



FY 2012 – 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

May 2013

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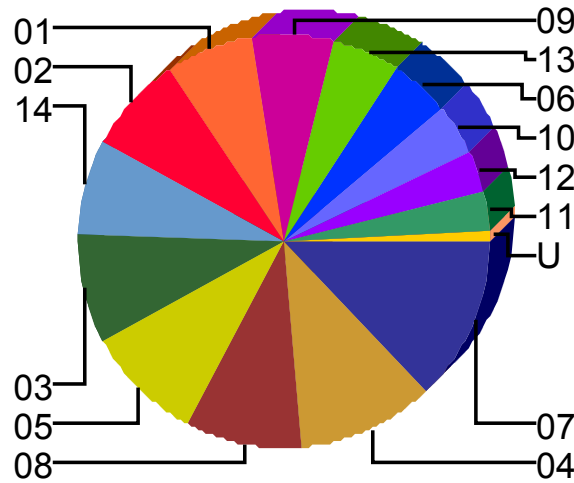
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For May 2013



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,256	6.9%	98.4%
02	2,458	7.5%	98.6%
03	2,825	8.6%	99.2%
04	3,533	10.7%	98.5%
05	3,012	9.1%	98.8%
06	1,543	4.7%	98.7%
07	4,202	12.8%	99.3%
08	3,063	9.3%	98.4%
09	2,158	6.6%	97.3%
10	1,296	3.9%	97.6%
11	1,006	3.1%	98.5%
12	1,086	3.3%	98.2%
13	1,699	5.2%	98.2%
14	2,480	7.5%	98.5%
U	313	1.0%	95.5%
Totals	32,930	100.0%	98.5%

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

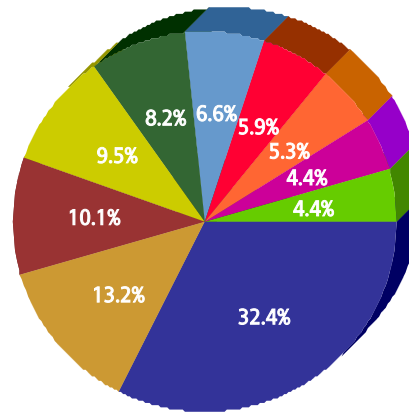


Citywide

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,294
Litter - CCS	2,161
Garbage Roll Cart - SAN	1,648
Dead Animal Pick Up - SAN	1,561
Obstruction Alley/Sidewalk/Street - CCS	1,346
Animal - Loose Aggressive - CCS	1,084
Animal - Loose - CCS	960
Animal - Confined - CCS	861
Substandard Structure - CCS	722
Bulky Trash Violations - CCS	712



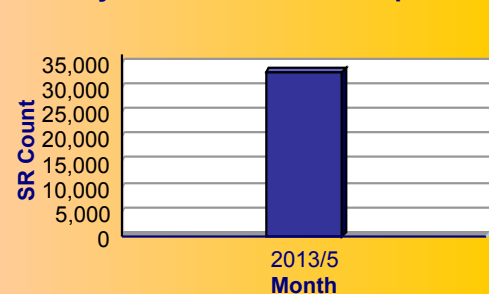
Service

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

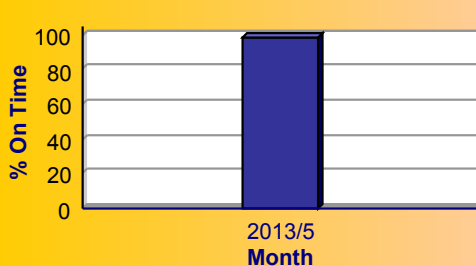
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,930	23,888	23,590	98.8%	9,042	8,853	97.9%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Citywide

May 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	5,294	2,656	2,656	100.0%	38	8.0	2,638	49.8%	2,638	100.0%	5,294	100.0%
Litter - CCS	2,161	981	981	100.0%	38	8.3	1,180	54.6%	1,180	100.0%	2,161	100.0%
Garbage Roll Cart - SAN	1,648	311	297	95.5%	10	3.1	1,337	81.1%	1,337	100.0%	1,634	99.2%
Dead Animal Pick Up - SAN	1,561	4	0	0.0%	1	0.3	1,557	99.7%	1,552	99.7%	1,552	99.4%
Obstruction Alley/Sidewalk/Street - CCS	1,346	956	956	100.0%	60	13.4	390	29.0%	390	100.0%	1,346	100.0%
Animal - Loose Aggressive - CCS	1,084	5	1	20.0%	3	0.4	1,079	99.5%	1,063	98.5%	1,064	98.2%
Animal - Loose - CCS	960	12	12	100.0%	40	11.9	948	98.8%	948	100.0%	960	100.0%
Animal - Confined - CCS	861	0	0	N/A	3	0.5	861	100.0%	860	99.9%	860	99.9%
Substandard Structure - CCS	722	542	542	100.0%	365	11.6	180	24.9%	180	100.0%	722	100.0%
Bulky Trash Violations - CCS	712	79	70	88.6%	14	5.3	633	88.9%	602	95.1%	672	94.4%
Recycling ROLL CART NEW - SAN	678	57	57	100.0%	10	2.2	621	91.6%	618	99.5%	675	99.6%
Garbage - Missed - SAN	635	23	21	91.3%	3	0.9	612	96.4%	606	99.0%	627	98.7%
Animal - Sick/Injured - CCS	528	2	1	50.0%	3	0.2	526	99.6%	525	99.8%	526	99.6%
Tree down/low limbs - Emergency-STS	482	1	0	0.0%	5	0.2	481	99.8%	478	99.4%	478	99.2%
Traffic Signal - Flashing - STS	448	1	1	100.0%	4	1.2	447	99.8%	447	100.0%	448	100.0%
Brush/Bulk Items - Missed - SAN	426	28	28	100.0%	10	2.2	398	93.4%	393	98.7%	421	98.8%
Illegal Dumping - CCS	422	166	166	100.0%	38	4.1	256	60.7%	256	100.0%	422	100.0%
24 Hour Parking/Parking Violations - DPD	416	73	69	94.5%	10	4.7	343	82.5%	335	97.7%	404	97.1%
Mosquitoes - CCS	414	129	129	100.0%	45	4.6	285	68.8%	285	100.0%	414	100.0%
Smoke Detector Request - DFD	370	76	76	100.0%	30	2.7	294	79.5%	294	100.0%	370	100.0%

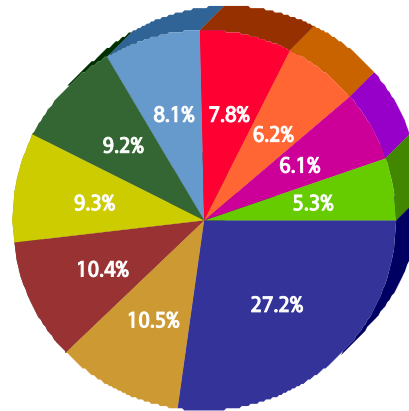


Council District 01

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	314
Garbage Roll Cart - SAN	121
Obstruction Alley/Sidewalk/Street - CCS	120
Animal - Loose Aggressive - CCS	107
Dead Animal Pick Up - SAN	106
Litter - CCS	94
Garage Sale - CCS	90
Animal - Loose - CCS	71
Signs - Public Right of Way - CCS	70
Illegal Dumping - CCS	61



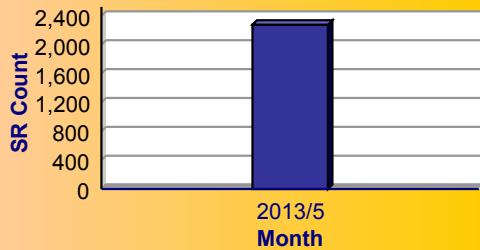
Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Garage Sale - CCS
- Animal - Loose - CCS
- Signs - Public Right of Way - CCS
- Illegal Dumping - CCS

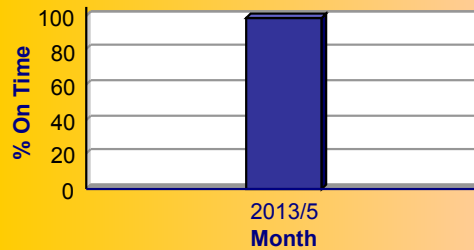
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,256	1,720	1,697	98.7%	536	524	97.8%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 01

May 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	314	164	164	100.0%	38	8.0	150	47.8%	150	100.0%	314	100.0%
Garbage Roll Cart - SAN	121	22	22	100.0%	10	2.5	99	81.8%	99	100.0%	121	100.0%
Obstruction Alley/Sidewalk/Street - CCS	120	91	91	100.0%	60	11.0	29	24.2%	29	100.0%	120	100.0%
Animal - Loose Aggressive - CCS	107	0	0	N/A	3	0.4	107	100.0%	104	97.2%	104	97.2%
Dead Animal Pick Up - SAN	106	0	0	N/A	1	0.3	106	100.0%	106	100.0%	106	100.0%
Litter - CCS	94	54	54	100.0%	38	9.9	40	42.6%	40	100.0%	94	100.0%
Garage Sale - CCS	90	0	0	N/A	7	1.3	90	100.0%	89	98.9%	89	98.9%
Animal - Loose - CCS	71	1	1	100.0%	40	11.6	70	98.6%	70	100.0%	71	100.0%
Signs - Public Right of Way - CCS	70	0	0	N/A	7	1.3	70	100.0%	67	95.7%	67	95.7%
Illegal Dumping - CCS	61	4	4	100.0%	38	1.6	57	93.4%	57	100.0%	61	100.0%
24 Hour Parking/Parking Violations - DPD	59	13	12	92.3%	10	4.5	46	78.0%	46	100.0%	58	98.3%
Graffiti Private Property - Residential/Commercial - CCS	57	6	6	100.0%	90	1.9	51	89.5%	51	100.0%	57	100.0%
Recycling ROLL CART NEW - SAN	57	4	4	100.0%	10	1.8	53	93.0%	53	100.0%	57	100.0%
Substandard Structure - CCS	46	37	37	100.0%	365	5.0	9	19.6%	9	100.0%	46	100.0%
Bulky Trash Violations - CCS	44	1	1	100.0%	14	6.3	43	97.7%	38	88.4%	39	88.6%
Animal - Confined - CCS	42	0	0	N/A	3	0.5	42	100.0%	42	100.0%	42	100.0%
Garbage - Missed - SAN	37	0	0	N/A	3	0.5	37	100.0%	37	100.0%	37	100.0%
Animal - Sick/Injured - CCS	33	1	0	0.0%	3	0.1	32	97.0%	32	100.0%	32	97.0%
Animal - Cruelty - CCS	27	0	0	N/A	30	0.5	27	100.0%	27	100.0%	27	100.0%
Illegal Outside Storage - CCS	24	14	14	100.0%	38	10.0	10	41.7%	10	100.0%	24	100.0%
Tree down/low limbs - Emergency-STS	24	0	0	N/A	5	0.1	24	100.0%	24	100.0%	24	100.0%

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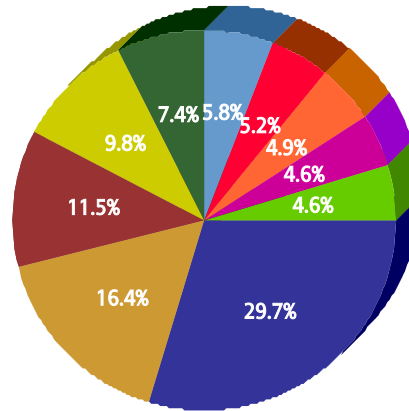


Council District 02

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	356
Litter - CCS	197
Obstruction Alley/Sidewalk/Street - CCS	138
Substandard Structure - CCS	118
Dead Animal Pick Up - SAN	89
Garbage Roll Cart - SAN	69
Traffic Signal - Flashing - STS	62
Animal - Loose Aggressive - CCS	59
Animal - Confined - CCS	55
Animal - Loose - CCS	55



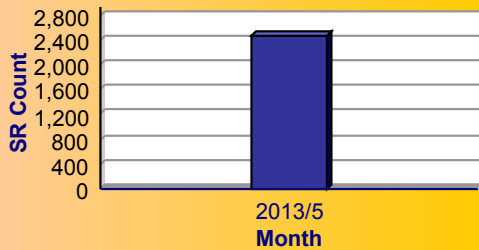
Service

- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS

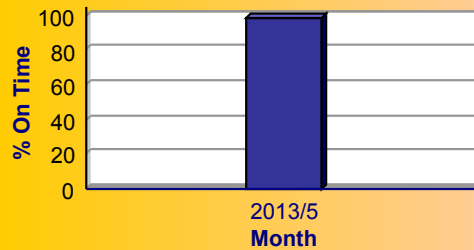
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,458	1,691	1,669	98.7%	767	754	98.3%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

May 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	356	175	175	100.0%	38	12.3	181	50.8%	181	100.0%	356	100.0%
Litter - CCS	197	96	96	100.0%	38	13.0	101	51.3%	101	100.0%	197	100.0%
Obstruction Alley/Sidewalk/Street - CCS	138	98	98	100.0%	60	16.9	40	29.0%	40	100.0%	138	100.0%
Substandard Structure - CCS	118	100	100	100.0%	365	19.4	18	15.3%	18	100.0%	118	100.0%
Dead Animal Pick Up - SAN	89	1	0	0.0%	1	0.2	88	98.9%	88	100.0%	88	98.9%
Garbage Roll Cart - SAN	69	15	14	93.3%	10	3.0	54	78.3%	54	100.0%	68	98.6%
Traffic Signal - Flashing - STS	62	0	0	N/A	4	1.1	62	100.0%	62	100.0%	62	100.0%
Animal - Loose Aggressive - CCS	59	0	0	N/A	3	0.6	59	100.0%	57	96.6%	57	96.6%
Animal - Confined - CCS	55	0	0	N/A	3	0.6	55	100.0%	55	100.0%	55	100.0%
Animal - Loose - CCS	55	0	0	N/A	40	10.4	55	100.0%	55	100.0%	55	100.0%
Graffiti Private Property - Residential/Commercial - CCS	51	11	11	100.0%	90	2.9	40	78.4%	40	100.0%	51	100.0%
Illegal Outside Storage - CCS	47	21	21	100.0%	38	18.7	26	55.3%	26	100.0%	47	100.0%
Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.1	38	100.0%	38	100.0%	38	100.0%
Traffic Signal - Timing - STS	35	0	0	N/A	4	1.8	35	100.0%	34	97.1%	34	97.1%
Pot hole - Hazardous-STS	35	0	0	N/A	1	0.5	35	100.0%	33	94.3%	33	94.3%
Fire Inspection - DFD	33	18	18	100.0%	60	5.1	15	45.5%	15	100.0%	33	100.0%
Illegal Garbage/Placement - CCS	32	14	14	100.0%	60	17.9	18	56.2%	18	100.0%	32	100.0%
Recycling ROLL CART NEW - SAN	31	2	2	100.0%	10	2.0	29	93.5%	29	100.0%	31	100.0%
Signs - Public Right of Way - CCS	30	0	0	N/A	7	0.8	30	100.0%	29	96.7%	29	96.7%
Illegal Dumping - CCS	29	4	4	100.0%	38	3.3	25	86.2%	25	100.0%	29	100.0%
Junk Motor Vehicle - CCS	29	14	14	100.0%	126	11.1	15	51.7%	15	100.0%	29	100.0%
Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.3	29	100.0%	29	100.0%	29	100.0%

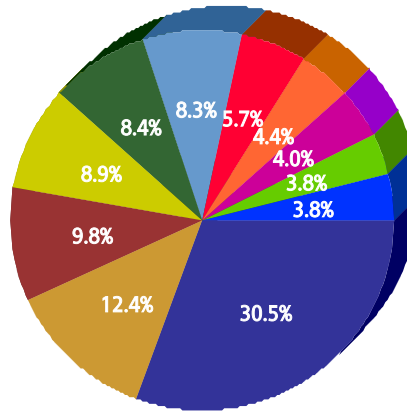


Council District 03

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	529
Litter - CCS	215
Obstruction Alley/Sidewalk/Street - CCS	170
Garbage Roll Cart - SAN	154
Animal - Loose Aggressive - CCS	146
Dead Animal Pick Up - SAN	143
Animal - Loose - CCS	98
Animal - Confined - CCS	76
Recycling ROLL CART NEW - SAN	70
Bulky Trash Violations - CCS	66
Signs - Public Right of Way - CCS	66



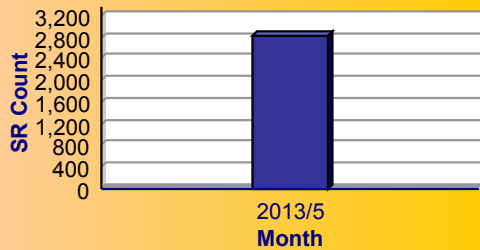
Service

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

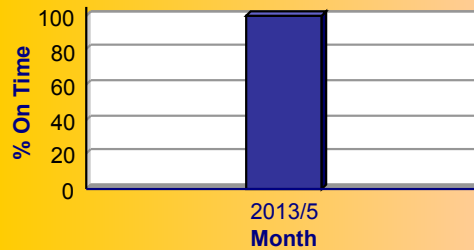
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,825	2,103	2,091	99.4%	722	712	98.6%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 03

May 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	529	239	239	100.0%	38	7.5	290	54.8%	290	100.0%	529	100.0%
Litter - CCS	215	99	99	100.0%	38	7.5	116	54.0%	116	100.0%	215	100.0%
Obstruction Alley/Sidewalk/Street - CCS	170	102	102	100.0%	60	17.5	68	40.0%	68	100.0%	170	100.0%
Garbage Roll Cart - SAN	154	35	35	100.0%	10	2.5	119	77.3%	119	100.0%	154	100.0%
Animal - Loose Aggressive - CCS	146	1	0	0.0%	3	0.4	145	99.3%	144	99.3%	144	98.6%
Dead Animal Pick Up - SAN	143	0	0	N/A	1	0.3	143	100.0%	143	100.0%	143	100.0%
Animal - Loose - CCS	98	1	1	100.0%	40	11.7	97	99.0%	97	100.0%	98	100.0%
Animal - Confined - CCS	76	0	0	N/A	3	0.5	76	100.0%	76	100.0%	76	100.0%
Recycling ROLL CART NEW - SAN	70	8	8	100.0%	10	1.8	62	88.6%	62	100.0%	70	100.0%
Signs - Public Right of Way - CCS	66	0	0	N/A	7	1.0	66	100.0%	66	100.0%	66	100.0%
Bulky Trash Violations - CCS	66	0	0	N/A	14	4.0	66	100.0%	65	98.5%	65	98.5%
Illegal Dumping - CCS	43	4	4	100.0%	38	1.9	39	90.7%	39	100.0%	43	100.0%
Tree down/low limbs - Emergency-ST5	40	0	0	N/A	5	0.2	40	100.0%	40	100.0%	40	100.0%
Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.3	37	100.0%	37	100.0%	37	100.0%
24 Hour Parking/Parking Violations - DPD	35	8	8	100.0%	10	4.0	27	77.1%	27	100.0%	35	100.0%
Fire Inspection - DFD	33	23	23	100.0%	60	6.3	10	30.3%	10	100.0%	33	100.0%
Substandard Structure - CCS	32	24	24	100.0%	365	4.4	8	25.0%	8	100.0%	32	100.0%
Recycling - Roll Cart - SAN	29	4	4	100.0%	10	1.9	25	86.2%	25	100.0%	29	100.0%
Garbage - Missed - SAN	28	0	0	N/A	3	0.8	28	100.0%	28	100.0%	28	100.0%
Substandard Structure Apts - CCS	26	17	17	100.0%	365	12.8	9	34.6%	9	100.0%	26	100.0%

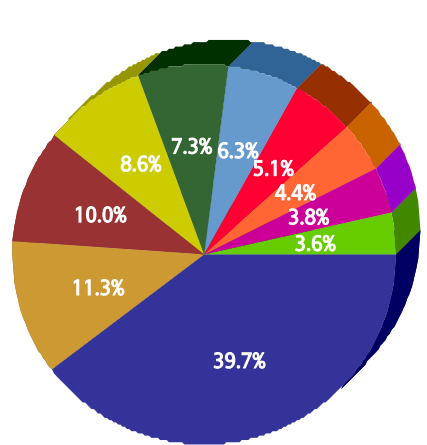


Council District 04

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	829
Litter - CCS	237
Dead Animal Pick Up - SAN	208
Animal - Loose Aggressive - CCS	180
Animal - Loose - CCS	152
Garbage Roll Cart - SAN	132
Animal - Confined - CCS	106
Bulky Trash Violations - CCS	91
Garbage - Missed - SAN	79
Obstruction Alley/Sidewalk/Street - CCS	76



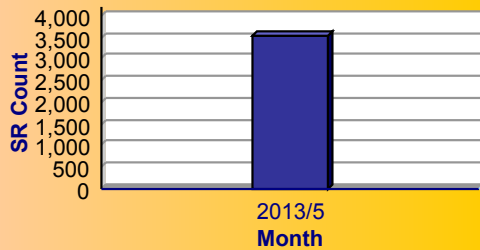
Service

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

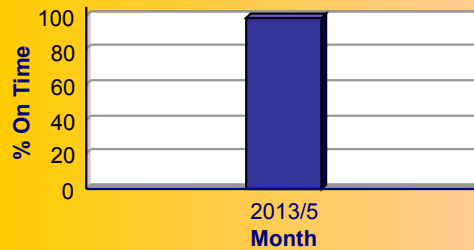
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,533	2,403	2,371	98.7%	1,130	1,110	98.2%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 04

May 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	829	489	489	100.0%	38	7.7	340	41.0%	340	100.0%	829	100.0%
Litter - CCS	237	129	129	100.0%	38	9.1	108	45.6%	108	100.0%	237	100.0%
Dead Animal Pick Up - SAN	208	2	0	0.0%	1	0.3	206	99.0%	206	100.0%	206	99.0%
Animal - Loose Aggressive - CCS	180	0	0	N/A	3	0.4	180	100.0%	179	99.4%	179	99.4%
Animal - Loose - CCS	152	0	0	N/A	40	11.2	152	100.0%	152	100.0%	152	100.0%
Garbage Roll Cart - SAN	132	28	26	92.9%	10	3.1	104	78.8%	104	100.0%	130	98.5%
Animal - Confined - CCS	106	0	0	N/A	3	0.5	106	100.0%	106	100.0%	106	100.0%
Bulky Trash Violations - CCS	91	20	15	75.0%	14	4.5	71	78.0%	65	91.5%	80	87.9%
Garbage - Missed - SAN	79	0	0	N/A	3	0.8	79	100.0%	79	100.0%	79	100.0%
Obstruction Alley/Sidewalk/Street - CCS	76	45	45	100.0%	60	17.8	31	40.8%	31	100.0%	76	100.0%
Substandard Structure - CCS	74	59	59	100.0%	365	8.9	15	20.3%	15	100.0%	74	100.0%
Illegal Dumping - CCS	69	44	44	100.0%	38	7.3	25	36.2%	25	100.0%	69	100.0%
Recycling ROLL CART NEW - SAN	61	4	4	100.0%	10	1.8	57	93.4%	57	100.0%	61	100.0%
Animal - Sick/Injured - CCS	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
24 Hour Parking/Parking Violations - DPD	44	6	6	100.0%	10	4.7	38	86.4%	38	100.0%	44	100.0%
Parking - Unapproved Surface - CCS	41	4	3	75.0%	10	5.4	37	90.2%	29	78.4%	32	78.0%
Median/ROW Maint - STS Operations - STS	41	4	4	100.0%	14	2.3	37	90.2%	37	100.0%	41	100.0%
Complaint/Compliment - CTY	40	7	4	57.1%	10	4.1	33	82.5%	30	90.9%	34	85.0%
Graffiti Private Property - Residential/Commercial - CCS	39	5	5	100.0%	90	1.2	34	87.2%	34	100.0%	39	100.0%
Tree down/low limbs - Emergency-STS	37	0	0	N/A	5	0.3	37	100.0%	36	97.3%	36	97.3%

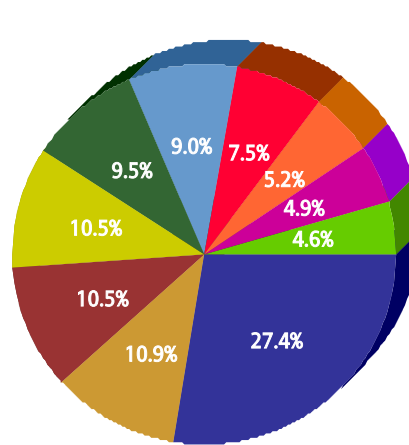


Council District 05

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	449
Garbage Roll Cart - SAN	178
Animal - Loose Aggressive - CCS	173
Dead Animal Pick Up - SAN	172
Substandard Structure - CCS	155
Litter - CCS	148
Animal - Loose - CCS	123
Animal - Confined - CCS	86
Bulky Trash Violations - CCS	81
Obstruction Alley/Sidewalk/Street - CCS	75



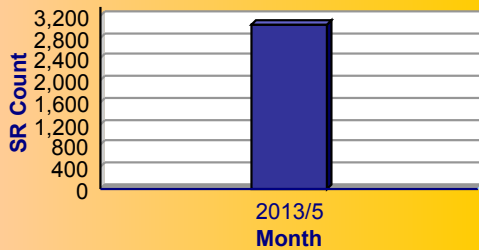
Service

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

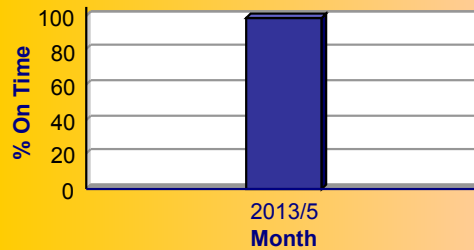
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,012	2,041	2,019	98.9%	971	957	98.6%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

May 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	449	307	307	100.0%	38	9.1	142	31.6%	142	100.0%	449	100.0%
Garbage Roll Cart - SAN	178	33	30	90.9%	10	3.3	145	81.5%	145	100.0%	175	98.3%
Animal - Loose Aggressive - CCS	173	0	0	N/A	3	0.5	173	100.0%	171	98.8%	171	98.8%
Dead Animal Pick Up - SAN	172	0	0	N/A	1	0.4	172	100.0%	172	100.0%	172	100.0%
Substandard Structure - CCS	155	88	88	100.0%	365	13.5	67	43.2%	67	100.0%	155	100.0%
Litter - CCS	148	90	90	100.0%	38	8.7	58	39.2%	58	100.0%	148	100.0%
Animal - Loose - CCS	123	3	3	100.0%	40	11.9	120	97.6%	120	100.0%	123	100.0%
Animal - Confined - CCS	86	0	0	N/A	3	0.5	86	100.0%	86	100.0%	86	100.0%
Bulky Trash Violations - CCS	81	5	5	100.0%	14	7.4	76	93.8%	68	89.5%	73	90.1%
Obstruction Alley/Sidewalk/Street - CCS	75	64	64	100.0%	60	12.8	11	14.7%	11	100.0%	75	100.0%
Animal - Sick/Injured - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
Recycling ROLL CART NEW - SAN	62	10	10	100.0%	10	2.3	52	83.9%	52	100.0%	62	100.0%
Junk Motor Vehicle - CCS	50	40	40	100.0%	126	9.1	10	20.0%	10	100.0%	50	100.0%
Garbage - Missed - SAN	48	5	5	100.0%	3	0.8	43	89.6%	43	100.0%	48	100.0%
Illegal Dumping - CCS	46	30	30	100.0%	38	7.0	16	34.8%	16	100.0%	46	100.0%
Complaint/Compliment - CTY	43	5	2	40.0%	10	2.2	38	88.4%	38	100.0%	40	93.0%
Illegal Garbage/Placement - CCS	43	39	39	100.0%	60	13.0	4	9.3%	4	100.0%	43	100.0%
Recycling - Roll Cart - SAN	38	0	0	N/A	10	3.3	38	100.0%	38	100.0%	38	100.0%
Tree down/low limbs - Emergency-ST5	36	0	0	N/A	5	0.1	36	100.0%	36	100.0%	36	100.0%
Open and Vacant Structure - CCS	35	9	9	100.0%	30	10.4	26	74.3%	26	100.0%	35	100.0%

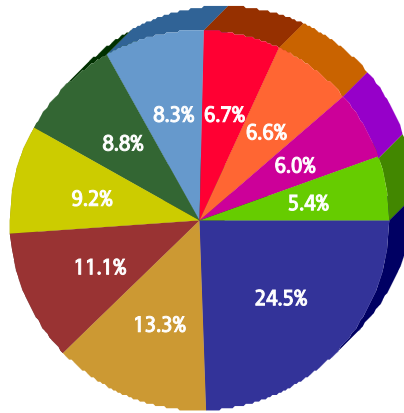


Council District 06

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	167
Litter - CCS	91
Dead Animal Pick Up - SAN	76
Animal - Loose - CCS	63
Garbage Roll Cart - SAN	60
Animal - Loose Aggressive - CCS	57
Animal - Sick/Injured - CCS	46
Signs - Public Right of Way - CCS	45
Animal - Confined - CCS	41
Smoke Detector Request - DFD	37



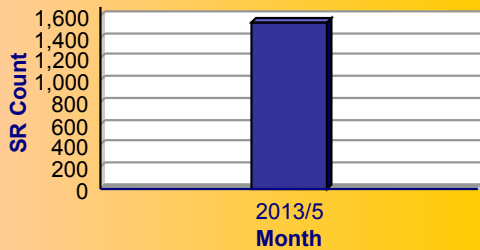
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Animal - Sick/Injured - CCS
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Smoke Detector Request - DFD

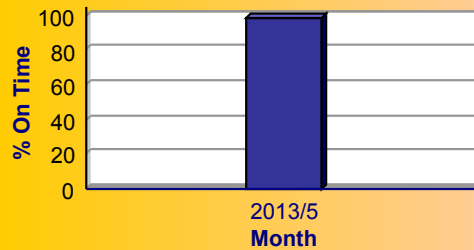
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,543	1,191	1,181	99.2%	352	342	97.2%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 06

May 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	167	87	87	100.0%	38	8.6	80	47.9%	80	100.0%	167	100.0%
Litter - CCS	91	36	36	100.0%	38	7.7	55	60.4%	55	100.0%	91	100.0%
Dead Animal Pick Up - SAN	76	0	0	N/A	1	0.4	76	100.0%	75	98.7%	75	98.7%
Animal - Loose - CCS	63	1	1	100.0%	40	11.5	62	98.4%	62	100.0%	63	100.0%
Garbage Roll Cart - SAN	60	18	17	94.4%	10	3.0	42	70.0%	42	100.0%	59	98.3%
Animal - Loose Aggressive - CCS	57	1	0	0.0%	3	0.4	56	98.2%	54	96.4%	54	94.7%
Animal - Sick/Injured - CCS	46	0	0	N/A	3	0.2	46	100.0%	46	100.0%	46	100.0%
Signs - Public Right of Way - CCS	45	1	1	100.0%	7	0.6	44	97.8%	44	100.0%	45	100.0%
Animal - Confined - CCS	41	0	0	N/A	3	0.3	41	100.0%	41	100.0%	41	100.0%
Smoke Detector Request - DFD	37	15	15	100.0%	30	1.7	22	59.5%	22	100.0%	37	100.0%
Fire Inspection - DFD	35	21	21	100.0%	60	9.5	14	40.0%	14	100.0%	35	100.0%
Traffic Sign - Maintenance (Other) - STS	29	0	0	N/A	40	6.1	29	100.0%	29	100.0%	29	100.0%
Traffic Signal - Flashing - STS	25	0	0	N/A	4	1.2	25	100.0%	25	100.0%	25	100.0%
Recycling ROLL CART NEW - SAN	25	2	2	100.0%	10	1.8	23	92.0%	23	100.0%	25	100.0%
Parking - Unapproved Surface - CCS	24	3	3	100.0%	10	5.9	21	87.5%	20	95.2%	23	95.8%
Substandard Structure Apts - CCS	22	12	12	100.0%	365	4.9	10	45.5%	10	100.0%	22	100.0%
Illegal Dumping - CCS	21	3	3	100.0%	38	2.2	18	85.7%	18	100.0%	21	100.0%
Illegal Land Use (Residential/Business) - CCS	21	13	13	100.0%	60	7.0	8	38.1%	8	100.0%	21	100.0%
Pot hole - Hazardous-STS	21	0	0	N/A	1	0.4	21	100.0%	20	95.2%	20	95.2%
Animal - Cruelty - CCS	20	0	0	N/A	30	0.6	20	100.0%	20	100.0%	20	100.0%

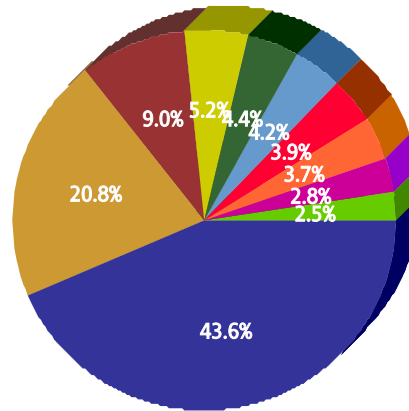


Council District 07

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,260
Litter - CCS	602
Smoke Detector Request - DFD	259
Dead Animal Pick Up - SAN	150
Garbage Roll Cart - SAN	128
Animal - Loose - CCS	121
Animal - Loose Aggressive - CCS	114
Substandard Structure - CCS	107
Obstruction Alley/Sidewalk/Street - CCS	80
Bulky Trash Violations - CCS	71



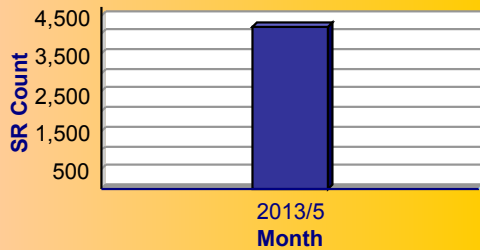
Service

- High Weeds - CCS
- Litter - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS

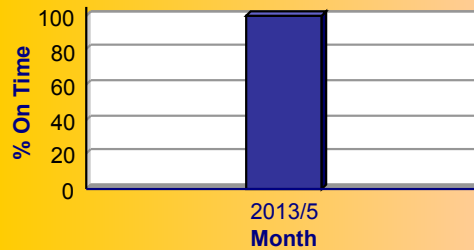
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,202	3,183	3,169	99.6%	1,019	1,002	98.3%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

May 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	1,260	387	387	100.0%	38	5.7	873	69.3%	873	100.0%	1,260	100.0%
Litter - CCS	602	167	167	100.0%	38	5.9	435	72.3%	435	100.0%	602	100.0%
Smoke Detector Request - DFD	259	17	17	100.0%	30	1.7	242	93.4%	242	100.0%	259	100.0%
Dead Animal Pick Up - SAN	150	0	0	N/A	1	0.3	150	100.0%	149	99.3%	149	99.3%
Garbage Roll Cart - SAN	128	20	19	95.0%	10	3.1	108	84.4%	108	100.0%	127	99.2%
Animal - Loose - CCS	121	2	2	100.0%	40	11.6	119	98.3%	119	100.0%	121	100.0%
Animal - Loose Aggressive - CCS	114	2	1	50.0%	3	0.4	112	98.2%	110	98.2%	111	97.4%
Substandard Structure - CCS	107	71	71	100.0%	365	10.5	36	33.6%	36	100.0%	107	100.0%
Obstruction Alley/Sidewalk/Street - CCS	80	58	58	100.0%	60	10.3	22	27.5%	22	100.0%	80	100.0%
Bulky Trash Violations - CCS	71	7	7	100.0%	14	4.3	64	90.1%	64	100.0%	71	100.0%
Animal - Confined - CCS	53	0	0	N/A	3	0.4	53	100.0%	53	100.0%	53	100.0%
Animal - Sick/Injured - CCS	50	0	0	N/A	3	0.2	50	100.0%	50	100.0%	50	100.0%
Garbage - Missed - SAN	47	1	0	0.0%	3	0.6	46	97.9%	46	100.0%	46	97.9%
Open and Vacant Structure - CCS	41	7	7	100.0%	30	5.9	34	82.9%	34	100.0%	41	100.0%
Traffic Signal - Flashing - STS	41	0	0	N/A	4	1.3	41	100.0%	41	100.0%	41	100.0%
Illegal Dumping - CCS	39	22	22	100.0%	38	4.8	17	43.6%	17	100.0%	39	100.0%
Recycling ROLL CART NEW - SAN	39	2	2	100.0%	10	2.4	37	94.9%	37	100.0%	39	100.0%
Brush/Bulk Items - Missed - SAN	37	4	4	100.0%	10	1.5	33	89.2%	33	100.0%	37	100.0%
Junk Motor Vehicle - CCS	37	27	27	100.0%	126	9.6	10	27.0%	10	100.0%	37	100.0%
Parking - Unapproved Surface - CCS	33	6	6	100.0%	10	2.6	27	81.8%	27	100.0%	33	100.0%
24 Hour Parking/Parking Violations - DPD	33	5	5	100.0%	10	4.2	28	84.8%	28	100.0%	33	100.0%

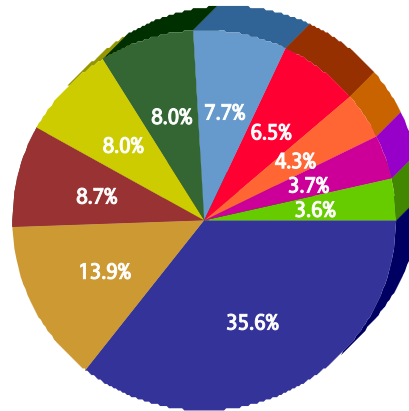


Council District 08

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	659
Litter - CCS	257
Garbage Roll Cart - SAN	161
Animal - Loose Aggressive - CCS	149
Dead Animal Pick Up - SAN	149
Animal - Loose - CCS	143
Animal - Confined - CCS	120
Obstruction Alley/Sidewalk/Street - CCS	79
Animal - Sick/Injured - CCS	68
Garbage - Missed - SAN	66

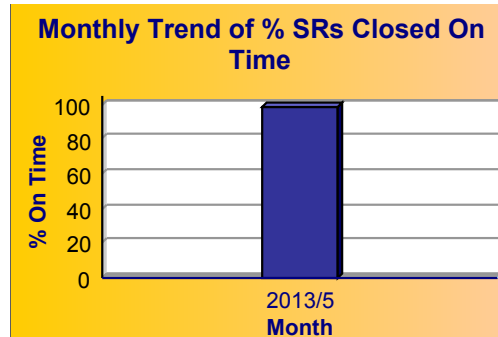
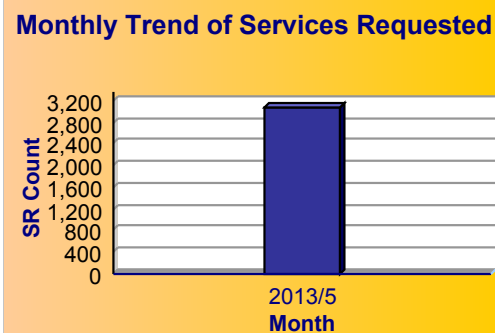


Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Sick/Injured - 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 %
3,063	2,067	2,034	98.4%	996	980	98.4%	98.4%





City of Dallas Service Level Performance Report by Council District

Council District 08

May 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	659	383	383	100.0%	38	9.6	276	41.9%	276	100.0%	659	100.0%
Litter - CCS	257	154	154	100.0%	38	6.8	103	40.1%	103	100.0%	257	100.0%
Garbage Roll Cart - SAN	161	28	28	100.0%	10	3.2	133	82.6%	133	100.0%	161	100.0%
Animal - Loose Aggressive - CCS	149	1	0	0.0%	3	0.5	148	99.3%	145	98.0%	145	97.3%
Dead Animal Pick Up - SAN	149	0	0	N/A	1	0.4	149	100.0%	148	99.3%	148	99.3%
Animal - Loose - CCS	143	1	1	100.0%	40	11.6	142	99.3%	142	100.0%	143	100.0%
Animal - Confined - CCS	120	0	0	N/A	3	0.6	120	100.0%	120	100.0%	120	100.0%
Obstruction Alley/Sidewalk/Street - CCS	79	63	63	100.0%	60	5.1	16	20.3%	16	100.0%	79	100.0%
Animal - Sick/Injured - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
Garbage - Missed - SAN	66	7	7	100.0%	3	1.5	59	89.4%	58	98.3%	65	98.5%
Recycling ROLL CART NEW - SAN	59	6	6	100.0%	10	2.6	53	89.8%	52	98.1%	58	98.3%
Substandard Structure - CCS	58	49	49	100.0%	365	10.2	9	15.5%	9	100.0%	58	100.0%
Illegal Dumping - CCS	53	35	35	100.0%	38	8.1	18	34.0%	18	100.0%	53	100.0%
Animal - Cruelty - CCS	46	0	0	N/A	30	1.2	46	100.0%	46	100.0%	46	100.0%
Mosquitoes - CCS	45	36	36	100.0%	45	5.7	9	20.0%	9	100.0%	45	100.0%
Bulky Trash Violations - CCS	44	7	6	85.7%	14	6.7	37	84.1%	34	91.9%	40	90.9%
Brush/Bulk Items - Missed - SAN	39	2	2	100.0%	10	2.4	37	94.9%	37	100.0%	39	100.0%
Recyclable Collection Missed (Residential) - SAN	34	3	3	100.0%	3	0.8	31	91.2%	30	96.8%	33	97.1%
Tree down/low limbs - Emergency-STS	34	0	0	N/A	5	0.3	34	100.0%	33	97.1%	33	97.1%
Open and Vacant Structure - CCS	31	14	13	92.9%	30	8.2	17	54.8%	17	100.0%	30	96.8%

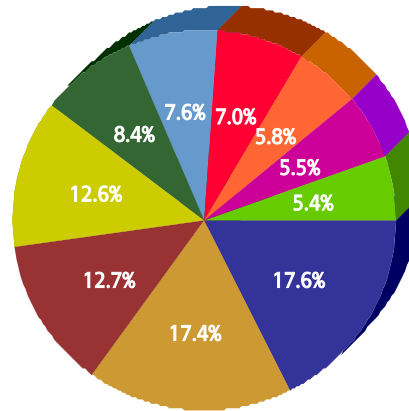


Council District 09

May 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	168
High Weeds - CCS	166
Obstruction Alley/Sidewalk/Street - CCS	121
Dead Animal Pick Up - SAN	120
Bulky Trash Violations - CCS	80
Recycling ROLL CART NEW - SAN	73
Animal - Confined - CCS	67
Garbage - Missed - SAN	55
Litter - CCS	53
Tree down/low limbs - Emergency-STS	52



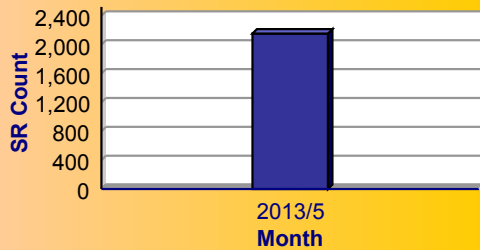
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Litter - CCS
- Tree down/low limbs - Emergency-STS

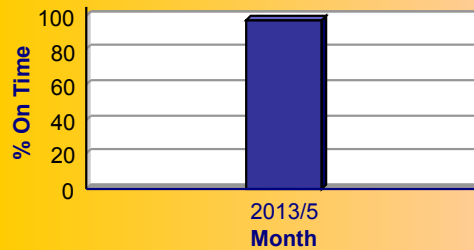
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,158	1,582	1,547	97.8%	576	553	96.0%	97.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




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

Council District 09

May 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	168	38	35	92.1%	10	3.1	130	77.4%	130	100.0%	165	98.2%
High Weeds - CCS	166	107	107	100.0%	38	11.2	59	35.5%	59	100.0%	166	100.0%
Obstruction Alley/Sidewalk/Street - CCS	121	87	87	100.0%	60	8.8	34	28.1%	34	100.0%	121	100.0%
Dead Animal Pick Up - SAN	120	1	0	0.0%	1	0.3	119	99.2%	118	99.2%	118	98.3%
Bulky Trash Violations - CCS	80	7	7	100.0%	14	4.7	73	91.2%	70	95.9%	77	96.2%
Recycling ROLL CART NEW - SAN	73	8	8	100.0%	10	2.3	65	89.0%	65	100.0%	73	100.0%
Animal - Confined - CCS	67	0	0	N/A	3	0.4	67	100.0%	67	100.0%	67	100.0%
Garbage - Missed - SAN	55	3	3	100.0%	3	1.2	52	94.5%	49	94.2%	52	94.5%
Litter - CCS	53	34	34	100.0%	38	9.3	19	35.8%	19	100.0%	53	100.0%
Tree down/low limbs - Emergency-STS	52	0	0	N/A	5	0.1	52	100.0%	52	100.0%	52	100.0%
Brush/Bulk Items - Missed - SAN	48	4	4	100.0%	10	1.8	44	91.7%	44	100.0%	48	100.0%
Animal - Loose - CCS	37	1	1	100.0%	40	15.0	36	97.3%	36	100.0%	37	100.0%
Water Conservation Violation - CCS	36	5	2	40.0%	7	5.1	31	86.1%	22	71.0%	24	66.7%
Substandard Structure - CCS	36	31	31	100.0%	365	8.2	5	13.9%	5	100.0%	36	100.0%
Animal - Sick/Injured - CCS	36	1	1	100.0%	3	0.1	35	97.2%	35	100.0%	36	100.0%
Recycling - Roll Cart - SAN	36	3	3	100.0%	10	3.2	33	91.7%	33	100.0%	36	100.0%
Cost Plus - SAN	35	0	0	N/A	10	3.7	35	100.0%	34	97.1%	34	97.1%
Animal - Loose Aggressive - CCS	34	0	0	N/A	3	0.3	34	100.0%	34	100.0%	34	100.0%
Street Repair - Routine-STS	32	22	22	100.0%	90	9.6	10	31.2%	10	100.0%	32	100.0%
24 Hour Parking/Parking Violations - DPD	28	4	4	100.0%	10	4.4	24	85.7%	24	100.0%	28	100.0%

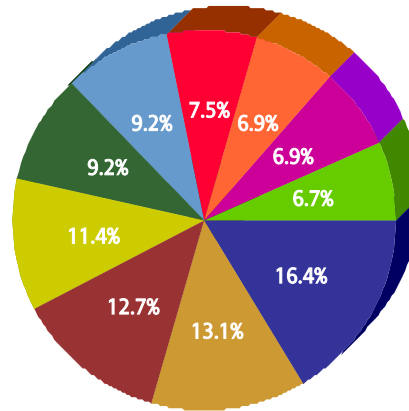


Council District 10

May 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	88
Animal - Confined - CCS	70
Dead Animal Pick Up - SAN	68
Garbage - Missed - SAN	61
Bulky Trash Violations - CCS	49
High Weeds - CCS	49
Substandard Structure Apts - CCS	40
Traffic Signal - Flashing - STS	37
Tree down/low limbs - Emergency-STS	37
Obstruction Alley/Sidewalk/Street - CCS	36



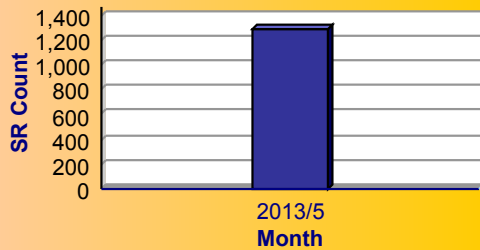
Service

- Garbage Roll Cart - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- High Weeds - CCS
- Substandard Structure Apts - CCS
- Traffic Signal - Flashing - STS
- Tree down/low limbs - Emergency-STS
- Obstruction Alley/Sidewalk/Street - CCS

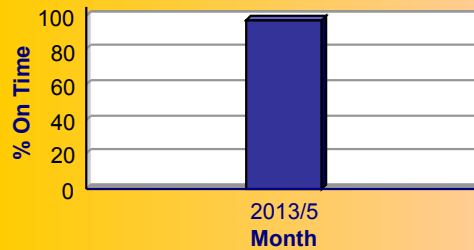
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,296	1,019	995	97.6%	277	270	97.5%	97.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 10

May 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	88	9	8	88.9%	10	3.2	79	89.8%	79	100.0%	87	98.9%
Animal - Confined - CCS	70	0	0	N/A	3	0.5	70	100.0%	70	100.0%	70	100.0%
Dead Animal Pick Up - SAN	68	0	0	N/A	1	0.3	68	100.0%	67	98.5%	67	98.5%
Garbage - Missed - SAN	61	1	1	100.0%	3	0.9	60	98.4%	60	100.0%	61	100.0%
Bulky Trash Violations - CCS	49	5	5	100.0%	14	6.0	44	89.8%	42	95.5%	47	95.9%
High Weeds - CCS	49	28	28	100.0%	38	8.8	21	42.9%	21	100.0%	49	100.0%
Substandard Structure Apts - CCS	40	28	28	100.0%	365	7.5	12	30.0%	12	100.0%	40	100.0%
Traffic Signal - Flashing - STS	37	0	0	N/A	4	1.6	37	100.0%	37	100.0%	37	100.0%
Tree down/low limbs - Emergency-STS	37	0	0	N/A	5	0.5	37	100.0%	36	97.3%	36	97.3%
Obstruction Alley/Sidewalk/Street - CCS	36	26	26	100.0%	60	11.6	10	27.8%	10	100.0%	36	100.0%
24 Hour Parking/Parking Violations - DPD	29	3	3	100.0%	10	4.5	26	89.7%	26	100.0%	29	100.0%
Recycling ROLL CART NEW - SAN	28	2	2	100.0%	10	2.7	26	92.9%	25	96.2%	27	96.4%
Mosquitoes - CCS	27	7	7	100.0%	45	4.9	20	74.1%	20	100.0%	27	100.0%
Brush/Bulk Items - Missed - SAN	25	7	7	100.0%	10	3.6	18	72.0%	17	94.4%	24	96.0%
Fire Inspection - DFD	25	15	15	100.0%	60	11.2	10	40.0%	10	100.0%	25	100.0%
Animal - Loose - CCS	24	0	0	N/A	40	11.5	24	100.0%	24	100.0%	24	100.0%
Signs - Other - CCS	23	2	2	100.0%	21	3.0	21	91.3%	20	95.2%	22	95.7%
Recycling - Roll Cart - SAN	23	1	1	100.0%	10	3.4	22	95.7%	22	100.0%	23	100.0%
Animal - Sick/Injured - CCS	21	0	0	N/A	3	0.2	21	100.0%	21	100.0%	21	100.0%
Complaint/Compliment - CTY	19	3	3	100.0%	10	2.6	16	84.2%	16	100.0%	19	100.0%

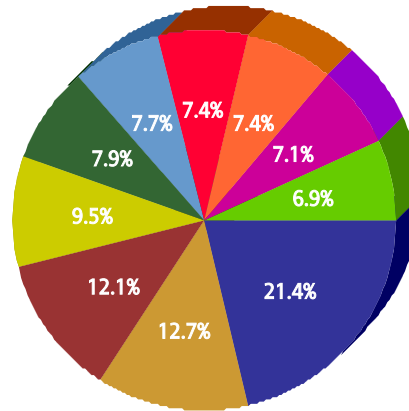


Council District 11

May 2013

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	81
Garbage Roll Cart - SAN	48
Obstruction Alley/Sidewalk/Street - CCS	46
Recycling ROLL CART NEW - SAN	36
Garbage - Missed - SAN	30
Fire Inspection - DFD	29
Animal - Confined - CCS	28
Substandard Structure Apts - CCS	28
Mosquitoes - CCS	27
High Weeds - CCS	26



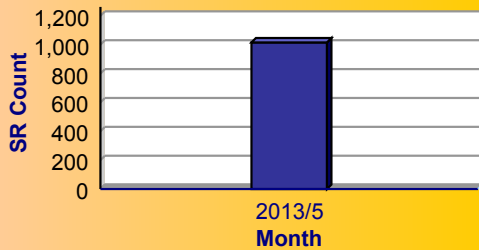
Service

- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Substandard Structure Apts - CCS
- Mosquitoes - CCS
- High Weeds - CCS

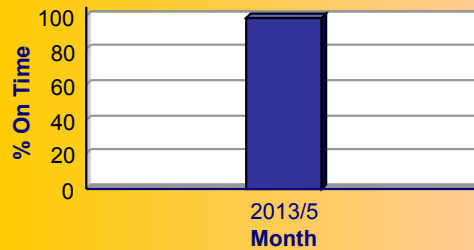
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,006	805	796	98.9%	201	195	97.0%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

May 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	81	0	0	N/A	1	0.2	81	100.0%	81	100.0%	81	100.0%
Garbage Roll Cart - SAN	48	5	5	100.0%	10	3.0	43	89.6%	43	100.0%	48	100.0%
Obstruction Alley/Sidewalk/Street - CCS	46	27	27	100.0%	60	13.1	19	41.3%	19	100.0%	46	100.0%
Recycling ROLL CART NEW - SAN	36	3	3	100.0%	10	2.3	33	91.7%	33	100.0%	36	100.0%
Garbage - Missed - SAN	30	0	0	N/A	3	0.7	30	100.0%	30	100.0%	30	100.0%
Fire Inspection - DFD	29	18	18	100.0%	60	3.7	11	37.9%	11	100.0%	29	100.0%
Animal - Confined - CCS	28	0	0	N/A	3	0.4	28	100.0%	28	100.0%	28	100.0%
Substandard Structure Apts - CCS	28	16	16	100.0%	365	4.8	12	42.9%	12	100.0%	28	100.0%
Mosquitoes - CCS	27	2	2	100.0%	45	5.9	25	92.6%	25	100.0%	27	100.0%
High Weeds - CCS	26	17	17	100.0%	38	6.0	9	34.6%	9	100.0%	26	100.0%
Traffic Signal - Timing - STS	22	1	1	100.0%	4	1.1	21	95.5%	21	100.0%	22	100.0%
Street Repair - Routine-STS	21	4	4	100.0%	90	5.7	17	81.0%	17	100.0%	21	100.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	0.7	19	100.0%	19	100.0%	19	100.0%
Tree down/low limbs - Emergency-STS	17	0	0	N/A	5	0.1	17	100.0%	17	100.0%	17	100.0%
Animal - Loose Aggressive - CCS	16	0	0	N/A	3	0.2	16	100.0%	16	100.0%	16	100.0%
24 Hour Parking/Parking Violations - DPD	16	4	3	75.0%	10	7.1	12	75.0%	11	91.7%	14	87.5%
A/C Inoperable Apts - CCS	15	2	2	100.0%	7	3.0	13	86.7%	12	92.3%	14	93.3%
Complaint/Compliment - CTY	15	2	1	50.0%	10	2.8	13	86.7%	13	100.0%	14	93.3%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	15	1	1	100.0%	10	2.2	14	93.3%	14	100.0%	15	100.0%
Recyclable Collection Missed (Residential) - SAN	15	0	0	N/A	3	0.5	15	100.0%	15	100.0%	15	100.0%
Pot hole Repair Routine - STS	15	1	1	100.0%	7	0.7	14	93.3%	14	100.0%	15	100.0%

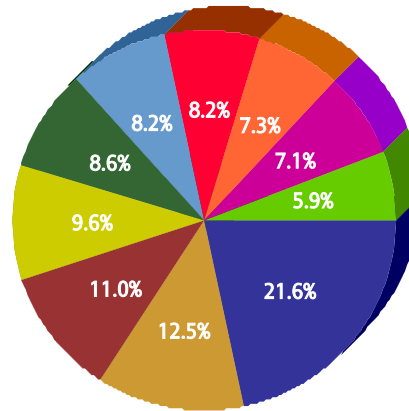


Council District 12

May 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	110
High Weeds - CCS	64
Brush/Bulk Items - Missed - SAN	56
Dead Animal Pick Up - SAN	49
Garbage - Missed - SAN	44
Bulky Trash Violations - CCS	42
Recycling ROLL CART NEW - SAN	42
Mosquitoes - CCS	37
Animal - Confined - CCS	36
Obstruction Alley/Sidewalk/Street - CCS	30



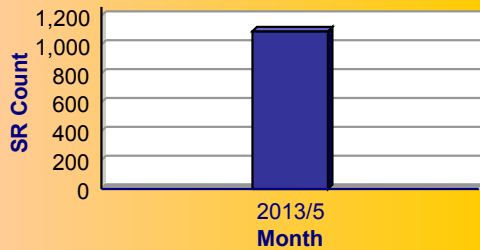
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Brush/Bulk Items - Missed - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Mosquitoes - CCS
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS

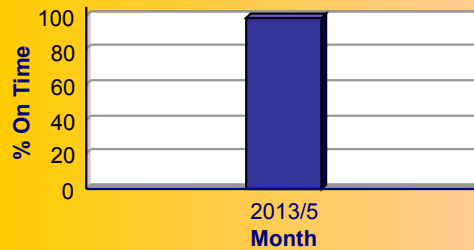
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,086	863	848	98.3%	223	218	97.8%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 12

May 2013

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	110	20	19	95.0%	10	3.5	90	81.8%	90	100.0%	109	99.1%
High Weeds - CCS	64	33	33	100.0%	38	13.0	31	48.4%	31	100.0%	64	100.0%
Brush/Bulk Items - Missed - SAN	56	1	1	100.0%	10	2.1	55	98.2%	55	100.0%	56	100.0%
Dead Animal Pick Up - SAN	49	0	0	N/A	1	0.3	49	100.0%	49	100.0%	49	100.0%
Garbage - Missed - SAN	44	3	2	66.7%	3	0.9	41	93.2%	39	95.1%	41	93.2%
Bulky Trash Violations - CCS	42	2	2	100.0%	14	5.1	40	95.2%	40	100.0%	42	100.0%
Recycling ROLL CART NEW - SAN	42	0	0	N/A	10	2.2	42	100.0%	42	100.0%	42	100.0%
Mosquitoes - CCS	37	9	9	100.0%	45	5.2	28	75.7%	28	100.0%	37	100.0%
Animal - Confined - CCS	36	0	0	N/A	3	0.5	36	100.0%	36	100.0%	36	100.0%
Obstruction Alley/Sidewalk/Street - CCS	30	17	17	100.0%	60	17.7	13	43.3%	13	100.0%	30	100.0%
Recycling - Roll Cart - SAN	26	1	1	100.0%	10	3.9	25	96.2%	25	100.0%	26	100.0%
Litter - CCS	24	12	12	100.0%	38	12.8	12	50.0%	12	100.0%	24	100.0%
Street Repair - Routine-STS	22	6	6	100.0%	90	6.8	16	72.7%	16	100.0%	22	100.0%
Fire Inspection - DFD	20	17	17	100.0%	60	6.0	3	15.0%	3	100.0%	20	100.0%
Animal - Sick/Injured - CCS	19	0	0	N/A	3	0.1	19	100.0%	19	100.0%	19	100.0%
Traffic Signal - Flashing - STS	18	0	0	N/A	4	1.0	18	100.0%	18	100.0%	18	100.0%
Substandard Structure - CCS	17	16	16	100.0%	365	6.0	1	5.9%	1	100.0%	17	100.0%
Sidewalk Repair - Hazardous-STS	14	0	0	N/A	1	0.6	14	100.0%	11	78.6%	11	78.6%
Water Conservation Violation - CCS	13	0	0	N/A	7	5.8	13	100.0%	9	69.2%	9	69.2%
Animal - Loose - CCS	13	0	0	N/A	40	17.8	13	100.0%	13	100.0%	13	100.0%
Animal - Loose Aggressive - CCS	13	0	0	N/A	3	0.6	13	100.0%	13	100.0%	13	100.0%
Alley Repair - Routine-STS	13	9	9	100.0%	90	2.8	4	30.8%	4	100.0%	13	100.0%

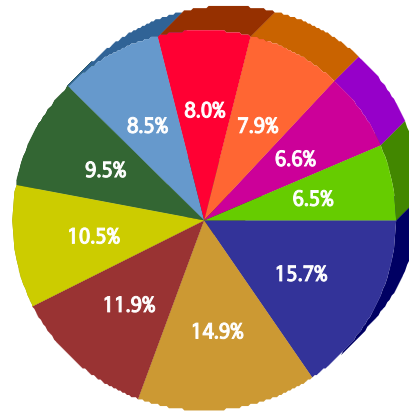


Council District 13

May 2013

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	109
Garbage Roll Cart - SAN	104
High Weeds - CCS	83
Dead Animal Pick Up - SAN	73
Mosquitoes - CCS	66
Alley Repair - Routine-STS	59
Garbage - Missed - SAN	56
Bulky Trash Violations - CCS	55
Animal - Confined - CCS	46
Recycling ROLL CART NEW - SAN	45



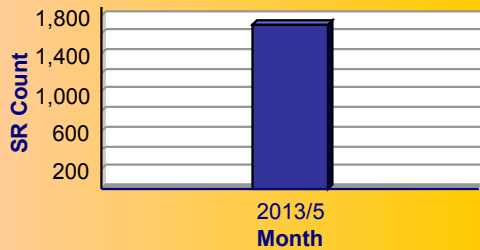
Service

- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Mosquitoes - CCS
- Alley Repair - Routine-STS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN

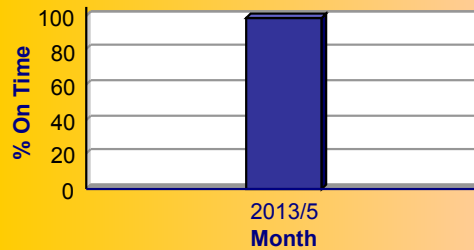
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,699	1,264	1,245	98.5%	435	423	97.2%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

May 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
Obstruction Alley/Sidewalk/Street - CCS	109	97	97	100.0%	60	13.7	12	11.0%	12	100.0%	109	100.0%
Garbage Roll Cart - SAN	104	19	19	100.0%	10	3.2	85	81.7%	85	100.0%	104	100.0%
High Weeds - CCS	83	55	55	100.0%	38	7.1	28	33.7%	28	100.0%	83	100.0%
Dead Animal Pick Up - SAN	73	0	0	N/A	1	0.2	73	100.0%	73	100.0%	73	100.0%
Mosquitoes - CCS	66	9	9	100.0%	45	5.2	57	86.4%	57	100.0%	66	100.0%
Alley Repair - Routine-STS	59	40	40	100.0%	90	6.7	19	32.2%	19	100.0%	59	100.0%
Garbage - Missed - SAN	56	2	2	100.0%	3	1.0	54	96.4%	54	100.0%	56	100.0%
Bulky Trash Violations - CCS	55	11	9	81.8%	14	6.0	44	80.0%	42	95.5%	51	92.7%
Animal - Confined - CCS	46	0	0	N/A	3	0.8	46	100.0%	45	97.8%	45	97.8%
Recycling ROLL CART NEW - SAN	45	2	2	100.0%	10	2.0	43	95.6%	43	100.0%	45	100.0%
Recyclable Collection Missed (Residential) - SAN	41	0	0	N/A	3	0.9	41	100.0%	41	100.0%	41	100.0%
Traffic Signal - Flashing - STS	40	0	0	N/A	4	1.3	40	100.0%	40	100.0%	40	100.0%
Complaint/Compliment - CTY	36	3	1	33.3%	10	2.0	33	91.7%	33	100.0%	34	94.4%
Tree down/low limbs - Emergency-STS	36	0	0	N/A	5	0.1	36	100.0%	36	100.0%	36	100.0%
Street Repair - Routine-STS	34	15	15	100.0%	90	7.1	19	55.9%	19	100.0%	34	100.0%
Sanitation Property Damage - SAN	31	4	4	100.0%	28	3.0	27	87.1%	27	100.0%	31	100.0%
Litter - CCS	29	16	16	100.0%	38	10.4	13	44.8%	13	100.0%	29	100.0%
Brush/Bulk Items - Missed - SAN	28	3	3	100.0%	10	1.7	25	89.3%	25	100.0%	28	100.0%
Substandard Structure Apts - CCS	26	17	17	100.0%	365	2.6	9	34.6%	9	100.0%	26	100.0%
Substandard Structure - CCS	22	18	18	100.0%	365	10.5	4	18.2%	4	100.0%	22	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	22	1	1	100.0%	10	2.4	21	95.5%	21	100.0%	22	100.0%

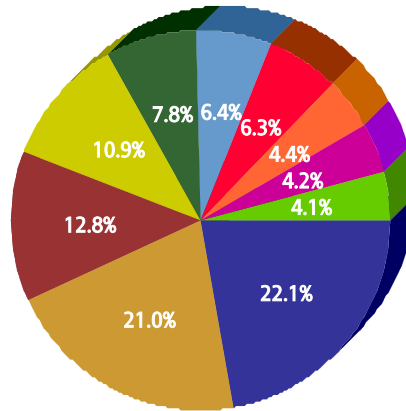


Council District 14

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	249
Obstruction Alley/Sidewalk/Street - CCS	237
Litter - CCS	144
Garbage Roll Cart - SAN	123
Traffic Signal - Flashing - STS	88
Dead Animal Pick Up - SAN	72
Tree down/low limbs - Emergency-STS	71
Garbage - Missed - SAN	50
Recycling ROLL CART NEW - SAN	47
24 Hour Parking/Parking Violations - DPD	46



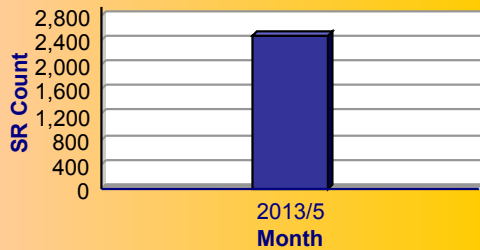
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Dead Animal Pick Up - SAN
- Tree down/low limbs - Emergency-STS
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- 24 Hour Parking/Parking Violations - DPD

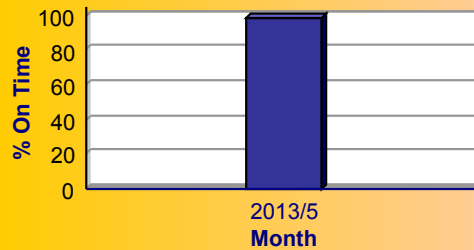
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,480	1,755	1,733	98.7%	725	709	97.8%	98.5%

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

May 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	249	140	140	100.0%	38	12.6	109	43.8%	109	100.0%	249	100.0%
Obstruction Alley/Sidewalk/Street - CCS	237	161	161	100.0%	60	12.2	76	32.1%	76	100.0%	237	100.0%
Litter - CCS	144	77	77	100.0%	38	15.6	67	46.5%	67	100.0%	144	100.0%
Garbage Roll Cart - SAN	123	20	19	95.0%	10	3.3	103	83.7%	103	100.0%	122	99.2%
Traffic Signal - Flashing - STS	88	0	0	N/A	4	1.2	88	100.0%	88	100.0%	88	100.0%
Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.2	72	100.0%	72	100.0%	72	100.0%
Tree down/low limbs - Emergency-STS	71	1	0	0.0%	5	0.1	70	98.6%	70	100.0%	70	98.6%
Garbage - Missed - SAN	50	1	1	100.0%	3	0.8	49	98.0%	49	100.0%	50	100.0%
Recycling ROLL CART NEW - SAN	47	4	4	100.0%	10	2.6	43	91.5%	42	97.7%	46	97.9%
24 Hour Parking/Parking Violations - DPD	46	7	6	85.7%	10	5.1	39	84.8%	37	94.9%	43	93.5%
Street Repair - Routine-STS	43	32	32	100.0%	90	4.9	11	25.6%	11	100.0%	43	100.0%
Mosquitoes - CCS	40	5	5	100.0%	45	2.8	35	87.5%	35	100.0%	40	100.0%
Pot hole - Hazardous-STS	40	0	0	N/A	1	0.5	40	100.0%	38	95.0%	38	95.0%
Brush/Bulk Items - Missed - SAN	39	1	1	100.0%	10	2.4	38	97.4%	37	97.4%	38	97.4%
Fire Inspection - DFD	37	23	23	100.0%	60	11.6	14	37.8%	14	100.0%	37	100.0%
Animal - Confined - CCS	34	0	0	N/A	3	0.4	34	100.0%	34	100.0%	34	100.0%
Recycling - Roll Cart - SAN	33	3	3	100.0%	10	3.8	30	90.9%	30	100.0%	33	100.0%
Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.9	32	100.0%	31	96.9%	31	96.9%
Complaint/Compliment - CTY	30	7	2	28.6%	10	2.9	23	76.7%	22	95.7%	24	80.0%
Bulky Trash Violations - CCS	28	5	5	100.0%	14	5.8	23	82.1%	23	100.0%	28	100.0%
Traffic Signal - Timing - STS	28	3	3	100.0%	4	1.5	25	89.3%	25	100.0%	28	100.0%

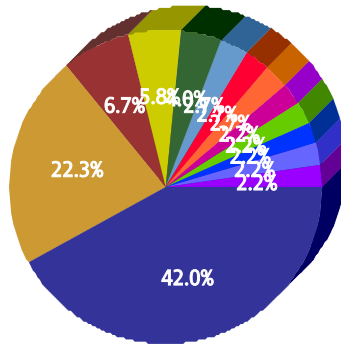


Council District Unknown

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	94
Litter - CCS	50
Bulky Trash Violations - CCS	15
Obstruction Alley/Sidewalk/Street - CCS	13
Signs - Public Right of Way - CCS	9
Animal - Loose - CCS	6
Brush/Bulk Items - Missed - SAN	6
Pot hole Repair Routine - STS	6
24 Hour Parking/Parking Violations - DPD	5
Dead Animal Pick Up - SAN	5
Fire Inspection - DFD	5
Street Spillage/Debris in Right of Way-Hazardous-STs	5
Substandard Structure - CCS	5



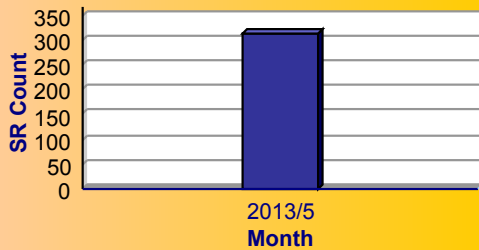
Service

- High Weeds - CCS
- Litter - CCS
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Brush/Bulk Items - Missed - SAN
- Pot hole Repair Routine - STS
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Substandard Structure - CCS

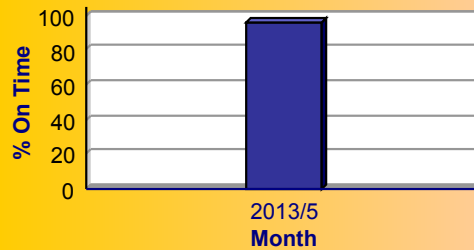
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
313	201	195	97.0%	112	104	92.9%	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 Unknown

May 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	94	45	45	100.0%	38	9.8	49	52.1%	49	100.0%	94	100.0%
Litter - CCS	50	10	10	100.0%	38	9.4	40	80.0%	40	100.0%	50	100.0%
Bulky Trash Violations - CCS	15	2	1	50.0%	14	1.4	13	86.7%	12	92.3%	13	86.7%
Obstruction Alley/Sidewalk/Street - CCS	13	9	9	100.0%	60	3.8	4	30.8%	4	100.0%	13	100.0%
Signs - Public Right of Way - CCS	9	3	0	0.0%	7	0.2	6	66.7%	6	100.0%	6	66.7%
Brush/Bulk Items - Missed - SAN	6	1	1	100.0%	10	6.2	5	83.3%	3	60.0%	4	66.7%
Animal - Loose - CCS	6	0	0	N/A	40	14.7	6	100.0%	6	100.0%	6	100.0%
Pot hole Repair Routine - STS	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
Substandard Structure - CCS	5	5	5	100.0%	365		0	0.0%	0	N/A	5	100.0%
Dead Animal Pick Up - SAN	5	0	0	N/A	1	0.4	5	100.0%	5	100.0%	5	100.0%
Fire Inspection - DFD	5	3	3	100.0%	60	16.5	2	40.0%	2	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	9.8	5	100.0%	3	60.0%	3	60.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	5	0	0	N/A	1	0.2	5	100.0%	5	100.0%	5	100.0%
Complaint/Compliment - CTY	4	1	1	100.0%	10	1.3	3	75.0%	3	100.0%	4	100.0%
Garbage Roll Cart - SAN	4	1	1	100.0%	10	5.0	3	75.0%	3	100.0%	4	100.0%
Street Repair - Routine-STs	4	3	3	100.0%	90	3.0	1	25.0%	1	100.0%	4	100.0%
Miscellaneous Service Request - SCS	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
Chronic Traffic Violations - DPD	3	1	1	100.0%	14	12.5	2	66.7%	2	100.0%	3	100.0%
Restaurant/Food Complaint - CCS	3	1	1	100.0%	45	5.5	2	66.7%	2	100.0%	3	100.0%
Recycling ROLL CART NEW - SAN	3	0	0	N/A	10	1.7	3	100.0%	3	100.0%	3	100.0%