



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

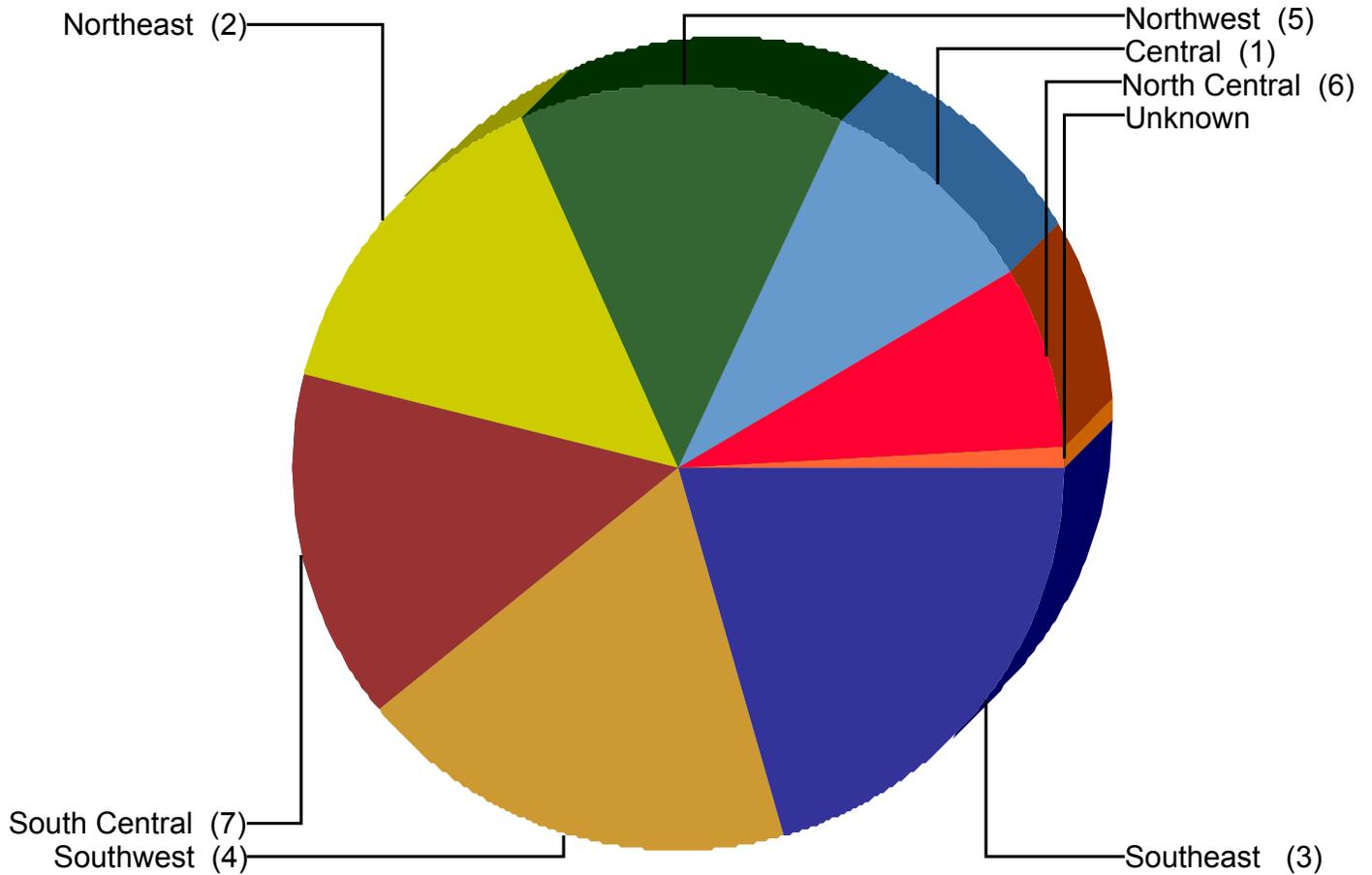
November 2008

TABLE OF CONTENTS

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



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%
Total	25,152	100.0%	97.9%

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

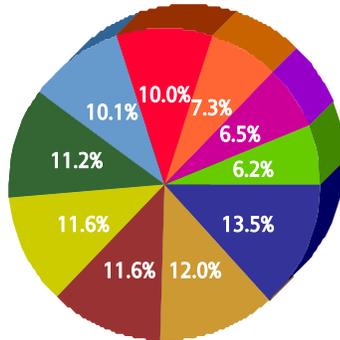


For Citywide

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



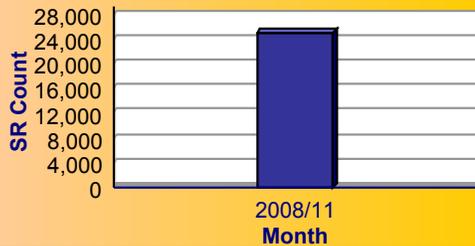
Service

- 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

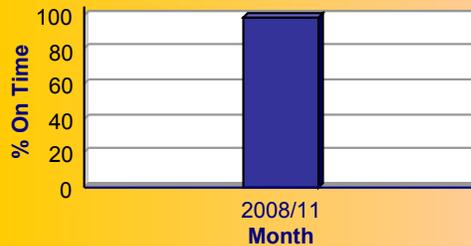
Summary - All Services Requested

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%

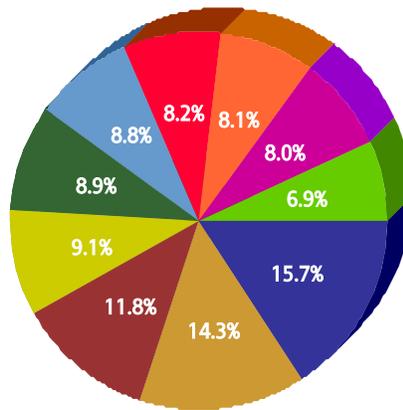


for Central (1)

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



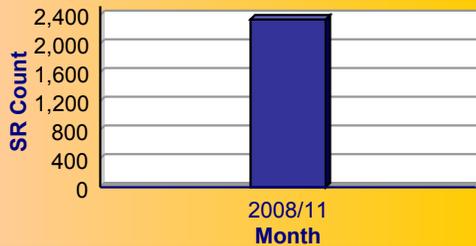
Service

- 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

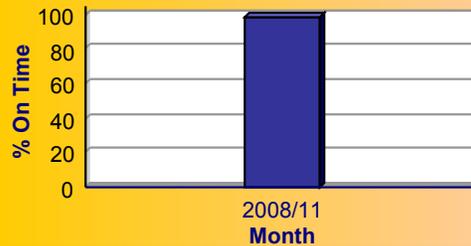
Summary - All Services Requested

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





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%

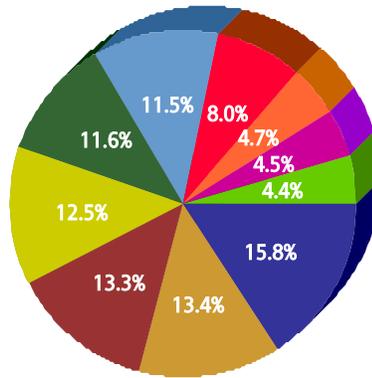


for North Central (6)

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



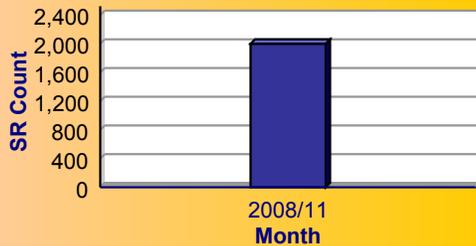
Service

- 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

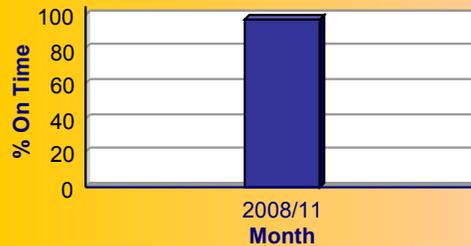
Summary - All Services Requested

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%

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

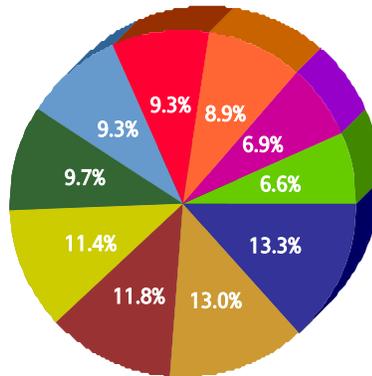


for Northeast (2)

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



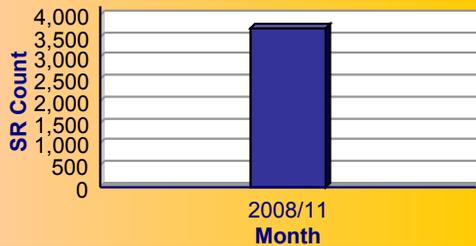
Service

- 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

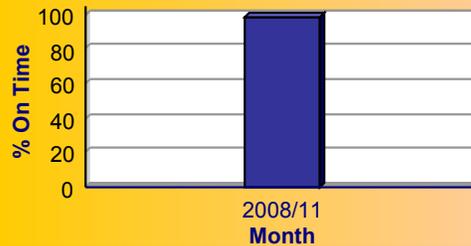
Summary - All Services Requested

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%

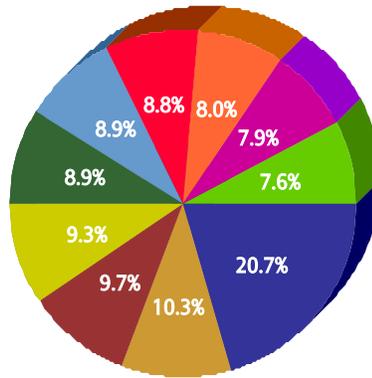


for Northwest (5)

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



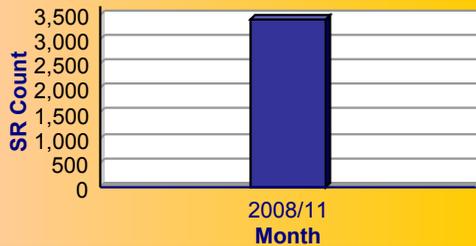
Service

- 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

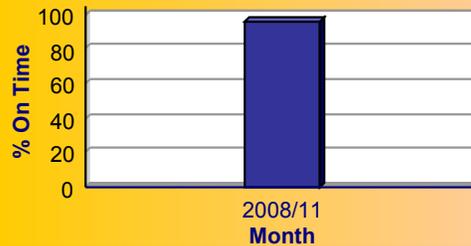
Summary - All Services Requested

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%

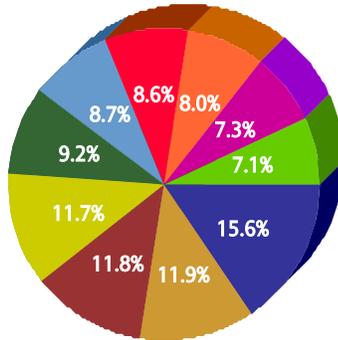


for South Central (7)

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



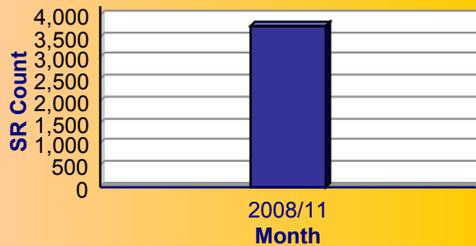
Service

- 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

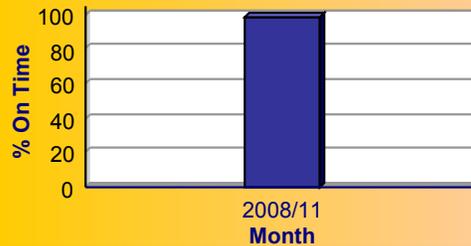
Summary - All Services Requested

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%

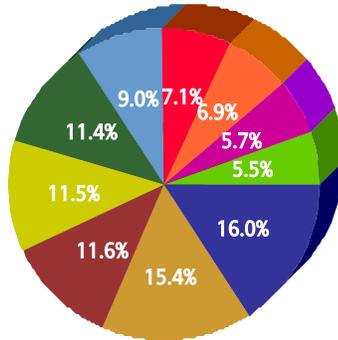


for Southeast (3)

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



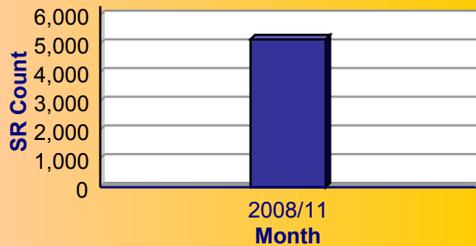
Service

- 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

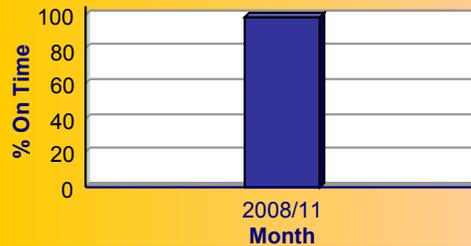
Summary - All Services Requested

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%

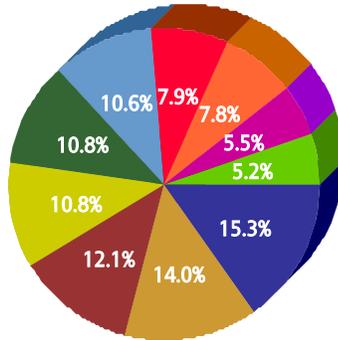


for Southwest (4)

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



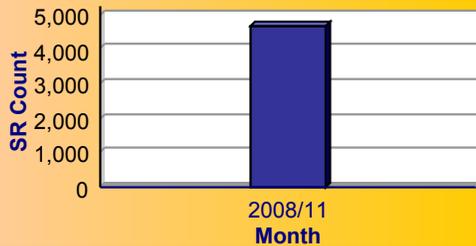
Service

- 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

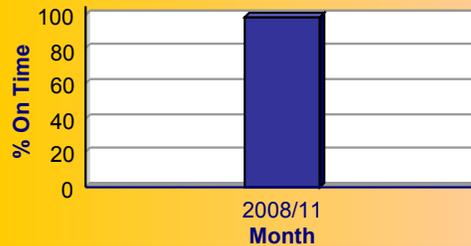
Summary - All Services Requested

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%

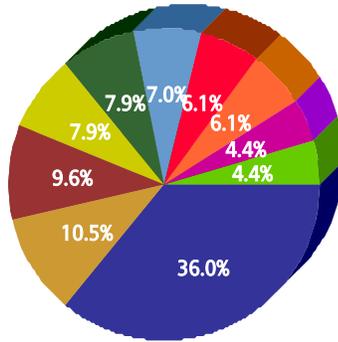


for Unknown

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



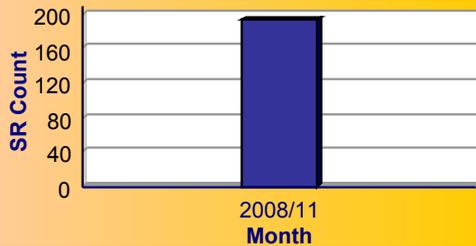
Service

- 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

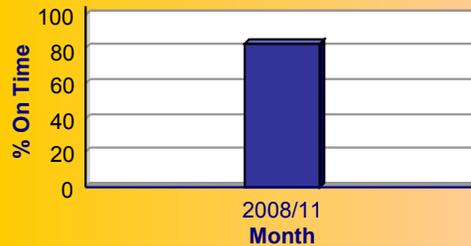
Summary - All Services Requested

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





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%



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%