FY 2006 – 2007

Monthly Service Request Performance Reports by City Council District And Citywide Summary

MARCH 2007

TABLE OF CONTENTS

4 . . . . . Chart of Service Request Counts by City Council District

5 . . . . . Citywide Service Level Performance Report

7 . . . . . Service Level Performance Report for Council District 1

9 . . . . . Service Level Performance Report for Council District 2

11 . . . . Service Level Performance Report for Council District 3

13 . . . . Service Level Performance Report for Council District 4

15 . . . . Service Level Performance Report for Council District 5

17 . . . . Service Level Performance Report for Council District 6

19 . . . . . Service Level Performance Report for Council District 7

21 . . . . . Service Level Performance Report for Council District 8

23 . . . . Service Level Performance Report for Council District 9

25 . . . . Service Level Performance Report for Council District 10

27 . . . . Service Level Performance Report for Council District 11

29 . . . . Service Level Performance Report for Council District 12

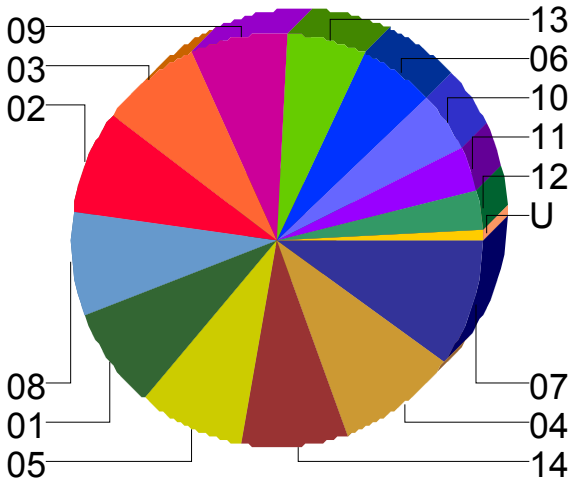
31 . . . . Service Level Performance Report for Council District 13

33 . . . . Service Level Performance Report for Council District 14

35 . . . . Service Level Performance Report where the Council District is Unknown

City of Dallas Council District Report

For March 2007



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	3,250	8.2%	99.5%
02	3,205	8.1%	98.4%
03	3,144	7.9%	98.9%
04	3,660	9.2%	99.3%
05	3,273	8.2%	99.3%
06	2,341	5.9%	99.3%
07	4,024	10.1%	99.4%
08	3,216	8.1%	98.9%
09	3,031	7.6%	99.2%
10	1,849	4.7%	99.1%
11	1,385	3.5%	98.9%
12	1,184	3.0%	98.7%
13	2,479	6.2%	98.6%
14	3,350	8.4%	98.4%
U	371	0.9%	91.9%
Totals	**39,762**	**100.0%**	**99.0%**

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

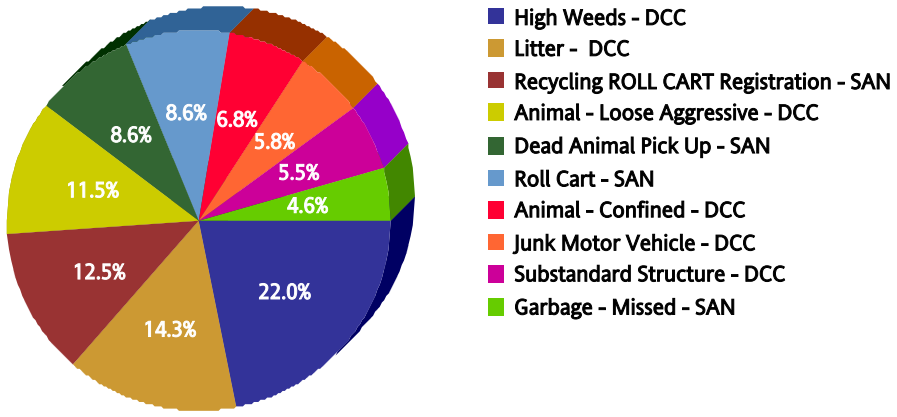
City of Dallas *Service Level Performance Report by Council District*

For Citywide

March 2007

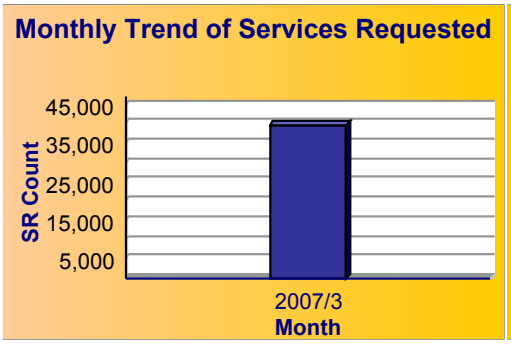
Top 10 Services

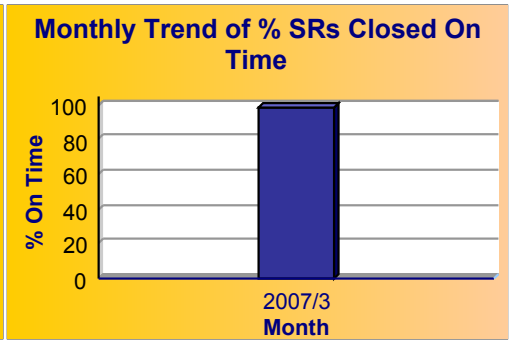
SR Type	Service Request Count
High Weeds - DCC	4,351
Litter - DCC	2,832
Recycling ROLL CART Registration - SAN	2,483
Animal - Loose Aggressive - DCC	2,277
Dead Animal Pick Up - SAN	1,696
Roll Cart - SAN	1,696
Animal - Confined - DCC	1,347
Junk Motor Vehicle - DCC	1,140
Substandard Structure - DCC	1,085
Garbage - Missed - SAN	904



Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,762	24,960	24,705	99.0%	14,802	14,643	98.9%	99.0%





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

City of Dallas *Service Level Performance Report by Council District*

For Citywide

March 2007

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	4,351	3,484	3,484	100.0%	38	7.5	867	19.9%	867	100.0%	4,351	100.0%
2	Litter - DCC	2,832	1,696	1,696	100.0%	38	9.6	1,136	40.1%	1,136	100.0%	2,832	100.0%
3	Recycling ROLL CART Registration - SAN	2,483	2,391	2,391	100.0%	365	3.4	92	3.7%	92	100.0%	2,483	100.0%
4	Animal - Loose Aggressive - DCC	2,277	29	29	100.0%	3	0.3	2,248	98.7%	2,241	99.7%	2,270	99.7%
5	Dead Animal Pick Up - SAN	1,696	18	0	0.0%	1	0.3	1,678	98.9%	1,661	99.0%	1,661	97.9%
6	Roll Cart - SAN	1,696	384	377	98.2%	10	5.4	1,312	77.4%	1,272	97.0%	1,649	97.2%
7	Animal - Confined - DCC	1,347	12	10	83.3%	3	0.3	1,335	99.1%	1,327	99.4%	1,337	99.3%
8	Junk Motor Vehicle - DCC	1,140	888	888	100.0%	126	9.9	252	22.1%	252	100.0%	1,140	100.0%
9	Substandard Structure - DCC	1,085	905	905	100.0%	365	6.2	180	16.6%	180	100.0%	1,085	100.0%
10	Garbage - Missed - SAN	904	37	37	100.0%	6	2.2	867	95.9%	838	96.7%	875	96.8%
11	Recyclable Collection Missed (Residential) - SAN	838	9	9	100.0%	3	1.3	829	98.9%	824	99.4%	833	99.4%
12	24 Hour Parking/Parking Violations - DPD	836	83	82	98.8%	10	3.5	753	90.1%	748	99.3%	830	99.3%
13	Animal - Sick/Injured - DCC	831	6	6	100.0%	3	0.2	825	99.3%	823	99.8%	829	99.8%
14	Bulky Trash Violations - DCC	830	74	69	93.2%	14	3.5	756	91.1%	740	97.9%	809	97.5%
15	Animal - Loose - DCC	707	506	506	100.0%	40	17.9	201	28.4%	201	100.0%	707	100.0%
16	Smoke Detector Request - DFD	686	239	220	92.1%	30	5.5	447	65.2%	447	100.0%	667	97.2%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	683	5	0	0.0%	1	0.1	678	99.3%	676	99.7%	676	99.0%
18	Illegal Outside Storage - DCC	676	442	442	100.0%	38	10.6	234	34.6%	234	100.0%	676	100.0%
19	Illegal Garbage/Placement - DCC	547	243	243	100.0%	60	9.9	304	55.6%	304	100.0%	547	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	543	11	11	100.0%	10	0.7	532	98.0%	530	99.6%	541	99.6%

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

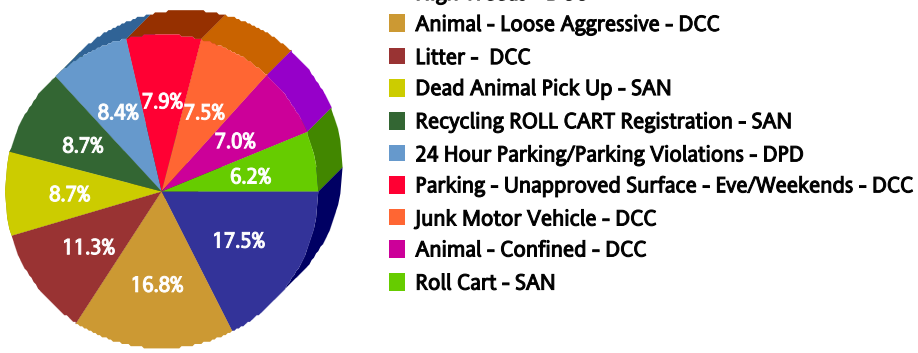
City of Dallas *Service Level Performance Report by Council District*

for 01

March 2007

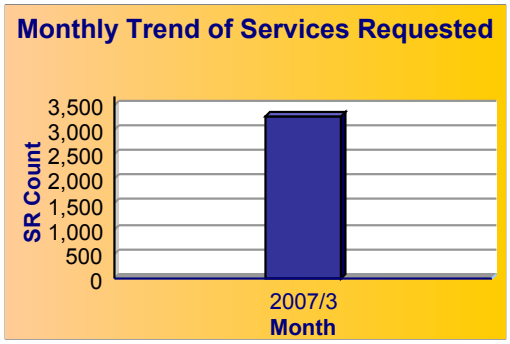
Top 10 Services

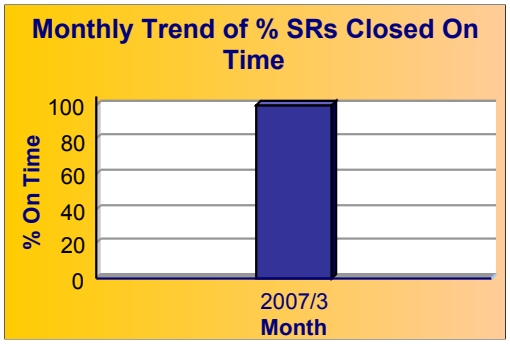
SR Type	Service Request Count
High Weeds - DCC	280
Animal - Loose Aggressive - DCC	269
Litter - DCC	182
Dead Animal Pick Up - SAN	140
Recycling ROLL CART Registration - SAN	140
24 Hour Parking/Parking Violations - DPD	134
Parking - Unapproved Surface - Eve/Weekends - DCC	127
Junk Motor Vehicle - DCC	120
Animal - Confined - DCC	113
Roll Cart - SAN	99



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 %
3,250	2,175	2,166	99.6%	1,075	1,067	99.3%	99.5%





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

City of Dallas *Service Level Performance Report by Council District*

for 01

March 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	280	230	230	100.0%	38	10.1	50	17.9%	50	100.0%	280	100.0%
2	Animal - Loose Aggressive - DCC	269	0	0	N/A	3	0.3	269	100.0%	269	100.0%	269	100.0%
3	Litter - DCC	182	120	120	100.0%	38	13.3	62	34.1%	62	100.0%	182	100.0%
4	Dead Animal Pick Up - SAN	140	1	0	0.0%	1	0.4	139	99.3%	138	99.3%	138	98.6%
5	Recycling ROLL CART Registration - SAN	140	140	140	100.0%	365		0	0.0%	0	N/A	140	100.0%
6	24 Hour Parking/Parking Violations - DPD	134	13	13	100.0%	10	2.8	121	90.3%	121	100.0%	134	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	127	2	2	100.0%	10	0.4	125	98.4%	125	100.0%	127	100.0%
8	Junk Motor Vehicle - DCC	120	89	89	100.0%	126	15.2	31	25.8%	31	100.0%	120	100.0%
9	Animal - Confined - DCC	113	0	0	N/A	3	0.1	113	100.0%	113	100.0%	113	100.0%
10	Roll Cart - SAN	99	22	20	90.9%	10	5.7	77	77.8%	77	100.0%	97	98.0%
11	Smoke Detector Request - DFD	96	2	2	100.0%	30	4.3	94	97.9%	94	100.0%	96	100.0%
12	Illegal Outside Storage - DCC	92	56	56	100.0%	38	10.7	36	39.1%	36	100.0%	92	100.0%
13	Animal - Loose - DCC	90	54	54	100.0%	40	17.1	36	40.0%	36	100.0%	90	100.0%
14	Bulky Trash Violations - DCC	83	3	2	66.7%	14	4.6	80	96.4%	76	95.0%	78	94.0%
15	Substandard Structure - DCC	73	59	59	100.0%	365	6.9	14	19.2%	14	100.0%	73	100.0%
16	Dead Animal - Clinic Pick Up - SAN	57	1	1	100.0%	2	0.0	56	98.2%	56	100.0%	57	100.0%
17	Graffiti Private Property - Residential/Commercial	55	42	42	100.0%	90	9.7	13	23.6%	13	100.0%	55	100.0%
18	Garbage - Missed - SAN	52	0	0	N/A	6	2.0	52	100.0%	52	100.0%	52	100.0%
19	Animal - Sick/Injured - DCC	50	0	0	N/A	3	0.3	50	100.0%	50	100.0%	50	100.0%
20	Illegal Parking/No Parking Zone 1 -DPD	47	2	2	100.0%	10	2.6	45	95.7%	45	100.0%	47	100.0%

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

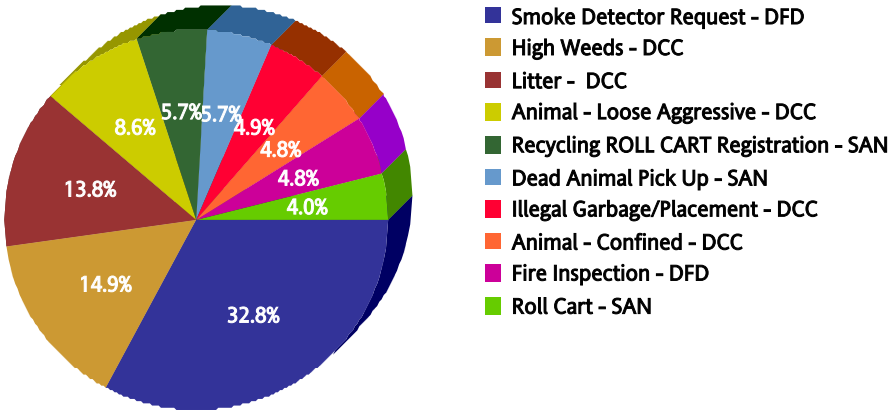
City of Dallas *Service Level Performance Report by Council District*

for 02

March 2007

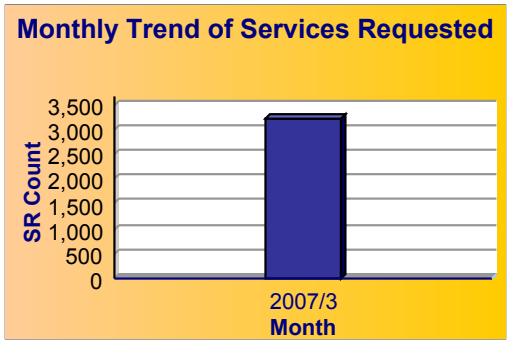
Top 10 Services

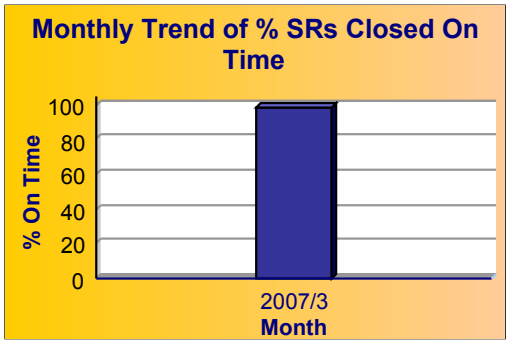
SR Type	Service Request Count
Smoke Detector Request - DFD	492
High Weeds - DCC	224
Litter - DCC	208
Animal - Loose Aggressive - DCC	129
Recycling ROLL CART Registration - SAN	86
Dead Animal Pick Up - SAN	85
Illegal Garbage/Placement - DCC	74
Animal - Confined - DCC	72
Fire Inspection - DFD	72
Roll Cart - SAN	60



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 %
3,205	2,051	2,029	98.9%	1,154	1,124	97.4%	98.4%





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

City of Dallas *Service Level Performance Report by Council District*

for 02

March 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	Smoke Detector Request - DFD	492	208	189	90.9%	30	5.3	284	57.7%	284	100.0%	473	96.1%
2	High Weeds - DCC	224	173	173	100.0%	38	7.2	51	22.8%	51	100.0%	224	100.0%
3	Litter - DCC	208	134	134	100.0%	38	8.9	74	35.6%	74	100.0%	208	100.0%
4	Animal - Loose Aggressive - DCC	129	0	0	N/A	3	0.2	129	100.0%	128	99.2%	128	99.2%
5	Recycling ROLL CART Registration - SAN	86	85	85	100.0%	365	0.0	1	1.2%	1	100.0%	86	100.0%
6	Dead Animal Pick Up - SAN	85	0	0	N/A	1	0.3	85	100.0%	84	98.8%	84	98.8%
7	Illegal Garbage/Placement - DCC	74	23	23	100.0%	60	10.2	51	68.9%	51	100.0%	74	100.0%
8	Animal - Confined - DCC	72	0	0	N/A	3	0.2	72	100.0%	70	97.2%	70	97.2%
9	Fire Inspection - DFD	72	53	53	100.0%	60	3.3	19	26.4%	19	100.0%	72	100.0%
10	Roll Cart - SAN	60	11	11	100.0%	10	4.7	49	81.7%	47	95.9%	58	96.7%
11	Garbage - Missed - SAN	59	2	2	100.0%	6	1.8	57	96.6%	56	98.2%	58	98.3%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	59	2	0	0.0%	1	0.0	57	96.6%	57	100.0%	57	96.6%
13	Illegal Outside Storage - DCC	57	35	35	100.0%	38	11.1	22	38.6%	22	100.0%	57	100.0%
14	Substandard Structure - DCC	56	50	50	100.0%	365	6.0	6	10.7%	6	100.0%	56	100.0%
15	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
16	Junk Motor Vehicle - DCC	54	44	44	100.0%	126	12.5	10	18.5%	10	100.0%	54	100.0%
17	Graffiti Private Property - Residential/Commercial	50	32	32	100.0%	90	9.3	18	36.0%	18	100.0%	50	100.0%
18	Animal - Loose - DCC	50	41	41	100.0%	40	21.2	9	18.0%	9	100.0%	50	100.0%
19	24 Hour Parking/Parking Violations - DPD	50	5	5	100.0%	10	4.3	45	90.0%	44	97.8%	49	98.0%
20	Recyclable Collection Missed (Residential) - SAN	42	1	1	100.0%	3	1.2	41	97.6%	41	100.0%	42	100.0%

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

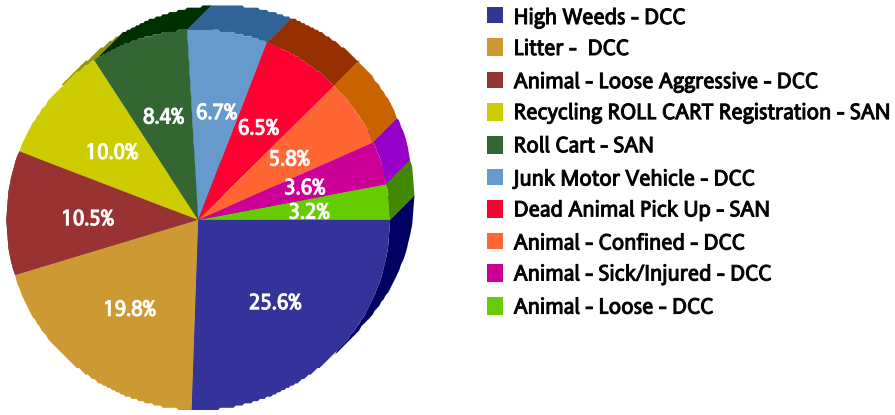
City of Dallas *Service Level Performance Report by Council District*

for 03

March 2007

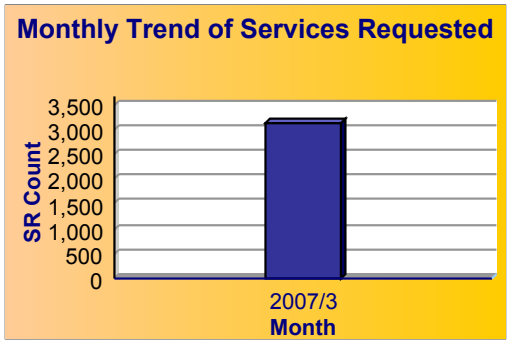
Top 10 Services

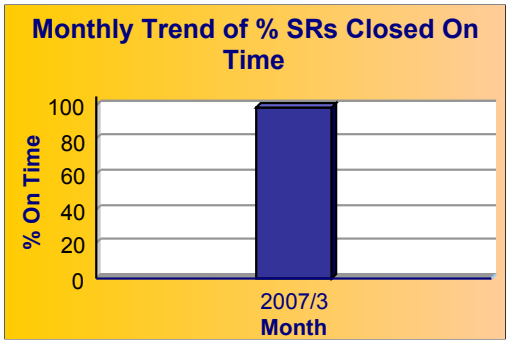
SR Type	Service Request Count
High Weeds - DCC	499
Litter - DCC	387
Animal - Loose Aggressive - DCC	204
Recycling ROLL CART Registration - SAN	196
Roll Cart - SAN	164
Junk Motor Vehicle - DCC	130
Dead Animal Pick Up - SAN	126
Animal - Confined - DCC	114
Animal - Sick/Injured - DCC	70
Animal - Loose - DCC	62



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 %
3,144	1,704	1,679	98.5%	1,440	1,431	99.4%	98.9%





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

City of Dallas *Service Level Performance Report by Council District*

for 03

March 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	499	412	412	100.0%	38	10.4	87	17.4%	87	100.0%	499	100.0%
2	Litter - DCC	387	318	318	100.0%	38	13.7	69	17.8%	69	100.0%	387	100.0%
3	Animal - Loose Aggressive - DCC	204	0	0	N/A	3	0.5	204	100.0%	202	99.0%	202	99.0%
4	Recycling ROLL CART Registration - SAN	196	184	184	100.0%	365	2.9	12	6.1%	12	100.0%	196	100.0%
5	Roll Cart - SAN	164	41	40	97.6%	10	5.8	123	75.0%	123	100.0%	163	99.4%
6	Junk Motor Vehicle - DCC	130	107	107	100.0%	126	8.4	23	17.7%	23	100.0%	130	100.0%
7	Dead Animal Pick Up - SAN	126	0	0	N/A	1	0.4	126	100.0%	125	99.2%	125	99.2%
8	Animal - Confined - DCC	114	1	1	100.0%	3	0.2	113	99.1%	112	99.1%	113	99.1%
9	Animal - Sick/Injured - DCC	70	1	1	100.0%	3	0.2	69	98.6%	68	98.6%	69	98.6%
10	Animal - Loose - DCC	62	45	45	100.0%	40	14.9	17	27.4%	17	100.0%	62	100.0%
11	Substandard Structure - DCC	60	52	52	100.0%	365	6.4	8	13.3%	8	100.0%	60	100.0%
12	Bulky Trash Violations - DCC	58	7	7	100.0%	14	5.0	51	87.9%	48	94.1%	55	94.8%
13	Illegal Outside Storage - DCC	57	37	37	100.0%	38	9.6	20	35.1%	20	100.0%	57	100.0%
14	24 Hour Parking/Parking Violations - DPD	57	8	8	100.0%	10	4.0	49	86.0%	48	98.0%	56	98.2%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	56	1	0	0.0%	1	0.3	55	98.2%	54	98.2%	54	96.4%
16	Illegal Garbage/Placement - DCC	48	36	36	100.0%	60	11.8	12	25.0%	12	100.0%	48	100.0%
17	Recyclable Collection Missed (Residential) - SAN	48	0	0	N/A	3	1.1	48	100.0%	48	100.0%	48	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	40	21	21	100.0%	60	9.9	19	47.5%	19	100.0%	40	100.0%
19	Tree down/low limbs - Emergency-STS	38	6	6	100.0%	5	0.2	32	84.2%	32	100.0%	38	100.0%
20	Garbage - Missed - SAN	33	3	3	100.0%	6	2.1	30	90.9%	29	96.7%	32	97.0%

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

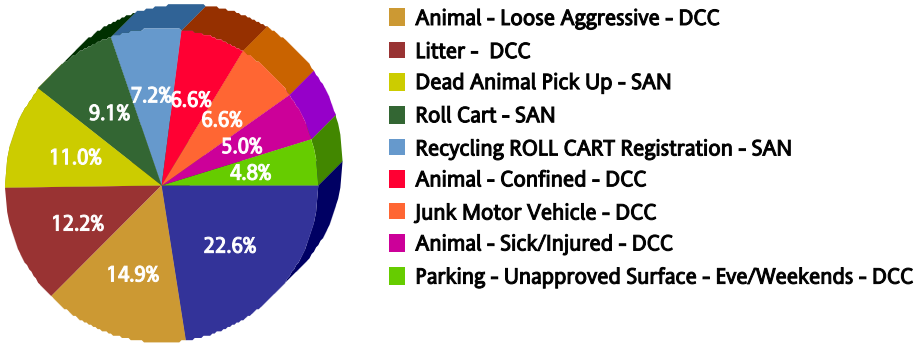
City of Dallas *Service Level Performance Report by Council District*

for 04

March 2007

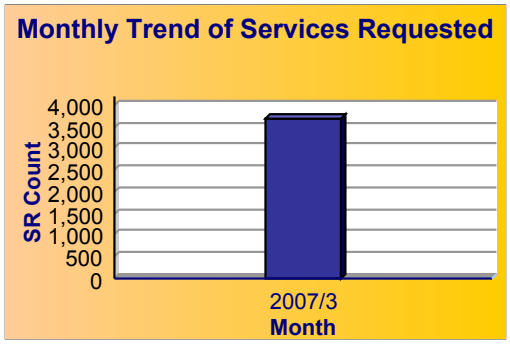
Top 10 Services

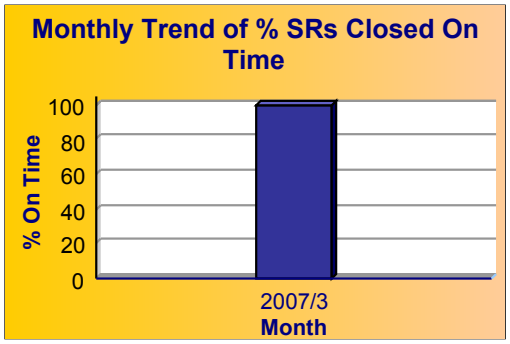
SR Type	Service Request Count
High Weeds - DCC	474
Animal - Loose Aggressive - DCC	313
Litter - DCC	256
Dead Animal Pick Up - SAN	231
Roll Cart - SAN	192
Recycling ROLL CART Registration - SAN	151
Animal - Confined - DCC	139
Junk Motor Vehicle - DCC	139
Animal - Sick/Injured - DCC	106
Parking - Unapproved Surface - Eve/Weekends - DCC	100



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 %
3,660	2,346	2,328	99.2%	1,314	1,307	99.5%	99.3%





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

City of Dallas *Service Level Performance Report by Council District*

for 04

March 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	474	392	392	100.0%	38	5.8	82	17.3%	82	100.0%	474	100.0%
2	Animal - Loose Aggressive - DCC	313	1	1	100.0%	3	0.3	312	99.7%	312	100.0%	313	100.0%
3	Litter - DCC	256	143	143	100.0%	38	9.5	113	44.1%	113	100.0%	256	100.0%
4	Dead Animal Pick Up - SAN	231	3	0	0.0%	1	0.3	228	98.7%	226	99.1%	226	97.8%
5	Roll Cart - SAN	192	36	36	100.0%	10	3.9	156	81.2%	156	100.0%	192	100.0%
6	Recycling ROLL CART Registration - SAN	151	144	144	100.0%	365	0.6	7	4.6%	7	100.0%	151	100.0%
7	Animal - Confined - DCC	139	2	2	100.0%	3	0.2	137	98.6%	136	99.3%	138	99.3%
8	Junk Motor Vehicle - DCC	139	125	125	100.0%	126	6.9	14	10.1%	14	100.0%	139	100.0%
9	Animal - Sick/Injured - DCC	106	0	0	N/A	3	0.2	106	100.0%	106	100.0%	106	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	100	0	0	N/A	10	0.7	100	100.0%	100	100.0%	100	100.0%
11	Substandard Structure - DCC	90	80	80	100.0%	365	5.8	10	11.1%	10	100.0%	90	100.0%
12	Bulky Trash Violations - DCC	87	4	4	100.0%	14	4.0	83	95.4%	78	94.0%	82	94.3%
13	Illegal Outside Storage - DCC	81	61	61	100.0%	38	13.6	20	24.7%	20	100.0%	81	100.0%
14	24 Hour Parking/Parking Violations - DPD	80	11	11	100.0%	10	3.9	69	86.2%	69	100.0%	80	100.0%
15	Animal - Loose - DCC	78	58	58	100.0%	40	18.8	20	25.6%	20	100.0%	78	100.0%
16	Garbage - Missed - SAN	75	0	0	N/A	6	1.5	75	100.0%	74	98.7%	74	98.7%
17	Open and Vacant Structure - DCC	59	16	16	100.0%	30	6.7	43	72.9%	43	100.0%	59	100.0%
18	Dead Animal - Clinic Pick Up - SAN	54	0	0	N/A	2	0.0	54	100.0%	54	100.0%	54	100.0%
19	Animal - Cruelty - DCC	42	0	0	N/A	30	0.4	42	100.0%	42	100.0%	42	100.0%
20	Recyclable Collection Missed (Residential) - SAN	42	1	1	100.0%	3	1.3	41	97.6%	40	97.6%	41	97.6%

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

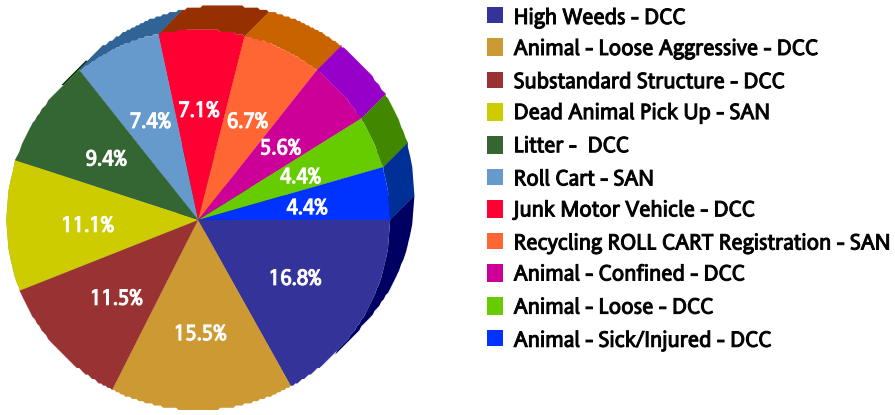
City of Dallas *Service Level Performance Report by Council District*

for 05

March 2007

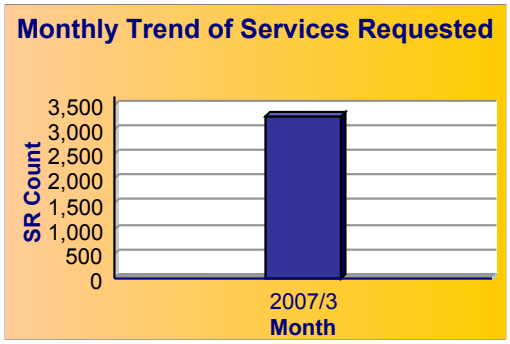
Top 10 Services

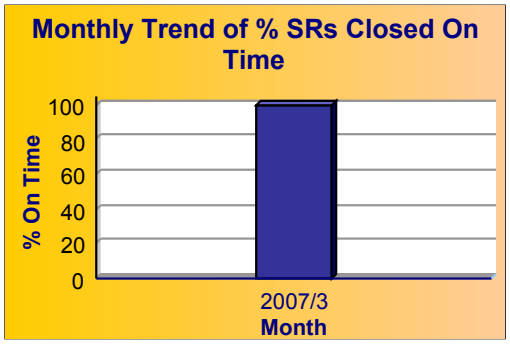
SR Type	Service Request Count
High Weeds - DCC	321
Animal - Loose Aggressive - DCC	296
Substandard Structure - DCC	219
Dead Animal Pick Up - SAN	211
Litter - DCC	179
Roll Cart - SAN	141
Junk Motor Vehicle - DCC	136
Recycling ROLL CART Registration - SAN	128
Animal - Confined - DCC	107
Animal - Loose - DCC	84
Animal - Sick/Injured - DCC	84



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 %
3,273	1,995	1,984	99.4%	1,278	1,266	99.1%	99.3%





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

City of Dallas *Service Level Performance Report by Council District*

for 05

March 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	321	290	290	100.0%	38	7.2	31	9.7%	31	100.0%	321	100.0%
2	Animal - Loose Aggressive - DCC	296	9	9	100.0%	3	0.3	287	97.0%	287	100.0%	296	100.0%
3	Substandard Structure - DCC	219	178	178	100.0%	365	4.5	41	18.7%	41	100.0%	219	100.0%
4	Dead Animal Pick Up - SAN	211	4	0	0.0%	1	0.3	207	98.1%	204	98.6%	204	96.7%
5	Litter - DCC	179	99	99	100.0%	38	8.9	80	44.7%	80	100.0%	179	100.0%
6	Roll Cart - SAN	141	40	40	100.0%	10	4.4	101	71.6%	101	100.0%	141	100.0%
7	Junk Motor Vehicle - DCC	136	117	117	100.0%	126	9.9	19	14.0%	19	100.0%	136	100.0%
8	Recycling ROLL CART Registration - SAN	128	115	115	100.0%	365	0.1	13	10.2%	13	100.0%	128	100.0%
9	Animal - Confined - DCC	107	1	1	100.0%	3	0.4	106	99.1%	104	98.1%	105	98.1%
10	Animal - Loose - DCC	84	58	58	100.0%	40	19.5	26	31.0%	26	100.0%	84	100.0%
11	Animal - Sick/Injured - DCC	84	0	0	N/A	3	0.2	84	100.0%	84	100.0%	84	100.0%
12	24 Hour Parking/Parking Violations - DPD	83	7	7	100.0%	10	3.5	76	91.6%	76	100.0%	83	100.0%
13	Garbage - Missed - SAN	74	1	1	100.0%	6	1.5	73	98.6%	73	100.0%	74	100.0%
14	Illegal Garbage/Placement - DCC	61	30	30	100.0%	60	6.4	31	50.8%	31	100.0%	61	100.0%
15	Illegal Outside Storage - DCC	57	40	40	100.0%	38	11.4	17	29.8%	17	100.0%	57	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	53	0	0	N/A	10	0.8	53	100.0%	53	100.0%	53	100.0%
17	Open and Vacant Structure - DCC	46	18	18	100.0%	30	6.4	28	60.9%	28	100.0%	46	100.0%
18	Motor Vehicle Repair Violation - DCC	42	4	4	100.0%	40	4.1	38	90.5%	38	100.0%	42	100.0%
19	Bulky Trash Violations - DCC	41	7	5	71.4%	14	5.2	34	82.9%	33	97.1%	38	92.7%
20	Street Repair - Routine-STS	41	10	10	100.0%	90	4.1	31	75.6%	31	100.0%	41	100.0%

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

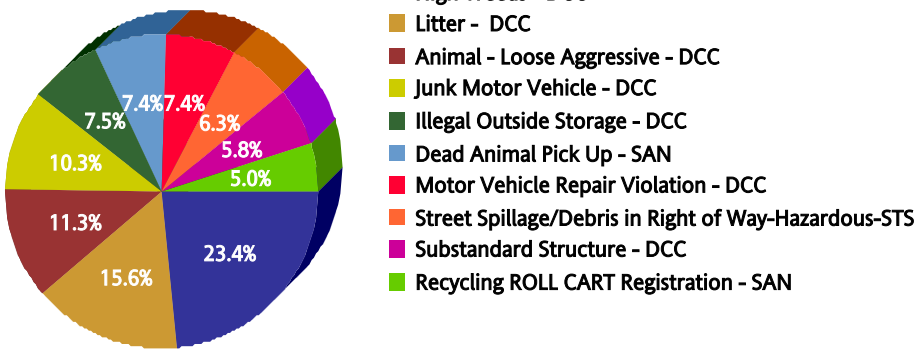
City of Dallas *Service Level Performance Report by Council District*

for 06

March 2007

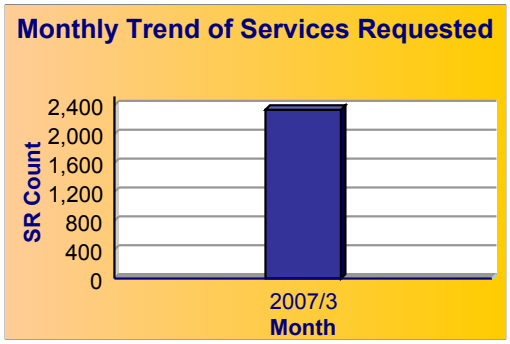
Top 10 Services

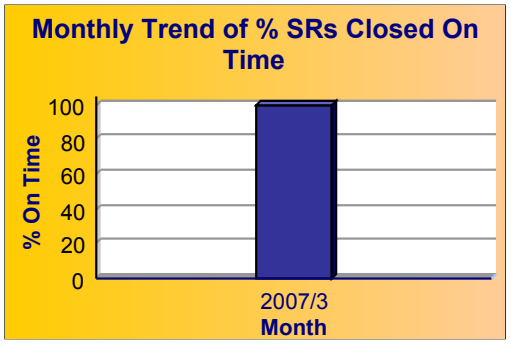
SR Type	Service Request Count
High Weeds - DCC	293
Litter - DCC	195
Animal - Loose Aggressive - DCC	141
Junk Motor Vehicle - DCC	129
Illegal Outside Storage - DCC	94
Dead Animal Pick Up - SAN	93
Motor Vehicle Repair Violation - DCC	93
Street Spillage/Debris in Right of Way-Hazardous-STS	79
Substandard Structure - DCC	73
Recycling ROLL CART Registration - SAN	63



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 %
2,341	1,398	1,387	99.2%	943	938	99.5%	99.3%





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

City of Dallas *Service Level Performance Report by Council District*

for 06

March 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	293	213	213	100.0%	38	6.9	80	27.3%	80	100.0%	293	100.0%
2	Litter - DCC	195	139	139	100.0%	38	6.1	56	28.7%	56	100.0%	195	100.0%
3	Animal - Loose Aggressive - DCC	141	1	1	100.0%	3	0.2	140	99.3%	140	100.0%	141	100.0%
4	Junk Motor Vehicle - DCC	129	108	108	100.0%	126	8.0	21	16.3%	21	100.0%	129	100.0%
5	Illegal Outside Storage - DCC	94	74	74	100.0%	38	11.1	20	21.3%	20	100.0%	94	100.0%
6	Motor Vehicle Repair Violation - DCC	93	7	7	100.0%	40	2.6	86	92.5%	86	100.0%	93	100.0%
7	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.4	93	100.0%	90	96.8%	90	96.8%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	79	1	0	0.0%	1	0.1	78	98.7%	77	98.7%	77	97.5%
9	Substandard Structure - DCC	73	68	68	100.0%	365	10.0	5	6.8%	5	100.0%	73	100.0%
10	Recycling ROLL CART Registration - SAN	63	60	60	100.0%	365	11.0	3	4.8%	3	100.0%	63	100.0%
11	Animal - Confined - DCC	58	1	0	0.0%	3	0.4	57	98.3%	57	100.0%	57	98.3%
12	Dumpster Violation - DCC	56	45	45	100.0%	60	6.8	11	19.6%	11	100.0%	56	100.0%
13	24 Hour Parking/Parking Violations - DPD	53	16	15	93.8%	10	5.8	37	69.8%	37	100.0%	52	98.1%
14	Animal - Sick/Injured - DCC	50	0	0	N/A	3	0.0	50	100.0%	50	100.0%	50	100.0%
15	Animal - Loose - DCC	45	31	31	100.0%	40	20.5	14	31.1%	14	100.0%	45	100.0%
16	Roll Cart - SAN	44	7	7	100.0%	10	6.5	37	84.1%	36	97.3%	43	97.7%
17	Bulky Trash Violations - DCC	40	3	3	100.0%	14	1.8	37	92.5%	37	100.0%	40	100.0%
18	Fire Inspection - DFD	37	23	23	100.0%	60	3.8	14	37.8%	14	100.0%	37	100.0%
19	Recyclable Collection Missed (Residential) - SAN	35	0	0	N/A	3	1.5	35	100.0%	35	100.0%	35	100.0%
20	Street Repair - Routine-STS	24	10	10	100.0%	90	3.4	14	58.3%	14	100.0%	24	100.0%

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

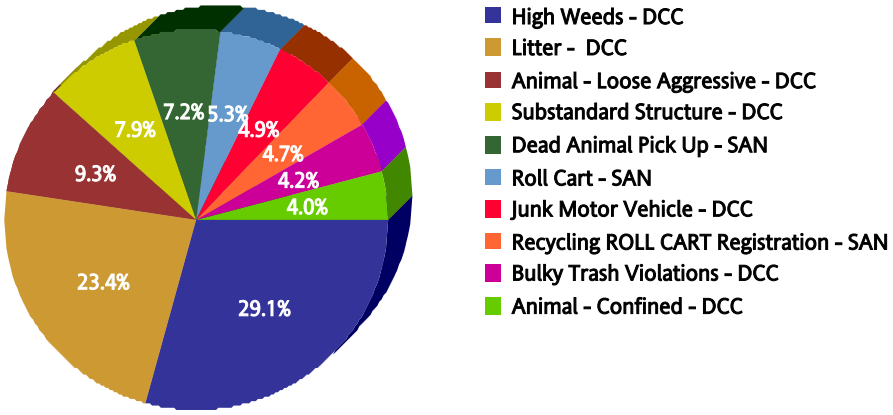
City of Dallas *Service Level Performance Report by Council District*

for 07

March 2007

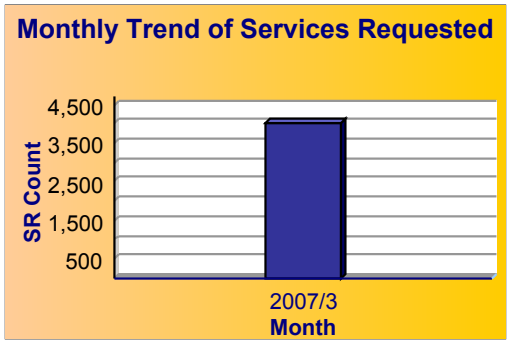
Top 10 Services

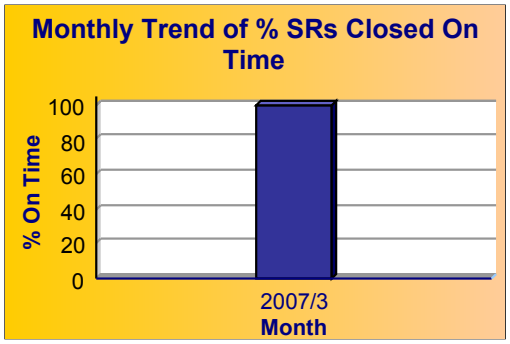
SR Type	Service Request Count
High Weeds - DCC	736
Litter - DCC	591
Animal - Loose Aggressive - DCC	234
Substandard Structure - DCC	199
Dead Animal Pick Up - SAN	183
Roll Cart - SAN	133
Junk Motor Vehicle - DCC	125
Recycling ROLL CART Registration - SAN	118
Bulky Trash Violations - DCC	106
Animal - Confined - DCC	102



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 %
4,024	2,425	2,408	99.3%	1,599	1,592	99.6%	99.4%





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

City of Dallas *Service Level Performance Report by Council District*

for 07

March 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	736	538	538	100.0%	38	6.2	198	26.9%	198	100.0%	736	100.0%
2	Litter - DCC	591	312	312	100.0%	38	6.7	279	47.2%	279	100.0%	591	100.0%
3	Animal - Loose Aggressive - DCC	234	4	4	100.0%	3	0.2	230	98.3%	229	99.6%	233	99.6%
4	Substandard Structure - DCC	199	164	164	100.0%	365	7.5	35	17.6%	35	100.0%	199	100.0%
5	Dead Animal Pick Up - SAN	183	2	0	0.0%	1	0.4	181	98.9%	180	99.4%	180	98.4%
6	Roll Cart - SAN	133	20	20	100.0%	10	3.8	113	85.0%	113	100.0%	133	100.0%
7	Junk Motor Vehicle - DCC	125	98	98	100.0%	126	9.6	27	21.6%	27	100.0%	125	100.0%
8	Recycling ROLL CART Registration - SAN	118	115	115	100.0%	365	2.0	3	2.5%	3	100.0%	118	100.0%
9	Bulky Trash Violations - DCC	106	16	16	100.0%	14	3.4	90	84.9%	90	100.0%	106	100.0%
10	Animal - Confined - DCC	102	1	1	100.0%	3	0.3	101	99.0%	101	100.0%	102	100.0%
11	Animal - Sick/Injured - DCC	81	1	1	100.0%	3	0.1	80	98.8%	80	100.0%	81	100.0%
12	24 Hour Parking/Parking Violations - DPD	73	4	4	100.0%	10	3.2	69	94.5%	68	98.6%	72	98.6%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	72	2	2	100.0%	10	0.4	70	97.2%	70	100.0%	72	100.0%
14	Open and Vacant Structure - DCC	68	19	19	100.0%	30	4.6	49	72.1%	49	100.0%	68	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	63	0	0	N/A	1	0.0	63	100.0%	63	100.0%	63	100.0%
16	Animal - Loose - DCC	56	40	40	100.0%	40	19.3	16	28.6%	16	100.0%	56	100.0%
17	Recyclable Collection Missed (Residential) - SAN	46	0	0	N/A	3	1.2	46	100.0%	46	100.0%	46	100.0%
18	Illegal Outside Storage - DCC	45	30	30	100.0%	38	9.5	15	33.3%	15	100.0%	45	100.0%
19	Animal - Cruelty - DCC	43	1	1	100.0%	30	0.4	42	97.7%	42	100.0%	43	100.0%
20	Garbage - Missed - SAN	35	0	0	N/A	6	1.0	35	100.0%	34	97.1%	34	97.1%
21	Pothole - Hazardous-STS	35	0	0	N/A	1	0.0	35	100.0%	35	100.0%	35	100.0%

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

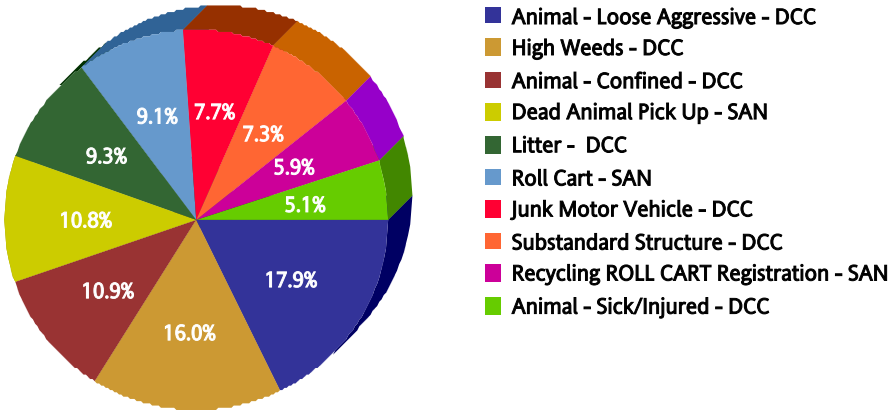
City of Dallas *Service Level Performance Report by Council District*

for 08

March 2007

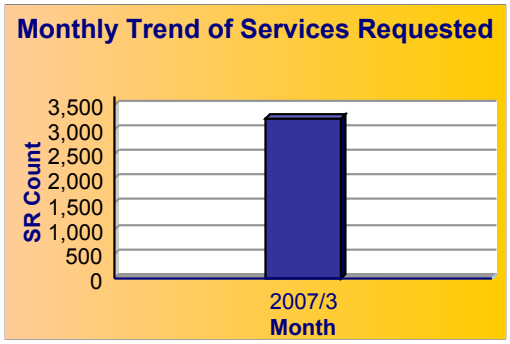
Top 10 Services

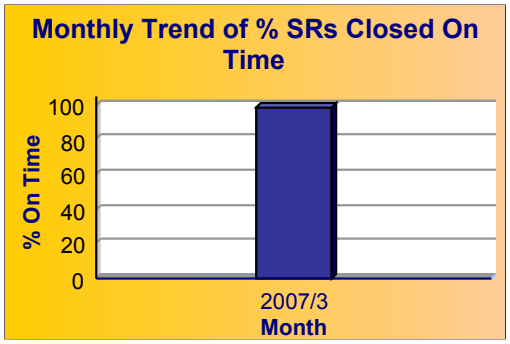
SR Type	Service Request Count
Animal - Loose Aggressive - DCC	331
High Weeds - DCC	297
Animal - Confined - DCC	201
Dead Animal Pick Up - SAN	199
Litter - DCC	172
Roll Cart - SAN	169
Junk Motor Vehicle - DCC	143
Substandard Structure - DCC	136
Recycling ROLL CART Registration - SAN	109
Animal - Sick/Injured - DCC	94



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 %
3,216	2,143	2,122	99.0%	1,073	1,059	98.7%	98.9%





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

City of Dallas *Service Level Performance Report by Council District*

for 08

March 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	Animal - Loose Aggressive - DCC	331	10	10	100.0%	3	0.4	321	97.0%	318	99.1%	328	99.1%
2	High Weeds - DCC	297	247	247	100.0%	38	6.0	50	16.8%	50	100.0%	297	100.0%
3	Animal - Confined - DCC	201	3	3	100.0%	3	0.4	198	98.5%	196	99.0%	199	99.0%
4	Dead Animal Pick Up - SAN	199	2	0	0.0%	1	0.3	197	99.0%	195	99.0%	195	98.0%
5	Litter - DCC	172	89	89	100.0%	38	12.4	83	48.3%	83	100.0%	172	100.0%
6	Roll Cart - SAN	169	28	27	96.4%	10	3.8	141	83.4%	141	100.0%	168	99.4%
7	Junk Motor Vehicle - DCC	143	118	118	100.0%	126	11.2	25	17.5%	25	100.0%	143	100.0%
8	Substandard Structure - DCC	136	113	113	100.0%	365	5.2	23	16.9%	23	100.0%	136	100.0%
9	Recycling ROLL CART Registration - SAN	109	96	96	100.0%	365	3.0	13	11.9%	13	100.0%	109	100.0%
10	Animal - Sick/Injured - DCC	94	2	2	100.0%	3	0.3	92	97.9%	91	98.9%	93	98.9%
11	Animal - Loose - DCC	85	68	68	100.0%	40	17.2	17	20.0%	17	100.0%	85	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	81	3	3	100.0%	10	0.7	78	96.3%	78	100.0%	81	100.0%
13	Garbage - Missed - SAN	81	0	0	N/A	6	2.0	81	100.0%	80	98.8%	80	98.8%
14	24 Hour Parking/Parking Violations - DPD	62	2	2	100.0%	10	3.2	60	96.8%	60	100.0%	62	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.0	57	100.0%	57	100.0%	57	100.0%
16	Illegal Outside Storage - DCC	52	38	38	100.0%	38	10.0	14	26.9%	14	100.0%	52	100.0%
17	Animal Trap Request - DCC	47	26	26	100.0%	30	5.9	21	44.7%	21	100.0%	47	100.0%
18	Animal - Cruelty - DCC	44	1	1	100.0%	30	0.4	43	97.7%	43	100.0%	44	100.0%
19	Bulky Trash Violations - DCC	37	3	2	66.7%	14	4.2	34	91.9%	33	97.1%	35	94.6%
20	Street Lighting - Maintenance - PWT	37	0	0	N/A	4	1.0	37	100.0%	36	97.3%	36	97.3%

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

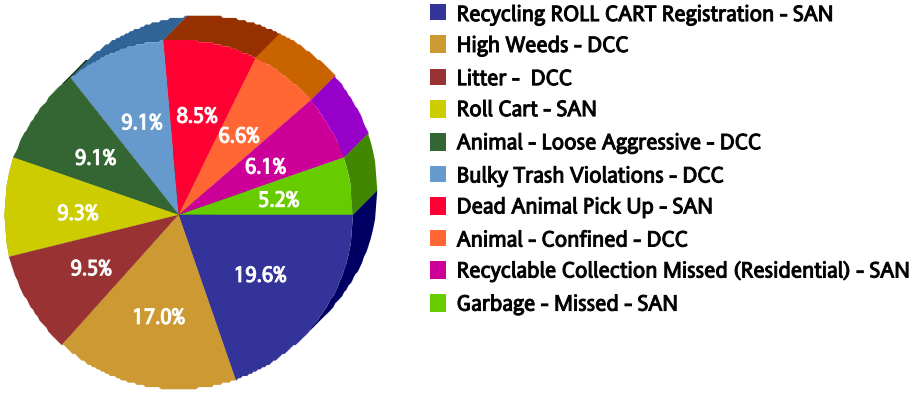
City of Dallas *Service Level Performance Report by Council District*

for 09

March 2007

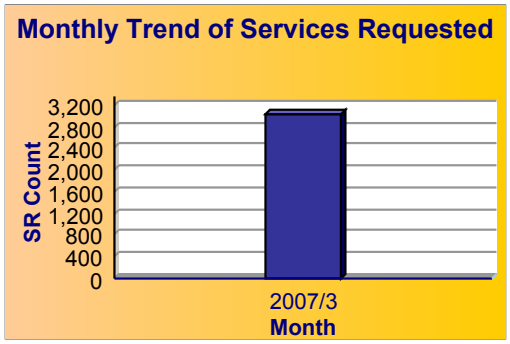
Top 10 Services

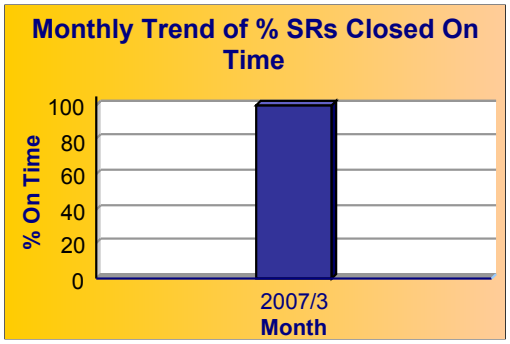
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	300
High Weeds - DCC	260
Litter - DCC	145
Roll Cart - SAN	142
Animal - Loose Aggressive - DCC	140
Bulky Trash Violations - DCC	140
Dead Animal Pick Up - SAN	130
Animal - Confined - DCC	101
Recyclable Collection Missed (Residential) - SAN	93
Garbage - Missed - SAN	80



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 %
3,031	1,962	1,945	99.1%	1,069	1,062	99.3%	99.2%





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

City of Dallas *Service Level Performance Report by Council District*

for 09

March 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	300	289	289	100.0%	365	8.0	11	3.7%	11	100.0%	300	100.0%
2	High Weeds - DCC	260	216	216	100.0%	38	7.6	44	16.9%	44	100.0%	260	100.0%
3	Litter - DCC	145	85	85	100.0%	38	9.9	60	41.4%	60	100.0%	145	100.0%
4	Roll Cart - SAN	142	28	27	96.4%	10	6.2	114	80.3%	111	97.4%	138	97.2%
5	Bulky Trash Violations - DCC	140	18	18	100.0%	14	2.7	122	87.1%	121	99.2%	139	99.3%
6	Animal - Loose Aggressive - DCC	140	3	3	100.0%	3	0.2	137	97.9%	137	100.0%	140	100.0%
7	Dead Animal Pick Up - SAN	130	1	0	0.0%	1	0.2	129	99.2%	128	99.2%	128	98.5%
8	Animal - Confined - DCC	101	2	1	50.0%	3	0.2	99	98.0%	99	100.0%	100	99.0%
9	Recyclable Collection Missed (Residential) - SAN	93	0	0	N/A	3	1.3	93	100.0%	91	97.8%	91	97.8%
10	Garbage - Missed - SAN	80	5	5	100.0%	6	2.6	75	93.8%	71	94.7%	76	95.0%
11	Junk Motor Vehicle - DCC	73	35	35	100.0%	126	7.9	38	52.1%	38	100.0%	73	100.0%
12	Illegal Garbage/Placement - DCC	72	38	38	100.0%	60	7.4	34	47.2%	34	100.0%	72	100.0%
13	24 Hour Parking/Parking Violations - DPD	54	5	5	100.0%	10	2.9	49	90.7%	49	100.0%	54	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	52	34	34	100.0%	60	7.3	18	34.6%	18	100.0%	52	100.0%
15	Graffiti Private Property - Residential/Commercial	49	24	24	100.0%	90	7.5	25	51.0%	25	100.0%	49	100.0%
16	Animal - Sick/Injured - DCC	48	0	0	N/A	3	0.2	48	100.0%	48	100.0%	48	100.0%
17	Illegal Outside Storage - DCC	46	30	30	100.0%	38	9.0	16	34.8%	16	100.0%	46	100.0%
18	Animal - Loose - DCC	41	32	32	100.0%	40	18.1	9	22.0%	9	100.0%	41	100.0%
19	Sanitation Property Damage - SAN	35	23	23	100.0%	28	15.5	12	34.3%	12	100.0%	35	100.0%
20	Traffic Signal - Flashing - PWT	32	4	4	100.0%	4	1.1	28	87.5%	28	100.0%	32	100.0%

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

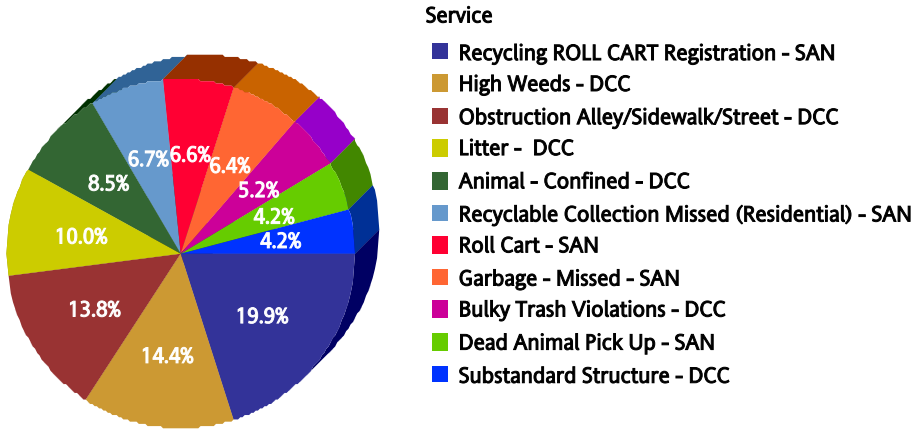
City of Dallas *Service Level Performance Report by Council District*

for 10

March 2007

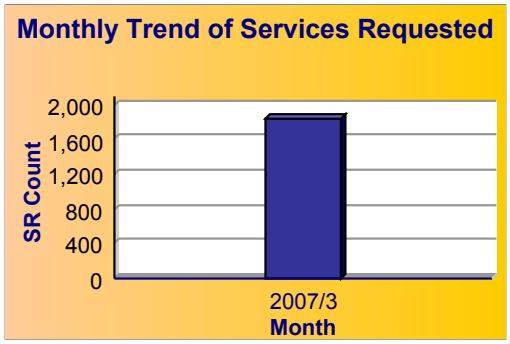
Top 10 Services

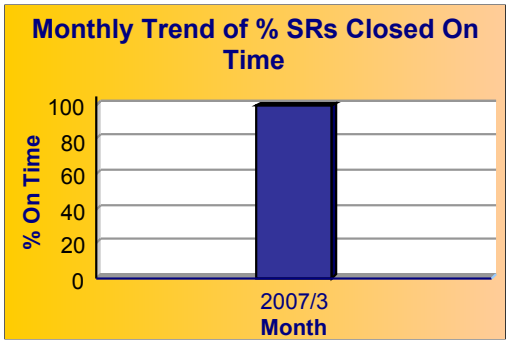
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	207
High Weeds - DCC	149
Obstruction Alley/Sidewalk/Street - DCC	143
Litter - DCC	104
Animal - Confined - DCC	88
Recyclable Collection Missed (Residential) - SAN	70
Roll Cart - SAN	69
Garbage - Missed - SAN	66
Bulky Trash Violations - DCC	54
Dead Animal Pick Up - SAN	44
Substandard Structure - DCC	44



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 %
1,849	1,204	1,192	99.0%	645	640	99.2%	99.1%





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

City of Dallas *Service Level Performance Report by Council District*

for 10

March 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	207	196	196	100.0%	365	4.4	11	5.3%	11	100.0%	207	100.0%
2	High Weeds - DCC	149	114	114	100.0%	38	6.6	35	23.5%	35	100.0%	149	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	143	55	55	100.0%	60	12.3	88	61.5%	88	100.0%	143	100.0%
4	Litter - DCC	104	35	35	100.0%	38	13.0	69	66.3%	69	100.0%	104	100.0%
5	Animal - Confined - DCC	88	0	0	N/A	3	0.2	88	100.0%	88	100.0%	88	100.0%
6	Recyclable Collection Missed (Residential) - SAN	70	1	1	100.0%	3	1.3	69	98.6%	69	100.0%	70	100.0%
7	Roll Cart - SAN	69	23	23	100.0%	10	7.2	46	66.7%	44	95.7%	67	97.1%
8	Garbage - Missed - SAN	66	6	6	100.0%	6	3.4	60	90.9%	55	91.7%	61	92.4%
9	Bulky Trash Violations - DCC	54	1	1	100.0%	14	2.0	53	98.1%	52	98.1%	53	98.1%
10	Substandard Structure - DCC	44	36	36	100.0%	365	9.0	8	18.2%	8	100.0%	44	100.0%
11	Dead Animal Pick Up - SAN	44	1	0	0.0%	1	0.3	43	97.7%	43	100.0%	43	97.7%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	39	0	0	N/A	1	0.1	39	100.0%	39	100.0%	39	100.0%
13	Animal - Loose Aggressive - DCC	37	0	0	N/A	3	0.3	37	100.0%	37	100.0%	37	100.0%
14	Animal - Sick/Injured - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
15	Street Lighting - Maintenance - PWT	31	2	2	100.0%	4	0.6	29	93.5%	29	100.0%	31	100.0%
16	Illegal Outside Storage - DCC	26	8	8	100.0%	38	10.8	18	69.2%	18	100.0%	26	100.0%
17	24 Hour Parking/Parking Violations - DPD	26	2	2	100.0%	10	2.6	24	92.3%	24	100.0%	26	100.0%
18	Graffiti Private Property - Residential/Commercial	25	13	13	100.0%	90	7.4	12	48.0%	12	100.0%	25	100.0%
19	Junk Motor Vehicle - DCC	20	10	10	100.0%	126	11.1	10	50.0%	10	100.0%	20	100.0%
20	Animal - Cruelty - DCC	20	0	0	N/A	30	0.4	20	100.0%	20	100.0%	20	100.0%

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

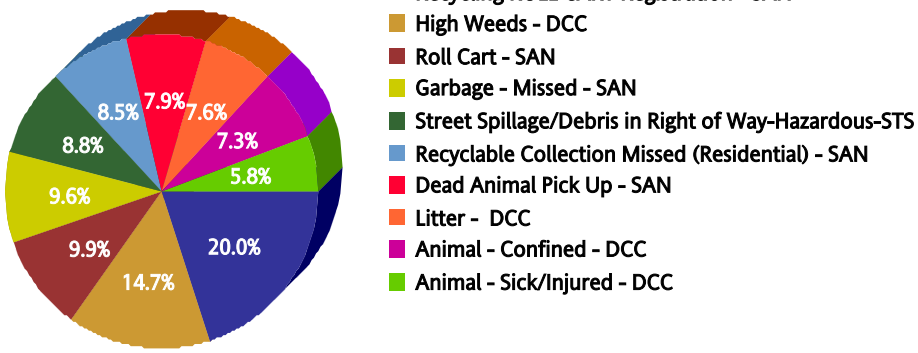
City of Dallas *Service Level Performance Report by Council District*

for 11

March 2007

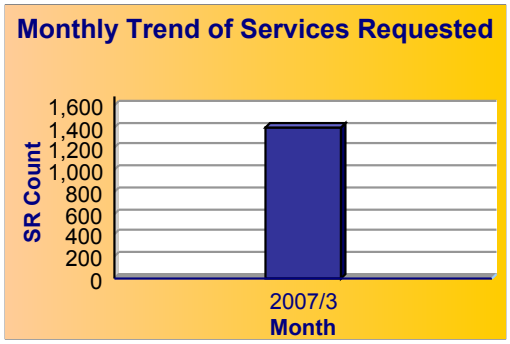
Top 10 Services

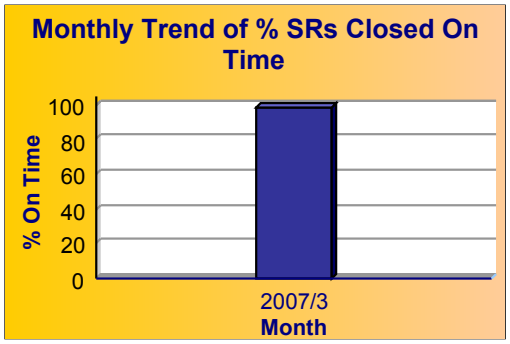
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	132
High Weeds - DCC	97
Roll Cart - SAN	65
Garbage - Missed - SAN	63
Street Spillage/Debris in Right of Way-Hazardous-STS	58
Recyclable Collection Missed (Residential) - SAN	56
Dead Animal Pick Up - SAN	52
Litter - DCC	50
Animal - Confined - DCC	48
Animal - Sick/Injured - DCC	38



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 %
1,385	940	929	98.8%	445	441	99.1%	98.9%





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

City of Dallas *Service Level Performance Report by Council District*

for 11

March 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	132	128	128	100.0%	365	1.0	4	3.0%	4	100.0%	132	100.0%
2	High Weeds - DCC	97	85	85	100.0%	38	5.2	12	12.4%	12	100.0%	97	100.0%
3	Roll Cart - SAN	65	24	24	100.0%	10	7.7	41	63.1%	36	87.8%	60	92.3%
4	Garbage - Missed - SAN	63	2	2	100.0%	6	2.9	61	96.8%	59	96.7%	61	96.8%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	58	0	0	N/A	1	0.0	58	100.0%	58	100.0%	58	100.0%
6	Recyclable Collection Missed (Residential) - SAN	56	1	1	100.0%	3	1.4	55	98.2%	54	98.2%	55	98.2%
7	Dead Animal Pick Up - SAN	52	1	0	0.0%	1	0.4	51	98.1%	51	100.0%	51	98.1%
8	Litter - DCC	50	22	22	100.0%	38	11.1	28	56.0%	28	100.0%	50	100.0%
9	Animal - Confined - DCC	48	0	0	N/A	3	0.2	48	100.0%	48	100.0%	48	100.0%
10	Animal - Sick/Injured - DCC	38	0	0	N/A	3	0.1	38	100.0%	38	100.0%	38	100.0%
11	Bulky Trash Violations - DCC	32	1	1	100.0%	14	2.9	31	96.9%	31	100.0%	32	100.0%
12	Illegal Garbage/Placement - DCC	31	5	5	100.0%	60	11.0	26	83.9%	26	100.0%	31	100.0%
13	24 Hour Parking/Parking Violations - DPD	28	0	0	N/A	10	2.6	28	100.0%	28	100.0%	28	100.0%
14	Substandard Structure Apts - DCC	25	14	14	100.0%	365	9.8	11	44.0%	11	100.0%	25	100.0%
15	Animal - Loose Aggressive - DCC	24	0	0	N/A	3	0.3	24	100.0%	24	100.0%	24	100.0%
16	Fire Inspection - DFD	21	15	15	100.0%	60	6.8	6	28.6%	6	100.0%	21	100.0%
17	Traffic Signal - Timing - PWT	20	1	1	100.0%	4	1.7	19	95.0%	19	100.0%	20	100.0%
18	Junk Motor Vehicle - DCC	19	13	13	100.0%	126	10.3	6	31.6%	6	100.0%	19	100.0%
19	Substandard Structure - DCC	18	11	11	100.0%	365	6.9	7	38.9%	7	100.0%	18	100.0%
20	Traffic Signal - Flashing - PWT	18	2	2	100.0%	4	1.1	16	88.9%	16	100.0%	18	100.0%

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

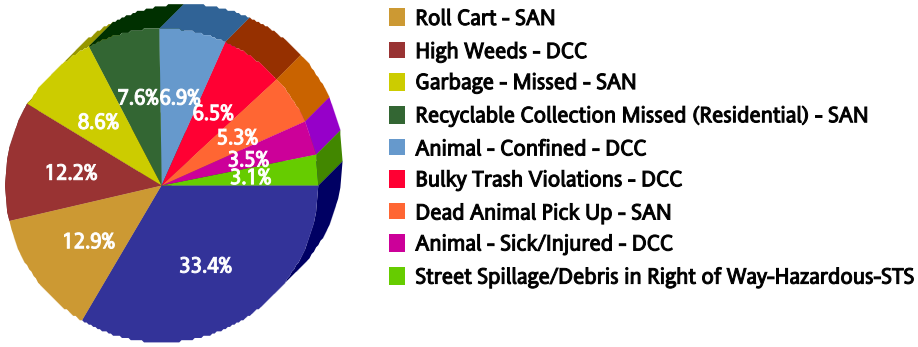
City of Dallas *Service Level Performance Report by Council District*

for 12

March 2007

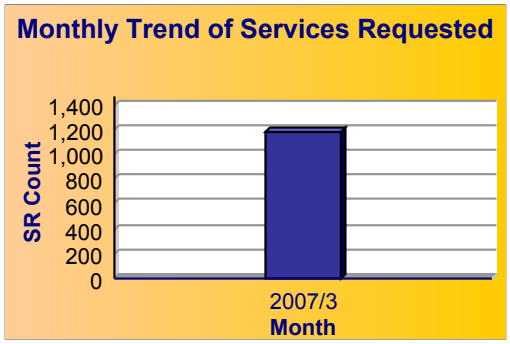
Top 10 Services

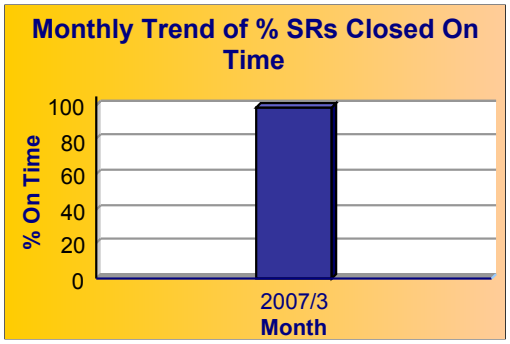
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	238
Roll Cart - SAN	92
High Weeds - DCC	87
Garbage - Missed - SAN	61
Recyclable Collection Missed (Residential) - SAN	54
Animal - Confined - DCC	49
Bulky Trash Violations - DCC	46
Dead Animal Pick Up - SAN	38
Animal - Sick/Injured - DCC	25
Street Spillage/Debris in Right of Way-Hazardous-STS	22



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 %
1,184	708	693	97.9%	476	476	100.0%	98.7%





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

City of Dallas *Service Level Performance Report by Council District*

for 12

March 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	238	234	234	100.0%	365	1.2	4	1.7%	4	100.0%	238	100.0%
2	Roll Cart - SAN	92	27	27	100.0%	10	7.9	65	70.7%	59	90.8%	86	93.5%
3	High Weeds - DCC	87	75	75	100.0%	38	4.9	12	13.8%	12	100.0%	87	100.0%
4	Garbage - Missed - SAN	61	3	3	100.0%	6	3.6	58	95.1%	51	87.9%	54	88.5%
5	Recyclable Collection Missed (Residential) - SAN	54	1	1	100.0%	3	1.4	53	98.1%	52	98.1%	53	98.1%
6	Animal - Confined - DCC	49	0	0	N/A	3	0.3	49	100.0%	49	100.0%	49	100.0%
7	Bulky Trash Violations - DCC	46	0	0	N/A	14	4.3	46	100.0%	46	100.0%	46	100.0%
8	Dead Animal Pick Up - SAN	38	0	0	N/A	1	0.2	38	100.0%	38	100.0%	38	100.0%
9	Animal - Sick/Injured - DCC	25	0	0	N/A	3	0.0	25	100.0%	25	100.0%	25	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	22	0	0	N/A	1	0.1	22	100.0%	22	100.0%	22	100.0%
11	Substandard Structure - DCC	20	18	18	100.0%	365	5.5	2	10.0%	2	100.0%	20	100.0%
12	Street Lighting - Maintenance - PWT	19	0	0	N/A	4	0.4	19	100.0%	19	100.0%	19	100.0%
13	Litter - DCC	18	14	14	100.0%	38	9.0	4	22.2%	4	100.0%	18	100.0%
14	Animal - Loose Aggressive - DCC	18	0	0	N/A	3	0.2	18	100.0%	18	100.0%	18	100.0%
15	24 Hour Parking/Parking Violations - DPD	18	1	1	100.0%	10	3.0	17	94.4%	17	100.0%	18	100.0%
16	Street Repair - Routine-STS	18	6	6	100.0%	90	6.8	12	66.7%	12	100.0%	18	100.0%
17	Fire Inspection - DFD	16	10	10	100.0%	60	9.5	6	37.5%	6	100.0%	16	100.0%
18	Cost Plus - SAN	14	0	0	N/A	10	4.9	14	100.0%	14	100.0%	14	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	11	4	4	100.0%	60	6.6	7	63.6%	7	100.0%	11	100.0%
20	Oversized Vehicle - DPD	10	1	1	100.0%	10	3.1	9	90.0%	9	100.0%	10	100.0%

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

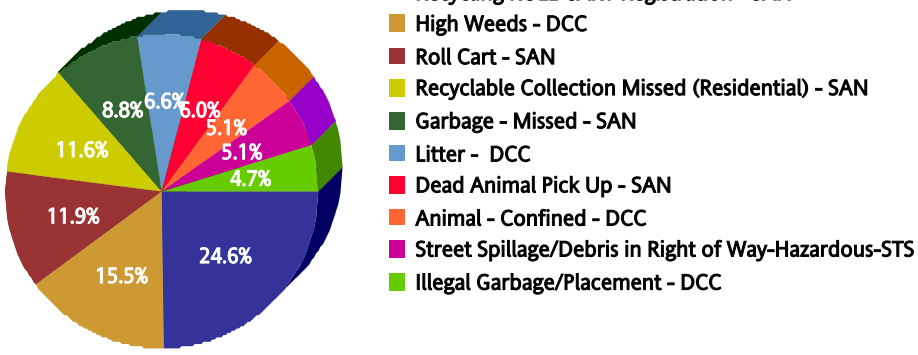
City of Dallas *Service Level Performance Report by Council District*

for 13

March 2007

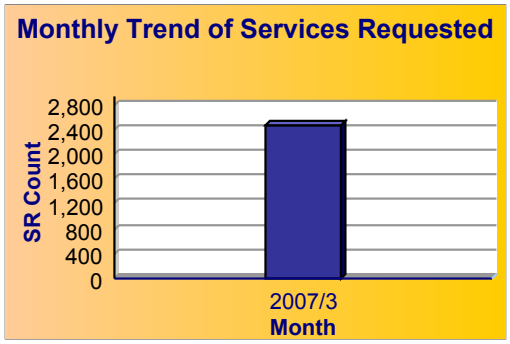
Top 10 Services

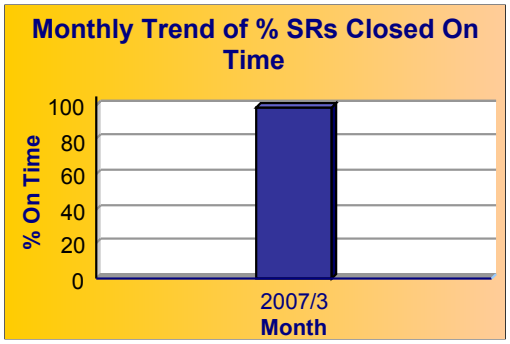
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	316
High Weeds - DCC	199
Roll Cart - SAN	153
Recyclable Collection Missed (Residential) - SAN	149
Garbage - Missed - SAN	113
Litter - DCC	85
Dead Animal Pick Up - SAN	77
Animal - Confined - DCC	66
Street Spillage/Debris in Right of Way-Hazardous-STS	66
Illegal Garbage/Placement - DCC	60



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 %
2,479	1,657	1,628	98.2%	822	816	99.3%	98.6%





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

City of Dallas *Service Level Performance Report by Council District*

for 13

March 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	316	314	314	100.0%	365	0.0	2	0.6%	2	100.0%	316	100.0%
2	High Weeds - DCC	199	125	125	100.0%	38	8.2	74	37.2%	74	100.0%	199	100.0%
3	Roll Cart - SAN	153	39	38	97.4%	10	7.0	114	74.5%	102	89.5%	140	91.5%
4	Recyclable Collection Missed (Residential) - SAN	149	2	2	100.0%	3	1.3	147	98.7%	147	100.0%	149	100.0%
5	Garbage - Missed - SAN	113	6	6	100.0%	6	2.0	107	94.7%	106	99.1%	112	99.1%
6	Litter - DCC	85	28	28	100.0%	38	10.3	57	67.1%	57	100.0%	85	100.0%
7	Dead Animal Pick Up - SAN	77	3	0	0.0%	1	0.3	74	96.1%	72	97.3%	72	93.5%
8	Animal - Confined - DCC	66	1	1	100.0%	3	0.2	65	98.5%	65	100.0%	66	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	66	0	0	N/A	1	0.1	66	100.0%	66	100.0%	66	100.0%
10	Illegal Garbage/Placement - DCC	60	5	5	100.0%	60	13.0	55	91.7%	55	100.0%	60	100.0%
11	Bulky Trash Violations - DCC	57	4	4	100.0%	14	2.8	53	93.0%	53	100.0%	57	100.0%
12	24 Hour Parking/Parking Violations - DPD	51	4	4	100.0%	10	4.9	47	92.2%	45	95.7%	49	96.1%
13	Animal - Loose Aggressive - DCC	49	1	1	100.0%	3	0.2	48	98.0%	48	100.0%	49	100.0%
14	Sanitation Property Damage - SAN	44	34	34	100.0%	28	15.4	10	22.7%	10	100.0%	44	100.0%
15	Animal - Sick/Injured - DCC	42	2	2	100.0%	3	0.0	40	95.2%	40	100.0%	42	100.0%
16	Illegal Outside Storage - DCC	39	14	14	100.0%	38	10.3	25	64.1%	25	100.0%	39	100.0%
17	Alley Repair - Routine-STS	34	16	16	100.0%	90	8.5	18	52.9%	18	100.0%	34	100.0%
18	Street Repair - Routine-STS	32	7	7	100.0%	90	6.6	25	78.1%	25	100.0%	32	100.0%
19	Substandard Structure - DCC	29	21	21	100.0%	365	6.6	8	27.6%	8	100.0%	29	100.0%
20	Sanitation Crew Complaint - SAN	24	9	9	100.0%	10	2.0	15	62.5%	15	100.0%	24	100.0%

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

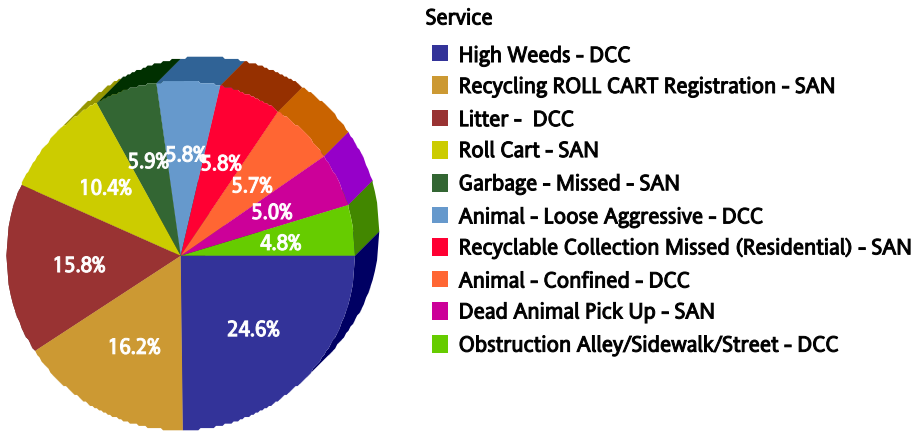
City of Dallas *Service Level Performance Report by Council District*

for 14

March 2007

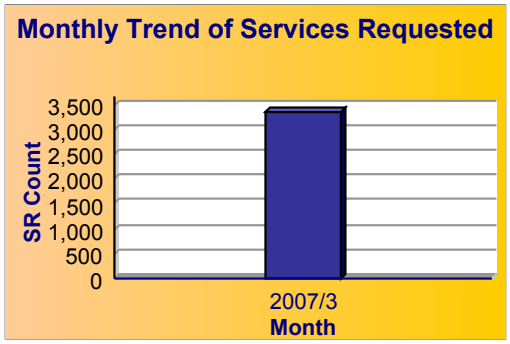
Top 10 Services

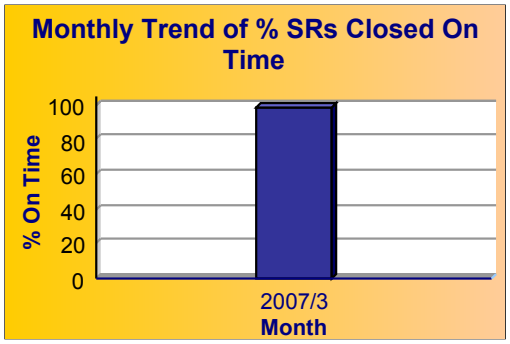
SR Type	Service Request Count
High Weeds - DCC	377
Recycling ROLL CART Registration - SAN	248
Litter - DCC	242
Roll Cart - SAN	159
Garbage - Missed - SAN	91
Animal - Loose Aggressive - DCC	89
Recyclable Collection Missed (Residential) - SAN	89
Animal - Confined - DCC	87
Dead Animal Pick Up - SAN	76
Obstruction Alley/Sidewalk/Street - DCC	74



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 %
3,350	2,076	2,041	98.3%	1,274	1,257	98.7%	98.4%





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

City of Dallas *Service Level Performance Report by Council District*

for 14

March 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	377	322	322	100.0%	38	10.5	55	14.6%	55	100.0%	377	100.0%
2	Recycling ROLL CART Registration - SAN	248	242	242	100.0%	365	5.2	6	2.4%	6	100.0%	248	100.0%
3	Litter - DCC	242	146	146	100.0%	38	9.7	96	39.7%	96	100.0%	242	100.0%
4	Roll Cart - SAN	159	30	30	100.0%	10	6.3	129	81.1%	120	93.0%	150	94.3%
5	Garbage - Missed - SAN	91	9	9	100.0%	6	2.3	82	90.1%	78	95.1%	87	95.6%
6	Animal - Loose Aggressive - DCC	89	0	0	N/A	3	0.2	89	100.0%	89	100.0%	89	100.0%
7	Recyclable Collection Missed (Residential) - SAN	89	1	1	100.0%	3	1.2	88	98.9%	88	100.0%	89	100.0%
8	Animal - Confined - DCC	87	0	0	N/A	3	0.2	87	100.0%	87	100.0%	87	100.0%
9	Dead Animal Pick Up - SAN	76	0	0	N/A	1	0.3	76	100.0%	76	100.0%	76	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	74	56	56	100.0%	60	12.3	18	24.3%	18	100.0%	74	100.0%
11	Illegal Garbage/Placement - DCC	72	46	46	100.0%	60	7.8	26	36.1%	26	100.0%	72	100.0%
12	24 Hour Parking/Parking Violations - DPD	66	4	4	100.0%	10	3.4	62	93.9%	62	100.0%	66	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	61	0	0	N/A	1	0.1	61	100.0%	61	100.0%	61	100.0%
14	Traffic Signal - Flashing - PWT	56	13	13	100.0%	4	1.4	43	76.8%	43	100.0%	56	100.0%
15	Graffiti Private Property - Residential/Commercial	53	42	42	100.0%	90	11.6	11	20.8%	11	100.0%	53	100.0%
16	Animal - Loose - DCC	49	30	30	100.0%	40	15.3	19	38.8%	19	100.0%	49	100.0%
17	Signs - Other - DCC	46	9	6	66.7%	21	8.8	37	80.4%	37	100.0%	43	93.5%
18	Animal - Sick/Injured - DCC	46	0	0	N/A	3	0.2	46	100.0%	46	100.0%	46	100.0%
19	Fire Inspection - DFD	46	25	25	100.0%	60	5.3	21	45.7%	21	100.0%	46	100.0%
20	Traffic Signal - Timing - PWT	42	4	4	100.0%	4	1.3	38	90.5%	38	100.0%	42	100.0%

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

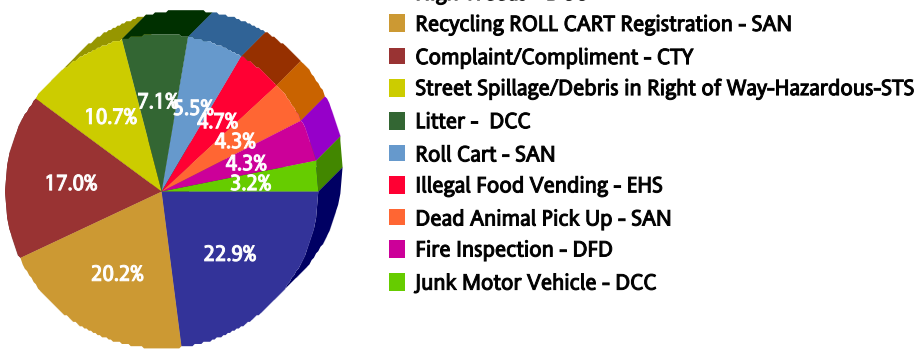
City of Dallas *Service Level Performance Report by Council District*

for U

March 2007

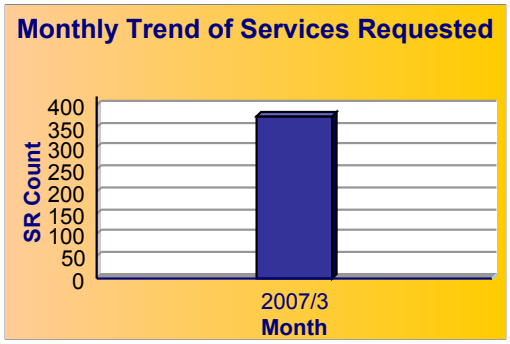
Top 10 Services

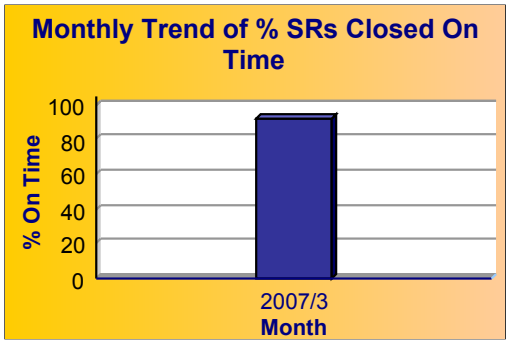
SR Type	Service Request Count
High Weeds - DCC	58
Recycling ROLL CART Registration - SAN	51
Complaint/Compliment - CTY	43
Street Spillage/Debris in Right of Way-Hazardous-STS	27
Litter - DCC	18
Roll Cart - SAN	14
Illegal Food Vending - EHS	12
Dead Animal Pick Up - SAN	11
Fire Inspection - DFD	11
Junk Motor Vehicle - DCC	8



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 %
371	176	174	98.9%	195	167	85.6%	91.9%





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

City of Dallas *Service Level Performance Report by Council District*

for U

March 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	58	52	52	100.0%	38	5.3	6	10.3%	6	100.0%	58	100.0%
2	Recycling ROLL CART Registration - SAN	51	49	49	100.0%	365	10.5	2	3.9%	2	100.0%	51	100.0%
3	Complaint/Compliment - CTY	43	33	8	24.2%	10	4.1	10	23.3%	9	90.0%	17	39.5%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	27	0	0	N/A	1	0.0	27	100.0%	27	100.0%	27	100.0%
5	Litter - DCC	18	12	12	100.0%	38	15.7	6	33.3%	6	100.0%	18	100.0%
6	Roll Cart - SAN	14	8	7	87.5%	10	4.2	6	42.9%	6	100.0%	13	92.9%
7	Illegal Food Vending - EHS	12	1	1	100.0%	45	5.2	11	91.7%	11	100.0%	12	100.0%
8	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.4	11	100.0%	11	100.0%	11	100.0%
9	Fire Inspection - DFD	11	6	6	100.0%	60	3.4	5	45.5%	5	100.0%	11	100.0%
10	Junk Motor Vehicle - DCC	8	5	5	100.0%	126	18.0	3	37.5%	3	100.0%	8	100.0%
11	Oversized Vehicle - Eve/Weekends - DCC	6	0	0	N/A	14	0.7	6	100.0%	6	100.0%	6	100.0%
12	Animal - Sick/Injured - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
13	Animal - Loose - DCC	5	4	4	100.0%	40	23.0	1	20.0%	1	100.0%	5	100.0%
14	Smoke Detector Request - DFD	5	2	2	100.0%	30	2.7	3	60.0%	3	100.0%	5	100.0%
15	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.0	4	100.0%	4	100.0%	4	100.0%
16	Traffic Signal - Flashing - PWT	4	1	1	100.0%	4	1.0	3	75.0%	3	100.0%	4	100.0%
17	Tree down/low limbs - Emergency-STS	4	0	0	N/A	5	0.8	4	100.0%	4	100.0%	4	100.0%
18	Brush/Bulk Items - Missed - SAN	3	1	1	100.0%	10	2.5	2	66.7%	2	100.0%	3	100.0%
19	Animal - Bite - DCC	3	0	0	N/A	11	0.7	3	100.0%	3	100.0%	3	100.0%
20	Animal - Loose Aggressive - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
21	Educational Request - DFD	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
22	Sanitation Property Damage - SAN	3	2	2	100.0%	28	17.0	1	33.3%	1	100.0%	3	100.0%

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