



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

SEPTEMBER 2006

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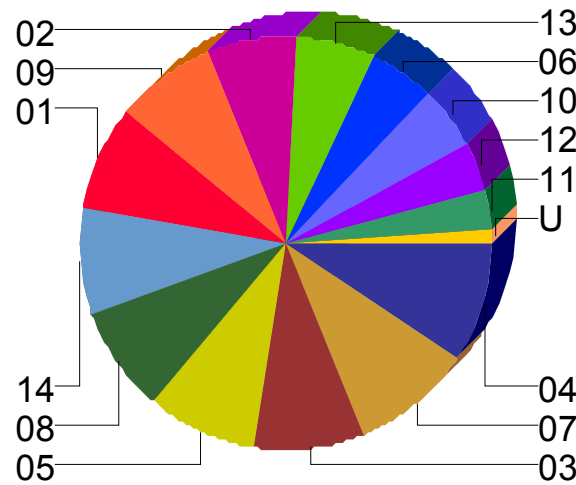
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report For September 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,647	8.1%	98.6%
02	2,289	7.0%	98.7%
03	2,840	8.7%	98.6%
04	3,080	9.4%	99.3%
05	2,813	8.6%	98.8%
06	1,736	5.3%	99.0%
07	3,078	9.4%	99.0%
08	2,764	8.4%	99.1%
09	2,636	8.0%	99.0%
10	1,526	4.7%	98.3%
11	1,021	3.1%	98.2%
12	1,329	4.1%	97.7%
13	2,010	6.1%	98.3%
14	2,674	8.2%	98.1%
U	322	1.0%	97.8%
Totals	32,765	100.0%	98.7%



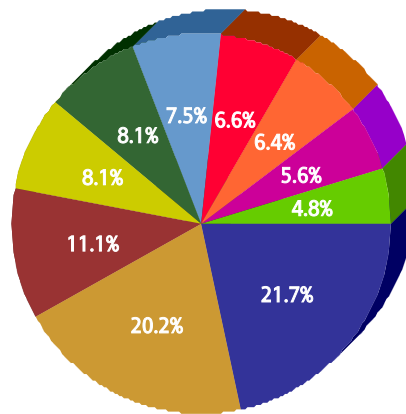
City of Dallas Service Level Performance Report by Council District

For Citywide

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,746
Recycling ROLL CART Registration - SAN	3,476
Animal - Loose Aggressive - DCC	1,908
Animal - Confined - DCC	1,393
Dead Animal Pick Up - SAN	1,392
Roll Cart - SAN	1,293
Litter - DCC	1,146
Obstruction Alley/Sidewalk/Street - DCC	1,098
Substandard Structure - DCC	962
24 Hour Parking/Parking Violations - DPD	824



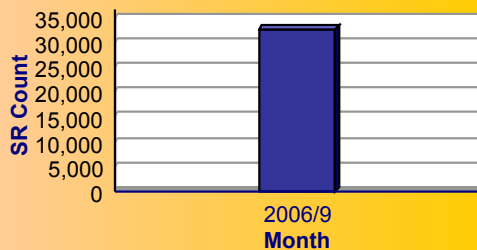
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC
- 24 Hour Parking/Parking Violations - DPD

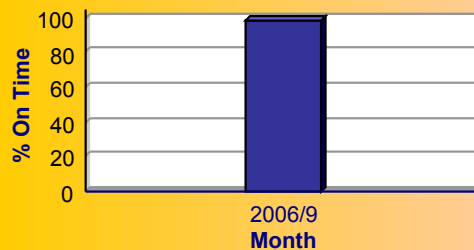
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,765	20,851	20,633	99.0%	11,914	11,698	98.2%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

For Citywide

September 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	3,746	2,042	2,042	100.0%	38	6.6	1,704	45.5%	1,704	100.0%	3,746	100.0%
2	Recycling ROLL CART Registration - SAN	3,476	3,473	3,473	100.0%	365	9.0	3	0.1%	3	100.0%	3,476	100.0%
3	Animal - Loose Aggressive - DCC	1,908	6	0	0.0%	3	0.2	1,902	99.7%	1,895	99.6%	1,895	99.3%
4	Animal - Confined - DCC	1,393	14	0	0.0%	3	0.3	1,379	99.0%	1,374	99.6%	1,374	98.6%
5	Dead Animal Pick Up - SAN	1,392	11	0	0.0%	1	0.3	1,381	99.2%	1,371	99.3%	1,371	98.5%
6	Roll Cart - SAN	1,293	290	286	98.6%	10	6.7	1,003	77.6%	985	98.2%	1,271	98.3%
7	Litter - DCC	1,146	614	614	100.0%	38	8.8	532	46.4%	532	100.0%	1,146	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	1,098	739	739	100.0%	60	10.9	359	32.7%	359	100.0%	1,098	100.0%
9	Substandard Structure - DCC	962	806	806	100.0%	365	6.2	156	16.2%	156	100.0%	962	100.0%
10	24 Hour Parking/Parking Violations - DPD	824	106	95	89.6%	10	3.4	718	87.1%	709	98.7%	804	97.6%
11	Garbage - Missed - SAN	782	48	35	72.9%	6	2.3	734	93.9%	701	95.5%	736	94.1%
12	Animal - Loose - DCC	772	570	570	100.0%	40	21.1	202	26.2%	202	100.0%	772	100.0%
13	Junk Motor Vehicle - DCC	673	485	485	100.0%	126	7.9	188	27.9%	188	100.0%	673	100.0%
14	Animal - Sick/Injured - DCC	632	4	0	0.0%	3	0.2	628	99.4%	623	99.2%	623	98.6%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	629	10	7	70.0%	10	0.4	619	98.4%	618	99.8%	625	99.4%
16	Bulky Trash Violations - DCC	609	48	45	93.8%	14	3.1	561	92.1%	553	98.6%	598	98.2%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	533	0	0	N/A	1	0.0	533	100.0%	532	99.8%	532	99.8%
18	Illegal Outside Storage - DCC	435	269	269	100.0%	38	8.1	166	38.2%	166	100.0%	435	100.0%
19	Street Repair - Routine-STS	374	119	119	100.0%	90	5.0	255	68.2%	255	100.0%	374	100.0%
20	Fire Inspection - DFD	354	229	229	100.0%	60	6.6	125	35.3%	125	100.0%	354	100.0%



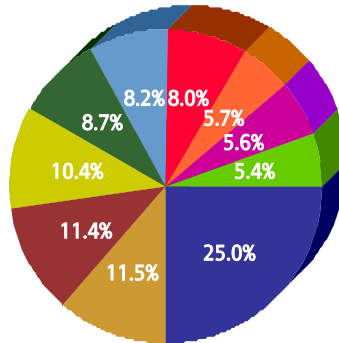
City of Dallas Service Level Performance Report by Council District

for 01

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	395
Parking - Unapproved Surface - Eve/Weekends - DCC	181
Obstruction Alley/Sidewalk/Street - DCC	180
Animal - Loose Aggressive - DCC	165
Dead Animal Pick Up - SAN	138
Recycling ROLL CART Registration - SAN	129
Litter - DCC	127
Animal - Confined - DCC	90
Junk Motor Vehicle - DCC	89
24 Hour Parking/Parking Violations - DPD	86



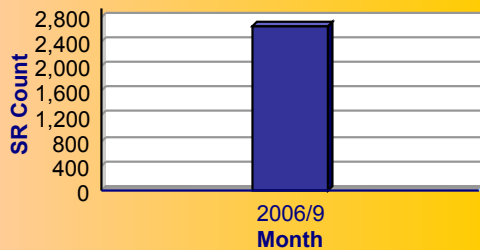
Service

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

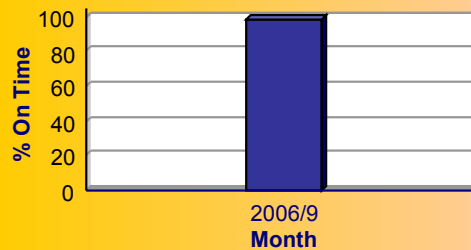
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,647	1,634	1,618	99.0%	1,013	993	98.0%	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 01

September 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	395	259	259	100.0%	38	6.7	136	34.4%	136	100.0%	395	100.0%
2	Parking - Unapproved Surface - Eve/Weekends - DCC	181	2	2	100.0%	10	0.3	179	98.9%	178	99.4%	180	99.4%
3	Obstruction Alley/Sidewalk/Street - DCC	180	154	154	100.0%	60	13.8	26	14.4%	26	100.0%	180	100.0%
4	Animal - Loose Aggressive - DCC	165	2	0	0.0%	3	0.2	163	98.8%	162	99.4%	162	98.2%
5	Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.3	138	100.0%	138	100.0%	138	100.0%
6	Recycling ROLL CART Registration - SAN	129	129	129	100.0%	365		0	0.0%	0	N/A	129	100.0%
7	Litter - DCC	127	64	64	100.0%	38	10.1	63	49.6%	63	100.0%	127	100.0%
8	Animal - Confined - DCC	90	1	0	0.0%	3	0.4	89	98.9%	88	98.9%	88	97.8%
9	Junk Motor Vehicle - DCC	89	64	64	100.0%	126	11.7	25	28.1%	25	100.0%	89	100.0%
10	24 Hour Parking/Parking Violations - DPD	86	23	19	82.6%	10	3.8	63	73.3%	61	96.8%	80	93.0%
11	Animal - Loose - DCC	73	50	50	100.0%	40	21.7	23	31.5%	23	100.0%	73	100.0%
12	Roll Cart - SAN	68	15	15	100.0%	10	8.0	53	77.9%	52	98.1%	67	98.5%
13	Illegal Outside Storage - DCC	58	35	35	100.0%	38	10.3	23	39.7%	23	100.0%	58	100.0%
14	Animal - Sick/Injured - DCC	58	2	0	0.0%	3	0.3	56	96.6%	55	98.2%	55	94.8%
15	Substandard Structure - DCC	56	50	50	100.0%	365	13.0	6	10.7%	6	100.0%	56	100.0%
16	Garbage - Missed - SAN	45	6	1	16.7%	6	2.3	39	86.7%	39	100.0%	40	88.9%
17	Bulky Trash Violations - DCC	40	6	6	100.0%	14	3.7	34	85.0%	33	97.1%	39	97.5%
18	Dead Animal - Clinic Pick Up - SAN	37	0	0	N/A	2	0.0	37	100.0%	37	100.0%	37	100.0%
19	Graffiti Private Property - Residential/Commercial	34	20	20	100.0%	90	7.9	14	41.2%	14	100.0%	34	100.0%
20	Animal - Cruelty - DCC	27	0	0	N/A	30	0.7	27	100.0%	27	100.0%	27	100.0%



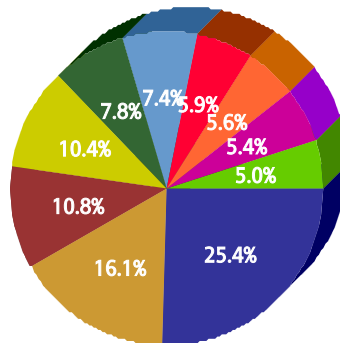
City of Dallas Service Level Performance Report by Council District

for 02

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	257
Recycling ROLL CART Registration - SAN	163
Litter - DCC	109
Animal - Loose Aggressive - DCC	105
Dead Animal Pick Up - SAN	79
Animal - Confined - DCC	75
Substandard Structure - DCC	60
Roll Cart - SAN	57
Street Spillage/Debris in Right of Way-Hazardous-STs	55
Garbage - Missed - SAN	51



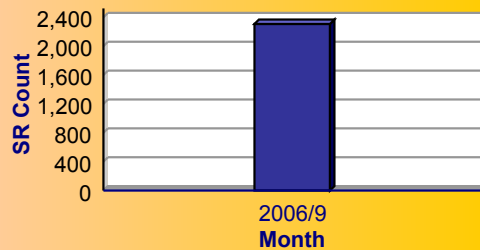
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Substandard Structure - DCC
- Roll Cart - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Garbage - Missed - SAN

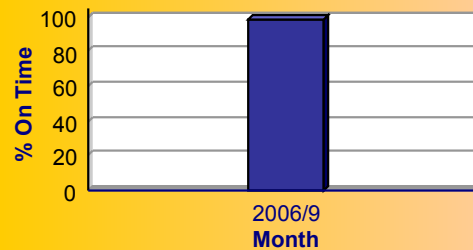
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,289	1,549	1,538	99.3%	740	721	97.4%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 02

September 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	257	140	140	100.0%	38	7.8	117	45.5%	117	100.0%	257	100.0%
2	Recycling ROLL CART Registration - SAN	163	163	163	100.0%	365		0	0.0%	0	N/A	163	100.0%
3	Litter - DCC	109	46	46	100.0%	38	7.4	63	57.8%	63	100.0%	109	100.0%
4	Animal - Loose Aggressive - DCC	105	0	0	N/A	3	0.3	105	100.0%	105	100.0%	105	100.0%
5	Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.3	79	100.0%	78	98.7%	78	98.7%
6	Animal - Confined - DCC	75	0	0	N/A	3	0.4	75	100.0%	74	98.7%	74	98.7%
7	Substandard Structure - DCC	60	49	49	100.0%	365	5.0	11	18.3%	11	100.0%	60	100.0%
8	Roll Cart - SAN	57	16	15	93.8%	10	6.2	41	71.9%	41	100.0%	56	98.2%
9	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%
10	Garbage - Missed - SAN	51	2	2	100.0%	6	2.1	49	96.1%	47	95.9%	49	96.1%
11	Fire Inspection - DFD	49	28	28	100.0%	60	4.3	21	42.9%	21	100.0%	49	100.0%
12	24 Hour Parking/Parking Violations - DPD	49	5	5	100.0%	10	3.4	44	89.8%	44	100.0%	49	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	44	0	0	N/A	10	0.5	44	100.0%	44	100.0%	44	100.0%
14	Animal - Loose - DCC	42	34	34	100.0%	40	22.9	8	19.0%	8	100.0%	42	100.0%
15	Graffiti Private Property - Residential/Commercial	39	32	32	100.0%	90	8.3	7	17.9%	7	100.0%	39	100.0%
16	Animal - Sick/Injured - DCC	39	1	0	0.0%	3	0.5	38	97.4%	36	94.7%	36	92.3%
17	Junk Motor Vehicle - DCC	34	24	24	100.0%	126	9.0	10	29.4%	10	100.0%	34	100.0%
18	Illegal Outside Storage - DCC	33	20	20	100.0%	38	13.3	13	39.4%	13	100.0%	33	100.0%
19	Street Lighting - Maintenance - PWT	33	0	0	N/A	4	0.5	33	100.0%	33	100.0%	33	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	32	13	13	100.0%	60	10.5	19	59.4%	19	100.0%	32	100.0%
21	Traffic Signal - All Out - PWT	32	4	0	0.0%	4	1.2	28	87.5%	28	100.0%	28	87.5%



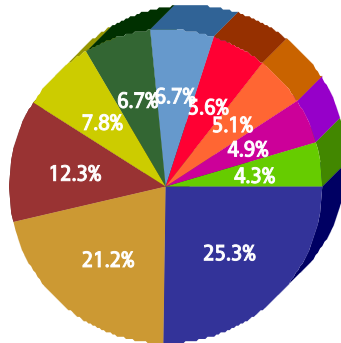
City of Dallas Service Level Performance Report by Council District

for 03

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	425
Recycling ROLL CART Registration - SAN	356
Animal - Loose Aggressive - DCC	207
Roll Cart - SAN	131
Dead Animal Pick Up - SAN	113
Litter - DCC	113
Parking - Unapproved Surface - Eve/Weekends - DCC	94
Animal - Confined - DCC	85
Animal - Loose - DCC	83
24 Hour Parking/Parking Violations - DPD	73



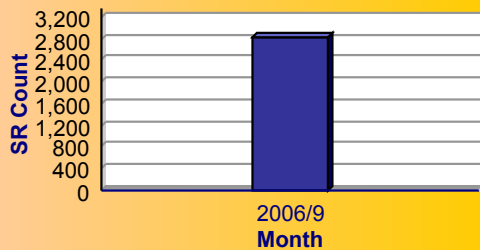
Service

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

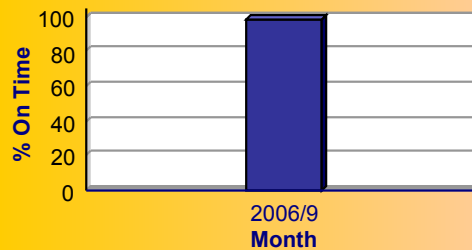
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,840	1,646	1,626	98.8%	1,194	1,174	98.3%	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 03

September 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	425	281	281	100.0%	38	7.4	144	33.9%	144	100.0%	425	100.0%
2	Recycling ROLL CART Registration - SAN	356	355	355	100.0%	365	24.0	1	0.3%	1	100.0%	356	100.0%
3	Animal - Loose Aggressive - DCC	207	3	0	0.0%	3	0.3	204	98.6%	203	99.5%	203	98.1%
4	Roll Cart - SAN	131	30	30	100.0%	10	6.9	101	77.1%	99	98.0%	129	98.5%
5	Litter - DCC	113	88	88	100.0%	38	8.9	25	22.1%	25	100.0%	113	100.0%
6	Dead Animal Pick Up - SAN	113	1	0	0.0%	1	0.3	112	99.1%	112	100.0%	112	99.1%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	94	0	0	N/A	10	0.4	94	100.0%	94	100.0%	94	100.0%
8	Animal - Confined - DCC	85	2	0	0.0%	3	0.3	83	97.6%	82	98.8%	82	96.5%
9	Animal - Loose - DCC	83	60	60	100.0%	40	22.3	23	27.7%	23	100.0%	83	100.0%
10	24 Hour Parking/Parking Violations - DPD	73	13	11	84.6%	10	3.8	60	82.2%	60	100.0%	71	97.3%
11	Obstruction Alley/Sidewalk/Street - DCC	69	48	48	100.0%	60	10.4	21	30.4%	21	100.0%	69	100.0%
12	Bulky Trash Violations - DCC	65	4	4	100.0%	14	5.4	61	93.8%	60	98.4%	64	98.5%
13	Junk Motor Vehicle - DCC	64	49	49	100.0%	126	9.6	15	23.4%	15	100.0%	64	100.0%
14	Substandard Structure - DCC	58	50	50	100.0%	365	8.2	8	13.8%	8	100.0%	58	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	54	0	0	N/A	1	0.0	54	100.0%	54	100.0%	54	100.0%
16	Garbage - Missed - SAN	43	2	2	100.0%	6	2.6	41	95.3%	38	92.7%	40	93.0%
17	Illegal Outside Storage - DCC	41	28	28	100.0%	38	9.2	13	31.7%	13	100.0%	41	100.0%
18	Animal - Sick/Injured - DCC	40	0	0	N/A	3	0.3	40	100.0%	40	100.0%	40	100.0%
19	Fire Inspection - DFD	31	21	21	100.0%	60	11.9	10	32.3%	10	100.0%	31	100.0%
20	Tree down/low limbs - Emergency-STs	29	0	0	N/A	5	0.1	29	100.0%	29	100.0%	29	100.0%



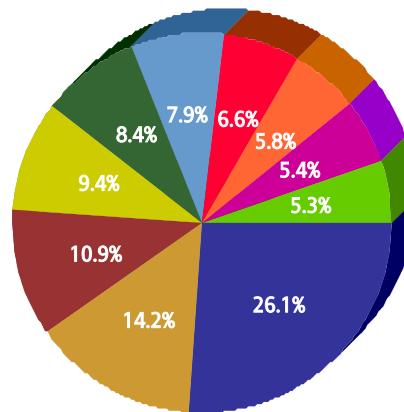
City of Dallas Service Level Performance Report by Council District

for 04

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	485
Animal - Loose Aggressive - DCC	263
Dead Animal Pick Up - SAN	202
Obstruction Alley/Sidewalk/Street - DCC	174
Substandard Structure - DCC	156
Animal - Confined - DCC	146
Roll Cart - SAN	123
Litter - DCC	108
Recycling ROLL CART Registration - SAN	101
Animal - Loose - DCC	98



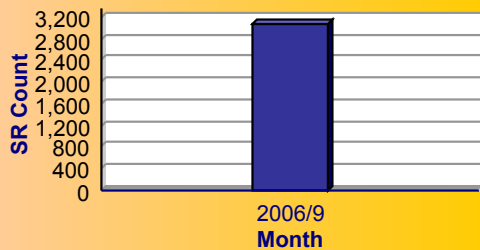
Service

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

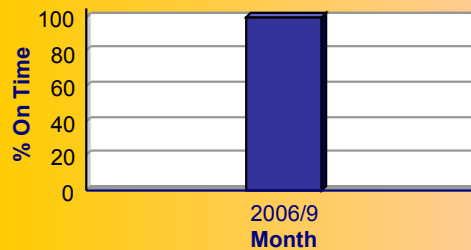
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,080	2,026	2,016	99.5%	1,054	1,041	98.8%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 04

September 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	485	258	258	100.0%	38	5.7	227	46.8%	227	100.0%	485	100.0%
2	Animal - Loose Aggressive - DCC	263	0	0	N/A	3	0.2	263	100.0%	262	99.6%	262	99.6%
3	Dead Animal Pick Up - SAN	202	2	0	0.0%	1	0.3	200	99.0%	199	99.5%	199	98.5%
4	Obstruction Alley/Sidewalk/Street - DCC	174	133	133	100.0%	60	13.1	41	23.6%	41	100.0%	174	100.0%
5	Substandard Structure - DCC	156	128	128	100.0%	365	4.6	28	17.9%	28	100.0%	156	100.0%
6	Animal - Confined - DCC	146	3	0	0.0%	3	0.3	143	97.9%	142	99.3%	142	97.3%
7	Roll Cart - SAN	123	30	29	96.7%	10	6.4	93	75.6%	92	98.9%	121	98.4%
8	Litter - DCC	108	56	56	100.0%	38	9.9	52	48.1%	52	100.0%	108	100.0%
9	Recycling ROLL CART Registration - SAN	101	101	101	100.0%	365		0	0.0%	0	N/A	101	100.0%
10	Animal - Loose - DCC	98	72	72	100.0%	40	22.3	26	26.5%	26	100.0%	98	100.0%
11	Animal - Sick/Injured - DCC	87	0	0	N/A	3	0.2	87	100.0%	86	98.9%	86	98.9%
12	24 Hour Parking/Parking Violations - DPD	80	7	7	100.0%	10	3.0	73	91.2%	73	100.0%	80	100.0%
13	Garbage - Missed - SAN	76	2	2	100.0%	6	1.6	74	97.4%	74	100.0%	76	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	65	1	1	100.0%	10	0.3	64	98.5%	64	100.0%	65	100.0%
15	Junk Motor Vehicle - DCC	55	36	36	100.0%	126	4.9	19	34.5%	19	100.0%	55	100.0%
16	Animal - Cruelty - DCC	49	0	0	N/A	30	0.6	49	100.0%	49	100.0%	49	100.0%
17	Bulky Trash Violations - DCC	47	5	5	100.0%	14	3.0	42	89.4%	42	100.0%	47	100.0%
18	Open and Vacant Structure - DCC	35	10	10	100.0%	30	2.7	25	71.4%	25	100.0%	35	100.0%
19	Illegal Outside Storage - DCC	33	21	21	100.0%	38	8.2	12	36.4%	12	100.0%	33	100.0%
20	Dead Animal - Clinic Pick Up - SAN	33	0	0	N/A	2	0.0	33	100.0%	33	100.0%	33	100.0%



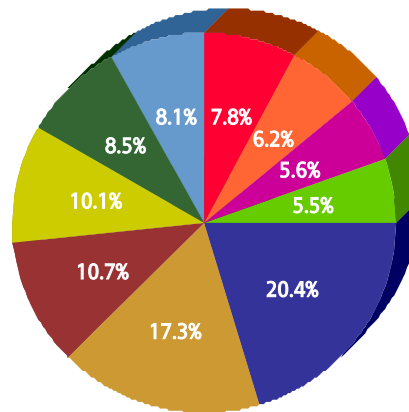
City of Dallas Service Level Performance Report by Council District

for 05

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	330
Animal - Loose Aggressive - DCC	280
Dead Animal Pick Up - SAN	173
Animal - Confined - DCC	163
Roll Cart - SAN	138
Recycling ROLL CART Registration - SAN	131
Substandard Structure - DCC	127
Animal - Loose - DCC	100
Litter - DCC	90
Junk Motor Vehicle - DCC	89



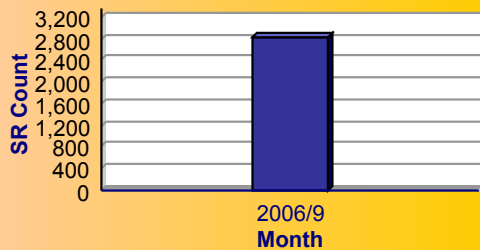
Service

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

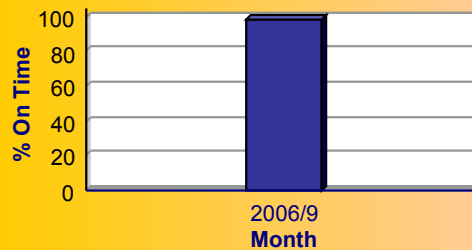
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,813	1,936	1,919	99.1%	877	859	97.9%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 05

September 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	330	171	171	100.0%	38	7.9	159	48.2%	159	100.0%	330	100.0%
2	Animal - Loose Aggressive - DCC	280	1	0	0.0%	3	0.2	279	99.6%	279	100.0%	279	99.6%
3	Dead Animal Pick Up - SAN	173	1	0	0.0%	1	0.3	172	99.4%	170	98.8%	170	98.3%
4	Animal - Confined - DCC	163	1	0	0.0%	3	0.3	162	99.4%	161	99.4%	161	98.8%
5	Roll Cart - SAN	138	32	31	96.9%	10	6.8	106	76.8%	105	99.1%	136	98.6%
6	Recycling ROLL CART Registration - SAN	131	131	131	100.0%	365		0	0.0%	0	N/A	131	100.0%
7	Substandard Structure - DCC	127	96	96	100.0%	365	6.0	31	24.4%	31	100.0%	127	100.0%
8	Animal - Loose - DCC	100	77	77	100.0%	40	21.0	23	23.0%	23	100.0%	100	100.0%
9	Litter - DCC	90	40	40	100.0%	38	9.3	50	55.6%	50	100.0%	90	100.0%
10	Junk Motor Vehicle - DCC	89	62	62	100.0%	126	7.3	27	30.3%	27	100.0%	89	100.0%
11	24 Hour Parking/Parking Violations - DPD	73	6	5	83.3%	10	3.0	67	91.8%	66	98.5%	71	97.3%
12	Animal - Sick/Injured - DCC	71	1	0	0.0%	3	0.3	70	98.6%	69	98.6%	69	97.2%
13	Garbage - Missed - SAN	71	2	1	50.0%	6	1.4	69	97.2%	69	100.0%	70	98.6%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	65	1	0	0.0%	10	0.3	64	98.5%	64	100.0%	64	98.5%
15	Obstruction Alley/Sidewalk/Street - DCC	64	45	45	100.0%	60	8.5	19	29.7%	19	100.0%	64	100.0%
16	Street Repair - Routine-STS	55	19	19	100.0%	90	4.3	36	65.5%	36	100.0%	55	100.0%
17	Bulky Trash Violations - DCC	41	4	4	100.0%	14	2.7	37	90.2%	36	97.3%	40	97.6%
18	Tree down/low limbs - Emergency-STS	35	0	0	N/A	5	0.1	35	100.0%	35	100.0%	35	100.0%
19	Animal - Cruelty - DCC	32	0	0	N/A	30	0.3	32	100.0%	32	100.0%	32	100.0%
20	Recyclable Collection Missed (Residential) - SAN	32	0	0	N/A	3	0.9	32	100.0%	32	100.0%	32	100.0%



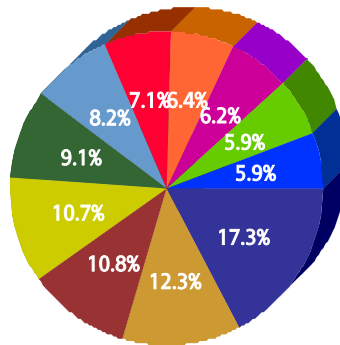
City of Dallas Service Level Performance Report by Council District

for 06

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	153
Animal - Loose Aggressive - DCC	109
Smoke Detector Request - DFD	96
Dead Animal Pick Up - SAN	95
Litter - DCC	81
Street Spillage/Debris in Right of Way-Hazardous-ST5	73
Animal - Confined - DCC	63
Substandard Structure - DCC	57
Fire Inspection - DFD	55
24 Hour Parking/Parking Violations - DPD	52
Junk Motor Vehicle - DCC	52



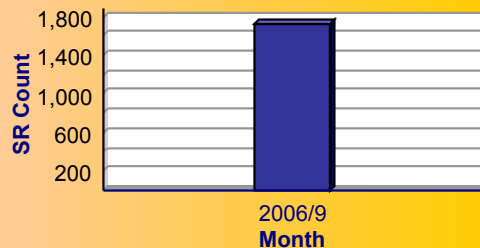
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Animal - Confined - DCC
- Substandard Structure - DCC
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
- Junk Motor Vehicle - DCC

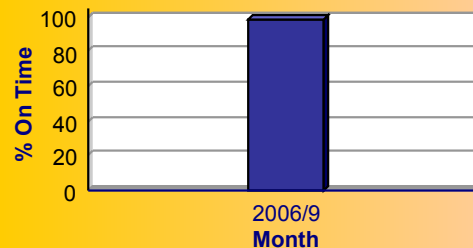
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,736	1,193	1,183	99.2%	543	535	98.5%	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

September 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	153	77	77	100.0%	38	7.1	76	49.7%	76	100.0%	153	100.0%
2	Animal - Loose Aggressive - DCC	109	0	0	N/A	3	0.3	109	100.0%	109	100.0%	109	100.0%
3	Smoke Detector Request - DFD	96	2	2	100.0%	30	0.3	94	97.9%	94	100.0%	96	100.0%
4	Dead Animal Pick Up - SAN	95	1	0	0.0%	1	0.3	94	98.9%	93	98.9%	93	97.9%
5	Litter - DCC	81	49	49	100.0%	38	7.2	32	39.5%	32	100.0%	81	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	73	0	0	N/A	1	0.1	73	100.0%	73	100.0%	73	100.0%
7	Animal - Confined - DCC	63	0	0	N/A	3	0.2	63	100.0%	63	100.0%	63	100.0%
8	Substandard Structure - DCC	57	52	52	100.0%	365	11.0	5	8.8%	5	100.0%	57	100.0%
9	Fire Inspection - DFD	55	34	34	100.0%	60	5.4	21	38.2%	21	100.0%	55	100.0%
10	Junk Motor Vehicle - DCC	52	42	42	100.0%	126	6.7	10	19.2%	10	100.0%	52	100.0%
11	24 Hour Parking/Parking Violations - DPD	52	10	8	80.0%	10	4.5	42	80.8%	42	100.0%	50	96.2%
12	Animal - Sick/Injured - DCC	49	0	0	N/A	3	0.1	49	100.0%	49	100.0%	49	100.0%
13	Animal - Loose - DCC	45	34	34	100.0%	40	22.2	11	24.4%	11	100.0%	45	100.0%
14	Garbage - Missed - SAN	40	5	3	60.0%	6	2.4	35	87.5%	34	97.1%	37	92.5%
15	Roll Cart - SAN	39	12	12	100.0%	10	6.7	27	69.2%	26	96.3%	38	97.4%
16	Recycling ROLL CART Registration - SAN	39	39	39	100.0%	365		0	0.0%	0	N/A	39	100.0%
17	Dumpster Violation - DCC	36	31	31	100.0%	60	14.8	5	13.9%	5	100.0%	36	100.0%
18	Illegal Outside Storage - DCC	33	24	24	100.0%	38	9.2	9	27.3%	9	100.0%	33	100.0%
19	Illegal Land Use (Residential/Business) - DCC	27	22	22	100.0%	60	4.4	5	18.5%	5	100.0%	27	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	25	0	0	N/A	10	0.3	25	100.0%	25	100.0%	25	100.0%

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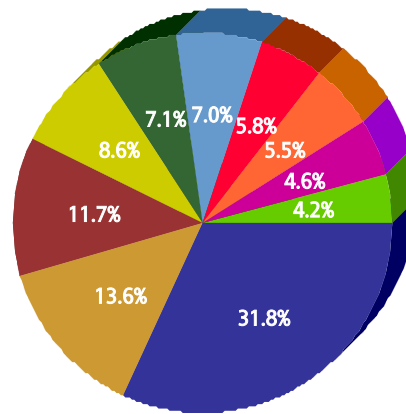
City of Dallas Service Level Performance Report by Council District

for 07

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	586
Substandard Structure - DCC	250
Animal - Loose Aggressive - DCC	216
Litter - DCC	159
Recycling ROLL CART Registration - SAN	130
Dead Animal Pick Up - SAN	129
Animal - Confined - DCC	106
Roll Cart - SAN	102
Animal - Loose - DCC	84
24 Hour Parking/Parking Violations - DPD	78



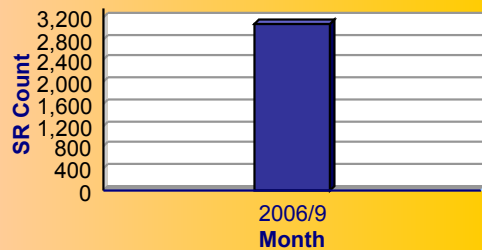
Service

- High Weeds - DCC
- Substandard Structure - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Animal - Loose - DCC
- 24 Hour Parking/Parking Violations - DPD

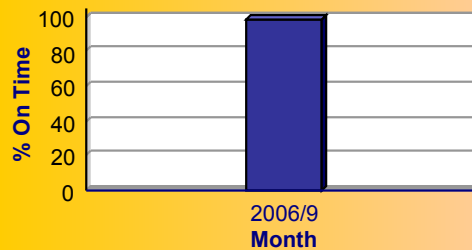
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,078	1,930	1,911	99.0%	1,148	1,136	99.0%	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 07

September 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	586	301	301	100.0%	38	6.2	285	48.6%	285	100.0%	586	100.0%
2	Substandard Structure - DCC	250	226	226	100.0%	365	6.4	24	9.6%	24	100.0%	250	100.0%
3	Animal - Loose Aggressive - DCC	216	0	0	N/A	3	0.2	216	100.0%	215	99.5%	215	99.5%
4	Litter - DCC	159	95	95	100.0%	38	7.7	64	40.3%	64	100.0%	159	100.0%
5	Recycling ROLL CART Registration - SAN	130	130	130	100.0%	365		0	0.0%	0	N/A	130	100.0%
6	Dead Animal Pick Up - SAN	129	0	0	N/A	1	0.3	129	100.0%	126	97.7%	126	97.7%
7	Animal - Confined - DCC	106	1	0	0.0%	3	0.2	105	99.1%	105	100.0%	105	99.1%
8	Roll Cart - SAN	102	17	16	94.1%	10	6.7	85	83.3%	82	96.5%	98	96.1%
9	Animal - Loose - DCC	84	59	59	100.0%	40	20.2	25	29.8%	25	100.0%	84	100.0%
10	24 Hour Parking/Parking Violations - DPD	78	3	3	100.0%	10	2.5	75	96.2%	75	100.0%	78	100.0%
11	Animal - Sick/Injured - DCC	63	0	0	N/A	3	0.2	63	100.0%	63	100.0%	63	100.0%
12	Junk Motor Vehicle - DCC	60	51	51	100.0%	126	9.2	9	15.0%	9	100.0%	60	100.0%
13	Bulky Trash Violations - DCC	56	5	4	80.0%	14	3.4	51	91.1%	50	98.0%	54	96.4%
14	Open and Vacant Structure - DCC	56	7	7	100.0%	30	4.7	49	87.5%	49	100.0%	56	100.0%
15	Garbage - Missed - SAN	53	6	6	100.0%	6	1.5	47	88.7%	47	100.0%	53	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-ST5	49	0	0	N/A	1	0.1	49	100.0%	49	100.0%	49	100.0%
17	Illegal Outside Storage - DCC	45	33	33	100.0%	38	6.6	12	26.7%	12	100.0%	45	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	43	26	26	100.0%	60	6.1	17	39.5%	17	100.0%	43	100.0%
19	Street Lighting - Maintenance - PWT	39	2	0	0.0%	4	0.6	37	94.9%	37	100.0%	37	94.9%
20	Illegal Dumping - DCC	37	15	15	100.0%	38	2.4	22	59.5%	22	100.0%	37	100.0%
21	Fire Inspection - DFD	37	21	21	100.0%	60	6.4	16	43.2%	16	100.0%	37	100.0%

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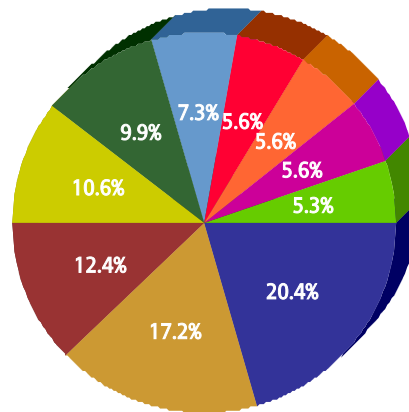
City of Dallas Service Level Performance Report by Council District

for 08

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	333
Animal - Loose Aggressive - DCC	281
Animal - Confined - DCC	202
Roll Cart - SAN	173
Dead Animal Pick Up - SAN	162
Junk Motor Vehicle - DCC	119
Litter - DCC	92
Recycling ROLL CART Registration - SAN	92
Animal - Loose - DCC	91
Animal - Sick/Injured - DCC	86



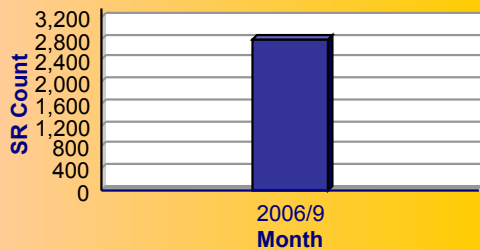
Service

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

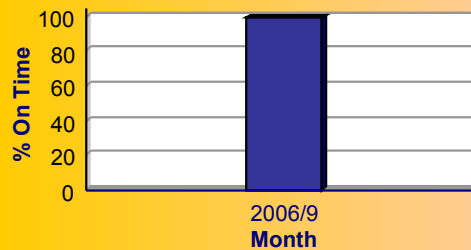
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,764	1,933	1,919	99.3%	831	819	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 08

September 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	333	160	160	100.0%	38	5.4	173	52.0%	173	100.0%	333	100.0%
2	Animal - Loose Aggressive - DCC	281	0	0	N/A	3	0.3	281	100.0%	279	99.3%	279	99.3%
3	Animal - Confined - DCC	202	3	0	0.0%	3	0.3	199	98.5%	199	100.0%	199	98.5%
4	Roll Cart - SAN	173	47	47	100.0%	10	6.4	126	72.8%	125	99.2%	172	99.4%
5	Dead Animal Pick Up - SAN	162	2	0	0.0%	1	0.4	160	98.8%	160	100.0%	160	98.8%
6	Junk Motor Vehicle - DCC	119	95	95	100.0%	126	8.7	24	20.2%	24	100.0%	119	100.0%
7	Litter - DCC	92	51	51	100.0%	38	10.5	41	44.6%	41	100.0%	92	100.0%
8	Recycling ROLL CART Registration - SAN	92	92	92	100.0%	365		0	0.0%	0	N/A	92	100.0%
9	Animal - Loose - DCC	91	68	68	100.0%	40	22.7	23	25.3%	23	100.0%	91	100.0%
10	Animal - Sick/Injured - DCC	86	0	0	N/A	3	0.3	86	100.0%	86	100.0%	86	100.0%
11	Substandard Structure - DCC	81	69	69	100.0%	365	8.7	12	14.8%	12	100.0%	81	100.0%
12	Bulky Trash Violations - DCC	71	4	3	75.0%	14	2.2	67	94.4%	64	95.5%	67	94.4%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	61	0	0	N/A	10	0.3	61	100.0%	61	100.0%	61	100.0%
14	24 Hour Parking/Parking Violations - DPD	56	9	7	77.8%	10	3.0	47	83.9%	47	100.0%	54	96.4%
15	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%
16	Garbage - Missed - SAN	46	4	4	100.0%	6	1.8	42	91.3%	42	100.0%	46	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	37	29	29	100.0%	60	10.2	8	21.6%	8	100.0%	37	100.0%
18	Street Repair - Routine-STs	35	8	8	100.0%	90	3.4	27	77.1%	27	100.0%	35	100.0%
19	Illegal Outside Storage - DCC	33	25	25	100.0%	38	9.9	8	24.2%	8	100.0%	33	100.0%
20	Street Lighting - Maintenance - PWT	32	0	0	N/A	4	1.5	32	100.0%	29	90.6%	29	90.6%

R-csr059-cmoS V1.0

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



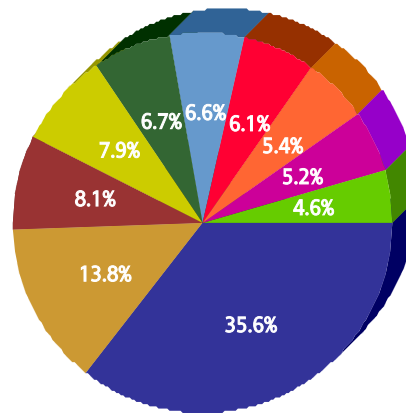
City of Dallas Service Level Performance Report by Council District

for 09

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	531
High Weeds - DCC	206
Animal - Confined - DCC	121
Roll Cart - SAN	117
Obstruction Alley/Sidewalk/Street - DCC	100
Animal - Loose Aggressive - DCC	98
Dead Animal Pick Up - SAN	91
Bulky Trash Violations - DCC	80
Litter - DCC	78
24 Hour Parking/Parking Violations - DPD	68



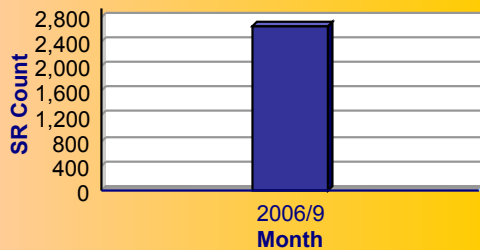
Service

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

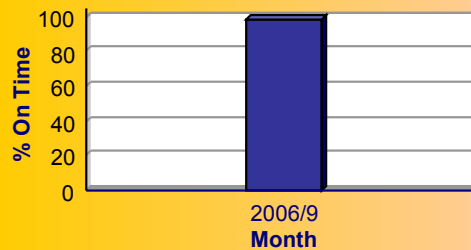
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,636	1,575	1,560	99.0%	1,061	1,049	98.9%	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 09

September 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	531	531	531	100.0%	365		0	0.0%	0	N/A	531	100.0%
2	High Weeds - DCC	206	97	97	100.0%	38	6.4	109	52.9%	109	100.0%	206	100.0%
3	Animal - Confined - DCC	121	0	0	N/A	3	0.3	121	100.0%	121	100.0%	121	100.0%
4	Roll Cart - SAN	117	20	20	100.0%	10	7.4	97	82.9%	95	97.9%	115	98.3%
5	Obstruction Alley/Sidewalk/Street - DCC	100	63	63	100.0%	60	12.2	37	37.0%	37	100.0%	100	100.0%
6	Animal - Loose Aggressive - DCC	98	0	0	N/A	3	0.2	98	100.0%	98	100.0%	98	100.0%
7	Dead Animal Pick Up - SAN	91	1	0	0.0%	1	0.3	90	98.9%	89	98.9%	89	97.8%
8	Bulky Trash Violations - DCC	80	9	9	100.0%	14	2.6	71	88.8%	71	100.0%	80	100.0%
9	Litter - DCC	78	33	33	100.0%	38	8.6	45	57.7%	45	100.0%	78	100.0%
10	24 Hour Parking/Parking Violations - DPD	68	8	8	100.0%	10	2.8	60	88.2%	60	100.0%	68	100.0%
11	Garbage - Missed - SAN	65	2	2	100.0%	6	2.3	63	96.9%	60	95.2%	62	95.4%
12	Illegal Outside Storage - DCC	58	38	38	100.0%	38	6.6	20	34.5%	20	100.0%	58	100.0%
13	Animal - Loose - DCC	52	42	42	100.0%	40	22.7	10	19.2%	10	100.0%	52	100.0%
14	Junk Motor Vehicle - DCC	46	27	27	100.0%	126	7.1	19	41.3%	19	100.0%	46	100.0%
15	Animal - Sick/Injured - DCC	42	0	0	N/A	3	0.2	42	100.0%	42	100.0%	42	100.0%
16	Street Repair - Routine-STS	36	9	9	100.0%	90	5.4	27	75.0%	27	100.0%	36	100.0%
17	Tree down/low limbs - Emergency-STS	33	0	0	N/A	5	0.1	33	100.0%	33	100.0%	33	100.0%
18	Substandard Structure - DCC	28	22	22	100.0%	365	6.0	6	21.4%	6	100.0%	28	100.0%
19	Illegal Garbage/Placement - DCC	25	2	2	100.0%	60	7.1	23	92.0%	23	100.0%	25	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	25	0	0	N/A	10	1.3	25	100.0%	25	100.0%	25	100.0%

R-csr059-cmoS V1.0

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Run Date: Oct/5/2006 10:46:36 AM

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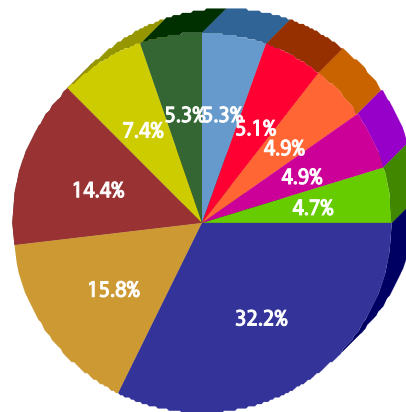
City of Dallas Service Level Performance Report by Council District

for 10

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	265
High Weeds - DCC	130
Obstruction Alley/Sidewalk/Street - DCC	119
Animal - Confined - DCC	61
Garbage - Missed - SAN	44
Litter - DCC	44
Dead Animal Pick Up - SAN	42
Animal - Loose Aggressive - DCC	40
Roll Cart - SAN	40
Substandard Structure Apts - DCC	39



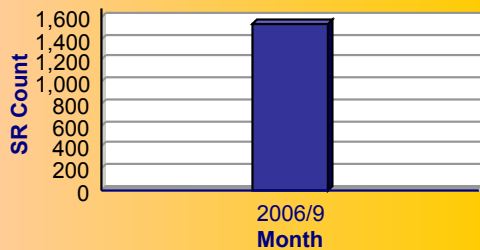
Service

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

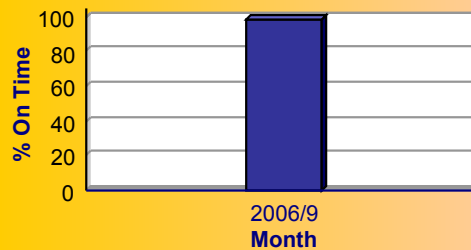
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,526	957	942	98.4%	569	558	98.1%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 10

September 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	265	264	264	100.0%	365	1.0	1	0.4%	1	100.0%	265	100.0%
2	High Weeds - DCC	130	43	43	100.0%	38	6.6	87	66.9%	87	100.0%	130	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	119	55	55	100.0%	60	13.4	64	53.8%	64	100.0%	119	100.0%
4	Animal - Confined - DCC	61	1	0	0.0%	3	0.2	60	98.4%	60	100.0%	60	98.4%
5	Litter - DCC	44	15	15	100.0%	38	9.6	29	65.9%	29	100.0%	44	100.0%
6	Garbage - Missed - SAN	44	4	4	100.0%	6	4.0	40	90.9%	34	85.0%	38	86.4%
7	Dead Animal Pick Up - SAN	42	0	0	N/A	1	0.3	42	100.0%	42	100.0%	42	100.0%
8	Animal - Loose Aggressive - DCC	40	0	0	N/A	3	0.3	40	100.0%	39	97.5%	39	97.5%
9	Roll Cart - SAN	40	10	10	100.0%	10	7.5	30	75.0%	27	90.0%	37	92.5%
10	Substandard Structure Apts - DCC	39	14	14	100.0%	365	3.9	25	64.1%	25	100.0%	39	100.0%
11	24 Hour Parking/Parking Violations - DPD	34	3	3	100.0%	10	2.8	31	91.2%	31	100.0%	34	100.0%
12	Substandard Structure - DCC	28	19	19	100.0%	365	4.6	9	32.1%	9	100.0%	28	100.0%
13	Animal - Loose - DCC	28	21	21	100.0%	40	22.7	7	25.0%	7	100.0%	28	100.0%
14	Bulky Trash Violations - DCC	27	0	0	N/A	14	3.4	27	100.0%	27	100.0%	27	100.0%
15	Animal - Sick/Injured - DCC	27	0	0	N/A	3	0.3	27	100.0%	27	100.0%	27	100.0%
16	Junk Motor Vehicle - DCC	23	10	10	100.0%	126	7.2	13	56.5%	13	100.0%	23	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.1	23	100.0%	23	100.0%	23	100.0%
18	Illegal Outside Storage - DCC	19	10	10	100.0%	38	6.6	9	47.4%	9	100.0%	19	100.0%
19	Water Conservation Violation - DCC	16	2	1	50.0%	7	3.6	14	87.5%	13	92.9%	14	87.5%
20	Plumbing Violation Apts - DCC	16	4	4	100.0%	60	3.0	12	75.0%	12	100.0%	16	100.0%
21	Street Lighting - Maintenance - PWT	16	2	0	0.0%	4	0.9	14	87.5%	14	100.0%	14	87.5%



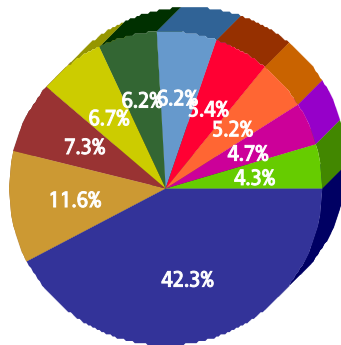
City of Dallas Service Level Performance Report by Council District

for 11

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	226
Animal - Confined - DCC	62
Roll Cart - SAN	39
Street Spillage/Debris in Right of Way-Hazardous-ST5	36
Animal - Loose Aggressive - DCC	33
Obstruction Alley/Sidewalk/Street - DCC	33
Garbage - Missed - SAN	29
High Weeds - DCC	28
Litter - DCC	25
Dead Animal Pick Up - SAN	23



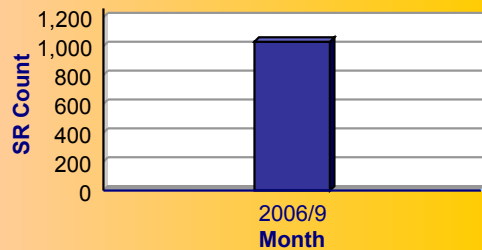
Service

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

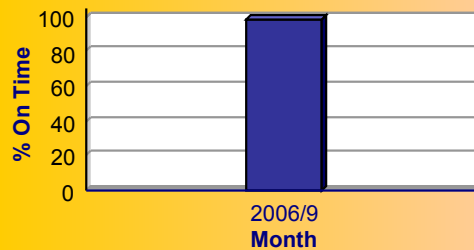
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,021	669	658	98.4%	352	345	98.0%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 11

September 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	226	226	226	100.0%	365		0	0.0%	0	N/A	226	100.0%
2	Animal - Confined - DCC	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
3	Roll Cart - SAN	39	8	8	100.0%	10	6.5	31	79.5%	30	96.8%	38	97.4%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	36	0	0	N/A	1	0.0	36	100.0%	36	100.0%	36	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	33	5	5	100.0%	60	10.8	28	84.8%	28	100.0%	33	100.0%
6	Animal - Loose Aggressive - DCC	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
7	Garbage - Missed - SAN	29	1	1	100.0%	6	3.1	28	96.6%	25	89.3%	26	89.7%
8	High Weeds - DCC	28	16	16	100.0%	38	9.8	12	42.9%	12	100.0%	28	100.0%
9	Litter - DCC	25	9	9	100.0%	38	10.1	16	64.0%	16	100.0%	25	100.0%
10	Dead Animal Pick Up - SAN	23	1	0	0.0%	1	0.3	22	95.7%	22	100.0%	22	95.7%
11	Tree down/low limbs - Emergency-STS	20	0	0	N/A	5	0.2	20	100.0%	20	100.0%	20	100.0%
12	24 Hour Parking/Parking Violations - DPD	19	2	2	100.0%	10	4.5	17	89.5%	16	94.1%	18	94.7%
13	Mosquitoes - EHS	14	3	3	100.0%	45	6.1	11	78.6%	11	100.0%	14	100.0%
14	Recyclable Collection Missed (Residential) - SAN	14	0	0	N/A	3	0.6	14	100.0%	14	100.0%	14	100.0%
15	Animal - Loose - DCC	13	2	2	100.0%	40	11.5	11	84.6%	11	100.0%	13	100.0%
16	Substandard Structure Apts - DCC	13	6	6	100.0%	365	4.3	7	53.8%	7	100.0%	13	100.0%
17	Animal - Noisy - DCC	12	2	2	100.0%	30	4.6	10	83.3%	10	100.0%	12	100.0%
18	Bulky Trash Violations - DCC	11	2	2	100.0%	14	3.1	9	81.8%	9	100.0%	11	100.0%
19	Water Conservation Violation - DCC	11	0	0	N/A	7	2.0	11	100.0%	11	100.0%	11	100.0%
20	Animal - Sick/Injured - DCC	10	0	0	N/A	3	0.2	10	100.0%	10	100.0%	10	100.0%
21	Fire Inspection - DFD	10	9	9	100.0%	60	15.0	1	10.0%	1	100.0%	10	100.0%



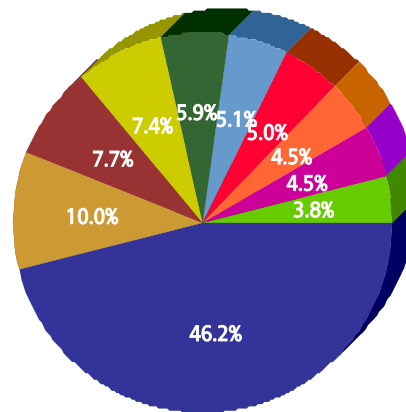
City of Dallas Service Level Performance Report by Council District

for 12

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	362
High Weeds - DCC	78
Roll Cart - SAN	60
Animal - Confined - DCC	58
Garbage - Missed - SAN	46
24 Hour Parking/Parking Violations - DPD	40
Bulky Trash Violations - DCC	39
Dead Animal Pick Up - SAN	35
Street Lighting - Maintenance - PWT	35
Street Repair - Routine-STS	30



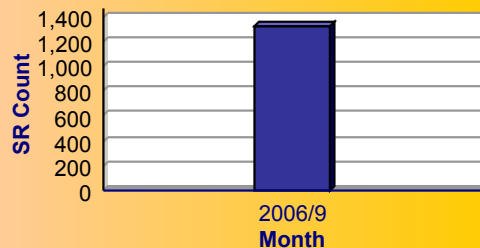
Service

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

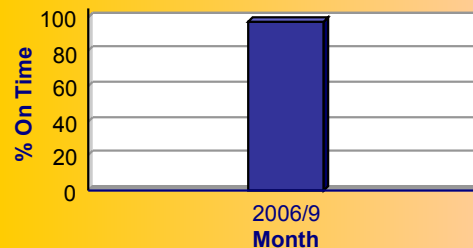
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,329	785	768	97.8%	544	530	97.4%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 12

September 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	362	362	362	100.0%	365		0	0.0%	0	N/A	362	100.0%
2	High Weeds - DCC	78	28	28	100.0%	38	5.7	50	64.1%	50	100.0%	78	100.0%
3	Roll Cart - SAN	60	13	13	100.0%	10	6.9	47	78.3%	47	100.0%	60	100.0%
4	Animal - Confined - DCC	58	1	0	0.0%	3	0.1	57	98.3%	57	100.0%	57	98.3%
5	Garbage - Missed - SAN	46	2	1	50.0%	6	4.8	44	95.7%	37	84.1%	38	82.6%
6	24 Hour Parking/Parking Violations - DPD	40	2	2	100.0%	10	5.8	38	95.0%	35	92.1%	37	92.5%
7	Bulky Trash Violations - DCC	39	1	1	100.0%	14	2.6	38	97.4%	38	100.0%	39	100.0%
8	Dead Animal Pick Up - SAN	35	1	0	0.0%	1	0.3	34	97.1%	34	100.0%	34	97.1%
9	Street Lighting - Maintenance - PWT	35	3	0	0.0%	4	0.7	32	91.4%	32	100.0%	32	91.4%
10	Street Repair - Routine-STS	30	9	9	100.0%	90	6.9	21	70.0%	21	100.0%	30	100.0%
11	Mosquitoes - EHS	23	4	4	100.0%	45	8.6	19	82.6%	19	100.0%	23	100.0%
12	Alley Repair - Routine-STS	21	12	12	100.0%	90	7.7	9	42.9%	9	100.0%	21	100.0%
13	Sidewalk Repair - Hazardous-STS	21	0	0	N/A	1	0.4	21	100.0%	21	100.0%	21	100.0%
14	Animal - Loose Aggressive - DCC	20	0	0	N/A	3	0.3	20	100.0%	20	100.0%	20	100.0%
15	Litter - DCC	17	9	9	100.0%	38	5.8	8	47.1%	8	100.0%	17	100.0%
16	Animal - Sick/Injured - DCC	16	0	0	N/A	3	0.2	16	100.0%	16	100.0%	16	100.0%
17	Sidewalk Replacement Program - PWT	16	0	0	N/A	14	6.3	16	100.0%	16	100.0%	16	100.0%
18	Signs - Political - DCC	14	1	1	100.0%	14	3.3	13	92.9%	13	100.0%	14	100.0%
19	Brush/Bulk Items - Missed - SAN	13	0	0	N/A	10	3.0	13	100.0%	13	100.0%	13	100.0%
20	Water Conservation Violation - DCC	13	0	0	N/A	7	1.8	13	100.0%	13	100.0%	13	100.0%
21	Obstruction Alley/Sidewalk/Street - DCC	13	4	4	100.0%	60	7.1	9	69.2%	9	100.0%	13	100.0%



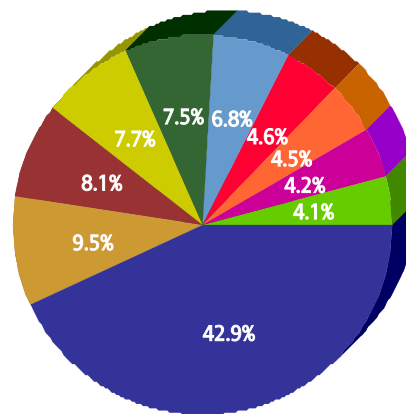
City of Dallas Service Level Performance Report by Council District

for 13

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	484
Obstruction Alley/Sidewalk/Street - DCC	107
Garbage - Missed - SAN	91
High Weeds - DCC	87
Roll Cart - SAN	85
Animal - Confined - DCC	77
Signs - Other - DCC	52
24 Hour Parking/Parking Violations - DPD	51
Dead Animal Pick Up - SAN	47
Bulky Trash Violations - DCC	46



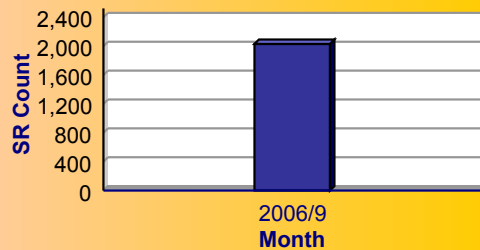
Service

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

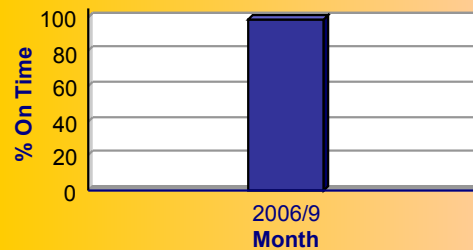
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,010	1,196	1,182	98.8%	814	793	97.4%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 13

September 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	484	483	483	100.0%	365	2.0	1	0.2%	1	100.0%	484	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	107	82	82	100.0%	60	9.4	25	23.4%	25	100.0%	107	100.0%
3	Garbage - Missed - SAN	91	4	4	100.0%	6	1.8	87	95.6%	86	98.9%	90	98.9%
4	High Weeds - DCC	87	38	38	100.0%	38	7.5	49	56.3%	49	100.0%	87	100.0%
5	Roll Cart - SAN	85	16	16	100.0%	10	5.8	69	81.2%	69	100.0%	85	100.0%
6	Animal - Confined - DCC	77	0	0	N/A	3	0.2	77	100.0%	77	100.0%	77	100.0%
7	Signs - Other - DCC	52	0	0	N/A	21	1.7	52	100.0%	52	100.0%	52	100.0%
8	24 Hour Parking/Parking Violations - DPD	51	6	6	100.0%	10	4.1	45	88.2%	43	95.6%	49	96.1%
9	Dead Animal Pick Up - SAN	47	1	0	0.0%	1	0.5	46	97.9%	45	97.8%	45	95.7%
10	Bulky Trash Violations - DCC	46	0	0	N/A	14	3.1	46	100.0%	45	97.8%	45	97.8%
11	Street Spillage/Debris in Right of Way-Hazardous-STs	44	0	0	N/A	1	0.1	44	100.0%	44	100.0%	44	100.0%
12	Recyclable Collection Missed (Residential) - SAN	37	0	0	N/A	3	0.6	37	100.0%	37	100.0%	37	100.0%
13	Litter - DCC	36	12	12	100.0%	38	8.5	24	66.7%	24	100.0%	36	100.0%
14	Street Repair - Routine-STs	36	10	10	100.0%	90	6.0	26	72.2%	26	100.0%	36	100.0%
15	Animal - Loose Aggressive - DCC	30	0	0	N/A	3	0.1	30	100.0%	30	100.0%	30	100.0%
16	Water Conservation Violation - DCC	28	3	0	0.0%	7	3.3	25	89.3%	23	92.0%	23	82.1%
17	Street Lighting - Maintenance - PWT	20	1	0	0.0%	4	0.7	19	95.0%	19	100.0%	19	95.0%
18	Animal - Sick/Injured - DCC	19	0	0	N/A	3	0.1	19	100.0%	19	100.0%	19	100.0%
19	Fire Inspection - DFD	19	12	12	100.0%	60	8.4	7	36.8%	7	100.0%	19	100.0%
20	Illegal Outside Storage - DCC	18	6	6	100.0%	38	4.8	12	66.7%	12	100.0%	18	100.0%
21	Tree down/low limbs - Emergency-STs	18	0	0	N/A	5	0.0	18	100.0%	18	100.0%	18	100.0%



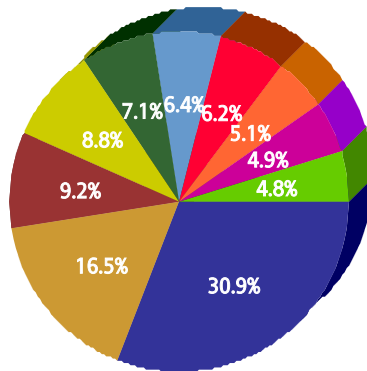
City of Dallas Service Level Performance Report by Council District

for 14

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	381
High Weeds - DCC	204
Roll Cart - SAN	114
Obstruction Alley/Sidewalk/Street - DCC	109
Signs - Other - DCC	88
Animal - Confined - DCC	79
Garbage - Missed - SAN	76
24 Hour Parking/Parking Violations - DPD	63
Graffiti Private Property - Residential/Commercial	61
Animal - Loose Aggressive - DCC	59



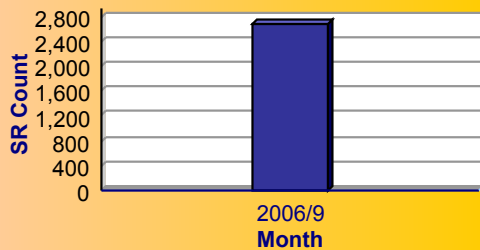
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Signs - Other - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Graffiti Private Property - Residential/Commercial
- Animal - Loose Aggressive - DCC

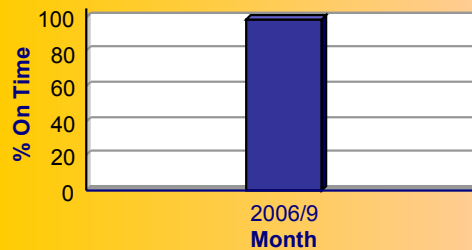
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,674	1,654	1,627	98.4%	1,020	996	97.6%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

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September 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	381	381	381	100.0%	365		0	0.0%	0	N/A	381	100.0%
2	High Weeds - DCC	204	145	145	100.0%	38	7.2	59	28.9%	59	100.0%	204	100.0%
3	Roll Cart - SAN	114	23	23	100.0%	10	6.4	91	79.8%	89	97.8%	112	98.2%
4	Obstruction Alley/Sidewalk/Street - DCC	109	70	70	100.0%	60	8.7	39	35.8%	39	100.0%	109	100.0%
5	Signs - Other - DCC	88	3	3	100.0%	21	1.1	85	96.6%	85	100.0%	88	100.0%
6	Animal - Confined - DCC	79	1	0	0.0%	3	0.1	78	98.7%	78	100.0%	78	98.7%
7	Garbage - Missed - SAN	76	3	2	66.7%	6	2.4	73	96.1%	67	91.8%	69	90.8%
8	24 Hour Parking/Parking Violations - DPD	63	9	9	100.0%	10	2.8	54	85.7%	54	100.0%	63	100.0%
9	Graffiti Private Property - Residential/Commercial	61	48	48	100.0%	90	9.5	13	21.3%	13	100.0%	61	100.0%
10	Animal - Loose Aggressive - DCC	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	53	0	0	N/A	1	0.1	53	100.0%	52	98.1%	52	98.1%
12	Dead Animal Pick Up - SAN	52	0	0	N/A	1	0.3	52	100.0%	52	100.0%	52	100.0%
13	Litter - DCC	51	39	39	100.0%	38	7.4	12	23.5%	12	100.0%	51	100.0%
14	Tree down/low limbs - Emergency-STS	48	0	0	N/A	5	0.1	48	100.0%	48	100.0%	48	100.0%
15	Street Repair - Routine-STS	40	16	16	100.0%	90	6.5	24	60.0%	24	100.0%	40	100.0%
16	Traffic Signal - All Out - PWT	35	3	0	0.0%	4	1.2	32	91.4%	32	100.0%	32	91.4%
17	Bulky Trash Violations - DCC	34	6	5	83.3%	14	2.5	28	82.4%	28	100.0%	33	97.1%
18	Noise Pollution - EHS	34	13	13	100.0%	45	9.4	21	61.8%	21	100.0%	34	100.0%
19	Construction Site Complaint - DEV	34	6	6	100.0%	10	2.9	28	82.4%	27	96.4%	33	97.1%
20	Animal - Loose - DCC	33	30	30	100.0%	40	22.0	3	9.1%	3	100.0%	33	100.0%



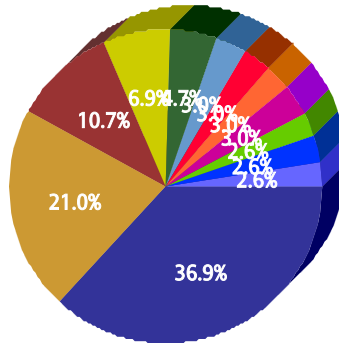
City of Dallas Service Level Performance Report by Council District

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September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	86
High Weeds - DCC	49
Street Spillage/Debris in Right of Way-Hazardous-STs	25
Litter - DCC	16
Dead Animal Pick Up - SAN	11
Fire Inspection - DFD	7
Miscellaneous Service Request - SCS	7
Parking - Unapproved Surface - Eve/Weekends - DCC	7
Roll Cart - SAN	7
Animal - Loose - DCC	6
Garbage - Missed - SAN	6
Obstruction Alley/Sidewalk/Street - DCC	6



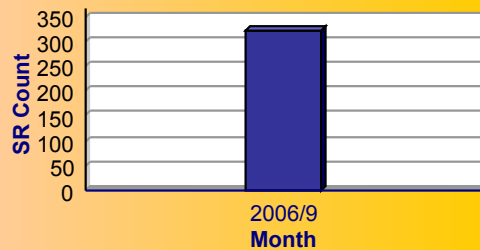
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Litter - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Miscellaneous Service Request - SCS
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Animal - Loose - DCC
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC

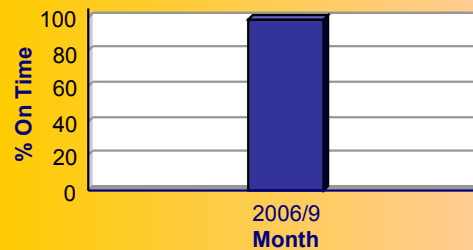
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
322	168	166	98.8%	154	149	96.8%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

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September 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	86	86	86	100.0%	365		0	0.0%	0	N/A	86	100.0%
2	High Weeds - DCC	49	28	28	100.0%	38	2.0	21	42.9%	21	100.0%	49	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	25	0	0	N/A	1	0.0	25	100.0%	25	100.0%	25	100.0%
4	Litter - DCC	16	8	8	100.0%	38	3.8	8	50.0%	8	100.0%	16	100.0%
5	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.3	11	100.0%	11	100.0%	11	100.0%
6	Miscellaneous Service Request - SCS	7	1	1	100.0%	10	3.2	6	85.7%	6	100.0%	7	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	7	2	1	50.0%	10	0.0	5	71.4%	5	100.0%	6	85.7%
8	Fire Inspection - DFD	7	2	2	100.0%	60	2.6	5	71.4%	5	100.0%	7	100.0%
9	Roll Cart - SAN	7	1	1	100.0%	10	3.0	6	85.7%	6	100.0%	7	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	6	2	2	100.0%	60	1.5	4	66.7%	4	100.0%	6	100.0%
11	Animal - Loose - DCC	6	4	4	100.0%	40	21.5	2	33.3%	2	100.0%	6	100.0%
12	Garbage - Missed - SAN	6	3	0	0.0%	6	5.7	3	50.0%	2	66.7%	2	33.3%
13	Animal - Confined - DCC	5	0	0	N/A	3	0.2	5	100.0%	5	100.0%	5	100.0%
14	Brush/Bulk Items - Missed - SAN	4	1	1	100.0%	10	2.0	3	75.0%	3	100.0%	4	100.0%
15	Bulky Trash Violations - DCC	4	1	1	100.0%	14	1.3	3	75.0%	3	100.0%	4	100.0%
16	Signs - Other - DCC	4	0	0	N/A	21	3.5	4	100.0%	4	100.0%	4	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	4	0	0	N/A	7	1.0	4	100.0%	4	100.0%	4	100.0%
18	Pothole - Hazardous-STS	4	0	0	N/A	1	0.2	4	100.0%	4	100.0%	4	100.0%
19	Animal - Cruelty - DCC	3	0	0	N/A	30	0.7	3	100.0%	3	100.0%	3	100.0%
20	Animal - Sick/Injured - DCC	3	0	0	N/A	3	0.3	3	100.0%	3	100.0%	3	100.0%
21	Illegal Food Vending - EHS	3	1	1	100.0%	45	10.0	2	66.7%	2	100.0%	3	100.0%
22	Tree down/low limbs - Emergency-STS	3	0	0	N/A	5	0.0	3	100.0%	3	100.0%	3	100.0%