



**FY 2011 – 2012**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**October 2011**

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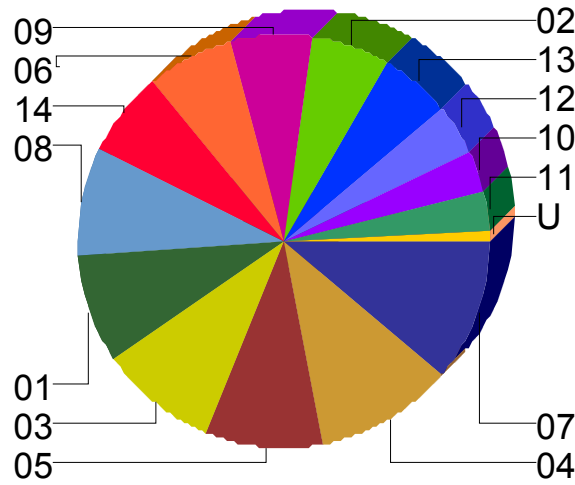
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is Unknown**



# City of Dallas Council District Report

For October 2011



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,440	8.6%	97.8%
02	1,729	6.1%	98.7%
03	2,576	9.1%	99.0%
04	3,012	10.7%	98.4%
05	2,600	9.2%	97.9%
06	1,856	6.6%	98.4%
07	3,146	11.1%	98.7%
08	2,431	8.6%	98.0%
09	1,837	6.5%	97.9%
10	987	3.5%	99.2%
11	829	2.9%	99.5%
12	1,056	3.7%	99.1%
13	1,585	5.6%	98.8%
14	1,893	6.7%	97.8%
U	248	0.9%	97.2%
<b>Totals</b>	<b>28,225</b>	<b>100.0%</b>	<b>98.4%</b>

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

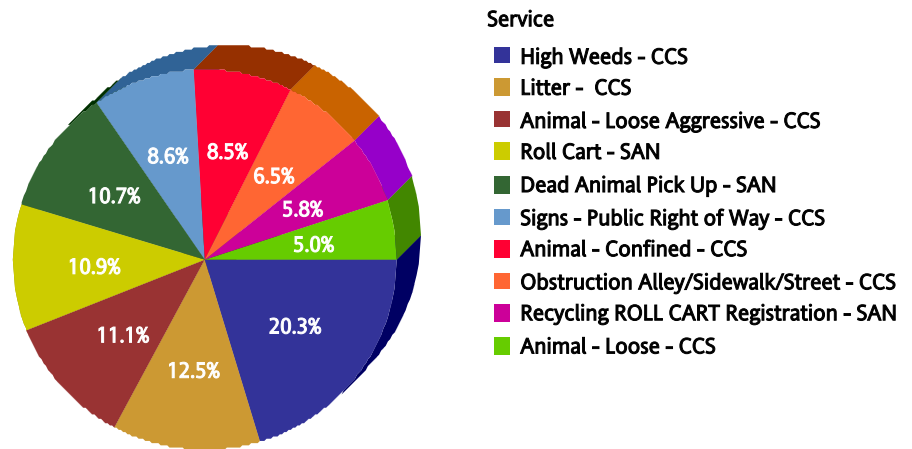


Citywide

October 2011

Top 10 Services

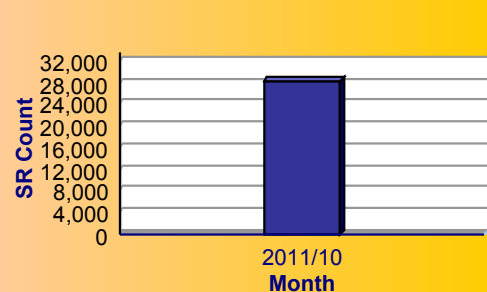
SR Type	Service Request Count
High Weeds - CCS	2,561
Litter - CCS	1,577
Animal - Loose Aggressive - CCS	1,403
Roll Cart - SAN	1,379
Dead Animal Pick Up - SAN	1,350
Signs - Public Right of Way - CCS	1,090
Animal - Confined - CCS	1,078
Obstruction Alley/Sidewalk/Street - CCS	827
Recycling ROLL CART Registration - SAN	737
Animal - Loose - CCS	633



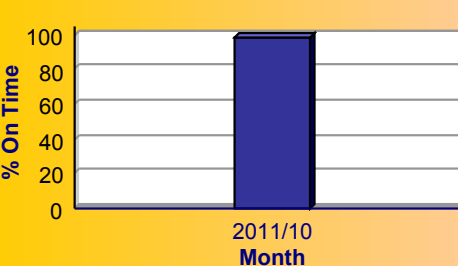
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,225	23,405	23,176	99.0%	4,820	4,598	95.4%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Citywide

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	2,561	1,042	1,042	100.0%	38	8.5	1,519	59.3%	1,519	100.0%	2,561	100.0%
2	Litter - CCS	1,577	711	711	100.0%	38	10.2	866	54.9%	866	100.0%	1,577	100.0%
3	Animal - Loose Aggressive - CCS	1,403	1	0	0.0%	3	0.3	1,402	99.9%	1,393	99.4%	1,393	99.3%
4	Roll Cart - SAN	1,379	2	2	100.0%	10	2.6	1,377	99.9%	1,374	99.8%	1,376	99.8%
5	Dead Animal Pick Up - SAN	1,350	0	0	N/A	1	0.3	1,350	100.0%	1,345	99.6%	1,345	99.6%
6	Signs - Public Right of Way - CCS	1,090	8	1	12.5%	7	0.5	1,082	99.3%	1,066	98.5%	1,067	97.9%
7	Animal - Confined - CCS	1,078	0	0	N/A	3	0.3	1,078	100.0%	1,074	99.6%	1,074	99.6%
8	Obstruction Alley/Sidewalk/Street - CCS	827	417	417	100.0%	60	13.6	410	49.6%	410	100.0%	827	100.0%
9	Recycling ROLL CART Registration - SAN	737	0	0	N/A	10	2.4	737	100.0%	736	99.9%	736	99.9%
10	Animal - Loose - CCS	633	78	78	100.0%	40	19.1	555	87.7%	555	100.0%	633	100.0%
11	Bulky Trash Violations - CCS	620	32	24	75.0%	14	4.4	588	94.8%	557	94.7%	581	93.7%
12	Substandard Structure - CCS	620	425	425	100.0%	365	9.9	195	31.5%	195	100.0%	620	100.0%
13	Garbage - Missed - SAN	608	0	0	N/A	3	0.8	608	100.0%	607	99.8%	607	99.8%
14	Smoke Detector Request - DFD	529	53	53	100.0%	30	2.3	476	90.0%	476	100.0%	529	100.0%
15	Animal - Sick/Injured - CCS	522	0	0	N/A	3	0.1	522	100.0%	521	99.8%	521	99.8%
16	Junk Motor Vehicle - CCS	477	313	313	100.0%	126	11.3	164	34.4%	164	100.0%	477	100.0%
17	Graffiti Private Property - Residential/Commercial	477	87	87	100.0%	90	2.4	390	81.8%	390	100.0%	477	100.0%
18	24 Hour Parking/Parking Violations - DPD	416	8	7	87.5%	10	4.1	408	98.1%	408	100.0%	415	99.8%
19	Street Repair - Routine-STS	416	91	91	100.0%	90	5.4	325	78.1%	325	100.0%	416	100.0%
20	Illegal Dumping - CCS	400	53	53	100.0%	38	2.1	347	86.8%	347	100.0%	400	100.0%

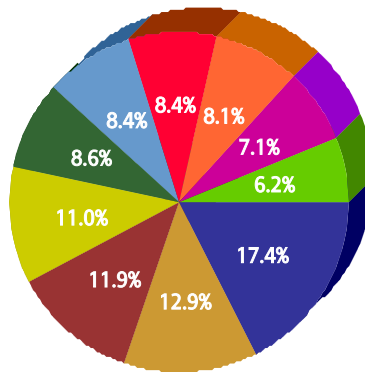


Council District 01

October 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	221
High Weeds - CCS	163
Graffiti Private Property - Residential/Commercial	151
Smoke Detector Request - DFD	139
Litter - CCS	109
Animal - Loose Aggressive - CCS	107
Obstruction Alley/Sidewalk/Street - CCS	107
Dead Animal Pick Up - SAN	102
Roll Cart - SAN	90
Garage Sale - CCS	78



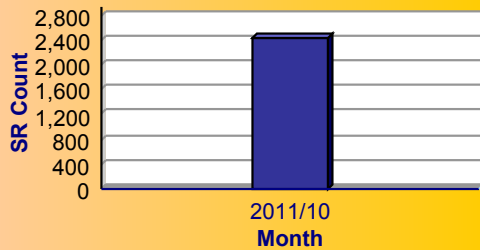
Service

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

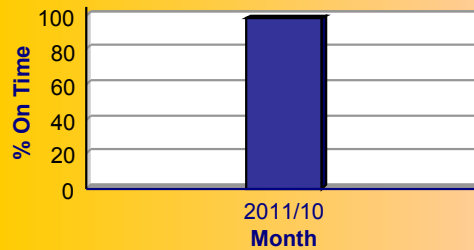
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,440	2,010	1,985	98.8%	430	401	93.3%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 01

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Signs - Public Right of Way - CCS	221	1	0	0.0%	7	0.5	220	99.5%	217	98.6%	217	98.2%
2	High Weeds - CCS	163	85	85	100.0%	38	11.1	78	47.9%	78	100.0%	163	100.0%
3	Graffiti Private Property - Residential/Commercial	151	29	29	100.0%	90	2.2	122	80.8%	122	100.0%	151	100.0%
4	Smoke Detector Request - DFD	139	8	8	100.0%	30	1.7	131	94.2%	131	100.0%	139	100.0%
5	Litter - CCS	109	61	61	100.0%	38	13.3	48	44.0%	48	100.0%	109	100.0%
6	Obstruction Alley/Sidewalk/Street - CCS	107	50	50	100.0%	60	13.1	57	53.3%	57	100.0%	107	100.0%
7	Animal - Loose Aggressive - CCS	107	0	0	N/A	3	0.3	107	100.0%	106	99.1%	106	99.1%
8	Dead Animal Pick Up - SAN	102	0	0	N/A	1	0.3	102	100.0%	102	100.0%	102	100.0%
9	Roll Cart - SAN	90	0	0	N/A	10	2.1	90	100.0%	89	98.9%	89	98.9%
10	Garage Sale - CCS	78	3	0	0.0%	7	2.8	75	96.2%	67	89.3%	67	85.9%
11	Signs - Other - CCS	74	1	1	100.0%	21	0.9	73	98.6%	73	100.0%	74	100.0%
12	Recycling ROLL CART Registration - SAN	69	0	0	N/A	10	1.9	69	100.0%	69	100.0%	69	100.0%
13	Animal - Confined - CCS	64	0	0	N/A	3	0.2	64	100.0%	64	100.0%	64	100.0%
14	Animal - Loose - CCS	61	4	4	100.0%	40	21.2	57	93.4%	57	100.0%	61	100.0%
15	Substandard Structure - CCS	54	43	43	100.0%	365	7.2	11	20.4%	11	100.0%	54	100.0%
16	Illegal Dumping - CCS	44	1	1	100.0%	38	0.7	43	97.7%	43	100.0%	44	100.0%
17	24 Hour Parking/Parking Violations - DPD	40	0	0	N/A	10	3.5	40	100.0%	40	100.0%	40	100.0%
18	Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
19	Parking - Unapproved Surface - CCS	36	4	1	25.0%	10	3.6	32	88.9%	30	93.8%	31	86.1%
20	Illegal Outside Storage - CCS	33	20	20	100.0%	38	12.0	13	39.4%	13	100.0%	33	100.0%

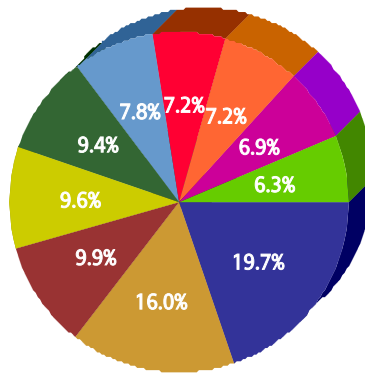


Council District 02

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	137
Litter - CCS	111
Fire Inspection - DFD	69
Dead Animal Pick Up - SAN	67
Graffiti Private Property - Residential/Commercial	65
Junk Motor Vehicle - CCS	54
Garage Sale - CCS	50
Roll Cart - SAN	50
Animal - Confined - CCS	48
Animal - Loose Aggressive - CCS	44



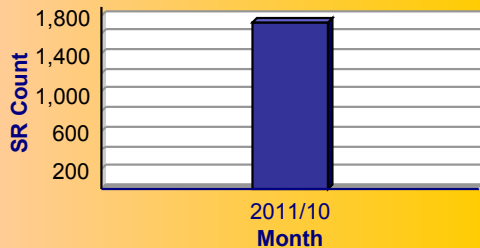
Service

- High Weeds - CCS
- Litter - CCS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial
- Junk Motor Vehicle - CCS
- Garage Sale - CCS
- Roll Cart - SAN
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS

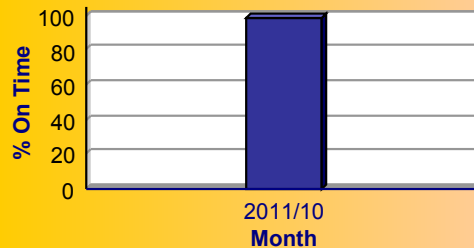
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,729	1,527	1,516	99.3%	202	190	94.1%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 02

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	137	23	23	100.0%	38	6.4	114	83.2%	114	100.0%	137	100.0%
2	Litter - CCS	111	27	27	100.0%	38	7.8	84	75.7%	84	100.0%	111	100.0%
3	Fire Inspection - DFD	69	18	18	100.0%	60	11.7	51	73.9%	51	100.0%	69	100.0%
4	Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.3	67	100.0%	67	100.0%	67	100.0%
5	Graffiti Private Property - Residential/Commercial	65	3	3	100.0%	90	1.2	62	95.4%	62	100.0%	65	100.0%
6	Junk Motor Vehicle - CCS	54	28	28	100.0%	126	13.5	26	48.1%	26	100.0%	54	100.0%
7	Garage Sale - CCS	50	0	0	N/A	7	1.0	50	100.0%	50	100.0%	50	100.0%
8	Roll Cart - SAN	50	0	0	N/A	10	3.3	50	100.0%	49	98.0%	49	98.0%
9	Animal - Confined - CCS	48	0	0	N/A	3	0.2	48	100.0%	48	100.0%	48	100.0%
10	Animal - Loose Aggressive - CCS	44	0	0	N/A	3	0.3	44	100.0%	44	100.0%	44	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	40	16	16	100.0%	60	13.1	24	60.0%	24	100.0%	40	100.0%
12	Illegal Dumping - CCS	39	2	2	100.0%	38	0.7	37	94.9%	37	100.0%	39	100.0%
13	24 Hour Parking/Parking Violations - DPD	32	2	2	100.0%	10	5.0	30	93.8%	30	100.0%	32	100.0%
14	Signs - Public Right of Way - CCS	31	0	0	N/A	7	0.7	31	100.0%	29	93.5%	29	93.5%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	30	0	0	N/A	10	3.0	30	100.0%	30	100.0%	30	100.0%
16	Pot hole - Hazardous-STS	29	0	0	N/A	1	0.1	29	100.0%	28	96.6%	28	96.6%
17	Animal - Sick/Injured - CCS	28	0	0	N/A	3	0.2	28	100.0%	28	100.0%	28	100.0%
18	Street Repair - Routine-STS	28	3	3	100.0%	90	6.3	25	89.3%	25	100.0%	28	100.0%
19	Garbage - Missed - SAN	27	0	0	N/A	3	0.5	27	100.0%	27	100.0%	27	100.0%
20	Signs - Other - CCS	26	1	1	100.0%	21	2.5	25	96.2%	25	100.0%	26	100.0%

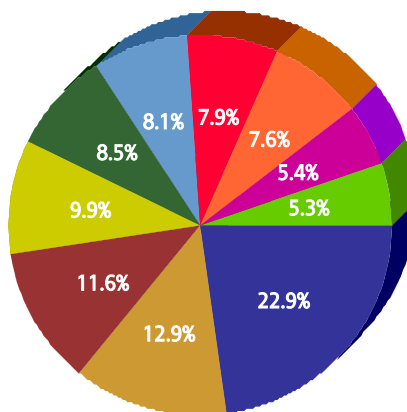


Council District 03

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	318
Animal - Loose Aggressive - CCS	179
Litter - CCS	161
Dead Animal Pick Up - SAN	138
Roll Cart - SAN	118
Bulky Trash Violations - CCS	112
Obstruction Alley/Sidewalk/Street - CCS	110
Signs - Public Right of Way - CCS	105
Recycling ROLL CART Registration - SAN	75
Animal - Confined - CCS	73



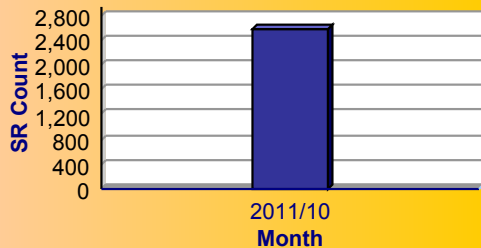
Service

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

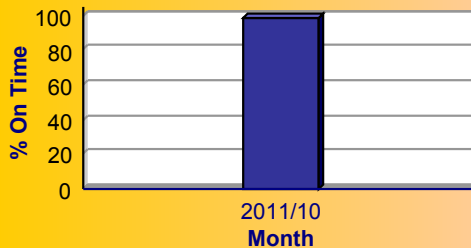
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,576	2,053	2,040	99.4%	523	510	97.5%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 03

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	318	140	140	100.0%	38	8.5	178	56.0%	178	100.0%	318	100.0%
2	Animal - Loose Aggressive - CCS	179	0	0	N/A	3	0.2	179	100.0%	178	99.4%	178	99.4%
3	Litter - CCS	161	81	81	100.0%	38	11.0	80	49.7%	80	100.0%	161	100.0%
4	Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.3	138	100.0%	137	99.3%	137	99.3%
5	Roll Cart - SAN	118	0	0	N/A	10	2.3	118	100.0%	118	100.0%	118	100.0%
6	Bulky Trash Violations - CCS	112	2	2	100.0%	14	1.5	110	98.2%	109	99.1%	111	99.1%
7	Obstruction Alley/Sidewalk/Street - CCS	110	75	75	100.0%	60	16.0	35	31.8%	35	100.0%	110	100.0%
8	Signs - Public Right of Way - CCS	105	2	0	0.0%	7	0.6	103	98.1%	102	99.0%	102	97.1%
9	Recycling ROLL CART Registration - SAN	75	0	0	N/A	10	1.9	75	100.0%	75	100.0%	75	100.0%
10	Animal - Confined - CCS	73	0	0	N/A	3	0.2	73	100.0%	73	100.0%	73	100.0%
11	Illegal Dumping - CCS	57	7	7	100.0%	38	1.7	50	87.7%	50	100.0%	57	100.0%
12	Animal - Loose - CCS	57	10	10	100.0%	40	18.9	47	82.5%	47	100.0%	57	100.0%
13	Illegal Outside Storage - CCS	49	26	26	100.0%	38	13.7	23	46.9%	23	100.0%	49	100.0%
14	Illegal Garbage/Placement - CCS	46	25	25	100.0%	60	7.3	21	45.7%	21	100.0%	46	100.0%
15	Junk Motor Vehicle - CCS	40	24	24	100.0%	126	11.6	16	40.0%	16	100.0%	40	100.0%
16	Animal - Sick/Injured - CCS	38	0	0	N/A	3	0.2	38	100.0%	38	100.0%	38	100.0%
17	Substandard Structure - CCS	36	28	28	100.0%	365	9.5	8	22.2%	8	100.0%	36	100.0%
18	Graffiti Private Property - Residential/Commercial	34	9	9	100.0%	90	3.7	25	73.5%	25	100.0%	34	100.0%
19	Garbage - Missed - SAN	31	0	0	N/A	3	0.7	31	100.0%	31	100.0%	31	100.0%
20	Garage Sale - CCS	30	0	0	N/A	7	1.9	30	100.0%	28	93.3%	28	93.3%

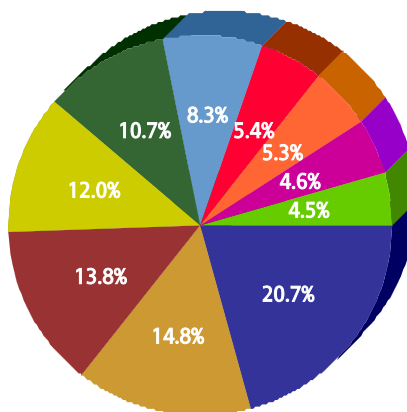


Council District 04

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	371
Smoke Detector Request - DFD	264
Litter - CCS	247
Animal - Loose Aggressive - CCS	214
Dead Animal Pick Up - SAN	191
Roll Cart - SAN	149
Junk Motor Vehicle - CCS	96
Animal - Confined - CCS	94
Illegal Dumping - CCS	82
Recycling ROLL CART Registration - SAN	80



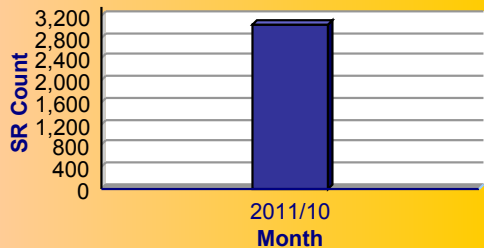
Service

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

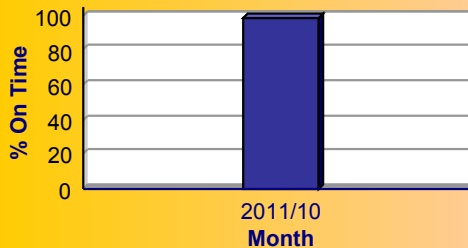
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,012	2,459	2,432	98.9%	553	532	96.2%	98.4%

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

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	371	151	151	100.0%	38	7.7	220	59.3%	220	100.0%	371	100.0%
2	Smoke Detector Request - DFD	264	15	15	100.0%	30	1.7	249	94.3%	249	100.0%	264	100.0%
3	Litter - CCS	247	111	111	100.0%	38	11.5	136	55.1%	136	100.0%	247	100.0%
4	Animal - Loose Aggressive - CCS	214	0	0	N/A	3	0.3	214	100.0%	213	99.5%	213	99.5%
5	Dead Animal Pick Up - SAN	191	0	0	N/A	1	0.4	191	100.0%	190	99.5%	190	99.5%
6	Roll Cart - SAN	149	0	0	N/A	10	2.3	149	100.0%	149	100.0%	149	100.0%
7	Junk Motor Vehicle - CCS	96	50	50	100.0%	126	11.7	46	47.9%	46	100.0%	96	100.0%
8	Animal - Confined - CCS	94	0	0	N/A	3	0.5	94	100.0%	93	98.9%	93	98.9%
9	Illegal Dumping - CCS	82	15	15	100.0%	38	1.8	67	81.7%	67	100.0%	82	100.0%
10	Recycling ROLL CART Registration - SAN	80	0	0	N/A	10	2.5	80	100.0%	80	100.0%	80	100.0%
11	Illegal Outside Storage - CCS	79	33	33	100.0%	38	14.6	46	58.2%	46	100.0%	79	100.0%
12	Animal - Loose - CCS	79	10	10	100.0%	40	19.1	69	87.3%	69	100.0%	79	100.0%
13	Obstruction Alley/Sidewalk/Street - CCS	70	18	18	100.0%	60	14.7	52	74.3%	52	100.0%	70	100.0%
14	Bulky Trash Violations - CCS	65	5	5	100.0%	14	7.7	60	92.3%	48	80.0%	53	81.5%
15	Animal - Sick/Injured - CCS	59	0	0	N/A	3	0.1	59	100.0%	59	100.0%	59	100.0%
16	Garbage - Missed - SAN	49	0	0	N/A	3	0.7	49	100.0%	49	100.0%	49	100.0%
17	Signs - Public Right of Way - CCS	48	1	0	0.0%	7	0.3	47	97.9%	47	100.0%	47	97.9%
18	Substandard Structure - CCS	48	30	30	100.0%	365	9.3	18	37.5%	18	100.0%	48	100.0%
19	Parking - Unapproved Surface - CCS	38	3	0	0.0%	10	2.3	35	92.1%	32	91.4%	32	84.2%
20	Animal - Cruelty - CCS	28	0	0	N/A	30	0.3	28	100.0%	28	100.0%	28	100.0%

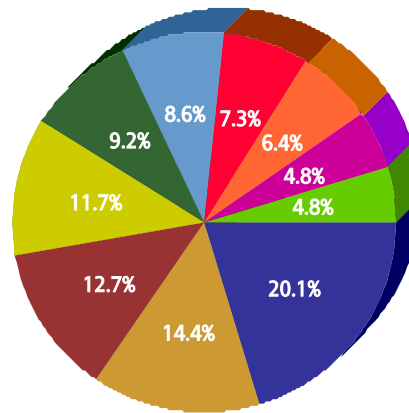


Council District 05

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	290
Animal - Loose Aggressive - CCS	208
Litter - CCS	183
Dead Animal Pick Up - SAN	168
Substandard Structure - CCS	132
Animal - Confined - CCS	124
Roll Cart - SAN	105
Animal - Loose - CCS	92
Animal - Sick/Injured - CCS	69
Recycling ROLL CART Registration - SAN	69



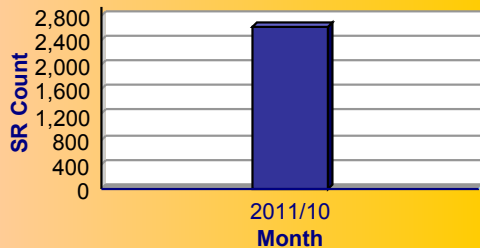
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Animal - Confined - CCS
- Roll Cart - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS
- Recycling ROLL CART Registration - SAN

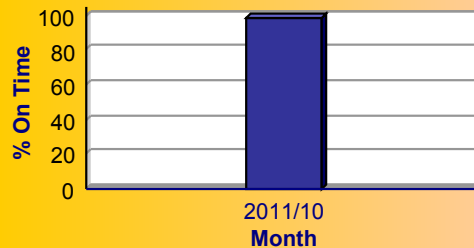
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,600	2,016	1,986	98.5%	584	559	95.7%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 05

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	290	164	164	100.0%	38	12.9	126	43.4%	126	100.0%	290	100.0%
2	Animal - Loose Aggressive - CCS	208	0	0	N/A	3	0.4	208	100.0%	206	99.0%	206	99.0%
3	Litter - CCS	183	111	111	100.0%	38	15.0	72	39.3%	72	100.0%	183	100.0%
4	Dead Animal Pick Up - SAN	168	0	0	N/A	1	0.3	168	100.0%	168	100.0%	168	100.0%
5	Substandard Structure - CCS	132	79	79	100.0%	365	13.0	53	40.2%	53	100.0%	132	100.0%
6	Animal - Confined - CCS	124	0	0	N/A	3	0.2	124	100.0%	123	99.2%	123	99.2%
7	Roll Cart - SAN	105	0	0	N/A	10	2.5	105	100.0%	105	100.0%	105	100.0%
8	Animal - Loose - CCS	92	11	11	100.0%	40	19.7	81	88.0%	81	100.0%	92	100.0%
9	Animal - Sick/Injured - CCS	69	0	0	N/A	3	0.2	69	100.0%	69	100.0%	69	100.0%
10	Recycling ROLL CART Registration - SAN	69	0	0	N/A	10	2.5	69	100.0%	69	100.0%	69	100.0%
11	Garbage - Missed - SAN	63	0	0	N/A	3	0.8	63	100.0%	63	100.0%	63	100.0%
12	Street Repair - Routine-STS	54	13	13	100.0%	90	5.8	41	75.9%	41	100.0%	54	100.0%
13	24 Hour Parking/Parking Violations - DPD	48	0	0	N/A	10	4.7	48	100.0%	48	100.0%	48	100.0%
14	Signs - Public Right of Way - CCS	45	1	0	0.0%	7	0.4	44	97.8%	43	97.7%	43	95.6%
15	Obstruction Alley/Sidewalk/Street - CCS	43	26	26	100.0%	60	12.0	17	39.5%	17	100.0%	43	100.0%
16	Bulky Trash Violations - CCS	39	4	4	100.0%	14	7.5	35	89.7%	31	88.6%	35	89.7%
17	Junk Motor Vehicle - CCS	39	27	27	100.0%	126	10.1	12	30.8%	12	100.0%	39	100.0%
18	Illegal Fence - CCS	33	19	19	100.0%	120	16.7	14	42.4%	14	100.0%	33	100.0%
19	Graffiti Private Property - Residential/Commercial	31	7	7	100.0%	90	0.8	24	77.4%	24	100.0%	31	100.0%
20	Parking - Unapproved Surface - CCS	30	3	0	0.0%	10	5.5	27	90.0%	21	77.8%	21	70.0%

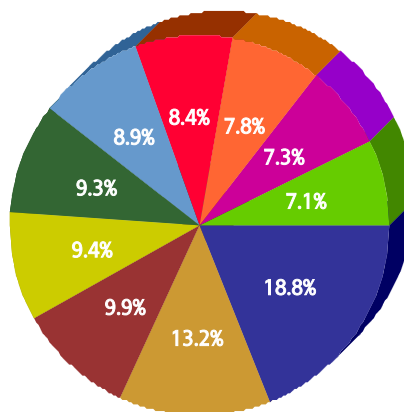


Council District 06

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	164
Signs - Public Right of Way - CCS	115
Litter - CCS	86
Animal - Loose Aggressive - CCS	82
Illegal Outside Storage - CCS	81
Illegal Land Use (Residential/Business) - CCS	78
Dead Animal Pick Up - SAN	73
Garage Sale - CCS	68
Junk Motor Vehicle - CCS	64
Smoke Detector Request - DFD	62



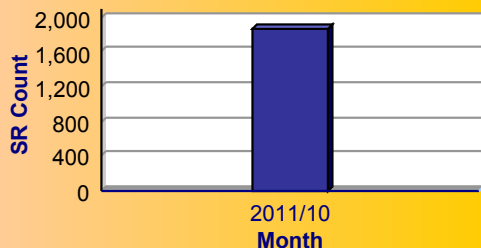
Service

- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Illegal Outside Storage - CCS
- Illegal Land Use (Residential/Business) - CCS
- Dead Animal Pick Up - SAN
- Garage Sale - CCS
- Junk Motor Vehicle - CCS
- Smoke Detector Request - DFD

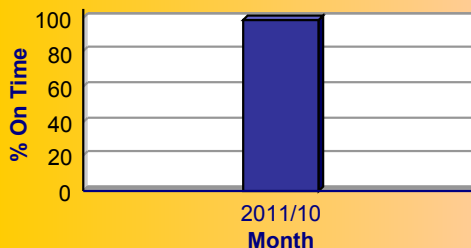
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,856	1,424	1,409	98.9%	432	417	96.5%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 06

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	164	84	84	100.0%	38	11.0	80	48.8%	80	100.0%	164	100.0%
2	Signs - Public Right of Way - CCS	115	1	0	0.0%	7	0.3	114	99.1%	112	98.2%	112	97.4%
3	Litter - CCS	86	39	39	100.0%	38	10.6	47	54.7%	47	100.0%	86	100.0%
4	Animal - Loose Aggressive - CCS	82	0	0	N/A	3	0.2	82	100.0%	82	100.0%	82	100.0%
5	Illegal Outside Storage - CCS	81	51	51	100.0%	38	17.5	30	37.0%	30	100.0%	81	100.0%
6	Illegal Land Use (Residential/Business) - CCS	78	41	41	100.0%	60	5.2	37	47.4%	37	100.0%	78	100.0%
7	Dead Animal Pick Up - SAN	73	0	0	N/A	1	0.3	73	100.0%	72	98.6%	72	98.6%
8	Garage Sale - CCS	68	2	2	100.0%	7	1.4	66	97.1%	63	95.5%	65	95.6%
9	Junk Motor Vehicle - CCS	64	48	48	100.0%	126	10.2	16	25.0%	16	100.0%	64	100.0%
10	Smoke Detector Request - DFD	62	3	3	100.0%	30	0.3	59	95.2%	59	100.0%	62	100.0%
11	Roll Cart - SAN	51	0	0	N/A	10	2.1	51	100.0%	51	100.0%	51	100.0%
12	Fire Inspection - DFD	46	30	30	100.0%	60	8.0	16	34.8%	16	100.0%	46	100.0%
13	Animal - Confined - CCS	45	0	0	N/A	3	0.2	45	100.0%	45	100.0%	45	100.0%
14	Graffiti Private Property - Residential/Commercial	45	11	11	100.0%	90	1.1	34	75.6%	34	100.0%	45	100.0%
15	Animal - Loose - CCS	39	6	6	100.0%	40	18.5	33	84.6%	33	100.0%	39	100.0%
16	Parking - Unapproved Surface - CCS	35	6	1	16.7%	10	2.2	29	82.9%	29	100.0%	30	85.7%
17	Animal - Sick/Injured - CCS	34	0	0	N/A	3	0.2	34	100.0%	34	100.0%	34	100.0%
18	Illegal Dumping - CCS	32	0	0	N/A	38	0.7	32	100.0%	32	100.0%	32	100.0%
19	Signs - Other - CCS	30	1	1	100.0%	21	2.0	29	96.7%	29	100.0%	30	100.0%
20	Substandard Structure - CCS	28	25	25	100.0%	365	6.0	3	10.7%	3	100.0%	28	100.0%

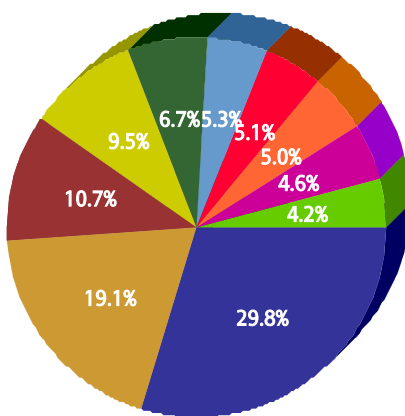


Council District 07

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	522
Litter - CCS	334
Substandard Structure - CCS	187
Animal - Loose Aggressive - CCS	166
Dead Animal Pick Up - SAN	117
Roll Cart - SAN	92
Signs - Public Right of Way - CCS	89
Animal - Confined - CCS	88
Bulky Trash Violations - CCS	81
Animal - Loose - CCS	74



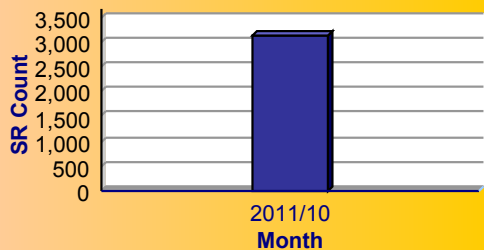
Service

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

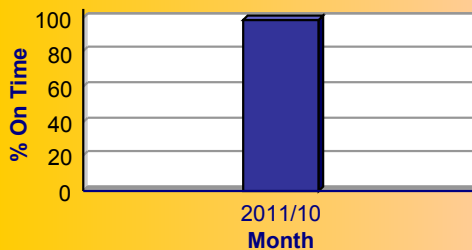
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,146	2,429	2,412	99.3%	717	694	96.8%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 07

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	522	151	151	100.0%	38	5.3	371	71.1%	371	100.0%	522	100.0%
2	Litter - CCS	334	114	114	100.0%	38	7.3	220	65.9%	220	100.0%	334	100.0%
3	Substandard Structure - CCS	187	136	136	100.0%	365	9.2	51	27.3%	51	100.0%	187	100.0%
4	Animal - Loose Aggressive - CCS	166	0	0	N/A	3	0.2	166	100.0%	166	100.0%	166	100.0%
5	Dead Animal Pick Up - SAN	117	0	0	N/A	1	0.4	117	100.0%	115	98.3%	115	98.3%
6	Roll Cart - SAN	92	0	0	N/A	10	2.5	92	100.0%	92	100.0%	92	100.0%
7	Signs - Public Right of Way - CCS	89	0	0	N/A	7	1.7	89	100.0%	87	97.8%	87	97.8%
8	Animal - Confined - CCS	88	0	0	N/A	3	0.5	88	100.0%	87	98.9%	87	98.9%
9	Bulky Trash Violations - CCS	81	1	1	100.0%	14	3.2	80	98.8%	80	100.0%	81	100.0%
10	Animal - Loose - CCS	74	5	5	100.0%	40	19.4	69	93.2%	69	100.0%	74	100.0%
11	Junk Motor Vehicle - CCS	70	59	59	100.0%	126	10.7	11	15.7%	11	100.0%	70	100.0%
12	Illegal Outside Storage - CCS	66	41	41	100.0%	38	14.0	25	37.9%	25	100.0%	66	100.0%
13	Obstruction Alley/Sidewalk/Street - CCS	54	45	45	100.0%	60	12.6	9	16.7%	9	100.0%	54	100.0%
14	Animal - Sick/Injured - CCS	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
15	Open and Vacant Structure - CCS	49	5	4	80.0%	30	7.4	44	89.8%	43	97.7%	47	95.9%
16	Recycling ROLL CART Registration - SAN	49	0	0	N/A	10	2.4	49	100.0%	49	100.0%	49	100.0%
17	24 Hour Parking/Parking Violations - DPD	45	0	0	N/A	10	4.1	45	100.0%	45	100.0%	45	100.0%
18	Brush/Bulk Items - Missed - SAN	40	0	0	N/A	10	1.0	40	100.0%	40	100.0%	40	100.0%
19	Parking - Unapproved Surface - CCS	38	4	0	0.0%	10	3.2	34	89.5%	31	91.2%	31	81.6%
20	Illegal Dumping - CCS	37	6	6	100.0%	38	2.1	31	83.8%	31	100.0%	37	100.0%

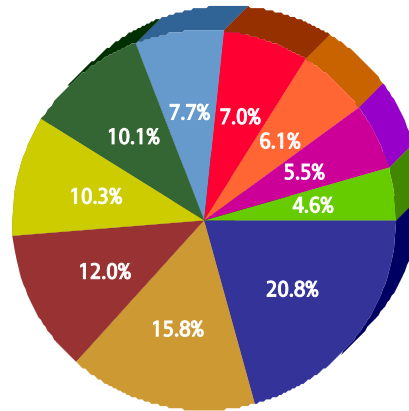


Council District 08

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	296
Animal - Loose Aggressive - CCS	225
Dead Animal Pick Up - SAN	170
Roll Cart - SAN	147
Animal - Confined - CCS	144
Litter - CCS	110
Signs - Public Right of Way - CCS	100
Recycling ROLL CART Registration - SAN	87
Animal - Loose - CCS	78
Animal - Sick/Injured - CCS	65



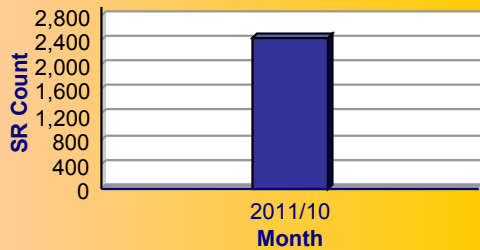
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS

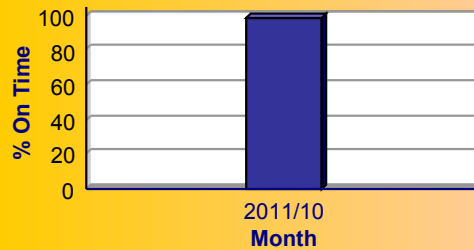
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,431	2,011	1,983	98.6%	420	399	95.0%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas *Service Level Performance Report by Council District*

Council District 08

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	High Weeds - CCS	296	135	135	100.0%	38	8.8	161	54.4%	161	100.0%	296	100.0%
2	Animal - Loose Aggressive - CCS	225	0	0	N/A	3	0.4	225	100.0%	221	98.2%	221	98.2%
3	Dead Animal Pick Up - SAN	170	0	0	N/A	1	0.3	170	100.0%	170	100.0%	170	100.0%
4	Roll Cart - SAN	147	0	0	N/A	10	2.7	147	100.0%	147	100.0%	147	100.0%
5	Animal - Confined - CCS	144	0	0	N/A	3	0.3	144	100.0%	144	100.0%	144	100.0%
6	Litter - CCS	110	54	54	100.0%	38	11.5	56	50.9%	56	100.0%	110	100.0%
7	Signs - Public Right of Way - CCS	100	0	0	N/A	7	0.2	100	100.0%	100	100.0%	100	100.0%
8	Recycling ROLL CART Registration - SAN	87	0	0	N/A	10	2.8	87	100.0%	86	98.9%	86	98.9%
9	Animal - Loose - CCS	78	13	13	100.0%	40	19.3	65	83.3%	65	100.0%	78	100.0%
10	Animal - Sick/Injured - CCS	65	0	0	N/A	3	0.0	65	100.0%	65	100.0%	65	100.0%
11	Garbage - Missed - SAN	54	0	0	N/A	3	1.2	54	100.0%	54	100.0%	54	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	53	25	25	100.0%	60	14.0	28	52.8%	28	100.0%	53	100.0%
13	Substandard Structure - CCS	47	28	28	100.0%	365	8.6	19	40.4%	19	100.0%	47	100.0%
14	Animal - Cruelty - CCS	40	0	0	N/A	30	0.9	40	100.0%	40	100.0%	40	100.0%
15	Bulky Trash Violations - CCS	39	7	5	71.4%	14	11.6	32	82.1%	22	68.8%	27	69.2%
16	Junk Motor Vehicle - CCS	39	31	31	100.0%	126	9.9	8	20.5%	8	100.0%	39	100.0%
17	Illegal Dumping - CCS	37	4	4	100.0%	38	2.4	33	89.2%	33	100.0%	37	100.0%
18	Brush/Bulk Items - Missed - SAN	32	0	0	N/A	10	1.3	32	100.0%	32	100.0%	32	100.0%
19	Illegal Outside Storage - CCS	31	16	16	100.0%	38	11.9	15	48.4%	15	100.0%	31	100.0%
20	Open and Vacant Structure - CCS	28	11	11	100.0%	30	10.0	17	60.7%	17	100.0%	28	100.0%

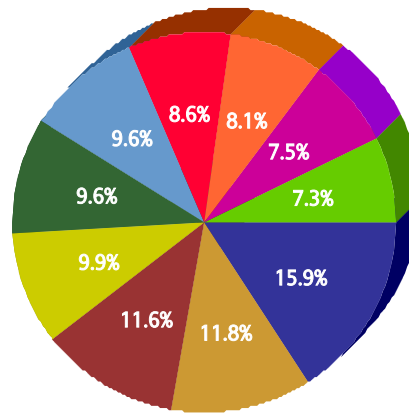


Council District 09

October 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	124
Dead Animal Pick Up - SAN	92
Animal - Confined - CCS	90
Garbage - Missed - SAN	77
Animal - Loose Aggressive - CCS	75
High Weeds - CCS	75
Obstruction Alley/Sidewalk/Street - CCS	67
Garage Sale - CCS	63
Bulky Trash Violations - CCS	58
Recycling ROLL CART Registration - SAN	57



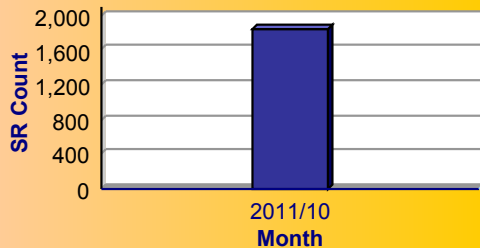
Service

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

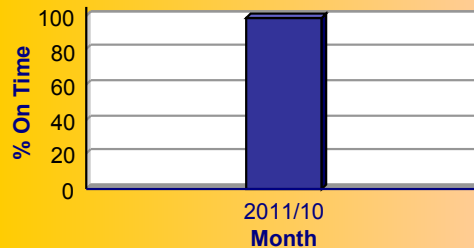
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,837	1,552	1,538	99.1%	285	261	91.6%	97.9%

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

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Roll Cart - SAN	124	1	1	100.0%	10	2.9	123	99.2%	123	100.0%	124	100.0%
2	Dead Animal Pick Up - SAN	92	0	0	N/A	1	0.3	92	100.0%	92	100.0%	92	100.0%
3	Animal - Confined - CCS	90	0	0	N/A	3	0.2	90	100.0%	89	98.9%	89	98.9%
4	Garbage - Missed - SAN	77	0	0	N/A	3	1.1	77	100.0%	77	100.0%	77	100.0%
5	High Weeds - CCS	75	40	40	100.0%	38	15.7	35	46.7%	35	100.0%	75	100.0%
6	Animal - Loose Aggressive - CCS	75	0	0	N/A	3	0.4	75	100.0%	75	100.0%	75	100.0%
7	Obstruction Alley/Sidewalk/Street - CCS	67	34	34	100.0%	60	13.6	33	49.3%	33	100.0%	67	100.0%
8	Garage Sale - CCS	63	1	1	100.0%	7	2.3	62	98.4%	59	95.2%	60	95.2%
9	Bulky Trash Violations - CCS	58	2	0	0.0%	14	5.5	56	96.6%	55	98.2%	55	94.8%
10	Recycling ROLL CART Registration - SAN	57	0	0	N/A	10	2.5	57	100.0%	57	100.0%	57	100.0%
11	Litter - CCS	56	36	36	100.0%	38	12.4	20	35.7%	20	100.0%	56	100.0%
12	Animal - Loose - CCS	48	5	5	100.0%	40	16.7	43	89.6%	43	100.0%	48	100.0%
13	Graffiti Private Property - Residential/Commercial	47	8	8	100.0%	90	5.2	39	83.0%	39	100.0%	47	100.0%
14	Street Repair - Routine-STS	39	14	14	100.0%	90	5.2	25	64.1%	25	100.0%	39	100.0%
15	Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
16	Recycling - Roll Cart - SAN	37	1	1	100.0%	10	3.0	36	97.3%	36	100.0%	37	100.0%
17	24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	3.1	36	100.0%	36	100.0%	36	100.0%
18	Parking - Unapproved Surface - CCS	31	5	5	100.0%	10	3.2	26	83.9%	25	96.2%	30	96.8%
19	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	1.1	26	100.0%	26	100.0%	26	100.0%
20	Substandard Structure - CCS	26	24	24	100.0%	365	10.0	2	7.7%	2	100.0%	26	100.0%
21	Tree down/low limbs - Emergency-STS	26	0	0	N/A	5	0.0	26	100.0%	26	100.0%	26	100.0%

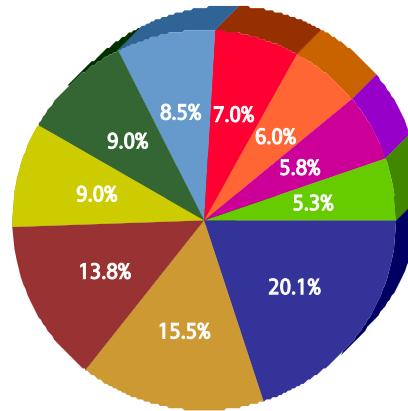


Council District 10

October 2011

Top 10 Services

SR Type	Service Request Count
Animal - Confined - CCS	80
Roll Cart - SAN	62
High Weeds - CCS	55
Dead Animal Pick Up - SAN	36
Garbage - Missed - SAN	36
Bulky Trash Violations - CCS	34
Recycling ROLL CART Registration - SAN	28
Animal - Loose Aggressive - CCS	24
Home Repair Violation - CCS	23
Tree down/low limbs - Emergency-STS	21



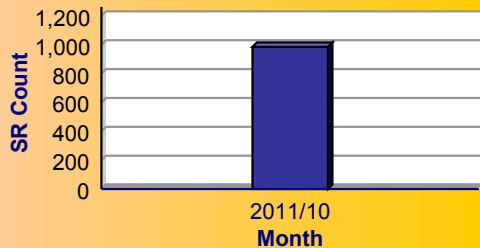
Service

- Animal - Confined - CCS
- Roll Cart - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - CCS
- Home Repair Violation - CCS
- Tree down/low limbs - Emergency-STS

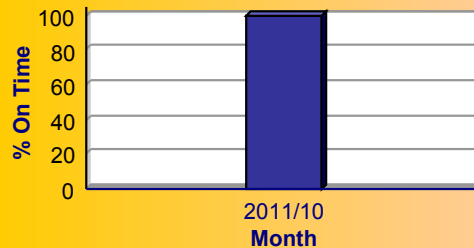
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
987	876	871	99.4%	111	108	97.3%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 10

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Animal - Confined - CCS	80	0	0	N/A	3	0.1	80	100.0%	80	100.0%	80	100.0%
2	Roll Cart - SAN	62	0	0	N/A	10	2.5	62	100.0%	62	100.0%	62	100.0%
3	High Weeds - CCS	55	10	10	100.0%	38	9.2	45	81.8%	45	100.0%	55	100.0%
4	Dead Animal Pick Up - SAN	36	0	0	N/A	1	0.3	36	100.0%	36	100.0%	36	100.0%
5	Garbage - Missed - SAN	36	0	0	N/A	3	0.9	36	100.0%	35	97.2%	35	97.2%
6	Bulky Trash Violations - CCS	34	0	0	N/A	14	3.3	34	100.0%	34	100.0%	34	100.0%
7	Recycling ROLL CART Registration - SAN	28	0	0	N/A	10	2.4	28	100.0%	28	100.0%	28	100.0%
8	Animal - Loose Aggressive - CCS	24	0	0	N/A	3	0.3	24	100.0%	24	100.0%	24	100.0%
9	Home Repair Violation - CCS	23	12	12	100.0%	40	25.5	11	47.8%	11	100.0%	23	100.0%
10	Tree down/low limbs - Emergency-STS	21	0	0	N/A	5	0.0	21	100.0%	21	100.0%	21	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	19	8	8	100.0%	60	7.2	11	57.9%	11	100.0%	19	100.0%
12	Plumbing Violation Apts - CCS	18	1	1	100.0%	60	5.8	17	94.4%	17	100.0%	18	100.0%
13	Animal - Sick/Injured - CCS	18	0	0	N/A	3	0.1	18	100.0%	18	100.0%	18	100.0%
14	Recycling - Roll Cart - SAN	18	0	0	N/A	10	2.2	18	100.0%	18	100.0%	18	100.0%
15	Street Repair - Routine-STS	17	5	5	100.0%	90	6.4	12	70.6%	12	100.0%	17	100.0%
16	Substandard Structure Apts - CCS	16	6	6	100.0%	365	5.1	10	62.5%	10	100.0%	16	100.0%
17	No Building Permit - CCS	15	4	4	100.0%	60	4.6	11	73.3%	11	100.0%	15	100.0%
18	24 Hour Parking/Parking Violations - DPD	15	0	0	N/A	10	3.0	15	100.0%	15	100.0%	15	100.0%
19	Traffic Sign - Maintenance (Other) - STS	14	2	2	100.0%	40	4.2	12	85.7%	12	100.0%	14	100.0%
20	Junk Motor Vehicle - CCS	12	7	7	100.0%	126	14.8	5	41.7%	5	100.0%	12	100.0%
21	Fire Inspection - DFD	12	7	7	100.0%	60	2.4	5	41.7%	5	100.0%	12	100.0%
22	Pot hole - Hazardous-STS	12	0	0	N/A	1	0.2	12	100.0%	12	100.0%	12	100.0%

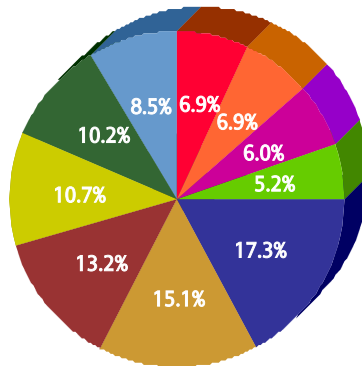


Council District 11

October 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	63
Fire Inspection - DFD	55
Animal - Confined - CCS	48
Dead Animal Pick Up - SAN	39
Traffic Signal - Flashing - STS	37
Garbage - Missed - SAN	31
Recycling ROLL CART Registration - SAN	25
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	25
Signs - Other - CCS	22
Animal - Loose Aggressive - CCS	19



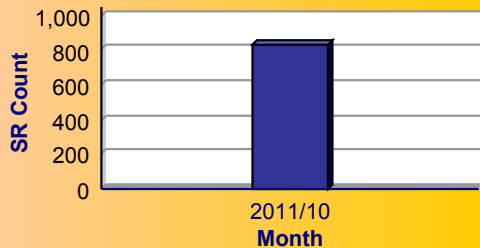
Service

- Roll Cart - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - STS
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Traffic Signal - Bulb Out/NonConflict Hd Trn - STS
- Signs - Other - CCS
- Animal - Loose Aggressive - CCS

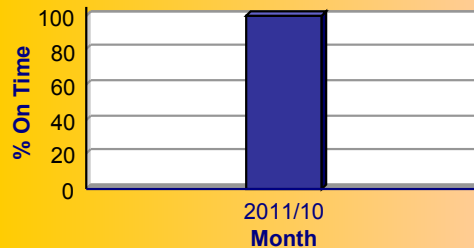
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
829	772	770	99.7%	57	55	96.5%	99.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 11

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Roll Cart - SAN	63	1	1	100.0%	10	2.9	62	98.4%	62	100.0%	63	100.0%
2	Fire Inspection - DFD	55	9	9	100.0%	60	7.6	46	83.6%	46	100.0%	55	100.0%
3	Animal - Confined - CCS	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
4	Dead Animal Pick Up - SAN	39	0	0	N/A	1	0.4	39	100.0%	39	100.0%	39	100.0%
5	Traffic Signal - Flashing - STS	37	0	0	N/A	4	1.3	37	100.0%	37	100.0%	37	100.0%
6	Garbage - Missed - SAN	31	0	0	N/A	3	0.7	31	100.0%	31	100.0%	31	100.0%
7	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	25	0	0	N/A	10	3.4	25	100.0%	25	100.0%	25	100.0%
8	Recycling ROLL CART Registration - SAN	25	0	0	N/A	10	2.6	25	100.0%	25	100.0%	25	100.0%
9	Signs - Other - CCS	22	0	0	N/A	21	0.6	22	100.0%	22	100.0%	22	100.0%
10	Animal - Loose Aggressive - CCS	19	0	0	N/A	3	0.2	19	100.0%	19	100.0%	19	100.0%
11	Bulky Trash Violations - CCS	18	1	1	100.0%	14	4.1	17	94.4%	17	100.0%	18	100.0%
12	Animal - Loose - CCS	17	3	3	100.0%	40	17.9	14	82.4%	14	100.0%	17	100.0%
13	Recycling - Roll Cart - SAN	17	0	0	N/A	10	3.0	17	100.0%	17	100.0%	17	100.0%
14	Obstruction Alley/Sidewalk/Street - CCS	16	8	8	100.0%	60	3.0	8	50.0%	8	100.0%	16	100.0%
15	Animal - Sick/Injured - CCS	16	0	0	N/A	3	0.3	16	100.0%	16	100.0%	16	100.0%
16	24 Hour Parking/Parking Violations - DPD	15	2	2	100.0%	10	5.1	13	86.7%	13	100.0%	15	100.0%
17	Substandard Structure Apts - CCS	14	5	5	100.0%	365	4.6	9	64.3%	9	100.0%	14	100.0%
18	Graffiti Private Property - Residential/Commercial	12	0	0	N/A	90	0.9	12	100.0%	12	100.0%	12	100.0%
19	Traffic Signal - All Out - STS	12	0	0	N/A	4	1.2	12	100.0%	12	100.0%	12	100.0%
20	Litter - CCS	11	5	5	100.0%	38	9.0	6	54.5%	6	100.0%	11	100.0%
21	Recyclable Collection Missed (Residential) - SAN	11	0	0	N/A	3	0.5	11	100.0%	11	100.0%	11	100.0%
22	Street Repair - Routine-STS	11	1	1	100.0%	90	6.7	10	90.9%	10	100.0%	11	100.0%

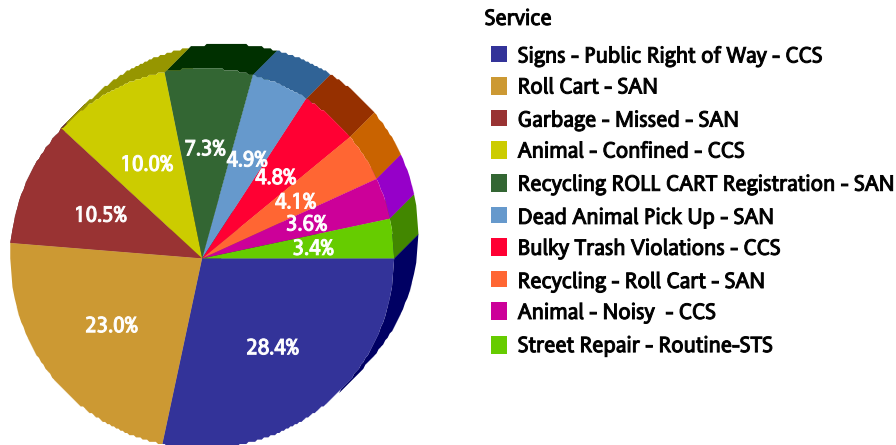


Council District 12

October 2011

Top 10 Services

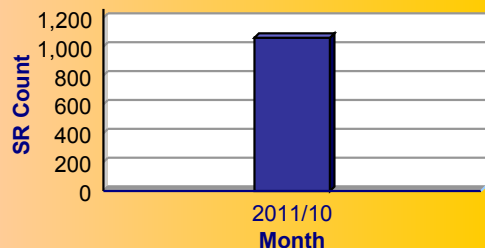
SR Type	Service Request Count
Signs - Public Right of Way - CCS	167
Roll Cart - SAN	135
Garbage - Missed - SAN	62
Animal - Confined - CCS	59
Recycling ROLL CART Registration - SAN	43
Dead Animal Pick Up - SAN	29
Bulky Trash Violations - CCS	28
Recycling - Roll Cart - SAN	24
Animal - Noisy - CCS	21
Street Repair - Routine-STS	20



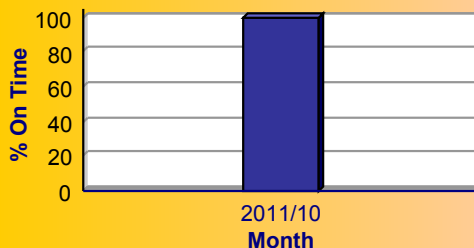
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,056	1,009	1,007	99.8%	47	40	85.1%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas *Service Level Performance Report by Council District*

Council District 12

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Signs - Public Right of Way - CCS	167	0	0	N/A	7	0.0	167	100.0%	167	100.0%	167	100.0%
2	Roll Cart - SAN	135	0	0	N/A	10	2.5	135	100.0%	135	100.0%	135	100.0%
3	Garbage - Missed - SAN	62	0	0	N/A	3	0.7	62	100.0%	62	100.0%	62	100.0%
4	Animal - Confined - CCS	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
5	Recycling ROLL CART Registration - SAN	43	0	0	N/A	10	2.0	43	100.0%	43	100.0%	43	100.0%
6	Dead Animal Pick Up - SAN	29	0	0	N/A	1	0.4	29	100.0%	29	100.0%	29	100.0%
7	Bulky Trash Violations - CCS	28	3	1	33.3%	14	5.2	25	89.3%	25	100.0%	26	92.9%
8	Recycling - Roll Cart - SAN	24	0	0	N/A	10	2.5	24	100.0%	24	100.0%	24	100.0%
9	Animal - Noisy - CCS	21	0	0	N/A	30	2.2	21	100.0%	21	100.0%	21	100.0%
10	Street Repair - Routine-STS	20	0	0	N/A	90	4.0	20	100.0%	20	100.0%	20	100.0%
11	Recyclable Collection Missed (Residential) - SAN	16	0	0	N/A	3	0.9	16	100.0%	16	100.0%	16	100.0%
12	24 Hour Parking/Parking Violations - DPD	15	0	0	N/A	10	4.8	15	100.0%	15	100.0%	15	100.0%
13	Sanitation Crew Complaint - SAN	15	0	0	N/A	10	1.3	15	100.0%	15	100.0%	15	100.0%
14	High Weeds - CCS	14	5	5	100.0%	38	9.9	9	64.3%	9	100.0%	14	100.0%
15	Animal - Loose - CCS	14	1	1	100.0%	40	14.6	13	92.9%	13	100.0%	14	100.0%
16	Animal - Sick/Injured - CCS	13	0	0	N/A	3	0.1	13	100.0%	13	100.0%	13	100.0%
17	Litter - CCS	11	2	2	100.0%	38	8.6	9	81.8%	9	100.0%	11	100.0%
18	Animal - Loose Aggressive - CCS	11	0	0	N/A	3	0.2	11	100.0%	11	100.0%	11	100.0%
19	Fire Inspection - DFD	11	8	8	100.0%	60	3.3	3	27.3%	3	100.0%	11	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	11	0	0	N/A	10	3.7	11	100.0%	11	100.0%	11	100.0%
21	Sidewalk Replacement Program - PWT	11	0	0	N/A	14	3.2	11	100.0%	11	100.0%	11	100.0%
22	Traffic Sign - Maintenance (Other) - STS	11	0	0	N/A	40	2.7	11	100.0%	11	100.0%	11	100.0%

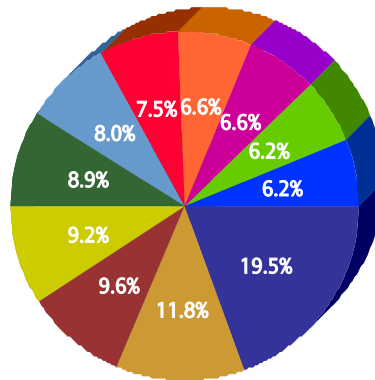


Council District 13

October 2011

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	136
Roll Cart - SAN	82
Dead Animal Pick Up - SAN	67
Animal - Confined - CCS	64
Garbage - Missed - SAN	62
Bulky Trash Violations - CCS	56
Street Repair - Routine-STS	52
High Weeds - CCS	46
Signs - Public Right of Way - CCS	46
Recyclable Collection Missed (Residential) - SAN	43
Recycling ROLL CART Registration - SAN	43



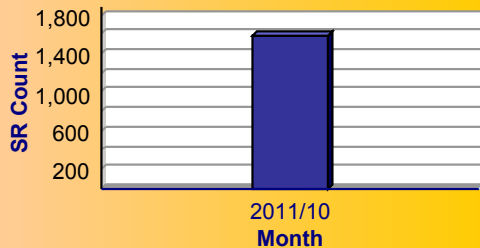
Service

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

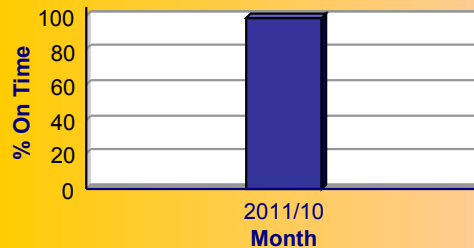
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,585	1,430	1,418	99.2%	155	148	95.5%	98.8%

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

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Obstruction Alley/Sidewalk/Street - CCS	136	56	56	100.0%	60	15.0	80	58.8%	80	100.0%	136	100.0%
2	Roll Cart - SAN	82	0	0	N/A	10	3.0	82	100.0%	81	98.8%	81	98.8%
3	Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.3	67	100.0%	67	100.0%	67	100.0%
4	Animal - Confined - CCS	64	0	0	N/A	3	0.2	64	100.0%	64	100.0%	64	100.0%
5	Garbage - Missed - SAN	62	0	0	N/A	3	0.8	62	100.0%	62	100.0%	62	100.0%
6	Bulky Trash Violations - CCS	56	3	2	66.7%	14	3.6	53	94.6%	51	96.2%	53	94.6%
7	Street Repair - Routine-STS	52	4	4	100.0%	90	4.8	48	92.3%	48	100.0%	52	100.0%
8	Signs - Public Right of Way - CCS	46	1	1	100.0%	7	0.3	45	97.8%	45	100.0%	46	100.0%
9	High Weeds - CCS	46	7	7	100.0%	38	12.7	39	84.8%	39	100.0%	46	100.0%
10	Recyclable Collection Missed (Residential) - SAN	43	0	0	N/A	3	0.5	43	100.0%	43	100.0%	43	100.0%
11	Recycling ROLL CART Registration - SAN	43	0	0	N/A	10	2.4	43	100.0%	43	100.0%	43	100.0%
12	Litter - CCS	41	20	20	100.0%	38	9.6	21	51.2%	21	100.0%	41	100.0%
13	Traffic Signal - Flashing - STS	36	0	0	N/A	4	1.2	36	100.0%	36	100.0%	36	100.0%
14	Animal - Loose Aggressive - CCS	31	0	0	N/A	3	0.3	31	100.0%	31	100.0%	31	100.0%
15	Recycling - Roll Cart - SAN	28	1	1	100.0%	10	2.6	27	96.4%	27	100.0%	28	100.0%
16	Garage Sale - CCS	25	0	0	N/A	7	0.4	25	100.0%	25	100.0%	25	100.0%
17	Animal - Sick/Injured - CCS	25	0	0	N/A	3	0.1	25	100.0%	25	100.0%	25	100.0%
18	Alley Repair - Routine-STS	25	3	3	100.0%	90	9.1	22	88.0%	22	100.0%	25	100.0%
19	24 Hour Parking/Parking Violations - DPD	24	0	0	N/A	10	4.5	24	100.0%	24	100.0%	24	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	24	0	0	N/A	10	3.8	24	100.0%	24	100.0%	24	100.0%
21	Street Repair - Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%

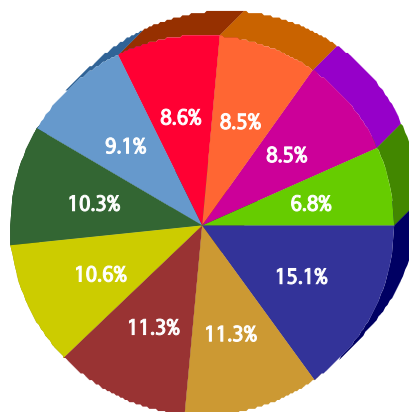


Council District 14

October 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	100
Litter - CCS	75
Obstruction Alley/Sidewalk/Street - CCS	75
Signs - Public Right of Way - CCS	70
High Weeds - CCS	68
Recycling ROLL CART Registration - SAN	60
Street Repair - Routine-STS	57
Animal - Confined - CCS	56
Dead Animal Pick Up - SAN	56
Traffic Signal - Flashing - STS	45



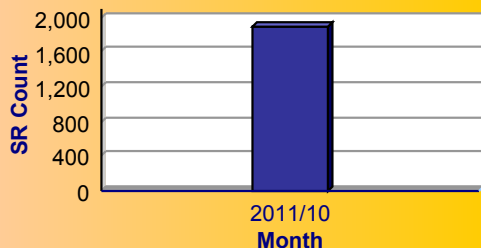
Service

- Roll Cart - SAN
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Street Repair - Routine-STS
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - STS

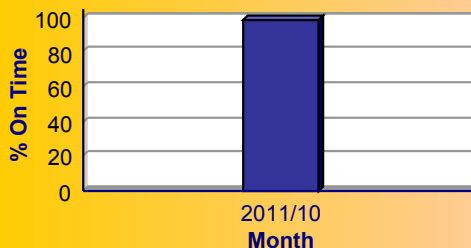
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,893	1,665	1,639	98.4%	228	213	93.4%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 14

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Roll Cart - SAN	100	0	0	N/A	10	3.0	100	100.0%	100	100.0%	100	100.0%
2	Litter - CCS	75	26	26	100.0%	38	9.1	49	65.3%	49	100.0%	75	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	75	33	33	100.0%	60	14.3	42	56.0%	42	100.0%	75	100.0%
4	Signs - Public Right of Way - CCS	70	0	0	N/A	7	0.7	70	100.0%	67	95.7%	67	95.7%
5	High Weeds - CCS	68	23	23	100.0%	38	10.0	45	66.2%	45	100.0%	68	100.0%
6	Recycling ROLL CART Registration - SAN	60	0	0	N/A	10	2.8	60	100.0%	60	100.0%	60	100.0%
7	Street Repair - Routine-STS	57	9	9	100.0%	90	4.5	48	84.2%	48	100.0%	57	100.0%
8	Animal - Confined - CCS	56	0	0	N/A	3	0.1	56	100.0%	56	100.0%	56	100.0%
9	Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.3	56	100.0%	56	100.0%	56	100.0%
10	Traffic Signal - Flashing - STS	45	0	0	N/A	4	1.6	45	100.0%	45	100.0%	45	100.0%
11	24 Hour Parking/Parking Violations - DPD	44	2	2	100.0%	10	4.2	42	95.5%	42	100.0%	44	100.0%
12	Graffiti Private Property - Residential/Commercial	40	6	6	100.0%	90	1.9	34	85.0%	34	100.0%	40	100.0%
13	Water Conservation Violation - CCS	38	1	0	0.0%	7	3.0	37	97.4%	35	94.6%	35	92.1%
14	Garbage - Missed - SAN	34	0	0	N/A	3	0.6	34	100.0%	34	100.0%	34	100.0%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	32	0	0	N/A	10	2.8	32	100.0%	32	100.0%	32	100.0%
16	Tree down/low limbs - Emergency-STS	31	0	0	N/A	5	0.0	31	100.0%	31	100.0%	31	100.0%
17	Bulky Trash Violations - CCS	29	2	1	50.0%	14	3.1	27	93.1%	27	100.0%	28	96.6%
18	Animal - Sick/Injured - CCS	29	0	0	N/A	3	0.4	29	100.0%	28	96.6%	28	96.6%
19	General - CCS	28	9	9	100.0%	38	1.4	19	67.9%	19	100.0%	28	100.0%
20	Animal - Noisy - CCS	28	0	0	N/A	30	1.3	28	100.0%	28	100.0%	28	100.0%

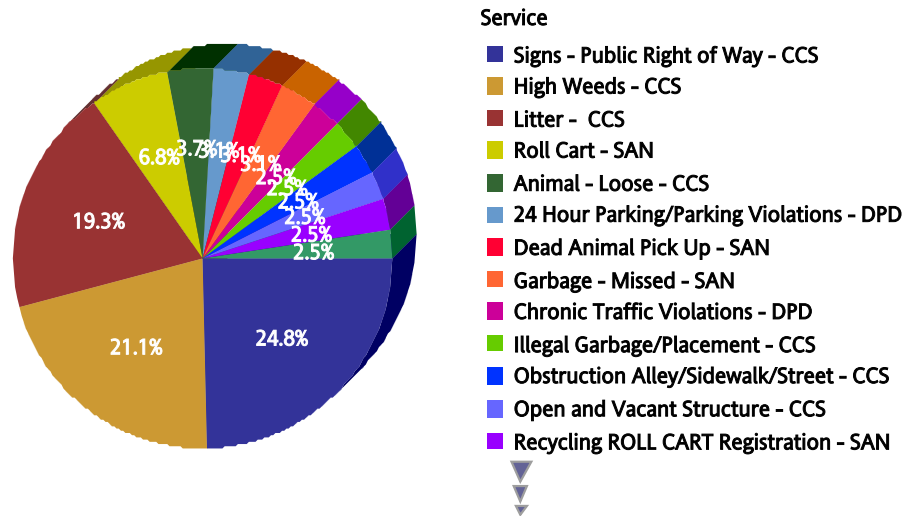


Council District U

October 2011

Top 10 Services

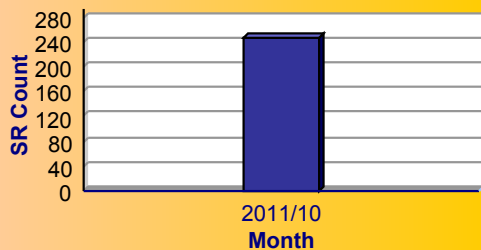
SR Type	Service Request Count
Signs - Public Right of Way - CCS	40
High Weeds - CCS	34
Litter - CCS	31
Roll Cart - SAN	11
Animal - Loose - CCS	6
24 Hour Parking/Parking Violations - DPD	5
Dead Animal Pick Up - SAN	5
Garbage - Missed - SAN	5
Chronic Traffic Violations - DPD	4
Illegal Garbage/Placement - CCS	4
Obstruction Alley/Sidewalk/Street - CCS	4
Open and Vacant Structure - CCS	4
Recycling ROLL CART Registration - SAN	4
Street Repair - Routine-STS	4



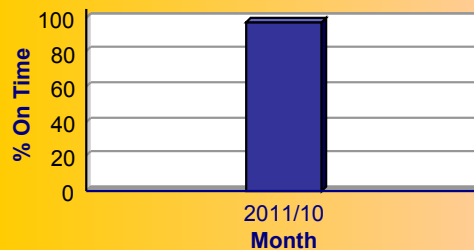
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
248	172	170	98.8%	76	71	93.4%	97.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District U

October 2011

## Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	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
1	Signs - Public Right of Way - CCS	40	1	0	0.0%	7	1.0	39	97.5%	37	94.9%	37	92.5%
2	High Weeds - CCS	34	23	23	100.0%	38	12.7	11	32.4%	11	100.0%	34	100.0%
3	Litter - CCS	31	21	21	100.0%	38	13.5	10	32.3%	10	100.0%	31	100.0%
4	Roll Cart - SAN	11	0	0	N/A	10	2.7	11	100.0%	11	100.0%	11	100.0%
5	Animal - Loose - CCS	6	2	2	100.0%	40	21.5	4	66.7%	4	100.0%	6	100.0%
6	Dead Animal Pick Up - SAN	5	0	0	N/A	1	0.2	5	100.0%	5	100.0%	5	100.0%
7	24 Hour Parking/Parking Violations - DPD	5	1	0	0.0%	10	3.5	4	80.0%	4	100.0%	4	80.0%
8	Garbage - Missed - SAN	5	0	0	N/A	3	1.2	5	100.0%	5	100.0%	5	100.0%
9	Illegal Garbage/Placement - CCS	4	3	3	100.0%	60	9.0	1	25.0%	1	100.0%	4	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	4	3	3	100.0%	60	14.0	1	25.0%	1	100.0%	4	100.0%
11	Open and Vacant Structure - CCS	4	0	0	N/A	30	1.0	4	100.0%	4	100.0%	4	100.0%
12	Chronic Traffic Violations - DPD	4	1	1	100.0%	14	10.3	3	75.0%	3	100.0%	4	100.0%
13	Recycling ROLL CART Registration - SAN	4	0	0	N/A	10	1.0	4	100.0%	4	100.0%	4	100.0%
14	Street Repair - Routine-STS	4	2	2	100.0%	90	9.5	2	50.0%	2	100.0%	4	100.0%
15	Junk Motor Vehicle - CCS	3	1	1	100.0%	126	0.0	2	66.7%	2	100.0%	3	100.0%
16	Animal - Wildlife/Livestock- Routine - CCS	3	1	1	100.0%	30	1.0	2	66.7%	2	100.0%	3	100.0%
17	Taxi/Transportation Complaint - CCS	3	0	0	N/A	14	2.7	3	100.0%	3	100.0%	3	100.0%
18	Recycling - Roll Cart - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%
19	Sanitation Crew Complaint - SAN	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
20	Pot hole Repair Routine - STS	3	0	0	N/A	7	0.3	3	100.0%	3	100.0%	3	100.0%