



FY 2006 - 2007

Year End Service Request

Performance Reports

by

City Service Area

And Citywide Summary

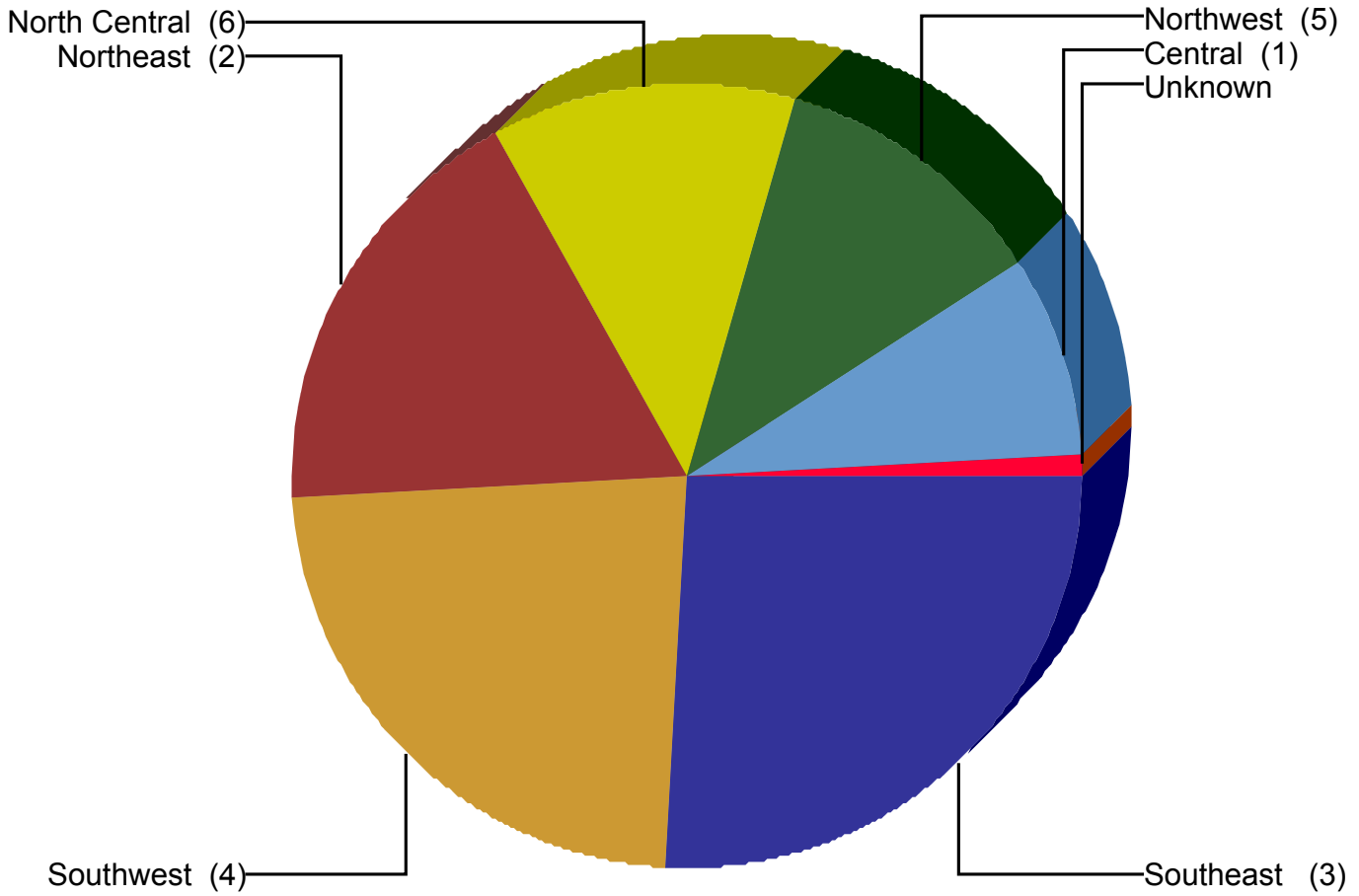
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City of Dallas

Service Area Report
For YTD Through September 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	41,279	8.2%	96.2%
North Central (6)	62,078	12.3%	96.7%
Northeast (2)	89,597	17.8%	96.7%
Northwest (5)	57,569	11.4%	94.4%
Southeast (3)	130,213	25.9%	95.6%
Southwest (4)	117,505	23.4%	94.7%
Unknown	4,453	0.9%	89.0%
Total	502,913	100.0%	95.6%

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

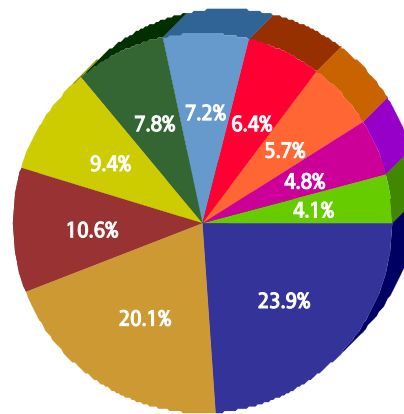


For Citywide

For 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



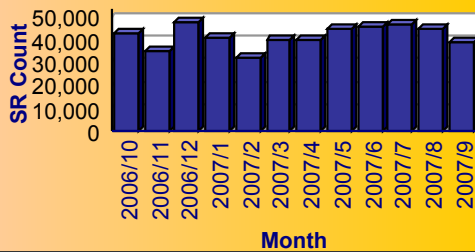
Service

- 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

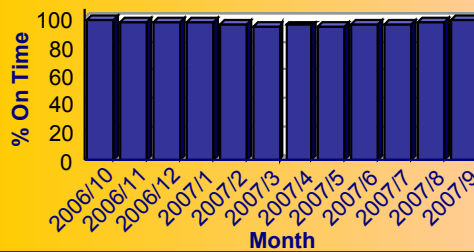
Summary - All Services Requested

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





City of Dallas Service Level Performance Report by CSA

For Citywide

For 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%

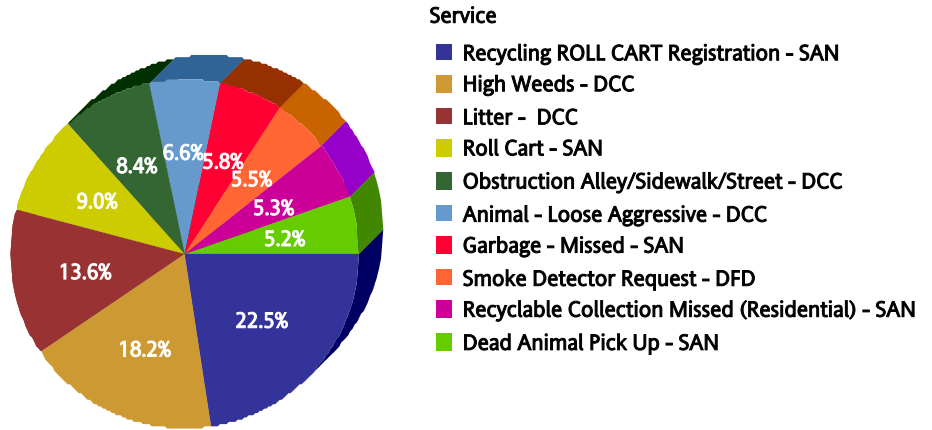


for Central (1)

For FY 2006/2007

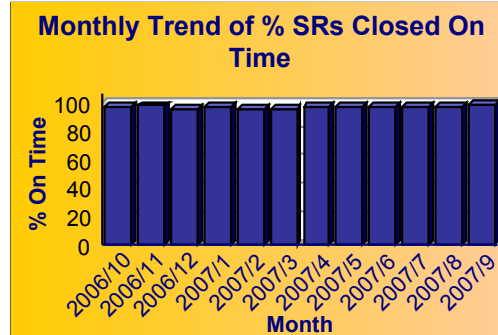
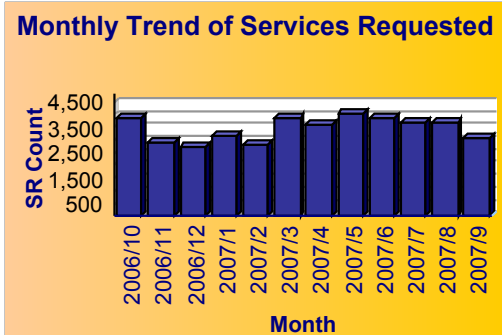
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	3,854
High Weeds - DCC	3,121
Litter - DCC	2,331
Roll Cart - SAN	1,543
Obstruction Alley/Sidewalk/Street - DCC	1,434
Animal - Loose Aggressive - DCC	1,136
Garbage - Missed - SAN	1,002
Smoke Detector Request - DFD	938
Recyclable Collection Missed (Residential) - SAN	906
Dead Animal Pick Up - SAN	892



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 %
41,279	40,524	39,062	96.4%	755	655	86.8%	96.2%





for Central (1)

For 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	3,854	19	19	100.0%	365	82.4	3,835	99.5%	3,835	100.0%	3,854	100.0%
2	High Weeds - DCC	3,121	79	79	100.0%	38	15.3	3,042	97.5%	2,961	97.3%	3,040	97.4%
3	Litter - DCC	2,331	65	65	100.0%	38	16.0	2,266	97.2%	2,180	96.2%	2,245	96.3%
4	Roll Cart - SAN	1,543	0	0	N/A	10	5.9	1,543	100.0%	1,449	93.9%	1,449	93.9%
5	Obstruction Alley/Sidewalk/Street - DCC	1,434	65	65	100.0%	60	18.9	1,369	95.5%	1,355	99.0%	1,420	99.0%
6	Animal - Loose Aggressive - DCC	1,136	0	0	N/A	3	0.3	1,136	100.0%	1,132	99.6%	1,132	99.6%
7	Garbage - Missed - SAN	1,002	0	0	N/A	6	2.5	1,002	100.0%	932	93.0%	932	93.0%
8	Smoke Detector Request - DFD	938	1	0	0.0%	30	11.9	937	99.9%	788	84.1%	788	84.0%
9	Recyclable Collection Missed (Residential) - SAN	906	0	0	N/A	3	1.2	906	100.0%	877	96.8%	877	96.8%
10	Dead Animal Pick Up - SAN	892	0	0	N/A	1	0.3	892	100.0%	882	98.9%	882	98.9%
11	Traffic Signal - Flashing - PWT	882	0	0	N/A	4	1.5	882	100.0%	880	99.8%	880	99.8%
12	Animal - Confined - DCC	842	0	0	N/A	3	0.2	842	100.0%	841	99.9%	841	99.9%
13	24 Hour Parking/Parking Violations - DPD	773	0	0	N/A	10	3.3	773	100.0%	763	98.7%	763	98.7%
14	Graffiti Private Property - Residential/Commercial	771	24	22	91.7%	90	19.8	747	96.9%	733	98.1%	755	97.9%
15	Illegal Garbage/Placement - DCC	741	4	4	100.0%	60	13.1	737	99.5%	730	99.1%	734	99.1%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	722	0	0	N/A	1	0.1	722	100.0%	715	99.0%	715	99.0%
17	Fire Inspection - DFD	696	38	34	89.5%	60	34.3	658	94.5%	511	77.7%	545	78.3%
18	Substandard Structure - DCC	691	159	157	98.7%	365	58.6	532	77.0%	532	100.0%	689	99.7%
19	Animal - Sick/Injured - DCC	569	0	0	N/A	3	0.2	569	100.0%	567	99.6%	567	99.6%
20	Animal - Loose - DCC	544	0	0	N/A	40	16.1	544	100.0%	544	100.0%	544	100.0%

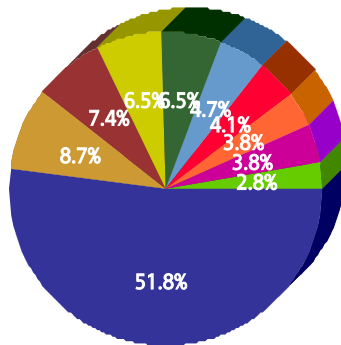


for North Central (6)

For FY 2006/2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	19,354
Roll Cart - SAN	3,251
High Weeds - DCC	2,747
Garbage - Missed - SAN	2,442
Recyclable Collection Missed (Residential) - SAN	2,411
Obstruction Alley/Sidewalk/Street - DCC	1,767
Animal - Confined - DCC	1,514
Dead Animal Pick Up - SAN	1,410
Bulky Trash Violations - DCC	1,402
Street Spillage/Debris in Right of Way-Hazardous-STs	1,055



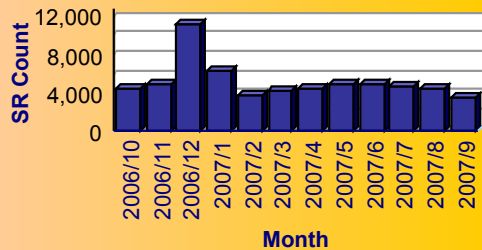
Service

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

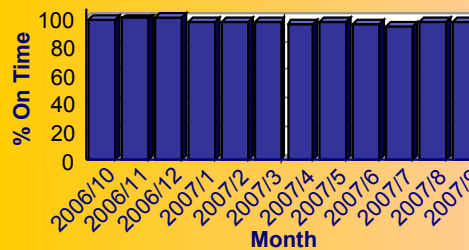
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
62,078	61,499	59,546	96.8%	579	494	85.3%	96.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

For 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	19,354	49	49	100.0%	365	66.7	19,305	99.7%	19,305	100.0%	19,354	100.0%
2	Roll Cart - SAN	3,251	0	0	N/A	10	6.6	3,251	100.0%	2,959	91.0%	2,959	91.0%
3	High Weeds - DCC	2,747	57	56	98.2%	38	16.2	2,690	97.9%	2,560	95.2%	2,616	95.2%
4	Garbage - Missed - SAN	2,442	0	0	N/A	6	3.8	2,442	100.0%	2,049	83.9%	2,049	83.9%
5	Recyclable Collection Missed (Residential) - SAN	2,411	0	0	N/A	3	1.3	2,411	100.0%	2,343	97.2%	2,343	97.2%
6	Obstruction Alley/Sidewalk/Street - DCC	1,767	84	84	100.0%	60	21.0	1,683	95.2%	1,660	98.6%	1,744	98.7%
7	Animal - Confined - DCC	1,514	0	0	N/A	3	0.3	1,514	100.0%	1,510	99.7%	1,510	99.7%
8	Dead Animal Pick Up - SAN	1,410	0	0	N/A	1	0.3	1,410	100.0%	1,398	99.1%	1,398	99.1%
9	Bulky Trash Violations - DCC	1,402	1	0	0.0%	14	5.2	1,401	99.9%	1,337	95.4%	1,337	95.4%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	1,055	0	0	N/A	1	0.1	1,055	100.0%	1,047	99.2%	1,047	99.2%
11	Litter - DCC	1,033	21	20	95.2%	38	16.5	1,012	98.0%	979	96.7%	999	96.7%
12	24 Hour Parking/Parking Violations - DPD	876	0	0	N/A	10	3.9	876	100.0%	849	96.9%	849	96.9%
13	Street Repair - Routine-STS	736	6	6	100.0%	90	11.4	730	99.2%	722	98.9%	728	98.9%
14	Animal - Sick/Injured - DCC	731	0	0	N/A	3	0.1	731	100.0%	730	99.9%	730	99.9%
15	Animal - Loose Aggressive - DCC	726	0	0	N/A	3	0.3	726	100.0%	721	99.3%	721	99.3%
16	Traffic Signal - Flashing - PWT	657	0	0	N/A	4	1.6	657	100.0%	654	99.5%	654	99.5%
17	Sanitation Property Damage - SAN	612	8	8	100.0%	28	15.2	604	98.7%	573	94.9%	581	94.9%
18	Traffic Signal - All Out - PWT	571	0	0	N/A	4	1.6	571	100.0%	562	98.4%	562	98.4%
19	Fire Inspection - DFD	564	41	41	100.0%	60	32.5	523	92.7%	438	83.7%	479	84.9%
20	Traffic Signal - Timing - PWT	546	0	0	N/A	4	1.6	546	100.0%	545	99.8%	545	99.8%

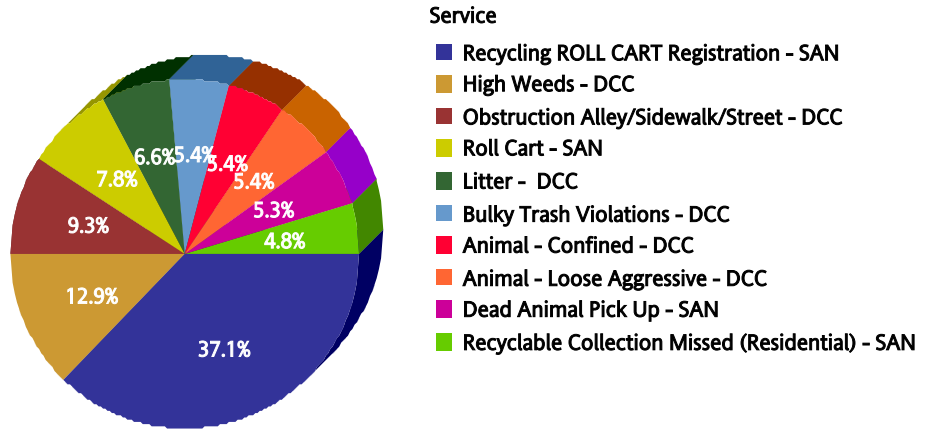


for Northeast (2)

For FY 2006/2007

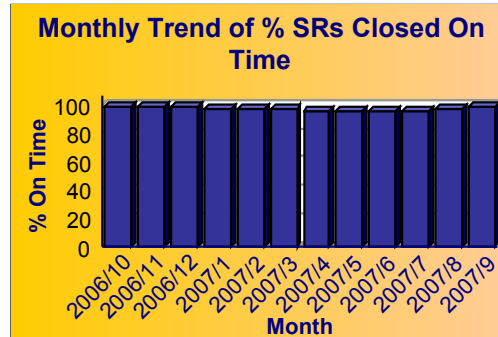
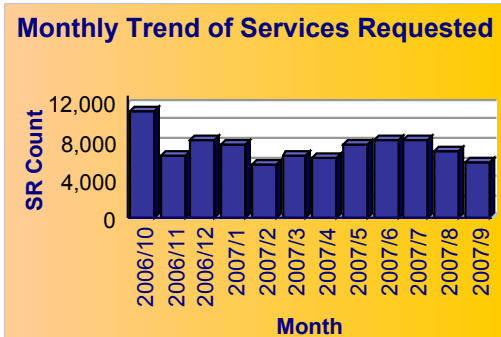
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	18,083
High Weeds - DCC	6,286
Obstruction Alley/Sidewalk/Street - DCC	4,512
Roll Cart - SAN	3,803
Litter - DCC	3,230
Bulky Trash Violations - DCC	2,649
Animal - Confined - DCC	2,627
Animal - Loose Aggressive - DCC	2,607
Dead Animal Pick Up - SAN	2,568
Recyclable Collection Missed (Residential) - SAN	2,343



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 %
89,597	88,064	85,193	96.7%	1,533	1,454	94.8%	96.7%





for Northeast (2)

For 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	18,083	78	78	100.0%	365	73.8	18,005	99.6%	18,005	100.0%	18,083	100.0%
2	High Weeds - DCC	6,286	188	188	100.0%	38	17.0	6,098	97.0%	5,751	94.3%	5,939	94.5%
3	Obstruction Alley/Sidewalk/Street - DCC	4,512	313	313	100.0%	60	23.2	4,199	93.1%	4,077	97.1%	4,390	97.3%
4	Roll Cart - SAN	3,803	0	0	N/A	10	6.4	3,803	100.0%	3,528	92.8%	3,528	92.8%
5	Litter - DCC	3,230	67	67	100.0%	38	17.3	3,163	97.9%	2,989	94.5%	3,056	94.6%
6	Bulky Trash Violations - DCC	2,649	5	4	80.0%	14	4.4	2,644	99.8%	2,563	96.9%	2,567	96.9%
7	Animal - Confined - DCC	2,627	0	0	N/A	3	0.3	2,627	100.0%	2,610	99.4%	2,610	99.4%
8	Animal - Loose Aggressive - DCC	2,607	0	0	N/A	3	0.5	2,607	100.0%	2,592	99.4%	2,592	99.4%
9	Dead Animal Pick Up - SAN	2,568	0	0	N/A	1	0.3	2,568	100.0%	2,546	99.1%	2,546	99.1%
10	Recyclable Collection Missed (Residential) - SAN	2,343	0	0	N/A	3	1.2	2,343	100.0%	2,286	97.6%	2,286	97.6%
11	Garbage - Missed - SAN	2,281	0	0	N/A	6	3.1	2,281	100.0%	2,052	90.0%	2,052	90.0%
12	24 Hour Parking/Parking Violations - DPD	1,720	0	0	N/A	10	2.7	1,720	100.0%	1,718	99.9%	1,718	99.9%
13	Animal - Sick/Injured - DCC	1,251	0	0	N/A	3	0.2	1,251	100.0%	1,244	99.4%	1,244	99.4%
14	Substandard Structure Apts - DCC	1,222	79	79	100.0%	365	15.8	1,143	93.5%	1,143	100.0%	1,222	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	1,195	0	0	N/A	1	0.1	1,195	100.0%	1,186	99.2%	1,186	99.2%
16	Illegal Garbage/Placement - DCC	1,161	32	32	100.0%	60	14.0	1,129	97.2%	1,087	96.3%	1,119	96.4%
17	Junk Motor Vehicle - DCC	1,129	86	86	100.0%	126	27.6	1,043	92.4%	1,020	97.8%	1,106	98.0%
18	Animal - Loose - DCC	1,036	0	0	N/A	40	16.7	1,036	100.0%	1,036	100.0%	1,036	100.0%
19	Substandard Structure - DCC	1,018	229	229	100.0%	365	62.2	789	77.5%	789	100.0%	1,018	100.0%
20	Fire Inspection - DFD	863	46	41	89.1%	60	30.4	817	94.7%	691	84.6%	732	84.8%

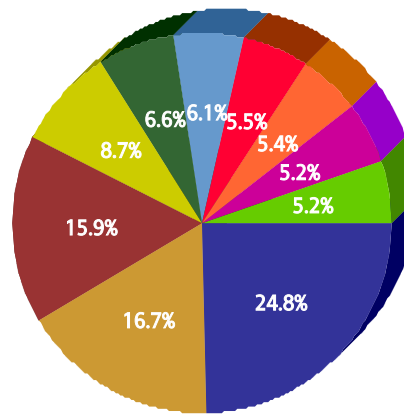


for Northwest (5)

For FY 2006/2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,210
Litter - DCC	4,862
Recycling ROLL CART Registration - SAN	4,632
Animal - Loose Aggressive - DCC	2,523
Dead Animal Pick Up - SAN	1,915
Roll Cart - SAN	1,764
Garbage - Missed - SAN	1,594
Obstruction Alley/Sidewalk/Street - DCC	1,567
Junk Motor Vehicle - DCC	1,527
Animal - Confined - DCC	1,514



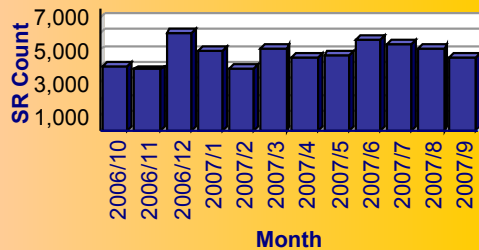
Service

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

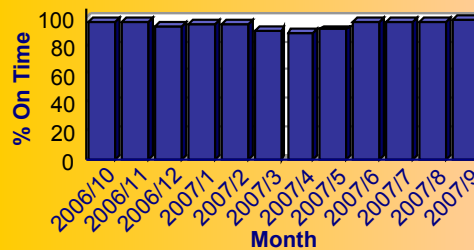
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
57,569	56,441	53,258	94.4%	1,128	1,071	94.9%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

For 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	7,210	142	139	97.9%	38	27.4	7,068	98.0%	6,144	86.9%	6,283	87.1%
2	Litter - DCC	4,862	94	93	98.9%	38	26.4	4,768	98.1%	4,211	88.3%	4,304	88.5%
3	Recycling ROLL CART Registration - SAN	4,632	8	8	100.0%	365	69.9	4,624	99.8%	4,624	100.0%	4,632	100.0%
4	Animal - Loose Aggressive - DCC	2,523	0	0	N/A	3	0.3	2,523	100.0%	2,513	99.6%	2,513	99.6%
5	Dead Animal Pick Up - SAN	1,915	0	0	N/A	1	0.3	1,915	100.0%	1,891	98.7%	1,891	98.7%
6	Roll Cart - SAN	1,764	0	0	N/A	10	5.5	1,764	100.0%	1,687	95.6%	1,687	95.6%
7	Garbage - Missed - SAN	1,594	0	0	N/A	6	3.3	1,594	100.0%	1,425	89.4%	1,425	89.4%
8	Obstruction Alley/Sidewalk/Street - DCC	1,567	74	74	100.0%	60	21.5	1,493	95.3%	1,436	96.2%	1,510	96.4%
9	Junk Motor Vehicle - DCC	1,527	155	155	100.0%	126	38.8	1,372	89.8%	1,336	97.4%	1,491	97.6%
10	Animal - Confined - DCC	1,514	0	0	N/A	3	0.4	1,514	100.0%	1,508	99.6%	1,508	99.6%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	1,325	0	0	N/A	1	0.1	1,325	100.0%	1,318	99.5%	1,318	99.5%
12	24 Hour Parking/Parking Violations - DPD	1,128	4	4	100.0%	10	5.9	1,124	99.6%	1,090	97.0%	1,094	97.0%
13	Animal - Sick/Injured - DCC	1,058	0	0	N/A	3	0.5	1,058	100.0%	1,048	99.1%	1,048	99.1%
14	Illegal Garbage/Placement - DCC	947	5	5	100.0%	60	12.6	942	99.5%	925	98.2%	930	98.2%
15	Bulky Trash Violations - DCC	941	1	1	100.0%	14	4.3	940	99.9%	881	93.7%	882	93.7%
16	Animal - Loose - DCC	935	0	0	N/A	40	16.7	935	100.0%	935	100.0%	935	100.0%
17	Substandard Structure - DCC	914	206	206	100.0%	365	73.5	708	77.5%	708	100.0%	914	100.0%
18	Fire Inspection - DFD	876	120	116	96.7%	60	32.4	756	86.3%	625	82.7%	741	84.6%
19	Illegal Outside Storage - DCC	873	62	58	93.5%	38	22.8	811	92.9%	694	85.6%	752	86.1%
20	Recyclable Collection Missed (Residential) - SAN	802	0	0	N/A	3	1.2	802	100.0%	777	96.9%	777	96.9%

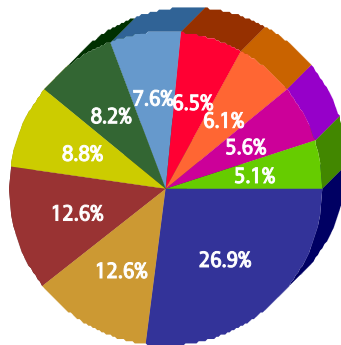


for Southeast (3)

For FY 2006/2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	19,837
Litter - DCC	9,302
Animal - Loose Aggressive - DCC	9,255
Dead Animal Pick Up - SAN	6,480
Recycling ROLL CART Registration - SAN	6,045
Substandard Structure - DCC	5,577
Roll Cart - SAN	4,789
Animal - Confined - DCC	4,527
Parking - Unapproved Surface - Eve/Weekends - DCC	4,151
Junk Motor Vehicle - DCC	3,749



Service

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

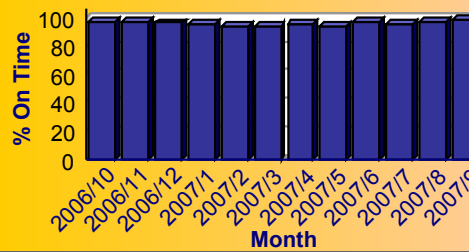
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
130,213	125,818	120,223	95.6%	4,395	4,248	96.7%	95.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

For FY 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	19,837	688	684	99.4%	38	16.1	19,149	96.5%	17,810	93.0%	18,494	93.2%
2	Litter - DCC	9,302	246	243	98.8%	38	18.5	9,056	97.4%	8,167	90.2%	8,410	90.4%
3	Animal - Loose Aggressive - DCC	9,255	0	0	N/A	3	0.4	9,255	100.0%	9,208	99.5%	9,208	99.5%
4	Dead Animal Pick Up - SAN	6,480	0	0	N/A	1	0.4	6,480	100.0%	6,428	99.2%	6,428	99.2%
5	Recycling ROLL CART Registration - SAN	6,045	39	39	100.0%	365	76.7	6,006	99.4%	6,006	100.0%	6,045	100.0%
6	Substandard Structure - DCC	5,577	1,812	1,797	99.2%	365	70.6	3,765	67.5%	3,762	99.9%	5,559	99.7%
7	Roll Cart - SAN	4,789	0	0	N/A	10	4.8	4,789	100.0%	4,670	97.5%	4,670	97.5%
8	Animal - Confined - DCC	4,527	0	0	N/A	3	0.4	4,527	100.0%	4,500	99.4%	4,500	99.4%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	4,151	0	0	N/A	10	0.9	4,151	100.0%	4,090	98.5%	4,090	98.5%
10	Junk Motor Vehicle - DCC	3,749	340	334	98.2%	126	45.9	3,409	90.9%	3,218	94.4%	3,552	94.7%
11	Animal - Sick/Injured - DCC	3,053	0	0	N/A	3	0.3	3,053	100.0%	3,036	99.4%	3,036	99.4%
12	Bulky Trash Violations - DCC	3,008	3	1	33.3%	14	4.9	3,005	99.9%	2,778	92.4%	2,779	92.4%
13	Obstruction Alley/Sidewalk/Street - DCC	2,803	292	286	97.9%	60	25.5	2,511	89.6%	2,406	95.8%	2,692	96.0%
14	Animal - Loose - DCC	2,793	1	1	100.0%	40	16.4	2,792	100.0%	2,789	99.9%	2,790	99.9%
15	Smoke Detector Request - DFD	2,773	11	7	63.6%	30	9.6	2,762	99.6%	2,598	94.1%	2,605	93.9%
16	Garbage - Missed - SAN	2,641	0	0	N/A	6	1.7	2,641	100.0%	2,604	98.6%	2,604	98.6%
17	24 Hour Parking/Parking Violations - DPD	2,550	7	7	100.0%	10	3.9	2,543	99.7%	2,498	98.2%	2,505	98.2%
18	Open and Vacant Structure - DCC	1,663	20	18	90.0%	30	11.1	1,643	98.8%	1,499	91.2%	1,517	91.2%
19	Illegal Outside Storage - DCC	1,560	61	54	88.5%	38	26.0	1,499	96.1%	1,177	78.5%	1,231	78.9%
20	Animal - Cruelty - DCC	1,333	0	0	N/A	30	0.6	1,333	100.0%	1,331	99.8%	1,331	99.8%

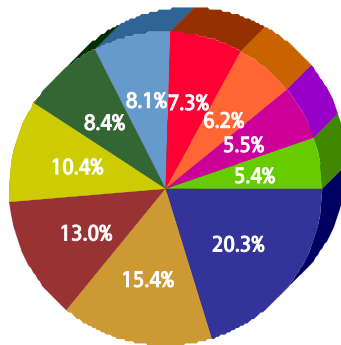


for Southwest (4)

For FY 2006/2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	12,825
Recycling ROLL CART Registration - SAN	9,729
Animal - Loose Aggressive - DCC	8,182
Litter - DCC	6,583
Dead Animal Pick Up - SAN	5,289
Roll Cart - SAN	5,127
Obstruction Alley/Sidewalk/Street - DCC	4,631
Animal - Confined - DCC	3,906
Parking - Unapproved Surface - Eve/Weekends - DCC	3,441
Junk Motor Vehicle - DCC	3,402



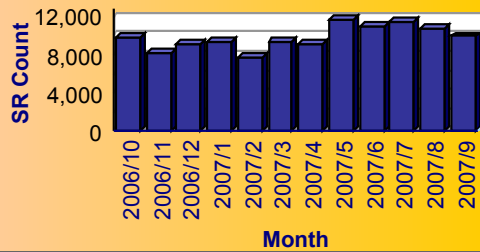
Service

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

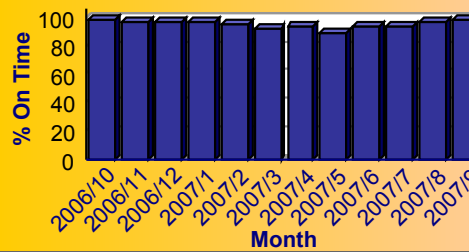
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
117,505	114,118	108,017	94.7%	3,387	3,303	97.5%	94.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

For 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	12,825	685	681	99.4%	38	20.3	12,140	94.7%	10,733	88.4%	11,414	89.0%
2	Recycling ROLL CART Registration - SAN	9,729	86	86	100.0%	365	74.7	9,643	99.1%	9,643	100.0%	9,729	100.0%
3	Animal - Loose Aggressive - DCC	8,182	0	0	N/A	3	0.3	8,182	100.0%	8,147	99.6%	8,147	99.6%
4	Litter - DCC	6,583	259	255	98.5%	38	22.0	6,324	96.1%	5,687	89.9%	5,942	90.3%
5	Dead Animal Pick Up - SAN	5,289	0	0	N/A	1	0.4	5,289	100.0%	5,237	99.0%	5,237	99.0%
6	Roll Cart - SAN	5,127	0	0	N/A	10	5.0	5,127	100.0%	5,051	98.5%	5,051	98.5%
7	Obstruction Alley/Sidewalk/Street - DCC	4,631	460	458	99.6%	60	31.4	4,171	90.1%	3,712	89.0%	4,170	90.0%
8	Animal - Confined - DCC	3,906	0	0	N/A	3	0.3	3,906	100.0%	3,881	99.4%	3,881	99.4%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	3,441	1	1	100.0%	10	0.8	3,440	100.0%	3,396	98.7%	3,397	98.7%
10	Junk Motor Vehicle - DCC	3,402	331	327	98.8%	126	38.5	3,071	90.3%	2,892	94.2%	3,219	94.6%
11	24 Hour Parking/Parking Violations - DPD	2,769	2	2	100.0%	10	3.7	2,767	99.9%	2,741	99.1%	2,743	99.1%
12	Animal - Loose - DCC	2,698	0	0	N/A	40	16.5	2,698	100.0%	2,698	100.0%	2,698	100.0%
13	Animal - Sick/Injured - DCC	2,686	0	0	N/A	3	0.2	2,686	100.0%	2,673	99.5%	2,673	99.5%
14	Garbage - Missed - SAN	2,569	0	0	N/A	6	1.8	2,569	100.0%	2,544	99.0%	2,544	99.0%
15	Bulky Trash Violations - DCC	2,254	10	8	80.0%	14	7.2	2,244	99.6%	2,033	90.6%	2,041	90.6%
16	Illegal Outside Storage - DCC	2,079	72	70	97.2%	38	30.2	2,007	96.5%	1,597	79.6%	1,667	80.2%
17	Substandard Structure - DCC	1,891	754	752	99.7%	365	67.5	1,137	60.1%	1,137	100.0%	1,889	99.9%
18	Illegal Garbage/Placement - DCC	1,617	52	52	100.0%	60	22.2	1,565	96.8%	1,484	94.8%	1,536	95.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	1,533	0	0	N/A	1	0.1	1,533	100.0%	1,522	99.3%	1,522	99.3%
20	Recyclable Collection Missed (Residential) - SAN	1,457	0	0	N/A	3	1.2	1,457	100.0%	1,417	97.3%	1,417	97.3%

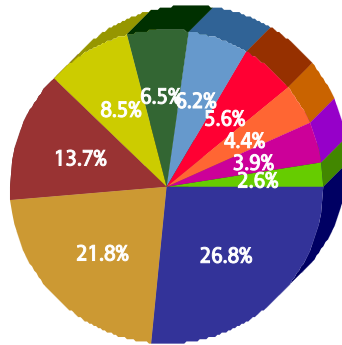


for Unknown

For FY 2006/2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	732
High Weeds - DCC	595
Complaint/Compliment - CTY	375
Litter - DCC	233
Dead Animal Pick Up - SAN	177
Fire Inspection - DFD	170
Street Spillage/Debris in Right of Way-Hazardous-ST5	153
Roll Cart - SAN	120
Animal - Loose - DCC	108
Parking - Unapproved Surface - Eve/Weekends - DCC	72



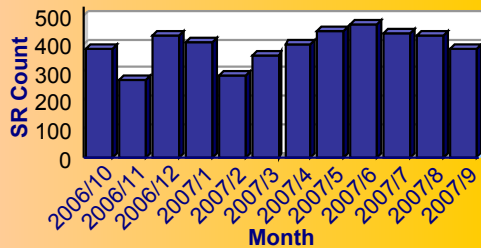
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Complaint/Compliment - CTY
- Litter - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

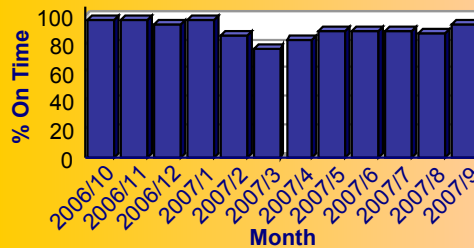
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,672	4,456	4,078	91.5%	216	103	47.7%	89.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

For 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	595	28	22	78.6%	38	19.1	567	95.3%	498	87.8%	520	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	233	11	8	72.7%	38	17.3	222	95.3%	203	91.4%	211	90.6%
5	Dead Animal Pick Up - SAN	177	0	0	N/A	1	0.3	177	100.0%	175	98.9%	175	98.9%
6	Fire Inspection - DFD	170	12	7	58.3%	60	30.3	158	92.9%	130	82.3%	137	80.6%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	153	0	0	N/A	1	0.1	153	100.0%	151	98.7%	151	98.7%
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	108	0	0	N/A	40	16.3	108	100.0%	108	100.0%	108	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	71	0	0	N/A	6	5.0	71	100.0%	52	73.2%	52	73.2%
12	Traffic Signal - Flashing - PWT	67	0	0	N/A	4	1.5	67	100.0%	67	100.0%	67	100.0%
13	Animal - Confined - DCC	60	0	0	N/A	3	0.2	60	100.0%	60	100.0%	60	100.0%
14	Animal - Sick/Injured - DCC	59	0	0	N/A	3	0.1	59	100.0%	59	100.0%	59	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	Brush/Bulk Items - Missed - SAN	42	0	0	N/A	10	5.1	42	100.0%	36	85.7%	36	85.7%
21	Pothole - Hazardous-STS	42	0	0	N/A	1	0.1	42	100.0%	41	97.6%	41	97.6%