

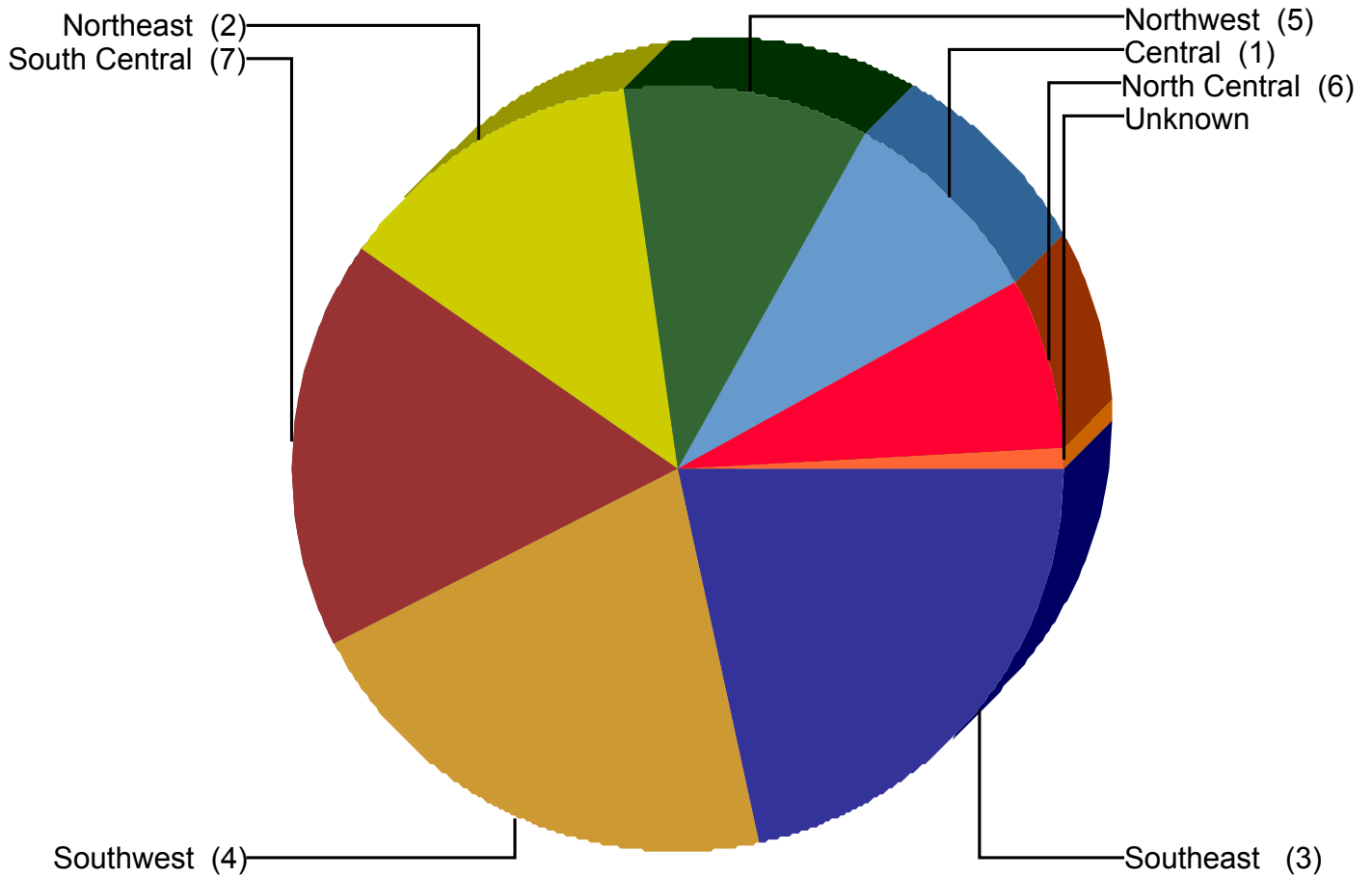


FY 2012 – 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

March 2013

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,302	8.6%	95.5%
North Central (6)	1,944	7.3%	95.8%
Northeast (2)	3,494	13.1%	93.8%
Northwest (5)	2,739	10.3%	93.9%
South Central (7)	4,641	17.4%	91.2%
Southeast (3)	5,746	21.6%	92.6%
Southwest (4)	5,553	20.8%	95.4%
Unknown	238	0.9%	75.2%
Total	26,657	100.0%	93.6%

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

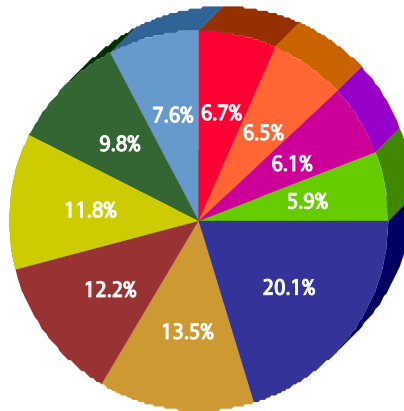


Citywide

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	2,362
High Weeds - CCS	1,581
Garbage Roll Cart - SAN	1,426
Dead Animal Pick Up - SAN	1,382
Animal - Loose - CCS	1,145
Substandard Structure - CCS	887
Animal - Loose Aggressive - CCS	783
Bulky Trash Violations - CCS	757
Recycling ROLL CART NEW - SAN	713
Animal - Confined - CCS	691



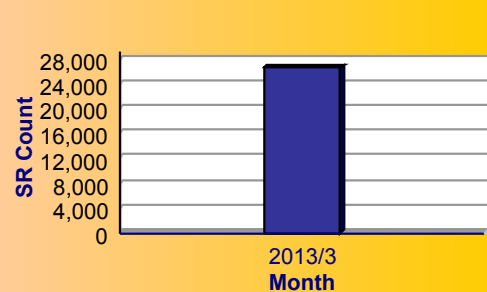
Service

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

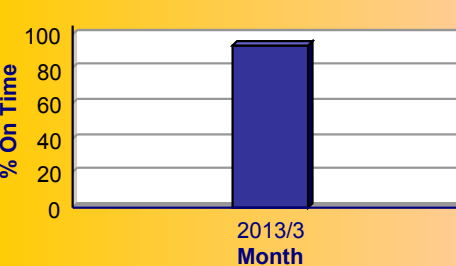
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,657	25,046	23,778	94.9%	1,611	1,168	72.5%	93.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by City Service Area

Citywide

March 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	2,362	115	1	0.9%	38	19.4	2,247	95.1%	1,979	88.1%	1,980	83.8%
High Weeds - CCS	1,581	93	2	2.2%	38	18.6	1,488	94.1%	1,348	90.6%	1,350	85.4%
Garbage Roll Cart - SAN	1,426	0	0	N/A	10	3.5	1,426	100.0%	1,399	98.1%	1,399	98.1%
Dead Animal Pick Up - SAN	1,382	0	0	N/A	1	1.0	1,382	100.0%	1,358	98.3%	1,358	98.3%
Animal - Loose - CCS	1,145	5	2	40.0%	40	23.0	1,140	99.6%	1,129	99.0%	1,131	98.8%
Substandard Structure - CCS	887	453	453	100.0%	365	20.9	434	48.9%	434	100.0%	887	100.0%
Animal - Loose Aggressive - CCS	783	0	0	N/A	3	1.2	783	100.0%	763	97.4%	763	97.4%
Bulky Trash Violations - CCS	757	5	0	0.0%	14	9.3	752	99.3%	621	82.6%	621	82.0%
Recycling ROLL CART NEW - SAN	713	0	0	N/A	10	2.8	713	100.0%	699	98.0%	699	98.0%
Animal - Confined - CCS	691	0	0	N/A	3	1.6	691	100.0%	674	97.5%	674	97.5%
Signs - Public Right of Way - CCS	625	10	0	0.0%	7	1.5	615	98.4%	580	94.3%	580	92.8%
Junk Motor Vehicle - CCS	582	235	235	100.0%	126	23.4	347	59.6%	347	100.0%	582	100.0%
Illegal Dumping - CCS	521	10	0	0.0%	38	10.4	511	98.1%	481	94.1%	481	92.3%
Illegal Outside Storage - CCS	520	24	0	0.0%	38	21.4	496	95.4%	440	88.7%	440	84.6%
Obstruction Alley/Sidewalk/Street - CCS	506	98	94	95.9%	60	22.9	408	80.6%	405	99.3%	499	98.6%
Graffiti Private Property - Residential/Commercial - CCS	458	24	24	100.0%	90	5.8	434	94.8%	434	100.0%	458	100.0%
Animal - Sick/Injured - CCS	426	0	0	N/A	3	0.9	426	100.0%	420	98.6%	420	98.6%
Garbage - Missed - SAN	425	0	0	N/A	3	1.5	425	100.0%	420	98.8%	420	98.8%
24 Hour Parking/Parking Violations - DPD	363	0	0	N/A	10	5.3	363	100.0%	357	98.3%	357	98.3%
Smoke Detector Request - DFD	360	0	0	N/A	30	8.3	360	100.0%	328	91.1%	328	91.1%

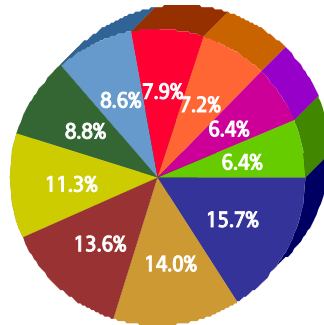


Central (1)

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	128
Garbage Roll Cart - SAN	114
High Weeds - CCS	111
Dead Animal Pick Up - SAN	92
Animal - Loose - CCS	72
Graffiti Private Property - Residential/Commercial - CCS	70
Traffic Signal - Flashing - STS	64
Traffic Signal - Timing - STS	59
Fire Inspection - DFD	52
Recycling ROLL CART NEW - SAN	52



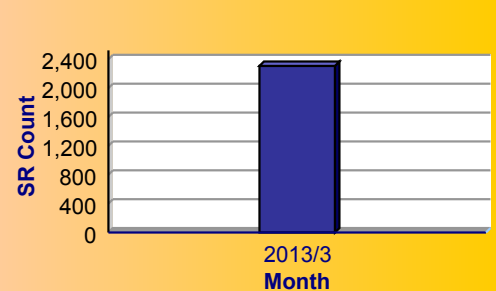
Service

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

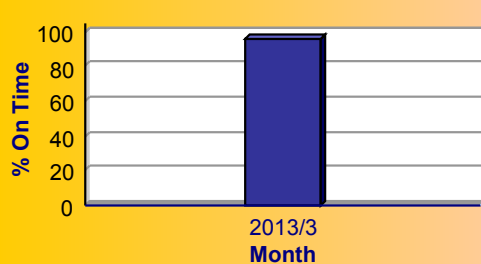
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,302	2,245	2,160	96.2%	57	38	66.7%	95.5%

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)

March 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	128	2	0	0.0%	38	18.7	126	98.4%	113	89.7%	113	88.3%
Garbage Roll Cart - SAN	114	0	0	N/A	10	4.9	114	100.0%	109	95.6%	109	95.6%
High Weeds - CCS	111	4	0	0.0%	38	18.0	107	96.4%	97	90.7%	97	87.4%
Dead Animal Pick Up - SAN	92	0	0	N/A	1	0.4	92	100.0%	92	100.0%	92	100.0%
Animal - Loose - CCS	72	0	0	N/A	40	22.9	72	100.0%	72	100.0%	72	100.0%
Graffiti Private Property - Residential/Commercial - CCS	70	1	1	100.0%	90	3.8	69	98.6%	69	100.0%	70	100.0%
Traffic Signal - Flashing - STS	64	0	0	N/A	4	1.3	64	100.0%	64	100.0%	64	100.0%
Traffic Signal - Timing - STS	59	0	0	N/A	4	1.5	59	100.0%	59	100.0%	59	100.0%
Fire Inspection - DFD	52	4	4	100.0%	60	18.1	48	92.3%	48	100.0%	52	100.0%
Recycling ROLL CART NEW - SAN	52	0	0	N/A	10	3.9	52	100.0%	50	96.2%	50	96.2%
Animal - Confined - CCS	51	0	0	N/A	3	0.3	51	100.0%	51	100.0%	51	100.0%
Illegal Dumping - CCS	44	0	0	N/A	38	6.0	44	100.0%	42	95.5%	42	95.5%
Animal - Sick/Injured - CCS	41	0	0	N/A	3	1.7	41	100.0%	40	97.6%	40	97.6%
Pot hole - Hazardous - STS	41	0	0	N/A	1	1.1	41	100.0%	40	97.6%	40	97.6%
Traffic Sign - Maintenance (Other) - STS	41	0	0	N/A	40	7.2	41	100.0%	41	100.0%	41	100.0%
Complaint/Compliment - CTY	40	3	0	0.0%	10	4.9	37	92.5%	31	83.8%	31	77.5%
Obstruction Alley/Sidewalk/Street - CCS	39	7	7	100.0%	60	18.9	32	82.1%	32	100.0%	39	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	39	0	0	N/A	10	1.7	39	100.0%	39	100.0%	39	100.0%
Bulky Trash Violations - CCS	37	0	0	N/A	14	9.8	37	100.0%	31	83.8%	31	83.8%
Street Repair - Routine - STS	37	5	5	100.0%	90	17.0	32	86.5%	32	100.0%	37	100.0%

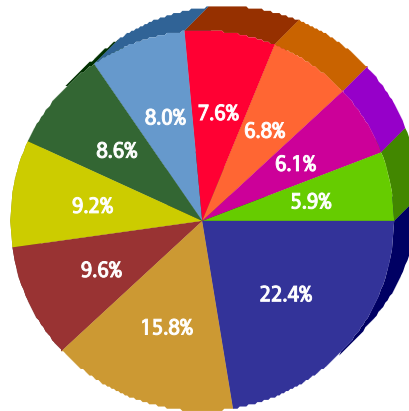


North Central (6)

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	170
Dead Animal Pick Up - SAN	120
Animal - Confined - CCS	73
Obstruction Alley/Sidewalk/Street - CCS	70
Recycling ROLL CART NEW - SAN	65
Fire Inspection - DFD	61
Recycling - Roll Cart - SAN	58
Garbage - Missed - SAN	52
Bulky Trash Violations - CCS	46
Litter - CCS	45



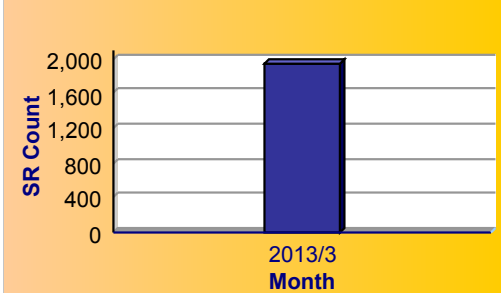
Service

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

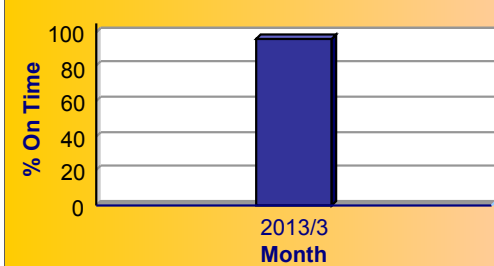
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,944	1,822	1,760	96.6%	122	102	83.6%	95.8%

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)

March 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	170	0	0	N/A	10	2.4	170	100.0%	170	100.0%	170	100.0%
Dead Animal Pick Up - SAN	120	0	0	N/A	1	0.7	120	100.0%	118	98.3%	118	98.3%
Animal - Confined - CCS	73	0	0	N/A	3	1.1	73	100.0%	72	98.6%	72	98.6%
Obstruction Alley/Sidewalk/Street - CCS	70	24	23	95.8%	60	18.8	46	65.7%	46	100.0%	69	98.6%
Recycling ROLL CART NEW - SAN	65	0	0	N/A	10	1.8	65	100.0%	65	100.0%	65	100.0%
Fire Inspection - DFD	61	4	4	100.0%	60	17.7	57	93.4%	57	100.0%	61	100.0%
Recycling - Roll Cart - SAN	58	0	0	N/A	10	2.6	58	100.0%	58	100.0%	58	100.0%
Garbage - Missed - SAN	52	0	0	N/A	3	0.6	52	100.0%	52	100.0%	52	100.0%
Bulky Trash Violations - CCS	46	0	0	N/A	14	9.7	46	100.0%	36	78.3%	36	78.3%
Litter - CCS	45	1	0	0.0%	38	20.7	44	97.8%	41	93.2%	41	91.1%
Alley Repair - Routine-STS	43	16	16	100.0%	90	12.4	27	62.8%	27	100.0%	43	100.0%
Traffic Signal - Timing - STS	39	0	0	N/A	4	1.5	39	100.0%	39	100.0%	39	100.0%
Signs - Public Right of Way - CCS	37	0	0	N/A	7	6.2	37	100.0%	25	67.6%	25	67.6%
Substandard Structure - CCS	37	25	25	100.0%	365	19.3	12	32.4%	12	100.0%	37	100.0%
Animal - Loose - CCS	36	0	0	N/A	40	25.1	36	100.0%	36	100.0%	36	100.0%
Recyclable Collection Missed (Residential) - SAN	32	0	0	N/A	3	0.6	32	100.0%	32	100.0%	32	100.0%
Pot hole - Hazardous-STS	31	0	0	N/A	1	0.1	31	100.0%	31	100.0%	31	100.0%
Street Repair - Routine-STS	31	8	8	100.0%	90	11.3	23	74.2%	23	100.0%	31	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	30	0	0	N/A	1	0.1	30	100.0%	30	100.0%	30	100.0%
24 Hour Parking/Parking Violations - DPD	28	0	0	N/A	10	6.1	28	100.0%	27	96.4%	27	96.4%

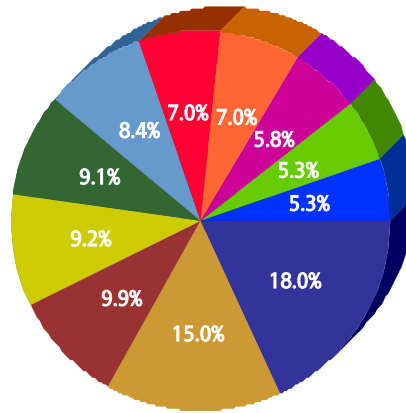


Northeast (2)

March 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	252
Dead Animal Pick Up - SAN	210
Recycling ROLL CART NEW - SAN	138
Animal - Loose - CCS	129
Animal - Confined - CCS	127
Animal - Sick/Injured - CCS	118
Bulky Trash Violations - CCS	98
Litter - CCS	98
Garbage - Missed - SAN	81
24 Hour Parking/Parking Violations - DPD	74
Substandard Structure - CCS	74



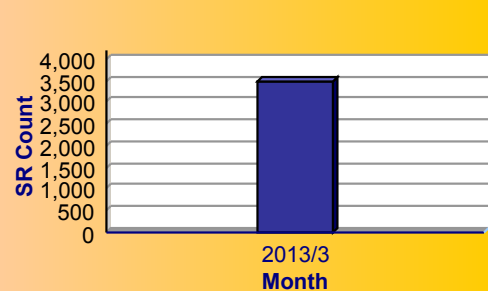
Service

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

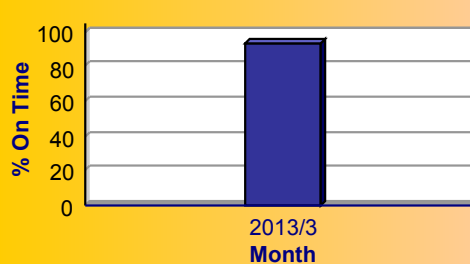
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,494	3,338	3,173	95.1%	156	105	67.3%	93.8%

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)

March 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	252	0	0	N/A	10	4.1	252	100.0%	244	96.8%	244	96.8%
Dead Animal Pick Up - SAN	210	0	0	N/A	1	1.3	210	100.0%	204	97.1%	204	97.1%
Recycling ROLL CART NEW - SAN	138	0	0	N/A	10	3.2	138	100.0%	134	97.1%	134	97.1%
Animal - Loose - CCS	129	0	0	N/A	40	27.8	129	100.0%	126	97.7%	126	97.7%
Animal - Confined - CCS	127	0	0	N/A	3	4.2	127	100.0%	117	92.1%	117	92.1%
Animal - Sick/Injured - CCS	118	0	0	N/A	3	1.0	118	100.0%	116	98.3%	116	98.3%
Bulky Trash Violations - CCS	98	2	0	0.0%	14	6.7	96	98.0%	92	95.8%	92	93.9%
Litter - CCS	98	11	0	0.0%	38	25.1	87	88.8%	63	72.4%	63	64.3%
Garbage - Missed - SAN	81	0	0	N/A	3	1.4	81	100.0%	80	98.8%	80	98.8%
Substandard Structure - CCS	74	46	46	100.0%	365	34.3	28	37.8%	28	100.0%	74	100.0%
24 Hour Parking/Parking Violations - DPD	74	0	0	N/A	10	5.7	74	100.0%	72	97.3%	72	97.3%
Graffiti Private Property - Residential/Commercial - CCS	73	1	1	100.0%	90	6.3	72	98.6%	72	100.0%	73	100.0%
Animal - Loose Aggressive - CCS	73	0	0	N/A	3	3.0	73	100.0%	67	91.8%	67	91.8%
Obstruction Alley/Sidewalk/Street - CCS	64	7	5	71.4%	60	19.3	57	89.1%	56	98.2%	61	95.3%
Recycling - Roll Cart - SAN	63	0	0	N/A	10	2.5	63	100.0%	63	100.0%	63	100.0%
Animal - Noisy - CCS	61	0	0	N/A	30	4.4	61	100.0%	58	95.1%	58	95.1%
Substandard Structure Apts - CCS	60	8	8	100.0%	365	22.4	52	86.7%	52	100.0%	60	100.0%
Complaint/Compliment - CTY	56	4	0	0.0%	10	3.3	52	92.9%	49	94.2%	49	87.5%
High Weeds - CCS	54	5	0	0.0%	38	21.0	49	90.7%	44	89.8%	44	81.5%
Animal - Cruelty - CCS	52	0	0	N/A	30	4.1	52	100.0%	48	92.3%	48	92.3%
Fire Inspection - DFD	52	7	7	100.0%	60	21.6	45	86.5%	43	95.6%	50	96.2%

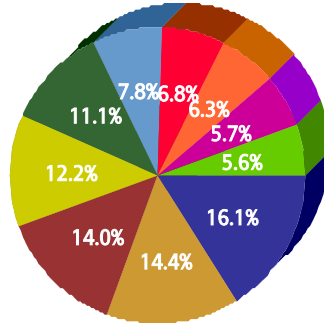


Northwest (5)

March 2013

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	169
Litter - CCS	151
High Weeds - CCS	147
Dead Animal Pick Up - SAN	128
Garbage Roll Cart - SAN	116
Animal - Loose - CCS	82
Graffiti Private Property - Residential/Commercial - CCS	71
Animal - Confined - CCS	66
Recycling ROLL CART NEW - SAN	60
Obstruction Alley/Sidewalk/Street - CCS	59



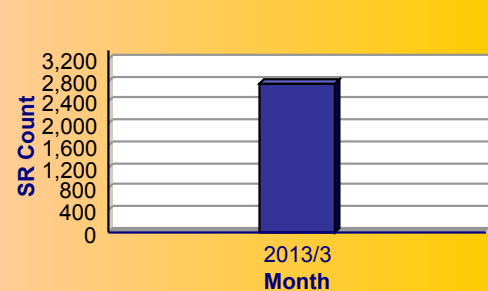
Service

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

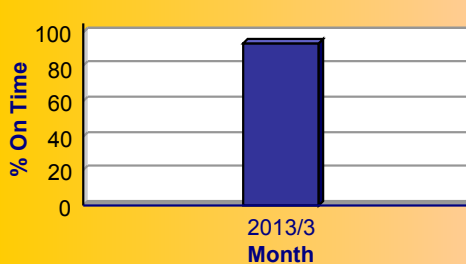
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,739	2,550	2,431	95.3%	189	141	74.6%	93.9%

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)

March 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	169	1	0	0.0%	7	1.6	168	99.4%	155	92.3%	155	91.7%
Litter - CCS	151	9	0	0.0%	38	20.1	142	94.0%	124	87.3%	124	82.1%
High Weeds - CCS	147	9	1	11.1%	38	19.4	138	93.9%	124	89.9%	125	85.0%
Dead Animal Pick Up - SAN	128	0	0	N/A	1	2.5	128	100.0%	122	95.3%	122	95.3%
Garbage Roll Cart - SAN	116	0	0	N/A	10	2.7	116	100.0%	116	100.0%	116	100.0%
Animal - Loose - CCS	82	0	0	N/A	40	16.3	82	100.0%	81	98.8%	81	98.8%
Graffiti Private Property - Residential/Commercial - CCS	71	3	3	100.0%	90	2.4	68	95.8%	68	100.0%	71	100.0%
Animal - Confined - CCS	66	0	0	N/A	3	1.0	66	100.0%	65	98.5%	65	98.5%
Recycling ROLL CART NEW - SAN	60	0	0	N/A	10	2.2	60	100.0%	59	98.3%	59	98.3%
Obstruction Alley/Sidewalk/Street - CCS	59	32	30	93.8%	60	18.2	27	45.8%	26	96.3%	56	94.9%
24 Hour Parking/Parking Violations - DPD	54	0	0	N/A	10	5.9	54	100.0%	53	98.1%	53	98.1%
Animal - Loose Aggressive - CCS	52	0	0	N/A	3	2.1	52	100.0%	50	96.2%	50	96.2%
Street Repair - Routine-STS	51	12	12	100.0%	90	11.4	39	76.5%	39	100.0%	51	100.0%
Bulky Trash Violations - CCS	50	0	0	N/A	14	4.5	50	100.0%	47	94.0%	47	94.0%
Substandard Structure - CCS	49	32	32	100.0%	365	20.5	17	34.7%	17	100.0%	49	100.0%
Garbage - Missed - SAN	49	0	0	N/A	3	0.8	49	100.0%	49	100.0%	49	100.0%
Fire Inspection - DFD	47	4	4	100.0%	60	15.8	43	91.5%	43	100.0%	47	100.0%
Traffic Signal - Flashing - STS	47	0	0	N/A	4	2.3	47	100.0%	46	97.9%	46	97.9%
Illegal Land Use (Residential/Business) - CCS	44	15	9	60.0%	60	18.3	29	65.9%	28	96.6%	37	84.1%
No Building Permit - CCS	39	11	10	90.9%	60	11.7	28	71.8%	26	92.9%	36	92.3%

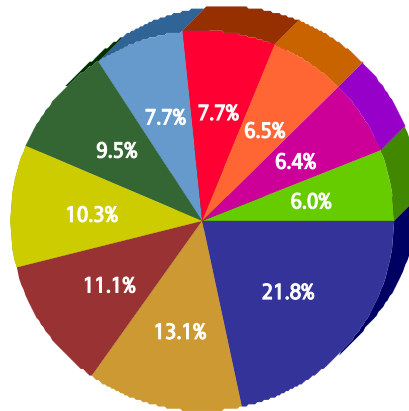


South Central (7)

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	564
High Weeds - CCS	338
Animal - Loose - CCS	288
Dead Animal Pick Up - SAN	266
Junk Motor Vehicle - CCS	247
Animal - Loose Aggressive - CCS	198
Garbage Roll Cart - SAN	198
Illegal Dumping - CCS	169
Bulky Trash Violations - CCS	165
Obstruction Alley/Sidewalk/Street - CCS	155



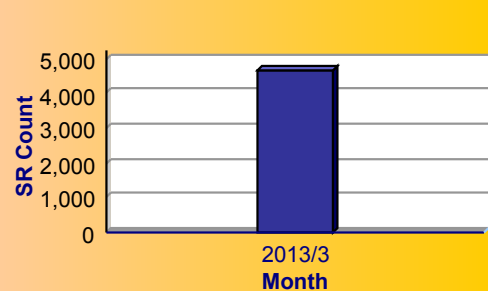
Service

- Litter - CCS
- High Weeds - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - CCS
- Animal - Loose Aggressive - CCS
- Garbage Roll Cart - SAN
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewalk/Street - CCS

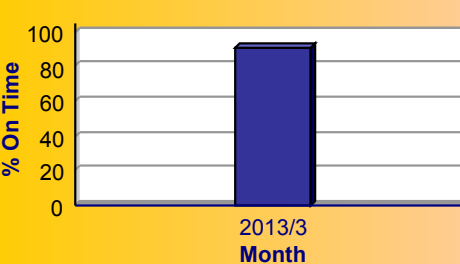
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,641	4,281	3,958	92.5%	360	274	76.1%	91.2%

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)

March 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	564	24	0	0.0%	38	21.7	540	95.7%	459	85.0%	459	81.4%
High Weeds - CCS	338	25	0	0.0%	38	25.0	313	92.6%	270	86.3%	270	79.9%
Animal - Loose - CCS	288	1	0	0.0%	40	21.6	287	99.7%	284	99.0%	284	98.6%
Dead Animal Pick Up - SAN	266	0	0	N/A	1	1.0	266	100.0%	261	98.1%	261	98.1%
Junk Motor Vehicle - CCS	247	128	128	100.0%	126	23.2	119	48.2%	119	100.0%	247	100.0%
Animal - Loose Aggressive - CCS	198	0	0	N/A	3	1.1	198	100.0%	194	98.0%	194	98.0%
Garbage Roll Cart - SAN	198	0	0	N/A	10	3.4	198	100.0%	194	98.0%	194	98.0%
Illegal Dumping - CCS	169	5	0	0.0%	38	19.2	164	97.0%	146	89.0%	146	86.4%
Bulky Trash Violations - CCS	165	0	0	N/A	14	16.2	165	100.0%	87	52.7%	87	52.7%
Obstruction Alley/Sidewalk/Street - CCS	155	8	8	100.0%	60	27.1	147	94.8%	147	100.0%	155	100.0%
Substandard Structure - CCS	131	84	84	100.0%	365	23.0	47	35.9%	47	100.0%	131	100.0%
Recycling ROLL CART NEW - SAN	115	0	0	N/A	10	2.4	115	100.0%	114	99.1%	114	99.1%
Illegal Outside Storage - CCS	110	5	0	0.0%	38	23.2	105	95.5%	90	85.7%	90	81.8%
Animal - Confined - CCS	102	0	0	N/A	3	0.4	102	100.0%	102	100.0%	102	100.0%
Parking - Unapproved Surface - CCS	88	0	0	N/A	10	4.4	88	100.0%	75	85.2%	75	85.2%
Garbage - Missed - SAN	73	0	0	N/A	3	2.9	73	100.0%	71	97.3%	71	97.3%
Open and Vacant Structure - CCS	69	2	0	0.0%	30	14.9	67	97.1%	61	91.0%	61	88.4%
Animal - Sick/Injured - CCS	62	0	0	N/A	3	1.1	62	100.0%	61	98.4%	61	98.4%
Animal - Cruelty - CCS	57	0	0	N/A	30	0.8	57	100.0%	57	100.0%	57	100.0%
Median/ROW Maint - STS Operations - STS	53	0	0	N/A	14	4.1	53	100.0%	53	100.0%	53	100.0%

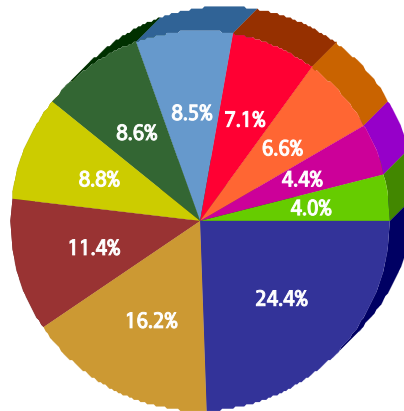


Southeast (3)

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	824
High Weeds - CCS	548
Substandard Structure - CCS	385
Animal - Loose - CCS	296
Dead Animal Pick Up - SAN	291
Garbage Roll Cart - SAN	288
Animal - Loose Aggressive - CCS	241
Bulky Trash Violations - CCS	223
Animal - Confined - CCS	150
Recycling ROLL CART NEW - SAN	136



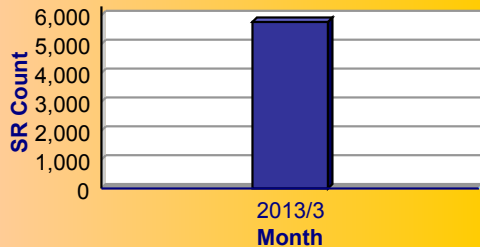
Service

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

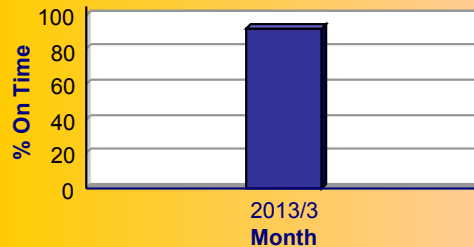
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,746	5,328	5,029	94.4%	418	292	69.9%	92.6%

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)

March 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	824	42	0	0.0%	38	17.6	782	94.9%	697	89.1%	697	84.6%
High Weeds - CCS	548	35	0	0.0%	38	16.1	513	93.6%	460	89.7%	460	83.9%
Substandard Structure - CCS	385	161	161	100.0%	365	17.6	224	58.2%	224	100.0%	385	100.0%
Animal - Loose - CCS	296	1	0	0.0%	40	24.5	295	99.7%	293	99.3%	293	99.0%
Dead Animal Pick Up - SAN	291	0	0	N/A	1	0.9	291	100.0%	288	99.0%	288	99.0%
Garbage Roll Cart - SAN	288	0	0	N/A	10	4.1	288	100.0%	280	97.2%	280	97.2%
Animal - Loose Aggressive - CCS	241	0	0	N/A	3	1.2	241	100.0%	236	97.9%	236	97.9%
Bulky Trash Violations - CCS	223	0	0	N/A	14	9.4	223	100.0%	198	88.8%	198	88.8%
Animal - Confined - CCS	150	0	0	N/A	3	2.0	150	100.0%	146	97.3%	146	97.3%
Recycling ROLL CART NEW - SAN	136	0	0	N/A	10	3.5	136	100.0%	132	97.1%	132	97.1%
Junk Motor Vehicle - CCS	128	40	40	100.0%	126	27.8	88	68.8%	88	100.0%	128	100.0%
Parking - Unapproved Surface - CCS	105	0	0	N/A	10	6.8	105	100.0%	89	84.8%	89	84.8%
Signs - Public Right of Way - CCS	102	0	0	N/A	7	1.8	102	100.0%	97	95.1%	97	95.1%
Illegal Dumping - CCS	100	2	0	0.0%	38	11.1	98	98.0%	92	93.9%	92	92.0%
Animal - Sick/Injured - CCS	94	0	0	N/A	3	0.2	94	100.0%	94	100.0%	94	100.0%
Illegal Outside Storage - CCS	92	1	0	0.0%	38	23.1	91	98.9%	78	85.7%	78	84.8%
Garbage - Missed - SAN	92	0	0	N/A	3	1.8	92	100.0%	90	97.8%	90	97.8%
Illegal Land Use (Residential/Business) - CCS	89	15	11	73.3%	60	16.5	74	83.1%	74	100.0%	85	95.5%
No Building Permit - CCS	78	24	18	75.0%	60	14.8	54	69.2%	54	100.0%	72	92.3%
Brush/Bulk Items - Missed - SAN	67	0	0	N/A	10	3.2	67	100.0%	65	97.0%	65	97.0%

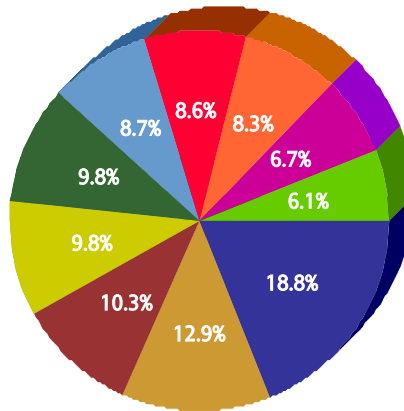


Southwest (4)

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	508
High Weeds - CCS	348
Garbage Roll Cart - SAN	278
Dead Animal Pick Up - SAN	266
Smoke Detector Request - DFD	264
Illegal Outside Storage - CCS	234
Animal - Loose - CCS	232
Signs - Public Right of Way - CCS	225
Substandard Structure - CCS	182
Animal - Loose Aggressive - CCS	166



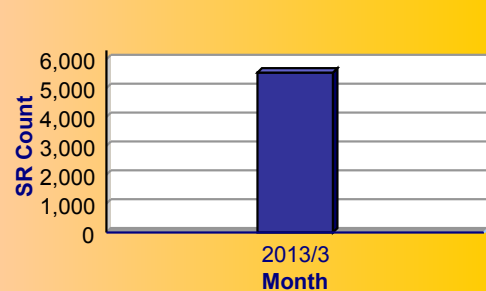
Service

- Litter - CCS
- High Weeds - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Illegal Outside Storage - CCS
- Animal - Loose - CCS
- Signs - Public Right of Way - CCS
- Substandard Structure - CCS
- Animal - Loose Aggressive - CCS

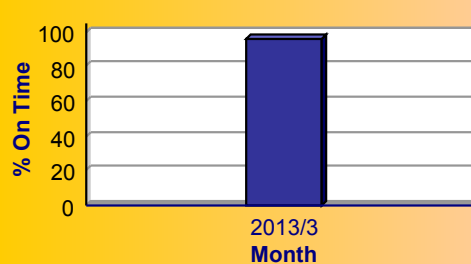
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,553	5,295	5,096	96.2%	258	202	78.3%	95.4%

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)

March 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	508	14	1	7.1%	38	18.6	494	97.2%	458	92.7%	459	90.4%
High Weeds - CCS	348	8	0	0.0%	38	16.0	340	97.7%	329	96.8%	329	94.5%
Garbage Roll Cart - SAN	278	0	0	N/A	10	2.7	278	100.0%	276	99.3%	276	99.3%
Dead Animal Pick Up - SAN	266	0	0	N/A	1	0.6	266	100.0%	264	99.2%	264	99.2%
Smoke Detector Request - DFD	264	0	0	N/A	30	7.5	264	100.0%	232	87.9%	232	87.9%
Illegal Outside Storage - CCS	234	5	0	0.0%	38	21.3	229	97.9%	208	90.8%	208	88.9%
Animal - Loose - CCS	232	2	1	50.0%	40	21.9	230	99.1%	228	99.1%	229	98.7%
Signs - Public Right of Way - CCS	225	0	0	N/A	7	0.4	225	100.0%	225	100.0%	225	100.0%
Substandard Structure - CCS	182	96	96	100.0%	365	25.1	86	47.3%	86	100.0%	182	100.0%
Animal - Loose Aggressive - CCS	166	0	0	N/A	3	0.4	166	100.0%	164	98.8%	164	98.8%
Illegal Dumping - CCS	156	1	0	0.0%	38	3.5	155	99.4%	151	97.4%	151	96.8%
Graffiti Private Property - Residential/Commercial - CCS	143	8	8	100.0%	90	4.2	135	94.4%	135	100.0%	143	100.0%
Recycling ROLL CART NEW - SAN	143	0	0	N/A	10	2.4	143	100.0%	141	98.6%	141	98.6%
Bulky Trash Violations - CCS	131	0	0	N/A	14	3.8	131	100.0%	127	96.9%	127	96.9%
Animal - Confined - CCS	122	0	0	N/A	3	0.8	122	100.0%	121	99.2%	121	99.2%
Code General - CCS	122	0	0	N/A	38	7.7	122	100.0%	109	89.3%	109	89.3%
Junk Motor Vehicle - CCS	109	44	44	100.0%	126	27.1	65	59.6%	65	100.0%	109	100.0%
24 Hour Parking/Parking Violations - DPD	81	0	0	N/A	10	4.7	81	100.0%	81	100.0%	81	100.0%
Illegal Garbage/Placement - CCS	76	2	1	50.0%	60	15.5	74	97.4%	73	98.6%	74	97.4%
Obstruction Alley/Sidewalk/Street - CCS	76	10	10	100.0%	60	21.2	66	86.8%	66	100.0%	76	100.0%

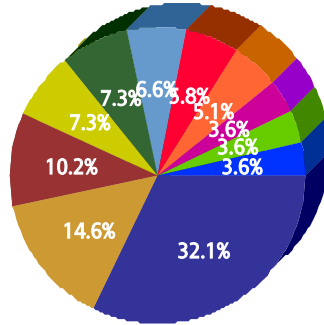


Unknown

March 2013

Top 10 Services

SR Type	Service Request Count
Litter - CCS	44
High Weeds - CCS	20
Signs - Public Right of Way - CCS	14
Animal - Loose - CCS	10
Garbage Roll Cart - SAN	10
Dead Animal Pick Up - SAN	9
Complaint/Compliment - CTY	8
Bulky Trash Violations - CCS	7
24 Hour Parking/Parking Violations - DPD	5
Graffiti Private Property - Residential/Commercial - CCS	5
Substandard Structure - CCS	5



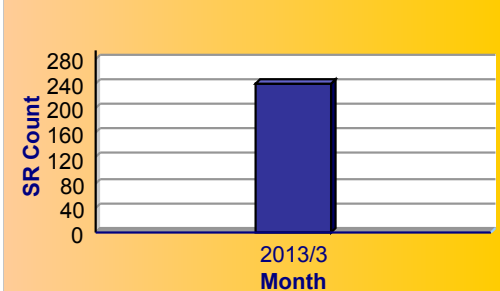
Service

- Litter - CCS
- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Complaint/Compliment - CTY
- Bulky Trash Violations - CCS
- 24 Hour Parking/Parking Violations - DPD
- Graffiti Private Property - Residential/Commercial - CCS
- Substandard Structure - CCS

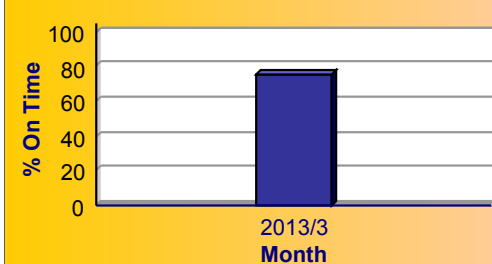
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
238	187	171	91.4%	51	8	15.7%	75.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by City Service Area

Unknown

March 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	44	12	0	0.0%	38	22.7	32	72.7%	24	75.0%	24	54.5%
High Weeds - CCS	20	7	0	0.0%	38	22.5	13	65.0%	10	76.9%	10	50.0%
Signs - Public Right of Way - CCS	14	7	0	0.0%	7	0.1	7	50.0%	7	100.0%	7	50.0%
Animal - Loose - CCS	10	1	0	0.0%	40	25.9	9	90.0%	9	100.0%	9	90.0%
Garbage Roll Cart - SAN	10	0	0	N/A	10	2.7	10	100.0%	10	100.0%	10	100.0%
Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.4	9	100.0%	9	100.0%	9	100.0%
Complaint/Compliment - CTY	8	1	0	0.0%	10	4.6	7	87.5%	5	71.4%	5	62.5%
Bulky Trash Violations - CCS	7	3	0	0.0%	14	11.0	4	57.1%	3	75.0%	3	42.9%
Substandard Structure - CCS	5	1	1	100.0%	365	37.8	4	80.0%	4	100.0%	5	100.0%
Graffiti Private Property - Residential/Commercial - CCS	5	0	0	N/A	90	5.2	5	100.0%	5	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	5.0	5	100.0%	5	100.0%	5	100.0%
Signs - Other - CCS	4	1	0	0.0%	21	2.7	3	75.0%	3	100.0%	3	75.0%
LBJ Signs / Markings / Street Lights - LBJ	4	0	0	N/A	0	0.0	4	100.0%	4	100.0%	4	100.0%
Recycling ROLL CART NEW - SAN	4	0	0	N/A	10	3.0	4	100.0%	4	100.0%	4	100.0%
Parking - Unapproved Surface - CCS	3	0	0	N/A	10	0.3	3	100.0%	3	100.0%	3	100.0%
Illegal Dumping - CCS	3	1	0	0.0%	38	14.5	2	66.7%	2	100.0%	2	66.7%
Illegal Outside Storage - CCS	3	3	0	0.0%	38		0	0.0%	0	N/A	0	0.0%
Illegal Land Use (Residential/Business) - CCS	3	0	0	N/A	60	32.7	3	100.0%	3	100.0%	3	100.0%
Junk Motor Vehicle - CCS	3	1	1	100.0%	126	22.5	2	66.7%	2	100.0%	3	100.0%
Illegal Parking/No Parking Zone 1 -DPD	3	0	0	N/A	10	7.7	3	100.0%	2	66.7%	2	66.7%
Chronic Traffic Violations - DPD	3	0	0	N/A	14	14.3	3	100.0%	2	66.7%	2	66.7%
Garbage - Missed - SAN	3	0	0	N/A	3	0.7	3	100.0%	3	100.0%	3	100.0%