FY 2007 – 2008

Monthly Service Request Performance Reports by City Service Area And Citywide Summary

August 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

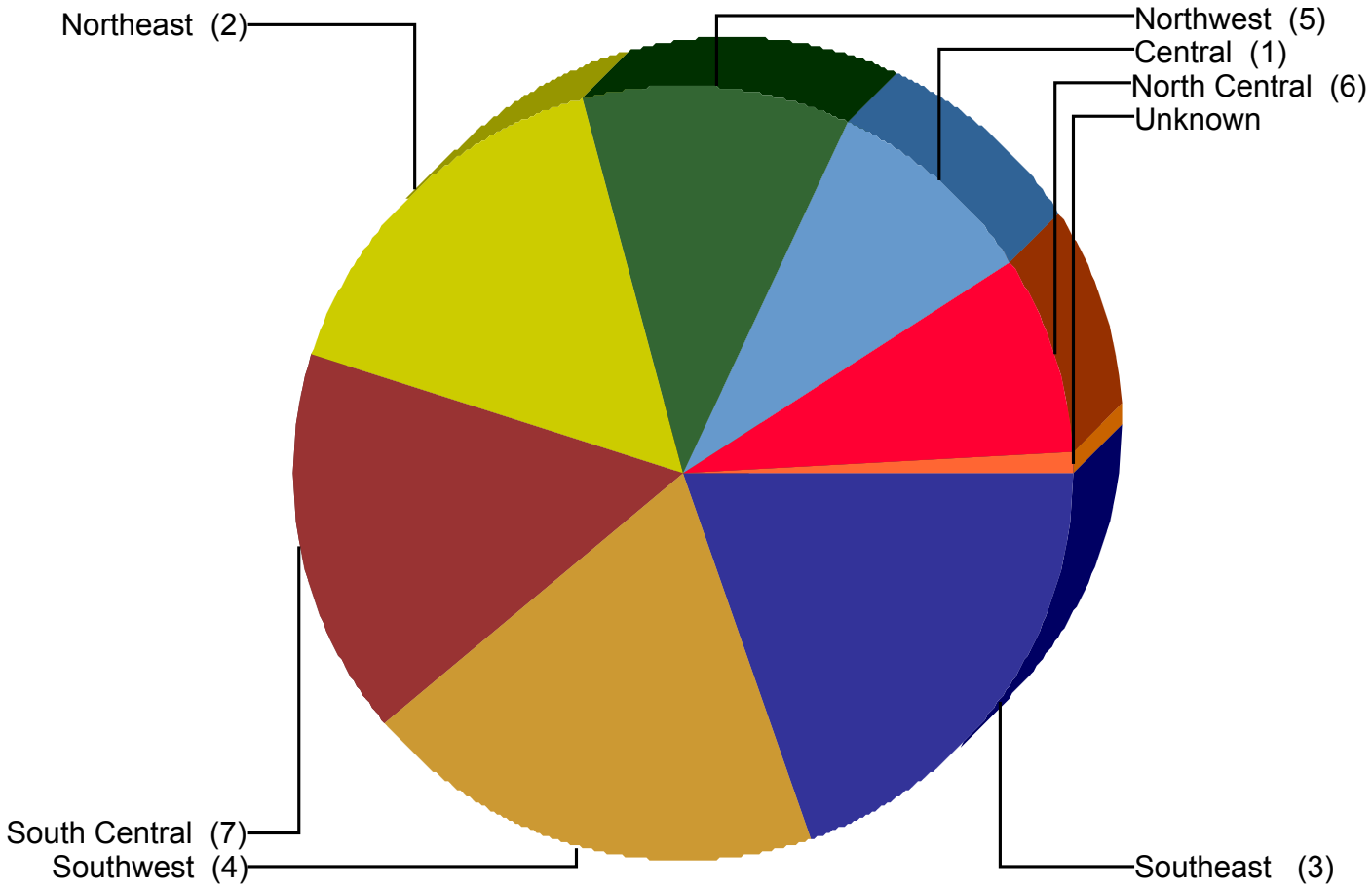
18 . . . . Service Level Performance Report the Southwest CSA

20 . . . . Service Level Performance Report where CSA is Unknown

City of Dallas

Service Area Report

For August 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,140	8.8%	97.5%
North Central (6)	3,028	8.4%	97.8%
Northeast (2)	5,634	15.7%	97.4%
Northwest (5)	4,015	11.2%	97.7%
South Central (7)	5,811	16.2%	98.1%
Southeast (3)	7,112	19.8%	98.2%
Southwest (4)	6,854	19.1%	97.7%
Unknown	286	0.8%	82.5%
Total	**35,880**	**100.0%**	**97.7%**

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

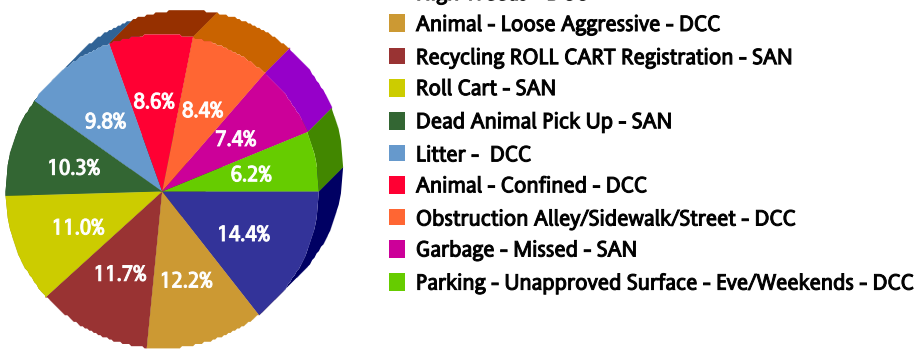
City of Dallas *Service Level Performance Report by CSA*

For Citywide

August 2008

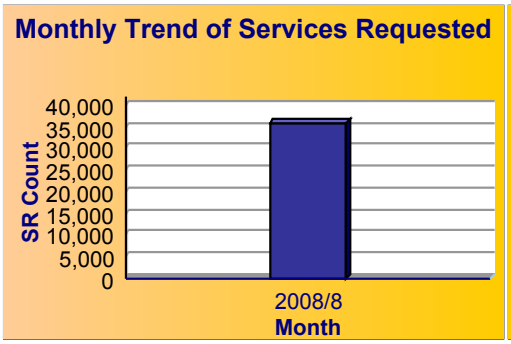
Top 10 Services

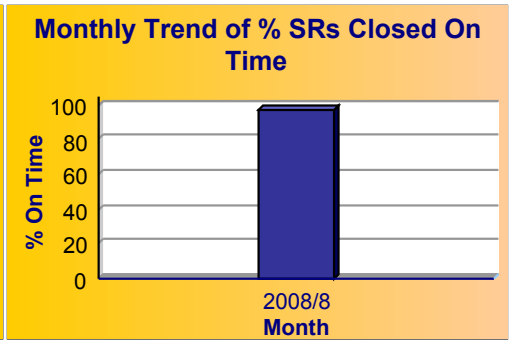
SR Type	Service Request Count
High Weeds - DCC	2,352
Animal - Loose Aggressive - DCC	1,985
Recycling ROLL CART Registration - SAN	1,900
Roll Cart - SAN	1,800
Dead Animal Pick Up - SAN	1,674
Litter - DCC	1,601
Animal - Confined - DCC	1,401
Obstruction Alley/Sidewalk/Street - DCC	1,364
Garbage - Missed - SAN	1,198
Parking - Unapproved Surface - Eve/Weekends - DCC	1,016



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 %
35,880	29,746	29,357	98.7%	6,134	5,691	92.8%	97.7%





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

City of Dallas *Service Level Performance Report by CSA*

For Citywide

August 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	2,352	1,024	1,013	98.9%	38	10.3	1,328	56.5%	1,328	100.0%	2,341	99.5%
2	Animal - Loose Aggressive - DCC	1,985	0	0	N/A	3	0.4	1,985	100.0%	1,965	99.0%	1,965	99.0%
3	Recycling ROLL CART Registration - SAN	1,900	223	12	5.4%	10	6.9	1,677	88.3%	1,616	96.4%	1,628	85.7%
4	Roll Cart - SAN	1,800	0	0	N/A	10	3.4	1,800	100.0%	1,797	99.8%	1,797	99.8%
5	Dead Animal Pick Up - SAN	1,674	0	0	N/A	1	0.4	1,674	100.0%	1,649	98.5%	1,649	98.5%
6	Litter - DCC	1,601	779	759	97.4%	38	11.5	822	51.3%	822	100.0%	1,581	98.8%
7	Animal - Confined - DCC	1,401	0	0	N/A	3	0.4	1,401	100.0%	1,385	98.9%	1,385	98.9%
8	Obstruction Alley/Sidewalk/Street - DCC	1,364	817	817	100.0%	60	14.3	547	40.1%	547	100.0%	1,364	100.0%
9	Garbage - Missed - SAN	1,198	0	0	N/A	3	1.1	1,198	100.0%	1,148	95.8%	1,148	95.8%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	1,016	0	0	N/A	10	0.2	1,016	100.0%	1,016	100.0%	1,016	100.0%
11	Recyclable Collection Missed (Residential) - SAN	830	0	0	N/A	3	1.1	830	100.0%	829	99.9%	829	99.9%
12	Animal - Sick/Injured - DCC	828	0	0	N/A	3	0.3	828	100.0%	819	98.9%	819	98.9%
13	Substandard Structure - DCC	816	653	653	100.0%	365	9.4	163	20.0%	163	100.0%	816	100.0%
14	24 Hour Parking/Parking Violations - DPD	791	11	3	27.3%	10	4.3	780	98.6%	766	98.2%	769	97.2%
15	Animal - Loose - DCC	700	4	4	100.0%	40	11.0	696	99.4%	696	100.0%	700	100.0%
16	Fire Inspection - DFD	695	301	301	100.0%	60	11.3	394	56.7%	394	100.0%	695	100.0%
17	Junk Motor Vehicle - DCC	575	354	354	100.0%	126	11.2	221	38.4%	221	100.0%	575	100.0%
18	Smoke Detector Request - DFD	575	32	31	96.9%	30	2.2	543	94.4%	543	100.0%	574	99.8%
19	Animal - Cruelty - DCC	518	0	0	N/A	30	0.7	518	100.0%	518	100.0%	518	100.0%
20	Bulky Trash Violations - DCC	484	28	17	60.7%	14	6.2	456	94.2%	428	93.9%	445	91.9%

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

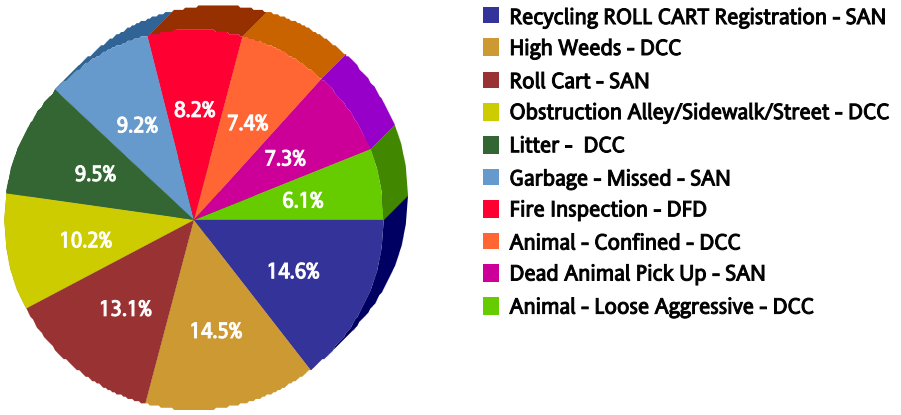
City of Dallas *Service Level Performance Report by CSA*

for Central (1)

August 2008

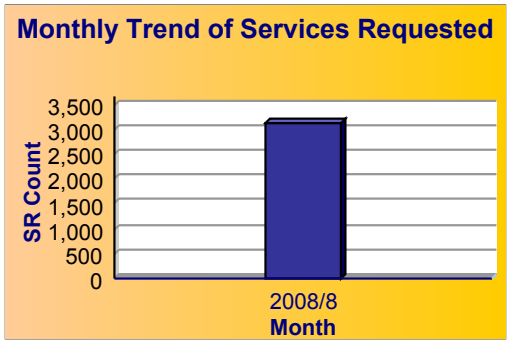
Top 10 Services

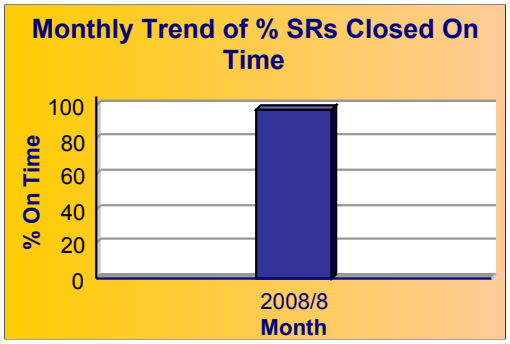
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	192
High Weeds - DCC	191
Roll Cart - SAN	173
Obstruction Alley/Sidewalk/Street - DCC	134
Litter - DCC	125
Garbage - Missed - SAN	121
Fire Inspection - DFD	108
Animal - Confined - DCC	97
Dead Animal Pick Up - SAN	96
Animal - Loose Aggressive - DCC	81



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 %
3,140	2,566	2,523	98.3%	574	538	93.7%	97.5%





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

City of Dallas *Service Level Performance Report by CSA*

for Central (1)

August 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	192	21	2	9.5%	10	7.6	171	89.1%	159	93.0%	161	83.9%
2	High Weeds - DCC	191	79	77	97.5%	38	13.2	112	58.6%	112	100.0%	189	99.0%
3	Roll Cart - SAN	173	0	0	N/A	10	3.4	173	100.0%	173	100.0%	173	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	134	111	111	100.0%	60	13.3	23	17.2%	23	100.0%	134	100.0%
5	Litter - DCC	125	73	73	100.0%	38	11.0	52	41.6%	52	100.0%	125	100.0%
6	Garbage - Missed - SAN	121	0	0	N/A	3	1.0	121	100.0%	116	95.9%	116	95.9%
7	Fire Inspection - DFD	108	48	48	100.0%	60	12.8	60	55.6%	60	100.0%	108	100.0%
8	Animal - Confined - DCC	97	0	0	N/A	3	0.3	97	100.0%	96	99.0%	96	99.0%
9	Dead Animal Pick Up - SAN	96	0	0	N/A	1	0.4	96	100.0%	95	99.0%	95	99.0%
10	Animal - Loose Aggressive - DCC	81	0	0	N/A	3	0.3	81	100.0%	81	100.0%	81	100.0%
11	24 Hour Parking/Parking Violations - DPD	80	0	0	N/A	10	4.7	80	100.0%	78	97.5%	78	97.5%
12	Recyclable Collection Missed (Residential) - SAN	67	0	0	N/A	3	1.0	67	100.0%	67	100.0%	67	100.0%
13	Animal - Sick/Injured - DCC	64	0	0	N/A	3	0.3	64	100.0%	64	100.0%	64	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	59	0	0	N/A	1	0.0	59	100.0%	59	100.0%	59	100.0%
15	Substandard Structure - DCC	57	48	48	100.0%	365	5.1	9	15.8%	9	100.0%	57	100.0%
16	Graffiti Private Property - Residential/Commercial	51	24	24	100.0%	90	7.4	27	52.9%	27	100.0%	51	100.0%
17	Traffic Signal - Flashing - PWT	48	0	0	N/A	4	1.2	48	100.0%	48	100.0%	48	100.0%
18	Animal - Cruelty - DCC	46	0	0	N/A	30	0.6	46	100.0%	46	100.0%	46	100.0%
19	Tree down/low limbs - Emergency-STS	36	0	0	N/A	5	0.1	36	100.0%	36	100.0%	36	100.0%
20	Animal - Loose - DCC	35	0	0	N/A	40	11.4	35	100.0%	35	100.0%	35	100.0%
21	Substandard Structure Apts - DCC	35	12	12	100.0%	365	11.7	23	65.7%	23	100.0%	35	100.0%

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

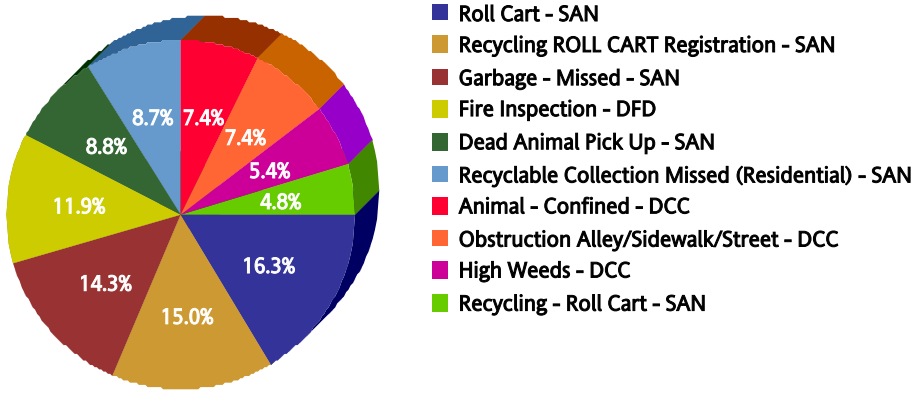
City of Dallas *Service Level Performance Report by CSA*

for North Central (6)

August 2008

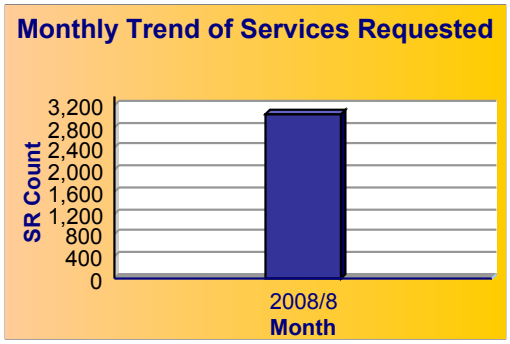
Top 10 Services

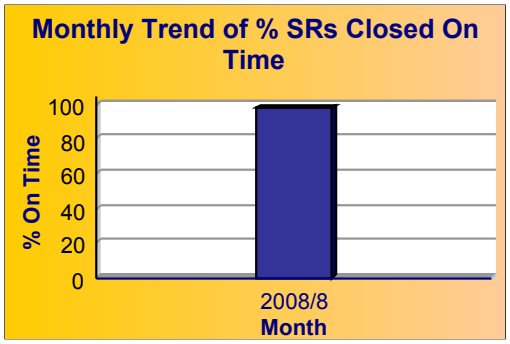
SR Type	Service Request Count
Roll Cart - SAN	244
Recycling ROLL CART Registration - SAN	224
Garbage - Missed - SAN	214
Fire Inspection - DFD	178
Dead Animal Pick Up - SAN	131
Recyclable Collection Missed (Residential) - SAN	130
Animal - Confined - DCC	111
Obstruction Alley/Sidewalk/Street - DCC	111
High Weeds - DCC	81
Recycling - Roll Cart - SAN	72



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 %
3,028	2,652	2,619	98.8%	376	342	91.0%	97.8%





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

City of Dallas *Service Level Performance Report by CSA*

for North Central (6)

August 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	244	0	0	N/A	10	3.7	244	100.0%	244	100.0%	244	100.0%
2	Recycling ROLL CART Registration - SAN	224	24	1	4.2%	10	5.8	200	89.3%	196	98.0%	197	87.9%
3	Garbage - Missed - SAN	214	0	0	N/A	3	0.9	214	100.0%	208	97.2%	208	97.2%
4	Fire Inspection - DFD	178	64	64	100.0%	60	12.6	114	64.0%	114	100.0%	178	100.0%
5	Dead Animal Pick Up - SAN	131	0	0	N/A	1	0.3	131	100.0%	131	100.0%	131	100.0%
6	Recyclable Collection Missed (Residential) - SAN	130	0	0	N/A	3	1.2	130	100.0%	129	99.2%	129	99.2%
7	Animal - Confined - DCC	111	0	0	N/A	3	0.3	111	100.0%	109	98.2%	109	98.2%
8	Obstruction Alley/Sidewalk/Street - DCC	111	49	49	100.0%	60	12.6	62	55.9%	62	100.0%	111	100.0%
9	High Weeds - DCC	81	24	24	100.0%	38	10.1	57	70.4%	57	100.0%	81	100.0%
10	Recycling - Roll Cart - SAN	72	0	0	N/A	10	3.9	72	100.0%	72	100.0%	72	100.0%
11	24 Hour Parking/Parking Violations - DPD	60	1	0	0.0%	10	3.5	59	98.3%	58	98.3%	58	96.7%
12	Traffic Signal - Timing - PWT	57	0	0	N/A	4	1.7	57	100.0%	57	100.0%	57	100.0%
13	Animal - Sick/Injured - DCC	56	0	0	N/A	3	0.5	56	100.0%	55	98.2%	55	98.2%
14	Litter - DCC	53	20	20	100.0%	38	13.6	33	62.3%	33	100.0%	53	100.0%
15	Street Repair - Routine-STS	53	12	12	100.0%	90	5.4	41	77.4%	41	100.0%	53	100.0%
16	Water Conservation Violation - DCC	48	1	0	0.0%	7	4.9	47	97.9%	41	87.2%	41	85.4%
17	Bulky Trash Violations - DCC	46	1	1	100.0%	14	5.8	45	97.8%	43	95.6%	44	95.7%
18	Substandard Structure Apts - DCC	46	30	30	100.0%	365	10.2	16	34.8%	16	100.0%	46	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	43	0	0	N/A	1	0.0	43	100.0%	43	100.0%	43	100.0%
20	Substandard Structure - DCC	41	27	27	100.0%	365	12.0	14	34.1%	14	100.0%	41	100.0%

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

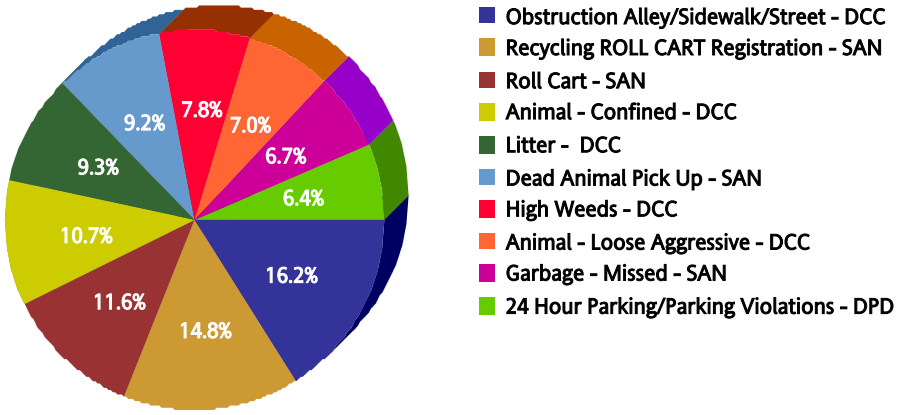
City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)

August 2008

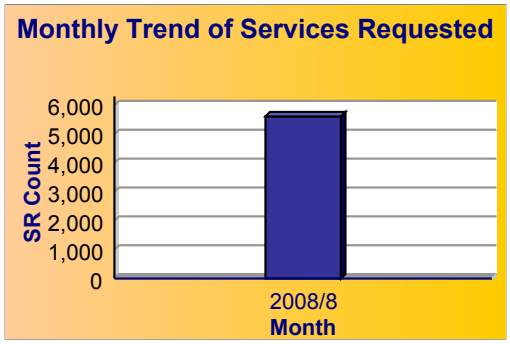
Top 10 Services

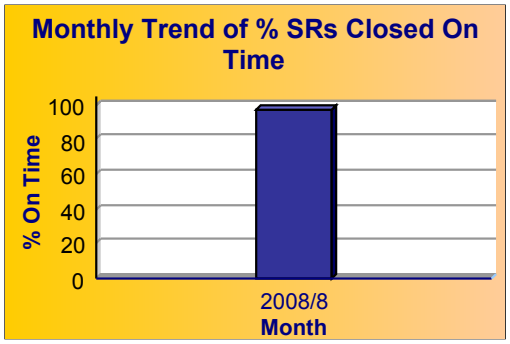
SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	398
Recycling ROLL CART Registration - SAN	363
Roll Cart - SAN	284
Animal - Confined - DCC	263
Litter - DCC	229
Dead Animal Pick Up - SAN	226
High Weeds - DCC	192
Animal - Loose Aggressive - DCC	172
Garbage - Missed - SAN	165
24 Hour Parking/Parking Violations - DPD	158



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 %
5,634	4,586	4,527	98.7%	1,048	959	91.5%	97.4%





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

City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)

August 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	Obstruction Alley/Sidewalk/Street - DCC	398	247	247	100.0%	60	14.5	151	37.9%	151	100.0%	398	100.0%
2	Recycling ROLL CART Registration - SAN	363	63	6	9.5%	10	7.0	300	82.6%	287	95.7%	293	80.7%
3	Roll Cart - SAN	284	0	0	N/A	10	3.5	284	100.0%	282	99.3%	282	99.3%
4	Animal - Confined - DCC	263	0	0	N/A	3	0.3	263	100.0%	260	98.9%	260	98.9%
5	Litter - DCC	229	132	130	98.5%	38	11.9	97	42.4%	97	100.0%	227	99.1%
6	Dead Animal Pick Up - SAN	226	0	0	N/A	1	0.3	226	100.0%	224	99.1%	224	99.1%
7	High Weeds - DCC	192	95	94	98.9%	38	12.8	97	50.5%	97	100.0%	191	99.5%
8	Animal - Loose Aggressive - DCC	172	0	0	N/A	3	0.3	172	100.0%	172	100.0%	172	100.0%
9	Garbage - Missed - SAN	165	0	0	N/A	3	1.0	165	100.0%	163	98.8%	163	98.8%
10	24 Hour Parking/Parking Violations - DPD	158	0	0	N/A	10	2.9	158	100.0%	158	100.0%	158	100.0%
11	Recyclable Collection Missed (Residential) - SAN	147	0	0	N/A	3	1.0	147	100.0%	147	100.0%	147	100.0%
12	Substandard Structure - DCC	128	96	96	100.0%	365	10.2	32	25.0%	32	100.0%	128	100.0%
13	Bulky Trash Violations - DCC	115	5	1	20.0%	14	4.8	110	95.7%	107	97.3%	108	93.9%
14	Substandard Structure Apts - DCC	105	38	38	100.0%	365	9.3	67	63.8%	67	100.0%	105	100.0%
15	Animal - Sick/Injured - DCC	102	0	0	N/A	3	0.2	102	100.0%	101	99.0%	101	99.0%
16	Junk Motor Vehicle - DCC	99	65	65	100.0%	126	10.0	34	34.3%	34	100.0%	99	100.0%
17	Street Repair - Routine-STS	93	17	17	100.0%	90	4.3	76	81.7%	76	100.0%	93	100.0%
18	A/C Inoperable Apts - DCC	89	0	0	N/A	7	1.8	89	100.0%	89	100.0%	89	100.0%
19	Fire Inspection - DFD	83	39	39	100.0%	60	10.0	44	53.0%	44	100.0%	83	100.0%
20	Animal - Cruelty - DCC	69	0	0	N/A	30	0.3	69	100.0%	69	100.0%	69	100.0%

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

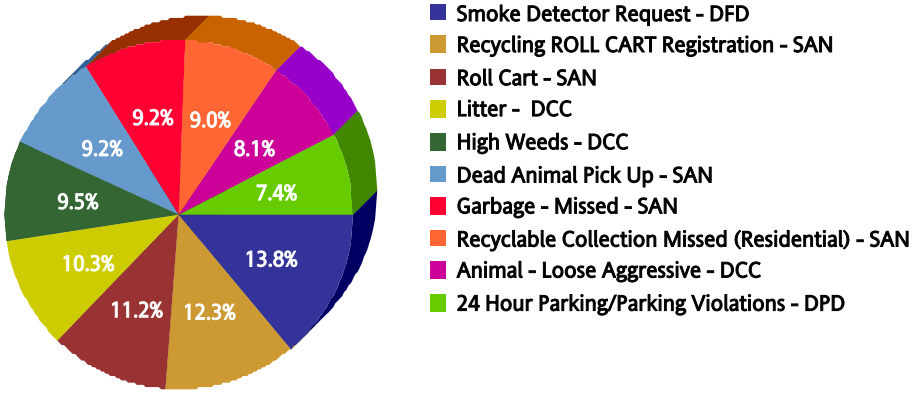
City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)

August 2008

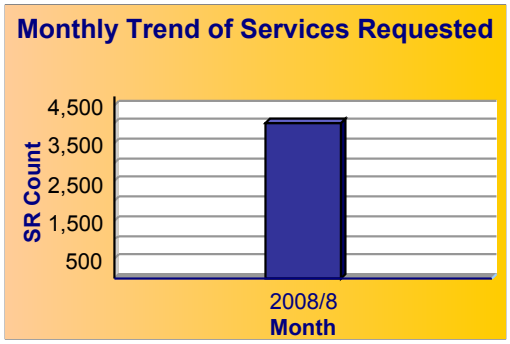
Top 10 Services

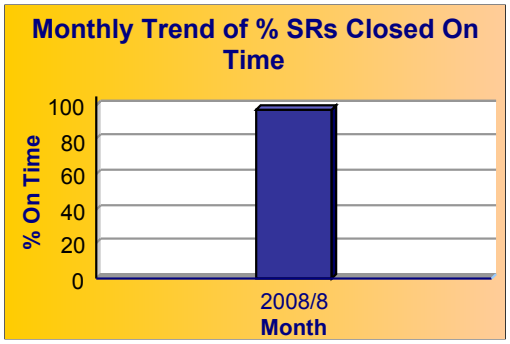
SR Type	Service Request Count
Smoke Detector Request - DFD	227
Recycling ROLL CART Registration - SAN	203
Roll Cart - SAN	184
Litter - DCC	169
High Weeds - DCC	156
Dead Animal Pick Up - SAN	152
Garbage - Missed - SAN	152
Recyclable Collection Missed (Residential) - SAN	149
Animal - Loose Aggressive - DCC	134
24 Hour Parking/Parking Violations - DPD	122



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 %
4,015	3,549	3,491	98.4%	466	432	92.7%	97.7%





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

City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)

August 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	Smoke Detector Request - DFD	227	1	1	100.0%	30	0.2	226	99.6%	226	100.0%	227	100.0%
2	Recycling ROLL CART Registration - SAN	203	23	1	4.3%	10	6.8	180	88.7%	178	98.9%	179	88.2%
3	Roll Cart - SAN	184	0	0	N/A	10	3.6	184	100.0%	184	100.0%	184	100.0%
4	Litter - DCC	169	56	55	98.2%	38	11.5	113	66.9%	113	100.0%	168	99.4%
5	High Weeds - DCC	156	50	50	100.0%	38	10.2	106	67.9%	106	100.0%	156	100.0%
6	Dead Animal Pick Up - SAN	152	0	0	N/A	1	0.2	152	100.0%	151	99.3%	151	99.3%
7	Garbage - Missed - SAN	152	0	0	N/A	3	1.4	152	100.0%	134	88.2%	134	88.2%
8	Recyclable Collection Missed (Residential) - SAN	149	0	0	N/A	3	1.1	149	100.0%	149	100.0%	149	100.0%
9	Animal - Loose Aggressive - DCC	134	0	0	N/A	3	0.3	134	100.0%	134	100.0%	134	100.0%
10	24 Hour Parking/Parking Violations - DPD	122	3	1	33.3%	10	5.8	119	97.5%	113	95.0%	114	93.4%
11	Obstruction Alley/Sidewalk/Street - DCC	111	46	46	100.0%	60	16.0	65	58.6%	65	100.0%	111	100.0%
12	Fire Inspection - DFD	101	41	41	100.0%	60	10.5	60	59.4%	60	100.0%	101	100.0%
13	Animal - Confined - DCC	97	0	0	N/A	3	0.1	97	100.0%	97	100.0%	97	100.0%
14	Junk Motor Vehicle - DCC	66	31	31	100.0%	126	12.8	35	53.0%	35	100.0%	66	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	63	0	0	N/A	1	0.0	63	100.0%	63	100.0%	63	100.0%
16	Street Repair - Routine-STS	63	19	19	100.0%	90	6.9	44	69.8%	44	100.0%	63	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	62	0	0	N/A	10	0.2	62	100.0%	62	100.0%	62	100.0%
18	Bulky Trash Violations - DCC	58	5	5	100.0%	14	4.8	53	91.4%	52	98.1%	57	98.3%
19	Recycling - Roll Cart - SAN	53	0	0	N/A	10	3.8	53	100.0%	53	100.0%	53	100.0%
20	Animal - Loose - DCC	48	0	0	N/A	40	11.1	48	100.0%	48	100.0%	48	100.0%

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

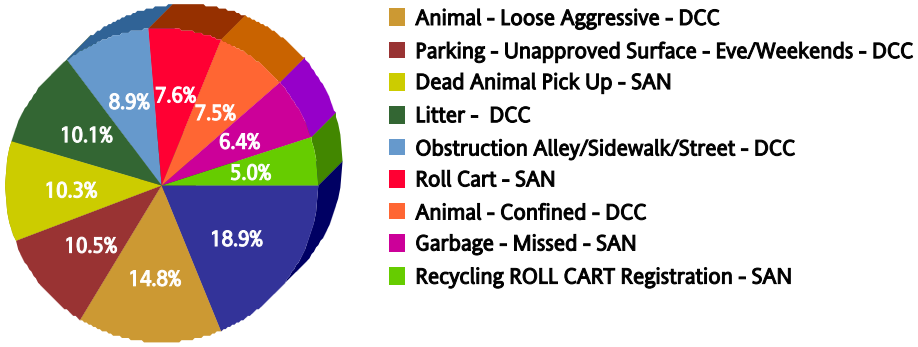
City of Dallas *Service Level Performance Report by CSA*

for South Central (7)

August 2008

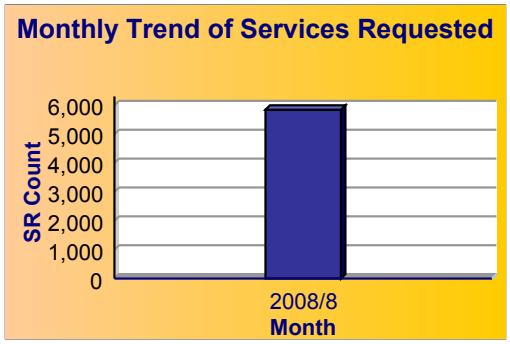
Top 10 Services

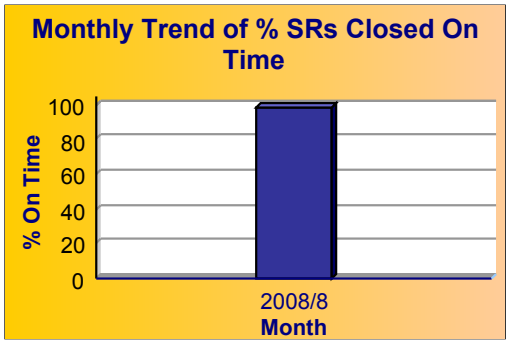
SR Type	Service Request Count
High Weeds - DCC	618
Animal - Loose Aggressive - DCC	482
Parking - Unapproved Surface - Eve/Weekends - DCC	343
Dead Animal Pick Up - SAN	338
Litter - DCC	330
Obstruction Alley/Sidewalk/Street - DCC	291
Roll Cart - SAN	249
Animal - Confined - DCC	245
Garbage - Missed - SAN	208
Recycling ROLL CART Registration - SAN	162



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 %
5,811	4,756	4,695	98.7%	1,055	1,005	95.3%	98.1%





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

City of Dallas *Service Level Performance Report by CSA*

for South Central (7)

August 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	618	269	267	99.3%	38	10.4	349	56.5%	349	100.0%	616	99.7%
2	Animal - Loose Aggressive - DCC	482	0	0	N/A	3	0.7	482	100.0%	469	97.3%	469	97.3%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	343	0	0	N/A	10	0.2	343	100.0%	343	100.0%	343	100.0%
4	Dead Animal Pick Up - SAN	338	0	0	N/A	1	0.4	338	100.0%	332	98.2%	332	98.2%
5	Litter - DCC	330	162	160	98.8%	38	10.4	168	50.9%	168	100.0%	328	99.4%
6	Obstruction Alley/Sidewalk/Street - DCC	291	161	161	100.0%	60	13.9	130	44.7%	130	100.0%	291	100.0%
7	Roll Cart - SAN	249	0	0	N/A	10	3.4	249	100.0%	249	100.0%	249	100.0%
8	Animal - Confined - DCC	245	0	0	N/A	3	0.6	245	100.0%	240	98.0%	240	98.0%
9	Garbage - Missed - SAN	208	0	0	N/A	3	1.0	208	100.0%	204	98.1%	204	98.1%
10	Recycling ROLL CART Registration - SAN	162	14	0	0.0%	10	6.8	148	91.4%	143	96.6%	143	88.3%
11	Animal - Sick/Injured - DCC	149	0	0	N/A	3	0.5	149	100.0%	146	98.0%	146	98.0%
12	Animal - Loose - DCC	147	1	1	100.0%	40	10.7	146	99.3%	146	100.0%	147	100.0%
13	Substandard Structure - DCC	140	118	118	100.0%	365	9.0	22	15.7%	22	100.0%	140	100.0%
14	24 Hour Parking/Parking Violations - DPD	105	5	0	0.0%	10	4.9	100	95.2%	96	96.0%	96	91.4%
15	Junk Motor Vehicle - DCC	103	76	76	100.0%	126	9.5	27	26.2%	27	100.0%	103	100.0%
16	Recyclable Collection Missed (Residential) - SAN	100	0	0	N/A	3	0.9	100	100.0%	100	100.0%	100	100.0%
17	Animal - Cruelty - DCC	92	0	0	N/A	30	1.3	92	100.0%	92	100.0%	92	100.0%
18	Illegal Dumping - DCC	63	17	17	100.0%	38	6.1	46	73.0%	46	100.0%	63	100.0%
19	Open and Vacant Structure - DCC	63	5	5	100.0%	30	5.3	58	92.1%	58	100.0%	63	100.0%
20	Tree down/low limbs - Emergency-STS	63	0	0	N/A	5	0.1	63	100.0%	63	100.0%	63	100.0%

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

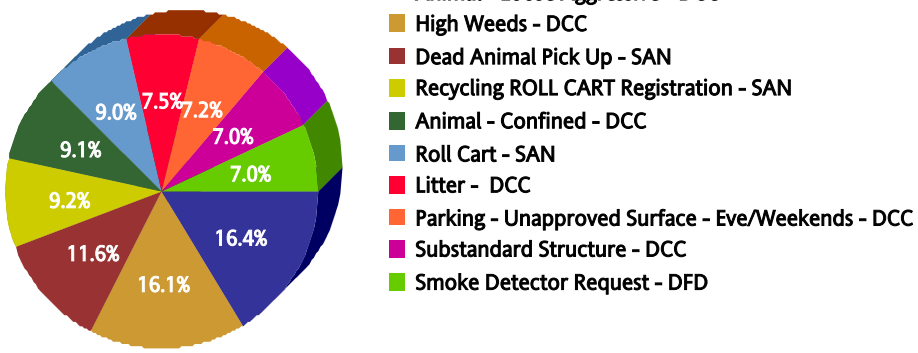
City of Dallas *Service Level Performance Report by CSA*

for Southeast (3)

August 2008

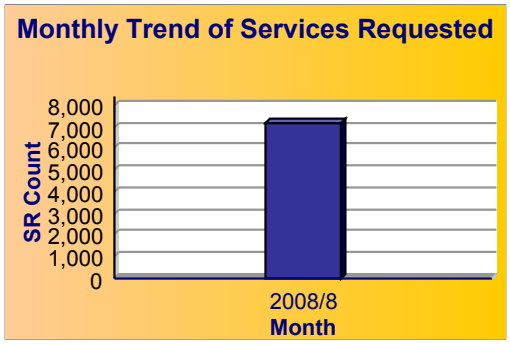
Top 10 Services

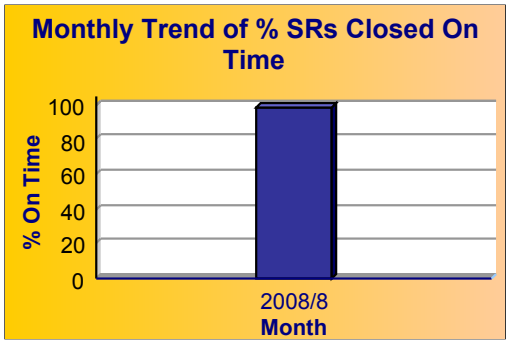
SR Type	Service Request Count
Animal - Loose Aggressive - DCC	598
High Weeds - DCC	584
Dead Animal Pick Up - SAN	421
Recycling ROLL CART Registration - SAN	335
Animal - Confined - DCC	330
Roll Cart - SAN	326
Litter - DCC	272
Parking - Unapproved Surface - Eve/Weekends - DCC	263
Substandard Structure - DCC	254
Smoke Detector Request - DFD	253



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 %
7,112	5,927	5,867	99.0%	1,185	1,117	94.3%	98.2%





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

City of Dallas *Service Level Performance Report by CSA*

for Southeast (3)

August 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	598	0	0	N/A	3	0.3	598	100.0%	595	99.5%	595	99.5%
2	High Weeds - DCC	584	249	249	100.0%	38	10.0	335	57.4%	335	100.0%	584	100.0%
3	Dead Animal Pick Up - SAN	421	0	0	N/A	1	0.3	421	100.0%	416	98.8%	416	98.8%
4	Recycling ROLL CART Registration - SAN	335	30	0	0.0%	10	7.4	305	91.0%	292	95.7%	292	87.2%
5	Animal - Confined - DCC	330	0	0	N/A	3	0.5	330	100.0%	327	99.1%	327	99.1%
6	Roll Cart - SAN	326	0	0	N/A	10	3.3	326	100.0%	325	99.7%	325	99.7%
7	Litter - DCC	272	115	114	99.1%	38	10.8	157	57.7%	157	100.0%	271	99.6%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	263	0	0	N/A	10	0.3	263	100.0%	263	100.0%	263	100.0%
9	Substandard Structure - DCC	254	212	212	100.0%	365	8.6	42	16.5%	42	100.0%	254	100.0%
10	Smoke Detector Request - DFD	253	11	10	90.9%	30	0.6	242	95.7%	242	100.0%	252	99.6%
11	Animal - Loose - DCC	208	1	1	100.0%	40	11.4	207	99.5%	207	100.0%	208	100.0%
12	Animal - Sick/Injured - DCC	208	0	0	N/A	3	0.3	208	100.0%	206	99.0%	206	99.0%
13	Garbage - Missed - SAN	187	0	0	N/A	3	1.3	187	100.0%	178	95.2%	178	95.2%
14	Obstruction Alley/Sidewalk/Street - DCC	146	76	76	100.0%	60	15.0	70	47.9%	70	100.0%	146	100.0%
15	24 Hour Parking/Parking Violations - DPD	120	2	2	100.0%	10	4.5	118	98.3%	118	100.0%	120	100.0%
16	Animal - Cruelty - DCC	116	0	0	N/A	30	0.5	116	100.0%	116	100.0%	116	100.0%
17	Open and Vacant Structure - DCC	109	18	18	100.0%	30	6.3	91	83.5%	91	100.0%	109	100.0%
18	Junk Motor Vehicle - DCC	95	53	53	100.0%	126	11.3	42	44.2%	42	100.0%	95	100.0%
19	Recyclable Collection Missed (Residential) - SAN	92	0	0	N/A	3	1.1	92	100.0%	92	100.0%	92	100.0%
20	Illegal Outside Storage - DCC	89	42	42	100.0%	38	12.4	47	52.8%	47	100.0%	89	100.0%
21	Fire Inspection - DFD	89	44	44	100.0%	60	7.2	45	50.6%	45	100.0%	89	100.0%

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

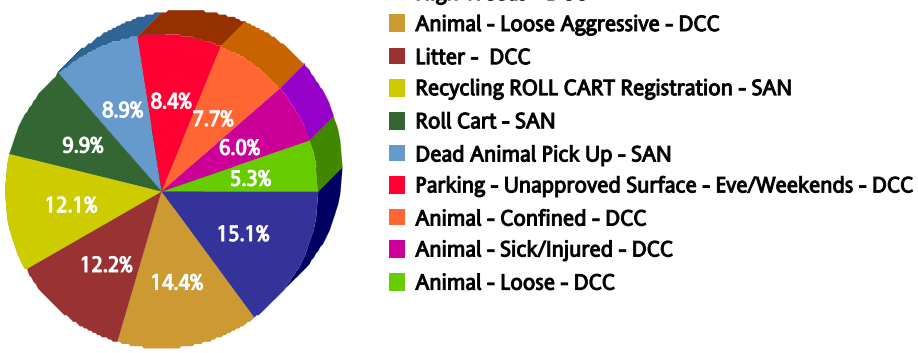
City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)

August 2008

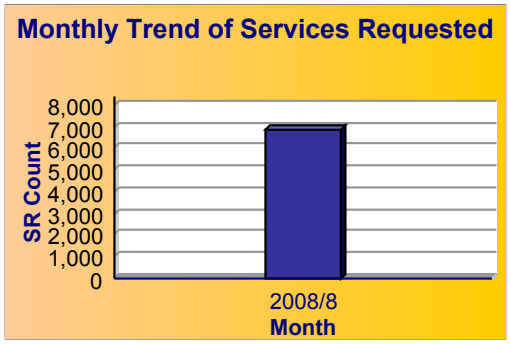
Top 10 Services

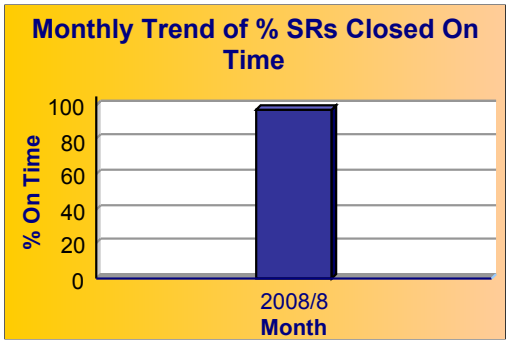
SR Type	Service Request Count
High Weeds - DCC	502
Animal - Loose Aggressive - DCC	477
Litter - DCC	405
Recycling ROLL CART Registration - SAN	403
Roll Cart - SAN	328
Dead Animal Pick Up - SAN	297
Parking - Unapproved Surface - Eve/Weekends - DCC	278
Animal - Confined - DCC	257
Animal - Sick/Injured - DCC	198
Animal - Loose - DCC	176



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 %
6,854	5,519	5,451	98.8%	1,335	1,246	93.3%	97.7%





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

City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)

August 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	502	246	240	97.6%	38	8.6	256	51.0%	256	100.0%	496	98.8%
2	Animal - Loose Aggressive - DCC	477	0	0	N/A	3	0.4	477	100.0%	473	99.2%	473	99.2%
3	Litter - DCC	405	208	194	93.3%	38	12.5	197	48.6%	197	100.0%	391	96.5%
4	Recycling ROLL CART Registration - SAN	403	47	2	4.3%	10	6.6	356	88.3%	346	97.2%	348	86.4%
5	Roll Cart - SAN	328	0	0	N/A	10	3.2	328	100.0%	328	100.0%	328	100.0%
6	Dead Animal Pick Up - SAN	297	0	0	N/A	1	0.5	297	100.0%	287	96.6%	287	96.6%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	278	0	0	N/A	10	0.1	278	100.0%	278	100.0%	278	100.0%
8	Animal - Confined - DCC	257	0	0	N/A	3	0.4	257	100.0%	255	99.2%	255	99.2%
9	Animal - Sick/Injured - DCC	198	0	0	N/A	3	0.2	198	100.0%	197	99.5%	197	99.5%
10	Animal - Loose - DCC	176	0	0	N/A	40	10.9	176	100.0%	176	100.0%	176	100.0%
11	Junk Motor Vehicle - DCC	172	109	109	100.0%	126	12.8	63	36.6%	63	100.0%	172	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	165	122	122	100.0%	60	14.7	43	26.1%	43	100.0%	165	100.0%
13	Substandard Structure - DCC	149	119	119	100.0%	365	8.8	30	20.1%	30	100.0%	149	100.0%
14	Garbage - Missed - SAN	147	0	0	N/A	3	0.8	147	100.0%	141	95.9%	141	95.9%
15	24 Hour Parking/Parking Violations - DPD	144	0	0	N/A	10	4.2	144	100.0%	143	99.3%	143	99.3%
16	Recyclable Collection Missed (Residential) - SAN	143	0	0	N/A	3	1.0	143	100.0%	143	100.0%	143	100.0%
17	Animal - Cruelty - DCC	141	0	0	N/A	30	0.6	141	100.0%	141	100.0%	141	100.0%
18	Illegal Outside Storage - DCC	138	79	79	100.0%	38	14.1	59	42.8%	59	100.0%	138	100.0%
19	Bulky Trash Violations - DCC	106	10	5	50.0%	14	8.4	96	90.6%	82	85.4%	87	82.1%
20	Fire Inspection - DFD	98	43	43	100.0%	60	14.3	55	56.1%	55	100.0%	98	100.0%

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

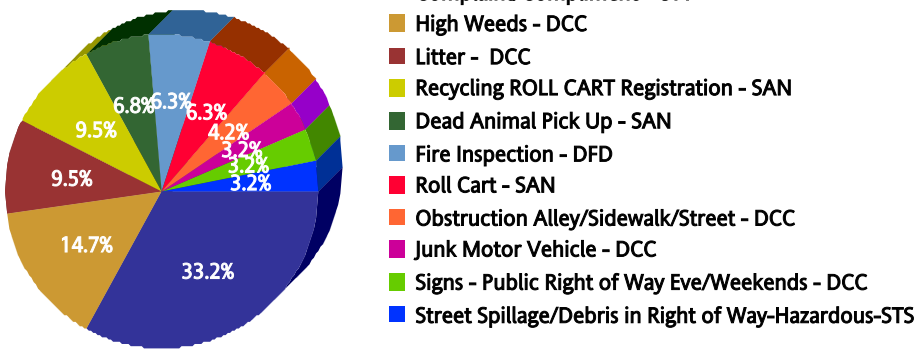
City of Dallas *Service Level Performance Report by CSA*

for Unknown

August 2008

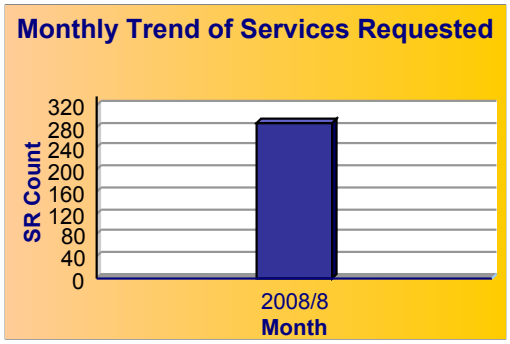
Top 10 Services

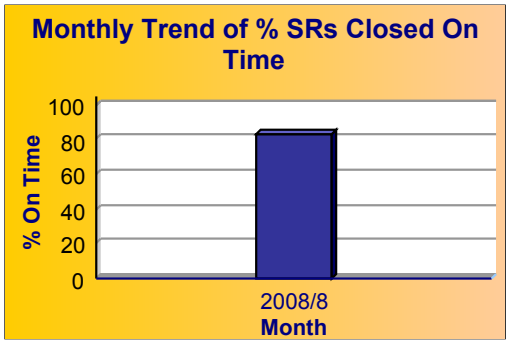
SR Type	Service Request Count
Complaint/Compliment - CTY	63
High Weeds - DCC	28
Litter - DCC	18
Recycling ROLL CART Registration - SAN	18
Dead Animal Pick Up - SAN	13
Fire Inspection - DFD	12
Roll Cart - SAN	12
Obstruction Alley/Sidewalk/Street - DCC	8
Junk Motor Vehicle - DCC	6
Signs - Public Right of Way Eve/Weekends - DCC	6
Street Spillage/Debris in Right of Way-Hazardous-STS	6



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 %
286	191	184	96.3%	95	52	54.7%	82.5%





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

City of Dallas *Service Level Performance Report by CSA*

for Unknown

August 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	63	40	1	2.5%	10	5.0	23	36.5%	21	91.3%	22	34.9%
2	High Weeds - DCC	28	12	12	100.0%	38	8.2	16	57.1%	16	100.0%	28	100.0%
3	Litter - DCC	18	13	13	100.0%	38	11.6	5	27.8%	5	100.0%	18	100.0%
4	Recycling ROLL CART Registration - SAN	18	1	0	0.0%	10	7.1	17	94.4%	15	88.2%	15	83.3%
5	Dead Animal Pick Up - SAN	13	0	0	N/A	1	0.1	13	100.0%	13	100.0%	13	100.0%
6	Fire Inspection - DFD	12	9	9	100.0%	60	6.7	3	25.0%	3	100.0%	12	100.0%
7	Roll Cart - SAN	12	0	0	N/A	10	2.9	12	100.0%	12	100.0%	12	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	8	5	5	100.0%	60	0.0	3	37.5%	3	100.0%	8	100.0%
9	Junk Motor Vehicle - DCC	6	5	5	100.0%	126	0.0	1	16.7%	1	100.0%	6	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	6	0	0	N/A	1	0.0	6	100.0%	6	100.0%	6	100.0%
12	Recycling - Roll Cart - SAN	5	0	0	N/A	10	6.8	5	100.0%	5	100.0%	5	100.0%
13	Animal - Loose - DCC	4	1	1	100.0%	40	7.7	3	75.0%	3	100.0%	4	100.0%
14	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
15	Illegal Food Vending - EHS	4	0	0	N/A	45	6.5	4	100.0%	4	100.0%	4	100.0%
16	Garbage - Missed - SAN	4	0	0	N/A	3	0.8	4	100.0%	4	100.0%	4	100.0%
17	Park Maintenance/Misc. - PKR	4	1	0	0.0%	30	10.7	3	75.0%	3	100.0%	3	75.0%
18	Tree down/low limbs - Emergency-STS	4	0	0	N/A	5	0.2	4	100.0%	4	100.0%	4	100.0%
19	Educational Request - DFD	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
20	Restaurant/Food Complaint - EHS	3	0	0	N/A	45	3.7	3	100.0%	3	100.0%	3	100.0%
21	Pot hole - Hazardous-STS	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%

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