



**FY 2008 – 2009**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**November 2008**

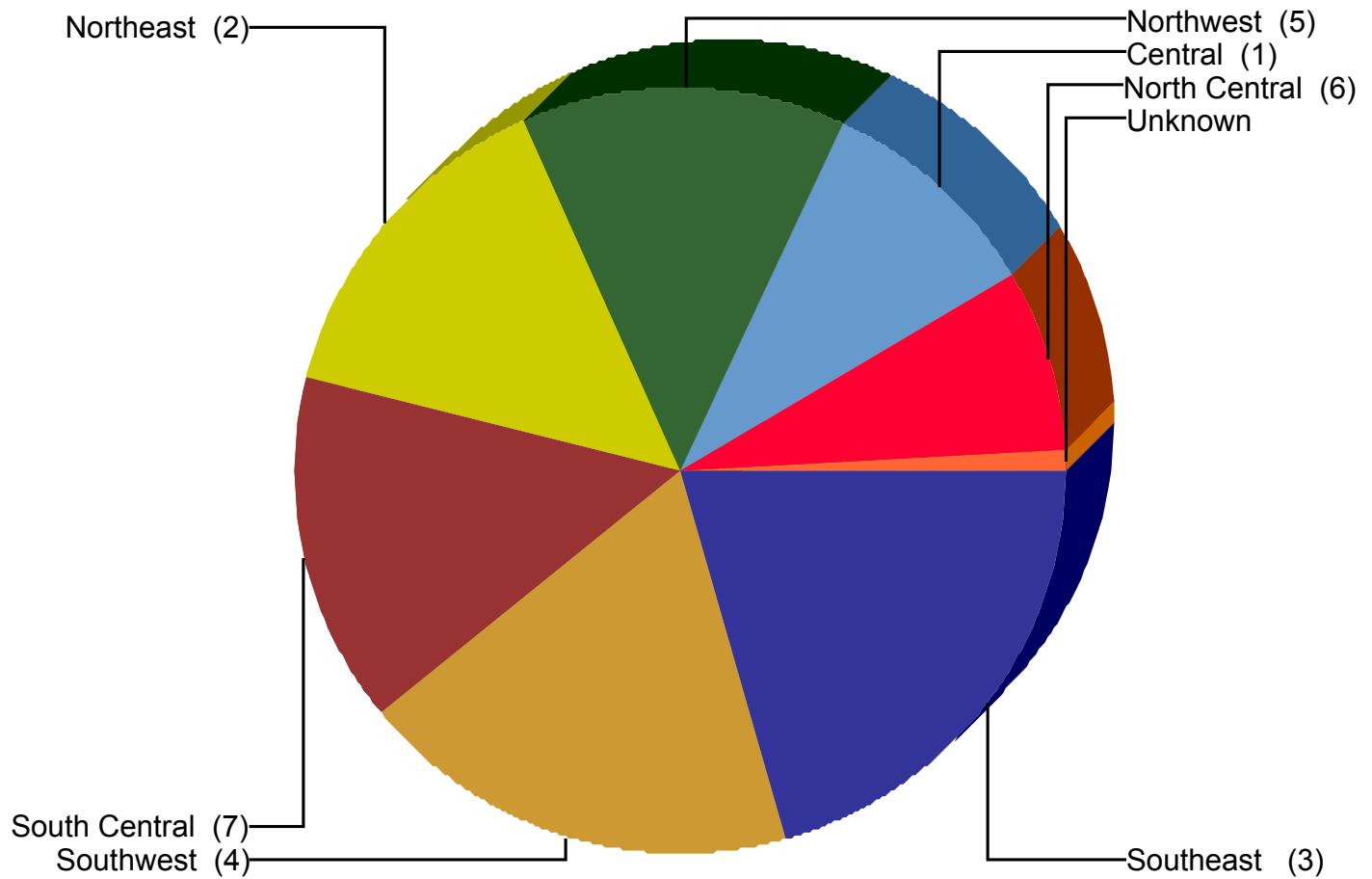
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# City of Dallas

Service Area Report  
For November 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,336	9.3%	98.1%
North Central (6)	1,990	7.9%	97.7%
Northeast (2)	3,689	14.7%	98.2%
Northwest (5)	3,414	13.6%	96.0%
South Central (7)	3,711	14.8%	98.0%
Southeast (3)	5,148	20.5%	98.6%
Southwest (4)	4,671	18.6%	98.9%
Unknown	193	0.8%	82.9%
<b>Total</b>	<b>25,152</b>	<b>100.0%</b>	<b>97.9%</b>

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



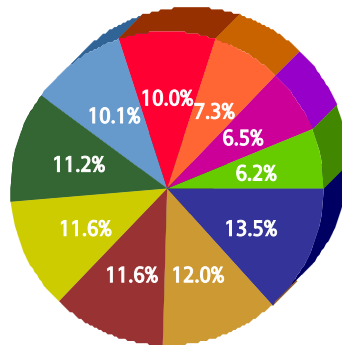
# City of Dallas Service Level Performance Report by CSA

For Citywide

November 2008

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	1,448
Dead Animal Pick Up - SAN	1,288
Litter - DCC	1,251
High Weeds - DCC	1,249
Roll Cart - SAN	1,208
Animal - Confined - DCC	1,081
Recycling ROLL CART Registration - SAN	1,080
Garbage - Missed - SAN	780
Parking - Unapproved Surface - Eve/Weekends - DCC	702
Recyclable Collection Missed (Residential) - SAN	664



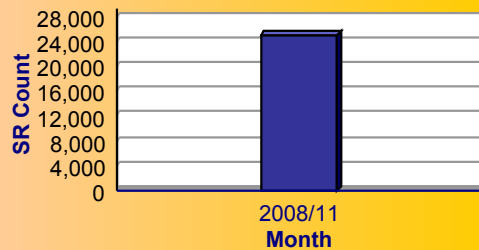
### Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Recyclable Collection Missed (Residential) - SAN

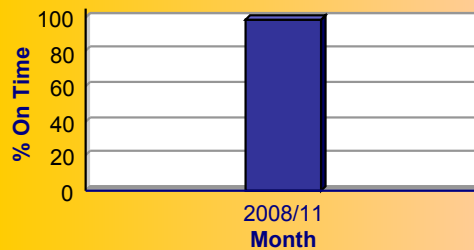
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,152	21,888	21,550	98.5%	3,264	3,074	94.2%	97.9%

## Monthly Trend of Services Requested



## Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	1,448	1	0	0.0%	3	0.2	1,447	99.9%	1,431	98.9%	1,431	98.8%
2	Dead Animal Pick Up - SAN	1,288	0	0	N/A	1	0.4	1,288	100.0%	1,270	98.6%	1,270	98.6%
3	Litter - DCC	1,251	401	401	100.0%	38	11.2	850	67.9%	850	100.0%	1,251	100.0%
4	High Weeds - DCC	1,249	387	387	100.0%	38	10.4	862	69.0%	862	100.0%	1,249	100.0%
5	Roll Cart - SAN	1,208	0	0	N/A	10	2.6	1,208	100.0%	1,202	99.5%	1,202	99.5%
6	Animal - Confined - DCC	1,081	0	0	N/A	3	0.2	1,081	100.0%	1,073	99.3%	1,073	99.3%
7	Recycling ROLL CART Registration - SAN	1,080	0	0	N/A	10	5.5	1,080	100.0%	1,048	97.0%	1,048	97.0%
8	Garbage - Missed - SAN	780	0	0	N/A	3	0.8	780	100.0%	757	97.1%	757	97.1%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	702	0	0	N/A	10	0.4	702	100.0%	696	99.1%	696	99.1%
10	Recyclable Collection Missed (Residential) - SAN	664	0	0	N/A	3	1.3	664	100.0%	649	97.7%	649	97.7%
11	Obstruction Alley/Sidewalk/Street - DCC	640	253	253	100.0%	60	14.0	387	60.5%	387	100.0%	640	100.0%
12	Animal - Sick/Injured - DCC	597	1	0	0.0%	3	0.2	596	99.8%	591	99.2%	591	99.0%
13	24 Hour Parking/Parking Violations - DPD	594	5	2	40.0%	10	4.2	589	99.2%	578	98.1%	580	97.6%
14	Smoke Detector Request - DFD	575	36	36	100.0%	30	4.5	539	93.7%	539	100.0%	575	100.0%
15	Fire Inspection - DFD	563	272	272	100.0%	60	10.9	291	51.7%	291	100.0%	563	100.0%
16	Animal - Loose - DCC	513	81	81	100.0%	40	10.0	432	84.2%	432	100.0%	513	100.0%
17	Junk Motor Vehicle - DCC	445	288	288	100.0%	126	11.0	157	35.3%	157	100.0%	445	100.0%
18	Signs - Other - DCC	405	104	21	20.2%	21	10.5	301	74.3%	297	98.7%	318	78.5%
19	Bulky Trash Violations - DCC	394	21	10	47.6%	14	6.1	373	94.7%	339	90.9%	349	88.6%
20	Street Spillage/Debris in Right of Way-Hazardous-STs	384	0	0	N/A	1	0.0	384	100.0%	384	100.0%	384	100.0%

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



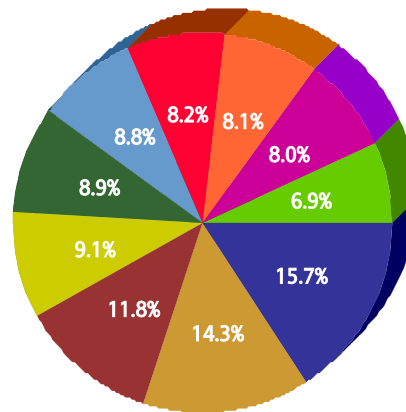
# City of Dallas Service Level Performance Report by CSA

for Central (1)

November 2008

## Top 10 Services

SR Type	Service Request Count
Litter - DCC	141
Recycling ROLL CART Registration - SAN	128
Roll Cart - SAN	106
Animal - Confined - DCC	82
Obstruction Alley/Sidewalk/Street - DCC	80
Dead Animal Pick Up - SAN	79
24 Hour Parking/Parking Violations - DPD	74
Junk Motor Vehicle - DCC	73
High Weeds - DCC	72
Animal - Loose Aggressive - DCC	62



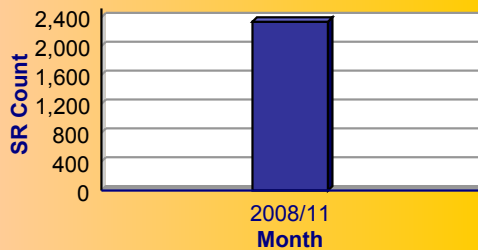
### Service

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

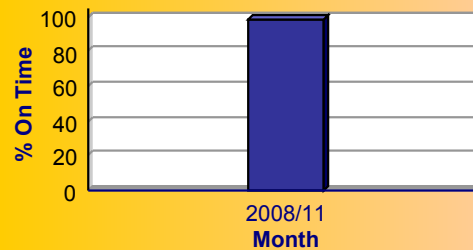
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,336	1,918	1,881	98.1%	418	410	98.1%	98.1%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	141	80	80	100.0%	38	13.5	61	43.3%	61	100.0%	141	100.0%
2	Recycling ROLL CART Registration - SAN	128	0	0	N/A	10	5.6	128	100.0%	124	96.9%	124	96.9%
3	Roll Cart - SAN	106	0	0	N/A	10	3.0	106	100.0%	105	99.1%	105	99.1%
4	Animal - Confined - DCC	82	0	0	N/A	3	0.2	82	100.0%	80	97.6%	80	97.6%
5	Obstruction Alley/Sidewalk/Street - DCC	80	50	50	100.0%	60	11.3	30	37.5%	30	100.0%	80	100.0%
6	Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.4	79	100.0%	79	100.0%	79	100.0%
7	24 Hour Parking/Parking Violations - DPD	74	0	0	N/A	10	3.8	74	100.0%	73	98.6%	73	98.6%
8	Junk Motor Vehicle - DCC	73	58	58	100.0%	126	12.0	15	20.5%	15	100.0%	73	100.0%
9	High Weeds - DCC	72	29	29	100.0%	38	12.3	43	59.7%	43	100.0%	72	100.0%
10	Animal - Loose Aggressive - DCC	62	0	0	N/A	3	0.2	62	100.0%	62	100.0%	62	100.0%
11	Recyclable Collection Missed (Residential) - SAN	59	0	0	N/A	3	1.1	59	100.0%	58	98.3%	58	98.3%
12	Street Repair - Routine-STS	46	25	25	100.0%	90	14.6	21	45.7%	21	100.0%	46	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	45	0	0	N/A	1	0.0	45	100.0%	45	100.0%	45	100.0%
14	Traffic Signal - Flashing - PWT	44	0	0	N/A	4	1.7	44	100.0%	41	93.2%	41	93.2%
15	Traffic Signal - Other Dispatch - PWT	41	0	0	N/A	4	1.5	41	100.0%	40	97.6%	40	97.6%
16	Garbage - Missed - SAN	41	0	0	N/A	3	0.7	41	100.0%	39	95.1%	39	95.1%
17	Traffic Sign - New - PWT	37	14	14	100.0%	80	11.3	23	62.2%	23	100.0%	37	100.0%
18	Fire Inspection - DFD	33	14	14	100.0%	60	7.9	19	57.6%	19	100.0%	33	100.0%
19	Traffic Signal - All Out - PWT	32	0	0	N/A	4	1.5	32	100.0%	32	100.0%	32	100.0%
20	Animal - Sick/Injured - DCC	29	0	0	N/A	3	0.4	29	100.0%	28	96.6%	28	96.6%
21	Recycling - Roll Cart - SAN	29	0	0	N/A	10	3.1	29	100.0%	29	100.0%	29	100.0%
22	Traffic Sign - Stop Knockdown - PWT	29	0	0	N/A	4	1.1	29	100.0%	29	100.0%	29	100.0%

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



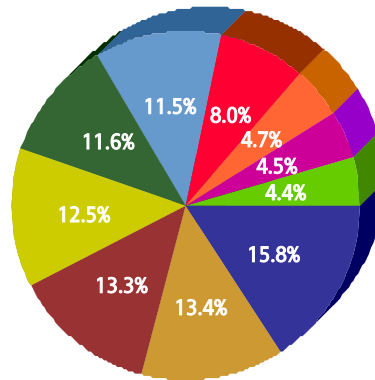
# City of Dallas Service Level Performance Report by CSA

for North Central (6)

November 2008

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	140
Recycling ROLL CART Registration - SAN	119
Dead Animal Pick Up - SAN	118
Garbage - Missed - SAN	111
Animal - Confined - DCC	103
Fire Inspection - DFD	102
Recyclable Collection Missed (Residential) - SAN	71
Recycling - Roll Cart - SAN	42
Signs - Public Right of Way Eve/Weekends - DCC	40
High Weeds - DCC	39



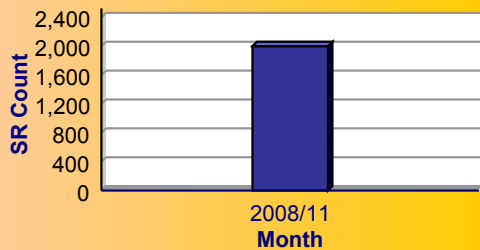
### Service

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

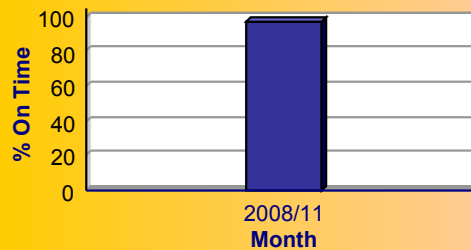
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,990	1,799	1,761	97.9%	191	183	95.8%	97.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time







# City of Dallas Service Level Performance Report by CSA

for North Central (6)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	140	0	0	N/A	10	2.6	140	100.0%	139	99.3%	139	99.3%
2	Recycling ROLL CART Registration - SAN	119	0	0	N/A	10	5.6	119	100.0%	114	95.8%	114	95.8%
3	Dead Animal Pick Up - SAN	118	0	0	N/A	1	0.3	118	100.0%	117	99.2%	117	99.2%
4	Garbage - Missed - SAN	111	0	0	N/A	3	0.9	111	100.0%	106	95.5%	106	95.5%
5	Animal - Confined - DCC	103	0	0	N/A	3	0.1	103	100.0%	103	100.0%	103	100.0%
6	Fire Inspection - DFD	102	45	45	100.0%	60	8.5	57	55.9%	57	100.0%	102	100.0%
7	Recyclable Collection Missed (Residential) - SAN	71	0	0	N/A	3	1.4	71	100.0%	68	95.8%	68	95.8%
8	Recycling - Roll Cart - SAN	42	0	0	N/A	10	2.9	42	100.0%	42	100.0%	42	100.0%
9	Signs - Public Right of Way Eve/Weekends - DCC	40	0	0	N/A	7	0.2	40	100.0%	40	100.0%	40	100.0%
10	High Weeds - DCC	39	13	13	100.0%	38	7.7	26	66.7%	26	100.0%	39	100.0%
11	Animal - Loose Aggressive - DCC	38	0	0	N/A	3	0.0	38	100.0%	38	100.0%	38	100.0%
12	24 Hour Parking/Parking Violations - DPD	37	0	0	N/A	10	3.2	37	100.0%	35	94.6%	35	94.6%
13	Litter - DCC	34	12	12	100.0%	38	9.2	22	64.7%	22	100.0%	34	100.0%
14	Brush/Bulk Items - Missed - SAN	32	0	0	N/A	10	3.2	32	100.0%	32	100.0%	32	100.0%
15	Bulky Trash Violations - DCC	32	0	0	N/A	14	6.2	32	100.0%	31	96.9%	31	96.9%
16	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	32	0	0	N/A	10	2.0	32	100.0%	32	100.0%	32	100.0%
17	Animal - Sick/Injured - DCC	31	0	0	N/A	3	0.3	31	100.0%	31	100.0%	31	100.0%
18	Traffic Signal - Timing - PWT	27	0	0	N/A	4	2.2	27	100.0%	22	81.5%	22	81.5%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	27	0	0	N/A	1	0.0	27	100.0%	27	100.0%	27	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	26	9	9	100.0%	60	23.3	17	65.4%	17	100.0%	26	100.0%
21	Substandard Structure Apts - DCC	26	15	15	100.0%	365	5.4	11	42.3%	11	100.0%	26	100.0%



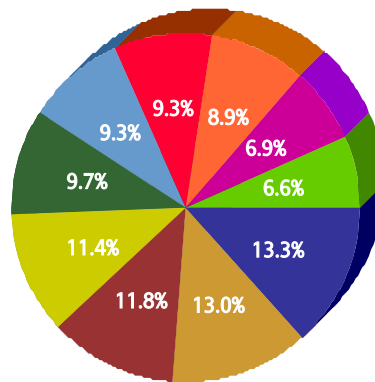
# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

November 2008

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	215
Roll Cart - SAN	210
Animal - Confined - DCC	191
Litter - DCC	184
Dead Animal Pick Up - SAN	157
Animal - Loose Aggressive - DCC	150
High Weeds - DCC	150
Obstruction Alley/Sidewalk/Street - DCC	144
Recyclable Collection Missed (Residential) - SAN	112
Garbage - Missed - SAN	107



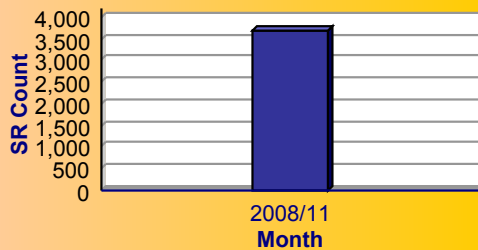
### Service

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

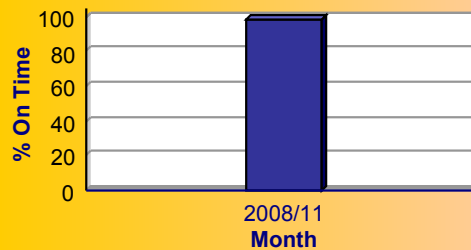
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,689	3,225	3,177	98.5%	464	444	95.7%	98.2%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	215	0	0	N/A	10	6.0	215	100.0%	207	96.3%	207	96.3%
2	Roll Cart - SAN	210	0	0	N/A	10	2.7	210	100.0%	208	99.0%	208	99.0%
3	Animal - Confined - DCC	191	0	0	N/A	3	0.1	191	100.0%	191	100.0%	191	100.0%
4	Litter - DCC	184	58	58	100.0%	38	12.1	126	68.5%	126	100.0%	184	100.0%
5	Dead Animal Pick Up - SAN	157	0	0	N/A	1	0.4	157	100.0%	153	97.5%	153	97.5%
6	High Weeds - DCC	150	56	56	100.0%	38	13.0	94	62.7%	94	100.0%	150	100.0%
7	Animal - Loose Aggressive - DCC	150	0	0	N/A	3	0.2	150	100.0%	148	98.7%	148	98.7%
8	Obstruction Alley/Sidewalk/Street - DCC	144	60	60	100.0%	60	13.4	84	58.3%	84	100.0%	144	100.0%
9	Recyclable Collection Missed (Residential) - SAN	112	0	0	N/A	3	1.3	112	100.0%	109	97.3%	109	97.3%
10	Garbage - Missed - SAN	107	0	0	N/A	3	0.6	107	100.0%	105	98.1%	105	98.1%
11	24 Hour Parking/Parking Violations - DPD	97	2	0	0.0%	10	3.0	95	97.9%	93	97.9%	93	95.9%
12	General - DCC	80	53	53	100.0%	38	2.5	27	33.8%	27	100.0%	80	100.0%
13	Animal - Sick/Injured - DCC	76	0	0	N/A	3	0.2	76	100.0%	76	100.0%	76	100.0%
14	Animal - Cruelty - DCC	70	0	0	N/A	30	0.4	70	100.0%	70	100.0%	70	100.0%
15	Fire Inspection - DFD	70	28	28	100.0%	60	9.0	42	60.0%	42	100.0%	70	100.0%
16	Animal - Loose - DCC	69	11	11	100.0%	40	9.2	58	84.1%	58	100.0%	69	100.0%
17	Bulky Trash Violations - DCC	65	2	0	0.0%	14	4.5	63	96.9%	61	96.8%	61	93.8%
18	Parking - Unapproved Surface - DCC	54	0	0	N/A	10	3.1	54	100.0%	52	96.3%	52	96.3%
19	Recycling - Roll Cart - SAN	51	0	0	N/A	10	2.9	51	100.0%	51	100.0%	51	100.0%
20	Substandard Structure Apts - DCC	50	14	14	100.0%	365	10.3	36	72.0%	36	100.0%	50	100.0%



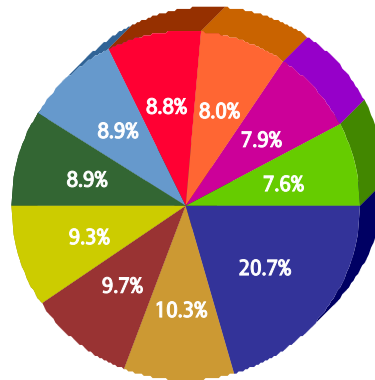
# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

November 2008

## Top 10 Services

SR Type	Service Request Count
Signs - Other - DCC	300
Recyclable Collection Missed (Residential) - SAN	149
Litter - DCC	141
Fire Inspection - DFD	135
Recycling ROLL CART Registration - SAN	129
Roll Cart - SAN	129
Dead Animal Pick Up - SAN	128
Obstruction Alley/Sidewalk/Street - DCC	116
Garbage - Missed - SAN	114
High Weeds - DCC	111



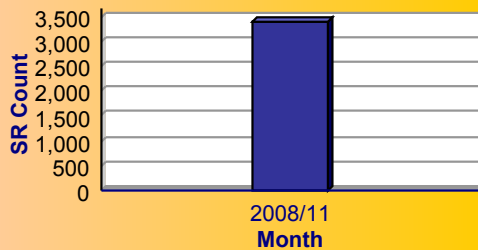
### Service

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

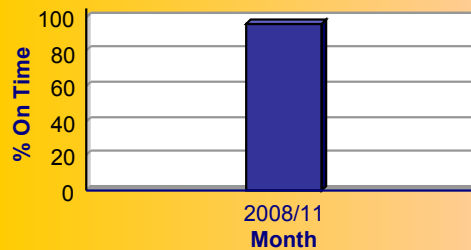
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,414	2,975	2,925	98.3%	439	352	80.2%	96.0%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Signs - Other - DCC	300	94	14	14.9%	21	13.5	206	68.7%	202	98.1%	216	72.0%
2	Recyclable Collection Missed (Residential) - SAN	149	0	0	N/A	3	1.2	149	100.0%	146	98.0%	146	98.0%
3	Litter - DCC	141	43	43	100.0%	38	11.9	98	69.5%	98	100.0%	141	100.0%
4	Fire Inspection - DFD	135	48	48	100.0%	60	13.2	87	64.4%	87	100.0%	135	100.0%
5	Roll Cart - SAN	129	0	0	N/A	10	2.5	129	100.0%	128	99.2%	128	99.2%
6	Recycling ROLL CART Registration - SAN	129	0	0	N/A	10	5.3	129	100.0%	125	96.9%	125	96.9%
7	Dead Animal Pick Up - SAN	128	0	0	N/A	1	0.4	128	100.0%	125	97.7%	125	97.7%
8	Obstruction Alley/Sidewalk/Street - DCC	116	44	44	100.0%	60	13.3	72	62.1%	72	100.0%	116	100.0%
9	Garbage - Missed - SAN	114	0	0	N/A	3	0.6	114	100.0%	112	98.2%	112	98.2%
10	High Weeds - DCC	111	20	20	100.0%	38	10.9	91	82.0%	91	100.0%	111	100.0%
11	Animal - Loose Aggressive - DCC	107	0	0	N/A	3	0.1	107	100.0%	107	100.0%	107	100.0%
12	Animal - Confined - DCC	104	0	0	N/A	3	0.0	104	100.0%	104	100.0%	104	100.0%
13	Illegal Land Use (Residential/Business) - DCC	88	23	23	100.0%	60	11.6	65	73.9%	65	100.0%	88	100.0%
14	Signs - Public Right of Way Eve/Weekends - DCC	79	0	0	N/A	7	0.1	79	100.0%	79	100.0%	79	100.0%
15	Bulky Trash Violations - DCC	60	1	0	0.0%	14	4.7	59	98.3%	59	100.0%	59	98.3%
16	Animal - Loose - DCC	51	15	15	100.0%	40	11.5	36	70.6%	36	100.0%	51	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	51	0	0	N/A	1	0.0	51	100.0%	51	100.0%	51	100.0%
18	Junk Motor Vehicle - DCC	47	23	23	100.0%	126	11.3	24	51.1%	24	100.0%	47	100.0%
19	24 Hour Parking/Parking Violations - DPD	45	1	0	0.0%	10	6.9	44	97.8%	40	90.9%	40	88.9%
20	Animal - Sick/Injured - DCC	42	0	0	N/A	3	0.2	42	100.0%	41	97.6%	41	97.6%



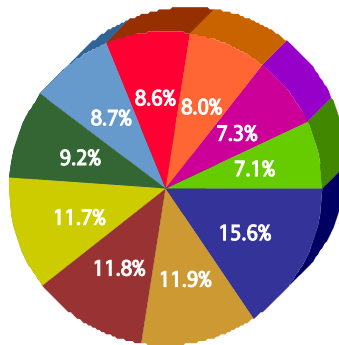
# City of Dallas Service Level Performance Report by CSA

for South Central (7)

November 2008

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	309
Dead Animal Pick Up - SAN	235
High Weeds - DCC	234
Parking - Unapproved Surface - Eve/Weekends - DCC	232
Roll Cart - SAN	183
Animal - Confined - DCC	172
Garbage - Missed - SAN	170
Litter - DCC	159
Animal - Sick/Injured - DCC	145
Recyclable Collection Missed (Residential) - SAN	140



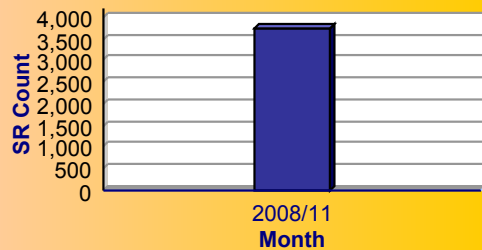
### Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Litter - DCC
- Animal - Sick/Injured - DCC
- Recyclable Collection Missed (Residential) - SAN

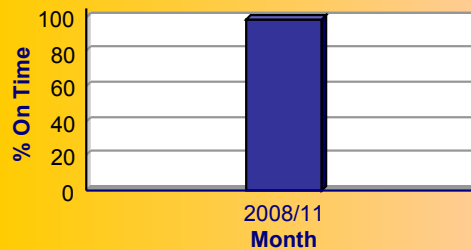
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,711	3,200	3,143	98.2%	511	492	96.3%	98.0%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for South Central (7)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	309	1	0	0.0%	3	0.3	308	99.7%	303	98.4%	303	98.1%
2	Dead Animal Pick Up - SAN	235	0	0	N/A	1	0.3	235	100.0%	234	99.6%	234	99.6%
3	High Weeds - DCC	234	113	113	100.0%	38	7.7	121	51.7%	121	100.0%	234	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	232	0	0	N/A	10	0.2	232	100.0%	231	99.6%	231	99.6%
5	Roll Cart - SAN	183	0	0	N/A	10	2.4	183	100.0%	183	100.0%	183	100.0%
6	Animal - Confined - DCC	172	0	0	N/A	3	0.3	172	100.0%	170	98.8%	170	98.8%
7	Garbage - Missed - SAN	170	0	0	N/A	3	0.5	170	100.0%	169	99.4%	169	99.4%
8	Litter - DCC	159	68	68	100.0%	38	10.3	91	57.2%	91	100.0%	159	100.0%
9	Animal - Sick/Injured - DCC	145	0	0	N/A	3	0.2	145	100.0%	144	99.3%	144	99.3%
10	Recyclable Collection Missed (Residential) - SAN	140	0	0	N/A	3	1.1	140	100.0%	140	100.0%	140	100.0%
11	Recycling ROLL CART Registration - SAN	99	0	0	N/A	10	5.2	99	100.0%	96	97.0%	96	97.0%
12	24 Hour Parking/Parking Violations - DPD	98	1	1	100.0%	10	4.0	97	99.0%	96	99.0%	97	99.0%
13	Smoke Detector Request - DFD	93	7	7	100.0%	30	6.7	86	92.5%	86	100.0%	93	100.0%
14	Animal - Loose - DCC	90	11	11	100.0%	40	9.9	79	87.8%	79	100.0%	90	100.0%
15	Junk Motor Vehicle - DCC	82	63	63	100.0%	126	9.7	19	23.2%	19	100.0%	82	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-ST5	78	0	0	N/A	1	0.0	78	100.0%	78	100.0%	78	100.0%
17	Bulky Trash Violations - DCC	71	7	5	71.4%	14	8.7	64	90.1%	47	73.4%	52	73.2%
18	Animal - Cruelty - DCC	61	0	0	N/A	30	0.4	61	100.0%	61	100.0%	61	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	59	39	39	100.0%	60	10.0	20	33.9%	20	100.0%	59	100.0%
20	Animal - Trap Request - DCC	47	2	2	100.0%	30	11.6	45	95.7%	45	100.0%	47	100.0%



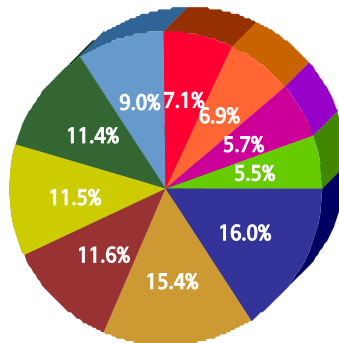
# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

November 2008

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	430
Smoke Detector Request - DFD	414
Dead Animal Pick Up - SAN	313
High Weeds - DCC	309
Litter - DCC	306
Animal - Confined - DCC	243
Parking - Unapproved Surface - Eve/Weekends - DCC	190
Roll Cart - SAN	186
Animal - Sick/Injured - DCC	153
Animal - Loose - DCC	149



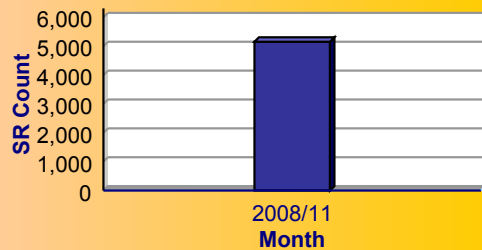
### Service

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

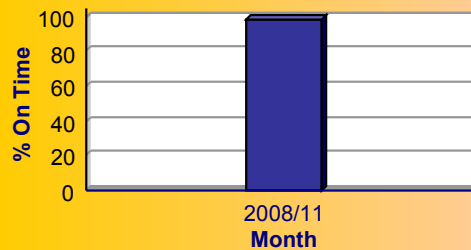
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,148	4,598	4,541	98.8%	550	537	97.6%	98.6%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time







# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	430	0	0	N/A	3	0.2	430	100.0%	426	99.1%	426	99.1%
2	Smoke Detector Request - DFD	414	9	9	100.0%	30	3.2	405	97.8%	405	100.0%	414	100.0%
3	Dead Animal Pick Up - SAN	313	0	0	N/A	1	0.4	313	100.0%	308	98.4%	308	98.4%
4	High Weeds - DCC	309	68	68	100.0%	38	11.2	241	78.0%	241	100.0%	309	100.0%
5	Litter - DCC	306	72	72	100.0%	38	11.0	234	76.5%	234	100.0%	306	100.0%
6	Animal - Confined - DCC	243	0	0	N/A	3	0.3	243	100.0%	241	99.2%	241	99.2%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	190	0	0	N/A	10	0.3	190	100.0%	189	99.5%	189	99.5%
8	Roll Cart - SAN	186	0	0	N/A	10	2.6	186	100.0%	185	99.5%	185	99.5%
9	Animal - Sick/Injured - DCC	153	0	0	N/A	3	0.1	153	100.0%	152	99.3%	152	99.3%
10	Animal - Loose - DCC	149	24	24	100.0%	40	10.0	125	83.9%	125	100.0%	149	100.0%
11	Recycling ROLL CART Registration - SAN	138	0	0	N/A	10	4.9	138	100.0%	137	99.3%	137	99.3%
12	Obstruction Alley/Sidewalk/Street - DCC	135	19	19	100.0%	60	15.8	116	85.9%	116	100.0%	135	100.0%
13	24 Hour Parking/Parking Violations - DPD	124	0	0	N/A	10	5.5	124	100.0%	123	99.2%	123	99.2%
14	Garbage - Missed - SAN	115	0	0	N/A	3	0.7	115	100.0%	112	97.4%	112	97.4%
15	Illegal Outside Storage - DCC	100	44	44	100.0%	38	14.9	56	56.0%	56	100.0%	100	100.0%
16	Substandard Structure - DCC	97	72	72	100.0%	365	7.0	25	25.8%	25	100.0%	97	100.0%
17	Open and Vacant Structure - DCC	94	7	7	100.0%	30	6.1	87	92.6%	85	97.7%	92	97.9%
18	Bulky Trash Violations - DCC	84	3	3	100.0%	14	6.9	81	96.4%	72	88.9%	75	89.3%
19	Animal - Cruelty - DCC	81	0	0	N/A	30	0.9	81	100.0%	81	100.0%	81	100.0%
20	Junk Motor Vehicle - DCC	74	44	44	100.0%	126	11.9	30	40.5%	30	100.0%	74	100.0%



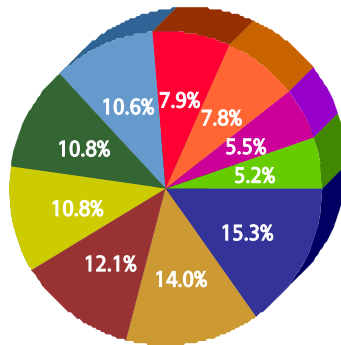
# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

November 2008

## Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	352
High Weeds - DCC	322
Litter - DCC	279
Dead Animal Pick Up - SAN	249
Recycling ROLL CART Registration - SAN	248
Roll Cart - SAN	245
Animal - Confined - DCC	183
Parking - Unapproved Surface - Eve/Weekends - DCC	179
Junk Motor Vehicle - DCC	126
Animal - Sick/Injured - DCC	120



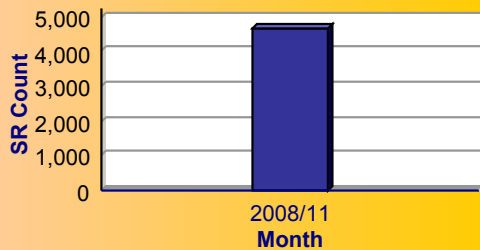
### Service

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

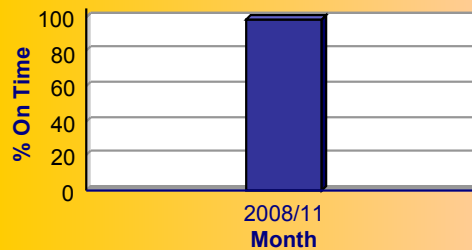
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,671	4,025	3,981	98.9%	646	637	98.6%	98.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	352	0	0	N/A	3	0.3	352	100.0%	347	98.6%	347	98.6%
2	High Weeds - DCC	322	79	79	100.0%	38	9.9	243	75.5%	243	100.0%	322	100.0%
3	Litter - DCC	279	66	66	100.0%	38	10.7	213	76.3%	213	100.0%	279	100.0%
4	Dead Animal Pick Up - SAN	249	0	0	N/A	1	0.4	249	100.0%	245	98.4%	245	98.4%
5	Recycling ROLL CART Registration - SAN	248	0	0	N/A	10	5.4	248	100.0%	243	98.0%	243	98.0%
6	Roll Cart - SAN	245	0	0	N/A	10	2.6	245	100.0%	245	100.0%	245	100.0%
7	Animal - Confined - DCC	183	0	0	N/A	3	0.2	183	100.0%	181	98.9%	181	98.9%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	179	0	0	N/A	10	0.5	179	100.0%	178	99.4%	178	99.4%
9	Junk Motor Vehicle - DCC	126	78	78	100.0%	126	11.1	48	38.1%	48	100.0%	126	100.0%
10	Animal - Sick/Injured - DCC	120	1	0	0.0%	3	0.2	119	99.2%	118	99.2%	118	98.3%
11	Animal - Loose - DCC	117	11	11	100.0%	40	9.7	106	90.6%	106	100.0%	117	100.0%
12	Garbage - Missed - SAN	117	0	0	N/A	3	1.2	117	100.0%	110	94.0%	110	94.0%
13	24 Hour Parking/Parking Violations - DPD	116	1	1	100.0%	10	3.7	115	99.1%	115	100.0%	116	100.0%
14	Fire Inspection - DFD	112	72	72	100.0%	60	13.0	40	35.7%	40	100.0%	112	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	80	32	32	100.0%	60	12.0	48	60.0%	48	100.0%	80	100.0%
16	Animal - Cruelty - DCC	80	0	0	N/A	30	0.3	80	100.0%	80	100.0%	80	100.0%
17	Parking - Unapproved Surface - DCC	74	2	0	0.0%	10	3.1	72	97.3%	65	90.3%	65	87.8%
18	Recyclable Collection Missed (Residential) - SAN	72	0	0	N/A	3	1.3	72	100.0%	71	98.6%	71	98.6%
19	Substandard Structure - DCC	71	58	58	100.0%	365	7.5	13	18.3%	13	100.0%	71	100.0%
20	Illegal Outside Storage - DCC	64	25	25	100.0%	38	11.9	39	60.9%	39	100.0%	64	100.0%



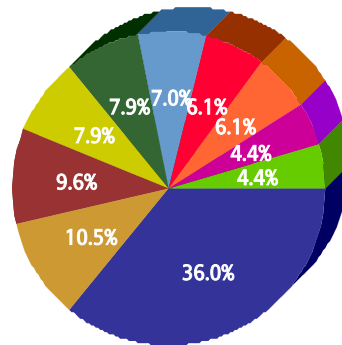
# City of Dallas Service Level Performance Report by CSA

for Unknown

November 2008

## Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	41
High Weeds - DCC	12
Smoke Detector Request - DFD	11
Dead Animal Pick Up - SAN	9
Roll Cart - SAN	9
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Litter - DCC	7
Street Spillage/Debris in Right of Way-Hazardous-STS	7
Garbage - Missed - SAN	5
Restaurant/Food Complaint - EHS	5



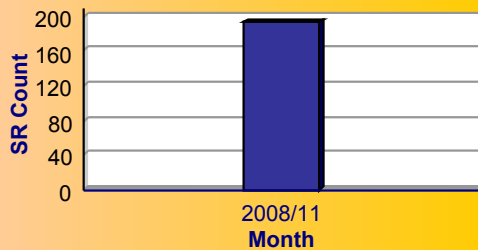
### Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Garbage - Missed - SAN
- Restaurant/Food Complaint - EHS

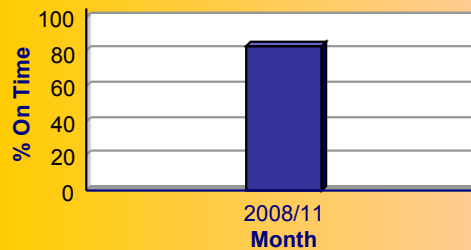
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
193	148	141	95.3%	45	19	42.2%	82.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Complaint/Compliment - CTY	41	24	1	4.2%	10	5.1	17	41.5%	16	94.1%	17	41.5%
2	High Weeds - DCC	12	9	9	100.0%	38	0.0	3	25.0%	3	100.0%	12	100.0%
3	Smoke Detector Request - DFD	11	1	1	100.0%	30	0.4	10	90.9%	10	100.0%	11	100.0%
4	Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.0	9	100.0%	9	100.0%	9	100.0%
5	Roll Cart - SAN	9	0	0	N/A	10	2.4	9	100.0%	9	100.0%	9	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	10	0.2	8	100.0%	8	100.0%	8	100.0%
7	Litter - DCC	7	2	2	100.0%	38	7.0	5	71.4%	5	100.0%	7	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-ST5	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
9	Restaurant/Food Complaint - EHS	5	1	1	100.0%	45	5.5	4	80.0%	4	100.0%	5	100.0%
10	Garbage - Missed - SAN	5	0	0	N/A	3	4.0	5	100.0%	4	80.0%	4	80.0%
11	Traffic Signal - Timing - PWT	4	0	0	N/A	4	1.5	4	100.0%	4	100.0%	4	100.0%
12	Recycling ROLL CART Registration - SAN	4	0	0	N/A	10	7.5	4	100.0%	2	50.0%	2	50.0%
13	Animal - Confined - DCC	3	0	0	N/A	3	0.7	3	100.0%	3	100.0%	3	100.0%
14	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	4.0	3	100.0%	3	100.0%	3	100.0%
15	Parking - General Request - PWT	3	0	0	N/A	14	0.0	3	100.0%	3	100.0%	3	100.0%
16	Sanitation Property Damage - SAN	3	1	1	100.0%	28	4.5	2	66.7%	2	100.0%	3	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	3	0	0	N/A	7	0.0	3	100.0%	3	100.0%	3	100.0%
18	Pot hole - Hazardous-ST5	3	0	0	N/A	1	0.7	3	100.0%	3	100.0%	3	100.0%
19	Signs - Public Right of Way - DCC	2	0	0	N/A	7	2.5	2	100.0%	2	100.0%	2	100.0%
20	Animal - Trap Request - DCC	2	0	0	N/A	30	20.5	2	100.0%	2	100.0%	2	100.0%
21	Animal - Bite - DCC	2	0	0	N/A	11	1.0	2	100.0%	2	100.0%	2	100.0%
22	Animal - Loose - DCC	2	0	0	N/A	40	17.5	2	100.0%	2	100.0%	2	100.0%
23	Fire Inspection - DFD	2	0	0	N/A	60	7.0	2	100.0%	2	100.0%	2	100.0%
24	Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	7.5	2	100.0%	1	50.0%	1	50.0%
25	Traffic Signal - Flashing - PWT	2	0	0	N/A	4	0.5	2	100.0%	2	100.0%	2	100.0%



# City of Dallas

Service Level Performance Report by CSA

for Unknown

November 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
26	Street Lighting - Maintenance - PWT	2	0	0	N/A	10	5.5	2	100.0%	2	100.0%	2	100.0%
27	Traffic - General Request - PWT	2	0	0	N/A	14	0.5	2	100.0%	2	100.0%	2	100.0%
28	Traffic Signal - School Flasher Maintenance - PWT	2	0	0	N/A	4	1.0	2	100.0%	2	100.0%	2	100.0%