



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

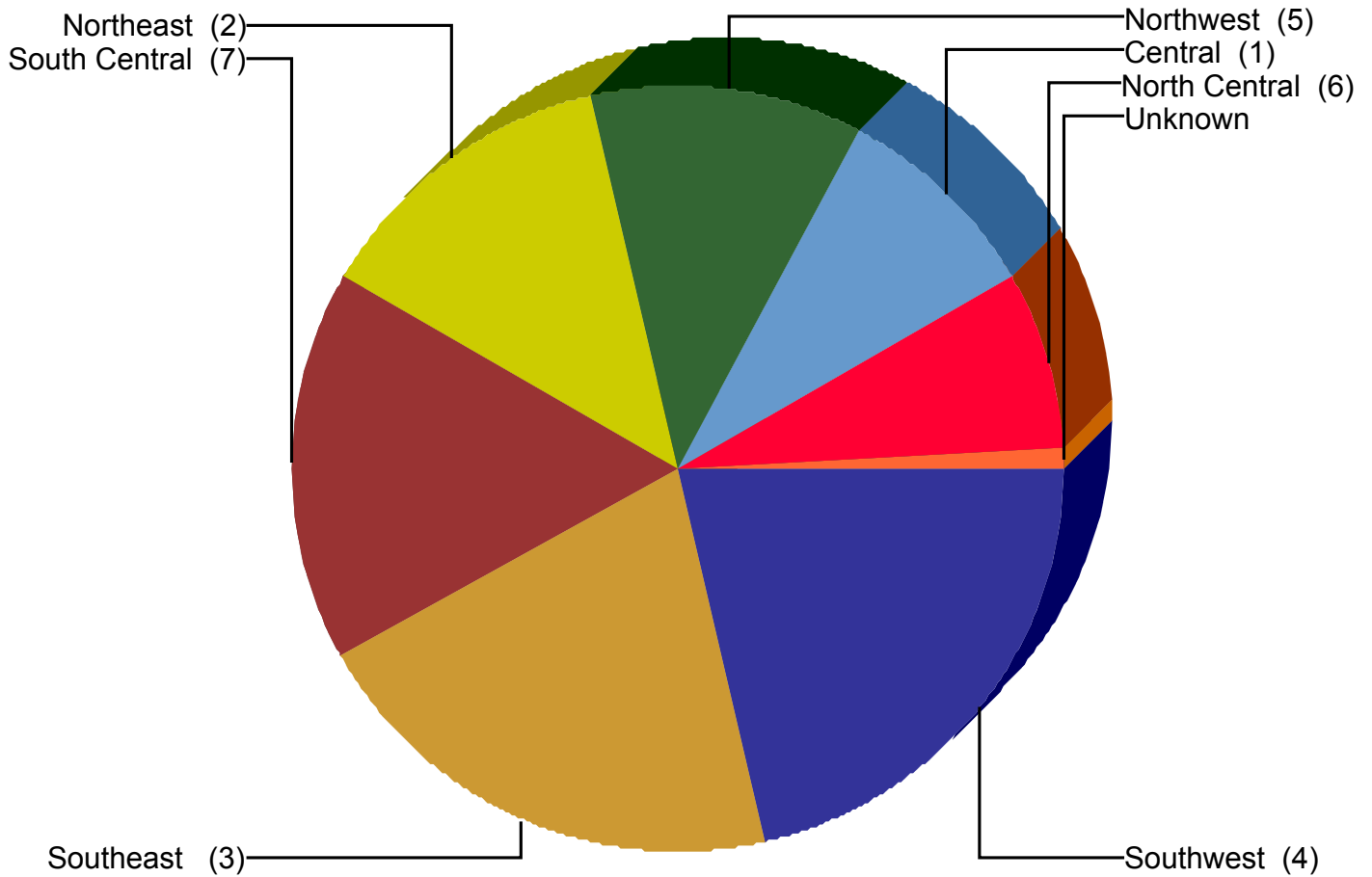
June 2011

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City of Dallas City Service Area Report
For June 2011



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,991	8.9%	98.3%
North Central (6)	2,549	7.5%	98.3%
Northeast (2)	4,393	13.0%	98.0%
Northwest (5)	3,862	11.4%	98.8%
South Central (7)	5,566	16.5%	98.8%
Southeast (3)	6,988	20.7%	98.1%
Southwest (4)	7,194	21.3%	98.5%
Unknown	236	0.7%	93.2%
Total	33,779	100.0%	98.4%

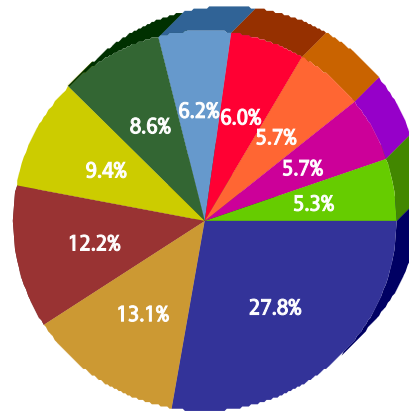


Citywide

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,695
Litter - CCS	2,210
Roll Cart - SAN	2,064
Obstruction Alley/Sidewalk/Street - CCS	1,595
Dead Animal Pick Up - SAN	1,448
Animal - Confined - CCS	1,041
Recycling ROLL CART Registration - SAN	1,018
Signs - Public Right of Way - CCS	965
Animal - Loose Aggressive - CCS	958
Garbage - Missed - SAN	895



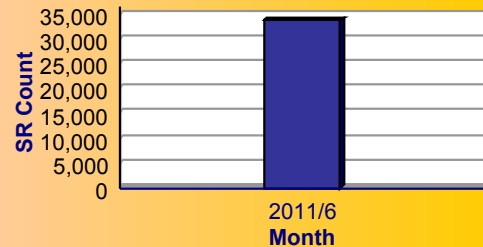
Service

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

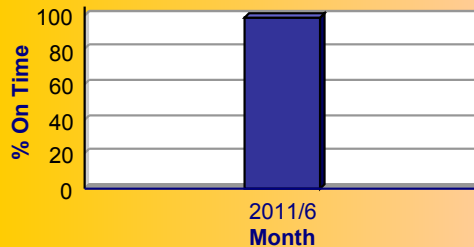
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,779	26,768	26,440	98.8%	7,011	6,783	96.7%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Citywide

June 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	4,695	1,737	1,737	100.0%	38	8.9	2,958	63.0%	2,958	100.0%	4,695	100.0%
2	Litter - CCS	2,210	947	947	100.0%	38	10.1	1,263	57.1%	1,263	100.0%	2,210	100.0%
3	Roll Cart - SAN	2,064	27	27	100.0%	10	2.9	2,037	98.7%	2,027	99.5%	2,054	99.5%
4	Obstruction Alley/Sidewalk/Street - CCS	1,595	1,001	1,001	100.0%	60	12.2	594	37.2%	594	100.0%	1,595	100.0%
5	Dead Animal Pick Up - SAN	1,448	0	0	N/A	1	0.3	1,448	100.0%	1,442	99.6%	1,442	99.6%
6	Animal - Confined - CCS	1,041	0	0	N/A	3	0.3	1,041	100.0%	1,030	98.9%	1,030	98.9%
7	Recycling ROLL CART Registration - SAN	1,018	3	3	100.0%	10	2.8	1,015	99.7%	1,011	99.6%	1,014	99.6%
8	Signs - Public Right of Way - CCS	965	37	25	67.6%	7	0.7	928	96.2%	921	99.2%	946	98.0%
9	Animal - Loose Aggressive - CCS	958	1	0	0.0%	3	0.3	957	99.9%	946	98.9%	946	98.7%
10	Garbage - Missed - SAN	895	0	0	N/A	3	0.8	895	100.0%	895	100.0%	895	100.0%
11	Bulky Trash Violations - CCS	890	54	30	55.6%	14	4.7	836	93.9%	788	94.3%	818	91.9%
12	Substandard Structure - CCS	661	492	492	100.0%	365	9.0	169	25.6%	169	100.0%	661	100.0%
13	Smoke Detector Request - DFD	586	33	33	100.0%	30	2.5	553	94.4%	553	100.0%	586	100.0%
14	Animal - Loose - CCS	546	256	256	100.0%	40	12.5	290	53.1%	290	100.0%	546	100.0%
15	Animal - Sick/Injured - CCS	545	0	0	N/A	3	0.2	545	100.0%	540	99.1%	540	99.1%
16	24 Hour Parking/Parking Violations - DPD	493	32	28	87.5%	10	4.2	461	93.5%	455	98.7%	483	98.0%
17	Illegal Dumping - CCS	472	80	80	100.0%	38	2.5	392	83.1%	392	100.0%	472	100.0%
18	Brush/Bulk Items - Missed - SAN	403	7	7	100.0%	10	1.5	396	98.3%	395	99.7%	402	99.8%
19	Fire Inspection - DFD	403	241	241	100.0%	60	7.8	162	40.2%	162	100.0%	403	100.0%
20	Illegal Outside Storage - CCS	392	185	185	100.0%	38	11.1	207	52.8%	207	100.0%	392	100.0%

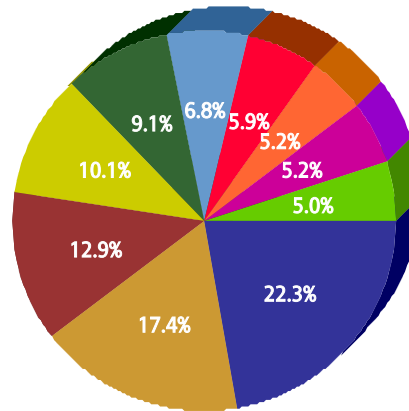


Central (1)

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	286
Litter - CCS	224
Obstruction Alley/Sidewalk/Street - CCS	166
Roll Cart - SAN	130
Traffic Signal - Flashing - STS	117
Dead Animal Pick Up - SAN	88
Recycling ROLL CART Registration - SAN	76
Garbage - Missed - SAN	67
Signs - Public Right of Way - CCS	67
Animal - Confined - CCS	64



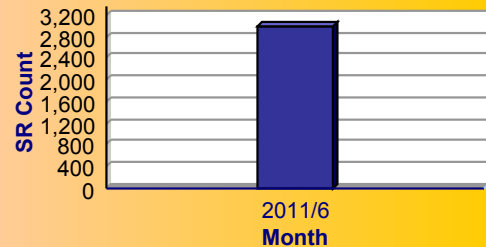
Service

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

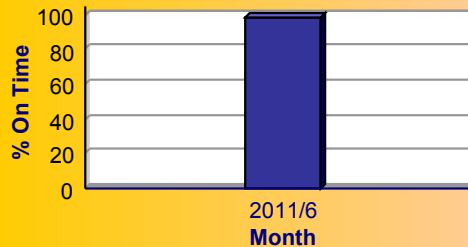
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,991	2,383	2,347	98.5%	608	593	97.5%	98.3%

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)

June 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	286	114	114	100.0%	38	8.0	172	60.1%	172	100.0%	286	100.0%
2	Litter - CCS	224	86	86	100.0%	38	8.8	138	61.6%	138	100.0%	224	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	166	120	120	100.0%	60	10.2	46	27.7%	46	100.0%	166	100.0%
4	Roll Cart - SAN	130	0	0	N/A	10	3.0	130	100.0%	129	99.2%	129	99.2%
5	Traffic Signal - Flashing - STS	117	0	0	N/A	4	1.2	117	100.0%	117	100.0%	117	100.0%
6	Dead Animal Pick Up - SAN	88	0	0	N/A	1	0.3	88	100.0%	86	97.7%	86	97.7%
7	Recycling ROLL CART Registration - SAN	76	0	0	N/A	10	3.0	76	100.0%	76	100.0%	76	100.0%
8	Signs - Public Right of Way - CCS	67	1	1	100.0%	7	0.0	66	98.5%	66	100.0%	67	100.0%
9	Garbage - Missed - SAN	67	0	0	N/A	3	1.0	67	100.0%	67	100.0%	67	100.0%
10	Animal - Confined - CCS	64	0	0	N/A	3	0.3	64	100.0%	63	98.4%	63	98.4%
11	General - CCS	58	11	11	100.0%	38	6.0	47	81.0%	47	100.0%	58	100.0%
12	24 Hour Parking/Parking Violations - DPD	58	5	5	100.0%	10	3.5	53	91.4%	53	100.0%	58	100.0%
13	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	57	3	3	100.0%	10	3.0	54	94.7%	54	100.0%	57	100.0%
14	Substandard Structure - CCS	49	34	34	100.0%	365	7.5	15	30.6%	15	100.0%	49	100.0%
15	Graffiti Private Property - Residential/Commercial	49	22	22	100.0%	90	5.3	27	55.1%	27	100.0%	49	100.0%
16	Pot hole - Hazardous-STS	47	0	0	N/A	1	0.3	47	100.0%	46	97.9%	46	97.9%
17	Tree down/low limbs - Emergency-STS	47	0	0	N/A	5	0.0	47	100.0%	47	100.0%	47	100.0%
18	Fire Inspection - DFD	41	23	23	100.0%	60	5.9	18	43.9%	18	100.0%	41	100.0%
19	Street Repair - Routine-STS	39	18	18	100.0%	90	6.9	21	53.8%	21	100.0%	39	100.0%
20	Bulky Trash Violations - CCS	38	6	5	83.3%	14	5.2	32	84.2%	28	87.5%	33	86.8%
21	Animal - Loose Aggressive - CCS	38	0	0	N/A	3	0.1	38	100.0%	38	100.0%	38	100.0%

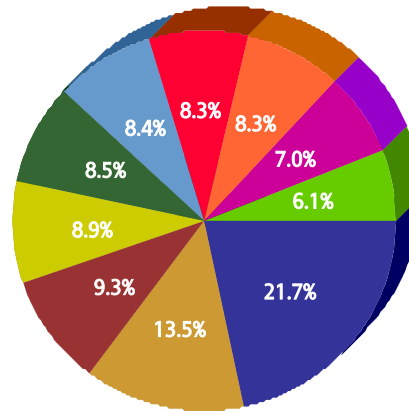


North Central (6)

June 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	257
Garbage - Missed - SAN	160
High Weeds - CCS	110
Recycling ROLL CART Registration - SAN	105
Fire Inspection - DFD	100
Animal - Confined - CCS	99
Dead Animal Pick Up - SAN	98
Signs - Public Right of Way - CCS	98
Recycling - Roll Cart - SAN	83
Obstruction Alley/Sidewalk/Street - CCS	72



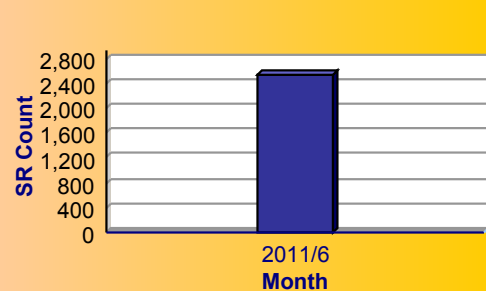
Service

- Roll Cart - SAN
- Garbage - Missed - SAN
- High Weeds - CCS
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Recycling - Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS

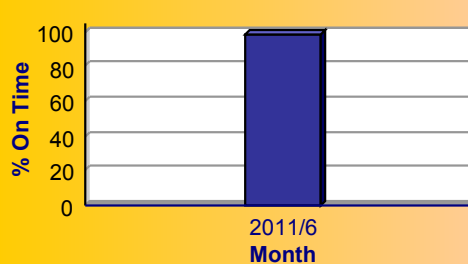
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,549	2,171	2,147	98.9%	378	358	94.7%	98.3%

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)

June 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	257	1	1	100.0%	10	2.9	256	99.6%	256	100.0%	257	100.0%
2	Garbage - Missed - SAN	160	0	0	N/A	3	0.7	160	100.0%	160	100.0%	160	100.0%
3	High Weeds - CCS	110	49	49	100.0%	38	9.0	61	55.5%	61	100.0%	110	100.0%
4	Recycling ROLL CART Registration - SAN	105	0	0	N/A	10	2.9	105	100.0%	104	99.0%	104	99.0%
5	Fire Inspection - DFD	100	55	55	100.0%	60	7.4	45	45.0%	45	100.0%	100	100.0%
6	Animal - Confined - CCS	99	0	0	N/A	3	0.2	99	100.0%	98	99.0%	98	99.0%
7	Signs - Public Right of Way - CCS	98	0	0	N/A	7	0.6	98	100.0%	97	99.0%	97	99.0%
8	Dead Animal Pick Up - SAN	98	0	0	N/A	1	0.3	98	100.0%	98	100.0%	98	100.0%
9	Recycling - Roll Cart - SAN	83	1	1	100.0%	10	2.7	82	98.8%	82	100.0%	83	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	72	45	45	100.0%	60	7.7	27	37.5%	27	100.0%	72	100.0%
11	Traffic Signal - Flashing - STS	64	0	0	N/A	4	1.2	64	100.0%	63	98.4%	63	98.4%
12	Bulky Trash Violations - CCS	61	4	1	25.0%	14	5.2	57	93.4%	53	93.0%	54	88.5%
13	Litter - CCS	48	28	28	100.0%	38	9.4	20	41.7%	20	100.0%	48	100.0%
14	Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	40	10	10	100.0%	10	5.4	30	75.0%	30	100.0%	40	100.0%
15	Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	0.8	37	100.0%	37	100.0%	37	100.0%
16	Tree down/low limbs - Emergency-STS	37	0	0	N/A	5	0.1	37	100.0%	37	100.0%	37	100.0%
17	Brush/Bulk Items - Missed - SAN	36	1	1	100.0%	10	1.9	35	97.2%	35	100.0%	36	100.0%
18	Street Repair - Routine-STS	35	21	21	100.0%	90	4.9	14	40.0%	14	100.0%	35	100.0%
19	24 Hour Parking/Parking Violations - DPD	31	7	4	57.1%	10	4.9	24	77.4%	24	100.0%	28	90.3%
20	Sanitation Crew Complaint - SAN	31	0	0	N/A	10	2.1	31	100.0%	31	100.0%	31	100.0%
21	Traffic Signal - All Out - STS	31	0	0	N/A	4	1.2	31	100.0%	31	100.0%	31	100.0%

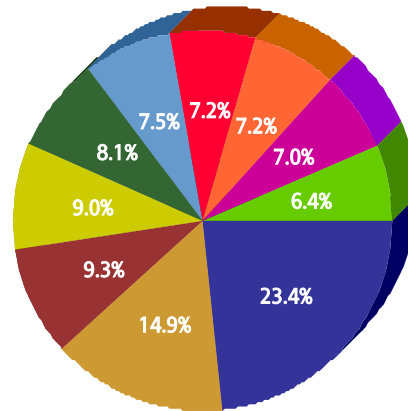


Northeast (2)

June 2011

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	471
High Weeds - CCS	300
Obstruction Alley/Sidewalk/Street - CCS	187
Animal - Confined - CCS	182
Dead Animal Pick Up - SAN	164
Bulky Trash Violations - CCS	151
Garbage - Missed - SAN	145
Recycling ROLL CART Registration - SAN	145
24 Hour Parking/Parking Violations - DPD	142
Litter - CCS	128



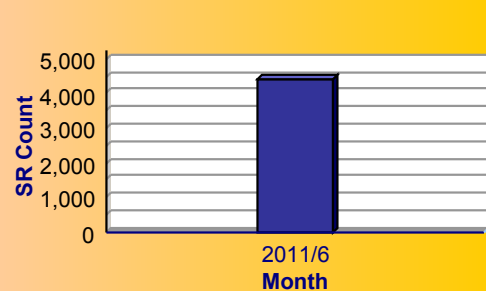
Service

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

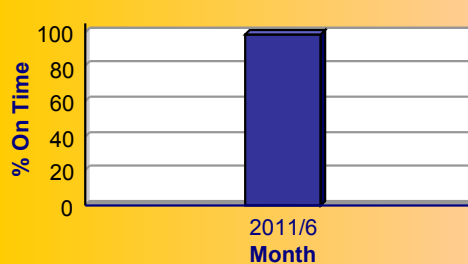
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,393	3,591	3,531	98.3%	802	772	96.3%	98.0%

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)

June 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	471	7	7	100.0%	10	3.0	464	98.5%	462	99.6%	469	99.6%
2	High Weeds - CCS	300	141	141	100.0%	38	9.2	159	53.0%	159	100.0%	300	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	187	131	131	100.0%	60	10.8	56	29.9%	56	100.0%	187	100.0%
4	Animal - Confined - CCS	182	0	0	N/A	3	0.3	182	100.0%	179	98.4%	179	98.4%
5	Dead Animal Pick Up - SAN	164	0	0	N/A	1	0.3	164	100.0%	164	100.0%	164	100.0%
6	Bulky Trash Violations - CCS	151	4	3	75.0%	14	5.0	147	97.4%	146	99.3%	149	98.7%
7	Garbage - Missed - SAN	145	0	0	N/A	3	0.9	145	100.0%	145	100.0%	145	100.0%
8	Recycling ROLL CART Registration - SAN	145	0	0	N/A	10	2.8	145	100.0%	145	100.0%	145	100.0%
9	24 Hour Parking/Parking Violations - DPD	142	7	7	100.0%	10	3.9	135	95.1%	132	97.8%	139	97.9%
10	Litter - CCS	128	68	68	100.0%	38	9.6	60	46.9%	60	100.0%	128	100.0%
11	Substandard Structure - CCS	96	71	71	100.0%	365	5.2	25	26.0%	25	100.0%	96	100.0%
12	Recyclable Collection Missed (Residential) - SAN	95	0	0	N/A	3	1.3	95	100.0%	94	98.9%	94	98.9%
13	Animal - Loose Aggressive - CCS	94	0	0	N/A	3	0.4	94	100.0%	91	96.8%	91	96.8%
14	Brush/Bulk Items - Missed - SAN	89	6	6	100.0%	10	1.9	83	93.3%	82	98.8%	88	98.9%
15	A/C Inoperable Apts - CCS	87	5	2	40.0%	7	3.2	82	94.3%	72	87.8%	74	85.1%
16	Recycling - Roll Cart - SAN	79	2	2	100.0%	10	3.3	77	97.5%	77	100.0%	79	100.0%
17	Animal - Sick/Injured - CCS	75	0	0	N/A	3	0.1	75	100.0%	75	100.0%	75	100.0%
18	Junk Motor Vehicle - CCS	67	44	44	100.0%	126	9.7	23	34.3%	23	100.0%	67	100.0%
19	Street Repair - Routine-STS	57	14	14	100.0%	90	8.3	43	75.4%	43	100.0%	57	100.0%
20	Substandard Structure Apts - CCS	55	25	25	100.0%	365	4.2	30	54.5%	30	100.0%	55	100.0%

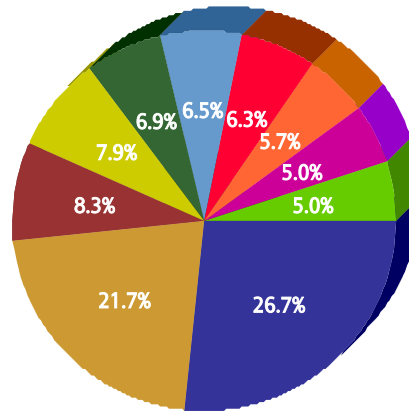


Northwest (5)

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	499
Obstruction Alley/Sidewalk/Street - CCS	405
Litter - CCS	155
Roll Cart - SAN	148
Garbage - Missed - SAN	129
Dead Animal Pick Up - SAN	122
Animal - Confined - CCS	117
Garage Sale - CCS	106
Smoke Detector Request - DFD	94
Bulky Trash Violations - CCS	93



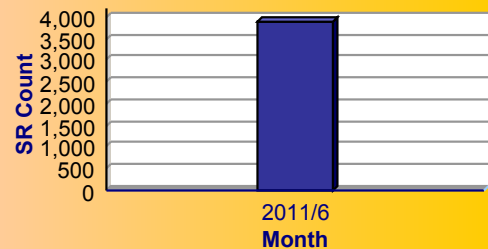
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Litter - CCS
- Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Garage Sale - CCS
- Smoke Detector Request - DFD
- Bulky Trash Violations - CCS

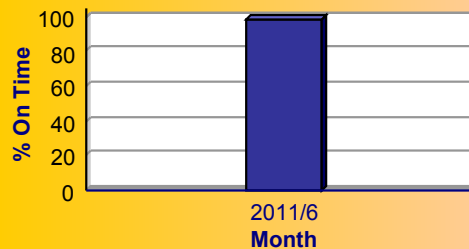
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,862	2,957	2,935	99.3%	905	881	97.3%	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

Northwest (5)

June 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	499	226	226	100.0%	38	11.5	273	54.7%	273	100.0%	499	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	405	272	272	100.0%	60	14.3	133	32.8%	133	100.0%	405	100.0%
3	Litter - CCS	155	70	70	100.0%	38	9.8	85	54.8%	85	100.0%	155	100.0%
4	Roll Cart - SAN	148	4	4	100.0%	10	3.1	144	97.3%	143	99.3%	147	99.3%
5	Garbage - Missed - SAN	129	0	0	N/A	3	0.9	129	100.0%	129	100.0%	129	100.0%
6	Dead Animal Pick Up - SAN	122	0	0	N/A	1	0.3	122	100.0%	122	100.0%	122	100.0%
7	Animal - Confined - CCS	117	0	0	N/A	3	0.2	117	100.0%	116	99.1%	116	99.1%
8	Garage Sale - CCS	106	3	0	0.0%	7	0.4	103	97.2%	101	98.1%	101	95.3%
9	Smoke Detector Request - DFD	94	1	1	100.0%	30	0.6	93	98.9%	93	100.0%	94	100.0%
10	Bulky Trash Violations - CCS	93	4	4	100.0%	14	3.2	89	95.7%	89	100.0%	93	100.0%
11	Recycling ROLL CART Registration - SAN	89	0	0	N/A	10	2.7	89	100.0%	88	98.9%	88	98.9%
12	Fire Inspection - DFD	78	45	45	100.0%	60	7.1	33	42.3%	33	100.0%	78	100.0%
13	Animal - Loose Aggressive - CCS	72	0	0	N/A	3	0.2	72	100.0%	72	100.0%	72	100.0%
14	24 Hour Parking/Parking Violations - DPD	60	1	1	100.0%	10	4.5	59	98.3%	59	100.0%	60	100.0%
15	Animal - Loose - CCS	53	25	25	100.0%	40	12.2	28	52.8%	28	100.0%	53	100.0%
16	Animal - Sick/Injured - CCS	52	0	0	N/A	3	0.1	52	100.0%	52	100.0%	52	100.0%
17	Street Repair - Routine-STS	52	16	16	100.0%	90	3.6	36	69.2%	36	100.0%	52	100.0%
18	Tree down/low limbs - Emergency-STS	52	0	0	N/A	5	0.3	52	100.0%	51	98.1%	51	98.1%
19	Recycling - Roll Cart - SAN	48	0	0	N/A	10	2.9	48	100.0%	48	100.0%	48	100.0%
20	Signs - Public Right of Way - CCS	45	2	1	50.0%	7	0.5	43	95.6%	42	97.7%	43	95.6%

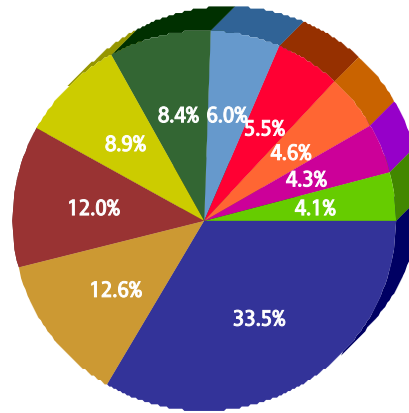


South Central (7)

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,186
Litter - CCS	448
Smoke Detector Request - DFD	426
Roll Cart - SAN	316
Dead Animal Pick Up - SAN	297
Animal - Loose Aggressive - CCS	214
Animal - Confined - CCS	194
Recycling ROLL CART Registration - SAN	163
Illegal Dumping - CCS	154
Bulky Trash Violations - CCS	146



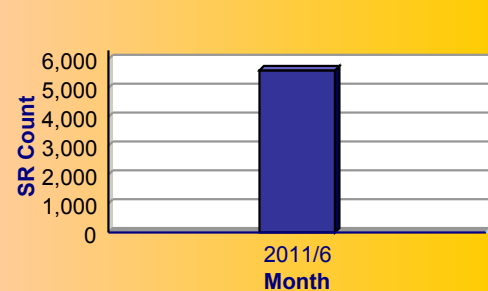
Service

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

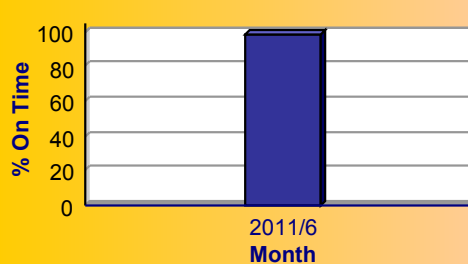
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,566	4,451	4,407	99.0%	1,115	1,091	97.8%	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

South Central (7)

June 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	1,186	420	420	100.0%	38	8.4	766	64.6%	766	100.0%	1,186	100.0%
2	Litter - CCS	448	191	191	100.0%	38	11.5	257	57.4%	257	100.0%	448	100.0%
3	Smoke Detector Request - DFD	426	13	13	100.0%	30	2.6	413	96.9%	413	100.0%	426	100.0%
4	Roll Cart - SAN	316	2	2	100.0%	10	2.8	314	99.4%	312	99.4%	314	99.4%
5	Dead Animal Pick Up - SAN	297	0	0	N/A	1	0.4	297	100.0%	297	100.0%	297	100.0%
6	Animal - Loose Aggressive - CCS	214	0	0	N/A	3	0.3	214	100.0%	212	99.1%	212	99.1%
7	Animal - Confined - CCS	194	0	0	N/A	3	0.2	194	100.0%	193	99.5%	193	99.5%
8	Recycling ROLL CART Registration - SAN	163	3	3	100.0%	10	3.1	160	98.2%	159	99.4%	162	99.4%
9	Illegal Dumping - CCS	154	30	30	100.0%	38	2.3	124	80.5%	124	100.0%	154	100.0%
10	Bulky Trash Violations - CCS	146	17	10	58.8%	14	4.6	129	88.4%	121	93.8%	131	89.7%
11	Garbage - Missed - SAN	139	0	0	N/A	3	0.9	139	100.0%	139	100.0%	139	100.0%
12	Animal - Loose - CCS	116	58	58	100.0%	40	11.6	58	50.0%	58	100.0%	116	100.0%
13	Animal - Sick/Injured - CCS	109	0	0	N/A	3	0.3	109	100.0%	107	98.2%	107	98.2%
14	Obstruction Alley/Sidewalk/Street - CCS	98	58	58	100.0%	60	12.8	40	40.8%	40	100.0%	98	100.0%
15	Open and Vacant Structure - CCS	98	15	15	100.0%	30	6.4	83	84.7%	83	100.0%	98	100.0%
16	Junk Motor Vehicle - CCS	72	64	64	100.0%	126	13.8	8	11.1%	8	100.0%	72	100.0%
17	Brush/Bulk Items - Missed - SAN	66	0	0	N/A	10	1.5	66	100.0%	66	100.0%	66	100.0%
18	Substandard Structure - CCS	55	43	43	100.0%	365	6.9	12	21.8%	12	100.0%	55	100.0%
19	Pot hole - Hazardous-STS	47	0	0	N/A	1	0.1	47	100.0%	47	100.0%	47	100.0%
20	Tree down/low limbs - Emergency-STS	46	0	0	N/A	5	0.1	46	100.0%	46	100.0%	46	100.0%

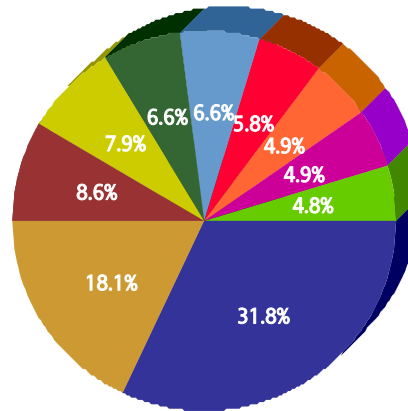


Southeast (3)

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,367
Litter - CCS	777
Dead Animal Pick Up - SAN	370
Roll Cart - SAN	338
Animal - Loose Aggressive - CCS	284
Substandard Structure - CCS	284
Signs - Public Right of Way - CCS	250
Animal - Confined - CCS	212
Bulky Trash Violations - CCS	210
Recycling ROLL CART Registration - SAN	205



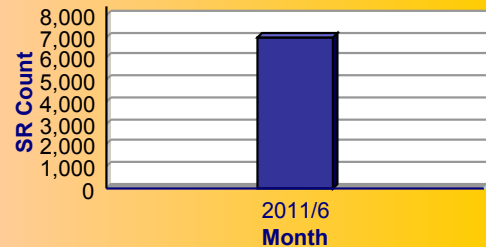
Service

- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Substandard Structure - CCS
- Signs - Public Right of Way - CCS
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Recycling ROLL CART Registration - SAN

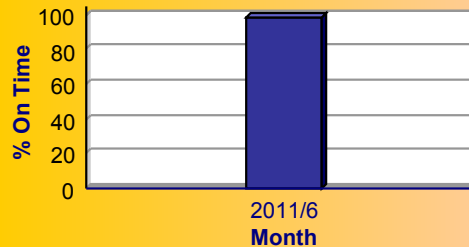
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,988	5,309	5,220	98.3%	1,679	1,636	97.4%	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

Southeast (3)

June 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	1,367	443	443	100.0%	38	7.3	924	67.6%	924	100.0%	1,367	100.0%
2	Litter - CCS	777	322	322	100.0%	38	8.6	455	58.6%	455	100.0%	777	100.0%
3	Dead Animal Pick Up - SAN	370	0	0	N/A	1	0.3	370	100.0%	368	99.5%	368	99.5%
4	Roll Cart - SAN	338	6	6	100.0%	10	2.7	332	98.2%	329	99.1%	335	99.1%
5	Substandard Structure - CCS	284	201	201	100.0%	365	10.2	83	29.2%	83	100.0%	284	100.0%
6	Animal - Loose Aggressive - CCS	284	1	0	0.0%	3	0.2	283	99.6%	283	100.0%	283	99.6%
7	Signs - Public Right of Way - CCS	250	21	20	95.2%	7	1.7	229	91.6%	228	99.6%	248	99.2%
8	Animal - Confined - CCS	212	0	0	N/A	3	0.3	212	100.0%	210	99.1%	210	99.1%
9	Bulky Trash Violations - CCS	210	3	2	66.7%	14	6.0	207	98.6%	179	86.5%	181	86.2%
10	Recycling ROLL CART Registration - SAN	205	0	0	N/A	10	2.6	205	100.0%	205	100.0%	205	100.0%
11	Obstruction Alley/Sidewalk/Street - CCS	179	142	142	100.0%	60	9.9	37	20.7%	37	100.0%	179	100.0%
12	Open and Vacant Structure - CCS	146	15	15	100.0%	30	5.8	131	89.7%	131	100.0%	146	100.0%
13	Animal - Loose - CCS	123	41	41	100.0%	40	14.2	82	66.7%	82	100.0%	123	100.0%
14	Garbage - Missed - SAN	122	0	0	N/A	3	0.7	122	100.0%	122	100.0%	122	100.0%
15	Animal - Sick/Injured - CCS	119	0	0	N/A	3	0.2	119	100.0%	119	100.0%	119	100.0%
16	Illegal Outside Storage - CCS	101	57	57	100.0%	38	12.5	44	43.6%	44	100.0%	101	100.0%
17	Junk Motor Vehicle - CCS	96	69	69	100.0%	126	9.9	27	28.1%	27	100.0%	96	100.0%
18	Parking - Unapproved Surface - CCS	95	4	1	25.0%	10	2.0	91	95.8%	86	94.5%	87	91.6%
19	24 Hour Parking/Parking Violations - DPD	80	3	3	100.0%	10	5.3	77	96.2%	76	98.7%	79	98.8%
20	Brush/Bulk Items - Missed - SAN	71	0	0	N/A	10	0.7	71	100.0%	71	100.0%	71	100.0%

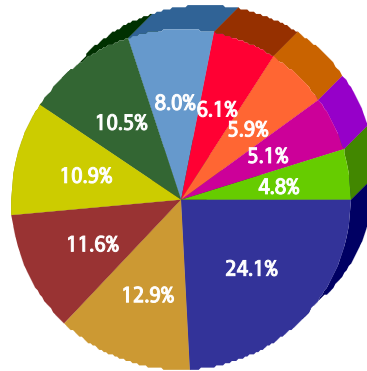


Southwest (4)

June 2011

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	906
Obstruction Alley/Sidewalk/Street - CCS	486
Signs - Public Right of Way - CCS	438
Litter - CCS	410
Roll Cart - SAN	397
Dead Animal Pick Up - SAN	302
Animal - Loose Aggressive - CCS	229
Recycling ROLL CART Registration - SAN	223
Bulky Trash Violations - CCS	191
Graffiti Private Property - Residential/Commercial	182



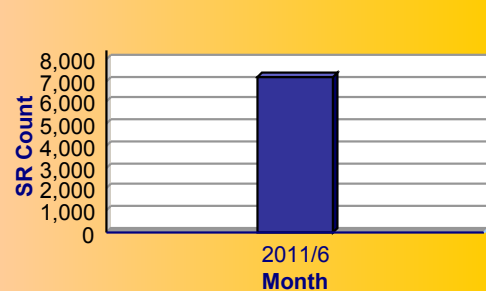
Service

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

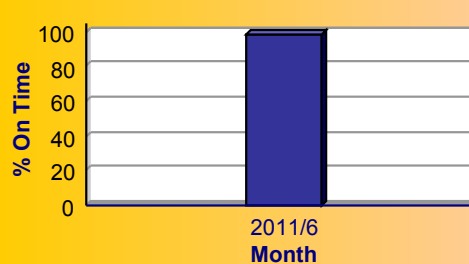
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,194	5,749	5,700	99.1%	1,445	1,385	95.8%	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

Southwest (4)

June 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	906	314	314	100.0%	38	10.9	592	65.3%	592	100.0%	906	100.0%
2	Obstruction Alley/Sidewalk/Street - CCS	486	231	231	100.0%	60	12.6	255	52.5%	255	100.0%	486	100.0%
3	Signs - Public Right of Way - CCS	438	7	3	42.9%	7	0.2	431	98.4%	430	99.8%	433	98.9%
4	Litter - CCS	410	171	171	100.0%	38	12.5	239	58.3%	239	100.0%	410	100.0%
5	Roll Cart - SAN	397	7	7	100.0%	10	2.7	390	98.2%	389	99.7%	396	99.7%
6	Dead Animal Pick Up - SAN	302	0	0	N/A	1	0.3	302	100.0%	300	99.3%	300	99.3%
7	Animal - Loose Aggressive - CCS	229	0	0	N/A	3	0.3	229	100.0%	224	97.8%	224	97.8%
8	Recycling ROLL CART Registration - SAN	223	0	0	N/A	10	2.8	223	100.0%	222	99.6%	222	99.6%
9	Bulky Trash Violations - CCS	191	16	5	31.2%	14	3.2	175	91.6%	172	98.3%	177	92.7%
10	Graffiti Private Property - Residential/Commercial	182	57	57	100.0%	90	4.5	125	68.7%	125	100.0%	182	100.0%
11	Animal - Confined - CCS	172	0	0	N/A	3	0.3	172	100.0%	170	98.8%	170	98.8%
12	Illegal Dumping - CCS	164	9	9	100.0%	38	1.0	155	94.5%	155	100.0%	164	100.0%
13	Illegal Outside Storage - CCS	164	65	65	100.0%	38	11.9	99	60.4%	99	100.0%	164	100.0%
14	Animal - Loose - CCS	149	91	91	100.0%	40	10.8	58	38.9%	58	100.0%	149	100.0%
15	Substandard Structure - CCS	141	117	117	100.0%	365	10.4	24	17.0%	24	100.0%	141	100.0%
16	Garbage - Missed - SAN	130	0	0	N/A	3	0.7	130	100.0%	130	100.0%	130	100.0%
17	Animal - Sick/Injured - CCS	123	0	0	N/A	3	0.4	123	100.0%	120	97.6%	120	97.6%
18	Signs - Other - CCS	120	7	4	57.1%	21	0.6	113	94.2%	113	100.0%	117	97.5%
19	Signs - Political - CCS	118	1	1	100.0%	14	0.1	117	99.2%	117	100.0%	118	100.0%
20	Junk Motor Vehicle - CCS	80	45	45	100.0%	126	10.3	35	43.8%	35	100.0%	80	100.0%

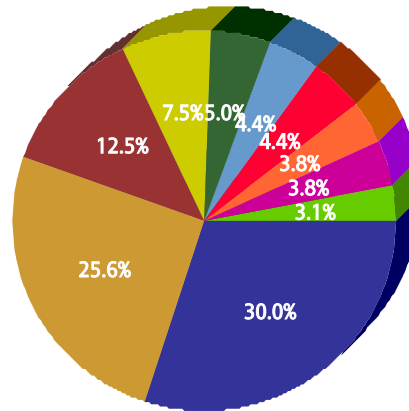


Unknown

June 2011

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	48
High Weeds - CCS	41
Litter - CCS	20
Recycling ROLL CART Registration - SAN	12
Restaurant/Food Complaint - CCS	8
Dead Animal Pick Up - SAN	7
Roll Cart - SAN	7
Animal - Loose - CCS	6
Fire Inspection - DFD	6
311 Call Center Complaint	5



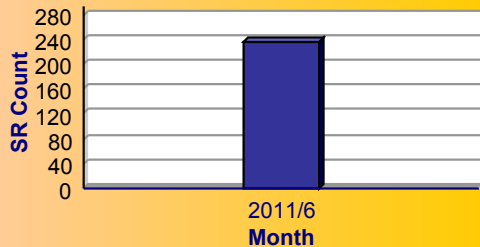
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Restaurant/Food Complaint - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose - CCS
- Fire Inspection - DFD
- 311 Call Center Complaint

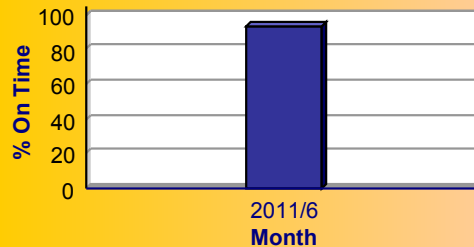
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
236	157	153	97.5%	79	67	84.8%	93.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Unknown

June 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	48	5	0	0.0%	7	1.2	43	89.6%	42	97.7%	42	87.5%
2	High Weeds - CCS	41	30	30	100.0%	38	9.3	11	26.8%	11	100.0%	41	100.0%
3	Litter - CCS	20	11	11	100.0%	38	10.6	9	45.0%	9	100.0%	20	100.0%
4	Recycling ROLL CART Registration - SAN	12	0	0	N/A	10	1.8	12	100.0%	12	100.0%	12	100.0%
5	Restaurant/Food Complaint - CCS	8	3	3	100.0%	45	5.4	5	62.5%	5	100.0%	8	100.0%
6	Dead Animal Pick Up - SAN	7	0	0	N/A	1	0.3	7	100.0%	7	100.0%	7	100.0%
7	Roll Cart - SAN	7	0	0	N/A	10	2.7	7	100.0%	7	100.0%	7	100.0%
8	Animal - Loose - CCS	6	5	5	100.0%	40	3.0	1	16.7%	1	100.0%	6	100.0%
9	Fire Inspection - DFD	6	6	6	100.0%	60		0	0.0%	0	N/A	6	100.0%
10	311 Call Center Complaint	5	1	1	100.0%	10	9.5	4	80.0%	3	75.0%	4	80.0%
11	Chronic Traffic Violations - DPD	4	0	0	N/A	14	11.0	4	100.0%	4	100.0%	4	100.0%
12	Water Conservation Violation - CCS	3	3	0	0.0%	7		0	0.0%	0	N/A	0	0.0%
13	Animal - Trap Request - CCS	3	0	0	N/A	30	2.3	3	100.0%	3	100.0%	3	100.0%
14	Smoke Detector Request - DFD	3	0	0	N/A	30	2.3	3	100.0%	3	100.0%	3	100.0%
15	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	8.7	3	100.0%	2	66.7%	2	66.7%
16	Garbage - Missed - SAN	3	0	0	N/A	3	1.7	3	100.0%	3	100.0%	3	100.0%
17	Park Maintenance/Misc. - PKR	3	0	0	N/A	30	8.0	3	100.0%	3	100.0%	3	100.0%
18	Invalid Quality SR - SCS	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
19	Street Repair - Routine-STS	3	2	2	100.0%	90	8.0	1	33.3%	1	100.0%	3	100.0%
20	Brush/Bulk Items - Missed - SAN	2	0	0	N/A	10	1.5	2	100.0%	2	100.0%	2	100.0%
21	Miscellaneous Service Request - SCS	2	0	0	N/A	10	2.0	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	Extra Police Patrol - DPD	2	0	0	N/A	14	6.5	2	100.0%	2	100.0%	2	100.0%
24	Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	1.5	2	100.0%	2	100.0%	2	100.0%