



FY 2012 - 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

November 2012

TABLE OF CONTENTS

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

31 Service Level Performance Report for Council District 13

33 Service Level Performance Report for Council District 14

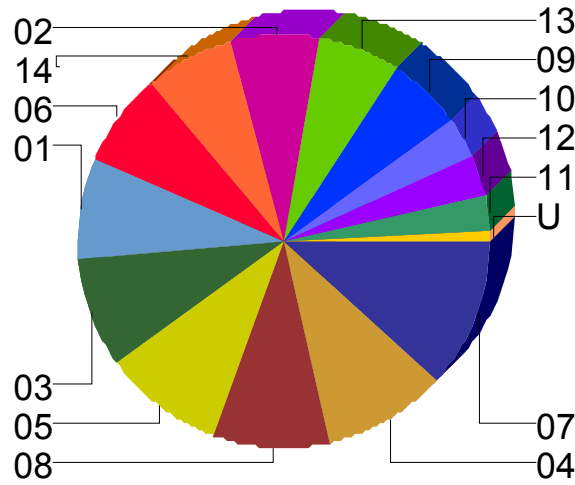
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For November 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,909	7.9%	98.8%
02	1,649	6.8%	98.0%
03	2,082	8.6%	99.1%
04	2,353	9.7%	97.8%
05	2,241	9.3%	97.8%
06	1,773	7.3%	98.9%
07	2,797	11.6%	98.7%
08	2,251	9.3%	97.4%
09	1,421	5.9%	98.2%
10	829	3.4%	98.9%
11	674	2.8%	98.4%
12	724	3.0%	98.8%
13	1,557	6.4%	97.6%
14	1,710	7.1%	98.1%
U	180	0.7%	96.7%
Totals	24,150	100.0%	98.3%

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

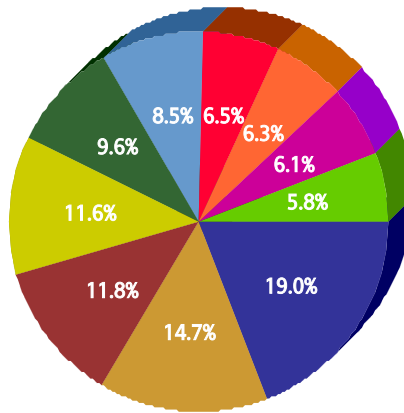


Citywide

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,104
Litter - CCS	1,625
Dead Animal Pick Up - SAN	1,309
Garbage Roll Cart - SAN	1,279
Animal - Loose - CCS	1,057
Signs - Public Right of Way - CCS	944
Animal - Loose Aggressive - CCS	721
Bulky Trash Violations - CCS	694
Animal - Confined - CCS	674
Recycling ROLL CART NEW - SAN	642



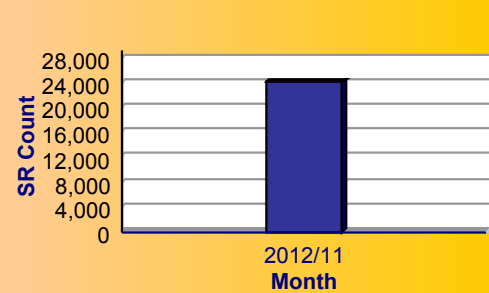
Service

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

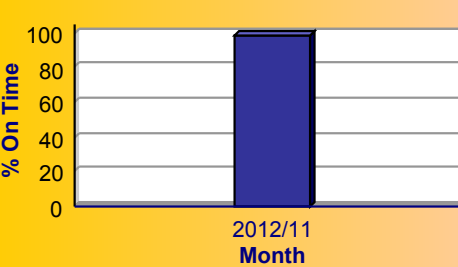
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,150	19,023	18,741	98.5%	5,127	4,989	97.3%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

November 2012

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	2,104	692	692	100.0%	38	8.5	1,412	67.1%	1,412	100.0%	2,104	100.0%
Litter - CCS	1,625	693	693	100.0%	38	8.7	932	57.4%	932	100.0%	1,625	100.0%
Dead Animal Pick Up - SAN	1,309	0	0	N/A	1	0.3	1,309	100.0%	1,306	99.8%	1,306	99.8%
Garbage Roll Cart - SAN	1,279	68	68	100.0%	10	2.4	1,211	94.7%	1,211	100.0%	1,279	100.0%
Animal - Loose - CCS	1,057	558	558	100.0%	40	6.6	499	47.2%	499	100.0%	1,057	100.0%
Signs - Public Right of Way - CCS	944	19	7	36.8%	7	0.7	925	98.0%	897	97.0%	904	95.8%
Animal - Loose Aggressive - CCS	721	1	0	0.0%	3	0.2	720	99.9%	717	99.6%	717	99.4%
Bulky Trash Violations - CCS	694	56	45	80.4%	14	4.9	638	91.9%	592	92.8%	637	91.8%
Animal - Confined - CCS	674	0	0	N/A	3	0.2	674	100.0%	673	99.9%	673	99.9%
Recycling ROLL CART NEW - SAN	642	34	34	100.0%	10	1.9	608	94.7%	608	100.0%	642	100.0%
Obstruction Alley/Sidewalk/Street - CCS	594	361	361	100.0%	60	13.3	233	39.2%	233	100.0%	594	100.0%
Garbage - Missed - SAN	510	7	0	0.0%	3	1.0	503	98.6%	491	97.6%	491	96.3%
Substandard Structure - CCS	484	282	282	100.0%	365	9.1	202	41.7%	202	100.0%	484	100.0%
Smoke Detector Request - DFD	483	31	31	100.0%	30	4.0	452	93.6%	452	100.0%	483	100.0%
Graffiti Private Property - Residential/Commercial	463	91	91	100.0%	90	1.9	372	80.3%	372	100.0%	463	100.0%
24 Hour Parking/Parking Violations - DPD	386	39	38	97.4%	10	4.8	347	89.9%	333	96.0%	371	96.1%
Fire Inspection - DFD	362	251	251	100.0%	60	9.5	111	30.7%	111	100.0%	362	100.0%
Illegal Dumping - CCS	353	70	70	100.0%	38	3.5	283	80.2%	283	100.0%	353	100.0%
Junk Motor Vehicle - CCS	328	231	231	100.0%	126	8.8	97	29.6%	97	100.0%	328	100.0%
Street Repair - Routine-STS	283	117	117	100.0%	90	5.4	166	58.7%	166	100.0%	283	100.0%

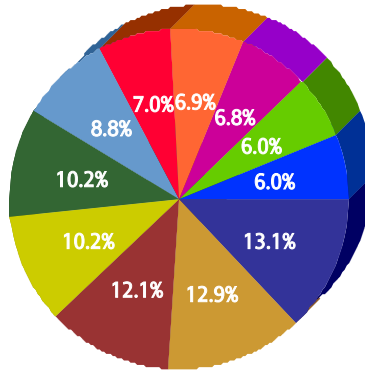


Council District 01

November 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	126
Garbage Roll Cart - SAN	124
Graffiti Private Property - Residential/Commercial	116
Dead Animal Pick Up - SAN	98
High Weeds - CCS	98
Animal - Loose - CCS	84
Illegal Dumping - CCS	67
Litter - CCS	66
Animal - Loose Aggressive - CCS	65
Signs - Other - CCS	58
Signs - Political - CCS	58



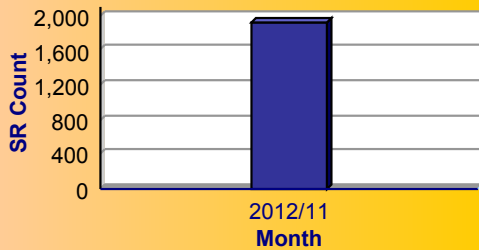
Service

- Signs - Public Right of Way - CCS
- Garbage Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Animal - Loose - CCS
- Illegal Dumping - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Signs - Other - CCS
- Signs - Political - CCS

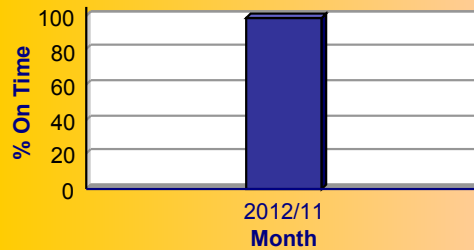
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,909	1,554	1,544	99.4%	355	342	96.3%	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 01

November 2012

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
Signs - Public Right of Way - CCS	126	0	0	N/A	7	0.6	126	100.0%	125	99.2%	125	99.2%
Garbage Roll Cart - SAN	124	6	6	100.0%	10	2.5	118	95.2%	118	100.0%	124	100.0%
Graffiti Private Property - Residential/Commercial	116	29	29	100.0%	90	1.6	87	75.0%	87	100.0%	116	100.0%
High Weeds - CCS	98	32	32	100.0%	38	5.7	66	67.3%	66	100.0%	98	100.0%
Dead Animal Pick Up - SAN	98	0	0	N/A	1	0.2	98	100.0%	98	100.0%	98	100.0%
Animal - Loose - CCS	84	32	32	100.0%	40	6.9	52	61.9%	52	100.0%	84	100.0%
Illegal Dumping - CCS	67	5	5	100.0%	38	1.0	62	92.5%	62	100.0%	67	100.0%
Litter - CCS	66	35	35	100.0%	38	13.2	31	47.0%	31	100.0%	66	100.0%
Animal - Loose Aggressive - CCS	65	0	0	N/A	3	0.3	65	100.0%	64	98.5%	64	98.5%
Signs - Political - CCS	58	0	0	N/A	14	0.0	58	100.0%	58	100.0%	58	100.0%
Signs - Other - CCS	58	3	3	100.0%	21	0.3	55	94.8%	55	100.0%	58	100.0%
Obstruction Alley/Sidewalk/Street - CCS	57	39	39	100.0%	60	12.3	18	31.6%	18	100.0%	57	100.0%
Bulky Trash Violations - CCS	53	2	1	50.0%	14	1.8	51	96.2%	51	100.0%	52	98.1%
Recycling ROLL CART NEW - SAN	50	4	4	100.0%	10	2.3	46	92.0%	46	100.0%	50	100.0%
Code General - CCS	44	3	3	100.0%	38	1.4	41	93.2%	41	100.0%	44	100.0%
Animal - Confined - CCS	43	0	0	N/A	3	0.2	43	100.0%	43	100.0%	43	100.0%
24 Hour Parking/Parking Violations - DPD	40	5	5	100.0%	10	4.6	35	87.5%	35	100.0%	40	100.0%
Substandard Structure - CCS	31	19	19	100.0%	365	9.1	12	38.7%	12	100.0%	31	100.0%
Illegal Outside Storage - CCS	27	17	17	100.0%	38	8.4	10	37.0%	10	100.0%	27	100.0%
Illegal Land Use (Residential/Business) - CCS	27	5	5	100.0%	60	5.5	22	81.5%	22	100.0%	27	100.0%
Garbage - Missed - SAN	27	0	0	N/A	3	0.8	27	100.0%	27	100.0%	27	100.0%

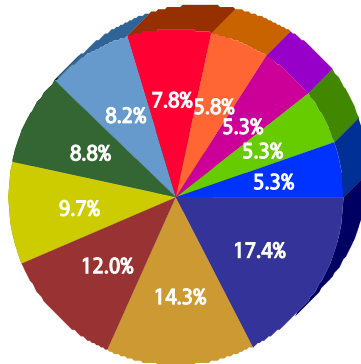


Council District 02

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	131
Litter - CCS	108
Graffiti Private Property - Residential/Commercial	90
Signs - Public Right of Way - CCS	73
Dead Animal Pick Up - SAN	66
Animal - Loose - CCS	62
Garbage Roll Cart - SAN	59
Animal - Loose Aggressive - CCS	44
Substandard Structure - CCS	40
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	40
Traffic Signal - Timing - STS	40



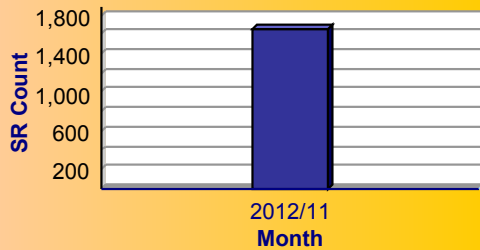
Service

- High Weeds - CCS
- Litter - CCS
- Graffiti Private Property - Residential/Commercial
- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS
- Traffic Signal - Timing - STS

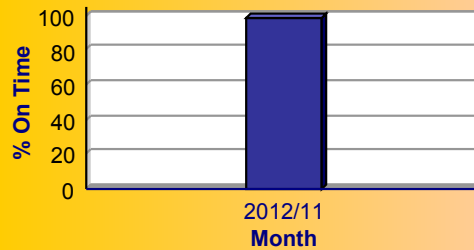
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,649	1,338	1,316	98.4%	311	300	96.5%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

November 2012

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	131	27	27	100.0%	38	11.2	104	79.4%	104	100.0%	131	100.0%
Litter - CCS	108	31	31	100.0%	38	11.2	77	71.3%	77	100.0%	108	100.0%
Graffiti Private Property - Residential/Commercial	90	28	28	100.0%	90	1.5	62	68.9%	62	100.0%	90	100.0%
Signs - Public Right of Way - CCS	73	1	1	100.0%	7	0.4	72	98.6%	71	98.6%	72	98.6%
Dead Animal Pick Up - SAN	66	0	0	N/A	1	0.2	66	100.0%	66	100.0%	66	100.0%
Animal - Loose - CCS	62	31	31	100.0%	40	5.5	31	50.0%	31	100.0%	62	100.0%
Garbage Roll Cart - SAN	59	3	3	100.0%	10	2.4	56	94.9%	56	100.0%	59	100.0%
Animal - Loose Aggressive - CCS	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
Substandard Structure - CCS	40	25	25	100.0%	365	3.5	15	37.5%	15	100.0%	40	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	40	4	4	100.0%	10	1.5	36	90.0%	36	100.0%	40	100.0%
Traffic Signal - Timing - STS	40	0	0	N/A	4	1.6	40	100.0%	36	90.0%	36	90.0%
Traffic Signal - Flashing - STS	37	0	0	N/A	4	1.3	37	100.0%	36	97.3%	36	97.3%
Animal - Confined - CCS	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
24 Hour Parking/Parking Violations - DPD	30	2	1	50.0%	10	4.5	28	93.3%	26	92.9%	27	90.0%
Signs - Other - CCS	27	5	4	80.0%	21	5.1	22	81.5%	21	95.5%	25	92.6%
Junk Motor Vehicle - CCS	26	20	20	100.0%	126	12.2	6	23.1%	6	100.0%	26	100.0%
Fire Inspection - DFD	26	21	21	100.0%	60	7.2	5	19.2%	5	100.0%	26	100.0%
Recycling ROLL CART NEW - SAN	25	2	2	100.0%	10	2.0	23	92.0%	23	100.0%	25	100.0%
Street Repair - Routine-STS	24	11	11	100.0%	90	5.2	13	54.2%	13	100.0%	24	100.0%
Garbage - Missed - SAN	23	2	0	0.0%	3	0.8	21	91.3%	21	100.0%	21	91.3%
Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%

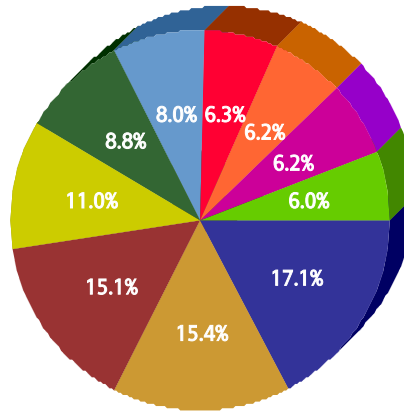


Council District 03

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	178
Litter - CCS	160
Dead Animal Pick Up - SAN	157
Garbage Roll Cart - SAN	114
Bulky Trash Violations - CCS	92
Animal - Loose - CCS	83
Recycling ROLL CART NEW - SAN	66
Animal - Confined - CCS	64
Signs - Public Right of Way - CCS	64
Animal - Loose Aggressive - CCS	62



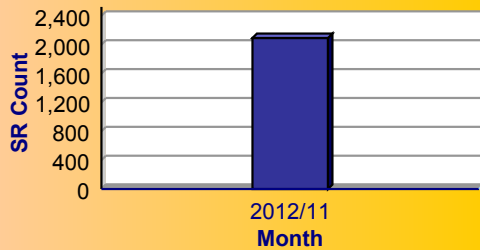
Service

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

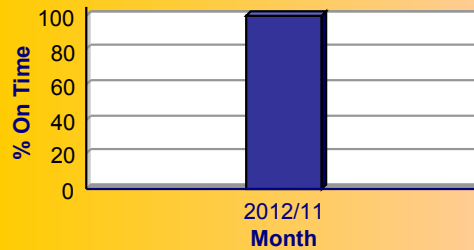
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,082	1,627	1,615	99.3%	455	449	98.7%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

November 2012

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	178	59	59	100.0%	38	7.1	119	66.9%	119	100.0%	178	100.0%
Litter - CCS	160	73	73	100.0%	38	9.6	87	54.4%	87	100.0%	160	100.0%
Dead Animal Pick Up - SAN	157	0	0	N/A	1	0.2	157	100.0%	157	100.0%	157	100.0%
Garbage Roll Cart - SAN	114	12	12	100.0%	10	2.6	102	89.5%	102	100.0%	114	100.0%
Bulky Trash Violations - CCS	92	6	3	50.0%	14	2.9	86	93.5%	84	97.7%	87	94.6%
Animal - Loose - CCS	83	42	42	100.0%	40	8.5	41	49.4%	41	100.0%	83	100.0%
Recycling ROLL CART NEW - SAN	66	4	4	100.0%	10	1.9	62	93.9%	62	100.0%	66	100.0%
Animal - Confined - CCS	64	0	0	N/A	3	0.4	64	100.0%	63	98.4%	63	98.4%
Signs - Public Right of Way - CCS	64	2	2	100.0%	7	0.0	62	96.9%	62	100.0%	64	100.0%
Animal - Loose Aggressive - CCS	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
Graffiti Private Property - Residential/Commercial	56	3	3	100.0%	90	0.9	53	94.6%	53	100.0%	56	100.0%
Obstruction Alley/Sidewalk/Street - CCS	54	38	38	100.0%	60	9.9	16	29.6%	16	100.0%	54	100.0%
Illegal Dumping - CCS	53	3	3	100.0%	38	0.8	50	94.3%	50	100.0%	53	100.0%
Illegal Land Use (Residential/Business) - CCS	45	20	20	100.0%	60	2.8	25	55.6%	25	100.0%	45	100.0%
Illegal Outside Storage - CCS	43	24	24	100.0%	38	8.6	19	44.2%	19	100.0%	43	100.0%
Substandard Structure - CCS	40	22	22	100.0%	365	4.4	18	45.0%	18	100.0%	40	100.0%
Fire Inspection - DFD	37	24	24	100.0%	60	10.8	13	35.1%	13	100.0%	37	100.0%
Signs - Other - CCS	33	1	1	100.0%	21	2.9	32	97.0%	32	100.0%	33	100.0%
Illegal Garbage/Placement - CCS	28	26	26	100.0%	60	22.0	2	7.1%	2	100.0%	28	100.0%
Parking - Unapproved Surface - CCS	27	1	1	100.0%	10	1.8	26	96.3%	25	96.2%	26	96.3%
Street Spillage/Debris in Right of Way-Hazardous-STS	27	0	0	N/A	1	0.0	27	100.0%	27	100.0%	27	100.0%
Street Repair - Routine-STS	27	11	11	100.0%	90	4.7	16	59.3%	16	100.0%	27	100.0%

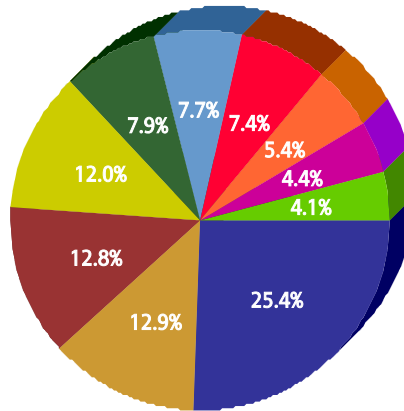


Council District 04

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	340
Dead Animal Pick Up - SAN	172
Litter - CCS	171
Animal - Loose - CCS	160
Animal - Loose Aggressive - CCS	106
Garbage Roll Cart - SAN	103
Bulky Trash Violations - CCS	99
Animal - Confined - CCS	72
Illegal Dumping - CCS	59
Recycling ROLL CART NEW - SAN	55



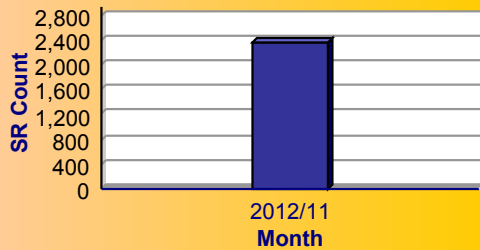
Service

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

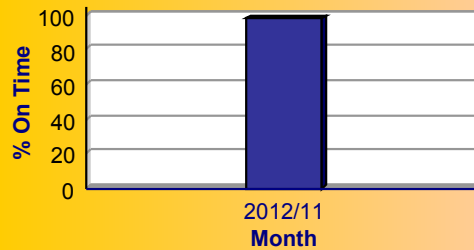
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,353	1,747	1,707	97.7%	606	594	98.0%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 04

November 2012

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	340	135	135	100.0%	38	7.4	205	60.3%	205	100.0%	340	100.0%
Dead Animal Pick Up - SAN	172	0	0	N/A	1	0.3	172	100.0%	172	100.0%	172	100.0%
Litter - CCS	171	92	92	100.0%	38	7.2	79	46.2%	79	100.0%	171	100.0%
Animal - Loose - CCS	160	83	83	100.0%	40	6.7	77	48.1%	77	100.0%	160	100.0%
Animal - Loose Aggressive - CCS	106	0	0	N/A	3	0.2	106	100.0%	106	100.0%	106	100.0%
Garbage Roll Cart - SAN	103	5	5	100.0%	10	2.2	98	95.1%	98	100.0%	103	100.0%
Bulky Trash Violations - CCS	99	10	10	100.0%	14	8.8	89	89.9%	69	77.5%	79	79.8%
Animal - Confined - CCS	72	0	0	N/A	3	0.2	72	100.0%	72	100.0%	72	100.0%
Illegal Dumping - CCS	59	23	23	100.0%	38	8.1	36	61.0%	36	100.0%	59	100.0%
Recycling ROLL CART NEW - SAN	55	4	4	100.0%	10	2.0	51	92.7%	51	100.0%	55	100.0%
Substandard Structure - CCS	48	23	23	100.0%	365	9.2	25	52.1%	25	100.0%	48	100.0%
Junk Motor Vehicle - CCS	46	35	35	100.0%	126	2.5	11	23.9%	11	100.0%	46	100.0%
Parking - Unapproved Surface - CCS	45	6	6	100.0%	10	2.1	39	86.7%	38	97.4%	44	97.8%
24 Hour Parking/Parking Violations - DPD	43	2	2	100.0%	10	4.9	41	95.3%	40	97.6%	42	97.7%
Garbage - Missed - SAN	42	0	0	N/A	3	0.7	42	100.0%	42	100.0%	42	100.0%
Obstruction Alley/Sidewalk/Street - CCS	39	26	26	100.0%	60	11.3	13	33.3%	13	100.0%	39	100.0%
Open and Vacant Structure - CCS	37	11	11	100.0%	30	7.0	26	70.3%	26	100.0%	37	100.0%
Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.4	32	100.0%	30	93.8%	30	93.8%
Illegal Outside Storage - CCS	31	23	23	100.0%	38	16.2	8	25.8%	8	100.0%	31	100.0%
No Building Permit - CCS	28	7	7	100.0%	60	8.9	21	75.0%	21	100.0%	28	100.0%
Animal - Cruelty - CCS	28	1	1	100.0%	30	0.2	27	96.4%	27	100.0%	28	100.0%

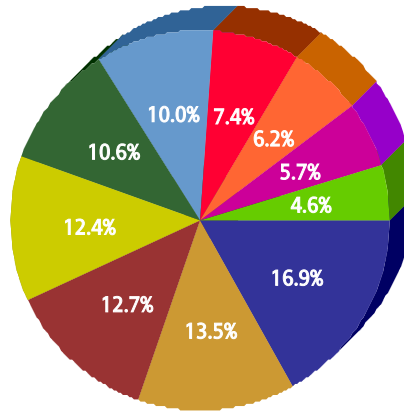


Council District 05

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	205
Litter - CCS	164
Dead Animal Pick Up - SAN	154
Animal - Loose - CCS	151
Garbage Roll Cart - SAN	129
Animal - Loose Aggressive - CCS	122
Substandard Structure - CCS	90
Recycling ROLL CART NEW - SAN	75
Animal - Confined - CCS	69
Garbage - Missed - SAN	56



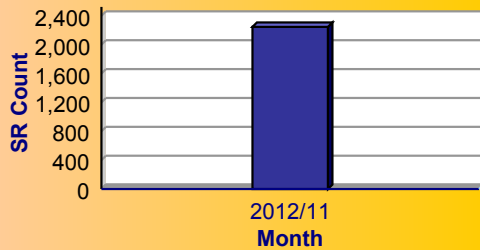
Service

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

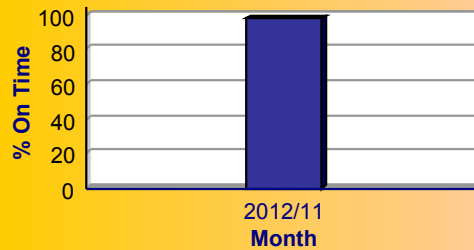
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,241	1,678	1,641	97.8%	563	550	97.7%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 05

November 2012

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	205	75	75	100.0%	38	11.8	130	63.4%	130	100.0%	205	100.0%
Litter - CCS	164	86	86	100.0%	38	13.9	78	47.6%	78	100.0%	164	100.0%
Dead Animal Pick Up - SAN	154	0	0	N/A	1	0.3	154	100.0%	154	100.0%	154	100.0%
Animal - Loose - CCS	151	79	79	100.0%	40	5.3	72	47.7%	72	100.0%	151	100.0%
Garbage Roll Cart - SAN	129	7	7	100.0%	10	2.4	122	94.6%	122	100.0%	129	100.0%
Animal - Loose Aggressive - CCS	122	0	0	N/A	3	0.2	122	100.0%	121	99.2%	121	99.2%
Substandard Structure - CCS	90	37	37	100.0%	365	12.3	53	58.9%	53	100.0%	90	100.0%
Recycling ROLL CART NEW - SAN	75	1	1	100.0%	10	2.0	74	98.7%	74	100.0%	75	100.0%
Animal - Confined - CCS	69	0	0	N/A	3	0.3	69	100.0%	69	100.0%	69	100.0%
Garbage - Missed - SAN	56	0	0	N/A	3	1.2	56	100.0%	54	96.4%	54	96.4%
Junk Motor Vehicle - CCS	54	45	45	100.0%	126	10.2	9	16.7%	9	100.0%	54	100.0%
Bulky Trash Violations - CCS	51	7	6	85.7%	14	7.8	44	86.3%	36	81.8%	42	82.4%
Parking - Unapproved Surface - CCS	46	1	1	100.0%	10	4.8	45	97.8%	35	77.8%	36	78.3%
Illegal Outside Storage - CCS	36	25	25	100.0%	38	15.9	11	30.6%	11	100.0%	36	100.0%
Obstruction Alley/Sidewalk/Street - CCS	36	20	20	100.0%	60	15.9	16	44.4%	16	100.0%	36	100.0%
24 Hour Parking/Parking Violations - DPD	34	3	3	100.0%	10	4.4	31	91.2%	30	96.8%	33	97.1%
Animal - Sick/Injured - CCS	33	0	0	N/A	3	0.0	33	100.0%	33	100.0%	33	100.0%
Fire Inspection - DFD	32	16	16	100.0%	60	10.4	16	50.0%	16	100.0%	32	100.0%
Illegal Dumping - CCS	31	10	10	100.0%	38	5.2	21	67.7%	21	100.0%	31	100.0%
Brush/Bulk Items - Missed - SAN	25	2	2	100.0%	10	1.6	23	92.0%	23	100.0%	25	100.0%

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

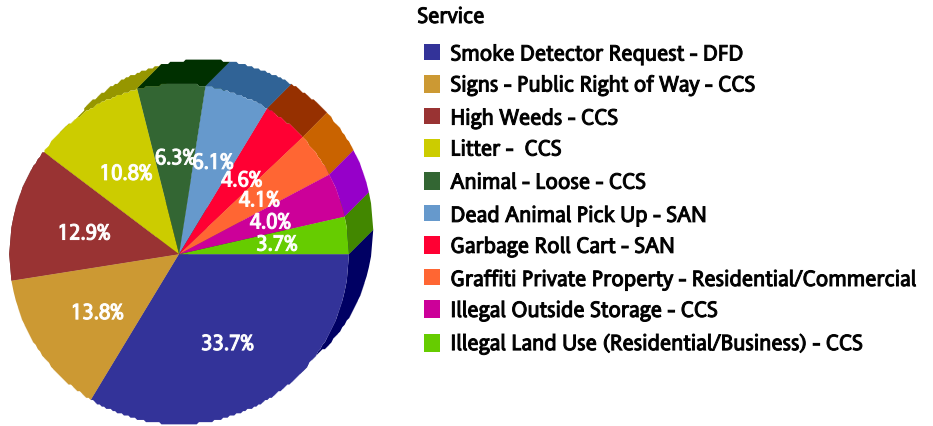


Council District 06

November 2012

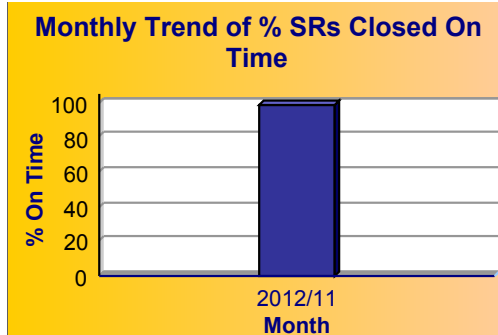
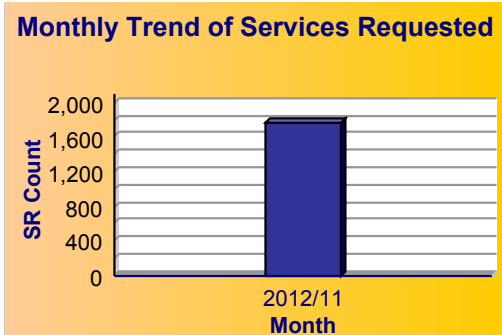
Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	345
Signs - Public Right of Way - CCS	141
High Weeds - CCS	132
Litter - CCS	111
Animal - Loose - CCS	65
Dead Animal Pick Up - SAN	62
Garbage Roll Cart - SAN	47
Graffiti Private Property - Residential/Commercial	42
Illegal Outside Storage - CCS	41
Illegal Land Use (Residential/Business) - CCS	38



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 %
1,773	1,442	1,427	99.0%	331	326	98.5%	98.9%





City of Dallas Service Level Performance Report by Council District

Council District 06

November 2012

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Smoke Detector Request - DFD	345	3	3	100.0%	30	2.8	342	99.1%	342	100.0%	345	100.0%
Signs - Public Right of Way - CCS	141	0	0	N/A	7	0.2	141	100.0%	139	98.6%	139	98.6%
High Weeds - CCS	132	51	51	100.0%	38	12.9	81	61.4%	81	100.0%	132	100.0%
Litter - CCS	111	50	50	100.0%	38	10.7	61	55.0%	61	100.0%	111	100.0%
Animal - Loose - CCS	65	28	28	100.0%	40	7.9	37	56.9%	37	100.0%	65	100.0%
Dead Animal Pick Up - SAN	62	0	0	N/A	1	0.3	62	100.0%	61	98.4%	61	98.4%
Garbage Roll Cart - SAN	47	1	1	100.0%	10	2.1	46	97.9%	46	100.0%	47	100.0%
Graffiti Private Property - Residential/Commercial	42	7	7	100.0%	90	2.1	35	83.3%	35	100.0%	42	100.0%
Illegal Outside Storage - CCS	41	32	32	100.0%	38	14.9	9	22.0%	9	100.0%	41	100.0%
Illegal Land Use (Residential/Business) - CCS	38	18	18	100.0%	60	1.6	20	52.6%	20	100.0%	38	100.0%
Animal - Loose Aggressive - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
Animal - Confined - CCS	31	0	0	N/A	3	0.1	31	100.0%	31	100.0%	31	100.0%
Parking - Unapproved Surface - CCS	30	1	1	100.0%	10	2.4	29	96.7%	29	100.0%	30	100.0%
Illegal Dumping - CCS	30	0	0	N/A	38	2.7	30	100.0%	30	100.0%	30	100.0%
Traffic Signal - Flashing - STS	29	2	2	100.0%	4	1.5	27	93.1%	25	92.6%	27	93.1%
24 Hour Parking/Parking Violations - DPD	27	5	5	100.0%	10	6.0	22	81.5%	20	90.9%	25	92.6%
Fire Inspection - DFD	23	15	15	100.0%	60	10.1	8	34.8%	8	100.0%	23	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%
Street Repair - Routine-STS	22	11	11	100.0%	90	4.4	11	50.0%	11	100.0%	22	100.0%
Substandard Structure - CCS	20	14	14	100.0%	365	3.7	6	30.0%	6	100.0%	20	100.0%
Junk Motor Vehicle - CCS	20	10	10	100.0%	126	12.0	10	50.0%	10	100.0%	20	100.0%

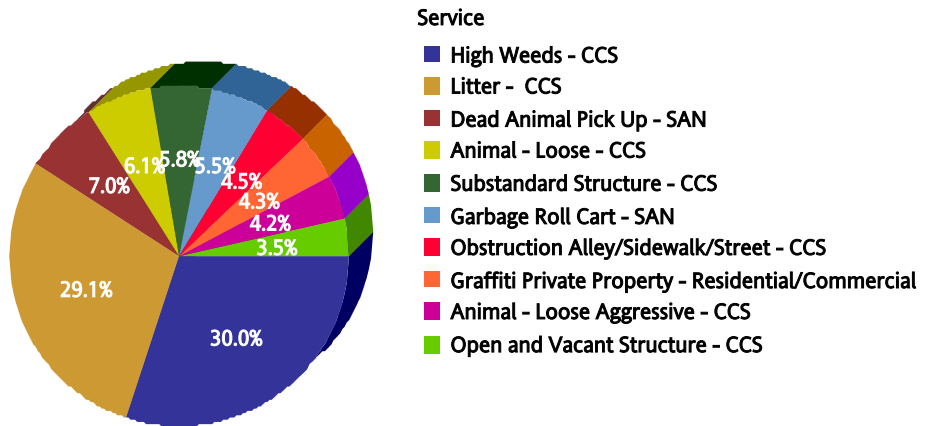


Council District 07

November 2012

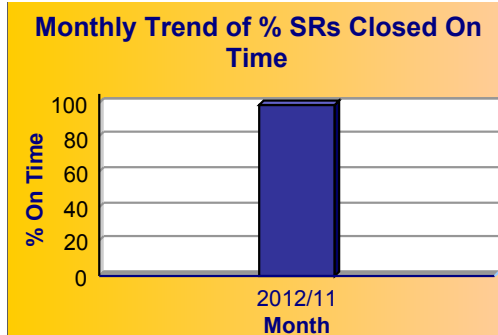
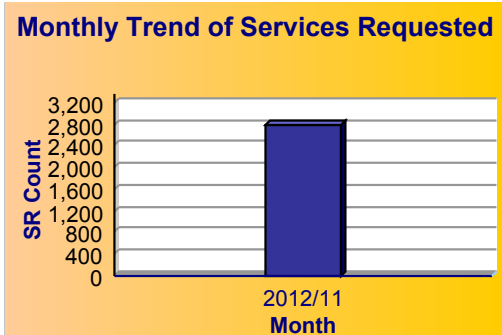
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	509
Litter - CCS	493
Dead Animal Pick Up - SAN	118
Animal - Loose - CCS	104
Substandard Structure - CCS	99
Garbage Roll Cart - SAN	93
Obstruction Alley/Sidewalk/Street - CCS	76
Graffiti Private Property - Residential/Commercial	72
Animal - Loose Aggressive - CCS	71
Open and Vacant Structure - CCS	59



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 %
2,797	2,157	2,132	98.8%	640	630	98.4%	98.7%





City of Dallas Service Level Performance Report by Council District

Council District 07

November 2012

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	509	94	94	100.0%	38	6.7	415	81.5%	415	100.0%	509	100.0%
Litter - CCS	493	143	143	100.0%	38	6.7	350	71.0%	350	100.0%	493	100.0%
Dead Animal Pick Up - SAN	118	0	0	N/A	1	0.3	118	100.0%	118	100.0%	118	100.0%
Animal - Loose - CCS	104	67	67	100.0%	40	5.0	37	35.6%	37	100.0%	104	100.0%
Substandard Structure - CCS	99	62	62	100.0%	365	9.1	37	37.4%	37	100.0%	99	100.0%
Garbage Roll Cart - SAN	93	6	6	100.0%	10	2.2	87	93.5%	87	100.0%	93	100.0%
Obstruction Alley/Sidewalk/Street - CCS	76	35	35	100.0%	60	13.8	41	53.9%	41	100.0%	76	100.0%
Graffiti Private Property - Residential/Commercial	72	6	6	100.0%	90	0.5	66	91.7%	66	100.0%	72	100.0%
Animal - Loose Aggressive - CCS	71	1	0	0.0%	3	0.1	70	98.6%	70	100.0%	70	98.6%
Open and Vacant Structure - CCS	59	23	23	100.0%	30	5.6	36	61.0%	36	100.0%	59	100.0%
Bulky Trash Violations - CCS	57	7	5	71.4%	14	7.1	50	87.7%	43	86.0%	48	84.2%
Smoke Detector Request - DFD	50	6	6	100.0%	30	5.1	44	88.0%	44	100.0%	50	100.0%
Junk Motor Vehicle - CCS	49	38	38	100.0%	126	10.9	11	22.4%	11	100.0%	49	100.0%
Animal - Confined - CCS	44	0	0	N/A	3	0.3	44	100.0%	44	100.0%	44	100.0%
Garbage - Missed - SAN	38	0	0	N/A	3	0.6	38	100.0%	37	97.4%	37	97.4%
Illegal Dumping - CCS	35	6	6	100.0%	38	4.5	29	82.9%	29	100.0%	35	100.0%
Parking - Unapproved Surface - CCS	34	1	1	100.0%	10	3.5	33	97.1%	29	87.9%	30	88.2%
Recycling ROLL CART NEW - SAN	32	0	0	N/A	10	1.9	32	100.0%	32	100.0%	32	100.0%
Illegal Outside Storage - CCS	31	22	22	100.0%	38	12.3	9	29.0%	9	100.0%	31	100.0%
No Building Permit - CCS	30	15	15	100.0%	60	11.3	15	50.0%	15	100.0%	30	100.0%

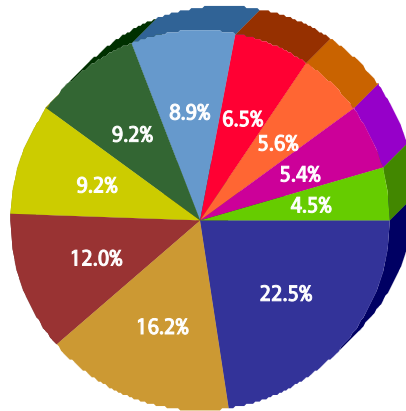


Council District 08

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	304
Litter - CCS	219
Animal - Loose - CCS	162
Dead Animal Pick Up - SAN	125
Animal - Loose Aggressive - CCS	124
Garbage Roll Cart - SAN	121
Animal - Confined - CCS	88
Recycling ROLL CART NEW - SAN	76
Signs - Public Right of Way - CCS	73
Garbage - Missed - SAN	61



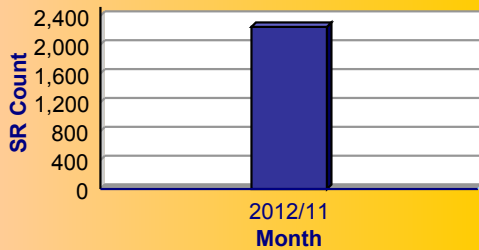
Service

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

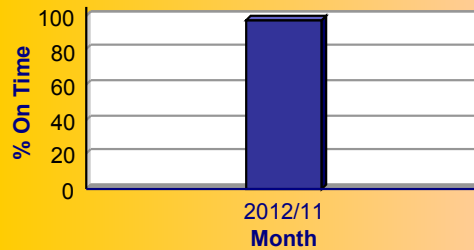
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,251	1,651	1,610	97.5%	600	583	97.2%	97.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 08

November 2012

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	304	118	118	100.0%	38	7.8	186	61.2%	186	100.0%	304	100.0%
Litter - CCS	219	109	109	100.0%	38	6.9	110	50.2%	110	100.0%	219	100.0%
Animal - Loose - CCS	162	117	117	100.0%	40	5.1	45	27.8%	45	100.0%	162	100.0%
Dead Animal Pick Up - SAN	125	0	0	N/A	1	0.3	125	100.0%	125	100.0%	125	100.0%
Animal - Loose Aggressive - CCS	124	0	0	N/A	3	0.1	124	100.0%	124	100.0%	124	100.0%
Garbage Roll Cart - SAN	121	4	4	100.0%	10	2.6	117	96.7%	117	100.0%	121	100.0%
Animal - Confined - CCS	88	0	0	N/A	3	0.2	88	100.0%	88	100.0%	88	100.0%
Recycling ROLL CART NEW - SAN	76	4	4	100.0%	10	1.7	72	94.7%	72	100.0%	76	100.0%
Signs - Public Right of Way - CCS	73	1	1	100.0%	7	3.3	72	98.6%	60	83.3%	61	83.6%
Garbage - Missed - SAN	61	2	0	0.0%	3	1.6	59	96.7%	50	84.7%	50	82.0%
Substandard Structure - CCS	50	35	35	100.0%	365	10.7	15	30.0%	15	100.0%	50	100.0%
Junk Motor Vehicle - CCS	48	39	39	100.0%	126	6.0	9	18.8%	9	100.0%	48	100.0%
Bulky Trash Violations - CCS	45	6	4	66.7%	14	5.5	39	86.7%	35	89.7%	39	86.7%
24 Hour Parking/Parking Violations - DPD	38	6	6	100.0%	10	5.1	32	84.2%	32	100.0%	38	100.0%
Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
Recyclable Collection Missed (Residential) - SAN	31	2	0	0.0%	3	0.9	29	93.5%	28	96.6%	28	90.3%
Animal - Cruelty - CCS	29	0	0	N/A	30	0.9	29	100.0%	29	100.0%	29	100.0%
Parking - Unapproved Surface - CCS	26	1	1	100.0%	10	1.9	25	96.2%	25	100.0%	26	100.0%
Illegal Dumping - CCS	25	9	9	100.0%	38	7.7	16	64.0%	16	100.0%	25	100.0%
Illegal Land Use (Residential/Business) - CCS	23	18	18	100.0%	60	8.0	5	21.7%	5	100.0%	23	100.0%
Fire Inspection - DFD	23	17	17	100.0%	60	0.3	6	26.1%	6	100.0%	23	100.0%

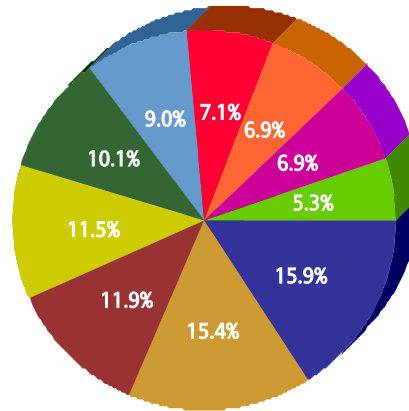


Council District 09

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	101
Dead Animal Pick Up - SAN	98
Obstruction Alley/Sidewalk/Street - CCS	76
Bulky Trash Violations - CCS	73
Recycling ROLL CART NEW - SAN	64
Animal - Loose - CCS	57
Garbage - Missed - SAN	45
Animal - Confined - CCS	44
High Weeds - CCS	44
Animal - Noisy - CCS	34



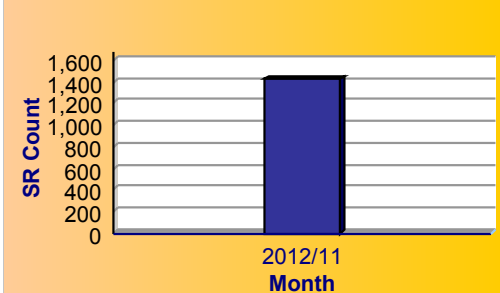
Service

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

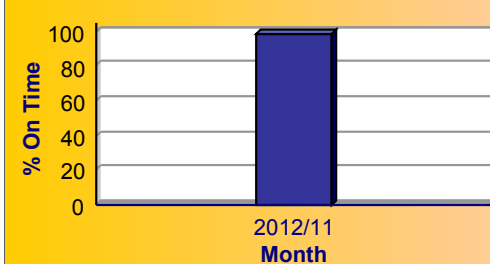
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,421	1,158	1,143	98.7%	263	252	95.8%	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 09

November 2012

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	101	5	5	100.0%	10	2.2	96	95.0%	96	100.0%	101	100.0%
Dead Animal Pick Up - SAN	98	0	0	N/A	1	0.2	98	100.0%	98	100.0%	98	100.0%
Obstruction Alley/Sidewalk/Street - CCS	76	45	45	100.0%	60	13.9	31	40.8%	31	100.0%	76	100.0%
Bulky Trash Violations - CCS	73	4	3	75.0%	14	5.3	69	94.5%	67	97.1%	70	95.9%
Recycling ROLL CART NEW - SAN	64	2	2	100.0%	10	1.7	62	96.9%	62	100.0%	64	100.0%
Animal - Loose - CCS	57	33	33	100.0%	40	6.9	24	42.1%	24	100.0%	57	100.0%
Garbage - Missed - SAN	45	1	0	0.0%	3	1.2	44	97.8%	44	100.0%	44	97.8%
Animal - Confined - CCS	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
High Weeds - CCS	44	27	27	100.0%	38	9.6	17	38.6%	17	100.0%	44	100.0%
Animal - Noisy - CCS	34	1	1	100.0%	30	1.4	33	97.1%	33	100.0%	34	100.0%
Animal - Loose Aggressive - CCS	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
24 Hour Parking/Parking Violations - DPD	32	1	1	100.0%	10	3.4	31	96.9%	31	100.0%	32	100.0%
Litter - CCS	31	14	14	100.0%	38	10.1	17	54.8%	17	100.0%	31	100.0%
Cost Plus - SAN	28	0	0	N/A	10	3.5	28	100.0%	27	96.4%	27	96.4%
Junk Motor Vehicle - CCS	28	13	13	100.0%	126	8.6	15	53.6%	15	100.0%	28	100.0%
Complaint/Compliment - CTY	27	4	3	75.0%	10	2.3	23	85.2%	23	100.0%	26	96.3%
Recycling - Roll Cart - SAN	26	1	1	100.0%	10	2.9	25	96.2%	25	100.0%	26	100.0%
Recyclable Collection Missed (Residential) - SAN	25	0	0	N/A	3	1.2	25	100.0%	25	100.0%	25	100.0%
Street Repair - Routine-ST5	25	13	13	100.0%	90	5.9	12	48.0%	12	100.0%	25	100.0%
Signs - Public Right of Way - CCS	23	1	0	0.0%	7	0.8	22	95.7%	21	95.5%	21	91.3%

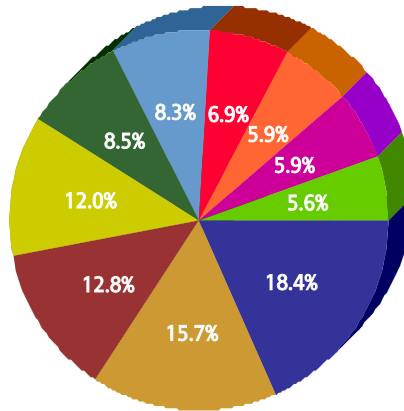


Council District 10

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	69
Bulky Trash Violations - CCS	59
Dead Animal Pick Up - SAN	48
Animal - Confined - CCS	45
Garbage - Missed - SAN	32
Substandard Structure Apts - CCS	31
Recycling ROLL CART NEW - SAN	26
Animal - Loose - CCS	22
Fire Inspection - DFD	22
High Weeds - CCS	21



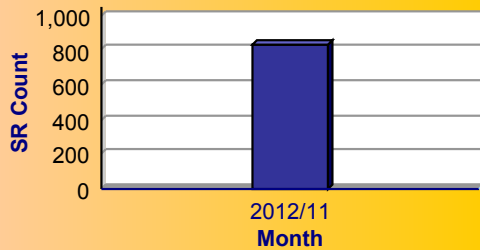
Service

- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Substandard Structure Apts - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Loose - CCS
- Fire Inspection - DFD
- High Weeds - CCS

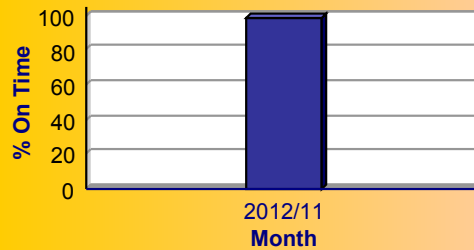
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
829	711	707	99.4%	118	113	95.8%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 10

November 2012

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	69	6	6	100.0%	10	2.4	63	91.3%	63	100.0%	69	100.0%
Bulky Trash Violations - CCS	59	1	1	100.0%	14	2.3	58	98.3%	58	100.0%	59	100.0%
Dead Animal Pick Up - SAN	48	0	0	N/A	1	0.3	48	100.0%	48	100.0%	48	100.0%
Animal - Confined - CCS	45	0	0	N/A	3	0.2	45	100.0%	45	100.0%	45	100.0%
Garbage - Missed - SAN	32	2	0	0.0%	3	0.5	30	93.8%	30	100.0%	30	93.8%
Substandard Structure Apts - CCS	31	7	7	100.0%	365	7.4	24	77.4%	24	100.0%	31	100.0%
Recycling ROLL CART NEW - SAN	26	3	3	100.0%	10	1.7	23	88.5%	23	100.0%	26	100.0%
Animal - Loose - CCS	22	4	4	100.0%	40	6.9	18	81.8%	18	100.0%	22	100.0%
Fire Inspection - DFD	22	13	13	100.0%	60	8.6	9	40.9%	9	100.0%	22	100.0%
High Weeds - CCS	21	8	8	100.0%	38	13.7	13	61.9%	13	100.0%	21	100.0%
Animal - Loose Aggressive - CCS	20	0	0	N/A	3	0.0	20	100.0%	20	100.0%	20	100.0%
Animal - Sick/Injured - CCS	19	1	0	0.0%	3	0.0	18	94.7%	18	100.0%	18	94.7%
Obstruction Alley/Sidewalk/Street - CCS	18	8	8	100.0%	60	12.1	10	55.6%	10	100.0%	18	100.0%
Recycling - Roll Cart - SAN	15	0	0	N/A	10	2.6	15	100.0%	15	100.0%	15	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	15	0	0	N/A	1	0.0	15	100.0%	15	100.0%	15	100.0%
24 Hour Parking/Parking Violations - DPD	14	4	4	100.0%	10	4.4	10	71.4%	10	100.0%	14	100.0%
Street Repair - Routine-STs	13	8	8	100.0%	90	8.4	5	38.5%	5	100.0%	13	100.0%
Complaint/Compliment - CTY	12	2	2	100.0%	10	1.2	10	83.3%	10	100.0%	12	100.0%
Cost Plus - SAN	12	0	0	N/A	10	3.4	12	100.0%	12	100.0%	12	100.0%
Signs - Public Right of Way - CCS	12	0	0	N/A	7	1.1	12	100.0%	12	100.0%	12	100.0%
Signs - Other - CCS	12	1	0	0.0%	21	1.5	11	91.7%	11	100.0%	11	91.7%
Traffic Signal - Timing - STs	12	0	0	N/A	4	1.1	12	100.0%	12	100.0%	12	100.0%

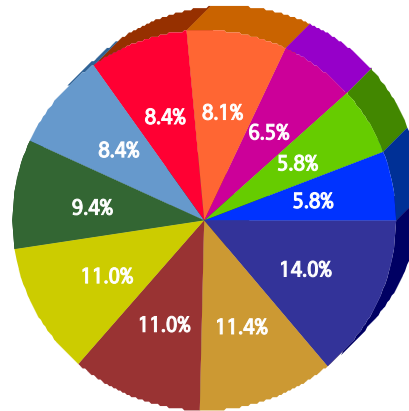


Council District 11

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	43
Traffic Signal - Flashing - STS	35
Dead Animal Pick Up - SAN	34
Fire Inspection - DFD	34
Animal - Confined - CCS	29
Signs - Public Right of Way - CCS	26
Traffic Signal - Timing - STS	26
Garbage - Missed - SAN	25
Obstruction Alley/Sidewalk/Street - CCS	20
Recycling ROLL CART NEW - SAN	18
Substandard Structure Apts - CCS	18



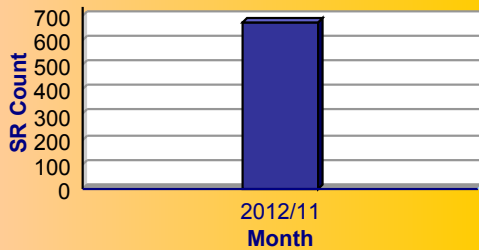
Service

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

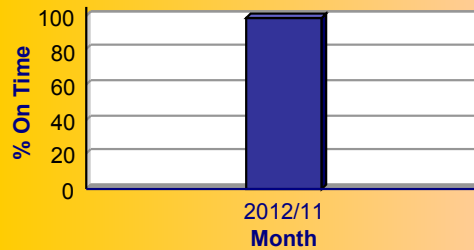
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
674	565	558	98.8%	109	105	96.3%	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 11

November 2012

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	43	0	0	N/A	10	2.1	43	100.0%	43	100.0%	43	100.0%
Traffic Signal - Flashing - STS	35	3	3	100.0%	4	1.2	32	91.4%	31	96.9%	34	97.1%
Dead Animal Pick Up - SAN	34	0	0	N/A	1	0.4	34	100.0%	32	94.1%	32	94.1%
Fire Inspection - DFD	34	28	28	100.0%	60	6.8	6	17.6%	6	100.0%	34	100.0%
Animal - Confined - CCS	29	0	0	N/A	3	0.2	29	100.0%	29	100.0%	29	100.0%
Signs - Public Right of Way - CCS	26	2	0	0.0%	7	2.2	24	92.3%	23	95.8%	23	88.5%
Traffic Signal - Timing - STS	26	0	0	N/A	4	1.3	26	100.0%	26	100.0%	26	100.0%
Garbage - Missed - SAN	25	0	0	N/A	3	0.5	25	100.0%	25	100.0%	25	100.0%
Obstruction Alley/Sidewalk/Street - CCS	20	16	16	100.0%	60	10.8	4	20.0%	4	100.0%	20	100.0%
Substandard Structure Apts - CCS	18	5	5	100.0%	365	10.5	13	72.2%	13	100.0%	18	100.0%
Recycling ROLL CART NEW - SAN	18	1	1	100.0%	10	1.4	17	94.4%	17	100.0%	18	100.0%
Bulky Trash Violations - CCS	15	0	0	N/A	14	3.3	15	100.0%	15	100.0%	15	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	14	1	1	100.0%	10	1.7	13	92.9%	13	100.0%	14	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	14	0	0	N/A	1	0.0	14	100.0%	14	100.0%	14	100.0%
Animal - Loose - CCS	13	2	2	100.0%	40	10.5	11	84.6%	11	100.0%	13	100.0%
Illegal Land Use (Residential/Business) - CCS	11	4	4	100.0%	60	4.7	7	63.6%	7	100.0%	11	100.0%
High Weeds - CCS	10	3	3	100.0%	38	9.0	7	70.0%	7	100.0%	10	100.0%
Plumbing Violation Apts - CCS	10	0	0	N/A	60	7.0	10	100.0%	10	100.0%	10	100.0%
Traffic Signal - All Out - STS	9	1	1	100.0%	4	1.8	8	88.9%	8	100.0%	9	100.0%
Substandard Structure - CCS	8	4	4	100.0%	365	7.5	4	50.0%	4	100.0%	8	100.0%
Animal - Sick/Injured - CCS	8	0	0	N/A	3	0.5	8	100.0%	8	100.0%	8	100.0%
24 Hour Parking/Parking Violations - DPD	8	0	0	N/A	10	6.4	8	100.0%	7	87.5%	7	87.5%
Recyclable Collection Missed (Residential) - SAN	8	0	0	N/A	3	0.6	8	100.0%	8	100.0%	8	100.0%
Street Repair - Routine-STs	8	4	4	100.0%	90	1.8	4	50.0%	4	100.0%	8	100.0%

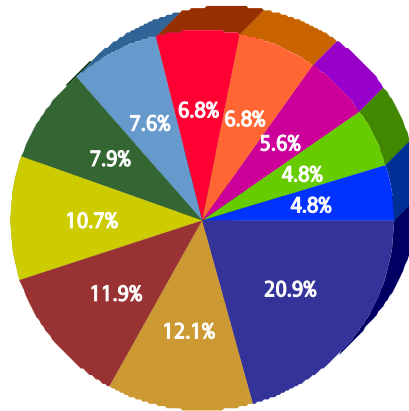


Council District 12

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	74
Animal - Confined - CCS	43
Fire Inspection - DFD	42
Dead Animal Pick Up - SAN	38
Garbage - Missed - SAN	28
Recycling ROLL CART NEW - SAN	27
Brush/Bulk Items - Missed - SAN	24
Obstruction Alley/Sidewalk/Street - CCS	24
High Weeds - CCS	20
Animal - Loose - CCS	17
Bulky Trash Violations - CCS	17



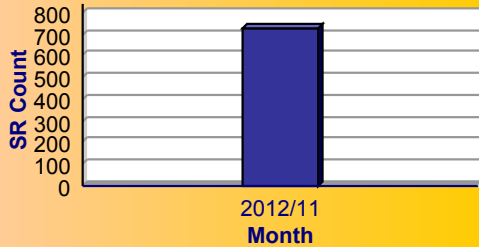
Service

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

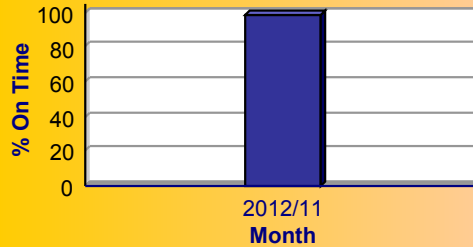
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
724	580	575	99.1%	144	140	97.2%	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 12

November 2012

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	74	2	2	100.0%	10	2.4	72	97.3%	72	100.0%	74	100.0%
Animal - Confined - CCS	43	0	0	N/A	3	0.2	43	100.0%	43	100.0%	43	100.0%
Fire Inspection - DFD	42	38	38	100.0%	60	9.8	4	9.5%	4	100.0%	42	100.0%
Dead Animal Pick Up - SAN	38	0	0	N/A	1	0.3	38	100.0%	38	100.0%	38	100.0%
Garbage - Missed - SAN	28	0	0	N/A	3	0.8	28	100.0%	28	100.0%	28	100.0%
Recycling ROLL CART NEW - SAN	27	2	2	100.0%	10	2.2	25	92.6%	25	100.0%	27	100.0%
Brush/Bulk Items - Missed - SAN	24	0	0	N/A	10	2.4	24	100.0%	24	100.0%	24	100.0%
Obstruction Alley/Sidewalk/Street - CCS	24	18	18	100.0%	60	8.5	6	25.0%	6	100.0%	24	100.0%
High Weeds - CCS	20	10	10	100.0%	38	10.5	10	50.0%	10	100.0%	20	100.0%
Bulky Trash Violations - CCS	17	2	2	100.0%	14	6.2	15	88.2%	15	100.0%	17	100.0%
Animal - Loose - CCS	17	3	3	100.0%	40	8.5	14	82.4%	14	100.0%	17	100.0%
Animal - Cruelty - CCS	15	0	0	N/A	30	0.3	15	100.0%	15	100.0%	15	100.0%
Animal - Noisy - CCS	15	0	0	N/A	30	1.5	15	100.0%	15	100.0%	15	100.0%
Recyclable Collection Missed (Residential) - SAN	14	1	0	0.0%	3	1.2	13	92.9%	13	100.0%	13	92.9%
Street Repair - Routine-STS	14	3	3	100.0%	90	5.9	11	78.6%	11	100.0%	14	100.0%
24 Hour Parking/Parking Violations - DPD	13	0	0	N/A	10	5.2	13	100.0%	12	92.3%	12	92.3%
Traffic Signal - Timing - STS	13	0	0	N/A	4	1.2	13	100.0%	13	100.0%	13	100.0%
Substandard Structure - CCS	11	7	7	100.0%	365	7.8	4	36.4%	4	100.0%	11	100.0%
Recycling - Roll Cart - SAN	11	2	2	100.0%	10	2.0	9	81.8%	9	100.0%	11	100.0%
Complaint/Compliment - CTY	10	2	1	50.0%	10	0.8	8	80.0%	8	100.0%	9	90.0%
Illegal Land Use (Residential/Business) - CCS	10	6	6	100.0%	60	7.8	4	40.0%	4	100.0%	10	100.0%
Animal - Sick/Injured - CCS	10	0	0	N/A	3	0.1	10	100.0%	10	100.0%	10	100.0%

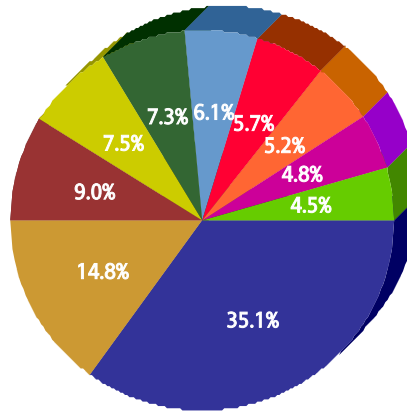


Council District 13

November 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	235
Garbage Roll Cart - SAN	99
Dead Animal Pick Up - SAN	60
Obstruction Alley/Sidewalk/Street - CCS	50
Garbage - Missed - SAN	49
Bulky Trash Violations - CCS	41
Recycling ROLL CART NEW - SAN	38
Animal - Confined - CCS	35
Street Repair - Routine-STS	32
Barricades - Reset/Replace-STS	30



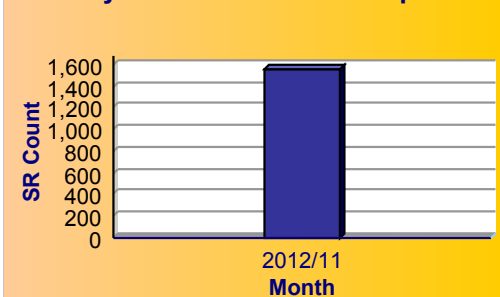
Service

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

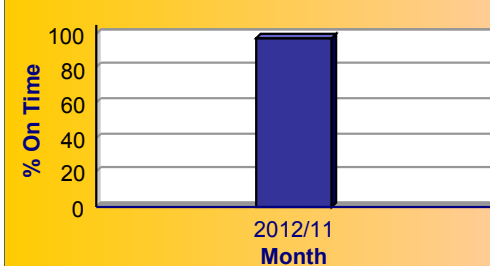
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,557	1,301	1,276	98.1%	256	244	95.3%	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 13

November 2012

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
Signs - Public Right of Way - CCS	235	10	1	10.0%	7	0.6	225	95.7%	219	97.3%	220	93.6%
Garbage Roll Cart - SAN	99	5	5	100.0%	10	2.3	94	94.9%	94	100.0%	99	100.0%
Dead Animal Pick Up - SAN	60	0	0	N/A	1	0.2	60	100.0%	60	100.0%	60	100.0%
Obstruction Alley/Sidewalk/Street - CCS	50	38	38	100.0%	60	10.9	12	24.0%	12	100.0%	50	100.0%
Garbage - Missed - SAN	49	0	0	N/A	3	1.1	49	100.0%	49	100.0%	49	100.0%
Bulky Trash Violations - CCS	41	3	3	100.0%	14	3.9	38	92.7%	37	97.4%	40	97.6%
Recycling ROLL CART NEW - SAN	38	1	1	100.0%	10	1.9	37	97.4%	37	100.0%	38	100.0%
Animal - Confined - CCS	35	0	0	N/A	3	0.2	35	100.0%	35	100.0%	35	100.0%
Street Repair - Routine-STS	32	9	9	100.0%	90	6.0	23	71.9%	23	100.0%	32	100.0%
Barricades - Reset/Replace-STS	30	0	0	N/A	1	0.0	30	100.0%	30	100.0%	30	100.0%
Animal - Loose - CCS	29	5	5	100.0%	40	8.5	24	82.8%	24	100.0%	29	100.0%
High Weeds - CCS	28	14	14	100.0%	38	7.3	14	50.0%	14	100.0%	28	100.0%
Recycling - Roll Cart - SAN	27	2	2	100.0%	10	2.2	25	92.6%	25	100.0%	27	100.0%
24 Hour Parking/Parking Violations - DPD	25	5	5	100.0%	10	5.6	20	80.0%	17	85.0%	22	88.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	25	0	0	N/A	1	0.0	25	100.0%	25	100.0%	25	100.0%
Traffic Signal - Timing - STS	24	2	2	100.0%	4	1.3	22	91.7%	22	100.0%	24	100.0%
Garage Sale - CCS	23	0	0	N/A	7	2.8	23	100.0%	21	91.3%	21	91.3%
Recyclable Collection Missed (Residential) - SAN	23	0	0	N/A	3	0.3	23	100.0%	23	100.0%	23	100.0%
Litter - CCS	22	16	16	100.0%	38	9.2	6	27.3%	6	100.0%	22	100.0%
Illegal Land Use (Residential/Business) - CCS	21	9	9	100.0%	60	3.9	12	57.1%	12	100.0%	21	100.0%
Animal - Loose Aggressive - CCS	21	0	0	N/A	3	0.4	21	100.0%	20	95.2%	20	95.2%
Animal - Cruelty - CCS	21	0	0	N/A	30	0.6	21	100.0%	21	100.0%	21	100.0%
Traffic Signal - Flashing - STS	21	0	0	N/A	4	0.9	21	100.0%	21	100.0%	21	100.0%

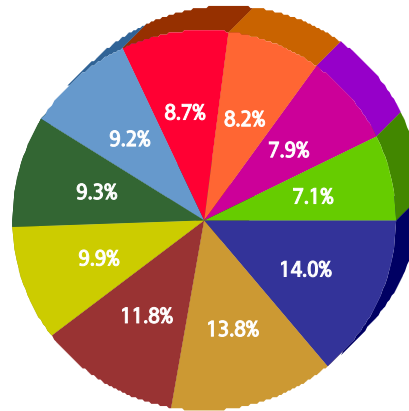


Council District 14

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	96
Obstruction Alley/Sidewalk/Street - CCS	95
Signs - Public Right of Way - CCS	81
Fire Inspection - DFD	68
Dead Animal Pick Up - SAN	64
Recycling ROLL CART NEW - SAN	63
High Weeds - CCS	60
Traffic Signal - Flashing - STS	56
Bulky Trash Violations - CCS	54
Garbage - Missed - SAN	49



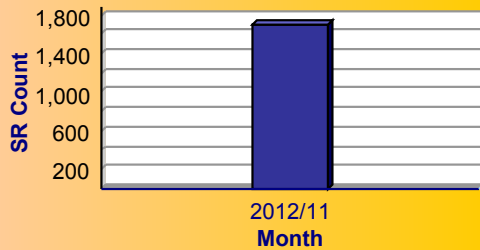
Service

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

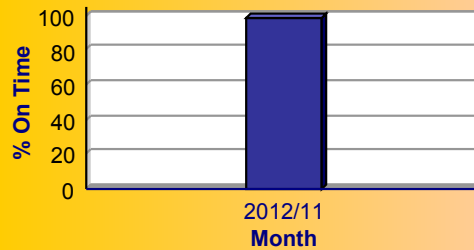
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,710	1,389	1,365	98.3%	321	312	97.2%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 14

November 2012

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	96	6	6	100.0%	10	2.5	90	93.8%	90	100.0%	96	100.0%
Obstruction Alley/Sidewalk/Street - CCS	95	49	49	100.0%	60	14.9	46	48.4%	46	100.0%	95	100.0%
Signs - Public Right of Way - CCS	81	0	0	N/A	7	0.7	81	100.0%	78	96.3%	78	96.3%
Fire Inspection - DFD	68	43	43	100.0%	60	13.5	25	36.8%	25	100.0%	68	100.0%
Dead Animal Pick Up - SAN	64	0	0	N/A	1	0.3	64	100.0%	64	100.0%	64	100.0%
Recycling ROLL CART NEW - SAN	63	6	6	100.0%	10	2.5	57	90.5%	57	100.0%	63	100.0%
High Weeds - CCS	60	27	27	100.0%	38	14.2	33	55.0%	33	100.0%	60	100.0%
Traffic Signal - Flashing - STS	56	0	0	N/A	4	1.1	56	100.0%	53	94.6%	53	94.6%
Bulky Trash Violations - CCS	54	3	3	100.0%	14	3.9	51	94.4%	49	96.1%	52	96.3%
Garbage - Missed - SAN	49	0	0	N/A	3	0.9	49	100.0%	49	100.0%	49	100.0%
Traffic Signal - Timing - STS	48	3	2	66.7%	4	1.5	45	93.8%	43	95.6%	45	93.8%
24 Hour Parking/Parking Violations - DPD	44	2	2	100.0%	10	4.9	42	95.5%	39	92.9%	41	93.2%
Animal - Loose - CCS	41	27	27	100.0%	40	4.6	14	34.1%	14	100.0%	41	100.0%
Litter - CCS	37	17	17	100.0%	38	10.4	20	54.1%	20	100.0%	37	100.0%
Street Repair - Routine-STS	33	19	19	100.0%	90	9.1	14	42.4%	14	100.0%	33	100.0%
Animal - Confined - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	28	0	0	N/A	1	0.0	28	100.0%	28	100.0%	28	100.0%
Animal - Noisy - CCS	27	0	0	N/A	30	1.5	27	100.0%	27	100.0%	27	100.0%
Complaint/Compliment - CTY	25	4	2	50.0%	10	2.2	21	84.0%	20	95.2%	22	88.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	25	0	0	N/A	10	1.8	25	100.0%	25	100.0%	25	100.0%

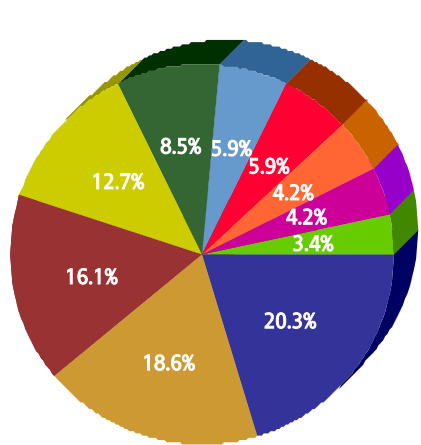


Council District Unknown

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	24
Signs - Public Right of Way - CCS	22
Litter - CCS	19
Dead Animal Pick Up - SAN	15
Recycling ROLL CART NEW - SAN	10
Animal - Loose - CCS	7
Garbage Roll Cart - SAN	7
LBJ Signs / Markings / Street Lights	5
Parking - Unapproved Surface - CCS	5
Fire Inspection - DFD	4



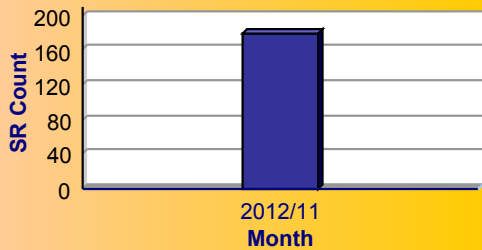
Service

- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- LBJ Signs / Markings / Street Lights
- Parking - Unapproved Surface - CCS
- Fire Inspection - DFD

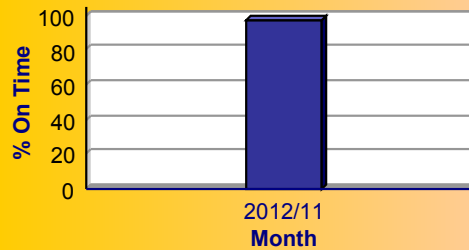
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
180	125	125	100.0%	55	49	89.1%	96.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District Unknown

November 2012

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	24	12	12	100.0%	38	10.8	12	50.0%	12	100.0%	24	100.0%
Signs - Public Right of Way - CCS	22	0	0	N/A	7	0.4	22	100.0%	22	100.0%	22	100.0%
Litter - CCS	19	15	15	100.0%	38	13.0	4	21.1%	4	100.0%	19	100.0%
Dead Animal Pick Up - SAN	15	0	0	N/A	1	0.2	15	100.0%	15	100.0%	15	100.0%
Recycling ROLL CART NEW - SAN	10	0	0	N/A	10	1.6	10	100.0%	10	100.0%	10	100.0%
Animal - Loose - CCS	7	5	5	100.0%	40	7.5	2	28.6%	2	100.0%	7	100.0%
Garbage Roll Cart - SAN	7	0	0	N/A	10	2.4	7	100.0%	7	100.0%	7	100.0%
Parking - Unapproved Surface - CCS	5	1	0	0.0%	10	0.0	4	80.0%	4	100.0%	4	80.0%
LBJ Signs / Markings / Street Lights	5	0	0	N/A	0	0.0	5	100.0%	5	100.0%	5	100.0%
Fire Inspection - DFD	4	4	4	100.0%	60		0	0.0%	0	N/A	4	100.0%
Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
Junk Motor Vehicle - CCS	3	0	0	N/A	126	7.3	3	100.0%	3	100.0%	3	100.0%
Smoke Detector Request - DFD	3	0	0	N/A	30	1.3	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
Complaint/Compliment - CTY	2	1	0	0.0%	10	1.0	1	50.0%	1	100.0%	1	50.0%
Substandard Structure - CCS	2	2	2	100.0%	365		0	0.0%	0	N/A	2	100.0%
Animal - Cruelty - CCS	2	0	0	N/A	30	0.5	2	100.0%	2	100.0%	2	100.0%
Obstruction Corner Clip - CCS	2	1	1	100.0%	60	10.0	1	50.0%	1	100.0%	2	100.0%
24 Hour Parking/Parking Violations - DPD	2	1	1	100.0%	10	3.0	1	50.0%	1	100.0%	2	100.0%
Garbage - Missed - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
Parking - General Request - DPD	2	0	0	N/A	14	1.0	2	100.0%	2	100.0%	2	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
Street Repair - Routine-STS	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%
Water Questions - WTR	2	0	0	N/A	21	1.0	2	100.0%	2	100.0%	2	100.0%
Sewer Problems - Water Administration	2	0	0	N/A	19	3.0	2	100.0%	2	100.0%	2	100.0%