



**FY 2009 – 2010**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**March 2010**

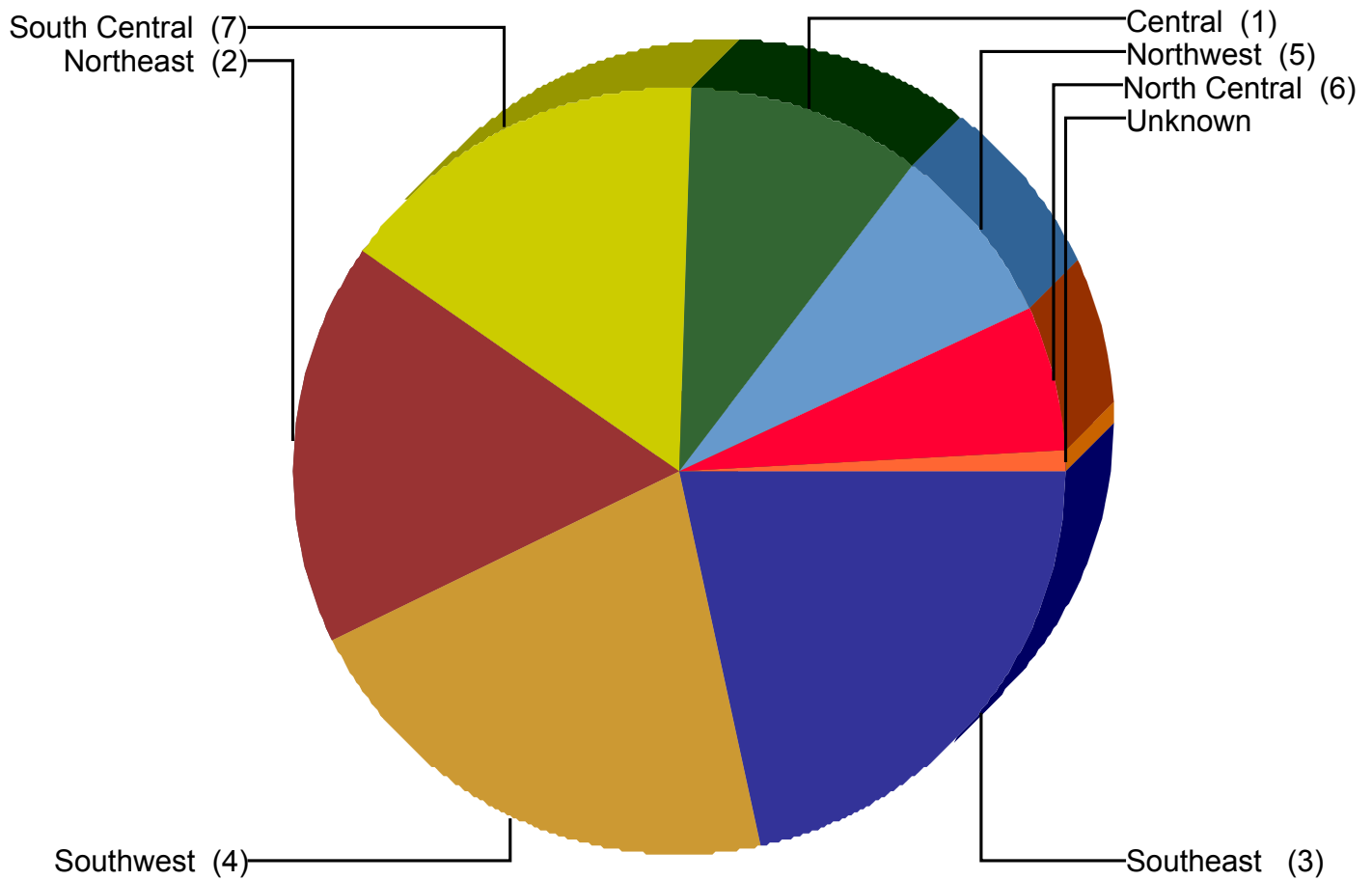
## **TABLE OF CONTENTS**

<b>3 . . . . .</b>	<b>Chart of Service Request Counts by City Service Area</b>
<b>4 . . . . .</b>	<b>Citywide Service Level Performance Report</b>
<b>6 . . . . .</b>	<b>Service Level Performance Report the Central CSA</b>
<b>8 . . . . .</b>	<b>Service Level Performance Report the North Central CSA</b>
<b>10 . . . . .</b>	<b>Service Level Performance Report the Northeast CSA</b>
<b>12 . . . . .</b>	<b>Service Level Performance Report the Northwest CSA</b>
<b>14 . . . . .</b>	<b>Service Level Performance Report the South Central CSA</b>
<b>16 . . . . .</b>	<b>Service Level Performance Report the Southeast CSA</b>
<b>18 . . . . .</b>	<b>Service Level Performance Report the Southwest CSA</b>
<b>20 . . . . .</b>	<b>Service Level Performance Report where CSA is Unknown</b>



# City of Dallas

Service Area Report  
For March 2010



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	4,168	9.9%	98.9%
North Central (6)	2,599	6.2%	98.6%
Northeast (2)	7,059	16.8%	98.7%
Northwest (5)	3,195	7.6%	99.3%
South Central (7)	6,641	15.8%	99.1%
Southeast (3)	9,082	21.6%	99.3%
Southwest (4)	8,893	21.2%	99.6%
Unknown	326	0.8%	91.7%
<b>Total</b>	<b>41,963</b>	<b>100.0%</b>	<b>99.1%</b>



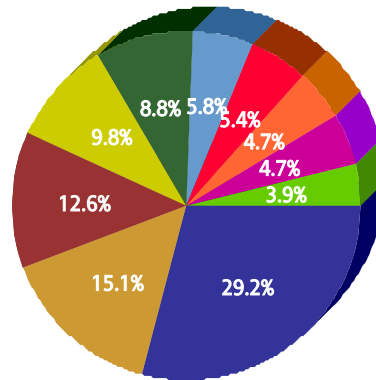
# City of Dallas Service Level Performance Report by CSA

For Citywide

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	6,421
Roll Cart - SAN	3,309
Garbage - Missed - SAN	2,762
Recyclable Collection Missed (Residential) - SAN	2,151
Litter - CCS	1,941
Dead Animal Pick Up - SAN	1,265
High Weeds - CCS	1,188
Animal - Confined - CCS	1,039
Animal - Loose Aggressive - CCS	1,031
Junk Motor Vehicle - CCS	866



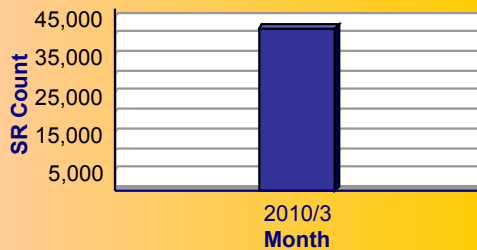
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Litter - CCS
- Dead Animal Pick Up - SAN
- High Weeds - CCS
- Animal - Confined - CCS
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS

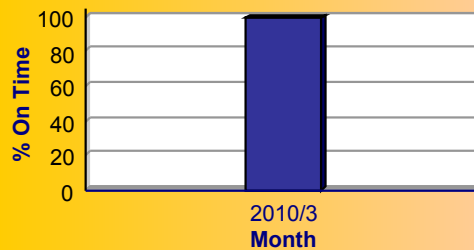
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
41,963	36,214	35,926	99.2%	5,749	5,652	98.3%	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 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	6,421	9	9	100.0%	10	5.3	6,412	99.9%	6,411	100.0%	6,420	100.0%
2	Roll Cart - SAN	3,309	17	17	100.0%	10	3.3	3,292	99.5%	3,276	99.5%	3,293	99.5%
3	Garbage - Missed - SAN	2,762	0	0	N/A	3	0.9	2,762	100.0%	2,723	98.6%	2,723	98.6%
4	Recyclable Collection Missed (Residential) - SAN	2,151	0	0	N/A	3	1.0	2,151	100.0%	2,146	99.8%	2,146	99.8%
5	Litter - CCS	1,941	875	875	100.0%	38	11.3	1,066	54.9%	1,066	100.0%	1,941	100.0%
6	Dead Animal Pick Up - SAN	1,265	0	0	N/A	1	0.3	1,265	100.0%	1,260	99.6%	1,260	99.6%
7	High Weeds - CCS	1,188	670	670	100.0%	38	8.4	518	43.6%	518	100.0%	1,188	100.0%
8	Animal - Confined - CCS	1,039	1	0	0.0%	3	0.2	1,038	99.9%	1,036	99.8%	1,036	99.7%
9	Animal - Loose Aggressive - CCS	1,031	0	0	N/A	3	0.2	1,031	100.0%	1,031	100.0%	1,031	100.0%
10	Junk Motor Vehicle - CCS	866	544	544	100.0%	126	11.6	322	37.2%	322	100.0%	866	100.0%
11	Smoke Detector Request - DFD	787	29	29	100.0%	30	2.4	758	96.3%	758	100.0%	787	100.0%
12	Brush/Bulk Items - Missed - SAN	740	0	0	N/A	10	1.0	740	100.0%	740	100.0%	740	100.0%
13	Substandard Structure - CCS	717	538	538	100.0%	365	8.1	179	25.0%	179	100.0%	717	100.0%
14	Animal - Loose - CCS	700	234	234	100.0%	40	8.9	466	66.6%	466	100.0%	700	100.0%
15	Recycling - Roll Cart - SAN	687	2	2	100.0%	10	3.1	685	99.7%	684	99.9%	686	99.9%
16	Fire Inspection - DFD	655	326	326	100.0%	60	7.0	329	50.2%	329	100.0%	655	100.0%
17	Obstruction Alley/Sidewalk/Street - CCS	603	291	291	100.0%	60	12.1	312	51.7%	312	100.0%	603	100.0%
18	Signs - Public Right of Way - CCS	574	26	15	57.7%	7	1.0	548	95.5%	529	96.5%	544	94.8%
19	24 Hour Parking/Parking Violations - DPD	520	49	45	91.8%	10	4.5	471	90.6%	456	96.8%	501	96.3%
20	Animal - Sick/Injured - CCS	510	2	0	0.0%	3	0.1	508	99.6%	504	99.2%	504	98.8%

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



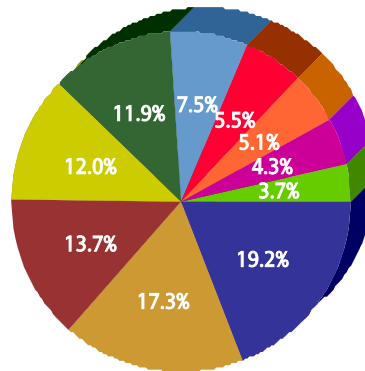
# City of Dallas Service Level Performance Report by CSA

for Central (1)

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	383
Roll Cart - SAN	346
Garbage - Missed - SAN	274
Litter - CCS	239
Recyclable Collection Missed (Residential) - SAN	237
High Weeds - CCS	149
Signs - Public Right of Way - CCS	110
Graffiti Private Property - Residential/Commercial	101
Animal - Confined - CCS	86
Dead Animal Pick Up - SAN	74



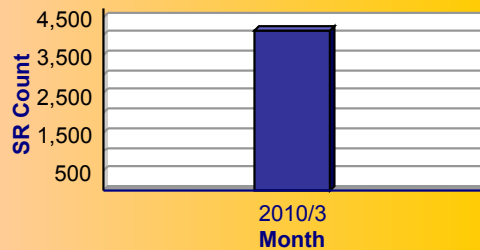
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Litter - CCS
- Recyclable Collection Missed (Residential) - SAN
- High Weeds - CCS
- Signs - Public Right of Way - CCS
- Graffiti Private Property - Residential/Commercial
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN

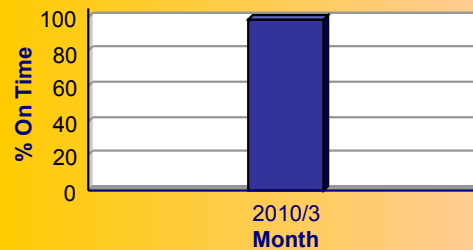
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,168	3,612	3,583	99.2%	556	539	96.9%	98.9%

### 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 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	383	0	0	N/A	10	5.0	383	100.0%	383	100.0%	383	100.0%
2	Roll Cart - SAN	346	2	2	100.0%	10	3.0	344	99.4%	344	100.0%	346	100.0%
3	Garbage - Missed - SAN	274	0	0	N/A	3	0.9	274	100.0%	271	98.9%	271	98.9%
4	Litter - CCS	239	81	81	100.0%	38	10.1	158	66.1%	158	100.0%	239	100.0%
5	Recyclable Collection Missed (Residential) - SAN	237	0	0	N/A	3	1.1	237	100.0%	236	99.6%	236	99.6%
6	High Weeds - CCS	149	64	64	100.0%	38	9.0	85	57.0%	85	100.0%	149	100.0%
7	Signs - Public Right of Way - CCS	110	6	0	0.0%	7	1.3	104	94.5%	99	95.2%	99	90.0%
8	Graffiti Private Property - Residential/Commercial	101	47	47	100.0%	90	8.1	54	53.5%	54	100.0%	101	100.0%
9	Animal - Confined - CCS	86	0	0	N/A	3	0.2	86	100.0%	85	98.8%	85	98.8%
10	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.4	74	100.0%	74	100.0%	74	100.0%
11	Illegal Garbage/Placement - CCS	70	12	12	100.0%	60	6.9	58	82.9%	58	100.0%	70	100.0%
12	24 Hour Parking/Parking Violations - DPD	69	8	8	100.0%	10	4.5	61	88.4%	58	95.1%	66	95.7%
13	Street Repair - Routine-STS	68	26	26	100.0%	90	7.3	42	61.8%	42	100.0%	68	100.0%
14	General - CCS	67	9	9	100.0%	38	3.9	58	86.6%	58	100.0%	67	100.0%
15	Fire Inspection - DFD	67	54	54	100.0%	60	2.7	13	19.4%	13	100.0%	67	100.0%
16	Brush/Bulk Items - Missed - SAN	62	0	0	N/A	10	0.6	62	100.0%	62	100.0%	62	100.0%
17	Junk Motor Vehicle - CCS	62	23	23	100.0%	126	12.2	39	62.9%	39	100.0%	62	100.0%
18	Recycling - Roll Cart - SAN	62	2	2	100.0%	10	3.0	60	96.8%	60	100.0%	62	100.0%
19	Traffic Signal - Flashing - PWT	57	0	0	N/A	4	1.6	57	100.0%	57	100.0%	57	100.0%
20	Pot hole - Hazardous-STS	57	0	0	N/A	1	0.1	57	100.0%	57	100.0%	57	100.0%



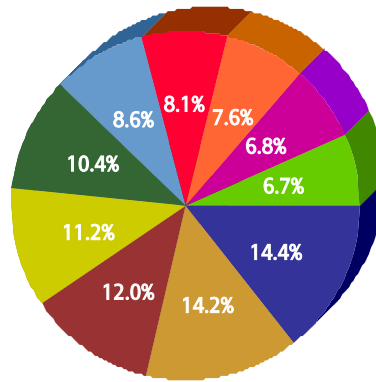
# City of Dallas Service Level Performance Report by CSA

for North Central (6)

March 2010

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	171
Fire Inspection - DFD	169
Brush/Bulk Items - Missed - SAN	143
Recycling ROLL CART Registration - SAN	133
Garbage - Missed - SAN	124
Recyclable Collection Missed (Residential) - SAN	103
Animal - Confined - CCS	97
Litter - CCS	90
Obstruction Alley/Sidewalk/Street - CCS	81
Dead Animal Pick Up - SAN	80



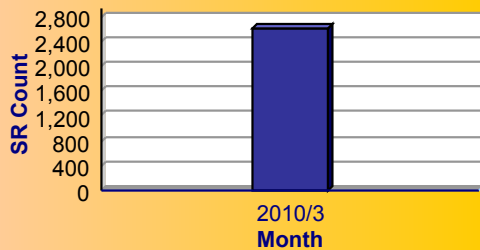
### Service

- Roll Cart - SAN
- Fire Inspection - DFD
- Brush/Bulk Items - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - CCS
- Litter - CCS
- Obstruction Alley/Sidewalk/Street - CCS
- Dead Animal Pick Up - SAN

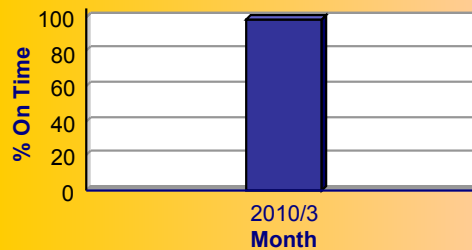
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,599	2,175	2,149	98.8%	424	413	97.4%	98.6%

### 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 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	Roll Cart - SAN	171	7	7	100.0%	10	3.8	164	95.9%	163	99.4%	170	99.4%
2	Fire Inspection - DFD	169	74	74	100.0%	60	8.5	95	56.2%	95	100.0%	169	100.0%
3	Brush/Bulk Items - Missed - SAN	143	0	0	N/A	10	1.1	143	100.0%	143	100.0%	143	100.0%
4	Recycling ROLL CART Registration - SAN	133	3	3	100.0%	10	4.8	130	97.7%	130	100.0%	133	100.0%
5	Garbage - Missed - SAN	124	0	0	N/A	3	0.8	124	100.0%	121	97.6%	121	97.6%
6	Recyclable Collection Missed (Residential) - SAN	103	0	0	N/A	3	0.4	103	100.0%	103	100.0%	103	100.0%
7	Animal - Confined - CCS	97	0	0	N/A	3	0.1	97	100.0%	97	100.0%	97	100.0%
8	Litter - CCS	90	57	57	100.0%	38	15.8	33	36.7%	33	100.0%	90	100.0%
9	Obstruction Alley/Sidewalk/Street - CCS	81	54	54	100.0%	60	14.8	27	33.3%	27	100.0%	81	100.0%
10	Dead Animal Pick Up - SAN	80	0	0	N/A	1	0.2	80	100.0%	80	100.0%	80	100.0%
11	Recycling - Roll Cart - SAN	53	0	0	N/A	10	3.4	53	100.0%	53	100.0%	53	100.0%
12	Alley Repair - Routine-STS	43	18	18	100.0%	90	7.5	25	58.1%	25	100.0%	43	100.0%
13	Street Repair - Routine-STS	42	20	20	100.0%	90	4.9	22	52.4%	22	100.0%	42	100.0%
14	Animal - Sick/Injured - CCS	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
15	Sanitation Property Damage - SAN	41	7	7	100.0%	28	9.4	34	82.9%	34	100.0%	41	100.0%
16	Sanitation Crew Complaint - SAN	38	0	0	N/A	10	2.7	38	100.0%	36	94.7%	36	94.7%
17	Bulky Trash Violations - CCS	35	12	10	83.3%	14	5.9	23	65.7%	23	100.0%	33	94.3%
18	Pot hole - Hazardous-STS	35	0	0	N/A	1	0.1	35	100.0%	35	100.0%	35	100.0%
19	Pot hole Repair Routine - STS	34	1	1	100.0%	7	1.8	33	97.1%	31	93.9%	32	94.1%
20	Sanitation Misc. - SAN	33	0	0	N/A	10	1.1	33	100.0%	31	93.9%	31	93.9%



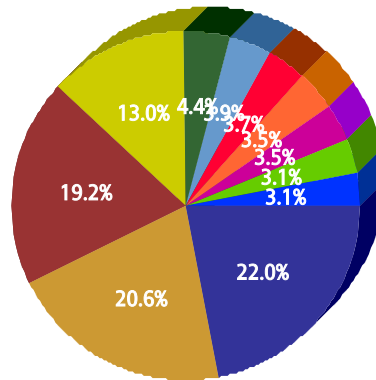
# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

March 2010

## Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	963
Recycling ROLL CART Registration - SAN	904
Garbage - Missed - SAN	840
Recyclable Collection Missed (Residential) - SAN	570
Animal - Confined - CCS	192
Dead Animal Pick Up - SAN	169
Litter - CCS	161
Recycling - Roll Cart - SAN	155
Substandard Structure Apts - CCS	152
Brush/Bulk Items - Missed - SAN	136
Junk Motor Vehicle - CCS	136



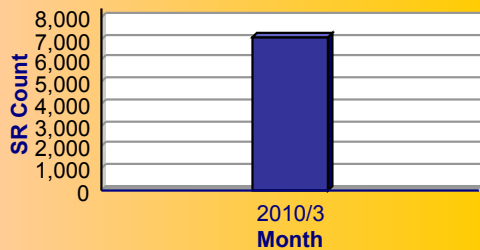
### Service

- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - CCS
- Dead Animal Pick Up - SAN
- Litter - CCS
- Recycling - Roll Cart - SAN
- Substandard Structure Apts - CCS
- Brush/Bulk Items - Missed - SAN
- Junk Motor Vehicle - CCS

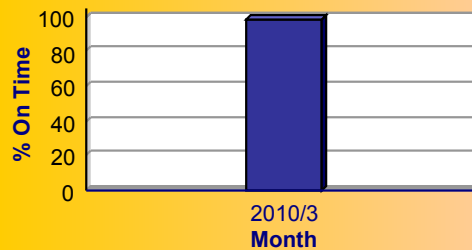
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,059	6,367	6,294	98.9%	692	672	97.1%	98.7%

### 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 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	Roll Cart - SAN	963	4	4	100.0%	10	3.0	959	99.6%	945	98.5%	949	98.5%
2	Recycling ROLL CART Registration - SAN	904	0	0	N/A	10	5.1	904	100.0%	904	100.0%	904	100.0%
3	Garbage - Missed - SAN	840	0	0	N/A	3	1.0	840	100.0%	816	97.1%	816	97.1%
4	Recyclable Collection Missed (Residential) - SAN	570	0	0	N/A	3	0.9	570	100.0%	570	100.0%	570	100.0%
5	Animal - Confined - CCS	192	0	0	N/A	3	0.2	192	100.0%	192	100.0%	192	100.0%
6	Dead Animal Pick Up - SAN	169	0	0	N/A	1	0.3	169	100.0%	169	100.0%	169	100.0%
7	Litter - CCS	161	68	68	100.0%	38	11.2	93	57.8%	93	100.0%	161	100.0%
8	Recycling - Roll Cart - SAN	155	0	0	N/A	10	2.9	155	100.0%	155	100.0%	155	100.0%
9	Substandard Structure Apts - CCS	152	69	69	100.0%	365	17.7	83	54.6%	83	100.0%	152	100.0%
10	Brush/Bulk Items - Missed - SAN	136	0	0	N/A	10	1.5	136	100.0%	136	100.0%	136	100.0%
11	Junk Motor Vehicle - CCS	136	71	71	100.0%	126	13.0	65	47.8%	65	100.0%	136	100.0%
12	Animal - Loose Aggressive - CCS	106	0	0	N/A	3	0.3	106	100.0%	106	100.0%	106	100.0%
13	24 Hour Parking/Parking Violations - DPD	105	6	6	100.0%	10	4.0	99	94.3%	98	99.0%	104	99.0%
14	Street Repair - Routine-STS	96	46	46	100.0%	90	7.1	50	52.1%	50	100.0%	96	100.0%
15	Obstruction Alley/Sidewalk/Street - CCS	95	37	37	100.0%	60	12.0	58	61.1%	58	100.0%	95	100.0%
16	Pot hole - Hazardous-STS	92	0	0	N/A	1	0.1	92	100.0%	92	100.0%	92	100.0%
17	Animal - Sick/Injured - CCS	91	0	0	N/A	3	0.2	91	100.0%	89	97.8%	89	97.8%
18	Fire Inspection - DFD	87	41	41	100.0%	60	5.0	46	52.9%	46	100.0%	87	100.0%
19	Sanitation Property Damage - SAN	76	17	17	100.0%	28	8.7	59	77.6%	59	100.0%	76	100.0%
20	Signs - Public Right of Way - CCS	75	4	0	0.0%	7	0.6	71	94.7%	68	95.8%	68	90.7%



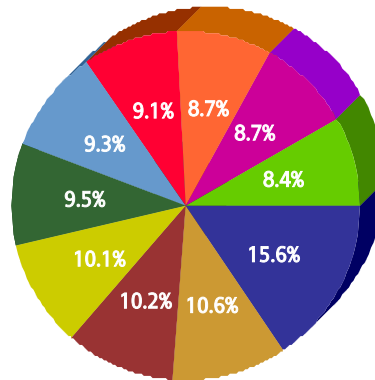
# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	178
Dead Animal Pick Up - SAN	121
Garbage - Missed - SAN	117
Roll Cart - SAN	115
Litter - CCS	109
Animal - Confined - CCS	106
High Weeds - CCS	104
Brush/Bulk Items - Missed - SAN	99
Recyclable Collection Missed (Residential) - SAN	99
Obstruction Alley/Sidewalk/Street - CCS	96



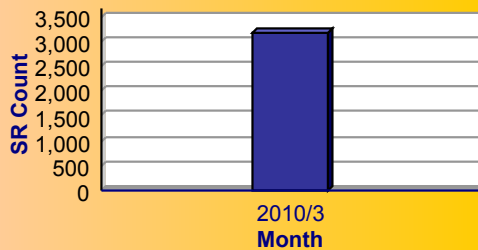
### Service

- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- Litter - CCS
- Animal - Confined - CCS
- High Weeds - CCS
- Brush/Bulk Items - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - CCS

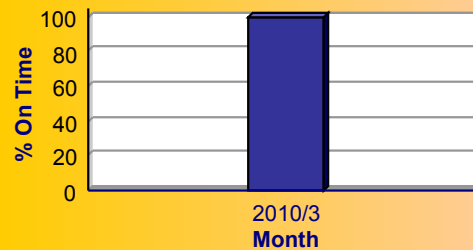
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,195	2,772	2,754	99.4%	423	418	98.8%	99.3%

### 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 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	178	0	0	N/A	10	4.6	178	100.0%	178	100.0%	178	100.0%
2	Dead Animal Pick Up - SAN	121	0	0	N/A	1	0.2	121	100.0%	121	100.0%	121	100.0%
3	Garbage - Missed - SAN	117	0	0	N/A	3	0.6	117	100.0%	115	98.3%	115	98.3%
4	Roll Cart - SAN	115	1	1	100.0%	10	3.1	114	99.1%	114	100.0%	115	100.0%
5	Litter - CCS	109	35	35	100.0%	38	10.2	74	67.9%	74	100.0%	109	100.0%
6	Animal - Confined - CCS	106	0	0	N/A	3	0.2	106	100.0%	105	99.1%	105	99.1%
7	High Weeds - CCS	104	46	46	100.0%	38	9.7	58	55.8%	58	100.0%	104	100.0%
8	Brush/Bulk Items - Missed - SAN	99	0	0	N/A	10	1.1	99	100.0%	99	100.0%	99	100.0%
9	Recyclable Collection Missed (Residential) - SAN	99	0	0	N/A	3	0.6	99	100.0%	99	100.0%	99	100.0%
10	Obstruction Alley/Sidewalk/Street - CCS	96	24	24	100.0%	60	12.3	72	75.0%	72	100.0%	96	100.0%
11	Fire Inspection - DFD	88	48	48	100.0%	60	9.2	40	45.5%	40	100.0%	88	100.0%
12	Smoke Detector Request - DFD	84	2	2	100.0%	30	1.1	82	97.6%	82	100.0%	84	100.0%
13	24 Hour Parking/Parking Violations - DPD	72	3	3	100.0%	10	4.0	69	95.8%	68	98.6%	71	98.6%
14	Animal - Loose Aggressive - CCS	69	0	0	N/A	3	0.3	69	100.0%	69	100.0%	69	100.0%
15	Street Repair - Routine-STS	63	17	17	100.0%	90	5.4	46	73.0%	46	100.0%	63	100.0%
16	Alley Repair - Routine-STS	57	40	40	100.0%	90	6.8	17	29.8%	17	100.0%	57	100.0%
17	Pot hole - Hazardous-STS	56	0	0	N/A	1	0.1	56	100.0%	55	98.2%	55	98.2%
18	Signs - Public Right of Way Eve/Weekends - CCS	55	0	0	N/A	7	0.4	55	100.0%	55	100.0%	55	100.0%
19	Animal - Sick/Injured - CCS	53	1	0	0.0%	3	0.3	52	98.1%	50	96.2%	50	94.3%
20	Pot hole Repair Routine - STS	53	0	0	N/A	7	1.6	53	100.0%	51	96.2%	51	96.2%



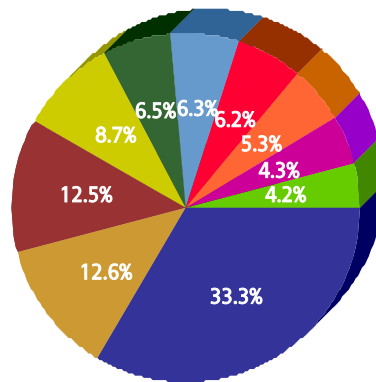
# City of Dallas Service Level Performance Report by CSA

for South Central (7)

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,298
Garbage - Missed - SAN	491
Roll Cart - SAN	488
Smoke Detector Request - DFD	340
Litter - CCS	254
Dead Animal Pick Up - SAN	247
Animal - Loose Aggressive - CCS	240
Junk Motor Vehicle - CCS	208
Animal - Confined - CCS	169
Recyclable Collection Missed (Residential) - SAN	163



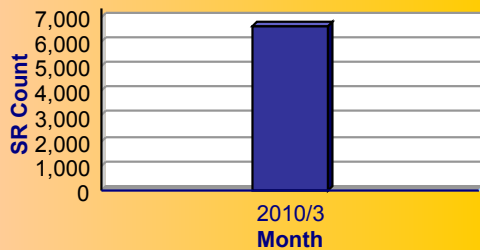
### Service

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- Smoke Detector Request - DFD
- Litter - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Animal - Confined - CCS
- Recyclable Collection Missed (Residential) - SAN

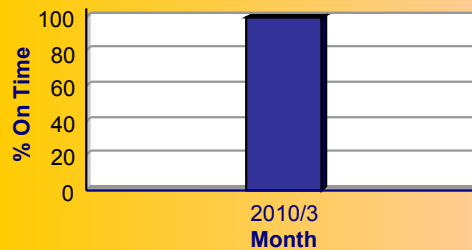
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,641	5,776	5,728	99.2%	865	852	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 South Central (7)

March 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	1,298	0	0	N/A	10	5.4	1,298	100.0%	1,298	100.0%	1,298	100.0%
2	Garbage - Missed - SAN	491	0	0	N/A	3	0.7	491	100.0%	491	100.0%	491	100.0%
3	Roll Cart - SAN	488	0	0	N/A	10	3.4	488	100.0%	488	100.0%	488	100.0%
4	Smoke Detector Request - DFD	340	8	8	100.0%	30	2.4	332	97.6%	332	100.0%	340	100.0%
5	Litter - CCS	254	130	130	100.0%	38	10.0	124	48.8%	124	100.0%	254	100.0%
6	Dead Animal Pick Up - SAN	247	0	0	N/A	1	0.3	247	100.0%	246	99.6%	246	99.6%
7	Animal - Loose Aggressive - CCS	240	0	0	N/A	3	0.2	240	100.0%	240	100.0%	240	100.0%
8	Junk Motor Vehicle - CCS	208	166	166	100.0%	126	10.7	42	20.2%	42	100.0%	208	100.0%
9	Animal - Confined - CCS	169	0	0	N/A	3	0.3	169	100.0%	169	100.0%	169	100.0%
10	Recyclable Collection Missed (Residential) - SAN	163	0	0	N/A	3	0.8	163	100.0%	163	100.0%	163	100.0%
11	Animal - Loose - CCS	147	44	44	100.0%	40	7.8	103	70.1%	103	100.0%	147	100.0%
12	Illegal Dumping - CCS	142	23	23	100.0%	38	1.5	119	83.8%	119	100.0%	142	100.0%
13	Signs - Other - CCS	116	1	1	100.0%	21	0.6	115	99.1%	114	99.1%	115	99.1%
14	High Weeds - CCS	112	70	70	100.0%	38	5.3	42	37.5%	42	100.0%	112	100.0%
15	Animal - Sick/Injured - CCS	110	1	0	0.0%	3	0.1	109	99.1%	109	100.0%	109	99.1%
16	Recycling - Roll Cart - SAN	100	0	0	N/A	10	3.6	100	100.0%	99	99.0%	99	99.0%
17	Substandard Structure - CCS	89	71	71	100.0%	365	8.7	18	20.2%	18	100.0%	89	100.0%
18	Brush/Bulk Items - Missed - SAN	83	0	0	N/A	10	0.7	83	100.0%	83	100.0%	83	100.0%
19	Parking - Unapproved Surface - CCS	80	11	8	72.7%	10	1.8	69	86.2%	66	95.7%	74	92.5%
20	Illegal Outside Storage - CCS	80	42	42	100.0%	38	10.7	38	47.5%	38	100.0%	80	100.0%
21	Pot hole - Hazardous-ST5	80	0	0	N/A	1	0.2	80	100.0%	80	100.0%	80	100.0%



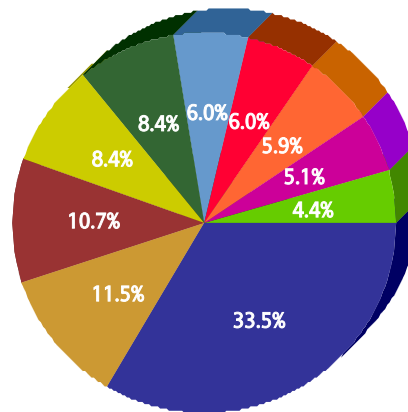
# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,789
Roll Cart - SAN	617
Litter - CCS	570
High Weeds - CCS	450
Garbage - Missed - SAN	447
Animal - Loose Aggressive - CCS	323
Dead Animal Pick Up - SAN	320
Substandard Structure - CCS	318
Smoke Detector Request - DFD	275
Animal - Confined - CCS	236



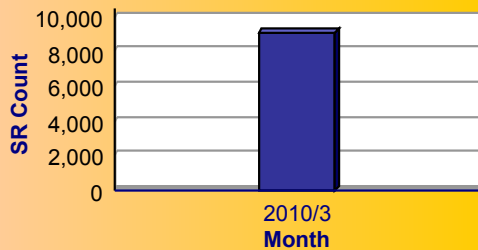
### Service

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

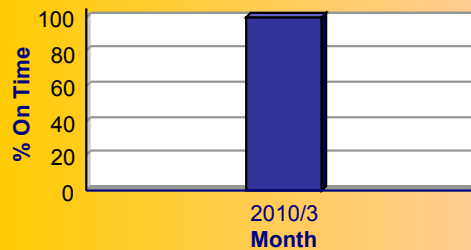
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,082	7,515	7,469	99.4%	1,567	1,553	99.1%	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 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	1,789	0	0	N/A	10	5.4	1,789	100.0%	1,789	100.0%	1,789	100.0%
2	Roll Cart - SAN	617	2	2	100.0%	10	3.5	615	99.7%	614	99.8%	616	99.8%
3	Litter - CCS	570	297	297	100.0%	38	10.7	273	47.9%	273	100.0%	570	100.0%
4	High Weeds - CCS	450	292	292	100.0%	38	7.7	158	35.1%	158	100.0%	450	100.0%
5	Garbage - Missed - SAN	447	0	0	N/A	3	0.7	447	100.0%	446	99.8%	446	99.8%
6	Animal - Loose Aggressive - CCS	323	0	0	N/A	3	0.2	323	100.0%	323	100.0%	323	100.0%
7	Dead Animal Pick Up - SAN	320	0	0	N/A	1	0.4	320	100.0%	318	99.4%	318	99.4%
8	Substandard Structure - CCS	318	232	232	100.0%	365	9.0	86	27.0%	86	100.0%	318	100.0%
9	Smoke Detector Request - DFD	275	8	8	100.0%	30	2.1	267	97.1%	267	100.0%	275	100.0%
10	Animal - Confined - CCS	236	1	0	0.0%	3	0.2	235	99.6%	235	100.0%	235	99.6%
11	Signs - Public Right of Way - CCS	212	13	13	100.0%	7	0.9	199	93.9%	196	98.5%	209	98.6%
12	Animal - Loose - CCS	199	60	60	100.0%	40	9.4	139	69.8%	139	100.0%	199	100.0%
13	Junk Motor Vehicle - CCS	184	125	125	100.0%	126	12.8	59	32.1%	59	100.0%	184	100.0%
14	Recyclable Collection Missed (Residential) - SAN	153	0	0	N/A	3	1.0	153	100.0%	153	100.0%	153	100.0%
15	Recycling - Roll Cart - SAN	148	0	0	N/A	10	3.2	148	100.0%	148	100.0%	148	100.0%
16	Illegal Dumping - CCS	136	15	15	100.0%	38	2.8	121	89.0%	121	100.0%	136	100.0%
17	Obstruction Alley/Sidewalk/Street - CCS	113	76	76	100.0%	60	12.0	37	32.7%	37	100.0%	113	100.0%
18	Open and Vacant Structure - CCS	110	16	15	93.8%	30	5.6	94	85.5%	94	100.0%	109	99.1%
19	Illegal Outside Storage - CCS	104	43	43	100.0%	38	13.4	61	58.7%	61	100.0%	104	100.0%
20	Parking - Unapproved Surface - CCS	101	3	2	66.7%	10	3.3	98	97.0%	91	92.9%	93	92.1%

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



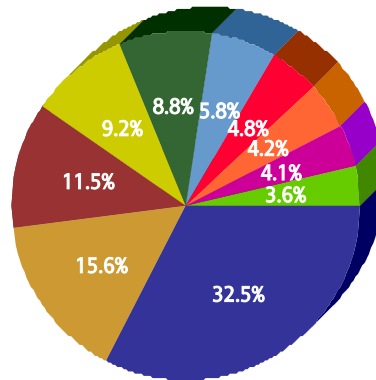
# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

March 2010

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,701
Recyclable Collection Missed (Residential) - SAN	815
Roll Cart - SAN	600
Litter - CCS	482
Garbage - Missed - SAN	458
High Weeds - CCS	305
Dead Animal Pick Up - SAN	249
Animal - Loose Aggressive - CCS	219
Junk Motor Vehicle - CCS	213
Illegal Outside Storage - CCS	186



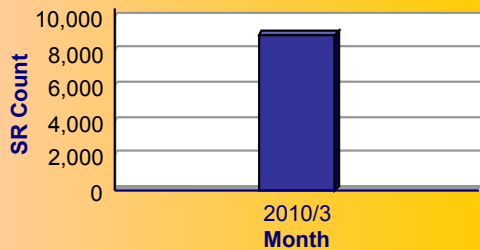
### Service

- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Litter - CCS
- Garbage - Missed - SAN
- High Weeds - CCS
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - CCS
- Junk Motor Vehicle - CCS
- Illegal Outside Storage - CCS

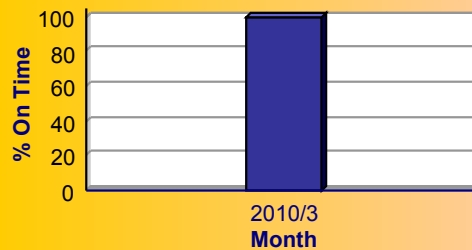
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,893	7,743	7,711	99.6%	1,150	1,144	99.5%	99.6%

### 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 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	1,701	6	6	100.0%	10	5.4	1,695	99.6%	1,694	99.9%	1,700	99.9%
2	Recyclable Collection Missed (Residential) - SAN	815	0	0	N/A	3	1.0	815	100.0%	815	100.0%	815	100.0%
3	Roll Cart - SAN	600	1	1	100.0%	10	3.4	599	99.8%	599	100.0%	600	100.0%
4	Litter - CCS	482	196	196	100.0%	38	12.7	286	59.3%	286	100.0%	482	100.0%
5	Garbage - Missed - SAN	458	0	0	N/A	3	0.9	458	100.0%	458	100.0%	458	100.0%
6	High Weeds - CCS	305	169	169	100.0%	38	9.0	136	44.6%	136	100.0%	305	100.0%
7	Dead Animal Pick Up - SAN	249	0	0	N/A	1	0.3	249	100.0%	247	99.2%	247	99.2%
8	Animal - Loose Aggressive - CCS	219	0	0	N/A	3	0.2	219	100.0%	219	100.0%	219	100.0%
9	Junk Motor Vehicle - CCS	213	127	127	100.0%	126	10.8	86	40.4%	86	100.0%	213	100.0%
10	Illegal Outside Storage - CCS	186	87	87	100.0%	38	11.6	99	53.2%	99	100.0%	186	100.0%
11	Animal - Loose - CCS	173	53	53	100.0%	40	8.6	120	69.4%	120	100.0%	173	100.0%
12	Animal - Confined - CCS	150	0	0	N/A	3	0.2	150	100.0%	150	100.0%	150	100.0%
13	Recycling - Roll Cart - SAN	141	0	0	N/A	10	3.0	141	100.0%	141	100.0%	141	100.0%
14	Illegal Dumping - CCS	132	9	9	100.0%	38	2.3	123	93.2%	123	100.0%	132	100.0%
15	Fire Inspection - DFD	128	43	43	100.0%	60	7.5	85	66.4%	85	100.0%	128	100.0%
16	Brush/Bulk Items - Missed - SAN	117	0	0	N/A	10	0.5	117	100.0%	117	100.0%	117	100.0%
17	Graffiti Private Property - Residential/Commercial	116	34	34	100.0%	90	6.8	82	70.7%	82	100.0%	116	100.0%
18	Substandard Structure - CCS	111	91	91	100.0%	365	5.0	20	18.0%	20	100.0%	111	100.0%
19	Obstruction Alley/Sidewalk/Street - CCS	108	42	42	100.0%	60	12.7	66	61.1%	66	100.0%	108	100.0%
20	Animal - Sick/Injured - CCS	99	0	0	N/A	3	0.1	99	100.0%	99	100.0%	99	100.0%



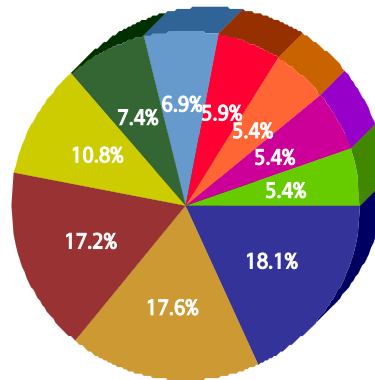
# City of Dallas Service Level Performance Report by CSA

for Unknown

March 2010

## Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	37
Litter - CCS	36
Recycling ROLL CART Registration - SAN	35
High Weeds - CCS	22
Brush/Bulk Items - Missed - SAN	15
No House Number - CCS	14
Signs - Public Right of Way - CCS	12
Garbage - Missed - SAN	11
Pot hole Repair Routine - STS	11
Recyclable Collection Missed (Residential) - SAN	11



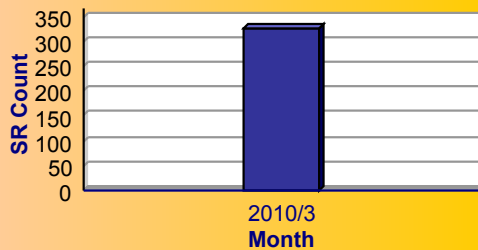
### Service

- Complaint/Compliment - CTY
- Litter - CCS
- Recycling ROLL CART Registration - SAN
- High Weeds - CCS
- Brush/Bulk Items - Missed - SAN
- No House Number - CCS
- Signs - Public Right of Way - CCS
- Garbage - Missed - SAN
- Pot hole Repair Routine - STS
- Recyclable Collection Missed (Residential) - SAN

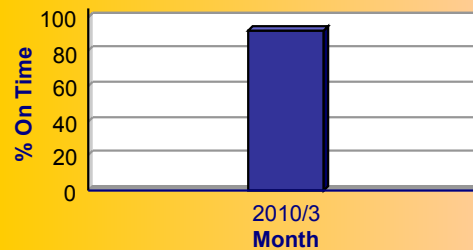
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
326	254	238	93.7%	72	61	84.7%	91.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

March 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	Complaint/Compliment - CTY	37	14	4	28.6%	10	4.0	23	62.2%	21	91.3%	25	67.6%
2	Litter - CCS	36	11	11	100.0%	38	15.0	25	69.4%	25	100.0%	36	100.0%
3	Recycling ROLL CART Registration - SAN	35	0	0	N/A	10	4.5	35	100.0%	35	100.0%	35	100.0%
4	High Weeds - CCS	22	4	4	100.0%	38	13.6	18	81.8%	18	100.0%	22	100.0%
5	Brush/Bulk Items - Missed - SAN	15	0	0	N/A	10	1.4	15	100.0%	15	100.0%	15	100.0%
6	No House Number - CCS	14	13	13	100.0%	60	0.0	1	7.1%	1	100.0%	14	100.0%
7	Signs - Public Right of Way - CCS	12	0	0	N/A	7	0.3	12	100.0%	12	100.0%	12	100.0%
8	Garbage - Missed - SAN	11	0	0	N/A	3	4.6	11	100.0%	5	45.5%	5	45.5%
9	Recyclable Collection Missed (Residential) - SAN	11	0	0	N/A	3	4.2	11	100.0%	7	63.6%	7	63.6%
10	Pot hole Repair Routine - STS	11	1	1	100.0%	7	1.4	10	90.9%	9	90.0%	10	90.9%
11	311 Call Center Complaint	10	2	2	100.0%	10	6.0	8	80.0%	7	87.5%	9	90.0%
12	Roll Cart - SAN	9	0	0	N/A	10	3.2	9	100.0%	9	100.0%	9	100.0%
13	Animal - Trap Request - CCS	8	0	0	N/A	30	7.2	8	100.0%	8	100.0%	8	100.0%
14	Animal - Loose - CCS	7	6	6	100.0%	40	7.0	1	14.3%	1	100.0%	7	100.0%
15	Animal - Noisy - CCS	6	0	0	N/A	30	1.7	6	100.0%	6	100.0%	6	100.0%
16	Smoke Detector Request - DFD	6	0	0	N/A	30	0.3	6	100.0%	6	100.0%	6	100.0%
17	Dead Animal Pick Up - SAN	5	0	0	N/A	1	0.2	5	100.0%	5	100.0%	5	100.0%
18	Pot hole - Hazardous-STS	5	0	0	N/A	1	0.0	5	100.0%	5	100.0%	5	100.0%
19	Animal - Confined - CCS	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
20	Animal - Bite -CCS	3	0	0	N/A	11	1.3	3	100.0%	3	100.0%	3	100.0%
21	Recycling - Roll Cart - SAN	3	0	0	N/A	10	3.7	3	100.0%	3	100.0%	3	100.0%
22	Sanitation Misc. - SAN	3	0	0	N/A	10	5.3	3	100.0%	2	66.7%	2	66.7%