



FY 2009 – 2010

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

July 2010

TABLE OF CONTENTS

4	Chart of Service Request Counts by City Council District
5	Citywide Service Level Performance Report
7	Service Level Performance Report for Council District 1
9	Service Level Performance Report for Council District 2
11	Service Level Performance Report for Council District 3
13	Service Level Performance Report for Council District 4
15	Service Level Performance Report for Council District 5
17	Service Level Performance Report for Council District 6
19	Service Level Performance Report for Council District 7
21	Service Level Performance Report for Council District 8
23	Service Level Performance Report for Council District 9
25	Service Level Performance Report for Council District 10
27	Service Level Performance Report for Council District 11
29	Service Level Performance Report for Council District 12

31 Service Level Performance Report for Council District 13

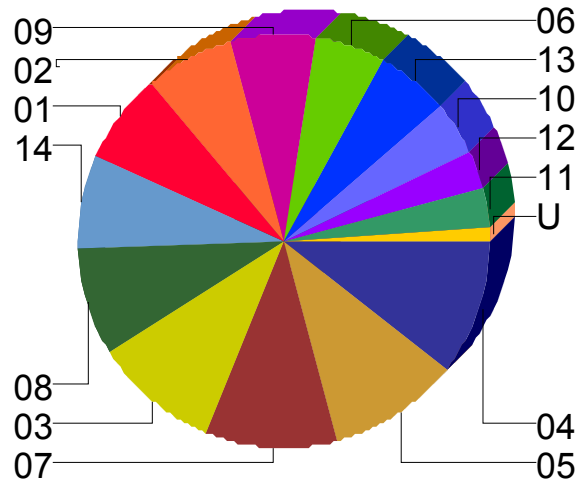
33 Service Level Performance Report for Council District 14

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



City of Dallas Council District Report

For July 2010



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,330	7.1%	98.9%
02	2,251	6.9%	98.4%
03	3,261	9.9%	98.7%
04	3,468	10.6%	99.3%
05	3,367	10.3%	98.6%
06	1,847	5.6%	98.5%
07	3,346	10.2%	99.2%
08	2,740	8.4%	98.7%
09	2,201	6.7%	98.4%
10	1,307	4.0%	97.8%
11	1,001	3.1%	97.7%
12	1,080	3.3%	97.9%
13	1,845	5.6%	98.8%
14	2,439	7.4%	98.4%
U	322	1.0%	87.6%
Totals	32,805	100.0%	98.5%

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

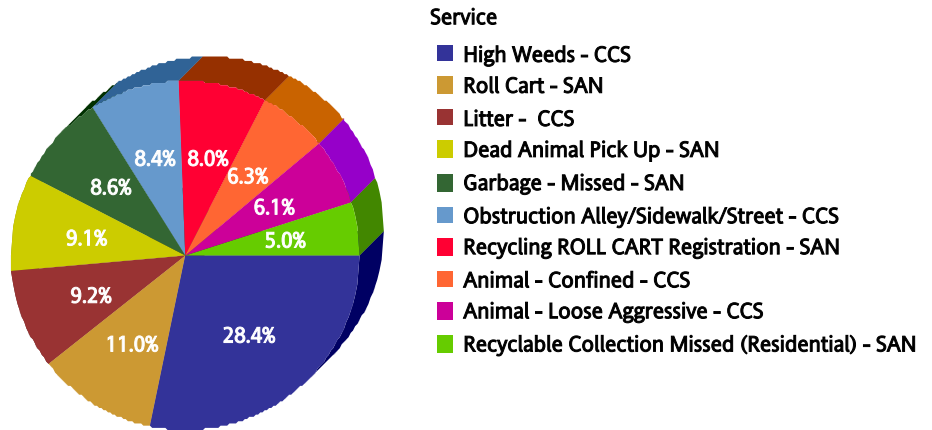


Citywide

July 2010

Top 10 Services

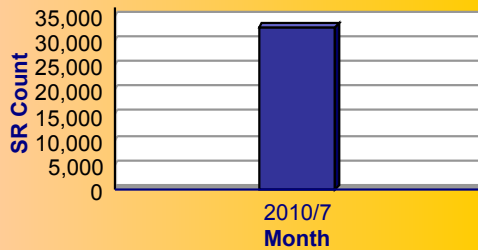
SR Type	Service Request Count
High Weeds - CCS	4,808
Roll Cart - SAN	1,860
Litter - CCS	1,554
Dead Animal Pick Up - SAN	1,536
Garbage - Missed - SAN	1,453
Obstruction Alley/Sidewalk/Street - CCS	1,425
Recycling ROLL CART Registration - SAN	1,362
Animal - Confined - CCS	1,074
Animal - Loose Aggressive - CCS	1,039
Recyclable Collection Missed (Residential) - SAN	843



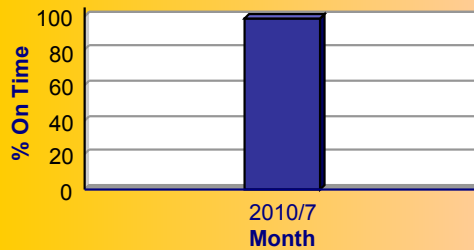
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,805	24,750	24,366	98.4%	8,055	7,961	98.8%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Citywide

July 2010

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	4,808	2,241	2,241	100.0%	38	6.5	2,567	53.4%	2,567	100.0%	4,808	100.0%
2	Roll Cart - SAN	1,860	136	136	100.0%	10	3.3	1,724	92.7%	1,714	99.4%	1,850	99.5%
3	Litter - CCS	1,554	763	763	100.0%	38	8.0	791	50.9%	791	100.0%	1,554	100.0%
4	Dead Animal Pick Up - SAN	1,536	15	15	100.0%	1	0.3	1,521	99.0%	1,513	99.5%	1,528	99.5%
5	Garbage - Missed - SAN	1,453	44	43	97.7%	3	0.8	1,409	97.0%	1,398	99.2%	1,441	99.2%
6	Obstruction Alley/Sidewalk/Street - CCS	1,425	915	915	100.0%	60	11.6	510	35.8%	510	100.0%	1,425	100.0%
7	Recycling ROLL CART Registration - SAN	1,362	109	109	100.0%	10	3.4	1,253	92.0%	1,251	99.8%	1,360	99.9%
8	Animal - Confined - CCS	1,074	3	2	66.7%	3	0.2	1,071	99.7%	1,068	99.7%	1,070	99.6%
9	Animal - Loose Aggressive - CCS	1,039	2	1	50.0%	3	0.3	1,037	99.8%	1,026	98.9%	1,027	98.8%
10	Recyclable Collection Missed (Residential) - SAN	843	21	20	95.2%	3	0.9	822	97.5%	820	99.8%	840	99.6%
11	Animal - Loose - CCS	699	347	347	100.0%	40	12.1	352	50.4%	352	100.0%	699	100.0%
12	Bulky Trash Violations - CCS	666	158	149	94.3%	14	5.0	508	76.3%	498	98.0%	647	97.1%
13	Animal - Sick/Injured - CCS	577	0	0	N/A	3	0.2	577	100.0%	568	98.4%	568	98.4%
14	24 Hour Parking/Parking Violations - DPD	528	65	65	100.0%	10	3.9	463	87.7%	461	99.6%	526	99.6%
15	Substandard Structure - CCS	513	348	348	100.0%	365	8.2	165	32.2%	165	100.0%	513	100.0%
16	Fire Inspection - DFD	443	257	257	100.0%	60	5.8	186	42.0%	186	100.0%	443	100.0%
17	Illegal Dumping - CCS	432	61	61	100.0%	38	1.8	371	85.9%	371	100.0%	432	100.0%
18	Signs - Public Right of Way Eve/Weekends - CCS	426	0	0	N/A	7	0.3	426	100.0%	423	99.3%	423	99.3%
19	Junk Motor Vehicle - CCS	385	311	311	100.0%	126	9.0	74	19.2%	74	100.0%	385	100.0%
20	Recycling - Roll Cart - SAN	346	29	29	100.0%	10	3.1	317	91.6%	313	98.7%	342	98.8%

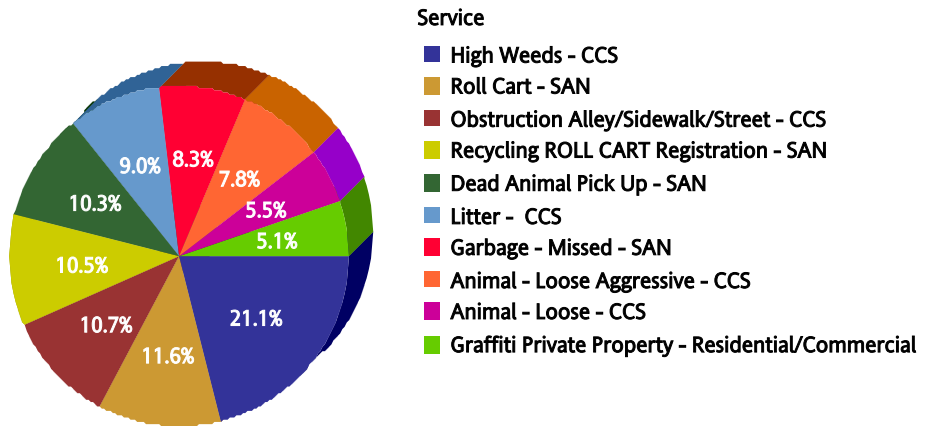


Council District 01

July 2010

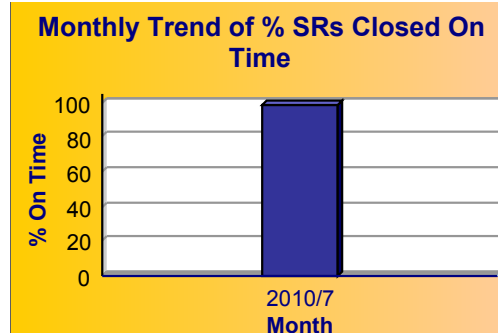
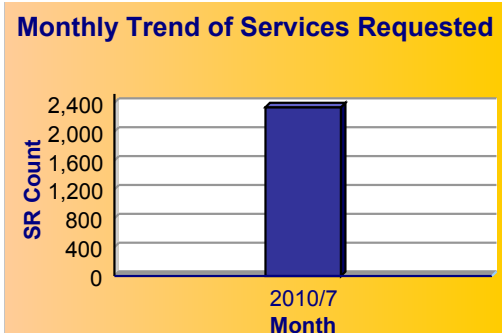
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	275
Roll Cart - SAN	151
Obstruction Alley/Sidewalk/Street - CCS	139
Recycling ROLL CART Registration - SAN	136
Dead Animal Pick Up - SAN	134
Litter - CCS	117
Garbage - Missed - SAN	108
Animal - Loose Aggressive - CCS	102
Animal - Loose - CCS	72
Graffiti Private Property - Residential/Commercial	67



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 %
2,330	1,654	1,639	99.1%	676	666	98.5%	98.9%





City of Dallas Service Level Performance Report by Council District

Council District 01

July 2010

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	275	181	181	100.0%	38	5.8	94	34.2%	94	100.0%	275	100.0%
2	Roll Cart - SAN	151	10	10	100.0%	10	3.4	141	93.4%	140	99.3%	150	99.3%
3	Obstruction Alley/Sidewalk/Street - CCS	139	103	103	100.0%	60	12.6	36	25.9%	36	100.0%	139	100.0%
4	Recycling ROLL CART Registration - SAN	136	11	11	100.0%	10	3.1	125	91.9%	124	99.2%	135	99.3%
5	Dead Animal Pick Up - SAN	134	0	0	N/A	1	0.3	134	100.0%	133	99.3%	133	99.3%
6	Litter - CCS	117	73	73	100.0%	38	9.3	44	37.6%	44	100.0%	117	100.0%
7	Garbage - Missed - SAN	108	2	2	100.0%	3	0.8	106	98.1%	106	100.0%	108	100.0%
8	Animal - Loose Aggressive - CCS	102	0	0	N/A	3	0.2	102	100.0%	100	98.0%	100	98.0%
9	Animal - Loose - CCS	72	41	41	100.0%	40	14.1	31	43.1%	31	100.0%	72	100.0%
10	Graffiti Private Property - Residential/Commercial	67	31	31	100.0%	90	5.0	36	53.7%	36	100.0%	67	100.0%
11	Illegal Garbage/Placement - CCS	53	23	23	100.0%	60	6.6	30	56.6%	30	100.0%	53	100.0%
12	Animal - Sick/Injured - CCS	46	0	0	N/A	3	0.1	46	100.0%	46	100.0%	46	100.0%
13	Animal - Confined - CCS	43	0	0	N/A	3	0.2	43	100.0%	43	100.0%	43	100.0%
14	Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	0.9	37	100.0%	37	100.0%	37	100.0%
15	24 Hour Parking/Parking Violations - DPD	36	1	1	100.0%	10	3.3	35	97.2%	35	100.0%	36	100.0%
16	Bulky Trash Violations - CCS	33	9	8	88.9%	14	2.5	24	72.7%	24	100.0%	32	97.0%
17	Illegal Outside Storage - CCS	31	22	22	100.0%	38	13.8	9	29.0%	9	100.0%	31	100.0%
18	Junk Motor Vehicle - CCS	31	28	28	100.0%	126	7.7	3	9.7%	3	100.0%	31	100.0%
19	Parking - Unapproved Surface - CCS	29	2	2	100.0%	10	1.2	27	93.1%	27	100.0%	29	100.0%
20	Illegal Dumping - CCS	29	5	5	100.0%	38	2.9	24	82.8%	24	100.0%	29	100.0%

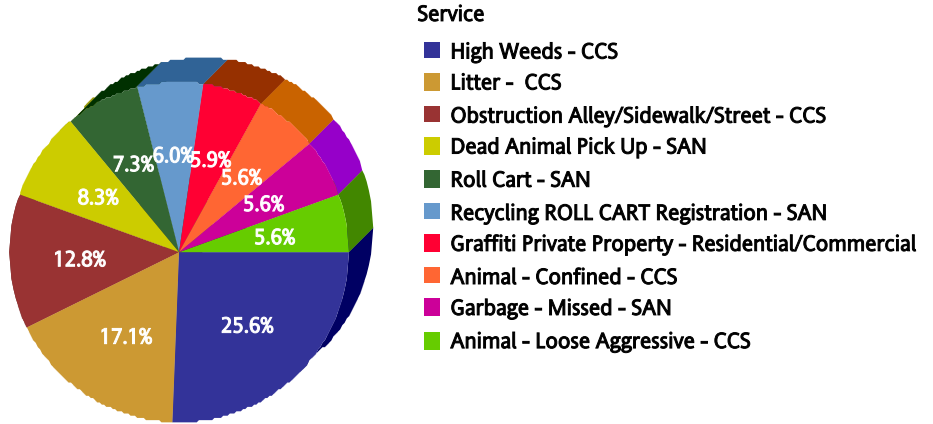


Council District 02

July 2010

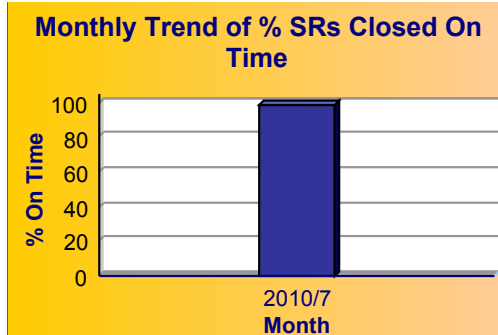
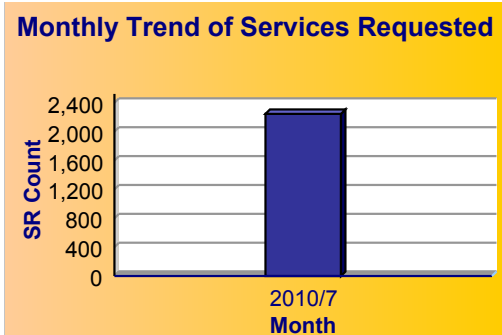
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	268
Litter - CCS	179
Obstruction Alley/Sidewalk/Street - CCS	134
Dead Animal Pick Up - SAN	87
Roll Cart - SAN	76
Recycling ROLL CART Registration - SAN	63
Graffiti Private Property - Residential/Commercial	62
Animal - Confined - CCS	59
Garbage - Missed - SAN	59
Animal - Loose Aggressive - CCS	58



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 %
2,251	1,705	1,673	98.1%	546	542	99.3%	98.4%





City of Dallas Service Level Performance Report by Council District

Council District 02

July 2010

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	268	107	107	100.0%	38	6.6	161	60.1%	161	100.0%	268	100.0%
2	Litter - CCS	179	81	81	100.0%	38	8.1	98	54.7%	98	100.0%	179	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	134	69	69	100.0%	60	5.4	65	48.5%	65	100.0%	134	100.0%
4	Dead Animal Pick Up - SAN	87	1	1	100.0%	1	0.2	86	98.9%	85	98.8%	86	98.9%
5	Roll Cart - SAN	76	3	3	100.0%	10	2.9	73	96.1%	73	100.0%	76	100.0%
6	Recycling ROLL CART Registration - SAN	63	4	4	100.0%	10	3.3	59	93.7%	59	100.0%	63	100.0%
7	Graffiti Private Property - Residential/Commercial	62	13	13	100.0%	90	1.1	49	79.0%	49	100.0%	62	100.0%
8	Animal - Confined - CCS	59	0	0	N/A	3	0.3	59	100.0%	59	100.0%	59	100.0%
9	Garbage - Missed - SAN	59	1	1	100.0%	3	0.6	58	98.3%	57	98.3%	58	98.3%
10	Animal - Loose Aggressive - CCS	58	0	0	N/A	3	0.6	58	100.0%	57	98.3%	57	98.3%
11	Signs - Other - CCS	52	3	3	100.0%	21	1.5	49	94.2%	49	100.0%	52	100.0%
12	Traffic Signal - Flashing - PWT	50	4	4	100.0%	4	3.9	46	92.0%	38	82.6%	42	84.0%
13	Fire Inspection - DFD	47	24	24	100.0%	60	3.4	23	48.9%	23	100.0%	47	100.0%
14	Animal - Loose - CCS	45	16	16	100.0%	40	6.0	29	64.4%	29	100.0%	45	100.0%
15	24 Hour Parking/Parking Violations - DPD	42	7	7	100.0%	10	4.1	35	83.3%	35	100.0%	42	100.0%
16	Signs - Public Right of Way - CCS	40	4	4	100.0%	7	0.4	36	90.0%	35	97.2%	39	97.5%
17	Recyclable Collection Missed (Residential) - SAN	40	2	2	100.0%	3	0.8	38	95.0%	38	100.0%	40	100.0%
18	Junk Motor Vehicle - CCS	36	32	32	100.0%	126	13.2	4	11.1%	4	100.0%	36	100.0%
19	General - CCS	34	14	14	100.0%	38	4.5	20	58.8%	20	100.0%	34	100.0%
20	Animal - Sick/Injured - CCS	30	0	0	N/A	3	0.4	30	100.0%	30	100.0%	30	100.0%
21	Street Spillage/Debris in Right of Way-Hazardous-STS	30	0	0	N/A	1	0.2	30	100.0%	29	96.7%	29	96.7%

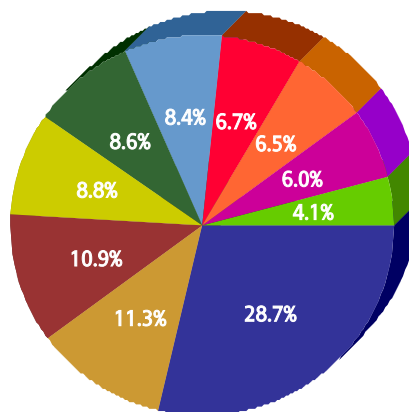


Council District 03

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	529
Obstruction Alley/Sidewalk/Street - CCS	209
Roll Cart - SAN	200
Recycling ROLL CART Registration - SAN	163
Litter - CCS	158
Dead Animal Pick Up - SAN	155
Animal - Confined - CCS	124
Animal - Loose Aggressive - CCS	119
Garbage - Missed - SAN	110
Illegal Dumping - CCS	76



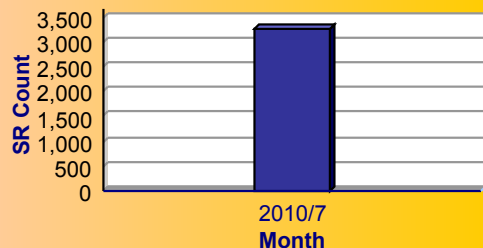
Service

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

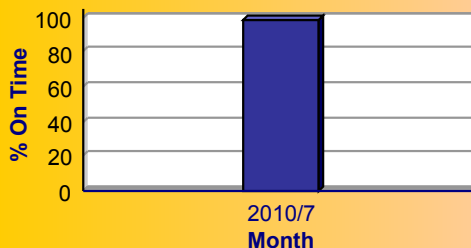
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,261	2,448	2,418	98.8%	813	802	98.6%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 03

July 2010

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	529	213	213	100.0%	38	6.5	316	59.7%	316	100.0%	529	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	209	151	151	100.0%	60	10.3	58	27.8%	58	100.0%	209	100.0%
3	Roll Cart - SAN	200	19	19	100.0%	10	3.3	181	90.5%	181	100.0%	200	100.0%
4	Recycling ROLL CART Registration - SAN	163	15	15	100.0%	10	3.4	148	90.8%	147	99.3%	162	99.4%
5	Litter - CCS	158	80	80	100.0%	38	9.8	78	49.4%	78	100.0%	158	100.0%
6	Dead Animal Pick Up - SAN	155	0	0	N/A	1	0.3	155	100.0%	155	100.0%	155	100.0%
7	Animal - Confined - CCS	124	1	0	0.0%	3	0.2	123	99.2%	122	99.2%	122	98.4%
8	Animal - Loose Aggressive - CCS	119	0	0	N/A	3	0.5	119	100.0%	115	96.6%	115	96.6%
9	Garbage - Missed - SAN	110	1	1	100.0%	3	0.9	109	99.1%	109	100.0%	110	100.0%
10	Illegal Dumping - CCS	76	7	7	100.0%	38	0.8	69	90.8%	69	100.0%	76	100.0%
11	Animal - Loose - CCS	70	31	31	100.0%	40	11.7	39	55.7%	39	100.0%	70	100.0%
12	Smoke Detector Request - DFD	57	5	5	100.0%	30	1.9	52	91.2%	52	100.0%	57	100.0%
13	Bulky Trash Violations - CCS	54	8	7	87.5%	14	5.8	46	85.2%	46	100.0%	53	98.1%
14	Illegal Outside Storage - CCS	51	28	28	100.0%	38	9.7	23	45.1%	23	100.0%	51	100.0%
15	24 Hour Parking/Parking Violations - DPD	50	2	2	100.0%	10	3.6	48	96.0%	48	100.0%	50	100.0%
16	Recyclable Collection Missed (Residential) - SAN	44	0	0	N/A	3	0.9	44	100.0%	44	100.0%	44	100.0%
17	Illegal Garbage/Placement - CCS	43	27	27	100.0%	60	6.5	16	37.2%	16	100.0%	43	100.0%
18	Animal - Sick/Injured - CCS	43	0	0	N/A	3	0.1	43	100.0%	43	100.0%	43	100.0%
19	A/C Inoperable Apts - CCS	41	5	2	40.0%	7	3.8	36	87.8%	29	80.6%	31	75.6%
20	Dead Animal - Clinic Pick Up - SAN	37	0	0	N/A	2	0.0	37	100.0%	37	100.0%	37	100.0%

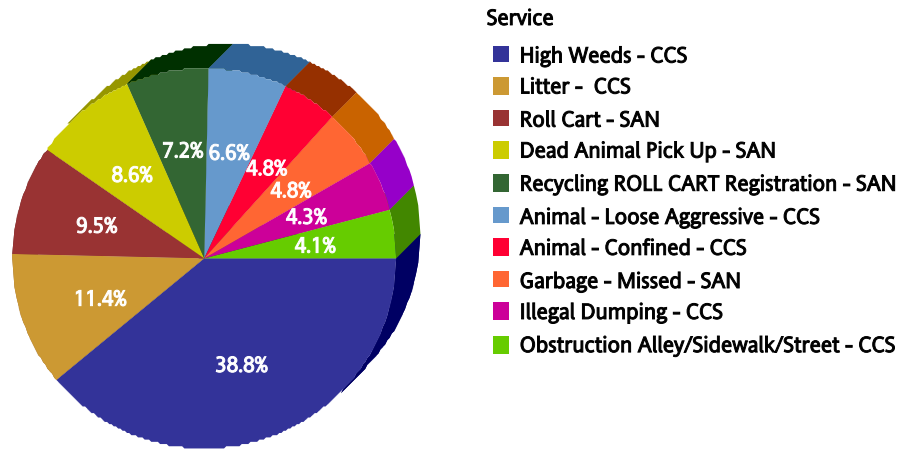


Council District 04

July 2010

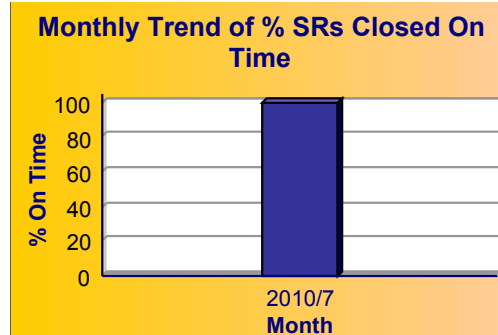
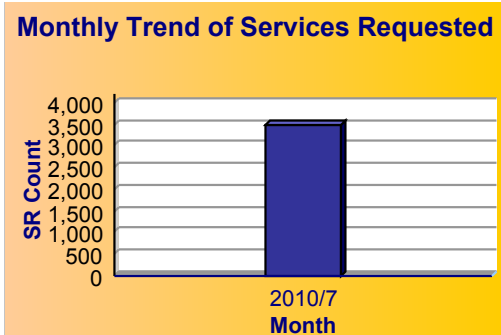
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	828
Litter - CCS	243
Roll Cart - SAN	202
Dead Animal Pick Up - SAN	184
Recycling ROLL CART Registration - SAN	153
Animal - Loose Aggressive - CCS	140
Animal - Confined - CCS	103
Garbage - Missed - SAN	103
Illegal Dumping - CCS	91
Obstruction Alley/Sidewalk/Street - CCS	88



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 %
3,468	2,542	2,517	99.0%	926	925	99.9%	99.3%





City of Dallas Service Level Performance Report by Council District

Council District 04

July 2010

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	828	362	362	100.0%	38	5.9	466	56.3%	466	100.0%	828	100.0%
2	Litter - CCS	243	129	129	100.0%	38	8.4	114	46.9%	114	100.0%	243	100.0%
3	Roll Cart - SAN	202	13	13	100.0%	10	3.3	189	93.6%	189	100.0%	202	100.0%
4	Dead Animal Pick Up - SAN	184	3	3	100.0%	1	0.3	181	98.4%	180	99.4%	183	99.5%
5	Recycling ROLL CART Registration - SAN	153	4	4	100.0%	10	3.4	149	97.4%	149	100.0%	153	100.0%
6	Animal - Loose Aggressive - CCS	140	0	0	N/A	3	0.2	140	100.0%	140	100.0%	140	100.0%
7	Animal - Confined - CCS	103	0	0	N/A	3	0.2	103	100.0%	103	100.0%	103	100.0%
8	Garbage - Missed - SAN	103	2	2	100.0%	3	0.6	101	98.1%	101	100.0%	103	100.0%
9	Illegal Dumping - CCS	91	6	6	100.0%	38	1.0	85	93.4%	85	100.0%	91	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	88	65	65	100.0%	60	10.0	23	26.1%	23	100.0%	88	100.0%
11	Bulky Trash Violations - CCS	84	31	31	100.0%	14	3.9	53	63.1%	53	100.0%	84	100.0%
12	Animal - Loose - CCS	76	37	37	100.0%	40	11.0	39	51.3%	39	100.0%	76	100.0%
13	Animal - Sick/Injured - CCS	65	0	0	N/A	3	0.3	65	100.0%	63	96.9%	63	96.9%
14	Smoke Detector Request - DFD	65	9	9	100.0%	30	1.9	56	86.2%	56	100.0%	65	100.0%
15	Junk Motor Vehicle - CCS	51	45	45	100.0%	126	9.5	6	11.8%	6	100.0%	51	100.0%
16	Substandard Structure - CCS	46	34	34	100.0%	365	6.8	12	26.1%	12	100.0%	46	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - CCS	41	0	0	N/A	10	2.1	41	100.0%	37	90.2%	37	90.2%
18	24 Hour Parking/Parking Violations - DPD	40	6	6	100.0%	10	3.9	34	85.0%	34	100.0%	40	100.0%
19	Signs - Public Right of Way Eve/Weekends - CCS	38	0	0	N/A	7	0.0	38	100.0%	38	100.0%	38	100.0%
20	Parking - Unapproved Surface - CCS	37	1	1	100.0%	10	2.1	36	97.3%	36	100.0%	37	100.0%

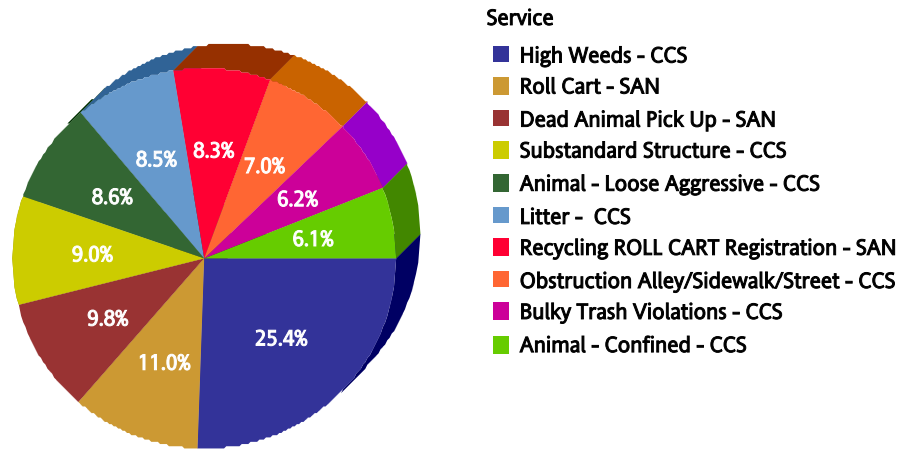


Council District 05

July 2010

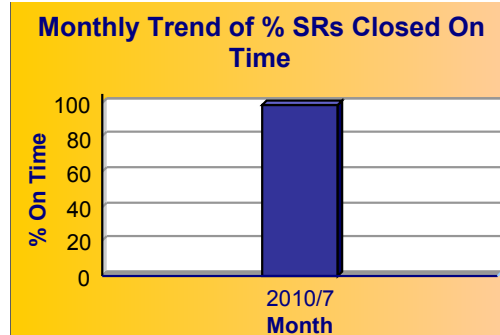
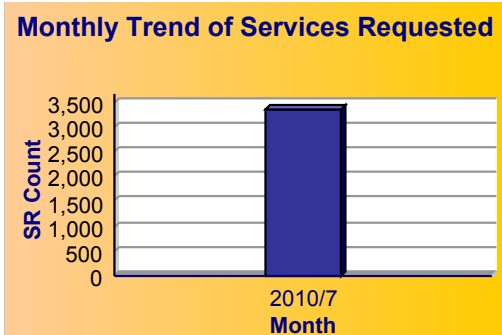
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	448
Roll Cart - SAN	193
Dead Animal Pick Up - SAN	173
Substandard Structure - CCS	159
Animal - Loose Aggressive - CCS	152
Litter - CCS	150
Recycling ROLL CART Registration - SAN	146
Obstruction Alley/Sidewalk/Street - CCS	123
Bulky Trash Violations - CCS	110
Animal - Confined - CCS	107



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 %
3,367	2,515	2,472	98.3%	852	847	99.4%	98.6%





City of Dallas Service Level Performance Report by Council District

Council District 05

July 2010

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	448	192	192	100.0%	38	7.5	256	57.1%	256	100.0%	448	100.0%
2	Roll Cart - SAN	193	18	18	100.0%	10	3.7	175	90.7%	173	98.9%	191	99.0%
3	Dead Animal Pick Up - SAN	173	2	2	100.0%	1	0.3	171	98.8%	171	100.0%	173	100.0%
4	Substandard Structure - CCS	159	111	111	100.0%	365	8.7	48	30.2%	48	100.0%	159	100.0%
5	Animal - Loose Aggressive - CCS	152	0	0	N/A	3	0.2	152	100.0%	151	99.3%	151	99.3%
6	Litter - CCS	150	69	69	100.0%	38	9.2	81	54.0%	81	100.0%	150	100.0%
7	Recycling ROLL CART Registration - SAN	146	10	10	100.0%	10	3.6	136	93.2%	136	100.0%	146	100.0%
8	Obstruction Alley/Sidewalk/Street - CCS	123	60	60	100.0%	60	14.7	63	51.2%	63	100.0%	123	100.0%
9	Bulky Trash Violations - CCS	110	13	11	84.6%	14	6.5	97	88.2%	92	94.8%	103	93.6%
10	Animal - Confined - CCS	107	0	0	N/A	3	0.3	107	100.0%	107	100.0%	107	100.0%
11	Animal - Loose - CCS	103	42	42	100.0%	40	13.1	61	59.2%	61	100.0%	103	100.0%
12	Garbage - Missed - SAN	90	6	5	83.3%	3	0.7	84	93.3%	84	100.0%	89	98.9%
13	Animal - Sick/Injured - CCS	89	0	0	N/A	3	0.3	89	100.0%	86	96.6%	86	96.6%
14	Smoke Detector Request - DFD	79	5	5	100.0%	30	1.6	74	93.7%	74	100.0%	79	100.0%
15	Signs - Public Right of Way Eve/Weekends - CCS	66	0	0	N/A	7	0.1	66	100.0%	66	100.0%	66	100.0%
16	Junk Motor Vehicle - CCS	63	51	51	100.0%	126	12.2	12	19.0%	12	100.0%	63	100.0%
17	Illegal Dumping - CCS	58	15	15	100.0%	38	2.0	43	74.1%	43	100.0%	58	100.0%
18	A/C Inoperable Apts - CCS	53	14	13	92.9%	7	3.5	39	73.6%	39	100.0%	52	98.1%
19	24 Hour Parking/Parking Violations - DPD	51	5	5	100.0%	10	4.2	46	90.2%	46	100.0%	51	100.0%
20	Recyclable Collection Missed (Residential) - SAN	39	0	0	N/A	3	0.9	39	100.0%	39	100.0%	39	100.0%

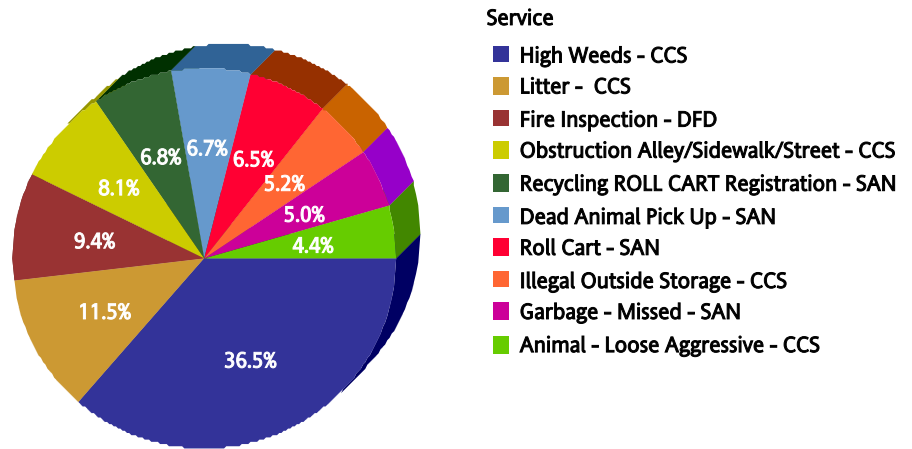


Council District 06

July 2010

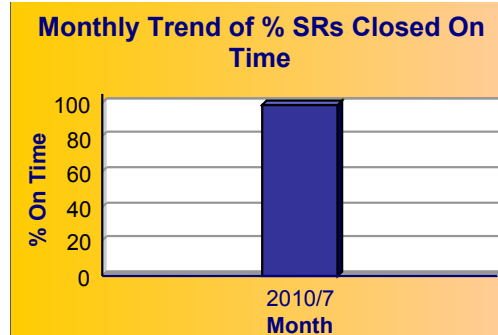
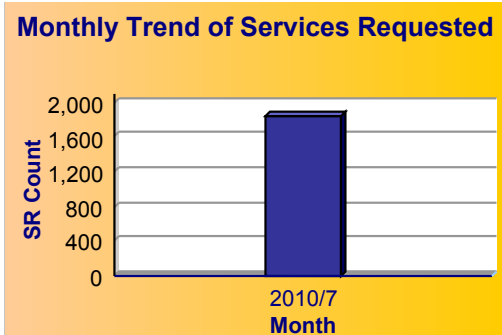
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	343
Litter - CCS	108
Fire Inspection - DFD	88
Obstruction Alley/Sidewalk/Street - CCS	76
Recycling ROLL CART Registration - SAN	64
Dead Animal Pick Up - SAN	63
Roll Cart - SAN	61
Illegal Outside Storage - CCS	49
Garbage - Missed - SAN	47
Animal - Loose Aggressive - CCS	41



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 %
1,847	1,335	1,312	98.3%	512	508	99.2%	98.5%





City of Dallas Service Level Performance Report by Council District

Council District 06

July 2010

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	343	144	144	100.0%	38	7.9	199	58.0%	199	100.0%	343	100.0%
2	Litter - CCS	108	59	59	100.0%	38	12.0	49	45.4%	49	100.0%	108	100.0%
3	Fire Inspection - DFD	88	41	41	100.0%	60	10.1	47	53.4%	47	100.0%	88	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	76	42	42	100.0%	60	14.1	34	44.7%	34	100.0%	76	100.0%
5	Recycling ROLL CART Registration - SAN	64	6	6	100.0%	10	3.2	58	90.6%	58	100.0%	64	100.0%
6	Dead Animal Pick Up - SAN	63	1	1	100.0%	1	0.2	62	98.4%	62	100.0%	63	100.0%
7	Roll Cart - SAN	61	3	3	100.0%	10	3.1	58	95.1%	58	100.0%	61	100.0%
8	Illegal Outside Storage - CCS	49	39	39	100.0%	38	11.6	10	20.4%	10	100.0%	49	100.0%
9	Garbage - Missed - SAN	47	4	4	100.0%	3	0.8	43	91.5%	43	100.0%	47	100.0%
10	Animal - Loose Aggressive - CCS	41	0	0	N/A	3	0.4	41	100.0%	40	97.6%	40	97.6%
11	Animal - Loose - CCS	36	22	22	100.0%	40	14.3	14	38.9%	14	100.0%	36	100.0%
12	Signs - Public Right of Way Eve/Weekends - CCS	36	0	0	N/A	7	0.0	36	100.0%	36	100.0%	36	100.0%
13	Illegal Dumping - CCS	35	1	1	100.0%	38	0.8	34	97.1%	34	100.0%	35	100.0%
14	Animal - Confined - CCS	34	0	0	N/A	3	0.3	34	100.0%	34	100.0%	34	100.0%
15	Graffiti Private Property - Residential/Commercial	32	3	3	100.0%	90	1.3	29	90.6%	29	100.0%	32	100.0%
16	Recyclable Collection Missed (Residential) - SAN	32	2	2	100.0%	3	1.3	30	93.8%	30	100.0%	32	100.0%
17	Signs - Public Right of Way - CCS	31	3	3	100.0%	7	0.3	28	90.3%	28	100.0%	31	100.0%
18	Signs - Other - CCS	31	3	2	66.7%	21	0.9	28	90.3%	28	100.0%	30	96.8%
19	24 Hour Parking/Parking Violations - DPD	31	2	2	100.0%	10	4.2	29	93.5%	29	100.0%	31	100.0%
20	Substandard Structure Apts - CCS	29	12	12	100.0%	365	7.4	17	58.6%	17	100.0%	29	100.0%

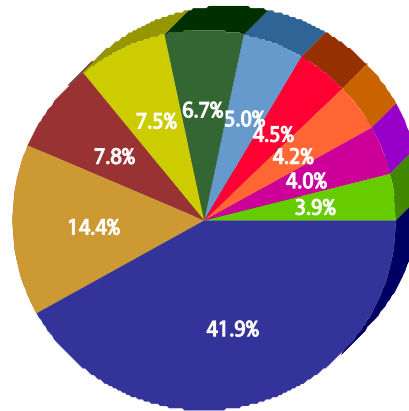


Council District 07

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	814
Litter - CCS	279
Animal - Loose Aggressive - CCS	152
Dead Animal Pick Up - SAN	146
Roll Cart - SAN	130
Animal - Confined - CCS	98
Smoke Detector Request - DFD	88
Animal - Loose - CCS	81
Recycling ROLL CART Registration - SAN	78
Substandard Structure - CCS	76



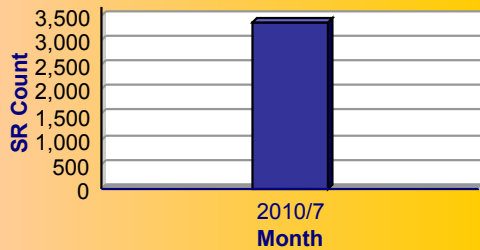
Service

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

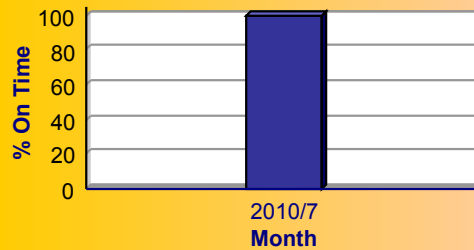
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,346	2,603	2,583	99.2%	743	736	99.1%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 07

July 2010

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	814	264	264	100.0%	38	4.4	550	67.6%	550	100.0%	814	100.0%
2	Litter - CCS	279	100	100	100.0%	38	4.5	179	64.2%	179	100.0%	279	100.0%
3	Animal - Loose Aggressive - CCS	152	1	1	100.0%	3	0.2	151	99.3%	150	99.3%	151	99.3%
4	Dead Animal Pick Up - SAN	146	1	1	100.0%	1	0.3	145	99.3%	145	100.0%	146	100.0%
5	Roll Cart - SAN	130	10	10	100.0%	10	3.5	120	92.3%	118	98.3%	128	98.5%
6	Animal - Confined - CCS	98	1	1	100.0%	3	0.3	97	99.0%	97	100.0%	98	100.0%
7	Smoke Detector Request - DFD	88	6	6	100.0%	30	0.4	82	93.2%	82	100.0%	88	100.0%
8	Animal - Loose - CCS	81	45	45	100.0%	40	12.6	36	44.4%	36	100.0%	81	100.0%
9	Recycling ROLL CART Registration - SAN	78	10	10	100.0%	10	3.2	68	87.2%	68	100.0%	78	100.0%
10	Substandard Structure - CCS	76	43	43	100.0%	365	12.0	33	43.4%	33	100.0%	76	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	74	35	35	100.0%	60	16.0	39	52.7%	39	100.0%	74	100.0%
12	Garbage - Missed - SAN	73	0	0	N/A	3	0.5	73	100.0%	73	100.0%	73	100.0%
13	Animal - Sick/Injured - CCS	70	0	0	N/A	3	0.3	70	100.0%	68	97.1%	68	97.1%
14	Illegal Dumping - CCS	66	5	5	100.0%	38	1.4	61	92.4%	61	100.0%	66	100.0%
15	Bulky Trash Violations - CCS	52	1	1	100.0%	14	4.9	51	98.1%	50	98.0%	51	98.1%
16	24 Hour Parking/Parking Violations - DPD	47	6	6	100.0%	10	3.8	41	87.2%	41	100.0%	47	100.0%
17	Recyclable Collection Missed (Residential) - SAN	44	0	0	N/A	3	0.6	44	100.0%	44	100.0%	44	100.0%
18	Signs - Public Right of Way Eve/Weekends - CCS	44	0	0	N/A	7	0.0	44	100.0%	44	100.0%	44	100.0%
19	Junk Motor Vehicle - CCS	43	33	33	100.0%	126	7.5	10	23.3%	10	100.0%	43	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	33	0	0	N/A	1	0.0	33	100.0%	33	100.0%	33	100.0%

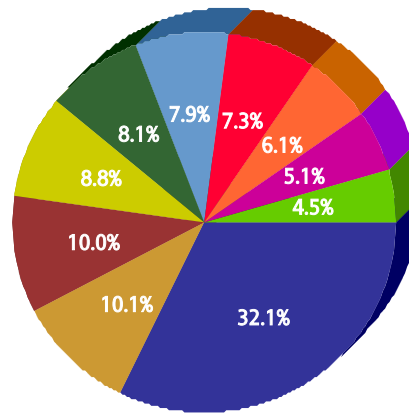


Council District 08

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	509
Roll Cart - SAN	160
Dead Animal Pick Up - SAN	159
Animal - Loose Aggressive - CCS	139
Animal - Confined - CCS	128
Recycling ROLL CART Registration - SAN	126
Garbage - Missed - SAN	116
Animal - Loose - CCS	96
Obstruction Alley/Sidewalk/Street - CCS	81
Litter - CCS	71



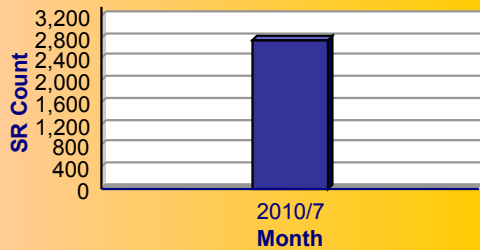
Service

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

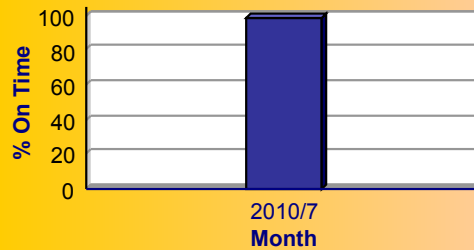
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,740	1,898	1,869	98.5%	842	835	99.2%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 08

July 2010

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	509	335	335	100.0%	38	8.9	174	34.2%	174	100.0%	509	100.0%
2	Roll Cart - SAN	160	14	14	100.0%	10	3.5	146	91.2%	144	98.6%	158	98.8%
3	Dead Animal Pick Up - SAN	159	3	3	100.0%	1	0.3	156	98.1%	155	99.4%	158	99.4%
4	Animal - Loose Aggressive - CCS	139	1	0	0.0%	3	0.2	138	99.3%	138	100.0%	138	99.3%
5	Animal - Confined - CCS	128	0	0	N/A	3	0.3	128	100.0%	128	100.0%	128	100.0%
6	Recycling ROLL CART Registration - SAN	126	7	7	100.0%	10	3.7	119	94.4%	119	100.0%	126	100.0%
7	Garbage - Missed - SAN	116	5	5	100.0%	3	0.8	111	95.7%	111	100.0%	116	100.0%
8	Animal - Loose - CCS	96	59	59	100.0%	40	15.9	37	38.5%	37	100.0%	96	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	81	69	69	100.0%	60	9.1	12	14.8%	12	100.0%	81	100.0%
10	Litter - CCS	71	48	48	100.0%	38	10.4	23	32.4%	23	100.0%	71	100.0%
11	Signs - Public Right of Way Eve/Weekends - CCS	69	0	0	N/A	7	0.6	69	100.0%	66	95.7%	66	95.7%
12	Animal - Sick/Injured - CCS	63	0	0	N/A	3	0.3	63	100.0%	62	98.4%	62	98.4%
13	Substandard Structure - CCS	61	39	39	100.0%	365	6.4	22	36.1%	22	100.0%	61	100.0%
14	Parking - Unapproved Surface - CCS	45	6	5	83.3%	10	2.0	39	86.7%	38	97.4%	43	95.6%
15	Junk Motor Vehicle - CCS	44	37	37	100.0%	126	10.4	7	15.9%	7	100.0%	44	100.0%
16	Fire Inspection - DFD	44	26	26	100.0%	60	4.2	18	40.9%	18	100.0%	44	100.0%
17	24 Hour Parking/Parking Violations - DPD	37	1	1	100.0%	10	3.9	36	97.3%	36	100.0%	37	100.0%
18	Bulky Trash Violations - CCS	34	11	11	100.0%	14	7.1	23	67.6%	22	95.7%	33	97.1%
19	Illegal Outside Storage - CCS	34	25	25	100.0%	38	9.9	9	26.5%	9	100.0%	34	100.0%
20	Animal - Cruelty - CCS	30	0	0	N/A	30	0.6	30	100.0%	30	100.0%	30	100.0%

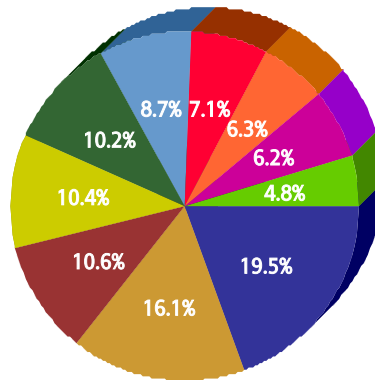


Council District 09

July 2010

Top 10 Services

SR Type	Service Request Count
Garbage - Missed - SAN	223
Roll Cart - SAN	184
High Weeds - CCS	121
Dead Animal Pick Up - SAN	119
Recycling ROLL CART Registration - SAN	117
Obstruction Alley/Sidewalk/Street - CCS	100
Animal - Confined - CCS	81
Litter - CCS	72
Bulky Trash Violations - CCS	71
Recyclable Collection Missed (Residential) - SAN	55



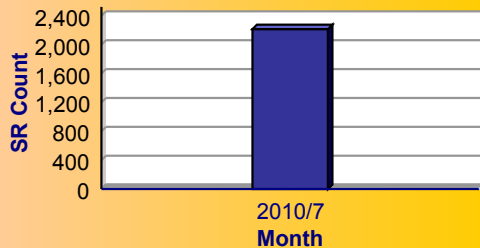
Service

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

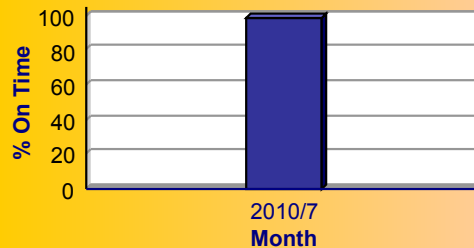
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,201	1,765	1,734	98.2%	436	431	98.9%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 09

July 2010

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	Garbage - Missed - SAN	223	11	11	100.0%	3	0.9	212	95.1%	207	97.6%	218	97.8%
2	Roll Cart - SAN	184	6	6	100.0%	10	3.1	178	96.7%	178	100.0%	184	100.0%
3	High Weeds - CCS	121	66	66	100.0%	38	9.7	55	45.5%	55	100.0%	121	100.0%
4	Dead Animal Pick Up - SAN	119	4	4	100.0%	1	0.2	115	96.6%	115	100.0%	119	100.0%
5	Recycling ROLL CART Registration - SAN	117	16	16	100.0%	10	3.5	101	86.3%	101	100.0%	117	100.0%
6	Obstruction Alley/Sidewalk/Street - CCS	100	57	57	100.0%	60	11.4	43	43.0%	43	100.0%	100	100.0%
7	Animal - Confined - CCS	81	0	0	N/A	3	0.1	81	100.0%	81	100.0%	81	100.0%
8	Litter - CCS	72	46	46	100.0%	38	10.6	26	36.1%	26	100.0%	72	100.0%
9	Bulky Trash Violations - CCS	71	10	8	80.0%	14	5.3	61	85.9%	60	98.4%	68	95.8%
10	Recyclable Collection Missed (Residential) - SAN	55	2	2	100.0%	3	0.8	53	96.4%	52	98.1%	54	98.2%
11	24 Hour Parking/Parking Violations - DPD	47	7	7	100.0%	10	3.0	40	85.1%	40	100.0%	47	100.0%
12	Animal - Loose - CCS	43	21	21	100.0%	40	11.9	22	51.2%	22	100.0%	43	100.0%
13	Animal - Loose Aggressive - CCS	41	0	0	N/A	3	0.4	41	100.0%	40	97.6%	40	97.6%
14	Recycling - Roll Cart - SAN	39	3	3	100.0%	10	2.8	36	92.3%	36	100.0%	39	100.0%
15	Tree down/low limbs - Emergency-STC	33	0	0	N/A	5	0.1	33	100.0%	33	100.0%	33	100.0%
16	Animal - Sick/Injured - CCS	30	0	0	N/A	3	0.2	30	100.0%	30	100.0%	30	100.0%
17	Illegal Garbage/Placement - CCS	27	11	11	100.0%	60	4.6	16	59.3%	16	100.0%	27	100.0%
18	Signs - Public Right of Way Eve/Weekends - CCS	27	0	0	N/A	7	0.0	27	100.0%	27	100.0%	27	100.0%
19	Pot hole - Hazardous-STC	26	0	0	N/A	1	0.0	26	100.0%	26	100.0%	26	100.0%
20	Substandard Structure - CCS	25	16	16	100.0%	365	6.8	9	36.0%	9	100.0%	25	100.0%

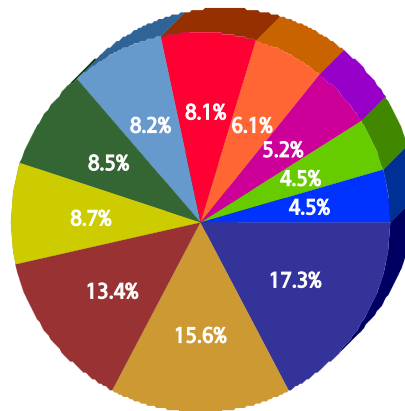


Council District 10

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	120
Garbage - Missed - SAN	108
Roll Cart - SAN	93
Obstruction Alley/Sidewalk/Street - CCS	60
Dead Animal Pick Up - SAN	59
Illegal Land Use (Residential/Business) - CCS	57
Animal - Confined - CCS	56
Recycling ROLL CART Registration - SAN	42
Bulky Trash Violations - CCS	36
24 Hour Parking/Parking Violations - DPD	31
Litter - CCS	31



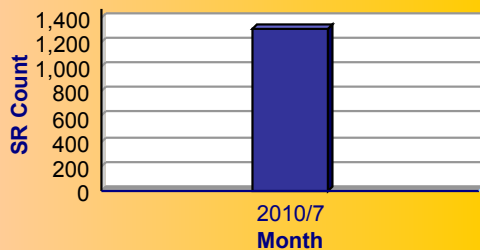
Service

- High Weeds - CCS
- Garbage - Missed - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN
- Illegal Land Use (Residential/Business) - CCS
- Animal - Confined - CCS
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - CCS
- 24 Hour Parking/Parking Violations - DPD
- Litter - CCS

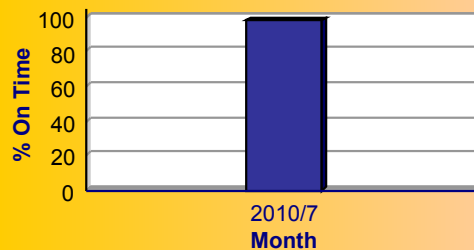
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,307	951	927	97.5%	356	351	98.6%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

Council District 10

July 2010

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	120	72	72	100.0%	38	8.2	48	40.0%	48	100.0%	120	100.0%
2	Garbage - Missed - SAN	108	5	5	100.0%	3	1.0	103	95.4%	102	99.0%	107	99.1%
3	Roll Cart - SAN	93	5	5	100.0%	10	3.2	88	94.6%	87	98.9%	92	98.9%
4	Obstruction Alley/Sidewalk/Street - CCS	60	44	44	100.0%	60	14.4	16	26.7%	16	100.0%	60	100.0%
5	Dead Animal Pick Up - SAN	59	0	0	N/A	1	0.3	59	100.0%	59	100.0%	59	100.0%
6	Illegal Land Use (Residential/Business) - CCS	57	55	55	100.0%	60	11.0	2	3.5%	2	100.0%	57	100.0%
7	Animal - Confined - CCS	56	1	1	100.0%	3	0.3	55	98.2%	54	98.2%	55	98.2%
8	Recycling ROLL CART Registration - SAN	42	3	3	100.0%	10	3.0	39	92.9%	39	100.0%	42	100.0%
9	Bulky Trash Violations - CCS	36	6	5	83.3%	14	4.2	30	83.3%	30	100.0%	35	97.2%
10	Litter - CCS	31	19	19	100.0%	38	8.7	12	38.7%	12	100.0%	31	100.0%
11	24 Hour Parking/Parking Violations - DPD	31	8	8	100.0%	10	3.9	23	74.2%	23	100.0%	31	100.0%
12	Animal - Sick/Injured - CCS	30	0	0	N/A	3	0.0	30	100.0%	30	100.0%	30	100.0%
13	Recyclable Collection Missed (Residential) - SAN	25	0	0	N/A	3	0.8	25	100.0%	25	100.0%	25	100.0%
14	Substandard Structure Apts - CCS	22	12	12	100.0%	365	9.3	10	45.5%	10	100.0%	22	100.0%
15	Traffic Signal - Flashing - PWT	22	5	5	100.0%	4	4.7	17	77.3%	13	76.5%	18	81.8%
16	Fire Inspection - DFD	19	8	8	100.0%	60	6.4	11	57.9%	11	100.0%	19	100.0%
17	Animal - Loose Aggressive - CCS	18	0	0	N/A	3	0.4	18	100.0%	18	100.0%	18	100.0%
18	Recycling - Roll Cart - SAN	17	3	3	100.0%	10	2.7	14	82.4%	14	100.0%	17	100.0%
19	Brush/Bulk Items - Missed - SAN	15	1	1	100.0%	10	1.6	14	93.3%	14	100.0%	15	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	15	4	4	100.0%	10	4.8	11	73.3%	11	100.0%	15	100.0%

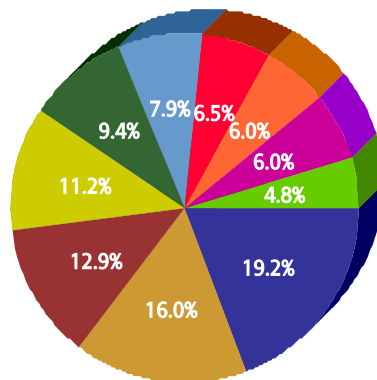


Council District 11

July 2010

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	92
Garbage - Missed - SAN	77
Dead Animal Pick Up - SAN	62
Roll Cart - SAN	54
Animal - Confined - CCS	45
Signs - Public Right of Way - CCS	38
High Weeds - CCS	31
Recycling ROLL CART Registration - SAN	29
Traffic Signal - Flashing - PWT	29
Animal - Sick/Injured - CCS	23



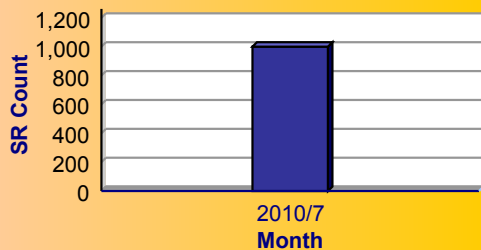
Service

- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Traffic Signal - Flashing - PWT
- Animal - Sick/Injured - CCS

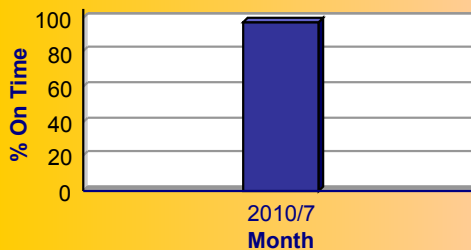
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,001	875	854	97.6%	126	124	98.4%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

July 2010

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recyclable Collection Missed (Residential) - SAN	92	1	1	100.0%	3	0.8	91	98.9%	91	100.0%	92	100.0%
2	Garbage - Missed - SAN	77	0	0	N/A	3	0.5	77	100.0%	76	98.7%	76	98.7%
3	Dead Animal Pick Up - SAN	62	0	0	N/A	1	0.3	62	100.0%	59	95.2%	59	95.2%
4	Roll Cart - SAN	54	3	3	100.0%	10	2.9	51	94.4%	51	100.0%	54	100.0%
5	Animal - Confined - CCS	45	0	0	N/A	3	0.3	45	100.0%	44	97.8%	44	97.8%
6	Signs - Public Right of Way - CCS	38	1	1	100.0%	7	0.0	37	97.4%	37	100.0%	38	100.0%
7	High Weeds - CCS	31	16	16	100.0%	38	11.5	15	48.4%	15	100.0%	31	100.0%
8	Traffic Signal - Flashing - PWT	29	4	4	100.0%	4	4.2	25	86.2%	21	84.0%	25	86.2%
9	Recycling ROLL CART Registration - SAN	29	1	1	100.0%	10	3.4	28	96.6%	28	100.0%	29	100.0%
10	Animal - Sick/Injured - CCS	23	0	0	N/A	3	0.1	23	100.0%	23	100.0%	23	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	19	12	12	100.0%	60	8.6	7	36.8%	7	100.0%	19	100.0%
12	Fire Inspection - DFD	19	10	10	100.0%	60	3.2	9	47.4%	9	100.0%	19	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	18	3	3	100.0%	10	7.1	15	83.3%	15	100.0%	18	100.0%
14	Pot hole - Hazardous-STS	18	0	0	N/A	1	0.3	18	100.0%	17	94.4%	17	94.4%
15	Street Repair - Routine-STS	18	7	7	100.0%	90	5.3	11	61.1%	11	100.0%	18	100.0%
16	Litter - CCS	15	7	7	100.0%	38	8.2	8	53.3%	8	100.0%	15	100.0%
17	Water Conservation Violation - CCS	13	0	0	N/A	7	3.5	13	100.0%	13	100.0%	13	100.0%
18	Substandard Structure Apts - CCS	13	3	3	100.0%	365	6.6	10	76.9%	10	100.0%	13	100.0%
19	Pot hole Repair Routine - STS	13	0	0	N/A	7	2.5	13	100.0%	13	100.0%	13	100.0%
20	A/C Inoperable Apts - CCS	12	0	0	N/A	7	2.8	12	100.0%	11	91.7%	11	91.7%
21	Street Spillage/Debris in Right of Way-Hazardous-STS	12	0	0	N/A	1	0.0	12	100.0%	12	100.0%	12	100.0%

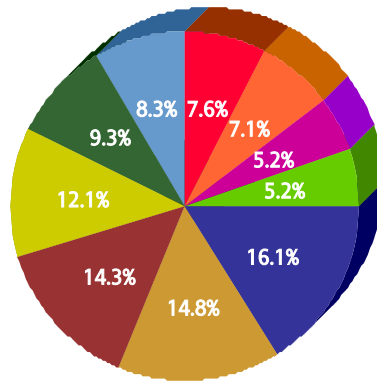


Council District 12

July 2010

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	87
Recyclable Collection Missed (Residential) - SAN	80
High Weeds - CCS	77
Garbage - Missed - SAN	65
Bulky Trash Violations - CCS	50
Recycling ROLL CART Registration - SAN	45
Obstruction Alley/Sidewalk/Street - CCS	41
Animal - Confined - CCS	38
Dead Animal Pick Up - SAN	28
Recycling - Roll Cart - SAN	28



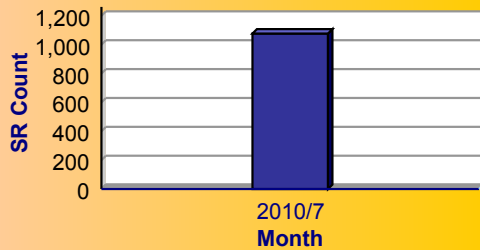
Service

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

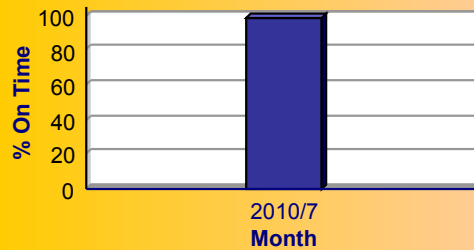
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,080	871	849	97.5%	209	208	99.5%	97.9%

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

July 2010

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	87	5	5	100.0%	10	3.4	82	94.3%	81	98.8%	86	98.9%
2	Recyclable Collection Missed (Residential) - SAN	80	6	6	100.0%	3	1.0	74	92.5%	74	100.0%	80	100.0%
3	High Weeds - CCS	77	45	45	100.0%	38	6.0	32	41.6%	32	100.0%	77	100.0%
4	Garbage - Missed - SAN	65	2	2	100.0%	3	0.6	63	96.9%	63	100.0%	65	100.0%
5	Bulky Trash Violations - CCS	50	31	31	100.0%	14	4.9	19	38.0%	18	94.7%	49	98.0%
6	Recycling ROLL CART Registration - SAN	45	0	0	N/A	10	3.6	45	100.0%	45	100.0%	45	100.0%
7	Obstruction Alley/Sidewalk/Street - CCS	41	35	35	100.0%	60	7.8	6	14.6%	6	100.0%	41	100.0%
8	Animal - Confined - CCS	38	0	0	N/A	3	0.2	38	100.0%	38	100.0%	38	100.0%
9	Dead Animal Pick Up - SAN	28	0	0	N/A	1	0.3	28	100.0%	28	100.0%	28	100.0%
10	Recycling - Roll Cart - SAN	28	2	2	100.0%	10	2.8	26	92.9%	26	100.0%	28	100.0%
11	24 Hour Parking/Parking Violations - DPD	22	4	4	100.0%	10	4.3	18	81.8%	18	100.0%	22	100.0%
12	Brush/Bulk Items - Missed - SAN	21	0	0	N/A	10	1.5	21	100.0%	21	100.0%	21	100.0%
13	Traffic Signal - All Out - PWT	20	0	0	N/A	4	4.4	20	100.0%	15	75.0%	15	75.0%
14	Signs - Public Right of Way - CCS	19	2	2	100.0%	7	0.0	17	89.5%	17	100.0%	19	100.0%
15	Animal - Cruelty - CCS	15	0	0	N/A	30	0.6	15	100.0%	15	100.0%	15	100.0%
16	Animal - Sick/Injured - CCS	15	0	0	N/A	3	0.1	15	100.0%	15	100.0%	15	100.0%
17	Traffic Signal - Flashing - PWT	15	0	0	N/A	4	4.8	15	100.0%	11	73.3%	11	73.3%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	13	0	0	N/A	10	6.0	13	100.0%	13	100.0%	13	100.0%
19	Litter - CCS	12	8	8	100.0%	38	6.2	4	33.3%	4	100.0%	12	100.0%
20	Tree down/low limbs - Emergency-ST5	12	0	0	N/A	5	0.2	12	100.0%	12	100.0%	12	100.0%

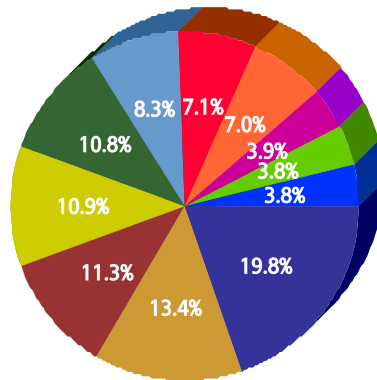


Council District 13

July 2010

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	210
Obstruction Alley/Sidewalk/Street - CCS	142
Garbage - Missed - SAN	120
Roll Cart - SAN	115
High Weeds - CCS	114
Dead Animal Pick Up - SAN	88
Animal - Confined - CCS	75
Recycling ROLL CART Registration - SAN	74
Recycling - Roll Cart - SAN	41
Bulky Trash Violations - CCS	40
Signs - Public Right of Way Eve/Weekends - CCS	40



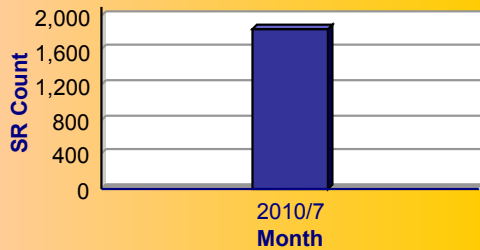
Service

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

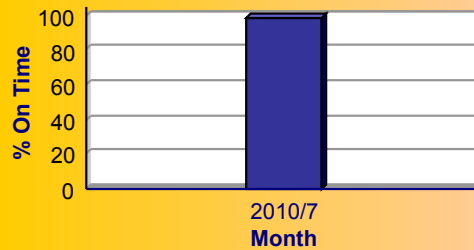
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,845	1,496	1,476	98.7%	349	347	99.4%	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 13

July 2010

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recyclable Collection Missed (Residential) - SAN	210	3	3	100.0%	3	0.8	207	98.6%	207	100.0%	210	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	142	96	96	100.0%	60	13.0	46	32.4%	46	100.0%	142	100.0%
3	Garbage - Missed - SAN	120	3	3	100.0%	3	0.6	117	97.5%	117	100.0%	120	100.0%
4	Roll Cart - SAN	115	6	6	100.0%	10	3.0	109	94.8%	109	100.0%	115	100.0%
5	High Weeds - CCS	114	51	51	100.0%	38	9.3	63	55.3%	63	100.0%	114	100.0%
6	Dead Animal Pick Up - SAN	88	0	0	N/A	1	0.2	88	100.0%	87	98.9%	87	98.9%
7	Animal - Confined - CCS	75	0	0	N/A	3	0.2	75	100.0%	75	100.0%	75	100.0%
8	Recycling ROLL CART Registration - SAN	74	4	4	100.0%	10	3.6	70	94.6%	70	100.0%	74	100.0%
9	Recycling - Roll Cart - SAN	41	2	2	100.0%	10	2.8	39	95.1%	39	100.0%	41	100.0%
10	Bulky Trash Violations - CCS	40	22	22	100.0%	14	4.7	18	45.0%	18	100.0%	40	100.0%
11	Signs - Public Right of Way Eve/Weekends - CCS	40	0	0	N/A	7	0.4	40	100.0%	40	100.0%	40	100.0%
12	Fire Inspection - DFD	37	27	27	100.0%	60	6.4	10	27.0%	10	100.0%	37	100.0%
13	Pot hole Repair Routine - STS	32	1	1	100.0%	7	1.4	31	96.9%	31	100.0%	32	100.0%
14	Animal - Loose Aggressive - CCS	27	0	0	N/A	3	0.4	27	100.0%	27	100.0%	27	100.0%
15	24 Hour Parking/Parking Violations - DPD	25	4	4	100.0%	10	4.3	21	84.0%	21	100.0%	25	100.0%
16	Sanitation Property Damage - SAN	25	0	0	N/A	28	1.9	25	100.0%	25	100.0%	25	100.0%
17	Alley Repair - Routine-STS	25	15	15	100.0%	90	3.9	10	40.0%	10	100.0%	25	100.0%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	24	5	5	100.0%	10	6.0	19	79.2%	19	100.0%	24	100.0%
19	Litter - CCS	23	5	5	100.0%	38	10.7	18	78.3%	18	100.0%	23	100.0%
20	Animal - Sick/Injured - CCS	22	0	0	N/A	3	0.1	22	100.0%	22	100.0%	22	100.0%
21	Pot hole - Hazardous-STS	22	0	0	N/A	1	0.0	22	100.0%	22	100.0%	22	100.0%

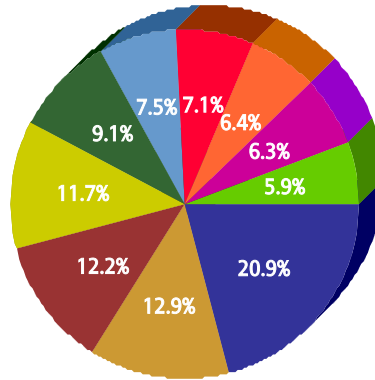


Council District 14

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	244
Garbage - Missed - SAN	150
Roll Cart - SAN	142
Obstruction Alley/Sidewalk/Street - CCS	137
Recycling ROLL CART Registration - SAN	106
Recyclable Collection Missed (Residential) - SAN	87
Animal - Confined - CCS	83
Dead Animal Pick Up - SAN	75
Litter - CCS	73
Traffic Signal - Flashing - PWT	69



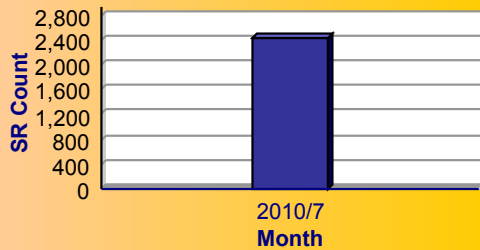
Service

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

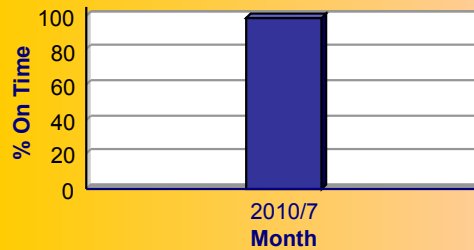
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,439	1,916	1,881	98.2%	523	519	99.2%	98.4%

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

July 2010

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	244	132	132	100.0%	38	6.2	112	45.9%	112	100.0%	244	100.0%
2	Garbage - Missed - SAN	150	2	2	100.0%	3	0.9	148	98.7%	147	99.3%	149	99.3%
3	Roll Cart - SAN	142	20	20	100.0%	10	3.0	122	85.9%	122	100.0%	142	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	137	75	75	100.0%	60	11.3	62	45.3%	62	100.0%	137	100.0%
5	Recycling ROLL CART Registration - SAN	106	15	15	100.0%	10	3.3	91	85.8%	91	100.0%	106	100.0%
6	Recyclable Collection Missed (Residential) - SAN	87	2	2	100.0%	3	1.0	85	97.7%	85	100.0%	87	100.0%
7	Animal - Confined - CCS	83	0	0	N/A	3	0.2	83	100.0%	83	100.0%	83	100.0%
8	Dead Animal Pick Up - SAN	75	0	0	N/A	1	0.2	75	100.0%	75	100.0%	75	100.0%
9	Litter - CCS	73	28	28	100.0%	38	5.8	45	61.6%	45	100.0%	73	100.0%
10	Traffic Signal - Flashing - PWT	69	12	12	100.0%	4	3.5	57	82.6%	47	82.5%	59	85.5%
11	24 Hour Parking/Parking Violations - DPD	54	9	9	100.0%	10	4.3	45	83.3%	45	100.0%	54	100.0%
12	Bulky Trash Violations - CCS	45	3	3	100.0%	14	4.1	42	93.3%	42	100.0%	45	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	38	11	11	100.0%	10	5.4	27	71.1%	27	100.0%	38	100.0%
14	Graffiti Private Property - Residential/Commercial	34	15	15	100.0%	90	1.5	19	55.9%	19	100.0%	34	100.0%
15	Recycling - Roll Cart - SAN	33	4	4	100.0%	10	3.0	29	87.9%	29	100.0%	33	100.0%
16	Animal - Loose - CCS	31	9	9	100.0%	40	7.9	22	71.0%	22	100.0%	31	100.0%
17	General - CCS	29	11	11	100.0%	38	10.6	18	62.1%	18	100.0%	29	100.0%
18	Animal - Loose Aggressive - CCS	29	0	0	N/A	3	0.3	29	100.0%	29	100.0%	29	100.0%
19	Street Repair - Routine-STS	29	13	13	100.0%	90	4.9	16	55.2%	16	100.0%	29	100.0%
20	Tree down/low limbs - Emergency-STS	27	0	0	N/A	5	0.1	27	100.0%	27	100.0%	27	100.0%

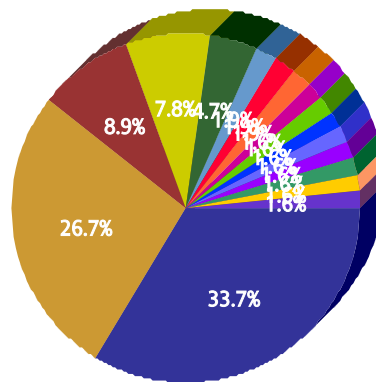


Council District U

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	87
Complaint/Compliment - CTY	69
Litter - CCS	23
Recycling ROLL CART Registration - SAN	20
Roll Cart - SAN	12
24 Hour Parking/Parking Violations - DPD	5
311 Call Center Complaint	5
Pot hole Repair Routine - STS	5
Brush/Bulk Items - Missed - SAN	4
Chronic Traffic Violations - DPD	4
Dead Animal Pick Up - SAN	4
Garbage - Missed - SAN	4
Park Maintenance/Misc. - PKR	4
Recyclable Collection Missed (Residential) - SAN	4
Restaurant/Food Complaint - CCS	4
Signs - Public Right of Way Eve/Weekends - CCS	4



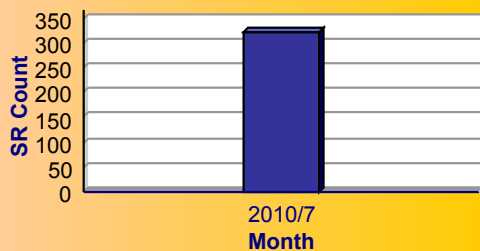
Service

- High Weeds - CCS
- Complaint/Compliment - CTY
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- 311 Call Center Complaint
- Pot hole Repair Routine - STS
- Brush/Bulk Items - Missed - SAN
- Chronic Traffic Violations - DPD
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Park Maintenance/Misc. - PKR

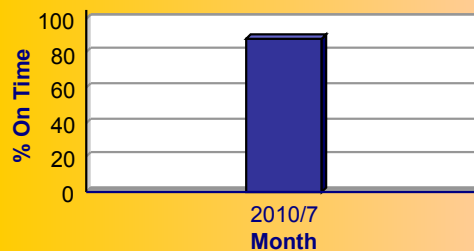
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
322	176	162	92.0%	146	120	82.2%	87.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District U

July 2010

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	87	61	61	100.0%	38	6.6	26	29.9%	26	100.0%	87	100.0%
2	Complaint/Compliment - CTY	69	37	16	43.2%	10	4.7	32	46.4%	27	84.4%	43	62.3%
3	Litter - CCS	23	11	11	100.0%	38	7.2	12	52.2%	12	100.0%	23	100.0%
4	Recycling ROLL CART Registration - SAN	20	3	3	100.0%	10	2.9	17	85.0%	17	100.0%	20	100.0%
5	Roll Cart - SAN	12	1	1	100.0%	10	5.2	11	91.7%	10	90.9%	11	91.7%
6	311 Call Center Complaint	5	0	0	N/A	10	12.0	5	100.0%	1	20.0%	1	20.0%
7	24 Hour Parking/Parking Violations - DPD	5	2	2	100.0%	10	7.7	3	60.0%	2	66.7%	4	80.0%
8	Pot hole Repair Routine - STS	5	1	1	100.0%	7	0.2	4	80.0%	4	100.0%	5	100.0%
9	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	1.5	4	100.0%	4	100.0%	4	100.0%
10	Dead Animal Pick Up - SAN	4	0	0	N/A	1	0.2	4	100.0%	4	100.0%	4	100.0%
11	Chronic Traffic Violations - DPD	4	2	2	100.0%	14	10.0	2	50.0%	2	100.0%	4	100.0%
12	Restaurant/Food Complaint - CCS	4	0	0	N/A	45	12.0	4	100.0%	4	100.0%	4	100.0%
13	Garbage - Missed - SAN	4	0	0	N/A	3	3.5	4	100.0%	2	50.0%	2	50.0%
14	Recyclable Collection Missed (Residential) - SAN	4	1	0	0.0%	3	3.3	3	75.0%	2	66.7%	2	50.0%
15	Park Maintenance/Misc. - PKR	4	1	1	100.0%	30	1.3	3	75.0%	3	100.0%	4	100.0%
16	Signs - Public Right of Way Eve/Weekends - CCS	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%
17	Fire Inspection - DFD	3	1	1	100.0%	60	6.0	2	66.7%	2	100.0%	3	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STs	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
19	Street Repair - Routine-STs	3	3	3	100.0%	90		0	0.0%	0	N/A	3	100.0%
20	Miscellaneous Service Request - SCS	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
21	Signs - Public Right of Way - CCS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
22	Obstruction Alley/Sidewalk/Street - CCS	2	2	2	100.0%	60		0	0.0%	0	N/A	2	100.0%
23	Animal - Loose - CCS	2	2	2	100.0%	40		0	0.0%	0	N/A	2	100.0%
24	Animal - Cruelty - CCS	2	0	0	N/A	30	0.5	2	100.0%	2	100.0%	2	100.0%
25	Invalid Quality SR - SCS	2	2	2	100.0%	10		0	0.0%	0	N/A	2	100.0%



Council District U

July 2010

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	Graffiti City Streets & Bridges - STS	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%
27	Pot hole - Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
28	Water General Inquiry - Water Administration	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%