



**FY 2008 – 2009**

**YEAR-TO-DATE**

**Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**September 2009**

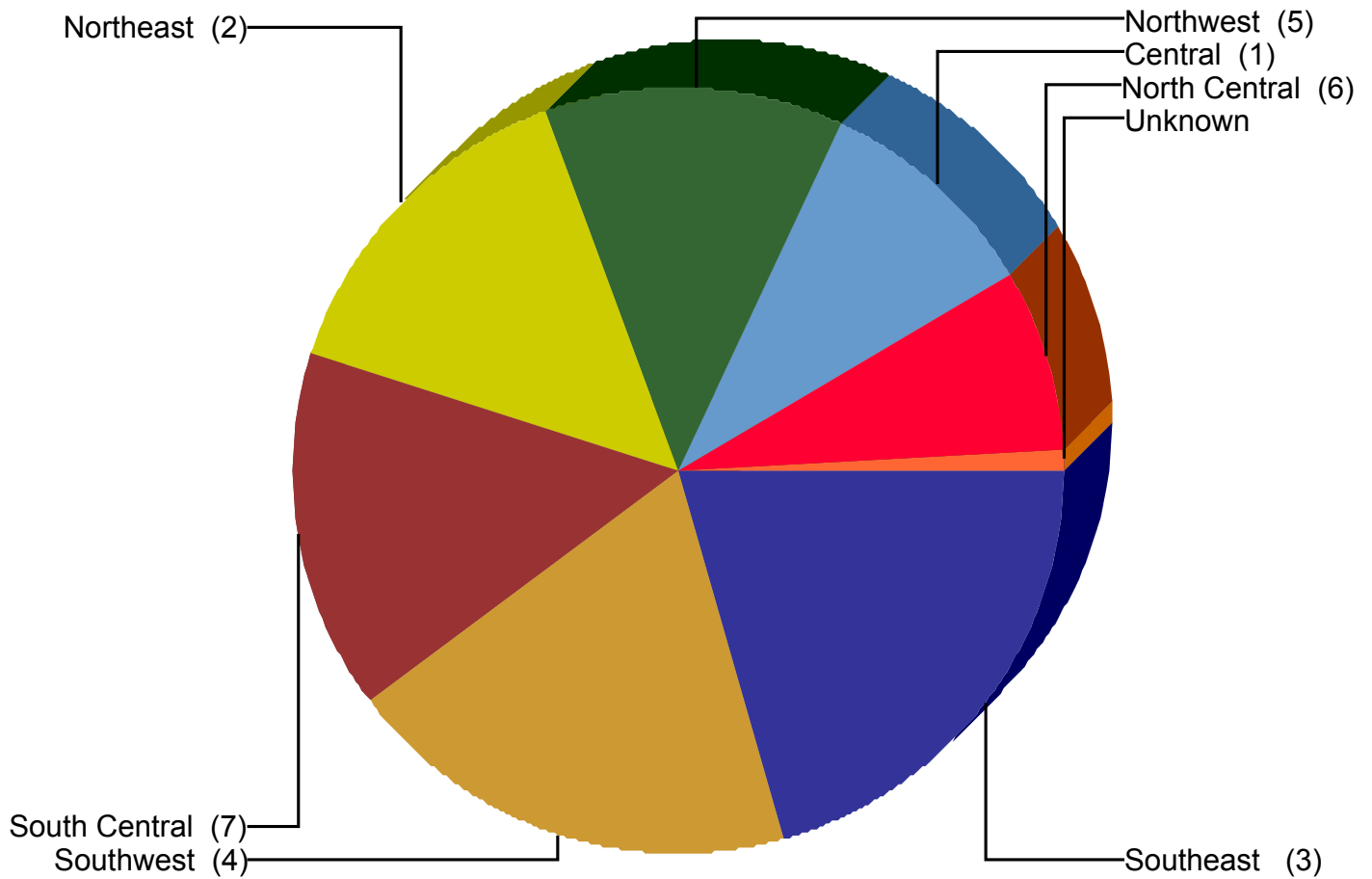
## **TABLE OF CONTENTS**

- 3 . . . . . YTD Chart of Service Request Counts by City Service Area**
- 4 . . . . . YTD Citywide Service Level Performance Report**
- 6 . . . . . YTD Service Level Performance Report the Central CSA**
- 8 . . . . . YTD Service Level Performance Report the North Central CSA**
- 10 . . . . . YTD Service Level Performance Report the Northeast CSA**
- 12 . . . . . YTD Service Level Performance Report the Northwest CSA**
- 14 . . . . . YTD Service Level Performance Report the South Central CSA**
- 16 . . . . . YTD Service Level Performance Report the Southeast CSA**
- 18 . . . . . YTD Service Level Performance Report the Southwest CSA**
- 20 . . . . . YTD Service Level Performance Report where CSA is Unknown**



# City of Dallas

Service Area Report  
For YTD Through September 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	36,350	9.2%	96.6%
North Central (6)	30,759	7.8%	97.0%
Northeast (2)	56,663	14.4%	96.5%
Northwest (5)	49,698	12.6%	97.4%
South Central (7)	60,653	15.4%	96.5%
Southeast (3)	80,856	20.5%	95.3%
Southwest (4)	75,799	19.2%	96.0%
Unknown	3,733	0.9%	82.4%
<b>Total</b>	<b>394,511</b>	<b>100.0%</b>	<b>96.2%</b>

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

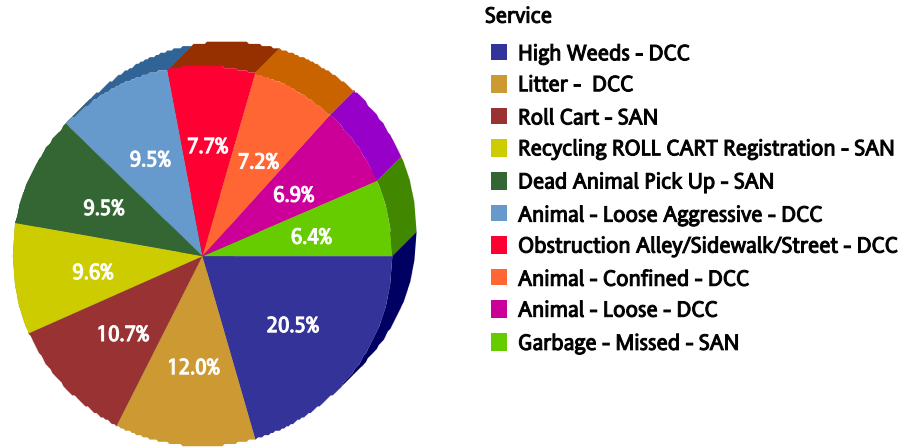


For Citywide

For FY 2008/2009

Top 10 Services

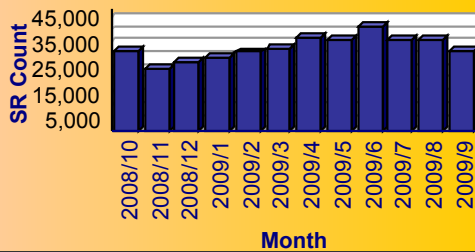
SR Type	Service Request Count
High Weeds - DCC	36,424
Litter - DCC	21,337
Roll Cart - SAN	18,988
Recycling ROLL CART Registration - SAN	16,984
Dead Animal Pick Up - SAN	16,922
Animal - Loose Aggressive - DCC	16,904
Obstruction Alley/Sidewalk/Street - DCC	13,661
Animal - Confined - DCC	12,813
Animal - Loose - DCC	12,182
Garbage - Missed - SAN	11,325



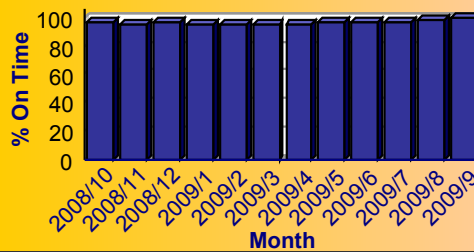
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
394,511	384,708	370,474	96.3%	9,803	9,046	92.3%	96.2%

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 2008/2009

## 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	36,424	1,812	1,677	92.5%	38	15.6	34,612	95.0%	32,499	93.9%	34,176	93.8%
2	Litter - DCC	21,337	833	759	91.1%	38	18.0	20,504	96.1%	18,672	91.1%	19,431	91.1%
3	Roll Cart - SAN	18,988	9	9	100.0%	10	2.9	18,979	100.0%	18,950	99.8%	18,959	99.8%
4	Recycling ROLL CART Registration - SAN	16,984	32	32	100.0%	10	4.0	16,952	99.8%	16,846	99.4%	16,878	99.4%
5	Dead Animal Pick Up - SAN	16,922	1	0	0.0%	1	0.4	16,921	100.0%	16,718	98.8%	16,718	98.8%
6	Animal - Loose Aggressive - DCC	16,904	0	0	N/A	3	1.0	16,904	100.0%	16,621	98.3%	16,621	98.3%
7	Obstruction Alley/Sidewalk/Street - DCC	13,661	1,075	1,046	97.3%	60	21.8	12,586	92.1%	12,228	97.2%	13,274	97.2%
8	Animal - Confined - DCC	12,813	0	0	N/A	3	0.9	12,813	100.0%	12,645	98.7%	12,645	98.7%
9	Animal - Loose - DCC	12,182	480	477	99.4%	40	8.2	11,702	96.1%	11,637	99.4%	12,114	99.4%
10	Garbage - Missed - SAN	11,325	0	0	N/A	3	0.7	11,325	100.0%	11,254	99.4%	11,254	99.4%
11	Recyclable Collection Missed (Residential) - SAN	11,253	0	0	N/A	3	1.2	11,253	100.0%	11,214	99.7%	11,214	99.7%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	9,236	0	0	N/A	10	0.7	9,236	100.0%	9,163	99.2%	9,163	99.2%
13	24 Hour Parking/Parking Violations - DPD	8,022	30	29	96.7%	10	5.4	7,992	99.6%	7,456	93.3%	7,485	93.3%
14	Signs - Public Right of Way Eve/Weekends - DCC	7,881	0	0	N/A	7	0.5	7,881	100.0%	7,785	98.8%	7,785	98.8%
15	Bulky Trash Violations - DCC	7,209	53	41	77.4%	14	7.0	7,156	99.3%	6,295	88.0%	6,336	87.9%
16	Junk Motor Vehicle - DCC	7,162	698	685	98.1%	126	37.7	6,464	90.3%	6,194	95.8%	6,879	96.0%
17	Animal - Sick/Injured - DCC	7,134	0	0	N/A	3	0.8	7,134	100.0%	7,012	98.3%	7,012	98.3%
18	Fire Inspection - DFD	6,862	518	516	99.6%	60	23.1	6,344	92.5%	6,261	98.7%	6,777	98.8%
19	Smoke Detector Request - DFD	6,694	50	50	100.0%	30	6.0	6,644	99.3%	6,583	99.1%	6,633	99.1%
20	Substandard Structure - DCC	4,383	1,289	1,285	99.7%	365	73.8	3,094	70.6%	3,094	100.0%	4,379	99.9%

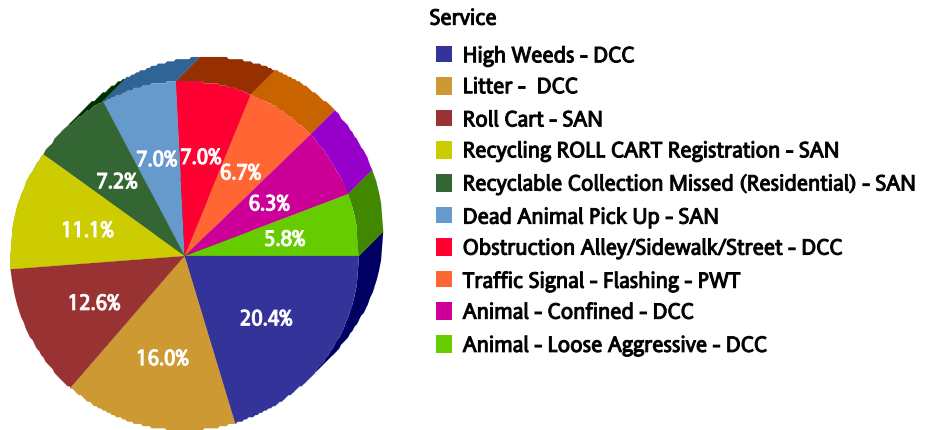


for Central (1)

For FY 2008/2009

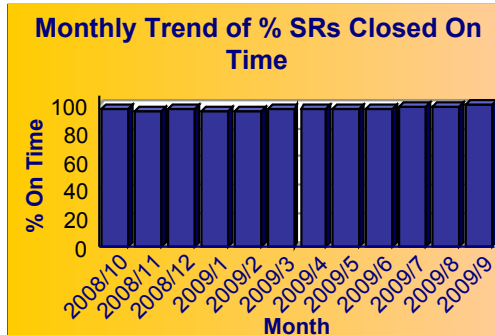
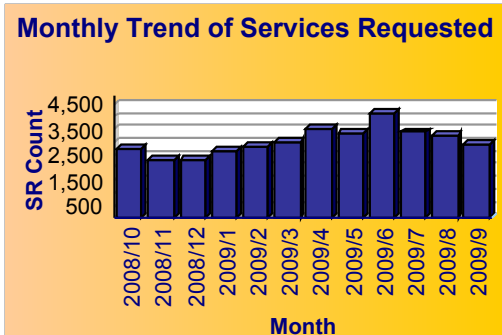
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,955
Litter - DCC	2,319
Roll Cart - SAN	1,822
Recycling ROLL CART Registration - SAN	1,605
Recyclable Collection Missed (Residential) - SAN	1,039
Dead Animal Pick Up - SAN	1,019
Obstruction Alley/Sidewalk/Street - DCC	1,010
Traffic Signal - Flashing - PWT	979
Animal - Confined - DCC	917
Animal - Loose Aggressive - DCC	844



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 %
36,350	35,570	34,390	96.7%	780	734	94.1%	96.6%





# City of Dallas Service Level Performance Report by CSA

for Central (1)

For FY 2008/2009

## 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	2,955	131	129	98.5%	38	13.7	2,824	95.6%	2,716	96.2%	2,845	96.3%
2	Litter - DCC	2,319	56	55	98.2%	38	17.0	2,263	97.6%	2,142	94.7%	2,197	94.7%
3	Roll Cart - SAN	1,822	0	0	N/A	10	2.9	1,822	100.0%	1,818	99.8%	1,818	99.8%
4	Recycling ROLL CART Registration - SAN	1,605	2	2	100.0%	10	4.1	1,603	99.9%	1,591	99.3%	1,593	99.3%
5	Recyclable Collection Missed (Residential) - SAN	1,039	0	0	N/A	3	1.3	1,039	100.0%	1,034	99.5%	1,034	99.5%
6	Dead Animal Pick Up - SAN	1,019	0	0	N/A	1	0.3	1,019	100.0%	1,010	99.1%	1,010	99.1%
7	Obstruction Alley/Sidewalk/Street - DCC	1,010	35	35	100.0%	60	19.2	975	96.5%	960	98.5%	995	98.5%
8	Traffic Signal - Flashing - PWT	979	0	0	N/A	4	1.7	979	100.0%	965	98.6%	965	98.6%
9	Animal - Confined - DCC	917	0	0	N/A	3	1.4	917	100.0%	895	97.6%	895	97.6%
10	Animal - Loose Aggressive - DCC	844	0	0	N/A	3	2.3	844	100.0%	809	95.9%	809	95.9%
11	24 Hour Parking/Parking Violations - DPD	772	6	6	100.0%	10	4.7	766	99.2%	740	96.6%	746	96.6%
12	Garbage - Missed - SAN	741	0	0	N/A	3	0.5	741	100.0%	738	99.6%	738	99.6%
13	Graffiti Private Property - Residential/Commercial	716	36	35	97.2%	90	22.9	680	95.0%	653	96.0%	688	96.1%
14	Animal - Loose - DCC	684	8	8	100.0%	40	9.1	676	98.8%	673	99.6%	681	99.6%
15	Fire Inspection - DFD	585	78	78	100.0%	60	26.8	507	86.7%	502	99.0%	580	99.1%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	544	0	0	N/A	1	0.1	544	100.0%	539	99.1%	539	99.1%
17	Junk Motor Vehicle - DCC	512	54	54	100.0%	126	33.9	458	89.5%	455	99.3%	509	99.4%
18	Animal - Sick/Injured - DCC	485	0	0	N/A	3	1.0	485	100.0%	472	97.3%	472	97.3%
19	Bulky Trash Violations - DCC	480	7	7	100.0%	14	9.0	473	98.5%	383	81.0%	390	81.2%
20	Street Repair - Routine-STS	475	6	5	83.3%	90	20.6	469	98.7%	468	99.8%	473	99.6%

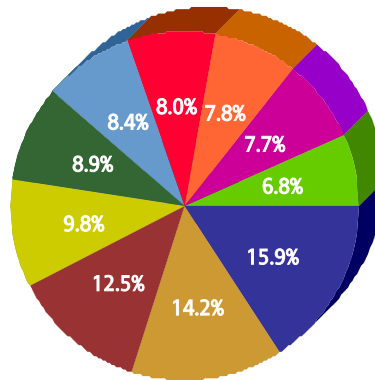


for North Central (6)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,185
Roll Cart - SAN	1,944
Garbage - Missed - SAN	1,715
High Weeds - DCC	1,348
Dead Animal Pick Up - SAN	1,220
Recyclable Collection Missed (Residential) - SAN	1,149
Fire Inspection - DFD	1,101
Obstruction Alley/Sidewalk/Street - DCC	1,069
Animal - Confined - DCC	1,049
Signs - Public Right of Way Eve/Weekends - DCC	930



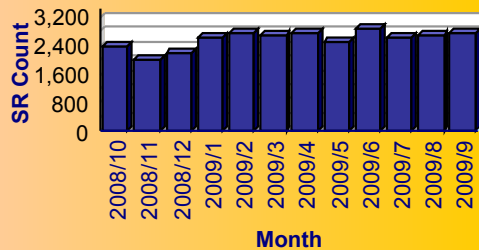
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Signs - Public Right of Way Eve/Weekends - DCC

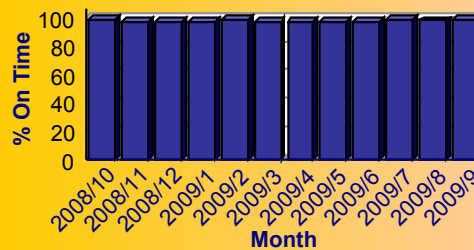
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,759	30,065	29,240	97.3%	694	601	86.6%	97.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time







for North Central (6)

For FY 2008/2009

## 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	2,185	8	8	100.0%	10	4.0	2,177	99.6%	2,164	99.4%	2,172	99.4%
2	Roll Cart - SAN	1,944	0	0	N/A	10	2.9	1,944	100.0%	1,942	99.9%	1,942	99.9%
3	Garbage - Missed - SAN	1,715	0	0	N/A	3	0.6	1,715	100.0%	1,709	99.7%	1,709	99.7%
4	High Weeds - DCC	1,348	134	113	84.3%	38	18.1	1,214	90.1%	1,134	93.4%	1,247	92.5%
5	Dead Animal Pick Up - SAN	1,220	0	0	N/A	1	0.3	1,220	100.0%	1,207	98.9%	1,207	98.9%
6	Recyclable Collection Missed (Residential) - SAN	1,149	0	0	N/A	3	1.0	1,149	100.0%	1,145	99.7%	1,145	99.7%
7	Fire Inspection - DFD	1,101	53	53	100.0%	60	17.8	1,048	95.2%	1,041	99.3%	1,094	99.4%
8	Obstruction Alley/Sidewalk/Street - DCC	1,069	156	145	92.9%	60	24.2	913	85.4%	883	96.7%	1,028	96.2%
9	Animal - Confined - DCC	1,049	0	0	N/A	3	0.9	1,049	100.0%	1,040	99.1%	1,040	99.1%
10	Signs - Public Right of Way Eve/Weekends - DCC	930	0	0	N/A	7	0.6	930	100.0%	917	98.6%	917	98.6%
11	Litter - DCC	805	88	77	87.5%	38	20.1	717	89.1%	643	89.7%	720	89.4%
12	Bulky Trash Violations - DCC	684	4	3	75.0%	14	6.0	680	99.4%	650	95.6%	653	95.5%
13	24 Hour Parking/Parking Violations - DPD	598	3	3	100.0%	10	4.3	595	99.5%	556	93.4%	559	93.5%
14	Recycling - Roll Cart - SAN	554	2	2	100.0%	10	3.1	552	99.6%	550	99.6%	552	99.6%
15	Animal - Loose Aggressive - DCC	431	0	0	N/A	3	1.6	431	100.0%	425	98.6%	425	98.6%
16	Animal - Sick/Injured - DCC	400	0	0	N/A	3	0.6	400	100.0%	395	98.8%	395	98.8%
17	Street Repair - Routine-STS	398	16	16	100.0%	90	11.7	382	96.0%	382	100.0%	398	100.0%
18	Brush/Bulk Items - Missed - SAN	371	0	0	N/A	10	2.3	371	100.0%	368	99.2%	368	99.2%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	367	0	0	N/A	1	0.1	367	100.0%	363	98.9%	363	98.9%
20	Traffic Signal - Timing - PWT	358	0	0	N/A	4	1.9	358	100.0%	347	96.9%	347	96.9%

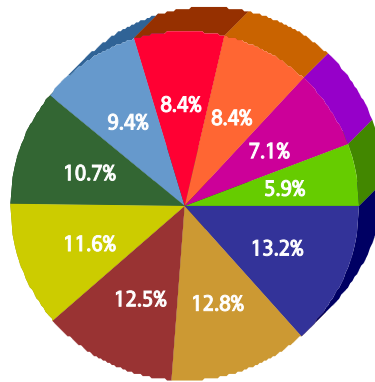


for Northeast (2)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	3,256
High Weeds - DCC	3,163
Obstruction Alley/Sidewalk/Street - DCC	3,077
Recycling ROLL CART Registration - SAN	2,861
Recyclable Collection Missed (Residential) - SAN	2,634
Animal - Confined - DCC	2,318
Litter - DCC	2,069
Dead Animal Pick Up - SAN	2,063
Animal - Loose Aggressive - DCC	1,758
Bulky Trash Violations - DCC	1,446



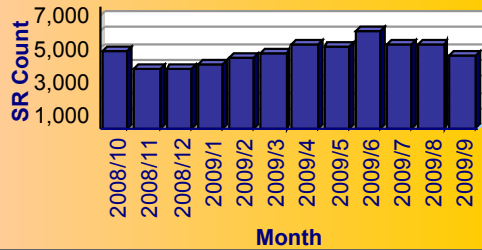
Service

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

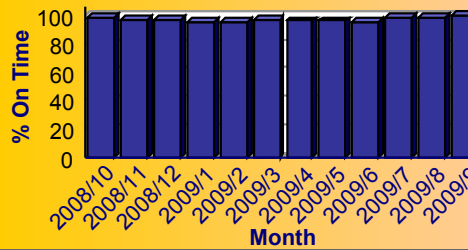
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
56,663	55,322	53,444	96.6%	1,341	1,247	93.0%	96.5%

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 2008/2009

## 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	Roll Cart - SAN	3,256	3	3	100.0%	10	2.9	3,253	99.9%	3,247	99.8%	3,250	99.8%
2	High Weeds - DCC	3,163	185	177	95.7%	38	17.6	2,978	94.2%	2,717	91.2%	2,894	91.5%
3	Obstruction Alley/Sidewalk/Street - DCC	3,077	259	255	98.5%	60	21.5	2,818	91.6%	2,729	96.8%	2,984	97.0%
4	Recycling ROLL CART Registration - SAN	2,861	3	3	100.0%	10	4.1	2,858	99.9%	2,832	99.1%	2,835	99.1%
5	Recyclable Collection Missed (Residential) - SAN	2,634	0	0	N/A	3	1.1	2,634	100.0%	2,628	99.8%	2,628	99.8%
6	Animal - Confined - DCC	2,318	0	0	N/A	3	1.3	2,318	100.0%	2,274	98.1%	2,274	98.1%
7	Litter - DCC	2,069	72	63	87.5%	38	20.0	1,997	96.5%	1,775	88.9%	1,838	88.8%
8	Dead Animal Pick Up - SAN	2,063	0	0	N/A	1	0.3	2,063	100.0%	2,044	99.1%	2,044	99.1%
9	Animal - Loose Aggressive - DCC	1,758	0	0	N/A	3	2.2	1,758	100.0%	1,704	96.9%	1,704	96.9%
10	Bulky Trash Violations - DCC	1,446	21	16	76.2%	14	5.7	1,425	98.5%	1,333	93.5%	1,349	93.3%
11	24 Hour Parking/Parking Violations - DPD	1,365	1	1	100.0%	10	5.1	1,364	99.9%	1,237	90.7%	1,238	90.7%
12	Garbage - Missed - SAN	1,360	0	0	N/A	3	0.6	1,360	100.0%	1,355	99.6%	1,355	99.6%
13	Animal - Loose - DCC	1,076	39	39	100.0%	40	10.5	1,037	96.4%	1,031	99.4%	1,070	99.4%
14	Substandard Structure Apts - DCC	952	134	134	100.0%	365	25.8	818	85.9%	818	100.0%	952	100.0%
15	Animal - Sick/Injured - DCC	913	0	0	N/A	3	1.6	913	100.0%	889	97.4%	889	97.4%
16	Junk Motor Vehicle - DCC	894	77	73	94.8%	126	32.4	817	91.4%	795	97.3%	868	97.1%
17	Fire Inspection - DFD	894	71	71	100.0%	60	25.9	823	92.1%	813	98.8%	884	98.9%
18	Recycling - Roll Cart - SAN	688	2	2	100.0%	10	3.1	686	99.7%	682	99.4%	684	99.4%
19	Substandard Structure - DCC	643	141	141	100.0%	365	67.5	502	78.1%	502	100.0%	643	100.0%
20	Animal - Spayed/Neutered/Intact	634	1	1	100.0%	30	9.3	633	99.8%	584	92.3%	585	92.3%

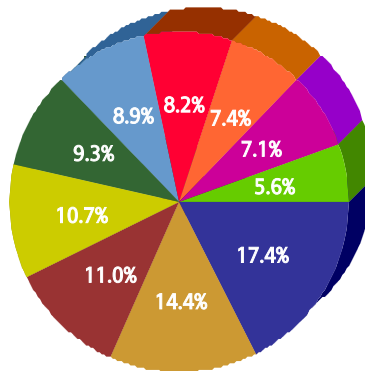


for Northwest (5)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,911
Recycling ROLL CART Registration - SAN	3,247
Obstruction Alley/Sidewalk/Street - DCC	2,476
Litter - DCC	2,420
Garbage - Missed - SAN	2,104
Roll Cart - SAN	1,998
Dead Animal Pick Up - SAN	1,853
Recyclable Collection Missed (Residential) - SAN	1,663
Fire Inspection - DFD	1,590
Graffiti Private Property - Residential/Commercial	1,267



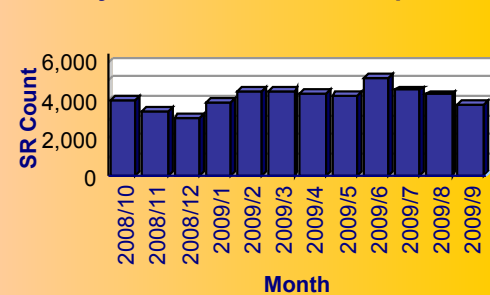
Service

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

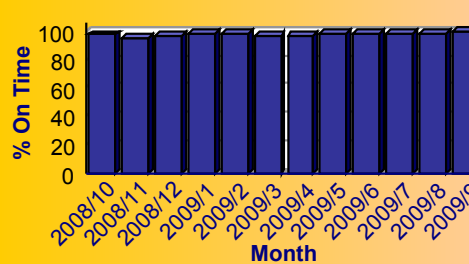
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
49,698	48,606	47,355	97.4%	1,092	1,061	97.2%	97.4%

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 2008/2009

## 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	3,911	226	223	98.7%	38	14.2	3,685	94.2%	3,588	97.4%	3,811	97.4%
2	Recycling ROLL CART Registration - SAN	3,247	1	1	100.0%	10	4.0	3,246	100.0%	3,232	99.6%	3,233	99.6%
3	Obstruction Alley/Sidewalk/Street - DCC	2,476	225	224	99.6%	60	20.1	2,251	90.9%	2,219	98.6%	2,443	98.7%
4	Litter - DCC	2,420	119	119	100.0%	38	15.1	2,301	95.1%	2,220	96.5%	2,339	96.7%
5	Garbage - Missed - SAN	2,104	0	0	N/A	3	0.7	2,104	100.0%	2,091	99.4%	2,091	99.4%
6	Roll Cart - SAN	1,998	0	0	N/A	10	2.9	1,998	100.0%	1,995	99.8%	1,995	99.8%
7	Dead Animal Pick Up - SAN	1,853	0	0	N/A	1	0.3	1,853	100.0%	1,839	99.2%	1,839	99.2%
8	Recyclable Collection Missed (Residential) - SAN	1,663	0	0	N/A	3	1.2	1,663	100.0%	1,657	99.6%	1,657	99.6%
9	Fire Inspection - DFD	1,590	128	128	100.0%	60	23.4	1,462	91.9%	1,439	98.4%	1,567	98.6%
10	Graffiti Private Property - Residential/Commercial	1,267	11	11	100.0%	90	11.8	1,256	99.1%	1,228	97.8%	1,239	97.8%
11	Signs - Public Right of Way Eve/Weekends - DCC	1,146	0	0	N/A	7	0.3	1,146	100.0%	1,134	99.0%	1,134	99.0%
12	Animal - Confined - DCC	1,123	0	0	N/A	3	0.8	1,123	100.0%	1,113	99.1%	1,113	99.1%
13	Animal - Loose Aggressive - DCC	1,101	0	0	N/A	3	1.6	1,101	100.0%	1,081	98.2%	1,081	98.2%
14	24 Hour Parking/Parking Violations - DPD	1,021	10	10	100.0%	10	7.5	1,011	99.0%	919	90.9%	929	91.0%
15	Bulky Trash Violations - DCC	1,016	2	2	100.0%	14	4.5	1,014	99.8%	960	94.7%	962	94.7%
16	Animal - Loose - DCC	748	23	23	100.0%	40	8.5	725	96.9%	723	99.7%	746	99.7%
17	Signs - Other - DCC	733	4	4	100.0%	21	15.2	729	99.5%	576	79.0%	580	79.1%
18	Junk Motor Vehicle - DCC	682	54	53	98.1%	126	28.6	628	92.1%	617	98.2%	670	98.2%
19	Animal - Sick/Injured - DCC	631	0	0	N/A	3	0.7	631	100.0%	621	98.4%	621	98.4%
20	Recycling - Roll Cart - SAN	572	2	2	100.0%	10	3.2	570	99.7%	564	98.9%	566	99.0%

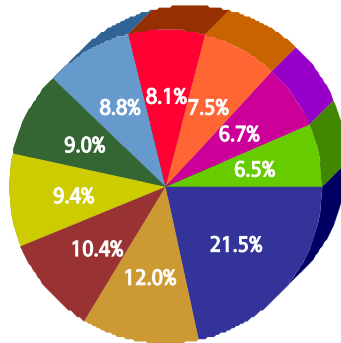


for South Central (7)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,093
Animal - Loose Aggressive - DCC	3,944
Dead Animal Pick Up - SAN	3,417
Smoke Detector Request - DFD	3,091
Roll Cart - SAN	2,974
Litter - DCC	2,908
Animal - Loose - DCC	2,682
Parking - Unapproved Surface - Eve/Weekends - DCC	2,472
Animal - Confined - DCC	2,198
Garbage - Missed - SAN	2,144



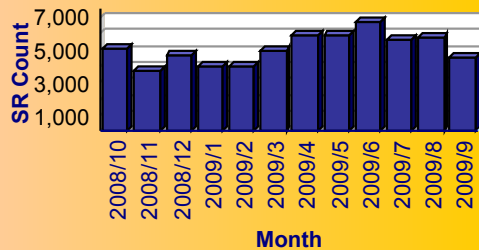
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Litter - DCC
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN

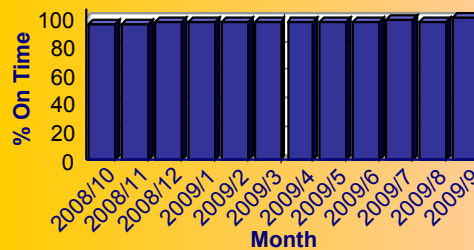
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
60,653	59,273	57,220	96.5%	1,380	1,302	94.3%	96.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for South Central (7)

For FY 2008/2009

## 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	7,093	245	228	93.1%	38	16.0	6,848	96.5%	6,424	93.8%	6,652	93.8%
2	Animal - Loose Aggressive - DCC	3,944	0	0	N/A	3	0.5	3,944	100.0%	3,900	98.9%	3,900	98.9%
3	Dead Animal Pick Up - SAN	3,417	0	0	N/A	1	0.4	3,417	100.0%	3,380	98.9%	3,380	98.9%
4	Smoke Detector Request - DFD	3,091	28	28	100.0%	30	4.9	3,063	99.1%	3,047	99.5%	3,075	99.5%
5	Roll Cart - SAN	2,974	1	1	100.0%	10	2.7	2,973	100.0%	2,971	99.9%	2,972	99.9%
6	Litter - DCC	2,908	82	60	73.2%	38	18.3	2,826	97.2%	2,563	90.7%	2,623	90.2%
7	Animal - Loose - DCC	2,682	160	159	99.4%	40	8.7	2,522	94.0%	2,511	99.6%	2,670	99.6%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	2,472	0	0	N/A	10	0.5	2,472	100.0%	2,460	99.5%	2,460	99.5%
9	Animal - Confined - DCC	2,198	0	0	N/A	3	0.4	2,198	100.0%	2,185	99.4%	2,185	99.4%
10	Garbage - Missed - SAN	2,144	0	0	N/A	3	0.9	2,144	100.0%	2,128	99.3%	2,128	99.3%
11	Obstruction Alley/Sidewalk/Street - DCC	1,694	90	88	97.8%	60	22.2	1,604	94.7%	1,562	97.4%	1,650	97.4%
12	Animal - Sick/Injured - DCC	1,554	0	0	N/A	3	0.4	1,554	100.0%	1,534	98.7%	1,534	98.7%
13	Recyclable Collection Missed (Residential) - SAN	1,456	0	0	N/A	3	1.2	1,456	100.0%	1,452	99.7%	1,452	99.7%
14	Recycling ROLL CART Registration - SAN	1,447	0	0	N/A	10	3.9	1,447	100.0%	1,440	99.5%	1,440	99.5%
15	Junk Motor Vehicle - DCC	1,352	160	158	98.8%	126	44.6	1,192	88.2%	1,125	94.4%	1,283	94.9%
16	Signs - Public Right of Way Eve/Weekends - DCC	1,154	0	0	N/A	7	0.4	1,154	100.0%	1,140	98.8%	1,140	98.8%
17	24 Hour Parking/Parking Violations - DPD	1,125	4	3	75.0%	10	5.3	1,121	99.6%	1,059	94.5%	1,062	94.4%
18	Bulky Trash Violations - DCC	969	6	5	83.3%	14	7.6	963	99.4%	809	84.0%	814	84.0%
19	Substandard Structure - DCC	736	217	217	100.0%	365	65.6	519	70.5%	519	100.0%	736	100.0%
20	Open and Vacant Structure - DCC	725	12	11	91.7%	30	9.6	713	98.3%	676	94.8%	687	94.8%

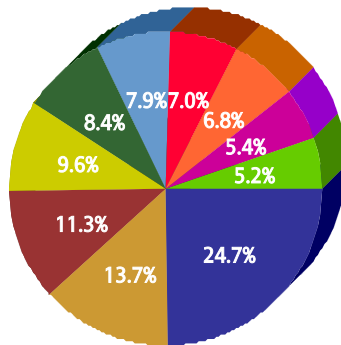


for Southeast (3)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	10,282
Litter - DCC	5,687
Animal - Loose Aggressive - DCC	4,703
Dead Animal Pick Up - SAN	3,977
Animal - Loose - DCC	3,509
Roll Cart - SAN	3,288
Parking - Unapproved Surface - Eve/Weekends - DCC	2,925
Animal - Confined - DCC	2,831
Recycling ROLL CART Registration - SAN	2,239
Smoke Detector Request - DFD	2,178



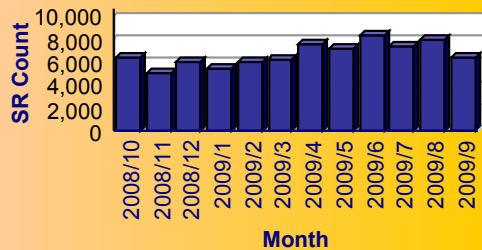
Service

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

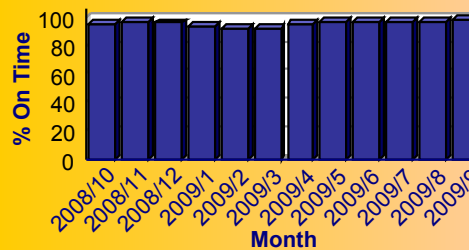
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
80,856	78,331	74,648	95.3%	2,525	2,422	95.9%	95.3%

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 2008/2009

## 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	10,282	494	454	91.9%	38	15.7	9,788	95.2%	9,199	94.0%	9,653	93.9%
2	Litter - DCC	5,687	238	234	98.3%	38	18.7	5,449	95.8%	4,912	90.1%	5,146	90.5%
3	Animal - Loose Aggressive - DCC	4,703	0	0	N/A	3	0.9	4,703	100.0%	4,628	98.4%	4,628	98.4%
4	Dead Animal Pick Up - SAN	3,977	0	0	N/A	1	0.4	3,977	100.0%	3,910	98.3%	3,910	98.3%
5	Animal - Loose - DCC	3,509	141	140	99.3%	40	7.4	3,368	96.0%	3,348	99.4%	3,488	99.4%
6	Roll Cart - SAN	3,288	1	1	100.0%	10	3.1	3,287	100.0%	3,279	99.8%	3,280	99.8%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	2,925	0	0	N/A	10	0.7	2,925	100.0%	2,902	99.2%	2,902	99.2%
8	Animal - Confined - DCC	2,831	0	0	N/A	3	1.0	2,831	100.0%	2,784	98.3%	2,784	98.3%
9	Recycling ROLL CART Registration - SAN	2,239	0	0	N/A	10	3.9	2,239	100.0%	2,230	99.6%	2,230	99.6%
10	Smoke Detector Request - DFD	2,178	4	4	100.0%	30	6.7	2,174	99.8%	2,148	98.8%	2,152	98.8%
11	Signs - Public Right of Way Eve/Weekends - DCC	1,870	0	0	N/A	7	0.5	1,870	100.0%	1,841	98.4%	1,841	98.4%
12	Obstruction Alley/Sidewalk/Street - DCC	1,848	151	150	99.3%	60	24.8	1,697	91.8%	1,625	95.8%	1,775	96.0%
13	Animal - Sick/Injured - DCC	1,752	0	0	N/A	3	0.9	1,752	100.0%	1,719	98.1%	1,719	98.1%
14	Junk Motor Vehicle - DCC	1,627	187	185	98.9%	126	43.5	1,440	88.5%	1,332	92.5%	1,517	93.2%
15	Bulky Trash Violations - DCC	1,553	1	1	100.0%	14	8.1	1,552	99.9%	1,334	86.0%	1,335	86.0%
16	Substandard Structure - DCC	1,546	609	605	99.3%	365	90.6	937	60.6%	937	100.0%	1,542	99.7%
17	Garbage - Missed - SAN	1,545	0	0	N/A	3	0.9	1,545	100.0%	1,531	99.1%	1,531	99.1%
18	24 Hour Parking/Parking Violations - DPD	1,448	5	5	100.0%	10	5.1	1,443	99.7%	1,400	97.0%	1,405	97.0%
19	Recyclable Collection Missed (Residential) - SAN	1,437	0	0	N/A	3	1.5	1,437	100.0%	1,426	99.2%	1,426	99.2%
20	Parking - Unapproved Surface - DCC	1,378	5	5	100.0%	10	3.9	1,373	99.6%	1,182	86.1%	1,187	86.1%

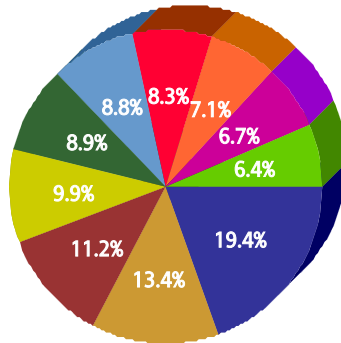


for Southwest (4)

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,099
Litter - DCC	4,914
Animal - Loose Aggressive - DCC	4,116
Roll Cart - SAN	3,608
Dead Animal Pick Up - SAN	3,240
Recycling ROLL CART Registration - SAN	3,212
Animal - Loose - DCC	3,031
Parking - Unapproved Surface - Eve/Weekends - DCC	2,594
Obstruction Alley/Sidewalk/Street - DCC	2,435
Animal - Confined - DCC	2,357



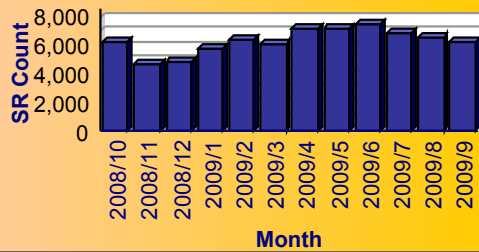
Service

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

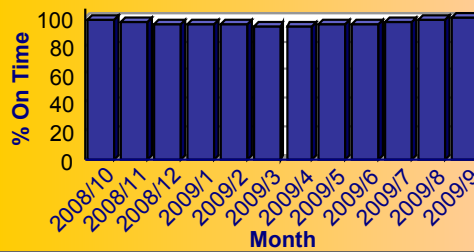
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
75,799	74,115	71,171	96.0%	1,684	1,610	95.6%	96.0%

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 2008/2009

## 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	7,099	342	332	97.1%	38	14.7	6,757	95.2%	6,271	92.8%	6,603	93.0%
2	Litter - DCC	4,914	157	147	93.6%	38	17.2	4,757	96.8%	4,262	89.6%	4,409	89.7%
3	Animal - Loose Aggressive - DCC	4,116	0	0	N/A	3	0.6	4,116	100.0%	4,068	98.8%	4,068	98.8%
4	Roll Cart - SAN	3,608	4	4	100.0%	10	2.8	3,604	99.9%	3,600	99.9%	3,604	99.9%
5	Dead Animal Pick Up - SAN	3,240	0	0	N/A	1	0.4	3,240	100.0%	3,197	98.7%	3,197	98.7%
6	Recycling ROLL CART Registration - SAN	3,212	18	18	100.0%	10	3.9	3,194	99.4%	3,173	99.3%	3,191	99.3%
7	Animal - Loose - DCC	3,031	91	91	100.0%	40	7.5	2,940	97.0%	2,925	99.5%	3,016	99.5%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	2,594	0	0	N/A	10	0.7	2,594	100.0%	2,575	99.3%	2,575	99.3%
9	Obstruction Alley/Sidewalk/Street - DCC	2,435	149	143	96.0%	60	21.6	2,286	93.9%	2,208	96.6%	2,351	96.6%
10	Animal - Confined - DCC	2,357	0	0	N/A	3	0.6	2,357	100.0%	2,335	99.1%	2,335	99.1%
11	Junk Motor Vehicle - DCC	1,841	141	141	100.0%	126	36.0	1,700	92.3%	1,644	96.7%	1,785	97.0%
12	Recyclable Collection Missed (Residential) - SAN	1,825	0	0	N/A	3	1.1	1,825	100.0%	1,823	99.9%	1,823	99.9%
13	Garbage - Missed - SAN	1,682	0	0	N/A	3	0.8	1,682	100.0%	1,669	99.2%	1,669	99.2%
14	24 Hour Parking/Parking Violations - DPD	1,671	1	1	100.0%	10	5.5	1,670	99.9%	1,526	91.4%	1,527	91.4%
15	Signs - Public Right of Way Eve/Weekends - DCC	1,670	0	0	N/A	7	0.5	1,670	100.0%	1,650	98.8%	1,650	98.8%
16	Fire Inspection - DFD	1,408	84	82	97.6%	60	21.3	1,324	94.0%	1,300	98.2%	1,382	98.2%
17	Animal - Sick/Injured - DCC	1,379	0	0	N/A	3	0.6	1,379	100.0%	1,362	98.8%	1,362	98.8%
18	Graffiti Private Property - Residential/Commercial	1,163	76	75	98.7%	90	25.6	1,087	93.5%	1,030	94.8%	1,105	95.0%
19	Bulky Trash Violations - DCC	1,046	8	7	87.5%	14	8.8	1,038	99.2%	820	79.0%	827	79.1%
20	Smoke Detector Request - DFD	1,003	9	9	100.0%	30	6.0	994	99.1%	985	99.1%	994	99.1%

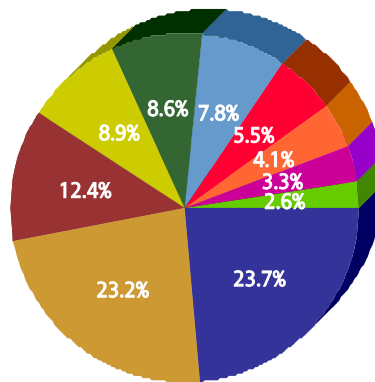


for Unknown

For FY 2008/2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	573
Complaint/Compliment - CTY	560
Signs - Public Right of Way Eve/Weekends - DCC	299
Litter - DCC	215
Animal - Loose - DCC	209
Recycling ROLL CART Registration - SAN	188
Dead Animal Pick Up - SAN	133
Roll Cart - SAN	98
Fire Inspection - DFD	81
Mobile Food Inspection - DCC	62



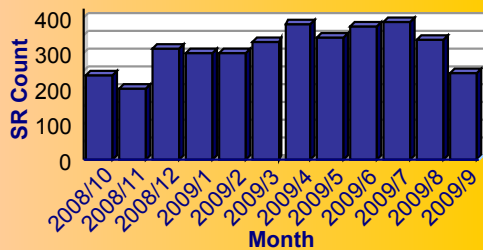
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Litter - DCC
- Animal - Loose - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Mobile Food Inspection - DCC

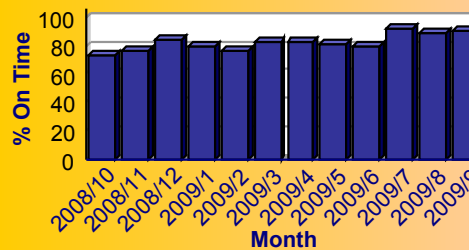
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,733	3,426	3,006	87.7%	307	69	22.5%	82.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

For FY 2008/2009

## 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	573	55	21	38.2%	38	20.0	518	90.4%	450	86.9%	471	82.2%
2	Complaint/Compliment - CTY	560	147	4	2.7%	10	30.2	413	73.8%	239	57.9%	243	43.4%
3	Signs - Public Right of Way Eve/Weekends - DCC	299	0	0	N/A	7	0.3	299	100.0%	297	99.3%	297	99.3%
4	Litter - DCC	215	21	4	19.0%	38	29.6	194	90.2%	155	79.9%	159	74.0%
5	Animal - Loose - DCC	209	8	7	87.5%	40	6.8	201	96.2%	198	98.5%	205	98.1%
6	Recycling ROLL CART Registration - SAN	188	0	0	N/A	10	3.9	188	100.0%	184	97.9%	184	97.9%
7	Dead Animal Pick Up - SAN	133	1	0	0.0%	1	0.2	132	99.2%	131	99.2%	131	98.5%
8	Roll Cart - SAN	98	0	0	N/A	10	2.6	98	100.0%	98	100.0%	98	100.0%
9	Fire Inspection - DFD	81	2	2	100.0%	60	19.8	79	97.5%	77	97.5%	79	97.5%
10	Mobile Food Inspection - DCC	62	1	1	100.0%	45	9.7	61	98.4%	61	100.0%	62	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	52	10	6	60.0%	60	21.5	42	80.8%	42	100.0%	48	92.3%
12	Recyclable Collection Missed (Residential) - SAN	50	0	0	N/A	3	1.4	50	100.0%	49	98.0%	49	98.0%
13	Restaurant/Food Complaint - DCC	44	2	2	100.0%	45	9.2	42	95.5%	42	100.0%	44	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-ST5	43	0	0	N/A	1	0.0	43	100.0%	43	100.0%	43	100.0%
15	Smoke Detector Request - DFD	42	0	0	N/A	30	4.0	42	100.0%	42	100.0%	42	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	37	0	0	N/A	10	5.1	37	100.0%	33	89.2%	33	89.2%
17	Pot hole Repair Routine - ST5	37	0	0	N/A	7	0.8	37	100.0%	36	97.3%	36	97.3%
18	Garbage - Missed - SAN	34	0	0	N/A	3	1.3	34	100.0%	33	97.1%	33	97.1%
19	General - DCC	31	4	1	25.0%	38	36.0	27	87.1%	24	88.9%	25	80.6%
20	Substandard Structure Apts - DCC	29	5	5	100.0%	365	84.8	24	82.8%	24	100.0%	29	100.0%