



FY 2009 – 2010
Monthly Service Request
Performance Reports
by
City Service Area
And Citywide Summary

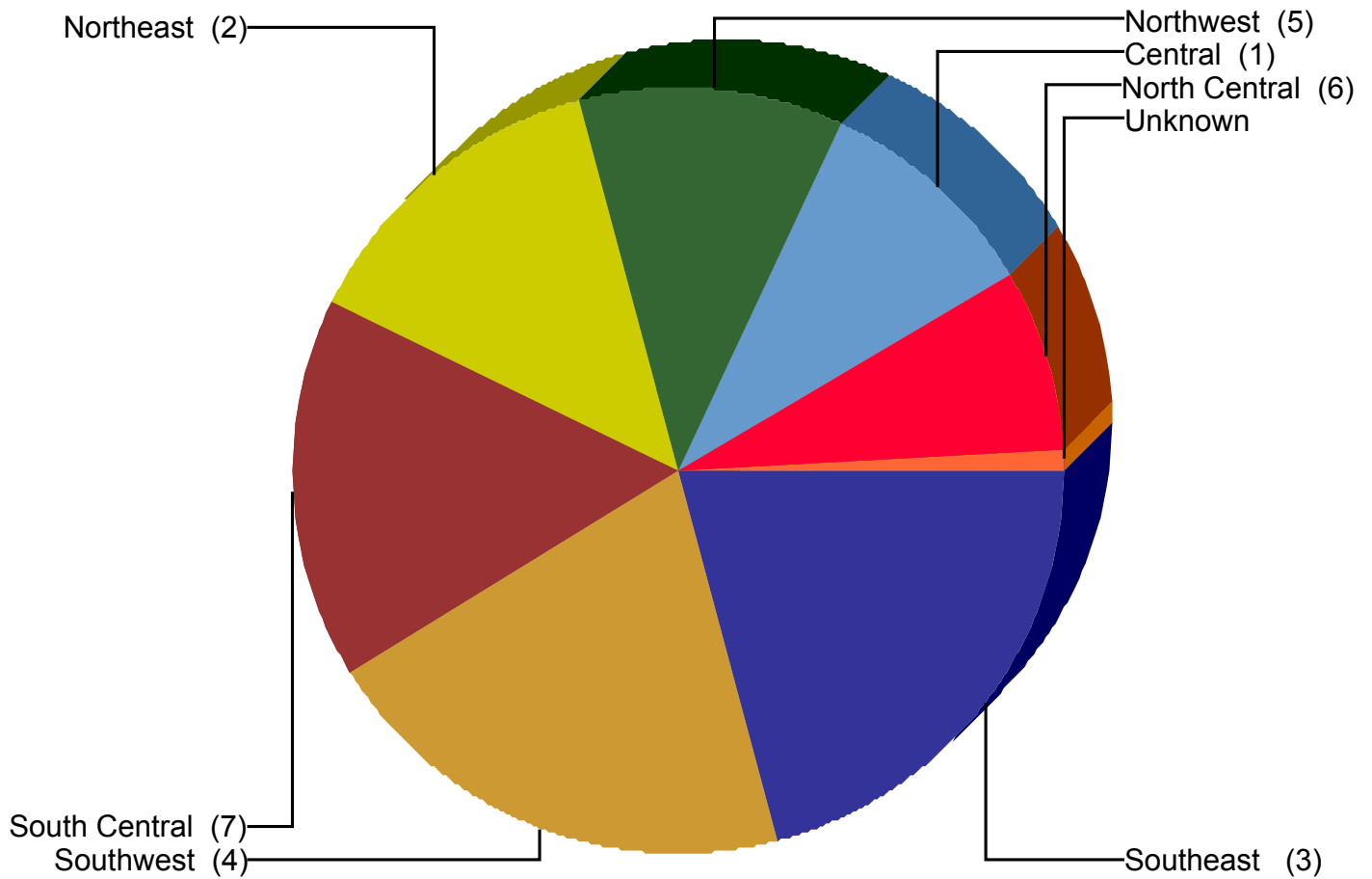
July 2010

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City of Dallas City Service Area Report
For July 2010



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,044	9.3%	98.6%
North Central (6)	2,518	7.7%	98.1%
Northeast (2)	4,530	13.8%	98.1%
Northwest (5)	3,657	11.1%	98.3%
South Central (7)	5,246	16.0%	98.9%
Southeast (3)	6,790	20.7%	99.0%
Southwest (4)	6,702	20.4%	98.9%
Unknown	318	1.0%	87.4%
Total	32,805	100.0%	98.5%

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

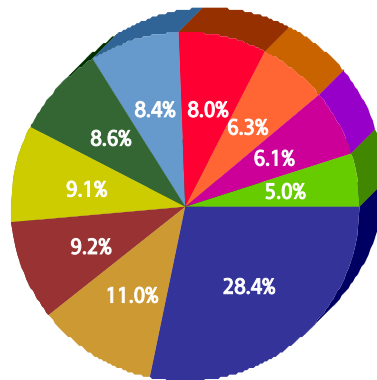


Citywide

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



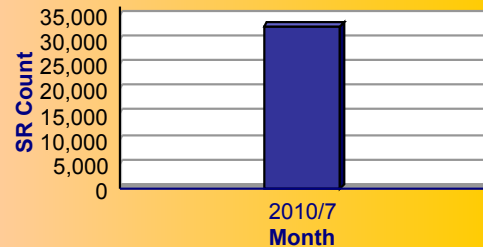
Service

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

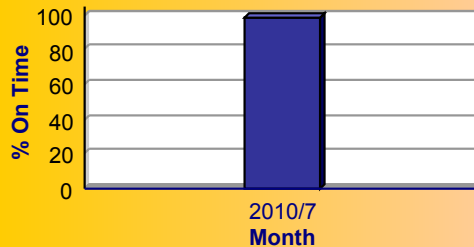
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
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 City Service Area

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%

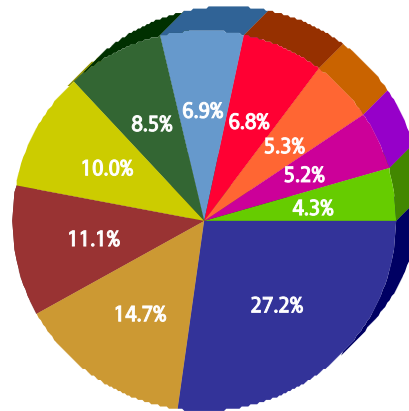


Central (1)

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	383
Litter - CCS	207
Roll Cart - SAN	156
Garbage - Missed - SAN	140
Recycling ROLL CART Registration - SAN	119
Animal - Confined - CCS	97
Dead Animal Pick Up - SAN	96
Traffic Signal - Flashing - PWT	75
Obstruction Alley/Sidewalk/Street - CCS	73
Animal - Loose Aggressive - CCS	61



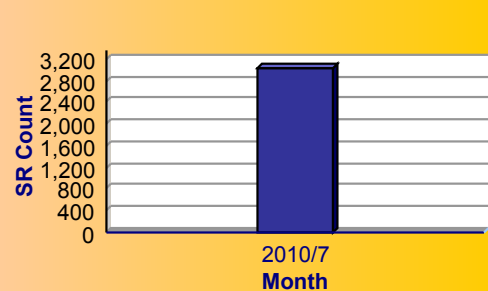
Service

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

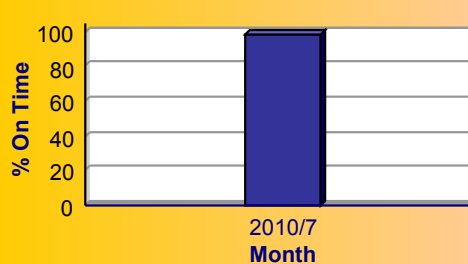
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,044	2,410	2,371	98.4%	634	629	99.2%	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

Central (1)

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	383	152	152	100.0%	38	5.5	231	60.3%	231	100.0%	383	100.0%
2	Litter - CCS	207	62	62	100.0%	38	6.3	145	70.0%	145	100.0%	207	100.0%
3	Roll Cart - SAN	156	11	11	100.0%	10	3.2	145	92.9%	145	100.0%	156	100.0%
4	Garbage - Missed - SAN	140	2	2	100.0%	3	0.9	138	98.6%	138	100.0%	140	100.0%
5	Recycling ROLL CART Registration - SAN	119	13	13	100.0%	10	3.4	106	89.1%	106	100.0%	119	100.0%
6	Animal - Confined - CCS	97	0	0	N/A	3	0.2	97	100.0%	97	100.0%	97	100.0%
7	Dead Animal Pick Up - SAN	96	1	1	100.0%	1	0.2	95	99.0%	94	98.9%	95	99.0%
8	Traffic Signal - Flashing - PWT	75	11	11	100.0%	4	3.5	64	85.3%	55	85.9%	66	88.0%
9	Obstruction Alley/Sidewalk/Street - CCS	73	47	47	100.0%	60	9.6	26	35.6%	26	100.0%	73	100.0%
10	Animal - Loose Aggressive - CCS	61	0	0	N/A	3	0.3	61	100.0%	61	100.0%	61	100.0%
11	Recyclable Collection Missed (Residential) - SAN	60	2	2	100.0%	3	1.0	58	96.7%	58	100.0%	60	100.0%
12	Bulky Trash Violations - CCS	56	7	6	85.7%	14	4.4	49	87.5%	48	98.0%	54	96.4%
13	24 Hour Parking/Parking Violations - DPD	56	13	13	100.0%	10	4.0	43	76.8%	43	100.0%	56	100.0%
14	General - CCS	52	14	14	100.0%	38	7.4	38	73.1%	38	100.0%	52	100.0%
15	Fire Inspection - DFD	46	19	19	100.0%	60	3.0	27	58.7%	27	100.0%	46	100.0%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	46	13	13	100.0%	10	5.6	33	71.7%	33	100.0%	46	100.0%
17	Graffiti Private Property - Residential/Commercial	41	23	23	100.0%	90	2.1	18	43.9%	18	100.0%	41	100.0%
18	Junk Motor Vehicle - CCS	39	31	31	100.0%	126	11.8	8	20.5%	8	100.0%	39	100.0%
19	Animal - Loose - CCS	39	9	9	100.0%	40	6.5	30	76.9%	30	100.0%	39	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	38	0	0	N/A	1	0.1	38	100.0%	37	97.4%	37	97.4%

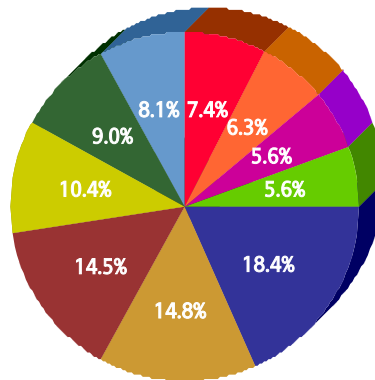


North Central (6)

July 2010

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	220
Garbage - Missed - SAN	177
Roll Cart - SAN	173
High Weeds - CCS	124
Dead Animal Pick Up - SAN	108
Recycling ROLL CART Registration - SAN	97
Animal - Confined - CCS	89
Obstruction Alley/Sidewalk/Street - CCS	75
Bulky Trash Violations - CCS	67
Signs - Public Right of Way - CCS	67



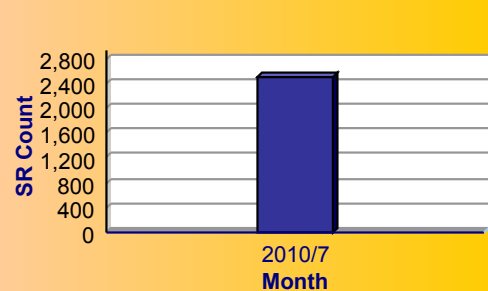
Service

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

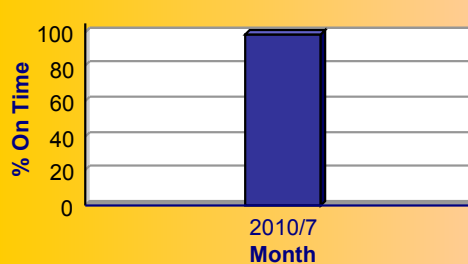
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,518	2,110	2,066	97.9%	408	405	99.3%	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

North Central (6)

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	220	7	7	100.0%	3	0.9	213	96.8%	213	100.0%	220	100.0%
2	Garbage - Missed - SAN	177	2	2	100.0%	3	0.6	175	98.9%	174	99.4%	176	99.4%
3	Roll Cart - SAN	173	11	11	100.0%	10	3.2	162	93.6%	161	99.4%	172	99.4%
4	High Weeds - CCS	124	69	69	100.0%	38	7.3	55	44.4%	55	100.0%	124	100.0%
5	Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.3	108	100.0%	105	97.2%	105	97.2%
6	Recycling ROLL CART Registration - SAN	97	3	3	100.0%	10	3.5	94	96.9%	94	100.0%	97	100.0%
7	Animal - Confined - CCS	89	0	0	N/A	3	0.2	89	100.0%	88	98.9%	88	98.9%
8	Obstruction Alley/Sidewalk/Street - CCS	75	57	57	100.0%	60	7.8	18	24.0%	18	100.0%	75	100.0%
9	Signs - Public Right of Way - CCS	67	3	3	100.0%	7	0.2	64	95.5%	64	100.0%	67	100.0%
10	Bulky Trash Violations - CCS	67	35	35	100.0%	14	4.6	32	47.8%	31	96.9%	66	98.5%
11	Fire Inspection - DFD	60	37	37	100.0%	60	5.3	23	38.3%	23	100.0%	60	100.0%
12	Recycling - Roll Cart - SAN	50	4	4	100.0%	10	2.8	46	92.0%	46	100.0%	50	100.0%
13	Traffic Signal - Flashing - PWT	49	4	4	100.0%	4	4.3	45	91.8%	37	82.2%	41	83.7%
14	Animal - Sick/Injured - CCS	42	0	0	N/A	3	0.1	42	100.0%	42	100.0%	42	100.0%
15	Pot hole - Hazardous-STS	42	0	0	N/A	1	0.2	42	100.0%	41	97.6%	41	97.6%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	38	4	4	100.0%	10	6.1	34	89.5%	34	100.0%	38	100.0%
17	Brush/Bulk Items - Missed - SAN	36	0	0	N/A	10	1.8	36	100.0%	36	100.0%	36	100.0%
18	Street Repair - Routine-STS	35	10	10	100.0%	90	4.2	25	71.4%	25	100.0%	35	100.0%
19	24 Hour Parking/Parking Violations - DPD	30	6	6	100.0%	10	4.4	24	80.0%	23	95.8%	29	96.7%
20	Pot hole Repair Routine - STS	30	0	0	N/A	7	2.6	30	100.0%	30	100.0%	30	100.0%

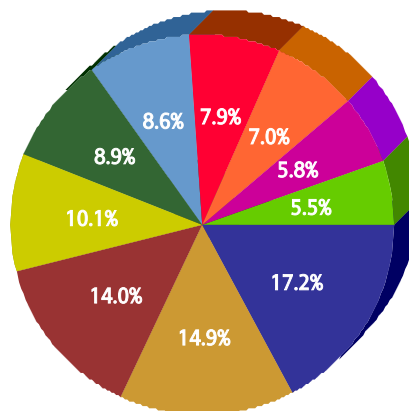


Northeast (2)

July 2010

Top 10 Services

SR Type	Service Request Count
Garbage - Missed - SAN	371
Roll Cart - SAN	322
High Weeds - CCS	303
Dead Animal Pick Up - SAN	219
Recycling ROLL CART Registration - SAN	192
Animal - Confined - CCS	186
Obstruction Alley/Sidewalk/Street - CCS	171
Litter - CCS	152
Bulky Trash Violations - CCS	125
Animal - Loose Aggressive - CCS	119



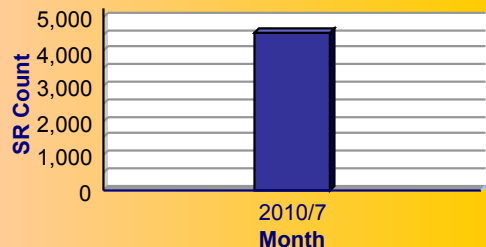
Service

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

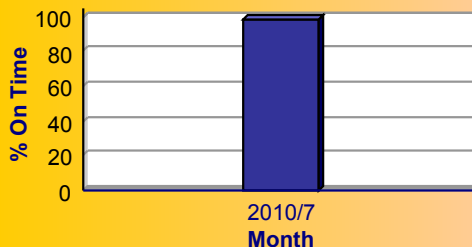
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,530	3,550	3,479	98.0%	980	966	98.6%	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)

July 2010

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

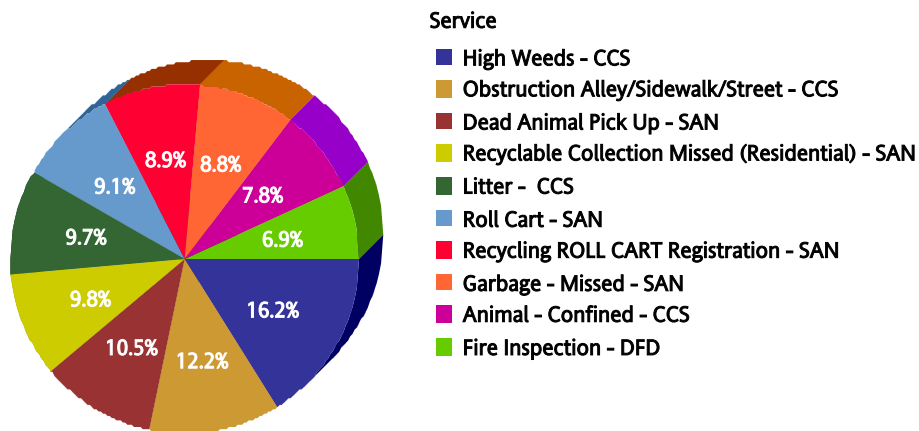
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Garbage - Missed - SAN	371	16	16	100.0%	3	0.9	355	95.7%	349	98.3%	365	98.4%
2	Roll Cart - SAN	322	17	17	100.0%	10	3.1	305	94.7%	304	99.7%	321	99.7%
3	High Weeds - CCS	303	156	156	100.0%	38	8.6	147	48.5%	147	100.0%	303	100.0%
4	Dead Animal Pick Up - SAN	219	4	4	100.0%	1	0.2	215	98.2%	214	99.5%	218	99.5%
5	Recycling ROLL CART Registration - SAN	192	23	23	100.0%	10	3.3	169	88.0%	169	100.0%	192	100.0%
6	Animal - Confined - CCS	186	1	1	100.0%	3	0.3	185	99.5%	184	99.5%	185	99.5%
7	Obstruction Alley/Sidewalk/Street - CCS	171	106	106	100.0%	60	12.4	65	38.0%	65	100.0%	171	100.0%
8	Litter - CCS	152	80	80	100.0%	38	8.1	72	47.4%	72	100.0%	152	100.0%
9	Bulky Trash Violations - CCS	125	17	14	82.4%	14	5.1	108	86.4%	106	98.1%	120	96.0%
10	Animal - Loose Aggressive - CCS	119	0	0	N/A	3	0.3	119	100.0%	118	99.2%	118	99.2%
11	Recyclable Collection Missed (Residential) - SAN	110	2	2	100.0%	3	0.8	108	98.2%	107	99.1%	109	99.1%
12	24 Hour Parking/Parking Violations - DPD	105	17	17	100.0%	10	3.4	88	83.8%	88	100.0%	105	100.0%
13	Animal - Loose - CCS	84	38	38	100.0%	40	12.2	46	54.8%	46	100.0%	84	100.0%
14	Animal - Sick/Injured - CCS	84	0	0	N/A	3	0.1	84	100.0%	84	100.0%	84	100.0%
15	Illegal Land Use (Residential/Business) - CCS	71	63	63	100.0%	60	9.6	8	11.3%	8	100.0%	71	100.0%
16	Recycling - Roll Cart - SAN	65	6	6	100.0%	10	2.9	59	90.8%	59	100.0%	65	100.0%
17	Fire Inspection - DFD	60	44	44	100.0%	60	7.3	16	26.7%	16	100.0%	60	100.0%
18	Brush/Bulk Items - Missed - SAN	59	3	3	100.0%	10	1.4	56	94.9%	56	100.0%	59	100.0%
19	Substandard Structure Apts - CCS	56	31	31	100.0%	365	9.9	25	44.6%	25	100.0%	56	100.0%
20	Tree down/low limbs - Emergency-STS	54	0	0	N/A	5	0.1	54	100.0%	54	100.0%	54	100.0%



Northwest (5)

Top 10 Services

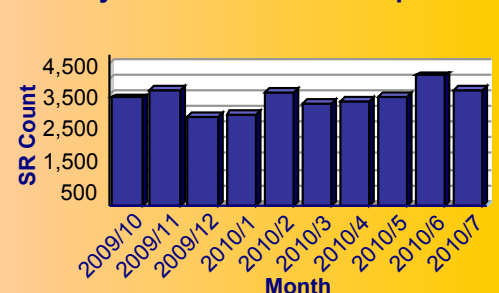
SR Type	Service Request Count
High Weeds - CCS	2,154
Obstruction Alley/Sidewalk/Street - CCS	1,630
Dead Animal Pick Up - SAN	1,401
Recyclable Collection Missed (Residential) - SAN	1,312
Litter - CCS	1,287
Roll Cart - SAN	1,218
Recycling ROLL CART Registration - SAN	1,193
Garbage - Missed - SAN	1,172
Animal - Confined - CCS	1,044
Fire Inspection - DFD	924



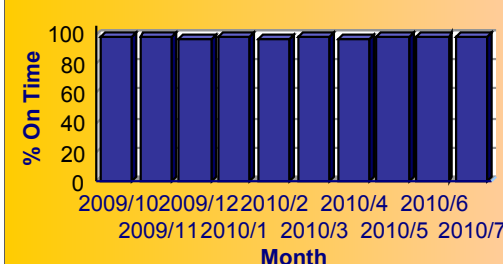
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,964	32,863	32,032	97.5%	1,101	1,074	97.5%	97.5%

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)

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,154	179	178	99.4%	38	14.6	1,975	91.7%	1,925	97.5%	2,103	97.6%
2	Obstruction Alley/Sidewalk/Street - CCS	1,630	234	232	99.1%	60	19.0	1,396	85.6%	1,368	98.0%	1,600	98.2%
3	Dead Animal Pick Up - SAN	1,401	1	1	100.0%	1	0.2	1,400	99.9%	1,392	99.4%	1,393	99.4%
4	Recyclable Collection Missed (Residential) - SAN	1,312	7	7	100.0%	3	0.8	1,305	99.5%	1,300	99.6%	1,307	99.6%
5	Litter - CCS	1,287	67	67	100.0%	38	15.6	1,220	94.8%	1,167	95.7%	1,234	95.9%
6	Roll Cart - SAN	1,218	14	14	100.0%	10	2.9	1,204	98.9%	1,203	99.9%	1,217	99.9%
7	Recycling ROLL CART Registration - SAN	1,193	8	8	100.0%	10	3.6	1,185	99.3%	1,184	99.9%	1,192	99.9%
8	Garbage - Missed - SAN	1,172	7	7	100.0%	3	0.7	1,165	99.4%	1,157	99.3%	1,164	99.3%
9	Animal - Confined - CCS	1,044	0	0	N/A	3	0.2	1,044	100.0%	1,040	99.6%	1,040	99.6%
10	Fire Inspection - DFD	924	73	73	100.0%	60	25.3	851	92.1%	846	99.4%	919	99.5%
11	Graffiti Private Property - Residential/Commercial	816	7	7	100.0%	90	4.9	809	99.1%	803	99.3%	810	99.3%
12	Signs - Public Right of Way Eve/Weekends - CCS	781	0	0	N/A	7	0.7	781	100.0%	766	98.1%	766	98.1%
13	Signs - Other - CCS	700	3	2	66.7%	21	3.8	697	99.6%	680	97.6%	682	97.4%
14	Animal - Loose Aggressive - CCS	684	0	0	N/A	3	0.3	684	100.0%	680	99.4%	680	99.4%
15	24 Hour Parking/Parking Violations - DPD	683	5	5	100.0%	10	4.8	678	99.3%	662	97.6%	667	97.7%
16	Signs - Public Right of Way - CCS	623	3	3	100.0%	7	1.3	620	99.5%	608	98.1%	611	98.1%
17	Bulky Trash Violations - CCS	585	24	23	95.8%	14	3.9	561	95.9%	558	99.5%	581	99.3%
18	Animal - Loose - CCS	518	35	35	100.0%	40	14.5	483	93.2%	442	91.5%	477	92.1%
19	Street Repair - Routine-STS	502	23	23	100.0%	90	15.5	479	95.4%	475	99.2%	498	99.2%
20	Storm Brush - Debris - SAN	459	0	0	N/A	30	13.8	459	100.0%	459	100.0%	459	100.0%

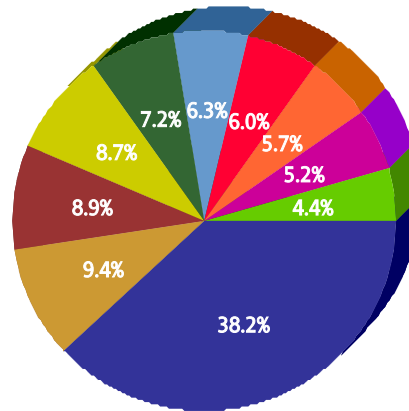


South Central (7)

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,218
Roll Cart - SAN	300
Litter - CCS	285
Dead Animal Pick Up - SAN	278
Animal - Loose Aggressive - CCS	231
Garbage - Missed - SAN	200
Recycling ROLL CART Registration - SAN	192
Animal - Confined - CCS	182
Bulky Trash Violations - CCS	166
Illegal Dumping - CCS	140



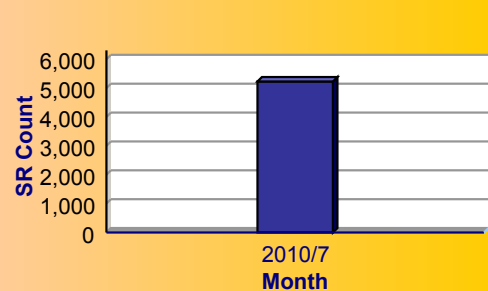
Service

- High Weeds - CCS
- Roll Cart - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Illegal Dumping - CCS

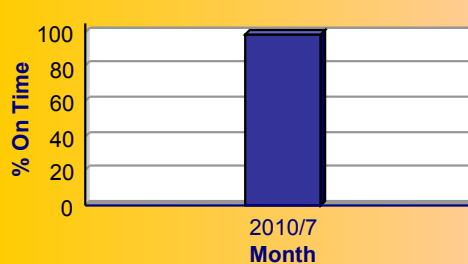
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,246	3,877	3,828	98.7%	1,369	1,360	99.3%	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

South Central (7)

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	1,218	557	557	100.0%	38	5.8	661	54.3%	661	100.0%	1,218	100.0%
2	Roll Cart - SAN	300	20	20	100.0%	10	3.2	280	93.3%	278	99.3%	298	99.3%
3	Litter - CCS	285	157	157	100.0%	38	7.8	128	44.9%	128	100.0%	285	100.0%
4	Dead Animal Pick Up - SAN	278	1	1	100.0%	1	0.3	277	99.6%	276	99.6%	277	99.6%
5	Animal - Loose Aggressive - CCS	231	0	0	N/A	3	0.2	231	100.0%	230	99.6%	230	99.6%
6	Garbage - Missed - SAN	200	9	8	88.9%	3	0.8	191	95.5%	191	100.0%	199	99.5%
7	Recycling ROLL CART Registration - SAN	192	8	8	100.0%	10	3.5	184	95.8%	184	100.0%	192	100.0%
8	Animal - Confined - CCS	182	0	0	N/A	3	0.3	182	100.0%	182	100.0%	182	100.0%
9	Bulky Trash Violations - CCS	166	47	47	100.0%	14	4.7	119	71.7%	117	98.3%	164	98.8%
10	Illegal Dumping - CCS	140	15	15	100.0%	38	1.6	125	89.3%	125	100.0%	140	100.0%
11	Animal - Loose - CCS	135	54	54	100.0%	40	11.0	81	60.0%	81	100.0%	135	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	114	68	68	100.0%	60	8.8	46	40.4%	46	100.0%	114	100.0%
13	Junk Motor Vehicle - CCS	103	91	91	100.0%	126	11.7	12	11.7%	12	100.0%	103	100.0%
14	Animal - Sick/Injured - CCS	103	0	0	N/A	3	0.3	103	100.0%	99	96.1%	99	96.1%
15	Smoke Detector Request - DFD	82	19	19	100.0%	30	3.6	63	76.8%	63	100.0%	82	100.0%
16	Parking - Unapproved Surface - CCS	77	5	5	100.0%	10	1.4	72	93.5%	72	100.0%	77	100.0%
17	24 Hour Parking/Parking Violations - DPD	72	5	5	100.0%	10	3.3	67	93.1%	67	100.0%	72	100.0%
18	Signs - Public Right of Way Eve/Weekends - CCS	63	0	0	N/A	7	0.7	63	100.0%	60	95.2%	60	95.2%
19	Illegal Outside Storage - CCS	61	46	46	100.0%	38	11.8	15	24.6%	15	100.0%	61	100.0%
20	Substandard Structure - CCS	53	33	33	100.0%	365	4.0	20	37.7%	20	100.0%	53	100.0%

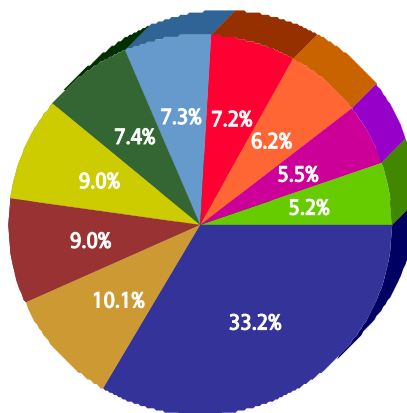


Southeast (3)

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,293
Litter - CCS	393
Roll Cart - SAN	350
Dead Animal Pick Up - SAN	349
Recycling ROLL CART Registration - SAN	287
Animal - Loose Aggressive - CCS	285
Substandard Structure - CCS	280
Obstruction Alley/Sidewalk/Street - CCS	242
Animal - Confined - CCS	215
Animal - Loose - CCS	201



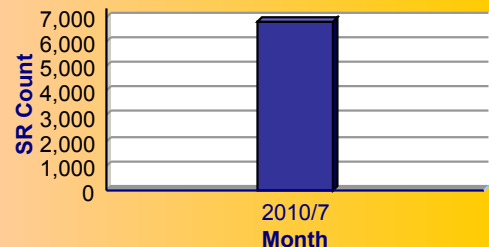
Service

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

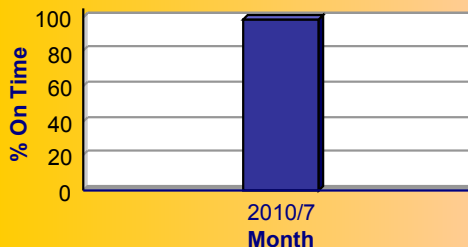
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,790	4,944	4,887	98.8%	1,846	1,837	99.5%	99.0%

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)

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	1,293	575	575	100.0%	38	6.1	718	55.5%	718	100.0%	1,293	100.0%
2	Litter - CCS	393	177	177	100.0%	38	6.7	216	55.0%	216	100.0%	393	100.0%
3	Roll Cart - SAN	350	31	31	100.0%	10	3.6	319	91.1%	316	99.1%	347	99.1%
4	Dead Animal Pick Up - SAN	349	8	8	100.0%	1	0.3	341	97.7%	340	99.7%	348	99.7%
5	Recycling ROLL CART Registration - SAN	287	20	20	100.0%	10	3.5	267	93.0%	267	100.0%	287	100.0%
6	Animal - Loose Aggressive - CCS	285	2	1	50.0%	3	0.2	283	99.3%	282	99.6%	283	99.3%
7	Substandard Structure - CCS	280	190	190	100.0%	365	10.0	90	32.1%	90	100.0%	280	100.0%
8	Obstruction Alley/Sidewalk/Street - CCS	242	156	156	100.0%	60	16.2	86	35.5%	86	100.0%	242	100.0%
9	Animal - Confined - CCS	215	1	1	100.0%	3	0.3	214	99.5%	214	100.0%	215	100.0%
10	Animal - Loose - CCS	201	117	117	100.0%	40	14.6	84	41.8%	84	100.0%	201	100.0%
11	Smoke Detector Request - DFD	164	13	13	100.0%	30	0.4	151	92.1%	151	100.0%	164	100.0%
12	Animal - Sick/Injured - CCS	163	0	0	N/A	3	0.3	163	100.0%	160	98.2%	160	98.2%
13	Garbage - Missed - SAN	163	4	4	100.0%	3	0.5	159	97.5%	159	100.0%	163	100.0%
14	Signs - Public Right of Way Eve/Weekends - CCS	140	0	0	N/A	7	0.0	140	100.0%	140	100.0%	140	100.0%
15	Bulky Trash Violations - CCS	100	10	8	80.0%	14	6.7	90	90.0%	86	95.6%	94	94.0%
16	Junk Motor Vehicle - CCS	95	77	77	100.0%	126	9.5	18	18.9%	18	100.0%	95	100.0%
17	Signs - Public Right of Way - CCS	93	1	1	100.0%	7	0.0	92	98.9%	92	100.0%	93	100.0%
18	Illegal Dumping - CCS	91	22	22	100.0%	38	1.8	69	75.8%	69	100.0%	91	100.0%
19	24 Hour Parking/Parking Violations - DPD	90	13	13	100.0%	10	4.7	77	85.6%	77	100.0%	90	100.0%
20	Open and Vacant Structure - CCS	64	19	19	100.0%	30	5.5	45	70.3%	45	100.0%	64	100.0%

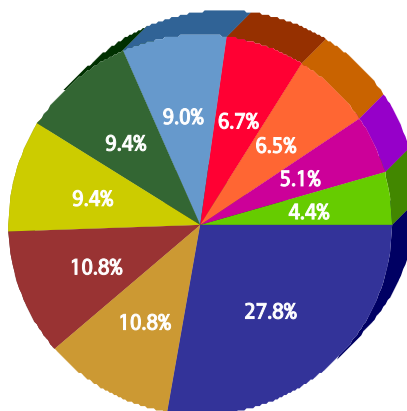


Southwest (4)

July 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,031
Obstruction Alley/Sidewalk/Street - CCS	402
Roll Cart - SAN	401
Litter - CCS	349
Recycling ROLL CART Registration - SAN	349
Dead Animal Pick Up - SAN	333
Animal - Loose Aggressive - CCS	249
Garbage - Missed - SAN	243
Animal - Confined - CCS	190
Animal - Loose - CCS	165



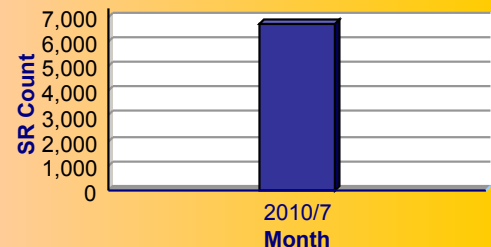
Service

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

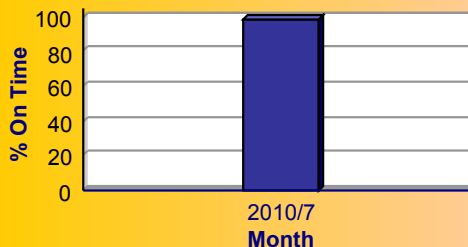
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,702	4,899	4,844	98.9%	1,803	1,781	98.8%	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

Southwest (4)

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	1,031	499	499	100.0%	38	6.6	532	51.6%	532	100.0%	1,031	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	402	276	276	100.0%	60	12.0	126	31.3%	126	100.0%	402	100.0%
3	Roll Cart - SAN	401	31	31	100.0%	10	3.4	370	92.3%	368	99.5%	399	99.5%
4	Litter - CCS	349	195	195	100.0%	38	10.6	154	44.1%	154	100.0%	349	100.0%
5	Recycling ROLL CART Registration - SAN	349	31	31	100.0%	10	3.3	318	91.1%	316	99.4%	347	99.4%
6	Dead Animal Pick Up - SAN	333	0	0	N/A	1	0.3	333	100.0%	332	99.7%	332	99.7%
7	Animal - Loose Aggressive - CCS	249	0	0	N/A	3	0.4	249	100.0%	242	97.2%	242	97.2%
8	Garbage - Missed - SAN	243	4	4	100.0%	3	0.9	239	98.4%	239	100.0%	243	100.0%
9	Animal - Confined - CCS	190	1	0	0.0%	3	0.2	189	99.5%	188	99.5%	188	98.9%
10	Animal - Loose - CCS	165	82	82	100.0%	40	12.3	83	50.3%	83	100.0%	165	100.0%
11	Illegal Dumping - CCS	132	12	12	100.0%	38	1.0	120	90.9%	120	100.0%	132	100.0%
12	Illegal Outside Storage - CCS	126	86	86	100.0%	38	11.0	40	31.7%	40	100.0%	126	100.0%
13	Graffiti Private Property - Residential/Commercial	121	41	41	100.0%	90	3.6	80	66.1%	80	100.0%	121	100.0%
14	Animal - Sick/Injured - CCS	109	0	0	N/A	3	0.1	109	100.0%	109	100.0%	109	100.0%
15	24 Hour Parking/Parking Violations - DPD	104	4	4	100.0%	10	3.6	100	96.2%	100	100.0%	104	100.0%
16	Illegal Garbage/Placement - CCS	102	51	51	100.0%	60	6.8	51	50.0%	51	100.0%	102	100.0%
17	Bulky Trash Violations - CCS	96	18	16	88.9%	14	4.3	78	81.2%	78	100.0%	94	97.9%
18	Recyclable Collection Missed (Residential) - SAN	91	0	0	N/A	3	1.0	91	100.0%	91	100.0%	91	100.0%
19	Fire Inspection - DFD	89	53	53	100.0%	60	3.2	36	40.4%	36	100.0%	89	100.0%
20	Parking - Unapproved Surface - CCS	80	7	6	85.7%	10	1.8	73	91.2%	72	98.6%	78	97.5%

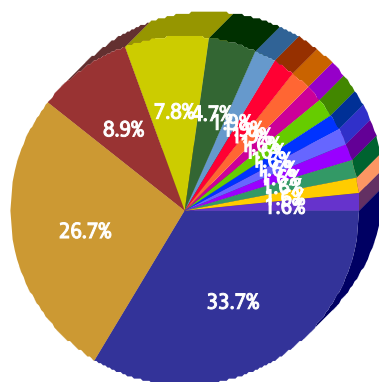


Unknown

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

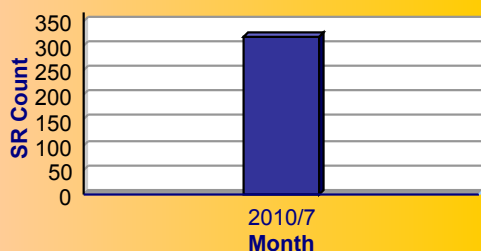


- Service
- High Weeds - CCS
 - Complaint/Compliment - CTY
 - Litter - CCS
 - Recycling ROLL CART Registration - SAN
 - Roll Cart - SAN
 - 24 Hour Parking/Parking Violations - DPD
 - 311 Call Center Complaint
 - Pot hole Repair Routine - STS
 - Brush/Bulk Items - Missed - SAN
 - Chronic Traffic Violations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

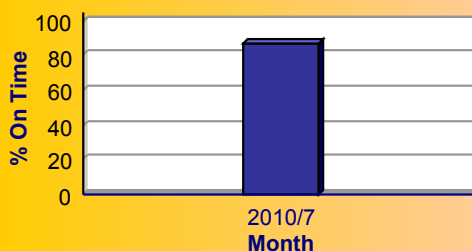
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
318	173	159	91.9%	145	119	82.1%	87.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

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	Street Repair - Routine-STS	3	3	3	100.0%	90		0	0.0%	0	N/A	3	100.0%
18	Miscellaneous Service Request - SCS	2	0	0	N/A	10	0.5	2	100.0%	2	100.0%	2	100.0%
19	Signs - Public Right of Way - CCS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
20	Obstruction Alley/Sidewalk/Street - CCS	2	2	2	100.0%	60		0	0.0%	0	N/A	2	100.0%
21	Animal - Loose - CCS	2	2	2	100.0%	40		0	0.0%	0	N/A	2	100.0%
22	Animal - Cruelty - CCS	2	0	0	N/A	30	0.5	2	100.0%	2	100.0%	2	100.0%
23	Invalid Quality SR - SCS	2	2	2	100.0%	10		0	0.0%	0	N/A	2	100.0%
24	Street Spillage/Debris in Right of Way-Hazardous-STs	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
25	Graffiti City Streets & Bridges - STS	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%



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

Unknown

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	Pot hole - Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
27	Water General Inquiry - Water Administration	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%