



**FY 2009 – 2010**

**YEAR-TO-DATE**

**Service Request  
Performance Reports  
by  
City Service Area  
And Citywide Summary**

**April 2010**

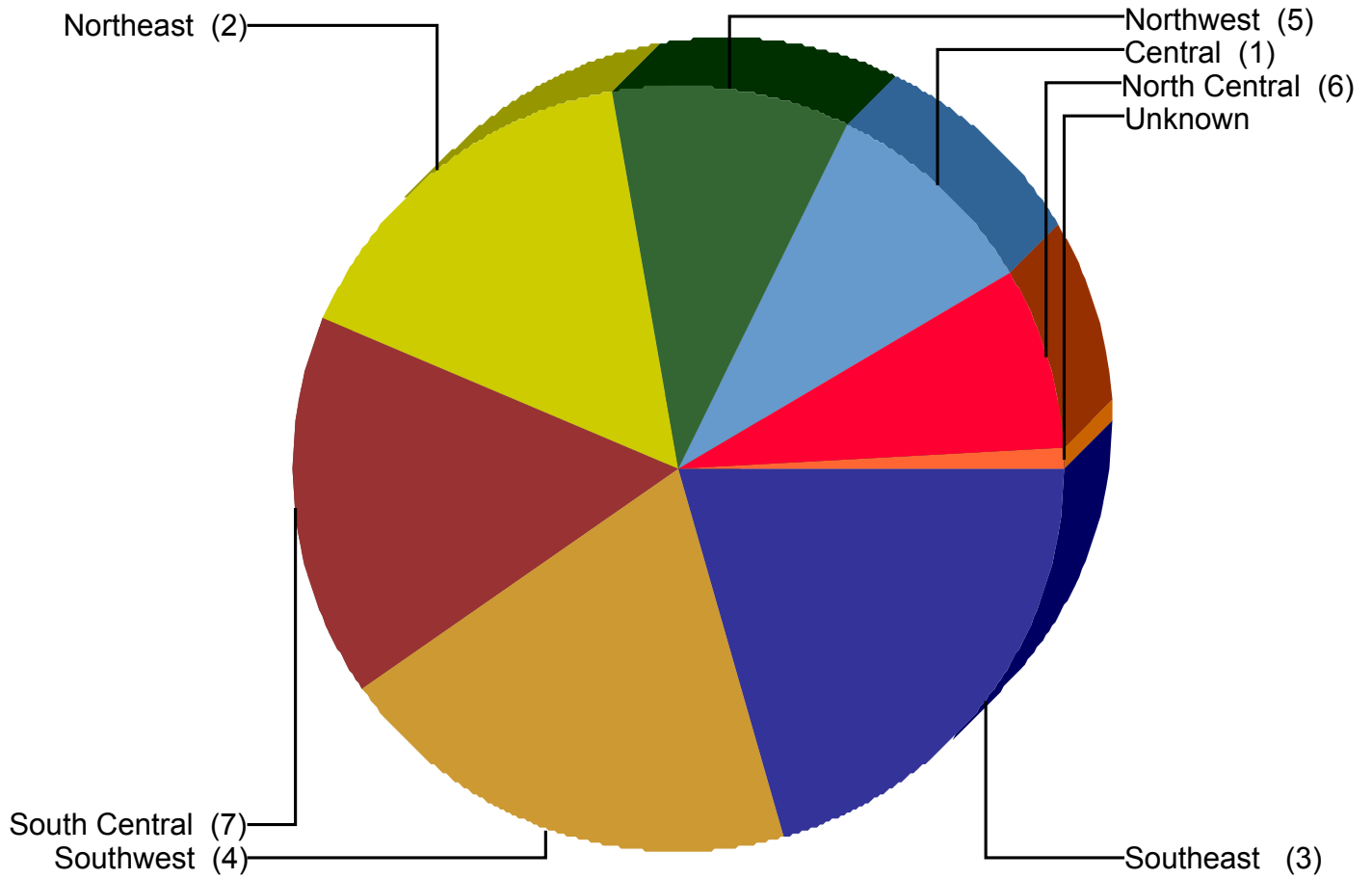
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# City of Dallas

City Service Area Report  
For YTD Through April 2010



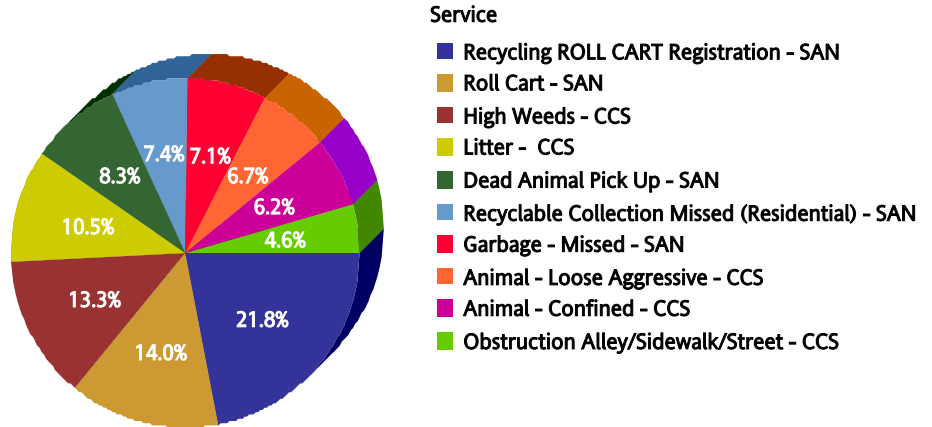
Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	20,824	9.2%	96.9%
North Central (6)	17,597	7.8%	95.3%
Northeast (2)	35,549	15.7%	97.2%
Northwest (5)	22,785	10.1%	97.7%
South Central (7)	36,221	16.0%	97.3%
Southeast (3)	46,875	20.7%	96.7%
Southwest (4)	44,687	19.7%	97.8%
Unknown	2,010	0.9%	84.7%
<b>Total</b>	<b>226,548</b>	<b>100.0%</b>	<b>97.0%</b>



Citywide

Top 10 Services

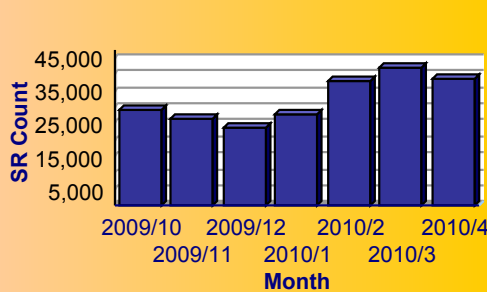
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	22,616
Roll Cart - SAN	14,517
High Weeds - CCS	13,820
Litter - CCS	10,884
Dead Animal Pick Up - SAN	8,598
Recyclable Collection Missed (Residential) - SAN	7,682
Garbage - Missed - SAN	7,363
Animal - Loose Aggressive - CCS	6,983
Animal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



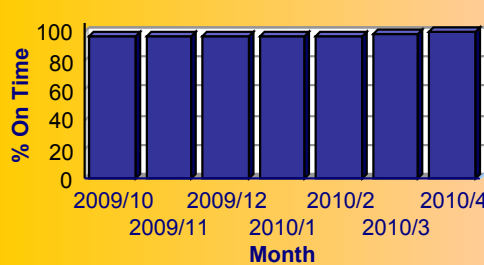
Summary - All Services Requested

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	12,341	94.3%	97.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

## Citywide

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

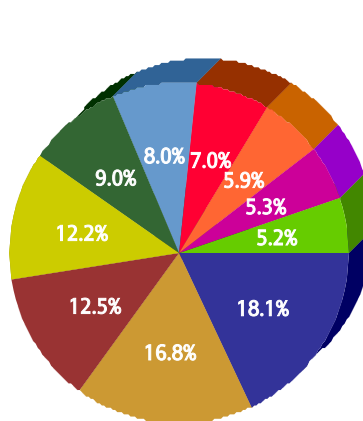
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	22,616	158	158	100.0%	10	3.6	22,458	99.3%	22,442	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%



Central (1)

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,559
Roll Cart - SAN	1,443
Litter - CCS	1,071
High Weeds - CCS	1,048
Recyclable Collection Missed (Residential) - SAN	775
Garbage - Missed - SAN	690
Graffiti Private Property - Residential/Commercial	600
Dead Animal Pick Up - SAN	503
Animal - Confined - CCS	456
Traffic Signal - Flashing - PWT	447



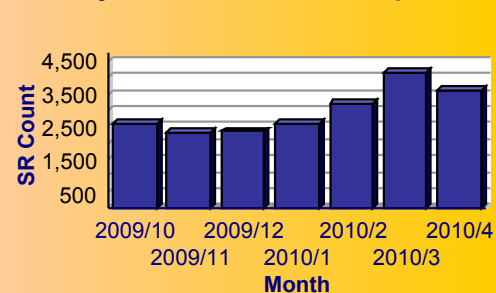
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - CCS
- High Weeds - CCS
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Traffic Signal - Flashing - PWT

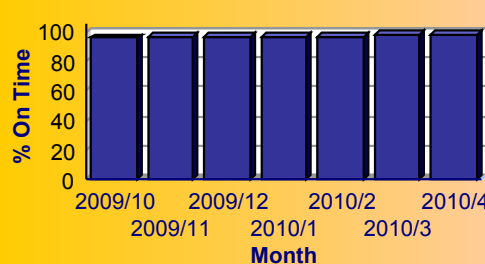
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,824	19,746	19,161	97.0%	1,078	1,027	95.3%	96.9%

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)

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

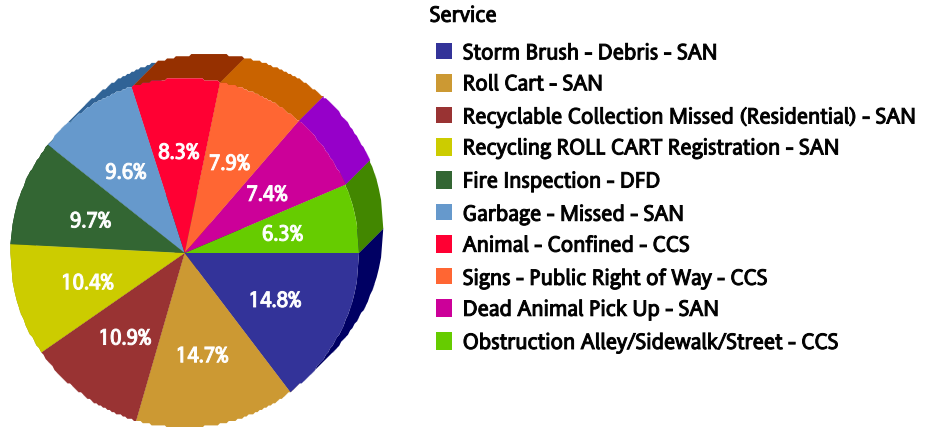
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,559	17	17	100.0%	10	3.4	1,542	98.9%	1,542	100.0%	1,559	100.0%
2	Roll Cart - SAN	1,443	14	14	100.0%	10	2.9	1,429	99.0%	1,424	99.7%	1,438	99.7%
3	Litter - CCS	1,071	142	140	98.6%	38	14.4	929	86.7%	888	95.6%	1,028	96.0%
4	High Weeds - CCS	1,048	226	225	99.6%	38	12.1	822	78.4%	804	97.8%	1,029	98.2%
5	Recyclable Collection Missed (Residential) - SAN	775	2	2	100.0%	3	1.2	773	99.7%	749	96.9%	751	96.9%
6	Garbage - Missed - SAN	690	0	0	N/A	3	0.7	690	100.0%	686	99.4%	686	99.4%
7	Graffiti Private Property - Residential/Commercial	600	60	58	96.7%	90	17.3	540	90.0%	524	97.0%	582	97.0%
8	Dead Animal Pick Up - SAN	503	0	0	N/A	1	0.3	503	100.0%	500	99.4%	500	99.4%
9	Animal - Confined - CCS	456	0	0	N/A	3	0.7	456	100.0%	452	99.1%	452	99.1%
10	Traffic Signal - Flashing - PWT	447	1	1	100.0%	4	1.9	446	99.8%	436	97.8%	437	97.8%
11	Signs - Public Right of Way - CCS	440	0	0	N/A	7	1.8	440	100.0%	420	95.5%	420	95.5%
12	Fire Inspection - DFD	433	71	71	100.0%	60	29.1	362	83.6%	357	98.6%	428	98.8%
13	Junk Motor Vehicle - CCS	383	70	70	100.0%	126	35.3	313	81.7%	306	97.8%	376	98.2%
14	Street Repair - Routine-STS	364	42	42	100.0%	90	15.7	322	88.5%	321	99.7%	363	99.7%
15	24 Hour Parking/Parking Violations - DPD	360	5	5	100.0%	10	5.9	355	98.6%	322	90.7%	327	90.8%
16	Animal - Loose Aggressive - CCS	344	0	0	N/A	3	0.5	344	100.0%	340	98.8%	340	98.8%
17	Pot hole - Hazardous-STS	285	0	0	N/A	1	0.2	285	100.0%	283	99.3%	283	99.3%
18	Obstruction Alley/Sidewalk/Street - CCS	277	23	22	95.7%	60	20.1	254	91.7%	244	96.1%	266	96.0%
19	Recycling - Roll Cart - SAN	277	2	2	100.0%	10	3.0	275	99.3%	274	99.6%	276	99.6%
20	Animal - Sick/Injured - CCS	263	0	0	N/A	3	0.3	263	100.0%	259	98.5%	259	98.5%



North Central (6)

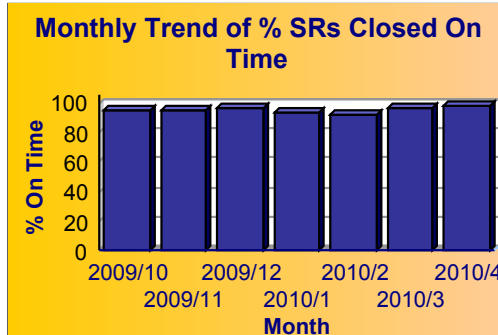
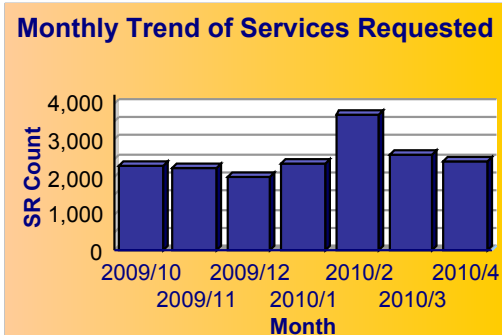
Top 10 Services

SR Type	Service Request Count
Storm Brush - Debris - SAN	1,064
Roll Cart - SAN	1,054
Recyclable Collection Missed (Residential) - SAN	781
Recycling ROLL CART Registration - SAN	750
Fire Inspection - DFD	695
Garbage - Missed - SAN	689
Animal - Confined - CCS	596
Signs - Public Right of Way - CCS	569
Dead Animal Pick Up - SAN	533
Obstruction Alley/Sidewalk/Street - CCS	453



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 %
17,597	16,764	16,054	95.8%	833	709	85.1%	95.3%





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

## North Central (6)

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

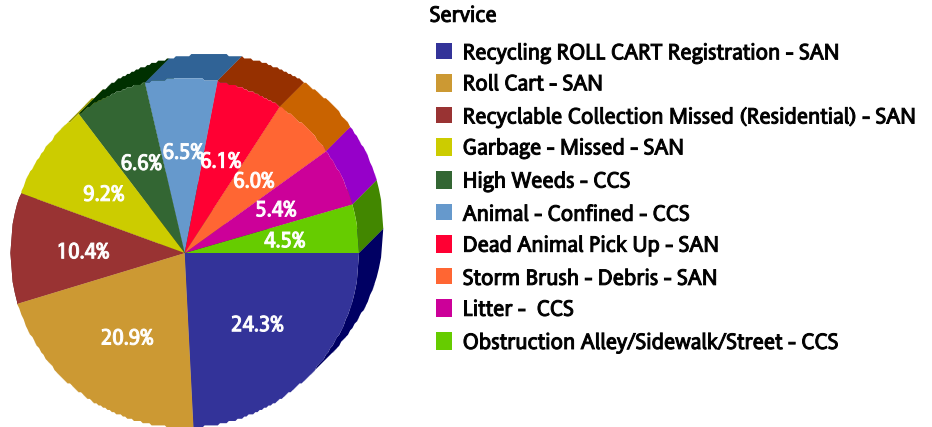
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Storm Brush - Debris - SAN	1,064	0	0	N/A	30	13.0	1,064	100.0%	1,064	100.0%	1,064	100.0%
2	Roll Cart - SAN	1,054	10	10	100.0%	10	3.2	1,044	99.1%	1,040	99.6%	1,050	99.6%
3	Recyclable Collection Missed (Residential) - SAN	781	0	0	N/A	3	0.8	781	100.0%	776	99.4%	776	99.4%
4	Recycling ROLL CART Registration - SAN	750	11	11	100.0%	10	3.5	739	98.5%	738	99.9%	749	99.9%
5	Fire Inspection - DFD	695	85	85	100.0%	60	22.0	610	87.8%	605	99.2%	690	99.3%
6	Garbage - Missed - SAN	689	0	0	N/A	3	0.6	689	100.0%	685	99.4%	685	99.4%
7	Animal - Confined - CCS	596	1	1	100.0%	3	0.1	595	99.8%	594	99.8%	595	99.8%
8	Signs - Public Right of Way - CCS	569	5	0	0.0%	7	3.0	564	99.1%	508	90.1%	508	89.3%
9	Dead Animal Pick Up - SAN	533	0	0	N/A	1	0.3	533	100.0%	528	99.1%	528	99.1%
10	Obstruction Alley/Sidewalk/Street - CCS	453	110	99	90.0%	60	23.6	343	75.7%	326	95.0%	425	93.8%
11	Litter - CCS	449	61	23	37.7%	38	22.4	388	86.4%	320	82.5%	343	76.4%
12	Brush/Bulk Items - Missed - SAN	415	2	2	100.0%	10	1.8	413	99.5%	409	99.0%	411	99.0%
13	Signs - Public Right of Way Eve/Weekends - CCS	320	0	0	N/A	7	0.5	320	100.0%	313	97.8%	313	97.8%
14	Signs - Other - CCS	304	17	7	41.2%	21	9.3	287	94.4%	250	87.1%	257	84.5%
15	Sanitation Misc. - SAN	284	0	0	N/A	10	9.3	284	100.0%	119	41.9%	119	41.9%
16	Bulky Trash Violations - CCS	277	23	22	95.7%	14	7.3	254	91.7%	226	89.0%	248	89.5%
17	24 Hour Parking/Parking Violations - DPD	271	10	10	100.0%	10	4.4	261	96.3%	246	94.3%	256	94.5%
18	Street Repair - Routine-STS	264	32	32	100.0%	90	13.9	232	87.9%	229	98.7%	261	98.9%
19	Sanitation Property Damage - SAN	262	16	16	100.0%	28	7.5	246	93.9%	246	100.0%	262	100.0%
20	High Weeds - CCS	256	95	90	94.7%	38	17.2	161	62.9%	138	85.7%	228	89.1%



Northeast (2)

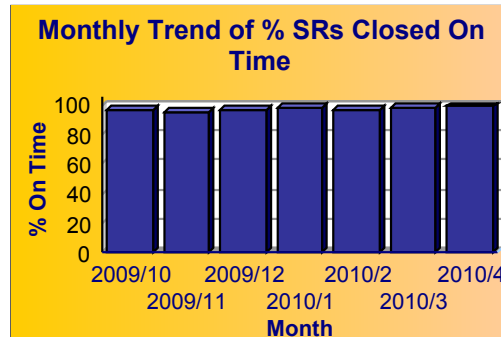
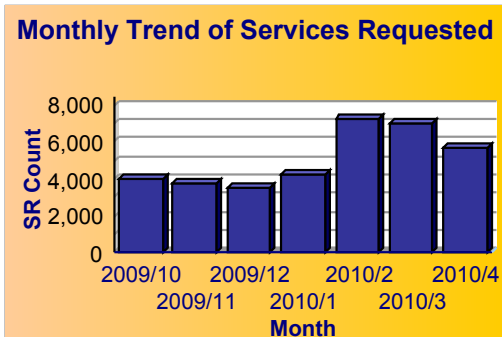
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,206
Roll Cart - SAN	3,630
Recyclable Collection Missed (Residential) - SAN	1,810
Garbage - Missed - SAN	1,599
High Weeds - CCS	1,137
Animal - Confined - CCS	1,132
Dead Animal Pick Up - SAN	1,058
Storm Brush - Debris - SAN	1,043
Litter - CCS	944
Obstruction Alley/Sidewalk/Street - CCS	780



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 %
35,549	33,768	32,910	97.5%	1,781	1,659	93.1%	97.2%





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

## Northeast (2)

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

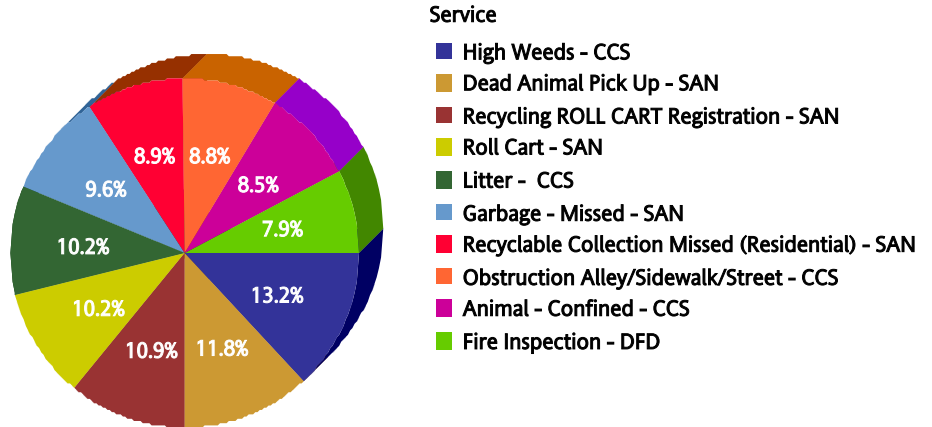
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	4,206	16	16	100.0%	10	3.4	4,190	99.6%	4,187	99.9%	4,203	99.9%
2	Roll Cart - SAN	3,630	26	26	100.0%	10	2.8	3,604	99.3%	3,587	99.5%	3,613	99.5%
3	Recyclable Collection Missed (Residential) - SAN	1,810	4	4	100.0%	3	1.0	1,806	99.8%	1,789	99.1%	1,793	99.1%
4	Garbage - Missed - SAN	1,599	0	0	N/A	3	0.8	1,599	100.0%	1,571	98.2%	1,571	98.2%
5	High Weeds - CCS	1,137	379	377	99.5%	38	15.1	758	66.7%	721	95.1%	1,098	96.6%
6	Animal - Confined - CCS	1,132	0	0	N/A	3	0.3	1,132	100.0%	1,128	99.6%	1,128	99.6%
7	Dead Animal Pick Up - SAN	1,058	0	0	N/A	1	0.3	1,058	100.0%	1,050	99.2%	1,050	99.2%
8	Storm Brush - Debris - SAN	1,043	0	0	N/A	30	10.1	1,043	100.0%	1,043	100.0%	1,043	100.0%
9	Litter - CCS	944	118	94	79.7%	38	18.2	826	87.5%	746	90.3%	840	89.0%
10	Obstruction Alley/Sidewalk/Street - CCS	780	141	137	97.2%	60	20.6	639	81.9%	617	96.6%	754	96.7%
11	Animal - Loose Aggressive - CCS	663	0	0	N/A	3	0.4	663	100.0%	658	99.2%	658	99.2%
12	24 Hour Parking/Parking Violations - DPD	636	6	6	100.0%	10	3.6	630	99.1%	627	99.5%	633	99.5%
13	Substandard Structure Apts - CCS	608	141	141	100.0%	365	20.0	467	76.8%	467	100.0%	608	100.0%
14	Recycling - Roll Cart - SAN	578	4	4	100.0%	10	2.9	574	99.3%	574	100.0%	578	100.0%
15	Bulky Trash Violations - CCS	576	23	20	87.0%	14	5.5	553	96.0%	525	94.9%	545	94.6%
16	Brush/Bulk Items - Missed - SAN	501	13	1	7.7%	10	1.6	488	97.4%	482	98.8%	483	96.4%
17	Junk Motor Vehicle - CCS	469	102	101	99.0%	126	26.8	367	78.3%	366	99.7%	467	99.6%
18	Animal - Sick/Injured - CCS	465	0	0	N/A	3	0.1	465	100.0%	461	99.1%	461	99.1%
19	Street Repair - Routine-STS	465	64	64	100.0%	90	13.6	401	86.2%	401	100.0%	465	100.0%
20	Animal - Loose - CCS	463	25	25	100.0%	40	8.7	438	94.6%	437	99.8%	462	99.8%



Northwest (5)

Top 10 Services

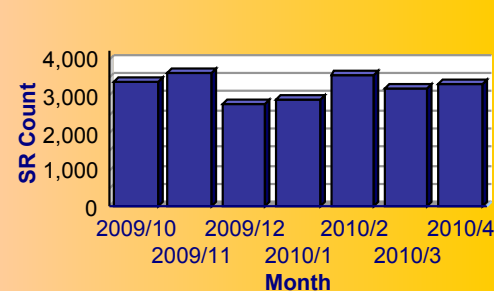
SR Type	Service Request Count
High Weeds - CCS	1,045
Dead Animal Pick Up - SAN	936
Recycling ROLL CART Registration - SAN	862
Roll Cart - SAN	807
Litter - CCS	804
Garbage - Missed - SAN	760
Recyclable Collection Missed (Residential) - SAN	707
Obstruction Alley/Sidewalk/Street - CCS	701
Animal - Confined - CCS	675
Fire Inspection - DFD	624



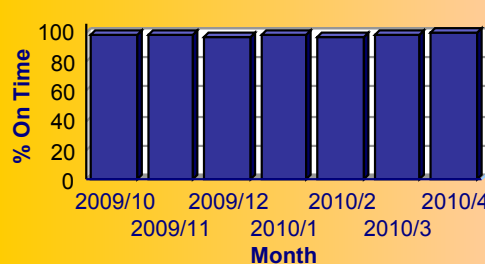
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
22,785	21,844	21,370	97.8%	941	898	95.4%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## Northwest (5)

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

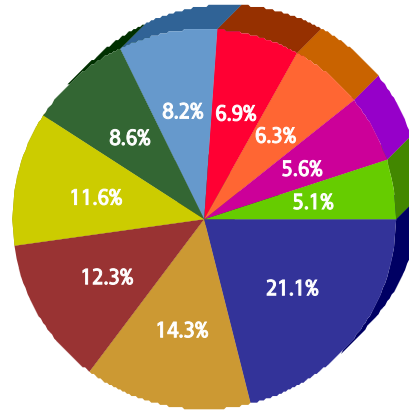
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - CCS	1,045	190	189	99.5%	38	13.0	855	81.8%	840	98.2%	1,029	98.5%
2	Dead Animal Pick Up - SAN	936	0	0	N/A	1	0.2	936	100.0%	930	99.4%	930	99.4%
3	Recycling ROLL CART Registration - SAN	862	9	9	100.0%	10	3.6	853	99.0%	852	99.9%	861	99.9%
4	Roll Cart - SAN	807	8	8	100.0%	10	2.9	799	99.0%	799	100.0%	807	100.0%
5	Litter - CCS	804	63	62	98.4%	38	14.7	741	92.2%	716	96.6%	778	96.8%
6	Garbage - Missed - SAN	760	0	0	N/A	3	0.7	760	100.0%	754	99.2%	754	99.2%
7	Recyclable Collection Missed (Residential) - SAN	707	3	3	100.0%	3	0.9	704	99.6%	700	99.4%	703	99.4%
8	Obstruction Alley/Sidewalk/Street - CCS	701	81	77	95.1%	60	19.9	620	88.4%	607	97.9%	684	97.6%
9	Animal - Confined - CCS	675	0	0	N/A	3	0.1	675	100.0%	673	99.7%	673	99.7%
10	Fire Inspection - DFD	624	57	57	100.0%	60	25.8	567	90.9%	566	99.8%	623	99.8%
11	Graffiti Private Property - Residential/Commercial	515	12	11	91.7%	90	5.8	503	97.7%	500	99.4%	511	99.2%
12	Signs - Other - CCS	498	4	4	100.0%	21	4.5	494	99.2%	480	97.2%	484	97.2%
13	Signs - Public Right of Way - CCS	497	0	0	N/A	7	1.4	497	100.0%	486	97.8%	486	97.8%
14	Animal - Loose Aggressive - CCS	489	0	0	N/A	3	0.2	489	100.0%	488	99.8%	488	99.8%
15	24 Hour Parking/Parking Violations - DPD	488	11	11	100.0%	10	5.0	477	97.7%	463	97.1%	474	97.1%
16	Signs - Public Right of Way Eve/Weekends - CCS	462	0	0	N/A	7	0.3	462	100.0%	458	99.1%	458	99.1%
17	Storm Brush - Debris - SAN	459	0	0	N/A	30	13.8	459	100.0%	459	100.0%	459	100.0%
18	Animal - Loose - CCS	387	54	42	77.8%	40	9.2	333	86.0%	332	99.7%	374	96.6%
19	Street Repair - Routine-STS	386	22	22	100.0%	90	14.2	364	94.3%	363	99.7%	385	99.7%
20	Bulky Trash Violations - CCS	353	9	9	100.0%	14	3.2	344	97.5%	343	99.7%	352	99.7%



South Central (7)

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,177
High Weeds - CCS	2,833
Smoke Detector Request - DFD	2,447
Roll Cart - SAN	2,289
Dead Animal Pick Up - SAN	1,710
Animal - Loose Aggressive - CCS	1,626
Litter - CCS	1,371
Garbage - Missed - SAN	1,239
Animal - Confined - CCS	1,108
Animal - Loose - CCS	1,015



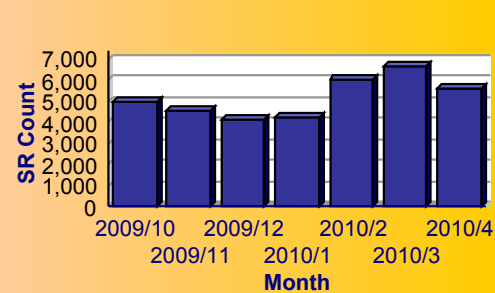
Service

- 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
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Animal - Loose - CCS

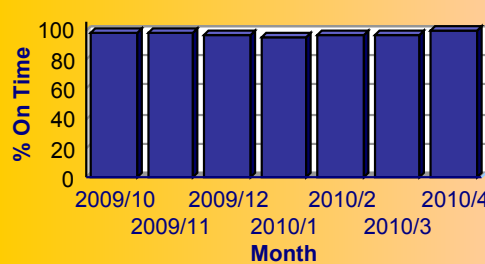
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,221	34,278	33,354	97.3%	1,943	1,888	97.2%	97.3%

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)

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

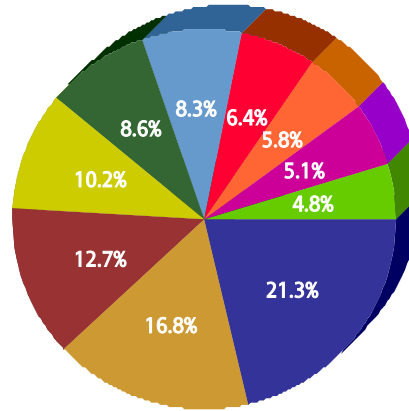
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	4,177	25	25	100.0%	10	3.7	4,152	99.4%	4,151	100.0%	4,176	100.0%
2	High Weeds - CCS	2,833	692	690	99.7%	38	12.6	2,141	75.6%	2,066	96.5%	2,756	97.3%
3	Smoke Detector Request - DFD	2,447	10	10	100.0%	30	5.8	2,437	99.6%	2,419	99.3%	2,429	99.3%
4	Roll Cart - SAN	2,289	21	21	100.0%	10	3.1	2,268	99.1%	2,268	100.0%	2,289	100.0%
5	Dead Animal Pick Up - SAN	1,710	0	0	N/A	1	0.3	1,710	100.0%	1,682	98.4%	1,682	98.4%
6	Animal - Loose Aggressive - CCS	1,626	0	0	N/A	3	0.2	1,626	100.0%	1,621	99.7%	1,621	99.7%
7	Litter - CCS	1,371	125	119	95.2%	38	19.4	1,246	90.9%	1,109	89.0%	1,228	89.6%
8	Garbage - Missed - SAN	1,239	3	3	100.0%	3	0.7	1,236	99.8%	1,223	98.9%	1,226	99.0%
9	Animal - Confined - CCS	1,108	0	0	N/A	3	0.4	1,108	100.0%	1,103	99.5%	1,103	99.5%
10	Animal - Loose - CCS	1,015	111	105	94.6%	40	8.5	904	89.1%	900	99.6%	1,005	99.0%
11	Obstruction Alley/Sidewalk/Street - CCS	824	84	83	98.8%	60	23.9	740	89.8%	725	98.0%	808	98.1%
12	Recyclable Collection Missed (Residential) - SAN	760	1	1	100.0%	3	1.1	759	99.9%	742	97.8%	743	97.8%
13	Junk Motor Vehicle - CCS	754	211	210	99.5%	126	32.0	543	72.0%	537	98.9%	747	99.1%
14	Illegal Dumping - CCS	726	21	20	95.2%	38	3.7	705	97.1%	698	99.0%	718	98.9%
15	Animal - Sick/Injured - CCS	677	1	0	0.0%	3	0.2	676	99.9%	671	99.3%	671	99.1%
16	Bulky Trash Violations - CCS	637	9	6	66.7%	14	7.9	628	98.6%	508	80.9%	514	80.7%
17	Signs - Public Right of Way Eve/Weekends - CCS	599	0	0	N/A	7	0.4	599	100.0%	589	98.3%	589	98.3%
18	Parking - Unapproved Surface - Eve/Weekends - CCS	497	0	0	N/A	10	1.5	497	100.0%	492	99.0%	492	99.0%
19	Tree down/low limbs - Emergency-ST5	492	0	0	N/A	5	0.9	492	100.0%	491	99.8%	491	99.8%
20	24 Hour Parking/Parking Violations - DPD	430	23	19	82.6%	10	5.9	407	94.7%	366	89.9%	385	89.5%



Southeast (3)

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	5,390
High Weeds - CCS	4,250
Litter - CCS	3,210
Roll Cart - SAN	2,590
Animal - Loose Aggressive - CCS	2,170
Dead Animal Pick Up - SAN	2,101
Substandard Structure - CCS	1,611
Animal - Confined - CCS	1,461
Animal - Loose - CCS	1,287
Garbage - Missed - SAN	1,210



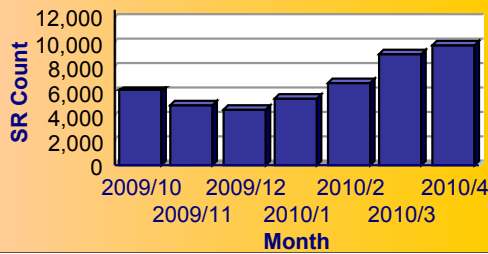
Service

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

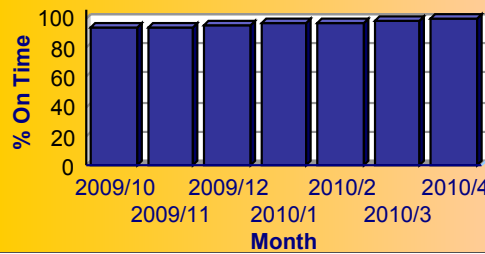
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
46,875	43,220	41,731	96.6%	3,655	3,590	98.2%	96.7%

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)

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

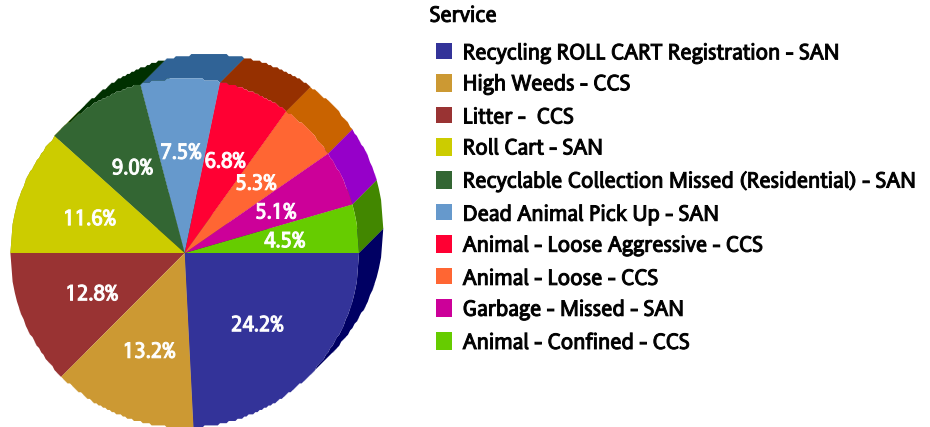
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	5,390	34	34	100.0%	10	3.8	5,356	99.4%	5,352	99.9%	5,386	99.9%
2	High Weeds - CCS	4,250	1,045	1,035	99.0%	38	12.4	3,205	75.4%	3,001	93.6%	4,036	95.0%
3	Litter - CCS	3,210	476	463	97.3%	38	18.8	2,734	85.2%	2,426	88.7%	2,889	90.0%
4	Roll Cart - SAN	2,590	21	21	100.0%	10	3.4	2,569	99.2%	2,563	99.8%	2,584	99.8%
5	Animal - Loose Aggressive - CCS	2,170	0	0	N/A	3	0.4	2,170	100.0%	2,157	99.4%	2,157	99.4%
6	Dead Animal Pick Up - SAN	2,101	0	0	N/A	1	0.4	2,101	100.0%	2,081	99.0%	2,081	99.0%
7	Substandard Structure - CCS	1,611	804	804	100.0%	365	32.0	807	50.1%	807	100.0%	1,611	100.0%
8	Animal - Confined - CCS	1,461	1	0	0.0%	3	0.3	1,460	99.9%	1,457	99.8%	1,457	99.7%
9	Animal - Loose - CCS	1,287	115	113	98.3%	40	9.7	1,172	91.1%	1,170	99.8%	1,283	99.7%
10	Garbage - Missed - SAN	1,210	0	0	N/A	3	0.7	1,210	100.0%	1,200	99.2%	1,200	99.2%
11	Junk Motor Vehicle - CCS	1,131	223	222	99.6%	126	39.1	908	80.3%	865	95.3%	1,087	96.1%
12	Smoke Detector Request - DFD	1,124	8	8	100.0%	30	3.9	1,116	99.3%	1,111	99.6%	1,119	99.6%
13	Parking - Unapproved Surface - CCS	907	11	9	81.8%	10	3.2	896	98.8%	841	93.9%	850	93.7%
14	Signs - Public Right of Way Eve/Weekends - CCS	815	0	0	N/A	7	0.2	815	100.0%	811	99.5%	811	99.5%
15	Animal - Sick/Injured - CCS	776	2	1	50.0%	3	0.1	774	99.7%	768	99.2%	769	99.1%
16	Recyclable Collection Missed (Residential) - SAN	761	0	0	N/A	3	1.2	761	100.0%	748	98.3%	748	98.3%
17	Signs - Public Right of Way - CCS	702	3	1	33.3%	7	0.8	699	99.6%	665	95.1%	666	94.9%
18	Obstruction Alley/Sidewalk/Street - CCS	681	183	183	100.0%	60	21.9	498	73.1%	483	97.0%	666	97.8%
19	Illegal Dumping - CCS	628	24	24	100.0%	38	6.6	604	96.2%	580	96.0%	604	96.2%
20	24 Hour Parking/Parking Violations - DPD	594	18	17	94.4%	10	6.0	576	97.0%	531	92.2%	548	92.3%



Southwest (4)

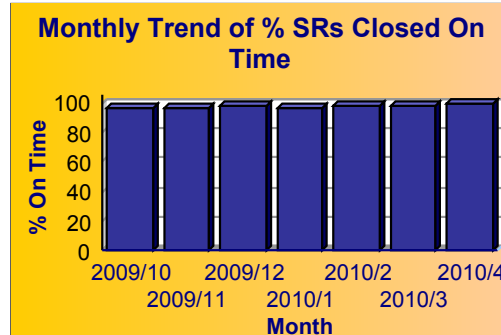
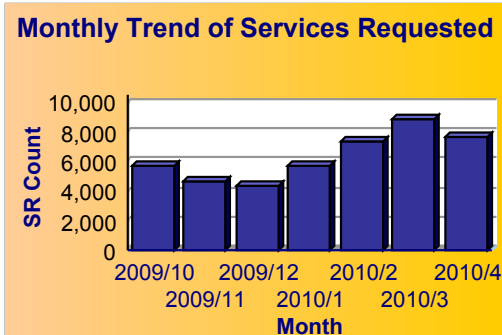
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	5,459
High Weeds - CCS	2,985
Litter - CCS	2,885
Roll Cart - SAN	2,629
Recyclable Collection Missed (Residential) - SAN	2,042
Dead Animal Pick Up - SAN	1,694
Animal - Loose Aggressive - CCS	1,530
Animal - Loose - CCS	1,192
Garbage - Missed - SAN	1,152
Animal - Confined - CCS	1,028



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 %
44,687	42,192	41,341	98.0%	2,495	2,370	95.0%	97.8%





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

## Southwest (4)

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

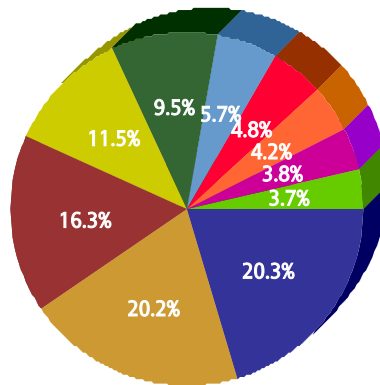
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	5,459	45	45	100.0%	10	3.7	5,414	99.2%	5,410	99.9%	5,455	99.9%
2	High Weeds - CCS	2,985	709	703	99.2%	38	11.1	2,276	76.2%	2,216	97.4%	2,919	97.8%
3	Litter - CCS	2,885	293	267	91.1%	38	17.0	2,592	89.8%	2,387	92.1%	2,654	92.0%
4	Roll Cart - SAN	2,629	23	23	100.0%	10	3.2	2,606	99.1%	2,605	100.0%	2,628	100.0%
5	Recyclable Collection Missed (Residential) - SAN	2,042	0	0	N/A	3	1.1	2,042	100.0%	2,014	98.6%	2,014	98.6%
6	Dead Animal Pick Up - SAN	1,694	0	0	N/A	1	0.4	1,694	100.0%	1,678	99.1%	1,678	99.1%
7	Animal - Loose Aggressive - CCS	1,530	2	0	0.0%	3	0.3	1,528	99.9%	1,522	99.6%	1,522	99.5%
8	Animal - Loose - CCS	1,192	70	67	95.7%	40	7.5	1,122	94.1%	1,121	99.9%	1,188	99.7%
9	Garbage - Missed - SAN	1,152	0	0	N/A	3	0.9	1,152	100.0%	1,147	99.6%	1,147	99.6%
10	Animal - Confined - CCS	1,028	0	0	N/A	3	0.2	1,028	100.0%	1,024	99.6%	1,024	99.6%
11	Obstruction Alley/Sidewalk/Street - CCS	1,020	213	209	98.1%	60	20.4	807	79.1%	789	97.8%	998	97.8%
12	Junk Motor Vehicle - CCS	950	133	126	94.7%	126	25.8	817	86.0%	815	99.8%	941	99.1%
13	Signs - Public Right of Way Eve/Weekends - CCS	858	1	1	100.0%	7	0.9	857	99.9%	835	97.4%	836	97.4%
14	Illegal Outside Storage - CCS	785	78	60	76.9%	38	17.9	707	90.1%	661	93.5%	721	91.8%
15	Graffiti Private Property - Residential/Commercial	755	84	79	94.0%	90	18.5	671	88.9%	659	98.2%	738	97.7%
16	Tree down/low limbs - Emergency-STS	731	0	0	N/A	5	0.6	731	100.0%	731	100.0%	731	100.0%
17	Illegal Dumping - CCS	726	23	21	91.3%	38	2.9	703	96.8%	697	99.1%	718	98.9%
18	Animal - Sick/Injured - CCS	628	1	1	100.0%	3	0.1	627	99.8%	625	99.7%	626	99.7%
19	24 Hour Parking/Parking Violations - DPD	584	11	11	100.0%	10	4.1	573	98.1%	571	99.7%	582	99.7%
20	Substandard Structure - CCS	570	219	219	100.0%	365	37.9	351	61.6%	351	100.0%	570	100.0%



Unknown

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	266
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	63
Signs - Public Right of Way - CCS	55
Pot hole Repair Routine - STS	50
Brush/Bulk Items - Missed - SAN	49



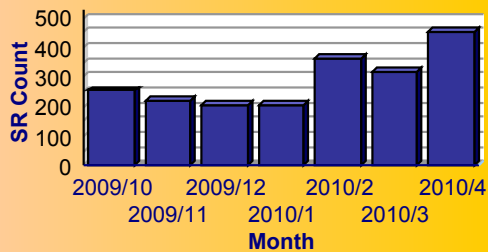
Service

- High Weeds - CCS
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - CCS
- Pot hole Repair Routine - STS
- Brush/Bulk Items - Missed - SAN

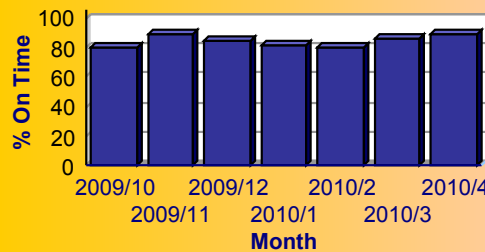
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,010	1,654	1,503	90.9%	356	200	56.2%	84.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





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

## Unknown

### 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	266	113	107	94.7%	38	23.3	153	57.5%	136	88.9%	243	91.4%
2	Complaint/Compliment - CTY	264	104	4	3.8%	10	11.0	160	60.6%	121	75.6%	125	47.3%
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	27	75.0%	38	18.6	114	76.0%	104	91.2%	131	87.3%
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	63	0	0	N/A	1	0.2	63	100.0%	61	96.8%	61	96.8%
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	3	60.0%	10	8.4	42	89.4%	35	83.3%	38	80.9%
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%