



FY 2012 – 2013

YEAR-TO-DATE

**Service Request
Performance Reports
by
City Council District
And Citywide Summary**

May 2013

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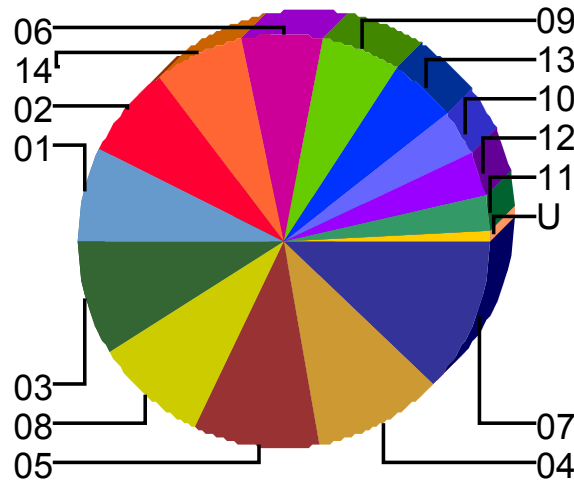
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

For YTD Through May 2013



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	16,457	7.6%	95.4%
02	15,618	7.2%	94.3%
03	18,858	8.7%	95.5%
04	22,402	10.4%	91.7%
05	21,314	9.9%	93.0%
06	13,721	6.3%	94.9%
07	25,693	11.9%	93.7%
08	19,681	9.1%	92.8%
09	13,618	6.3%	93.9%
10	7,809	3.6%	93.5%
11	6,256	2.9%	96.1%
12	6,647	3.1%	97.0%
13	11,502	5.3%	94.8%
14	14,852	6.9%	95.3%
U	1,834	0.8%	82.0%
Totals	216,262	100.0%	94.0%

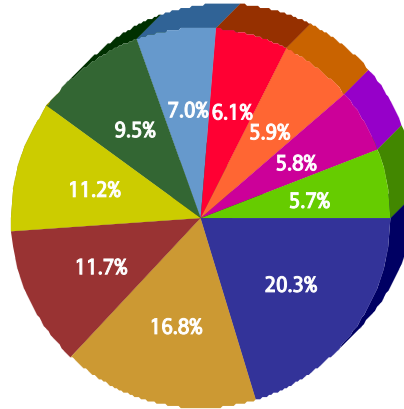
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	19,663
Litter - CCS	16,291
Garbage Roll Cart - SAN	11,386
Dead Animal Pick Up - SAN	10,851
Animal - Loose - CCS	9,253
Animal - Loose Aggressive - CCS	6,820
Substandard Structure - CCS	5,944
Bulky Trash Violations - CCS	5,718
Animal - Confined - CCS	5,591
Recycling ROLL CART NEW - SAN	5,567



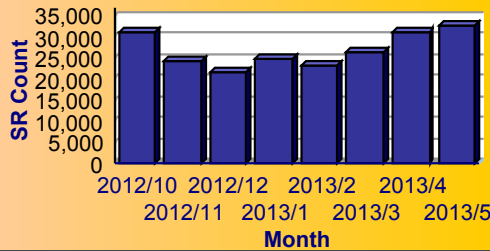
Service

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

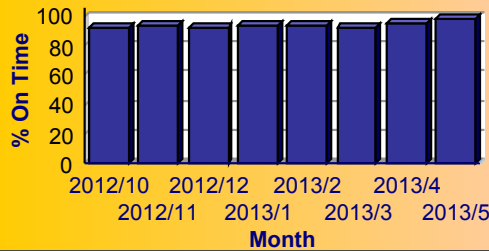
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
216,262	203,080	191,218	94.2%	13,182	12,065	91.5%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Citywide

Top Performers by SR Volume Created During the Reporting Period

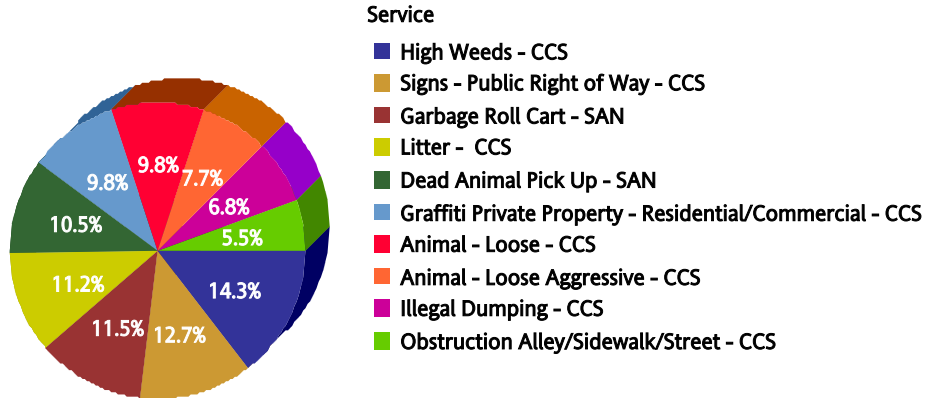
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	19,663	2,912	2,803	96.3%	38	20.5	16,751	85.2%	15,002	89.6%	17,805	90.6%
Litter - CCS	16,291	1,113	1,049	94.2%	38	22.9	15,178	93.2%	13,094	86.3%	14,143	86.8%
Garbage Roll Cart - SAN	11,386	311	297	95.5%	10	3.9	11,075	97.3%	10,951	98.9%	11,248	98.8%
Dead Animal Pick Up - SAN	10,851	4	0	0.0%	1	1.5	10,847	100.0%	10,721	98.8%	10,721	98.8%
Animal - Loose - CCS	9,253	24	13	54.2%	40	22.3	9,229	99.7%	8,954	97.0%	8,967	96.9%
Animal - Loose Aggressive - CCS	6,820	6	1	16.7%	3	2.4	6,814	99.9%	6,634	97.4%	6,635	97.3%
Substandard Structure - CCS	5,944	2,158	2,158	100.0%	365	36.9	3,786	63.7%	3,786	100.0%	5,944	100.0%
Bulky Trash Violations - CCS	5,718	89	70	78.7%	14	10.7	5,629	98.4%	4,576	81.3%	4,646	81.3%
Animal - Confined - CCS	5,591	0	0	N/A	3	3.1	5,591	100.0%	5,478	98.0%	5,478	98.0%
Recycling ROLL CART NEW - SAN	5,567	57	57	100.0%	10	3.9	5,510	99.0%	5,434	98.6%	5,491	98.6%
Signs - Public Right of Way - CCS	5,365	28	2	7.1%	7	1.7	5,337	99.5%	5,085	95.3%	5,087	94.8%
Obstruction Alley/Sidewalk/Street - CCS	5,256	1,078	1,065	98.8%	60	27.9	4,178	79.5%	3,873	92.7%	4,938	93.9%
Garbage - Missed - SAN	4,080	23	21	91.3%	3	1.7	4,057	99.4%	3,998	98.5%	4,019	98.5%
Graffiti Private Property - Residential/Commercial - CCS	3,773	85	82	96.5%	90	10.5	3,688	97.7%	3,598	97.6%	3,680	97.5%
Junk Motor Vehicle - CCS	3,467	626	605	96.6%	126	40.1	2,841	81.9%	2,722	95.8%	3,327	96.0%
Illegal Dumping - CCS	3,392	188	176	93.6%	38	12.3	3,204	94.5%	2,945	91.9%	3,121	92.0%
Smoke Detector Request - DFD	3,362	76	76	100.0%	30	5.1	3,286	97.7%	3,237	98.5%	3,313	98.5%
24 Hour Parking/Parking Violations - DPD	3,206	73	69	94.5%	10	6.8	3,133	97.7%	2,994	95.6%	3,063	95.5%
Fire Inspection - DFD	3,184	249	246	98.8%	60	24.3	2,935	92.2%	2,856	97.3%	3,102	97.4%
Animal - Sick/Injured - CCS	3,037	2	1	50.0%	3	2.1	3,035	99.9%	2,973	98.0%	2,974	97.9%



Council District 01

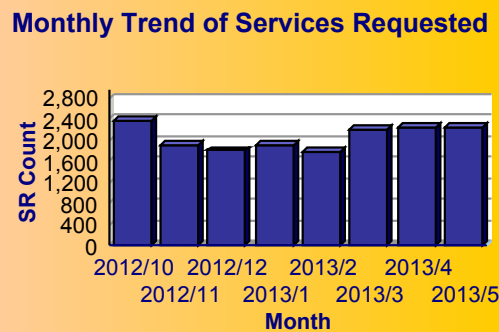
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,135
Signs - Public Right of Way - CCS	1,009
Garbage Roll Cart - SAN	914
Litter - CCS	888
Dead Animal Pick Up - SAN	834
Graffiti Private Property - Residential/Commercial - CCS	781
Animal - Loose - CCS	775
Animal - Loose Aggressive - CCS	613
Illegal Dumping - CCS	541
Obstruction Alley/Sidewalk/Street - CCS	440



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 %
16,457	15,643	14,973	95.7%	814	724	88.9%	95.4%





City of Dallas Service Level Performance Report by Council District

Council District 01

Top Performers by SR Volume Created During the Reporting Period

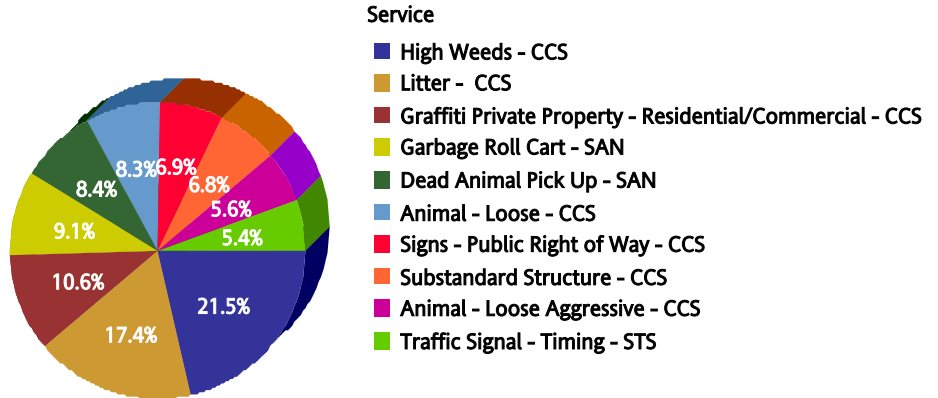
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,135	172	169	98.3%	38	18.6	963	84.8%	916	95.1%	1,085	95.6%
Signs - Public Right of Way - CCS	1,009	0	0	N/A	7	1.4	1,009	100.0%	974	96.5%	974	96.5%
Garbage Roll Cart - SAN	914	22	22	100.0%	10	3.3	892	97.6%	885	99.2%	907	99.2%
Litter - CCS	888	63	59	93.7%	38	23.6	825	92.9%	739	89.6%	798	89.9%
Dead Animal Pick Up - SAN	834	0	0	N/A	1	1.0	834	100.0%	829	99.4%	829	99.4%
Graffiti Private Property - Residential/Commercial - CCS	781	10	8	80.0%	90	13.7	771	98.7%	747	96.9%	755	96.7%
Animal - Loose - CCS	775	5	1	20.0%	40	21.5	770	99.4%	750	97.4%	751	96.9%
Animal - Loose Aggressive - CCS	613	0	0	N/A	3	1.1	613	100.0%	601	98.0%	601	98.0%
Illegal Dumping - CCS	541	8	5	62.5%	38	7.6	533	98.5%	506	94.9%	511	94.5%
Obstruction Alley/Sidewalk/Street - CCS	440	97	97	100.0%	60	21.8	343	78.0%	336	98.0%	433	98.4%
Recycling ROLL CART NEW - SAN	428	4	4	100.0%	10	3.0	424	99.1%	420	99.1%	424	99.1%
Substandard Structure - CCS	414	162	162	100.0%	365	45.5	252	60.9%	252	100.0%	414	100.0%
Illegal Outside Storage - CCS	394	15	15	100.0%	38	23.0	379	96.2%	335	88.4%	350	88.8%
Bulky Trash Violations - CCS	374	1	1	100.0%	14	5.0	373	99.7%	354	94.9%	355	94.9%
24 Hour Parking/Parking Violations - DPD	306	13	12	92.3%	10	6.5	293	95.8%	289	98.6%	301	98.4%
Animal - Confined - CCS	297	0	0	N/A	3	1.5	297	100.0%	295	99.3%	295	99.3%
Signs - Other - CCS	273	0	0	N/A	21	7.0	273	100.0%	254	93.0%	254	93.0%
Smoke Detector Request - DFD	273	0	0	N/A	30	6.9	273	100.0%	258	94.5%	258	94.5%
Code General - CCS	249	1	0	0.0%	38	8.9	248	99.6%	231	93.1%	231	92.8%
Garage Sale - CCS	246	0	0	N/A	7	2.3	246	100.0%	232	94.3%	232	94.3%



Council District 02

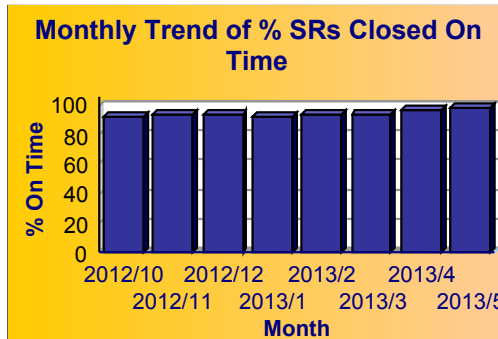
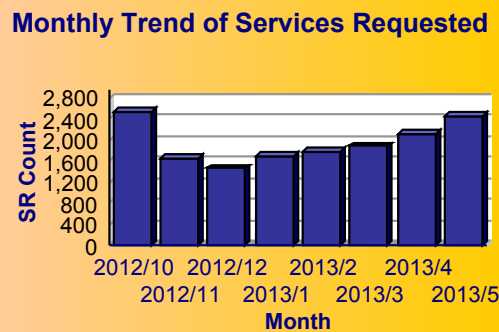
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,358
Litter - CCS	1,100
Graffiti Private Property - Residential/Commercial - CCS	668
Garbage Roll Cart - SAN	572
Dead Animal Pick Up - SAN	528
Animal - Loose - CCS	525
Signs - Public Right of Way - CCS	437
Substandard Structure - CCS	431
Animal - Loose Aggressive - CCS	353
Traffic Signal - Timing - STS	343



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 %
15,618	14,630	13,817	94.4%	988	913	92.4%	94.3%





City of Dallas Service Level Performance Report by Council District

Council District 02

Top Performers by SR Volume Created During the Reporting Period

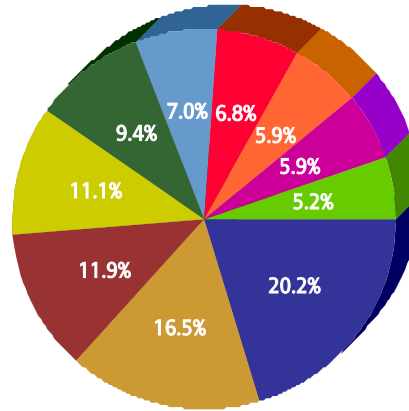
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,358	182	177	97.3%	38	24.8	1,176	86.6%	1,061	90.2%	1,238	91.2%
Litter - CCS	1,100	98	96	98.0%	38	25.2	1,002	91.1%	897	89.5%	993	90.3%
Graffiti Private Property - Residential/Commercial - CCS	668	13	13	100.0%	90	9.5	655	98.1%	639	97.6%	652	97.6%
Garbage Roll Cart - SAN	572	15	14	93.3%	10	5.2	557	97.4%	545	97.8%	559	97.7%
Dead Animal Pick Up - SAN	528	1	0	0.0%	1	2.0	527	99.8%	518	98.3%	518	98.1%
Animal - Loose - CCS	525	0	0	N/A	40	19.9	525	100.0%	506	96.4%	506	96.4%
Signs - Public Right of Way - CCS	437	0	0	N/A	7	1.7	437	100.0%	422	96.6%	422	96.6%
Substandard Structure - CCS	431	184	184	100.0%	365	34.0	247	57.3%	247	100.0%	431	100.0%
Animal - Loose Aggressive - CCS	353	0	0	N/A	3	2.6	353	100.0%	342	96.9%	342	96.9%
Traffic Signal - Timing - STS	343	0	0	N/A	4	1.4	343	100.0%	338	98.5%	338	98.5%
Traffic Signal - Flashing - STS	316	0	0	N/A	4	2.0	316	100.0%	313	99.1%	313	99.1%
Obstruction Alley/Sidewalk/Street - CCS	309	100	100	100.0%	60	23.1	209	67.6%	202	96.7%	302	97.7%
Fire Inspection - DFD	299	24	24	100.0%	60	26.4	275	92.0%	260	94.5%	284	95.0%
Animal - Confined - CCS	292	0	0	N/A	3	2.7	292	100.0%	288	98.6%	288	98.6%
Recycling ROLL CART NEW - SAN	279	2	2	100.0%	10	4.6	277	99.3%	272	98.2%	274	98.2%
Signs - Other - CCS	256	11	9	81.8%	21	12.8	245	95.7%	212	86.5%	221	86.3%
Junk Motor Vehicle - CCS	247	25	25	100.0%	126	35.3	222	89.9%	217	97.7%	242	98.0%
Illegal Dumping - CCS	230	4	4	100.0%	38	10.9	226	98.3%	209	92.5%	213	92.6%
24 Hour Parking/Parking Violations - DPD	225	4	4	100.0%	10	7.2	221	98.2%	201	91.0%	205	91.1%
Illegal Outside Storage - CCS	211	23	21	91.3%	38	25.5	188	89.1%	169	89.9%	190	90.0%



Council District 03

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,958
Litter - CCS	1,600
Dead Animal Pick Up - SAN	1,156
Garbage Roll Cart - SAN	1,077
Animal - Loose - CCS	913
Animal - Loose Aggressive - CCS	676
Obstruction Alley/Sidewalk/Street - CCS	661
Recycling ROLL CART NEW - SAN	571
Bulky Trash Violations - CCS	570
Signs - Public Right of Way - CCS	507



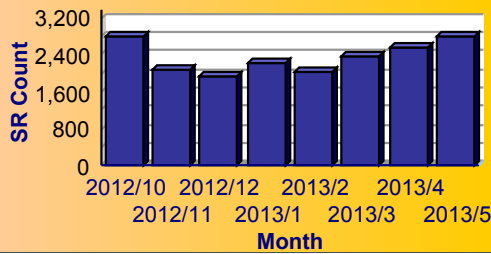
Service

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

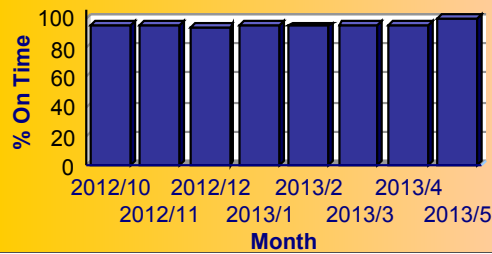
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
18,858	17,885	17,095	95.6%	973	917	94.2%	95.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

Top Performers by SR Volume Created During the Reporting Period

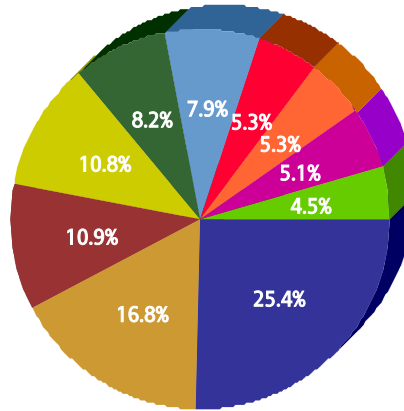
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,958	251	249	99.2%	38	19.2	1,707	87.2%	1,548	90.7%	1,797	91.8%
Litter - CCS	1,600	104	102	98.1%	38	22.1	1,496	93.5%	1,303	87.1%	1,405	87.8%
Dead Animal Pick Up - SAN	1,156	0	0	N/A	1	0.6	1,156	100.0%	1,153	99.7%	1,153	99.7%
Garbage Roll Cart - SAN	1,077	35	35	100.0%	10	3.4	1,042	96.8%	1,033	99.1%	1,068	99.2%
Animal - Loose - CCS	913	1	1	100.0%	40	20.0	912	99.9%	896	98.2%	897	98.2%
Animal - Loose Aggressive - CCS	676	1	0	0.0%	3	0.6	675	99.9%	671	99.4%	671	99.3%
Obstruction Alley/Sidewalk/Street - CCS	661	109	109	100.0%	60	27.1	552	83.5%	538	97.5%	647	97.9%
Recycling ROLL CART NEW - SAN	571	8	8	100.0%	10	3.4	563	98.6%	558	99.1%	566	99.1%
Bulky Trash Violations - CCS	570	0	0	N/A	14	5.1	570	100.0%	543	95.3%	543	95.3%
Signs - Public Right of Way - CCS	507	0	0	N/A	7	1.3	507	100.0%	491	96.8%	491	96.8%
Animal - Confined - CCS	428	0	0	N/A	3	1.4	428	100.0%	424	99.1%	424	99.1%
Illegal Dumping - CCS	382	4	4	100.0%	38	3.2	378	99.0%	370	97.9%	374	97.9%
Illegal Outside Storage - CCS	379	15	15	100.0%	38	22.9	364	96.0%	310	85.2%	325	85.8%
Substandard Structure - CCS	374	130	130	100.0%	365	39.4	244	65.2%	244	100.0%	374	100.0%
Graffiti Private Property - Residential/Commercial - CCS	373	5	5	100.0%	90	7.7	368	98.7%	362	98.4%	367	98.4%
Junk Motor Vehicle - CCS	332	42	42	100.0%	126	39.3	290	87.3%	281	96.9%	323	97.3%
24 Hour Parking/Parking Violations - DPD	311	8	8	100.0%	10	4.5	303	97.4%	298	98.3%	306	98.4%
Fire Inspection - DFD	306	30	30	100.0%	60	22.7	276	90.2%	273	98.9%	303	99.0%
Parking - Unapproved Surface - CCS	240	3	3	100.0%	10	4.3	237	98.8%	216	91.1%	219	91.2%
Illegal Garbage/Placement - CCS	221	3	3	100.0%	60	22.0	218	98.6%	207	95.0%	210	95.0%



Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,206
Litter - CCS	2,117
Dead Animal Pick Up - SAN	1,374
Animal - Loose - CCS	1,366
Garbage Roll Cart - SAN	1,032
Animal - Loose Aggressive - CCS	998
Substandard Structure - CCS	667
Illegal Dumping - CCS	666
Bulky Trash Violations - CCS	648
Recycling ROLL CART NEW - SAN	563



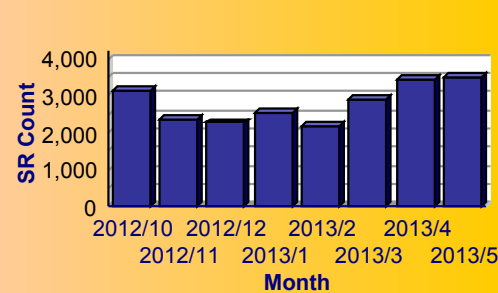
Service

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

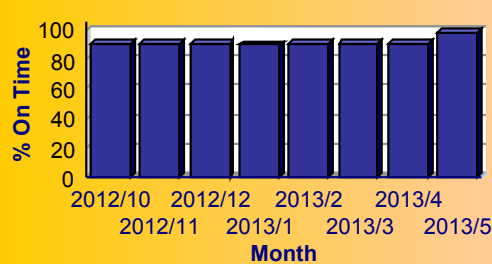
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,402	20,712	19,002	91.7%	1,690	1,551	91.8%	91.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 04

Top Performers by SR Volume Created During the Reporting Period

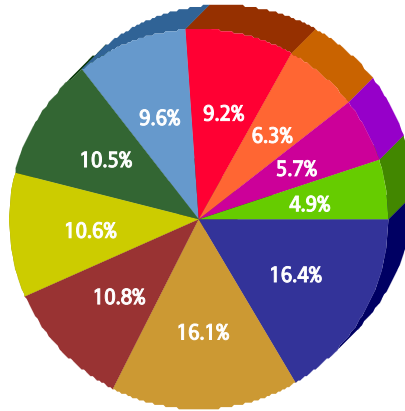
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,206	538	516	95.9%	38	22.1	2,668	83.2%	2,303	86.3%	2,819	87.9%
Litter - CCS	2,117	143	138	96.5%	38	25.4	1,974	93.2%	1,626	82.4%	1,764	83.3%
Dead Animal Pick Up - SAN	1,374	2	0	0.0%	1	2.2	1,372	99.9%	1,350	98.4%	1,350	98.3%
Animal - Loose - CCS	1,366	0	0	N/A	40	23.3	1,366	100.0%	1,313	96.1%	1,313	96.1%
Garbage Roll Cart - SAN	1,032	28	26	92.9%	10	5.1	1,004	97.3%	985	98.1%	1,011	98.0%
Animal - Loose Aggressive - CCS	998	0	0	N/A	3	3.7	998	100.0%	970	97.2%	970	97.2%
Substandard Structure - CCS	667	282	282	100.0%	365	37.1	385	57.7%	385	100.0%	667	100.0%
Illegal Dumping - CCS	666	46	46	100.0%	38	19.0	620	93.1%	538	86.8%	584	87.7%
Bulky Trash Violations - CCS	648	20	15	75.0%	14	14.7	628	96.9%	403	64.2%	418	64.5%
Recycling ROLL CART NEW - SAN	563	4	4	100.0%	10	6.4	559	99.3%	543	97.1%	547	97.2%
Animal - Confined - CCS	558	0	0	N/A	3	3.4	558	100.0%	546	97.8%	546	97.8%
Junk Motor Vehicle - CCS	495	101	97	96.0%	126	46.2	394	79.6%	372	94.4%	469	94.7%
Garbage - Missed - SAN	428	0	0	N/A	3	2.7	428	100.0%	423	98.8%	423	98.8%
Parking - Unapproved Surface - CCS	426	4	3	75.0%	10	5.9	422	99.1%	368	87.2%	371	87.1%
Obstruction Alley/Sidewalk/Street - CCS	394	58	57	98.3%	60	28.7	336	85.3%	316	94.0%	373	94.7%
Illegal Outside Storage - CCS	328	16	14	87.5%	38	29.0	312	95.1%	251	80.4%	265	80.8%
Animal - Sick/Injured - CCS	325	0	0	N/A	3	3.8	325	100.0%	314	96.6%	314	96.6%
Graffiti Private Property - Residential/Commercial - CCS	310	11	11	100.0%	90	9.5	299	96.5%	294	98.3%	305	98.4%
24 Hour Parking/Parking Violations - DPD	269	6	6	100.0%	10	6.2	263	97.8%	257	97.7%	263	97.8%
Open and Vacant Structure - CCS	245	17	17	100.0%	30	27.2	228	93.1%	190	83.3%	207	84.5%



Council District 05

Top 10 Services

SR Type	Service Request Count
Litter - CCS	1,904
High Weeds - CCS	1,872
Animal - Loose - CCS	1,255
Dead Animal Pick Up - SAN	1,235
Substandard Structure - CCS	1,224
Animal - Loose Aggressive - CCS	1,113
Garbage Roll Cart - SAN	1,073
Bulky Trash Violations - CCS	736
Junk Motor Vehicle - CCS	664
Animal - Confined - CCS	569



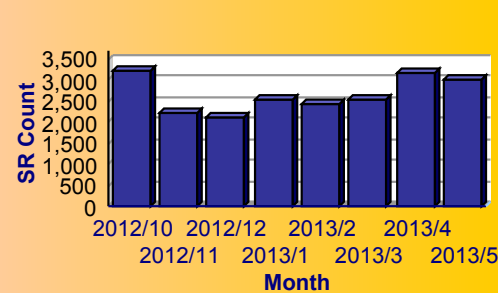
Service

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

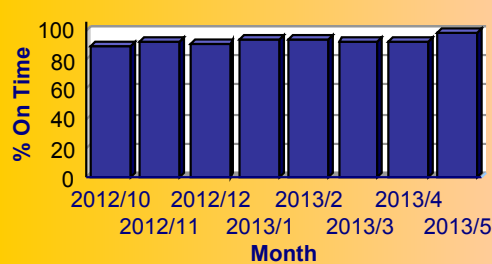
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,314	19,718	18,326	92.9%	1,596	1,498	93.9%	93.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas *Service Level Performance Report by Council District*
Council District 05**Top Performers by SR Volume Created During the Reporting Period**

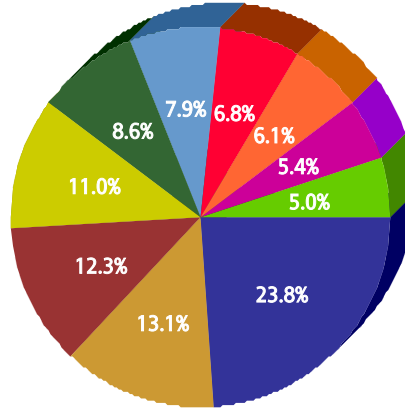
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Litter - CCS	1,904	116	111	95.7%	38	25.4	1,788	93.9%	1,557	87.1%	1,668	87.6%
High Weeds - CCS	1,872	347	341	98.3%	38	25.0	1,525	81.5%	1,338	87.7%	1,679	89.7%
Animal - Loose - CCS	1,255	5	3	60.0%	40	23.0	1,250	99.6%	1,223	97.8%	1,226	97.7%
Dead Animal Pick Up - SAN	1,235	0	0	N/A	1	2.5	1,235	100.0%	1,219	98.7%	1,219	98.7%
Substandard Structure - CCS	1,224	353	353	100.0%	365	30.5	871	71.2%	871	100.0%	1,224	100.0%
Animal - Loose Aggressive - CCS	1,113	0	0	N/A	3	2.5	1,113	100.0%	1,084	97.4%	1,084	97.4%
Garbage Roll Cart - SAN	1,073	33	30	90.9%	10	4.1	1,040	96.9%	1,029	98.9%	1,059	98.7%
Bulky Trash Violations - CCS	736	6	5	83.3%	14	14.8	730	99.2%	481	65.9%	486	66.0%
Junk Motor Vehicle - CCS	664	156	154	98.7%	126	44.1	508	76.5%	481	94.7%	635	95.6%
Animal - Confined - CCS	569	0	0	N/A	3	2.8	569	100.0%	561	98.6%	561	98.6%
Recycling ROLL CART NEW - SAN	514	10	10	100.0%	10	4.7	504	98.1%	494	98.0%	504	98.1%
Parking - Unapproved Surface - CCS	455	1	1	100.0%	10	5.5	454	99.8%	398	87.7%	399	87.7%
Illegal Outside Storage - CCS	424	24	21	87.5%	38	28.0	400	94.3%	323	80.8%	344	81.1%
Garbage - Missed - SAN	376	5	5	100.0%	3	1.3	371	98.7%	368	99.2%	373	99.2%
Obstruction Alley/Sidewalk/Street - CCS	340	72	71	98.6%	60	30.9	268	78.8%	251	93.7%	322	94.7%
Animal - Sick/Injured - CCS	340	0	0	N/A	3	2.5	340	100.0%	333	97.9%	333	97.9%
Illegal Dumping - CCS	333	35	33	94.3%	38	18.2	298	89.5%	273	91.6%	306	91.9%
24 Hour Parking/Parking Violations - DPD	245	5	4	80.0%	10	4.3	240	98.0%	237	98.8%	241	98.4%
Smoke Detector Request - DFD	241	14	14	100.0%	30	7.0	227	94.2%	225	99.1%	239	99.2%
Animal - Cruelty - CCS	229	0	0	N/A	30	7.8	229	100.0%	219	95.6%	219	95.6%



Council District 06

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	1,625
High Weeds - CCS	894
Litter - CCS	838
Signs - Public Right of Way - CCS	749
Animal - Loose - CCS	588
Dead Animal Pick Up - SAN	537
Garbage Roll Cart - SAN	463
Animal - Loose Aggressive - CCS	419
Illegal Outside Storage - CCS	365
Illegal Land Use (Residential/Business) - CCS	338



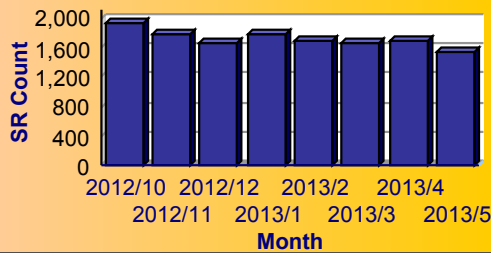
Service

- Smoke Detector Request - DFD
- High Weeds - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose - CCS
- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Illegal Outside Storage - CCS
- Illegal Land Use (Residential/Business) - CCS

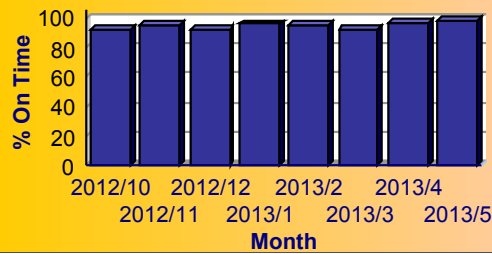
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,721	13,174	12,514	95.0%	547	506	92.5%	94.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 06

Top Performers by SR Volume Created During the Reporting Period

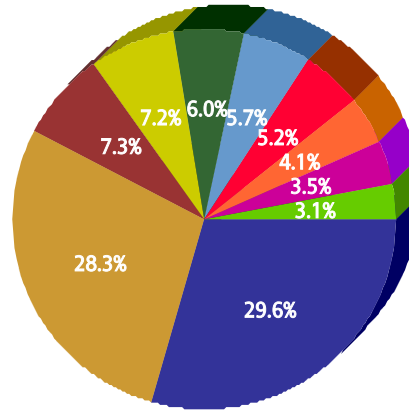
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Smoke Detector Request - DFD	1,625	15	15	100.0%	30	3.6	1,610	99.1%	1,592	98.9%	1,607	98.9%
High Weeds - CCS	894	92	92	100.0%	38	19.7	802	89.7%	698	87.0%	790	88.4%
Litter - CCS	838	40	39	97.5%	38	20.9	798	95.2%	667	83.6%	706	84.2%
Signs - Public Right of Way - CCS	749	1	1	100.0%	7	2.4	748	99.9%	712	95.2%	713	95.2%
Animal - Loose - CCS	588	1	1	100.0%	40	17.8	587	99.8%	570	97.1%	571	97.1%
Dead Animal Pick Up - SAN	537	0	0	N/A	1	1.2	537	100.0%	527	98.1%	527	98.1%
Garbage Roll Cart - SAN	463	18	17	94.4%	10	3.1	445	96.1%	443	99.6%	460	99.4%
Animal - Loose Aggressive - CCS	419	2	0	0.0%	3	2.7	417	99.5%	402	96.4%	402	95.9%
Illegal Outside Storage - CCS	365	7	7	100.0%	38	20.7	358	98.1%	326	91.1%	333	91.2%
Illegal Land Use (Residential/Business) - CCS	338	29	23	79.3%	60	30.0	309	91.4%	240	77.7%	263	77.8%
Animal - Confined - CCS	335	0	0	N/A	3	2.9	335	100.0%	329	98.2%	329	98.2%
Fire Inspection - DFD	305	28	28	100.0%	60	22.5	277	90.8%	273	98.6%	301	98.7%
Junk Motor Vehicle - CCS	220	41	41	100.0%	126	27.1	179	81.4%	176	98.3%	217	98.6%
Recycling ROLL CART NEW - SAN	219	2	2	100.0%	10	1.8	217	99.1%	217	100.0%	219	100.0%
Illegal Dumping - CCS	218	3	3	100.0%	38	3.6	215	98.6%	211	98.1%	214	98.2%
Traffic Signal - Flashing - STS	217	0	0	N/A	4	1.2	217	100.0%	215	99.1%	215	99.1%
Graffiti Private Property - Residential/Commercial - CCS	210	10	10	100.0%	90	8.3	200	95.2%	198	99.0%	208	99.0%
Parking - Unapproved Surface - CCS	203	3	3	100.0%	10	2.8	200	98.5%	195	97.5%	198	97.5%
Substandard Structure - CCS	193	62	62	100.0%	365	41.1	131	67.9%	131	100.0%	193	100.0%
Street Spillage/Debris in Right of Way-Hazardous-STs	183	0	0	N/A	1	0.1	183	100.0%	182	99.5%	182	99.5%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,539
Litter - CCS	4,352
Substandard Structure - CCS	1,123
Dead Animal Pick Up - SAN	1,106
Animal - Loose - CCS	920
Garbage Roll Cart - SAN	878
Animal - Loose Aggressive - CCS	792
Smoke Detector Request - DFD	633
Bulky Trash Violations - CCS	543
Obstruction Alley/Sidewalk/Street - CCS	474



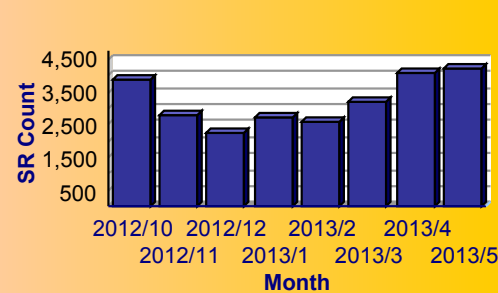
Service

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

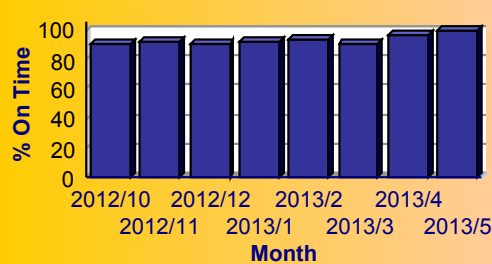
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,693	24,163	22,648	93.7%	1,530	1,427	93.3%	93.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 07

Top Performers by SR Volume Created During the Reporting Period

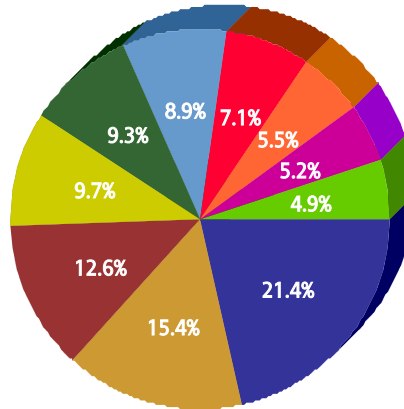
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	4,539	410	402	98.0%	38	15.8	4,129	91.0%	3,827	92.7%	4,229	93.2%
Litter - CCS	4,352	174	170	97.7%	38	18.7	4,178	96.0%	3,739	89.5%	3,909	89.8%
Substandard Structure - CCS	1,123	360	360	100.0%	365	37.0	763	67.9%	763	100.0%	1,123	100.0%
Dead Animal Pick Up - SAN	1,106	0	0	N/A	1	2.8	1,106	100.0%	1,085	98.1%	1,085	98.1%
Animal - Loose - CCS	920	3	2	66.7%	40	24.7	917	99.7%	885	96.5%	887	96.4%
Garbage Roll Cart - SAN	878	20	19	95.0%	10	5.4	858	97.7%	835	97.3%	854	97.3%
Animal - Loose Aggressive - CCS	792	2	1	50.0%	3	2.2	790	99.7%	766	97.0%	767	96.8%
Smoke Detector Request - DFD	633	17	17	100.0%	30	2.9	616	97.3%	616	100.0%	633	100.0%
Bulky Trash Violations - CCS	543	7	7	100.0%	14	13.4	536	98.7%	452	84.3%	459	84.5%
Obstruction Alley/Sidewalk/Street - CCS	474	67	66	98.5%	60	27.2	407	85.9%	380	93.4%	446	94.1%
Open and Vacant Structure - CCS	470	7	7	100.0%	30	20.2	463	98.5%	410	88.6%	417	88.7%
Animal - Confined - CCS	435	0	0	N/A	3	1.4	435	100.0%	432	99.3%	432	99.3%
Junk Motor Vehicle - CCS	415	58	51	87.9%	126	41.8	357	86.0%	338	94.7%	389	93.7%
Recycling ROLL CART NEW - SAN	412	2	2	100.0%	10	5.6	410	99.5%	400	97.6%	402	97.6%
Graffiti Private Property - Residential/Commercial - CCS	381	5	5	100.0%	90	9.6	376	98.7%	365	97.1%	370	97.1%
Parking - Unapproved Surface - CCS	344	6	6	100.0%	10	6.9	338	98.3%	303	89.6%	309	89.8%
Garbage - Missed - SAN	343	1	0	0.0%	3	1.7	342	99.7%	338	98.8%	338	98.5%
Illegal Dumping - CCS	342	23	23	100.0%	38	11.7	319	93.3%	299	93.7%	322	94.2%
Signs - Public Right of Way - CCS	315	0	0	N/A	7	0.9	315	100.0%	307	97.5%	307	97.5%
Animal - Sick/Injured - CCS	293	0	0	N/A	3	1.3	293	100.0%	290	99.0%	290	99.0%



Council District 08

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,365
Litter - CCS	1,709
Animal - Loose - CCS	1,398
Dead Animal Pick Up - SAN	1,074
Animal - Loose Aggressive - CCS	1,034
Garbage Roll Cart - SAN	987
Animal - Confined - CCS	787
Substandard Structure - CCS	608
Bulky Trash Violations - CCS	572
Recycling ROLL CART NEW - SAN	542



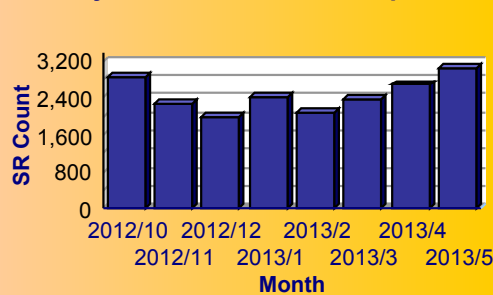
Service

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

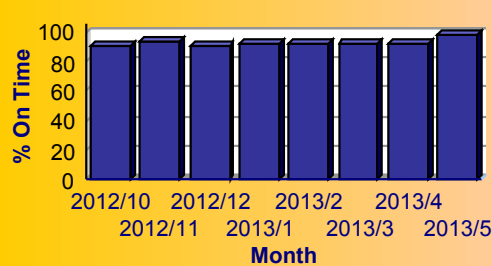
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,681	18,201	16,905	92.9%	1,480	1,356	91.6%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas Service Level Performance Report by Council District

Council District 08
Top Performers by SR Volume Created During the Reporting Period

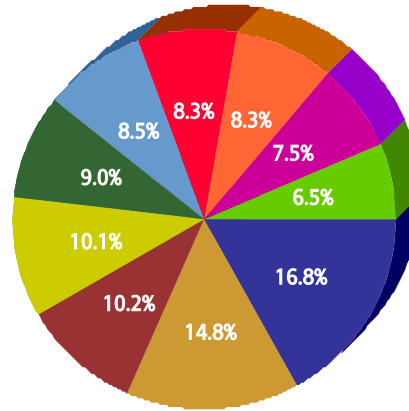
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,365	431	407	94.4%	38	20.3	1,934	81.8%	1,744	90.2%	2,151	91.0%
Litter - CCS	1,709	161	158	98.1%	38	23.7	1,548	90.6%	1,301	84.0%	1,459	85.4%
Animal - Loose - CCS	1,398	4	1	25.0%	40	22.2	1,394	99.7%	1,366	98.0%	1,367	97.8%
Dead Animal Pick Up - SAN	1,074	0	0	N/A	1	1.5	1,074	100.0%	1,062	98.9%	1,062	98.9%
Animal - Loose Aggressive - CCS	1,034	1	0	0.0%	3	1.5	1,033	99.9%	1,009	97.7%	1,009	97.6%
Garbage Roll Cart - SAN	987	28	28	100.0%	10	4.4	959	97.2%	947	98.7%	975	98.8%
Animal - Confined - CCS	787	0	0	N/A	3	1.8	787	100.0%	780	99.1%	780	99.1%
Substandard Structure - CCS	608	242	242	100.0%	365	36.3	366	60.2%	366	100.0%	608	100.0%
Bulky Trash Violations - CCS	572	7	6	85.7%	14	15.6	565	98.8%	341	60.4%	347	60.7%
Recycling ROLL CART NEW - SAN	542	6	6	100.0%	10	4.2	536	98.9%	527	98.3%	533	98.3%
Junk Motor Vehicle - CCS	465	90	84	93.3%	126	46.6	375	80.6%	361	96.3%	445	95.7%
Signs - Public Right of Way - CCS	442	1	0	0.0%	7	1.4	441	99.8%	419	95.0%	419	94.8%
Illegal Dumping - CCS	390	38	37	97.4%	38	19.2	352	90.3%	294	83.5%	331	84.9%
Garbage - Missed - SAN	385	7	7	100.0%	3	3.6	378	98.2%	357	94.4%	364	94.5%
Parking - Unapproved Surface - CCS	377	3	2	66.7%	10	5.2	374	99.2%	332	88.8%	334	88.6%
Animal - Sick/Injured - CCS	343	0	0	N/A	3	2.0	343	100.0%	338	98.5%	338	98.5%
Obstruction Alley/Sidewalk/Street - CCS	265	69	69	100.0%	60	29.4	196	74.0%	177	90.3%	246	92.8%
Animal - Cruelty - CCS	254	0	0	N/A	30	2.6	254	100.0%	251	98.8%	251	98.8%
Illegal Outside Storage - CCS	248	20	19	95.0%	38	29.6	228	91.9%	170	74.6%	189	76.2%
Fire Inspection - DFD	220	16	16	100.0%	60	24.9	204	92.7%	203	99.5%	219	99.5%



Council District 09

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	937
Dead Animal Pick Up - SAN	822
Bulky Trash Violations - CCS	567
Obstruction Alley/Sidewalk/Street - CCS	565
High Weeds - CCS	502
Recycling ROLL CART NEW - SAN	474
Litter - CCS	465
Animal - Confined - CCS	463
Animal - Loose - CCS	416
Animal - Sick/Injured - CCS	361



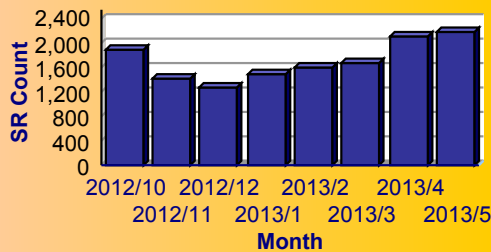
Service

- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- High Weeds - CCS
- Recycling ROLL CART NEW - SAN
- Litter - CCS
- Animal - Confined - CCS
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS

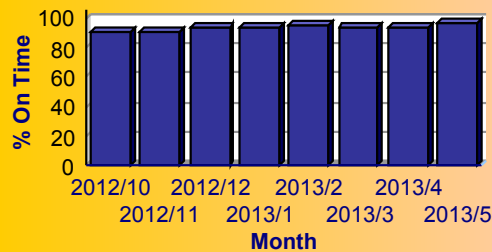
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,618	12,849	12,085	94.1%	769	698	90.8%	93.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

Top Performers by SR Volume Created During the Reporting Period

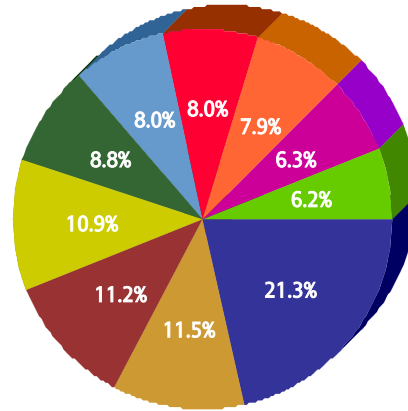
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	937	38	35	92.1%	10	4.2	899	95.9%	886	98.6%	921	98.3%
Dead Animal Pick Up - SAN	822	1	0	0.0%	1	1.1	821	99.9%	811	98.8%	811	98.7%
Bulky Trash Violations - CCS	567	7	7	100.0%	14	8.7	560	98.8%	508	90.7%	515	90.8%
Obstruction Alley/Sidewalk/Street - CCS	565	105	104	99.0%	60	28.1	460	81.4%	421	91.5%	525	92.9%
High Weeds - CCS	502	119	115	96.6%	38	29.8	383	76.3%	308	80.4%	423	84.3%
Recycling ROLL CART NEW - SAN	474	8	8	100.0%	10	4.0	466	98.3%	459	98.5%	467	98.5%
Litter - CCS	465	39	36	92.3%	38	33.5	426	91.6%	308	72.3%	344	74.0%
Animal - Confined - CCS	463	0	0	N/A	3	8.7	463	100.0%	434	93.7%	434	93.7%
Animal - Loose - CCS	416	1	1	100.0%	40	27.0	415	99.8%	391	94.2%	392	94.2%
Animal - Sick/Injured - CCS	361	1	1	100.0%	3	2.3	360	99.7%	354	98.3%	355	98.3%
Garbage - Missed - SAN	330	3	3	100.0%	3	1.7	327	99.1%	320	97.9%	323	97.9%
24 Hour Parking/Parking Violations - DPD	289	4	4	100.0%	10	9.4	285	98.6%	271	95.1%	275	95.2%
Animal - Loose Aggressive - CCS	282	0	0	N/A	3	6.7	282	100.0%	270	95.7%	270	95.7%
Substandard Structure - CCS	265	105	105	100.0%	365	55.8	160	60.4%	160	100.0%	265	100.0%
Graffiti Private Property - Residential/Commercial - CCS	257	2	2	100.0%	90	4.7	255	99.2%	253	99.2%	255	99.2%
Animal - Noisy - CCS	244	0	0	N/A	30	5.4	244	100.0%	240	98.4%	240	98.4%
Street Repair - Routine-STS	225	24	24	100.0%	90	13.5	201	89.3%	200	99.5%	224	99.6%
Recycling - Roll Cart - SAN	222	3	3	100.0%	10	4.1	219	98.6%	217	99.1%	220	99.1%
Brush/Bulk Items - Missed - SAN	192	4	4	100.0%	10	2.3	188	97.9%	187	99.5%	191	99.5%
Cost Plus - SAN	182	0	0	N/A	10	7.0	182	100.0%	175	96.2%	175	96.2%



Council District 10

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	651
Dead Animal Pick Up - SAN	350
Animal - Confined - CCS	343
Garbage - Missed - SAN	333
Bulky Trash Violations - CCS	270
Animal - Loose - CCS	244
Substandard Structure Apts - CCS	244
Recycling ROLL CART NEW - SAN	241
24 Hour Parking/Parking Violations - DPD	191
High Weeds - CCS	188



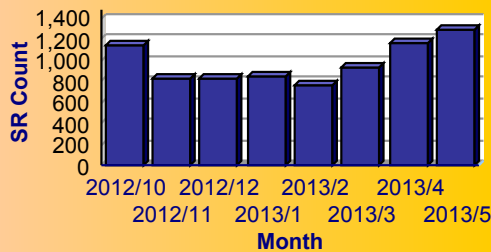
Service

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

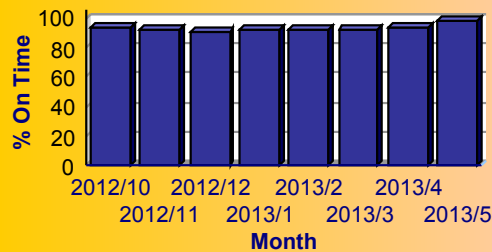
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,809	7,405	6,939	93.7%	404	360	89.1%	93.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 10

Top Performers by SR Volume Created During the Reporting Period

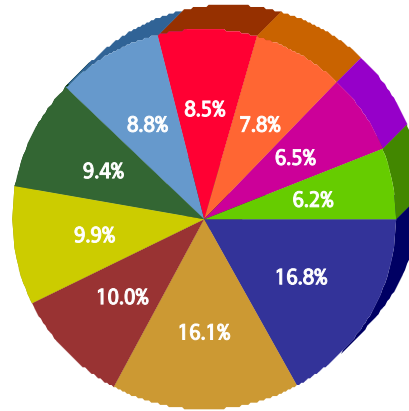
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	651	9	8	88.9%	10	3.3	642	98.6%	637	99.2%	645	99.1%
Dead Animal Pick Up - SAN	350	0	0	N/A	1	3.2	350	100.0%	341	97.4%	341	97.4%
Animal - Confined - CCS	343	0	0	N/A	3	10.0	343	100.0%	318	92.7%	318	92.7%
Garbage - Missed - SAN	333	1	1	100.0%	3	2.3	332	99.7%	324	97.6%	325	97.6%
Bulky Trash Violations - CCS	270	5	5	100.0%	14	9.6	265	98.1%	239	90.2%	244	90.4%
Animal - Loose - CCS	244	0	0	N/A	40	27.8	244	100.0%	228	93.4%	228	93.4%
Substandard Structure Apts - CCS	244	40	40	100.0%	365	64.3	204	83.6%	204	100.0%	244	100.0%
Recycling ROLL CART NEW - SAN	241	2	2	100.0%	10	2.6	239	99.2%	236	98.7%	238	98.8%
24 Hour Parking/Parking Violations - DPD	191	3	3	100.0%	10	10.6	188	98.4%	180	95.7%	183	95.8%
High Weeds - CCS	188	35	29	82.9%	38	25.5	153	81.4%	135	88.2%	164	87.2%
Animal - Sick/Injured - CCS	184	0	0	N/A	3	5.6	184	100.0%	176	95.7%	176	95.7%
Obstruction Alley/Sidewalk/Street - CCS	173	33	32	97.0%	60	27.0	140	80.9%	129	92.1%	161	93.1%
Fire Inspection - DFD	166	17	17	100.0%	60	29.2	149	89.8%	141	94.6%	158	95.2%
Animal - Loose Aggressive - CCS	156	0	0	N/A	3	5.1	156	100.0%	149	95.5%	149	95.5%
Recycling - Roll Cart - SAN	155	1	1	100.0%	10	2.6	154	99.4%	154	100.0%	155	100.0%
Street Repair - Routine-STS	134	9	9	100.0%	90	11.9	125	93.3%	125	100.0%	134	100.0%
Litter - CCS	126	8	6	75.0%	38	32.1	118	93.7%	88	74.6%	94	74.6%
Substandard Structure - CCS	124	58	58	100.0%	365	52.6	66	53.2%	66	100.0%	124	100.0%
Complaint/Compliment - CTY	113	9	3	33.3%	10	6.3	104	92.0%	98	94.2%	101	89.4%
Traffic Signal - Flashing - STS	111	0	0	N/A	4	1.3	111	100.0%	111	100.0%	111	100.0%



Council District 11

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	390
Garbage Roll Cart - SAN	372
Fire Inspection - DFD	231
Animal - Confined - CCS	230
Garbage - Missed - SAN	217
Obstruction Alley/Sidewalk/Street - CCS	205
Traffic Signal - Flashing - STS	197
Recycling ROLL CART NEW - SAN	181
Substandard Structure Apts - CCS	150
Traffic Signal - Timing - STS	144



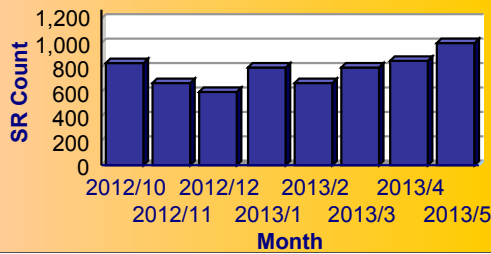
Service

- Dead Animal Pick Up - SAN
- Garbage Roll Cart - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Traffic Signal - Flashing - STS
- Recycling ROLL CART NEW - SAN
- Substandard Structure Apts - CCS
- Traffic Signal - Timing - STS

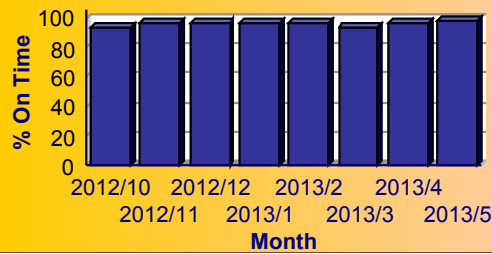
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,256	5,970	5,750	96.3%	286	265	92.7%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

Top Performers by SR Volume Created During the Reporting Period

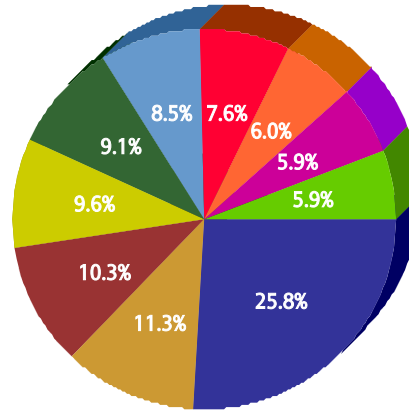
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Dead Animal Pick Up - SAN	390	0	0	N/A	1	0.9	390	100.0%	385	98.7%	385	98.7%
Garbage Roll Cart - SAN	372	5	5	100.0%	10	2.4	367	98.7%	366	99.7%	371	99.7%
Fire Inspection - DFD	231	19	19	100.0%	60	23.2	212	91.8%	209	98.6%	228	98.7%
Animal - Confined - CCS	230	0	0	N/A	3	3.5	230	100.0%	224	97.4%	224	97.4%
Garbage - Missed - SAN	217	0	0	N/A	3	0.5	217	100.0%	217	100.0%	217	100.0%
Obstruction Alley/Sidewalk/Street - CCS	205	32	32	100.0%	60	26.8	173	84.4%	157	90.8%	189	92.2%
Traffic Signal - Flashing - STS	197	0	0	N/A	4	1.1	197	100.0%	196	99.5%	196	99.5%
Recycling ROLL CART NEW - SAN	181	3	3	100.0%	10	1.9	178	98.3%	178	100.0%	181	100.0%
Substandard Structure Apts - CCS	150	20	20	100.0%	365	25.4	130	86.7%	130	100.0%	150	100.0%
Traffic Signal - Timing - STS	144	1	1	100.0%	4	1.3	143	99.3%	143	100.0%	144	100.0%
Animal - Loose - CCS	139	1	0	0.0%	40	20.3	138	99.3%	133	96.4%	133	95.7%
High Weeds - CCS	137	19	19	100.0%	38	26.4	118	86.1%	107	90.7%	126	92.0%
Litter - CCS	125	5	5	100.0%	38	25.3	120	96.0%	106	88.3%	111	88.8%
Animal - Sick/Injured - CCS	110	0	0	N/A	3	2.3	110	100.0%	106	96.4%	106	96.4%
Street Repair - Routine-STS	110	6	6	100.0%	90	15.5	104	94.5%	104	100.0%	110	100.0%
Bulky Trash Violations - CCS	106	3	3	100.0%	14	9.9	103	97.2%	93	90.3%	96	90.6%
24 Hour Parking/Parking Violations - DPD	104	4	3	75.0%	10	7.3	100	96.2%	94	94.0%	97	93.3%
Street Spillage/Debris in Right of Way-Hazardous-STS	102	0	0	N/A	1	0.1	102	100.0%	102	100.0%	102	100.0%
Signs - Public Right of Way - CCS	94	0	0	N/A	7	5.3	94	100.0%	79	84.0%	79	84.0%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	94	1	1	100.0%	10	2.5	93	98.9%	92	98.9%	93	98.9%



Council District 12

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	781
Dead Animal Pick Up - SAN	343
Bulky Trash Violations - CCS	312
Recycling ROLL CART NEW - SAN	289
Fire Inspection - DFD	275
Animal - Confined - CCS	257
Garbage - Missed - SAN	231
High Weeds - CCS	181
Obstruction Alley/Sidewalk/Street - CCS	178
Brush/Bulk Items - Missed - SAN	177



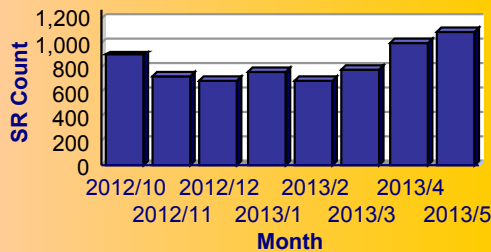
Service

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

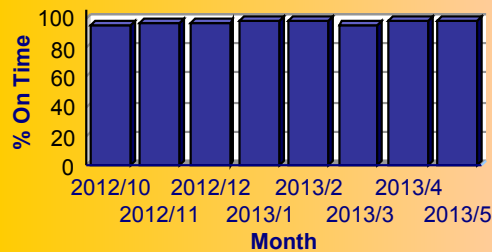
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,647	6,346	6,166	97.2%	301	283	94.0%	97.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

Top Performers by SR Volume Created During the Reporting Period

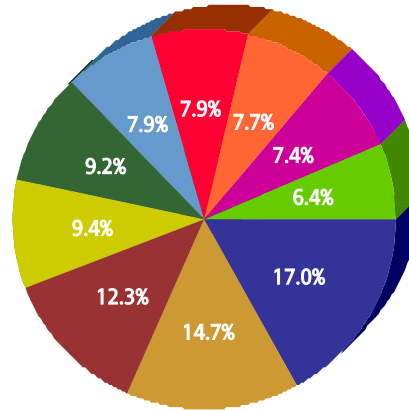
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	781	20	19	95.0%	10	2.6	761	97.4%	761	100.0%	780	99.9%
Dead Animal Pick Up - SAN	343	0	0	N/A	1	0.3	343	100.0%	341	99.4%	341	99.4%
Bulky Trash Violations - CCS	312	2	2	100.0%	14	10.5	310	99.4%	278	89.7%	280	89.7%
Recycling ROLL CART NEW - SAN	289	0	0	N/A	10	2.0	289	100.0%	289	100.0%	289	100.0%
Fire Inspection - DFD	275	19	19	100.0%	60	21.6	256	93.1%	255	99.6%	274	99.6%
Animal - Confined - CCS	257	0	0	N/A	3	0.7	257	100.0%	255	99.2%	255	99.2%
Garbage - Missed - SAN	231	3	2	66.7%	3	0.7	228	98.7%	226	99.1%	228	98.7%
High Weeds - CCS	181	35	34	97.1%	38	24.6	146	80.7%	138	94.5%	172	95.0%
Obstruction Alley/Sidewalk/Street - CCS	178	18	18	100.0%	60	29.1	160	89.9%	154	96.2%	172	96.6%
Brush/Bulk Items - Missed - SAN	177	1	1	100.0%	10	2.6	176	99.4%	175	99.4%	176	99.4%
Recycling - Roll Cart - SAN	172	1	1	100.0%	10	2.7	171	99.4%	171	100.0%	172	100.0%
Street Repair - Routine-STS	135	11	11	100.0%	90	14.0	124	91.9%	124	100.0%	135	100.0%
Alley Repair - Routine-STS	134	25	25	100.0%	90	22.5	109	81.3%	109	100.0%	134	100.0%
Animal - Loose - CCS	118	0	0	N/A	40	19.7	118	100.0%	118	100.0%	118	100.0%
Recyclable Collection Missed (Residential) - SAN	115	0	0	N/A	3	0.9	115	100.0%	115	100.0%	115	100.0%
Litter - CCS	108	14	14	100.0%	38	25.3	94	87.0%	85	90.4%	99	91.7%
24 Hour Parking/Parking Violations - DPD	101	2	2	100.0%	10	4.9	99	98.0%	95	96.0%	97	96.0%
Substandard Structure - CCS	99	38	38	100.0%	365	30.4	61	61.6%	61	100.0%	99	100.0%
Animal - Sick/Injured - CCS	98	0	0	N/A	3	0.2	98	100.0%	96	98.0%	96	98.0%
Animal - Noisy - CCS	93	0	0	N/A	30	2.9	93	100.0%	92	98.9%	92	98.9%



Council District 13

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	728
Signs - Public Right of Way - CCS	632
Dead Animal Pick Up - SAN	528
Obstruction Alley/Sidewalk/Street - CCS	402
Garbage - Missed - SAN	396
Bulky Trash Violations - CCS	339
Recycling ROLL CART NEW - SAN	338
High Weeds - CCS	331
Animal - Confined - CCS	315
Street Repair - Routine-STS	276



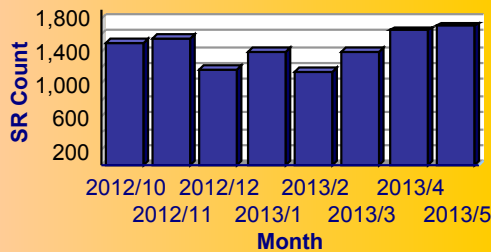
Service

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

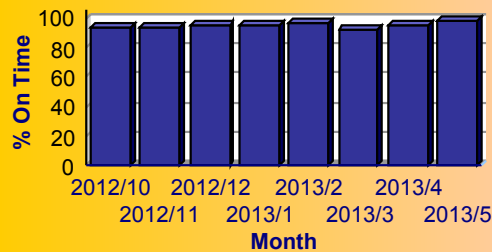
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,502	10,861	10,308	94.9%	641	597	93.1%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

Top Performers by SR Volume Created During the Reporting Period

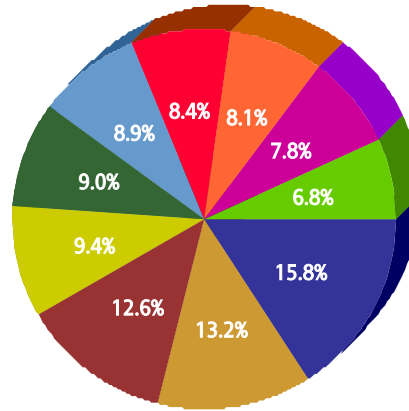
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	728	19	19	100.0%	10	2.7	709	97.4%	707	99.7%	726	99.7%
Signs - Public Right of Way - CCS	632	0	0	N/A	7	1.6	632	100.0%	585	92.6%	585	92.6%
Dead Animal Pick Up - SAN	528	0	0	N/A	1	0.4	528	100.0%	526	99.6%	526	99.6%
Obstruction Alley/Sidewalk/Street - CCS	402	121	117	96.7%	60	36.1	281	69.9%	221	78.6%	338	84.1%
Garbage - Missed - SAN	396	2	2	100.0%	3	1.3	394	99.5%	391	99.2%	393	99.2%
Bulky Trash Violations - CCS	339	11	9	81.8%	14	6.5	328	96.8%	307	93.6%	316	93.2%
Recycling ROLL CART NEW - SAN	338	2	2	100.0%	10	2.0	336	99.4%	335	99.7%	337	99.7%
High Weeds - CCS	331	61	56	91.8%	38	20.4	270	81.6%	218	80.7%	274	82.8%
Animal - Confined - CCS	315	0	0	N/A	3	1.5	315	100.0%	311	98.7%	311	98.7%
Street Repair - Routine-STS	276	28	28	100.0%	90	18.3	248	89.9%	247	99.6%	275	99.6%
Animal - Loose - CCS	250	1	1	100.0%	40	20.3	249	99.6%	243	97.6%	244	97.6%
Alley Repair - Routine-STS	248	66	66	100.0%	90	28.2	182	73.4%	177	97.3%	243	98.0%
Litter - CCS	209	20	18	90.0%	38	24.7	189	90.4%	144	76.2%	162	77.5%
Traffic Signal - Flashing - STS	198	0	0	N/A	4	1.1	198	100.0%	198	100.0%	198	100.0%
Recycling - Roll Cart - SAN	188	3	3	100.0%	10	2.7	185	98.4%	184	99.5%	187	99.5%
Traffic Signal - Timing - STS	184	0	0	N/A	4	1.4	184	100.0%	184	100.0%	184	100.0%
Recyclable Collection Missed (Residential) - SAN	180	0	0	N/A	3	0.7	180	100.0%	180	100.0%	180	100.0%
Sanitation Property Damage - SAN	180	4	4	100.0%	28	4.2	176	97.8%	175	99.4%	179	99.4%
Fire Inspection - DFD	172	12	12	100.0%	60	23.3	160	93.0%	155	96.9%	167	97.1%
Complaint/Compliment - CTY	163	4	1	25.0%	10	4.0	159	97.5%	150	94.3%	151	92.6%
24 Hour Parking/Parking Violations - DPD	163	2	2	100.0%	10	6.6	161	98.8%	152	94.4%	154	94.5%



Council District 14

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	861
Obstruction Alley/Sidewalk/Street - CCS	717
High Weeds - CCS	685
Dead Animal Pick Up - SAN	512
Litter - CCS	488
Traffic Signal - Flashing - STS	482
Recycling ROLL CART NEW - SAN	457
Fire Inspection - DFD	440
Signs - Public Right of Way - CCS	423
Traffic Signal - Timing - STS	371



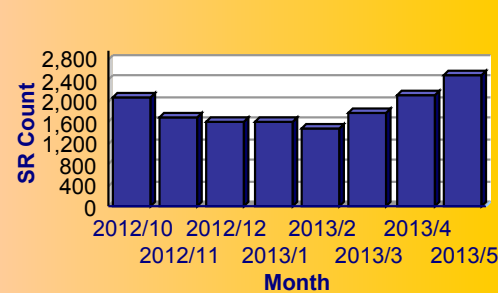
Service

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

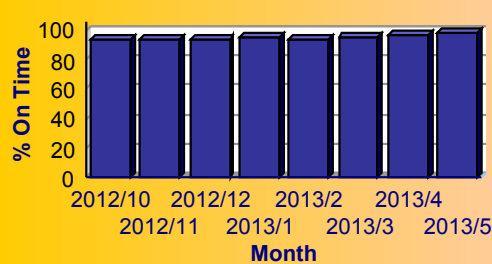
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
14,852	13,977	13,345	95.5%	875	812	92.8%	95.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 14

Top Performers by SR Volume Created During the Reporting Period

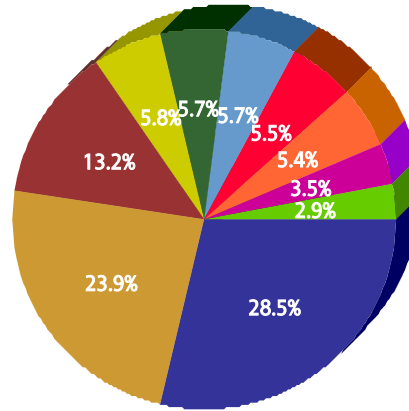
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	861	20	19	95.0%	10	3.8	841	97.7%	833	99.0%	852	99.0%
Obstruction Alley/Sidewalk/Street - CCS	717	172	170	98.8%	60	28.7	545	76.0%	493	90.5%	663	92.5%
High Weeds - CCS	685	146	142	97.3%	38	23.8	539	78.7%	471	87.4%	613	89.5%
Dead Animal Pick Up - SAN	512	0	0	N/A	1	0.3	512	100.0%	512	100.0%	512	100.0%
Litter - CCS	488	81	79	97.5%	38	23.5	407	83.4%	360	88.5%	439	90.0%
Traffic Signal - Flashing - STS	482	0	0	N/A	4	1.1	482	100.0%	479	99.4%	479	99.4%
Recycling ROLL CART NEW - SAN	457	4	4	100.0%	10	4.1	453	99.1%	447	98.7%	451	98.7%
Fire Inspection - DFD	440	24	24	100.0%	60	23.0	416	94.5%	408	98.1%	432	98.2%
Signs - Public Right of Way - CCS	423	0	0	N/A	7	0.9	423	100.0%	407	96.2%	407	96.2%
Traffic Signal - Timing - STS	371	3	3	100.0%	4	2.4	368	99.2%	364	98.9%	367	98.9%
24 Hour Parking/Parking Violations - DPD	356	7	6	85.7%	10	6.7	349	98.0%	318	91.1%	324	91.0%
Garbage - Missed - SAN	309	1	1	100.0%	3	1.2	308	99.7%	306	99.4%	307	99.4%
Street Repair - Routine-STS	301	47	47	100.0%	90	18.2	254	84.4%	253	99.6%	300	99.7%
Animal - Loose - CCS	284	1	1	100.0%	40	21.6	283	99.6%	273	96.5%	274	96.5%
Animal - Confined - CCS	269	0	0	N/A	3	1.2	269	100.0%	268	99.6%	268	99.6%
Bulky Trash Violations - CCS	251	5	5	100.0%	14	10.6	246	98.0%	221	89.8%	226	90.0%
Graffiti Private Property - Residential/Commercial - CCS	239	6	6	100.0%	90	12.8	233	97.5%	226	97.0%	232	97.1%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	226	2	2	100.0%	10	1.7	224	99.1%	224	100.0%	226	100.0%
Pot hole - Hazardous-STS	208	0	0	N/A	1	0.3	208	100.0%	202	97.1%	202	97.1%
Recycling - Roll Cart - SAN	203	3	3	100.0%	10	3.1	200	98.5%	199	99.5%	202	99.5%



Council District Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	312
Litter - CCS	262
Signs - Public Right of Way - CCS	145
Bulky Trash Violations - CCS	63
Animal - Loose - CCS	62
Dead Animal Pick Up - SAN	62
Garbage Roll Cart - SAN	60
Recycling ROLL CART NEW - SAN	59
Substandard Structure - CCS	38
Obstruction Alley/Sidewalk/Street - CCS	32



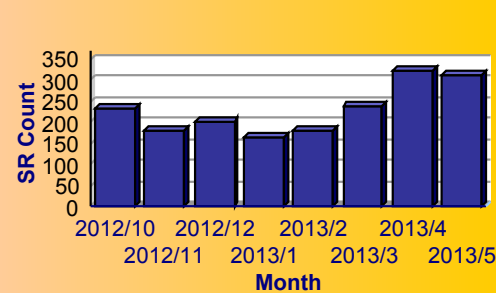
Service

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

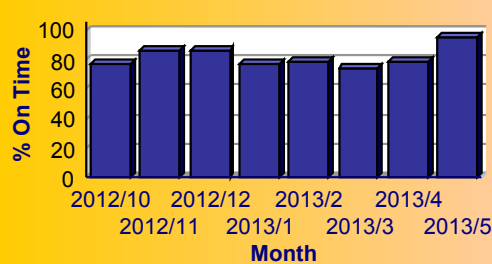
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,834	1,546	1,345	87.0%	288	158	54.9%	82.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas *Service Level Performance Report by Council District*
Council District Unknown**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	312	74	55	74.3%	38	23.6	238	76.3%	190	79.8%	245	78.5%
Litter - CCS	262	47	18	38.3%	38	23.5	215	82.1%	174	80.9%	192	73.3%
Signs - Public Right of Way - CCS	145	25	0	0.0%	7	0.7	120	82.8%	117	97.5%	117	80.7%
Bulky Trash Violations - CCS	63	11	1	9.1%	14	15.2	52	82.5%	24	46.2%	25	39.7%
Animal - Loose - CCS	62	1	1	100.0%	40	24.0	61	98.4%	59	96.7%	60	96.8%
Dead Animal Pick Up - SAN	62	0	0	N/A	1	0.2	62	100.0%	62	100.0%	62	100.0%
Garbage Roll Cart - SAN	60	1	1	100.0%	10	2.4	59	98.3%	59	100.0%	60	100.0%
Recycling ROLL CART NEW - SAN	59	0	0	N/A	10	2.1	59	100.0%	59	100.0%	59	100.0%
Substandard Structure - CCS	38	26	26	100.0%	365	44.0	12	31.6%	12	100.0%	38	100.0%
Obstruction Alley/Sidewalk/Street - CCS	32	13	11	84.6%	60	32.3	19	59.4%	17	89.5%	28	87.5%
LBJ Signs / Markings / Street Lights - LBJ	31	0	0	N/A	0	0.0	31	100.0%	31	100.0%	31	100.0%
24 Hour Parking/Parking Violations - DPD	30	0	0	N/A	10	8.2	30	100.0%	22	73.3%	22	73.3%
Fire Inspection - DFD	23	4	3	75.0%	60	31.2	19	82.6%	15	78.9%	18	78.3%
Complaint/Compliment - CTY	20	4	1	25.0%	10	4.3	16	80.0%	13	81.2%	14	70.0%
Brush/Bulk Items - Missed - SAN	19	1	1	100.0%	10	2.7	18	94.7%	16	88.9%	17	89.5%
Parking - Unapproved Surface - CCS	19	0	0	N/A	10	5.8	19	100.0%	15	78.9%	15	78.9%
Restaurant/Food Complaint - CCS	19	1	1	100.0%	45	11.7	18	94.7%	17	94.4%	18	94.7%
Street Repair - Routine-STS	19	5	5	100.0%	90	14.0	14	73.7%	14	100.0%	19	100.0%
Chronic Traffic Violations - DPD	17	1	1	100.0%	14	10.4	16	94.1%	15	93.8%	16	94.1%
Garbage - Missed - SAN	17	0	0	N/A	3	0.8	17	100.0%	17	100.0%	17	100.0%