



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

OCTOBER 2006

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

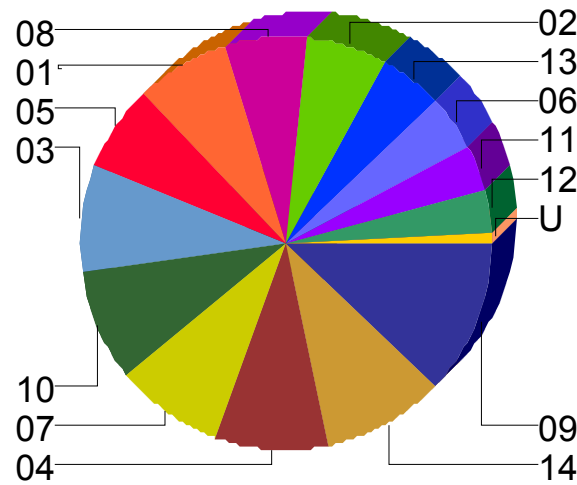
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report
For October 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	3,101	7.1%	99.1%
02	2,760	6.3%	99.4%
03	3,603	8.2%	99.2%
04	3,919	9.0%	99.2%
05	3,111	7.1%	99.2%
06	1,884	4.3%	99.0%
07	3,763	8.6%	99.6%
08	2,814	6.4%	99.1%
09	5,337	12.2%	99.5%
10	3,748	8.6%	99.6%
11	1,507	3.4%	98.6%
12	1,443	3.3%	98.6%
13	2,211	5.1%	98.6%
14	4,138	9.5%	98.4%
U	417	1.0%	97.1%
Totals	43,756	100.0%	99.1%

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



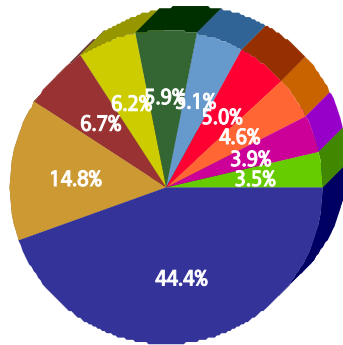
City of Dallas Service Level Performance Report by Council District

For Citywide

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	11,960
High Weeds - DCC	4,002
Animal - Loose Aggressive - DCC	1,811
Litter - DCC	1,659
Dead Animal Pick Up - SAN	1,579
Animal - Confined - DCC	1,372
Roll Cart - SAN	1,351
Obstruction Alley/Sidewalk/Street - DCC	1,236
Substandard Structure - DCC	1,042
Parking - Unapproved Surface - Eve/Weekends - DCC	953



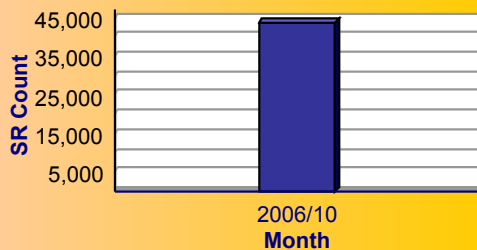
Service

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

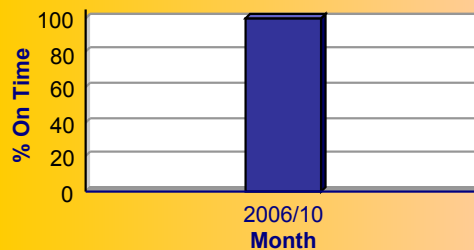
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
43,756	26,087	25,852	99.1%	17,669	17,521	99.2%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas

Service Level Performance Report by Council District

For Citywide

October 2006

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	11,960	11,959	11,959	100.0%	365	7.0	1	0.0%	1	100.0%	11,960	100.0%
2	High Weeds - DCC	4,002	1,329	1,318	99.2%	38	9.3	2,673	66.8%	2,673	100.0%	3,991	99.7%
3	Animal - Loose Aggressive - DCC	1,811	0	0	N/A	3	0.2	1,811	100.0%	1,801	99.4%	1,801	99.4%
4	Litter - DCC	1,659	670	666	99.4%	38	10.3	989	59.6%	989	100.0%	1,655	99.8%
5	Dead Animal Pick Up - SAN	1,579	0	0	N/A	1	0.3	1,579	100.0%	1,572	99.6%	1,572	99.6%
6	Animal - Confined - DCC	1,372	0	0	N/A	3	0.3	1,372	100.0%	1,365	99.5%	1,365	99.5%
7	Roll Cart - SAN	1,351	22	14	63.6%	10	5.6	1,329	98.4%	1,326	99.8%	1,340	99.2%
8	Obstruction Alley/Sidewalk/Street - DCC	1,236	505	505	100.0%	60	13.4	731	59.1%	731	100.0%	1,236	100.0%
9	Substandard Structure - DCC	1,042	790	790	100.0%	365	8.3	252	24.2%	252	100.0%	1,042	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	953	2	0	0.0%	10	0.5	951	99.8%	949	99.8%	949	99.6%
11	Junk Motor Vehicle - DCC	837	506	506	100.0%	126	11.2	331	39.5%	331	100.0%	837	100.0%
12	Bulky Trash Violations - DCC	789	19	18	94.7%	14	2.9	770	97.6%	761	98.8%	779	98.7%
13	Animal - Loose - DCC	770	110	110	100.0%	40	12.5	660	85.7%	660	100.0%	770	100.0%
14	24 Hour Parking/Parking Violations - DPD	754	8	0	0.0%	10	3.4	746	98.9%	741	99.3%	741	98.3%
15	Animal - Sick/Injured - DCC	700	0	0	N/A	3	0.2	700	100.0%	696	99.4%	696	99.4%
16	Garbage - Missed - SAN	672	0	0	N/A	6	2.2	672	100.0%	659	98.1%	659	98.1%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	655	0	0	N/A	1	0.0	655	100.0%	654	99.8%	654	99.8%
18	Fire Inspection - DFD	492	302	302	100.0%	60	8.4	190	38.6%	190	100.0%	492	100.0%
19	Illegal Outside Storage - DCC	487	240	238	99.2%	38	11.0	247	50.7%	247	100.0%	485	99.6%
20	Street Lighting - Maintenance - PWT	374	0	0	N/A	4	0.7	374	100.0%	373	99.7%	373	99.7%



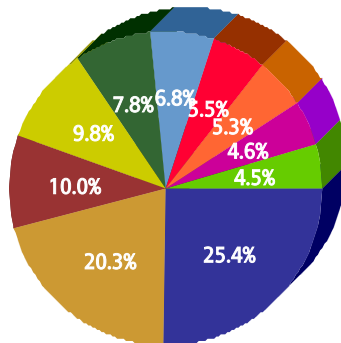
City of Dallas Service Level Performance Report by Council District

for 01

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	481
High Weeds - DCC	384
Animal - Loose Aggressive - DCC	189
Litter - DCC	185
Parking - Unapproved Surface - Eve/Weekends - DCC	148
Dead Animal Pick Up - SAN	128
Junk Motor Vehicle - DCC	104
Animal - Confined - DCC	100
Roll Cart - SAN	88
24 Hour Parking/Parking Violations - DPD	86



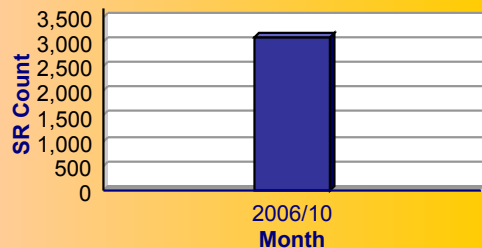
Service

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

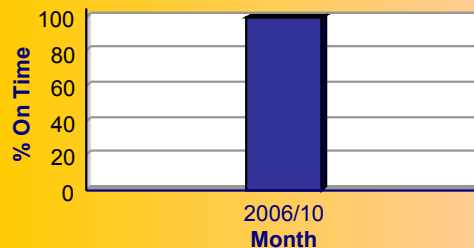
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,101	2,109	2,094	99.3%	992	978	98.6%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 01

October 2006

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	481	481	481	100.0%	365		0	0.0%	0	N/A	481	100.0%
2	High Weeds - DCC	384	115	115	100.0%	38	8.8	269	70.1%	269	100.0%	384	100.0%
3	Animal - Loose Aggressive - DCC	189	0	0	N/A	3	0.3	189	100.0%	187	98.9%	187	98.9%
4	Litter - DCC	185	85	83	97.6%	38	11.4	100	54.1%	100	100.0%	183	98.9%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	148	0	0	N/A	10	0.2	148	100.0%	148	100.0%	148	100.0%
6	Dead Animal Pick Up - SAN	128	0	0	N/A	1	0.4	128	100.0%	128	100.0%	128	100.0%
7	Junk Motor Vehicle - DCC	104	73	73	100.0%	126	11.5	31	29.8%	31	100.0%	104	100.0%
8	Animal - Confined - DCC	100	0	0	N/A	3	0.2	100	100.0%	100	100.0%	100	100.0%
9	Roll Cart - SAN	88	0	0	N/A	10	5.0	88	100.0%	88	100.0%	88	100.0%
10	24 Hour Parking/Parking Violations - DPD	86	1	0	0.0%	10	3.5	85	98.8%	84	98.8%	84	97.7%
11	Animal - Loose - DCC	78	15	15	100.0%	40	11.4	63	80.8%	63	100.0%	78	100.0%
12	Illegal Outside Storage - DCC	74	35	34	97.1%	38	12.9	39	52.7%	39	100.0%	73	98.6%
13	Substandard Structure - DCC	56	49	49	100.0%	365	8.1	7	12.5%	7	100.0%	56	100.0%
14	Animal - Sick/Injured - DCC	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	52	28	28	100.0%	60	15.2	24	46.2%	24	100.0%	52	100.0%
16	Dead Animal - Clinic Pick Up - SAN	51	0	0	N/A	2	0.0	51	100.0%	51	100.0%	51	100.0%
17	Garbage - Missed - SAN	42	0	0	N/A	6	2.1	42	100.0%	41	97.6%	41	97.6%
18	Bulky Trash Violations - DCC	34	1	1	100.0%	14	3.5	33	97.1%	33	100.0%	34	100.0%
19	Graffiti Private Property - Residential/Commercial	34	15	15	100.0%	90	11.5	19	55.9%	19	100.0%	34	100.0%
20	Animal - Cruelty - DCC	25	0	0	N/A	30	0.8	25	100.0%	25	100.0%	25	100.0%
21	Street Lighting - Maintenance - PWT	25	0	0	N/A	4	1.2	25	100.0%	25	100.0%	25	100.0%



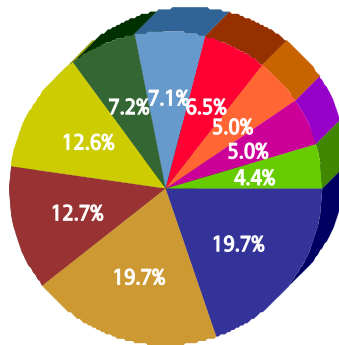
City of Dallas Service Level Performance Report by Council District

for 02

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	281
Recycling ROLL CART Registration - SAN	281
Obstruction Alley/Sidewalk/Street - DCC	181
Litter - DCC	180
Substandard Structure - DCC	102
Animal - Loose Aggressive - DCC	101
Dead Animal Pick Up - SAN	93
Animal - Confined - DCC	71
Street Spillage/Debris in Right of Way-Hazardous-STs	71
Parking - Unapproved Surface - Eve/Weekends - DCC	62



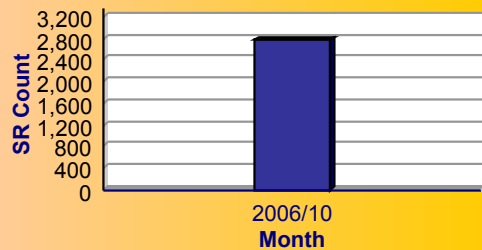
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Substandard Structure - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Parking - Unapproved Surface - Eve/Weekends - DCC

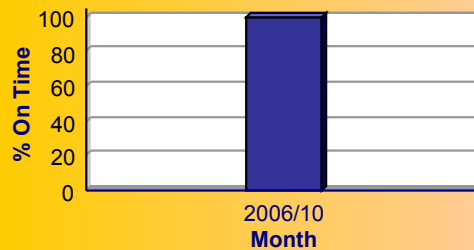
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,760	1,919	1,909	99.5%	841	834	99.2%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 02

October 2006

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	281	99	99	100.0%	38	9.9	182	64.8%	182	100.0%	281	100.0%
2	Recycling ROLL CART Registration - SAN	281	281	281	100.0%	365		0	0.0%	0	N/A	281	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	181	99	99	100.0%	60	14.9	82	45.3%	82	100.0%	181	100.0%
4	Litter - DCC	180	82	82	100.0%	38	10.6	98	54.4%	98	100.0%	180	100.0%
5	Substandard Structure - DCC	102	81	81	100.0%	365	7.0	21	20.6%	21	100.0%	102	100.0%
6	Animal - Loose Aggressive - DCC	101	0	0	N/A	3	0.1	101	100.0%	101	100.0%	101	100.0%
7	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.3	93	100.0%	93	100.0%	93	100.0%
8	Animal - Confined - DCC	71	0	0	N/A	3	0.3	71	100.0%	71	100.0%	71	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	71	0	0	N/A	1	0.2	71	100.0%	70	98.6%	70	98.6%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	62	0	0	N/A	10	0.4	62	100.0%	62	100.0%	62	100.0%
11	Graffiti Private Property - Residential/Commercial	59	31	31	100.0%	90	8.2	28	47.5%	28	100.0%	59	100.0%
12	Fire Inspection - DFD	56	34	34	100.0%	60	6.5	22	39.3%	22	100.0%	56	100.0%
13	Roll Cart - SAN	51	1	0	0.0%	10	5.5	50	98.0%	50	100.0%	50	98.0%
14	Animal - Loose - DCC	47	9	9	100.0%	40	13.7	38	80.9%	38	100.0%	47	100.0%
15	24 Hour Parking/Parking Violations - DPD	47	0	0	N/A	10	3.9	47	100.0%	47	100.0%	47	100.0%
16	Traffic Signal - Flashing - PWT	44	0	0	N/A	4	1.5	44	100.0%	44	100.0%	44	100.0%
17	Illegal Outside Storage - DCC	42	23	23	100.0%	38	11.1	19	45.2%	19	100.0%	42	100.0%
18	Bulky Trash Violations - DCC	39	2	2	100.0%	14	2.4	37	94.9%	37	100.0%	39	100.0%
19	Animal - Sick/Injured - DCC	39	0	0	N/A	3	0.2	39	100.0%	39	100.0%	39	100.0%
20	Garbage - Missed - SAN	38	0	0	N/A	6	2.0	38	100.0%	38	100.0%	38	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Nov/10/2006 8:54:15 AM

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



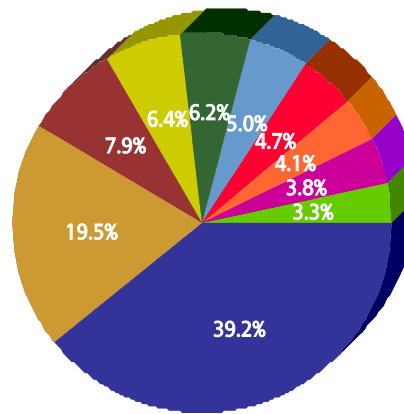
City of Dallas Service Level Performance Report by Council District

for 03

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	928
High Weeds - DCC	461
Animal - Loose Aggressive - DCC	188
Litter - DCC	152
Roll Cart - SAN	146
Obstruction Alley/Sidewalk/Street - DCC	118
Dead Animal Pick Up - SAN	111
Junk Motor Vehicle - DCC	96
Animal - Confined - DCC	91
Smoke Detector Request - DFD	78



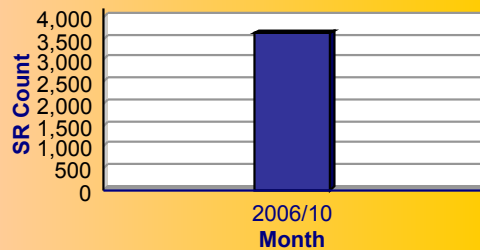
Service

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

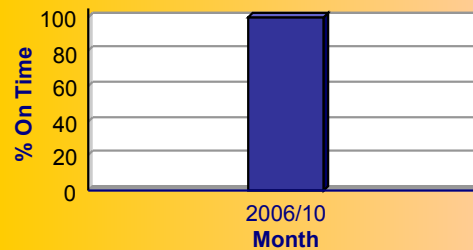
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,603	2,033	2,016	99.2%	1,570	1,557	99.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 03

October 2006

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	928	928	928	100.0%	365		0	0.0%	0	N/A	928	100.0%
2	High Weeds - DCC	461	249	246	98.8%	38	10.1	212	46.0%	212	100.0%	458	99.3%
3	Animal - Loose Aggressive - DCC	188	0	0	N/A	3	0.3	188	100.0%	187	99.5%	187	99.5%
4	Litter - DCC	152	83	83	100.0%	38	11.6	69	45.4%	69	100.0%	152	100.0%
5	Roll Cart - SAN	146	0	0	N/A	10	5.5	146	100.0%	145	99.3%	145	99.3%
6	Obstruction Alley/Sidewalk/Street - DCC	118	50	50	100.0%	60	14.3	68	57.6%	68	100.0%	118	100.0%
7	Dead Animal Pick Up - SAN	111	0	0	N/A	1	0.4	111	100.0%	111	100.0%	111	100.0%
8	Junk Motor Vehicle - DCC	96	59	59	100.0%	126	9.0	37	38.5%	37	100.0%	96	100.0%
9	Animal - Confined - DCC	91	0	0	N/A	3	0.3	91	100.0%	91	100.0%	91	100.0%
10	Smoke Detector Request - DFD	78	8	8	100.0%	30	2.8	70	89.7%	70	100.0%	78	100.0%
11	Bulky Trash Violations - DCC	77	0	0	N/A	14	2.4	77	100.0%	76	98.7%	76	98.7%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	72	0	0	N/A	10	0.1	72	100.0%	72	100.0%	72	100.0%
13	Animal - Loose - DCC	66	9	9	100.0%	40	11.9	57	86.4%	57	100.0%	66	100.0%
14	24 Hour Parking/Parking Violations - DPD	66	0	0	N/A	10	4.3	66	100.0%	66	100.0%	66	100.0%
15	Illegal Outside Storage - DCC	58	36	36	100.0%	38	12.6	22	37.9%	22	100.0%	58	100.0%
16	Substandard Structure - DCC	55	41	41	100.0%	365	7.4	14	25.5%	14	100.0%	55	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.0	55	100.0%	55	100.0%	55	100.0%
18	Animal - Sick/Injured - DCC	51	0	0	N/A	3	0.3	51	100.0%	51	100.0%	51	100.0%
19	Street Lighting - Maintenance - PWT	39	0	0	N/A	4	0.9	39	100.0%	39	100.0%	39	100.0%
20	Fire Inspection - DFD	31	20	20	100.0%	60	3.3	11	35.5%	11	100.0%	31	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Nov/10/2006 9:01:11 AM

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



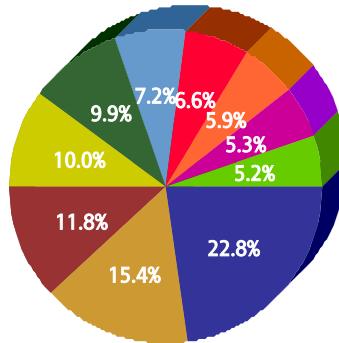
City of Dallas Service Level Performance Report by Council District

for 04

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	569
Recycling ROLL CART Registration - SAN	384
Parking - Unapproved Surface - Eve/Weekends - DCC	295
Dead Animal Pick Up - SAN	249
Animal - Loose Aggressive - DCC	248
Litter - DCC	179
Animal - Confined - DCC	165
Substandard Structure - DCC	147
Roll Cart - SAN	133
Obstruction Alley/Sidewalk/Street - DCC	129



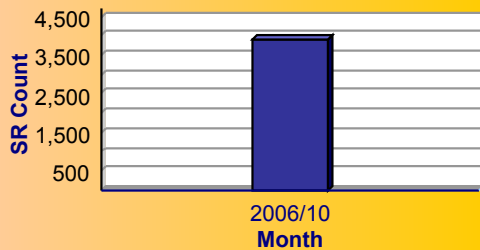
Service

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

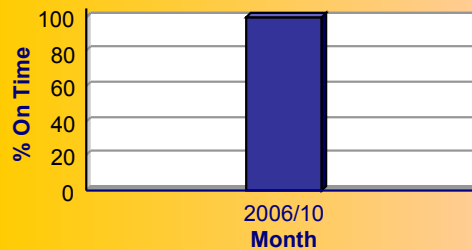
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,919	2,818	2,805	99.5%	1,101	1,081	98.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 04

October 2006

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	569	197	195	99.0%	38	7.5	372	65.4%	372	100.0%	567	99.6%
2	Recycling ROLL CART Registration - SAN	384	384	384	100.0%	365		0	0.0%	0	N/A	384	100.0%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	295	1	0	0.0%	10	0.3	294	99.7%	293	99.7%	293	99.3%
4	Dead Animal Pick Up - SAN	249	0	0	N/A	1	0.3	249	100.0%	249	100.0%	249	100.0%
5	Animal - Loose Aggressive - DCC	248	0	0	N/A	3	0.2	248	100.0%	248	100.0%	248	100.0%
6	Litter - DCC	179	74	74	100.0%	38	7.9	105	58.7%	105	100.0%	179	100.0%
7	Animal - Confined - DCC	165	0	0	N/A	3	0.3	165	100.0%	163	98.8%	163	98.8%
8	Substandard Structure - DCC	147	126	126	100.0%	365	7.2	21	14.3%	21	100.0%	147	100.0%
9	Roll Cart - SAN	133	0	0	N/A	10	5.2	133	100.0%	133	100.0%	133	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	129	53	53	100.0%	60	15.4	76	58.9%	76	100.0%	129	100.0%
11	Junk Motor Vehicle - DCC	90	59	59	100.0%	126	12.2	31	34.4%	31	100.0%	90	100.0%
12	Animal - Loose - DCC	83	13	13	100.0%	40	11.3	70	84.3%	70	100.0%	83	100.0%
13	Fire Inspection - DFD	76	64	64	100.0%	60	8.0	12	15.8%	12	100.0%	76	100.0%
14	24 Hour Parking/Parking Violations - DPD	75	0	0	N/A	10	3.4	75	100.0%	74	98.7%	74	98.7%
15	Animal - Sick/Injured - DCC	73	0	0	N/A	3	0.4	73	100.0%	72	98.6%	72	98.6%
16	Bulky Trash Violations - DCC	72	4	4	100.0%	14	2.8	68	94.4%	66	97.1%	70	97.2%
17	Garbage - Missed - SAN	69	0	0	N/A	6	1.1	69	100.0%	68	98.6%	68	98.6%
18	Open and Vacant Structure - DCC	61	8	7	87.5%	30	2.6	53	86.9%	53	100.0%	60	98.4%
19	Signs - Other - DCC	45	7	1	14.3%	21	6.9	38	84.4%	37	97.4%	38	84.4%
20	Illegal Outside Storage - DCC	42	24	24	100.0%	38	13.3	18	42.9%	18	100.0%	42	100.0%
21	Street Lighting - Maintenance - PWT	42	0	0	N/A	4	0.9	42	100.0%	42	100.0%	42	100.0%



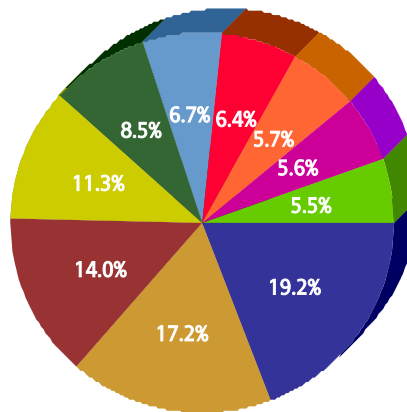
City of Dallas Service Level Performance Report by Council District

for 05

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	340
High Weeds - DCC	305
Animal - Loose Aggressive - DCC	248
Dead Animal Pick Up - SAN	200
Roll Cart - SAN	150
Litter - DCC	119
Animal - Confined - DCC	114
Junk Motor Vehicle - DCC	102
Animal - Loose - DCC	99
Substandard Structure - DCC	98



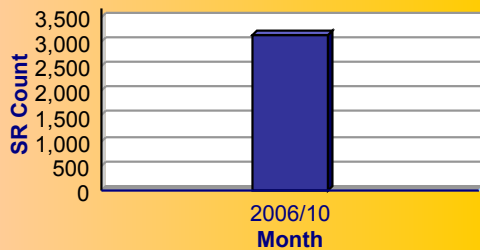
Service

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

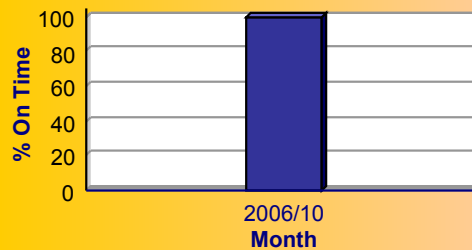
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,111	2,341	2,327	99.4%	770	759	98.6%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 05

October 2006

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	340	340	340	100.0%	365		0	0.0%	0	N/A	340	100.0%
2	High Weeds - DCC	305	80	78	97.5%	38	8.6	225	73.8%	225	100.0%	303	99.3%
3	Animal - Loose Aggressive - DCC	248	0	0	N/A	3	0.2	248	100.0%	247	99.6%	247	99.6%
4	Dead Animal Pick Up - SAN	200	0	0	N/A	1	0.3	200	100.0%	199	99.5%	199	99.5%
5	Roll Cart - SAN	150	0	0	N/A	10	5.5	150	100.0%	150	100.0%	150	100.0%
6	Litter - DCC	119	36	36	100.0%	38	8.4	83	69.7%	83	100.0%	119	100.0%
7	Animal - Confined - DCC	114	0	0	N/A	3	0.4	114	100.0%	112	98.2%	112	98.2%
8	Junk Motor Vehicle - DCC	102	66	66	100.0%	126	9.8	36	35.3%	36	100.0%	102	100.0%
9	Animal - Loose - DCC	99	11	11	100.0%	40	13.3	88	88.9%	88	100.0%	99	100.0%
10	Substandard Structure - DCC	98	66	66	100.0%	365	4.5	32	32.7%	32	100.0%	98	100.0%
11	Garbage - Missed - SAN	91	0	0	N/A	6	1.7	91	100.0%	91	100.0%	91	100.0%
12	Bulky Trash Violations - DCC	85	5	5	100.0%	14	2.6	80	94.1%	79	98.8%	84	98.8%
13	Animal - Sick/Injured - DCC	81	0	0	N/A	3	0.2	81	100.0%	81	100.0%	81	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	77	0	0	N/A	10	0.7	77	100.0%	77	100.0%	77	100.0%
15	24 Hour Parking/Parking Violations - DPD	73	0	0	N/A	10	2.8	73	100.0%	73	100.0%	73	100.0%
16	Obstruction Alley/Sidewalk/Street - DCC	51	22	22	100.0%	60	4.9	29	56.9%	29	100.0%	51	100.0%
17	Animal - Cruelty - DCC	40	0	0	N/A	30	0.6	40	100.0%	40	100.0%	40	100.0%
18	Street Repair - Routine-STS	39	7	7	100.0%	90	5.1	32	82.1%	32	100.0%	39	100.0%
19	Illegal Outside Storage - DCC	34	24	23	95.8%	38	7.8	10	29.4%	10	100.0%	33	97.1%
20	Illegal Dumping - DCC	31	1	1	100.0%	38	4.0	30	96.8%	30	100.0%	31	100.0%



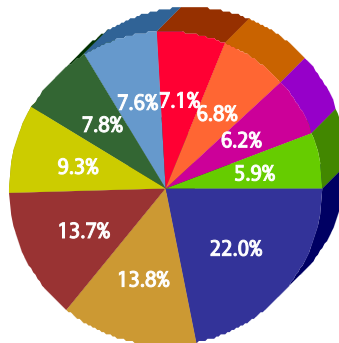
City of Dallas Service Level Performance Report by Council District

for 06

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	220
Litter - DCC	138
Animal - Loose Aggressive - DCC	137
Street Spillage/Debris in Right of Way-Hazardous-ST5	93
Animal - Confined - DCC	78
Dead Animal Pick Up - SAN	76
Junk Motor Vehicle - DCC	71
Recycling ROLL CART Registration - SAN	68
Obstruction Alley/Sidewalk/Street - DCC	62
Animal - Loose - DCC	59



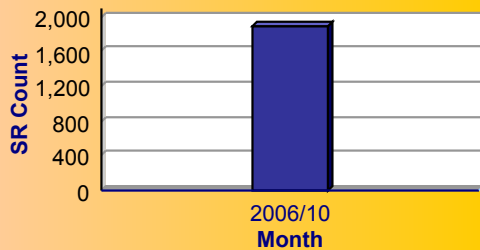
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose - DCC

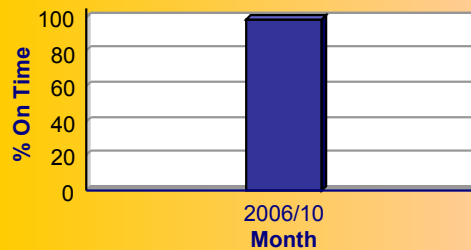
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,884	1,375	1,362	99.1%	509	503	98.8%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 06

October 2006

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	220	105	105	100.0%	38	9.2	115	52.3%	115	100.0%	220	100.0%
2	Litter - DCC	138	71	71	100.0%	38	8.7	67	48.6%	67	100.0%	138	100.0%
3	Animal - Loose Aggressive - DCC	137	0	0	N/A	3	0.2	137	100.0%	137	100.0%	137	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	93	0	0	N/A	1	0.0	93	100.0%	93	100.0%	93	100.0%
5	Animal - Confined - DCC	78	0	0	N/A	3	0.2	78	100.0%	78	100.0%	78	100.0%
6	Dead Animal Pick Up - SAN	76	0	0	N/A	1	0.4	76	100.0%	73	96.1%	73	96.1%
7	Junk Motor Vehicle - DCC	71	40	40	100.0%	126	11.9	31	43.7%	31	100.0%	71	100.0%
8	Recycling ROLL CART Registration - SAN	68	68	68	100.0%	365		0	0.0%	0	N/A	68	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	62	38	38	100.0%	60	10.7	24	38.7%	24	100.0%	62	100.0%
10	Animal - Loose - DCC	59	8	8	100.0%	40	12.7	51	86.4%	51	100.0%	59	100.0%
11	Substandard Structure - DCC	57	48	48	100.0%	365	10.1	9	15.8%	9	100.0%	57	100.0%
12	Roll Cart - SAN	44	2	2	100.0%	10	4.9	42	95.5%	42	100.0%	44	100.0%
13	Fire Inspection - DFD	42	25	25	100.0%	60	8.6	17	40.5%	17	100.0%	42	100.0%
14	24 Hour Parking/Parking Violations - DPD	40	1	0	0.0%	10	4.9	39	97.5%	39	100.0%	39	97.5%
15	Illegal Outside Storage - DCC	38	24	24	100.0%	38	11.4	14	36.8%	14	100.0%	38	100.0%
16	Animal - Sick/Injured - DCC	38	0	0	N/A	3	0.1	38	100.0%	38	100.0%	38	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	29	0	0	N/A	10	0.8	29	100.0%	29	100.0%	29	100.0%
18	Motor Vehicle Repair Violation - DCC	24	2	2	100.0%	40	7.5	22	91.7%	22	100.0%	24	100.0%
19	Animal - Cruelty - DCC	22	0	0	N/A	30	0.2	22	100.0%	22	100.0%	22	100.0%
20	Street Lighting - Maintenance - PWT	22	0	0	N/A	4	0.7	22	100.0%	22	100.0%	22	100.0%



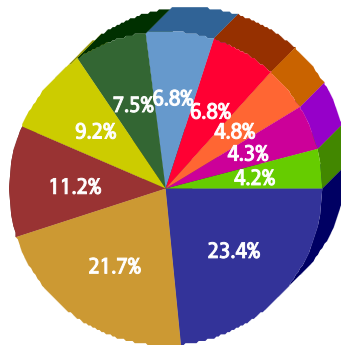
City of Dallas Service Level Performance Report by Council District

for 07

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	560
High Weeds - DCC	520
Substandard Structure - DCC	269
Litter - DCC	220
Dead Animal Pick Up - SAN	180
Animal - Loose Aggressive - DCC	163
Smoke Detector Request - DFD	162
Roll Cart - SAN	116
Animal - Confined - DCC	103
Parking - Unapproved Surface - Eve/Weekends - DCC	100



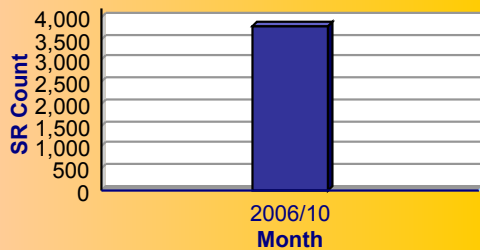
Service

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

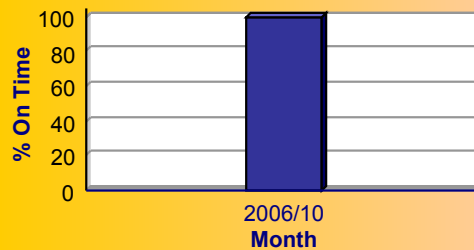
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,763	2,509	2,499	99.6%	1,254	1,248	99.5%	99.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 07

October 2006

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	560	560	560	100.0%	365		0	0.0%	0	N/A	560	100.0%
2	High Weeds - DCC	520	157	156	99.4%	38	7.5	363	69.8%	363	100.0%	519	99.8%
3	Substandard Structure - DCC	269	205	205	100.0%	365	9.7	64	23.8%	64	100.0%	269	100.0%
4	Litter - DCC	220	94	92	97.9%	38	7.7	126	57.3%	126	100.0%	218	99.1%
5	Dead Animal Pick Up - SAN	180	0	0	N/A	1	0.3	180	100.0%	180	100.0%	180	100.0%
6	Animal - Loose Aggressive - DCC	163	0	0	N/A	3	0.2	163	100.0%	163	100.0%	163	100.0%
7	Smoke Detector Request - DFD	162	4	4	100.0%	30	0.9	158	97.5%	158	100.0%	162	100.0%
8	Roll Cart - SAN	116	0	0	N/A	10	5.4	116	100.0%	115	99.1%	115	99.1%
9	Animal - Confined - DCC	103	0	0	N/A	3	0.3	103	100.0%	102	99.0%	102	99.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	100	0	0	N/A	10	0.9	100	100.0%	99	99.0%	99	99.0%
11	Junk Motor Vehicle - DCC	91	61	61	100.0%	126	8.1	30	33.0%	30	100.0%	91	100.0%
12	Animal - Sick/Injured - DCC	77	0	0	N/A	3	0.3	77	100.0%	77	100.0%	77	100.0%
13	Bulky Trash Violations - DCC	68	4	3	75.0%	14	4.3	64	94.1%	62	96.9%	65	95.6%
14	Open and Vacant Structure - DCC	65	5	5	100.0%	30	3.8	60	92.3%	60	100.0%	65	100.0%
15	Animal - Loose - DCC	63	4	4	100.0%	40	12.4	59	93.7%	59	100.0%	63	100.0%
16	24 Hour Parking/Parking Violations - DPD	57	0	0	N/A	10	2.7	57	100.0%	57	100.0%	57	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STs	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
18	Fire Inspection - DFD	45	27	27	100.0%	60	11.1	18	40.0%	18	100.0%	45	100.0%
19	Illegal Outside Storage - DCC	36	20	20	100.0%	38	9.7	16	44.4%	16	100.0%	36	100.0%
20	Tree down/low limbs - Emergency-STs	35	0	0	N/A	5	0.1	35	100.0%	35	100.0%	35	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Nov/10/2006 9:27:56 AM

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



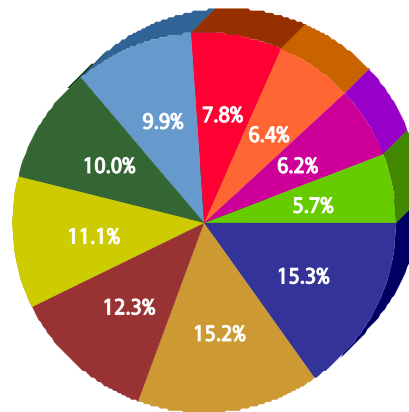
City of Dallas Service Level Performance Report by Council District

for 08

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	262
Animal - Loose Aggressive - DCC	261
Recycling ROLL CART Registration - SAN	211
Animal - Confined - DCC	190
Dead Animal Pick Up - SAN	172
Roll Cart - SAN	170
Junk Motor Vehicle - DCC	133
Substandard Structure - DCC	110
Animal - Loose - DCC	107
Animal - Sick/Injured - DCC	98



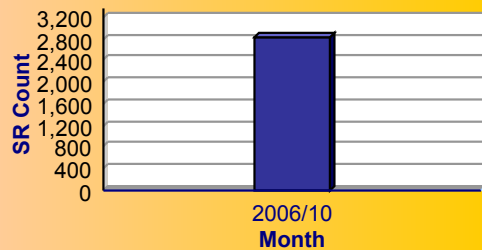
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Substandard Structure - DCC
- Animal - Loose - DCC
- Animal - Sick/Injured - DCC

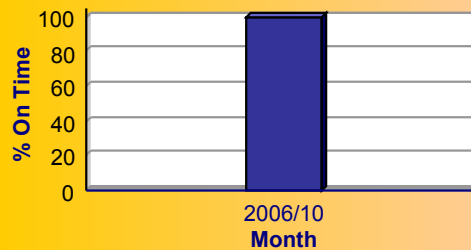
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,814	2,216	2,198	99.2%	598	591	98.8%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 08

October 2006

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	262	58	56	96.6%	38	10.6	204	77.9%	204	100.0%	260	99.2%
2	Animal - Loose Aggressive - DCC	261	0	0	N/A	3	0.3	261	100.0%	259	99.2%	259	99.2%
3	Recycling ROLL CART Registration - SAN	211	211	211	100.0%	365		0	0.0%	0	N/A	211	100.0%
4	Animal - Confined - DCC	190	0	0	N/A	3	0.3	190	100.0%	188	98.9%	188	98.9%
5	Dead Animal Pick Up - SAN	172	0	0	N/A	1	0.3	172	100.0%	170	98.8%	170	98.8%
6	Roll Cart - SAN	170	0	0	N/A	10	5.2	170	100.0%	170	100.0%	170	100.0%
7	Junk Motor Vehicle - DCC	133	79	79	100.0%	126	15.1	54	40.6%	54	100.0%	133	100.0%
8	Substandard Structure - DCC	110	86	86	100.0%	365	11.2	24	21.8%	24	100.0%	110	100.0%
9	Animal - Loose - DCC	107	14	14	100.0%	40	12.8	93	86.9%	93	100.0%	107	100.0%
10	Animal - Sick/Injured - DCC	98	0	0	N/A	3	0.3	98	100.0%	97	99.0%	97	99.0%
11	Litter - DCC	73	26	26	100.0%	38	13.1	47	64.4%	47	100.0%	73	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	58	0	0	N/A	1	0.1	58	100.0%	58	100.0%	58	100.0%
13	Bulky Trash Violations - DCC	53	0	0	N/A	14	3.9	53	100.0%	50	94.3%	50	94.3%
14	Obstruction Alley/Sidewalk/Street - DCC	49	17	17	100.0%	60	16.9	32	65.3%	32	100.0%	49	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	47	0	0	N/A	10	0.9	47	100.0%	47	100.0%	47	100.0%
16	Garbage - Missed - SAN	47	0	0	N/A	6	2.2	47	100.0%	47	100.0%	47	100.0%
17	24 Hour Parking/Parking Violations - DPD	46	0	0	N/A	10	2.9	46	100.0%	46	100.0%	46	100.0%
18	Animal Trap Request - DCC	37	3	3	100.0%	30	8.7	34	91.9%	34	100.0%	37	100.0%
19	Illegal Outside Storage - DCC	35	15	15	100.0%	38	10.5	20	57.1%	20	100.0%	35	100.0%
20	Parking - Unapproved Surface - DCC	30	1	1	100.0%	10	2.7	29	96.7%	29	100.0%	30	100.0%



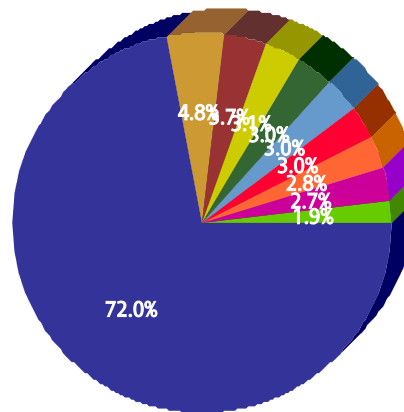
City of Dallas Service Level Performance Report by Council District

for 09

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,924
High Weeds - DCC	195
Obstruction Alley/Sidewalk/Street - DCC	150
Bulky Trash Violations - DCC	125
Animal - Confined - DCC	122
Litter - DCC	122
Roll Cart - SAN	120
Animal - Loose Aggressive - DCC	113
Dead Animal Pick Up - SAN	110
Garbage - Missed - SAN	78



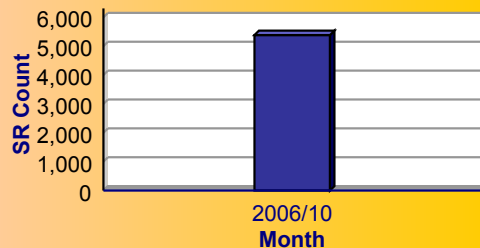
Service

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

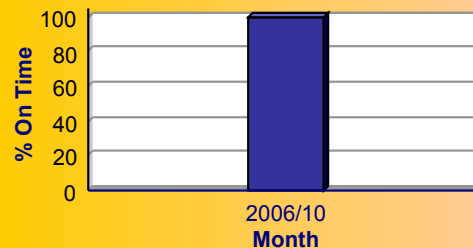
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,337	2,166	2,146	99.1%	3,171	3,166	99.8%	99.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 09

October 2006

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	2,924	2,924	2,924	100.0%	365		0	0.0%	0	N/A	2,924	100.0%
2	High Weeds - DCC	195	39	39	100.0%	38	9.8	156	80.0%	156	100.0%	195	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	150	27	27	100.0%	60	15.8	123	82.0%	123	100.0%	150	100.0%
4	Bulky Trash Violations - DCC	125	0	0	N/A	14	2.6	125	100.0%	125	100.0%	125	100.0%
5	Animal - Confined - DCC	122	0	0	N/A	3	0.2	122	100.0%	122	100.0%	122	100.0%
6	Litter - DCC	122	31	31	100.0%	38	13.5	91	74.6%	91	100.0%	122	100.0%
7	Roll Cart - SAN	120	1	1	100.0%	10	6.2	119	99.2%	118	99.2%	119	99.2%
8	Animal - Loose Aggressive - DCC	113	0	0	N/A	3	0.3	113	100.0%	110	97.3%	110	97.3%
9	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.3	110	100.0%	110	100.0%	110	100.0%
10	Garbage - Missed - SAN	78	0	0	N/A	6	1.8	78	100.0%	77	98.7%	77	98.7%
11	24 Hour Parking/Parking Violations - DPD	72	0	0	N/A	10	2.5	72	100.0%	72	100.0%	72	100.0%
12	Illegal Garbage/Placement - DCC	63	14	14	100.0%	60	6.8	49	77.8%	49	100.0%	63	100.0%
13	Animal - Loose - DCC	57	4	4	100.0%	40	12.3	53	93.0%	53	100.0%	57	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	55	0	0	N/A	10	0.7	55	100.0%	55	100.0%	55	100.0%
15	Animal - Sick/Injured - DCC	46	0	0	N/A	3	0.4	46	100.0%	45	97.8%	45	97.8%
16	Junk Motor Vehicle - DCC	42	19	19	100.0%	126	12.7	23	54.8%	23	100.0%	42	100.0%
17	Illegal Outside Storage - DCC	39	12	12	100.0%	38	11.1	27	69.2%	27	100.0%	39	100.0%
18	Animal - Noisy - DCC	31	0	0	N/A	30	4.2	31	100.0%	31	100.0%	31	100.0%
19	Fire Inspection - DFD	31	15	15	100.0%	60	11.8	16	51.6%	16	100.0%	31	100.0%
20	Tree down/low limbs - Emergency-STs	31	0	0	N/A	5	0.1	31	100.0%	31	100.0%	31	100.0%



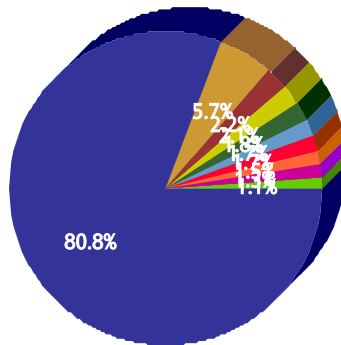
City of Dallas Service Level Performance Report by Council District

for 10

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,417
High Weeds - DCC	171
Animal - Confined - DCC	67
Litter - DCC	63
Obstruction Alley/Sidewalk/Street - DCC	53
Dead Animal Pick Up - SAN	51
Roll Cart - SAN	51
Fire Inspection - DFD	44
Street Spillage/Debris in Right of Way-Hazardous-STs	40
Bulky Trash Violations - DCC	34



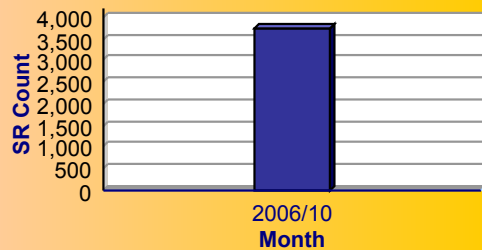
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Confined - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Bulky Trash Violations - DCC

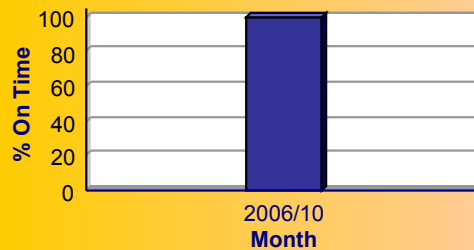
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,748	1,176	1,167	99.2%	2,572	2,566	99.8%	99.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 10

October 2006

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	2,417	2,416	2,416	100.0%	365	7.0	1	0.0%	1	100.0%	2,417	100.0%
2	High Weeds - DCC	171	31	31	100.0%	38	7.4	140	81.9%	140	100.0%	171	100.0%
3	Animal - Confined - DCC	67	0	0	N/A	3	0.2	67	100.0%	67	100.0%	67	100.0%
4	Litter - DCC	63	13	13	100.0%	38	9.8	50	79.4%	50	100.0%	63	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	53	14	14	100.0%	60	15.1	39	73.6%	39	100.0%	53	100.0%
6	Dead Animal Pick Up - SAN	51	0	0	N/A	1	0.2	51	100.0%	51	100.0%	51	100.0%
7	Roll Cart - SAN	51	4	2	50.0%	10	7.6	47	92.2%	47	100.0%	49	96.1%
8	Fire Inspection - DFD	44	26	26	100.0%	60	9.3	18	40.9%	18	100.0%	44	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	40	0	0	N/A	1	0.0	40	100.0%	40	100.0%	40	100.0%
10	Bulky Trash Violations - DCC	34	1	1	100.0%	14	2.6	33	97.1%	33	100.0%	34	100.0%
11	Substandard Structure Apts - DCC	33	5	5	100.0%	365	6.6	28	84.8%	28	100.0%	33	100.0%
12	24 Hour Parking/Parking Violations - DPD	32	0	0	N/A	10	2.6	32	100.0%	32	100.0%	32	100.0%
13	Animal - Sick/Injured - DCC	30	0	0	N/A	3	0.3	30	100.0%	30	100.0%	30	100.0%
14	Garbage - Missed - SAN	30	0	0	N/A	6	3.4	30	100.0%	29	96.7%	29	96.7%
15	Animal - Loose Aggressive - DCC	29	0	0	N/A	3	0.1	29	100.0%	29	100.0%	29	100.0%
16	Street Lighting - Maintenance - PWT	28	0	0	N/A	4	0.9	28	100.0%	27	96.4%	27	96.4%
17	Junk Motor Vehicle - DCC	24	3	3	100.0%	126	10.7	21	87.5%	21	100.0%	24	100.0%
18	Traffic Signal - Flashing - PWT	22	0	0	N/A	4	1.1	22	100.0%	22	100.0%	22	100.0%
19	Substandard Structure - DCC	20	12	12	100.0%	365	10.2	8	40.0%	8	100.0%	20	100.0%
20	Animal - Loose - DCC	19	3	3	100.0%	40	13.6	16	84.2%	16	100.0%	19	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Nov/10/2006 9:47:45 AM

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



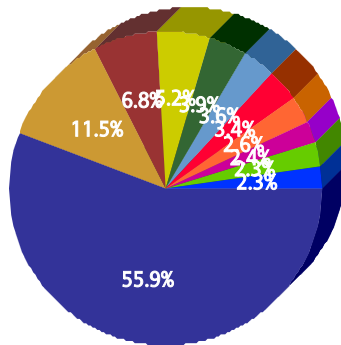
City of Dallas Service Level Performance Report by Council District

for 11

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	529
High Weeds - DCC	109
Animal - Confined - DCC	64
Street Spillage/Debris in Right of Way-Hazardous-ST5	49
Dead Animal Pick Up - SAN	37
Litter - DCC	34
Roll Cart - SAN	32
Obstruction Alley/Sidewalk/Street - DCC	25
Traffic Signal - All Out - PWT	23
Fire Inspection - DFD	22
Garbage - Missed - SAN	22



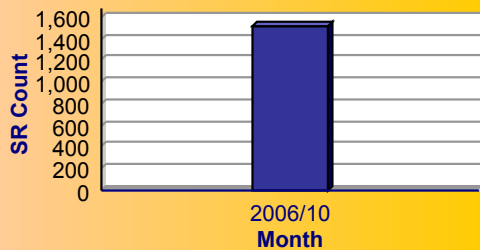
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Traffic Signal - All Out - PWT
- Fire Inspection - DFD
- Garbage - Missed - SAN

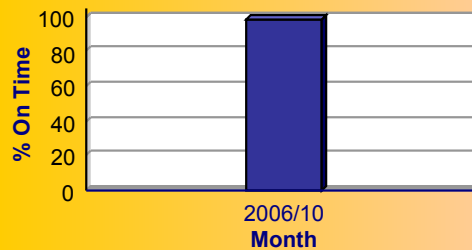
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,507	846	831	98.2%	661	655	99.1%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 11

October 2006

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	529	529	529	100.0%	365		0	0.0%	0	N/A	529	100.0%
2	High Weeds - DCC	109	33	33	100.0%	38	12.7	76	69.7%	76	100.0%	109	100.0%
3	Animal - Confined - DCC	64	0	0	N/A	3	0.0	64	100.0%	64	100.0%	64	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	49	0	0	N/A	1	0.1	49	100.0%	49	100.0%	49	100.0%
5	Dead Animal Pick Up - SAN	37	0	0	N/A	1	0.2	37	100.0%	37	100.0%	37	100.0%
6	Litter - DCC	34	18	18	100.0%	38	14.2	16	47.1%	16	100.0%	34	100.0%
7	Roll Cart - SAN	32	2	2	100.0%	10	6.3	30	93.8%	30	100.0%	32	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	25	12	12	100.0%	60	12.3	13	52.0%	13	100.0%	25	100.0%
9	Traffic Signal - All Out - PWT	23	0	0	N/A	4	1.7	23	100.0%	23	100.0%	23	100.0%
10	Fire Inspection - DFD	22	14	14	100.0%	60	4.9	8	36.4%	8	100.0%	22	100.0%
11	Garbage - Missed - SAN	22	0	0	N/A	6	2.7	22	100.0%	22	100.0%	22	100.0%
12	Animal - Sick/Injured - DCC	20	0	0	N/A	3	0.1	20	100.0%	20	100.0%	20	100.0%
13	24 Hour Parking/Parking Violations - DPD	18	0	0	N/A	10	3.9	18	100.0%	18	100.0%	18	100.0%
14	Bulky Trash Violations - DCC	17	0	0	N/A	14	4.1	17	100.0%	17	100.0%	17	100.0%
15	Substandard Structure Apts - DCC	15	5	5	100.0%	365	6.1	10	66.7%	10	100.0%	15	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	15	0	0	N/A	7	1.0	15	100.0%	15	100.0%	15	100.0%
17	Traffic Signal - Timing - PWT	14	0	0	N/A	4	1.1	14	100.0%	14	100.0%	14	100.0%
18	Substandard Structure - DCC	13	6	6	100.0%	365	9.6	7	53.8%	7	100.0%	13	100.0%
19	Animal - Loose - DCC	13	3	3	100.0%	40	13.9	10	76.9%	10	100.0%	13	100.0%
20	Signs - Other Apts - DCC	12	0	0	N/A	21	1.8	12	100.0%	12	100.0%	12	100.0%
21	Plumbing Violation Apts - DCC	12	1	1	100.0%	60	4.0	11	91.7%	11	100.0%	12	100.0%
22	Recyclable Collection Missed (Residential) - SAN	12	0	0	N/A	3	0.5	12	100.0%	12	100.0%	12	100.0%
23	Street Repair - Routine-STS	12	4	4	100.0%	90	5.2	8	66.7%	8	100.0%	12	100.0%



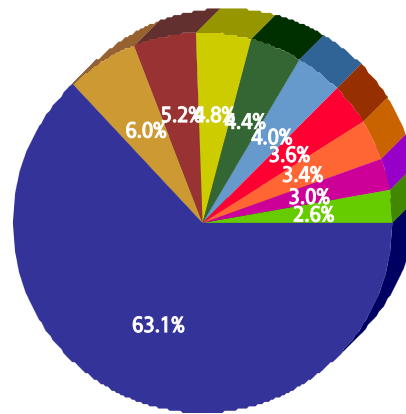
City of Dallas Service Level Performance Report by Council District

for 12

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	620
Animal - Confined - DCC	59
Bulky Trash Violations - DCC	51
High Weeds - DCC	47
Roll Cart - SAN	43
Garbage - Missed - SAN	39
Dead Animal Pick Up - SAN	35
24 Hour Parking/Parking Violations - DPD	33
Obstruction Alley/Sidewalk/Street - DCC	29
Street Repair - Routine-STS	26



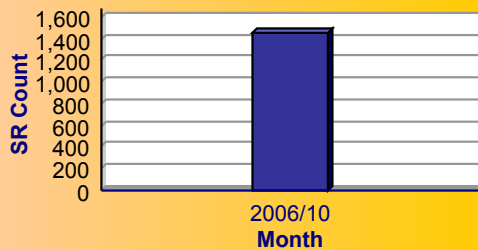
Service

- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC
- Street Repair - Routine-STS

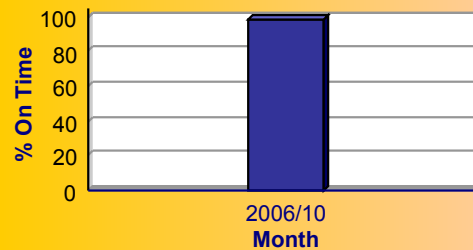
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,443	728	713	97.9%	715	710	99.3%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 12

October 2006

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	620	620	620	100.0%	365		0	0.0%	0	N/A	620	100.0%
2	Animal - Confined - DCC	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
3	Bulky Trash Violations - DCC	51	2	2	100.0%	14	2.9	49	96.1%	49	100.0%	51	100.0%
4	High Weeds - DCC	47	13	13	100.0%	38	8.2	34	72.3%	34	100.0%	47	100.0%
5	Roll Cart - SAN	43	3	3	100.0%	10	7.7	40	93.0%	40	100.0%	43	100.0%
6	Garbage - Missed - SAN	39	0	0	N/A	6	3.3	39	100.0%	38	97.4%	38	97.4%
7	Dead Animal Pick Up - SAN	35	0	0	N/A	1	0.4	35	100.0%	35	100.0%	35	100.0%
8	24 Hour Parking/Parking Violations - DPD	33	3	0	0.0%	10	4.7	30	90.9%	27	90.0%	27	81.8%
9	Obstruction Alley/Sidewalk/Street - DCC	29	15	15	100.0%	60	9.5	14	48.3%	14	100.0%	29	100.0%
10	Street Repair - Routine-STS	26	1	1	100.0%	90	7.0	25	96.2%	25	100.0%	26	100.0%
11	Substandard Structure - DCC	23	16	16	100.0%	365	2.4	7	30.4%	7	100.0%	23	100.0%
12	Animal - Sick/Injured - DCC	20	0	0	N/A	3	0.1	20	100.0%	20	100.0%	20	100.0%
13	Traffic Signal - Timing - PWT	20	0	0	N/A	4	1.6	20	100.0%	20	100.0%	20	100.0%
14	Street Lighting - Maintenance - PWT	20	0	0	N/A	4	0.6	20	100.0%	20	100.0%	20	100.0%
15	Fire Inspection - DFD	17	9	9	100.0%	60	6.2	8	47.1%	8	100.0%	17	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	17	0	0	N/A	1	0.0	17	100.0%	17	100.0%	17	100.0%
17	Traffic Signal - Flashing - PWT	16	0	0	N/A	4	1.2	16	100.0%	16	100.0%	16	100.0%
18	Litter - DCC	12	0	0	N/A	38	8.5	12	100.0%	12	100.0%	12	100.0%
19	Animal - Loose Aggressive - DCC	12	0	0	N/A	3	0.2	12	100.0%	12	100.0%	12	100.0%
20	Traffic Signal - All Out - PWT	12	0	0	N/A	4	1.2	12	100.0%	12	100.0%	12	100.0%



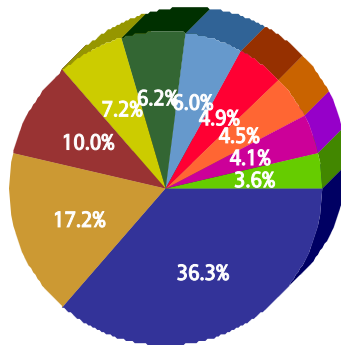
City of Dallas Service Level Performance Report by Council District

for 13

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	444
Obstruction Alley/Sidewalk/Street - DCC	211
High Weeds - DCC	122
Roll Cart - SAN	88
Animal - Confined - DCC	76
Garbage - Missed - SAN	74
Street Spillage/Debris in Right of Way-Hazardous-STS	60
Litter - DCC	55
Bulky Trash Violations - DCC	50
24 Hour Parking/Parking Violations - DPD	44



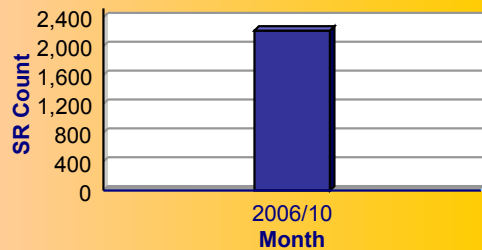
Service

- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Litter - DCC
- Bulky Trash Violations - DCC
- 24 Hour Parking/Parking Violations - DPD

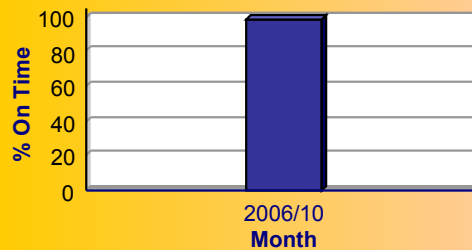
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,211	1,502	1,484	98.8%	709	696	98.2%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 13

October 2006

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	444	444	444	100.0%	365		0	0.0%	0	N/A	444	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	211	75	75	100.0%	60	10.3	136	64.5%	136	100.0%	211	100.0%
3	High Weeds - DCC	122	52	52	100.0%	38	11.6	70	57.4%	70	100.0%	122	100.0%
4	Roll Cart - SAN	88	4	1	25.0%	10	5.6	84	95.5%	84	100.0%	85	96.6%
5	Animal - Confined - DCC	76	0	0	N/A	3	0.2	76	100.0%	76	100.0%	76	100.0%
6	Garbage - Missed - SAN	74	0	0	N/A	6	2.6	74	100.0%	72	97.3%	72	97.3%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	60	0	0	N/A	1	0.0	60	100.0%	60	100.0%	60	100.0%
8	Litter - DCC	55	19	19	100.0%	38	11.1	36	65.5%	36	100.0%	55	100.0%
9	Bulky Trash Violations - DCC	50	0	0	N/A	14	1.3	50	100.0%	50	100.0%	50	100.0%
10	24 Hour Parking/Parking Violations - DPD	44	2	0	0.0%	10	4.2	42	95.5%	42	100.0%	42	95.5%
11	Street Repair - Routine-STS	42	5	5	100.0%	90	5.0	37	88.1%	37	100.0%	42	100.0%
12	Dead Animal Pick Up - SAN	40	0	0	N/A	1	0.4	40	100.0%	40	100.0%	40	100.0%
13	Animal - Loose Aggressive - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
14	Recyclable Collection Missed (Residential) - SAN	34	0	0	N/A	3	0.7	34	100.0%	34	100.0%	34	100.0%
15	Animal - Sick/Injured - DCC	31	0	0	N/A	3	0.1	31	100.0%	31	100.0%	31	100.0%
16	Street Lighting - Maintenance - PWT	30	0	0	N/A	4	0.6	30	100.0%	30	100.0%	30	100.0%
17	Alley Repair - Routine-STS	29	6	6	100.0%	90	7.5	23	79.3%	23	100.0%	29	100.0%
18	Illegal Outside Storage - DCC	26	11	11	100.0%	38	9.5	15	57.7%	15	100.0%	26	100.0%
19	Brush/Bulk Items - Missed - SAN	25	0	0	N/A	10	5.8	25	100.0%	19	76.0%	19	76.0%
20	Signs - Other - DCC	24	2	2	100.0%	21	2.6	22	91.7%	22	100.0%	24	100.0%
21	Pothole - Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
22	Traffic Signal - All Out - PWT	24	0	0	N/A	4	1.2	24	100.0%	24	100.0%	24	100.0%



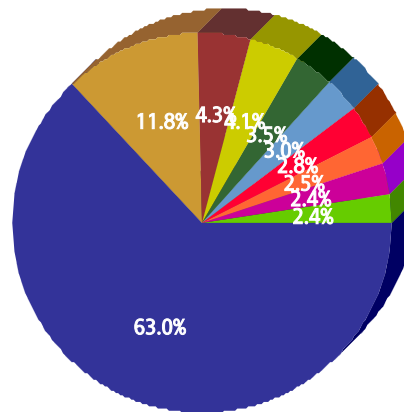
City of Dallas Service Level Performance Report by Council District

for 14

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,646
High Weeds - DCC	309
Litter - DCC	112
Roll Cart - SAN	108
Obstruction Alley/Sidewalk/Street - DCC	92
Dead Animal Pick Up - SAN	79
Animal - Loose Aggressive - DCC	73
Animal - Confined - DCC	66
Bulky Trash Violations - DCC	64
Garbage - Missed - SAN	64



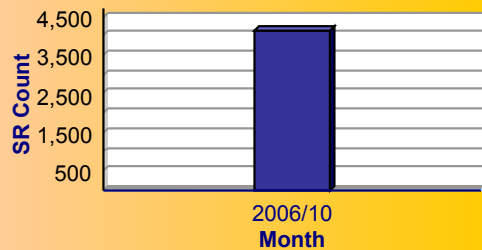
Service

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

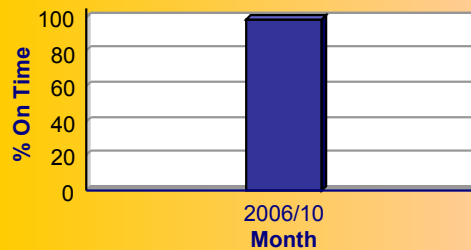
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,138	2,119	2,078	98.1%	2,019	1,995	98.8%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 14

October 2006

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	1,646	1,646	1,646	100.0%	365		0	0.0%	0	N/A	1,646	100.0%
2	High Weeds - DCC	309	83	82	98.8%	38	13.5	226	73.1%	226	100.0%	308	99.7%
3	Litter - DCC	112	32	32	100.0%	38	12.4	80	71.4%	80	100.0%	112	100.0%
4	Roll Cart - SAN	108	4	2	50.0%	10	5.7	104	96.3%	104	100.0%	106	98.1%
5	Obstruction Alley/Sidewalk/Street - DCC	92	40	40	100.0%	60	12.6	52	56.5%	52	100.0%	92	100.0%
6	Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.3	79	100.0%	78	98.7%	78	98.7%
7	Animal - Loose Aggressive - DCC	73	0	0	N/A	3	0.3	73	100.0%	72	98.6%	72	98.6%
8	Animal - Confined - DCC	66	0	0	N/A	3	0.2	66	100.0%	66	100.0%	66	100.0%
9	Bulky Trash Violations - DCC	64	0	0	N/A	14	3.9	64	100.0%	64	100.0%	64	100.0%
10	Garbage - Missed - SAN	64	0	0	N/A	6	2.7	64	100.0%	60	93.8%	60	93.8%
11	24 Hour Parking/Parking Violations - DPD	61	0	0	N/A	10	2.7	61	100.0%	61	100.0%	61	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	60	0	0	N/A	1	0.0	60	100.0%	60	100.0%	60	100.0%
13	Signs - Other - DCC	55	5	5	100.0%	21	7.2	50	90.9%	50	100.0%	55	100.0%
14	Traffic Signal - Flashing - PWT	48	0	0	N/A	4	1.4	48	100.0%	48	100.0%	48	100.0%
15	Fire Inspection - DFD	46	25	25	100.0%	60	7.7	21	45.7%	21	100.0%	46	100.0%
16	Substandard Structure - DCC	44	22	22	100.0%	365	9.5	22	50.0%	22	100.0%	44	100.0%
17	Alley Repair - Routine-STS	43	3	3	100.0%	90	3.1	40	93.0%	40	100.0%	43	100.0%
18	Noise Pollution - EHS	42	9	9	100.0%	45	6.2	33	78.6%	33	100.0%	42	100.0%
19	Animal - Loose - DCC	41	6	6	100.0%	40	11.8	35	85.4%	35	100.0%	41	100.0%
20	Animal - Sick/Injured - DCC	40	0	0	N/A	3	0.3	40	100.0%	39	97.5%	39	97.5%



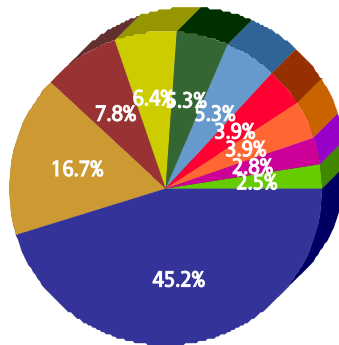
City of Dallas Service Level Performance Report by Council District

for U

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	127
High Weeds - DCC	47
Fire Inspection - DFD	22
Dead Animal Pick Up - SAN	18
Litter - DCC	15
Street Spillage/Debris in Right of Way-Hazardous-STIS	15
Animal - Loose - DCC	11
Roll Cart - SAN	11
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Smoke Detector Request - DFD	7



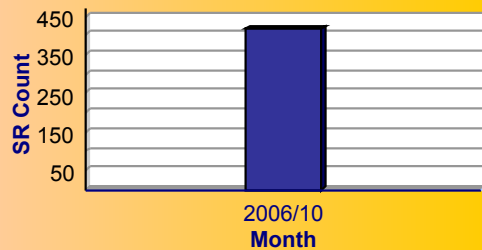
Service

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

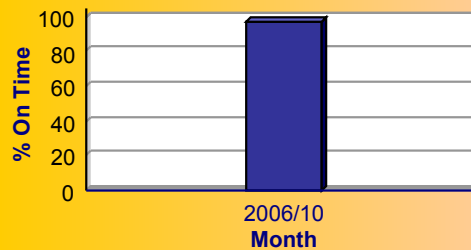
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
417	230	223	97.0%	187	182	97.3%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for U

October 2006

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	127	127	127	100.0%	365		0	0.0%	0	N/A	127	100.0%
2	High Weeds - DCC	47	18	18	100.0%	38	7.5	29	61.7%	29	100.0%	47	100.0%
3	Fire Inspection - DFD	22	12	12	100.0%	60	1.6	10	45.5%	10	100.0%	22	100.0%
4	Dead Animal Pick Up - SAN	18	0	0	N/A	1	0.4	18	100.0%	18	100.0%	18	100.0%
5	Litter - DCC	15	6	6	100.0%	38	7.8	9	60.0%	9	100.0%	15	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STs	15	0	0	N/A	1	0.0	15	100.0%	15	100.0%	15	100.0%
7	Animal - Loose - DCC	11	6	6	100.0%	40	14.0	5	45.5%	5	100.0%	11	100.0%
8	Roll Cart - SAN	11	1	1	100.0%	10	3.5	10	90.9%	10	100.0%	11	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	10	0.0	8	100.0%	8	100.0%	8	100.0%
10	Smoke Detector Request - DFD	7	0	0	N/A	30	0.9	7	100.0%	7	100.0%	7	100.0%
11	Animal - Confined - DCC	6	0	0	N/A	3	0.5	6	100.0%	6	100.0%	6	100.0%
12	Miscellaneous Service Request - SCS	5	0	0	N/A	10	1.8	5	100.0%	5	100.0%	5	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	5	1	1	100.0%	60	11.0	4	80.0%	4	100.0%	5	100.0%
14	Traffic Signal - Flashing - PWT	5	0	0	N/A	4	1.4	5	100.0%	5	100.0%	5	100.0%
15	Pothole - Hazardous-STs	5	0	0	N/A	1	0.0	5	100.0%	5	100.0%	5	100.0%
16	Oversized Vehicle - Eve/Weekends - DCC	4	0	0	N/A	14	0.0	4	100.0%	4	100.0%	4	100.0%
17	24 Hour Parking/Parking Violations - DPD	4	1	0	0.0%	10	5.0	3	75.0%	3	100.0%	3	75.0%
18	Traffic Signal - All Out - PWT	4	0	0	N/A	4	2.2	4	100.0%	4	100.0%	4	100.0%
19	Bulky Trash Violations - DCC	3	0	0	N/A	14	1.3	3	100.0%	3	100.0%	3	100.0%
20	Animal Trap Request - DCC	3	1	1	100.0%	30	9.0	2	66.7%	2	100.0%	3	100.0%
21	Animal - Bite - DCC	3	0	0	N/A	11	2.3	3	100.0%	3	100.0%	3	100.0%
22	Animal - Loose Aggressive - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
23	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
24	Garbage - Missed - SAN	3	0	0	N/A	6	7.3	3	100.0%	2	66.7%	2	66.7%
25	Park Maintenance/Misc. - PKR	3	0	0	N/A	30	7.3	3	100.0%	3	100.0%	3	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Nov/10/2006 10:21:07 AM

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


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

for U

October 2006

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
26	Traffic Signal - Stuck - PWT	3	0	0	N/A	4	2.0	3	100.0%	3	100.0%	3	100.0%
27	Sanitation Misc. - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%