



**FY 2006 – 2007**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**NOVEMBER 2006**

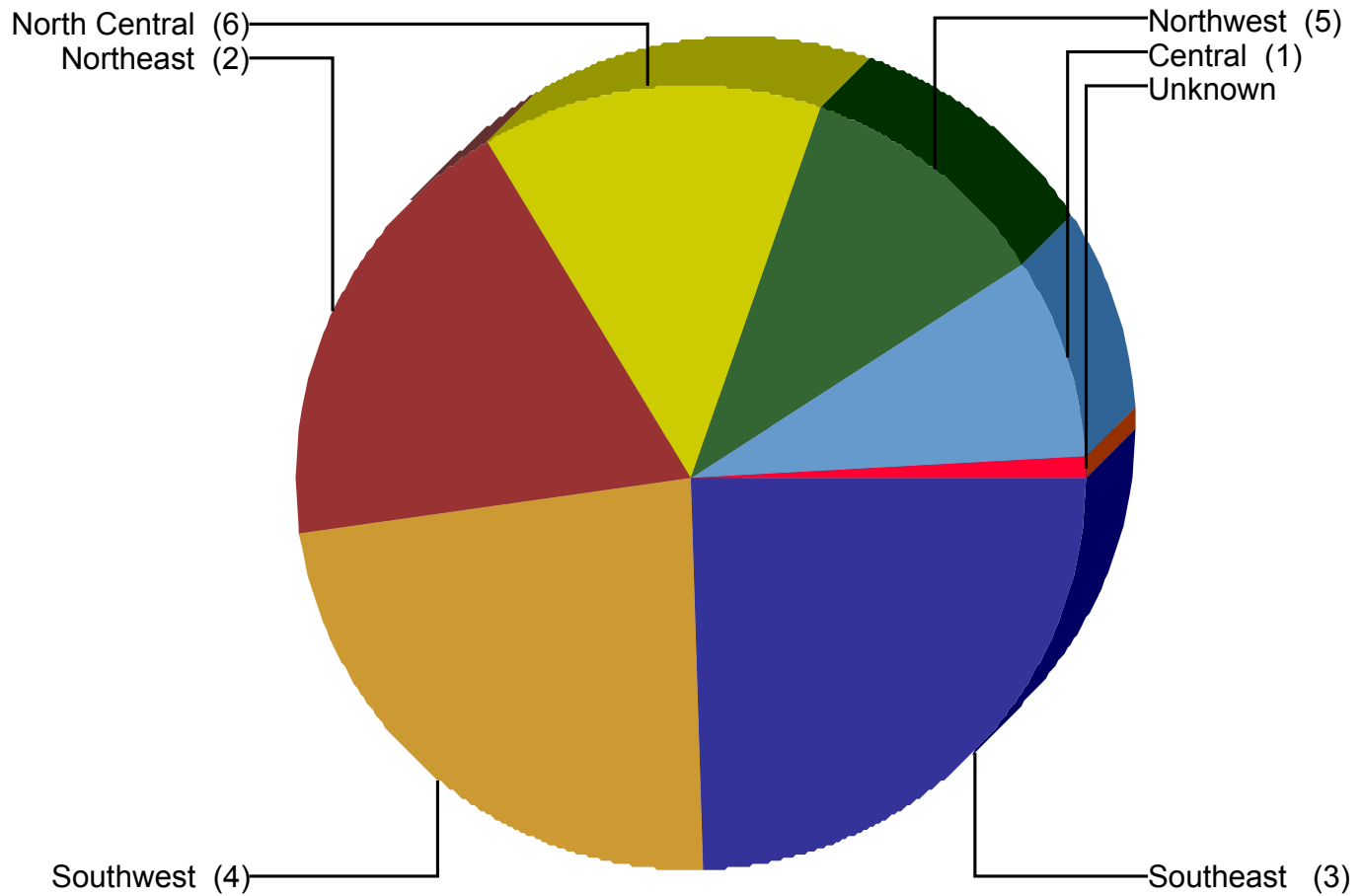
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# City of Dallas

Service Area Report  
For November 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,930	8.2%	98.7%
North Central (6)	5,003	14.1%	99.4%
Northeast (2)	6,613	18.6%	99.3%
Northwest (5)	3,787	10.6%	99.2%
Southeast (3)	8,699	24.4%	99.5%
Southwest (4)	8,272	23.2%	99.4%
Unknown	291	0.8%	97.9%
<b>Total</b>	<b>35,595</b>	<b>100.0%</b>	<b>99.3%</b>



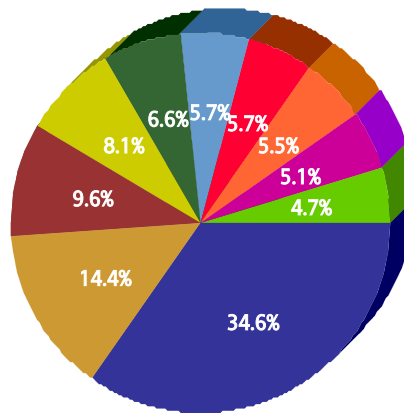
# City of Dallas Service Level Performance Report by CSA

For Citywide

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	7,033
High Weeds - DCC	2,921
Litter - DCC	1,954
Animal - Loose Aggressive - DCC	1,641
Dead Animal Pick Up - SAN	1,349
Animal - Confined - DCC	1,162
Obstruction Alley/Sidewalk/Street - DCC	1,151
Roll Cart - SAN	1,119
Bulky Trash Violations - DCC	1,039
Substandard Structure - DCC	945



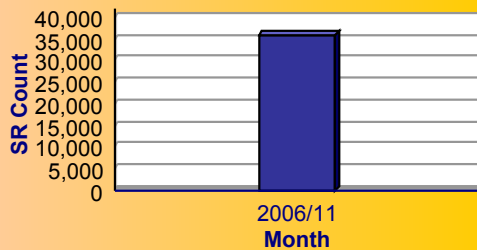
### Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Substandard Structure - DCC

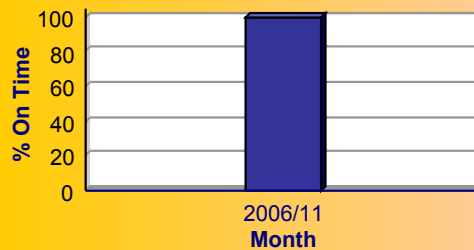
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,595	21,625	21,457	99.2%	13,970	13,896	99.5%	99.3%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

November 2006

## 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	7,033	7,029	7,029	100.0%	365	14.5	4	0.1%	4	100.0%	7,033	100.0%
2	High Weeds - DCC	2,921	1,341	1,341	100.0%	38	10.8	1,580	54.1%	1,580	100.0%	2,921	100.0%
3	Litter - DCC	1,954	1,010	1,010	100.0%	38	11.5	944	48.3%	944	100.0%	1,954	100.0%
4	Animal - Loose Aggressive - DCC	1,641	0	0	N/A	3	0.2	1,641	100.0%	1,640	99.9%	1,640	99.9%
5	Dead Animal Pick Up - SAN	1,349	0	0	N/A	1	0.3	1,349	100.0%	1,345	99.7%	1,345	99.7%
6	Animal - Confined - DCC	1,162	0	0	N/A	3	0.3	1,162	100.0%	1,156	99.5%	1,156	99.5%
7	Obstruction Alley/Sidewalk/Street - DCC	1,151	609	609	100.0%	60	15.5	542	47.1%	542	100.0%	1,151	100.0%
8	Roll Cart - SAN	1,119	104	104	100.0%	10	4.4	1,015	90.7%	1,012	99.7%	1,116	99.7%
9	Bulky Trash Violations - DCC	1,039	54	51	94.4%	14	2.4	985	94.8%	983	99.8%	1,034	99.5%
10	Substandard Structure - DCC	945	782	782	100.0%	365	7.0	163	17.2%	163	100.0%	945	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	927	2	1	50.0%	10	0.7	925	99.8%	918	99.2%	919	99.1%
12	Junk Motor Vehicle - DCC	903	607	607	100.0%	126	10.8	296	32.8%	296	100.0%	903	100.0%
13	Garbage - Missed - SAN	887	3	3	100.0%	6	1.6	884	99.7%	878	99.3%	881	99.3%
14	24 Hour Parking/Parking Violations - DPD	701	46	46	100.0%	10	3.3	655	93.4%	652	99.5%	698	99.6%
15	Animal - Loose - DCC	599	274	274	100.0%	40	11.6	325	54.3%	325	100.0%	599	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	557	0	0	N/A	1	0.1	557	100.0%	552	99.1%	552	99.1%
17	Animal - Sick/Injured - DCC	555	0	0	N/A	3	0.1	555	100.0%	553	99.6%	553	99.6%
18	Illegal Garbage/Placement - DCC	464	180	180	100.0%	60	7.3	284	61.2%	284	100.0%	464	100.0%
19	Illegal Outside Storage - DCC	459	282	282	100.0%	38	10.5	177	38.6%	177	100.0%	459	100.0%
20	Fire Inspection - DFD	383	235	235	100.0%	60	6.8	148	38.6%	148	100.0%	383	100.0%



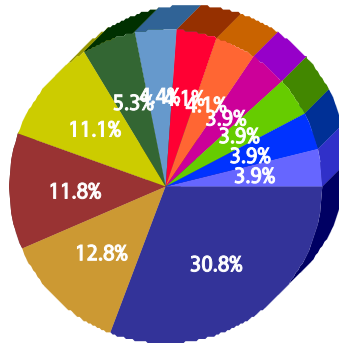
# City of Dallas Service Level Performance Report by CSA

for Central (1)

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	494
Litter - DCC	206
High Weeds - DCC	189
Obstruction Alley/Sidewalk/Street - DCC	178
Dead Animal Pick Up - SAN	85
Roll Cart - SAN	71
Animal - Confined - DCC	66
Animal - Loose Aggressive - DCC	66
Street Spillage/Debris in Right of Way-Hazardous-STs	63
24 Hour Parking/Parking Violations - DPD	62
Garbage - Missed - SAN	62
Traffic Signal - Flashing - PWT	62



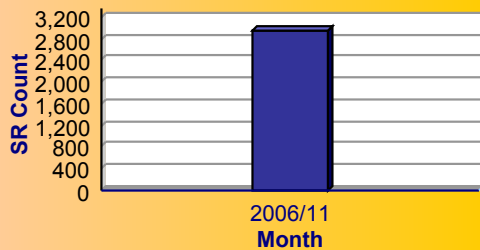
### Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Traffic Signal - Flashing - PWT

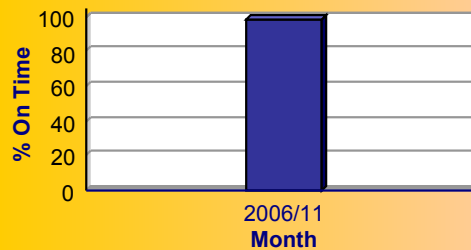
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,930	1,847	1,832	99.2%	1,083	1,059	97.8%	98.7%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

November 2006

## 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	494	493	493	100.0%	365	17.0	1	0.2%	1	100.0%	494	100.0%
2	Litter - DCC	206	83	83	100.0%	38	11.9	123	59.7%	123	100.0%	206	100.0%
3	High Weeds - DCC	189	89	89	100.0%	38	12.5	100	52.9%	100	100.0%	189	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	178	100	100	100.0%	60	13.6	78	43.8%	78	100.0%	178	100.0%
5	Dead Animal Pick Up - SAN	85	0	0	N/A	1	0.2	85	100.0%	85	100.0%	85	100.0%
6	Roll Cart - SAN	71	4	4	100.0%	10	4.2	67	94.4%	67	100.0%	71	100.0%
7	Animal - Confined - DCC	66	0	0	N/A	3	0.2	66	100.0%	66	100.0%	66	100.0%
8	Animal - Loose Aggressive - DCC	66	0	0	N/A	3	0.3	66	100.0%	66	100.0%	66	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	63	0	0	N/A	1	0.0	63	100.0%	62	98.4%	62	98.4%
10	24 Hour Parking/Parking Violations - DPD	62	0	0	N/A	10	2.8	62	100.0%	62	100.0%	62	100.0%
11	Garbage - Missed - SAN	62	0	0	N/A	6	1.4	62	100.0%	62	100.0%	62	100.0%
12	Traffic Signal - Flashing - PWT	62	1	1	100.0%	4	1.2	61	98.4%	61	100.0%	62	100.0%
13	Traffic Signal - All Out - PWT	53	0	0	N/A	4	2.1	53	100.0%	53	100.0%	53	100.0%
14	Graffiti Private Property - Residential/Commercial	49	24	24	100.0%	90	10.2	25	51.0%	25	100.0%	49	100.0%
15	Substandard Structure - DCC	47	31	31	100.0%	365	9.2	16	34.0%	16	100.0%	47	100.0%
16	Signs - Other - DCC	46	6	6	100.0%	21	8.9	40	87.0%	40	100.0%	46	100.0%
17	Street Lighting - Maintenance - PWT	46	1	0	0.0%	4	1.2	45	97.8%	42	93.3%	42	91.3%
18	Animal - Loose - DCC	41	28	28	100.0%	40	13.1	13	31.7%	13	100.0%	41	100.0%
19	Fire Inspection - DFD	37	22	22	100.0%	60	3.9	15	40.5%	15	100.0%	37	100.0%
20	Noise Pollution - EHS	34	14	14	100.0%	45	9.8	20	58.8%	20	100.0%	34	100.0%



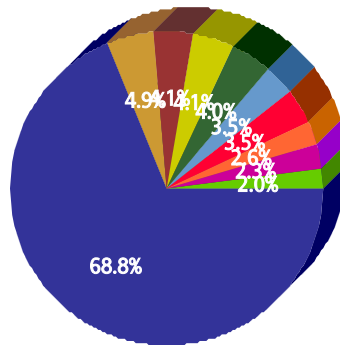
# City of Dallas Service Level Performance Report by CSA

for North Central (6)

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,431
Roll Cart - SAN	173
Bulky Trash Violations - DCC	146
Garbage - Missed - SAN	146
Animal - Confined - DCC	142
Obstruction Alley/Sidewalk/Street - DCC	125
High Weeds - DCC	123
Dead Animal Pick Up - SAN	93
Street Spillage/Debris in Right of Way-Hazardous-STs	82
Litter - DCC	72



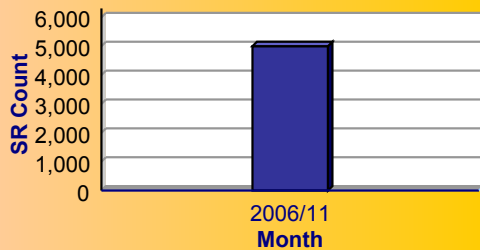
### Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Litter - DCC

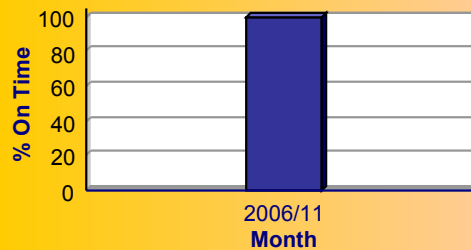
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,003	2,188	2,165	98.9%	2,815	2,810	99.8%	99.4%

### 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)

November 2006

## 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	2,431	2,430	2,430	100.0%	365	24.0	1	0.0%	1	100.0%	2,431	100.0%
2	Roll Cart - SAN	173	24	24	100.0%	10	4.3	149	86.1%	148	99.3%	172	99.4%
3	Bulky Trash Violations - DCC	146	1	1	100.0%	14	2.2	145	99.3%	145	100.0%	146	100.0%
4	Garbage - Missed - SAN	146	0	0	N/A	6	1.8	146	100.0%	145	99.3%	145	99.3%
5	Animal - Confined - DCC	142	0	0	N/A	3	0.2	142	100.0%	142	100.0%	142	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	125	51	51	100.0%	60	15.8	74	59.2%	74	100.0%	125	100.0%
7	High Weeds - DCC	123	27	27	100.0%	38	13.6	96	78.0%	96	100.0%	123	100.0%
8	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.4	93	100.0%	92	98.9%	92	98.9%
9	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%
10	Litter - DCC	72	32	32	100.0%	38	11.1	40	55.6%	40	100.0%	72	100.0%
11	Substandard Structure - DCC	54	43	43	100.0%	365	4.5	11	20.4%	11	100.0%	54	100.0%
12	Recyclable Collection Missed (Residential) - SAN	51	0	0	N/A	3	0.7	51	100.0%	51	100.0%	51	100.0%
13	Street Lighting - Maintenance - PWT	51	0	0	N/A	4	1.2	51	100.0%	48	94.1%	48	94.1%
14	Illegal Garbage/Placement - DCC	49	21	21	100.0%	60	11.0	28	57.1%	28	100.0%	49	100.0%
15	Animal - Loose Aggressive - DCC	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
16	24 Hour Parking/Parking Violations - DPD	43	1	1	100.0%	10	3.1	42	97.7%	42	100.0%	43	100.0%
17	Fire Inspection - DFD	38	28	28	100.0%	60	5.8	10	26.3%	10	100.0%	38	100.0%
18	Animal - Sick/Injured - DCC	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
19	Street Repair - Routine-STS	37	9	9	100.0%	90	5.4	28	75.7%	28	100.0%	37	100.0%
20	Traffic Signal - Flashing - PWT	36	0	0	N/A	4	1.3	36	100.0%	36	100.0%	36	100.0%
21	Traffic Signal - All Out - PWT	36	0	0	N/A	4	1.2	36	100.0%	36	100.0%	36	100.0%



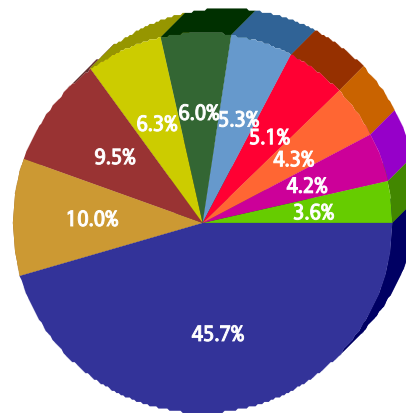
# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,843
High Weeds - DCC	404
Obstruction Alley/Sidewalk/Street - DCC	382
Bulky Trash Violations - DCC	256
Litter - DCC	244
Animal - Confined - DCC	213
Dead Animal Pick Up - SAN	204
Roll Cart - SAN	175
Animal - Loose Aggressive - DCC	171
24 Hour Parking/Parking Violations - DPD	145



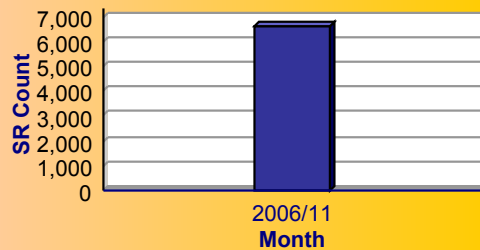
### Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Litter - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- 24 Hour Parking/Parking Violations - DPD

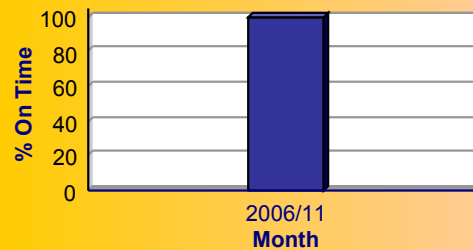
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed On Time	Total Open	Total Open On Time	% Open On Time	Total On Time %
6,613	3,801	3,770	99.2%	2,812	2,798	99.5%	99.3%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

November 2006

## 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	1,843	1,843	1,843	100.0%	365		0	0.0%	0	N/A	1,843	100.0%
2	High Weeds - DCC	404	115	115	100.0%	38	10.4	289	71.5%	289	100.0%	404	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	382	187	187	100.0%	60	17.5	195	51.0%	195	100.0%	382	100.0%
4	Bulky Trash Violations - DCC	256	23	23	100.0%	14	2.9	233	91.0%	233	100.0%	256	100.0%
5	Litter - DCC	244	102	102	100.0%	38	11.3	142	58.2%	142	100.0%	244	100.0%
6	Animal - Confined - DCC	213	0	0	N/A	3	0.3	213	100.0%	212	99.5%	212	99.5%
7	Dead Animal Pick Up - SAN	204	0	0	N/A	1	0.2	204	100.0%	204	100.0%	204	100.0%
8	Roll Cart - SAN	175	24	24	100.0%	10	4.3	151	86.3%	150	99.3%	174	99.4%
9	Animal - Loose Aggressive - DCC	171	0	0	N/A	3	0.1	171	100.0%	171	100.0%	171	100.0%
10	24 Hour Parking/Parking Violations - DPD	145	5	5	100.0%	10	2.3	140	96.6%	140	100.0%	145	100.0%
11	Garbage - Missed - SAN	130	0	0	N/A	6	1.7	130	100.0%	129	99.2%	129	99.2%
12	Illegal Garbage/Placement - DCC	109	20	20	100.0%	60	9.6	89	81.7%	89	100.0%	109	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	94	0	0	N/A	1	0.0	94	100.0%	93	98.9%	93	98.9%
14	Animal - Loose - DCC	87	33	33	100.0%	40	11.2	54	62.1%	54	100.0%	87	100.0%
15	Junk Motor Vehicle - DCC	83	51	51	100.0%	126	7.5	32	38.6%	32	100.0%	83	100.0%
16	Fire Inspection - DFD	83	52	52	100.0%	60	10.0	31	37.3%	31	100.0%	83	100.0%
17	Animal - Sick/Injured - DCC	80	0	0	N/A	3	0.2	80	100.0%	80	100.0%	80	100.0%
18	Street Lighting - Maintenance - PWT	77	0	0	N/A	4	1.3	77	100.0%	73	94.8%	73	94.8%
19	Substandard Structure - DCC	70	60	60	100.0%	365	8.4	10	14.3%	10	100.0%	70	100.0%
20	Illegal Outside Storage - DCC	63	34	34	100.0%	38	7.8	29	46.0%	29	100.0%	63	100.0%
21	Substandard Structure Apts - DCC	63	25	25	100.0%	365	4.9	38	60.3%	38	100.0%	63	100.0%



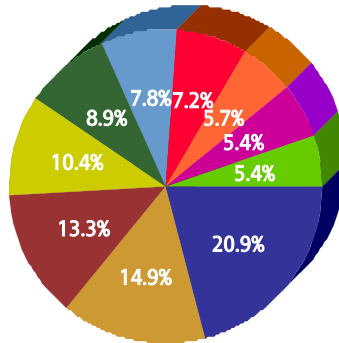
# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	399
High Weeds - DCC	285
Litter - DCC	254
Bulky Trash Violations - DCC	199
Animal - Loose Aggressive - DCC	171
Dead Animal Pick Up - SAN	149
Obstruction Alley/Sidewalk/Street - DCC	138
Street Spillage/Debris in Right of Way-Hazardous-STs	109
Substandard Structure - DCC	104
Garbage - Missed - SAN	103



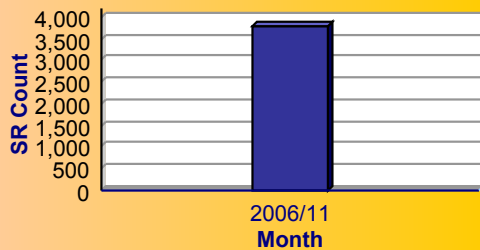
### Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Bulky Trash Violations - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Substandard Structure - DCC
- Garbage - Missed - SAN

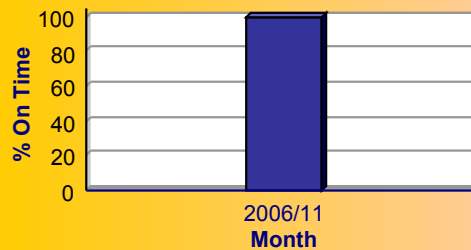
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,787	2,585	2,560	99.0%	1,202	1,195	99.4%	99.2%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

November 2006

## 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	399	399	399	100.0%	365		0	0.0%	0	N/A	399	100.0%
2	High Weeds - DCC	285	144	144	100.0%	38	10.3	141	49.5%	141	100.0%	285	100.0%
3	Litter - DCC	254	127	127	100.0%	38	12.1	127	50.0%	127	100.0%	254	100.0%
4	Bulky Trash Violations - DCC	199	3	3	100.0%	14	1.9	196	98.5%	196	100.0%	199	100.0%
5	Animal - Loose Aggressive - DCC	171	0	0	N/A	3	0.1	171	100.0%	171	100.0%	171	100.0%
6	Dead Animal Pick Up - SAN	149	0	0	N/A	1	0.3	149	100.0%	149	100.0%	149	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	138	66	66	100.0%	60	13.9	72	52.2%	72	100.0%	138	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	109	0	0	N/A	1	0.1	109	100.0%	108	99.1%	108	99.1%
9	Substandard Structure - DCC	104	88	88	100.0%	365	8.9	16	15.4%	16	100.0%	104	100.0%
10	Garbage - Missed - SAN	103	0	0	N/A	6	1.7	103	100.0%	103	100.0%	103	100.0%
11	Roll Cart - SAN	98	12	12	100.0%	10	4.0	86	87.8%	86	100.0%	98	100.0%
12	Animal - Confined - DCC	96	0	0	N/A	3	0.1	96	100.0%	96	100.0%	96	100.0%
13	Junk Motor Vehicle - DCC	96	74	74	100.0%	126	9.3	22	22.9%	22	100.0%	96	100.0%
14	24 Hour Parking/Parking Violations - DPD	88	10	10	100.0%	10	5.7	78	88.6%	77	98.7%	87	98.9%
15	Fire Inspection - DFD	71	43	43	100.0%	60	7.5	28	39.4%	28	100.0%	71	100.0%
16	Animal - Sick/Injured - DCC	68	0	0	N/A	3	0.1	68	100.0%	68	100.0%	68	100.0%
17	Smoke Detector Request - DFD	66	2	2	100.0%	30	1.1	64	97.0%	64	100.0%	66	100.0%
18	Animal - Loose - DCC	53	24	24	100.0%	40	12.1	29	54.7%	29	100.0%	53	100.0%
19	Illegal Outside Storage - DCC	51	30	30	100.0%	38	11.3	21	41.2%	21	100.0%	51	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	45	1	0	0.0%	10	2.4	44	97.8%	42	95.5%	42	93.3%



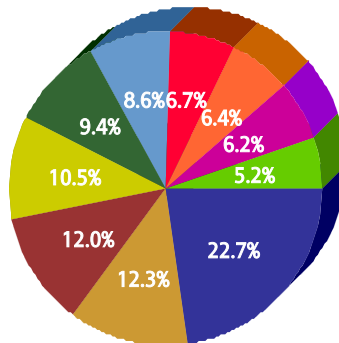
# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

November 2006

## Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,214
Animal - Loose Aggressive - DCC	657
Litter - DCC	641
Recycling ROLL CART Registration - SAN	560
Substandard Structure - DCC	502
Dead Animal Pick Up - SAN	462
Parking - Unapproved Surface - Eve/Weekends - DCC	356
Animal - Confined - DCC	343
Junk Motor Vehicle - DCC	330
Roll Cart - SAN	278



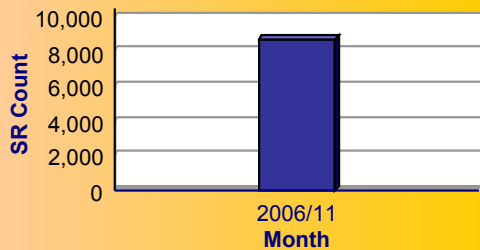
### Service

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

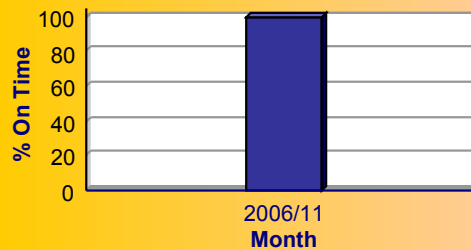
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,699	5,818	5,782	99.4%	2,881	2,874	99.8%	99.5%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

November 2006

## 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	High Weeds - DCC	1,214	603	603	100.0%	38	10.0	611	50.3%	611	100.0%	1,214	100.0%
2	Animal - Loose Aggressive - DCC	657	0	0	N/A	3	0.2	657	100.0%	657	100.0%	657	100.0%
3	Litter - DCC	641	363	363	100.0%	38	11.1	278	43.4%	278	100.0%	641	100.0%
4	Recycling ROLL CART Registration - SAN	560	559	559	100.0%	365	0.0	1	0.2%	1	100.0%	560	100.0%
5	Substandard Structure - DCC	502	411	411	100.0%	365	6.3	91	18.1%	91	100.0%	502	100.0%
6	Dead Animal Pick Up - SAN	462	0	0	N/A	1	0.3	462	100.0%	460	99.6%	460	99.6%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	356	1	1	100.0%	10	0.4	355	99.7%	352	99.2%	353	99.2%
8	Animal - Confined - DCC	343	0	0	N/A	3	0.4	343	100.0%	340	99.1%	340	99.1%
9	Junk Motor Vehicle - DCC	330	270	270	100.0%	126	7.9	60	18.2%	60	100.0%	330	100.0%
10	Roll Cart - SAN	278	12	12	100.0%	10	4.3	266	95.7%	265	99.6%	277	99.6%
11	Bulky Trash Violations - DCC	258	17	14	82.4%	14	2.4	241	93.4%	240	99.6%	254	98.4%
12	Garbage - Missed - SAN	237	0	0	N/A	6	1.5	237	100.0%	234	98.7%	234	98.7%
13	Animal - Loose - DCC	220	102	102	100.0%	40	11.9	118	53.6%	118	100.0%	220	100.0%
14	Animal - Sick/Injured - DCC	169	0	0	N/A	3	0.2	169	100.0%	167	98.8%	167	98.8%
15	24 Hour Parking/Parking Violations - DPD	153	10	10	100.0%	10	2.7	143	93.5%	143	100.0%	153	100.0%
16	Open and Vacant Structure - DCC	117	14	14	100.0%	30	4.5	103	88.0%	103	100.0%	117	100.0%
17	Illegal Outside Storage - DCC	113	69	69	100.0%	38	10.0	44	38.9%	44	100.0%	113	100.0%
18	Illegal Garbage/Placement - DCC	106	45	45	100.0%	60	8.7	61	57.5%	61	100.0%	106	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	106	51	51	100.0%	60	13.2	55	51.9%	55	100.0%	106	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-ST5	87	0	0	N/A	1	0.0	87	100.0%	87	100.0%	87	100.0%



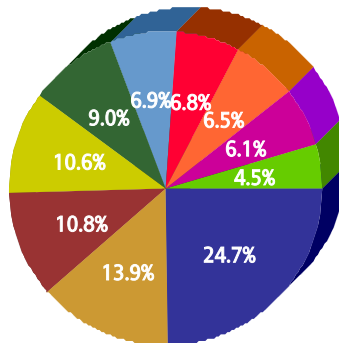
# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,214
High Weeds - DCC	684
Animal - Loose Aggressive - DCC	528
Litter - DCC	522
Parking - Unapproved Surface - Eve/Weekends - DCC	443
Dead Animal Pick Up - SAN	340
Junk Motor Vehicle - DCC	335
Roll Cart - SAN	319
Animal - Confined - DCC	301
Obstruction Alley/Sidewalk/Street - DCC	221



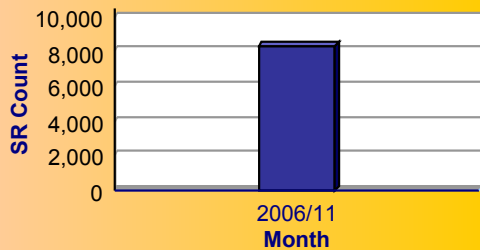
### Service

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

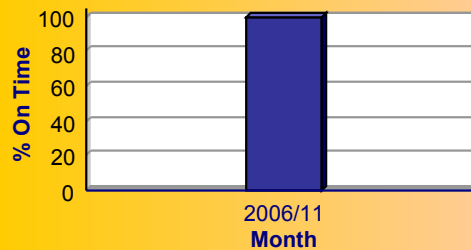
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,272	5,226	5,192	99.3%	3,046	3,031	99.5%	99.4%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time







# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

November 2006

## 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	1,214	1,213	1,213	100.0%	365	17.0	1	0.1%	1	100.0%	1,214	100.0%
2	High Weeds - DCC	684	353	353	100.0%	38	11.7	331	48.4%	331	100.0%	684	100.0%
3	Animal - Loose Aggressive - DCC	528	0	0	N/A	3	0.1	528	100.0%	527	99.8%	527	99.8%
4	Litter - DCC	522	294	294	100.0%	38	11.5	228	43.7%	228	100.0%	522	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	443	0	0	N/A	10	0.6	443	100.0%	442	99.8%	442	99.8%
6	Dead Animal Pick Up - SAN	340	0	0	N/A	1	0.3	340	100.0%	340	100.0%	340	100.0%
7	Junk Motor Vehicle - DCC	335	183	183	100.0%	126	13.3	152	45.4%	152	100.0%	335	100.0%
8	Roll Cart - SAN	319	27	27	100.0%	10	4.8	292	91.5%	292	100.0%	319	100.0%
9	Animal - Confined - DCC	301	0	0	N/A	3	0.2	301	100.0%	299	99.3%	299	99.3%
10	Obstruction Alley/Sidewalk/Street - DCC	221	154	154	100.0%	60	15.1	67	30.3%	67	100.0%	221	100.0%
11	24 Hour Parking/Parking Violations - DPD	205	20	20	100.0%	10	3.5	185	90.2%	183	98.9%	203	99.0%
12	Illegal Outside Storage - DCC	198	136	136	100.0%	38	12.5	62	31.3%	62	100.0%	198	100.0%
13	Garbage - Missed - SAN	198	0	0	N/A	6	1.6	198	100.0%	198	100.0%	198	100.0%
14	Substandard Structure - DCC	164	147	147	100.0%	365	8.1	17	10.4%	17	100.0%	164	100.0%
15	Animal - Loose - DCC	164	75	75	100.0%	40	11.4	89	54.3%	89	100.0%	164	100.0%
16	Animal - Sick/Injured - DCC	164	0	0	N/A	3	0.1	164	100.0%	164	100.0%	164	100.0%
17	Bulky Trash Violations - DCC	150	7	7	100.0%	14	2.1	143	95.3%	142	99.3%	149	99.3%
18	Illegal Garbage/Placement - DCC	131	70	70	100.0%	60	2.1	61	46.6%	61	100.0%	131	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STs	110	0	0	N/A	1	0.1	110	100.0%	109	99.1%	109	99.1%
20	Fire Inspection - DFD	109	64	64	100.0%	60	5.3	45	41.3%	45	100.0%	109	100.0%



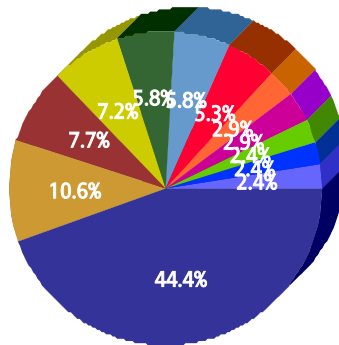
# City of Dallas Service Level Performance Report by CSA

for Unknown

November 2006

## Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	92
High Weeds - DCC	22
Dead Animal Pick Up - SAN	16
Litter - DCC	15
Parking - Unapproved Surface - Eve/Weekends - DCC	12
Street Spillage/Debris in Right of Way-Hazardous-STS	12
Garbage - Missed - SAN	11
Animal - Loose - DCC	6
Animal - Sick/Injured - DCC	6
24 Hour Parking/Parking Violations - DPD	5
Fire Inspection - DFD	5
Roll Cart - SAN	5



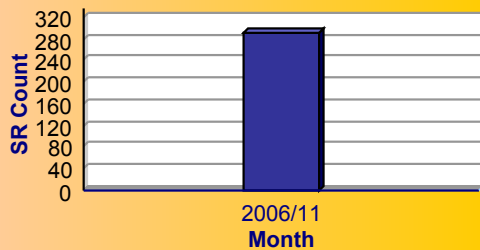
### Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Garbage - Missed - SAN
- Animal - Loose - DCC
- Animal - Sick/Injured - DCC
- 24 Hour Parking/Parking Violations - DPD
- Fire Inspection - DFD
- Roll Cart - SAN

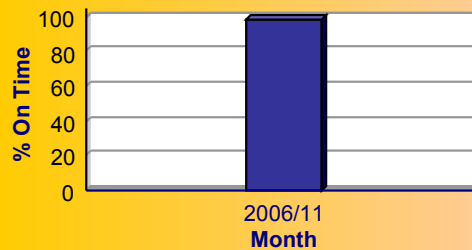
## Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
291	160	156	97.5%	131	129	98.5%	97.9%

### Monthly Trend of Services Requested



### Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

November 2006

## 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	92	92	92	100.0%	365		0	0.0%	0	N/A	92	100.0%
2	High Weeds - DCC	22	10	10	100.0%	38	7.2	12	54.5%	12	100.0%	22	100.0%
3	Dead Animal Pick Up - SAN	16	0	0	N/A	1	0.5	16	100.0%	15	93.8%	15	93.8%
4	Litter - DCC	15	9	9	100.0%	38	8.7	6	40.0%	6	100.0%	15	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	12	0	0	N/A	10	0.2	12	100.0%	12	100.0%	12	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STs	12	0	0	N/A	1	0.3	12	100.0%	11	91.7%	11	91.7%
7	Garbage - Missed - SAN	11	3	3	100.0%	6	2.6	8	72.7%	7	87.5%	10	90.9%
8	Animal - Loose - DCC	6	1	1	100.0%	40	8.4	5	83.3%	5	100.0%	6	100.0%
9	Animal - Sick/Injured - DCC	6	0	0	N/A	3	0.5	6	100.0%	6	100.0%	6	100.0%
10	Fire Inspection - DFD	5	1	1	100.0%	60	0.0	4	80.0%	4	100.0%	5	100.0%
11	24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	4.6	5	100.0%	5	100.0%	5	100.0%
12	Roll Cart - SAN	5	1	1	100.0%	10	3.5	4	80.0%	4	100.0%	5	100.0%
13	Substandard Structure - DCC	4	2	2	100.0%	365	4.5	2	50.0%	2	100.0%	4	100.0%
14	Traffic Signal - Timing - PWT	4	0	0	N/A	4	1.5	4	100.0%	4	100.0%	4	100.0%
15	Restaurant/Food Complaint - EHS	4	2	2	100.0%	45	0.0	2	50.0%	2	100.0%	4	100.0%
16	Traffic Signal - Flashing - PWT	4	0	0	N/A	4	1.5	4	100.0%	4	100.0%	4	100.0%
17	Miscellaneous Service Request - SCS	3	0	0	N/A	10	2.7	3	100.0%	3	100.0%	3	100.0%
18	Bulky Trash Violations - DCC	3	0	0	N/A	14	3.3	3	100.0%	3	100.0%	3	100.0%
19	Animal Trap Request - DCC	3	1	1	100.0%	30	6.0	2	66.7%	2	100.0%	3	100.0%
20	Animal - Cruelty - DCC	3	0	0	N/A	30	0.0	3	100.0%	3	100.0%	3	100.0%
21	Educational Request - DFD	3	0	0	N/A	10	0.0	3	100.0%	3	100.0%	3	100.0%
22	Smoke Detector Request - DFD	3	1	1	100.0%	30	5.5	2	66.7%	2	100.0%	3	100.0%
23	Traffic Signal - Other Dispatch - PWT	3	0	0	N/A	4	0.7	3	100.0%	3	100.0%	3	100.0%
24	Traffic Signal - All Out - PWT	3	0	0	N/A	4	1.0	3	100.0%	3	100.0%	3	100.0%