



FY 2011 – 2012

YEAR-TO-DATE

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

April 2012

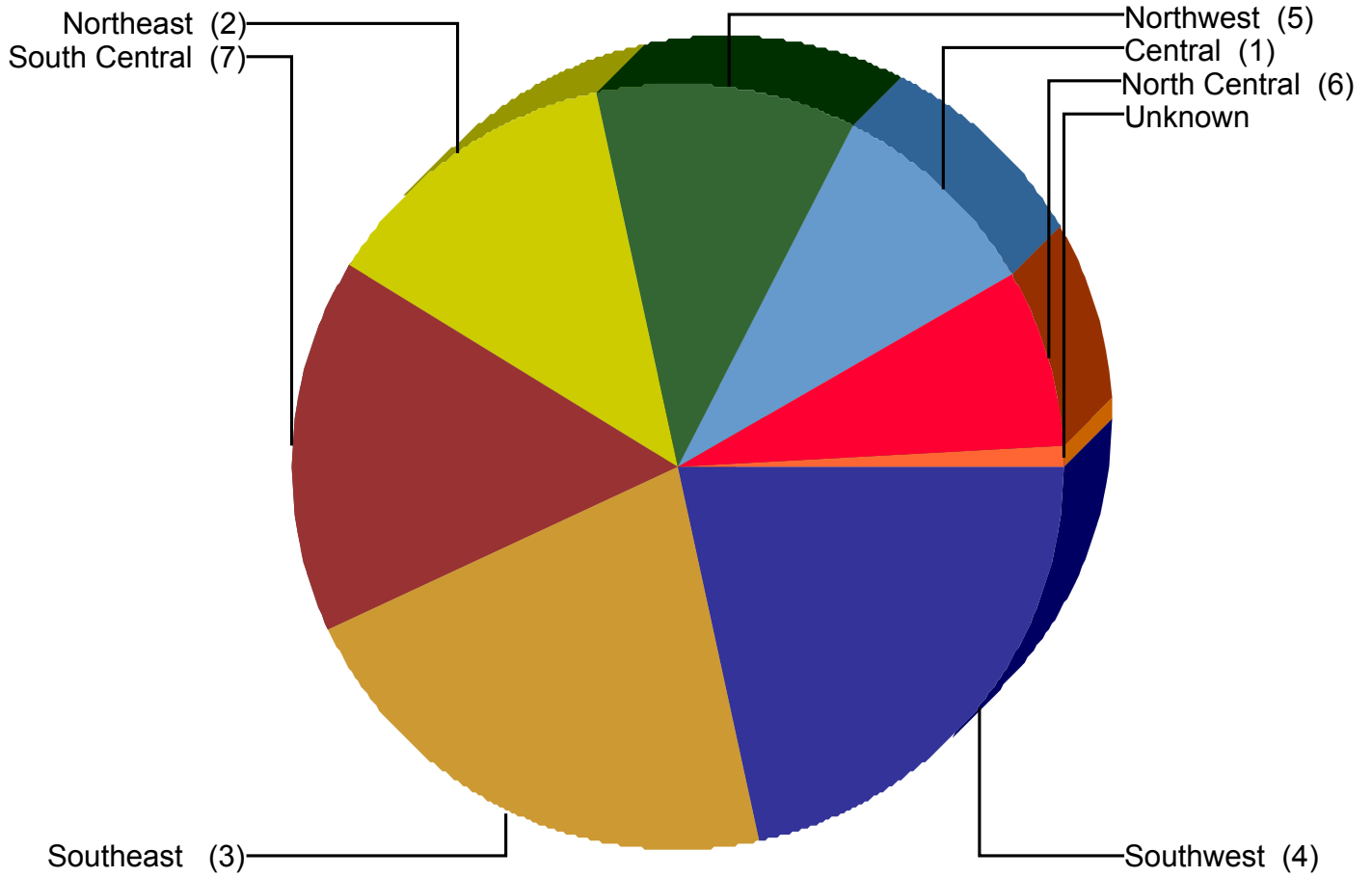
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City of Dallas

City Service Area Report
For YTD Through April 2012



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	46,836	9.0%	95.1%
North Central (6)	40,199	7.7%	95.2%
Northeast (2)	67,304	12.9%	94.2%
Northwest (5)	56,212	10.8%	95.7%
South Central (7)	82,809	15.9%	94.3%
Southeast (3)	111,249	21.3%	91.8%
Southwest (4)	112,629	21.6%	94.3%
Unknown	3,853	0.7%	83.5%
Total	521,091	100.0%	93.9%

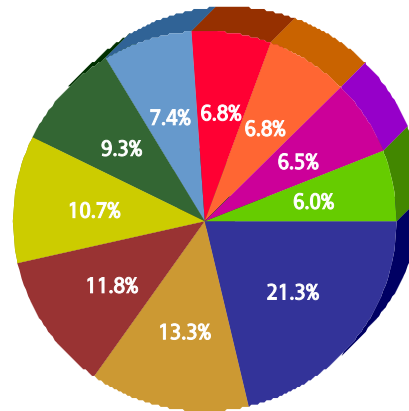
NOTE: Values represent status as of the run date and time.



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



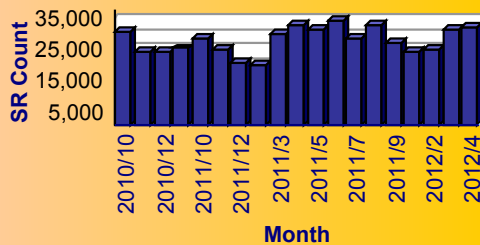
Service

- 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

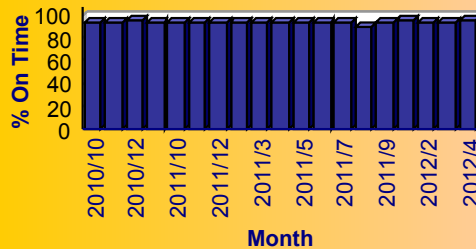
Summary - All Services Requested

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 City Service Area

Citywide

Top Performers by SR Volume Created During the Reporting Period

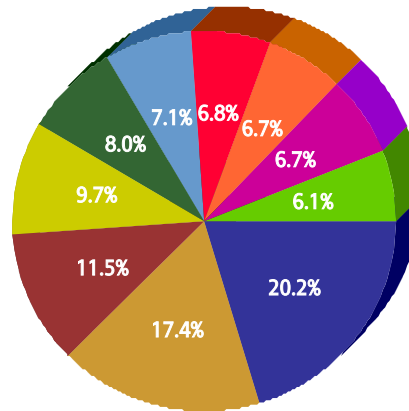
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	49,849	2,417	2,071	85.7%	38	19.0	47,432	95.2%	42,215	89.0%	44,286	88.8%
Litter - 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%



Central (1)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	3,403
Litter - CCS	2,931
Roll Cart - SAN	1,945
Dead Animal Pick Up - SAN	1,630
Traffic Signal - Flashing - STS	1,352
Recycling ROLL CART Registration - SAN	1,196
Signs - Public Right of Way - CCS	1,142
Animal - Confined - CCS	1,130
Obstruction Alley/Sidewalk/Street - CCS	1,130
Garbage - Missed - SAN	1,028



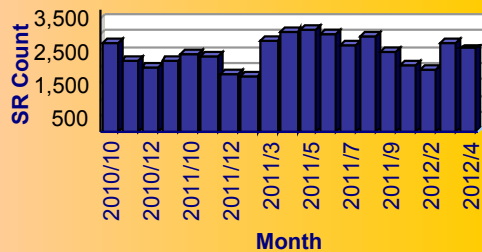
Service

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

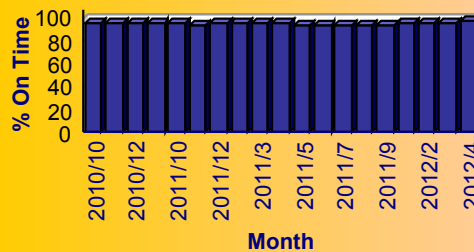
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
46,836	46,241	44,056	95.3%	595	490	82.4%	95.1%

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)

Top Performers by SR Volume Created During the Reporting Period

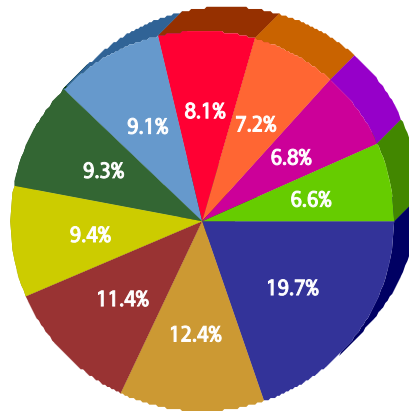
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	3,403	114	99	86.8%	38	15.1	3,289	96.7%	3,096	94.1%	3,195	93.9%
Litter - CCS	2,931	61	48	78.7%	38	16.1	2,870	97.9%	2,686	93.6%	2,734	93.3%
Roll Cart - SAN	1,945	0	0	N/A	10	2.8	1,945	100.0%	1,935	99.5%	1,935	99.5%
Dead Animal Pick Up - SAN	1,630	0	0	N/A	1	0.5	1,630	100.0%	1,620	99.4%	1,620	99.4%
Traffic Signal - Flashing - STS	1,352	0	0	N/A	4	1.3	1,352	100.0%	1,334	98.7%	1,334	98.7%
Recycling ROLL CART Registration - SAN	1,196	0	0	N/A	10	2.6	1,196	100.0%	1,194	99.8%	1,194	99.8%
Signs - Public Right of Way - CCS	1,142	0	0	N/A	7	1.1	1,142	100.0%	1,100	96.3%	1,100	96.3%
Animal - Confined - CCS	1,130	1	0	0.0%	3	0.7	1,129	99.9%	1,105	97.9%	1,105	97.8%
Obstruction Alley/Sidewalk/Street - CCS	1,130	30	29	96.7%	60	27.1	1,100	97.3%	939	85.4%	968	85.7%
Garbage - Missed - SAN	1,028	0	0	N/A	3	0.9	1,028	100.0%	1,007	98.0%	1,007	98.0%
Animal - Loose Aggressive - CCS	934	2	0	0.0%	3	1.7	932	99.8%	904	97.0%	904	96.8%
24 Hour Parking/Parking Violations - DPD	893	0	0	N/A	10	4.7	893	100.0%	856	95.9%	856	95.9%
Graffiti Private Property - Residential/Commercial	856	4	4	100.0%	90	16.0	852	99.5%	813	95.4%	817	95.4%
Substandard Structure - CCS	800	118	113	95.8%	365	63.6	682	85.2%	674	98.8%	787	98.4%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	798	0	0	N/A	10	2.3	798	100.0%	795	99.6%	795	99.6%
Street Repair - Routine-STS	796	11	11	100.0%	90	22.2	785	98.6%	775	98.7%	786	98.7%
Fire Inspection - DFD	756	24	24	100.0%	60	32.1	732	96.8%	692	94.5%	716	94.7%
Bulky Trash Violations - CCS	748	3	3	100.0%	14	6.7	745	99.6%	668	89.7%	671	89.7%
Illegal Dumping - CCS	741	3	3	100.0%	38	4.0	738	99.6%	721	97.7%	724	97.7%
Recyclable Collection Missed (Residential) - SAN	727	0	0	N/A	3	1.1	727	100.0%	719	98.9%	719	98.9%



North Central (6)

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	3,353
Signs - Public Right of Way - CCS	2,114
Garbage - Missed - SAN	1,950
Animal - Confined - CCS	1,608
Fire Inspection - DFD	1,585
Dead Animal Pick Up - SAN	1,544
Recycling ROLL CART Registration - SAN	1,376
High Weeds - CCS	1,222
Obstruction Alley/Sidewalk/Street - CCS	1,164
Bulky Trash Violations - CCS	1,132



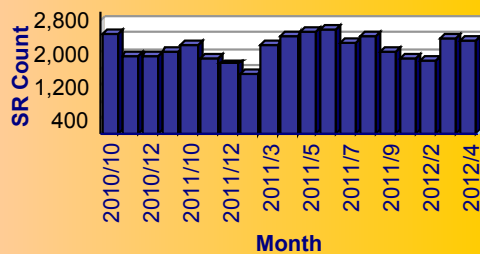
Service

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

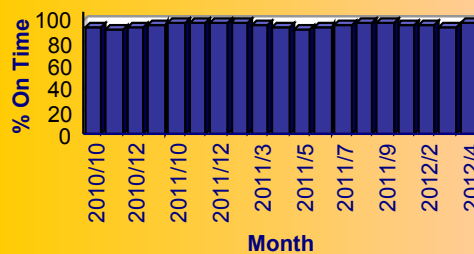
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
40,199	39,702	37,906	95.5%	497	355	71.4%	95.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

North Central (6)

Top Performers by SR Volume Created During the Reporting Period

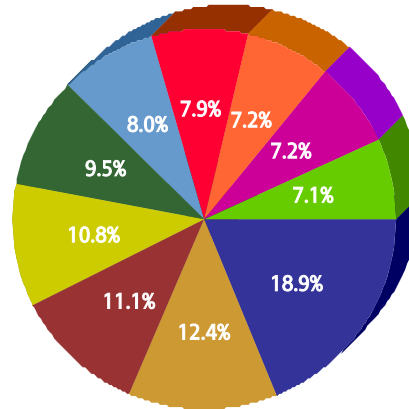
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	3,353	0	0	N/A	10	2.7	3,353	100.0%	3,341	99.6%	3,341	99.6%
Signs - Public Right of Way - CCS	2,114	0	0	N/A	7	1.7	2,114	100.0%	2,074	98.1%	2,074	98.1%
Garbage - Missed - SAN	1,950	0	0	N/A	3	0.7	1,950	100.0%	1,946	99.8%	1,946	99.8%
Animal - Confined - CCS	1,608	1	0	0.0%	3	0.4	1,607	99.9%	1,577	98.1%	1,577	98.1%
Fire Inspection - DFD	1,585	40	40	100.0%	60	19.4	1,545	97.5%	1,529	99.0%	1,569	99.0%
Dead Animal Pick Up - SAN	1,544	0	0	N/A	1	0.3	1,544	100.0%	1,540	99.7%	1,540	99.7%
Recycling ROLL CART Registration - SAN	1,376	0	0	N/A	10	2.6	1,376	100.0%	1,373	99.8%	1,373	99.8%
High Weeds - CCS	1,222	103	51	49.5%	38	32.4	1,119	91.6%	844	75.4%	895	73.2%
Obstruction Alley/Sidewalk/Street - CCS	1,164	78	73	93.6%	60	38.3	1,086	93.3%	915	84.3%	988	84.9%
Bulky Trash Violations - CCS	1,132	20	8	40.0%	14	13.6	1,112	98.2%	995	89.5%	1,003	88.6%
Recycling - Roll Cart - SAN	1,029	0	0	N/A	10	2.7	1,029	100.0%	1,028	99.9%	1,028	99.9%
Recyclable Collection Missed (Residential) - SAN	1,016	0	0	N/A	3	0.7	1,016	100.0%	1,009	99.3%	1,009	99.3%
Street Repair - Routine-STS	799	12	12	100.0%	90	13.7	787	98.5%	785	99.7%	797	99.7%
Litter - CCS	719	33	14	42.4%	38	36.0	686	95.4%	512	74.6%	526	73.2%
Animal - Sick/Injured - CCS	638	0	0	N/A	3	0.5	638	100.0%	630	98.7%	630	98.7%
Traffic Signal - Flashing - STS	613	0	0	N/A	4	1.4	613	100.0%	604	98.5%	604	98.5%
Brush/Bulk Items - Missed - SAN	587	0	0	N/A	10	12.6	587	100.0%	542	92.3%	542	92.3%
Traffic Signal - Bulb Out/NonConflict Hd Trn - STS	546	0	0	N/A	10	3.3	546	100.0%	545	99.8%	545	99.8%
24 Hour Parking/Parking Violations - DPD	526	1	0	0.0%	10	6.0	525	99.8%	500	95.2%	500	95.1%
Alley Repair - Routine-STS	509	40	40	100.0%	90	28.3	469	92.1%	466	99.4%	506	99.4%



Northeast (2)

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	5,348
High Weeds - CCS	3,510
Animal - Confined - CCS	3,129
Dead Animal Pick Up - SAN	3,042
Bulky Trash Violations - CCS	2,672
Garbage - Missed - SAN	2,247
Recycling ROLL CART Registration - SAN	2,240
Animal - Loose Aggressive - CCS	2,037
Obstruction Alley/Sidewalk/Street - CCS	2,036
Litter - CCS	2,001



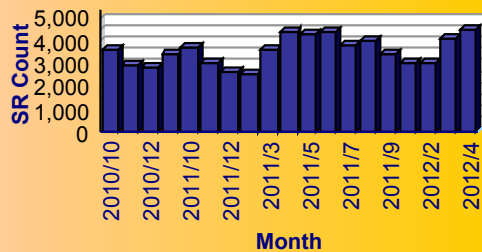
Service

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

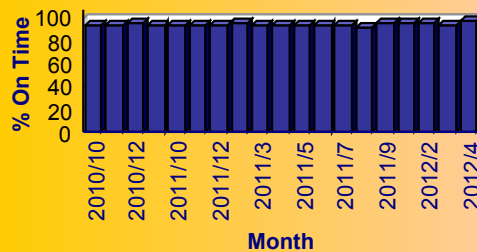
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
67,304	66,232	62,482	94.3%	1,072	908	84.7%	94.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northeast (2)

Top Performers by SR Volume Created During the Reporting Period

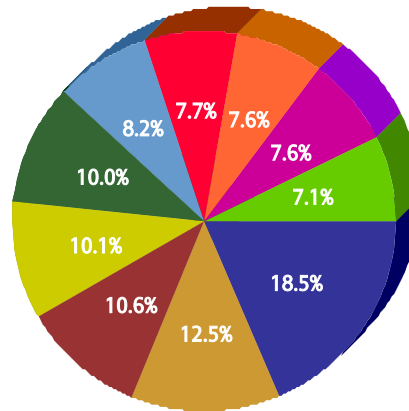
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
Roll Cart - SAN	5,348	0	0	N/A	10	2.7	5,348	100.0%	5,330	99.7%	5,330	99.7%
High Weeds - CCS	3,510	200	155	77.5%	38	21.2	3,310	94.3%	2,867	86.6%	3,022	86.1%
Animal - Confined - CCS	3,129	1	0	0.0%	3	0.5	3,128	100.0%	3,042	97.3%	3,042	97.2%
Dead Animal Pick Up - SAN	3,042	0	0	N/A	1	0.3	3,042	100.0%	3,029	99.6%	3,029	99.6%
Bulky Trash Violations - CCS	2,672	5	4	80.0%	14	7.8	2,667	99.8%	2,377	89.1%	2,381	89.1%
Garbage - Missed - SAN	2,247	0	0	N/A	3	0.8	2,247	100.0%	2,223	98.9%	2,223	98.9%
Recycling ROLL CART Registration - SAN	2,240	0	0	N/A	10	2.5	2,240	100.0%	2,236	99.8%	2,236	99.8%
Animal - Loose Aggressive - CCS	2,037	0	0	N/A	3	0.6	2,037	100.0%	1,974	96.9%	1,974	96.9%
Obstruction Alley/Sidewalk/Street - CCS	2,036	94	89	94.7%	60	33.9	1,942	95.4%	1,695	87.3%	1,784	87.6%
Litter - CCS	2,001	58	37	63.8%	38	28.1	1,943	97.1%	1,469	75.6%	1,506	75.3%
24 Hour Parking/Parking Violations - DPD	1,473	0	0	N/A	10	4.0	1,473	100.0%	1,465	99.5%	1,465	99.5%
Recyclable Collection Missed (Residential) - SAN	1,442	0	0	N/A	3	0.9	1,442	100.0%	1,420	98.5%	1,420	98.5%
Substandard Structure - CCS	1,245	225	219	97.3%	365	82.3	1,020	81.9%	1,000	98.0%	1,219	97.9%
Animal - Sick/Injured - CCS	1,196	0	0	N/A	3	0.3	1,196	100.0%	1,179	98.6%	1,179	98.6%
Recycling - Roll Cart - SAN	1,084	0	0	N/A	10	2.7	1,084	100.0%	1,080	99.6%	1,080	99.6%
Street Repair - Routine-STS	1,072	16	16	100.0%	90	20.1	1,056	98.5%	1,051	99.5%	1,067	99.5%
Substandard Structure Apts - CCS	1,050	53	51	96.2%	365	27.2	997	95.0%	989	99.2%	1,040	99.0%
Animal - Loose - CCS	1,044	42	42	100.0%	40	16.4	1,002	96.0%	984	98.2%	1,026	98.3%
Junk Motor Vehicle - CCS	981	105	105	100.0%	126	36.5	876	89.3%	835	95.3%	940	95.8%
Brush/Bulk Items - Missed - SAN	820	0	0	N/A	10	2.7	820	100.0%	811	98.9%	811	98.9%



Northwest (5)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	4,051
Obstruction Alley/Sidewalk/Street - CCS	2,741
Roll Cart - SAN	2,323
Dead Animal Pick Up - SAN	2,203
Litter - CCS	2,190
Signs - Public Right of Way - CCS	1,801
Garbage - Missed - SAN	1,674
Animal - Confined - CCS	1,657
Fire Inspection - DFD	1,653
Bulky Trash Violations - CCS	1,556



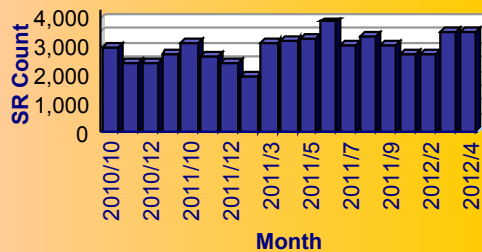
Service

- High Weeds - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Litter - CCS
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Animal - Confined - CCS
- Fire Inspection - DFD
- Bulky Trash Violations - CCS

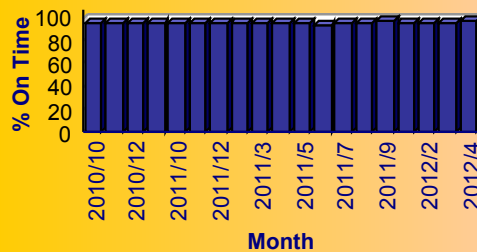
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
56,212	55,260	52,909	95.7%	952	871	91.5%	95.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

Northwest (5)

Top Performers by SR Volume Created During the Reporting Period

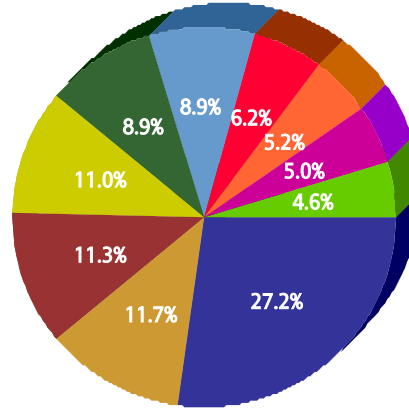
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	4,051	217	199	91.7%	38	18.7	3,834	94.6%	3,436	89.6%	3,635	89.7%
Obstruction Alley/Sidewalk/Street - CCS	2,741	93	80	86.0%	60	28.4	2,648	96.6%	2,395	90.4%	2,475	90.3%
Roll Cart - SAN	2,323	0	0	N/A	10	2.7	2,323	100.0%	2,313	99.6%	2,313	99.6%
Dead Animal Pick Up - SAN	2,203	0	0	N/A	1	0.3	2,203	100.0%	2,197	99.7%	2,197	99.7%
Litter - CCS	2,190	57	50	87.7%	38	21.0	2,133	97.4%	1,866	87.5%	1,916	87.5%
Signs - Public Right of Way - CCS	1,801	2	0	0.0%	7	0.7	1,799	99.9%	1,761	97.9%	1,761	97.8%
Garbage - Missed - SAN	1,674	0	0	N/A	3	0.9	1,674	100.0%	1,666	99.5%	1,666	99.5%
Animal - Confined - CCS	1,657	2	0	0.0%	3	0.5	1,655	99.9%	1,630	98.5%	1,630	98.4%
Fire Inspection - DFD	1,653	72	72	100.0%	60	23.1	1,581	95.6%	1,561	98.7%	1,633	98.8%
Bulky Trash Violations - CCS	1,556	12	8	66.7%	14	4.4	1,544	99.2%	1,490	96.5%	1,498	96.3%
Animal - Loose Aggressive - CCS	1,448	0	0	N/A	3	0.6	1,448	100.0%	1,420	98.1%	1,420	98.1%
Recycling ROLL CART Registration - SAN	1,435	0	0	N/A	10	2.5	1,435	100.0%	1,433	99.9%	1,433	99.9%
Garage Sale - CCS	1,088	2	0	0.0%	7	1.0	1,086	99.8%	1,047	96.4%	1,047	96.2%
Graffiti Private Property - Residential/Commercial	1,058	9	9	100.0%	90	7.4	1,049	99.1%	1,036	98.8%	1,045	98.8%
Signs - Other - CCS	1,040	2	2	100.0%	21	4.7	1,038	99.8%	975	93.9%	977	93.9%
24 Hour Parking/Parking Violations - DPD	1,002	0	0	N/A	10	4.8	1,002	100.0%	994	99.2%	994	99.2%
Street Repair - Routine-STS	992	18	18	100.0%	90	12.1	974	98.2%	973	99.9%	991	99.9%
Traffic Signal - Flashing - STS	879	0	0	N/A	4	1.3	879	100.0%	866	98.5%	866	98.5%
Animal - Sick/Injured - CCS	865	0	0	N/A	3	0.2	865	100.0%	857	99.1%	857	99.1%
Recyclable Collection Missed (Residential) - SAN	864	0	0	N/A	3	0.8	864	100.0%	857	99.2%	857	99.2%



South Central (7)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	12,732
Litter - CCS	5,487
Animal - Loose Aggressive - CCS	5,307
Dead Animal Pick Up - SAN	5,169
Roll Cart - SAN	4,193
Smoke Detector Request - DFD	4,162
Animal - Confined - CCS	2,900
Bulky Trash Violations - CCS	2,431
Recycling ROLL CART Registration - SAN	2,325
Animal - Loose - CCS	2,174



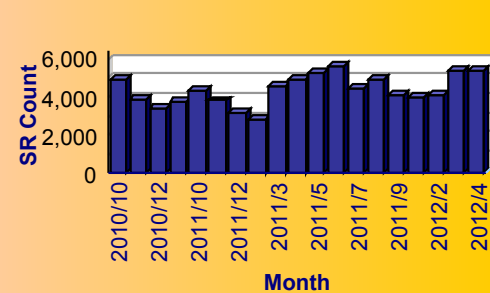
Service

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

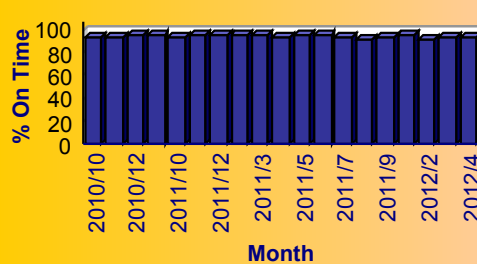
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
82,809	81,071	76,418	94.3%	1,738	1,638	94.2%	94.3%

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)

Top Performers by SR Volume Created During the Reporting Period

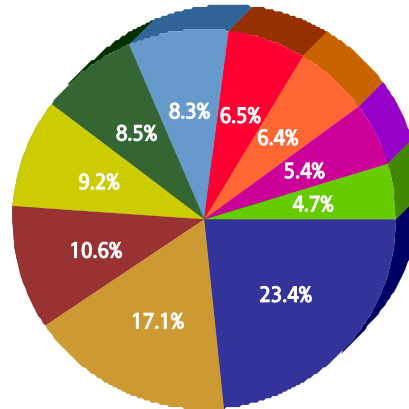
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	12,732	628	603	96.0%	38	17.3	12,104	95.1%	11,101	91.7%	11,704	91.9%
Litter - CCS	5,487	176	170	96.6%	38	20.4	5,311	96.8%	4,721	88.9%	4,891	89.1%
Animal - Loose Aggressive - CCS	5,307	13	0	0.0%	3	0.8	5,294	99.8%	5,059	95.6%	5,059	95.3%
Dead Animal Pick Up - SAN	5,169	0	0	N/A	1	0.4	5,169	100.0%	5,139	99.4%	5,139	99.4%
Roll Cart - SAN	4,193	0	0	N/A	10	2.7	4,193	100.0%	4,175	99.6%	4,175	99.6%
Smoke Detector Request - DFD	4,162	12	12	100.0%	30	3.9	4,150	99.7%	4,115	99.2%	4,127	99.2%
Animal - Confined - CCS	2,900	1	0	0.0%	3	1.0	2,899	100.0%	2,736	94.4%	2,736	94.3%
Bulky Trash Violations - CCS	2,431	35	27	77.1%	14	10.9	2,396	98.6%	1,735	72.4%	1,762	72.5%
Recycling ROLL CART Registration - SAN	2,325	0	0	N/A	10	2.9	2,325	100.0%	2,305	99.1%	2,305	99.1%
Animal - Loose - CCS	2,174	93	93	100.0%	40	17.3	2,081	95.7%	2,017	96.9%	2,110	97.1%
Illegal Dumping - CCS	2,045	24	22	91.7%	38	8.2	2,021	98.8%	1,921	95.1%	1,943	95.0%
Animal - Sick/Injured - CCS	1,997	0	0	N/A	3	0.5	1,997	100.0%	1,960	98.1%	1,960	98.1%
Obstruction Alley/Sidewalk/Street - CCS	1,943	61	61	100.0%	60	29.0	1,882	96.9%	1,766	93.8%	1,827	94.0%
Garbage - Missed - SAN	1,905	0	0	N/A	3	1.1	1,905	100.0%	1,877	98.5%	1,877	98.5%
Junk Motor Vehicle - CCS	1,655	102	102	100.0%	126	46.7	1,553	93.8%	1,473	94.8%	1,575	95.2%
Substandard Structure - CCS	1,138	336	325	96.7%	365	68.2	802	70.5%	780	97.3%	1,105	97.1%
Open and Vacant Structure - CCS	1,106	23	23	100.0%	30	13.3	1,083	97.9%	991	91.5%	1,014	91.7%
Parking - Unapproved Surface - CCS	1,049	5	4	80.0%	10	3.6	1,044	99.5%	942	90.2%	946	90.2%
24 Hour Parking/Parking Violations - DPD	983	1	1	100.0%	10	4.4	982	99.9%	972	99.0%	973	99.0%
Illegal Outside Storage - CCS	922	13	10	76.9%	38	23.3	909	98.6%	800	88.0%	810	87.9%



Southeast (3)

Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	14,264
Litter - CCS	10,400
Animal - Loose Aggressive - CCS	6,460
Dead Animal Pick Up - SAN	5,600
Substandard Structure - CCS	5,156
Roll Cart - SAN	5,081
Animal - Confined - CCS	3,985
Signs - Public Right of Way - CCS	3,887
Recycling ROLL CART Registration - SAN	3,268
Animal - Loose - CCS	2,855



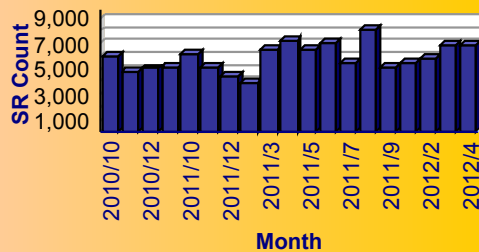
Service

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

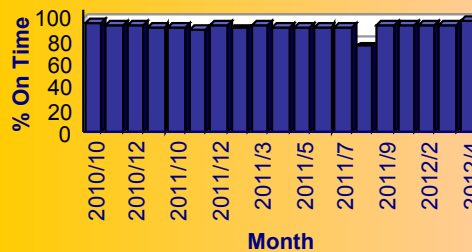
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
111,249	108,765	99,840	91.8%	2,484	2,238	90.1%	91.8%

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)

Top Performers by SR Volume Created During the Reporting Period

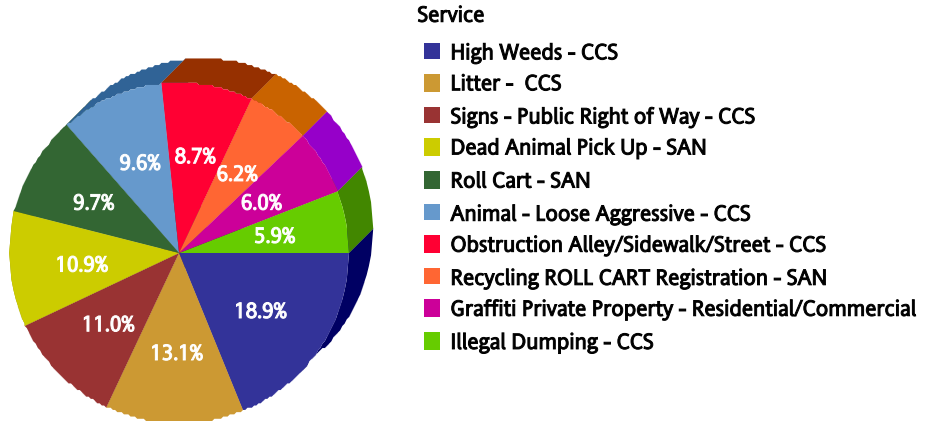
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	14,264	500	452	90.4%	38	19.0	13,764	96.5%	11,962	86.9%	12,414	87.0%
Litter - CCS	10,400	195	180	92.3%	38	22.9	10,205	98.1%	8,531	83.6%	8,711	83.8%
Animal - Loose Aggressive - CCS	6,460	2	0	0.0%	3	1.1	6,458	100.0%	6,314	97.8%	6,314	97.7%
Dead Animal Pick Up - SAN	5,600	0	0	N/A	1	0.3	5,600	100.0%	5,569	99.4%	5,569	99.4%
Substandard Structure - CCS	5,156	869	836	96.2%	365	55.7	4,287	83.1%	4,171	97.3%	5,007	97.1%
Roll Cart - SAN	5,081	0	0	N/A	10	2.7	5,081	100.0%	5,056	99.5%	5,056	99.5%
Animal - Confined - CCS	3,985	2	0	0.0%	3	0.8	3,983	99.9%	3,863	97.0%	3,863	96.9%
Signs - Public Right of Way - CCS	3,887	3	0	0.0%	7	1.3	3,884	99.9%	3,706	95.4%	3,706	95.3%
Recycling ROLL CART Registration - SAN	3,268	0	0	N/A	10	2.6	3,268	100.0%	3,260	99.8%	3,260	99.8%
Animal - Loose - CCS	2,855	107	107	100.0%	40	17.5	2,748	96.3%	2,644	96.2%	2,751	96.4%
Bulky Trash Violations - CCS	2,721	12	9	75.0%	14	11.0	2,709	99.6%	1,866	68.9%	1,875	68.9%
Animal - Sick/Injured - CCS	2,472	0	0	N/A	3	0.4	2,472	100.0%	2,429	98.3%	2,429	98.3%
Obstruction Alley/Sidewalk/Street - CCS	2,287	114	112	98.2%	60	42.6	2,173	95.0%	1,549	71.3%	1,661	72.6%
Parking - Unapproved Surface - CCS	2,112	5	1	20.0%	10	3.2	2,107	99.8%	1,890	89.7%	1,891	89.5%
Junk Motor Vehicle - CCS	2,060	150	147	98.0%	126	48.8	1,910	92.7%	1,727	90.4%	1,874	91.0%
Garbage - Missed - SAN	1,983	0	0	N/A	3	0.8	1,983	100.0%	1,953	98.5%	1,953	98.5%
Illegal Outside Storage - CCS	1,722	22	19	86.4%	38	25.8	1,700	98.7%	1,375	80.9%	1,394	81.0%
Open and Vacant Structure - CCS	1,482	20	18	90.0%	30	11.0	1,462	98.7%	1,295	88.6%	1,313	88.6%
24 Hour Parking/Parking Violations - DPD	1,406	0	0	N/A	10	5.4	1,406	100.0%	1,376	97.9%	1,376	97.9%
Illegal Dumping - CCS	1,400	16	15	93.8%	38	8.7	1,384	98.9%	1,305	94.3%	1,320	94.3%



Southwest (4)

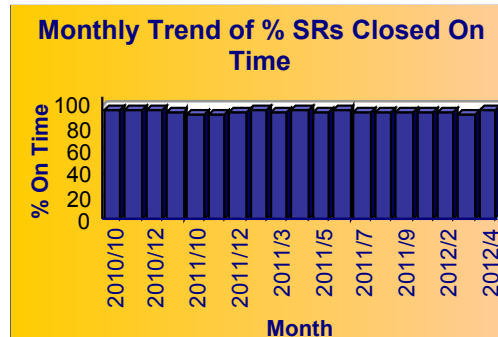
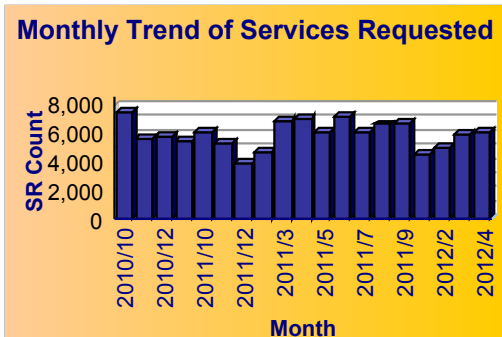
Top 10 Services

SR Type	Service Request Count
High Weeds - CCS	10,090
Litter - CCS	6,997
Signs - Public Right of Way - CCS	5,877
Dead Animal Pick Up - SAN	5,796
Roll Cart - SAN	5,188
Animal - Loose Aggressive - CCS	5,131
Obstruction Alley/Sidewalk/Street - CCS	4,640
Recycling ROLL CART Registration - SAN	3,307
Graffiti Private Property - Residential/Commercial	3,195
Illegal Dumping - CCS	3,127



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 %
112,629	110,057	104,007	94.5%	2,572	2,185	85.0%	94.3%





City of Dallas Service Level Performance Report by City Service Area

Southwest (4)

Top Performers by SR Volume Created During the Reporting Period

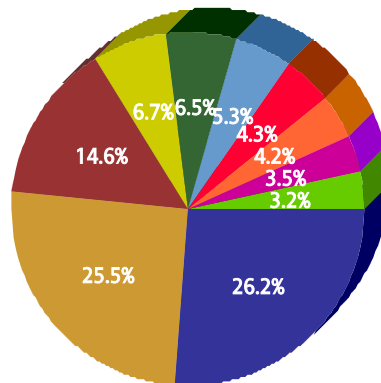
Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
High Weeds - CCS	10,090	584	468	80.1%	38	19.2	9,506	94.2%	8,528	89.7%	8,996	89.2%
Litter - CCS	6,997	272	211	77.6%	38	22.9	6,725	96.1%	5,772	85.8%	5,983	85.5%
Signs - Public Right of Way - CCS	5,877	14	0	0.0%	7	1.3	5,863	99.8%	5,641	96.2%	5,641	96.0%
Dead Animal Pick Up - SAN	5,796	0	0	N/A	1	0.3	5,796	100.0%	5,764	99.4%	5,764	99.4%
Roll Cart - SAN	5,188	0	0	N/A	10	2.6	5,188	100.0%	5,165	99.6%	5,165	99.6%
Animal - Loose Aggressive - CCS	5,131	1	0	0.0%	3	0.9	5,130	100.0%	4,917	95.8%	4,917	95.8%
Obstruction Alley/Sidewalk/Street - CCS	4,640	216	208	96.3%	60	26.6	4,424	95.3%	4,131	93.4%	4,339	93.5%
Recycling ROLL CART Registration - SAN	3,307	0	0	N/A	10	2.5	3,307	100.0%	3,299	99.8%	3,299	99.8%
Graffiti Private Property - Residential/Commercial	3,195	39	33	84.6%	90	14.5	3,156	98.8%	3,078	97.5%	3,111	97.4%
Illegal Dumping - CCS	3,127	17	15	88.2%	38	3.5	3,110	99.5%	3,035	97.6%	3,050	97.5%
Smoke Detector Request - DFD	2,954	8	8	100.0%	30	3.6	2,946	99.7%	2,910	98.8%	2,918	98.8%
Illegal Outside Storage - CCS	2,841	57	32	56.1%	38	23.4	2,784	98.0%	2,399	86.2%	2,431	85.6%
Animal - Confined - CCS	2,829	0	0	N/A	3	0.8	2,829	100.0%	2,738	96.8%	2,738	96.8%
Bulky Trash Violations - CCS	2,760	11	4	36.4%	14	5.1	2,749	99.6%	2,553	92.9%	2,557	92.6%
Animal - Loose - CCS	2,704	121	121	100.0%	40	16.8	2,583	95.5%	2,518	97.5%	2,639	97.6%
Substandard Structure - CCS	2,563	666	634	95.2%	365	82.3	1,897	74.0%	1,857	97.9%	2,491	97.2%
Junk Motor Vehicle - CCS	1,981	111	105	94.6%	126	39.5	1,870	94.4%	1,766	94.4%	1,871	94.4%
Animal - Sick/Injured - CCS	1,877	0	0	N/A	3	0.3	1,877	100.0%	1,849	98.5%	1,849	98.5%
24 Hour Parking/Parking Violations - DPD	1,672	1	1	100.0%	10	3.8	1,671	99.9%	1,668	99.8%	1,669	99.8%
Garbage - Missed - SAN	1,654	0	0	N/A	3	0.9	1,654	100.0%	1,644	99.4%	1,644	99.4%



Unknown

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - CCS	591
High Weeds - CCS	577
Litter - CCS	329
Recycling ROLL CART Registration - SAN	151
Roll Cart - SAN	148
Dead Animal Pick Up - SAN	120
Signs - Public Right of Way Eve/Weekends - CCS	97
311 Call Center Complaint	95
Obstruction Alley/Sidewalk/Street - CCS	79
24 Hour Parking/Parking Violations - DPD	73



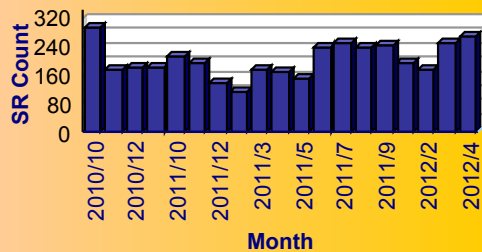
Service

- Signs - Public Right of Way - CCS
- High Weeds - CCS
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - CCS
- 311 Call Center Complaint
- Obstruction Alley/Sidewalk/Street - CCS
- 24 Hour Parking/Parking Violations - DPD

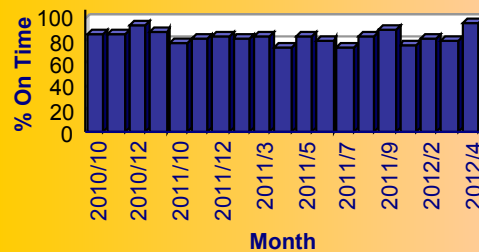
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,853	3,666	3,106	84.7%	187	110	58.8%	83.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by City Service Area

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
Signs - Public Right of Way - CCS	591	0	0	N/A	7	6.2	591	100.0%	559	94.6%	559	94.6%
High Weeds - CCS	577	71	44	62.0%	38	44.4	506	87.7%	381	75.3%	425	73.7%
Litter - CCS	329	30	12	40.0%	38	52.2	299	90.9%	207	69.2%	219	66.6%
Recycling ROLL CART Registration - SAN	151	0	0	N/A	10	2.7	151	100.0%	150	99.3%	150	99.3%
Roll Cart - SAN	148	0	0	N/A	10	2.9	148	100.0%	148	100.0%	148	100.0%
Dead Animal Pick Up - SAN	120	0	0	N/A	1	0.1	120	100.0%	120	100.0%	120	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%
Obstruction Alley/Sidewalk/Street - CCS	79	7	5	71.4%	60	52.4	72	91.1%	60	83.3%	65	82.3%
24 Hour Parking/Parking Violations - DPD	73	0	0	N/A	10	8.6	73	100.0%	59	80.8%	59	80.8%
Animal - Loose - CCS	63	2	2	100.0%	40	23.3	61	96.8%	55	90.2%	57	90.5%
Substandard Structure - CCS	57	30	29	96.7%	365	103.6	27	47.4%	24	88.9%	53	93.0%
Pot hole Repair Routine - STS	53	0	0	N/A	7	1.7	53	100.0%	50	94.3%	50	94.3%
Signs - Public Right of Way Apts - CCS	52	0	0	N/A	7	2.9	52	100.0%	51	98.1%	51	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%
Garbage - Missed - SAN	52	0	0	N/A	3	1.2	52	100.0%	50	96.2%	50	96.2%
Bulky Trash Violations - CCS	44	3	2	66.7%	14	67.3	41	93.2%	18	43.9%	20	45.5%
Brush/Bulk Items - Missed - SAN	43	0	0	N/A	10	7.5	43	100.0%	42	97.7%	42	97.7%
Water Conservation Violation - CCS	39	1	0	0.0%	7	210.8	38	97.4%	2	5.3%	2	5.1%