



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

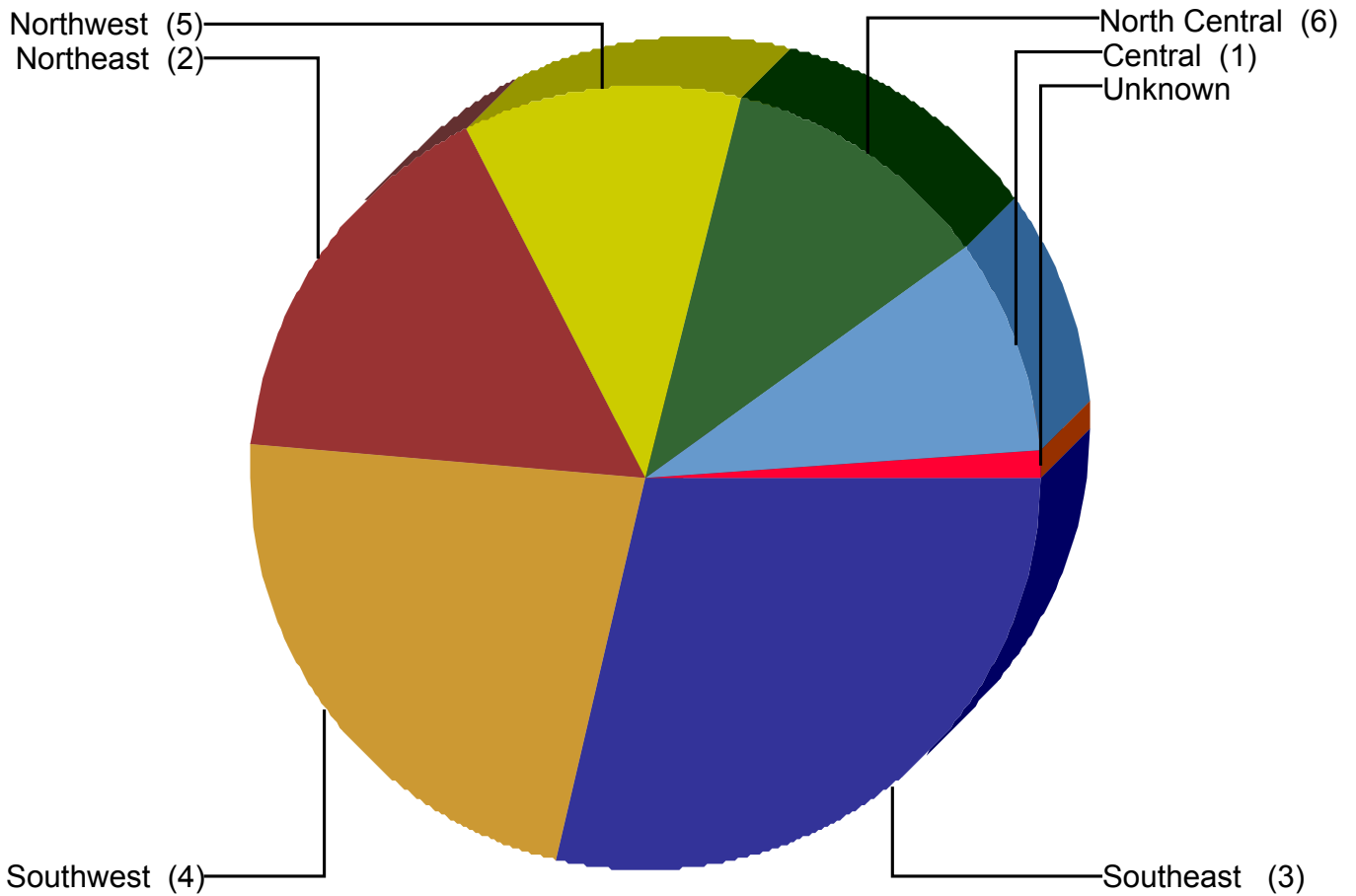
APRIL 2007

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City of Dallas Service Area Report
For April 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,610	9.0%	98.6%
North Central (6)	4,415	11.0%	97.6%
Northeast (2)	6,451	16.1%	97.8%
Northwest (5)	4,579	11.4%	99.1%
Southeast (3)	11,455	28.6%	99.4%
Southwest (4)	9,171	22.9%	99.2%
Unknown	408	1.0%	92.9%
Total	40,089	100.0%	98.7%

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

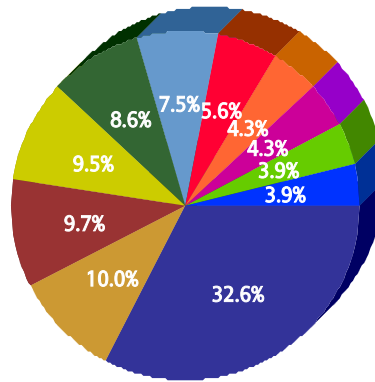


For Citywide

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,087
Litter - DCC	2,177
Recycling ROLL CART Registration - SAN	2,119
Animal - Loose Aggressive - DCC	2,074
Roll Cart - SAN	1,860
Dead Animal Pick Up - SAN	1,632
Animal - Confined - DCC	1,223
Substandard Structure - DCC	941
Recyclable Collection Missed (Residential) - SAN	924
Animal - Sick/Injured - DCC	851
Obstruction Alley/Sidewalk/Street - DCC	851



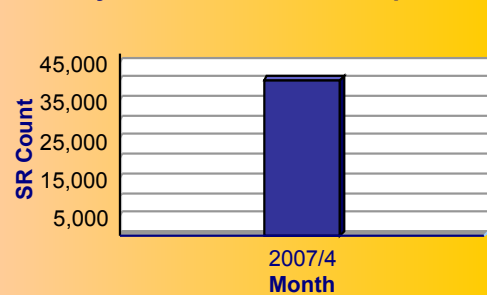
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Substandard Structure - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Sick/Injured - DCC
- Obstruction Alley/Sidewalk/Street - DCC

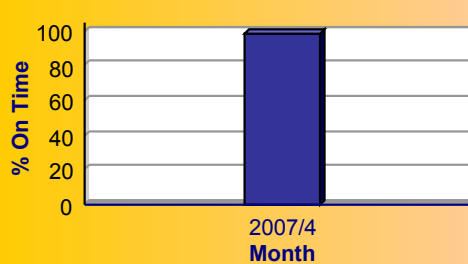
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
40,089	30,789	30,383	98.7%	9,300	9,202	98.9%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

April 2007

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 - DCC	7,087	2,614	2,614	100.0%	38	10.5	4,473	63.1%	4,473	100.0%	7,087	100.0%
2	Litter - DCC	2,177	780	780	100.0%	38	11.5	1,397	64.2%	1,397	100.0%	2,177	100.0%
3	Recycling ROLL CART Registration - SAN	2,119	1,707	1,707	100.0%	365	15.2	412	19.4%	412	100.0%	2,119	100.0%
4	Animal - Loose Aggressive - DCC	2,074	1	0	0.0%	3	0.3	2,073	100.0%	2,066	99.7%	2,066	99.6%
5	Roll Cart - SAN	1,860	134	130	97.0%	10	6.3	1,726	92.8%	1,647	95.4%	1,777	95.5%
6	Dead Animal Pick Up - SAN	1,632	0	0	N/A	1	0.3	1,632	100.0%	1,623	99.4%	1,623	99.4%
7	Animal - Confined - DCC	1,223	0	0	N/A	3	0.2	1,223	100.0%	1,218	99.6%	1,218	99.6%
8	Substandard Structure - DCC	941	705	705	100.0%	365	7.3	236	25.1%	236	100.0%	941	100.0%
9	Recyclable Collection Missed (Residential) - SAN	924	0	0	N/A	3	1.5	924	100.0%	908	98.3%	908	98.3%
10	Obstruction Alley/Sidewalk/Street - DCC	851	470	470	100.0%	60	11.5	381	44.8%	381	100.0%	851	100.0%
11	Animal - Sick/Injured - DCC	851	0	0	N/A	3	0.2	851	100.0%	848	99.6%	848	99.6%
12	Bulky Trash Violations - DCC	833	58	54	93.1%	14	3.8	775	93.0%	753	97.2%	807	96.9%
13	Garbage - Missed - SAN	824	0	0	N/A	6	2.3	824	100.0%	761	92.4%	761	92.4%
14	24 Hour Parking/Parking Violations - DPD	820	11	9	81.8%	10	3.5	809	98.7%	808	99.9%	817	99.6%
15	Smoke Detector Request - DFD	775	105	105	100.0%	30	4.1	670	86.5%	669	99.9%	774	99.9%
16	Animal - Loose - DCC	610	258	258	100.0%	40	16.3	352	57.7%	352	100.0%	610	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	598	0	0	N/A	1	0.0	598	100.0%	598	100.0%	598	100.0%
18	Junk Motor Vehicle - DCC	595	354	354	100.0%	126	10.1	241	40.5%	241	100.0%	595	100.0%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	535	1	1	100.0%	10	0.7	534	99.8%	534	100.0%	535	100.0%
20	Street Lighting - Maintenance - PWT	389	0	0	N/A	4	0.8	389	100.0%	389	100.0%	389	100.0%

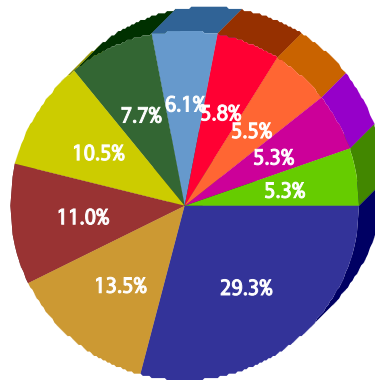


for Central (1)

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	450
Litter - DCC	208
Smoke Detector Request - DFD	169
Recycling ROLL CART Registration - SAN	162
Roll Cart - SAN	118
Animal - Loose Aggressive - DCC	94
Dead Animal Pick Up - SAN	89
Illegal Garbage/Placement - DCC	85
Recyclable Collection Missed (Residential) - SAN	82
Obstruction Alley/Sidewalk/Street - DCC	81



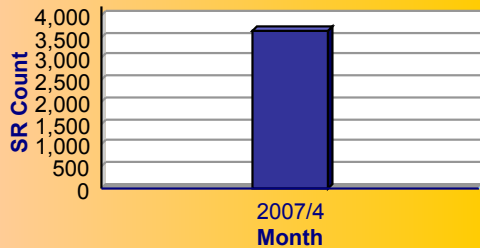
Service

- High Weeds - DCC
- Litter - DCC
- Smoke Detector Request - DFD
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Illegal Garbage/Placement - DCC
- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - DCC

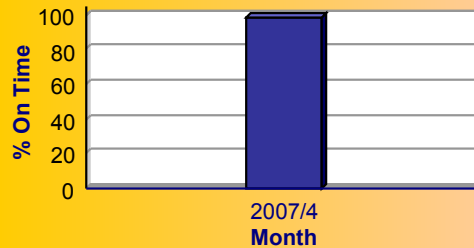
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,610	2,905	2,866	98.7%	705	695	98.6%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

April 2007

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 - DCC	450	167	167	100.0%	38	11.5	283	62.9%	283	100.0%	450	100.0%
2	Litter - DCC	208	62	62	100.0%	38	11.3	146	70.2%	146	100.0%	208	100.0%
3	Smoke Detector Request - DFD	169	2	2	100.0%	30	3.7	167	98.8%	167	100.0%	169	100.0%
4	Recycling ROLL CART Registration - SAN	162	119	119	100.0%	365	13.7	43	26.5%	43	100.0%	162	100.0%
5	Roll Cart - SAN	118	7	7	100.0%	10	6.2	111	94.1%	107	96.4%	114	96.6%
6	Animal - Loose Aggressive - DCC	94	0	0	N/A	3	0.2	94	100.0%	94	100.0%	94	100.0%
7	Dead Animal Pick Up - SAN	89	0	0	N/A	1	0.3	89	100.0%	89	100.0%	89	100.0%
8	Illegal Garbage/Placement - DCC	85	29	29	100.0%	60	9.5	56	65.9%	56	100.0%	85	100.0%
9	Recyclable Collection Missed (Residential) - SAN	82	0	0	N/A	3	1.5	82	100.0%	79	96.3%	79	96.3%
10	Obstruction Alley/Sidewalk/Street - DCC	81	29	29	100.0%	60	8.0	52	64.2%	52	100.0%	81	100.0%
11	Street Lighting - Maintenance - PWT	80	0	0	N/A	4	0.8	80	100.0%	80	100.0%	80	100.0%
12	Garbage - Missed - SAN	78	0	0	N/A	6	2.3	78	100.0%	70	89.7%	70	89.7%
13	Animal - Confined - DCC	67	0	0	N/A	3	0.2	67	100.0%	67	100.0%	67	100.0%
14	24 Hour Parking/Parking Violations - DPD	60	0	0	N/A	10	2.9	60	100.0%	60	100.0%	60	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	59	0	0	N/A	1	0.1	59	100.0%	59	100.0%	59	100.0%
16	Traffic Signal - Flashing - PWT	56	0	0	N/A	4	1.4	56	100.0%	56	100.0%	56	100.0%
17	Substandard Structure - DCC	54	43	43	100.0%	365	7.8	11	20.4%	11	100.0%	54	100.0%
18	Graffiti Private Property - Residential/Commercial	54	23	23	100.0%	90	13.8	31	57.4%	31	100.0%	54	100.0%
19	Fire Inspection - DFD	50	36	36	100.0%	60	4.6	14	28.0%	14	100.0%	50	100.0%
20	Graffiti Traffic Signs/Signals - PWT	46	1	1	100.0%	14	5.6	45	97.8%	45	100.0%	46	100.0%

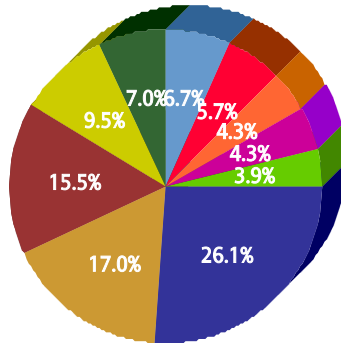


for North Central (6)

April 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	612
High Weeds - DCC	397
Roll Cart - SAN	362
Recyclable Collection Missed (Residential) - SAN	223
Garbage - Missed - SAN	163
Dead Animal Pick Up - SAN	158
Animal - Confined - DCC	134
Bulky Trash Violations - DCC	101
Obstruction Alley/Sidewalk/Street - DCC	100
Street Spillage/Debris in Right of Way-Hazardous-ST5	92



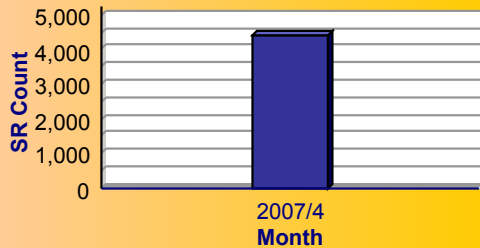
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5

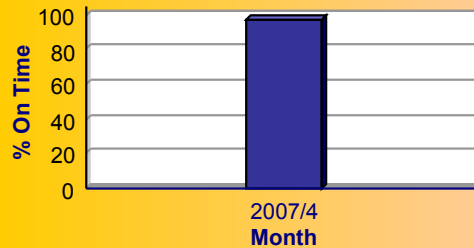
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,415	3,499	3,405	97.3%	916	906	98.9%	97.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

April 2007

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	612	384	384	100.0%	365	16.3	228	37.3%	228	100.0%	612	100.0%
2	High Weeds - DCC	397	113	113	100.0%	38	11.0	284	71.5%	284	100.0%	397	100.0%
3	Roll Cart - SAN	362	36	33	91.7%	10	8.5	326	90.1%	290	89.0%	323	89.2%
4	Recyclable Collection Missed (Residential) - SAN	223	0	0	N/A	3	1.6	223	100.0%	217	97.3%	217	97.3%
5	Garbage - Missed - SAN	163	0	0	N/A	6	2.8	163	100.0%	153	93.9%	153	93.9%
6	Dead Animal Pick Up - SAN	158	0	0	N/A	1	0.4	158	100.0%	156	98.7%	156	98.7%
7	Animal - Confined - DCC	134	0	0	N/A	3	0.1	134	100.0%	134	100.0%	134	100.0%
8	Bulky Trash Violations - DCC	101	3	3	100.0%	14	4.7	98	97.0%	95	96.9%	98	97.0%
9	Obstruction Alley/Sidewalk/Street - DCC	100	52	52	100.0%	60	14.1	48	48.0%	48	100.0%	100	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	92	0	0	N/A	1	0.1	92	100.0%	92	100.0%	92	100.0%
11	24 Hour Parking/Parking Violations - DPD	75	1	1	100.0%	10	2.6	74	98.7%	74	100.0%	75	100.0%
12	Animal - Loose Aggressive - DCC	70	0	0	N/A	3	0.3	70	100.0%	70	100.0%	70	100.0%
13	Animal - Sick/Injured - DCC	66	0	0	N/A	3	0.1	66	100.0%	66	100.0%	66	100.0%
14	Street Repair - Routine-STS	65	11	11	100.0%	90	5.8	54	83.1%	54	100.0%	65	100.0%
15	Traffic Signal - Timing - PWT	61	0	0	N/A	4	1.4	61	100.0%	61	100.0%	61	100.0%
16	Alley Repair - Routine-STS	56	22	22	100.0%	90	6.9	34	60.7%	34	100.0%	56	100.0%
17	Sanitation Property Damage - SAN	54	22	22	100.0%	28	21.1	32	59.3%	30	93.8%	52	96.3%
18	Fire Inspection - DFD	50	27	27	100.0%	60	9.0	23	46.0%	23	100.0%	50	100.0%
19	Brush/Bulk Items - Missed - SAN	43	1	1	100.0%	10	3.2	42	97.7%	42	100.0%	43	100.0%
20	Mosquitoes - EHS	41	10	10	100.0%	45	6.6	31	75.6%	31	100.0%	41	100.0%

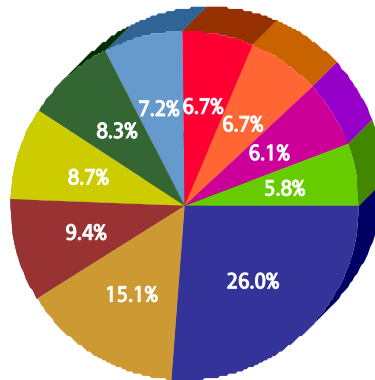


for Northeast (2)

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	846
Recycling ROLL CART Registration - SAN	492
Roll Cart - SAN	304
Recyclable Collection Missed (Residential) - SAN	282
Animal - Loose Aggressive - DCC	268
Dead Animal Pick Up - SAN	233
Bulky Trash Violations - DCC	219
Obstruction Alley/Sidewalk/Street - DCC	218
Animal - Confined - DCC	197
Garbage - Missed - SAN	189



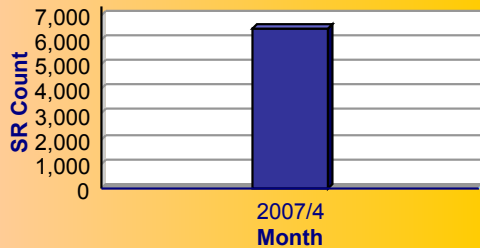
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN

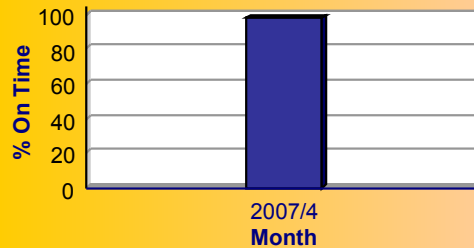
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,451	5,042	4,916	97.5%	1,409	1,391	98.7%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

April 2007

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 - DCC	846	298	298	100.0%	38	11.0	548	64.8%	548	100.0%	846	100.0%
2	Recycling ROLL CART Registration - SAN	492	419	419	100.0%	365	14.8	73	14.8%	73	100.0%	492	100.0%
3	Roll Cart - SAN	304	34	33	97.1%	10	7.0	270	88.8%	242	89.6%	275	90.5%
4	Recyclable Collection Missed (Residential) - SAN	282	0	0	N/A	3	1.5	282	100.0%	279	98.9%	279	98.9%
5	Animal - Loose Aggressive - DCC	268	1	0	0.0%	3	0.4	267	99.6%	266	99.6%	266	99.3%
6	Dead Animal Pick Up - SAN	233	0	0	N/A	1	0.3	233	100.0%	231	99.1%	231	99.1%
7	Bulky Trash Violations - DCC	219	8	8	100.0%	14	3.5	211	96.3%	208	98.6%	216	98.6%
8	Obstruction Alley/Sidewalk/Street - DCC	218	91	91	100.0%	60	12.0	127	58.3%	127	100.0%	218	100.0%
9	Animal - Confined - DCC	197	0	0	N/A	3	0.2	197	100.0%	196	99.5%	196	99.5%
10	Garbage - Missed - SAN	189	0	0	N/A	6	3.9	189	100.0%	144	76.2%	144	76.2%
11	Litter - DCC	181	76	76	100.0%	38	11.4	105	58.0%	105	100.0%	181	100.0%
12	24 Hour Parking/Parking Violations - DPD	130	0	0	N/A	10	2.7	130	100.0%	130	100.0%	130	100.0%
13	Animal - Sick/Injured - DCC	117	0	0	N/A	3	0.3	117	100.0%	116	99.1%	116	99.1%
14	Substandard Structure Apts - DCC	109	36	36	100.0%	365	6.2	73	67.0%	73	100.0%	109	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	97	0	0	N/A	1	0.0	97	100.0%	97	100.0%	97	100.0%
16	Substandard Structure - DCC	92	69	69	100.0%	365	5.0	23	25.0%	23	100.0%	92	100.0%
17	Fire Inspection - DFD	83	47	47	100.0%	60	11.7	36	43.4%	36	100.0%	83	100.0%
18	Tree down/low limbs - Emergency-ST5	77	0	0	N/A	5	0.2	77	100.0%	76	98.7%	76	98.7%
19	Animal - Loose - DCC	73	28	28	100.0%	40	15.8	45	61.6%	45	100.0%	73	100.0%
20	Street Repair - Routine-ST5	65	19	19	100.0%	90	5.6	46	70.8%	46	100.0%	65	100.0%

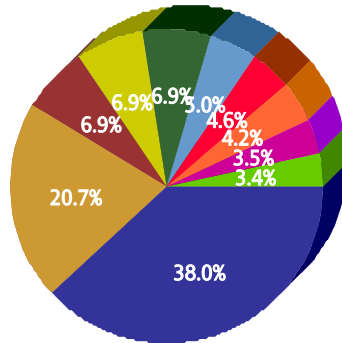


for Northwest (5)

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,032
Litter - DCC	561
Animal - Loose Aggressive - DCC	188
Dead Animal Pick Up - SAN	187
Recycling ROLL CART Registration - SAN	186
Roll Cart - SAN	136
Animal - Confined - DCC	126
Street Spillage/Debris in Right of Way-Hazardous-STS	114
24 Hour Parking/Parking Violations - DPD	94
Animal - Sick/Injured - DCC	91



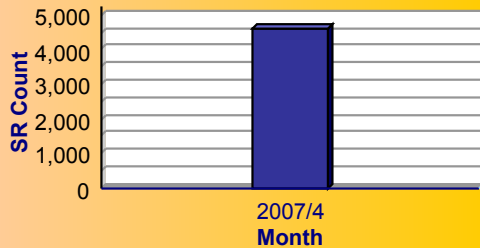
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC

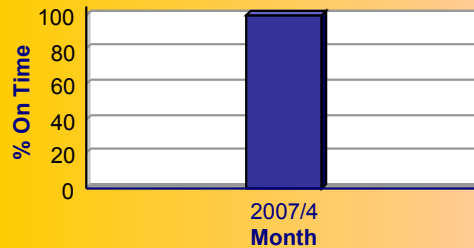
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,579	3,672	3,642	99.2%	907	897	98.9%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

April 2007

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 - DCC	1,032	218	218	100.0%	38	8.3	814	78.9%	814	100.0%	1,032	100.0%
2	Litter - DCC	561	147	147	100.0%	38	13.8	414	73.8%	414	100.0%	561	100.0%
3	Animal - Loose Aggressive - DCC	188	0	0	N/A	3	0.3	188	100.0%	187	99.5%	187	99.5%
4	Dead Animal Pick Up - SAN	187	0	0	N/A	1	0.4	187	100.0%	185	98.9%	185	98.9%
5	Recycling ROLL CART Registration - SAN	186	142	142	100.0%	365	17.7	44	23.7%	44	100.0%	186	100.0%
6	Roll Cart - SAN	136	13	13	100.0%	10	7.6	123	90.4%	119	96.7%	132	97.1%
7	Animal - Confined - DCC	126	0	0	N/A	3	0.2	126	100.0%	125	99.2%	125	99.2%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	114	0	0	N/A	1	0.0	114	100.0%	114	100.0%	114	100.0%
9	24 Hour Parking/Parking Violations - DPD	94	6	5	83.3%	10	5.8	88	93.6%	88	100.0%	93	98.9%
10	Animal - Sick/Injured - DCC	91	0	0	N/A	3	0.2	91	100.0%	90	98.9%	90	98.9%
11	Garbage - Missed - SAN	87	0	0	N/A	6	2.0	87	100.0%	87	100.0%	87	100.0%
12	Junk Motor Vehicle - DCC	83	53	53	100.0%	126	9.7	30	36.1%	30	100.0%	83	100.0%
13	Recyclable Collection Missed (Residential) - SAN	75	0	0	N/A	3	1.3	75	100.0%	75	100.0%	75	100.0%
14	Bulky Trash Violations - DCC	68	1	1	100.0%	14	2.3	67	98.5%	67	100.0%	68	100.0%
15	Animal - Loose - DCC	62	27	27	100.0%	40	16.7	35	56.5%	35	100.0%	62	100.0%
16	Obstruction Alley/Sidewalk/Street - DCC	59	26	26	100.0%	60	10.3	33	55.9%	33	100.0%	59	100.0%
17	Motor Vehicle Repair Violation - DCC	51	3	3	100.0%	40	2.3	48	94.1%	48	100.0%	51	100.0%
18	Fire Inspection - DFD	49	27	27	100.0%	60	6.2	22	44.9%	22	100.0%	49	100.0%
19	Street Repair - Routine-STS	49	1	1	100.0%	90	4.0	48	98.0%	48	100.0%	49	100.0%
20	Illegal Outside Storage - DCC	44	25	25	100.0%	38	9.8	19	43.2%	19	100.0%	44	100.0%

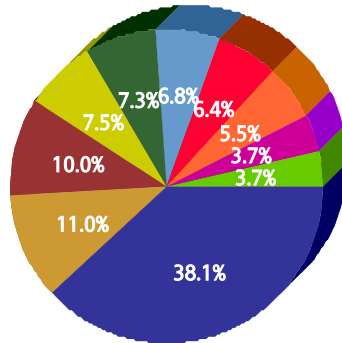


for Southeast (3)

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,761
Animal - Loose Aggressive - DCC	801
Litter - DCC	724
Smoke Detector Request - DFD	546
Substandard Structure - DCC	529
Dead Animal Pick Up - SAN	490
Roll Cart - SAN	465
Animal - Confined - DCC	402
Parking - Unapproved Surface - Eve/Weekends - DCC	269
Animal - Sick/Injured - DCC	267



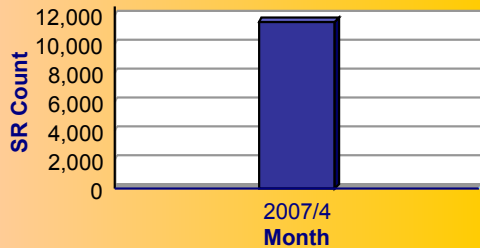
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Smoke Detector Request - DFD
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Sick/Injured - DCC

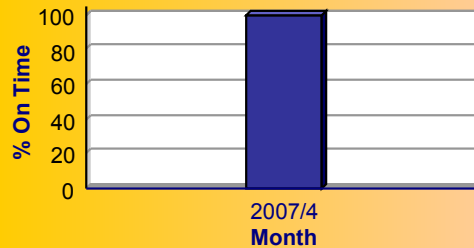
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,455	8,517	8,466	99.4%	2,938	2,920	99.4%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

April 2007

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 - DCC	2,761	1,114	1,114	100.0%	38	10.8	1,647	59.7%	1,647	100.0%	2,761	100.0%
2	Animal - Loose Aggressive - DCC	801	0	0	N/A	3	0.3	801	100.0%	798	99.6%	798	99.6%
3	Litter - DCC	724	284	284	100.0%	38	9.0	440	60.8%	440	100.0%	724	100.0%
4	Smoke Detector Request - DFD	546	86	86	100.0%	30	4.0	460	84.2%	459	99.8%	545	99.8%
5	Substandard Structure - DCC	529	379	379	100.0%	365	6.8	150	28.4%	150	100.0%	529	100.0%
6	Dead Animal Pick Up - SAN	490	0	0	N/A	1	0.3	490	100.0%	490	100.0%	490	100.0%
7	Roll Cart - SAN	465	12	12	100.0%	10	4.2	453	97.4%	452	99.8%	464	99.8%
8	Animal - Confined - DCC	402	0	0	N/A	3	0.3	402	100.0%	400	99.5%	400	99.5%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	269	1	1	100.0%	10	0.8	268	99.6%	268	100.0%	269	100.0%
10	Animal - Sick/Injured - DCC	267	0	0	N/A	3	0.1	267	100.0%	267	100.0%	267	100.0%
11	Recycling ROLL CART Registration - SAN	257	250	250	100.0%	365	2.7	7	2.7%	7	100.0%	257	100.0%
12	24 Hour Parking/Parking Violations - DPD	224	1	1	100.0%	10	3.6	223	99.6%	222	99.6%	223	99.6%
13	Bulky Trash Violations - DCC	223	36	34	94.4%	14	4.0	187	83.9%	181	96.8%	215	96.4%
14	Junk Motor Vehicle - DCC	194	132	132	100.0%	126	10.7	62	32.0%	62	100.0%	194	100.0%
15	Animal - Loose - DCC	193	86	86	100.0%	40	16.5	107	55.4%	107	100.0%	193	100.0%
16	Open and Vacant Structure - DCC	141	42	41	97.6%	30	5.7	99	70.2%	95	96.0%	136	96.5%
17	Garbage - Missed - SAN	131	0	0	N/A	6	1.5	131	100.0%	131	100.0%	131	100.0%
18	Recyclable Collection Missed (Residential) - SAN	110	0	0	N/A	3	1.4	110	100.0%	106	96.4%	106	96.4%
19	Animal - Cruelty - DCC	109	0	0	N/A	30	0.5	109	100.0%	109	100.0%	109	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	102	75	75	100.0%	60	9.4	27	26.5%	27	100.0%	102	100.0%
21	Animal Trap Request - DCC	102	8	6	75.0%	30	10.4	94	92.2%	94	100.0%	100	98.0%

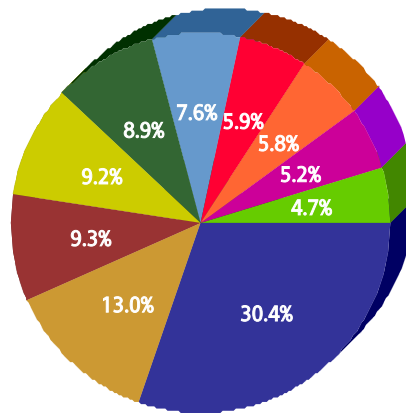


for Southwest (4)

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,511
Animal - Loose Aggressive - DCC	645
Dead Animal Pick Up - SAN	463
Roll Cart - SAN	458
Litter - DCC	443
Recycling ROLL CART Registration - SAN	376
Animal - Confined - DCC	296
Obstruction Alley/Sidewalk/Street - DCC	289
Animal - Sick/Injured - DCC	261
24 Hour Parking/Parking Violations - DPD	235



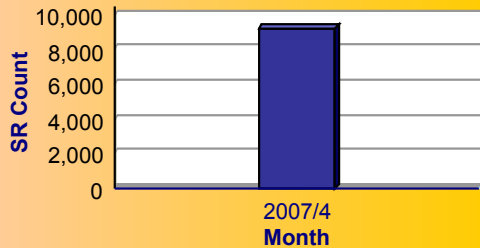
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Sick/Injured - DCC
- 24 Hour Parking/Parking Violations - DPD

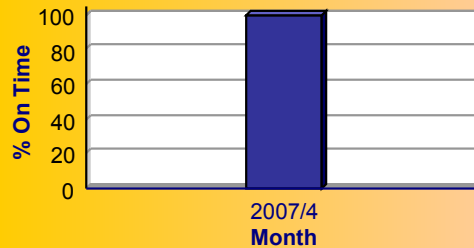
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,171	6,876	6,823	99.2%	2,295	2,279	99.3%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

April 2007

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 - DCC	1,511	666	666	100.0%	38	11.3	845	55.9%	845	100.0%	1,511	100.0%
2	Animal - Loose Aggressive - DCC	645	0	0	N/A	3	0.3	645	100.0%	645	100.0%	645	100.0%
3	Dead Animal Pick Up - SAN	463	0	0	N/A	1	0.4	463	100.0%	460	99.4%	460	99.4%
4	Roll Cart - SAN	458	31	31	100.0%	10	6.2	427	93.2%	421	98.6%	452	98.7%
5	Litter - DCC	443	191	191	100.0%	38	12.5	252	56.9%	252	100.0%	443	100.0%
6	Recycling ROLL CART Registration - SAN	376	361	361	100.0%	365	2.9	15	4.0%	15	100.0%	376	100.0%
7	Animal - Confined - DCC	296	0	0	N/A	3	0.2	296	100.0%	295	99.7%	295	99.7%
8	Obstruction Alley/Sidewalk/Street - DCC	289	195	195	100.0%	60	12.5	94	32.5%	94	100.0%	289	100.0%
9	Animal - Sick/Injured - DCC	261	0	0	N/A	3	0.1	261	100.0%	260	99.6%	260	99.6%
10	24 Hour Parking/Parking Violations - DPD	235	3	2	66.7%	10	3.7	232	98.7%	232	100.0%	234	99.6%
11	Junk Motor Vehicle - DCC	217	127	127	100.0%	126	10.7	90	41.5%	90	100.0%	217	100.0%
12	Bulky Trash Violations - DCC	200	10	8	80.0%	14	3.9	190	95.0%	181	95.3%	189	94.5%
13	Animal - Loose - DCC	193	77	77	100.0%	40	16.2	116	60.1%	116	100.0%	193	100.0%
14	Substandard Structure - DCC	181	151	151	100.0%	365	9.4	30	16.6%	30	100.0%	181	100.0%
15	Garbage - Missed - SAN	175	0	0	N/A	6	1.0	175	100.0%	175	100.0%	175	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	164	0	0	N/A	10	0.7	164	100.0%	164	100.0%	164	100.0%
17	Illegal Outside Storage - DCC	148	90	90	100.0%	38	11.0	58	39.2%	58	100.0%	148	100.0%
18	Recyclable Collection Missed (Residential) - SAN	147	0	0	N/A	3	1.4	147	100.0%	147	100.0%	147	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	133	0	0	N/A	1	0.0	133	100.0%	133	100.0%	133	100.0%
20	Street Lighting - Maintenance - PWT	97	0	0	N/A	4	0.9	97	100.0%	97	100.0%	97	100.0%

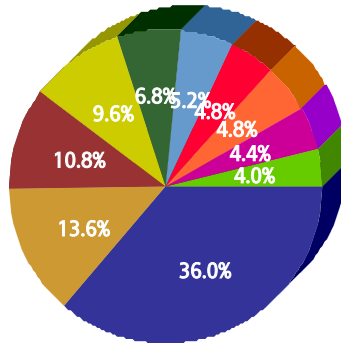


for Unknown

April 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	90
Recycling ROLL CART Registration - SAN	34
Complaint/Compliment - CTY	27
Litter - DCC	24
Roll Cart - SAN	17
Smoke Detector Request - DFD	13
Dead Animal Pick Up - SAN	12
Street Spillage/Debris in Right of Way-Hazardous-STS	12
Animal - Loose - DCC	11
Fire Inspection - DFD	10



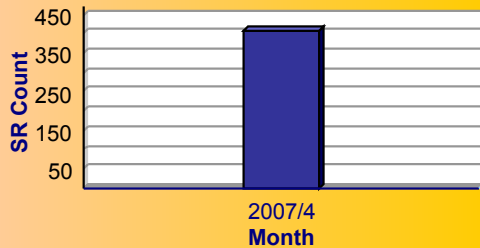
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Complaint/Compliment - CTY
- Litter - DCC
- Roll Cart - SAN
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Animal - Loose - DCC
- Fire Inspection - DFD

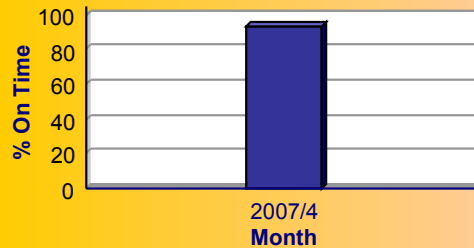
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
408	278	265	95.3%	130	114	87.7%	92.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

April 2007

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 - DCC	90	38	38	100.0%	38	9.0	52	57.8%	52	100.0%	90	100.0%
2	Recycling ROLL CART Registration - SAN	34	32	32	100.0%	365	12.5	2	5.9%	2	100.0%	34	100.0%
3	Complaint/Compliment - CTY	27	17	4	23.5%	10	6.0	10	37.0%	8	80.0%	12	44.4%
4	Litter - DCC	24	8	8	100.0%	38	5.9	16	66.7%	16	100.0%	24	100.0%
5	Roll Cart - SAN	17	1	1	100.0%	10	5.2	16	94.1%	16	100.0%	17	100.0%
6	Smoke Detector Request - DFD	13	4	4	100.0%	30	0.0	9	69.2%	9	100.0%	13	100.0%
7	Dead Animal Pick Up - SAN	12	0	0	N/A	1	0.2	12	100.0%	12	100.0%	12	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	12	0	0	N/A	1	0.1	12	100.0%	12	100.0%	12	100.0%
9	Animal - Loose - DCC	11	2	2	100.0%	40	18.0	9	81.8%	9	100.0%	11	100.0%
10	Fire Inspection - DFD	10	7	7	100.0%	60	2.7	3	30.0%	3	100.0%	10	100.0%
11	Miscellaneous Service Request - SCS	8	0	0	N/A	10	2.0	8	100.0%	8	100.0%	8	100.0%
12	Animal - Loose Aggressive - DCC	8	0	0	N/A	3	2.6	8	100.0%	6	75.0%	6	75.0%
13	Substandard Structure - DCC	6	4	4	100.0%	365	9.0	2	33.3%	2	100.0%	6	100.0%
14	Signs - Public Right of Way Eve/Weekends - DCC	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
15	Pothole - Hazardous-STS	6	0	0	N/A	1	0.2	6	100.0%	6	100.0%	6	100.0%
16	Animal - Sick/Injured - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
17	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	5	0	0	N/A	10	3.6	5	100.0%	5	100.0%	5	100.0%
18	Recyclable Collection Missed (Residential) - SAN	5	0	0	N/A	3	1.0	5	100.0%	5	100.0%	5	100.0%
19	Brush/Bulk Items - Missed - SAN	4	1	1	100.0%	10	10.3	3	75.0%	1	33.3%	2	50.0%
20	Junk Motor Vehicle - DCC	4	3	3	100.0%	126	15.0	1	25.0%	1	100.0%	4	100.0%
21	Motor Vehicle Repair Violation - DCC	4	0	0	N/A	40	0.0	4	100.0%	4	100.0%	4	100.0%