



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

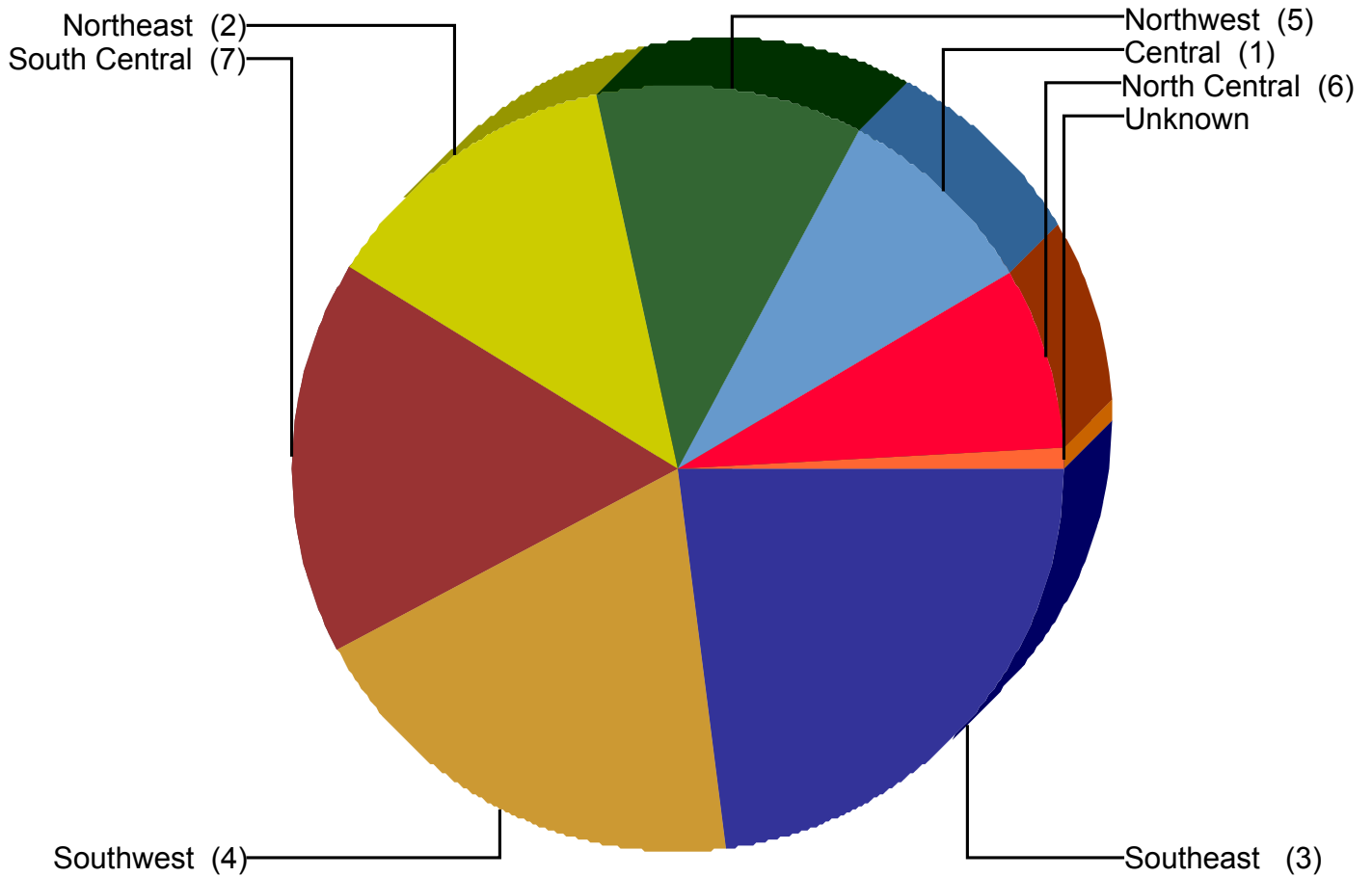
**January 2012**

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**City of Dallas** City Service Area Report  
For January 2012



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,031	8.5%	98.3%
North Central (6)	1,855	7.8%	98.8%
Northeast (2)	3,038	12.7%	97.6%
Northwest (5)	2,703	11.3%	98.5%
South Central (7)	3,980	16.7%	98.7%
Southeast (3)	5,528	23.1%	97.8%
Southwest (4)	4,543	19.0%	98.1%
Unknown	202	0.8%	94.1%
<b>Total</b>	<b>23,880</b>	<b>100.0%</b>	<b>98.2%</b>

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

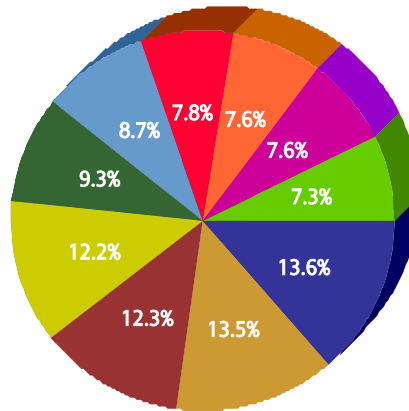


Citywide

January 2012

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,351
Animal - Loose Aggressive - CCS	1,339
Dead Animal Pick Up - SAN	1,214
Litter - CCS	1,212
Signs - Public Right of Way - CCS	918
Smoke Detector Request - DFD	864
Substandard Structure - CCS	776
Animal - Confined - CCS	754
Bulky Trash Violations - CCS	752
Recycling ROLL CART Registration - SAN	719



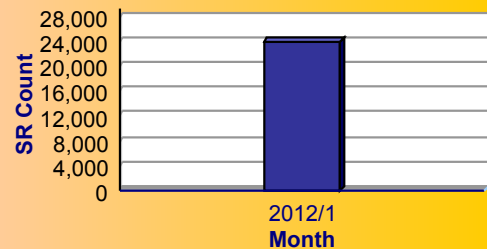
Service

- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Signs - Public Right of Way - CCS
- Smoke Detector Request - DFD
- Substandard Structure - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN

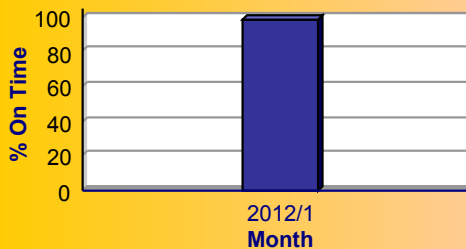
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,880	19,722	19,529	99.0%	4,158	3,910	94.0%	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

Citywide

January 2012

## 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	1,351	0	0	N/A	10	2.3	1,351	100.0%	1,350	99.9%	1,350	99.9%
2	Animal - Loose Aggressive - CCS	1,339	0	0	N/A	3	0.3	1,339	100.0%	1,336	99.8%	1,336	99.8%
3	Dead Animal Pick Up - SAN	1,214	0	0	N/A	1	0.3	1,214	100.0%	1,213	99.9%	1,213	99.9%
4	Litter - CCS	1,212	594	594	100.0%	38	10.2	618	51.0%	618	100.0%	1,212	100.0%
5	Signs - Public Right of Way - CCS	918	16	1	6.2%	7	0.3	902	98.3%	892	98.9%	893	97.3%
6	Smoke Detector Request - DFD	864	51	51	100.0%	30	1.4	813	94.1%	813	100.0%	864	100.0%
7	Substandard Structure - CCS	776	478	478	100.0%	365	8.6	298	38.4%	298	100.0%	776	100.0%
8	Animal - Confined - CCS	754	0	0	N/A	3	0.3	754	100.0%	754	100.0%	754	100.0%
9	Bulky Trash Violations - CCS	752	53	43	81.1%	14	4.6	699	93.0%	660	94.4%	703	93.5%
10	Recycling ROLL CART Registration - SAN	719	0	0	N/A	10	2.0	719	100.0%	719	100.0%	719	100.0%
11	High Weeds - CCS	478	239	239	100.0%	38	7.7	239	50.0%	239	100.0%	478	100.0%
12	Animal - Loose - CCS	467	290	290	100.0%	40	17.6	177	37.9%	177	100.0%	467	100.0%
13	Junk Motor Vehicle - CCS	460	323	323	100.0%	126	12.3	137	29.8%	137	100.0%	460	100.0%
14	24 Hour Parking/Parking Violations - DPD	456	7	7	100.0%	10	4.2	449	98.5%	449	100.0%	456	100.0%
15	Animal - Sick/Injured - CCS	450	0	0	N/A	3	0.2	450	100.0%	446	99.1%	446	99.1%
16	Graffiti Private Property - Residential/Commercial	447	103	103	100.0%	90	2.0	344	77.0%	344	100.0%	447	100.0%
17	Garbage - Missed - SAN	446	0	0	N/A	3	0.8	446	100.0%	443	99.3%	443	99.3%
18	Illegal Outside Storage - CCS	431	250	250	100.0%	38	11.8	181	42.0%	181	100.0%	431	100.0%
19	Fire Inspection - DFD	429	222	222	100.0%	60	8.8	207	48.3%	207	100.0%	429	100.0%
20	Parking - Unapproved Surface - CCS	414	20	10	50.0%	10	2.4	394	95.2%	374	94.9%	384	92.8%

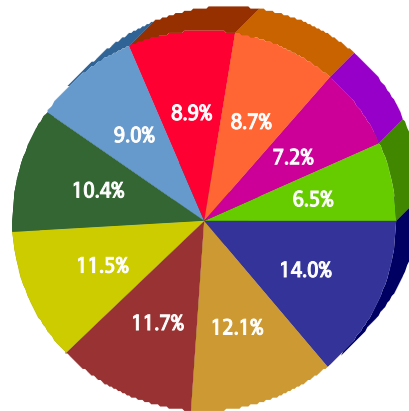


Central (1)

January 2012

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	90
Traffic Signal - Flashing - STS	78
Substandard Structure - CCS	75
Dead Animal Pick Up - SAN	74
Litter - CCS	67
Bulky Trash Violations - CCS	58
Recycling ROLL CART Registration - SAN	57
Traffic Signal - Timing - STS	56
Animal - Loose Aggressive - CCS	46
Animal - Confined - CCS	42



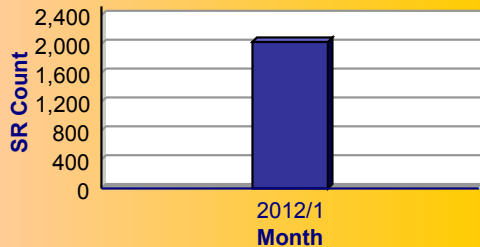
Service

- Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Substandard Structure - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- Traffic Signal - Timing - STS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS

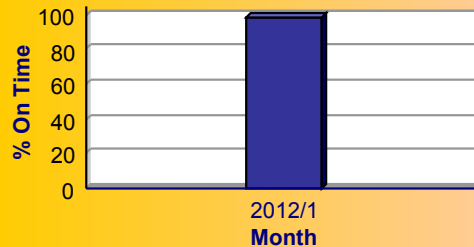
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,031	1,767	1,741	98.5%	264	256	97.0%	98.3%

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)

January 2012

## 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	90	0	0	N/A	10	2.5	90	100.0%	90	100.0%	90	100.0%
2	Traffic Signal - Flashing - STS	78	0	0	N/A	4	1.1	78	100.0%	78	100.0%	78	100.0%
3	Substandard Structure - CCS	75	42	42	100.0%	365	5.3	33	44.0%	33	100.0%	75	100.0%
4	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.3	74	100.0%	74	100.0%	74	100.0%
5	Litter - CCS	67	23	23	100.0%	38	8.2	44	65.7%	44	100.0%	67	100.0%
6	Bulky Trash Violations - CCS	58	3	2	66.7%	14	4.7	55	94.8%	53	96.4%	55	94.8%
7	Recycling ROLL CART Registration - SAN	57	0	0	N/A	10	2.2	57	100.0%	57	100.0%	57	100.0%
8	Traffic Signal - Timing - STS	56	0	0	N/A	4	1.3	56	100.0%	56	100.0%	56	100.0%
9	Animal - Loose Aggressive - CCS	46	0	0	N/A	3	0.2	46	100.0%	46	100.0%	46	100.0%
10	Animal - Confined - CCS	42	0	0	N/A	3	0.3	42	100.0%	42	100.0%	42	100.0%
11	Smoke Detector Request - DFD	41	0	0	N/A	30	1.1	41	100.0%	41	100.0%	41	100.0%
12	24 Hour Parking/Parking Violations - DPD	41	1	1	100.0%	10	3.2	40	97.6%	40	100.0%	41	100.0%
13	Garbage - Missed - SAN	41	0	0	N/A	3	0.7	41	100.0%	41	100.0%	41	100.0%
14	Pot hole - Hazardous-STS	39	0	0	N/A	1	0.1	39	100.0%	39	100.0%	39	100.0%
15	Signs - Public Right of Way - CCS	38	0	0	N/A	7	0.4	38	100.0%	37	97.4%	37	97.4%
16	Junk Motor Vehicle - CCS	36	22	22	100.0%	126	18.7	14	38.9%	14	100.0%	36	100.0%
17	Street Repair - Routine-STS	36	7	7	100.0%	90	6.2	29	80.6%	29	100.0%	36	100.0%
18	Fire Inspection - DFD	34	18	18	100.0%	60	3.9	16	47.1%	16	100.0%	34	100.0%
19	Illegal Dumping - CCS	33	4	4	100.0%	38	1.8	29	87.9%	29	100.0%	33	100.0%
20	Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.2	32	100.0%	31	96.9%	31	96.9%

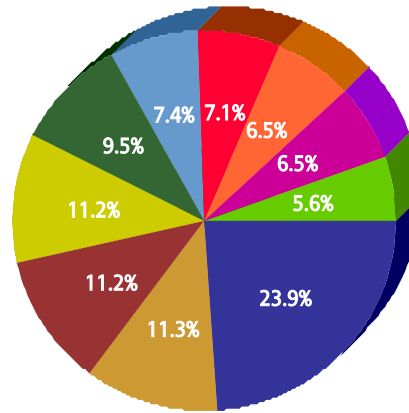


North Central (6)

January 2012

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	188
Recycling ROLL CART Registration - SAN	89
Bulky Trash Violations - CCS	88
Fire Inspection - DFD	88
Dead Animal Pick Up - SAN	75
Animal - Confined - CCS	58
Garbage - Missed - SAN	56
Illegal Garbage/Placement - CCS	51
Recycling - Roll Cart - SAN	51
Signs - Public Right of Way - CCS	44



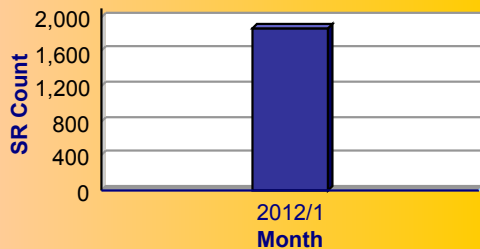
Service

- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - CCS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Illegal Garbage/Placement - CCS
- Recycling - Roll Cart - SAN
- Signs - Public Right of Way - CCS

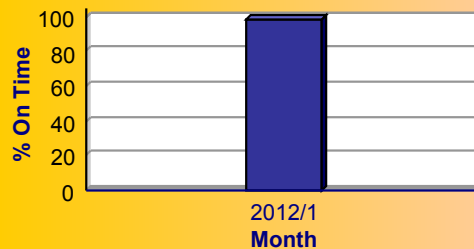
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,855	1,641	1,632	99.5%	214	201	93.9%	98.8%

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)

January 2012

## 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	188	0	0	N/A	10	2.3	188	100.0%	188	100.0%	188	100.0%
2	Recycling ROLL CART Registration - SAN	89	0	0	N/A	10	1.9	89	100.0%	89	100.0%	89	100.0%
3	Bulky Trash Violations - CCS	88	1	1	100.0%	14	4.3	87	98.9%	86	98.9%	87	98.9%
4	Fire Inspection - DFD	88	37	37	100.0%	60	7.3	51	58.0%	51	100.0%	88	100.0%
5	Dead Animal Pick Up - SAN	75	0	0	N/A	1	0.4	75	100.0%	75	100.0%	75	100.0%
6	Animal - Confined - CCS	58	0	0	N/A	3	0.1	58	100.0%	58	100.0%	58	100.0%
7	Garbage - Missed - SAN	56	0	0	N/A	3	0.9	56	100.0%	56	100.0%	56	100.0%
8	Illegal Garbage/Placement - CCS	51	0	0	N/A	60	1.1	51	100.0%	51	100.0%	51	100.0%
9	Recycling - Roll Cart - SAN	51	0	0	N/A	10	2.3	51	100.0%	51	100.0%	51	100.0%
10	Signs - Public Right of Way - CCS	44	1	0	0.0%	7	0.0	43	97.7%	43	100.0%	43	97.7%
11	Litter - CCS	38	24	24	100.0%	38	13.4	14	36.8%	14	100.0%	38	100.0%
12	Street Repair - Routine-STS	35	12	12	100.0%	90	5.3	23	65.7%	23	100.0%	35	100.0%
13	Animal - Sick/Injured - CCS	34	0	0	N/A	3	0.1	34	100.0%	34	100.0%	34	100.0%
14	Traffic Signal - Timing - STS	34	0	0	N/A	4	1.4	34	100.0%	34	100.0%	34	100.0%
15	Traffic Signal - Flashing - STS	34	0	0	N/A	4	1.3	34	100.0%	34	100.0%	34	100.0%
16	Obstruction Alley/Sidewalk/Street - CCS	29	21	21	100.0%	60	5.1	8	27.6%	8	100.0%	29	100.0%
17	24 Hour Parking/Parking Violations - DPD	28	1	1	100.0%	10	6.1	27	96.4%	27	100.0%	28	100.0%
18	Sanitation Property Damage - SAN	28	4	4	100.0%	28	3.0	24	85.7%	24	100.0%	28	100.0%
19	Water Conservation Violation - CCS	27	1	0	0.0%	7	3.0	26	96.3%	23	88.5%	23	85.2%
20	Animal - Noisy - CCS	25	0	0	N/A	30	1.6	25	100.0%	25	100.0%	25	100.0%
21	Traffic Sign - Maintenance (Other) - STS	25	0	0	N/A	40	5.4	25	100.0%	25	100.0%	25	100.0%

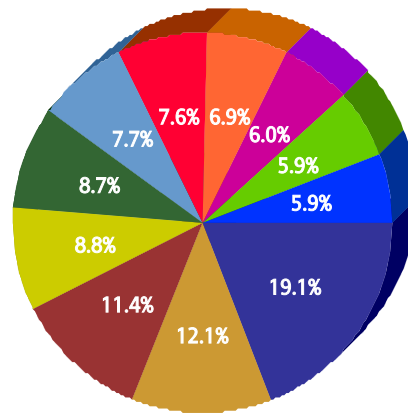


Northeast (2)

January 2012

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	249
Animal - Confined - CCS	158
Dead Animal Pick Up - SAN	149
Animal - Loose Aggressive - CCS	115
Recycling ROLL CART Registration - SAN	113
Bulky Trash Violations - CCS	100
Litter - CCS	99
Garbage - Missed - SAN	90
Junk Motor Vehicle - CCS	79
24 Hour Parking/Parking Violations - DPD	77
Street Repair - Routine-STS	77



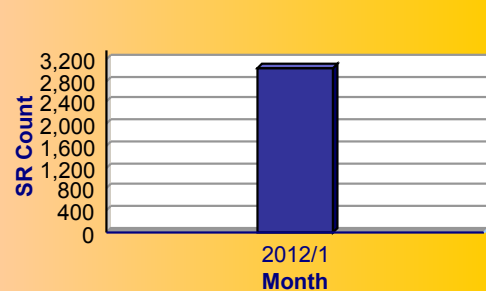
Service

- Roll Cart - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - CCS
- Litter - CCS
- Garbage - Missed - SAN
- Junk Motor Vehicle - CCS
- 24 Hour Parking/Parking Violations - DPD
- Street Repair - Routine-STS

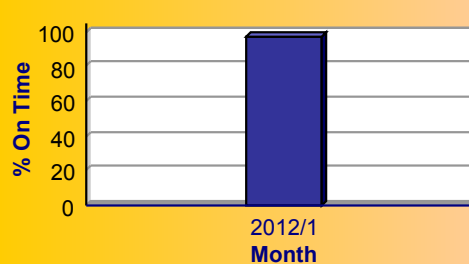
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,038	2,557	2,523	98.7%	481	443	92.1%	97.6%

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)

January 2012

## 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	249	0	0	N/A	10	2.4	249	100.0%	249	100.0%	249	100.0%
2	Animal - Confined - CCS	158	0	0	N/A	3	0.2	158	100.0%	158	100.0%	158	100.0%
3	Dead Animal Pick Up - SAN	149	0	0	N/A	1	0.4	149	100.0%	149	100.0%	149	100.0%
4	Animal - Loose Aggressive - CCS	115	0	0	N/A	3	0.3	115	100.0%	115	100.0%	115	100.0%
5	Recycling ROLL CART Registration - SAN	113	0	0	N/A	10	1.9	113	100.0%	113	100.0%	113	100.0%
6	Bulky Trash Violations - CCS	100	6	6	100.0%	14	5.9	94	94.0%	82	87.2%	88	88.0%
7	Litter - CCS	99	52	52	100.0%	38	11.2	47	47.5%	47	100.0%	99	100.0%
8	Garbage - Missed - SAN	90	0	0	N/A	3	0.9	90	100.0%	90	100.0%	90	100.0%
9	Junk Motor Vehicle - CCS	79	56	56	100.0%	126	10.8	23	29.1%	23	100.0%	79	100.0%
10	24 Hour Parking/Parking Violations - DPD	77	0	0	N/A	10	3.2	77	100.0%	77	100.0%	77	100.0%
11	Street Repair - Routine-STS	77	28	28	100.0%	90	6.1	49	63.6%	49	100.0%	77	100.0%
12	Substandard Structure Apts - CCS	63	22	22	100.0%	365	7.3	41	65.1%	41	100.0%	63	100.0%
13	Recycling - Roll Cart - SAN	57	0	0	N/A	10	2.7	57	100.0%	57	100.0%	57	100.0%
14	Brush/Bulk Items - Missed - SAN	53	0	0	N/A	10	1.3	53	100.0%	53	100.0%	53	100.0%
15	Substandard Structure - CCS	53	41	41	100.0%	365	9.2	12	22.6%	12	100.0%	53	100.0%
16	Recyclable Collection Missed (Residential) - SAN	53	0	0	N/A	3	1.1	53	100.0%	53	100.0%	53	100.0%
17	Animal - Sick/Injured - CCS	49	0	0	N/A	3	0.1	49	100.0%	49	100.0%	49	100.0%
18	Parking - Unapproved Surface - CCS	45	2	2	100.0%	10	1.7	43	95.6%	42	97.7%	44	97.8%
19	Animal - Noisy - CCS	44	0	0	N/A	30	1.9	44	100.0%	44	100.0%	44	100.0%
20	Animal - Loose - CCS	43	27	27	100.0%	40	17.4	16	37.2%	16	100.0%	43	100.0%
21	Pot hole - Hazardous-STS	43	0	0	N/A	1	0.1	43	100.0%	43	100.0%	43	100.0%

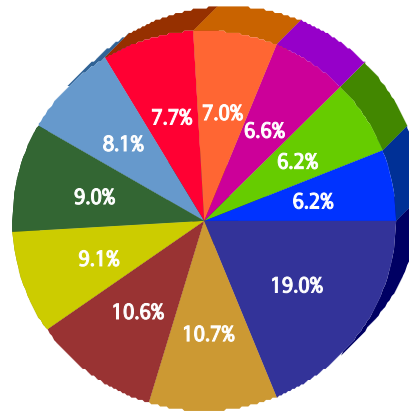


Northwest (5)

January 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	199
Fire Inspection - DFD	112
Roll Cart - SAN	111
Litter - CCS	95
Dead Animal Pick Up - SAN	94
Bulky Trash Violations - CCS	85
Animal - Loose Aggressive - CCS	81
Animal - Confined - CCS	73
Garage Sale - CCS	69
Garbage - Missed - SAN	65
Obstruction Alley/Sidewalk/Street - CCS	65



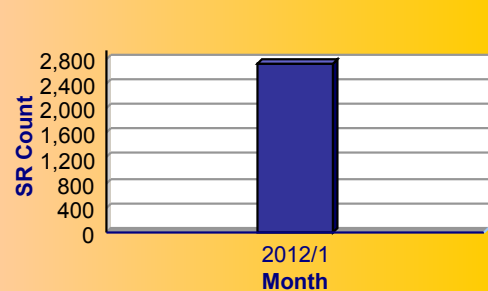
Service

- Signs - Public Right of Way - CCS
- Fire Inspection - DFD
- Roll Cart - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Garage Sale - CCS
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - CCS

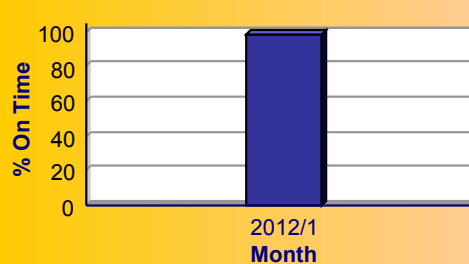
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,703	2,302	2,287	99.3%	401	375	93.5%	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)

January 2012

## 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	199	4	0	0.0%	7	0.2	195	98.0%	194	99.5%	194	97.5%
2	Fire Inspection - DFD	112	47	47	100.0%	60	9.1	65	58.0%	65	100.0%	112	100.0%
3	Roll Cart - SAN	111	0	0	N/A	10	2.1	111	100.0%	111	100.0%	111	100.0%
4	Litter - CCS	95	44	44	100.0%	38	11.5	51	53.7%	51	100.0%	95	100.0%
5	Dead Animal Pick Up - SAN	94	0	0	N/A	1	0.2	94	100.0%	94	100.0%	94	100.0%
6	Bulky Trash Violations - CCS	85	10	9	90.0%	14	4.6	75	88.2%	71	94.7%	80	94.1%
7	Animal - Loose Aggressive - CCS	81	0	0	N/A	3	0.1	81	100.0%	81	100.0%	81	100.0%
8	Animal - Confined - CCS	73	0	0	N/A	3	0.1	73	100.0%	73	100.0%	73	100.0%
9	Garage Sale - CCS	69	2	2	100.0%	7	0.6	67	97.1%	67	100.0%	69	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	65	50	50	100.0%	60	17.5	15	23.1%	15	100.0%	65	100.0%
11	Garbage - Missed - SAN	65	0	0	N/A	3	0.9	65	100.0%	65	100.0%	65	100.0%
12	Recycling ROLL CART Registration - SAN	56	0	0	N/A	10	1.9	56	100.0%	56	100.0%	56	100.0%
13	24 Hour Parking/Parking Violations - DPD	55	1	1	100.0%	10	4.3	54	98.2%	54	100.0%	55	100.0%
14	Graffiti Private Property - Residential/Commercial	50	5	5	100.0%	90	1.1	45	90.0%	45	100.0%	50	100.0%
15	Signs - Public Right of Way Apts - CCS	44	0	0	N/A	7	0.0	44	100.0%	44	100.0%	44	100.0%
16	Smoke Detector Request - DFD	44	3	3	100.0%	30	0.6	41	93.2%	41	100.0%	44	100.0%
17	Street Repair - Routine-STS	44	9	9	100.0%	90	6.5	35	79.5%	35	100.0%	44	100.0%
18	Illegal Land Use (Residential/Business) - CCS	41	16	16	100.0%	60	6.6	25	61.0%	25	100.0%	41	100.0%
19	High Weeds - CCS	38	20	20	100.0%	38	11.8	18	47.4%	18	100.0%	38	100.0%
20	Recycling - Roll Cart - SAN	38	0	0	N/A	10	2.3	38	100.0%	38	100.0%	38	100.0%
21	Pot hole - Hazardous-STS	38	0	0	N/A	1	0.2	38	100.0%	38	100.0%	38	100.0%

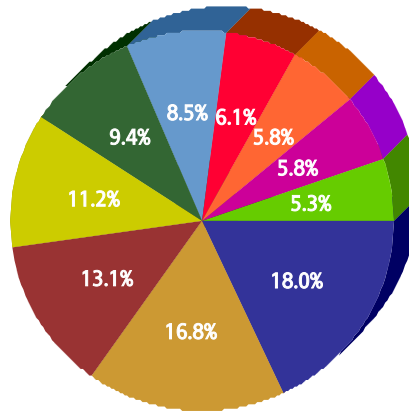


South Central (7)

January 2012

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	378
Animal - Loose Aggressive - CCS	353
Litter - CCS	274
Dead Animal Pick Up - SAN	235
Roll Cart - SAN	198
Bulky Trash Violations - CCS	178
Parking - Unapproved Surface - CCS	129
Animal - Confined - CCS	121
High Weeds - CCS	121
Junk Motor Vehicle - CCS	111



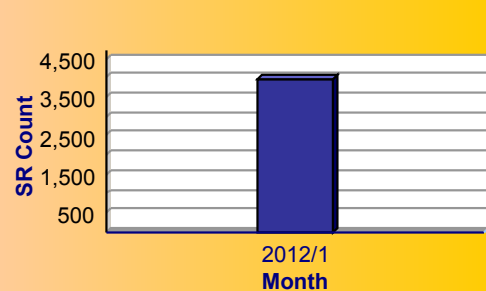
Service

- Smoke Detector Request - DFD
- Animal - Loose Aggressive - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Bulky Trash Violations - CCS
- Parking - Unapproved Surface - CCS
- Animal - Confined - CCS
- High Weeds - CCS
- Junk Motor Vehicle - CCS

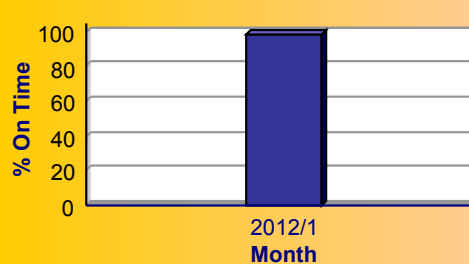
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,980	3,229	3,204	99.2%	751	723	96.3%	98.7%

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)

January 2012

## 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	Smoke Detector Request - DFD	378	31	31	100.0%	30	1.0	347	91.8%	347	100.0%	378	100.0%
2	Animal - Loose Aggressive - CCS	353	0	0	N/A	3	0.2	353	100.0%	352	99.7%	352	99.7%
3	Litter - CCS	274	133	133	100.0%	38	9.8	141	51.5%	141	100.0%	274	100.0%
4	Dead Animal Pick Up - SAN	235	0	0	N/A	1	0.3	235	100.0%	235	100.0%	235	100.0%
5	Roll Cart - SAN	198	0	0	N/A	10	2.5	198	100.0%	198	100.0%	198	100.0%
6	Bulky Trash Violations - CCS	178	22	15	68.2%	14	5.0	156	87.6%	153	98.1%	168	94.4%
7	Parking - Unapproved Surface - CCS	129	2	2	100.0%	10	1.9	127	98.4%	124	97.6%	126	97.7%
8	Animal - Confined - CCS	121	0	0	N/A	3	0.4	121	100.0%	121	100.0%	121	100.0%
9	High Weeds - CCS	121	58	58	100.0%	38	7.8	63	52.1%	63	100.0%	121	100.0%
10	Junk Motor Vehicle - CCS	111	79	79	100.0%	126	11.8	32	28.8%	32	100.0%	111	100.0%
11	Graffiti Private Property - Residential/Commercial	107	38	38	100.0%	90	2.1	69	64.5%	69	100.0%	107	100.0%
12	Animal - Loose - CCS	102	66	66	100.0%	40	15.3	36	35.3%	36	100.0%	102	100.0%
13	Recycling ROLL CART Registration - SAN	102	0	0	N/A	10	2.4	102	100.0%	102	100.0%	102	100.0%
14	Illegal Dumping - CCS	97	15	15	100.0%	38	1.7	82	84.5%	82	100.0%	97	100.0%
15	Animal - Sick/Injured - CCS	95	0	0	N/A	3	0.1	95	100.0%	94	98.9%	94	98.9%
16	Substandard Structure - CCS	85	67	67	100.0%	365	7.6	18	21.2%	18	100.0%	85	100.0%
17	Illegal Outside Storage - CCS	82	52	52	100.0%	38	10.1	30	36.6%	30	100.0%	82	100.0%
18	Open and Vacant Structure - CCS	82	13	13	100.0%	30	7.2	69	84.1%	69	100.0%	82	100.0%
19	Garbage - Missed - SAN	68	0	0	N/A	3	1.1	68	100.0%	65	95.6%	65	95.6%
20	Animal - Cruelty - CCS	62	0	0	N/A	30	0.4	62	100.0%	62	100.0%	62	100.0%

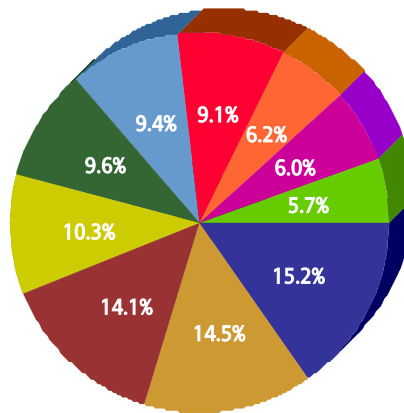


Southeast (3)

January 2012

Top 10 Services

SR Type	Service Request Count
Substandard Structure - CCS	446
Litter - CCS	426
Animal - Loose Aggressive - CCS	414
Smoke Detector Request - DFD	302
Dead Animal Pick Up - SAN	282
Signs - Public Right of Way - CCS	276
Roll Cart - SAN	268
Animal - Confined - CCS	182
High Weeds - CCS	175
Illegal Outside Storage - CCS	166



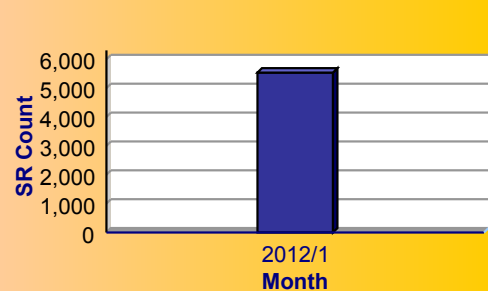
Service

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

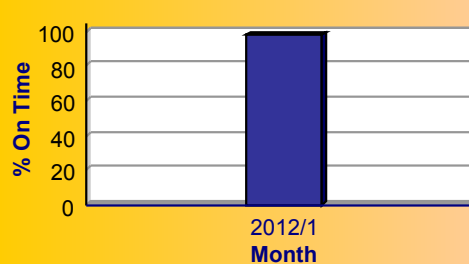
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,528	4,399	4,350	98.9%	1,129	1,056	93.5%	97.8%

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)

January 2012

## 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	Substandard Structure - CCS	446	238	238	100.0%	365	9.2	208	46.6%	208	100.0%	446	100.0%
2	Litter - CCS	426	191	191	100.0%	38	9.9	235	55.2%	235	100.0%	426	100.0%
3	Animal - Loose Aggressive - CCS	414	0	0	N/A	3	0.3	414	100.0%	413	99.8%	413	99.8%
4	Smoke Detector Request - DFD	302	5	5	100.0%	30	1.4	297	98.3%	297	100.0%	302	100.0%
5	Dead Animal Pick Up - SAN	282	0	0	N/A	1	0.3	282	100.0%	282	100.0%	282	100.0%
6	Signs - Public Right of Way - CCS	276	8	1	12.5%	7	0.2	268	97.1%	266	99.3%	267	96.7%
7	Roll Cart - SAN	268	0	0	N/A	10	2.4	268	100.0%	267	99.6%	267	99.6%
8	Animal - Confined - CCS	182	0	0	N/A	3	0.3	182	100.0%	182	100.0%	182	100.0%
9	High Weeds - CCS	175	62	62	100.0%	38	7.1	113	64.6%	113	100.0%	175	100.0%
10	Illegal Outside Storage - CCS	166	98	98	100.0%	38	12.1	68	41.0%	68	100.0%	166	100.0%
11	Recycling ROLL CART Registration - SAN	137	0	0	N/A	10	2.0	137	100.0%	137	100.0%	137	100.0%
12	Parking - Unapproved Surface - CCS	131	6	5	83.3%	10	2.0	125	95.4%	120	96.0%	125	95.4%
13	Animal - Loose - CCS	121	69	69	100.0%	40	17.6	52	43.0%	52	100.0%	121	100.0%
14	Animal - Sick/Injured - CCS	114	0	0	N/A	3	0.2	114	100.0%	113	99.1%	113	99.1%
15	Junk Motor Vehicle - CCS	99	77	77	100.0%	126	12.3	22	22.2%	22	100.0%	99	100.0%
16	Illegal Fence - CCS	98	41	41	100.0%	120	8.6	57	58.2%	57	100.0%	98	100.0%
17	Bulky Trash Violations - CCS	96	5	5	100.0%	14	6.5	91	94.8%	75	82.4%	80	83.3%
18	Garbage - Missed - SAN	77	0	0	N/A	3	0.6	77	100.0%	77	100.0%	77	100.0%
19	24 Hour Parking/Parking Violations - DPD	74	3	3	100.0%	10	5.1	71	95.9%	71	100.0%	74	100.0%
20	Open and Vacant Structure - CCS	72	19	17	89.5%	30	4.7	53	73.6%	53	100.0%	70	97.2%

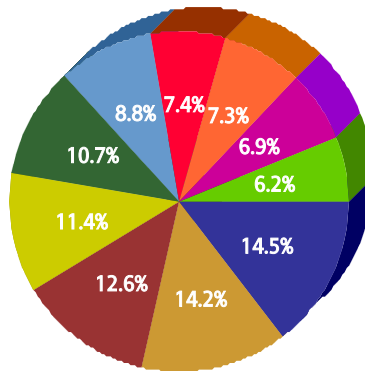


Southwest (4)

January 2012

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - CCS	306
Dead Animal Pick Up - SAN	299
Signs - Public Right of Way - CCS	267
Roll Cart - SAN	241
Graffiti Private Property - Residential/Commercial	227
Litter - CCS	185
Recycling ROLL CART Registration - SAN	156
Illegal Dumping - CCS	155
Bulky Trash Violations - CCS	146
24 Hour Parking/Parking Violations - DPD	131



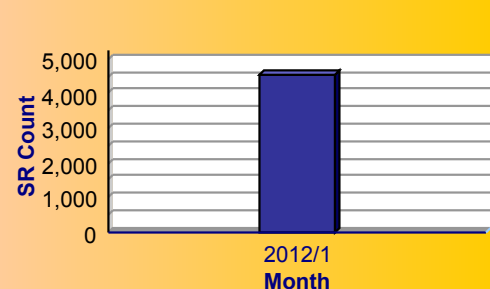
Service

- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Illegal Dumping - CCS
- Bulky Trash Violations - CCS
- 24 Hour Parking/Parking Violations - DPD

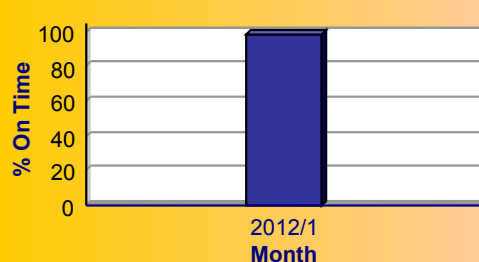
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,543	3,694	3,661	99.1%	849	797	93.9%	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

Southwest (4)

January 2012

## 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 - Loose Aggressive - CCS	306	0	0	N/A	3	0.4	306	100.0%	305	99.7%	305	99.7%
2	Dead Animal Pick Up - SAN	299	0	0	N/A	1	0.3	299	100.0%	298	99.7%	298	99.7%
3	Signs - Public Right of Way - CCS	267	1	0	0.0%	7	0.4	266	99.6%	261	98.1%	261	97.8%
4	Roll Cart - SAN	241	0	0	N/A	10	2.1	241	100.0%	241	100.0%	241	100.0%
5	Graffiti Private Property - Residential/Commercial	227	43	43	100.0%	90	2.3	184	81.1%	184	100.0%	227	100.0%
6	Litter - CCS	185	108	108	100.0%	38	10.5	77	41.6%	77	100.0%	185	100.0%
7	Recycling ROLL CART Registration - SAN	156	0	0	N/A	10	1.9	156	100.0%	156	100.0%	156	100.0%
8	Illegal Dumping - CCS	155	10	10	100.0%	38	1.3	145	93.5%	145	100.0%	155	100.0%
9	Bulky Trash Violations - CCS	146	6	5	83.3%	14	2.1	140	95.9%	139	99.3%	144	98.6%
10	24 Hour Parking/Parking Violations - DPD	131	0	0	N/A	10	4.0	131	100.0%	131	100.0%	131	100.0%
11	Animal - Loose - CCS	121	79	79	100.0%	40	18.7	42	34.7%	42	100.0%	121	100.0%
12	Animal - Confined - CCS	120	0	0	N/A	3	0.4	120	100.0%	120	100.0%	120	100.0%
13	Illegal Outside Storage - CCS	105	61	61	100.0%	38	13.9	44	41.9%	44	100.0%	105	100.0%
14	Animal - Sick/Injured - CCS	101	0	0	N/A	3	0.2	101	100.0%	100	99.0%	100	99.0%
15	Junk Motor Vehicle - CCS	98	67	67	100.0%	126	12.0	31	31.6%	31	100.0%	98	100.0%
16	Obstruction Alley/Sidewalk/Street - CCS	94	55	55	100.0%	60	12.7	39	41.5%	39	100.0%	94	100.0%
17	Fire Inspection - DFD	87	54	54	100.0%	60	13.3	33	37.9%	33	100.0%	87	100.0%
18	Smoke Detector Request - DFD	80	9	9	100.0%	30	1.8	71	88.8%	71	100.0%	80	100.0%
19	Substandard Structure - CCS	77	62	62	100.0%	365	8.6	15	19.5%	15	100.0%	77	100.0%
20	High Weeds - CCS	70	51	51	100.0%	38	7.8	19	27.1%	19	100.0%	70	100.0%

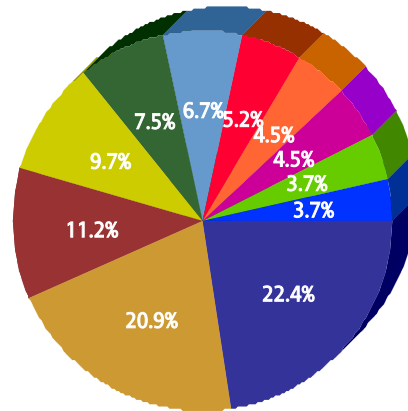


Unknown

January 2012

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	30
Litter - CCS	28
High Weeds - CCS	15
Parking - Unapproved Surface - CCS	13
Obstruction Alley/Sidewalk/Street - CCS	10
Recycling ROLL CART Registration - SAN	9
24 Hour Parking/Parking Violations - DPD	7
Dead Animal Pick Up - SAN	6
Roll Cart - SAN	6
311 Call Center Complaint	5
Animal - Loose - CCS	5



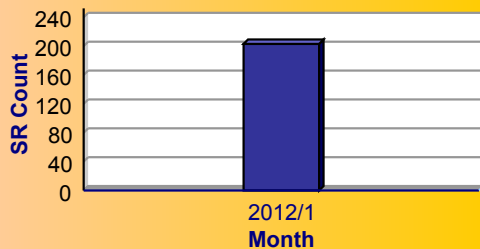
Service

- Signs - Public Right of Way - CCS
- Litter - CCS
- High Weeds - CCS
- Parking - Unapproved Surface - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART Registration - SAN
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- 311 Call Center Complaint
- Animal - Loose - CCS

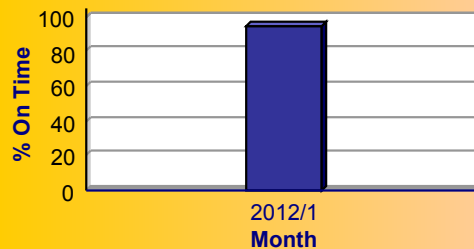
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
202	133	131	98.5%	69	59	85.5%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

January 2012

## 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	30	0	0	N/A	7	0.3	30	100.0%	30	100.0%	30	100.0%
2	Litter - CCS	28	19	19	100.0%	38	11.7	9	32.1%	9	100.0%	28	100.0%
3	High Weeds - CCS	15	13	13	100.0%	38	6.5	2	13.3%	2	100.0%	15	100.0%
4	Parking - Unapproved Surface - CCS	13	6	0	0.0%	10	2.9	7	53.8%	7	100.0%	7	53.8%
5	Obstruction Alley/Sidewalk/Street - CCS	10	10	10	100.0%	60		0	0.0%	0	N/A	10	100.0%
6	Recycling ROLL CART Registration - SAN	9	0	0	N/A	10	2.4	9	100.0%	9	100.0%	9	100.0%
7	24 Hour Parking/Parking Violations - DPD	7	0	0	N/A	10	3.7	7	100.0%	7	100.0%	7	100.0%
8	Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.2	6	100.0%	6	100.0%	6	100.0%
9	Roll Cart - SAN	6	0	0	N/A	10	2.2	6	100.0%	6	100.0%	6	100.0%
10	311 Call Center Complaint	5	0	0	N/A	10	2.8	5	100.0%	5	100.0%	5	100.0%
11	Animal - Loose - CCS	5	4	4	100.0%	40	28.0	1	20.0%	1	100.0%	5	100.0%
12	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	1.5	4	100.0%	4	100.0%	4	100.0%
13	Signs - Public Right of Way Apts - CCS	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%
14	Pot hole Repair Routine - STS	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%
15	Smoke Detector Request - DFD	3	0	0	N/A	30	0.0	3	100.0%	3	100.0%	3	100.0%
16	LBJ Signs / Markings / Street Lights	3	0	0	N/A	0	0.0	3	100.0%	3	100.0%	3	100.0%
17	Signs - Political - CCS	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%
18	Illegal Parking/No Parking Zone 1 -DPD	2	0	0	N/A	10	8.5	2	100.0%	1	50.0%	1	50.0%
19	Noise Pollution - CCS	2	2	2	100.0%	45		0	0.0%	0	N/A	2	100.0%
20	Garbage - Missed - SAN	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
21	Light Glare - CCS	2	2	2	100.0%	45		0	0.0%	0	N/A	2	100.0%
22	Parking - General Request - DPD	2	0	0	N/A	14	1.5	2	100.0%	2	100.0%	2	100.0%
23	Parking - Report of Violation - DPD	2	0	0	N/A	14	2.0	2	100.0%	2	100.0%	2	100.0%
24	Recycling - Roll Cart - SAN	2	0	0	N/A	10	2.0	2	100.0%	2	100.0%	2	100.0%
25	Street Lighting - Maintenance - STS	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%



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

Unknown

January 2012

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	Pot hole - Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%