

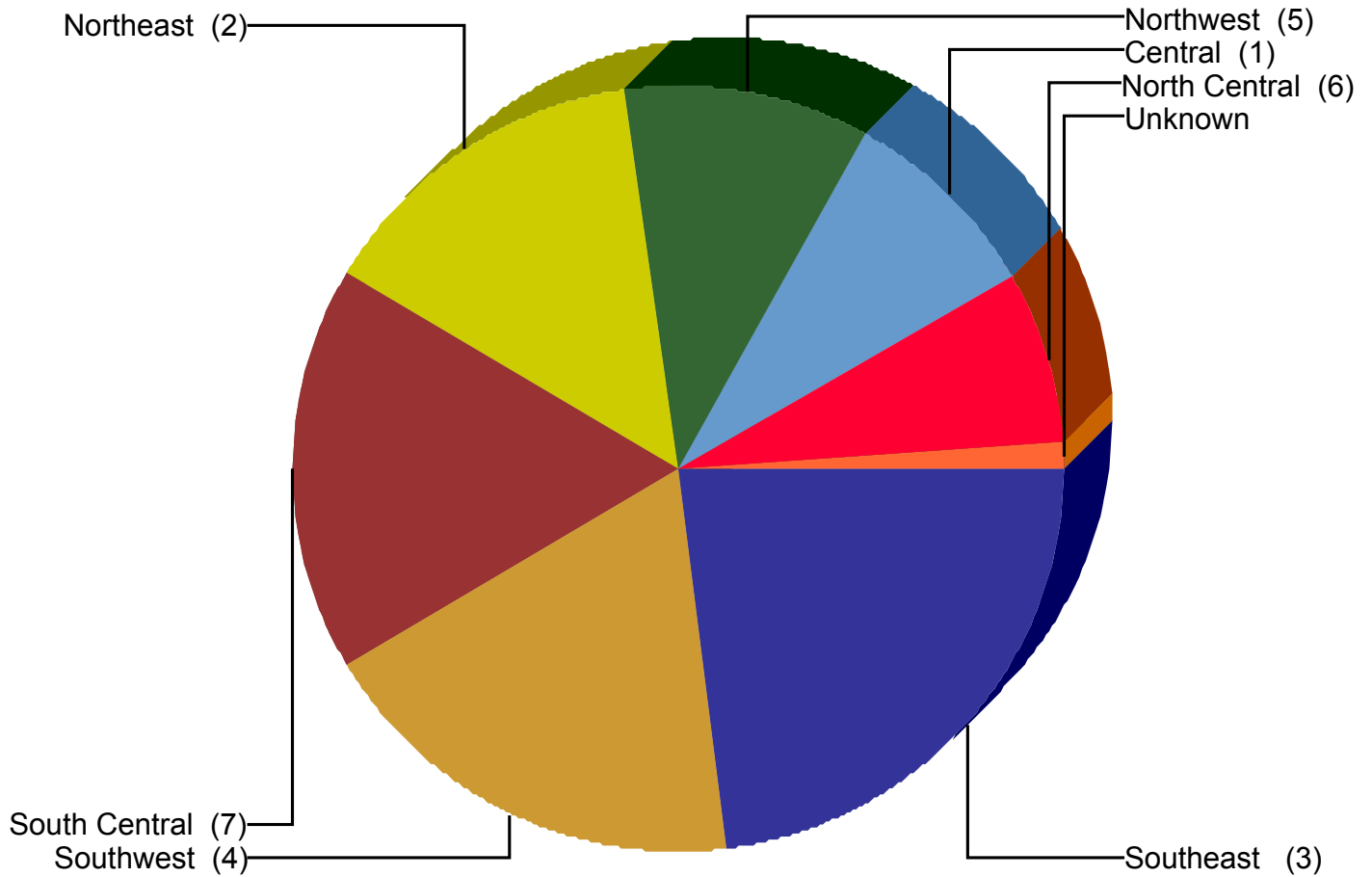


**FY 2012 – 2013**  
**Monthly Service Request**  
**Performance Reports**  
**by**  
**City Service Area**  
**And Citywide Summary**

**June 2013**

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,923	8.8%	98.7%
North Central (6)	2,417	7.3%	97.2%
Northeast (2)	4,751	14.3%	97.5%
Northwest (5)	3,360	10.1%	97.9%
South Central (7)	5,667	17.1%	98.0%
Southeast (3)	7,663	23.1%	97.8%
Southwest (4)	6,118	18.4%	98.9%
Unknown	332	1.0%	96.1%
<b>Total</b>	<b>33,231</b>	<b>100.0%</b>	<b>98.0%</b>

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

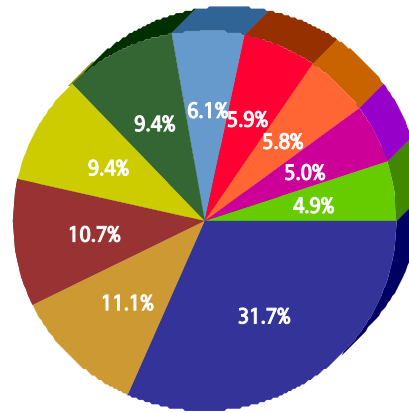


Citywide

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,201
Litter - CCS	1,826
Garbage Roll Cart - SAN	1,750
Dead Animal Pick Up - SAN	1,545
Obstruction Alley/Sidewalk/Street - CCS	1,538
Animal - Loose Aggressive - CCS	1,009
Animal - Loose - CCS	968
Garbage - Missed - SAN	956
Recycling ROLL CART NEW - SAN	818
Animal - Confined - CCS	801



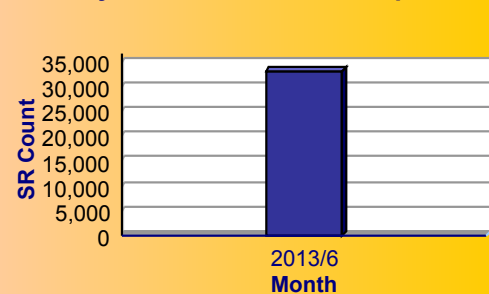
Service

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

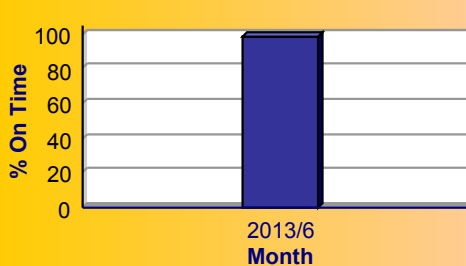
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,231	26,577	26,192	98.6%	6,654	6,383	95.9%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas

## Service Level Performance Report by City Service Area

Citywide

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	5,201	2,148	2,148	100.0%	38	8.5	3,053	58.7%	3,053	100.0%	5,201	100.0%
Litter - CCS	1,826	757	757	100.0%	38	8.5	1,069	58.5%	1,069	100.0%	1,826	100.0%
Garbage Roll Cart - SAN	1,750	0	0	N/A	10	3.2	1,750	100.0%	1,749	99.9%	1,749	99.9%
Dead Animal Pick Up - SAN	1,545	0	0	N/A	1	0.4	1,545	100.0%	1,530	99.0%	1,530	99.0%
Obstruction Alley/Sidewalk/Street - CCS	1,538	1,029	1,029	100.0%	60	14.0	509	33.1%	509	100.0%	1,538	100.0%
Animal - Loose Aggressive - CCS	1,009	1	0	0.0%	3	0.3	1,008	99.9%	1,002	99.4%	1,002	99.3%
Animal - Loose - CCS	968	1	1	100.0%	40	0.9	967	99.9%	967	100.0%	968	100.0%
Garbage - Missed - SAN	956	0	0	N/A	3	1.1	956	100.0%	935	97.8%	935	97.8%
Recycling ROLL CART NEW - SAN	818	0	0	N/A	10	2.6	818	100.0%	816	99.8%	816	99.8%
Animal - Confined - CCS	801	0	0	N/A	3	0.4	801	100.0%	801	100.0%	801	100.0%
Substandard Structure - CCS	651	398	398	100.0%	365	10.5	253	38.9%	253	100.0%	651	100.0%
Mosquitoes - CCS	606	83	83	100.0%	45	5.3	523	86.3%	523	100.0%	606	100.0%
Signs - Public Right of Way - CCS	544	2	0	0.0%	7	0.7	542	99.6%	531	98.0%	531	97.6%
Bulky Trash Violations - CCS	542	69	53	76.8%	14	5.8	473	87.3%	444	93.9%	497	91.7%
Graffiti Private Property - Residential/Commercial - CCS	542	54	54	100.0%	90	0.7	488	90.0%	488	100.0%	542	100.0%
Smoke Detector Request - DFD	513	20	20	100.0%	30	3.5	493	96.1%	493	100.0%	513	100.0%
Animal - Sick/Injured - CCS	495	0	0	N/A	3	0.1	495	100.0%	495	100.0%	495	100.0%
Brush/Bulk Items - Missed - SAN	466	0	0	N/A	10	1.8	466	100.0%	462	99.1%	462	99.1%
24 Hour Parking/Parking Violations - DPD	453	26	25	96.2%	10	4.6	427	94.3%	420	98.4%	445	98.2%
Illegal Dumping - CCS	388	112	112	100.0%	38	4.7	276	71.1%	276	100.0%	388	100.0%

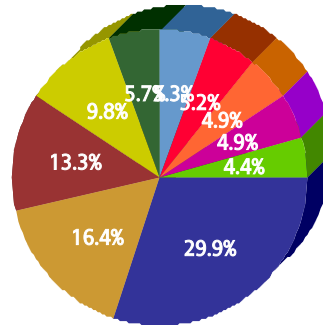


Central (1)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	376
Litter - CCS	207
Obstruction Alley/Sidewalk/Street - CCS	167
Garbage Roll Cart - SAN	124
Recycling ROLL CART NEW - SAN	72
Dead Animal Pick Up - SAN	67
Pot hole - Hazardous-ST5	66
24 Hour Parking/Parking Violations - DPD	62
Graffiti Private Property - Residential/Commercial - CCS	62
Garbage - Missed - SAN	56



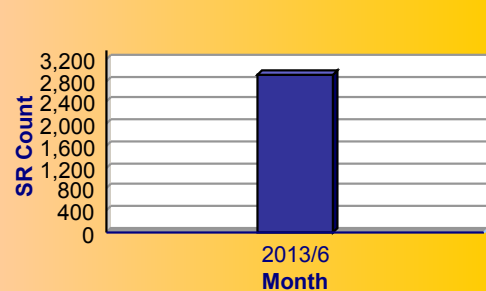
Service

- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Recycling ROLL CART NEW - SAN
- Dead Animal Pick Up - SAN
- Pot hole - Hazardous-ST5
- 24 Hour Parking/Parking Violations - DPD
- Graffiti Private Property - Residential/Commercial - CCS
- Garbage - Missed - SAN

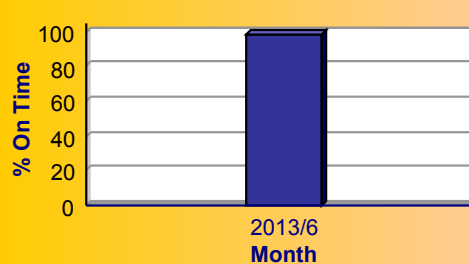
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,923	2,433	2,411	99.1%	490	475	96.9%	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

Central (1)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	376	102	102	100.0%	38	11.5	274	72.9%	274	100.0%	376	100.0%
Litter - CCS	207	75	75	100.0%	38	10.1	132	63.8%	132	100.0%	207	100.0%
Obstruction Alley/Sidewalk/Street - CCS	167	82	82	100.0%	60	14.6	85	50.9%	85	100.0%	167	100.0%
Garbage Roll Cart - SAN	124	0	0	N/A	10	3.3	124	100.0%	124	100.0%	124	100.0%
Recycling ROLL CART NEW - SAN	72	0	0	N/A	10	2.4	72	100.0%	72	100.0%	72	100.0%
Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.4	67	100.0%	66	98.5%	66	98.5%
Pot hole - Hazardous-STS	66	0	0	N/A	1	0.5	66	100.0%	65	98.5%	65	98.5%
Graffiti Private Property - Residential/Commercial - CCS	62	4	4	100.0%	90	0.8	58	93.5%	58	100.0%	62	100.0%
24 Hour Parking/Parking Violations - DPD	62	1	1	100.0%	10	4.8	61	98.4%	59	96.7%	60	96.8%
Garbage - Missed - SAN	56	0	0	N/A	3	0.7	56	100.0%	56	100.0%	56	100.0%
Traffic Signal - Timing - STS	55	0	0	N/A	4	1.3	55	100.0%	55	100.0%	55	100.0%
Brush/Bulk Items - Missed - SAN	46	0	0	N/A	10	1.8	46	100.0%	46	100.0%	46	100.0%
Substandard Structure - CCS	45	27	27	100.0%	365	4.8	18	40.0%	18	100.0%	45	100.0%
Mosquitoes - CCS	45	0	0	N/A	45	2.8	45	100.0%	45	100.0%	45	100.0%
Traffic Signal - Flashing - STS	43	0	0	N/A	4	1.3	43	100.0%	43	100.0%	43	100.0%
Bulky Trash Violations - CCS	42	3	3	100.0%	14	4.2	39	92.9%	39	100.0%	42	100.0%
Fire Inspection - DFD	41	16	16	100.0%	60	8.9	25	61.0%	25	100.0%	41	100.0%
Animal - Confined - CCS	40	0	0	N/A	3	0.2	40	100.0%	40	100.0%	40	100.0%
Substandard Structure Apts - CCS	39	17	17	100.0%	365	8.8	22	56.4%	22	100.0%	39	100.0%
Street Repair - Routine-STS	38	16	16	100.0%	90	13.7	22	57.9%	22	100.0%	38	100.0%

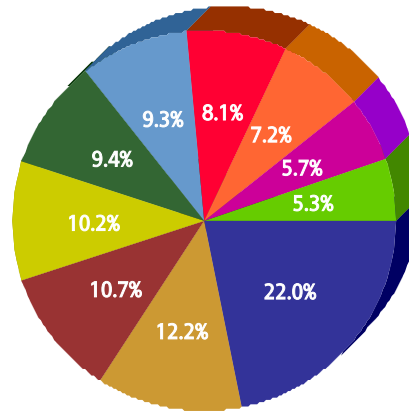


North Central (6)

June 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	225
High Weeds - CCS	125
Mosquitoes - CCS	110
Dead Animal Pick Up - SAN	104
Garbage - Missed - SAN	96
Obstruction Alley/Sidewalk/Street - CCS	95
Recycling ROLL CART NEW - SAN	83
Animal - Confined - CCS	74
Fire Inspection - DFD	58
Alley Repair - Routine-STS	54



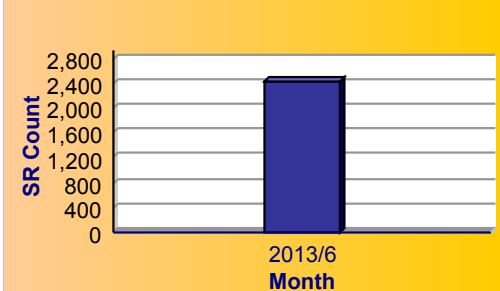
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Mosquitoes - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Fire Inspection - DFD
- Alley Repair - Routine-STS

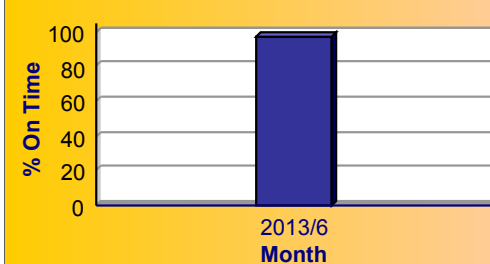
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,417	2,058	2,006	97.5%	359	344	95.8%	97.2%

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)

June 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	0	0	N/A	10	3.4	225	100.0%	225	100.0%	225	100.0%
High Weeds - CCS	125	66	66	100.0%	38	12.4	59	47.2%	59	100.0%	125	100.0%
Mosquitoes - CCS	110	20	20	100.0%	45	5.8	90	81.8%	90	100.0%	110	100.0%
Dead Animal Pick Up - SAN	104	0	0	N/A	1	0.3	104	100.0%	104	100.0%	104	100.0%
Garbage - Missed - SAN	96	0	0	N/A	3	0.8	96	100.0%	96	100.0%	96	100.0%
Obstruction Alley/Sidewalk/Street - CCS	95	69	69	100.0%	60	13.5	26	27.4%	26	100.0%	95	100.0%
Recycling ROLL CART NEW - SAN	83	0	0	N/A	10	2.7	83	100.0%	83	100.0%	83	100.0%
Animal - Confined - CCS	74	0	0	N/A	3	0.3	74	100.0%	74	100.0%	74	100.0%
Fire Inspection - DFD	58	37	37	100.0%	60	10.0	21	36.2%	21	100.0%	58	100.0%
Alley Repair - Routine-STS	54	18	18	100.0%	90	13.1	36	66.7%	36	100.0%	54	100.0%
Street Repair - Routine-STS	49	15	15	100.0%	90	11.5	34	69.4%	34	100.0%	49	100.0%
Recycling - Roll Cart - SAN	47	0	0	N/A	10	3.5	47	100.0%	47	100.0%	47	100.0%
Recyclable Collection Missed (Residential) - SAN	45	0	0	N/A	3	0.8	45	100.0%	45	100.0%	45	100.0%
Brush/Bulk Items - Missed - SAN	44	0	0	N/A	10	2.5	44	100.0%	42	95.5%	42	95.5%
Bulky Trash Violations - CCS	44	0	0	N/A	14	6.4	44	100.0%	43	97.7%	43	97.7%
Traffic Signal - Flashing - STS	43	0	0	N/A	4	1.3	43	100.0%	43	100.0%	43	100.0%
24 Hour Parking/Parking Violations - DPD	41	1	1	100.0%	10	5.7	40	97.6%	37	92.5%	38	92.7%
Tree down/low limbs - Emergency-STS	39	0	0	N/A	5	0.0	39	100.0%	39	100.0%	39	100.0%
Water Conservation Violation - CCS	35	4	0	0.0%	7	6.5	31	88.6%	19	61.3%	19	54.3%
Sanitation Property Damage - SAN	34	5	5	100.0%	28	2.4	29	85.3%	29	100.0%	34	100.0%

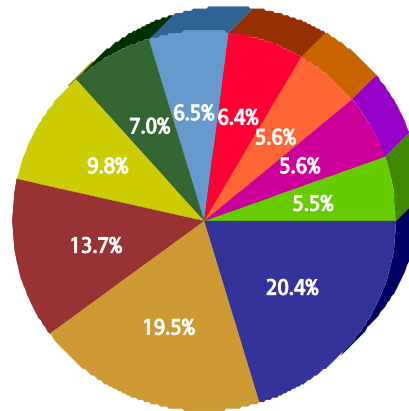


Northeast (2)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	428
Obstruction Alley/Sidewalk/Street - CCS	410
Garbage Roll Cart - SAN	288
Dead Animal Pick Up - SAN	205
Recycling ROLL CART NEW - SAN	146
Animal - Confined - CCS	136
Garbage - Missed - SAN	135
Brush/Bulk Items - Missed - SAN	118
Mosquitoes - CCS	118
Bulky Trash Violations - CCS	116



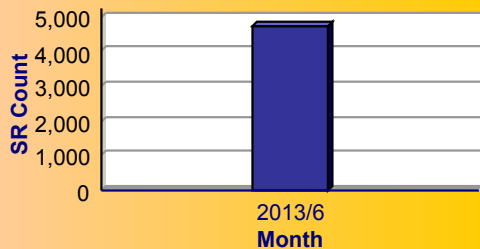
Service

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

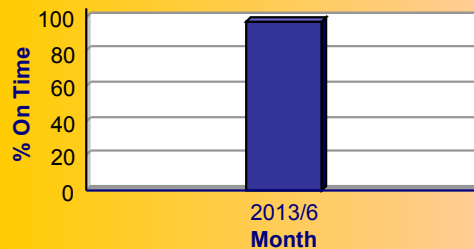
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,751	3,738	3,678	98.4%	1,013	954	94.2%	97.5%

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)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	428	207	207	100.0%	38	10.4	221	51.6%	221	100.0%	428	100.0%
Obstruction Alley/Sidewalk/Street - CCS	410	309	309	100.0%	60	13.2	101	24.6%	101	100.0%	410	100.0%
Garbage Roll Cart - SAN	288	0	0	N/A	10	3.1	288	100.0%	288	100.0%	288	100.0%
Dead Animal Pick Up - SAN	205	0	0	N/A	1	0.4	205	100.0%	203	99.0%	203	99.0%
Recycling ROLL CART NEW - SAN	146	0	0	N/A	10	2.7	146	100.0%	145	99.3%	145	99.3%
Animal - Confined - CCS	136	0	0	N/A	3	0.4	136	100.0%	136	100.0%	136	100.0%
Garbage - Missed - SAN	135	0	0	N/A	3	1.3	135	100.0%	129	95.6%	129	95.6%
Brush/Bulk Items - Missed - SAN	118	0	0	N/A	10	1.7	118	100.0%	118	100.0%	118	100.0%
Mosquitoes - CCS	118	16	16	100.0%	45	4.0	102	86.4%	102	100.0%	118	100.0%
Bulky Trash Violations - CCS	116	16	13	81.2%	14	4.7	100	86.2%	98	98.0%	111	95.7%
Animal - Loose - CCS	114	0	0	N/A	40	1.0	114	100.0%	114	100.0%	114	100.0%
Substandard Structure Apts - CCS	104	53	53	100.0%	365	7.9	51	49.0%	51	100.0%	104	100.0%
Litter - CCS	100	60	60	100.0%	38	12.4	40	40.0%	40	100.0%	100	100.0%
Tree down/low limbs - Emergency-STS	87	0	0	N/A	5	0.1	87	100.0%	87	100.0%	87	100.0%
24 Hour Parking/Parking Violations - DPD	77	2	2	100.0%	10	3.9	75	97.4%	75	100.0%	77	100.0%
Animal - Loose Aggressive - CCS	76	0	0	N/A	3	0.4	76	100.0%	74	97.4%	74	97.4%
Animal - Sick/Injured - CCS	74	0	0	N/A	3	0.1	74	100.0%	74	100.0%	74	100.0%
A/C Inoperable Apts - CCS	72	3	0	0.0%	7	2.9	69	95.8%	67	97.1%	67	93.1%
Recycling - Roll Cart - SAN	72	0	0	N/A	10	2.9	72	100.0%	72	100.0%	72	100.0%
Complaint/Compliment - CTY	70	12	0	0.0%	10	3.9	58	82.9%	53	91.4%	53	75.7%

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

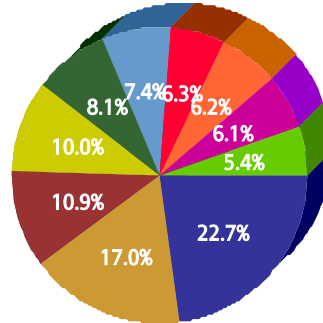


Northwest (5)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	321
Obstruction Alley/Sidewalk/Street - CCS	241
Garbage Roll Cart - SAN	154
Garbage - Missed - SAN	141
Dead Animal Pick Up - SAN	115
Graffiti Private Property - Residential/Commercial - CCS	105
Signs - Public Right of Way - CCS	89
Recycling ROLL CART NEW - SAN	88
Litter - CCS	86
Animal - Confined - CCS	76



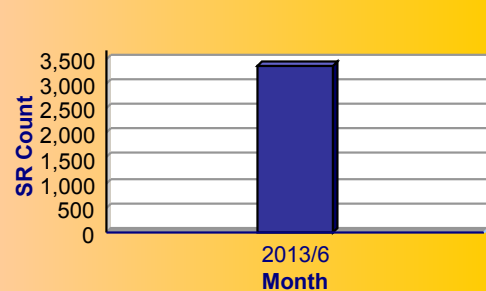
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART NEW - SAN
- Litter - CCS
- Animal - Confined - CCS

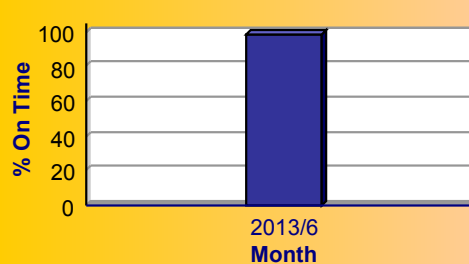
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,360	2,737	2,680	97.9%	623	610	97.9%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Northwest (5)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	321	137	137	100.0%	38	11.3	184	57.3%	184	100.0%	321	100.0%
Obstruction Alley/Sidewalk/Street - CCS	241	159	159	100.0%	60	14.5	82	34.0%	82	100.0%	241	100.0%
Garbage Roll Cart - SAN	154	0	0	N/A	10	3.0	154	100.0%	154	100.0%	154	100.0%
Garbage - Missed - SAN	141	0	0	N/A	3	1.0	141	100.0%	139	98.6%	139	98.6%
Dead Animal Pick Up - SAN	115	0	0	N/A	1	0.4	115	100.0%	114	99.1%	114	99.1%
Graffiti Private Property - Residential/Commercial - CCS	105	19	19	100.0%	90	0.2	86	81.9%	86	100.0%	105	100.0%
Signs - Public Right of Way - CCS	89	0	0	N/A	7	0.8	89	100.0%	86	96.6%	86	96.6%
Recycling ROLL CART NEW - SAN	88	0	0	N/A	10	2.6	88	100.0%	88	100.0%	88	100.0%
Litter - CCS	86	40	40	100.0%	38	11.4	46	53.5%	46	100.0%	86	100.0%
Animal - Confined - CCS	76	0	0	N/A	3	0.4	76	100.0%	76	100.0%	76	100.0%
Mosquitoes - CCS	72	2	2	100.0%	45	3.3	70	97.2%	70	100.0%	72	100.0%
Animal - Loose - CCS	71	0	0	N/A	40	0.9	71	100.0%	71	100.0%	71	100.0%
Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.2	63	100.0%	63	100.0%	63	100.0%
Street Repair - Routine-STS	62	27	27	100.0%	90	8.9	35	56.5%	35	100.0%	62	100.0%
24 Hour Parking/Parking Violations - DPD	57	5	5	100.0%	10	5.1	52	91.2%	52	100.0%	57	100.0%
Substandard Structure - CCS	47	35	35	100.0%	365	10.9	12	25.5%	12	100.0%	47	100.0%
Animal - Sick/Injured - CCS	47	0	0	N/A	3	0.0	47	100.0%	47	100.0%	47	100.0%
Complaint/Compliment - CTY	46	3	0	0.0%	10	4.5	43	93.5%	38	88.4%	38	82.6%
Fire Inspection - DFD	46	24	24	100.0%	60	8.7	22	47.8%	22	100.0%	46	100.0%
Traffic Signal - Flashing - STS	43	0	0	N/A	4	1.1	43	100.0%	43	100.0%	43	100.0%

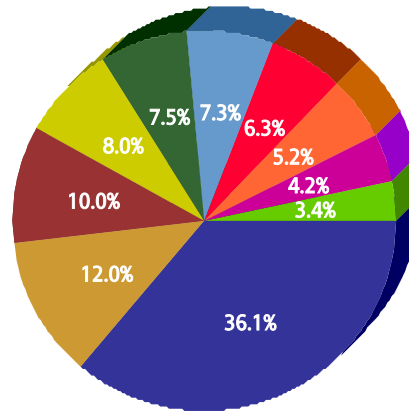


South Central (7)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,293
Litter - CCS	428
Dead Animal Pick Up - SAN	359
Garbage Roll Cart - SAN	287
Animal - Loose Aggressive - CCS	270
Garbage - Missed - SAN	260
Animal - Loose - CCS	225
Obstruction Alley/Sidewalk/Street - CCS	186
Animal - Confined - CCS	149
Animal - Sick/Injured - CCS	122



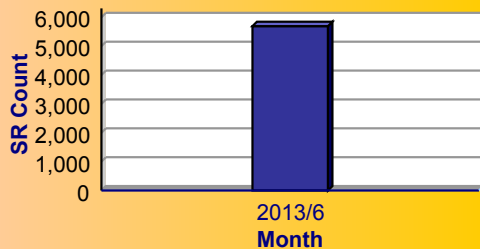
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Garbage - Missed - SAN
- Animal - Loose - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Animal - Sick/Injured - CCS

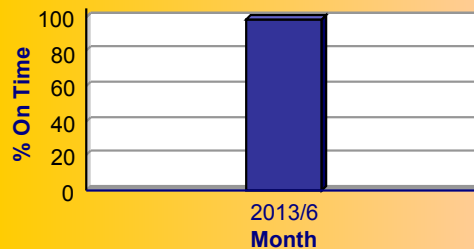
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,667	4,163	4,089	98.2%	1,504	1,464	97.3%	98.0%

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)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,293	667	667	100.0%	38	8.4	626	48.4%	626	100.0%	1,293	100.0%
Litter - CCS	428	207	207	100.0%	38	8.0	221	51.6%	221	100.0%	428	100.0%
Dead Animal Pick Up - SAN	359	0	0	N/A	1	0.4	359	100.0%	355	98.9%	355	98.9%
Garbage Roll Cart - SAN	287	0	0	N/A	10	3.3	287	100.0%	287	100.0%	287	100.0%
Animal - Loose Aggressive - CCS	270	0	0	N/A	3	0.3	270	100.0%	270	100.0%	270	100.0%
Garbage - Missed - SAN	260	0	0	N/A	3	1.4	260	100.0%	252	96.9%	252	96.9%
Animal - Loose - CCS	225	0	0	N/A	40	0.8	225	100.0%	225	100.0%	225	100.0%
Obstruction Alley/Sidewalk/Street - CCS	186	144	144	100.0%	60	14.9	42	22.6%	42	100.0%	186	100.0%
Animal - Confined - CCS	149	0	0	N/A	3	0.5	149	100.0%	149	100.0%	149	100.0%
Animal - Sick/Injured - CCS	122	0	0	N/A	3	0.1	122	100.0%	122	100.0%	122	100.0%
Illegal Dumping - CCS	111	62	62	100.0%	38	7.6	49	44.1%	49	100.0%	111	100.0%
Recycling ROLL CART NEW - SAN	106	0	0	N/A	10	2.6	106	100.0%	106	100.0%	106	100.0%
Substandard Structure - CCS	103	79	79	100.0%	365	10.4	24	23.3%	24	100.0%	103	100.0%
Bulky Trash Violations - CCS	85	24	16	66.7%	14	10.0	61	71.8%	49	80.3%	65	76.5%
Open and Vacant Structure - CCS	71	30	26	86.7%	30	10.6	41	57.7%	41	100.0%	67	94.4%
Junk Motor Vehicle - CCS	64	47	47	100.0%	126	14.1	17	26.6%	17	100.0%	64	100.0%
Animal - Cruelty - CCS	63	0	0	N/A	30	0.4	63	100.0%	63	100.0%	63	100.0%
Brush/Bulk Items - Missed - SAN	62	0	0	N/A	10	1.8	62	100.0%	62	100.0%	62	100.0%
Complaint/Compliment - CTY	60	9	0	0.0%	10	4.7	51	85.0%	41	80.4%	41	68.3%
Mosquitoes - CCS	59	16	16	100.0%	45	11.8	43	72.9%	43	100.0%	59	100.0%

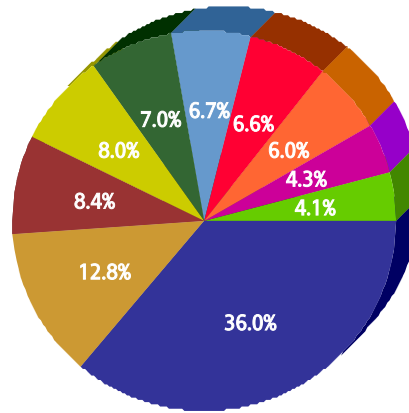


Southeast (3)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,684
Litter - CCS	600
Smoke Detector Request - DFD	393
Dead Animal Pick Up - SAN	375
Animal - Loose Aggressive - CCS	328
Substandard Structure - CCS	312
Garbage Roll Cart - SAN	308
Animal - Loose - CCS	281
Animal - Confined - CCS	200
Obstruction Alley/Sidewalk/Street - CCS	191



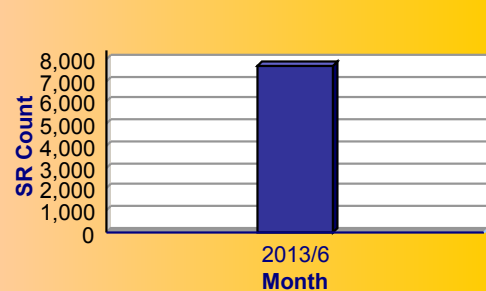
Service

- High Weeds - CCS
- Litter - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS

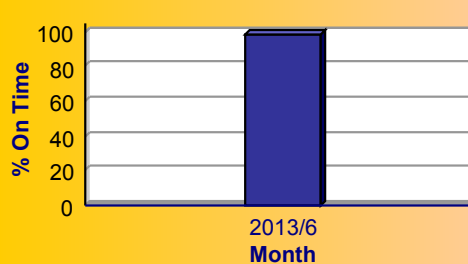
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,663	6,081	5,998	98.6%	1,582	1,497	94.6%	97.8%

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)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,684	618	618	100.0%	38	6.4	1,066	63.3%	1,066	100.0%	1,684	100.0%
Litter - CCS	600	212	212	100.0%	38	6.0	388	64.7%	388	100.0%	600	100.0%
Smoke Detector Request - DFD	393	8	8	100.0%	30	2.1	385	98.0%	385	100.0%	393	100.0%
Dead Animal Pick Up - SAN	375	0	0	N/A	1	0.3	375	100.0%	372	99.2%	372	99.2%
Animal - Loose Aggressive - CCS	328	1	0	0.0%	3	0.3	327	99.7%	326	99.7%	326	99.4%
Substandard Structure - CCS	312	158	158	100.0%	365	10.5	154	49.4%	154	100.0%	312	100.0%
Garbage Roll Cart - SAN	308	0	0	N/A	10	3.3	308	100.0%	308	100.0%	308	100.0%
Animal - Loose - CCS	281	0	0	N/A	40	1.1	281	100.0%	281	100.0%	281	100.0%
Animal - Confined - CCS	200	0	0	N/A	3	0.5	200	100.0%	200	100.0%	200	100.0%
Obstruction Alley/Sidewalk/Street - CCS	191	138	138	100.0%	60	13.4	53	27.7%	53	100.0%	191	100.0%
Garbage - Missed - SAN	178	0	0	N/A	3	1.0	178	100.0%	178	100.0%	178	100.0%
Recycling ROLL CART NEW - SAN	141	0	0	N/A	10	2.9	141	100.0%	141	100.0%	141	100.0%
<b>Bulky Trash Violations - CCS</b>	<b>138</b>	<b>9</b>	<b>6</b>	<b>66.7%</b>	<b>14</b>	<b>5.8</b>	<b>129</b>	<b>93.5%</b>	<b>118</b>	<b>91.5%</b>	<b>124</b>	<b>89.9%</b>
Brush/Bulk Items - Missed - SAN	121	0	0	N/A	10	1.1	121	100.0%	121	100.0%	121	100.0%
Mosquitoes - CCS	116	25	25	100.0%	45	7.0	91	78.4%	91	100.0%	116	100.0%
Animal - Sick/Injured - CCS	107	0	0	N/A	3	0.2	107	100.0%	107	100.0%	107	100.0%
Signs - Public Right of Way - CCS	93	0	0	N/A	7	1.4	93	100.0%	89	95.7%	89	95.7%
Animal - Cruelty - CCS	82	0	0	N/A	30	0.8	82	100.0%	82	100.0%	82	100.0%
<b>Complaint/Compliment - CTY</b>	<b>79</b>	<b>15</b>	<b>1</b>	<b>6.7%</b>	<b>10</b>	<b>3.4</b>	<b>64</b>	<b>81.0%</b>	<b>61</b>	<b>95.3%</b>	<b>62</b>	<b>78.5%</b>
<b>Parking - Unapproved Surface - CCS</b>	<b>77</b>	<b>4</b>	<b>0</b>	<b>0.0%</b>	<b>10</b>	<b>3.6</b>	<b>73</b>	<b>94.8%</b>	<b>65</b>	<b>89.0%</b>	<b>65</b>	<b>84.4%</b>
Illegal Dumping - CCS	77	28	28	100.0%	38	6.9	49	63.6%	49	100.0%	77	100.0%

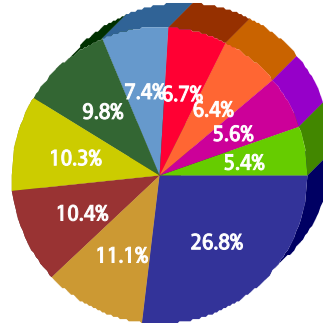


Southwest (4)

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	864
Garbage Roll Cart - SAN	357
Signs - Public Right of Way - CCS	335
Litter - CCS	333
Dead Animal Pick Up - SAN	316
Obstruction Alley/Sidewalk/Street - CCS	238
Animal - Loose Aggressive - CCS	215
Animal - Loose - CCS	206
Graffiti Private Property - Residential/Commercial - CCS	181
Recycling ROLL CART NEW - SAN	174



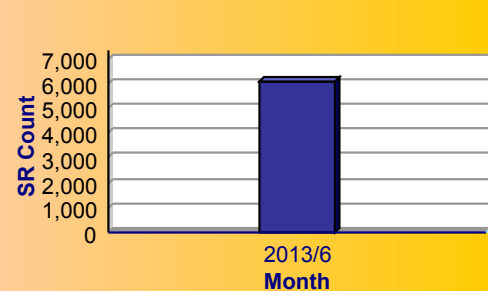
Service

- High Weeds - CCS
- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose Aggressive - CCS
- Animal - Loose - CCS
- Graffiti Private Property - Residential/Commercial - CCS
- Recycling ROLL CART NEW - SAN

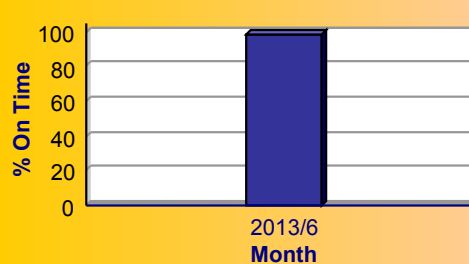
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,118	5,155	5,125	99.4%	963	925	96.1%	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)

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	864	295	295	100.0%	38	8.3	569	65.9%	569	100.0%	864	100.0%
Garbage Roll Cart - SAN	357	0	0	N/A	10	3.0	357	100.0%	356	99.7%	356	99.7%
Signs - Public Right of Way - CCS	335	0	0	N/A	7	0.3	335	100.0%	334	99.7%	334	99.7%
Litter - CCS	333	131	131	100.0%	38	8.9	202	60.7%	202	100.0%	333	100.0%
Dead Animal Pick Up - SAN	316	0	0	N/A	1	0.4	316	100.0%	312	98.7%	312	98.7%
Obstruction Alley/Sidewalk/Street - CCS	238	123	123	100.0%	60	14.2	115	48.3%	115	100.0%	238	100.0%
Animal - Loose Aggressive - CCS	215	0	0	N/A	3	0.4	215	100.0%	212	98.6%	212	98.6%
Animal - Loose - CCS	206	0	0	N/A	40	1.0	206	100.0%	206	100.0%	206	100.0%
Graffiti Private Property - Residential/Commercial - CCS	181	8	8	100.0%	90	0.9	173	95.6%	173	100.0%	181	100.0%
Recycling ROLL CART NEW - SAN	174	0	0	N/A	10	2.4	174	100.0%	174	100.0%	174	100.0%
Animal - Confined - CCS	124	0	0	N/A	3	0.6	124	100.0%	124	100.0%	124	100.0%
Illegal Dumping - CCS	112	8	8	100.0%	38	2.1	104	92.9%	104	100.0%	112	100.0%
24 Hour Parking/Parking Violations - DPD	109	8	7	87.5%	10	4.3	101	92.7%	101	100.0%	108	99.1%
Garage Sale - CCS	108	1	0	0.0%	7	1.1	107	99.1%	106	99.1%	106	98.1%
Animal - Sick/Injured - CCS	89	0	0	N/A	3	0.1	89	100.0%	89	100.0%	89	100.0%
Garbage - Missed - SAN	83	0	0	N/A	3	0.8	83	100.0%	79	95.2%	79	95.2%
Mosquitoes - CCS	80	1	1	100.0%	45	3.9	79	98.8%	79	100.0%	80	100.0%
Illegal Outside Storage - CCS	79	36	36	100.0%	38	11.5	43	54.4%	43	100.0%	79	100.0%
Animal - Cruelty - CCS	79	0	0	N/A	30	0.5	79	100.0%	79	100.0%	79	100.0%
Code General - CCS	76	15	15	100.0%	38	1.8	61	80.3%	61	100.0%	76	100.0%
Smoke Detector Request - DFD	76	2	2	100.0%	30	8.9	74	97.4%	74	100.0%	76	100.0%

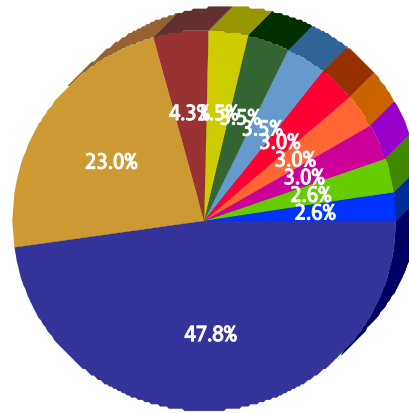


Unknown

June 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	110
Litter - CCS	53
Obstruction Alley/Sidewalk/Street - CCS	10
Animal - Loose - CCS	8
Recycling ROLL CART NEW - SAN	8
Signs - Public Right of Way - CCS	8
Garbage - Missed - SAN	7
Garbage Roll Cart - SAN	7
Restaurant/Food Complaint - CCS	7
Brush/Bulk Items - Missed - SAN	6
Mosquitoes - CCS	6



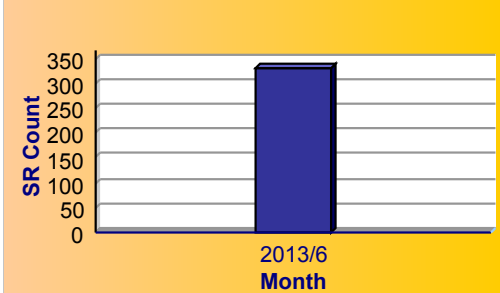
Service

- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose - CCS
- Recycling ROLL CART NEW - SAN
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Garbage Roll Cart - SAN
- Restaurant/Food Complaint - CCS
- Brush/Bulk Items - Missed - SAN
- Mosquitoes - CCS

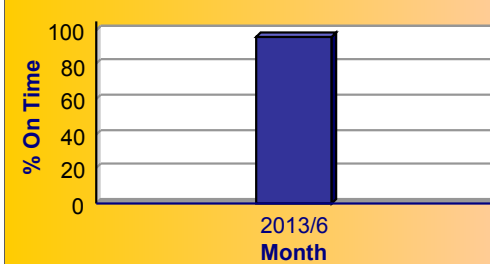
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
332	212	205	96.7%	120	114	95.0%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

June 2013

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

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	110	56	56	100.0%	38	17.2	54	49.1%	54	100.0%	110	100.0%
Litter - CCS	53	21	21	100.0%	38	23.7	32	60.4%	32	100.0%	53	100.0%
Obstruction Alley/Sidewalk/Street - CCS	10	5	5	100.0%	60	11.2	5	50.0%	5	100.0%	10	100.0%
Signs - Public Right of Way - CCS	8	2	0	0.0%	7	1.5	6	75.0%	5	83.3%	5	62.5%
Animal - Loose - CCS	8	1	1	100.0%	40	1.3	7	87.5%	7	100.0%	8	100.0%
Recycling ROLL CART NEW - SAN	8	0	0	N/A	10	2.5	8	100.0%	7	87.5%	7	87.5%
Restaurant/Food Complaint - CCS	7	1	1	100.0%	45	4.8	6	85.7%	6	100.0%	7	100.0%
Garbage - Missed - SAN	7	0	0	N/A	3	2.0	7	100.0%	6	85.7%	6	85.7%
Garbage Roll Cart - SAN	7	0	0	N/A	10	2.0	7	100.0%	7	100.0%	7	100.0%
Brush/Bulk Items - Missed - SAN	6	0	0	N/A	10	7.5	6	100.0%	4	66.7%	4	66.7%
Mosquitoes - CCS	6	3	3	100.0%	45	1.0	3	50.0%	3	100.0%	6	100.0%
Bulky Trash Violations - CCS	5	2	0	0.0%	14	13.3	3	60.0%	2	66.7%	2	40.0%
Miscellaneous Service Request - SCS	4	0	0	N/A	10	2.2	4	100.0%	4	100.0%	4	100.0%
Parking - Unapproved Surface - CCS	4	1	0	0.0%	10	0.3	3	75.0%	3	100.0%	3	75.0%
Substandard Structure - CCS	4	4	4	100.0%	365		0	0.0%	0	N/A	4	100.0%
Substandard Structure Apts - CCS	4	1	1	100.0%	365	10.7	3	75.0%	3	100.0%	4	100.0%
Dead Animal Pick Up - SAN	4	0	0	N/A	1	0.0	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%
Creek/Culvert Maintenance -TWM	4	4	4	100.0%	90		0	0.0%	0	N/A	4	100.0%
Street Repair - Routine-STS	4	3	3	100.0%	90	2.0	1	25.0%	1	100.0%	4	100.0%