



FY 2012 – 2013

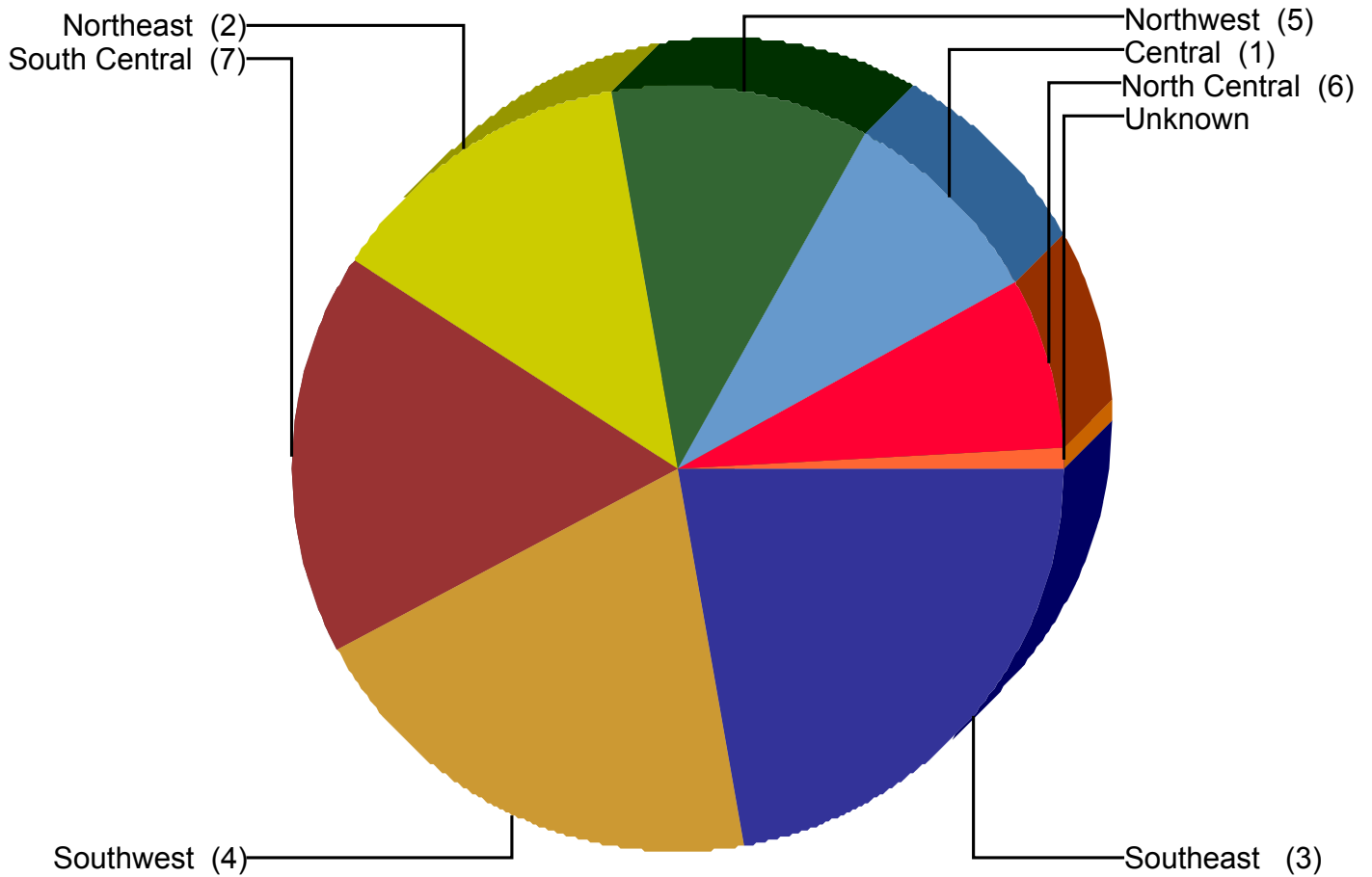
YEAR-TO-DATE

**Service Request
Performance Reports
by
City Service Area
And Citywide Summary**

June 2013

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Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	21,893	8.8%	94.7%
North Central (6)	18,116	7.3%	95.9%
Northeast (2)	33,174	13.3%	93.5%
Northwest (5)	26,851	10.8%	94.2%
South Central (7)	42,176	16.9%	90.7%
Southeast (3)	55,119	22.1%	93.8%
Southwest (4)	49,918	20.0%	95.5%
Unknown	2,123	0.9%	80.8%
Total	249,370	100.0%	93.7%

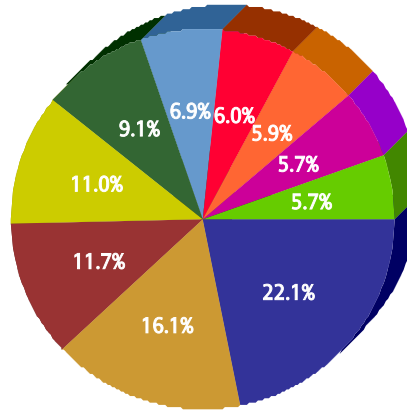
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	24,862
Litter - CCS	18,126
Garbage Roll Cart - SAN	13,136
Dead Animal Pick Up - SAN	12,396
Animal - Loose - CCS	10,221
Animal - Loose Aggressive - CCS	7,831
Obstruction Alley/Sidewalk/Street - CCS	6,788
Substandard Structure - CCS	6,601
Animal - Confined - CCS	6,392
Recycling ROLL CART NEW - SAN	6,385



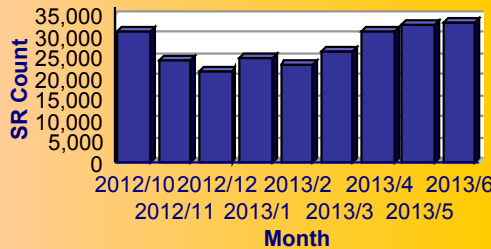
Service

- High Weeds - CCS
- Litter - CCS
- Garbage Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Substandard Structure - CCS
- Animal - Confined - CCS
- Recycling ROLL CART NEW - SAN

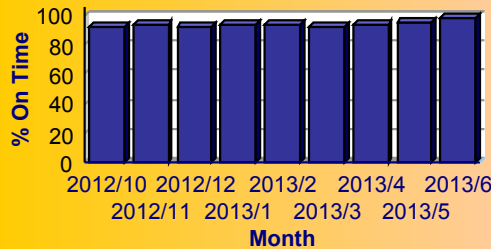
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
249,370	238,761	224,266	93.9%	10,609	9,472	89.3%	93.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Citywide

Top Performers by SR Volume Created During the Reporting Period

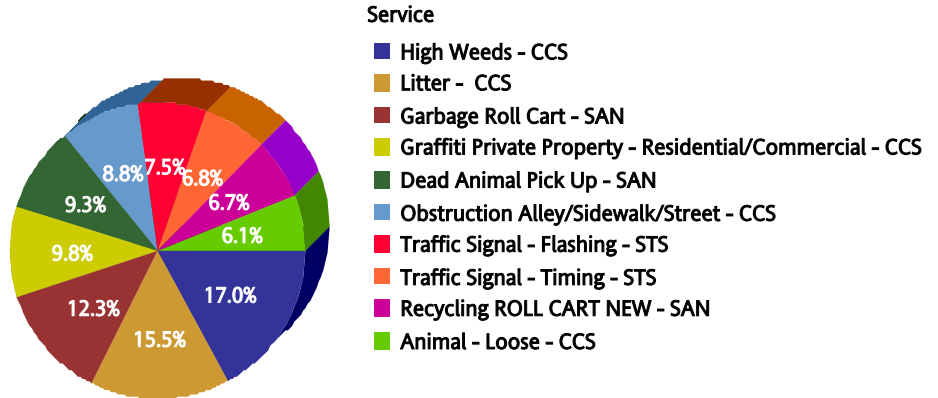
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	24,862	2,366	2,202	93.1%	38	20.7	22,496	90.5%	20,042	89.1%	22,244	89.5%
Litter - CCS	18,126	837	766	91.5%	38	23.7	17,289	95.4%	14,902	86.2%	15,668	86.4%
Garbage Roll Cart - SAN	13,136	0	0	N/A	10	4.2	13,136	100.0%	12,920	98.4%	12,920	98.4%
Dead Animal Pick Up - SAN	12,396	0	0	N/A	1	1.7	12,396	100.0%	12,251	98.8%	12,251	98.8%
Animal - Loose - CCS	10,221	13	1	7.7%	40	20.7	10,208	99.9%	9,900	97.0%	9,901	96.9%
Animal - Loose Aggressive - CCS	7,831	3	0	0.0%	3	2.6	7,828	100.0%	7,635	97.5%	7,635	97.5%
Obstruction Alley/Sidewalk/Street - CCS	6,788	1,281	1,241	96.9%	60	27.8	5,507	81.1%	5,125	93.1%	6,366	93.8%
Substandard Structure - CCS	6,601	2,128	2,128	100.0%	365	40.4	4,473	67.8%	4,473	100.0%	6,601	100.0%
Animal - Confined - CCS	6,392	0	0	N/A	3	3.4	6,392	100.0%	6,277	98.2%	6,277	98.2%
Recycling ROLL CART NEW - SAN	6,385	0	0	N/A	10	4.1	6,385	100.0%	6,305	98.7%	6,305	98.7%
Bulky Trash Violations - CCS	6,260	69	53	76.8%	14	11.1	6,191	98.9%	5,056	81.7%	5,109	81.6%
Signs - Public Right of Way - CCS	5,908	25	0	0.0%	7	1.7	5,883	99.6%	5,616	95.5%	5,616	95.1%
Garbage - Missed - SAN	5,036	0	0	N/A	3	1.8	5,036	100.0%	4,954	98.4%	4,954	98.4%
Graffiti Private Property - Residential/Commercial - CCS	4,315	77	76	98.7%	90	10.5	4,238	98.2%	4,127	97.4%	4,203	97.4%
Smoke Detector Request - DFD	3,875	20	20	100.0%	30	5.2	3,855	99.5%	3,805	98.7%	3,825	98.7%
Illegal Dumping - CCS	3,772	138	115	83.3%	38	13.0	3,634	96.3%	3,320	91.4%	3,435	91.1%
Junk Motor Vehicle - CCS	3,721	499	471	94.4%	126	43.3	3,222	86.6%	3,036	94.2%	3,507	94.2%
24 Hour Parking/Parking Violations - DPD	3,659	26	25	96.2%	10	6.9	3,633	99.3%	3,478	95.7%	3,503	95.7%
Animal - Sick/Injured - CCS	3,533	0	0	N/A	3	2.2	3,533	100.0%	3,469	98.2%	3,469	98.2%
Fire Inspection - DFD	3,498	185	184	99.5%	60	24.6	3,313	94.7%	3,228	97.4%	3,412	97.5%



Central (1)

Top 10 Services

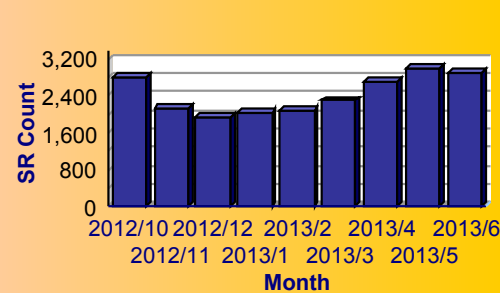
SR Type	Service Request Count
High Weeds - CCS	1,394
Litter - CCS	1,269
Garbage Roll Cart - SAN	1,011
Graffiti Private Property - Residential/Commercial - CCS	806
Dead Animal Pick Up - SAN	763
Obstruction Alley/Sidewalk/Street - CCS	717
Traffic Signal - Flashing - STS	615
Traffic Signal - Timing - STS	560
Recycling ROLL CART NEW - SAN	550
Animal - Loose - CCS	503



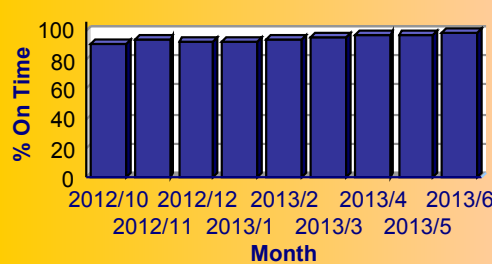
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,893	21,230	20,142	94.9%	663	593	89.4%	94.7%

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)

Top Performers by SR Volume Created During the Reporting Period

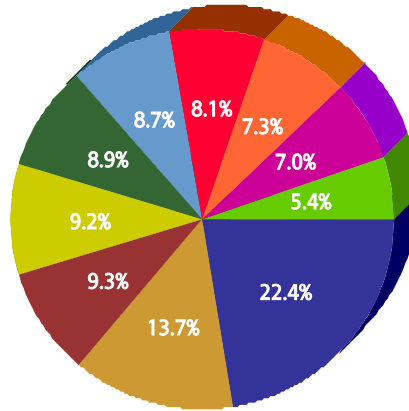
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,394	103	102	99.0%	38	27.9	1,291	92.6%	1,157	89.6%	1,259	90.3%
Litter - CCS	1,269	75	75	100.0%	38	29.2	1,194	94.1%	1,066	89.3%	1,141	89.9%
Garbage Roll Cart - SAN	1,011	0	0	N/A	10	4.1	1,011	100.0%	993	98.2%	993	98.2%
Graffiti Private Property - Residential/Commercial - CCS	806	5	5	100.0%	90	10.9	801	99.4%	777	97.0%	782	97.0%
Dead Animal Pick Up - SAN	763	0	0	N/A	1	1.3	763	100.0%	758	99.3%	758	99.3%
Obstruction Alley/Sidewalk/Street - CCS	717	96	96	100.0%	60	24.6	621	86.6%	606	97.6%	702	97.9%
Traffic Signal - Flashing - STS	615	0	0	N/A	4	1.8	615	100.0%	611	99.3%	611	99.3%
Traffic Signal - Timing - STS	560	0	0	N/A	4	2.2	560	100.0%	554	98.9%	554	98.9%
Recycling ROLL CART NEW - SAN	550	0	0	N/A	10	5.2	550	100.0%	541	98.4%	541	98.4%
Animal - Loose - CCS	503	0	0	N/A	40	23.4	503	100.0%	474	94.2%	474	94.2%
Fire Inspection - DFD	485	19	19	100.0%	60	25.7	466	96.1%	446	95.7%	465	95.9%
24 Hour Parking/Parking Violations - DPD	433	1	1	100.0%	10	6.9	432	99.8%	384	88.9%	385	88.9%
Animal - Confined - CCS	403	0	0	N/A	3	1.4	403	100.0%	401	99.5%	401	99.5%
Street Repair - Routine-STS	367	28	28	100.0%	90	20.0	339	92.4%	336	99.1%	364	99.2%
Substandard Structure - CCS	354	76	76	100.0%	365	42.2	278	78.5%	278	100.0%	354	100.0%
Garbage - Missed - SAN	340	0	0	N/A	3	1.2	340	100.0%	338	99.4%	338	99.4%
Animal - Loose Aggressive - CCS	321	0	0	N/A	3	4.5	321	100.0%	308	96.0%	308	96.0%
Pot hole - Hazardous-STS	320	0	0	N/A	1	2.0	320	100.0%	310	96.9%	310	96.9%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	318	0	0	N/A	10	1.7	318	100.0%	318	100.0%	318	100.0%
Bulky Trash Violations - CCS	297	3	3	100.0%	14	12.6	294	99.0%	263	89.5%	266	89.6%



North Central (6)

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	1,584
Dead Animal Pick Up - SAN	968
Garbage - Missed - SAN	659
Recycling ROLL CART NEW - SAN	653
Obstruction Alley/Sidewalk/Street - CCS	632
Animal - Confined - CCS	615
Fire Inspection - DFD	575
High Weeds - CCS	518
Bulky Trash Violations - CCS	495
Street Repair - Routine-STS	379



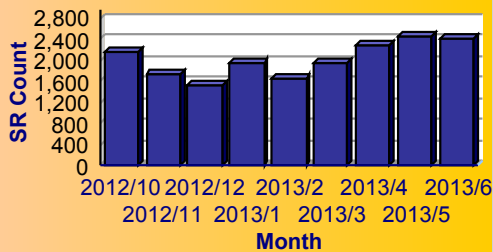
Service

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

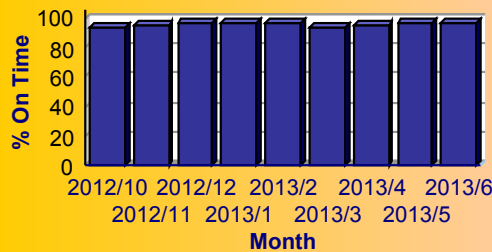
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
18,116	17,552	16,839	95.9%	564	527	93.4%	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)

Top Performers by SR Volume Created During the Reporting Period

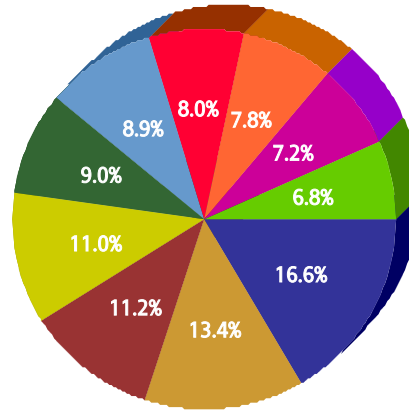
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	1,584	0	0	N/A	10	2.8	1,584	100.0%	1,572	99.2%	1,572	99.2%
Dead Animal Pick Up - SAN	968	0	0	N/A	1	0.7	968	100.0%	961	99.3%	961	99.3%
Garbage - Missed - SAN	659	0	0	N/A	3	1.0	659	100.0%	655	99.4%	655	99.4%
Recycling ROLL CART NEW - SAN	653	0	0	N/A	10	2.0	653	100.0%	653	100.0%	653	100.0%
Obstruction Alley/Sidewalk/Street - CCS	632	106	103	97.2%	60	28.8	526	83.2%	475	90.3%	578	91.5%
Animal - Confined - CCS	615	0	0	N/A	3	1.8	615	100.0%	608	98.9%	608	98.9%
Fire Inspection - DFD	575	40	40	100.0%	60	21.6	535	93.0%	533	99.6%	573	99.7%
High Weeds - CCS	518	69	68	98.6%	38	24.2	449	86.7%	405	90.2%	473	91.3%
Bulky Trash Violations - CCS	495	0	0	N/A	14	10.6	495	100.0%	443	89.5%	443	89.5%
Street Repair - Routine-STS	379	23	23	100.0%	90	18.0	356	93.9%	356	100.0%	379	100.0%
Alley Repair - Routine-STS	374	52	51	98.1%	90	26.9	322	86.1%	318	98.8%	369	98.7%
Recycling - Roll Cart - SAN	366	0	0	N/A	10	2.7	366	100.0%	366	100.0%	366	100.0%
Traffic Signal - Flashing - STS	343	0	0	N/A	4	1.1	343	100.0%	342	99.7%	342	99.7%
Brush/Bulk Items - Missed - SAN	332	0	0	N/A	10	2.4	332	100.0%	328	98.8%	328	98.8%
Traffic Signal - Timing - STS	331	0	0	N/A	4	1.3	331	100.0%	330	99.7%	330	99.7%
Litter - CCS	310	14	12	85.7%	38	26.9	296	95.5%	252	85.1%	264	85.2%
Animal - Loose - CCS	309	1	0	0.0%	40	19.4	308	99.7%	302	98.1%	302	97.7%
Mosquitoes - CCS	305	20	20	100.0%	45	10.2	285	93.4%	272	95.4%	292	95.7%
Recyclable Collection Missed (Residential) - SAN	279	0	0	N/A	3	0.7	279	100.0%	279	100.0%	279	100.0%
24 Hour Parking/Parking Violations - DPD	263	1	1	100.0%	10	6.5	262	99.6%	245	93.5%	246	93.5%



Northeast (2)

Top 10 Services

SR Type	Service Request Count
Garbage Roll Cart - SAN	2,164
Dead Animal Pick Up - SAN	1,743
High Weeds - CCS	1,459
Obstruction Alley/Sidewalk/Street - CCS	1,439
Animal - Confined - CCS	1,174
Bulky Trash Violations - CCS	1,166
Animal - Loose - CCS	1,046
Recycling ROLL CART NEW - SAN	1,018
Litter - CCS	941
Garbage - Missed - SAN	881



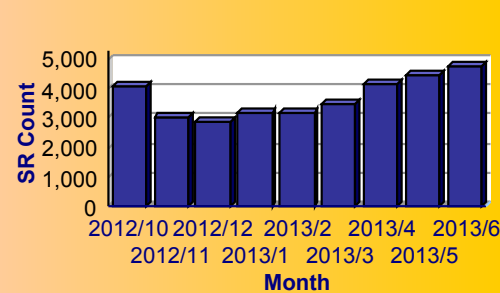
Service

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

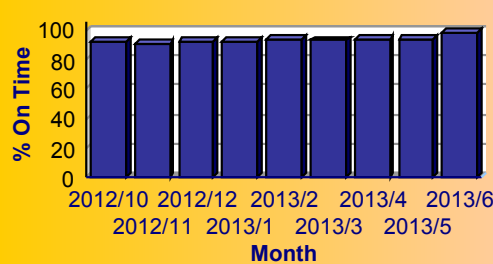
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,174	31,695	29,713	93.7%	1,479	1,299	87.8%	93.5%

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)

Top Performers by SR Volume Created During the Reporting Period

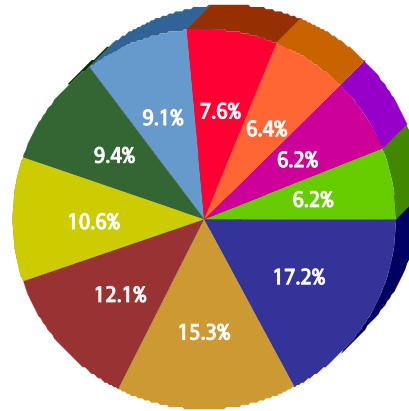
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Garbage Roll Cart - SAN	2,164	0	0	N/A	10	4.2	2,164	100.0%	2,125	98.2%	2,125	98.2%
Dead Animal Pick Up - SAN	1,743	0	0	N/A	1	2.1	1,743	100.0%	1,713	98.3%	1,713	98.3%
High Weeds - CCS	1,459	230	209	90.9%	38	26.7	1,229	84.2%	1,042	84.8%	1,251	85.7%
Obstruction Alley/Sidewalk/Street - CCS	1,439	347	336	96.8%	60	28.7	1,092	75.9%	1,001	91.7%	1,337	92.9%
Animal - Confined - CCS	1,174	0	0	N/A	3	8.5	1,174	100.0%	1,116	95.1%	1,116	95.1%
Bulky Trash Violations - CCS	1,166	16	13	81.2%	14	10.9	1,150	98.6%	1,029	89.5%	1,042	89.4%
Animal - Loose - CCS	1,046	0	0	N/A	40	25.1	1,046	100.0%	989	94.6%	989	94.6%
Recycling ROLL CART NEW - SAN	1,018	0	0	N/A	10	3.7	1,018	100.0%	1,005	98.7%	1,005	98.7%
Litter - CCS	941	65	60	92.3%	38	36.0	876	93.1%	650	74.2%	710	75.5%
Garbage - Missed - SAN	881	0	0	N/A	3	2.2	881	100.0%	858	97.4%	858	97.4%
Animal - Sick/Injured - CCS	759	0	0	N/A	3	3.7	759	100.0%	741	97.6%	741	97.6%
Substandard Structure Apts - CCS	696	110	110	100.0%	365	51.3	586	84.2%	586	100.0%	696	100.0%
Animal - Loose Aggressive - CCS	673	0	0	N/A	3	7.1	673	100.0%	642	95.4%	642	95.4%
24 Hour Parking/Parking Violations - DPD	664	2	2	100.0%	10	10.2	662	99.7%	636	96.1%	638	96.1%
Substandard Structure - CCS	657	235	235	100.0%	365	55.5	422	64.2%	422	100.0%	657	100.0%
Graffiti Private Property - Residential/Commercial - CCS	630	6	6	100.0%	90	6.7	624	99.0%	611	97.9%	617	97.9%
Recycling - Roll Cart - SAN	514	0	0	N/A	10	3.9	514	100.0%	509	99.0%	509	99.0%
Street Repair - Routine-STS	480	18	18	100.0%	90	14.2	462	96.2%	460	99.6%	478	99.6%
Fire Inspection - DFD	479	26	25	96.2%	60	26.7	453	94.6%	435	96.0%	460	96.0%
Brush/Bulk Items - Missed - SAN	470	0	0	N/A	10	2.2	470	100.0%	466	99.1%	466	99.1%



Northwest (5)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,784
Signs - Public Right of Way - CCS	1,587
Garbage Roll Cart - SAN	1,256
Litter - CCS	1,101
Dead Animal Pick Up - SAN	976
Obstruction Alley/Sidewalk/Street - CCS	942
Animal - Loose - CCS	784
Fire Inspection - DFD	660
Animal - Confined - CCS	646
Garbage - Missed - SAN	641



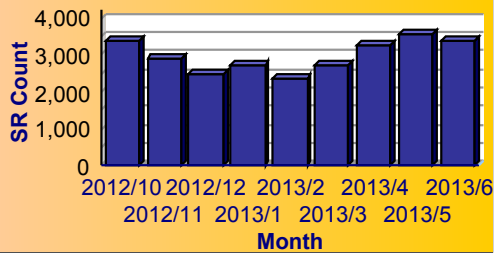
Service

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

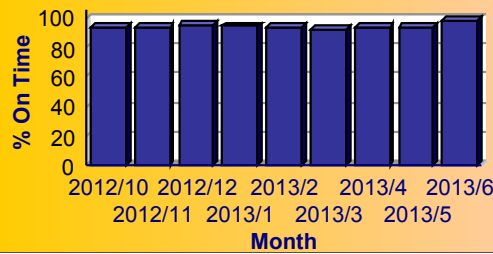
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
26,851	25,761	24,316	94.4%	1,090	983	90.2%	94.2%

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)

Top Performers by SR Volume Created During the Reporting Period

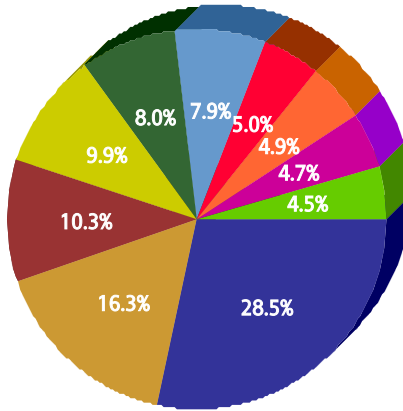
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	1,784	162	143	88.3%	38	22.5	1,622	90.9%	1,399	86.3%	1,542	86.4%
Signs - Public Right of Way - CCS	1,587	0	0	N/A	7	1.9	1,587	100.0%	1,521	95.8%	1,521	95.8%
Garbage Roll Cart - SAN	1,256	0	0	N/A	10	3.7	1,256	100.0%	1,240	98.7%	1,240	98.7%
Litter - CCS	1,101	54	42	77.8%	38	24.6	1,047	95.1%	855	81.7%	897	81.5%
Dead Animal Pick Up - SAN	976	0	0	N/A	1	1.2	976	100.0%	963	98.7%	963	98.7%
Obstruction Alley/Sidewalk/Street - CCS	942	219	208	95.0%	60	31.7	723	76.8%	620	85.8%	828	87.9%
Animal - Loose - CCS	784	0	0	N/A	40	14.8	784	100.0%	774	98.7%	774	98.7%
Fire Inspection - DFD	660	26	26	100.0%	60	23.0	634	96.1%	624	98.4%	650	98.5%
Animal - Confined - CCS	646	0	0	N/A	3	2.9	646	100.0%	636	98.5%	636	98.5%
Garbage - Missed - SAN	641	0	0	N/A	3	1.3	641	100.0%	636	99.2%	636	99.2%
Recycling ROLL CART NEW - SAN	597	0	0	N/A	10	2.6	597	100.0%	594	99.5%	594	99.5%
Bulky Trash Violations - CCS	537	6	6	100.0%	14	5.7	531	98.9%	498	93.8%	504	93.9%
Animal - Loose Aggressive - CCS	488	0	0	N/A	3	3.0	488	100.0%	474	97.1%	474	97.1%
Substandard Structure - CCS	486	209	209	100.0%	365	40.8	277	57.0%	277	100.0%	486	100.0%
24 Hour Parking/Parking Violations - DPD	484	5	5	100.0%	10	6.6	479	99.0%	464	96.9%	469	96.9%
Street Repair - Routine-STS	481	41	41	100.0%	90	19.1	440	91.5%	439	99.8%	480	99.8%
Traffic Signal - Flashing - STS	447	0	0	N/A	4	1.4	447	100.0%	443	99.1%	443	99.1%
Graffiti Private Property - Residential/Commercial - CCS	425	25	25	100.0%	90	8.7	400	94.1%	394	98.5%	419	98.6%
Illegal Land Use (Residential/Business) - CCS	353	22	19	86.4%	60	31.3	331	93.8%	251	75.8%	270	76.5%
Traffic Signal - Timing - STS	339	0	0	N/A	4	1.3	339	100.0%	336	99.1%	336	99.1%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,980
Litter - CCS	3,998
Dead Animal Pick Up - SAN	2,521
Animal - Loose - CCS	2,422
Animal - Loose Aggressive - CCS	1,962
Garbage Roll Cart - SAN	1,926
Bulky Trash Violations - CCS	1,233
Illegal Dumping - CCS	1,210
Junk Motor Vehicle - CCS	1,163
Animal - Confined - CCS	1,108



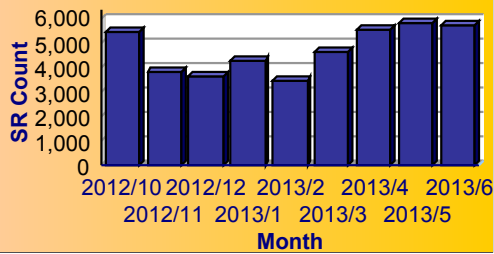
Service

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

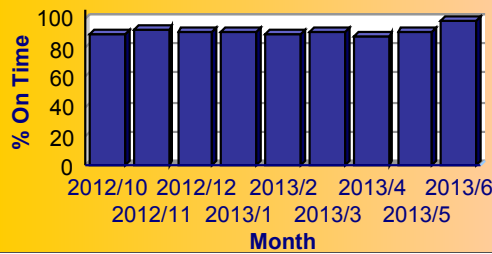
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
42,176	39,810	36,105	90.7%	2,366	2,141	90.5%	90.7%

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)**Top Performers by SR Volume Created During the Reporting Period**

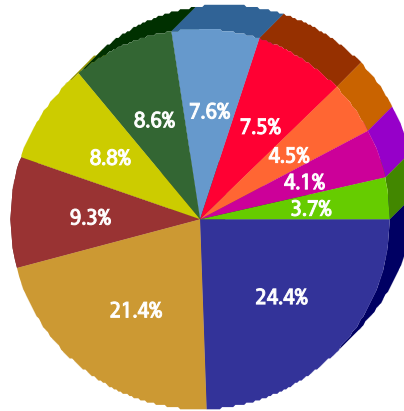
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	6,980	736	694	94.3%	38	22.9	6,244	89.5%	5,324	85.3%	6,018	86.2%
Litter - CCS	3,998	223	212	95.1%	38	25.4	3,775	94.4%	3,101	82.1%	3,313	82.9%
Dead Animal Pick Up - SAN	2,521	0	0	N/A	1	1.9	2,521	100.0%	2,485	98.6%	2,485	98.6%
Animal - Loose - CCS	2,422	3	0	0.0%	40	20.8	2,419	99.9%	2,342	96.8%	2,342	96.7%
Animal - Loose Aggressive - CCS	1,962	0	0	N/A	3	3.1	1,962	100.0%	1,914	97.6%	1,914	97.6%
Garbage Roll Cart - SAN	1,926	0	0	N/A	10	5.2	1,926	100.0%	1,883	97.8%	1,883	97.8%
Bulky Trash Violations - CCS	1,233	24	16	66.7%	14	17.9	1,209	98.1%	577	47.7%	593	48.1%
Illegal Dumping - CCS	1,210	76	64	84.2%	38	19.8	1,134	93.7%	973	85.8%	1,037	85.7%
Junk Motor Vehicle - CCS	1,163	211	190	90.0%	126	51.4	952	81.9%	869	91.3%	1,059	91.1%
Animal - Confined - CCS	1,108	0	0	N/A	3	2.1	1,108	100.0%	1,099	99.2%	1,099	99.2%
Recycling ROLL CART NEW - SAN	974	0	0	N/A	10	5.4	974	100.0%	955	98.0%	955	98.0%
Garbage - Missed - SAN	949	0	0	N/A	3	2.7	949	100.0%	925	97.5%	925	97.5%
Substandard Structure - CCS	900	401	401	100.0%	365	49.2	499	55.4%	499	100.0%	900	100.0%
Obstruction Alley/Sidewalk/Street - CCS	828	178	176	98.9%	60	30.2	650	78.5%	603	92.8%	779	94.1%
Parking - Unapproved Surface - CCS	670	4	0	0.0%	10	5.4	666	99.4%	580	87.1%	580	86.6%
Animal - Sick/Injured - CCS	660	0	0	N/A	3	2.3	660	100.0%	650	98.5%	650	98.5%
Illegal Outside Storage - CCS	550	31	25	80.6%	38	31.6	519	94.4%	381	73.4%	406	73.8%
Open and Vacant Structure - CCS	520	31	26	83.9%	30	24.0	489	94.0%	407	83.2%	433	83.3%
24 Hour Parking/Parking Violations - DPD	437	3	3	100.0%	10	7.5	434	99.3%	421	97.0%	424	97.0%
Animal - Cruelty - CCS	433	0	0	N/A	30	3.5	433	100.0%	427	98.6%	427	98.6%



Southeast (3)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,763
Litter - CCS	6,796
Substandard Structure - CCS	2,959
Animal - Loose - CCS	2,804
Dead Animal Pick Up - SAN	2,727
Garbage Roll Cart - SAN	2,408
Animal - Loose Aggressive - CCS	2,398
Animal - Confined - CCS	1,420
Bulky Trash Violations - CCS	1,305
Recycling ROLL CART NEW - SAN	1,188



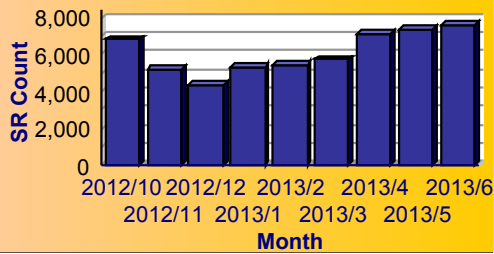
Service

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

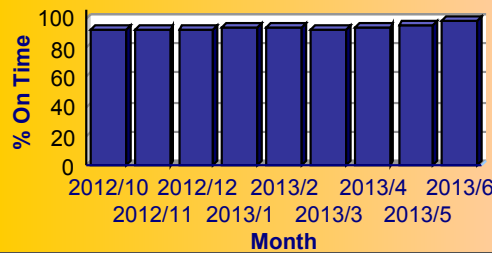
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
55,119	52,426	49,244	93.9%	2,693	2,440	90.6%	93.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas *Service Level Performance Report by City Service Area*
Southeast (3)**Top Performers by SR Volume Created During the Reporting Period**

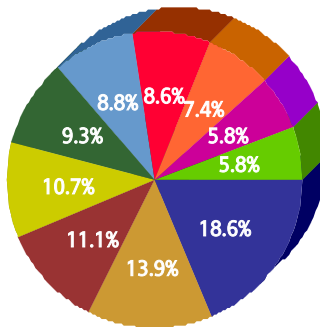
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	7,763	662	633	95.6%	38	16.9	7,101	91.5%	6,536	92.0%	7,169	92.3%
Litter - CCS	6,796	219	212	96.8%	38	20.2	6,577	96.8%	5,902	89.7%	6,114	90.0%
Substandard Structure - CCS	2,959	817	817	100.0%	365	33.3	2,142	72.4%	2,142	100.0%	2,959	100.0%
Animal - Loose - CCS	2,804	3	0	0.0%	40	21.8	2,801	99.9%	2,732	97.5%	2,732	97.4%
Dead Animal Pick Up - SAN	2,727	0	0	N/A	1	2.6	2,727	100.0%	2,689	98.6%	2,689	98.6%
Garbage Roll Cart - SAN	2,408	0	0	N/A	10	5.4	2,408	100.0%	2,355	97.8%	2,355	97.8%
Animal - Loose Aggressive - CCS	2,398	1	0	0.0%	3	1.9	2,397	100.0%	2,344	97.8%	2,344	97.7%
Animal - Confined - CCS	1,420	0	0	N/A	3	3.0	1,420	100.0%	1,399	98.5%	1,399	98.5%
Bulky Trash Violations - CCS	1,305	9	6	66.7%	14	12.0	1,296	99.3%	1,120	86.4%	1,126	86.3%
Recycling ROLL CART NEW - SAN	1,188	0	0	N/A	10	6.0	1,188	100.0%	1,162	97.8%	1,162	97.8%
Smoke Detector Request - DFD	1,064	8	8	100.0%	30	3.7	1,056	99.2%	1,055	99.9%	1,063	99.9%
Signs - Public Right of Way - CCS	959	0	0	N/A	7	1.6	959	100.0%	918	95.7%	918	95.7%
Garbage - Missed - SAN	954	0	0	N/A	3	2.0	954	100.0%	937	98.2%	937	98.2%
Parking - Unapproved Surface - CCS	941	4	0	0.0%	10	6.6	937	99.6%	832	88.8%	832	88.4%
Junk Motor Vehicle - CCS	929	105	103	98.1%	126	46.4	824	88.7%	774	93.9%	877	94.4%
Illegal Outside Storage - CCS	808	17	16	94.1%	38	26.5	791	97.9%	680	86.0%	696	86.1%
Animal - Sick/Injured - CCS	761	0	0	N/A	3	3.0	761	100.0%	745	97.9%	745	97.9%
Obstruction Alley/Sidewalk/Street - CCS	760	166	162	97.6%	60	27.0	594	78.2%	559	94.1%	721	94.9%
Open and Vacant Structure - CCS	698	16	15	93.8%	30	22.6	682	97.7%	597	87.5%	612	87.7%
Illegal Dumping - CCS	670	30	28	93.3%	38	16.1	640	95.5%	572	89.4%	600	89.6%



Southwest (4)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,552
Litter - CCS	3,403
Garbage Roll Cart - SAN	2,722
Dead Animal Pick Up - SAN	2,631
Animal - Loose - CCS	2,285
Signs - Public Right of Way - CCS	2,154
Smoke Detector Request - DFD	2,113
Animal - Loose Aggressive - CCS	1,815
Obstruction Alley/Sidewalk/Street - CCS	1,428
Graffiti Private Property - Residential/Commercial - CCS	1,416



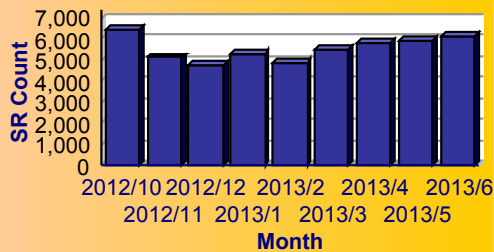
Service

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

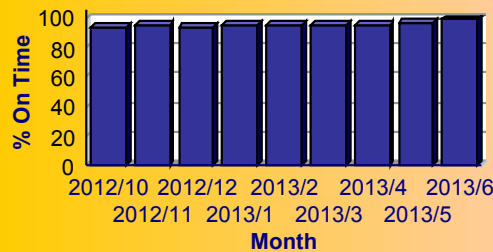
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
49,918	48,445	46,347	95.7%	1,473	1,333	90.5%	95.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

Top Performers by SR Volume Created During the Reporting Period

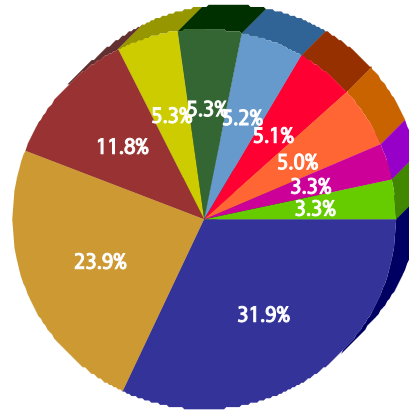
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	4,552	311	297	95.5%	38	18.5	4,241	93.2%	3,935	92.8%	4,232	93.0%
Litter - CCS	3,403	140	132	94.3%	38	22.5	3,263	95.9%	2,870	88.0%	3,002	88.2%
Garbage Roll Cart - SAN	2,722	0	0	N/A	10	3.7	2,722	100.0%	2,687	98.7%	2,687	98.7%
Dead Animal Pick Up - SAN	2,631	0	0	N/A	1	0.8	2,631	100.0%	2,615	99.4%	2,615	99.4%
Animal - Loose - CCS	2,285	4	0	0.0%	40	18.9	2,281	99.8%	2,223	97.5%	2,223	97.3%
Signs - Public Right of Way - CCS	2,154	0	0	N/A	7	1.2	2,154	100.0%	2,094	97.2%	2,094	97.2%
Smoke Detector Request - DFD	2,113	2	2	100.0%	30	4.5	2,111	99.9%	2,076	98.3%	2,078	98.3%
Animal - Loose Aggressive - CCS	1,815	2	0	0.0%	3	0.8	1,813	99.9%	1,785	98.5%	1,785	98.3%
Obstruction Alley/Sidewalk/Street - CCS	1,428	157	153	97.5%	60	25.0	1,271	89.0%	1,233	97.0%	1,386	97.1%
Graffiti Private Property - Residential/Commercial - CCS	1,416	12	11	91.7%	90	11.4	1,404	99.2%	1,370	97.6%	1,381	97.5%
Recycling ROLL CART NEW - SAN	1,339	0	0	N/A	10	3.2	1,339	100.0%	1,330	99.3%	1,330	99.3%
Illegal Dumping - CCS	1,223	9	8	88.9%	38	6.0	1,214	99.3%	1,168	96.2%	1,176	96.2%
Illegal Outside Storage - CCS	1,195	38	36	94.7%	38	22.2	1,157	96.8%	1,025	88.6%	1,061	88.8%
Bulky Trash Violations - CCS	1,159	9	9	100.0%	14	5.1	1,150	99.2%	1,099	95.6%	1,108	95.6%
Animal - Confined - CCS	1,011	0	0	N/A	3	1.6	1,011	100.0%	1,003	99.2%	1,003	99.2%
Substandard Structure - CCS	960	283	283	100.0%	365	46.8	677	70.5%	677	100.0%	960	100.0%
24 Hour Parking/Parking Violations - DPD	793	8	7	87.5%	10	5.4	785	99.0%	772	98.3%	779	98.2%
Junk Motor Vehicle - CCS	762	76	74	97.4%	126	39.5	686	90.0%	663	96.6%	737	96.7%
Fire Inspection - DFD	680	37	37	100.0%	60	24.3	643	94.6%	633	98.4%	670	98.5%
Parking - Unapproved Surface - CCS	647	0	0	N/A	10	4.2	647	100.0%	601	92.9%	601	92.9%



Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	412
Litter - CCS	308
Signs - Public Right of Way - CCS	152
Animal - Loose - CCS	68
Bulky Trash Violations - CCS	68
Dead Animal Pick Up - SAN	67
Recycling ROLL CART NEW - SAN	66
Garbage Roll Cart - SAN	65
Obstruction Alley/Sidewalk/Street - CCS	42
Substandard Structure - CCS	42



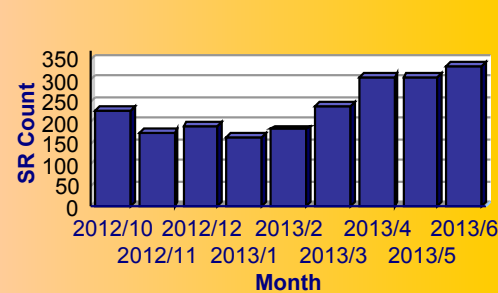
Service

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

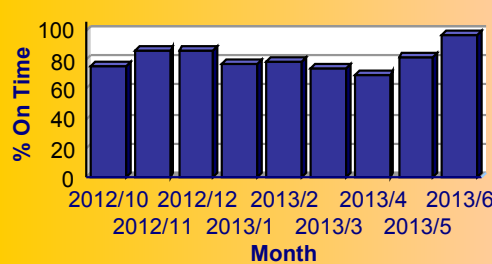
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,123	1,842	1,560	84.7%	281	156	55.5%	80.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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	412	93	56	60.2%	38	26.8	319	77.4%	244	76.5%	300	72.8%
Litter - CCS	308	47	21	44.7%	38	27.5	261	84.7%	206	78.9%	227	73.7%
Signs - Public Right of Way - CCS	152	25	0	0.0%	7	1.0	127	83.6%	122	96.1%	122	80.3%
Bulky Trash Violations - CCS	68	2	0	0.0%	14	22.3	66	97.1%	27	40.9%	27	39.7%
Animal - Loose - CCS	68	2	1	50.0%	40	22.3	66	97.1%	64	97.0%	65	95.6%
Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.2	67	100.0%	67	100.0%	67	100.0%
Recycling ROLL CART NEW - SAN	66	0	0	N/A	10	2.1	66	100.0%	65	98.5%	65	98.5%
Garbage Roll Cart - SAN	65	0	0	N/A	10	2.4	65	100.0%	65	100.0%	65	100.0%
Obstruction Alley/Sidewalk/Street - CCS	42	12	7	58.3%	60	30.0	30	71.4%	28	93.3%	35	83.3%
Substandard Structure - CCS	42	30	30	100.0%	365	44.0	12	28.6%	12	100.0%	42	100.0%
LBJ Signs / Markings / Street Lights - LBJ	35	0	0	N/A	0	0.0	35	100.0%	35	100.0%	35	100.0%
Fire Inspection - DFD	27	3	3	100.0%	60	33.7	24	88.9%	19	79.2%	22	81.5%
24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	8.9	26	100.0%	19	73.1%	19	73.1%
Restaurant/Food Complaint - CCS	26	1	1	100.0%	45	10.1	25	96.2%	24	96.0%	25	96.2%
Garbage - Missed - SAN	24	0	0	N/A	3	1.2	24	100.0%	23	95.8%	23	95.8%
Brush/Bulk Items - Missed - SAN	23	0	0	N/A	10	4.0	23	100.0%	19	82.6%	19	82.6%
Parking - Unapproved Surface - CCS	23	1	0	0.0%	10	5.0	22	95.7%	18	81.8%	18	78.3%
Complaint/Compliment - CTY	22	3	0	0.0%	10	4.3	19	86.4%	16	84.2%	16	72.7%
Street Repair - Routine-STS	22	4	4	100.0%	90	21.4	18	81.8%	18	100.0%	22	100.0%
Chronic Traffic Violations - DPD	18	0	0	N/A	14	10.1	18	100.0%	17	94.4%	17	94.4%