



**FY 2011 – 2012**

**YEAR-TO-DATE**

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

**April 2012**

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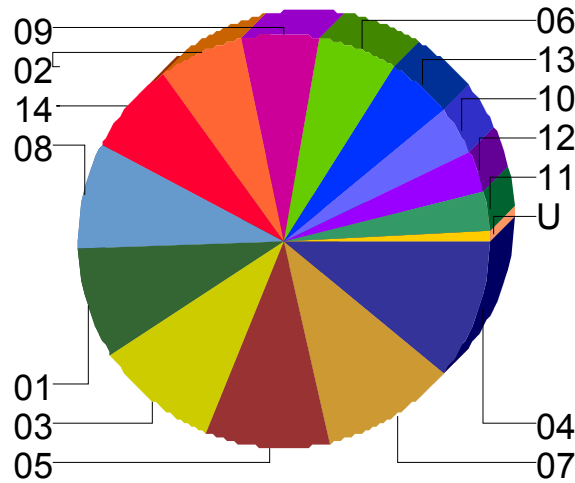
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# City of Dallas Council District Report

For YTD Through April 2012



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	44,680	8.6%	95.6%
02	34,946	6.7%	95.4%
03	49,609	9.5%	94.1%
04	56,139	10.8%	93.8%
05	51,069	9.8%	90.7%
06	30,807	5.9%	94.0%
07	55,569	10.7%	93.5%
08	44,672	8.6%	93.5%
09	32,601	6.3%	93.7%
10	18,233	3.5%	95.0%
11	16,248	3.1%	95.8%
12	17,466	3.4%	95.1%
13	28,165	5.4%	95.4%
14	36,721	7.0%	94.4%
U	4,166	0.8%	84.1%
<b>Totals</b>	<b>521,091</b>	<b>100.0%</b>	<b>93.9%</b>

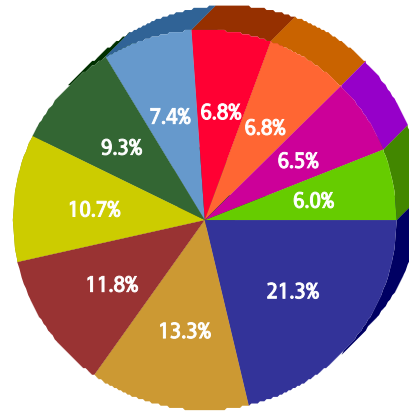
NOTE: Values represent status as of the run date and time.



Citywide

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	49,849
Litter - CCS	31,054
Roll Cart - SAN	27,579
Dead Animal Pick Up - SAN	25,104
Animal - Loose Aggressive - CCS	21,787
Animal - Confined - CCS	17,255
Obstruction Alley/Sidewalk/Street - CCS	16,020
Signs - Public Right of Way - CCS	15,911
Recycling ROLL CART Registration - SAN	15,298
Bulky Trash Violations - CCS	14,064



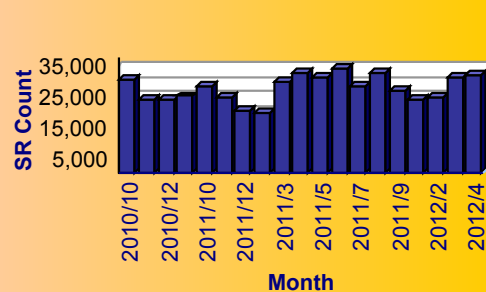
Service

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

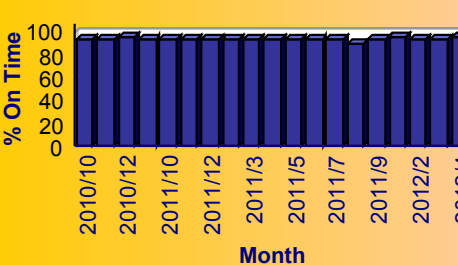
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
521,091	510,994	480,724	94.1%	10,097	8,795	87.1%	93.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Citywide

### Top Performers by SR Volume Created During the Reporting Period

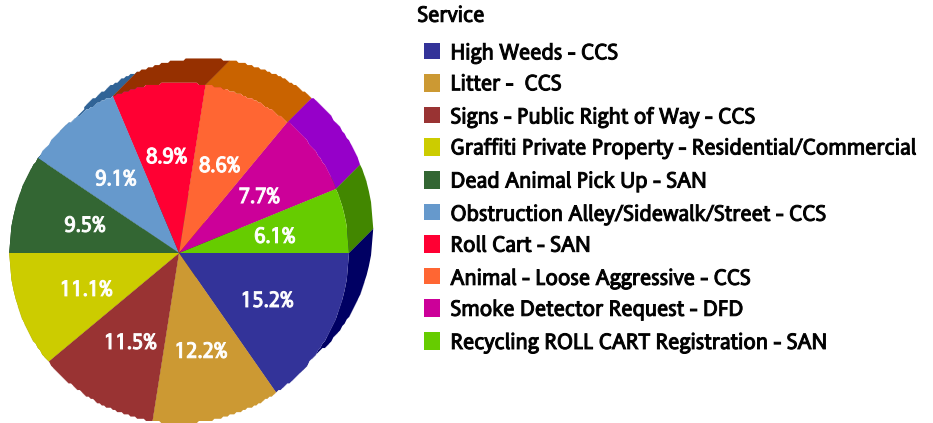
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	49,849	2,417	2,071	85.7%	38	19.0	47,432	95.2%	42,215	89.0%	44,286	88.8%
Litter - CCS	31,054	882	722	81.9%	38	22.6	30,172	97.2%	25,764	85.4%	26,486	85.3%
Roll Cart - SAN	27,579	0	0	N/A	10	2.7	27,579	100.0%	27,463	99.6%	27,463	99.6%
Dead Animal Pick Up - SAN	25,104	0	0	N/A	1	0.3	25,104	100.0%	24,978	99.5%	24,978	99.5%
Animal - Loose Aggressive - CCS	21,787	18	0	0.0%	3	0.9	21,769	99.9%	21,044	96.7%	21,044	96.6%
Animal - Confined - CCS	17,255	8	0	0.0%	3	0.7	17,247	100.0%	16,707	96.9%	16,707	96.8%
Obstruction Alley/Sidewalk/Street - CCS	16,020	693	657	94.8%	60	31.4	15,327	95.7%	13,450	87.8%	14,107	88.1%
Signs - Public Right of Way - CCS	15,911	19	0	0.0%	7	1.5	15,892	99.9%	15,279	96.1%	15,279	96.0%
Recycling ROLL CART Registration - SAN	15,298	0	0	N/A	10	2.6	15,298	100.0%	15,250	99.7%	15,250	99.7%
Bulky Trash Violations - CCS	14,064	101	65	64.4%	14	8.6	13,963	99.3%	11,702	83.8%	11,767	83.7%
Garbage - Missed - SAN	12,493	0	0	N/A	3	0.9	12,493	100.0%	12,366	99.0%	12,366	99.0%
Substandard Structure - CCS	11,968	2,406	2,315	96.2%	365	65.8	9,562	79.9%	9,341	97.7%	11,656	97.4%
Animal - Loose - CCS	10,610	433	433	100.0%	40	17.1	10,177	95.9%	9,868	97.0%	10,301	97.1%
Animal - Sick/Injured - CCS	9,716	0	0	N/A	3	0.4	9,716	100.0%	9,559	98.4%	9,559	98.4%
Smoke Detector Request - DFD	9,276	38	38	100.0%	30	4.6	9,238	99.6%	9,092	98.4%	9,130	98.4%
Illegal Dumping - CCS	8,099	72	61	84.7%	38	6.5	8,027	99.1%	7,699	95.9%	7,760	95.8%
24 Hour Parking/Parking Violations - DPD	8,028	3	2	66.7%	10	4.6	8,025	100.0%	7,890	98.3%	7,892	98.3%
Junk Motor Vehicle - CCS	7,979	530	520	98.1%	126	42.2	7,449	93.4%	7,008	94.1%	7,528	94.3%
Graffiti Private Property - Residential/Commercial	6,881	101	92	91.1%	90	15.3	6,780	98.5%	6,546	96.5%	6,638	96.5%
Fire Inspection - DFD	6,845	262	262	100.0%	60	26.5	6,583	96.2%	6,385	97.0%	6,647	97.1%



Council District 01

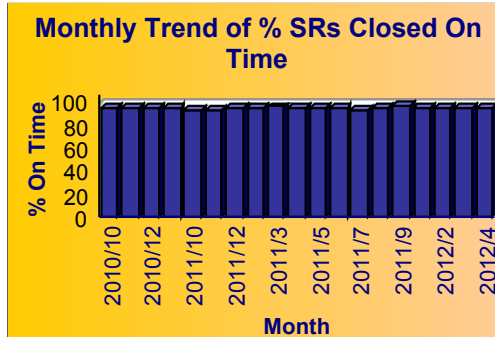
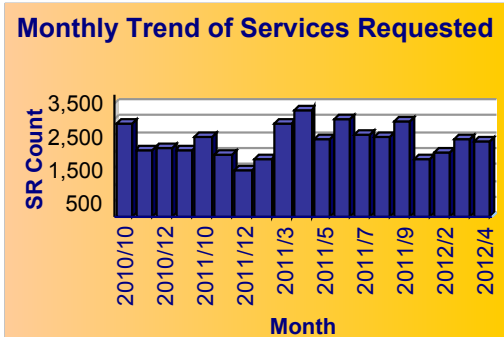
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,324
Litter - CCS	2,667
Signs - Public Right of Way - CCS	2,512
Graffiti Private Property - Residential/Commercial	2,426
Dead Animal Pick Up - SAN	2,075
Obstruction Alley/Sidewalk/Street - CCS	1,986
Roll Cart - SAN	1,945
Animal - Loose Aggressive - CCS	1,872
Smoke Detector Request - DFD	1,682
Recycling ROLL CART Registration - SAN	1,339



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 %
44,680	43,864	41,985	95.7%	816	722	88.5%	95.6%





# City of Dallas Service Level Performance Report by Council District

## Council District 01

### Top Performers by SR Volume Created During the Reporting Period

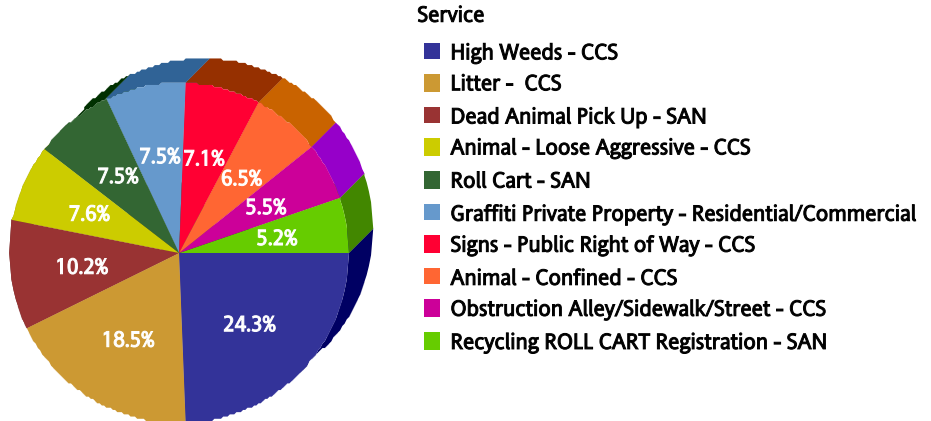
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,324	122	112	91.8%	38	18.3	3,202	96.3%	3,007	93.9%	3,119	93.8%
Litter - CCS	2,667	55	45	81.8%	38	21.9	2,612	97.9%	2,358	90.3%	2,403	90.1%
Signs - Public Right of Way - CCS	2,512	13	0	0.0%	7	1.3	2,499	99.5%	2,429	97.2%	2,429	96.7%
Graffiti Private Property - Residential/Commercial	2,426	23	19	82.6%	90	13.4	2,403	99.1%	2,348	97.7%	2,367	97.6%
Dead Animal Pick Up - SAN	2,075	0	0	N/A	1	0.4	2,075	100.0%	2,063	99.4%	2,063	99.4%
Obstruction Alley/Sidewalk/Street - CCS	1,986	46	44	95.7%	60	23.0	1,940	97.7%	1,880	96.9%	1,924	96.9%
Roll Cart - SAN	1,945	0	0	N/A	10	2.5	1,945	100.0%	1,937	99.6%	1,937	99.6%
Animal - Loose Aggressive - CCS	1,872	0	0	N/A	3	0.7	1,872	100.0%	1,800	96.2%	1,800	96.2%
Smoke Detector Request - DFD	1,682	3	3	100.0%	30	3.0	1,679	99.8%	1,661	98.9%	1,664	98.9%
Recycling ROLL CART Registration - SAN	1,339	0	0	N/A	10	2.4	1,339	100.0%	1,335	99.7%	1,335	99.7%
<b>Illegal Outside Storage - CCS</b>	<b>1,304</b>	<b>17</b>	<b>14</b>	<b>82.4%</b>	<b>38</b>	<b>22.6</b>	<b>1,287</b>	<b>98.7%</b>	<b>1,146</b>	<b>89.0%</b>	<b>1,160</b>	<b>89.0%</b>
Substandard Structure - CCS	1,192	295	284	96.3%	365	71.5	897	75.3%	883	98.4%	1,167	97.9%
Animal - Loose - CCS	1,088	41	41	100.0%	40	16.8	1,047	96.2%	1,020	97.4%	1,061	97.5%
Animal - Confined - CCS	942	0	0	N/A	3	0.6	942	100.0%	911	96.7%	911	96.7%
Illegal Dumping - CCS	926	2	1	50.0%	38	3.1	924	99.8%	908	98.3%	909	98.2%
Bulky Trash Violations - CCS	897	4	1	25.0%	14	4.9	893	99.6%	855	95.7%	856	95.4%
24 Hour Parking/Parking Violations - DPD	772	0	0	N/A	10	3.9	772	100.0%	768	99.5%	768	99.5%
Signs - Other - CCS	757	9	1	11.1%	21	3.1	748	98.8%	717	95.9%	718	94.8%
Junk Motor Vehicle - CCS	751	64	63	98.4%	126	39.9	687	91.5%	653	95.1%	716	95.3%
Garage Sale - CCS	746	2	0	0.0%	7	3.9	744	99.7%	673	90.5%	673	90.2%



Council District 02

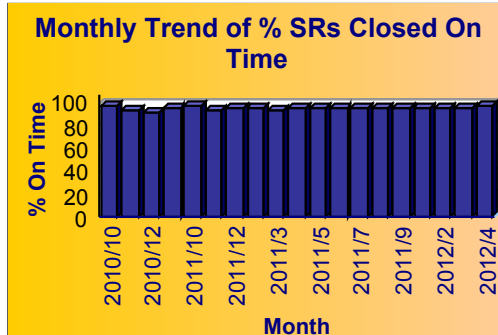
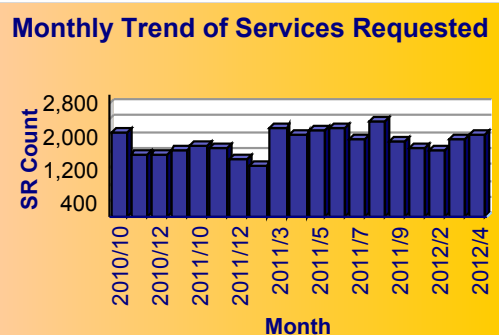
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,350
Litter - CCS	2,549
Dead Animal Pick Up - SAN	1,408
Animal - Loose Aggressive - CCS	1,042
Roll Cart - SAN	1,039
Graffiti Private Property - Residential/Commercial	1,027
Signs - Public Right of Way - CCS	980
Animal - Confined - CCS	897
Obstruction Alley/Sidewalk/Street - CCS	761
Recycling ROLL CART Registration - SAN	714



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 %
34,946	34,379	32,858	95.6%	567	495	87.3%	95.4%



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



# City of Dallas Service Level Performance Report by Council District

## Council District 02

### Top Performers by SR Volume Created During the Reporting Period

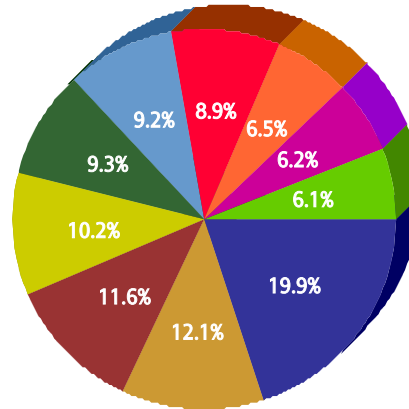
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,350	126	114	90.5%	38	15.7	3,224	96.2%	3,017	93.6%	3,131	93.5%
Litter - CCS	2,549	60	52	86.7%	38	16.5	2,489	97.6%	2,336	93.9%	2,388	93.7%
Dead Animal Pick Up - SAN	1,408	0	0	N/A	1	0.3	1,408	100.0%	1,404	99.7%	1,404	99.7%
Animal - Loose Aggressive - CCS	1,042	1	0	0.0%	3	1.5	1,041	99.9%	1,014	97.4%	1,014	97.3%
Roll Cart - SAN	1,039	0	0	N/A	10	2.9	1,039	100.0%	1,031	99.2%	1,031	99.2%
Graffiti Private Property - Residential/Commercial	1,027	5	5	100.0%	90	9.3	1,022	99.5%	1,003	98.1%	1,008	98.1%
Signs - Public Right of Way - CCS	980	1	0	0.0%	7	1.0	979	99.9%	935	95.5%	935	95.4%
Animal - Confined - CCS	897	0	0	N/A	3	0.5	897	100.0%	873	97.3%	873	97.3%
Obstruction Alley/Sidewalk/Street - CCS	761	24	23	95.8%	60	23.2	737	96.8%	706	95.8%	729	95.8%
Recycling ROLL CART Registration - SAN	714	0	0	N/A	10	2.6	714	100.0%	712	99.7%	712	99.7%
Substandard Structure - CCS	702	116	114	98.3%	365	68.1	586	83.5%	573	97.8%	687	97.9%
Traffic Signal - Flashing - STS	696	0	0	N/A	4	1.3	696	100.0%	690	99.1%	690	99.1%
Junk Motor Vehicle - CCS	623	15	15	100.0%	126	39.0	608	97.6%	593	97.5%	608	97.6%
Animal - Loose - CCS	599	15	15	100.0%	40	15.8	584	97.5%	567	97.1%	582	97.2%
24 Hour Parking/Parking Violations - DPD	589	0	0	N/A	10	4.9	589	100.0%	571	96.9%	571	96.9%
Fire Inspection - DFD	582	26	26	100.0%	60	29.5	556	95.5%	527	94.8%	553	95.0%
Illegal Dumping - CCS	551	4	4	100.0%	38	4.8	547	99.3%	538	98.4%	542	98.4%
Garbage - Missed - SAN	545	0	0	N/A	3	1.0	545	100.0%	530	97.2%	530	97.2%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	536	0	0	N/A	10	2.3	536	100.0%	535	99.8%	535	99.8%
Animal - Sick/Injured - CCS	505	0	0	N/A	3	0.4	505	100.0%	493	97.6%	493	97.6%



**Council District 03**

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	4,962
Litter - CCS	3,016
Dead Animal Pick Up - SAN	2,901
Roll Cart - SAN	2,543
Animal - Loose Aggressive - CCS	2,327
Obstruction Alley/Sidewalk/Street - CCS	2,302
Signs - Public Right of Way - CCS	2,230
Bulky Trash Violations - CCS	1,617
Recycling ROLL CART Registration - SAN	1,544
Illegal Dumping - CCS	1,513



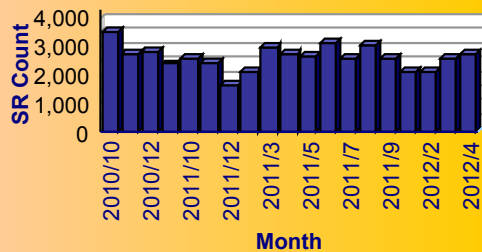
**Service**

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

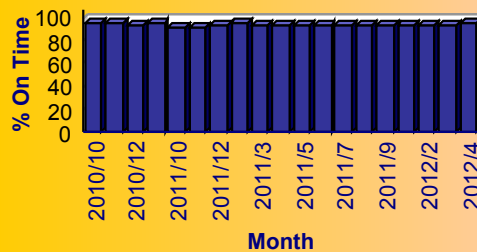
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
49,609	48,524	45,764	94.3%	1,085	936	86.3%	94.1%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





### Council District 03

#### Top Performers by SR Volume Created During the Reporting Period

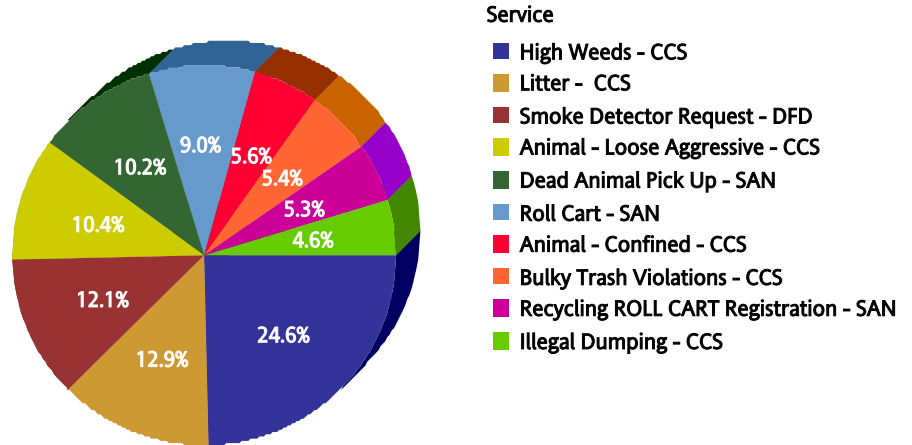
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	4,962	284	230	81.0%	38	18.6	4,678	94.3%	4,197	89.7%	4,427	89.2%
Litter - CCS	3,016	126	106	84.1%	38	22.6	2,890	95.8%	2,429	84.0%	2,535	84.1%
Dead Animal Pick Up - SAN	2,901	0	0	N/A	1	0.3	2,901	100.0%	2,889	99.6%	2,889	99.6%
Roll Cart - SAN	2,543	0	0	N/A	10	2.7	2,543	100.0%	2,529	99.4%	2,529	99.4%
Animal - Loose Aggressive - CCS	2,327	1	0	0.0%	3	1.2	2,326	100.0%	2,226	95.7%	2,226	95.7%
Obstruction Alley/Sidewalk/Street - CCS	2,302	148	148	100.0%	60	29.6	2,154	93.6%	1,959	90.9%	2,107	91.5%
Signs - Public Right of Way - CCS	2,230	0	0	N/A	7	1.3	2,230	100.0%	2,153	96.5%	2,153	96.5%
Bulky Trash Violations - CCS	1,617	6	3	50.0%	14	5.0	1,611	99.6%	1,494	92.7%	1,497	92.6%
Recycling ROLL CART Registration - SAN	1,544	0	0	N/A	10	2.6	1,544	100.0%	1,538	99.6%	1,538	99.6%
Illegal Dumping - CCS	1,513	8	8	100.0%	38	3.7	1,505	99.5%	1,475	98.0%	1,483	98.0%
Animal - Confined - CCS	1,448	0	0	N/A	3	0.7	1,448	100.0%	1,407	97.2%	1,407	97.2%
Animal - Loose - CCS	1,135	61	61	100.0%	40	17.3	1,074	94.6%	1,042	97.0%	1,103	97.2%
Illegal Garbage/Placement - CCS	951	6	3	50.0%	60	20.2	945	99.4%	880	93.1%	883	92.8%
Illegal Outside Storage - CCS	891	15	10	66.7%	38	24.8	876	98.3%	723	82.5%	733	82.3%
Smoke Detector Request - DFD	880	3	3	100.0%	30	4.6	877	99.7%	862	98.3%	865	98.3%
Animal - Sick/Injured - CCS	864	0	0	N/A	3	0.2	864	100.0%	854	98.8%	854	98.8%
Substandard Structure - CCS	861	215	197	91.6%	365	84.3	646	75.0%	635	98.3%	832	96.6%
Junk Motor Vehicle - CCS	797	33	32	97.0%	126	34.9	764	95.9%	737	96.5%	769	96.5%
Garbage - Missed - SAN	758	0	0	N/A	3	0.9	758	100.0%	753	99.3%	753	99.3%
24 Hour Parking/Parking Violations - DPD	696	0	0	N/A	10	3.7	696	100.0%	696	100.0%	696	100.0%



Council District 04

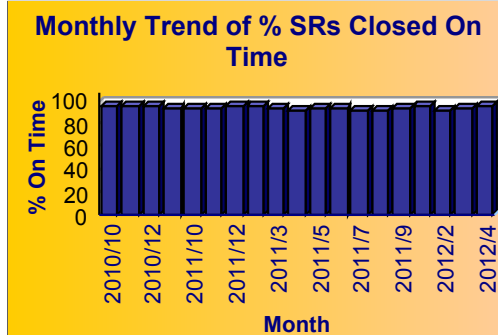
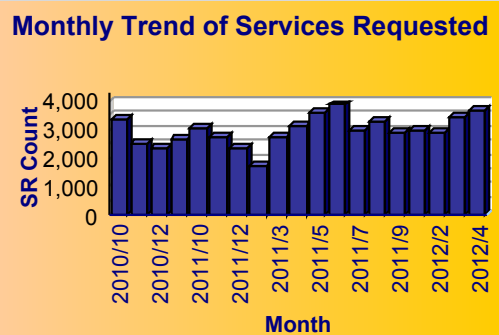
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	7,648
Litter - CCS	4,018
Smoke Detector Request - DFD	3,749
Animal - Loose Aggressive - CCS	3,241
Dead Animal Pick Up - SAN	3,156
Roll Cart - SAN	2,793
Animal - Confined - CCS	1,732
Bulky Trash Violations - CCS	1,686
Recycling ROLL CART Registration - SAN	1,634
Illegal Dumping - CCS	1,428



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 %
56,139	54,997	51,622	93.9%	1,142	1,061	92.9%	93.8%





# City of Dallas Service Level Performance Report by Council District

## Council District 04

### Top Performers by SR Volume Created During the Reporting Period

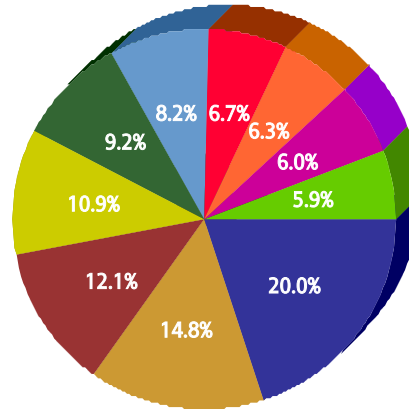
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	7,648	429	410	95.6%	38	17.4	7,219	94.4%	6,582	91.2%	6,992	91.4%
Litter - CCS	4,018	131	129	98.5%	38	21.4	3,887	96.7%	3,404	87.6%	3,533	87.9%
Smoke Detector Request - DFD	3,749	9	9	100.0%	30	3.0	3,740	99.8%	3,715	99.3%	3,724	99.3%
Animal - Loose Aggressive - CCS	3,241	6	0	0.0%	3	0.8	3,235	99.8%	3,105	96.0%	3,105	95.8%
Dead Animal Pick Up - SAN	3,156	0	0	N/A	1	0.4	3,156	100.0%	3,138	99.4%	3,138	99.4%
Roll Cart - SAN	2,793	0	0	N/A	10	2.7	2,793	100.0%	2,780	99.5%	2,780	99.5%
Animal - Confined - CCS	1,732	1	0	0.0%	3	1.1	1,731	99.9%	1,632	94.3%	1,632	94.2%
Bulky Trash Violations - CCS	1,686	6	6	100.0%	14	11.7	1,680	99.6%	1,132	67.4%	1,138	67.5%
Recycling ROLL CART Registration - SAN	1,634	0	0	N/A	10	2.9	1,634	100.0%	1,620	99.1%	1,620	99.1%
Illegal Dumping - CCS	1,428	12	10	83.3%	38	5.5	1,416	99.2%	1,370	96.8%	1,380	96.6%
Animal - Loose - CCS	1,384	52	52	100.0%	40	17.0	1,332	96.2%	1,273	95.6%	1,325	95.7%
Animal - Sick/Injured - CCS	1,246	0	0	N/A	3	0.7	1,246	100.0%	1,225	98.3%	1,225	98.3%
Obstruction Alley/Sidewalk/Street - CCS	1,218	50	50	100.0%	60	28.1	1,168	95.9%	1,091	93.4%	1,141	93.7%
Junk Motor Vehicle - CCS	1,203	57	57	100.0%	126	46.0	1,146	95.3%	1,082	94.4%	1,139	94.7%
Garbage - Missed - SAN	1,158	0	0	N/A	3	0.8	1,158	100.0%	1,147	99.1%	1,147	99.1%
Substandard Structure - CCS	1,088	212	204	96.2%	365	61.1	876	80.5%	856	97.7%	1,060	97.4%
Signs - Public Right of Way - CCS	915	3	0	0.0%	7	1.9	912	99.7%	867	95.1%	867	94.8%
Parking - Unapproved Surface - CCS	906	2	2	100.0%	10	2.7	904	99.8%	841	93.0%	843	93.0%
Illegal Outside Storage - CCS	863	8	8	100.0%	38	22.3	855	99.1%	764	89.4%	772	89.5%
24 Hour Parking/Parking Violations - DPD	654	0	0	N/A	10	4.7	654	100.0%	649	99.2%	649	99.2%



Council District 05

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,395
Litter - CCS	4,003
Animal - Loose Aggressive - CCS	3,268
Dead Animal Pick Up - SAN	2,954
Roll Cart - SAN	2,479
Substandard Structure - CCS	2,204
Animal - Confined - CCS	1,805
Obstruction Alley/Sidewalk/Street - CCS	1,690
Recycling ROLL CART Registration - SAN	1,619
Bulky Trash Violations - CCS	1,595



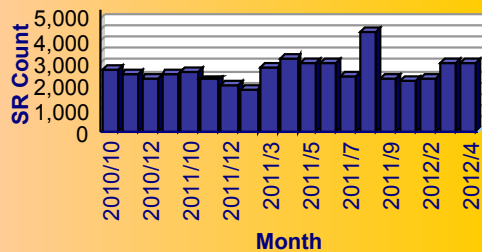
Service

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

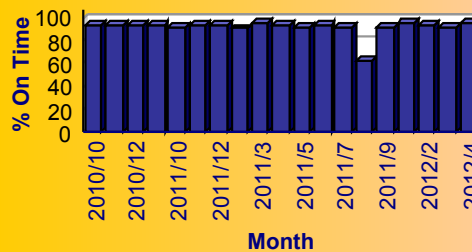
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
51,069	49,814	45,168	90.7%	1,255	1,134	90.4%	90.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 05

### Top Performers by SR Volume Created During the Reporting Period

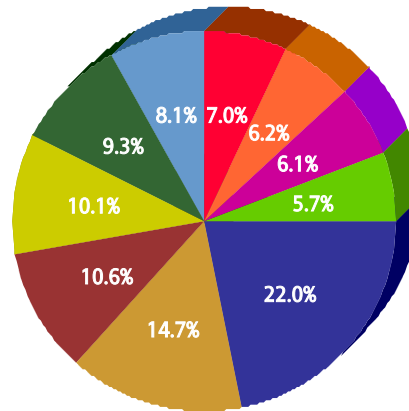
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	5,395	280	254	90.7%	38	27.0	5,115	94.8%	4,125	80.6%	4,379	81.2%
Litter - CCS	4,003	84	69	82.1%	38	32.2	3,919	97.9%	2,969	75.8%	3,038	75.9%
Animal - Loose Aggressive - CCS	3,268	3	0	0.0%	3	1.3	3,265	99.9%	3,180	97.4%	3,180	97.3%
Dead Animal Pick Up - SAN	2,954	0	0	N/A	1	0.4	2,954	100.0%	2,936	99.4%	2,936	99.4%
Roll Cart - SAN	2,479	0	0	N/A	10	2.7	2,479	100.0%	2,470	99.6%	2,470	99.6%
Substandard Structure - CCS	2,204	387	375	96.9%	365	54.5	1,817	82.4%	1,778	97.9%	2,153	97.7%
Animal - Confined - CCS	1,805	1	0	0.0%	3	0.7	1,804	99.9%	1,750	97.0%	1,750	97.0%
Obstruction Alley/Sidewalk/Street - CCS	1,690	56	53	94.6%	60	48.6	1,634	96.7%	1,094	67.0%	1,147	67.9%
Recycling ROLL CART Registration - SAN	1,619	0	0	N/A	10	2.6	1,619	100.0%	1,615	99.8%	1,615	99.8%
Bulky Trash Violations - CCS	1,595	30	24	80.0%	14	11.4	1,565	98.1%	1,089	69.6%	1,113	69.8%
Signs - Public Right of Way - CCS	1,410	1	0	0.0%	7	1.2	1,409	99.9%	1,328	94.3%	1,328	94.2%
Animal - Loose - CCS	1,380	53	53	100.0%	40	18.1	1,327	96.2%	1,276	96.2%	1,329	96.3%
Animal - Sick/Injured - CCS	1,232	0	0	N/A	3	0.4	1,232	100.0%	1,211	98.3%	1,211	98.3%
Garbage - Missed - SAN	1,087	0	0	N/A	3	1.0	1,087	100.0%	1,066	98.1%	1,066	98.1%
Junk Motor Vehicle - CCS	900	89	89	100.0%	126	40.1	811	90.1%	772	95.2%	861	95.7%
Parking - Unapproved Surface - CCS	804	7	2	28.6%	10	4.1	797	99.1%	691	86.7%	693	86.2%
24 Hour Parking/Parking Violations - DPD	755	1	1	100.0%	10	5.2	754	99.9%	739	98.0%	740	98.0%
Illegal Dumping - CCS	623	12	12	100.0%	38	11.4	611	98.1%	582	95.3%	594	95.3%
Illegal Outside Storage - CCS	596	9	6	66.7%	38	24.7	587	98.5%	489	83.3%	495	83.1%
Smoke Detector Request - DFD	570	6	6	100.0%	30	9.0	564	98.9%	543	96.3%	549	96.3%



Council District 06

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	2,908
Litter - CCS	1,942
Signs - Public Right of Way - CCS	1,401
Animal - Loose Aggressive - CCS	1,338
Dead Animal Pick Up - SAN	1,234
Fire Inspection - DFD	1,075
Roll Cart - SAN	921
Obstruction Alley/Sidewalk/Street - CCS	819
Animal - Confined - CCS	810
Illegal Dumping - CCS	757



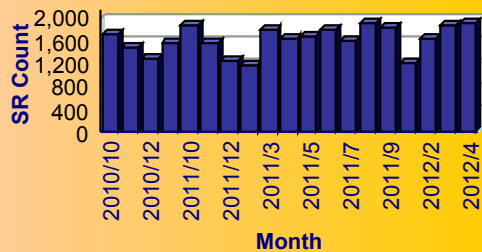
Service

- High Weeds - CCS
- Litter - CCS
- Signs - Public Right of Way - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Animal - Confined - CCS
- Illegal Dumping - CCS

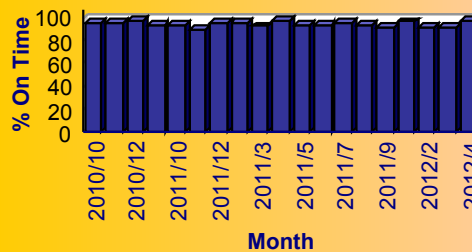
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,807	29,950	28,261	94.4%	857	707	82.5%	94.0%

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

### Top Performers by SR Volume Created During the Reporting Period

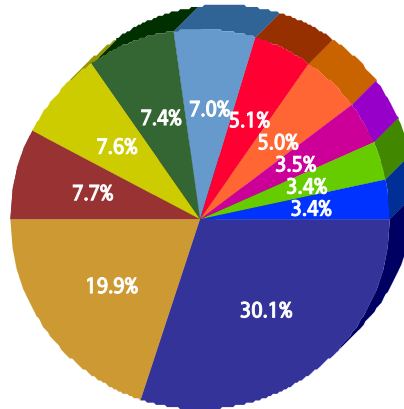
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,908	230	171	74.3%	38	19.2	2,678	92.1%	2,349	87.7%	2,520	86.7%
Litter - CCS	1,942	99	68	68.7%	38	23.1	1,843	94.9%	1,576	85.5%	1,644	84.7%
Signs - Public Right of Way - CCS	1,401	0	0	N/A	7	0.8	1,401	100.0%	1,360	97.1%	1,360	97.1%
Animal - Loose Aggressive - CCS	1,338	0	0	N/A	3	0.6	1,338	100.0%	1,295	96.8%	1,295	96.8%
Dead Animal Pick Up - SAN	1,234	0	0	N/A	1	0.3	1,234	100.0%	1,224	99.2%	1,224	99.2%
Fire Inspection - DFD	1,075	53	53	100.0%	60	23.1	1,022	95.1%	1,011	98.9%	1,064	99.0%
Roll Cart - SAN	921	0	0	N/A	10	2.5	921	100.0%	919	99.8%	919	99.8%
Obstruction Alley/Sidewalk/Street - CCS	819	26	25	96.2%	60	24.6	793	96.8%	718	90.5%	743	90.7%
Animal - Confined - CCS	810	2	0	0.0%	3	0.8	808	99.8%	785	97.2%	785	96.9%
Illegal Dumping - CCS	757	7	6	85.7%	38	4.1	750	99.1%	721	96.1%	727	96.0%
Illegal Outside Storage - CCS	742	30	11	36.7%	38	22.3	712	96.0%	622	87.4%	633	85.3%
Illegal Land Use (Residential/Business) - CCS	677	38	31	81.6%	60	25.6	639	94.4%	552	86.4%	583	86.1%
Animal - Loose - CCS	670	30	30	100.0%	40	16.3	640	95.5%	629	98.3%	659	98.4%
Substandard Structure - CCS	668	176	173	98.3%	365	92.2	492	73.7%	474	96.3%	647	96.9%
Junk Motor Vehicle - CCS	607	25	23	92.0%	126	38.6	582	95.9%	541	93.0%	564	92.9%
Recycling ROLL CART Registration - SAN	599	0	0	N/A	10	2.4	599	100.0%	599	100.0%	599	100.0%
Parking - Unapproved Surface - CCS	594	2	0	0.0%	10	3.3	592	99.7%	560	94.6%	560	94.3%
Animal - Sick/Injured - CCS	560	0	0	N/A	3	0.3	560	100.0%	547	97.7%	547	97.7%
Garage Sale - CCS	535	0	0	N/A	7	1.1	535	100.0%	510	95.3%	510	95.3%
Graffiti Private Property - Residential/Commercial	497	8	7	87.5%	90	11.1	489	98.4%	477	97.5%	484	97.4%



Council District 07

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	9,613
Litter - CCS	6,376
Animal - Loose Aggressive - CCS	2,469
Dead Animal Pick Up - SAN	2,421
Substandard Structure - CCS	2,362
Roll Cart - SAN	2,236
Bulky Trash Violations - CCS	1,631
Animal - Confined - CCS	1,608
Illegal Dumping - CCS	1,114
Animal - Loose - CCS	1,073
Open and Vacant Structure - CCS	1,073



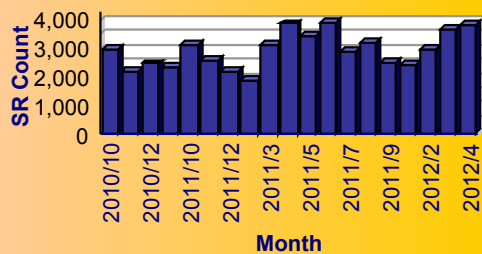
Service

- High Weeds - CCS
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Substandard Structure - CCS
- Roll Cart - SAN
- Bulky Trash Violations - CCS
- Animal - Confined - CCS
- Illegal Dumping - CCS
- Animal - Loose - CCS
- Open and Vacant Structure - CCS

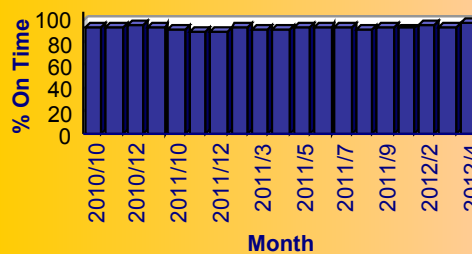
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
55,569	54,314	50,810	93.5%	1,255	1,142	91.0%	93.5%

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

### Top Performers by SR Volume Created During the Reporting Period

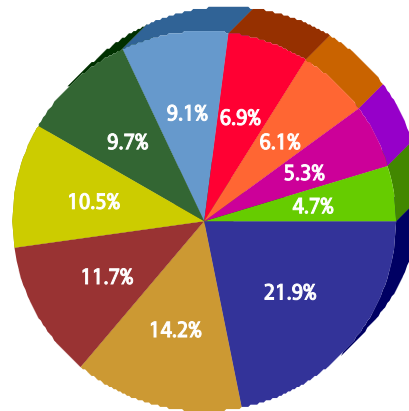
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	9,613	256	234	91.4%	38	13.3	9,357	97.3%	8,652	92.5%	8,886	92.4%
Litter - CCS	6,376	117	111	94.9%	38	16.2	6,259	98.2%	5,618	89.8%	5,729	89.9%
Animal - Loose Aggressive - CCS	2,469	2	0	0.0%	3	1.4	2,467	99.9%	2,380	96.5%	2,380	96.4%
Dead Animal Pick Up - SAN	2,421	0	0	N/A	1	0.3	2,421	100.0%	2,415	99.8%	2,415	99.8%
Substandard Structure - CCS	2,362	498	477	95.8%	365	59.8	1,864	78.9%	1,806	96.9%	2,283	96.7%
Roll Cart - SAN	2,236	0	0	N/A	10	2.7	2,236	100.0%	2,224	99.5%	2,224	99.5%
Bulky Trash Violations - CCS	1,631	5	3	60.0%	14	7.3	1,626	99.7%	1,405	86.4%	1,408	86.3%
Animal - Confined - CCS	1,608	3	0	0.0%	3	0.8	1,605	99.8%	1,543	96.1%	1,543	96.0%
Illegal Dumping - CCS	1,114	12	11	91.7%	38	5.4	1,102	98.9%	1,059	96.1%	1,070	96.1%
Open and Vacant Structure - CCS	1,073	16	15	93.8%	30	11.0	1,057	98.5%	935	88.5%	950	88.5%
Animal - Loose - CCS	1,073	32	32	100.0%	40	16.6	1,041	97.0%	1,013	97.3%	1,045	97.4%
Animal - Sick/Injured - CCS	1,036	0	0	N/A	3	0.4	1,036	100.0%	1,016	98.1%	1,016	98.1%
Recycling ROLL CART Registration - SAN	1,013	0	0	N/A	10	2.4	1,013	100.0%	1,010	99.7%	1,010	99.7%
Junk Motor Vehicle - CCS	964	47	44	93.6%	126	50.7	917	95.1%	808	88.1%	852	88.4%
Obstruction Alley/Sidewalk/Street - CCS	923	57	57	100.0%	60	29.0	866	93.8%	795	91.8%	852	92.3%
Garbage - Missed - SAN	848	0	0	N/A	3	0.7	848	100.0%	840	99.1%	840	99.1%
Signs - Public Right of Way - CCS	842	0	0	N/A	7	2.4	842	100.0%	776	92.2%	776	92.2%
Smoke Detector Request - DFD	821	2	2	100.0%	30	5.4	819	99.8%	799	97.6%	801	97.6%
24 Hour Parking/Parking Violations - DPD	755	0	0	N/A	10	4.8	755	100.0%	743	98.4%	743	98.4%
Illegal Outside Storage - CCS	737	14	12	85.7%	38	27.2	723	98.1%	566	78.3%	578	78.4%



Council District 08

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	5,277
Animal - Loose Aggressive - CCS	3,416
Dead Animal Pick Up - SAN	2,820
Roll Cart - SAN	2,526
Animal - Confined - CCS	2,333
Litter - CCS	2,183
Recycling ROLL CART Registration - SAN	1,667
Animal - Loose - CCS	1,467
Animal - Sick/Injured - CCS	1,267
Signs - Public Right of Way - CCS	1,143



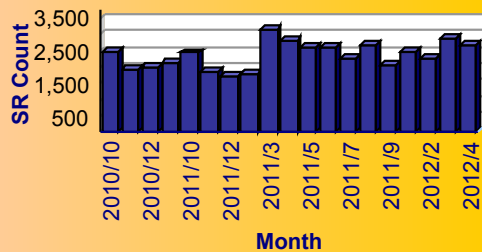
Service

- High Weeds - CCS
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Animal - Loose - CCS
- Animal - Sick/Injured - CCS
- Signs - Public Right of Way - CCS

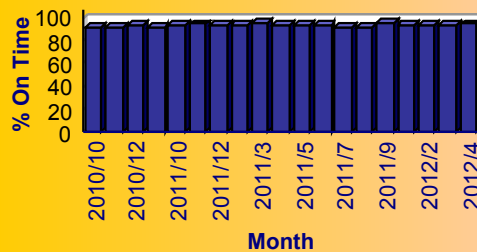
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
44,672	43,868	41,047	93.6%	804	731	90.9%	93.5%

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

### Top Performers by SR Volume Created During the Reporting Period

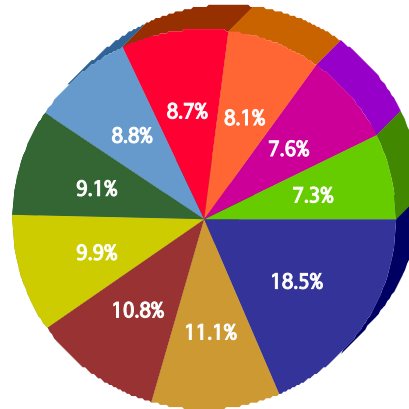
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	5,277	201	187	93.0%	38	20.2	5,076	96.2%	4,510	88.8%	4,697	89.0%
Animal - Loose Aggressive - CCS	3,416	4	0	0.0%	3	0.6	3,412	99.9%	3,308	97.0%	3,308	96.8%
Dead Animal Pick Up - SAN	2,820	0	0	N/A	1	0.3	2,820	100.0%	2,798	99.2%	2,798	99.2%
Roll Cart - SAN	2,526	0	0	N/A	10	2.8	2,526	100.0%	2,511	99.4%	2,511	99.4%
Animal - Confined - CCS	2,333	0	0	N/A	3	0.8	2,333	100.0%	2,242	96.1%	2,242	96.1%
Litter - CCS	2,183	56	52	92.9%	38	23.4	2,127	97.4%	1,785	83.9%	1,837	84.2%
Recycling ROLL CART Registration - SAN	1,667	0	0	N/A	10	2.8	1,667	100.0%	1,662	99.7%	1,662	99.7%
Animal - Loose - CCS	1,467	72	72	100.0%	40	17.8	1,395	95.1%	1,355	97.1%	1,427	97.3%
Animal - Sick/Injured - CCS	1,267	0	0	N/A	3	0.3	1,267	100.0%	1,246	98.3%	1,246	98.3%
Signs - Public Right of Way - CCS	1,143	0	0	N/A	7	0.8	1,143	100.0%	1,094	95.7%	1,094	95.7%
Garbage - Missed - SAN	1,068	0	0	N/A	3	1.2	1,068	100.0%	1,047	98.0%	1,047	98.0%
Parking - Unapproved Surface - CCS	901	1	1	100.0%	10	3.4	900	99.9%	806	89.6%	807	89.6%
Substandard Structure - CCS	882	158	154	97.5%	365	61.1	724	82.1%	706	97.5%	860	97.5%
Junk Motor Vehicle - CCS	877	64	64	100.0%	126	52.5	813	92.7%	751	92.4%	815	92.9%
Bulky Trash Violations - CCS	799	7	3	42.9%	14	13.0	792	99.1%	529	66.8%	532	66.6%
Obstruction Alley/Sidewalk/Street - CCS	735	24	20	83.3%	60	28.9	711	96.7%	644	90.6%	664	90.3%
Signs - Public Right of Way Eve/Weekends - CCS	601	0	0	N/A	7	0.2	601	100.0%	598	99.5%	598	99.5%
Animal - Cruelty - CCS	542	0	0	N/A	30	1.9	542	100.0%	540	99.6%	540	99.6%
Illegal Dumping - CCS	522	4	4	100.0%	38	15.5	518	99.2%	454	87.6%	458	87.7%
Illegal Outside Storage - CCS	471	7	5	71.4%	38	24.4	464	98.5%	384	82.8%	389	82.6%



Council District 09

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	2,634
Dead Animal Pick Up - SAN	1,581
High Weeds - CCS	1,537
Animal - Confined - CCS	1,408
Bulky Trash Violations - CCS	1,302
Obstruction Alley/Sidewalk/Street - CCS	1,253
Recycling ROLL CART Registration - SAN	1,246
Garbage - Missed - SAN	1,157
Litter - CCS	1,085
Animal - Loose Aggressive - CCS	1,046



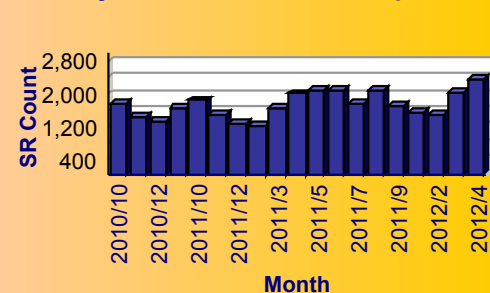
Service

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

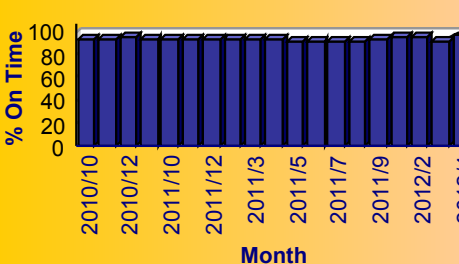
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,601	31,977	30,014	93.9%	624	541	86.7%	93.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

## Council District 09

### Top Performers by SR Volume Created During the Reporting Period

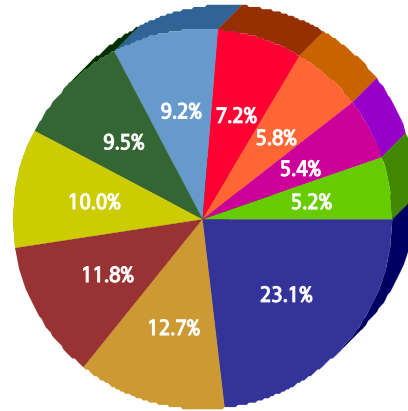
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	2,634	0	0	N/A	10	2.7	2,634	100.0%	2,625	99.7%	2,625	99.7%
Dead Animal Pick Up - SAN	1,581	0	0	N/A	1	0.3	1,581	100.0%	1,572	99.4%	1,572	99.4%
High Weeds - CCS	1,537	139	109	78.4%	38	22.5	1,398	91.0%	1,175	84.0%	1,284	83.5%
Animal - Confined - CCS	1,408	0	0	N/A	3	0.5	1,408	100.0%	1,372	97.4%	1,372	97.4%
Bulky Trash Violations - CCS	1,302	2	2	100.0%	14	8.8	1,300	99.8%	1,112	85.5%	1,114	85.6%
Obstruction Alley/Sidewalk/Street - CCS	1,253	72	70	97.2%	60	36.3	1,181	94.3%	1,003	84.9%	1,073	85.6%
Recycling ROLL CART Registration - SAN	1,246	0	0	N/A	10	2.5	1,246	100.0%	1,243	99.8%	1,243	99.8%
Garbage - Missed - SAN	1,157	0	0	N/A	3	0.9	1,157	100.0%	1,144	98.9%	1,144	98.9%
Litter - CCS	1,085	33	24	72.7%	38	28.8	1,052	97.0%	786	74.7%	810	74.7%
Animal - Loose Aggressive - CCS	1,046	0	0	N/A	3	0.7	1,046	100.0%	1,009	96.5%	1,009	96.5%
Recyclable Collection Missed (Residential) - SAN	904	0	0	N/A	3	1.0	904	100.0%	888	98.2%	888	98.2%
24 Hour Parking/Parking Violations - DPD	707	0	0	N/A	10	3.9	707	100.0%	703	99.4%	703	99.4%
Substandard Structure - CCS	631	107	105	98.1%	365	82.6	524	83.0%	516	98.5%	621	98.4%
Recycling - Roll Cart - SAN	592	0	0	N/A	10	2.8	592	100.0%	590	99.7%	590	99.7%
Street Repair - Routine-STS	572	7	7	100.0%	90	20.3	565	98.8%	563	99.6%	570	99.7%
Animal - Loose - CCS	567	24	24	100.0%	40	16.5	543	95.8%	531	97.8%	555	97.9%
Junk Motor Vehicle - CCS	562	87	87	100.0%	126	34.9	475	84.5%	454	95.6%	541	96.3%
Animal - Sick/Injured - CCS	502	0	0	N/A	3	0.3	502	100.0%	494	98.4%	494	98.4%
Parking - Unapproved Surface - CCS	453	0	0	N/A	10	4.2	453	100.0%	416	91.8%	416	91.8%
Brush/Bulk Items - Missed - SAN	436	0	0	N/A	10	3.2	436	100.0%	430	98.6%	430	98.6%



Council District 10

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,820
Animal - Confined - CCS	1,006
High Weeds - CCS	933
Garbage - Missed - SAN	793
Bulky Trash Violations - CCS	752
Dead Animal Pick Up - SAN	724
Recycling ROLL CART Registration - SAN	567
24 Hour Parking/Parking Violations - DPD	460
Substandard Structure Apts - CCS	427
Obstruction Alley/Sidewalk/Street - CCS	410

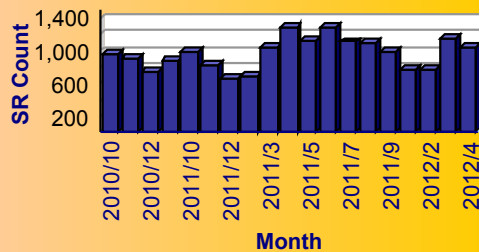


- Roll Cart - SAN
- Animal - Confined - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Bulky Trash Violations - CCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- 24 Hour Parking/Parking Violations - DPD
- Substandard Structure Apts - CCS
- Obstruction Alley/Sidewalk/Street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

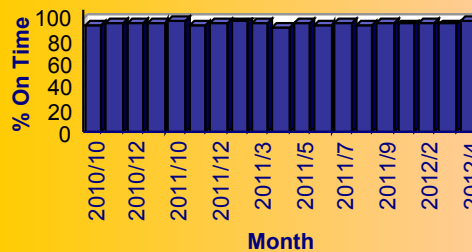
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
18,233	17,996	17,142	95.3%	237	184	77.6%	95.0%

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

### Top Performers by SR Volume Created During the Reporting Period

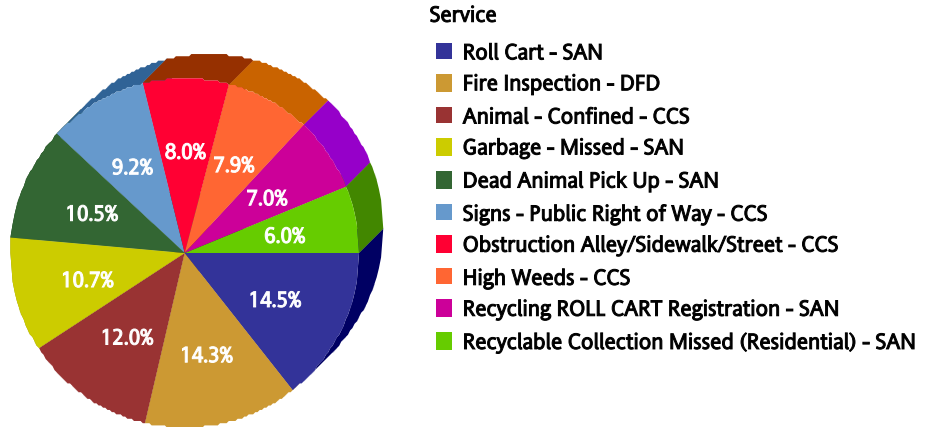
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	1,820	0	0	N/A	10	2.7	1,820	100.0%	1,816	99.8%	1,816	99.8%
Animal - Confined - CCS	1,006	0	0	N/A	3	0.4	1,006	100.0%	981	97.5%	981	97.5%
High Weeds - CCS	933	36	24	66.7%	38	22.1	897	96.1%	765	85.3%	789	84.6%
Garbage - Missed - SAN	793	0	0	N/A	3	0.8	793	100.0%	789	99.5%	789	99.5%
Bulky Trash Violations - CCS	752	2	2	100.0%	14	5.9	750	99.7%	701	93.5%	703	93.5%
Dead Animal Pick Up - SAN	724	0	0	N/A	1	0.3	724	100.0%	721	99.6%	721	99.6%
Recycling ROLL CART Registration - SAN	567	0	0	N/A	10	2.6	567	100.0%	566	99.8%	566	99.8%
24 Hour Parking/Parking Violations - DPD	460	0	0	N/A	10	4.0	460	100.0%	459	99.8%	459	99.8%
Substandard Structure Apts - CCS	427	18	18	100.0%	365	20.3	409	95.8%	408	99.8%	426	99.8%
Obstruction Alley/Sidewalk/Street - CCS	410	15	12	80.0%	60	27.9	395	96.3%	352	89.1%	364	88.8%
Litter - CCS	364	15	7	46.7%	38	26.3	349	95.9%	274	78.5%	281	77.2%
Animal - Loose Aggressive - CCS	364	0	0	N/A	3	0.4	364	100.0%	359	98.6%	359	98.6%
Animal - Sick/Injured - CCS	333	0	0	N/A	3	0.2	333	100.0%	331	99.4%	331	99.4%
Fire Inspection - DFD	329	7	7	100.0%	60	28.7	322	97.9%	311	96.6%	318	96.7%
Recycling - Roll Cart - SAN	323	0	0	N/A	10	2.6	323	100.0%	321	99.4%	321	99.4%
Substandard Structure - CCS	300	55	53	96.4%	365	72.3	245	81.7%	237	96.7%	290	96.7%
Brush/Bulk Items - Missed - SAN	271	0	0	N/A	10	2.3	271	100.0%	269	99.3%	269	99.3%
Street Repair - Routine-STS	266	4	4	100.0%	90	18.6	262	98.5%	261	99.6%	265	99.6%
Traffic Signal - Flashing - STS	202	0	0	N/A	4	1.4	202	100.0%	202	100.0%	202	100.0%
Plumbing Violation Apts - CCS	197	5	5	100.0%	60	13.7	192	97.5%	183	95.3%	188	95.4%



Council District 11

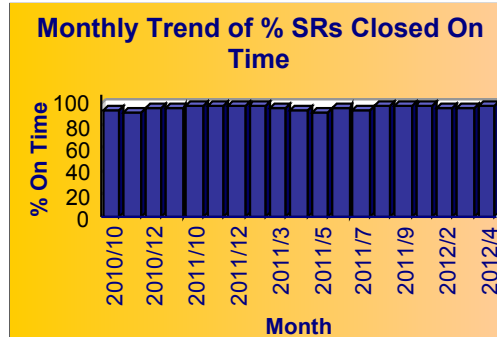
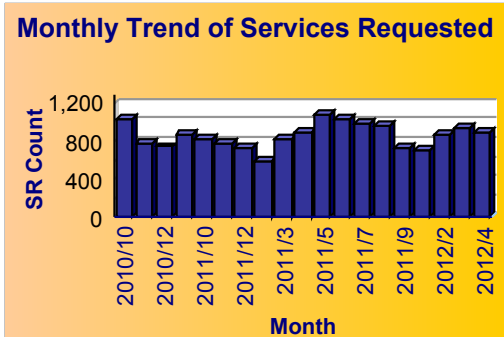
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	955
Fire Inspection - DFD	939
Animal - Confined - CCS	789
Garbage - Missed - SAN	708
Dead Animal Pick Up - SAN	690
Signs - Public Right of Way - CCS	604
Obstruction Alley/Sidewalk/Street - CCS	529
High Weeds - CCS	520
Recycling ROLL CART Registration - SAN	460
Recyclable Collection Missed (Residential) - SAN	394



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 %
16,248	16,051	15,400	95.9%	197	159	80.7%	95.8%





# City of Dallas Service Level Performance Report by Council District

## Council District 11

### Top Performers by SR Volume Created During the Reporting Period

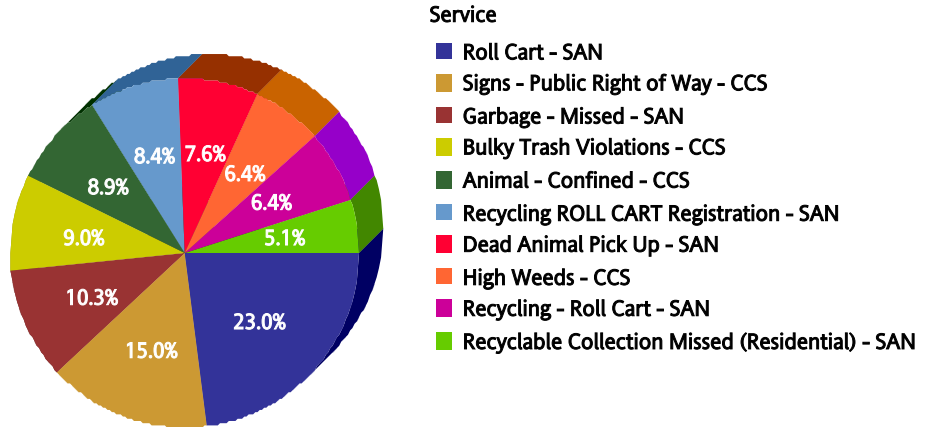
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	955	0	0	N/A	10	2.6	955	100.0%	951	99.6%	951	99.6%
Fire Inspection - DFD	939	29	29	100.0%	60	20.3	910	96.9%	900	98.9%	929	98.9%
Animal - Confined - CCS	789	1	0	0.0%	3	0.6	788	99.9%	772	98.0%	772	97.8%
Garbage - Missed - SAN	708	0	0	N/A	3	0.6	708	100.0%	707	99.9%	707	99.9%
Dead Animal Pick Up - SAN	690	0	0	N/A	1	0.3	690	100.0%	689	99.9%	689	99.9%
Signs - Public Right of Way - CCS	604	0	0	N/A	7	2.1	604	100.0%	591	97.8%	591	97.8%
Obstruction Alley/Sidewalk/Street - CCS	529	36	34	94.4%	60	32.6	493	93.2%	437	88.6%	471	89.0%
High Weeds - CCS	520	28	22	78.6%	38	28.5	492	94.6%	401	81.5%	423	81.3%
Recycling ROLL CART Registration - SAN	460	0	0	N/A	10	2.5	460	100.0%	458	99.6%	458	99.6%
Recyclable Collection Missed (Residential) - SAN	394	0	0	N/A	3	0.6	394	100.0%	393	99.7%	393	99.7%
Bulky Trash Violations - CCS	324	1	0	0.0%	14	18.6	323	99.7%	286	88.5%	286	88.3%
Recycling - Roll Cart - SAN	319	0	0	N/A	10	2.7	319	100.0%	319	100.0%	319	100.0%
Traffic Signal - Flashing - STS	312	0	0	N/A	4	1.3	312	100.0%	309	99.0%	309	99.0%
Animal - Sick/Injured - CCS	300	0	0	N/A	3	0.6	300	100.0%	296	98.7%	296	98.7%
Litter - CCS	294	9	5	55.6%	38	28.8	285	96.9%	234	82.1%	239	81.3%
Signs - Other - CCS	269	0	0	N/A	21	17.1	269	100.0%	235	87.4%	235	87.4%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	266	0	0	N/A	10	3.0	266	100.0%	266	100.0%	266	100.0%
Substandard Structure Apts - CCS	261	5	4	80.0%	365	14.4	256	98.1%	256	100.0%	260	99.6%
Street Repair - Routine-STS	260	6	6	100.0%	90	20.0	254	97.7%	254	100.0%	260	100.0%
Animal - Loose Aggressive - CCS	242	0	0	N/A	3	0.5	242	100.0%	235	97.1%	235	97.1%



Council District 12

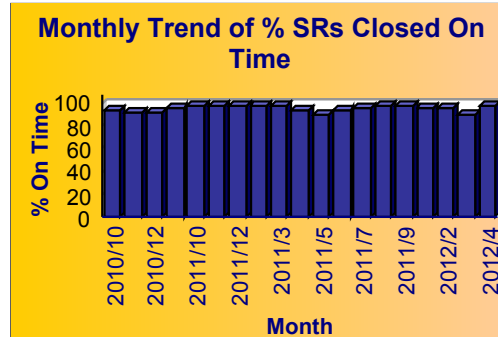
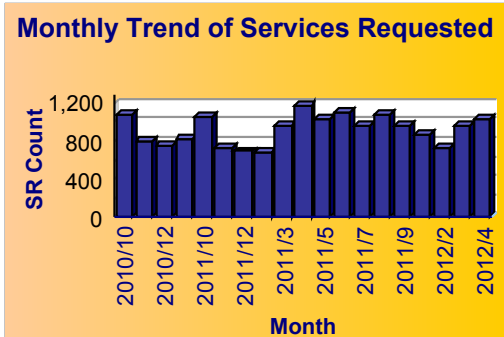
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	1,859
Signs - Public Right of Way - CCS	1,214
Garbage - Missed - SAN	833
Bulky Trash Violations - CCS	728
Animal - Confined - CCS	719
Recycling ROLL CART Registration - SAN	682
Dead Animal Pick Up - SAN	612
High Weeds - CCS	519
Recycling - Roll Cart - SAN	519
Recyclable Collection Missed (Residential) - SAN	415



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 %
17,466	17,252	16,487	95.6%	214	125	58.4%	95.1%





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

## Council District 12

### Top Performers by SR Volume Created During the Reporting Period

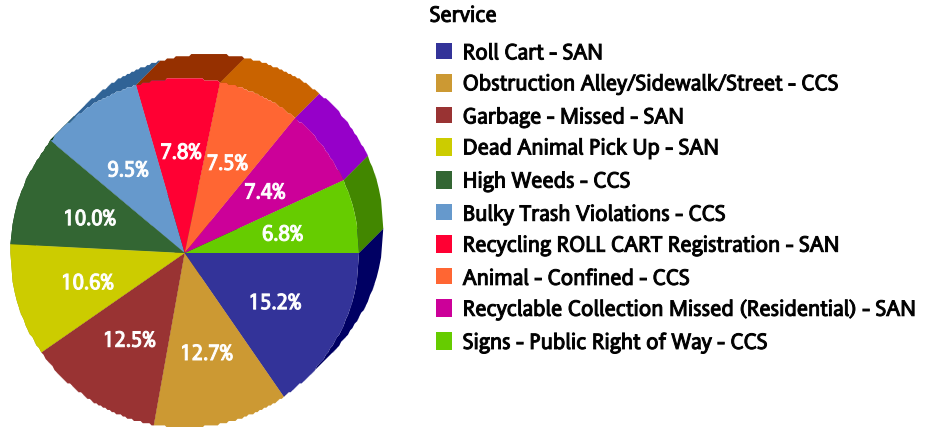
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	1,859	0	0	N/A	10	2.8	1,859	100.0%	1,853	99.7%	1,853	99.7%
Signs - Public Right of Way - CCS	1,214	0	0	N/A	7	0.8	1,214	100.0%	1,209	99.6%	1,209	99.6%
Garbage - Missed - SAN	833	0	0	N/A	3	0.9	833	100.0%	831	99.8%	831	99.8%
<b>Bulky Trash Violations - CCS</b>	<b>728</b>	<b>17</b>	<b>8</b>	<b>47.1%</b>	<b>14</b>	<b>11.4</b>	<b>711</b>	<b>97.7%</b>	<b>643</b>	<b>90.4%</b>	<b>651</b>	<b>89.4%</b>
Animal - Confined - CCS	719	0	0	N/A	3	0.3	719	100.0%	705	98.1%	705	98.1%
Recycling ROLL CART Registration - SAN	682	0	0	N/A	10	2.6	682	100.0%	681	99.9%	681	99.9%
Dead Animal Pick Up - SAN	612	0	0	N/A	1	0.4	612	100.0%	609	99.5%	609	99.5%
<b>High Weeds - CCS</b>	<b>519</b>	<b>66</b>	<b>23</b>	<b>34.8%</b>	<b>38</b>	<b>32.8</b>	<b>453</b>	<b>87.3%</b>	<b>348</b>	<b>76.8%</b>	<b>371</b>	<b>71.5%</b>
Recycling - Roll Cart - SAN	519	0	0	N/A	10	2.9	519	100.0%	518	99.8%	518	99.8%
Recyclable Collection Missed (Residential) - SAN	415	0	0	N/A	3	0.9	415	100.0%	412	99.3%	412	99.3%
<b>Litter - CCS</b>	<b>325</b>	<b>21</b>	<b>7</b>	<b>33.3%</b>	<b>38</b>	<b>43.1</b>	<b>304</b>	<b>93.5%</b>	<b>204</b>	<b>67.1%</b>	<b>211</b>	<b>64.9%</b>
Street Repair - Routine-STS	320	3	3	100.0%	90	10.6	317	99.1%	317	100.0%	320	100.0%
Fire Inspection - DFD	298	13	13	100.0%	60	26.9	285	95.6%	277	97.2%	290	97.3%
Brush/Bulk Items - Missed - SAN	293	0	0	N/A	10	2.4	293	100.0%	291	99.3%	291	99.3%
24 Hour Parking/Parking Violations - DPD	292	0	0	N/A	10	6.4	292	100.0%	278	95.2%	278	95.2%
Animal - Sick/Injured - CCS	287	0	0	N/A	3	0.5	287	100.0%	283	98.6%	283	98.6%
<b>Obstruction Alley/Sidewalk/Street - CCS</b>	<b>248</b>	<b>12</b>	<b>11</b>	<b>91.7%</b>	<b>60</b>	<b>45.1</b>	<b>236</b>	<b>95.2%</b>	<b>181</b>	<b>76.7%</b>	<b>192</b>	<b>77.4%</b>
Animal - Noisy - CCS	222	0	0	N/A	30	1.7	222	100.0%	222	100.0%	222	100.0%
Traffic Signal - Flashing - STS	214	0	0	N/A	4	1.5	214	100.0%	209	97.7%	209	97.7%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	200	0	0	N/A	10	3.5	200	100.0%	199	99.5%	199	99.5%



**Council District 13**

**Top 10 Services**

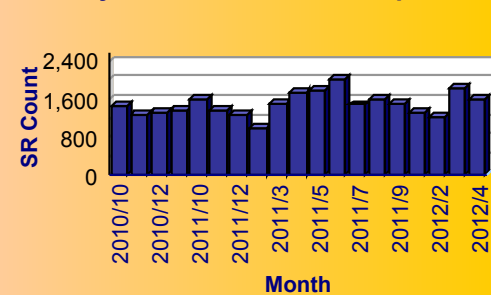
SR Type	Service Request Count
Roll Cart - SAN	1,718
Obstruction Alley/Sidewalk/Street - CCS	1,435
Garbage - Missed - SAN	1,418
Dead Animal Pick Up - SAN	1,199
High Weeds - CCS	1,135
Bulky Trash Violations - CCS	1,075
Recycling ROLL CART Registration - SAN	886
Animal - Confined - CCS	845
Recyclable Collection Missed (Residential) - SAN	838
Signs - Public Right of Way - CCS	775



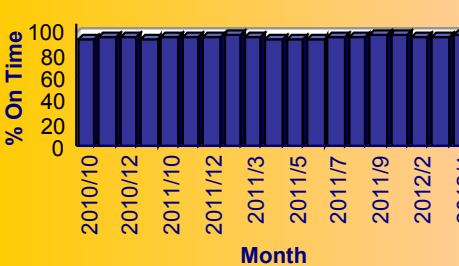
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
28,165	27,761	26,511	95.5%	404	345	85.4%	95.4%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

## Council District 13

### Top Performers by SR Volume Created During the Reporting Period

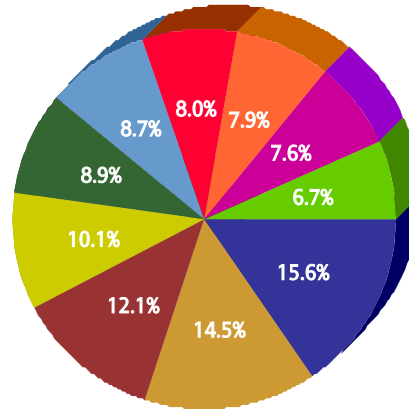
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	1,718	0	0	N/A	10	2.6	1,718	100.0%	1,714	99.8%	1,714	99.8%
Obstruction Alley/Sidewalk/Street - CCS	1,435	77	66	85.7%	60	33.1	1,358	94.6%	1,179	86.8%	1,245	86.8%
Garbage - Missed - SAN	1,418	0	0	N/A	3	0.8	1,418	100.0%	1,414	99.7%	1,414	99.7%
Dead Animal Pick Up - SAN	1,199	0	0	N/A	1	0.3	1,199	100.0%	1,199	100.0%	1,199	100.0%
High Weeds - CCS	1,135	66	57	86.4%	38	22.8	1,069	94.2%	898	84.0%	955	84.1%
Bulky Trash Violations - CCS	1,075	12	6	50.0%	14	5.3	1,063	98.9%	1,008	94.8%	1,014	94.3%
Recycling ROLL CART Registration - SAN	886	0	0	N/A	10	2.4	886	100.0%	885	99.9%	885	99.9%
Animal - Confined - CCS	845	0	0	N/A	3	0.6	845	100.0%	834	98.7%	834	98.7%
Recyclable Collection Missed (Residential) - SAN	838	0	0	N/A	3	0.8	838	100.0%	830	99.0%	830	99.0%
Signs - Public Right of Way - CCS	775	1	0	0.0%	7	2.0	774	99.9%	743	96.0%	743	95.9%
Fire Inspection - DFD	726	5	5	100.0%	60	18.1	721	99.3%	717	99.4%	722	99.4%
Street Repair - Routine-STS	696	16	16	100.0%	90	13.2	680	97.7%	677	99.6%	693	99.6%
Recycling - Roll Cart - SAN	573	0	0	N/A	10	2.6	573	100.0%	572	99.8%	572	99.8%
Litter - CCS	530	13	7	53.8%	38	24.5	517	97.5%	431	83.4%	438	82.6%
Alley Repair - Routine-STS	465	70	70	100.0%	90	27.0	395	84.9%	394	99.7%	464	99.8%
Animal - Loose Aggressive - CCS	438	0	0	N/A	3	0.7	438	100.0%	429	97.9%	429	97.9%
24 Hour Parking/Parking Violations - DPD	401	1	0	0.0%	10	4.7	400	99.8%	394	98.5%	394	98.3%
Traffic Signal - Flashing - STS	401	0	0	N/A	4	1.3	401	100.0%	397	99.0%	397	99.0%
Sanitation Property Damage - SAN	395	0	0	N/A	28	5.3	395	100.0%	385	97.5%	385	97.5%
Brush/Bulk Items - Missed - SAN	394	0	0	N/A	10	27.8	394	100.0%	326	82.7%	326	82.7%
Animal - Sick/Injured - CCS	394	0	0	N/A	3	0.2	394	100.0%	390	99.0%	390	99.0%



**Council District 14**

**Top 10 Services**

SR Type	Service Request Count
High Weeds - CCS	2,091
Roll Cart - SAN	1,945
Obstruction Alley/Sidewalk/Street - CCS	1,630
Litter - CCS	1,358
Dead Animal Pick Up - SAN	1,197
Recycling ROLL CART Registration - SAN	1,163
Traffic Signal - Flashing - STS	1,072
Signs - Public Right of Way - CCS	1,066
Garbage - Missed - SAN	1,021
Animal - Confined - CCS	894



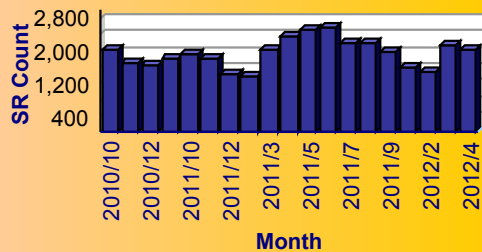
**Service**

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

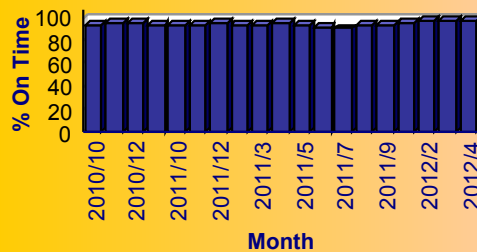
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,721	36,280	34,271	94.5%	441	395	89.6%	94.4%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

## Council District 14

### Top Performers by SR Volume Created During the Reporting Period

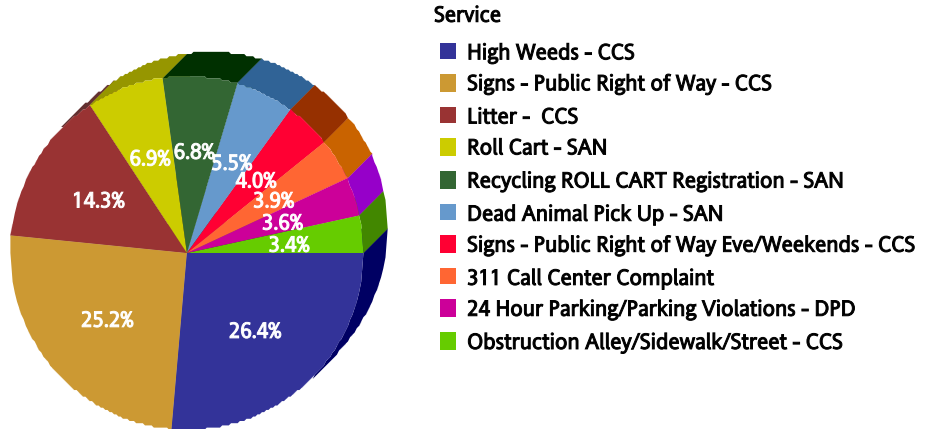
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	2,091	78	75	96.2%	38	18.7	2,013	96.3%	1,760	87.4%	1,835	87.8%
Roll Cart - SAN	1,945	0	0	N/A	10	2.7	1,945	100.0%	1,937	99.6%	1,937	99.6%
Obstruction Alley/Sidewalk/Street - CCS	1,630	43	39	90.7%	60	30.7	1,587	97.4%	1,349	85.0%	1,388	85.2%
Litter - CCS	1,358	33	28	84.8%	38	19.6	1,325	97.6%	1,140	86.0%	1,168	86.0%
Dead Animal Pick Up - SAN	1,197	0	0	N/A	1	0.6	1,197	100.0%	1,189	99.3%	1,189	99.3%
Recycling ROLL CART Registration - SAN	1,163	0	0	N/A	10	2.6	1,163	100.0%	1,162	99.9%	1,162	99.9%
Traffic Signal - Flashing - STS	1,072	0	0	N/A	4	1.3	1,072	100.0%	1,055	98.4%	1,055	98.4%
Signs - Public Right of Way - CCS	1,066	0	0	N/A	7	1.3	1,066	100.0%	1,037	97.3%	1,037	97.3%
Garbage - Missed - SAN	1,021	0	0	N/A	3	0.8	1,021	100.0%	1,008	98.7%	1,008	98.7%
Animal - Confined - CCS	894	0	0	N/A	3	0.7	894	100.0%	882	98.7%	882	98.7%
Bulky Trash Violations - CCS	796	3	3	100.0%	14	6.1	793	99.6%	714	90.0%	717	90.1%
24 Hour Parking/Parking Violations - DPD	794	0	0	N/A	10	4.8	794	100.0%	769	96.9%	769	96.9%
Street Repair - Routine-STS	750	8	8	100.0%	90	19.2	742	98.9%	735	99.1%	743	99.1%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	618	0	0	N/A	10	2.6	618	100.0%	614	99.4%	614	99.4%
Traffic Signal - Timing - STS	558	0	0	N/A	4	1.5	558	100.0%	549	98.4%	549	98.4%
Fire Inspection - DFD	555	17	17	100.0%	60	29.6	538	96.9%	516	95.9%	533	96.0%
Graffiti Private Property - Residential/Commercial	532	2	2	100.0%	90	17.4	530	99.6%	498	94.0%	500	94.0%
Recycling - Roll Cart - SAN	532	0	0	N/A	10	2.9	532	100.0%	528	99.2%	528	99.2%
Recyclable Collection Missed (Residential) - SAN	528	0	0	N/A	3	1.0	528	100.0%	524	99.2%	524	99.2%
Animal - Loose Aggressive - CCS	527	1	0	0.0%	3	0.5	526	99.8%	513	97.5%	513	97.3%



Council District Unknown

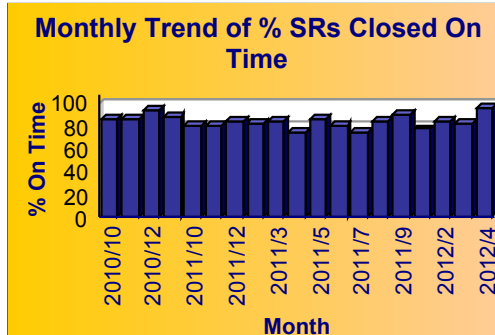
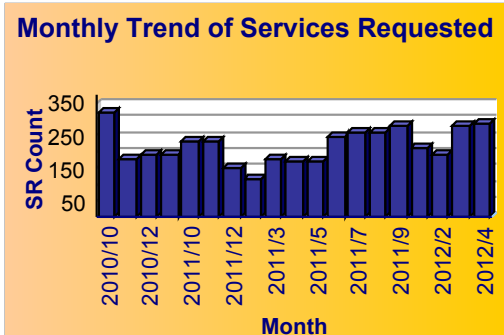
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	637
Signs - Public Right of Way - CCS	606
Litter - CCS	344
Roll Cart - SAN	166
Recycling ROLL CART Registration - SAN	165
Dead Animal Pick Up - SAN	132
Signs - Public Right of Way Eve/Weekends - CCS	97
311 Call Center Complaint	95
24 Hour Parking/Parking Violations - DPD	86
Obstruction Alley/Sidewalk/Street - CCS	81



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 %
4,166	3,967	3,384	85.3%	199	118	59.3%	84.1%





# City of Dallas Service Level Performance Report by Council District

## Council District Unknown

### Top Performers by SR Volume Created During the Reporting Period

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
High Weeds - CCS	637	76	49	64.5%	38	42.0	561	88.1%	429	76.5%	478	75.0%
Signs - Public Right of Way - CCS	606	0	0	N/A	7	6.3	606	100.0%	571	94.2%	571	94.2%
Litter - CCS	344	30	12	40.0%	38	50.8	314	91.3%	220	70.1%	232	67.4%
Roll Cart - SAN	166	0	0	N/A	10	2.8	166	100.0%	166	100.0%	166	100.0%
Recycling ROLL CART Registration - SAN	165	0	0	N/A	10	2.7	165	100.0%	164	99.4%	164	99.4%
Dead Animal Pick Up - SAN	132	0	0	N/A	1	0.1	132	100.0%	132	100.0%	132	100.0%
Signs - Public Right of Way Eve/Weekends - CCS	97	0	0	N/A	7	1.0	97	100.0%	95	97.9%	95	97.9%
311 Call Center Complaint	95	1	1	100.0%	10	7.7	94	98.9%	74	78.7%	75	78.9%
24 Hour Parking/Parking Violations - DPD	86	1	1	100.0%	10	7.9	85	98.8%	71	83.5%	72	83.7%
Obstruction Alley/Sidewalk/Street - CCS	81	7	5	71.4%	60	51.4	74	91.4%	62	83.8%	67	82.7%
Animal - Loose - CCS	64	2	2	100.0%	40	23.0	62	96.9%	56	90.3%	58	90.6%
Substandard Structure - CCS	59	31	30	96.8%	365	100.0	28	47.5%	25	89.3%	55	93.2%
Garbage - Missed - SAN	55	0	0	N/A	3	1.2	55	100.0%	53	96.4%	53	96.4%
Pot hole Repair Routine - STS	55	0	0	N/A	7	1.7	55	100.0%	52	94.5%	52	94.5%
Signs - Public Right of Way Apts - CCS	53	0	0	N/A	7	2.9	53	100.0%	52	98.1%	52	98.1%
Chronic Traffic Violations - DPD	52	0	0	N/A	14	10.4	52	100.0%	51	98.1%	51	98.1%
Restaurant/Food Complaint - CCS	52	0	0	N/A	45	16.3	52	100.0%	48	92.3%	48	92.3%
Recycling - Roll Cart - SAN	47	0	0	N/A	10	2.8	47	100.0%	47	100.0%	47	100.0%
Brush/Bulk Items - Missed - SAN	45	0	0	N/A	10	7.4	45	100.0%	44	97.8%	44	97.8%
Bulky Trash Violations - CCS	45	3	2	66.7%	14	66.6	42	93.3%	18	42.9%	20	44.4%