



FY 2007 – 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

APRIL 2008

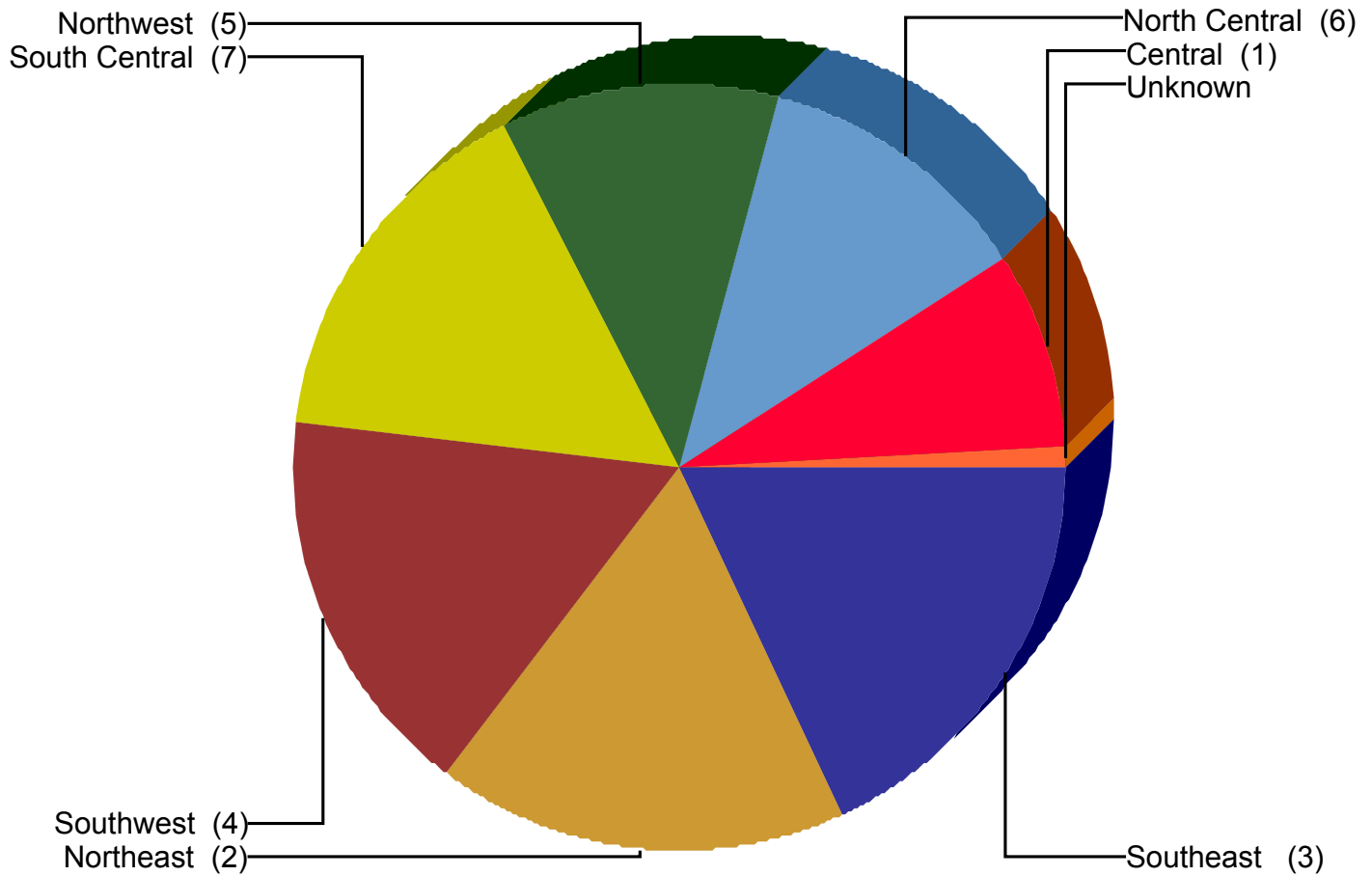
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City of Dallas

Service Area Report
For April 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,374	8.4%	99.1%
North Central (6)	4,585	11.4%	98.9%
Northeast (2)	6,909	17.2%	99.2%
Northwest (5)	4,723	11.8%	98.5%
South Central (7)	6,204	15.5%	99.3%
Southeast (3)	7,197	18.0%	99.1%
Southwest (4)	6,715	16.8%	98.9%
Unknown	346	0.9%	91.6%
Total	40,053	100.0%	99.0%



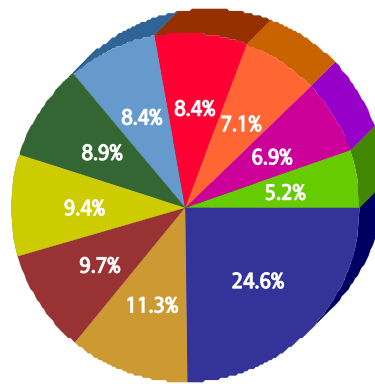
City of Dallas Service Level Performance Report by CSA

For Citywide

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,606
Recycling ROLL CART Registration - SAN	2,111
Roll Cart - SAN	1,811
Animal - Loose Aggressive - DCC	1,754
Dead Animal Pick Up - SAN	1,661
Animal - Confined - DCC	1,575
Litter - DCC	1,573
Garbage - Missed - SAN	1,333
Recyclable Collection Missed (Residential) - SAN	1,291
Smoke Detector Request - DFD	977



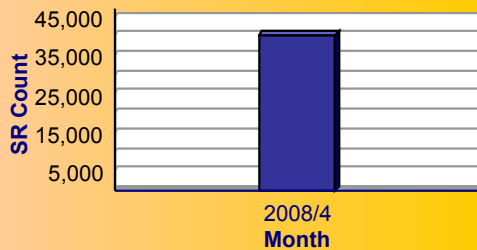
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Smoke Detector Request - DFD

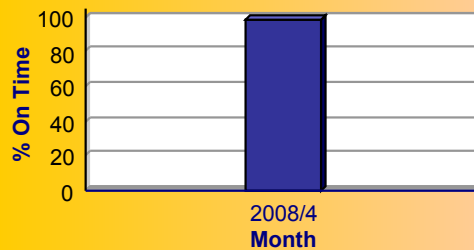
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
40,053	32,605	32,309	99.1%	7,448	7,328	98.4%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

April 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	High Weeds - DCC	4,606	1,954	1,954	100.0%	38	7.6	2,652	57.6%	2,652	100.0%	4,606	100.0%
2	Recycling ROLL CART Registration - SAN	2,111	405	405	100.0%	365	7.1	1,706	80.8%	1,706	100.0%	2,111	100.0%
3	Roll Cart - SAN	1,811	12	12	100.0%	10	2.8	1,799	99.3%	1,798	99.9%	1,810	99.9%
4	Animal - Loose Aggressive - DCC	1,754	0	0	N/A	3	0.3	1,754	100.0%	1,749	99.7%	1,749	99.7%
5	Dead Animal Pick Up - SAN	1,661	0	0	N/A	1	0.4	1,661	100.0%	1,650	99.3%	1,650	99.3%
6	Animal - Confined - DCC	1,575	1	0	0.0%	3	0.2	1,574	99.9%	1,573	99.9%	1,573	99.9%
7	Litter - DCC	1,573	579	579	100.0%	38	8.7	994	63.2%	994	100.0%	1,573	100.0%
8	Garbage - Missed - SAN	1,333	18	18	100.0%	12	1.4	1,315	98.6%	1,315	100.0%	1,333	100.0%
9	Recyclable Collection Missed (Residential) - SAN	1,291	0	0	N/A	3	1.0	1,291	100.0%	1,291	100.0%	1,291	100.0%
10	Smoke Detector Request - DFD	977	57	57	100.0%	30	1.9	920	94.2%	920	100.0%	977	100.0%
11	Storm Brush - Debris - SAN	939	379	379	100.0%	30	6.7	560	59.6%	560	100.0%	939	100.0%
12	Bulky Trash Violations - DCC	855	40	33	82.5%	14	3.6	815	95.3%	801	98.3%	834	97.5%
13	Substandard Structure - DCC	828	576	576	100.0%	365	6.1	252	30.4%	252	100.0%	828	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	786	0	0	N/A	10	0.6	786	100.0%	784	99.7%	784	99.7%
15	Fire Inspection - DFD	730	415	415	100.0%	60	10.9	315	43.2%	315	100.0%	730	100.0%
16	Animal - Sick/Injured - DCC	711	0	0	N/A	3	0.1	711	100.0%	709	99.7%	709	99.7%
17	24 Hour Parking/Parking Violations - DPD	653	25	25	100.0%	10	5.3	628	96.2%	587	93.5%	612	93.7%
18	Obstruction Alley/Sidewalk/Street - DCC	578	322	322	100.0%	60	10.3	256	44.3%	256	100.0%	578	100.0%
19	Junk Motor Vehicle - DCC	545	308	308	100.0%	126	8.4	237	43.5%	237	100.0%	545	100.0%
20	Tree down/low limbs - Emergency-STS	543	0	0	N/A	5	0.3	543	100.0%	538	99.1%	538	99.1%



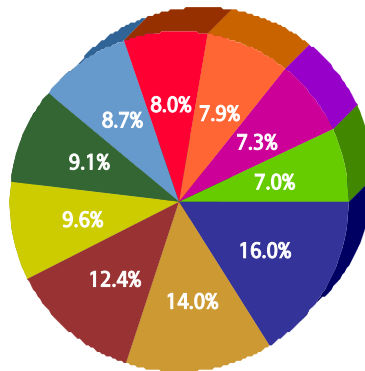
City of Dallas Service Level Performance Report by CSA

for Central (1)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	212
Recycling ROLL CART Registration - SAN	185
Roll Cart - SAN	164
Recyclable Collection Missed (Residential) - SAN	127
Fire Inspection - DFD	121
Graffiti Private Property - Residential/Commercial	115
Animal - Confined - DCC	106
Dead Animal Pick Up - SAN	105
Litter - DCC	96
Garbage - Missed - SAN	92



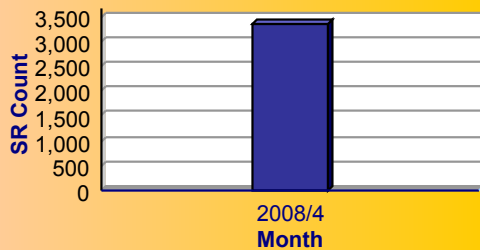
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Graffiti Private Property - Residential/Commercial
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Garbage - Missed - SAN

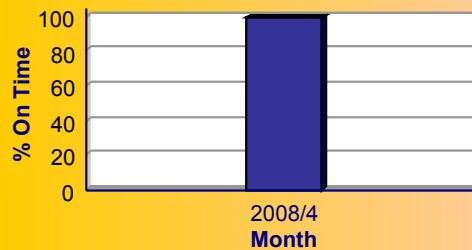
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,374	2,813	2,793	99.3%	561	550	98.0%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

April 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	High Weeds - DCC	212	56	56	100.0%	38	8.4	156	73.6%	156	100.0%	212	100.0%
2	Recycling ROLL CART Registration - SAN	185	33	33	100.0%	365	7.4	152	82.2%	152	100.0%	185	100.0%
3	Roll Cart - SAN	164	4	4	100.0%	10	2.9	160	97.6%	160	100.0%	164	100.0%
4	Recyclable Collection Missed (Residential) - SAN	127	0	0	N/A	3	1.0	127	100.0%	127	100.0%	127	100.0%
5	Fire Inspection - DFD	121	66	66	100.0%	60	12.3	55	45.5%	55	100.0%	121	100.0%
6	Graffiti Private Property - Residential/Commercial	115	48	48	100.0%	90	9.7	67	58.3%	67	100.0%	115	100.0%
7	Animal - Confined - DCC	106	0	0	N/A	3	0.1	106	100.0%	106	100.0%	106	100.0%
8	Dead Animal Pick Up - SAN	105	0	0	N/A	1	0.3	105	100.0%	105	100.0%	105	100.0%
9	Litter - DCC	96	19	19	100.0%	38	11.4	77	80.2%	77	100.0%	96	100.0%
10	Garbage - Missed - SAN	92	0	0	N/A	12	1.4	92	100.0%	92	100.0%	92	100.0%
11	Substandard Structure - DCC	90	44	44	100.0%	365	5.3	46	51.1%	46	100.0%	90	100.0%
12	Animal - Loose Aggressive - DCC	84	0	0	N/A	3	0.3	84	100.0%	83	98.8%	83	98.8%
13	Traffic Signal - Flashing - PWT	69	0	0	N/A	4	1.2	69	100.0%	69	100.0%	69	100.0%
14	Smoke Detector Request - DFD	64	20	20	100.0%	30	7.3	44	68.8%	44	100.0%	64	100.0%
15	Bulky Trash Violations - DCC	59	1	1	100.0%	14	4.8	58	98.3%	58	100.0%	59	100.0%
16	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%
17	Street Repair - Routine-STS	51	18	18	100.0%	90	2.6	33	64.7%	33	100.0%	51	100.0%
18	24 Hour Parking/Parking Violations - DPD	50	0	0	N/A	10	3.5	50	100.0%	49	98.0%	49	98.0%
19	Animal - Cruelty - DCC	42	0	0	N/A	30	0.4	42	100.0%	42	100.0%	42	100.0%
20	Animal - Sick/Injured - DCC	40	0	0	N/A	3	0.2	40	100.0%	40	100.0%	40	100.0%
21	Tree down/low limbs - Emergency-STS	40	0	0	N/A	5	0.3	40	100.0%	40	100.0%	40	100.0%



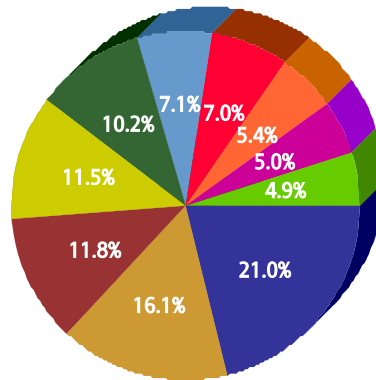
City of Dallas Service Level Performance Report by CSA

for North Central (6)

April 2008

Top 10 Services

SR Type	Service Request Count
Storm Brush - Debris - SAN	525
Recycling ROLL CART Registration - SAN	401
Garbage - Missed - SAN	294
Recyclable Collection Missed (Residential) - SAN	287
Roll Cart - SAN	254
Animal - Confined - DCC	178
Tree down/low limbs - Emergency-STs	176
Sanitation Misc. - SAN	135
High Weeds - DCC	125
Dead Animal Pick Up - SAN	123



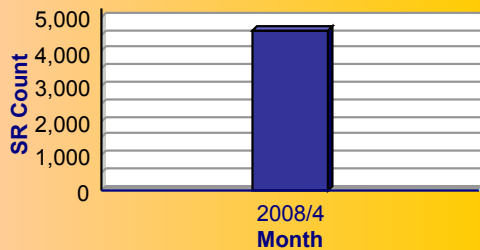
Service

- Storm Brush - Debris - SAN
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Tree down/low limbs - Emergency-STs
- Sanitation Misc. - SAN
- High Weeds - DCC
- Dead Animal Pick Up - SAN

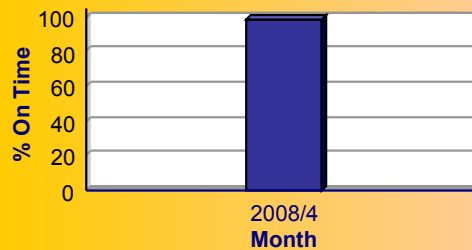
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,585	4,065	4,024	99.0%	520	509	97.9%	98.9%

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)

April 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	Storm Brush - Debris - SAN	525	132	132	100.0%	30	5.1	393	74.9%	393	100.0%	525	100.0%
2	Recycling ROLL CART Registration - SAN	401	30	30	100.0%	365	4.8	371	92.5%	371	100.0%	401	100.0%
3	Garbage - Missed - SAN	294	0	0	N/A	12	1.6	294	100.0%	294	100.0%	294	100.0%
4	Recyclable Collection Missed (Residential) - SAN	287	0	0	N/A	3	1.0	287	100.0%	287	100.0%	287	100.0%
5	Roll Cart - SAN	254	1	1	100.0%	10	2.6	253	99.6%	252	99.6%	253	99.6%
6	Animal - Confined - DCC	178	0	0	N/A	3	0.1	178	100.0%	178	100.0%	178	100.0%
7	Tree down/low limbs - Emergency-STS	176	0	0	N/A	5	0.4	176	100.0%	175	99.4%	175	99.4%
8	Sanitation Misc. - SAN	135	1	1	100.0%	10	5.9	134	99.3%	122	91.0%	123	91.1%
9	High Weeds - DCC	125	41	41	100.0%	38	6.9	84	67.2%	84	100.0%	125	100.0%
10	Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.3	123	100.0%	122	99.2%	122	99.2%
11	Recycling - Roll Cart - SAN	106	1	1	100.0%	10	3.2	105	99.1%	99	94.3%	100	94.3%
12	Bulky Trash Violations - DCC	93	1	1	100.0%	14	2.9	92	98.9%	89	96.7%	90	96.8%
13	Fire Inspection - DFD	87	61	61	100.0%	60	9.0	26	29.9%	26	100.0%	87	100.0%
14	Sanitation Crew Complaint - SAN	70	0	0	N/A	10	2.2	70	100.0%	68	97.1%	68	97.1%
15	Obstruction Alley/Sidewalk/Street - DCC	67	23	23	100.0%	60	8.5	44	65.7%	44	100.0%	67	100.0%
16	Brush/Bulk Items - Missed - SAN	61	1	1	100.0%	10	3.2	60	98.4%	60	100.0%	61	100.0%
17	Traffic Signal - Flashing - PWT	59	0	0	N/A	4	1.9	59	100.0%	58	98.3%	58	98.3%
18	24 Hour Parking/Parking Violations - DPD	58	1	1	100.0%	10	4.4	57	98.3%	55	96.5%	56	96.6%
19	Street Spillage/Debris in Right of Way-Hazardous-STs	58	0	0	N/A	1	0.1	58	100.0%	57	98.3%	57	98.3%
20	Sanitation Property Damage - SAN	56	10	10	100.0%	28	8.7	46	82.1%	46	100.0%	56	100.0%
21	Street Repair - Routine-STs	56	20	20	100.0%	90	4.9	36	64.3%	36	100.0%	56	100.0%



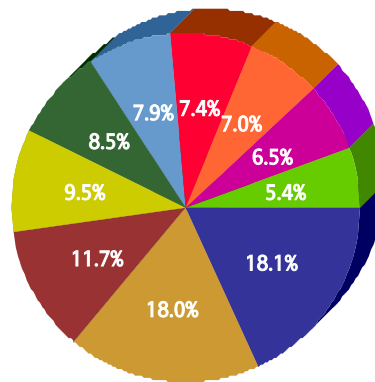
City of Dallas Service Level Performance Report by CSA

for Northeast (2)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	597
Smoke Detector Request - DFD	595
Recycling ROLL CART Registration - SAN	388
Recyclable Collection Missed (Residential) - SAN	315
Roll Cart - SAN	281
Bulky Trash Violations - DCC	260
Animal - Confined - DCC	245
Dead Animal Pick Up - SAN	230
Litter - DCC	216
Fire Inspection - DFD	180



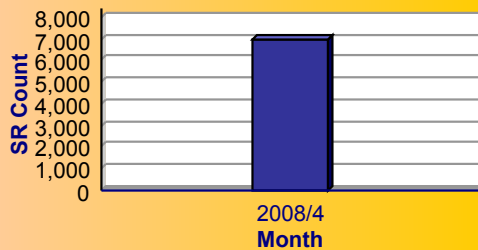
Service

- High Weeds - DCC
- Smoke Detector Request - DFD
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Fire Inspection - DFD

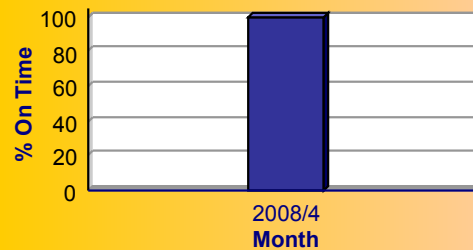
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,909	5,722	5,682	99.3%	1,187	1,174	98.9%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

April 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	High Weeds - DCC	597	232	232	100.0%	38	9.6	365	61.1%	365	100.0%	597	100.0%
2	Smoke Detector Request - DFD	595	18	18	100.0%	30	0.5	577	97.0%	577	100.0%	595	100.0%
3	Recycling ROLL CART Registration - SAN	388	94	94	100.0%	365	7.6	294	75.8%	294	100.0%	388	100.0%
4	Recyclable Collection Missed (Residential) - SAN	315	0	0	N/A	3	1.0	315	100.0%	315	100.0%	315	100.0%
5	Roll Cart - SAN	281	2	2	100.0%	10	2.7	279	99.3%	279	100.0%	281	100.0%
6	Bulky Trash Violations - DCC	260	7	7	100.0%	14	3.9	253	97.3%	251	99.2%	258	99.2%
7	Animal - Confined - DCC	245	0	0	N/A	3	0.2	245	100.0%	245	100.0%	245	100.0%
8	Dead Animal Pick Up - SAN	230	0	0	N/A	1	0.2	230	100.0%	230	100.0%	230	100.0%
9	Litter - DCC	216	75	75	100.0%	38	9.5	141	65.3%	141	100.0%	216	100.0%
10	Fire Inspection - DFD	180	103	103	100.0%	60	10.8	77	42.8%	77	100.0%	180	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	164	111	111	100.0%	60	8.1	53	32.3%	53	100.0%	164	100.0%
12	Animal - Loose Aggressive - DCC	157	0	0	N/A	3	0.2	157	100.0%	157	100.0%	157	100.0%
13	Garbage - Missed - SAN	150	0	0	N/A	12	1.5	150	100.0%	150	100.0%	150	100.0%
14	24 Hour Parking/Parking Violations - DPD	131	1	1	100.0%	10	3.3	130	99.2%	128	98.5%	129	98.5%
15	Substandard Structure - DCC	121	80	80	100.0%	365	6.3	41	33.9%	41	100.0%	121	100.0%
16	Substandard Structure Apts - DCC	119	32	32	100.0%	365	6.4	87	73.1%	87	100.0%	119	100.0%
17	Oversized Vehicle - Eve/Weekends - DCC	118	0	0	N/A	14	0.2	118	100.0%	118	100.0%	118	100.0%
18	Animal - Sick/Injured - DCC	113	0	0	N/A	3	0.1	113	100.0%	113	100.0%	113	100.0%
19	Storm Brush - Debris - SAN	91	50	50	100.0%	30	5.1	41	45.1%	41	100.0%	91	100.0%
20	Junk Motor Vehicle - DCC	83	30	30	100.0%	126	8.2	53	63.9%	53	100.0%	83	100.0%



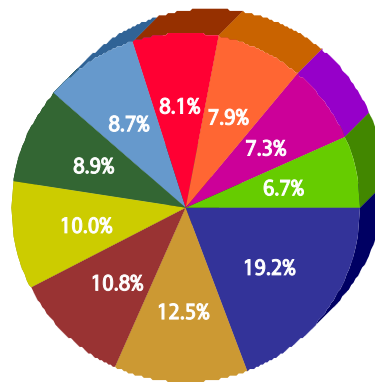
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	373
Recycling ROLL CART Registration - SAN	242
Litter - DCC	209
Storm Brush - Debris - SAN	194
Recyclable Collection Missed (Residential) - SAN	172
Animal - Confined - DCC	168
Roll Cart - SAN	158
Dead Animal Pick Up - SAN	154
Garbage - Missed - SAN	142
Tree down/low limbs - Emergency-STs	130



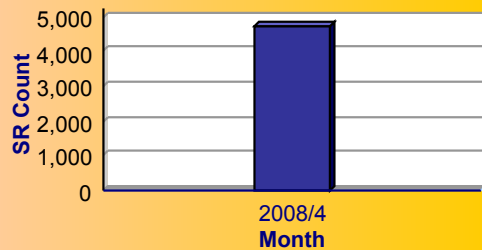
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Storm Brush - Debris - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Tree down/low limbs - Emergency-STs

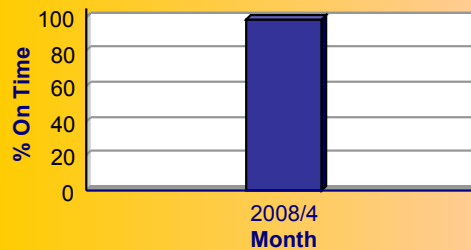
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,723	4,039	3,980	98.5%	684	674	98.5%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

April 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	High Weeds - DCC	373	109	109	100.0%	38	9.1	264	70.8%	264	100.0%	373	100.0%
2	Recycling ROLL CART Registration - SAN	242	55	55	100.0%	365	6.4	187	77.3%	187	100.0%	242	100.0%
3	Litter - DCC	209	63	63	100.0%	38	10.0	146	69.9%	146	100.0%	209	100.0%
4	Storm Brush - Debris - SAN	194	74	74	100.0%	30	12.7	120	61.9%	120	100.0%	194	100.0%
5	Recyclable Collection Missed (Residential) - SAN	172	0	0	N/A	3	1.1	172	100.0%	172	100.0%	172	100.0%
6	Animal - Confined - DCC	168	1	0	0.0%	3	0.1	167	99.4%	167	100.0%	167	99.4%
7	Roll Cart - SAN	158	0	0	N/A	10	2.7	158	100.0%	158	100.0%	158	100.0%
8	Dead Animal Pick Up - SAN	154	0	0	N/A	1	0.3	154	100.0%	152	98.7%	152	98.7%
9	Garbage - Missed - SAN	142	0	0	N/A	12	1.9	142	100.0%	142	100.0%	142	100.0%
10	Tree down/low limbs - Emergency-STS	130	0	0	N/A	5	0.3	130	100.0%	130	100.0%	130	100.0%
11	Illegal Garbage/Placement - DCC	124	4	4	100.0%	60	8.0	120	96.8%	120	100.0%	124	100.0%
12	Animal - Loose Aggressive - DCC	120	0	0	N/A	3	0.3	120	100.0%	120	100.0%	120	100.0%
13	Fire Inspection - DFD	97	65	65	100.0%	60	10.2	32	33.0%	32	100.0%	97	100.0%
14	24 Hour Parking/Parking Violations - DPD	92	5	5	100.0%	10	7.6	87	94.6%	72	82.8%	77	83.7%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	73	0	0	N/A	1	0.1	73	100.0%	71	97.3%	71	97.3%
16	Street Repair - Routine-STs	68	16	16	100.0%	90	4.0	52	76.5%	52	100.0%	68	100.0%
17	Traffic Signal - Timing - PWT	67	0	0	N/A	4	1.6	67	100.0%	64	95.5%	64	95.5%
18	Traffic Signal - Flashing - PWT	66	0	0	N/A	4	1.5	66	100.0%	66	100.0%	66	100.0%
19	Animal - Sick/Injured - DCC	65	0	0	N/A	3	0.1	65	100.0%	65	100.0%	65	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	65	0	0	N/A	7	0.0	65	100.0%	65	100.0%	65	100.0%



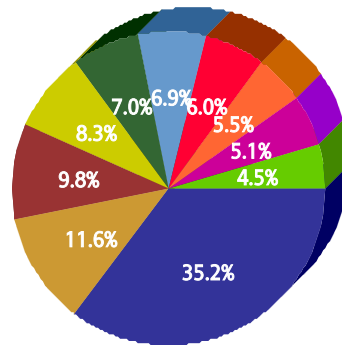
City of Dallas Service Level Performance Report by CSA

for South Central (7)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,279
Animal - Loose Aggressive - DCC	420
Dead Animal Pick Up - SAN	356
Roll Cart - SAN	302
Animal - Confined - DCC	254
Litter - DCC	251
Garbage - Missed - SAN	218
Parking - Unapproved Surface - Eve/Weekends - DCC	200
Smoke Detector Request - DFD	184
Obstruction Alley/Sidewalk/Street - DCC	165



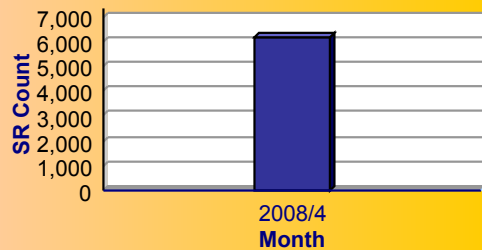
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Smoke Detector Request - DFD
- Obstruction Alley/Sidewalk/Street - DCC

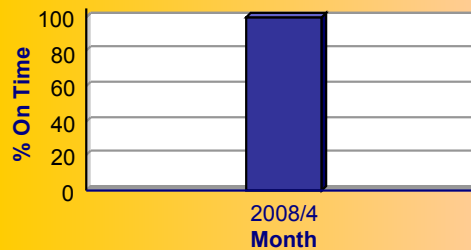
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,204	4,680	4,647	99.3%	1,524	1,513	99.3%	99.3%

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)

April 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	High Weeds - DCC	1,279	658	658	100.0%	38	7.3	621	48.6%	621	100.0%	1,279	100.0%
2	Animal - Loose Aggressive - DCC	420	0	0	N/A	3	0.2	420	100.0%	420	100.0%	420	100.0%
3	Dead Animal Pick Up - SAN	356	0	0	N/A	1	0.4	356	100.0%	354	99.4%	354	99.4%
4	Roll Cart - SAN	302	2	2	100.0%	10	2.7	300	99.3%	300	100.0%	302	100.0%
5	Animal - Confined - DCC	254	0	0	N/A	3	0.2	254	100.0%	254	100.0%	254	100.0%
6	Litter - DCC	251	117	117	100.0%	38	9.4	134	53.4%	134	100.0%	251	100.0%
7	Garbage - Missed - SAN	218	1	1	100.0%	12	1.4	217	99.5%	217	100.0%	218	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	200	0	0	N/A	10	0.6	200	100.0%	199	99.5%	199	99.5%
9	Smoke Detector Request - DFD	184	6	6	100.0%	30	2.3	178	96.7%	178	100.0%	184	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	165	97	97	100.0%	60	17.0	68	41.2%	68	100.0%	165	100.0%
11	Substandard Structure - DCC	157	123	123	100.0%	365	4.9	34	21.7%	34	100.0%	157	100.0%
12	Recycling ROLL CART Registration - SAN	152	30	30	100.0%	365	8.6	122	80.3%	122	100.0%	152	100.0%
13	Animal - Sick/Injured - DCC	127	0	0	N/A	3	0.1	127	100.0%	127	100.0%	127	100.0%
14	Recyclable Collection Missed (Residential) - SAN	127	0	0	N/A	3	1.0	127	100.0%	127	100.0%	127	100.0%
15	Junk Motor Vehicle - DCC	119	90	90	100.0%	126	6.6	29	24.4%	29	100.0%	119	100.0%
16	Animal - Loose - DCC	93	48	48	100.0%	40	16.3	45	48.4%	45	100.0%	93	100.0%
17	24 Hour Parking/Parking Violations - DPD	92	0	0	N/A	10	4.7	92	100.0%	90	97.8%	90	97.8%
18	Bulky Trash Violations - DCC	82	11	9	81.8%	14	3.7	71	86.6%	71	100.0%	80	97.6%
19	Animal - Cruelty - DCC	68	0	0	N/A	30	0.4	68	100.0%	68	100.0%	68	100.0%
20	Open and Vacant Structure - DCC	67	9	8	88.9%	30	6.1	58	86.6%	58	100.0%	66	98.5%



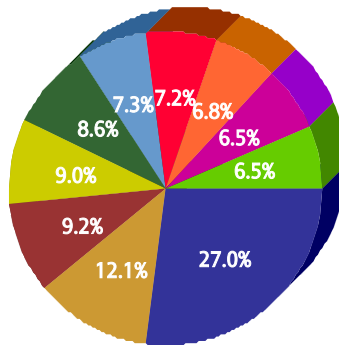
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,145
Animal - Loose Aggressive - DCC	512
Litter - DCC	389
Animal - Confined - DCC	381
Dead Animal Pick Up - SAN	364
Roll Cart - SAN	308
Substandard Structure - DCC	305
Garbage - Missed - SAN	287
Recycling ROLL CART Registration - SAN	278
Parking - Unapproved Surface - Eve/Weekends - DCC	276



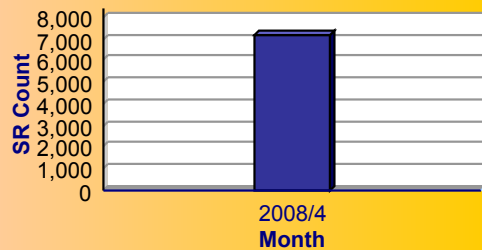
Service

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

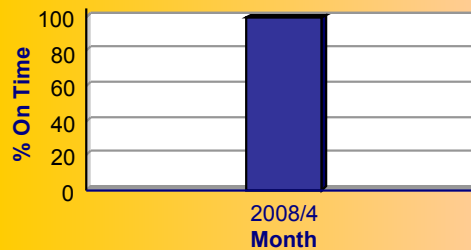
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,197	5,824	5,781	99.3%	1,373	1,350	98.3%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

April 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	High Weeds - DCC	1,145	451	451	100.0%	38	7.2	694	60.6%	694	100.0%	1,145	100.0%
2	Animal - Loose Aggressive - DCC	512	0	0	N/A	3	0.3	512	100.0%	510	99.6%	510	99.6%
3	Litter - DCC	389	86	86	100.0%	38	7.5	303	77.9%	303	100.0%	389	100.0%
4	Animal - Confined - DCC	381	0	0	N/A	3	0.2	381	100.0%	380	99.7%	380	99.7%
5	Dead Animal Pick Up - SAN	364	0	0	N/A	1	0.4	364	100.0%	362	99.5%	362	99.5%
6	Roll Cart - SAN	308	0	0	N/A	10	2.9	308	100.0%	308	100.0%	308	100.0%
7	Substandard Structure - DCC	305	211	211	100.0%	365	6.5	94	30.8%	94	100.0%	305	100.0%
8	Garbage - Missed - SAN	287	14	14	100.0%	12	1.3	273	95.1%	273	100.0%	287	100.0%
9	Recycling ROLL CART Registration - SAN	278	50	50	100.0%	365	7.8	228	82.0%	228	100.0%	278	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	276	0	0	N/A	10	0.3	276	100.0%	276	100.0%	276	100.0%
11	Animal - Sick/Injured - DCC	178	0	0	N/A	3	0.2	178	100.0%	177	99.4%	177	99.4%
12	Bulky Trash Violations - DCC	133	8	4	50.0%	14	3.1	125	94.0%	123	98.4%	127	95.5%
13	Animal - Loose - DCC	123	53	53	100.0%	40	14.3	70	56.9%	70	100.0%	123	100.0%
14	Recyclable Collection Missed (Residential) - SAN	113	0	0	N/A	3	1.1	113	100.0%	113	100.0%	113	100.0%
15	Junk Motor Vehicle - DCC	105	63	63	100.0%	126	5.2	42	40.0%	42	100.0%	105	100.0%
16	24 Hour Parking/Parking Violations - DPD	94	8	8	100.0%	10	6.3	86	91.5%	81	94.2%	89	94.7%
17	Animal - Cruelty - DCC	92	0	0	N/A	30	0.5	92	100.0%	92	100.0%	92	100.0%
18	Fire Inspection - DFD	92	39	39	100.0%	60	12.1	53	57.6%	53	100.0%	92	100.0%
19	Illegal Dumping - DCC	91	29	29	100.0%	38	2.6	62	68.1%	62	100.0%	91	100.0%
20	Open and Vacant Structure - DCC	91	27	24	88.9%	30	4.1	64	70.3%	64	100.0%	88	96.7%



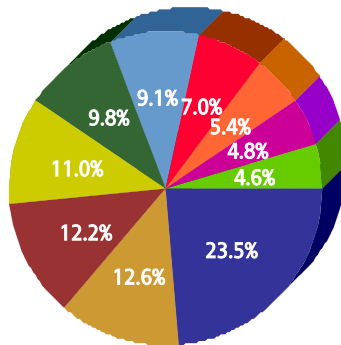
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	812
Recycling ROLL CART Registration - SAN	436
Animal - Loose Aggressive - DCC	421
Litter - DCC	380
Roll Cart - SAN	339
Dead Animal Pick Up - SAN	313
Animal - Confined - DCC	241
Parking - Unapproved Surface - Eve/Weekends - DCC	188
Bulky Trash Violations - DCC	165
Junk Motor Vehicle - DCC	158



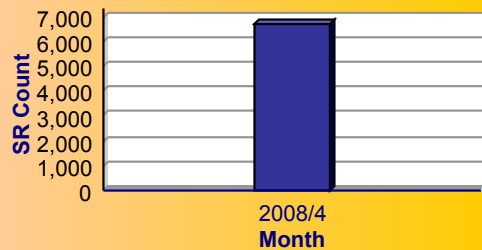
Service

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

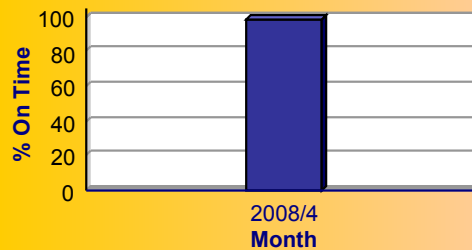
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,715	5,259	5,203	98.9%	1,456	1,440	98.9%	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)

April 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	High Weeds - DCC	812	360	360	100.0%	38	6.0	452	55.7%	452	100.0%	812	100.0%
2	Recycling ROLL CART Registration - SAN	436	88	88	100.0%	365	8.3	348	79.8%	348	100.0%	436	100.0%
3	Animal - Loose Aggressive - DCC	421	0	0	N/A	3	0.2	421	100.0%	419	99.5%	419	99.5%
4	Litter - DCC	380	204	204	100.0%	38	7.3	176	46.3%	176	100.0%	380	100.0%
5	Roll Cart - SAN	339	3	3	100.0%	10	2.8	336	99.1%	336	100.0%	339	100.0%
6	Dead Animal Pick Up - SAN	313	0	0	N/A	1	0.5	313	100.0%	309	98.7%	309	98.7%
7	Animal - Confined - DCC	241	0	0	N/A	3	0.2	241	100.0%	241	100.0%	241	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	188	0	0	N/A	10	0.8	188	100.0%	187	99.5%	187	99.5%
9	Bulky Trash Violations - DCC	165	11	11	100.0%	14	3.0	154	93.3%	153	99.4%	164	99.4%
10	Junk Motor Vehicle - DCC	158	88	88	100.0%	126	11.4	70	44.3%	70	100.0%	158	100.0%
11	Animal - Sick/Injured - DCC	148	0	0	N/A	3	0.1	148	100.0%	147	99.3%	147	99.3%
12	Garbage - Missed - SAN	145	3	3	100.0%	12	1.0	142	97.9%	142	100.0%	145	100.0%
13	Recyclable Collection Missed (Residential) - SAN	141	0	0	N/A	3	1.0	141	100.0%	141	100.0%	141	100.0%
14	24 Hour Parking/Parking Violations - DPD	135	10	10	100.0%	10	6.6	125	92.6%	111	88.8%	121	89.6%
15	Animal - Loose - DCC	127	53	53	100.0%	40	13.9	74	58.3%	74	100.0%	127	100.0%
16	Fire Inspection - DFD	106	54	54	100.0%	60	10.6	52	49.1%	52	100.0%	106	100.0%
17	Illegal Outside Storage - DCC	89	54	54	100.0%	38	9.3	35	39.3%	35	100.0%	89	100.0%
18	Graffiti Private Property - Residential/Commercial	89	46	46	100.0%	90	7.0	43	48.3%	43	100.0%	89	100.0%
19	Substandard Structure - DCC	87	71	71	100.0%	365	7.4	16	18.4%	16	100.0%	87	100.0%
20	Animal - Cruelty - DCC	77	1	1	100.0%	30	0.2	76	98.7%	76	100.0%	77	100.0%



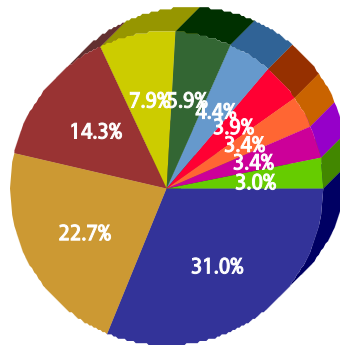
City of Dallas Service Level Performance Report by CSA

for Unknown

April 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	63
Complaint/Compliment - CTY	46
Recycling ROLL CART Registration - SAN	29
Dead Animal Pick Up - SAN	16
Street Spillage/Debris in Right of Way-Hazardous-ST5	12
Recyclable Collection Missed (Residential) - SAN	9
Fire Inspection - DFD	8
Illegal Land Use (Residential/Business) - DCC	7
Smoke Detector Request - DFD	7
Pot hole Repair Routine - STS	6



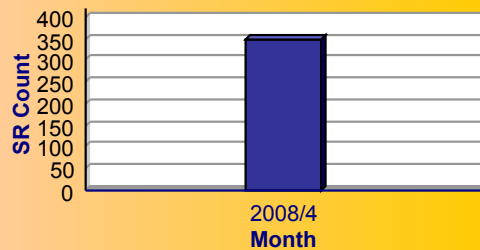
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Illegal Land Use (Residential/Business) - DCC
- Smoke Detector Request - DFD
- Pot hole Repair Routine - STS

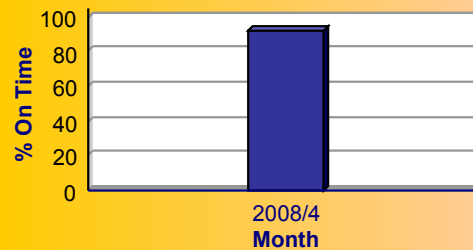
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
346	203	199	98.0%	143	118	82.5%	91.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

April 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	High Weeds - DCC	63	47	47	100.0%	38	7.8	16	25.4%	16	100.0%	63	100.0%
2	Complaint/Compliment - CTY	46	29	8	27.6%	10	4.0	17	37.0%	17	100.0%	25	54.3%
3	Recycling ROLL CART Registration - SAN	29	25	25	100.0%	365	4.5	4	13.8%	4	100.0%	29	100.0%
4	Dead Animal Pick Up - SAN	16	0	0	N/A	1	0.1	16	100.0%	16	100.0%	16	100.0%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	12	0	0	N/A	1	0.1	12	100.0%	12	100.0%	12	100.0%
6	Recyclable Collection Missed (Residential) - SAN	9	0	0	N/A	3	1.0	9	100.0%	9	100.0%	9	100.0%
7	Fire Inspection - DFD	8	4	4	100.0%	60	7.5	4	50.0%	4	100.0%	8	100.0%
8	Illegal Land Use (Residential/Business) - DCC	7	5	5	100.0%	60	5.0	2	28.6%	2	100.0%	7	100.0%
9	Smoke Detector Request - DFD	7	0	0	N/A	30	0.0	7	100.0%	7	100.0%	7	100.0%
10	Pot hole Repair Routine - STS	6	0	0	N/A	5	0.0	6	100.0%	6	100.0%	6	100.0%
11	Animal - Loose - DCC	5	2	2	100.0%	40	8.3	3	60.0%	3	100.0%	5	100.0%
12	Garbage - Missed - SAN	5	0	0	N/A	12	3.2	5	100.0%	5	100.0%	5	100.0%
13	Roll Cart - SAN	5	0	0	N/A	10	2.6	5	100.0%	5	100.0%	5	100.0%
14	Signs - Public Right of Way Eve/Weekends - DCC	5	0	0	N/A	7	0.2	5	100.0%	5	100.0%	5	100.0%
15	Pot hole - Hazardous-STS	5	0	0	N/A	1	0.0	5	100.0%	5	100.0%	5	100.0%
16	Litter - DCC	4	2	2	100.0%	38	15.0	2	50.0%	2	100.0%	4	100.0%
17	Animal Trap Request - DCC	4	1	1	100.0%	30	8.7	3	75.0%	3	100.0%	4	100.0%
18	Traffic Signal - Timing - PWT	4	0	0	N/A	4	1.5	4	100.0%	4	100.0%	4	100.0%
19	Construction Site Complaint - DEV	4	2	1	50.0%	10	11.5	2	50.0%	1	50.0%	2	50.0%
20	Tree Trimming/Parkway Maint. - Parks	4	3	3	100.0%	30	10.0	1	25.0%	1	100.0%	4	100.0%