FY 2010 – 2011

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

September 2011

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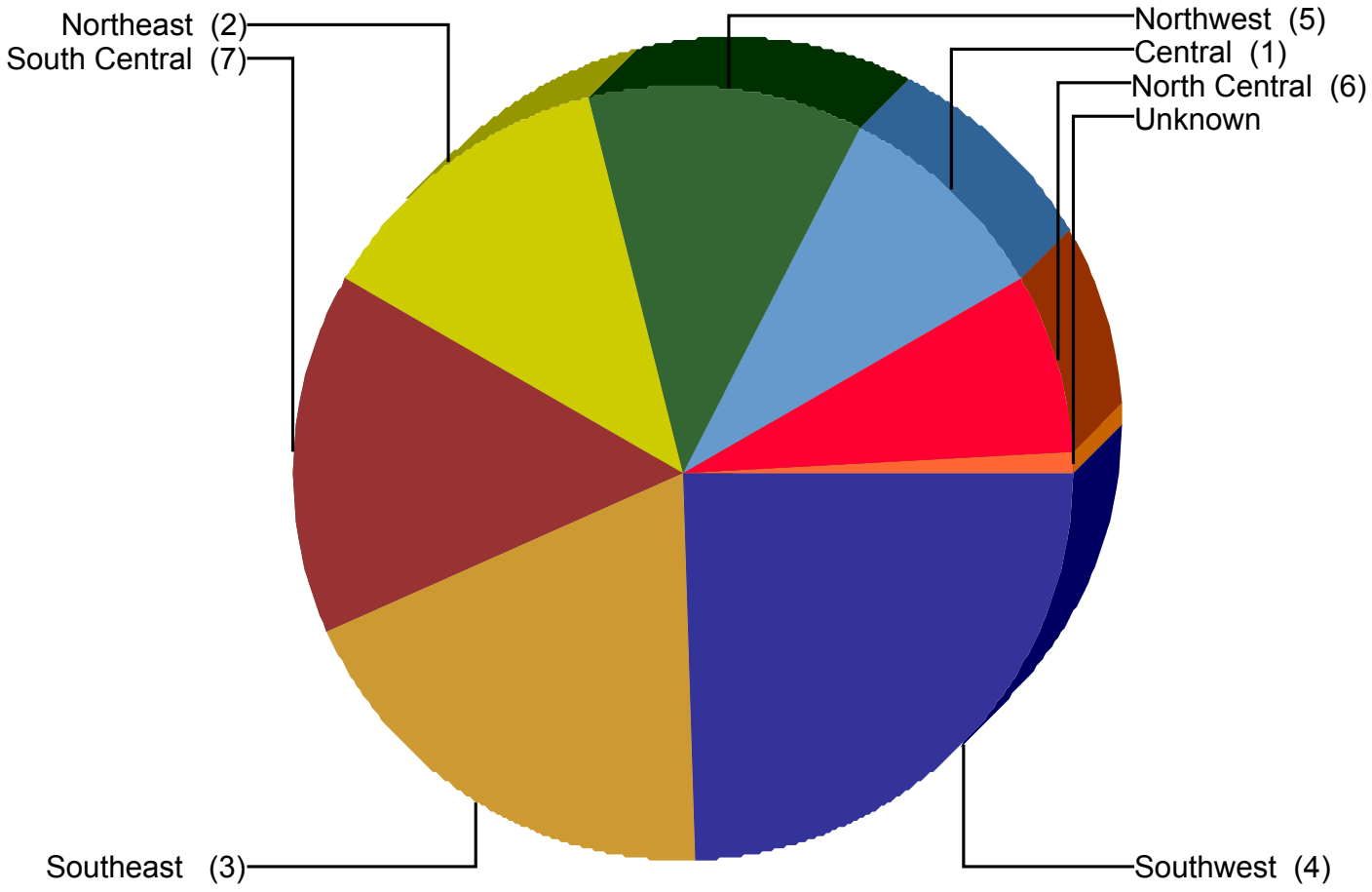
City of Dallas

City Service Area Report
For September 2011



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,444	9.0%	98.1%
North Central (6)	2,050	7.6%	99.1%
Northeast (2)	3,444	12.7%	98.0%
Northwest (5)	3,063	11.3%	99.3%
South Central (7)	4,079	15.1%	98.5%
Southeast (3)	5,066	18.8%	98.1%
Southwest (4)	6,634	24.6%	98.8%
Unknown	234	0.9%	97.9%
Total	**27,014**	**100.0%**	**98.5%**

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

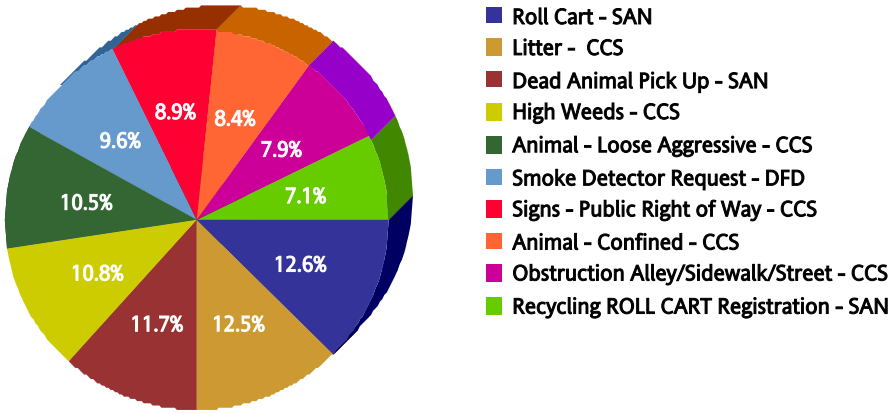
City of Dallas *Service Level Performance Report by City Service Area*

Citywide

September 2011

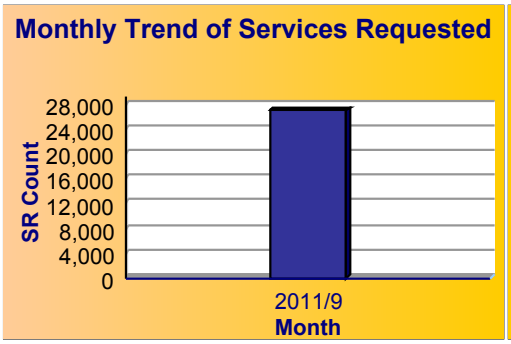
Top 10 Services

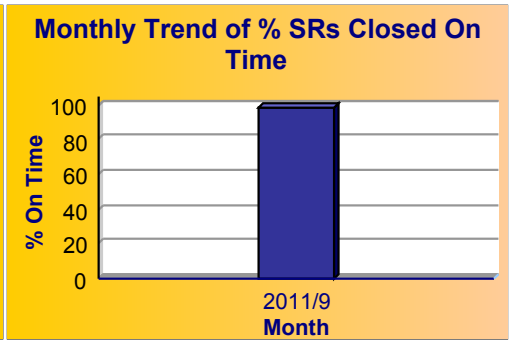
SR Type	Service Request Count
Roll Cart - SAN	1,489
Litter - CCS	1,480
Dead Animal Pick Up - SAN	1,385
High Weeds - CCS	1,277
Animal - Loose Aggressive - CCS	1,241
Smoke Detector Request - DFD	1,137
Signs - Public Right of Way - CCS	1,050
Animal - Confined - CCS	996
Obstruction Alley/Sidewalk/Street - CCS	937
Recycling ROLL CART Registration - SAN	838



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 %
27,014	21,383	21,083	98.6%	5,631	5,530	98.2%	98.5%





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

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

Citywide

September 2011

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	1,489	77	77	100.0%	10	2.5	1,412	94.8%	1,410	99.9%	1,487	99.9%
2	Litter - CCS	1,480	849	849	100.0%	38	9.9	631	42.6%	631	100.0%	1,480	100.0%
3	Dead Animal Pick Up - SAN	1,385	0	0	N/A	1	0.4	1,385	100.0%	1,379	99.6%	1,379	99.6%
4	High Weeds - CCS	1,277	745	745	100.0%	38	8.2	532	41.7%	532	100.0%	1,277	100.0%
5	Animal - Loose Aggressive - CCS	1,241	5	0	0.0%	3	0.3	1,236	99.6%	1,227	99.3%	1,227	98.9%
6	Smoke Detector Request - DFD	1,137	67	67	100.0%	30	1.7	1,070	94.1%	1,070	100.0%	1,137	100.0%
7	Signs - Public Right of Way - CCS	1,050	15	14	93.3%	7	0.7	1,035	98.6%	1,003	96.9%	1,017	96.9%
8	Animal - Confined - CCS	996	4	4	100.0%	3	0.3	992	99.6%	988	99.6%	992	99.6%
9	Obstruction Alley/Sidewalk/Street - CCS	937	626	626	100.0%	60	12.0	311	33.2%	311	100.0%	937	100.0%
10	Recycling ROLL CART Registration - SAN	838	31	31	100.0%	10	2.3	807	96.3%	802	99.4%	833	99.4%
11	Bulky Trash Violations - CCS	796	84	63	75.0%	14	5.2	712	89.4%	655	92.0%	718	90.2%
12	Animal - Loose - CCS	647	154	154	100.0%	40	11.5	493	76.2%	493	100.0%	647	100.0%
13	Garbage - Missed - SAN	630	8	8	100.0%	3	0.8	622	98.7%	616	99.0%	624	99.0%
14	Substandard Structure - CCS	551	421	421	100.0%	365	9.1	130	23.6%	130	100.0%	551	100.0%
15	Animal - Sick/Injured - CCS	464	2	0	0.0%	3	0.2	462	99.6%	454	98.3%	454	97.8%
16	Street Repair - Routine-STS	456	143	143	100.0%	90	4.1	313	68.6%	313	100.0%	456	100.0%
17	24 Hour Parking/Parking Violations - DPD	430	63	62	98.4%	10	4.4	367	85.3%	362	98.6%	424	98.6%
18	Illegal Dumping - CCS	426	85	85	100.0%	38	2.5	341	80.0%	341	100.0%	426	100.0%
19	Graffiti Private Property - Residential/Commercial	374	114	114	100.0%	90	1.5	260	69.5%	260	100.0%	374	100.0%
20	Junk Motor Vehicle - CCS	345	247	247	100.0%	126	9.3	98	28.4%	98	100.0%	345	100.0%

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

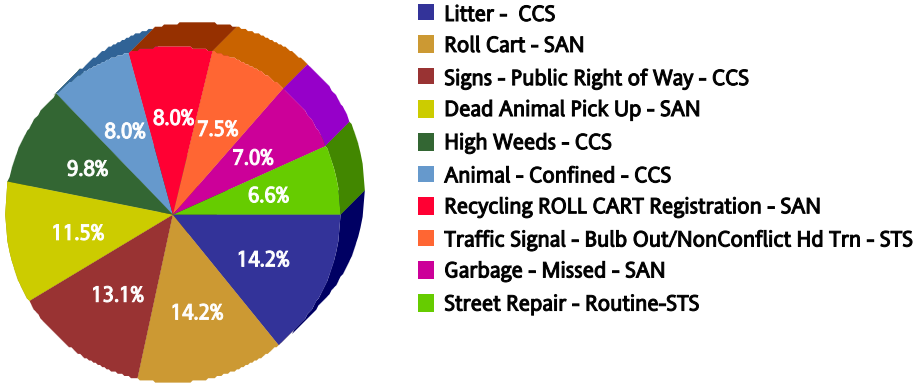
City of Dallas *Service Level Performance Report by City Service Area*

Central (1)

September 2011

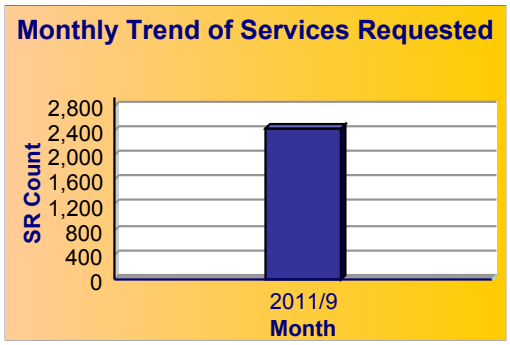
Top 10 Services

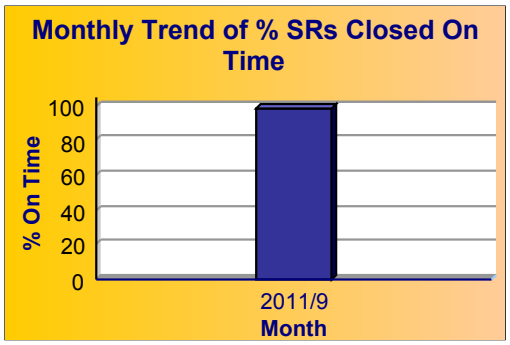
SR Type	Service Request Count
Litter - CCS	122
Roll Cart - SAN	122
Signs - Public Right of Way - CCS	112
Dead Animal Pick Up - SAN	99
High Weeds - CCS	84
Animal - Confined - CCS	69
Recycling ROLL CART Registration - SAN	69
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	64
Garbage - Missed - SAN	60
Street Repair - Routine-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 %
2,444	1,999	1,961	98.1%	445	437	98.2%	98.1%





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

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

Central (1)

September 2011

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	Litter - CCS	122	59	59	100.0%	38	9.5	63	51.6%	63	100.0%	122	100.0%
2	Roll Cart - SAN	122	5	5	100.0%	10	2.6	117	95.9%	117	100.0%	122	100.0%
3	Signs - Public Right of Way - CCS	112	3	3	100.0%	7	0.5	109	97.3%	109	100.0%	112	100.0%
4	Dead Animal Pick Up - SAN	99	0	0	N/A	1	0.4	99	100.0%	98	99.0%	98	99.0%
5	High Weeds - CCS	84	35	35	100.0%	38	8.8	49	58.3%	49	100.0%	84	100.0%
6	Animal - Confined - CCS	69	0	0	N/A	3	0.3	69	100.0%	69	100.0%	69	100.0%
7	Recycling ROLL CART Registration - SAN	69	0	0	N/A	10	2.3	69	100.0%	69	100.0%	69	100.0%
8	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	64	9	9	100.0%	10	2.9	55	85.9%	55	100.0%	64	100.0%
9	Garbage - Missed - SAN	60	1	1	100.0%	3	0.8	59	98.3%	59	100.0%	60	100.0%
10	Street Repair - Routine-STS	57	25	25	100.0%	90	3.7	32	56.1%	32	100.0%	57	100.0%
11	Traffic Signal - Flashing - STS	51	14	14	100.0%	4	1.1	37	72.5%	37	100.0%	51	100.0%
12	Animal - Loose Aggressive - CCS	49	0	0	N/A	3	0.2	49	100.0%	49	100.0%	49	100.0%
13	General - CCS	47	7	7	100.0%	38	4.6	40	85.1%	40	100.0%	47	100.0%
14	Traffic Sign - Maintenance (Other) - STS	43	9	9	100.0%	40	4.0	34	79.1%	34	100.0%	43	100.0%
15	Illegal Dumping - CCS	41	4	4	100.0%	38	1.2	37	90.2%	37	100.0%	41	100.0%
16	Obstruction Alley/Sidewalk/Street - CCS	41	17	17	100.0%	60	7.8	24	58.5%	24	100.0%	41	100.0%
17	Graffiti Private Property - Residential/Commercial	40	13	13	100.0%	90	2.1	27	67.5%	27	100.0%	40	100.0%
18	Recyclable Collection Missed (Residential) - SAN	40	1	1	100.0%	3	1.0	39	97.5%	38	97.4%	39	97.5%
19	Water Conservation Violation - CCS	38	5	3	60.0%	7	5.6	33	86.8%	19	57.6%	22	57.9%
20	Fire Inspection - DFD	38	28	28	100.0%	60	7.1	10	26.3%	10	100.0%	38	100.0%
21	24 Hour Parking/Parking Violations - DPD	38	6	6	100.0%	10	3.3	32	84.2%	31	96.9%	37	97.4%

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

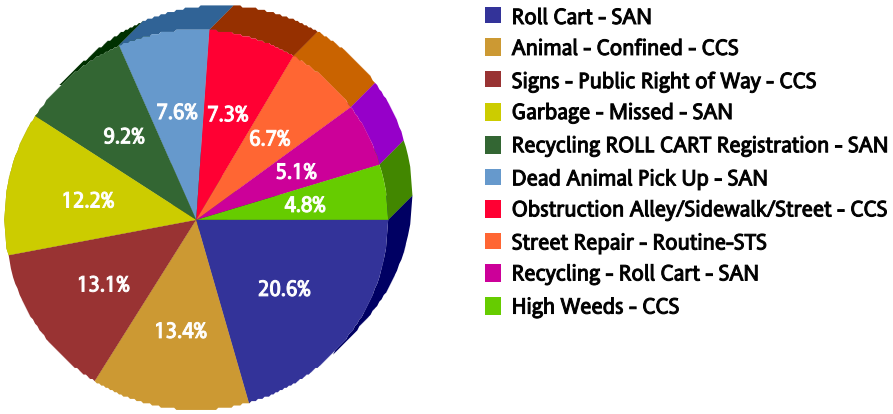
City of Dallas *Service Level Performance Report by City Service Area*

North Central (6)

September 2011

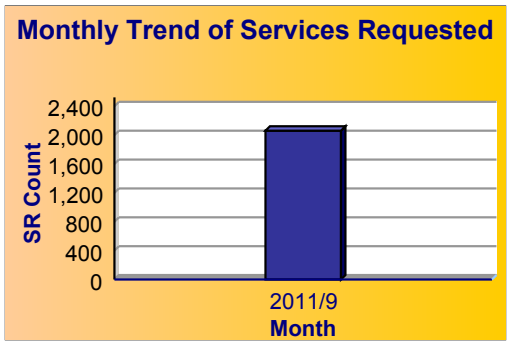
Top 10 Services

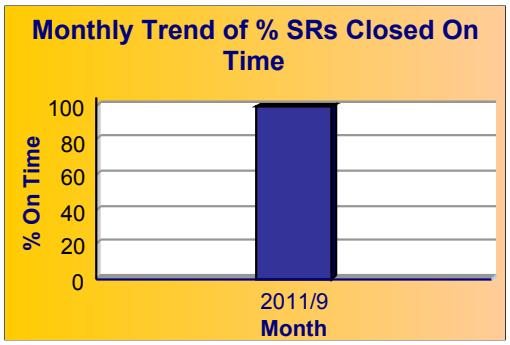
SR Type	Service Request Count
Roll Cart - SAN	200
Animal - Confined - CCS	130
Signs - Public Right of Way - CCS	127
Garbage - Missed - SAN	119
Recycling ROLL CART Registration - SAN	89
Dead Animal Pick Up - SAN	74
Obstruction Alley/Sidewalk/Street - CCS	71
Street Repair - Routine-STS	65
Recycling - Roll Cart - SAN	50
High Weeds - CCS	47



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 %
2,050	1,783	1,773	99.4%	267	258	96.6%	99.1%





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)

September 2011

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	200	12	12	100.0%	10	2.4	188	94.0%	187	99.5%	199	99.5%
2	Animal - Confined - CCS	130	1	1	100.0%	3	0.2	129	99.2%	129	100.0%	130	100.0%
3	Signs - Public Right of Way - CCS	127	0	0	N/A	7	0.2	127	100.0%	127	100.0%	127	100.0%
4	Garbage - Missed - SAN	119	1	1	100.0%	3	0.8	118	99.2%	118	100.0%	119	100.0%
5	Recycling ROLL CART Registration - SAN	89	1	1	100.0%	10	2.2	88	98.9%	88	100.0%	89	100.0%
6	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.4	74	100.0%	74	100.0%	74	100.0%
7	Obstruction Alley/Sidewalk/Street - CCS	71	20	20	100.0%	60	12.4	51	71.8%	51	100.0%	71	100.0%
8	Street Repair - Routine-STS	65	13	13	100.0%	90	4.8	52	80.0%	52	100.0%	65	100.0%
9	Recycling - Roll Cart - SAN	50	4	4	100.0%	10	2.2	46	92.0%	46	100.0%	50	100.0%
10	High Weeds - CCS	47	28	28	100.0%	38	11.3	19	40.4%	19	100.0%	47	100.0%
11	Fire Inspection - DFD	46	30	30	100.0%	60	6.7	16	34.8%	16	100.0%	46	100.0%
12	Animal - Sick/Injured - CCS	39	0	0	N/A	3	0.3	39	100.0%	37	94.9%	37	94.9%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	39	3	3	100.0%	10	4.6	36	92.3%	36	100.0%	39	100.0%
14	Bulky Trash Violations - CCS	37	5	4	80.0%	14	4.5	32	86.5%	32	100.0%	36	97.3%
15	24 Hour Parking/Parking Violations - DPD	36	2	2	100.0%	10	5.6	34	94.4%	31	91.2%	33	91.7%
16	Alley Repair - Routine-STS	29	13	13	100.0%	90	4.3	16	55.2%	16	100.0%	29	100.0%
17	Tree down/low limbs - Emergency-STS	28	0	0	N/A	5	0.2	28	100.0%	28	100.0%	28	100.0%
18	Recyclable Collection Missed (Residential) - SAN	27	0	0	N/A	3	0.6	27	100.0%	27	100.0%	27	100.0%
19	Sanitation Property Damage - SAN	26	1	1	100.0%	28	3.8	25	96.2%	25	100.0%	26	100.0%
20	Litter - CCS	23	8	8	100.0%	38	9.4	15	65.2%	15	100.0%	23	100.0%
21	Substandard Structure - CCS	23	14	14	100.0%	365	4.6	9	39.1%	9	100.0%	23	100.0%

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

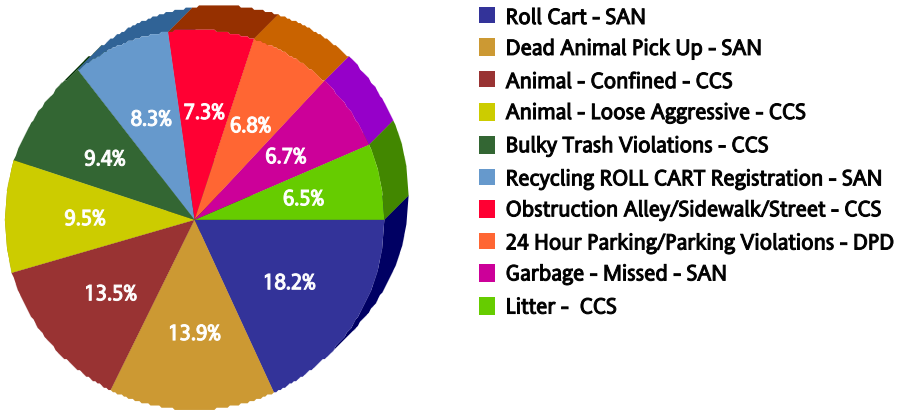
City of Dallas *Service Level Performance Report by City Service Area*

Northeast (2)

September 2011

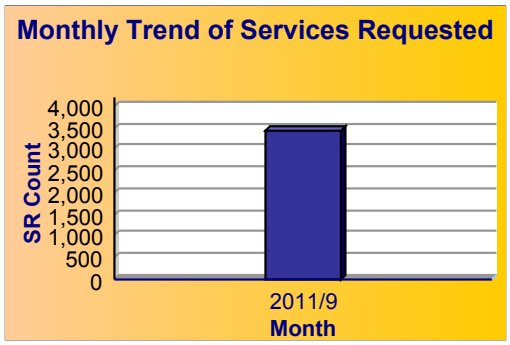
Top 10 Services

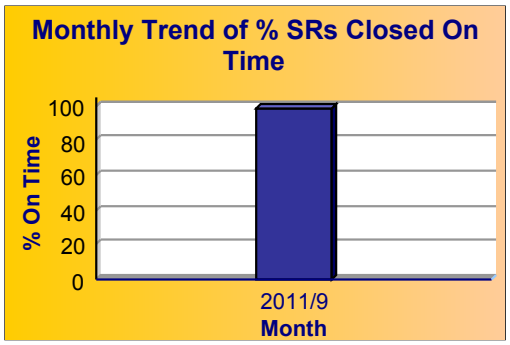
SR Type	Service Request Count
Roll Cart - SAN	258
Dead Animal Pick Up - SAN	198
Animal - Confined - CCS	192
Animal - Loose Aggressive - CCS	135
Bulky Trash Violations - CCS	133
Recycling ROLL CART Registration - SAN	118
Obstruction Alley/Sidewalk/Street - CCS	104
24 Hour Parking/Parking Violations - DPD	96
Garbage - Missed - SAN	95
Litter - CCS	92



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 %
3,444	2,795	2,744	98.2%	649	631	97.2%	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)

September 2011

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	258	13	13	100.0%	10	2.7	245	95.0%	244	99.6%	257	99.6%
2	Dead Animal Pick Up - SAN	198	0	0	N/A	1	0.3	198	100.0%	196	99.0%	196	99.0%
3	Animal - Confined - CCS	192	2	2	100.0%	3	0.3	190	99.0%	187	98.4%	189	98.4%
4	Animal - Loose Aggressive - CCS	135	0	0	N/A	3	0.4	135	100.0%	135	100.0%	135	100.0%
5	Bulky Trash Violations - CCS	133	19	11	57.9%	14	6.9	114	85.7%	101	88.6%	112	84.2%
6	Recycling ROLL CART Registration - SAN	118	6	6	100.0%	10	2.0	112	94.9%	112	100.0%	118	100.0%
7	Obstruction Alley/Sidewalk/Street - CCS	104	75	75	100.0%	60	10.3	29	27.9%	29	100.0%	104	100.0%
8	24 Hour Parking/Parking Violations - DPD	96	14	14	100.0%	10	3.9	82	85.4%	81	98.8%	95	99.0%
9	Garbage - Missed - SAN	95	0	0	N/A	3	0.6	95	100.0%	95	100.0%	95	100.0%
10	Litter - CCS	92	59	59	100.0%	38	9.0	33	35.9%	33	100.0%	92	100.0%
11	Recyclable Collection Missed (Residential) - SAN	89	1	1	100.0%	3	1.0	88	98.9%	87	98.9%	88	98.9%
12	Street Repair - Routine-STS	80	32	32	100.0%	90	4.0	48	60.0%	48	100.0%	80	100.0%
13	High Weeds - CCS	68	43	43	100.0%	38	7.2	25	36.8%	25	100.0%	68	100.0%
14	Tree down/low limbs - Emergency-STS	65	0	0	N/A	5	0.1	65	100.0%	65	100.0%	65	100.0%
15	Animal - Loose - CCS	58	14	14	100.0%	40	12.1	44	75.9%	44	100.0%	58	100.0%
16	Animal - Sick/Injured - CCS	55	0	0	N/A	3	0.3	55	100.0%	54	98.2%	54	98.2%
17	Substandard Structure Apts - CCS	55	22	22	100.0%	365	6.4	33	60.0%	33	100.0%	55	100.0%
18	Substandard Structure - CCS	53	37	37	100.0%	365	9.1	16	30.2%	16	100.0%	53	100.0%
19	Recycling - Roll Cart - SAN	48	5	5	100.0%	10	2.7	43	89.6%	43	100.0%	48	100.0%
20	Traffic Signal - Flashing - STS	47	2	2	100.0%	4	1.2	45	95.7%	45	100.0%	47	100.0%

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

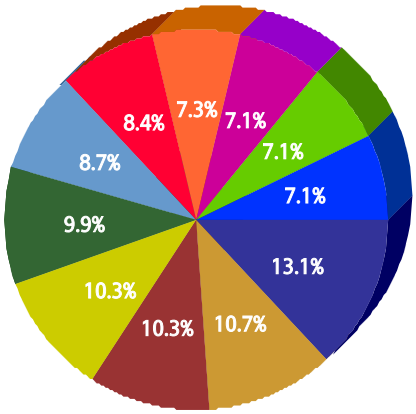
City of Dallas *Service Level Performance Report by City Service Area*

Northwest (5)

September 2011

Top 10 Services

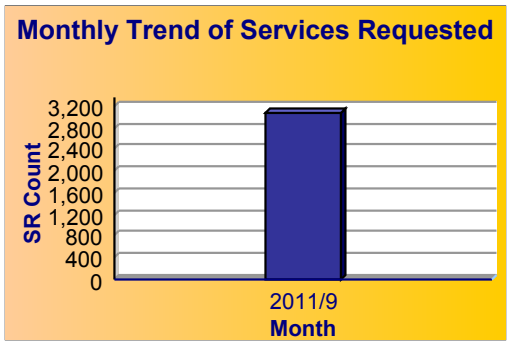
SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	155
Litter - CCS	127
High Weeds - CCS	122
Roll Cart - SAN	122
Dead Animal Pick Up - SAN	117
Animal - Confined - CCS	103
Bulky Trash Violations - CCS	99
Animal - Loose Aggressive - CCS	86
Fire Inspection - DFD	84
Signs - Other - CCS	84
Street Repair - Routine-STS	84

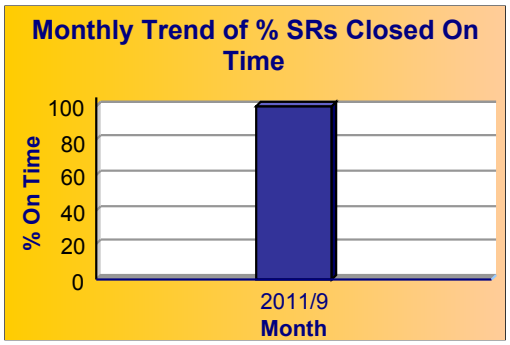


Service
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- High Weeds - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Fire Inspection - DFD
- Signs - Other - CCS
- Street Repair - Routine-STS

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 %
3,063	2,416	2,402	99.4%	647	641	99.1%	99.3%





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

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

Northwest (5)

September 2011

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	Obstruction Alley/Sidewalk/Street - CCS	155	120	120	100.0%	60	14.5	35	22.6%	35	100.0%	155	100.0%
2	Litter - CCS	127	71	71	100.0%	38	10.1	56	44.1%	56	100.0%	127	100.0%
3	High Weeds - CCS	122	74	74	100.0%	38	10.2	48	39.3%	48	100.0%	122	100.0%
4	Roll Cart - SAN	122	8	8	100.0%	10	2.4	114	93.4%	114	100.0%	122	100.0%
5	Dead Animal Pick Up - SAN	117	0	0	N/A	1	0.4	117	100.0%	116	99.1%	116	99.1%
6	Animal - Confined - CCS	103	0	0	N/A	3	0.1	103	100.0%	103	100.0%	103	100.0%
7	Bulky Trash Violations - CCS	99	8	7	87.5%	14	3.3	91	91.9%	90	98.9%	97	98.0%
8	Animal - Loose Aggressive - CCS	86	0	0	N/A	3	0.3	86	100.0%	85	98.8%	85	98.8%
9	Signs - Other - CCS	84	8	8	100.0%	21	0.6	76	90.5%	76	100.0%	84	100.0%
10	Fire Inspection - DFD	84	52	52	100.0%	60	3.3	32	38.1%	32	100.0%	84	100.0%
11	Street Repair - Routine-STS	84	15	15	100.0%	90	3.4	69	82.1%	69	100.0%	84	100.0%
12	Graffiti Private Property - Residential/Commercial	83	17	17	100.0%	90	0.1	66	79.5%	66	100.0%	83	100.0%
13	Garbage - Missed - SAN	81	1	1	100.0%	3	0.8	80	98.8%	80	100.0%	81	100.0%
14	Recycling ROLL CART Registration - SAN	75	5	5	100.0%	10	1.8	70	93.3%	70	100.0%	75	100.0%
15	Signs - Public Right of Way - CCS	73	1	1	100.0%	7	0.2	72	98.6%	71	98.6%	72	98.6%
16	Garage Sale - CCS	63	0	0	N/A	7	0.5	63	100.0%	63	100.0%	63	100.0%
17	Recyclable Collection Missed (Residential) - SAN	53	1	1	100.0%	3	0.6	52	98.1%	52	100.0%	53	100.0%
18	Water Conservation Violation - CCS	50	4	2	50.0%	7	2.6	46	92.0%	45	97.8%	47	94.0%
19	Animal - Loose - CCS	49	13	13	100.0%	40	11.4	36	73.5%	36	100.0%	49	100.0%
20	Traffic Signal - Flashing - STS	46	7	7	100.0%	4	1.4	39	84.8%	39	100.0%	46	100.0%

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

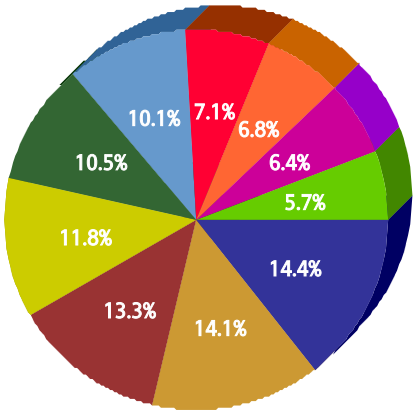
City of Dallas *Service Level Performance Report by City Service Area*

South Central (7)

September 2011

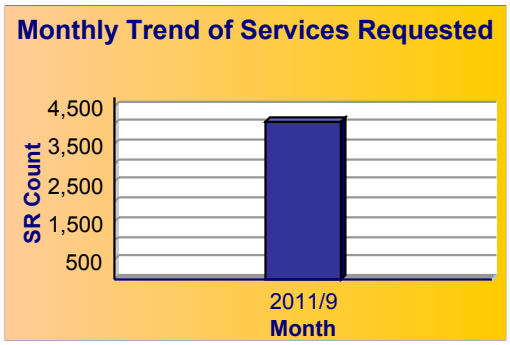
Top 10 Services

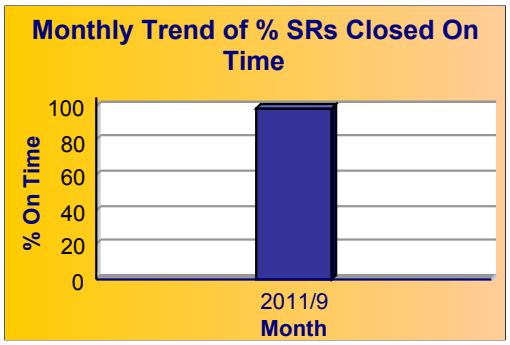
SR Type	Service Request Count
Animal - Loose Aggressive - CCS	321
Smoke Detector Request - DFD	313
Dead Animal Pick Up - SAN	295
Litter - CCS	262
High Weeds - CCS	233
Roll Cart - SAN	225
Animal - Confined - CCS	157
Animal - Loose - CCS	151
Recycling ROLL CART Registration - SAN	142
Obstruction Alley/Sidewalk/Street - CCS	127



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 %
4,079	3,223	3,184	98.8%	856	833	97.3%	98.5%





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)

September 2011

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 - Loose Aggressive - CCS	321	4	0	0.0%	3	0.3	317	98.8%	314	99.1%	314	97.8%
2	Smoke Detector Request - DFD	313	24	24	100.0%	30	1.5	289	92.3%	289	100.0%	313	100.0%
3	Dead Animal Pick Up - SAN	295	0	0	N/A	1	0.3	295	100.0%	295	100.0%	295	100.0%
4	Litter - CCS	262	140	140	100.0%	38	9.4	122	46.6%	122	100.0%	262	100.0%
5	High Weeds - CCS	233	121	121	100.0%	38	6.3	112	48.1%	112	100.0%	233	100.0%
6	Roll Cart - SAN	225	10	10	100.0%	10	2.5	215	95.6%	215	100.0%	225	100.0%
7	Animal - Confined - CCS	157	0	0	N/A	3	0.3	157	100.0%	157	100.0%	157	100.0%
8	Animal - Loose - CCS	151	34	34	100.0%	40	11.6	117	77.5%	117	100.0%	151	100.0%
9	Recycling ROLL CART Registration - SAN	142	2	2	100.0%	10	2.6	140	98.6%	139	99.3%	141	99.3%
10	Obstruction Alley/Sidewalk/Street - CCS	127	104	104	100.0%	60	8.7	23	18.1%	23	100.0%	127	100.0%
11	Bulky Trash Violations - CCS	124	27	19	70.4%	14	7.1	97	78.2%	85	87.6%	104	83.9%
12	Illegal Dumping - CCS	117	32	32	100.0%	38	2.0	85	72.6%	85	100.0%	117	100.0%
13	Animal - Sick/Injured - CCS	105	2	0	0.0%	3	0.2	103	98.1%	101	98.1%	101	96.2%
14	Garbage - Missed - SAN	77	2	2	100.0%	3	1.1	75	97.4%	71	94.7%	73	94.8%
15	Junk Motor Vehicle - CCS	70	61	61	100.0%	126	9.0	9	12.9%	9	100.0%	70	100.0%
16	Parking - Unapproved Surface - CCS	66	7	4	57.1%	10	2.6	59	89.4%	57	96.6%	61	92.4%
17	Tree down/low limbs - Emergency-STS	57	0	0	N/A	5	0.0	57	100.0%	57	100.0%	57	100.0%
18	24 Hour Parking/Parking Violations - DPD	55	6	6	100.0%	10	3.7	49	89.1%	49	100.0%	55	100.0%
19	Illegal Outside Storage - CCS	54	29	29	100.0%	38	10.7	25	46.3%	25	100.0%	54	100.0%
20	Animal - Cruelty - CCS	51	2	2	100.0%	30	0.2	49	96.1%	49	100.0%	51	100.0%

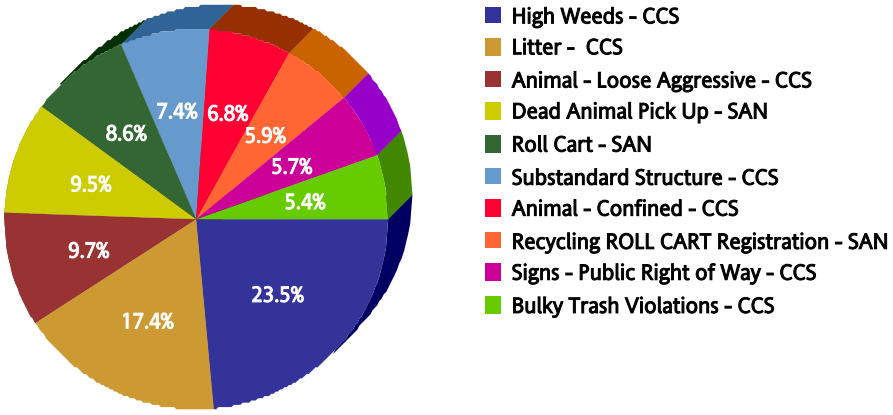
NOTE: Values represent status as of the run date and time.

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

Southeast (3)

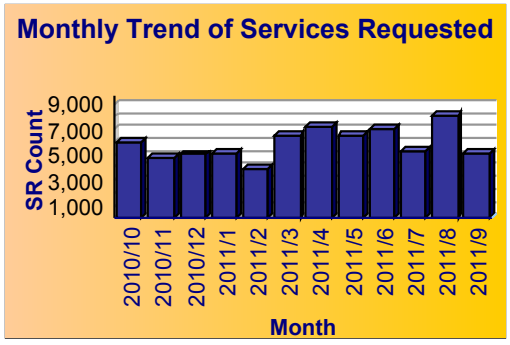
Top 10 Services

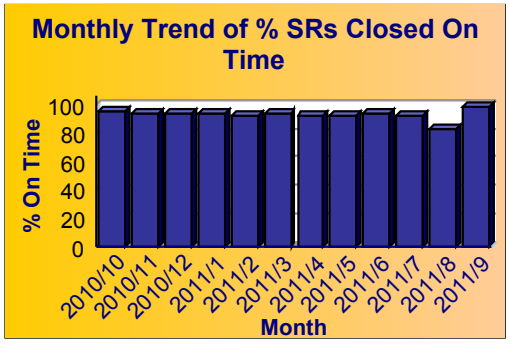
SR Type	Service Request Count
High Weeds - CCS	8,899
Litter - CCS	6,594
Animal - Loose Aggressive - CCS	3,664
Dead Animal Pick Up - SAN	3,604
Roll Cart - SAN	3,255
Substandard Structure - CCS	2,805
Animal - Confined - CCS	2,572
Recycling ROLL CART Registration - SAN	2,227
Signs - Public Right of Way - CCS	2,175
Bulky Trash Violations - CCS	2,054



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 %
70,435	67,085	62,615	93.3%	3,350	2,411	72.0%	92.3%





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

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

Southeast (3)

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	8,899	582	184	31.6%	38	17.0	8,317	93.5%	7,411	89.1%	7,595	85.3%
2	Litter - CCS	6,594	665	249	37.4%	38	19.7	5,929	89.9%	5,183	87.4%	5,432	82.4%
3	Animal - Loose Aggressive - CCS	3,664	0	0	N/A	3	0.4	3,664	100.0%	3,620	98.8%	3,620	98.8%
4	Dead Animal Pick Up - SAN	3,604	0	0	N/A	1	0.3	3,604	100.0%	3,579	99.3%	3,579	99.3%
5	Roll Cart - SAN	3,255	17	17	100.0%	10	2.7	3,238	99.5%	3,221	99.5%	3,238	99.5%
6	Substandard Structure - CCS	2,805	597	595	99.7%	365	38.9	2,208	78.7%	2,208	100.0%	2,803	99.9%
7	Animal - Confined - CCS	2,572	1	1	100.0%	3	0.3	2,571	100.0%	2,535	98.6%	2,536	98.6%
8	Recycling ROLL CART Registration - SAN	2,227	13	13	100.0%	10	2.8	2,214	99.4%	2,208	99.7%	2,221	99.7%
9	Signs - Public Right of Way - CCS	2,175	3	3	100.0%	7	1.5	2,172	99.9%	2,038	93.8%	2,041	93.8%
10	Bulky Trash Violations - CCS	2,054	10	6	60.0%	14	11.2	2,044	99.5%	1,381	67.6%	1,387	67.5%
11	Animal - Loose - CCS	1,873	41	41	100.0%	40	18.5	1,832	97.8%	1,734	94.7%	1,775	94.8%
12	Obstruction Alley/Sidewalk/Street - CCS	1,858	485	480	99.0%	60	27.3	1,373	73.9%	1,264	92.1%	1,744	93.9%
13	Animal - Sick/Injured - CCS	1,547	0	0	N/A	3	0.2	1,547	100.0%	1,521	98.3%	1,521	98.3%
14	Parking - Unapproved Surface - CCS	1,314	7	7	100.0%	10	2.9	1,307	99.5%	1,180	90.3%	1,187	90.3%
15	Junk Motor Vehicle - CCS	1,312	144	142	98.6%	126	48.3	1,168	89.0%	1,073	91.9%	1,215	92.6%
16	Garbage - Missed - SAN	1,276	2	2	100.0%	3	0.7	1,274	99.8%	1,251	98.2%	1,253	98.2%
17	Signs - Public Right of Way Eve/Weekends - CCS	1,100	0	0	N/A	7	0.2	1,100	100.0%	1,094	99.5%	1,094	99.5%
18	Illegal Dumping - CCS	1,024	17	17	100.0%	38	7.4	1,007	98.3%	970	96.3%	987	96.4%
19	Open and Vacant Structure - CCS	979	18	16	88.9%	30	9.7	961	98.2%	879	91.5%	895	91.4%
20	Illegal Outside Storage - CCS	960	41	40	97.6%	38	26.0	919	95.7%	756	82.3%	796	82.9%

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

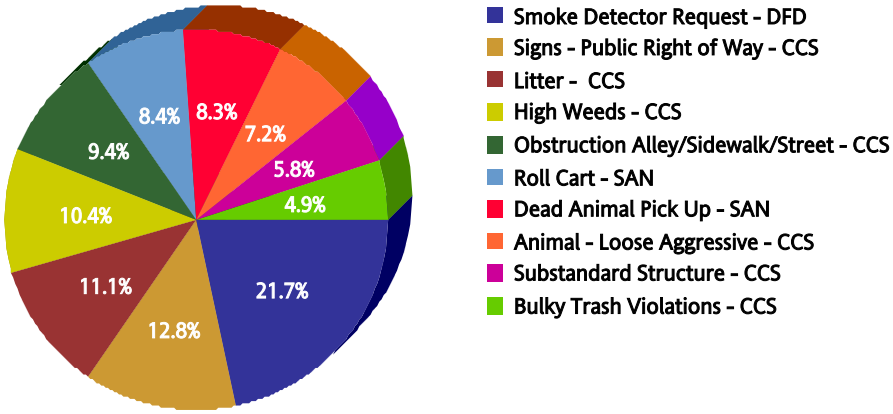
City of Dallas *Service Level Performance Report by City Service Area*

Southwest (4)

September 2011

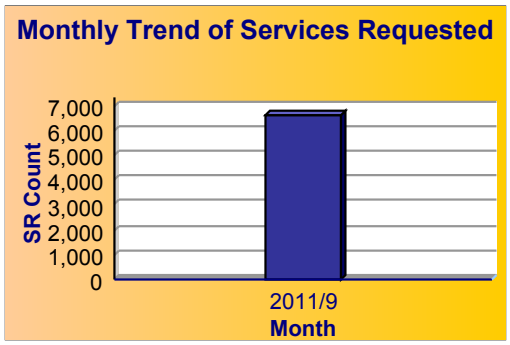
Top 10 Services

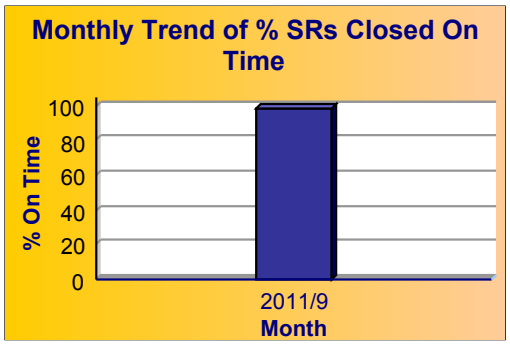
SR Type	Service Request Count
Smoke Detector Request - DFD	779
Signs - Public Right of Way - CCS	461
Litter - CCS	399
High Weeds - CCS	372
Obstruction Alley/Sidewalk/Street - CCS	339
Roll Cart - SAN	300
Dead Animal Pick Up - SAN	299
Animal - Loose Aggressive - CCS	257
Substandard Structure - CCS	210
Bulky Trash Violations - CCS	176



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 %
6,634	5,121	5,053	98.7%	1,513	1,499	99.1%	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)

September 2011

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	Smoke Detector Request - DFD	779	18	18	100.0%	30	1.8	761	97.7%	761	100.0%	779	100.0%
2	Signs - Public Right of Way - CCS	461	2	1	50.0%	7	0.8	459	99.6%	436	95.0%	437	94.8%
3	Litter - CCS	399	246	246	100.0%	38	11.9	153	38.3%	153	100.0%	399	100.0%
4	High Weeds - CCS	372	261	261	100.0%	38	10.1	111	29.8%	111	100.0%	372	100.0%
5	Obstruction Alley/Sidewalk/Street - CCS	339	216	216	100.0%	60	13.3	123	36.3%	123	100.0%	339	100.0%
6	Roll Cart - SAN	300	12	12	100.0%	10	2.5	288	96.0%	288	100.0%	300	100.0%
7	Dead Animal Pick Up - SAN	299	0	0	N/A	1	0.4	299	100.0%	297	99.3%	297	99.3%
8	Animal - Loose Aggressive - CCS	257	1	0	0.0%	3	0.3	256	99.6%	254	99.2%	254	98.8%
9	Substandard Structure - CCS	210	191	191	100.0%	365	6.8	19	9.0%	19	100.0%	210	100.0%
10	Bulky Trash Violations - CCS	176	8	8	100.0%	14	2.2	168	95.5%	165	98.2%	173	98.3%
11	Recycling ROLL CART Registration - SAN	172	4	4	100.0%	10	2.2	168	97.7%	165	98.2%	169	98.3%
12	Animal - Loose - CCS	168	40	40	100.0%	40	10.8	128	76.2%	128	100.0%	168	100.0%
13	Graffiti Private Property - Residential/Commercial	166	53	53	100.0%	90	2.3	113	68.1%	113	100.0%	166	100.0%
14	Animal - Confined - CCS	165	0	0	N/A	3	0.3	165	100.0%	164	99.4%	164	99.4%
15	Illegal Dumping - CCS	160	20	20	100.0%	38	1.4	140	87.5%	140	100.0%	160	100.0%
16	Illegal Outside Storage - CCS	118	77	77	100.0%	38	12.8	41	34.7%	41	100.0%	118	100.0%
17	Parking - Unapproved Surface - CCS	93	8	4	50.0%	10	2.8	85	91.4%	84	98.8%	88	94.6%
18	24 Hour Parking/Parking Violations - DPD	89	9	9	100.0%	10	4.3	80	89.9%	80	100.0%	89	100.0%
19	Garbage - Missed - SAN	89	1	1	100.0%	3	0.7	88	98.9%	88	100.0%	89	100.0%
20	Junk Motor Vehicle - CCS	82	53	53	100.0%	126	9.8	29	35.4%	29	100.0%	82	100.0%

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

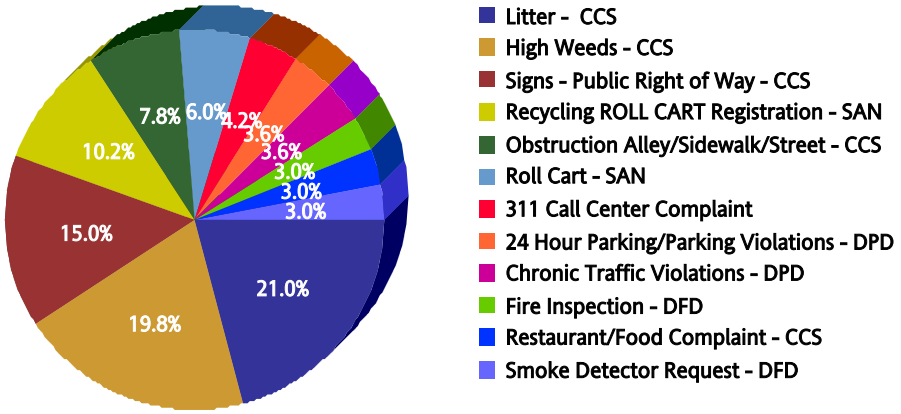
City of Dallas *Service Level Performance Report by City Service Area*

Unknown

September 2011

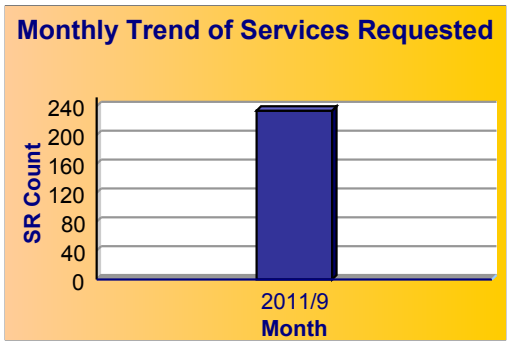
Top 10 Services

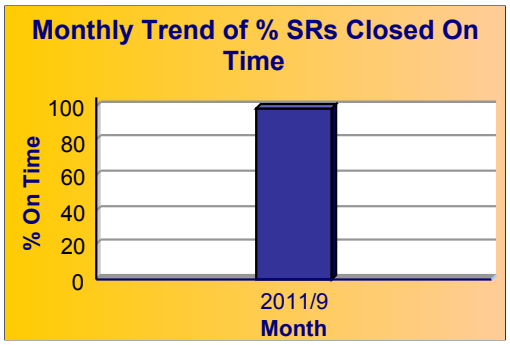
SR Type	Service Request Count
Litter - CCS	35
High Weeds - CCS	33
Signs - Public Right of Way - CCS	25
Recycling ROLL CART Registration - SAN	17
Obstruction Alley/Sidewalk/Street - CCS	13
Roll Cart - SAN	10
311 Call Center Complaint	7
24 Hour Parking/Parking Violations - DPD	6
Chronic Traffic Violations - DPD	6
Fire Inspection - DFD	5
Restaurant/Food Complaint - CCS	5
Smoke Detector Request - DFD	5



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 %
234	125	124	99.2%	109	105	96.3%	97.9%





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

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

Unknown

September 2011

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	Litter - CCS	35	32	32	100.0%	38	17.0	3	8.6%	3	100.0%	35	100.0%
2	High Weeds - CCS	33	30	30	100.0%	38	11.7	3	9.1%	3	100.0%	33	100.0%
3	Signs - Public Right of Way - CCS	25	0	0	N/A	7	0.4	25	100.0%	25	100.0%	25	100.0%
4	Recycling ROLL CART Registration - SAN	17	0	0	N/A	10	3.2	17	100.0%	16	94.1%	16	94.1%
5	Obstruction Alley/Sidewalk/Street - CCS	13	12	12	100.0%	60	10.0	1	7.7%	1	100.0%	13	100.0%
6	Roll Cart - SAN	10	0	0	N/A	10	2.6	10	100.0%	10	100.0%	10	100.0%
7	311 Call Center Complaint	7	2	2	100.0%	10	1.8	5	71.4%	5	100.0%	7	100.0%
8	24 Hour Parking/Parking Violations - DPD	6	2	1	50.0%	10	4.2	4	66.7%	4	100.0%	5	83.3%
9	Chronic Traffic Violations - DPD	6	3	3	100.0%	14	13.0	3	50.0%	3	100.0%	6	100.0%
10	Fire Inspection - DFD	5	4	4	100.0%	60	4.0	1	20.0%	1	100.0%	5	100.0%
11	Smoke Detector Request - DFD	5	1	1	100.0%	30	2.8	4	80.0%	4	100.0%	5	100.0%
12	Restaurant/Food Complaint - CCS	5	0	0	N/A	45	8.2	5	100.0%	5	100.0%	5	100.0%
13	Animal - Loose - CCS	4	2	2	100.0%	40	13.5	2	50.0%	2	100.0%	4	100.0%
14	Dead Animal Pick Up - SAN	4	0	0	N/A	1	0.2	4	100.0%	4	100.0%	4	100.0%
15	Park Maintenance/Misc. - PKR	4	2	2	100.0%	30	6.0	2	50.0%	2	100.0%	4	100.0%
16	Substandard Structure - CCS	3	3	3	100.0%	365		0	0.0%	0	N/A	3	100.0%
17	Criminal Activities - DPD	3	2	0	0.0%	14	7.0	1	33.3%	1	100.0%	1	33.3%
18	Cost Plus - SAN	2	1	1	100.0%	10	6.0	1	50.0%	1	100.0%	2	100.0%
19	Illegal Dumping - CCS	2	1	1	100.0%	38	16.0	1	50.0%	1	100.0%	2	100.0%
20	Illegal Outside Storage - CCS	2	1	1	100.0%	38	4.0	1	50.0%	1	100.0%	2	100.0%
21	Utility Complaint/Information - FIN	2	1	1	100.0%	30	8.0	1	50.0%	1	100.0%	2	100.0%
22	Garbage - Missed - SAN	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
23	Parking - General Request - DPD	2	0	0	N/A	14	0.5	2	100.0%	2	100.0%	2	100.0%
24	Sanitation Misc. - SAN	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
25	Pot hole Repair Routine - STS	2	0	0	N/A	7	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

September 2011

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26	Street Repair - Routine-STS	2	0	0	N/A	90	5.5	2	100.0%	2	100.0%	2	100.0%

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