

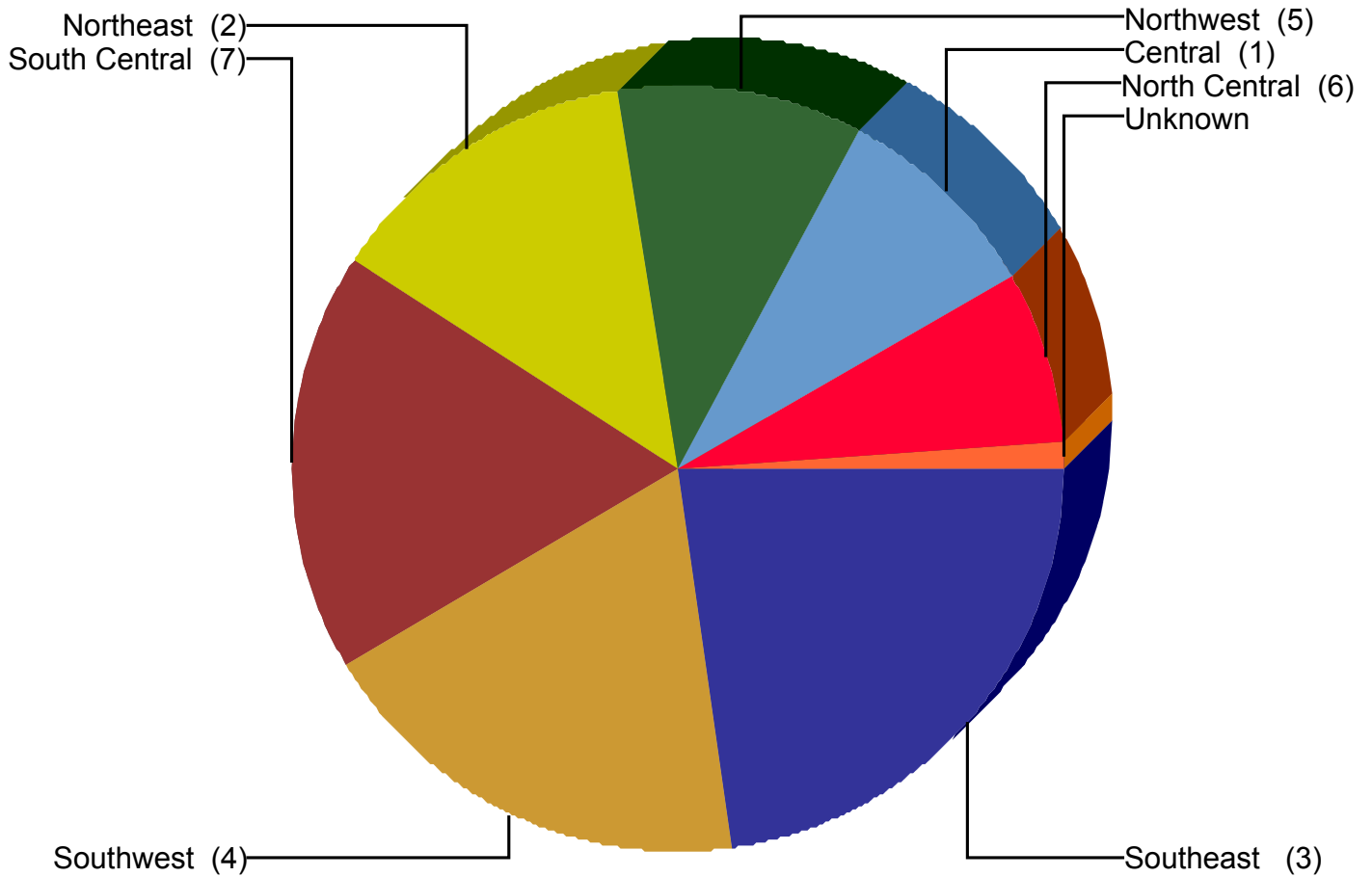


FY 2012 – 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

April 2013

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,713	8.7%	98.3%
North Central (6)	2,307	7.4%	98.5%
Northeast (2)	4,146	13.3%	97.4%
Northwest (5)	3,277	10.5%	97.9%
South Central (7)	5,512	17.7%	97.9%
Southeast (3)	7,151	22.9%	98.4%
Southwest (4)	5,781	18.5%	98.7%
Unknown	326	1.0%	94.8%
Total	31,213	100.0%	98.2%

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

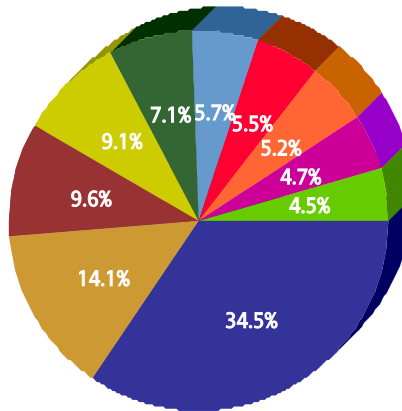


Citywide

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,474
Litter - CCS	2,227
Dead Animal Pick Up - SAN	1,526
Garbage Roll Cart - SAN	1,448
Animal - Loose - CCS	1,128
Bulky Trash Violations - CCS	897
Animal - Loose Aggressive - CCS	869
Recycling ROLL CART NEW - SAN	829
Substandard Structure - CCS	743
Animal - Confined - CCS	708



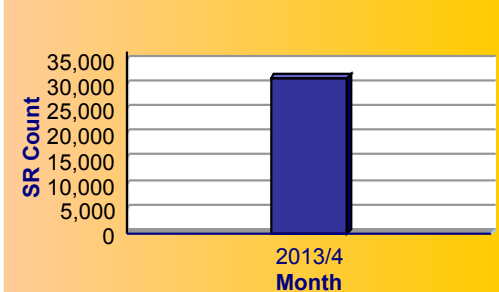
Service

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

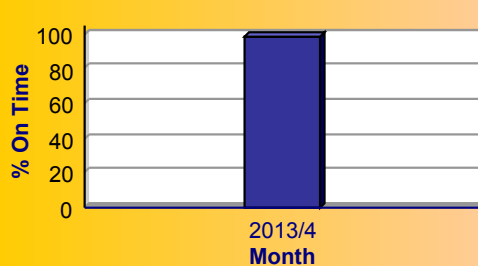
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,213	23,897	23,533	98.5%	7,316	7,104	97.1%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by City Service Area

Citywide

April 2013

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	5,474	2,473	2,473	100.0%	38	9.7	3,001	54.8%	3,001	100.0%	5,474	100.0%
Litter - CCS	2,227	939	939	100.0%	38	10.5	1,288	57.8%	1,288	100.0%	2,227	100.0%
Dead Animal Pick Up - SAN	1,526	0	0	N/A	1	0.4	1,526	100.0%	1,514	99.2%	1,514	99.2%
Garbage Roll Cart - SAN	1,448	2	2	100.0%	10	2.5	1,446	99.9%	1,436	99.3%	1,438	99.3%
Animal - Loose - CCS	1,128	484	484	100.0%	40	19.2	644	57.1%	644	100.0%	1,128	100.0%
Bulky Trash Violations - CCS	897	151	130	86.1%	14	5.6	746	83.2%	694	93.0%	824	91.9%
Animal - Loose Aggressive - CCS	869	4	0	0.0%	3	0.7	865	99.5%	847	97.9%	847	97.5%
Recycling ROLL CART NEW - SAN	829	1	1	100.0%	10	2.0	828	99.9%	822	99.3%	823	99.3%
Substandard Structure - CCS	743	529	529	100.0%	365	10.5	214	28.8%	214	100.0%	743	100.0%
Animal - Confined - CCS	708	0	0	N/A	3	0.6	708	100.0%	703	99.3%	703	99.3%
Obstruction Alley/Sidewalk/Street - CCS	633	401	401	100.0%	60	15.0	232	36.7%	232	100.0%	633	100.0%
Garbage - Missed - SAN	556	0	0	N/A	3	1.0	556	100.0%	551	99.1%	551	99.1%
Signs - Public Right of Way - CCS	525	8	3	37.5%	7	1.3	517	98.5%	496	95.9%	499	95.0%
Animal - Sick/Injured - CCS	435	0	0	N/A	3	0.4	435	100.0%	429	98.6%	429	98.6%
Graffiti Private Property - Residential/Commercial - CCS	432	58	58	100.0%	90	2.7	374	86.6%	374	100.0%	432	100.0%
Smoke Detector Request - DFD	412	28	28	100.0%	30	2.2	384	93.2%	384	100.0%	412	100.0%
Illegal Dumping - CCS	395	115	115	100.0%	38	4.7	280	70.9%	280	100.0%	395	100.0%
24 Hour Parking/Parking Violations - DPD	367	14	11	78.6%	10	5.0	353	96.2%	339	96.0%	350	95.4%
Fire Inspection - DFD	365	165	165	100.0%	60	8.2	200	54.8%	200	100.0%	365	100.0%
Street Repair - Routine-STS	356	112	112	100.0%	90	7.8	244	68.5%	244	100.0%	356	100.0%

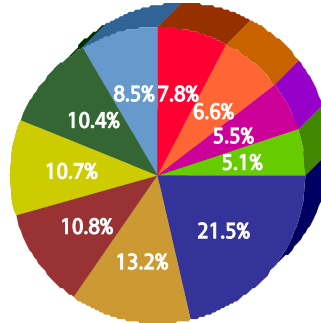


Central (1)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	236
Litter - CCS	145
Graffiti Private Property - Residential/Commercial - CCS	119
Traffic Signal - Flashing - STS	118
Garbage Roll Cart - SAN	114
Dead Animal Pick Up - SAN	93
Recycling ROLL CART NEW - SAN	86
Substandard Structure - CCS	72
Tree down/low limbs - Emergency-STs	60
Obstruction Alley/Sidewalk/Street - CCS	56



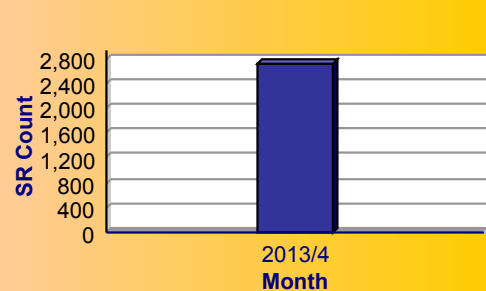
Service

- High Weeds - CCS
- Litter - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Traffic Signal - Flashing - STS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Substandard Structure - CCS
- Tree down/low limbs - Emergency-STs
- Obstruction Alley/Sidewalk/Street - CCS

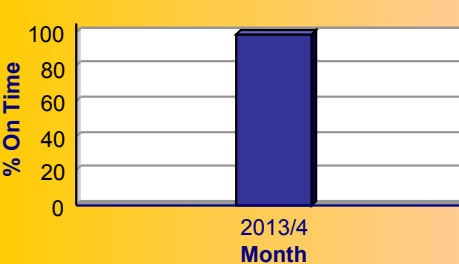
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,713	2,290	2,260	98.7%	423	408	96.5%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Central (1)

April 2013

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	236	101	101	100.0%	38	11.7	135	57.2%	135	100.0%	236	100.0%
Litter - CCS	145	62	62	100.0%	38	11.9	83	57.2%	83	100.0%	145	100.0%
Graffiti Private Property - Residential/Commercial - CCS	119	9	9	100.0%	90	2.7	110	92.4%	110	100.0%	119	100.0%
Traffic Signal - Flashing - STS	118	0	0	N/A	4	1.2	118	100.0%	118	100.0%	118	100.0%
Garbage Roll Cart - SAN	114	0	0	N/A	10	2.4	114	100.0%	114	100.0%	114	100.0%
Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.3	93	100.0%	93	100.0%	93	100.0%
Recycling ROLL CART NEW - SAN	86	1	1	100.0%	10	2.0	85	98.8%	85	100.0%	86	100.0%
Substandard Structure - CCS	72	20	20	100.0%	365	6.9	52	72.2%	52	100.0%	72	100.0%
Tree down/low limbs - Emergency-STS	60	0	0	N/A	5	0.2	60	100.0%	60	100.0%	60	100.0%
Obstruction Alley/Sidewalk/Street - CCS	56	29	29	100.0%	60	11.1	27	48.2%	27	100.0%	56	100.0%
Animal - Loose - CCS	50	18	18	100.0%	40	20.0	32	64.0%	32	100.0%	50	100.0%
Street Repair - Routine-STS	46	19	19	100.0%	90	8.2	27	58.7%	27	100.0%	46	100.0%
Garbage - Missed - SAN	45	0	0	N/A	3	0.8	45	100.0%	45	100.0%	45	100.0%
Traffic Sign - Maintenance (Other) - STS	42	4	4	100.0%	40	3.7	38	90.5%	38	100.0%	42	100.0%
Animal - Confined - CCS	40	0	0	N/A	3	0.4	40	100.0%	40	100.0%	40	100.0%
Traffic Signal - Timing - STS	40	0	0	N/A	4	1.3	40	100.0%	40	100.0%	40	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	38	0	0	N/A	10	1.4	38	100.0%	38	100.0%	38	100.0%
No Building Permit - CCS	37	13	13	100.0%	60	10.6	24	64.9%	24	100.0%	37	100.0%
Animal - Loose Aggressive - CCS	36	1	0	0.0%	3	0.4	35	97.2%	35	100.0%	35	97.2%
Traffic Signal - All Out - STS	36	0	0	N/A	4	1.1	36	100.0%	36	100.0%	36	100.0%

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

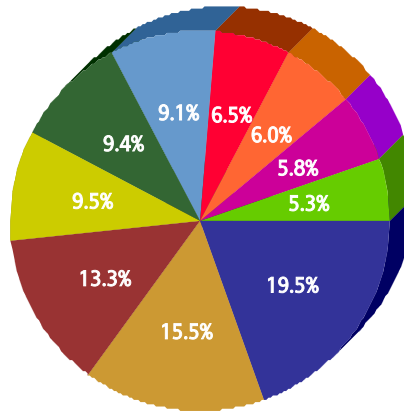


North Central (6)

April 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	197
Dead Animal Pick Up - SAN	157
High Weeds - CCS	135
Alley Repair - Routine-STS	96
Recycling ROLL CART NEW - SAN	95
Bulky Trash Violations - CCS	92
Mosquitoes - CCS	66
Animal - Confined - CCS	61
Street Repair - Routine-STS	59
Garbage - Missed - SAN	54



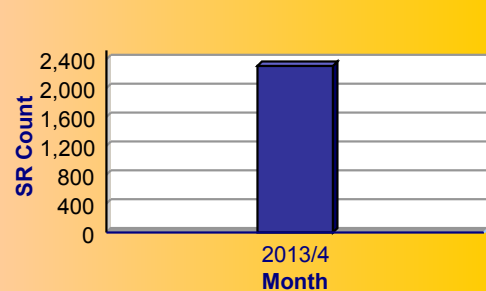
Service

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

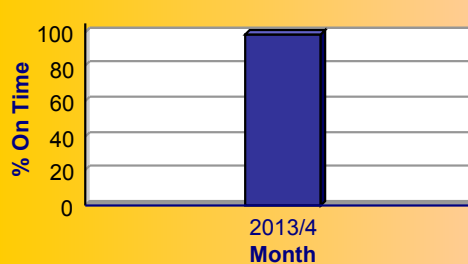
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,307	1,850	1,825	98.6%	457	447	97.8%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

North Central (6)

April 2013

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	197	1	1	100.0%	10	2.6	196	99.5%	196	100.0%	197	100.0%
Dead Animal Pick Up - SAN	157	0	0	N/A	1	0.3	157	100.0%	156	99.4%	156	99.4%
High Weeds - CCS	135	96	96	100.0%	38	12.9	39	28.9%	39	100.0%	135	100.0%
Alley Repair - Routine-STS	96	39	39	100.0%	90	4.9	57	59.4%	57	100.0%	96	100.0%
Recycling ROLL CART NEW - SAN	95	0	0	N/A	10	1.9	95	100.0%	95	100.0%	95	100.0%
Bulky Trash Violations - CCS	92	12	12	100.0%	14	6.0	80	87.0%	77	96.2%	89	96.7%
Mosquitoes - CCS	66	12	12	100.0%	45	5.2	54	81.8%	54	100.0%	66	100.0%
Animal - Confined - CCS	61	0	0	N/A	3	0.9	61	100.0%	60	98.4%	60	98.4%
Street Repair - Routine-STS	59	20	20	100.0%	90	8.8	39	66.1%	39	100.0%	59	100.0%
Garbage - Missed - SAN	54	0	0	N/A	3	0.6	54	100.0%	54	100.0%	54	100.0%
Obstruction Alley/Sidewalk/Street - CCS	53	44	44	100.0%	60	8.7	9	17.0%	9	100.0%	53	100.0%
Fire Inspection - DFD	52	19	19	100.0%	60	12.9	33	63.5%	33	100.0%	52	100.0%
Litter - CCS	49	32	32	100.0%	38	10.9	17	34.7%	17	100.0%	49	100.0%
Brush/Bulk Items - Missed - SAN	46	0	0	N/A	10	1.7	46	100.0%	46	100.0%	46	100.0%
Traffic Signal - Flashing - STS	44	0	0	N/A	4	1.0	44	100.0%	44	100.0%	44	100.0%
24 Hour Parking/Parking Violations - DPD	36	1	1	100.0%	10	7.1	35	97.2%	30	85.7%	31	86.1%
Substandard Structure - CCS	35	31	31	100.0%	365	18.5	4	11.4%	4	100.0%	35	100.0%
Signs - Public Right of Way - CCS	33	2	1	50.0%	7	3.0	31	93.9%	27	87.1%	28	84.8%
Animal - Sick/Injured - CCS	33	0	0	N/A	3	0.2	33	100.0%	32	97.0%	32	97.0%
Recycling - Roll Cart - SAN	30	0	0	N/A	10	2.7	30	100.0%	30	100.0%	30	100.0%
Sanitation Property Damage - SAN	30	6	6	100.0%	28	6.3	24	80.0%	24	100.0%	30	100.0%

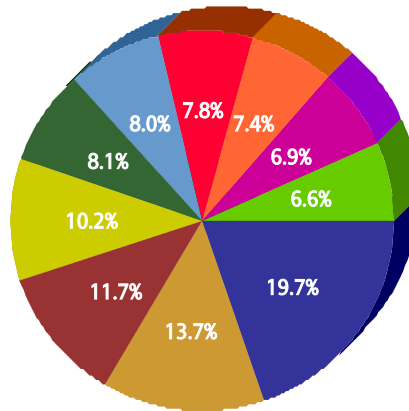


Northeast (2)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	350
Garbage Roll Cart - SAN	244
Dead Animal Pick Up - SAN	209
Obstruction Alley/Sidewalk/Street - CCS	181
Animal - Confined - CCS	144
Bulky Trash Violations - CCS	142
Litter - CCS	139
Recycling ROLL CART NEW - SAN	131
Garbage - Missed - SAN	123
Animal - Loose - CCS	117



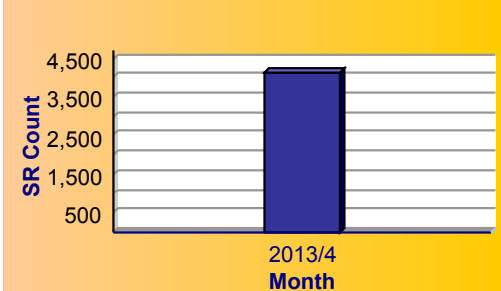
Service

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

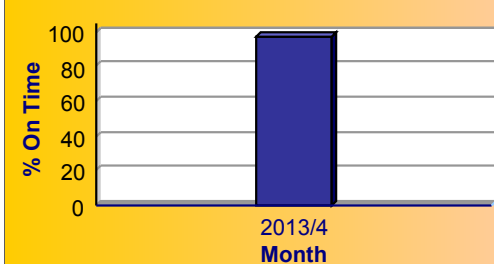
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,146	3,357	3,285	97.9%	789	755	95.7%	97.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northeast (2)

April 2013

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	350	162	162	100.0%	38	12.3	188	53.7%	188	100.0%	350	100.0%
Garbage Roll Cart - SAN	244	0	0	N/A	10	2.6	244	100.0%	242	99.2%	242	99.2%
Dead Animal Pick Up - SAN	209	0	0	N/A	1	0.7	209	100.0%	206	98.6%	206	98.6%
Obstruction Alley/Sidewalk/Street - CCS	181	112	112	100.0%	60	15.2	69	38.1%	69	100.0%	181	100.0%
Animal - Confined - CCS	144	0	0	N/A	3	1.1	144	100.0%	141	97.9%	141	97.9%
Bulky Trash Violations - CCS	142	16	11	68.8%	14	5.5	126	88.7%	117	92.9%	128	90.1%
Litter - CCS	139	70	70	100.0%	38	14.0	69	49.6%	69	100.0%	139	100.0%
Recycling ROLL CART NEW - SAN	131	0	0	N/A	10	2.3	131	100.0%	129	98.5%	129	98.5%
Garbage - Missed - SAN	123	0	0	N/A	3	1.0	123	100.0%	119	96.7%	119	96.7%
Animal - Loose - CCS	117	49	49	100.0%	40	19.6	68	58.1%	68	100.0%	117	100.0%
Substandard Structure - CCS	95	75	75	100.0%	365	12.4	20	21.1%	20	100.0%	95	100.0%
Animal - Sick/Injured - CCS	92	0	0	N/A	3	0.4	92	100.0%	91	98.9%	91	98.9%
Animal - Loose Aggressive - CCS	87	0	0	N/A	3	0.8	87	100.0%	85	97.7%	85	97.7%
24 Hour Parking/Parking Violations - DPD	75	1	0	0.0%	10	5.7	74	98.7%	69	93.2%	69	92.0%
Substandard Structure Apts - CCS	70	27	27	100.0%	365	11.2	43	61.4%	43	100.0%	70	100.0%
Tree down/low limbs - Emergency-STS	69	0	0	N/A	5	0.2	69	100.0%	69	100.0%	69	100.0%
Street Repair - Routine-STS	63	12	12	100.0%	90	7.9	51	81.0%	51	100.0%	63	100.0%
Traffic Sign - Maintenance (Other) - STS	61	7	7	100.0%	40	5.4	54	88.5%	54	100.0%	61	100.0%
Brush/Bulk Items - Missed - SAN	56	0	0	N/A	10	2.4	56	100.0%	56	100.0%	56	100.0%
Recycling - Roll Cart - SAN	54	0	0	N/A	10	2.4	54	100.0%	54	100.0%	54	100.0%

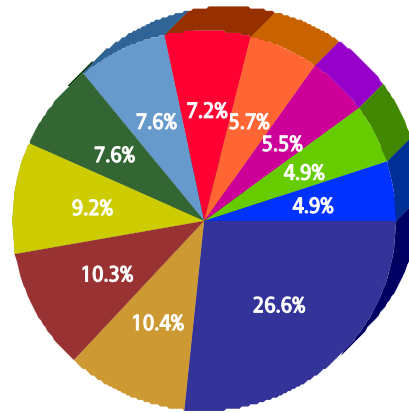


Northwest (5)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	355
Garbage Roll Cart - SAN	139
Dead Animal Pick Up - SAN	138
Litter - CCS	123
Signs - Public Right of Way - CCS	102
Bulky Trash Violations - CCS	101
Animal - Loose - CCS	96
Animal - Confined - CCS	76
Recycling ROLL CART NEW - SAN	73
Garbage - Missed - SAN	66
Obstruction Alley/Sidewalk/Street - CCS	66



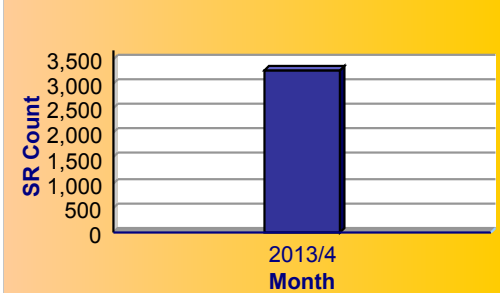
Service

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

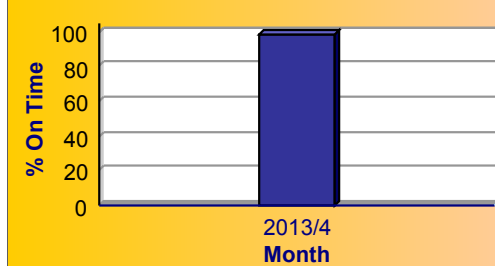
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,277	2,540	2,500	98.4%	737	708	96.1%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northwest (5)

April 2013

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	355	164	164	100.0%	38	10.3	191	53.8%	191	100.0%	355	100.0%
Garbage Roll Cart - SAN	139	0	0	N/A	10	2.6	139	100.0%	139	100.0%	139	100.0%
Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.4	138	100.0%	136	98.6%	136	98.6%
Litter - CCS	123	64	64	100.0%	38	11.8	59	48.0%	59	100.0%	123	100.0%
Signs - Public Right of Way - CCS	102	3	2	66.7%	7	0.8	99	97.1%	95	96.0%	97	95.1%
Bulky Trash Violations - CCS	101	7	7	100.0%	14	5.3	94	93.1%	90	95.7%	97	96.0%
Animal - Loose - CCS	96	40	40	100.0%	40	20.2	56	58.3%	56	100.0%	96	100.0%
Animal - Confined - CCS	76	0	0	N/A	3	0.4	76	100.0%	76	100.0%	76	100.0%
Recycling ROLL CART NEW - SAN	73	0	0	N/A	10	2.0	73	100.0%	73	100.0%	73	100.0%
Obstruction Alley/Sidewalk/Street - CCS	66	44	44	100.0%	60	10.0	22	33.3%	22	100.0%	66	100.0%
Garbage - Missed - SAN	66	0	0	N/A	3	1.0	66	100.0%	66	100.0%	66	100.0%
Fire Inspection - DFD	64	38	38	100.0%	60	5.2	26	40.6%	26	100.0%	64	100.0%
Animal - Loose Aggressive - CCS	62	0	0	N/A	3	1.9	62	100.0%	58	93.5%	58	93.5%
Street Repair - Routine-STS	58	22	22	100.0%	90	9.1	36	62.1%	36	100.0%	58	100.0%
Illegal Land Use (Residential/Business) - CCS	54	24	24	100.0%	60	6.6	30	55.6%	30	100.0%	54	100.0%
Traffic Signal - Flashing - STS	53	0	0	N/A	4	0.9	53	100.0%	53	100.0%	53	100.0%
Substandard Structure - CCS	51	42	42	100.0%	365	5.1	9	17.6%	9	100.0%	51	100.0%
24 Hour Parking/Parking Violations - DPD	50	6	5	83.3%	10	5.2	44	88.0%	44	100.0%	49	98.0%
Alley Repair - Routine-STS	50	25	25	100.0%	90	7.3	25	50.0%	25	100.0%	50	100.0%
Animal - Sick/Injured - CCS	49	0	0	N/A	3	0.2	49	100.0%	49	100.0%	49	100.0%
Substandard Structure Apts - CCS	49	28	28	100.0%	365	14.2	21	42.9%	21	100.0%	49	100.0%

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

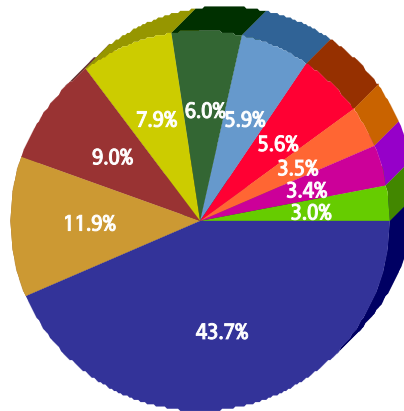


South Central (7)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,567
Litter - CCS	428
Dead Animal Pick Up - SAN	322
Animal - Loose - CCS	283
Garbage Roll Cart - SAN	214
Animal - Loose Aggressive - CCS	212
Bulky Trash Violations - CCS	200
Illegal Dumping - CCS	125
Recycling ROLL CART NEW - SAN	123
Animal - Confined - CCS	108



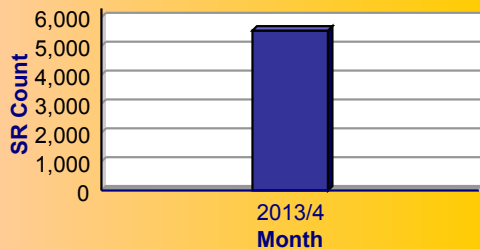
Service

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

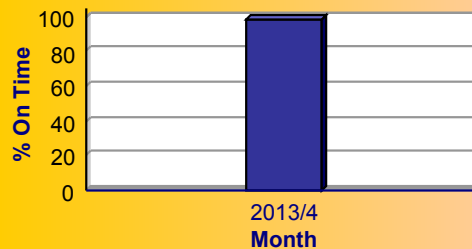
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,512	3,806	3,722	97.8%	1,706	1,675	98.2%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

South Central (7)

April 2013

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	1,567	779	779	100.0%	38	7.9	788	50.3%	788	100.0%	1,567	100.0%
Litter - CCS	428	212	212	100.0%	38	8.3	216	50.5%	216	100.0%	428	100.0%
Dead Animal Pick Up - SAN	322	0	0	N/A	1	0.6	322	100.0%	317	98.4%	317	98.4%
Animal - Loose - CCS	283	130	130	100.0%	40	19.5	153	54.1%	153	100.0%	283	100.0%
Garbage Roll Cart - SAN	214	0	0	N/A	10	2.9	214	100.0%	210	98.1%	210	98.1%
Animal - Loose Aggressive - CCS	212	1	0	0.0%	3	0.5	211	99.5%	207	98.1%	207	97.6%
Bulky Trash Violations - CCS	200	69	60	87.0%	14	7.5	131	65.5%	110	84.0%	170	85.0%
Illegal Dumping - CCS	125	73	73	100.0%	38	7.8	52	41.6%	52	100.0%	125	100.0%
Recycling ROLL CART NEW - SAN	123	0	0	N/A	10	2.2	123	100.0%	121	98.4%	121	98.4%
Animal - Confined - CCS	108	0	0	N/A	3	0.6	108	100.0%	107	99.1%	107	99.1%
Garbage - Missed - SAN	92	0	0	N/A	3	1.1	92	100.0%	92	100.0%	92	100.0%
Substandard Structure - CCS	85	72	72	100.0%	365	19.3	13	15.3%	13	100.0%	85	100.0%
Junk Motor Vehicle - CCS	79	54	54	100.0%	126	12.2	25	31.6%	25	100.0%	79	100.0%
Animal - Sick/Injured - CCS	78	0	0	N/A	3	0.1	78	100.0%	78	100.0%	78	100.0%
Illegal Outside Storage - CCS	68	37	37	100.0%	38	16.4	31	45.6%	31	100.0%	68	100.0%
Parking - Unapproved Surface - CCS	63	2	1	50.0%	10	4.1	61	96.8%	50	82.0%	51	81.0%
Open and Vacant Structure - CCS	59	18	16	88.9%	30	11.2	41	69.5%	40	97.6%	56	94.9%
Obstruction Alley/Sidewalk/Street - CCS	56	44	44	100.0%	60	15.0	12	21.4%	12	100.0%	56	100.0%
Fire Inspection - DFD	48	20	20	100.0%	60	7.4	28	58.3%	28	100.0%	48	100.0%
Complaint/Compliment - CTY	46	2	0	0.0%	10	3.9	44	95.7%	39	88.6%	39	84.8%

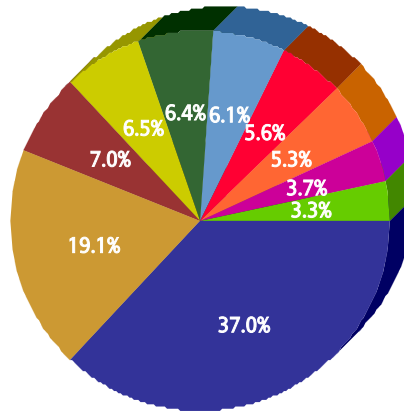


Southeast (3)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,700
Litter - CCS	879
Dead Animal Pick Up - SAN	323
Substandard Structure - CCS	299
Animal - Loose - CCS	294
Animal - Loose Aggressive - CCS	280
Garbage Roll Cart - SAN	257
Smoke Detector Request - DFD	244
Animal - Confined - CCS	168
Recycling ROLL CART NEW - SAN	153



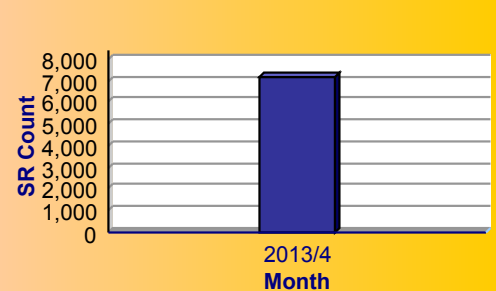
Service

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

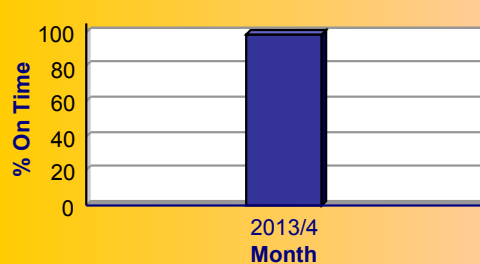
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,151	5,369	5,308	98.9%	1,782	1,732	97.2%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by City Service Area

Southeast (3)

April 2013

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	1,700	641	641	100.0%	38	8.7	1,059	62.3%	1,059	100.0%	1,700	100.0%
Litter - CCS	879	283	283	100.0%	38	9.3	596	67.8%	596	100.0%	879	100.0%
Dead Animal Pick Up - SAN	323	0	0	N/A	1	0.3	323	100.0%	323	100.0%	323	100.0%
Substandard Structure - CCS	299	206	206	100.0%	365	11.2	93	31.1%	93	100.0%	299	100.0%
Animal - Loose - CCS	294	125	125	100.0%	40	18.2	169	57.5%	169	100.0%	294	100.0%
Animal - Loose Aggressive - CCS	280	1	0	0.0%	3	0.5	279	99.6%	274	98.2%	274	97.9%
Garbage Roll Cart - SAN	257	1	1	100.0%	10	2.6	256	99.6%	254	99.2%	255	99.2%
Smoke Detector Request - DFD	244	3	3	100.0%	30	1.1	241	98.8%	241	100.0%	244	100.0%
Animal - Confined - CCS	168	0	0	N/A	3	0.5	168	100.0%	168	100.0%	168	100.0%
Recycling ROLL CART NEW - SAN	153	0	0	N/A	10	2.1	153	100.0%	152	99.3%	152	99.3%
Bulky Trash Violations - CCS	146	34	34	100.0%	14	7.3	112	76.7%	103	92.0%	137	93.8%
Signs - Public Right of Way - CCS	103	0	0	N/A	7	1.6	103	100.0%	101	98.1%	101	98.1%
Garbage - Missed - SAN	101	0	0	N/A	3	1.1	101	100.0%	100	99.0%	100	99.0%
Graffiti Private Property - Residential/Commercial - CCS	96	17	17	100.0%	90	2.4	79	82.3%	79	100.0%	96	100.0%
Parking - Unapproved Surface - CCS	91	6	3	50.0%	10	4.2	85	93.4%	78	91.8%	81	89.0%
Animal - Sick/Injured - CCS	83	0	0	N/A	3	0.8	83	100.0%	81	97.6%	81	97.6%
Illegal Land Use (Residential/Business) - CCS	82	37	37	100.0%	60	9.2	45	54.9%	45	100.0%	82	100.0%
Illegal Outside Storage - CCS	73	30	30	100.0%	38	13.8	43	58.9%	43	100.0%	73	100.0%
Junk Motor Vehicle - CCS	71	56	56	100.0%	126	11.4	15	21.1%	15	100.0%	71	100.0%
Animal - Cruelty - CCS	69	0	0	N/A	30	0.6	69	100.0%	69	100.0%	69	100.0%

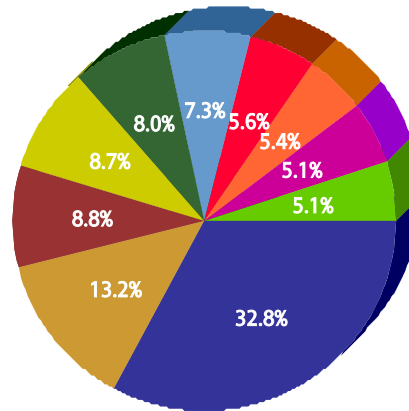


Southwest (4)

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,030
Litter - CCS	415
Dead Animal Pick Up - SAN	276
Garbage Roll Cart - SAN	273
Animal - Loose - CCS	252
Signs - Public Right of Way - CCS	228
Bulky Trash Violations - CCS	175
Animal - Loose Aggressive - CCS	169
Obstruction Alley/Sidewalk/Street - CCS	161
Recycling ROLL CART NEW - SAN	160



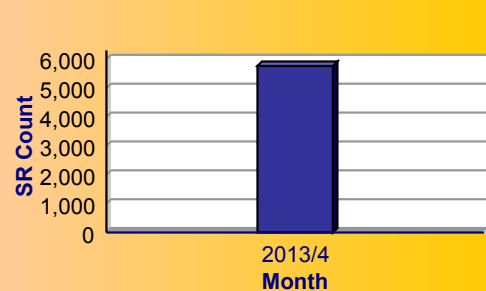
Service

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

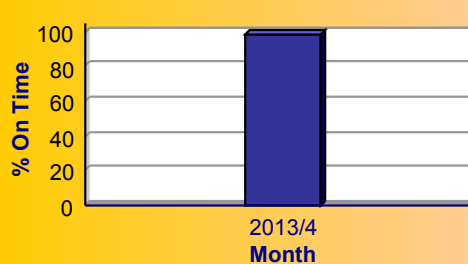
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,781	4,509	4,459	98.9%	1,272	1,244	97.8%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

April 2013

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	1,030	465	465	100.0%	38	12.0	565	54.9%	565	100.0%	1,030	100.0%
Litter - CCS	415	186	186	100.0%	38	13.5	229	55.2%	229	100.0%	415	100.0%
Dead Animal Pick Up - SAN	276	0	0	N/A	1	0.3	276	100.0%	275	99.6%	275	99.6%
Garbage Roll Cart - SAN	273	0	0	N/A	10	2.2	273	100.0%	271	99.3%	271	99.3%
Animal - Loose - CCS	252	104	104	100.0%	40	19.3	148	58.7%	148	100.0%	252	100.0%
Signs - Public Right of Way - CCS	228	0	0	N/A	7	1.2	228	100.0%	220	96.5%	220	96.5%
Bulky Trash Violations - CCS	175	2	1	50.0%	14	3.3	173	98.9%	169	97.7%	170	97.1%
Animal - Loose Aggressive - CCS	169	1	0	0.0%	3	0.9	168	99.4%	165	98.2%	165	97.6%
Obstruction Alley/Sidewalk/Street - CCS	161	78	78	100.0%	60	18.1	83	51.6%	83	100.0%	161	100.0%
Recycling ROLL CART NEW - SAN	160	0	0	N/A	10	1.8	160	100.0%	159	99.4%	159	99.4%
Illegal Dumping - CCS	133	7	7	100.0%	38	1.5	126	94.7%	126	100.0%	133	100.0%
Animal - Confined - CCS	110	0	0	N/A	3	0.3	110	100.0%	110	100.0%	110	100.0%
Illegal Outside Storage - CCS	103	42	42	100.0%	38	14.4	61	59.2%	61	100.0%	103	100.0%
Smoke Detector Request - DFD	103	7	7	100.0%	30	1.0	96	93.2%	96	100.0%	103	100.0%
Substandard Structure - CCS	102	80	80	100.0%	365	10.4	22	21.6%	22	100.0%	102	100.0%
Graffiti Private Property - Residential/Commercial - CCS	95	11	11	100.0%	90	2.7	84	88.4%	84	100.0%	95	100.0%
Junk Motor Vehicle - CCS	88	44	44	100.0%	126	12.4	44	50.0%	44	100.0%	88	100.0%
Garage Sale - CCS	78	1	0	0.0%	7	1.5	77	98.7%	76	98.7%	76	97.4%
Fire Inspection - DFD	74	40	40	100.0%	60	7.0	34	45.9%	34	100.0%	74	100.0%
Garbage - Missed - SAN	71	0	0	N/A	3	0.7	71	100.0%	71	100.0%	71	100.0%

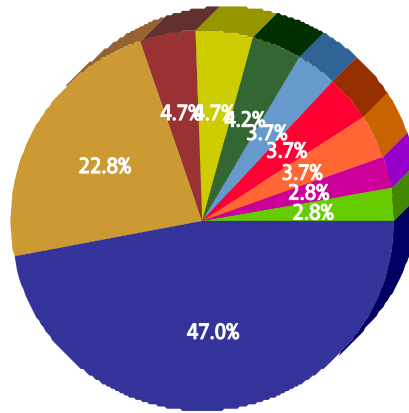


Unknown

April 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	101
Litter - CCS	49
Garbage Roll Cart - SAN	10
Signs - Public Right of Way - CCS	10
Animal - Loose - CCS	9
Dead Animal Pick Up - SAN	8
Recycling ROLL CART NEW - SAN	8
Restaurant/Food Complaint - CCS	8
Bulky Trash Violations - CCS	6
Obstruction Alley/Sidewalk/Street - CCS	6



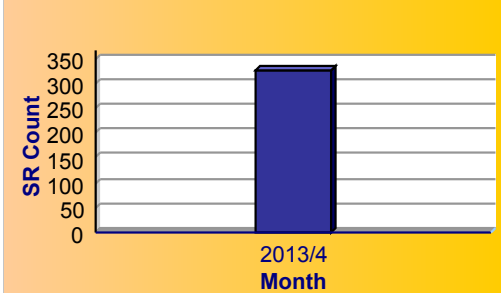
Service

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

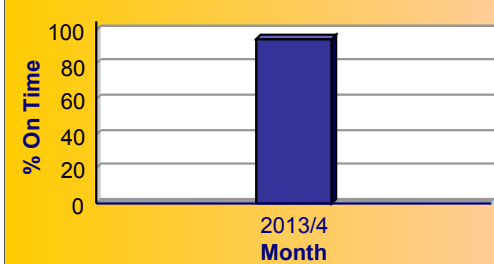
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
326	176	174	98.9%	150	135	90.0%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

April 2013

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	101	65	65	100.0%	38	13.0	36	35.6%	36	100.0%	101	100.0%
Litter - CCS	49	30	30	100.0%	38	12.9	19	38.8%	19	100.0%	49	100.0%
Signs - Public Right of Way - CCS	10	3	0	0.0%	7	0.6	7	70.0%	7	100.0%	7	70.0%
Garbage Roll Cart - SAN	10	0	0	N/A	10	1.6	10	100.0%	10	100.0%	10	100.0%
Animal - Loose - CCS	9	4	4	100.0%	40	20.4	5	55.6%	5	100.0%	9	100.0%
Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.2	8	100.0%	8	100.0%	8	100.0%
Restaurant/Food Complaint - CCS	8	0	0	N/A	45	7.4	8	100.0%	8	100.0%	8	100.0%
Recycling ROLL CART NEW - SAN	8	0	0	N/A	10	1.2	8	100.0%	8	100.0%	8	100.0%
Bulky Trash Violations - CCS	6	5	1	20.0%	14	0.0	1	16.7%	1	100.0%	2	33.3%
Obstruction Alley/Sidewalk/Street - CCS	6	6	6	100.0%	60		0	0.0%	0	N/A	6	100.0%
Parking - Unapproved Surface - CCS	5	2	2	100.0%	10	1.3	3	60.0%	3	100.0%	5	100.0%
Illegal Dumping - CCS	4	3	3	100.0%	38	4.0	1	25.0%	1	100.0%	4	100.0%
Substandard Structure - CCS	4	3	3	100.0%	365	1.0	1	25.0%	1	100.0%	4	100.0%
Graffiti Private Property - Residential/Commercial - CCS	4	2	2	100.0%	90	0.0	2	50.0%	2	100.0%	4	100.0%
Sidewalk Violations Hazardous - CCS	4	3	3	100.0%	38	0.0	1	25.0%	1	100.0%	4	100.0%
24 Hour Parking/Parking Violations - DPD	4	2	1	50.0%	10	8.5	2	50.0%	2	100.0%	3	75.0%
Chronic Noise Complaint - DPD	4	2	0	0.0%	14	5.5	2	50.0%	2	100.0%	2	50.0%
Garbage - Missed - SAN	4	0	0	N/A	3	1.2	4	100.0%	4	100.0%	4	100.0%
LBJ Signs / Markings / Street Lights - LBJ	4	0	0	N/A	0	0.0	4	100.0%	4	100.0%	4	100.0%
Street Repair - Routine-STS	4	3	3	100.0%	90	25.0	1	25.0%	1	100.0%	4	100.0%