



FY 2007 – 2008

YEAR END

**Service Request
Performance Reports
by
City Service Area
And Citywide Summary**

September 2008

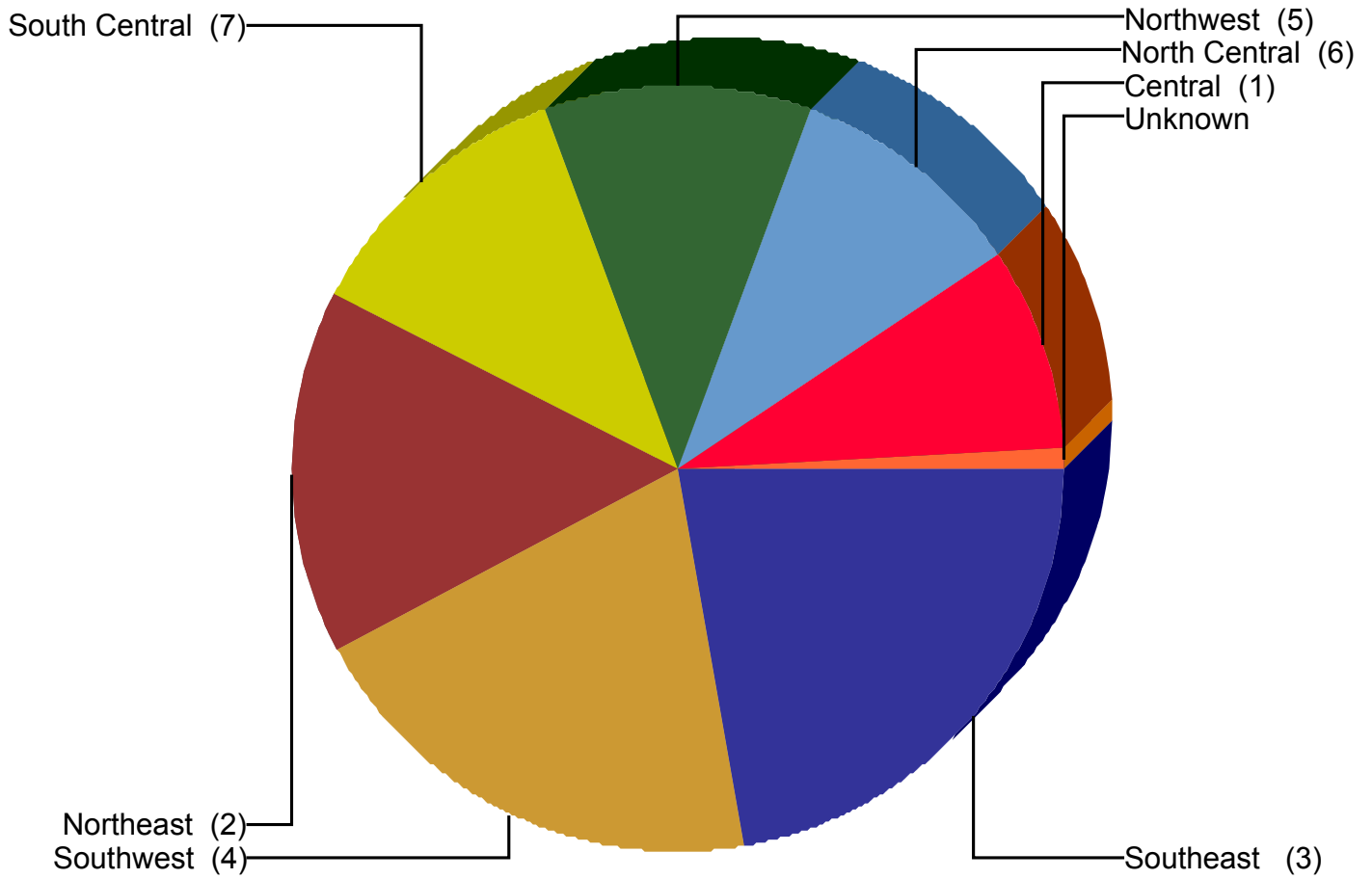
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City of Dallas

Service Area Report
For YTD Through September 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	36,534	8.6%	94.7%
North Central (6)	42,137	10.0%	93.5%
Northeast (2)	64,710	15.3%	94.6%
Northwest (5)	46,469	11.0%	95.0%
South Central (7)	51,038	12.1%	93.6%
Southeast (3)	94,032	22.2%	94.4%
Southwest (4)	84,264	19.9%	94.0%
Unknown	3,544	0.8%	80.8%
Total	422,802	100.0%	94.2%

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

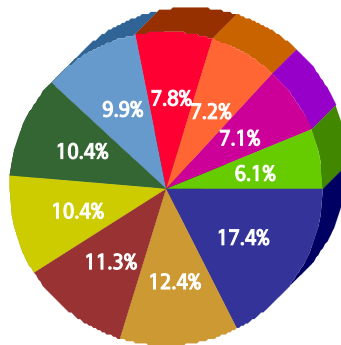


For Citywide

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	33,264
Recycling ROLL CART Registration - SAN	23,644
Animal - Loose Aggressive - DCC	21,481
Roll Cart - SAN	19,946
Litter - DCC	19,939
Dead Animal Pick Up - SAN	18,984
Animal - Confined - DCC	14,870
Garbage - Missed - SAN	13,698
Parking - Unapproved Surface - Eve/Weekends - DCC	13,462
Obstruction Alley/Sidewalk/Street - DCC	11,588



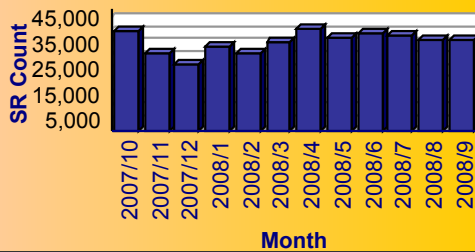
Service

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

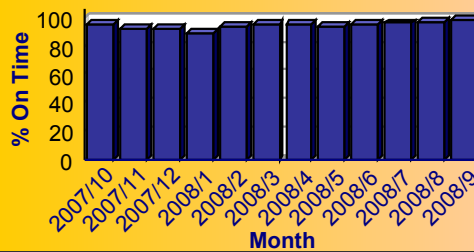
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
422,802	411,599	387,880	94.2%	11,203	10,214	91.2%	94.2%

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 2007/2008

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	33,264	1,767	1,664	94.2%	38	17.4	31,497	94.7%	28,416	90.2%	30,080	90.4%
2	Recycling ROLL CART Registration - SAN	23,644	20	20	100.0%	10	10.3	23,624	99.9%	15,748	66.7%	15,768	66.7%
3	Animal - Loose Aggressive - DCC	21,481	1	0	0.0%	3	0.4	21,480	100.0%	21,374	99.5%	21,374	99.5%
4	Roll Cart - SAN	19,946	8	8	100.0%	10	3.2	19,938	100.0%	19,831	99.5%	19,839	99.5%
5	Litter - DCC	19,939	797	744	93.4%	38	17.5	19,142	96.0%	17,604	92.0%	18,348	92.0%
6	Dead Animal Pick Up - SAN	18,984	0	0	N/A	1	0.4	18,984	100.0%	18,815	99.1%	18,815	99.1%
7	Animal - Confined - DCC	14,870	1	0	0.0%	3	0.3	14,869	100.0%	14,802	99.5%	14,802	99.5%
8	Garbage - Missed - SAN	13,698	0	0	N/A	3	1.6	13,698	100.0%	12,094	88.3%	12,094	88.3%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	13,462	0	0	N/A	10	0.5	13,462	100.0%	13,428	99.7%	13,428	99.7%
10	Obstruction Alley/Sidewalk/Street - DCC	11,588	688	651	94.6%	60	23.8	10,900	94.1%	10,383	95.3%	11,034	95.2%
11	Recyclable Collection Missed (Residential) - SAN	10,446	0	0	N/A	3	1.1	10,446	100.0%	10,440	99.9%	10,440	99.9%
12	Substandard Structure - DCC	9,818	2,921	2,906	99.5%	365	51.0	6,897	70.2%	6,894	100.0%	9,800	99.8%
13	Fire Inspection - DFD	9,137	324	319	98.5%	60	24.0	8,813	96.5%	8,522	96.7%	8,841	96.8%
14	24 Hour Parking/Parking Violations - DPD	8,838	23	23	100.0%	10	4.8	8,815	99.7%	8,338	94.6%	8,361	94.6%
15	Smoke Detector Request - DFD	8,630	23	23	100.0%	30	3.7	8,607	99.7%	8,484	98.6%	8,507	98.6%
16	Bulky Trash Violations - DCC	8,552	67	49	73.1%	14	6.0	8,485	99.2%	7,769	91.6%	7,818	91.4%
17	Animal - Sick/Injured - DCC	8,018	4	0	0.0%	3	0.2	8,014	100.0%	7,979	99.6%	7,979	99.5%
18	Animal - Loose - DCC	7,526	381	381	100.0%	40	10.4	7,145	94.9%	7,139	99.9%	7,520	99.9%
19	Junk Motor Vehicle - DCC	6,932	635	622	98.0%	126	35.1	6,297	90.8%	6,079	96.5%	6,701	96.7%
20	Street Spillage/Debris in Right of Way-Hazardous-STs	5,365	0	0	N/A	1	0.1	5,365	100.0%	5,331	99.4%	5,331	99.4%

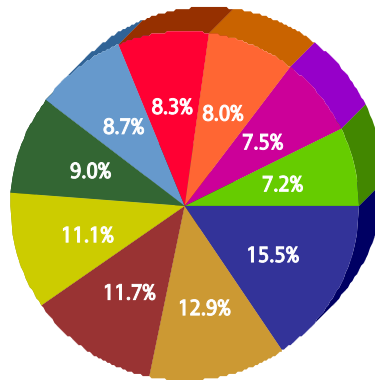


for Central (1)

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,150
Roll Cart - SAN	1,792
High Weeds - DCC	1,620
Fire Inspection - DFD	1,534
Litter - DCC	1,249
Garbage - Missed - SAN	1,212
Obstruction Alley/Sidewalk/Street - DCC	1,153
Dead Animal Pick Up - SAN	1,110
Recyclable Collection Missed (Residential) - SAN	1,035
Animal - Confined - DCC	997



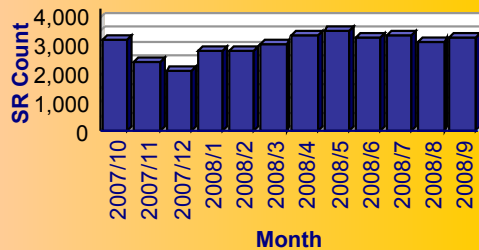
Service

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

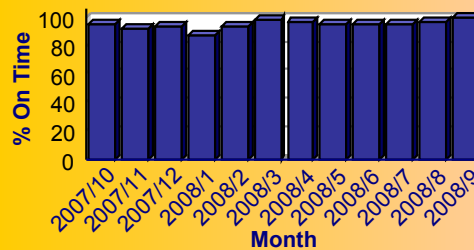
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,534	35,756	33,906	94.8%	778	702	90.2%	94.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

For FY 2007/2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,150	11	11	100.0%	10	11.0	2,139	99.5%	1,396	65.3%	1,407	65.4%
2	Roll Cart - SAN	1,792	1	1	100.0%	10	3.2	1,791	99.9%	1,784	99.6%	1,785	99.6%
3	High Weeds - DCC	1,620	55	47	85.5%	38	15.4	1,565	96.6%	1,488	95.1%	1,535	94.8%
4	Fire Inspection - DFD	1,534	46	44	95.7%	60	23.7	1,488	97.0%	1,438	96.6%	1,482	96.6%
5	Litter - DCC	1,249	65	61	93.8%	38	15.9	1,184	94.8%	1,120	94.6%	1,181	94.6%
6	Garbage - Missed - SAN	1,212	0	0	N/A	3	1.3	1,212	100.0%	1,102	90.9%	1,102	90.9%
7	Obstruction Alley/Sidewalk/Street - DCC	1,153	70	56	80.0%	60	23.4	1,083	93.9%	1,049	96.9%	1,105	95.8%
8	Dead Animal Pick Up - SAN	1,110	0	0	N/A	1	0.4	1,110	100.0%	1,104	99.5%	1,104	99.5%
9	Recyclable Collection Missed (Residential) - SAN	1,035	0	0	N/A	3	1.0	1,035	100.0%	1,035	100.0%	1,035	100.0%
10	Animal - Confined - DCC	997	0	0	N/A	3	0.3	997	100.0%	994	99.7%	994	99.7%
11	Animal - Loose Aggressive - DCC	919	0	0	N/A	3	0.3	919	100.0%	918	99.9%	918	99.9%
12	Graffiti Private Property - Residential/Commercial	821	35	35	100.0%	90	24.6	786	95.7%	764	97.2%	799	97.3%
13	24 Hour Parking/Parking Violations - DPD	811	1	1	100.0%	10	5.9	810	99.9%	732	90.4%	733	90.4%
14	Traffic Signal - Flashing - PWT	735	0	0	N/A	4	1.3	735	100.0%	727	98.9%	727	98.9%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	684	0	0	N/A	1	0.0	684	100.0%	684	100.0%	684	100.0%
16	Substandard Structure - DCC	671	176	176	100.0%	365	38.2	495	73.8%	495	100.0%	671	100.0%
17	Animal - Sick/Injured - DCC	538	1	0	0.0%	3	0.2	537	99.8%	536	99.8%	536	99.6%
18	Street Repair - Routine-STS	530	23	23	100.0%	90	16.0	507	95.7%	503	99.2%	526	99.2%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	507	0	0	N/A	10	0.4	507	100.0%	507	100.0%	507	100.0%
20	Animal - Loose - DCC	459	19	19	100.0%	40	10.0	440	95.9%	439	99.8%	458	99.8%

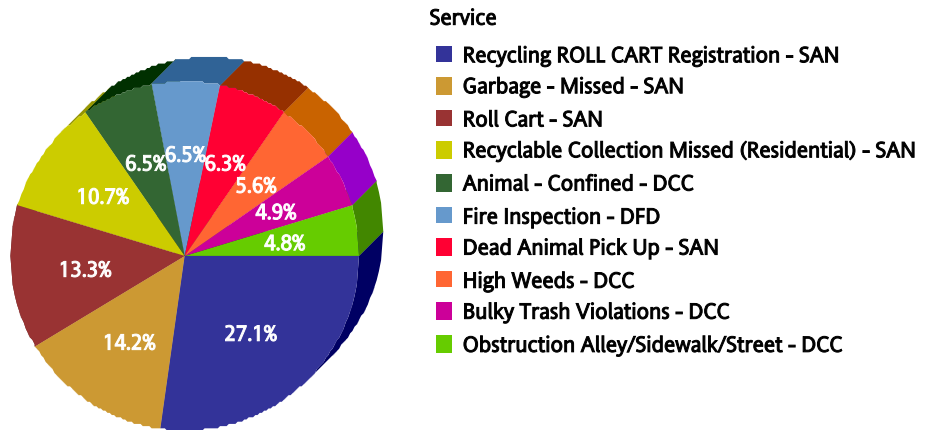


for North Central (6)

For FY 2007/2008

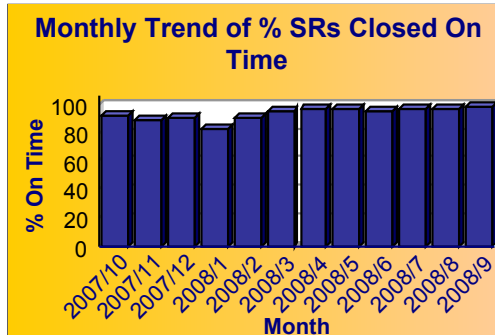
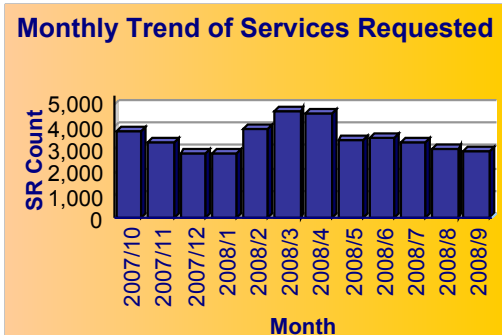
Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	5,732
Garbage - Missed - SAN	3,005
Roll Cart - SAN	2,803
Recyclable Collection Missed (Residential) - SAN	2,268
Animal - Confined - DCC	1,378
Fire Inspection - DFD	1,369
Dead Animal Pick Up - SAN	1,338
High Weeds - DCC	1,177
Bulky Trash Violations - DCC	1,037
Obstruction Alley/Sidewalk/Street - DCC	1,009



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 %
42,137	41,537	38,848	93.5%	600	571	95.2%	93.5%





City of Dallas Service Level Performance Report by CSA

for North Central (6)

For FY 2007/2008

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	5,732	1	1	100.0%	10	8.4	5,731	100.0%	4,323	75.4%	4,324	75.4%
2	Garbage - Missed - SAN	3,005	0	0	N/A	3	2.0	3,005	100.0%	2,558	85.1%	2,558	85.1%
3	Roll Cart - SAN	2,803	1	1	100.0%	10	3.2	2,802	100.0%	2,778	99.1%	2,779	99.1%
4	Recyclable Collection Missed (Residential) - SAN	2,268	0	0	N/A	3	1.1	2,268	100.0%	2,267	100.0%	2,267	100.0%
5	Animal - Confined - DCC	1,378	0	0	N/A	3	0.3	1,378	100.0%	1,371	99.5%	1,371	99.5%
6	Fire Inspection - DFD	1,369	41	40	97.6%	60	22.1	1,328	97.0%	1,307	98.4%	1,347	98.4%
7	Dead Animal Pick Up - SAN	1,338	0	0	N/A	1	0.3	1,338	100.0%	1,329	99.3%	1,329	99.3%
8	High Weeds - DCC	1,177	85	82	96.5%	38	13.0	1,092	92.8%	1,050	96.2%	1,132	96.2%
9	Bulky Trash Violations - DCC	1,037	13	10	76.9%	14	7.2	1,024	98.7%	913	89.2%	923	89.0%
10	Obstruction Alley/Sidewalk/Street - DCC	1,009	102	100	98.0%	60	19.5	907	89.9%	888	97.9%	988	97.9%
11	Recycling - Roll Cart - SAN	963	0	0	N/A	10	4.1	963	100.0%	925	96.1%	925	96.1%
12	24 Hour Parking/Parking Violations - DPD	784	1	1	100.0%	10	3.4	783	99.9%	766	97.8%	767	97.8%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	674	0	0	N/A	1	0.1	674	100.0%	670	99.4%	670	99.4%
14	Litter - DCC	614	21	20	95.2%	38	16.7	593	96.6%	557	93.9%	577	94.0%
15	Storm Brush - Debris - SAN	574	0	0	N/A	30	8.7	574	100.0%	574	100.0%	574	100.0%
16	Animal - Loose Aggressive - DCC	567	0	0	N/A	3	0.3	567	100.0%	565	99.6%	565	99.6%
17	Traffic Signal - Timing - PWT	565	0	0	N/A	4	1.6	565	100.0%	557	98.6%	557	98.6%
18	Street Repair - Routine-STS	539	20	20	100.0%	90	11.8	519	96.3%	518	99.8%	538	99.8%
19	Brush/Bulk Items - Missed - SAN	513	0	0	N/A	10	3.1	513	100.0%	508	99.0%	508	99.0%
20	Tree down/low limbs - Emergency-STS	510	0	0	N/A	5	0.3	510	100.0%	507	99.4%	507	99.4%

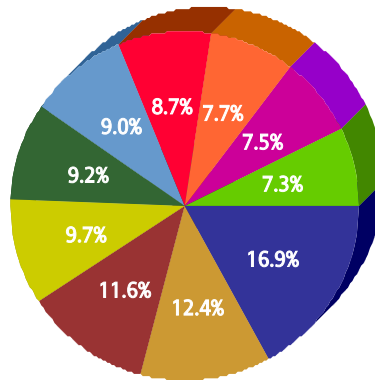


for Northeast (2)

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	4,630
High Weeds - DCC	3,411
Roll Cart - SAN	3,182
Dead Animal Pick Up - SAN	2,669
Obstruction Alley/Sidewalk/Street - DCC	2,538
Animal - Confined - DCC	2,479
Litter - DCC	2,391
Animal - Loose Aggressive - DCC	2,106
Recyclable Collection Missed (Residential) - SAN	2,065
Bulky Trash Violations - DCC	2,002



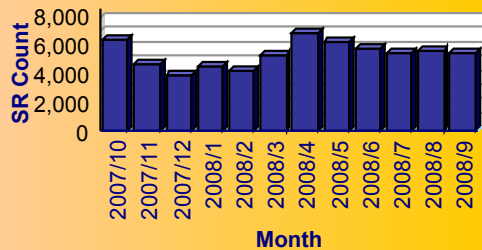
Service

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

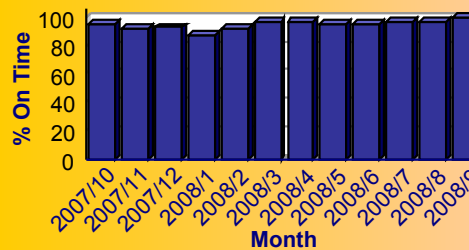
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
64,710	63,251	59,885	94.7%	1,459	1,346	92.3%	94.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

For FY 2007/2008

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	4,630	5	5	100.0%	10	11.1	4,625	99.9%	3,018	65.3%	3,023	65.3%
2	High Weeds - DCC	3,411	175	171	97.7%	38	15.8	3,236	94.9%	3,102	95.9%	3,273	96.0%
3	Roll Cart - SAN	3,182	1	1	100.0%	10	3.2	3,181	100.0%	3,160	99.3%	3,161	99.3%
4	Dead Animal Pick Up - SAN	2,669	0	0	N/A	1	0.3	2,669	100.0%	2,652	99.4%	2,652	99.4%
5	Obstruction Alley/Sidewalk/Street - DCC	2,538	190	179	94.2%	60	22.2	2,348	92.5%	2,293	97.7%	2,472	97.4%
6	Animal - Confined - DCC	2,479	1	0	0.0%	3	0.3	2,478	100.0%	2,469	99.6%	2,469	99.6%
7	Litter - DCC	2,391	99	92	92.9%	38	17.0	2,292	95.9%	2,151	93.8%	2,243	93.8%
8	Animal - Loose Aggressive - DCC	2,106	1	0	0.0%	3	0.4	2,105	100.0%	2,096	99.6%	2,096	99.5%
9	Recyclable Collection Missed (Residential) - SAN	2,065	0	0	N/A	3	1.1	2,065	100.0%	2,065	100.0%	2,065	100.0%
10	Bulky Trash Violations - DCC	2,002	4	4	100.0%	14	4.8	1,998	99.8%	1,910	95.6%	1,914	95.6%
11	Garbage - Missed - SAN	1,725	0	0	N/A	3	1.5	1,725	100.0%	1,547	89.7%	1,547	89.7%
12	Fire Inspection - DFD	1,672	41	41	100.0%	60	23.2	1,631	97.5%	1,591	97.5%	1,632	97.6%
13	24 Hour Parking/Parking Violations - DPD	1,592	0	0	N/A	10	3.9	1,592	100.0%	1,510	94.8%	1,510	94.8%
14	Substandard Structure Apts - DCC	1,182	132	132	100.0%	365	18.4	1,050	88.8%	1,050	100.0%	1,182	100.0%
15	Animal - Sick/Injured - DCC	1,154	0	0	N/A	3	0.3	1,154	100.0%	1,145	99.2%	1,145	99.2%
16	Substandard Structure - DCC	1,045	262	262	100.0%	365	42.4	783	74.9%	783	100.0%	1,045	100.0%
17	Junk Motor Vehicle - DCC	929	67	63	94.0%	126	25.9	862	92.8%	856	99.3%	919	98.9%
18	Smoke Detector Request - DFD	911	1	1	100.0%	30	3.6	910	99.9%	878	96.5%	879	96.5%
19	Animal - Loose - DCC	876	43	43	100.0%	40	10.8	833	95.1%	832	99.9%	875	99.9%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	772	0	0	N/A	1	0.1	772	100.0%	765	99.1%	765	99.1%

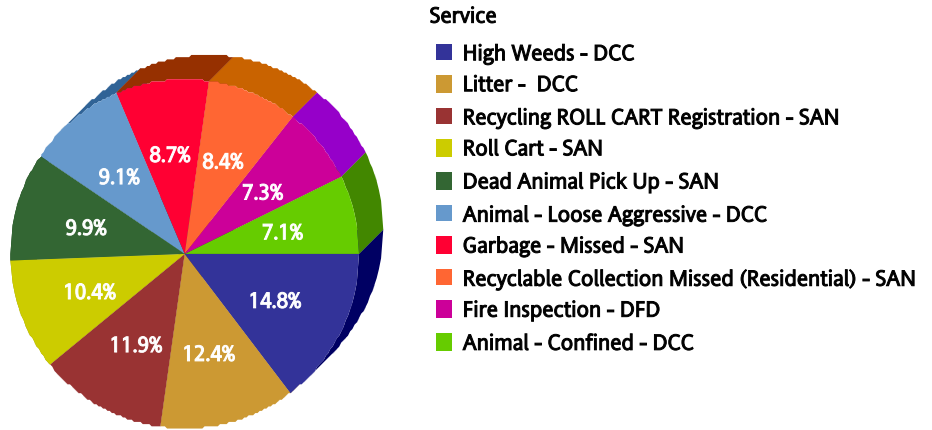


for Northwest (5)

For FY 2007/2008

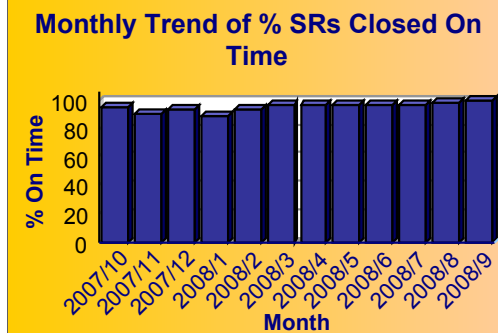
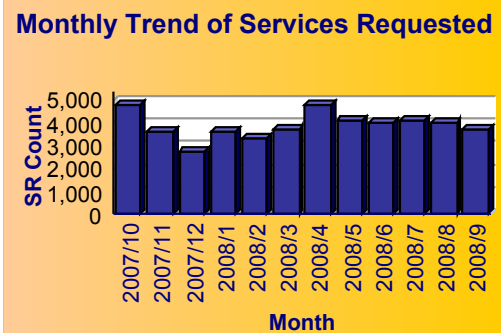
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,824
Litter - DCC	2,360
Recycling ROLL CART Registration - SAN	2,259
Roll Cart - SAN	1,977
Dead Animal Pick Up - SAN	1,892
Animal - Loose Aggressive - DCC	1,739
Garbage - Missed - SAN	1,650
Recyclable Collection Missed (Residential) - SAN	1,602
Fire Inspection - DFD	1,387
Animal - Confined - DCC	1,354



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 %
46,469	45,762	43,470	95.0%	707	677	95.8%	95.0%





for Northwest (5)

For FY 2007/2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,824	103	100	97.1%	38	14.6	2,721	96.4%	2,566	94.3%	2,666	94.4%
2	Litter - DCC	2,360	75	72	96.0%	38	15.7	2,285	96.8%	2,138	93.6%	2,210	93.6%
3	Recycling ROLL CART Registration - SAN	2,259	1	1	100.0%	10	10.1	2,258	100.0%	1,530	67.8%	1,531	67.8%
4	Roll Cart - SAN	1,977	0	0	N/A	10	3.2	1,977	100.0%	1,966	99.4%	1,966	99.4%
5	Dead Animal Pick Up - SAN	1,892	0	0	N/A	1	0.3	1,892	100.0%	1,883	99.5%	1,883	99.5%
6	Animal - Loose Aggressive - DCC	1,739	0	0	N/A	3	0.2	1,739	100.0%	1,734	99.7%	1,734	99.7%
7	Garbage - Missed - SAN	1,650	0	0	N/A	3	1.8	1,650	100.0%	1,380	83.6%	1,380	83.6%
8	Recyclable Collection Missed (Residential) - SAN	1,602	0	0	N/A	3	1.1	1,602	100.0%	1,601	99.9%	1,601	99.9%
9	Fire Inspection - DFD	1,387	42	42	100.0%	60	26.6	1,345	97.0%	1,271	94.5%	1,313	94.7%
10	Animal - Confined - DCC	1,354	0	0	N/A	3	0.2	1,354	100.0%	1,350	99.7%	1,350	99.7%
11	24 Hour Parking/Parking Violations - DPD	1,116	9	9	100.0%	10	6.6	1,107	99.2%	1,008	91.1%	1,017	91.1%
12	Obstruction Alley/Sidewalk/Street - DCC	1,085	39	39	100.0%	60	21.1	1,046	96.4%	1,015	97.0%	1,054	97.1%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	917	0	0	N/A	1	0.0	917	100.0%	911	99.3%	911	99.3%
14	Junk Motor Vehicle - DCC	899	46	46	100.0%	126	33.7	853	94.9%	830	97.3%	876	97.4%
15	Bulky Trash Violations - DCC	895	3	3	100.0%	14	6.8	892	99.7%	819	91.8%	822	91.8%
16	Smoke Detector Request - DFD	777	0	0	N/A	30	4.2	777	100.0%	771	99.2%	771	99.2%
17	Animal - Sick/Injured - DCC	751	0	0	N/A	3	0.1	751	100.0%	749	99.7%	749	99.7%
18	Animal - Loose - DCC	688	24	24	100.0%	40	9.8	664	96.5%	664	100.0%	688	100.0%
19	Street Repair - Routine-STS	671	23	23	100.0%	90	14.7	648	96.6%	642	99.1%	665	99.1%
20	Signs - Public Right of Way Eve/Weekends - DCC	549	0	0	N/A	7	0.1	549	100.0%	548	99.8%	548	99.8%

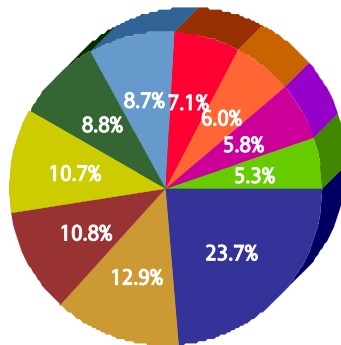


for South Central (7)

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	6,570
Animal - Loose Aggressive - DCC	3,581
Dead Animal Pick Up - SAN	2,998
Litter - DCC	2,964
Parking - Unapproved Surface - Eve/Weekends - DCC	2,449
Roll Cart - SAN	2,402
Animal - Confined - DCC	1,978
Garbage - Missed - SAN	1,653
Obstruction Alley/Sidewalk/Street - DCC	1,612
Recycling ROLL CART Registration - SAN	1,476



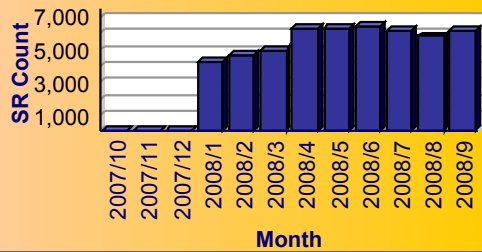
Service

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

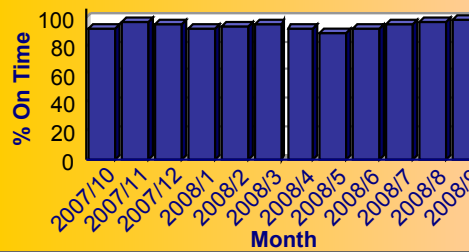
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
51,038	49,236	46,095	93.6%	1,802	1,697	94.2%	93.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for South Central (7)

For FY 2007/2008

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	6,570	312	305	97.8%	38	19.4	6,258	95.3%	5,417	86.6%	5,722	87.1%
2	Animal - Loose Aggressive - DCC	3,581	0	0	N/A	3	0.4	3,581	100.0%	3,556	99.3%	3,556	99.3%
3	Dead Animal Pick Up - SAN	2,998	0	0	N/A	1	0.4	2,998	100.0%	2,957	98.6%	2,957	98.6%
4	Litter - DCC	2,964	120	115	95.8%	38	20.1	2,844	96.0%	2,537	89.2%	2,652	89.5%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	2,449	0	0	N/A	10	0.4	2,449	100.0%	2,445	99.8%	2,445	99.8%
6	Roll Cart - SAN	2,402	0	0	N/A	10	3.2	2,402	100.0%	2,394	99.7%	2,394	99.7%
7	Animal - Confined - DCC	1,978	0	0	N/A	3	0.4	1,978	100.0%	1,965	99.3%	1,965	99.3%
8	Garbage - Missed - SAN	1,653	0	0	N/A	3	1.2	1,653	100.0%	1,530	92.6%	1,530	92.6%
9	Obstruction Alley/Sidewalk/Street - DCC	1,612	78	72	92.3%	60	28.7	1,534	95.2%	1,373	89.5%	1,445	89.6%
10	Recycling ROLL CART Registration - SAN	1,476	0	0	N/A	10	10.1	1,476	100.0%	1,019	69.0%	1,019	69.0%
11	Smoke Detector Request - DFD	1,449	9	9	100.0%	30	5.5	1,440	99.4%	1,405	97.6%	1,414	97.6%
12	Animal - Sick/Injured - DCC	1,259	1	0	0.0%	3	0.2	1,258	99.9%	1,251	99.4%	1,251	99.4%
13	Substandard Structure - DCC	1,253	555	553	99.6%	365	63.6	698	55.7%	698	100.0%	1,251	99.8%
14	Junk Motor Vehicle - DCC	1,046	185	181	97.8%	126	44.3	861	82.3%	806	93.6%	987	94.4%
15	Animal - Loose - DCC	998	73	73	100.0%	40	12.4	925	92.7%	924	99.9%	997	99.9%
16	24 Hour Parking/Parking Violations - DPD	923	1	1	100.0%	10	4.6	922	99.9%	864	93.7%	865	93.7%
17	Recyclable Collection Missed (Residential) - SAN	777	0	0	N/A	3	1.0	777	100.0%	777	100.0%	777	100.0%
18	Bulky Trash Violations - DCC	737	10	8	80.0%	14	7.1	727	98.6%	635	87.3%	643	87.2%
19	Open and Vacant Structure - DCC	715	10	10	100.0%	30	11.9	705	98.6%	642	91.1%	652	91.2%
20	Illegal Outside Storage - DCC	687	40	36	90.0%	38	30.0	647	94.2%	474	73.3%	510	74.2%

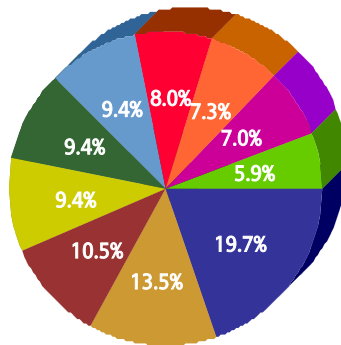


for Southeast (3)

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	10,238
Animal - Loose Aggressive - DCC	7,012
Parking - Unapproved Surface - Eve/Weekends - DCC	5,445
Dead Animal Pick Up - SAN	4,905
Litter - DCC	4,901
Substandard Structure - DCC	4,887
Smoke Detector Request - DFD	4,138
Roll Cart - SAN	3,773
Animal - Confined - DCC	3,647
Recycling ROLL CART Registration - SAN	3,061



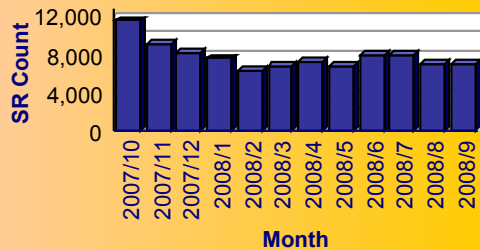
Service

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

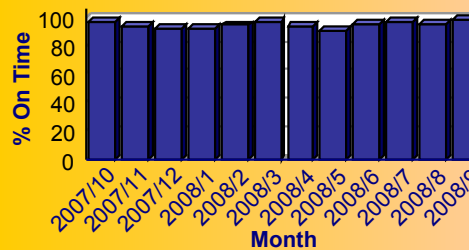
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
94,032	90,798	85,713	94.4%	3,234	3,032	93.8%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southeast (3)

For FY 2007/2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	10,238	618	578	93.5%	38	18.2	9,620	94.0%	8,377	87.1%	8,955	87.5%
2	Animal - Loose Aggressive - DCC	7,012	0	0	N/A	3	0.4	7,012	100.0%	6,975	99.5%	6,975	99.5%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	5,445	0	0	N/A	10	0.5	5,445	100.0%	5,429	99.7%	5,429	99.7%
4	Dead Animal Pick Up - SAN	4,905	0	0	N/A	1	0.4	4,905	100.0%	4,873	99.3%	4,873	99.3%
5	Litter - DCC	4,901	159	147	92.5%	38	15.0	4,742	96.8%	4,404	92.9%	4,551	92.9%
6	Substandard Structure - DCC	4,887	1,353	1,342	99.2%	365	51.5	3,534	72.3%	3,533	100.0%	4,875	99.8%
7	Smoke Detector Request - DFD	4,138	8	8	100.0%	30	2.5	4,130	99.8%	4,088	99.0%	4,096	99.0%
8	Roll Cart - SAN	3,773	4	4	100.0%	10	3.2	3,769	99.9%	3,755	99.6%	3,759	99.6%
9	Animal - Confined - DCC	3,647	0	0	N/A	3	0.4	3,647	100.0%	3,628	99.5%	3,628	99.5%
10	Recycling ROLL CART Registration - SAN	3,061	1	1	100.0%	10	11.3	3,060	100.0%	1,824	59.6%	1,825	59.6%
11	Garbage - Missed - SAN	2,637	0	0	N/A	3	1.4	2,637	100.0%	2,364	89.6%	2,364	89.6%
12	Animal - Loose - DCC	2,153	113	113	100.0%	40	10.2	2,040	94.8%	2,039	100.0%	2,152	100.0%
13	Animal - Sick/Injured - DCC	2,112	0	0	N/A	3	0.2	2,112	100.0%	2,104	99.6%	2,104	99.6%
14	Obstruction Alley/Sidewalk/Street - DCC	2,022	80	80	100.0%	60	21.6	1,942	96.0%	1,872	96.4%	1,952	96.5%
15	Bulky Trash Violations - DCC	1,669	8	5	62.5%	14	5.4	1,661	99.5%	1,532	92.2%	1,537	92.1%
16	24 Hour Parking/Parking Violations - DPD	1,638	10	10	100.0%	10	4.7	1,628	99.4%	1,578	96.9%	1,588	96.9%
17	Junk Motor Vehicle - DCC	1,471	122	119	97.5%	126	38.5	1,349	91.7%	1,286	95.3%	1,405	95.5%
18	Open and Vacant Structure - DCC	1,322	26	24	92.3%	30	10.8	1,296	98.0%	1,180	91.0%	1,204	91.1%
19	Animal - Cruelty - DCC	1,214	0	0	N/A	30	0.7	1,214	100.0%	1,211	99.8%	1,211	99.8%
20	Recyclable Collection Missed (Residential) - SAN	1,152	0	0	N/A	3	1.1	1,152	100.0%	1,150	99.8%	1,150	99.8%

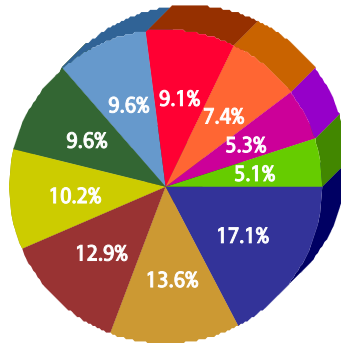


for Southwest (4)

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	6,963
Animal - Loose Aggressive - DCC	5,549
Litter - DCC	5,276
Recycling ROLL CART Registration - SAN	4,170
Roll Cart - SAN	3,922
Dead Animal Pick Up - SAN	3,916
Parking - Unapproved Surface - Eve/Weekends - DCC	3,721
Animal - Confined - DCC	2,997
Obstruction Alley/Sidewalk/Street - DCC	2,152
Junk Motor Vehicle - DCC	2,093

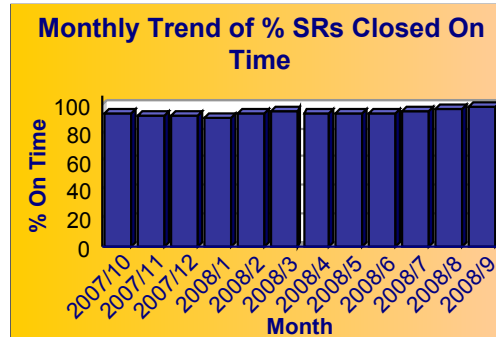
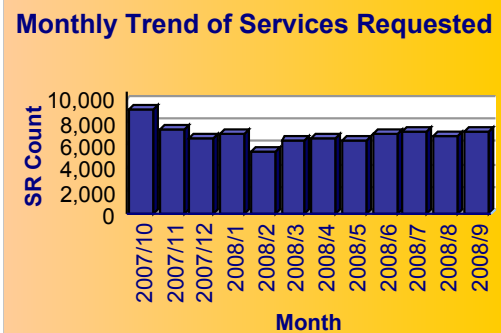


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - 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 %
84,264	82,084	77,126	94.0%	2,180	2,090	95.9%	94.0%





for Southwest (4)

For FY 2007/2008

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	6,963	362	359	99.2%	38	17.8	6,601	94.8%	6,049	91.6%	6,408	92.0%
2	Animal - Loose Aggressive - DCC	5,549	0	0	N/A	3	0.4	5,549	100.0%	5,522	99.5%	5,522	99.5%
3	Litter - DCC	5,276	236	229	97.0%	38	19.9	5,040	95.5%	4,549	90.3%	4,778	90.6%
4	Recycling ROLL CART Registration - SAN	4,170	1	1	100.0%	10	10.9	4,169	100.0%	2,572	61.7%	2,573	61.7%
5	Roll Cart - SAN	3,922	1	1	100.0%	10	3.0	3,921	100.0%	3,901	99.5%	3,902	99.5%
6	Dead Animal Pick Up - SAN	3,916	0	0	N/A	1	0.4	3,916	100.0%	3,861	98.6%	3,861	98.6%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	3,721	0	0	N/A	10	0.5	3,721	100.0%	3,710	99.7%	3,710	99.7%
8	Animal - Confined - DCC	2,997	0	0	N/A	3	0.3	2,997	100.0%	2,985	99.6%	2,985	99.6%
9	Obstruction Alley/Sidewalk/Street - DCC	2,152	120	120	100.0%	60	27.8	2,032	94.4%	1,885	92.8%	2,005	93.2%
10	Junk Motor Vehicle - DCC	2,093	175	174	99.4%	126	35.6	1,918	91.6%	1,856	96.8%	2,030	97.0%
11	Animal - Loose - DCC	2,025	98	98	100.0%	40	9.9	1,927	95.2%	1,925	99.9%	2,023	99.9%
12	24 Hour Parking/Parking Violations - DPD	1,952	1	1	100.0%	10	4.7	1,951	99.9%	1,860	95.3%	1,861	95.3%
13	Bulky Trash Violations - DCC	1,803	17	16	94.1%	14	6.6	1,786	99.1%	1,584	88.7%	1,600	88.7%
14	Garbage - Missed - SAN	1,757	0	0	N/A	3	1.3	1,757	100.0%	1,565	89.1%	1,565	89.1%
15	Animal - Sick/Injured - DCC	1,726	1	0	0.0%	3	0.3	1,725	99.9%	1,718	99.6%	1,718	99.5%
16	Fire Inspection - DFD	1,597	82	82	100.0%	60	24.9	1,515	94.9%	1,472	97.2%	1,554	97.3%
17	Recyclable Collection Missed (Residential) - SAN	1,498	0	0	N/A	3	1.1	1,498	100.0%	1,497	99.9%	1,497	99.9%
18	Illegal Outside Storage - DCC	1,387	92	83	90.2%	38	25.1	1,295	93.4%	1,054	81.4%	1,137	82.0%
19	Animal - Cruelty - DCC	1,185	0	0	N/A	30	0.5	1,185	100.0%	1,185	100.0%	1,185	100.0%
20	Illegal Garbage/Placement - DCC	1,103	10	10	100.0%	60	17.7	1,093	99.1%	1,067	97.6%	1,077	97.6%

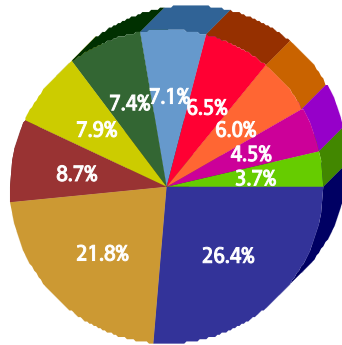


for Unknown

For FY 2007/2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	559
High Weeds - DCC	461
Litter - DCC	184
Recycling ROLL CART Registration - SAN	166
Dead Animal Pick Up - SAN	156
Signs - Public Right of Way Eve/Weekends - DCC	150
Fire Inspection - DFD	138
Street Spillage/Debris in Right of Way-Hazardous-STS	126
Roll Cart - SAN	95
Illegal Food Vending - EHS	79



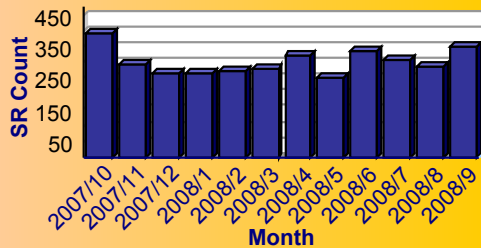
Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Roll Cart - SAN
- Illegal Food Vending - EHS

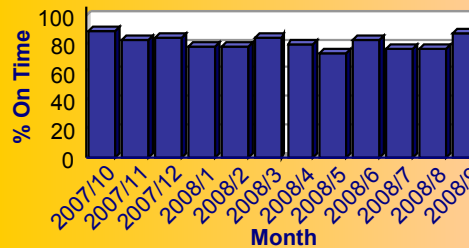
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,618	3,175	2,837	89.4%	443	99	22.3%	81.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

For FY 2007/2008

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	Complaint/Compliment - CTY	559	273	6	2.2%	10	10.1	286	51.2%	214	74.8%	220	39.4%
2	High Weeds - DCC	461	57	22	38.6%	38	16.8	404	87.6%	367	90.8%	389	84.4%
3	Litter - DCC	184	22	8	36.4%	38	19.7	162	88.0%	148	91.4%	156	84.8%
4	Recycling ROLL CART Registration - SAN	166	0	0	N/A	10	16.1	166	100.0%	66	39.8%	66	39.8%
5	Dead Animal Pick Up - SAN	156	0	0	N/A	1	0.1	156	100.0%	156	100.0%	156	100.0%
6	Signs - Public Right of Way Eve/Weekends - DCC	150	0	0	N/A	7	0.5	150	100.0%	150	100.0%	150	100.0%
7	Fire Inspection - DFD	138	18	17	94.4%	60	27.5	120	87.0%	114	95.0%	131	94.9%
8	Street Spillage/Debris in Right of Way-Hazardous-ST5	126	0	0	N/A	1	0.0	126	100.0%	126	100.0%	126	100.0%
9	Roll Cart - SAN	95	0	0	N/A	10	3.6	95	100.0%	93	97.9%	93	97.9%
10	Illegal Food Vending - EHS	79	2	2	100.0%	45	5.6	77	97.5%	77	100.0%	79	100.0%
11	Smoke Detector Request - DFD	73	0	0	N/A	30	1.6	73	100.0%	73	100.0%	73	100.0%
12	Animal - Loose - DCC	60	3	3	100.0%	40	11.7	57	95.0%	57	100.0%	60	100.0%
13	Garbage - Missed - SAN	59	0	0	N/A	3	1.9	59	100.0%	48	81.4%	48	81.4%
14	Recyclable Collection Missed (Residential) - SAN	49	0	0	N/A	3	1.0	49	100.0%	48	98.0%	48	98.0%
15	Illegal Land Use (Residential/Business) - DCC	44	1	0	0.0%	60	65.8	43	97.7%	26	60.5%	26	59.1%
16	Pot hole - Hazardous-ST5	41	0	0	N/A	1	0.1	41	100.0%	41	100.0%	41	100.0%
17	Animal - Confined - DCC	40	0	0	N/A	3	0.2	40	100.0%	40	100.0%	40	100.0%
18	Pot hole Repair Routine - ST5	40	0	0	N/A	7	0.6	40	100.0%	39	97.5%	39	97.5%
19	Restaurant/Food Complaint - EHS	35	0	0	N/A	45	7.6	35	100.0%	35	100.0%	35	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	33	0	0	N/A	10	0.2	33	100.0%	33	100.0%	33	100.0%
21	Park Maintenance/Misc. - PKR	33	1	1	100.0%	30	11.1	32	97.0%	30	93.8%	31	93.9%