



**FY 2005 – 2006**

**Year End Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

## **TABLE OF CONTENTS**

**4 . . . . . Chart of Service Request Counts by City Council District**

**5 . . . . . Citywide Service Level Performance Report**

**7 . . . . . Service Level Performance Report for Council District 1**

**9 . . . . . Service Level Performance Report for Council District 2**

**11 . . . . . Service Level Performance Report for Council District 3**

**13 . . . . . Service Level Performance Report for Council District 4**

**15 . . . . . Service Level Performance Report for Council District 5**

**17 . . . . . Service Level Performance Report for Council District 6**

**19 . . . . . Service Level Performance Report for Council District 7**

**21 . . . . . Service Level Performance Report for Council District 8**

**23 . . . . . Service Level Performance Report for Council District 9**

**25 . . . . . Service Level Performance Report for Council District 10**

**27 . . . . . Service Level Performance Report for Council District 11**

**29 . . . . . Service Level Performance Report for Council District 12**

**31 . . . . Service Level Performance Report for Council District 13**

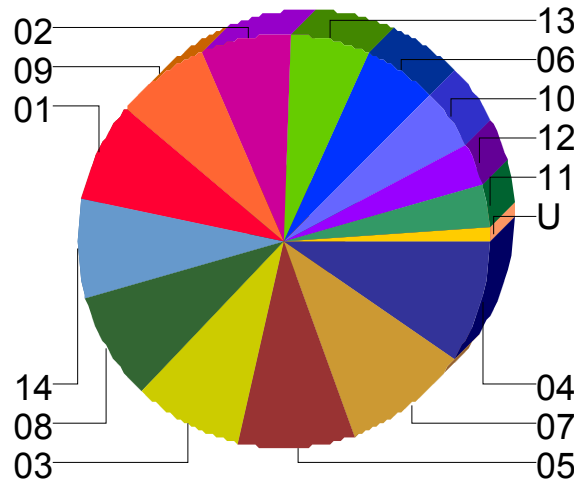
**33 . . . . Service Level Performance Report for Council District 14**

**35 . . . . Service Level Performance Report where the Council District  
is Unknown**



# City of Dallas

## Council District Report For YTD Through September 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	25,841	7.7%	94.0%
02	23,449	7.0%	91.8%
03	28,966	8.6%	93.3%
04	32,944	9.8%	93.0%
05	30,629	9.1%	92.9%
06	19,837	5.9%	93.2%
07	32,513	9.7%	91.7%
08	27,981	8.3%	93.8%
09	25,215	7.5%	94.1%
10	15,739	4.7%	95.3%
11	11,116	3.3%	94.9%
12	11,463	3.4%	94.8%
13	20,286	6.0%	93.3%
14	25,982	7.7%	92.8%
U	3,716	1.1%	89.2%
<b>Totals</b>	<b>335,677</b>	<b>100.0%</b>	<b>93.2%</b>

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

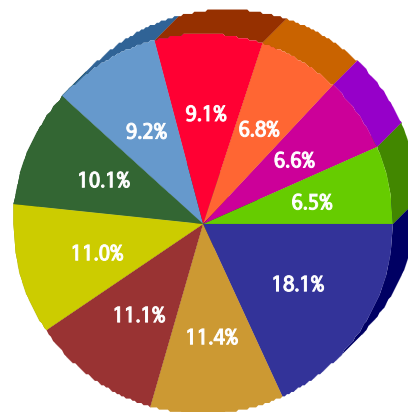


For Citywide

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	27,342
Dead Animal Pick Up - SAN	17,220
Animal - Loose Aggressive - DCC	16,828
Litter - DCC	16,674
Recycling ROLL CART Registration - SAN	15,276
Animal - Confined - DCC	13,962
Roll Cart - SAN	13,815
Obstruction Alley/Sidewalk/Street - DCC	10,370
Junk Motor Vehicle - DCC	10,044
24 Hour Parking/Parking Violations - DPD	9,909



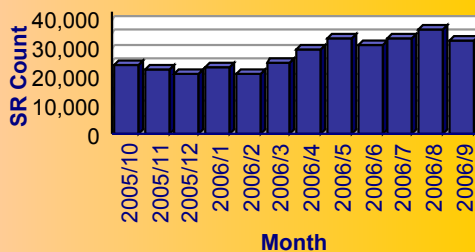
Service

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

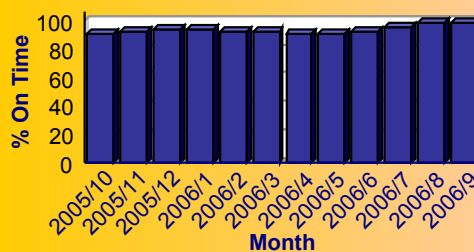
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
335,677	307,315	285,184	92.8%	28,362	27,817	98.1%	93.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

For Citywide

FY 2005/2006

## 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	27,342	2,095	2,085	99.5%	38	18.0	25,247	92.3%	22,504	89.1%	24,589	89.9%
2	Dead Animal Pick Up - SAN	17,220	11	0	0.0%	1	0.4	17,209	99.9%	17,050	99.1%	17,050	99.0%
3	Animal - Loose Aggressive - DCC	16,828	6	0	0.0%	3	0.3	16,822	100.0%	16,712	99.3%	16,712	99.3%
4	Litter - DCC	16,674	664	641	96.5%	38	19.7	16,010	96.0%	14,235	88.9%	14,876	89.2%
5	Recycling ROLL CART Registration - SAN	15,276	15,265	15,265	100.0%	365	8.7	11	0.1%	11	100.0%	15,276	100.0%
6	Animal - Confined - DCC	13,962	14	0	0.0%	3	0.3	13,948	99.9%	13,837	99.2%	13,837	99.1%
7	Roll Cart - SAN	13,815	290	286	98.6%	10	6.7	13,525	97.9%	11,046	81.7%	11,332	82.0%
8	Obstruction Alley/Sidewalk/Street - DCC	10,370	962	936	97.3%	60	23.7	9,408	90.7%	8,874	94.3%	9,810	94.6%
9	Junk Motor Vehicle - DCC	10,044	927	920	99.2%	126	35.8	9,117	90.8%	8,836	96.9%	9,756	97.1%
10	24 Hour Parking/Parking Violations - DPD	9,909	106	95	89.6%	10	4.0	9,803	98.9%	9,459	96.5%	9,554	96.4%
11	Bulky Trash Violations - DCC	9,745	49	45	91.8%	14	5.1	9,696	99.5%	8,954	92.3%	8,999	92.3%
12	Garbage - Missed - SAN	9,682	50	35	70.0%	6	2.9	9,632	99.5%	8,987	93.3%	9,022	93.2%
13	Substandard Structure - DCC	8,559	3,598	3,591	99.8%	365	73.3	4,961	58.0%	4,961	100.0%	8,552	99.9%
14	Fire Inspection - DFD	7,985	491	408	83.1%	60	30.5	7,494	93.9%	6,379	85.1%	6,787	85.0%
15	Animal - Loose - DCC	7,779	570	570	100.0%	40	18.5	7,209	92.7%	6,593	91.5%	7,163	92.1%
16	Animal - Sick/Injured - DCC	7,371	4	0	0.0%	3	0.2	7,367	99.9%	7,301	99.1%	7,301	99.1%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	6,964	0	0	N/A	1	0.1	6,964	100.0%	6,902	99.1%	6,902	99.1%
18	Illegal Outside Storage - DCC	5,757	308	288	93.5%	38	22.9	5,449	94.6%	4,498	82.5%	4,786	83.1%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	5,239	10	7	70.0%	10	1.3	5,229	99.8%	5,089	97.3%	5,096	97.3%
20	Street Repair - Routine-STS	3,457	183	170	92.9%	90	25.0	3,274	94.7%	2,979	91.0%	3,149	91.1%

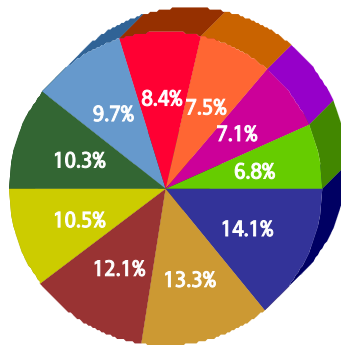


for 01

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,694
Animal - Loose Aggressive - DCC	1,599
Dead Animal Pick Up - SAN	1,456
Litter - DCC	1,262
24 Hour Parking/Parking Violations - DPD	1,238
Parking - Unapproved Surface - Eve/Weekends - DCC	1,168
Junk Motor Vehicle - DCC	1,005
Animal - Confined - DCC	902
Obstruction Alley/Sidewalk/Street - DCC	855
Illegal Outside Storage - DCC	814



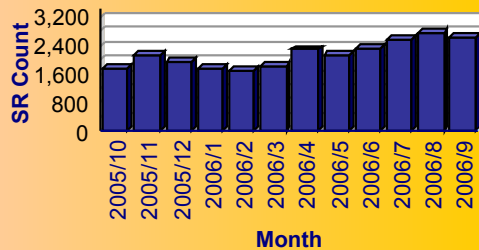
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Illegal Outside Storage - DCC

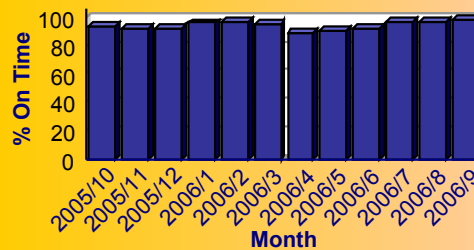
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,841	24,027	22,504	93.7%	1,814	1,777	98.0%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 01

FY 2005/2006

## 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	1,694	259	259	100.0%	38	18.9	1,435	84.7%	1,271	88.6%	1,530	90.3%
2	Animal - Loose Aggressive - DCC	1,599	2	0	0.0%	3	0.2	1,597	99.9%	1,585	99.2%	1,585	99.1%
3	Dead Animal Pick Up - SAN	1,456	0	0	N/A	1	0.4	1,456	100.0%	1,443	99.1%	1,443	99.1%
4	Litter - DCC	1,262	67	66	98.5%	38	20.2	1,195	94.7%	1,063	89.0%	1,129	89.5%
5	24 Hour Parking/Parking Violations - DPD	1,238	23	19	82.6%	10	3.9	1,215	98.1%	1,196	98.4%	1,215	98.1%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	1,168	2	2	100.0%	10	0.9	1,166	99.8%	1,151	98.7%	1,153	98.7%
7	Junk Motor Vehicle - DCC	1,005	113	113	100.0%	126	31.8	892	88.8%	880	98.7%	993	98.8%
8	Animal - Confined - DCC	902	1	0	0.0%	3	0.4	901	99.9%	894	99.2%	894	99.1%
9	Obstruction Alley/Sidewalk/Street - DCC	855	167	167	100.0%	60	23.9	688	80.5%	648	94.2%	815	95.3%
10	Illegal Outside Storage - DCC	814	35	35	100.0%	38	23.0	779	95.7%	652	83.7%	687	84.4%
11	Roll Cart - SAN	784	15	15	100.0%	10	5.1	769	98.1%	704	91.5%	719	91.7%
12	Animal - Loose - DCC	695	50	50	100.0%	40	17.9	645	92.8%	598	92.7%	648	93.2%
13	Substandard Structure - DCC	610	316	316	100.0%	365	89.9	294	48.2%	294	100.0%	610	100.0%
14	Bulky Trash Violations - DCC	589	6	6	100.0%	14	5.4	583	99.0%	529	90.7%	535	90.8%
15	Garbage - Missed - SAN	580	6	1	16.7%	6	2.4	574	99.0%	554	96.5%	555	95.7%
16	Signs - Other - DCC	568	5	5	100.0%	21	24.3	563	99.1%	330	58.6%	335	59.0%
17	Illegal Land Use (Residential/Business) - DCC	564	7	7	100.0%	60	15.6	557	98.8%	532	95.5%	539	95.6%
18	Recycling ROLL CART Registration - SAN	534	533	533	100.0%	365	0.0	1	0.2%	1	100.0%	534	100.0%
19	Dead Animal - Clinic Pick Up - SAN	528	0	0	N/A	2	0.0	528	100.0%	527	99.8%	527	99.8%
20	Animal - Sick/Injured - DCC	494	2	0	0.0%	3	0.2	492	99.6%	486	98.8%	486	98.4%



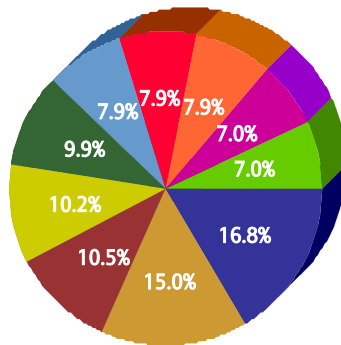


for 02

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,558
Litter - DCC	1,393
Animal - Loose Aggressive - DCC	976
Dead Animal Pick Up - SAN	943
Fire Inspection - DFD	916
Animal - Confined - DCC	736
Substandard Structure - DCC	731
Junk Motor Vehicle - DCC	729
Street Spillage/Debris in Right of Way-Hazardous-ST5	652
24 Hour Parking/Parking Violations - DPD	649



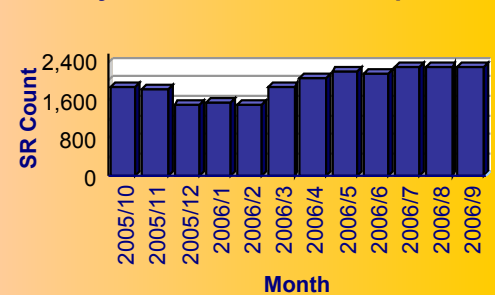
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Confined - DCC
- Substandard Structure - DCC
- Junk Motor Vehicle - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- 24 Hour Parking/Parking Violations - DPD

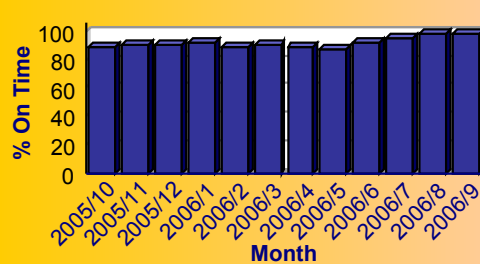
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
23,449	22,027	20,163	91.5%	1,422	1,368	96.2%	91.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




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

for 02

FY 2005/2006

## 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	1,558	141	141	100.0%	38	20.9	1,417	90.9%	1,219	86.0%	1,360	87.3%
2	Litter - DCC	1,393	47	47	100.0%	38	25.0	1,346	96.6%	1,131	84.0%	1,178	84.6%
3	Animal - Loose Aggressive - DCC	976	0	0	N/A	3	0.3	976	100.0%	966	99.0%	966	99.0%
4	Dead Animal Pick Up - SAN	943	0	0	N/A	1	0.3	943	100.0%	931	98.7%	931	98.7%
5	Fire Inspection - DFD	916	76	66	86.8%	60	32.9	840	91.7%	695	82.7%	761	83.1%
6	Animal - Confined - DCC	736	0	0	N/A	3	0.6	736	100.0%	730	99.2%	730	99.2%
7	Substandard Structure - DCC	731	320	319	99.7%	365	71.3	411	56.2%	411	100.0%	730	99.9%
8	Junk Motor Vehicle - DCC	729	74	74	100.0%	126	35.9	655	89.8%	636	97.1%	710	97.4%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	652	0	0	N/A	1	0.0	652	100.0%	650	99.7%	650	99.7%
10	24 Hour Parking/Parking Violations - DPD	649	5	5	100.0%	10	5.1	644	99.2%	590	91.6%	595	91.7%
11	Roll Cart - SAN	609	16	15	93.8%	10	7.9	593	97.4%	434	73.2%	449	73.7%
12	Garbage - Missed - SAN	600	2	2	100.0%	6	2.8	598	99.7%	559	93.5%	561	93.5%
13	Animal - Sick/Injured - DCC	499	1	0	0.0%	3	0.4	498	99.8%	491	98.6%	491	98.4%
14	Obstruction Alley/Sidewalk/Street - DCC	487	17	17	100.0%	60	27.1	470	96.5%	438	93.2%	455	93.4%
15	Graffiti Private Property - Residential/Commercial	479	43	37	86.0%	90	33.1	436	91.0%	415	95.2%	452	94.4%
16	Animal - Loose - DCC	473	34	34	100.0%	40	19.2	439	92.8%	391	89.1%	425	89.9%
17	Illegal Outside Storage - DCC	414	23	21	91.3%	38	25.8	391	94.4%	312	79.8%	333	80.4%
18	Bulky Trash Violations - DCC	411	1	1	100.0%	14	6.7	410	99.8%	361	88.0%	362	88.1%
19	Recycling ROLL CART Registration - SAN	381	380	380	100.0%	365	0.0	1	0.3%	1	100.0%	381	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	293	0	0	N/A	10	1.9	293	100.0%	282	96.2%	282	96.2%

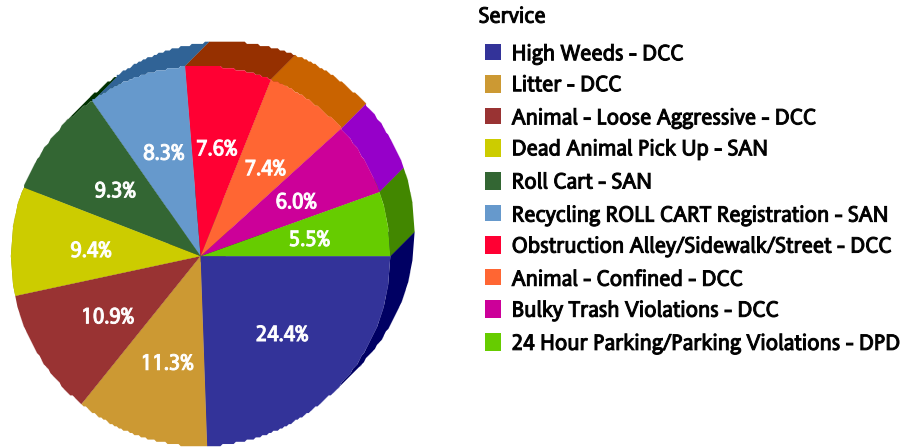


for 03

FY 2005/2006

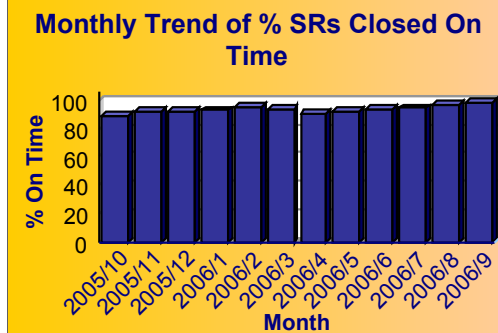
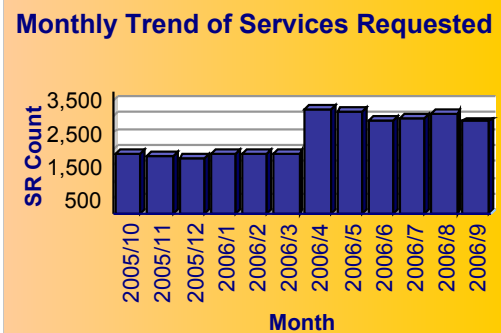
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,680
Litter - DCC	1,703
Animal - Loose Aggressive - DCC	1,637
Dead Animal Pick Up - SAN	1,410
Roll Cart - SAN	1,398
Recycling ROLL CART Registration - SAN	1,253
Obstruction Alley/Sidewalk/Street - DCC	1,140
Animal - Confined - DCC	1,112
Bulky Trash Violations - DCC	910
24 Hour Parking/Parking Violations - DPD	828



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 %
28,966	26,437	24,562	92.9%	2,529	2,471	97.7%	93.3%





# City of Dallas Service Level Performance Report by Council District

for 03

FY 2005/2006

## 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	3,680	307	305	99.3%	38	17.5	3,373	91.7%	3,021	89.6%	3,326	90.4%
2	Litter - DCC	1,703	91	91	100.0%	38	18.9	1,612	94.7%	1,402	87.0%	1,493	87.7%
3	Animal - Loose Aggressive - DCC	1,637	3	0	0.0%	3	0.2	1,634	99.8%	1,623	99.3%	1,623	99.1%
4	Dead Animal Pick Up - SAN	1,410	1	0	0.0%	1	0.4	1,409	99.9%	1,398	99.2%	1,398	99.1%
5	Roll Cart - SAN	1,398	30	30	100.0%	10	5.5	1,368	97.9%	1,227	89.7%	1,257	89.9%
6	Recycling ROLL CART Registration - SAN	1,253	1,251	1,251	100.0%	365	28.0	2	0.2%	2	100.0%	1,253	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	1,140	112	95	84.8%	60	25.1	1,028	90.2%	973	94.6%	1,068	93.7%
8	Animal - Confined - DCC	1,112	2	0	0.0%	3	0.2	1,110	99.8%	1,107	99.7%	1,107	99.6%
9	Bulky Trash Violations - DCC	910	5	4	80.0%	14	4.2	905	99.5%	851	94.0%	855	94.0%
10	24 Hour Parking/Parking Violations - DPD	828	13	11	84.6%	10	4.4	815	98.4%	783	96.1%	794	95.9%
11	Junk Motor Vehicle - DCC	787	94	93	98.9%	126	31.0	693	88.1%	687	99.1%	780	99.1%
12	Animal - Loose - DCC	759	60	60	100.0%	40	18.1	699	92.1%	632	90.4%	692	91.2%
13	Illegal Outside Storage - DCC	688	36	30	83.3%	38	20.5	652	94.8%	574	88.0%	604	87.8%
14	Animal - Sick/Injured - DCC	609	0	0	N/A	3	0.2	609	100.0%	606	99.5%	606	99.5%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	606	0	0	N/A	1	0.0	606	100.0%	602	99.3%	602	99.3%
16	Garbage - Missed - SAN	568	2	2	100.0%	6	2.5	566	99.6%	520	91.9%	522	91.9%
17	Substandard Structure - DCC	550	236	236	100.0%	365	75.1	314	57.1%	314	100.0%	550	100.0%
18	Fire Inspection - DFD	487	33	31	93.9%	60	34.6	454	93.2%	369	81.3%	400	82.1%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	398	0	0	N/A	10	1.5	398	100.0%	383	96.2%	383	96.2%
20	Tree down/low limbs - Emergency-STs	340	0	0	N/A	5	0.2	340	100.0%	339	99.7%	339	99.7%

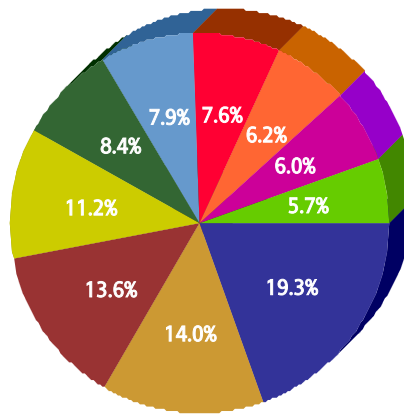


for 04

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,382
Dead Animal Pick Up - SAN	2,441
Animal - Loose Aggressive - DCC	2,386
Litter - DCC	1,955
Animal - Confined - DCC	1,470
Roll Cart - SAN	1,385
Junk Motor Vehicle - DCC	1,332
Garbage - Missed - SAN	1,093
Bulky Trash Violations - DCC	1,057
Animal - Loose - DCC	990



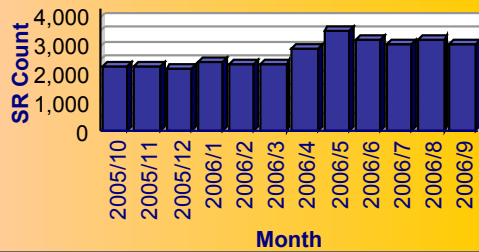
Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Animal - Loose - DCC

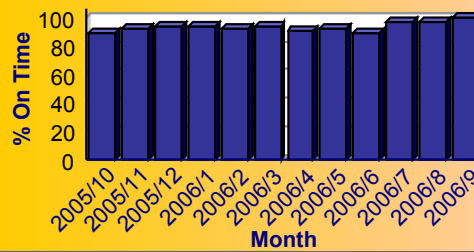
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,944	31,143	28,860	92.7%	1,801	1,770	98.3%	93.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 04

FY 2005/2006

## 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	3,382	261	258	98.9%	38	19.7	3,121	92.3%	2,657	85.1%	2,915	86.2%
2	Dead Animal Pick Up - SAN	2,441	2	0	0.0%	1	0.4	2,439	99.9%	2,412	98.9%	2,412	98.8%
3	Animal - Loose Aggressive - DCC	2,386	0	0	N/A	3	0.2	2,386	100.0%	2,375	99.5%	2,375	99.5%
4	Litter - DCC	1,955	60	59	98.3%	38	19.8	1,895	96.9%	1,656	87.4%	1,715	87.7%
5	Animal - Confined - DCC	1,470	3	0	0.0%	3	0.3	1,467	99.8%	1,456	99.3%	1,456	99.0%
6	Roll Cart - SAN	1,385	30	29	96.7%	10	5.9	1,355	97.8%	1,161	85.7%	1,190	85.9%
7	Junk Motor Vehicle - DCC	1,332	108	108	100.0%	126	39.7	1,224	91.9%	1,185	96.8%	1,293	97.1%
8	Garbage - Missed - SAN	1,093	2	2	100.0%	6	3.2	1,091	99.8%	985	90.3%	987	90.3%
9	Bulky Trash Violations - DCC	1,057	5	5	100.0%	14	5.2	1,052	99.5%	969	92.1%	974	92.1%
10	Animal - Loose - DCC	990	72	72	100.0%	40	18.5	918	92.7%	847	92.3%	919	92.8%
11	24 Hour Parking/Parking Violations - DPD	966	7	7	100.0%	10	3.0	959	99.3%	953	99.4%	960	99.4%
12	Substandard Structure - DCC	963	467	467	100.0%	365	69.8	496	51.5%	496	100.0%	963	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	960	155	154	99.4%	60	24.5	805	83.9%	756	93.9%	910	94.8%
14	Animal - Sick/Injured - DCC	921	0	0	N/A	3	0.2	921	100.0%	911	98.9%	911	98.9%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	864	1	1	100.0%	10	1.4	863	99.9%	841	97.5%	842	97.5%
16	Illegal Outside Storage - DCC	605	24	23	95.8%	38	25.5	581	96.0%	442	76.1%	465	76.9%
17	Dead Animal - Clinic Pick Up - SAN	511	0	0	N/A	2	0.0	511	100.0%	510	99.8%	510	99.8%
18	Open and Vacant Structure - DCC	431	10	10	100.0%	30	10.7	421	97.7%	371	88.1%	381	88.4%
19	Animal - Cruelty - DCC	416	0	0	N/A	30	0.6	416	100.0%	416	100.0%	416	100.0%
20	Fire Inspection - DFD	352	16	12	75.0%	60	31.9	336	95.5%	278	82.7%	290	82.4%

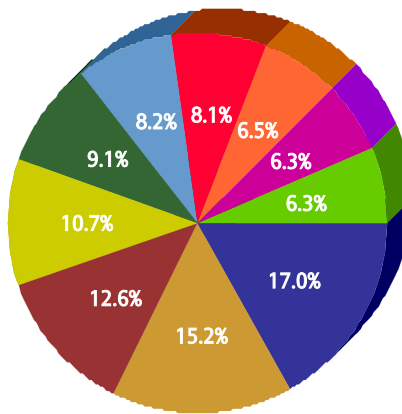


for 05

FY 2005/2006

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	2,762
Animal - Loose Aggressive - DCC	2,466
Dead Animal Pick Up - SAN	2,051
Litter - DCC	1,737
Animal - Confined - DCC	1,477
Junk Motor Vehicle - DCC	1,340
Roll Cart - SAN	1,313
Garbage - Missed - SAN	1,057
Bulky Trash Violations - DCC	1,028
Substandard Structure - DCC	1,019



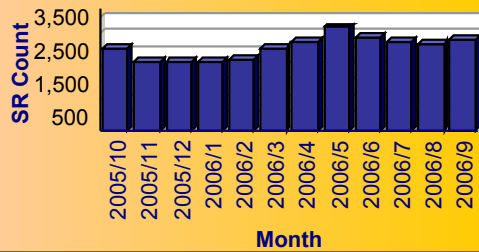
**Service**

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Substandard Structure - DCC

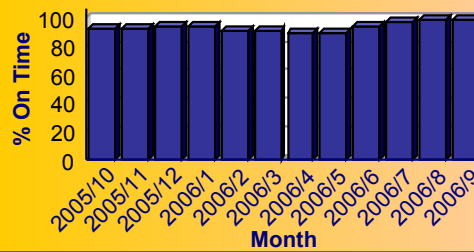
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,629	29,106	26,981	92.7%	1,523	1,482	97.3%	92.9%

**Monthly Trend of Services Requested**



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




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

for 05

FY 2005/2006

## 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	2,762	171	171	100.0%	38	19.1	2,591	93.8%	2,318	89.5%	2,489	90.1%
2	Animal - Loose Aggressive - DCC	2,466	1	0	0.0%	3	0.3	2,465	100.0%	2,455	99.6%	2,455	99.6%
3	Dead Animal Pick Up - SAN	2,051	1	0	0.0%	1	0.3	2,050	100.0%	2,032	99.1%	2,032	99.1%
4	Litter - DCC	1,737	44	41	93.2%	38	20.1	1,693	97.5%	1,531	90.4%	1,572	90.5%
5	Animal - Confined - DCC	1,477	1	0	0.0%	3	0.4	1,476	99.9%	1,457	98.7%	1,457	98.6%
6	Junk Motor Vehicle - DCC	1,340	142	140	98.6%	126	39.7	1,198	89.4%	1,152	96.2%	1,292	96.4%
7	Roll Cart - SAN	1,313	32	31	96.9%	10	7.2	1,281	97.6%	992	77.4%	1,023	77.9%
8	Garbage - Missed - SAN	1,057	2	1	50.0%	6	3.0	1,055	99.8%	955	90.5%	956	90.4%
9	Bulky Trash Violations - DCC	1,028	4	4	100.0%	14	4.6	1,024	99.6%	947	92.5%	951	92.5%
10	Substandard Structure - DCC	1,019	355	355	100.0%	365	73.5	664	65.2%	664	100.0%	1,019	100.0%
11	24 Hour Parking/Parking Violations - DPD	1,006	6	5	83.3%	10	2.8	1,000	99.4%	994	99.4%	999	99.3%
12	Animal - Loose - DCC	952	77	77	100.0%	40	18.7	875	91.9%	804	91.9%	881	92.5%
13	Obstruction Alley/Sidewalk/Street - DCC	948	61	60	98.4%	60	26.9	887	93.6%	809	91.2%	869	91.7%
14	Animal - Sick/Injured - DCC	811	1	0	0.0%	3	0.2	810	99.9%	802	99.0%	802	98.9%
15	Illegal Outside Storage - DCC	532	21	20	95.2%	38	28.1	511	96.1%	390	76.3%	410	77.1%
16	Fire Inspection - DFD	480	34	32	94.1%	60	30.4	446	92.9%	369	82.7%	401	83.5%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	473	1	0	0.0%	10	1.5	472	99.8%	454	96.2%	454	96.0%
18	Animal - Cruelty - DCC	391	0	0	N/A	30	0.6	391	100.0%	391	100.0%	391	100.0%
19	Recycling ROLL CART Registration - SAN	338	338	338	100.0%	365		0	0.0%	0	N/A	338	100.0%
20	Street Repair - Routine-ST5	321	23	23	100.0%	90	22.6	298	92.8%	274	91.9%	297	92.5%



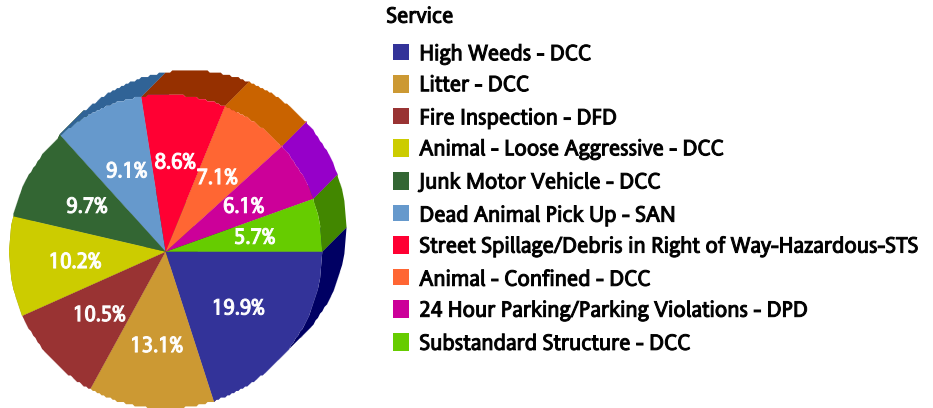


for 06

FY 2005/2006

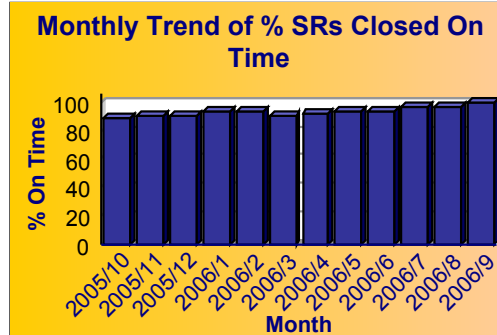
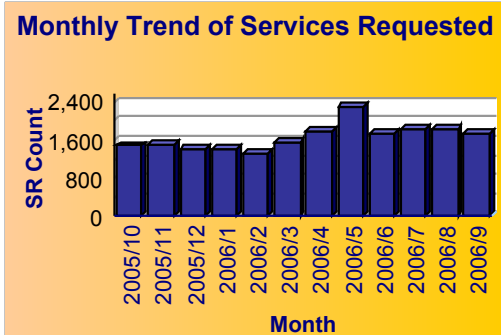
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,972
Litter - DCC	1,303
Fire Inspection - DFD	1,039
Animal - Loose Aggressive - DCC	1,013
Junk Motor Vehicle - DCC	965
Dead Animal Pick Up - SAN	900
Street Spillage/Debris in Right of Way-Hazardous-ST5	857
Animal - Confined - DCC	708
24 Hour Parking/Parking Violations - DPD	607
Substandard Structure - DCC	564



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 %
19,837	18,791	17,487	93.1%	1,046	1,005	96.1%	93.2%





# City of Dallas Service Level Performance Report by Council District

for 06

FY 2005/2006

## 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	1,972	79	78	98.7%	38	12.8	1,893	96.0%	1,810	95.6%	1,888	95.7%
2	Litter - DCC	1,303	54	53	98.1%	38	16.7	1,249	95.9%	1,154	92.4%	1,207	92.6%
3	Fire Inspection - DFD	1,039	63	50	79.4%	60	35.8	976	93.9%	803	82.3%	853	82.1%
4	Animal - Loose Aggressive - DCC	1,013	0	0	N/A	3	0.3	1,013	100.0%	1,005	99.2%	1,005	99.2%
5	Junk Motor Vehicle - DCC	965	68	68	100.0%	126	30.6	897	93.0%	880	98.1%	948	98.2%
6	Dead Animal Pick Up - SAN	900	1	0	0.0%	1	0.3	899	99.9%	892	99.2%	892	99.1%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	857	0	0	N/A	1	0.1	857	100.0%	850	99.2%	850	99.2%
8	Animal - Confined - DCC	708	0	0	N/A	3	0.4	708	100.0%	701	99.0%	701	99.0%
9	24 Hour Parking/Parking Violations - DPD	607	10	8	80.0%	10	6.0	597	98.4%	542	90.8%	550	90.6%
10	Substandard Structure - DCC	564	290	285	98.3%	365	73.5	274	48.6%	274	100.0%	559	99.1%
11	Illegal Outside Storage - DCC	507	28	25	89.3%	38	22.1	479	94.5%	408	85.2%	433	85.4%
12	Illegal Land Use (Residential/Business) - DCC	468	23	23	100.0%	60	21.5	445	95.1%	403	90.6%	426	91.0%
13	Animal - Sick/Injured - DCC	455	0	0	N/A	3	0.2	455	100.0%	452	99.3%	452	99.3%
14	Animal - Loose - DCC	444	34	34	100.0%	40	18.5	410	92.3%	370	90.2%	404	91.0%
15	Roll Cart - SAN	388	12	12	100.0%	10	5.0	376	96.9%	341	90.7%	353	91.0%
16	Dumpster Violation - DCC	386	43	42	97.7%	60	43.6	343	88.9%	253	73.8%	295	76.4%
17	Motor Vehicle Repair Violation - DCC	352	13	13	100.0%	40	12.7	339	96.3%	320	94.4%	333	94.6%
18	Obstruction Alley/Sidewalk/Street - DCC	327	17	17	100.0%	60	21.0	310	94.8%	301	97.1%	318	97.2%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	299	0	0	N/A	10	0.8	299	100.0%	296	99.0%	296	99.0%
20	Garbage - Missed - SAN	291	6	3	50.0%	6	2.3	285	97.9%	271	95.1%	274	94.2%

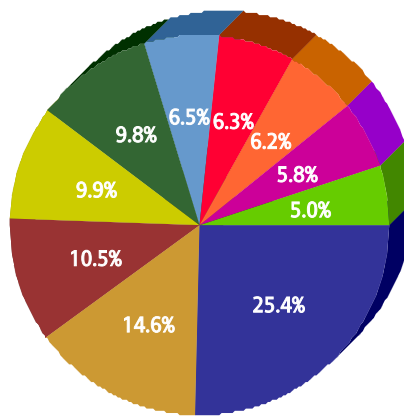


for 07

FY 2005/2006

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	4,403
Litter - DCC	2,534
Dead Animal Pick Up - SAN	1,827
Animal - Loose Aggressive - DCC	1,721
Substandard Structure - DCC	1,703
Junk Motor Vehicle - DCC	1,127
Animal - Confined - DCC	1,097
Roll Cart - SAN	1,075
Bulky Trash Violations - DCC	1,005
Fire Inspection - DFD	865



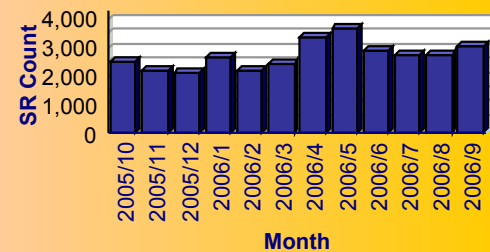
**Service**

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Fire Inspection - DFD

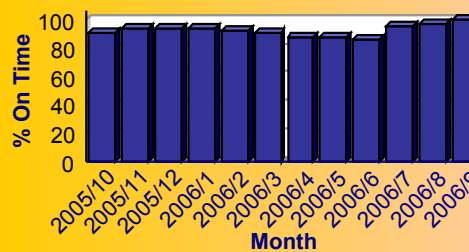
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,513	30,019	27,364	91.2%	2,494	2,446	98.1%	91.7%

**Monthly Trend of Services Requested**



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





# City of Dallas Service Level Performance Report by Council District

for 07

FY 2005/2006

## 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	4,403	311	310	99.7%	38	20.7	4,092	92.9%	3,377	82.5%	3,687	83.7%
2	Litter - DCC	2,534	103	101	98.1%	38	22.0	2,431	95.9%	2,060	84.7%	2,161	85.3%
3	Dead Animal Pick Up - SAN	1,827	0	0	N/A	1	0.3	1,827	100.0%	1,816	99.4%	1,816	99.4%
4	Animal - Loose Aggressive - DCC	1,721	0	0	N/A	3	0.3	1,721	100.0%	1,706	99.1%	1,706	99.1%
5	Substandard Structure - DCC	1,703	954	954	100.0%	365	83.8	749	44.0%	749	100.0%	1,703	100.0%
6	Junk Motor Vehicle - DCC	1,127	92	92	100.0%	126	48.3	1,035	91.8%	945	91.3%	1,037	92.0%
7	Animal - Confined - DCC	1,097	1	0	0.0%	3	0.2	1,096	99.9%	1,087	99.2%	1,087	99.1%
8	Roll Cart - SAN	1,075	17	16	94.1%	10	6.9	1,058	98.4%	831	78.5%	847	78.8%
9	Bulky Trash Violations - DCC	1,005	5	4	80.0%	14	7.7	1,000	99.5%	891	89.1%	895	89.1%
10	Fire Inspection - DFD	865	48	36	75.0%	60	17.0	817	94.5%	750	91.8%	786	90.9%
11	24 Hour Parking/Parking Violations - DPD	857	3	3	100.0%	10	2.7	854	99.6%	847	99.2%	850	99.2%
12	Animal - Sick/Injured - DCC	789	0	0	N/A	3	0.2	789	100.0%	785	99.5%	785	99.5%
13	Open and Vacant Structure - DCC	736	7	7	100.0%	30	8.4	729	99.0%	668	91.6%	675	91.7%
14	Animal - Loose - DCC	726	59	59	100.0%	40	18.1	667	91.9%	606	90.9%	665	91.6%
15	Garbage - Missed - SAN	695	6	6	100.0%	6	2.9	689	99.1%	631	91.6%	637	91.7%
16	Obstruction Alley/Sidewalk/Street - DCC	619	65	63	96.9%	60	27.8	554	89.5%	495	89.4%	558	90.1%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	545	0	0	N/A	1	0.0	545	100.0%	540	99.1%	540	99.1%
18	Illegal Outside Storage - DCC	538	38	34	89.5%	38	26.5	500	92.9%	381	76.2%	415	77.1%
19	Recycling ROLL CART Registration - SAN	526	526	526	100.0%	365		0	0.0%	0	N/A	526	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	459	2	1	50.0%	10	1.6	457	99.6%	441	96.5%	442	96.3%

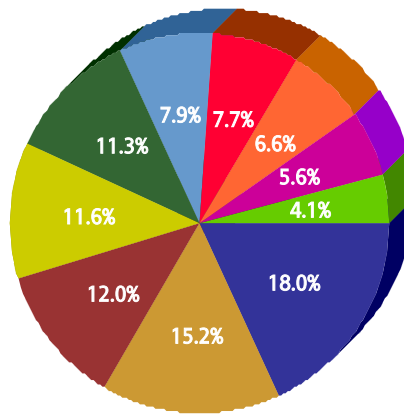


for 08

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,885
Animal - Loose Aggressive - DCC	2,431
Dead Animal Pick Up - SAN	1,920
Animal - Confined - DCC	1,858
Roll Cart - SAN	1,806
Litter - DCC	1,259
Junk Motor Vehicle - DCC	1,225
Animal - Loose - DCC	1,060
Animal - Sick/Injured - DCC	904
Substandard Structure - DCC	656



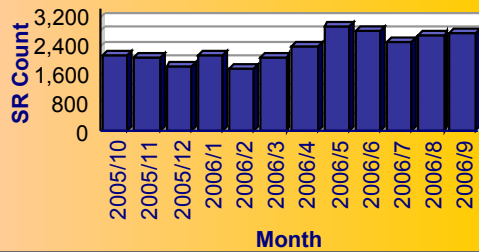
Service

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

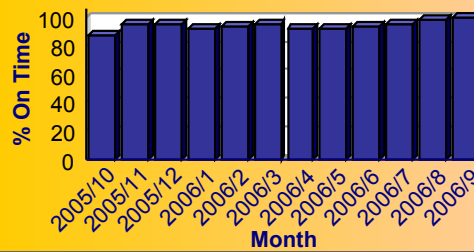
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,981	26,651	24,959	93.7%	1,330	1,294	97.3%	93.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 08

FY 2005/2006

## 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	2,885	168	167	99.4%	38	18.1	2,717	94.2%	2,470	90.9%	2,637	91.4%
2	Animal - Loose Aggressive - DCC	2,431	0	0	N/A	3	0.3	2,431	100.0%	2,418	99.5%	2,418	99.5%
3	Dead Animal Pick Up - SAN	1,920	2	0	0.0%	1	0.4	1,918	99.9%	1,892	98.6%	1,892	98.5%
4	Animal - Confined - DCC	1,858	3	0	0.0%	3	0.4	1,855	99.8%	1,842	99.3%	1,842	99.1%
5	Roll Cart - SAN	1,806	47	47	100.0%	10	5.4	1,759	97.4%	1,614	91.8%	1,661	92.0%
6	Litter - DCC	1,259	59	53	89.8%	38	22.9	1,200	95.3%	1,041	86.8%	1,094	86.9%
7	Junk Motor Vehicle - DCC	1,225	139	136	97.8%	126	36.7	1,086	88.7%	1,055	97.1%	1,191	97.2%
8	Animal - Loose - DCC	1,060	68	68	100.0%	40	18.6	992	93.6%	910	91.7%	978	92.3%
9	Animal - Sick/Injured - DCC	904	0	0	N/A	3	0.3	904	100.0%	898	99.3%	898	99.3%
10	Substandard Structure - DCC	656	236	235	99.6%	365	86.9	420	64.0%	420	100.0%	655	99.8%
11	24 Hour Parking/Parking Violations - DPD	649	9	7	77.8%	10	2.8	640	98.6%	639	99.8%	646	99.5%
12	Garbage - Missed - SAN	647	4	4	100.0%	6	3.0	643	99.4%	601	93.5%	605	93.5%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	637	0	0	N/A	1	0.1	637	100.0%	627	98.4%	627	98.4%
14	Obstruction Alley/Sidewalk/Street - DCC	625	40	38	95.0%	60	31.2	585	93.6%	539	92.1%	577	92.3%
15	Bulky Trash Violations - DCC	616	4	3	75.0%	14	5.4	612	99.4%	548	89.5%	551	89.4%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	494	0	0	N/A	10	1.4	494	100.0%	476	96.4%	476	96.4%
17	Animal - Cruelty - DCC	402	0	0	N/A	30	0.9	402	100.0%	398	99.0%	398	99.0%
18	Illegal Outside Storage - DCC	383	29	28	96.6%	38	27.1	354	92.4%	273	77.1%	301	78.6%
19	Fire Inspection - DFD	365	27	24	88.9%	60	37.0	338	92.6%	265	78.4%	289	79.2%
20	Recycling ROLL CART Registration - SAN	294	294	294	100.0%	365		0	0.0%	0	N/A	294	100.0%

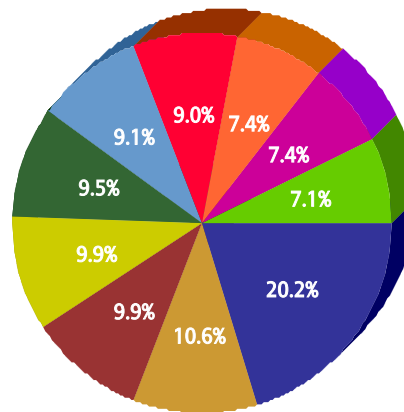


for 09

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,478
Bulky Trash Violations - DCC	1,296
Roll Cart - SAN	1,216
Dead Animal Pick Up - SAN	1,208
Obstruction Alley/Sidewalk/Street - DCC	1,159
High Weeds - DCC	1,117
Animal - Confined - DCC	1,102
Animal - Loose Aggressive - DCC	908
Garbage - Missed - SAN	907
Litter - DCC	870



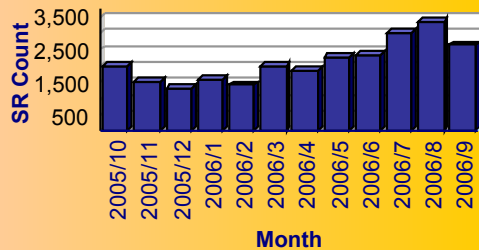
Service

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

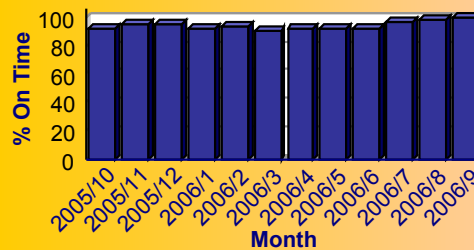
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,215	22,026	20,580	93.4%	3,189	3,152	98.8%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 09

FY 2005/2006

## 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	2,478	2,478	2,478	100.0%	365		0	0.0%	0	N/A	2,478	100.0%
2	Bulky Trash Violations - DCC	1,296	9	9	100.0%	14	4.2	1,287	99.3%	1,212	94.2%	1,221	94.2%
3	Roll Cart - SAN	1,216	20	20	100.0%	10	8.1	1,196	98.4%	855	71.5%	875	72.0%
4	Dead Animal Pick Up - SAN	1,208	1	0	0.0%	1	0.3	1,207	99.9%	1,195	99.0%	1,195	98.9%
5	Obstruction Alley/Sidewalk/Street - DCC	1,159	97	94	96.9%	60	24.5	1,062	91.6%	1,013	95.4%	1,107	95.5%
6	High Weeds - DCC	1,117	98	97	99.0%	38	15.7	1,019	91.2%	968	95.0%	1,065	95.3%
7	Animal - Confined - DCC	1,102	0	0	N/A	3	0.4	1,102	100.0%	1,094	99.3%	1,094	99.3%
8	Animal - Loose Aggressive - DCC	908	0	0	N/A	3	0.3	908	100.0%	902	99.3%	902	99.3%
9	Garbage - Missed - SAN	907	2	2	100.0%	6	2.5	905	99.8%	858	94.8%	860	94.8%
10	Litter - DCC	870	39	35	89.7%	38	16.5	831	95.5%	776	93.4%	811	93.2%
11	24 Hour Parking/Parking Violations - DPD	724	8	8	100.0%	10	4.1	716	98.9%	706	98.6%	714	98.6%
12	Junk Motor Vehicle - DCC	592	48	47	97.9%	126	31.3	544	91.9%	530	97.4%	577	97.5%
13	Animal - Loose - DCC	560	42	42	100.0%	40	19.6	518	92.5%	466	90.0%	508	90.7%
14	Animal - Sick/Injured - DCC	439	0	0	N/A	3	0.5	439	100.0%	432	98.4%	432	98.4%
15	Illegal Outside Storage - DCC	429	41	41	100.0%	38	18.0	388	90.4%	328	84.5%	369	86.0%
16	Recyclable Collection Missed (Residential) - SAN	334	0	0	N/A	3	1.0	334	100.0%	329	98.5%	329	98.5%
17	Street Repair - Routine-STS	318	12	11	91.7%	90	15.8	306	96.2%	296	96.7%	307	96.5%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	317	0	0	N/A	10	1.2	317	100.0%	311	98.1%	311	98.1%
19	Tree down/low limbs - Emergency-STS	310	0	0	N/A	5	0.2	310	100.0%	308	99.4%	308	99.4%
20	Substandard Structure - DCC	305	98	98	100.0%	365	67.7	207	67.9%	207	100.0%	305	100.0%



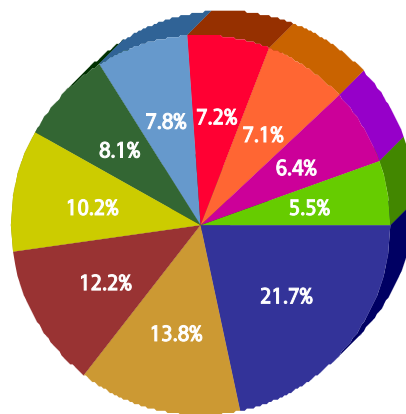


for 10

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,604
Obstruction Alley/Sidewalk/Street - DCC	1,020
High Weeds - DCC	901
Animal - Confined - DCC	752
Bulky Trash Violations - DCC	595
Dead Animal Pick Up - SAN	573
Garbage - Missed - SAN	531
Litter - DCC	522
Roll Cart - SAN	475
24 Hour Parking/Parking Violations - DPD	408



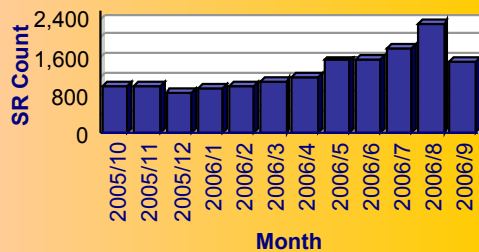
Service

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

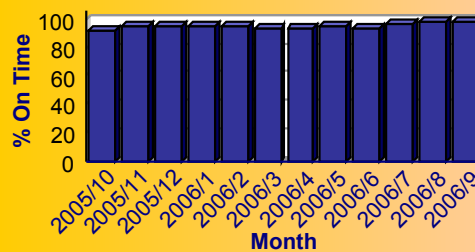
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,739	13,703	12,989	94.8%	2,036	2,014	98.9%	95.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 10

FY 2005/2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,604	1,602	1,602	100.0%	365	3.5	2	0.1%	2	100.0%	1,604	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	1,020	57	57	100.0%	60	18.9	963	94.4%	939	97.5%	996	97.6%
3	High Weeds - DCC	901	43	43	100.0%	38	12.6	858	95.2%	839	97.8%	882	97.9%
4	Animal - Confined - DCC	752	1	0	0.0%	3	0.4	751	99.9%	739	98.4%	739	98.3%
5	Bulky Trash Violations - DCC	595	0	0	N/A	14	4.5	595	100.0%	572	96.1%	572	96.1%
6	Dead Animal Pick Up - SAN	573	0	0	N/A	1	0.2	573	100.0%	572	99.8%	572	99.8%
7	Garbage - Missed - SAN	531	4	4	100.0%	6	2.8	527	99.2%	505	95.8%	509	95.9%
8	Litter - DCC	522	19	17	89.5%	38	13.8	503	96.4%	487	96.8%	504	96.6%
9	Roll Cart - SAN	475	10	10	100.0%	10	7.6	465	97.9%	359	77.2%	369	77.7%
10	24 Hour Parking/Parking Violations - DPD	408	3	3	100.0%	10	4.1	405	99.3%	398	98.3%	401	98.3%
11	Substandard Structure - DCC	375	85	85	100.0%	365	59.4	290	77.3%	290	100.0%	375	100.0%
12	Animal - Loose Aggressive - DCC	372	0	0	N/A	3	0.6	372	100.0%	367	98.7%	367	98.7%
13	Substandard Structure Apts - DCC	369	24	24	100.0%	365	15.5	345	93.5%	345	100.0%	369	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-ST5	352	0	0	N/A	1	0.1	352	100.0%	347	98.6%	347	98.6%
15	Fire Inspection - DFD	306	22	20	90.9%	60	29.3	284	92.8%	241	84.9%	261	85.3%
16	Animal - Sick/Injured - DCC	292	0	0	N/A	3	0.2	292	100.0%	288	98.6%	288	98.6%
17	Junk Motor Vehicle - DCC	261	16	16	100.0%	126	19.8	245	93.9%	245	100.0%	261	100.0%
18	Animal - Loose - DCC	230	21	21	100.0%	40	19.3	209	90.9%	190	90.9%	211	91.7%
19	Illegal Outside Storage - DCC	222	12	11	91.7%	38	14.6	210	94.6%	198	94.3%	209	94.1%
20	Signs - Other - DCC	221	5	3	60.0%	21	14.0	216	97.7%	169	78.2%	172	77.8%

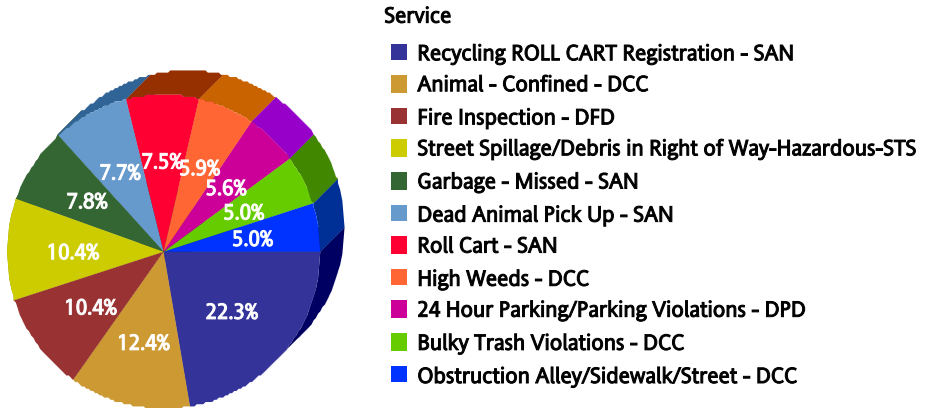


for 11

FY 2005/2006

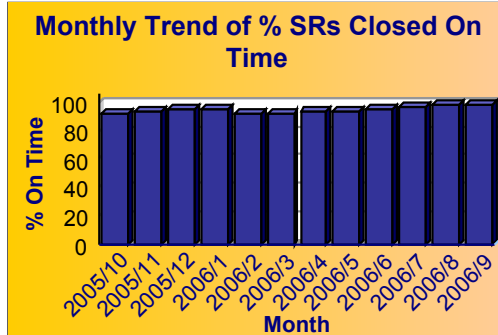
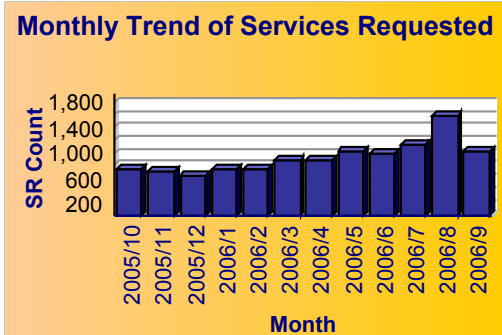
**Top 10 Services**

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,149
Animal - Confined - DCC	637
Fire Inspection - DFD	535
Street Spillage/Debris in Right of Way-Hazardous-STs	535
Garbage - Missed - SAN	400
Dead Animal Pick Up - SAN	396
Roll Cart - SAN	388
High Weeds - DCC	303
24 Hour Parking/Parking Violations - DPD	288
Bulky Trash Violations - DCC	256
Obstruction Alley/Sidewalk/Street - DCC	256



**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 %
11,116	9,802	9,243	94.3%	1,314	1,305	99.3%	94.9%





for 11

FY 2005/2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,149	1,147	1,147	100.0%	365	8.0	2	0.2%	2	100.0%	1,149	100.0%
2	Animal - Confined - DCC	637	0	0	N/A	3	0.1	637	100.0%	634	99.5%	634	99.5%
3	Fire Inspection - DFD	535	24	23	95.8%	60	31.2	511	95.5%	430	84.1%	453	84.7%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	535	0	0	N/A	1	0.1	535	100.0%	531	99.3%	531	99.3%
5	Garbage - Missed - SAN	400	1	1	100.0%	6	2.8	399	99.8%	380	95.2%	381	95.2%
6	Dead Animal Pick Up - SAN	396	1	0	0.0%	1	0.3	395	99.7%	393	99.5%	393	99.2%
7	Roll Cart - SAN	388	8	8	100.0%	10	7.6	380	97.9%	296	77.9%	304	78.4%
8	High Weeds - DCC	303	16	16	100.0%	38	11.2	287	94.7%	282	98.3%	298	98.3%
9	24 Hour Parking/Parking Violations - DPD	288	2	2	100.0%	10	4.5	286	99.3%	267	93.4%	269	93.4%
10	Bulky Trash Violations - DCC	256	2	2	100.0%	14	4.3	254	99.2%	242	95.3%	244	95.3%
11	Obstruction Alley/Sidewalk/Street - DCC	256	6	6	100.0%	60	13.9	250	97.7%	247	98.8%	253	98.8%
12	Animal - Loose Aggressive - DCC	254	0	0	N/A	3	0.4	254	100.0%	252	99.2%	252	99.2%
13	Litter - DCC	220	9	9	100.0%	38	11.2	211	95.9%	210	99.5%	219	99.5%
14	Animal - Sick/Injured - DCC	211	0	0	N/A	3	0.2	211	100.0%	209	99.1%	209	99.1%
15	Substandard Structure Apts - DCC	204	9	9	100.0%	365	18.2	195	95.6%	195	100.0%	204	100.0%
16	Street Repair - Routine-STS	164	1	0	0.0%	90	28.9	163	99.4%	146	89.6%	146	89.0%
17	Recyclable Collection Missed (Residential) - SAN	149	0	0	N/A	3	1.0	149	100.0%	143	96.0%	143	96.0%
18	Water Conservation Violation - DCC	143	0	0	N/A	7	3.1	143	100.0%	132	92.3%	132	92.3%
19	Animal - Loose - DCC	142	2	2	100.0%	40	17.0	140	98.6%	130	92.9%	132	93.0%
20	Substandard Structure - DCC	127	17	17	100.0%	365	43.7	110	86.6%	110	100.0%	127	100.0%

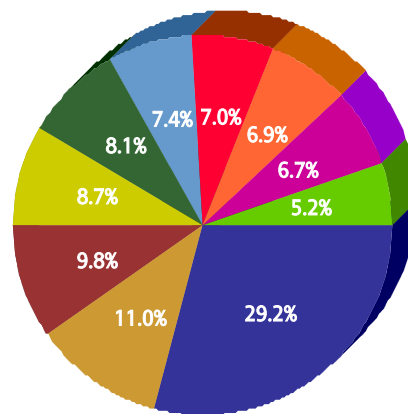


for 12

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,550
Animal - Confined - DCC	582
Roll Cart - SAN	521
Garbage - Missed - SAN	463
Fire Inspection - DFD	431
High Weeds - DCC	391
Dead Animal Pick Up - SAN	372
Bulky Trash Violations - DCC	365
24 Hour Parking/Parking Violations - DPD	358
Obstruction Alley/Sidewalk/Street - DCC	275



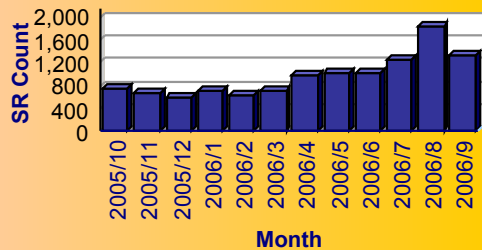
Service

- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Fire Inspection - DFD
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC

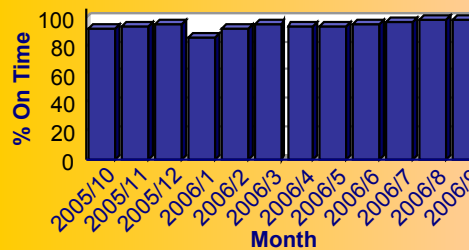
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,463	9,682	9,105	94.0%	1,781	1,760	98.8%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 12

FY 2005/2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,550	1,550	1,550	100.0%	365		0	0.0%	0	N/A	1,550	100.0%
2	Animal - Confined - DCC	582	1	0	0.0%	3	0.2	581	99.8%	577	99.3%	577	99.1%
3	Roll Cart - SAN	521	13	13	100.0%	10	7.0	508	97.5%	417	82.1%	430	82.5%
4	Garbage - Missed - SAN	463	2	1	50.0%	6	2.7	461	99.6%	443	96.1%	444	95.9%
5	Fire Inspection - DFD	431	16	14	87.5%	60	28.7	415	96.3%	364	87.7%	378	87.7%
6	High Weeds - DCC	391	28	28	100.0%	38	11.6	363	92.8%	356	98.1%	384	98.2%
7	Dead Animal Pick Up - SAN	372	1	0	0.0%	1	0.3	371	99.7%	366	98.7%	366	98.4%
8	Bulky Trash Violations - DCC	365	1	1	100.0%	14	4.7	364	99.7%	347	95.3%	348	95.3%
9	24 Hour Parking/Parking Violations - DPD	358	2	2	100.0%	10	4.7	356	99.4%	332	93.3%	334	93.3%
10	Obstruction Alley/Sidewalk/Street - DCC	275	4	4	100.0%	60	12.8	271	98.5%	269	99.3%	273	99.3%
11	Litter - DCC	269	9	9	100.0%	38	13.2	260	96.7%	254	97.7%	263	97.8%
12	Street Repair - Routine-STS	245	19	17	89.5%	90	33.4	226	92.2%	192	85.0%	209	85.3%
13	Animal - Sick/Injured - DCC	205	0	0	N/A	3	0.4	205	100.0%	204	99.5%	204	99.5%
14	Water Conservation Violation - DCC	191	0	0	N/A	7	2.8	191	100.0%	185	96.9%	185	96.9%
15	Street Lighting - Maintenance - PWT	175	3	0	0.0%	4	0.9	172	98.3%	169	98.3%	169	96.6%
16	Animal - Loose Aggressive - DCC	172	0	0	N/A	3	0.1	172	100.0%	172	100.0%	172	100.0%
17	Substandard Structure - DCC	157	20	20	100.0%	365	38.0	137	87.3%	137	100.0%	157	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	155	0	0	N/A	1	0.1	155	100.0%	153	98.7%	153	98.7%
19	Cost Plus - SAN	149	0	0	N/A	10	4.0	149	100.0%	147	98.7%	147	98.7%
20	Recyclable Collection Missed (Residential) - SAN	149	0	0	N/A	3	1.3	149	100.0%	143	96.0%	143	96.0%

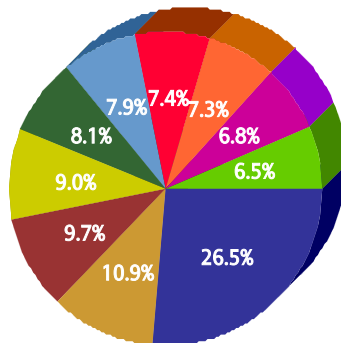


for 13

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,443
Roll Cart - SAN	1,002
Garbage - Missed - SAN	896
Obstruction Alley/Sidewalk/Street - DCC	828
Bulky Trash Violations - DCC	747
Animal - Confined - DCC	727
Dead Animal Pick Up - SAN	685
High Weeds - DCC	677
Fire Inspection - DFD	628
Street Spillage/Debris in Right of Way-Hazardous-STs	599



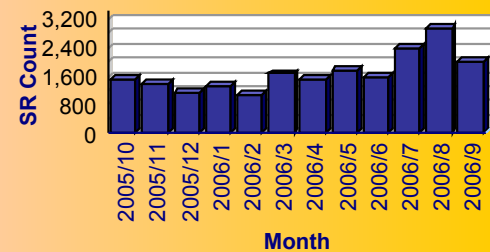
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs

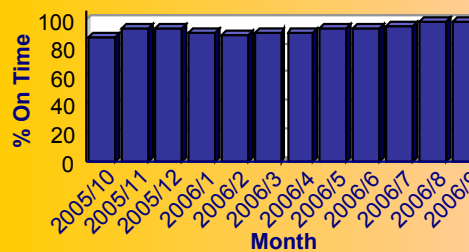
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,286	17,397	16,079	92.4%	2,889	2,847	98.5%	93.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 13

FY 2005/2006

## 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	2,443	2,442	2,442	100.0%	365	2.0	1	0.0%	1	100.0%	2,443	100.0%
2	Roll Cart - SAN	1,002	16	16	100.0%	10	7.3	986	98.4%	782	79.3%	798	79.6%
3	Garbage - Missed - SAN	896	4	4	100.0%	6	2.3	892	99.6%	851	95.4%	855	95.4%
4	Obstruction Alley/Sidewalk/Street - DCC	828	83	83	100.0%	60	19.9	745	90.0%	689	92.5%	772	93.2%
5	Bulky Trash Violations - DCC	747	0	0	N/A	14	5.3	747	100.0%	676	90.5%	676	90.5%
6	Animal - Confined - DCC	727	0	0	N/A	3	0.1	727	100.0%	723	99.4%	723	99.4%
7	Dead Animal Pick Up - SAN	685	1	0	0.0%	1	0.4	684	99.9%	679	99.3%	679	99.1%
8	High Weeds - DCC	677	39	39	100.0%	38	14.4	638	94.2%	594	93.1%	633	93.5%
9	Fire Inspection - DFD	628	39	28	71.8%	60	35.9	589	93.8%	498	84.6%	526	83.8%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	599	0	0	N/A	1	0.1	599	100.0%	593	99.0%	593	99.0%
11	24 Hour Parking/Parking Violations - DPD	532	6	6	100.0%	10	4.9	526	98.9%	492	93.5%	498	93.6%
12	Litter - DCC	463	12	12	100.0%	38	14.2	451	97.4%	429	95.1%	441	95.2%
13	Street Repair - Routine-STS	402	19	16	84.2%	90	33.8	383	95.3%	326	85.1%	342	85.1%
14	Animal - Loose Aggressive - DCC	379	0	0	N/A	3	0.5	379	100.0%	377	99.5%	377	99.5%
15	Recyclable Collection Missed (Residential) - SAN	355	0	0	N/A	3	0.9	355	100.0%	347	97.7%	347	97.7%
16	Water Conservation Violation - DCC	329	3	0	0.0%	7	3.7	326	99.1%	298	91.4%	298	90.6%
17	Animal - Sick/Injured - DCC	305	0	0	N/A	3	0.1	305	100.0%	304	99.7%	304	99.7%
18	Substandard Structure - DCC	259	56	56	100.0%	365	47.6	203	78.4%	203	100.0%	259	100.0%
19	Brush/Bulk Items - Missed - SAN	248	3	2	66.7%	10	7.5	245	98.8%	181	73.9%	183	73.8%
20	Pothole - Hazardous-STS	240	0	0	N/A	1	0.1	240	100.0%	235	97.9%	235	97.9%



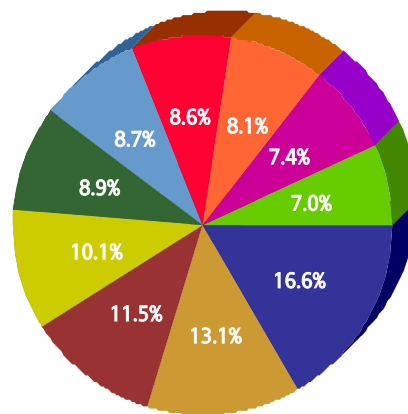


for 14

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,678
Roll Cart - SAN	1,325
High Weeds - DCC	1,167
Litter - DCC	1,026
Fire Inspection - DFD	898
Garbage - Missed - SAN	884
Dead Animal Pick Up - SAN	870
Obstruction Alley/Sidewalk/Street - DCC	825
Animal - Confined - DCC	748
24 Hour Parking/Parking Violations - DPD	705



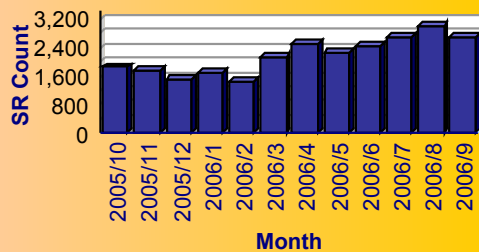
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- High Weeds - DCC
- Litter - DCC
- Fire Inspection - DFD
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD

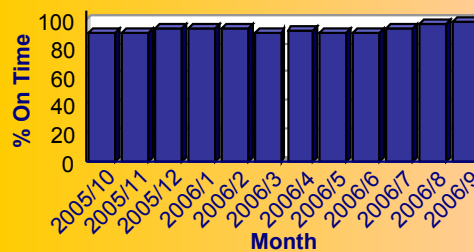
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,982	23,452	21,636	92.3%	2,530	2,482	98.1%	92.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 14

FY 2005/2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	1,678	1,677	1,677	100.0%	365	15.0	1	0.1%	1	100.0%	1,678	100.0%
2	Roll Cart - SAN	1,325	23	23	100.0%	10	7.3	1,302	98.3%	967	74.3%	990	74.7%
3	High Weeds - DCC	1,167	145	145	100.0%	38	16.9	1,022	87.6%	947	92.7%	1,092	93.6%
4	Litter - DCC	1,026	40	40	100.0%	38	17.0	986	96.1%	916	92.9%	956	93.2%
5	Fire Inspection - DFD	898	43	35	81.4%	60	28.1	855	95.2%	755	88.3%	790	88.0%
6	Garbage - Missed - SAN	884	3	2	66.7%	6	2.6	881	99.7%	838	95.1%	840	95.0%
7	Dead Animal Pick Up - SAN	870	0	0	N/A	1	0.3	870	100.0%	865	99.4%	865	99.4%
8	Obstruction Alley/Sidewalk/Street - DCC	825	79	79	100.0%	60	22.5	746	90.4%	716	96.0%	795	96.4%
9	Animal - Confined - DCC	748	1	0	0.0%	3	0.2	747	99.9%	744	99.6%	744	99.5%
10	24 Hour Parking/Parking Violations - DPD	705	9	9	100.0%	10	4.7	696	98.7%	641	92.1%	650	92.2%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	640	0	0	N/A	1	0.1	640	100.0%	633	98.9%	633	98.9%
12	Bulky Trash Violations - DCC	607	6	5	83.3%	14	4.3	601	99.0%	562	93.5%	567	93.4%
13	Animal - Loose Aggressive - DCC	494	0	0	N/A	3	0.4	494	100.0%	489	99.0%	489	99.0%
14	Substandard Structure - DCC	463	125	125	100.0%	365	73.7	338	73.0%	338	100.0%	463	100.0%
15	Signs - Other - DCC	402	3	3	100.0%	21	7.6	399	99.3%	357	89.5%	360	89.6%
16	Street Repair - Routine-STS	392	19	19	100.0%	90	23.4	373	95.2%	348	93.3%	367	93.6%
17	Animal - Sick/Injured - DCC	382	0	0	N/A	3	0.4	382	100.0%	378	99.0%	378	99.0%
18	Tree down/low limbs - Emergency-STS	365	0	0	N/A	5	0.3	365	100.0%	362	99.2%	362	99.2%
19	Recyclable Collection Missed (Residential) - SAN	353	0	0	N/A	3	1.3	353	100.0%	340	96.3%	340	96.3%
20	Graffiti Private Property - Residential/Commercial	351	51	51	100.0%	90	26.9	300	85.5%	289	96.3%	340	96.9%

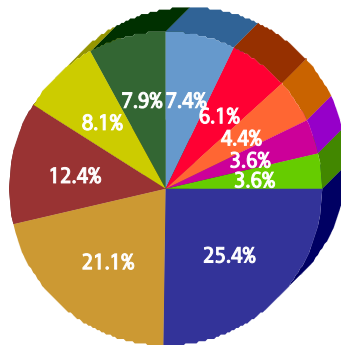


for U

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	542
High Weeds - DCC	450
Street Spillage/Debris in Right of Way-Hazardous-STs	264
Fire Inspection - DFD	173
Dead Animal Pick Up - SAN	168
Litter - DCC	158
Roll Cart - SAN	130
24 Hour Parking/Parking Violations - DPD	94
Animal - Loose - DCC	77
Substandard Structure - DCC	77



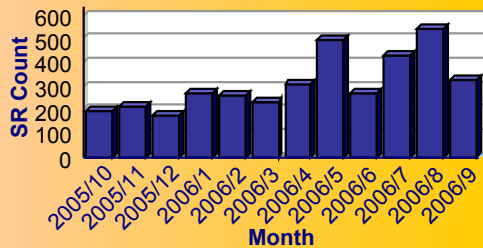
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose - DCC
- Substandard Structure - DCC

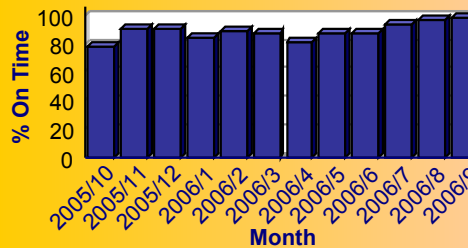
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,716	3,052	2,672	87.5%	664	644	97.0%	89.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for U

FY 2005/2006

## 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	542	541	541	100.0%	365	0.0	1	0.2%	1	100.0%	542	100.0%
2	High Weeds - DCC	450	29	28	96.6%	38	19.1	421	93.6%	375	89.1%	403	89.6%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	264	0	0	N/A	1	0.0	264	100.0%	262	99.2%	262	99.2%
4	Fire Inspection - DFD	173	11	7	63.6%	60	28.6	162	93.6%	140	86.4%	147	85.0%
5	Dead Animal Pick Up - SAN	168	0	0	N/A	1	1.7	168	100.0%	164	97.6%	164	97.6%
6	Litter - DCC	158	11	8	72.7%	38	22.1	147	93.0%	125	85.0%	133	84.2%
7	Roll Cart - SAN	130	1	1	100.0%	10	14.9	129	99.2%	66	51.2%	67	51.5%
8	24 Hour Parking/Parking Violations - DPD	94	0	0	N/A	10	6.3	94	100.0%	79	84.0%	79	84.0%
9	Substandard Structure - DCC	77	23	23	100.0%	365	102.4	54	70.1%	54	100.0%	77	100.0%
10	Animal - Loose - DCC	77	4	4	100.0%	40	16.8	73	94.8%	73	100.0%	77	100.0%
11	Signs - Public Right of Way - DCC	74	0	0	N/A	7	1.1	74	100.0%	71	95.9%	71	95.9%
12	Garbage - Missed - SAN	70	4	0	0.0%	6	20.7	66	94.3%	36	54.5%	36	51.4%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	64	2	1	50.0%	10	1.1	62	96.9%	60	96.8%	61	95.3%
14	Miscellaneous Service Request - SCS	60	1	1	100.0%	10	3.1	59	98.3%	59	100.0%	60	100.0%
15	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
16	Animal - Confined - DCC	54	0	0	N/A	3	1.7	54	100.0%	52	96.3%	52	96.3%
17	Obstruction Alley/Sidewalk/Street - DCC	46	2	2	100.0%	60	24.0	44	95.7%	42	95.5%	44	95.7%
18	Pothole - Hazardous-STS	42	0	0	N/A	1	0.2	42	100.0%	41	97.6%	41	97.6%
19	Crime/Vandalism/MISC. DPD	36	0	0	N/A	14	19.8	36	100.0%	24	66.7%	24	66.7%
20	Street Repair - Routine-STS	33	1	1	100.0%	90	71.6	32	97.0%	16	50.0%	17	51.5%