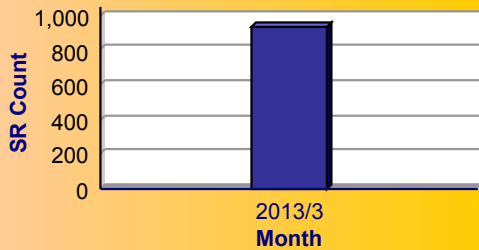
Service

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

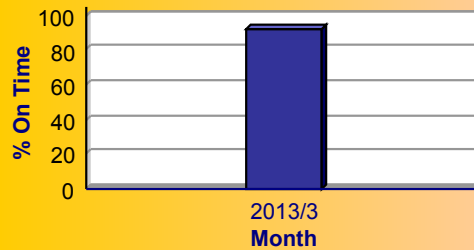
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
939	907	845	93.2%	32	24	75.0%	92.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 10

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	80	0	0	N/A	10	4.9	80	100.0%	76	95.0%	76	95.0%
Recycling ROLL CART NEW - SAN	45	0	0	N/A	10	4.0	45	100.0%	43	95.6%	43	95.6%
Animal - Confined - CCS	37	0	0	N/A	3	8.7	37	100.0%	31	83.8%	31	83.8%
Garbage - Missed - SAN	34	0	0	N/A	3	2.1	34	100.0%	33	97.1%	33	97.1%
Animal - Loose - CCS	33	0	0	N/A	40	27.9	33	100.0%	33	100.0%	33	100.0%
Dead Animal Pick Up - SAN	32	0	0	N/A	1	0.9	32	100.0%	30	93.8%	30	93.8%
24 Hour Parking/Parking Violations - DPD	30	0	0	N/A	10	6.3	30	100.0%	29	96.7%	29	96.7%
Substandard Structure Apts - CCS	28	2	2	100.0%	365	24.7	26	92.9%	26	100.0%	28	100.0%
Fire Inspection - DFD	28	2	2	100.0%	60	21.5	26	92.9%	25	96.2%	27	96.4%
Bulky Trash Violations - CCS	23	1	0	0.0%	14	7.3	22	95.7%	20	90.9%	20	87.0%
Recycling - Roll Cart - SAN	23	0	0	N/A	10	2.4	23	100.0%	23	100.0%	23	100.0%
Complaint/Compliment - CTY	19	3	0	0.0%	10	6.4	16	84.2%	14	87.5%	14	73.7%
Animal - Sick/Injured - CCS	19	0	0	N/A	3	2.9	19	100.0%	18	94.7%	18	94.7%
Litter - CCS	17	2	0	0.0%	38	23.0	15	88.2%	11	73.3%	11	64.7%
Graffiti Private Property - Residential/Commercial - CCS	17	0	0	N/A	90	8.8	17	100.0%	17	100.0%	17	100.0%
Obstruction Alley/Sidewalk/Street - CCS	16	1	0	0.0%	60	22.3	15	93.8%	15	100.0%	15	93.8%
Substandard Structure - CCS	15	10	10	100.0%	365	33.6	5	33.3%	5	100.0%	15	100.0%
Animal - Loose Aggressive - CCS	15	0	0	N/A	3	3.9	15	100.0%	14	93.3%	14	93.3%
Street Spillage/Debris in Right of Way-Hazardous-STS	15	0	0	N/A	1	0.1	15	100.0%	15	100.0%	15	100.0%
Brush/Bulk Items - Missed - SAN	13	0	0	N/A	10	2.8	13	100.0%	13	100.0%	13	100.0%
Animal - Bite -CCS	13	0	0	N/A	11	9.1	13	100.0%	12	92.3%	12	92.3%

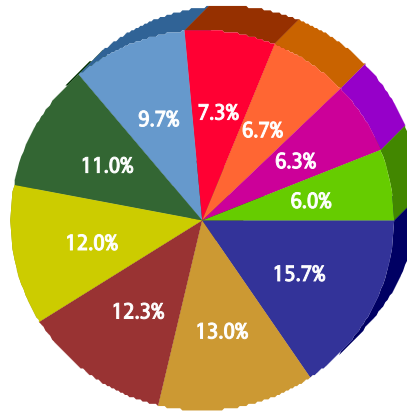


Council District 11

March 2013

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	47
Obstruction Alley/Sidewalk/Street - CCS	39
Animal - Confined - CCS	37
Garbage Roll Cart - SAN	36
Fire Inspection - DFD	33
Litter - CCS	29
Substandard Structure - CCS	22
Traffic Signal - All Out - STS	20
Traffic Signal - Flashing - STS	19
Recycling ROLL CART NEW - SAN	18



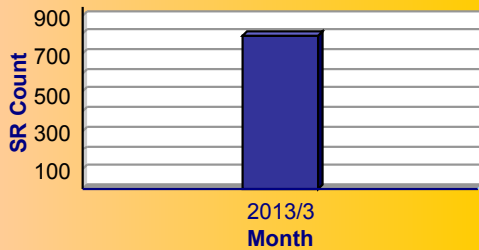
Service

- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Litter - CCS
- Substandard Structure - CCS
- Traffic Signal - All Out - STS
- Traffic Signal - Flashing - STS
- Recycling ROLL CART NEW - SAN

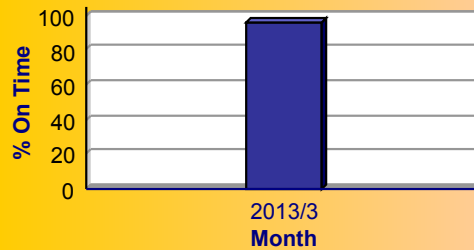
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
791	736	710	96.5%	55	50	90.9%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 11

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Dead Animal Pick Up - SAN	47	0	0	N/A	1	0.3	47	100.0%	46	97.9%	46	97.9%
Obstruction Alley/Sidewalk/Street - CCS	39	12	12	100.0%	60	19.6	27	69.2%	27	100.0%	39	100.0%
Animal - Confined - CCS	37	0	0	N/A	3	1.4	37	100.0%	36	97.3%	36	97.3%
Garbage Roll Cart - SAN	36	0	0	N/A	10	2.2	36	100.0%	36	100.0%	36	100.0%
Fire Inspection - DFD	33	4	4	100.0%	60	22.1	29	87.9%	28	96.6%	32	97.0%
Litter - CCS	29	0	0	N/A	38	21.4	29	100.0%	27	93.1%	27	93.1%
Substandard Structure - CCS	22	15	15	100.0%	365	21.4	7	31.8%	7	100.0%	22	100.0%
Traffic Signal - All Out - STS	20	0	0	N/A	4	1.0	20	100.0%	20	100.0%	20	100.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	1.0	19	100.0%	19	100.0%	19	100.0%
Recycling ROLL CART NEW - SAN	18	0	0	N/A	10	2.5	18	100.0%	18	100.0%	18	100.0%
Graffiti Private Property - Residential/Commercial - CCS	17	0	0	N/A	90	8.4	17	100.0%	17	100.0%	17	100.0%
Animal - Loose - CCS	17	0	0	N/A	40	24.2	17	100.0%	17	100.0%	17	100.0%
Plumbing Violation Apts - CCS	16	0	0	N/A	60	27.3	16	100.0%	14	87.5%	14	87.5%
Garbage - Missed - SAN	16	0	0	N/A	3	0.4	16	100.0%	16	100.0%	16	100.0%
Bulky Trash Violations - CCS	15	0	0	N/A	14	8.1	15	100.0%	13	86.7%	13	86.7%
Substandard Structure Apts - CCS	15	3	3	100.0%	365	23.8	12	80.0%	12	100.0%	15	100.0%
Traffic Signal - Timing - STS	15	0	0	N/A	4	1.3	15	100.0%	15	100.0%	15	100.0%
Recycling - Roll Cart - SAN	15	0	0	N/A	10	2.7	15	100.0%	15	100.0%	15	100.0%
24 Hour Parking/Parking Violations - DPD	14	0	0	N/A	10	8.6	14	100.0%	13	92.9%	13	92.9%
Alley Repair - Routine-STS	14	5	5	100.0%	90	14.3	9	64.3%	9	100.0%	14	100.0%
Street Repair - Routine-STS	14	4	4	100.0%	90	10.2	10	71.4%	10	100.0%	14	100.0%

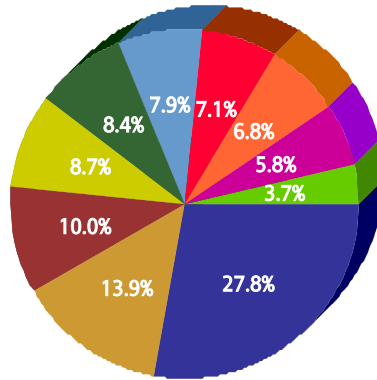


Council District 12

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	106
Dead Animal Pick Up - SAN	53
Recycling - Roll Cart - SAN	38
Recycling ROLL CART NEW - SAN	33
Animal - Confined - CCS	32
Fire Inspection - DFD	30
Bulky Trash Violations - CCS	27
Garbage - Missed - SAN	26
Recyclable Collection Missed (Residential) - SAN	22
Complaint/Compliment - CTY	14



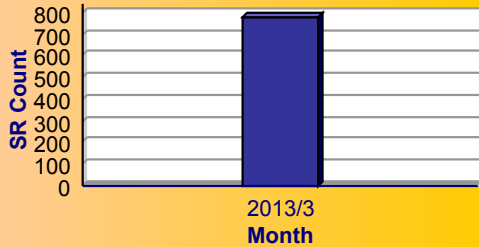
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recycling - Roll Cart - SAN
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Fire Inspection - DFD
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Complaint/Compliment - CTY

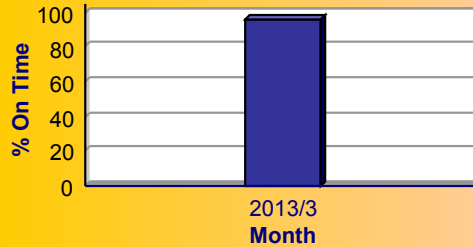
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
778	744	722	97.0%	34	24	70.6%	95.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 12

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	106	0	0	N/A	10	2.5	106	100.0%	106	100.0%	106	100.0%
Dead Animal Pick Up - SAN	53	0	0	N/A	1	0.3	53	100.0%	53	100.0%	53	100.0%
Recycling - Roll Cart - SAN	38	0	0	N/A	10	2.6	38	100.0%	38	100.0%	38	100.0%
Recycling ROLL CART NEW - SAN	33	0	0	N/A	10	1.6	33	100.0%	33	100.0%	33	100.0%
Animal - Confined - CCS	32	0	0	N/A	3	2.3	32	100.0%	31	96.9%	31	96.9%
Fire Inspection - DFD	30	0	0	N/A	60	15.6	30	100.0%	30	100.0%	30	100.0%
<b>Bulky Trash Violations - CCS</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>14</b>	<b>11.3</b>	<b>27</b>	<b>100.0%</b>	<b>19</b>	<b>70.4%</b>	<b>19</b>	<b>70.4%</b>
Garbage - Missed - SAN	26	0	0	N/A	3	0.8	26	100.0%	26	100.0%	26	100.0%
Recyclable Collection Missed (Residential) - SAN	22	0	0	N/A	3	0.7	22	100.0%	22	100.0%	22	100.0%
Complaint/Compliment - CTY	14	0	0	N/A	10	3.4	14	100.0%	14	100.0%	14	100.0%
Animal - Loose - CCS	13	0	0	N/A	40	25.1	13	100.0%	13	100.0%	13	100.0%
Animal - Cruelty - CCS	13	0	0	N/A	30	0.2	13	100.0%	13	100.0%	13	100.0%
Animal - Noisy - CCS	13	0	0	N/A	30	1.2	13	100.0%	13	100.0%	13	100.0%
24 Hour Parking/Parking Violations - DPD	12	0	0	N/A	10	3.4	12	100.0%	12	100.0%	12	100.0%
Cost Plus - SAN	11	0	0	N/A	10	3.8	11	100.0%	11	100.0%	11	100.0%
Litter - CCS	11	0	0	N/A	38	17.2	11	100.0%	10	90.9%	10	90.9%
Animal - Loose Aggressive - CCS	11	0	0	N/A	3	0.1	11	100.0%	11	100.0%	11	100.0%
Sanitation Property Damage - SAN	11	0	0	N/A	28	7.8	11	100.0%	11	100.0%	11	100.0%
Alley Repair - Routine-STS	11	4	4	100.0%	90	5.1	7	63.6%	7	100.0%	11	100.0%
Obstruction Alley/Sidewalk/Street - CCS	10	2	2	100.0%	60	13.9	8	80.0%	8	100.0%	10	100.0%
Animal - Sick/Injured - CCS	10	0	0	N/A	3	0.0	10	100.0%	10	100.0%	10	100.0%
Traffic Signal - Timing - STS	10	0	0	N/A	4	1.6	10	100.0%	10	100.0%	10	100.0%
Street Repair - Routine-STS	10	1	1	100.0%	90	8.9	9	90.0%	9	100.0%	10	100.0%

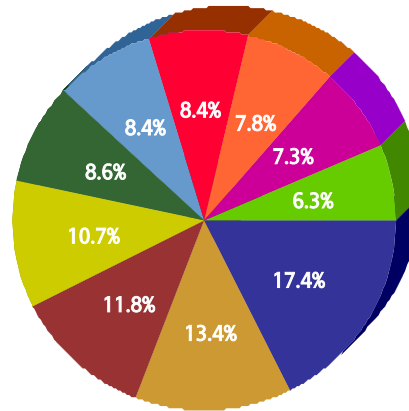


Council District 13

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	91
Dead Animal Pick Up - SAN	70
Obstruction Alley/Sidewalk/Street - CCS	62
Signs - Public Right of Way - CCS	56
Recycling ROLL CART NEW - SAN	45
Animal - Confined - CCS	44
Garbage - Missed - SAN	44
Bulky Trash Violations - CCS	41
Alley Repair - Routine-STS	38
Street Repair - Routine-STS	33



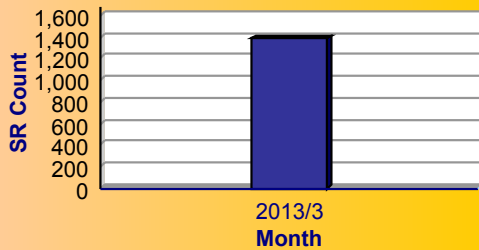
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Alley Repair - Routine-STS
- Street Repair - Routine-STS

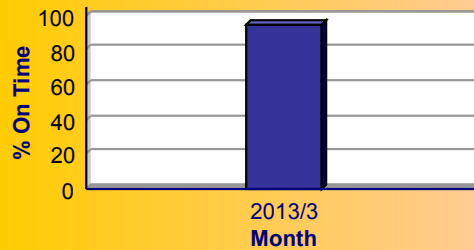
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,380	1,268	1,215	95.8%	112	93	83.0%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 13

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	91	0	0	N/A	10	2.5	91	100.0%	91	100.0%	91	100.0%
Dead Animal Pick Up - SAN	70	0	0	N/A	1	1.0	70	100.0%	68	97.1%	68	97.1%
Obstruction Alley/Sidewalk/Street - CCS	62	36	33	91.7%	60	17.6	26	41.9%	26	100.0%	59	95.2%
Signs - Public Right of Way - CCS	56	0	0	N/A	7	3.5	56	100.0%	45	80.4%	45	80.4%
Recycling ROLL CART NEW - SAN	45	0	0	N/A	10	2.1	45	100.0%	44	97.8%	44	97.8%
Animal - Confined - CCS	44	0	0	N/A	3	0.2	44	100.0%	44	100.0%	44	100.0%
Garbage - Missed - SAN	44	0	0	N/A	3	0.7	44	100.0%	44	100.0%	44	100.0%
Bulky Trash Violations - CCS	41	0	0	N/A	14	4.6	41	100.0%	40	97.6%	40	97.6%
Alley Repair - Routine-STS	38	17	17	100.0%	90	13.8	21	55.3%	21	100.0%	38	100.0%
Street Repair - Routine-STS	33	9	9	100.0%	90	10.3	24	72.7%	24	100.0%	33	100.0%
Recycling - Roll Cart - SAN	28	0	0	N/A	10	2.7	28	100.0%	28	100.0%	28	100.0%
Traffic Signal - Timing - STS	27	0	0	N/A	4	1.3	27	100.0%	27	100.0%	27	100.0%
Litter - CCS	26	3	0	0.0%	38	26.6	23	88.5%	16	69.6%	16	61.5%
Animal - Loose - CCS	26	0	0	N/A	40	25.0	26	100.0%	26	100.0%	26	100.0%
24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	5.6	26	100.0%	26	100.0%	26	100.0%
High Weeds - CCS	25	2	0	0.0%	38	21.7	23	92.0%	18	78.3%	18	72.0%
Traffic Signal - Flashing - STS	24	0	0	N/A	4	1.3	24	100.0%	24	100.0%	24	100.0%
Sanitation Property Damage - SAN	22	0	0	N/A	28	2.8	22	100.0%	22	100.0%	22	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	22	0	0	N/A	1	0.0	22	100.0%	22	100.0%	22	100.0%
Substandard Structure - CCS	21	14	14	100.0%	365	17.6	7	33.3%	7	100.0%	21	100.0%



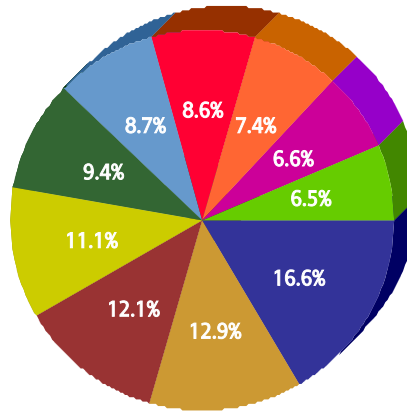


Council District 14

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	103
Dead Animal Pick Up - SAN	80
Litter - CCS	75
High Weeds - CCS	69
Traffic Signal - Flashing - STS	58
Traffic Signal - Timing - STS	54
Animal - Loose - CCS	53
Recycling ROLL CART NEW - SAN	46
Obstruction Alley/Sidewalk/Street - CCS	41
Signs - Public Right of Way - CCS	40



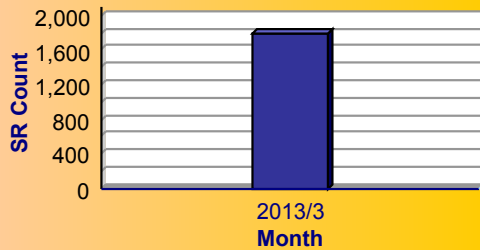
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Litter - CCS
- High Weeds - CCS
- Traffic Signal - Flashing - STS
- Traffic Signal - Timing - STS
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way - CCS

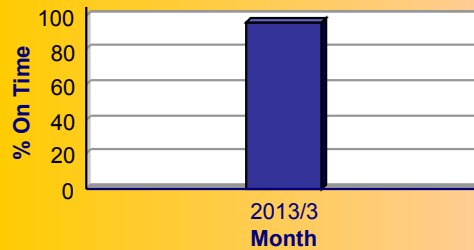
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,792	1,729	1,672	96.7%	63	40	63.5%	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 14

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	103	0	0	N/A	10	3.7	103	100.0%	101	98.1%	101	98.1%
Dead Animal Pick Up - SAN	80	0	0	N/A	1	0.4	80	100.0%	80	100.0%	80	100.0%
Litter - CCS	75	4	0	0.0%	38	18.4	71	94.7%	68	95.8%	68	90.7%
High Weeds - CCS	69	5	1	20.0%	38	19.7	64	92.8%	57	89.1%	58	84.1%
Traffic Signal - Flashing - STS	58	0	0	N/A	4	1.0	58	100.0%	58	100.0%	58	100.0%
Traffic Signal - Timing - STS	54	0	0	N/A	4	1.4	54	100.0%	54	100.0%	54	100.0%
Animal - Loose - CCS	53	0	0	N/A	40	19.1	53	100.0%	53	100.0%	53	100.0%
Recycling ROLL CART NEW - SAN	46	0	0	N/A	10	1.9	46	100.0%	46	100.0%	46	100.0%
Obstruction Alley/Sidewalk/Street - CCS	41	9	9	100.0%	60	23.3	32	78.0%	31	96.9%	40	97.6%
Signs - Public Right of Way - CCS	40	0	0	N/A	7	2.8	40	100.0%	35	87.5%	35	87.5%
Animal - Confined - CCS	36	0	0	N/A	3	0.3	36	100.0%	36	100.0%	36	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	36	0	0	N/A	10	1.7	36	100.0%	36	100.0%	36	100.0%
Animal - Sick/Injured - CCS	34	0	0	N/A	3	2.0	34	100.0%	33	97.1%	33	97.1%
Fire Inspection - DFD	34	2	2	100.0%	60	14.4	32	94.1%	32	100.0%	34	100.0%
24 Hour Parking/Parking Violations - DPD	33	0	0	N/A	10	5.1	33	100.0%	33	100.0%	33	100.0%
Street Repair - Routine-STS	32	8	8	100.0%	90	17.0	24	75.0%	24	100.0%	32	100.0%
Graffiti Private Property - Residential/Commercial - CCS	31	0	0	N/A	90	5.6	31	100.0%	31	100.0%	31	100.0%
Pot hole - Hazardous-STS	29	0	0	N/A	1	0.2	29	100.0%	29	100.0%	29	100.0%
Complaint/Compliment - CTY	27	3	0	0.0%	10	4.0	24	88.9%	21	87.5%	21	77.8%
Bulky Trash Violations - CCS	27	0	0	N/A	14	4.5	27	100.0%	25	92.6%	25	92.6%

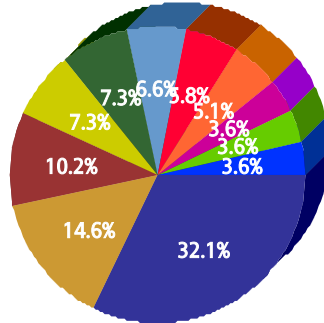


Council District Unknown

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	44
High Weeds - CCS	20
Signs - Public Right of Way - CCS	14
Animal - Loose - CCS	10
Garbage Roll Cart - SAN	10
Dead Animal Pick Up - SAN	9
Complaint/Compliment - CTY	8
Bulky Trash Violations - CCS	7
24 Hour Parking/Parking Violations - DPD	5
Graffiti Private Property - Residential/Commercial - CCS	5
Substandard Structure - CCS	5



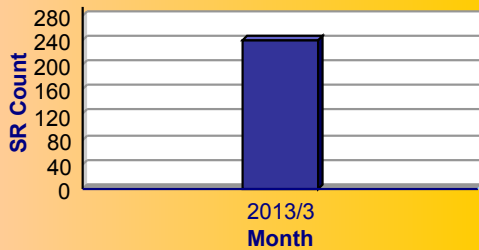
Service

- Litter - CCS
- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Complaint/Compliment - CTY
- Bulky Trash Violations - CCS
- 24 Hour Parking/Parking Violations - DPD
- Graffiti Private Property - Residential/Commercial - CCS
- Substandard Structure - CCS

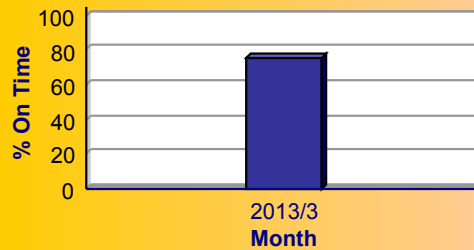
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
238	187	171	91.4%	51	8	15.7%	75.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District Unknown

March 2013

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	44	12	0	0.0%	38	22.7	32	72.7%	24	75.0%	24	54.5%
High Weeds - CCS	20	7	0	0.0%	38	22.5	13	65.0%	10	76.9%	10	50.0%
Signs - Public Right of Way - CCS	14	7	0	0.0%	7	0.1	7	50.0%	7	100.0%	7	50.0%
Animal - Loose - CCS	10	1	0	0.0%	40	25.9	9	90.0%	9	100.0%	9	90.0%
Garbage Roll Cart - SAN	10	0	0	N/A	10	2.7	10	100.0%	10	100.0%	10	100.0%
Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.4	9	100.0%	9	100.0%	9	100.0%
Complaint/Compliment - CTY	8	1	0	0.0%	10	4.6	7	87.5%	5	71.4%	5	62.5%
Bulky Trash Violations - CCS	7	3	0	0.0%	14	11.0	4	57.1%	3	75.0%	3	42.9%
Substandard Structure - CCS	5	1	1	100.0%	365	37.8	4	80.0%	4	100.0%	5	100.0%
Graffiti Private Property - Residential/Commercial - CCS	5	0	0	N/A	90	5.2	5	100.0%	5	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	5.0	5	100.0%	5	100.0%	5	100.0%
Signs - Other - CCS	4	1	0	0.0%	21	2.7	3	75.0%	3	100.0%	3	75.0%
LBJ Signs / Markings / Street Lights - LBJ	4	0	0	N/A	0	0.0	4	100.0%	4	100.0%	4	100.0%
Recycling ROLL CART NEW - SAN	4	0	0	N/A	10	3.0	4	100.0%	4	100.0%	4	100.0%
Parking - Unapproved Surface - CCS	3	0	0	N/A	10	0.3	3	100.0%	3	100.0%	3	100.0%
Illegal Dumping - CCS	3	1	0	0.0%	38	14.5	2	66.7%	2	100.0%	2	66.7%
Illegal Outside Storage - CCS	3	3	0	0.0%	38		0	0.0%	0	N/A	0	0.0%
Illegal Land Use (Residential/Business) - CCS	3	0	0	N/A	60	32.7	3	100.0%	3	100.0%	3	100.0%
Junk Motor Vehicle - CCS	3	1	1	100.0%	126	22.5	2	66.7%	2	100.0%	3	100.0%
Illegal Parking/No Parking Zone 1 -DPD	3	0	0	N/A	10	7.7	3	100.0%	2	66.7%	2	66.7%
Chronic Traffic Violations - DPD	3	0	0	N/A	14	14.3	3	100.0%	2	66.7%	2	66.7%
Garbage - Missed - SAN	3	0	0	N/A	3	0.7	3	100.0%	3	100.0%	3	100.0%