



FY 2009 – 2010

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

February 2010

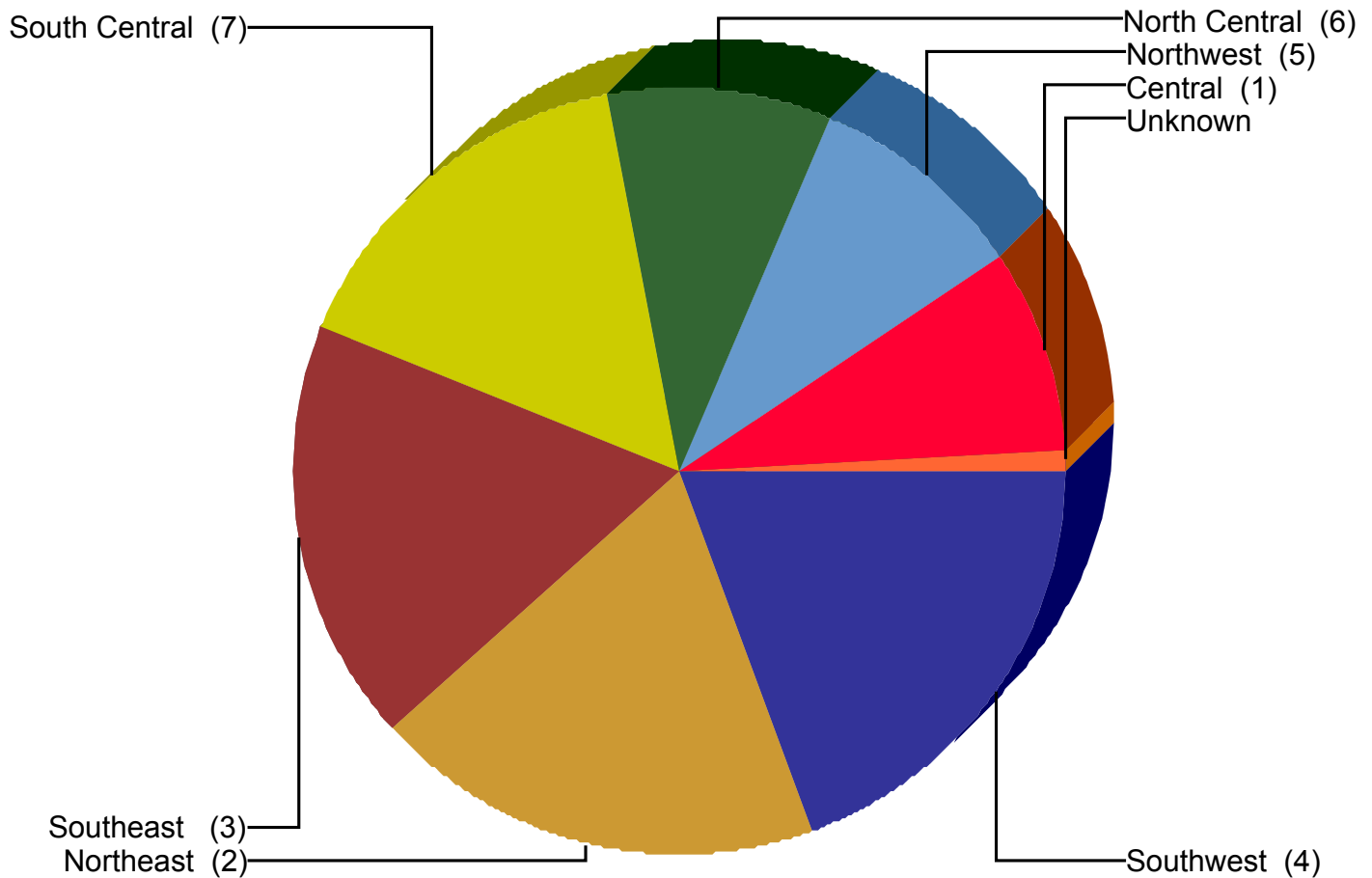
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City of Dallas

Service Area Report
For February 2010



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|---------------|---------------------|----------------------|
| Central (1) | 3,224 | 8.4% | 97.7% |
| North Central (6) | 3,657 | 9.5% | 94.0% |
| Northeast (2) | 7,314 | 19.1% | 97.8% |
| Northwest (5) | 3,561 | 9.3% | 97.1% |
| South Central (7) | 6,030 | 15.7% | 98.4% |
| Southeast (3) | 6,774 | 17.7% | 98.9% |
| Southwest (4) | 7,439 | 19.4% | 98.9% |
| Unknown | 357 | 0.9% | 86.8% |
| Total | 38,356 | 100.0% | 97.8% |



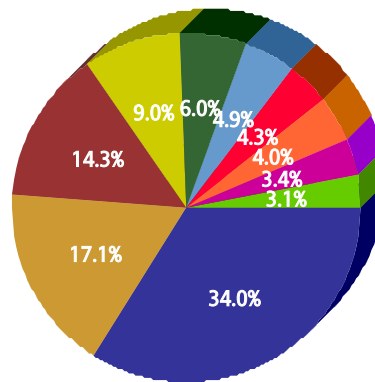
City of Dallas Service Level Performance Report by CSA

For Citywide

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 7,173 |
| Storm Brush - Debris - SAN | 3,614 |
| Roll Cart - SAN | 3,028 |
| Tree down/low limbs - Emergency-STs | 1,902 |
| Litter - CCS | 1,271 |
| Dead Animal Pick Up - SAN | 1,027 |
| Animal - Loose Aggressive - CCS | 902 |
| Recyclable Collection Missed (Residential) - SAN | 838 |
| Sanitation Misc. - SAN | 708 |
| Animal - Confined - CCS | 656 |



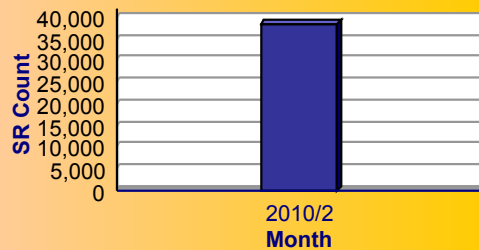
Service

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

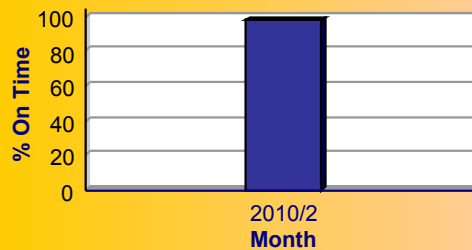
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 38,356 | 34,611 | 33,876 | 97.9% | 3,745 | 3,622 | 96.7% | 97.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

February 2010

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 | 7,173 | 0 | 0 | N/A | 10 | 2.8 | 7,173 | 100.0% | 7,171 | 100.0% | 7,171 | 100.0% |
| 2 | Storm Brush - Debris - SAN | 3,614 | 391 | 391 | 100.0% | 30 | 9.6 | 3,223 | 89.2% | 3,223 | 100.0% | 3,614 | 100.0% |
| 3 | Roll Cart - SAN | 3,028 | 0 | 0 | N/A | 10 | 3.2 | 3,028 | 100.0% | 3,021 | 99.8% | 3,021 | 99.8% |
| 4 | Tree down/low limbs - Emergency-STS | 1,902 | 0 | 0 | N/A | 5 | 1.1 | 1,902 | 100.0% | 1,884 | 99.1% | 1,884 | 99.1% |
| 5 | Litter - CCS | 1,271 | 540 | 540 | 100.0% | 38 | 12.4 | 731 | 57.5% | 731 | 100.0% | 1,271 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 1,027 | 0 | 0 | N/A | 1 | 0.3 | 1,027 | 100.0% | 1,024 | 99.7% | 1,024 | 99.7% |
| 7 | Animal - Loose Aggressive - CCS | 902 | 0 | 0 | N/A | 3 | 0.2 | 902 | 100.0% | 900 | 99.8% | 900 | 99.8% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 838 | 0 | 0 | N/A | 3 | 1.2 | 838 | 100.0% | 829 | 98.9% | 829 | 98.9% |
| 9 | Sanitation Misc. - SAN | 708 | 1 | 0 | 0.0% | 10 | 7.9 | 707 | 99.9% | 359 | 50.8% | 359 | 50.7% |
| 10 | Animal - Confined - CCS | 656 | 0 | 0 | N/A | 3 | 0.2 | 656 | 100.0% | 654 | 99.7% | 654 | 99.7% |
| 11 | Junk Motor Vehicle - CCS | 637 | 371 | 371 | 100.0% | 126 | 13.1 | 266 | 41.8% | 266 | 100.0% | 637 | 100.0% |
| 12 | Garbage - Missed - SAN | 626 | 0 | 0 | N/A | 3 | 0.8 | 626 | 100.0% | 608 | 97.1% | 608 | 97.1% |
| 13 | Obstruction Alley/Sidewalk/Street - CCS | 592 | 266 | 266 | 100.0% | 60 | 11.7 | 326 | 55.1% | 326 | 100.0% | 592 | 100.0% |
| 14 | Smoke Detector Request - DFD | 550 | 51 | 51 | 100.0% | 30 | 4.2 | 499 | 90.7% | 499 | 100.0% | 550 | 100.0% |
| 15 | Animal - Loose - CCS | 544 | 69 | 69 | 100.0% | 40 | 8.2 | 475 | 87.3% | 475 | 100.0% | 544 | 100.0% |
| 16 | Recycling - Roll Cart - SAN | 521 | 0 | 0 | N/A | 10 | 3.1 | 521 | 100.0% | 520 | 99.8% | 520 | 99.8% |
| 17 | Bulky Trash Violations - CCS | 470 | 12 | 4 | 33.3% | 14 | 4.6 | 458 | 97.4% | 433 | 94.5% | 437 | 93.0% |
| 18 | Pot hole - Hazardous-STS | 462 | 0 | 0 | N/A | 1 | 0.4 | 462 | 100.0% | 450 | 97.4% | 450 | 97.4% |
| 19 | Brush/Bulk Items - Missed - SAN | 446 | 17 | 4 | 23.5% | 10 | 2.3 | 429 | 96.2% | 422 | 98.4% | 426 | 95.5% |
| 20 | Street Repair - Routine-STS | 440 | 138 | 138 | 100.0% | 90 | 6.8 | 302 | 68.6% | 302 | 100.0% | 440 | 100.0% |

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



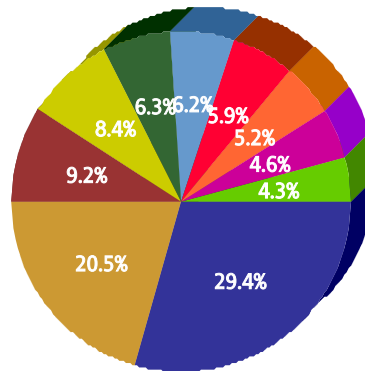
City of Dallas Service Level Performance Report by CSA

for Central (1)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 455 |
| Roll Cart - SAN | 318 |
| Storm Brush - Debris - SAN | 143 |
| Tree down/low limbs - Emergency-STs | 130 |
| Litter - CCS | 98 |
| Junk Motor Vehicle - CCS | 96 |
| Graffiti Private Property - Residential/Commercial | 91 |
| Signs - Other - CCS | 80 |
| Signs - Public Right of Way - CCS | 71 |
| Fire Inspection - DFD | 66 |



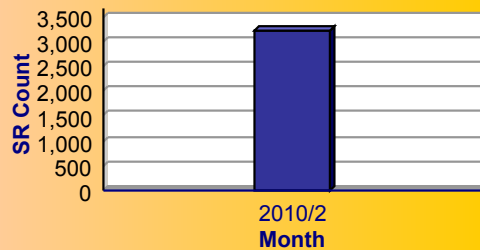
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Storm Brush - Debris - SAN
- Tree down/low limbs - Emergency-STs
- Litter - CCS
- Junk Motor Vehicle - CCS
- Graffiti Private Property - Residential/Commercial
- Signs - Other - CCS
- Signs - Public Right of Way - CCS
- Fire Inspection - DFD

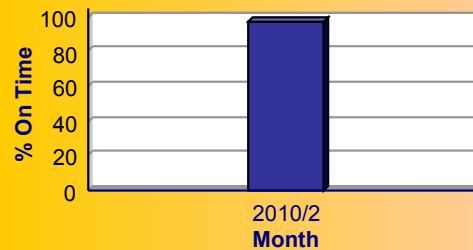
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,224 | 2,863 | 2,806 | 98.0% | 361 | 344 | 95.3% | 97.7% |

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 2010

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 | 455 | 0 | 0 | N/A | 10 | 2.8 | 455 | 100.0% | 455 | 100.0% | 455 | 100.0% |
| 2 | Roll Cart - SAN | 318 | 0 | 0 | N/A | 10 | 3.0 | 318 | 100.0% | 318 | 100.0% | 318 | 100.0% |
| 3 | Storm Brush - Debris - SAN | 143 | 22 | 22 | 100.0% | 30 | 8.8 | 121 | 84.6% | 121 | 100.0% | 143 | 100.0% |
| 4 | Tree down/low limbs - Emergency-STS | 130 | 0 | 0 | N/A | 5 | 1.4 | 130 | 100.0% | 129 | 99.2% | 129 | 99.2% |
| 5 | Litter - CCS | 98 | 34 | 34 | 100.0% | 38 | 13.8 | 64 | 65.3% | 64 | 100.0% | 98 | 100.0% |
| 6 | Junk Motor Vehicle - CCS | 96 | 77 | 77 | 100.0% | 126 | 9.6 | 19 | 19.8% | 19 | 100.0% | 96 | 100.0% |
| 7 | Graffiti Private Property - Residential/Commercial | 91 | 25 | 25 | 100.0% | 90 | 7.8 | 66 | 72.5% | 66 | 100.0% | 91 | 100.0% |
| 8 | Signs - Other - CCS | 80 | 6 | 2 | 33.3% | 21 | 5.5 | 74 | 92.5% | 68 | 91.9% | 70 | 87.5% |
| 9 | Signs - Public Right of Way - CCS | 71 | 1 | 0 | 0.0% | 7 | 0.5 | 70 | 98.6% | 70 | 100.0% | 70 | 98.6% |
| 10 | Fire Inspection - DFD | 66 | 35 | 35 | 100.0% | 60 | 4.4 | 31 | 47.0% | 31 | 100.0% | 66 | 100.0% |
| 11 | Garbage - Missed - SAN | 65 | 0 | 0 | N/A | 3 | 0.6 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 12 | Traffic Signal - Flashing - PWT | 65 | 0 | 0 | N/A | 4 | 2.4 | 65 | 100.0% | 64 | 98.5% | 64 | 98.5% |
| 13 | Dead Animal Pick Up - SAN | 63 | 0 | 0 | N/A | 1 | 0.2 | 63 | 100.0% | 63 | 100.0% | 63 | 100.0% |
| 14 | Street Repair - Routine-STS | 58 | 20 | 20 | 100.0% | 90 | 8.4 | 38 | 65.5% | 38 | 100.0% | 58 | 100.0% |
| 15 | Recyclable Collection Missed (Residential) - SAN | 53 | 0 | 0 | N/A | 3 | 1.5 | 53 | 100.0% | 51 | 96.2% | 51 | 96.2% |
| 16 | Pot hole - Hazardous-STS | 51 | 0 | 0 | N/A | 1 | 0.5 | 51 | 100.0% | 49 | 96.1% | 49 | 96.1% |
| 17 | Animal - Loose Aggressive - CCS | 49 | 0 | 0 | N/A | 3 | 0.5 | 49 | 100.0% | 48 | 98.0% | 48 | 98.0% |
| 18 | Recycling - Roll Cart - SAN | 45 | 0 | 0 | N/A | 10 | 2.9 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 19 | Traffic Signal - All Out - PWT | 41 | 0 | 0 | N/A | 4 | 3.1 | 41 | 100.0% | 35 | 85.4% | 35 | 85.4% |
| 20 | Pot hole Repair Routine - STS | 40 | 0 | 0 | N/A | 7 | 4.1 | 40 | 100.0% | 35 | 87.5% | 35 | 87.5% |



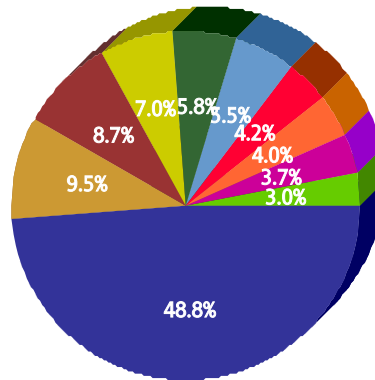
City of Dallas Service Level Performance Report by CSA

for North Central (6)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Storm Brush - Debris - SAN | 1,064 |
| Sanitation Misc. - SAN | 207 |
| Tree down/low limbs - Emergency-STS | 189 |
| Roll Cart - SAN | 152 |
| Recycling ROLL CART Registration - SAN | 127 |
| Brush/Bulk Items - Missed - SAN | 120 |
| Litter - CCS | 91 |
| Fire Inspection - DFD | 87 |
| Traffic Signal - All Out - PWT | 80 |
| Recyclable Collection Missed (Residential) - SAN | 65 |



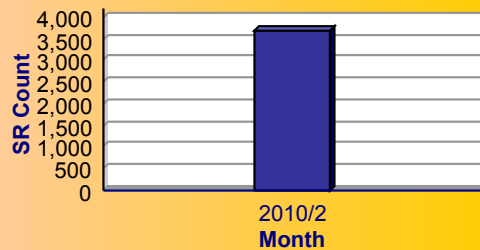
Service

- Storm Brush - Debris - SAN
- Sanitation Misc. - SAN
- Tree down/low limbs - Emergency-STS
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Brush/Bulk Items - Missed - SAN
- Litter - CCS
- Fire Inspection - DFD
- Traffic Signal - All Out - PWT
- Recyclable Collection Missed (Residential) - SAN

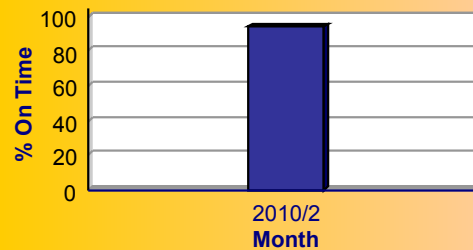
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,657 | 3,214 | 3,007 | 93.6% | 443 | 429 | 96.8% | 94.0% |

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 2010

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Storm Brush - Debris - SAN | 1,064 | 179 | 179 | 100.0% | 30 | 11.1 | 885 | 83.2% | 885 | 100.0% | 1,064 | 100.0% |
| 2 | Sanitation Misc. - SAN | 207 | 1 | 0 | 0.0% | 10 | 11.5 | 206 | 99.5% | 47 | 22.8% | 47 | 22.7% |
| 3 | Tree down/low limbs - Emergency-STS | 189 | 0 | 0 | N/A | 5 | 1.6 | 189 | 100.0% | 177 | 93.7% | 177 | 93.7% |
| 4 | Roll Cart - SAN | 152 | 0 | 0 | N/A | 10 | 3.8 | 152 | 100.0% | 150 | 98.7% | 150 | 98.7% |
| 5 | Recycling ROLL CART Registration - SAN | 127 | 0 | 0 | N/A | 10 | 3.1 | 127 | 100.0% | 127 | 100.0% | 127 | 100.0% |
| 6 | Brush/Bulk Items - Missed - SAN | 120 | 2 | 0 | 0.0% | 10 | 2.9 | 118 | 98.3% | 116 | 98.3% | 116 | 96.7% |
| 7 | Litter - CCS | 91 | 40 | 40 | 100.0% | 38 | 12.5 | 51 | 56.0% | 51 | 100.0% | 91 | 100.0% |
| 8 | Fire Inspection - DFD | 87 | 47 | 47 | 100.0% | 60 | 8.8 | 40 | 46.0% | 40 | 100.0% | 87 | 100.0% |
| 9 | Traffic Signal - All Out - PWT | 80 | 0 | 0 | N/A | 4 | 3.8 | 80 | 100.0% | 68 | 85.0% | 68 | 85.0% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 65 | 0 | 0 | N/A | 3 | 0.7 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 11 | Garbage - Missed - SAN | 62 | 0 | 0 | N/A | 3 | 0.5 | 62 | 100.0% | 62 | 100.0% | 62 | 100.0% |
| 12 | Animal - Confined - CCS | 59 | 0 | 0 | N/A | 3 | 0.2 | 59 | 100.0% | 58 | 98.3% | 58 | 98.3% |
| 13 | Dead Animal Pick Up - SAN | 56 | 0 | 0 | N/A | 1 | 0.3 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |
| 14 | Obstruction Alley/Sidewalk/Street - CCS | 55 | 19 | 19 | 100.0% | 60 | 10.8 | 36 | 65.5% | 36 | 100.0% | 55 | 100.0% |
| 15 | Illegal Land Use (Residential/Business) - CCS | 55 | 24 | 24 | 100.0% | 60 | 9.0 | 31 | 56.4% | 31 | 100.0% | 55 | 100.0% |
| 16 | Street Repair - Routine-STS | 50 | 17 | 17 | 100.0% | 90 | 6.0 | 33 | 66.0% | 33 | 100.0% | 50 | 100.0% |
| 17 | Pot hole - Hazardous-STS | 47 | 0 | 0 | N/A | 1 | 0.5 | 47 | 100.0% | 45 | 95.7% | 45 | 95.7% |
| 18 | Traffic Signal - Timing - PWT | 42 | 0 | 0 | N/A | 4 | 2.5 | 42 | 100.0% | 42 | 100.0% | 42 | 100.0% |
| 19 | Pot hole Repair Routine - STS | 33 | 2 | 0 | 0.0% | 7 | 3.3 | 31 | 93.9% | 28 | 90.3% | 28 | 84.8% |
| 20 | Signs - Other - CCS | 32 | 3 | 2 | 66.7% | 21 | 1.2 | 29 | 90.6% | 29 | 100.0% | 31 | 96.9% |
| 21 | 24 Hour Parking/Parking Violations - DPD | 32 | 1 | 0 | 0.0% | 10 | 3.7 | 31 | 96.9% | 31 | 100.0% | 31 | 96.9% |



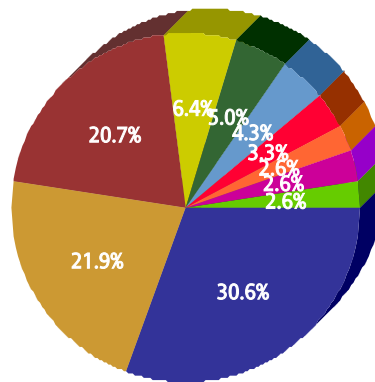
City of Dallas Service Level Performance Report by CSA

for Northeast (2)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,460 |
| Storm Brush - Debris - SAN | 1,043 |
| Roll Cart - SAN | 986 |
| Tree down/low limbs - Emergency-STS | 306 |
| Recyclable Collection Missed (Residential) - SAN | 238 |
| Sanitation Misc. - SAN | 204 |
| Litter - CCS | 159 |
| Garbage - Missed - SAN | 125 |
| Recycling - Roll Cart - SAN | 125 |
| Animal - Confined - CCS | 122 |



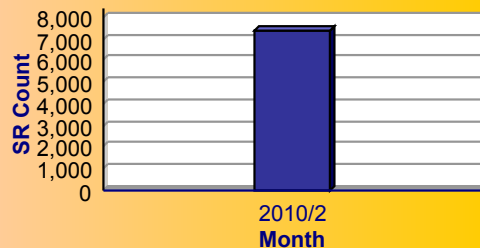
Service

- Recycling ROLL CART Registration - SAN
- Storm Brush - Debris - SAN
- Roll Cart - SAN
- Tree down/low limbs - Emergency-STS
- Recyclable Collection Missed (Residential) - SAN
- Sanitation Misc. - SAN
- Litter - CCS
- Garbage - Missed - SAN
- Recycling - Roll Cart - SAN
- Animal - Confined - CCS

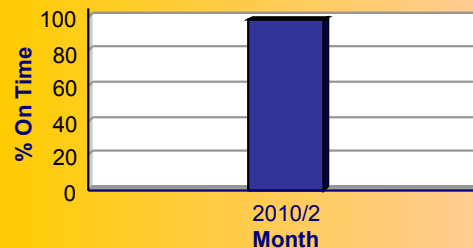
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 7,314 | 6,787 | 6,639 | 97.8% | 527 | 511 | 97.0% | 97.8% |

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 2010

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 | 1,460 | 0 | 0 | N/A | 10 | 2.7 | 1,460 | 100.0% | 1,460 | 100.0% | 1,460 | 100.0% |
| 2 | Storm Brush - Debris - SAN | 1,043 | 87 | 87 | 100.0% | 30 | 8.8 | 956 | 91.7% | 956 | 100.0% | 1,043 | 100.0% |
| 3 | Roll Cart - SAN | 986 | 0 | 0 | N/A | 10 | 2.6 | 986 | 100.0% | 985 | 99.9% | 985 | 99.9% |
| 4 | Tree down/low limbs - Emergency-STS | 306 | 0 | 0 | N/A | 5 | 1.6 | 306 | 100.0% | 304 | 99.3% | 304 | 99.3% |
| 5 | Recyclable Collection Missed (Residential) - SAN | 238 | 0 | 0 | N/A | 3 | 1.1 | 238 | 100.0% | 238 | 100.0% | 238 | 100.0% |
| 6 | Sanitation Misc. - SAN | 204 | 0 | 0 | N/A | 10 | 7.3 | 204 | 100.0% | 100 | 49.0% | 100 | 49.0% |
| 7 | Litter - CCS | 159 | 63 | 63 | 100.0% | 38 | 10.6 | 96 | 60.4% | 96 | 100.0% | 159 | 100.0% |
| 8 | Garbage - Missed - SAN | 125 | 0 | 0 | N/A | 3 | 0.7 | 125 | 100.0% | 123 | 98.4% | 123 | 98.4% |
| 9 | Recycling - Roll Cart - SAN | 125 | 0 | 0 | N/A | 10 | 3.2 | 125 | 100.0% | 125 | 100.0% | 125 | 100.0% |
| 10 | Animal - Confined - CCS | 122 | 0 | 0 | N/A | 3 | 0.2 | 122 | 100.0% | 121 | 99.2% | 121 | 99.2% |
| 11 | Brush/Bulk Items - Missed - SAN | 115 | 8 | 3 | 37.5% | 10 | 1.7 | 107 | 93.0% | 107 | 100.0% | 110 | 95.7% |
| 12 | Traffic Signal - All Out - PWT | 113 | 0 | 0 | N/A | 4 | 3.5 | 113 | 100.0% | 102 | 90.3% | 102 | 90.3% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 97 | 0 | 0 | N/A | 10 | 3.9 | 97 | 100.0% | 97 | 100.0% | 97 | 100.0% |
| 14 | Dead Animal Pick Up - SAN | 95 | 0 | 0 | N/A | 1 | 0.3 | 95 | 100.0% | 95 | 100.0% | 95 | 100.0% |
| 15 | Obstruction Alley/Sidewalk/Street - CCS | 88 | 32 | 32 | 100.0% | 60 | 9.2 | 56 | 63.6% | 56 | 100.0% | 88 | 100.0% |
| 16 | Bulky Trash Violations - CCS | 76 | 1 | 0 | 0.0% | 14 | 4.6 | 75 | 98.7% | 75 | 100.0% | 75 | 98.7% |
| 17 | Pot hole - Hazardous-STS | 74 | 0 | 0 | N/A | 1 | 0.1 | 74 | 100.0% | 74 | 100.0% | 74 | 100.0% |
| 18 | Street Repair - Routine-STS | 73 | 29 | 29 | 100.0% | 90 | 7.4 | 44 | 60.3% | 44 | 100.0% | 73 | 100.0% |
| 19 | Animal - Loose Aggressive - CCS | 72 | 0 | 0 | N/A | 3 | 0.1 | 72 | 100.0% | 72 | 100.0% | 72 | 100.0% |
| 20 | Graffiti Private Property - Residential/Commercial | 70 | 29 | 29 | 100.0% | 90 | 3.0 | 41 | 58.6% | 41 | 100.0% | 70 | 100.0% |
| 21 | Animal - Loose - CCS | 70 | 25 | 25 | 100.0% | 40 | 7.1 | 45 | 64.3% | 45 | 100.0% | 70 | 100.0% |



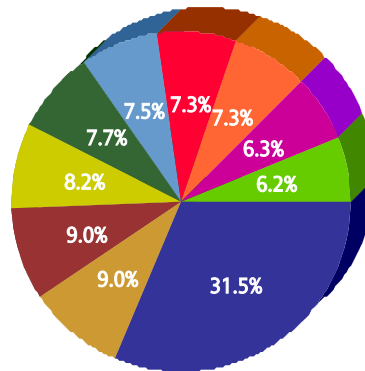
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Storm Brush - Debris - SAN | 459 |
| Dead Animal Pick Up - SAN | 131 |
| Recycling ROLL CART Registration - SAN | 131 |
| Obstruction Alley/Sidewalk/Street - CCS | 119 |
| Tree down/low limbs - Emergency-STs | 113 |
| Graffiti Private Property - Residential/Commercial | 110 |
| Garbage - Missed - SAN | 107 |
| Sanitation Misc. - SAN | 106 |
| Signs - Other - CCS | 92 |
| Roll Cart - SAN | 91 |



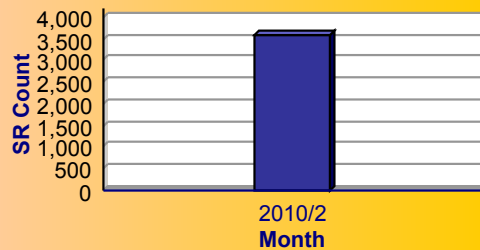
Service

- Storm Brush - Debris - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - CCS
- Tree down/low limbs - Emergency-STs
- Graffiti Private Property - Residential/Commercial
- Garbage - Missed - SAN
- Sanitation Misc. - SAN
- Signs - Other - CCS
- Roll Cart - SAN

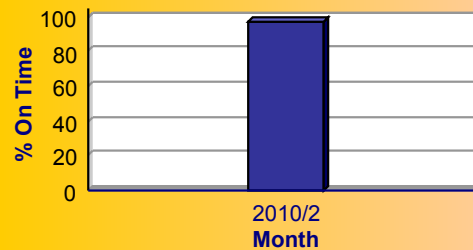
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,561 | 3,104 | 3,008 | 96.9% | 457 | 448 | 98.0% | 97.1% |

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 2010

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Storm Brush - Debris - SAN | 459 | 100 | 100 | 100.0% | 30 | 11.7 | 359 | 78.2% | 359 | 100.0% | 459 | 100.0% |
| 2 | Dead Animal Pick Up - SAN | 131 | 0 | 0 | N/A | 1 | 0.2 | 131 | 100.0% | 131 | 100.0% | 131 | 100.0% |
| 3 | Recycling ROLL CART Registration - SAN | 131 | 0 | 0 | N/A | 10 | 2.9 | 131 | 100.0% | 131 | 100.0% | 131 | 100.0% |
| 4 | Obstruction Alley/Sidewalk/Street - CCS | 119 | 61 | 61 | 100.0% | 60 | 13.4 | 58 | 48.7% | 58 | 100.0% | 119 | 100.0% |
| 5 | Tree down/low limbs - Emergency-STS | 113 | 0 | 0 | N/A | 5 | 0.6 | 113 | 100.0% | 113 | 100.0% | 113 | 100.0% |
| 6 | Graffiti Private Property - Residential/Commercial | 110 | 12 | 12 | 100.0% | 90 | 3.6 | 98 | 89.1% | 98 | 100.0% | 110 | 100.0% |
| 7 | Garbage - Missed - SAN | 107 | 0 | 0 | N/A | 3 | 0.8 | 107 | 100.0% | 106 | 99.1% | 106 | 99.1% |
| 8 | Sanitation Misc. - SAN | 106 | 0 | 0 | N/A | 10 | 9.9 | 106 | 100.0% | 43 | 40.6% | 43 | 40.6% |
| 9 | Signs - Other - CCS | 92 | 12 | 12 | 100.0% | 21 | 2.9 | 80 | 87.0% | 78 | 97.5% | 90 | 97.8% |
| 10 | Roll Cart - SAN | 91 | 0 | 0 | N/A | 10 | 2.9 | 91 | 100.0% | 91 | 100.0% | 91 | 100.0% |
| 11 | Fire Inspection - DFD | 87 | 42 | 42 | 100.0% | 60 | 9.0 | 45 | 51.7% | 45 | 100.0% | 87 | 100.0% |
| 12 | Litter - CCS | 85 | 32 | 32 | 100.0% | 38 | 10.3 | 53 | 62.4% | 53 | 100.0% | 85 | 100.0% |
| 13 | Recyclable Collection Missed (Residential) - SAN | 83 | 0 | 0 | N/A | 3 | 0.8 | 83 | 100.0% | 83 | 100.0% | 83 | 100.0% |
| 14 | Animal - Loose Aggressive - CCS | 82 | 0 | 0 | N/A | 3 | 0.1 | 82 | 100.0% | 82 | 100.0% | 82 | 100.0% |
| 15 | Street Repair - Routine-STS | 81 | 23 | 23 | 100.0% | 90 | 6.0 | 58 | 71.6% | 58 | 100.0% | 81 | 100.0% |
| 16 | Animal - Confined - CCS | 73 | 0 | 0 | N/A | 3 | 0.0 | 73 | 100.0% | 73 | 100.0% | 73 | 100.0% |
| 17 | Pot hole - Hazardous-STS | 73 | 0 | 0 | N/A | 1 | 0.2 | 73 | 100.0% | 71 | 97.3% | 71 | 97.3% |
| 18 | 24 Hour Parking/Parking Violations - DPD | 64 | 0 | 0 | N/A | 10 | 3.9 | 64 | 100.0% | 64 | 100.0% | 64 | 100.0% |
| 19 | Brush/Bulk Items - Missed - SAN | 57 | 0 | 0 | N/A | 10 | 3.1 | 57 | 100.0% | 55 | 96.5% | 55 | 96.5% |
| 20 | Animal - Loose - CCS | 52 | 7 | 7 | 100.0% | 40 | 10.5 | 45 | 86.5% | 45 | 100.0% | 52 | 100.0% |
| 21 | Traffic Signal - All Out - PWT | 52 | 0 | 0 | N/A | 4 | 3.7 | 52 | 100.0% | 43 | 82.7% | 43 | 82.7% |

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



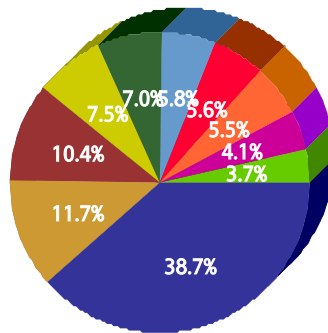
City of Dallas Service Level Performance Report by CSA

for South Central (7)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,389 |
| Roll Cart - SAN | 421 |
| Tree down/low limbs - Emergency-STS | 374 |
| Storm Brush - Debris - SAN | 268 |
| Animal - Loose Aggressive - CCS | 253 |
| Dead Animal Pick Up - SAN | 207 |
| Smoke Detector Request - DFD | 202 |
| Litter - CCS | 197 |
| Junk Motor Vehicle - CCS | 147 |
| Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 133 |



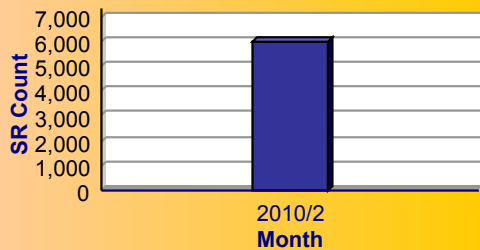
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Tree down/low limbs - Emergency-STS
- Storm Brush - Debris - SAN
- Animal - Loose Aggressive - CCS
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Litter - CCS
- Junk Motor Vehicle - CCS
- Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)

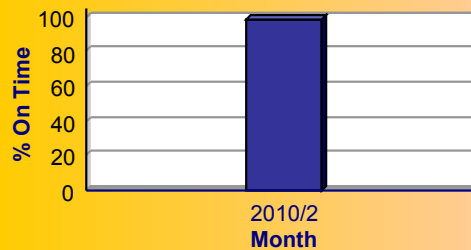
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,030 | 5,440 | 5,351 | 98.4% | 590 | 585 | 99.2% | 98.4% |

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 2010

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 | 1,389 | 0 | 0 | N/A | 10 | 2.7 | 1,389 | 100.0% | 1,389 | 100.0% | 1,389 | 100.0% |
| 2 | Roll Cart - SAN | 421 | 0 | 0 | N/A | 10 | 3.1 | 421 | 100.0% | 421 | 100.0% | 421 | 100.0% |
| 3 | Tree down/low limbs - Emergency-STS | 374 | 0 | 0 | N/A | 5 | 1.1 | 374 | 100.0% | 373 | 99.7% | 373 | 99.7% |
| 4 | Storm Brush - Debris - SAN | 268 | 0 | 0 | N/A | 30 | 6.2 | 268 | 100.0% | 268 | 100.0% | 268 | 100.0% |
| 5 | Animal - Loose Aggressive - CCS | 253 | 0 | 0 | N/A | 3 | 0.3 | 253 | 100.0% | 252 | 99.6% | 252 | 99.6% |
| 6 | Dead Animal Pick Up - SAN | 207 | 0 | 0 | N/A | 1 | 0.3 | 207 | 100.0% | 206 | 99.5% | 206 | 99.5% |
| 7 | Smoke Detector Request - DFD | 202 | 15 | 15 | 100.0% | 30 | 3.5 | 187 | 92.6% | 187 | 100.0% | 202 | 100.0% |
| 8 | Litter - CCS | 197 | 110 | 110 | 100.0% | 38 | 14.4 | 87 | 44.2% | 87 | 100.0% | 197 | 100.0% |
| 9 | Junk Motor Vehicle - CCS | 147 | 98 | 98 | 100.0% | 126 | 19.8 | 49 | 33.3% | 49 | 100.0% | 147 | 100.0% |
| 10 | Snow/Ice Sanding Request-Hazardous-STs (DISPATCH) | 133 | 0 | 0 | N/A | 5 | 2.4 | 133 | 100.0% | 103 | 77.4% | 103 | 77.4% |
| 11 | Obstruction Alley/Sidewalk/Street - CCS | 122 | 66 | 66 | 100.0% | 60 | 13.8 | 56 | 45.9% | 56 | 100.0% | 122 | 100.0% |
| 12 | Animal - Loose - CCS | 112 | 11 | 11 | 100.0% | 40 | 7.7 | 101 | 90.2% | 101 | 100.0% | 112 | 100.0% |
| 13 | Garbage - Missed - SAN | 109 | 0 | 0 | N/A | 3 | 1.0 | 109 | 100.0% | 100 | 91.7% | 100 | 91.7% |
| 14 | Illegal Dumping - CCS | 108 | 3 | 3 | 100.0% | 38 | 1.7 | 105 | 97.2% | 105 | 100.0% | 108 | 100.0% |
| 15 | Animal - Confined - CCS | 105 | 0 | 0 | N/A | 3 | 0.2 | 105 | 100.0% | 105 | 100.0% | 105 | 100.0% |
| 16 | Signs - Other - CCS | 97 | 0 | 0 | N/A | 21 | 0.1 | 97 | 100.0% | 97 | 100.0% | 97 | 100.0% |
| 17 | Animal - Sick/Injured - CCS | 90 | 0 | 0 | N/A | 3 | 0.1 | 90 | 100.0% | 90 | 100.0% | 90 | 100.0% |
| 18 | Recycling - Roll Cart - SAN | 86 | 0 | 0 | N/A | 10 | 2.6 | 86 | 100.0% | 86 | 100.0% | 86 | 100.0% |
| 19 | Bulky Trash Violations - CCS | 85 | 2 | 1 | 50.0% | 14 | 7.2 | 83 | 97.6% | 70 | 84.3% | 71 | 83.5% |
| 20 | Parking - Unapproved Surface - CCS | 81 | 2 | 1 | 50.0% | 10 | 2.0 | 79 | 97.5% | 77 | 97.5% | 78 | 96.3% |



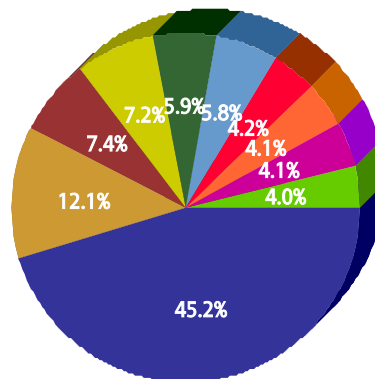
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,856 |
| Roll Cart - SAN | 498 |
| Smoke Detector Request - DFD | 305 |
| Litter - CCS | 294 |
| Dead Animal Pick Up - SAN | 241 |
| Animal - Loose Aggressive - CCS | 236 |
| Tree down/low limbs - Emergency-STs | 173 |
| Storm Brush - Debris - SAN | 168 |
| Substandard Structure - CCS | 167 |
| Recyclable Collection Missed (Residential) - SAN | 164 |



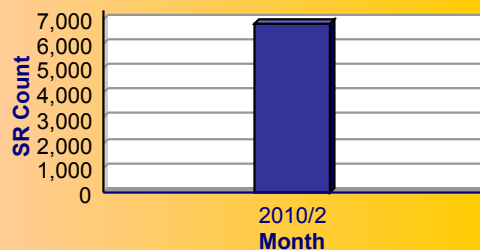
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Smoke Detector Request - DFD
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Tree down/low limbs - Emergency-STs
- Storm Brush - Debris - SAN
- Substandard Structure - CCS
- Recyclable Collection Missed (Residential) - SAN

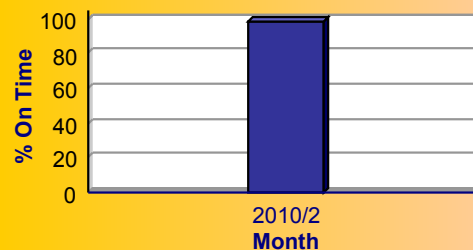
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,774 | 6,097 | 6,033 | 99.0% | 677 | 667 | 98.5% | 98.9% |

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 2010

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 | 1,856 | 0 | 0 | N/A | 10 | 2.9 | 1,856 | 100.0% | 1,854 | 99.9% | 1,854 | 99.9% |
| 2 | Roll Cart - SAN | 498 | 0 | 0 | N/A | 10 | 3.8 | 498 | 100.0% | 494 | 99.2% | 494 | 99.2% |
| 3 | Smoke Detector Request - DFD | 305 | 14 | 14 | 100.0% | 30 | 4.1 | 291 | 95.4% | 291 | 100.0% | 305 | 100.0% |
| 4 | Litter - CCS | 294 | 123 | 123 | 100.0% | 38 | 11.8 | 171 | 58.2% | 171 | 100.0% | 294 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 241 | 0 | 0 | N/A | 1 | 0.4 | 241 | 100.0% | 239 | 99.2% | 239 | 99.2% |
| 6 | Animal - Loose Aggressive - CCS | 236 | 0 | 0 | N/A | 3 | 0.1 | 236 | 100.0% | 236 | 100.0% | 236 | 100.0% |
| 7 | Tree down/low limbs - Emergency-STS | 173 | 0 | 0 | N/A | 5 | 0.6 | 173 | 100.0% | 172 | 99.4% | 172 | 99.4% |
| 8 | Storm Brush - Debris - SAN | 168 | 0 | 0 | N/A | 30 | 5.5 | 168 | 100.0% | 168 | 100.0% | 168 | 100.0% |
| 9 | Substandard Structure - CCS | 167 | 144 | 144 | 100.0% | 365 | 7.7 | 23 | 13.8% | 23 | 100.0% | 167 | 100.0% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 164 | 0 | 0 | N/A | 3 | 1.5 | 164 | 100.0% | 162 | 98.8% | 162 | 98.8% |
| 11 | Animal - Confined - CCS | 146 | 0 | 0 | N/A | 3 | 0.2 | 146 | 100.0% | 146 | 100.0% | 146 | 100.0% |
| 12 | Bulky Trash Violations - CCS | 136 | 1 | 1 | 100.0% | 14 | 2.6 | 135 | 99.3% | 131 | 97.0% | 132 | 97.1% |
| 13 | Junk Motor Vehicle - CCS | 131 | 77 | 77 | 100.0% | 126 | 13.7 | 54 | 41.2% | 54 | 100.0% | 131 | 100.0% |
| 14 | Parking - Unapproved Surface - CCS | 130 | 1 | 1 | 100.0% | 10 | 3.5 | 129 | 99.2% | 123 | 95.3% | 124 | 95.4% |
| 15 | Animal - Loose - CCS | 121 | 16 | 16 | 100.0% | 40 | 8.2 | 105 | 86.8% | 105 | 100.0% | 121 | 100.0% |
| 16 | Recycling - Roll Cart - SAN | 105 | 0 | 0 | N/A | 10 | 3.4 | 105 | 100.0% | 105 | 100.0% | 105 | 100.0% |
| 17 | Illegal Land Use (Residential/Business) - CCS | 83 | 47 | 47 | 100.0% | 60 | 10.1 | 36 | 43.4% | 36 | 100.0% | 83 | 100.0% |
| 18 | Garbage - Missed - SAN | 83 | 0 | 0 | N/A | 3 | 1.0 | 83 | 100.0% | 77 | 92.8% | 77 | 92.8% |
| 19 | Illegal Dumping - CCS | 81 | 13 | 13 | 100.0% | 38 | 5.0 | 68 | 84.0% | 68 | 100.0% | 81 | 100.0% |
| 20 | Animal - Sick/Injured - CCS | 79 | 0 | 0 | N/A | 3 | 0.1 | 79 | 100.0% | 79 | 100.0% | 79 | 100.0% |

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



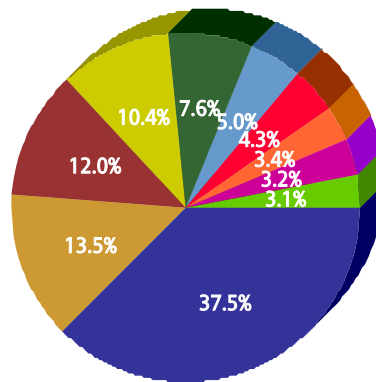
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,677 |
| Tree down/low limbs - Emergency-STs | 606 |
| Roll Cart - SAN | 537 |
| Storm Brush - Debris - SAN | 465 |
| Litter - CCS | 341 |
| Dead Animal Pick Up - SAN | 224 |
| Animal - Loose Aggressive - CCS | 193 |
| Recyclable Collection Missed (Residential) - SAN | 151 |
| Illegal Dumping - CCS | 142 |
| Animal - Loose - CCS | 140 |



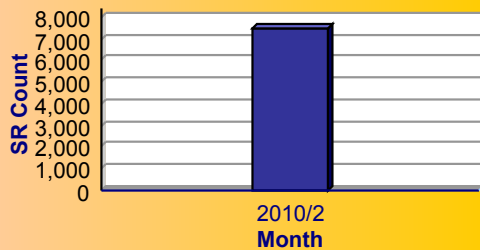
Service

- Recycling ROLL CART Registration - SAN
- Tree down/low limbs - Emergency-STs
- Roll Cart - SAN
- Storm Brush - Debris - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Recyclable Collection Missed (Residential) - SAN
- Illegal Dumping - CCS
- Animal - Loose - CCS

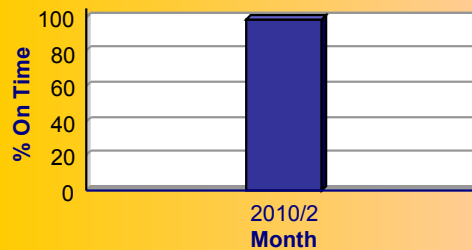
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 7,439 | 6,841 | 6,774 | 99.0% | 598 | 586 | 98.0% | 98.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

February 2010

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 | 1,677 | 0 | 0 | N/A | 10 | 2.8 | 1,677 | 100.0% | 1,677 | 100.0% | 1,677 | 100.0% |
| 2 | Tree down/low limbs - Emergency-STS | 606 | 0 | 0 | N/A | 5 | 0.8 | 606 | 100.0% | 606 | 100.0% | 606 | 100.0% |
| 3 | Roll Cart - SAN | 537 | 0 | 0 | N/A | 10 | 3.7 | 537 | 100.0% | 537 | 100.0% | 537 | 100.0% |
| 4 | Storm Brush - Debris - SAN | 465 | 0 | 0 | N/A | 30 | 10.2 | 465 | 100.0% | 465 | 100.0% | 465 | 100.0% |
| 5 | Litter - CCS | 341 | 134 | 134 | 100.0% | 38 | 13.0 | 207 | 60.7% | 207 | 100.0% | 341 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 224 | 0 | 0 | N/A | 1 | 0.3 | 224 | 100.0% | 224 | 100.0% | 224 | 100.0% |
| 7 | Animal - Loose Aggressive - CCS | 193 | 0 | 0 | N/A | 3 | 0.2 | 193 | 100.0% | 193 | 100.0% | 193 | 100.0% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 151 | 0 | 0 | N/A | 3 | 1.3 | 151 | 100.0% | 149 | 98.7% | 149 | 98.7% |
| 9 | Illegal Dumping - CCS | 142 | 5 | 5 | 100.0% | 38 | 1.8 | 137 | 96.5% | 137 | 100.0% | 142 | 100.0% |
| 10 | Animal - Loose - CCS | 140 | 2 | 2 | 100.0% | 40 | 8.0 | 138 | 98.6% | 138 | 100.0% | 140 | 100.0% |
| 11 | Obstruction Alley/Sidewalk/Street - CCS | 133 | 63 | 63 | 100.0% | 60 | 12.7 | 70 | 52.6% | 70 | 100.0% | 133 | 100.0% |
| 12 | Junk Motor Vehicle - CCS | 127 | 65 | 65 | 100.0% | 126 | 11.9 | 62 | 48.8% | 62 | 100.0% | 127 | 100.0% |
| 13 | Illegal Outside Storage - CCS | 118 | 48 | 48 | 100.0% | 38 | 12.9 | 70 | 59.3% | 70 | 100.0% | 118 | 100.0% |
| 14 | Animal - Confined - CCS | 116 | 0 | 0 | N/A | 3 | 0.2 | 116 | 100.0% | 116 | 100.0% | 116 | 100.0% |
| 15 | Recycling - Roll Cart - SAN | 102 | 0 | 0 | N/A | 10 | 3.5 | 102 | 100.0% | 102 | 100.0% | 102 | 100.0% |
| 16 | Pot hole - Hazardous-STS | 102 | 0 | 0 | N/A | 1 | 0.3 | 102 | 100.0% | 101 | 99.0% | 101 | 99.0% |
| 17 | Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 96 | 0 | 0 | N/A | 5 | 2.2 | 96 | 100.0% | 69 | 71.9% | 69 | 71.9% |
| 18 | Graffiti Private Property - Residential/Commercial | 92 | 28 | 28 | 100.0% | 90 | 8.5 | 64 | 69.6% | 64 | 100.0% | 92 | 100.0% |
| 19 | Bulky Trash Violations - CCS | 87 | 5 | 2 | 40.0% | 14 | 5.5 | 82 | 94.3% | 75 | 91.5% | 77 | 88.5% |
| 20 | Sanitation Misc. - SAN | 80 | 0 | 0 | N/A | 10 | 2.4 | 80 | 100.0% | 78 | 97.5% | 78 | 97.5% |



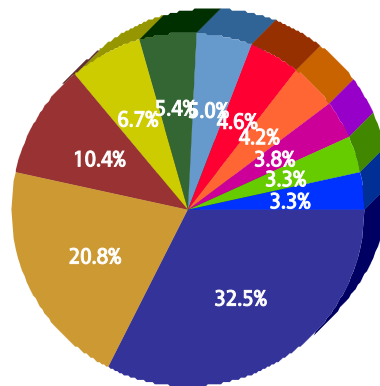
City of Dallas Service Level Performance Report by CSA

for Unknown

February 2010

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 78 |
| Complaint/Compliment - CTY | 50 |
| Roll Cart - SAN | 25 |
| Brush/Bulk Items - Missed - SAN | 16 |
| High Weeds - CCS | 13 |
| Pot hole Repair Routine - STS | 12 |
| Tree down/low limbs - Emergency-STs | 11 |
| Dead Animal Pick Up - SAN | 10 |
| 311 Call Center Complaint | 9 |
| Signs - Public Right of Way Eve/Weekends - CCS | 8 |
| Street Repair - Routine-STs | 8 |



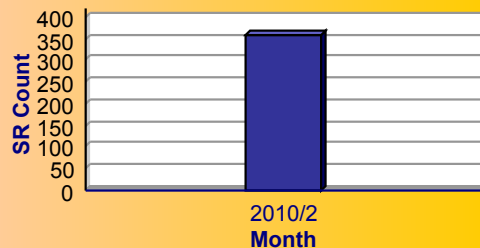
Service

- Recycling ROLL CART Registration - SAN
- Complaint/Compliment - CTY
- Roll Cart - SAN
- Brush/Bulk Items - Missed - SAN
- High Weeds - CCS
- Pot hole Repair Routine - STS
- Tree down/low limbs - Emergency-STs
- Dead Animal Pick Up - SAN
- 311 Call Center Complaint
- Signs - Public Right of Way Eve/Weekends - CCS
- Street Repair - Routine-STs

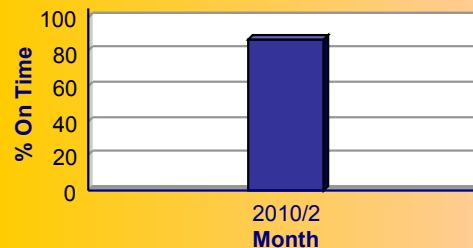
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 357 | 265 | 258 | 97.4% | 92 | 48 | 52.2% | 85.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

February 2010

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 | 78 | 0 | 0 | N/A | 10 | 3.0 | 78 | 100.0% | 78 | 100.0% | 78 | 100.0% |
| 2 | Complaint/Compliment - CTY | 50 | 35 | 1 | 2.9% | 10 | 5.5 | 15 | 30.0% | 13 | 86.7% | 14 | 28.0% |
| 3 | Roll Cart - SAN | 25 | 0 | 0 | N/A | 10 | 2.1 | 25 | 100.0% | 25 | 100.0% | 25 | 100.0% |
| 4 | Brush/Bulk Items - Missed - SAN | 16 | 1 | 0 | 0.0% | 10 | 5.1 | 15 | 93.8% | 14 | 93.3% | 14 | 87.5% |
| 5 | High Weeds - CCS | 13 | 1 | 1 | 100.0% | 38 | 1.0 | 12 | 92.3% | 12 | 100.0% | 13 | 100.0% |
| 6 | Pot hole Repair Routine - STS | 12 | 0 | 0 | N/A | 7 | 1.0 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 7 | Tree down/low limbs - Emergency-STS | 11 | 0 | 0 | N/A | 5 | 1.0 | 11 | 100.0% | 10 | 90.9% | 10 | 90.9% |
| 8 | Dead Animal Pick Up - SAN | 10 | 0 | 0 | N/A | 1 | 0.1 | 10 | 100.0% | 10 | 100.0% | 10 | 100.0% |
| 9 | 311 Call Center Complaint | 9 | 3 | 0 | 0.0% | 10 | 4.8 | 6 | 66.7% | 6 | 100.0% | 6 | 66.7% |
| 10 | Signs - Public Right of Way Eve/Weekends - CCS | 8 | 0 | 0 | N/A | 7 | 0.1 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 11 | Street Repair - Routine-STS | 8 | 4 | 4 | 100.0% | 90 | 9.0 | 4 | 50.0% | 4 | 100.0% | 8 | 100.0% |
| 12 | Illegal Dumping - CCS | 7 | 6 | 6 | 100.0% | 38 | 1.0 | 1 | 14.3% | 1 | 100.0% | 7 | 100.0% |
| 13 | Litter - CCS | 6 | 4 | 4 | 100.0% | 38 | 3.5 | 2 | 33.3% | 2 | 100.0% | 6 | 100.0% |
| 14 | Recyclable Collection Missed (Residential) - SAN | 5 | 0 | 0 | N/A | 3 | 0.4 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 15 | Recycling - Roll Cart - SAN | 5 | 0 | 0 | N/A | 10 | 2.2 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 16 | Animal - Loose - CCS | 4 | 3 | 3 | 100.0% | 40 | 3.0 | 1 | 25.0% | 1 | 100.0% | 4 | 100.0% |
| 17 | Storm Brush - Debris - SAN | 4 | 3 | 3 | 100.0% | 30 | 9.0 | 1 | 25.0% | 1 | 100.0% | 4 | 100.0% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 4 | 0 | 0 | N/A | 1 | 0.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 19 | Pot hole - Hazardous-STS | 4 | 0 | 0 | N/A | 1 | 0.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 20 | Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 4 | 0 | 0 | N/A | 5 | 0.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |