



FY 2010 – 2011

YEAR-TO-DATE

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

September 2011

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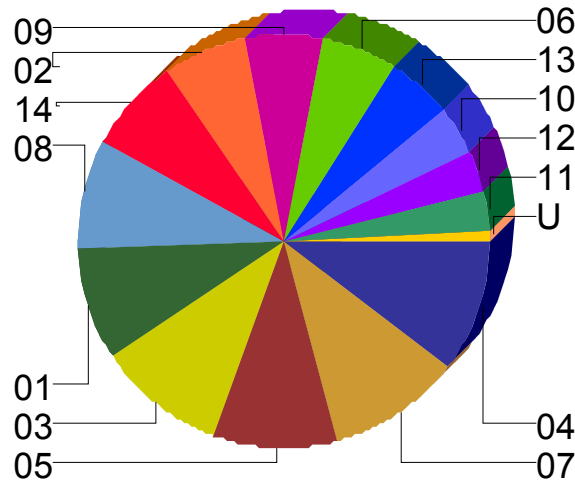
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For YTD Through September 2011



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	30,351	9.0%	96.3%
02	22,694	6.7%	95.8%
03	33,297	9.9%	95.2%
04	35,013	10.4%	94.4%
05	33,360	9.9%	91.4%
06	19,453	5.8%	95.6%
07	34,714	10.3%	94.4%
08	28,383	8.4%	94.1%
09	20,582	6.1%	94.0%
10	12,002	3.6%	95.4%
11	10,482	3.1%	95.2%
12	11,388	3.4%	94.9%
13	17,961	5.3%	95.4%
14	24,227	7.2%	94.4%
U	2,567	0.8%	85.7%
Totals	336,474	100.0%	94.5%

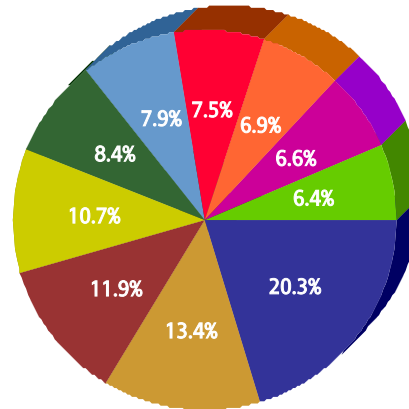
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	30,555
Litter - CCS	20,196
Roll Cart - SAN	17,885
Dead Animal Pick Up - SAN	16,086
Animal - Loose Aggressive - CCS	12,612
Obstruction Alley/Sidewalk/Street - CCS	11,977
Animal - Confined - CCS	11,384
Recycling ROLL CART Registration - SAN	10,433
Signs - Public Right of Way - CCS	9,997
Bulky Trash Violations - CCS	9,673



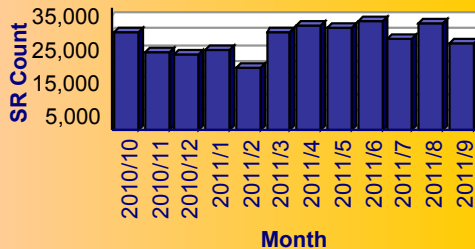
Service

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

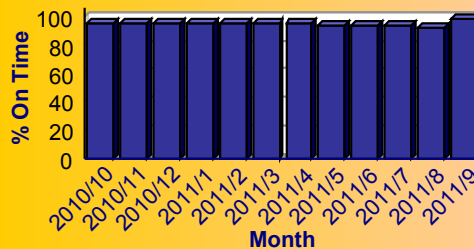
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
336,474	325,684	309,310	95.0%	10,790	8,802	81.6%	94.5%

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

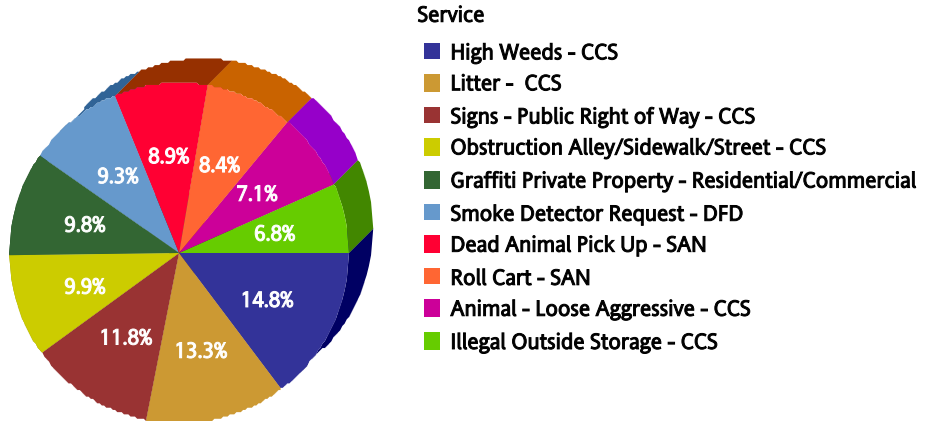
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	30,555	1,374	821	59.8%	38	17.9	29,181	95.5%	26,203	89.8%	27,024	88.4%
2	Litter - CCS	20,196	1,484	926	62.4%	38	20.3	18,712	92.7%	16,479	88.1%	17,405	86.2%
3	Roll Cart - SAN	17,885	77	77	100.0%	10	2.7	17,808	99.6%	17,732	99.6%	17,809	99.6%
4	Dead Animal Pick Up - SAN	16,086	1	0	0.0%	1	0.3	16,085	100.0%	15,974	99.3%	15,974	99.3%
5	Animal - Loose Aggressive - CCS	12,612	5	0	0.0%	3	0.4	12,607	100.0%	12,433	98.6%	12,433	98.6%
6	Obstruction Alley/Sidewalk/Street - CCS	11,977	1,478	1,348	91.2%	60	26.8	10,499	87.7%	9,722	92.6%	11,070	92.4%
7	Animal - Confined - CCS	11,384	4	4	100.0%	3	0.3	11,380	100.0%	11,233	98.7%	11,237	98.7%
8	Recycling ROLL CART Registration - SAN	10,433	31	31	100.0%	10	2.8	10,402	99.7%	10,363	99.6%	10,394	99.6%
9	Signs - Public Right of Way - CCS	9,997	35	14	40.0%	7	1.3	9,962	99.6%	9,545	95.8%	9,559	95.6%
10	Bulky Trash Violations - CCS	9,673	135	63	46.7%	14	8.1	9,538	98.6%	7,987	83.7%	8,050	83.2%
11	Garbage - Missed - SAN	8,718	8	8	100.0%	3	0.9	8,710	99.9%	8,606	98.8%	8,614	98.8%
12	Animal - Loose - CCS	6,978	155	154	99.4%	40	17.8	6,823	97.8%	6,529	95.7%	6,683	95.8%
13	Substandard Structure - CCS	6,758	1,850	1,848	99.9%	365	46.8	4,908	72.6%	4,908	100.0%	6,756	100.0%
14	Animal - Sick/Injured - CCS	6,112	2	0	0.0%	3	0.3	6,110	100.0%	6,009	98.3%	6,009	98.3%
15	Smoke Detector Request - DFD	5,685	67	67	100.0%	30	4.1	5,618	98.8%	5,556	98.9%	5,623	98.9%
16	Illegal Dumping - CCS	5,494	111	92	82.9%	38	5.3	5,383	98.0%	5,211	96.8%	5,303	96.5%
17	24 Hour Parking/Parking Violations - DPD	5,260	64	62	96.9%	10	4.5	5,196	98.8%	5,098	98.1%	5,160	98.1%
18	Junk Motor Vehicle - CCS	5,250	484	459	94.8%	126	40.1	4,766	90.8%	4,543	95.3%	5,002	95.3%
19	Recyclable Collection Missed (Residential) - SAN	4,463	7	7	100.0%	3	1.1	4,456	99.8%	4,375	98.2%	4,382	98.2%
20	Illegal Outside Storage - CCS	4,398	216	189	87.5%	38	22.6	4,182	95.1%	3,629	86.8%	3,818	86.8%



Council District 01

Top 10 Services

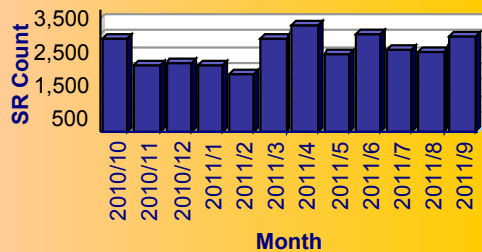
SR Type	Service Request Count
High Weeds - CCS	2,246
Litter - CCS	2,008
Signs - Public Right of Way - CCS	1,791
Obstruction Alley/Sidewalk/Street - CCS	1,494
Graffiti Private Property - Residential/Commercial	1,489
Smoke Detector Request - DFD	1,406
Dead Animal Pick Up - SAN	1,349
Roll Cart - SAN	1,265
Animal - Loose Aggressive - CCS	1,072
Illegal Outside Storage - CCS	1,027



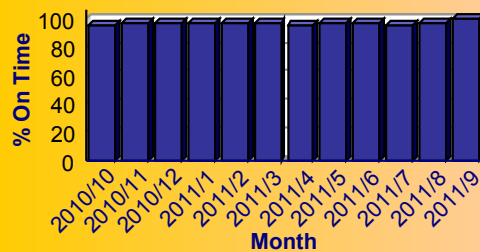
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,351	29,534	28,449	96.3%	817	780	95.5%	96.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 01

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

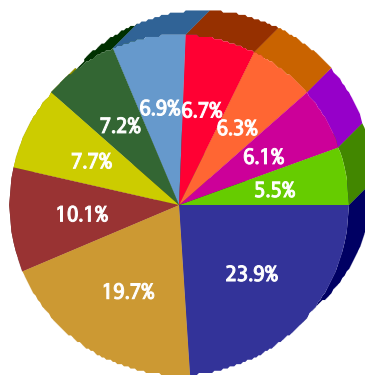
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,246	89	89	100.0%	38	17.9	2,157	96.0%	2,047	94.9%	2,136	95.1%
2	Litter - CCS	2,008	73	70	95.9%	38	21.0	1,935	96.4%	1,763	91.1%	1,833	91.3%
3	Signs - Public Right of Way - CCS	1,791	1	0	0.0%	7	1.5	1,790	99.9%	1,735	96.9%	1,735	96.9%
4	Obstruction Alley/Sidewalk/Street - CCS	1,494	119	118	99.2%	60	22.2	1,375	92.0%	1,341	97.5%	1,459	97.7%
5	Graffiti Private Property - Residential/Commercial	1,489	51	51	100.0%	90	14.3	1,438	96.6%	1,404	97.6%	1,455	97.7%
6	Smoke Detector Request - DFD	1,406	8	8	100.0%	30	2.5	1,398	99.4%	1,395	99.8%	1,403	99.8%
7	Dead Animal Pick Up - SAN	1,349	0	0	N/A	1	0.4	1,349	100.0%	1,337	99.1%	1,337	99.1%
8	Roll Cart - SAN	1,265	5	5	100.0%	10	2.6	1,260	99.6%	1,254	99.5%	1,259	99.5%
9	Animal - Loose Aggressive - CCS	1,072	0	0	N/A	3	0.3	1,072	100.0%	1,058	98.7%	1,058	98.7%
10	Illegal Outside Storage - CCS	1,027	37	32	86.5%	38	21.7	990	96.4%	893	90.2%	925	90.1%
11	Recycling ROLL CART Registration - SAN	944	1	1	100.0%	10	2.5	943	99.9%	940	99.7%	941	99.7%
12	Animal - Loose - CCS	717	17	17	100.0%	40	17.0	700	97.6%	676	96.6%	693	96.7%
13	Bulky Trash Violations - CCS	634	7	3	42.9%	14	4.4	627	98.9%	599	95.5%	602	95.0%
14	Substandard Structure - CCS	632	219	219	100.0%	365	54.6	413	65.3%	413	100.0%	632	100.0%
15	Animal - Confined - CCS	625	0	0	N/A	3	0.4	625	100.0%	614	98.2%	614	98.2%
16	Illegal Dumping - CCS	624	6	5	83.3%	38	2.6	618	99.0%	612	99.0%	617	98.9%
17	Junk Motor Vehicle - CCS	547	47	43	91.5%	126	35.6	500	91.4%	482	96.4%	525	96.0%
18	Garbage - Missed - SAN	512	1	1	100.0%	3	0.9	511	99.8%	506	99.0%	507	99.0%
19	Garage Sale - CCS	506	1	1	100.0%	7	3.8	505	99.8%	463	91.7%	464	91.7%
20	24 Hour Parking/Parking Violations - DPD	487	7	7	100.0%	10	4.0	480	98.6%	476	99.2%	483	99.2%



Council District 02

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,201
Litter - CCS	1,816
Dead Animal Pick Up - SAN	935
Graffiti Private Property - Residential/Commercial	708
Roll Cart - SAN	666
Animal - Loose Aggressive - CCS	634
Signs - Public Right of Way - CCS	617
Animal - Confined - CCS	584
Obstruction Alley/Sidewalk/Street - CCS	560
Recycling ROLL CART Registration - SAN	503



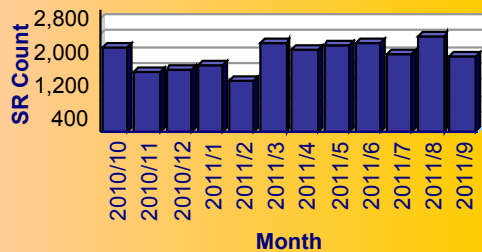
Service

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

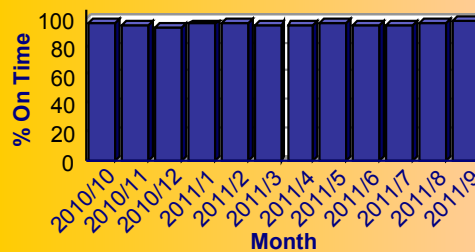
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,694	22,100	21,192	95.9%	594	559	94.1%	95.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 02

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

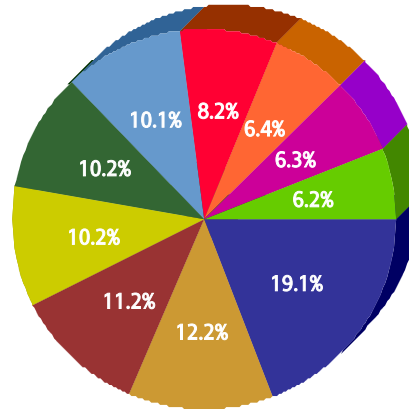
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,201	52	51	98.1%	38	16.2	2,149	97.6%	1,986	92.4%	2,037	92.5%
2	Litter - CCS	1,816	75	73	97.3%	38	15.8	1,741	95.9%	1,643	94.4%	1,716	94.5%
3	Dead Animal Pick Up - SAN	935	0	0	N/A	1	0.3	935	100.0%	931	99.6%	931	99.6%
4	Graffiti Private Property - Residential/Commercial	708	18	18	100.0%	90	8.7	690	97.5%	678	98.3%	696	98.3%
5	Roll Cart - SAN	666	4	4	100.0%	10	2.9	662	99.4%	658	99.4%	662	99.4%
6	Animal - Loose Aggressive - CCS	634	0	0	N/A	3	0.3	634	100.0%	626	98.7%	626	98.7%
7	Signs - Public Right of Way - CCS	617	7	7	100.0%	7	0.9	610	98.9%	590	96.7%	597	96.8%
8	Animal - Confined - CCS	584	0	0	N/A	3	0.3	584	100.0%	578	99.0%	578	99.0%
9	Obstruction Alley/Sidewalk/Street - CCS	560	48	47	97.9%	60	22.5	512	91.4%	497	97.1%	544	97.1%
10	Recycling ROLL CART Registration - SAN	503	1	1	100.0%	10	2.8	502	99.8%	500	99.6%	501	99.6%
11	Traffic Signal - Flashing - STS	490	5	5	100.0%	4	1.3	485	99.0%	479	98.8%	484	98.8%
12	Junk Motor Vehicle - CCS	416	24	22	91.7%	126	36.4	392	94.2%	382	97.4%	404	97.1%
13	Animal - Loose - CCS	406	5	5	100.0%	40	16.5	401	98.8%	384	95.8%	389	95.8%
14	Substandard Structure - CCS	391	90	90	100.0%	365	52.2	301	77.0%	301	100.0%	391	100.0%
15	Garbage - Missed - SAN	385	2	2	100.0%	3	1.0	383	99.5%	369	96.3%	371	96.4%
16	Illegal Dumping - CCS	356	4	4	100.0%	38	3.9	352	98.9%	349	99.1%	353	99.2%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	356	3	3	100.0%	10	2.4	353	99.2%	352	99.7%	355	99.7%
18	24 Hour Parking/Parking Violations - DPD	352	2	2	100.0%	10	4.6	350	99.4%	336	96.0%	338	96.0%
19	Bulky Trash Violations - CCS	348	0	0	N/A	14	7.5	348	100.0%	283	81.3%	283	81.3%
20	Fire Inspection - DFD	345	29	29	100.0%	60	31.0	316	91.6%	300	94.9%	329	95.4%



Council District 03

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,159
Litter - CCS	2,021
Dead Animal Pick Up - SAN	1,848
Roll Cart - SAN	1,688
Signs - Public Right of Way - CCS	1,681
Obstruction Alley/Sidewalk/Street - CCS	1,671
Animal - Loose Aggressive - CCS	1,357
Illegal Dumping - CCS	1,053
Recycling ROLL CART Registration - SAN	1,040
Animal - Confined - CCS	1,032



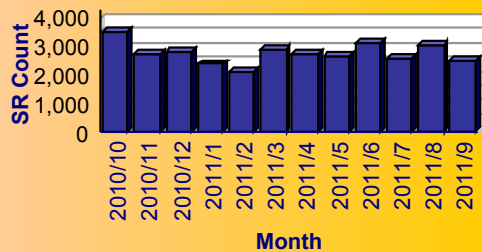
Service

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

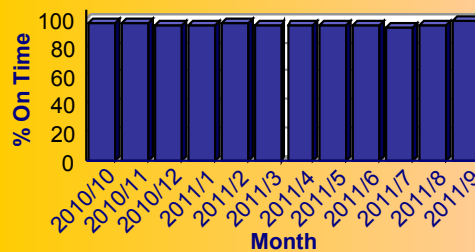
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,297	32,308	30,773	95.2%	989	923	93.3%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

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

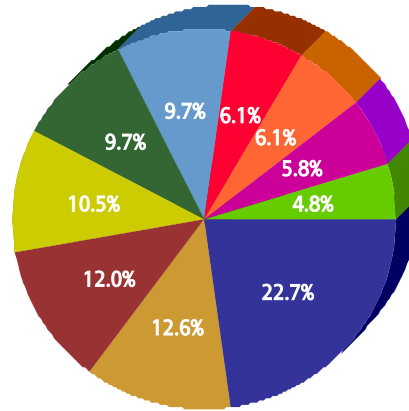
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	3,159	136	122	89.7%	38	18.2	3,023	95.7%	2,760	91.3%	2,882	91.2%
2	Litter - CCS	2,021	134	124	92.5%	38	21.6	1,887	93.4%	1,646	87.2%	1,770	87.6%
3	Dead Animal Pick Up - SAN	1,848	0	0	N/A	1	0.3	1,848	100.0%	1,838	99.5%	1,838	99.5%
4	Roll Cart - SAN	1,688	5	5	100.0%	10	2.7	1,683	99.7%	1,676	99.6%	1,681	99.6%
5	Signs - Public Right of Way - CCS	1,681	1	0	0.0%	7	1.3	1,680	99.9%	1,617	96.2%	1,617	96.2%
6	Obstruction Alley/Sidewalk/Street - CCS	1,671	150	139	92.7%	60	26.1	1,521	91.0%	1,424	93.6%	1,563	93.5%
7	Animal - Loose Aggressive - CCS	1,357	1	0	0.0%	3	0.4	1,356	99.9%	1,333	98.3%	1,333	98.2%
8	Illegal Dumping - CCS	1,053	15	13	86.7%	38	2.7	1,038	98.6%	1,021	98.4%	1,034	98.2%
9	Recycling ROLL CART Registration - SAN	1,040	2	2	100.0%	10	2.8	1,038	99.8%	1,033	99.5%	1,035	99.5%
10	Animal - Confined - CCS	1,032	0	0	N/A	3	0.4	1,032	100.0%	1,024	99.2%	1,024	99.2%
11	Bulky Trash Violations - CCS	1,016	4	4	100.0%	14	6.4	1,012	99.6%	910	89.9%	914	90.0%
12	Animal - Loose - CCS	760	18	18	100.0%	40	17.5	742	97.6%	711	95.8%	729	95.9%
13	Illegal Garbage/Placement - CCS	746	46	45	97.8%	60	18.3	700	93.8%	671	95.9%	716	96.0%
14	Illegal Outside Storage - CCS	610	21	17	81.0%	38	23.2	589	96.6%	503	85.4%	520	85.2%
15	Garbage - Missed - SAN	579	0	0	N/A	3	0.9	579	100.0%	574	99.1%	574	99.1%
16	Junk Motor Vehicle - CCS	549	35	34	97.1%	126	31.0	514	93.6%	502	97.7%	536	97.6%
17	Substandard Structure - CCS	546	193	193	100.0%	365	60.0	353	64.7%	353	100.0%	546	100.0%
18	Animal - Sick/Injured - CCS	530	0	0	N/A	3	0.2	530	100.0%	521	98.3%	521	98.3%
19	Smoke Detector Request - DFD	524	6	6	100.0%	30	4.5	518	98.9%	512	98.8%	518	98.9%
20	24 Hour Parking/Parking Violations - DPD	446	2	2	100.0%	10	3.7	444	99.6%	444	100.0%	446	100.0%



Council District 04

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,308
Smoke Detector Request - DFD	2,389
Litter - CCS	2,290
Dead Animal Pick Up - SAN	1,989
Roll Cart - SAN	1,853
Animal - Loose Aggressive - CCS	1,846
Bulky Trash Violations - CCS	1,168
Animal - Confined - CCS	1,154
Recycling ROLL CART Registration - SAN	1,099
Animal - Loose - CCS	922



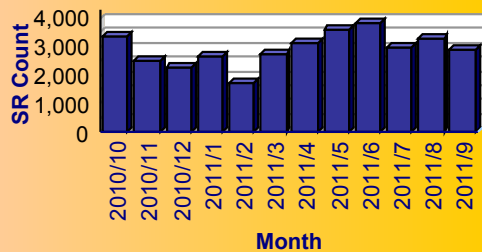
Service

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

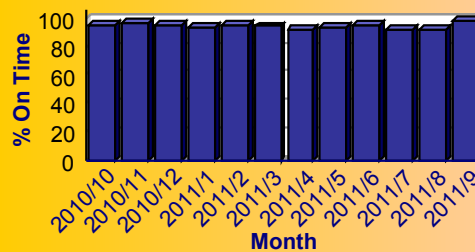
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,013	34,098	32,206	94.5%	915	859	93.9%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 04

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

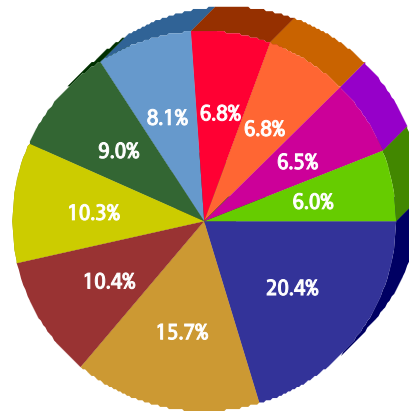
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,308	64	63	98.4%	38	17.1	4,244	98.5%	3,837	90.4%	3,900	90.5%
2	Smoke Detector Request - DFD	2,389	21	21	100.0%	30	2.7	2,368	99.1%	2,358	99.6%	2,379	99.6%
3	Litter - CCS	2,290	115	112	97.4%	38	21.3	2,175	95.0%	1,916	88.1%	2,028	88.6%
4	Dead Animal Pick Up - SAN	1,989	0	0	N/A	1	0.4	1,989	100.0%	1,972	99.1%	1,972	99.1%
5	Roll Cart - SAN	1,853	9	9	100.0%	10	2.8	1,844	99.5%	1,831	99.3%	1,840	99.3%
6	Animal - Loose Aggressive - CCS	1,846	3	0	0.0%	3	0.5	1,843	99.8%	1,814	98.4%	1,814	98.3%
7	Bulky Trash Violations - CCS	1,168	10	9	90.0%	14	10.8	1,158	99.1%	818	70.6%	827	70.8%
8	Animal - Confined - CCS	1,154	1	1	100.0%	3	0.4	1,153	99.9%	1,132	98.2%	1,133	98.2%
9	Recycling ROLL CART Registration - SAN	1,099	2	2	100.0%	10	3.1	1,097	99.8%	1,083	98.7%	1,085	98.7%
10	Animal - Loose - CCS	922	18	17	94.4%	40	17.9	904	98.0%	848	93.8%	865	93.8%
11	Illegal Dumping - CCS	900	10	10	100.0%	38	4.7	890	98.9%	865	97.2%	875	97.2%
12	Obstruction Alley/Sidewalk/Street - CCS	865	62	62	100.0%	60	26.9	803	92.8%	752	93.6%	814	94.1%
13	Junk Motor Vehicle - CCS	790	83	83	100.0%	126	47.4	707	89.5%	667	94.3%	750	94.9%
14	Garbage - Missed - SAN	783	0	0	N/A	3	0.8	783	100.0%	774	98.9%	774	98.9%
15	Animal - Sick/Injured - CCS	763	2	0	0.0%	3	0.2	761	99.7%	751	98.7%	751	98.4%
16	Substandard Structure - CCS	606	161	160	99.4%	365	38.9	445	73.4%	445	100.0%	605	99.8%
17	Signs - Public Right of Way - CCS	604	1	1	100.0%	7	2.2	603	99.8%	566	93.9%	567	93.9%
18	Illegal Outside Storage - CCS	501	28	28	100.0%	38	21.7	473	94.4%	434	91.8%	462	92.2%
19	Parking - Unapproved Surface - CCS	489	4	3	75.0%	10	2.6	485	99.2%	450	92.8%	453	92.6%
20	24 Hour Parking/Parking Violations - DPD	445	9	9	100.0%	10	4.6	436	98.0%	433	99.3%	442	99.3%



Council District 05

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,663
Litter - CCS	2,819
Dead Animal Pick Up - SAN	1,865
Animal - Loose Aggressive - CCS	1,859
Roll Cart - SAN	1,618
Obstruction Alley/Sidewalk/Street - CCS	1,456
Animal - Confined - CCS	1,226
Substandard Structure - CCS	1,220
Bulky Trash Violations - CCS	1,178
Recycling ROLL CART Registration - SAN	1,085



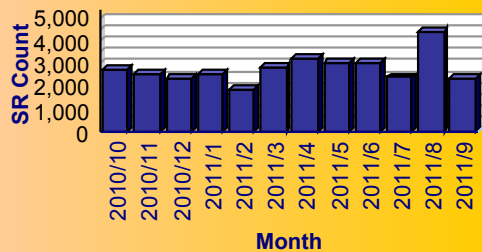
Service

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

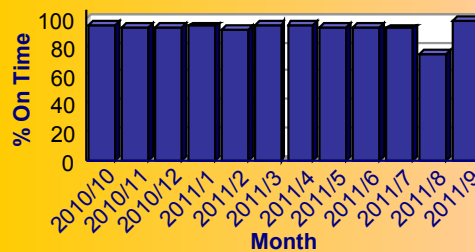
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,360	31,129	29,136	93.6%	2,231	1,360	61.0%	91.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

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

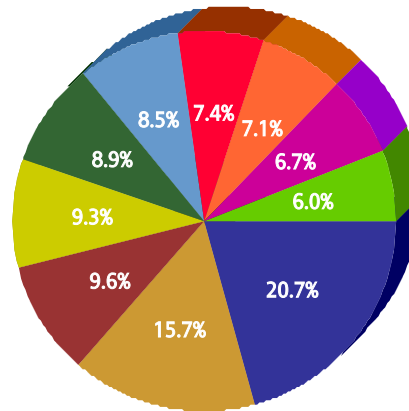
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	3,663	526	135	25.7%	38	19.6	3,137	85.6%	2,782	88.7%	2,917	79.6%
2	Litter - CCS	2,819	546	154	28.2%	38	23.0	2,273	80.6%	1,932	85.0%	2,086	74.0%
3	Dead Animal Pick Up - SAN	1,865	0	0	N/A	1	0.4	1,865	100.0%	1,849	99.1%	1,849	99.1%
4	Animal - Loose Aggressive - CCS	1,859	1	0	0.0%	3	0.3	1,858	99.9%	1,834	98.7%	1,834	98.7%
5	Roll Cart - SAN	1,618	8	8	100.0%	10	2.7	1,610	99.5%	1,606	99.8%	1,614	99.8%
6	Obstruction Alley/Sidewalk/Street - CCS	1,456	477	473	99.2%	60	29.5	979	67.2%	917	93.7%	1,390	95.5%
7	Animal - Confined - CCS	1,226	0	0	N/A	3	0.3	1,226	100.0%	1,209	98.6%	1,209	98.6%
8	Substandard Structure - CCS	1,220	229	228	99.6%	365	42.6	991	81.2%	991	100.0%	1,219	99.9%
9	Bulky Trash Violations - CCS	1,178	13	5	38.5%	14	11.4	1,165	98.9%	815	70.0%	820	69.6%
10	Recycling ROLL CART Registration - SAN	1,085	7	7	100.0%	10	2.8	1,078	99.4%	1,074	99.6%	1,081	99.6%
11	Signs - Public Right of Way - CCS	921	1	1	100.0%	7	1.4	920	99.9%	856	93.0%	857	93.1%
12	Animal - Loose - CCS	895	28	28	100.0%	40	18.7	867	96.9%	820	94.6%	848	94.7%
13	Garbage - Missed - SAN	740	1	1	100.0%	3	1.0	739	99.9%	721	97.6%	722	97.6%
14	Animal - Sick/Injured - CCS	737	0	0	N/A	3	0.2	737	100.0%	724	98.2%	724	98.2%
15	Junk Motor Vehicle - CCS	579	43	42	97.7%	126	41.7	536	92.6%	512	95.5%	554	95.7%
16	Signs - Public Right of Way Eve/Weekends - CCS	530	0	0	N/A	7	0.2	530	100.0%	526	99.2%	526	99.2%
17	24 Hour Parking/Parking Violations - DPD	506	7	7	100.0%	10	5.2	499	98.6%	490	98.2%	497	98.2%
18	Parking - Unapproved Surface - CCS	499	4	2	50.0%	10	3.7	495	99.2%	437	88.3%	439	88.0%
19	Illegal Dumping - CCS	462	17	17	100.0%	38	9.8	445	96.3%	432	97.1%	449	97.2%
20	Illegal Outside Storage - CCS	433	15	14	93.3%	38	23.4	418	96.5%	365	87.3%	379	87.5%



Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,713
Litter - CCS	1,294
Dead Animal Pick Up - SAN	796
Animal - Loose Aggressive - CCS	768
Signs - Public Right of Way - CCS	733
Obstruction Alley/Sidewalk/Street - CCS	700
Roll Cart - SAN	613
Fire Inspection - DFD	585
Animal - Confined - CCS	556
Illegal Dumping - CCS	499



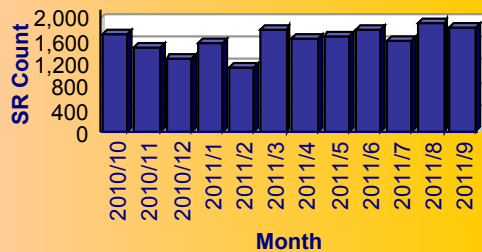
Service

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

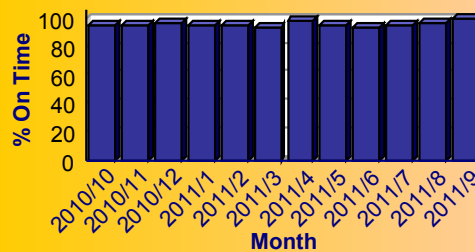
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,453	18,707	17,876	95.6%	746	720	96.5%	95.6%

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

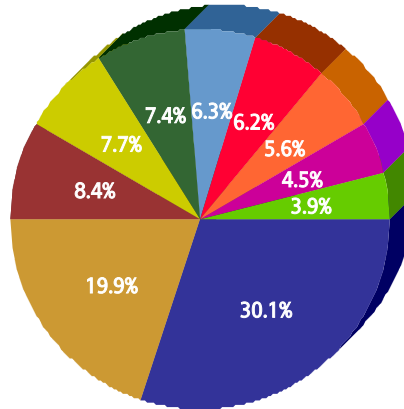
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	1,713	118	115	97.5%	38	18.2	1,595	93.1%	1,423	89.2%	1,538	89.8%
2	Litter - CCS	1,294	103	102	99.0%	38	19.6	1,191	92.0%	1,085	91.1%	1,187	91.7%
3	Dead Animal Pick Up - SAN	796	0	0	N/A	1	0.3	796	100.0%	788	99.0%	788	99.0%
4	Animal - Loose Aggressive - CCS	768	0	0	N/A	3	0.3	768	100.0%	759	98.8%	759	98.8%
5	Signs - Public Right of Way - CCS	733	0	0	N/A	7	1.1	733	100.0%	707	96.5%	707	96.5%
6	Obstruction Alley/Sidewalk/Street - CCS	700	57	55	96.5%	60	21.2	643	91.9%	609	94.7%	664	94.9%
7	Roll Cart - SAN	613	2	2	100.0%	10	2.6	611	99.7%	609	99.7%	611	99.7%
8	Fire Inspection - DFD	585	40	40	100.0%	60	22.9	545	93.2%	538	98.7%	578	98.8%
9	Animal - Confined - CCS	556	0	0	N/A	3	0.4	556	100.0%	545	98.0%	545	98.0%
10	Illegal Dumping - CCS	499	6	5	83.3%	38	3.7	493	98.8%	474	96.1%	479	96.0%
11	Animal - Loose - CCS	458	8	8	100.0%	40	16.8	450	98.3%	439	97.6%	447	97.6%
12	Illegal Outside Storage - CCS	443	31	31	100.0%	38	18.6	412	93.0%	377	91.5%	408	92.1%
13	Recycling ROLL CART Registration - SAN	433	1	1	100.0%	10	2.6	432	99.8%	432	100.0%	433	100.0%
14	Parking - Unapproved Surface - CCS	422	2	1	50.0%	10	2.4	420	99.5%	405	96.4%	406	96.2%
15	Substandard Structure - CCS	410	171	171	100.0%	365	67.7	239	58.3%	239	100.0%	410	100.0%
16	Junk Motor Vehicle - CCS	399	45	44	97.8%	126	35.7	354	88.7%	335	94.6%	379	95.0%
17	Animal - Sick/Injured - CCS	362	0	0	N/A	3	0.3	362	100.0%	353	97.5%	353	97.5%
18	Signs - Other - CCS	318	6	6	100.0%	21	5.3	312	98.1%	291	93.3%	297	93.4%
19	Traffic Signal - Flashing - STS	279	3	3	100.0%	4	1.4	276	98.9%	272	98.6%	275	98.6%
20	Garage Sale - CCS	269	0	0	N/A	7	1.0	269	100.0%	255	94.8%	255	94.8%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,681
Litter - CCS	3,760
Dead Animal Pick Up - SAN	1,590
Roll Cart - SAN	1,452
Animal - Loose Aggressive - CCS	1,394
Substandard Structure - CCS	1,188
Bulky Trash Violations - CCS	1,180
Animal - Confined - CCS	1,052
Illegal Dumping - CCS	853
Open and Vacant Structure - CCS	732



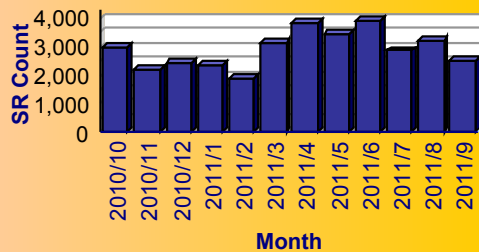
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Illegal Dumping - CCS
- Open and Vacant Structure - CCS

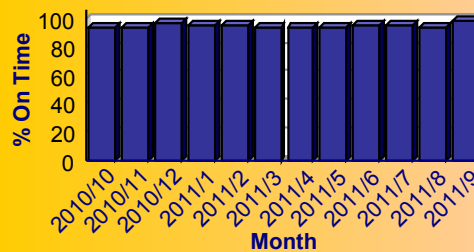
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
34,714	33,703	31,849	94.5%	1,011	924	91.4%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

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

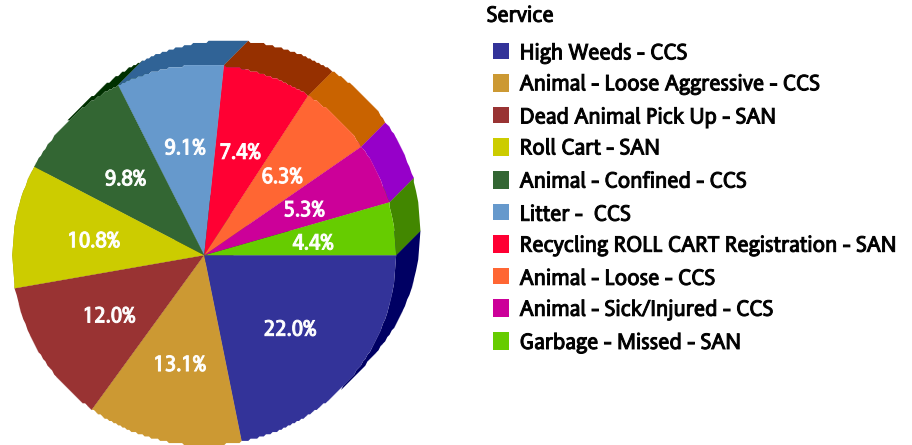
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	5,681	86	77	89.5%	38	13.3	5,595	98.5%	5,181	92.6%	5,258	92.6%
2	Litter - CCS	3,760	128	99	77.3%	38	15.8	3,632	96.6%	3,303	90.9%	3,402	90.5%
3	Dead Animal Pick Up - SAN	1,590	0	0	N/A	1	0.3	1,590	100.0%	1,586	99.7%	1,586	99.7%
4	Roll Cart - SAN	1,452	0	0	N/A	10	2.7	1,452	100.0%	1,444	99.4%	1,444	99.4%
5	Animal - Loose Aggressive - CCS	1,394	0	0	N/A	3	0.6	1,394	100.0%	1,373	98.5%	1,373	98.5%
6	Substandard Structure - CCS	1,188	311	311	100.0%	365	34.5	877	73.8%	877	100.0%	1,188	100.0%
7	Bulky Trash Violations - CCS	1,180	5	3	60.0%	14	7.9	1,175	99.6%	1,000	85.1%	1,003	85.0%
8	Animal - Confined - CCS	1,052	1	1	100.0%	3	0.3	1,051	99.9%	1,043	99.2%	1,044	99.2%
9	Illegal Dumping - CCS	853	8	8	100.0%	38	4.1	845	99.1%	821	97.2%	829	97.2%
10	Open and Vacant Structure - CCS	732	9	9	100.0%	30	9.8	723	98.8%	664	91.8%	673	91.9%
11	Animal - Loose - CCS	727	15	15	100.0%	40	17.1	712	97.9%	686	96.3%	701	96.4%
12	Recycling ROLL CART Registration - SAN	700	2	2	100.0%	10	2.5	698	99.7%	697	99.9%	699	99.9%
13	Animal - Sick/Injured - CCS	675	0	0	N/A	3	0.3	675	100.0%	661	97.9%	661	97.9%
14	Obstruction Alley/Sidewalk/Street - CCS	650	30	29	96.7%	60	27.5	620	95.4%	584	94.2%	613	94.3%
15	Junk Motor Vehicle - CCS	621	91	86	94.5%	126	47.3	530	85.3%	476	89.8%	562	90.5%
16	Garbage - Missed - SAN	578	1	1	100.0%	3	0.6	577	99.8%	569	98.6%	570	98.6%
17	Brush/Bulk Items - Missed - SAN	568	0	0	N/A	10	1.0	568	100.0%	564	99.3%	564	99.3%
18	Smoke Detector Request - DFD	521	1	1	100.0%	30	5.1	520	99.8%	506	97.3%	507	97.3%
19	24 Hour Parking/Parking Violations - DPD	509	6	6	100.0%	10	5.0	503	98.8%	492	97.8%	498	97.8%
20	Recyclable Collection Missed (Residential) - SAN	483	1	1	100.0%	3	1.2	482	99.8%	470	97.5%	471	97.5%



Council District 08

Top 10 Services

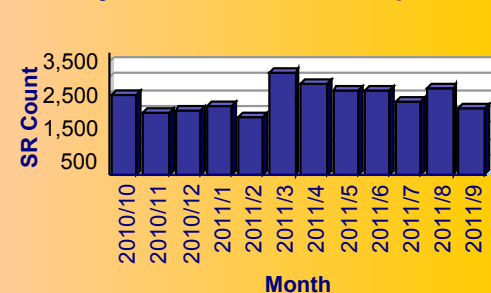
SR Type	Service Request Count
High Weeds - CCS	3,344
Animal - Loose Aggressive - CCS	1,981
Dead Animal Pick Up - SAN	1,821
Roll Cart - SAN	1,632
Animal - Confined - CCS	1,485
Litter - CCS	1,375
Recycling ROLL CART Registration - SAN	1,129
Animal - Loose - CCS	952
Animal - Sick/Injured - CCS	797
Garbage - Missed - SAN	661



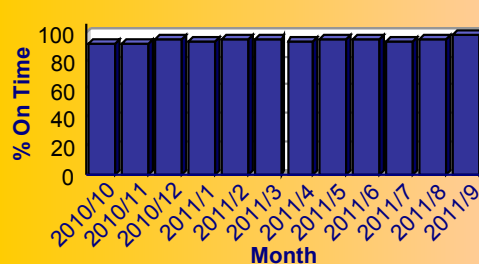
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,383	27,797	26,167	94.1%	586	544	92.8%	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 08

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

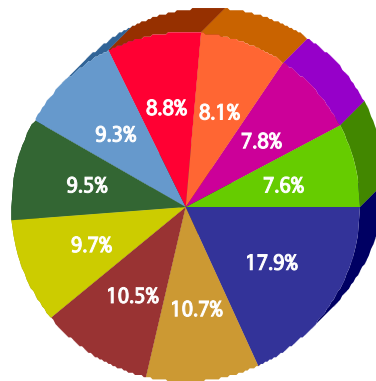
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	3,344	55	51	92.7%	38	20.6	3,289	98.4%	2,899	88.1%	2,950	88.2%
2	Animal - Loose Aggressive - CCS	1,981	0	0	N/A	3	0.3	1,981	100.0%	1,957	98.8%	1,957	98.8%
3	Dead Animal Pick Up - SAN	1,821	0	0	N/A	1	0.3	1,821	100.0%	1,803	99.0%	1,803	99.0%
4	Roll Cart - SAN	1,632	10	10	100.0%	10	2.9	1,622	99.4%	1,612	99.4%	1,622	99.4%
5	Animal - Confined - CCS	1,485	0	0	N/A	3	0.4	1,485	100.0%	1,459	98.2%	1,459	98.2%
6	Litter - CCS	1,375	51	46	90.2%	38	23.2	1,324	96.3%	1,122	84.7%	1,168	84.9%
7	Recycling ROLL CART Registration - SAN	1,129	4	4	100.0%	10	2.9	1,125	99.6%	1,121	99.6%	1,125	99.6%
8	Animal - Loose - CCS	952	18	18	100.0%	40	19.1	934	98.1%	894	95.7%	912	95.8%
9	Animal - Sick/Injured - CCS	797	0	0	N/A	3	0.2	797	100.0%	785	98.5%	785	98.5%
10	Garbage - Missed - SAN	661	2	2	100.0%	3	1.1	659	99.7%	647	98.2%	649	98.2%
11	Parking - Unapproved Surface - CCS	634	2	2	100.0%	10	3.2	632	99.7%	570	90.2%	572	90.2%
12	Junk Motor Vehicle - CCS	613	38	38	100.0%	126	49.4	575	93.8%	543	94.4%	581	94.8%
13	Signs - Public Right of Way Eve/Weekends - CCS	601	0	0	N/A	7	0.2	601	100.0%	598	99.5%	598	99.5%
14	Obstruction Alley/Sidewalk/Street - CCS	562	31	31	100.0%	60	25.7	531	94.5%	505	95.1%	536	95.4%
15	Bulky Trash Violations - CCS	557	9	8	88.9%	14	13.3	548	98.4%	372	67.9%	380	68.2%
16	Substandard Structure - CCS	505	130	130	100.0%	365	49.5	375	74.3%	375	100.0%	505	100.0%
17	Signs - Public Right of Way - CCS	406	2	2	100.0%	7	1.7	404	99.5%	366	90.6%	368	90.6%
18	Illegal Garbage/Placement - CCS	345	2	2	100.0%	60	21.7	343	99.4%	328	95.6%	330	95.7%
19	Animal - Cruelty - CCS	343	1	0	0.0%	30	0.5	342	99.7%	342	100.0%	342	99.7%
20	Illegal Outside Storage - CCS	318	9	6	66.7%	38	24.2	309	97.2%	263	85.1%	269	84.6%



Council District 09

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,639
Dead Animal Pick Up - SAN	980
Obstruction Alley/Sidewalk/Street - CCS	957
Animal - Confined - CCS	887
Bulky Trash Violations - CCS	868
Recycling ROLL CART Registration - SAN	849
Garbage - Missed - SAN	805
High Weeds - CCS	737
Litter - CCS	711
Recyclable Collection Missed (Residential) - SAN	698



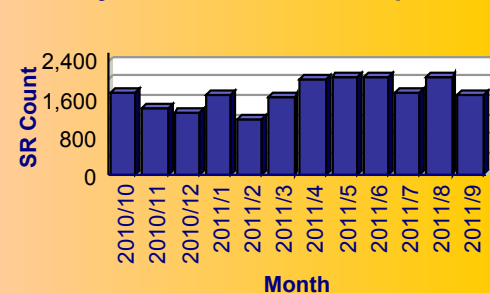
Service

- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- High Weeds - CCS
- Litter - CCS
- Recyclable Collection Missed (Residential) - SAN

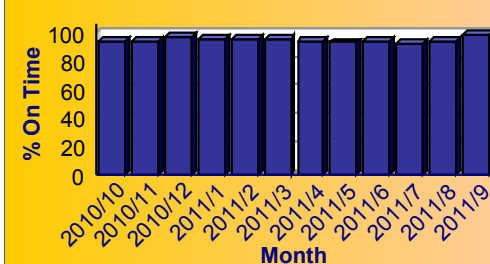
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,582	19,822	18,705	94.4%	760	649	85.4%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 09

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

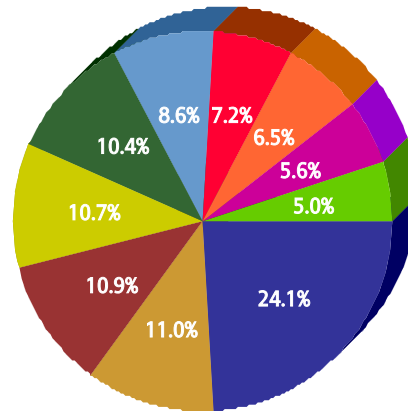
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,639	3	3	100.0%	10	2.7	1,636	99.8%	1,630	99.6%	1,633	99.6%
2	Dead Animal Pick Up - SAN	980	0	0	N/A	1	0.3	980	100.0%	971	99.1%	971	99.1%
3	Obstruction Alley/Sidewalk/Street - CCS	957	226	196	86.7%	60	30.7	731	76.4%	646	88.4%	842	88.0%
4	Animal - Confined - CCS	887	0	0	N/A	3	0.3	887	100.0%	878	99.0%	878	99.0%
5	Bulky Trash Violations - CCS	868	22	9	40.9%	14	9.3	846	97.5%	718	84.9%	727	83.8%
6	Recycling ROLL CART Registration - SAN	849	2	2	100.0%	10	2.6	847	99.8%	845	99.8%	847	99.8%
7	Garbage - Missed - SAN	805	0	0	N/A	3	0.9	805	100.0%	795	98.8%	795	98.8%
8	High Weeds - CCS	737	30	21	70.0%	38	24.6	707	95.9%	554	78.4%	575	78.0%
9	Litter - CCS	711	58	39	67.2%	38	28.2	653	91.8%	489	74.9%	528	74.3%
10	Recyclable Collection Missed (Residential) - SAN	698	1	1	100.0%	3	1.0	697	99.9%	684	98.1%	685	98.1%
11	Animal - Loose Aggressive - CCS	621	0	0	N/A	3	0.3	621	100.0%	616	99.2%	616	99.2%
12	24 Hour Parking/Parking Violations - DPD	461	11	11	100.0%	10	3.9	450	97.6%	446	99.1%	457	99.1%
13	Substandard Structure - CCS	395	118	118	100.0%	365	58.0	277	70.1%	277	100.0%	395	100.0%
14	Recycling - Roll Cart - SAN	374	3	3	100.0%	10	2.7	371	99.2%	370	99.7%	373	99.7%
15	Animal - Loose - CCS	358	7	7	100.0%	40	17.3	351	98.0%	340	96.9%	347	96.9%
16	Street Repair - Routine-STS	357	16	16	100.0%	90	22.6	341	95.5%	339	99.4%	355	99.4%
17	Animal - Sick/Injured - CCS	341	0	0	N/A	3	0.3	341	100.0%	335	98.2%	335	98.2%
18	Parking - Unapproved Surface - CCS	290	2	0	0.0%	10	4.2	288	99.3%	267	92.7%	267	92.1%
19	Brush/Bulk Items - Missed - SAN	285	0	0	N/A	10	2.5	285	100.0%	282	98.9%	282	98.9%
20	Junk Motor Vehicle - CCS	282	36	34	94.4%	126	31.3	246	87.2%	241	98.0%	275	97.5%



Council District 10

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,303
Animal - Confined - CCS	592
High Weeds - CCS	588
Garbage - Missed - SAN	579
Bulky Trash Violations - CCS	561
Dead Animal Pick Up - SAN	464
Recycling ROLL CART Registration - SAN	387
24 Hour Parking/Parking Violations - DPD	352
Obstruction Alley/Sidewalk/Street - CCS	303
Substandard Structure Apts - CCS	269



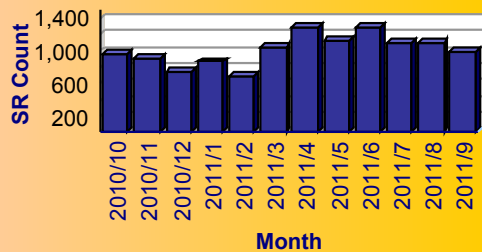
Service

- Roll Cart - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - CCS
- Substandard Structure Apts - CCS

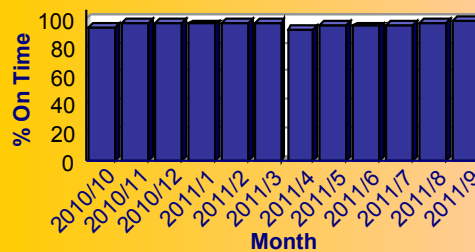
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,002	11,743	11,225	95.6%	259	221	85.3%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 10

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

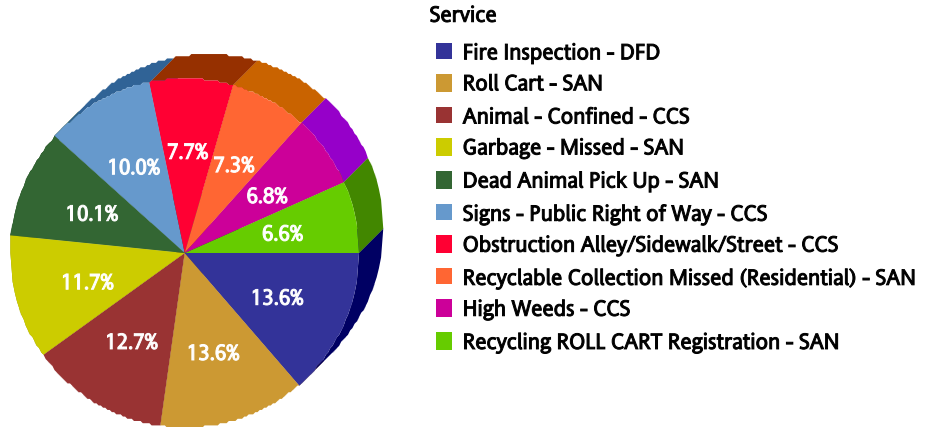
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,303	10	10	100.0%	10	2.7	1,293	99.2%	1,290	99.8%	1,300	99.8%
2	Animal - Confined - CCS	592	1	1	100.0%	3	0.2	591	99.8%	582	98.5%	583	98.5%
3	High Weeds - CCS	588	11	5	45.5%	38	24.8	577	98.1%	462	80.1%	467	79.4%
4	Garbage - Missed - SAN	579	0	0	N/A	3	0.8	579	100.0%	577	99.7%	577	99.7%
5	Bulky Trash Violations - CCS	561	3	2	66.7%	14	5.2	558	99.5%	529	94.8%	531	94.7%
6	Dead Animal Pick Up - SAN	464	0	0	N/A	1	0.3	464	100.0%	462	99.6%	462	99.6%
7	Recycling ROLL CART Registration - SAN	387	3	3	100.0%	10	2.8	384	99.2%	384	100.0%	387	100.0%
8	24 Hour Parking/Parking Violations - DPD	352	2	2	100.0%	10	3.9	350	99.4%	350	100.0%	352	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	303	22	21	95.5%	60	28.6	281	92.7%	249	88.6%	270	89.1%
10	Substandard Structure Apts - CCS	269	27	27	100.0%	365	14.8	242	90.0%	242	100.0%	269	100.0%
11	Litter - CCS	259	15	11	73.3%	38	25.9	244	94.2%	192	78.7%	203	78.4%
12	Animal - Sick/Injured - CCS	227	0	0	N/A	3	0.1	227	100.0%	226	99.6%	226	99.6%
13	Animal - Loose Aggressive - CCS	221	0	0	N/A	3	0.2	221	100.0%	220	99.5%	220	99.5%
14	Fire Inspection - DFD	212	16	16	100.0%	60	26.2	196	92.5%	192	98.0%	208	98.1%
15	Substandard Structure - CCS	199	45	45	100.0%	365	53.2	154	77.4%	154	100.0%	199	100.0%
16	Recycling - Roll Cart - SAN	199	2	2	100.0%	10	2.6	197	99.0%	197	100.0%	199	100.0%
17	Brush/Bulk Items - Missed - SAN	181	2	2	100.0%	10	2.4	179	98.9%	177	98.9%	179	98.9%
18	Street Repair - Routine-STS	168	11	11	100.0%	90	20.5	157	93.5%	156	99.4%	167	99.4%
19	Traffic Signal - Flashing - STS	138	0	0	N/A	4	1.5	138	100.0%	138	100.0%	138	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	129	2	2	100.0%	10	3.5	127	98.4%	127	100.0%	129	100.0%



Council District 11

Top 10 Services

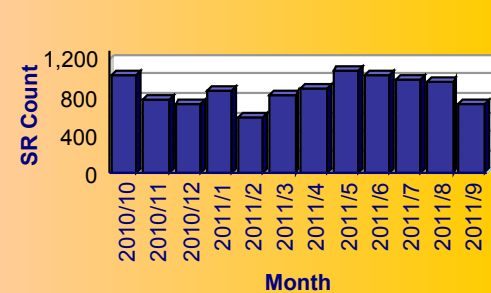
SR Type	Service Request Count
Fire Inspection - DFD	581
Roll Cart - SAN	581
Animal - Confined - CCS	543
Garbage - Missed - SAN	498
Dead Animal Pick Up - SAN	432
Signs - Public Right of Way - CCS	426
Obstruction Alley/Sidewalk/Street - CCS	330
Recyclable Collection Missed (Residential) - SAN	310
High Weeds - CCS	289
Recycling ROLL CART Registration - SAN	280



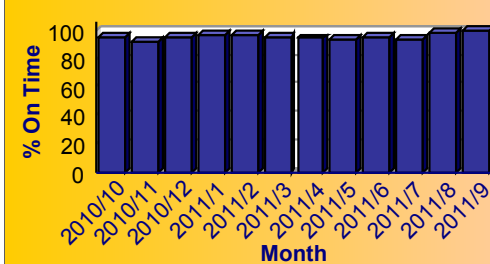
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,482	10,196	9,814	96.3%	286	168	58.7%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

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

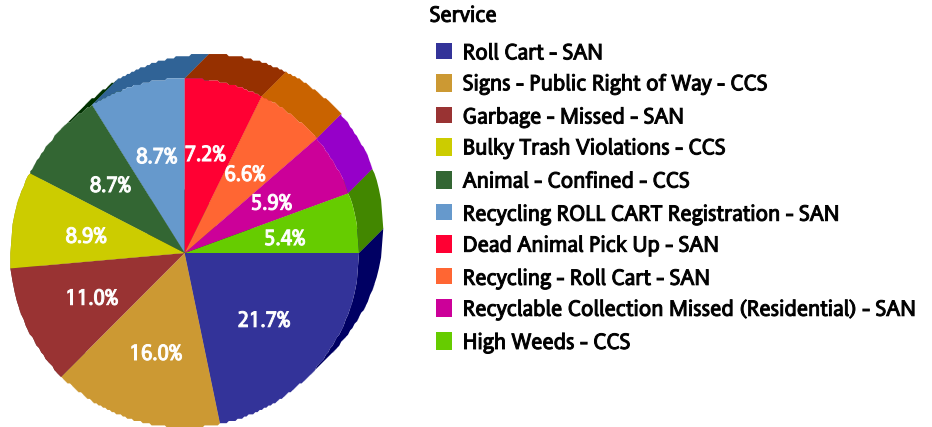
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	581	29	29	100.0%	60	21.7	552	95.0%	547	99.1%	576	99.1%
2	Roll Cart - SAN	581	2	2	100.0%	10	2.6	579	99.7%	578	99.8%	580	99.8%
3	Animal - Confined - CCS	543	1	1	100.0%	3	0.2	542	99.8%	533	98.3%	534	98.3%
4	Garbage - Missed - SAN	498	0	0	N/A	3	0.6	498	100.0%	497	99.8%	497	99.8%
5	Dead Animal Pick Up - SAN	432	0	0	N/A	1	0.3	432	100.0%	431	99.8%	431	99.8%
6	Signs - Public Right of Way - CCS	426	2	0	0.0%	7	0.8	424	99.5%	419	98.8%	419	98.4%
7	Obstruction Alley/Sidewalk/Street - CCS	330	32	13	40.6%	60	24.6	298	90.3%	269	90.3%	282	85.5%
8	Recyclable Collection Missed (Residential) - SAN	310	0	0	N/A	3	0.6	310	100.0%	309	99.7%	309	99.7%
9	High Weeds - CCS	289	31	12	38.7%	38	23.7	258	89.3%	204	79.1%	216	74.7%
10	Recycling ROLL CART Registration - SAN	280	0	0	N/A	10	2.8	280	100.0%	280	100.0%	280	100.0%
11	Bulky Trash Violations - CCS	216	17	4	23.5%	14	9.2	199	92.1%	178	89.4%	182	84.3%
12	Recycling - Roll Cart - SAN	206	2	2	100.0%	10	2.7	204	99.0%	204	100.0%	206	100.0%
13	Animal - Sick/Injured - CCS	201	0	0	N/A	3	0.1	201	100.0%	199	99.0%	199	99.0%
14	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	191	1	1	100.0%	10	3.2	190	99.5%	190	100.0%	191	100.0%
15	Traffic Signal - Flashing - STS	178	5	5	100.0%	4	1.3	173	97.2%	171	98.8%	176	98.9%
16	Litter - CCS	175	15	6	40.0%	38	23.1	160	91.4%	128	80.0%	134	76.6%
17	Substandard Structure Apts - CCS	173	9	9	100.0%	365	12.6	164	94.8%	164	100.0%	173	100.0%
18	Street Repair - Routine-STS	162	9	9	100.0%	90	22.8	153	94.4%	153	100.0%	162	100.0%
19	Signs - Other - CCS	156	11	0	0.0%	21	8.3	145	92.9%	127	87.6%	127	81.4%
20	24 Hour Parking/Parking Violations - DPD	154	0	0	N/A	10	5.1	154	100.0%	146	94.8%	146	94.8%



Council District 12

Top 10 Services

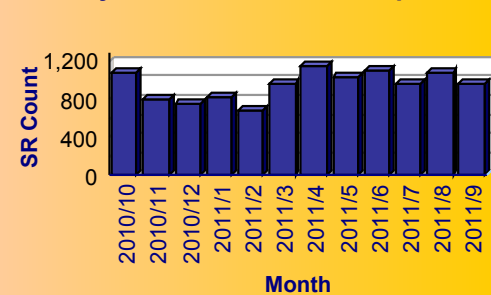
SR Type	Service Request Count
Roll Cart - SAN	1,165
Signs - Public Right of Way - CCS	858
Garbage - Missed - SAN	591
Bulky Trash Violations - CCS	476
Animal - Confined - CCS	469
Recycling ROLL CART Registration - SAN	467
Dead Animal Pick Up - SAN	387
Recycling - Roll Cart - SAN	355
Recyclable Collection Missed (Residential) - SAN	316
High Weeds - CCS	292



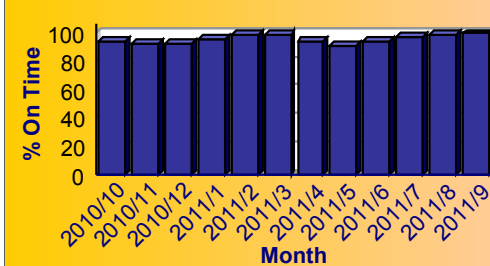
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,388	11,153	10,682	95.8%	235	123	52.3%	94.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 12

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

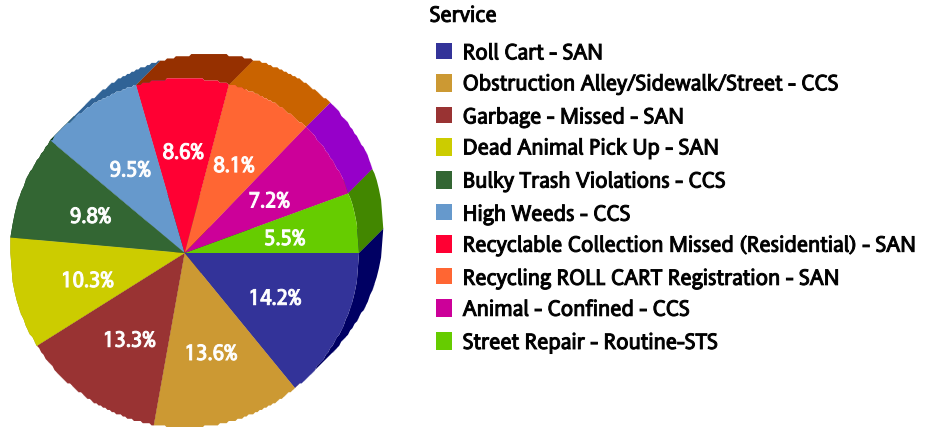
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,165	10	10	100.0%	10	2.9	1,155	99.1%	1,151	99.7%	1,161	99.7%
2	Signs - Public Right of Way - CCS	858	3	0	0.0%	7	0.3	855	99.7%	853	99.8%	853	99.4%
3	Garbage - Missed - SAN	591	1	1	100.0%	3	0.9	590	99.8%	590	100.0%	591	100.0%
4	Bulky Trash Violations - CCS	476	15	0	0.0%	14	6.3	461	96.8%	424	92.0%	424	89.1%
5	Animal - Confined - CCS	469	0	0	N/A	3	0.2	469	100.0%	465	99.1%	465	99.1%
6	Recycling ROLL CART Registration - SAN	467	1	1	100.0%	10	2.8	466	99.8%	465	99.8%	466	99.8%
7	Dead Animal Pick Up - SAN	387	0	0	N/A	1	0.3	387	100.0%	384	99.2%	384	99.2%
8	Recycling - Roll Cart - SAN	355	2	2	100.0%	10	3.0	353	99.4%	352	99.7%	354	99.7%
9	Recyclable Collection Missed (Residential) - SAN	316	0	0	N/A	3	1.0	316	100.0%	313	99.1%	313	99.1%
10	High Weeds - CCS	292	30	9	30.0%	38	24.0	262	89.7%	200	76.3%	209	71.6%
11	Fire Inspection - DFD	205	11	11	100.0%	60	28.7	194	94.6%	187	96.4%	198	96.6%
12	Litter - CCS	203	21	2	9.5%	38	30.8	182	89.7%	119	65.4%	121	59.6%
13	Brush/Bulk Items - Missed - SAN	200	0	0	N/A	10	2.8	200	100.0%	198	99.0%	198	99.0%
14	Street Repair - Routine-STS	199	5	5	100.0%	90	11.4	194	97.5%	194	100.0%	199	100.0%
15	24 Hour Parking/Parking Violations - DPD	198	1	1	100.0%	10	5.7	197	99.5%	188	95.4%	189	95.5%
16	Animal - Sick/Injured - CCS	187	0	0	N/A	3	0.3	187	100.0%	184	98.4%	184	98.4%
17	Obstruction Alley/Sidewalk/Street - CCS	180	21	6	28.6%	60	34.5	159	88.3%	123	77.4%	129	71.7%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	159	0	0	N/A	10	3.6	159	100.0%	158	99.4%	158	99.4%
19	Traffic Signal - Flashing - STS	142	0	0	N/A	4	1.6	142	100.0%	137	96.5%	137	96.5%
20	Sanitation Crew Complaint - SAN	126	0	0	N/A	10	1.5	126	100.0%	126	100.0%	126	100.0%



Council District 13

Top 10 Services

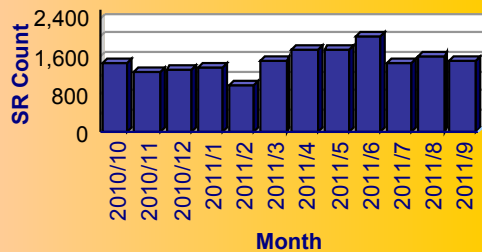
SR Type	Service Request Count
Roll Cart - SAN	1,062
Obstruction Alley/Sidewalk/Street - CCS	1,018
Garbage - Missed - SAN	997
Dead Animal Pick Up - SAN	773
Bulky Trash Violations - CCS	734
High Weeds - CCS	715
Recyclable Collection Missed (Residential) - SAN	647
Recycling ROLL CART Registration - SAN	605
Animal - Confined - CCS	539
Street Repair - Routine-STS	413



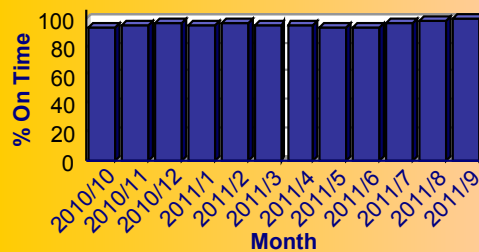
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,961	17,562	16,819	95.8%	399	315	78.9%	95.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 13

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

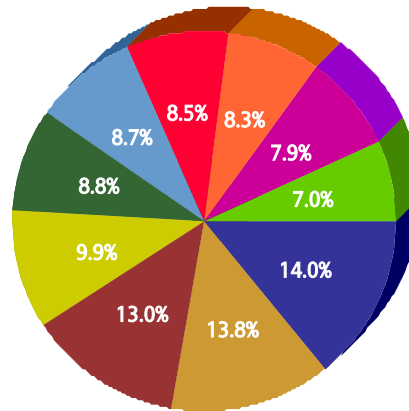
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,062	4	4	100.0%	10	2.7	1,058	99.6%	1,056	99.8%	1,060	99.8%
2	Obstruction Alley/Sidewalk/Street - CCS	1,018	101	73	72.3%	60	29.1	917	90.1%	820	89.4%	893	87.7%
3	Garbage - Missed - SAN	997	0	0	N/A	3	0.8	997	100.0%	993	99.6%	993	99.6%
4	Dead Animal Pick Up - SAN	773	0	0	N/A	1	0.3	773	100.0%	773	100.0%	773	100.0%
5	Bulky Trash Violations - CCS	734	5	3	60.0%	14	4.2	729	99.3%	702	96.3%	705	96.0%
6	High Weeds - CCS	715	30	18	60.0%	38	20.5	685	95.8%	583	85.1%	601	84.1%
7	Recyclable Collection Missed (Residential) - SAN	647	1	1	100.0%	3	0.8	646	99.8%	639	98.9%	640	98.9%
8	Recycling ROLL CART Registration - SAN	605	3	3	100.0%	10	2.6	602	99.5%	601	99.8%	604	99.8%
9	Animal - Confined - CCS	539	0	0	N/A	3	0.7	539	100.0%	535	99.3%	535	99.3%
10	Street Repair - Routine-STS	413	15	15	100.0%	90	15.1	398	96.4%	396	99.5%	411	99.5%
11	Fire Inspection - DFD	377	11	11	100.0%	60	19.1	366	97.1%	365	99.7%	376	99.7%
12	Recycling - Roll Cart - SAN	368	1	1	100.0%	10	2.6	367	99.7%	367	100.0%	368	100.0%
13	Litter - CCS	347	17	12	70.6%	38	20.5	330	95.1%	290	87.9%	302	87.0%
14	Brush/Bulk Items - Missed - SAN	275	0	0	N/A	10	39.1	275	100.0%	207	75.3%	207	75.3%
15	Traffic Signal - Flashing - STS	271	2	2	100.0%	4	1.4	269	99.3%	265	98.5%	267	98.5%
16	Animal - Loose Aggressive - CCS	262	0	0	N/A	3	0.3	262	100.0%	260	99.2%	260	99.2%
17	Signs - Public Right of Way - CCS	253	2	1	50.0%	7	1.5	251	99.2%	233	92.8%	234	92.5%
18	24 Hour Parking/Parking Violations - DPD	245	2	2	100.0%	10	4.7	243	99.2%	240	98.8%	242	98.8%
19	Sanitation Property Damage - SAN	231	1	1	100.0%	28	6.1	230	99.6%	222	96.5%	223	96.5%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	225	2	2	100.0%	10	3.2	223	99.1%	223	100.0%	225	100.0%



Council District 14

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,267
Roll Cart - SAN	1,246
Obstruction Alley/Sidewalk/Street - CCS	1,176
Litter - CCS	895
Traffic Signal - Flashing - STS	797
Recycling ROLL CART Registration - SAN	787
Dead Animal Pick Up - SAN	768
Garbage - Missed - SAN	748
Signs - Public Right of Way - CCS	717
Animal - Confined - CCS	629



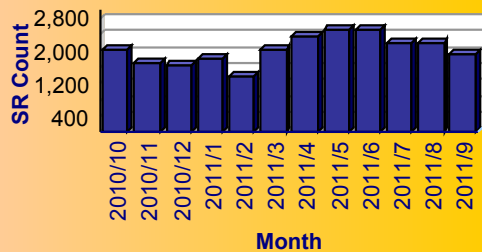
Service

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

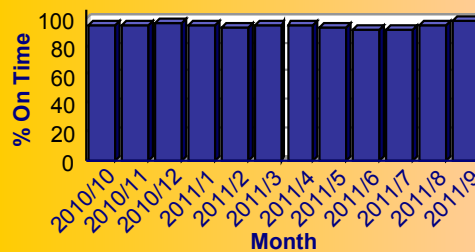
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
24,227	23,613	22,360	94.7%	614	513	83.6%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 14

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

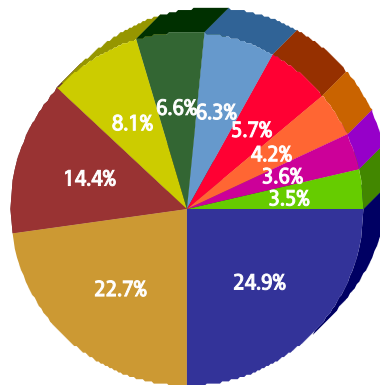
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	1,267	28	22	78.6%	38	19.9	1,239	97.8%	1,046	84.4%	1,068	84.3%
2	Roll Cart - SAN	1,246	5	5	100.0%	10	2.8	1,241	99.6%	1,235	99.5%	1,240	99.5%
3	Obstruction Alley/Sidewalk/Street - CCS	1,176	76	64	84.2%	60	30.4	1,100	93.5%	958	87.1%	1,022	86.9%
4	Litter - CCS	895	57	43	75.4%	38	19.4	838	93.6%	720	85.9%	763	85.3%
5	Traffic Signal - Flashing - STS	797	10	10	100.0%	4	1.3	787	98.7%	770	97.8%	780	97.9%
6	Recycling ROLL CART Registration - SAN	787	2	2	100.0%	10	2.8	785	99.7%	784	99.9%	786	99.9%
7	Dead Animal Pick Up - SAN	768	1	0	0.0%	1	0.3	767	99.9%	760	99.1%	760	99.0%
8	Garbage - Missed - SAN	748	0	0	N/A	3	0.8	748	100.0%	735	98.3%	735	98.3%
9	Signs - Public Right of Way - CCS	717	0	0	N/A	7	1.0	717	100.0%	700	97.6%	700	97.6%
10	Animal - Confined - CCS	629	0	0	N/A	3	0.2	629	100.0%	625	99.4%	625	99.4%
11	24 Hour Parking/Parking Violations - DPD	511	8	7	87.5%	10	4.6	503	98.4%	484	96.2%	491	96.1%
12	Bulky Trash Violations - CCS	493	13	10	76.9%	14	6.0	480	97.4%	428	89.2%	438	88.8%
13	Street Repair - Routine-STS	476	24	24	100.0%	90	21.7	452	95.0%	447	98.9%	471	98.9%
14	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	439	6	6	100.0%	10	2.8	433	98.6%	429	99.1%	435	99.1%
15	Graffiti Private Property - Residential/Commercial	396	15	14	93.3%	90	15.1	381	96.2%	362	95.0%	376	94.9%
16	Recyclable Collection Missed (Residential) - SAN	374	0	0	N/A	3	0.9	374	100.0%	370	98.9%	370	98.9%
17	Pot hole - Hazardous-STS	351	0	0	N/A	1	0.1	351	100.0%	349	99.4%	349	99.4%
18	Fire Inspection - DFD	346	29	29	100.0%	60	28.7	317	91.6%	304	95.9%	333	96.2%
19	Recycling - Roll Cart - SAN	340	1	1	100.0%	10	3.0	339	99.7%	338	99.7%	339	99.7%
20	Water Conservation Violation - CCS	327	7	4	57.1%	7	4.8	320	97.9%	261	81.6%	265	81.0%



Council District U

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	386
High Weeds - CCS	352
Litter - CCS	223
Recycling ROLL CART Registration - SAN	125
Roll Cart - SAN	102
Signs - Public Right of Way Eve/Weekends - CCS	97
Dead Animal Pick Up - SAN	89
311 Call Center Complaint	65
Obstruction Alley/Sidewalk/Street - CCS	55
24 Hour Parking/Parking Violations - DPD	54



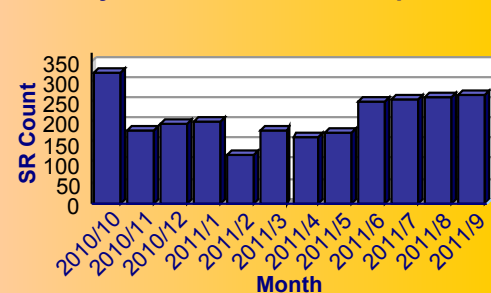
Service

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

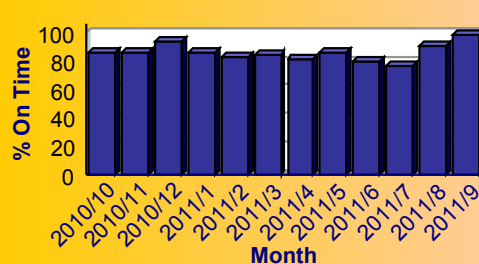
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,567	2,219	2,057	92.7%	348	144	41.4%	85.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 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	Signs - Public Right of Way - CCS	386	13	0	0.0%	7	1.0	373	96.6%	360	96.5%	360	93.3%
2	High Weeds - CCS	352	88	31	35.2%	38	18.8	264	75.0%	239	90.5%	270	76.7%
3	Litter - CCS	223	76	33	43.4%	38	23.5	147	65.9%	131	89.1%	164	73.5%
4	Recycling ROLL CART Registration - SAN	125	0	0	N/A	10	2.7	125	100.0%	124	99.2%	124	99.2%
5	Roll Cart - SAN	102	0	0	N/A	10	3.1	102	100.0%	102	100.0%	102	100.0%
6	Signs - Public Right of Way Eve/Weekends - CCS	97	0	0	N/A	7	1.0	97	100.0%	95	97.9%	95	97.9%
7	Dead Animal Pick Up - SAN	89	0	0	N/A	1	0.1	89	100.0%	89	100.0%	89	100.0%
8	311 Call Center Complaint	65	2	2	100.0%	10	9.1	63	96.9%	45	71.4%	47	72.3%
9	Obstruction Alley/Sidewalk/Street - CCS	55	26	21	80.8%	60	32.3	29	52.7%	28	96.6%	49	89.1%
10	24 Hour Parking/Parking Violations - DPD	54	2	1	50.0%	10	8.7	52	96.3%	42	80.8%	43	79.6%
11	Garbage - Missed - SAN	40	0	0	N/A	3	1.3	40	100.0%	39	97.5%	39	97.5%
12	Chronic Traffic Violations - DPD	39	3	3	100.0%	14	11.3	36	92.3%	35	97.2%	38	97.4%
13	Bulky Trash Violations - CCS	38	8	0	0.0%	14	20.7	30	78.9%	21	70.0%	21	55.3%
14	Pot hole Repair Routine - STS	37	0	0	N/A	7	1.7	37	100.0%	35	94.6%	35	94.6%
15	Animal - Loose - CCS	36	2	2	100.0%	40	28.7	34	94.4%	28	82.4%	30	83.3%
16	Substandard Structure - CCS	32	18	18	100.0%	365	43.1	14	43.8%	14	100.0%	32	100.0%
17	Restaurant/Food Complaint - CCS	30	0	0	N/A	45	13.9	30	100.0%	28	93.3%	28	93.3%
18	Recycling - Roll Cart - SAN	29	0	0	N/A	10	3.1	29	100.0%	29	100.0%	29	100.0%
19	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	11.0	26	100.0%	25	96.2%	25	96.2%
20	Fire Inspection - DFD	23	7	6	85.7%	60	50.0	16	69.6%	14	87.5%	20	87.0%