

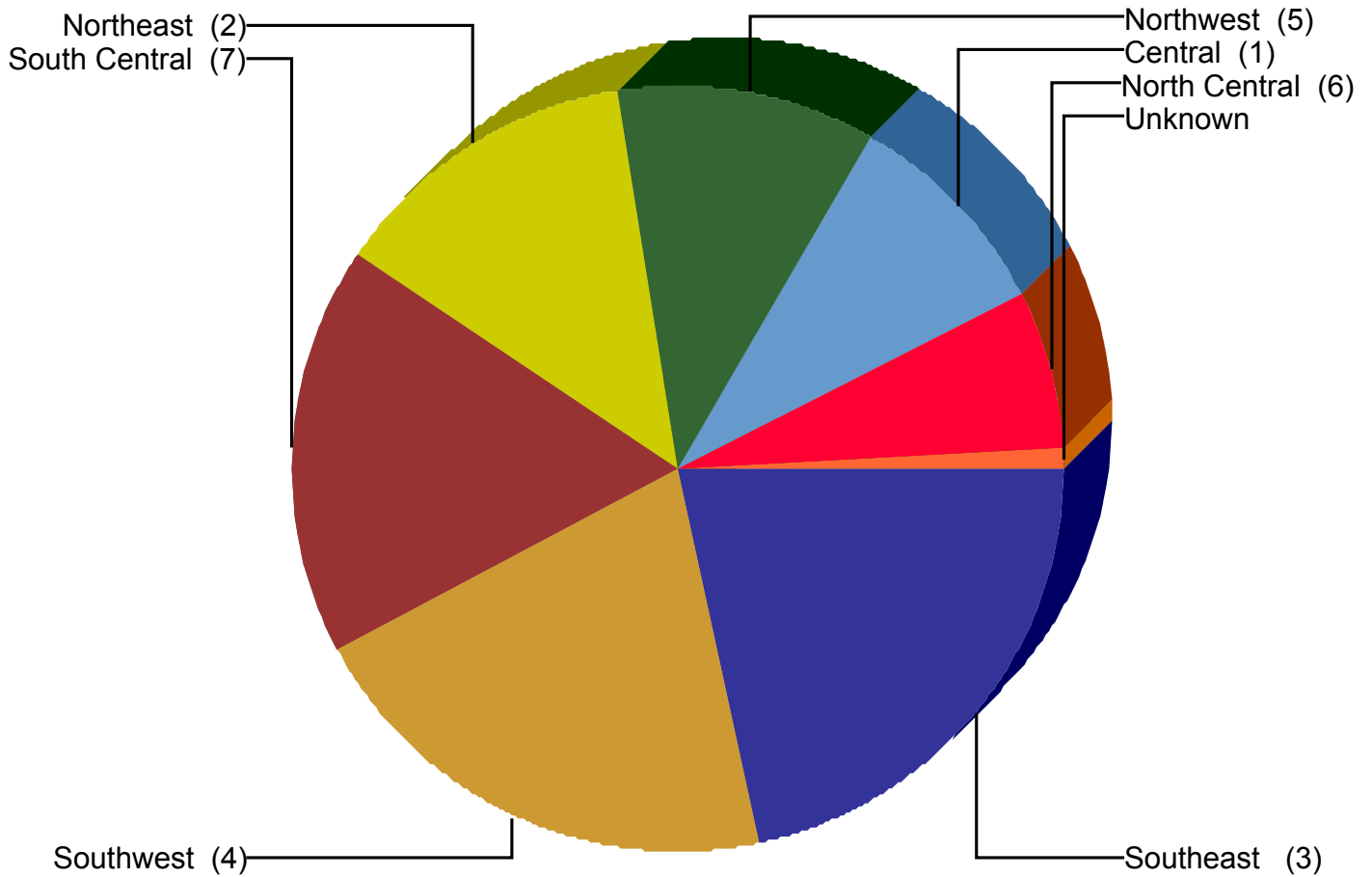


FY 2012 - 2013
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

October 2012

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| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|---------------|---------------------|----------------------|
| Central (1) | 2,796 | 8.9% | 95.4% |
| North Central (6) | 2,146 | 6.9% | 95.9% |
| Northeast (2) | 4,074 | 13.0% | 95.7% |
| Northwest (5) | 3,403 | 10.9% | 96.8% |
| South Central (7) | 5,413 | 17.3% | 92.9% |
| Southeast (3) | 6,814 | 21.8% | 95.4% |
| Southwest (4) | 6,396 | 20.5% | 95.8% |
| Unknown | 230 | 0.7% | 76.5% |
| Total | 31,272 | 100.0% | 95.1% |

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

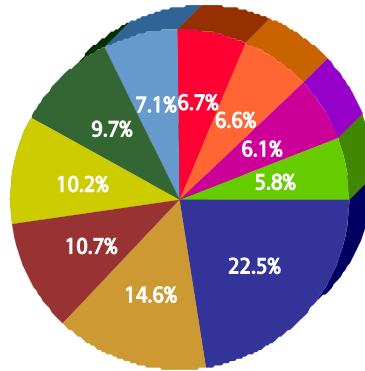


Citywide

October 2012

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 3,284 |
| Litter - CCS | 2,124 |
| Garbage Roll Cart - SAN | 1,560 |
| Animal - Loose - CCS | 1,490 |
| Dead Animal Pick Up - SAN | 1,419 |
| Bulky Trash Violations - CCS | 1,036 |
| Animal - Loose Aggressive - CCS | 982 |
| Obstruction Alley/Sidewalk/Street - CCS | 963 |
| Substandard Structure - CCS | 888 |
| Graffiti Private Property - Residential/Commercial | 851 |



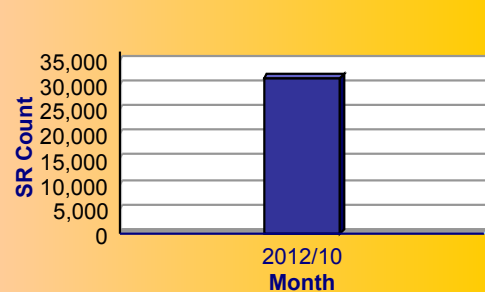
Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Substandard Structure - CCS
- Graffiti Private Property - Residential/Commercial

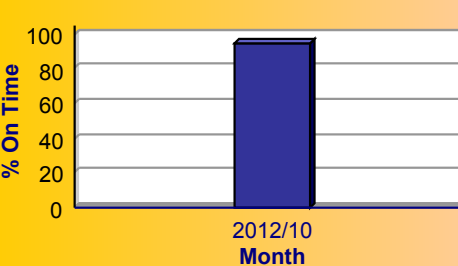
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 31,272 | 29,641 | 28,495 | 96.1% | 1,631 | 1,255 | 76.9% | 95.1% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

October 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 | 3,284 | 123 | 34 | 27.6% | 38 | 15.9 | 3,161 | 96.3% | 2,950 | 93.3% | 2,984 | 90.9% |
| Litter - CCS | 2,124 | 88 | 15 | 17.0% | 38 | 16.4 | 2,036 | 95.9% | 1,837 | 90.2% | 1,852 | 87.2% |
| Garbage Roll Cart - SAN | 1,560 | 0 | 0 | N/A | 10 | 2.4 | 1,560 | 100.0% | 1,554 | 99.6% | 1,554 | 99.6% |
| Animal - Loose - CCS | 1,490 | 1 | 0 | 0.0% | 40 | 14.9 | 1,489 | 99.9% | 1,489 | 100.0% | 1,489 | 99.9% |
| Dead Animal Pick Up - SAN | 1,419 | 0 | 0 | N/A | 1 | 0.3 | 1,419 | 100.0% | 1,419 | 100.0% | 1,419 | 100.0% |
| Bulky Trash Violations - CCS | 1,036 | 0 | 0 | N/A | 14 | 9.0 | 1,036 | 100.0% | 806 | 77.8% | 806 | 77.8% |
| Animal - Loose Aggressive - CCS | 982 | 0 | 0 | N/A | 3 | 0.4 | 982 | 100.0% | 963 | 98.1% | 963 | 98.1% |
| Obstruction Alley/Sidewalk/Street - CCS | 963 | 139 | 121 | 87.1% | 60 | 22.1 | 824 | 85.6% | 824 | 100.0% | 945 | 98.1% |
| Substandard Structure - CCS | 888 | 358 | 358 | 100.0% | 365 | 17.6 | 530 | 59.7% | 530 | 100.0% | 888 | 100.0% |
| Graffiti Private Property - Residential/Commercial | 851 | 27 | 27 | 100.0% | 90 | 2.7 | 824 | 96.8% | 824 | 100.0% | 851 | 100.0% |
| Signs - Public Right of Way - CCS | 847 | 0 | 0 | N/A | 7 | 0.7 | 847 | 100.0% | 824 | 97.3% | 824 | 97.3% |
| Animal - Confined - CCS | 814 | 0 | 0 | N/A | 3 | 0.3 | 814 | 100.0% | 812 | 99.8% | 812 | 99.8% |
| Recycling ROLL CART NEW - SAN | 712 | 0 | 0 | N/A | 10 | 1.8 | 712 | 100.0% | 712 | 100.0% | 712 | 100.0% |
| Junk Motor Vehicle - CCS | 570 | 214 | 214 | 100.0% | 126 | 21.5 | 356 | 62.5% | 356 | 100.0% | 570 | 100.0% |
| Garbage - Missed - SAN | 510 | 0 | 0 | N/A | 3 | 0.8 | 510 | 100.0% | 504 | 98.8% | 504 | 98.8% |
| 24 Hour Parking/Parking Violations - DPD | 458 | 0 | 0 | N/A | 10 | 4.6 | 458 | 100.0% | 450 | 98.3% | 450 | 98.3% |
| Parking - Unapproved Surface - CCS | 436 | 0 | 0 | N/A | 10 | 4.0 | 436 | 100.0% | 389 | 89.2% | 389 | 89.2% |
| Illegal Dumping - CCS | 433 | 15 | 4 | 26.7% | 38 | 8.9 | 418 | 96.5% | 396 | 94.7% | 400 | 92.4% |
| Smoke Detector Request - DFD | 431 | 0 | 0 | N/A | 30 | 4.1 | 431 | 100.0% | 425 | 98.6% | 425 | 98.6% |
| Street Repair - Routine-STS | 385 | 30 | 30 | 100.0% | 90 | 11.5 | 355 | 92.2% | 355 | 100.0% | 385 | 100.0% |

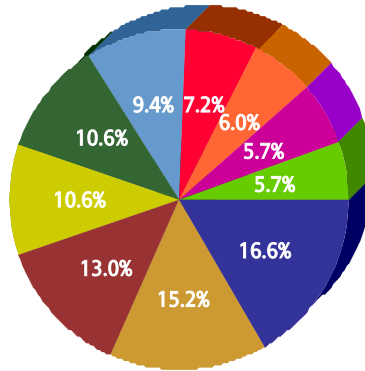


Central (1)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 175 |
| Graffiti Private Property - Residential/Commercial | 160 |
| Litter - CCS | 137 |
| Dead Animal Pick Up - SAN | 112 |
| Garbage Roll Cart - SAN | 112 |
| Traffic Signal - Timing - STS | 99 |
| Animal - Loose - CCS | 76 |
| Street Repair - Routine-STS | 63 |
| 24 Hour Parking/Parking Violations - DPD | 60 |
| Traffic Signal - Flashing - STS | 60 |



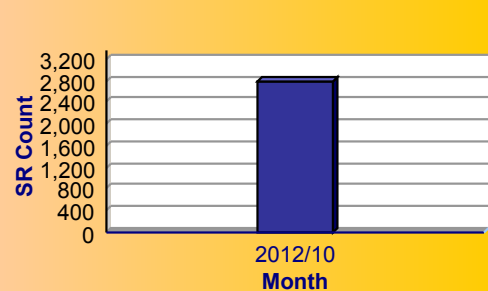
Service

- High Weeds - CCS
- Graffiti Private Property - Residential/Commercial
- Litter - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Traffic Signal - Timing - STS
- Animal - Loose - CCS
- Street Repair - Routine-STS
- 24 Hour Parking/Parking Violations - DPD
- Traffic Signal - Flashing - STS

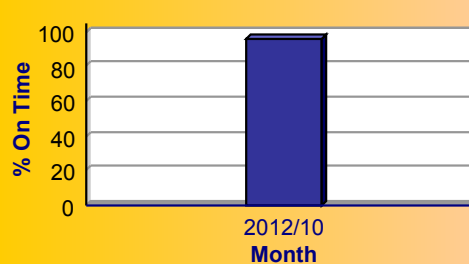
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,796 | 2,676 | 2,573 | 96.2% | 120 | 93 | 77.5% | 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

Central (1)

October 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 | 175 | 4 | 4 | 100.0% | 38 | 17.5 | 171 | 97.7% | 151 | 88.3% | 155 | 88.6% |
| Graffiti Private Property - Residential/Commercial | 160 | 3 | 3 | 100.0% | 90 | 4.0 | 157 | 98.1% | 157 | 100.0% | 160 | 100.0% |
| Litter - CCS | 137 | 5 | 1 | 20.0% | 38 | 13.0 | 132 | 96.4% | 122 | 92.4% | 123 | 89.8% |
| Dead Animal Pick Up - SAN | 112 | 0 | 0 | N/A | 1 | 0.3 | 112 | 100.0% | 112 | 100.0% | 112 | 100.0% |
| Garbage Roll Cart - SAN | 112 | 0 | 0 | N/A | 10 | 2.2 | 112 | 100.0% | 112 | 100.0% | 112 | 100.0% |
| Traffic Signal - Timing - STS | 99 | 0 | 0 | N/A | 4 | 1.4 | 99 | 100.0% | 99 | 100.0% | 99 | 100.0% |
| Animal - Loose - CCS | 76 | 0 | 0 | N/A | 40 | 14.5 | 76 | 100.0% | 76 | 100.0% | 76 | 100.0% |
| Street Repair - Routine-STS | 63 | 13 | 13 | 100.0% | 90 | 14.9 | 50 | 79.4% | 50 | 100.0% | 63 | 100.0% |
| 24 Hour Parking/Parking Violations - DPD | 60 | 0 | 0 | N/A | 10 | 4.9 | 60 | 100.0% | 59 | 98.3% | 59 | 98.3% |
| Traffic Signal - Flashing - STS | 60 | 0 | 0 | N/A | 4 | 1.2 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| Animal - Confined - CCS | 59 | 0 | 0 | N/A | 3 | 0.3 | 59 | 100.0% | 59 | 100.0% | 59 | 100.0% |
| Recycling ROLL CART NEW - SAN | 54 | 0 | 0 | N/A | 10 | 1.9 | 54 | 100.0% | 54 | 100.0% | 54 | 100.0% |
| Obstruction Alley/Sidewalk/Street - CCS | 51 | 4 | 4 | 100.0% | 60 | 22.1 | 47 | 92.2% | 47 | 100.0% | 51 | 100.0% |
| Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 50 | 0 | 0 | N/A | 10 | 2.0 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| Signs - Public Right of Way - CCS | 49 | 0 | 0 | N/A | 7 | 1.7 | 49 | 100.0% | 46 | 93.9% | 46 | 93.9% |
| Fire Inspection - DFD | 46 | 24 | 24 | 100.0% | 60 | 21.9 | 22 | 47.8% | 22 | 100.0% | 46 | 100.0% |
| Substandard Structure - CCS | 42 | 15 | 15 | 100.0% | 365 | 18.1 | 27 | 64.3% | 27 | 100.0% | 42 | 100.0% |
| Signs - Other - CCS | 40 | 2 | 0 | 0.0% | 21 | 11.6 | 38 | 95.0% | 28 | 73.7% | 28 | 70.0% |
| Bulky Trash Violations - CCS | 39 | 0 | 0 | N/A | 14 | 5.7 | 39 | 100.0% | 37 | 94.9% | 37 | 94.9% |
| Animal - Loose Aggressive - CCS | 37 | 0 | 0 | N/A | 3 | 0.4 | 37 | 100.0% | 36 | 97.3% | 36 | 97.3% |

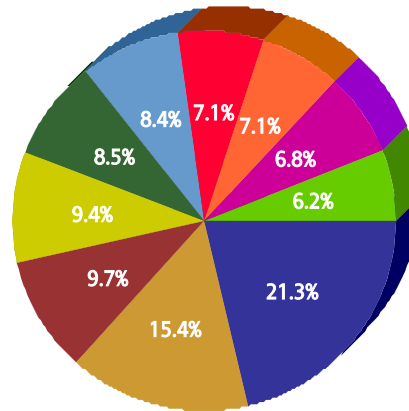


North Central (6)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Garbage Roll Cart - SAN | 197 |
| Obstruction Alley/Sidewalk/Street - CCS | 143 |
| Animal - Confined - CCS | 90 |
| Dead Animal Pick Up - SAN | 87 |
| High Weeds - CCS | 79 |
| Bulky Trash Violations - CCS | 78 |
| Animal - Loose - CCS | 66 |
| Recycling ROLL CART NEW - SAN | 66 |
| Signs - Public Right of Way - CCS | 63 |
| Garbage - Missed - SAN | 57 |



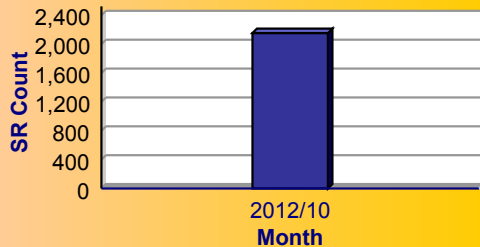
Service

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

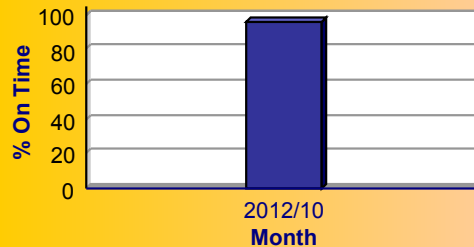
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,146 | 2,057 | 1,988 | 96.6% | 89 | 71 | 79.8% | 95.9% |

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)

October 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 | 197 | 0 | 0 | N/A | 10 | 2.3 | 197 | 100.0% | 197 | 100.0% | 197 | 100.0% |
| Obstruction Alley/Sidewalk/Street - CCS | 143 | 34 | 25 | 73.5% | 60 | 23.8 | 109 | 76.2% | 109 | 100.0% | 134 | 93.7% |
| Animal - Confined - CCS | 90 | 0 | 0 | N/A | 3 | 0.2 | 90 | 100.0% | 90 | 100.0% | 90 | 100.0% |
| Dead Animal Pick Up - SAN | 87 | 0 | 0 | N/A | 1 | 0.3 | 87 | 100.0% | 87 | 100.0% | 87 | 100.0% |
| High Weeds - CCS | 79 | 2 | 1 | 50.0% | 38 | 18.1 | 77 | 97.5% | 71 | 92.2% | 72 | 91.1% |
| Bulky Trash Violations - CCS | 78 | 0 | 0 | N/A | 14 | 8.3 | 78 | 100.0% | 65 | 83.3% | 65 | 83.3% |
| Animal - Loose - CCS | 66 | 0 | 0 | N/A | 40 | 15.3 | 66 | 100.0% | 66 | 100.0% | 66 | 100.0% |
| Recycling ROLL CART NEW - SAN | 66 | 0 | 0 | N/A | 10 | 2.0 | 66 | 100.0% | 66 | 100.0% | 66 | 100.0% |
| Signs - Public Right of Way - CCS | 63 | 0 | 0 | N/A | 7 | 2.2 | 63 | 100.0% | 55 | 87.3% | 55 | 87.3% |
| Garbage - Missed - SAN | 57 | 0 | 0 | N/A | 3 | 0.5 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| Street Repair - Routine-STS | 54 | 5 | 5 | 100.0% | 90 | 12.5 | 49 | 90.7% | 49 | 100.0% | 54 | 100.0% |
| Fire Inspection - DFD | 47 | 10 | 10 | 100.0% | 60 | 17.9 | 37 | 78.7% | 37 | 100.0% | 47 | 100.0% |
| Recycling - Roll Cart - SAN | 38 | 0 | 0 | N/A | 10 | 2.3 | 38 | 100.0% | 38 | 100.0% | 38 | 100.0% |
| Water Conservation Violation - CCS | 36 | 0 | 0 | N/A | 7 | 6.1 | 36 | 100.0% | 26 | 72.2% | 26 | 72.2% |
| Animal - Noisy - CCS | 32 | 0 | 0 | N/A | 30 | 1.8 | 32 | 100.0% | 32 | 100.0% | 32 | 100.0% |
| Substandard Structure Apts - CCS | 32 | 1 | 1 | 100.0% | 365 | 15.3 | 31 | 96.9% | 31 | 100.0% | 32 | 100.0% |
| Garage Sale - CCS | 31 | 0 | 0 | N/A | 7 | 1.4 | 31 | 100.0% | 28 | 90.3% | 28 | 90.3% |
| Traffic Signal - Flashing - STS | 31 | 0 | 0 | N/A | 4 | 1.3 | 31 | 100.0% | 31 | 100.0% | 31 | 100.0% |
| Litter - CCS | 29 | 0 | 0 | N/A | 38 | 21.6 | 29 | 100.0% | 27 | 93.1% | 27 | 93.1% |
| Alley Repair - Routine-STS | 29 | 9 | 9 | 100.0% | 90 | 12.8 | 20 | 69.0% | 20 | 100.0% | 29 | 100.0% |

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

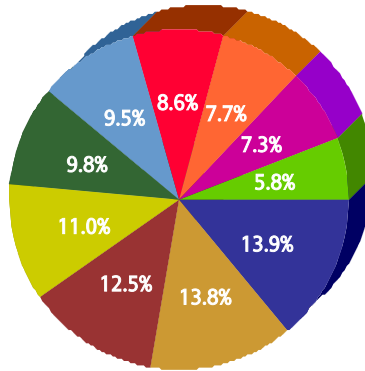


Northeast (2)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Garbage Roll Cart - SAN | 241 |
| Graffiti Private Property - Residential/Commercial | 239 |
| Obstruction Alley/Sidewalk/Street - CCS | 216 |
| Bulky Trash Violations - CCS | 191 |
| Dead Animal Pick Up - SAN | 169 |
| High Weeds - CCS | 165 |
| Animal - Confined - CCS | 148 |
| Animal - Loose - CCS | 134 |
| Litter - CCS | 127 |
| Garbage - Missed - SAN | 100 |



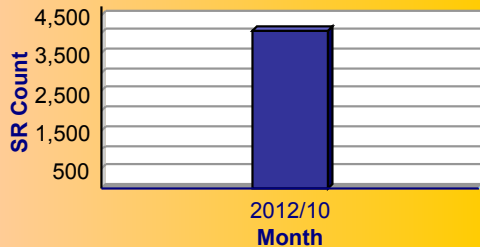
Service

- Garbage Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Obstruction Alley/Sidewalk/Street - CCS
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Litter - CCS
- Garbage - Missed - SAN

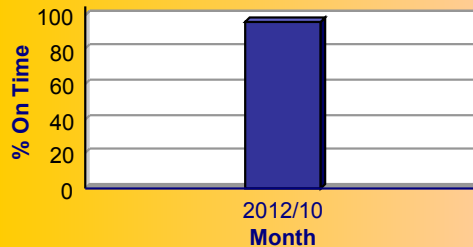
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,074 | 3,893 | 3,759 | 96.6% | 181 | 138 | 76.2% | 95.7% |

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)

October 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 | 241 | 0 | 0 | N/A | 10 | 2.7 | 241 | 100.0% | 239 | 99.2% | 239 | 99.2% |
| Graffiti Private Property - Residential/Commercial | 239 | 2 | 2 | 100.0% | 90 | 0.6 | 237 | 99.2% | 237 | 100.0% | 239 | 100.0% |
| Obstruction Alley/Sidewalk/Street - CCS | 216 | 21 | 17 | 81.0% | 60 | 23.2 | 195 | 90.3% | 195 | 100.0% | 212 | 98.1% |
| Bulky Trash Violations - CCS | 191 | 0 | 0 | N/A | 14 | 8.9 | 191 | 100.0% | 165 | 86.4% | 165 | 86.4% |
| Dead Animal Pick Up - SAN | 169 | 0 | 0 | N/A | 1 | 0.4 | 169 | 100.0% | 169 | 100.0% | 169 | 100.0% |
| High Weeds - CCS | 165 | 10 | 3 | 30.0% | 38 | 19.6 | 155 | 93.9% | 139 | 89.7% | 142 | 86.1% |
| Animal - Confined - CCS | 148 | 0 | 0 | N/A | 3 | 0.3 | 148 | 100.0% | 147 | 99.3% | 147 | 99.3% |
| Animal - Loose - CCS | 134 | 0 | 0 | N/A | 40 | 14.4 | 134 | 100.0% | 134 | 100.0% | 134 | 100.0% |
| Litter - CCS | 127 | 5 | 1 | 20.0% | 38 | 22.5 | 122 | 96.1% | 103 | 84.4% | 104 | 81.9% |
| Garbage - Missed - SAN | 100 | 0 | 0 | N/A | 3 | 0.9 | 100 | 100.0% | 97 | 97.0% | 97 | 97.0% |
| Recycling ROLL CART NEW - SAN | 98 | 0 | 0 | N/A | 10 | 1.9 | 98 | 100.0% | 98 | 100.0% | 98 | 100.0% |
| Substandard Structure - CCS | 96 | 52 | 52 | 100.0% | 365 | 19.9 | 44 | 45.8% | 44 | 100.0% | 96 | 100.0% |
| Animal - Loose Aggressive - CCS | 96 | 0 | 0 | N/A | 3 | 0.3 | 96 | 100.0% | 95 | 99.0% | 95 | 99.0% |
| 24 Hour Parking/Parking Violations - DPD | 92 | 0 | 0 | N/A | 10 | 4.1 | 92 | 100.0% | 92 | 100.0% | 92 | 100.0% |
| Substandard Structure Apts - CCS | 89 | 11 | 11 | 100.0% | 365 | 14.2 | 78 | 87.6% | 78 | 100.0% | 89 | 100.0% |
| Fire Inspection - DFD | 71 | 14 | 14 | 100.0% | 60 | 18.0 | 57 | 80.3% | 57 | 100.0% | 71 | 100.0% |
| Street Repair - Routine-STS | 62 | 2 | 2 | 100.0% | 90 | 11.4 | 60 | 96.8% | 60 | 100.0% | 62 | 100.0% |
| Cost Plus - SAN | 57 | 0 | 0 | N/A | 10 | 3.3 | 57 | 100.0% | 56 | 98.2% | 56 | 98.2% |
| Animal - Noisy - CCS | 57 | 0 | 0 | N/A | 30 | 2.0 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| Parking - Unapproved Surface - CCS | 54 | 0 | 0 | N/A | 10 | 3.8 | 54 | 100.0% | 50 | 92.6% | 50 | 92.6% |

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

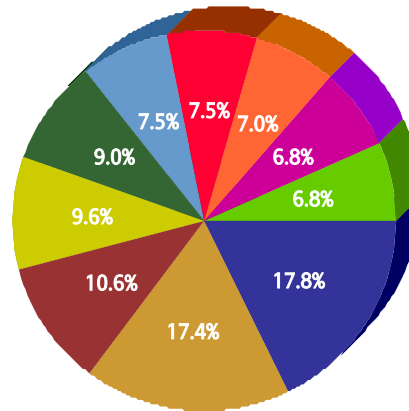


Northwest (5)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Signs - Public Right of Way - CCS | 253 |
| High Weeds - CCS | 247 |
| Obstruction Alley/Sidewalk/Street - CCS | 151 |
| Garbage Roll Cart - SAN | 136 |
| Litter - CCS | 128 |
| Animal - Loose - CCS | 106 |
| Smoke Detector Request - DFD | 106 |
| Dead Animal Pick Up - SAN | 99 |
| Animal - Confined - CCS | 96 |
| Fire Inspection - DFD | 96 |



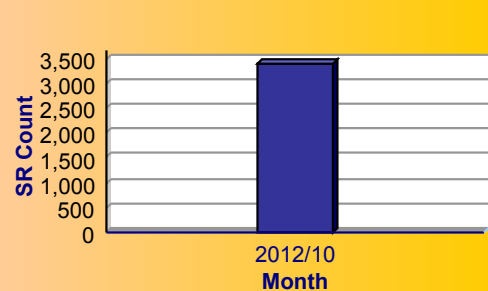
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage Roll Cart - SAN
- Litter - CCS
- Animal - Loose - CCS
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Fire Inspection - DFD

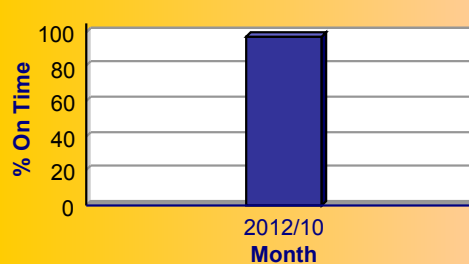
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,403 | 3,211 | 3,130 | 97.5% | 192 | 165 | 85.9% | 96.8% |

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)

October 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 | 253 | 0 | 0 | N/A | 7 | 0.3 | 253 | 100.0% | 251 | 99.2% | 251 | 99.2% |
| High Weeds - CCS | 247 | 11 | 5 | 45.5% | 38 | 17.7 | 236 | 95.5% | 220 | 93.2% | 225 | 91.1% |
| Obstruction Alley/Sidewalk/Street - CCS | 151 | 27 | 26 | 96.3% | 60 | 22.9 | 124 | 82.1% | 124 | 100.0% | 150 | 99.3% |
| Garbage Roll Cart - SAN | 136 | 0 | 0 | N/A | 10 | 2.5 | 136 | 100.0% | 136 | 100.0% | 136 | 100.0% |
| Litter - CCS | 128 | 7 | 2 | 28.6% | 38 | 16.8 | 121 | 94.5% | 115 | 95.0% | 117 | 91.4% |
| Animal - Loose - CCS | 106 | 0 | 0 | N/A | 40 | 14.4 | 106 | 100.0% | 106 | 100.0% | 106 | 100.0% |
| Smoke Detector Request - DFD | 106 | 0 | 0 | N/A | 30 | 0.7 | 106 | 100.0% | 106 | 100.0% | 106 | 100.0% |
| Dead Animal Pick Up - SAN | 99 | 0 | 0 | N/A | 1 | 0.2 | 99 | 100.0% | 99 | 100.0% | 99 | 100.0% |
| Animal - Confined - CCS | 96 | 0 | 0 | N/A | 3 | 0.3 | 96 | 100.0% | 96 | 100.0% | 96 | 100.0% |
| Fire Inspection - DFD | 96 | 15 | 14 | 93.3% | 60 | 18.4 | 81 | 84.4% | 81 | 100.0% | 95 | 99.0% |
| Bulky Trash Violations - CCS | 86 | 0 | 0 | N/A | 14 | 4.5 | 86 | 100.0% | 83 | 96.5% | 83 | 96.5% |
| Traffic Signal - Timing - STS | 79 | 0 | 0 | N/A | 4 | 1.2 | 79 | 100.0% | 79 | 100.0% | 79 | 100.0% |
| Recycling ROLL CART NEW - SAN | 72 | 0 | 0 | N/A | 10 | 1.9 | 72 | 100.0% | 72 | 100.0% | 72 | 100.0% |
| Junk Motor Vehicle - CCS | 67 | 22 | 22 | 100.0% | 126 | 16.3 | 45 | 67.2% | 45 | 100.0% | 67 | 100.0% |
| Animal - Loose Aggressive - CCS | 53 | 0 | 0 | N/A | 3 | 0.2 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |
| Garbage - Missed - SAN | 53 | 0 | 0 | N/A | 3 | 0.8 | 53 | 100.0% | 52 | 98.1% | 52 | 98.1% |
| 24 Hour Parking/Parking Violations - DPD | 52 | 0 | 0 | N/A | 10 | 5.2 | 52 | 100.0% | 52 | 100.0% | 52 | 100.0% |
| Illegal Land Use (Residential/Business) - CCS | 48 | 10 | 6 | 60.0% | 60 | 14.3 | 38 | 79.2% | 38 | 100.0% | 44 | 91.7% |
| Tree down/low limbs - Emergency-STS | 40 | 0 | 0 | N/A | 5 | 0.2 | 40 | 100.0% | 39 | 97.5% | 39 | 97.5% |
| Traffic Signal - Bulb Out/NonConflict Hd Trn - STS | 39 | 0 | 0 | N/A | 10 | 2.0 | 39 | 100.0% | 39 | 100.0% | 39 | 100.0% |

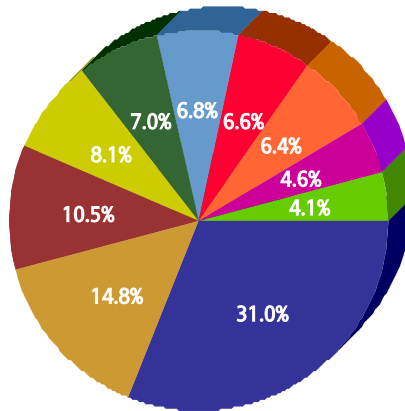


South Central (7)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|---------------------------------|-----------------------|
| High Weeds - CCS | 1,007 |
| Litter - CCS | 482 |
| Animal - Loose - CCS | 342 |
| Dead Animal Pick Up - SAN | 263 |
| Garbage Roll Cart - SAN | 227 |
| Animal - Loose Aggressive - CCS | 222 |
| Bulky Trash Violations - CCS | 215 |
| Junk Motor Vehicle - CCS | 209 |
| Animal - Confined - CCS | 150 |
| Substandard Structure - CCS | 134 |



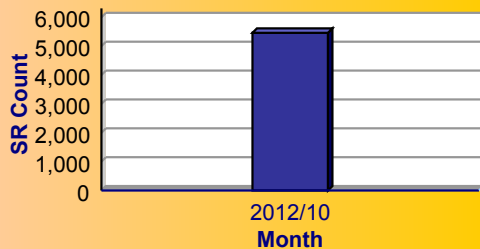
Service

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

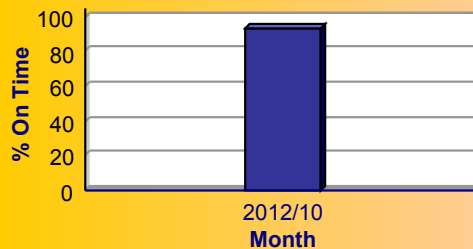
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 5,413 | 5,088 | 4,759 | 93.5% | 325 | 268 | 82.5% | 92.9% |

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)

October 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 | 1,007 | 22 | 8 | 36.4% | 38 | 16.9 | 985 | 97.8% | 919 | 93.3% | 927 | 92.1% |
| Litter - CCS | 482 | 17 | 5 | 29.4% | 38 | 17.9 | 465 | 96.5% | 417 | 89.7% | 422 | 87.6% |
| Animal - Loose - CCS | 342 | 0 | 0 | N/A | 40 | 14.9 | 342 | 100.0% | 342 | 100.0% | 342 | 100.0% |
| Dead Animal Pick Up - SAN | 263 | 0 | 0 | N/A | 1 | 0.3 | 263 | 100.0% | 263 | 100.0% | 263 | 100.0% |
| Garbage Roll Cart - SAN | 227 | 0 | 0 | N/A | 10 | 2.7 | 227 | 100.0% | 225 | 99.1% | 225 | 99.1% |
| Animal - Loose Aggressive - CCS | 222 | 0 | 0 | N/A | 3 | 0.3 | 222 | 100.0% | 218 | 98.2% | 218 | 98.2% |
| Bulky Trash Violations - CCS | 215 | 0 | 0 | N/A | 14 | 16.8 | 215 | 100.0% | 81 | 37.7% | 81 | 37.7% |
| Junk Motor Vehicle - CCS | 209 | 101 | 101 | 100.0% | 126 | 22.6 | 108 | 51.7% | 108 | 100.0% | 209 | 100.0% |
| Animal - Confined - CCS | 150 | 0 | 0 | N/A | 3 | 0.3 | 150 | 100.0% | 150 | 100.0% | 150 | 100.0% |
| Substandard Structure - CCS | 134 | 77 | 77 | 100.0% | 365 | 20.3 | 57 | 42.5% | 57 | 100.0% | 134 | 100.0% |
| Illegal Dumping - CCS | 120 | 4 | 1 | 25.0% | 38 | 17.8 | 116 | 96.7% | 106 | 91.4% | 107 | 89.2% |
| Recycling ROLL CART NEW - SAN | 120 | 0 | 0 | N/A | 10 | 1.8 | 120 | 100.0% | 120 | 100.0% | 120 | 100.0% |
| Parking - Unapproved Surface - CCS | 108 | 0 | 0 | N/A | 10 | 3.1 | 108 | 100.0% | 99 | 91.7% | 99 | 91.7% |
| Garbage - Missed - SAN | 93 | 0 | 0 | N/A | 3 | 1.0 | 93 | 100.0% | 93 | 100.0% | 93 | 100.0% |
| Obstruction Alley/Sidewalk/Street - CCS | 92 | 21 | 19 | 90.5% | 60 | 23.3 | 71 | 77.2% | 71 | 100.0% | 90 | 97.8% |
| Illegal Outside Storage - CCS | 76 | 9 | 3 | 33.3% | 38 | 24.2 | 67 | 88.2% | 56 | 83.6% | 59 | 77.6% |
| 24 Hour Parking/Parking Violations - DPD | 60 | 0 | 0 | N/A | 10 | 4.2 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| Pot hole - Hazardous-STS | 60 | 0 | 0 | N/A | 1 | 0.2 | 60 | 100.0% | 58 | 96.7% | 58 | 96.7% |
| Animal - Sick/Injured - CCS | 57 | 0 | 0 | N/A | 3 | 0.1 | 57 | 100.0% | 56 | 98.2% | 56 | 98.2% |
| Open and Vacant Structure - CCS | 53 | 0 | 0 | N/A | 30 | 15.5 | 53 | 100.0% | 48 | 90.6% | 48 | 90.6% |

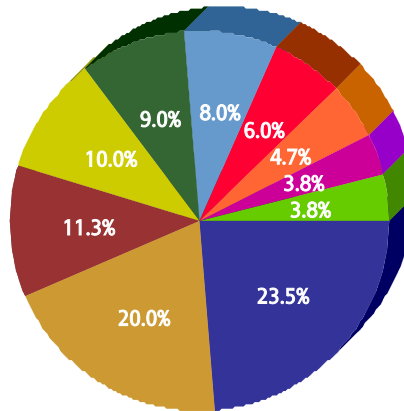


Southeast (3)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|-----------------------------------|-----------------------|
| High Weeds - CCS | 961 |
| Litter - CCS | 815 |
| Substandard Structure - CCS | 462 |
| Animal - Loose - CCS | 407 |
| Dead Animal Pick Up - SAN | 366 |
| Animal - Loose Aggressive - CCS | 327 |
| Garbage Roll Cart - SAN | 243 |
| Bulky Trash Violations - CCS | 192 |
| Signs - Public Right of Way - CCS | 156 |
| Animal - Confined - CCS | 155 |



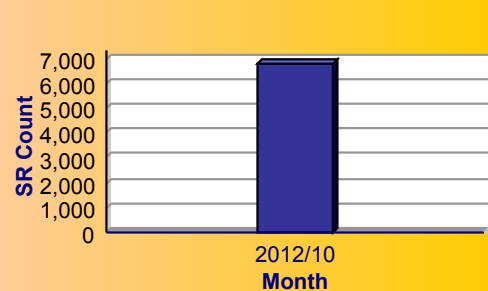
Service

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

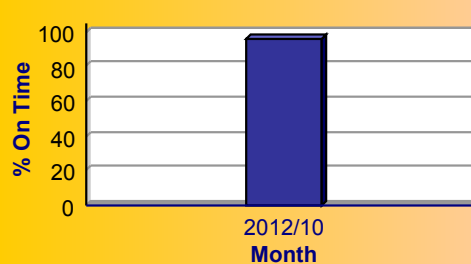
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,814 | 6,431 | 6,219 | 96.7% | 383 | 282 | 73.6% | 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

Southeast (3)

October 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 | 961 | 36 | 5 | 13.9% | 38 | 12.5 | 925 | 96.3% | 890 | 96.2% | 895 | 93.1% |
| Litter - CCS | 815 | 36 | 5 | 13.9% | 38 | 13.9 | 779 | 95.6% | 728 | 93.5% | 733 | 89.9% |
| Substandard Structure - CCS | 462 | 139 | 139 | 100.0% | 365 | 16.3 | 323 | 69.9% | 323 | 100.0% | 462 | 100.0% |
| Animal - Loose - CCS | 407 | 0 | 0 | N/A | 40 | 15.2 | 407 | 100.0% | 407 | 100.0% | 407 | 100.0% |
| Dead Animal Pick Up - SAN | 366 | 0 | 0 | N/A | 1 | 0.3 | 366 | 100.0% | 366 | 100.0% | 366 | 100.0% |
| Animal - Loose Aggressive - CCS | 327 | 0 | 0 | N/A | 3 | 0.5 | 327 | 100.0% | 319 | 97.6% | 319 | 97.6% |
| Garbage Roll Cart - SAN | 243 | 0 | 0 | N/A | 10 | 2.0 | 243 | 100.0% | 243 | 100.0% | 243 | 100.0% |
| Bulky Trash Violations - CCS | 192 | 0 | 0 | N/A | 14 | 8.1 | 192 | 100.0% | 163 | 84.9% | 163 | 84.9% |
| Signs - Public Right of Way - CCS | 156 | 0 | 0 | N/A | 7 | 0.9 | 156 | 100.0% | 152 | 97.4% | 152 | 97.4% |
| Animal - Confined - CCS | 155 | 0 | 0 | N/A | 3 | 0.5 | 155 | 100.0% | 154 | 99.4% | 154 | 99.4% |
| Recycling ROLL CART NEW - SAN | 145 | 0 | 0 | N/A | 10 | 1.7 | 145 | 100.0% | 145 | 100.0% | 145 | 100.0% |
| Parking - Unapproved Surface - CCS | 114 | 0 | 0 | N/A | 10 | 2.6 | 114 | 100.0% | 106 | 93.0% | 106 | 93.0% |
| Open and Vacant Structure - CCS | 107 | 1 | 0 | 0.0% | 30 | 10.5 | 106 | 99.1% | 99 | 93.4% | 99 | 92.5% |
| Obstruction Alley/Sidewalk/Street - CCS | 105 | 4 | 2 | 50.0% | 60 | 17.4 | 101 | 96.2% | 101 | 100.0% | 103 | 98.1% |
| Junk Motor Vehicle - CCS | 104 | 38 | 38 | 100.0% | 126 | 21.2 | 66 | 63.5% | 66 | 100.0% | 104 | 100.0% |
| Garbage - Missed - SAN | 98 | 0 | 0 | N/A | 3 | 0.7 | 98 | 100.0% | 97 | 99.0% | 97 | 99.0% |
| No Building Permit - CCS | 92 | 17 | 13 | 76.5% | 60 | 10.3 | 75 | 81.5% | 75 | 100.0% | 88 | 95.7% |
| Illegal Outside Storage - CCS | 91 | 7 | 1 | 14.3% | 38 | 20.0 | 84 | 92.3% | 79 | 94.0% | 80 | 87.9% |
| Animal - Sick/Injured - CCS | 86 | 0 | 0 | N/A | 3 | 0.1 | 86 | 100.0% | 85 | 98.8% | 85 | 98.8% |
| Illegal Dumping - CCS | 85 | 3 | 1 | 33.3% | 38 | 9.6 | 82 | 96.5% | 75 | 91.5% | 76 | 89.4% |
| Graffiti Private Property - Residential/Commercial | 85 | 7 | 7 | 100.0% | 90 | 5.7 | 78 | 91.8% | 78 | 100.0% | 85 | 100.0% |

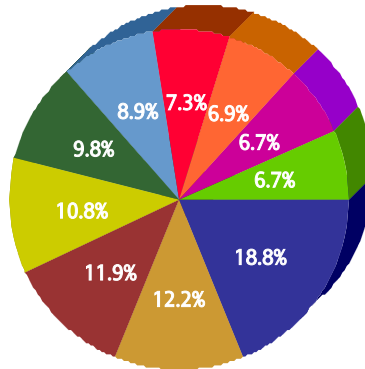


Southwest (4)

October 2012

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - CCS | 608 |
| Garbage Roll Cart - SAN | 395 |
| Litter - CCS | 384 |
| Animal - Loose - CCS | 349 |
| Dead Animal Pick Up - SAN | 317 |
| Graffiti Private Property - Residential/Commercial | 287 |
| Signs - Public Right of Way - CCS | 235 |
| Animal - Loose Aggressive - CCS | 223 |
| Bulky Trash Violations - CCS | 215 |
| Smoke Detector Request - DFD | 215 |



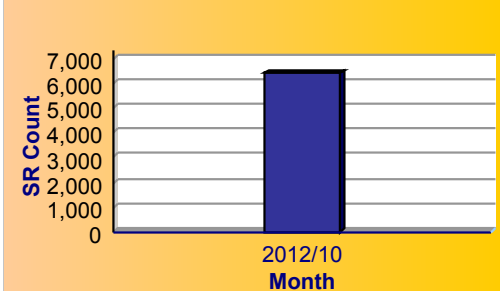
Service

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

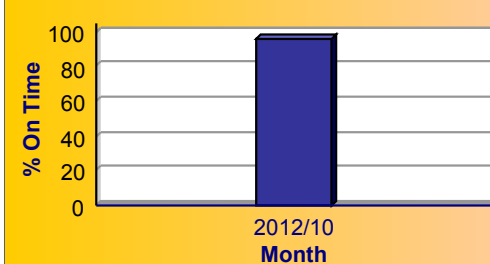
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,396 | 6,093 | 5,900 | 96.8% | 303 | 229 | 75.6% | 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

Southwest (4)

October 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 | 608 | 22 | 8 | 36.4% | 38 | 16.9 | 586 | 96.4% | 534 | 91.1% | 542 | 89.1% |
| Garbage Roll Cart - SAN | 395 | 0 | 0 | N/A | 10 | 2.2 | 395 | 100.0% | 393 | 99.5% | 393 | 99.5% |
| Litter - CCS | 384 | 12 | 1 | 8.3% | 38 | 18.8 | 372 | 96.9% | 312 | 83.9% | 313 | 81.5% |
| Animal - Loose - CCS | 349 | 0 | 0 | N/A | 40 | 14.7 | 349 | 100.0% | 349 | 100.0% | 349 | 100.0% |
| Dead Animal Pick Up - SAN | 317 | 0 | 0 | N/A | 1 | 0.3 | 317 | 100.0% | 317 | 100.0% | 317 | 100.0% |
| Graffiti Private Property - Residential/Commercial | 287 | 9 | 9 | 100.0% | 90 | 2.8 | 278 | 96.9% | 278 | 100.0% | 287 | 100.0% |
| Signs - Public Right of Way - CCS | 235 | 0 | 0 | N/A | 7 | 0.3 | 235 | 100.0% | 234 | 99.6% | 234 | 99.6% |
| Animal - Loose Aggressive - CCS | 223 | 0 | 0 | N/A | 3 | 0.3 | 223 | 100.0% | 219 | 98.2% | 219 | 98.2% |
| Bulky Trash Violations - CCS | 215 | 0 | 0 | N/A | 14 | 3.2 | 215 | 100.0% | 210 | 97.7% | 210 | 97.7% |
| Smoke Detector Request - DFD | 215 | 0 | 0 | N/A | 30 | 2.9 | 215 | 100.0% | 213 | 99.1% | 213 | 99.1% |
| Obstruction Alley/Sidewalk/Street - CCS | 196 | 23 | 23 | 100.0% | 60 | 21.4 | 173 | 88.3% | 173 | 100.0% | 196 | 100.0% |
| Illegal Outside Storage - CCS | 159 | 13 | 2 | 15.4% | 38 | 20.4 | 146 | 91.8% | 135 | 92.5% | 137 | 86.2% |
| Illegal Dumping - CCS | 149 | 2 | 1 | 50.0% | 38 | 2.7 | 147 | 98.7% | 144 | 98.0% | 145 | 97.3% |
| Recycling ROLL CART NEW - SAN | 148 | 0 | 0 | N/A | 10 | 1.9 | 148 | 100.0% | 148 | 100.0% | 148 | 100.0% |
| Animal - Confined - CCS | 113 | 0 | 0 | N/A | 3 | 0.4 | 113 | 100.0% | 113 | 100.0% | 113 | 100.0% |
| Junk Motor Vehicle - CCS | 112 | 44 | 44 | 100.0% | 126 | 17.6 | 68 | 60.7% | 68 | 100.0% | 112 | 100.0% |
| 24 Hour Parking/Parking Violations - DPD | 112 | 0 | 0 | N/A | 10 | 3.7 | 112 | 100.0% | 111 | 99.1% | 111 | 99.1% |
| Parking - Unapproved Surface - CCS | 103 | 0 | 0 | N/A | 10 | 4.0 | 103 | 100.0% | 90 | 87.4% | 90 | 87.4% |
| Illegal Land Use (Residential/Business) - CCS | 102 | 19 | 18 | 94.7% | 60 | 8.4 | 83 | 81.4% | 83 | 100.0% | 101 | 99.0% |
| Substandard Structure - CCS | 94 | 47 | 47 | 100.0% | 365 | 24.1 | 47 | 50.0% | 47 | 100.0% | 94 | 100.0% |

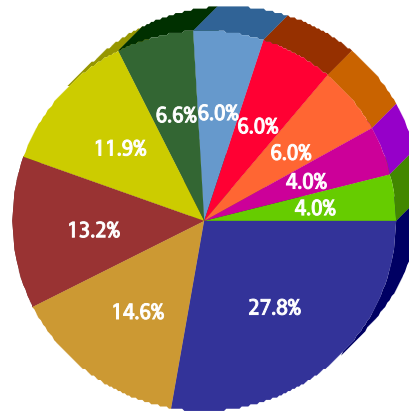


Unknown

October 2012

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - CCS | 42 |
| Litter - CCS | 22 |
| Bulky Trash Violations - CCS | 20 |
| Signs - Public Right of Way - CCS | 18 |
| Animal - Loose - CCS | 10 |
| Garbage Roll Cart - SAN | 9 |
| Obstruction Alley/Sidewalk/Street - CCS | 9 |
| Recycling ROLL CART NEW - SAN | 9 |
| Dead Animal Pick Up - SAN | 6 |
| LBJ Signs / Markings / Street Lights | 6 |



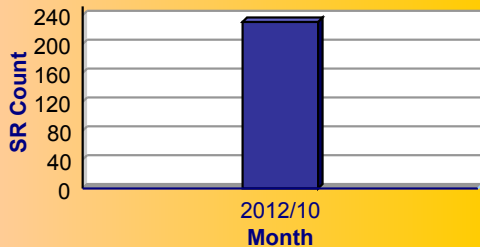
Service

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

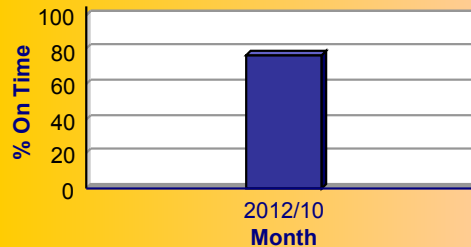
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 230 | 192 | 167 | 87.0% | 38 | 9 | 23.7% | 76.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

October 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 | 42 | 16 | 0 | 0.0% | 38 | 15.9 | 26 | 61.9% | 26 | 100.0% | 26 | 61.9% |
| Litter - CCS | 22 | 6 | 0 | 0.0% | 38 | 14.6 | 16 | 72.7% | 13 | 81.2% | 13 | 59.1% |
| Bulky Trash Violations - CCS | 20 | 0 | 0 | N/A | 14 | 23.8 | 20 | 100.0% | 2 | 10.0% | 2 | 10.0% |
| Signs - Public Right of Way - CCS | 18 | 0 | 0 | N/A | 7 | 1.3 | 18 | 100.0% | 17 | 94.4% | 17 | 94.4% |
| Animal - Loose - CCS | 10 | 1 | 0 | 0.0% | 40 | 15.3 | 9 | 90.0% | 9 | 100.0% | 9 | 90.0% |
| Obstruction Alley/Sidewalk/Street - CCS | 9 | 5 | 5 | 100.0% | 60 | 25.5 | 4 | 44.4% | 4 | 100.0% | 9 | 100.0% |
| Garbage Roll Cart - SAN | 9 | 0 | 0 | N/A | 10 | 2.2 | 9 | 100.0% | 9 | 100.0% | 9 | 100.0% |
| Recycling ROLL CART NEW - SAN | 9 | 0 | 0 | N/A | 10 | 1.8 | 9 | 100.0% | 9 | 100.0% | 9 | 100.0% |
| Dead Animal Pick Up - SAN | 6 | 0 | 0 | N/A | 1 | 0.0 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| LBJ Signs / Markings / Street Lights | 6 | 0 | 0 | N/A | 0 | 0.0 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| Signs - Political - CCS | 4 | 1 | 0 | 0.0% | 14 | 0.0 | 3 | 75.0% | 3 | 100.0% | 3 | 75.0% |
| Restaurant/Food Complaint - CCS | 4 | 1 | 0 | 0.0% | 45 | 7.3 | 3 | 75.0% | 3 | 100.0% | 3 | 75.0% |
| Animal - Confined - CCS | 3 | 0 | 0 | N/A | 3 | 0.0 | 3 | 100.0% | 3 | 100.0% | 3 | 100.0% |
| Substandard Structure - CCS | 3 | 2 | 2 | 100.0% | 365 | 33.0 | 1 | 33.3% | 1 | 100.0% | 3 | 100.0% |
| 24 Hour Parking/Parking Violations - DPD | 3 | 0 | 0 | N/A | 10 | 8.0 | 3 | 100.0% | 3 | 100.0% | 3 | 100.0% |
| 311 Call Center Complaint | 2 | 0 | 0 | N/A | 10 | 1.5 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Brush/Bulk Items - Missed - SAN | 2 | 0 | 0 | N/A | 10 | 3.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Illegal Dumping - CCS | 2 | 2 | 0 | 0.0% | 38 | | 0 | 0.0% | 0 | N/A | 0 | 0.0% |
| Junk Motor Vehicle - CCS | 2 | 1 | 1 | 100.0% | 126 | 42.0 | 1 | 50.0% | 1 | 100.0% | 2 | 100.0% |
| Animal - Noisy - CCS | 2 | 0 | 0 | N/A | 30 | 1.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Educational Request - DFD | 2 | 0 | 0 | N/A | 10 | 0.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Smoke Detector Request - DFD | 2 | 0 | 0 | N/A | 30 | 0.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Illegal Parking/No Parking Zone 1 -DPD | 2 | 0 | 0 | N/A | 10 | 10.0 | 2 | 100.0% | 1 | 50.0% | 1 | 50.0% |
| Panhandling - DPD | 2 | 0 | 0 | N/A | 14 | 8.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Chronic Traffic Violations - DPD | 2 | 0 | 0 | N/A | 14 | 1.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |



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

Unknown

October 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 |
|-------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| Sign - SDC | 2 | 0 | 0 | N/A | 10 | 2.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Park Maintenance/Misc. - PKR | 2 | 0 | 0 | N/A | 30 | 8.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Parking - Report of Violation - DPD | 2 | 0 | 0 | N/A | 14 | 1.5 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Recycling - Roll Cart - SAN | 2 | 0 | 0 | N/A | 10 | 1.5 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| Pot hole Repair Routine - STS | 2 | 0 | 0 | N/A | 7 | 0.0 | 2 | 100.0% | 2 | 100.0% | 2 | 100.0% |