FY 2010 – 2011

Monthly Service Request Performance Reports by City Service Area And Citywide Summary

November 2010

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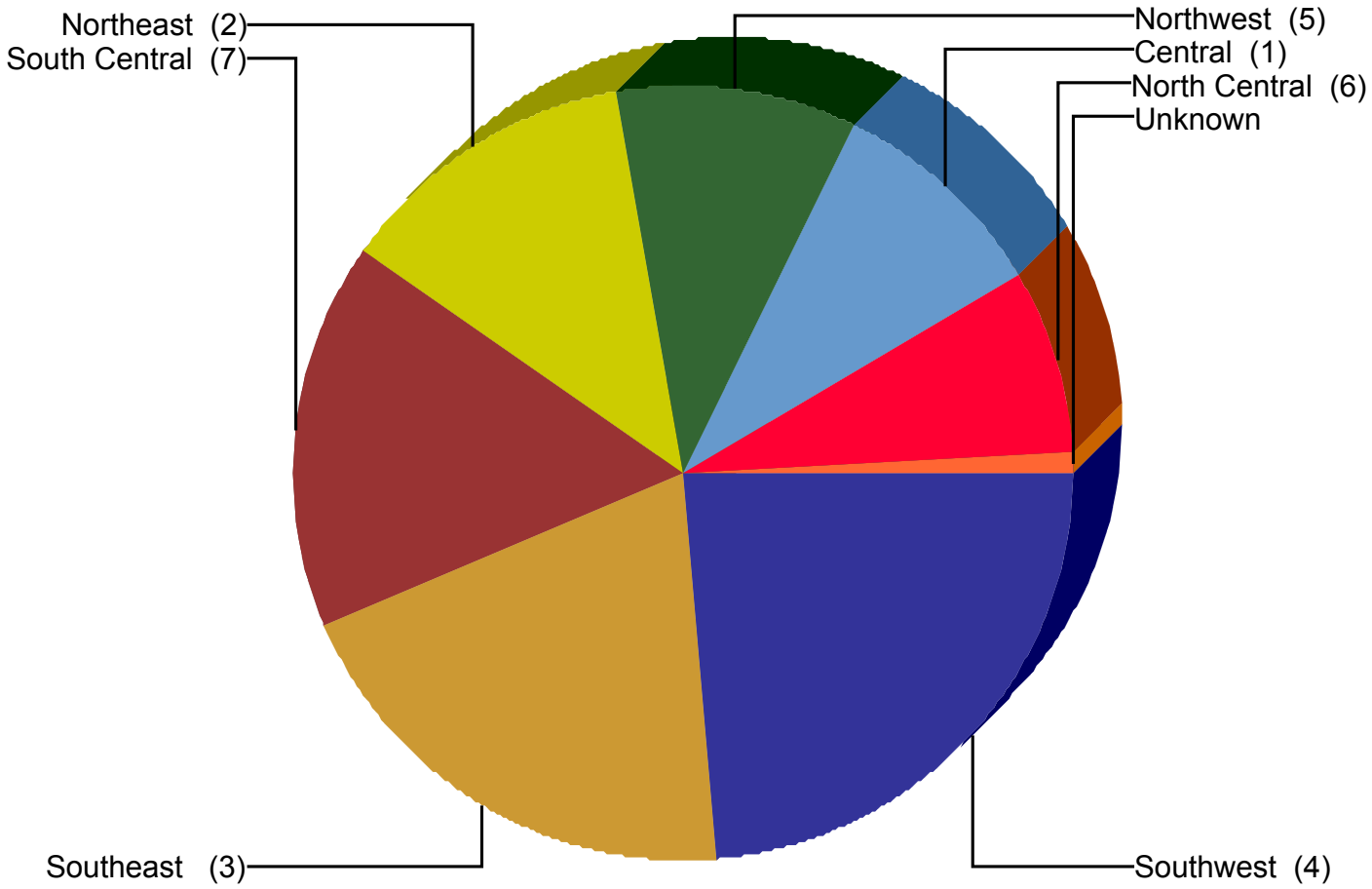
City of Dallas

City Service Area Report

For November 2010



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,214	9.2%	97.8%
North Central (6)	1,884	7.9%	96.9%
Northeast (2)	2,953	12.3%	98.0%
Northwest (5)	2,411	10.1%	98.4%
South Central (7)	3,864	16.1%	98.0%
Southeast (3)	4,828	20.1%	98.5%
Southwest (4)	5,647	23.6%	98.8%
Unknown	176	0.7%	93.2%
Total	**23,977**	**100.0%**	**98.2%**

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

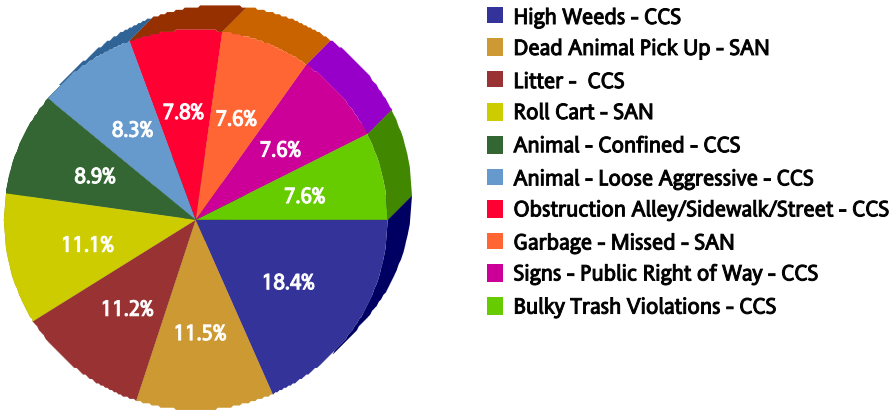
City of Dallas *Service Level Performance Report by City Service Area*

Citywide

November 2010

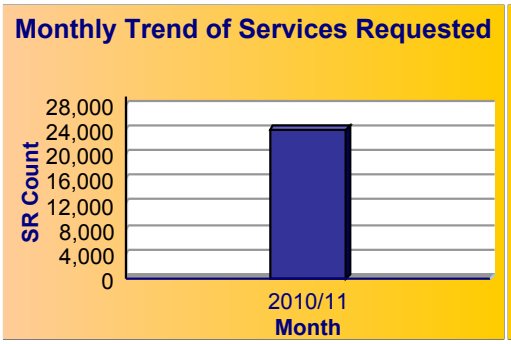
Top 10 Services

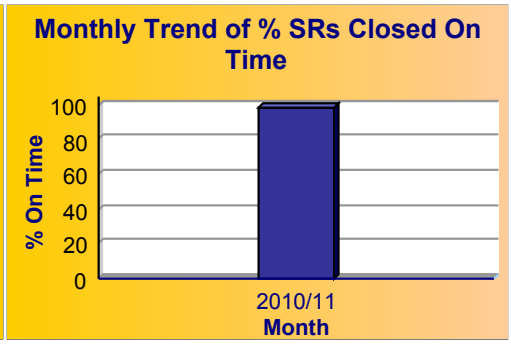
SR Type	Service Request Count
High Weeds - CCS	1,923
Dead Animal Pick Up - SAN	1,203
Litter - CCS	1,172
Roll Cart - SAN	1,157
Animal - Confined - CCS	928
Animal - Loose Aggressive - CCS	861
Obstruction Alley/Sidewalk/Street - CCS	810
Garbage - Missed - SAN	793
Signs - Public Right of Way - CCS	791
Bulky Trash Violations - CCS	789



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 %
23,977	20,424	20,106	98.4%	3,553	3,437	96.7%	98.2%





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

City of Dallas *Service Level Performance Report by City Service Area*

Citywide

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	1,923	633	633	100.0%	38	9.6	1,290	67.1%	1,290	100.0%	1,923	100.0%
2	Dead Animal Pick Up - SAN	1,203	0	0	N/A	1	0.2	1,203	100.0%	1,199	99.7%	1,199	99.7%
3	Litter - CCS	1,172	446	446	100.0%	38	11.4	726	61.9%	726	100.0%	1,172	100.0%
4	Roll Cart - SAN	1,157	3	3	100.0%	10	2.5	1,154	99.7%	1,154	100.0%	1,157	100.0%
5	Animal - Confined - CCS	928	0	0	N/A	3	0.2	928	100.0%	921	99.2%	921	99.2%
6	Animal - Loose Aggressive - CCS	861	0	0	N/A	3	0.3	861	100.0%	845	98.1%	845	98.1%
7	Obstruction Alley/Sidewalk/Street - CCS	810	407	407	100.0%	60	14.6	403	49.8%	403	100.0%	810	100.0%
8	Garbage - Missed - SAN	793	0	0	N/A	3	0.8	793	100.0%	790	99.6%	790	99.6%
9	Signs - Public Right of Way - CCS	791	8	1	12.5%	7	0.4	783	99.0%	763	97.4%	764	96.6%
10	Bulky Trash Violations - CCS	789	81	51	63.0%	14	5.0	708	89.7%	637	90.0%	688	87.2%
11	Recycling ROLL CART Registration - SAN	746	0	0	N/A	10	3.5	746	100.0%	745	99.9%	745	99.9%
12	Animal - Loose - CCS	542	135	135	100.0%	40	10.5	407	75.1%	407	100.0%	542	100.0%
13	Signs - Public Right of Way Eve/Weekends - CCS	498	1	0	0.0%	7	0.2	497	99.8%	496	99.8%	496	99.6%
14	Recyclable Collection Missed (Residential) - SAN	440	0	0	N/A	3	0.8	440	100.0%	439	99.8%	439	99.8%
15	Animal - Sick/Injured - CCS	436	0	0	N/A	3	0.2	436	100.0%	428	98.2%	428	98.2%
16	Illegal Dumping - CCS	421	46	46	100.0%	38	1.8	375	89.1%	375	100.0%	421	100.0%
17	Substandard Structure - CCS	410	278	278	100.0%	365	7.7	132	32.2%	132	100.0%	410	100.0%
18	24 Hour Parking/Parking Violations - DPD	408	23	22	95.7%	10	4.7	385	94.4%	379	98.4%	401	98.3%
19	Junk Motor Vehicle - CCS	361	215	215	100.0%	126	12.2	146	40.4%	146	100.0%	361	100.0%
20	Smoke Detector Request - DFD	340	38	38	100.0%	30	4.8	302	88.8%	302	100.0%	340	100.0%

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

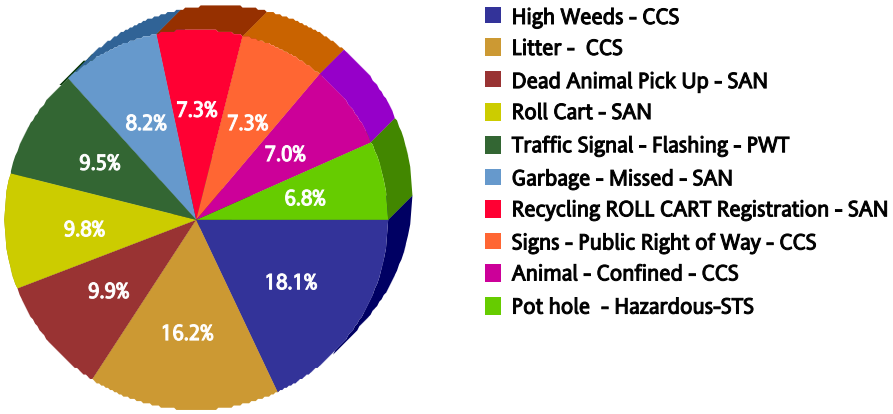
City of Dallas *Service Level Performance Report by City Service Area*

Central (1)

November 2010

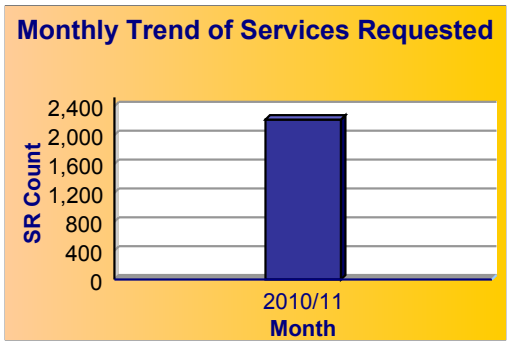
Top 10 Services

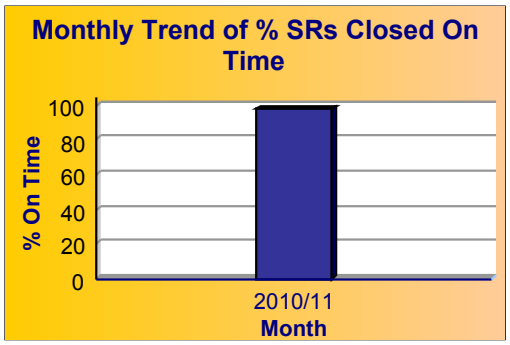
SR Type	Service Request Count
High Weeds - CCS	152
Litter - CCS	136
Dead Animal Pick Up - SAN	83
Roll Cart - SAN	82
Traffic Signal - Flashing - PWT	80
Garbage - Missed - SAN	69
Recycling ROLL CART Registration - SAN	61
Signs - Public Right of Way - CCS	61
Animal - Confined - CCS	59
Pot hole - Hazardous-STS	57



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 %
2,214	1,918	1,877	97.9%	296	288	97.3%	97.8%





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

City of Dallas *Service Level Performance Report by City Service Area*

Central (1)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	152	38	38	100.0%	38	8.4	114	75.0%	114	100.0%	152	100.0%
2	Litter - CCS	136	43	43	100.0%	38	8.9	93	68.4%	93	100.0%	136	100.0%
3	Dead Animal Pick Up - SAN	83	0	0	N/A	1	0.2	83	100.0%	83	100.0%	83	100.0%
4	Roll Cart - SAN	82	0	0	N/A	10	2.4	82	100.0%	82	100.0%	82	100.0%
5	Traffic Signal - Flashing - PWT	80	0	0	N/A	4	1.6	80	100.0%	72	90.0%	72	90.0%
6	Garbage - Missed - SAN	69	0	0	N/A	3	0.7	69	100.0%	69	100.0%	69	100.0%
7	Signs - Public Right of Way - CCS	61	0	0	N/A	7	0.4	61	100.0%	59	96.7%	59	96.7%
8	Recycling ROLL CART Registration - SAN	61	0	0	N/A	10	3.3	61	100.0%	60	98.4%	60	98.4%
9	Animal - Confined - CCS	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
10	Pot hole - Hazardous-STS	57	0	0	N/A	1	0.0	57	100.0%	57	100.0%	57	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	56	29	29	100.0%	60	11.1	27	48.2%	27	100.0%	56	100.0%
12	Street Repair - Routine-STS	46	23	23	100.0%	90	4.1	23	50.0%	23	100.0%	46	100.0%
13	Animal - Loose Aggressive - CCS	45	0	0	N/A	3	0.2	45	100.0%	45	100.0%	45	100.0%
14	Bulky Trash Violations - CCS	42	5	4	80.0%	14	4.7	37	88.1%	35	94.6%	39	92.9%
15	Junk Motor Vehicle - CCS	42	21	21	100.0%	126	15.3	21	50.0%	21	100.0%	42	100.0%
16	Recyclable Collection Missed (Residential) - SAN	42	0	0	N/A	3	1.1	42	100.0%	42	100.0%	42	100.0%
17	24 Hour Parking/Parking Violations - DPD	39	1	1	100.0%	10	6.2	38	97.4%	36	94.7%	37	94.9%
18	Traffic Signal - Timing - PWT	37	0	0	N/A	4	1.2	37	100.0%	37	100.0%	37	100.0%
19	General - CCS	29	1	1	100.0%	38	6.1	28	96.6%	28	100.0%	29	100.0%
20	Illegal Dumping - CCS	27	4	4	100.0%	38	1.4	23	85.2%	23	100.0%	27	100.0%
21	Signs - Other - CCS	27	0	0	N/A	21	0.9	27	100.0%	27	100.0%	27	100.0%
22	Animal - Loose - CCS	27	8	8	100.0%	40	12.8	19	70.4%	19	100.0%	27	100.0%
23	Animal - Sick/Injured - CCS	27	0	0	N/A	3	0.7	27	100.0%	24	88.9%	24	88.9%

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

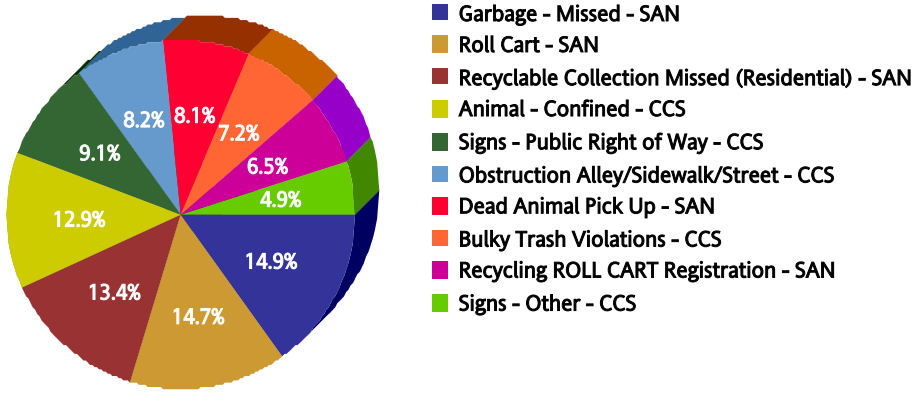
City of Dallas *Service Level Performance Report by City Service Area*

North Central (6)

November 2010

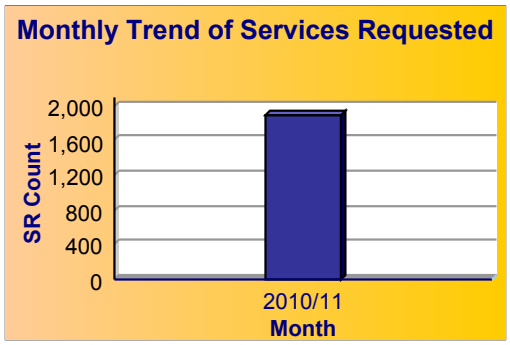
Top 10 Services

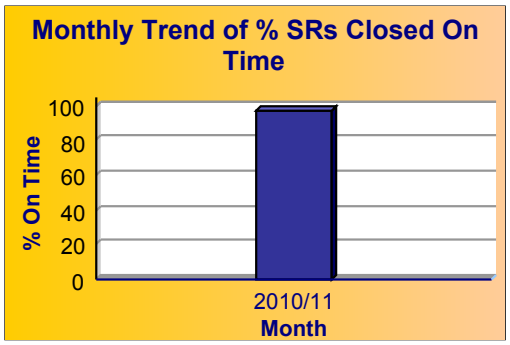
SR Type	Service Request Count
Garbage - Missed - SAN	133
Roll Cart - SAN	131
Recyclable Collection Missed (Residential) - SAN	119
Animal - Confined - CCS	115
Signs - Public Right of Way - CCS	81
Obstruction Alley/Sidewalk/Street - CCS	73
Dead Animal Pick Up - SAN	72
Bulky Trash Violations - CCS	64
Recycling ROLL CART Registration - SAN	58
Signs - Other - CCS	44



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 %
1,884	1,618	1,584	97.9%	266	242	91.0%	96.9%





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

City of Dallas *Service Level Performance Report by City Service Area*

North Central (6)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Garbage - Missed - SAN	133	0	0	N/A	3	0.6	133	100.0%	133	100.0%	133	100.0%
2	Roll Cart - SAN	131	1	1	100.0%	10	2.5	130	99.2%	130	100.0%	131	100.0%
3	Recyclable Collection Missed (Residential) - SAN	119	0	0	N/A	3	0.7	119	100.0%	119	100.0%	119	100.0%
4	Animal - Confined - CCS	115	0	0	N/A	3	0.2	115	100.0%	112	97.4%	112	97.4%
5	Signs - Public Right of Way - CCS	81	5	0	0.0%	7	0.6	76	93.8%	73	96.1%	73	90.1%
6	Obstruction Alley/Sidewalk/Street - CCS	73	61	61	100.0%	60	13.6	12	16.4%	12	100.0%	73	100.0%
7	Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.1	72	100.0%	72	100.0%	72	100.0%
8	Bulky Trash Violations - CCS	64	15	5	33.3%	14	6.6	49	76.6%	44	89.8%	49	76.6%
9	Recycling ROLL CART Registration - SAN	58	0	0	N/A	10	3.4	58	100.0%	58	100.0%	58	100.0%
10	Signs - Other - CCS	44	14	14	100.0%	21	6.2	30	68.2%	28	93.3%	42	95.5%
11	Fire Inspection - DFD	42	23	23	100.0%	60	9.7	19	45.2%	19	100.0%	42	100.0%
12	Animal - Sick/Injured - CCS	40	0	0	N/A	3	0.2	40	100.0%	40	100.0%	40	100.0%
13	Recycling - Roll Cart - SAN	38	0	0	N/A	10	2.5	38	100.0%	38	100.0%	38	100.0%
14	Brush/Bulk Items - Missed - SAN	36	0	0	N/A	10	2.0	36	100.0%	36	100.0%	36	100.0%
15	Street Repair - Routine-STS	34	12	12	100.0%	90	6.0	22	64.7%	22	100.0%	34	100.0%
16	24 Hour Parking/Parking Violations - DPD	27	4	4	100.0%	10	4.4	23	85.2%	22	95.7%	26	96.3%
17	High Weeds - CCS	25	17	17	100.0%	38	13.5	8	32.0%	8	100.0%	25	100.0%
18	Animal - Loose Aggressive - CCS	25	0	0	N/A	3	0.6	25	100.0%	24	96.0%	24	96.0%
19	Substandard Structure Apts - CCS	24	1	1	100.0%	365	6.9	23	95.8%	23	100.0%	24	100.0%
20	Traffic Signal - Timing - PWT	24	0	0	N/A	4	1.0	24	100.0%	23	95.8%	23	95.8%

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

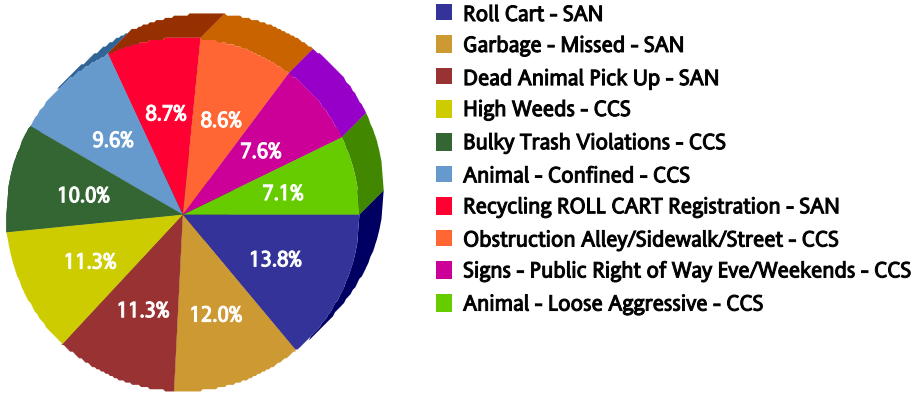
City of Dallas *Service Level Performance Report by City Service Area*

Northeast (2)

November 2010

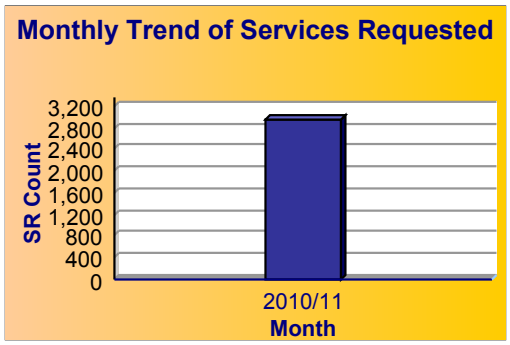
Top 10 Services

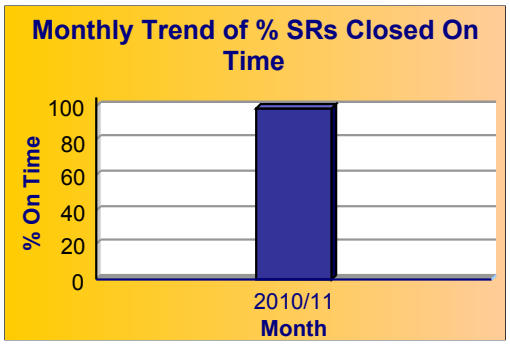
SR Type	Service Request Count
Roll Cart - SAN	171
Garbage - Missed - SAN	148
Dead Animal Pick Up - SAN	140
High Weeds - CCS	140
Bulky Trash Violations - CCS	124
Animal - Confined - CCS	119
Recycling ROLL CART Registration - SAN	108
Obstruction Alley/Sidewalk/Street - CCS	106
Signs - Public Right of Way Eve/Weekends - CCS	94
Animal - Loose Aggressive - CCS	88



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 %
2,953	2,519	2,485	98.7%	434	408	94.0%	98.0%





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

City of Dallas *Service Level Performance Report by City Service Area*

Northeast (2)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Roll Cart - SAN	171	0	0	N/A	10	2.7	171	100.0%	171	100.0%	171	100.0%
2	Garbage - Missed - SAN	148	0	0	N/A	3	0.8	148	100.0%	147	99.3%	147	99.3%
3	High Weeds - CCS	140	83	83	100.0%	38	9.7	57	40.7%	57	100.0%	140	100.0%
4	Dead Animal Pick Up - SAN	140	0	0	N/A	1	0.3	140	100.0%	140	100.0%	140	100.0%
5	Bulky Trash Violations - CCS	124	16	9	56.2%	14	3.8	108	87.1%	106	98.1%	115	92.7%
6	Animal - Confined - CCS	119	0	0	N/A	3	0.1	119	100.0%	119	100.0%	119	100.0%
7	Recycling ROLL CART Registration - SAN	108	0	0	N/A	10	3.4	108	100.0%	108	100.0%	108	100.0%
8	Obstruction Alley/Sidewalk/Street - CCS	106	60	60	100.0%	60	12.7	46	43.4%	46	100.0%	106	100.0%
9	Signs - Public Right of Way Eve/Weekends - CCS	94	0	0	N/A	7	0.4	94	100.0%	94	100.0%	94	100.0%
10	Animal - Loose Aggressive - CCS	88	0	0	N/A	3	0.3	88	100.0%	87	98.9%	87	98.9%
11	24 Hour Parking/Parking Violations - DPD	83	0	0	N/A	10	3.5	83	100.0%	83	100.0%	83	100.0%
12	Recyclable Collection Missed (Residential) - SAN	74	0	0	N/A	3	0.8	74	100.0%	74	100.0%	74	100.0%
13	Litter - CCS	68	31	31	100.0%	38	9.8	37	54.4%	37	100.0%	68	100.0%
14	Animal - Sick/Injured - CCS	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
15	Recycling - Roll Cart - SAN	55	0	0	N/A	10	2.6	55	100.0%	55	100.0%	55	100.0%
16	Animal - Loose - CCS	51	13	13	100.0%	40	12.6	38	74.5%	38	100.0%	51	100.0%
17	Brush/Bulk Items - Missed - SAN	46	2	2	100.0%	10	1.7	44	95.7%	44	100.0%	46	100.0%
18	Parking - Unapproved Surface - CCS	42	3	0	0.0%	10	1.1	39	92.9%	38	97.4%	38	90.5%
19	Substandard Structure - CCS	40	30	30	100.0%	365	12.5	10	25.0%	10	100.0%	40	100.0%
20	Garage Sale - CCS	38	2	0	0.0%	7	0.4	36	94.7%	35	97.2%	35	92.1%
21	Substandard Structure Apts - CCS	38	16	16	100.0%	365	6.7	22	57.9%	22	100.0%	38	100.0%

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

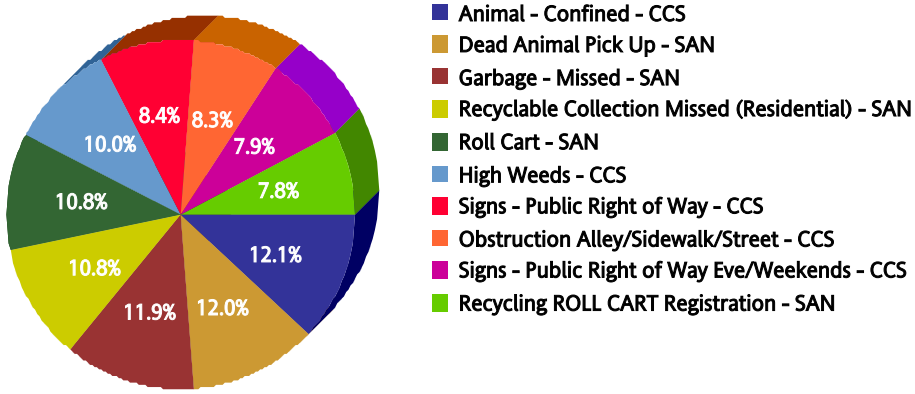
City of Dallas *Service Level Performance Report by City Service Area*

Northwest (5)

November 2010

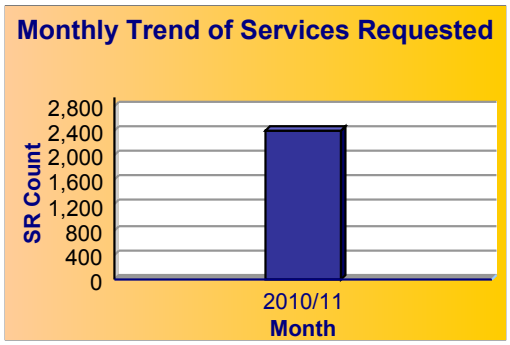
Top 10 Services

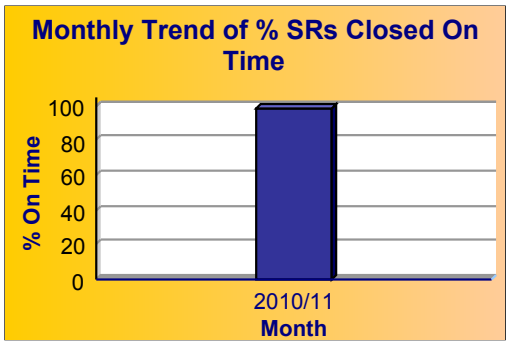
SR Type	Service Request Count
Animal - Confined - CCS	119
Dead Animal Pick Up - SAN	118
Garbage - Missed - SAN	117
Recyclable Collection Missed (Residential) - SAN	107
Roll Cart - SAN	107
High Weeds - CCS	99
Signs - Public Right of Way - CCS	83
Obstruction Alley/Sidewalk/Street - CCS	82
Signs - Public Right of Way Eve/Weekends - CCS	78
Recycling ROLL CART Registration - SAN	77



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 %
2,411	2,158	2,127	98.6%	253	245	96.8%	98.4%





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

City of Dallas *Service Level Performance Report by City Service Area*

Northwest (5)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Animal - Confined - CCS	119	0	0	N/A	3	0.2	119	100.0%	117	98.3%	117	98.3%
2	Dead Animal Pick Up - SAN	118	0	0	N/A	1	0.2	118	100.0%	118	100.0%	118	100.0%
3	Garbage - Missed - SAN	117	0	0	N/A	3	1.0	117	100.0%	117	100.0%	117	100.0%
4	Recyclable Collection Missed (Residential) - SAN	107	0	0	N/A	3	0.7	107	100.0%	107	100.0%	107	100.0%
5	Roll Cart - SAN	107	0	0	N/A	10	2.5	107	100.0%	107	100.0%	107	100.0%
6	High Weeds - CCS	99	19	19	100.0%	38	8.4	80	80.8%	80	100.0%	99	100.0%
7	Signs - Public Right of Way - CCS	83	0	0	N/A	7	0.7	83	100.0%	80	96.4%	80	96.4%
8	Obstruction Alley/Sidewalk/Street - CCS	82	47	47	100.0%	60	16.7	35	42.7%	35	100.0%	82	100.0%
9	Signs - Public Right of Way Eve/Weekends - CCS	78	1	0	0.0%	7	0.1	77	98.7%	77	100.0%	77	98.7%
10	Recycling ROLL CART Registration - SAN	77	0	0	N/A	10	3.5	77	100.0%	77	100.0%	77	100.0%
11	Litter - CCS	57	12	12	100.0%	38	9.8	45	78.9%	45	100.0%	57	100.0%
12	Bulky Trash Violations - CCS	56	9	6	66.7%	14	3.0	47	83.9%	47	100.0%	53	94.6%
13	Animal - Loose Aggressive - CCS	54	0	0	N/A	3	0.6	54	100.0%	52	96.3%	52	96.3%
14	Garage Sale - CCS	52	1	0	0.0%	7	0.5	51	98.1%	50	98.0%	50	96.2%
15	Street Repair - Routine-STS	49	15	15	100.0%	90	5.9	34	69.4%	34	100.0%	49	100.0%
16	24 Hour Parking/Parking Violations - DPD	48	1	1	100.0%	10	4.6	47	97.9%	47	100.0%	48	100.0%
17	Traffic Signal - Flashing - PWT	38	0	0	N/A	4	1.6	38	100.0%	35	92.1%	35	92.1%
18	Pot hole Repair Routine - STS	38	0	0	N/A	7	2.1	38	100.0%	33	86.8%	33	86.8%
19	Garage Sale Eve/Weekends - CCS	36	0	0	N/A	7	1.0	36	100.0%	36	100.0%	36	100.0%
20	Animal - Loose - CCS	35	5	5	100.0%	40	12.9	30	85.7%	30	100.0%	35	100.0%

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

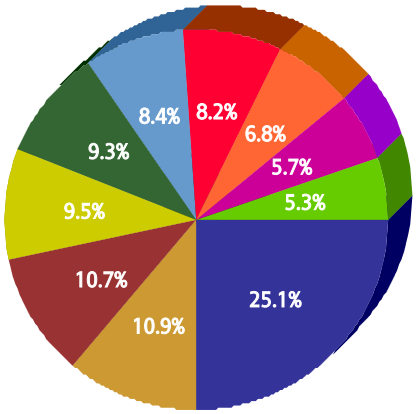
City of Dallas *Service Level Performance Report by City Service Area*

South Central (7)

November 2010

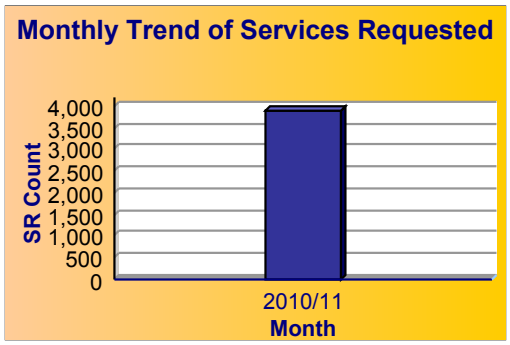
Top 10 Services

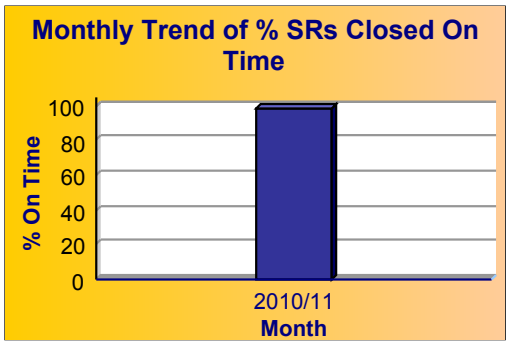
SR Type	Service Request Count
High Weeds - CCS	539
Dead Animal Pick Up - SAN	235
Smoke Detector Request - DFD	229
Animal - Loose Aggressive - CCS	205
Roll Cart - SAN	200
Litter - CCS	181
Bulky Trash Violations - CCS	177
Animal - Confined - CCS	147
Recycling ROLL CART Registration - SAN	122
Animal - Loose - CCS	115



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 %
3,864	3,323	3,255	98.0%	541	530	98.0%	98.0%





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

City of Dallas *Service Level Performance Report by City Service Area*

South Central (7)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	539	182	182	100.0%	38	9.2	357	66.2%	357	100.0%	539	100.0%
2	Dead Animal Pick Up - SAN	235	0	0	N/A	1	0.3	235	100.0%	233	99.1%	233	99.1%
3	Smoke Detector Request - DFD	229	8	8	100.0%	30	2.8	221	96.5%	221	100.0%	229	100.0%
4	Animal - Loose Aggressive - CCS	205	0	0	N/A	3	0.4	205	100.0%	201	98.0%	201	98.0%
5	Roll Cart - SAN	200	1	1	100.0%	10	2.5	199	99.5%	199	100.0%	200	100.0%
6	Litter - CCS	181	63	63	100.0%	38	11.3	118	65.2%	118	100.0%	181	100.0%
7	Bulky Trash Violations - CCS	177	13	10	76.9%	14	8.1	164	92.7%	127	77.4%	137	77.4%
8	Animal - Confined - CCS	147	0	0	N/A	3	0.2	147	100.0%	147	100.0%	147	100.0%
9	Recycling ROLL CART Registration - SAN	122	0	0	N/A	10	3.2	122	100.0%	122	100.0%	122	100.0%
10	Animal - Loose - CCS	115	34	34	100.0%	40	11.3	81	70.4%	81	100.0%	115	100.0%
11	Illegal Dumping - CCS	110	18	18	100.0%	38	2.5	92	83.6%	92	100.0%	110	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	107	41	41	100.0%	60	18.2	66	61.7%	66	100.0%	107	100.0%
13	Garbage - Missed - SAN	106	0	0	N/A	3	0.9	106	100.0%	106	100.0%	106	100.0%
14	Animal - Sick/Injured - CCS	77	0	0	N/A	3	0.1	77	100.0%	76	98.7%	76	98.7%
15	Parking - Unapproved Surface - Eve/Weekends - CCS	73	0	0	N/A	10	1.0	73	100.0%	72	98.6%	72	98.6%
16	Junk Motor Vehicle - CCS	68	48	48	100.0%	126	9.3	20	29.4%	20	100.0%	68	100.0%
17	24 Hour Parking/Parking Violations - DPD	54	2	2	100.0%	10	4.0	52	96.3%	52	100.0%	54	100.0%
18	Pot hole - Hazardous-STS	51	0	0	N/A	1	0.2	51	100.0%	51	100.0%	51	100.0%
19	Signs - Public Right of Way Eve/Weekends - CCS	47	0	0	N/A	7	0.1	47	100.0%	47	100.0%	47	100.0%
20	Illegal Garbage/Placement - CCS	42	9	9	100.0%	60	20.7	33	78.6%	33	100.0%	42	100.0%

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

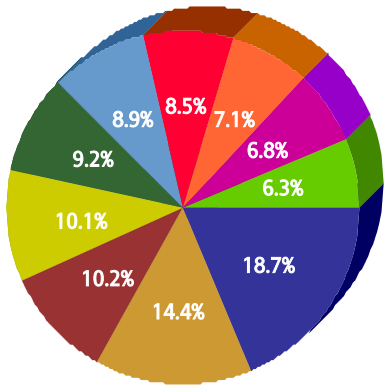
City of Dallas *Service Level Performance Report by City Service Area*

Southeast (3)

November 2010

Top 10 Services

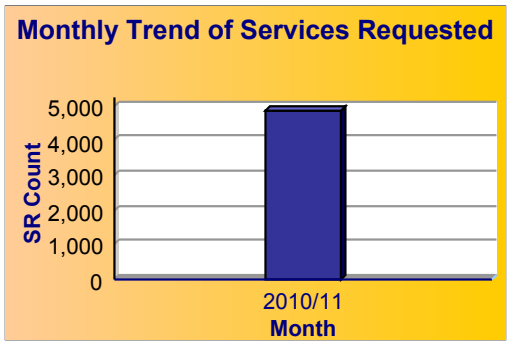
SR Type	Service Request Count
High Weeds - CCS	467
Litter - CCS	360
Dead Animal Pick Up - SAN	255
Roll Cart - SAN	252
Animal - Loose Aggressive - CCS	231
Animal - Confined - CCS	222
Substandard Structure - CCS	212
Signs - Public Right of Way Eve/Weekends - CCS	178
Recycling ROLL CART Registration - SAN	170
Bulky Trash Violations - CCS	157

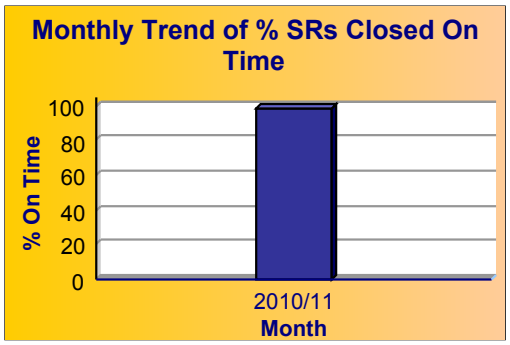


Service
- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Substandard Structure - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - CCS

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,828	3,912	3,854	98.5%	916	903	98.6%	98.5%





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

City of Dallas *Service Level Performance Report by City Service Area*

Southeast (3)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	467	148	148	100.0%	38	9.3	319	68.3%	319	100.0%	467	100.0%
2	Litter - CCS	360	157	157	100.0%	38	11.5	203	56.4%	203	100.0%	360	100.0%
3	Dead Animal Pick Up - SAN	255	0	0	N/A	1	0.2	255	100.0%	255	100.0%	255	100.0%
4	Roll Cart - SAN	252	0	0	N/A	10	2.4	252	100.0%	252	100.0%	252	100.0%
5	Animal - Loose Aggressive - CCS	231	0	0	N/A	3	0.2	231	100.0%	229	99.1%	229	99.1%
6	Animal - Confined - CCS	222	0	0	N/A	3	0.2	222	100.0%	221	99.5%	221	99.5%
7	Substandard Structure - CCS	212	131	131	100.0%	365	7.9	81	38.2%	81	100.0%	212	100.0%
8	Signs - Public Right of Way Eve/Weekends - CCS	178	0	0	N/A	7	0.2	178	100.0%	177	99.4%	177	99.4%
9	Recycling ROLL CART Registration - SAN	170	0	0	N/A	10	3.9	170	100.0%	170	100.0%	170	100.0%
10	Bulky Trash Violations - CCS	157	18	13	72.2%	14	5.2	139	88.5%	119	85.6%	132	84.1%
11	Animal - Loose - CCS	140	33	33	100.0%	40	10.8	107	76.4%	107	100.0%	140	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	134	71	71	100.0%	60	13.3	63	47.0%	63	100.0%	134	100.0%
13	Animal - Sick/Injured - CCS	119	0	0	N/A	3	0.1	119	100.0%	118	99.2%	118	99.2%
14	Garbage - Missed - SAN	117	0	0	N/A	3	0.9	117	100.0%	115	98.3%	115	98.3%
15	Junk Motor Vehicle - CCS	95	69	69	100.0%	126	9.6	26	27.4%	26	100.0%	95	100.0%
16	Illegal Dumping - CCS	79	6	6	100.0%	38	2.1	73	92.4%	73	100.0%	79	100.0%
17	Signs - Public Right of Way - CCS	78	1	1	100.0%	7	0.2	77	98.7%	77	100.0%	78	100.0%
18	Parking - Unapproved Surface - CCS	78	0	0	N/A	10	1.2	78	100.0%	75	96.2%	75	96.2%
19	24 Hour Parking/Parking Violations - DPD	76	13	13	100.0%	10	7.2	63	82.9%	60	95.2%	73	96.1%
20	Open and Vacant Structure - CCS	64	9	9	100.0%	30	6.6	55	85.9%	55	100.0%	64	100.0%

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

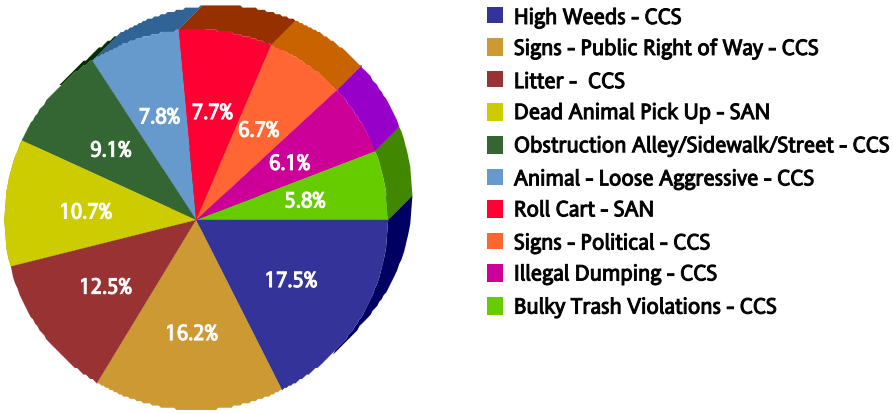
City of Dallas *Service Level Performance Report by City Service Area*

Southwest (4)

November 2010

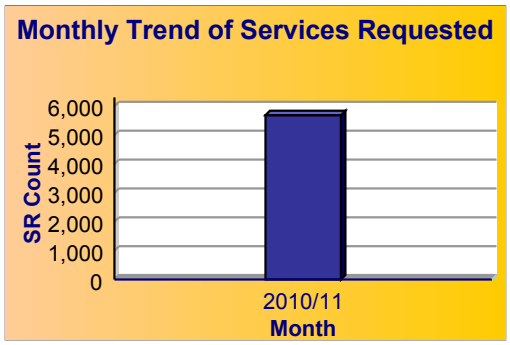
Top 10 Services

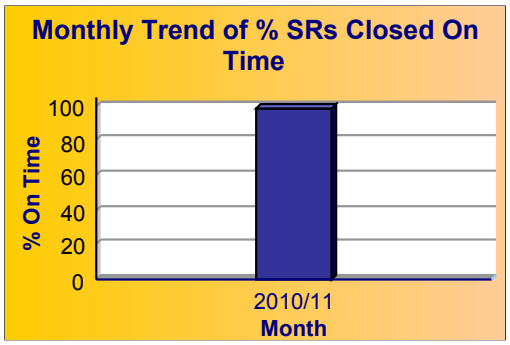
SR Type	Service Request Count
High Weeds - CCS	480
Signs - Public Right of Way - CCS	443
Litter - CCS	342
Dead Animal Pick Up - SAN	294
Obstruction Alley/Sidewalk/Street - CCS	249
Animal - Loose Aggressive - CCS	213
Roll Cart - SAN	210
Signs - Political - CCS	185
Illegal Dumping - CCS	168
Bulky Trash Violations - CCS	159



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 %
5,647	4,830	4,784	99.0%	817	797	97.6%	98.8%





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

City of Dallas *Service Level Performance Report by City Service Area*

Southwest (4)

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	480	141	141	100.0%	38	10.8	339	70.6%	339	100.0%	480	100.0%
2	Signs - Public Right of Way - CCS	443	1	0	0.0%	7	0.2	442	99.8%	436	98.6%	436	98.4%
3	Litter - CCS	342	120	120	100.0%	38	13.2	222	64.9%	222	100.0%	342	100.0%
4	Dead Animal Pick Up - SAN	294	0	0	N/A	1	0.2	294	100.0%	292	99.3%	292	99.3%
5	Obstruction Alley/Sidewalk/Street - CCS	249	96	96	100.0%	60	14.3	153	61.4%	153	100.0%	249	100.0%
6	Animal - Loose Aggressive - CCS	213	0	0	N/A	3	0.4	213	100.0%	207	97.2%	207	97.2%
7	Roll Cart - SAN	210	1	1	100.0%	10	2.7	209	99.5%	209	100.0%	210	100.0%
8	Signs - Political - CCS	185	0	0	N/A	14	0.0	185	100.0%	185	100.0%	185	100.0%
9	Illegal Dumping - CCS	168	8	8	100.0%	38	1.0	160	95.2%	160	100.0%	168	100.0%
10	Bulky Trash Violations - CCS	159	3	3	100.0%	14	2.7	156	98.1%	152	97.4%	155	97.5%
11	General - CCS	153	3	3	100.0%	38	1.1	150	98.0%	150	100.0%	153	100.0%
12	Animal - Loose - CCS	153	38	38	100.0%	40	7.9	115	75.2%	115	100.0%	153	100.0%
13	Animal - Confined - CCS	146	0	0	N/A	3	0.3	146	100.0%	145	99.3%	145	99.3%
14	Recycling ROLL CART Registration - SAN	144	0	0	N/A	10	3.4	144	100.0%	144	100.0%	144	100.0%
15	Illegal Outside Storage - CCS	140	54	54	100.0%	38	13.7	86	61.4%	86	100.0%	140	100.0%
16	Illegal Garbage/Placement - CCS	120	20	20	100.0%	60	9.8	100	83.3%	100	100.0%	120	100.0%
17	Graffiti Private Property - Residential/Commercial	107	41	41	100.0%	90	8.4	66	61.7%	66	100.0%	107	100.0%
18	Garbage - Missed - SAN	102	0	0	N/A	3	0.5	102	100.0%	102	100.0%	102	100.0%
19	Junk Motor Vehicle - CCS	96	44	44	100.0%	126	14.2	52	54.2%	52	100.0%	96	100.0%
20	Parking - Unapproved Surface - CCS	87	5	2	40.0%	10	1.8	82	94.3%	80	97.6%	82	94.3%

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

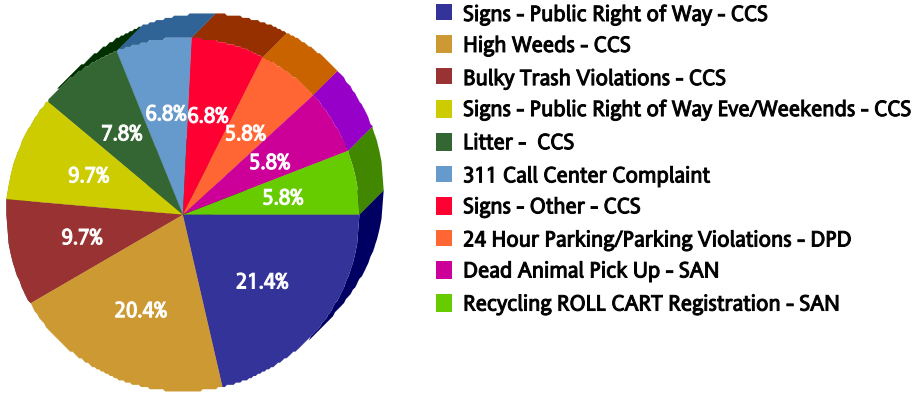
City of Dallas *Service Level Performance Report by City Service Area*

Unknown

November 2010

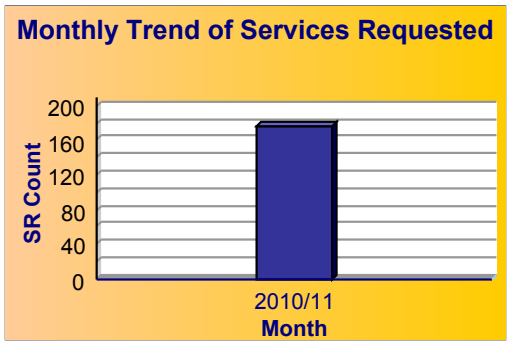
Top 10 Services

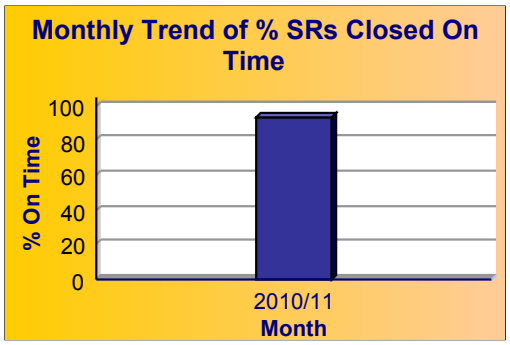
SR Type	Service Request Count
Signs - Public Right of Way - CCS	22
High Weeds - CCS	21
Bulky Trash Violations - CCS	10
Signs - Public Right of Way Eve/Weekends - CCS	10
Litter - CCS	8
311 Call Center Complaint	7
Signs - Other - CCS	7
24 Hour Parking/Parking Violations - DPD	6
Dead Animal Pick Up - SAN	6
Recycling ROLL CART Registration - SAN	6



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 %
176	146	140	95.9%	30	24	80.0%	93.2%





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

City of Dallas *Service Level Performance Report by City Service Area*

Unknown

November 2010

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Signs - Public Right of Way - CCS	22	1	0	0.0%	7	0.0	21	95.5%	21	100.0%	21	95.5%
2	High Weeds - CCS	21	5	5	100.0%	38	12.3	16	76.2%	16	100.0%	21	100.0%
3	Bulky Trash Violations - CCS	10	2	1	50.0%	14	4.4	8	80.0%	7	87.5%	8	80.0%
4	Signs - Public Right of Way Eve/Weekends - CCS	10	0	0	N/A	7	0.1	10	100.0%	10	100.0%	10	100.0%
5	Litter - CCS	8	3	3	100.0%	38	17.2	5	62.5%	5	100.0%	8	100.0%
6	311 Call Center Complaint	7	1	0	0.0%	10	6.8	6	85.7%	4	66.7%	4	57.1%
7	Signs - Other - CCS	7	0	0	N/A	21	11.3	7	100.0%	6	85.7%	6	85.7%
8	Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.2	6	100.0%	6	100.0%	6	100.0%
9	24 Hour Parking/Parking Violations - DPD	6	2	1	50.0%	10	5.0	4	66.7%	4	100.0%	5	83.3%
10	Recycling ROLL CART Registration - SAN	6	0	0	N/A	10	2.2	6	100.0%	6	100.0%	6	100.0%
11	Substandard Structure - CCS	4	3	3	100.0%	365	25.0	1	25.0%	1	100.0%	4	100.0%
12	Animal - Loose - CCS	4	1	1	100.0%	40	13.0	3	75.0%	3	100.0%	4	100.0%
13	Roll Cart - SAN	4	0	0	N/A	10	1.8	4	100.0%	4	100.0%	4	100.0%
14	Pot hole Repair Routine - STS	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%
15	Obstruction Alley/Sidewalk/Street - CCS	3	2	2	100.0%	60	13.0	1	33.3%	1	100.0%	3	100.0%
16	Recyclable Collection Missed (Residential) - SAN	3	0	0	N/A	3	2.7	3	100.0%	2	66.7%	2	66.7%
17	Recycling - Roll Cart - SAN	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
18	Sanitation Misc. - SAN	3	0	0	N/A	10	5.0	3	100.0%	3	100.0%	3	100.0%
19	Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	2.5	2	100.0%	2	100.0%	2	100.0%
20	Miscellaneous Service Request - SCS	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
21	Graffiti Private Property - Residential/Commercial	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%
22	Tree Trimming/Parkway Maint. - Parks	2	0	0	N/A	30	1.0	2	100.0%	2	100.0%	2	100.0%
23	Shopping Carts - STS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
24	Tree down/low limbs - Emergency-STS	2	0	0	N/A	5	0.0	2	100.0%	2	100.0%	2	100.0%

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