



FY 2011 – 2012
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

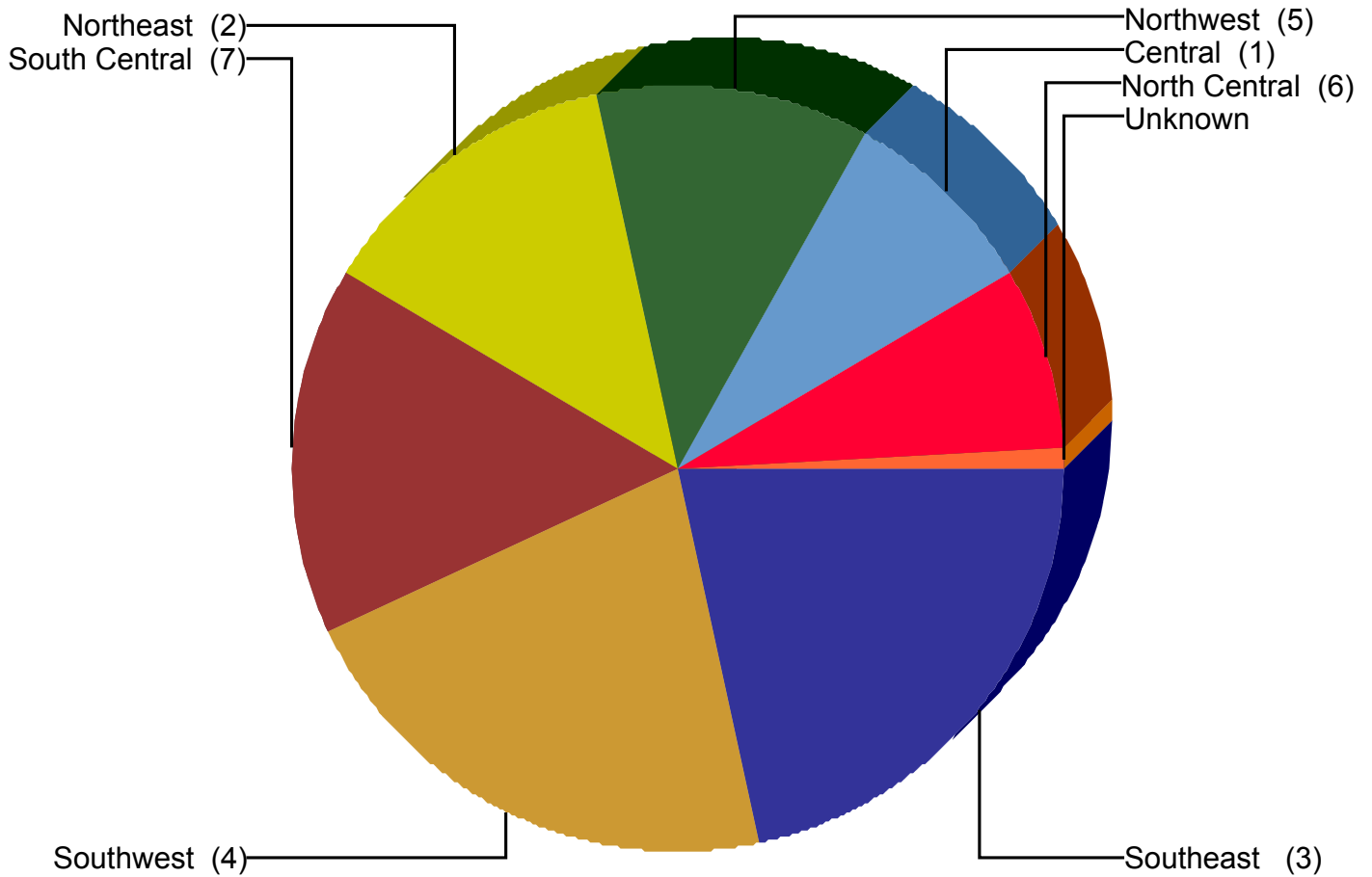
October 2011

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City of Dallas City Service Area Report
For October 2011



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,383	8.4%	98.4%
North Central (6)	2,206	7.8%	99.2%
Northeast (2)	3,704	13.1%	98.2%
Northwest (5)	3,149	11.2%	98.5%
South Central (7)	4,380	15.5%	98.5%
Southeast (3)	6,091	21.6%	98.1%
Southwest (4)	6,086	21.6%	98.4%
Unknown	226	0.8%	97.3%
Total	28,225	100.0%	98.4%

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

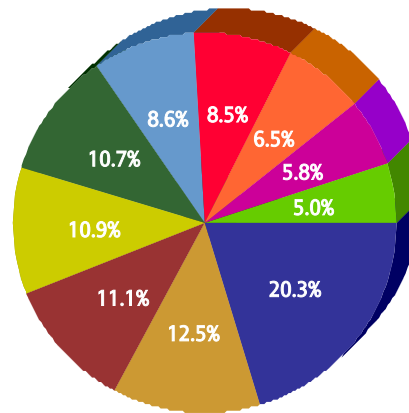


Citywide

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



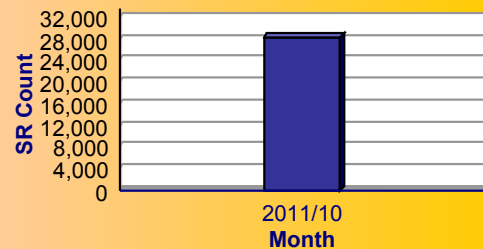
Service

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

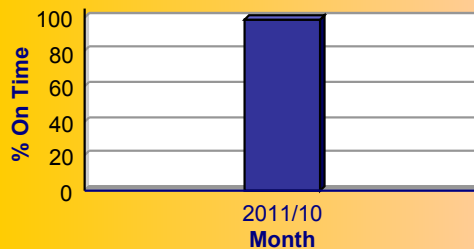
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
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 City Service Area

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%

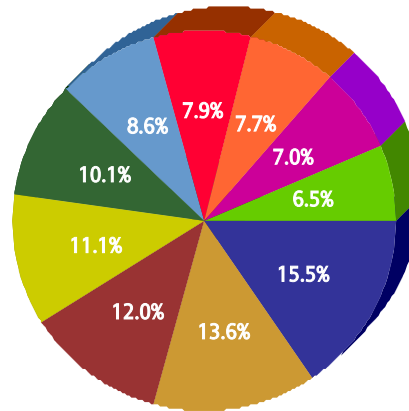


Central (1)

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	133
Litter - CCS	117
Roll Cart - SAN	103
Dead Animal Pick Up - SAN	95
Fire Inspection - DFD	87
Signs - Public Right of Way - CCS	74
Animal - Confined - CCS	68
Obstruction Alley/Sidewalk/Street - CCS	66
Illegal Dumping - CCS	60
Traffic Signal - Flashing - STS	56



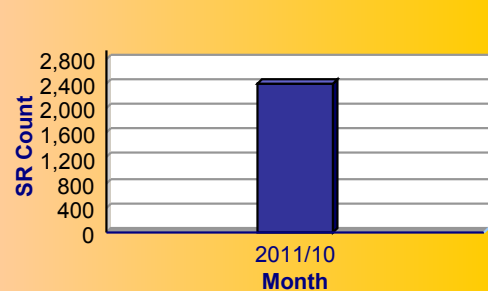
Service

- High Weeds - CCS
- Litter - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Illegal Dumping - CCS
- Traffic Signal - Flashing - STS

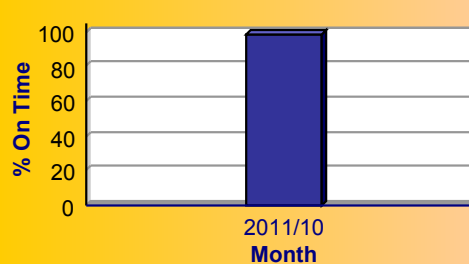
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,383	2,122	2,105	99.2%	261	241	92.3%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Central (1)

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	133	24	24	100.0%	38	6.7	109	82.0%	109	100.0%	133	100.0%
2	Litter - CCS	117	27	27	100.0%	38	7.5	90	76.9%	90	100.0%	117	100.0%
3	Roll Cart - SAN	103	0	0	N/A	10	3.0	103	100.0%	102	99.0%	102	99.0%
4	Dead Animal Pick Up - SAN	95	0	0	N/A	1	0.3	95	100.0%	95	100.0%	95	100.0%
5	Fire Inspection - DFD	87	34	34	100.0%	60	11.3	53	60.9%	53	100.0%	87	100.0%
6	Signs - Public Right of Way - CCS	74	0	0	N/A	7	0.7	74	100.0%	71	95.9%	71	95.9%
7	Animal - Confined - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
8	Obstruction Alley/Sidewalk/Street - CCS	66	23	23	100.0%	60	12.8	43	65.2%	43	100.0%	66	100.0%
9	Illegal Dumping - CCS	60	2	2	100.0%	38	1.2	58	96.7%	58	100.0%	60	100.0%
10	Traffic Signal - Flashing - STS	56	0	0	N/A	4	1.6	56	100.0%	56	100.0%	56	100.0%
11	Recycling ROLL CART Registration - SAN	54	0	0	N/A	10	2.6	54	100.0%	54	100.0%	54	100.0%
12	Graffiti Private Property - Residential/Commercial	51	8	8	100.0%	90	1.9	43	84.3%	43	100.0%	51	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	46	0	0	N/A	10	2.9	46	100.0%	46	100.0%	46	100.0%
14	Garage Sale - CCS	45	0	0	N/A	7	1.0	45	100.0%	45	100.0%	45	100.0%
15	Animal - Loose Aggressive - CCS	42	1	0	0.0%	3	0.3	41	97.6%	41	100.0%	41	97.6%
16	Street Repair - Routine-STS	42	8	8	100.0%	90	5.9	34	81.0%	34	100.0%	42	100.0%
17	Tree down/low limbs - Emergency-STS	42	0	0	N/A	5	0.0	42	100.0%	42	100.0%	42	100.0%
18	Signs - Other - CCS	41	1	1	100.0%	21	2.0	40	97.6%	40	100.0%	41	100.0%
19	Animal - Sick/Injured - CCS	41	0	0	N/A	3	0.4	41	100.0%	40	97.6%	40	97.6%
20	24 Hour Parking/Parking Violations - DPD	39	3	3	100.0%	10	4.0	36	92.3%	36	100.0%	39	100.0%

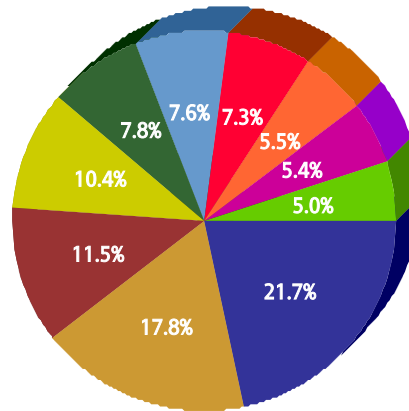


North Central (6)

October 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	219
Signs - Public Right of Way - CCS	180
Animal - Confined - CCS	116
Garbage - Missed - SAN	105
Dead Animal Pick Up - SAN	79
Recycling ROLL CART Registration - SAN	77
Fire Inspection - DFD	74
Street Repair - Routine-STS	55
Traffic Signal - Flashing - STS	54
Bulky Trash Violations - CCS	50



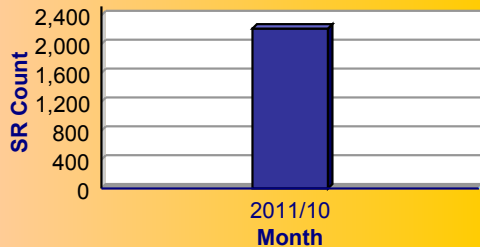
Service

- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Street Repair - Routine-STS
- Traffic Signal - Flashing - STS
- Bulky Trash Violations - CCS

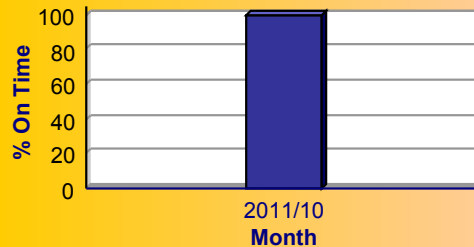
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,206	2,074	2,069	99.8%	132	119	90.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

North Central (6)

October 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	219	0	0	N/A	10	2.7	219	100.0%	219	100.0%	219	100.0%
2	Signs - Public Right of Way - CCS	180	0	0	N/A	7	0.1	180	100.0%	180	100.0%	180	100.0%
3	Animal - Confined - CCS	116	0	0	N/A	3	0.1	116	100.0%	116	100.0%	116	100.0%
4	Garbage - Missed - SAN	105	0	0	N/A	3	0.7	105	100.0%	105	100.0%	105	100.0%
5	Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.4	79	100.0%	79	100.0%	79	100.0%
6	Recycling ROLL CART Registration - SAN	77	0	0	N/A	10	2.2	77	100.0%	77	100.0%	77	100.0%
7	Fire Inspection - DFD	74	19	19	100.0%	60	5.9	55	74.3%	55	100.0%	74	100.0%
8	Street Repair - Routine-STS	55	5	5	100.0%	90	4.6	50	90.9%	50	100.0%	55	100.0%
9	Traffic Signal - Flashing - STS	54	0	0	N/A	4	1.3	54	100.0%	54	100.0%	54	100.0%
10	Bulky Trash Violations - CCS	50	5	2	40.0%	14	4.8	45	90.0%	45	100.0%	47	94.0%
11	Recycling - Roll Cart - SAN	49	0	0	N/A	10	2.8	49	100.0%	49	100.0%	49	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	47	17	17	100.0%	60	9.3	30	63.8%	30	100.0%	47	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	42	0	0	N/A	10	3.6	42	100.0%	42	100.0%	42	100.0%
14	Recyclable Collection Missed (Residential) - SAN	42	0	0	N/A	3	0.7	42	100.0%	42	100.0%	42	100.0%
15	Animal - Sick/Injured - CCS	34	0	0	N/A	3	0.2	34	100.0%	34	100.0%	34	100.0%
16	24 Hour Parking/Parking Violations - DPD	33	2	2	100.0%	10	4.9	31	93.9%	31	100.0%	33	100.0%
17	Animal - Loose Aggressive - CCS	31	0	0	N/A	3	0.2	31	100.0%	31	100.0%	31	100.0%
18	Litter - CCS	30	9	9	100.0%	38	7.7	21	70.0%	21	100.0%	30	100.0%
19	Animal - Loose - CCS	30	4	4	100.0%	40	15.9	26	86.7%	26	100.0%	30	100.0%
20	Signs - Other - CCS	28	0	0	N/A	21	1.1	28	100.0%	28	100.0%	28	100.0%

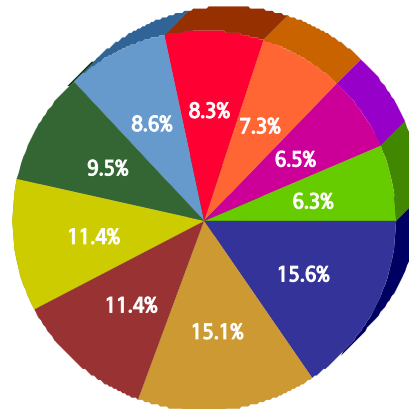


Northeast (2)

October 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	226
Animal - Confined - CCS	219
Dead Animal Pick Up - SAN	166
High Weeds - CCS	165
Animal - Loose Aggressive - CCS	138
Garbage - Missed - SAN	125
Bulky Trash Violations - CCS	120
Recycling ROLL CART Registration - SAN	106
Obstruction Alley/Sidewalk/Street - CCS	94
Litter - CCS	92



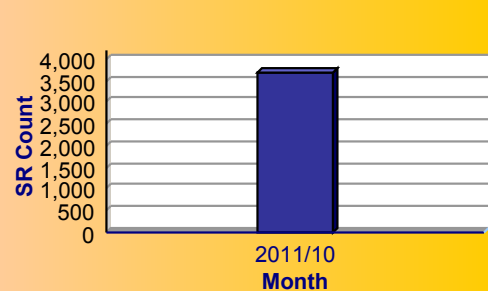
Service

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

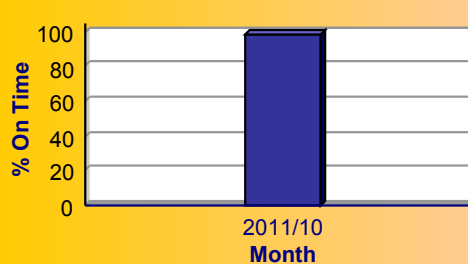
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,704	3,158	3,125	99.0%	546	514	94.1%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northeast (2)

October 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	226	2	2	100.0%	10	2.7	224	99.1%	224	100.0%	226	100.0%
2	Animal - Confined - CCS	219	0	0	N/A	3	0.2	219	100.0%	218	99.5%	218	99.5%
3	Dead Animal Pick Up - SAN	166	0	0	N/A	1	0.3	166	100.0%	165	99.4%	165	99.4%
4	High Weeds - CCS	165	62	62	100.0%	38	11.7	103	62.4%	103	100.0%	165	100.0%
5	Animal - Loose Aggressive - CCS	138	0	0	N/A	3	0.3	138	100.0%	138	100.0%	138	100.0%
6	Garbage - Missed - SAN	125	0	0	N/A	3	1.0	125	100.0%	124	99.2%	124	99.2%
7	Bulky Trash Violations - CCS	120	3	1	33.3%	14	4.8	117	97.5%	116	99.1%	117	97.5%
8	Recycling ROLL CART Registration - SAN	106	0	0	N/A	10	2.4	106	100.0%	106	100.0%	106	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	94	47	47	100.0%	60	12.0	47	50.0%	47	100.0%	94	100.0%
10	Litter - CCS	92	53	53	100.0%	38	11.5	39	42.4%	39	100.0%	92	100.0%
11	Garage Sale - CCS	85	1	1	100.0%	7	2.3	84	98.8%	79	94.0%	80	94.1%
12	Street Repair - Routine-STS	80	30	30	100.0%	90	5.5	50	62.5%	50	100.0%	80	100.0%
13	Animal - Sick/Injured - CCS	75	0	0	N/A	3	0.1	75	100.0%	75	100.0%	75	100.0%
14	Animal - Loose - CCS	73	7	7	100.0%	40	17.4	66	90.4%	66	100.0%	73	100.0%
15	Junk Motor Vehicle - CCS	69	54	54	100.0%	126	11.7	15	21.7%	15	100.0%	69	100.0%
16	24 Hour Parking/Parking Violations - DPD	65	0	0	N/A	10	3.2	65	100.0%	65	100.0%	65	100.0%
17	Graffiti Private Property - Residential/Commercial	64	11	11	100.0%	90	4.8	53	82.8%	53	100.0%	64	100.0%
18	Recycling - Roll Cart - SAN	61	1	1	100.0%	10	2.8	60	98.4%	60	100.0%	61	100.0%
19	Substandard Structure - CCS	59	42	42	100.0%	365	7.8	17	28.8%	17	100.0%	59	100.0%
20	Tree down/low limbs - Emergency-STS	51	0	0	N/A	5	0.0	51	100.0%	51	100.0%	51	100.0%

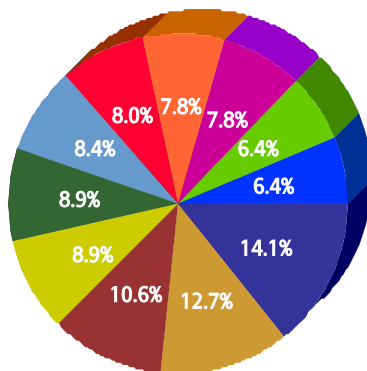


Northwest (5)

October 2011

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - CCS	180
High Weeds - CCS	163
Litter - CCS	136
Garage Sale - CCS	114
Roll Cart - SAN	114
Dead Animal Pick Up - SAN	108
Animal - Confined - CCS	102
Graffiti Private Property - Residential/Commercial	100
Signs - Public Right of Way - CCS	100
Animal - Loose Aggressive - CCS	82
Garbage - Missed - SAN	82



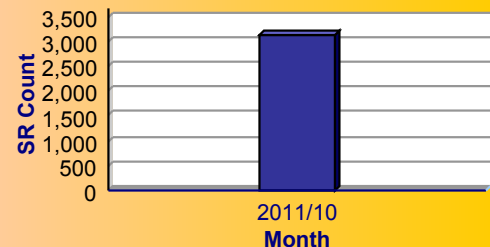
Service

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

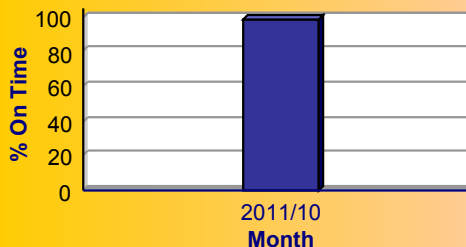
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,149	2,726	2,691	98.7%	423	410	96.9%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northwest (5)

October 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	180	90	90	100.0%	60	15.3	90	50.0%	90	100.0%	180	100.0%
2	High Weeds - CCS	163	53	53	100.0%	38	11.8	110	67.5%	110	100.0%	163	100.0%
3	Litter - CCS	136	60	60	100.0%	38	10.2	76	55.9%	76	100.0%	136	100.0%
4	Garage Sale - CCS	114	0	0	N/A	7	0.8	114	100.0%	112	98.2%	112	98.2%
5	Roll Cart - SAN	114	0	0	N/A	10	3.1	114	100.0%	113	99.1%	113	99.1%
6	Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.4	108	100.0%	107	99.1%	107	99.1%
7	Animal - Confined - CCS	102	0	0	N/A	3	0.2	102	100.0%	102	100.0%	102	100.0%
8	Signs - Public Right of Way - CCS	100	1	1	100.0%	7	0.4	99	99.0%	97	98.0%	98	98.0%
9	Graffiti Private Property - Residential/Commercial	100	7	7	100.0%	90	1.1	93	93.0%	93	100.0%	100	100.0%
10	Animal - Loose Aggressive - CCS	82	0	0	N/A	3	0.3	82	100.0%	82	100.0%	82	100.0%
11	Garbage - Missed - SAN	82	0	0	N/A	3	0.9	82	100.0%	82	100.0%	82	100.0%
12	Bulky Trash Violations - CCS	79	2	2	100.0%	14	3.0	77	97.5%	75	97.4%	77	97.5%
13	Illegal Land Use (Residential/Business) - CCS	71	21	21	100.0%	60	4.3	50	70.4%	50	100.0%	71	100.0%
14	Recycling ROLL CART Registration - SAN	70	0	0	N/A	10	2.8	70	100.0%	70	100.0%	70	100.0%
15	Street Repair - Routine-STS	70	1	1	100.0%	90	4.4	69	98.6%	69	100.0%	70	100.0%
16	24 Hour Parking/Parking Violations - DPD	63	1	1	100.0%	10	4.8	62	98.4%	62	100.0%	63	100.0%
17	Animal - Loose - CCS	61	9	9	100.0%	40	19.6	52	85.2%	52	100.0%	61	100.0%
18	Fire Inspection - DFD	61	42	42	100.0%	60	7.7	19	31.1%	19	100.0%	61	100.0%
19	Junk Motor Vehicle - CCS	57	26	26	100.0%	126	11.9	31	54.4%	31	100.0%	57	100.0%
20	Animal - Sick/Injured - CCS	55	0	0	N/A	3	0.1	55	100.0%	55	100.0%	55	100.0%

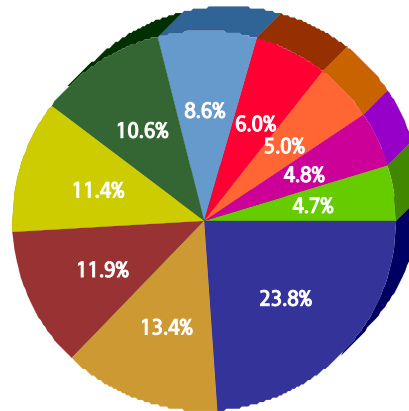


South Central (7)

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	641
Animal - Loose Aggressive - CCS	362
Litter - CCS	320
Dead Animal Pick Up - SAN	307
Smoke Detector Request - DFD	286
Roll Cart - SAN	231
Animal - Confined - CCS	161
Recycling ROLL CART Registration - SAN	134
Obstruction Alley/Sidewalk/Street - CCS	130
Animal - Loose - CCS	126



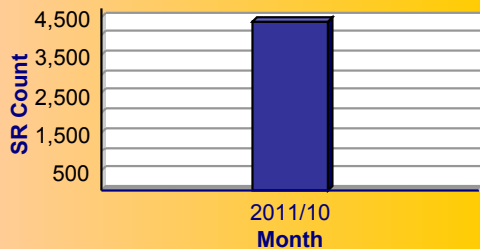
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Loose - CCS

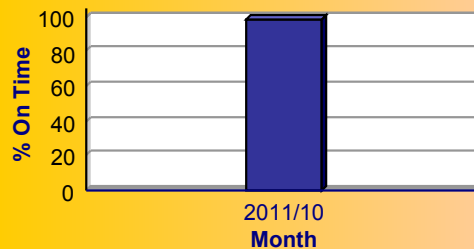
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,380	3,482	3,450	99.1%	898	864	96.2%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

South Central (7)

October 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	641	327	327	100.0%	38	8.6	314	49.0%	314	100.0%	641	100.0%
2	Animal - Loose Aggressive - CCS	362	0	0	N/A	3	0.3	362	100.0%	358	98.9%	358	98.9%
3	Litter - CCS	320	157	157	100.0%	38	11.0	163	50.9%	163	100.0%	320	100.0%
4	Dead Animal Pick Up - SAN	307	0	0	N/A	1	0.4	307	100.0%	307	100.0%	307	100.0%
5	Smoke Detector Request - DFD	286	25	25	100.0%	30	2.3	261	91.3%	261	100.0%	286	100.0%
6	Roll Cart - SAN	231	0	0	N/A	10	2.3	231	100.0%	231	100.0%	231	100.0%
7	Animal - Confined - CCS	161	0	0	N/A	3	0.4	161	100.0%	159	98.8%	159	98.8%
8	Recycling ROLL CART Registration - SAN	134	0	0	N/A	10	2.4	134	100.0%	134	100.0%	134	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	130	68	68	100.0%	60	14.1	62	47.7%	62	100.0%	130	100.0%
10	Animal - Loose - CCS	126	17	17	100.0%	40	19.4	109	86.5%	109	100.0%	126	100.0%
11	Illegal Dumping - CCS	104	24	24	100.0%	38	2.9	80	76.9%	80	100.0%	104	100.0%
12	Animal - Sick/Injured - CCS	95	0	0	N/A	3	0.1	95	100.0%	95	100.0%	95	100.0%
13	Garbage - Missed - SAN	85	0	0	N/A	3	1.0	85	100.0%	85	100.0%	85	100.0%
14	Bulky Trash Violations - CCS	80	12	11	91.7%	14	6.3	68	85.0%	62	91.2%	73	91.2%
15	Junk Motor Vehicle - CCS	69	48	48	100.0%	126	12.9	21	30.4%	21	100.0%	69	100.0%
16	Substandard Structure - CCS	57	45	45	100.0%	365	13.1	12	21.1%	12	100.0%	57	100.0%
17	Animal - Cruelty - CCS	55	0	0	N/A	30	0.5	55	100.0%	55	100.0%	55	100.0%
18	Illegal Outside Storage - CCS	48	28	28	100.0%	38	12.9	20	41.7%	20	100.0%	48	100.0%
19	24 Hour Parking/Parking Violations - DPD	45	0	0	N/A	10	4.0	45	100.0%	45	100.0%	45	100.0%
20	Recycling - Roll Cart - SAN	44	0	0	N/A	10	2.6	44	100.0%	44	100.0%	44	100.0%

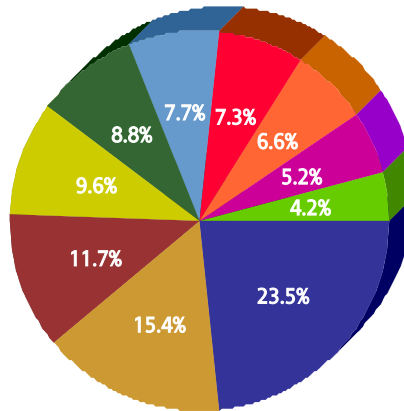


Southeast (3)

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	814
Litter - CCS	534
Animal - Loose Aggressive - CCS	406
Substandard Structure - CCS	334
Dead Animal Pick Up - SAN	307
Signs - Public Right of Way - CCS	266
Animal - Confined - CCS	253
Roll Cart - SAN	229
Animal - Loose - CCS	181
Illegal Outside Storage - CCS	147



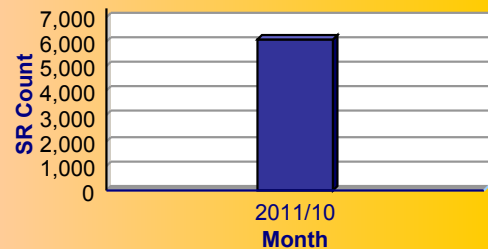
Service

- High Weeds - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Roll Cart - SAN
- Animal - Loose - CCS
- Illegal Outside Storage - CCS

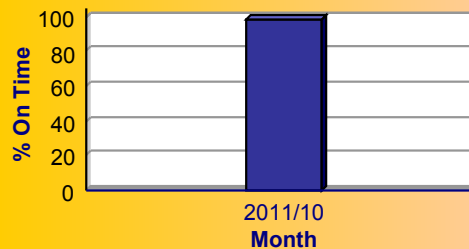
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,091	4,855	4,792	98.7%	1,236	1,185	95.9%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southeast (3)

October 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	814	259	259	100.0%	38	6.9	555	68.2%	555	100.0%	814	100.0%
2	Litter - CCS	534	222	222	100.0%	38	9.7	312	58.4%	312	100.0%	534	100.0%
3	Animal - Loose Aggressive - CCS	406	0	0	N/A	3	0.4	406	100.0%	403	99.3%	403	99.3%
4	Substandard Structure - CCS	334	214	214	100.0%	365	10.6	120	35.9%	120	100.0%	334	100.0%
5	Dead Animal Pick Up - SAN	307	0	0	N/A	1	0.4	307	100.0%	305	99.3%	305	99.3%
6	Signs - Public Right of Way - CCS	266	1	0	0.0%	7	0.7	265	99.6%	263	99.2%	263	98.9%
7	Animal - Confined - CCS	253	0	0	N/A	3	0.3	253	100.0%	252	99.6%	252	99.6%
8	Roll Cart - SAN	229	0	0	N/A	10	2.7	229	100.0%	229	100.0%	229	100.0%
9	Animal - Loose - CCS	181	18	18	100.0%	40	19.5	163	90.1%	163	100.0%	181	100.0%
10	Illegal Outside Storage - CCS	147	76	76	100.0%	38	13.9	71	48.3%	71	100.0%	147	100.0%
11	Junk Motor Vehicle - CCS	136	86	86	100.0%	126	11.1	50	36.8%	50	100.0%	136	100.0%
12	Animal - Sick/Injured - CCS	135	0	0	N/A	3	0.1	135	100.0%	135	100.0%	135	100.0%
13	Recycling ROLL CART Registration - SAN	134	0	0	N/A	10	2.8	134	100.0%	133	99.3%	133	99.3%
14	Bulky Trash Violations - CCS	121	4	3	75.0%	14	6.8	117	96.7%	97	82.9%	100	82.6%
15	Garbage - Missed - SAN	100	0	0	N/A	3	0.8	100	100.0%	100	100.0%	100	100.0%
16	24 Hour Parking/Parking Violations - DPD	86	1	1	100.0%	10	4.8	85	98.8%	85	100.0%	86	100.0%
17	Obstruction Alley/Sidewalk/Street - CCS	84	41	41	100.0%	60	13.4	43	51.2%	43	100.0%	84	100.0%
18	Brush/Bulk Items - Missed - SAN	82	0	0	N/A	10	1.0	82	100.0%	82	100.0%	82	100.0%
19	Parking - Unapproved Surface - CCS	79	7	0	0.0%	10	3.9	72	91.1%	59	81.9%	59	74.7%
20	Street Repair - Routine-STS	78	16	16	100.0%	90	6.9	62	79.5%	62	100.0%	78	100.0%

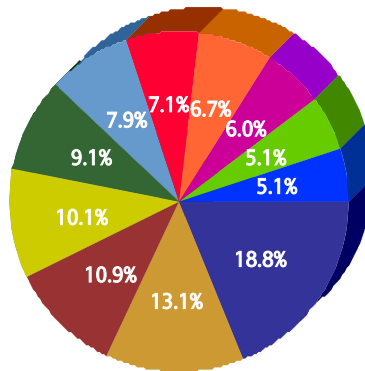


Southwest (4)

October 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	587
Signs - Public Right of Way - CCS	408
Animal - Loose Aggressive - CCS	342
Litter - CCS	317
Dead Animal Pick Up - SAN	285
Roll Cart - SAN	247
Obstruction Alley/Sidewalk/Street - CCS	222
Smoke Detector Request - DFD	210
Graffiti Private Property - Residential/Commercial	189
Illegal Outside Storage - CCS	159
Recycling ROLL CART Registration - SAN	159



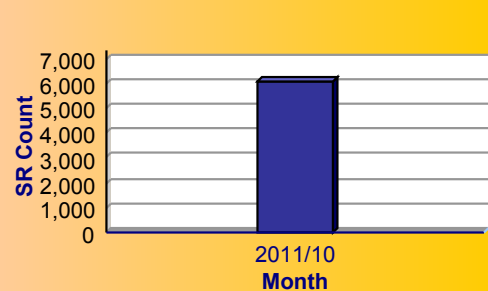
Service

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

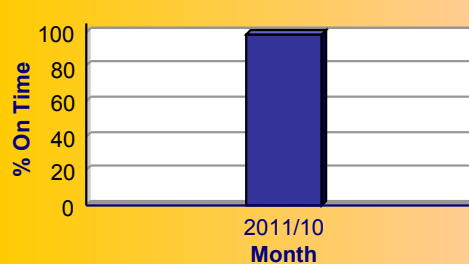
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,086	4,832	4,790	99.1%	1,254	1,199	95.6%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

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	587	288	288	100.0%	38	9.4	299	50.9%	299	100.0%	587	100.0%
2	Signs - Public Right of Way - CCS	408	4	0	0.0%	7	0.5	404	99.0%	399	98.8%	399	97.8%
3	Animal - Loose Aggressive - CCS	342	0	0	N/A	3	0.2	342	100.0%	340	99.4%	340	99.4%
4	Litter - CCS	317	162	162	100.0%	38	11.6	155	48.9%	155	100.0%	317	100.0%
5	Dead Animal Pick Up - SAN	285	0	0	N/A	1	0.3	285	100.0%	284	99.6%	284	99.6%
6	Roll Cart - SAN	247	0	0	N/A	10	2.2	247	100.0%	246	99.6%	246	99.6%
7	Obstruction Alley/Sidewalk/Street - CCS	222	128	128	100.0%	60	14.2	94	42.3%	94	100.0%	222	100.0%
8	Smoke Detector Request - DFD	210	13	13	100.0%	30	1.5	197	93.8%	197	100.0%	210	100.0%
9	Graffiti Private Property - Residential/Commercial	189	44	44	100.0%	90	2.5	145	76.7%	145	100.0%	189	100.0%
10	Illegal Outside Storage - CCS	159	95	95	100.0%	38	15.4	64	40.3%	64	100.0%	159	100.0%
11	Recycling ROLL CART Registration - SAN	159	0	0	N/A	10	1.8	159	100.0%	159	100.0%	159	100.0%
12	Animal - Confined - CCS	158	0	0	N/A	3	0.2	158	100.0%	158	100.0%	158	100.0%
13	Bulky Trash Violations - CCS	148	4	4	100.0%	14	2.2	144	97.3%	142	98.6%	146	98.6%
14	Animal - Loose - CCS	143	19	19	100.0%	40	19.7	124	86.7%	124	100.0%	143	100.0%
15	Illegal Dumping - CCS	130	7	7	100.0%	38	0.9	123	94.6%	123	100.0%	130	100.0%
16	Garage Sale - CCS	114	6	2	33.3%	7	2.6	108	94.7%	97	89.8%	99	86.8%
17	Substandard Structure - CCS	112	92	92	100.0%	365	8.3	20	17.9%	20	100.0%	112	100.0%
18	Junk Motor Vehicle - CCS	112	84	84	100.0%	126	13.9	28	25.0%	28	100.0%	112	100.0%
19	Signs - Other - CCS	107	2	2	100.0%	21	1.4	105	98.1%	105	100.0%	107	100.0%
20	Animal - Sick/Injured - CCS	87	0	0	N/A	3	0.1	87	100.0%	87	100.0%	87	100.0%

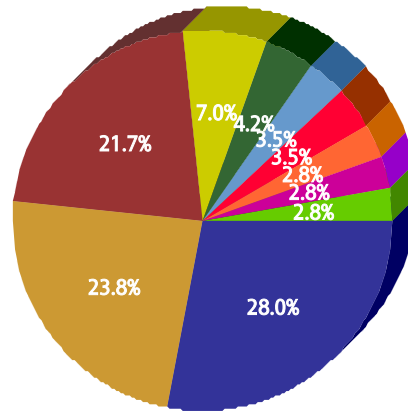


Unknown

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	10
Animal - Loose - CCS	6
24 Hour Parking/Parking Violations - DPD	5
Garbage - Missed - SAN	5
Chronic Traffic Violations - DPD	4
Obstruction Alley/Sidewalk/Street - CCS	4
Open and Vacant Structure - CCS	4



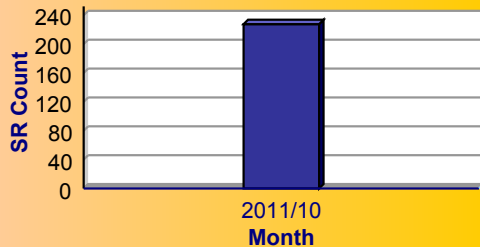
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Litter - CCS
- Roll Cart - SAN
- Animal - Loose - CCS
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Chronic Traffic Violations - DPD
- Obstruction Alley/Sidewalk/Street - CCS
- Open and Vacant Structure - CCS

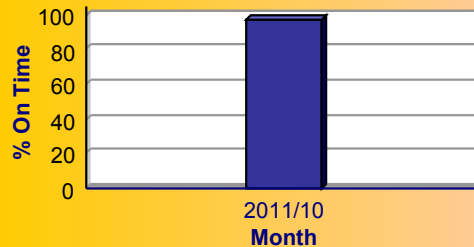
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
226	156	154	98.7%	70	66	94.3%	97.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

October 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	10	0	0	N/A	10	2.9	10	100.0%	10	100.0%	10	100.0%
5	Animal - Loose - CCS	6	2	2	100.0%	40	21.5	4	66.7%	4	100.0%	6	100.0%
6	24 Hour Parking/Parking Violations - DPD	5	1	0	0.0%	10	3.5	4	80.0%	4	100.0%	4	80.0%
7	Garbage - Missed - SAN	5	0	0	N/A	3	1.2	5	100.0%	5	100.0%	5	100.0%
8	Obstruction Alley/Sidewalk/Street - CCS	4	3	3	100.0%	60	14.0	1	25.0%	1	100.0%	4	100.0%
9	Open and Vacant Structure - CCS	4	0	0	N/A	30	1.0	4	100.0%	4	100.0%	4	100.0%
10	Chronic Traffic Violations - DPD	4	1	1	100.0%	14	10.3	3	75.0%	3	100.0%	4	100.0%
11	Junk Motor Vehicle - CCS	3	1	1	100.0%	126	0.0	2	66.7%	2	100.0%	3	100.0%
12	Animal - Wildlife/Livestock- Routine - CCS	3	1	1	100.0%	30	1.0	2	66.7%	2	100.0%	3	100.0%
13	Dead Animal Pick Up - SAN	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
14	Taxi/Transportation Complaint - CCS	3	0	0	N/A	14	2.7	3	100.0%	3	100.0%	3	100.0%
15	Recycling - Roll Cart - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%
16	Sanitation Crew Complaint - SAN	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
17	Recycling ROLL CART Registration - SAN	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
18	Street Repair - Routine-STS	3	1	1	100.0%	90	9.5	2	66.7%	2	100.0%	3	100.0%
19	Substandard Structure - CCS	2	1	1	100.0%	365	9.0	1	50.0%	1	100.0%	2	100.0%
20	Graffiti Private Property - Residential/Commercial	2	1	1	100.0%	90	0.0	1	50.0%	1	100.0%	2	100.0%
21	Animal - Noisy - CCS	2	0	0	N/A	30	2.0	2	100.0%	2	100.0%	2	100.0%
22	Illegal Parking/No Parking Zone 1 -DPD	2	0	0	N/A	10	4.0	2	100.0%	2	100.0%	2	100.0%
23	Noise Pollution - CCS	2	2	2	100.0%	45		0	0.0%	0	N/A	2	100.0%
24	Mobile Food Inspection - CCS	2	0	0	N/A	45	21.0	2	100.0%	2	100.0%	2	100.0%
25	Park Maintenance/Misc. - PKR	2	1	1	100.0%	30	4.0	1	50.0%	1	100.0%	2	100.0%



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

Unknown

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
26	Dead Animal - Clinic Pick Up - SAN	2	0	0	N/A	2	0.0	2	100.0%	2	100.0%	2	100.0%
27	Street Lighting - Maintenance - STS	2	0	0	N/A	10	3.0	2	100.0%	2	100.0%	2	100.0%
28	Pot hole Repair Routine - STS	2	0	0	N/A	7	0.5	2	100.0%	2	100.0%	2	100.0%