



FY 2005 – 2006

Year End Service Request

Performance Reports

by

City Service Area

And Citywide Summary

TABLE OF CONTENTS

3 Chart of Service Request Counts by City Service Area

4 Citywide Service Level Performance Report

6 Service Level Performance Report the Central CSA

8 Service Level Performance Report the North Central CSA

10 Service Level Performance Report the Northeast CSA

12 Service Level Performance Report the Northwest CSA

14 Service Level Performance Report the Southeast CSA

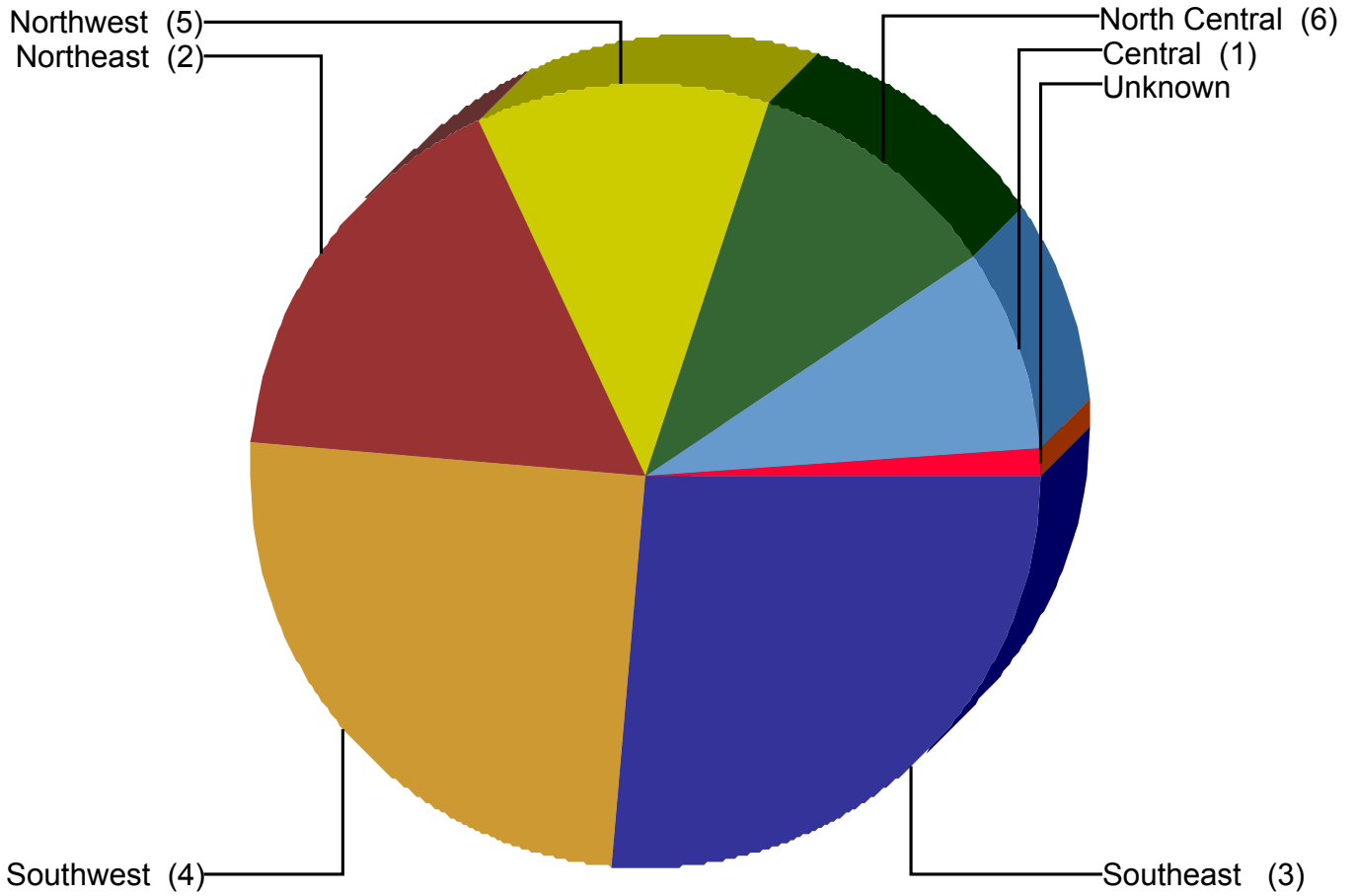
16 Service Level Performance Report the Southwest CSA

18 Service Level Performance Report where CSA is Unknown



City of Dallas

Service Area Report
For YTD Through September 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	27,839	8.3%	92.7%
North Central (6)	35,906	10.7%	94.1%
Northeast (2)	55,989	16.7%	94.4%
Northwest (5)	40,104	11.9%	91.8%
Southeast (3)	88,754	26.4%	92.6%
Southwest (4)	83,443	24.9%	93.8%
Unknown	3,642	1.1%	89.2%
Total	335,677	100.0%	93.2%

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

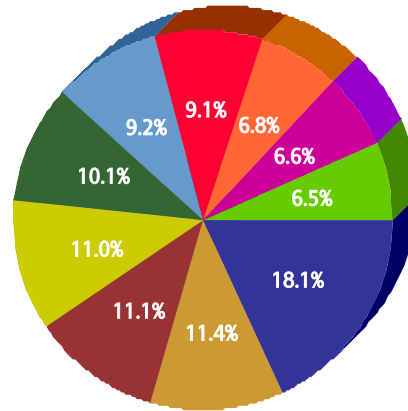


For Citywide

For 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



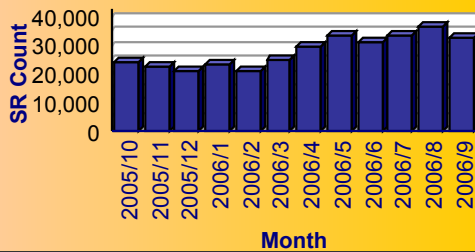
Service

- 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

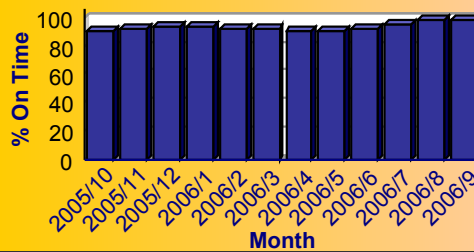
Summary - All Services Requested

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





For Citywide

For 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-ST5	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-ST5	3,457	183	170	92.9%	90	25.0	3,274	94.7%	2,979	91.0%	3,149	91.1%

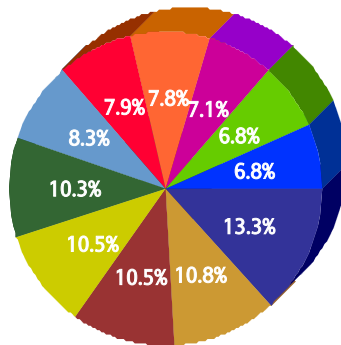


for Central (1)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,406
Roll Cart - SAN	1,145
Fire Inspection - DFD	1,112
Recycling ROLL CART Registration - SAN	1,105
Litter - DCC	1,085
Dead Animal Pick Up - SAN	879
Garbage - Missed - SAN	831
24 Hour Parking/Parking Violations - DPD	828
Obstruction Alley/Sidewalk/Street - DCC	751
Animal - Confined - DCC	716
Street Spillage/Debris in Right of Way-Hazardous-ST5	716



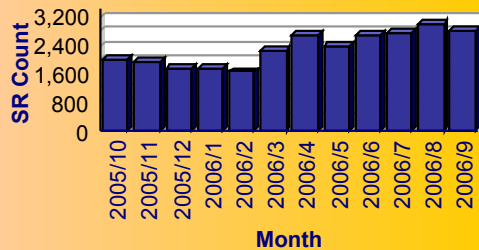
Service

- High Weeds - DCC
- Roll Cart - SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5

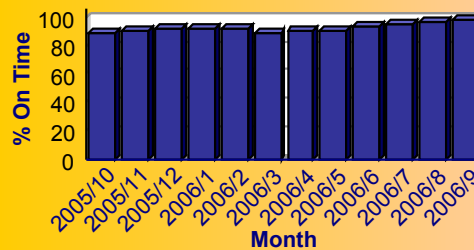
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,839	25,600	23,645	92.4%	2,239	2,161	96.5%	92.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

For 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	1,406	160	160	100.0%	38	16.2	1,246	88.6%	1,154	92.6%	1,314	93.5%
2	Roll Cart - SAN	1,145	24	23	95.8%	10	7.5	1,121	97.9%	810	72.3%	833	72.8%
3	Fire Inspection - DFD	1,112	70	57	81.4%	60	29.0	1,042	93.7%	904	86.8%	961	86.4%
4	Recycling ROLL CART Registration - SAN	1,105	1,104	1,104	100.0%	365	0.0	1	0.1%	1	100.0%	1,105	100.0%
5	Litter - DCC	1,085	49	49	100.0%	38	18.1	1,036	95.5%	959	92.6%	1,008	92.9%
6	Dead Animal Pick Up - SAN	879	0	0	N/A	1	0.3	879	100.0%	873	99.3%	873	99.3%
7	Garbage - Missed - SAN	831	1	0	0.0%	6	2.7	830	99.9%	775	93.4%	775	93.3%
8	24 Hour Parking/Parking Violations - DPD	828	9	9	100.0%	10	4.8	819	98.9%	748	91.3%	757	91.4%
9	Obstruction Alley/Sidewalk/Street - DCC	751	41	41	100.0%	60	22.8	710	94.5%	683	96.2%	724	96.4%
10	Animal - Confined - DCC	716	0	0	N/A	3	0.3	716	100.0%	711	99.3%	711	99.3%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	716	0	0	N/A	1	0.1	716	100.0%	710	99.2%	710	99.2%
12	Substandard Structure - DCC	668	240	240	100.0%	365	71.5	428	64.1%	428	100.0%	668	100.0%
13	Animal - Loose Aggressive - DCC	664	0	0	N/A	3	0.4	664	100.0%	657	98.9%	657	98.9%
14	Graffiti Private Property - Residential/Commercial	605	60	54	90.0%	90	30.0	545	90.1%	522	95.8%	576	95.2%
15	Junk Motor Vehicle - DCC	560	65	65	100.0%	126	31.1	495	88.4%	490	99.0%	555	99.1%
16	Animal - Sick/Injured - DCC	429	1	0	0.0%	3	0.2	428	99.8%	424	99.1%	424	98.8%
17	Bulky Trash Violations - DCC	408	5	5	100.0%	14	3.1	403	98.8%	386	95.8%	391	95.8%
18	Animal - Loose - DCC	385	30	30	100.0%	40	19.1	355	92.2%	319	89.9%	349	90.6%
19	Illegal Outside Storage - DCC	379	21	19	90.5%	38	22.6	358	94.5%	305	85.2%	324	85.5%
20	Tree down/low limbs - Emergency-STS	371	0	0	N/A	5	0.3	371	100.0%	369	99.5%	369	99.5%

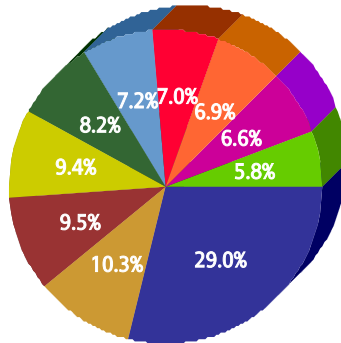


for North Central (6)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,782
Roll Cart - SAN	1,692
Animal - Confined - DCC	1,572
Garbage - Missed - SAN	1,546
Fire Inspection - DFD	1,350
Dead Animal Pick Up - SAN	1,193
Bulky Trash Violations - DCC	1,155
Obstruction Alley/Sidewalk/Street - DCC	1,142
High Weeds - DCC	1,091
Street Spillage/Debris in Right of Way-Hazardous-ST5	964



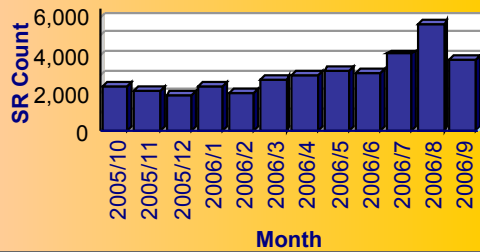
Service

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

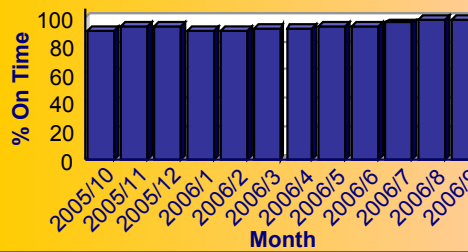
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,906	30,439	28,386	93.3%	5,467	5,411	99.0%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

For 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	4,782	4,779	4,779	100.0%	365	6.0	3	0.1%	3	100.0%	4,782	100.0%
2	Roll Cart - SAN	1,692	32	32	100.0%	10	7.2	1,660	98.1%	1,324	79.8%	1,356	80.1%
3	Animal - Confined - DCC	1,572	1	0	0.0%	3	0.2	1,571	99.9%	1,561	99.4%	1,561	99.3%
4	Garbage - Missed - SAN	1,546	7	6	85.7%	6	2.6	1,539	99.5%	1,471	95.6%	1,477	95.5%
5	Fire Inspection - DFD	1,350	52	45	86.5%	60	31.5	1,298	96.1%	1,114	85.8%	1,159	85.9%
6	Dead Animal Pick Up - SAN	1,193	3	0	0.0%	1	0.3	1,190	99.7%	1,182	99.3%	1,182	99.1%
7	Bulky Trash Violations - DCC	1,155	3	3	100.0%	14	4.9	1,152	99.7%	1,067	92.6%	1,070	92.6%
8	Obstruction Alley/Sidewalk/Street - DCC	1,142	85	85	100.0%	60	15.9	1,057	92.6%	1,015	96.0%	1,100	96.3%
9	High Weeds - DCC	1,091	68	68	100.0%	38	12.6	1,023	93.8%	979	95.7%	1,047	96.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	964	0	0	N/A	1	0.1	964	100.0%	955	99.1%	955	99.1%
11	24 Hour Parking/Parking Violations - DPD	947	9	9	100.0%	10	4.6	938	99.0%	880	93.8%	889	93.9%
12	Litter - DCC	728	27	27	100.0%	38	12.9	701	96.3%	680	97.0%	707	97.1%
13	Street Repair - Routine-STS	694	36	30	83.3%	90	32.2	658	94.8%	569	86.5%	599	86.3%
14	Animal - Loose Aggressive - DCC	593	0	0	N/A	3	0.5	593	100.0%	589	99.3%	589	99.3%
15	Animal - Sick/Injured - DCC	574	0	0	N/A	3	0.2	574	100.0%	571	99.5%	571	99.5%
16	Water Conservation Violation - DCC	565	3	0	0.0%	7	3.2	562	99.5%	528	94.0%	528	93.5%
17	Recyclable Collection Missed (Residential) - SAN	524	0	0	N/A	3	1.0	524	100.0%	508	96.9%	508	96.9%
18	Substandard Structure - DCC	427	68	68	100.0%	365	42.0	359	84.1%	359	100.0%	427	100.0%
19	Cost Plus - SAN	381	1	1	100.0%	10	4.2	380	99.7%	372	97.9%	373	97.9%
20	Pothole - Hazardous-STS	375	0	0	N/A	1	0.1	375	100.0%	372	99.2%	372	99.2%

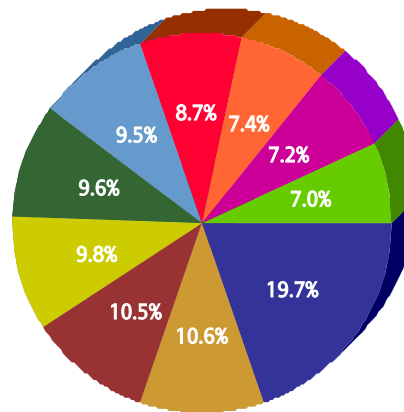


for Northeast (2)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	5,017
High Weeds - DCC	2,689
Obstruction Alley/Sidewalk/Street - DCC	2,670
Animal - Confined - DCC	2,502
Dead Animal Pick Up - SAN	2,431
Bulky Trash Violations - DCC	2,412
Roll Cart - SAN	2,212
Garbage - Missed - SAN	1,879
Litter - DCC	1,840
Animal - Loose Aggressive - DCC	1,793



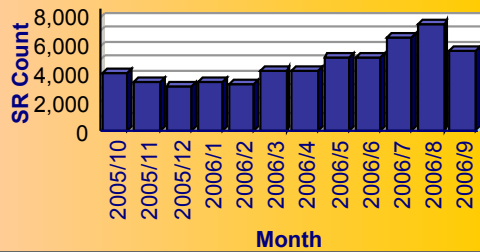
Service

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

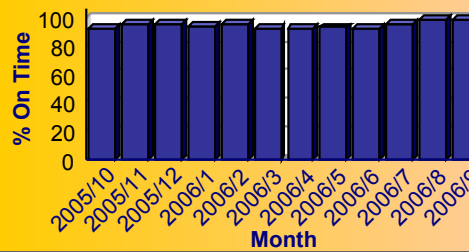
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
55,989	49,283	46,207	93.8%	6,706	6,626	98.8%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

For 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	5,017	5,015	5,015	100.0%	365	3.5	2	0.0%	2	100.0%	5,017	100.0%
2	High Weeds - DCC	2,689	225	224	99.6%	38	16.0	2,464	91.6%	2,318	94.1%	2,542	94.5%
3	Obstruction Alley/Sidewalk/Street - DCC	2,670	233	230	98.7%	60	22.8	2,437	91.3%	2,325	95.4%	2,555	95.7%
4	Animal - Confined - DCC	2,502	2	0	0.0%	3	0.4	2,500	99.9%	2,476	99.0%	2,476	99.0%
5	Dead Animal Pick Up - SAN	2,431	1	0	0.0%	1	0.3	2,430	100.0%	2,411	99.2%	2,411	99.2%
6	Bulky Trash Violations - DCC	2,412	12	11	91.7%	14	4.6	2,400	99.5%	2,256	94.0%	2,267	94.0%
7	Roll Cart - SAN	2,212	35	35	100.0%	10	8.0	2,177	98.4%	1,583	72.7%	1,618	73.1%
8	Garbage - Missed - SAN	1,879	9	9	100.0%	6	2.6	1,870	99.5%	1,785	95.5%	1,794	95.5%
9	Litter - DCC	1,840	81	74	91.4%	38	16.5	1,759	95.6%	1,642	93.3%	1,716	93.3%
10	Animal - Loose Aggressive - DCC	1,793	0	0	N/A	3	0.3	1,793	100.0%	1,775	99.0%	1,775	99.0%
11	24 Hour Parking/Parking Violations - DPD	1,617	16	16	100.0%	10	4.1	1,601	99.0%	1,573	98.3%	1,589	98.3%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	1,149	0	0	N/A	1	0.0	1,149	100.0%	1,140	99.2%	1,140	99.2%
13	Junk Motor Vehicle - DCC	1,129	102	101	99.0%	126	29.5	1,027	91.0%	1,002	97.6%	1,103	97.7%
14	Animal - Loose - DCC	1,072	87	87	100.0%	40	19.1	985	91.9%	893	90.7%	980	91.4%
15	Animal - Sick/Injured - DCC	1,060	0	0	N/A	3	0.3	1,060	100.0%	1,047	98.8%	1,047	98.8%
16	Fire Inspection - DFD	1,002	76	63	82.9%	60	27.1	926	92.4%	819	88.4%	882	88.0%
17	Substandard Structure - DCC	917	266	266	100.0%	365	63.3	651	71.0%	651	100.0%	917	100.0%
18	Substandard Structure Apts - DCC	897	47	47	100.0%	365	17.0	850	94.8%	850	100.0%	897	100.0%
19	Illegal Outside Storage - DCC	784	68	67	98.5%	38	17.3	716	91.3%	625	87.3%	692	88.3%
20	Recyclable Collection Missed (Residential) - SAN	696	0	0	N/A	3	1.0	696	100.0%	684	98.3%	684	98.3%

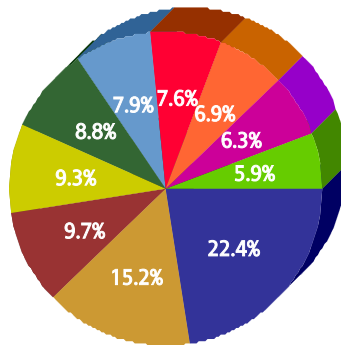


for Northwest (5)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,208
Litter - DCC	2,864
Dead Animal Pick Up - SAN	1,827
Animal - Loose Aggressive - DCC	1,742
Fire Inspection - DFD	1,645
Animal - Confined - DCC	1,486
Junk Motor Vehicle - DCC	1,423
Street Spillage/Debris in Right of Way-Hazardous-ST5	1,291
Roll Cart - SAN	1,189
24 Hour Parking/Parking Violations - DPD	1,106



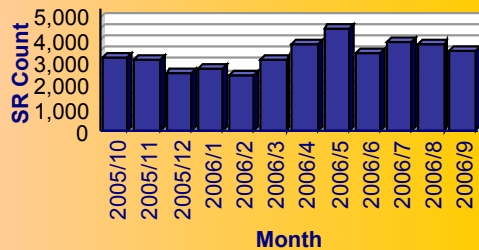
Service

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

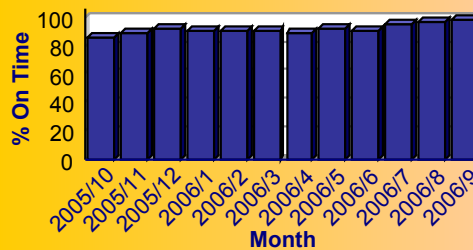
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
40,104	37,725	34,503	91.5%	2,379	2,311	97.1%	91.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northwest (5)

For 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	4,208	196	194	99.0%	38	16.8	4,012	95.3%	3,598	89.7%	3,792	90.1%
2	Litter - DCC	2,864	94	93	98.9%	38	20.9	2,770	96.7%	2,360	85.2%	2,453	85.6%
3	Dead Animal Pick Up - SAN	1,827	1	0	0.0%	1	0.3	1,826	99.9%	1,806	98.9%	1,806	98.9%
4	Animal - Loose Aggressive - DCC	1,742	0	0	N/A	3	0.3	1,742	100.0%	1,732	99.4%	1,732	99.4%
5	Fire Inspection - DFD	1,645	108	88	81.5%	60	37.1	1,537	93.4%	1,241	80.7%	1,329	80.8%
6	Animal - Confined - DCC	1,486	2	0	0.0%	3	0.4	1,484	99.9%	1,475	99.4%	1,475	99.3%
7	Junk Motor Vehicle - DCC	1,423	123	123	100.0%	126	35.0	1,300	91.4%	1,270	97.7%	1,393	97.9%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	1,291	0	0	N/A	1	0.1	1,291	100.0%	1,281	99.2%	1,281	99.2%
9	Roll Cart - SAN	1,189	29	29	100.0%	10	6.4	1,160	97.6%	963	83.0%	992	83.4%
10	24 Hour Parking/Parking Violations - DPD	1,106	14	14	100.0%	10	6.2	1,092	98.7%	976	89.4%	990	89.5%
11	Substandard Structure - DCC	1,025	427	421	98.6%	365	66.3	598	58.3%	598	100.0%	1,019	99.4%
12	Garbage - Missed - SAN	934	7	5	71.4%	6	2.5	927	99.3%	878	94.7%	883	94.5%
13	Animal - Loose - DCC	867	58	58	100.0%	40	18.1	809	93.3%	738	91.2%	796	91.8%
14	Recycling ROLL CART Registration - SAN	867	866	866	100.0%	365	15.0	1	0.1%	1	100.0%	867	100.0%
15	Animal - Sick/Injured - DCC	847	0	0	N/A	3	0.3	847	100.0%	839	99.1%	839	99.1%
16	Obstruction Alley/Sidewalk/Street - DCC	839	48	48	100.0%	60	24.6	791	94.3%	733	92.7%	781	93.1%
17	Bulky Trash Violations - DCC	762	3	3	100.0%	14	4.9	759	99.6%	692	91.2%	695	91.2%
18	Illegal Outside Storage - DCC	759	39	36	92.3%	38	23.6	720	94.9%	583	81.0%	619	81.6%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	592	0	0	N/A	10	1.3	592	100.0%	576	97.3%	576	97.3%
20	Illegal Land Use (Residential/Business) - DCC	555	26	26	100.0%	60	23.1	529	95.3%	472	89.2%	498	89.7%

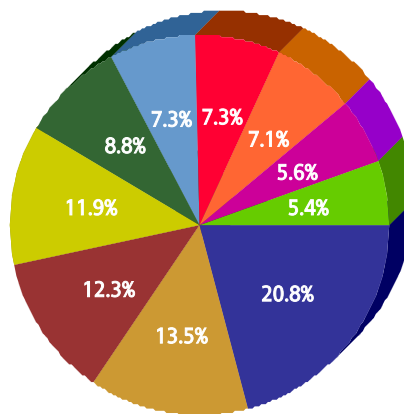


for Southeast (3)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	10,202
Animal - Loose Aggressive - DCC	6,618
Dead Animal Pick Up - SAN	6,014
Litter - DCC	5,809
Animal - Confined - DCC	4,305
Roll Cart - SAN	3,583
Substandard Structure - DCC	3,570
Junk Motor Vehicle - DCC	3,463
Bulky Trash Violations - DCC	2,721
Animal - Loose - DCC	2,654



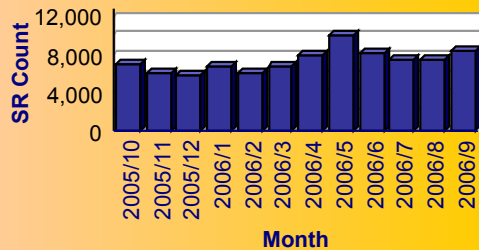
Service

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

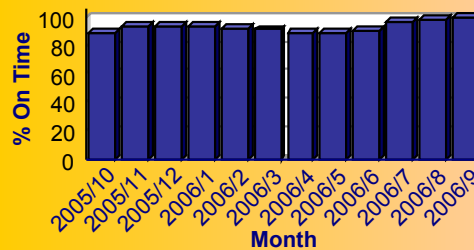
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
88,754	83,965	77,528	92.3%	4,789	4,684	97.8%	92.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

For 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	10,202	627	625	99.7%	38	19.6	9,575	93.9%	8,274	86.4%	8,899	87.2%
2	Animal - Loose Aggressive - DCC	6,618	1	0	0.0%	3	0.3	6,617	100.0%	6,580	99.4%	6,580	99.4%
3	Dead Animal Pick Up - SAN	6,014	3	0	0.0%	1	0.3	6,011	100.0%	5,951	99.0%	5,951	99.0%
4	Litter - DCC	5,809	175	172	98.3%	38	21.3	5,634	97.0%	4,935	87.6%	5,107	87.9%
5	Animal - Confined - DCC	4,305	6	0	0.0%	3	0.3	4,299	99.9%	4,260	99.1%	4,260	99.0%
6	Roll Cart - SAN	3,583	80	78	97.5%	10	6.4	3,503	97.8%	2,911	83.1%	2,989	83.4%
7	Substandard Structure - DCC	3,570	1,678	1,678	100.0%	365	78.2	1,892	53.0%	1,892	100.0%	3,570	100.0%
8	Junk Motor Vehicle - DCC	3,463	244	239	98.0%	126	42.6	3,219	93.0%	3,043	94.5%	3,282	94.8%
9	Bulky Trash Violations - DCC	2,721	16	14	87.5%	14	6.0	2,705	99.4%	2,441	90.2%	2,455	90.2%
10	Animal - Loose - DCC	2,654	190	190	100.0%	40	18.8	2,464	92.8%	2,246	91.2%	2,436	91.8%
11	Animal - Sick/Injured - DCC	2,432	0	0	N/A	3	0.2	2,432	100.0%	2,412	99.2%	2,412	99.2%
12	24 Hour Parking/Parking Violations - DPD	2,317	13	13	100.0%	10	2.2	2,304	99.4%	2,303	100.0%	2,316	100.0%
13	Garbage - Missed - SAN	2,274	13	12	92.3%	6	3.0	2,261	99.4%	2,048	90.6%	2,060	90.6%
14	Obstruction Alley/Sidewalk/Street - DCC	1,732	129	124	96.1%	60	26.9	1,603	92.6%	1,456	90.8%	1,580	91.2%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	1,598	4	2	50.0%	10	1.6	1,594	99.7%	1,536	96.4%	1,538	96.2%
16	Fire Inspection - DFD	1,501	100	82	82.0%	60	22.6	1,401	93.3%	1,234	88.1%	1,316	87.7%
17	Illegal Outside Storage - DCC	1,368	68	62	91.2%	38	27.0	1,300	95.0%	999	76.8%	1,061	77.6%
18	Open and Vacant Structure - DCC	1,278	15	15	100.0%	30	9.5	1,263	98.8%	1,134	89.8%	1,149	89.9%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	1,185	0	0	N/A	1	0.1	1,185	100.0%	1,170	98.7%	1,170	98.7%
20	Animal - Cruelty - DCC	1,080	0	0	N/A	30	0.7	1,080	100.0%	1,077	99.7%	1,077	99.7%

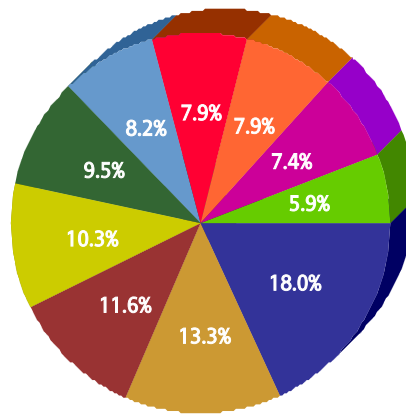


for Southwest (4)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,299
Animal - Loose Aggressive - DCC	5,400
Dead Animal Pick Up - SAN	4,713
Litter - DCC	4,192
Roll Cart - SAN	3,864
Animal - Confined - DCC	3,328
Junk Motor Vehicle - DCC	3,211
Obstruction Alley/Sidewalk/Street - DCC	3,190
24 Hour Parking/Parking Violations - DPD	3,000
Animal - Loose - DCC	2,386



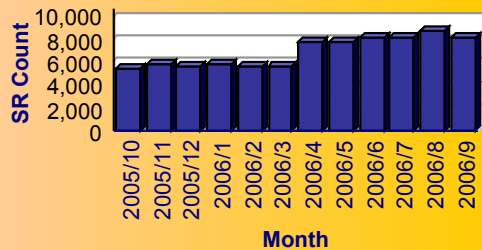
Service

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

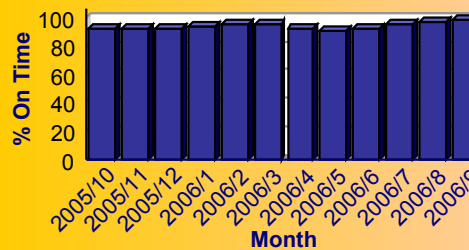
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
83,443	77,325	72,311	93.5%	6,118	5,980	97.7%	93.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

For 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	7,299	790	786	99.5%	38	18.0	6,509	89.2%	5,807	89.2%	6,593	90.3%
2	Animal - Loose Aggressive - DCC	5,400	5	0	0.0%	3	0.2	5,395	99.9%	5,361	99.4%	5,361	99.3%
3	Dead Animal Pick Up - SAN	4,713	3	0	0.0%	1	0.4	4,710	99.9%	4,668	99.1%	4,668	99.0%
4	Litter - DCC	4,192	227	218	96.0%	38	19.4	3,965	94.6%	3,535	89.2%	3,753	89.5%
5	Roll Cart - SAN	3,864	89	88	98.9%	10	5.5	3,775	97.7%	3,389	89.8%	3,477	90.0%
6	Animal - Confined - DCC	3,328	3	0	0.0%	3	0.3	3,325	99.9%	3,303	99.3%	3,303	99.2%
7	Junk Motor Vehicle - DCC	3,211	380	379	99.7%	126	32.5	2,831	88.2%	2,790	98.6%	3,169	98.7%
8	Obstruction Alley/Sidewalk/Street - DCC	3,190	424	406	95.8%	60	25.5	2,766	86.7%	2,620	94.7%	3,026	94.9%
9	24 Hour Parking/Parking Violations - DPD	3,000	45	34	75.6%	10	3.9	2,955	98.5%	2,900	98.1%	2,934	97.8%
10	Animal - Loose - DCC	2,386	188	188	100.0%	40	18.0	2,198	92.1%	2,026	92.2%	2,214	92.8%
11	Bulky Trash Violations - DCC	2,258	9	8	88.9%	14	5.0	2,249	99.6%	2,085	92.7%	2,093	92.7%
12	Illegal Outside Storage - DCC	2,211	102	95	93.1%	38	23.0	2,109	95.4%	1,759	83.4%	1,854	83.9%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	2,208	2	2	100.0%	10	1.0	2,206	99.9%	2,170	98.4%	2,172	98.4%
14	Recycling ROLL CART Registration - SAN	2,207	2,204	2,204	100.0%	365	18.7	3	0.1%	3	100.0%	2,207	100.0%
15	Garbage - Missed - SAN	2,149	9	3	33.3%	6	2.8	2,140	99.6%	1,994	93.2%	1,997	92.9%
16	Animal - Sick/Injured - DCC	1,974	3	0	0.0%	3	0.2	1,971	99.8%	1,953	99.1%	1,953	98.9%
17	Substandard Structure - DCC	1,877	896	895	99.9%	365	85.1	981	52.3%	981	100.0%	1,876	99.9%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	1,423	0	0	N/A	1	0.1	1,423	100.0%	1,411	99.2%	1,411	99.2%
19	Fire Inspection - DFD	1,209	75	67	89.3%	60	34.6	1,134	93.8%	933	82.3%	1,000	82.7%
20	Illegal Land Use (Residential/Business) - DCC	1,001	33	31	93.9%	60	19.3	968	96.7%	898	92.8%	929	92.8%

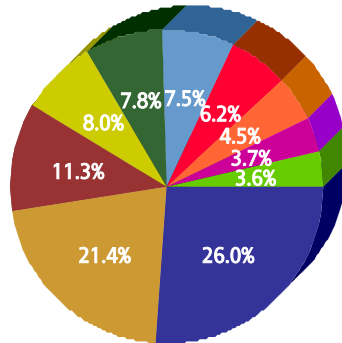


for Unknown

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	543
High Weeds - DCC	447
Street Spillage/Debris in Right of Way-Hazardous-STs	236
Fire Inspection - DFD	166
Dead Animal Pick Up - SAN	163
Litter - DCC	156
Roll Cart - SAN	130
24 Hour Parking/Parking Violations - DPD	94
Animal - Loose - DCC	78
Substandard Structure - DCC	75



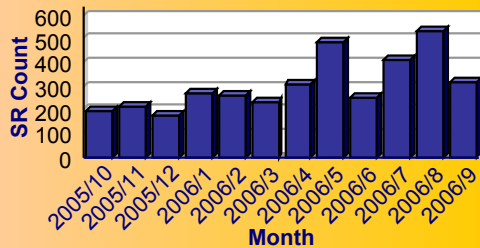
Service

- 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

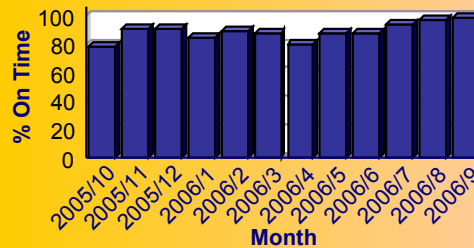
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,642	2,978	2,604	87.4%	664	644	97.0%	89.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

For 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	543	542	542	100.0%	365	0.0	1	0.2%	1	100.0%	543	100.0%
2	High Weeds - DCC	447	29	28	96.6%	38	18.9	418	93.5%	374	89.5%	402	89.9%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	236	0	0	N/A	1	0.0	236	100.0%	235	99.6%	235	99.6%
4	Fire Inspection - DFD	166	10	6	60.0%	60	28.9	156	94.0%	134	85.9%	140	84.3%
5	Dead Animal Pick Up - SAN	163	0	0	N/A	1	1.7	163	100.0%	159	97.5%	159	97.5%
6	Litter - DCC	156	11	8	72.7%	38	21.9	145	92.9%	124	85.5%	132	84.6%
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	Animal - Loose - DCC	78	4	4	100.0%	40	16.8	74	94.9%	74	100.0%	78	100.0%
10	Substandard Structure - DCC	75	23	23	100.0%	365	105.9	52	69.3%	52	100.0%	75	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	69	4	0	0.0%	6	20.8	65	94.2%	36	55.4%	36	52.2%
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	53	0	0	N/A	3	1.8	53	100.0%	51	96.2%	51	96.2%
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	40	0	0	N/A	1	0.2	40	100.0%	39	97.5%	39	97.5%
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	30	1	1	100.0%	90	77.9	29	96.7%	13	44.8%	14	46.7%