



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

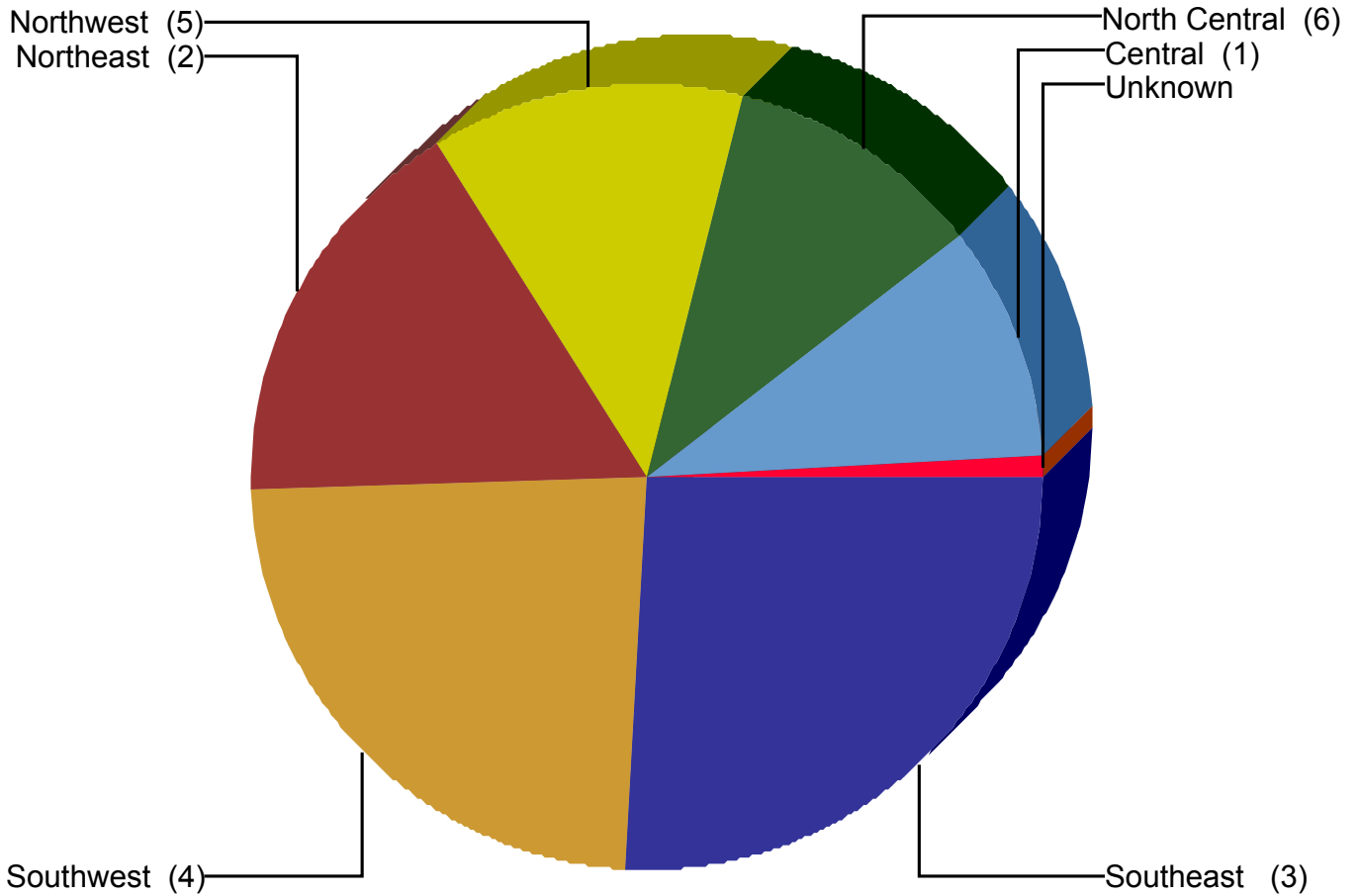
MARCH 2007

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City of Dallas Service Area Report
For March 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,833	9.6%	98.1%
North Central (6)	4,151	10.4%	98.7%
Northeast (2)	6,688	16.8%	99.0%
Northwest (5)	5,082	12.8%	99.3%
Southeast (3)	10,314	25.9%	99.3%
Southwest (4)	9,334	23.5%	99.1%
Unknown	360	0.9%	91.7%
Total	39,762	100.0%	99.0%

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

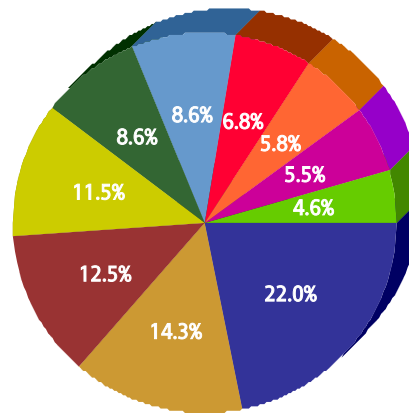


For Citywide

March 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,351
Litter - DCC	2,832
Recycling ROLL CART Registration - SAN	2,483
Animal - Loose Aggressive - DCC	2,277
Dead Animal Pick Up - SAN	1,696
Roll Cart - SAN	1,696
Animal - Confined - DCC	1,347
Junk Motor Vehicle - DCC	1,140
Substandard Structure - DCC	1,085
Garbage - Missed - SAN	904



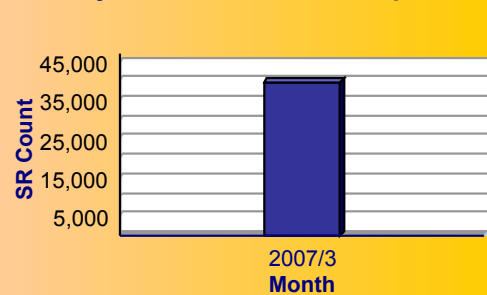
Service

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

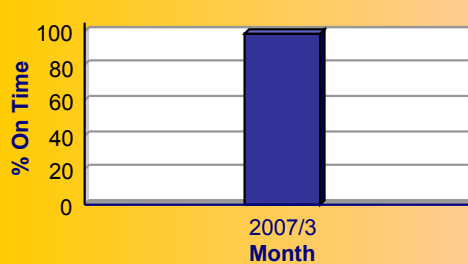
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,762	24,960	24,705	99.0%	14,802	14,643	98.9%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

March 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	4,351	3,484	3,484	100.0%	38	7.5	867	19.9%	867	100.0%	4,351	100.0%
2	Litter - DCC	2,832	1,696	1,696	100.0%	38	9.6	1,136	40.1%	1,136	100.0%	2,832	100.0%
3	Recycling ROLL CART Registration - SAN	2,483	2,391	2,391	100.0%	365	3.4	92	3.7%	92	100.0%	2,483	100.0%
4	Animal - Loose Aggressive - DCC	2,277	29	29	100.0%	3	0.3	2,248	98.7%	2,241	99.7%	2,270	99.7%
5	Dead Animal Pick Up - SAN	1,696	18	0	0.0%	1	0.3	1,678	98.9%	1,661	99.0%	1,661	97.9%
6	Roll Cart - SAN	1,696	384	377	98.2%	10	5.4	1,312	77.4%	1,272	97.0%	1,649	97.2%
7	Animal - Confined - DCC	1,347	12	10	83.3%	3	0.3	1,335	99.1%	1,327	99.4%	1,337	99.3%
8	Junk Motor Vehicle - DCC	1,140	888	888	100.0%	126	9.9	252	22.1%	252	100.0%	1,140	100.0%
9	Substandard Structure - DCC	1,085	905	905	100.0%	365	6.2	180	16.6%	180	100.0%	1,085	100.0%
10	Garbage - Missed - SAN	904	37	37	100.0%	6	2.2	867	95.9%	838	96.7%	875	96.8%
11	Recyclable Collection Missed (Residential) - SAN	838	9	9	100.0%	3	1.3	829	98.9%	824	99.4%	833	99.4%
12	24 Hour Parking/Parking Violations - DPD	836	83	82	98.8%	10	3.5	753	90.1%	748	99.3%	830	99.3%
13	Animal - Sick/Injured - DCC	831	6	6	100.0%	3	0.2	825	99.3%	823	99.8%	829	99.8%
14	Bulky Trash Violations - DCC	830	74	69	93.2%	14	3.5	756	91.1%	740	97.9%	809	97.5%
15	Animal - Loose - DCC	707	506	506	100.0%	40	17.9	201	28.4%	201	100.0%	707	100.0%
16	Smoke Detector Request - DFD	686	239	220	92.1%	30	5.5	447	65.2%	447	100.0%	667	97.2%
17	Street Spillage/Debris in Right of Way-Hazardous-STC	683	5	0	0.0%	1	0.1	678	99.3%	676	99.7%	676	99.0%
18	Illegal Outside Storage - DCC	676	442	442	100.0%	38	10.6	234	34.6%	234	100.0%	676	100.0%
19	Illegal Garbage/Placement - DCC	547	243	243	100.0%	60	9.9	304	55.6%	304	100.0%	547	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	543	11	11	100.0%	10	0.7	532	98.0%	530	99.6%	541	99.6%

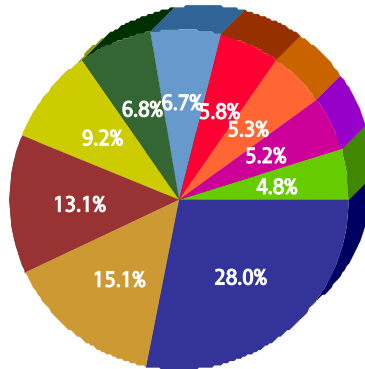


for Central (1)

March 2007

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	495
High Weeds - DCC	266
Litter - DCC	232
Recycling ROLL CART Registration - SAN	162
Roll Cart - SAN	121
Animal - Loose Aggressive - DCC	118
Illegal Garbage/Placement - DCC	102
Recyclable Collection Missed (Residential) - SAN	94
Fire Inspection - DFD	92
Graffiti Private Property - Residential/Commercial	85



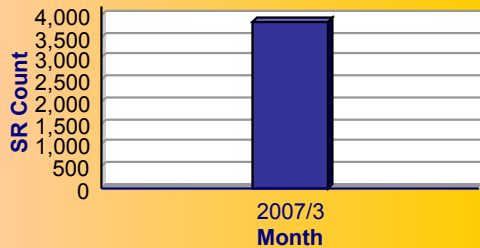
Service

- Smoke Detector Request - DFD
- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Illegal Garbage/Placement - DCC
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Graffiti Private Property - Residential/Commercial

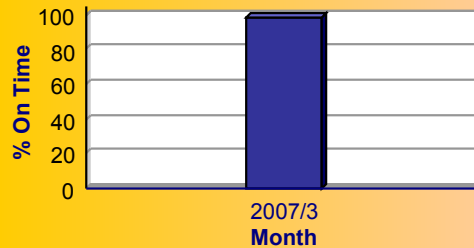
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,833	2,462	2,431	98.7%	1,371	1,330	97.0%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

March 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	Smoke Detector Request - DFD	495	209	190	90.9%	30	5.3	286	57.8%	286	100.0%	476	96.2%
2	High Weeds - DCC	266	194	194	100.0%	38	9.7	72	27.1%	72	100.0%	266	100.0%
3	Litter - DCC	232	140	140	100.0%	38	9.6	92	39.7%	92	100.0%	232	100.0%
4	Recycling ROLL CART Registration - SAN	162	160	160	100.0%	365	15.5	2	1.2%	2	100.0%	162	100.0%
5	Roll Cart - SAN	121	17	17	100.0%	10	5.3	104	86.0%	97	93.3%	114	94.2%
6	Animal - Loose Aggressive - DCC	118	0	0	N/A	3	0.2	118	100.0%	117	99.2%	117	99.2%
7	Illegal Garbage/Placement - DCC	102	54	54	100.0%	60	10.7	48	47.1%	48	100.0%	102	100.0%
8	Recyclable Collection Missed (Residential) - SAN	94	1	1	100.0%	3	1.2	93	98.9%	93	100.0%	94	100.0%
9	Fire Inspection - DFD	92	58	58	100.0%	60	5.0	34	37.0%	34	100.0%	92	100.0%
10	Graffiti Private Property - Residential/Commercial	85	64	64	100.0%	90	9.9	21	24.7%	21	100.0%	85	100.0%
11	Dead Animal Pick Up - SAN	84	0	0	N/A	1	0.3	84	100.0%	84	100.0%	84	100.0%
12	Animal - Confined - DCC	74	0	0	N/A	3	0.1	74	100.0%	74	100.0%	74	100.0%
13	Traffic Signal - Flashing - PWT	68	17	17	100.0%	4	1.5	51	75.0%	51	100.0%	68	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	64	2	0	0.0%	1	0.1	62	96.9%	62	100.0%	62	96.9%
15	Garbage - Missed - SAN	62	5	5	100.0%	6	1.9	57	91.9%	55	96.5%	60	96.8%
16	24 Hour Parking/Parking Violations - DPD	58	2	2	100.0%	10	2.8	56	96.6%	56	100.0%	58	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	53	41	41	100.0%	60	5.8	12	22.6%	12	100.0%	53	100.0%
18	Substandard Structure - DCC	53	41	41	100.0%	365	6.8	12	22.6%	12	100.0%	53	100.0%
19	Animal - Loose - DCC	51	37	37	100.0%	40	16.3	14	27.5%	14	100.0%	51	100.0%
20	Traffic Signal - All Out - PWT	50	12	12	100.0%	4	1.8	38	76.0%	38	100.0%	50	100.0%

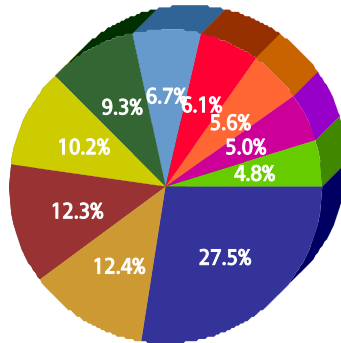


for North Central (6)

March 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	612
High Weeds - DCC	277
Roll Cart - SAN	275
Recyclable Collection Missed (Residential) - SAN	228
Garbage - Missed - SAN	208
Dead Animal Pick Up - SAN	150
Animal - Confined - DCC	137
Bulky Trash Violations - DCC	124
Street Spillage/Debris in Right of Way-Hazardous-STS	112
Litter - DCC	106



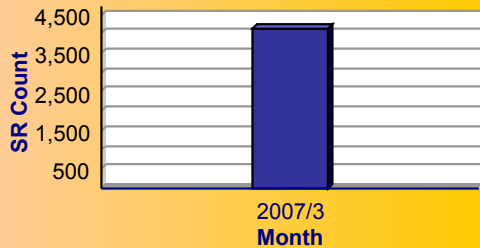
Service

- 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
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Litter - DCC

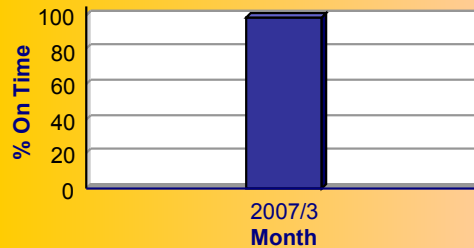
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,151	2,693	2,647	98.3%	1,458	1,448	99.3%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

March 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	602	602	100.0%	365	0.9	10	1.6%	10	100.0%	612	100.0%
2	High Weeds - DCC	277	216	216	100.0%	38	6.8	61	22.0%	61	100.0%	277	100.0%
3	Roll Cart - SAN	275	83	82	98.8%	10	7.7	192	69.8%	169	88.0%	251	91.3%
4	Recyclable Collection Missed (Residential) - SAN	228	3	3	100.0%	3	1.4	225	98.7%	223	99.1%	226	99.1%
5	Garbage - Missed - SAN	208	10	10	100.0%	6	2.7	198	95.2%	189	95.5%	199	95.7%
6	Dead Animal Pick Up - SAN	150	4	0	0.0%	1	0.3	146	97.3%	145	99.3%	145	96.7%
7	Animal - Confined - DCC	137	1	1	100.0%	3	0.2	136	99.3%	136	100.0%	137	100.0%
8	Bulky Trash Violations - DCC	124	5	5	100.0%	14	3.4	119	96.0%	119	100.0%	124	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	112	0	0	N/A	1	0.0	112	100.0%	112	100.0%	112	100.0%
10	Litter - DCC	106	49	49	100.0%	38	10.6	57	53.8%	57	100.0%	106	100.0%
11	Illegal Garbage/Placement - DCC	85	12	12	100.0%	60	12.2	73	85.9%	73	100.0%	85	100.0%
12	Animal - Sick/Injured - DCC	80	1	1	100.0%	3	0.1	79	98.8%	79	100.0%	80	100.0%
13	Animal - Loose Aggressive - DCC	61	0	0	N/A	3	0.3	61	100.0%	61	100.0%	61	100.0%
14	24 Hour Parking/Parking Violations - DPD	59	1	1	100.0%	10	3.0	58	98.3%	58	100.0%	59	100.0%
15	Sanitation Property Damage - SAN	57	44	44	100.0%	28	14.2	13	22.8%	13	100.0%	57	100.0%
16	Street Repair - Routine-STS	57	16	16	100.0%	90	6.8	41	71.9%	41	100.0%	57	100.0%
17	Substandard Structure - DCC	53	40	40	100.0%	365	5.5	13	24.5%	13	100.0%	53	100.0%
18	Street Lighting - Maintenance - PWT	43	0	0	N/A	4	0.4	43	100.0%	43	100.0%	43	100.0%
19	Junk Motor Vehicle - DCC	38	19	19	100.0%	126	7.4	19	50.0%	19	100.0%	38	100.0%
20	Traffic Signal - Timing - PWT	38	1	1	100.0%	4	1.7	37	97.4%	37	100.0%	38	100.0%
21	Alley Repair - Routine-STS	38	20	20	100.0%	90	8.4	18	47.4%	18	100.0%	38	100.0%

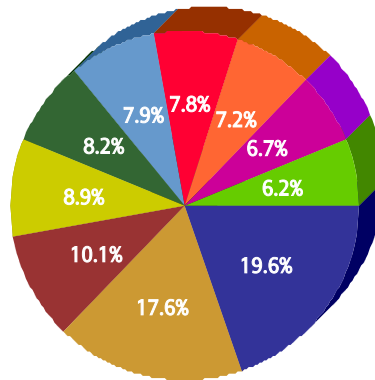


for Northeast (2)

March 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	639
High Weeds - DCC	575
Litter - DCC	328
Roll Cart - SAN	289
Animal - Loose Aggressive - DCC	266
Animal - Confined - DCC	257
Bulky Trash Violations - DCC	253
Dead Animal Pick Up - SAN	235
Obstruction Alley/Sidewalk/Street - DCC	217
Recyclable Collection Missed (Residential) - SAN	203



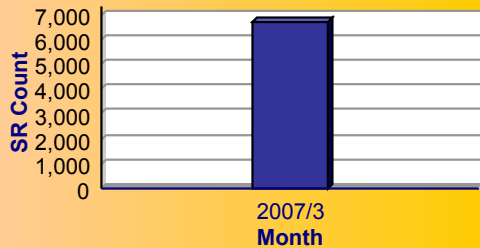
Service

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

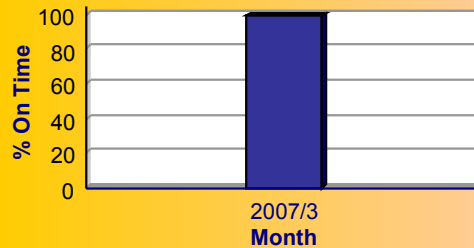
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,688	4,341	4,293	98.9%	2,347	2,331	99.3%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

March 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	639	614	614	100.0%	365	5.4	25	3.9%	25	100.0%	639	100.0%
2	High Weeds - DCC	575	489	489	100.0%	38	7.0	86	15.0%	86	100.0%	575	100.0%
3	Litter - DCC	328	179	179	100.0%	38	11.6	149	45.4%	149	100.0%	328	100.0%
4	Roll Cart - SAN	289	66	65	98.5%	10	6.2	223	77.2%	217	97.3%	282	97.6%
5	Animal - Loose Aggressive - DCC	266	6	6	100.0%	3	0.2	260	97.7%	260	100.0%	266	100.0%
6	Animal - Confined - DCC	257	2	1	50.0%	3	0.2	255	99.2%	255	100.0%	256	99.6%
7	Bulky Trash Violations - DCC	253	37	37	100.0%	14	2.9	216	85.4%	214	99.1%	251	99.2%
8	Dead Animal Pick Up - SAN	235	2	0	0.0%	1	0.3	233	99.1%	231	99.1%	231	98.3%
9	Obstruction Alley/Sidewalk/Street - DCC	217	105	105	100.0%	60	11.4	112	51.6%	112	100.0%	217	100.0%
10	Recyclable Collection Missed (Residential) - SAN	203	2	2	100.0%	3	1.3	201	99.0%	199	99.0%	201	99.0%
11	Garbage - Missed - SAN	182	13	13	100.0%	6	2.9	169	92.9%	157	92.9%	170	93.4%
12	Animal - Sick/Injured - DCC	133	0	0	N/A	3	0.1	133	100.0%	133	100.0%	133	100.0%
13	24 Hour Parking/Parking Violations - DPD	124	10	10	100.0%	10	2.8	114	91.9%	114	100.0%	124	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	124	0	0	N/A	1	0.1	124	100.0%	124	100.0%	124	100.0%
15	Junk Motor Vehicle - DCC	117	63	63	100.0%	126	7.9	54	46.2%	54	100.0%	117	100.0%
16	Substandard Structure - DCC	97	79	79	100.0%	365	6.6	18	18.6%	18	100.0%	97	100.0%
17	Illegal Garbage/Placement - DCC	93	40	40	100.0%	60	6.7	53	57.0%	53	100.0%	93	100.0%
18	Graffiti Private Property - Residential/Commercial	93	49	49	100.0%	90	8.1	44	47.3%	44	100.0%	93	100.0%
19	Animal - Loose - DCC	91	62	62	100.0%	40	17.9	29	31.9%	29	100.0%	91	100.0%
20	Illegal Outside Storage - DCC	82	43	43	100.0%	38	9.8	39	47.6%	39	100.0%	82	100.0%

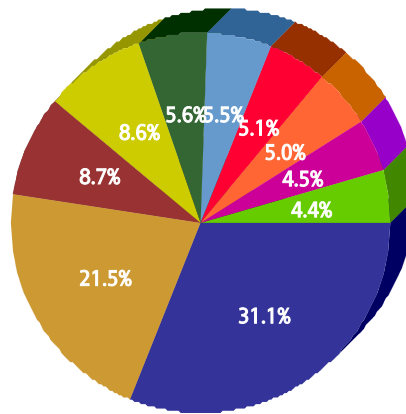


for Northwest (5)

March 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	827
Litter - DCC	570
Animal - Loose Aggressive - DCC	230
Recycling ROLL CART Registration - SAN	228
Dead Animal Pick Up - SAN	150
Junk Motor Vehicle - DCC	147
Roll Cart - SAN	136
Animal - Confined - DCC	133
24 Hour Parking/Parking Violations - DPD	120
Motor Vehicle Repair Violation - DCC	116



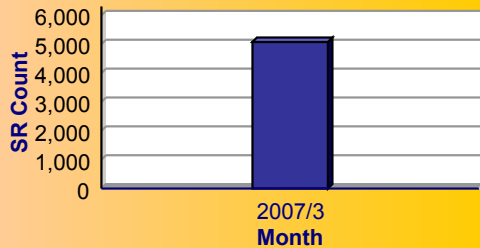
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Motor Vehicle Repair Violation - DCC

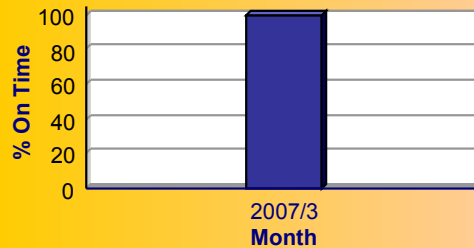
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,082	2,914	2,884	99.0%	2,168	2,160	99.6%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 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	827	684	684	100.0%	38	7.7	143	17.3%	143	100.0%	827	100.0%
2	Litter - DCC	570	423	423	100.0%	38	8.6	147	25.8%	147	100.0%	570	100.0%
3	Animal - Loose Aggressive - DCC	230	2	2	100.0%	3	0.2	228	99.1%	228	100.0%	230	100.0%
4	Recycling ROLL CART Registration - SAN	228	224	224	100.0%	365	6.8	4	1.8%	4	100.0%	228	100.0%
5	Dead Animal Pick Up - SAN	150	0	0	N/A	1	0.4	150	100.0%	147	98.0%	147	98.0%
6	Junk Motor Vehicle - DCC	147	120	120	100.0%	126	8.3	27	18.4%	27	100.0%	147	100.0%
7	Roll Cart - SAN	136	31	31	100.0%	10	6.3	105	77.2%	101	96.2%	132	97.1%
8	Animal - Confined - DCC	133	2	1	50.0%	3	0.3	131	98.5%	130	99.2%	131	98.5%
9	24 Hour Parking/Parking Violations - DPD	120	27	26	96.3%	10	6.5	93	77.5%	89	95.7%	115	95.8%
10	Motor Vehicle Repair Violation - DCC	116	10	10	100.0%	40	2.5	106	91.4%	106	100.0%	116	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	115	1	0	0.0%	1	0.2	114	99.1%	112	98.2%	112	97.4%
12	Garbage - Missed - SAN	111	5	5	100.0%	6	2.1	106	95.5%	105	99.1%	110	99.1%
13	Illegal Outside Storage - DCC	110	68	68	100.0%	38	11.2	42	38.2%	42	100.0%	110	100.0%
14	Animal - Sick/Injured - DCC	100	1	1	100.0%	3	0.1	99	99.0%	99	100.0%	100	100.0%
15	Recyclable Collection Missed (Residential) - SAN	86	1	1	100.0%	3	1.3	85	98.8%	85	100.0%	86	100.0%
16	Animal - Loose - DCC	85	61	61	100.0%	40	18.9	24	28.2%	24	100.0%	85	100.0%
17	Dumpster Violation - DCC	71	58	58	100.0%	60	9.8	13	18.3%	13	100.0%	71	100.0%
18	Substandard Structure - DCC	69	61	61	100.0%	365	9.8	8	11.6%	8	100.0%	69	100.0%
19	Illegal Garbage/Placement - DCC	68	24	24	100.0%	60	8.8	44	64.7%	44	100.0%	68	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	67	54	54	100.0%	60	12.4	13	19.4%	13	100.0%	67	100.0%

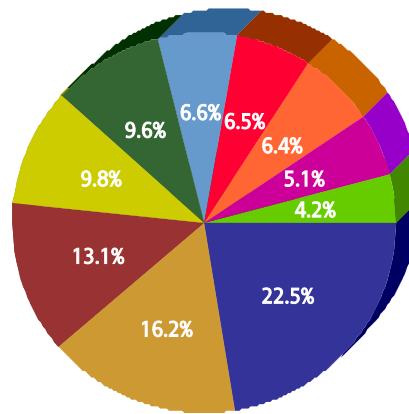


for Southeast (3)

March 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,385
Litter - DCC	996
Animal - Loose Aggressive - DCC	810
Substandard Structure - DCC	605
Dead Animal Pick Up - SAN	592
Junk Motor Vehicle - DCC	408
Roll Cart - SAN	399
Animal - Confined - DCC	397
Recycling ROLL CART Registration - SAN	314
Animal - Sick/Injured - DCC	260



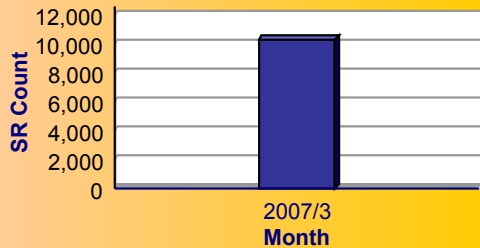
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Sick/Injured - DCC

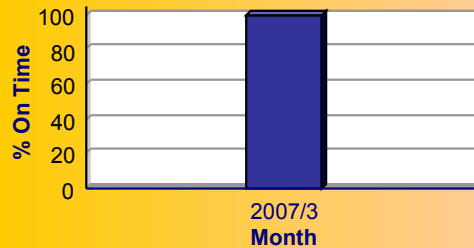
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,314	6,416	6,367	99.2%	3,898	3,874	99.4%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 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	1,385	1,079	1,079	100.0%	38	5.5	306	22.1%	306	100.0%	1,385	100.0%
2	Litter - DCC	996	522	522	100.0%	38	7.9	474	47.6%	474	100.0%	996	100.0%
3	Animal - Loose Aggressive - DCC	810	21	21	100.0%	3	0.3	789	97.4%	786	99.6%	807	99.6%
4	Substandard Structure - DCC	605	506	506	100.0%	365	5.7	99	16.4%	99	100.0%	605	100.0%
5	Dead Animal Pick Up - SAN	592	9	0	0.0%	1	0.3	583	98.5%	579	99.3%	579	97.8%
6	Junk Motor Vehicle - DCC	408	356	356	100.0%	126	10.0	52	12.7%	52	100.0%	408	100.0%
7	Roll Cart - SAN	399	76	75	98.7%	10	3.7	323	81.0%	323	100.0%	398	99.7%
8	Animal - Confined - DCC	397	7	7	100.0%	3	0.3	390	98.2%	387	99.2%	394	99.2%
9	Recycling ROLL CART Registration - SAN	314	287	287	100.0%	365	1.5	27	8.6%	27	100.0%	314	100.0%
10	Animal - Sick/Injured - DCC	260	2	2	100.0%	3	0.2	258	99.2%	257	99.6%	259	99.6%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	233	3	3	100.0%	10	0.6	230	98.7%	230	100.0%	233	100.0%
12	24 Hour Parking/Parking Violations - DPD	224	11	11	100.0%	10	3.5	213	95.1%	212	99.5%	223	99.6%
13	Animal - Loose - DCC	201	161	161	100.0%	40	19.4	40	19.9%	40	100.0%	201	100.0%
14	Bulky Trash Violations - DCC	179	8	6	75.0%	14	3.6	171	95.5%	166	97.1%	172	96.1%
15	Open and Vacant Structure - DCC	171	69	69	100.0%	30	4.9	102	59.6%	102	100.0%	171	100.0%
16	Garbage - Missed - SAN	163	1	1	100.0%	6	1.6	162	99.4%	159	98.1%	160	98.2%
17	Illegal Outside Storage - DCC	157	104	104	100.0%	38	11.9	53	33.8%	53	100.0%	157	100.0%
18	Animal - Cruelty - DCC	118	2	2	100.0%	30	0.4	116	98.3%	116	100.0%	118	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	107	1	0	0.0%	1	0.0	106	99.1%	106	100.0%	106	99.1%
20	Street Lighting - Maintenance - PWT	101	1	1	100.0%	4	0.7	100	99.0%	99	99.0%	100	99.0%

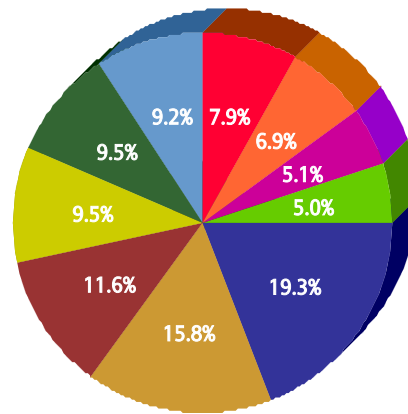


for Southwest (4)

March 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	963
Animal - Loose Aggressive - DCC	790
Litter - DCC	582
Recycling ROLL CART Registration - SAN	477
Dead Animal Pick Up - SAN	474
Roll Cart - SAN	462
Junk Motor Vehicle - DCC	396
Animal - Confined - DCC	347
Illegal Outside Storage - DCC	254
24 Hour Parking/Parking Violations - DPD	251



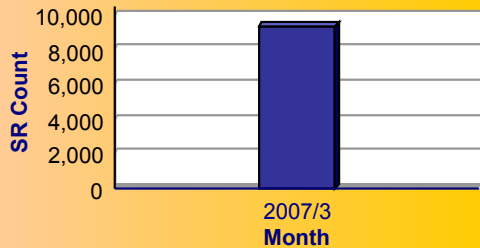
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Illegal Outside Storage - DCC
- 24 Hour Parking/Parking Violations - DPD

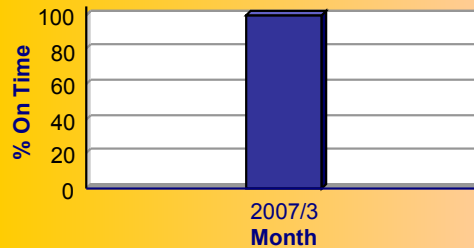
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,334	5,967	5,918	99.2%	3,367	3,335	99.0%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

March 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	963	770	770	100.0%	38	10.0	193	20.0%	193	100.0%	963	100.0%
2	Animal - Loose Aggressive - DCC	790	0	0	N/A	3	0.3	790	100.0%	787	99.6%	787	99.6%
3	Litter - DCC	582	371	371	100.0%	38	12.2	211	36.3%	211	100.0%	582	100.0%
4	Recycling ROLL CART Registration - SAN	477	455	455	100.0%	365	2.3	22	4.6%	22	100.0%	477	100.0%
5	Dead Animal Pick Up - SAN	474	3	0	0.0%	1	0.4	471	99.4%	464	98.5%	464	97.9%
6	Roll Cart - SAN	462	103	100	97.1%	10	5.2	359	77.7%	359	100.0%	459	99.4%
7	Junk Motor Vehicle - DCC	396	307	307	100.0%	126	11.5	89	22.5%	89	100.0%	396	100.0%
8	Animal - Confined - DCC	347	0	0	N/A	3	0.2	347	100.0%	343	98.8%	343	98.8%
9	Illegal Outside Storage - DCC	254	186	186	100.0%	38	10.2	68	26.8%	68	100.0%	254	100.0%
10	24 Hour Parking/Parking Violations - DPD	251	32	32	100.0%	10	3.0	219	87.3%	219	100.0%	251	100.0%
11	Animal - Loose - DCC	240	156	156	100.0%	40	17.3	84	35.0%	84	100.0%	240	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	211	3	3	100.0%	10	0.5	208	98.6%	208	100.0%	211	100.0%
13	Substandard Structure - DCC	208	178	178	100.0%	365	6.7	30	14.4%	30	100.0%	208	100.0%
14	Animal - Sick/Injured - DCC	204	2	2	100.0%	3	0.2	202	99.0%	201	99.5%	203	99.5%
15	Bulky Trash Violations - DCC	192	18	16	88.9%	14	4.7	174	90.6%	165	94.8%	181	94.3%
16	Garbage - Missed - SAN	176	3	3	100.0%	6	1.8	173	98.3%	172	99.4%	175	99.4%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	138	1	0	0.0%	1	0.1	137	99.3%	137	100.0%	137	99.3%
18	Recyclable Collection Missed (Residential) - SAN	136	0	0	N/A	3	1.2	136	100.0%	136	100.0%	136	100.0%
19	Smoke Detector Request - DFD	121	9	9	100.0%	30	5.2	112	92.6%	112	100.0%	121	100.0%
20	Animal - Cruelty - DCC	111	0	0	N/A	30	0.2	111	100.0%	111	100.0%	111	100.0%

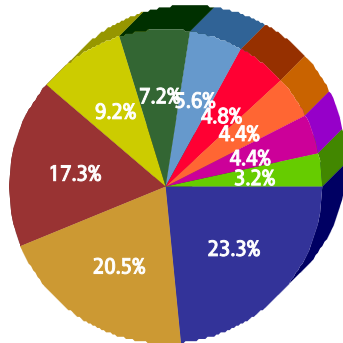


for Unknown

March 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	58
Recycling ROLL CART Registration - SAN	51
Complaint/Compliment - CTY	43
Street Spillage/Debris in Right of Way-Hazardous-ST5	23
Litter - DCC	18
Roll Cart - SAN	14
Illegal Food Vending - EHS	12
Dead Animal Pick Up - SAN	11
Fire Inspection - DFD	11
Junk Motor Vehicle - DCC	8



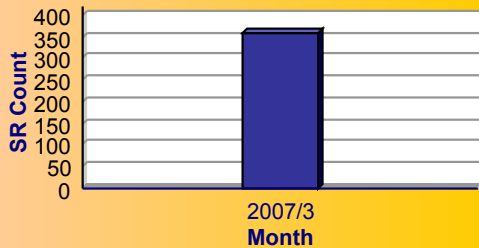
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Complaint/Compliment - CTY
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Litter - DCC
- Roll Cart - SAN
- Illegal Food Vending - EHS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Junk Motor Vehicle - DCC

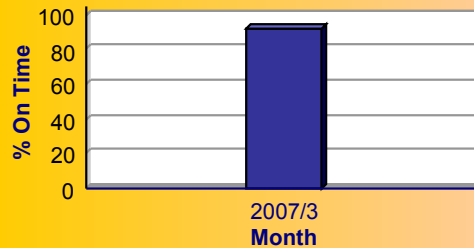
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
360	167	165	98.8%	193	165	85.5%	91.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

March 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	58	52	52	100.0%	38	5.3	6	10.3%	6	100.0%	58	100.0%
2	Recycling ROLL CART Registration - SAN	51	49	49	100.0%	365	10.5	2	3.9%	2	100.0%	51	100.0%
3	Complaint/Compliment - CTY	43	33	8	24.2%	10	4.1	10	23.3%	9	90.0%	17	39.5%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%
5	Litter - DCC	18	12	12	100.0%	38	15.7	6	33.3%	6	100.0%	18	100.0%
6	Roll Cart - SAN	14	8	7	87.5%	10	4.2	6	42.9%	6	100.0%	13	92.9%
7	Illegal Food Vending - EHS	12	1	1	100.0%	45	5.2	11	91.7%	11	100.0%	12	100.0%
8	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.4	11	100.0%	11	100.0%	11	100.0%
9	Fire Inspection - DFD	11	6	6	100.0%	60	3.4	5	45.5%	5	100.0%	11	100.0%
10	Junk Motor Vehicle - DCC	8	5	5	100.0%	126	18.0	3	37.5%	3	100.0%	8	100.0%
11	Oversized Vehicle - Eve/Weekends - DCC	6	0	0	N/A	14	0.7	6	100.0%	6	100.0%	6	100.0%
12	Animal - Sick/Injured - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
13	Animal - Loose - DCC	5	4	4	100.0%	40	23.0	1	20.0%	1	100.0%	5	100.0%
14	Smoke Detector Request - DFD	5	2	2	100.0%	30	2.7	3	60.0%	3	100.0%	5	100.0%
15	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.0	4	100.0%	4	100.0%	4	100.0%
16	Traffic Signal - Flashing - PWT	4	1	1	100.0%	4	1.0	3	75.0%	3	100.0%	4	100.0%
17	Tree down/low limbs - Emergency-STS	4	0	0	N/A	5	0.8	4	100.0%	4	100.0%	4	100.0%
18	Brush/Bulk Items - Missed - SAN	3	1	1	100.0%	10	2.5	2	66.7%	2	100.0%	3	100.0%
19	Animal - Bite - DCC	3	0	0	N/A	11	0.7	3	100.0%	3	100.0%	3	100.0%
20	Educational Request - DFD	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
21	Sanitation Property Damage - SAN	3	2	2	100.0%	28	17.0	1	33.3%	1	100.0%	3	100.0%