



**FY 2010 – 2011**  
**Monthly Service Request**  
**Performance Reports**  
**by**  
**City Service Area**  
**And Citywide Summary**

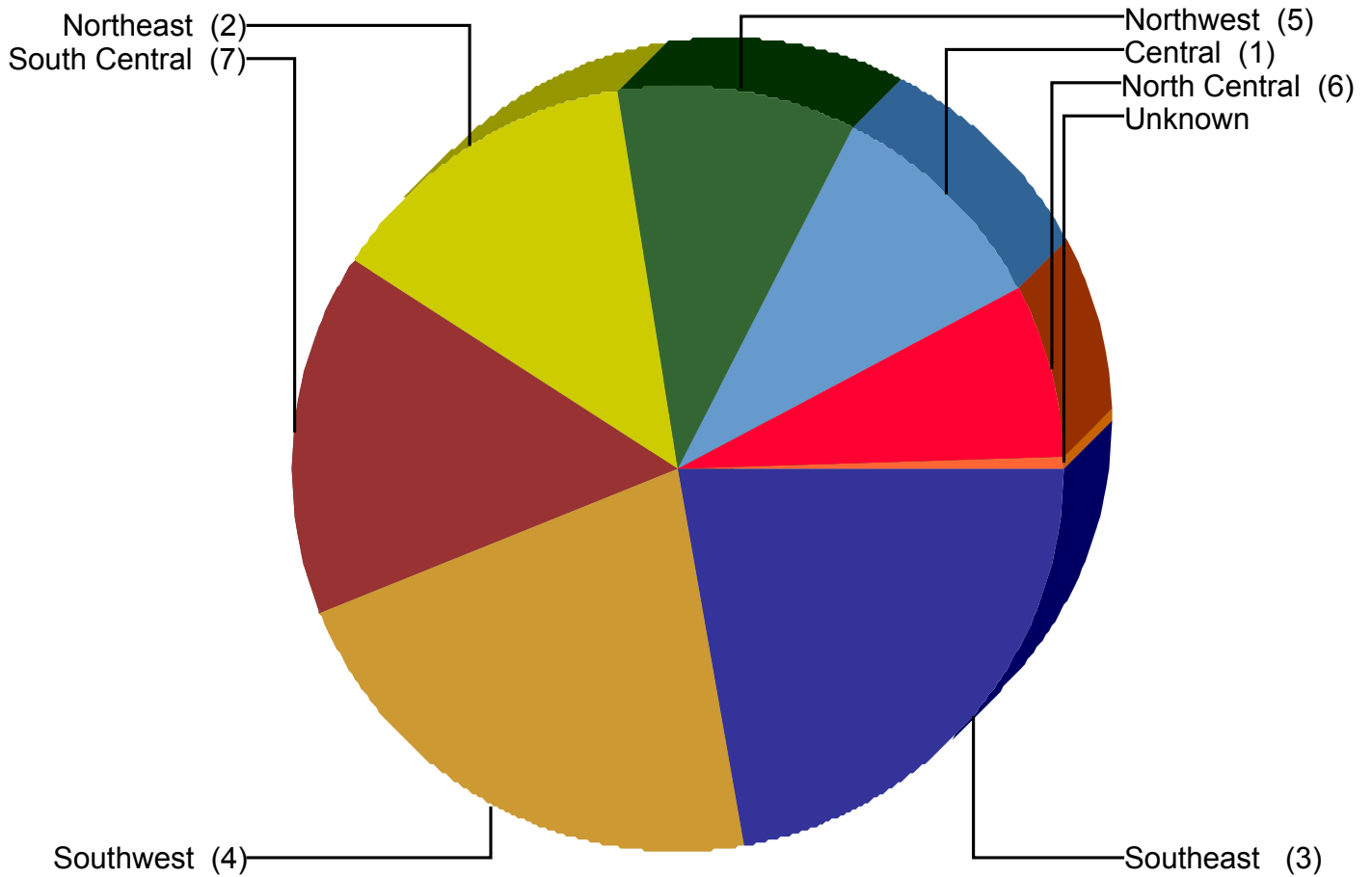
**April 2011**

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**City of Dallas** City Service Area Report  
For April 2011



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,099	9.6%	98.8%
North Central (6)	2,393	7.4%	98.5%
Northeast (2)	4,359	13.5%	98.1%
Northwest (5)	3,200	9.9%	98.9%
South Central (7)	4,904	15.2%	98.2%
Southeast (3)	7,174	22.2%	98.5%
Southwest (4)	7,039	21.8%	99.1%
Unknown	156	0.5%	92.9%
<b>Total</b>	<b>32,324</b>	<b>100.0%</b>	<b>98.6%</b>

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

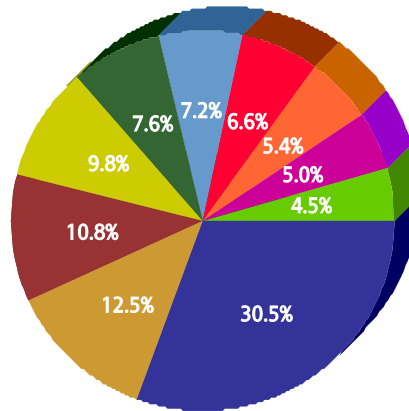


Citywide

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



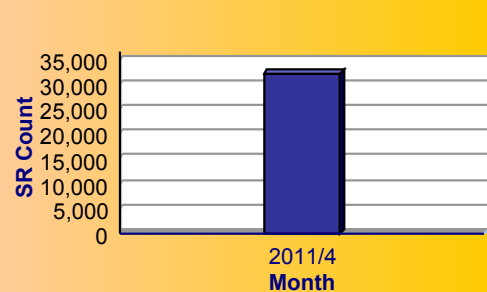
Service

- 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

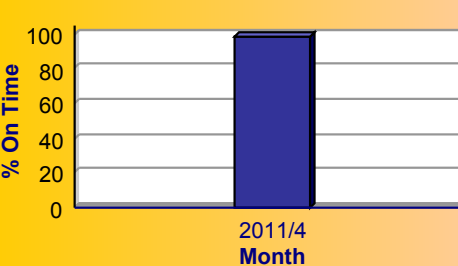
Summary - All Services Requested

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 City Service Area

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%

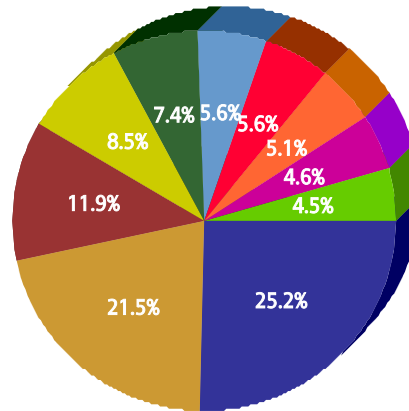


Central (1)

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	344
Litter - CCS	294
Traffic Signal - Flashing - STS	163
Roll Cart - SAN	116
Dead Animal Pick Up - SAN	101
Garbage - Missed - SAN	77
Recycling ROLL CART Registration - SAN	76
Animal - Confined - CCS	70
Animal - Loose Aggressive - CCS	63
Substandard Structure - CCS	62



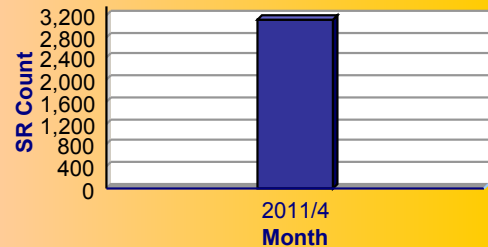
Service

- High Weeds - CCS
- Litter - CCS
- Traffic Signal - Flashing - STS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS

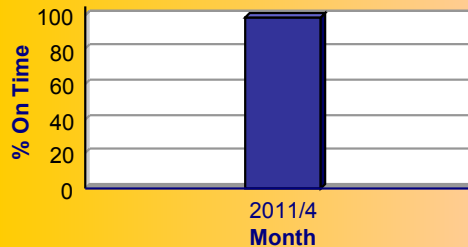
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,099	2,653	2,624	98.9%	446	437	98.0%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Central (1)

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	344	109	109	100.0%	38	11.2	235	68.3%	235	100.0%	344	100.0%
2	Litter - CCS	294	87	87	100.0%	38	12.0	207	70.4%	207	100.0%	294	100.0%
3	Traffic Signal - Flashing - STS	163	0	0	N/A	4	1.2	163	100.0%	163	100.0%	163	100.0%
4	Roll Cart - SAN	116	0	0	N/A	10	2.8	116	100.0%	116	100.0%	116	100.0%
5	Dead Animal Pick Up - SAN	101	0	0	N/A	1	0.3	101	100.0%	101	100.0%	101	100.0%
6	Garbage - Missed - SAN	77	0	0	N/A	3	0.8	77	100.0%	77	100.0%	77	100.0%
7	Recycling ROLL CART Registration - SAN	76	0	0	N/A	10	3.4	76	100.0%	76	100.0%	76	100.0%
8	Animal - Confined - CCS	70	0	0	N/A	3	0.1	70	100.0%	70	100.0%	70	100.0%
9	Animal - Loose Aggressive - CCS	63	0	0	N/A	3	0.3	63	100.0%	63	100.0%	63	100.0%
10	Substandard Structure - CCS	62	37	37	100.0%	365	7.3	25	40.3%	25	100.0%	62	100.0%
11	Animal - Sick/Injured - CCS	60	0	0	N/A	3	0.2	60	100.0%	59	98.3%	59	98.3%
12	Graffiti Private Property - Residential/Commercial	59	15	15	100.0%	90	6.0	44	74.6%	44	100.0%	59	100.0%
13	Obstruction Alley/Sidewalk/Street - CCS	56	28	28	100.0%	60	12.5	28	50.0%	28	100.0%	56	100.0%
14	Traffic Signal - All Out - STS	52	0	0	N/A	4	1.8	52	100.0%	52	100.0%	52	100.0%
15	Animal - Loose - CCS	51	14	14	100.0%	40	7.7	37	72.5%	37	100.0%	51	100.0%
16	Tree down/low limbs - Emergency-STS	51	0	0	N/A	5	0.1	51	100.0%	50	98.0%	50	98.0%
17	Bulky Trash Violations - CCS	50	2	2	100.0%	14	5.9	48	96.0%	45	93.8%	47	94.0%
18	Illegal Dumping - CCS	45	3	3	100.0%	38	3.0	42	93.3%	42	100.0%	45	100.0%
19	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	45	0	0	N/A	10	1.7	45	100.0%	45	100.0%	45	100.0%
20	Street Repair - Routine-STS	45	17	17	100.0%	90	4.9	28	62.2%	28	100.0%	45	100.0%

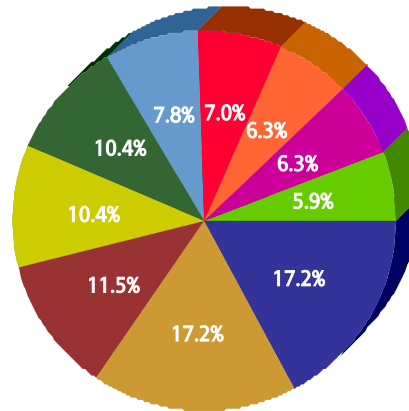


North Central (6)

April 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	176
Signs - Public Right of Way - CCS	176
High Weeds - CCS	118
Dead Animal Pick Up - SAN	106
Garbage - Missed - SAN	106
Animal - Confined - CCS	80
Bulky Trash Violations - CCS	72
Recycling ROLL CART Registration - SAN	64
Traffic Signal - Flashing - STS	64
Animal - Sick/Injured - CCS	60



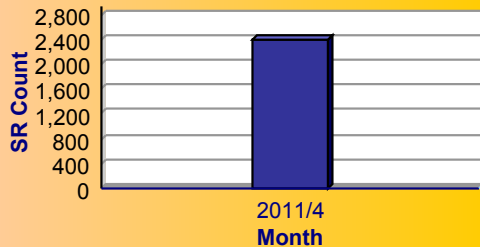
Service

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

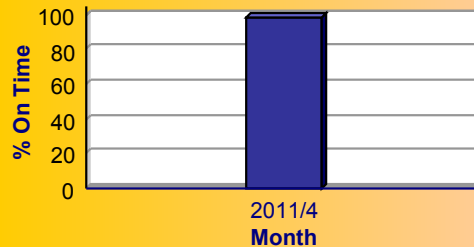
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,393	2,092	2,069	98.9%	301	287	95.3%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

North Central (6)

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	176	1	0	0.0%	7	0.5	175	99.4%	175	100.0%	175	99.4%
2	Roll Cart - SAN	176	0	0	N/A	10	2.5	176	100.0%	176	100.0%	176	100.0%
3	High Weeds - CCS	118	85	85	100.0%	38	9.7	33	28.0%	33	100.0%	118	100.0%
4	Dead Animal Pick Up - SAN	106	0	0	N/A	1	0.3	106	100.0%	106	100.0%	106	100.0%
5	Garbage - Missed - SAN	106	0	0	N/A	3	0.9	106	100.0%	106	100.0%	106	100.0%
6	Animal - Confined - CCS	80	0	0	N/A	3	0.1	80	100.0%	80	100.0%	80	100.0%
7	Bulky Trash Violations - CCS	72	4	1	25.0%	14	4.5	68	94.4%	64	94.1%	65	90.3%
8	Traffic Signal - Flashing - STS	64	0	0	N/A	4	1.3	64	100.0%	64	100.0%	64	100.0%
9	Recycling ROLL CART Registration - SAN	64	0	0	N/A	10	2.7	64	100.0%	64	100.0%	64	100.0%
10	Animal - Sick/Injured - CCS	60	0	0	N/A	3	0.2	60	100.0%	59	98.3%	59	98.3%
11	Tree down/low limbs - Emergency-STS	57	0	0	N/A	5	0.1	57	100.0%	57	100.0%	57	100.0%
12	Fire Inspection - DFD	53	32	32	100.0%	60	9.7	21	39.6%	21	100.0%	53	100.0%
13	Recycling - Roll Cart - SAN	52	0	0	N/A	10	2.9	52	100.0%	52	100.0%	52	100.0%
14	Obstruction Alley/Sidewalk/Street - CCS	51	29	29	100.0%	60	5.4	22	43.1%	22	100.0%	51	100.0%
15	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	41	0	0	N/A	10	3.0	41	100.0%	41	100.0%	41	100.0%
16	Brush/Bulk Items - Missed - SAN	37	0	0	N/A	10	2.5	37	100.0%	37	100.0%	37	100.0%
17	Street Repair - Routine-STS	37	4	4	100.0%	90	5.8	33	89.2%	33	100.0%	37	100.0%
18	Alley Repair - Routine-STS	36	17	17	100.0%	90	7.1	19	52.8%	19	100.0%	36	100.0%
19	Traffic Signal - All Out - STS	35	0	0	N/A	4	1.9	35	100.0%	35	100.0%	35	100.0%
20	Traffic Signal - Timing - STS	33	0	0	N/A	4	1.3	33	100.0%	33	100.0%	33	100.0%

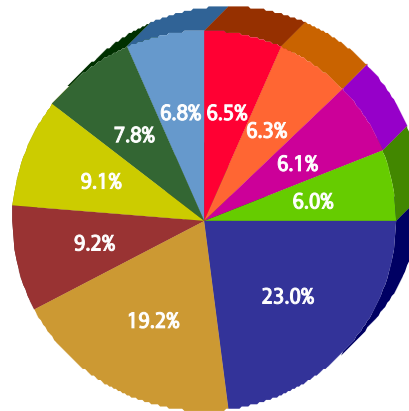


Northeast (2)

April 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	466
High Weeds - CCS	389
Animal - Confined - CCS	187
Dead Animal Pick Up - SAN	184
Garbage - Missed - SAN	158
Obstruction Alley/Sidewalk/Street - CCS	137
Recycling ROLL CART Registration - SAN	131
Litter - CCS	128
Bulky Trash Violations - CCS	124
Animal - Loose Aggressive - CCS	121



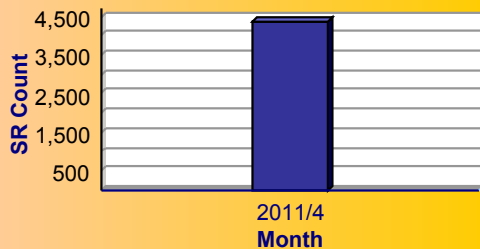
Service

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

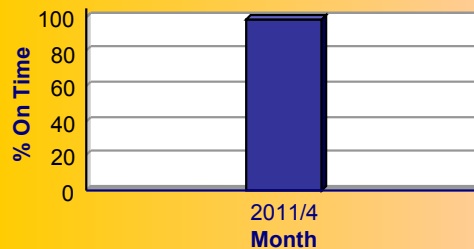
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,359	3,686	3,633	98.6%	673	642	95.4%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

## Northeast (2)

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	466	0	0	N/A	10	2.6	466	100.0%	465	99.8%	465	99.8%
2	High Weeds - CCS	389	203	203	100.0%	38	12.3	186	47.8%	186	100.0%	389	100.0%
3	Animal - Confined - CCS	187	0	0	N/A	3	0.2	187	100.0%	187	100.0%	187	100.0%
4	Dead Animal Pick Up - SAN	184	0	0	N/A	1	0.4	184	100.0%	184	100.0%	184	100.0%
5	Garbage - Missed - SAN	158	0	0	N/A	3	0.8	158	100.0%	157	99.4%	157	99.4%
6	Obstruction Alley/Sidewalk/Street - CCS	137	94	94	100.0%	60	11.8	43	31.4%	43	100.0%	137	100.0%
7	Recycling ROLL CART Registration - SAN	131	0	0	N/A	10	3.3	131	100.0%	131	100.0%	131	100.0%
8	Litter - CCS	128	70	70	100.0%	38	10.4	58	45.3%	58	100.0%	128	100.0%
9	Bulky Trash Violations - CCS	124	7	6	85.7%	14	5.8	117	94.4%	114	97.4%	120	96.8%
10	Animal - Loose Aggressive - CCS	121	0	0	N/A	3	0.4	121	100.0%	120	99.2%	120	99.2%
11	Recyclable Collection Missed (Residential) - SAN	107	0	0	N/A	3	1.1	107	100.0%	106	99.1%	106	99.1%
12	Animal - Sick/Injured - CCS	105	0	0	N/A	3	0.1	105	100.0%	104	99.0%	104	99.0%
13	24 Hour Parking/Parking Violations - DPD	90	0	0	N/A	10	3.4	90	100.0%	90	100.0%	90	100.0%
14	Sanitation Crew Complaint - SAN	70	0	0	N/A	10	1.3	70	100.0%	70	100.0%	70	100.0%
15	Tree down/low limbs - Emergency-STS	70	0	0	N/A	5	0.1	70	100.0%	70	100.0%	70	100.0%
16	Substandard Structure - CCS	68	51	51	100.0%	365	13.6	17	25.0%	17	100.0%	68	100.0%
17	Animal - Loose - CCS	61	22	22	100.0%	40	6.9	39	63.9%	39	100.0%	61	100.0%
18	Recycling - Roll Cart - SAN	59	0	0	N/A	10	2.7	59	100.0%	59	100.0%	59	100.0%
19	Street Repair - Routine-STS	58	20	20	100.0%	90	8.4	38	65.5%	38	100.0%	58	100.0%
20	Traffic Signal - All Out - STS	58	0	0	N/A	4	1.8	58	100.0%	58	100.0%	58	100.0%

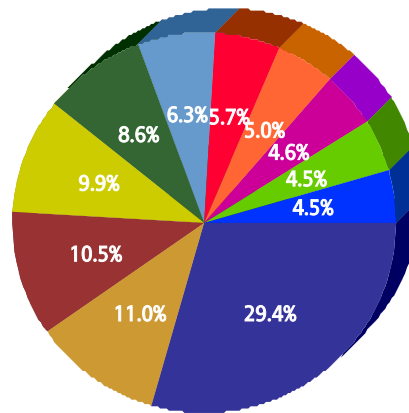


Northwest (5)

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	435
Litter - CCS	163
Obstruction Alley/Sidewalk/Street - CCS	156
Dead Animal Pick Up - SAN	147
Roll Cart - SAN	128
Animal - Confined - CCS	93
Bulky Trash Violations - CCS	84
Garbage - Missed - SAN	74
Fire Inspection - DFD	68
Animal - Loose Aggressive - CCS	66
Recycling ROLL CART Registration - SAN	66



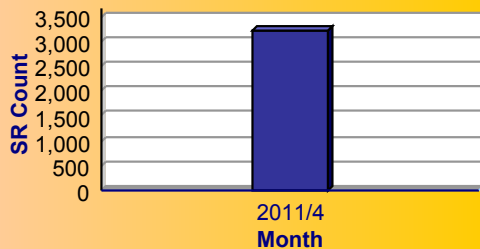
Service

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

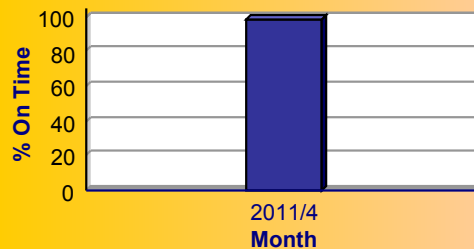
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,200	2,738	2,718	99.3%	462	448	97.0%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Northwest (5)

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	435	127	127	100.0%	38	10.8	308	70.8%	308	100.0%	435	100.0%
2	Litter - CCS	163	50	50	100.0%	38	13.1	113	69.3%	113	100.0%	163	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	156	75	75	100.0%	60	13.2	81	51.9%	81	100.0%	156	100.0%
4	Dead Animal Pick Up - SAN	147	0	0	N/A	1	0.3	147	100.0%	146	99.3%	146	99.3%
5	Roll Cart - SAN	128	0	0	N/A	10	2.6	128	100.0%	128	100.0%	128	100.0%
6	Animal - Confined - CCS	93	0	0	N/A	3	0.2	93	100.0%	92	98.9%	92	98.9%
7	Bulky Trash Violations - CCS	84	0	0	N/A	14	4.3	84	100.0%	82	97.6%	82	97.6%
8	Garbage - Missed - SAN	74	0	0	N/A	3	0.9	74	100.0%	73	98.6%	73	98.6%
9	Fire Inspection - DFD	68	38	38	100.0%	60	9.9	30	44.1%	30	100.0%	68	100.0%
10	Animal - Loose Aggressive - CCS	66	0	0	N/A	3	0.2	66	100.0%	66	100.0%	66	100.0%
11	Recycling ROLL CART Registration - SAN	66	1	0	0.0%	10	2.7	65	98.5%	65	100.0%	65	98.5%
12	Signs - Other - CCS	62	4	1	25.0%	21	3.9	58	93.5%	55	94.8%	56	90.3%
13	Animal - Sick/Injured - CCS	61	0	0	N/A	3	0.1	61	100.0%	61	100.0%	61	100.0%
14	Traffic Signal - Flashing - STS	58	0	0	N/A	4	1.2	58	100.0%	58	100.0%	58	100.0%
15	Tree down/low limbs - Emergency-STS	56	0	0	N/A	5	0.1	56	100.0%	56	100.0%	56	100.0%
16	24 Hour Parking/Parking Violations - DPD	50	0	0	N/A	10	4.4	50	100.0%	50	100.0%	50	100.0%
17	Street Repair - Routine-STS	50	7	7	100.0%	90	5.7	43	86.0%	43	100.0%	50	100.0%
18	Signs - Other Apts - CCS	48	0	0	N/A	21	0.0	48	100.0%	48	100.0%	48	100.0%
19	Substandard Structure - CCS	42	22	22	100.0%	365	9.2	20	47.6%	20	100.0%	42	100.0%
20	Animal - Loose - CCS	42	17	17	100.0%	40	8.8	25	59.5%	25	100.0%	42	100.0%

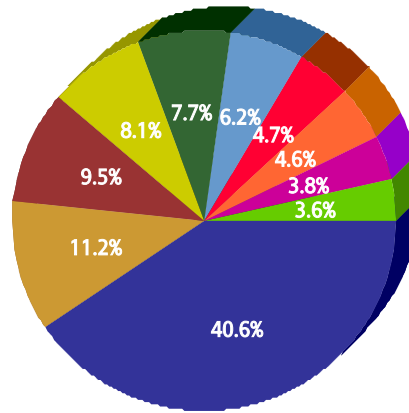


South Central (7)

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,222
Dead Animal Pick Up - SAN	336
Animal - Loose Aggressive - CCS	286
Roll Cart - SAN	244
Litter - CCS	233
Animal - Confined - CCS	188
Animal - Sick/Injured - CCS	140
Recycling ROLL CART Registration - SAN	138
Animal - Loose - CCS	114
Garbage - Missed - SAN	107



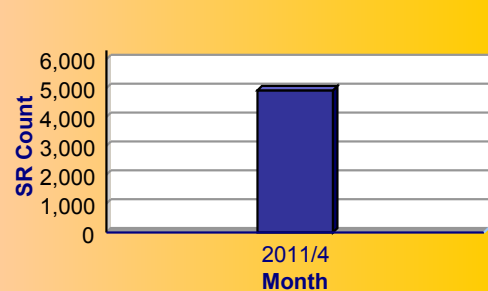
Service

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

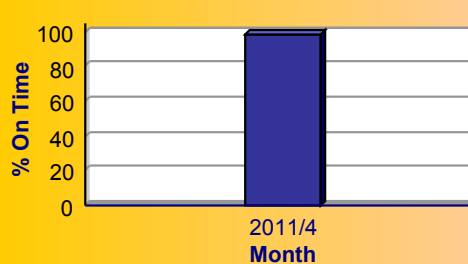
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,904	3,974	3,909	98.4%	930	905	97.3%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

South Central (7)

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	1,222	452	452	100.0%	38	8.2	770	63.0%	770	100.0%	1,222	100.0%
2	Dead Animal Pick Up - SAN	336	0	0	N/A	1	0.4	336	100.0%	330	98.2%	330	98.2%
3	Animal - Loose Aggressive - CCS	286	0	0	N/A	3	0.4	286	100.0%	285	99.7%	285	99.7%
4	Roll Cart - SAN	244	0	0	N/A	10	2.8	244	100.0%	243	99.6%	243	99.6%
5	Litter - CCS	233	104	104	100.0%	38	10.4	129	55.4%	129	100.0%	233	100.0%
6	Animal - Confined - CCS	188	0	0	N/A	3	0.5	188	100.0%	183	97.3%	183	97.3%
7	Animal - Sick/Injured - CCS	140	0	0	N/A	3	0.1	140	100.0%	140	100.0%	140	100.0%
8	Recycling ROLL CART Registration - SAN	138	4	0	0.0%	10	3.6	134	97.1%	134	100.0%	134	97.1%
9	Animal - Loose - CCS	114	37	37	100.0%	40	8.7	77	67.5%	77	100.0%	114	100.0%
10	Garbage - Missed - SAN	107	0	0	N/A	3	0.9	107	100.0%	107	100.0%	107	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	106	72	72	100.0%	60	10.1	34	32.1%	34	100.0%	106	100.0%
12	Bulky Trash Violations - CCS	88	11	5	45.5%	14	6.9	77	87.5%	68	88.3%	73	83.0%
13	Illegal Dumping - CCS	80	14	14	100.0%	38	3.9	66	82.5%	66	100.0%	80	100.0%
14	Tree down/low limbs - Emergency-STs	77	0	0	N/A	5	0.1	77	100.0%	77	100.0%	77	100.0%
15	Open and Vacant Structure - CCS	66	21	12	57.1%	30	11.0	45	68.2%	44	97.8%	56	84.8%
16	24 Hour Parking/Parking Violations - DPD	61	1	1	100.0%	10	5.6	60	98.4%	59	98.3%	60	98.4%
17	Junk Motor Vehicle - CCS	60	36	36	100.0%	126	9.9	24	40.0%	24	100.0%	60	100.0%
18	Substandard Structure - CCS	51	34	34	100.0%	365	8.1	17	33.3%	17	100.0%	51	100.0%
19	Pot hole - Hazardous-STs	47	0	0	N/A	1	0.2	47	100.0%	47	100.0%	47	100.0%
20	Animal - Tethering - CCS	46	0	0	N/A	3	0.5	46	100.0%	44	95.7%	44	95.7%
21	Street Spillage/Debris in Right of Way-Hazardous-STs	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%

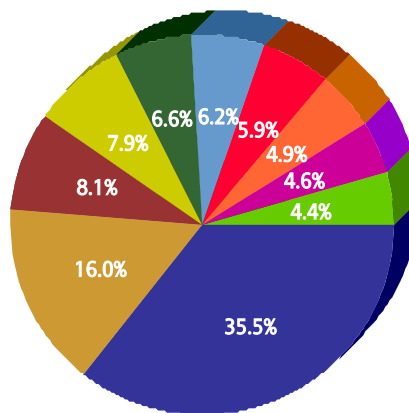


Southeast (3)

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,543
Litter - CCS	697
Animal - Loose Aggressive - CCS	353
Dead Animal Pick Up - SAN	343
Roll Cart - SAN	289
Substandard Structure - CCS	270
Animal - Confined - CCS	255
Obstruction Alley/Sidewalk/Street - CCS	212
Signs - Public Right of Way - CCS	198
Recycling ROLL CART Registration - SAN	191



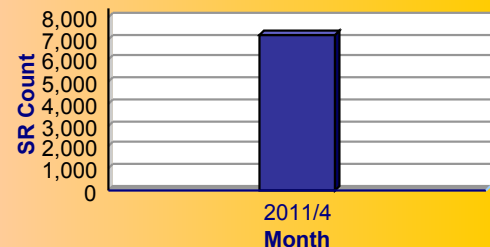
Service

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

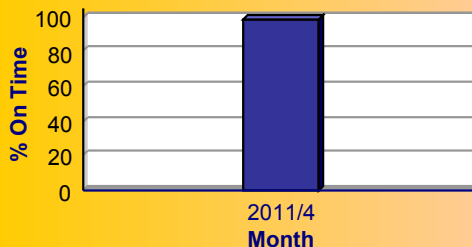
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,174	5,518	5,429	98.4%	1,656	1,637	98.9%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Southeast (3)

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	1,543	616	616	100.0%	38	9.3	927	60.1%	927	100.0%	1,543	100.0%
2	Litter - CCS	697	283	283	100.0%	38	11.1	414	59.4%	414	100.0%	697	100.0%
3	Animal - Loose Aggressive - CCS	353	0	0	N/A	3	0.3	353	100.0%	352	99.7%	352	99.7%
4	Dead Animal Pick Up - SAN	343	0	0	N/A	1	0.4	343	100.0%	340	99.1%	340	99.1%
5	Roll Cart - SAN	289	0	0	N/A	10	2.6	289	100.0%	288	99.7%	288	99.7%
6	Substandard Structure - CCS	270	151	151	100.0%	365	10.7	119	44.1%	119	100.0%	270	100.0%
7	Animal - Confined - CCS	255	0	0	N/A	3	0.4	255	100.0%	251	98.4%	251	98.4%
8	Obstruction Alley/Sidewalk/Street - CCS	212	144	144	100.0%	60	13.5	68	32.1%	68	100.0%	212	100.0%
9	Signs - Public Right of Way - CCS	198	0	0	N/A	7	0.6	198	100.0%	193	97.5%	193	97.5%
10	Recycling ROLL CART Registration - SAN	191	0	0	N/A	10	2.8	191	100.0%	191	100.0%	191	100.0%
11	Animal - Sick/Injured - CCS	181	0	0	N/A	3	0.4	181	100.0%	175	96.7%	175	96.7%
12	Animal - Loose - CCS	145	42	42	100.0%	40	8.5	103	71.0%	103	100.0%	145	100.0%
13	Bulky Trash Violations - CCS	127	3	2	66.7%	14	7.4	124	97.6%	99	79.8%	101	79.5%
14	Garbage - Missed - SAN	116	0	0	N/A	3	0.5	116	100.0%	116	100.0%	116	100.0%
15	Parking - Unapproved Surface - CCS	110	5	0	0.0%	10	0.9	105	95.5%	102	97.1%	102	92.7%
16	Junk Motor Vehicle - CCS	100	65	65	100.0%	126	13.4	35	35.0%	35	100.0%	100	100.0%
17	Illegal Outside Storage - CCS	97	44	44	100.0%	38	15.0	53	54.6%	53	100.0%	97	100.0%
18	Illegal Dumping - CCS	91	11	11	100.0%	38	3.5	80	87.9%	80	100.0%	91	100.0%
19	Open and Vacant Structure - CCS	79	12	12	100.0%	30	6.8	67	84.8%	67	100.0%	79	100.0%
20	24 Hour Parking/Parking Violations - DPD	78	0	0	N/A	10	4.1	78	100.0%	78	100.0%	78	100.0%

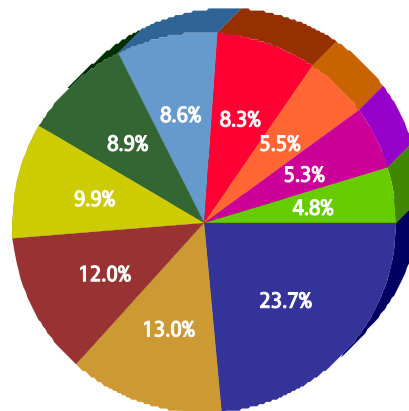


Southwest (4)

April 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	875
Litter - CCS	480
Obstruction Alley/Sidewalk/Street - CCS	441
Dead Animal Pick Up - SAN	366
Roll Cart - SAN	328
Signs - Public Right of Way - CCS	318
Animal - Loose Aggressive - CCS	306
Recycling ROLL CART Registration - SAN	204
Animal - Confined - CCS	195
Illegal Dumping - CCS	177



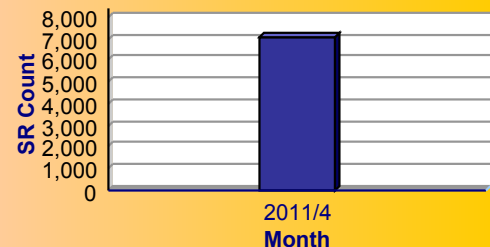
Service

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

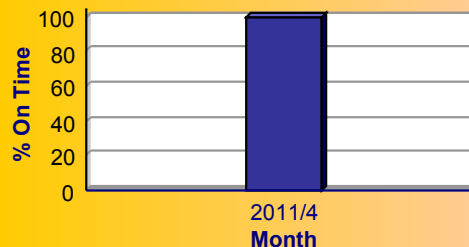
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,039	5,552	5,508	99.2%	1,487	1,467	98.7%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Southwest (4)

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	875	397	397	100.0%	38	11.0	478	54.6%	478	100.0%	875	100.0%
2	Litter - CCS	480	225	225	100.0%	38	12.3	255	53.1%	255	100.0%	480	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	441	254	254	100.0%	60	15.4	187	42.4%	187	100.0%	441	100.0%
4	Dead Animal Pick Up - SAN	366	0	0	N/A	1	0.4	366	100.0%	364	99.5%	364	99.5%
5	Roll Cart - SAN	328	0	0	N/A	10	2.5	328	100.0%	328	100.0%	328	100.0%
6	Signs - Public Right of Way - CCS	318	5	0	0.0%	7	0.8	313	98.4%	310	99.0%	310	97.5%
7	Animal - Loose Aggressive - CCS	306	0	0	N/A	3	0.4	306	100.0%	303	99.0%	303	99.0%
8	Recycling ROLL CART Registration - SAN	204	0	0	N/A	10	2.8	204	100.0%	204	100.0%	204	100.0%
9	Animal - Confined - CCS	195	0	0	N/A	3	0.3	195	100.0%	195	100.0%	195	100.0%
10	Illegal Dumping - CCS	177	6	6	100.0%	38	1.3	171	96.6%	171	100.0%	177	100.0%
11	Graffiti Private Property - Residential/Commercial	165	56	56	100.0%	90	5.4	109	66.1%	109	100.0%	165	100.0%
12	Illegal Outside Storage - CCS	164	69	69	100.0%	38	13.9	95	57.9%	95	100.0%	164	100.0%
13	Substandard Structure - CCS	144	112	112	100.0%	365	11.0	32	22.2%	32	100.0%	144	100.0%
14	Animal - Loose - CCS	134	46	46	100.0%	40	10.6	88	65.7%	88	100.0%	134	100.0%
15	Animal - Sick/Injured - CCS	127	0	0	N/A	3	0.2	127	100.0%	127	100.0%	127	100.0%
16	Junk Motor Vehicle - CCS	117	66	66	100.0%	126	10.9	51	43.6%	51	100.0%	117	100.0%
17	Bulky Trash Violations - CCS	112	4	4	100.0%	14	3.5	108	96.4%	103	95.4%	107	95.5%
18	Garage Sale - CCS	93	2	0	0.0%	7	1.0	91	97.8%	91	100.0%	91	97.8%
19	24 Hour Parking/Parking Violations - DPD	89	0	0	N/A	10	3.3	89	100.0%	89	100.0%	89	100.0%
20	Parking - Unapproved Surface - CCS	83	4	1	25.0%	10	2.7	79	95.2%	76	96.2%	77	92.8%

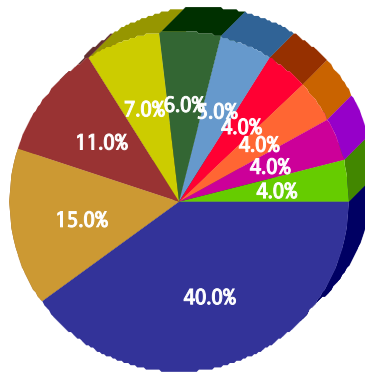


Unknown

April 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	40
High Weeds - CCS	15
Recycling ROLL CART Registration - SAN	11
Roll Cart - SAN	7
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



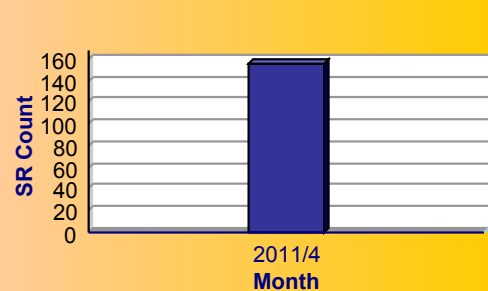
Service

- 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

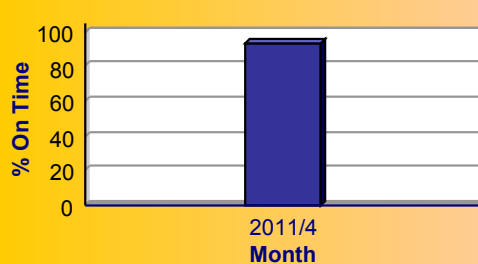
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
156	126	120	95.2%	30	25	83.3%	92.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

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	15	7	7	100.0%	38	10.2	8	53.3%	8	100.0%	15	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	7	0	0	N/A	10	3.1	7	100.0%	7	100.0%	7	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 City Service Area

Unknown

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	Animal - Trap Request - CCS	1	0	0	N/A	30	12.0	1	100.0%	1	100.0%	1	100.0%
29	Animal - Confined in Vehicle - CCS	1	0	0	N/A	3	1.0	1	100.0%	1	100.0%	1	100.0%
30	Animal - Noisy - CCS	1	0	0	N/A	30	1.0	1	100.0%	1	100.0%	1	100.0%
31	Electrical Violation Apts - CCS	1	1	1	100.0%	38		0	0.0%	0	N/A	1	100.0%
32	Obstruction Corner Clip - CCS	1	1	1	100.0%	60		0	0.0%	0	N/A	1	100.0%
33	Animal - Sick/Injured - CCS	1	0	0	N/A	3	0.0	1	100.0%	1	100.0%	1	100.0%
34	Educational Request - DFD	1	0	0	N/A	10	0.0	1	100.0%	1	100.0%	1	100.0%
35	Fire Inspection - DFD	1	0	0	N/A	60	14.0	1	100.0%	1	100.0%	1	100.0%
36	Smoke Detector Request - DFD	1	1	1	100.0%	30		0	0.0%	0	N/A	1	100.0%
37	Police MISC - DPD	1	0	0	N/A	14	7.0	1	100.0%	1	100.0%	1	100.0%
38	24 Hour Parking/Parking Violations - DPD	1	0	0	N/A	10	19.0	1	100.0%	0	0.0%	0	0.0%
39	Criminal Activities - DPD	1	0	0	N/A	14	9.0	1	100.0%	1	100.0%	1	100.0%
40	Chronic Noise Complaint - DPD	1	0	0	N/A	14	6.0	1	100.0%	1	100.0%	1	100.0%
41	Towing Motor Vehicle - CCS	1	0	0	N/A	14	3.0	1	100.0%	1	100.0%	1	100.0%
42	Garbage - Missed - SAN	1	0	0	N/A	3	1.0	1	100.0%	1	100.0%	1	100.0%
43	Recyclable Collection Missed (Residential) - SAN	1	0	0	N/A	3	2.0	1	100.0%	1	100.0%	1	100.0%
44	Parking - General Request - DPD	1	0	0	N/A	14	2.0	1	100.0%	1	100.0%	1	100.0%
45	Construction Site Complaint - DEV	1	0	0	N/A	10	25.0	1	100.0%	0	0.0%	0	0.0%
46	Park Maintenance/Misc. - PKR	1	0	0	N/A	30	16.0	1	100.0%	1	100.0%	1	100.0%
47	Parking - Report of Violation - DPD	1	0	0	N/A	14	1.0	1	100.0%	1	100.0%	1	100.0%
48	Invalid Quality SR - SCS	1	1	0	0.0%	10		0	0.0%	0	N/A	0	0.0%
49	Sanitation Crew Complaint - SAN	1	0	0	N/A	10	0.0	1	100.0%	1	100.0%	1	100.0%
50	Pot hole - Hazardous-STs	1	0	0	N/A	1	0.0	1	100.0%	1	100.0%	1	100.0%



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51	Pot hole Repair Routine - STS	1	0	0	N/A	7	4.0	1	100.0%	1	100.0%	1	100.0%
52	Street Repair - Hazardous-STS	1	0	0	N/A	1	0.0	1	100.0%	1	100.0%	1	100.0%
53	Street Repair - Routine-STS	1	1	1	100.0%	90		0	0.0%	0	N/A	1	100.0%
54	Shopping Cart Routine Pickup - STS	1	0	0	N/A	14	1.0	1	100.0%	1	100.0%	1	100.0%
55	Traffic Signal - All Out - STS	1	0	0	N/A	4	2.0	1	100.0%	1	100.0%	1	100.0%
56	Traffic Markings - New - STS	1	0	0	N/A	80	15.0	1	100.0%	1	100.0%	1	100.0%
57	Sewer Problems - Water Administration	1	0	0	N/A	19	17.0	1	100.0%	1	100.0%	1	100.0%