CITY OF DALLAS

FY 2009 – 2010

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

December 2009

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City of Dallas Service Area Report
For December 2009
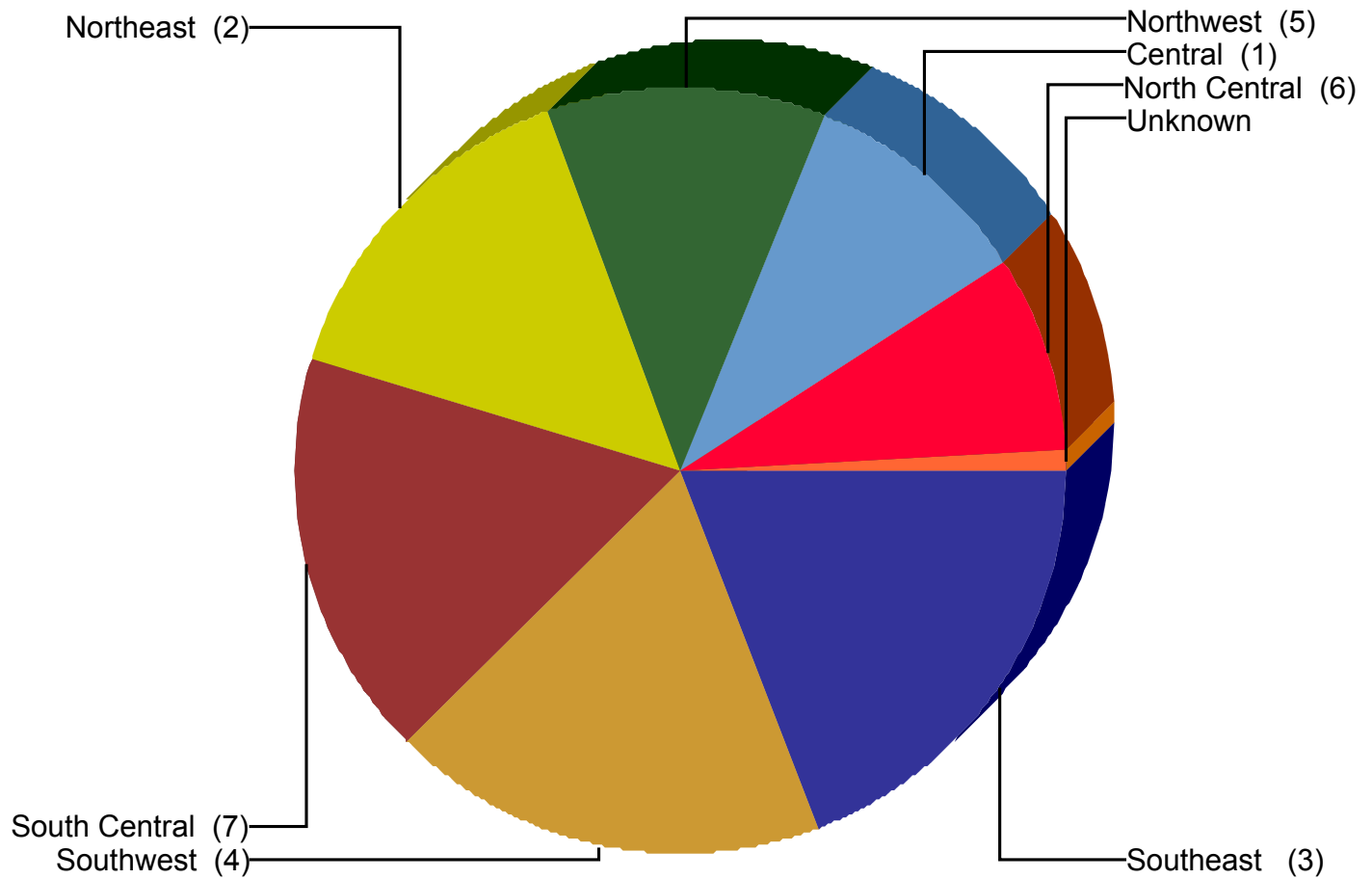
Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,340	9.7%	98.2%
North Central (6)	2,009	8.4%	98.8%
Northeast (2)	3,546	14.8%	98.6%
Northwest (5)	2,803	11.7%	99.0%
South Central (7)	4,092	17.0%	98.9%
Southeast (3)	4,583	19.1%	98.8%
Southwest (4)	4,457	18.5%	99.3%
Unknown	197	0.8%	92.9%
Total	**24,027**	**100.0%**	**98.8%**

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

For Citywide

December 2009

Top 10 Services

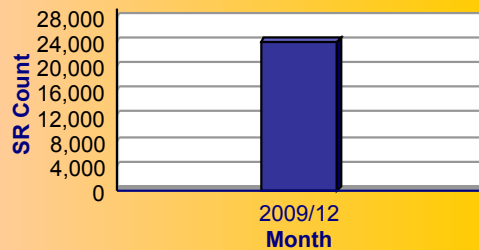| SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,986
Roll Cart - SAN	1,467
Recyclable Collection Missed (Residential) - SAN	1,130
Dead Animal Pick Up - SAN	1,114
Litter - CCS	998
Animal - Loose Aggressive - CCS	952
Animal - Confined - CCS	785
Garbage - Missed - SAN	778
Animal - Loose - CCS	733
Bulky Trash Violations - CCS	591
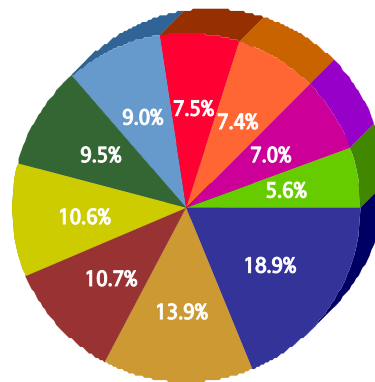
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Litter - CCS
- Animal - Loose Aggressive - CCS
- Animal - Confined - CCS
- Garbage - Missed - SAN
- Animal - Loose - CCS
- Bulky Trash Violations - CCS

Pie chart values: 18.9%, 13.9%, 10.7%, 10.6%, 9.5%, 9.0%, 7.5%, 7.4%, 7.0%, 5.6%

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 %
24,027	20,295	20,107	99.1%	3,732	3,631	97.3%	98.8%

Monthly Trend of Services Requested

(Bar chart, Month 2009/12, SR Count axis 0 to 28,000)

Monthly Trend of % SRs Closed On Time

(Bar chart, Month 2009/12, % On Time axis 0 to 100)

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

For Citywide

December 2009

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	1,986	182	182	100.0%	10	4.0	1,804	90.8%	1,799	99.7%	1,981	99.7%
2	Roll Cart - SAN	1,467	113	113	100.0%	10	3.6	1,354	92.3%	1,354	100.0%	1,467	100.0%
3	Recyclable Collection Missed (Residential) - SAN	1,130	6	6	100.0%	3	1.2	1,124	99.5%	1,099	97.8%	1,105	97.8%
4	Dead Animal Pick Up - SAN	1,114	0	0	N/A	1	0.3	1,114	100.0%	1,113	99.9%	1,113	99.9%
5	Litter - CCS	998	409	409	100.0%	38	8.4	589	59.0%	589	100.0%	998	100.0%
6	Animal - Loose Aggressive - CCS	952	0	0	N/A	3	0.1	952	100.0%	949	99.7%	949	99.7%
7	Animal - Confined - CCS	785	0	0	N/A	3	0.2	785	100.0%	783	99.7%	783	99.7%
8	Garbage - Missed - SAN	778	1	1	100.0%	3	0.6	777	99.9%	770	99.1%	771	99.1%
9	Animal - Loose - CCS	733	129	129	100.0%	40	4.7	604	82.4%	604	100.0%	733	100.0%
10	Bulky Trash Violations - CCS	591	32	28	87.5%	14	3.4	559	94.6%	549	98.2%	577	97.6%
11	Signs - Public Right of Way Eve/Weekends - CCS	507	0	0	N/A	7	0.2	507	100.0%	505	99.6%	505	99.6%
12	High Weeds - CCS	502	183	183	100.0%	38	7.8	319	63.5%	319	100.0%	502	100.0%
13	Smoke Detector Request - DFD	460	106	95	89.6%	30	4.3	354	77.0%	354	100.0%	449	97.6%
14	Animal - Sick/Injured - CCS	448	0	0	N/A	3	0.1	448	100.0%	446	99.6%	446	99.6%
15	Illegal Dumping - CCS	424	41	41	100.0%	38	1.8	383	90.3%	383	100.0%	424	100.0%
16	Signs - Public Right of Way - CCS	417	9	5	55.6%	7	1.3	408	97.8%	391	95.8%	396	95.0%
17	Fire Inspection - DFD	417	262	262	100.0%	60	8.1	155	37.2%	155	100.0%	417	100.0%
18	24 Hour Parking/Parking Violations - DPD	406	35	34	97.1%	10	4.8	371	91.4%	353	95.1%	387	95.3%
19	Animal - Spayed/Neutered/Intact	403	4	4	100.0%	30	0.2	399	99.0%	399	100.0%	403	100.0%
20	Junk Motor Vehicle - CCS	398	291	291	100.0%	126	7.5	107	26.9%	107	100.0%	398	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Central (1)

December 2009

Top 10 Services

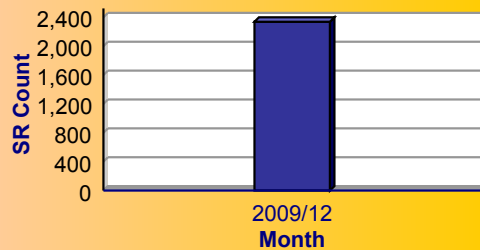| SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	146
Roll Cart - SAN	121
Recyclable Collection Missed (Residential) - SAN	117
Graffiti Private Property - Residential/Commercial	98
Litter - CCS	90
Fire Inspection - DFD	81
Traffic Signal - Flashing - PWT	68
Animal - Confined - CCS	65
Junk Motor Vehicle - CCS	61
24 Hour Parking/Parking Violations - DPD	57
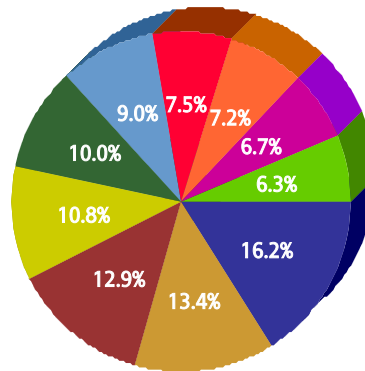
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Graffiti Private Property - Residential/Commercial
- Litter - CCS
- Fire Inspection - DFD
- Traffic Signal - Flashing - PWT
- Animal - Confined - CCS
- Junk Motor Vehicle – CCS
- 24 Hour Parking/Parking Violations - DPD
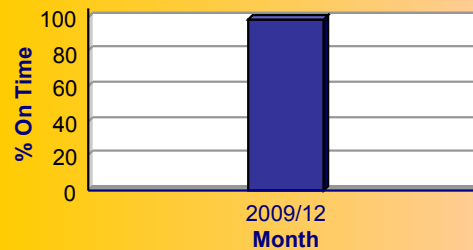
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,340	1,930	1,898	98.3%	410	401	97.8%	98.2%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Central (1)

December 2009

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	146	11	11	100.0%	10	3.7	135	92.5%	135	100.0%	146	100.0%
2	Roll Cart - SAN	121	11	11	100.0%	10	3.5	110	90.9%	110	100.0%	121	100.0%
3	Recyclable Collection Missed (Residential) - SAN	117	2	2	100.0%	3	1.4	115	98.3%	108	93.9%	110	94.0%
4	Graffiti Private Property - Residential/Commercial	98	42	42	100.0%	90	3.8	56	57.1%	56	100.0%	98	100.0%
5	Litter - CCS	90	29	29	100.0%	38	7.2	61	67.8%	61	100.0%	90	100.0%
6	Fire Inspection – DFD	81	57	57	100.0%	60	3.0	24	29.6%	24	100.0%	81	100.0%
7	Traffic Signal - Flashing - PWT	68	3	3	100.0%	4	1.9	65	95.6%	63	96.9%	66	97.1%
8	Animal - Confined - CCS	65	0	0	N/A	3	0.1	65	100.0%	65	100.0%	65	100.0%
9	Junk Motor Vehicle - CCS	61	37	37	100.0%	126	7.3	24	39.3%	24	100.0%	61	100.0%
10	24 Hour Parking/Parking Violations - DPD	57	4	4	100.0%	10	6.1	53	93.0%	48	90.6%	52	91.2%
11	Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.3	56	100.0%	56	100.0%	56	100.0%
12	Obstruction Alley/Sidewalk/Street - CCS	52	37	37	100.0%	60	9.7	15	28.8%	15	100.0%	52	100.0%
13	Street Repair - Routine-STS	52	16	16	100.0%	90	7.8	36	69.2%	36	100.0%	52	100.0%
14	Animal - Loose Aggressive - CCS	49	0	0	N/A	3	0.1	49	100.0%	49	100.0%	49	100.0%
15	High Weeds - CCS	47	16	16	100.0%	38	5.5	31	66.0%	31	100.0%	47	100.0%
16	Illegal Dumping - CCS	47	3	3	100.0%	38	2.0	44	93.6%	44	100.0%	47	100.0%
17	Garbage - Missed - SAN	44	0	0	N/A	3	0.5	44	100.0%	43	97.7%	43	97.7%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	37	0	0	N/A	1	0.0	37	100.0%	37	100.0%	37	100.0%
19	Signs - Public Right of Way - CCS	36	0	0	N/A	7	1.2	36	100.0%	36	100.0%	36	100.0%
20	Bulky Trash Violations - CCS	36	2	1	50.0%	14	3.9	34	94.4%	32	94.1%	33	91.7%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for North Central (6)

December 2009

Top 10 Services

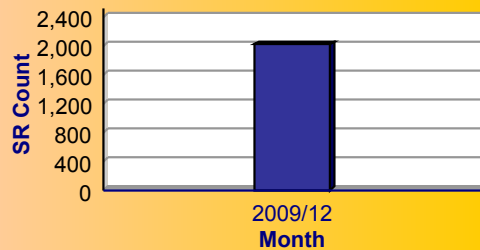| SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	147
Roll Cart - SAN	145
Garbage - Missed - SAN	117
Recycling ROLL CART Registration - SAN	110
Signs - Public Right of Way - CCS	109
Dead Animal Pick Up - SAN	83
Animal - Confined - CCS	76
Signs - Public Right of Way Eve/Weekends - CCS	75
Fire Inspection - DFD	66
24 Hour Parking/Parking Violations - DPD	51
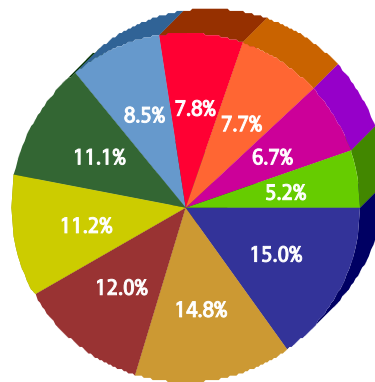
Service

- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way - CCS
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Signs - Public Right of Way Eve/Weekends - CCS
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
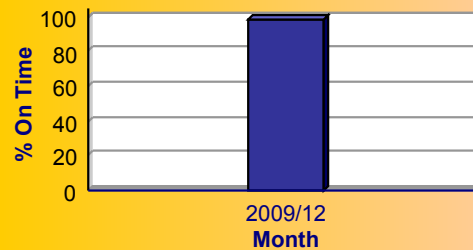
Pie chart values: 8.5%, 7.8%, 7.7%, 6.7%, 11.1%, 5.2%, 11.2%, 15.0%, 12.0%, 14.8%

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 %
2,009	1,775	1,755	98.9%	234	230	98.3%	98.8%

Monthly Trend of Services Requested

SR Count axis: 2,400 / 2,000 / 1,600 / 1,200 / 800 / 400 / 0

2009/12
Month

Monthly Trend of % SRs Closed On Time

% On Time axis: 100 / 80 / 60 / 40 / 20 / 0

2009/12
Month

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for North Central (6)

December 2009

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	Recyclable Collection Missed (Residential) - SAN	147	1	1	100.0%	3	1.0	146	99.3%	143	97.9%	144	98.0%
2	Roll Cart - SAN	145	8	8	100.0%	10	3.7	137	94.5%	137	100.0%	145	100.0%
3	Garbage - Missed - SAN	117	0	0	N/A	3	0.5	117	100.0%	117	100.0%	117	100.0%
4	Recycling ROLL CART Registration - SAN	110	15	15	100.0%	10	3.9	95	86.4%	95	100.0%	110	100.0%
5	Signs - Public Right of Way - CCS	109	1	0	0.0%	7	1.4	108	99.1%	101	93.5%	101	92.7%
6	Dead Animal Pick Up - SAN	83	0	0	N/A	1	0.3	83	100.0%	82	98.8%	82	98.8%
7	Animal - Confined - CCS	76	0	0	N/A	3	0.1	76	100.0%	76	100.0%	76	100.0%
8	Signs - Public Right of Way Eve/Weekends - CCS	75	0	0	N/A	7	0.1	75	100.0%	75	100.0%	75	100.0%
9	Fire Inspection - DFD	66	42	42	100.0%	60	2.8	24	36.4%	24	100.0%	66	100.0%
10	24 Hour Parking/Parking Violations - DPD	51	2	2	100.0%	10	3.0	49	96.1%	49	100.0%	51	100.0%
11	Litter - CCS	37	17	17	100.0%	38	7.2	20	54.1%	20	100.0%	37	100.0%
12	Illegal Land Use (Residential/Business) - CCS	36	7	7	100.0%	60	4.2	29	80.6%	29	100.0%	36	100.0%
13	Animal - Spayed/Neutered/Intact	35	0	0	N/A	30	0.0	35	100.0%	35	100.0%	35	100.0%
14	Obstruction Alley/Sidewalk/Street - CCS	34	17	17	100.0%	60	9.5	17	50.0%	17	100.0%	34	100.0%
15	Bulky Trash Violations - CCS	32	1	1	100.0%	14	2.6	31	96.9%	31	100.0%	32	100.0%
16	Animal - Loose Aggressive - CCS	30	0	0	N/A	3	0.1	30	100.0%	30	100.0%	30	100.0%
17	Animal - Sick/Injured - CCS	30	0	0	N/A	3	0.1	30	100.0%	30	100.0%	30	100.0%
18	Traffic Signal - Flashing - PWT	30	1	1	100.0%	4	1.7	29	96.7%	29	100.0%	30	100.0%
19	Sanitation Property Damage - SAN	29	10	10	100.0%	28	8.9	19	65.5%	19	100.0%	29	100.0%
20	Traffic Signal - Timing - PWT	28	2	2	100.0%	4	1.6	26	92.9%	25	96.2%	27	96.4%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas — Service Level Performance Report by CSA

for Northeast (2)

December 2009

Top 10 Services

| SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	504
Roll Cart - SAN	270
Recyclable Collection Missed (Residential) - SAN	237
Dead Animal Pick Up - SAN	133
Animal - Confined - CCS	127
Bulky Trash Violations - CCS	99
Animal - Spayed/Neutered/Intact	94
Animal - Loose Aggressive - CCS	82
Illegal Land Use (Residential/Business) - CCS	76
24 Hour Parking/Parking Violations - DPD	74
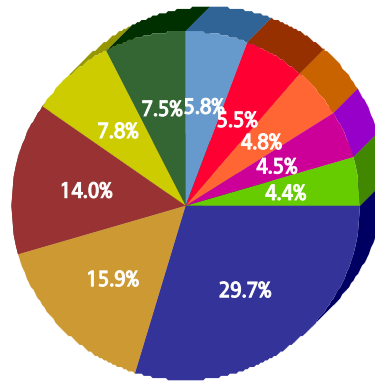
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - CCS
- Bulky Trash Violations - CCS
- Animal - Spayed/Neutered/Intact
- Animal - Loose Aggressive - CCS
- Illegal Land Use (Residential/Business) - CCS
- 24 Hour Parking/Parking Violations - DPD

Summary - All Services Requested
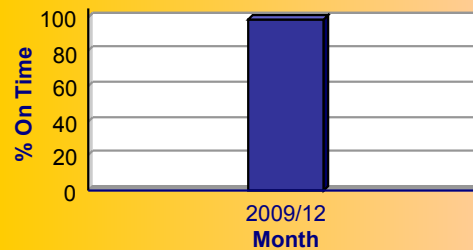
SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,546	3,050	3,016	98.9%	496	481	97.0%	98.6%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time
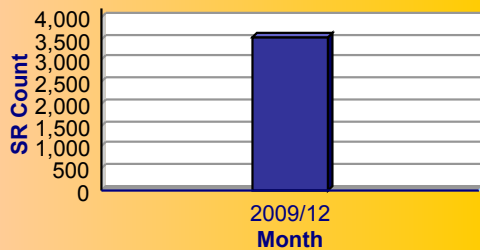
NOTE: Values represent status as of the run date and time.

City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)

December 2009

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	504	41	41	100.0%	10	3.8	463	91.9%	462	99.8%	503	99.8%
2	Roll Cart - SAN	270	14	14	100.0%	10	3.6	256	94.8%	256	100.0%	270	100.0%
3	Recyclable Collection Missed (Residential) - SAN	237	0	0	N/A	3	1.1	237	100.0%	231	97.5%	231	97.5%
4	Dead Animal Pick Up - SAN	133	0	0	N/A	1	0.2	133	100.0%	133	100.0%	133	100.0%
5	Animal - Confined - CCS	127	0	0	N/A	3	0.1	127	100.0%	126	99.2%	126	99.2%
6	Bulky Trash Violations - CCS	99	8	8	100.0%	14	4.0	91	91.9%	88	96.7%	96	97.0%
7	Animal - Spayed/Neutered/Intact	94	1	1	100.0%	30	0.0	93	98.9%	93	100.0%	94	100.0%
8	Animal - Loose Aggressive - CCS	82	0	0	N/A	3	0.3	82	100.0%	80	97.6%	80	97.6%
9	Illegal Land Use (Residential/Business) - CCS	76	49	49	100.0%	60	15.1	27	35.5%	27	100.0%	76	100.0%
10	24 Hour Parking/Parking Violations - DPD	74	5	5	100.0%	10	3.3	69	93.2%	69	100.0%	74	100.0%
11	Garbage - Missed - SAN	69	0	0	N/A	3	0.6	69	100.0%	68	98.6%	68	98.6%
12	Substandard Structure Apts - CCS	68	34	34	100.0%	365	6.6	34	50.0%	34	100.0%	68	100.0%
13	Fire Inspection - DFD	60	38	38	100.0%	60	9.2	22	36.7%	22	100.0%	60	100.0%
14	Animal - Sick/Injured - CCS	58	0	0	N/A	3	0.0	58	100.0%	58	100.0%	58	100.0%
15	Recycling - Roll Cart - SAN	58	5	5	100.0%	10	3.0	53	91.4%	53	100.0%	58	100.0%
16	Litter - CCS	56	18	18	100.0%	38	8.7	38	67.9%	38	100.0%	56	100.0%
17	Street Repair - Routine-STS	55	22	22	100.0%	90	4.2	33	60.0%	33	100.0%	55	100.0%
18	Animal - Loose - CCS	49	6	6	100.0%	40	4.8	43	87.8%	43	100.0%	49	100.0%
19	Graffiti Private Property - Residential/Commercial	47	16	16	100.0%	90	7.7	31	66.0%	31	100.0%	47	100.0%
20	Animal - Cruelty - CCS	46	0	0	N/A	30	0.1	46	100.0%	46	100.0%	46	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)

December 2009

Top 10 Services

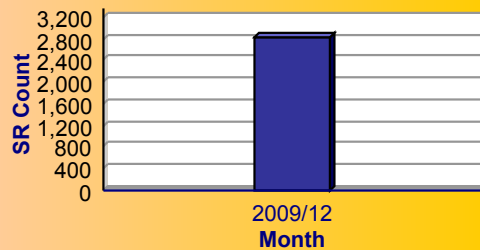| SR Type	Service Request Count
Roll Cart - SAN	129
Garbage - Missed - SAN	123
Dead Animal Pick Up - SAN	122
Recycling ROLL CART Registration - SAN	117
Signs - Public Right of Way - CCS	116
Bulky Trash Violations - CCS	113
Recyclable Collection Missed (Residential) - SAN	113
Litter - CCS	111
Fire Inspection - DFD	91
Graffiti Private Property - Residential/Commercial	74
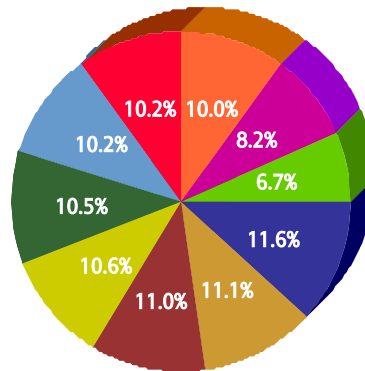
Service

- ■ Roll Cart - SAN
- ■ Garbage - Missed - SAN
- ■ Dead Animal Pick Up - SAN
- ■ Recycling ROLL CART Registration - SAN
- ■ Signs - Public Right of Way - CCS
- ■ Bulky Trash Violations - CCS
- ■ Recyclable Collection Missed (Residential) - SAN
- ■ Litter - CCS
- ■ Fire Inspection - DFD
- ■ Graffiti Private Property - Residential/Commercial

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 %
2,803	2,377	2,357	99.2%	426	417	97.9%	99.0%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)

December 2009

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	129	8	8	100.0%	10	3.2	121	93.8%	121	100.0%	129	100.0%
2	Garbage - Missed - SAN	123	1	1	100.0%	3	0.6	122	99.2%	121	99.2%	122	99.2%
3	Dead Animal Pick Up - SAN	122	0	0	N/A	1	0.1	122	100.0%	122	100.0%	122	100.0%
4	Recycling ROLL CART Registration - SAN	117	15	15	100.0%	10	3.8	102	87.2%	102	100.0%	117	100.0%
5	Signs - Public Right of Way - CCS	116	2	1	50.0%	7	1.2	114	98.3%	112	98.2%	113	97.4%
6	Bulky Trash Violations - CCS	113	4	3	75.0%	14	2.1	109	96.5%	109	100.0%	112	99.1%
7	Recyclable Collection Missed (Residential) - SAN	113	0	0	N/A	3	1.2	113	100.0%	112	99.1%	112	99.1%
8	Litter - CCS	111	43	43	100.0%	38	9.4	68	61.3%	68	100.0%	111	100.0%
9	Fire Inspection - DFD	91	60	60	100.0%	60	14.8	31	34.1%	31	100.0%	91	100.0%
10	Graffiti Private Property - Residential/Commercial	74	18	18	100.0%	90	1.8	56	75.7%	56	100.0%	74	100.0%
11	Signs - Public Right of Way Eve/Weekends - CCS	67	0	0	N/A	7	0.1	67	100.0%	67	100.0%	67	100.0%
12	Animal - Loose - CCS	63	8	8	100.0%	40	4.1	55	87.3%	55	100.0%	63	100.0%
13	Animal - Confined - CCS	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
14	Animal - Loose Aggressive - CCS	60	0	0	N/A	3	0.1	60	100.0%	60	100.0%	60	100.0%
15	Obstruction Alley/Sidewalk/Street - CCS	59	34	34	100.0%	60	13.8	25	42.4%	25	100.0%	59	100.0%
16	High Weeds - CCS	56	21	21	100.0%	38	10.5	35	62.5%	35	100.0%	56	100.0%
17	24 Hour Parking/Parking Violations - DPD	50	10	10	100.0%	10	5.8	40	80.0%	39	97.5%	49	98.0%
18	Animal - Spayed/Neutered/Intact	43	0	0	N/A	30	0.0	43	100.0%	43	100.0%	43	100.0%
19	Street Repair - Routine-STS	41	9	9	100.0%	90	4.2	32	78.0%	32	100.0%	41	100.0%
20	Traffic Signal - Flashing - PWT	40	3	3	100.0%	4	1.7	37	92.5%	37	100.0%	40	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for South Central (7)

December 2009

Top 10 Services

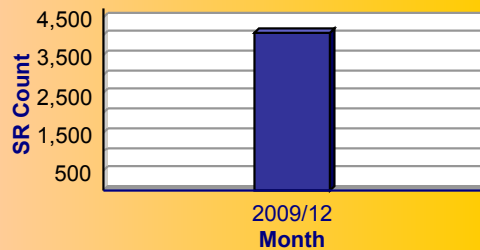| SR Type	Service Request Count
Smoke Detector Request - DFD	383
Recycling ROLL CART Registration - SAN	378
Roll Cart - SAN	250
Dead Animal Pick Up - SAN	222
Animal - Loose Aggressive - CCS	219
High Weeds - CCS	161
Garbage - Missed - SAN	160
Animal - Loose - CCS	154
Litter - CCS	151
Animal - Confined - CCS	147
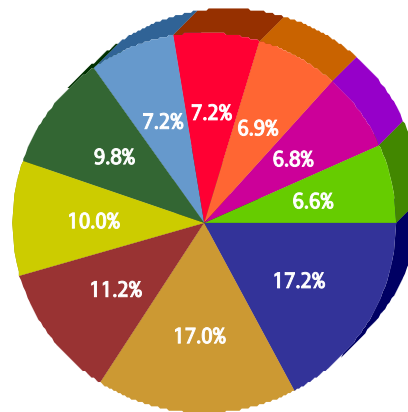
Service

- Smoke Detector Request - DFD
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- High Weeds - CCS
- Garbage - Missed - SAN
- Animal - Loose - CCS
- Litter - CCS
- Animal - Confined - CCS

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 %
4,092	3,505	3,482	99.3%	587	563	95.9%	98.9%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for South Central (7)

December 2009

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	383	43	36	83.7%	30	4.0	340	88.8%	340	100.0%	376	98.2%
2	Recycling ROLL CART Registration - SAN	378	20	20	100.0%	10	4.1	358	94.7%	358	100.0%	378	100.0%
3	Roll Cart - SAN	250	24	24	100.0%	10	3.6	226	90.4%	226	100.0%	250	100.0%
4	Dead Animal Pick Up - SAN	222	0	0	N/A	1	0.3	222	100.0%	222	100.0%	222	100.0%
5	Animal - Loose Aggressive - CCS	219	0	0	N/A	3	0.1	219	100.0%	219	100.0%	219	100.0%
6	High Weeds - CCS	161	78	78	100.0%	38	8.1	83	51.6%	83	100.0%	161	100.0%
7	Garbage - Missed - SAN	160	0	0	N/A	3	0.7	160	100.0%	156	97.5%	156	97.5%
8	Animal - Loose - CCS	154	29	29	100.0%	40	5.2	125	81.2%	125	100.0%	154	100.0%
9	Litter - CCS	151	62	62	100.0%	38	6.7	89	58.9%	89	100.0%	151	100.0%
10	Animal - Confined - CCS	147	0	0	N/A	3	0.2	147	100.0%	147	100.0%	147	100.0%
11	Recyclable Collection Missed (Residential) - SAN	138	0	0	N/A	3	1.3	138	100.0%	133	96.4%	133	96.4%
12	Illegal Dumping - CCS	115	14	14	100.0%	38	1.1	101	87.8%	101	100.0%	115	100.0%
13	Bulky Trash Violations - CCS	111	7	6	85.7%	14	3.5	104	93.7%	104	100.0%	110	99.1%
14	Animal - Sick/Injured - CCS	92	0	0	N/A	3	0.1	92	100.0%	92	100.0%	92	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - CCS	76	0	0	N/A	10	1.0	76	100.0%	76	100.0%	76	100.0%
16	Junk Motor Vehicle - CCS	73	63	63	100.0%	126	7.4	10	13.7%	10	100.0%	73	100.0%
17	Signs - Public Right of Way Eve/Weekends - CCS	72	0	0	N/A	7	0.2	72	100.0%	72	100.0%	72	100.0%
18	Obstruction Alley/Sidewalk/Street - CCS	71	52	52	100.0%	60	15.3	19	26.8%	19	100.0%	71	100.0%
19	Signs - Other - CCS	65	0	0	N/A	21	0.1	65	100.0%	65	100.0%	65	100.0%
20	Animal - Cruelty - CCS	51	0	0	N/A	30	0.2	51	100.0%	51	100.0%	51	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Southeast   (3)

December 2009

Top 10 Services

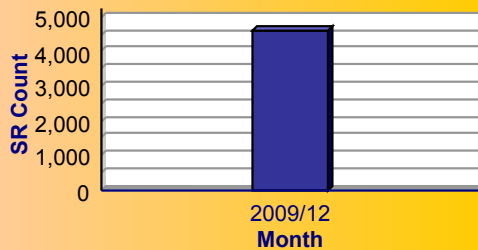| SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	324
Roll Cart - SAN	289
Animal - Loose Aggressive - CCS	286
Dead Animal Pick Up - SAN	274
Animal - Loose - CCS	230
Litter - CCS	227
Substandard Structure - CCS	189
Animal - Confined - CCS	188
Garbage - Missed - SAN	165
Signs - Public Right of Way Eve/Weekends - CCS	131
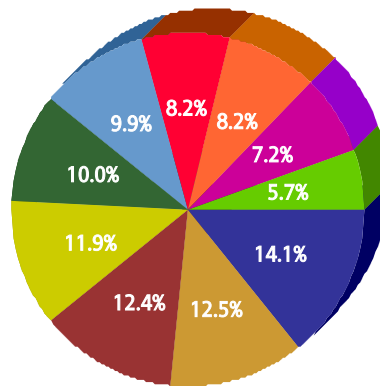
Service

- ■ Recycling ROLL CART Registration - SAN
- ■ Roll Cart - SAN
- ■ Animal - Loose Aggressive - CCS
- ■ Dead Animal Pick Up - SAN
- ■ Animal - Loose - CCS
- ■ Litter - CCS
- ■ Substandard Structure - CCS
- ■ Animal - Confined - CCS
- ■ Garbage - Missed - SAN
- ■ Signs - Public Right of Way Eve/Weekends - CCS

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 %
4,583	3,771	3,737	99.1%	812	791	97.4%	98.8%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Southeast   (3)

December 2009

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	324	42	42	100.0%	10	4.2	282	87.0%	281	99.6%	323	99.7%
2	Roll Cart - SAN	289	34	34	100.0%	10	3.9	255	88.2%	255	100.0%	289	100.0%
3	Animal - Loose Aggressive - CCS	286	0	0	N/A	3	0.1	286	100.0%	286	100.0%	286	100.0%
4	Dead Animal Pick Up - SAN	274	0	0	N/A	1	0.3	274	100.0%	274	100.0%	274	100.0%
5	Animal - Loose - CCS	230	34	34	100.0%	40	4.7	196	85.2%	196	100.0%	230	100.0%
6	Litter - CCS	227	119	119	100.0%	38	9.4	108	47.6%	108	100.0%	227	100.0%
7	Substandard Structure - CCS	189	124	124	100.0%	365	8.4	65	34.4%	65	100.0%	189	100.0%
8	Animal - Confined - CCS	188	0	0	N/A	3	0.2	188	100.0%	188	100.0%	188	100.0%
9	Garbage - Missed - SAN	165	0	0	N/A	3	0.7	165	100.0%	165	100.0%	165	100.0%
10	Signs - Public Right of Way Eve/Weekends - CCS	131	0	0	N/A	7	0.1	131	100.0%	131	100.0%	131	100.0%
11	Animal - Sick/Injured - CCS	118	0	0	N/A	3	0.1	118	100.0%	118	100.0%	118	100.0%
12	Recyclable Collection Missed (Residential) - SAN	111	0	0	N/A	3	1.4	111	100.0%	110	99.1%	110	99.1%
13	Illegal Dumping - CCS	105	12	12	100.0%	38	2.3	93	88.6%	93	100.0%	105	100.0%
14	Animal - Spayed/Neutered/Intact	97	3	3	100.0%	30	0.5	94	96.9%	94	100.0%	97	100.0%
15	High Weeds - CCS	96	27	27	100.0%	38	7.3	69	71.9%	69	100.0%	96	100.0%
16	Junk Motor Vehicle - CCS	89	68	68	100.0%	126	8.4	21	23.6%	21	100.0%	89	100.0%
17	Bulky Trash Violations - CCS	84	4	4	100.0%	14	3.9	80	95.2%	77	96.2%	81	96.4%
18	Parking - Unapproved Surface - CCS	72	5	2	40.0%	10	2.7	67	93.1%	63	94.0%	65	90.3%
19	Open and Vacant Structure - CCS	65	20	19	95.0%	30	6.1	45	69.2%	45	100.0%	64	98.5%
20	Obstruction Alley/Sidewalk/Street - CCS	63	31	31	100.0%	60	18.1	32	50.8%	32	100.0%	63	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)

December 2009

Top 10 Services

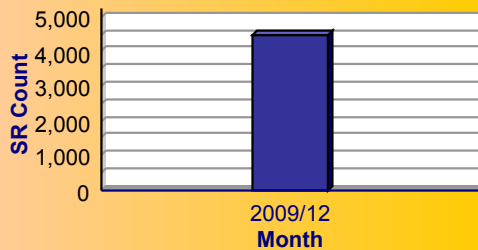| SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	389
Litter - CCS	308
Recyclable Collection Missed (Residential) - SAN	261
Roll Cart - SAN	257
Animal - Loose Aggressive - CCS	226
Dead Animal Pick Up - SAN	213
Animal - Loose - CCS	184
Animal - Confined - CCS	120
Graffiti Private Property - Residential/Commercial	116
Bulky Trash Violations - CCS	111
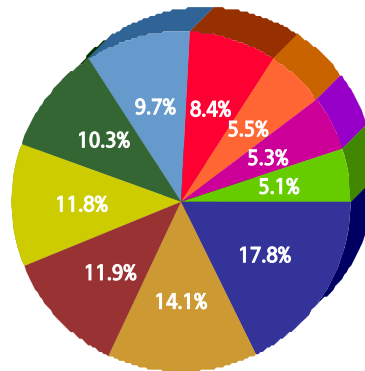
Service

- Recycling ROLL CART Registration - SAN
- Litter - CCS
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose - CCS
- Animal - Confined - CCS
- Graffiti Private Property - Residential/Commercial
- Bulky Trash Violations - CCS

Pie chart percentages: 17.8%, 14.1%, 11.9%, 11.8%, 10.3%, 9.7%, 8.4%, 5.5%, 5.3%, 5.1%

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 %
4,457	3,732	3,710	99.4%	725	717	98.9%	99.3%

Monthly Trend of Services Requested

Monthly Trend of % SRs Closed On Time

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)

December 2009

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	389	37	37	100.0%	10	4.1	352	90.5%	349	99.1%	386	99.2%
2	Litter - CCS	308	114	114	100.0%	38	8.9	194	63.0%	194	100.0%	308	100.0%
3	Recyclable Collection Missed (Residential) - SAN	261	3	3	100.0%	3	1.2	258	98.9%	256	99.2%	259	99.2%
4	Roll Cart - SAN	257	14	14	100.0%	10	3.7	243	94.6%	243	100.0%	257	100.0%
5	Animal - Loose Aggressive - CCS	226	0	0	N/A	3	0.2	226	100.0%	225	99.6%	225	99.6%
6	Dead Animal Pick Up - SAN	213	0	0	N/A	1	0.4	213	100.0%	213	100.0%	213	100.0%
7	Animal - Loose - CCS	184	40	40	100.0%	40	3.6	144	78.3%	144	100.0%	184	100.0%
8	Animal - Confined - CCS	120	0	0	N/A	3	0.2	120	100.0%	119	99.2%	119	99.2%
9	Graffiti Private Property - Residential/Commercial	116	54	54	100.0%	90	5.2	62	53.4%	62	100.0%	116	100.0%
10	Bulky Trash Violations - CCS	111	6	5	83.3%	14	3.7	105	94.6%	103	98.1%	108	97.3%
11	Illegal Dumping - CCS	109	6	6	100.0%	38	1.1	103	94.5%	103	100.0%	109	100.0%
12	Garbage - Missed - SAN	98	0	0	N/A	3	0.7	98	100.0%	98	100.0%	98	100.0%
13	High Weeds - CCS	94	22	22	100.0%	38	8.2	72	76.6%	72	100.0%	94	100.0%
14	Junk Motor Vehicle - CCS	93	66	66	100.0%	126	6.0	27	29.0%	27	100.0%	93	100.0%
15	Signs - Public Right of Way Eve/Weekends - CCS	90	0	0	N/A	7	0.4	90	100.0%	89	98.9%	89	98.9%
16	Illegal Outside Storage - CCS	84	24	24	100.0%	38	10.8	60	71.4%	60	100.0%	84	100.0%
17	Animal - Sick/Injured - CCS	76	0	0	N/A	3	0.2	76	100.0%	75	98.7%	75	98.7%
18	Animal - Spayed/Neutered/Intact	70	0	0	N/A	30	0.3	70	100.0%	70	100.0%	70	100.0%
19	24 Hour Parking/Parking Violations - DPD	70	3	3	100.0%	10	4.4	67	95.7%	67	100.0%	70	100.0%
20	Animal - Cruelty - CCS	66	0	0	N/A	30	0.2	66	100.0%	66	100.0%	66	100.0%

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Unknown

December 2009

Top 10 Services

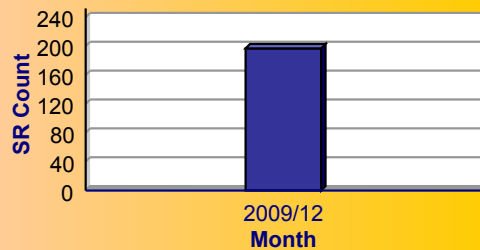| SR Type	Service Request Count
Complaint/Compliment - CTY	20
Litter - CCS	18
Recycling ROLL CART Registration - SAN	18
Signs - Public Right of Way - CCS	15
Signs - Public Right of Way Eve/Weekends - CCS	15
Dead Animal Pick Up - SAN	11
Animal - Loose - CCS	6
Recyclable Collection Missed (Residential) - SAN	6
Roll Cart - SAN	6
Bulky Trash Violations - CCS	5
High Weeds - CCS	5
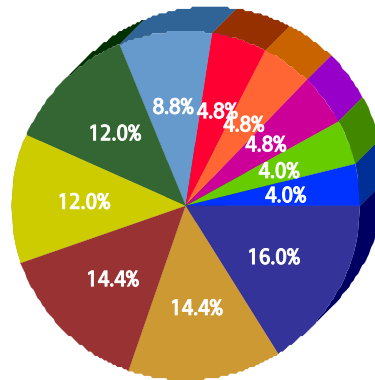
Service

- Complaint/Compliment – CTY
- Litter – CCS
- Recycling ROLL CART Registration – SAN
- Signs – Public Right of Way – CCS
- Signs – Public Right of Way Eve/Weekends – CCS
- Dead Animal Pick Up – SAN
- Animal – Loose – CCS
- Recyclable Collection Missed (Residential) – SAN
- Roll Cart – SAN
- Bulky Trash Violations – CCS
- High Weeds – CCS

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 %
197	155	152	98.1%	42	31	73.8%	92.9%

Monthly Trend of Services Requested

SR Count

2009/12
Month

Monthly Trend of % SRs Closed On Time

% On Time

2009/12
Month

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

CITY OF DALLAS, TX   Report date – January 8, 2010

City of Dallas *Service Level Performance Report by CSA*

for Unknown

December 2009

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	20	8	2	25.0%	10	4.4	12	60.0%	12	100.0%	14	70.0%
2	Litter - CCS	18	7	7	100.0%	38	7.1	11	61.1%	11	100.0%	18	100.0%
3	Recycling ROLL CART Registration - SAN	18	1	1	100.0%	10	3.8	17	94.4%	17	100.0%	18	100.0%
4	Signs - Public Right of Way - CCS	15	1	1	100.0%	7	0.0	14	93.3%	14	100.0%	15	100.0%
5	Signs - Public Right of Way Eve/Weekends - CCS	15	0	0	N/A	7	0.7	15	100.0%	14	93.3%	14	93.3%
6	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.1	11	100.0%	11	100.0%	11	100.0%
7	Animal - Loose - CCS	6	4	4	100.0%	40	4.0	2	33.3%	2	100.0%	6	100.0%
8	Recyclable Collection Missed (Residential) - SAN	6	0	0	N/A	3	0.7	6	100.0%	6	100.0%	6	100.0%
9	Roll Cart - SAN	6	0	0	N/A	10	4.2	6	100.0%	6	100.0%	6	100.0%
10	Bulky Trash Violations - CCS	5	0	0	N/A	14	7.0	5	100.0%	5	100.0%	5	100.0%
11	High Weeds - CCS	5	1	1	100.0%	38	0.0	4	80.0%	4	100.0%	5	100.0%
12	Chronic Traffic Violations - DPD	4	0	0	N/A	14	6.8	4	100.0%	4	100.0%	4	100.0%
13	Junk Motor Vehicle Apts - CCS	3	3	3	100.0%	126		0	0.0%	0	N/A	3	100.0%
14	Restaurant/Food Complaint - CCS	3	0	0	N/A	45	12.0	3	100.0%	3	100.0%	3	100.0%
15	311 Call Center Complaint	2	0	0	N/A	10	4.0	2	100.0%	2	100.0%	2	100.0%
16	City Attorney General Request - CAO	2	2	0	0.0%	10		0	0.0%	0	N/A	0	0.0%
17	Miscellaneous Service Request - SCS	2	0	0	N/A	10	5.5	2	100.0%	2	100.0%	2	100.0%
18	Water Conservation Violation - CCS	2	2	2	100.0%	7		0	0.0%	0	N/A	2	100.0%
19	Illegal Land Use (Residential/Business) - CCS	2	1	1	100.0%	60	0.0	1	50.0%	1	100.0%	2	100.0%
20	Animal - Noisy - CCS	2	0	0	N/A	30	1.5	2	100.0%	2	100.0%	2	100.0%
21	Animal - Sick/Injured - CCS	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
22	Mobile Food Inspection - CCS	2	0	0	N/A	45	4.0	2	100.0%	2	100.0%	2	100.0%
23	Garbage - Missed - SAN	2	0	0	N/A	3	1.5	2	100.0%	2	100.0%	2	100.0%

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