FY 2011 – 2012

YEAR-TO-DATE

Service Request
Performance Reports
by
City Service Area
And Citywide Summary

October 2011

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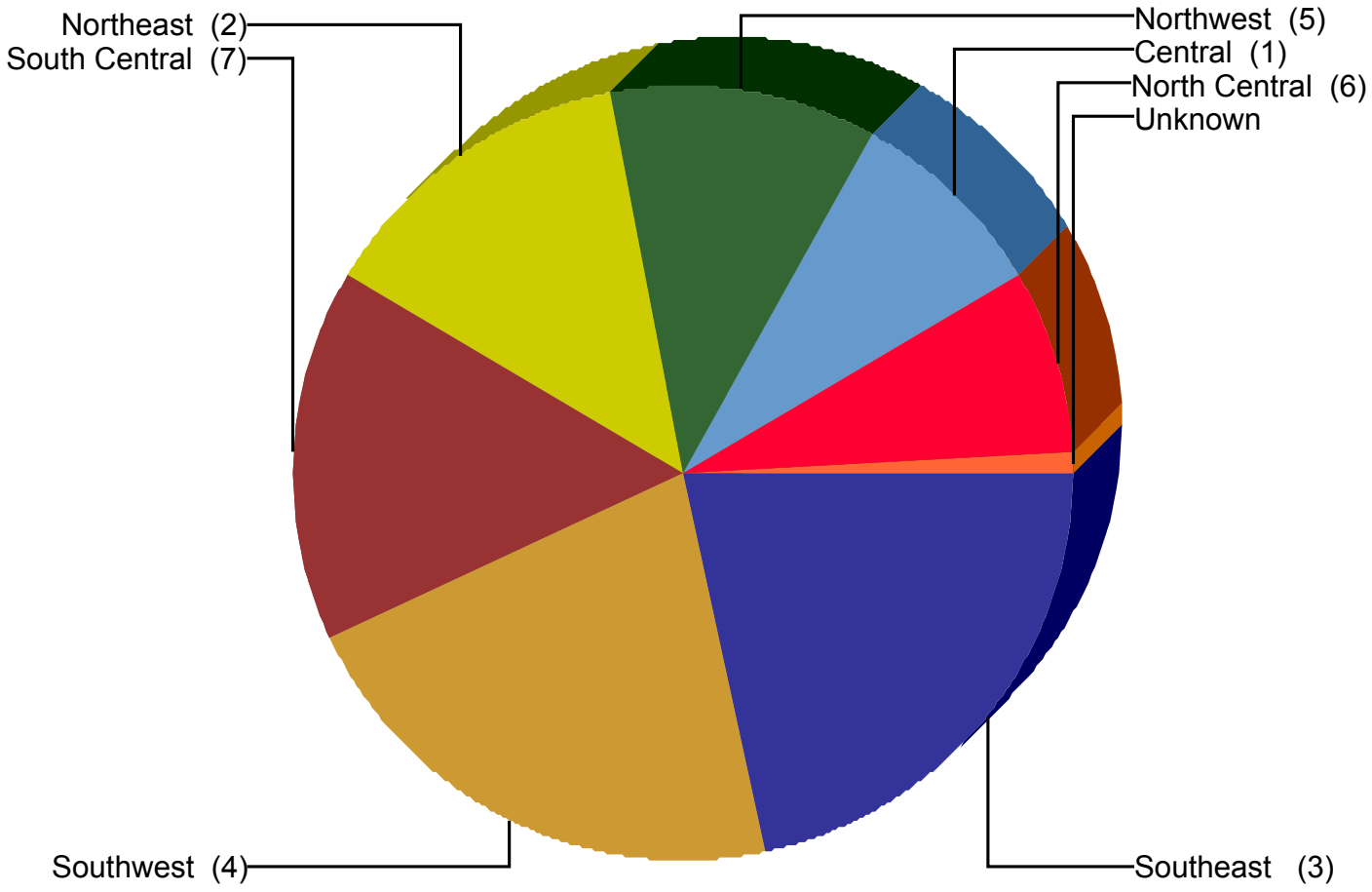
City of Dallas

City Service Area Report

For YTD Through September 2012



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,384	8.4%	95.7%
North Central (6)	2,205	7.8%	98.1%
Northeast (2)	3,706	13.1%	94.4%
Northwest (5)	3,152	11.2%	94.9%
South Central (7)	4,390	15.5%	93.2%
Southeast (3)	6,099	21.6%	91.8%
Southwest (4)	6,087	21.6%	92.4%
Unknown	210	0.7%	79.0%
Total	**28,233**	**100.0%**	**93.6%**

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Run Date: Oct/24/2012 10:23:26 AM

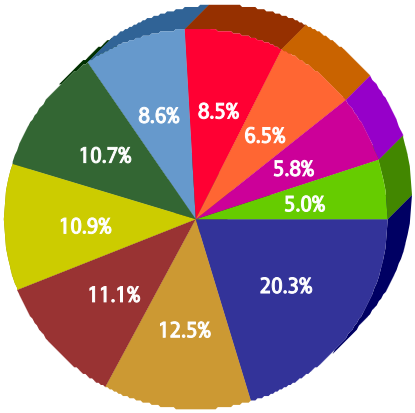
NOTE: Values represent status as of the run date and time.

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

Citywide

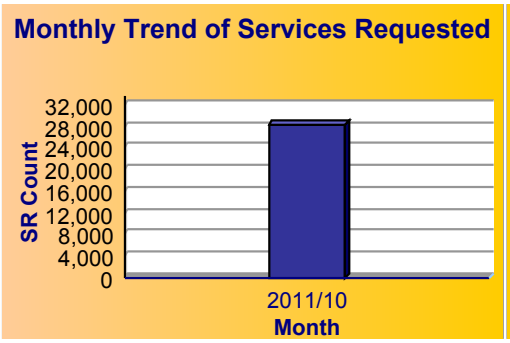
Top 10 Services

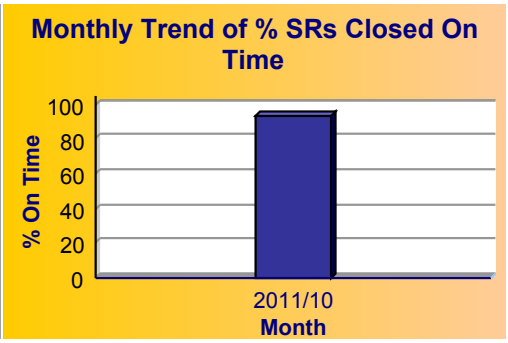
SR Type	Service Request Count
High Weeds - CCS	2,565
Litter - CCS	1,579
Animal - Loose Aggressive - CCS	1,404
Garbage Roll Cart - SAN	1,379
Dead Animal Pick Up - SAN	1,350
Signs - Public Right of Way - CCS	1,090
Animal - Confined - CCS	1,079
Obstruction Alley/Sidewalk/Street - CCS	828
Recycling ROLL CART NEW - SAN	737
Animal - Loose - CCS	633



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 %
28,233	28,173	26,400	93.7%	60	12	20.0%	93.6%





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

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

Citywide

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,565	0	0	N/A	38	19.4	2,565	100.0%	2,202	85.8%	2,202	85.8%
Litter - CCS	1,579	0	0	N/A	38	22.9	1,579	100.0%	1,291	81.8%	1,291	81.8%
Animal - Loose Aggressive - CCS	1,404	0	0	N/A	3	0.6	1,404	100.0%	1,392	99.1%	1,392	99.1%
Garbage Roll Cart - SAN	1,379	0	0	N/A	10	2.7	1,379	100.0%	1,369	99.3%	1,369	99.3%
Dead Animal Pick Up - SAN	1,350	0	0	N/A	1	0.3	1,350	100.0%	1,345	99.6%	1,345	99.6%
Signs - Public Right of Way - CCS	1,090	0	0	N/A	7	1.6	1,090	100.0%	1,062	97.4%	1,062	97.4%
Animal - Confined - CCS	1,079	0	0	N/A	3	0.9	1,079	100.0%	1,071	99.3%	1,071	99.3%
Obstruction Alley/Sidewalk/Street - CCS	828	0	0	N/A	60	31.0	828	100.0%	714	86.2%	714	86.2%
Recycling ROLL CART NEW - SAN	737	0	0	N/A	10	2.4	737	100.0%	734	99.6%	734	99.6%
Animal - Loose - CCS	633	0	0	N/A	40	18.1	633	100.0%	633	100.0%	633	100.0%
Substandard Structure - CCS	631	52	10	19.2%	365	83.9	579	91.8%	571	98.6%	581	92.1%
Bulky Trash Violations - CCS	621	0	0	N/A	14	6.1	621	100.0%	550	88.6%	550	88.6%
Garbage - Missed - SAN	608	0	0	N/A	3	0.8	608	100.0%	607	99.8%	607	99.8%
Smoke Detector Request - DFD	529	0	0	N/A	30	4.8	529	100.0%	506	95.7%	506	95.7%
Animal - Sick/Injured - CCS	522	0	0	N/A	3	0.6	522	100.0%	519	99.4%	519	99.4%
Graffiti Private Property - Residential/Commercial	479	0	0	N/A	90	11.3	479	100.0%	460	96.0%	460	96.0%
Junk Motor Vehicle - CCS	477	0	0	N/A	126	45.2	477	100.0%	440	92.2%	440	92.2%
24 Hour Parking/Parking Violations - DPD	416	0	0	N/A	10	4.2	416	100.0%	414	99.5%	414	99.5%
Street Repair - Routine-STS	416	0	0	N/A	90	15.8	416	100.0%	407	97.8%	407	97.8%
Illegal Dumping - CCS	399	0	0	N/A	38	6.5	399	100.0%	380	95.2%	380	95.2%

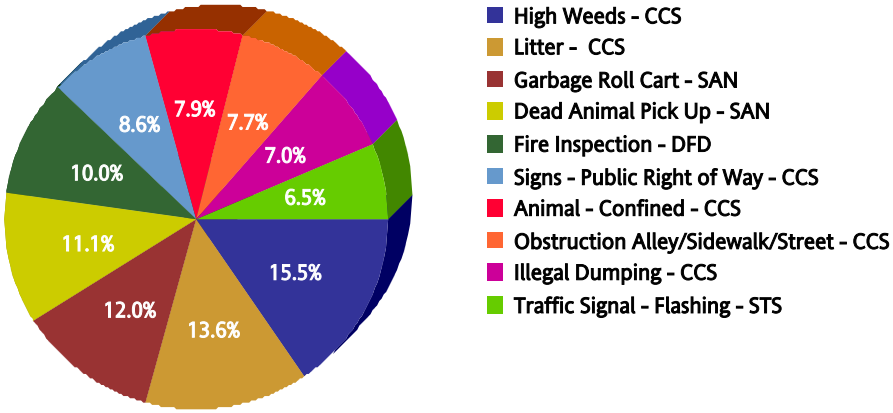
NOTE: Values represent status as of the run date and time.

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

Central (1)

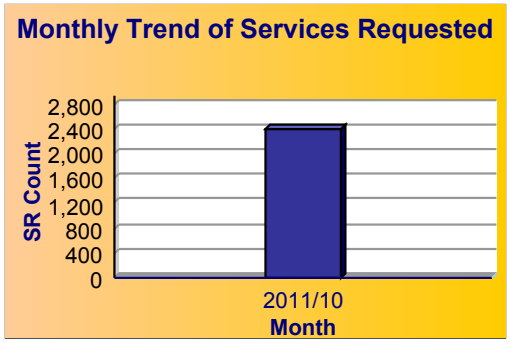
Top 10 Services

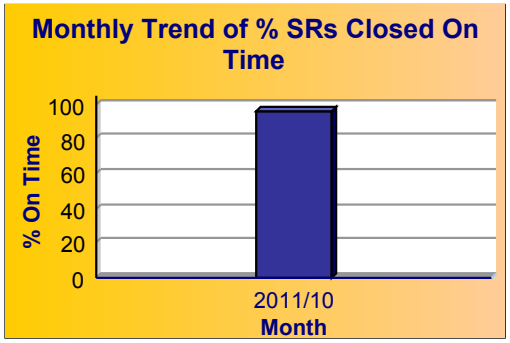
SR Type	Service Request Count
High Weeds - CCS	133
Litter - CCS	117
Garbage Roll Cart - SAN	103
Dead Animal Pick Up - SAN	95
Fire Inspection - DFD	86
Signs - Public Right of Way - CCS	74
Animal - Confined - CCS	68
Obstruction Alley/Sidewalk/Street - CCS	66
Illegal Dumping - CCS	60
Traffic Signal - Flashing - STS	56



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 %
2,384	2,382	2,281	95.8%	2	0	0.0%	95.7%





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

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

Central (1)

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	133	0	0	N/A	38	11.5	133	100.0%	123	92.5%	123	92.5%
Litter - CCS	117	0	0	N/A	38	12.7	117	100.0%	108	92.3%	108	92.3%
Garbage Roll Cart - SAN	103	0	0	N/A	10	3.0	103	100.0%	102	99.0%	102	99.0%
Dead Animal Pick Up - SAN	95	0	0	N/A	1	0.3	95	100.0%	95	100.0%	95	100.0%
Fire Inspection - DFD	86	0	0	N/A	60	25.5	86	100.0%	83	96.5%	83	96.5%
Signs - Public Right of Way - CCS	74	0	0	N/A	7	0.7	74	100.0%	71	95.9%	71	95.9%
Animal - Confined - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
Obstruction Alley/Sidewalk/Street - CCS	66	0	0	N/A	60	26.2	66	100.0%	58	87.9%	58	87.9%
Illegal Dumping - CCS	60	0	0	N/A	38	1.9	60	100.0%	60	100.0%	60	100.0%
Traffic Signal - Flashing - STS	56	0	0	N/A	4	1.6	56	100.0%	56	100.0%	56	100.0%
Recycling ROLL CART NEW - SAN	54	0	0	N/A	10	2.6	54	100.0%	54	100.0%	54	100.0%
Graffiti Private Property - Residential/Commercial	52	0	0	N/A	90	11.8	52	100.0%	49	94.2%	49	94.2%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	46	0	0	N/A	10	2.9	46	100.0%	46	100.0%	46	100.0%
Garage Sale - CCS	45	0	0	N/A	7	1.0	45	100.0%	45	100.0%	45	100.0%
Animal - Loose Aggressive - CCS	42	0	0	N/A	3	1.1	42	100.0%	41	97.6%	41	97.6%
Street Repair - Routine-STS	42	0	0	N/A	90	14.0	42	100.0%	42	100.0%	42	100.0%
Tree down/low limbs - Emergency-STS	42	0	0	N/A	5	0.0	42	100.0%	42	100.0%	42	100.0%
Signs - Other - CCS	41	0	0	N/A	21	3.0	41	100.0%	40	97.6%	40	97.6%
Animal - Sick/Injured - CCS	41	0	0	N/A	3	0.4	41	100.0%	40	97.6%	40	97.6%
24 Hour Parking/Parking Violations - DPD	39	0	0	N/A	10	4.3	39	100.0%	38	97.4%	38	97.4%

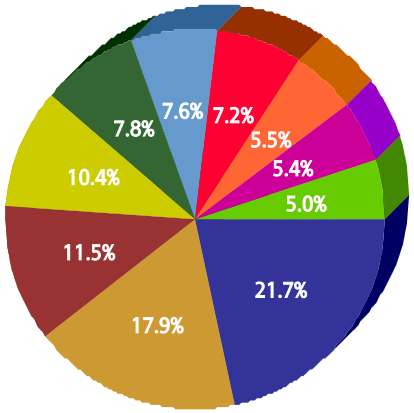
NOTE: Values represent status as of the run date and time.

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

North Central (6)

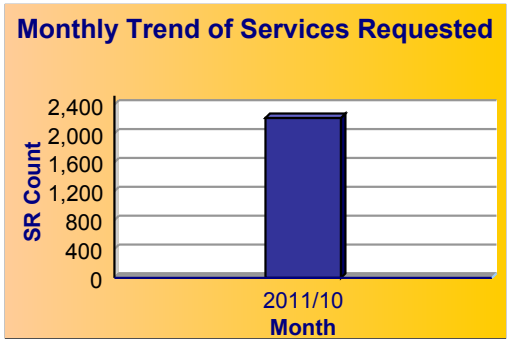
Top 10 Services

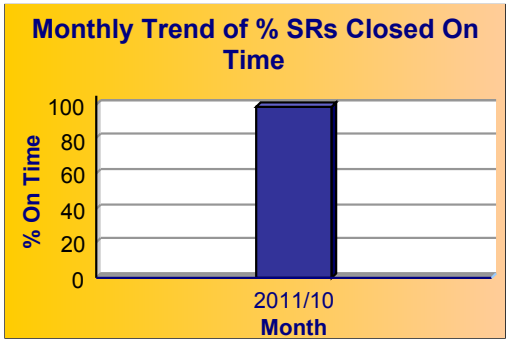
SR Type	Service Request Count
Garbage Roll Cart - SAN	219
Signs - Public Right of Way - CCS	180
Animal - Confined - CCS	116
Garbage - Missed - SAN	105
Dead Animal Pick Up - SAN	79
Recycling ROLL CART NEW - SAN	77
Fire Inspection - DFD	73
Street Repair - Routine-STS	55
Traffic Signal - Flashing - STS	54
Bulky Trash Violations - CCS	50



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 %
2,205	2,204	2,163	98.1%	1	0	0.0%	98.1%





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)

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	219	0	0	N/A	10	3.0	219	100.0%	217	99.1%	217	99.1%
Signs - Public Right of Way - CCS	180	0	0	N/A	7	0.1	180	100.0%	180	100.0%	180	100.0%
Animal - Confined - CCS	116	0	0	N/A	3	3.0	116	100.0%	115	99.1%	115	99.1%
Garbage - Missed - SAN	105	0	0	N/A	3	0.7	105	100.0%	105	100.0%	105	100.0%
Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.4	79	100.0%	79	100.0%	79	100.0%
Recycling ROLL CART NEW - SAN	77	0	0	N/A	10	2.3	77	100.0%	76	98.7%	76	98.7%
Fire Inspection - DFD	73	0	0	N/A	60	15.5	73	100.0%	73	100.0%	73	100.0%
Street Repair - Routine-STS	55	0	0	N/A	90	6.3	55	100.0%	55	100.0%	55	100.0%
Traffic Signal - Flashing - STS	54	0	0	N/A	4	1.3	54	100.0%	54	100.0%	54	100.0%
Bulky Trash Violations - CCS	50	0	0	N/A	14	7.8	50	100.0%	46	92.0%	46	92.0%
Recycling - Roll Cart - SAN	49	0	0	N/A	10	2.8	49	100.0%	49	100.0%	49	100.0%
Obstruction Alley/Sidewalk/Street - CCS	47	0	0	N/A	60	18.9	47	100.0%	45	95.7%	45	95.7%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	42	0	0	N/A	10	3.6	42	100.0%	42	100.0%	42	100.0%
Recyclable Collection Missed (Residential) - SAN	42	0	0	N/A	3	0.7	42	100.0%	42	100.0%	42	100.0%
Animal - Sick/Injured - CCS	34	0	0	N/A	3	4.1	34	100.0%	33	97.1%	33	97.1%
24 Hour Parking/Parking Violations - DPD	33	0	0	N/A	10	5.1	33	100.0%	33	100.0%	33	100.0%
Animal - Loose Aggressive - CCS	31	0	0	N/A	3	0.2	31	100.0%	31	100.0%	31	100.0%
Animal - Loose - CCS	30	0	0	N/A	40	15.1	30	100.0%	30	100.0%	30	100.0%
Litter - CCS	29	0	0	N/A	38	13.2	29	100.0%	28	96.6%	28	96.6%
Signs - Other - CCS	28	0	0	N/A	21	1.1	28	100.0%	28	100.0%	28	100.0%

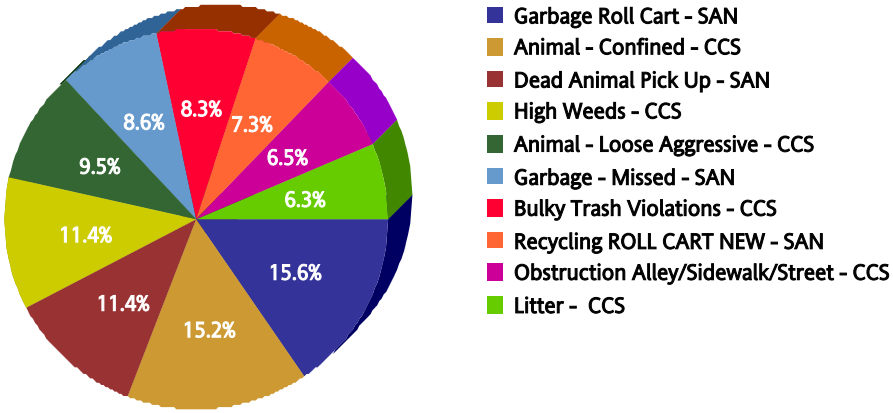
NOTE: Values represent status as of the run date and time.

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

Northeast (2)

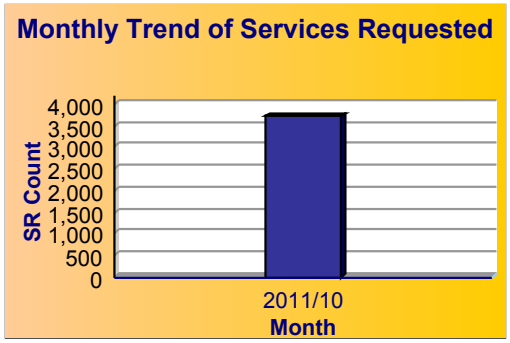
Top 10 Services

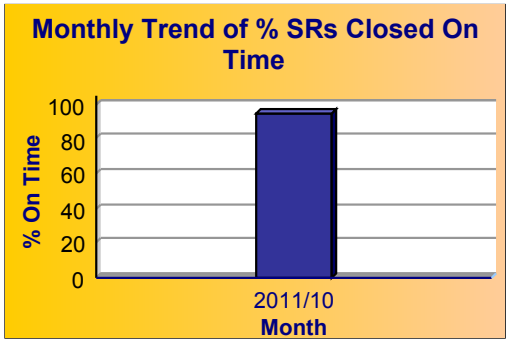
SR Type	Service Request Count
Garbage Roll Cart - SAN	226
Animal - Confined - CCS	220
Dead Animal Pick Up - SAN	166
High Weeds - CCS	165
Animal - Loose Aggressive - CCS	138
Garbage - Missed - SAN	125
Bulky Trash Violations - CCS	120
Recycling ROLL CART NEW - SAN	106
Obstruction Alley/Sidewalk/Street - CCS	95
Litter - CCS	91



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 %
3,706	3,701	3,499	94.5%	5	0	0.0%	94.4%





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

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

Northeast (2)

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	226	0	0	N/A	10	2.7	226	100.0%	226	100.0%	226	100.0%
Animal - Confined - CCS	220	0	0	N/A	3	0.9	220	100.0%	218	99.1%	218	99.1%
Dead Animal Pick Up - SAN	166	0	0	N/A	1	0.3	166	100.0%	165	99.4%	165	99.4%
High Weeds - CCS	165	0	0	N/A	38	18.6	165	100.0%	151	91.5%	151	91.5%
Animal - Loose Aggressive - CCS	138	0	0	N/A	3	0.3	138	100.0%	138	100.0%	138	100.0%
Garbage - Missed - SAN	125	0	0	N/A	3	1.0	125	100.0%	124	99.2%	124	99.2%
Bulky Trash Violations - CCS	120	0	0	N/A	14	5.7	120	100.0%	116	96.7%	116	96.7%
Recycling ROLL CART NEW - SAN	106	0	0	N/A	10	2.6	106	100.0%	105	99.1%	105	99.1%
Obstruction Alley/Sidewalk/Street - CCS	95	0	0	N/A	60	31.1	95	100.0%	77	81.1%	77	81.1%
Litter - CCS	91	0	0	N/A	38	32.1	91	100.0%	61	67.0%	61	67.0%
Garage Sale - CCS	85	0	0	N/A	7	2.3	85	100.0%	79	92.9%	79	92.9%
Street Repair - Routine-STS	80	0	0	N/A	90	22.8	80	100.0%	80	100.0%	80	100.0%
Animal - Sick/Injured - CCS	75	0	0	N/A	3	0.1	75	100.0%	75	100.0%	75	100.0%
Animal - Loose - CCS	73	0	0	N/A	40	16.7	73	100.0%	73	100.0%	73	100.0%
Junk Motor Vehicle - CCS	69	0	0	N/A	126	49.1	69	100.0%	65	94.2%	65	94.2%
24 Hour Parking/Parking Violations - DPD	65	0	0	N/A	10	3.2	65	100.0%	65	100.0%	65	100.0%
Graffiti Private Property - Residential/Commercial	64	0	0	N/A	90	15.8	64	100.0%	61	95.3%	61	95.3%
Substandard Structure - CCS	62	4	0	0.0%	365	95.3	58	93.5%	58	100.0%	58	93.5%
Recycling - Roll Cart - SAN	61	0	0	N/A	10	3.5	61	100.0%	59	96.7%	59	96.7%
Tree down/low limbs - Emergency-STS	51	0	0	N/A	5	0.0	51	100.0%	51	100.0%	51	100.0%

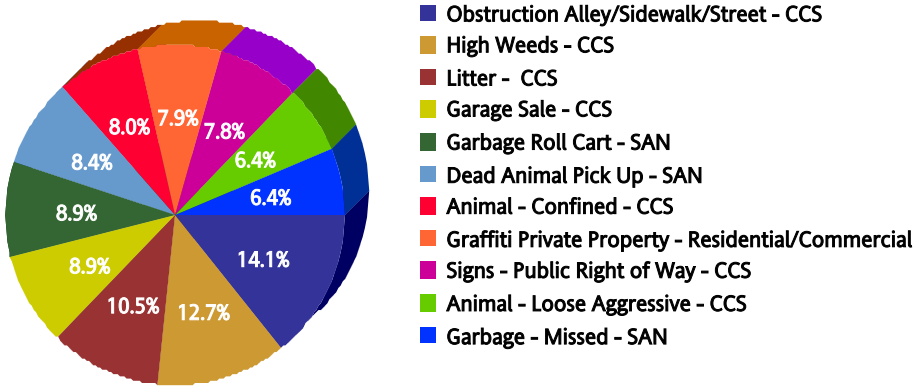
NOTE: Values represent status as of the run date and time.

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

Northwest (5)

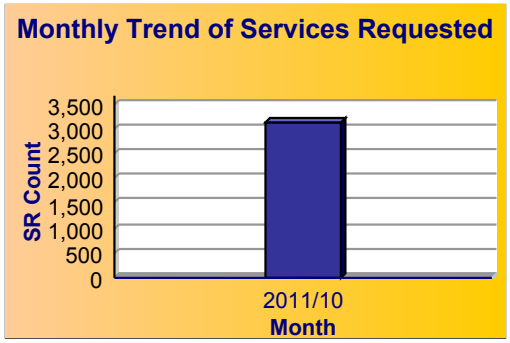
Top 10 Services

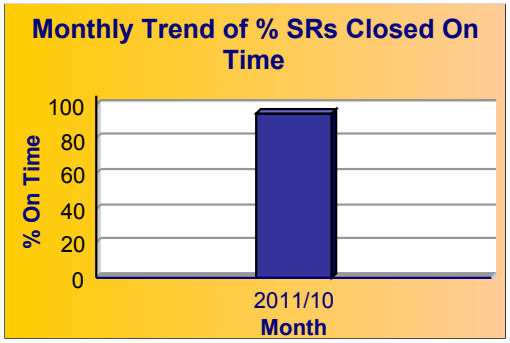
SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	180
High Weeds - CCS	163
Litter - CCS	135
Garage Sale - CCS	114
Garbage Roll Cart - SAN	114
Dead Animal Pick Up - SAN	108
Animal - Confined - CCS	102
Graffiti Private Property - Residential/Commercial	101
Signs - Public Right of Way - CCS	100
Animal - Loose Aggressive - CCS	82
Garbage - Missed - SAN	82



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 %
3,152	3,150	2,989	94.9%	2	1	50.0%	94.9%





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

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

Northwest (5)

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	180	0	0	N/A	60	31.0	180	100.0%	154	85.6%	154	85.6%
High Weeds - CCS	163	0	0	N/A	38	20.3	163	100.0%	145	89.0%	145	89.0%
Litter - CCS	135	0	0	N/A	38	25.3	135	100.0%	106	78.5%	106	78.5%
Garage Sale - CCS	114	0	0	N/A	7	0.8	114	100.0%	112	98.2%	112	98.2%
Garbage Roll Cart - SAN	114	0	0	N/A	10	3.1	114	100.0%	113	99.1%	113	99.1%
Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.4	108	100.0%	107	99.1%	107	99.1%
Animal - Confined - CCS	102	0	0	N/A	3	0.2	102	100.0%	102	100.0%	102	100.0%
Graffiti Private Property - Residential/Commercial	101	0	0	N/A	90	4.1	101	100.0%	100	99.0%	100	99.0%
Signs - Public Right of Way - CCS	100	0	0	N/A	7	0.5	100	100.0%	97	97.0%	97	97.0%
Animal - Loose Aggressive - CCS	82	0	0	N/A	3	0.3	82	100.0%	82	100.0%	82	100.0%
Garbage - Missed - SAN	82	0	0	N/A	3	0.9	82	100.0%	82	100.0%	82	100.0%
Bulky Trash Violations - CCS	80	0	0	N/A	14	3.6	80	100.0%	76	95.0%	76	95.0%
Illegal Land Use (Residential/Business) - CCS	71	0	0	N/A	60	24.7	71	100.0%	63	88.7%	63	88.7%
Recycling ROLL CART NEW - SAN	70	0	0	N/A	10	2.8	70	100.0%	70	100.0%	70	100.0%
Street Repair - Routine-STS	70	0	0	N/A	90	4.7	70	100.0%	70	100.0%	70	100.0%
24 Hour Parking/Parking Violations - DPD	63	0	0	N/A	10	4.8	63	100.0%	63	100.0%	63	100.0%
Animal - Loose - CCS	62	0	0	N/A	40	18.3	62	100.0%	62	100.0%	62	100.0%
Fire Inspection - DFD	60	0	0	N/A	60	33.6	60	100.0%	58	96.7%	58	96.7%
Junk Motor Vehicle - CCS	57	0	0	N/A	126	36.3	57	100.0%	57	100.0%	57	100.0%
Animal - Sick/Injured - CCS	55	0	0	N/A	3	0.1	55	100.0%	55	100.0%	55	100.0%

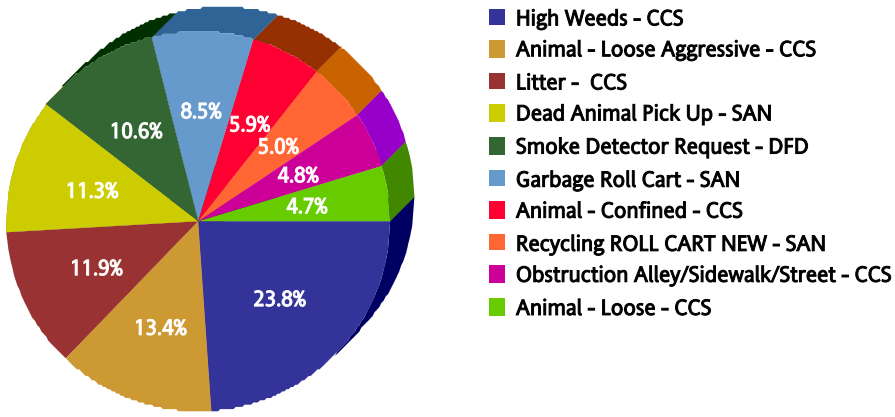
NOTE: Values represent status as of the run date and time.

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

South Central (7)

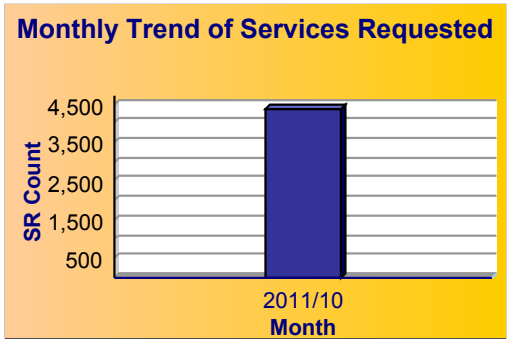
Top 10 Services

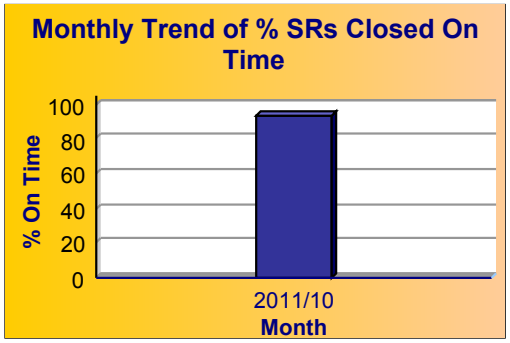
SR Type	Service Request Count
High Weeds - CCS	644
Animal - Loose Aggressive - CCS	363
Litter - CCS	323
Dead Animal Pick Up - SAN	307
Smoke Detector Request - DFD	286
Garbage Roll Cart - SAN	231
Animal - Confined - CCS	161
Recycling ROLL CART NEW - SAN	134
Obstruction Alley/Sidewalk/Street - CCS	131
Animal - Loose - CCS	126



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 %
4,390	4,380	4,087	93.3%	10	3	30.0%	93.2%





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

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

South Central (7)

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	644	0	0	N/A	38	21.1	644	100.0%	547	84.9%	547	84.9%
Animal - Loose Aggressive - CCS	363	0	0	N/A	3	1.0	363	100.0%	357	98.3%	357	98.3%
Litter - CCS	323	0	0	N/A	38	22.0	323	100.0%	287	88.9%	287	88.9%
Dead Animal Pick Up - SAN	307	0	0	N/A	1	0.4	307	100.0%	307	100.0%	307	100.0%
Smoke Detector Request - DFD	286	0	0	N/A	30	4.4	286	100.0%	274	95.8%	274	95.8%
Garbage Roll Cart - SAN	231	0	0	N/A	10	2.4	231	100.0%	230	99.6%	230	99.6%
Animal - Confined - CCS	161	0	0	N/A	3	1.1	161	100.0%	158	98.1%	158	98.1%
Recycling ROLL CART NEW - SAN	134	0	0	N/A	10	2.4	134	100.0%	134	100.0%	134	100.0%
Obstruction Alley/Sidewalk/Street - CCS	131	0	0	N/A	60	31.1	131	100.0%	125	95.4%	125	95.4%
Animal - Loose - CCS	126	0	0	N/A	40	18.2	126	100.0%	126	100.0%	126	100.0%
Illegal Dumping - CCS	104	0	0	N/A	38	9.6	104	100.0%	98	94.2%	98	94.2%
Animal - Sick/Injured - CCS	95	0	0	N/A	3	0.1	95	100.0%	95	100.0%	95	100.0%
Garbage - Missed - SAN	85	0	0	N/A	3	1.0	85	100.0%	85	100.0%	85	100.0%
Bulky Trash Violations - CCS	80	0	0	N/A	14	12.6	80	100.0%	49	61.2%	49	61.2%
Junk Motor Vehicle - CCS	69	0	0	N/A	126	51.5	69	100.0%	65	94.2%	65	94.2%
Substandard Structure - CCS	57	9	3	33.3%	365	96.6	48	84.2%	47	97.9%	50	87.7%
Animal - Cruelty - CCS	55	0	0	N/A	30	0.5	55	100.0%	55	100.0%	55	100.0%
Illegal Outside Storage - CCS	48	0	0	N/A	38	23.9	48	100.0%	43	89.6%	43	89.6%
24 Hour Parking/Parking Violations - DPD	45	0	0	N/A	10	4.0	45	100.0%	45	100.0%	45	100.0%
Recycling - Roll Cart - SAN	44	0	0	N/A	10	2.6	44	100.0%	44	100.0%	44	100.0%

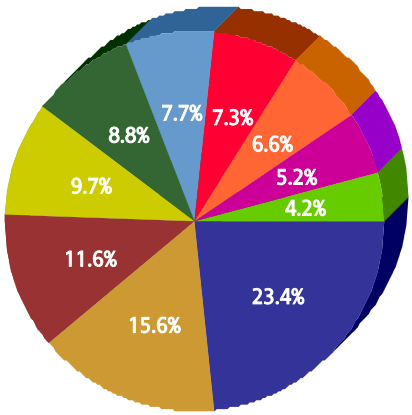
NOTE: Values represent status as of the run date and time.

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

Southeast (3)

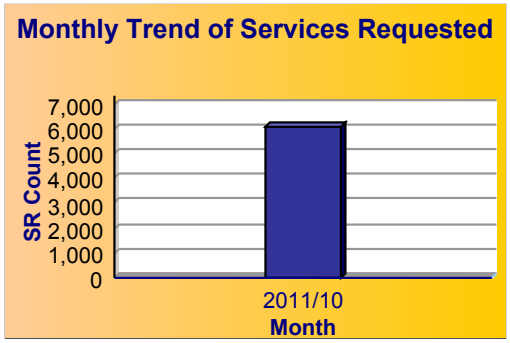
Top 10 Services

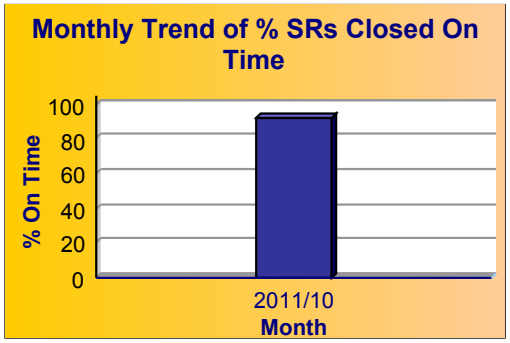
SR Type	Service Request Count
High Weeds - CCS	814
Litter - CCS	542
Animal - Loose Aggressive - CCS	406
Substandard Structure - CCS	339
Dead Animal Pick Up - SAN	307
Signs - Public Right of Way - CCS	267
Animal - Confined - CCS	253
Garbage Roll Cart - SAN	229
Animal - Loose - CCS	181
Illegal Outside Storage - CCS	147



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,099	6,067	5,596	92.2%	32	5	15.6%	91.8%





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

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

Southeast (3)

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	814	0	0	N/A	38	15.5	814	100.0%	714	87.7%	714	87.7%
Litter - CCS	542	0	0	N/A	38	20.0	542	100.0%	452	83.4%	452	83.4%
Animal - Loose Aggressive - CCS	406	0	0	N/A	3	0.6	406	100.0%	403	99.3%	403	99.3%
Substandard Structure - CCS	339	31	4	12.9%	365	73.0	308	90.9%	304	98.7%	308	90.9%
Dead Animal Pick Up - SAN	307	0	0	N/A	1	0.4	307	100.0%	305	99.3%	305	99.3%
Signs - Public Right of Way - CCS	267	0	0	N/A	7	4.2	267	100.0%	260	97.4%	260	97.4%
Animal - Confined - CCS	253	0	0	N/A	3	0.8	253	100.0%	251	99.2%	251	99.2%
Garbage Roll Cart - SAN	229	0	0	N/A	10	2.7	229	100.0%	227	99.1%	227	99.1%
Animal - Loose - CCS	181	0	0	N/A	40	18.6	181	100.0%	181	100.0%	181	100.0%
Illegal Outside Storage - CCS	147	0	0	N/A	38	27.7	147	100.0%	107	72.8%	107	72.8%
Junk Motor Vehicle - CCS	136	0	0	N/A	126	52.1	136	100.0%	113	83.1%	113	83.1%
Animal - Sick/Injured - CCS	135	0	0	N/A	3	1.0	135	100.0%	134	99.3%	134	99.3%
Recycling ROLL CART NEW - SAN	134	0	0	N/A	10	2.8	134	100.0%	133	99.3%	133	99.3%
Bulky Trash Violations - CCS	121	0	0	N/A	14	7.0	121	100.0%	99	81.8%	99	81.8%
Garbage - Missed - SAN	100	0	0	N/A	3	0.8	100	100.0%	100	100.0%	100	100.0%
24 Hour Parking/Parking Violations - DPD	86	0	0	N/A	10	4.8	86	100.0%	86	100.0%	86	100.0%
Obstruction Alley/Sidewalk/Street - CCS	84	0	0	N/A	60	32.1	84	100.0%	67	79.8%	67	79.8%
Brush/Bulk Items - Missed - SAN	82	0	0	N/A	10	1.0	82	100.0%	82	100.0%	82	100.0%
Parking - Unapproved Surface - CCS	79	0	0	N/A	10	6.4	79	100.0%	58	73.4%	58	73.4%
Street Repair - Routine-STS	78	0	0	N/A	90	13.3	78	100.0%	78	100.0%	78	100.0%

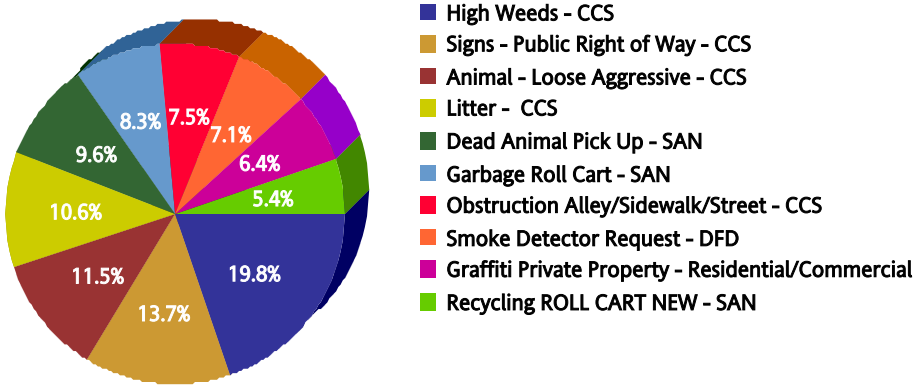
NOTE: Values represent status as of the run date and time.

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

Southwest (4)

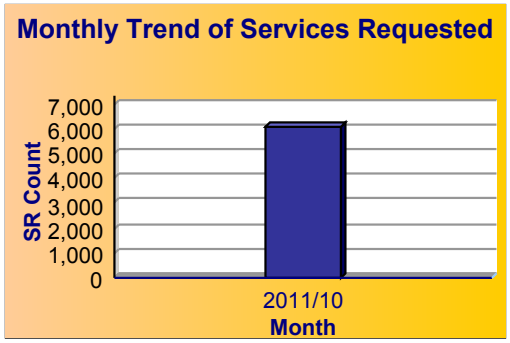
Top 10 Services

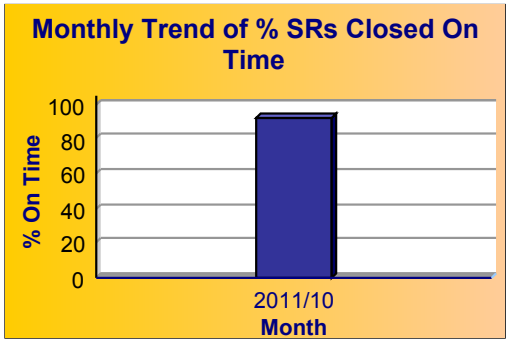
SR Type	Service Request Count
High Weeds - CCS	589
Signs - Public Right of Way - CCS	408
Animal - Loose Aggressive - CCS	342
Litter - CCS	316
Dead Animal Pick Up - SAN	285
Garbage Roll Cart - SAN	247
Obstruction Alley/Sidewalk/Street - CCS	222
Smoke Detector Request - DFD	210
Graffiti Private Property - Residential/Commercial	190
Recycling ROLL CART NEW - SAN	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 %
6,087	6,079	5,619	92.4%	8	3	37.5%	92.4%





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

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

Southwest (4)

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	589	0	0	N/A	38	23.6	589	100.0%	485	82.3%	485	82.3%
Signs - Public Right of Way - CCS	408	0	0	N/A	7	0.8	408	100.0%	399	97.8%	399	97.8%
Animal - Loose Aggressive - CCS	342	0	0	N/A	3	0.2	342	100.0%	340	99.4%	340	99.4%
Litter - CCS	316	0	0	N/A	38	29.2	316	100.0%	238	75.3%	238	75.3%
Dead Animal Pick Up - SAN	285	0	0	N/A	1	0.3	285	100.0%	284	99.6%	284	99.6%
Garbage Roll Cart - SAN	247	0	0	N/A	10	2.2	247	100.0%	244	98.8%	244	98.8%
Obstruction Alley/Sidewalk/Street - CCS	222	0	0	N/A	60	34.3	222	100.0%	186	83.8%	186	83.8%
Smoke Detector Request - DFD	210	0	0	N/A	30	3.3	210	100.0%	201	95.7%	201	95.7%
Graffiti Private Property - Residential/Commercial	190	0	0	N/A	90	12.8	190	100.0%	181	95.3%	181	95.3%
Recycling ROLL CART NEW - SAN	159	0	0	N/A	10	1.8	159	100.0%	159	100.0%	159	100.0%
Animal - Confined - CCS	158	0	0	N/A	3	0.2	158	100.0%	158	100.0%	158	100.0%
Illegal Outside Storage - CCS	158	0	0	N/A	38	28.6	158	100.0%	129	81.6%	129	81.6%
Bulky Trash Violations - CCS	148	0	0	N/A	14	2.9	148	100.0%	144	97.3%	144	97.3%
Animal - Loose - CCS	143	0	0	N/A	40	18.4	143	100.0%	143	100.0%	143	100.0%
Illegal Dumping - CCS	130	0	0	N/A	38	3.7	130	100.0%	126	96.9%	126	96.9%
Garage Sale - CCS	114	0	0	N/A	7	4.1	114	100.0%	97	85.1%	97	85.1%
Substandard Structure - CCS	113	5	2	40.0%	365	109.0	108	95.6%	105	97.2%	107	94.7%
Junk Motor Vehicle - CCS	112	0	0	N/A	126	40.1	112	100.0%	108	96.4%	108	96.4%
Signs - Other - CCS	107	0	0	N/A	21	3.3	107	100.0%	105	98.1%	105	98.1%
Animal - Sick/Injured - CCS	87	0	0	N/A	3	0.1	87	100.0%	87	100.0%	87	100.0%

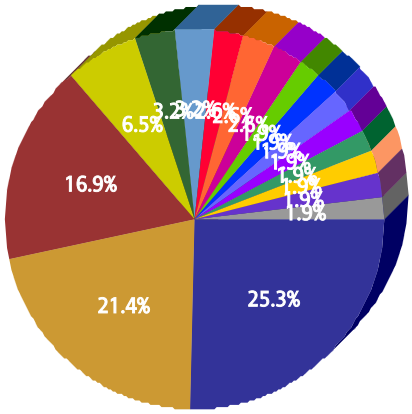
NOTE: Values represent status as of the run date and time.

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

Unknown

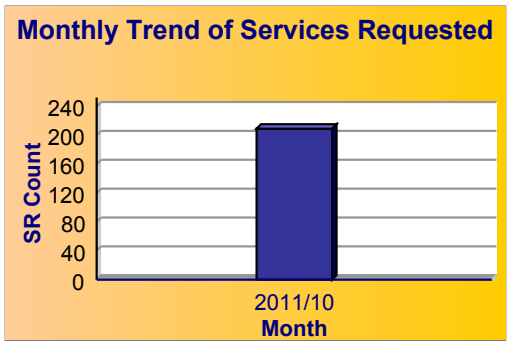
Top 10 Services

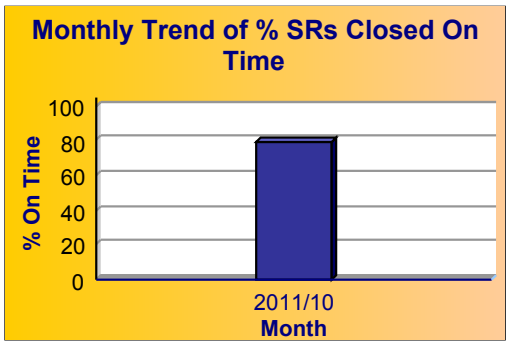
SR Type	Service Request Count
Signs - Public Right of Way - CCS	39
High Weeds - CCS	33
Litter - CCS	26
Garbage Roll Cart - SAN	10
24 Hour Parking/Parking Violations - DPD	5
Garbage - Missed - SAN	5
Animal - Loose - CCS	4
Chronic Traffic Violations - DPD	4
Open and Vacant Structure - CCS	4
Dead Animal Pick Up - SAN	3
Junk Motor Vehicle - CCS	3
Obstruction Alley/Sidewalk/Street - CCS	3
Recycling - Roll Cart - SAN	3
Recycling ROLL CART NEW - SAN	3
Sanitation Crew Complaint - SAN	3
Street Repair - Routine-STS	3
Taxi/Transportation Complaint - CCS	3



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 %
210	210	166	79.0%	0	0	/0	79.0%





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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*

Unknown

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Signs - Public Right of Way - CCS	39	0	0	N/A	7	3.0	39	100.0%	36	92.3%	36	92.3%
High Weeds - CCS	33	0	0	N/A	38	37.6	33	100.0%	16	48.5%	16	48.5%
Litter - CCS	26	0	0	N/A	38	32.0	26	100.0%	11	42.3%	11	42.3%
Garbage Roll Cart - SAN	10	0	0	N/A	10	2.9	10	100.0%	10	100.0%	10	100.0%
24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	7.0	5	100.0%	4	80.0%	4	80.0%
Garbage - Missed - SAN	5	0	0	N/A	3	1.2	5	100.0%	5	100.0%	5	100.0%
Open and Vacant Structure - CCS	4	0	0	N/A	30	1.0	4	100.0%	4	100.0%	4	100.0%
Animal - Loose - CCS	4	0	0	N/A	40	21.5	4	100.0%	4	100.0%	4	100.0%
Chronic Traffic Violations - DPD	4	0	0	N/A	14	11.2	4	100.0%	4	100.0%	4	100.0%
Obstruction Alley/Sidewalk/Street - CCS	3	0	0	N/A	60	48.7	3	100.0%	2	66.7%	2	66.7%
Junk Motor Vehicle - CCS	3	0	0	N/A	126	14.3	3	100.0%	3	100.0%	3	100.0%
Dead Animal Pick Up - SAN	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
Taxi/Transportation Complaint - CCS	3	0	0	N/A	14	2.7	3	100.0%	3	100.0%	3	100.0%
Recycling - Roll Cart - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%
Sanitation Crew Complaint - SAN	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
Recycling ROLL CART NEW - SAN	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
Street Repair - Routine-STS	3	0	0	N/A	90	12.0	3	100.0%	3	100.0%	3	100.0%
Substandard Structure - CCS	2	0	0	N/A	365	124.5	2	100.0%	2	100.0%	2	100.0%
Animal - Noisy - CCS	2	0	0	N/A	30	2.0	2	100.0%	2	100.0%	2	100.0%
Animal - Wildlife/Livestock- Routine - CCS	2	0	0	N/A	30	1.0	2	100.0%	2	100.0%	2	100.0%
Illegal Parking/No Parking Zone 1 -DPD	2	0	0	N/A	10	4.0	2	100.0%	2	100.0%	2	100.0%
Mobile Food Inspection - CCS	2	0	0	N/A	45	21.0	2	100.0%	2	100.0%	2	100.0%
Light Glare - CCS	2	0	0	N/A	45	96.0	2	100.0%	0	0.0%	0	0.0%
Park Maintenance/Misc. - PKR	2	0	0	N/A	30	6.5	2	100.0%	2	100.0%	2	100.0%
Dead Animal - Clinic Pick Up - SAN	2	0	0	N/A	2	0.0	2	100.0%	2	100.0%	2	100.0%

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

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

Unknown

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Street Lighting - Maintenance - STS	2	0	0	N/A	10	3.0	2	100.0%	2	100.0%	2	100.0%
Pot hole Repair Routine - STS	2	0	0	N/A	7	0.5	2	100.0%	2	100.0%	2	100.0%

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