



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

SEPTEMBER 2006

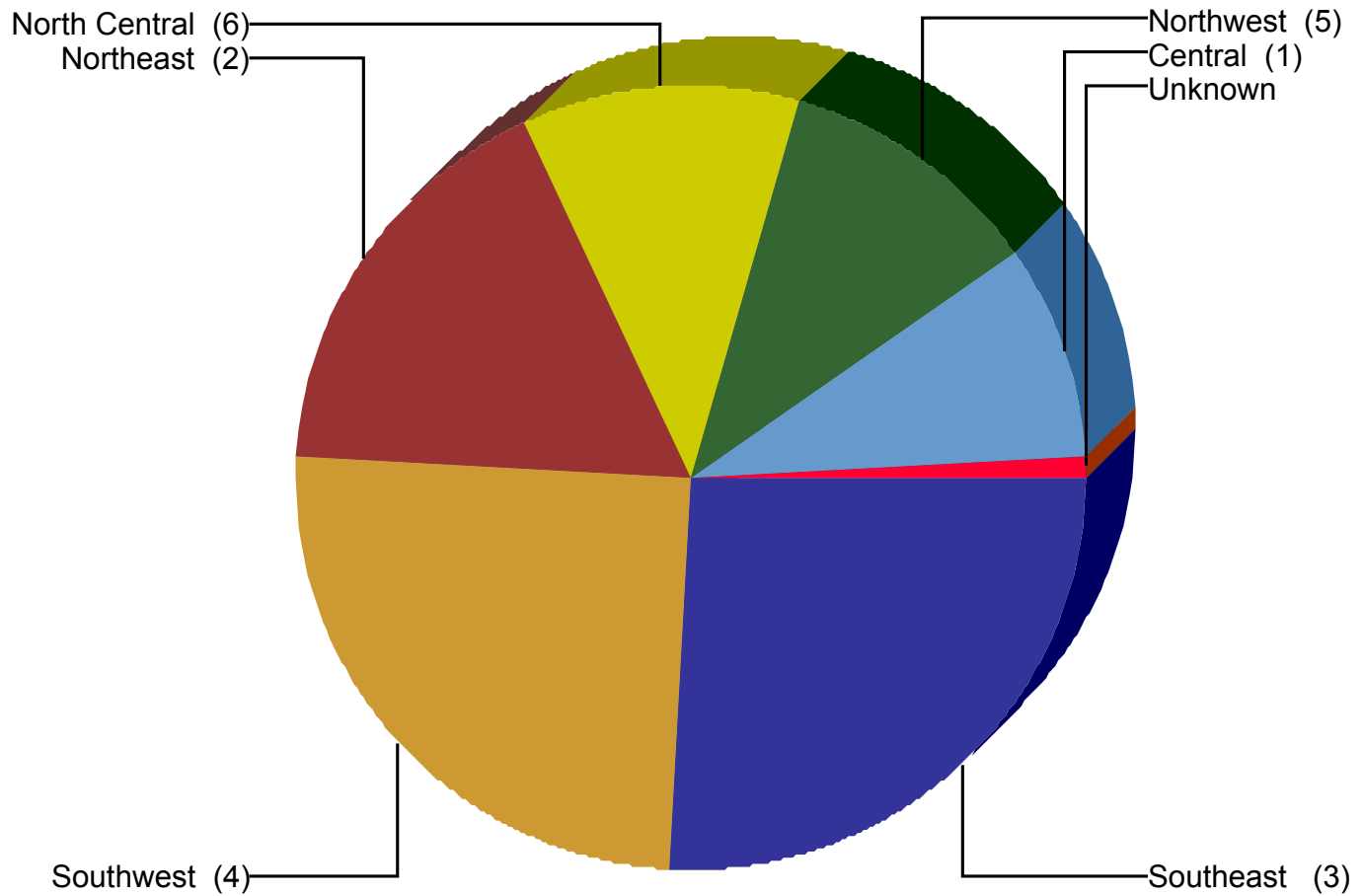
TABLE OF CONTENTS

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



City of Dallas

Service Area Report
For September 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,834	8.6%	98.0%
North Central (6)	3,769	11.5%	98.1%
Northeast (2)	5,633	17.2%	98.7%
Northwest (5)	3,565	10.9%	98.7%
Southeast (3)	8,444	25.8%	99.2%
Southwest (4)	8,206	25.0%	98.6%
Unknown	314	1.0%	98.1%
Total	32,765	100.0%	98.7%



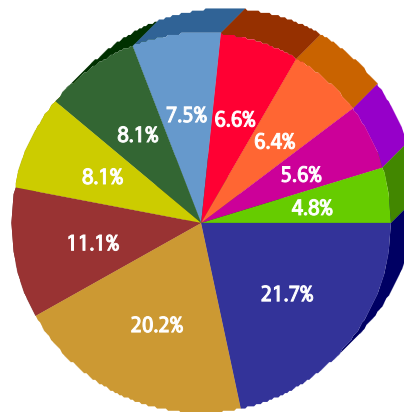
City of Dallas Service Level Performance Report by CSA

For Citywide

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,746
Recycling ROLL CART Registration - SAN	3,476
Animal - Loose Aggressive - DCC	1,908
Animal - Confined - DCC	1,393
Dead Animal Pick Up - SAN	1,392
Roll Cart - SAN	1,293
Litter - DCC	1,146
Obstruction Alley/Sidewalk/Street - DCC	1,098
Substandard Structure - DCC	962
24 Hour Parking/Parking Violations - DPD	824



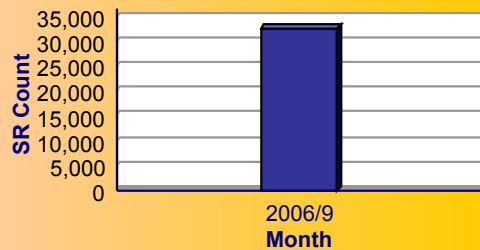
Service

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

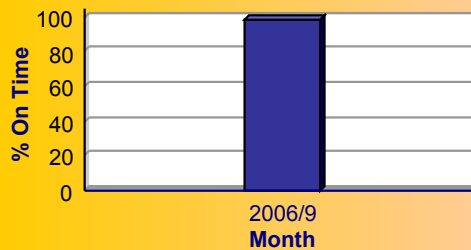
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,765	20,851	20,633	99.0%	11,914	11,698	98.2%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

September 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	3,746	2,042	2,042	100.0%	38	6.6	1,704	45.5%	1,704	100.0%	3,746	100.0%
2	Recycling ROLL CART Registration - SAN	3,476	3,473	3,473	100.0%	365	9.0	3	0.1%	3	100.0%	3,476	100.0%
3	Animal - Loose Aggressive - DCC	1,908	6	0	0.0%	3	0.2	1,902	99.7%	1,895	99.6%	1,895	99.3%
4	Animal - Confined - DCC	1,393	14	0	0.0%	3	0.3	1,379	99.0%	1,374	99.6%	1,374	98.6%
5	Dead Animal Pick Up - SAN	1,392	11	0	0.0%	1	0.3	1,381	99.2%	1,371	99.3%	1,371	98.5%
6	Roll Cart - SAN	1,293	290	286	98.6%	10	6.7	1,003	77.6%	985	98.2%	1,271	98.3%
7	Litter - DCC	1,146	614	614	100.0%	38	8.8	532	46.4%	532	100.0%	1,146	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	1,098	739	739	100.0%	60	10.9	359	32.7%	359	100.0%	1,098	100.0%
9	Substandard Structure - DCC	962	806	806	100.0%	365	6.2	156	16.2%	156	100.0%	962	100.0%
10	24 Hour Parking/Parking Violations - DPD	824	106	95	89.6%	10	3.4	718	87.1%	709	98.7%	804	97.6%
11	Garbage - Missed - SAN	782	48	35	72.9%	6	2.3	734	93.9%	701	95.5%	736	94.1%
12	Animal - Loose - DCC	772	570	570	100.0%	40	21.1	202	26.2%	202	100.0%	772	100.0%
13	Junk Motor Vehicle - DCC	673	485	485	100.0%	126	7.9	188	27.9%	188	100.0%	673	100.0%
14	Animal - Sick/Injured - DCC	632	4	0	0.0%	3	0.2	628	99.4%	623	99.2%	623	98.6%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	629	10	7	70.0%	10	0.4	619	98.4%	618	99.8%	625	99.4%
16	Bulky Trash Violations - DCC	609	48	45	93.8%	14	3.1	561	92.1%	553	98.6%	598	98.2%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	533	0	0	N/A	1	0.0	533	100.0%	532	99.8%	532	99.8%
18	Illegal Outside Storage - DCC	435	269	269	100.0%	38	8.1	166	38.2%	166	100.0%	435	100.0%
19	Street Repair - Routine-STS	374	119	119	100.0%	90	5.0	255	68.2%	255	100.0%	374	100.0%
20	Fire Inspection - DFD	354	229	229	100.0%	60	6.6	125	35.3%	125	100.0%	354	100.0%



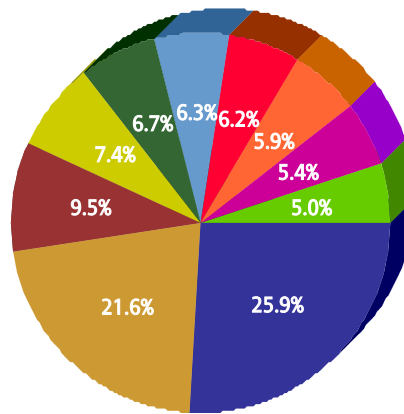
City of Dallas Service Level Performance Report by CSA

for Central (1)

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	315
High Weeds - DCC	262
Roll Cart - SAN	116
Litter - DCC	90
Obstruction Alley/Sidewalk/Street - DCC	82
Garbage - Missed - SAN	76
Animal - Confined - DCC	75
Signs - Other - DCC	72
24 Hour Parking/Parking Violations - DPD	66
Animal - Loose Aggressive - DCC	61



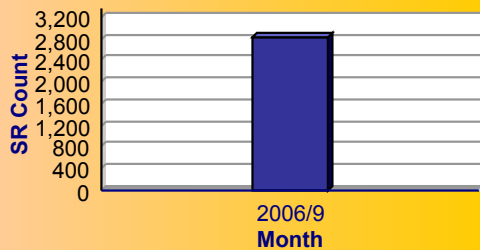
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Signs - Other - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC

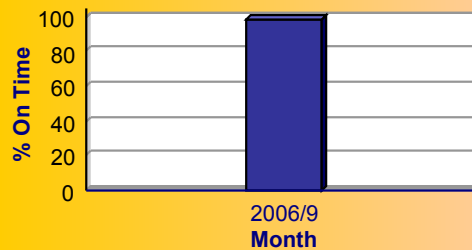
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed On Time	Total Open	Total Open On Time	% Open On Time	Total On Time %
2,834	1,824	1,799	98.6%	1,010	979	96.9%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

September 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	315	315	315	100.0%	365		0	0.0%	0	N/A	315	100.0%
2	High Weeds - DCC	262	159	159	100.0%	38	8.1	103	39.3%	103	100.0%	262	100.0%
3	Roll Cart - SAN	116	24	23	95.8%	10	6.2	92	79.3%	90	97.8%	113	97.4%
4	Litter - DCC	90	48	48	100.0%	38	6.5	42	46.7%	42	100.0%	90	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	82	34	34	100.0%	60	9.3	48	58.5%	48	100.0%	82	100.0%
6	Garbage - Missed - SAN	76	1	0	0.0%	6	2.3	75	98.7%	69	92.0%	69	90.8%
7	Animal - Confined - DCC	75	0	0	N/A	3	0.2	75	100.0%	75	100.0%	75	100.0%
8	Signs - Other - DCC	72	3	1	33.3%	21	0.5	69	95.8%	69	100.0%	70	97.2%
9	24 Hour Parking/Parking Violations - DPD	66	9	9	100.0%	10	2.5	57	86.4%	57	100.0%	66	100.0%
10	Animal - Loose Aggressive - DCC	61	0	0	N/A	3	0.3	61	100.0%	61	100.0%	61	100.0%
11	Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.3	56	100.0%	55	98.2%	55	98.2%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.1	55	100.0%	54	98.2%	54	98.2%
13	Graffiti Private Property - Residential/Commercial	52	47	47	100.0%	90	7.6	5	9.6%	5	100.0%	52	100.0%
14	Fire Inspection - DFD	48	28	28	100.0%	60	5.4	20	41.7%	20	100.0%	48	100.0%
15	Signs - Other Apts - DCC	42	0	0	N/A	21	0.1	42	100.0%	42	100.0%	42	100.0%
16	Tree down/low limbs - Emergency-STS	41	0	0	N/A	5	0.1	41	100.0%	41	100.0%	41	100.0%
17	Substandard Structure - DCC	40	26	26	100.0%	365	4.6	14	35.0%	14	100.0%	40	100.0%
18	Animal - Sick/Injured - DCC	39	1	0	0.0%	3	0.5	38	97.4%	36	94.7%	36	92.3%
19	Street Repair - Routine-STS	34	15	15	100.0%	90	7.9	19	55.9%	19	100.0%	34	100.0%
20	Traffic Signal - All Out - PWT	34	5	0	0.0%	4	1.2	29	85.3%	29	100.0%	29	85.3%



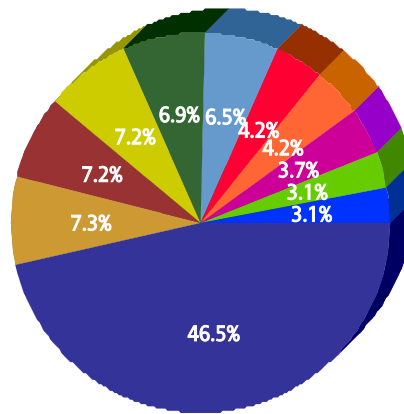
City of Dallas Service Level Performance Report by CSA

for North Central (6)

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,018
Roll Cart - SAN	160
Animal - Confined - DCC	158
High Weeds - DCC	158
Garbage - Missed - SAN	151
Obstruction Alley/Sidewalk/Street - DCC	143
24 Hour Parking/Parking Violations - DPD	92
Dead Animal Pick Up - SAN	91
Bulky Trash Violations - DCC	81
Animal - Loose Aggressive - DCC	68
Litter - DCC	68



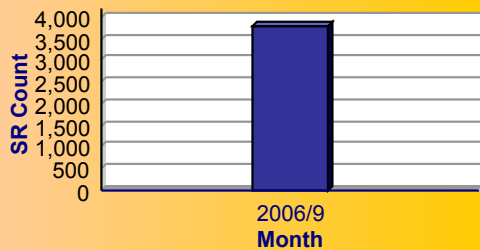
Service

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

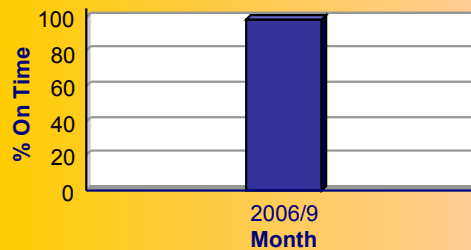
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,769	2,216	2,181	98.4%	1,553	1,518	97.7%	98.1%

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)

September 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	1,018	1,017	1,017	100.0%	365	2.0	1	0.1%	1	100.0%	1,018	100.0%
2	Roll Cart - SAN	160	32	32	100.0%	10	6.2	128	80.0%	127	99.2%	159	99.4%
3	Animal - Confined - DCC	158	1	0	0.0%	3	0.1	157	99.4%	157	100.0%	157	99.4%
4	High Weeds - DCC	158	68	68	100.0%	38	6.7	90	57.0%	90	100.0%	158	100.0%
5	Garbage - Missed - SAN	151	7	6	85.7%	6	3.0	144	95.4%	133	92.4%	139	92.1%
6	Obstruction Alley/Sidewalk/Street - DCC	143	83	83	100.0%	60	10.0	60	42.0%	60	100.0%	143	100.0%
7	24 Hour Parking/Parking Violations - DPD	92	9	9	100.0%	10	5.1	83	90.2%	77	92.8%	86	93.5%
8	Dead Animal Pick Up - SAN	91	3	0	0.0%	1	0.3	88	96.7%	88	100.0%	88	96.7%
9	Bulky Trash Violations - DCC	81	3	3	100.0%	14	2.8	78	96.3%	77	98.7%	80	98.8%
10	Litter - DCC	68	27	27	100.0%	38	8.5	41	60.3%	41	100.0%	68	100.0%
11	Animal - Loose Aggressive - DCC	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
12	Street Repair - Routine-STS	64	18	18	100.0%	90	6.9	46	71.9%	46	100.0%	64	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.1	57	100.0%	57	100.0%	57	100.0%
14	Recyclable Collection Missed (Residential) - SAN	55	0	0	N/A	3	0.6	55	100.0%	55	100.0%	55	100.0%
15	Street Lighting - Maintenance - PWT	50	3	0	0.0%	4	0.7	47	94.0%	47	100.0%	47	94.0%
16	Water Conservation Violation - DCC	47	3	0	0.0%	7	2.5	44	93.6%	42	95.5%	42	89.4%
17	Mosquitoes - EHS	46	8	8	100.0%	45	8.1	38	82.6%	38	100.0%	46	100.0%
18	Signs - Other - DCC	44	4	3	75.0%	21	2.2	40	90.9%	39	97.5%	42	95.5%
19	Tree down/low limbs - Emergency-STS	41	0	0	N/A	5	0.1	41	100.0%	41	100.0%	41	100.0%
20	Animal - Sick/Injured - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%



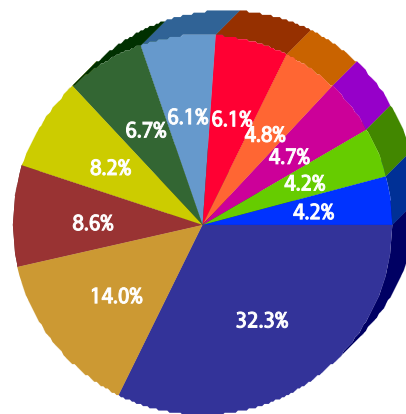
City of Dallas Service Level Performance Report by CSA

for Northeast (2)

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,002
High Weeds - DCC	433
Obstruction Alley/Sidewalk/Street - DCC	267
Animal - Confined - DCC	255
Animal - Loose Aggressive - DCC	209
Dead Animal Pick Up - SAN	190
Roll Cart - SAN	190
24 Hour Parking/Parking Violations - DPD	148
Litter - DCC	145
Bulky Trash Violations - DCC	131
Garbage - Missed - SAN	131



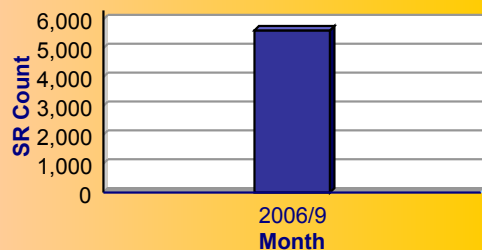
Service

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

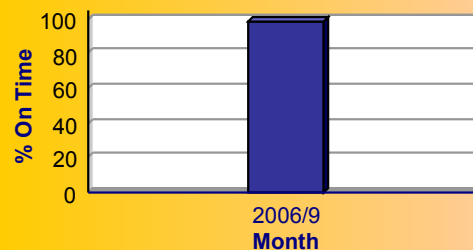
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed On Time	Total Open	Total Open On Time	% Open On Time	Total On Time %
5,633	3,445	3,404	98.8%	2,188	2,156	98.5%	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)

September 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	1,002	1,001	1,001	100.0%	365	1.0	1	0.1%	1	100.0%	1,002	100.0%
2	High Weeds - DCC	433	217	217	100.0%	38	6.4	216	49.9%	216	100.0%	433	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	267	155	155	100.0%	60	12.5	112	41.9%	112	100.0%	267	100.0%
4	Animal - Confined - DCC	255	2	0	0.0%	3	0.2	253	99.2%	253	100.0%	253	99.2%
5	Animal - Loose Aggressive - DCC	209	0	0	N/A	3	0.3	209	100.0%	207	99.0%	207	99.0%
6	Dead Animal Pick Up - SAN	190	1	0	0.0%	1	0.3	189	99.5%	186	98.4%	186	97.9%
7	Roll Cart - SAN	190	35	35	100.0%	10	7.2	155	81.6%	150	96.8%	185	97.4%
8	24 Hour Parking/Parking Violations - DPD	148	16	16	100.0%	10	2.7	132	89.2%	132	100.0%	148	100.0%
9	Litter - DCC	145	66	66	100.0%	38	9.0	79	54.5%	79	100.0%	145	100.0%
10	Bulky Trash Violations - DCC	131	12	11	91.7%	14	3.0	119	90.8%	119	100.0%	130	99.2%
11	Garbage - Missed - SAN	131	9	9	100.0%	6	2.9	122	93.1%	112	91.8%	121	92.4%
12	Animal - Loose - DCC	112	87	87	100.0%	40	21.0	25	22.3%	25	100.0%	112	100.0%
13	Illegal Outside Storage - DCC	99	61	61	100.0%	38	6.6	38	38.4%	38	100.0%	99	100.0%
14	Animal - Sick/Injured - DCC	93	0	0	N/A	3	0.2	93	100.0%	93	100.0%	93	100.0%
15	Junk Motor Vehicle - DCC	92	58	58	100.0%	126	7.3	34	37.0%	34	100.0%	92	100.0%
16	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%
17	Substandard Structure Apts - DCC	78	21	21	100.0%	365	3.4	57	73.1%	57	100.0%	78	100.0%
18	Substandard Structure - DCC	75	57	57	100.0%	365	5.3	18	24.0%	18	100.0%	75	100.0%
19	Tree down/low limbs - Emergency-ST5	69	0	0	N/A	5	0.1	69	100.0%	69	100.0%	69	100.0%
20	Street Repair - Routine-ST5	62	18	18	100.0%	90	5.3	44	71.0%	44	100.0%	62	100.0%



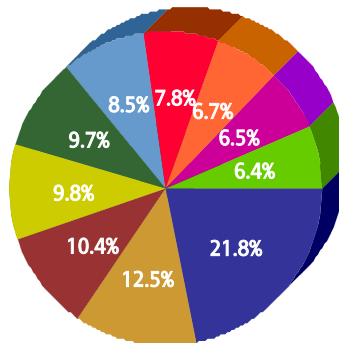
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	343
Animal - Loose Aggressive - DCC	197
Dead Animal Pick Up - SAN	163
Litter - DCC	154
Recycling ROLL CART Registration - SAN	153
Animal - Confined - DCC	134
Roll Cart - SAN	122
Street Spillage/Debris in Right of Way-Hazardous-STS	105
24 Hour Parking/Parking Violations - DPD	102
Smoke Detector Request - DFD	100



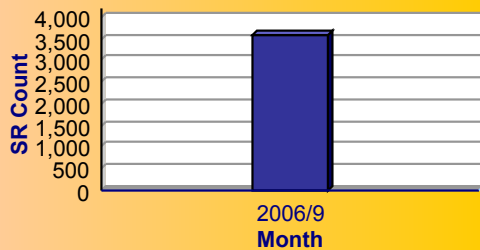
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- 24 Hour Parking/Parking Violations - DPD
- Smoke Detector Request - DFD

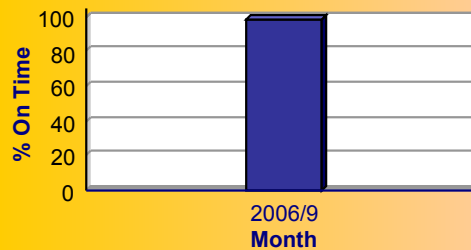
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,565	2,468	2,442	98.9%	1,097	1,076	98.1%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

September 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	343	192	192	100.0%	38	6.5	151	44.0%	151	100.0%	343	100.0%
2	Animal - Loose Aggressive - DCC	197	0	0	N/A	3	0.2	197	100.0%	197	100.0%	197	100.0%
3	Dead Animal Pick Up - SAN	163	1	0	0.0%	1	0.3	162	99.4%	160	98.8%	160	98.2%
4	Litter - DCC	154	89	89	100.0%	38	7.9	65	42.2%	65	100.0%	154	100.0%
5	Recycling ROLL CART Registration - SAN	153	153	153	100.0%	365		0	0.0%	0	N/A	153	100.0%
6	Animal - Confined - DCC	134	2	0	0.0%	3	0.3	132	98.5%	131	99.2%	131	97.8%
7	Roll Cart - SAN	122	29	29	100.0%	10	6.1	93	76.2%	92	98.9%	121	99.2%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	105	0	0	N/A	1	0.0	105	100.0%	105	100.0%	105	100.0%
9	24 Hour Parking/Parking Violations - DPD	102	14	14	100.0%	10	4.4	88	86.3%	88	100.0%	102	100.0%
10	Smoke Detector Request - DFD	100	4	4	100.0%	30	0.4	96	96.0%	96	100.0%	100	100.0%
11	Garbage - Missed - SAN	93	7	5	71.4%	6	2.3	86	92.5%	82	95.3%	87	93.5%
12	Junk Motor Vehicle - DCC	88	65	65	100.0%	126	6.6	23	26.1%	23	100.0%	88	100.0%
13	Animal - Loose - DCC	88	58	58	100.0%	40	21.0	30	34.1%	30	100.0%	88	100.0%
14	Fire Inspection - DFD	84	49	49	100.0%	60	4.8	35	41.7%	35	100.0%	84	100.0%
15	Substandard Structure - DCC	81	75	75	100.0%	365	7.0	6	7.4%	6	100.0%	81	100.0%
16	Animal - Sick/Injured - DCC	70	0	0	N/A	3	0.2	70	100.0%	70	100.0%	70	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	66	0	0	N/A	10	0.4	66	100.0%	66	100.0%	66	100.0%
18	Bulky Trash Violations - DCC	54	3	3	100.0%	14	2.7	51	94.4%	51	100.0%	54	100.0%
19	Illegal Outside Storage - DCC	54	35	35	100.0%	38	8.5	19	35.2%	19	100.0%	54	100.0%
20	Signs - Other - DCC	51	3	3	100.0%	21	1.8	48	94.1%	48	100.0%	51	100.0%



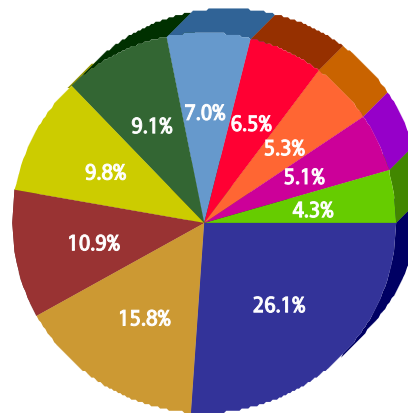
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,295
Animal - Loose Aggressive - DCC	786
Substandard Structure - DCC	541
Dead Animal Pick Up - SAN	488
Animal - Confined - DCC	451
Roll Cart - SAN	347
Litter - DCC	320
Animal - Loose - DCC	262
Recycling ROLL CART Registration - SAN	255
Animal - Sick/Injured - DCC	214



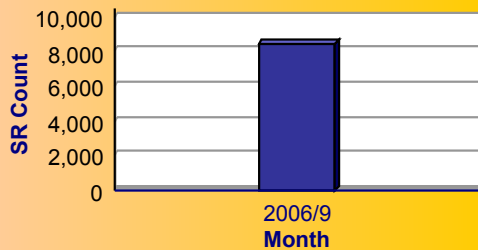
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Litter - DCC
- Animal - Loose - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Sick/Injured - DCC

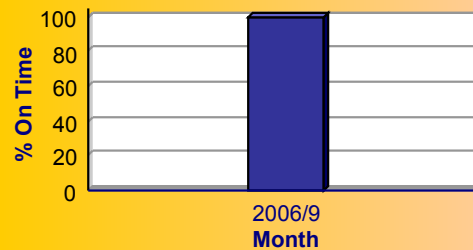
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,444	5,806	5,772	99.4%	2,638	2,601	98.6%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

September 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	1,295	617	617	100.0%	38	5.9	678	52.4%	678	100.0%	1,295	100.0%
2	Animal - Loose Aggressive - DCC	786	1	0	0.0%	3	0.2	785	99.9%	782	99.6%	782	99.5%
3	Substandard Structure - DCC	541	454	454	100.0%	365	6.0	87	16.1%	87	100.0%	541	100.0%
4	Dead Animal Pick Up - SAN	488	3	0	0.0%	1	0.3	485	99.4%	482	99.4%	482	98.8%
5	Animal - Confined - DCC	451	6	0	0.0%	3	0.3	445	98.7%	444	99.8%	444	98.4%
6	Roll Cart - SAN	347	80	78	97.5%	10	6.4	267	76.9%	264	98.9%	342	98.6%
7	Litter - DCC	320	166	166	100.0%	38	8.7	154	48.1%	154	100.0%	320	100.0%
8	Animal - Loose - DCC	262	190	190	100.0%	40	21.8	72	27.5%	72	100.0%	262	100.0%
9	Recycling ROLL CART Registration - SAN	255	255	255	100.0%	365		0	0.0%	0	N/A	255	100.0%
10	Animal - Sick/Injured - DCC	214	0	0	N/A	3	0.2	214	100.0%	214	100.0%	214	100.0%
11	24 Hour Parking/Parking Violations - DPD	198	13	13	100.0%	10	2.3	185	93.4%	185	100.0%	198	100.0%
12	Junk Motor Vehicle - DCC	193	130	130	100.0%	126	6.9	63	32.6%	63	100.0%	193	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	188	4	2	50.0%	10	0.4	184	97.9%	184	100.0%	186	98.9%
14	Garbage - Missed - SAN	187	13	12	92.3%	6	1.4	174	93.0%	174	100.0%	186	99.5%
15	Obstruction Alley/Sidewalk/Street - DCC	162	98	98	100.0%	60	11.7	64	39.5%	64	100.0%	162	100.0%
16	Bulky Trash Violations - DCC	156	16	14	87.5%	14	3.0	140	89.7%	135	96.4%	149	95.5%
17	Street Repair - Routine-STS	127	42	42	100.0%	90	3.4	85	66.9%	85	100.0%	127	100.0%
18	Open and Vacant Structure - DCC	121	15	15	100.0%	30	4.1	106	87.6%	106	100.0%	121	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	94	0	0	N/A	1	0.0	94	100.0%	94	100.0%	94	100.0%
20	Illegal Outside Storage - DCC	88	59	59	100.0%	38	9.6	29	33.0%	29	100.0%	88	100.0%



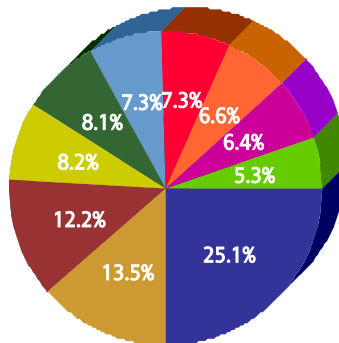
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

September 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,206
Recycling ROLL CART Registration - SAN	647
Animal - Loose Aggressive - DCC	585
Dead Animal Pick Up - SAN	393
Obstruction Alley/Sidewalk/Street - DCC	389
Litter - DCC	353
Roll Cart - SAN	351
Animal - Confined - DCC	315
Parking - Unapproved Surface - Eve/Weekends - DCC	309
Junk Motor Vehicle - DCC	256



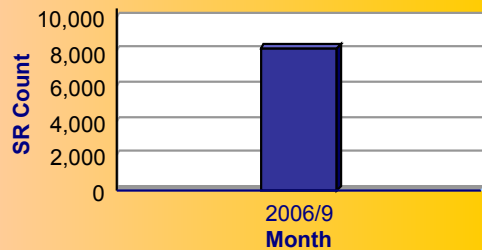
Service

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

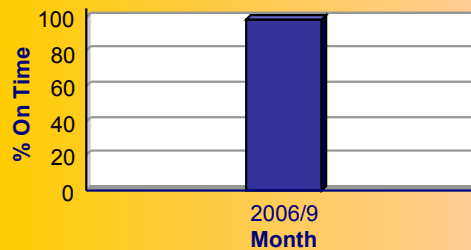
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,206	4,931	4,875	98.9%	3,275	3,220	98.3%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

September 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	1,206	761	761	100.0%	38	7.5	445	36.9%	445	100.0%	1,206	100.0%
2	Recycling ROLL CART Registration - SAN	647	646	646	100.0%	365	24.0	1	0.2%	1	100.0%	647	100.0%
3	Animal - Loose Aggressive - DCC	585	5	0	0.0%	3	0.2	580	99.1%	578	99.7%	578	98.8%
4	Dead Animal Pick Up - SAN	393	3	0	0.0%	1	0.3	390	99.2%	389	99.7%	389	99.0%
5	Obstruction Alley/Sidewalk/Street - DCC	389	326	326	100.0%	60	10.6	63	16.2%	63	100.0%	389	100.0%
6	Litter - DCC	353	210	210	100.0%	38	10.1	143	40.5%	143	100.0%	353	100.0%
7	Roll Cart - SAN	351	89	88	98.9%	10	7.4	262	74.6%	256	97.7%	344	98.0%
8	Animal - Confined - DCC	315	3	0	0.0%	3	0.3	312	99.0%	309	99.0%	309	98.1%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	309	2	2	100.0%	10	0.3	307	99.4%	306	99.7%	308	99.7%
10	Junk Motor Vehicle - DCC	256	202	202	100.0%	126	10.5	54	21.1%	54	100.0%	256	100.0%
11	Animal - Loose - DCC	245	188	188	100.0%	40	22.3	57	23.3%	57	100.0%	245	100.0%
12	24 Hour Parking/Parking Violations - DPD	216	45	34	75.6%	10	4.2	171	79.2%	168	98.2%	202	93.5%
13	Substandard Structure - DCC	199	177	177	100.0%	365	9.4	22	11.1%	22	100.0%	199	100.0%
14	Animal - Sick/Injured - DCC	178	3	0	0.0%	3	0.3	175	98.3%	172	98.3%	172	96.6%
15	Bulky Trash Violations - DCC	157	8	8	100.0%	14	3.6	149	94.9%	147	98.7%	155	98.7%
16	Garbage - Missed - SAN	139	8	3	37.5%	6	2.2	131	94.2%	129	98.5%	132	95.0%
17	Illegal Outside Storage - DCC	136	89	89	100.0%	38	9.8	47	34.6%	47	100.0%	136	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	114	0	0	N/A	1	0.0	114	100.0%	114	100.0%	114	100.0%
19	Animal - Cruelty - DCC	89	1	1	100.0%	30	0.6	88	98.9%	88	100.0%	89	100.0%
20	Street Lighting - Maintenance - PWT	89	1	0	0.0%	4	0.8	88	98.9%	88	100.0%	88	98.9%



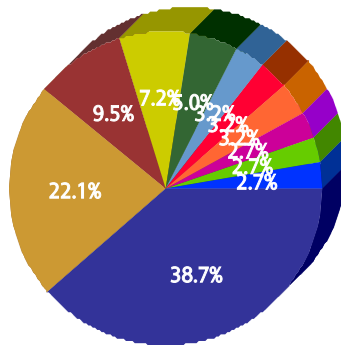
City of Dallas Service Level Performance Report by CSA

for Unknown

September 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	86
High Weeds - DCC	49
Street Spillage/Debris in Right of Way-Hazardous-STs	21
Litter - DCC	16
Dead Animal Pick Up - SAN	11
Miscellaneous Service Request - SCS	7
Parking - Unapproved Surface - Eve/Weekends - DCC	7
Roll Cart - SAN	7
Animal - Loose - DCC	6
Fire Inspection - DFD	6
Obstruction Alley/Sidewalk/Street - DCC	6



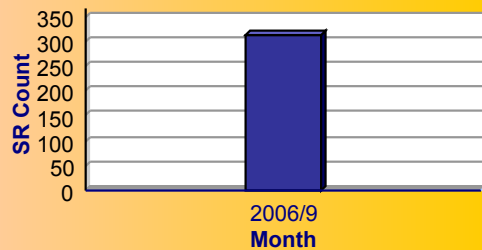
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Litter - DCC
- Dead Animal Pick Up - SAN
- Miscellaneous Service Request - SCS
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Animal - Loose - DCC
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC

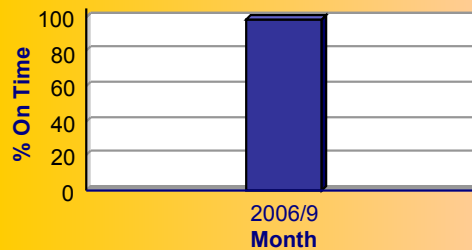
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
314	161	160	99.4%	153	148	96.7%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

September 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	86	86	86	100.0%	365		0	0.0%	0	N/A	86	100.0%
2	High Weeds - DCC	49	28	28	100.0%	38	2.0	21	42.9%	21	100.0%	49	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-STs	21	0	0	N/A	1	0.0	21	100.0%	21	100.0%	21	100.0%
4	Litter - DCC	16	8	8	100.0%	38	3.8	8	50.0%	8	100.0%	16	100.0%
5	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.3	11	100.0%	11	100.0%	11	100.0%
6	Miscellaneous Service Request - SCS	7	1	1	100.0%	10	3.2	6	85.7%	6	100.0%	7	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	7	2	1	50.0%	10	0.0	5	71.4%	5	100.0%	6	85.7%
8	Roll Cart - SAN	7	1	1	100.0%	10	3.0	6	85.7%	6	100.0%	7	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	6	2	2	100.0%	60	1.5	4	66.7%	4	100.0%	6	100.0%
10	Animal - Loose - DCC	6	4	4	100.0%	40	21.5	2	33.3%	2	100.0%	6	100.0%
11	Fire Inspection - DFD	6	1	1	100.0%	60	2.6	5	83.3%	5	100.0%	6	100.0%
12	Animal - Confined - DCC	5	0	0	N/A	3	0.2	5	100.0%	5	100.0%	5	100.0%
13	Garbage - Missed - SAN	5	3	0	0.0%	6	4.5	2	40.0%	2	100.0%	2	40.0%
14	Brush/Bulk Items - Missed - SAN	4	1	1	100.0%	10	2.0	3	75.0%	3	100.0%	4	100.0%
15	Bulky Trash Violations - DCC	4	1	1	100.0%	14	1.3	3	75.0%	3	100.0%	4	100.0%
16	Signs - Other - DCC	4	0	0	N/A	21	3.5	4	100.0%	4	100.0%	4	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	4	0	0	N/A	7	1.0	4	100.0%	4	100.0%	4	100.0%
18	Pothole - Hazardous-STs	4	0	0	N/A	1	0.2	4	100.0%	4	100.0%	4	100.0%
19	Animal - Cruelty - DCC	3	0	0	N/A	30	0.7	3	100.0%	3	100.0%	3	100.0%
20	Illegal Food Vending - EHS	3	1	1	100.0%	45	10.0	2	66.7%	2	100.0%	3	100.0%