



**FY 2009 – 2010**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

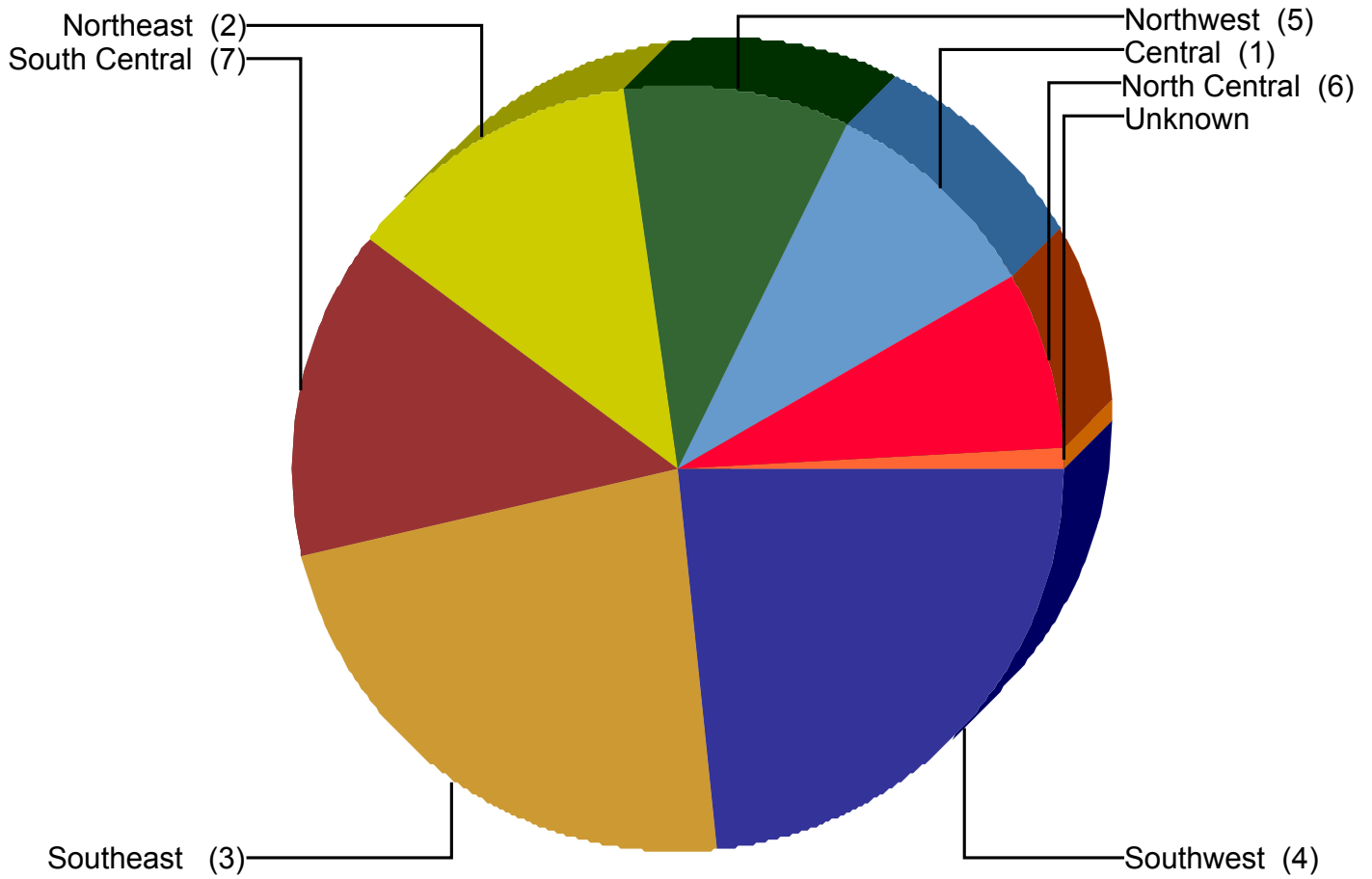
**September 2010**

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**City of Dallas** City Service Area Report  
For September 2010



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,036	9.3%	98.6%
North Central (6)	2,456	7.6%	98.7%
Northeast (2)	4,081	12.6%	98.2%
Northwest (5)	3,082	9.5%	99.0%
South Central (7)	4,486	13.8%	98.9%
Southeast (3)	7,494	23.1%	98.6%
Southwest (4)	7,602	23.4%	98.5%
Unknown	271	0.8%	89.7%
<b>Total</b>	<b>32,508</b>	<b>100.0%</b>	<b>98.6%</b>

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

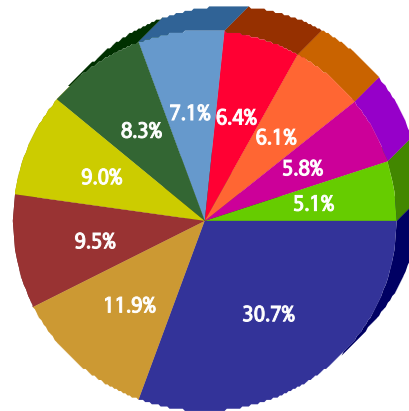


Citywide

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,888
Litter - CCS	1,901
Roll Cart - SAN	1,518
Dead Animal Pick Up - SAN	1,440
Obstruction Alley/Sidewalk/Street - CCS	1,322
Animal - Loose Aggressive - CCS	1,138
Garbage - Missed - SAN	1,012
Animal - Confined - CCS	979
Recycling ROLL CART Registration - SAN	922
Bulky Trash Violations - CCS	815



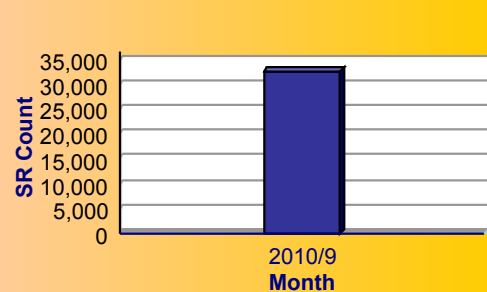
Service

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

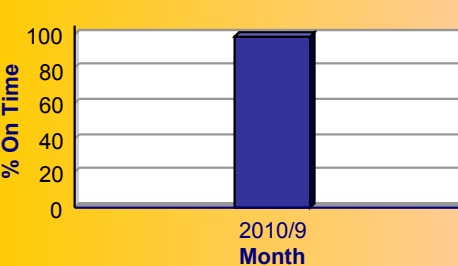
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,508	24,713	24,381	98.7%	7,795	7,656	98.2%	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

Citywide

September 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	4,888	2,473	2,473	100.0%	38	6.8	2,415	49.4%	2,415	100.0%	4,888	100.0%
2	Litter - CCS	1,901	963	963	100.0%	38	10.1	938	49.3%	938	100.0%	1,901	100.0%
3	Roll Cart - SAN	1,518	62	62	100.0%	10	3.2	1,456	95.9%	1,447	99.4%	1,509	99.4%
4	Dead Animal Pick Up - SAN	1,440	0	0	N/A	1	0.3	1,440	100.0%	1,431	99.4%	1,431	99.4%
5	Obstruction Alley/Sidewalk/Street - CCS	1,322	870	870	100.0%	60	14.5	452	34.2%	452	100.0%	1,322	100.0%
6	Animal - Loose Aggressive - CCS	1,138	6	5	83.3%	3	0.4	1,132	99.5%	1,115	98.5%	1,120	98.4%
7	Garbage - Missed - SAN	1,012	0	0	N/A	3	0.7	1,012	100.0%	1,008	99.6%	1,008	99.6%
8	Animal - Confined - CCS	979	2	2	100.0%	3	0.3	977	99.8%	965	98.8%	967	98.8%
9	Recycling ROLL CART Registration - SAN	922	40	40	100.0%	10	3.4	882	95.7%	874	99.1%	914	99.1%
10	Bulky Trash Violations - CCS	815	65	54	83.1%	14	5.2	750	92.0%	706	94.1%	760	93.3%
11	Animal - Loose - CCS	775	281	281	100.0%	40	8.9	494	63.7%	494	100.0%	775	100.0%
12	Smoke Detector Request - DFD	765	34	34	100.0%	30	1.8	731	95.6%	731	100.0%	765	100.0%
13	Signs - Public Right of Way - CCS	535	10	2	20.0%	7	1.4	525	98.1%	514	97.9%	516	96.4%
14	Substandard Structure - CCS	520	408	408	100.0%	365	8.2	112	21.5%	112	100.0%	520	100.0%
15	Recyclable Collection Missed (Residential) - SAN	519	0	0	N/A	3	0.7	519	100.0%	519	100.0%	519	100.0%
16	Animal - Sick/Injured - CCS	492	3	3	100.0%	3	0.2	489	99.4%	485	99.2%	488	99.2%
17	Signs - Public Right of Way Eve/Weekends - CCS	480	3	3	100.0%	7	0.2	477	99.4%	474	99.4%	477	99.4%
18	Illegal Dumping - CCS	444	66	66	100.0%	38	1.7	378	85.1%	378	100.0%	444	100.0%
19	24 Hour Parking/Parking Violations - DPD	439	62	60	96.8%	10	4.1	377	85.9%	367	97.3%	427	97.3%
20	Junk Motor Vehicle - CCS	428	299	299	100.0%	126	8.2	129	30.1%	129	100.0%	428	100.0%

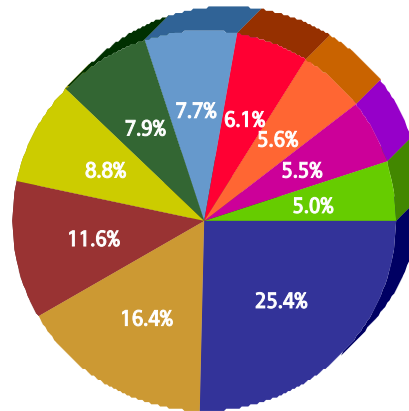


Central (1)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	362
Litter - CCS	234
Smoke Detector Request - DFD	166
Roll Cart - SAN	125
Traffic Signal - Flashing - PWT	113
Dead Animal Pick Up - SAN	110
Animal - Confined - CCS	87
Obstruction Alley/Sidewalk/Street - CCS	80
Garbage - Missed - SAN	79
Fire Inspection - DFD	71



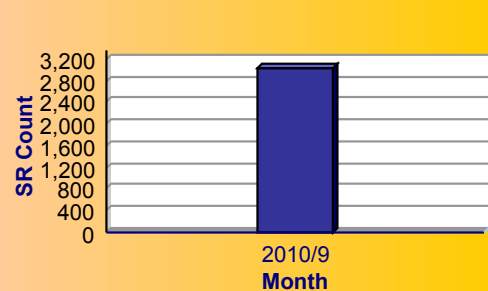
Service

- High Weeds - CCS
- Litter - CCS
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Traffic Signal - Flashing - PWT
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Garbage - Missed - SAN
- Fire Inspection - DFD

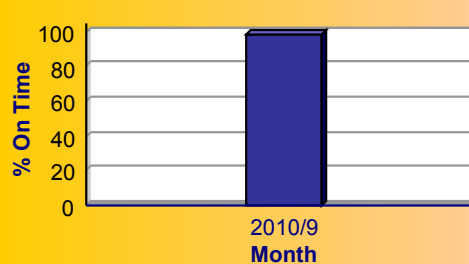
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,036	2,481	2,449	98.7%	555	544	98.0%	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)

September 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	362	123	123	100.0%	38	5.8	239	66.0%	239	100.0%	362	100.0%
2	Litter - CCS	234	85	85	100.0%	38	6.1	149	63.7%	149	100.0%	234	100.0%
3	Smoke Detector Request - DFD	166	1	1	100.0%	30	1.0	165	99.4%	165	100.0%	166	100.0%
4	Roll Cart - SAN	125	6	6	100.0%	10	3.0	119	95.2%	118	99.2%	124	99.2%
5	Traffic Signal - Flashing - PWT	113	0	0	N/A	4	1.3	113	100.0%	112	99.1%	112	99.1%
6	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.3	110	100.0%	107	97.3%	107	97.3%
7	Animal - Confined - CCS	87	0	0	N/A	3	0.3	87	100.0%	86	98.9%	86	98.9%
8	Obstruction Alley/Sidewalk/Street - CCS	80	41	41	100.0%	60	9.3	39	48.8%	39	100.0%	80	100.0%
9	Garbage - Missed - SAN	79	0	0	N/A	3	0.5	79	100.0%	79	100.0%	79	100.0%
10	Fire Inspection - DFD	71	45	45	100.0%	60	4.2	26	36.6%	26	100.0%	71	100.0%
11	Recycling ROLL CART Registration - SAN	70	2	2	100.0%	10	3.3	68	97.1%	66	97.1%	68	97.1%
12	Animal - Loose Aggressive - CCS	61	0	0	N/A	3	0.4	61	100.0%	60	98.4%	60	98.4%
13	Bulky Trash Violations - CCS	59	4	4	100.0%	14	5.1	55	93.2%	52	94.5%	56	94.9%
14	Animal - Sick/Injured - CCS	46	0	0	N/A	3	0.5	46	100.0%	45	97.8%	45	97.8%
15	Street Repair - Routine-STS	42	10	10	100.0%	90	7.1	32	76.2%	32	100.0%	42	100.0%
16	Substandard Structure - CCS	41	23	23	100.0%	365	6.6	18	43.9%	18	100.0%	41	100.0%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	41	0	0	N/A	10	2.4	41	100.0%	41	100.0%	41	100.0%
18	Animal - Loose - CCS	40	15	15	100.0%	40	8.4	25	62.5%	25	100.0%	40	100.0%
19	24 Hour Parking/Parking Violations - DPD	40	15	14	93.3%	10	5.7	25	62.5%	22	88.0%	36	90.0%
20	Junk Motor Vehicle - CCS	39	24	24	100.0%	126	6.8	15	38.5%	15	100.0%	39	100.0%
21	Recyclable Collection Missed (Residential) - SAN	39	0	0	N/A	3	0.8	39	100.0%	39	100.0%	39	100.0%

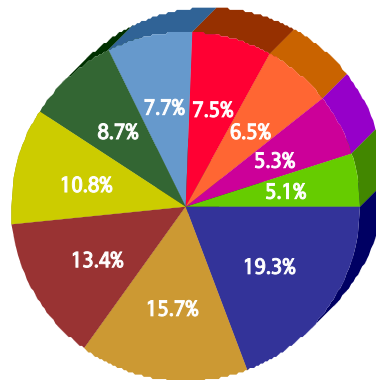


North Central (6)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	218
Roll Cart - SAN	177
Garbage - Missed - SAN	151
Recyclable Collection Missed (Residential) - SAN	122
Animal - Confined - CCS	98
Obstruction Alley/Sidewalk/Street - CCS	87
Dead Animal Pick Up - SAN	85
Fire Inspection - DFD	74
Recycling ROLL CART Registration - SAN	60
Recycling - Roll Cart - SAN	58



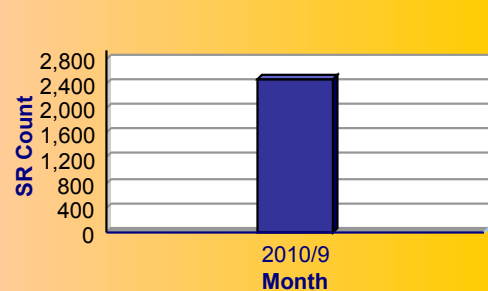
Service

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

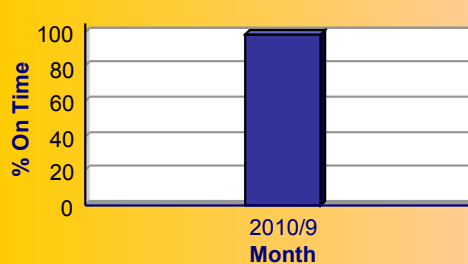
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,456	1,925	1,902	98.8%	531	523	98.5%	98.7%

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)

September 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	218	163	163	100.0%	38	6.0	55	25.2%	55	100.0%	218	100.0%
2	Roll Cart - SAN	177	7	7	100.0%	10	3.1	170	96.0%	169	99.4%	176	99.4%
3	Garbage - Missed - SAN	151	0	0	N/A	3	0.6	151	100.0%	150	99.3%	150	99.3%
4	Recyclable Collection Missed (Residential) - SAN	122	0	0	N/A	3	0.8	122	100.0%	122	100.0%	122	100.0%
5	Animal - Confined - CCS	98	0	0	N/A	3	0.6	98	100.0%	96	98.0%	96	98.0%
6	Obstruction Alley/Sidewalk/Street - CCS	87	70	70	100.0%	60	8.0	17	19.5%	17	100.0%	87	100.0%
7	Dead Animal Pick Up - SAN	85	0	0	N/A	1	0.3	85	100.0%	85	100.0%	85	100.0%
8	Fire Inspection - DFD	74	52	52	100.0%	60	8.9	22	29.7%	22	100.0%	74	100.0%
9	Recycling ROLL CART Registration - SAN	60	7	7	100.0%	10	3.3	53	88.3%	53	100.0%	60	100.0%
10	Recycling - Roll Cart - SAN	58	3	3	100.0%	10	2.6	55	94.8%	55	100.0%	58	100.0%
11	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	50	0	0	N/A	10	2.9	50	100.0%	50	100.0%	50	100.0%
12	Tree down/low limbs - Emergency-STS	49	0	0	N/A	5	0.1	49	100.0%	49	100.0%	49	100.0%
13	Litter - CCS	47	32	32	100.0%	38	7.9	15	31.9%	15	100.0%	47	100.0%
14	Traffic Signal - Flashing - PWT	44	0	0	N/A	4	1.5	44	100.0%	43	97.7%	43	97.7%
15	Street Repair - Routine-STS	44	12	12	100.0%	90	6.5	32	72.7%	32	100.0%	44	100.0%
16	Signs - Public Right of Way - CCS	43	2	2	100.0%	7	0.4	41	95.3%	40	97.6%	42	97.7%
17	Bulky Trash Violations - CCS	43	2	2	100.0%	14	4.0	41	95.3%	40	97.6%	42	97.7%
18	Traffic Signal - Timing - PWT	38	0	0	N/A	4	1.4	38	100.0%	38	100.0%	38	100.0%
19	Substandard Structure - CCS	31	28	28	100.0%	365	3.3	3	9.7%	3	100.0%	31	100.0%
20	Traffic Signal - All Out - PWT	31	0	0	N/A	4	1.0	31	100.0%	31	100.0%	31	100.0%

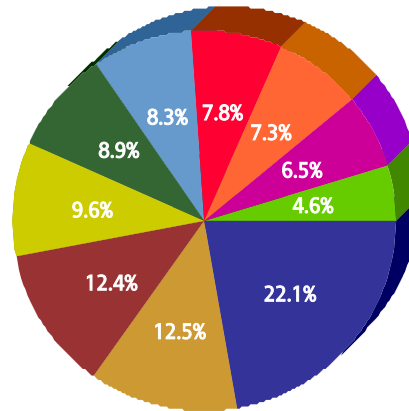


Northeast (2)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	434
Garbage - Missed - SAN	245
Roll Cart - SAN	244
Dead Animal Pick Up - SAN	188
Bulky Trash Violations - CCS	174
Animal - Confined - CCS	163
Obstruction Alley/Sidewalk/Street - CCS	153
Litter - CCS	144
Recycling ROLL CART Registration - SAN	127
Animal - Loose Aggressive - CCS	90



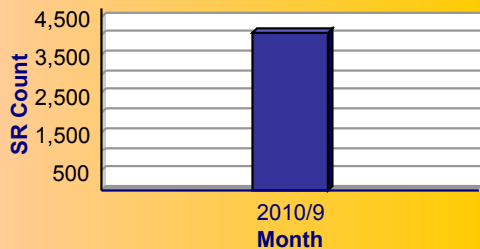
Service

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

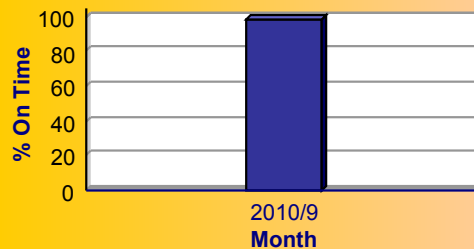
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,081	3,118	3,072	98.5%	963	935	97.1%	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

Northeast (2)

September 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	434	254	254	100.0%	38	7.7	180	41.5%	180	100.0%	434	100.0%
2	Garbage - Missed - SAN	245	0	0	N/A	3	0.7	245	100.0%	245	100.0%	245	100.0%
3	Roll Cart - SAN	244	10	10	100.0%	10	3.2	234	95.9%	233	99.6%	243	99.6%
4	Dead Animal Pick Up - SAN	188	0	0	N/A	1	0.3	188	100.0%	187	99.5%	187	99.5%
5	Bulky Trash Violations - CCS	174	16	11	68.8%	14	4.5	158	90.8%	155	98.1%	166	95.4%
6	Animal - Confined - CCS	163	0	0	N/A	3	0.2	163	100.0%	162	99.4%	162	99.4%
7	Obstruction Alley/Sidewalk/Street - CCS	153	113	113	100.0%	60	12.3	40	26.1%	40	100.0%	153	100.0%
8	Litter - CCS	144	83	83	100.0%	38	9.4	61	42.4%	61	100.0%	144	100.0%
9	Recycling ROLL CART Registration - SAN	127	6	6	100.0%	10	3.4	121	95.3%	121	100.0%	127	100.0%
10	Animal - Loose Aggressive - CCS	90	0	0	N/A	3	0.6	90	100.0%	88	97.8%	88	97.8%
11	24 Hour Parking/Parking Violations - DPD	81	4	4	100.0%	10	3.5	77	95.1%	77	100.0%	81	100.0%
12	Substandard Structure Apts - CCS	79	42	42	100.0%	365	8.7	37	46.8%	37	100.0%	79	100.0%
13	Recyclable Collection Missed (Residential) - SAN	77	0	0	N/A	3	0.6	77	100.0%	77	100.0%	77	100.0%
14	Animal - Loose - CCS	71	46	46	100.0%	40	8.8	25	35.2%	25	100.0%	71	100.0%
15	Street Repair - Routine-STS	66	32	32	100.0%	90	5.9	34	51.5%	34	100.0%	66	100.0%
16	Substandard Structure - CCS	63	53	53	100.0%	365	8.2	10	15.9%	10	100.0%	63	100.0%
17	Signs - Public Right of Way Eve/Weekends - CCS	63	0	0	N/A	7	0.0	63	100.0%	63	100.0%	63	100.0%
18	Fire Inspection - DFD	54	35	35	100.0%	60	4.2	19	35.2%	19	100.0%	54	100.0%
19	Animal - Sick/Injured - CCS	52	0	0	N/A	3	0.1	52	100.0%	52	100.0%	52	100.0%
20	Traffic Signal - Flashing - PWT	47	0	0	N/A	4	1.3	47	100.0%	47	100.0%	47	100.0%

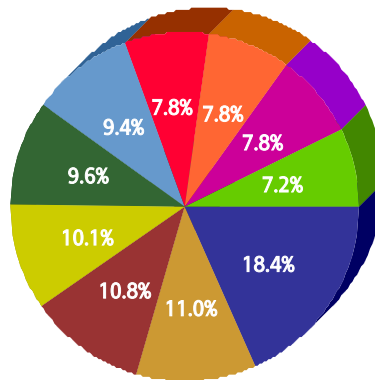


Northwest (5)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	240
Dead Animal Pick Up - SAN	143
Recyclable Collection Missed (Residential) - SAN	141
Obstruction Alley/Sidewalk/Street - CCS	131
Garbage - Missed - SAN	125
Roll Cart - SAN	122
Bulky Trash Violations - CCS	102
Signs - Public Right of Way Eve/Weekends - CCS	102
Litter - CCS	101
Animal - Confined - CCS	94



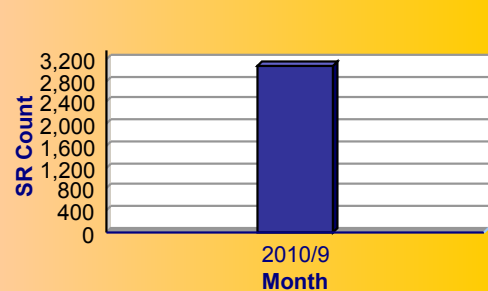
Service

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

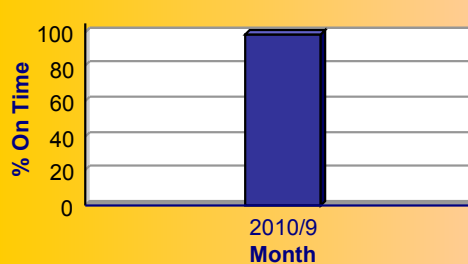
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,082	2,519	2,498	99.2%	563	554	98.4%	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

Northwest (5)

September 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	240	115	115	100.0%	38	10.8	125	52.1%	125	100.0%	240	100.0%
2	Dead Animal Pick Up - SAN	143	0	0	N/A	1	0.3	143	100.0%	142	99.3%	142	99.3%
3	Recyclable Collection Missed (Residential) - SAN	141	0	0	N/A	3	0.7	141	100.0%	141	100.0%	141	100.0%
4	Obstruction Alley/Sidewalk/Street - CCS	131	61	61	100.0%	60	16.1	70	53.4%	70	100.0%	131	100.0%
5	Garbage - Missed - SAN	125	0	0	N/A	3	0.9	125	100.0%	124	99.2%	124	99.2%
6	Roll Cart - SAN	122	2	2	100.0%	10	3.4	120	98.4%	119	99.2%	121	99.2%
7	Bulky Trash Violations - CCS	102	7	7	100.0%	14	4.2	95	93.1%	95	100.0%	102	100.0%
8	Signs - Public Right of Way Eve/Weekends - CCS	102	0	0	N/A	7	0.4	102	100.0%	102	100.0%	102	100.0%
9	Litter - CCS	101	52	52	100.0%	38	11.1	49	48.5%	49	100.0%	101	100.0%
10	Animal - Confined - CCS	94	0	0	N/A	3	0.2	94	100.0%	92	97.9%	92	97.9%
11	Fire Inspection - DFD	86	52	52	100.0%	60	10.7	34	39.5%	34	100.0%	86	100.0%
12	24 Hour Parking/Parking Violations - DPD	73	8	8	100.0%	10	3.4	65	89.0%	65	100.0%	73	100.0%
13	Recycling ROLL CART Registration - SAN	73	5	5	100.0%	10	3.2	68	93.2%	68	100.0%	73	100.0%
14	Traffic Signal - Flashing - PWT	65	0	0	N/A	4	1.3	65	100.0%	65	100.0%	65	100.0%
15	Animal - Loose Aggressive - CCS	57	0	0	N/A	3	0.9	57	100.0%	54	94.7%	54	94.7%
16	Tree down/low limbs - Emergency-ST5	54	0	0	N/A	5	0.0	54	100.0%	54	100.0%	54	100.0%
17	Animal - Loose - CCS	53	16	16	100.0%	40	8.6	37	69.8%	37	100.0%	53	100.0%
18	Street Repair - Routine-ST5	52	16	16	100.0%	90	4.9	36	69.2%	36	100.0%	52	100.0%
19	Substandard Structure Apts - CCS	42	17	17	100.0%	365	3.7	25	59.5%	25	100.0%	42	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	37	0	0	N/A	10	2.2	37	100.0%	37	100.0%	37	100.0%

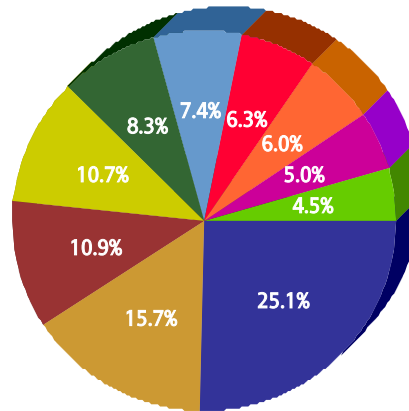


South Central (7)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	659
Smoke Detector Request - DFD	411
Dead Animal Pick Up - SAN	285
Animal - Loose Aggressive - CCS	281
Roll Cart - SAN	217
Litter - CCS	194
Animal - Loose - CCS	166
Animal - Confined - CCS	158
Recycling ROLL CART Registration - SAN	131
Bulky Trash Violations - CCS	119



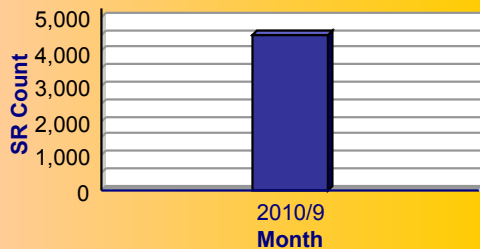
Service

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

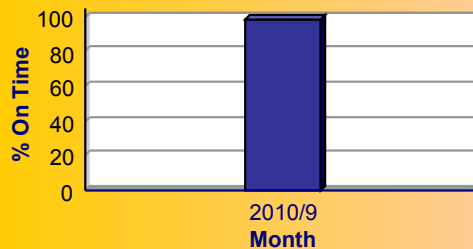
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,486	3,443	3,417	99.2%	1,043	1,021	97.9%	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)

September 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	659	388	388	100.0%	38	5.1	271	41.1%	271	100.0%	659	100.0%
2	Smoke Detector Request - DFD	411	8	8	100.0%	30	2.0	403	98.1%	403	100.0%	411	100.0%
3	Dead Animal Pick Up - SAN	285	0	0	N/A	1	0.3	285	100.0%	284	99.6%	284	99.6%
4	Animal - Loose Aggressive - CCS	281	4	4	100.0%	3	0.3	277	98.6%	274	98.9%	278	98.9%
5	Roll Cart - SAN	217	10	10	100.0%	10	3.1	207	95.4%	205	99.0%	215	99.1%
6	Litter - CCS	194	114	114	100.0%	38	7.3	80	41.2%	80	100.0%	194	100.0%
7	Animal - Loose - CCS	166	73	73	100.0%	40	10.4	93	56.0%	93	100.0%	166	100.0%
8	Animal - Confined - CCS	158	0	0	N/A	3	0.4	158	100.0%	157	99.4%	157	99.4%
9	Recycling ROLL CART Registration - SAN	131	3	3	100.0%	10	4.0	128	97.7%	127	99.2%	130	99.2%
10	Bulky Trash Violations - CCS	119	17	15	88.2%	14	4.6	102	85.7%	102	100.0%	117	98.3%
11	Obstruction Alley/Sidewalk/Street - CCS	109	84	84	100.0%	60	12.9	25	22.9%	25	100.0%	109	100.0%
12	Garbage - Missed - SAN	100	0	0	N/A	3	0.9	100	100.0%	98	98.0%	98	98.0%
13	Animal - Sick/Injured - CCS	97	0	0	N/A	3	0.2	97	100.0%	96	99.0%	96	99.0%
14	Illegal Dumping - CCS	84	19	19	100.0%	38	1.8	65	77.4%	65	100.0%	84	100.0%
15	Junk Motor Vehicle - CCS	56	44	44	100.0%	126	12.7	12	21.4%	12	100.0%	56	100.0%
16	24 Hour Parking/Parking Violations - DPD	52	9	9	100.0%	10	4.7	43	82.7%	41	95.3%	50	96.2%
17	Illegal Outside Storage - CCS	46	33	33	100.0%	38	8.7	13	28.3%	13	100.0%	46	100.0%
18	Open and Vacant Structure - CCS	45	17	16	94.1%	30	5.0	28	62.2%	28	100.0%	44	97.8%
19	Signs - Public Right of Way Eve/Weekends - CCS	44	3	3	100.0%	7	0.3	41	93.2%	41	100.0%	44	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	44	0	0	N/A	1	0.5	44	100.0%	43	97.7%	43	97.7%

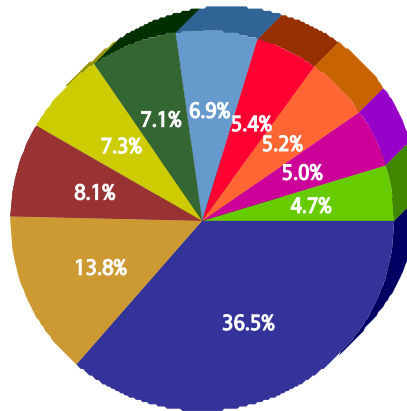


Southeast (3)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,591
Litter - CCS	601
Animal - Loose Aggressive - CCS	354
Roll Cart - SAN	319
Dead Animal Pick Up - SAN	308
Obstruction Alley/Sidewalk/Street - CCS	303
Recycling ROLL CART Registration - SAN	235
Bulky Trash Violations - CCS	228
Substandard Structure - CCS	218
Animal - Loose - CCS	207



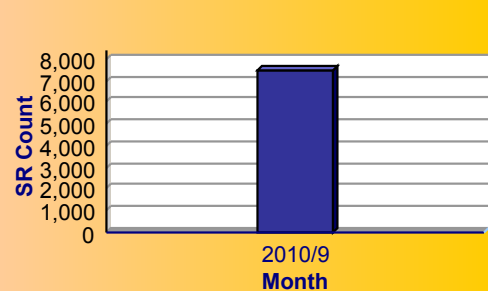
Service

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

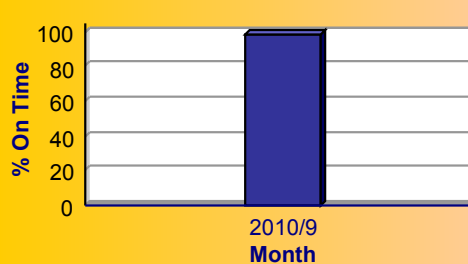
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,494	5,485	5,398	98.4%	2,009	1,994	99.3%	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

Southeast (3)

September 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	1,591	784	784	100.0%	38	6.9	807	50.7%	807	100.0%	1,591	100.0%
2	Litter - CCS	601	301	301	100.0%	38	12.9	300	49.9%	300	100.0%	601	100.0%
3	Animal - Loose Aggressive - CCS	354	1	0	0.0%	3	0.3	353	99.7%	348	98.6%	348	98.3%
4	Roll Cart - SAN	319	15	15	100.0%	10	3.2	304	95.3%	302	99.3%	317	99.4%
5	Dead Animal Pick Up - SAN	308	0	0	N/A	1	0.3	308	100.0%	307	99.7%	307	99.7%
6	Obstruction Alley/Sidewalk/Street - CCS	303	185	185	100.0%	60	18.2	118	38.9%	118	100.0%	303	100.0%
7	Recycling ROLL CART Registration - SAN	235	9	9	100.0%	10	3.2	226	96.2%	224	99.1%	233	99.1%
8	Bulky Trash Violations - CCS	228	5	4	80.0%	14	6.7	223	97.8%	197	88.3%	201	88.2%
9	Substandard Structure - CCS	218	160	160	100.0%	365	8.8	58	26.6%	58	100.0%	218	100.0%
10	Animal - Loose - CCS	207	43	43	100.0%	40	7.3	164	79.2%	164	100.0%	207	100.0%
11	Animal - Confined - CCS	185	0	0	N/A	3	0.4	185	100.0%	183	98.9%	183	98.9%
12	Mosquitoes - CCS	183	25	25	100.0%	45	7.0	158	86.3%	158	100.0%	183	100.0%
13	Smoke Detector Request - DFD	149	10	10	100.0%	30	0.7	139	93.3%	139	100.0%	149	100.0%
14	Junk Motor Vehicle - CCS	144	99	99	100.0%	126	7.8	45	31.2%	45	100.0%	144	100.0%
15	Signs - Public Right of Way - CCS	136	0	0	N/A	7	1.4	136	100.0%	133	97.8%	133	97.8%
16	Garbage - Missed - SAN	136	0	0	N/A	3	0.6	136	100.0%	136	100.0%	136	100.0%
17	Animal - Sick/Injured - CCS	123	3	3	100.0%	3	0.4	120	97.6%	118	98.3%	121	98.4%
18	Parking - Unapproved Surface - CCS	112	5	3	60.0%	10	1.7	107	95.5%	100	93.5%	103	92.0%
19	Signs - Public Right of Way Eve/Weekends - CCS	107	0	0	N/A	7	0.1	107	100.0%	106	99.1%	106	99.1%
20	Illegal Dumping - CCS	101	18	18	100.0%	38	2.3	83	82.2%	83	100.0%	101	100.0%

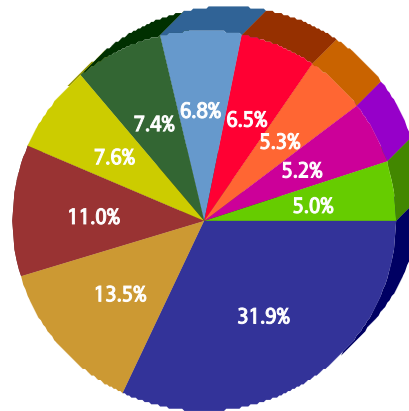


Southwest (4)

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,329
Litter - CCS	563
Obstruction Alley/Sidewalk/Street - CCS	459
Dead Animal Pick Up - SAN	315
Roll Cart - SAN	307
Signs - Public Right of Way - CCS	282
Animal - Loose Aggressive - CCS	270
Recycling ROLL CART Registration - SAN	220
Animal - Loose - CCS	216
Illegal Garbage/Placement - CCS	209



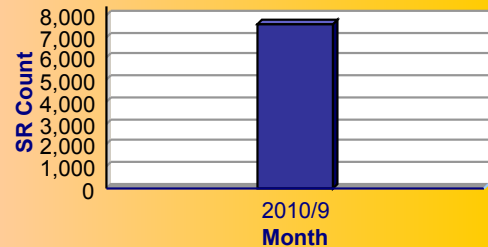
Service

- 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 - Loose - CCS
- Illegal Garbage/Placement - CCS

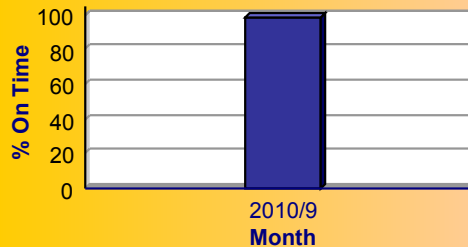
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,602	5,567	5,479	98.4%	2,035	2,008	98.7%	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)

September 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	1,329	618	618	100.0%	38	7.0	711	53.5%	711	100.0%	1,329	100.0%
2	Litter - CCS	563	281	281	100.0%	38	10.1	282	50.1%	282	100.0%	563	100.0%
3	Obstruction Alley/Sidewalk/Street - CCS	459	316	316	100.0%	60	13.7	143	31.2%	143	100.0%	459	100.0%
4	Dead Animal Pick Up - SAN	315	0	0	N/A	1	0.3	315	100.0%	313	99.4%	313	99.4%
5	Roll Cart - SAN	307	12	12	100.0%	10	3.5	295	96.1%	294	99.7%	306	99.7%
6	Signs - Public Right of Way - CCS	282	7	0	0.0%	7	1.8	275	97.5%	268	97.5%	268	95.0%
7	Animal - Loose Aggressive - CCS	270	1	1	100.0%	3	0.4	269	99.6%	266	98.9%	267	98.9%
8	Recycling ROLL CART Registration - SAN	220	7	7	100.0%	10	3.5	213	96.8%	210	98.6%	217	98.6%
9	Animal - Loose - CCS	216	71	71	100.0%	40	9.8	145	67.1%	145	100.0%	216	100.0%
10	Illegal Garbage/Placement - CCS	209	88	88	100.0%	60	8.6	121	57.9%	121	100.0%	209	100.0%
11	Animal - Confined - CCS	193	2	2	100.0%	3	0.3	191	99.0%	188	98.4%	190	98.4%
12	Illegal Outside Storage - CCS	193	119	119	100.0%	38	12.4	74	38.3%	74	100.0%	193	100.0%
13	Illegal Dumping - CCS	185	13	13	100.0%	38	0.6	172	93.0%	172	100.0%	185	100.0%
14	Garbage - Missed - SAN	174	0	0	N/A	3	0.7	174	100.0%	174	100.0%	174	100.0%
15	Garage Sale - CCS	140	1	1	100.0%	7	5.1	139	99.3%	106	76.3%	107	76.4%
16	Graffiti Private Property - Residential/Commercial	121	39	39	100.0%	90	2.8	82	67.8%	82	100.0%	121	100.0%
17	Animal - Sick/Injured - CCS	121	0	0	N/A	3	0.2	121	100.0%	121	100.0%	121	100.0%
18	Signs - Public Right of Way Eve/Weekends - CCS	117	0	0	N/A	7	0.1	117	100.0%	116	99.1%	116	99.1%
19	Junk Motor Vehicle - CCS	103	74	74	100.0%	126	7.8	29	28.2%	29	100.0%	103	100.0%
20	Substandard Structure - CCS	96	86	86	100.0%	365	11.3	10	10.4%	10	100.0%	96	100.0%

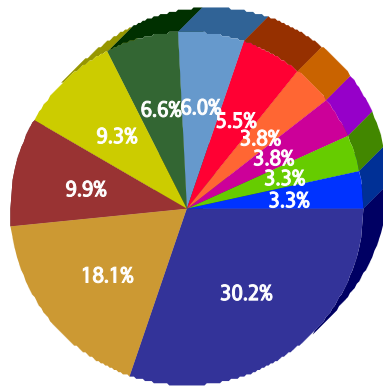


Unknown

September 2010

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	55
Complaint/Compliment - CTY	33
Signs - Public Right of Way - CCS	18
Litter - CCS	17
Signs - Public Right of Way Eve/Weekends - CCS	12
311 Call Center Complaint	11
Water Conservation Violation - CCS	10
Animal - Loose - CCS	7
Roll Cart - SAN	7
Dead Animal Pick Up - SAN	6
Recycling ROLL CART Registration - SAN	6



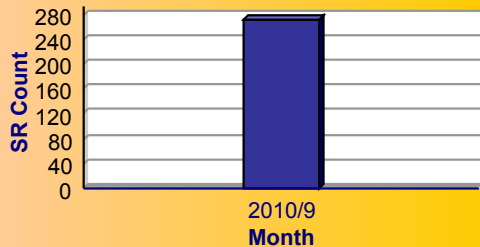
Service

- High Weeds - CCS
- Complaint/Compliment - CTY
- Signs - Public Right of Way - CCS
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- 311 Call Center Complaint
- Water Conservation Violation - CCS
- Animal - Loose - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN

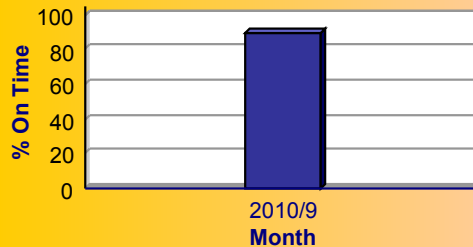
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
271	175	166	94.9%	96	77	80.2%	89.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

Unknown

September 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	55	28	28	100.0%	38	4.6	27	49.1%	27	100.0%	55	100.0%
2	Complaint/Compliment - CTY	33	16	0	0.0%	10	3.9	17	51.5%	14	82.4%	14	42.4%
3	Signs - Public Right of Way - CCS	18	0	0	N/A	7	0.2	18	100.0%	18	100.0%	18	100.0%
4	Litter - CCS	17	15	15	100.0%	38	6.5	2	11.8%	2	100.0%	17	100.0%
5	Signs - Public Right of Way Eve/Weekends - CCS	12	0	0	N/A	7	1.3	12	100.0%	12	100.0%	12	100.0%
6	311 Call Center Complaint	11	1	1	100.0%	10	3.9	10	90.9%	9	90.0%	10	90.9%
7	Water Conservation Violation - CCS	10	1	0	0.0%	7	2.2	9	90.0%	9	100.0%	9	90.0%
8	Animal - Loose - CCS	7	7	7	100.0%	40		0	0.0%	0	N/A	7	100.0%
9	Roll Cart - SAN	7	0	0	N/A	10	4.0	7	100.0%	7	100.0%	7	100.0%
10	Dead Animal Pick Up - SAN	6	0	0	N/A	1	0.2	6	100.0%	6	100.0%	6	100.0%
11	Recycling ROLL CART Registration - SAN	6	1	1	100.0%	10	2.6	5	83.3%	5	100.0%	6	100.0%
12	Chronic Traffic Violations - DPD	5	0	0	N/A	14	13.8	5	100.0%	4	80.0%	4	80.0%
13	Restaurant/Food Complaint - CCS	5	1	1	100.0%	45	8.5	4	80.0%	4	100.0%	5	100.0%
14	Mosquitoes - CCS	5	2	2	100.0%	45	8.0	3	60.0%	3	100.0%	5	100.0%
15	Pot hole Repair Routine - STS	5	0	0	N/A	7	0.0	5	100.0%	5	100.0%	5	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
17	Recyclable Collection Missed (Residential) - SAN	3	0	0	N/A	3	1.0	3	100.0%	3	100.0%	3	100.0%
18	Park Maintenance/Misc. - PKR	3	1	1	100.0%	30	1.5	2	66.7%	2	100.0%	3	100.0%
19	Street Lighting - Maintenance - PWT	3	1	1	100.0%	10	0.5	2	66.7%	2	100.0%	3	100.0%
20	Fire Inspection - DFD	2	2	2	100.0%	60		0	0.0%	0	N/A	2	100.0%
21	Smoke Detector Request - DFD	2	0	0	N/A	30	0.0	2	100.0%	2	100.0%	2	100.0%
22	24 Hour Parking/Parking Violations - DPD	2	1	1	100.0%	10	5.0	1	50.0%	1	100.0%	2	100.0%
23	Garbage - Missed - SAN	2	0	0	N/A	3	1.5	2	100.0%	2	100.0%	2	100.0%
24	Graffiti City Parks - PKR	2	0	0	N/A	14	12.5	2	100.0%	1	50.0%	1	50.0%
25	Recycling - Roll Cart - SAN	2	0	0	N/A	10	2.0	2	100.0%	2	100.0%	2	100.0%



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

Unknown

September 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	Sanitation Property Damage - SAN	2	1	1	100.0%	28	1.0	1	50.0%	1	100.0%	2	100.0%
27	Sanitation Misc. - SAN	2	0	0	N/A	10	1.0	2	100.0%	2	100.0%	2	100.0%
28	Street Repair - Routine-STS	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%