



**FY 2006 - 2007**

**Year End Service Request**

**Performance Reports**

**by**

**City Council District**

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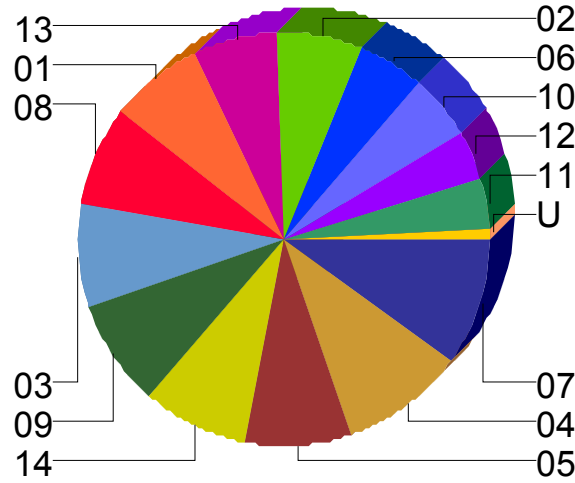
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# City of Dallas

## Council District Report For YTD Through September 2007



| Council District | SRs Created    | % of CityWide Total | % of All SRs On Time |
|------------------|----------------|---------------------|----------------------|
| 01               | 36,804         | 7.3%                | 95.7%                |
| 02               | 32,861         | 6.5%                | 95.9%                |
| 03               | 40,269         | 8.0%                | 93.2%                |
| 04               | 49,273         | 9.8%                | 95.6%                |
| 05               | 42,377         | 8.4%                | 94.6%                |
| 06               | 27,390         | 5.4%                | 94.2%                |
| 07               | 50,042         | 10.0%               | 95.1%                |
| 08               | 39,818         | 7.9%                | 95.5%                |
| 09               | 41,324         | 8.2%                | 96.7%                |
| 10               | 24,554         | 4.9%                | 97.1%                |
| 11               | 18,344         | 3.6%                | 96.5%                |
| 12               | 20,323         | 4.0%                | 97.0%                |
| 13               | 33,319         | 6.6%                | 96.7%                |
| 14               | 41,455         | 8.2%                | 96.9%                |
| U                | 4,760          | 0.9%                | 89.7%                |
| <b>Totals</b>    | <b>502,913</b> | <b>100.0%</b>       | <b>95.6%</b>         |

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

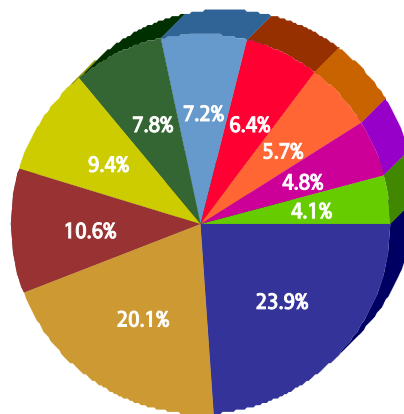


For Citywide

FY 2006/2007

Top 10 Services

| SR Type                                 | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN  | 62,429                |
| High Weeds - DCC                        | 52,621                |
| Litter - DCC                            | 27,574                |
| Animal - Loose Aggressive - DCC         | 24,463                |
| Roll Cart - SAN                         | 20,397                |
| Dead Animal Pick Up - SAN               | 18,731                |
| Obstruction Alley/Sidewalk/Street - DCC | 16,757                |
| Animal - Confined - DCC                 | 14,990                |
| Garbage - Missed - SAN                  | 12,600                |
| Substandard Structure - DCC             | 10,642                |



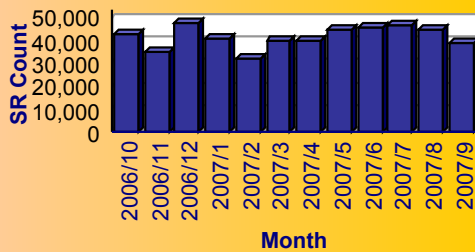
Service

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

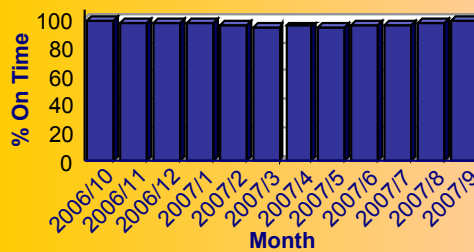
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 502,913  | 490,920      | 469,377              | 95.6%            | 11,993     | 11,328             | 94.5%          | 95.6%           |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

FY 2006/2007

## 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               | 62,429      | 297      | 297           | 100.0%          | 365      | 72.8              | 62,132       | 99.5%           | 62,132               | 100.0%           | 62,429          | 100.0%               |
| 2          | High Weeds - DCC                                     | 52,621      | 1,867    | 1,849         | 99.0%           | 38       | 18.8              | 50,754       | 96.5%           | 46,457               | 91.5%            | 48,306          | 91.8%                |
| 3          | Litter - DCC   | 27,574      | 763      | 751           | 98.4%           | 38       | 20.3              | 26,811       | 97.2%           | 24,416               | 91.1%            | 25,167          | 91.3%                |
| 4          | Animal - Loose Aggressive - DCC                      | 24,463      | 0        | 0             | N/A             | 3        | 0.4               | 24,463       | 100.0%          | 24,345               | 99.5%            | 24,345          | 99.5%                |
| 5          | Roll Cart - SAN                                      | 20,397      | 0        | 0             | N/A             | 10       | 5.6               | 20,397       | 100.0%          | 19,459               | 95.4%            | 19,459          | 95.4%                |
| 6          | Dead Animal Pick Up - SAN                            | 18,731      | 0        | 0             | N/A             | 1        | 0.4               | 18,731       | 100.0%          | 18,557               | 99.1%            | 18,557          | 99.1%                |
| 7          | Obstruction Alley/Sidewalk/Street - DCC              | 16,757      | 1,293    | 1,285         | 99.4%           | 60       | 25.0              | 15,464       | 92.3%           | 14,683               | 94.9%            | 15,968          | 95.3%                |
| 8          | Animal - Confined - DCC                              | 14,990      | 0        | 0             | N/A             | 3        | 0.4               | 14,990       | 100.0%          | 14,910               | 99.5%            | 14,910          | 99.5%                |
| 9          | Garbage - Missed - SAN                               | 12,600      | 0        | 0             | N/A             | 6        | 2.6               | 12,600       | 100.0%          | 11,658               | 92.5%            | 11,658          | 92.5%                |
| 10         | Substandard Structure - DCC                          | 10,642      | 3,238    | 3,219         | 99.4%           | 365      | 67.6              | 7,404        | 69.6%           | 7,401                | 100.0%           | 10,620          | 99.8%                |
| 11         | Bulky Trash Violations - DCC                         | 10,617      | 21       | 15            | 71.4%           | 14       | 5.3               | 10,596       | 99.8%           | 9,939                | 93.8%            | 9,954           | 93.8%                |
| 12         | Junk Motor Vehicle - DCC                             | 10,525      | 940      | 928           | 98.7%           | 126      | 39.5              | 9,585        | 91.1%           | 9,142                | 95.4%            | 10,070          | 95.7%                |
| 13         | 24 Hour Parking/Parking Violations - DPD             | 9,856       | 13       | 13            | 100.0%          | 10       | 3.8               | 9,843        | 99.9%           | 9,697                | 98.5%            | 9,710           | 98.5%                |
| 14         | Animal - Sick/Injured - DCC                          | 9,407       | 0        | 0             | N/A             | 3        | 0.3               | 9,407        | 100.0%          | 9,357                | 99.5%            | 9,357           | 99.5%                |
| 15         | Parking - Unapproved Surface - Eve/Weekends - DCC    | 9,404       | 1        | 1             | 100.0%          | 10       | 1.0               | 9,403        | 100.0%          | 9,259                | 98.5%            | 9,260           | 98.5%                |
| 16         | Recyclable Collection Missed (Residential) - SAN     | 8,880       | 0        | 0             | N/A             | 3        | 1.3               | 8,880        | 100.0%          | 8,639                | 97.3%            | 8,639           | 97.3%                |
| 17         | Animal - Loose - DCC                                 | 8,498       | 1        | 1             | 100.0%          | 40       | 16.5              | 8,497        | 100.0%          | 8,494                | 100.0%           | 8,495           | 100.0%               |
| 18         | Street Spillage/Debris in Right of Way-Hazardous-STS | 7,055       | 0        | 0             | N/A             | 1        | 0.1               | 7,055        | 100.0%          | 7,006                | 99.3%            | 7,006           | 99.3%                |
| 19         | Illegal Outside Storage - DCC                        | 6,014       | 243      | 227           | 93.4%           | 38       | 25.4              | 5,771        | 96.0%           | 4,781                | 82.8%            | 5,008           | 83.3%                |
| 20         | Illegal Garbage/Placement - DCC                      | 5,850       | 113      | 111           | 98.2%           | 60       | 17.2              | 5,737        | 98.1%           | 5,511                | 96.1%            | 5,622           | 96.1%                |

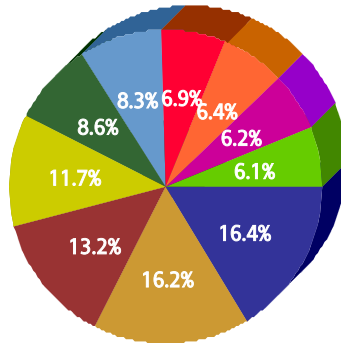


for 01

FY 2006/2007

Top 10 Services

| SR Type   | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN            | 3,003                 |
| High Weeds - DCC                                  | 2,960                 |
| Animal - Loose Aggressive - DCC                   | 2,417                 |
| Litter - DCC                                      | 2,137                 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,582                 |
| Dead Animal Pick Up - SAN                         | 1,521                 |
| Obstruction Alley/Sidewalk/Street - DCC           | 1,271                 |
| Roll Cart - SAN                                   | 1,180                 |
| Junk Motor Vehicle - DCC                          | 1,130                 |
| 24 Hour Parking/Parking Violations - DPD          | 1,126                 |



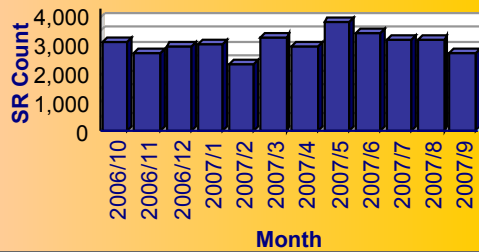
Service

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

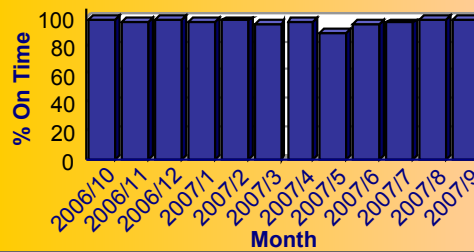
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 36,804   | 36,011       | 34,457               | 95.7%            | 793        | 759                | 95.7%          | 95.7%           |

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 2006/2007

## 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             | 3,003       | 36       | 36            | 100.0%          | 365      | 71.8              | 2,967        | 98.8%           | 2,967                | 100.0%           | 3,003           | 100.0%               |
| 2          | High Weeds - DCC                                   | 2,960       | 81       | 81            | 100.0%          | 38       | 18.3              | 2,879        | 97.3%           | 2,682                | 93.2%            | 2,763           | 93.3%                |
| 3          | Animal - Loose Aggressive - DCC                    | 2,417       | 0        | 0             | N/A             | 3        | 0.3               | 2,417        | 100.0%          | 2,408                | 99.6%            | 2,408           | 99.6%                |
| 4          | Litter - DCC                                       | 2,137       | 51       | 49            | 96.1%           | 38       | 21.9              | 2,086        | 97.6%           | 1,901                | 91.1%            | 1,950           | 91.2%                |
| 5          | Parking - Unapproved Surface - Eve/Weekends - DCC  | 1,582       | 1        | 1             | 100.0%          | 10       | 0.7               | 1,581        | 99.9%           | 1,569                | 99.2%            | 1,570           | 99.2%                |
| 6          | Dead Animal Pick Up - SAN                          | 1,521       | 0        | 0             | N/A             | 1        | 0.4               | 1,521        | 100.0%          | 1,506                | 99.0%            | 1,506           | 99.0%                |
| 7          | Obstruction Alley/Sidewalk/Street - DCC            | 1,271       | 62       | 62            | 100.0%          | 60       | 25.2              | 1,209        | 95.1%           | 1,125                | 93.1%            | 1,187           | 93.4%                |
| 8          | Roll Cart - SAN                                    | 1,180       | 0        | 0             | N/A             | 10       | 5.2               | 1,180        | 100.0%          | 1,166                | 98.8%            | 1,166           | 98.8%                |
| 9          | Junk Motor Vehicle - DCC                           | 1,130       | 67       | 65            | 97.0%           | 126      | 34.3              | 1,063        | 94.1%           | 1,038                | 97.6%            | 1,103           | 97.6%                |
| 10         | 24 Hour Parking/Parking Violations - DPD           | 1,126       | 1        | 1             | 100.0%          | 10       | 3.4               | 1,125        | 99.9%           | 1,115                | 99.1%            | 1,116           | 99.1%                |
| 11         | Animal - Confined - DCC                            | 1,101       | 0        | 0             | N/A             | 3        | 0.3               | 1,101        | 100.0%          | 1,092                | 99.2%            | 1,092           | 99.2%                |
| 12         | Animal - Loose - DCC                               | 896         | 0        | 0             | N/A             | 40       | 16.3              | 896          | 100.0%          | 896                  | 100.0%           | 896             | 100.0%               |
| 13         | Illegal Outside Storage - DCC                      | 862         | 21       | 21            | 100.0%          | 38       | 24.3              | 841          | 97.6%           | 704                  | 83.7%            | 725             | 84.1%                |
| 14         | Bulky Trash Violations - DCC                       | 800         | 3        | 2             | 66.7%           | 14       | 6.0               | 797          | 99.6%           | 736                  | 92.3%            | 738             | 92.2%                |
| 15         | Graffiti Private Property - Residential/Commercial | 740         | 25       | 24            | 96.0%           | 90       | 31.7              | 715          | 96.6%           | 659                  | 92.2%            | 683             | 92.3%                |
| 16         | Animal - Sick/Injured - DCC                        | 725         | 0        | 0             | N/A             | 3        | 0.4               | 725          | 100.0%          | 721                  | 99.4%            | 721             | 99.4%                |
| 17         | Substandard Structure - DCC                        | 675         | 272      | 271           | 99.6%           | 365      | 76.8              | 403          | 59.7%           | 403                  | 100.0%           | 674             | 99.9%                |
| 18         | Garbage - Missed - SAN                             | 643         | 0        | 0             | N/A             | 6        | 1.8               | 643          | 100.0%          | 635                  | 98.8%            | 635             | 98.8%                |
| 19         | Illegal Garbage/Placement - DCC                    | 576         | 2        | 2             | 100.0%          | 60       | 19.1              | 574          | 99.7%           | 572                  | 99.7%            | 574             | 99.7%                |
| 20         | Dead Animal - Clinic Pick Up - SAN                 | 531         | 0        | 0             | N/A             | 2        | 0.1               | 531          | 100.0%          | 526                  | 99.1%            | 526             | 99.1%                |



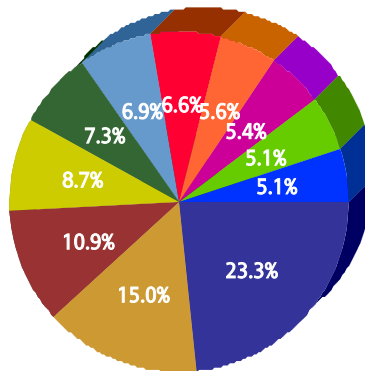


for 02

FY 2006/2007

Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| High Weeds - DCC                                   | 3,353                 |
| Litter - DCC                                       | 2,158                 |
| Recycling ROLL CART Registration - SAN             | 1,571                 |
| Animal - Loose Aggressive - DCC                    | 1,256                 |
| Obstruction Alley/Sidewalk/Street - DCC            | 1,054                 |
| Dead Animal Pick Up - SAN                          | 996                   |
| Smoke Detector Request - DFD                       | 956                   |
| Animal - Confined - DCC                            | 800                   |
| Roll Cart - SAN                                    | 773                   |
| Graffiti Private Property - Residential/Commercial | 731                   |
| Substandard Structure - DCC                        | 731                   |



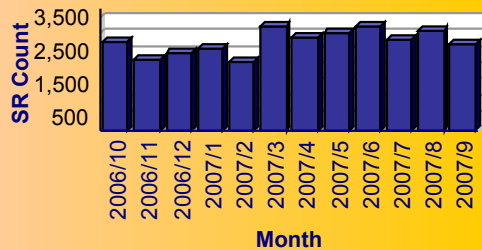
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Animal - Confined - DCC
- Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Substandard Structure - DCC

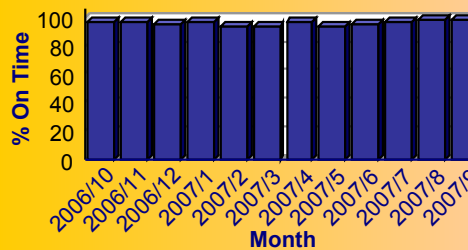
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 32,861   | 32,237       | 30,974               | 96.1%            | 624        | 528                | 84.6%          | 95.9%           |

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 2006/2007

## 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                                     | 3,353       | 56       | 56            | 100.0%          | 38       | 15.4              | 3,297        | 98.3%           | 3,145                | 95.4%            | 3,201           | 95.5%                |
| 2          | Litter - DCC   | 2,158       | 37       | 37            | 100.0%          | 38       | 17.1              | 2,121        | 98.3%           | 1,999                | 94.2%            | 2,036           | 94.3%                |
| 3          | Recycling ROLL CART Registration - SAN               | 1,571       | 4        | 4             | 100.0%          | 365      | 70.8              | 1,567        | 99.7%           | 1,567                | 100.0%           | 1,571           | 100.0%               |
| 4          | Animal - Loose Aggressive - DCC                      | 1,256       | 0        | 0             | N/A             | 3        | 0.3               | 1,256        | 100.0%          | 1,251                | 99.6%            | 1,251           | 99.6%                |
| 5          | Obstruction Alley/Sidewalk/Street - DCC              | 1,054       | 25       | 25            | 100.0%          | 60       | 22.5              | 1,029        | 97.6%           | 984                  | 95.6%            | 1,009           | 95.7%                |
| 6          | Dead Animal Pick Up - SAN                            | 996         | 0        | 0             | N/A             | 1        | 0.3               | 996          | 100.0%          | 991                  | 99.5%            | 991             | 99.5%                |
| 7          | Smoke Detector Request - DFD                         | 956         | 4        | 0             | 0.0%            | 30       | 12.2              | 952          | 99.6%           | 801                  | 84.1%            | 801             | 83.8%                |
| 8          | Animal - Confined - DCC                              | 800         | 0        | 0             | N/A             | 3        | 0.5               | 800          | 100.0%          | 795                  | 99.4%            | 795             | 99.4%                |
| 9          | Roll Cart - SAN                                      | 773         | 0        | 0             | N/A             | 10       | 5.9               | 773          | 100.0%          | 734                  | 95.0%            | 734             | 95.0%                |
| 10         | Substandard Structure - DCC                          | 731         | 171      | 169           | 98.8%           | 365      | 63.9              | 560          | 76.6%           | 560                  | 100.0%           | 729             | 99.7%                |
| 11         | Graffiti Private Property - Residential/Commercial   | 731         | 21       | 20            | 95.2%           | 90       | 19.3              | 710          | 97.1%           | 698                  | 98.3%            | 718             | 98.2%                |
| 12         | Garbage - Missed - SAN                               | 679         | 0        | 0             | N/A             | 6        | 2.4               | 679          | 100.0%          | 638                  | 94.0%            | 638             | 94.0%                |
| 13         | Street Spillage/Debris in Right of Way-Hazardous-STS | 668         | 0        | 0             | N/A             | 1        | 0.1               | 668          | 100.0%          | 662                  | 99.1%            | 662             | 99.1%                |
| 14         | Animal - Sick/Injured - DCC                          | 616         | 0        | 0             | N/A             | 3        | 0.2               | 616          | 100.0%          | 613                  | 99.5%            | 613             | 99.5%                |
| 15         | Traffic Signal - Flashing - PWT                      | 612         | 0        | 0             | N/A             | 4        | 1.5               | 612          | 100.0%          | 609                  | 99.5%            | 609             | 99.5%                |
| 16         | 24 Hour Parking/Parking Violations - DPD             | 596         | 1        | 1             | 100.0%          | 10       | 4.2               | 595          | 99.8%           | 587                  | 98.7%            | 588             | 98.7%                |
| 17         | Fire Inspection - DFD                                | 568         | 41       | 37            | 90.2%           | 60       | 35.2              | 527          | 92.8%           | 395                  | 75.0%            | 432             | 76.1%                |
| 18         | Animal - Loose - DCC                                 | 533         | 0        | 0             | N/A             | 40       | 16.7              | 533          | 100.0%          | 532                  | 99.8%            | 532             | 99.8%                |
| 19         | Junk Motor Vehicle - DCC                             | 523         | 44       | 44            | 100.0%          | 126      | 32.1              | 479          | 91.6%           | 472                  | 98.5%            | 516             | 98.7%                |
| 20         | Illegal Garbage/Placement - DCC                      | 516         | 4        | 4             | 100.0%          | 60       | 11.2              | 512          | 99.2%           | 507                  | 99.0%            | 511             | 99.0%                |

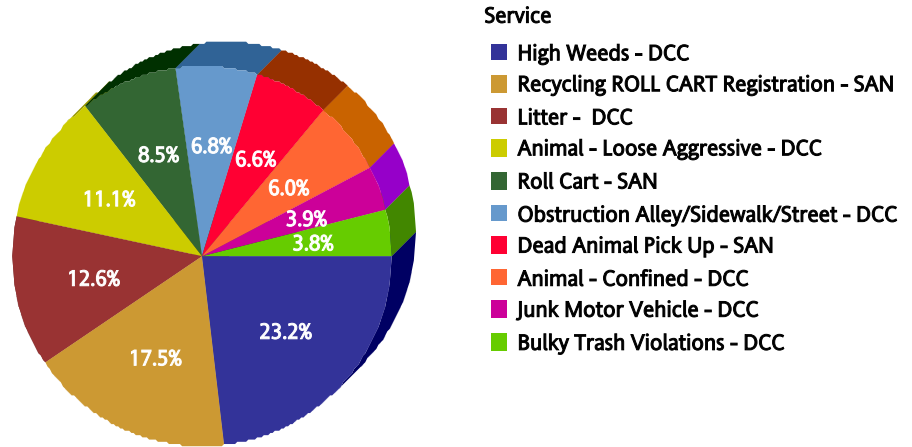


for 03

FY 2006/2007

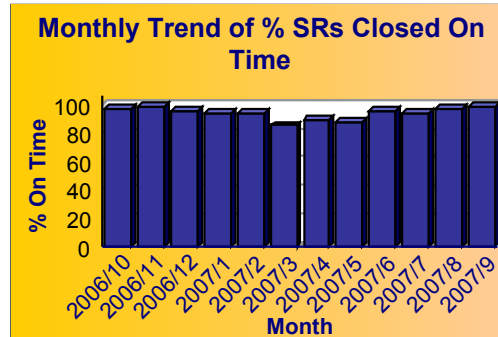
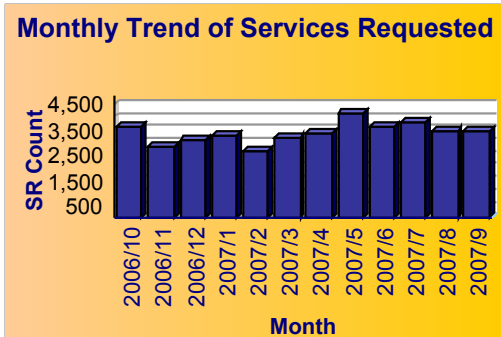
Top 10 Services

| SR Type                                 | Service Request Count |
|---|-----------------------|
| High Weeds - DCC                        | 5,327                 |
| Recycling ROLL CART Registration - SAN  | 4,022                 |
| Litter - DCC                            | 2,889                 |
| Animal - Loose Aggressive - DCC         | 2,558                 |
| Roll Cart - SAN                         | 1,955                 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,568                 |
| Dead Animal Pick Up - SAN               | 1,518                 |
| Animal - Confined - DCC                 | 1,390                 |
| Junk Motor Vehicle - DCC                | 896                   |
| Bulky Trash Violations - DCC            | 880                   |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 40,269   | 39,094       | 36,371               | 93.0%            | 1,175      | 1,148              | 97.7%          | 93.2%           |



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



# City of Dallas Service Level Performance Report by Council District

for 03

FY 2006/2007

## 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                                     | 5,327       | 304      | 298           | 98.0%           | 38       | 31.2              | 5,023        | 94.3%           | 4,201                | 83.6%            | 4,499           | 84.5%                |
| 2          | Recycling ROLL CART Registration - SAN               | 4,022       | 33       | 33            | 100.0%          | 365      | 77.9              | 3,989        | 99.2%           | 3,989                | 100.0%           | 4,022           | 100.0%               |
| 3          | Litter - DCC   | 2,889       | 101      | 99            | 98.0%           | 38       | 30.2              | 2,788        | 96.5%           | 2,376                | 85.2%            | 2,475           | 85.7%                |
| 4          | Animal - Loose Aggressive - DCC                      | 2,558       | 0        | 0             | N/A             | 3        | 0.3               | 2,558        | 100.0%          | 2,545                | 99.5%            | 2,545           | 99.5%                |
| 5          | Roll Cart - SAN                                      | 1,955       | 0        | 0             | N/A             | 10       | 5.1               | 1,955        | 100.0%          | 1,927                | 98.6%            | 1,927           | 98.6%                |
| 6          | Obstruction Alley/Sidewalk/Street - DCC              | 1,568       | 197      | 195           | 99.0%           | 60       | 32.9              | 1,371        | 87.4%           | 1,170                | 85.3%            | 1,365           | 87.1%                |
| 7          | Dead Animal Pick Up - SAN                            | 1,518       | 0        | 0             | N/A             | 1        | 0.4               | 1,518        | 100.0%          | 1,503                | 99.0%            | 1,503           | 99.0%                |
| 8          | Animal - Confined - DCC                              | 1,390       | 0        | 0             | N/A             | 3        | 0.2               | 1,390        | 100.0%          | 1,387                | 99.8%            | 1,387           | 99.8%                |
| 9          | Junk Motor Vehicle - DCC                             | 896         | 57       | 57            | 100.0%          | 126      | 39.6              | 839          | 93.6%           | 776                  | 92.5%            | 833             | 93.0%                |
| 10         | Bulky Trash Violations - DCC                         | 880         | 1        | 1             | 100.0%          | 14       | 7.7               | 879          | 99.9%           | 788                  | 89.6%            | 789             | 89.7%                |
| 11         | Animal - Sick/Injured - DCC                          | 852         | 0        | 0             | N/A             | 3        | 0.4               | 852          | 100.0%          | 846                  | 99.3%            | 846             | 99.3%                |
| 12         | Animal - Loose - DCC                                 | 803         | 0        | 0             | N/A             | 40       | 16.7              | 803          | 100.0%          | 803                  | 100.0%           | 803             | 100.0%               |
| 13         | 24 Hour Parking/Parking Violations - DPD             | 720         | 0        | 0             | N/A             | 10       | 4.0               | 720          | 100.0%          | 715                  | 99.3%            | 715             | 99.3%                |
| 14         | Garbage - Missed - SAN                               | 716         | 0        | 0             | N/A             | 6        | 1.9               | 716          | 100.0%          | 705                  | 98.5%            | 705             | 98.5%                |
| 15         | Street Spillage/Debris in Right of Way-Hazardous-STS | 662         | 0        | 0             | N/A             | 1        | 0.1               | 662          | 100.0%          | 655                  | 98.9%            | 655             | 98.9%                |
| 16         | Parking - Unapproved Surface - Eve/Weekends - DCC    | 624         | 0        | 0             | N/A             | 10       | 1.0               | 624          | 100.0%          | 615                  | 98.6%            | 615             | 98.6%                |
| 17         | Sanitation Misc. - SAN                               | 590         | 0        | 0             | N/A             | 10       | 9.7               | 590          | 100.0%          | 248                  | 42.0%            | 248             | 42.0%                |
| 18         | Illegal Outside Storage - DCC                        | 576         | 33       | 32            | 97.0%           | 38       | 29.2              | 543          | 94.3%           | 450                  | 82.9%            | 482             | 83.7%                |
| 19         | Substandard Structure - DCC                          | 576         | 239      | 239           | 100.0%          | 365      | 62.3              | 337          | 58.5%           | 337                  | 100.0%           | 576             | 100.0%               |
| 20         | Recyclable Collection Missed (Residential) - SAN     | 554         | 0        | 0             | N/A             | 3        | 1.3               | 554          | 100.0%          | 540                  | 97.5%            | 540             | 97.5%                |

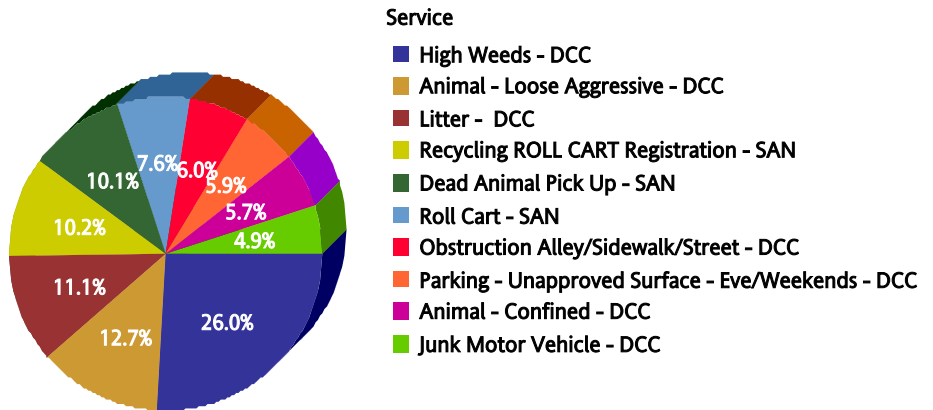


for 04

FY 2006/2007

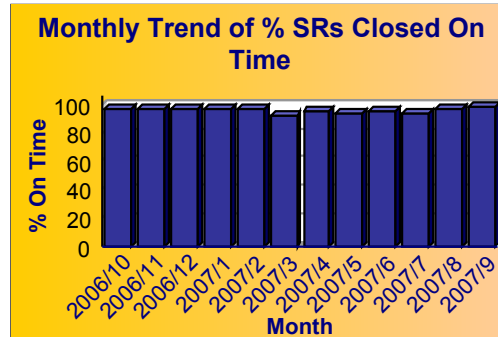
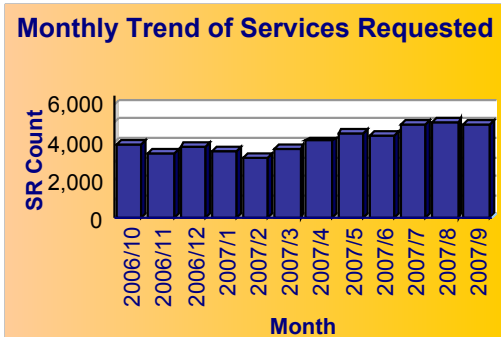
Top 10 Services

| SR Type   | Service Request Count |
|---|-----------------------|
| High Weeds - DCC                                  | 7,287                 |
| Animal - Loose Aggressive - DCC                   | 3,572                 |
| Litter - DCC                                      | 3,118                 |
| Recycling ROLL CART Registration - SAN            | 2,857                 |
| Dead Animal Pick Up - SAN                         | 2,838                 |
| Roll Cart - SAN                                   | 2,122                 |
| Obstruction Alley/Sidewalk/Street - DCC           | 1,679                 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,644                 |
| Animal - Confined - DCC                           | 1,596                 |
| Junk Motor Vehicle - DCC                          | 1,367                 |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 49,273   | 47,510       | 45,402               | 95.6%            | 1,763      | 1,699              | 96.4%          | 95.6%           |





# City of Dallas Service Level Performance Report by Council District

for 04

FY 2006/2007

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

| Row Number | Top Services Requested                            | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1          | High Weeds - DCC                                  | 7,287       | 311      | 309           | 99.4%           | 38       | 17.6              | 6,976        | 95.7%           | 6,414                | 91.9%            | 6,723           | 92.3%                |
| 2          | Animal - Loose Aggressive - DCC                   | 3,572       | 0        | 0             | N/A             | 3        | 0.3               | 3,572        | 100.0%          | 3,558                | 99.6%            | 3,558           | 99.6%                |
| 3          | Litter - DCC                                      | 3,118       | 151      | 151           | 100.0%          | 38       | 19.0              | 2,967        | 95.2%           | 2,757                | 92.9%            | 2,908           | 93.3%                |
| 4          | Recycling ROLL CART Registration - SAN            | 2,857       | 16       | 16            | 100.0%          | 365      | 73.3              | 2,841        | 99.4%           | 2,841                | 100.0%           | 2,857           | 100.0%               |
| 5          | Dead Animal Pick Up - SAN                         | 2,838       | 0        | 0             | N/A             | 1        | 0.3               | 2,838        | 100.0%          | 2,818                | 99.3%            | 2,818           | 99.3%                |
| 6          | Roll Cart - SAN                                   | 2,122       | 0        | 0             | N/A             | 10       | 4.7               | 2,122        | 100.0%          | 2,084                | 98.2%            | 2,084           | 98.2%                |
| 7          | Obstruction Alley/Sidewalk/Street - DCC           | 1,679       | 201      | 199           | 99.0%           | 60       | 30.1              | 1,478        | 88.0%           | 1,368                | 92.6%            | 1,567           | 93.3%                |
| 8          | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,644       | 0        | 0             | N/A             | 10       | 0.9               | 1,644        | 100.0%          | 1,605                | 97.6%            | 1,605           | 97.6%                |
| 9          | Animal - Confined - DCC                           | 1,596       | 0        | 0             | N/A             | 3        | 0.3               | 1,596        | 100.0%          | 1,590                | 99.6%            | 1,590           | 99.6%                |
| 10         | Junk Motor Vehicle - DCC                          | 1,367       | 195      | 188           | 96.4%           | 126      | 43.3              | 1,172        | 85.7%           | 1,099                | 93.8%            | 1,287           | 94.1%                |
| 11         | Bulky Trash Violations - DCC                      | 1,293       | 4        | 3             | 75.0%           | 14       | 4.4               | 1,289        | 99.7%           | 1,205                | 93.5%            | 1,208           | 93.4%                |
| 12         | Animal - Sick/Injured - DCC                       | 1,227       | 0        | 0             | N/A             | 3        | 0.2               | 1,227        | 100.0%          | 1,224                | 99.8%            | 1,224           | 99.8%                |
| 13         | Garbage - Missed - SAN                            | 1,188       | 0        | 0             | N/A             | 6        | 1.4               | 1,188        | 100.0%          | 1,178                | 99.2%            | 1,178           | 99.2%                |
| 14         | Substandard Structure - DCC                       | 1,144       | 434      | 430           | 99.1%           | 365      | 71.1              | 710          | 62.1%           | 708                  | 99.7%            | 1,138           | 99.5%                |
| 15         | Animal - Loose - DCC                              | 1,134       | 1        | 1             | 100.0%          | 40       | 16.3              | 1,133        | 99.9%           | 1,133                | 100.0%           | 1,134           | 100.0%               |
| 16         | 24 Hour Parking/Parking Violations - DPD          | 940         | 3        | 3             | 100.0%          | 10       | 3.8               | 937          | 99.7%           | 925                  | 98.7%            | 928             | 98.7%                |
| 17         | Illegal Outside Storage - DCC                     | 753         | 29       | 26            | 89.7%           | 38       | 29.2              | 724          | 96.1%           | 551                  | 76.1%            | 577             | 76.6%                |
| 18         | Open and Vacant Structure - DCC                   | 611         | 11       | 11            | 100.0%          | 30       | 12.3              | 600          | 98.2%           | 528                  | 88.0%            | 539             | 88.2%                |
| 19         | Animal - Cruelty - DCC                            | 500         | 0        | 0             | N/A             | 30       | 0.4               | 500          | 100.0%          | 500                  | 100.0%           | 500             | 100.0%               |
| 20         | Dead Animal - Clinic Pick Up - SAN                | 490         | 0        | 0             | N/A             | 2        | 0.0               | 490          | 100.0%          | 490                  | 100.0%           | 490             | 100.0%               |

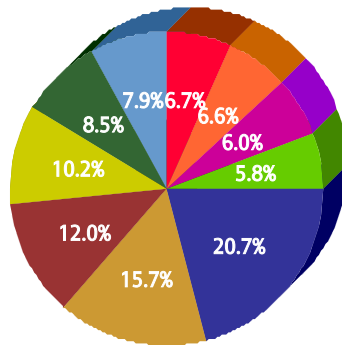


for 05

FY 2006/2007

Top 10 Services

| SR Type   | Service Request Count |
|---|-----------------------|
| High Weeds - DCC                                  | 4,643                 |
| Animal - Loose Aggressive - DCC                   | 3,519                 |
| Recycling ROLL CART Registration - SAN            | 2,688                 |
| Dead Animal Pick Up - SAN                         | 2,275                 |
| Litter - DCC                                      | 1,895                 |
| Roll Cart - SAN                                   | 1,770                 |
| Substandard Structure - DCC                       | 1,492                 |
| Animal - Confined - DCC                           | 1,469                 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,352                 |
| Junk Motor Vehicle - DCC                          | 1,308                 |



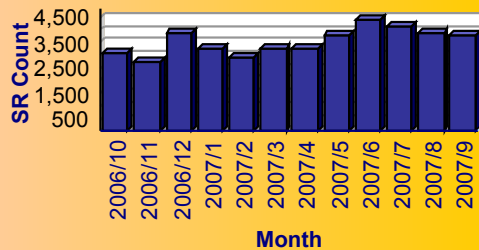
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Junk Motor Vehicle - DCC

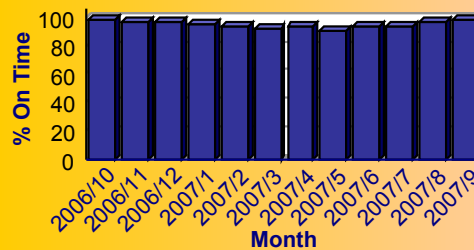
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 42,377   | 40,918       | 38,658               | 94.5%            | 1,459      | 1,420              | 97.3%          | 94.6%           |

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 2006/2007

## 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                                  | 4,643       | 331      | 328           | 99.1%           | 38       | 19.9              | 4,312        | 92.9%           | 3,741                | 86.8%            | 4,069           | 87.6%                |
| 2          | Animal - Loose Aggressive - DCC                   | 3,519       | 0        | 0             | N/A             | 3        | 0.3               | 3,519        | 100.0%          | 3,509                | 99.7%            | 3,509           | 99.7%                |
| 3          | Recycling ROLL CART Registration - SAN            | 2,688       | 18       | 18            | 100.0%          | 365      | 77.9              | 2,670        | 99.3%           | 2,670                | 100.0%           | 2,688           | 100.0%               |
| 4          | Dead Animal Pick Up - SAN                         | 2,275       | 0        | 0             | N/A             | 1        | 0.3               | 2,275        | 100.0%          | 2,259                | 99.3%            | 2,259           | 99.3%                |
| 5          | Litter - DCC                                      | 1,895       | 96       | 95            | 99.0%           | 38       | 21.6              | 1,799        | 94.9%           | 1,560                | 86.7%            | 1,655           | 87.3%                |
| 6          | Roll Cart - SAN                                   | 1,770       | 0        | 0             | N/A             | 10       | 5.1               | 1,770        | 100.0%          | 1,716                | 96.9%            | 1,716           | 96.9%                |
| 7          | Substandard Structure - DCC                       | 1,492       | 371      | 370           | 99.7%           | 365      | 74.2              | 1,121        | 75.1%           | 1,121                | 100.0%           | 1,491           | 99.9%                |
| 8          | Animal - Confined - DCC                           | 1,469       | 0        | 0             | N/A             | 3        | 0.4               | 1,469        | 100.0%          | 1,458                | 99.3%            | 1,458           | 99.3%                |
| 9          | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,352       | 0        | 0             | N/A             | 10       | 0.7               | 1,352        | 100.0%          | 1,341                | 99.2%            | 1,341           | 99.2%                |
| 10         | Junk Motor Vehicle - DCC                          | 1,308       | 138      | 138           | 100.0%          | 126      | 49.4              | 1,170        | 89.4%           | 1,070                | 91.5%            | 1,208           | 92.4%                |
| 11         | Garbage - Missed - SAN                            | 1,167       | 0        | 0             | N/A             | 6        | 1.8               | 1,167        | 100.0%          | 1,155                | 99.0%            | 1,155           | 99.0%                |
| 12         | Obstruction Alley/Sidewalk/Street - DCC           | 1,152       | 141      | 137           | 97.2%           | 60       | 29.8              | 1,011        | 87.8%           | 941                  | 93.1%            | 1,078           | 93.6%                |
| 13         | Animal - Sick/Injured - DCC                       | 1,122       | 0        | 0             | N/A             | 3        | 0.4               | 1,122        | 100.0%          | 1,118                | 99.6%            | 1,118           | 99.6%                |
| 14         | 24 Hour Parking/Parking Violations - DPD          | 1,013       | 1        | 1             | 100.0%          | 10       | 4.0               | 1,012        | 99.9%           | 991                  | 97.9%            | 992             | 97.9%                |
| 15         | Animal - Loose - DCC                              | 1,011       | 0        | 0             | N/A             | 40       | 16.8              | 1,011        | 100.0%          | 1,009                | 99.8%            | 1,009           | 99.8%                |
| 16         | Bulky Trash Violations - DCC                      | 974         | 5        | 3             | 60.0%           | 14       | 8.1               | 969          | 99.5%           | 829                  | 85.6%            | 832             | 85.4%                |
| 17         | Brush/Bulk Items - Missed - SAN                   | 710         | 0        | 0             | N/A             | 10       | 1.8               | 710          | 100.0%          | 670                  | 94.4%            | 670             | 94.4%                |
| 18         | Illegal Garbage/Placement - DCC                   | 553         | 7        | 6             | 85.7%           | 60       | 22.0              | 546          | 98.7%           | 520                  | 95.2%            | 526             | 95.1%                |
| 19         | Recyclable Collection Missed (Residential) - SAN  | 464         | 0        | 0             | N/A             | 3        | 1.2               | 464          | 100.0%          | 460                  | 99.1%            | 460             | 99.1%                |
| 20         | Animal - Cruelty - DCC                            | 455         | 0        | 0             | N/A             | 30       | 0.8               | 455          | 100.0%          | 453                  | 99.6%            | 453             | 99.6%                |



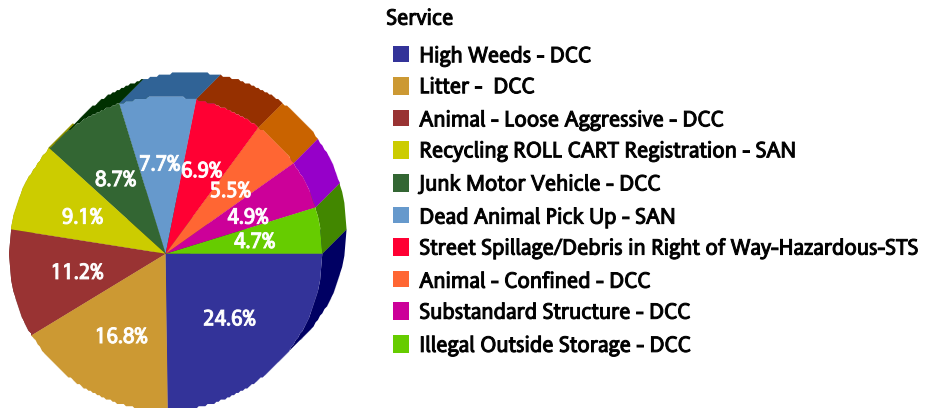


for 06

FY 2006/2007

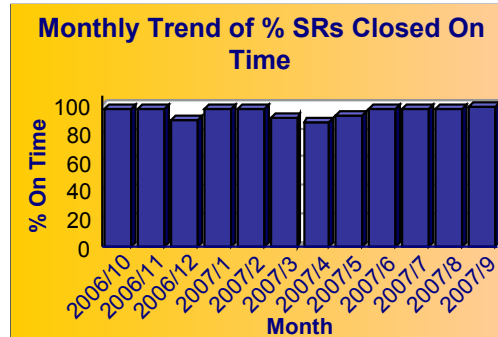
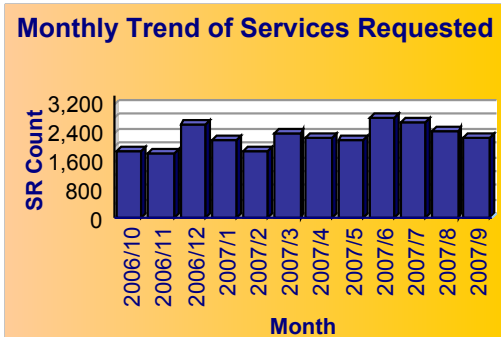
Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| High Weeds - DCC                                     | 3,297                 |
| Litter - DCC   | 2,248                 |
| Animal - Loose Aggressive - DCC                      | 1,495                 |
| Recycling ROLL CART Registration - SAN               | 1,215                 |
| Junk Motor Vehicle - DCC                             | 1,159                 |
| Dead Animal Pick Up - SAN                            | 1,034                 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 918                   |
| Animal - Confined - DCC                              | 743                   |
| Substandard Structure - DCC                          | 661                   |
| Illegal Outside Storage - DCC                        | 623                   |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 27,390   | 26,661       | 25,118               | 94.2%            | 729        | 696                | 95.5%          | 94.2%           |





# City of Dallas Service Level Performance Report by Council District

for 06

FY 2006/2007

## 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                                     | 3,297       | 76       | 76            | 100.0%          | 38       | 23.4              | 3,221        | 97.7%           | 2,855                | 88.6%            | 2,931           | 88.9%                |
| 2          | Litter - DCC   | 2,248       | 48       | 47            | 97.9%           | 38       | 25.8              | 2,200        | 97.9%           | 1,922                | 87.4%            | 1,969           | 87.6%                |
| 3          | Animal - Loose Aggressive - DCC                      | 1,495       | 0        | 0             | N/A             | 3        | 0.3               | 1,495        | 100.0%          | 1,491                | 99.7%            | 1,491           | 99.7%                |
| 4          | Recycling ROLL CART Registration - SAN               | 1,215       | 4        | 4             | 100.0%          | 365      | 65.3              | 1,211        | 99.7%           | 1,211                | 100.0%           | 1,215           | 100.0%               |
| 5          | Junk Motor Vehicle - DCC                             | 1,159       | 124      | 124           | 100.0%          | 126      | 34.2              | 1,035        | 89.3%           | 1,019                | 98.5%            | 1,143           | 98.6%                |
| 6          | Dead Animal Pick Up - SAN                            | 1,034       | 0        | 0             | N/A             | 1        | 0.4               | 1,034        | 100.0%          | 1,020                | 98.6%            | 1,020           | 98.6%                |
| 7          | Street Spillage/Debris in Right of Way-Hazardous-STS | 918         | 0        | 0             | N/A             | 1        | 0.0               | 918          | 100.0%          | 912                  | 99.3%            | 912             | 99.3%                |
| 8          | Animal - Confined - DCC                              | 743         | 0        | 0             | N/A             | 3        | 0.2               | 743          | 100.0%          | 742                  | 99.9%            | 742             | 99.9%                |
| 9          | Substandard Structure - DCC                          | 661         | 156      | 155           | 99.4%           | 365      | 77.2              | 505          | 76.4%           | 505                  | 100.0%           | 660             | 99.8%                |
| 10         | Illegal Outside Storage - DCC                        | 623         | 48       | 45            | 93.8%           | 38       | 33.8              | 575          | 92.3%           | 444                  | 77.2%            | 489             | 78.5%                |
| 11         | Roll Cart - SAN                                      | 612         | 0        | 0             | N/A             | 10       | 4.9               | 612          | 100.0%          | 600                  | 98.0%            | 600             | 98.0%                |
| 12         | 24 Hour Parking/Parking Violations - DPD             | 606         | 3        | 3             | 100.0%          | 10       | 5.6               | 603          | 99.5%           | 589                  | 97.7%            | 592             | 97.7%                |
| 13         | Dumpster Violation - DCC                             | 561         | 17       | 17            | 100.0%          | 60       | 53.1              | 544          | 97.0%           | 318                  | 58.5%            | 335             | 59.7%                |
| 14         | Animal - Sick/Injured - DCC                          | 539         | 0        | 0             | N/A             | 3        | 0.4               | 539          | 100.0%          | 537                  | 99.6%            | 537             | 99.6%                |
| 15         | Animal - Loose - DCC                                 | 535         | 0        | 0             | N/A             | 40       | 16.6              | 535          | 100.0%          | 535                  | 100.0%           | 535             | 100.0%               |
| 16         | Fire Inspection - DFD                                | 532         | 87       | 84            | 96.6%           | 60       | 32.3              | 445          | 83.6%           | 375                  | 84.3%            | 459             | 86.3%                |
| 17         | Motor Vehicle Repair Violation - DCC                 | 528         | 2        | 2             | 100.0%          | 40       | 4.9               | 526          | 99.6%           | 526                  | 100.0%           | 528             | 100.0%               |
| 18         | Garbage - Missed - SAN                               | 464         | 0        | 0             | N/A             | 6        | 3.2               | 464          | 100.0%          | 410                  | 88.4%            | 410             | 88.4%                |
| 19         | Obstruction Alley/Sidewalk/Street - DCC              | 422         | 35       | 35            | 100.0%          | 60       | 20.7              | 387          | 91.7%           | 376                  | 97.2%            | 411             | 97.4%                |
| 20         | Recyclable Collection Missed (Residential) - SAN     | 310         | 0        | 0             | N/A             | 3        | 1.3               | 310          | 100.0%          | 297                  | 95.8%            | 297             | 95.8%                |

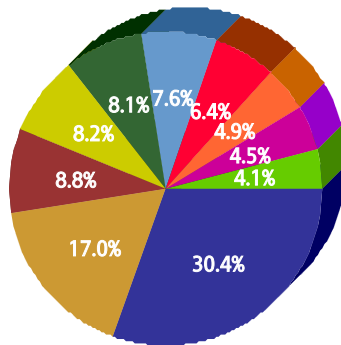


for 07

FY 2006/2007

Top 10 Services

| SR Type   | Service Request Count |
|---|-----------------------|
| High Weeds - DCC                                  | 9,031                 |
| Litter - DCC                                      | 5,054                 |
| Substandard Structure - DCC                       | 2,599                 |
| Animal - Loose Aggressive - DCC                   | 2,426                 |
| Recycling ROLL CART Registration - SAN            | 2,415                 |
| Smoke Detector Request - DFD                      | 2,265                 |
| Dead Animal Pick Up - SAN                         | 1,894                 |
| Roll Cart - SAN                                   | 1,451                 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,327                 |
| Animal - Confined - DCC                           | 1,203                 |



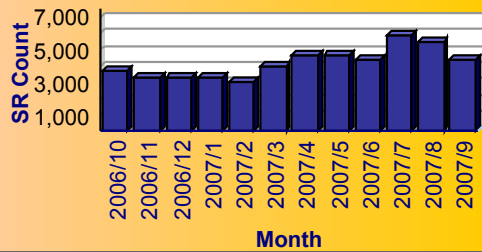
Service

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

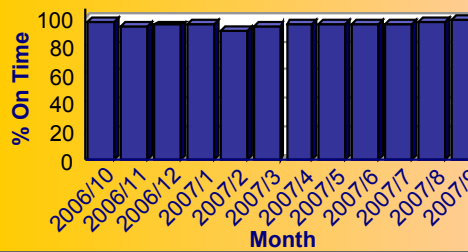
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 50,042   | 48,157       | 45,751               | 95.0%            | 1,885      | 1,833              | 97.2%          | 95.1%           |

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 2006/2007

## 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                                     | 9,031       | 205      | 205           | 100.0%          | 38       | 14.6              | 8,826        | 97.7%           | 8,194                | 92.8%            | 8,399           | 93.0%                |
| 2          | Litter - DCC   | 5,054       | 93       | 93            | 100.0%          | 38       | 17.7              | 4,961        | 98.2%           | 4,467                | 90.0%            | 4,560           | 90.2%                |
| 3          | Substandard Structure - DCC                          | 2,599       | 1,000    | 990           | 99.0%           | 365      | 66.0              | 1,599        | 61.5%           | 1,599                | 100.0%           | 2,589           | 99.6%                |
| 4          | Animal - Loose Aggressive - DCC                      | 2,426       | 0        | 0             | N/A             | 3        | 0.3               | 2,426        | 100.0%          | 2,413                | 99.5%            | 2,413           | 99.5%                |
| 5          | Recycling ROLL CART Registration - SAN               | 2,415       | 5        | 5             | 100.0%          | 365      | 73.6              | 2,410        | 99.8%           | 2,410                | 100.0%           | 2,415           | 100.0%               |
| 6          | Smoke Detector Request - DFD                         | 2,265       | 7        | 5             | 71.4%           | 30       | 9.0               | 2,258        | 99.7%           | 2,124                | 94.1%            | 2,129           | 94.0%                |
| 7          | Dead Animal Pick Up - SAN                            | 1,894       | 0        | 0             | N/A             | 1        | 0.5               | 1,894        | 100.0%          | 1,883                | 99.4%            | 1,883           | 99.4%                |
| 8          | Roll Cart - SAN                                      | 1,451       | 0        | 0             | N/A             | 10       | 5.1               | 1,451        | 100.0%          | 1,396                | 96.2%            | 1,396           | 96.2%                |
| 9          | Parking - Unapproved Surface - Eve/Weekends - DCC    | 1,327       | 0        | 0             | N/A             | 10       | 1.0               | 1,327        | 100.0%          | 1,304                | 98.3%            | 1,304           | 98.3%                |
| 10         | Animal - Confined - DCC                              | 1,203       | 0        | 0             | N/A             | 3        | 0.5               | 1,203        | 100.0%          | 1,192                | 99.1%            | 1,192           | 99.1%                |
| 11         | Bulky Trash Violations - DCC                         | 1,085       | 0        | 0             | N/A             | 14       | 4.9               | 1,085        | 100.0%          | 1,023                | 94.3%            | 1,023           | 94.3%                |
| 12         | Junk Motor Vehicle - DCC                             | 1,082       | 116      | 115           | 99.1%           | 126      | 45.0              | 966          | 89.3%           | 905                  | 93.7%            | 1,020           | 94.3%                |
| 13         | 24 Hour Parking/Parking Violations - DPD             | 953         | 2        | 2             | 100.0%          | 10       | 3.8               | 951          | 99.8%           | 937                  | 98.5%            | 939             | 98.5%                |
| 14         | Animal - Sick/Injured - DCC                          | 910         | 0        | 0             | N/A             | 3        | 0.3               | 910          | 100.0%          | 903                  | 99.2%            | 903             | 99.2%                |
| 15         | Obstruction Alley/Sidewalk/Street - DCC              | 829         | 84       | 84            | 100.0%          | 60       | 24.2              | 745          | 89.9%           | 709                  | 95.2%            | 793             | 95.7%                |
| 16         | Animal - Loose - DCC                                 | 745         | 0        | 0             | N/A             | 40       | 16.5              | 745          | 100.0%          | 745                  | 100.0%           | 745             | 100.0%               |
| 17         | Open and Vacant Structure - DCC                      | 737         | 8        | 7             | 87.5%           | 30       | 9.5               | 729          | 98.9%           | 681                  | 93.4%            | 688             | 93.4%                |
| 18         | Garbage - Missed - SAN                               | 684         | 0        | 0             | N/A             | 6        | 1.4               | 684          | 100.0%          | 676                  | 98.8%            | 676             | 98.8%                |
| 19         | Illegal Outside Storage - DCC                        | 577         | 17       | 15            | 88.2%           | 38       | 27.4              | 560          | 97.1%           | 424                  | 75.7%            | 439             | 76.1%                |
| 20         | Street Spillage/Debris in Right of Way-Hazardous-STS | 546         | 0        | 0             | N/A             | 1        | 0.1               | 546          | 100.0%          | 542                  | 99.3%            | 542             | 99.3%                |

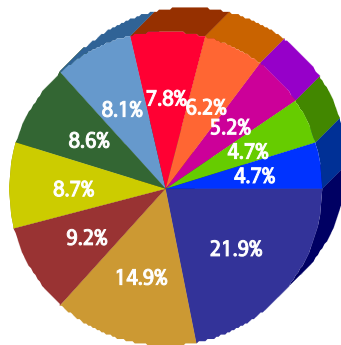


for 08

FY 2006/2007

Top 10 Services

| SR Type   | Service Request Count |
|---|-----------------------|
| High Weeds - DCC                                  | 5,145                 |
| Animal - Loose Aggressive - DCC                   | 3,507                 |
| Dead Animal Pick Up - SAN                         | 2,157                 |
| Animal - Confined - DCC                           | 2,043                 |
| Recycling ROLL CART Registration - SAN            | 2,028                 |
| Roll Cart - SAN                                   | 1,902                 |
| Litter - DCC                                      | 1,831                 |
| Junk Motor Vehicle - DCC                          | 1,449                 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,225                 |
| Animal - Sick/Injured - DCC                       | 1,115                 |
| Obstruction Alley/Sidewalk/Street - DCC           | 1,115                 |



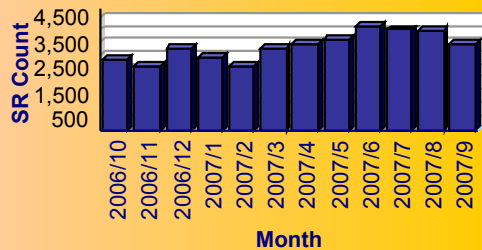
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- Junk Motor Vehicle - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Sick/Injured - DCC
- Obstruction Alley/Sidewalk/Street - DCC

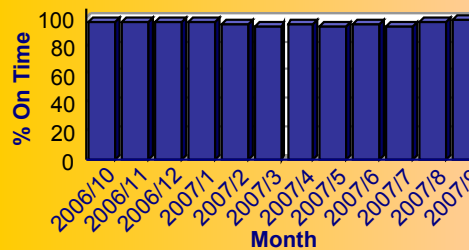
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 39,818   | 38,895       | 37,149               | 95.5%            | 923        | 897                | 97.2%          | 95.5%           |

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 2006/2007

## 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                                     | 5,145       | 190      | 190           | 100.0%          | 38       | 19.5              | 4,955        | 96.3%           | 4,459                | 90.0%            | 4,649           | 90.4%                |
| 2          | Animal - Loose Aggressive - DCC                      | 3,507       | 0        | 0             | N/A             | 3        | 0.5               | 3,507        | 100.0%          | 3,483                | 99.3%            | 3,483           | 99.3%                |
| 3          | Dead Animal Pick Up - SAN                            | 2,157       | 0        | 0             | N/A             | 1        | 0.4               | 2,157        | 100.0%          | 2,125                | 98.5%            | 2,125           | 98.5%                |
| 4          | Animal - Confined - DCC                              | 2,043       | 0        | 0             | N/A             | 3        | 0.4               | 2,043        | 100.0%          | 2,026                | 99.2%            | 2,026           | 99.2%                |
| 5          | Recycling ROLL CART Registration - SAN               | 2,028       | 19       | 19            | 100.0%          | 365      | 80.5              | 2,009        | 99.1%           | 2,009                | 100.0%           | 2,028           | 100.0%               |
| 6          | Roll Cart - SAN                                      | 1,902       | 0        | 0             | N/A             | 10       | 4.5               | 1,902        | 100.0%          | 1,876                | 98.6%            | 1,876           | 98.6%                |
| 7          | Litter - DCC   | 1,831       | 44       | 42            | 95.5%           | 38       | 22.0              | 1,787        | 97.6%           | 1,554                | 87.0%            | 1,596           | 87.2%                |
| 8          | Junk Motor Vehicle - DCC                             | 1,449       | 94       | 94            | 100.0%          | 126      | 46.2              | 1,355        | 93.5%           | 1,281                | 94.5%            | 1,375           | 94.9%                |
| 9          | Parking - Unapproved Surface - Eve/Weekends - DCC    | 1,225       | 0        | 0             | N/A             | 10       | 1.0               | 1,225        | 100.0%          | 1,210                | 98.8%            | 1,210           | 98.8%                |
| 10         | Obstruction Alley/Sidewalk/Street - DCC              | 1,115       | 108      | 108           | 100.0%          | 60       | 32.2              | 1,007        | 90.3%           | 927                  | 92.1%            | 1,035           | 92.8%                |
| 11         | Animal - Sick/Injured - DCC                          | 1,115       | 0        | 0             | N/A             | 3        | 0.4               | 1,115        | 100.0%          | 1,106                | 99.2%            | 1,106           | 99.2%                |
| 12         | Animal - Loose - DCC                                 | 1,060       | 0        | 0             | N/A             | 40       | 16.5              | 1,060        | 100.0%          | 1,060                | 100.0%           | 1,060           | 100.0%               |
| 13         | Garbage - Missed - SAN                               | 1,041       | 0        | 0             | N/A             | 6        | 2.0               | 1,041        | 100.0%          | 1,025                | 98.5%            | 1,025           | 98.5%                |
| 14         | Substandard Structure - DCC                          | 891         | 237      | 237           | 100.0%          | 365      | 70.2              | 654          | 73.4%           | 653                  | 99.8%            | 890             | 99.9%                |
| 15         | 24 Hour Parking/Parking Violations - DPD             | 738         | 2        | 2             | 100.0%          | 10       | 3.8               | 736          | 99.7%           | 727                  | 98.8%            | 729             | 98.8%                |
| 16         | Street Spillage/Debris in Right of Way-Hazardous-STS | 633         | 0        | 0             | N/A             | 1        | 0.0               | 633          | 100.0%          | 632                  | 99.8%            | 632             | 99.8%                |
| 17         | Bulky Trash Violations - DCC                         | 630         | 0        | 0             | N/A             | 14       | 4.8               | 630          | 100.0%          | 590                  | 93.7%            | 590             | 93.7%                |
| 18         | Animal - Cruelty - DCC                               | 511         | 0        | 0             | N/A             | 30       | 0.5               | 511          | 100.0%          | 511                  | 100.0%           | 511             | 100.0%               |
| 19         | Brush/Bulk Items - Missed - SAN                      | 482         | 0        | 0             | N/A             | 10       | 2.1               | 482          | 100.0%          | 446                  | 92.5%            | 446             | 92.5%                |
| 20         | Illegal Outside Storage - DCC                        | 451         | 13       | 12            | 92.3%           | 38       | 25.4              | 438          | 97.1%           | 359                  | 82.0%            | 371             | 82.3%                |

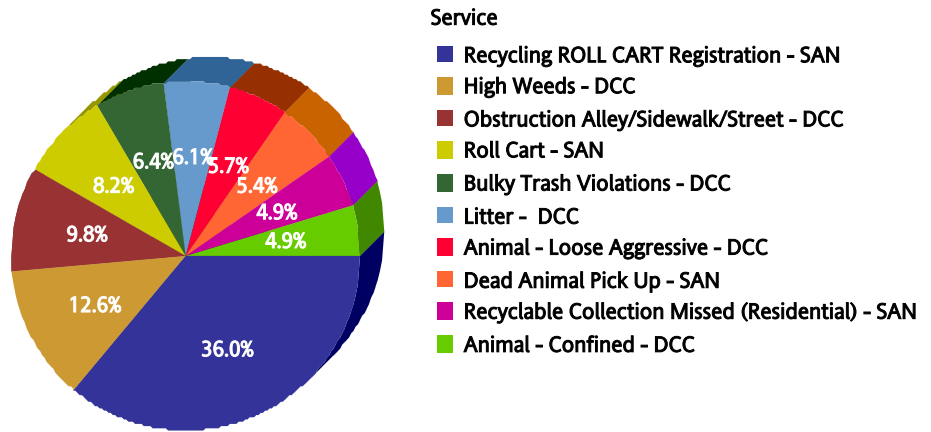


for 09

FY 2006/2007

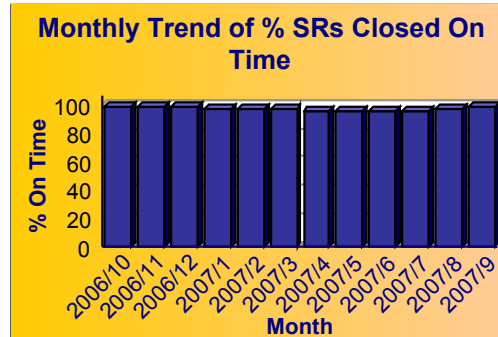
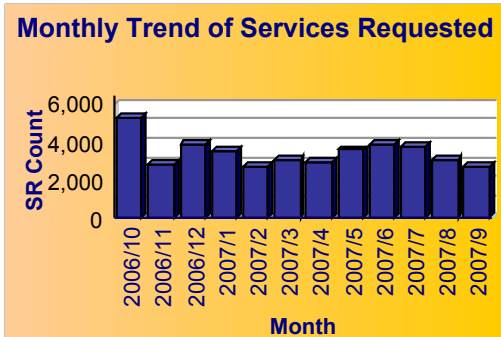
Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN           | 8,576                 |
| High Weeds - DCC                                 | 3,011                 |
| Obstruction Alley/Sidewalk/Street - DCC          | 2,330                 |
| Roll Cart - SAN                                  | 1,959                 |
| Bulky Trash Violations - DCC                     | 1,527                 |
| Litter - DCC                                     | 1,449                 |
| Animal - Loose Aggressive - DCC                  | 1,357                 |
| Dead Animal Pick Up - SAN                        | 1,289                 |
| Recyclable Collection Missed (Residential) - SAN | 1,166                 |
| Animal - Confined - DCC                          | 1,157                 |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 41,324   | 40,581       | 39,236               | 96.7%            | 743        | 718                | 96.6%          | 96.7%           |



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



# City of Dallas Service Level Performance Report by Council District

for 09

FY 2006/2007

## 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           | 8,576       | 43       | 43            | 100.0%          | 365      | 77.3              | 8,533        | 99.5%           | 8,533                | 100.0%           | 8,576           | 100.0%               |
| 2          | High Weeds - DCC                                 | 3,011       | 101      | 101           | 100.0%          | 38       | 17.0              | 2,910        | 96.6%           | 2,750                | 94.5%            | 2,851           | 94.7%                |
| 3          | Obstruction Alley/Sidewalk/Street - DCC          | 2,330       | 205      | 205           | 100.0%          | 60       | 23.5              | 2,125        | 91.2%           | 2,053                | 96.6%            | 2,258           | 96.9%                |
| 4          | Roll Cart - SAN                                  | 1,959       | 0        | 0             | N/A             | 10       | 6.3               | 1,959        | 100.0%          | 1,822                | 93.0%            | 1,822           | 93.0%                |
| 5          | Bulky Trash Violations - DCC                     | 1,527       | 4        | 4             | 100.0%          | 14       | 4.4               | 1,523        | 99.7%           | 1,482                | 97.3%            | 1,486           | 97.3%                |
| 6          | Litter - DCC                                     | 1,449       | 30       | 30            | 100.0%          | 38       | 17.7              | 1,419        | 97.9%           | 1,325                | 93.4%            | 1,355           | 93.5%                |
| 7          | Animal - Loose Aggressive - DCC                  | 1,357       | 0        | 0             | N/A             | 3        | 0.6               | 1,357        | 100.0%          | 1,344                | 99.0%            | 1,344           | 99.0%                |
| 8          | Dead Animal Pick Up - SAN                        | 1,289       | 0        | 0             | N/A             | 1        | 0.3               | 1,289        | 100.0%          | 1,275                | 98.9%            | 1,275           | 98.9%                |
| 9          | Recyclable Collection Missed (Residential) - SAN | 1,166       | 0        | 0             | N/A             | 3        | 1.3               | 1,166        | 100.0%          | 1,131                | 97.0%            | 1,131           | 97.0%                |
| 10         | Animal - Confined - DCC                          | 1,157       | 0        | 0             | N/A             | 3        | 0.3               | 1,157        | 100.0%          | 1,154                | 99.7%            | 1,154           | 99.7%                |
| 11         | Garbage - Missed - SAN                           | 1,069       | 0        | 0             | N/A             | 6        | 2.6               | 1,069        | 100.0%          | 994                  | 93.0%            | 994             | 93.0%                |
| 12         | 24 Hour Parking/Parking Violations - DPD         | 853         | 0        | 0             | N/A             | 10       | 2.6               | 853          | 100.0%          | 852                  | 99.9%            | 852             | 99.9%                |
| 13         | Illegal Garbage/Placement - DCC                  | 688         | 20       | 20            | 100.0%          | 60       | 11.5              | 668          | 97.1%           | 659                  | 98.7%            | 679             | 98.7%                |
| 14         | Junk Motor Vehicle - DCC                         | 643         | 60       | 60            | 100.0%          | 126      | 27.5              | 583          | 90.7%           | 571                  | 97.9%            | 631             | 98.1%                |
| 15         | Animal - Sick/Injured - DCC                      | 534         | 0        | 0             | N/A             | 3        | 0.2               | 534          | 100.0%          | 532                  | 99.6%            | 532             | 99.6%                |
| 16         | Animal - Loose - DCC                             | 516         | 0        | 0             | N/A             | 40       | 16.5              | 516          | 100.0%          | 516                  | 100.0%           | 516             | 100.0%               |
| 17         | Illegal Outside Storage - DCC                    | 468         | 21       | 20            | 95.2%           | 38       | 20.9              | 447          | 95.5%           | 393                  | 87.9%            | 413             | 88.2%                |
| 18         | Tree down/low limbs - Emergency-STS              | 380         | 0        | 0             | N/A             | 5        | 0.3               | 380          | 100.0%          | 374                  | 98.4%            | 374             | 98.4%                |
| 19         | Sanitation Property Damage - SAN                 | 362         | 14       | 14            | 100.0%          | 28       | 17.7              | 348          | 96.1%           | 297                  | 85.3%            | 311             | 85.9%                |
| 20         | Street Repair - Routine-STS                      | 353         | 2        | 2             | 100.0%          | 90       | 14.0              | 351          | 99.4%           | 348                  | 99.1%            | 350             | 99.2%                |



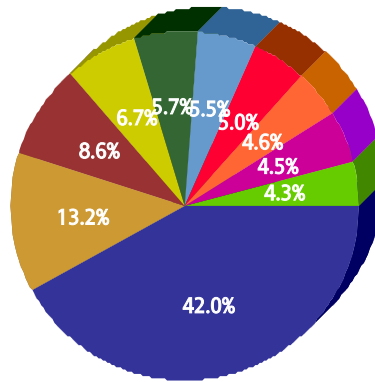


for 10

FY 2006/2007

Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN           | 5,782                 |
| High Weeds - DCC                                 | 1,812                 |
| Obstruction Alley/Sidewalk/Street - DCC          | 1,180                 |
| Litter - DCC                                     | 924                   |
| Roll Cart - SAN                                  | 788                   |
| Animal - Confined - DCC                          | 761                   |
| Garbage - Missed - SAN                           | 692                   |
| Recyclable Collection Missed (Residential) - SAN | 630                   |
| Bulky Trash Violations - DCC                     | 620                   |
| Dead Animal Pick Up - SAN                        | 588                   |



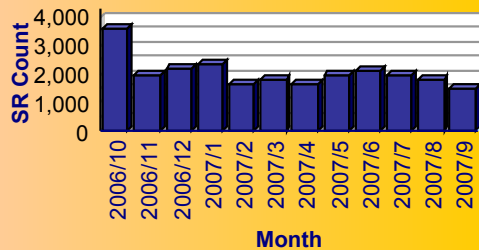
Service

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

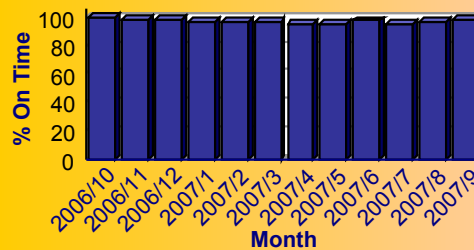
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 24,554   | 24,208       | 23,509               | 97.1%            | 346        | 322                | 93.1%          | 97.1%           |

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 2006/2007

## 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               | 5,782       | 16       | 16            | 100.0%          | 365      | 64.4              | 5,766        | 99.7%           | 5,766                | 100.0%           | 5,782           | 100.0%               |
| 2          | High Weeds - DCC                                     | 1,812       | 44       | 44            | 100.0%          | 38       | 14.8              | 1,768        | 97.6%           | 1,687                | 95.4%            | 1,731           | 95.5%                |
| 3          | Obstruction Alley/Sidewalk/Street - DCC              | 1,180       | 48       | 48            | 100.0%          | 60       | 19.8              | 1,132        | 95.9%           | 1,120                | 98.9%            | 1,168           | 99.0%                |
| 4          | Litter - DCC   | 924         | 11       | 11            | 100.0%          | 38       | 13.0              | 913          | 98.8%           | 889                  | 97.4%            | 900             | 97.4%                |
| 5          | Roll Cart - SAN                                      | 788         | 0        | 0             | N/A             | 10       | 6.9               | 788          | 100.0%          | 719                  | 91.2%            | 719             | 91.2%                |
| 6          | Animal - Confined - DCC                              | 761         | 0        | 0             | N/A             | 3        | 0.4               | 761          | 100.0%          | 754                  | 99.1%            | 754             | 99.1%                |
| 7          | Garbage - Missed - SAN                               | 692         | 0        | 0             | N/A             | 6        | 3.8               | 692          | 100.0%          | 599                  | 86.6%            | 599             | 86.6%                |
| 8          | Recyclable Collection Missed (Residential) - SAN     | 630         | 0        | 0             | N/A             | 3        | 1.2               | 630          | 100.0%          | 619                  | 98.3%            | 619             | 98.3%                |
| 9          | Bulky Trash Violations - DCC                         | 620         | 0        | 0             | N/A             | 14       | 3.7               | 620          | 100.0%          | 608                  | 98.1%            | 608             | 98.1%                |
| 10         | Dead Animal Pick Up - SAN                            | 588         | 0        | 0             | N/A             | 1        | 0.3               | 588          | 100.0%          | 585                  | 99.5%            | 585             | 99.5%                |
| 11         | Substandard Structure Apts - DCC                     | 479         | 37       | 37            | 100.0%          | 365      | 19.2              | 442          | 92.3%           | 442                  | 100.0%           | 479             | 100.0%               |
| 12         | Animal - Loose Aggressive - DCC                      | 416         | 0        | 0             | N/A             | 3        | 0.2               | 416          | 100.0%          | 414                  | 99.5%            | 414             | 99.5%                |
| 13         | 24 Hour Parking/Parking Violations - DPD             | 401         | 0        | 0             | N/A             | 10       | 2.8               | 401          | 100.0%          | 400                  | 99.8%            | 400             | 99.8%                |
| 14         | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 380         | 0        | 0             | N/A             | 1        | 0.0               | 380          | 100.0%          | 378                  | 99.5%            | 378             | 99.5%                |
| 15         | Animal - Sick/Injured - DCC                          | 346         | 0        | 0             | N/A             | 3        | 0.2               | 346          | 100.0%          | 342                  | 98.8%            | 342             | 98.8%                |
| 16         | Substandard Structure - DCC                          | 336         | 68       | 68            | 100.0%          | 365      | 56.9              | 268          | 79.8%           | 268                  | 100.0%           | 336             | 100.0%               |
| 17         | Illegal Garbage/Placement - DCC                      | 321         | 2        | 2             | 100.0%          | 60       | 14.1              | 319          | 99.4%           | 315                  | 98.7%            | 317             | 98.8%                |
| 18         | Fire Inspection - DFD                                | 298         | 25       | 23            | 92.0%           | 60       | 31.0              | 273          | 91.6%           | 235                  | 86.1%            | 258             | 86.6%                |
| 19         | Street Lighting - Maintenance - PWT                  | 242         | 0        | 0             | N/A             | 4        | 1.5               | 242          | 100.0%          | 223                  | 92.1%            | 223             | 92.1%                |
| 20         | Junk Motor Vehicle - DCC                             | 226         | 11       | 11            | 100.0%          | 126      | 19.9              | 215          | 95.1%           | 214                  | 99.5%            | 225             | 99.6%                |

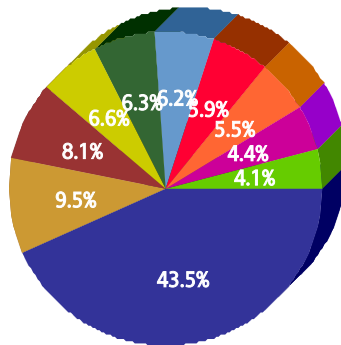


for 11

FY 2006/2007

Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN               | 4,154                 |
| High Weeds - DCC                                     | 906                   |
| Roll Cart - SAN                                      | 770                   |
| Garbage - Missed - SAN                               | 629                   |
| Animal - Confined - DCC                              | 601                   |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 589                   |
| Recyclable Collection Missed (Residential) - SAN     | 564                   |
| Obstruction Alley/Sidewalk/Street - DCC              | 526                   |
| Dead Animal Pick Up - SAN                            | 423                   |
| Litter - DCC   | 394                   |



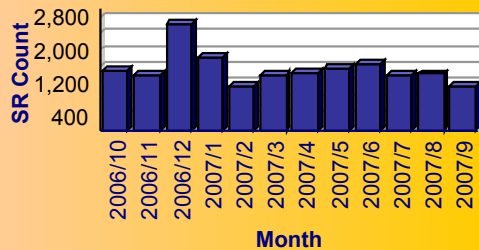
Service

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

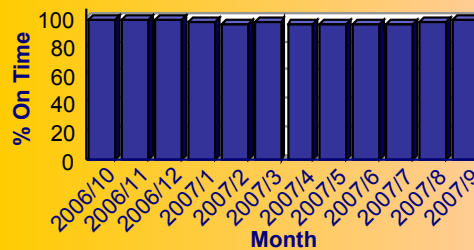
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 18,344   | 18,146       | 17,527               | 96.6%            | 198        | 182                | 91.9%          | 96.5%           |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by Council District

for 11

FY 2006/2007

## 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               | 4,154       | 16       | 16            | 100.0%          | 365      | 66.7              | 4,138        | 99.6%           | 4,138                | 100.0%           | 4,154           | 100.0%               |
| 2          | High Weeds - DCC                                     | 906         | 25       | 25            | 100.0%          | 38       | 16.5              | 881          | 97.2%           | 844                  | 95.8%            | 869             | 95.9%                |
| 3          | Roll Cart - SAN                                      | 770         | 0        | 0             | N/A             | 10       | 6.7               | 770          | 100.0%          | 688                  | 89.4%            | 688             | 89.4%                |
| 4          | Garbage - Missed - SAN                               | 629         | 0        | 0             | N/A             | 6        | 3.8               | 629          | 100.0%          | 517                  | 82.2%            | 517             | 82.2%                |
| 5          | Animal - Confined - DCC                              | 601         | 0        | 0             | N/A             | 3        | 0.2               | 601          | 100.0%          | 600                  | 99.8%            | 600             | 99.8%                |
| 6          | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 589         | 0        | 0             | N/A             | 1        | 0.1               | 589          | 100.0%          | 583                  | 99.0%            | 583             | 99.0%                |
| 7          | Recyclable Collection Missed (Residential) - SAN     | 564         | 0        | 0             | N/A             | 3        | 1.4               | 564          | 100.0%          | 544                  | 96.5%            | 544             | 96.5%                |
| 8          | Obstruction Alley/Sidewalk/Street - DCC              | 526         | 10       | 10            | 100.0%          | 60       | 23.8              | 516          | 98.1%           | 512                  | 99.2%            | 522             | 99.2%                |
| 9          | Dead Animal Pick Up - SAN                            | 423         | 0        | 0             | N/A             | 1        | 0.3               | 423          | 100.0%          | 422                  | 99.8%            | 422             | 99.8%                |
| 10         | Litter - DCC   | 394         | 4        | 4             | 100.0%          | 38       | 18.1              | 390          | 99.0%           | 376                  | 96.4%            | 380             | 96.4%                |
| 11         | Fire Inspection - DFD                                | 324         | 14       | 13            | 92.9%           | 60       | 35.2              | 310          | 95.7%           | 254                  | 81.9%            | 267             | 82.4%                |
| 12         | Substandard Structure Apts - DCC                     | 314         | 14       | 14            | 100.0%          | 365      | 17.2              | 300          | 95.5%           | 300                  | 100.0%           | 314             | 100.0%               |
| 13         | Traffic Signal - Flashing - PWT                      | 310         | 0        | 0             | N/A             | 4        | 1.5               | 310          | 100.0%          | 309                  | 99.7%            | 309             | 99.7%                |
| 14         | 24 Hour Parking/Parking Violations - DPD             | 289         | 0        | 0             | N/A             | 10       | 3.6               | 289          | 100.0%          | 282                  | 97.6%            | 282             | 97.6%                |
| 15         | Animal - Loose Aggressive - DCC                      | 278         | 0        | 0             | N/A             | 3        | 0.2               | 278          | 100.0%          | 277                  | 99.6%            | 277             | 99.6%                |
| 16         | Bulky Trash Violations - DCC                         | 264         | 0        | 0             | N/A             | 14       | 5.1               | 264          | 100.0%          | 259                  | 98.1%            | 259             | 98.1%                |
| 17         | Animal - Sick/Injured - DCC                          | 261         | 0        | 0             | N/A             | 3        | 0.1               | 261          | 100.0%          | 261                  | 100.0%           | 261             | 100.0%               |
| 18         | Traffic Signal - Timing - PWT                        | 248         | 0        | 0             | N/A             | 4        | 1.5               | 248          | 100.0%          | 248                  | 100.0%           | 248             | 100.0%               |
| 19         | Traffic Signal - All Out - PWT                       | 229         | 0        | 0             | N/A             | 4        | 1.6               | 229          | 100.0%          | 224                  | 97.8%            | 224             | 97.8%                |
| 20         | Street Repair - Routine-ST5                          | 197         | 3        | 3             | 100.0%          | 90       | 12.6              | 194          | 98.5%           | 191                  | 98.5%            | 194             | 98.5%                |

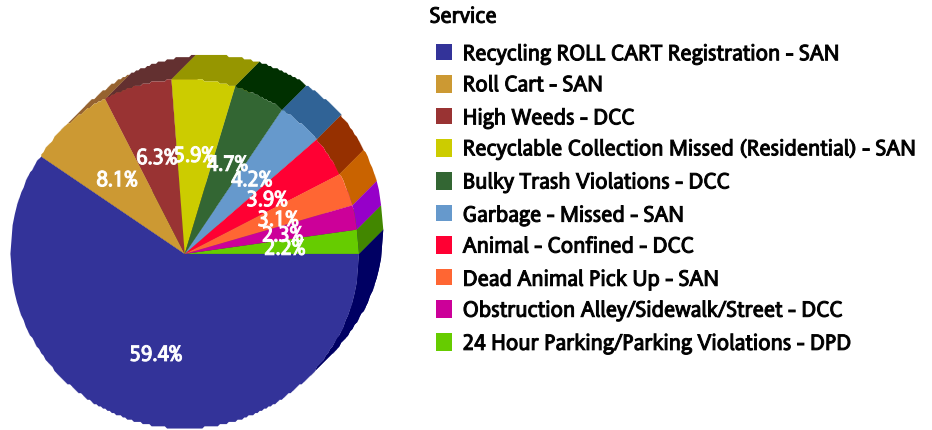


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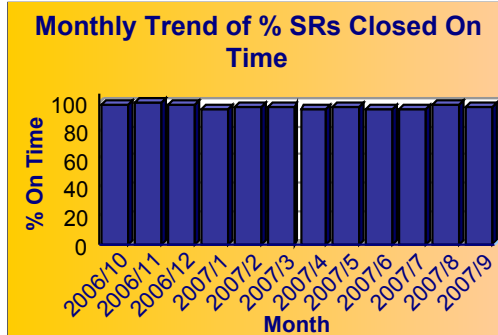
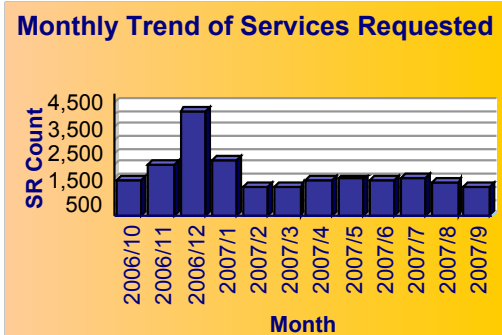
Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN           | 7,973                 |
| Roll Cart - SAN                                  | 1,086                 |
| High Weeds - DCC                                 | 845                   |
| Recyclable Collection Missed (Residential) - SAN | 792                   |
| Bulky Trash Violations - DCC                     | 636                   |
| Garbage - Missed - SAN                           | 565                   |
| Animal - Confined - DCC                          | 521                   |
| Dead Animal Pick Up - SAN                        | 413                   |
| Obstruction Alley/Sidewalk/Street - DCC          | 305                   |
| 24 Hour Parking/Parking Violations - DPD         | 291                   |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 20,323   | 20,148       | 19,573               | 97.1%            | 175        | 132                | 75.4%          | 97.0%           |





# City of Dallas Service Level Performance Report by Council District

for 12

FY 2006/2007

## 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               | 7,973       | 25       | 25            | 100.0%          | 365      | 69.3              | 7,948        | 99.7%           | 7,948                | 100.0%           | 7,973           | 100.0%               |
| 2          | Roll Cart - SAN                                      | 1,086       | 0        | 0             | N/A             | 10       | 7.1               | 1,086        | 100.0%          | 974                  | 89.7%            | 974             | 89.7%                |
| 3          | High Weeds - DCC                                     | 845         | 13       | 13            | 100.0%          | 38       | 15.6              | 832          | 98.5%           | 781                  | 93.9%            | 794             | 94.0%                |
| 4          | Recyclable Collection Missed (Residential) - SAN     | 792         | 0        | 0             | N/A             | 3        | 1.4               | 792          | 100.0%          | 766                  | 96.7%            | 766             | 96.7%                |
| 5          | Bulky Trash Violations - DCC                         | 636         | 0        | 0             | N/A             | 14       | 5.9               | 636          | 100.0%          | 597                  | 93.9%            | 597             | 93.9%                |
| 6          | Garbage - Missed - SAN                               | 565         | 0        | 0             | N/A             | 6        | 3.8               | 565          | 100.0%          | 503                  | 89.0%            | 503             | 89.0%                |
| 7          | Animal - Confined - DCC                              | 521         | 0        | 0             | N/A             | 3        | 0.6               | 521          | 100.0%          | 520                  | 99.8%            | 520             | 99.8%                |
| 8          | Dead Animal Pick Up - SAN                            | 413         | 0        | 0             | N/A             | 1        | 0.4               | 413          | 100.0%          | 409                  | 99.0%            | 409             | 99.0%                |
| 9          | Obstruction Alley/Sidewalk/Street - DCC              | 305         | 16       | 16            | 100.0%          | 60       | 21.7              | 289          | 94.8%           | 281                  | 97.2%            | 297             | 97.4%                |
| 10         | 24 Hour Parking/Parking Violations - DPD             | 291         | 0        | 0             | N/A             | 10       | 3.9               | 291          | 100.0%          | 283                  | 97.3%            | 283             | 97.3%                |
| 11         | Litter - DCC   | 267         | 5        | 5             | 100.0%          | 38       | 14.8              | 262          | 98.1%           | 253                  | 96.6%            | 258             | 96.6%                |
| 12         | Animal - Sick/Injured - DCC                          | 260         | 0        | 0             | N/A             | 3        | 0.2               | 260          | 100.0%          | 260                  | 100.0%           | 260             | 100.0%               |
| 13         | Animal - Loose Aggressive - DCC                      | 218         | 0        | 0             | N/A             | 3        | 0.5               | 218          | 100.0%          | 215                  | 98.6%            | 215             | 98.6%                |
| 14         | Street Lighting - Maintenance - PWT                  | 214         | 0        | 0             | N/A             | 4        | 1.1               | 214          | 100.0%          | 208                  | 97.2%            | 208             | 97.2%                |
| 15         | Street Repair - Routine-STS                          | 212         | 1        | 1             | 100.0%          | 90       | 11.8              | 211          | 99.5%           | 207                  | 98.1%            | 208             | 98.1%                |
| 16         | Substandard Structure - DCC                          | 207         | 17       | 17            | 100.0%          | 365      | 55.0              | 190          | 91.8%           | 190                  | 100.0%           | 207             | 100.0%               |
| 17         | Street Spillage/Debris in Right of Way-Hazardous-STS | 187         | 0        | 0             | N/A             | 1        | 0.1               | 187          | 100.0%          | 184                  | 98.4%            | 184             | 98.4%                |
| 18         | Traffic Signal - Flashing - PWT                      | 158         | 0        | 0             | N/A             | 4        | 1.6               | 158          | 100.0%          | 158                  | 100.0%           | 158             | 100.0%               |
| 19         | Fire Inspection - DFD                                | 157         | 9        | 9             | 100.0%          | 60       | 29.4              | 148          | 94.3%           | 125                  | 84.5%            | 134             | 85.4%                |
| 20         | Brush/Bulk Items - Missed - SAN                      | 147         | 0        | 0             | N/A             | 10       | 3.7               | 147          | 100.0%          | 144                  | 98.0%            | 144             | 98.0%                |

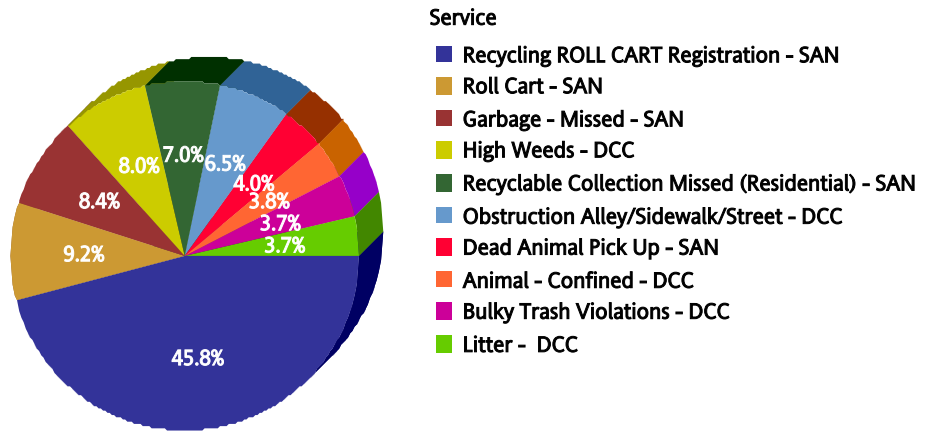


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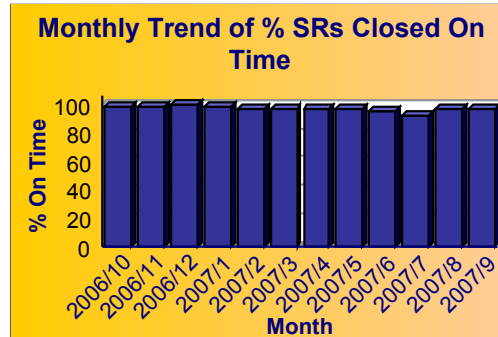
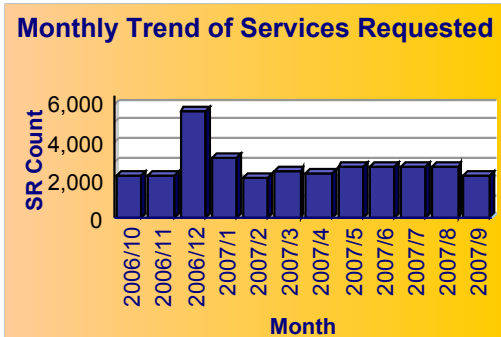
Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN           | 8,722                 |
| Roll Cart - SAN                                  | 1,751                 |
| Garbage - Missed - SAN                           | 1,602                 |
| High Weeds - DCC                                 | 1,520                 |
| Recyclable Collection Missed (Residential) - SAN | 1,326                 |
| Obstruction Alley/Sidewalk/Street - DCC          | 1,234                 |
| Dead Animal Pick Up - SAN                        | 755                   |
| Animal - Confined - DCC                          | 714                   |
| Bulky Trash Violations - DCC                     | 704                   |
| Litter - DCC                                     | 700                   |



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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 33,319   | 32,952       | 31,882               | 96.8%            | 367        | 331                | 90.2%          | 96.7%           |



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



# City of Dallas Service Level Performance Report by Council District

for 13

FY 2006/2007

## 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               | 8,722       | 14       | 14            | 100.0%          | 365      | 63.6              | 8,708        | 99.8%           | 8,708                | 100.0%           | 8,722           | 100.0%               |
| 2          | Roll Cart - SAN                                      | 1,751       | 0        | 0             | N/A             | 10       | 6.0               | 1,751        | 100.0%          | 1,636                | 93.4%            | 1,636           | 93.4%                |
| 3          | Garbage - Missed - SAN                               | 1,602       | 0        | 0             | N/A             | 6        | 3.7               | 1,602        | 100.0%          | 1,335                | 83.3%            | 1,335           | 83.3%                |
| 4          | High Weeds - DCC                                     | 1,520       | 31       | 30            | 96.8%           | 38       | 16.1              | 1,489        | 98.0%           | 1,426                | 95.8%            | 1,456           | 95.8%                |
| 5          | Recyclable Collection Missed (Residential) - SAN     | 1,326       | 0        | 0             | N/A             | 3        | 1.2               | 1,326        | 100.0%          | 1,297                | 97.8%            | 1,297           | 97.8%                |
| 6          | Obstruction Alley/Sidewalk/Street - DCC              | 1,234       | 71       | 71            | 100.0%          | 60       | 19.2              | 1,163        | 94.2%           | 1,145                | 98.5%            | 1,216           | 98.5%                |
| 7          | Dead Animal Pick Up - SAN                            | 755         | 0        | 0             | N/A             | 1        | 0.4               | 755          | 100.0%          | 744                  | 98.5%            | 744             | 98.5%                |
| 8          | Animal - Confined - DCC                              | 714         | 0        | 0             | N/A             | 3        | 0.2               | 714          | 100.0%          | 712                  | 99.7%            | 712             | 99.7%                |
| 9          | Bulky Trash Violations - DCC                         | 704         | 1        | 0             | 0.0%            | 14       | 4.6               | 703          | 99.9%           | 665                  | 94.6%            | 665             | 94.5%                |
| 10         | Litter - DCC   | 700         | 33       | 32            | 97.0%           | 38       | 15.5              | 667          | 95.3%           | 651                  | 97.6%            | 683             | 97.6%                |
| 11         | Street Spillage/Debris in Right of Way-Hazardous-STS | 622         | 0        | 0             | N/A             | 1        | 0.0               | 622          | 100.0%          | 621                  | 99.8%            | 621             | 99.8%                |
| 12         | 24 Hour Parking/Parking Violations - DPD             | 572         | 0        | 0             | N/A             | 10       | 4.7               | 572          | 100.0%          | 548                  | 95.8%            | 548             | 95.8%                |
| 13         | Animal - Loose Aggressive - DCC                      | 506         | 0        | 0             | N/A             | 3        | 0.2               | 506          | 100.0%          | 504                  | 99.6%            | 504             | 99.6%                |
| 14         | Street Repair - Routine-STS                          | 443         | 4        | 4             | 100.0%          | 90       | 10.2              | 439          | 99.1%           | 437                  | 99.5%            | 441             | 99.5%                |
| 15         | Sanitation Property Damage - SAN                     | 441         | 5        | 5             | 100.0%          | 28       | 14.7              | 436          | 98.9%           | 419                  | 96.1%            | 424             | 96.1%                |
| 16         | Traffic Signal - Flashing - PWT                      | 426         | 0        | 0             | N/A             | 4        | 1.6               | 426          | 100.0%          | 421                  | 98.8%            | 421             | 98.8%                |
| 17         | Animal - Sick/Injured - DCC                          | 369         | 0        | 0             | N/A             | 3        | 0.1               | 369          | 100.0%          | 368                  | 99.7%            | 368             | 99.7%                |
| 18         | Illegal Garbage/Placement - DCC                      | 366         | 0        | 0             | N/A             | 60       | 14.3              | 366          | 100.0%          | 349                  | 95.4%            | 349             | 95.4%                |
| 19         | Alley Repair - Routine-STS                           | 353         | 8        | 8             | 100.0%          | 90       | 17.6              | 345          | 97.7%           | 345                  | 100.0%           | 353             | 100.0%               |
| 20         | Signs - Public Right of Way Eve/Weekends - DCC       | 349         | 0        | 0             | N/A             | 7        | 0.8               | 349          | 100.0%          | 340                  | 97.4%            | 340             | 97.4%                |

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



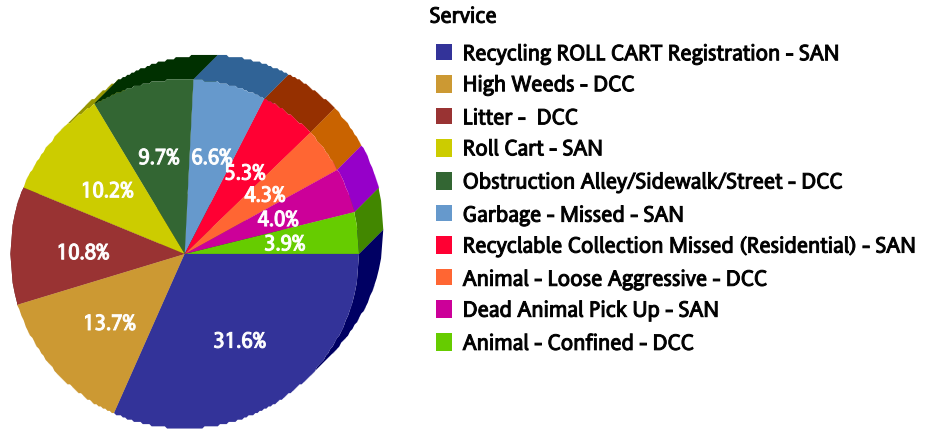


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FY 2006/2007

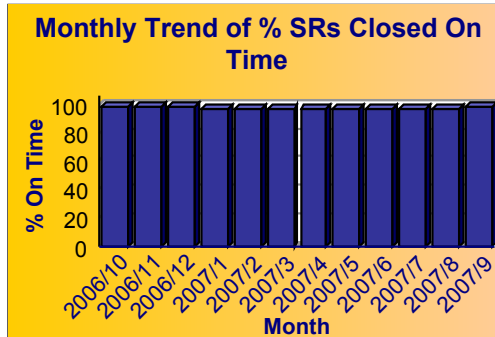
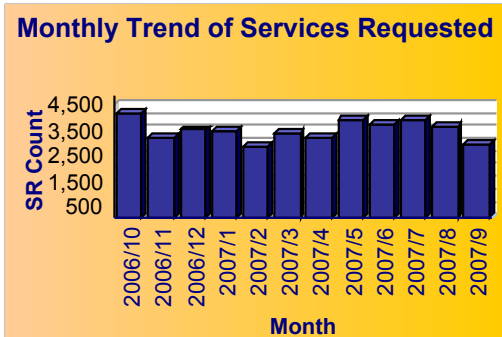
Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN           | 6,691                 |
| High Weeds - DCC                                 | 2,887                 |
| Litter - DCC                                     | 2,274                 |
| Roll Cart - SAN                                  | 2,158                 |
| Obstruction Alley/Sidewalk/Street - DCC          | 2,049                 |
| Garbage - Missed - SAN                           | 1,389                 |
| Recyclable Collection Missed (Residential) - SAN | 1,123                 |
| Animal - Loose Aggressive - DCC                  | 900                   |
| Dead Animal Pick Up - SAN                        | 848                   |
| Animal - Confined - DCC                          | 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 % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 41,455   | 40,858       | 39,604               | 96.9%            | 597        | 560                | 93.8%          | 96.9%           |





# City of Dallas Service Level Performance Report by Council District

for 14

FY 2006/2007

## 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               | 6,691       | 30       | 30            | 100.0%          | 365      | 83.4              | 6,661        | 99.6%           | 6,661                | 100.0%           | 6,691           | 100.0%               |
| 2          | High Weeds - DCC                                     | 2,887       | 71       | 71            | 100.0%          | 38       | 16.2              | 2,816        | 97.5%           | 2,778                | 98.7%            | 2,849           | 98.7%                |
| 3          | Litter - DCC   | 2,274       | 48       | 48            | 100.0%          | 38       | 16.5              | 2,226        | 97.9%           | 2,180                | 97.9%            | 2,228           | 98.0%                |
| 4          | Roll Cart - SAN                                      | 2,158       | 0        | 0             | N/A             | 10       | 6.1               | 2,158        | 100.0%          | 2,006                | 93.0%            | 2,006           | 93.0%                |
| 5          | Obstruction Alley/Sidewalk/Street - DCC              | 2,049       | 85       | 85            | 100.0%          | 60       | 20.9              | 1,964        | 95.9%           | 1,935                | 98.5%            | 2,020           | 98.6%                |
| 6          | Garbage - Missed - SAN                               | 1,389       | 0        | 0             | N/A             | 6        | 3.3               | 1,389        | 100.0%          | 1,235                | 88.9%            | 1,235           | 88.9%                |
| 7          | Recyclable Collection Missed (Residential) - SAN     | 1,123       | 0        | 0             | N/A             | 3        | 1.2               | 1,123        | 100.0%          | 1,091                | 97.2%            | 1,091           | 97.2%                |
| 8          | Animal - Loose Aggressive - DCC                      | 900         | 0        | 0             | N/A             | 3        | 0.4               | 900          | 100.0%          | 897                  | 99.7%            | 897             | 99.7%                |
| 9          | Dead Animal Pick Up - SAN                            | 848         | 0        | 0             | N/A             | 1        | 0.3               | 848          | 100.0%          | 837                  | 98.7%            | 837             | 98.7%                |
| 10         | Animal - Confined - DCC                              | 828         | 0        | 0             | N/A             | 3        | 0.3               | 828          | 100.0%          | 825                  | 99.6%            | 825             | 99.6%                |
| 11         | Illegal Garbage/Placement - DCC                      | 780         | 4        | 4             | 100.0%          | 60       | 13.0              | 776          | 99.5%           | 768                  | 99.0%            | 772             | 99.0%                |
| 12         | 24 Hour Parking/Parking Violations - DPD             | 718         | 0        | 0             | N/A             | 10       | 3.6               | 718          | 100.0%          | 708                  | 98.6%            | 708             | 98.6%                |
| 13         | Traffic Signal - Flashing - PWT                      | 643         | 0        | 0             | N/A             | 4        | 1.5               | 643          | 100.0%          | 642                  | 99.8%            | 642             | 99.8%                |
| 14         | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 608         | 0        | 0             | N/A             | 1        | 0.1               | 608          | 100.0%          | 605                  | 99.5%            | 605             | 99.5%                |
| 15         | Bulky Trash Violations - DCC                         | 603         | 1        | 0             | 0.0%            | 14       | 3.8               | 602          | 99.8%           | 586                  | 97.3%            | 586             | 97.2%                |
| 16         | Substandard Structure - DCC                          | 559         | 107      | 107           | 100.0%          | 365      | 71.4              | 452          | 80.9%           | 452                  | 100.0%           | 559             | 100.0%               |
| 17         | Signs - Other - DCC                                  | 512         | 9        | 9             | 100.0%          | 21       | 8.5               | 503          | 98.2%           | 482                  | 95.8%            | 491             | 95.9%                |
| 18         | Fire Inspection - DFD                                | 480         | 21       | 19            | 90.5%           | 60       | 32.8              | 459          | 95.6%           | 376                  | 81.9%            | 395             | 82.3%                |
| 19         | Animal - Loose - DCC                                 | 472         | 0        | 0             | N/A             | 40       | 15.9              | 472          | 100.0%          | 472                  | 100.0%           | 472             | 100.0%               |
| 20         | Animal - Sick/Injured - DCC                          | 470         | 0        | 0             | N/A             | 3        | 0.3               | 470          | 100.0%          | 465                  | 98.9%            | 465             | 98.9%                |

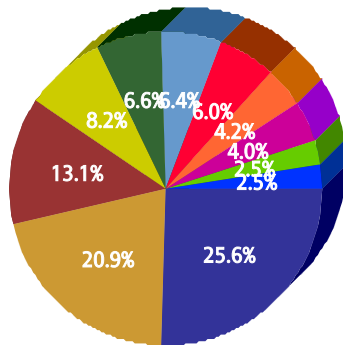


for U

FY 2006/2007

Top 10 Services

| SR Type  | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN               | 732                   |
| High Weeds - DCC                                     | 597                   |
| Complaint/Compliment - CTY                           | 375                   |
| Litter - DCC   | 236                   |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 190                   |
| Dead Animal Pick Up - SAN                            | 182                   |
| Fire Inspection - DFD                                | 171                   |
| Roll Cart - SAN                                      | 120                   |
| Animal - Loose - DCC                                 | 115                   |
| Garbage - Missed - SAN                               | 72                    |
| Parking - Unapproved Surface - Eve/Weekends - DCC    | 72                    |



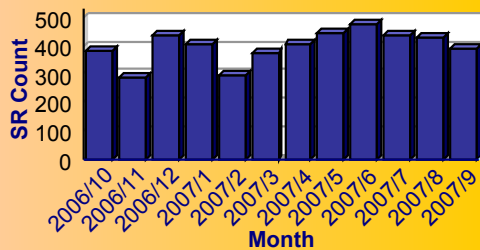
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Complaint/Compliment - CTY
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Loose - DCC
- Garbage - Missed - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC

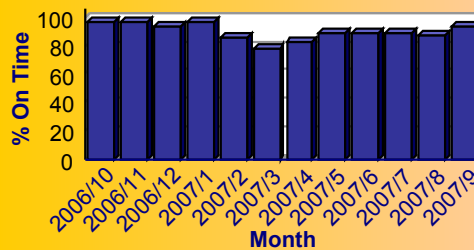
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,760    | 4,544        | 4,166                | 91.7%            | 216        | 103                | 47.7%          | 89.7%           |

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 2006/2007

## 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               | 732         | 18       | 18            | 100.0%          | 365      | 125.3             | 714          | 97.5%           | 714                  | 100.0%           | 732             | 100.0%               |
| 2          | High Weeds - DCC                                     | 597         | 28       | 22            | 78.6%           | 38       | 19.0              | 569          | 95.3%           | 500                  | 87.9%            | 522             | 87.4%                |
| 3          | Complaint/Compliment - CTY                           | 375         | 92       | 3             | 3.3%            | 10       | 18.6              | 283          | 75.5%           | 180                  | 63.6%            | 183             | 48.8%                |
| 4          | Litter - DCC   | 236         | 11       | 8             | 72.7%           | 38       | 17.2              | 225          | 95.3%           | 206                  | 91.6%            | 214             | 90.7%                |
| 5          | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 190         | 0        | 0             | N/A             | 1        | 0.1               | 190          | 100.0%          | 188                  | 98.9%            | 188             | 98.9%                |
| 6          | Dead Animal Pick Up - SAN                            | 182         | 0        | 0             | N/A             | 1        | 0.3               | 182          | 100.0%          | 180                  | 98.9%            | 180             | 98.9%                |
| 7          | Fire Inspection - DFD                                | 171         | 12       | 7             | 58.3%           | 60       | 30.4              | 159          | 93.0%           | 131                  | 82.4%            | 138             | 80.7%                |
| 8          | Roll Cart - SAN                                      | 120         | 0        | 0             | N/A             | 10       | 5.3               | 120          | 100.0%          | 115                  | 95.8%            | 115             | 95.8%                |
| 9          | Animal - Loose - DCC                                 | 115         | 0        | 0             | N/A             | 40       | 16.3              | 115          | 100.0%          | 115                  | 100.0%           | 115             | 100.0%               |
| 10         | Parking - Unapproved Surface - Eve/Weekends - DCC    | 72          | 0        | 0             | N/A             | 10       | 1.3               | 72           | 100.0%          | 70                   | 97.2%            | 70              | 97.2%                |
| 11         | Garbage - Missed - SAN                               | 72          | 0        | 0             | N/A             | 6        | 5.0               | 72           | 100.0%          | 53                   | 73.6%            | 53              | 73.6%                |
| 12         | Traffic Signal - Flashing - PWT                      | 65          | 0        | 0             | N/A             | 4        | 1.5               | 65           | 100.0%          | 65                   | 100.0%           | 65              | 100.0%               |
| 13         | Animal - Confined - DCC                              | 63          | 0        | 0             | N/A             | 3        | 0.2               | 63           | 100.0%          | 63                   | 100.0%           | 63              | 100.0%               |
| 14         | Animal - Sick/Injured - DCC                          | 61          | 0        | 0             | N/A             | 3        | 0.1               | 61           | 100.0%          | 61                   | 100.0%           | 61              | 100.0%               |
| 15         | Recyclable Collection Missed (Residential) - SAN     | 58          | 0        | 0             | N/A             | 3        | 5.2               | 58           | 100.0%          | 50                   | 86.2%            | 50              | 86.2%                |
| 16         | Signs - Public Right of Way Eve/Weekends - DCC       | 53          | 0        | 0             | N/A             | 7        | 0.2               | 53           | 100.0%          | 53                   | 100.0%           | 53              | 100.0%               |
| 17         | Miscellaneous Service Request - SCS                  | 51          | 0        | 0             | N/A             | 10       | 2.1               | 51           | 100.0%          | 50                   | 98.0%            | 50              | 98.0%                |
| 18         | Traffic Signal - All Out - PWT                       | 47          | 0        | 0             | N/A             | 4        | 1.9               | 47           | 100.0%          | 46                   | 97.9%            | 46              | 97.9%                |
| 19         | Obstruction Alley/Sidewalk/Street - DCC              | 43          | 5        | 5             | 100.0%          | 60       | 19.4              | 38           | 88.4%           | 37                   | 97.4%            | 42              | 97.7%                |
| 20         | Substandard Structure - DCC                          | 43          | 17       | 17            | 100.0%          | 365      | 47.6              | 26           | 60.5%           | 26                   | 100.0%           | 43              | 100.0%               |