

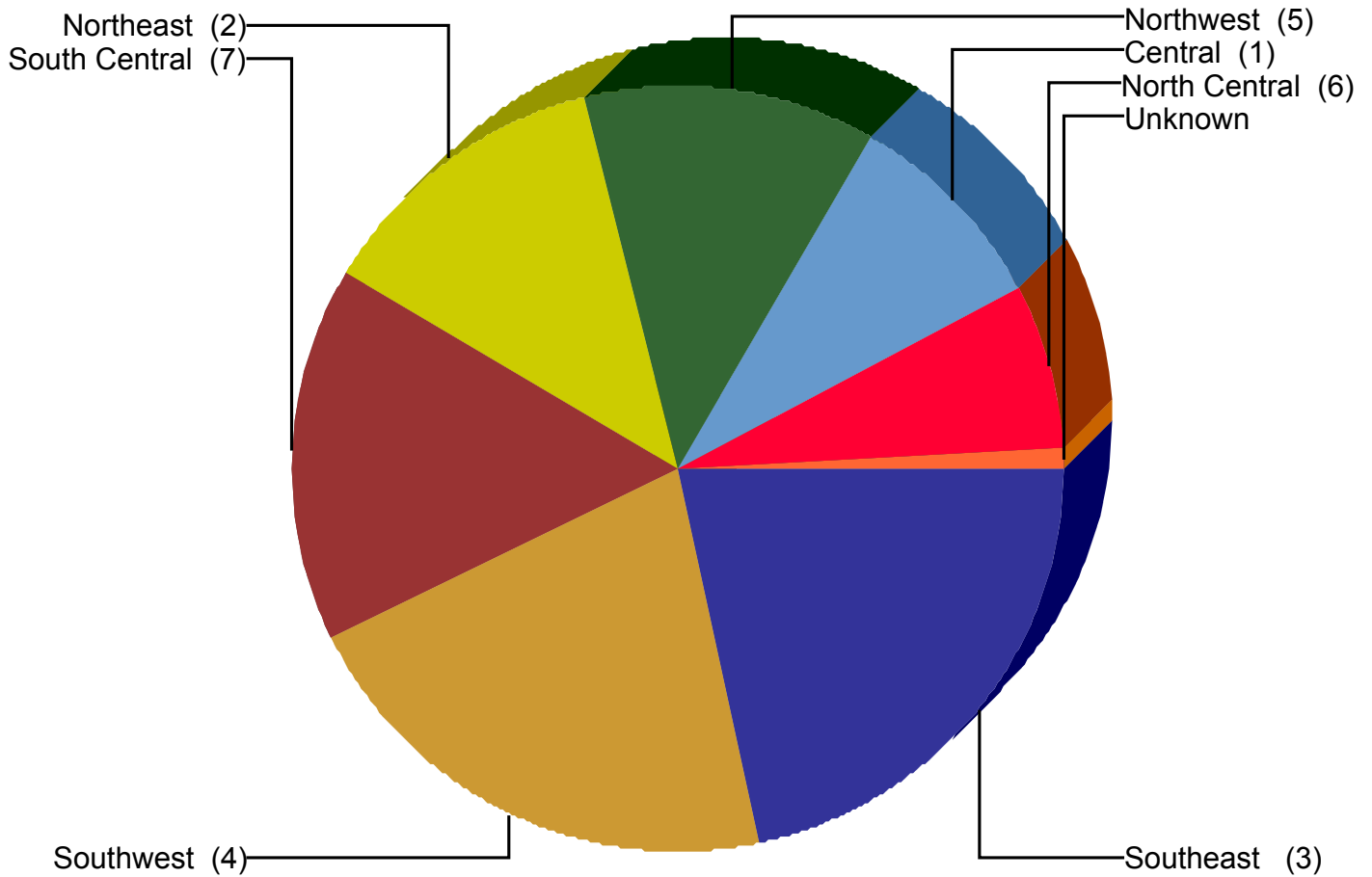


FY 2012 - 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

November 2012

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,131	8.8%	97.9%
North Central (6)	1,735	7.2%	97.9%
Northeast (2)	3,013	12.5%	98.3%
Northwest (5)	2,914	12.1%	98.4%
South Central (7)	3,845	15.9%	97.9%
Southeast (3)	5,226	21.6%	98.0%
Southwest (4)	5,110	21.2%	99.0%
Unknown	176	0.7%	96.6%
Total	24,150	100.0%	98.3%

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

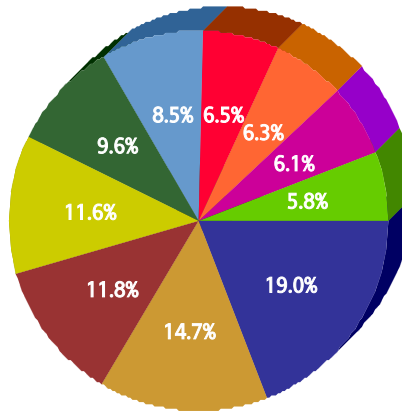


Citywide

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,104
Litter - CCS	1,625
Dead Animal Pick Up - SAN	1,309
Garbage Roll Cart - SAN	1,279
Animal - Loose - CCS	1,057
Signs - Public Right of Way - CCS	944
Animal - Loose Aggressive - CCS	721
Bulky Trash Violations - CCS	694
Animal - Confined - CCS	674
Recycling ROLL CART NEW - SAN	642



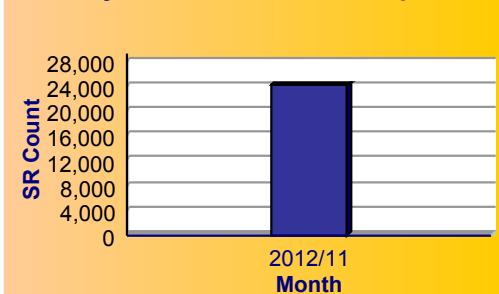
Service

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

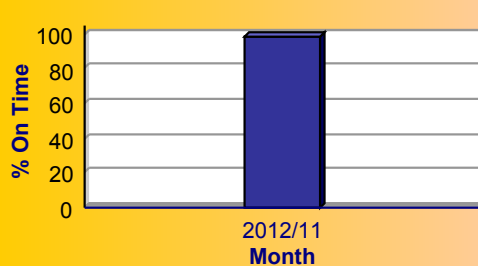
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,150	19,023	18,741	98.5%	5,127	4,989	97.3%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

November 2012

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	2,104	692	692	100.0%	38	8.5	1,412	67.1%	1,412	100.0%	2,104	100.0%
Litter - CCS	1,625	693	693	100.0%	38	8.7	932	57.4%	932	100.0%	1,625	100.0%
Dead Animal Pick Up - SAN	1,309	0	0	N/A	1	0.3	1,309	100.0%	1,306	99.8%	1,306	99.8%
Garbage Roll Cart - SAN	1,279	68	68	100.0%	10	2.4	1,211	94.7%	1,211	100.0%	1,279	100.0%
Animal - Loose - CCS	1,057	558	558	100.0%	40	6.6	499	47.2%	499	100.0%	1,057	100.0%
Signs - Public Right of Way - CCS	944	19	7	36.8%	7	0.7	925	98.0%	897	97.0%	904	95.8%
Animal - Loose Aggressive - CCS	721	1	0	0.0%	3	0.2	720	99.9%	717	99.6%	717	99.4%
Bulky Trash Violations - CCS	694	56	45	80.4%	14	4.9	638	91.9%	592	92.8%	637	91.8%
Animal - Confined - CCS	674	0	0	N/A	3	0.2	674	100.0%	673	99.9%	673	99.9%
Recycling ROLL CART NEW - SAN	642	34	34	100.0%	10	1.9	608	94.7%	608	100.0%	642	100.0%
Obstruction Alley/Sidewalk/Street - CCS	594	361	361	100.0%	60	13.3	233	39.2%	233	100.0%	594	100.0%
Garbage - Missed - SAN	510	7	0	0.0%	3	1.0	503	98.6%	491	97.6%	491	96.3%
Substandard Structure - CCS	484	282	282	100.0%	365	9.1	202	41.7%	202	100.0%	484	100.0%
Smoke Detector Request - DFD	483	31	31	100.0%	30	4.0	452	93.6%	452	100.0%	483	100.0%
Graffiti Private Property - Residential/Commercial	463	91	91	100.0%	90	1.9	372	80.3%	372	100.0%	463	100.0%
24 Hour Parking/Parking Violations - DPD	386	39	38	97.4%	10	4.8	347	89.9%	333	96.0%	371	96.1%
Fire Inspection - DFD	362	251	251	100.0%	60	9.5	111	30.7%	111	100.0%	362	100.0%
Illegal Dumping - CCS	353	70	70	100.0%	38	3.5	283	80.2%	283	100.0%	353	100.0%
Junk Motor Vehicle - CCS	328	231	231	100.0%	126	8.8	97	29.6%	97	100.0%	328	100.0%
Street Repair - Routine-STS	283	117	117	100.0%	90	5.4	166	58.7%	166	100.0%	283	100.0%

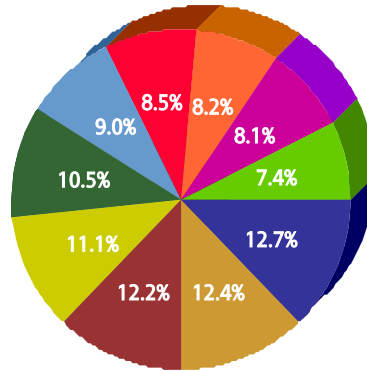


Central (1)

November 2012

Top 10 Services

SR Type	Service Request Count
Litter - CCS	103
Garbage Roll Cart - SAN	101
High Weeds - CCS	99
Graffiti Private Property - Residential/Commercial	90
Dead Animal Pick Up - SAN	85
Signs - Public Right of Way - CCS	73
Obstruction Alley/Sidewalk/Street - CCS	69
Traffic Signal - Flashing - STS	67
Traffic Signal - Timing - STS	66
Animal - Loose - CCS	60



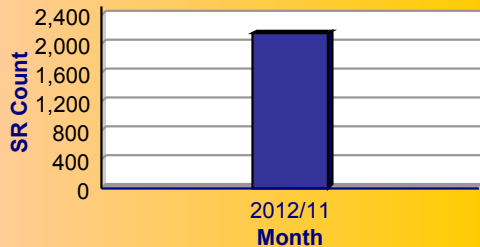
Service

- Litter - CCS
- Garbage Roll Cart - SAN
- High Weeds - CCS
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Traffic Signal - Flashing - STS
- Traffic Signal - Timing - STS
- Animal - Loose - CCS

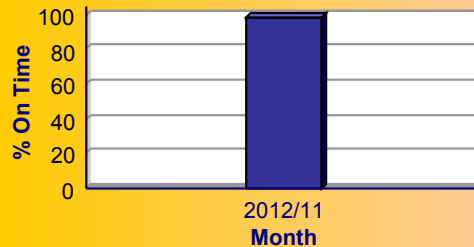
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,131	1,773	1,744	98.4%	358	342	95.5%	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

Central (1)

November 2012

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	103	21	21	100.0%	38	9.5	82	79.6%	82	100.0%	103	100.0%
Garbage Roll Cart - SAN	101	6	6	100.0%	10	2.3	95	94.1%	95	100.0%	101	100.0%
High Weeds - CCS	99	21	21	100.0%	38	11.3	78	78.8%	78	100.0%	99	100.0%
Graffiti Private Property - Residential/Commercial	90	20	20	100.0%	90	1.8	70	77.8%	70	100.0%	90	100.0%
Dead Animal Pick Up - SAN	85	0	0	N/A	1	0.2	85	100.0%	85	100.0%	85	100.0%
Signs - Public Right of Way - CCS	73	0	0	N/A	7	0.4	73	100.0%	72	98.6%	72	98.6%
Obstruction Alley/Sidewalk/Street - CCS	69	19	19	100.0%	60	14.2	50	72.5%	50	100.0%	69	100.0%
Traffic Signal - Flashing - STS	67	0	0	N/A	4	1.1	67	100.0%	65	97.0%	65	97.0%
Traffic Signal - Timing - STS	66	1	1	100.0%	4	1.6	65	98.5%	61	93.8%	62	93.9%
Animal - Loose - CCS	60	45	45	100.0%	40	4.3	15	25.0%	15	100.0%	60	100.0%
Recycling ROLL CART NEW - SAN	55	6	6	100.0%	10	2.3	49	89.1%	49	100.0%	55	100.0%
Substandard Structure - CCS	46	30	30	100.0%	365	5.3	16	34.8%	16	100.0%	46	100.0%
Garbage - Missed - SAN	46	2	0	0.0%	3	0.8	44	95.7%	44	100.0%	44	95.7%
Animal - Confined - CCS	44	0	0	N/A	3	0.2	44	100.0%	44	100.0%	44	100.0%
Bulky Trash Violations - CCS	43	4	4	100.0%	14	3.6	39	90.7%	37	94.9%	41	95.3%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	42	3	3	100.0%	10	1.5	39	92.9%	39	100.0%	42	100.0%
24 Hour Parking/Parking Violations - DPD	40	1	0	0.0%	10	5.0	39	97.5%	34	87.2%	34	85.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	33	0	0	N/A	1	0.0	33	100.0%	33	100.0%	33	100.0%
Street Repair - Routine-STS	33	20	20	100.0%	90	8.2	13	39.4%	13	100.0%	33	100.0%
Complaint/Compliment - CTY	32	8	5	62.5%	10	2.8	24	75.0%	22	91.7%	27	84.4%

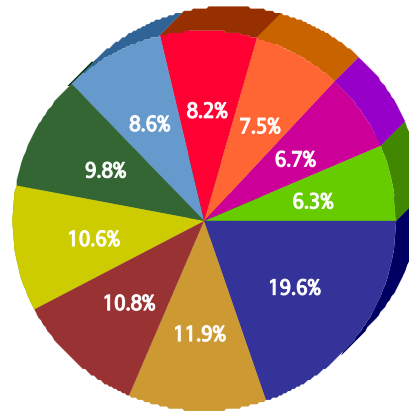


North Central (6)

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	144
Dead Animal Pick Up - SAN	87
Fire Inspection - DFD	79
Animal - Confined - CCS	78
Signs - Public Right of Way - CCS	72
Garbage - Missed - SAN	63
Obstruction Alley/Sidewalk/Street - CCS	60
Recycling ROLL CART NEW - SAN	55
Traffic Signal - Flashing - STS	49
Traffic Signal - Timing - STS	46



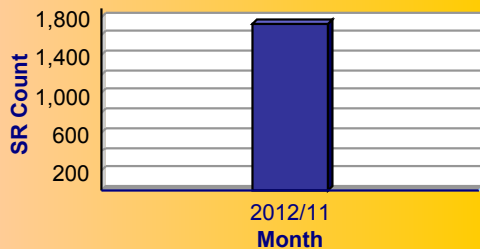
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART NEW - SAN
- Traffic Signal - Flashing - STS
- Traffic Signal - Timing - STS

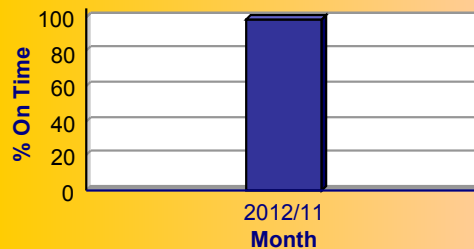
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,735	1,400	1,382	98.7%	335	317	94.6%	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)

November 2012

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	144	3	3	100.0%	10	2.3	141	97.9%	141	100.0%	144	100.0%
Dead Animal Pick Up - SAN	87	0	0	N/A	1	0.3	87	100.0%	86	98.9%	86	98.9%
Fire Inspection - DFD	79	66	66	100.0%	60	6.2	13	16.5%	13	100.0%	79	100.0%
Animal - Confined - CCS	78	0	0	N/A	3	0.2	78	100.0%	78	100.0%	78	100.0%
Signs - Public Right of Way - CCS	72	12	1	8.3%	7	2.5	60	83.3%	54	90.0%	55	76.4%
Garbage - Missed - SAN	63	0	0	N/A	3	0.6	63	100.0%	63	100.0%	63	100.0%
Obstruction Alley/Sidewalk/Street - CCS	60	48	48	100.0%	60	10.8	12	20.0%	12	100.0%	60	100.0%
Recycling ROLL CART NEW - SAN	55	3	3	100.0%	10	1.9	52	94.5%	52	100.0%	55	100.0%
Traffic Signal - Flashing - STS	49	3	3	100.0%	4	1.1	46	93.9%	45	97.8%	48	98.0%
Traffic Signal - Timing - STS	46	0	0	N/A	4	1.2	46	100.0%	46	100.0%	46	100.0%
Bulky Trash Violations - CCS	37	3	3	100.0%	14	4.6	34	91.9%	34	100.0%	37	100.0%
Animal - Loose - CCS	33	6	6	100.0%	40	9.6	27	81.8%	27	100.0%	33	100.0%
High Weeds - CCS	32	14	14	100.0%	38	9.4	18	56.2%	18	100.0%	32	100.0%
Illegal Land Use (Residential/Business) - CCS	31	18	18	100.0%	60	5.1	13	41.9%	13	100.0%	31	100.0%
Brush/Bulk Items - Missed - SAN	30	0	0	N/A	10	2.2	30	100.0%	30	100.0%	30	100.0%
Recyclable Collection Missed (Residential) - SAN	29	1	0	0.0%	3	0.8	28	96.6%	28	100.0%	28	96.6%
Street Spillage/Debris in Right of Way-Hazardous-STS	29	0	0	N/A	1	0.0	29	100.0%	29	100.0%	29	100.0%
Recycling - Roll Cart - SAN	28	3	3	100.0%	10	2.1	25	89.3%	25	100.0%	28	100.0%
Street Repair - Routine-STS	28	11	11	100.0%	90	5.6	17	60.7%	17	100.0%	28	100.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	27	1	1	100.0%	10	1.5	26	96.3%	26	100.0%	27	100.0%

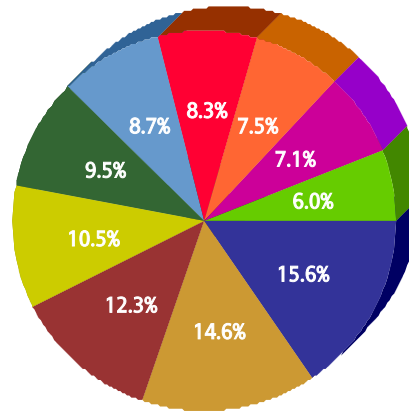


Northeast (2)

November 2012

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	198
Dead Animal Pick Up - SAN	186
Bulky Trash Violations - CCS	157
Obstruction Alley/Sidewalk/Street - CCS	133
Animal - Confined - CCS	121
Animal - Loose - CCS	111
Recycling ROLL CART NEW - SAN	105
High Weeds - CCS	95
Garbage - Missed - SAN	90
Substandard Structure Apts - CCS	76



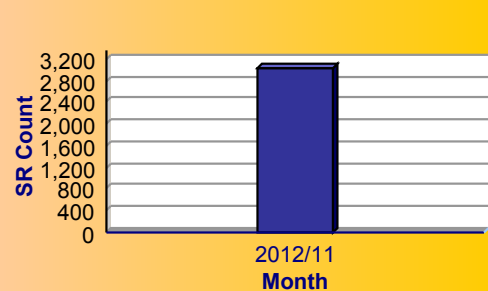
Service

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

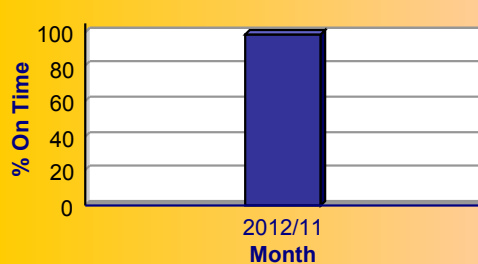
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,013	2,466	2,436	98.8%	547	526	96.2%	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

Northeast (2)

November 2012

Top Performers by SR Volume Created During the Reporting Period

Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	198	12	12	100.0%	10	2.3	186	93.9%	186	100.0%	198	100.0%
Dead Animal Pick Up - SAN	186	0	0	N/A	1	0.2	186	100.0%	185	99.5%	185	99.5%
Bulky Trash Violations - CCS	157	7	6	85.7%	14	4.0	150	95.5%	146	97.3%	152	96.8%
Obstruction Alley/Sidewalk/Street - CCS	133	71	71	100.0%	60	14.1	62	46.6%	62	100.0%	133	100.0%
Animal - Confined - CCS	121	0	0	N/A	3	0.2	121	100.0%	121	100.0%	121	100.0%
Animal - Loose - CCS	111	55	55	100.0%	40	6.9	56	50.5%	56	100.0%	111	100.0%
Recycling ROLL CART NEW - SAN	105	5	5	100.0%	10	1.7	100	95.2%	100	100.0%	105	100.0%
High Weeds - CCS	95	42	42	100.0%	38	11.7	53	55.8%	53	100.0%	95	100.0%
Garbage - Missed - SAN	90	3	0	0.0%	3	0.9	87	96.7%	87	100.0%	87	96.7%
Substandard Structure Apts - CCS	76	32	32	100.0%	365	7.9	44	57.9%	44	100.0%	76	100.0%
Litter - CCS	75	41	41	100.0%	38	11.3	34	45.3%	34	100.0%	75	100.0%
Animal - Loose Aggressive - CCS	66	0	0	N/A	3	0.0	66	100.0%	66	100.0%	66	100.0%
24 Hour Parking/Parking Violations - DPD	56	6	6	100.0%	10	3.7	50	89.3%	50	100.0%	56	100.0%
Animal - Noisy - CCS	51	2	2	100.0%	30	1.5	49	96.1%	49	100.0%	51	100.0%
Street Repair - Routine-STS	51	28	28	100.0%	90	6.0	23	45.1%	23	100.0%	51	100.0%
Cost Plus - SAN	50	0	0	N/A	10	3.1	50	100.0%	49	98.0%	49	98.0%
Street Spillage/Debris in Right of Way-Hazardous-STS	48	0	0	N/A	1	0.0	48	100.0%	48	100.0%	48	100.0%
Signs - Public Right of Way - CCS	47	3	2	66.7%	7	0.8	44	93.6%	43	97.7%	45	95.7%
Recyclable Collection Missed (Residential) - SAN	46	0	0	N/A	3	0.8	46	100.0%	46	100.0%	46	100.0%
Complaint/Compliment - CTY	45	8	5	62.5%	10	1.8	37	82.2%	37	100.0%	42	93.3%
Recycling - Roll Cart - SAN	45	1	1	100.0%	10	2.7	44	97.8%	44	100.0%	45	100.0%

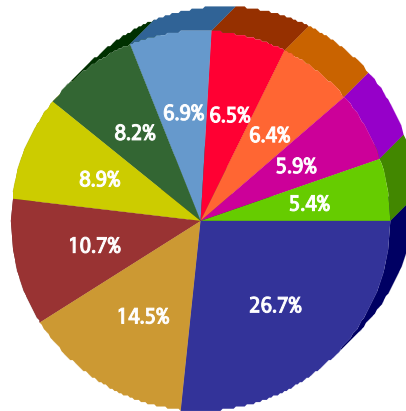


Northwest (5)

November 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	337
High Weeds - CCS	183
Garbage Roll Cart - SAN	135
Litter - CCS	112
Dead Animal Pick Up - SAN	103
Fire Inspection - DFD	87
Animal - Loose - CCS	82
Obstruction Alley/Sidewalk/Street - CCS	81
24 Hour Parking/Parking Violations - DPD	74
Garbage - Missed - SAN	68



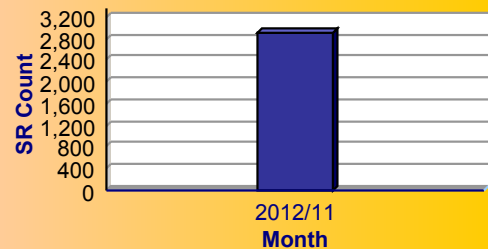
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Loose - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN

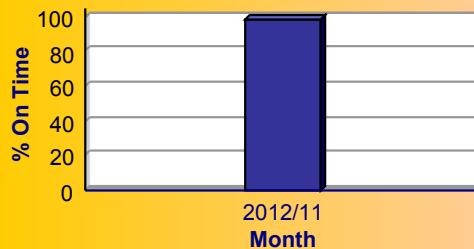
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,914	2,358	2,312	98.0%	556	554	99.6%	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

Northwest (5)

November 2012

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	337	1	1	100.0%	7	0.3	336	99.7%	332	98.8%	333	98.8%
High Weeds - CCS	183	72	72	100.0%	38	13.9	111	60.7%	111	100.0%	183	100.0%
Garbage Roll Cart - SAN	135	7	7	100.0%	10	2.3	128	94.8%	128	100.0%	135	100.0%
Litter - CCS	112	59	59	100.0%	38	11.2	53	47.3%	53	100.0%	112	100.0%
Dead Animal Pick Up - SAN	103	0	0	N/A	1	0.3	103	100.0%	102	99.0%	102	99.0%
Fire Inspection - DFD	87	56	56	100.0%	60	14.1	31	35.6%	31	100.0%	87	100.0%
Animal - Loose - CCS	82	17	17	100.0%	40	7.1	65	79.3%	65	100.0%	82	100.0%
Obstruction Alley/Sidewalk/Street - CCS	81	64	64	100.0%	60	12.6	17	21.0%	17	100.0%	81	100.0%
24 Hour Parking/Parking Violations - DPD	74	11	11	100.0%	10	5.4	63	85.1%	58	92.1%	69	93.2%
Garbage - Missed - SAN	68	0	0	N/A	3	1.1	68	100.0%	68	100.0%	68	100.0%
Recycling ROLL CART NEW - SAN	64	3	3	100.0%	10	2.0	61	95.3%	61	100.0%	64	100.0%
Bulky Trash Violations - CCS	63	4	4	100.0%	14	3.9	59	93.7%	58	98.3%	62	98.4%
Animal - Confined - CCS	61	0	0	N/A	3	0.2	61	100.0%	61	100.0%	61	100.0%
Animal - Loose Aggressive - CCS	59	0	0	N/A	3	0.2	59	100.0%	58	98.3%	58	98.3%
Street Repair - Routine-STS	54	17	17	100.0%	90	5.8	37	68.5%	37	100.0%	54	100.0%
Traffic Signal - Flashing - STS	50	2	2	100.0%	4	1.4	48	96.0%	45	93.8%	47	94.0%
Graffiti Private Property - Residential/Commercial	39	18	18	100.0%	90	2.5	21	53.8%	21	100.0%	39	100.0%
Garage Sale - CCS	38	0	0	N/A	7	2.8	38	100.0%	35	92.1%	35	92.1%
Street Spillage/Debris in Right of Way-Hazardous-STS	38	0	0	N/A	1	0.0	38	100.0%	38	100.0%	38	100.0%
Traffic Signal - Timing - STS	37	2	2	100.0%	4	1.5	35	94.6%	33	94.3%	35	94.6%

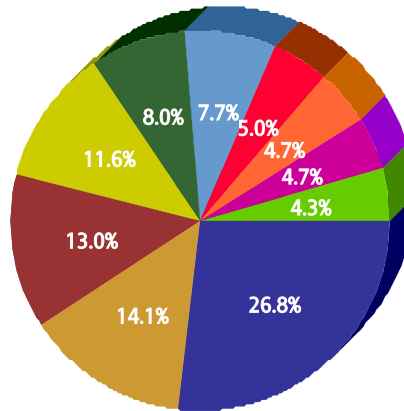


South Central (7)

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	589
Litter - CCS	309
Dead Animal Pick Up - SAN	286
Animal - Loose - CCS	255
Garbage Roll Cart - SAN	176
Animal - Loose Aggressive - CCS	170
Recycling ROLL CART NEW - SAN	110
Animal - Confined - CCS	103
Illegal Dumping - CCS	103
Smoke Detector Request - DFD	95



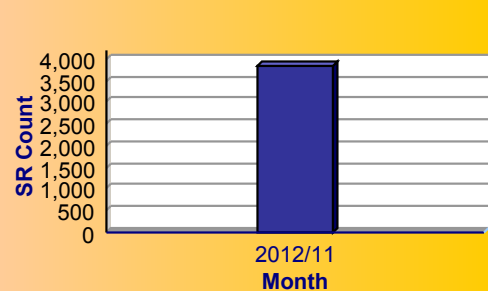
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Recycling ROLL CART NEW - SAN
- Animal - Confined - CCS
- Illegal Dumping - CCS
- Smoke Detector Request - DFD

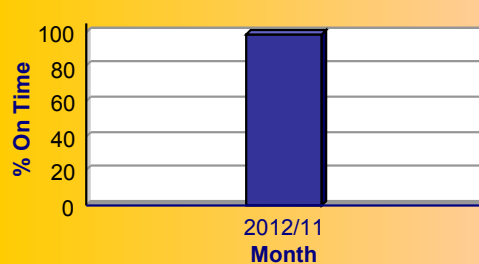
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,845	2,892	2,830	97.9%	953	934	98.0%	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

South Central (7)

November 2012

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	589	195	195	100.0%	38	8.0	394	66.9%	394	100.0%	589	100.0%
Litter - CCS	309	145	145	100.0%	38	7.0	164	53.1%	164	100.0%	309	100.0%
Dead Animal Pick Up - SAN	286	0	0	N/A	1	0.3	286	100.0%	286	100.0%	286	100.0%
Animal - Loose - CCS	255	147	147	100.0%	40	6.3	108	42.4%	108	100.0%	255	100.0%
Garbage Roll Cart - SAN	176	8	8	100.0%	10	2.4	168	95.5%	168	100.0%	176	100.0%
Animal - Loose Aggressive - CCS	170	0	0	N/A	3	0.2	170	100.0%	170	100.0%	170	100.0%
Recycling ROLL CART NEW - SAN	110	7	7	100.0%	10	2.0	103	93.6%	103	100.0%	110	100.0%
Animal - Confined - CCS	103	0	0	N/A	3	0.3	103	100.0%	103	100.0%	103	100.0%
Illegal Dumping - CCS	103	35	35	100.0%	38	7.8	68	66.0%	68	100.0%	103	100.0%
Smoke Detector Request - DFD	95	13	13	100.0%	30	7.6	82	86.3%	82	100.0%	95	100.0%
Garbage - Missed - SAN	87	0	0	N/A	3	1.3	87	100.0%	82	94.3%	82	94.3%
Bulky Trash Violations - CCS	84	22	19	86.4%	14	12.0	62	73.8%	38	61.3%	57	67.9%
Graffiti Private Property - Residential/Commercial	79	4	4	100.0%	90	1.2	75	94.9%	75	100.0%	79	100.0%
Junk Motor Vehicle - CCS	75	60	60	100.0%	126	2.1	15	20.0%	15	100.0%	75	100.0%
Parking - Unapproved Surface - CCS	74	6	6	100.0%	10	2.3	68	91.9%	65	95.6%	71	95.9%
24 Hour Parking/Parking Violations - DPD	73	5	5	100.0%	10	4.9	68	93.2%	68	100.0%	73	100.0%
Animal - Sick/Injured - CCS	55	0	0	N/A	3	0.4	55	100.0%	53	96.4%	53	96.4%
Open and Vacant Structure - CCS	53	20	20	100.0%	30	6.5	33	62.3%	33	100.0%	53	100.0%
Substandard Structure - CCS	51	39	39	100.0%	365	9.8	12	23.5%	12	100.0%	51	100.0%
Illegal Outside Storage - CCS	39	29	29	100.0%	38	12.5	10	25.6%	10	100.0%	39	100.0%

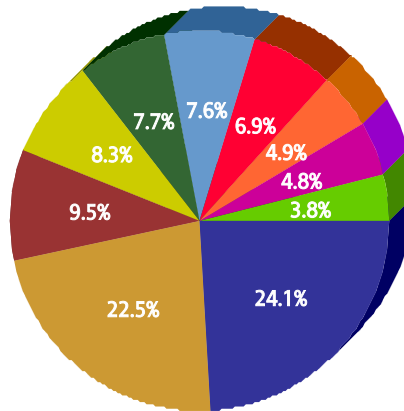


Southeast (3)

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	748
Litter - CCS	697
Animal - Loose - CCS	294
Dead Animal Pick Up - SAN	258
Garbage Roll Cart - SAN	238
Animal - Loose Aggressive - CCS	237
Substandard Structure - CCS	213
Bulky Trash Violations - CCS	152
Animal - Confined - CCS	148
Signs - Public Right of Way - CCS	117



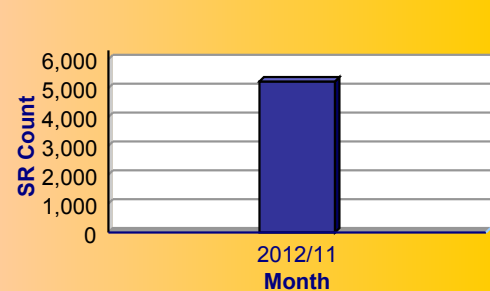
Service

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

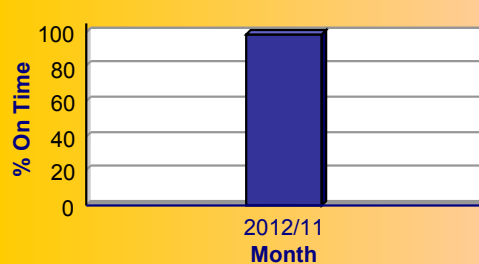
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,226	3,917	3,844	98.1%	1,309	1,278	97.6%	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

Southeast (3)

November 2012

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	748	223	223	100.0%	38	7.5	525	70.2%	525	100.0%	748	100.0%
Litter - CCS	697	262	262	100.0%	38	8.1	435	62.4%	435	100.0%	697	100.0%
Animal - Loose - CCS	294	178	178	100.0%	40	4.9	116	39.5%	116	100.0%	294	100.0%
Dead Animal Pick Up - SAN	258	0	0	N/A	1	0.3	258	100.0%	258	100.0%	258	100.0%
Garbage Roll Cart - SAN	238	13	13	100.0%	10	2.3	225	94.5%	225	100.0%	238	100.0%
Animal - Loose Aggressive - CCS	237	1	0	0.0%	3	0.1	236	99.6%	235	99.6%	235	99.2%
Substandard Structure - CCS	213	96	96	100.0%	365	10.5	117	54.9%	117	100.0%	213	100.0%
Bulky Trash Violations - CCS	152	6	4	66.7%	14	6.0	146	96.1%	133	91.1%	137	90.1%
Animal - Confined - CCS	148	0	0	N/A	3	0.2	148	100.0%	148	100.0%	148	100.0%
Signs - Public Right of Way - CCS	117	1	1	100.0%	7	2.1	116	99.1%	104	89.7%	105	89.7%
Recycling ROLL CART NEW - SAN	116	2	2	100.0%	10	1.7	114	98.3%	114	100.0%	116	100.0%
Junk Motor Vehicle - CCS	110	87	87	100.0%	126	10.3	23	20.9%	23	100.0%	110	100.0%
Garbage - Missed - SAN	97	2	0	0.0%	3	0.9	95	97.9%	88	92.6%	88	90.7%
Obstruction Alley/Sidewalk/Street - CCS	94	54	54	100.0%	60	13.0	40	42.6%	40	100.0%	94	100.0%
Open and Vacant Structure - CCS	85	27	27	100.0%	30	6.1	58	68.2%	58	100.0%	85	100.0%
No Building Permit - CCS	70	21	21	100.0%	60	9.4	49	70.0%	49	100.0%	70	100.0%
Illegal Outside Storage - CCS	67	46	46	100.0%	38	14.8	21	31.3%	21	100.0%	67	100.0%
Parking - Unapproved Surface - CCS	63	3	3	100.0%	10	4.4	60	95.2%	49	81.7%	52	82.5%
Animal - Sick/Injured - CCS	59	0	0	N/A	3	0.0	59	100.0%	59	100.0%	59	100.0%
Animal - Cruelty - CCS	53	0	0	N/A	30	0.6	53	100.0%	53	100.0%	53	100.0%

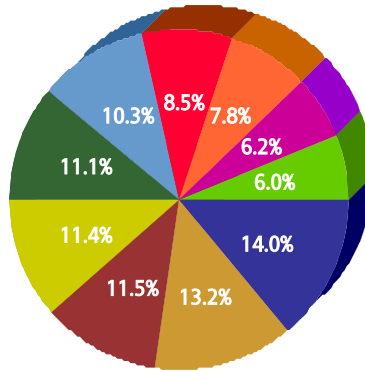


Southwest (4)

November 2012

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	355
High Weeds - CCS	334
Litter - CCS	293
Dead Animal Pick Up - SAN	289
Garbage Roll Cart - SAN	281
Signs - Public Right of Way - CCS	262
Animal - Loose - CCS	215
Graffiti Private Property - Residential/Commercial	199
Bulky Trash Violations - CCS	157
Animal - Loose Aggressive - CCS	152



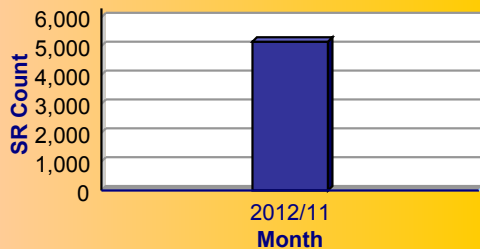
Service

- Smoke Detector Request - DFD
- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Graffiti Private Property - Residential/Commercial
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS

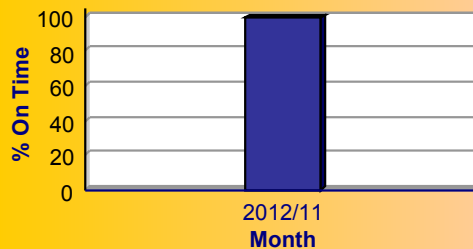
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,110	4,096	4,072	99.4%	1,014	989	97.5%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

November 2012

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
Smoke Detector Request - DFD	355	6	6	100.0%	30	2.9	349	98.3%	349	100.0%	355	100.0%
High Weeds - CCS	334	113	113	100.0%	38	7.0	221	66.2%	221	100.0%	334	100.0%
Litter - CCS	293	140	140	100.0%	38	10.6	153	52.2%	153	100.0%	293	100.0%
Dead Animal Pick Up - SAN	289	0	0	N/A	1	0.2	289	100.0%	289	100.0%	289	100.0%
Garbage Roll Cart - SAN	281	19	19	100.0%	10	2.5	262	93.2%	262	100.0%	281	100.0%
Signs - Public Right of Way - CCS	262	2	2	100.0%	7	0.4	260	99.2%	257	98.8%	259	98.9%
Animal - Loose - CCS	215	105	105	100.0%	40	7.7	110	51.2%	110	100.0%	215	100.0%
Graffiti Private Property - Residential/Commercial	199	36	36	100.0%	90	1.4	163	81.9%	163	100.0%	199	100.0%
Bulky Trash Violations - CCS	157	10	5	50.0%	14	2.6	147	93.6%	145	98.6%	150	95.5%
Animal - Loose Aggressive - CCS	152	0	0	N/A	3	0.2	152	100.0%	151	99.3%	151	99.3%
Illegal Dumping - CCS	145	9	9	100.0%	38	1.1	136	93.8%	136	100.0%	145	100.0%
Recycling ROLL CART NEW - SAN	127	8	8	100.0%	10	2.0	119	93.7%	119	100.0%	127	100.0%
Obstruction Alley/Sidewalk/Street - CCS	118	84	84	100.0%	60	11.2	34	28.8%	34	100.0%	118	100.0%
Animal - Confined - CCS	117	0	0	N/A	3	0.3	117	100.0%	116	99.1%	116	99.1%
Illegal Outside Storage - CCS	106	69	69	100.0%	38	9.9	37	34.9%	37	100.0%	106	100.0%
Signs - Other - CCS	96	5	5	100.0%	21	1.2	91	94.8%	91	100.0%	96	100.0%
Illegal Land Use (Residential/Business) - CCS	88	37	37	100.0%	60	3.7	51	58.0%	51	100.0%	88	100.0%
Substandard Structure - CCS	80	47	47	100.0%	365	6.2	33	41.2%	33	100.0%	80	100.0%
24 Hour Parking/Parking Violations - DPD	69	6	6	100.0%	10	4.7	63	91.3%	63	100.0%	69	100.0%
Fire Inspection - DFD	67	46	46	100.0%	60	10.3	21	31.3%	21	100.0%	67	100.0%

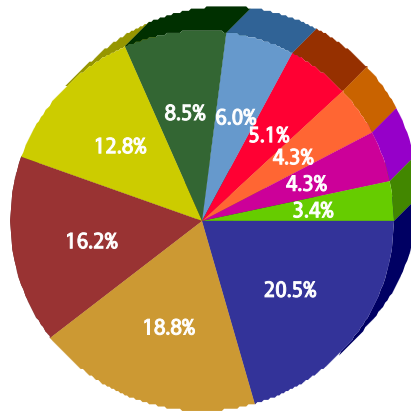


Unknown

November 2012

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	24
Signs - Public Right of Way - CCS	22
Litter - CCS	19
Dead Animal Pick Up - SAN	15
Recycling ROLL CART NEW - SAN	10
Animal - Loose - CCS	7
Garbage Roll Cart - SAN	6
LBJ Signs / Markings / Street Lights	5
Parking - Unapproved Surface - CCS	5
Fire Inspection - DFD	4



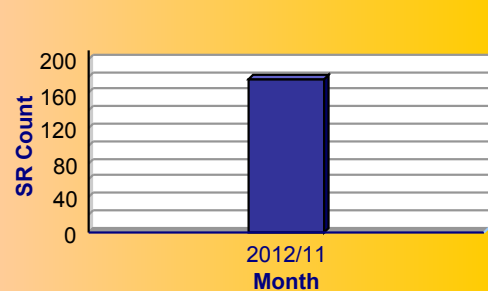
Service

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

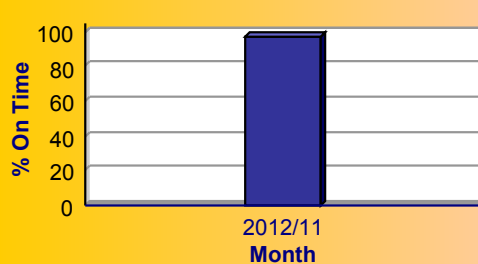
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
176	121	121	100.0%	55	49	89.1%	96.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

November 2012

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	24	12	12	100.0%	38	10.8	12	50.0%	12	100.0%	24	100.0%
Signs - Public Right of Way - CCS	22	0	0	N/A	7	0.4	22	100.0%	22	100.0%	22	100.0%
Litter - CCS	19	15	15	100.0%	38	13.0	4	21.1%	4	100.0%	19	100.0%
Dead Animal Pick Up - SAN	15	0	0	N/A	1	0.2	15	100.0%	15	100.0%	15	100.0%
Recycling ROLL CART NEW - SAN	10	0	0	N/A	10	1.6	10	100.0%	10	100.0%	10	100.0%
Animal - Loose - CCS	7	5	5	100.0%	40	7.5	2	28.6%	2	100.0%	7	100.0%
Garbage Roll Cart - SAN	6	0	0	N/A	10	2.5	6	100.0%	6	100.0%	6	100.0%
Parking - Unapproved Surface - CCS	5	1	0	0.0%	10	0.0	4	80.0%	4	100.0%	4	80.0%
LBJ Signs / Markings / Street Lights	5	0	0	N/A	0	0.0	5	100.0%	5	100.0%	5	100.0%
Fire Inspection - DFD	4	4	4	100.0%	60		0	0.0%	0	N/A	4	100.0%
Junk Motor Vehicle - CCS	3	0	0	N/A	126	7.3	3	100.0%	3	100.0%	3	100.0%
Smoke Detector Request - DFD	3	0	0	N/A	30	1.3	3	100.0%	3	100.0%	3	100.0%
Animal - Confined - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	2.0	2	100.0%	2	100.0%	2	100.0%
Complaint/Compliment - CTY	2	1	0	0.0%	10	1.0	1	50.0%	1	100.0%	1	50.0%
Substandard Structure - CCS	2	2	2	100.0%	365		0	0.0%	0	N/A	2	100.0%
Obstruction Corner Clip - CCS	2	1	1	100.0%	60	10.0	1	50.0%	1	100.0%	2	100.0%
Garbage - Missed - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
Parking - General Request - DPD	2	0	0	N/A	14	1.0	2	100.0%	2	100.0%	2	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
Street Repair - Routine-STs	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%
Water Questions - WTR	2	0	0	N/A	21	1.0	2	100.0%	2	100.0%	2	100.0%
Sewer Problems - Water Administration	2	0	0	N/A	19	3.0	2	100.0%	2	100.0%	2	100.0%