



**FY 2010 – 2011**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**April 2011**

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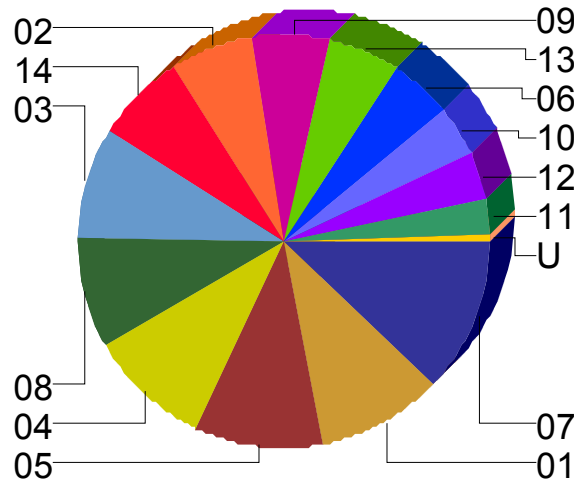
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# City of Dallas Council District Report

For April 2011



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	3,259	10.1%	99.4%
02	2,052	6.3%	98.6%
03	2,776	8.6%	98.8%
04	3,124	9.7%	98.0%
05	3,237	10.0%	98.6%
06	1,635	5.1%	99.1%
07	3,868	12.0%	98.4%
08	2,788	8.6%	98.1%
09	2,002	6.2%	98.2%
10	1,282	4.0%	98.6%
11	893	2.8%	98.5%
12	1,163	3.6%	98.5%
13	1,748	5.4%	98.9%
14	2,334	7.2%	98.5%
U	163	0.5%	93.3%
<b>Totals</b>	<b>32,324</b>	<b>100.0%</b>	<b>98.6%</b>

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

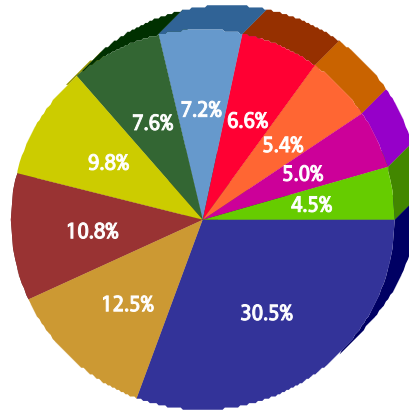


Citywide

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,941
Litter - CCS	2,031
Roll Cart - SAN	1,754
Dead Animal Pick Up - SAN	1,587
Animal - Loose Aggressive - CCS	1,225
Obstruction Alley/Sidewalk/Street - CCS	1,160
Animal - Confined - CCS	1,068
Recycling ROLL CART Registration - SAN	881
Signs - Public Right of Way - CCS	805
Animal - Sick/Injured - CCS	735



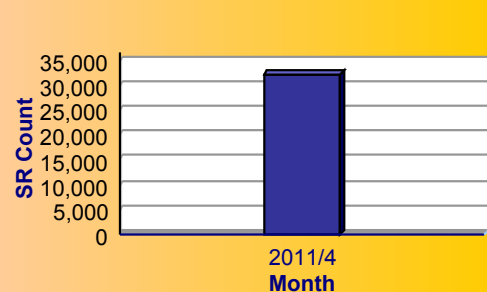
Service

- 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
- Animal - Sick/Injured - CCS

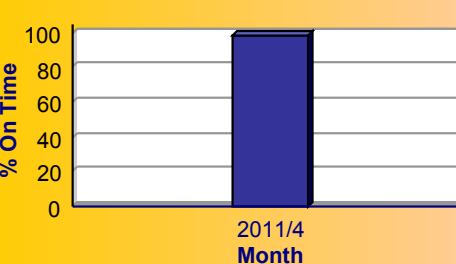
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,324	26,339	26,010	98.8%	5,985	5,848	97.7%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Citywide

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	4,941	1,996	1,996	100.0%	38	9.8	2,945	59.6%	2,945	100.0%	4,941	100.0%
2	Litter - CCS	2,031	843	843	100.0%	38	11.6	1,188	58.5%	1,188	100.0%	2,031	100.0%
3	Roll Cart - SAN	1,754	0	0	N/A	10	2.6	1,754	100.0%	1,751	99.8%	1,751	99.8%
4	Dead Animal Pick Up - SAN	1,587	0	0	N/A	1	0.4	1,587	100.0%	1,575	99.2%	1,575	99.2%
5	Animal - Loose Aggressive - CCS	1,225	0	0	N/A	3	0.4	1,225	100.0%	1,218	99.4%	1,218	99.4%
6	Obstruction Alley/Sidewalk/Street - CCS	1,160	697	697	100.0%	60	13.4	463	39.9%	463	100.0%	1,160	100.0%
7	Animal - Confined - CCS	1,068	0	0	N/A	3	0.3	1,068	100.0%	1,058	99.1%	1,058	99.1%
8	Recycling ROLL CART Registration - SAN	881	5	0	0.0%	10	3.1	876	99.4%	876	100.0%	876	99.4%
9	Signs - Public Right of Way - CCS	805	6	0	0.0%	7	0.8	799	99.3%	786	98.4%	786	97.6%
10	Animal - Sick/Injured - CCS	735	0	0	N/A	3	0.2	735	100.0%	726	98.8%	726	98.8%
11	Garbage - Missed - SAN	712	0	0	N/A	3	0.8	712	100.0%	710	99.7%	710	99.7%
12	Substandard Structure - CCS	659	422	422	100.0%	365	10.2	237	36.0%	237	100.0%	659	100.0%
13	Bulky Trash Violations - CCS	658	32	20	62.5%	14	5.5	626	95.1%	575	91.9%	595	90.4%
14	Animal - Loose - CCS	560	181	181	100.0%	40	8.8	379	67.7%	379	100.0%	560	100.0%
15	Traffic Signal - Flashing - STS	492	0	0	N/A	4	1.2	492	100.0%	492	100.0%	492	100.0%
16	Illegal Dumping - CCS	448	45	45	100.0%	38	2.8	403	90.0%	403	100.0%	448	100.0%
17	Tree down/low limbs - Emergency-STs	437	0	0	N/A	5	0.1	437	100.0%	436	99.8%	436	99.8%
18	24 Hour Parking/Parking Violations - DPD	431	1	1	100.0%	10	4.2	430	99.8%	424	98.6%	425	98.6%
19	Junk Motor Vehicle - CCS	374	206	206	100.0%	126	11.1	168	44.9%	168	100.0%	374	100.0%
20	Illegal Outside Storage - CCS	356	146	146	100.0%	38	13.2	210	59.0%	210	100.0%	356	100.0%

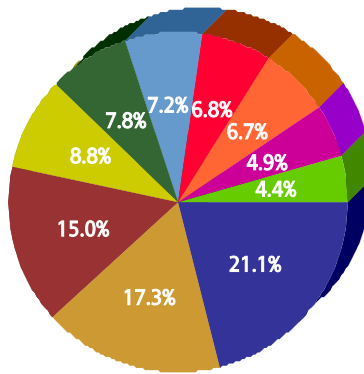


Council District 01

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	393
Obstruction Alley/Sidewalk/Street - CCS	322
Litter - CCS	279
Dead Animal Pick Up - SAN	163
Graffiti Private Property - Residential/Commercial	145
Roll Cart - SAN	134
Signs - Public Right of Way - CCS	127
Animal - Loose Aggressive - CCS	125
Recycling ROLL CART Registration - SAN	92
Illegal Outside Storage - CCS	82



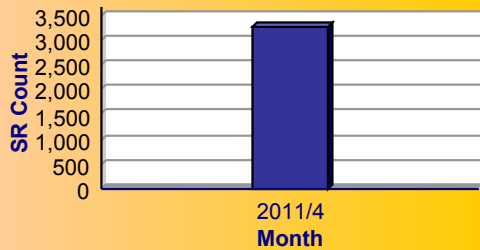
Service

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

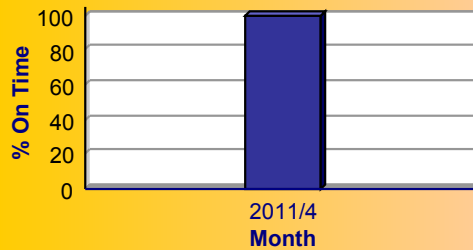
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,259	2,471	2,459	99.5%	788	780	99.0%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 01

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	393	179	179	100.0%	38	13.8	214	54.5%	214	100.0%	393	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	322	171	171	100.0%	60	16.4	151	46.9%	151	100.0%	322	100.0%
3	Litter - CCS	279	135	135	100.0%	38	13.7	144	51.6%	144	100.0%	279	100.0%
4	Dead Animal Pick Up - SAN	163	0	0	N/A	1	0.4	163	100.0%	161	98.8%	161	98.8%
5	Graffiti Private Property - Residential/Commercial	145	45	45	100.0%	90	5.8	100	69.0%	100	100.0%	145	100.0%
6	Roll Cart - SAN	134	0	0	N/A	10	2.4	134	100.0%	134	100.0%	134	100.0%
7	Signs - Public Right of Way - CCS	127	1	0	0.0%	7	0.9	126	99.2%	125	99.2%	125	98.4%
8	Animal - Loose Aggressive - CCS	125	0	0	N/A	3	0.4	125	100.0%	123	98.4%	123	98.4%
9	Recycling ROLL CART Registration - SAN	92	1	0	0.0%	10	2.6	91	98.9%	91	100.0%	91	98.9%
10	Illegal Outside Storage - CCS	82	41	41	100.0%	38	15.0	41	50.0%	41	100.0%	82	100.0%
11	Substandard Structure - CCS	77	60	60	100.0%	365	13.5	17	22.1%	17	100.0%	77	100.0%
12	Garage Sale - CCS	72	1	0	0.0%	7	0.8	71	98.6%	71	100.0%	71	98.6%
13	Animal - Confined - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
14	Illegal Dumping - CCS	60	0	0	N/A	38	1.6	60	100.0%	60	100.0%	60	100.0%
15	Junk Motor Vehicle - CCS	56	34	34	100.0%	126	11.3	22	39.3%	22	100.0%	56	100.0%
16	Animal - Loose - CCS	52	13	13	100.0%	40	10.6	39	75.0%	39	100.0%	52	100.0%
17	Bulky Trash Violations - CCS	40	3	3	100.0%	14	3.3	37	92.5%	37	100.0%	40	100.0%
18	24 Hour Parking/Parking Violations - DPD	38	0	0	N/A	10	3.5	38	100.0%	38	100.0%	38	100.0%
19	Animal - Sick/Injured - CCS	37	0	0	N/A	3	0.2	37	100.0%	37	100.0%	37	100.0%
20	Garbage - Missed - SAN	32	0	0	N/A	3	0.8	32	100.0%	32	100.0%	32	100.0%

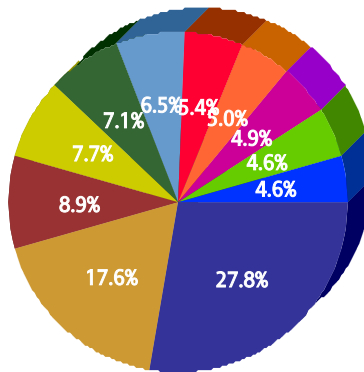


Council District 02

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	269
Litter - CCS	170
Dead Animal Pick Up - SAN	86
Roll Cart - SAN	74
Traffic Signal - Flashing - STS	69
Animal - Loose Aggressive - CCS	63
Animal - Confined - CCS	52
Recycling ROLL CART Registration - SAN	48
Graffiti Private Property - Residential/Commercial	47
Animal - Loose - CCS	44
Animal - Sick/Injured - CCS	44



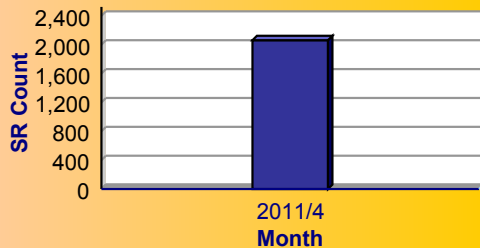
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Traffic Signal - Flashing - STS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Graffiti Private Property - Residential/Commercial
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS

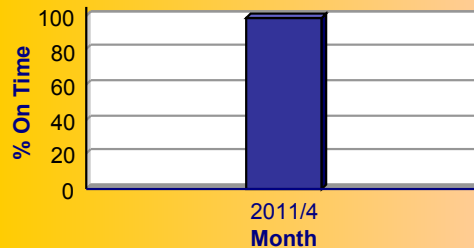
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,052	1,758	1,739	98.9%	294	284	96.6%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 02

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	269	91	91	100.0%	38	10.3	178	66.2%	178	100.0%	269	100.0%
2	Litter - CCS	170	53	53	100.0%	38	12.6	117	68.8%	117	100.0%	170	100.0%
3	Dead Animal Pick Up - SAN	86	0	0	N/A	1	0.3	86	100.0%	85	98.8%	85	98.8%
4	Roll Cart - SAN	74	0	0	N/A	10	3.0	74	100.0%	74	100.0%	74	100.0%
5	Traffic Signal - Flashing - STS	69	0	0	N/A	4	1.2	69	100.0%	69	100.0%	69	100.0%
6	Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.3	63	100.0%	63	100.0%	63	100.0%
7	Animal - Confined - CCS	52	0	0	N/A	3	0.3	52	100.0%	51	98.1%	51	98.1%
8	Recycling ROLL CART Registration - SAN	48	0	0	N/A	10	3.2	48	100.0%	48	100.0%	48	100.0%
9	Graffiti Private Property - Residential/Commercial	47	10	10	100.0%	90	5.3	37	78.7%	37	100.0%	47	100.0%
10	Animal - Loose - CCS	44	13	13	100.0%	40	7.0	31	70.5%	31	100.0%	44	100.0%
11	Animal - Sick/Injured - CCS	44	0	0	N/A	3	0.2	44	100.0%	44	100.0%	44	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	42	11	11	100.0%	60	15.2	31	73.8%	31	100.0%	42	100.0%
13	Garbage - Missed - SAN	42	0	0	N/A	3	1.0	42	100.0%	42	100.0%	42	100.0%
14	24 Hour Parking/Parking Violations - DPD	38	0	0	N/A	10	5.1	38	100.0%	35	92.1%	35	92.1%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	35	0	0	N/A	10	2.0	35	100.0%	35	100.0%	35	100.0%
16	Illegal Dumping - CCS	34	3	3	100.0%	38	1.9	31	91.2%	31	100.0%	34	100.0%
17	Fire Inspection - DFD	34	23	23	100.0%	60	8.9	11	32.4%	11	100.0%	34	100.0%
18	Substandard Structure - CCS	30	14	14	100.0%	365	14.1	16	53.3%	16	100.0%	30	100.0%
19	Traffic Signal - All Out - STS	30	0	0	N/A	4	1.9	30	100.0%	30	100.0%	30	100.0%
20	Recyclable Collection Missed (Residential) - SAN	27	0	0	N/A	3	1.1	27	100.0%	27	100.0%	27	100.0%
21	Tree down/low limbs - Emergency-STS	27	0	0	N/A	5	0.1	27	100.0%	27	100.0%	27	100.0%

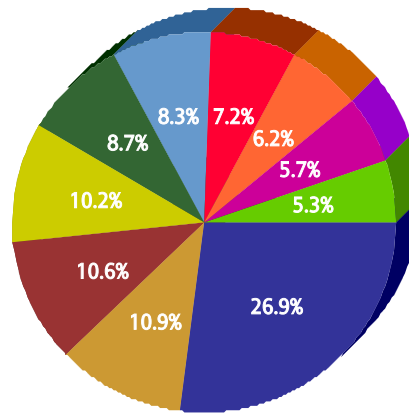


Council District 03

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	375
Roll Cart - SAN	152
Dead Animal Pick Up - SAN	148
Litter - CCS	142
Animal - Loose Aggressive - CCS	121
Signs - Public Right of Way - CCS	116
Obstruction Alley/Sidewalk/Street - CCS	101
Animal - Confined - CCS	86
Recycling ROLL CART Registration - SAN	80
Illegal Dumping - CCS	74



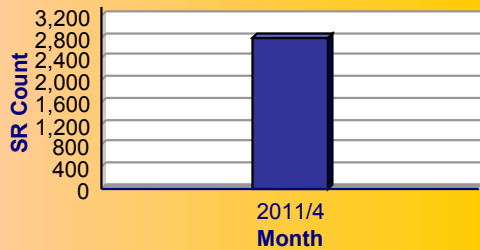
Service

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

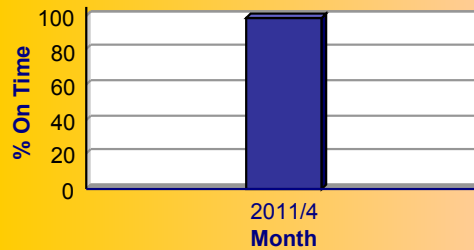
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,776	2,228	2,207	99.1%	548	537	98.0%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 03

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	375	176	176	100.0%	38	8.6	199	53.1%	199	100.0%	375	100.0%
2	Roll Cart - SAN	152	0	0	N/A	10	2.6	152	100.0%	152	100.0%	152	100.0%
3	Dead Animal Pick Up - SAN	148	0	0	N/A	1	0.4	148	100.0%	148	100.0%	148	100.0%
4	Litter - CCS	142	71	71	100.0%	38	9.7	71	50.0%	71	100.0%	142	100.0%
5	Animal - Loose Aggressive - CCS	121	0	0	N/A	3	0.4	121	100.0%	120	99.2%	120	99.2%
6	Signs - Public Right of Way - CCS	116	3	0	0.0%	7	1.0	113	97.4%	111	98.2%	111	95.7%
7	Obstruction Alley/Sidewalk/Street - CCS	101	72	72	100.0%	60	11.5	29	28.7%	29	100.0%	101	100.0%
8	Animal - Confined - CCS	86	0	0	N/A	3	0.3	86	100.0%	86	100.0%	86	100.0%
9	Recycling ROLL CART Registration - SAN	80	0	0	N/A	10	3.2	80	100.0%	80	100.0%	80	100.0%
10	Illegal Dumping - CCS	74	3	3	100.0%	38	1.6	71	95.9%	71	100.0%	74	100.0%
11	Animal - Sick/Injured - CCS	70	0	0	N/A	3	0.2	70	100.0%	70	100.0%	70	100.0%
12	Smoke Detector Request - DFD	61	6	6	100.0%	30	2.6	55	90.2%	55	100.0%	61	100.0%
13	Bulky Trash Violations - CCS	60	1	1	100.0%	14	3.0	59	98.3%	57	96.6%	58	96.7%
14	Animal - Loose - CCS	59	25	25	100.0%	40	10.8	34	57.6%	34	100.0%	59	100.0%
15	Substandard Structure - CCS	58	45	45	100.0%	365	7.1	13	22.4%	13	100.0%	58	100.0%
16	Illegal Outside Storage - CCS	47	23	23	100.0%	38	13.3	24	51.1%	24	100.0%	47	100.0%
17	Traffic Signal - Flashing - STS	41	0	0	N/A	4	1.3	41	100.0%	41	100.0%	41	100.0%
18	Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.0	38	100.0%	38	100.0%	38	100.0%
19	24 Hour Parking/Parking Violations - DPD	37	0	0	N/A	10	3.3	37	100.0%	37	100.0%	37	100.0%
20	Signs - Other - CCS	34	1	1	100.0%	21	0.7	33	97.1%	33	100.0%	34	100.0%

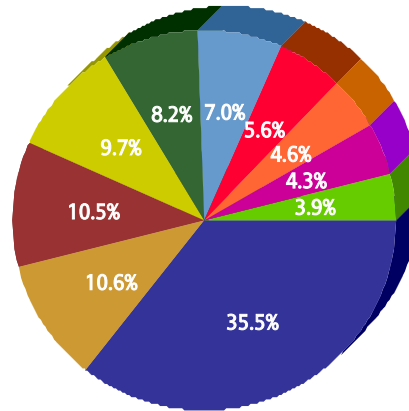


Council District 04

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	660
Animal - Loose Aggressive - CCS	198
Litter - CCS	195
Dead Animal Pick Up - SAN	181
Roll Cart - SAN	153
Animal - Confined - CCS	130
Obstruction Alley/Sidewalk/Street - CCS	104
Recycling ROLL CART Registration - SAN	86
Animal - Sick/Injured - CCS	80
Garbage - Missed - SAN	73



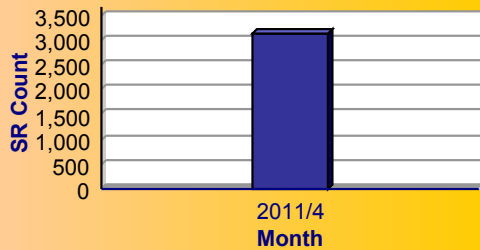
Service

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

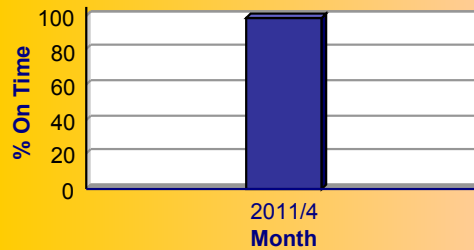
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,124	2,438	2,395	98.2%	686	666	97.1%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 04

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	660	259	259	100.0%	38	8.1	401	60.8%	401	100.0%	660	100.0%
2	Animal - Loose Aggressive - CCS	198	0	0	N/A	3	0.3	198	100.0%	198	100.0%	198	100.0%
3	Litter - CCS	195	106	106	100.0%	38	8.5	89	45.6%	89	100.0%	195	100.0%
4	Dead Animal Pick Up - SAN	181	0	0	N/A	1	0.5	181	100.0%	177	97.8%	177	97.8%
5	Roll Cart - SAN	153	0	0	N/A	10	2.6	153	100.0%	153	100.0%	153	100.0%
6	Animal - Confined - CCS	130	0	0	N/A	3	0.5	130	100.0%	127	97.7%	127	97.7%
7	Obstruction Alley/Sidewalk/Street - CCS	104	77	77	100.0%	60	12.5	27	26.0%	27	100.0%	104	100.0%
8	Recycling ROLL CART Registration - SAN	86	3	0	0.0%	10	3.7	83	96.5%	83	100.0%	83	96.5%
9	Animal - Sick/Injured - CCS	80	0	0	N/A	3	0.2	80	100.0%	80	100.0%	80	100.0%
10	Garbage - Missed - SAN	73	0	0	N/A	3	0.6	73	100.0%	73	100.0%	73	100.0%
11	Animal - Loose - CCS	67	17	17	100.0%	40	7.5	50	74.6%	50	100.0%	67	100.0%
12	Substandard Structure - CCS	55	31	31	100.0%	365	8.2	24	43.6%	24	100.0%	55	100.0%
13	Junk Motor Vehicle - CCS	52	41	41	100.0%	126	8.9	11	21.2%	11	100.0%	52	100.0%
14	Signs - Public Right of Way - CCS	51	0	0	N/A	7	0.9	51	100.0%	49	96.1%	49	96.1%
15	Open and Vacant Structure - CCS	46	17	8	47.1%	30	9.7	29	63.0%	29	100.0%	37	80.4%
16	Tree down/low limbs - Emergency-STS	44	0	0	N/A	5	0.0	44	100.0%	44	100.0%	44	100.0%
17	Illegal Dumping - CCS	40	7	7	100.0%	38	2.9	33	82.5%	33	100.0%	40	100.0%
18	Bulky Trash Violations - CCS	37	3	2	66.7%	14	6.7	34	91.9%	28	82.4%	30	81.1%
19	24 Hour Parking/Parking Violations - DPD	36	1	1	100.0%	10	5.5	35	97.2%	34	97.1%	35	97.2%
20	Illegal Outside Storage - CCS	29	15	15	100.0%	38	15.7	14	48.3%	14	100.0%	29	100.0%

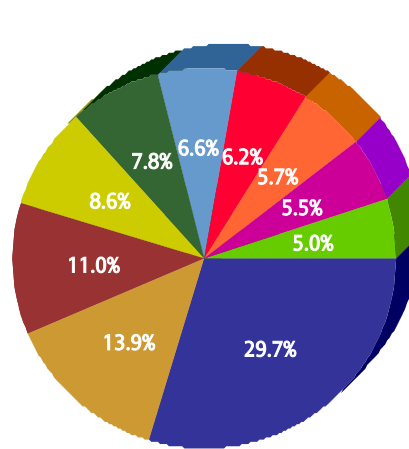


Council District 05

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	556
Litter - CCS	261
Dead Animal Pick Up - SAN	206
Animal - Loose Aggressive - CCS	160
Roll Cart - SAN	146
Substandard Structure - CCS	124
Obstruction Alley/Sidewalk/Street - CCS	116
Signs - Public Right of Way - CCS	106
Animal - Confined - CCS	103
Recycling ROLL CART Registration - SAN	93



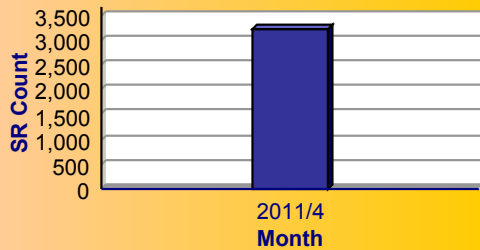
Service

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

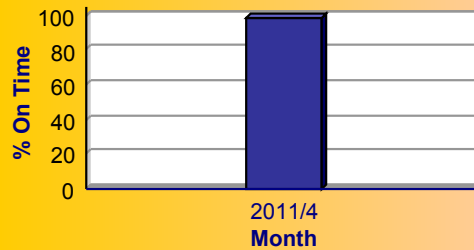
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,237	2,565	2,520	98.2%	672	671	99.9%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 05

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	556	235	235	100.0%	38	9.6	321	57.7%	321	100.0%	556	100.0%
2	Litter - CCS	261	113	113	100.0%	38	12.8	148	56.7%	148	100.0%	261	100.0%
3	Dead Animal Pick Up - SAN	206	0	0	N/A	1	0.4	206	100.0%	203	98.5%	203	98.5%
4	Animal - Loose Aggressive - CCS	160	0	0	N/A	3	0.4	160	100.0%	160	100.0%	160	100.0%
5	Roll Cart - SAN	146	0	0	N/A	10	2.7	146	100.0%	146	100.0%	146	100.0%
6	Substandard Structure - CCS	124	64	64	100.0%	365	10.9	60	48.4%	60	100.0%	124	100.0%
7	Obstruction Alley/Sidewalk/Street - CCS	116	80	80	100.0%	60	12.3	36	31.0%	36	100.0%	116	100.0%
8	Signs - Public Right of Way - CCS	106	0	0	N/A	7	0.4	106	100.0%	105	99.1%	105	99.1%
9	Animal - Confined - CCS	103	0	0	N/A	3	0.6	103	100.0%	99	96.1%	99	96.1%
10	Recycling ROLL CART Registration - SAN	93	0	0	N/A	10	3.0	93	100.0%	93	100.0%	93	100.0%
11	Animal - Sick/Injured - CCS	90	0	0	N/A	3	0.5	90	100.0%	86	95.6%	86	95.6%
12	Bulky Trash Violations - CCS	72	3	3	100.0%	14	8.2	69	95.8%	55	79.7%	58	80.6%
13	Animal - Loose - CCS	67	19	19	100.0%	40	9.7	48	71.6%	48	100.0%	67	100.0%
14	Garbage - Missed - SAN	56	0	0	N/A	3	0.7	56	100.0%	56	100.0%	56	100.0%
15	Junk Motor Vehicle - CCS	54	25	25	100.0%	126	14.6	29	53.7%	29	100.0%	54	100.0%
16	Parking - Unapproved Surface - CCS	51	1	0	0.0%	10	1.4	50	98.0%	47	94.0%	47	92.2%
17	Illegal Dumping - CCS	49	5	5	100.0%	38	3.5	44	89.8%	44	100.0%	49	100.0%
18	Tree down/low limbs - Emergency-ST5	42	0	0	N/A	5	0.1	42	100.0%	42	100.0%	42	100.0%
19	24 Hour Parking/Parking Violations - DPD	38	0	0	N/A	10	4.2	38	100.0%	38	100.0%	38	100.0%
20	Illegal Outside Storage - CCS	37	15	15	100.0%	38	14.8	22	59.5%	22	100.0%	37	100.0%

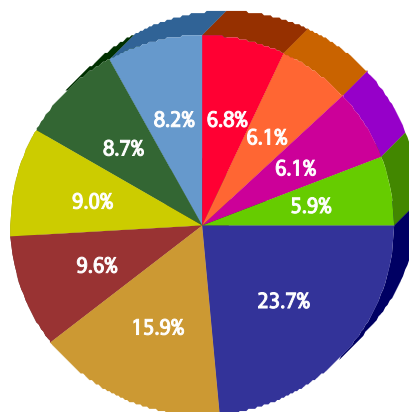


Council District 06

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	182
Litter - CCS	122
Dead Animal Pick Up - SAN	74
Animal - Loose Aggressive - CCS	69
Signs - Public Right of Way - CCS	67
Animal - Confined - CCS	63
Roll Cart - SAN	52
Fire Inspection - DFD	47
Illegal Dumping - CCS	47
Obstruction Alley/Sidewalk/Street - CCS	45



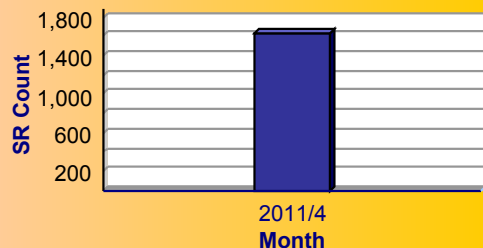
Service

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

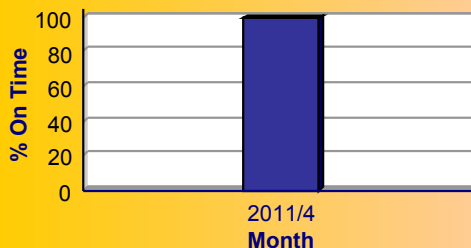
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,635	1,373	1,361	99.1%	262	259	98.9%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 06

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	182	61	61	100.0%	38	10.7	121	66.5%	121	100.0%	182	100.0%
2	Litter - CCS	122	33	33	100.0%	38	13.0	89	73.0%	89	100.0%	122	100.0%
3	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.4	74	100.0%	74	100.0%	74	100.0%
4	Animal - Loose Aggressive - CCS	69	0	0	N/A	3	0.4	69	100.0%	69	100.0%	69	100.0%
5	Signs - Public Right of Way - CCS	67	0	0	N/A	7	0.1	67	100.0%	67	100.0%	67	100.0%
6	Animal - Confined - CCS	63	0	0	N/A	3	0.3	63	100.0%	63	100.0%	63	100.0%
7	Roll Cart - SAN	52	0	0	N/A	10	2.6	52	100.0%	52	100.0%	52	100.0%
8	Illegal Dumping - CCS	47	2	2	100.0%	38	0.6	45	95.7%	45	100.0%	47	100.0%
9	Fire Inspection - DFD	47	25	25	100.0%	60	11.2	22	46.8%	22	100.0%	47	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	45	26	26	100.0%	60	9.3	19	42.2%	19	100.0%	45	100.0%
11	Parking - Unapproved Surface - CCS	43	0	0	N/A	10	2.1	43	100.0%	41	95.3%	41	95.3%
12	Illegal Outside Storage - CCS	39	6	6	100.0%	38	11.5	33	84.6%	33	100.0%	39	100.0%
13	Junk Motor Vehicle - CCS	38	19	19	100.0%	126	10.3	19	50.0%	19	100.0%	38	100.0%
14	Recycling ROLL CART Registration - SAN	38	0	0	N/A	10	2.8	38	100.0%	38	100.0%	38	100.0%
15	Animal - Loose - CCS	35	16	16	100.0%	40	11.3	19	54.3%	19	100.0%	35	100.0%
16	Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%
18	Illegal Land Use (Residential/Business) - CCS	22	8	8	100.0%	60	5.3	14	63.6%	14	100.0%	22	100.0%
19	24 Hour Parking/Parking Violations - DPD	22	0	0	N/A	10	4.5	22	100.0%	22	100.0%	22	100.0%
20	Traffic Signal - Flashing - STS	21	0	0	N/A	4	1.1	21	100.0%	21	100.0%	21	100.0%

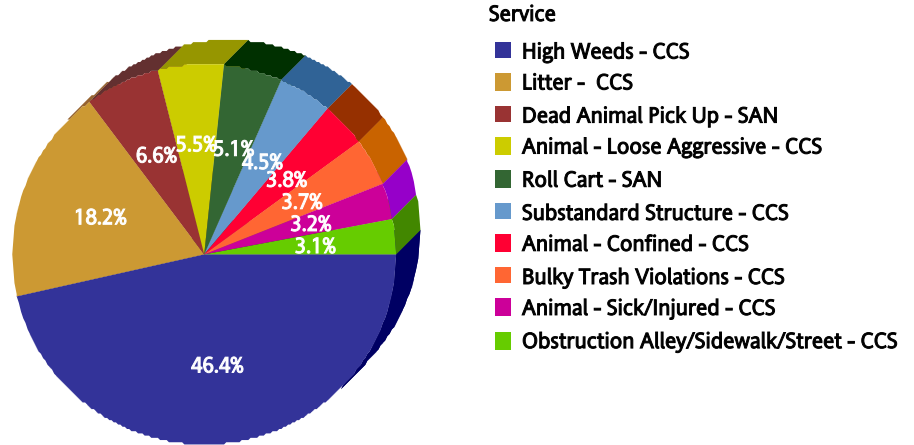


Council District 07

April 2011

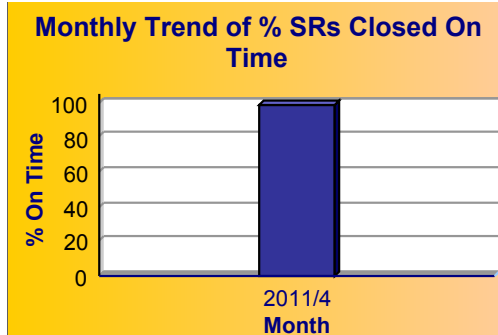
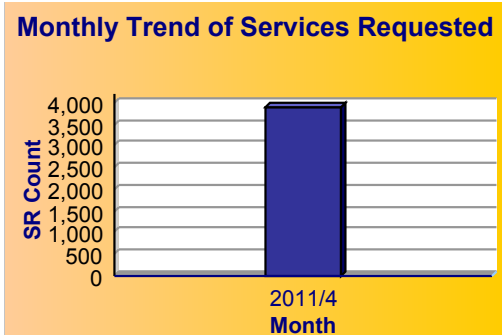
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,146
Litter - CCS	450
Dead Animal Pick Up - SAN	163
Animal - Loose Aggressive - CCS	135
Roll Cart - SAN	125
Substandard Structure - CCS	110
Animal - Confined - CCS	95
Bulky Trash Violations - CCS	92
Animal - Sick/Injured - CCS	78
Obstruction Alley/Sidewalk/Street - CCS	76



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 %
3,868	3,048	3,006	98.6%	820	802	97.8%	98.4%





# City of Dallas Service Level Performance Report by Council District

Council District 07

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	1,146	343	343	100.0%	38	8.8	803	70.1%	803	100.0%	1,146	100.0%
2	Litter - CCS	450	163	163	100.0%	38	10.5	287	63.8%	287	100.0%	450	100.0%
3	Dead Animal Pick Up - SAN	163	0	0	N/A	1	0.3	163	100.0%	163	100.0%	163	100.0%
4	Animal - Loose Aggressive - CCS	135	0	0	N/A	3	0.3	135	100.0%	135	100.0%	135	100.0%
5	Roll Cart - SAN	125	0	0	N/A	10	2.5	125	100.0%	124	99.2%	124	99.2%
6	Substandard Structure - CCS	110	67	67	100.0%	365	12.3	43	39.1%	43	100.0%	110	100.0%
7	Animal - Confined - CCS	95	0	0	N/A	3	0.4	95	100.0%	95	100.0%	95	100.0%
8	Bulky Trash Violations - CCS	92	2	2	100.0%	14	4.3	90	97.8%	85	94.4%	87	94.6%
9	Animal - Sick/Injured - CCS	78	0	0	N/A	3	0.2	78	100.0%	77	98.7%	77	98.7%
10	Obstruction Alley/Sidewalk/Street - CCS	76	48	48	100.0%	60	13.9	28	36.8%	28	100.0%	76	100.0%
11	Animal - Loose - CCS	66	19	19	100.0%	40	7.6	47	71.2%	47	100.0%	66	100.0%
12	Garbage - Missed - SAN	66	0	0	N/A	3	0.3	66	100.0%	66	100.0%	66	100.0%
13	Recycling ROLL CART Registration - SAN	65	0	0	N/A	10	2.8	65	100.0%	65	100.0%	65	100.0%
14	Illegal Dumping - CCS	61	5	5	100.0%	38	2.5	56	91.8%	56	100.0%	61	100.0%
15	Open and Vacant Structure - CCS	58	10	10	100.0%	30	6.9	48	82.8%	48	100.0%	58	100.0%
16	Brush/Bulk Items - Missed - SAN	50	0	0	N/A	10	1.0	50	100.0%	50	100.0%	50	100.0%
17	24 Hour Parking/Parking Violations - DPD	47	0	0	N/A	10	4.0	47	100.0%	47	100.0%	47	100.0%
18	Recyclable Collection Missed (Residential) - SAN	47	0	0	N/A	3	0.9	47	100.0%	47	100.0%	47	100.0%
19	Tree down/low limbs - Emergency-STS	40	0	0	N/A	5	0.0	40	100.0%	40	100.0%	40	100.0%
20	Traffic Signal - Flashing - STS	39	0	0	N/A	4	1.3	39	100.0%	39	100.0%	39	100.0%

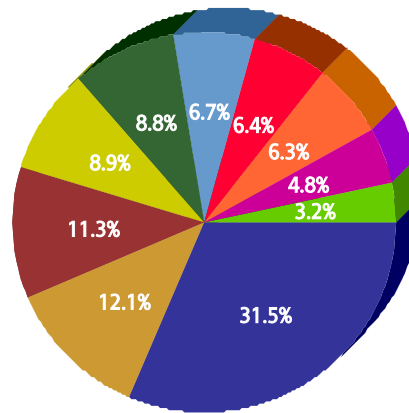


Council District 08

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	514
Animal - Loose Aggressive - CCS	197
Dead Animal Pick Up - SAN	184
Roll Cart - SAN	146
Animal - Confined - CCS	144
Litter - CCS	110
Recycling ROLL CART Registration - SAN	104
Animal - Sick/Injured - CCS	103
Animal - Loose - CCS	79
Garbage - Missed - SAN	53



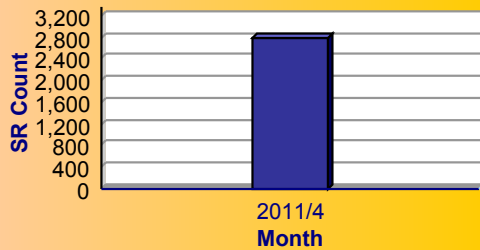
Service

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

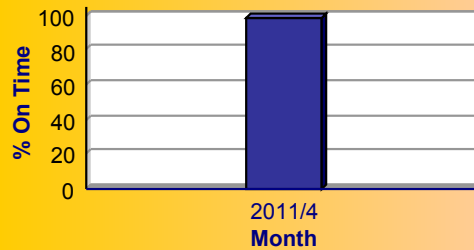
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,788	2,244	2,205	98.3%	544	531	97.6%	98.1%

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

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	514	265	265	100.0%	38	11.8	249	48.4%	249	100.0%	514	100.0%
2	Animal - Loose Aggressive - CCS	197	0	0	N/A	3	0.4	197	100.0%	195	99.0%	195	99.0%
3	Dead Animal Pick Up - SAN	184	0	0	N/A	1	0.4	184	100.0%	182	98.9%	182	98.9%
4	Roll Cart - SAN	146	0	0	N/A	10	2.8	146	100.0%	145	99.3%	145	99.3%
5	Animal - Confined - CCS	144	0	0	N/A	3	0.3	144	100.0%	143	99.3%	143	99.3%
6	Litter - CCS	110	40	40	100.0%	38	13.1	70	63.6%	70	100.0%	110	100.0%
7	Recycling ROLL CART Registration - SAN	104	0	0	N/A	10	3.1	104	100.0%	104	100.0%	104	100.0%
8	Animal - Sick/Injured - CCS	103	0	0	N/A	3	0.2	103	100.0%	102	99.0%	102	99.0%
9	Animal - Loose - CCS	79	30	30	100.0%	40	9.3	49	62.0%	49	100.0%	79	100.0%
10	Garbage - Missed - SAN	53	0	0	N/A	3	1.2	53	100.0%	53	100.0%	53	100.0%
11	Bulky Trash Violations - CCS	52	6	0	0.0%	14	10.5	46	88.5%	35	76.1%	35	67.3%
12	Substandard Structure - CCS	46	31	31	100.0%	365	5.5	15	32.6%	15	100.0%	46	100.0%
13	Obstruction Alley/Sidewalk/Street - CCS	44	29	29	100.0%	60	12.4	15	34.1%	15	100.0%	44	100.0%
14	Illegal Outside Storage - CCS	37	19	19	100.0%	38	17.6	18	48.6%	18	100.0%	37	100.0%
15	Signs - Public Right of Way Eve/Weekends - CCS	37	0	0	N/A	7	0.1	37	100.0%	37	100.0%	37	100.0%
16	Animal - Tethering - CCS	35	0	0	N/A	3	0.4	35	100.0%	34	97.1%	34	97.1%
17	Parking - Unapproved Surface - CCS	34	3	1	33.3%	10	0.5	31	91.2%	30	96.8%	31	91.2%
18	Illegal Dumping - CCS	34	10	10	100.0%	38	6.6	24	70.6%	24	100.0%	34	100.0%
19	24 Hour Parking/Parking Violations - DPD	34	0	0	N/A	10	4.9	34	100.0%	34	100.0%	34	100.0%
20	Signs - Public Right of Way - CCS	32	1	0	0.0%	7	2.5	31	96.9%	27	87.1%	27	84.4%

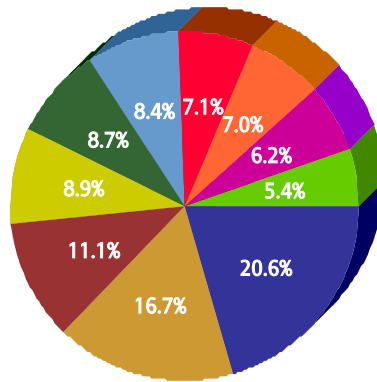


Council District 09

April 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	195
High Weeds - CCS	158
Dead Animal Pick Up - SAN	105
Animal - Confined - CCS	84
Obstruction Alley/Sidewalk/Street - CCS	82
Garbage - Missed - SAN	79
Recycling ROLL CART Registration - SAN	67
Litter - CCS	66
Recyclable Collection Missed (Residential) - SAN	59
Animal - Loose Aggressive - CCS	51



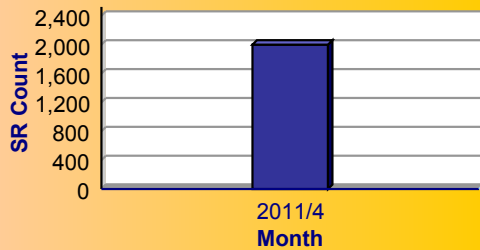
Service

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

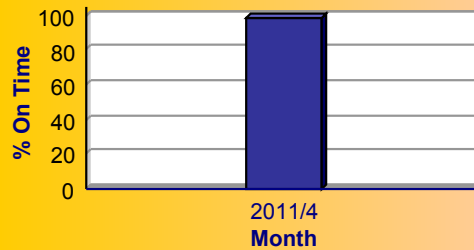
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,002	1,678	1,652	98.5%	324	313	96.6%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 09

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	195	0	0	N/A	10	2.6	195	100.0%	194	99.5%	194	99.5%
2	High Weeds - CCS	158	92	92	100.0%	38	12.0	66	41.8%	66	100.0%	158	100.0%
3	Dead Animal Pick Up - SAN	105	0	0	N/A	1	0.3	105	100.0%	105	100.0%	105	100.0%
4	Animal - Confined - CCS	84	0	0	N/A	3	0.2	84	100.0%	84	100.0%	84	100.0%
5	Obstruction Alley/Sidewalk/Street - CCS	82	59	59	100.0%	60	12.3	23	28.0%	23	100.0%	82	100.0%
6	Garbage - Missed - SAN	79	0	0	N/A	3	1.0	79	100.0%	78	98.7%	78	98.7%
7	Recycling ROLL CART Registration - SAN	67	0	0	N/A	10	3.1	67	100.0%	67	100.0%	67	100.0%
8	Litter - CCS	66	36	36	100.0%	38	11.9	30	45.5%	30	100.0%	66	100.0%
9	Recyclable Collection Missed (Residential) - SAN	59	0	0	N/A	3	1.2	59	100.0%	59	100.0%	59	100.0%
10	Animal - Loose Aggressive - CCS	51	0	0	N/A	3	0.3	51	100.0%	51	100.0%	51	100.0%
11	Bulky Trash Violations - CCS	45	5	4	80.0%	14	7.2	40	88.9%	37	92.5%	41	91.1%
12	Animal - Sick/Injured - CCS	43	0	0	N/A	3	0.1	43	100.0%	43	100.0%	43	100.0%
13	Tree down/low limbs - Emergency-STS	38	0	0	N/A	5	0.1	38	100.0%	38	100.0%	38	100.0%
14	Street Repair - Routine-STS	37	12	12	100.0%	90	9.1	25	67.6%	25	100.0%	37	100.0%
15	Substandard Structure - CCS	36	27	27	100.0%	365	17.7	9	25.0%	9	100.0%	36	100.0%
16	24 Hour Parking/Parking Violations - DPD	36	0	0	N/A	10	3.5	36	100.0%	36	100.0%	36	100.0%
17	Recycling - Roll Cart - SAN	31	0	0	N/A	10	2.6	31	100.0%	31	100.0%	31	100.0%
18	Sanitation Crew Complaint - SAN	31	0	0	N/A	10	1.2	31	100.0%	31	100.0%	31	100.0%
19	Animal - Loose - CCS	28	12	12	100.0%	40	7.1	16	57.1%	16	100.0%	28	100.0%
20	Parking - Unapproved Surface - CCS	25	2	0	0.0%	10	4.3	23	92.0%	21	91.3%	21	84.0%
21	Pot hole - Hazardous-STS	25	0	0	N/A	1	0.0	25	100.0%	25	100.0%	25	100.0%

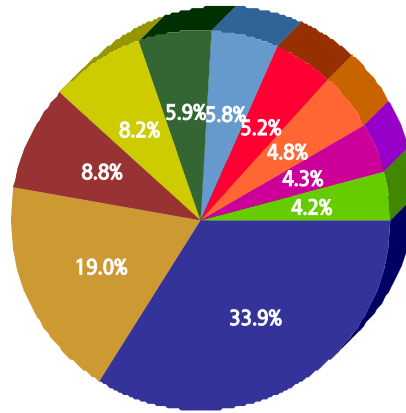


Council District 10

April 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	228
High Weeds - CCS	128
Garbage - Missed - SAN	59
Animal - Confined - CCS	55
Bulky Trash Violations - CCS	40
Recycling ROLL CART Registration - SAN	39
24 Hour Parking/Parking Violations - DPD	35
Litter - CCS	32
Obstruction Alley/Sidewalk/Street - CCS	29
Animal - Sick/Injured - CCS	28



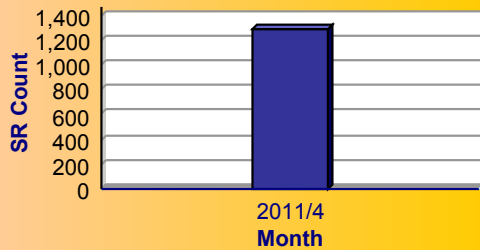
Service

- Roll Cart - SAN
- High Weeds - CCS
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN
- 24 Hour Parking/Parking Violations - DPD
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Sick/Injured - CCS

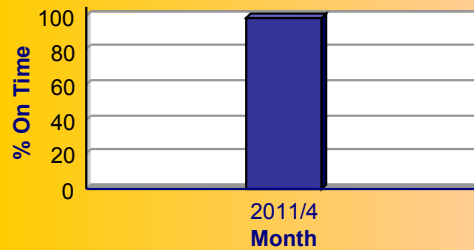
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,282	1,081	1,073	99.3%	201	191	95.0%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 10

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	228	0	0	N/A	10	2.6	228	100.0%	228	100.0%	228	100.0%
2	High Weeds - CCS	128	83	83	100.0%	38	11.2	45	35.2%	45	100.0%	128	100.0%
3	Garbage - Missed - SAN	59	0	0	N/A	3	0.8	59	100.0%	59	100.0%	59	100.0%
4	Animal - Confined - CCS	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
5	Bulky Trash Violations - CCS	40	2	2	100.0%	14	5.1	38	95.0%	38	100.0%	40	100.0%
6	Recycling ROLL CART Registration - SAN	39	0	0	N/A	10	3.9	39	100.0%	39	100.0%	39	100.0%
7	24 Hour Parking/Parking Violations - DPD	35	0	0	N/A	10	3.3	35	100.0%	35	100.0%	35	100.0%
8	Litter - CCS	32	18	18	100.0%	38	8.4	14	43.8%	14	100.0%	32	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	29	15	15	100.0%	60	9.4	14	48.3%	14	100.0%	29	100.0%
10	Animal - Sick/Injured - CCS	28	0	0	N/A	3	0.1	28	100.0%	28	100.0%	28	100.0%
11	Dead Animal Pick Up - SAN	26	0	0	N/A	1	0.5	26	100.0%	26	100.0%	26	100.0%
12	Traffic Signal - Flashing - STS	25	0	0	N/A	4	1.8	25	100.0%	25	100.0%	25	100.0%
13	Recycling - Roll Cart - SAN	22	0	0	N/A	10	2.8	22	100.0%	22	100.0%	22	100.0%
14	Animal - Loose Aggressive - CCS	21	0	0	N/A	3	0.3	21	100.0%	21	100.0%	21	100.0%
15	Tree down/low limbs - Emergency-STS	20	0	0	N/A	5	0.0	20	100.0%	20	100.0%	20	100.0%
16	Substandard Structure Apts - CCS	18	4	4	100.0%	365	4.7	14	77.8%	14	100.0%	18	100.0%
17	Recyclable Collection Missed (Residential) - SAN	17	0	0	N/A	3	1.1	17	100.0%	16	94.1%	16	94.1%
18	Sanitation Crew Complaint - SAN	17	0	0	N/A	10	1.8	17	100.0%	17	100.0%	17	100.0%
19	Substandard Structure - CCS	15	12	12	100.0%	365	5.0	3	20.0%	3	100.0%	15	100.0%
20	Fire Inspection - DFD	15	4	4	100.0%	60	8.8	11	73.3%	11	100.0%	15	100.0%

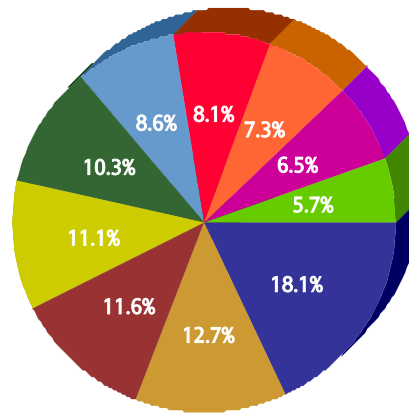


Council District 11

April 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	67
Roll Cart - SAN	47
Dead Animal Pick Up - SAN	43
Animal - Confined - CCS	41
Fire Inspection - DFD	38
Animal - Sick/Injured - CCS	32
Recycling ROLL CART Registration - SAN	30
Garbage - Missed - SAN	27
High Weeds - CCS	24
Traffic Signal - Flashing - STS	21



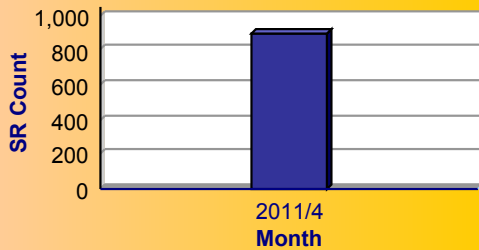
Service

- Signs - Public Right of Way - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Fire Inspection - DFD
- Animal - Sick/Injured - CCS
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- High Weeds - CCS
- Traffic Signal - Flashing - STS

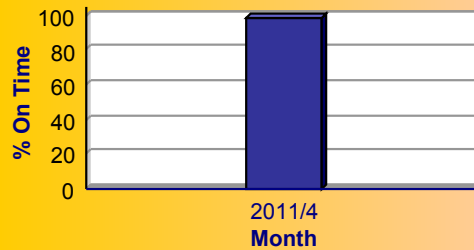
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
893	776	767	98.8%	117	113	96.6%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Council District 11

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Signs - Public Right of Way - CCS	67	0	0	N/A	7	0.2	67	100.0%	67	100.0%	67	100.0%
2	Roll Cart - SAN	47	0	0	N/A	10	2.2	47	100.0%	47	100.0%	47	100.0%
3	Dead Animal Pick Up - SAN	43	0	0	N/A	1	0.3	43	100.0%	43	100.0%	43	100.0%
4	Animal - Confined - CCS	41	0	0	N/A	3	0.2	41	100.0%	41	100.0%	41	100.0%
5	Fire Inspection - DFD	38	24	24	100.0%	60	10.4	14	36.8%	14	100.0%	38	100.0%
6	Animal - Sick/Injured - CCS	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
7	Recycling ROLL CART Registration - SAN	30	0	0	N/A	10	2.9	30	100.0%	30	100.0%	30	100.0%
8	Garbage - Missed - SAN	27	0	0	N/A	3	0.6	27	100.0%	27	100.0%	27	100.0%
9	High Weeds - CCS	24	17	17	100.0%	38	17.4	7	29.2%	7	100.0%	24	100.0%
10	Traffic Signal - Flashing - STS	21	0	0	N/A	4	1.1	21	100.0%	21	100.0%	21	100.0%
11	Tree down/low limbs - Emergency-STS	19	0	0	N/A	5	0.2	19	100.0%	19	100.0%	19	100.0%
12	Traffic Signal - All Out - STS	19	0	0	N/A	4	2.0	19	100.0%	19	100.0%	19	100.0%
13	Bulky Trash Violations - CCS	18	1	0	0.0%	14	4.7	17	94.4%	16	94.1%	16	88.9%
14	Traffic Signal - Timing - STS	18	0	0	N/A	4	1.3	18	100.0%	18	100.0%	18	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	17	0	0	N/A	1	0.1	17	100.0%	17	100.0%	17	100.0%
16	Animal - Loose Aggressive - CCS	15	0	0	N/A	3	0.9	15	100.0%	14	93.3%	14	93.3%
17	Recyclable Collection Missed (Residential) - SAN	14	0	0	N/A	3	0.5	14	100.0%	14	100.0%	14	100.0%
18	Alley Repair - Routine-STS	14	9	9	100.0%	90	6.0	5	35.7%	5	100.0%	14	100.0%
19	Pot hole - Hazardous-STS	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
20	Litter - CCS	13	8	8	100.0%	38	3.0	5	38.5%	5	100.0%	13	100.0%
21	Obstruction Alley/Sidewalk/Street - CCS	13	9	9	100.0%	60	5.0	4	30.8%	4	100.0%	13	100.0%
22	Substandard Structure Apts - CCS	13	6	6	100.0%	365	13.9	7	53.8%	7	100.0%	13	100.0%
23	Recycling - Roll Cart - SAN	13	0	0	N/A	10	2.5	13	100.0%	13	100.0%	13	100.0%

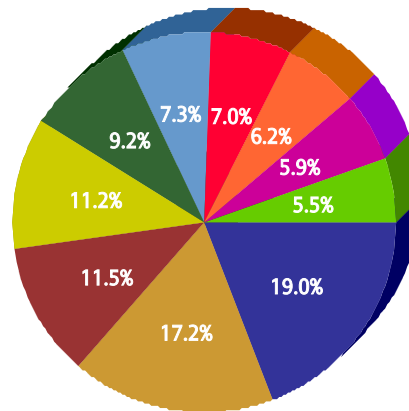


Council District 12

April 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	104
Signs - Public Right of Way - CCS	94
High Weeds - CCS	63
Garbage - Missed - SAN	61
Bulky Trash Violations - CCS	50
Dead Animal Pick Up - SAN	40
Animal - Confined - CCS	38
Traffic Signal - Flashing - STS	34
Recycling - Roll Cart - SAN	32
Recycling ROLL CART Registration - SAN	30



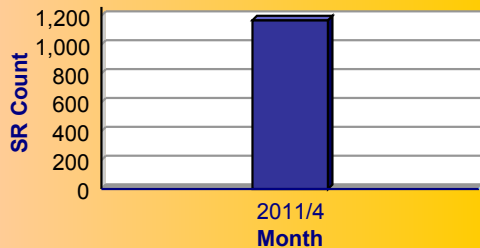
Service

- Roll Cart - SAN
- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Traffic Signal - Flashing - STS
- Recycling - Roll Cart - SAN
- Recycling ROLL CART Registration - SAN

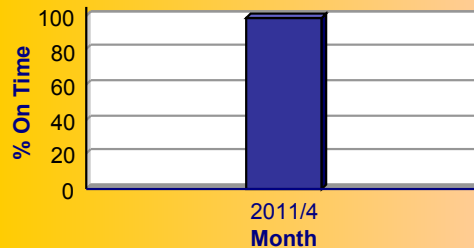
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,163	1,044	1,035	99.1%	119	111	93.3%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 12

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	104	0	0	N/A	10	2.7	104	100.0%	104	100.0%	104	100.0%
2	Signs - Public Right of Way - CCS	94	1	0	0.0%	7	0.7	93	98.9%	93	100.0%	93	98.9%
3	High Weeds - CCS	63	40	40	100.0%	38	7.9	23	36.5%	23	100.0%	63	100.0%
4	Garbage - Missed - SAN	61	0	0	N/A	3	1.0	61	100.0%	61	100.0%	61	100.0%
5	Bulky Trash Violations - CCS	50	2	1	50.0%	14	4.6	48	96.0%	45	93.8%	46	92.0%
6	Dead Animal Pick Up - SAN	40	0	0	N/A	1	0.4	40	100.0%	40	100.0%	40	100.0%
7	Animal - Confined - CCS	38	0	0	N/A	3	0.0	38	100.0%	38	100.0%	38	100.0%
8	Traffic Signal - Flashing - STS	34	0	0	N/A	4	1.4	34	100.0%	34	100.0%	34	100.0%
9	Recycling - Roll Cart - SAN	32	0	0	N/A	10	3.2	32	100.0%	32	100.0%	32	100.0%
10	Recycling ROLL CART Registration - SAN	30	0	0	N/A	10	2.5	30	100.0%	30	100.0%	30	100.0%
11	Tree down/low limbs - Emergency-STS	28	0	0	N/A	5	0.1	28	100.0%	28	100.0%	28	100.0%
12	Brush/Bulk Items - Missed - SAN	26	0	0	N/A	10	2.8	26	100.0%	26	100.0%	26	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	26	0	0	N/A	10	2.9	26	100.0%	26	100.0%	26	100.0%
14	Animal - Sick/Injured - CCS	24	0	0	N/A	3	0.4	24	100.0%	23	95.8%	23	95.8%
15	Obstruction Alley/Sidewalk/Street - CCS	19	10	10	100.0%	60	3.1	9	47.4%	9	100.0%	19	100.0%
16	Street Repair - Routine-STS	17	0	0	N/A	90	5.0	17	100.0%	17	100.0%	17	100.0%
17	Animal - Noisy - CCS	16	0	0	N/A	30	1.1	16	100.0%	16	100.0%	16	100.0%
18	Litter - CCS	15	9	9	100.0%	38	9.2	6	40.0%	6	100.0%	15	100.0%
19	Sanitation Crew Complaint - SAN	15	0	0	N/A	10	1.7	15	100.0%	15	100.0%	15	100.0%
20	Cost Plus - SAN	13	0	0	N/A	10	3.0	13	100.0%	13	100.0%	13	100.0%

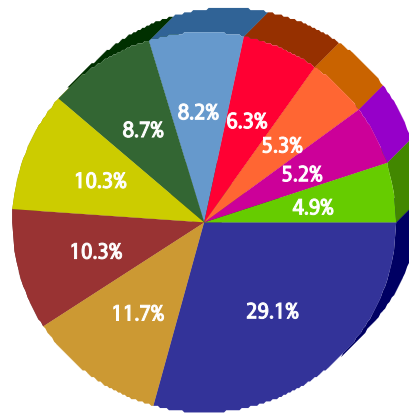


Council District 13

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	231
Dead Animal Pick Up - SAN	93
Obstruction Alley/Sidewalk/Street - CCS	82
Roll Cart - SAN	82
Bulky Trash Violations - CCS	69
Garbage - Missed - SAN	65
Litter - CCS	50
Traffic Signal - Flashing - STS	42
Animal - Confined - CCS	41
Recycling ROLL CART Registration - SAN	39



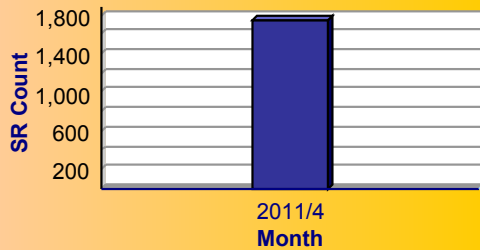
Service

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

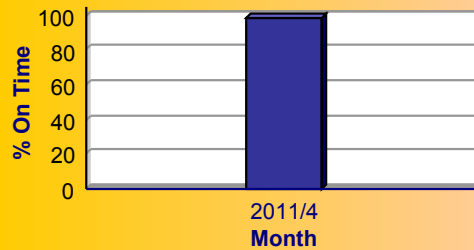
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,748	1,525	1,512	99.1%	223	217	97.3%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Council District 13

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	231	64	64	100.0%	38	10.3	167	72.3%	167	100.0%	231	100.0%
2	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.3	93	100.0%	93	100.0%	93	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	82	36	36	100.0%	60	12.3	46	56.1%	46	100.0%	82	100.0%
4	Roll Cart - SAN	82	0	0	N/A	10	2.6	82	100.0%	82	100.0%	82	100.0%
5	Bulky Trash Violations - CCS	69	1	0	0.0%	14	4.0	68	98.6%	67	98.5%	67	97.1%
6	Garbage - Missed - SAN	65	0	0	N/A	3	0.8	65	100.0%	65	100.0%	65	100.0%
7	Litter - CCS	50	18	18	100.0%	38	13.6	32	64.0%	32	100.0%	50	100.0%
8	Traffic Signal - Flashing - STS	42	0	0	N/A	4	1.1	42	100.0%	42	100.0%	42	100.0%
9	Animal - Confined - CCS	41	0	0	N/A	3	0.1	41	100.0%	40	97.6%	40	97.6%
10	Recycling ROLL CART Registration - SAN	39	1	0	0.0%	10	2.6	38	97.4%	38	100.0%	38	97.4%
11	Street Repair - Routine-STS	37	7	7	100.0%	90	4.9	30	81.1%	30	100.0%	37	100.0%
12	Tree down/low limbs - Emergency-STS	37	0	0	N/A	5	0.1	37	100.0%	37	100.0%	37	100.0%
13	Signs - Other Apts - CCS	35	0	0	N/A	21	0.0	35	100.0%	35	100.0%	35	100.0%
14	Sanitation Property Damage - SAN	33	0	0	N/A	28	2.8	33	100.0%	33	100.0%	33	100.0%
15	Recyclable Collection Missed (Residential) - SAN	32	0	0	N/A	3	1.0	32	100.0%	32	100.0%	32	100.0%
16	Alley Repair - Routine-STS	30	19	19	100.0%	90	6.3	11	36.7%	11	100.0%	30	100.0%
17	Recycling - Roll Cart - SAN	27	0	0	N/A	10	2.8	27	100.0%	27	100.0%	27	100.0%
18	Traffic Signal - All Out - STS	27	0	0	N/A	4	1.9	27	100.0%	27	100.0%	27	100.0%
19	Animal - Sick/Injured - CCS	26	0	0	N/A	3	0.2	26	100.0%	25	96.2%	25	96.2%
20	Sanitation Crew Complaint - SAN	23	0	0	N/A	10	1.2	23	100.0%	23	100.0%	23	100.0%

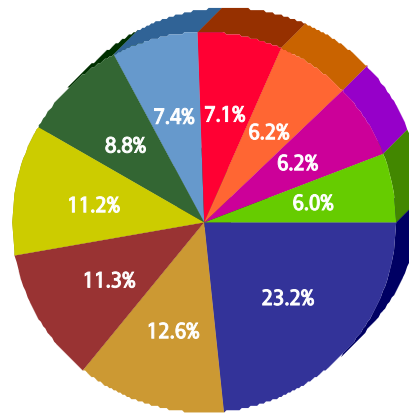


Council District 14

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	222
Litter - CCS	120
Roll Cart - SAN	108
Traffic Signal - Flashing - STS	107
Obstruction Alley/Sidewalk/Street - CCS	84
Dead Animal Pick Up - SAN	71
Animal - Confined - CCS	68
Recycling ROLL CART Registration - SAN	59
Substandard Structure - CCS	59
Garbage - Missed - SAN	57



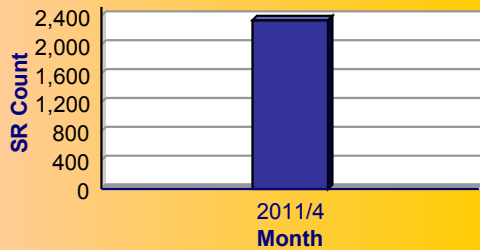
Service

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

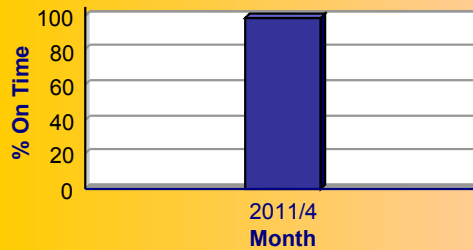
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,334	1,979	1,954	98.7%	355	346	97.5%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District 14

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	222	83	83	100.0%	38	9.6	139	62.6%	139	100.0%	222	100.0%
2	Litter - CCS	120	36	36	100.0%	38	10.3	84	70.0%	84	100.0%	120	100.0%
3	Roll Cart - SAN	108	0	0	N/A	10	2.5	108	100.0%	108	100.0%	108	100.0%
4	Traffic Signal - Flashing - STS	107	0	0	N/A	4	1.2	107	100.0%	107	100.0%	107	100.0%
5	Obstruction Alley/Sidewalk/Street - CCS	84	53	53	100.0%	60	11.2	31	36.9%	31	100.0%	84	100.0%
6	Dead Animal Pick Up - SAN	71	0	0	N/A	1	0.4	71	100.0%	71	100.0%	71	100.0%
7	Animal - Confined - CCS	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
8	Substandard Structure - CCS	59	36	36	100.0%	365	4.9	23	39.0%	23	100.0%	59	100.0%
9	Recycling ROLL CART Registration - SAN	59	0	0	N/A	10	3.1	59	100.0%	59	100.0%	59	100.0%
10	Garbage - Missed - SAN	57	0	0	N/A	3	0.7	57	100.0%	56	98.2%	56	98.2%
11	Bulky Trash Violations - CCS	52	2	2	100.0%	14	5.4	50	96.2%	48	96.0%	50	96.2%
12	Traffic Signal - All Out - STS	48	0	0	N/A	4	1.8	48	100.0%	48	100.0%	48	100.0%
13	Animal - Sick/Injured - CCS	47	0	0	N/A	3	0.2	47	100.0%	46	97.9%	46	97.9%
14	Tree down/low limbs - Emergency-STS	45	0	0	N/A	5	0.2	45	100.0%	44	97.8%	44	97.8%
15	Animal - Loose Aggressive - CCS	41	0	0	N/A	3	0.4	41	100.0%	40	97.6%	40	97.6%
16	Street Repair - Routine-STS	38	10	10	100.0%	90	4.7	28	73.7%	28	100.0%	38	100.0%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	35	0	0	N/A	10	1.8	35	100.0%	35	100.0%	35	100.0%
18	Fire Inspection - DFD	34	18	18	100.0%	60	7.1	16	47.1%	16	100.0%	34	100.0%
19	Traffic Signal - Timing - STS	34	0	0	N/A	4	1.8	34	100.0%	33	97.1%	33	97.1%
20	Signs - Public Right of Way - CCS	31	0	0	N/A	7	0.3	31	100.0%	31	100.0%	31	100.0%

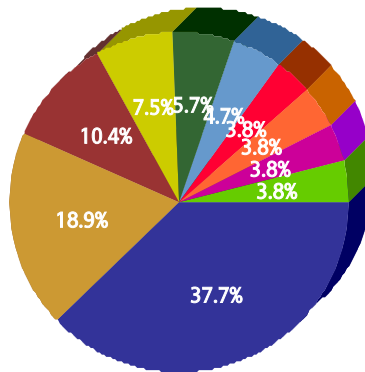


Council District U

April 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	40
High Weeds - CCS	20
Recycling ROLL CART Registration - SAN	11
Roll Cart - SAN	8
Litter - CCS	6
Signs - Public Right of Way Eve/Weekends - CCS	5
Brush/Bulk Items - Missed - SAN	4
Chronic Traffic Violations - DPD	4
Dead Animal Pick Up - SAN	4
Graffiti Private Property - Residential/Commercial	4



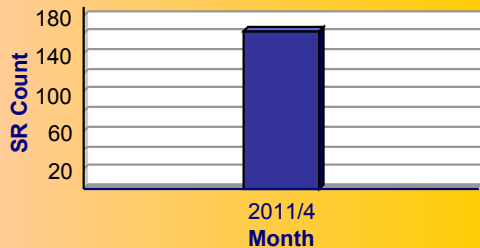
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Brush/Bulk Items - Missed - SAN
- Chronic Traffic Violations - DPD
- Dead Animal Pick Up - SAN
- Graffiti Private Property - Residential/Commercial

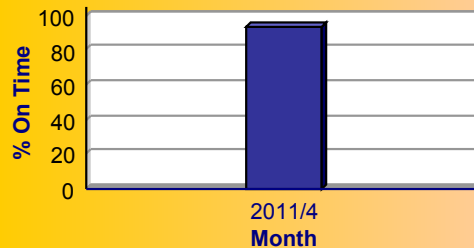
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
163	131	125	95.4%	32	27	84.4%	93.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

Council District U

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Signs - Public Right of Way - CCS	40	0	0	N/A	7	1.8	40	100.0%	37	92.5%	37	92.5%
2	High Weeds - CCS	20	8	8	100.0%	38	9.5	12	60.0%	12	100.0%	20	100.0%
3	Recycling ROLL CART Registration - SAN	11	0	0	N/A	10	2.7	11	100.0%	11	100.0%	11	100.0%
4	Roll Cart - SAN	8	0	0	N/A	10	3.0	8	100.0%	8	100.0%	8	100.0%
5	Litter - CCS	6	4	4	100.0%	38	17.0	2	33.3%	2	100.0%	6	100.0%
6	Signs - Public Right of Way Eve/Weekends - CCS	5	0	0	N/A	7	3.2	5	100.0%	4	80.0%	4	80.0%
7	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	1.0	4	100.0%	4	100.0%	4	100.0%
8	Graffiti Private Property - Residential/Commercial	4	4	4	100.0%	90		0	0.0%	0	N/A	4	100.0%
9	Dead Animal Pick Up - SAN	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
10	Chronic Traffic Violations - DPD	4	0	0	N/A	14	11.2	4	100.0%	4	100.0%	4	100.0%
11	Miscellaneous Service Request - SCS	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
12	Restaurant/Food Complaint - CCS	3	1	1	100.0%	45	9.5	2	66.7%	2	100.0%	3	100.0%
13	Recycling - Roll Cart - SAN	3	0	0	N/A	10	5.7	3	100.0%	3	100.0%	3	100.0%
14	Water Conservation Violation - CCS	2	2	0	0.0%	7		0	0.0%	0	N/A	0	0.0%
15	Garage Sale Eve/Weekends - CCS	2	0	0	N/A	7	1.0	2	100.0%	2	100.0%	2	100.0%
16	Sanitation Misc. - SAN	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%
17	Parking - 24 Hour Parking CBD - DPD	1	0	0	N/A	4	2.0	1	100.0%	1	100.0%	1	100.0%
18	311 Call Center Complaint	1	0	0	N/A	10	5.0	1	100.0%	1	100.0%	1	100.0%
19	911 Call Center Complaint - DPD	1	0	0	N/A	7	0.0	1	100.0%	1	100.0%	1	100.0%
20	Animal - Limits - CCS	1	0	0	N/A	30	1.0	1	100.0%	1	100.0%	1	100.0%
21	Complaint/Compliment - CTY	1	1	0	0.0%	10		0	0.0%	0	N/A	0	0.0%
22	Home Occupation - CCS	1	1	1	100.0%	58		0	0.0%	0	N/A	1	100.0%
23	Bulky Trash Violations - CCS	1	1	0	0.0%	14		0	0.0%	0	N/A	0	0.0%
24	Illegal Dumping - CCS	1	1	1	100.0%	38		0	0.0%	0	N/A	1	100.0%
25	Obstruction Alley/Sidewalk/Street - CCS	1	1	1	100.0%	60		0	0.0%	0	N/A	1	100.0%



# City of Dallas Service Level Performance Report by Council District

Council District U

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
26	Illegal Land Use (Residential/Business) - CCS	1	1	1	100.0%	60		0	0.0%	0	N/A	1	100.0%
27	Signs - Other - CCS	1	1	1	100.0%	21		0	0.0%	0	N/A	1	100.0%
28	Junk Motor Vehicle - CCS	1	1	1	100.0%	126		0	0.0%	0	N/A	1	100.0%
29	Animal - Trap Request - CCS	1	0	0	N/A	30	12.0	1	100.0%	1	100.0%	1	100.0%
30	Animal - Confined in Vehicle - CCS	1	0	0	N/A	3	1.0	1	100.0%	1	100.0%	1	100.0%
31	Animal - Noisy - CCS	1	0	0	N/A	30	1.0	1	100.0%	1	100.0%	1	100.0%
32	Electrical Violation Apts - CCS	1	1	1	100.0%	38		0	0.0%	0	N/A	1	100.0%
33	Obstruction Corner Clip - CCS	1	1	1	100.0%	60		0	0.0%	0	N/A	1	100.0%
34	Animal - Sick/Injured - CCS	1	0	0	N/A	3	0.0	1	100.0%	1	100.0%	1	100.0%
35	Educational Request - DFD	1	0	0	N/A	10	0.0	1	100.0%	1	100.0%	1	100.0%
36	Fire Inspection - DFD	1	0	0	N/A	60	14.0	1	100.0%	1	100.0%	1	100.0%
37	Smoke Detector Request - DFD	1	1	1	100.0%	30		0	0.0%	0	N/A	1	100.0%
38	Police MISC - DPD	1	0	0	N/A	14	7.0	1	100.0%	1	100.0%	1	100.0%
39	24 Hour Parking/Parking Violations - DPD	1	0	0	N/A	10	19.0	1	100.0%	0	0.0%	0	0.0%
40	Criminal Activities - DPD	1	0	0	N/A	14	9.0	1	100.0%	1	100.0%	1	100.0%
41	Chronic Noise Complaint - DPD	1	0	0	N/A	14	6.0	1	100.0%	1	100.0%	1	100.0%
42	Towing Motor Vehicle - CCS	1	0	0	N/A	14	3.0	1	100.0%	1	100.0%	1	100.0%
43	Garbage - Missed - SAN	1	0	0	N/A	3	1.0	1	100.0%	1	100.0%	1	100.0%
44	Recyclable Collection Missed (Residential) - SAN	1	0	0	N/A	3	2.0	1	100.0%	1	100.0%	1	100.0%
45	Parking - General Request - DPD	1	0	0	N/A	14	2.0	1	100.0%	1	100.0%	1	100.0%
46	Construction Site Complaint - DEV	1	0	0	N/A	10	25.0	1	100.0%	0	0.0%	0	0.0%
47	Park Maintenance/Misc. - PKR	1	0	0	N/A	30	16.0	1	100.0%	1	100.0%	1	100.0%
48	Parking - Report of Violation - DPD	1	0	0	N/A	14	1.0	1	100.0%	1	100.0%	1	100.0%
49	Invalid Quality SR - SCS	1	1	0	0.0%	10		0	0.0%	0	N/A	0	0.0%
50	Sanitation Crew Complaint - SAN	1	0	0	N/A	10	0.0	1	100.0%	1	100.0%	1	100.0%



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

Council District U

April 2011

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
51	Pot hole - Hazardous-STS	1	0	0	N/A	1	0.0	1	100.0%	1	100.0%	1	100.0%
52	Pot hole Repair Routine - STS	1	0	0	N/A	7	4.0	1	100.0%	1	100.0%	1	100.0%
53	Street Repair - Hazardous-STS	1	0	0	N/A	1	0.0	1	100.0%	1	100.0%	1	100.0%
54	Street Repair - Routine-STS	1	1	1	100.0%	90		0	0.0%	0	N/A	1	100.0%
55	Shopping Cart Routine Pickup - STS	1	0	0	N/A	14	1.0	1	100.0%	1	100.0%	1	100.0%
56	Traffic Signal - All Out - STS	1	0	0	N/A	4	2.0	1	100.0%	1	100.0%	1	100.0%
57	Traffic Markings - New - STS	1	0	0	N/A	80	15.0	1	100.0%	1	100.0%	1	100.0%
58	Sewer Problems - Water Administration	1	0	0	N/A	19	17.0	1	100.0%	1	100.0%	1	100.0%