

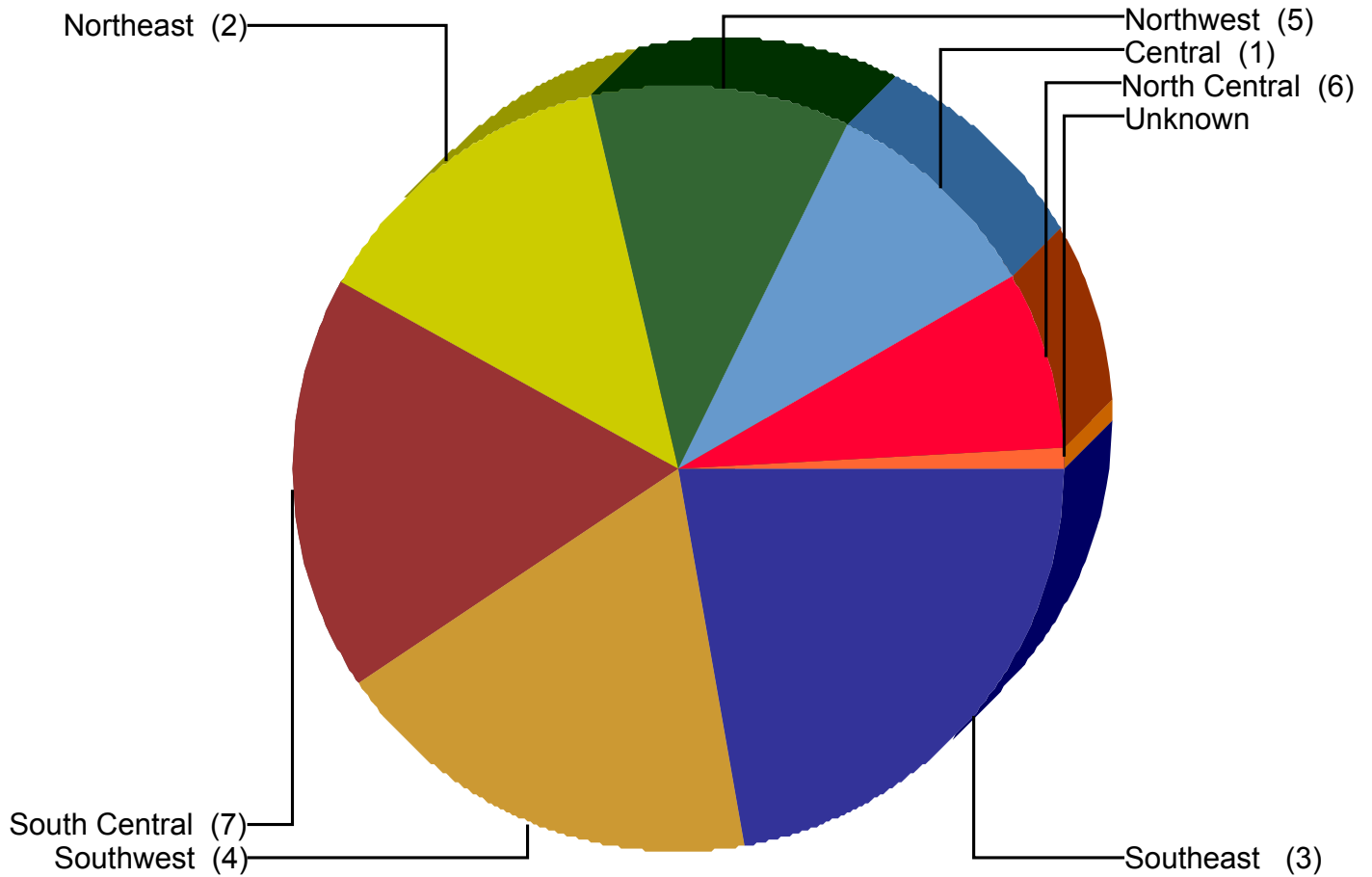


**FY 2012 – 2013**  
**Monthly Service Request**  
**Performance Reports**  
**by**  
**City Service Area**  
**And Citywide Summary**

**May 2013**

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,022	9.2%	98.0%
North Central (6)	2,474	7.5%	97.9%
Northeast (2)	4,456	13.5%	97.3%
Northwest (5)	3,586	10.9%	98.5%
South Central (7)	5,766	17.5%	98.3%
Southeast (3)	7,342	22.3%	98.4%
Southwest (4)	5,971	18.1%	98.7%
Unknown	313	1.0%	95.2%
<b>Total</b>	<b>32,930</b>	<b>100.0%</b>	<b>98.2%</b>

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

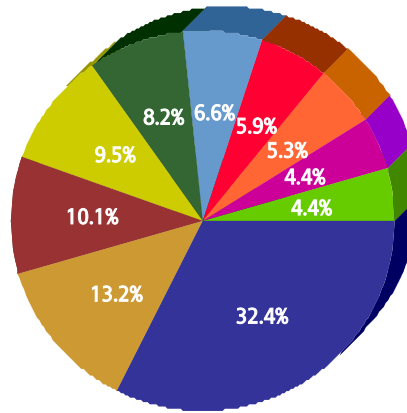


Citywide

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,294
Litter - CCS	2,161
Garbage Roll Cart - SAN	1,648
Dead Animal Pick Up - SAN	1,561
Obstruction Alley/Sidewalk/Street - CCS	1,346
Animal - Loose Aggressive - CCS	1,084
Animal - Loose - CCS	960
Animal - Confined - CCS	861
Substandard Structure - CCS	722
Bulky Trash Violations - CCS	712



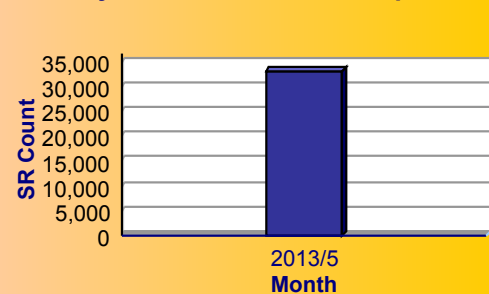
Service

- 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
- Animal - Confined - CCS
- Substandard Structure - CCS
- Bulky Trash Violations - CCS

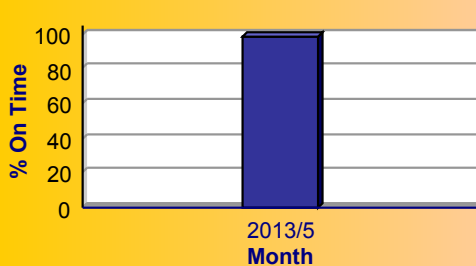
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,930	23,888	23,590	98.8%	9,042	8,753	96.8%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Citywide

May 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	5,294	2,656	2,656	100.0%	38	8.0	2,638	49.8%	2,638	100.0%	5,294	100.0%
Litter - CCS	2,161	981	981	100.0%	38	8.3	1,180	54.6%	1,180	100.0%	2,161	100.0%
Garbage Roll Cart - SAN	1,648	311	261	83.9%	10	3.1	1,337	81.1%	1,337	100.0%	1,598	97.0%
Dead Animal Pick Up - SAN	1,561	4	0	0.0%	1	0.3	1,557	99.7%	1,552	99.7%	1,552	99.4%
Obstruction Alley/Sidewalk/Street - CCS	1,346	956	956	100.0%	60	13.4	390	29.0%	390	100.0%	1,346	100.0%
Animal - Loose Aggressive - CCS	1,084	5	0	0.0%	3	0.4	1,079	99.5%	1,063	98.5%	1,063	98.1%
Animal - Loose - CCS	960	12	12	100.0%	40	11.9	948	98.8%	948	100.0%	960	100.0%
Animal - Confined - CCS	861	0	0	N/A	3	0.5	861	100.0%	860	99.9%	860	99.9%
Substandard Structure - CCS	722	542	542	100.0%	365	11.6	180	24.9%	180	100.0%	722	100.0%
Bulky Trash Violations - CCS	712	79	66	83.5%	14	5.3	633	88.9%	602	95.1%	668	93.8%
Recycling ROLL CART NEW - SAN	678	57	57	100.0%	10	2.2	621	91.6%	618	99.5%	675	99.6%
Garbage - Missed - SAN	635	23	0	0.0%	3	0.9	612	96.4%	606	99.0%	606	95.4%
Animal - Sick/Injured - CCS	528	2	0	0.0%	3	0.2	526	99.6%	525	99.8%	525	99.4%
Tree down/low limbs - Emergency-STS	482	1	0	0.0%	5	0.2	481	99.8%	478	99.4%	478	99.2%
Traffic Signal - Flashing - STS	448	1	1	100.0%	4	1.2	447	99.8%	447	100.0%	448	100.0%
Brush/Bulk Items - Missed - SAN	426	28	26	92.9%	10	2.2	398	93.4%	393	98.7%	419	98.4%
Illegal Dumping - CCS	422	166	166	100.0%	38	4.1	256	60.7%	256	100.0%	422	100.0%
24 Hour Parking/Parking Violations - DPD	416	73	65	89.0%	10	4.7	343	82.5%	335	97.7%	400	96.2%
Mosquitoes - CCS	414	129	129	100.0%	45	4.6	285	68.8%	285	100.0%	414	100.0%
Smoke Detector Request - DFD	370	76	76	100.0%	30	2.7	294	79.5%	294	100.0%	370	100.0%

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

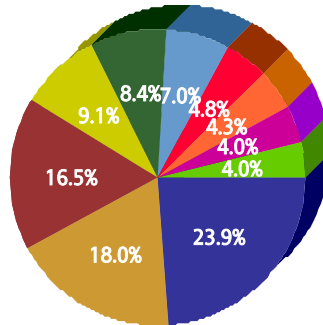


Central (1)

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	326
Litter - CCS	246
Obstruction Alley/Sidewalk/Street - CCS	225
Garbage Roll Cart - SAN	124
Traffic Signal - Flashing - STS	114
Dead Animal Pick Up - SAN	96
Tree down/low limbs - Emergency-STS	66
Pot hole - Hazardous-STS	58
Garbage - Missed - SAN	54
Graffiti Private Property - Residential/Commercial - CCS	54



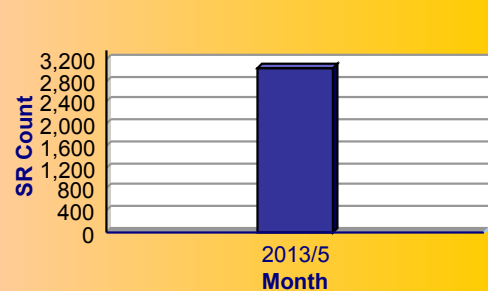
Service

- High Weeds - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Dead Animal Pick Up - SAN
- Tree down/low limbs - Emergency-STS
- Pot hole - Hazardous-STS
- Garbage - Missed - SAN
- Graffiti Private Property - Residential/Commercial - CCS

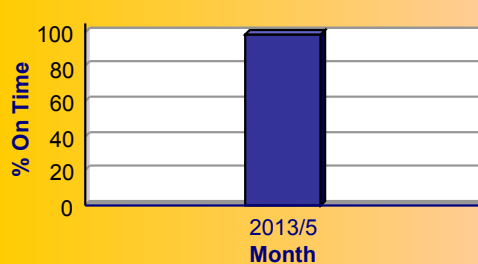
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,022	2,216	2,185	98.6%	806	777	96.4%	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

Central (1)

May 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	326	166	166	100.0%	38	10.9	160	49.1%	160	100.0%	326	100.0%
Litter - CCS	246	113	113	100.0%	38	12.8	133	54.1%	133	100.0%	246	100.0%
Obstruction Alley/Sidewalk/Street - CCS	225	163	163	100.0%	60	11.6	62	27.6%	62	100.0%	225	100.0%
Garbage Roll Cart - SAN	124	21	14	66.7%	10	3.1	103	83.1%	103	100.0%	117	94.4%
Traffic Signal - Flashing - STS	114	0	0	N/A	4	1.1	114	100.0%	114	100.0%	114	100.0%
Dead Animal Pick Up - SAN	96	0	0	N/A	1	0.2	96	100.0%	96	100.0%	96	100.0%
Tree down/low limbs - Emergency-STS	66	1	0	0.0%	5	0.1	65	98.5%	65	100.0%	65	98.5%
Pot hole - Hazardous-STS	58	0	0	N/A	1	0.4	58	100.0%	54	93.1%	54	93.1%
Graffiti Private Property - Residential/Commercial - CCS	54	7	7	100.0%	90	2.8	47	87.0%	47	100.0%	54	100.0%
Garbage - Missed - SAN	54	1	0	0.0%	3	0.8	53	98.1%	53	100.0%	53	98.1%
Fire Inspection - DFD	51	33	33	100.0%	60	9.9	18	35.3%	18	100.0%	51	100.0%
Recycling ROLL CART NEW - SAN	51	4	4	100.0%	10	2.4	47	92.2%	46	97.9%	50	98.0%
Brush/Bulk Items - Missed - SAN	48	0	0	N/A	10	2.3	48	100.0%	47	97.9%	47	97.9%
Animal - Confined - CCS	47	0	0	N/A	3	0.6	47	100.0%	47	100.0%	47	100.0%
24 Hour Parking/Parking Violations - DPD	47	6	6	100.0%	10	5.6	41	87.2%	36	87.8%	42	89.4%
Traffic Signal - Timing - STS	44	2	2	100.0%	4	1.6	42	95.5%	42	100.0%	44	100.0%
Animal - Loose - CCS	41	0	0	N/A	40	12.6	41	100.0%	41	100.0%	41	100.0%
Street Repair - Routine-STS	40	30	30	100.0%	90	4.4	10	25.0%	10	100.0%	40	100.0%
Animal - Loose Aggressive - CCS	39	0	0	N/A	3	0.8	39	100.0%	37	94.9%	37	94.9%
Complaint/Compliment - CTY	37	10	2	20.0%	10	2.9	27	73.0%	26	96.3%	28	75.7%

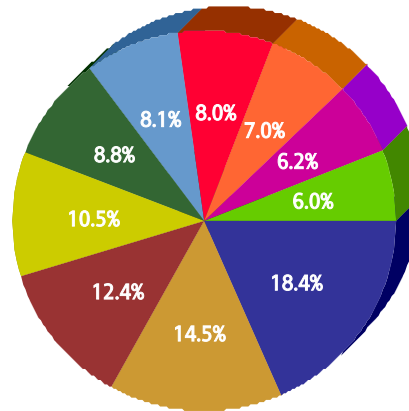


North Central (6)

May 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	190
Dead Animal Pick Up - SAN	150
Obstruction Alley/Sidewalk/Street - CCS	128
High Weeds - CCS	108
Recycling ROLL CART NEW - SAN	91
Garbage - Missed - SAN	84
Mosquitoes - CCS	83
Brush/Bulk Items - Missed - SAN	72
Animal - Confined - CCS	64
Bulky Trash Violations - CCS	62



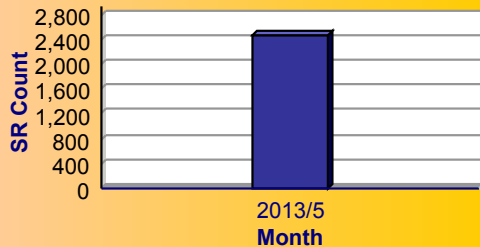
Service

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

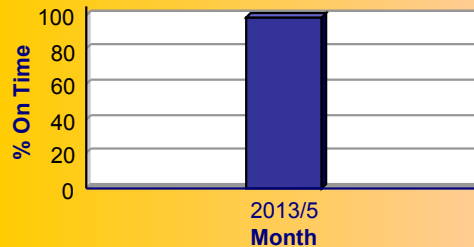
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,474	1,928	1,900	98.5%	546	523	95.8%	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

North Central (6)

May 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	190	32	25	78.1%	10	3.3	158	83.2%	158	100.0%	183	96.3%
Dead Animal Pick Up - SAN	150	0	0	N/A	1	0.3	150	100.0%	150	100.0%	150	100.0%
Obstruction Alley/Sidewalk/Street - CCS	128	87	87	100.0%	60	14.8	41	32.0%	41	100.0%	128	100.0%
High Weeds - CCS	108	62	62	100.0%	38	10.5	46	42.6%	46	100.0%	108	100.0%
Recycling ROLL CART NEW - SAN	91	4	4	100.0%	10	2.2	87	95.6%	87	100.0%	91	100.0%
Garbage - Missed - SAN	84	3	0	0.0%	3	0.8	81	96.4%	79	97.5%	79	94.0%
Mosquitoes - CCS	83	14	14	100.0%	45	5.5	69	83.1%	69	100.0%	83	100.0%
Brush/Bulk Items - Missed - SAN	72	2	2	100.0%	10	2.1	70	97.2%	69	98.6%	71	98.6%
Animal - Confined - CCS	64	0	0	N/A	3	0.5	64	100.0%	64	100.0%	64	100.0%
Bulky Trash Violations - CCS	62	6	6	100.0%	14	5.5	56	90.3%	55	98.2%	61	98.4%
Fire Inspection - DFD	54	38	38	100.0%	60	3.9	16	29.6%	16	100.0%	54	100.0%
Street Repair - Routine-STS	50	18	18	100.0%	90	6.0	32	64.0%	32	100.0%	50	100.0%
Alley Repair - Routine-STS	48	36	36	100.0%	90	5.5	12	25.0%	12	100.0%	48	100.0%
Recycling - Roll Cart - SAN	46	3	3	100.0%	10	3.4	43	93.5%	43	100.0%	46	100.0%
Complaint/Compliment - CTY	42	6	3	50.0%	10	2.4	36	85.7%	36	100.0%	39	92.9%
Litter - CCS	42	22	22	100.0%	38	12.4	20	47.6%	20	100.0%	42	100.0%
Traffic Signal - Timing - STS	39	1	1	100.0%	4	1.0	38	97.4%	38	100.0%	39	100.0%
Traffic Signal - Flashing - STS	39	0	0	N/A	4	0.8	39	100.0%	39	100.0%	39	100.0%
Recyclable Collection Missed (Residential) - SAN	38	0	0	N/A	3	0.7	38	100.0%	38	100.0%	38	100.0%
Tree down/low limbs - Emergency-STS	33	0	0	N/A	5	0.1	33	100.0%	33	100.0%	33	100.0%

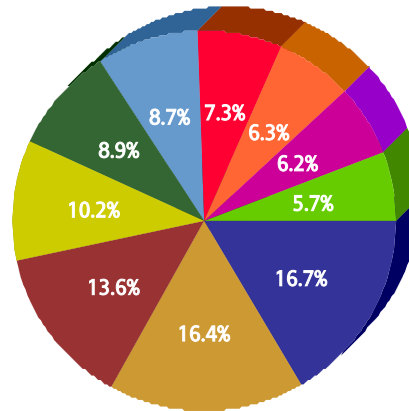


Northeast (2)

May 2013

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	300
High Weeds - CCS	296
Dead Animal Pick Up - SAN	245
Obstruction Alley/Sidewalk/Street - CCS	184
Animal - Confined - CCS	161
Bulky Trash Violations - CCS	156
Garbage - Missed - SAN	131
Recycling ROLL CART NEW - SAN	114
Substandard Structure Apts - CCS	111
Tree down/low limbs - Emergency-STS	103



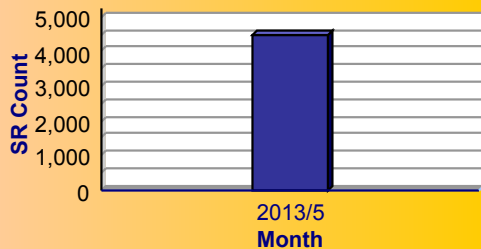
Service

- Garbage Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Garbage - Missed - SAN
- Recycling ROLL CART NEW - SAN
- Substandard Structure Apts - CCS
- Tree down/low limbs - Emergency-STS

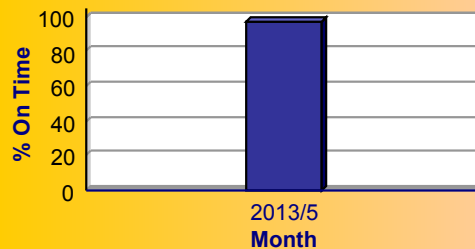
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,456	3,356	3,289	98.0%	1,100	1,047	95.2%	97.3%

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)

May 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	300	57	49	86.0%	10	3.2	243	81.0%	243	100.0%	292	97.3%
High Weeds - CCS	296	181	181	100.0%	38	10.9	115	38.9%	115	100.0%	296	100.0%
Dead Animal Pick Up - SAN	245	1	0	0.0%	1	0.3	244	99.6%	242	99.2%	242	98.8%
Obstruction Alley/Sidewalk/Street - CCS	184	132	132	100.0%	60	10.3	52	28.3%	52	100.0%	184	100.0%
Animal - Confined - CCS	161	0	0	N/A	3	0.5	161	100.0%	161	100.0%	161	100.0%
Bulky Trash Violations - CCS	156	16	15	93.8%	14	5.0	140	89.7%	135	96.4%	150	96.2%
Garbage - Missed - SAN	131	5	0	0.0%	3	1.0	126	96.2%	123	97.6%	123	93.9%
Recycling ROLL CART NEW - SAN	114	11	11	100.0%	10	2.4	103	90.4%	102	99.0%	113	99.1%
Substandard Structure Apts - CCS	111	73	73	100.0%	365	5.3	38	34.2%	38	100.0%	111	100.0%
Tree down/low limbs - Emergency-STS	103	0	0	N/A	5	0.2	103	100.0%	102	99.0%	102	99.0%
Animal - Loose - CCS	97	3	3	100.0%	40	14.0	94	96.9%	94	100.0%	97	100.0%
Traffic Signal - Flashing - STS	92	0	0	N/A	4	1.4	92	100.0%	92	100.0%	92	100.0%
Brush/Bulk Items - Missed - SAN	90	12	10	83.3%	10	2.2	78	86.7%	77	98.7%	87	96.7%
Litter - CCS	90	51	51	100.0%	38	12.5	39	43.3%	39	100.0%	90	100.0%
Animal - Loose Aggressive - CCS	81	0	0	N/A	3	0.3	81	100.0%	81	100.0%	81	100.0%
Animal - Sick/Injured - CCS	78	1	0	0.0%	3	0.2	77	98.7%	77	100.0%	77	98.7%
Substandard Structure - CCS	76	60	60	100.0%	365	9.2	16	21.1%	16	100.0%	76	100.0%
24 Hour Parking/Parking Violations - DPD	71	9	9	100.0%	10	4.4	62	87.3%	62	100.0%	71	100.0%
Recycling - Roll Cart - SAN	71	4	4	100.0%	10	3.1	67	94.4%	67	100.0%	71	100.0%
Street Repair - Routine-STS	62	35	35	100.0%	90	8.1	27	43.5%	27	100.0%	62	100.0%

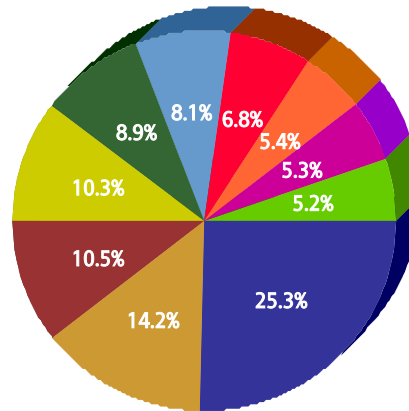


Northwest (5)

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	374
Obstruction Alley/Sidewalk/Street - CCS	211
Litter - CCS	156
Garbage Roll Cart - SAN	152
Substandard Structure - CCS	132
Dead Animal Pick Up - SAN	120
Animal - Confined - CCS	101
Tree down/low limbs - Emergency-STS	80
Mosquitoes - CCS	78
Animal - Loose - CCS	77



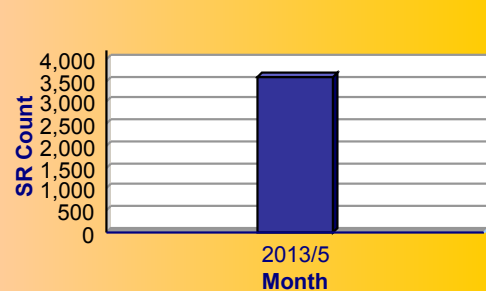
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Tree down/low limbs - Emergency-STS
- Mosquitoes - CCS
- Animal - Loose - CCS

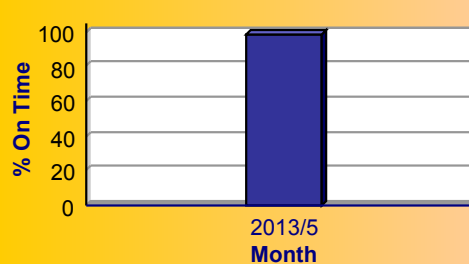
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,586	2,498	2,469	98.8%	1,088	1,063	97.7%	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)

May 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	374	207	207	100.0%	38	14.1	167	44.7%	167	100.0%	374	100.0%
Obstruction Alley/Sidewalk/Street - CCS	211	150	150	100.0%	60	15.4	61	28.9%	61	100.0%	211	100.0%
Litter - CCS	156	91	91	100.0%	38	15.2	65	41.7%	65	100.0%	156	100.0%
Garbage Roll Cart - SAN	152	33	31	93.9%	10	3.4	119	78.3%	119	100.0%	150	98.7%
Substandard Structure - CCS	132	113	113	100.0%	365	19.1	19	14.4%	19	100.0%	132	100.0%
Dead Animal Pick Up - SAN	120	0	0	N/A	1	0.2	120	100.0%	120	100.0%	120	100.0%
Animal - Confined - CCS	101	0	0	N/A	3	0.5	101	100.0%	100	99.0%	100	99.0%
Tree down/low limbs - Emergency-STS	80	0	0	N/A	5	0.1	80	100.0%	80	100.0%	80	100.0%
Mosquitoes - CCS	78	10	10	100.0%	45	4.6	68	87.2%	68	100.0%	78	100.0%
Animal - Loose - CCS	77	2	2	100.0%	40	11.6	75	97.4%	75	100.0%	77	100.0%
Traffic Signal - Flashing - STS	72	0	0	N/A	4	1.2	72	100.0%	72	100.0%	72	100.0%
Bulky Trash Violations - CCS	67	14	12	85.7%	14	5.2	53	79.1%	52	98.1%	64	95.5%
Animal - Loose Aggressive - CCS	65	1	0	0.0%	3	0.3	64	98.5%	63	98.4%	63	96.9%
Animal - Sick/Injured - CCS	65	0	0	N/A	3	0.2	65	100.0%	65	100.0%	65	100.0%
Garbage - Missed - SAN	64	2	0	0.0%	3	1.0	62	96.9%	62	100.0%	62	96.9%
Alley Repair - Routine-STS	59	41	41	100.0%	90	5.9	18	30.5%	18	100.0%	59	100.0%
Recycling ROLL CART NEW - SAN	56	4	4	100.0%	10	2.2	52	92.9%	52	100.0%	56	100.0%
Street Repair - Routine-STS	56	29	29	100.0%	90	6.0	27	48.2%	27	100.0%	56	100.0%
Illegal Outside Storage - CCS	54	30	30	100.0%	38	19.0	24	44.4%	24	100.0%	54	100.0%
24 Hour Parking/Parking Violations - DPD	50	10	9	90.0%	10	4.8	40	80.0%	40	100.0%	49	98.0%

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

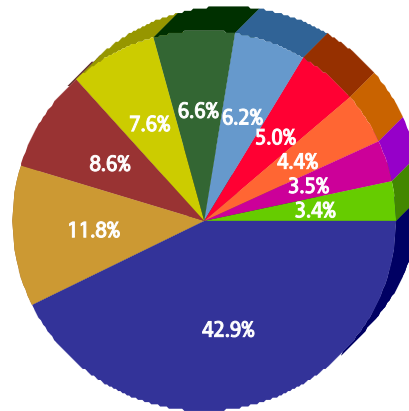


South Central (7)

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,537
Litter - CCS	422
Dead Animal Pick Up - SAN	310
Animal - Loose Aggressive - CCS	272
Garbage Roll Cart - SAN	236
Animal - Loose - CCS	224
Animal - Confined - CCS	179
Obstruction Alley/Sidewalk/Street - CCS	157
Garbage - Missed - SAN	125
Illegal Dumping - CCS	123



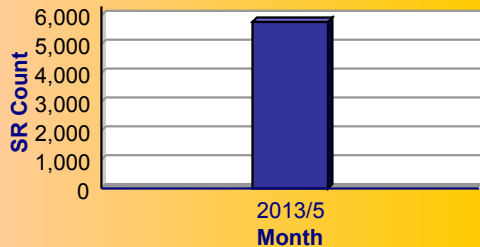
Service

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

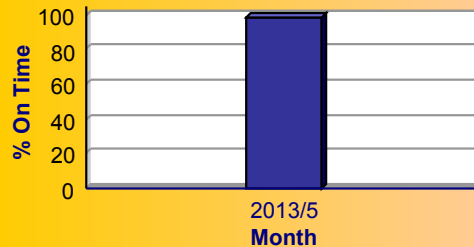
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,766	3,783	3,730	98.6%	1,983	1,939	97.8%	98.3%

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)

May 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	1,537	904	904	100.0%	38	8.0	633	41.2%	633	100.0%	1,537	100.0%
Litter - CCS	422	248	248	100.0%	38	6.8	174	41.2%	174	100.0%	422	100.0%
Dead Animal Pick Up - SAN	310	1	0	0.0%	1	0.3	309	99.7%	309	100.0%	309	99.7%
Animal - Loose Aggressive - CCS	272	1	0	0.0%	3	0.5	271	99.6%	268	98.9%	268	98.5%
Garbage Roll Cart - SAN	236	41	30	73.2%	10	3.0	195	82.6%	195	100.0%	225	95.3%
Animal - Loose - CCS	224	1	1	100.0%	40	11.5	223	99.6%	223	100.0%	224	100.0%
Animal - Confined - CCS	179	0	0	N/A	3	0.5	179	100.0%	179	100.0%	179	100.0%
Obstruction Alley/Sidewalk/Street - CCS	157	119	119	100.0%	60	15.1	38	24.2%	38	100.0%	157	100.0%
Garbage - Missed - SAN	125	7	0	0.0%	3	1.1	118	94.4%	117	99.2%	117	93.6%
Illegal Dumping - CCS	123	84	84	100.0%	38	7.1	39	31.7%	39	100.0%	123	100.0%
Animal - Sick/Injured - CCS	109	0	0	N/A	3	0.3	109	100.0%	109	100.0%	109	100.0%
<b>Bulky Trash Violations - CCS</b>	<b>106</b>	<b>22</b>	<b>19</b>	<b>86.4%</b>	<b>14</b>	<b>5.8</b>	<b>84</b>	<b>79.2%</b>	<b>70</b>	<b>83.3%</b>	<b>89</b>	<b>84.0%</b>
Recycling ROLL CART NEW - SAN	100	7	7	100.0%	10	1.9	93	93.0%	93	100.0%	100	100.0%
Substandard Structure - CCS	87	73	73	100.0%	365	12.7	14	16.1%	14	100.0%	87	100.0%
Tree down/low limbs - Emergency-STS	73	0	0	N/A	5	0.1	73	100.0%	72	98.6%	72	98.6%
Brush/Bulk Items - Missed - SAN	64	2	2	100.0%	10	2.4	62	96.9%	62	100.0%	64	100.0%
Open and Vacant Structure - CCS	62	24	24	100.0%	30	10.3	38	61.3%	38	100.0%	62	100.0%
<b>Complaint/Compliment - CTY</b>	<b>60</b>	<b>12</b>	<b>5</b>	<b>41.7%</b>	<b>10</b>	<b>3.5</b>	<b>48</b>	<b>80.0%</b>	<b>46</b>	<b>95.8%</b>	<b>51</b>	<b>85.0%</b>
Junk Motor Vehicle - CCS	54	46	46	100.0%	126	8.1	8	14.8%	8	100.0%	54	100.0%
Traffic Signal - Flashing - STS	54	1	1	100.0%	4	1.4	53	98.1%	53	100.0%	54	100.0%

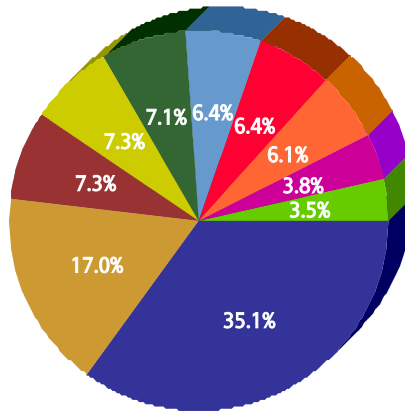


Southeast (3)

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,576
Litter - CCS	761
Dead Animal Pick Up - SAN	328
Garbage Roll Cart - SAN	328
Animal - Loose Aggressive - CCS	319
Animal - Loose - CCS	287
Substandard Structure - CCS	287
Smoke Detector Request - DFD	272
Animal - Confined - CCS	172
Bulky Trash Violations - CCS	159



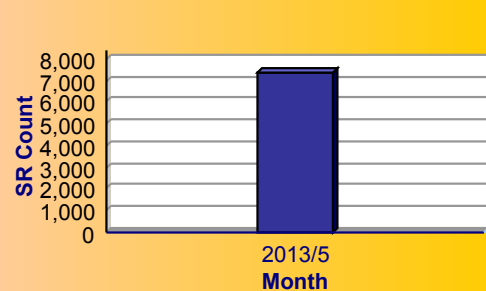
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Animal - Loose - CCS
- Substandard Structure - CCS
- Smoke Detector Request - DFD
- Animal - Confined - CCS
- Bulky Trash Violations - CCS

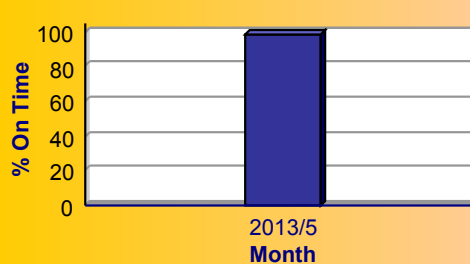
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,342	5,428	5,386	99.2%	1,914	1,842	96.2%	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*

Southeast (3)

May 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	1,576	614	614	100.0%	38	5.9	962	61.0%	962	100.0%	1,576	100.0%
Litter - CCS	761	259	259	100.0%	38	6.1	502	66.0%	502	100.0%	761	100.0%
Dead Animal Pick Up - SAN	328	2	0	0.0%	1	0.4	326	99.4%	324	99.4%	324	98.8%
Garbage Roll Cart - SAN	328	59	47	79.7%	10	3.3	269	82.0%	269	100.0%	316	96.3%
Animal - Loose Aggressive - CCS	319	2	0	0.0%	3	0.4	317	99.4%	312	98.4%	312	97.8%
Substandard Structure - CCS	287	179	179	100.0%	365	11.7	108	37.6%	108	100.0%	287	100.0%
Animal - Loose - CCS	287	3	3	100.0%	40	11.2	284	99.0%	284	100.0%	287	100.0%
Smoke Detector Request - DFD	272	30	30	100.0%	30	2.0	242	89.0%	242	100.0%	272	100.0%
Animal - Confined - CCS	172	0	0	N/A	3	0.5	172	100.0%	172	100.0%	172	100.0%
Bulky Trash Violations - CCS	159	13	7	53.8%	14	5.8	146	91.8%	142	97.3%	149	93.7%
Animal - Sick/Injured - CCS	123	0	0	N/A	3	0.1	123	100.0%	123	100.0%	123	100.0%
Obstruction Alley/Sidewalk/Street - CCS	120	86	86	100.0%	60	9.0	34	28.3%	34	100.0%	120	100.0%
Recycling ROLL CART NEW - SAN	117	15	15	100.0%	10	2.6	102	87.2%	101	99.0%	116	99.1%
Garbage - Missed - SAN	104	5	0	0.0%	3	0.8	99	95.2%	99	100.0%	99	95.2%
Illegal Dumping - CCS	79	46	46	100.0%	38	7.4	33	41.8%	33	100.0%	79	100.0%
24 Hour Parking/Parking Violations - DPD	79	6	5	83.3%	10	4.5	73	92.4%	73	100.0%	78	98.7%
Mosquitoes - CCS	79	53	53	100.0%	45	5.7	26	32.9%	26	100.0%	79	100.0%
Open and Vacant Structure - CCS	78	23	22	95.7%	30	8.1	55	70.5%	55	100.0%	77	98.7%
Junk Motor Vehicle - CCS	77	61	61	100.0%	126	8.6	16	20.8%	16	100.0%	77	100.0%
Animal - Cruelty - CCS	76	0	0	N/A	30	0.8	76	100.0%	76	100.0%	76	100.0%

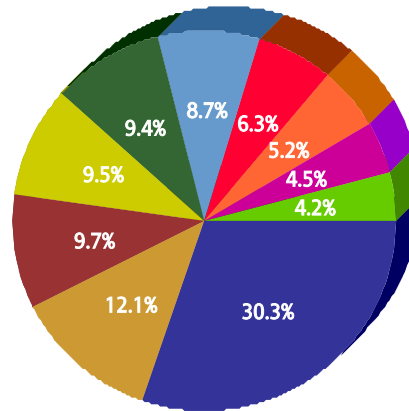


Southwest (4)

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	983
Litter - CCS	394
Garbage Roll Cart - SAN	315
Obstruction Alley/Sidewalk/Street - CCS	308
Dead Animal Pick Up - SAN	306
Animal - Loose Aggressive - CCS	282
Animal - Loose - CCS	206
Signs - Public Right of Way - CCS	169
Recycling ROLL CART NEW - SAN	146
Animal - Confined - CCS	136



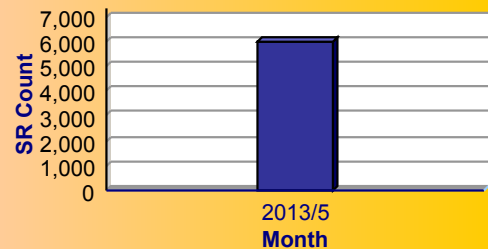
Service

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

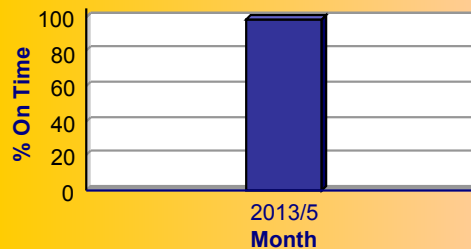
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,971	4,477	4,435	99.1%	1,494	1,460	97.7%	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

## Southwest (4)

May 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	983	477	477	100.0%	38	8.1	506	51.5%	506	100.0%	983	100.0%
Litter - CCS	394	187	187	100.0%	38	8.5	207	52.5%	207	100.0%	394	100.0%
Garbage Roll Cart - SAN	315	68	65	95.6%	10	2.5	247	78.4%	247	100.0%	312	99.0%
Obstruction Alley/Sidewalk/Street - CCS	308	210	210	100.0%	60	15.4	98	31.8%	98	100.0%	308	100.0%
Dead Animal Pick Up - SAN	306	0	0	N/A	1	0.3	306	100.0%	305	99.7%	305	99.7%
Animal - Loose Aggressive - CCS	282	1	0	0.0%	3	0.4	281	99.6%	276	98.2%	276	97.9%
Animal - Loose - CCS	206	3	3	100.0%	40	11.4	203	98.5%	203	100.0%	206	100.0%
Signs - Public Right of Way - CCS	169	0	0	N/A	7	1.1	169	100.0%	165	97.6%	165	97.6%
Recycling ROLL CART NEW - SAN	146	12	12	100.0%	10	1.8	134	91.8%	134	100.0%	146	100.0%
Animal - Confined - CCS	136	0	0	N/A	3	0.5	136	100.0%	136	100.0%	136	100.0%
Illegal Dumping - CCS	124	11	11	100.0%	38	1.8	113	91.1%	113	100.0%	124	100.0%
Bulky Trash Violations - CCS	118	1	1	100.0%	14	4.7	117	99.2%	112	95.7%	113	95.8%
Garage Sale - CCS	114	0	0	N/A	7	1.9	114	100.0%	111	97.4%	111	97.4%
24 Hour Parking/Parking Violations - DPD	101	24	21	87.5%	10	4.3	77	76.2%	77	100.0%	98	97.0%
Substandard Structure - CCS	87	68	68	100.0%	365	4.9	19	21.8%	19	100.0%	87	100.0%
Animal - Sick/Injured - CCS	87	1	0	0.0%	3	0.2	86	98.9%	86	100.0%	86	98.9%
Graffiti Private Property - Residential/Commercial - CCS	85	12	12	100.0%	90	2.6	73	85.9%	73	100.0%	85	100.0%
Garbage - Missed - SAN	71	0	0	N/A	3	0.7	71	100.0%	71	100.0%	71	100.0%
Tree down/low limbs - Emergency-STC	68	0	0	N/A	5	0.1	68	100.0%	68	100.0%	68	100.0%
Animal - Cruelty - CCS	62	0	0	N/A	30	0.8	62	100.0%	62	100.0%	62	100.0%

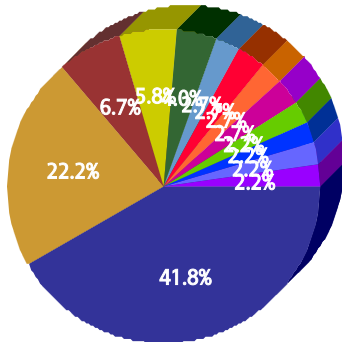


Unknown

May 2013

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	94
Litter - CCS	50
Bulky Trash Violations - CCS	15
Obstruction Alley/Sidewalk/Street - CCS	13
Signs - Public Right of Way - CCS	9
Animal - Loose - CCS	6
Brush/Bulk Items - Missed - SAN	6
Dead Animal Pick Up - SAN	6
Pot hole Repair Routine - STS	6
24 Hour Parking/Parking Violations - DPD	5
Fire Inspection - DFD	5
Street Spillage/Debris in Right of Way-Hazardous-STS	5
Substandard Structure - CCS	5



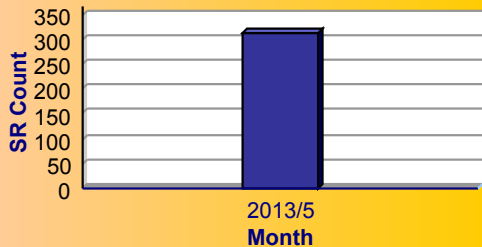
Service

- High Weeds - CCS
- Litter - CCS
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Brush/Bulk Items - Missed - SAN
- Dead Animal Pick Up - SAN
- Pot hole Repair Routine - STS
- 24 Hour Parking/Parking Violations - DPD
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Substandard Structure - CCS

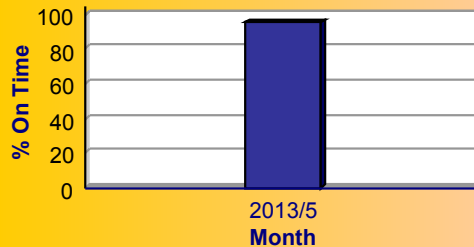
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
313	202	196	97.0%	111	102	91.9%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

May 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	94	45	45	100.0%	38	9.8	49	52.1%	49	100.0%	94	100.0%
Litter - CCS	50	10	10	100.0%	38	9.4	40	80.0%	40	100.0%	50	100.0%
Bulky Trash Violations - CCS	15	2	1	50.0%	14	1.4	13	86.7%	12	92.3%	13	86.7%
Obstruction Alley/Sidewalk/Street - CCS	13	9	9	100.0%	60	3.8	4	30.8%	4	100.0%	13	100.0%
Signs - Public Right of Way - CCS	9	3	0	0.0%	7	0.2	6	66.7%	6	100.0%	6	66.7%
Brush/Bulk Items - Missed - SAN	6	1	1	100.0%	10	6.2	5	83.3%	3	60.0%	4	66.7%
Animal - Loose - CCS	6	0	0	N/A	40	14.7	6	100.0%	6	100.0%	6	100.0%
Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.3	6	100.0%	6	100.0%	6	100.0%
Pot hole Repair Routine - STS	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
Substandard Structure - CCS	5	5	5	100.0%	365		0	0.0%	0	N/A	5	100.0%
Fire Inspection - DFD	5	3	3	100.0%	60	16.5	2	40.0%	2	100.0%	5	100.0%
24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	9.8	5	100.0%	3	60.0%	3	60.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	5	0	0	N/A	1	0.2	5	100.0%	5	100.0%	5	100.0%
Complaint/Compliment - CTY	4	1	0	0.0%	10	1.3	3	75.0%	3	100.0%	3	75.0%
Street Repair - Routine-STs	4	3	3	100.0%	90	3.0	1	25.0%	1	100.0%	4	100.0%
Miscellaneous Service Request - SCS	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
Chronic Traffic Violations - DPD	3	1	1	100.0%	14	12.5	2	66.7%	2	100.0%	3	100.0%
Restaurant/Food Complaint - CCS	3	1	1	100.0%	45	5.5	2	66.7%	2	100.0%	3	100.0%
Garbage Roll Cart - SAN	3	0	0	N/A	10	5.0	3	100.0%	3	100.0%	3	100.0%
Recycling ROLL CART NEW - SAN	3	0	0	N/A	10	1.7	3	100.0%	3	100.0%	3	100.0%

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