

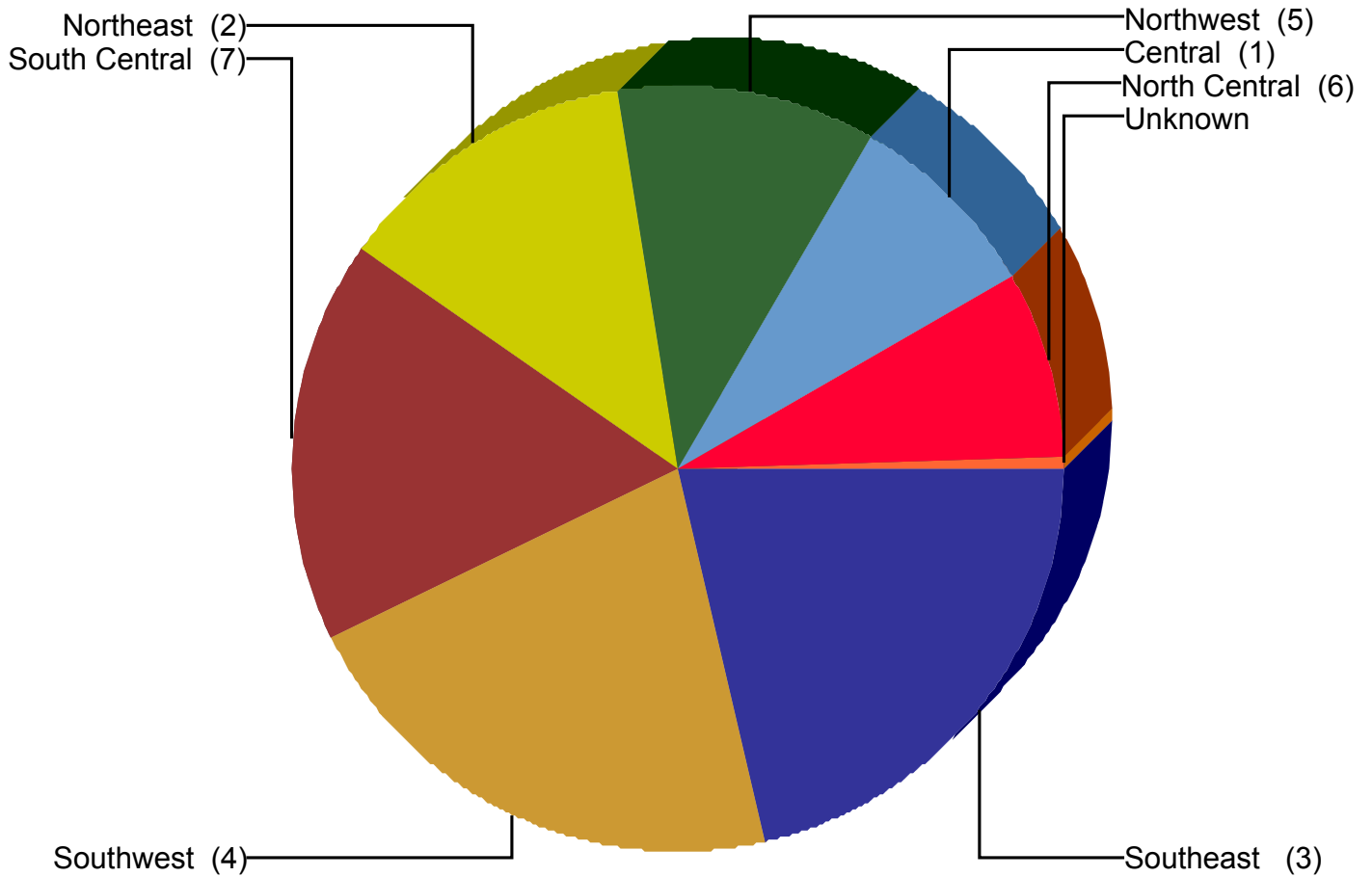


FY 2012 – 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

January 2013

TABLE OF CONTENTS

3	Chart of Service Request Counts by City Service Area
4	Citywide Service Level Performance Report
6	Service Level Performance Report the Central City Service Area
8	Service Level Performance Report the North Central City Service Area
10	Service Level Performance Report the Northeast City Service Area
12	Service Level Performance Report the Northwest City Service Area
14	Service Level Performance Report the South Central City Service Area
16	Service Level Performance Report the Southeast City Service Area
18	Service Level Performance Report the Southwest City Service Area
20	Service Level Performance Report where City Service Area is Unknown



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,035	8.2%	98.4%
North Central (6)	1,942	7.8%	99.2%
Northeast (2)	3,195	12.8%	98.8%
Northwest (5)	2,712	10.9%	98.5%
South Central (7)	4,214	16.9%	98.8%
Southeast (3)	5,341	21.4%	98.6%
Southwest (4)	5,309	21.3%	98.9%
Unknown	158	0.6%	91.1%
Total	24,906	100.0%	98.7%

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

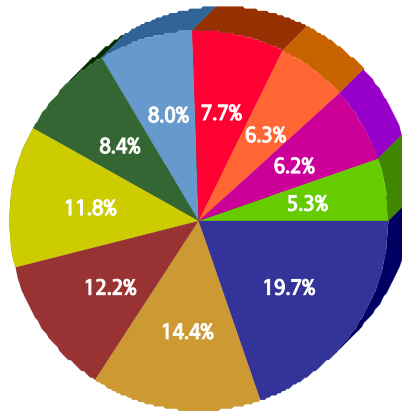


Citywide

January 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	2,095
Garbage Roll Cart - SAN	1,531
Animal - Loose - CCS	1,296
Dead Animal Pick Up - SAN	1,257
Animal - Loose Aggressive - CCS	891
Substandard Structure - CCS	856
Recycling ROLL CART NEW - SAN	822
Animal - Confined - CCS	667
Signs - Public Right of Way - CCS	661
Fire Inspection - DFD	567



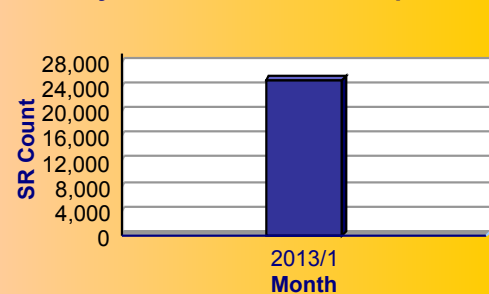
Service

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

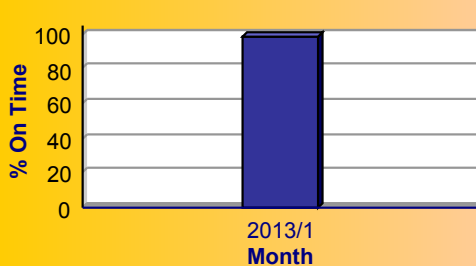
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,906	18,886	18,725	99.1%	6,020	5,855	97.3%	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

Citywide

January 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	2,095	1,133	1,133	100.0%	38	7.8	962	45.9%	962	100.0%	2,095	100.0%
Garbage Roll Cart - SAN	1,531	27	27	100.0%	10	2.2	1,504	98.2%	1,502	99.9%	1,529	99.9%
Animal - Loose - CCS	1,296	909	909	100.0%	40	16.5	387	29.9%	387	100.0%	1,296	100.0%
Dead Animal Pick Up - SAN	1,257	0	0	N/A	1	0.3	1,257	100.0%	1,254	99.8%	1,254	99.8%
Animal - Loose Aggressive - CCS	891	1	0	0.0%	3	0.3	890	99.9%	882	99.1%	882	99.0%
Substandard Structure - CCS	856	614	614	100.0%	365	7.1	242	28.3%	242	100.0%	856	100.0%
Recycling ROLL CART NEW - SAN	822	11	11	100.0%	10	2.1	811	98.7%	811	100.0%	822	100.0%
Animal - Confined - CCS	667	0	0	N/A	3	0.4	667	100.0%	666	99.9%	666	99.9%
Signs - Public Right of Way - CCS	661	18	5	27.8%	7	0.4	643	97.3%	640	99.5%	645	97.6%
Fire Inspection - DFD	567	282	282	100.0%	60	8.4	285	50.3%	285	100.0%	567	100.0%
Junk Motor Vehicle - CCS	529	372	372	100.0%	126	9.0	157	29.7%	157	100.0%	529	100.0%
Garbage - Missed - SAN	513	0	0	N/A	3	0.9	513	100.0%	512	99.8%	512	99.8%
Bulky Trash Violations - CCS	512	54	51	94.4%	14	4.6	458	89.5%	432	94.3%	483	94.3%
High Weeds - CCS	481	275	275	100.0%	38	6.8	206	42.8%	206	100.0%	481	100.0%
Illegal Dumping - CCS	481	130	130	100.0%	38	3.8	351	73.0%	351	100.0%	481	100.0%
Graffiti Private Property - Residential/Commercial - CCS	480	89	89	100.0%	90	3.5	391	81.5%	391	100.0%	480	100.0%
Parking - Unapproved Surface - CCS	451	33	23	69.7%	10	2.4	418	92.7%	399	95.5%	422	93.6%
Illegal Outside Storage - CCS	448	269	269	100.0%	38	13.0	179	40.0%	179	100.0%	448	100.0%
24 Hour Parking/Parking Violations - DPD	416	49	49	100.0%	10	4.6	367	88.2%	361	98.4%	410	98.6%
Smoke Detector Request - DFD	414	33	33	100.0%	30	5.6	381	92.0%	381	100.0%	414	100.0%

R-csr015-cmoS V1.0

Page: 2

Run Date: Feb/5/2013 9:19:52 AM

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

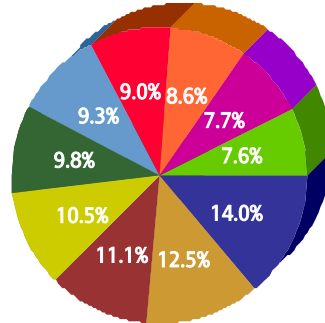


Central (1)

January 2013

Top 10 Services

SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial - CCS	109
Garbage Roll Cart - SAN	97
Litter - CCS	86
Fire Inspection - DFD	82
Recycling ROLL CART NEW - SAN	76
Dead Animal Pick Up - SAN	72
Traffic Signal - Timing - STS	70
Animal - Loose - CCS	67
Traffic Signal - Flashing - STS	60
24 Hour Parking/Parking Violations - DPD	59



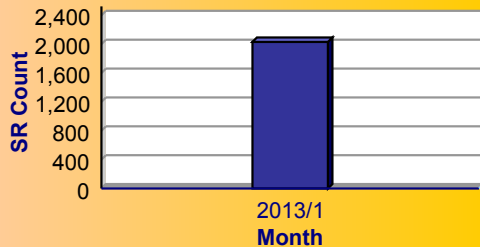
Service

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

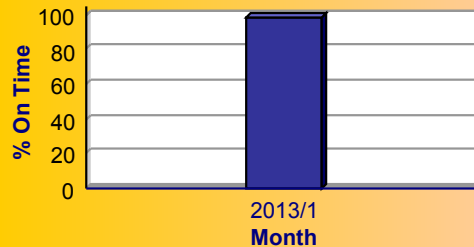
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,035	1,677	1,655	98.7%	358	347	96.9%	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

Central (1)

January 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
Graffiti Private Property - Residential/Commercial - CCS	109	13	13	100.0%	90	3.9	96	88.1%	96	100.0%	109	100.0%
Garbage Roll Cart - SAN	97	0	0	N/A	10	2.4	97	100.0%	97	100.0%	97	100.0%
Litter - CCS	86	41	41	100.0%	38	10.2	45	52.3%	45	100.0%	86	100.0%
Fire Inspection - DFD	82	34	34	100.0%	60	7.5	48	58.5%	48	100.0%	82	100.0%
Recycling ROLL CART NEW - SAN	76	0	0	N/A	10	2.3	76	100.0%	76	100.0%	76	100.0%
Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.3	72	100.0%	72	100.0%	72	100.0%
Traffic Signal - Timing - STS	70	0	0	N/A	4	1.5	70	100.0%	70	100.0%	70	100.0%
Animal - Loose - CCS	67	48	48	100.0%	40	20.3	19	28.4%	19	100.0%	67	100.0%
Traffic Signal - Flashing - STS	60	0	0	N/A	4	1.0	60	100.0%	60	100.0%	60	100.0%
24 Hour Parking/Parking Violations - DPD	59	1	1	100.0%	10	5.2	58	98.3%	56	96.6%	57	96.6%
Animal - Loose Aggressive - CCS	49	0	0	N/A	3	0.2	49	100.0%	49	100.0%	49	100.0%
Animal - Confined - CCS	40	0	0	N/A	3	0.4	40	100.0%	40	100.0%	40	100.0%
Signs - Other - CCS	39	12	12	100.0%	21	7.3	27	69.2%	25	92.6%	37	94.9%
Street Repair - Routine-STS	38	10	10	100.0%	90	8.4	28	73.7%	28	100.0%	38	100.0%
Graffiti Traffic Signs - STS	32	0	0	N/A	14	4.2	32	100.0%	32	100.0%	32	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	31	0	0	N/A	1	0.1	31	100.0%	31	100.0%	31	100.0%
Illegal Dumping - CCS	28	5	5	100.0%	38	4.0	23	82.1%	23	100.0%	28	100.0%
Pot hole - Hazardous-STS	28	0	0	N/A	1	0.2	28	100.0%	27	96.4%	27	96.4%
Complaint/Compliment - CTY	27	3	1	33.3%	10	2.3	24	88.9%	22	91.7%	23	85.2%
Substandard Structure - CCS	26	18	18	100.0%	365	10.8	8	30.8%	8	100.0%	26	100.0%
Animal - Cruelty - CCS	26	0	0	N/A	30	0.5	26	100.0%	26	100.0%	26	100.0%

R-csr015-cmoS V1.0

Page: 2

Run Date: Feb/5/2013 9:19:32 AM

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

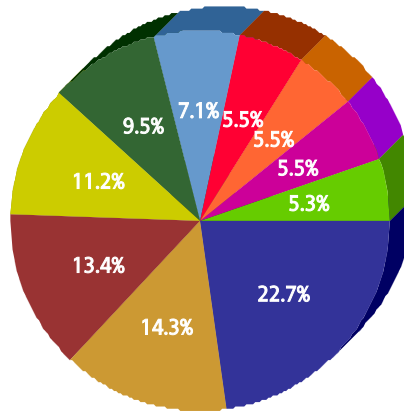


North Central (6)

January 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	186
Fire Inspection - DFD	117
Garbage - Missed - SAN	110
Dead Animal Pick Up - SAN	92
Recycling ROLL CART NEW - SAN	78
Animal - Confined - CCS	58
Bulky Trash Violations - CCS	45
Recycling - Roll Cart - SAN	45
Street Repair - Routine-STS	45
Litter - CCS	43



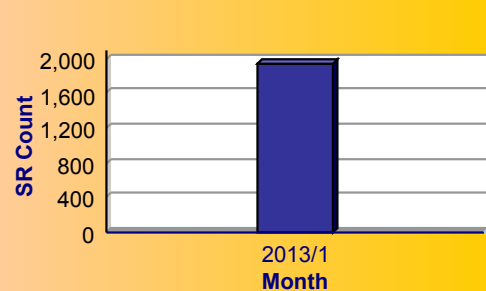
Service

- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling - Roll Cart - SAN
- Street Repair - Routine-STS
- Litter - CCS

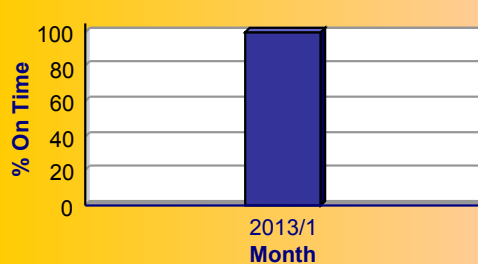
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,942	1,635	1,626	99.4%	307	301	98.0%	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

North Central (6)

January 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	186	2	2	100.0%	10	2.1	184	98.9%	183	99.5%	185	99.5%
Fire Inspection - DFD	117	53	53	100.0%	60	9.7	64	54.7%	64	100.0%	117	100.0%
Garbage - Missed - SAN	110	0	0	N/A	3	0.6	110	100.0%	110	100.0%	110	100.0%
Dead Animal Pick Up - SAN	92	0	0	N/A	1	0.3	92	100.0%	92	100.0%	92	100.0%
Recycling ROLL CART NEW - SAN	78	1	1	100.0%	10	1.8	77	98.7%	77	100.0%	78	100.0%
Animal - Confined - CCS	58	0	0	N/A	3	0.3	58	100.0%	57	98.3%	57	98.3%
Bulky Trash Violations - CCS	45	5	5	100.0%	14	4.2	40	88.9%	39	97.5%	44	97.8%
Recycling - Roll Cart - SAN	45	0	0	N/A	10	2.0	45	100.0%	45	100.0%	45	100.0%
Street Repair - Routine-STS	45	15	15	100.0%	90	9.0	30	66.7%	30	100.0%	45	100.0%
Litter - CCS	43	31	31	100.0%	38	16.8	12	27.9%	12	100.0%	43	100.0%
Traffic Signal - Flashing - STS	39	0	0	N/A	4	0.8	39	100.0%	39	100.0%	39	100.0%
Substandard Structure - CCS	38	30	30	100.0%	365	11.9	8	21.1%	8	100.0%	38	100.0%
Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.4	37	100.0%	36	97.3%	36	97.3%
Traffic Signal - Timing - STS	37	0	0	N/A	4	1.3	37	100.0%	37	100.0%	37	100.0%
Substandard Structure Apts - CCS	34	14	14	100.0%	365	9.6	20	58.8%	20	100.0%	34	100.0%
Brush/Bulk Items - Missed - SAN	31	0	0	N/A	10	1.6	31	100.0%	31	100.0%	31	100.0%
Animal - Loose - CCS	31	18	18	100.0%	40	9.5	13	41.9%	13	100.0%	31	100.0%
Pot hole - Hazardous-STS	31	0	0	N/A	1	0.1	31	100.0%	31	100.0%	31	100.0%
Alley Repair - Routine-STS	30	17	17	100.0%	90	7.9	13	43.3%	13	100.0%	30	100.0%
24 Hour Parking/Parking Violations - DPD	29	3	3	100.0%	10	5.3	26	89.7%	25	96.2%	28	96.6%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	29	0	0	N/A	10	1.4	29	100.0%	29	100.0%	29	100.0%

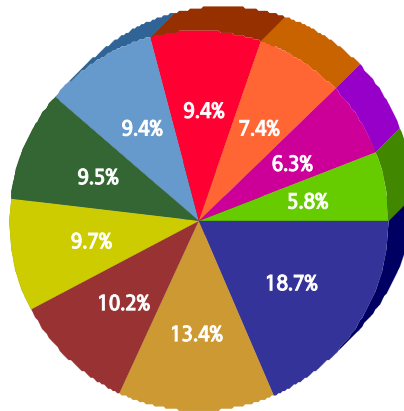


Northeast (2)

January 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	234
Dead Animal Pick Up - SAN	167
Animal - Confined - CCS	128
Litter - CCS	121
Animal - Loose - CCS	119
Animal - Sick/Injured - CCS	118
Recycling ROLL CART NEW - SAN	118
Bulky Trash Violations - CCS	93
Substandard Structure - CCS	79
Substandard Structure Apts - CCS	73



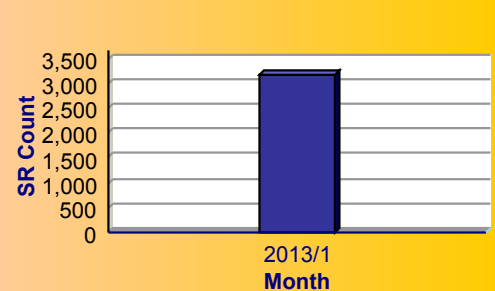
Service

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

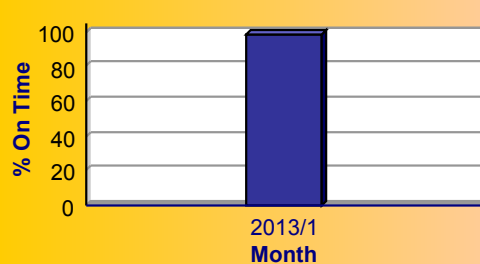
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,195	2,644	2,625	99.3%	551	532	96.6%	98.8%

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)

January 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	234	6	6	100.0%	10	2.2	228	97.4%	228	100.0%	234	100.0%
Dead Animal Pick Up - SAN	167	0	0	N/A	1	0.4	167	100.0%	165	98.8%	165	98.8%
Animal - Confined - CCS	128	0	0	N/A	3	0.4	128	100.0%	128	100.0%	128	100.0%
Litter - CCS	121	57	57	100.0%	38	7.9	64	52.9%	64	100.0%	121	100.0%
Animal - Loose - CCS	119	73	73	100.0%	40	16.2	46	38.7%	46	100.0%	119	100.0%
Animal - Sick/Injured - CCS	118	0	0	N/A	3	0.2	118	100.0%	118	100.0%	118	100.0%
Recycling ROLL CART NEW - SAN	118	0	0	N/A	10	1.9	118	100.0%	118	100.0%	118	100.0%
Bulky Trash Violations - CCS	93	8	8	100.0%	14	4.6	85	91.4%	84	98.8%	92	98.9%
Substandard Structure - CCS	79	59	59	100.0%	365	7.6	20	25.3%	20	100.0%	79	100.0%
Substandard Structure Apts - CCS	73	28	28	100.0%	365	5.9	45	61.6%	45	100.0%	73	100.0%
Fire Inspection - DFD	72	31	31	100.0%	60	9.5	41	56.9%	41	100.0%	72	100.0%
Graffiti Private Property - Residential/Commercial - CCS	68	8	8	100.0%	90	1.5	60	88.2%	60	100.0%	68	100.0%
Animal - Loose Aggressive - CCS	68	0	0	N/A	3	0.5	68	100.0%	67	98.5%	67	98.5%
24 Hour Parking/Parking Violations - DPD	68	3	3	100.0%	10	3.8	65	95.6%	65	100.0%	68	100.0%
Obstruction Alley/Sidewalk/Street - CCS	66	41	41	100.0%	60	13.4	25	37.9%	25	100.0%	66	100.0%
Recycling - Roll Cart - SAN	64	3	3	100.0%	10	1.9	61	95.3%	61	100.0%	64	100.0%
Garbage - Missed - SAN	63	0	0	N/A	3	0.8	63	100.0%	63	100.0%	63	100.0%
Signs - Public Right of Way - CCS	60	3	1	33.3%	7	0.3	57	95.0%	57	100.0%	58	96.7%
Street Repair - Routine-STS	57	16	16	100.0%	90	6.7	41	71.9%	41	100.0%	57	100.0%
Animal - Cruelty - CCS	48	0	0	N/A	30	0.6	48	100.0%	48	100.0%	48	100.0%

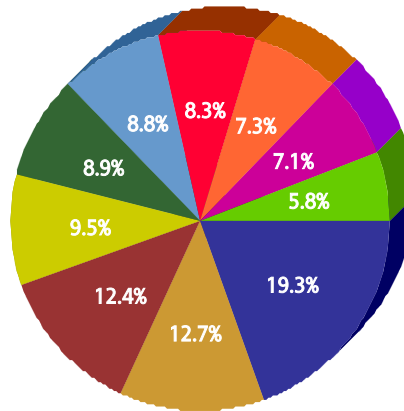


Northwest (5)

January 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	198
Signs - Public Right of Way - CCS	130
Litter - CCS	127
Animal - Loose - CCS	97
Dead Animal Pick Up - SAN	91
Garbage - Missed - SAN	90
Fire Inspection - DFD	85
Street Repair - Routine-STS	75
Recycling ROLL CART NEW - SAN	73
Substandard Structure - CCS	59



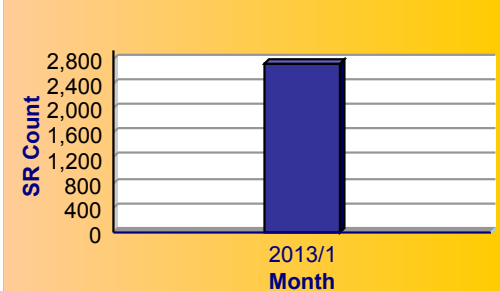
Service

- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Litter - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Street Repair - Routine-STS
- Recycling ROLL CART NEW - SAN
- Substandard Structure - CCS

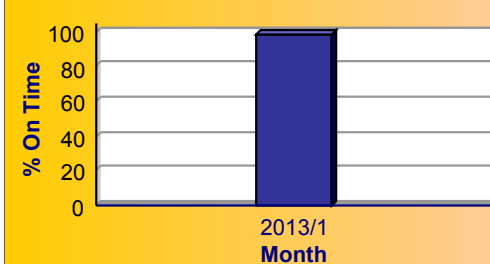
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,712	2,135	2,111	98.9%	577	560	97.1%	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

Northwest (5)

January 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	198	0	0	N/A	10	2.3	198	100.0%	197	99.5%	197	99.5%
Signs - Public Right of Way - CCS	130	2	2	100.0%	7	0.4	128	98.5%	128	100.0%	130	100.0%
Litter - CCS	127	77	77	100.0%	38	11.5	50	39.4%	50	100.0%	127	100.0%
Animal - Loose - CCS	97	49	49	100.0%	40	13.5	48	49.5%	48	100.0%	97	100.0%
Dead Animal Pick Up - SAN	91	0	0	N/A	1	0.4	91	100.0%	90	98.9%	90	98.9%
Garbage - Missed - SAN	90	0	0	N/A	3	0.9	90	100.0%	90	100.0%	90	100.0%
Fire Inspection - DFD	85	37	37	100.0%	60	8.4	48	56.5%	48	100.0%	85	100.0%
Street Repair - Routine-STS	75	40	40	100.0%	90	6.6	35	46.7%	35	100.0%	75	100.0%
Recycling ROLL CART NEW - SAN	73	1	1	100.0%	10	2.5	72	98.6%	72	100.0%	73	100.0%
Substandard Structure - CCS	59	49	49	100.0%	365	5.9	10	16.9%	10	100.0%	59	100.0%
Obstruction Alley/Sidewalk/Street - CCS	58	43	43	100.0%	60	7.3	15	25.9%	15	100.0%	58	100.0%
Animal - Confined - CCS	57	0	0	N/A	3	0.4	57	100.0%	57	100.0%	57	100.0%
Traffic Signal - Flashing - STS	56	0	0	N/A	4	1.1	56	100.0%	56	100.0%	56	100.0%
Bulky Trash Violations - CCS	51	2	2	100.0%	14	3.7	49	96.1%	47	95.9%	49	96.1%
Graffiti Private Property - Residential/Commercial - CCS	50	9	9	100.0%	90	2.3	41	82.0%	41	100.0%	50	100.0%
Animal - Loose Aggressive - CCS	50	0	0	N/A	3	0.2	50	100.0%	50	100.0%	50	100.0%
24 Hour Parking/Parking Violations - DPD	48	10	10	100.0%	10	4.8	38	79.2%	37	97.4%	47	97.9%
Pot hole - Hazardous-STS	47	0	0	N/A	1	0.2	47	100.0%	46	97.9%	46	97.9%
High Weeds - CCS	46	32	32	100.0%	38	12.1	14	30.4%	14	100.0%	46	100.0%
Illegal Land Use (Residential/Business) - CCS	42	25	25	100.0%	60	8.4	17	40.5%	17	100.0%	42	100.0%

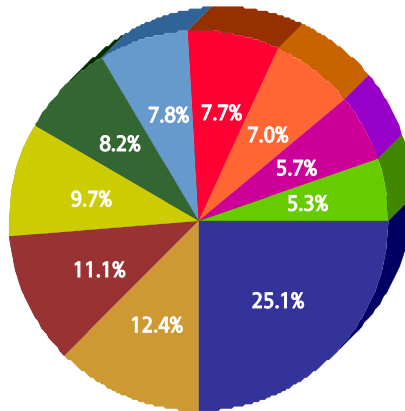


South Central (7)

January 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	602
Animal - Loose - CCS	298
Dead Animal Pick Up - SAN	265
Animal - Loose Aggressive - CCS	232
Garbage Roll Cart - SAN	197
High Weeds - CCS	186
Junk Motor Vehicle - CCS	185
Illegal Dumping - CCS	168
Substandard Structure - CCS	137
Animal - Confined - CCS	127



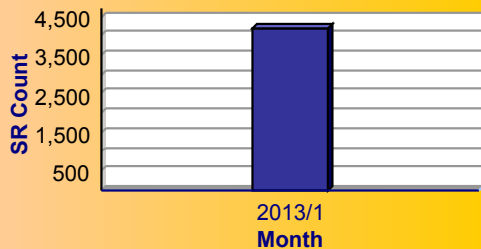
Service

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

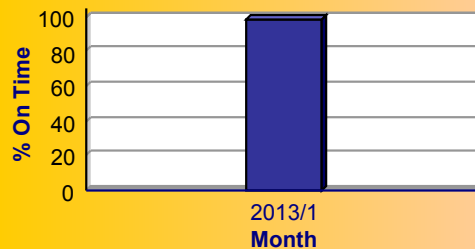
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,214	2,825	2,796	99.0%	1,389	1,366	98.3%	98.8%

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)

January 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	602	332	332	100.0%	38	6.5	270	44.9%	270	100.0%	602	100.0%
Animal - Loose - CCS	298	222	222	100.0%	40	18.5	76	25.5%	76	100.0%	298	100.0%
Dead Animal Pick Up - SAN	265	0	0	N/A	1	0.4	265	100.0%	265	100.0%	265	100.0%
Animal - Loose Aggressive - CCS	232	0	0	N/A	3	0.2	232	100.0%	232	100.0%	232	100.0%
Garbage Roll Cart - SAN	197	3	3	100.0%	10	1.9	194	98.5%	194	100.0%	197	100.0%
High Weeds - CCS	186	111	111	100.0%	38	5.7	75	40.3%	75	100.0%	186	100.0%
Junk Motor Vehicle - CCS	185	158	158	100.0%	126	6.4	27	14.6%	27	100.0%	185	100.0%
Illegal Dumping - CCS	168	78	78	100.0%	38	7.8	90	53.6%	90	100.0%	168	100.0%
Substandard Structure - CCS	137	114	114	100.0%	365	9.3	23	16.8%	23	100.0%	137	100.0%
Animal - Confined - CCS	127	0	0	N/A	3	0.4	127	100.0%	127	100.0%	127	100.0%
Recycling ROLL CART NEW - SAN	118	3	3	100.0%	10	1.9	115	97.5%	115	100.0%	118	100.0%
Bulky Trash Violations - CCS	104	21	20	95.2%	14	7.0	83	79.8%	70	84.3%	90	86.5%
Obstruction Alley/Sidewalk/Street - CCS	97	88	88	100.0%	60	8.9	9	9.3%	9	100.0%	97	100.0%
Garbage - Missed - SAN	87	0	0	N/A	3	1.1	87	100.0%	86	98.9%	86	98.9%
Parking - Unapproved Surface - CCS	77	8	7	87.5%	10	2.6	69	89.6%	67	97.1%	74	96.1%
Illegal Outside Storage - CCS	75	49	49	100.0%	38	12.5	26	34.7%	26	100.0%	75	100.0%
Open and Vacant Structure - CCS	63	23	22	95.7%	30	9.2	40	63.5%	40	100.0%	62	98.4%
Animal - Sick/Injured - CCS	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
Graffiti Private Property - Residential/Commercial - CCS	56	9	9	100.0%	90	0.7	47	83.9%	47	100.0%	56	100.0%
Animal - Cruelty - CCS	55	0	0	N/A	30	0.4	55	100.0%	55	100.0%	55	100.0%

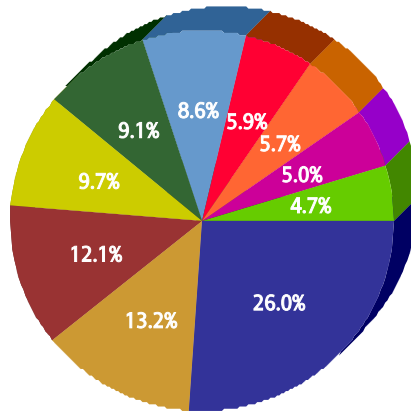


Southeast (3)

January 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	756
Substandard Structure - CCS	384
Animal - Loose - CCS	352
Garbage Roll Cart - SAN	283
Dead Animal Pick Up - SAN	265
Animal - Loose Aggressive - CCS	249
Recycling ROLL CART NEW - SAN	171
Parking - Unapproved Surface - CCS	167
Animal - Confined - CCS	146
Signs - Public Right of Way - CCS	136



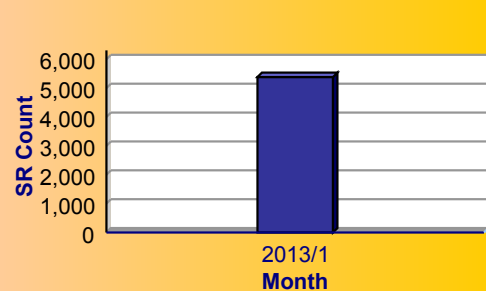
Service

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

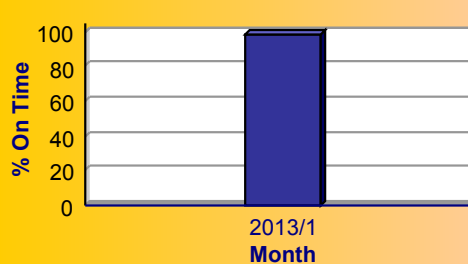
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,341	3,795	3,759	99.1%	1,546	1,506	97.4%	98.6%

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)

January 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	756	371	371	100.0%	38	6.3	385	50.9%	385	100.0%	756	100.0%
Substandard Structure - CCS	384	234	234	100.0%	365	6.1	150	39.1%	150	100.0%	384	100.0%
Animal - Loose - CCS	352	266	266	100.0%	40	19.6	86	24.4%	86	100.0%	352	100.0%
Garbage Roll Cart - SAN	283	12	12	100.0%	10	2.0	271	95.8%	271	100.0%	283	100.0%
Dead Animal Pick Up - SAN	265	0	0	N/A	1	0.4	265	100.0%	265	100.0%	265	100.0%
Animal - Loose Aggressive - CCS	249	1	0	0.0%	3	0.3	248	99.6%	244	98.4%	244	98.0%
Recycling ROLL CART NEW - SAN	171	4	4	100.0%	10	2.2	167	97.7%	167	100.0%	171	100.0%
Parking - Unapproved Surface - CCS	167	4	4	100.0%	10	2.0	163	97.6%	153	93.9%	157	94.0%
Animal - Confined - CCS	146	0	0	N/A	3	0.3	146	100.0%	146	100.0%	146	100.0%
Signs - Public Right of Way - CCS	136	1	1	100.0%	7	0.5	135	99.3%	135	100.0%	136	100.0%
Junk Motor Vehicle - CCS	134	93	93	100.0%	126	10.0	41	30.6%	41	100.0%	134	100.0%
High Weeds - CCS	131	57	57	100.0%	38	4.0	74	56.5%	74	100.0%	131	100.0%
Illegal Outside Storage - CCS	129	82	82	100.0%	38	11.4	47	36.4%	47	100.0%	129	100.0%
Bulky Trash Violations - CCS	96	8	7	87.5%	14	4.7	88	91.7%	85	96.6%	92	95.8%
Garbage - Missed - SAN	88	0	0	N/A	3	0.9	88	100.0%	88	100.0%	88	100.0%
Illegal Dumping - CCS	87	29	29	100.0%	38	4.7	58	66.7%	58	100.0%	87	100.0%
No Building Permit - CCS	80	35	35	100.0%	60	5.9	45	56.2%	45	100.0%	80	100.0%
Open and Vacant Structure - CCS	79	17	17	100.0%	30	4.2	62	78.5%	62	100.0%	79	100.0%
24 Hour Parking/Parking Violations - DPD	75	18	18	100.0%	10	4.5	57	76.0%	55	96.5%	73	97.3%
Animal - Cruelty - CCS	71	0	0	N/A	30	0.9	71	100.0%	71	100.0%	71	100.0%

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

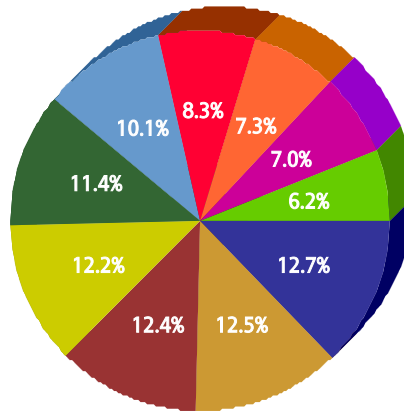


Southwest (4)

January 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	334
Garbage Roll Cart - SAN	328
Smoke Detector Request - DFD	327
Animal - Loose - CCS	322
Dead Animal Pick Up - SAN	300
Signs - Public Right of Way - CCS	265
Animal - Loose Aggressive - CCS	219
Illegal Outside Storage - CCS	191
Recycling ROLL CART NEW - SAN	183
Illegal Dumping - CCS	162



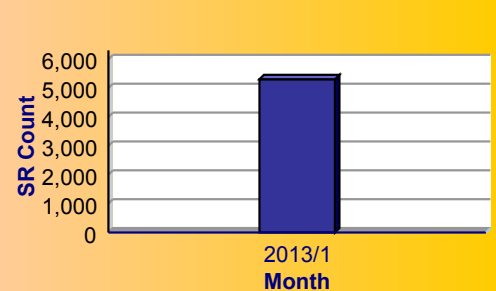
Service

- Litter - CCS
- Garbage Roll Cart - SAN
- Smoke Detector Request - DFD
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Animal - Loose Aggressive - CCS
- Illegal Outside Storage - CCS
- Recycling ROLL CART NEW - SAN
- Illegal Dumping - CCS

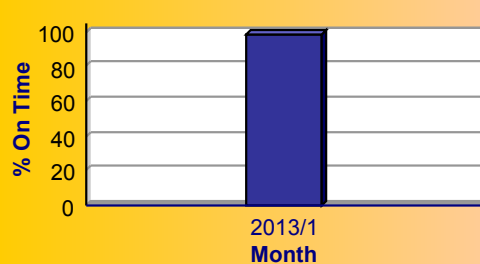
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,309	4,073	4,053	99.5%	1,236	1,199	97.0%	98.9%

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)

January 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	334	207	207	100.0%	38	11.2	127	38.0%	127	100.0%	334	100.0%
Garbage Roll Cart - SAN	328	4	4	100.0%	10	2.5	324	98.8%	324	100.0%	328	100.0%
Smoke Detector Request - DFD	327	7	7	100.0%	30	5.1	320	97.9%	320	100.0%	327	100.0%
Animal - Loose - CCS	322	226	226	100.0%	40	14.1	96	29.8%	96	100.0%	322	100.0%
Dead Animal Pick Up - SAN	300	0	0	N/A	1	0.3	300	100.0%	300	100.0%	300	100.0%
Signs - Public Right of Way - CCS	265	0	0	N/A	7	0.4	265	100.0%	263	99.2%	263	99.2%
Animal - Loose Aggressive - CCS	219	0	0	N/A	3	0.3	219	100.0%	218	99.5%	218	99.5%
Illegal Outside Storage - CCS	191	108	108	100.0%	38	14.5	83	43.5%	83	100.0%	191	100.0%
Recycling ROLL CART NEW - SAN	183	2	2	100.0%	10	2.3	181	98.9%	181	100.0%	183	100.0%
Illegal Dumping - CCS	162	8	8	100.0%	38	1.1	154	95.1%	154	100.0%	162	100.0%
Substandard Structure - CCS	131	108	108	100.0%	365	8.5	23	17.6%	23	100.0%	131	100.0%
Junk Motor Vehicle - CCS	126	81	81	100.0%	126	7.9	45	35.7%	45	100.0%	126	100.0%
Fire Inspection - DFD	124	78	78	100.0%	60	7.0	46	37.1%	46	100.0%	124	100.0%
Parking - Unapproved Surface - CCS	123	6	2	33.3%	10	2.4	117	95.1%	115	98.3%	117	95.1%
Graffiti Private Property - Residential/Commercial - CCS	119	33	33	100.0%	90	4.8	86	72.3%	86	100.0%	119	100.0%
Animal - Confined - CCS	110	0	0	N/A	3	0.4	110	100.0%	110	100.0%	110	100.0%
Bulky Trash Violations - CCS	97	7	6	85.7%	14	3.5	90	92.8%	85	94.4%	91	93.8%
24 Hour Parking/Parking Violations - DPD	86	4	4	100.0%	10	4.4	82	95.3%	82	100.0%	86	100.0%
Illegal Garbage/Placement - CCS	77	49	49	100.0%	60	12.6	28	36.4%	28	100.0%	77	100.0%
Sanitation Misc. - SAN	77	2	1	50.0%	10	1.9	75	97.4%	75	100.0%	76	98.7%

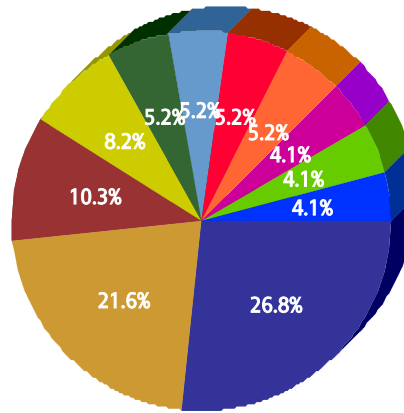


Unknown

January 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	26
Signs - Public Right of Way - CCS	21
Animal - Loose - CCS	10
Garbage Roll Cart - SAN	8
Dead Animal Pick Up - SAN	5
Fire Inspection - DFD	5
High Weeds - CCS	5
Recycling ROLL CART NEW - SAN	5
Bulky Trash Violations - CCS	4
Garbage - Missed - SAN	4
LBJ Signs / Markings / Street Lights - LBJ	4



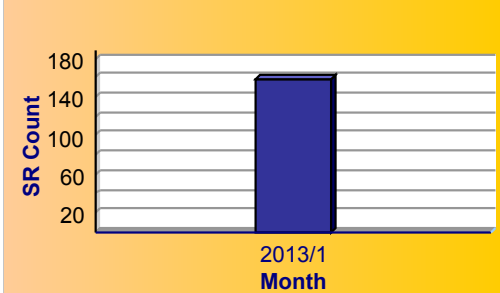
Service

- Litter - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- High Weeds - CCS
- Recycling ROLL CART NEW - SAN
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- LBJ Signs / Markings / Street Lights - LBJ

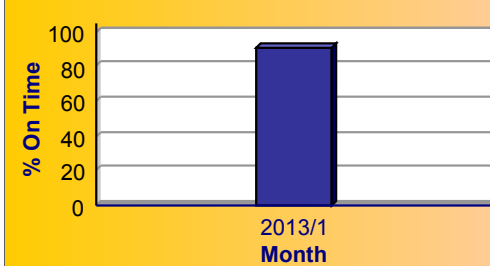
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
158	102	100	98.0%	56	44	78.6%	91.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

January 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	26	17	17	100.0%	38	10.7	9	34.6%	9	100.0%	26	100.0%
Signs - Public Right of Way - CCS	21	11	0	0.0%	7	0.0	10	47.6%	10	100.0%	10	47.6%
Animal - Loose - CCS	10	7	7	100.0%	40	14.7	3	30.0%	3	100.0%	10	100.0%
Garbage Roll Cart - SAN	8	0	0	N/A	10	2.0	8	100.0%	8	100.0%	8	100.0%
High Weeds - CCS	5	4	4	100.0%	38	0.0	1	20.0%	1	100.0%	5	100.0%
Dead Animal Pick Up - SAN	5	0	0	N/A	1	0.0	5	100.0%	5	100.0%	5	100.0%
Fire Inspection - DFD	5	2	2	100.0%	60	6.7	3	60.0%	3	100.0%	5	100.0%
Recycling ROLL CART NEW - SAN	5	0	0	N/A	10	2.6	5	100.0%	5	100.0%	5	100.0%
Bulky Trash Violations - CCS	4	0	0	N/A	14	2.5	4	100.0%	4	100.0%	4	100.0%
Garbage - Missed - SAN	4	0	0	N/A	3	1.0	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%
Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	0.7	3	100.0%	3	100.0%	3	100.0%
Graffiti Private Property - Residential/Commercial - CCS	3	0	0	N/A	90	14.0	3	100.0%	3	100.0%	3	100.0%
Pot hole Repair Routine - STS	3	0	0	N/A	7	0.0	3	100.0%	3	100.0%	3	100.0%
Complaint/Compliment - CTY	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
Obstruction Alley/Sidewalk/Street - CCS	2	1	1	100.0%	60	23.0	1	50.0%	1	100.0%	2	100.0%
Substandard Structure - CCS	2	2	2	100.0%	365		0	0.0%	0	N/A	2	100.0%
Illegal Land Use (Residential/Business) - CCS	2	0	0	N/A	60	18.0	2	100.0%	2	100.0%	2	100.0%
Substandard Structure Apts - CCS	2	2	2	100.0%	365		0	0.0%	0	N/A	2	100.0%
Chronic Noise Complaint - DPD	2	1	1	100.0%	14	8.0	1	50.0%	1	100.0%	2	100.0%
Restaurant/Food Complaint - CCS	2	1	1	100.0%	45	5.0	1	50.0%	1	100.0%	2	100.0%
LBJ Noise / General - LBJ	2	0	0	N/A	0	0.0	2	100.0%	2	100.0%	2	100.0%
Sign - SDC	2	0	0	N/A	10	4.5	2	100.0%	2	100.0%	2	100.0%
Street Repair - Routine-STS	2	0	0	N/A	90	1.0	2	100.0%	2	100.0%	2	100.0%