

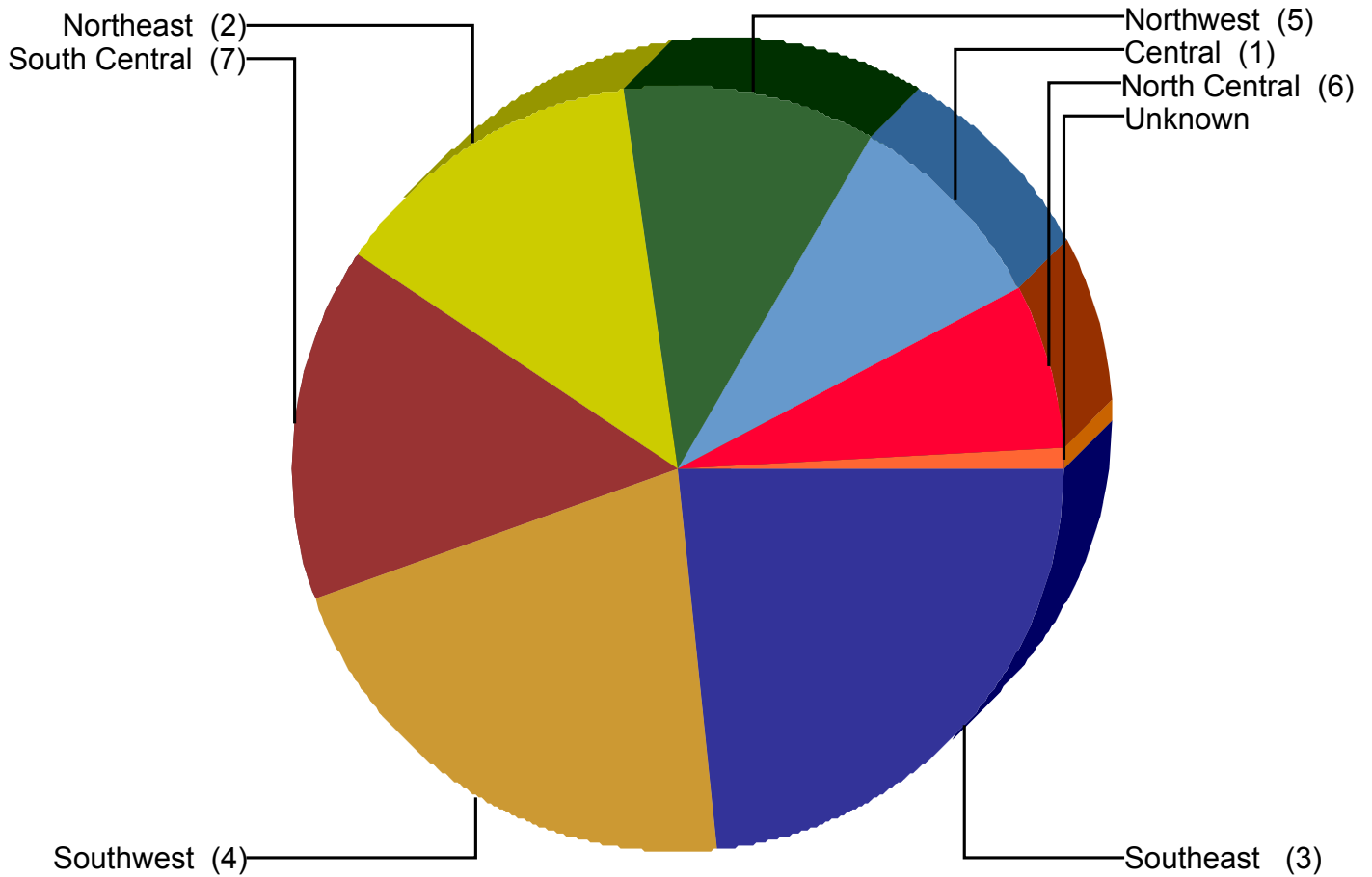


FY 2012 – 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

February 2013

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,065	8.9%	98.1%
North Central (6)	1,652	7.1%	99.5%
Northeast (2)	3,150	13.6%	99.2%
Northwest (5)	2,392	10.3%	99.2%
South Central (7)	3,449	14.9%	98.7%
Southeast (3)	5,382	23.2%	99.1%
Southwest (4)	4,908	21.2%	99.3%
Unknown	166	0.7%	96.4%
Total	23,164	100.0%	99.0%

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

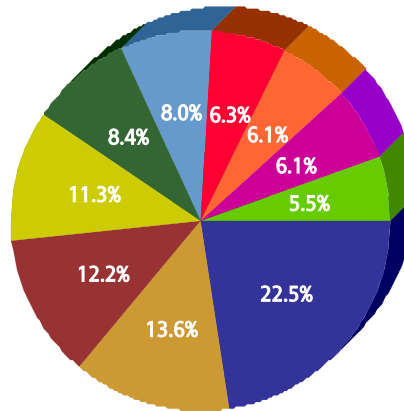


Citywide

February 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	2,178
Garbage Roll Cart - SAN	1,310
Dead Animal Pick Up - SAN	1,180
Animal - Loose - CCS	1,087
Substandard Structure - CCS	810
Animal - Loose Aggressive - CCS	772
Recycling ROLL CART NEW - SAN	607
Animal - Confined - CCS	594
Signs - Public Right of Way - CCS	585
Bulky Trash Violations - CCS	536



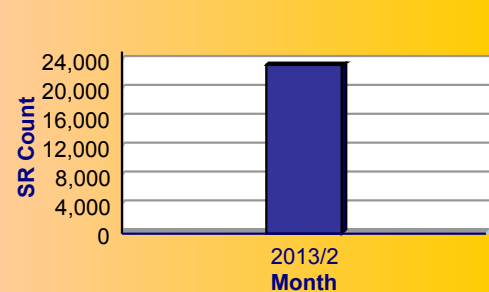
Service

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

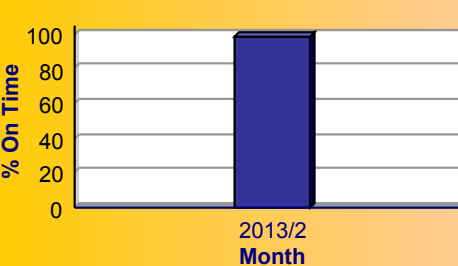
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,164	17,208	17,077	99.2%	5,956	5,859	98.4%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by City Service Area

Citywide

February 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
Litter - CCS	2,178	1,119	1,119	100.0%	38	7.8	1,059	48.6%	1,059	100.0%	2,178	100.0%
Garbage Roll Cart - SAN	1,310	34	34	100.0%	10	2.4	1,276	97.4%	1,275	99.9%	1,309	99.9%
Dead Animal Pick Up - SAN	1,180	0	0	N/A	1	0.3	1,180	100.0%	1,174	99.5%	1,174	99.5%
Animal - Loose - CCS	1,087	817	817	100.0%	40	12.1	270	24.8%	270	100.0%	1,087	100.0%
Substandard Structure - CCS	810	594	594	100.0%	365	6.8	216	26.7%	216	100.0%	810	100.0%
Animal - Loose Aggressive - CCS	772	0	0	N/A	3	0.3	772	100.0%	768	99.5%	768	99.5%
Recycling ROLL CART NEW - SAN	607	1	1	100.0%	10	1.9	606	99.8%	606	100.0%	607	100.0%
Animal - Confined - CCS	594	0	0	N/A	3	0.3	594	100.0%	592	99.7%	592	99.7%
Signs - Public Right of Way - CCS	585	15	13	86.7%	7	0.6	570	97.4%	557	97.7%	570	97.4%
Bulky Trash Violations - CCS	536	79	71	89.9%	14	4.6	457	85.3%	440	96.3%	511	95.3%
Junk Motor Vehicle - CCS	518	370	370	100.0%	126	10.5	148	28.6%	148	100.0%	518	100.0%
High Weeds - CCS	510	314	314	100.0%	38	9.9	196	38.4%	196	100.0%	510	100.0%
Graffiti Private Property - Residential/Commercial - CCS	498	77	77	100.0%	90	2.2	421	84.5%	421	100.0%	498	100.0%
Smoke Detector Request - DFD	442	29	29	100.0%	30	2.7	413	93.4%	413	100.0%	442	100.0%
Illegal Outside Storage - CCS	438	280	280	100.0%	38	12.6	158	36.1%	158	100.0%	438	100.0%
Illegal Dumping - CCS	418	109	109	100.0%	38	3.4	309	73.9%	309	100.0%	418	100.0%
Obstruction Alley/Sidewalk/Street - CCS	408	311	311	100.0%	60	9.4	97	23.8%	97	100.0%	408	100.0%
Fire Inspection - DFD	387	203	203	100.0%	60	8.8	184	47.5%	184	100.0%	387	100.0%
Parking - Unapproved Surface - CCS	383	25	19	76.0%	10	2.5	358	93.5%	341	95.3%	360	94.0%
24 Hour Parking/Parking Violations - DPD	374	41	40	97.6%	10	4.5	333	89.0%	325	97.6%	365	97.6%

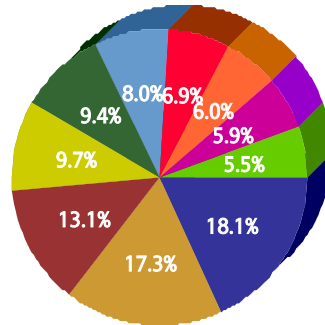


Central (1)

February 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	142
Litter - CCS	136
Graffiti Private Property - Residential/Commercial - CCS	103
Fire Inspection - DFD	76
Dead Animal Pick Up - SAN	74
Recycling ROLL CART NEW - SAN	63
Animal - Loose - CCS	54
24 Hour Parking/Parking Violations - DPD	47
Substandard Structure - CCS	46
Traffic Signal - Timing - STS	43



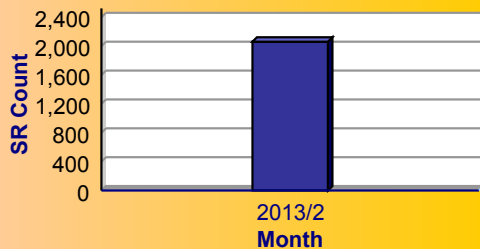
Service

- Garbage Roll Cart - SAN
- Litter - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Animal - Loose - CCS
- 24 Hour Parking/Parking Violations - DPD
- Substandard Structure - CCS
- Traffic Signal - Timing - STS

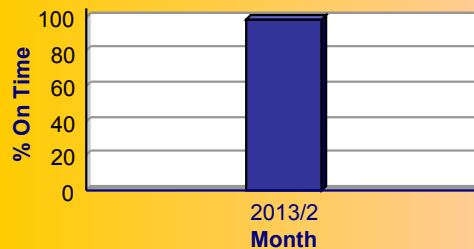
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,065	1,678	1,654	98.6%	387	372	96.1%	98.1%

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)

February 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	142	1	1	100.0%	10	2.5	141	99.3%	141	100.0%	142	100.0%
Litter - CCS	136	70	70	100.0%	38	8.3	66	48.5%	66	100.0%	136	100.0%
Graffiti Private Property - Residential/Commercial - CCS	103	9	9	100.0%	90	2.1	94	91.3%	94	100.0%	103	100.0%
Fire Inspection - DFD	76	31	31	100.0%	60	9.6	45	59.2%	45	100.0%	76	100.0%
Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.3	74	100.0%	74	100.0%	74	100.0%
Recycling ROLL CART NEW - SAN	63	0	0	N/A	10	2.0	63	100.0%	63	100.0%	63	100.0%
Animal - Loose - CCS	54	50	50	100.0%	40	10.0	4	7.4%	4	100.0%	54	100.0%
24 Hour Parking/Parking Violations - DPD	47	4	4	100.0%	10	5.3	43	91.5%	40	93.0%	44	93.6%
Substandard Structure - CCS	46	29	29	100.0%	365	7.2	17	37.0%	17	100.0%	46	100.0%
Traffic Signal - Timing - STS	43	0	0	N/A	4	1.7	43	100.0%	43	100.0%	43	100.0%
Traffic Signal - Flashing - STS	42	0	0	N/A	4	1.3	42	100.0%	42	100.0%	42	100.0%
Signs - Other - CCS	41	2	2	100.0%	21	5.6	39	95.1%	39	100.0%	41	100.0%
Traffic Sign - Maintenance (Other) - STS	37	7	7	100.0%	40	6.9	30	81.1%	30	100.0%	37	100.0%
Animal - Confined - CCS	36	0	0	N/A	3	0.3	36	100.0%	36	100.0%	36	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	36	0	0	N/A	10	1.8	36	100.0%	36	100.0%	36	100.0%
Street Repair - Routine-STS	36	14	14	100.0%	90	7.5	22	61.1%	22	100.0%	36	100.0%
Animal - Loose Aggressive - CCS	35	0	0	N/A	3	0.1	35	100.0%	35	100.0%	35	100.0%
Complaint/Compliment - CTY	34	13	4	30.8%	10	2.4	21	61.8%	19	90.5%	23	67.6%
Bulky Trash Violations - CCS	30	0	0	N/A	14	4.4	30	100.0%	30	100.0%	30	100.0%
Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.2	29	100.0%	29	100.0%	29	100.0%

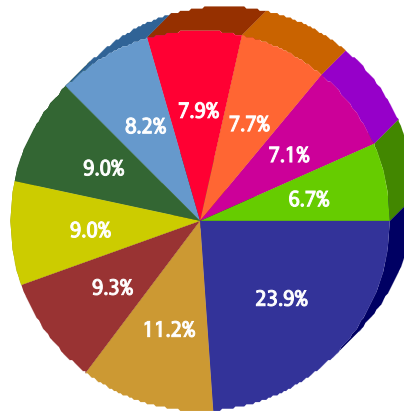


North Central (6)

February 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	149
Dead Animal Pick Up - SAN	70
Fire Inspection - DFD	58
Animal - Confined - CCS	56
Recycling ROLL CART NEW - SAN	56
Garbage - Missed - SAN	51
Traffic Signal - Timing - STS	49
Animal - Sick/Injured - CCS	48
Alley Repair - Routine-STS	44
Recycling - Roll Cart - SAN	42



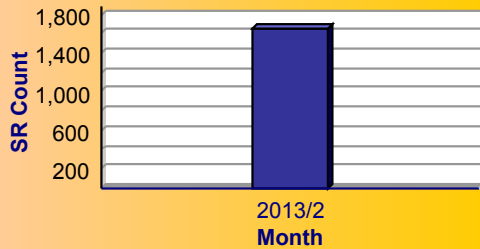
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN
- Garbage - Missed - SAN
- Traffic Signal - Timing - STS
- Animal - Sick/Injured - CCS
- Alley Repair - Routine-STS
- Recycling - Roll Cart - SAN

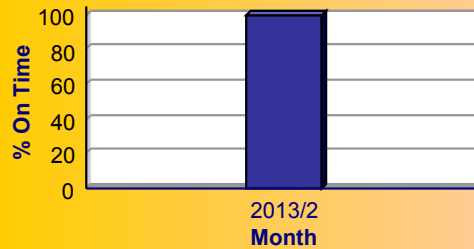
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,652	1,364	1,357	99.5%	288	286	99.3%	99.5%

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)

February 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	149	4	4	100.0%	10	2.7	145	97.3%	145	100.0%	149	100.0%
Dead Animal Pick Up - SAN	70	0	0	N/A	1	0.4	70	100.0%	69	98.6%	69	98.6%
Fire Inspection - DFD	58	33	33	100.0%	60	4.7	25	43.1%	25	100.0%	58	100.0%
Animal - Confined - CCS	56	0	0	N/A	3	0.3	56	100.0%	56	100.0%	56	100.0%
Recycling ROLL CART NEW - SAN	56	0	0	N/A	10	2.0	56	100.0%	56	100.0%	56	100.0%
Garbage - Missed - SAN	51	0	0	N/A	3	0.5	51	100.0%	51	100.0%	51	100.0%
Traffic Signal - Timing - STS	49	0	0	N/A	4	1.4	49	100.0%	49	100.0%	49	100.0%
Animal - Sick/Injured - CCS	48	1	0	0.0%	3	0.3	47	97.9%	46	97.9%	46	95.8%
Alley Repair - Routine-STS	44	29	29	100.0%	90	5.1	15	34.1%	15	100.0%	44	100.0%
Recycling - Roll Cart - SAN	42	1	1	100.0%	10	2.8	41	97.6%	41	100.0%	42	100.0%
Litter - CCS	40	34	34	100.0%	38	8.3	6	15.0%	6	100.0%	40	100.0%
Bulky Trash Violations - CCS	38	2	2	100.0%	14	5.3	36	94.7%	35	97.2%	37	97.4%
Street Repair - Routine-STS	38	13	13	100.0%	90	7.1	25	65.8%	25	100.0%	38	100.0%
Brush/Bulk Items - Missed - SAN	35	0	0	N/A	10	1.5	35	100.0%	35	100.0%	35	100.0%
Animal - Loose - CCS	35	26	26	100.0%	40	10.1	9	25.7%	9	100.0%	35	100.0%
Obstruction Alley/Sidewalk/Street - CCS	34	22	22	100.0%	60	9.1	12	35.3%	12	100.0%	34	100.0%
24 Hour Parking/Parking Violations - DPD	30	1	1	100.0%	10	5.1	29	96.7%	28	96.6%	29	96.7%
Recyclable Collection Missed (Residential) - SAN	29	0	0	N/A	3	1.1	29	100.0%	29	100.0%	29	100.0%
Substandard Structure - CCS	25	13	13	100.0%	365	8.5	12	48.0%	12	100.0%	25	100.0%
Animal - Noisy - CCS	24	0	0	N/A	30	1.9	24	100.0%	24	100.0%	24	100.0%

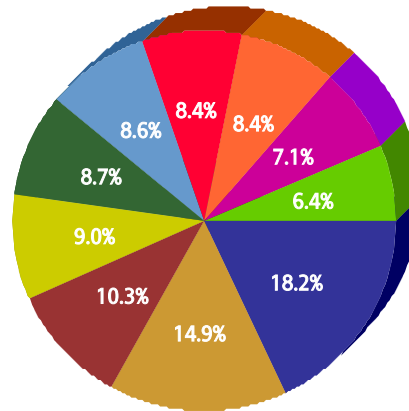


Northeast (2)

February 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	225
Dead Animal Pick Up - SAN	185
Obstruction Alley/Sidewalk/Street - CCS	127
Litter - CCS	111
Animal - Sick/Injured - CCS	108
Animal - Confined - CCS	107
Animal - Loose - CCS	104
Bulky Trash Violations - CCS	104
Recycling ROLL CART NEW - SAN	88
Substandard Structure - CCS	79



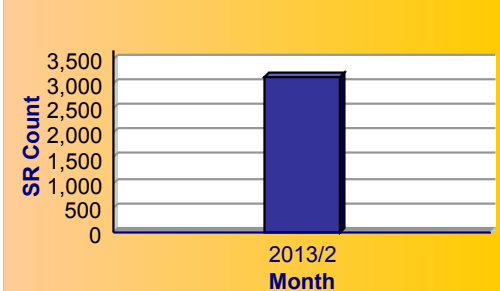
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Animal - Sick/Injured - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART NEW - SAN
- Substandard Structure - CCS

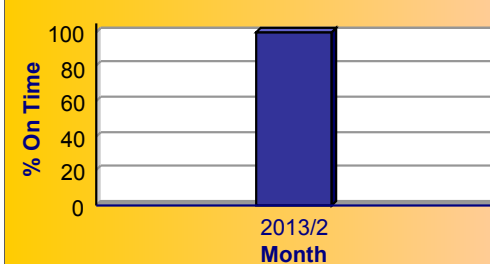
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,150	2,482	2,467	99.4%	668	658	98.5%	99.2%

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)

February 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	225	4	4	100.0%	10	2.5	221	98.2%	220	99.5%	224	99.6%
Dead Animal Pick Up - SAN	185	0	0	N/A	1	0.4	185	100.0%	184	99.5%	184	99.5%
Obstruction Alley/Sidewalk/Street - CCS	127	103	103	100.0%	60	10.2	24	18.9%	24	100.0%	127	100.0%
Litter - CCS	111	68	68	100.0%	38	10.0	43	38.7%	43	100.0%	111	100.0%
Animal - Sick/Injured - CCS	108	0	0	N/A	3	0.1	108	100.0%	108	100.0%	108	100.0%
Animal - Confined - CCS	107	0	0	N/A	3	0.3	107	100.0%	107	100.0%	107	100.0%
Bulky Trash Violations - CCS	104	20	20	100.0%	14	4.8	84	80.8%	79	94.0%	99	95.2%
Animal - Loose - CCS	104	94	94	100.0%	40	11.1	10	9.6%	10	100.0%	104	100.0%
Recycling ROLL CART NEW - SAN	88	1	1	100.0%	10	2.0	87	98.9%	87	100.0%	88	100.0%
Substandard Structure - CCS	79	62	62	100.0%	365	10.2	17	21.5%	17	100.0%	79	100.0%
Graffiti Private Property - Residential/Commercial - CCS	78	5	5	100.0%	90	1.4	73	93.6%	73	100.0%	78	100.0%
Garbage - Missed - SAN	74	0	0	N/A	3	0.6	74	100.0%	74	100.0%	74	100.0%
24 Hour Parking/Parking Violations - DPD	73	2	2	100.0%	10	4.1	71	97.3%	70	98.6%	72	98.6%
Substandard Structure Apts - CCS	60	23	23	100.0%	365	6.4	37	61.7%	37	100.0%	60	100.0%
Recycling - Roll Cart - SAN	55	2	2	100.0%	10	2.5	53	96.4%	53	100.0%	55	100.0%
Junk Motor Vehicle - CCS	53	25	25	100.0%	126	10.6	28	52.8%	28	100.0%	53	100.0%
Animal - Loose Aggressive - CCS	49	0	0	N/A	3	0.2	49	100.0%	49	100.0%	49	100.0%
Traffic Signal - Timing - STS	48	0	0	N/A	4	1.4	48	100.0%	48	100.0%	48	100.0%
Animal - Cruelty - CCS	44	0	0	N/A	30	0.5	44	100.0%	44	100.0%	44	100.0%
Fire Inspection - DFD	43	23	23	100.0%	60	8.4	20	46.5%	20	100.0%	43	100.0%

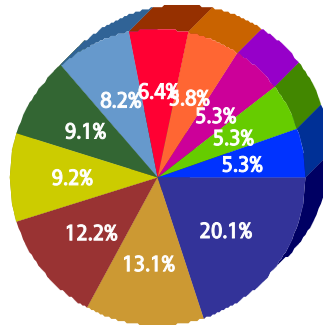


Northwest (5)

February 2013

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	194
Litter - CCS	126
Garbage Roll Cart - SAN	118
Dead Animal Pick Up - SAN	89
Fire Inspection - DFD	88
Animal - Loose - CCS	79
Recycling ROLL CART NEW - SAN	62
High Weeds - CCS	56
Animal - Confined - CCS	51
Graffiti Private Property - Residential/Commercial - CCS	51
Illegal Land Use (Residential/Business) - CCS	51



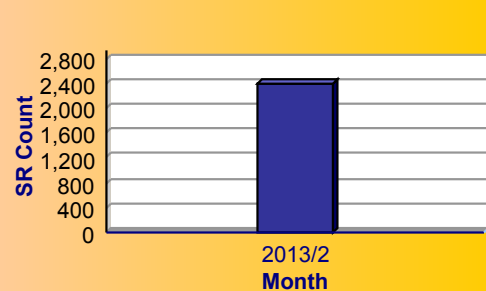
Service

- Signs - Public Right of Way - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- High Weeds - CCS
- Animal - Confined - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Illegal Land Use (Residential/Business) - CCS

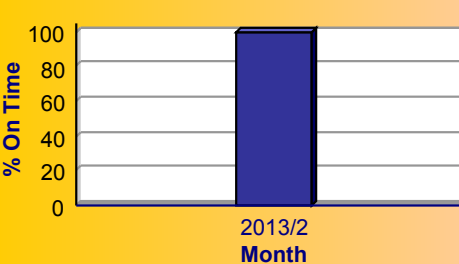
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,392	1,874	1,863	99.4%	518	509	98.3%	99.2%

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)

February 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
Signs - Public Right of Way - CCS	194	2	2	100.0%	7	0.5	192	99.0%	190	99.0%	192	99.0%
Litter - CCS	126	69	69	100.0%	38	9.4	57	45.2%	57	100.0%	126	100.0%
Garbage Roll Cart - SAN	118	7	7	100.0%	10	2.2	111	94.1%	111	100.0%	118	100.0%
Dead Animal Pick Up - SAN	89	0	0	N/A	1	0.4	89	100.0%	89	100.0%	89	100.0%
Fire Inspection - DFD	88	45	45	100.0%	60	8.0	43	48.9%	43	100.0%	88	100.0%
Animal - Loose - CCS	79	11	11	100.0%	40	11.0	68	86.1%	68	100.0%	79	100.0%
Recycling ROLL CART NEW - SAN	62	0	0	N/A	10	1.6	62	100.0%	62	100.0%	62	100.0%
High Weeds - CCS	56	27	27	100.0%	38	10.6	29	51.8%	29	100.0%	56	100.0%
Animal - Confined - CCS	51	0	0	N/A	3	0.3	51	100.0%	50	98.0%	50	98.0%
Illegal Land Use (Residential/Business) - CCS	51	33	33	100.0%	60	4.0	18	35.3%	18	100.0%	51	100.0%
Graffiti Private Property - Residential/Commercial - CCS	51	9	9	100.0%	90	1.6	42	82.4%	42	100.0%	51	100.0%
Street Repair - Routine-STS	47	19	19	100.0%	90	7.6	28	59.6%	28	100.0%	47	100.0%
Obstruction Alley/Sidewalk/Street - CCS	43	28	28	100.0%	60	9.3	15	34.9%	15	100.0%	43	100.0%
Animal - Loose Aggressive - CCS	39	0	0	N/A	3	0.3	39	100.0%	39	100.0%	39	100.0%
Substandard Structure - CCS	37	22	22	100.0%	365	6.3	15	40.5%	15	100.0%	37	100.0%
Traffic Signal - Timing - STS	37	0	0	N/A	4	1.5	37	100.0%	37	100.0%	37	100.0%
Garbage - Missed - SAN	37	0	0	N/A	3	0.8	37	100.0%	36	97.3%	36	97.3%
24 Hour Parking/Parking Violations - DPD	36	8	7	87.5%	10	6.1	28	77.8%	28	100.0%	35	97.2%
Junk Motor Vehicle - CCS	35	29	29	100.0%	126	10.7	6	17.1%	6	100.0%	35	100.0%
Substandard Structure Apts - CCS	35	21	21	100.0%	365	6.9	14	40.0%	14	100.0%	35	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	35	0	0	N/A	1	0.0	35	100.0%	35	100.0%	35	100.0%

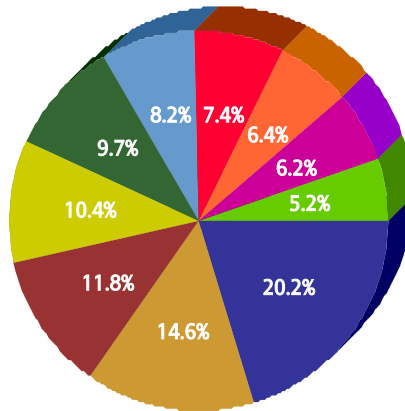


South Central (7)

February 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	381
Animal - Loose - CCS	275
Dead Animal Pick Up - SAN	222
Animal - Loose Aggressive - CCS	197
Garbage Roll Cart - SAN	184
Junk Motor Vehicle - CCS	155
Illegal Dumping - CCS	139
Bulky Trash Violations - CCS	121
High Weeds - CCS	117
Substandard Structure - CCS	98



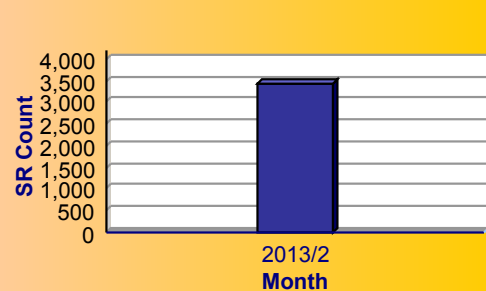
Service

- Litter - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Garbage Roll Cart - SAN
- Junk Motor Vehicle - CCS
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS
- High Weeds - CCS
- Substandard Structure - CCS

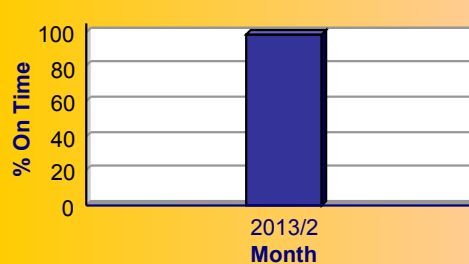
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,449	2,379	2,354	98.9%	1,070	1,050	98.1%	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

South Central (7)

February 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
Litter - CCS	381	217	217	100.0%	38	6.2	164	43.0%	164	100.0%	381	100.0%
Animal - Loose - CCS	275	186	186	100.0%	40	12.9	89	32.4%	89	100.0%	275	100.0%
Dead Animal Pick Up - SAN	222	0	0	N/A	1	0.3	222	100.0%	219	98.6%	219	98.6%
Animal - Loose Aggressive - CCS	197	0	0	N/A	3	0.3	197	100.0%	196	99.5%	196	99.5%
Garbage Roll Cart - SAN	184	1	1	100.0%	10	2.5	183	99.5%	183	100.0%	184	100.0%
Junk Motor Vehicle - CCS	155	121	121	100.0%	126	10.6	34	21.9%	34	100.0%	155	100.0%
Illegal Dumping - CCS	139	64	64	100.0%	38	6.7	75	54.0%	75	100.0%	139	100.0%
Bulky Trash Violations - CCS	121	45	37	82.2%	14	6.2	76	62.8%	69	90.8%	106	87.6%
High Weeds - CCS	117	69	69	100.0%	38	10.3	48	41.0%	48	100.0%	117	100.0%
Substandard Structure - CCS	98	83	83	100.0%	365	7.6	15	15.3%	15	100.0%	98	100.0%
Parking - Unapproved Surface - CCS	92	8	7	87.5%	10	2.3	84	91.3%	80	95.2%	87	94.6%
Recycling ROLL CART NEW - SAN	87	0	0	N/A	10	2.0	87	100.0%	87	100.0%	87	100.0%
Animal - Confined - CCS	85	0	0	N/A	3	0.2	85	100.0%	85	100.0%	85	100.0%
Illegal Outside Storage - CCS	67	47	47	100.0%	38	17.2	20	29.9%	20	100.0%	67	100.0%
Garbage - Missed - SAN	59	0	0	N/A	3	0.9	59	100.0%	58	98.3%	58	98.3%
Animal - Cruelty - CCS	57	0	0	N/A	30	0.6	57	100.0%	57	100.0%	57	100.0%
Open and Vacant Structure - CCS	54	20	20	100.0%	30	7.5	34	63.0%	34	100.0%	54	100.0%
Street Spillage/Debris in Right of Way-Hazardous-ST5	50	0	0	N/A	1	0.1	50	100.0%	49	98.0%	49	98.0%
Animal - Sick/Injured - CCS	48	0	0	N/A	3	0.2	48	100.0%	48	100.0%	48	100.0%
Fire Inspection - DFD	38	17	17	100.0%	60	13.6	21	55.3%	21	100.0%	38	100.0%
Pot hole - Hazardous-ST5	38	0	0	N/A	1	0.3	38	100.0%	38	100.0%	38	100.0%

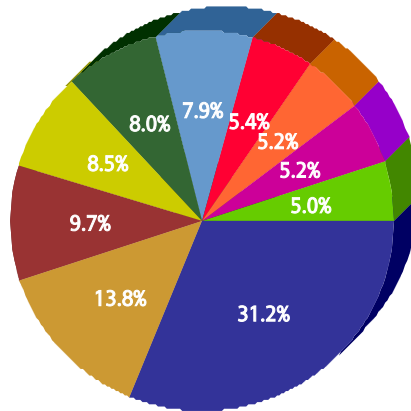


Southeast (3)

February 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	917
Substandard Structure - CCS	405
Animal - Loose - CCS	285
Dead Animal Pick Up - SAN	249
Garbage Roll Cart - SAN	236
Animal - Loose Aggressive - CCS	233
Parking - Unapproved Surface - CCS	158
Junk Motor Vehicle - CCS	154
Animal - Confined - CCS	153
High Weeds - CCS	147



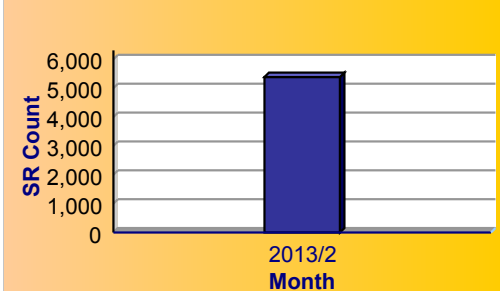
Service

- Litter - CCS
- Substandard Structure - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Parking - Unapproved Surface - CCS
- Junk Motor Vehicle - CCS
- Animal - Confined - CCS
- High Weeds - CCS

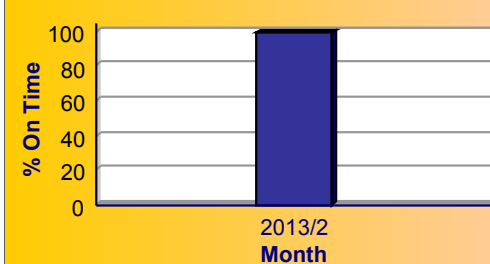
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,382	3,781	3,754	99.3%	1,601	1,577	98.5%	99.1%

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)

February 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
Litter - CCS	917	342	342	100.0%	38	6.8	575	62.7%	575	100.0%	917	100.0%
Substandard Structure - CCS	405	280	280	100.0%	365	5.9	125	30.9%	125	100.0%	405	100.0%
Animal - Loose - CCS	285	263	263	100.0%	40	9.5	22	7.7%	22	100.0%	285	100.0%
Dead Animal Pick Up - SAN	249	0	0	N/A	1	0.3	249	100.0%	249	100.0%	249	100.0%
Garbage Roll Cart - SAN	236	11	11	100.0%	10	2.3	225	95.3%	225	100.0%	236	100.0%
Animal - Loose Aggressive - CCS	233	0	0	N/A	3	0.3	233	100.0%	231	99.1%	231	99.1%
Parking - Unapproved Surface - CCS	158	5	3	60.0%	10	2.2	153	96.8%	150	98.0%	153	96.8%
Junk Motor Vehicle - CCS	154	107	107	100.0%	126	10.6	47	30.5%	47	100.0%	154	100.0%
Animal - Confined - CCS	153	0	0	N/A	3	0.2	153	100.0%	152	99.3%	152	99.3%
High Weeds - CCS	147	84	84	100.0%	38	8.7	63	42.9%	63	100.0%	147	100.0%
Illegal Outside Storage - CCS	132	68	68	100.0%	38	11.0	64	48.5%	64	100.0%	132	100.0%
Signs - Public Right of Way - CCS	130	6	5	83.3%	7	1.2	124	95.4%	117	94.4%	122	93.8%
Recycling ROLL CART NEW - SAN	119	0	0	N/A	10	1.8	119	100.0%	119	100.0%	119	100.0%
Illegal Land Use (Residential/Business) - CCS	111	48	48	100.0%	60	6.0	63	56.8%	63	100.0%	111	100.0%
Bulky Trash Violations - CCS	110	5	5	100.0%	14	5.4	105	95.5%	102	97.1%	107	97.3%
Open and Vacant Structure - CCS	88	19	19	100.0%	30	6.9	69	78.4%	69	100.0%	88	100.0%
Graffiti Private Property - Residential/Commercial - CCS	88	17	17	100.0%	90	3.7	71	80.7%	71	100.0%	88	100.0%
Illegal Dumping - CCS	83	18	18	100.0%	38	3.5	65	78.3%	65	100.0%	83	100.0%
Illegal Garbage/Placement - CCS	80	40	40	100.0%	60	7.4	40	50.0%	40	100.0%	80	100.0%
Garbage - Missed - SAN	73	0	0	N/A	3	0.6	73	100.0%	73	100.0%	73	100.0%

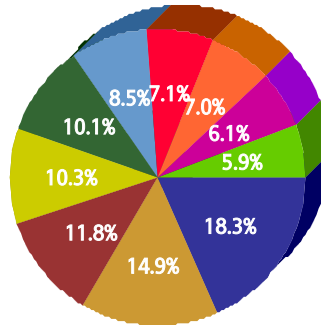


Southwest (4)

February 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	444
Smoke Detector Request - DFD	362
Dead Animal Pick Up - SAN	285
Garbage Roll Cart - SAN	250
Animal - Loose - CCS	244
Animal - Loose Aggressive - CCS	206
Illegal Outside Storage - CCS	171
Signs - Public Right of Way - CCS	170
Graffiti Private Property - Residential/Commercial - CCS	147
Obstruction Alley/Sidewalk/Street - CCS	144



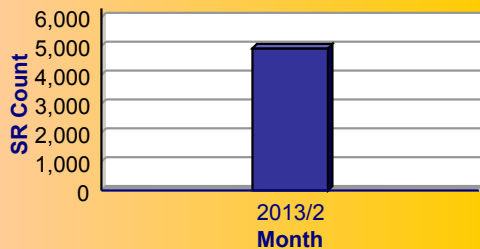
Service

- Litter - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Illegal Outside Storage - CCS
- Signs - Public Right of Way - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Obstruction Alley/Sidewalk/Street - CCS

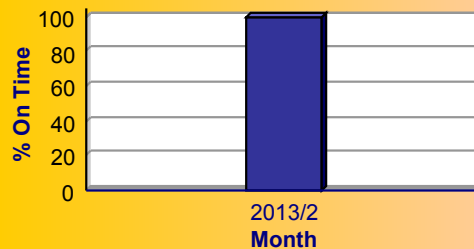
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,908	3,543	3,523	99.4%	1,365	1,352	99.0%	99.3%

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)

February 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
Litter - CCS	444	304	304	100.0%	38	12.5	140	31.5%	140	100.0%	444	100.0%
Smoke Detector Request - DFD	362	4	4	100.0%	30	2.0	358	98.9%	358	100.0%	362	100.0%
Dead Animal Pick Up - SAN	285	0	0	N/A	1	0.3	285	100.0%	284	99.6%	284	99.6%
Garbage Roll Cart - SAN	250	6	6	100.0%	10	2.5	244	97.6%	244	100.0%	250	100.0%
Animal - Loose - CCS	244	176	176	100.0%	40	13.6	68	27.9%	68	100.0%	244	100.0%
Animal - Loose Aggressive - CCS	206	0	0	N/A	3	0.3	206	100.0%	205	99.5%	205	99.5%
Illegal Outside Storage - CCS	171	124	124	100.0%	38	14.5	47	27.5%	47	100.0%	171	100.0%
Signs - Public Right of Way - CCS	170	5	5	100.0%	7	0.2	165	97.1%	162	98.2%	167	98.2%
Graffiti Private Property - Residential/Commercial - CCS	147	37	37	100.0%	90	2.0	110	74.8%	110	100.0%	147	100.0%
Obstruction Alley/Sidewalk/Street - CCS	144	121	121	100.0%	60	10.8	23	16.0%	23	100.0%	144	100.0%
High Weeds - CCS	143	105	105	100.0%	38	11.7	38	26.6%	38	100.0%	143	100.0%
Illegal Dumping - CCS	125	16	16	100.0%	38	1.0	109	87.2%	109	100.0%	125	100.0%
Recycling ROLL CART NEW - SAN	124	0	0	N/A	10	1.7	124	100.0%	124	100.0%	124	100.0%
Substandard Structure - CCS	117	102	102	100.0%	365	8.7	15	12.8%	15	100.0%	117	100.0%
Bulky Trash Violations - CCS	107	4	4	100.0%	14	2.7	103	96.3%	102	99.0%	106	99.1%
Animal - Confined - CCS	104	0	0	N/A	3	0.3	104	100.0%	104	100.0%	104	100.0%
24 Hour Parking/Parking Violations - DPD	87	9	9	100.0%	10	3.3	78	89.7%	78	100.0%	87	100.0%
Junk Motor Vehicle - CCS	77	62	62	100.0%	126	9.9	15	19.5%	15	100.0%	77	100.0%
Fire Inspection - DFD	64	41	41	100.0%	60	9.2	23	35.9%	23	100.0%	64	100.0%
Parking - Unapproved Surface - CCS	55	4	1	25.0%	10	2.2	51	92.7%	50	98.0%	51	92.7%
Signs - Other - CCS	55	7	7	100.0%	21	1.6	48	87.3%	48	100.0%	55	100.0%

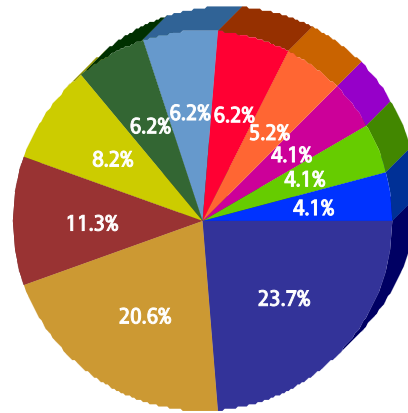


Unknown

February 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	23
Signs - Public Right of Way - CCS	20
Animal - Loose - CCS	11
Recycling ROLL CART NEW - SAN	8
Dead Animal Pick Up - SAN	6
Garbage Roll Cart - SAN	6
High Weeds - CCS	6
Street Repair - Routine-STS	5
24 Hour Parking/Parking Violations - DPD	4
Chronic Traffic Violations - DPD	4
Sanitation Property Damage - SAN	4



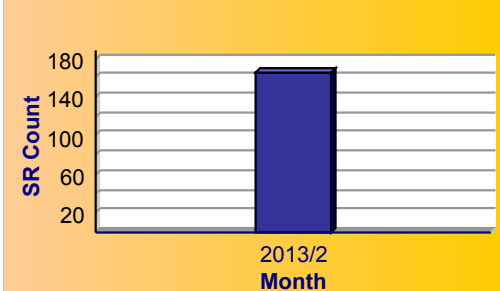
Service

- Litter - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Street Repair - Routine-STS
- 24 Hour Parking/Parking Violations - DPD
- Chronic Traffic Violations - DPD
- Sanitation Property Damage - SAN

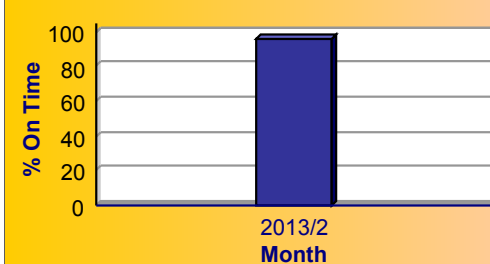
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
166	107	105	98.1%	59	55	93.2%	96.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

February 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
Litter - CCS	23	15	15	100.0%	38	7.2	8	34.8%	8	100.0%	23	100.0%
Signs - Public Right of Way - CCS	20	2	1	50.0%	7	0.2	18	90.0%	18	100.0%	19	95.0%
Animal - Loose - CCS	11	11	11	100.0%	40		0	0.0%	0	N/A	11	100.0%
Recycling ROLL CART NEW - SAN	8	0	0	N/A	10	3.0	8	100.0%	8	100.0%	8	100.0%
High Weeds - CCS	6	3	3	100.0%	38	3.7	3	50.0%	3	100.0%	6	100.0%
Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.5	6	100.0%	6	100.0%	6	100.0%
Garbage Roll Cart - SAN	6	0	0	N/A	10	2.8	6	100.0%	6	100.0%	6	100.0%
Street Repair - Routine-STS	5	0	0	N/A	90	5.0	5	100.0%	5	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	4	1	1	100.0%	10	13.3	3	75.0%	1	33.3%	2	50.0%
Chronic Traffic Violations - DPD	4	2	2	100.0%	14	10.0	2	50.0%	2	100.0%	4	100.0%
Sanitation Property Damage - SAN	4	0	0	N/A	28	0.0	4	100.0%	4	100.0%	4	100.0%
Cost Plus - SAN	3	0	0	N/A	10	0.3	3	100.0%	3	100.0%	3	100.0%
Bulky Trash Violations - CCS	3	2	2	100.0%	14	1.0	1	33.3%	1	100.0%	3	100.0%
Illegal Outside Storage - CCS	3	2	2	100.0%	38	22.0	1	33.3%	1	100.0%	3	100.0%
Substandard Structure - CCS	3	3	3	100.0%	365		0	0.0%	0	N/A	3	100.0%
Pot hole - Hazardous-STS	3	0	0	N/A	1	0.3	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%
Complaint/Compliment - CTY	2	1	1	100.0%	10	0.0	1	50.0%	1	100.0%	2	100.0%
Signs - Other - CCS	2	1	1	100.0%	21	6.0	1	50.0%	1	100.0%	2	100.0%
Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
Fire Inspection - DFD	2	1	1	100.0%	60	0.0	1	50.0%	1	100.0%	2	100.0%
Paving - Paving Petition Request - PBW	2	0	0	N/A	14	2.0	2	100.0%	2	100.0%	2	100.0%
Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
Building Permits Violation - SDC	2	2	2	100.0%	60		0	0.0%	0	N/A	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

February 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
Parking - Report of Violation - DPD	2	0	0	N/A	14	2.0	2	100.0%	2	100.0%	2	100.0%
Pot hole Repair Routine - STS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%