



FY 2012 - 2013

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

October 2012

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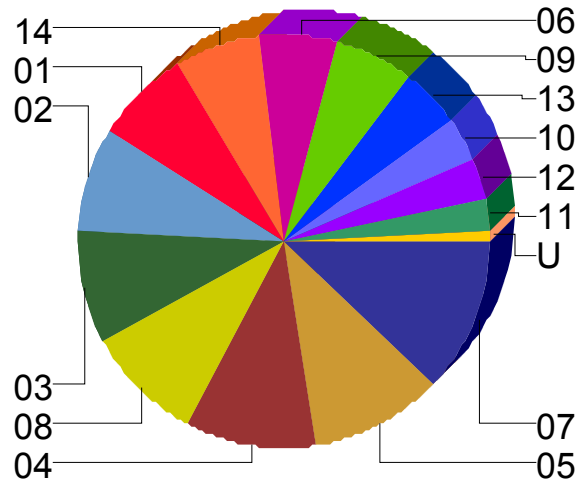
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For October 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,368	7.6%	96.7%
02	2,533	8.1%	96.1%
03	2,813	9.0%	96.1%
04	3,165	10.1%	94.3%
05	3,204	10.2%	93.8%
06	1,921	6.1%	94.6%
07	3,860	12.3%	95.6%
08	2,847	9.1%	93.2%
09	1,888	6.0%	94.5%
10	1,140	3.6%	97.5%
11	843	2.7%	96.2%
12	898	2.9%	97.0%
13	1,500	4.8%	95.6%
14	2,055	6.6%	96.0%
U	237	0.8%	77.2%
Totals	31,272	100.0%	95.1%

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

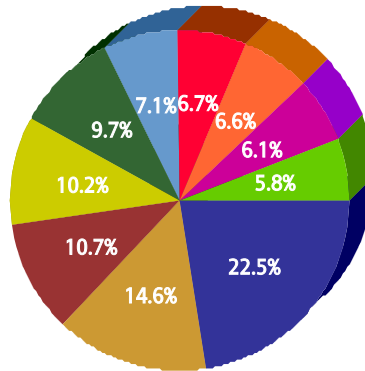


Citywide

October 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,284
Litter - CCS	2,124
Garbage Roll Cart - SAN	1,560
Animal - Loose - CCS	1,490
Dead Animal Pick Up - SAN	1,419
Bulky Trash Violations - CCS	1,036
Animal - Loose Aggressive - CCS	982
Obstruction Alley/Sidewalk/Street - CCS	963
Substandard Structure - CCS	888
Graffiti Private Property - Residential/Commercial	851



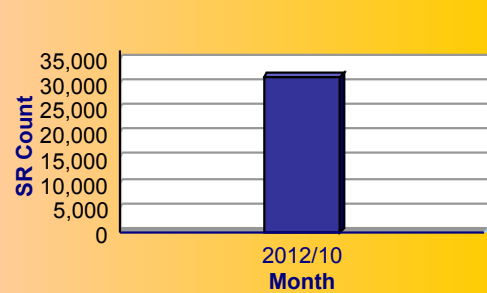
Service

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

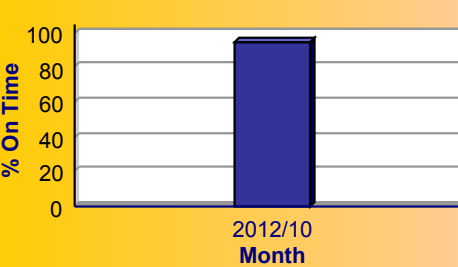
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,272	29,641	28,495	96.1%	1,631	1,255	76.9%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

October 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	3,284	123	34	27.6%	38	15.9	3,161	96.3%	2,950	93.3%	2,984	90.9%
Litter - CCS	2,124	88	15	17.0%	38	16.4	2,036	95.9%	1,837	90.2%	1,852	87.2%
Garbage Roll Cart - SAN	1,560	0	0	N/A	10	2.4	1,560	100.0%	1,554	99.6%	1,554	99.6%
Animal - Loose - CCS	1,490	1	0	0.0%	40	14.9	1,489	99.9%	1,489	100.0%	1,489	99.9%
Dead Animal Pick Up - SAN	1,419	0	0	N/A	1	0.3	1,419	100.0%	1,419	100.0%	1,419	100.0%
Bulky Trash Violations - CCS	1,036	0	0	N/A	14	9.0	1,036	100.0%	806	77.8%	806	77.8%
Animal - Loose Aggressive - CCS	982	0	0	N/A	3	0.4	982	100.0%	963	98.1%	963	98.1%
Obstruction Alley/Sidewalk/Street - CCS	963	139	121	87.1%	60	22.1	824	85.6%	824	100.0%	945	98.1%
Substandard Structure - CCS	888	358	358	100.0%	365	17.6	530	59.7%	530	100.0%	888	100.0%
Graffiti Private Property - Residential/Commercial	851	27	27	100.0%	90	2.7	824	96.8%	824	100.0%	851	100.0%
Signs - Public Right of Way - CCS	847	0	0	N/A	7	0.7	847	100.0%	824	97.3%	824	97.3%
Animal - Confined - CCS	814	0	0	N/A	3	0.3	814	100.0%	812	99.8%	812	99.8%
Recycling ROLL CART NEW - SAN	712	0	0	N/A	10	1.8	712	100.0%	712	100.0%	712	100.0%
Junk Motor Vehicle - CCS	570	214	214	100.0%	126	21.5	356	62.5%	356	100.0%	570	100.0%
Garbage - Missed - SAN	510	0	0	N/A	3	0.8	510	100.0%	504	98.8%	504	98.8%
24 Hour Parking/Parking Violations - DPD	458	0	0	N/A	10	4.6	458	100.0%	450	98.3%	450	98.3%
Parking - Unapproved Surface - CCS	436	0	0	N/A	10	4.0	436	100.0%	389	89.2%	389	89.2%
Illegal Dumping - CCS	433	15	4	26.7%	38	8.9	418	96.5%	396	94.7%	400	92.4%
Smoke Detector Request - DFD	431	0	0	N/A	30	4.1	431	100.0%	425	98.6%	425	98.6%
Street Repair - Routine-STS	385	30	30	100.0%	90	11.5	355	92.2%	355	100.0%	385	100.0%

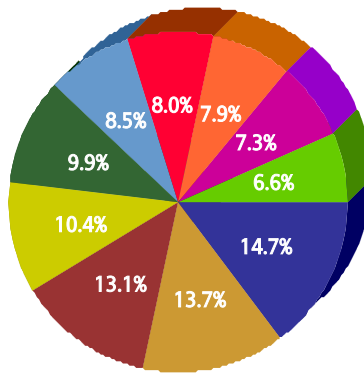


Council District 01

October 2012

Top 10 Services

SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial	177
High Weeds - CCS	165
Garbage Roll Cart - SAN	158
Signs - Public Right of Way - CCS	126
Animal - Loose - CCS	120
Litter - CCS	102
Dead Animal Pick Up - SAN	96
Bulky Trash Violations - CCS	95
Animal - Loose Aggressive - CCS	88
Obstruction Alley/Sidewalk/Street - CCS	80



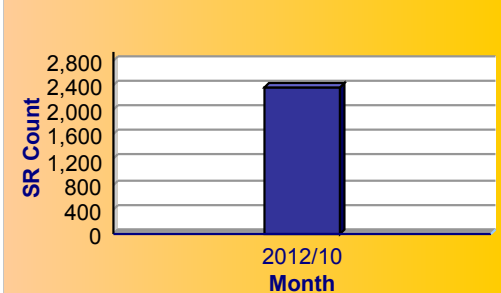
Service

- Graffiti Private Property - Residential/Commercial
- High Weeds - CCS
- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS

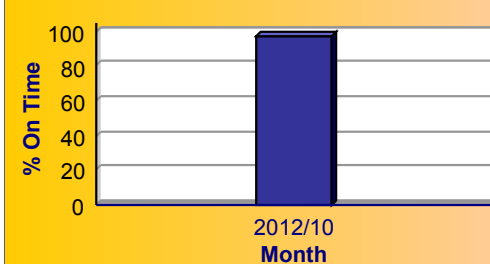
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,368	2,261	2,205	97.5%	107	86	80.4%	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 01

October 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
Graffiti Private Property - Residential/Commercial	177	2	2	100.0%	90	3.1	175	98.9%	175	100.0%	177	100.0%
High Weeds - CCS	165	4	3	75.0%	38	16.2	161	97.6%	147	91.3%	150	90.9%
Garbage Roll Cart - SAN	158	0	0	N/A	10	2.0	158	100.0%	158	100.0%	158	100.0%
Signs - Public Right of Way - CCS	126	0	0	N/A	7	0.1	126	100.0%	126	100.0%	126	100.0%
Animal - Loose - CCS	120	0	0	N/A	40	14.6	120	100.0%	120	100.0%	120	100.0%
Litter - CCS	102	2	0	0.0%	38	22.8	100	98.0%	81	81.0%	81	79.4%
Dead Animal Pick Up - SAN	96	0	0	N/A	1	0.4	96	100.0%	96	100.0%	96	100.0%
Bulky Trash Violations - CCS	95	0	0	N/A	14	2.3	95	100.0%	94	98.9%	94	98.9%
Animal - Loose Aggressive - CCS	88	0	0	N/A	3	0.1	88	100.0%	88	100.0%	88	100.0%
Obstruction Alley/Sidewalk/Street - CCS	80	1	1	100.0%	60	21.0	79	98.8%	79	100.0%	80	100.0%
Illegal Dumping - CCS	70	1	0	0.0%	38	0.4	69	98.6%	69	100.0%	69	98.6%
Junk Motor Vehicle - CCS	55	27	27	100.0%	126	27.8	28	50.9%	28	100.0%	55	100.0%
24 Hour Parking/Parking Violations - DPD	50	0	0	N/A	10	3.5	50	100.0%	50	100.0%	50	100.0%
Signs - Other - CCS	49	0	0	N/A	21	1.8	49	100.0%	47	95.9%	47	95.9%
Recycling ROLL CART NEW - SAN	49	0	0	N/A	10	1.6	49	100.0%	49	100.0%	49	100.0%
Animal - Confined - CCS	44	0	0	N/A	3	0.5	44	100.0%	44	100.0%	44	100.0%
Illegal Outside Storage - CCS	43	2	1	50.0%	38	22.3	41	95.3%	34	82.9%	35	81.4%
Substandard Structure - CCS	43	25	25	100.0%	365	29.2	18	41.9%	18	100.0%	43	100.0%
Parking - Unapproved Surface - CCS	28	0	0	N/A	10	2.8	28	100.0%	27	96.4%	27	96.4%
Garbage - Missed - SAN	28	0	0	N/A	3	0.5	28	100.0%	28	100.0%	28	100.0%

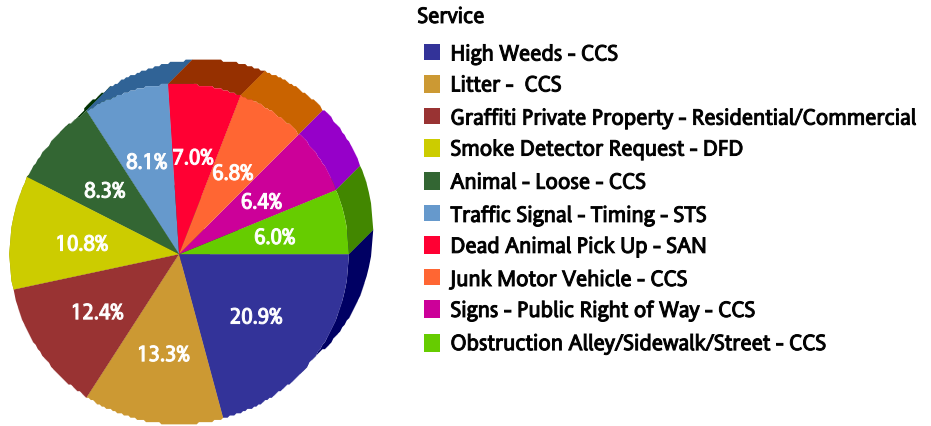


Council District 02

October 2012

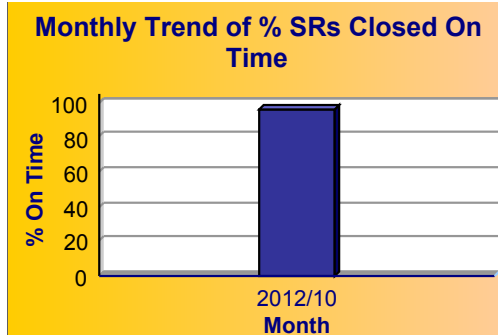
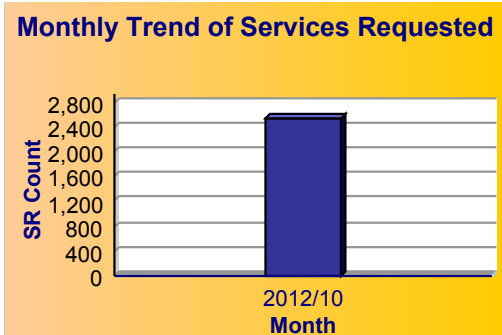
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	241
Litter - CCS	154
Graffiti Private Property - Residential/Commercial	143
Smoke Detector Request - DFD	125
Animal - Loose - CCS	96
Traffic Signal - Timing - STS	94
Dead Animal Pick Up - SAN	81
Junk Motor Vehicle - CCS	78
Signs - Public Right of Way - CCS	74
Obstruction Alley/Sidewalk/Street - CCS	69



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 %
2,533	2,436	2,355	96.7%	97	79	81.4%	96.1%





City of Dallas Service Level Performance Report by Council District

Council District 02

October 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	241	2	1	50.0%	38	15.5	239	99.2%	226	94.6%	227	94.2%
Litter - CCS	154	3	1	33.3%	38	12.3	151	98.1%	146	96.7%	147	95.5%
Graffiti Private Property - Residential/Commercial	143	3	3	100.0%	90	3.0	140	97.9%	140	100.0%	143	100.0%
Smoke Detector Request - DFD	125	0	0	N/A	30	0.8	125	100.0%	125	100.0%	125	100.0%
Animal - Loose - CCS	96	0	0	N/A	40	13.8	96	100.0%	96	100.0%	96	100.0%
Traffic Signal - Timing - STS	94	0	0	N/A	4	1.3	94	100.0%	94	100.0%	94	100.0%
Dead Animal Pick Up - SAN	81	0	0	N/A	1	0.3	81	100.0%	81	100.0%	81	100.0%
Junk Motor Vehicle - CCS	78	21	21	100.0%	126	24.9	57	73.1%	57	100.0%	78	100.0%
Signs - Public Right of Way - CCS	74	0	0	N/A	7	0.9	74	100.0%	72	97.3%	72	97.3%
Obstruction Alley/Sidewalk/Street - CCS	69	2	1	50.0%	60	19.5	67	97.1%	67	100.0%	68	98.6%
Garbage Roll Cart - SAN	65	0	0	N/A	10	2.1	65	100.0%	65	100.0%	65	100.0%
Bulky Trash Violations - CCS	53	0	0	N/A	14	5.1	53	100.0%	48	90.6%	48	90.6%
Signs - Other - CCS	51	0	0	N/A	21	8.1	51	100.0%	44	86.3%	44	86.3%
Animal - Loose Aggressive - CCS	42	0	0	N/A	3	0.1	42	100.0%	42	100.0%	42	100.0%
Animal - Confined - CCS	38	0	0	N/A	3	0.3	38	100.0%	38	100.0%	38	100.0%
Illegal Dumping - CCS	37	1	1	100.0%	38	5.6	36	97.3%	34	94.4%	35	94.6%
Traffic Signal - Flashing - STS	37	0	0	N/A	4	1.0	37	100.0%	37	100.0%	37	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	36	0	0	N/A	10	1.8	36	100.0%	36	100.0%	36	100.0%
Fire Inspection - DFD	34	17	16	94.1%	60	20.1	17	50.0%	17	100.0%	33	97.1%
Street Repair - Routine-STS	34	5	5	100.0%	90	13.0	29	85.3%	29	100.0%	34	100.0%

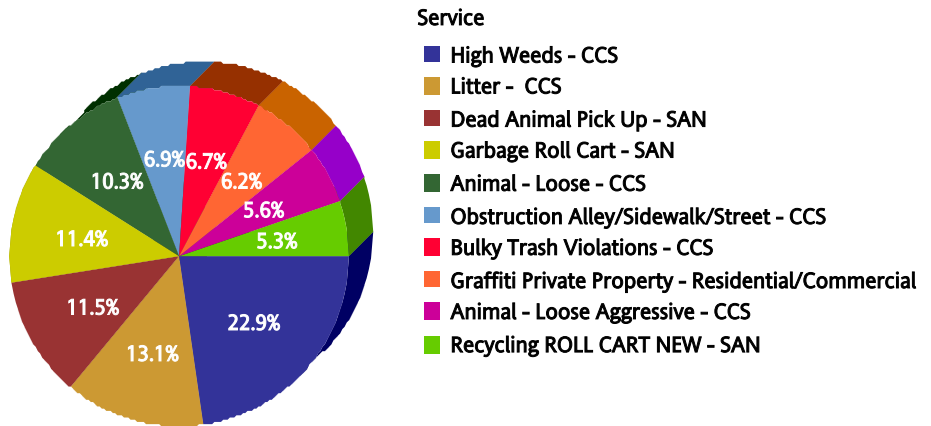


Council District 03

October 2012

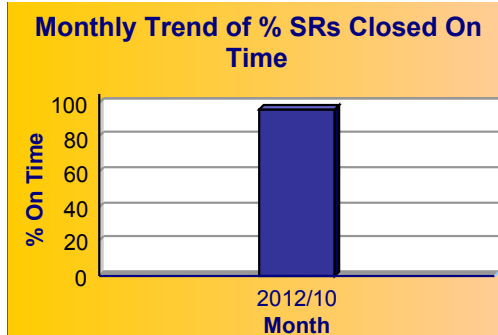
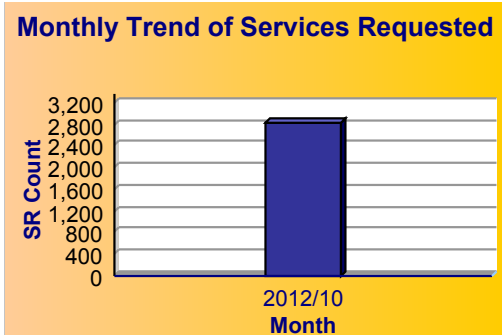
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	346
Litter - CCS	198
Dead Animal Pick Up - SAN	174
Garbage Roll Cart - SAN	173
Animal - Loose - CCS	155
Obstruction Alley/Sidewalk/Street - CCS	105
Bulky Trash Violations - CCS	102
Graffiti Private Property - Residential/Commercial	94
Animal - Loose Aggressive - CCS	85
Recycling ROLL CART NEW - SAN	80



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 %
2,813	2,657	2,589	97.4%	156	115	73.7%	96.1%





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

Council District 03

October 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	346	16	5	31.2%	38	15.9	330	95.4%	316	95.8%	321	92.8%
Litter - CCS	198	9	1	11.1%	38	15.4	189	95.5%	177	93.7%	178	89.9%
Dead Animal Pick Up - SAN	174	0	0	N/A	1	0.2	174	100.0%	174	100.0%	174	100.0%
Garbage Roll Cart - SAN	173	0	0	N/A	10	2.3	173	100.0%	171	98.8%	171	98.8%
Animal - Loose - CCS	155	0	0	N/A	40	14.8	155	100.0%	155	100.0%	155	100.0%
Obstruction Alley/Sidewalk/Street - CCS	105	19	19	100.0%	60	22.1	86	81.9%	86	100.0%	105	100.0%
Bulky Trash Violations - CCS	102	0	0	N/A	14	3.6	102	100.0%	99	97.1%	99	97.1%
Graffiti Private Property - Residential/Commercial	94	7	7	100.0%	90	2.6	87	92.6%	87	100.0%	94	100.0%
Animal - Loose Aggressive - CCS	85	0	0	N/A	3	0.3	85	100.0%	83	97.6%	83	97.6%
Recycling ROLL CART NEW - SAN	80	0	0	N/A	10	2.0	80	100.0%	80	100.0%	80	100.0%
Illegal Garbage/Placement - CCS	72	20	19	95.0%	60	19.9	52	72.2%	52	100.0%	71	98.6%
Signs - Public Right of Way - CCS	66	0	0	N/A	7	0.5	66	100.0%	66	100.0%	66	100.0%
Illegal Outside Storage - CCS	62	6	1	16.7%	38	19.9	56	90.3%	54	96.4%	55	88.7%
Parking - Unapproved Surface - CCS	53	0	0	N/A	10	5.1	53	100.0%	42	79.2%	42	79.2%
Illegal Land Use (Residential/Business) - CCS	53	7	6	85.7%	60	7.2	46	86.8%	46	100.0%	52	98.1%
24 Hour Parking/Parking Violations - DPD	50	0	0	N/A	10	4.0	50	100.0%	49	98.0%	49	98.0%
Animal - Confined - CCS	49	0	0	N/A	3	0.3	49	100.0%	49	100.0%	49	100.0%
Illegal Dumping - CCS	49	0	0	N/A	38	4.0	49	100.0%	47	95.9%	47	95.9%
Junk Motor Vehicle - CCS	41	15	15	100.0%	126	8.8	26	63.4%	26	100.0%	41	100.0%
Signs - Other - CCS	38	0	0	N/A	21	0.9	38	100.0%	38	100.0%	38	100.0%

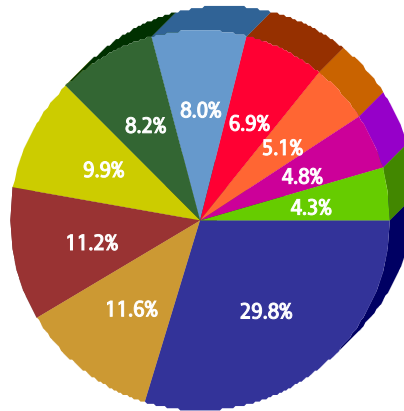


Council District 04

October 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	546
Litter - CCS	213
Animal - Loose - CCS	206
Dead Animal Pick Up - SAN	182
Garbage Roll Cart - SAN	151
Animal - Loose Aggressive - CCS	147
Substandard Structure - CCS	127
Recycling ROLL CART NEW - SAN	93
Bulky Trash Violations - CCS	88
Animal - Confined - CCS	79



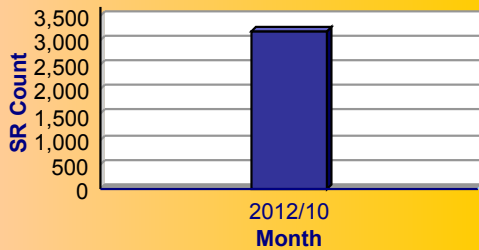
Service

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

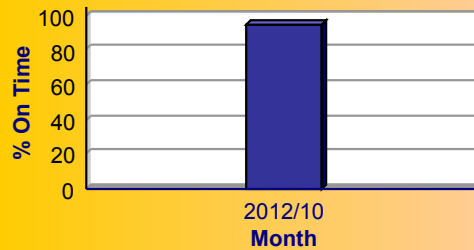
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,165	2,992	2,850	95.3%	173	136	78.6%	94.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 04

October 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	546	11	1	9.1%	38	16.8	535	98.0%	494	92.3%	495	90.7%
Litter - CCS	213	9	0	0.0%	38	18.8	204	95.8%	184	90.2%	184	86.4%
Animal - Loose - CCS	206	0	0	N/A	40	15.1	206	100.0%	206	100.0%	206	100.0%
Dead Animal Pick Up - SAN	182	0	0	N/A	1	0.3	182	100.0%	182	100.0%	182	100.0%
Garbage Roll Cart - SAN	151	0	0	N/A	10	2.3	151	100.0%	150	99.3%	150	99.3%
Animal - Loose Aggressive - CCS	147	0	0	N/A	3	0.2	147	100.0%	146	99.3%	146	99.3%
Substandard Structure - CCS	127	57	57	100.0%	365	16.7	70	55.1%	70	100.0%	127	100.0%
Recycling ROLL CART NEW - SAN	93	0	0	N/A	10	1.6	93	100.0%	93	100.0%	93	100.0%
Bulky Trash Violations - CCS	88	0	0	N/A	14	12.4	88	100.0%	59	67.0%	59	67.0%
Animal - Confined - CCS	79	0	0	N/A	3	0.5	79	100.0%	78	98.7%	78	98.7%
Illegal Dumping - CCS	77	2	0	0.0%	38	17.9	75	97.4%	65	86.7%	65	84.4%
Junk Motor Vehicle - CCS	73	39	39	100.0%	126	20.9	34	46.6%	34	100.0%	73	100.0%
Garbage - Missed - SAN	61	0	0	N/A	3	0.8	61	100.0%	61	100.0%	61	100.0%
Parking - Unapproved Surface - CCS	57	0	0	N/A	10	3.1	57	100.0%	51	89.5%	51	89.5%
Obstruction Alley/Sidewalk/Street - CCS	55	13	12	92.3%	60	22.3	42	76.4%	42	100.0%	54	98.2%
Illegal Outside Storage - CCS	44	3	1	33.3%	38	24.5	41	93.2%	33	80.5%	34	77.3%
Pot hole - Hazardous-STS	39	0	0	N/A	1	0.2	39	100.0%	37	94.9%	37	94.9%
Animal - Sick/Injured - CCS	36	0	0	N/A	3	0.0	36	100.0%	36	100.0%	36	100.0%
Brush/Bulk Items - Missed - SAN	35	0	0	N/A	10	1.7	35	100.0%	35	100.0%	35	100.0%
No Building Permit - CCS	33	3	2	66.7%	60	10.4	30	90.9%	30	100.0%	32	97.0%

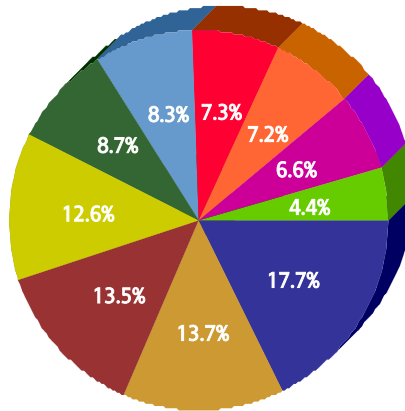


Council District 05

October 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	321
Litter - CCS	249
Substandard Structure - CCS	245
Animal - Loose - CCS	228
Dead Animal Pick Up - SAN	158
Animal - Loose Aggressive - CCS	151
Bulky Trash Violations - CCS	132
Garbage Roll Cart - SAN	130
Junk Motor Vehicle - CCS	120
Animal - Confined - CCS	79



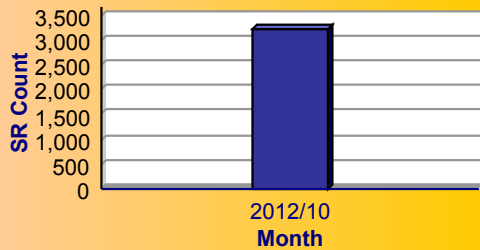
Service

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

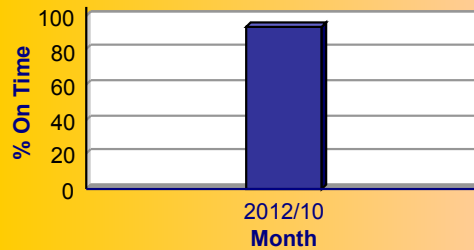
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,204	2,979	2,811	94.4%	225	194	86.2%	93.8%

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

October 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	321	9	4	44.4%	38	19.5	312	97.2%	283	90.7%	287	89.4%
Litter - CCS	249	8	2	25.0%	38	19.1	241	96.8%	212	88.0%	214	85.9%
Substandard Structure - CCS	245	63	63	100.0%	365	16.9	182	74.3%	182	100.0%	245	100.0%
Animal - Loose - CCS	228	0	0	N/A	40	15.3	228	100.0%	228	100.0%	228	100.0%
Dead Animal Pick Up - SAN	158	0	0	N/A	1	0.4	158	100.0%	158	100.0%	158	100.0%
Animal - Loose Aggressive - CCS	151	0	0	N/A	3	0.5	151	100.0%	146	96.7%	146	96.7%
Bulky Trash Violations - CCS	132	0	0	N/A	14	13.5	132	100.0%	73	55.3%	73	55.3%
Garbage Roll Cart - SAN	130	0	0	N/A	10	2.5	130	100.0%	129	99.2%	129	99.2%
Junk Motor Vehicle - CCS	120	46	46	100.0%	126	23.8	74	61.7%	74	100.0%	120	100.0%
Animal - Confined - CCS	79	0	0	N/A	3	0.4	79	100.0%	79	100.0%	79	100.0%
Parking - Unapproved Surface - CCS	75	0	0	N/A	10	3.1	75	100.0%	68	90.7%	68	90.7%
Obstruction Alley/Sidewalk/Street - CCS	71	10	9	90.0%	60	19.1	61	85.9%	61	100.0%	70	98.6%
Illegal Outside Storage - CCS	63	10	2	20.0%	38	22.6	53	84.1%	50	94.3%	52	82.5%
Recycling ROLL CART NEW - SAN	56	0	0	N/A	10	1.8	56	100.0%	56	100.0%	56	100.0%
Garbage - Missed - SAN	54	0	0	N/A	3	1.0	54	100.0%	54	100.0%	54	100.0%
Animal - Sick/Injured - CCS	39	0	0	N/A	3	0.3	39	100.0%	38	97.4%	38	97.4%
Fire Inspection - DFD	39	13	13	100.0%	60	22.8	26	66.7%	26	100.0%	39	100.0%
Street Repair - Routine-STS	38	2	2	100.0%	90	10.4	36	94.7%	36	100.0%	38	100.0%
Animal - Cruelty - CCS	36	0	0	N/A	30	0.4	36	100.0%	36	100.0%	36	100.0%
24 Hour Parking/Parking Violations - DPD	33	0	0	N/A	10	4.7	33	100.0%	32	97.0%	32	97.0%

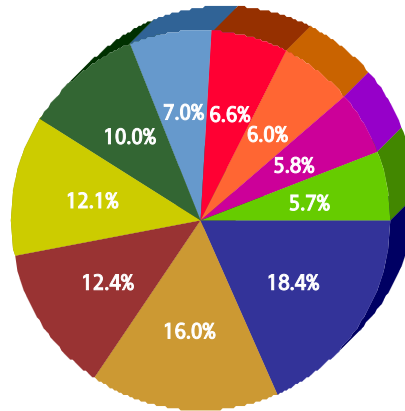


Council District 06

October 2012

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	194
High Weeds - CCS	169
Signs - Public Right of Way - CCS	131
Litter - CCS	127
Animal - Loose - CCS	105
Garbage Roll Cart - SAN	74
Dead Animal Pick Up - SAN	69
Animal - Loose Aggressive - CCS	63
Illegal Land Use (Residential/Business) - CCS	61
Illegal Outside Storage - CCS	60



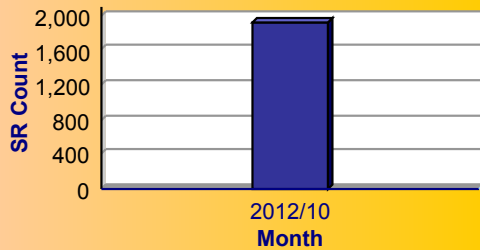
Service

- Smoke Detector Request - DFD
- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Illegal Land Use (Residential/Business) - CCS
- Illegal Outside Storage - CCS

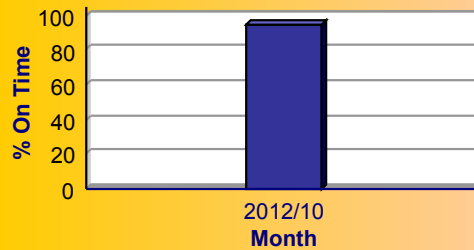
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,921	1,834	1,753	95.6%	87	64	73.6%	94.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 06

October 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	194	0	0	N/A	30	1.8	194	100.0%	194	100.0%	194	100.0%
High Weeds - CCS	169	10	4	40.0%	38	19.3	159	94.1%	134	84.3%	138	81.7%
Signs - Public Right of Way - CCS	131	0	0	N/A	7	0.0	131	100.0%	131	100.0%	131	100.0%
Litter - CCS	127	6	1	16.7%	38	20.0	121	95.3%	89	73.6%	90	70.9%
Animal - Loose - CCS	105	0	0	N/A	40	14.3	105	100.0%	105	100.0%	105	100.0%
Garbage Roll Cart - SAN	74	0	0	N/A	10	2.4	74	100.0%	74	100.0%	74	100.0%
Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.2	69	100.0%	69	100.0%	69	100.0%
Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.3	63	100.0%	61	96.8%	61	96.8%
Illegal Land Use (Residential/Business) - CCS	61	12	9	75.0%	60	12.7	49	80.3%	49	100.0%	58	95.1%
Illegal Outside Storage - CCS	60	3	0	0.0%	38	18.3	57	95.0%	55	96.5%	55	91.7%
Animal - Confined - CCS	57	0	0	N/A	3	0.3	57	100.0%	57	100.0%	57	100.0%
Fire Inspection - DFD	46	8	8	100.0%	60	22.6	38	82.6%	38	100.0%	46	100.0%
Illegal Dumping - CCS	33	1	1	100.0%	38	4.8	32	97.0%	31	96.9%	32	97.0%
Recycling ROLL CART NEW - SAN	28	0	0	N/A	10	1.8	28	100.0%	28	100.0%	28	100.0%
Parking - Unapproved Surface - CCS	25	0	0	N/A	10	2.7	25	100.0%	25	100.0%	25	100.0%
Traffic Signal - Timing - STS	25	0	0	N/A	4	1.2	25	100.0%	25	100.0%	25	100.0%
Graffiti Private Property - Residential/Commercial	24	0	0	N/A	90	0.9	24	100.0%	24	100.0%	24	100.0%
Garbage - Missed - SAN	22	0	0	N/A	3	0.9	22	100.0%	22	100.0%	22	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	22	0	0	N/A	1	0.0	22	100.0%	22	100.0%	22	100.0%
Substandard Structure - CCS	20	10	10	100.0%	365	16.7	10	50.0%	10	100.0%	20	100.0%

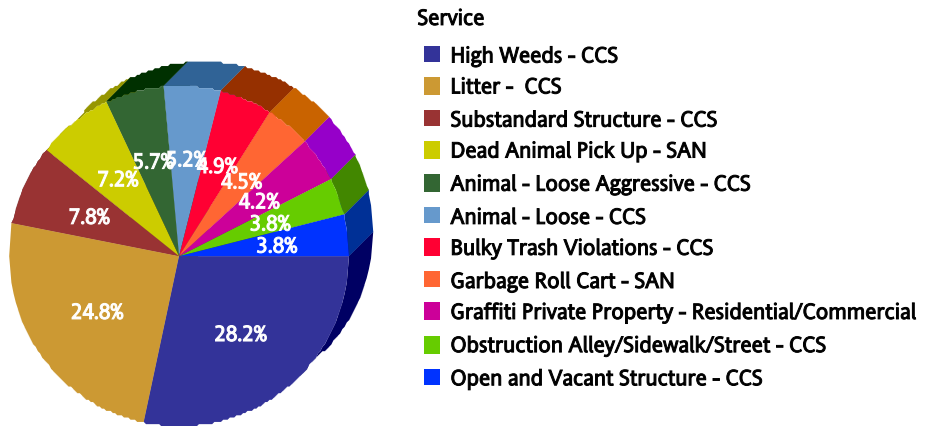


Council District 07

October 2012

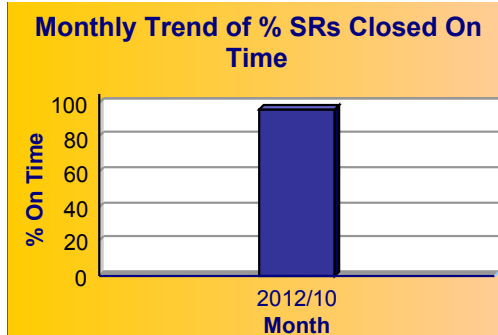
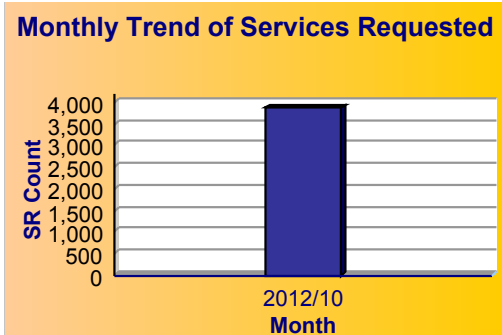
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	707
Litter - CCS	621
Substandard Structure - CCS	195
Dead Animal Pick Up - SAN	180
Animal - Loose Aggressive - CCS	142
Animal - Loose - CCS	131
Bulky Trash Violations - CCS	123
Garbage Roll Cart - SAN	113
Graffiti Private Property - Residential/Commercial	104
Obstruction Alley/Sidewalk/Street - CCS	94
Open and Vacant Structure - CCS	94



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 %
3,860	3,670	3,546	96.6%	190	146	76.8%	95.6%





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

Council District 07

October 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	707	14	4	28.6%	38	10.8	693	98.0%	672	97.0%	676	95.6%
Litter - CCS	621	15	3	20.0%	38	11.8	606	97.6%	572	94.4%	575	92.6%
Substandard Structure - CCS	195	86	86	100.0%	365	18.0	109	55.9%	109	100.0%	195	100.0%
Dead Animal Pick Up - SAN	180	0	0	N/A	1	0.3	180	100.0%	180	100.0%	180	100.0%
Animal - Loose Aggressive - CCS	142	0	0	N/A	3	0.6	142	100.0%	138	97.2%	138	97.2%
Animal - Loose - CCS	131	0	0	N/A	40	14.6	131	100.0%	131	100.0%	131	100.0%
Bulky Trash Violations - CCS	123	0	0	N/A	14	9.3	123	100.0%	97	78.9%	97	78.9%
Garbage Roll Cart - SAN	113	0	0	N/A	10	1.9	113	100.0%	113	100.0%	113	100.0%
Graffiti Private Property - Residential/Commercial	104	1	1	100.0%	90	1.7	103	99.0%	103	100.0%	104	100.0%
Obstruction Alley/Sidewalk/Street - CCS	94	3	2	66.7%	60	20.3	91	96.8%	91	100.0%	93	98.9%
Open and Vacant Structure - CCS	94	2	0	0.0%	30	10.1	92	97.9%	87	94.6%	87	92.6%
Animal - Confined - CCS	77	0	0	N/A	3	0.3	77	100.0%	77	100.0%	77	100.0%
Parking - Unapproved Surface - CCS	60	0	0	N/A	10	4.2	60	100.0%	56	93.3%	56	93.3%
Recycling ROLL CART NEW - SAN	58	0	0	N/A	10	1.6	58	100.0%	58	100.0%	58	100.0%
No Building Permit - CCS	53	9	6	66.7%	60	10.5	44	83.0%	44	100.0%	50	94.3%
Junk Motor Vehicle - CCS	51	18	18	100.0%	126	19.7	33	64.7%	33	100.0%	51	100.0%
Illegal Dumping - CCS	45	2	1	50.0%	38	8.8	43	95.6%	41	95.3%	42	93.3%
Garbage - Missed - SAN	45	0	0	N/A	3	0.6	45	100.0%	45	100.0%	45	100.0%
24 Hour Parking/Parking Violations - DPD	41	0	0	N/A	10	5.0	41	100.0%	39	95.1%	39	95.1%
Signs - Public Right of Way - CCS	40	0	0	N/A	7	1.6	40	100.0%	37	92.5%	37	92.5%

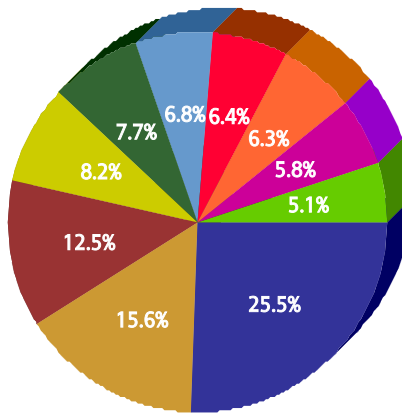


Council District 08

October 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	428
Litter - CCS	262
Animal - Loose - CCS	210
Dead Animal Pick Up - SAN	138
Animal - Loose Aggressive - CCS	129
Garbage Roll Cart - SAN	114
Bulky Trash Violations - CCS	107
Signs - Public Right of Way - CCS	105
Animal - Confined - CCS	98
Junk Motor Vehicle - CCS	86



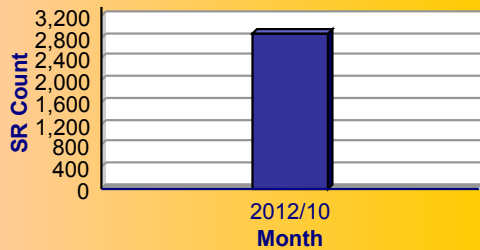
Service

- High Weeds - CCS
- Litter - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Junk Motor Vehicle - CCS

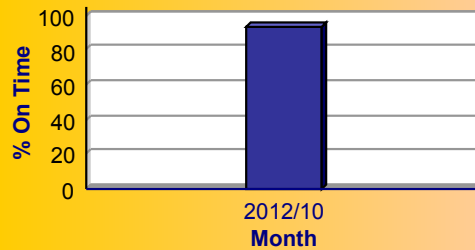
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,847	2,666	2,531	94.9%	181	122	67.4%	93.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 08

October 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	428	28	6	21.4%	38	15.3	400	93.5%	389	97.2%	395	92.3%
Litter - CCS	262	24	6	25.0%	38	17.5	238	90.8%	219	92.0%	225	85.9%
Animal - Loose - CCS	210	0	0	N/A	40	15.3	210	100.0%	210	100.0%	210	100.0%
Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.3	138	100.0%	138	100.0%	138	100.0%
Animal - Loose Aggressive - CCS	129	0	0	N/A	3	0.4	129	100.0%	127	98.4%	127	98.4%
Garbage Roll Cart - SAN	114	0	0	N/A	10	2.6	114	100.0%	114	100.0%	114	100.0%
Bulky Trash Violations - CCS	107	0	0	N/A	14	15.2	107	100.0%	48	44.9%	48	44.9%
Signs - Public Right of Way - CCS	105	0	0	N/A	7	1.0	105	100.0%	102	97.1%	102	97.1%
Animal - Confined - CCS	98	0	0	N/A	3	0.4	98	100.0%	98	100.0%	98	100.0%
Junk Motor Vehicle - CCS	86	40	40	100.0%	126	22.0	46	53.5%	46	100.0%	86	100.0%
Substandard Structure - CCS	80	33	33	100.0%	365	17.5	47	58.8%	47	100.0%	80	100.0%
Recycling ROLL CART NEW - SAN	74	0	0	N/A	10	2.0	74	100.0%	74	100.0%	74	100.0%
Illegal Dumping - CCS	60	2	0	0.0%	38	14.2	58	96.7%	54	93.1%	54	90.0%
Parking - Unapproved Surface - CCS	57	0	0	N/A	10	2.8	57	100.0%	53	93.0%	53	93.0%
Graffiti Private Property - Residential/Commercial	46	0	0	N/A	90	0.7	46	100.0%	46	100.0%	46	100.0%
Animal - Sick/Injured - CCS	44	0	0	N/A	3	0.0	44	100.0%	44	100.0%	44	100.0%
Illegal Outside Storage - CCS	37	4	1	25.0%	38	19.1	33	89.2%	30	90.9%	31	83.8%
Garbage - Missed - SAN	37	0	0	N/A	3	1.4	37	100.0%	36	97.3%	36	97.3%
Animal - Cruelty - CCS	29	0	0	N/A	30	0.4	29	100.0%	29	100.0%	29	100.0%
24 Hour Parking/Parking Violations - DPD	28	0	0	N/A	10	5.4	28	100.0%	26	92.9%	26	92.9%

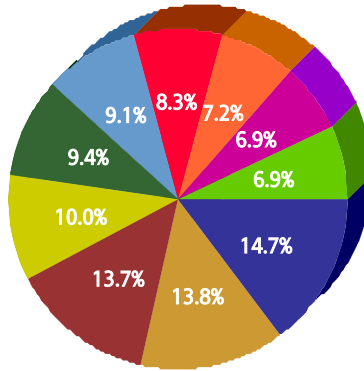


Council District 09

October 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	120
Bulky Trash Violations - CCS	113
Graffiti Private Property - Residential/Commercial	112
Dead Animal Pick Up - SAN	82
High Weeds - CCS	77
Obstruction Alley/Sidewalk/Street - CCS	74
Litter - CCS	68
Animal - Loose - CCS	59
Animal - Confined - CCS	56
Recycling ROLL CART NEW - SAN	56



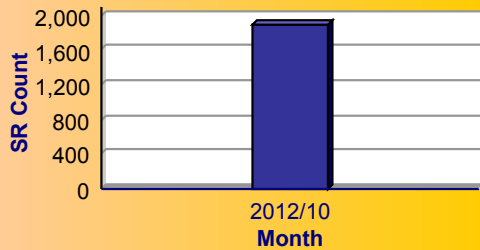
Service

- Garbage Roll Cart - SAN
- Bulky Trash Violations - CCS
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Animal - Loose - CCS
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN

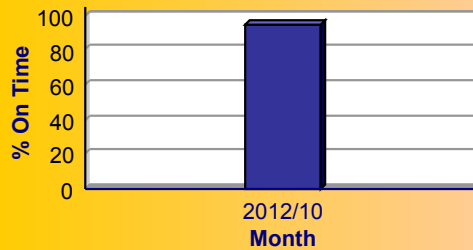
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,888	1,807	1,725	95.5%	81	60	74.1%	94.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

October 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	120	0	0	N/A	10	2.9	120	100.0%	118	98.3%	118	98.3%
Bulky Trash Violations - CCS	113	0	0	N/A	14	9.0	113	100.0%	100	88.5%	100	88.5%
Graffiti Private Property - Residential/Commercial	112	0	0	N/A	90	0.2	112	100.0%	112	100.0%	112	100.0%
Dead Animal Pick Up - SAN	82	0	0	N/A	1	0.4	82	100.0%	82	100.0%	82	100.0%
High Weeds - CCS	77	5	0	0.0%	38	23.3	72	93.5%	61	84.7%	61	79.2%
Obstruction Alley/Sidewalk/Street - CCS	74	13	11	84.6%	60	24.8	61	82.4%	61	100.0%	72	97.3%
Litter - CCS	68	2	0	0.0%	38	24.9	66	97.1%	52	78.8%	52	76.5%
Animal - Loose - CCS	59	0	0	N/A	40	14.9	59	100.0%	59	100.0%	59	100.0%
Animal - Confined - CCS	56	0	0	N/A	3	0.3	56	100.0%	55	98.2%	55	98.2%
Recycling ROLL CART NEW - SAN	56	0	0	N/A	10	1.9	56	100.0%	56	100.0%	56	100.0%
Garbage - Missed - SAN	49	0	0	N/A	3	1.1	49	100.0%	48	98.0%	48	98.0%
Animal - Loose Aggressive - CCS	48	0	0	N/A	3	0.2	48	100.0%	48	100.0%	48	100.0%
24 Hour Parking/Parking Violations - DPD	48	0	0	N/A	10	3.9	48	100.0%	48	100.0%	48	100.0%
Substandard Structure - CCS	37	23	23	100.0%	365	17.5	14	37.8%	14	100.0%	37	100.0%
Animal - Noisy - CCS	37	0	0	N/A	30	2.3	37	100.0%	37	100.0%	37	100.0%
Cost Plus - SAN	34	0	0	N/A	10	3.6	34	100.0%	33	97.1%	33	97.1%
Traffic Signal - Timing - STS	32	0	0	N/A	4	1.4	32	100.0%	32	100.0%	32	100.0%
Parking - Unapproved Surface - CCS	28	0	0	N/A	10	2.6	28	100.0%	26	92.9%	26	92.9%
No Building Permit - CCS	25	6	4	66.7%	60	11.5	19	76.0%	19	100.0%	23	92.0%
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-STS	25	2	2	100.0%	90	9.8	23	92.0%	23	100.0%	25	100.0%

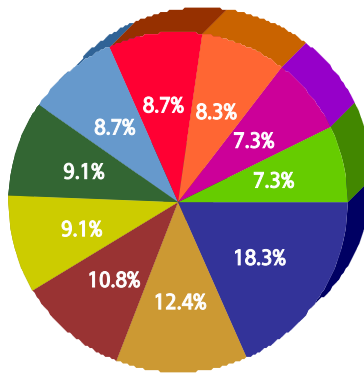


Council District 10

October 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	88
Obstruction Alley/Sidewalk/Street - CCS	60
Animal - Confined - CCS	52
Dead Animal Pick Up - SAN	44
Graffiti Private Property - Residential/Commercial	44
Garbage - Missed - SAN	42
Substandard Structure Apts - CCS	42
Fire Inspection - DFD	40
Bulky Trash Violations - CCS	35
High Weeds - CCS	35



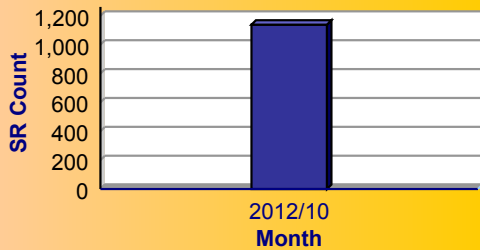
Service

- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial
- Garbage - Missed - SAN
- Substandard Structure Apts - CCS
- Fire Inspection - DFD
- Bulky Trash Violations - CCS
- High Weeds - CCS

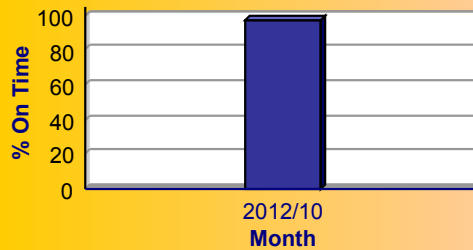
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,140	1,108	1,084	97.8%	32	28	87.5%	97.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 10

October 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	88	0	0	N/A	10	2.5	88	100.0%	88	100.0%	88	100.0%
Obstruction Alley/Sidewalk/Street - CCS	60	5	4	80.0%	60	18.4	55	91.7%	55	100.0%	59	98.3%
Animal - Confined - CCS	52	0	0	N/A	3	0.3	52	100.0%	52	100.0%	52	100.0%
Graffiti Private Property - Residential/Commercial	44	1	1	100.0%	90	0.8	43	97.7%	43	100.0%	44	100.0%
Dead Animal Pick Up - SAN	44	0	0	N/A	1	0.3	44	100.0%	44	100.0%	44	100.0%
Substandard Structure Apts - CCS	42	3	3	100.0%	365	11.9	39	92.9%	39	100.0%	42	100.0%
Garbage - Missed - SAN	42	0	0	N/A	3	0.7	42	100.0%	40	95.2%	40	95.2%
Fire Inspection - DFD	40	7	7	100.0%	60	20.8	33	82.5%	33	100.0%	40	100.0%
Bulky Trash Violations - CCS	35	0	0	N/A	14	6.6	35	100.0%	33	94.3%	33	94.3%
High Weeds - CCS	35	0	0	N/A	38	13.1	35	100.0%	33	94.3%	33	94.3%
Animal - Loose - CCS	32	0	0	N/A	40	15.3	32	100.0%	32	100.0%	32	100.0%
Animal - Loose Aggressive - CCS	27	0	0	N/A	3	0.4	27	100.0%	26	96.3%	26	96.3%
24 Hour Parking/Parking Violations - DPD	27	0	0	N/A	10	4.7	27	100.0%	27	100.0%	27	100.0%
Street Repair - Routine-STS	25	0	0	N/A	90	9.1	25	100.0%	25	100.0%	25	100.0%
Recycling ROLL CART NEW - SAN	24	0	0	N/A	10	1.9	24	100.0%	24	100.0%	24	100.0%
Litter - CCS	22	0	0	N/A	38	17.6	22	100.0%	20	90.9%	20	90.9%
Recycling - Roll Cart - SAN	17	0	0	N/A	10	3.2	17	100.0%	17	100.0%	17	100.0%
Substandard Structure - CCS	16	9	9	100.0%	365	25.6	7	43.8%	7	100.0%	16	100.0%
Animal - Sick/Injured - CCS	16	0	0	N/A	3	0.2	16	100.0%	16	100.0%	16	100.0%
Complaint/Compliment - CTY	15	1	0	0.0%	10	2.4	14	93.3%	14	100.0%	14	93.3%

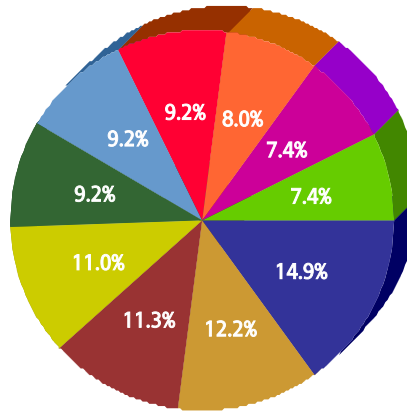


Council District 11

October 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	50
Dead Animal Pick Up - SAN	41
Obstruction Alley/Sidewalk/Street - CCS	38
Animal - Confined - CCS	37
Animal - Loose - CCS	31
Fire Inspection - DFD	31
Garbage - Missed - SAN	31
High Weeds - CCS	27
Signs - Public Right of Way - CCS	25
Substandard Structure Apts - CCS	25



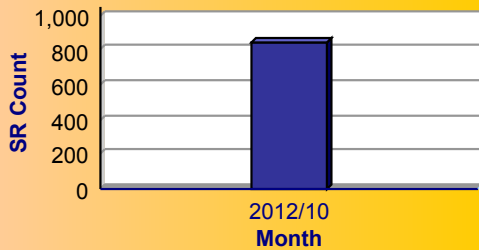
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Fire Inspection - DFD
- Garbage - Missed - SAN
- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Substandard Structure Apts - CCS

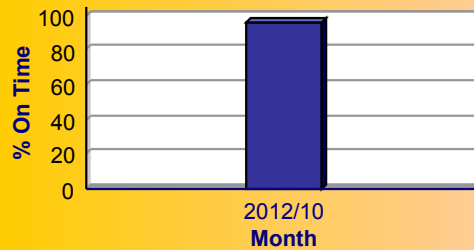
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
843	804	776	96.5%	39	35	89.7%	96.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

October 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	50	0	0	N/A	10	2.2	50	100.0%	50	100.0%	50	100.0%
Dead Animal Pick Up - SAN	41	0	0	N/A	1	0.4	41	100.0%	41	100.0%	41	100.0%
Obstruction Alley/Sidewalk/Street - CCS	38	15	15	100.0%	60	18.9	23	60.5%	23	100.0%	38	100.0%
Animal - Confined - CCS	37	0	0	N/A	3	0.3	37	100.0%	37	100.0%	37	100.0%
Animal - Loose - CCS	31	0	0	N/A	40	15.2	31	100.0%	31	100.0%	31	100.0%
Fire Inspection - DFD	31	8	8	100.0%	60	16.0	23	74.2%	23	100.0%	31	100.0%
Garbage - Missed - SAN	31	0	0	N/A	3	0.3	31	100.0%	31	100.0%	31	100.0%
High Weeds - CCS	27	0	0	N/A	38	16.5	27	100.0%	26	96.3%	26	96.3%
Signs - Public Right of Way - CCS	25	0	0	N/A	7	2.8	25	100.0%	21	84.0%	21	84.0%
Substandard Structure Apts - CCS	25	1	1	100.0%	365	14.1	24	96.0%	24	100.0%	25	100.0%
Street Repair - Routine-STS	21	2	2	100.0%	90	16.4	19	90.5%	19	100.0%	21	100.0%
Recycling ROLL CART NEW - SAN	20	0	0	N/A	10	2.0	20	100.0%	20	100.0%	20	100.0%
Traffic Signal - Flashing - STS	19	0	0	N/A	4	1.3	19	100.0%	19	100.0%	19	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
Complaint/Compliment - CTY	13	0	0	N/A	10	4.7	13	100.0%	11	84.6%	11	84.6%
Illegal Land Use (Residential/Business) - CCS	13	1	1	100.0%	60	16.0	12	92.3%	12	100.0%	13	100.0%
Garage Sale - CCS	13	0	0	N/A	7	2.3	13	100.0%	10	76.9%	10	76.9%
Alley Repair - Routine-STS	13	5	5	100.0%	90	13.8	8	61.5%	8	100.0%	13	100.0%
Traffic Signal - Timing - STS	12	0	0	N/A	4	1.4	12	100.0%	12	100.0%	12	100.0%
Pot hole - Hazardous-STS	12	0	0	N/A	1	0.3	12	100.0%	11	91.7%	11	91.7%

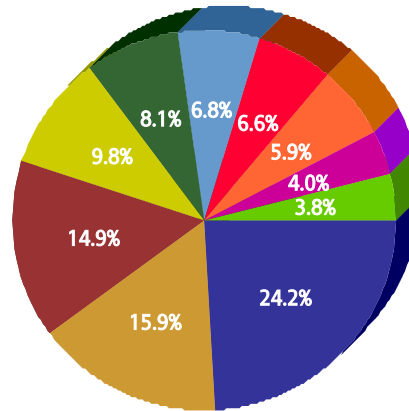


Council District 12

October 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	114
Obstruction Alley/Sidewalk/Street - CCS	75
Bulky Trash Violations - CCS	70
Animal - Confined - CCS	46
Recycling ROLL CART NEW - SAN	38
Dead Animal Pick Up - SAN	32
High Weeds - CCS	31
Animal - Loose - CCS	28
Street Repair - Routine-STS	19
Recycling - Roll Cart - SAN	18



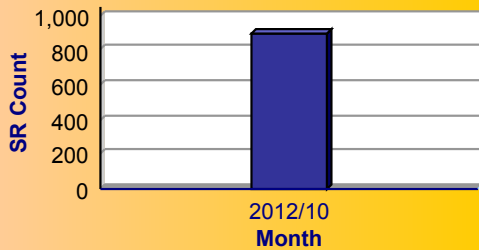
Service

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

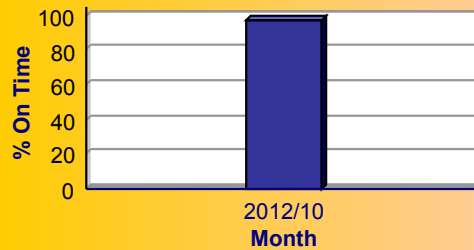
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
898	870	848	97.5%	28	23	82.1%	97.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

October 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	114	0	0	N/A	10	2.5	114	100.0%	114	100.0%	114	100.0%
Obstruction Alley/Sidewalk/Street - CCS	75	10	8	80.0%	60	26.5	65	86.7%	65	100.0%	73	97.3%
Bulky Trash Violations - CCS	70	0	0	N/A	14	8.0	70	100.0%	59	84.3%	59	84.3%
Animal - Confined - CCS	46	0	0	N/A	3	0.2	46	100.0%	46	100.0%	46	100.0%
Recycling ROLL CART NEW - SAN	38	0	0	N/A	10	1.9	38	100.0%	38	100.0%	38	100.0%
Dead Animal Pick Up - SAN	32	0	0	N/A	1	0.2	32	100.0%	32	100.0%	32	100.0%
High Weeds - CCS	31	2	1	50.0%	38	16.4	29	93.5%	27	93.1%	28	90.3%
Animal - Loose - CCS	28	0	0	N/A	40	15.5	28	100.0%	28	100.0%	28	100.0%
Street Repair - Routine-STS	19	2	2	100.0%	90	7.7	17	89.5%	17	100.0%	19	100.0%
Recycling - Roll Cart - SAN	18	0	0	N/A	10	2.3	18	100.0%	18	100.0%	18	100.0%
Water Conservation Violation - CCS	17	0	0	N/A	7	3.9	17	100.0%	16	94.1%	16	94.1%
Animal - Noisy - CCS	17	0	0	N/A	30	1.8	17	100.0%	17	100.0%	17	100.0%
Litter - CCS	15	0	0	N/A	38	21.7	15	100.0%	15	100.0%	15	100.0%
Garage Sale - CCS	15	0	0	N/A	7	0.5	15	100.0%	15	100.0%	15	100.0%
Garbage - Missed - SAN	15	0	0	N/A	3	0.7	15	100.0%	15	100.0%	15	100.0%
Animal - Loose Aggressive - CCS	14	0	0	N/A	3	0.6	14	100.0%	13	92.9%	13	92.9%
Illegal Land Use (Residential/Business) - CCS	13	0	0	N/A	60	17.5	13	100.0%	13	100.0%	13	100.0%
Fire Inspection - DFD	13	3	3	100.0%	60	24.9	10	76.9%	10	100.0%	13	100.0%
Substandard Structure - CCS	11	4	4	100.0%	365	16.4	7	63.6%	7	100.0%	11	100.0%
24 Hour Parking/Parking Violations - DPD	11	0	0	N/A	10	5.5	11	100.0%	11	100.0%	11	100.0%
Recyclable Collection Missed (Residential) - SAN	11	0	0	N/A	3	0.7	11	100.0%	11	100.0%	11	100.0%
Pot hole - Hazardous-STS	11	0	0	N/A	1	0.0	11	100.0%	11	100.0%	11	100.0%

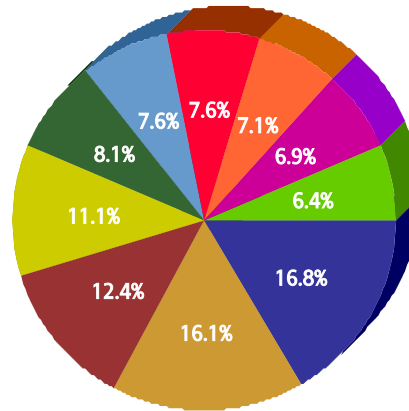


Council District 13

October 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	97
Signs - Public Right of Way - CCS	93
Obstruction Alley/Sidewalk/Street - CCS	72
Dead Animal Pick Up - SAN	64
High Weeds - CCS	47
Bulky Trash Violations - CCS	44
Garbage - Missed - SAN	44
Animal - Confined - CCS	41
Animal - Loose - CCS	40
Recycling ROLL CART NEW - SAN	37



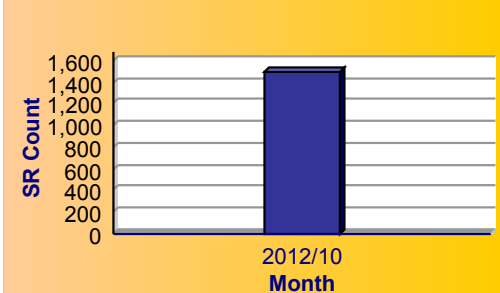
Service

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

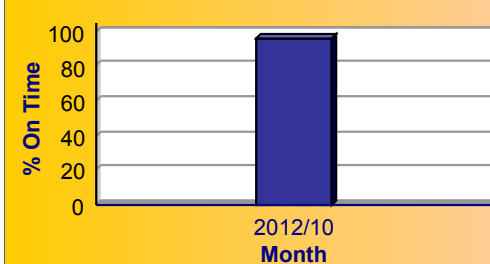
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,500	1,394	1,344	96.4%	106	90	84.9%	95.6%

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

October 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	97	0	0	N/A	10	2.5	97	100.0%	97	100.0%	97	100.0%
Signs - Public Right of Way - CCS	93	0	0	N/A	7	1.1	93	100.0%	88	94.6%	88	94.6%
Obstruction Alley/Sidewalk/Street - CCS	72	23	16	69.6%	60	25.2	49	68.1%	49	100.0%	65	90.3%
Dead Animal Pick Up - SAN	64	0	0	N/A	1	0.3	64	100.0%	64	100.0%	64	100.0%
High Weeds - CCS	47	1	0	0.0%	38	23.2	46	97.9%	34	73.9%	34	72.3%
Bulky Trash Violations - CCS	44	0	0	N/A	14	5.1	44	100.0%	41	93.2%	41	93.2%
Garbage - Missed - SAN	44	0	0	N/A	3	0.8	44	100.0%	43	97.7%	43	97.7%
Animal - Confined - CCS	41	0	0	N/A	3	0.3	41	100.0%	41	100.0%	41	100.0%
Animal - Loose - CCS	40	0	0	N/A	40	13.2	40	100.0%	40	100.0%	40	100.0%
Recycling ROLL CART NEW - SAN	37	0	0	N/A	10	2.1	37	100.0%	37	100.0%	37	100.0%
Illegal Garbage/Placement - CCS	36	31	31	100.0%	60	14.4	5	13.9%	5	100.0%	36	100.0%
Street Repair - Routine-STS	31	2	2	100.0%	90	12.7	29	93.5%	29	100.0%	31	100.0%
Substandard Structure - CCS	28	10	10	100.0%	365	6.7	18	64.3%	18	100.0%	28	100.0%
Animal - Noisy - CCS	28	0	0	N/A	30	1.7	28	100.0%	28	100.0%	28	100.0%
Traffic Signal - Flashing - STS	27	0	0	N/A	4	1.1	27	100.0%	27	100.0%	27	100.0%
Recyclable Collection Missed (Residential) - SAN	26	0	0	N/A	3	0.3	26	100.0%	26	100.0%	26	100.0%
Recycling - Roll Cart - SAN	25	0	0	N/A	10	2.3	25	100.0%	25	100.0%	25	100.0%
Alley Repair - Routine-STS	25	9	9	100.0%	90	11.2	16	64.0%	16	100.0%	25	100.0%
Water Conservation Violation - CCS	24	0	0	N/A	7	5.6	24	100.0%	19	79.2%	19	79.2%
Litter - CCS	23	1	1	100.0%	38	25.8	22	95.7%	18	81.8%	19	82.6%
Animal - Loose Aggressive - CCS	23	0	0	N/A	3	0.3	23	100.0%	23	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%
Tree down/low limbs - Emergency-STS	23	0	0	N/A	5	0.0	23	100.0%	23	100.0%	23	100.0%

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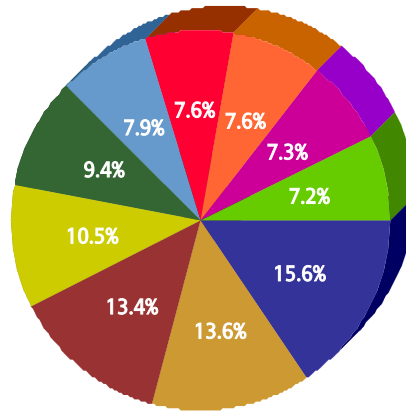


Council District 14

October 2012

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	119
Garbage Roll Cart - SAN	104
High Weeds - CCS	102
Signs - Public Right of Way - CCS	80
Dead Animal Pick Up - SAN	72
24 Hour Parking/Parking Violations - DPD	60
Animal - Confined - CCS	58
Recycling ROLL CART NEW - SAN	58
Fire Inspection - DFD	56
Traffic Signal - Timing - STS	55



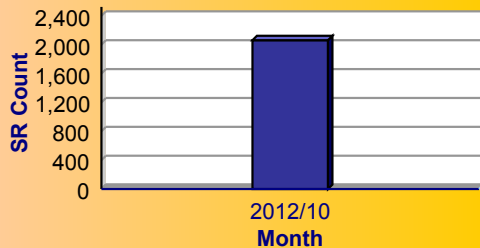
Service

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

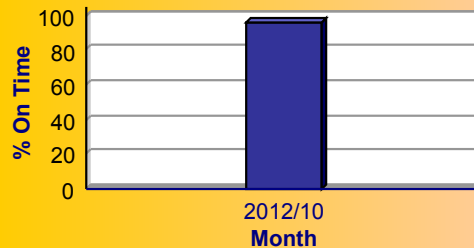
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,055	1,964	1,904	96.9%	91	68	74.7%	96.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 14

October 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
Obstruction Alley/Sidewalk/Street - CCS	119	12	11	91.7%	60	25.6	107	89.9%	107	100.0%	118	99.2%
Garbage Roll Cart - SAN	104	0	0	N/A	10	2.3	104	100.0%	104	100.0%	104	100.0%
High Weeds - CCS	102	5	5	100.0%	38	23.0	97	95.1%	82	84.5%	87	85.3%
Signs - Public Right of Way - CCS	80	0	0	N/A	7	0.8	80	100.0%	78	97.5%	78	97.5%
Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.3	72	100.0%	72	100.0%	72	100.0%
24 Hour Parking/Parking Violations - DPD	60	0	0	N/A	10	4.6	60	100.0%	60	100.0%	60	100.0%
Animal - Confined - CCS	58	0	0	N/A	3	0.3	58	100.0%	58	100.0%	58	100.0%
Recycling ROLL CART NEW - SAN	58	0	0	N/A	10	1.9	58	100.0%	58	100.0%	58	100.0%
Fire Inspection - DFD	56	14	14	100.0%	60	14.3	42	75.0%	42	100.0%	56	100.0%
Traffic Signal - Timing - STS	55	0	0	N/A	4	1.3	55	100.0%	55	100.0%	55	100.0%
Street Repair - Routine-STS	49	8	8	100.0%	90	14.2	41	83.7%	41	100.0%	49	100.0%
Traffic Signal - Flashing - STS	42	0	0	N/A	4	1.4	42	100.0%	42	100.0%	42	100.0%
Litter - CCS	38	3	0	0.0%	38	24.0	35	92.1%	30	85.7%	30	78.9%
Animal - Loose - CCS	38	0	0	N/A	40	15.2	38	100.0%	38	100.0%	38	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	38	0	0	N/A	10	2.2	38	100.0%	38	100.0%	38	100.0%
Graffiti Private Property - Residential/Commercial	36	1	1	100.0%	90	7.1	35	97.2%	35	100.0%	36	100.0%
Garbage - Missed - SAN	36	0	0	N/A	3	0.7	36	100.0%	35	97.2%	35	97.2%
Bulky Trash Violations - CCS	33	0	0	N/A	14	5.3	33	100.0%	33	100.0%	33	100.0%
No Building Permit - CCS	26	4	2	50.0%	60	14.3	22	84.6%	22	100.0%	24	92.3%
Tree down/low limbs - Emergency-STS	25	0	0	N/A	5	0.0	25	100.0%	25	100.0%	25	100.0%

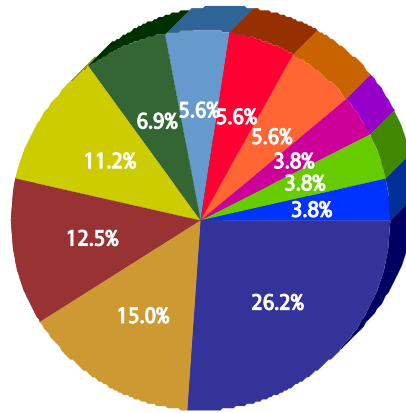


Council District Unknown

October 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	42
Litter - CCS	24
Bulky Trash Violations - CCS	20
Signs - Public Right of Way - CCS	18
Animal - Loose - CCS	11
Garbage Roll Cart - SAN	9
Obstruction Alley/Sidewalk/Street - CCS	9
Recycling ROLL CART NEW - SAN	9
24 Hour Parking/Parking Violations - DPD	6
Dead Animal Pick Up - SAN	6
LBJ Signs / Markings / Street Lights	6

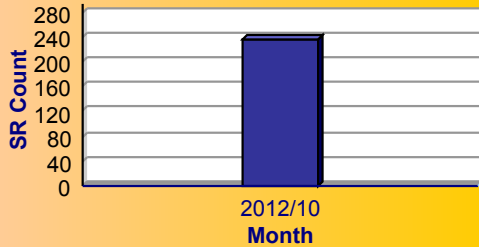


- Service
- High Weeds - CCS
 - Litter - CCS
 - Bulky Trash Violations - CCS
 - Signs - Public Right of Way - CCS
 - Animal - Loose - CCS
 - Garbage Roll Cart - SAN
 - Obstruction Alley/Sidewalk/Street - CCS
 - Recycling ROLL CART NEW - SAN
 - 24 Hour Parking/Parking Violations - DPD
 - Dead Animal Pick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

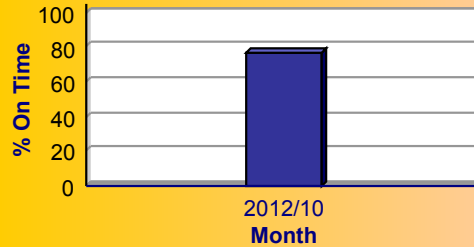
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
237	199	174	87.4%	38	9	23.7%	77.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District Unknown

October 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	42	16	0	0.0%	38	15.9	26	61.9%	26	100.0%	26	61.9%
Litter - CCS	24	6	0	0.0%	38	15.3	18	75.0%	15	83.3%	15	62.5%
Bulky Trash Violations - CCS	20	0	0	N/A	14	23.8	20	100.0%	2	10.0%	2	10.0%
Signs - Public Right of Way - CCS	18	0	0	N/A	7	1.3	18	100.0%	17	94.4%	17	94.4%
Animal - Loose - CCS	11	1	0	0.0%	40	14.5	10	90.9%	10	100.0%	10	90.9%
Obstruction Alley/Sidewalk/Street - CCS	9	5	5	100.0%	60	25.5	4	44.4%	4	100.0%	9	100.0%
Garbage Roll Cart - SAN	9	0	0	N/A	10	2.2	9	100.0%	9	100.0%	9	100.0%
Recycling ROLL CART NEW - SAN	9	0	0	N/A	10	1.8	9	100.0%	9	100.0%	9	100.0%
Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.0	6	100.0%	6	100.0%	6	100.0%
24 Hour Parking/Parking Violations - DPD	6	0	0	N/A	10	5.5	6	100.0%	6	100.0%	6	100.0%
LBJ Signs / Markings / Street Lights	6	0	0	N/A	0	0.0	6	100.0%	6	100.0%	6	100.0%
Signs - Political - CCS	4	1	0	0.0%	14	0.0	3	75.0%	3	100.0%	3	75.0%
Restaurant/Food Complaint - CCS	4	1	0	0.0%	45	7.3	3	75.0%	3	100.0%	3	75.0%
Animal - Confined - CCS	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
Substandard Structure - CCS	3	2	2	100.0%	365	33.0	1	33.3%	1	100.0%	3	100.0%
Junk Motor Vehicle - CCS	3	1	1	100.0%	126	27.5	2	66.7%	2	100.0%	3	100.0%
311 Call Center Complaint	2	0	0	N/A	10	1.5	2	100.0%	2	100.0%	2	100.0%
Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	3.0	2	100.0%	2	100.0%	2	100.0%
Illegal Dumping - CCS	2	2	0	0.0%	38		0	0.0%	0	N/A	0	0.0%
Animal - Noisy - CCS	2	0	0	N/A	30	1.0	2	100.0%	2	100.0%	2	100.0%
Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
Smoke Detector Request - DFD	2	0	0	N/A	30	0.0	2	100.0%	2	100.0%	2	100.0%
Illegal Parking/No Parking Zone 1 -DPD	2	0	0	N/A	10	10.0	2	100.0%	1	50.0%	1	50.0%
Panhandling - DPD	2	0	0	N/A	14	8.0	2	100.0%	2	100.0%	2	100.0%
Chronic Traffic Violations - DPD	2	0	0	N/A	14	1.0	2	100.0%	2	100.0%	2	100.0%



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

Council District Unknown

October 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
Sign - SDC	2	0	0	N/A	10	2.0	2	100.0%	2	100.0%	2	100.0%
Park Maintenance/Misc. - PKR	2	0	0	N/A	30	8.0	2	100.0%	2	100.0%	2	100.0%
Parking - Report of Violation - DPD	2	0	0	N/A	14	1.5	2	100.0%	2	100.0%	2	100.0%
Recycling - Roll Cart - SAN	2	0	0	N/A	10	1.5	2	100.0%	2	100.0%	2	100.0%
Pot hole Repair Routine - STS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%