



FY 2007 – 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

MARCH 2008

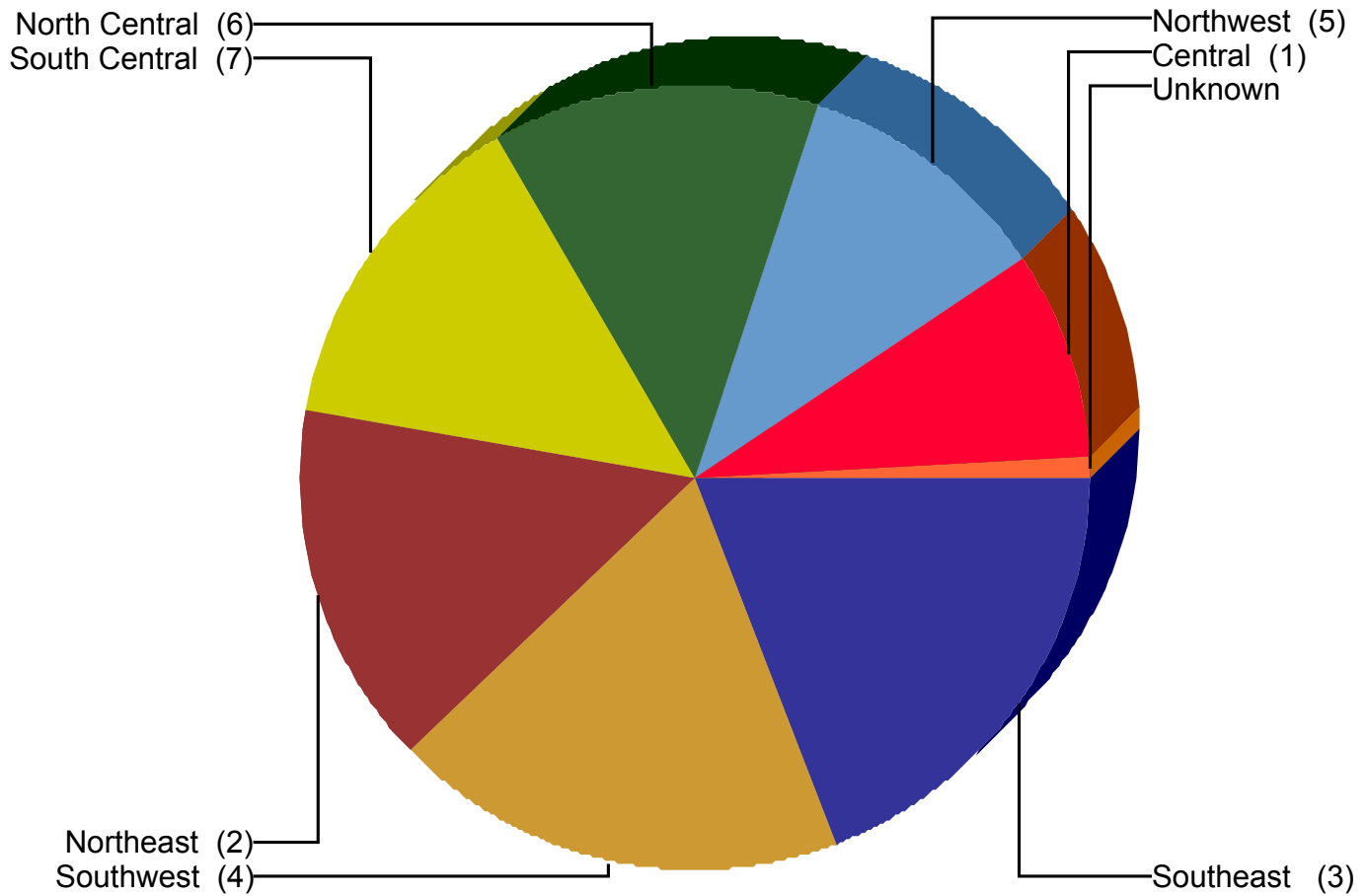
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City of Dallas

Service Area Report
For March 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,055	8.7%	99.2%
North Central (6)	4,677	13.3%	99.2%
Northeast (2)	5,300	15.0%	99.1%
Northwest (5)	3,742	10.6%	99.1%
South Central (7)	4,923	14.0%	99.0%
Southeast (3)	6,779	19.2%	99.3%
Southwest (4)	6,519	18.5%	99.2%
Unknown	285	0.8%	91.2%
Total	35,280	100.0%	99.1%



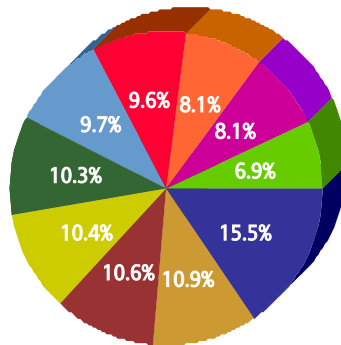
City of Dallas Service Level Performance Report by CSA

For Citywide

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,506
Roll Cart - SAN	1,757
Animal - Loose Aggressive - DCC	1,712
Litter - DCC	1,679
Parking - Unapproved Surface - Eve/Weekends - DCC	1,669
Garbage - Missed - SAN	1,573
Dead Animal Pick Up - SAN	1,551
High Weeds - DCC	1,312
Recyclable Collection Missed (Residential) - SAN	1,306
Animal - Confined - DCC	1,123



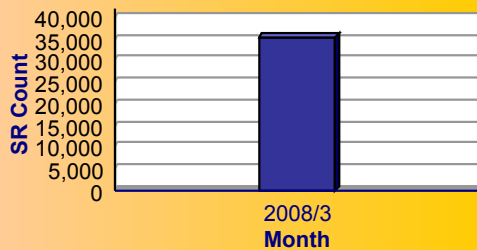
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC

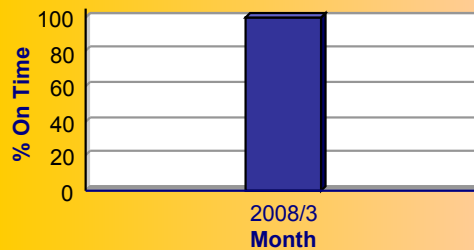
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,280	30,551	30,297	99.2%	4,729	4,671	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 Citywide

March 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	2,506	37	37	100.0%	365	6.8	2,469	98.5%	2,469	100.0%	2,506	100.0%
2	Roll Cart - SAN	1,757	1	1	100.0%	10	3.2	1,756	99.9%	1,738	99.0%	1,739	99.0%
3	Animal - Loose Aggressive - DCC	1,712	0	0	N/A	3	0.2	1,712	100.0%	1,709	99.8%	1,709	99.8%
4	Litter - DCC	1,679	567	567	100.0%	38	10.6	1,112	66.2%	1,112	100.0%	1,679	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	1,669	5	5	100.0%	10	0.7	1,664	99.7%	1,663	99.9%	1,668	99.9%
6	Garbage - Missed - SAN	1,573	0	0	N/A	12	1.5	1,573	100.0%	1,573	100.0%	1,573	100.0%
7	Dead Animal Pick Up - SAN	1,551	0	0	N/A	1	0.4	1,551	100.0%	1,549	99.9%	1,549	99.9%
8	High Weeds - DCC	1,312	564	564	100.0%	38	7.8	748	57.0%	748	100.0%	1,312	100.0%
9	Recyclable Collection Missed (Residential) - SAN	1,306	0	0	N/A	3	1.1	1,306	100.0%	1,306	100.0%	1,306	100.0%
10	Animal - Confined - DCC	1,123	0	0	N/A	3	0.2	1,123	100.0%	1,118	99.6%	1,118	99.6%
11	Substandard Structure - DCC	1,042	666	666	100.0%	365	8.8	376	36.1%	376	100.0%	1,042	100.0%
12	Fire Inspection - DFD	946	440	440	100.0%	60	10.9	506	53.5%	506	100.0%	946	100.0%
13	Bulky Trash Violations - DCC	841	39	39	100.0%	14	3.5	802	95.4%	785	97.9%	824	98.0%
14	Junk Motor Vehicle - DCC	672	373	373	100.0%	126	11.2	299	44.5%	299	100.0%	672	100.0%
15	24 Hour Parking/Parking Violations - DPD	646	20	19	95.0%	10	4.8	626	96.9%	602	96.2%	621	96.1%
16	Animal - Sick/Injured - DCC	574	0	0	N/A	3	0.1	574	100.0%	574	100.0%	574	100.0%
17	Animal - Loose - DCC	522	91	91	100.0%	40	10.8	431	82.6%	431	100.0%	522	100.0%
18	Illegal Outside Storage - DCC	440	230	230	100.0%	38	10.8	210	47.7%	210	100.0%	440	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	429	0	0	N/A	1	0.0	429	100.0%	427	99.5%	427	99.5%
20	Graffiti Private Property - Residential/Commercial	399	253	253	100.0%	90	7.9	146	36.6%	146	100.0%	399	100.0%



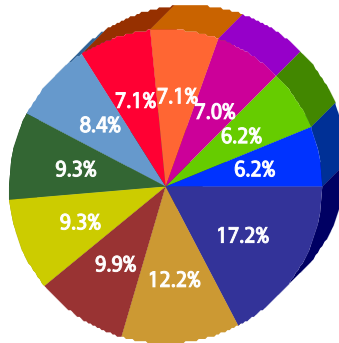
City of Dallas Service Level Performance Report by CSA

for Central (1)

March 2008

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	209
Recycling ROLL CART Registration - SAN	148
Roll Cart - SAN	121
Litter - DCC	113
Parking - Unapproved Surface - Eve/Weekends - DCC	113
Dead Animal Pick Up - SAN	102
Animal - Confined - DCC	87
Traffic Signal - Flashing - PWT	87
Garbage - Missed - SAN	85
High Weeds - DCC	76
Recyclable Collection Missed (Residential) - SAN	76



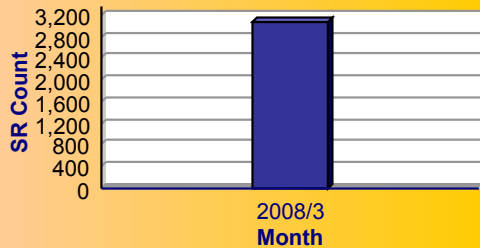
Service

- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Traffic Signal - Flashing - PWT
- Garbage - Missed - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN

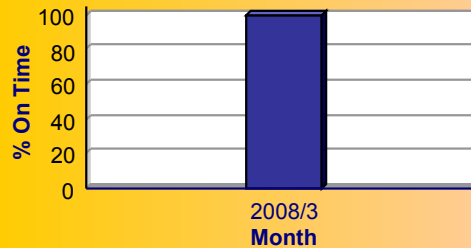
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,055	2,648	2,627	99.2%	407	404	99.3%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

March 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	Fire Inspection - DFD	209	97	97	100.0%	60	11.8	112	53.6%	112	100.0%	209	100.0%
2	Recycling ROLL CART Registration - SAN	148	1	1	100.0%	365	7.5	147	99.3%	147	100.0%	148	100.0%
3	Roll Cart - SAN	121	0	0	N/A	10	2.8	121	100.0%	121	100.0%	121	100.0%
4	Litter - DCC	113	36	36	100.0%	38	9.9	77	68.1%	77	100.0%	113	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	113	0	0	N/A	10	0.5	113	100.0%	113	100.0%	113	100.0%
6	Dead Animal Pick Up - SAN	102	0	0	N/A	1	0.4	102	100.0%	102	100.0%	102	100.0%
7	Animal - Confined - DCC	87	0	0	N/A	3	0.1	87	100.0%	87	100.0%	87	100.0%
8	Traffic Signal - Flashing - PWT	87	0	0	N/A	4	1.1	87	100.0%	87	100.0%	87	100.0%
9	Garbage - Missed - SAN	85	0	0	N/A	12	1.3	85	100.0%	85	100.0%	85	100.0%
10	High Weeds - DCC	76	32	32	100.0%	38	12.0	44	57.9%	44	100.0%	76	100.0%
11	Recyclable Collection Missed (Residential) - SAN	76	0	0	N/A	3	1.1	76	100.0%	76	100.0%	76	100.0%
12	Graffiti Private Property - Residential/Commercial	73	48	48	100.0%	90	9.4	25	34.2%	25	100.0%	73	100.0%
13	Animal - Loose Aggressive - DCC	72	0	0	N/A	3	0.3	72	100.0%	72	100.0%	72	100.0%
14	Substandard Structure - DCC	70	39	39	100.0%	365	6.3	31	44.3%	31	100.0%	70	100.0%
15	24 Hour Parking/Parking Violations - DPD	68	1	1	100.0%	10	4.0	67	98.5%	67	100.0%	68	100.0%
16	Bulky Trash Violations - DCC	59	0	0	N/A	14	2.4	59	100.0%	59	100.0%	59	100.0%
17	Street Repair - Routine-STS	58	9	9	100.0%	90	6.0	49	84.5%	49	100.0%	58	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	49	0	0	N/A	1	0.0	49	100.0%	49	100.0%	49	100.0%
19	Pot hole - Hazardous-STS	48	0	0	N/A	1	0.3	48	100.0%	45	93.8%	45	93.8%
20	Signs - Public Right of Way Eve/Weekends - DCC	44	0	0	N/A	7	0.2	44	100.0%	43	97.7%	43	97.7%
21	Traffic Signal - All Out - PWT	44	0	0	N/A	4	1.2	44	100.0%	44	100.0%	44	100.0%



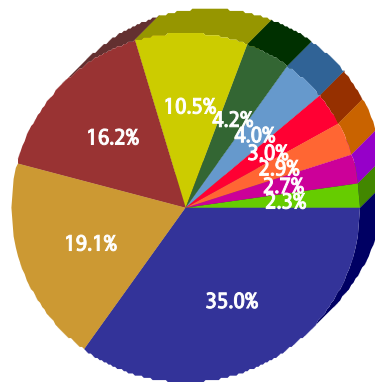
City of Dallas Service Level Performance Report by CSA

for North Central (6)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,098
Garbage - Missed - SAN	599
Recyclable Collection Missed (Residential) - SAN	508
Roll Cart - SAN	328
Recycling - Roll Cart - SAN	132
Bulky Trash Violations - DCC	125
Dead Animal Pick Up - SAN	94
Animal - Confined - DCC	92
Fire Inspection - DFD	86
Litter - DCC	72



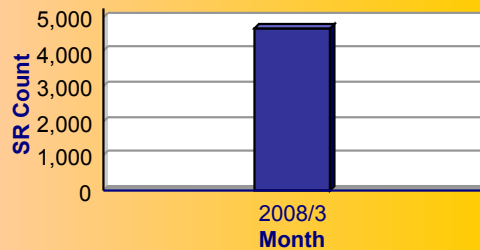
Service

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

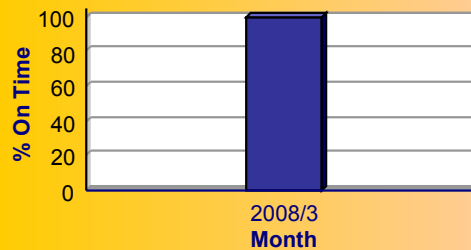
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,677	4,391	4,360	99.3%	286	278	97.2%	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)

March 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	1,098	3	3	100.0%	365	5.1	1,095	99.7%	1,095	100.0%	1,098	100.0%
2	Garbage - Missed - SAN	599	0	0	N/A	12	1.7	599	100.0%	599	100.0%	599	100.0%
3	Recyclable Collection Missed (Residential) - SAN	508	0	0	N/A	3	1.0	508	100.0%	508	100.0%	508	100.0%
4	Roll Cart - SAN	328	0	0	N/A	10	3.1	328	100.0%	324	98.8%	324	98.8%
5	Recycling - Roll Cart - SAN	132	1	0	0.0%	10	2.4	131	99.2%	131	100.0%	131	99.2%
6	Bulky Trash Violations - DCC	125	16	16	100.0%	14	3.0	109	87.2%	109	100.0%	125	100.0%
7	Dead Animal Pick Up - SAN	94	0	0	N/A	1	0.4	94	100.0%	94	100.0%	94	100.0%
8	Animal - Confined - DCC	92	0	0	N/A	3	0.1	92	100.0%	92	100.0%	92	100.0%
9	Fire Inspection - DFD	86	37	37	100.0%	60	10.5	49	57.0%	49	100.0%	86	100.0%
10	Litter - DCC	72	22	22	100.0%	38	12.1	50	69.4%	50	100.0%	72	100.0%
11	24 Hour Parking/Parking Violations - DPD	58	1	0	0.0%	10	2.9	57	98.3%	57	100.0%	57	98.3%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	52	0	0	N/A	1	0.0	52	100.0%	52	100.0%	52	100.0%
13	Quality SR - Sanitation - SAN	49	0	0	N/A	5	2.6	49	100.0%	45	91.8%	45	91.8%
14	Sanitation Crew Complaint - SAN	49	0	0	N/A	10	3.4	49	100.0%	46	93.9%	46	93.9%
15	Sanitation Property Damage - SAN	44	11	11	100.0%	28	5.9	33	75.0%	33	100.0%	44	100.0%
16	Animal - Loose Aggressive - DCC	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
17	Traffic Signal - Flashing - PWT	40	0	0	N/A	4	1.0	40	100.0%	40	100.0%	40	100.0%
18	Alley Repair - Routine-STS	40	18	18	100.0%	90	7.7	22	55.0%	22	100.0%	40	100.0%
19	High Weeds - DCC	38	11	11	100.0%	38	9.2	27	71.1%	27	100.0%	38	100.0%
20	Street Repair - Routine-STS	37	8	8	100.0%	90	6.3	29	78.4%	29	100.0%	37	100.0%



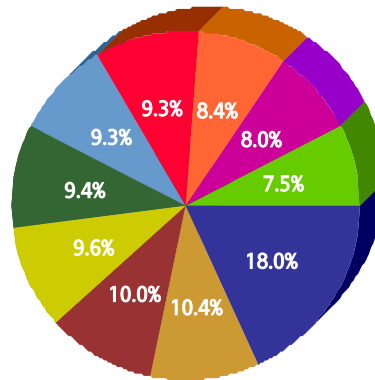
City of Dallas Service Level Performance Report by CSA

for Northeast (2)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	414
Roll Cart - SAN	240
Litter - DCC	230
Fire Inspection - DFD	221
Animal - Loose Aggressive - DCC	217
Dead Animal Pick Up - SAN	214
Recyclable Collection Missed (Residential) - SAN	214
Bulky Trash Violations - DCC	194
High Weeds - DCC	184
Animal - Confined - DCC	172



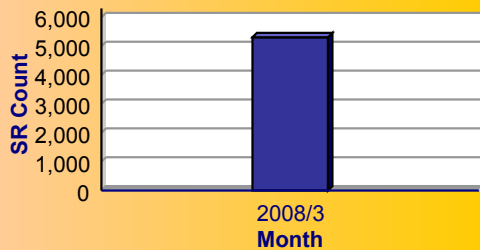
Service

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

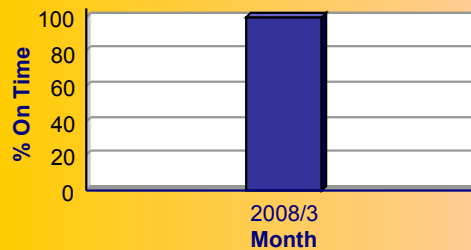
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,300	4,612	4,576	99.2%	688	678	98.5%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

March 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	414	4	4	100.0%	365	7.6	410	99.0%	410	100.0%	414	100.0%
2	Roll Cart - SAN	240	1	1	100.0%	10	3.6	239	99.6%	234	97.9%	235	97.9%
3	Litter - DCC	230	68	68	100.0%	38	10.4	162	70.4%	162	100.0%	230	100.0%
4	Fire Inspection - DFD	221	99	99	100.0%	60	10.0	122	55.2%	122	100.0%	221	100.0%
5	Animal - Loose Aggressive - DCC	217	0	0	N/A	3	0.3	217	100.0%	217	100.0%	217	100.0%
6	Dead Animal Pick Up - SAN	214	0	0	N/A	1	0.4	214	100.0%	214	100.0%	214	100.0%
7	Recyclable Collection Missed (Residential) - SAN	214	0	0	N/A	3	1.1	214	100.0%	214	100.0%	214	100.0%
8	Bulky Trash Violations - DCC	194	7	7	100.0%	14	3.1	187	96.4%	187	100.0%	194	100.0%
9	High Weeds - DCC	184	57	57	100.0%	38	11.0	127	69.0%	127	100.0%	184	100.0%
10	Animal - Confined - DCC	172	0	0	N/A	3	0.2	172	100.0%	171	99.4%	171	99.4%
11	Garbage - Missed - SAN	165	0	0	N/A	12	1.4	165	100.0%	165	100.0%	165	100.0%
12	Substandard Structure - DCC	133	89	89	100.0%	365	10.1	44	33.1%	44	100.0%	133	100.0%
13	24 Hour Parking/Parking Violations - DPD	113	1	1	100.0%	10	4.3	112	99.1%	110	98.2%	111	98.2%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	111	0	0	N/A	10	1.4	111	100.0%	111	100.0%	111	100.0%
15	Animal - Sick/Injured - DCC	92	0	0	N/A	3	0.2	92	100.0%	92	100.0%	92	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	90	0	0	N/A	7	0.1	90	100.0%	90	100.0%	90	100.0%
17	Substandard Structure Apts - DCC	88	32	32	100.0%	365	7.7	56	63.6%	56	100.0%	88	100.0%
18	Junk Motor Vehicle - DCC	79	31	31	100.0%	126	9.1	48	60.8%	48	100.0%	79	100.0%
19	Animal - Loose - DCC	78	10	10	100.0%	40	10.6	68	87.2%	68	100.0%	78	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	68	22	22	100.0%	60	13.5	46	67.6%	46	100.0%	68	100.0%



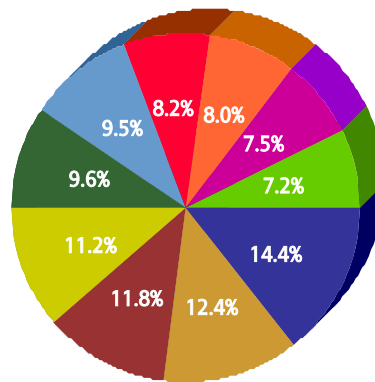
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	204
Roll Cart - SAN	176
Recyclable Collection Missed (Residential) - SAN	167
Garbage - Missed - SAN	159
Fire Inspection - DFD	136
Dead Animal Pick Up - SAN	135
Litter - DCC	116
Animal - Loose Aggressive - DCC	113
Animal - Confined - DCC	106
Junk Motor Vehicle - DCC	102



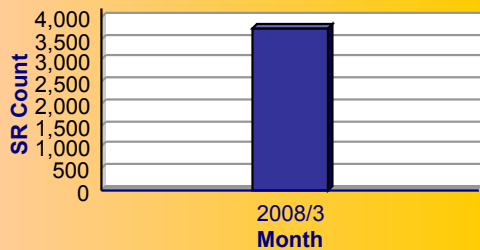
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC

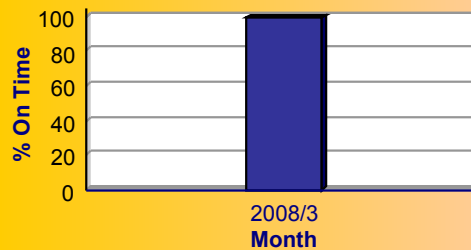
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,742	3,248	3,216	99.0%	494	491	99.4%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 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	204	3	3	100.0%	365	7.1	201	98.5%	201	100.0%	204	100.0%
2	Roll Cart - SAN	176	0	0	N/A	10	3.1	176	100.0%	173	98.3%	173	98.3%
3	Recyclable Collection Missed (Residential) - SAN	167	0	0	N/A	3	1.1	167	100.0%	167	100.0%	167	100.0%
4	Garbage - Missed - SAN	159	0	0	N/A	12	2.0	159	100.0%	159	100.0%	159	100.0%
5	Fire Inspection - DFD	136	88	88	100.0%	60	9.3	48	35.3%	48	100.0%	136	100.0%
6	Dead Animal Pick Up - SAN	135	0	0	N/A	1	0.2	135	100.0%	135	100.0%	135	100.0%
7	Litter - DCC	116	39	39	100.0%	38	10.5	77	66.4%	77	100.0%	116	100.0%
8	Animal - Loose Aggressive - DCC	113	0	0	N/A	3	0.2	113	100.0%	113	100.0%	113	100.0%
9	Animal - Confined - DCC	106	0	0	N/A	3	0.2	106	100.0%	106	100.0%	106	100.0%
10	Junk Motor Vehicle - DCC	102	50	50	100.0%	126	12.9	52	51.0%	52	100.0%	102	100.0%
11	24 Hour Parking/Parking Violations - DPD	92	5	5	100.0%	10	6.7	87	94.6%	78	89.7%	83	90.2%
12	High Weeds - DCC	89	43	43	100.0%	38	9.9	46	51.7%	46	100.0%	89	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	82	0	0	N/A	1	0.0	82	100.0%	82	100.0%	82	100.0%
14	Bulky Trash Violations - DCC	73	0	0	N/A	14	2.5	73	100.0%	73	100.0%	73	100.0%
15	Pot hole - Hazardous-STS	68	0	0	N/A	1	0.2	68	100.0%	67	98.5%	67	98.5%
16	Illegal Garbage/Placement - DCC	66	16	16	100.0%	60	7.2	50	75.8%	50	100.0%	66	100.0%
17	Graffiti Private Property - Residential/Commercial	66	37	37	100.0%	90	7.6	29	43.9%	29	100.0%	66	100.0%
18	Animal - Loose - DCC	59	9	9	100.0%	40	11.8	50	84.7%	50	100.0%	59	100.0%
19	Street Repair - Routine-STS	58	14	14	100.0%	90	6.4	44	75.9%	44	100.0%	58	100.0%
20	Traffic Signal - Timing - PWT	57	0	0	N/A	4	1.9	57	100.0%	55	96.5%	55	96.5%



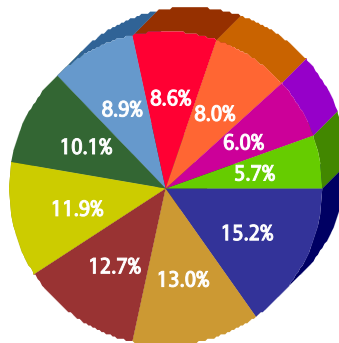
City of Dallas Service Level Performance Report by CSA

for South Central (7)

March 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	369
Dead Animal Pick Up - SAN	314
Litter - DCC	307
Parking - Unapproved Surface - Eve/Weekends - DCC	287
Roll Cart - SAN	245
High Weeds - DCC	215
Animal - Confined - DCC	208
Garbage - Missed - SAN	193
Bulky Trash Violations - DCC	146
Illegal Garbage/Placement - DCC	137



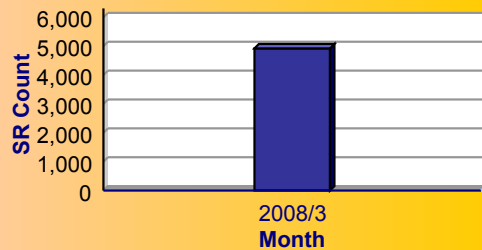
Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- High Weeds - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Illegal Garbage/Placement - DCC

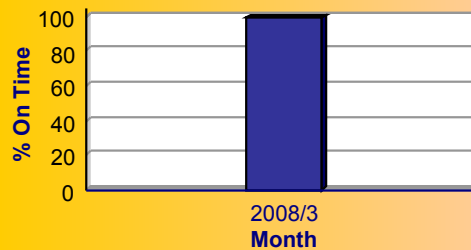
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,923	4,259	4,218	99.0%	664	658	99.1%	99.0%

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)

March 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	369	0	0	N/A	3	0.1	369	100.0%	368	99.7%	368	99.7%
2	Dead Animal Pick Up - SAN	314	0	0	N/A	1	0.4	314	100.0%	312	99.4%	312	99.4%
3	Litter - DCC	307	118	118	100.0%	38	13.7	189	61.6%	189	100.0%	307	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	287	4	4	100.0%	10	1.3	283	98.6%	282	99.6%	286	99.7%
5	Roll Cart - SAN	245	0	0	N/A	10	3.1	245	100.0%	245	100.0%	245	100.0%
6	High Weeds - DCC	215	114	114	100.0%	38	6.2	101	47.0%	101	100.0%	215	100.0%
7	Animal - Confined - DCC	208	0	0	N/A	3	0.1	208	100.0%	208	100.0%	208	100.0%
8	Garbage - Missed - SAN	193	0	0	N/A	12	1.1	193	100.0%	193	100.0%	193	100.0%
9	Bulky Trash Violations - DCC	146	9	9	100.0%	14	5.0	137	93.8%	124	90.5%	133	91.1%
10	Illegal Garbage/Placement - DCC	137	6	6	100.0%	60	9.0	131	95.6%	131	100.0%	137	100.0%
11	Recycling ROLL CART Registration - SAN	131	2	2	100.0%	365	9.2	129	98.5%	129	100.0%	131	100.0%
12	Animal - Sick/Injured - DCC	128	0	0	N/A	3	0.0	128	100.0%	128	100.0%	128	100.0%
13	Junk Motor Vehicle - DCC	117	53	53	100.0%	126	12.0	64	54.7%	64	100.0%	117	100.0%
14	Illegal Outside Storage - DCC	110	67	67	100.0%	38	11.7	43	39.1%	43	100.0%	110	100.0%
15	Open and Vacant Structure - DCC	103	11	11	100.0%	30	5.5	92	89.3%	92	100.0%	103	100.0%
16	Recyclable Collection Missed (Residential) - SAN	100	0	0	N/A	3	1.1	100	100.0%	100	100.0%	100	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	99	25	25	100.0%	60	17.7	74	74.7%	74	100.0%	99	100.0%
18	24 Hour Parking/Parking Violations - DPD	95	0	0	N/A	10	4.2	95	100.0%	93	97.9%	93	97.9%
19	Animal - Loose - DCC	85	15	15	100.0%	40	10.9	70	82.4%	70	100.0%	85	100.0%
20	Substandard Structure - DCC	80	57	57	100.0%	365	8.0	23	28.8%	23	100.0%	80	100.0%



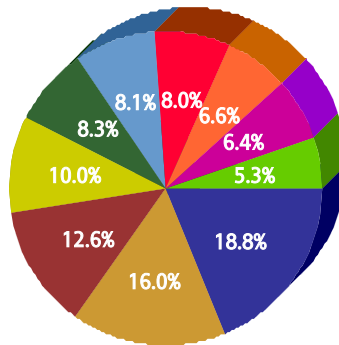
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 2008

Top 10 Services

SR Type	Service Request Count
Parking - Unapproved Surface - Eve/Weekends - DCC	712
Substandard Structure - DCC	607
Animal - Loose Aggressive - DCC	477
Dead Animal Pick Up - SAN	379
Litter - DCC	314
High Weeds - DCC	307
Roll Cart - SAN	304
Animal - Confined - DCC	249
Garbage - Missed - SAN	241
Recycling ROLL CART Registration - SAN	200



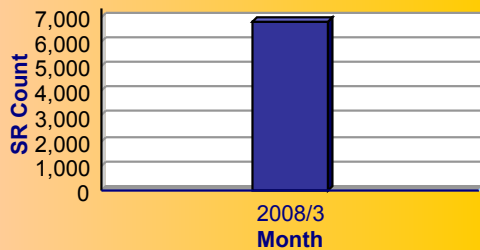
Service

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

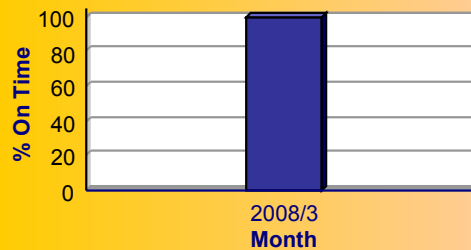
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,779	5,858	5,816	99.3%	921	917	99.6%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 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	Parking - Unapproved Surface - Eve/Weekends - DCC	712	1	1	100.0%	10	0.3	711	99.9%	711	100.0%	712	100.0%
2	Substandard Structure - DCC	607	373	373	100.0%	365	9.1	234	38.6%	234	100.0%	607	100.0%
3	Animal - Loose Aggressive - DCC	477	0	0	N/A	3	0.3	477	100.0%	477	100.0%	477	100.0%
4	Dead Animal Pick Up - SAN	379	0	0	N/A	1	0.3	379	100.0%	379	100.0%	379	100.0%
5	Litter - DCC	314	81	81	100.0%	38	8.0	233	74.2%	233	100.0%	314	100.0%
6	High Weeds - DCC	307	111	111	100.0%	38	4.7	196	63.8%	196	100.0%	307	100.0%
7	Roll Cart - SAN	304	0	0	N/A	10	3.4	304	100.0%	302	99.3%	302	99.3%
8	Animal - Confined - DCC	249	0	0	N/A	3	0.3	249	100.0%	247	99.2%	247	99.2%
9	Garbage - Missed - SAN	241	0	0	N/A	12	1.5	241	100.0%	241	100.0%	241	100.0%
10	Recycling ROLL CART Registration - SAN	200	0	0	N/A	365	9.4	200	100.0%	200	100.0%	200	100.0%
11	Smoke Detector Request - DFD	188	3	3	100.0%	30	5.5	185	98.4%	185	100.0%	188	100.0%
12	Animal - Sick/Injured - DCC	131	0	0	N/A	3	0.1	131	100.0%	131	100.0%	131	100.0%
13	Animal - Loose - DCC	123	21	21	100.0%	40	11.3	102	82.9%	102	100.0%	123	100.0%
14	Bulky Trash Violations - DCC	121	2	2	100.0%	14	2.8	119	98.3%	118	99.2%	120	99.2%
15	24 Hour Parking/Parking Violations - DPD	118	8	8	100.0%	10	6.4	110	93.2%	102	92.7%	110	93.2%
16	Fire Inspection - DFD	111	27	27	100.0%	60	12.4	84	75.7%	84	100.0%	111	100.0%
17	Open and Vacant Structure - DCC	102	7	7	100.0%	30	4.0	95	93.1%	95	100.0%	102	100.0%
18	Illegal Land Use (Residential/Business) - DCC	101	16	16	100.0%	60	3.5	85	84.2%	85	100.0%	101	100.0%
19	Junk Motor Vehicle - DCC	101	64	64	100.0%	126	6.6	37	36.6%	37	100.0%	101	100.0%
20	Recyclable Collection Missed (Residential) - SAN	98	0	0	N/A	3	1.2	98	100.0%	98	100.0%	98	100.0%



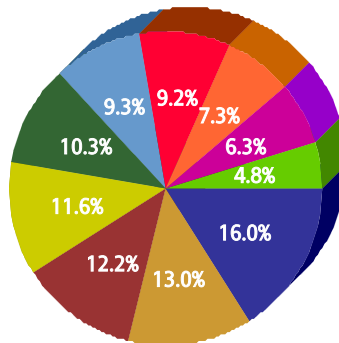
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

March 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	520
Animal - Loose Aggressive - DCC	423
High Weeds - DCC	395
Parking - Unapproved Surface - Eve/Weekends - DCC	376
Roll Cart - SAN	335
Dead Animal Pick Up - SAN	302
Recycling ROLL CART Registration - SAN	300
Junk Motor Vehicle - DCC	237
Animal - Confined - DCC	205
Illegal Outside Storage - DCC	157



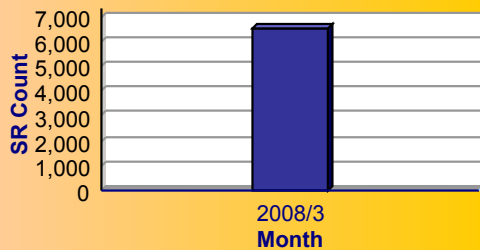
Service

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

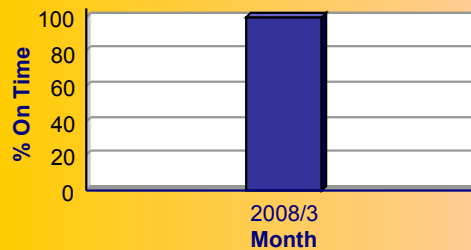
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,519	5,303	5,257	99.1%	1,216	1,212	99.7%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

March 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	520	199	199	100.0%	38	10.6	321	61.7%	321	100.0%	520	100.0%
2	Animal - Loose Aggressive - DCC	423	0	0	N/A	3	0.1	423	100.0%	421	99.5%	421	99.5%
3	High Weeds - DCC	395	194	194	100.0%	38	8.1	201	50.9%	201	100.0%	395	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	376	0	0	N/A	10	0.7	376	100.0%	376	100.0%	376	100.0%
5	Roll Cart - SAN	335	0	0	N/A	10	3.0	335	100.0%	331	98.8%	331	98.8%
6	Dead Animal Pick Up - SAN	302	0	0	N/A	1	0.4	302	100.0%	302	100.0%	302	100.0%
7	Recycling ROLL CART Registration - SAN	300	21	21	100.0%	365	8.6	279	93.0%	279	100.0%	300	100.0%
8	Junk Motor Vehicle - DCC	237	161	161	100.0%	126	13.6	76	32.1%	76	100.0%	237	100.0%
9	Animal - Confined - DCC	205	0	0	N/A	3	0.2	205	100.0%	203	99.0%	203	99.0%
10	Illegal Outside Storage - DCC	157	89	89	100.0%	38	11.1	68	43.3%	68	100.0%	157	100.0%
11	Graffiti Private Property - Residential/Commercial	151	101	101	100.0%	90	6.5	50	33.1%	50	100.0%	151	100.0%
12	Fire Inspection - DFD	137	74	74	100.0%	60	10.9	63	46.0%	63	100.0%	137	100.0%
13	Recyclable Collection Missed (Residential) - SAN	135	0	0	N/A	3	1.0	135	100.0%	135	100.0%	135	100.0%
14	Animal - Loose - DCC	129	23	23	100.0%	40	10.4	106	82.2%	106	100.0%	129	100.0%
15	Garbage - Missed - SAN	123	0	0	N/A	12	1.2	123	100.0%	123	100.0%	123	100.0%
16	Bulky Trash Violations - DCC	121	5	5	100.0%	14	4.5	116	95.9%	113	97.4%	118	97.5%
17	24 Hour Parking/Parking Violations - DPD	100	4	4	100.0%	10	3.8	96	96.0%	93	96.9%	97	97.0%
18	Illegal Garbage/Placement - DCC	94	23	23	100.0%	60	6.8	71	75.5%	71	100.0%	94	100.0%
19	Animal - Cruelty - DCC	94	0	0	N/A	30	0.3	94	100.0%	94	100.0%	94	100.0%
20	Animal - Sick/Injured - DCC	91	0	0	N/A	3	0.1	91	100.0%	91	100.0%	91	100.0%



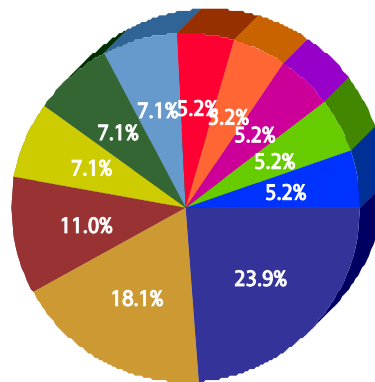
City of Dallas Service Level Performance Report by CSA

for Unknown

March 2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	37
Signs - Public Right of Way Eve/Weekends - DCC	28
Illegal Food Vending - EHS	17
Dead Animal Pick Up - SAN	11
Fire Inspection - DFD	11
Recycling ROLL CART Registration - SAN	11
Garbage - Missed - SAN	8
High Weeds - DCC	8
Pot hole - Hazardous-ST5	8
Recyclable Collection Missed (Residential) - SAN	8
Roll Cart - SAN	8



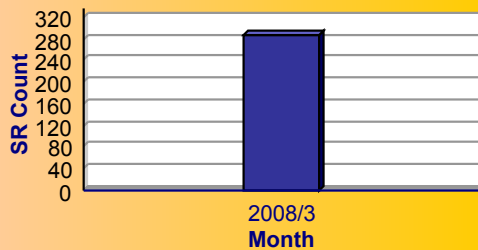
Service

- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Illegal Food Vending - EHS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- High Weeds - DCC
- Pot hole - Hazardous-ST5
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN

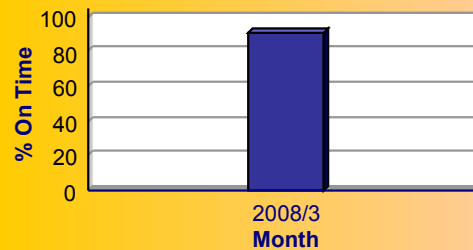
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
285	232	227	97.8%	53	33	62.3%	91.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

March 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	37	23	4	17.4%	10	4.9	14	37.8%	13	92.9%	17	45.9%
2	Signs - Public Right of Way Eve/Weekends - DCC	28	0	0	N/A	7	1.0	28	100.0%	28	100.0%	28	100.0%
3	Illegal Food Vending - EHS	17	0	0	N/A	45	5.4	17	100.0%	17	100.0%	17	100.0%
4	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.3	11	100.0%	11	100.0%	11	100.0%
5	Fire Inspection - DFD	11	4	4	100.0%	60	5.1	7	63.6%	7	100.0%	11	100.0%
6	Recycling ROLL CART Registration - SAN	11	3	3	100.0%	365	13.9	8	72.7%	8	100.0%	11	100.0%
7	High Weeds - DCC	8	2	2	100.0%	38	4.0	6	75.0%	6	100.0%	8	100.0%
8	Garbage - Missed - SAN	8	0	0	N/A	12	0.5	8	100.0%	8	100.0%	8	100.0%
9	Recyclable Collection Missed (Residential) - SAN	8	0	0	N/A	3	1.0	8	100.0%	8	100.0%	8	100.0%
10	Roll Cart - SAN	8	0	0	N/A	10	4.2	8	100.0%	8	100.0%	8	100.0%
11	Pot hole - Hazardous-STS	8	0	0	N/A	1	0.2	8	100.0%	8	100.0%	8	100.0%
12	Litter - DCC	7	4	4	100.0%	38	7.7	3	42.9%	3	100.0%	7	100.0%
13	Illegal Land Use (Residential/Business) - DCC	7	6	6	100.0%	60	6.0	1	14.3%	1	100.0%	7	100.0%
14	Street Lighting - Maintenance - PWT	7	0	0	N/A	10	1.0	7	100.0%	7	100.0%	7	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
16	Pot hole Repair Routine - STS	6	0	0	N/A	5	1.0	6	100.0%	5	83.3%	5	83.3%
17	Educational Request - DFD	5	0	0	N/A	10	0.0	5	100.0%	5	100.0%	5	100.0%
18	Traffic Signal - Timing - PWT	5	0	0	N/A	4	1.8	5	100.0%	5	100.0%	5	100.0%
19	Animal - Confined - DCC	4	0	0	N/A	3	0.2	4	100.0%	4	100.0%	4	100.0%
20	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
21	Development Services General Request - DEV	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%