



FY 2011 – 2012

YEAR-TO-DATE

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

May 2012

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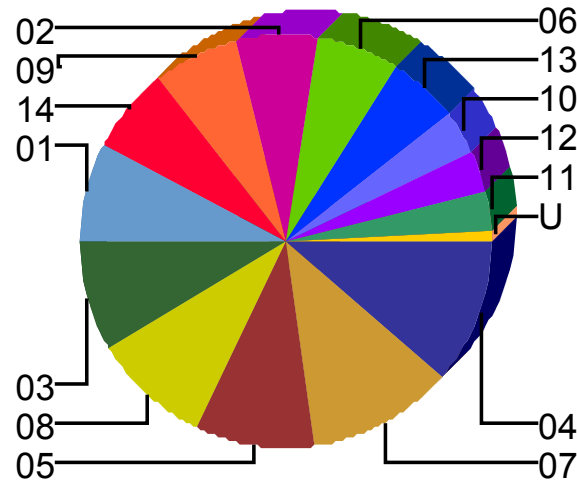
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For YTD Through September 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	16,858	7.8%	94.8%
02	14,264	6.6%	94.7%
03	18,637	8.6%	92.4%
04	24,770	11.4%	93.1%
05	20,699	9.6%	92.3%
06	13,331	6.2%	92.0%
07	24,408	11.3%	92.4%
08	19,459	9.0%	92.9%
09	14,320	6.6%	93.0%
10	7,446	3.4%	94.7%
11	6,771	3.1%	96.6%
12	7,017	3.2%	95.0%
13	12,041	5.6%	95.0%
14	14,586	6.7%	94.8%
U	1,808	0.8%	81.2%
Totals	216,415	100.0%	93.4%

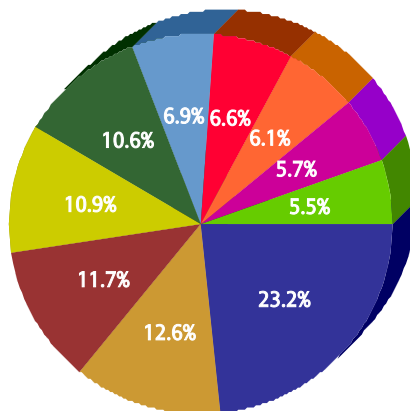


City of Dallas Service Level Performance Report by Council District

Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	22,936
Litter - CCS	12,488
Garbage Roll Cart - SAN	11,576
Dead Animal Pick Up - SAN	10,804
Animal - Loose Aggressive - CCS	10,497
Animal - Confined - CCS	6,857
Signs - Public Right of Way - CCS	6,531
Substandard Structure - CCS	5,996
Recycling ROLL CART NEW - SAN	5,644
Obstruction Alley/Sidewalk/Street - CCS	5,467



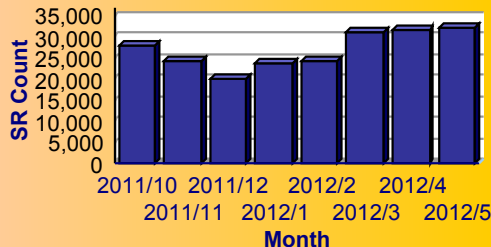
Service

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

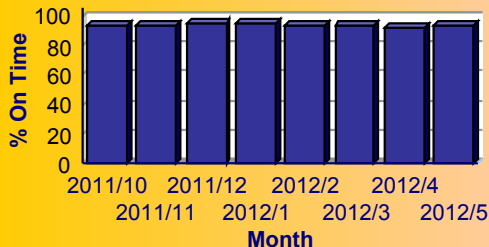
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
216,415	215,258	201,179	93.5%	1,157	916	79.2%	93.4%

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	22,936	38	0	0.0%	38	19.0	22,898	99.8%	20,063	87.6%	20,063	87.5%
Litter - CCS	12,488	18	0	0.0%	38	21.3	12,470	99.9%	10,557	84.7%	10,557	84.5%
Garbage Roll Cart - SAN	11,576	0	0	N/A	10	2.5	11,576	100.0%	11,532	99.6%	11,532	99.6%
Dead Animal Pick Up - SAN	10,804	0	0	N/A	1	0.4	10,804	100.0%	10,788	99.9%	10,788	99.9%
Animal - Loose Aggressive - CCS	10,497	0	0	N/A	3	1.0	10,497	100.0%	9,863	94.0%	9,863	94.0%
Animal - Confined - CCS	6,857	0	0	N/A	3	1.0	6,857	100.0%	6,378	93.0%	6,378	93.0%
Signs - Public Right of Way - CCS	6,531	1	0	0.0%	7	1.2	6,530	100.0%	6,321	96.8%	6,321	96.8%
Substandard Structure - CCS	5,996	880	835	94.9%	365	57.7	5,116	85.3%	5,108	99.8%	5,943	99.1%
Recycling ROLL CART NEW - SAN	5,644	0	0	N/A	10	2.2	5,644	100.0%	5,636	99.9%	5,636	99.9%
Obstruction Alley/Sidewalk/Street - CCS	5,467	5	0	0.0%	60	29.5	5,462	99.9%	4,849	88.8%	4,849	88.7%
Bulky Trash Violations - CCS	5,204	0	0	N/A	14	7.2	5,204	100.0%	4,485	86.2%	4,485	86.2%
Garbage - Missed - SAN	4,534	0	0	N/A	3	0.9	4,534	100.0%	4,506	99.4%	4,506	99.4%
Animal - Loose - CCS	4,416	0	0	N/A	40	18.2	4,416	100.0%	4,366	98.9%	4,366	98.9%
Animal - Sick/Injured - CCS	4,376	0	0	N/A	3	0.4	4,376	100.0%	4,311	98.5%	4,311	98.5%
Smoke Detector Request - DFD	4,137	0	0	N/A	30	5.3	4,137	100.0%	4,044	97.8%	4,044	97.8%
Graffiti Private Property - Residential/Commercial	3,317	3	0	0.0%	90	12.0	3,314	99.9%	3,211	96.9%	3,211	96.8%
24 Hour Parking/Parking Violations - DPD	3,231	0	0	N/A	10	4.5	3,231	100.0%	3,191	98.8%	3,191	98.8%
Fire Inspection - DFD	3,176	0	0	N/A	60	24.7	3,176	100.0%	3,089	97.3%	3,089	97.3%
Illegal Dumping - CCS	3,105	1	0	0.0%	38	7.9	3,104	100.0%	2,931	94.4%	2,931	94.4%
Junk Motor Vehicle - CCS	3,025	7	0	0.0%	126	45.2	3,018	99.8%	2,793	92.5%	2,793	92.3%

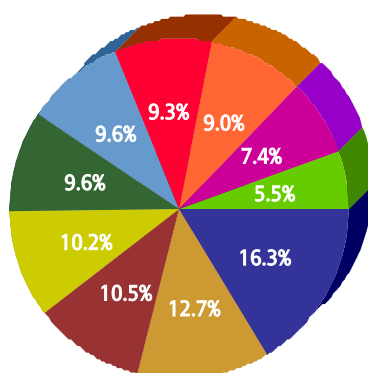


City of Dallas Service Level Performance Report by Council District

Council District 01

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,373
Graffiti Private Property - Residential/Commercial	1,072
Animal - Loose Aggressive - CCS	888
Dead Animal Pick Up - SAN	862
Obstruction Alley/Sidewalk/Street - CCS	810
Garbage Roll Cart - SAN	807
Signs - Public Right of Way - CCS	784
Litter - CCS	760
Substandard Structure - CCS	621
Recycling ROLL CART NEW - SAN	462



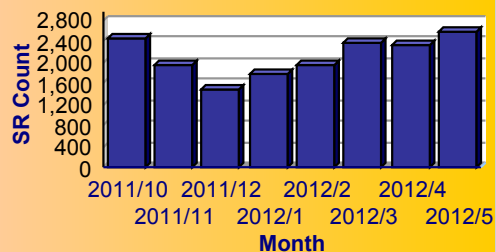
Service

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

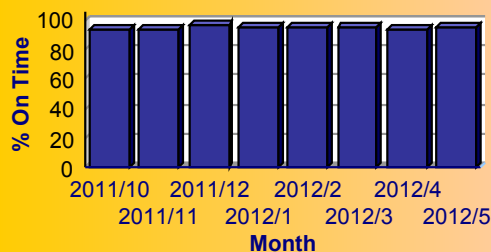
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,858	16,745	15,879	94.8%	113	101	89.4%	94.8%

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
High Weeds - CCS	1,373	0	0	N/A	38	18.9	1,373	100.0%	1,266	92.2%	1,266	92.2%
Graffiti Private Property - Residential/Commercial	1,072	0	0	N/A	90	11.2	1,072	100.0%	1,046	97.6%	1,046	97.6%
Animal - Loose Aggressive - CCS	888	0	0	N/A	3	1.0	888	100.0%	826	93.0%	826	93.0%
Dead Animal Pick Up - SAN	862	0	0	N/A	1	0.4	862	100.0%	862	100.0%	862	100.0%
Obstruction Alley/Sidewalk/Street - CCS	810	0	0	N/A	60	23.5	810	100.0%	778	96.0%	778	96.0%
Garbage Roll Cart - SAN	807	0	0	N/A	10	2.3	807	100.0%	805	99.8%	805	99.8%
Signs - Public Right of Way - CCS	784	0	0	N/A	7	0.7	784	100.0%	756	96.4%	756	96.4%
Litter - CCS	760	0	0	N/A	38	23.9	760	100.0%	663	87.2%	663	87.2%
Substandard Structure - CCS	621	93	90	96.8%	365	70.1	528	85.0%	528	100.0%	618	99.5%
Recycling ROLL CART NEW - SAN	462	0	0	N/A	10	2.0	462	100.0%	461	99.8%	461	99.8%
Signs - Other - CCS	428	0	0	N/A	21	3.3	428	100.0%	410	95.8%	410	95.8%
Animal - Loose - CCS	428	0	0	N/A	40	18.2	428	100.0%	422	98.6%	422	98.6%
Animal - Confined - CCS	377	0	0	N/A	3	0.8	377	100.0%	354	93.9%	354	93.9%
Illegal Dumping - CCS	356	0	0	N/A	38	2.9	356	100.0%	347	97.5%	347	97.5%
24 Hour Parking/Parking Violations - DPD	350	0	0	N/A	10	3.9	350	100.0%	350	100.0%	350	100.0%
Animal - Sick/Injured - CCS	318	0	0	N/A	3	0.3	318	100.0%	313	98.4%	313	98.4%
Illegal Outside Storage - CCS	307	0	0	N/A	38	24.1	307	100.0%	268	87.3%	268	87.3%
Bulky Trash Violations - CCS	306	0	0	N/A	14	3.8	306	100.0%	290	94.8%	290	94.8%
Smoke Detector Request - DFD	274	0	0	N/A	30	5.4	274	100.0%	259	94.5%	259	94.5%
Garage Sale - CCS	259	0	0	N/A	7	3.7	259	100.0%	228	88.0%	228	88.0%

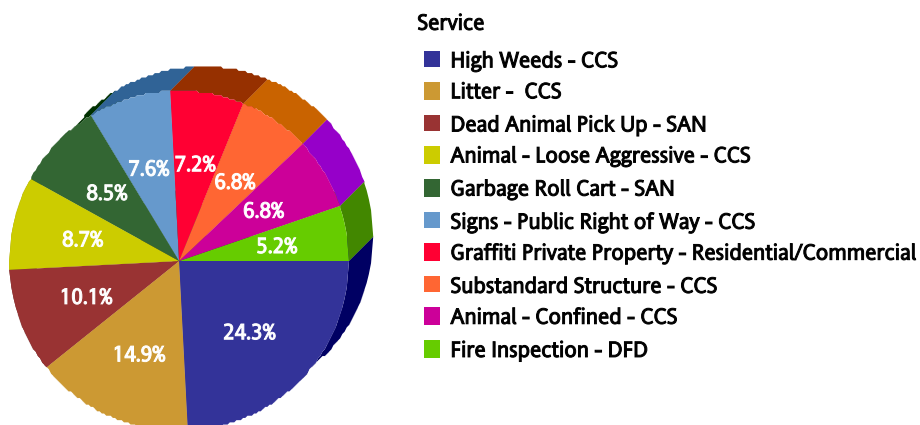


City of Dallas Service Level Performance Report by Council District

Council District 02

Top 10 Services

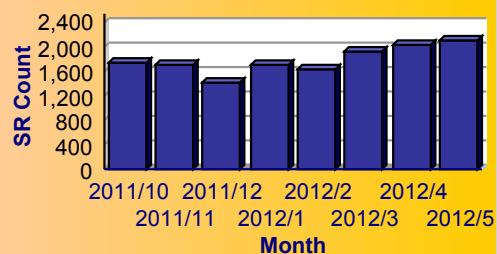
SR Type	Service Request Count
High Weeds - CCS	1,320
Litter - CCS	810
Dead Animal Pick Up - SAN	552
Animal - Loose Aggressive - CCS	474
Garbage Roll Cart - SAN	463
Signs - Public Right of Way - CCS	411
Graffiti Private Property - Residential/Commercial	391
Substandard Structure - CCS	370
Animal - Confined - CCS	368
Fire Inspection - DFD	283



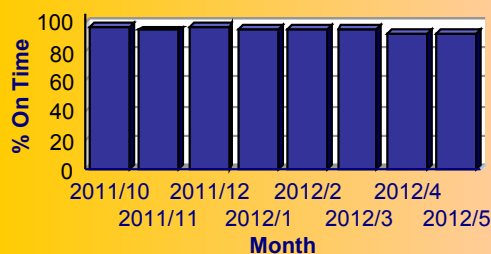
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,264	14,203	13,448	94.7%	61	54	88.5%	94.7%

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	1,320	0	0	N/A	38	16.3	1,320	100.0%	1,212	91.8%	1,212	91.8%
Litter - CCS	810	0	0	N/A	38	19.0	810	100.0%	722	89.1%	722	89.1%
Dead Animal Pick Up - SAN	552	0	0	N/A	1	0.3	552	100.0%	552	100.0%	552	100.0%
Animal - Loose Aggressive - CCS	474	0	0	N/A	3	1.1	474	100.0%	452	95.4%	452	95.4%
Garbage Roll Cart - SAN	463	0	0	N/A	10	2.8	463	100.0%	459	99.1%	459	99.1%
Signs - Public Right of Way - CCS	411	0	0	N/A	7	1.1	411	100.0%	391	95.1%	391	95.1%
Graffiti Private Property - Residential/Commercial	391	0	0	N/A	90	7.9	391	100.0%	383	98.0%	383	98.0%
Substandard Structure - CCS	370	43	42	97.7%	365	50.2	327	88.4%	327	100.0%	369	99.7%
Animal - Confined - CCS	368	0	0	N/A	3	0.8	368	100.0%	347	94.3%	347	94.3%
Fire Inspection - DFD	283	0	0	N/A	60	26.3	283	100.0%	271	95.8%	271	95.8%
24 Hour Parking/Parking Violations - DPD	272	0	0	N/A	10	4.8	272	100.0%	269	98.9%	269	98.9%
Obstruction Alley/Sidewalk/Street - CCS	255	0	0	N/A	60	25.2	255	100.0%	237	92.9%	237	92.9%
Recycling ROLL CART NEW - SAN	250	0	0	N/A	10	2.2	250	100.0%	250	100.0%	250	100.0%
Traffic Signal - Flashing - STS	237	0	0	N/A	4	1.2	237	100.0%	237	100.0%	237	100.0%
Animal - Loose - CCS	235	0	0	N/A	40	16.8	235	100.0%	233	99.1%	233	99.1%
Animal - Sick/Injured - CCS	225	0	0	N/A	3	0.7	225	100.0%	218	96.9%	218	96.9%
Illegal Dumping - CCS	224	0	0	N/A	38	6.9	224	100.0%	214	95.5%	214	95.5%
Street Repair - Routine-STS	219	0	0	N/A	90	14.9	219	100.0%	218	99.5%	218	99.5%
Smoke Detector Request - DFD	216	0	0	N/A	30	6.4	216	100.0%	211	97.7%	211	97.7%
Junk Motor Vehicle - CCS	215	0	0	N/A	126	39.6	215	100.0%	211	98.1%	211	98.1%

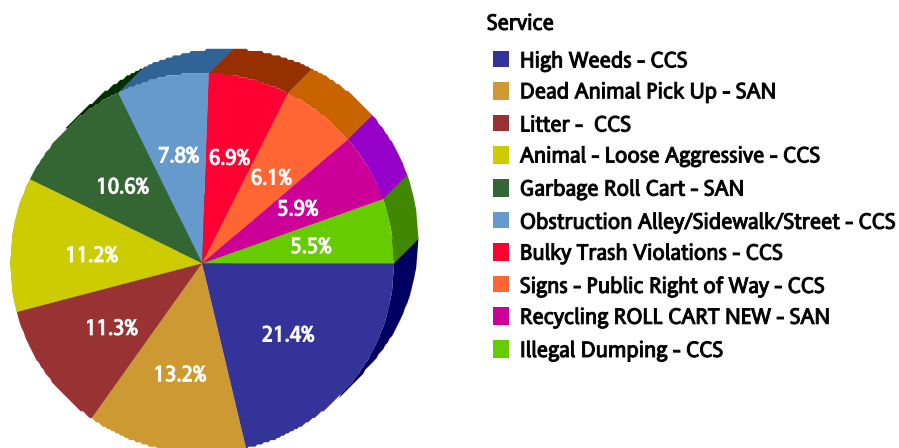


City of Dallas Service Level Performance Report by Council District

Council District 03

Top 10 Services

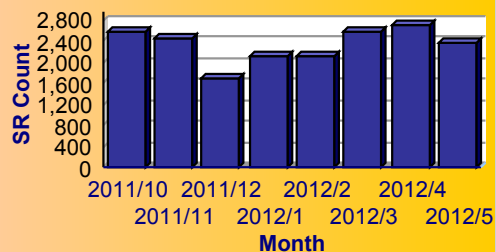
SR Type	Service Request Count
High Weeds - CCS	2,060
Dead Animal Pick Up - SAN	1,264
Litter - CCS	1,086
Animal - Loose Aggressive - CCS	1,076
Garbage Roll Cart - SAN	1,021
Obstruction Alley/Sidewalk/Street - CCS	752
Bulky Trash Violations - CCS	665
Signs - Public Right of Way - CCS	590
Recycling ROLL CART NEW - SAN	568
Illegal Dumping - CCS	525



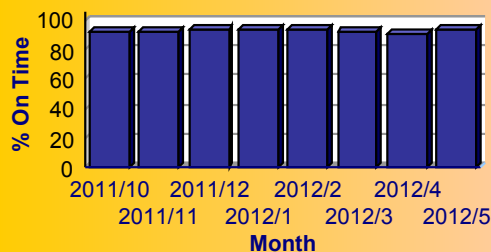
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
18,637	18,565	17,158	92.4%	72	69	95.8%	92.4%

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	2,060	0	0	N/A	38	20.2	2,060	100.0%	1,717	83.3%	1,717	83.3%
Dead Animal Pick Up - SAN	1,264	0	0	N/A	1	0.2	1,264	100.0%	1,262	99.8%	1,262	99.8%
Litter - CCS	1,086	0	0	N/A	38	23.6	1,086	100.0%	849	78.2%	849	78.2%
Animal - Loose Aggressive - CCS	1,076	0	0	N/A	3	1.2	1,076	100.0%	998	92.8%	998	92.8%
Garbage Roll Cart - SAN	1,021	0	0	N/A	10	2.5	1,021	100.0%	1,014	99.3%	1,014	99.3%
Obstruction Alley/Sidewalk/Street - CCS	752	0	0	N/A	60	35.5	752	100.0%	642	85.4%	642	85.4%
Bulky Trash Violations - CCS	665	0	0	N/A	14	2.9	665	100.0%	644	96.8%	644	96.8%
Signs - Public Right of Way - CCS	590	0	0	N/A	7	0.8	590	100.0%	578	98.0%	578	98.0%
Recycling ROLL CART NEW - SAN	568	0	0	N/A	10	2.3	568	100.0%	567	99.8%	567	99.8%
Illegal Dumping - CCS	525	0	0	N/A	38	4.0	525	100.0%	513	97.7%	513	97.7%
Animal - Confined - CCS	496	0	0	N/A	3	1.5	496	100.0%	458	92.3%	458	92.3%
Animal - Loose - CCS	462	0	0	N/A	40	19.7	462	100.0%	458	99.1%	458	99.1%
Animal - Sick/Injured - CCS	407	0	0	N/A	3	0.3	407	100.0%	404	99.3%	404	99.3%
Smoke Detector Request - DFD	374	0	0	N/A	30	3.9	374	100.0%	366	97.9%	366	97.9%
Substandard Structure - CCS	349	62	62	100.0%	365	73.9	287	82.2%	286	99.7%	348	99.7%
Illegal Outside Storage - CCS	305	0	0	N/A	38	26.6	305	100.0%	234	76.7%	234	76.7%
24 Hour Parking/Parking Violations - DPD	285	0	0	N/A	10	3.8	285	100.0%	285	100.0%	285	100.0%
Junk Motor Vehicle - CCS	258	0	0	N/A	126	39.2	258	100.0%	245	95.0%	245	95.0%
Illegal Garbage/Placement - CCS	224	0	0	N/A	60	26.5	224	100.0%	185	82.6%	185	82.6%
Graffiti Private Property - Residential/Commercial	223	0	0	N/A	90	13.5	223	100.0%	219	98.2%	219	98.2%

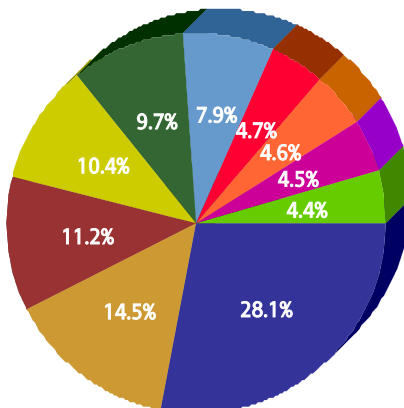


City of Dallas Service Level Performance Report by Council District

Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,998
Litter - CCS	2,064
Animal - Loose Aggressive - CCS	1,598
Smoke Detector Request - DFD	1,474
Dead Animal Pick Up - SAN	1,387
Garbage Roll Cart - SAN	1,120
Animal - Confined - CCS	673
Illegal Dumping - CCS	652
Bulky Trash Violations - CCS	636
Recycling ROLL CART NEW - SAN	630



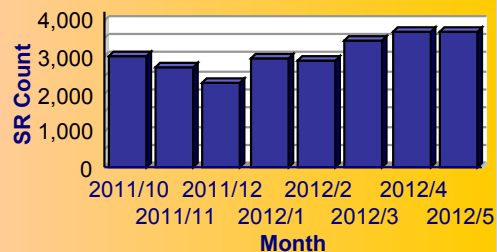
Service

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

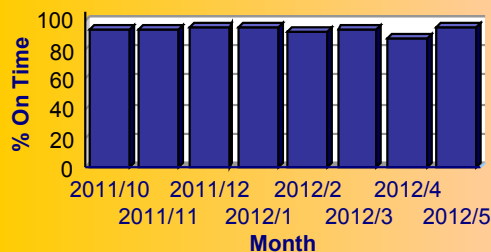
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,770	24,676	22,987	93.2%	94	84	89.4%	93.1%

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	3,998	0	0	N/A	38	17.5	3,998	100.0%	3,614	90.4%	3,614	90.4%
Litter - CCS	2,064	0	0	N/A	38	19.9	2,064	100.0%	1,795	87.0%	1,795	87.0%
Animal - Loose Aggressive - CCS	1,598	0	0	N/A	3	1.2	1,598	100.0%	1,475	92.3%	1,475	92.3%
Smoke Detector Request - DFD	1,474	0	0	N/A	30	3.9	1,474	100.0%	1,456	98.8%	1,456	98.8%
Dead Animal Pick Up - SAN	1,387	0	0	N/A	1	0.4	1,387	100.0%	1,386	99.9%	1,386	99.9%
Garbage Roll Cart - SAN	1,120	0	0	N/A	10	2.4	1,120	100.0%	1,120	100.0%	1,120	100.0%
Animal - Confined - CCS	673	0	0	N/A	3	1.6	673	100.0%	581	86.3%	581	86.3%
Illegal Dumping - CCS	652	0	0	N/A	38	7.4	652	100.0%	627	96.2%	627	96.2%
Bulky Trash Violations - CCS	636	0	0	N/A	14	11.2	636	100.0%	444	69.8%	444	69.8%
Recycling ROLL CART NEW - SAN	630	0	0	N/A	10	2.3	630	100.0%	630	100.0%	630	100.0%
Substandard Structure - CCS	573	80	77	96.2%	365	52.2	493	86.0%	493	100.0%	570	99.5%
Animal - Sick/Injured - CCS	568	0	0	N/A	3	0.3	568	100.0%	560	98.6%	560	98.6%
Animal - Loose - CCS	561	0	0	N/A	40	17.0	561	100.0%	558	99.5%	558	99.5%
Garbage - Missed - SAN	463	0	0	N/A	3	0.8	463	100.0%	461	99.6%	461	99.6%
Junk Motor Vehicle - CCS	447	0	0	N/A	126	43.0	447	100.0%	415	92.8%	415	92.8%
Parking - Unapproved Surface - CCS	446	0	0	N/A	10	2.7	446	100.0%	419	93.9%	419	93.9%
Obstruction Alley/Sidewalk/Street - CCS	439	0	0	N/A	60	26.6	439	100.0%	430	97.9%	430	97.9%
Illegal Outside Storage - CCS	388	0	0	N/A	38	22.1	388	100.0%	337	86.9%	337	86.9%
Signs - Public Right of Way - CCS	346	0	0	N/A	7	0.8	346	100.0%	335	96.8%	335	96.8%
Open and Vacant Structure - CCS	331	0	0	N/A	30	12.4	331	100.0%	311	94.0%	311	94.0%

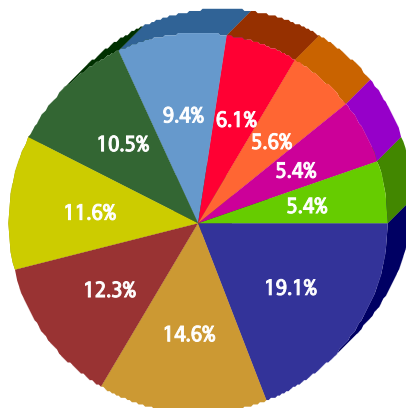


City of Dallas Service Level Performance Report by Council District

Council District 05

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,099
Animal - Loose Aggressive - CCS	1,601
Litter - CCS	1,353
Dead Animal Pick Up - SAN	1,279
Substandard Structure - CCS	1,152
Garbage Roll Cart - SAN	1,030
Animal - Confined - CCS	674
Recycling ROLL CART NEW - SAN	618
Animal - Sick/Injured - CCS	594
Animal - Loose - CCS	588



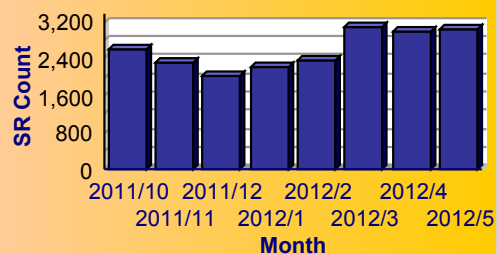
Service

- 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 - Sick/Injured - CCS
- Animal - Loose - CCS

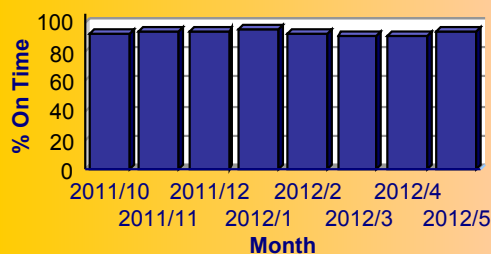
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,699	20,559	18,986	92.3%	140	129	92.1%	92.3%

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	2,099	0	0	N/A	38	23.1	2,099	100.0%	1,767	84.2%	1,767	84.2%
Animal - Loose Aggressive - CCS	1,601	0	0	N/A	3	0.8	1,601	100.0%	1,530	95.6%	1,530	95.6%
Litter - CCS	1,353	0	0	N/A	38	24.2	1,353	100.0%	1,125	83.1%	1,125	83.1%
Dead Animal Pick Up - SAN	1,279	0	0	N/A	1	0.4	1,279	100.0%	1,277	99.8%	1,277	99.8%
Substandard Structure - CCS	1,152	127	123	96.9%	365	47.7	1,025	89.0%	1,024	99.9%	1,147	99.6%
Garbage Roll Cart - SAN	1,030	0	0	N/A	10	2.6	1,030	100.0%	1,024	99.4%	1,024	99.4%
Animal - Confined - CCS	674	0	0	N/A	3	1.2	674	100.0%	623	92.4%	623	92.4%
Recycling ROLL CART NEW - SAN	618	0	0	N/A	10	2.1	618	100.0%	618	100.0%	618	100.0%
Animal - Sick/Injured - CCS	594	0	0	N/A	3	0.4	594	100.0%	584	98.3%	584	98.3%
Animal - Loose - CCS	588	0	0	N/A	40	18.2	588	100.0%	582	99.0%	582	99.0%
Signs - Public Right of Way - CCS	561	0	0	N/A	7	1.1	561	100.0%	539	96.1%	539	96.1%
Bulky Trash Violations - CCS	485	0	0	N/A	14	10.2	485	100.0%	371	76.5%	371	76.5%
Smoke Detector Request - DFD	452	0	0	N/A	30	7.1	452	100.0%	438	96.9%	438	96.9%
Garbage - Missed - SAN	407	0	0	N/A	3	1.0	407	100.0%	404	99.3%	404	99.3%
Junk Motor Vehicle - CCS	377	1	0	0.0%	126	45.2	376	99.7%	344	91.5%	344	91.2%
Parking - Unapproved Surface - CCS	340	0	0	N/A	10	6.1	340	100.0%	278	81.8%	278	81.8%
Obstruction Alley/Sidewalk/Street - CCS	307	0	0	N/A	60	31.2	307	100.0%	277	90.2%	277	90.2%
24 Hour Parking/Parking Violations - DPD	291	0	0	N/A	10	5.0	291	100.0%	285	97.9%	285	97.9%
Street Repair - Routine-STS	231	0	0	N/A	90	17.9	231	100.0%	227	98.3%	227	98.3%
Animal - Cruelty - CCS	229	0	0	N/A	30	1.4	229	100.0%	229	100.0%	229	100.0%

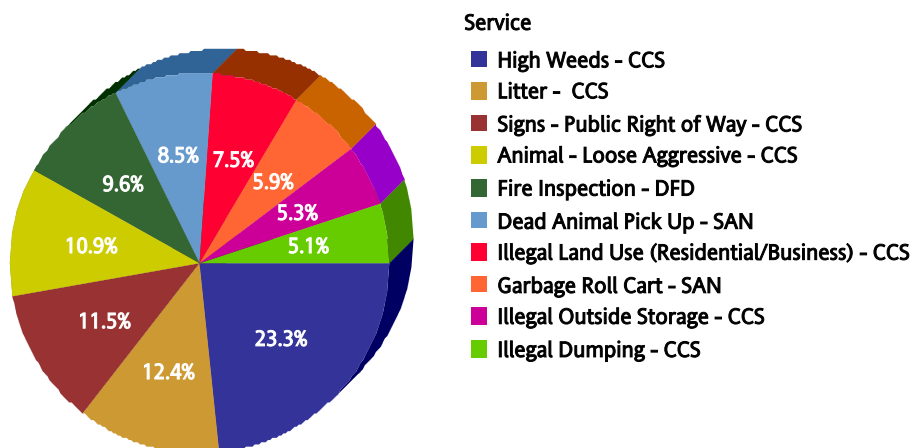


City of Dallas Service Level Performance Report by Council District

Council District 06

Top 10 Services

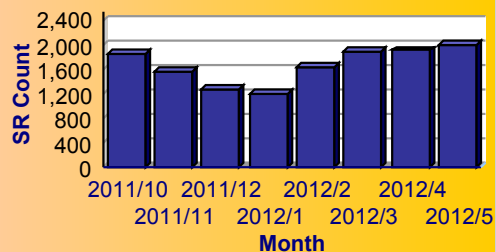
SR Type	Service Request Count
High Weeds - CCS	1,434
Litter - CCS	762
Signs - Public Right of Way - CCS	706
Animal - Loose Aggressive - CCS	674
Fire Inspection - DFD	594
Dead Animal Pick Up - SAN	526
Illegal Land Use (Residential/Business) - CCS	463
Garbage Roll Cart - SAN	363
Illegal Outside Storage - CCS	326
Illegal Dumping - CCS	315



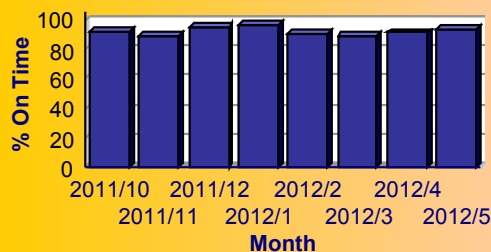
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,331	13,265	12,205	92.0%	66	63	95.5%	92.0%

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	1,434	0	0	N/A	38	22.9	1,434	100.0%	1,165	81.2%	1,165	81.2%
Litter - CCS	762	0	0	N/A	38	26.5	762	100.0%	592	77.7%	592	77.7%
Signs - Public Right of Way - CCS	706	0	0	N/A	7	0.8	706	100.0%	689	97.6%	689	97.6%
Animal - Loose Aggressive - CCS	674	0	0	N/A	3	0.9	674	100.0%	637	94.5%	637	94.5%
Fire Inspection - DFD	594	0	0	N/A	60	24.0	594	100.0%	588	99.0%	588	99.0%
Dead Animal Pick Up - SAN	526	0	0	N/A	1	0.4	526	100.0%	524	99.6%	524	99.6%
Illegal Land Use (Residential/Business) - CCS	463	0	0	N/A	60	26.0	463	100.0%	384	82.9%	384	82.9%
Garbage Roll Cart - SAN	363	0	0	N/A	10	2.3	363	100.0%	363	100.0%	363	100.0%
Illegal Outside Storage - CCS	326	0	0	N/A	38	29.7	326	100.0%	248	76.1%	248	76.1%
Illegal Dumping - CCS	315	0	0	N/A	38	5.1	315	100.0%	302	95.9%	302	95.9%
Garage Sale - CCS	312	0	0	N/A	7	1.3	312	100.0%	299	95.8%	299	95.8%
Graffiti Private Property - Residential/Commercial	305	0	0	N/A	90	9.1	305	100.0%	298	97.7%	298	97.7%
Animal - Confined - CCS	299	0	0	N/A	3	0.7	299	100.0%	286	95.7%	286	95.7%
Substandard Structure - CCS	284	59	59	100.0%	365	91.7	225	79.2%	223	99.1%	282	99.3%
Animal - Loose - CCS	259	0	0	N/A	40	18.4	259	100.0%	255	98.5%	255	98.5%
Animal - Sick/Injured - CCS	238	0	0	N/A	3	0.4	238	100.0%	233	97.9%	233	97.9%
Junk Motor Vehicle - CCS	227	0	0	N/A	126	38.1	227	100.0%	210	92.5%	210	92.5%
Obstruction Alley/Sidewalk/Street - CCS	198	0	0	N/A	60	28.9	198	100.0%	165	83.3%	165	83.3%
Recycling ROLL CART NEW - SAN	194	0	0	N/A	10	2.0	194	100.0%	194	100.0%	194	100.0%
Parking - Unapproved Surface - CCS	192	0	0	N/A	10	4.8	192	100.0%	175	91.1%	175	91.1%

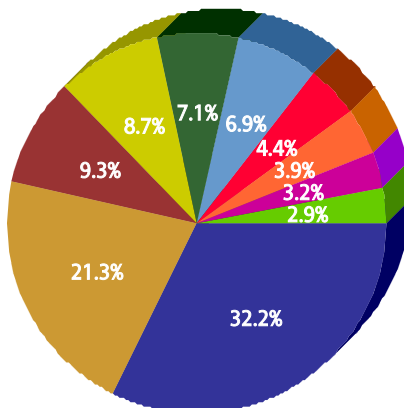


City of Dallas Service Level Performance Report by Council District

Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,614
Litter - CCS	3,055
Substandard Structure - CCS	1,325
Animal - Loose Aggressive - CCS	1,246
Dead Animal Pick Up - SAN	1,016
Garbage Roll Cart - SAN	990
Animal - Confined - CCS	634
Bulky Trash Violations - CCS	554
Animal - Sick/Injured - CCS	461
Animal - Loose - CCS	420



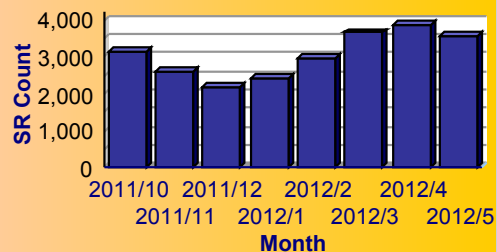
Service

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

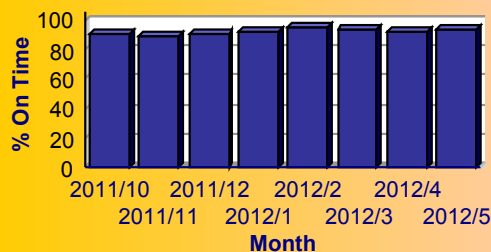
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,408	24,131	22,322	92.5%	277	238	85.9%	92.4%

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	4,614	0	0	N/A	38	14.1	4,614	100.0%	4,184	90.7%	4,184	90.7%
Litter - CCS	3,055	0	0	N/A	38	15.9	3,055	100.0%	2,724	89.2%	2,724	89.2%
Substandard Structure - CCS	1,325	255	228	89.4%	365	58.1	1,070	80.8%	1,066	99.6%	1,294	97.7%
Animal - Loose Aggressive - CCS	1,246	0	0	N/A	3	1.0	1,246	100.0%	1,174	94.2%	1,174	94.2%
Dead Animal Pick Up - SAN	1,016	0	0	N/A	1	0.5	1,016	100.0%	1,013	99.7%	1,013	99.7%
Garbage Roll Cart - SAN	990	0	0	N/A	10	2.5	990	100.0%	986	99.6%	986	99.6%
Animal - Confined - CCS	634	0	0	N/A	3	1.4	634	100.0%	568	89.6%	568	89.6%
Bulky Trash Violations - CCS	554	0	0	N/A	14	6.5	554	100.0%	494	89.2%	494	89.2%
Animal - Sick/Injured - CCS	461	0	0	N/A	3	0.5	461	100.0%	454	98.5%	454	98.5%
Animal - Loose - CCS	420	0	0	N/A	40	17.3	420	100.0%	414	98.6%	414	98.6%
Open and Vacant Structure - CCS	418	0	0	N/A	30	12.9	418	100.0%	355	84.9%	355	84.9%
Illegal Outside Storage - CCS	409	0	0	N/A	38	26.1	409	100.0%	324	79.2%	324	79.2%
Signs - Public Right of Way - CCS	406	0	0	N/A	7	2.6	406	100.0%	380	93.6%	380	93.6%
Recycling ROLL CART NEW - SAN	384	0	0	N/A	10	2.1	384	100.0%	383	99.7%	383	99.7%
Parking - Unapproved Surface - CCS	373	0	0	N/A	10	4.2	373	100.0%	328	87.9%	328	87.9%
Junk Motor Vehicle - CCS	370	2	0	0.0%	126	49.9	368	99.5%	335	91.0%	335	90.5%
Obstruction Alley/Sidewalk/Street - CCS	345	0	0	N/A	60	32.2	345	100.0%	307	89.0%	307	89.0%
Garbage - Missed - SAN	331	0	0	N/A	3	0.7	331	100.0%	331	100.0%	331	100.0%
Illegal Dumping - CCS	310	0	0	N/A	38	10.9	310	100.0%	280	90.3%	280	90.3%
Smoke Detector Request - DFD	310	0	0	N/A	30	7.0	310	100.0%	302	97.4%	302	97.4%

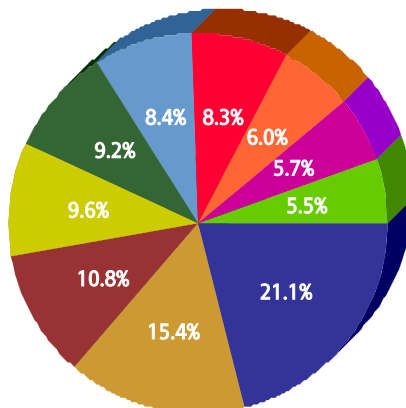


City of Dallas Service Level Performance Report by Council District

Council District 08

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,281
Animal - Loose Aggressive - CCS	1,671
Dead Animal Pick Up - SAN	1,167
Garbage Roll Cart - SAN	1,043
Animal - Confined - CCS	999
Signs - Public Right of Way - CCS	906
Litter - CCS	899
Animal - Loose - CCS	647
Recycling ROLL CART NEW - SAN	617
Smoke Detector Request - DFD	598



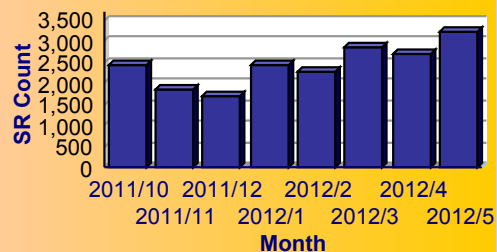
Service

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

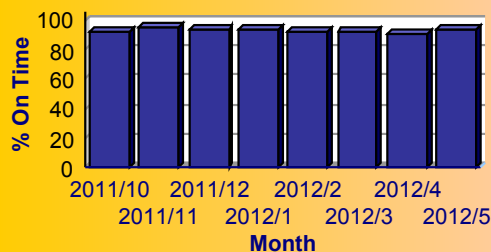
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,459	19,387	18,009	92.9%	72	60	83.3%	92.9%

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	2,281	0	0	N/A	38	20.0	2,281	100.0%	2,029	89.0%	2,029	89.0%
Animal - Loose Aggressive - CCS	1,671	0	0	N/A	3	1.0	1,671	100.0%	1,567	93.8%	1,567	93.8%
Dead Animal Pick Up - SAN	1,167	0	0	N/A	1	0.3	1,167	100.0%	1,162	99.6%	1,162	99.6%
Garbage Roll Cart - SAN	1,043	0	0	N/A	10	2.7	1,043	100.0%	1,039	99.6%	1,039	99.6%
Animal - Confined - CCS	999	0	0	N/A	3	1.2	999	100.0%	913	91.4%	913	91.4%
Signs - Public Right of Way - CCS	906	0	0	N/A	7	1.7	906	100.0%	885	97.7%	885	97.7%
Litter - CCS	899	0	0	N/A	38	23.6	899	100.0%	753	83.8%	753	83.8%
Animal - Loose - CCS	647	0	0	N/A	40	18.7	647	100.0%	637	98.5%	637	98.5%
Recycling ROLL CART NEW - SAN	617	0	0	N/A	10	2.4	617	100.0%	616	99.8%	616	99.8%
Smoke Detector Request - DFD	598	0	0	N/A	30	5.1	598	100.0%	589	98.5%	589	98.5%
Animal - Sick/Injured - CCS	564	0	0	N/A	3	0.5	564	100.0%	553	98.0%	553	98.0%
Garbage - Missed - SAN	461	0	0	N/A	3	1.3	461	100.0%	450	97.6%	450	97.6%
Substandard Structure - CCS	460	58	54	93.1%	365	44.7	402	87.4%	402	100.0%	456	99.1%
Bulky Trash Violations - CCS	329	0	0	N/A	14	11.3	329	100.0%	219	66.6%	219	66.6%
Junk Motor Vehicle - CCS	309	0	0	N/A	126	55.7	309	100.0%	283	91.6%	283	91.6%
Parking - Unapproved Surface - CCS	304	0	0	N/A	10	4.0	304	100.0%	270	88.8%	270	88.8%
Illegal Dumping - CCS	262	0	0	N/A	38	12.8	262	100.0%	235	89.7%	235	89.7%
Animal - Cruelty - CCS	234	0	0	N/A	30	1.4	234	100.0%	234	100.0%	234	100.0%
Fire Inspection - DFD	214	0	0	N/A	60	29.8	214	100.0%	208	97.2%	208	97.2%
Open and Vacant Structure - CCS	209	0	0	N/A	30	14.8	209	100.0%	179	85.6%	179	85.6%

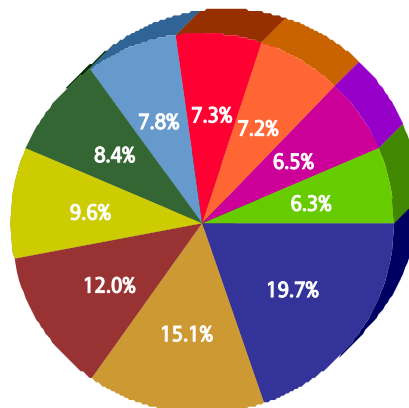


City of Dallas Service Level Performance Report by Council District

Council District 09

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,236
High Weeds - CCS	944
Dead Animal Pick Up - SAN	754
Animal - Confined - CCS	602
Bulky Trash Violations - CCS	526
Animal - Loose Aggressive - CCS	487
Recycling ROLL CART NEW - SAN	457
Litter - CCS	450
Garbage - Missed - SAN	408
Obstruction Alley/Sidewalk/Street - CCS	395



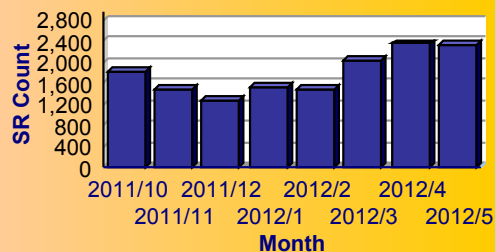
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Recycling ROLL CART NEW - SAN
- Litter - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS

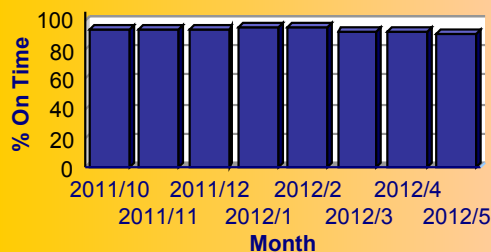
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,320	14,263	13,277	93.1%	57	34	59.6%	93.0%

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	1,236	0	0	N/A	10	2.5	1,236	100.0%	1,231	99.6%	1,231	99.6%
High Weeds - CCS	944	0	0	N/A	38	23.9	944	100.0%	771	81.7%	771	81.7%
Dead Animal Pick Up - SAN	754	0	0	N/A	1	0.3	754	100.0%	754	100.0%	754	100.0%
Animal - Confined - CCS	602	0	0	N/A	3	0.7	602	100.0%	568	94.4%	568	94.4%
Bulky Trash Violations - CCS	526	0	0	N/A	14	6.7	526	100.0%	476	90.5%	476	90.5%
Animal - Loose Aggressive - CCS	487	0	0	N/A	3	1.3	487	100.0%	450	92.4%	450	92.4%
Recycling ROLL CART NEW - SAN	457	0	0	N/A	10	2.2	457	100.0%	456	99.8%	456	99.8%
Litter - CCS	450	0	0	N/A	38	27.9	450	100.0%	335	74.4%	335	74.4%
Garbage - Missed - SAN	408	0	0	N/A	3	1.0	408	100.0%	405	99.3%	405	99.3%
Obstruction Alley/Sidewalk/Street - CCS	395	0	0	N/A	60	31.8	395	100.0%	325	82.3%	325	82.3%
Junk Motor Vehicle - CCS	304	3	0	0.0%	126	49.6	301	99.0%	279	92.7%	279	91.8%
24 Hour Parking/Parking Violations - DPD	283	0	0	N/A	10	3.8	283	100.0%	283	100.0%	283	100.0%
Substandard Structure - CCS	277	32	31	96.9%	365	69.6	245	88.4%	245	100.0%	276	99.6%
Recycling - Roll Cart - SAN	265	0	0	N/A	10	2.7	265	100.0%	264	99.6%	264	99.6%
Street Repair - Routine-STS	257	0	0	N/A	90	14.8	257	100.0%	257	100.0%	257	100.0%
Animal - Loose - CCS	253	0	0	N/A	40	17.9	253	100.0%	249	98.4%	249	98.4%
Recyclable Collection Missed (Residential) - SAN	235	0	0	N/A	3	1.0	235	100.0%	231	98.3%	231	98.3%
Animal - Sick/Injured - CCS	202	0	0	N/A	3	0.4	202	100.0%	200	99.0%	200	99.0%
Pot hole - Hazardous-STS	189	0	0	N/A	1	0.1	189	100.0%	189	100.0%	189	100.0%
Parking - Unapproved Surface - CCS	186	0	0	N/A	10	3.8	186	100.0%	171	91.9%	171	91.9%

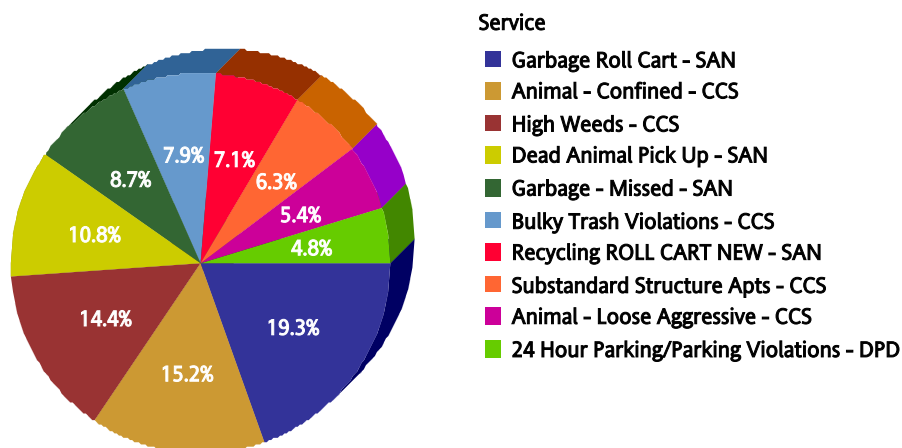


City of Dallas Service Level Performance Report by Council District

Council District 10

Top 10 Services

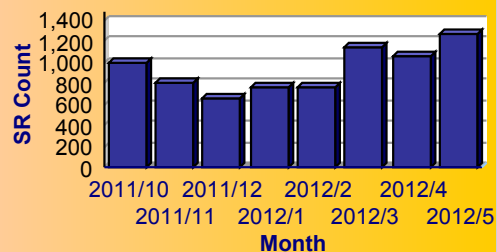
SR Type	Service Request Count
Garbage Roll Cart - SAN	592
Animal - Confined - CCS	465
High Weeds - CCS	442
Dead Animal Pick Up - SAN	330
Garbage - Missed - SAN	268
Bulky Trash Violations - CCS	243
Recycling ROLL CART NEW - SAN	218
Substandard Structure Apts - CCS	192
Animal - Loose Aggressive - CCS	166
24 Hour Parking/Parking Violations - DPD	147



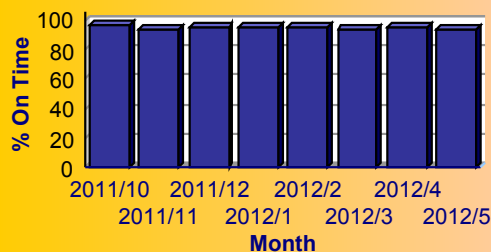
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,446	7,422	7,036	94.8%	24	15	62.5%	94.7%

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	592	0	0	N/A	10	2.5	592	100.0%	591	99.8%	591	99.8%
Animal - Confined - CCS	465	0	0	N/A	3	0.6	465	100.0%	446	95.9%	446	95.9%
High Weeds - CCS	442	0	0	N/A	38	17.9	442	100.0%	399	90.3%	399	90.3%
Dead Animal Pick Up - SAN	330	0	0	N/A	1	0.3	330	100.0%	329	99.7%	329	99.7%
Garbage - Missed - SAN	268	0	0	N/A	3	0.8	268	100.0%	266	99.3%	266	99.3%
Bulky Trash Violations - CCS	243	0	0	N/A	14	6.6	243	100.0%	215	88.5%	215	88.5%
Recycling ROLL CART NEW - SAN	218	0	0	N/A	10	2.1	218	100.0%	217	99.5%	217	99.5%
Substandard Structure Apts - CCS	192	2	2	100.0%	365	22.7	190	99.0%	190	100.0%	192	100.0%
Animal - Loose Aggressive - CCS	166	0	0	N/A	3	0.7	166	100.0%	162	97.6%	162	97.6%
24 Hour Parking/Parking Violations - DPD	147	0	0	N/A	10	3.9	147	100.0%	147	100.0%	147	100.0%
Recycling - Roll Cart - SAN	140	0	0	N/A	10	2.5	140	100.0%	139	99.3%	139	99.3%
Obstruction Alley/Sidewalk/Street - CCS	138	0	0	N/A	60	25.8	138	100.0%	119	86.2%	119	86.2%
Fire Inspection - DFD	135	0	0	N/A	60	22.0	135	100.0%	133	98.5%	133	98.5%
Animal - Sick/Injured - CCS	134	0	0	N/A	3	0.3	134	100.0%	133	99.3%	133	99.3%
Substandard Structure - CCS	128	14	13	92.9%	365	69.8	114	89.1%	114	100.0%	127	99.2%
Litter - CCS	116	0	0	N/A	38	25.3	116	100.0%	92	79.3%	92	79.3%
Street Repair - Routine-STS	113	0	0	N/A	90	13.3	113	100.0%	113	100.0%	113	100.0%
Smoke Detector Request - DFD	103	0	0	N/A	30	5.5	103	100.0%	98	95.1%	98	95.1%
Brush/Bulk Items - Missed - SAN	97	0	0	N/A	10	3.7	97	100.0%	96	99.0%	96	99.0%
Animal - Loose - CCS	96	0	0	N/A	40	19.8	96	100.0%	95	99.0%	95	99.0%

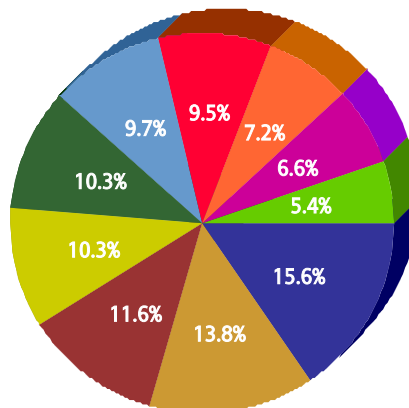


City of Dallas Service Level Performance Report by Council District

Council District 11

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	436
Fire Inspection - DFD	386
Dead Animal Pick Up - SAN	323
High Weeds - CCS	288
Animal - Confined - CCS	286
Garbage - Missed - SAN	270
Obstruction Alley/Sidewalk/Street - CCS	265
Recycling ROLL CART NEW - SAN	201
Signs - Public Right of Way - CCS	183
Traffic Signal - Flashing - STS	150



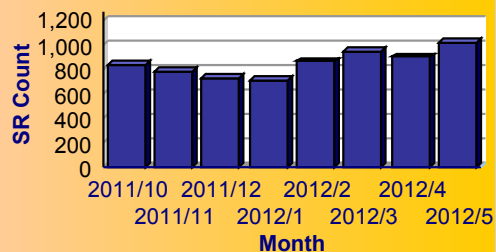
Service

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

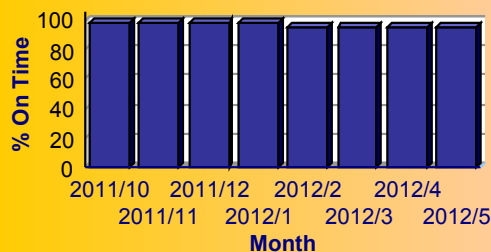
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,771	6,768	6,537	96.6%	3	3	100.0%	96.6%

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	436	0	0	N/A	10	2.6	436	100.0%	433	99.3%	433	99.3%
Fire Inspection - DFD	386	0	0	N/A	60	16.9	386	100.0%	382	99.0%	382	99.0%
Dead Animal Pick Up - SAN	323	0	0	N/A	1	0.3	323	100.0%	323	100.0%	323	100.0%
High Weeds - CCS	288	0	0	N/A	38	20.3	288	100.0%	254	88.2%	254	88.2%
Animal - Confined - CCS	286	0	0	N/A	3	1.8	286	100.0%	278	97.2%	278	97.2%
Garbage - Missed - SAN	270	0	0	N/A	3	0.6	270	100.0%	270	100.0%	270	100.0%
Obstruction Alley/Sidewalk/Street - CCS	265	0	0	N/A	60	24.0	265	100.0%	243	91.7%	243	91.7%
Recycling ROLL CART NEW - SAN	201	0	0	N/A	10	2.2	201	100.0%	199	99.0%	199	99.0%
Signs - Public Right of Way - CCS	183	0	0	N/A	7	2.2	183	100.0%	176	96.2%	176	96.2%
Traffic Signal - Flashing - STS	150	0	0	N/A	4	1.2	150	100.0%	149	99.3%	149	99.3%
Bulky Trash Violations - CCS	141	0	0	N/A	14	5.3	141	100.0%	136	96.5%	136	96.5%
Litter - CCS	130	0	0	N/A	38	22.2	130	100.0%	117	90.0%	117	90.0%
Graffiti Private Property - Residential/Commercial	127	0	0	N/A	90	8.6	127	100.0%	125	98.4%	125	98.4%
Recycling - Roll Cart - SAN	127	0	0	N/A	10	2.6	127	100.0%	127	100.0%	127	100.0%
Animal - Sick/Injured - CCS	119	0	0	N/A	3	1.4	119	100.0%	117	98.3%	117	98.3%
Signs - Other - CCS	113	0	0	N/A	21	4.0	113	100.0%	108	95.6%	108	95.6%
Street Repair - Routine-STS	109	0	0	N/A	90	13.5	109	100.0%	109	100.0%	109	100.0%
Animal - Loose Aggressive - CCS	105	0	0	N/A	3	0.5	105	100.0%	102	97.1%	102	97.1%
Traffic Signal - Timing - STS	105	0	0	N/A	4	1.4	105	100.0%	104	99.0%	104	99.0%
Substandard Structure Apts - CCS	103	0	0	N/A	365	15.4	103	100.0%	103	100.0%	103	100.0%

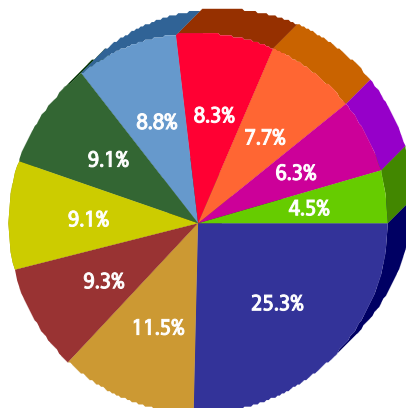


City of Dallas Service Level Performance Report by Council District

Council District 12

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	787
Signs - Public Right of Way - CCS	357
Animal - Confined - CCS	289
Garbage - Missed - SAN	284
Bulky Trash Violations - CCS	283
Dead Animal Pick Up - SAN	273
High Weeds - CCS	258
Recycling ROLL CART NEW - SAN	240
Recycling - Roll Cart - SAN	197
Litter - CCS	139



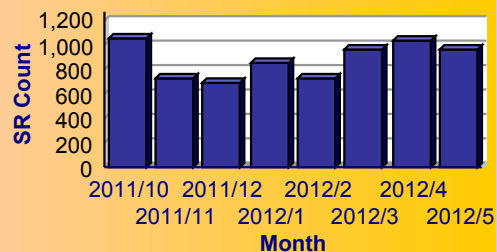
Service

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

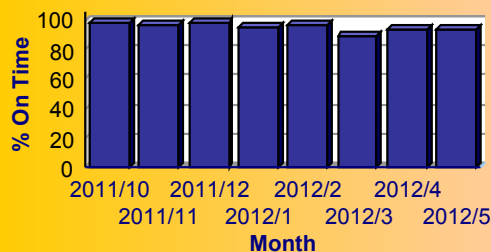
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,017	7,006	6,662	95.1%	11	6	54.5%	95.0%

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	787	0	0	N/A	10	2.7	787	100.0%	785	99.7%	785	99.7%
Signs - Public Right of Way - CCS	357	0	0	N/A	7	0.0	357	100.0%	357	100.0%	357	100.0%
Animal - Confined - CCS	289	0	0	N/A	3	0.6	289	100.0%	277	95.8%	277	95.8%
Garbage - Missed - SAN	284	0	0	N/A	3	0.9	284	100.0%	282	99.3%	282	99.3%
Bulky Trash Violations - CCS	283	0	0	N/A	14	8.1	283	100.0%	251	88.7%	251	88.7%
Dead Animal Pick Up - SAN	273	0	0	N/A	1	0.4	273	100.0%	273	100.0%	273	100.0%
High Weeds - CCS	258	0	0	N/A	38	31.1	258	100.0%	176	68.2%	176	68.2%
Recycling ROLL CART NEW - SAN	240	0	0	N/A	10	2.0	240	100.0%	240	100.0%	240	100.0%
Recycling - Roll Cart - SAN	197	0	0	N/A	10	2.6	197	100.0%	197	100.0%	197	100.0%
Litter - CCS	139	0	0	N/A	38	30.1	139	100.0%	98	70.5%	98	70.5%
Street Repair - Routine-STS	137	0	0	N/A	90	10.4	137	100.0%	137	100.0%	137	100.0%
Animal - Sick/Injured - CCS	132	0	0	N/A	3	0.2	132	100.0%	132	100.0%	132	100.0%
Illegal Garbage/Placement - CCS	131	0	0	N/A	60	6.9	131	100.0%	130	99.2%	130	99.2%
Fire Inspection - DFD	125	0	0	N/A	60	23.7	125	100.0%	124	99.2%	124	99.2%
Animal - Noisy - CCS	114	0	0	N/A	30	2.0	114	100.0%	114	100.0%	114	100.0%
Recyclable Collection Missed (Residential) - SAN	110	0	0	N/A	3	0.8	110	100.0%	110	100.0%	110	100.0%
Brush/Bulk Items - Missed - SAN	108	0	0	N/A	10	6.6	108	100.0%	106	98.1%	106	98.1%
24 Hour Parking/Parking Violations - DPD	103	0	0	N/A	10	5.8	103	100.0%	97	94.2%	97	94.2%
Obstruction Alley/Sidewalk/Street - CCS	101	0	0	N/A	60	27.7	101	100.0%	86	85.1%	86	85.1%
Water Conservation Violation - CCS	90	0	0	N/A	7	10.1	90	100.0%	60	66.7%	60	66.7%

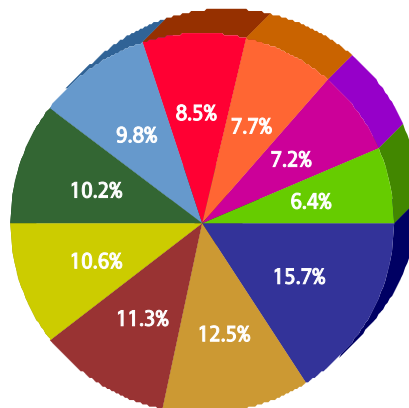


City of Dallas Service Level Performance Report by Council District

Council District 13

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	788
Obstruction Alley/Sidewalk/Street - CCS	626
Signs - Public Right of Way - CCS	564
Garbage - Missed - SAN	530
High Weeds - CCS	512
Dead Animal Pick Up - SAN	493
Fire Inspection - DFD	426
Bulky Trash Violations - CCS	387
Animal - Confined - CCS	362
Recycling ROLL CART NEW - SAN	323



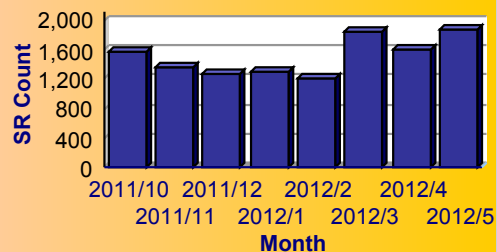
Service

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

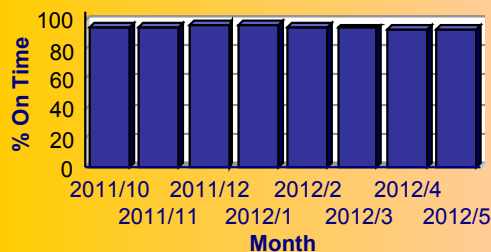
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,041	12,019	11,428	95.1%	22	14	63.6%	95.0%

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	788	0	0	N/A	10	2.5	788	100.0%	785	99.6%	785	99.6%
Obstruction Alley/Sidewalk/Street - CCS	626	0	0	N/A	60	31.2	626	100.0%	546	87.2%	546	87.2%
Signs - Public Right of Way - CCS	564	0	0	N/A	7	1.5	564	100.0%	551	97.7%	551	97.7%
Garbage - Missed - SAN	530	0	0	N/A	3	0.8	530	100.0%	530	100.0%	530	100.0%
High Weeds - CCS	512	0	0	N/A	38	25.3	512	100.0%	412	80.5%	412	80.5%
Dead Animal Pick Up - SAN	493	0	0	N/A	1	0.3	493	100.0%	493	100.0%	493	100.0%
Fire Inspection - DFD	426	0	0	N/A	60	14.4	426	100.0%	423	99.3%	423	99.3%
Bulky Trash Violations - CCS	387	0	0	N/A	14	8.2	387	100.0%	345	89.1%	345	89.1%
Animal - Confined - CCS	362	0	0	N/A	3	0.4	362	100.0%	354	97.8%	354	97.8%
Recycling ROLL CART NEW - SAN	323	0	0	N/A	10	2.1	323	100.0%	323	100.0%	323	100.0%
Street Repair - Routine-STS	318	0	0	N/A	90	12.4	318	100.0%	317	99.7%	317	99.7%
Alley Repair - Routine-STS	263	0	0	N/A	90	29.4	263	100.0%	263	100.0%	263	100.0%
Recycling - Roll Cart - SAN	242	0	0	N/A	10	2.4	242	100.0%	241	99.6%	241	99.6%
Recyclable Collection Missed (Residential) - SAN	228	0	0	N/A	3	0.8	228	100.0%	227	99.6%	227	99.6%
Litter - CCS	200	0	0	N/A	38	30.4	200	100.0%	150	75.0%	150	75.0%
Animal - Loose Aggressive - CCS	196	0	0	N/A	3	1.2	196	100.0%	187	95.4%	187	95.4%
Animal - Sick/Injured - CCS	192	0	0	N/A	3	0.2	192	100.0%	191	99.5%	191	99.5%
Sanitation Property Damage - SAN	191	0	0	N/A	28	5.1	191	100.0%	186	97.4%	186	97.4%
24 Hour Parking/Parking Violations - DPD	189	0	0	N/A	10	4.8	189	100.0%	185	97.9%	185	97.9%
Pot hole - Hazardous-STS	170	0	0	N/A	1	0.1	170	100.0%	168	98.8%	168	98.8%

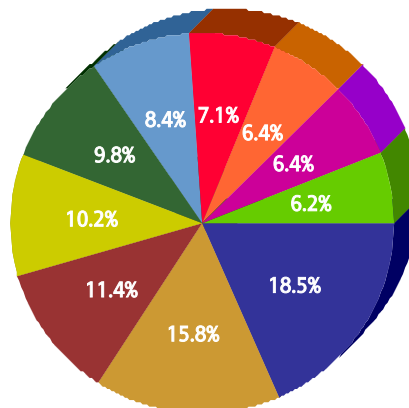


City of Dallas Service Level Performance Report by Council District

Council District 14

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	967
Garbage Roll Cart - SAN	826
Obstruction Alley/Sidewalk/Street - CCS	595
Dead Animal Pick Up - SAN	532
Litter - CCS	516
Recycling ROLL CART NEW - SAN	439
Signs - Public Right of Way - CCS	373
Traffic Signal - Timing - STS	335
Garbage - Missed - SAN	333
Animal - Confined - CCS	324



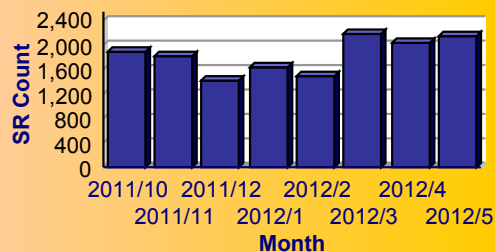
Service

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

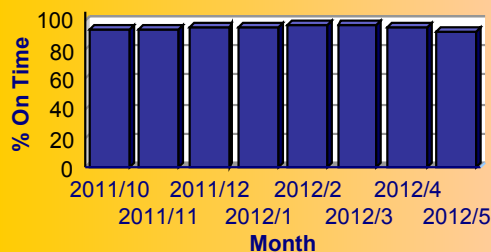
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,586	14,545	13,790	94.8%	41	33	80.5%	94.8%

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	967	0	0	N/A	38	18.1	967	100.0%	869	89.9%	869	89.9%
Garbage Roll Cart - SAN	826	0	0	N/A	10	2.6	826	100.0%	823	99.6%	823	99.6%
Obstruction Alley/Sidewalk/Street - CCS	595	0	0	N/A	60	30.1	595	100.0%	503	84.5%	503	84.5%
Dead Animal Pick Up - SAN	532	0	0	N/A	1	0.4	532	100.0%	532	100.0%	532	100.0%
Litter - CCS	516	0	0	N/A	38	19.2	516	100.0%	457	88.6%	457	88.6%
Recycling ROLL CART NEW - SAN	439	0	0	N/A	10	2.2	439	100.0%	439	100.0%	439	100.0%
Signs - Public Right of Way - CCS	373	0	0	N/A	7	0.7	373	100.0%	362	97.1%	362	97.1%
Traffic Signal - Timing - STS	335	0	0	N/A	4	1.3	335	100.0%	332	99.1%	332	99.1%
Garbage - Missed - SAN	333	0	0	N/A	3	0.8	333	100.0%	331	99.4%	331	99.4%
Animal - Confined - CCS	324	0	0	N/A	3	0.5	324	100.0%	317	97.8%	317	97.8%
Bulky Trash Violations - CCS	322	0	0	N/A	14	5.5	322	100.0%	299	92.9%	299	92.9%
24 Hour Parking/Parking Violations - DPD	314	0	0	N/A	10	4.6	314	100.0%	306	97.5%	306	97.5%
Street Repair - Routine-STS	310	0	0	N/A	90	14.2	310	100.0%	310	100.0%	310	100.0%
Traffic Signal - Flashing - STS	307	0	0	N/A	4	1.2	307	100.0%	307	100.0%	307	100.0%
Fire Inspection - DFD	236	0	0	N/A	60	30.3	236	100.0%	228	96.6%	228	96.6%
Animal - Loose Aggressive - CCS	229	0	0	N/A	3	0.8	229	100.0%	219	95.6%	219	95.6%
Recycling - Roll Cart - SAN	229	0	0	N/A	10	2.8	229	100.0%	226	98.7%	226	98.7%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	213	0	0	N/A	10	2.2	213	100.0%	213	100.0%	213	100.0%
Animal - Sick/Injured - CCS	211	0	0	N/A	3	0.3	211	100.0%	208	98.6%	208	98.6%
Pot hole - Hazardous-STS	192	0	0	N/A	1	0.1	192	100.0%	191	99.5%	191	99.5%

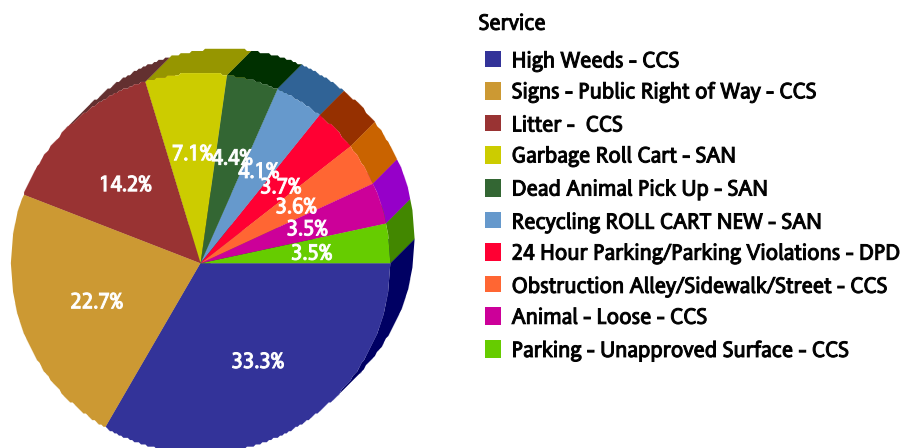


City of Dallas Service Level Performance Report by Council District

Council District Unknown

Top 10 Services

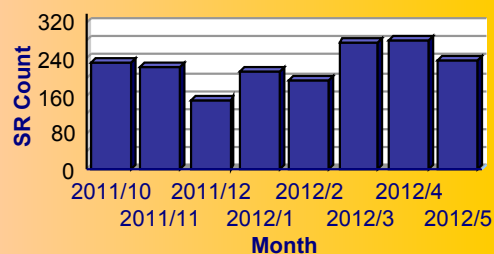
SR Type	Service Request Count
High Weeds - CCS	346
Signs - Public Right of Way - CCS	236
Litter - CCS	148
Garbage Roll Cart - SAN	74
Dead Animal Pick Up - SAN	46
Recycling ROLL CART NEW - SAN	43
24 Hour Parking/Parking Violations - DPD	38
Obstruction Alley/Sidewalk/Street - CCS	37
Animal - Loose - CCS	36
Parking - Unapproved Surface - CCS	36



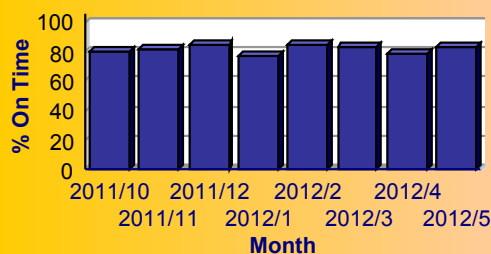
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,808	1,704	1,455	85.4%	104	13	12.5%	81.2%

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	346	38	0	0.0%	38	31.2	308	89.0%	228	74.0%	228	65.9%
Signs - Public Right of Way - CCS	236	1	0	0.0%	7	2.1	235	99.6%	224	95.3%	224	94.9%
Litter - CCS	148	18	0	0.0%	38	33.8	130	87.8%	85	65.4%	85	57.4%
Garbage Roll Cart - SAN	74	0	0	N/A	10	2.6	74	100.0%	74	100.0%	74	100.0%
Dead Animal Pick Up - SAN	46	0	0	N/A	1	0.2	46	100.0%	46	100.0%	46	100.0%
Recycling ROLL CART NEW - SAN	43	0	0	N/A	10	2.6	43	100.0%	43	100.0%	43	100.0%
24 Hour Parking/Parking Violations - DPD	38	0	0	N/A	10	6.1	38	100.0%	35	92.1%	35	92.1%
Obstruction Alley/Sidewalk/Street - CCS	37	5	0	0.0%	60	39.6	32	86.5%	26	81.2%	26	70.3%
Parking - Unapproved Surface - CCS	36	0	0	N/A	10	6.3	36	100.0%	28	77.8%	28	77.8%
Animal - Loose - CCS	36	0	0	N/A	40	19.1	36	100.0%	34	94.4%	34	94.4%
311 Call Center Complaint	33	0	0	N/A	10	3.3	33	100.0%	31	93.9%	31	93.9%
Signs - Public Right of Way Apts - CCS	32	0	0	N/A	7	0.0	32	100.0%	32	100.0%	32	100.0%
Restaurant/Food Complaint - CCS	26	0	0	N/A	45	17.1	26	100.0%	24	92.3%	24	92.3%
Substandard Structure - CCS	24	12	12	100.0%	365	98.2	12	50.0%	12	100.0%	24	100.0%
Recycling - Roll Cart - SAN	22	0	0	N/A	10	2.9	22	100.0%	22	100.0%	22	100.0%
Brush/Bulk Items - Missed - SAN	21	0	0	N/A	10	2.4	21	100.0%	21	100.0%	21	100.0%
Pot hole Repair Routine - STS	19	0	0	N/A	7	1.5	19	100.0%	18	94.7%	18	94.7%
Sanitation Crew Complaint - SAN	18	0	0	N/A	10	3.9	18	100.0%	16	88.9%	16	88.9%
Garbage - Missed - SAN	17	0	0	N/A	3	0.9	17	100.0%	16	94.1%	16	94.1%
Pot hole - Hazardous-STS	16	0	0	N/A	1	0.1	16	100.0%	16	100.0%	16	100.0%