



FY 2007 – 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

FEBRUARY 2008

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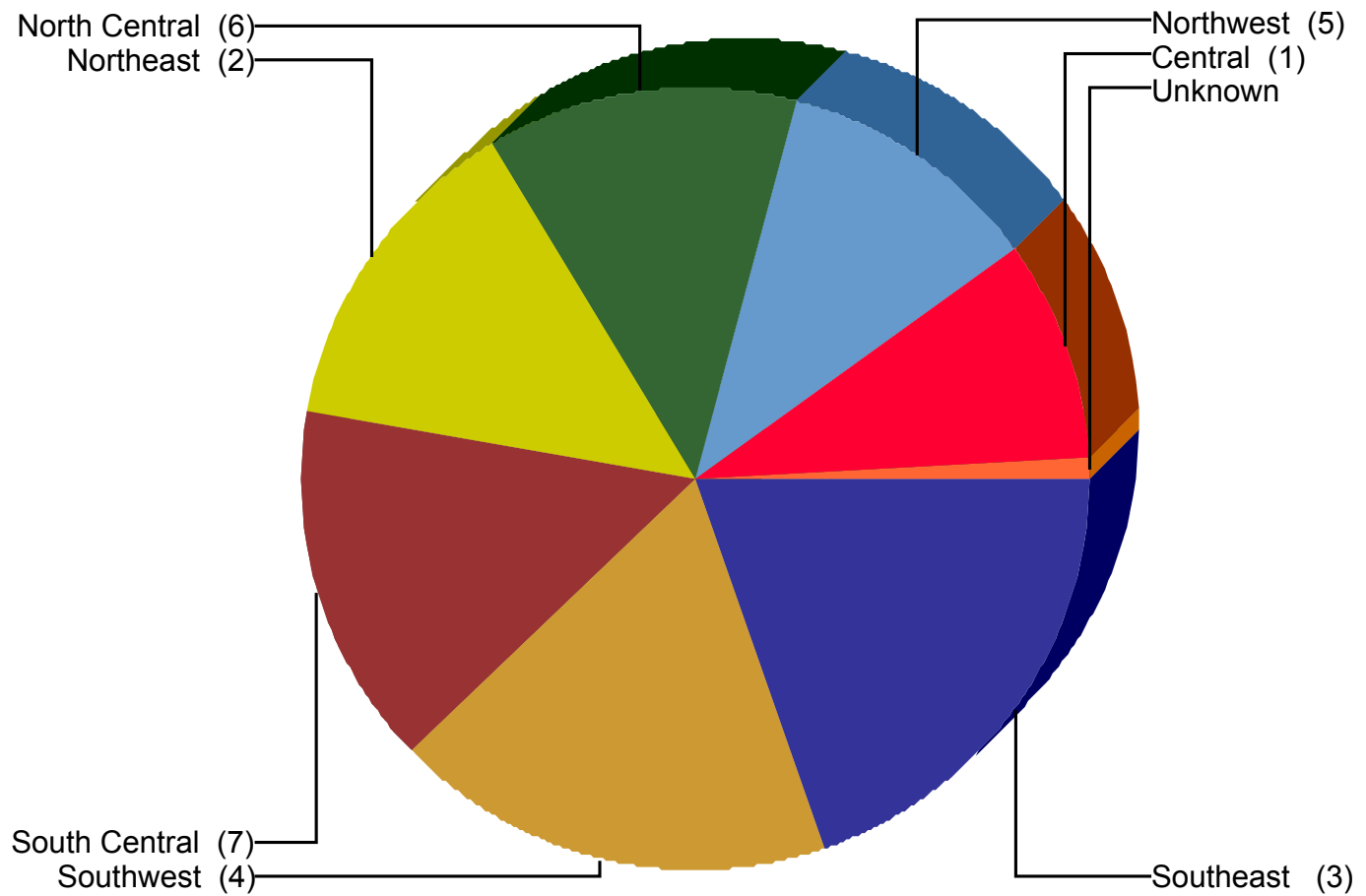
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NOTE: Prior to the creation of the South Central Service Area, SR data was distributed between Southeast and Southwest Service Areas. Data capture for the new area began 2nd Q of FY2008.



City of Dallas

Service Area Report
For February 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,842	9.2%	98.2%
North Central (6)	3,937	12.7%	99.2%
Northeast (2)	4,200	13.6%	99.0%
Northwest (5)	3,333	10.8%	98.8%
South Central (7)	4,630	15.0%	99.3%
Southeast (3)	6,138	19.8%	99.2%
Southwest (4)	5,573	18.0%	99.1%
Unknown	273	0.9%	88.3%
Total	30,926	100.0%	98.9%



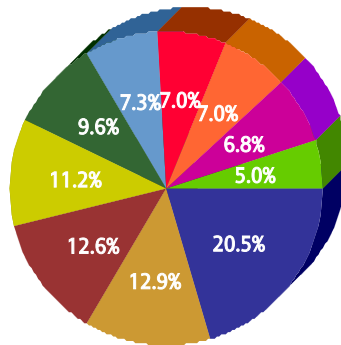
City of Dallas Service Level Performance Report by CSA

For Citywide

February 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	3,009
Animal - Loose Aggressive - DCC	1,895
Litter - DCC	1,849
Roll Cart - SAN	1,648
Dead Animal Pick Up - SAN	1,410
Parking - Unapproved Surface - Eve/Weekends - DCC	1,076
Animal - Confined - DCC	1,035
Substandard Structure - DCC	1,023
Fire Inspection - DFD	1,002
Garbage - Missed - SAN	740



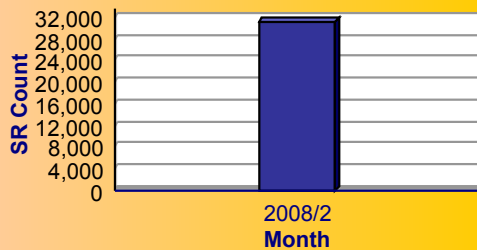
Service

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

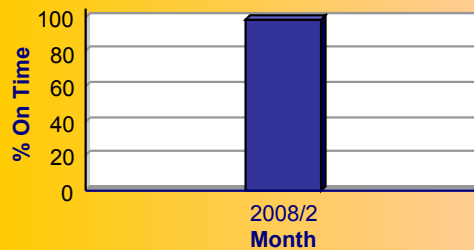
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,926	26,737	26,521	99.2%	4,189	4,070	97.2%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

February 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	3,009	25	25	100.0%	365	9.9	2,984	99.2%	2,984	100.0%	3,009	100.0%
2	Animal - Loose Aggressive - DCC	1,895	0	0	N/A	3	0.1	1,895	100.0%	1,895	100.0%	1,895	100.0%
3	Litter - DCC	1,849	619	609	98.4%	38	12.2	1,230	66.5%	1,230	100.0%	1,839	99.5%
4	Roll Cart - SAN	1,648	0	0	N/A	10	3.9	1,648	100.0%	1,636	99.3%	1,636	99.3%
5	Dead Animal Pick Up - SAN	1,410	0	0	N/A	1	0.3	1,410	100.0%	1,402	99.4%	1,402	99.4%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	1,076	0	0	N/A	10	0.6	1,076	100.0%	1,075	99.9%	1,075	99.9%
7	Animal - Confined - DCC	1,035	0	0	N/A	3	0.1	1,035	100.0%	1,033	99.8%	1,033	99.8%
8	Substandard Structure - DCC	1,023	674	674	100.0%	365	9.4	349	34.1%	349	100.0%	1,023	100.0%
9	Fire Inspection - DFD	1,002	434	434	100.0%	60	12.4	568	56.7%	568	100.0%	1,002	100.0%
10	Garbage - Missed - SAN	740	0	0	N/A	12	1.3	740	100.0%	740	100.0%	740	100.0%
11	Junk Motor Vehicle - DCC	731	383	383	100.0%	126	11.3	348	47.6%	348	100.0%	731	100.0%
12	24 Hour Parking/Parking Violations - DPD	627	19	0	0.0%	10	4.5	608	97.0%	589	96.9%	589	93.9%
13	Obstruction Alley/Sidewalk/Street - DCC	617	217	217	100.0%	60	13.7	400	64.8%	400	100.0%	617	100.0%
14	Bulky Trash Violations - DCC	608	8	8	100.0%	14	3.7	600	98.7%	586	97.7%	594	97.7%
15	Animal - Loose - DCC	578	38	38	100.0%	40	8.6	540	93.4%	540	100.0%	578	100.0%
16	Animal - Sick/Injured - DCC	542	0	0	N/A	3	0.0	542	100.0%	542	100.0%	542	100.0%
17	Recyclable Collection Missed (Residential) - SAN	511	0	0	N/A	3	1.1	511	100.0%	511	100.0%	511	100.0%
18	High Weeds - DCC	503	197	196	99.5%	38	12.0	306	60.8%	306	100.0%	502	99.8%
19	Illegal Outside Storage - DCC	498	233	232	99.6%	38	12.8	265	53.2%	265	100.0%	497	99.8%
20	Street Spillage/Debris in Right of Way-Hazardous-STs	489	0	0	N/A	1	0.0	489	100.0%	488	99.8%	488	99.8%



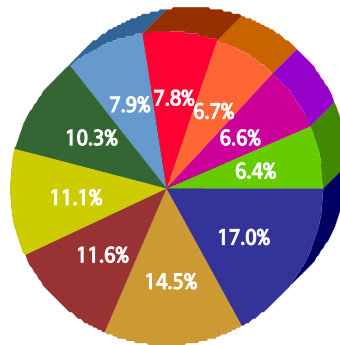
City of Dallas Service Level Performance Report by CSA

for Central (1)

February 2008

Top 10 Services

SR Type	Service Request Count
Graffiti Private Property - Residential/Commercial	201
Recycling ROLL CART Registration - SAN	171
Fire Inspection - DFD	137
Roll Cart - SAN	131
Litter - DCC	122
Dead Animal Pick Up - SAN	93
Animal - Confined - DCC	92
Traffic Signal - Flashing - PWT	79
Street Spillage/Debris in Right of Way-Hazardous-STs	78
Animal - Loose Aggressive - DCC	76



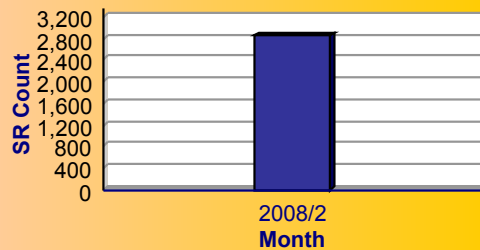
Service

- Graffiti Private Property - Residential/Commercial
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Traffic Signal - Flashing - PWT
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Animal - Loose Aggressive - DCC

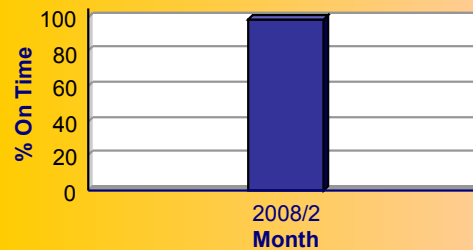
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,842	2,480	2,448	98.7%	362	343	94.8%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

February 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	Graffiti Private Property - Residential/Commercial	201	93	93	100.0%	90	11.6	108	53.7%	108	100.0%	201	100.0%
2	Recycling ROLL CART Registration - SAN	171	1	1	100.0%	365	13.3	170	99.4%	170	100.0%	171	100.0%
3	Fire Inspection - DFD	137	42	42	100.0%	60	11.3	95	69.3%	95	100.0%	137	100.0%
4	Roll Cart - SAN	131	0	0	N/A	10	3.7	131	100.0%	130	99.2%	130	99.2%
5	Litter - DCC	122	44	44	100.0%	38	10.9	78	63.9%	78	100.0%	122	100.0%
6	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.3	93	100.0%	93	100.0%	93	100.0%
7	Animal - Confined - DCC	92	0	0	N/A	3	0.1	92	100.0%	92	100.0%	92	100.0%
8	Traffic Signal - Flashing - PWT	79	0	0	N/A	4	1.2	79	100.0%	79	100.0%	79	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	78	0	0	N/A	1	0.0	78	100.0%	78	100.0%	78	100.0%
10	Animal - Loose Aggressive - DCC	76	0	0	N/A	3	0.2	76	100.0%	76	100.0%	76	100.0%
11	Garbage - Missed - SAN	69	0	0	N/A	12	1.2	69	100.0%	69	100.0%	69	100.0%
12	Illegal Garbage/Placement - DCC	67	7	7	100.0%	60	12.0	60	89.6%	60	100.0%	67	100.0%
13	24 Hour Parking/Parking Violations - DPD	60	7	0	0.0%	10	5.5	53	88.3%	46	86.8%	46	76.7%
14	Recyclable Collection Missed (Residential) - SAN	54	0	0	N/A	3	1.0	54	100.0%	54	100.0%	54	100.0%
15	Substandard Structure - DCC	46	22	22	100.0%	365	9.0	24	52.2%	24	100.0%	46	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	44	0	0	N/A	10	0.5	44	100.0%	44	100.0%	44	100.0%
17	Illegal Outside Storage - DCC	42	18	18	100.0%	38	10.8	24	57.1%	24	100.0%	42	100.0%
18	Street Repair - Routine-STS	42	6	6	100.0%	90	8.1	36	85.7%	36	100.0%	42	100.0%
19	Animal - Sick/Injured - DCC	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
20	Junk Motor Vehicle - DCC	39	14	14	100.0%	126	10.6	25	64.1%	25	100.0%	39	100.0%



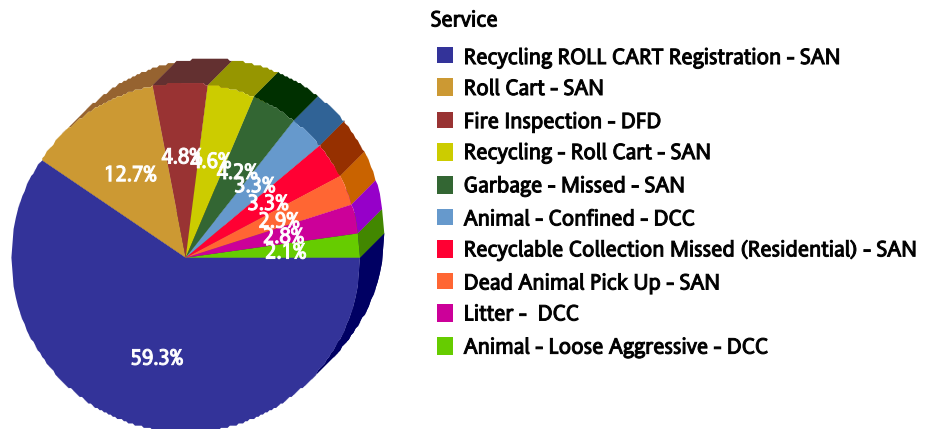
City of Dallas Service Level Performance Report by CSA

for North Central (6)

February 2008

Top 10 Services

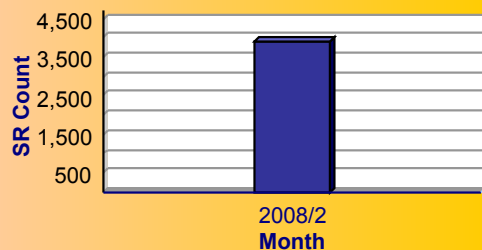
SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,582
Roll Cart - SAN	338
Fire Inspection - DFD	128
Recycling - Roll Cart - SAN	123
Garbage - Missed - SAN	111
Animal - Confined - DCC	88
Recyclable Collection Missed (Residential) - SAN	87
Dead Animal Pick Up - SAN	78
Litter - DCC	74
Animal - Loose Aggressive - DCC	57



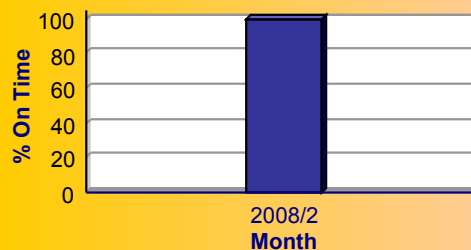
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,937	3,700	3,678	99.4%	237	229	96.6%	99.2%

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)

February 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	1,582	7	7	100.0%	365	7.3	1,575	99.6%	1,575	100.0%	1,582	100.0%
2	Roll Cart - SAN	338	0	0	N/A	10	3.8	338	100.0%	333	98.5%	333	98.5%
3	Fire Inspection - DFD	128	44	44	100.0%	60	10.7	84	65.6%	84	100.0%	128	100.0%
4	Recycling - Roll Cart - SAN	123	6	0	0.0%	10	4.1	117	95.1%	117	100.0%	117	95.1%
5	Garbage - Missed - SAN	111	0	0	N/A	12	1.9	111	100.0%	111	100.0%	111	100.0%
6	Animal - Confined - DCC	88	0	0	N/A	3	0.1	88	100.0%	88	100.0%	88	100.0%
7	Recyclable Collection Missed (Residential) - SAN	87	0	0	N/A	3	1.0	87	100.0%	87	100.0%	87	100.0%
8	Dead Animal Pick Up - SAN	78	0	0	N/A	1	0.3	78	100.0%	77	98.7%	77	98.7%
9	Litter - DCC	74	18	16	88.9%	38	12.9	56	75.7%	56	100.0%	72	97.3%
10	Animal - Loose Aggressive - DCC	57	0	0	N/A	3	0.3	57	100.0%	57	100.0%	57	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	56	0	0	N/A	1	0.0	56	100.0%	56	100.0%	56	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	42	8	8	100.0%	60	15.5	34	81.0%	34	100.0%	42	100.0%
13	24 Hour Parking/Parking Violations - DPD	41	0	0	N/A	10	2.4	41	100.0%	41	100.0%	41	100.0%
14	Traffic Signal - Flashing - PWT	41	0	0	N/A	4	1.5	41	100.0%	41	100.0%	41	100.0%
15	Substandard Structure - DCC	40	27	27	100.0%	365	7.5	13	32.5%	13	100.0%	40	100.0%
16	Sanitation Property Damage - SAN	39	4	4	100.0%	28	6.1	35	89.7%	35	100.0%	39	100.0%
17	Street Repair - Routine-STS	34	6	6	100.0%	90	6.4	28	82.4%	28	100.0%	34	100.0%
18	Bulky Trash Violations - DCC	30	0	0	N/A	14	3.5	30	100.0%	29	96.7%	29	96.7%
19	Traffic Signal - Timing - PWT	30	0	0	N/A	4	1.7	30	100.0%	29	96.7%	29	96.7%
20	Sanitation Crew Complaint - SAN	30	0	0	N/A	10	2.1	30	100.0%	30	100.0%	30	100.0%



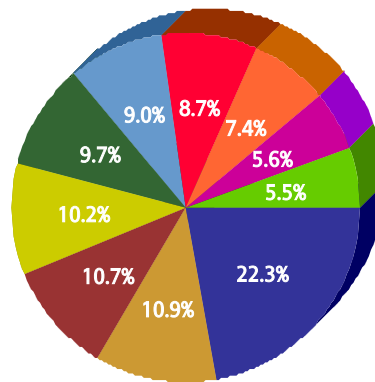
City of Dallas Service Level Performance Report by CSA

for Northeast (2)

February 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	445
Roll Cart - SAN	218
Dead Animal Pick Up - SAN	213
Fire Inspection - DFD	203
Litter - DCC	194
Animal - Loose Aggressive - DCC	180
Animal - Confined - DCC	174
Bulky Trash Violations - DCC	147
Recyclable Collection Missed (Residential) - SAN	111
24 Hour Parking/Parking Violations - DPD	109



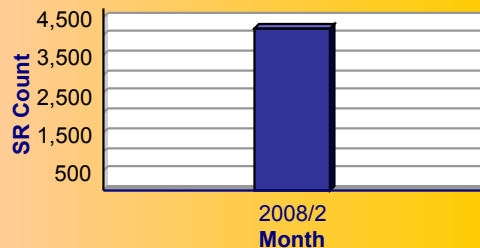
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Recyclable Collection Missed (Residential) - SAN
- 24 Hour Parking/Parking Violations - DPD

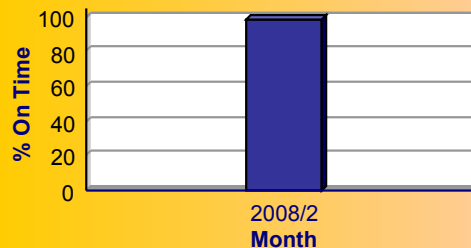
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,200	3,806	3,775	99.2%	394	381	96.7%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

February 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	445	7	7	100.0%	365	11.1	438	98.4%	438	100.0%	445	100.0%
2	Roll Cart - SAN	218	0	0	N/A	10	4.3	218	100.0%	216	99.1%	216	99.1%
3	Dead Animal Pick Up - SAN	213	0	0	N/A	1	0.3	213	100.0%	209	98.1%	209	98.1%
4	Fire Inspection - DFD	203	98	98	100.0%	60	11.7	105	51.7%	105	100.0%	203	100.0%
5	Litter - DCC	194	45	44	97.8%	38	9.7	149	76.8%	149	100.0%	193	99.5%
6	Animal - Loose Aggressive - DCC	180	0	0	N/A	3	0.2	180	100.0%	180	100.0%	180	100.0%
7	Animal - Confined - DCC	174	0	0	N/A	3	0.1	174	100.0%	174	100.0%	174	100.0%
8	Bulky Trash Violations - DCC	147	2	2	100.0%	14	3.0	145	98.6%	145	100.0%	147	100.0%
9	Recyclable Collection Missed (Residential) - SAN	111	0	0	N/A	3	1.0	111	100.0%	111	100.0%	111	100.0%
10	24 Hour Parking/Parking Violations - DPD	109	1	0	0.0%	10	3.7	108	99.1%	106	98.1%	106	97.2%
11	Garbage - Missed - SAN	100	0	0	N/A	12	1.6	100	100.0%	100	100.0%	100	100.0%
12	Animal - Sick/Injured - DCC	98	0	0	N/A	3	0.1	98	100.0%	98	100.0%	98	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	75	9	9	100.0%	60	11.5	66	88.0%	66	100.0%	75	100.0%
14	Junk Motor Vehicle - DCC	75	25	25	100.0%	126	9.9	50	66.7%	50	100.0%	75	100.0%
15	Substandard Structure Apts - DCC	72	26	26	100.0%	365	7.8	46	63.9%	46	100.0%	72	100.0%
16	Animal - Loose - DCC	67	4	4	100.0%	40	8.9	63	94.0%	63	100.0%	67	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	59	0	0	N/A	1	0.1	59	100.0%	58	98.3%	58	98.3%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	56	0	0	N/A	10	0.9	56	100.0%	56	100.0%	56	100.0%
19	Illegal Outside Storage - DCC	54	22	22	100.0%	38	8.8	32	59.3%	32	100.0%	54	100.0%
20	Street Repair - Routine-STS	52	4	4	100.0%	90	5.3	48	92.3%	48	100.0%	52	100.0%



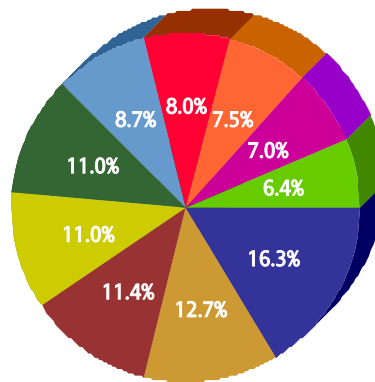
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

February 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	217
Recycling ROLL CART Registration - SAN	168
Animal - Loose Aggressive - DCC	152
Fire Inspection - DFD	146
Roll Cart - SAN	146
Dead Animal Pick Up - SAN	116
Recyclable Collection Missed (Residential) - SAN	106
24 Hour Parking/Parking Violations - DPD	99
Garbage - Missed - SAN	93
Obstruction Alley/Sidewalk/Street - DCC	85



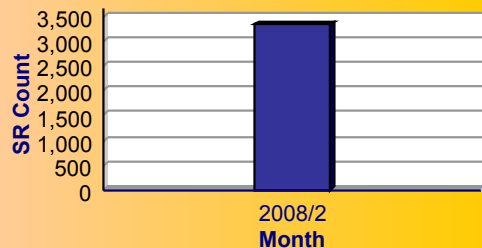
Service

- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Fire Inspection - DFD
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC

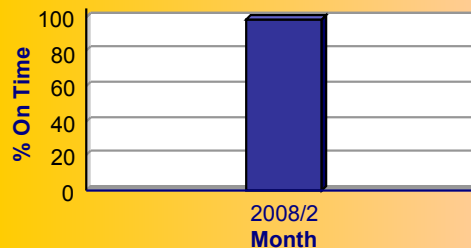
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,333	2,950	2,928	99.3%	383	365	95.3%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

February 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	217	48	48	100.0%	38	14.5	169	77.9%	169	100.0%	217	100.0%
2	Recycling ROLL CART Registration - SAN	168	2	2	100.0%	365	11.4	166	98.8%	166	100.0%	168	100.0%
3	Animal - Loose Aggressive - DCC	152	0	0	N/A	3	0.1	152	100.0%	152	100.0%	152	100.0%
4	Fire Inspection - DFD	146	65	65	100.0%	60	14.6	81	55.5%	81	100.0%	146	100.0%
5	Roll Cart - SAN	146	0	0	N/A	10	4.2	146	100.0%	146	100.0%	146	100.0%
6	Dead Animal Pick Up - SAN	116	0	0	N/A	1	0.3	116	100.0%	116	100.0%	116	100.0%
7	Recyclable Collection Missed (Residential) - SAN	106	0	0	N/A	3	1.1	106	100.0%	106	100.0%	106	100.0%
8	24 Hour Parking/Parking Violations - DPD	99	5	0	0.0%	10	6.6	94	94.9%	90	95.7%	90	90.9%
9	Garbage - Missed - SAN	93	0	0	N/A	12	1.8	93	100.0%	93	100.0%	93	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	85	11	11	100.0%	60	17.2	74	87.1%	74	100.0%	85	100.0%
11	Junk Motor Vehicle - DCC	84	38	38	100.0%	126	12.1	46	54.8%	46	100.0%	84	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	80	0	0	N/A	1	0.0	80	100.0%	80	100.0%	80	100.0%
13	Animal - Confined - DCC	79	0	0	N/A	3	0.1	79	100.0%	79	100.0%	79	100.0%
14	Substandard Structure - DCC	70	48	48	100.0%	365	7.8	22	31.4%	22	100.0%	70	100.0%
15	Bulky Trash Violations - DCC	62	0	0	N/A	14	3.2	62	100.0%	62	100.0%	62	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	62	0	0	N/A	10	0.4	62	100.0%	62	100.0%	62	100.0%
17	Animal - Loose - DCC	54	2	2	100.0%	40	8.4	52	96.3%	52	100.0%	54	100.0%
18	Animal - Sick/Injured - DCC	52	0	0	N/A	3	0.0	52	100.0%	52	100.0%	52	100.0%
19	Illegal Outside Storage - DCC	48	12	12	100.0%	38	13.4	36	75.0%	36	100.0%	48	100.0%
20	Traffic Signal - Timing - PWT	48	0	0	N/A	4	1.9	48	100.0%	45	93.8%	45	93.8%
21	Traffic Signal - Flashing - PWT	48	0	0	N/A	4	1.2	48	100.0%	48	100.0%	48	100.0%



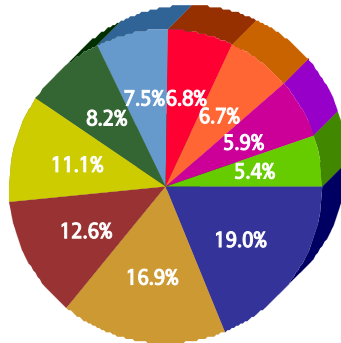
City of Dallas Service Level Performance Report by CSA

for South Central (7)

February 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	463
Animal - Loose Aggressive - DCC	413
Dead Animal Pick Up - SAN	307
Roll Cart - SAN	271
Obstruction Alley/Sidewalk/Street - DCC	199
Parking - Unapproved Surface - Eve/Weekends - DCC	184
Animal - Confined - DCC	165
Substandard Structure - DCC	164
Recycling ROLL CART Registration - SAN	143
Garbage - Missed - SAN	132



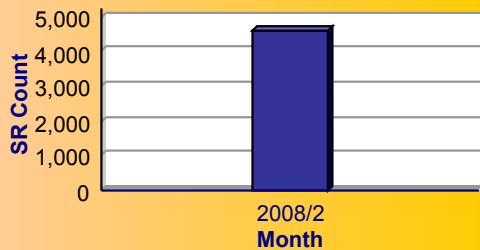
Service

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

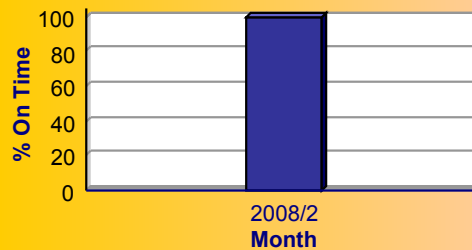
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,630	3,845	3,821	99.4%	785	775	98.7%	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)

February 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	463	150	148	98.7%	38	13.4	313	67.6%	313	100.0%	461	99.6%
2	Animal - Loose Aggressive - DCC	413	0	0	N/A	3	0.1	413	100.0%	413	100.0%	413	100.0%
3	Dead Animal Pick Up - SAN	307	0	0	N/A	1	0.3	307	100.0%	305	99.3%	305	99.3%
4	Roll Cart - SAN	271	0	0	N/A	10	3.8	271	100.0%	269	99.3%	269	99.3%
5	Obstruction Alley/Sidewalk/Street - DCC	199	87	87	100.0%	60	14.5	112	56.3%	112	100.0%	199	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	184	0	0	N/A	10	1.0	184	100.0%	183	99.5%	183	99.5%
7	Animal - Confined - DCC	165	0	0	N/A	3	0.1	165	100.0%	165	100.0%	165	100.0%
8	Substandard Structure - DCC	164	129	129	100.0%	365	14.1	35	21.3%	35	100.0%	164	100.0%
9	Recycling ROLL CART Registration - SAN	143	0	0	N/A	365	14.1	143	100.0%	143	100.0%	143	100.0%
10	Garbage - Missed - SAN	132	0	0	N/A	12	0.9	132	100.0%	132	100.0%	132	100.0%
11	Illegal Outside Storage - DCC	118	72	72	100.0%	38	13.4	46	39.0%	46	100.0%	118	100.0%
12	Smoke Detector Request - DFD	115	3	3	100.0%	30	6.2	112	97.4%	112	100.0%	115	100.0%
13	High Weeds - DCC	114	56	56	100.0%	38	13.2	58	50.9%	58	100.0%	114	100.0%
14	Animal - Sick/Injured - DCC	108	0	0	N/A	3	0.0	108	100.0%	108	100.0%	108	100.0%
15	Illegal Garbage/Placement - DCC	100	33	33	100.0%	60	5.0	67	67.0%	67	100.0%	100	100.0%
16	Animal - Loose - DCC	99	6	6	100.0%	40	8.7	93	93.9%	93	100.0%	99	100.0%
17	Junk Motor Vehicle - DCC	94	63	63	100.0%	126	13.6	31	33.0%	31	100.0%	94	100.0%
18	Open and Vacant Structure - DCC	84	11	11	100.0%	30	5.4	73	86.9%	72	98.6%	83	98.8%
19	Bulky Trash Violations - DCC	81	4	4	100.0%	14	4.8	77	95.1%	76	98.7%	80	98.8%
20	Illegal Land Use (Residential/Business) - DCC	80	45	45	100.0%	60	4.6	35	43.8%	35	100.0%	80	100.0%



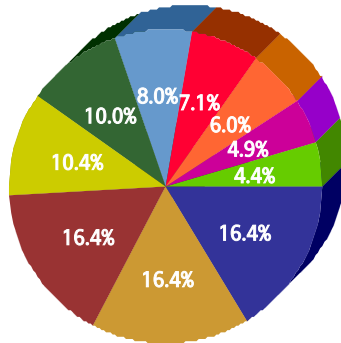
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

February 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	563
Parking - Unapproved Surface - Eve/Weekends - DCC	563
Substandard Structure - DCC	561
Litter - DCC	356
Dead Animal Pick Up - SAN	344
Roll Cart - SAN	274
Animal - Confined - DCC	242
Recycling ROLL CART Registration - SAN	207
Animal - Loose - DCC	167
High Weeds - DCC	150



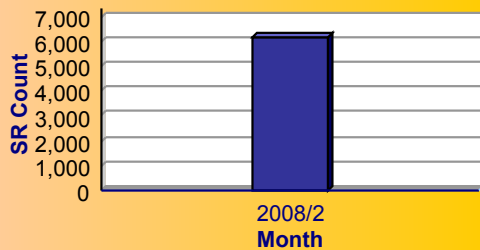
Service

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

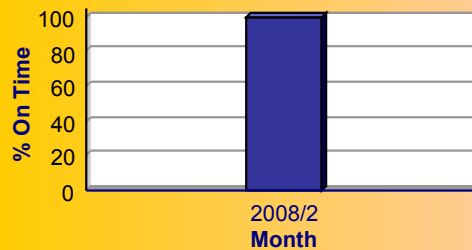
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,138	5,179	5,148	99.4%	959	938	97.8%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

February 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	563	0	0	N/A	3	0.2	563	100.0%	563	100.0%	563	100.0%
2	Parking - Unapproved Surface - Eve/Weekends - DCC	563	0	0	N/A	10	0.4	563	100.0%	563	100.0%	563	100.0%
3	Substandard Structure - DCC	561	353	353	100.0%	365	9.0	208	37.1%	208	100.0%	561	100.0%
4	Litter - DCC	356	117	116	99.1%	38	11.0	239	67.1%	239	100.0%	355	99.7%
5	Dead Animal Pick Up - SAN	344	0	0	N/A	1	0.3	344	100.0%	344	100.0%	344	100.0%
6	Roll Cart - SAN	274	0	0	N/A	10	4.1	274	100.0%	273	99.6%	273	99.6%
7	Animal - Confined - DCC	242	0	0	N/A	3	0.2	242	100.0%	241	99.6%	241	99.6%
8	Recycling ROLL CART Registration - SAN	207	3	3	100.0%	365	13.8	204	98.6%	204	100.0%	207	100.0%
9	Animal - Loose - DCC	167	14	14	100.0%	40	8.4	153	91.6%	153	100.0%	167	100.0%
10	High Weeds - DCC	150	43	43	100.0%	38	10.5	107	71.3%	107	100.0%	150	100.0%
11	Garbage - Missed - SAN	148	0	0	N/A	12	1.2	148	100.0%	148	100.0%	148	100.0%
12	Junk Motor Vehicle - DCC	144	91	91	100.0%	126	13.7	53	36.8%	53	100.0%	144	100.0%
13	Smoke Detector Request - DFD	143	19	12	63.2%	30	5.0	124	86.7%	124	100.0%	136	95.1%
14	24 Hour Parking/Parking Violations - DPD	127	6	0	0.0%	10	4.8	121	95.3%	120	99.2%	120	94.5%
15	Animal - Sick/Injured - DCC	113	0	0	N/A	3	0.1	113	100.0%	113	100.0%	113	100.0%
16	Fire Inspection - DFD	111	42	42	100.0%	60	14.0	69	62.2%	69	100.0%	111	100.0%
17	Bulky Trash Violations - DCC	110	0	0	N/A	14	3.2	110	100.0%	105	95.5%	105	95.5%
18	Obstruction Alley/Sidewalk/Street - DCC	88	44	44	100.0%	60	11.8	44	50.0%	44	100.0%	88	100.0%
19	Illegal Dumping - DCC	82	5	5	100.0%	38	2.0	77	93.9%	77	100.0%	82	100.0%
20	Illegal Land Use (Residential/Business) - DCC	72	22	22	100.0%	60	6.4	50	69.4%	50	100.0%	72	100.0%



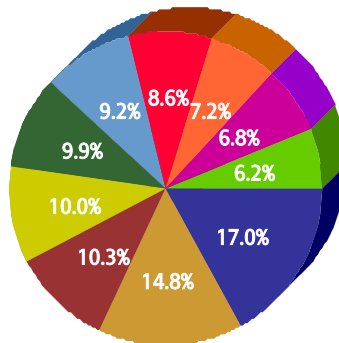
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

February 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	454
Litter - DCC	393
Junk Motor Vehicle - DCC	275
Roll Cart - SAN	265
Recycling ROLL CART Registration - SAN	263
Dead Animal Pick Up - SAN	245
Fire Inspection - DFD	230
Animal - Confined - DCC	193
Illegal Garbage/Placement - DCC	181
Parking - Unapproved Surface - Eve/Weekends - DCC	164



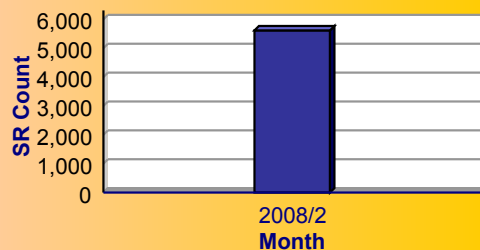
Service

- Animal - Loose Aggressive - DCC
- Litter - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Confined - DCC
- Illegal Garbage/Placement - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

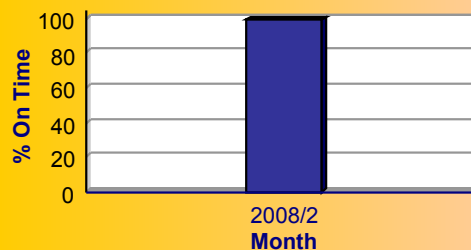
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,573	4,583	4,543	99.1%	990	978	98.8%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

February 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	454	0	0	N/A	3	0.1	454	100.0%	454	100.0%	454	100.0%
2	Litter - DCC	393	174	171	98.3%	38	11.8	219	55.7%	219	100.0%	390	99.2%
3	Junk Motor Vehicle - DCC	275	145	145	100.0%	126	11.0	130	47.3%	130	100.0%	275	100.0%
4	Roll Cart - SAN	265	0	0	N/A	10	3.4	265	100.0%	265	100.0%	265	100.0%
5	Recycling ROLL CART Registration - SAN	263	3	3	100.0%	365	14.4	260	98.9%	260	100.0%	263	100.0%
6	Dead Animal Pick Up - SAN	245	0	0	N/A	1	0.4	245	100.0%	244	99.6%	244	99.6%
7	Fire Inspection - DFD	230	124	124	100.0%	60	12.8	106	46.1%	106	100.0%	230	100.0%
8	Animal - Confined - DCC	193	0	0	N/A	3	0.1	193	100.0%	192	99.5%	192	99.5%
9	Illegal Garbage/Placement - DCC	181	36	36	100.0%	60	7.4	145	80.1%	145	100.0%	181	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	164	0	0	N/A	10	0.6	164	100.0%	164	100.0%	164	100.0%
11	Illegal Outside Storage - DCC	145	79	79	100.0%	38	13.5	66	45.5%	66	100.0%	145	100.0%
12	Bulky Trash Violations - DCC	139	2	2	100.0%	14	4.3	137	98.6%	133	97.1%	135	97.1%
13	High Weeds - DCC	139	68	67	98.5%	38	10.3	71	51.1%	71	100.0%	138	99.3%
14	Animal - Loose - DCC	138	8	8	100.0%	40	8.4	130	94.2%	130	100.0%	138	100.0%
15	24 Hour Parking/Parking Violations - DPD	113	0	0	N/A	10	3.9	113	100.0%	110	97.3%	110	97.3%
16	Obstruction Alley/Sidewalk/Street - DCC	108	57	57	100.0%	60	13.4	51	47.2%	51	100.0%	108	100.0%
17	Animal - Sick/Injured - DCC	102	0	0	N/A	3	0.0	102	100.0%	102	100.0%	102	100.0%
18	Substandard Structure - DCC	97	71	71	100.0%	365	11.2	26	26.8%	26	100.0%	97	100.0%
19	Graffiti Private Property - Residential/Commercial	92	49	49	100.0%	90	8.9	43	46.7%	43	100.0%	92	100.0%
20	Animal - Cruelty - DCC	82	0	0	N/A	30	0.1	82	100.0%	82	100.0%	82	100.0%
21	Garbage - Missed - SAN	82	0	0	N/A	12	0.7	82	100.0%	82	100.0%	82	100.0%



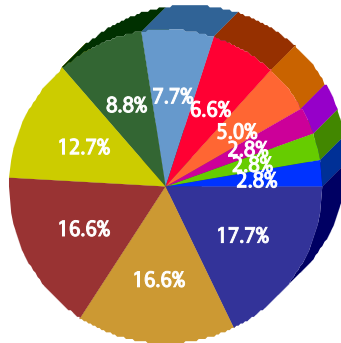
City of Dallas Service Level Performance Report by CSA

for Unknown

February 2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	32
Litter - DCC	30
Recycling ROLL CART Registration - SAN	30
Fire Inspection - DFD	23
Illegal Land Use (Residential/Business) - DCC	16
Dead Animal Pick Up - SAN	14
Street Spillage/Debris in Right of Way-Hazardous-STs	12
Animal - Loose - DCC	9
Garbage - Missed - SAN	5
Roll Cart - SAN	5
Traffic Signal - Timing - PWT	5



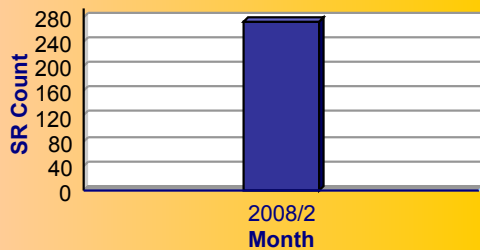
Service

- Complaint/Compliment - CTY
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Illegal Land Use (Residential/Business) - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Animal - Loose - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- Traffic Signal - Timing - PWT

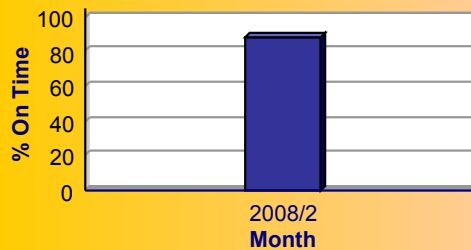
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
273	194	180	92.8%	79	61	77.2%	88.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

February 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	32	15	0	0.0%	10	10.1	17	53.1%	12	70.6%	12	37.5%
2	Litter - DCC	30	23	22	95.7%	38	12.4	7	23.3%	7	100.0%	29	96.7%
3	Recycling ROLL CART Registration - SAN	30	2	2	100.0%	365	10.6	28	93.3%	28	100.0%	30	100.0%
4	Fire Inspection - DFD	23	10	10	100.0%	60	11.3	13	56.5%	13	100.0%	23	100.0%
5	Illegal Land Use (Residential/Business) - DCC	16	15	15	100.0%	60	4.0	1	6.2%	1	100.0%	16	100.0%
6	Dead Animal Pick Up - SAN	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
7	Street Spillage/Debris in Right of Way-Hazardous-STs	12	0	0	N/A	1	0.0	12	100.0%	12	100.0%	12	100.0%
8	Animal - Loose - DCC	9	0	0	N/A	40	9.3	9	100.0%	9	100.0%	9	100.0%
9	Traffic Signal - Timing - PWT	5	0	0	N/A	4	1.4	5	100.0%	5	100.0%	5	100.0%
10	Garbage - Missed - SAN	5	0	0	N/A	12	2.6	5	100.0%	5	100.0%	5	100.0%
11	Roll Cart - SAN	5	0	0	N/A	10	6.6	5	100.0%	4	80.0%	4	80.0%
12	Smoke Detector Request - DFD	4	0	0	N/A	30	5.2	4	100.0%	4	100.0%	4	100.0%
13	Bulky Trash Violations - DCC	3	0	0	N/A	14	19.0	3	100.0%	0	0.0%	0	0.0%
14	Illegal Outside Storage - DCC	3	3	2	66.7%	38		0	0.0%	0	N/A	2	66.7%
15	Signs - Other - DCC	3	0	0	N/A	21	0.0	3	100.0%	3	100.0%	3	100.0%
16	Junk Motor Vehicle - DCC	3	1	1	100.0%	126	0.5	2	66.7%	2	100.0%	3	100.0%
17	Animal - Sick/Injured - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
18	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	7.7	3	100.0%	2	66.7%	2	66.7%
19	Signs - Public Right of Way Eve/Weekends - DCC	3	0	0	N/A	7	0.0	3	100.0%	3	100.0%	3	100.0%
20	Pot hole - Hazardous-STs	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
21	Pot hole Repair Routine - STs	3	0	0	N/A	5	5.0	3	100.0%	1	33.3%	1	33.3%