

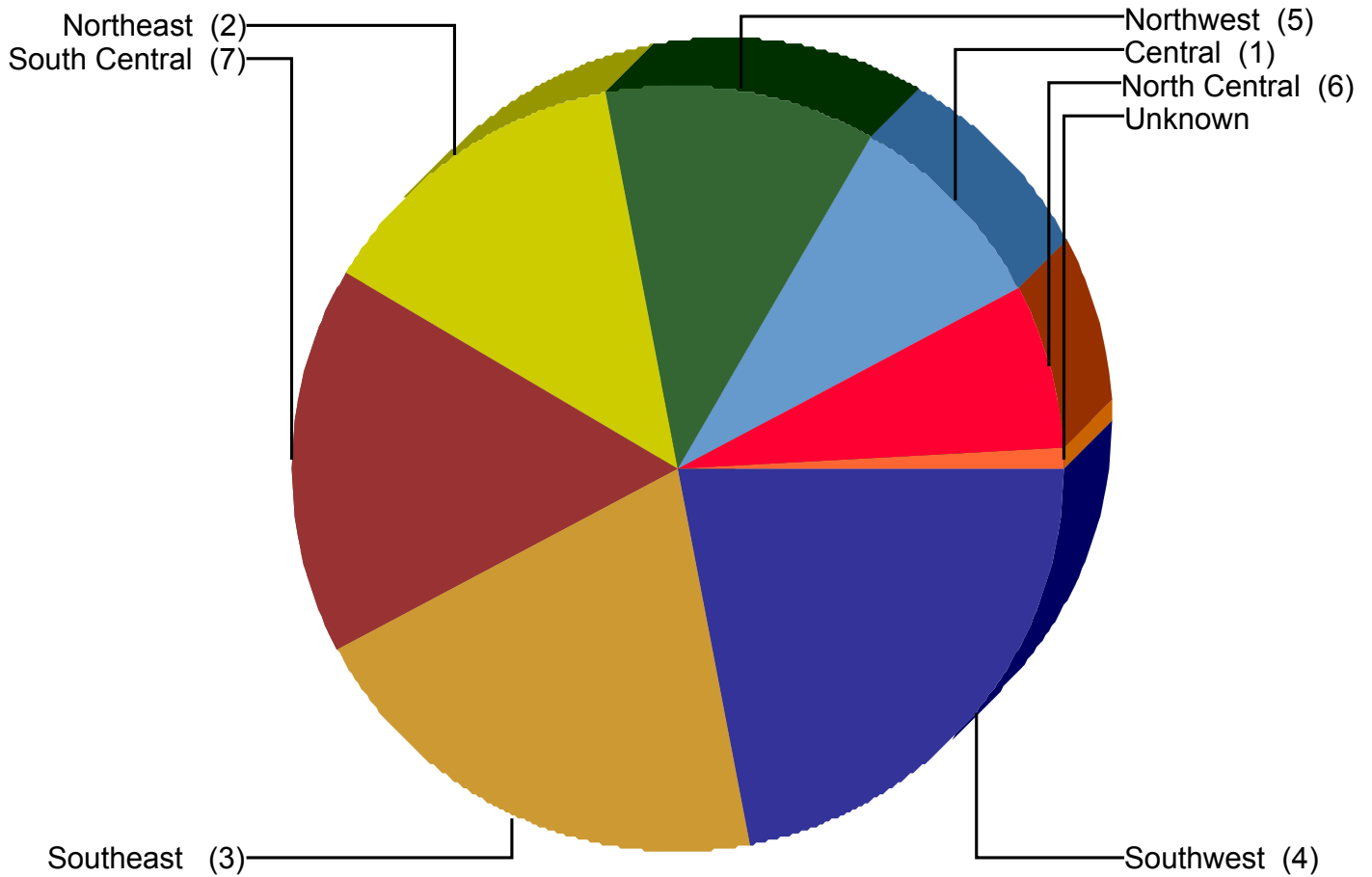


**FY 2012 – 2013**  
**Monthly Service Request**  
**Performance Reports**  
**by**  
**City Service Area**  
**And Citywide Summary**

**December 2012**

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	1,920	8.8%	92.2%
North Central (6)	1,531	7.0%	96.1%
Northeast (2)	2,895	13.3%	91.9%
Northwest (5)	2,497	11.4%	94.8%
South Central (7)	3,603	16.5%	90.4%
Southeast (3)	4,413	20.2%	92.4%
Southwest (4)	4,779	21.9%	93.3%
Unknown	192	0.9%	85.4%
<b>Total</b>	<b>21,830</b>	<b>100.0%</b>	<b>92.7%</b>

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

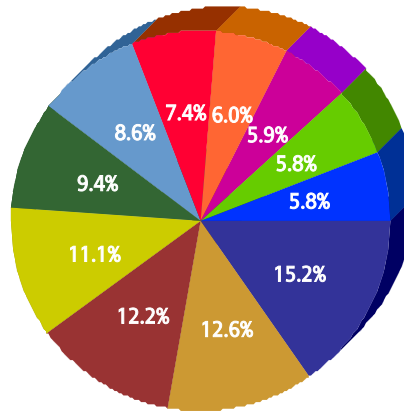


Citywide

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	1,469
Dead Animal Pick Up - SAN	1,215
Garbage Roll Cart - SAN	1,181
Animal - Loose - CCS	1,070
High Weeds - CCS	910
Signs - Public Right of Way - CCS	836
Animal - Loose Aggressive - CCS	715
Animal - Confined - CCS	582
Bulky Trash Violations - CCS	572
Garbage - Missed - SAN	564
Recycling ROLL CART NEW - SAN	564



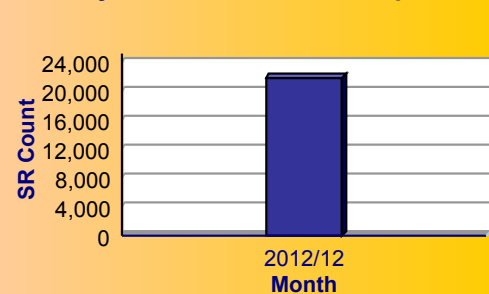
Service

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

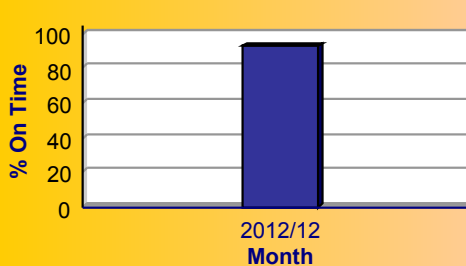
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,830	21,590	20,082	93.0%	240	144	60.0%	92.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Citywide

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	1,469	1	0	0.0%	38	27.4	1,468	99.9%	1,222	83.2%	1,222	83.2%
Dead Animal Pick Up - SAN	1,215	0	0	N/A	1	1.8	1,215	100.0%	1,200	98.8%	1,200	98.8%
Garbage Roll Cart - SAN	1,181	0	0	N/A	10	4.3	1,181	100.0%	1,162	98.4%	1,162	98.4%
Animal - Loose - CCS	1,070	0	0	N/A	40	29.0	1,070	100.0%	1,040	97.2%	1,040	97.2%
High Weeds - CCS	910	1	0	0.0%	38	24.7	909	99.9%	763	83.9%	763	83.8%
Signs - Public Right of Way - CCS	836	0	0	N/A	7	2.4	836	100.0%	767	91.7%	767	91.7%
Animal - Loose Aggressive - CCS	715	0	0	N/A	3	2.5	715	100.0%	693	96.9%	693	96.9%
Animal - Confined - CCS	582	0	0	N/A	3	3.3	582	100.0%	570	97.9%	570	97.9%
Bulky Trash Violations - CCS	572	0	0	N/A	14	13.2	572	100.0%	403	70.5%	403	70.5%
Garbage - Missed - SAN	564	0	0	N/A	3	1.6	564	100.0%	558	98.9%	558	98.9%
Recycling ROLL CART NEW - SAN	564	0	0	N/A	10	3.2	564	100.0%	558	98.9%	558	98.9%
Fire Inspection - DFD	558	0	0	N/A	60	26.1	558	100.0%	538	96.4%	538	96.4%
Substandard Structure - CCS	496	121	121	100.0%	365	40.0	375	75.6%	375	100.0%	496	100.0%
Obstruction Alley/Sidewalk/Street - CCS	440	0	0	N/A	60	31.5	440	100.0%	406	92.3%	406	92.3%
Smoke Detector Request - DFD	428	0	0	N/A	30	4.3	428	100.0%	427	99.8%	427	99.8%
24 Hour Parking/Parking Violations - DPD	425	0	0	N/A	10	7.2	425	100.0%	389	91.5%	389	91.5%
Illegal Dumping - CCS	376	0	0	N/A	38	14.7	376	100.0%	348	92.6%	348	92.6%
Traffic Signal - Flashing - STS	358	0	0	N/A	4	1.7	358	100.0%	357	99.7%	357	99.7%
Animal - Sick/Injured - CCS	351	0	0	N/A	3	2.6	351	100.0%	340	96.9%	340	96.9%
Junk Motor Vehicle - CCS	334	9	0	0.0%	126	46.3	325	97.3%	308	94.8%	308	92.2%

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

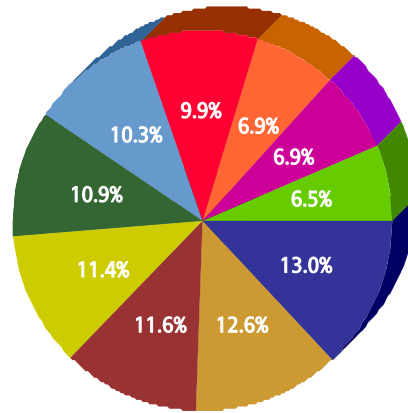


Central (1)

December 2012

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	94
Signs - Public Right of Way - CCS	91
Traffic Signal - Timing - STS	84
Garbage Roll Cart - SAN	83
Obstruction Alley/Sidewalk/Street - CCS	79
Litter - CCS	75
Dead Animal Pick Up - SAN	72
24 Hour Parking/Parking Violations - DPD	50
Animal - Loose - CCS	50
Traffic Signal - Flashing - STS	47



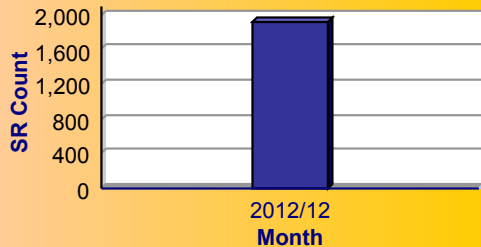
Service

- Fire Inspection - DFD
- Signs - Public Right of Way - CCS
- Traffic Signal - Timing - STS
- Garbage Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose - CCS
- Traffic Signal - Flashing - STS

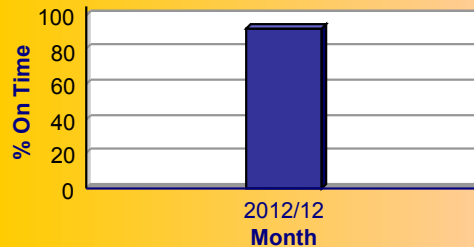
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,920	1,906	1,762	92.4%	14	8	57.1%	92.2%

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)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Fire Inspection - DFD	94	0	0	N/A	60	27.6	94	100.0%	90	95.7%	90	95.7%
Signs - Public Right of Way - CCS	91	0	0	N/A	7	0.5	91	100.0%	89	97.8%	89	97.8%
Traffic Signal - Timing - STS	84	0	0	N/A	4	3.0	84	100.0%	83	98.8%	83	98.8%
Garbage Roll Cart - SAN	83	0	0	N/A	10	4.0	83	100.0%	82	98.8%	82	98.8%
Obstruction Alley/Sidewalk/Street - CCS	79	0	0	N/A	60	33.1	79	100.0%	78	98.7%	78	98.7%
Litter - CCS	75	0	0	N/A	38	39.5	75	100.0%	54	72.0%	54	72.0%
Dead Animal Pick Up - SAN	72	0	0	N/A	1	6.3	72	100.0%	69	95.8%	69	95.8%
Animal - Loose - CCS	50	0	0	N/A	40	36.5	50	100.0%	47	94.0%	47	94.0%
24 Hour Parking/Parking Violations - DPD	50	0	0	N/A	10	10.5	50	100.0%	28	56.0%	28	56.0%
Traffic Signal - Flashing - STS	47	0	0	N/A	4	4.5	47	100.0%	46	97.9%	46	97.9%
Animal - Confined - CCS	46	0	0	N/A	3	0.3	46	100.0%	46	100.0%	46	100.0%
Garbage - Missed - SAN	42	0	0	N/A	3	0.9	42	100.0%	42	100.0%	42	100.0%
Recycling ROLL CART NEW - SAN	41	0	0	N/A	10	5.3	41	100.0%	40	97.6%	40	97.6%
Signs - Other - CCS	36	0	0	N/A	21	8.6	36	100.0%	32	88.9%	32	88.9%
Graffiti Private Property - Residential/Commercial - CCS	36	0	0	N/A	90	25.3	36	100.0%	32	88.9%	32	88.9%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	35	0	0	N/A	10	1.5	35	100.0%	35	100.0%	35	100.0%
Street Repair - Routine - STS	33	0	0	N/A	90	13.0	33	100.0%	33	100.0%	33	100.0%
Traffic Sign - Maintenance (Other) - STS	30	0	0	N/A	40	5.0	30	100.0%	30	100.0%	30	100.0%
High Weeds - CCS	29	0	0	N/A	38	35.9	29	100.0%	19	65.5%	19	65.5%
Substandard Structure - CCS	29	7	7	100.0%	365	36.2	22	75.9%	22	100.0%	29	100.0%

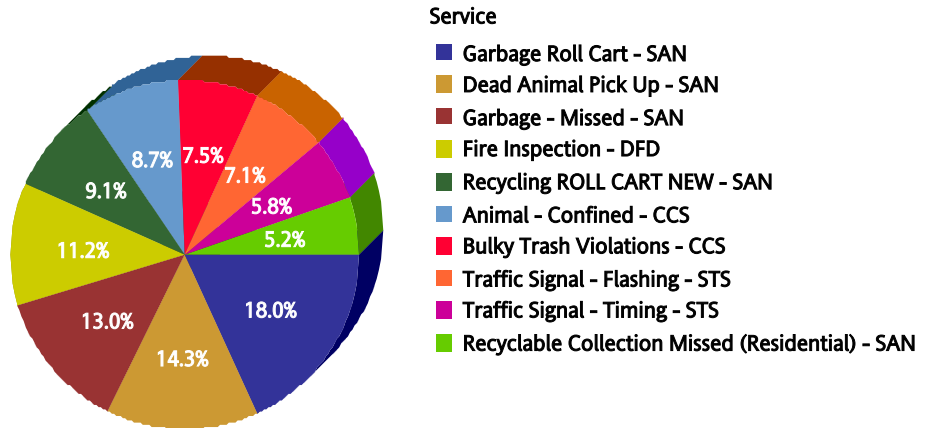


North Central (6)

December 2012

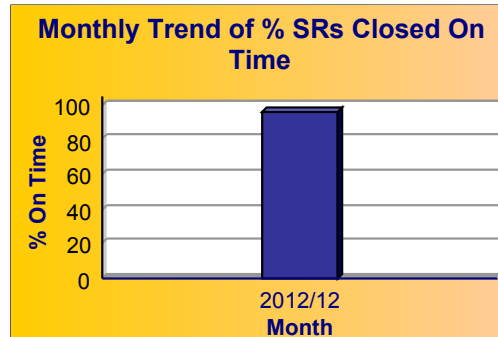
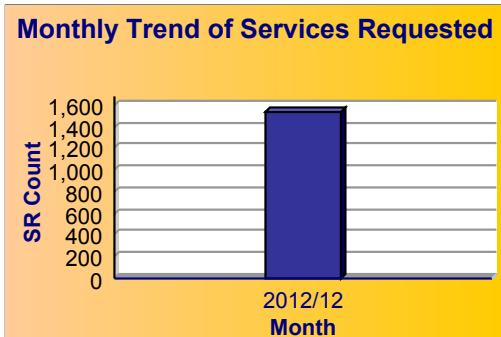
Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	127
Dead Animal Pick Up - SAN	101
Garbage - Missed - SAN	92
Fire Inspection - DFD	79
Recycling ROLL CART NEW - SAN	64
Animal - Confined - CCS	61
Bulky Trash Violations - CCS	53
Traffic Signal - Flashing - STS	50
Traffic Signal - Timing - STS	41
Recyclable Collection Missed (Residential) - SAN	37



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,531	1,526	1,467	96.1%	5	4	80.0%	96.1%







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

North Central (6)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	127	0	0	N/A	10	2.1	127	100.0%	127	100.0%	127	100.0%
Dead Animal Pick Up - SAN	101	0	0	N/A	1	0.3	101	100.0%	100	99.0%	100	99.0%
Garbage - Missed - SAN	92	0	0	N/A	3	2.2	92	100.0%	91	98.9%	91	98.9%
Fire Inspection - DFD	79	0	0	N/A	60	22.3	79	100.0%	79	100.0%	79	100.0%
Recycling ROLL CART NEW - SAN	64	0	0	N/A	10	1.6	64	100.0%	64	100.0%	64	100.0%
Animal - Confined - CCS	61	0	0	N/A	3	4.8	61	100.0%	59	96.7%	59	96.7%
Bulky Trash Violations - CCS	53	0	0	N/A	14	11.2	53	100.0%	49	92.5%	49	92.5%
Traffic Signal - Flashing - STS	50	0	0	N/A	4	1.1	50	100.0%	50	100.0%	50	100.0%
Traffic Signal - Timing - STS	41	0	0	N/A	4	1.1	41	100.0%	41	100.0%	41	100.0%
Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	0.6	37	100.0%	37	100.0%	37	100.0%
Traffic Signal - All Out - STS	35	0	0	N/A	4	1.3	35	100.0%	35	100.0%	35	100.0%
Recycling - Roll Cart - SAN	32	0	0	N/A	10	1.7	32	100.0%	32	100.0%	32	100.0%
Signs - Public Right of Way - CCS	31	0	0	N/A	7	5.2	31	100.0%	26	83.9%	26	83.9%
Animal - Loose - CCS	29	0	0	N/A	40	24.2	29	100.0%	29	100.0%	29	100.0%
24 Hour Parking/Parking Violations - DPD	27	0	0	N/A	10	5.3	27	100.0%	26	96.3%	26	96.3%
Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	2.1	26	100.0%	26	100.0%	26	100.0%
Sanitation Property Damage - SAN	25	0	0	N/A	28	3.8	25	100.0%	25	100.0%	25	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
Litter - CCS	23	0	0	N/A	38	27.7	23	100.0%	17	73.9%	17	73.9%
Obstruction Alley/Sidewalk/Street - CCS	23	0	0	N/A	60	20.8	23	100.0%	23	100.0%	23	100.0%

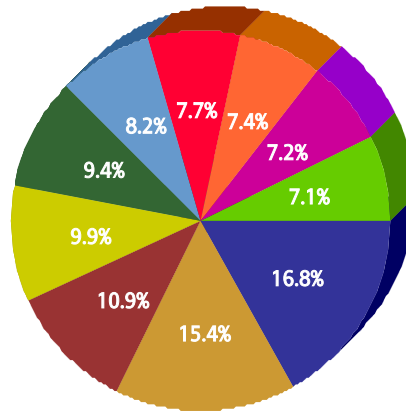


Northeast (2)

December 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	182
Dead Animal Pick Up - SAN	167
Animal - Loose - CCS	118
Bulky Trash Violations - CCS	107
Animal - Confined - CCS	102
Animal - Sick/Injured - CCS	89
Garbage - Missed - SAN	83
Recycling ROLL CART NEW - SAN	80
Traffic Signal - Flashing - STS	78
24 Hour Parking/Parking Violations - DPD	77



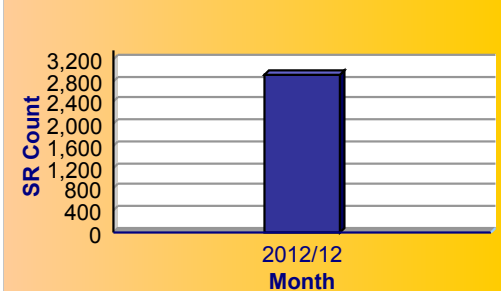
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Animal - Sick/Injured - CCS
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Flashing - STS
- 24 Hour Parking/Parking Violations - DPD

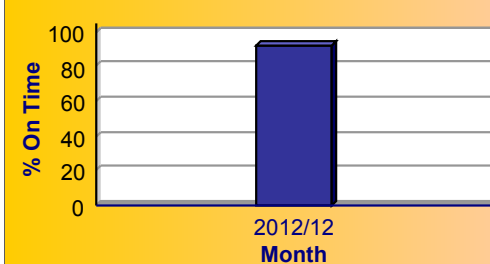
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,895	2,867	2,650	92.4%	28	11	39.3%	91.9%

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)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	182	0	0	N/A	10	3.7	182	100.0%	180	98.9%	180	98.9%
Dead Animal Pick Up - SAN	167	0	0	N/A	1	2.0	167	100.0%	165	98.8%	165	98.8%
Animal - Loose - CCS	118	0	0	N/A	40	32.7	118	100.0%	113	95.8%	113	95.8%
<b>Bulky Trash Violations - CCS</b>	<b>107</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>14</b>	<b>12.7</b>	<b>107</b>	<b>100.0%</b>	<b>92</b>	<b>86.0%</b>	<b>92</b>	<b>86.0%</b>
Animal - Confined - CCS	102	0	0	N/A	3	9.2	102	100.0%	96	94.1%	96	94.1%
Animal - Sick/Injured - CCS	89	0	0	N/A	3	1.8	89	100.0%	87	97.8%	87	97.8%
Garbage - Missed - SAN	83	0	0	N/A	3	0.7	83	100.0%	82	98.8%	82	98.8%
Recycling ROLL CART NEW - SAN	80	0	0	N/A	10	1.7	80	100.0%	80	100.0%	80	100.0%
Traffic Signal - Flashing - STS	78	0	0	N/A	4	1.5	78	100.0%	78	100.0%	78	100.0%
24 Hour Parking/Parking Violations - DPD	77	0	0	N/A	10	9.0	77	100.0%	74	96.1%	74	96.1%
Animal - Loose Aggressive - CCS	75	0	0	N/A	3	2.1	75	100.0%	74	98.7%	74	98.7%
<b>Litter - CCS</b>	<b>63</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>38</b>	<b>42.0</b>	<b>63</b>	<b>100.0%</b>	<b>37</b>	<b>58.7%</b>	<b>37</b>	<b>58.7%</b>
<b>Obstruction Alley/Sidewalk/Street - CCS</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>60</b>	<b>35.5</b>	<b>62</b>	<b>100.0%</b>	<b>50</b>	<b>80.6%</b>	<b>50</b>	<b>80.6%</b>
Substandard Structure Apts - CCS	52	2	2	100.0%	365	53.9	50	96.2%	50	100.0%	52	100.0%
Animal - Cruelty - CCS	48	0	0	N/A	30	6.5	48	100.0%	46	95.8%	46	95.8%
Recycling - Roll Cart - SAN	47	0	0	N/A	10	2.1	47	100.0%	47	100.0%	47	100.0%
Street Repair - Routine-STS	47	0	0	N/A	90	10.4	47	100.0%	47	100.0%	47	100.0%
Recyclable Collection Missed (Residential) - SAN	43	0	0	N/A	3	1.1	43	100.0%	43	100.0%	43	100.0%
Brush/Bulk Items - Missed - SAN	42	0	0	N/A	10	2.5	42	100.0%	42	100.0%	42	100.0%
Substandard Structure - CCS	42	9	9	100.0%	365	47.0	33	78.6%	33	100.0%	42	100.0%

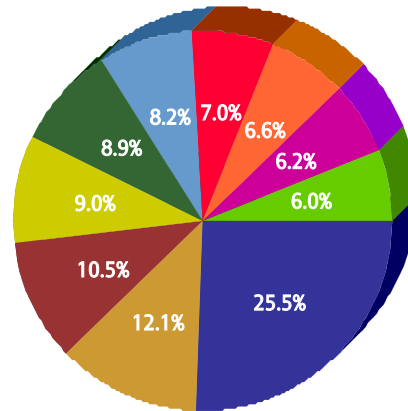


Northwest (5)

December 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	265
Fire Inspection - DFD	126
Garbage Roll Cart - SAN	109
Dead Animal Pick Up - SAN	93
Animal - Loose - CCS	92
Litter - CCS	85
Garbage - Missed - SAN	73
Traffic Signal - Flashing - STS	69
24 Hour Parking/Parking Violations - DPD	64
Animal - Confined - CCS	62



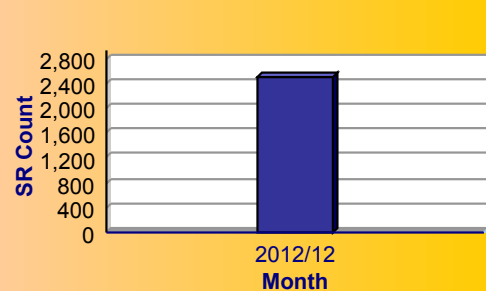
Service

- Signs - Public Right of Way - CCS
- Fire Inspection - DFD
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Litter - CCS
- Garbage - Missed - SAN
- Traffic Signal - Flashing - STS
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - CCS

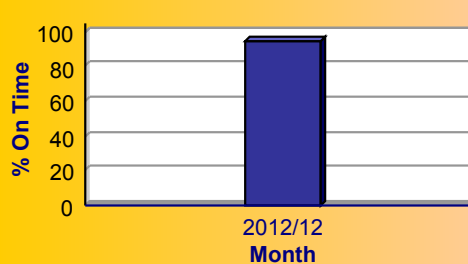
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,497	2,489	2,360	94.8%	8	6	75.0%	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

Northwest (5)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Signs - Public Right of Way - CCS	265	0	0	N/A	7	2.3	265	100.0%	244	92.1%	244	92.1%
Fire Inspection - DFD	126	0	0	N/A	60	23.7	126	100.0%	122	96.8%	122	96.8%
Garbage Roll Cart - SAN	109	0	0	N/A	10	3.8	109	100.0%	108	99.1%	108	99.1%
Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.2	93	100.0%	93	100.0%	93	100.0%
Animal - Loose - CCS	92	0	0	N/A	40	14.9	92	100.0%	91	98.9%	91	98.9%
Litter - CCS	85	0	0	N/A	38	22.3	85	100.0%	70	82.4%	70	82.4%
Garbage - Missed - SAN	73	0	0	N/A	3	2.9	73	100.0%	72	98.6%	72	98.6%
Traffic Signal - Flashing - STS	69	0	0	N/A	4	1.2	69	100.0%	69	100.0%	69	100.0%
24 Hour Parking/Parking Violations - DPD	64	0	0	N/A	10	7.4	64	100.0%	62	96.9%	62	96.9%
Animal - Confined - CCS	62	0	0	N/A	3	7.1	62	100.0%	59	95.2%	59	95.2%
Bulky Trash Violations - CCS	57	0	0	N/A	14	7.0	57	100.0%	53	93.0%	53	93.0%
High Weeds - CCS	54	0	0	N/A	38	28.3	54	100.0%	40	74.1%	40	74.1%
Street Spillage/Debris in Right of Way-Hazardous-STS	50	0	0	N/A	1	0.3	50	100.0%	49	98.0%	49	98.0%
Recycling ROLL CART NEW - SAN	49	0	0	N/A	10	1.8	49	100.0%	49	100.0%	49	100.0%
Animal - Loose Aggressive - CCS	45	0	0	N/A	3	3.6	45	100.0%	43	95.6%	43	95.6%
Street Repair - Routine-STS	39	0	0	N/A	90	20.5	39	100.0%	39	100.0%	39	100.0%
Obstruction Alley/Sidewalk/Street - CCS	38	0	0	N/A	60	38.8	38	100.0%	26	68.4%	26	68.4%
Substandard Structure - CCS	36	3	3	100.0%	365	42.6	33	91.7%	33	100.0%	36	100.0%
Illegal Land Use (Residential/Business) - CCS	35	0	0	N/A	60	27.1	35	100.0%	28	80.0%	28	80.0%
Traffic Signal - Timing - STS	34	0	0	N/A	4	1.6	34	100.0%	34	100.0%	34	100.0%

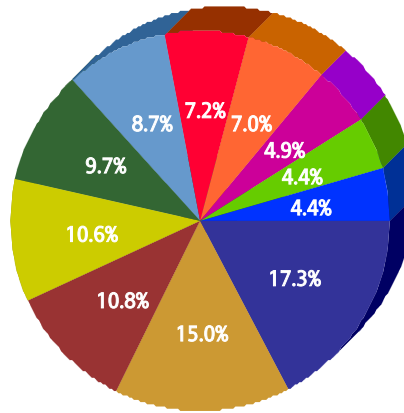


South Central (7)

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	371
High Weeds - CCS	321
Animal - Loose - CCS	231
Dead Animal Pick Up - SAN	227
Garbage Roll Cart - SAN	207
Animal - Loose Aggressive - CCS	187
Illegal Dumping - CCS	154
Bulky Trash Violations - CCS	151
Animal - Confined - CCS	105
Junk Motor Vehicle - CCS	95
Recycling ROLL CART NEW - SAN	95



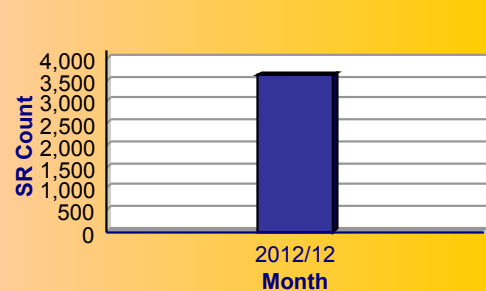
Service

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

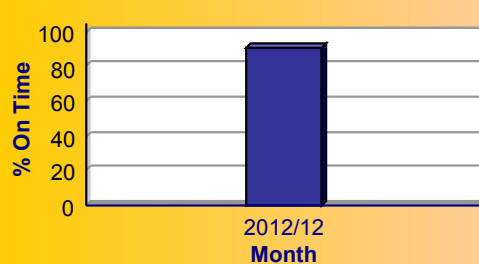
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,603	3,546	3,222	90.9%	57	36	63.2%	90.4%

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)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	371	0	0	N/A	38	23.8	371	100.0%	316	85.2%	316	85.2%
High Weeds - CCS	321	0	0	N/A	38	19.2	321	100.0%	283	88.2%	283	88.2%
Animal - Loose - CCS	231	0	0	N/A	40	30.9	231	100.0%	224	97.0%	224	97.0%
Dead Animal Pick Up - SAN	227	0	0	N/A	1	3.4	227	100.0%	222	97.8%	222	97.8%
Garbage Roll Cart - SAN	207	0	0	N/A	10	4.9	207	100.0%	203	98.1%	203	98.1%
Animal - Loose Aggressive - CCS	187	0	0	N/A	3	2.6	187	100.0%	180	96.3%	180	96.3%
Illegal Dumping - CCS	154	0	0	N/A	38	18.7	154	100.0%	145	94.2%	145	94.2%
Bulky Trash Violations - CCS	151	0	0	N/A	14	21.3	151	100.0%	39	25.8%	39	25.8%
Animal - Confined - CCS	105	0	0	N/A	3	0.4	105	100.0%	105	100.0%	105	100.0%
Junk Motor Vehicle - CCS	95	2	0	0.0%	126	57.6	93	97.9%	86	92.5%	86	90.5%
Recycling ROLL CART NEW - SAN	95	0	0	N/A	10	4.8	95	100.0%	93	97.9%	93	97.9%
Parking - Unapproved Surface - CCS	81	0	0	N/A	10	2.6	81	100.0%	73	90.1%	73	90.1%
Garbage - Missed - SAN	73	0	0	N/A	3	1.4	73	100.0%	72	98.6%	72	98.6%
Substandard Structure - CCS	72	33	33	100.0%	365	43.4	39	54.2%	39	100.0%	72	100.0%
Animal - Sick/Injured - CCS	70	0	0	N/A	3	4.1	70	100.0%	68	97.1%	68	97.1%
Signs - Public Right of Way - CCS	50	0	0	N/A	7	0.9	50	100.0%	48	96.0%	48	96.0%
24 Hour Parking/Parking Violations - DPD	49	0	0	N/A	10	4.6	49	100.0%	48	98.0%	48	98.0%
Illegal Outside Storage - CCS	47	0	0	N/A	38	27.1	47	100.0%	42	89.4%	42	89.4%
Street Spillage/Debris in Right of Way-Hazardous-STS	42	0	0	N/A	1	0.1	42	100.0%	42	100.0%	42	100.0%
Traffic Signal - Flashing - STS	38	0	0	N/A	4	1.3	38	100.0%	38	100.0%	38	100.0%
Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.2	38	100.0%	38	100.0%	38	100.0%

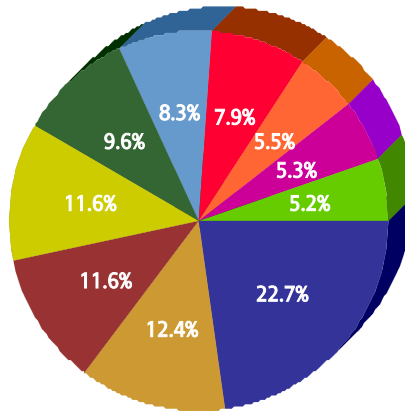


Southeast (3)

December 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	532
Animal - Loose - CCS	290
Dead Animal Pick Up - SAN	272
High Weeds - CCS	271
Garbage Roll Cart - SAN	224
Substandard Structure - CCS	194
Animal - Loose Aggressive - CCS	184
Animal - Confined - CCS	128
Garbage - Missed - SAN	123
Illegal Outside Storage - CCS	121



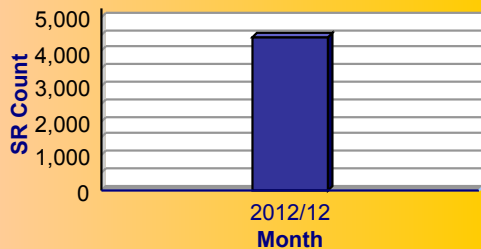
Service

- Litter - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Garbage Roll Cart - SAN
- Substandard Structure - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Illegal Outside Storage - CCS

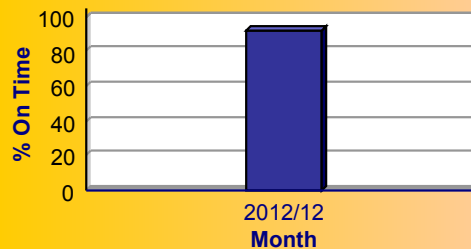
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,413	4,348	4,031	92.7%	65	45	69.2%	92.4%

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)

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	532	0	0	N/A	38	26.2	532	100.0%	483	90.8%	483	90.8%
Animal - Loose - CCS	290	0	0	N/A	40	31.8	290	100.0%	279	96.2%	279	96.2%
Dead Animal Pick Up - SAN	272	0	0	N/A	1	1.9	272	100.0%	269	98.9%	269	98.9%
High Weeds - CCS	271	0	0	N/A	38	26.5	271	100.0%	239	88.2%	239	88.2%
Garbage Roll Cart - SAN	224	0	0	N/A	10	7.2	224	100.0%	215	96.0%	215	96.0%
Substandard Structure - CCS	194	40	40	100.0%	365	33.9	154	79.4%	154	100.0%	194	100.0%
Animal - Loose Aggressive - CCS	184	0	0	N/A	3	1.8	184	100.0%	180	97.8%	180	97.8%
Animal - Confined - CCS	128	0	0	N/A	3	0.2	128	100.0%	128	100.0%	128	100.0%
Garbage - Missed - SAN	123	0	0	N/A	3	2.0	123	100.0%	121	98.4%	121	98.4%
Illegal Outside Storage - CCS	121	0	0	N/A	38	30.0	121	100.0%	103	85.1%	103	85.1%
Junk Motor Vehicle - CCS	103	3	0	0.0%	126	42.0	100	97.1%	94	94.0%	94	91.3%
Open and Vacant Structure - CCS	94	0	0	N/A	30	23.6	94	100.0%	77	81.9%	77	81.9%
Bulky Trash Violations - CCS	92	0	0	N/A	14	12.4	92	100.0%	73	79.3%	73	79.3%
Parking - Unapproved Surface - CCS	91	0	0	N/A	10	10.7	91	100.0%	76	83.5%	76	83.5%
Recycling ROLL CART NEW - SAN	90	0	0	N/A	10	6.0	90	100.0%	87	96.7%	87	96.7%
Obstruction Alley/Sidewalk/Street - CCS	87	0	0	N/A	60	28.2	87	100.0%	83	95.4%	83	95.4%
Animal - Sick/Injured - CCS	81	0	0	N/A	3	3.7	81	100.0%	76	93.8%	76	93.8%
24 Hour Parking/Parking Violations - DPD	75	0	0	N/A	10	5.3	75	100.0%	74	98.7%	74	98.7%
Illegal Garbage/Placement - CCS	72	0	0	N/A	60	27.9	72	100.0%	67	93.1%	67	93.1%
Signs - Public Right of Way - CCS	62	0	0	N/A	7	3.1	62	100.0%	60	96.8%	60	96.8%

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

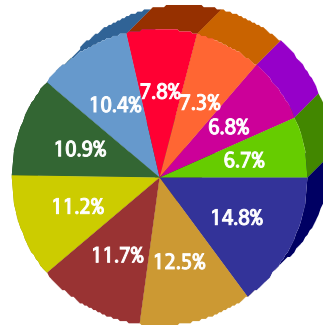


Southwest (4)

December 2012

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	350
Litter - CCS	294
Dead Animal Pick Up - SAN	275
Signs - Public Right of Way - CCS	265
Animal - Loose - CCS	256
Garbage Roll Cart - SAN	244
Animal - Loose Aggressive - CCS	183
High Weeds - CCS	172
Fire Inspection - DFD	161
Graffiti Private Property - Residential/Commercial - CCS	157



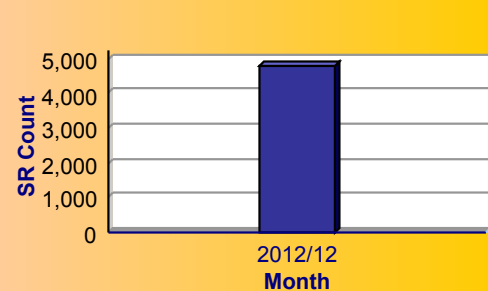
Service

- Smoke Detector Request - DFD
- Litter - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- High Weeds - CCS
- Fire Inspection - DFD
- Graffiti Private Property - Residential/Commercial - CCS

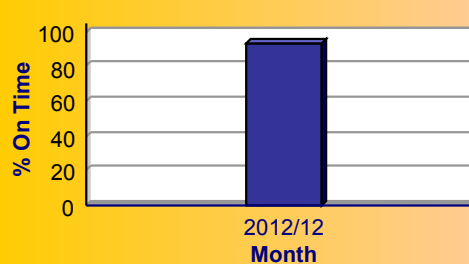
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,779	4,723	4,427	93.7%	56	33	58.9%	93.3%

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)

December 2012

### Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Smoke Detector Request - DFD	350	0	0	N/A	30	2.7	350	100.0%	349	99.7%	349	99.7%
Litter - CCS	294	0	0	N/A	38	30.0	294	100.0%	223	75.9%	223	75.9%
Dead Animal Pick Up - SAN	275	0	0	N/A	1	0.3	275	100.0%	274	99.6%	274	99.6%
Signs - Public Right of Way - CCS	265	0	0	N/A	7	2.8	265	100.0%	236	89.1%	236	89.1%
Animal - Loose - CCS	256	0	0	N/A	40	26.6	256	100.0%	253	98.8%	253	98.8%
Garbage Roll Cart - SAN	244	0	0	N/A	10	3.2	244	100.0%	242	99.2%	242	99.2%
Animal - Loose Aggressive - CCS	183	0	0	N/A	3	1.0	183	100.0%	179	97.8%	179	97.8%
High Weeds - CCS	172	0	0	N/A	38	30.2	172	100.0%	126	73.3%	126	73.3%
Fire Inspection - DFD	161	0	0	N/A	60	25.5	161	100.0%	156	96.9%	156	96.9%
Graffiti Private Property - Residential/Commercial - CCS	157	0	0	N/A	90	10.4	157	100.0%	155	98.7%	155	98.7%
Recycling ROLL CART NEW - SAN	134	0	0	N/A	10	1.9	134	100.0%	134	100.0%	134	100.0%
Obstruction Alley/Sidewalk/Street - CCS	128	0	0	N/A	60	30.4	128	100.0%	125	97.7%	125	97.7%
Illegal Dumping - CCS	116	0	0	N/A	38	6.6	116	100.0%	111	95.7%	111	95.7%
Substandard Structure - CCS	105	26	26	100.0%	365	45.5	79	75.2%	79	100.0%	105	100.0%
Illegal Outside Storage - CCS	104	0	0	N/A	38	27.2	104	100.0%	81	77.9%	81	77.9%
Junk Motor Vehicle - CCS	92	2	0	0.0%	126	44.4	90	97.8%	88	97.8%	88	95.7%
Bulky Trash Violations - CCS	85	0	0	N/A	14	5.3	85	100.0%	80	94.1%	80	94.1%
24 Hour Parking/Parking Violations - DPD	81	0	0	N/A	10	7.3	81	100.0%	75	92.6%	75	92.6%
Garbage - Missed - SAN	77	0	0	N/A	3	0.8	77	100.0%	77	100.0%	77	100.0%
Animal - Confined - CCS	75	0	0	N/A	3	2.2	75	100.0%	74	98.7%	74	98.7%

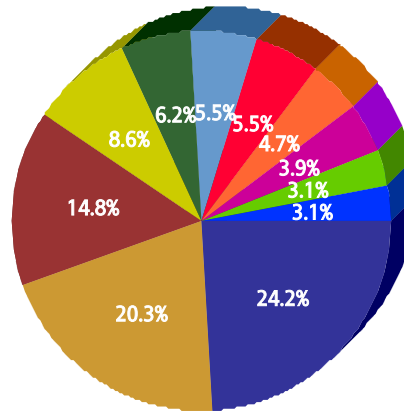


Unknown

December 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	31
Litter - CCS	26
High Weeds - CCS	19
Recycling ROLL CART NEW - SAN	11
Dead Animal Pick Up - SAN	8
Bulky Trash Violations - CCS	7
LBJ Signs / Markings / Street Lights - LBJ	7
Smoke Detector Request - DFD	6
Garbage Roll Cart - SAN	5
Animal - Loose - CCS	4
Parking - Unapproved Surface - CCS	4



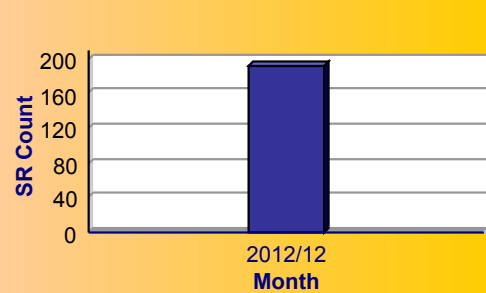
Service

- Signs - Public Right of Way - CCS
- Litter - CCS
- High Weeds - CCS
- Recycling ROLL CART NEW - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- LBJ Signs / Markings / Street Lights - LBJ
- Smoke Detector Request - DFD
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Parking - Unapproved Surface - CCS

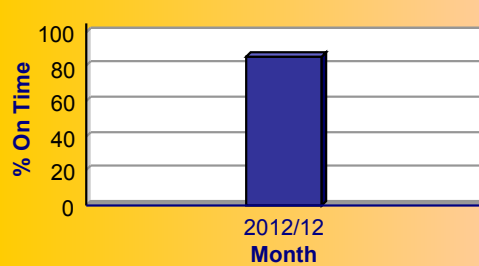
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
192	185	163	88.1%	7	1	14.3%	85.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

December 2012

## Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Signs - Public Right of Way - CCS	31	0	0	N/A	7	1.0	31	100.0%	29	93.5%	29	93.5%
Litter - CCS	26	1	0	0.0%	38	17.9	25	96.2%	22	88.0%	22	84.6%
High Weeds - CCS	19	1	0	0.0%	38	4.7	18	94.7%	17	94.4%	17	89.5%
Recycling ROLL CART NEW - SAN	11	0	0	N/A	10	2.0	11	100.0%	11	100.0%	11	100.0%
Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.0	8	100.0%	8	100.0%	8	100.0%
Bulky Trash Violations - CCS	7	0	0	N/A	14	26.1	7	100.0%	1	14.3%	1	14.3%
LBJ Signs / Markings / Street Lights - LBJ	7	0	0	N/A	0	0.0	7	100.0%	7	100.0%	7	100.0%
Smoke Detector Request - DFD	6	0	0	N/A	30	0.8	6	100.0%	6	100.0%	6	100.0%
Garbage Roll Cart - SAN	5	0	0	N/A	10	1.6	5	100.0%	5	100.0%	5	100.0%
Parking - Unapproved Surface - CCS	4	0	0	N/A	10	6.8	4	100.0%	3	75.0%	3	75.0%
Animal - Loose - CCS	4	0	0	N/A	40	28.5	4	100.0%	4	100.0%	4	100.0%
311 Call Center Complaint	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	3	0	0	N/A	3	0.3	3	100.0%	3	100.0%	3	100.0%
Animal - Cruelty - CCS	3	0	0	N/A	30	17.3	3	100.0%	3	100.0%	3	100.0%
Animal - Sick/Injured - CCS	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
Illegal Dumping - CCS	2	0	0	N/A	38	33.5	2	100.0%	1	50.0%	1	50.0%
Illegal Outside Storage - CCS	2	0	0	N/A	38	44.0	2	100.0%	1	50.0%	1	50.0%
Substandard Structure - CCS	2	1	1	100.0%	365	78.0	1	50.0%	1	100.0%	2	100.0%
Parking in Fire Lane/ Fire Hydrants - DFD	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
24 Hour Parking/Parking Violations - DPD	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%
Oversized Vehicle - DPD	2	0	0	N/A	10	11.0	2	100.0%	1	50.0%	1	50.0%
LBJ Noise / General - LBJ	2	0	0	N/A	0	0.0	2	100.0%	2	100.0%	2	100.0%
Street Spillage/Debris in Right of Way-Hazardous-ST5	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
Pot hole - Hazardous-ST5	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%