



FY 2009 – 2010

YEAR-TO-DATE

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

September 2010

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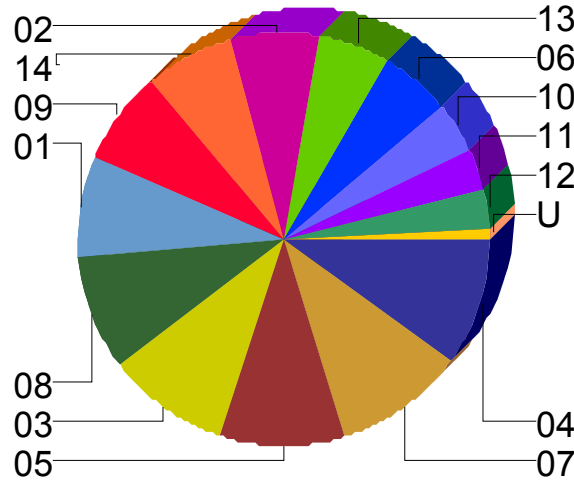
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For YTD Through September 2010



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	30,391	7.7%	97.4%
02	27,256	6.9%	96.1%
03	37,901	9.6%	96.3%
04	39,905	10.1%	96.2%
05	39,134	9.9%	95.1%
06	20,962	5.3%	96.5%
07	39,489	10.0%	95.5%
08	35,392	9.0%	95.3%
09	29,229	7.4%	95.8%
10	15,267	3.9%	94.1%
11	13,252	3.4%	94.6%
12	12,268	3.1%	94.5%
13	21,926	5.6%	96.5%
14	28,209	7.2%	96.4%
U	3,474	0.9%	80.0%
Totals	394,055	100.0%	95.7%

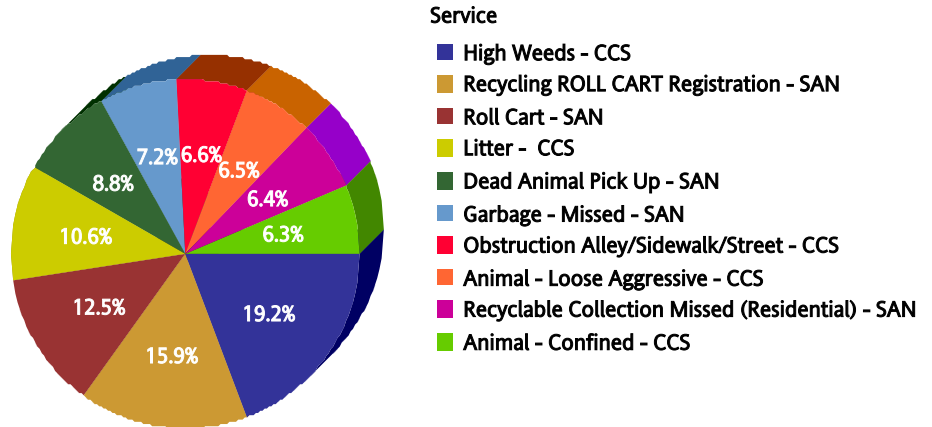
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

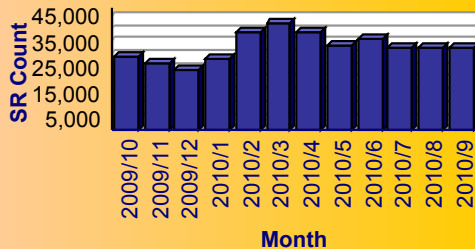
SR Type	Service Request Count
High Weeds - CCS	35,756
Recycling ROLL CART Registration - SAN	29,645
Roll Cart - SAN	23,293
Litter - CCS	19,732
Dead Animal Pick Up - SAN	16,399
Garbage - Missed - SAN	13,396
Obstruction Alley/Sidewalk/Street - CCS	12,269
Animal - Loose Aggressive - CCS	12,100
Recyclable Collection Missed (Residential) - SAN	11,852
Animal - Confined - CCS	11,807



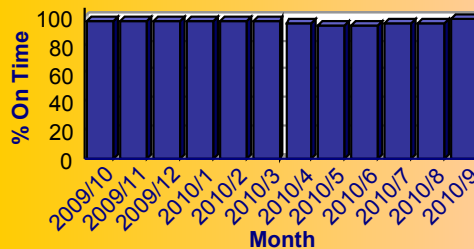
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
394,055	382,487	366,660	95.9%	11,568	10,499	90.8%	95.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Citywide

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

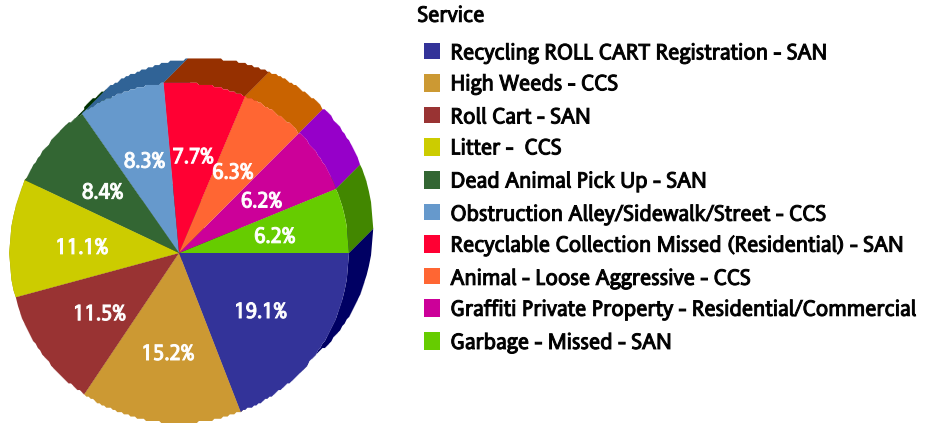
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	35,756	2,668	2,524	94.6%	38	15.7	33,088	92.5%	30,647	92.6%	33,171	92.8%
2	Recycling ROLL CART Registration - SAN	29,645	40	40	100.0%	10	3.6	29,605	99.9%	29,569	99.9%	29,609	99.9%
3	Roll Cart - SAN	23,293	62	62	100.0%	10	3.2	23,231	99.7%	23,138	99.6%	23,200	99.6%
4	Litter - CCS	19,732	1,130	1,019	90.2%	38	18.9	18,602	94.3%	16,638	89.4%	17,657	89.5%
5	Dead Animal Pick Up - SAN	16,399	0	0	N/A	1	0.3	16,399	100.0%	16,272	99.2%	16,272	99.2%
6	Garbage - Missed - SAN	13,396	0	0	N/A	3	0.8	13,396	100.0%	13,266	99.0%	13,266	99.0%
7	Obstruction Alley/Sidewalk/Street - CCS	12,269	1,154	1,092	94.6%	60	23.7	11,115	90.6%	10,548	94.9%	11,640	94.9%
8	Animal - Loose Aggressive - CCS	12,100	6	5	83.3%	3	2.6	12,094	100.0%	11,849	98.0%	11,854	98.0%
9	Recyclable Collection Missed (Residential) - SAN	11,852	0	0	N/A	3	1.0	11,852	100.0%	11,712	98.8%	11,712	98.8%
10	Animal - Confined - CCS	11,807	2	2	100.0%	3	3.2	11,805	100.0%	11,536	97.7%	11,538	97.7%
11	Animal - Loose - CCS	8,021	292	289	99.0%	40	12.6	7,729	96.4%	7,443	96.3%	7,732	96.4%
12	Bulky Trash Violations - CCS	7,377	83	54	65.1%	14	6.9	7,294	98.9%	6,373	87.4%	6,427	87.1%
13	Smoke Detector Request - DFD	6,502	34	34	100.0%	30	5.2	6,468	99.5%	6,407	99.1%	6,441	99.1%
14	Signs - Public Right of Way Eve/Weekends - CCS	6,448	3	3	100.0%	7	0.8	6,445	100.0%	6,264	97.2%	6,267	97.2%
15	Substandard Structure - CCS	6,322	1,884	1,883	99.9%	365	51.7	4,438	70.2%	4,438	100.0%	6,321	100.0%
16	Junk Motor Vehicle - CCS	6,292	639	611	95.6%	126	38.2	5,653	89.8%	5,430	96.1%	6,041	96.0%
17	Animal - Sick/Injured - CCS	6,054	3	3	100.0%	3	2.0	6,051	100.0%	5,917	97.8%	5,920	97.8%
18	24 Hour Parking/Parking Violations - DPD	5,851	62	60	96.8%	10	4.6	5,789	98.9%	5,551	95.9%	5,611	95.9%
19	Fire Inspection - DFD	5,650	323	321	99.4%	60	25.4	5,327	94.3%	5,244	98.4%	5,565	98.5%
20	Signs - Public Right of Way - CCS	5,063	12	2	16.7%	7	1.5	5,051	99.8%	4,793	94.9%	4,795	94.7%



Council District 01

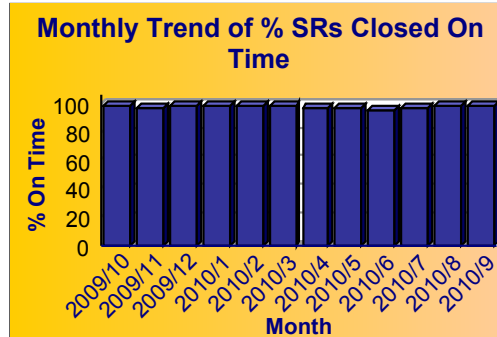
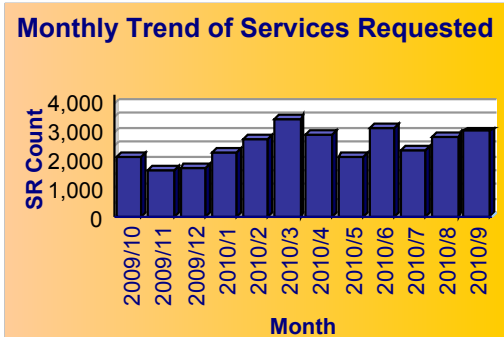
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	3,022
High Weeds - CCS	2,406
Roll Cart - SAN	1,816
Litter - CCS	1,752
Dead Animal Pick Up - SAN	1,324
Obstruction Alley/Sidewalk/Street - CCS	1,313
Recyclable Collection Missed (Residential) - SAN	1,213
Animal - Loose Aggressive - CCS	990
Graffiti Private Property - Residential/Commercial	984
Garbage - Missed - SAN	980



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 %
30,391	29,206	28,446	97.4%	1,185	1,152	97.2%	97.4%





City of Dallas Service Level Performance Report by Council District

Council District 01

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

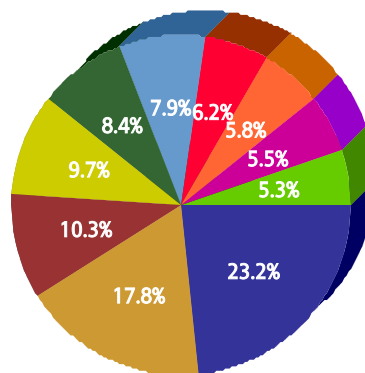
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	3,022	2	2	100.0%	10	3.5	3,020	99.9%	3,016	99.9%	3,018	99.9%
2	High Weeds - CCS	2,406	291	289	99.3%	38	15.7	2,115	87.9%	2,047	96.8%	2,336	97.1%
3	Roll Cart - SAN	1,816	4	4	100.0%	10	3.3	1,812	99.8%	1,806	99.7%	1,810	99.7%
4	Litter - CCS	1,752	123	120	97.6%	38	18.6	1,629	93.0%	1,527	93.7%	1,647	94.0%
5	Dead Animal Pick Up - SAN	1,324	0	0	N/A	1	0.3	1,324	100.0%	1,321	99.8%	1,321	99.8%
6	Obstruction Alley/Sidewalk/Street - CCS	1,313	295	294	99.7%	60	21.8	1,018	77.5%	992	97.4%	1,286	97.9%
7	Recyclable Collection Missed (Residential) - SAN	1,213	0	0	N/A	3	1.0	1,213	100.0%	1,203	99.2%	1,203	99.2%
8	Animal - Loose Aggressive - CCS	990	0	0	N/A	3	2.4	990	100.0%	966	97.6%	966	97.6%
9	Graffiti Private Property - Residential/Commercial	984	39	39	100.0%	90	19.0	945	96.0%	911	96.4%	950	96.5%
10	Garbage - Missed - SAN	980	0	0	N/A	3	0.9	980	100.0%	976	99.6%	976	99.6%
11	Animal - Loose - CCS	788	24	24	100.0%	40	9.4	764	97.0%	756	99.0%	780	99.0%
12	Signs - Public Right of Way Eve/Weekends - CCS	670	0	0	N/A	7	1.0	670	100.0%	649	96.9%	649	96.9%
13	Animal - Confined - CCS	615	0	0	N/A	3	1.2	615	100.0%	609	99.0%	609	99.0%
14	Illegal Outside Storage - CCS	558	45	45	100.0%	38	19.3	513	91.9%	484	94.3%	529	94.8%
15	Junk Motor Vehicle - CCS	538	65	64	98.5%	126	33.6	473	87.9%	466	98.5%	530	98.5%
16	24 Hour Parking/Parking Violations - DPD	442	4	4	100.0%	10	3.7	438	99.1%	438	100.0%	442	100.0%
17	Animal - Sick/Injured - CCS	433	0	0	N/A	3	2.1	433	100.0%	426	98.4%	426	98.4%
18	Tree down/low limbs - Emergency-STS	416	0	0	N/A	5	0.4	416	100.0%	416	100.0%	416	100.0%
19	Fire Inspection - DFD	388	7	7	100.0%	60	19.1	381	98.2%	374	98.2%	381	98.2%
20	Bulky Trash Violations - CCS	365	3	3	100.0%	14	5.8	362	99.2%	322	89.0%	325	89.0%



Council District 02

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,569
Litter - CCS	1,968
Recycling ROLL CART Registration - SAN	1,136
Graffiti Private Property - Residential/Commercial	1,072
Dead Animal Pick Up - SAN	926
Roll Cart - SAN	880
Animal - Confined - CCS	687
Animal - Loose Aggressive - CCS	637
Obstruction Alley/Sidewalk/Street - CCS	614
Garbage - Missed - SAN	583



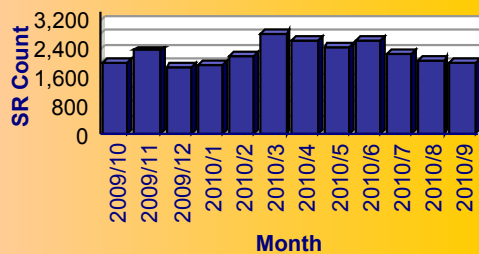
Service

- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage - Missed - SAN

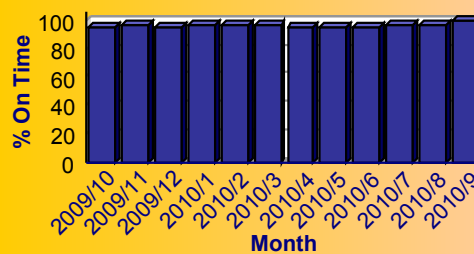
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,256	26,616	25,597	96.2%	640	593	92.7%	96.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 02

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

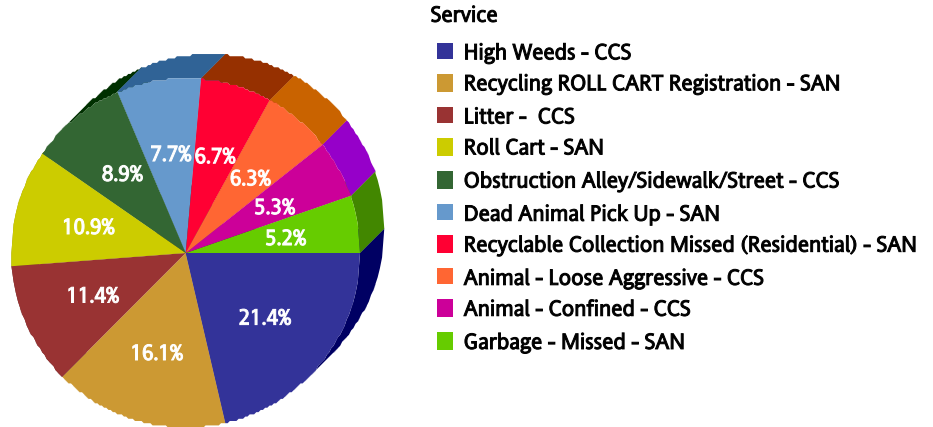
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,569	133	131	98.5%	38	14.4	2,436	94.8%	2,314	95.0%	2,445	95.2%
2	Litter - CCS	1,968	86	83	96.5%	38	15.1	1,882	95.6%	1,784	94.8%	1,867	94.9%
3	Recycling ROLL CART Registration - SAN	1,136	4	4	100.0%	10	3.7	1,132	99.6%	1,131	99.9%	1,135	99.9%
4	Graffiti Private Property - Residential/Commercial	1,072	16	16	100.0%	90	12.1	1,056	98.5%	1,031	97.6%	1,047	97.7%
5	Dead Animal Pick Up - SAN	926	0	0	N/A	1	0.3	926	100.0%	918	99.1%	918	99.1%
6	Roll Cart - SAN	880	5	5	100.0%	10	3.2	875	99.4%	872	99.7%	877	99.7%
7	Animal - Confined - CCS	687	0	0	N/A	3	3.0	687	100.0%	671	97.7%	671	97.7%
8	Animal - Loose Aggressive - CCS	637	0	0	N/A	3	3.9	637	100.0%	619	97.2%	619	97.2%
9	Obstruction Alley/Sidewalk/Street - CCS	614	27	27	100.0%	60	18.8	587	95.6%	560	95.4%	587	95.6%
10	Garbage - Missed - SAN	583	0	0	N/A	3	0.8	583	100.0%	580	99.5%	580	99.5%
11	Signs - Public Right of Way - CCS	577	0	0	N/A	7	1.5	577	100.0%	548	95.0%	548	95.0%
12	Junk Motor Vehicle - CCS	548	34	34	100.0%	126	35.7	514	93.8%	506	98.4%	540	98.5%
13	Recyclable Collection Missed (Residential) - SAN	539	0	0	N/A	3	1.3	539	100.0%	524	97.2%	524	97.2%
14	Fire Inspection - DFD	528	27	27	100.0%	60	29.7	501	94.9%	495	98.8%	522	98.9%
15	Signs - Other - CCS	504	3	3	100.0%	21	3.8	501	99.4%	482	96.2%	485	96.2%
16	Animal - Loose - CCS	485	15	14	93.3%	40	11.0	470	96.9%	451	96.0%	465	95.9%
17	24 Hour Parking/Parking Violations - DPD	447	6	6	100.0%	10	5.1	441	98.7%	412	93.4%	418	93.5%
18	Traffic Signal - Flashing - PWT	430	0	0	N/A	4	2.1	430	100.0%	415	96.5%	415	96.5%
19	Bulky Trash Violations - CCS	414	3	2	66.7%	14	6.0	411	99.3%	369	89.8%	371	89.6%
20	Animal - Sick/Injured - CCS	385	0	0	N/A	3	4.1	385	100.0%	366	95.1%	366	95.1%



Council District 03

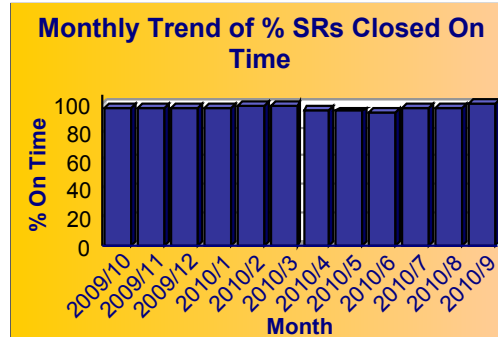
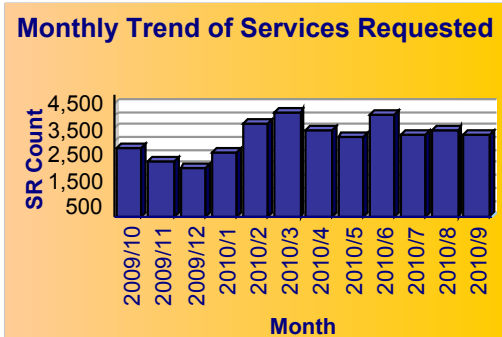
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,251
Recycling ROLL CART Registration - SAN	3,201
Litter - CCS	2,254
Roll Cart - SAN	2,158
Obstruction Alley/Sidewalk/Street - CCS	1,759
Dead Animal Pick Up - SAN	1,530
Recyclable Collection Missed (Residential) - SAN	1,331
Animal - Loose Aggressive - CCS	1,252
Animal - Confined - CCS	1,048
Garbage - Missed - SAN	1,037



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 %
37,901	36,947	35,584	96.3%	954	916	96.0%	96.3%





City of Dallas Service Level Performance Report by Council District

Council District 03

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

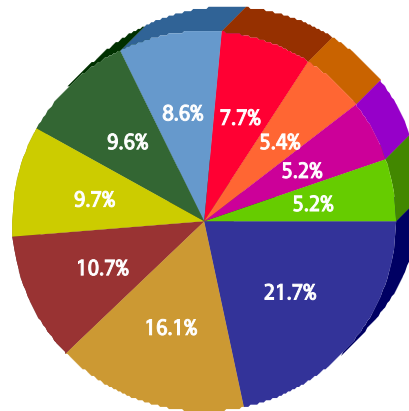
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,251	249	239	96.0%	38	13.3	4,002	94.1%	3,750	93.7%	3,989	93.8%
2	Recycling ROLL CART Registration - SAN	3,201	4	4	100.0%	10	3.8	3,197	99.9%	3,192	99.8%	3,196	99.8%
3	Litter - CCS	2,254	89	83	93.3%	38	18.2	2,165	96.1%	1,904	87.9%	1,987	88.2%
4	Roll Cart - SAN	2,158	8	8	100.0%	10	3.3	2,150	99.6%	2,143	99.7%	2,151	99.7%
5	Obstruction Alley/Sidewalk/Street - CCS	1,759	86	86	100.0%	60	23.8	1,673	95.1%	1,580	94.4%	1,666	94.7%
6	Dead Animal Pick Up - SAN	1,530	0	0	N/A	1	0.4	1,530	100.0%	1,516	99.1%	1,516	99.1%
7	Recyclable Collection Missed (Residential) - SAN	1,331	0	0	N/A	3	1.1	1,331	100.0%	1,317	98.9%	1,317	98.9%
8	Animal - Loose Aggressive - CCS	1,252	1	1	100.0%	3	2.3	1,251	99.9%	1,227	98.1%	1,228	98.1%
9	Animal - Confined - CCS	1,048	1	1	100.0%	3	2.0	1,047	99.9%	1,029	98.3%	1,030	98.3%
10	Garbage - Missed - SAN	1,037	0	0	N/A	3	0.9	1,037	100.0%	1,031	99.4%	1,031	99.4%
11	Illegal Dumping - CCS	960	4	3	75.0%	38	2.6	956	99.6%	940	98.3%	943	98.2%
12	Animal - Loose - CCS	920	32	32	100.0%	40	12.2	888	96.5%	866	97.5%	898	97.6%
13	Smoke Detector Request - DFD	711	4	4	100.0%	30	3.9	707	99.4%	707	100.0%	711	100.0%
14	Signs - Public Right of Way Eve/Weekends - CCS	640	1	1	100.0%	7	1.2	639	99.8%	612	95.8%	613	95.8%
15	Bulky Trash Violations - CCS	569	6	6	100.0%	14	7.1	563	98.9%	476	84.5%	482	84.7%
16	Animal - Sick/Injured - CCS	523	0	0	N/A	3	0.7	523	100.0%	517	98.9%	517	98.9%
17	24 Hour Parking/Parking Violations - DPD	504	2	2	100.0%	10	4.0	502	99.6%	499	99.4%	501	99.4%
18	Junk Motor Vehicle - CCS	486	56	54	96.4%	126	36.0	430	88.5%	416	96.7%	470	96.7%
19	Illegal Outside Storage - CCS	469	29	29	100.0%	38	18.9	440	93.8%	403	91.6%	432	92.1%
20	Signs - Public Right of Way - CCS	468	0	0	N/A	7	0.6	468	100.0%	460	98.3%	460	98.3%



Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,713
Recycling ROLL CART Registration - SAN	3,485
Roll Cart - SAN	2,328
Smoke Detector Request - DFD	2,103
Dead Animal Pick Up - SAN	2,089
Litter - CCS	1,862
Animal - Loose Aggressive - CCS	1,678
Animal - Confined - CCS	1,182
Garbage - Missed - SAN	1,134
Animal - Loose - CCS	1,130



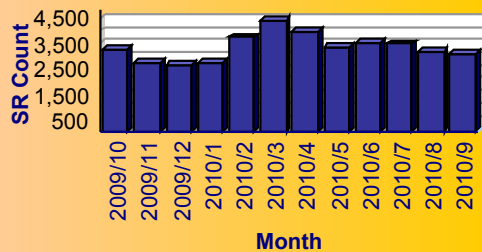
Service

- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Animal - Loose - CCS

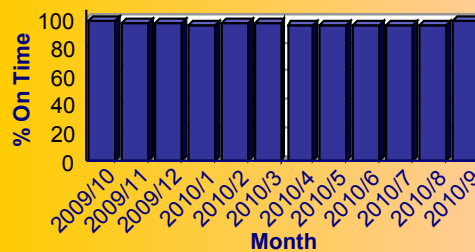
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,905	38,938	37,480	96.3%	967	903	93.4%	96.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 04

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

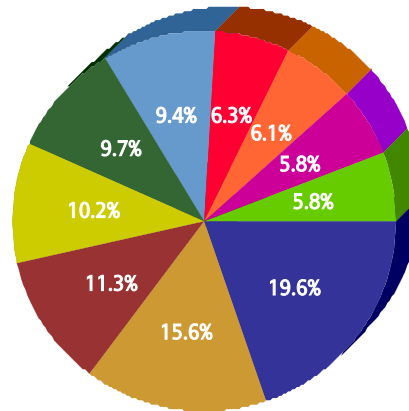
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,713	211	206	97.6%	38	14.9	4,502	95.5%	4,272	94.9%	4,478	95.0%
2	Recycling ROLL CART Registration - SAN	3,485	3	3	100.0%	10	3.6	3,482	99.9%	3,480	99.9%	3,483	99.9%
3	Roll Cart - SAN	2,328	3	3	100.0%	10	3.2	2,325	99.9%	2,318	99.7%	2,321	99.7%
4	Smoke Detector Request - DFD	2,103	8	8	100.0%	30	4.4	2,095	99.6%	2,085	99.5%	2,093	99.5%
5	Dead Animal Pick Up - SAN	2,089	0	0	N/A	1	0.3	2,089	100.0%	2,072	99.2%	2,072	99.2%
6	Litter - CCS	1,862	126	118	93.7%	38	18.8	1,736	93.2%	1,585	91.3%	1,703	91.5%
7	Animal - Loose Aggressive - CCS	1,678	4	4	100.0%	3	2.6	1,674	99.8%	1,648	98.4%	1,652	98.5%
8	Animal - Confined - CCS	1,182	0	0	N/A	3	4.4	1,182	100.0%	1,153	97.5%	1,153	97.5%
9	Garbage - Missed - SAN	1,134	0	0	N/A	3	0.6	1,134	100.0%	1,128	99.5%	1,128	99.5%
10	Animal - Loose - CCS	1,130	24	24	100.0%	40	11.2	1,106	97.9%	1,087	98.3%	1,111	98.3%
11	Illegal Dumping - CCS	1,075	12	10	83.3%	38	3.2	1,063	98.9%	1,055	99.2%	1,065	99.1%
12	Obstruction Alley/Sidewalk/Street - CCS	1,044	58	57	98.3%	60	23.1	986	94.4%	964	97.8%	1,021	97.8%
13	Bulky Trash Violations - CCS	986	6	5	83.3%	14	7.8	980	99.4%	790	80.6%	795	80.6%
14	Animal - Sick/Injured - CCS	706	0	0	N/A	3	1.3	706	100.0%	693	98.2%	693	98.2%
15	Junk Motor Vehicle - CCS	669	79	75	94.9%	126	41.7	590	88.2%	573	97.1%	648	96.9%
16	Substandard Structure - CCS	665	184	184	100.0%	365	53.2	481	72.3%	481	100.0%	665	100.0%
17	Recyclable Collection Missed (Residential) - SAN	635	0	0	N/A	3	1.1	635	100.0%	619	97.5%	619	97.5%
18	Parking - Unapproved Surface - Eve/Weekends - CCS	559	0	0	N/A	10	2.0	559	100.0%	539	96.4%	539	96.4%
19	Signs - Public Right of Way Eve/Weekends - CCS	552	1	1	100.0%	7	1.0	551	99.8%	527	95.6%	528	95.7%
20	Parking - Unapproved Surface - CCS	452	0	0	N/A	10	2.5	452	100.0%	426	94.2%	426	94.2%



Council District 05

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,004
High Weeds - CCS	3,188
Roll Cart - SAN	2,296
Litter - CCS	2,080
Animal - Loose Aggressive - CCS	1,982
Dead Animal Pick Up - SAN	1,928
Substandard Structure - CCS	1,295
Garbage - Missed - SAN	1,251
Obstruction Alley/Sidewalk/Street - CCS	1,191
Smoke Detector Request - DFD	1,188



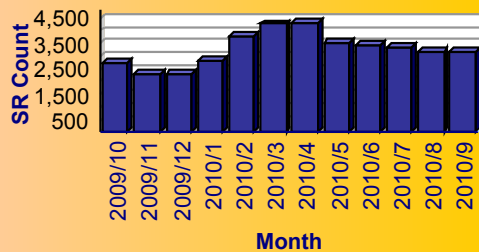
Service

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

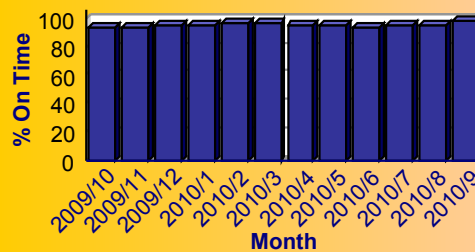
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,134	37,761	35,898	95.1%	1,373	1,331	96.9%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

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

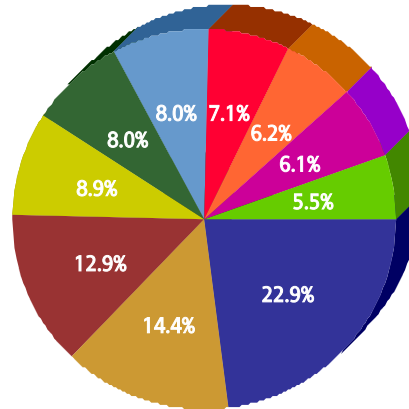
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	4,004	5	5	100.0%	10	3.8	3,999	99.9%	3,997	99.9%	4,002	100.0%
2	High Weeds - CCS	3,188	349	344	98.6%	38	19.3	2,839	89.1%	2,592	91.3%	2,936	92.1%
3	Roll Cart - SAN	2,296	8	8	100.0%	10	3.4	2,288	99.7%	2,279	99.6%	2,287	99.6%
4	Litter - CCS	2,080	162	158	97.5%	38	23.2	1,918	92.2%	1,623	84.6%	1,781	85.6%
5	Animal - Loose Aggressive - CCS	1,982	1	0	0.0%	3	2.5	1,981	99.9%	1,948	98.3%	1,948	98.3%
6	Dead Animal Pick Up - SAN	1,928	0	0	N/A	1	0.3	1,928	100.0%	1,908	99.0%	1,908	99.0%
7	Substandard Structure - CCS	1,295	337	337	100.0%	365	56.7	958	74.0%	958	100.0%	1,295	100.0%
8	Garbage - Missed - SAN	1,251	0	0	N/A	3	0.7	1,251	100.0%	1,243	99.4%	1,243	99.4%
9	Obstruction Alley/Sidewalk/Street - CCS	1,191	129	129	100.0%	60	25.6	1,062	89.2%	1,028	96.8%	1,157	97.1%
10	Smoke Detector Request - DFD	1,188	6	6	100.0%	30	4.9	1,182	99.5%	1,164	98.5%	1,170	98.5%
11	Animal - Confined - CCS	1,172	0	0	N/A	3	4.7	1,172	100.0%	1,142	97.4%	1,142	97.4%
12	Animal - Loose - CCS	1,050	39	38	97.4%	40	13.2	1,011	96.3%	976	96.5%	1,014	96.6%
13	Junk Motor Vehicle - CCS	882	79	78	98.7%	126	45.9	803	91.0%	750	93.4%	828	93.9%
14	Bulky Trash Violations - CCS	871	11	10	90.9%	14	9.3	860	98.7%	683	79.4%	693	79.6%
15	Signs - Public Right of Way Eve/Weekends - CCS	810	1	1	100.0%	7	1.0	809	99.9%	784	96.9%	785	96.9%
16	Animal - Sick/Injured - CCS	734	2	2	100.0%	3	1.8	732	99.7%	713	97.4%	715	97.4%
17	Recyclable Collection Missed (Residential) - SAN	635	0	0	N/A	3	1.2	635	100.0%	623	98.1%	623	98.1%
18	Parking - Unapproved Surface - CCS	593	2	1	50.0%	10	3.6	591	99.7%	545	92.2%	546	92.1%
19	24 Hour Parking/Parking Violations - DPD	564	7	6	85.7%	10	5.6	557	98.8%	505	90.7%	511	90.6%
20	Illegal Dumping - CCS	395	6	6	100.0%	38	8.9	389	98.5%	368	94.6%	374	94.7%



Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,130
Litter - CCS	1,334
Recycling ROLL CART Registration - SAN	1,201
Dead Animal Pick Up - SAN	825
Fire Inspection - DFD	747
Roll Cart - SAN	740
Animal - Loose Aggressive - CCS	663
Junk Motor Vehicle - CCS	572
Obstruction Alley/Sidewalk/Street - CCS	562
Animal - Confined - CCS	509



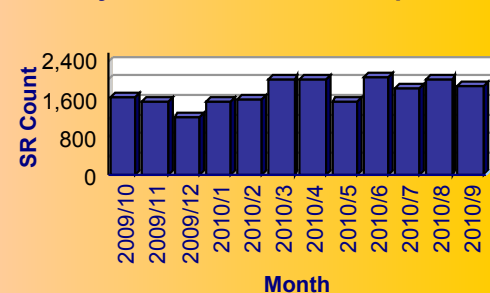
Service

- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS

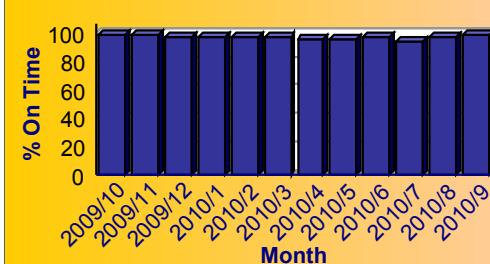
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,962	20,191	19,472	96.4%	771	746	96.8%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 06

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

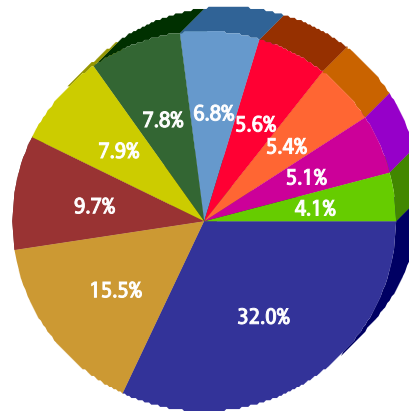
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,130	127	126	99.2%	38	13.7	2,003	94.0%	1,872	93.5%	1,998	93.8%
2	Litter - CCS	1,334	100	97	97.0%	38	17.0	1,234	92.5%	1,130	91.6%	1,227	92.0%
3	Recycling ROLL CART Registration - SAN	1,201	1	1	100.0%	10	3.7	1,200	99.9%	1,196	99.7%	1,197	99.7%
4	Dead Animal Pick Up - SAN	825	0	0	N/A	1	0.3	825	100.0%	819	99.3%	819	99.3%
5	Fire Inspection - DFD	747	51	51	100.0%	60	24.8	696	93.2%	692	99.4%	743	99.5%
6	Roll Cart - SAN	740	0	0	N/A	10	3.3	740	100.0%	739	99.9%	739	99.9%
7	Animal - Loose Aggressive - CCS	663	0	0	N/A	3	2.0	663	100.0%	647	97.6%	647	97.6%
8	Junk Motor Vehicle - CCS	572	69	69	100.0%	126	24.9	503	87.9%	492	97.8%	561	98.1%
9	Obstruction Alley/Sidewalk/Street - CCS	562	22	22	100.0%	60	19.9	540	96.1%	513	95.0%	535	95.2%
10	Animal - Confined - CCS	509	1	1	100.0%	3	1.6	508	99.8%	501	98.6%	502	98.6%
11	Recyclable Collection Missed (Residential) - SAN	496	0	0	N/A	3	1.2	496	100.0%	492	99.2%	492	99.2%
12	Animal - Loose - CCS	490	16	16	100.0%	40	11.8	474	96.7%	457	96.4%	473	96.5%
13	Illegal Outside Storage - CCS	482	52	50	96.2%	38	18.3	430	89.2%	385	89.5%	435	90.2%
14	Garbage - Missed - SAN	404	0	0	N/A	3	0.8	404	100.0%	401	99.3%	401	99.3%
15	Signs - Public Right of Way Eve/Weekends - CCS	402	0	0	N/A	7	0.5	402	100.0%	397	98.8%	397	98.8%
16	Substandard Structure - CCS	374	125	125	100.0%	365	53.9	249	66.6%	249	100.0%	374	100.0%
17	Animal - Sick/Injured - CCS	332	0	0	N/A	3	1.8	332	100.0%	327	98.5%	327	98.5%
18	Signs - Public Right of Way - CCS	325	0	0	N/A	7	0.5	325	100.0%	320	98.5%	320	98.5%
19	Illegal Dumping - CCS	321	5	5	100.0%	38	3.1	316	98.4%	311	98.4%	316	98.4%
20	Illegal Land Use (Residential/Business) - CCS	298	15	11	73.3%	60	20.0	283	95.0%	259	91.5%	270	90.6%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	6,872
Litter - CCS	3,326
Recycling ROLL CART Registration - SAN	2,083
Roll Cart - SAN	1,698
Dead Animal Pick Up - SAN	1,682
Animal - Loose Aggressive - CCS	1,468
Substandard Structure - CCS	1,195
Smoke Detector Request - DFD	1,151
Animal - Confined - CCS	1,094
Illegal Dumping - CCS	882



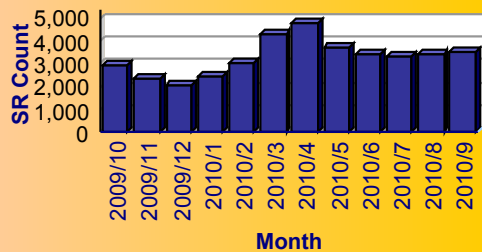
Service

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

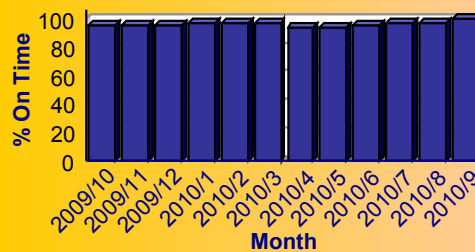
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,489	38,260	36,556	95.5%	1,229	1,145	93.2%	95.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

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

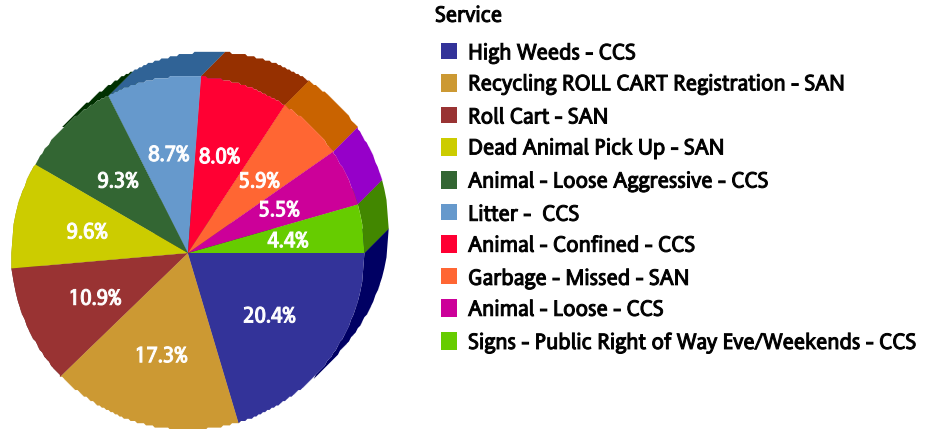
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	6,872	333	317	95.2%	38	12.7	6,539	95.2%	6,071	92.8%	6,388	93.0%
2	Litter - CCS	3,326	120	108	90.0%	38	16.3	3,206	96.4%	2,895	90.3%	3,003	90.3%
3	Recycling ROLL CART Registration - SAN	2,083	4	4	100.0%	10	3.6	2,079	99.8%	2,079	100.0%	2,083	100.0%
4	Roll Cart - SAN	1,698	8	8	100.0%	10	3.2	1,690	99.5%	1,682	99.5%	1,690	99.5%
5	Dead Animal Pick Up - SAN	1,682	0	0	N/A	1	0.3	1,682	100.0%	1,674	99.5%	1,674	99.5%
6	Animal - Loose Aggressive - CCS	1,468	0	0	N/A	3	2.9	1,468	100.0%	1,434	97.7%	1,434	97.7%
7	Substandard Structure - CCS	1,195	345	345	100.0%	365	43.4	850	71.1%	850	100.0%	1,195	100.0%
8	Smoke Detector Request - DFD	1,151	4	4	100.0%	30	3.9	1,147	99.7%	1,143	99.7%	1,147	99.7%
9	Animal - Confined - CCS	1,094	0	0	N/A	3	6.8	1,094	100.0%	1,056	96.5%	1,056	96.5%
10	Illegal Dumping - CCS	882	12	11	91.7%	38	3.6	870	98.6%	847	97.4%	858	97.3%
11	Bulky Trash Violations - CCS	869	8	1	12.5%	14	6.0	861	99.1%	776	90.1%	777	89.4%
12	Animal - Loose - CCS	837	20	20	100.0%	40	11.5	817	97.6%	807	98.8%	827	98.8%
13	Garbage - Missed - SAN	808	0	0	N/A	3	0.5	808	100.0%	807	99.9%	807	99.9%
14	Junk Motor Vehicle - CCS	745	87	82	94.3%	126	37.1	658	88.3%	636	96.7%	718	96.4%
15	Animal - Sick/Injured - CCS	681	0	0	N/A	3	2.6	681	100.0%	667	97.9%	667	97.9%
16	Recyclable Collection Missed (Residential) - SAN	673	0	0	N/A	3	0.9	673	100.0%	670	99.6%	670	99.6%
17	Obstruction Alley/Sidewalk/Street - CCS	654	34	31	91.2%	60	21.9	620	94.8%	599	96.6%	630	96.3%
18	Open and Vacant Structure - CCS	598	8	8	100.0%	30	10.1	590	98.7%	547	92.7%	555	92.8%
19	24 Hour Parking/Parking Violations - DPD	554	5	5	100.0%	10	4.9	549	99.1%	519	94.5%	524	94.6%
20	Parking - Unapproved Surface - CCS	499	2	1	50.0%	10	2.8	497	99.6%	452	90.9%	453	90.8%



Council District 08

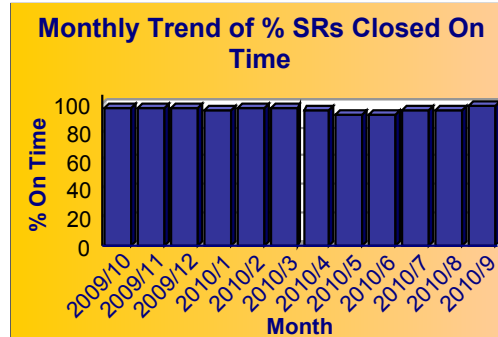
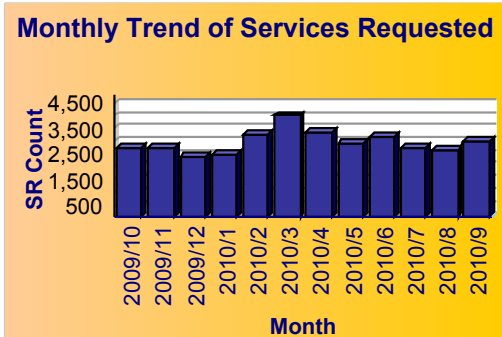
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,861
Recycling ROLL CART Registration - SAN	3,279
Roll Cart - SAN	2,074
Dead Animal Pick Up - SAN	1,825
Animal - Loose Aggressive - CCS	1,760
Litter - CCS	1,640
Animal - Confined - CCS	1,515
Garbage - Missed - SAN	1,127
Animal - Loose - CCS	1,036
Signs - Public Right of Way Eve/Weekends - CCS	825



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 %
35,392	34,175	32,563	95.3%	1,217	1,149	94.4%	95.3%





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

Council District 08

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

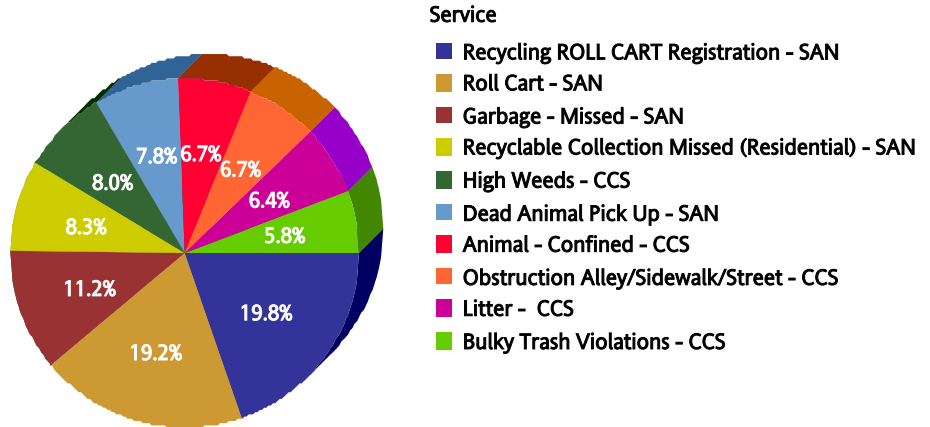
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	3,861	376	373	99.2%	38	19.2	3,485	90.3%	3,140	90.1%	3,513	91.0%
2	Recycling ROLL CART Registration - SAN	3,279	3	3	100.0%	10	3.8	3,276	99.9%	3,271	99.8%	3,274	99.8%
3	Roll Cart - SAN	2,074	8	8	100.0%	10	3.5	2,066	99.6%	2,062	99.8%	2,070	99.8%
4	Dead Animal Pick Up - SAN	1,825	0	0	N/A	1	0.4	1,825	100.0%	1,802	98.7%	1,802	98.7%
5	Animal - Loose Aggressive - CCS	1,760	0	0	N/A	3	1.8	1,760	100.0%	1,733	98.5%	1,733	98.5%
6	Litter - CCS	1,640	104	98	94.2%	38	23.4	1,536	93.7%	1,323	86.1%	1,421	86.6%
7	Animal - Confined - CCS	1,515	0	0	N/A	3	2.0	1,515	100.0%	1,486	98.1%	1,486	98.1%
8	Garbage - Missed - SAN	1,127	0	0	N/A	3	0.8	1,127	100.0%	1,112	98.7%	1,112	98.7%
9	Animal - Loose - CCS	1,036	44	43	97.7%	40	15.2	992	95.8%	938	94.6%	981	94.7%
10	Signs - Public Right of Way Eve/Weekends - CCS	825	0	0	N/A	7	1.1	825	100.0%	793	96.1%	793	96.1%
11	Junk Motor Vehicle - CCS	820	90	87	96.7%	126	47.4	730	89.0%	672	92.1%	759	92.6%
12	Animal - Sick/Injured - CCS	732	1	1	100.0%	3	0.9	731	99.9%	721	98.6%	722	98.6%
13	Obstruction Alley/Sidewalk/Street - CCS	719	97	96	99.0%	60	25.0	622	86.5%	591	95.0%	687	95.5%
14	Smoke Detector Request - DFD	634	1	1	100.0%	30	8.2	633	99.8%	623	98.4%	624	98.4%
15	Parking - Unapproved Surface - CCS	610	4	2	50.0%	10	2.7	606	99.3%	569	93.9%	571	93.6%
16	Substandard Structure - CCS	581	174	174	100.0%	365	56.6	407	70.1%	407	100.0%	581	100.0%
17	Recyclable Collection Missed (Residential) - SAN	546	0	0	N/A	3	0.9	546	100.0%	543	99.5%	543	99.5%
18	Signs - Public Right of Way - CCS	524	6	0	0.0%	7	0.9	518	98.9%	507	97.9%	507	96.8%
19	Animal - Cruelty - CCS	411	0	0	N/A	30	1.8	411	100.0%	408	99.3%	408	99.3%
20	24 Hour Parking/Parking Violations - DPD	409	7	7	100.0%	10	5.3	402	98.3%	375	93.3%	382	93.4%



Council District 09

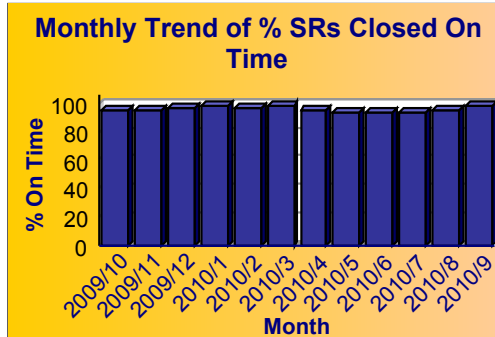
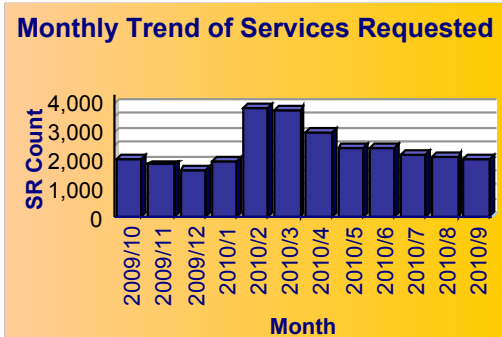
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,897
Roll Cart - SAN	2,805
Garbage - Missed - SAN	1,641
Recyclable Collection Missed (Residential) - SAN	1,215
High Weeds - CCS	1,176
Dead Animal Pick Up - SAN	1,138
Animal - Confined - CCS	985
Obstruction Alley/Sidewalk/Street - CCS	974
Litter - CCS	940
Bulky Trash Violations - CCS	846



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 %
29,229	28,502	27,383	96.1%	727	611	84.0%	95.8%





City of Dallas Service Level Performance Report by Council District

Council District 09

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

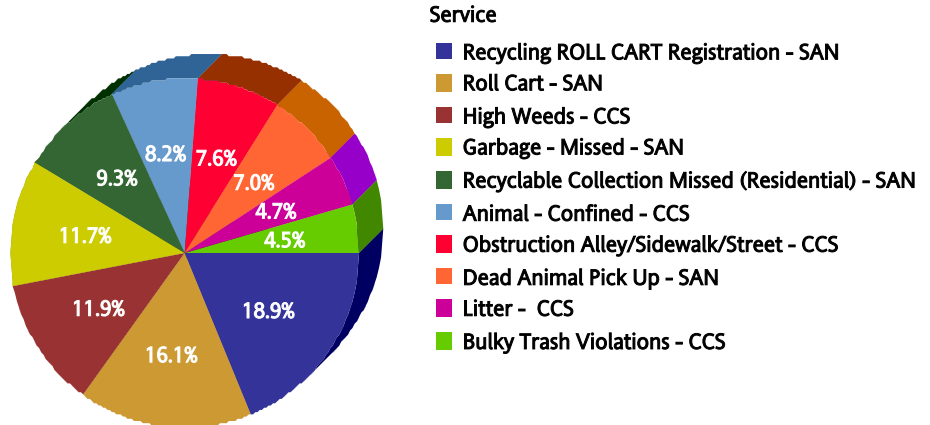
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,897	2	2	100.0%	10	3.4	2,895	99.9%	2,892	99.9%	2,894	99.9%
2	Roll Cart - SAN	2,805	3	3	100.0%	10	3.1	2,802	99.9%	2,789	99.5%	2,792	99.5%
3	Garbage - Missed - SAN	1,641	0	0	N/A	3	0.9	1,641	100.0%	1,611	98.2%	1,611	98.2%
4	Recyclable Collection Missed (Residential) - SAN	1,215	0	0	N/A	3	1.0	1,215	100.0%	1,194	98.3%	1,194	98.3%
5	High Weeds - CCS	1,176	124	111	89.5%	38	19.3	1,052	89.5%	930	88.4%	1,041	88.5%
6	Dead Animal Pick Up - SAN	1,138	0	0	N/A	1	0.3	1,138	100.0%	1,134	99.6%	1,134	99.6%
7	Animal - Confined - CCS	985	0	0	N/A	3	3.3	985	100.0%	958	97.3%	958	97.3%
8	Obstruction Alley/Sidewalk/Street - CCS	974	99	87	87.9%	60	23.3	875	89.8%	820	93.7%	907	93.1%
9	Litter - CCS	940	71	56	78.9%	38	22.2	869	92.4%	738	84.9%	794	84.5%
10	Bulky Trash Violations - CCS	846	18	11	61.1%	14	6.5	828	97.9%	760	91.8%	771	91.1%
11	Animal - Loose Aggressive - CCS	556	0	0	N/A	3	4.5	556	100.0%	535	96.2%	535	96.2%
12	Storm Brush - Debris - SAN	548	0	0	N/A	30	10.2	548	100.0%	548	100.0%	548	100.0%
13	24 Hour Parking/Parking Violations - DPD	541	1	1	100.0%	10	3.5	540	99.8%	540	100.0%	541	100.0%
14	Recycling - Roll Cart - SAN	491	1	1	100.0%	10	2.9	490	99.8%	490	100.0%	491	100.0%
15	Animal - Loose - CCS	433	27	27	100.0%	40	12.0	406	93.8%	391	96.3%	418	96.5%
16	Brush/Bulk Items - Missed - SAN	410	0	0	N/A	10	2.2	410	100.0%	395	96.3%	395	96.3%
17	Tree down/low limbs - Emergency-STS	406	0	0	N/A	5	0.8	406	100.0%	405	99.8%	405	99.8%
18	Signs - Public Right of Way Eve/Weekends - CCS	391	0	0	N/A	7	0.4	391	100.0%	386	98.7%	386	98.7%
19	Street Repair - Routine-STS	386	21	21	100.0%	90	18.5	365	94.6%	365	100.0%	386	100.0%
20	Animal - Sick/Injured - CCS	382	0	0	N/A	3	2.3	382	100.0%	372	97.4%	372	97.4%



Council District 10

Top 10 Services

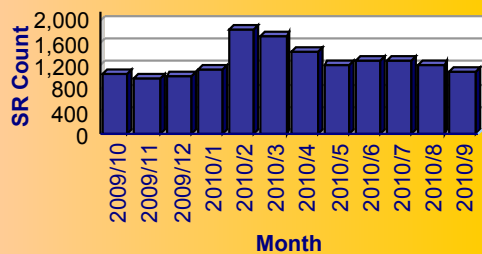
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,370
Roll Cart - SAN	1,167
High Weeds - CCS	860
Garbage - Missed - SAN	850
Recyclable Collection Missed (Residential) - SAN	672
Animal - Confined - CCS	596
Obstruction Alley/Sidewalk/Street - CCS	554
Dead Animal Pick Up - SAN	508
Litter - CCS	341
Bulky Trash Violations - CCS	324



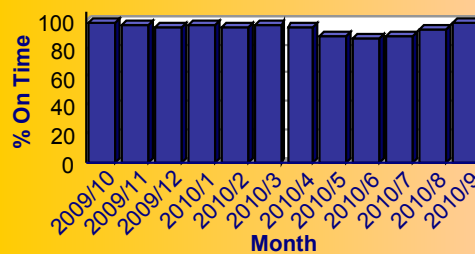
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,267	14,750	13,994	94.9%	517	377	72.9%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 10

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

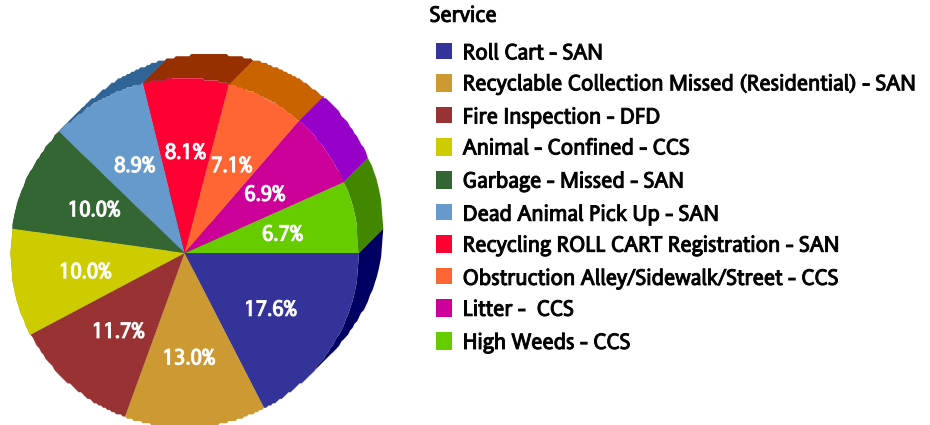
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,370	1	1	100.0%	10	3.1	1,369	99.9%	1,367	99.9%	1,368	99.9%
2	Roll Cart - SAN	1,167	3	3	100.0%	10	3.1	1,164	99.7%	1,157	99.4%	1,160	99.4%
3	High Weeds - CCS	860	108	87	80.6%	38	22.6	752	87.4%	621	82.6%	708	82.3%
4	Garbage - Missed - SAN	850	0	0	N/A	3	0.9	850	100.0%	831	97.8%	831	97.8%
5	Recyclable Collection Missed (Residential) - SAN	672	0	0	N/A	3	0.9	672	100.0%	669	99.6%	669	99.6%
6	Animal - Confined - CCS	596	0	0	N/A	3	2.0	596	100.0%	582	97.7%	582	97.7%
7	Obstruction Alley/Sidewalk/Street - CCS	554	71	53	74.6%	60	30.2	483	87.2%	413	85.5%	466	84.1%
8	Dead Animal Pick Up - SAN	508	0	0	N/A	1	0.3	508	100.0%	504	99.2%	504	99.2%
9	Litter - CCS	341	23	13	56.5%	38	22.1	318	93.3%	274	86.2%	287	84.2%
10	Bulky Trash Violations - CCS	324	3	0	0.0%	14	4.5	321	99.1%	313	97.5%	313	96.6%
11	Storm Brush - Debris - SAN	315	0	0	N/A	30	11.6	315	100.0%	315	100.0%	315	100.0%
12	Fire Inspection - DFD	284	16	16	100.0%	60	25.0	268	94.4%	267	99.6%	283	99.6%
13	24 Hour Parking/Parking Violations - DPD	281	2	2	100.0%	10	3.6	279	99.3%	278	99.6%	280	99.6%
14	Animal - Loose Aggressive - CCS	265	0	0	N/A	3	4.6	265	100.0%	254	95.8%	254	95.8%
15	Brush/Bulk Items - Missed - SAN	245	0	0	N/A	10	1.8	245	100.0%	244	99.6%	244	99.6%
16	Substandard Structure Apts - CCS	237	34	34	100.0%	365	17.0	203	85.7%	203	100.0%	237	100.0%
17	Recycling - Roll Cart - SAN	212	0	0	N/A	10	3.0	212	100.0%	210	99.1%	210	99.1%
18	Animal - Sick/Injured - CCS	208	0	0	N/A	3	2.7	208	100.0%	200	96.2%	200	96.2%
19	Illegal Land Use (Residential/Business) - CCS	185	49	2	4.1%	60	56.7	136	73.5%	85	62.5%	87	47.0%
20	Junk Motor Vehicle - CCS	178	15	14	93.3%	126	45.4	163	91.6%	153	93.9%	167	93.8%



Council District 11

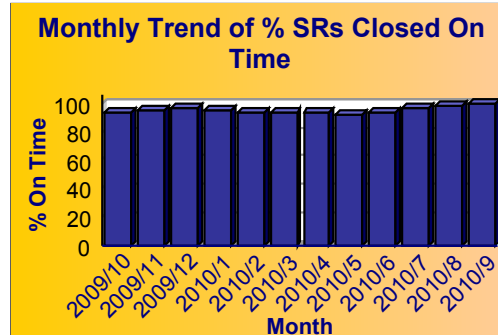
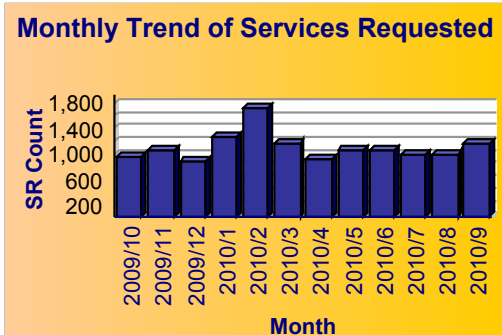
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	941
Recyclable Collection Missed (Residential) - SAN	696
Fire Inspection - DFD	624
Animal - Confined - CCS	533
Garbage - Missed - SAN	533
Dead Animal Pick Up - SAN	473
Recycling ROLL CART Registration - SAN	430
Obstruction Alley/Sidewalk/Street - CCS	381
Litter - CCS	369
High Weeds - CCS	360



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,252	12,814	12,151	94.8%	438	383	87.4%	94.6%





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

Council District 11

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

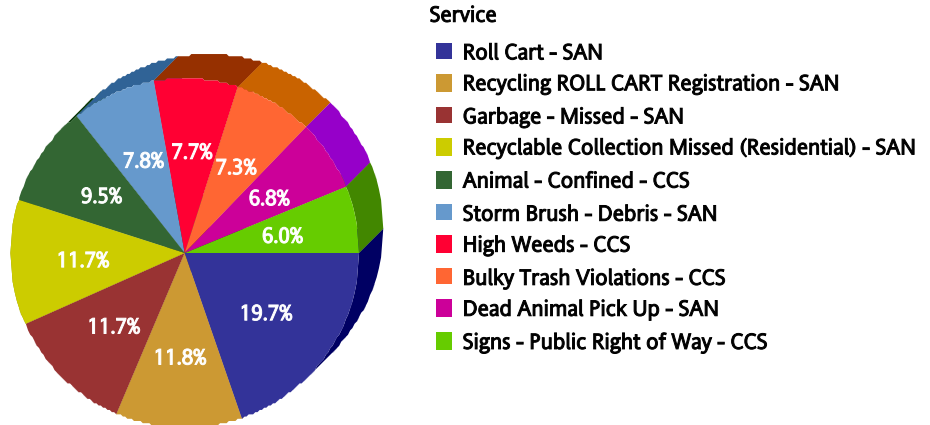
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	941	3	3	100.0%	10	2.0	938	99.7%	937	99.9%	940	99.9%
2	Recyclable Collection Missed (Residential) - SAN	696	0	0	N/A	3	0.8	696	100.0%	696	100.0%	696	100.0%
3	Fire Inspection - DFD	624	43	43	100.0%	60	21.4	581	93.1%	575	99.0%	618	99.0%
4	Animal - Confined - CCS	533	0	0	N/A	3	3.1	533	100.0%	520	97.6%	520	97.6%
5	Garbage - Missed - SAN	533	0	0	N/A	3	0.5	533	100.0%	530	99.4%	530	99.4%
6	Dead Animal Pick Up - SAN	473	0	0	N/A	1	0.3	473	100.0%	470	99.4%	470	99.4%
7	Recycling ROLL CART Registration - SAN	430	0	0	N/A	10	3.3	430	100.0%	429	99.8%	429	99.8%
8	Obstruction Alley/Sidewalk/Street - CCS	381	57	49	86.0%	60	32.4	324	85.0%	276	85.2%	325	85.3%
9	Litter - CCS	369	31	27	87.1%	38	26.9	338	91.6%	253	74.9%	280	75.9%
10	High Weeds - CCS	360	116	114	98.3%	38	23.3	244	67.8%	192	78.7%	306	85.0%
11	Storm Brush - Debris - SAN	347	0	0	N/A	30	13.3	347	100.0%	347	100.0%	347	100.0%
12	Signs - Public Right of Way - CCS	343	2	2	100.0%	7	4.0	341	99.4%	294	86.2%	296	86.3%
13	Bulky Trash Violations - CCS	226	2	1	50.0%	14	9.0	224	99.1%	178	79.5%	179	79.2%
14	Signs - Public Right of Way Eve/Weekends - CCS	210	0	0	N/A	7	0.4	210	100.0%	209	99.5%	209	99.5%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	208	0	0	N/A	10	3.8	208	100.0%	202	97.1%	202	97.1%
16	Brush/Bulk Items - Missed - SAN	198	0	0	N/A	10	2.1	198	100.0%	196	99.0%	196	99.0%
17	Animal - Sick/Injured - CCS	193	0	0	N/A	3	2.5	193	100.0%	190	98.4%	190	98.4%
18	Signs - Other - CCS	187	4	2	50.0%	21	11.6	183	97.9%	158	86.3%	160	85.6%
19	Traffic Signal - Flashing - PWT	181	0	0	N/A	4	2.3	181	100.0%	176	97.2%	176	97.2%
20	Street Repair - Routine-STS	181	7	7	100.0%	90	15.7	174	96.1%	172	98.9%	179	98.9%



Council District 12

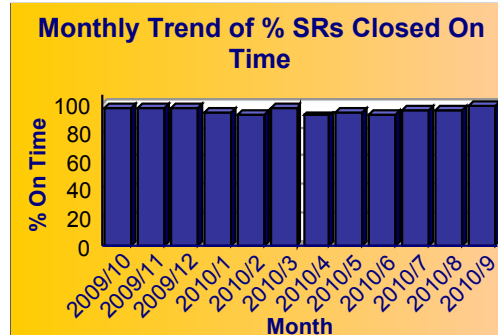
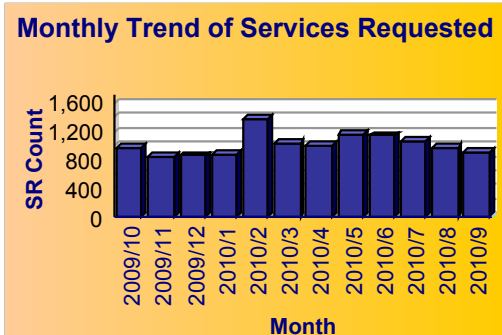
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,028
Recycling ROLL CART Registration - SAN	618
Garbage - Missed - SAN	614
Recyclable Collection Missed (Residential) - SAN	614
Animal - Confined - CCS	498
Storm Brush - Debris - SAN	406
High Weeds - CCS	401
Bulky Trash Violations - CCS	382
Dead Animal Pick Up - SAN	355
Signs - Public Right of Way - CCS	315



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 %
12,268	11,986	11,389	95.0%	282	199	70.6%	94.5%





City of Dallas Service Level Performance Report by Council District

Council District 12

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

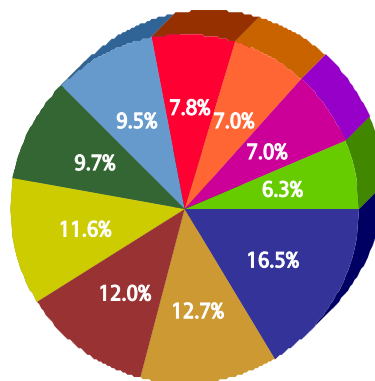
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,028	3	3	100.0%	10	3.5	1,025	99.7%	1,016	99.1%	1,019	99.1%
2	Recycling ROLL CART Registration - SAN	618	6	6	100.0%	10	3.5	612	99.0%	611	99.8%	617	99.8%
3	Garbage - Missed - SAN	614	0	0	N/A	3	0.7	614	100.0%	608	99.0%	608	99.0%
4	Recyclable Collection Missed (Residential) - SAN	614	0	0	N/A	3	1.1	614	100.0%	606	98.7%	606	98.7%
5	Animal - Confined - CCS	498	0	0	N/A	3	3.2	498	100.0%	485	97.4%	485	97.4%
6	Storm Brush - Debris - SAN	406	0	0	N/A	30	11.8	406	100.0%	406	100.0%	406	100.0%
7	High Weeds - CCS	401	54	39	72.2%	38	21.4	347	86.5%	280	80.7%	319	79.6%
8	Bulky Trash Violations - CCS	382	4	1	25.0%	14	7.4	378	99.0%	340	89.9%	341	89.3%
9	Dead Animal Pick Up - SAN	355	0	0	N/A	1	0.3	355	100.0%	351	98.9%	351	98.9%
10	Signs - Public Right of Way - CCS	315	0	0	N/A	7	1.9	315	100.0%	301	95.6%	301	95.6%
11	Brush/Bulk Items - Missed - SAN	286	0	0	N/A	10	1.5	286	100.0%	285	99.7%	285	99.7%
12	Obstruction Alley/Sidewalk/Street - CCS	285	38	29	76.3%	60	25.7	247	86.7%	222	89.9%	251	88.1%
13	24 Hour Parking/Parking Violations - DPD	255	4	4	100.0%	10	4.2	251	98.4%	238	94.8%	242	94.9%
14	Recycling - Roll Cart - SAN	249	2	2	100.0%	10	3.2	247	99.2%	247	100.0%	249	100.0%
15	Litter - CCS	236	25	3	12.0%	38	26.6	211	89.4%	165	78.2%	168	71.2%
16	Fire Inspection - DFD	226	15	15	100.0%	60	31.3	211	93.4%	207	98.1%	222	98.2%
17	Animal - Sick/Injured - CCS	190	0	0	N/A	3	4.4	190	100.0%	184	96.8%	184	96.8%
18	Signs - Other - CCS	176	6	0	0.0%	21	10.9	170	96.6%	139	81.8%	139	79.0%
19	Street Repair - Routine-STS	170	8	8	100.0%	90	12.0	162	95.3%	161	99.4%	169	99.4%
20	Sanitation Property Damage - SAN	168	1	1	100.0%	28	6.6	167	99.4%	166	99.4%	167	99.4%



Council District 13

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	1,539
Garbage - Missed - SAN	1,189
Roll Cart - SAN	1,117
Obstruction Alley/Sidewalk/Street - CCS	1,081
Recycling ROLL CART Registration - SAN	909
Dead Animal Pick Up - SAN	888
High Weeds - CCS	730
Storm Brush - Debris - SAN	657
Animal - Confined - CCS	651
Signs - Public Right of Way Eve/Weekends - CCS	586



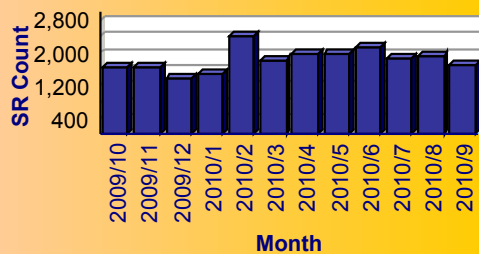
Service

- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Storm Brush - Debris - SAN
- Animal - Confined - CCS
- Signs - Public Right of Way Eve/Weekends - CCS

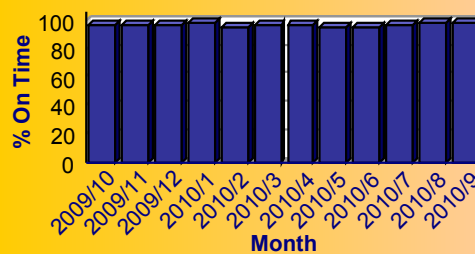
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,926	21,497	20,772	96.6%	429	391	91.1%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 13

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

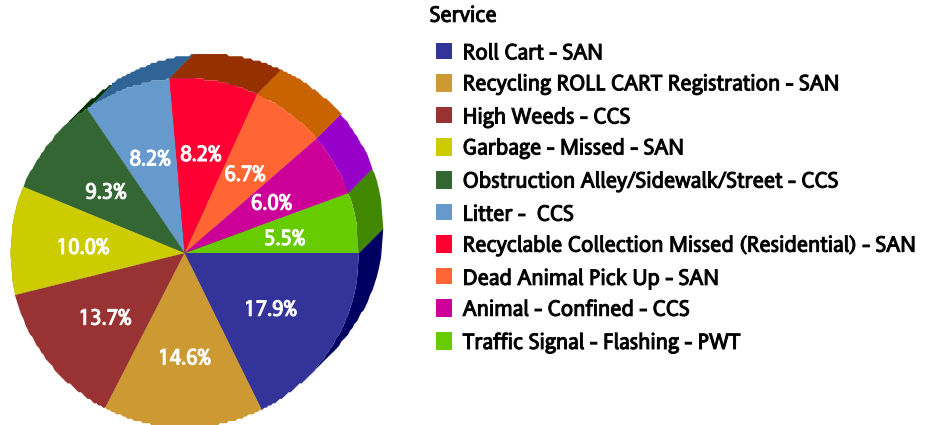
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recyclable Collection Missed (Residential) - SAN	1,539	0	0	N/A	3	0.8	1,539	100.0%	1,537	99.9%	1,537	99.9%
2	Garbage - Missed - SAN	1,189	0	0	N/A	3	0.7	1,189	100.0%	1,183	99.5%	1,183	99.5%
3	Roll Cart - SAN	1,117	1	1	100.0%	10	2.8	1,116	99.9%	1,111	99.6%	1,112	99.6%
4	Obstruction Alley/Sidewalk/Street - CCS	1,081	72	68	94.4%	60	26.5	1,009	93.3%	951	94.3%	1,019	94.3%
5	Recycling ROLL CART Registration - SAN	909	2	2	100.0%	10	3.3	907	99.8%	906	99.9%	908	99.9%
6	Dead Animal Pick Up - SAN	888	0	0	N/A	1	0.2	888	100.0%	883	99.4%	883	99.4%
7	High Weeds - CCS	730	41	38	92.7%	38	18.2	689	94.4%	638	92.6%	676	92.6%
8	Storm Brush - Debris - SAN	657	0	0	N/A	30	14.0	657	100.0%	657	100.0%	657	100.0%
9	Animal - Confined - CCS	651	0	0	N/A	3	2.8	651	100.0%	638	98.0%	638	98.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	586	0	0	N/A	7	0.5	586	100.0%	580	99.0%	580	99.0%
11	Fire Inspection - DFD	508	24	24	100.0%	60	19.5	484	95.3%	481	99.4%	505	99.4%
12	Bulky Trash Violations - CCS	471	8	7	87.5%	14	5.9	463	98.3%	438	94.6%	445	94.5%
13	Litter - CCS	416	12	11	91.7%	38	17.9	404	97.1%	368	91.1%	379	91.1%
14	Street Repair - Routine-STS	414	21	21	100.0%	90	14.7	393	94.9%	392	99.7%	413	99.8%
15	Brush/Bulk Items - Missed - SAN	411	0	0	N/A	10	1.7	411	100.0%	407	99.0%	407	99.0%
16	Substandard Structure Apts - CCS	404	30	30	100.0%	365	46.4	374	92.6%	374	100.0%	404	100.0%
17	24 Hour Parking/Parking Violations - DPD	347	5	5	100.0%	10	4.9	342	98.6%	335	98.0%	340	98.0%
18	Alley Repair - Routine-STS	334	20	20	100.0%	90	39.2	314	94.0%	304	96.8%	324	97.0%
19	Sanitation Property Damage - SAN	323	0	0	N/A	28	6.9	323	100.0%	319	98.8%	319	98.8%
20	Pot hole - Hazardous-STS	309	0	0	N/A	1	0.1	309	100.0%	309	100.0%	309	100.0%



Council District 14

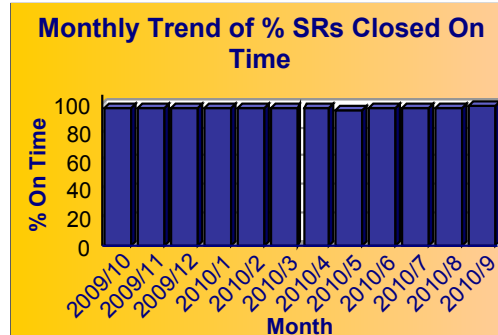
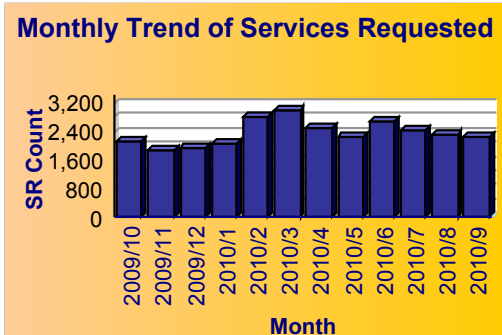
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	2,129
Recycling ROLL CART Registration - SAN	1,736
High Weeds - CCS	1,633
Garbage - Missed - SAN	1,195
Obstruction Alley/Sidewalk/Street - CCS	1,113
Litter - CCS	979
Recyclable Collection Missed (Residential) - SAN	974
Dead Animal Pick Up - SAN	800
Animal - Confined - CCS	710
Traffic Signal - Flashing - PWT	655



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 %
28,209	27,656	26,698	96.5%	553	501	90.6%	96.4%





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

Council District 14

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

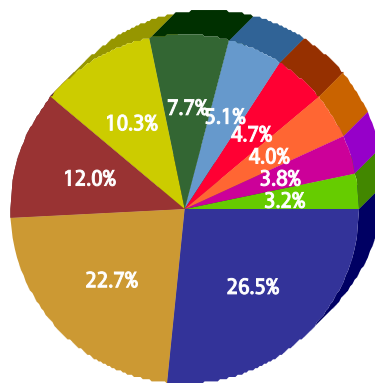
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	2,129	5	5	100.0%	10	3.0	2,124	99.8%	2,113	99.5%	2,118	99.5%
2	Recycling ROLL CART Registration - SAN	1,736	2	2	100.0%	10	3.3	1,734	99.9%	1,731	99.8%	1,733	99.8%
3	High Weeds - CCS	1,633	85	77	90.6%	38	15.1	1,548	94.8%	1,478	95.5%	1,555	95.2%
4	Garbage - Missed - SAN	1,195	0	0	N/A	3	0.7	1,195	100.0%	1,187	99.3%	1,187	99.3%
5	Obstruction Alley/Sidewalk/Street - CCS	1,113	65	64	98.5%	60	19.8	1,048	94.2%	1,020	97.3%	1,084	97.4%
6	Litter - CCS	979	29	29	100.0%	38	15.1	950	97.0%	897	94.4%	926	94.6%
7	Recyclable Collection Missed (Residential) - SAN	974	0	0	N/A	3	1.0	974	100.0%	960	98.6%	960	98.6%
8	Dead Animal Pick Up - SAN	800	0	0	N/A	1	0.3	800	100.0%	794	99.2%	794	99.2%
9	Animal - Confined - CCS	710	0	0	N/A	3	2.4	710	100.0%	694	97.7%	694	97.7%
10	Traffic Signal - Flashing - PWT	655	0	0	N/A	4	2.2	655	100.0%	629	96.0%	629	96.0%
11	24 Hour Parking/Parking Violations - DPD	584	10	9	90.0%	10	5.0	574	98.3%	548	95.5%	557	95.4%
12	Fire Inspection - DFD	534	42	42	100.0%	60	29.0	492	92.1%	483	98.2%	525	98.3%
13	Signs - Public Right of Way - CCS	533	1	0	0.0%	7	2.0	532	99.8%	509	95.7%	509	95.5%
14	Graffiti Private Property - Residential/Commercial	532	7	7	100.0%	90	13.8	525	98.7%	514	97.9%	521	97.9%
15	Bulky Trash Violations - CCS	482	3	2	66.7%	14	4.5	479	99.4%	458	95.6%	460	95.4%
16	Street Repair - Routine-STS	469	12	12	100.0%	90	17.8	457	97.4%	455	99.6%	467	99.6%
17	Recycling - Roll Cart - SAN	444	1	1	100.0%	10	3.1	443	99.8%	440	99.3%	441	99.3%
18	Brush/Bulk Items - Missed - SAN	379	0	0	N/A	10	1.9	379	100.0%	371	97.9%	371	97.9%
19	Pot hole - Hazardous-STS	365	0	0	N/A	1	0.1	365	100.0%	363	99.5%	363	99.5%
20	Tree down/low limbs - Emergency-STS	348	0	0	N/A	5	0.5	348	100.0%	347	99.7%	347	99.7%



Council District U

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	606
Complaint/Compliment - CTY	518
Recycling ROLL CART Registration - SAN	274
Litter - CCS	235
Signs - Public Right of Way Eve/Weekends - CCS	175
Roll Cart - SAN	116
Dead Animal Pick Up - SAN	108
Signs - Public Right of Way - CCS	91
311 Call Center Complaint	86
Recyclable Collection Missed (Residential) - SAN	74



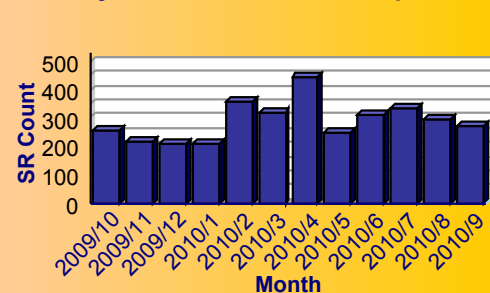
Service

- High Weeds - CCS
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- 311 Call Center Complaint
- Recyclable Collection Missed (Residential) - SAN

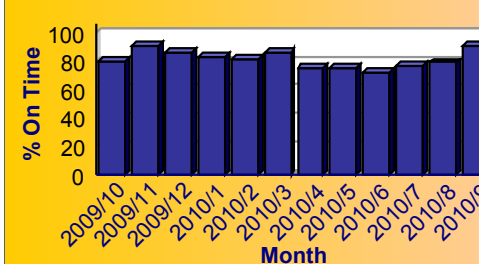
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,474	3,188	2,677	84.0%	286	102	35.7%	80.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District U

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	606	71	33	46.5%	38	23.3	535	88.3%	450	84.1%	483	79.7%
2	Complaint/Compliment - CTY	518	101	0	0.0%	10	31.5	417	80.5%	249	59.7%	249	48.1%
3	Recycling ROLL CART Registration - SAN	274	1	1	100.0%	10	3.3	273	99.6%	271	99.3%	272	99.3%
4	Litter - CCS	235	29	15	51.7%	38	22.3	206	87.7%	172	83.5%	187	79.6%
5	Signs - Public Right of Way Eve/Weekends - CCS	175	0	0	N/A	7	1.3	175	100.0%	170	97.1%	170	97.1%
6	Roll Cart - SAN	116	0	0	N/A	10	3.4	116	100.0%	114	98.3%	114	98.3%
7	Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.2	108	100.0%	106	98.1%	106	98.1%
8	Signs - Public Right of Way - CCS	91	1	0	0.0%	7	3.7	90	98.9%	85	94.4%	85	93.4%
9	311 Call Center Complaint	86	1	1	100.0%	10	17.9	85	98.8%	50	58.8%	51	59.3%
10	Recyclable Collection Missed (Residential) - SAN	74	0	0	N/A	3	3.2	74	100.0%	59	79.7%	59	79.7%
11	Pot hole Repair Routine - STS	65	0	0	N/A	7	2.3	65	100.0%	62	95.4%	62	95.4%
12	Brush/Bulk Items - Missed - SAN	60	0	0	N/A	10	6.4	60	100.0%	51	85.0%	51	85.0%
13	Animal - Loose - CCS	55	10	10	100.0%	40	36.5	45	81.8%	22	48.9%	32	58.2%
14	Garbage - Missed - SAN	50	0	0	N/A	3	2.6	50	100.0%	38	76.0%	38	76.0%
15	Restaurant/Food Complaint - CCS	33	1	1	100.0%	45	11.8	32	97.0%	32	100.0%	33	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STs	28	0	0	N/A	1	0.1	28	100.0%	27	96.4%	27	96.4%
17	Chronic Traffic Violations - DPD	26	0	0	N/A	14	11.0	26	100.0%	24	92.3%	24	92.3%
18	Obstruction Alley/Sidewalk/Street - CCS	25	4	0	0.0%	60	40.4	21	84.0%	19	90.5%	19	76.0%
19	Park Maintenance/Misc. - PKR	23	1	1	100.0%	30	13.4	22	95.7%	21	95.5%	22	95.7%
20	Fire Inspection - DFD	22	3	3	100.0%	60	20.7	19	86.4%	19	100.0%	22	100.0%