



FY 2009 – 2010

YEAR-TO-DATE

**Service Request
Performance Reports
by
City Council District
And Citywide Summary**

April 2010

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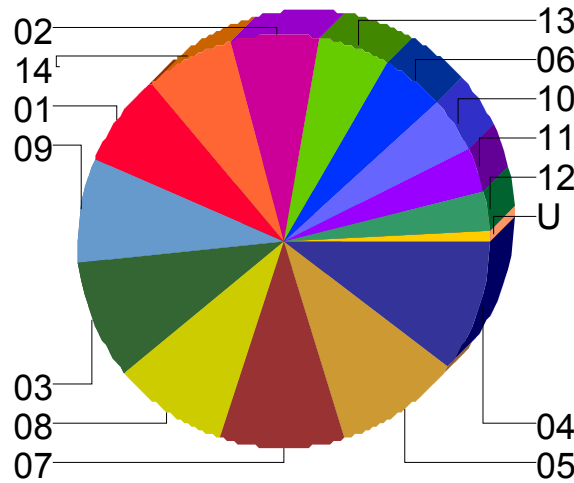
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For YTD Through April 2010



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	16,905	7.5%	98.4%
02	15,776	7.0%	97.0%
03	20,731	9.2%	97.8%
04	23,350	10.3%	97.5%
05	22,456	9.9%	96.3%
06	11,569	5.1%	97.7%
07	21,955	9.7%	97.1%
08	20,998	9.3%	97.1%
09	18,042	8.0%	97.3%
10	9,156	4.0%	96.8%
11	7,964	3.5%	95.1%
12	7,012	3.1%	95.8%
13	12,353	5.5%	97.1%
14	16,246	7.2%	97.1%
U	2,035	0.9%	85.3%
Totals	226,548	100.0%	97.0%

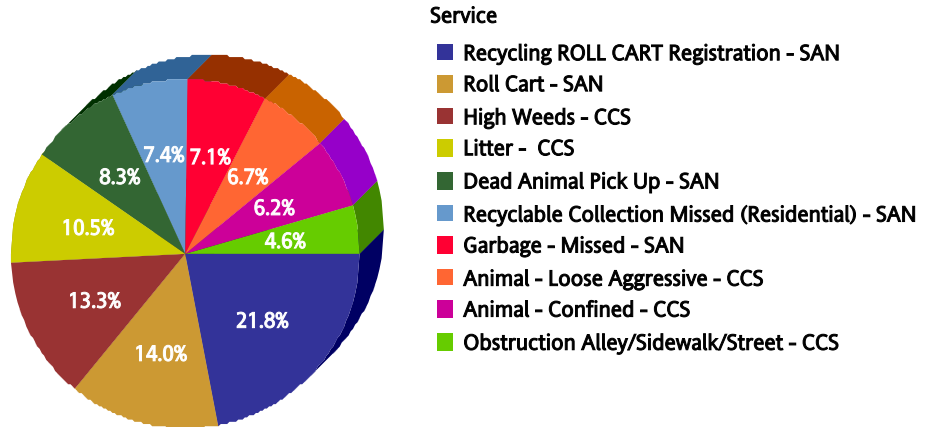
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

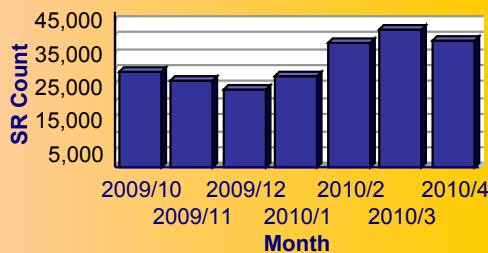
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	22,616
Roll Cart - SAN	14,517
High Weeds - CCS	13,820
Litter - CCS	10,884
Dead Animal Pick Up - SAN	8,598
Recyclable Collection Missed (Residential) - SAN	7,682
Garbage - Missed - SAN	7,363
Animal - Loose Aggressive - CCS	6,983
Animal - Confined - CCS	6,463
Obstruction Alley/Sidewalk/Street - CCS	4,746



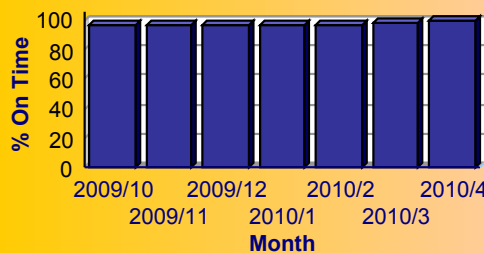
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
226,548	213,466	207,424	97.2%	13,082	12,395	94.7%	97.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Citywide

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

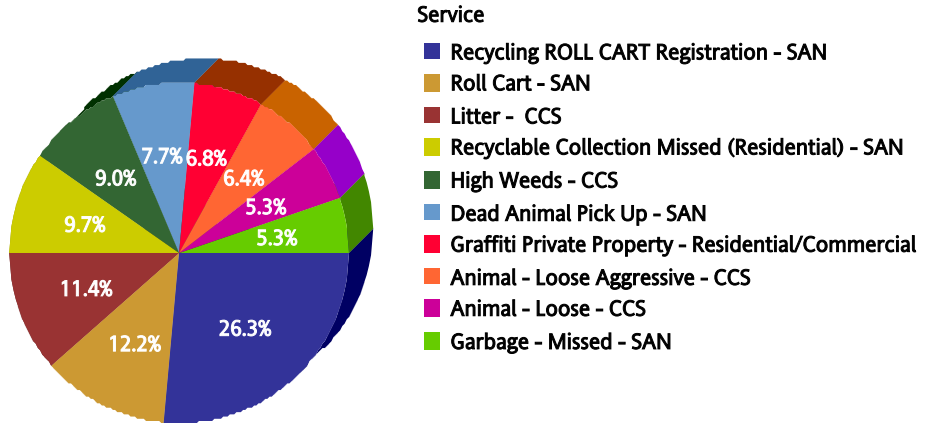
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	22,616	158	158	100.0%	10	3.6	22,458	99.3%	22,442	99.9%	22,600	99.9%
2	Roll Cart - SAN	14,517	125	125	100.0%	10	3.1	14,392	99.1%	14,359	99.8%	14,484	99.8%
3	High Weeds - CCS	13,820	3,449	3,416	99.0%	38	12.6	10,371	75.0%	9,922	95.7%	13,338	96.5%
4	Litter - CCS	10,884	1,314	1,195	90.9%	38	17.7	9,570	87.9%	8,696	90.9%	9,891	90.9%
5	Dead Animal Pick Up - SAN	8,598	0	0	N/A	1	0.4	8,598	100.0%	8,510	99.0%	8,510	99.0%
6	Recyclable Collection Missed (Residential) - SAN	7,682	10	10	100.0%	3	1.1	7,672	99.9%	7,559	98.5%	7,569	98.5%
7	Garbage - Missed - SAN	7,363	4	4	100.0%	3	0.8	7,359	99.9%	7,283	99.0%	7,287	99.0%
8	Animal - Loose Aggressive - CCS	6,983	2	0	0.0%	3	0.3	6,981	100.0%	6,947	99.5%	6,947	99.5%
9	Animal - Confined - CCS	6,463	2	1	50.0%	3	0.3	6,461	100.0%	6,438	99.6%	6,439	99.6%
10	Obstruction Alley/Sidewalk/Street - CCS	4,746	837	811	96.9%	60	21.5	3,909	82.4%	3,798	97.2%	4,609	97.1%
11	Animal - Loose - CCS	4,743	422	393	93.1%	40	8.9	4,321	91.1%	4,305	99.6%	4,698	99.1%
12	Smoke Detector Request - DFD	4,221	45	45	100.0%	30	5.8	4,176	98.9%	4,138	99.1%	4,183	99.1%
13	Junk Motor Vehicle - CCS	4,115	789	778	98.6%	126	31.3	3,326	80.8%	3,266	98.2%	4,044	98.3%
14	Storm Brush - Debris - SAN	3,616	0	0	N/A	30	11.0	3,616	100.0%	3,616	100.0%	3,616	100.0%
15	Signs - Public Right of Way Eve/Weekends - CCS	3,596	1	1	100.0%	7	0.5	3,595	100.0%	3,537	98.4%	3,538	98.4%
16	Substandard Structure - CCS	3,551	1,639	1,639	100.0%	365	33.4	1,912	53.8%	1,912	100.0%	3,551	100.0%
17	Animal - Sick/Injured - CCS	3,379	4	2	50.0%	3	0.2	3,375	99.9%	3,344	99.1%	3,346	99.0%
18	24 Hour Parking/Parking Violations - DPD	3,365	85	80	94.1%	10	4.9	3,280	97.5%	3,126	95.3%	3,206	95.3%
19	Fire Inspection - DFD	3,355	453	451	99.6%	60	24.0	2,902	86.5%	2,868	98.8%	3,319	98.9%
20	Bulky Trash Violations - CCS	3,105	106	93	87.7%	14	6.0	2,999	96.6%	2,719	90.7%	2,812	90.6%



Council District 01

Top 10 Services

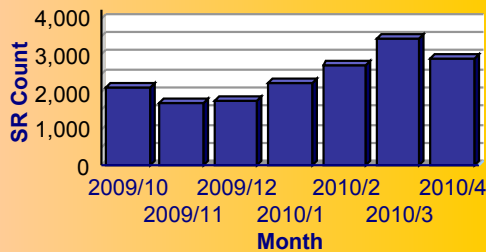
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,285
Roll Cart - SAN	1,061
Litter - CCS	993
Recyclable Collection Missed (Residential) - SAN	840
High Weeds - CCS	781
Dead Animal Pick Up - SAN	667
Graffiti Private Property - Residential/Commercial	591
Animal - Loose Aggressive - CCS	555
Animal - Loose - CCS	459
Garbage - Missed - SAN	457



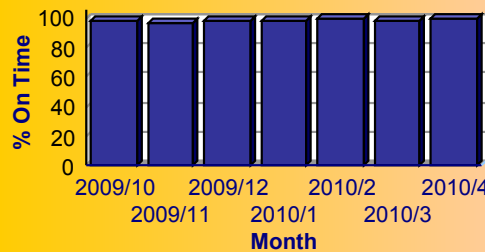
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
16,905	16,043	15,790	98.4%	862	843	97.8%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 01

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

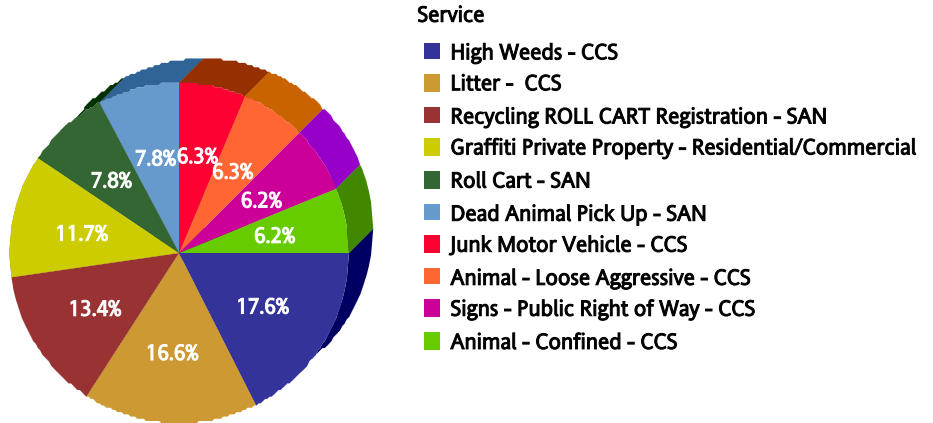
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,285	21	21	100.0%	10	3.5	2,264	99.1%	2,262	99.9%	2,283	99.9%
2	Roll Cart - SAN	1,061	12	12	100.0%	10	3.2	1,049	98.9%	1,049	100.0%	1,061	100.0%
3	Litter - CCS	993	88	85	96.6%	38	18.4	905	91.1%	856	94.6%	941	94.8%
4	Recyclable Collection Missed (Residential) - SAN	840	0	0	N/A	3	1.1	840	100.0%	830	98.8%	830	98.8%
5	High Weeds - CCS	781	214	214	100.0%	38	12.4	567	72.6%	553	97.5%	767	98.2%
6	Dead Animal Pick Up - SAN	667	0	0	N/A	1	0.4	667	100.0%	666	99.9%	666	99.9%
7	Graffiti Private Property - Residential/Commercial	591	65	62	95.4%	90	17.9	526	89.0%	518	98.5%	580	98.1%
8	Animal - Loose Aggressive - CCS	555	1	1	100.0%	3	0.2	554	99.8%	551	99.5%	552	99.5%
9	Animal - Loose - CCS	459	16	16	100.0%	40	6.3	443	96.5%	443	100.0%	459	100.0%
10	Garbage - Missed - SAN	457	0	0	N/A	3	0.9	457	100.0%	455	99.6%	455	99.6%
11	Signs - Public Right of Way Eve/Weekends - CCS	387	0	0	N/A	7	0.9	387	100.0%	378	97.7%	378	97.7%
12	Tree down/low limbs - Emergency-STS	364	0	0	N/A	5	0.4	364	100.0%	364	100.0%	364	100.0%
13	Junk Motor Vehicle - CCS	339	56	56	100.0%	126	27.5	283	83.5%	282	99.6%	338	99.7%
14	Illegal Outside Storage - CCS	326	27	27	100.0%	38	19.2	299	91.7%	285	95.3%	312	95.7%
15	Animal - Confined - CCS	323	0	0	N/A	3	0.2	323	100.0%	323	100.0%	323	100.0%
16	Fire Inspection - DFD	263	24	24	100.0%	60	17.9	239	90.9%	236	98.7%	260	98.9%
17	Parking - Unapproved Surface - Eve/Weekends - CCS	253	0	0	N/A	10	2.4	253	100.0%	242	95.7%	242	95.7%
18	24 Hour Parking/Parking Violations - DPD	241	6	6	100.0%	10	3.9	235	97.5%	235	100.0%	241	100.0%
19	Obstruction Alley/Sidewalk/Street - CCS	240	57	57	100.0%	60	17.5	183	76.2%	183	100.0%	240	100.0%
20	Pot hole - Hazardous-STS	229	0	0	N/A	1	0.3	229	100.0%	225	98.3%	225	98.3%



Council District 02

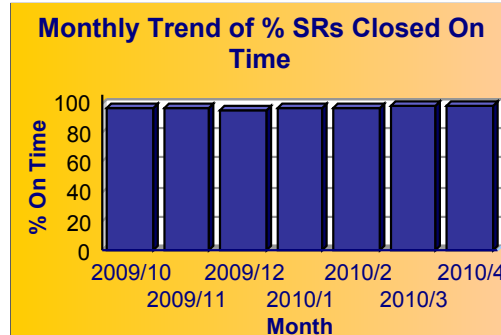
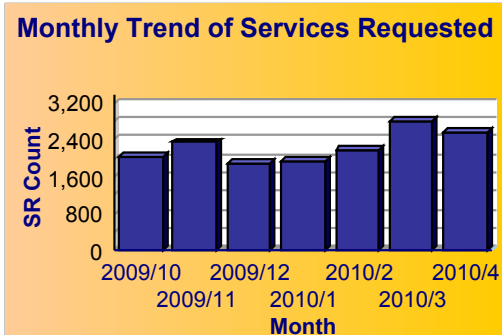
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	1,091
Litter - CCS	1,029
Recycling ROLL CART Registration - SAN	827
Graffiti Private Property - Residential/Commercial	724
Roll Cart - SAN	485
Dead Animal Pick Up - SAN	482
Junk Motor Vehicle - CCS	391
Animal - Loose Aggressive - CCS	390
Signs - Public Right of Way - CCS	386
Animal - Confined - CCS	381



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 %
15,776	14,893	14,478	97.2%	883	830	94.0%	97.0%





City of Dallas Service Level Performance Report by Council District

Council District 02

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

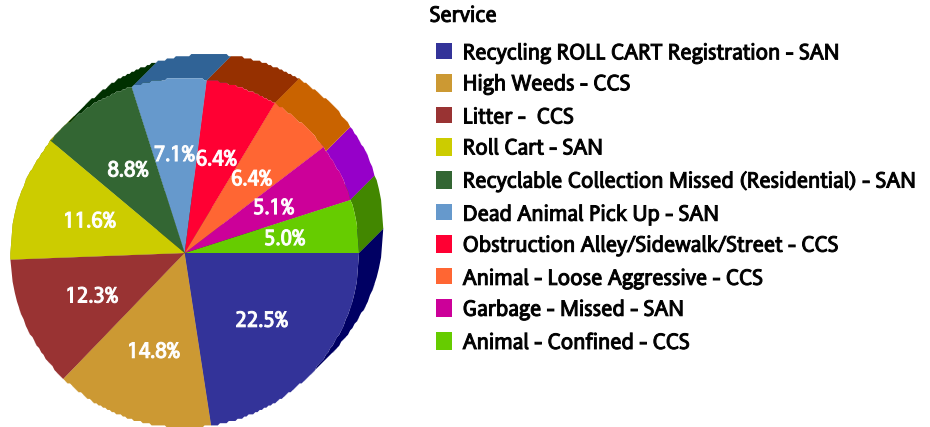
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	1,091	203	202	99.5%	38	12.4	888	81.4%	868	97.7%	1,070	98.1%
2	Litter - CCS	1,029	101	99	98.0%	38	14.4	928	90.2%	886	95.5%	985	95.7%
3	Recycling ROLL CART Registration - SAN	827	12	12	100.0%	10	3.7	815	98.5%	815	100.0%	827	100.0%
4	Graffiti Private Property - Residential/Commercial	724	39	37	94.9%	90	11.6	685	94.6%	671	98.0%	708	97.8%
5	Roll Cart - SAN	485	5	5	100.0%	10	3.1	480	99.0%	479	99.8%	484	99.8%
6	Dead Animal Pick Up - SAN	482	0	0	N/A	1	0.3	482	100.0%	478	99.2%	478	99.2%
7	Junk Motor Vehicle - CCS	391	75	75	100.0%	126	32.5	316	80.8%	311	98.4%	386	98.7%
8	Animal - Loose Aggressive - CCS	390	0	0	N/A	3	0.5	390	100.0%	387	99.2%	387	99.2%
9	Signs - Public Right of Way - CCS	386	1	1	100.0%	7	1.3	385	99.7%	371	96.4%	372	96.4%
10	Animal - Confined - CCS	381	0	0	N/A	3	0.8	381	100.0%	379	99.5%	379	99.5%
11	Garbage - Missed - SAN	358	0	0	N/A	3	0.8	358	100.0%	357	99.7%	357	99.7%
12	Fire Inspection - DFD	347	53	53	100.0%	60	28.9	294	84.7%	292	99.3%	345	99.4%
13	Recyclable Collection Missed (Residential) - SAN	345	1	1	100.0%	3	1.4	344	99.7%	330	95.9%	331	95.9%
14	Signs - Other - CCS	298	2	2	100.0%	21	3.7	296	99.3%	286	96.6%	288	96.6%
15	Animal - Loose - CCS	285	36	30	83.3%	40	8.2	249	87.4%	248	99.6%	278	97.5%
16	24 Hour Parking/Parking Violations - DPD	275	4	4	100.0%	10	5.4	271	98.5%	249	91.9%	253	92.0%
17	Traffic Signal - Flashing - PWT	238	0	0	N/A	4	1.9	238	100.0%	232	97.5%	232	97.5%
18	Animal - Sick/Injured - CCS	231	0	0	N/A	3	0.5	231	100.0%	225	97.4%	225	97.4%
19	Bulky Trash Violations - CCS	229	1	1	100.0%	14	4.3	228	99.6%	217	95.2%	218	95.2%
20	Street Repair - Routine-STS	222	21	21	100.0%	90	15.2	201	90.5%	200	99.5%	221	99.5%



Council District 03

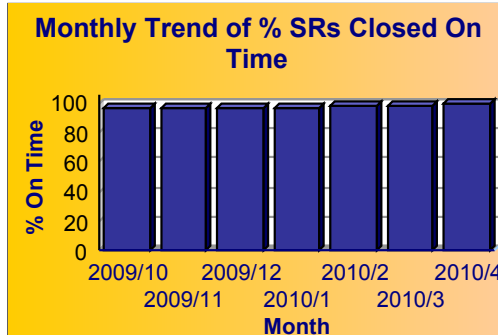
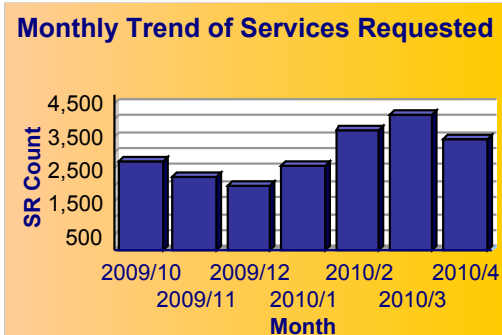
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,386
High Weeds - CCS	1,568
Litter - CCS	1,308
Roll Cart - SAN	1,229
Recyclable Collection Missed (Residential) - SAN	937
Dead Animal Pick Up - SAN	754
Obstruction Alley/Sidewalk/Street - CCS	685
Animal - Loose Aggressive - CCS	677
Garbage - Missed - SAN	544
Animal - Confined - CCS	533



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 %
20,731	19,631	19,214	97.9%	1,100	1,058	96.2%	97.8%





City of Dallas *Service Level Performance Report by Council District*

Council District 03

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

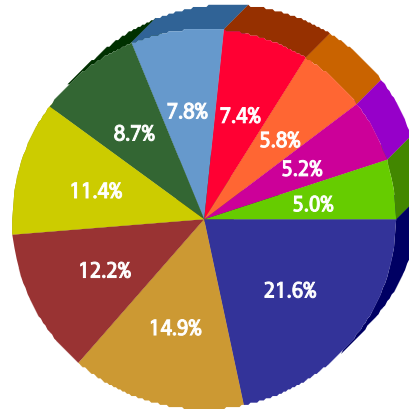
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,386	20	20	100.0%	10	3.8	2,366	99.2%	2,366	100.0%	2,386	100.0%
2	High Weeds - CCS	1,568	341	338	99.1%	38	10.7	1,227	78.3%	1,192	97.1%	1,530	97.6%
3	Litter - CCS	1,308	119	109	91.6%	38	16.4	1,189	90.9%	1,085	91.3%	1,194	91.3%
4	Roll Cart - SAN	1,229	8	8	100.0%	10	3.2	1,221	99.3%	1,221	100.0%	1,229	100.0%
5	Recyclable Collection Missed (Residential) - SAN	937	0	0	N/A	3	1.1	937	100.0%	923	98.5%	923	98.5%
6	Dead Animal Pick Up - SAN	754	0	0	N/A	1	0.5	754	100.0%	742	98.4%	742	98.4%
7	Obstruction Alley/Sidewalk/Street - CCS	685	123	122	99.2%	60	22.2	562	82.0%	544	96.8%	666	97.2%
8	Animal - Loose Aggressive - CCS	677	1	0	0.0%	3	0.3	676	99.9%	674	99.7%	674	99.6%
9	Garbage - Missed - SAN	544	0	0	N/A	3	0.9	544	100.0%	541	99.4%	541	99.4%
10	Animal - Confined - CCS	533	0	0	N/A	3	0.2	533	100.0%	531	99.6%	531	99.6%
11	Animal - Loose - CCS	521	40	39	97.5%	40	9.1	481	92.3%	480	99.8%	519	99.6%
12	Illegal Dumping - CCS	499	12	12	100.0%	38	2.2	487	97.6%	485	99.6%	497	99.6%
13	Signs - Public Right of Way Eve/Weekends - CCS	415	1	1	100.0%	7	0.9	414	99.8%	401	96.9%	402	96.9%
14	Tree down/low limbs - Emergency-ST5	323	0	0	N/A	5	0.8	323	100.0%	323	100.0%	323	100.0%
15	Dead Animal - Clinic Pick Up - SAN	303	0	0	N/A	2	0.0	303	100.0%	303	100.0%	303	100.0%
16	Junk Motor Vehicle - CCS	301	56	52	92.9%	126	26.8	245	81.4%	245	100.0%	297	98.7%
17	Animal - Sick/Injured - CCS	296	0	0	N/A	3	0.1	296	100.0%	295	99.7%	295	99.7%
18	Bulky Trash Violations - CCS	281	22	19	86.4%	14	5.8	259	92.2%	238	91.9%	257	91.5%
19	Smoke Detector Request - DFD	280	5	5	100.0%	30	7.0	275	98.2%	275	100.0%	280	100.0%
20	24 Hour Parking/Parking Violations - DPD	273	4	4	100.0%	10	4.3	269	98.5%	267	99.3%	271	99.3%



Council District 04

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,768
High Weeds - CCS	1,910
Smoke Detector Request - DFD	1,569
Roll Cart - SAN	1,462
Dead Animal Pick Up - SAN	1,113
Animal - Loose Aggressive - CCS	1,007
Litter - CCS	951
Animal - Loose - CCS	740
Animal - Confined - CCS	668
Garbage - Missed - SAN	644



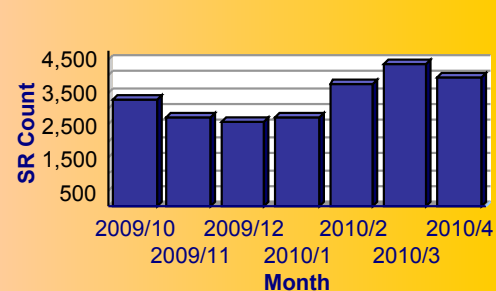
Service

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

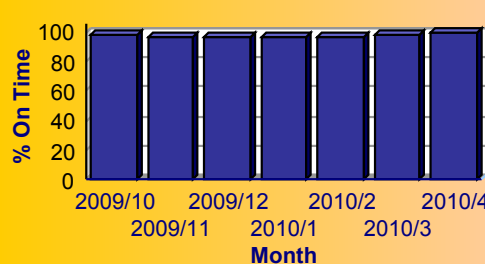
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,350	21,965	21,395	97.4%	1,385	1,361	98.3%	97.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





Council District 04

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

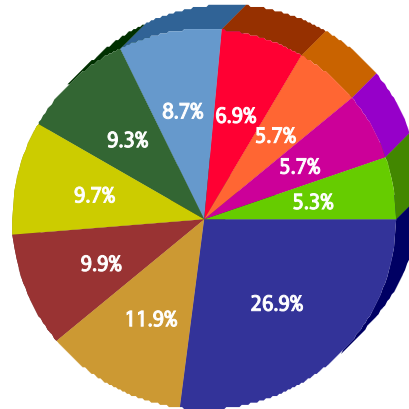
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,768	17	17	100.0%	10	3.6	2,751	99.4%	2,750	100.0%	2,767	100.0%
2	High Weeds - CCS	1,910	473	471	99.6%	38	12.0	1,437	75.2%	1,397	97.2%	1,868	97.8%
3	Smoke Detector Request - DFD	1,569	5	5	100.0%	30	4.9	1,564	99.7%	1,554	99.4%	1,559	99.4%
4	Roll Cart - SAN	1,462	13	13	100.0%	10	3.1	1,449	99.1%	1,447	99.9%	1,460	99.9%
5	Dead Animal Pick Up - SAN	1,113	0	0	N/A	1	0.3	1,113	100.0%	1,103	99.1%	1,103	99.1%
6	Animal - Loose Aggressive - CCS	1,007	0	0	N/A	3	0.3	1,007	100.0%	1,001	99.4%	1,001	99.4%
7	Litter - CCS	951	131	129	98.5%	38	18.1	820	86.2%	747	91.1%	876	92.1%
8	Animal - Loose - CCS	740	57	57	100.0%	40	8.1	683	92.3%	681	99.7%	738	99.7%
9	Animal - Confined - CCS	668	0	0	N/A	3	0.4	668	100.0%	664	99.4%	664	99.4%
10	Garbage - Missed - SAN	644	2	2	100.0%	3	0.6	642	99.7%	636	99.1%	638	99.1%
11	Obstruction Alley/Sidewalk/Street - CCS	641	74	74	100.0%	60	21.7	567	88.5%	562	99.1%	636	99.2%
12	Illegal Dumping - CCS	556	11	11	100.0%	38	2.5	545	98.0%	543	99.6%	554	99.6%
13	Recyclable Collection Missed (Residential) - SAN	469	1	1	100.0%	3	1.3	468	99.8%	453	96.8%	454	96.8%
14	Bulky Trash Violations - CCS	408	7	7	100.0%	14	6.9	401	98.3%	336	83.8%	343	84.1%
15	Junk Motor Vehicle - CCS	400	119	118	99.2%	126	36.2	281	70.2%	278	98.9%	396	99.0%
16	Animal - Sick/Injured - CCS	385	2	1	50.0%	3	0.2	383	99.5%	381	99.5%	382	99.2%
17	Parking - Unapproved Surface - Eve/Weekends - CCS	360	0	0	N/A	10	1.2	360	100.0%	357	99.2%	357	99.2%
18	Substandard Structure - CCS	359	175	175	100.0%	365	31.8	184	51.3%	184	100.0%	359	100.0%
19	Signs - Public Right of Way Eve/Weekends - CCS	299	0	0	N/A	7	0.5	299	100.0%	290	97.0%	290	97.0%
20	Tree down/low limbs - Emergency-STS	278	0	0	N/A	5	0.9	278	100.0%	276	99.3%	276	99.3%



Council District 05

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	3,167
Roll Cart - SAN	1,398
Animal - Loose Aggressive - CCS	1,168
Litter - CCS	1,144
High Weeds - CCS	1,089
Dead Animal Pick Up - SAN	1,018
Garbage - Missed - SAN	806
Substandard Structure - CCS	676
Smoke Detector Request - DFD	675
Animal - Confined - CCS	622



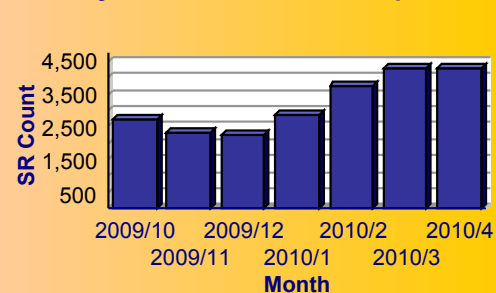
Service

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

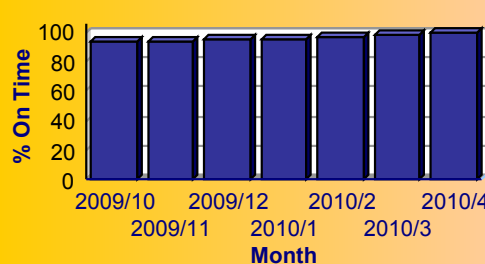
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,456	20,850	20,046	96.1%	1,606	1,585	98.7%	96.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 05

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

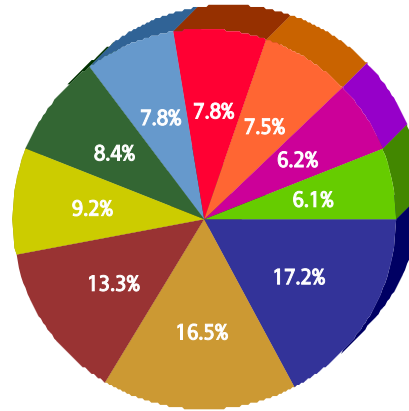
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	3,167	17	17	100.0%	10	3.8	3,150	99.5%	3,149	100.0%	3,166	100.0%
2	Roll Cart - SAN	1,398	15	15	100.0%	10	3.3	1,383	98.9%	1,379	99.7%	1,394	99.7%
3	Animal - Loose Aggressive - CCS	1,168	0	0	N/A	3	0.4	1,168	100.0%	1,160	99.3%	1,160	99.3%
4	Litter - CCS	1,144	154	152	98.7%	38	23.7	990	86.5%	808	81.6%	960	83.9%
5	High Weeds - CCS	1,089	385	385	100.0%	38	17.8	704	64.6%	639	90.8%	1,024	94.0%
6	Dead Animal Pick Up - SAN	1,018	0	0	N/A	1	0.4	1,018	100.0%	1,000	98.2%	1,000	98.2%
7	Garbage - Missed - SAN	806	0	0	N/A	3	0.7	806	100.0%	801	99.4%	801	99.4%
8	Substandard Structure - CCS	676	366	366	100.0%	365	34.9	310	45.9%	310	100.0%	676	100.0%
9	Smoke Detector Request - DFD	675	4	4	100.0%	30	5.7	671	99.4%	667	99.4%	671	99.4%
10	Animal - Confined - CCS	622	0	0	N/A	3	0.5	622	100.0%	619	99.5%	619	99.5%
11	Animal - Loose - CCS	601	70	65	92.9%	40	9.9	531	88.4%	529	99.6%	594	98.8%
12	Junk Motor Vehicle - CCS	600	128	127	99.2%	126	38.8	472	78.7%	445	94.3%	572	95.3%
13	Recyclable Collection Missed (Residential) - SAN	471	0	0	N/A	3	1.2	471	100.0%	459	97.5%	459	97.5%
14	Signs - Public Right of Way Eve/Weekends - CCS	458	0	0	N/A	7	0.2	458	100.0%	457	99.8%	457	99.8%
15	Obstruction Alley/Sidewalk/Street - CCS	453	94	94	100.0%	60	26.1	359	79.2%	345	96.1%	439	96.9%
16	Parking - Unapproved Surface - CCS	391	5	3	60.0%	10	3.6	386	98.7%	359	93.0%	362	92.6%
17	Animal - Sick/Injured - CCS	389	0	0	N/A	3	0.2	389	100.0%	384	98.7%	384	98.7%
18	24 Hour Parking/Parking Violations - DPD	314	17	17	100.0%	10	6.1	297	94.6%	269	90.6%	286	91.1%
19	Bulky Trash Violations - CCS	284	5	5	100.0%	14	8.9	279	98.2%	229	82.1%	234	82.4%
20	Recycling - Roll Cart - SAN	274	1	1	100.0%	10	2.9	273	99.6%	272	99.6%	273	99.6%



Council District 06

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	861
High Weeds - CCS	827
Litter - CCS	669
Dead Animal Pick Up - SAN	463
Roll Cart - SAN	420
Junk Motor Vehicle - CCS	393
Animal - Loose Aggressive - CCS	391
Fire Inspection - DFD	377
Animal - Confined - CCS	309
Animal - Loose - CCS	304



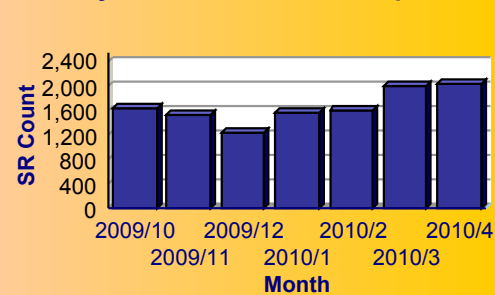
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - CCS
- Litter - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - CCS
- Animal - Loose Aggressive - CCS
- Fire Inspection - DFD
- Animal - Confined - CCS
- Animal - Loose - CCS

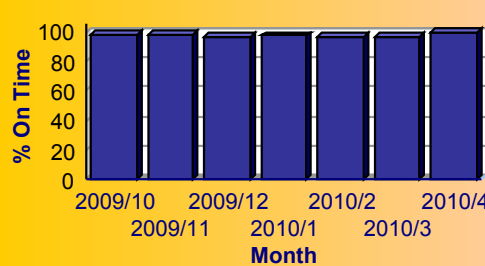
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,569	10,855	10,635	98.0%	714	665	93.1%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 06

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

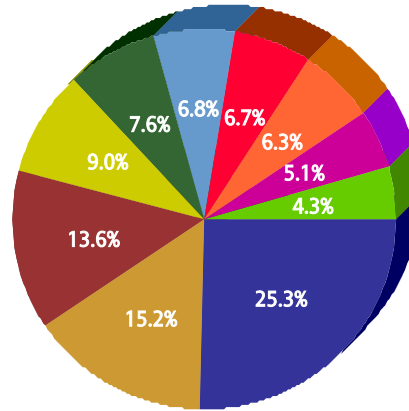
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	861	5	5	100.0%	10	3.9	856	99.4%	853	99.6%	858	99.7%
2	High Weeds - CCS	827	180	179	99.4%	38	10.1	647	78.2%	638	98.6%	817	98.8%
3	Litter - CCS	669	86	80	93.0%	38	14.7	583	87.1%	542	93.0%	622	93.0%
4	Dead Animal Pick Up - SAN	463	0	0	N/A	1	0.3	463	100.0%	459	99.1%	459	99.1%
5	Roll Cart - SAN	420	7	7	100.0%	10	3.3	413	98.3%	412	99.8%	419	99.8%
6	Junk Motor Vehicle - CCS	393	25	22	88.0%	126	22.0	368	93.6%	367	99.7%	389	99.0%
7	Animal - Loose Aggressive - CCS	391	0	0	N/A	3	0.3	391	100.0%	390	99.7%	390	99.7%
8	Fire Inspection - DFD	377	33	33	100.0%	60	24.6	344	91.2%	344	100.0%	377	100.0%
9	Animal - Confined - CCS	309	0	0	N/A	3	0.2	309	100.0%	307	99.4%	307	99.4%
10	Animal - Loose - CCS	304	25	22	88.0%	40	7.2	279	91.8%	279	100.0%	301	99.0%
11	Recyclable Collection Missed (Residential) - SAN	295	0	0	N/A	3	1.2	295	100.0%	291	98.6%	291	98.6%
12	Illegal Outside Storage - CCS	265	30	16	53.3%	38	14.6	235	88.7%	221	94.0%	237	89.4%
13	Garbage - Missed - SAN	216	0	0	N/A	3	0.8	216	100.0%	215	99.5%	215	99.5%
14	Substandard Structure - CCS	209	73	73	100.0%	365	40.4	136	65.1%	136	100.0%	209	100.0%
15	Animal - Sick/Injured - CCS	192	0	0	N/A	3	0.1	192	100.0%	192	100.0%	192	100.0%
16	Illegal Land Use (Residential/Business) - CCS	188	24	16	66.7%	60	17.5	164	87.2%	155	94.5%	171	91.0%
17	Signs - Public Right of Way Eve/Weekends - CCS	184	0	0	N/A	7	0.4	184	100.0%	181	98.4%	181	98.4%
18	Street Repair - Routine-STS	184	15	15	100.0%	90	16.1	169	91.8%	168	99.4%	183	99.5%
19	Obstruction Alley/Sidewalk/Street - CCS	166	47	45	95.7%	60	13.8	119	71.7%	119	100.0%	164	98.8%
20	24 Hour Parking/Parking Violations - DPD	162	8	8	100.0%	10	4.4	154	95.1%	150	97.4%	158	97.5%
21	Pot hole - Hazardous-STS	162	0	0	N/A	1	0.2	162	100.0%	159	98.1%	159	98.1%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,948
Litter - CCS	1,775
Recycling ROLL CART Registration - SAN	1,588
Roll Cart - SAN	1,052
Dead Animal Pick Up - SAN	881
Animal - Loose Aggressive - CCS	791
Smoke Detector Request - DFD	778
Substandard Structure - CCS	736
Animal - Confined - CCS	598
Illegal Dumping - CCS	505



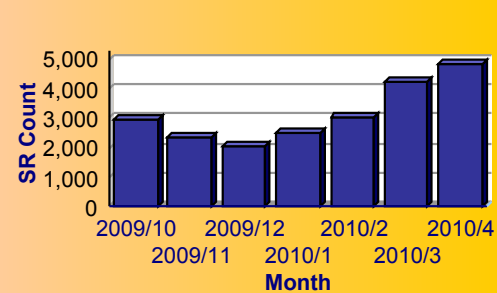
Service

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

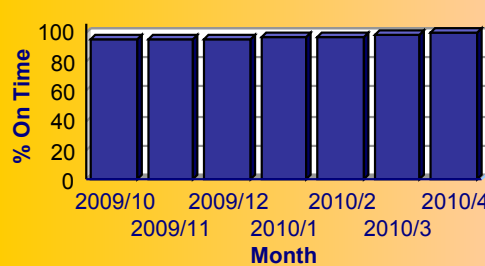
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,955	20,387	19,802	97.1%	1,568	1,521	97.0%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 07

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

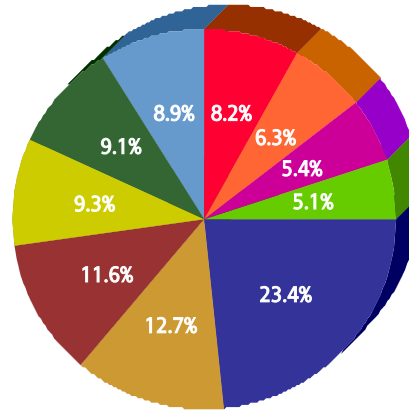
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	2,948	547	541	98.9%	38	10.6	2,401	81.4%	2,281	95.0%	2,822	95.7%
2	Litter - CCS	1,775	246	235	95.5%	38	14.6	1,529	86.1%	1,420	92.9%	1,655	93.2%
3	Recycling ROLL CART Registration - SAN	1,588	9	9	100.0%	10	3.6	1,579	99.4%	1,579	100.0%	1,588	100.0%
4	Roll Cart - SAN	1,052	6	6	100.0%	10	3.1	1,046	99.4%	1,046	100.0%	1,052	100.0%
5	Dead Animal Pick Up - SAN	881	0	0	N/A	1	0.3	881	100.0%	876	99.4%	876	99.4%
6	Animal - Loose Aggressive - CCS	791	0	0	N/A	3	0.4	791	100.0%	787	99.5%	787	99.5%
7	Smoke Detector Request - DFD	778	7	7	100.0%	30	4.3	771	99.1%	768	99.6%	775	99.6%
8	Substandard Structure - CCS	736	334	334	100.0%	365	26.8	402	54.6%	402	100.0%	736	100.0%
9	Animal - Confined - CCS	598	1	0	0.0%	3	0.4	597	99.8%	595	99.7%	595	99.5%
10	Illegal Dumping - CCS	505	12	11	91.7%	38	3.4	493	97.6%	486	98.6%	497	98.4%
11	Animal - Loose - CCS	481	36	36	100.0%	40	8.5	445	92.5%	445	100.0%	481	100.0%
12	Garbage - Missed - SAN	473	0	0	N/A	3	0.6	473	100.0%	472	99.8%	472	99.8%
13	Recyclable Collection Missed (Residential) - SAN	452	0	0	N/A	3	1.1	452	100.0%	449	99.3%	449	99.3%
14	Junk Motor Vehicle - CCS	434	65	65	100.0%	126	30.4	369	85.0%	364	98.6%	429	98.8%
15	Open and Vacant Structure - CCS	379	11	11	100.0%	30	8.7	368	97.1%	344	93.5%	355	93.7%
16	Animal - Sick/Injured - CCS	372	1	0	0.0%	3	0.1	371	99.7%	369	99.5%	369	99.2%
17	Bulky Trash Violations - CCS	369	10	6	60.0%	14	4.8	359	97.3%	336	93.6%	342	92.7%
18	24 Hour Parking/Parking Violations - DPD	342	9	8	88.9%	10	5.0	333	97.4%	315	94.6%	323	94.4%
19	Signs - Public Right of Way Eve/Weekends - CCS	271	0	0	N/A	7	0.1	271	100.0%	270	99.6%	270	99.6%
20	Parking - Unapproved Surface - CCS	265	4	3	75.0%	10	2.8	261	98.5%	239	91.6%	242	91.3%



Council District 08

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,579
High Weeds - CCS	1,400
Roll Cart - SAN	1,278
Animal - Loose Aggressive - CCS	1,026
Litter - CCS	1,008
Dead Animal Pick Up - SAN	977
Animal - Confined - CCS	901
Garbage - Missed - SAN	694
Animal - Loose - CCS	598
Smoke Detector Request - DFD	563



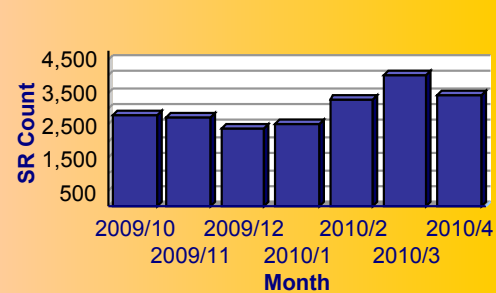
Service

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

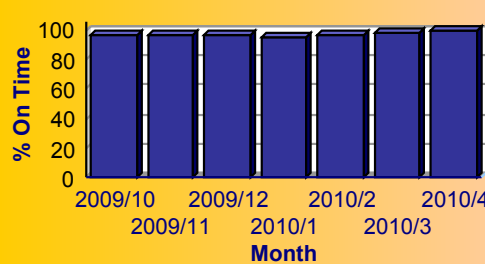
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,998	19,706	19,118	97.0%	1,292	1,270	98.3%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 08

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

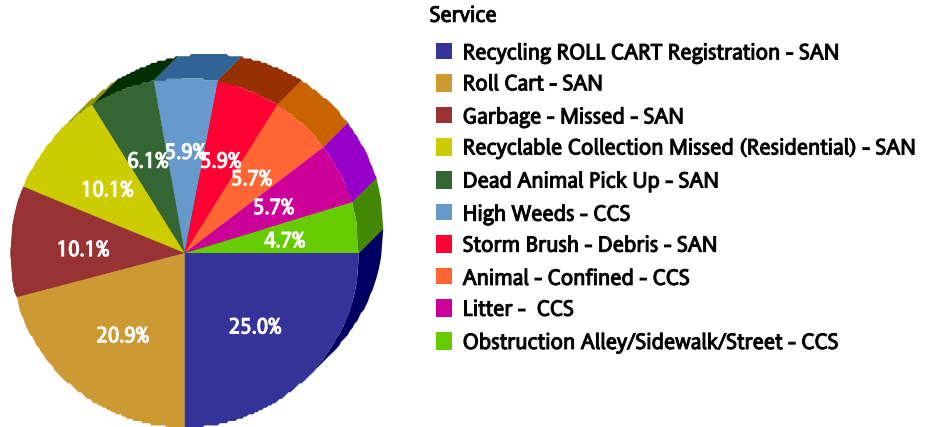
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,579	18	18	100.0%	10	3.9	2,561	99.3%	2,558	99.9%	2,576	99.9%
2	High Weeds - CCS	1,400	388	388	100.0%	38	14.0	1,012	72.3%	952	94.1%	1,340	95.7%
3	Roll Cart - SAN	1,278	11	11	100.0%	10	3.5	1,267	99.1%	1,267	100.0%	1,278	100.0%
4	Animal - Loose Aggressive - CCS	1,026	0	0	N/A	3	0.2	1,026	100.0%	1,025	99.9%	1,025	99.9%
5	Litter - CCS	1,008	122	118	96.7%	38	21.9	886	87.9%	779	87.9%	897	89.0%
6	Dead Animal Pick Up - SAN	977	0	0	N/A	1	0.4	977	100.0%	961	98.4%	961	98.4%
7	Animal - Confined - CCS	901	0	0	N/A	3	0.3	901	100.0%	899	99.8%	899	99.8%
8	Garbage - Missed - SAN	694	1	1	100.0%	3	0.8	693	99.9%	682	98.4%	683	98.4%
9	Animal - Loose - CCS	598	73	70	95.9%	40	10.5	525	87.8%	523	99.6%	593	99.2%
10	Smoke Detector Request - DFD	563	3	3	100.0%	30	7.2	560	99.5%	552	98.6%	555	98.6%
11	Junk Motor Vehicle - CCS	558	137	137	100.0%	126	36.7	421	75.4%	407	96.7%	544	97.5%
12	Signs - Public Right of Way Eve/Weekends - CCS	488	0	0	N/A	7	0.3	488	100.0%	485	99.4%	485	99.4%
13	Recyclable Collection Missed (Residential) - SAN	427	0	0	N/A	3	0.9	427	100.0%	426	99.8%	426	99.8%
14	Animal - Sick/Injured - CCS	415	0	0	N/A	3	0.1	415	100.0%	413	99.5%	413	99.5%
15	Parking - Unapproved Surface - CCS	408	2	2	100.0%	10	2.6	406	99.5%	385	94.8%	387	94.9%
16	Signs - Other - CCS	382	1	1	100.0%	21	2.1	381	99.7%	371	97.4%	372	97.4%
17	Signs - Public Right of Way - CCS	356	0	0	N/A	7	0.8	356	100.0%	350	98.3%	350	98.3%
18	Substandard Structure - CCS	315	157	157	100.0%	365	39.0	158	50.2%	158	100.0%	315	100.0%
19	Obstruction Alley/Sidewalk/Street - CCS	274	80	80	100.0%	60	22.3	194	70.8%	189	97.4%	269	98.2%
20	Animal - Cruelty - CCS	262	0	0	N/A	30	0.5	262	100.0%	262	100.0%	262	100.0%



Council District 09

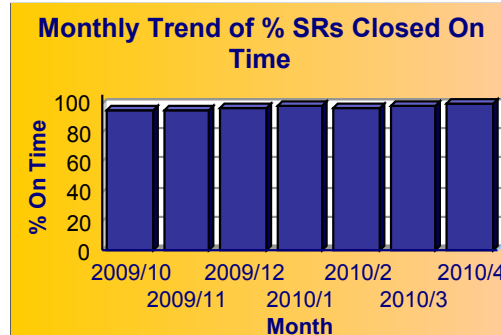
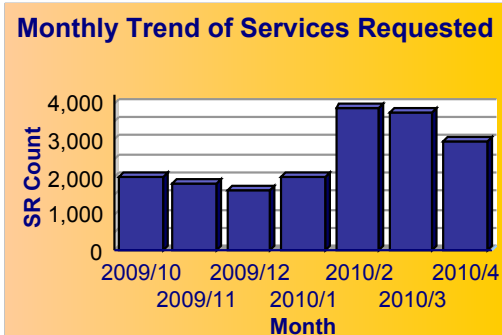
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,327
Roll Cart - SAN	1,948
Garbage - Missed - SAN	946
Recyclable Collection Missed (Residential) - SAN	940
Dead Animal Pick Up - SAN	568
High Weeds - CCS	550
Storm Brush - Debris - SAN	548
Animal - Confined - CCS	530
Litter - CCS	529
Obstruction Alley/Sidewalk/Street - CCS	438



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 %
18,042	17,220	16,772	97.4%	822	776	94.4%	97.3%





City of Dallas *Service Level Performance Report by Council District*

Council District 09

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

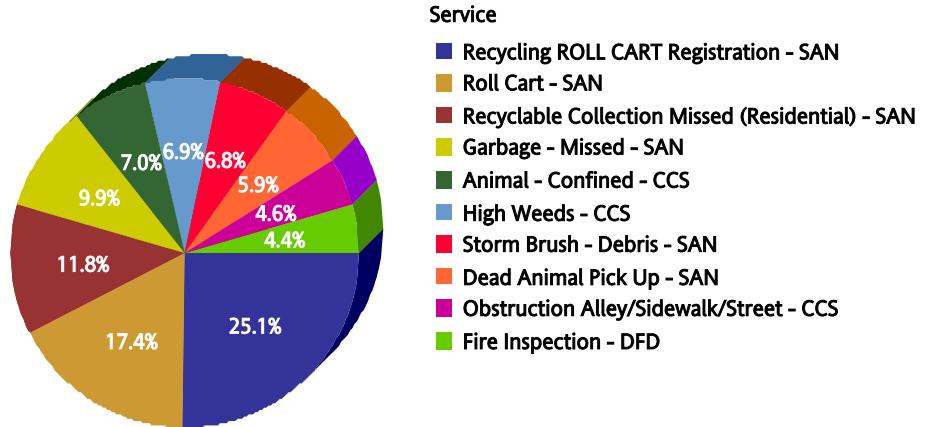
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,327	11	11	100.0%	10	3.4	2,316	99.5%	2,315	100.0%	2,326	100.0%
2	Roll Cart - SAN	1,948	18	18	100.0%	10	3.1	1,930	99.1%	1,920	99.5%	1,938	99.5%
3	Garbage - Missed - SAN	946	0	0	N/A	3	0.9	946	100.0%	932	98.5%	932	98.5%
4	Recyclable Collection Missed (Residential) - SAN	940	3	3	100.0%	3	1.0	937	99.7%	922	98.4%	925	98.4%
5	Dead Animal Pick Up - SAN	568	0	0	N/A	1	0.3	568	100.0%	564	99.3%	564	99.3%
6	High Weeds - CCS	550	160	159	99.4%	38	16.0	390	70.9%	369	94.6%	528	96.0%
7	Storm Brush - Debris - SAN	548	0	0	N/A	30	10.2	548	100.0%	548	100.0%	548	100.0%
8	Animal - Confined - CCS	530	0	0	N/A	3	0.3	530	100.0%	528	99.6%	528	99.6%
9	Litter - CCS	529	62	51	82.3%	38	19.9	467	88.3%	412	88.2%	463	87.5%
10	Obstruction Alley/Sidewalk/Street - CCS	438	86	86	100.0%	60	21.4	352	80.4%	340	96.6%	426	97.3%
11	Animal - Loose Aggressive - CCS	335	0	0	N/A	3	0.5	335	100.0%	331	98.8%	331	98.8%
12	Bulky Trash Violations - CCS	329	8	7	87.5%	14	6.1	321	97.6%	302	94.1%	309	93.9%
13	Recycling - Roll Cart - SAN	319	4	4	100.0%	10	2.8	315	98.7%	315	100.0%	319	100.0%
14	24 Hour Parking/Parking Violations - DPD	304	2	2	100.0%	10	3.4	302	99.3%	302	100.0%	304	100.0%
15	Brush/Bulk Items - Missed - SAN	275	10	1	10.0%	10	1.7	265	96.4%	260	98.1%	261	94.9%
16	Tree down/low limbs - Emergency-STS	274	0	0	N/A	5	1.1	274	100.0%	273	99.6%	273	99.6%
17	Animal - Loose - CCS	263	12	12	100.0%	40	8.2	251	95.4%	251	100.0%	263	100.0%
18	Street Repair - Routine-STS	241	40	40	100.0%	90	14.2	201	83.4%	201	100.0%	241	100.0%
19	Junk Motor Vehicle - CCS	235	45	44	97.8%	126	25.6	190	80.9%	189	99.5%	233	99.1%
20	Animal - Spayed/Neutered/Intact	224	4	3	75.0%	30	15.0	220	98.2%	190	86.4%	193	86.2%



Council District 10

Top 10 Services

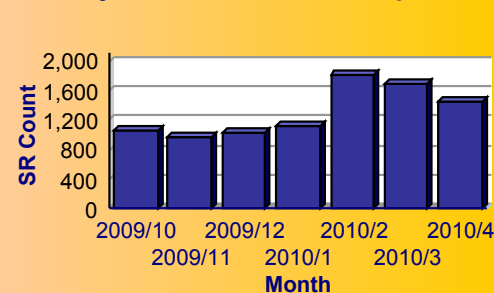
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,157
Roll Cart - SAN	801
Recyclable Collection Missed (Residential) - SAN	544
Garbage - Missed - SAN	457
Animal - Confined - CCS	323
High Weeds - CCS	318
Storm Brush - Debris - SAN	315
Dead Animal Pick Up - SAN	272
Obstruction Alley/Sidewalk/Street - CCS	211
Fire Inspection - DFD	203



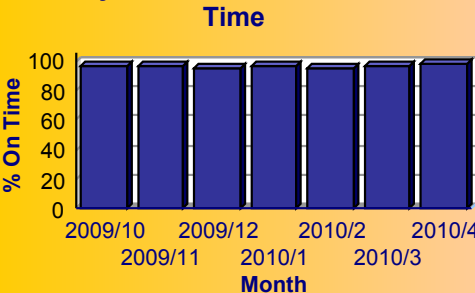
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,156	8,666	8,418	97.1%	490	442	90.2%	96.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas *Service Level Performance Report by Council District*

Council District 10

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

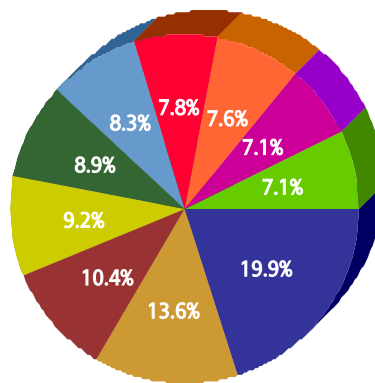
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,157	3	3	100.0%	10	3.1	1,154	99.7%	1,152	99.8%	1,155	99.8%
2	Roll Cart - SAN	801	4	4	100.0%	10	3.0	797	99.5%	793	99.5%	797	99.5%
3	Recyclable Collection Missed (Residential) - SAN	544	1	1	100.0%	3	0.9	543	99.8%	542	99.8%	543	99.8%
4	Garbage - Missed - SAN	457	0	0	N/A	3	0.9	457	100.0%	443	96.9%	443	96.9%
5	Animal - Confined - CCS	323	0	0	N/A	3	0.1	323	100.0%	323	100.0%	323	100.0%
6	High Weeds - CCS	318	150	149	99.3%	38	16.4	168	52.8%	158	94.0%	307	96.5%
7	Storm Brush - Debris - SAN	315	0	0	N/A	30	11.6	315	100.0%	315	100.0%	315	100.0%
8	Dead Animal Pick Up - SAN	272	0	0	N/A	1	0.3	272	100.0%	268	98.5%	268	98.5%
9	Obstruction Alley/Sidewalk/Street - CCS	211	38	34	89.5%	60	19.4	173	82.0%	166	96.0%	200	94.8%
10	Fire Inspection - DFD	203	23	23	100.0%	60	24.0	180	88.7%	179	99.4%	202	99.5%
11	Litter - CCS	183	26	18	69.2%	38	16.6	157	85.8%	147	93.6%	165	90.2%
12	Brush/Bulk Items - Missed - SAN	153	0	0	N/A	10	1.6	153	100.0%	152	99.3%	152	99.3%
13	24 Hour Parking/Parking Violations - DPD	150	3	3	100.0%	10	3.7	147	98.0%	146	99.3%	149	99.3%
14	Recycling - Roll Cart - SAN	142	0	0	N/A	10	2.9	142	100.0%	142	100.0%	142	100.0%
15	Animal - Loose Aggressive - CCS	141	0	0	N/A	3	0.2	141	100.0%	141	100.0%	141	100.0%
16	Bulky Trash Violations - CCS	132	10	9	90.0%	14	3.6	122	92.4%	121	99.2%	130	98.5%
17	Street Repair - Routine-STS	125	15	15	100.0%	90	12.9	110	88.0%	110	100.0%	125	100.0%
18	Junk Motor Vehicle - CCS	117	31	31	100.0%	126	33.2	86	73.5%	86	100.0%	117	100.0%
19	Animal - Sick/Injured - CCS	117	0	0	N/A	3	0.2	117	100.0%	115	98.3%	115	98.3%
20	Substandard Structure Apts - CCS	106	5	5	100.0%	365	19.2	101	95.3%	101	100.0%	106	100.0%



Council District 11

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	665
Fire Inspection - DFD	453
Storm Brush - Debris - SAN	347
Recyclable Collection Missed (Residential) - SAN	309
Animal - Confined - CCS	298
Recycling ROLL CART Registration - SAN	277
Litter - CCS	262
Dead Animal Pick Up - SAN	254
Garbage - Missed - SAN	239
Obstruction Alley/Sidewalk/Street - CCS	239



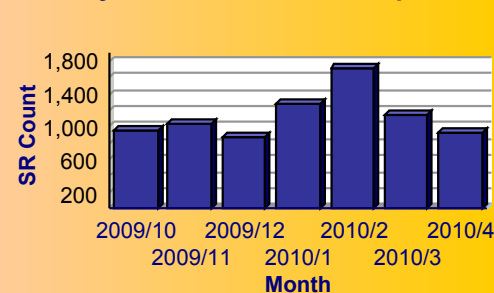
Service

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

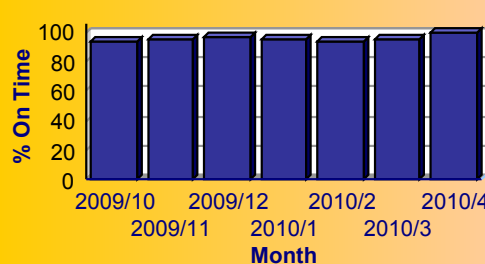
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,964	7,645	7,303	95.5%	319	272	85.3%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

Council District 11

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

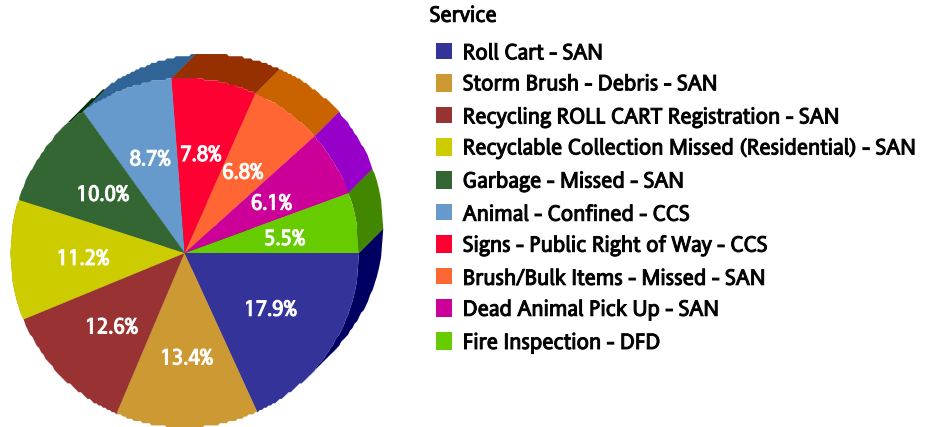
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	665	3	3	100.0%	10	1.6	662	99.5%	662	100.0%	665	100.0%
2	Fire Inspection - DFD	453	22	22	100.0%	60	20.0	431	95.1%	429	99.5%	451	99.6%
3	Storm Brush - Debris - SAN	347	0	0	N/A	30	13.3	347	100.0%	347	100.0%	347	100.0%
4	Recyclable Collection Missed (Residential) - SAN	309	0	0	N/A	3	0.8	309	100.0%	309	100.0%	309	100.0%
5	Animal - Confined - CCS	298	0	0	N/A	3	0.1	298	100.0%	297	99.7%	297	99.7%
6	Recycling ROLL CART Registration - SAN	277	3	3	100.0%	10	3.3	274	98.9%	273	99.6%	276	99.6%
7	Litter - CCS	262	24	9	37.5%	38	24.8	238	90.8%	185	77.7%	194	74.0%
8	Dead Animal Pick Up - SAN	254	0	0	N/A	1	0.3	254	100.0%	254	100.0%	254	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	239	47	44	93.6%	60	26.7	192	80.3%	184	95.8%	228	95.4%
10	Garbage - Missed - SAN	239	0	0	N/A	3	0.6	239	100.0%	237	99.2%	237	99.2%
11	Signs - Public Right of Way - CCS	223	1	0	0.0%	7	5.6	222	99.6%	182	82.0%	182	81.6%
12	Signs - Public Right of Way Eve/Weekends - CCS	153	0	0	N/A	7	0.3	153	100.0%	152	99.3%	152	99.3%
13	Brush/Bulk Items - Missed - SAN	127	1	1	100.0%	10	2.2	126	99.2%	124	98.4%	125	98.4%
14	Illegal Land Use (Residential/Business) - CCS	125	10	1	10.0%	60	16.1	115	92.0%	102	88.7%	103	82.4%
15	24 Hour Parking/Parking Violations - DPD	120	3	3	100.0%	10	4.8	117	97.5%	111	94.9%	114	95.0%
16	Signs - Other - CCS	116	0	0	N/A	21	11.5	116	100.0%	101	87.1%	101	87.1%
17	Animal - Sick/Injured - CCS	112	0	0	N/A	3	0.0	112	100.0%	112	100.0%	112	100.0%
18	Sanitation Misc. - SAN	106	0	0	N/A	10	8.8	106	100.0%	44	41.5%	44	41.5%
19	Tree down/low limbs - Emergency-STS	105	0	0	N/A	5	1.2	105	100.0%	102	97.1%	102	97.1%
20	High Weeds - CCS	104	39	35	89.7%	38	23.5	65	62.5%	54	83.1%	89	85.6%
21	Pot hole - Hazardous-STS	104	0	0	N/A	1	0.1	104	100.0%	103	99.0%	103	99.0%



Council District 12

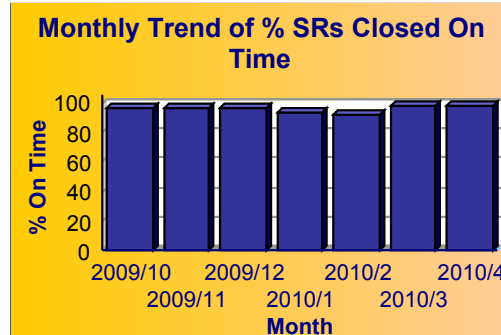
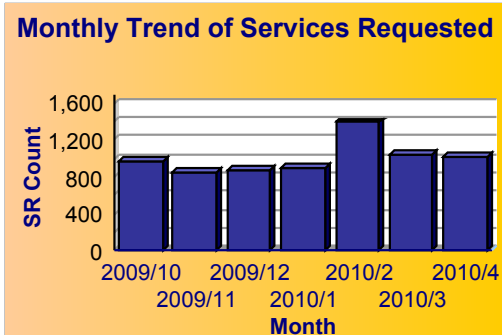
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	542
Storm Brush - Debris - SAN	406
Recycling ROLL CART Registration - SAN	380
Recyclable Collection Missed (Residential) - SAN	338
Garbage - Missed - SAN	301
Animal - Confined - CCS	264
Signs - Public Right of Way - CCS	237
Brush/Bulk Items - Missed - SAN	207
Dead Animal Pick Up - SAN	184
Fire Inspection - DFD	166



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 %
7,012	6,675	6,442	96.5%	337	273	81.0%	95.8%





City of Dallas Service Level Performance Report by Council District

Council District 12

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

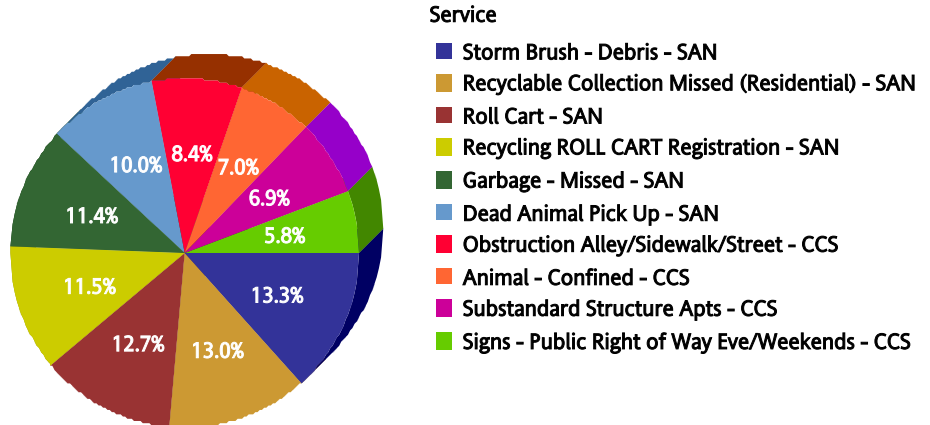
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	542	7	7	100.0%	10	3.4	535	98.7%	531	99.3%	538	99.3%
2	Storm Brush - Debris - SAN	406	0	0	N/A	30	11.8	406	100.0%	406	100.0%	406	100.0%
3	Recycling ROLL CART Registration - SAN	380	7	7	100.0%	10	3.6	373	98.2%	373	100.0%	380	100.0%
4	Recyclable Collection Missed (Residential) - SAN	338	0	0	N/A	3	1.0	338	100.0%	333	98.5%	333	98.5%
5	Garbage - Missed - SAN	301	0	0	N/A	3	0.6	301	100.0%	299	99.3%	299	99.3%
6	Animal - Confined - CCS	264	1	1	100.0%	3	0.1	263	99.6%	263	100.0%	264	100.0%
7	Signs - Public Right of Way - CCS	237	2	0	0.0%	7	1.4	235	99.2%	227	96.6%	227	95.8%
8	Brush/Bulk Items - Missed - SAN	207	0	0	N/A	10	1.5	207	100.0%	206	99.5%	206	99.5%
9	Dead Animal Pick Up - SAN	184	0	0	N/A	1	0.3	184	100.0%	181	98.4%	181	98.4%
10	Fire Inspection - DFD	166	18	18	100.0%	60	30.4	148	89.2%	145	98.0%	163	98.2%
11	Signs - Other - CCS	158	15	6	40.0%	21	6.8	143	90.5%	128	89.5%	134	84.8%
12	24 Hour Parking/Parking Violations - DPD	157	6	6	100.0%	10	4.1	151	96.2%	142	94.0%	148	94.3%
13	Bulky Trash Violations - CCS	147	18	18	100.0%	14	6.5	129	87.8%	122	94.6%	140	95.2%
14	Litter - CCS	142	27	5	18.5%	38	16.3	115	81.0%	108	93.9%	113	79.6%
15	Obstruction Alley/Sidewalk/Street - CCS	125	32	27	84.4%	60	12.2	93	74.4%	93	100.0%	120	96.0%
16	Animal - Sick/Injured - CCS	115	0	0	N/A	3	0.5	115	100.0%	112	97.4%	112	97.4%
17	Sanitation Property Damage - SAN	115	7	7	100.0%	28	6.8	108	93.9%	108	100.0%	115	100.0%
18	High Weeds - CCS	113	39	38	97.4%	38	9.5	74	65.5%	68	91.9%	106	93.8%
19	Signs - Public Right of Way Eve/Weekends - CCS	110	0	0	N/A	7	1.1	110	100.0%	104	94.5%	104	94.5%
20	Recycling - Roll Cart - SAN	107	0	0	N/A	10	3.3	107	100.0%	107	100.0%	107	100.0%



Council District 13

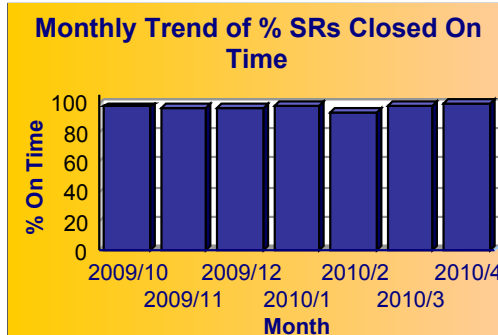
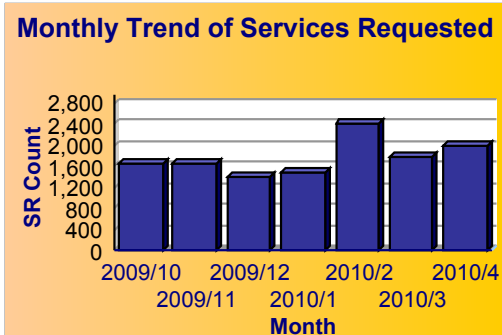
Top 10 Services

SR Type	Service Request Count
Storm Brush - Debris - SAN	657
Recyclable Collection Missed (Residential) - SAN	641
Roll Cart - SAN	628
Recycling ROLL CART Registration - SAN	567
Garbage - Missed - SAN	561
Dead Animal Pick Up - SAN	494
Obstruction Alley/Sidewalk/Street - CCS	416
Animal - Confined - CCS	345
Substandard Structure Apts - CCS	339
Signs - Public Right of Way Eve/Weekends - CCS	287



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 %
12,353	11,701	11,369	97.2%	652	627	96.2%	97.1%





City of Dallas Service Level Performance Report by Council District

Council District 13

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

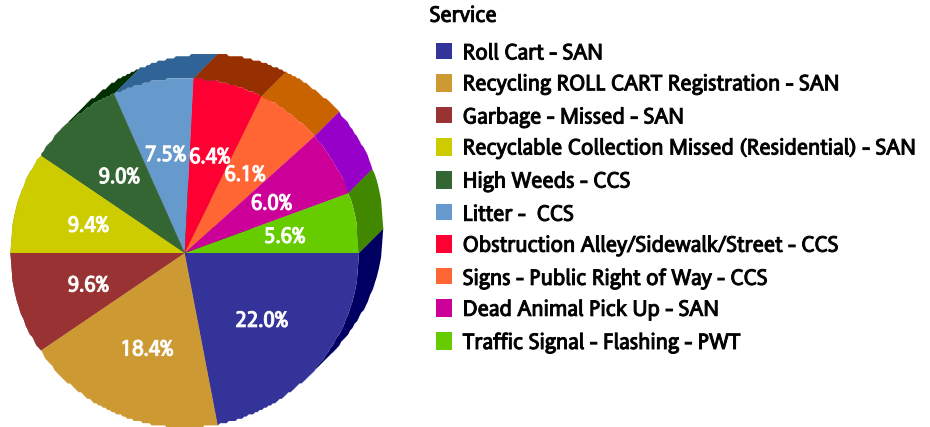
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Storm Brush - Debris - SAN	657	0	0	N/A	30	14.0	657	100.0%	657	100.0%	657	100.0%
2	Recyclable Collection Missed (Residential) - SAN	641	3	3	100.0%	3	0.7	638	99.5%	637	99.8%	640	99.8%
3	Roll Cart - SAN	628	2	2	100.0%	10	2.8	626	99.7%	626	100.0%	628	100.0%
4	Recycling ROLL CART Registration - SAN	567	7	7	100.0%	10	3.4	560	98.8%	560	100.0%	567	100.0%
5	Garbage - Missed - SAN	561	0	0	N/A	3	0.7	561	100.0%	557	99.3%	557	99.3%
6	Dead Animal Pick Up - SAN	494	0	0	N/A	1	0.2	494	100.0%	492	99.6%	492	99.6%
7	Obstruction Alley/Sidewalk/Street - CCS	416	61	59	96.7%	60	22.8	355	85.3%	342	96.3%	401	96.4%
8	Animal - Confined - CCS	345	0	0	N/A	3	0.1	345	100.0%	345	100.0%	345	100.0%
9	Substandard Structure Apts - CCS	339	122	122	100.0%	365	23.0	217	64.0%	217	100.0%	339	100.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	287	0	0	N/A	7	0.1	287	100.0%	287	100.0%	287	100.0%
11	Brush/Bulk Items - Missed - SAN	274	4	4	100.0%	10	1.8	270	98.5%	267	98.9%	271	98.9%
12	High Weeds - CCS	251	73	73	100.0%	38	15.7	178	70.9%	171	96.1%	244	97.2%
13	Street Repair - Routine-STS	241	21	21	100.0%	90	14.2	220	91.3%	220	100.0%	241	100.0%
14	Litter - CCS	236	27	26	96.3%	38	16.6	209	88.6%	196	93.8%	222	94.1%
15	Alley Repair - Routine-STS	232	63	63	100.0%	90	34.4	169	72.8%	159	94.1%	222	95.7%
16	Signs - Public Right of Way - CCS	223	2	0	0.0%	7	1.3	221	99.1%	209	94.6%	209	93.7%
17	Sanitation Property Damage - SAN	217	15	15	100.0%	28	8.5	202	93.1%	202	100.0%	217	100.0%
18	Sanitation Misc. - SAN	215	0	0	N/A	10	7.5	215	100.0%	127	59.1%	127	59.1%
19	24 Hour Parking/Parking Violations - DPD	206	2	2	100.0%	10	5.4	204	99.0%	198	97.1%	200	97.1%
20	Fire Inspection - DFD	205	61	61	100.0%	60	19.5	144	70.2%	143	99.3%	204	99.5%



Council District 14

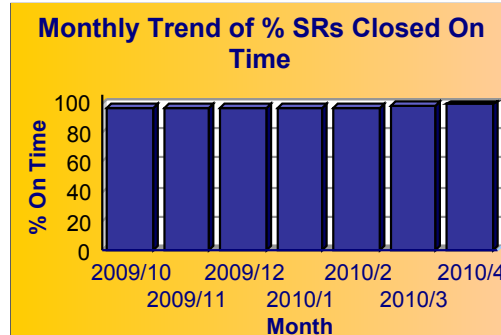
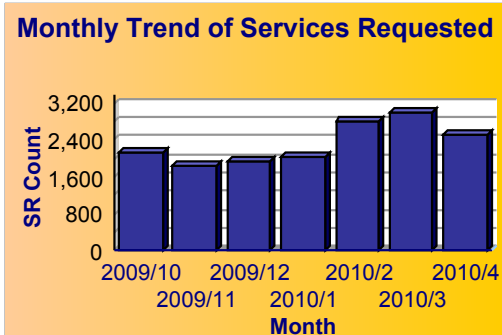
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,473
Recycling ROLL CART Registration - SAN	1,234
Garbage - Missed - SAN	643
Recyclable Collection Missed (Residential) - SAN	628
High Weeds - CCS	603
Litter - CCS	505
Obstruction Alley/Sidewalk/Street - CCS	426
Signs - Public Right of Way - CCS	408
Dead Animal Pick Up - SAN	404
Traffic Signal - Flashing - PWT	373



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 %
16,246	15,552	15,116	97.2%	694	663	95.5%	97.1%





City of Dallas Service Level Performance Report by Council District

Council District 14

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

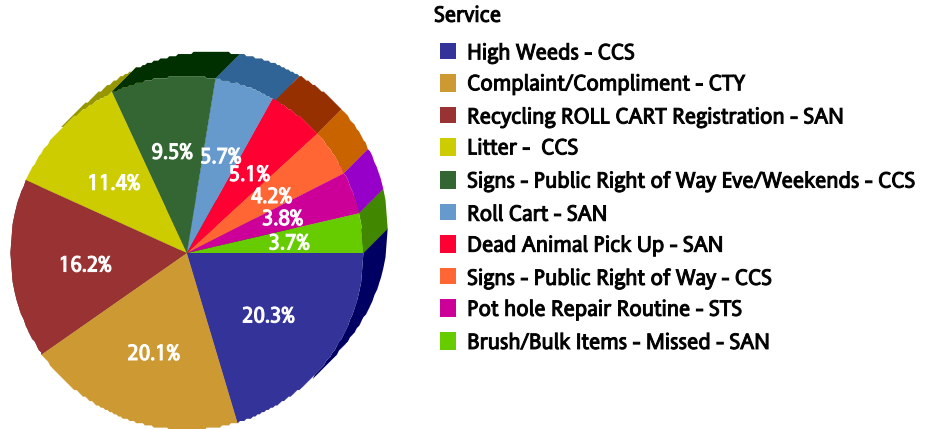
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	1,473	12	12	100.0%	10	2.9	1,461	99.2%	1,454	99.5%	1,466	99.5%
2	Recycling ROLL CART Registration - SAN	1,234	7	7	100.0%	10	3.3	1,227	99.4%	1,227	100.0%	1,234	100.0%
3	Garbage - Missed - SAN	643	0	0	N/A	3	0.7	643	100.0%	639	99.4%	639	99.4%
4	Recyclable Collection Missed (Residential) - SAN	628	1	1	100.0%	3	1.1	627	99.8%	614	97.9%	615	97.9%
5	High Weeds - CCS	603	143	142	99.3%	38	13.4	460	76.3%	446	97.0%	588	97.5%
6	Litter - CCS	505	65	65	100.0%	38	14.5	440	87.1%	421	95.7%	486	96.2%
7	Obstruction Alley/Sidewalk/Street - CCS	426	32	29	90.6%	60	21.5	394	92.5%	381	96.7%	410	96.2%
8	Signs - Public Right of Way - CCS	408	0	0	N/A	7	2.1	408	100.0%	394	96.6%	394	96.6%
9	Dead Animal Pick Up - SAN	404	0	0	N/A	1	0.3	404	100.0%	401	99.3%	401	99.3%
10	Traffic Signal - Flashing - PWT	373	2	2	100.0%	4	1.8	371	99.5%	366	98.7%	368	98.7%
11	Animal - Confined - CCS	360	0	0	N/A	3	0.2	360	100.0%	357	99.2%	357	99.2%
12	Fire Inspection - DFD	327	47	47	100.0%	60	27.8	280	85.6%	278	99.3%	325	99.4%
13	Graffiti Private Property - Residential/Commercial	325	31	30	96.8%	90	13.0	294	90.5%	290	98.6%	320	98.5%
14	24 Hour Parking/Parking Violations - DPD	318	5	5	100.0%	10	5.4	313	98.4%	296	94.6%	301	94.7%
15	Street Repair - Routine-STS	303	36	36	100.0%	90	14.3	267	88.1%	267	100.0%	303	100.0%
16	Recycling - Roll Cart - SAN	277	3	3	100.0%	10	2.9	274	98.9%	273	99.6%	276	99.6%
17	Storm Brush - Debris - SAN	245	0	0	N/A	30	12.3	245	100.0%	245	100.0%	245	100.0%
18	Brush/Bulk Items - Missed - SAN	243	5	5	100.0%	10	1.7	238	97.9%	235	98.7%	240	98.8%
19	Pot hole - Hazardous-STS	237	0	0	N/A	1	0.1	237	100.0%	237	100.0%	237	100.0%
20	Bulky Trash Violations - CCS	231	2	2	100.0%	14	4.4	229	99.1%	219	95.6%	221	95.7%



Council District U

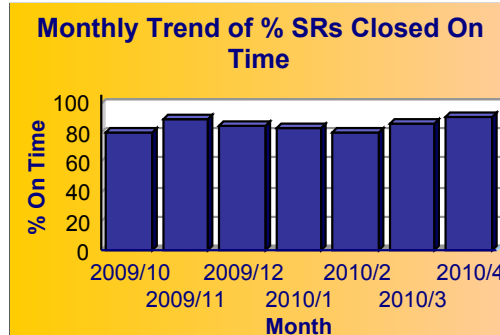
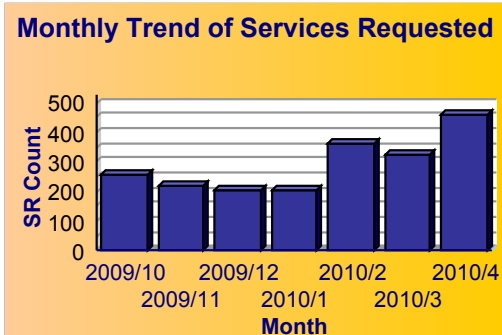
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	267
Complaint/Compliment - CTY	264
Recycling ROLL CART Registration - SAN	213
Litter - CCS	150
Signs - Public Right of Way Eve/Weekends - CCS	125
Roll Cart - SAN	75
Dead Animal Pick Up - SAN	67
Signs - Public Right of Way - CCS	55
Pot hole Repair Routine - STS	50
Brush/Bulk Items - Missed - SAN	49



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 %
2,035	1,677	1,526	91.0%	358	209	58.4%	85.3%





City of Dallas Service Level Performance Report by Council District

Council District U

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	267	114	108	94.7%	38	23.3	153	57.3%	136	88.9%	244	91.4%
2	Complaint/Compliment - CTY	264	104	9	8.7%	10	11.0	160	60.6%	121	75.6%	130	49.2%
3	Recycling ROLL CART Registration - SAN	213	1	1	100.0%	10	3.4	212	99.5%	210	99.1%	211	99.1%
4	Litter - CCS	150	36	28	77.8%	38	18.6	114	76.0%	104	91.2%	132	88.0%
5	Signs - Public Right of Way Eve/Weekends - CCS	125	0	0	N/A	7	1.2	125	100.0%	121	96.8%	121	96.8%
6	Roll Cart - SAN	75	2	2	100.0%	10	2.9	73	97.3%	73	100.0%	75	100.0%
7	Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.2	67	100.0%	65	97.0%	65	97.0%
8	Signs - Public Right of Way - CCS	55	2	1	50.0%	7	3.0	53	96.4%	50	94.3%	51	92.7%
9	Pot hole Repair Routine - STS	50	0	0	N/A	7	2.8	50	100.0%	47	94.0%	47	94.0%
10	Brush/Bulk Items - Missed - SAN	49	5	0	0.0%	10	4.2	44	89.8%	40	90.9%	40	81.6%
11	311 Call Center Complaint	47	5	4	80.0%	10	8.4	42	89.4%	35	83.3%	39	83.0%
12	Recyclable Collection Missed (Residential) - SAN	46	0	0	N/A	3	1.8	46	100.0%	41	89.1%	41	89.1%
13	Animal - Loose - CCS	32	13	9	69.2%	40	26.4	19	59.4%	13	68.4%	22	68.8%
14	Garbage - Missed - SAN	24	1	1	100.0%	3	3.1	23	95.8%	17	73.9%	18	75.0%
15	Restaurant/Food Complaint - CCS	17	2	2	100.0%	45	8.3	15	88.2%	15	100.0%	17	100.0%
16	No House Number - CCS	16	6	5	83.3%	60	30.4	10	62.5%	10	100.0%	15	93.8%
17	Smoke Detector Request - DFD	16	0	0	N/A	30	4.1	16	100.0%	16	100.0%	16	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STs	16	0	0	N/A	1	0.2	16	100.0%	15	93.8%	15	93.8%
19	Animal - Noisy - CCS	15	1	1	100.0%	30	2.1	14	93.3%	14	100.0%	15	100.0%
20	Animal - Trap Request - CCS	14	2	2	100.0%	30	6.4	12	85.7%	12	100.0%	14	100.0%
21	Recycling - Roll Cart - SAN	14	0	0	N/A	10	3.2	14	100.0%	14	100.0%	14	100.0%