



FY 2008 – 2009

YEAR-TO-DATE

Service Request

Performance Reports

by

City Service Area

And Citywide Summary

September 2009

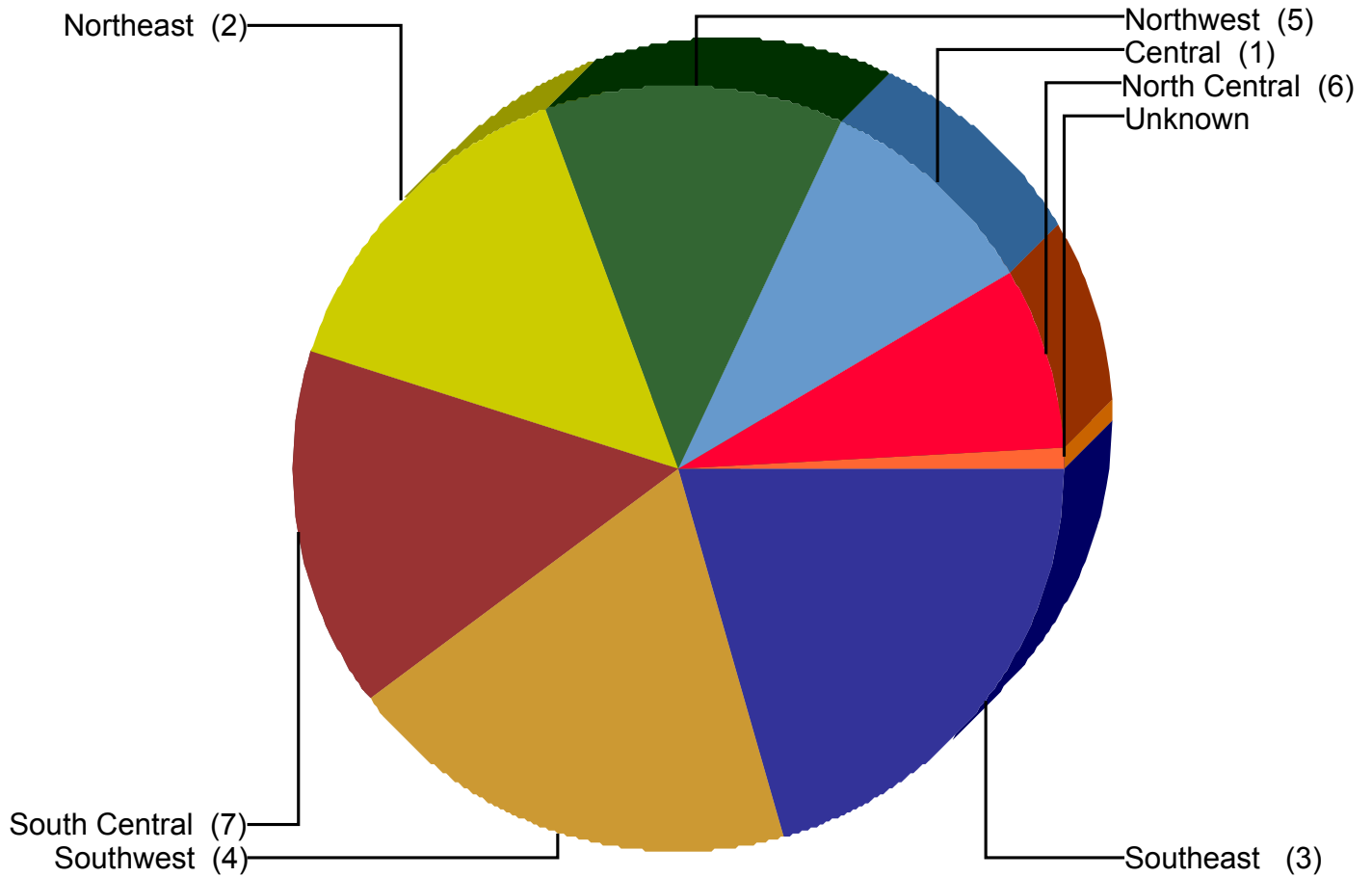
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City of Dallas

Service Area Report
For YTD Through September 2009



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|----------------|---------------------|----------------------|
| Central (1) | 36,350 | 9.2% | 96.6% |
| North Central (6) | 30,759 | 7.8% | 97.0% |
| Northeast (2) | 56,663 | 14.4% | 96.5% |
| Northwest (5) | 49,698 | 12.6% | 97.4% |
| South Central (7) | 60,653 | 15.4% | 96.5% |
| Southeast (3) | 80,856 | 20.5% | 95.3% |
| Southwest (4) | 75,799 | 19.2% | 96.0% |
| Unknown | 3,733 | 0.9% | 82.4% |
| Total | 394,511 | 100.0% | 96.2% |

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

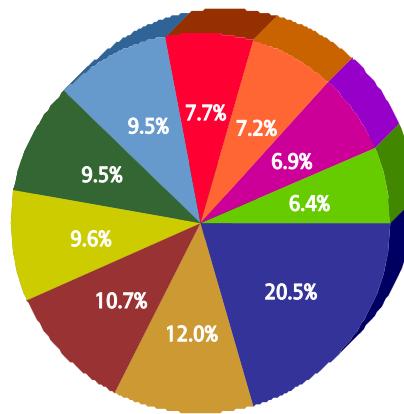


For Citywide

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 36,424 |
| Litter - DCC | 21,337 |
| Roll Cart - SAN | 18,988 |
| Recycling ROLL CART Registration - SAN | 16,984 |
| Dead Animal Pick Up - SAN | 16,922 |
| Animal - Loose Aggressive - DCC | 16,904 |
| Obstruction Alley/Sidewalk/Street - DCC | 13,661 |
| Animal - Confined - DCC | 12,813 |
| Animal - Loose - DCC | 12,182 |
| Garbage - Missed - SAN | 11,325 |



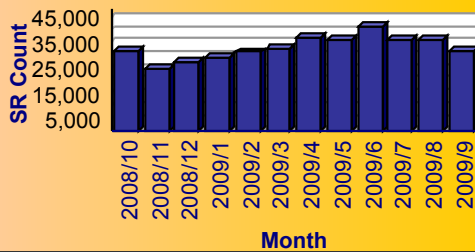
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Animal - Loose - DCC
- Garbage - Missed - SAN

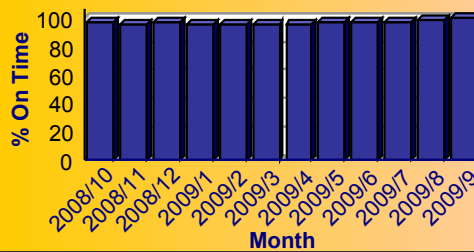
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 394,511 | 384,708 | 370,474 | 96.3% | 9,803 | 9,046 | 92.3% | 96.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

For FY 2008/2009

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 | 36,424 | 1,812 | 1,677 | 92.5% | 38 | 15.6 | 34,612 | 95.0% | 32,499 | 93.9% | 34,176 | 93.8% |
| 2 | Litter - DCC | 21,337 | 833 | 759 | 91.1% | 38 | 18.0 | 20,504 | 96.1% | 18,672 | 91.1% | 19,431 | 91.1% |
| 3 | Roll Cart - SAN | 18,988 | 9 | 9 | 100.0% | 10 | 2.9 | 18,979 | 100.0% | 18,950 | 99.8% | 18,959 | 99.8% |
| 4 | Recycling ROLL CART Registration - SAN | 16,984 | 32 | 32 | 100.0% | 10 | 4.0 | 16,952 | 99.8% | 16,846 | 99.4% | 16,878 | 99.4% |
| 5 | Dead Animal Pick Up - SAN | 16,922 | 1 | 0 | 0.0% | 1 | 0.4 | 16,921 | 100.0% | 16,718 | 98.8% | 16,718 | 98.8% |
| 6 | Animal - Loose Aggressive - DCC | 16,904 | 0 | 0 | N/A | 3 | 1.0 | 16,904 | 100.0% | 16,621 | 98.3% | 16,621 | 98.3% |
| 7 | Obstruction Alley/Sidewalk/Street - DCC | 13,661 | 1,075 | 1,046 | 97.3% | 60 | 21.8 | 12,586 | 92.1% | 12,228 | 97.2% | 13,274 | 97.2% |
| 8 | Animal - Confined - DCC | 12,813 | 0 | 0 | N/A | 3 | 0.9 | 12,813 | 100.0% | 12,645 | 98.7% | 12,645 | 98.7% |
| 9 | Animal - Loose - DCC | 12,182 | 480 | 477 | 99.4% | 40 | 8.2 | 11,702 | 96.1% | 11,637 | 99.4% | 12,114 | 99.4% |
| 10 | Garbage - Missed - SAN | 11,325 | 0 | 0 | N/A | 3 | 0.7 | 11,325 | 100.0% | 11,254 | 99.4% | 11,254 | 99.4% |
| 11 | Recyclable Collection Missed (Residential) - SAN | 11,253 | 0 | 0 | N/A | 3 | 1.2 | 11,253 | 100.0% | 11,214 | 99.7% | 11,214 | 99.7% |
| 12 | Parking - Unapproved Surface - Eve/Weekends - DCC | 9,236 | 0 | 0 | N/A | 10 | 0.7 | 9,236 | 100.0% | 9,163 | 99.2% | 9,163 | 99.2% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 8,022 | 30 | 29 | 96.7% | 10 | 5.4 | 7,992 | 99.6% | 7,456 | 93.3% | 7,485 | 93.3% |
| 14 | Signs - Public Right of Way Eve/Weekends - DCC | 7,881 | 0 | 0 | N/A | 7 | 0.5 | 7,881 | 100.0% | 7,785 | 98.8% | 7,785 | 98.8% |
| 15 | Bulky Trash Violations - DCC | 7,209 | 53 | 41 | 77.4% | 14 | 7.0 | 7,156 | 99.3% | 6,295 | 88.0% | 6,336 | 87.9% |
| 16 | Junk Motor Vehicle - DCC | 7,162 | 698 | 685 | 98.1% | 126 | 37.7 | 6,464 | 90.3% | 6,194 | 95.8% | 6,879 | 96.0% |
| 17 | Animal - Sick/Injured - DCC | 7,134 | 0 | 0 | N/A | 3 | 0.8 | 7,134 | 100.0% | 7,012 | 98.3% | 7,012 | 98.3% |
| 18 | Fire Inspection - DFD | 6,862 | 518 | 516 | 99.6% | 60 | 23.1 | 6,344 | 92.5% | 6,261 | 98.7% | 6,777 | 98.8% |
| 19 | Smoke Detector Request - DFD | 6,694 | 50 | 50 | 100.0% | 30 | 6.0 | 6,644 | 99.3% | 6,583 | 99.1% | 6,633 | 99.1% |
| 20 | Substandard Structure - DCC | 4,383 | 1,289 | 1,285 | 99.7% | 365 | 73.8 | 3,094 | 70.6% | 3,094 | 100.0% | 4,379 | 99.9% |

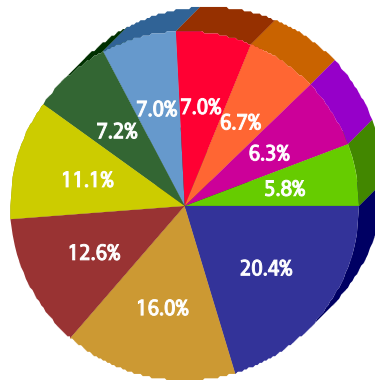


for Central (1)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 2,955 |
| Litter - DCC | 2,319 |
| Roll Cart - SAN | 1,822 |
| Recycling ROLL CART Registration - SAN | 1,605 |
| Recyclable Collection Missed (Residential) - SAN | 1,039 |
| Dead Animal Pick Up - SAN | 1,019 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,010 |
| Traffic Signal - Flashing - PWT | 979 |
| Animal - Confined - DCC | 917 |
| Animal - Loose Aggressive - DCC | 844 |



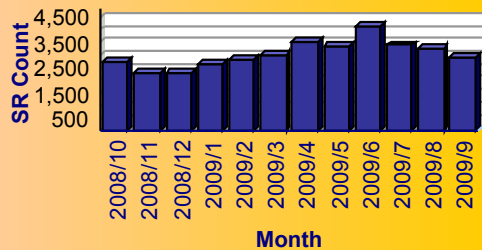
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Traffic Signal - Flashing - PWT
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC

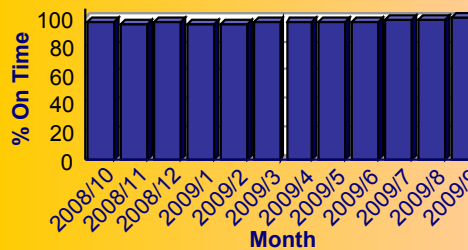
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 36,350 | 35,570 | 34,390 | 96.7% | 780 | 734 | 94.1% | 96.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

For FY 2008/2009

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 | 2,955 | 131 | 129 | 98.5% | 38 | 13.7 | 2,824 | 95.6% | 2,716 | 96.2% | 2,845 | 96.3% |
| 2 | Litter - DCC | 2,319 | 56 | 55 | 98.2% | 38 | 17.0 | 2,263 | 97.6% | 2,142 | 94.7% | 2,197 | 94.7% |
| 3 | Roll Cart - SAN | 1,822 | 0 | 0 | N/A | 10 | 2.9 | 1,822 | 100.0% | 1,818 | 99.8% | 1,818 | 99.8% |
| 4 | Recycling ROLL CART Registration - SAN | 1,605 | 2 | 2 | 100.0% | 10 | 4.1 | 1,603 | 99.9% | 1,591 | 99.3% | 1,593 | 99.3% |
| 5 | Recyclable Collection Missed (Residential) - SAN | 1,039 | 0 | 0 | N/A | 3 | 1.3 | 1,039 | 100.0% | 1,034 | 99.5% | 1,034 | 99.5% |
| 6 | Dead Animal Pick Up - SAN | 1,019 | 0 | 0 | N/A | 1 | 0.3 | 1,019 | 100.0% | 1,010 | 99.1% | 1,010 | 99.1% |
| 7 | Obstruction Alley/Sidewalk/Street - DCC | 1,010 | 35 | 35 | 100.0% | 60 | 19.2 | 975 | 96.5% | 960 | 98.5% | 995 | 98.5% |
| 8 | Traffic Signal - Flashing - PWT | 979 | 0 | 0 | N/A | 4 | 1.7 | 979 | 100.0% | 965 | 98.6% | 965 | 98.6% |
| 9 | Animal - Confined - DCC | 917 | 0 | 0 | N/A | 3 | 1.4 | 917 | 100.0% | 895 | 97.6% | 895 | 97.6% |
| 10 | Animal - Loose Aggressive - DCC | 844 | 0 | 0 | N/A | 3 | 2.3 | 844 | 100.0% | 809 | 95.9% | 809 | 95.9% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 772 | 6 | 6 | 100.0% | 10 | 4.7 | 766 | 99.2% | 740 | 96.6% | 746 | 96.6% |
| 12 | Garbage - Missed - SAN | 741 | 0 | 0 | N/A | 3 | 0.5 | 741 | 100.0% | 738 | 99.6% | 738 | 99.6% |
| 13 | Graffiti Private Property - Residential/Commercial | 716 | 36 | 35 | 97.2% | 90 | 22.9 | 680 | 95.0% | 653 | 96.0% | 688 | 96.1% |
| 14 | Animal - Loose - DCC | 684 | 8 | 8 | 100.0% | 40 | 9.1 | 676 | 98.8% | 673 | 99.6% | 681 | 99.6% |
| 15 | Fire Inspection - DFD | 585 | 78 | 78 | 100.0% | 60 | 26.8 | 507 | 86.7% | 502 | 99.0% | 580 | 99.1% |
| 16 | Street Spillage/Debris in Right of Way-Hazardous-STS | 544 | 0 | 0 | N/A | 1 | 0.1 | 544 | 100.0% | 539 | 99.1% | 539 | 99.1% |
| 17 | Junk Motor Vehicle - DCC | 512 | 54 | 54 | 100.0% | 126 | 33.9 | 458 | 89.5% | 455 | 99.3% | 509 | 99.4% |
| 18 | Animal - Sick/Injured - DCC | 485 | 0 | 0 | N/A | 3 | 1.0 | 485 | 100.0% | 472 | 97.3% | 472 | 97.3% |
| 19 | Bulky Trash Violations - DCC | 480 | 7 | 7 | 100.0% | 14 | 9.0 | 473 | 98.5% | 383 | 81.0% | 390 | 81.2% |
| 20 | Street Repair - Routine-STS | 475 | 6 | 5 | 83.3% | 90 | 20.6 | 469 | 98.7% | 468 | 99.8% | 473 | 99.6% |

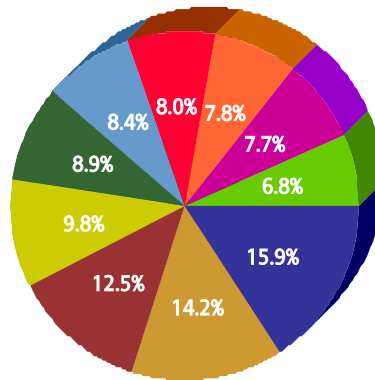


for North Central (6)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,185 |
| Roll Cart - SAN | 1,944 |
| Garbage - Missed - SAN | 1,715 |
| High Weeds - DCC | 1,348 |
| Dead Animal Pick Up - SAN | 1,220 |
| Recyclable Collection Missed (Residential) - SAN | 1,149 |
| Fire Inspection - DFD | 1,101 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,069 |
| Animal - Confined - DCC | 1,049 |
| Signs - Public Right of Way Eve/Weekends - DCC | 930 |



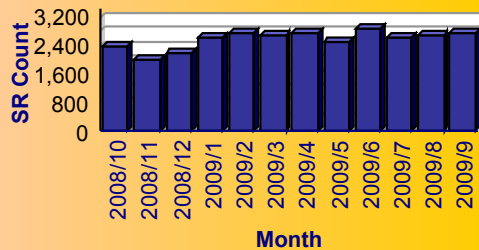
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Signs - Public Right of Way Eve/Weekends - DCC

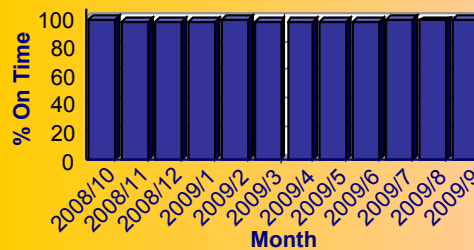
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 30,759 | 30,065 | 29,240 | 97.3% | 694 | 601 | 86.6% | 97.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

For FY 2008/2009

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 | 2,185 | 8 | 8 | 100.0% | 10 | 4.0 | 2,177 | 99.6% | 2,164 | 99.4% | 2,172 | 99.4% |
| 2 | Roll Cart - SAN | 1,944 | 0 | 0 | N/A | 10 | 2.9 | 1,944 | 100.0% | 1,942 | 99.9% | 1,942 | 99.9% |
| 3 | Garbage - Missed - SAN | 1,715 | 0 | 0 | N/A | 3 | 0.6 | 1,715 | 100.0% | 1,709 | 99.7% | 1,709 | 99.7% |
| 4 | High Weeds - DCC | 1,348 | 134 | 113 | 84.3% | 38 | 18.1 | 1,214 | 90.1% | 1,134 | 93.4% | 1,247 | 92.5% |
| 5 | Dead Animal Pick Up - SAN | 1,220 | 0 | 0 | N/A | 1 | 0.3 | 1,220 | 100.0% | 1,207 | 98.9% | 1,207 | 98.9% |
| 6 | Recyclable Collection Missed (Residential) - SAN | 1,149 | 0 | 0 | N/A | 3 | 1.0 | 1,149 | 100.0% | 1,145 | 99.7% | 1,145 | 99.7% |
| 7 | Fire Inspection - DFD | 1,101 | 53 | 53 | 100.0% | 60 | 17.8 | 1,048 | 95.2% | 1,041 | 99.3% | 1,094 | 99.4% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 1,069 | 156 | 145 | 92.9% | 60 | 24.2 | 913 | 85.4% | 883 | 96.7% | 1,028 | 96.2% |
| 9 | Animal - Confined - DCC | 1,049 | 0 | 0 | N/A | 3 | 0.9 | 1,049 | 100.0% | 1,040 | 99.1% | 1,040 | 99.1% |
| 10 | Signs - Public Right of Way Eve/Weekends - DCC | 930 | 0 | 0 | N/A | 7 | 0.6 | 930 | 100.0% | 917 | 98.6% | 917 | 98.6% |
| 11 | Litter - DCC | 805 | 88 | 77 | 87.5% | 38 | 20.1 | 717 | 89.1% | 643 | 89.7% | 720 | 89.4% |
| 12 | Bulky Trash Violations - DCC | 684 | 4 | 3 | 75.0% | 14 | 6.0 | 680 | 99.4% | 650 | 95.6% | 653 | 95.5% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 598 | 3 | 3 | 100.0% | 10 | 4.3 | 595 | 99.5% | 556 | 93.4% | 559 | 93.5% |
| 14 | Recycling - Roll Cart - SAN | 554 | 2 | 2 | 100.0% | 10 | 3.1 | 552 | 99.6% | 550 | 99.6% | 552 | 99.6% |
| 15 | Animal - Loose Aggressive - DCC | 431 | 0 | 0 | N/A | 3 | 1.6 | 431 | 100.0% | 425 | 98.6% | 425 | 98.6% |
| 16 | Animal - Sick/Injured - DCC | 400 | 0 | 0 | N/A | 3 | 0.6 | 400 | 100.0% | 395 | 98.8% | 395 | 98.8% |
| 17 | Street Repair - Routine-STS | 398 | 16 | 16 | 100.0% | 90 | 11.7 | 382 | 96.0% | 382 | 100.0% | 398 | 100.0% |
| 18 | Brush/Bulk Items - Missed - SAN | 371 | 0 | 0 | N/A | 10 | 2.3 | 371 | 100.0% | 368 | 99.2% | 368 | 99.2% |
| 19 | Street Spillage/Debris in Right of Way-Hazardous-STS | 367 | 0 | 0 | N/A | 1 | 0.1 | 367 | 100.0% | 363 | 98.9% | 363 | 98.9% |
| 20 | Traffic Signal - Timing - PWT | 358 | 0 | 0 | N/A | 4 | 1.9 | 358 | 100.0% | 347 | 96.9% | 347 | 96.9% |

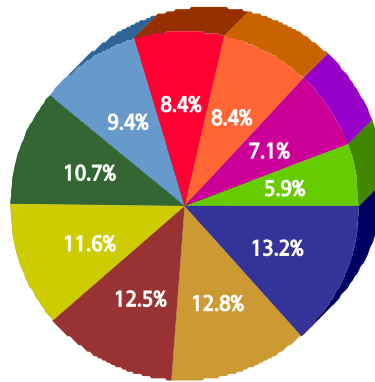


for Northeast (2)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Roll Cart - SAN | 3,256 |
| High Weeds - DCC | 3,163 |
| Obstruction Alley/Sidewalk/Street - DCC | 3,077 |
| Recycling ROLL CART Registration - SAN | 2,861 |
| Recyclable Collection Missed (Residential) - SAN | 2,634 |
| Animal - Confined - DCC | 2,318 |
| Litter - DCC | 2,069 |
| Dead Animal Pick Up - SAN | 2,063 |
| Animal - Loose Aggressive - DCC | 1,758 |
| Bulky Trash Violations - DCC | 1,446 |



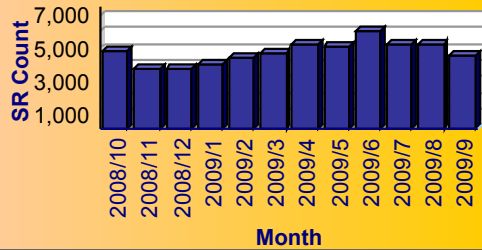
Service

- Roll Cart - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Bulky Trash Violations - DCC

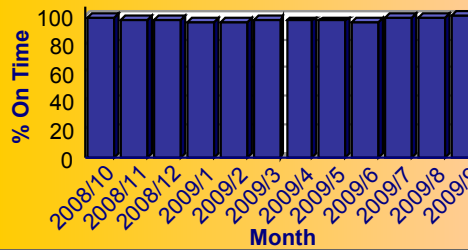
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 56,663 | 55,322 | 53,444 | 96.6% | 1,341 | 1,247 | 93.0% | 96.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

For FY 2008/2009

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 | 3,256 | 3 | 3 | 100.0% | 10 | 2.9 | 3,253 | 99.9% | 3,247 | 99.8% | 3,250 | 99.8% |
| 2 | High Weeds - DCC | 3,163 | 185 | 177 | 95.7% | 38 | 17.6 | 2,978 | 94.2% | 2,717 | 91.2% | 2,894 | 91.5% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 3,077 | 259 | 255 | 98.5% | 60 | 21.5 | 2,818 | 91.6% | 2,729 | 96.8% | 2,984 | 97.0% |
| 4 | Recycling ROLL CART Registration - SAN | 2,861 | 3 | 3 | 100.0% | 10 | 4.1 | 2,858 | 99.9% | 2,832 | 99.1% | 2,835 | 99.1% |
| 5 | Recyclable Collection Missed (Residential) - SAN | 2,634 | 0 | 0 | N/A | 3 | 1.1 | 2,634 | 100.0% | 2,628 | 99.8% | 2,628 | 99.8% |
| 6 | Animal - Confined - DCC | 2,318 | 0 | 0 | N/A | 3 | 1.3 | 2,318 | 100.0% | 2,274 | 98.1% | 2,274 | 98.1% |
| 7 | Litter - DCC | 2,069 | 72 | 63 | 87.5% | 38 | 20.0 | 1,997 | 96.5% | 1,775 | 88.9% | 1,838 | 88.8% |
| 8 | Dead Animal Pick Up - SAN | 2,063 | 0 | 0 | N/A | 1 | 0.3 | 2,063 | 100.0% | 2,044 | 99.1% | 2,044 | 99.1% |
| 9 | Animal - Loose Aggressive - DCC | 1,758 | 0 | 0 | N/A | 3 | 2.2 | 1,758 | 100.0% | 1,704 | 96.9% | 1,704 | 96.9% |
| 10 | Bulky Trash Violations - DCC | 1,446 | 21 | 16 | 76.2% | 14 | 5.7 | 1,425 | 98.5% | 1,333 | 93.5% | 1,349 | 93.3% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 1,365 | 1 | 1 | 100.0% | 10 | 5.1 | 1,364 | 99.9% | 1,237 | 90.7% | 1,238 | 90.7% |
| 12 | Garbage - Missed - SAN | 1,360 | 0 | 0 | N/A | 3 | 0.6 | 1,360 | 100.0% | 1,355 | 99.6% | 1,355 | 99.6% |
| 13 | Animal - Loose - DCC | 1,076 | 39 | 39 | 100.0% | 40 | 10.5 | 1,037 | 96.4% | 1,031 | 99.4% | 1,070 | 99.4% |
| 14 | Substandard Structure Apts - DCC | 952 | 134 | 134 | 100.0% | 365 | 25.8 | 818 | 85.9% | 818 | 100.0% | 952 | 100.0% |
| 15 | Animal - Sick/Injured - DCC | 913 | 0 | 0 | N/A | 3 | 1.6 | 913 | 100.0% | 889 | 97.4% | 889 | 97.4% |
| 16 | Junk Motor Vehicle - DCC | 894 | 77 | 73 | 94.8% | 126 | 32.4 | 817 | 91.4% | 795 | 97.3% | 868 | 97.1% |
| 17 | Fire Inspection - DFD | 894 | 71 | 71 | 100.0% | 60 | 25.9 | 823 | 92.1% | 813 | 98.8% | 884 | 98.9% |
| 18 | Recycling - Roll Cart - SAN | 688 | 2 | 2 | 100.0% | 10 | 3.1 | 686 | 99.7% | 682 | 99.4% | 684 | 99.4% |
| 19 | Substandard Structure - DCC | 643 | 141 | 141 | 100.0% | 365 | 67.5 | 502 | 78.1% | 502 | 100.0% | 643 | 100.0% |
| 20 | Animal - Spayed/Neutered/Intact | 634 | 1 | 1 | 100.0% | 30 | 9.3 | 633 | 99.8% | 584 | 92.3% | 585 | 92.3% |

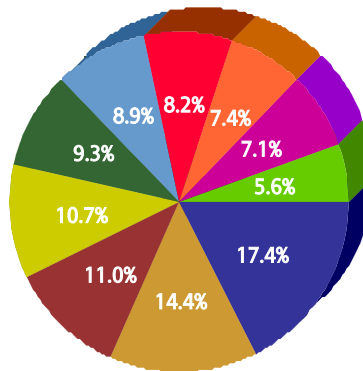


for Northwest (5)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 3,911 |
| Recycling ROLL CART Registration - SAN | 3,247 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,476 |
| Litter - DCC | 2,420 |
| Garbage - Missed - SAN | 2,104 |
| Roll Cart - SAN | 1,998 |
| Dead Animal Pick Up - SAN | 1,853 |
| Recyclable Collection Missed (Residential) - SAN | 1,663 |
| Fire Inspection - DFD | 1,590 |
| Graffiti Private Property - Residential/Commercial | 1,267 |



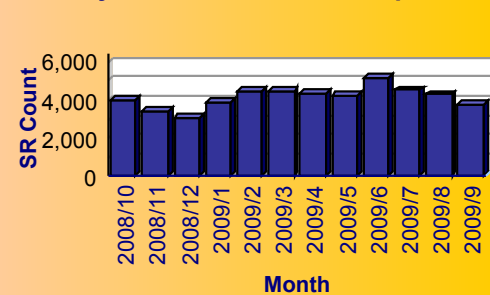
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Graffiti Private Property - Residential/Commercial

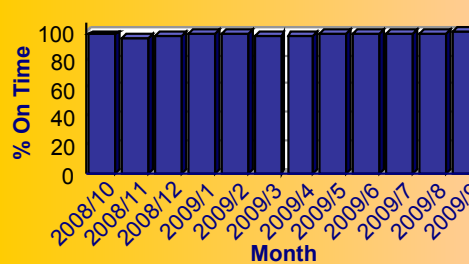
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 49,698 | 48,606 | 47,355 | 97.4% | 1,092 | 1,061 | 97.2% | 97.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

For FY 2008/2009

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 | 3,911 | 226 | 223 | 98.7% | 38 | 14.2 | 3,685 | 94.2% | 3,588 | 97.4% | 3,811 | 97.4% |
| 2 | Recycling ROLL CART Registration - SAN | 3,247 | 1 | 1 | 100.0% | 10 | 4.0 | 3,246 | 100.0% | 3,232 | 99.6% | 3,233 | 99.6% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 2,476 | 225 | 224 | 99.6% | 60 | 20.1 | 2,251 | 90.9% | 2,219 | 98.6% | 2,443 | 98.7% |
| 4 | Litter - DCC | 2,420 | 119 | 119 | 100.0% | 38 | 15.1 | 2,301 | 95.1% | 2,220 | 96.5% | 2,339 | 96.7% |
| 5 | Garbage - Missed - SAN | 2,104 | 0 | 0 | N/A | 3 | 0.7 | 2,104 | 100.0% | 2,091 | 99.4% | 2,091 | 99.4% |
| 6 | Roll Cart - SAN | 1,998 | 0 | 0 | N/A | 10 | 2.9 | 1,998 | 100.0% | 1,995 | 99.8% | 1,995 | 99.8% |
| 7 | Dead Animal Pick Up - SAN | 1,853 | 0 | 0 | N/A | 1 | 0.3 | 1,853 | 100.0% | 1,839 | 99.2% | 1,839 | 99.2% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 1,663 | 0 | 0 | N/A | 3 | 1.2 | 1,663 | 100.0% | 1,657 | 99.6% | 1,657 | 99.6% |
| 9 | Fire Inspection - DFD | 1,590 | 128 | 128 | 100.0% | 60 | 23.4 | 1,462 | 91.9% | 1,439 | 98.4% | 1,567 | 98.6% |
| 10 | Graffiti Private Property - Residential/Commercial | 1,267 | 11 | 11 | 100.0% | 90 | 11.8 | 1,256 | 99.1% | 1,228 | 97.8% | 1,239 | 97.8% |
| 11 | Signs - Public Right of Way Eve/Weekends - DCC | 1,146 | 0 | 0 | N/A | 7 | 0.3 | 1,146 | 100.0% | 1,134 | 99.0% | 1,134 | 99.0% |
| 12 | Animal - Confined - DCC | 1,123 | 0 | 0 | N/A | 3 | 0.8 | 1,123 | 100.0% | 1,113 | 99.1% | 1,113 | 99.1% |
| 13 | Animal - Loose Aggressive - DCC | 1,101 | 0 | 0 | N/A | 3 | 1.6 | 1,101 | 100.0% | 1,081 | 98.2% | 1,081 | 98.2% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 1,021 | 10 | 10 | 100.0% | 10 | 7.5 | 1,011 | 99.0% | 919 | 90.9% | 929 | 91.0% |
| 15 | Bulky Trash Violations - DCC | 1,016 | 2 | 2 | 100.0% | 14 | 4.5 | 1,014 | 99.8% | 960 | 94.7% | 962 | 94.7% |
| 16 | Animal - Loose - DCC | 748 | 23 | 23 | 100.0% | 40 | 8.5 | 725 | 96.9% | 723 | 99.7% | 746 | 99.7% |
| 17 | Signs - Other - DCC | 733 | 4 | 4 | 100.0% | 21 | 15.2 | 729 | 99.5% | 576 | 79.0% | 580 | 79.1% |
| 18 | Junk Motor Vehicle - DCC | 682 | 54 | 53 | 98.1% | 126 | 28.6 | 628 | 92.1% | 617 | 98.2% | 670 | 98.2% |
| 19 | Animal - Sick/Injured - DCC | 631 | 0 | 0 | N/A | 3 | 0.7 | 631 | 100.0% | 621 | 98.4% | 621 | 98.4% |
| 20 | Recycling - Roll Cart - SAN | 572 | 2 | 2 | 100.0% | 10 | 3.2 | 570 | 99.7% | 564 | 98.9% | 566 | 99.0% |

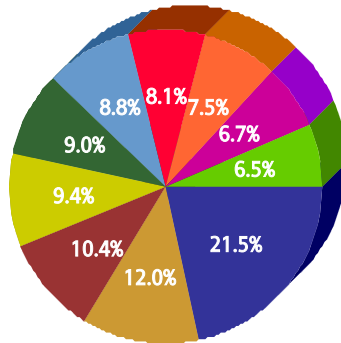


for South Central (7)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 7,093 |
| Animal - Loose Aggressive - DCC | 3,944 |
| Dead Animal Pick Up - SAN | 3,417 |
| Smoke Detector Request - DFD | 3,091 |
| Roll Cart - SAN | 2,974 |
| Litter - DCC | 2,908 |
| Animal - Loose - DCC | 2,682 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 2,472 |
| Animal - Confined - DCC | 2,198 |
| Garbage - Missed - SAN | 2,144 |



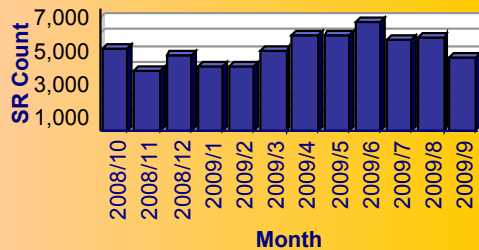
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Litter - DCC
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN

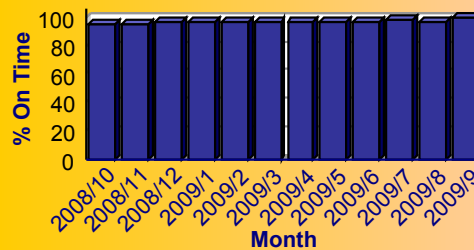
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 60,653 | 59,273 | 57,220 | 96.5% | 1,380 | 1,302 | 94.3% | 96.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for South Central (7)

For FY 2008/2009

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 | 7,093 | 245 | 228 | 93.1% | 38 | 16.0 | 6,848 | 96.5% | 6,424 | 93.8% | 6,652 | 93.8% |
| 2 | Animal - Loose Aggressive - DCC | 3,944 | 0 | 0 | N/A | 3 | 0.5 | 3,944 | 100.0% | 3,900 | 98.9% | 3,900 | 98.9% |
| 3 | Dead Animal Pick Up - SAN | 3,417 | 0 | 0 | N/A | 1 | 0.4 | 3,417 | 100.0% | 3,380 | 98.9% | 3,380 | 98.9% |
| 4 | Smoke Detector Request - DFD | 3,091 | 28 | 28 | 100.0% | 30 | 4.9 | 3,063 | 99.1% | 3,047 | 99.5% | 3,075 | 99.5% |
| 5 | Roll Cart - SAN | 2,974 | 1 | 1 | 100.0% | 10 | 2.7 | 2,973 | 100.0% | 2,971 | 99.9% | 2,972 | 99.9% |
| 6 | Litter - DCC | 2,908 | 82 | 60 | 73.2% | 38 | 18.3 | 2,826 | 97.2% | 2,563 | 90.7% | 2,623 | 90.2% |
| 7 | Animal - Loose - DCC | 2,682 | 160 | 159 | 99.4% | 40 | 8.7 | 2,522 | 94.0% | 2,511 | 99.6% | 2,670 | 99.6% |
| 8 | Parking - Unapproved Surface - Eve/Weekends - DCC | 2,472 | 0 | 0 | N/A | 10 | 0.5 | 2,472 | 100.0% | 2,460 | 99.5% | 2,460 | 99.5% |
| 9 | Animal - Confined - DCC | 2,198 | 0 | 0 | N/A | 3 | 0.4 | 2,198 | 100.0% | 2,185 | 99.4% | 2,185 | 99.4% |
| 10 | Garbage - Missed - SAN | 2,144 | 0 | 0 | N/A | 3 | 0.9 | 2,144 | 100.0% | 2,128 | 99.3% | 2,128 | 99.3% |
| 11 | Obstruction Alley/Sidewalk/Street - DCC | 1,694 | 90 | 88 | 97.8% | 60 | 22.2 | 1,604 | 94.7% | 1,562 | 97.4% | 1,650 | 97.4% |
| 12 | Animal - Sick/Injured - DCC | 1,554 | 0 | 0 | N/A | 3 | 0.4 | 1,554 | 100.0% | 1,534 | 98.7% | 1,534 | 98.7% |
| 13 | Recyclable Collection Missed (Residential) - SAN | 1,456 | 0 | 0 | N/A | 3 | 1.2 | 1,456 | 100.0% | 1,452 | 99.7% | 1,452 | 99.7% |
| 14 | Recycling ROLL CART Registration - SAN | 1,447 | 0 | 0 | N/A | 10 | 3.9 | 1,447 | 100.0% | 1,440 | 99.5% | 1,440 | 99.5% |
| 15 | Junk Motor Vehicle - DCC | 1,352 | 160 | 158 | 98.8% | 126 | 44.6 | 1,192 | 88.2% | 1,125 | 94.4% | 1,283 | 94.9% |
| 16 | Signs - Public Right of Way Eve/Weekends - DCC | 1,154 | 0 | 0 | N/A | 7 | 0.4 | 1,154 | 100.0% | 1,140 | 98.8% | 1,140 | 98.8% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 1,125 | 4 | 3 | 75.0% | 10 | 5.3 | 1,121 | 99.6% | 1,059 | 94.5% | 1,062 | 94.4% |
| 18 | Bulky Trash Violations - DCC | 969 | 6 | 5 | 83.3% | 14 | 7.6 | 963 | 99.4% | 809 | 84.0% | 814 | 84.0% |
| 19 | Substandard Structure - DCC | 736 | 217 | 217 | 100.0% | 365 | 65.6 | 519 | 70.5% | 519 | 100.0% | 736 | 100.0% |
| 20 | Open and Vacant Structure - DCC | 725 | 12 | 11 | 91.7% | 30 | 9.6 | 713 | 98.3% | 676 | 94.8% | 687 | 94.8% |

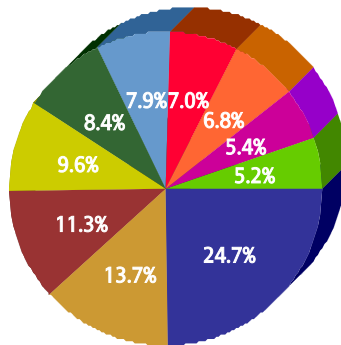


for Southeast (3)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 10,282 |
| Litter - DCC | 5,687 |
| Animal - Loose Aggressive - DCC | 4,703 |
| Dead Animal Pick Up - SAN | 3,977 |
| Animal - Loose - DCC | 3,509 |
| Roll Cart - SAN | 3,288 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 2,925 |
| Animal - Confined - DCC | 2,831 |
| Recycling ROLL CART Registration - SAN | 2,239 |
| Smoke Detector Request - DFD | 2,178 |



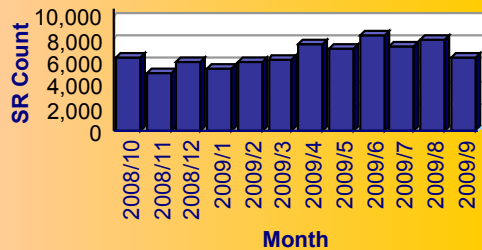
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose - DCC
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Smoke Detector Request - DFD

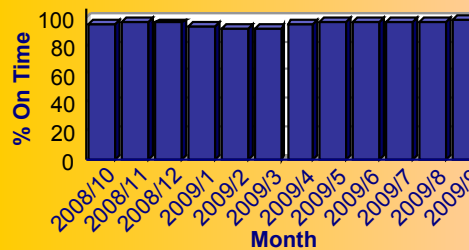
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 80,856 | 78,331 | 74,648 | 95.3% | 2,525 | 2,422 | 95.9% | 95.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

For FY 2008/2009

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 | 10,282 | 494 | 454 | 91.9% | 38 | 15.7 | 9,788 | 95.2% | 9,199 | 94.0% | 9,653 | 93.9% |
| 2 | Litter - DCC | 5,687 | 238 | 234 | 98.3% | 38 | 18.7 | 5,449 | 95.8% | 4,912 | 90.1% | 5,146 | 90.5% |
| 3 | Animal - Loose Aggressive - DCC | 4,703 | 0 | 0 | N/A | 3 | 0.9 | 4,703 | 100.0% | 4,628 | 98.4% | 4,628 | 98.4% |
| 4 | Dead Animal Pick Up - SAN | 3,977 | 0 | 0 | N/A | 1 | 0.4 | 3,977 | 100.0% | 3,910 | 98.3% | 3,910 | 98.3% |
| 5 | Animal - Loose - DCC | 3,509 | 141 | 140 | 99.3% | 40 | 7.4 | 3,368 | 96.0% | 3,348 | 99.4% | 3,488 | 99.4% |
| 6 | Roll Cart - SAN | 3,288 | 1 | 1 | 100.0% | 10 | 3.1 | 3,287 | 100.0% | 3,279 | 99.8% | 3,280 | 99.8% |
| 7 | Parking - Unapproved Surface - Eve/Weekends - DCC | 2,925 | 0 | 0 | N/A | 10 | 0.7 | 2,925 | 100.0% | 2,902 | 99.2% | 2,902 | 99.2% |
| 8 | Animal - Confined - DCC | 2,831 | 0 | 0 | N/A | 3 | 1.0 | 2,831 | 100.0% | 2,784 | 98.3% | 2,784 | 98.3% |
| 9 | Recycling ROLL CART Registration - SAN | 2,239 | 0 | 0 | N/A | 10 | 3.9 | 2,239 | 100.0% | 2,230 | 99.6% | 2,230 | 99.6% |
| 10 | Smoke Detector Request - DFD | 2,178 | 4 | 4 | 100.0% | 30 | 6.7 | 2,174 | 99.8% | 2,148 | 98.8% | 2,152 | 98.8% |
| 11 | Signs - Public Right of Way Eve/Weekends - DCC | 1,870 | 0 | 0 | N/A | 7 | 0.5 | 1,870 | 100.0% | 1,841 | 98.4% | 1,841 | 98.4% |
| 12 | Obstruction Alley/Sidewalk/Street - DCC | 1,848 | 151 | 150 | 99.3% | 60 | 24.8 | 1,697 | 91.8% | 1,625 | 95.8% | 1,775 | 96.0% |
| 13 | Animal - Sick/Injured - DCC | 1,752 | 0 | 0 | N/A | 3 | 0.9 | 1,752 | 100.0% | 1,719 | 98.1% | 1,719 | 98.1% |
| 14 | Junk Motor Vehicle - DCC | 1,627 | 187 | 185 | 98.9% | 126 | 43.5 | 1,440 | 88.5% | 1,332 | 92.5% | 1,517 | 93.2% |
| 15 | Bulky Trash Violations - DCC | 1,553 | 1 | 1 | 100.0% | 14 | 8.1 | 1,552 | 99.9% | 1,334 | 86.0% | 1,335 | 86.0% |
| 16 | Substandard Structure - DCC | 1,546 | 609 | 605 | 99.3% | 365 | 90.6 | 937 | 60.6% | 937 | 100.0% | 1,542 | 99.7% |
| 17 | Garbage - Missed - SAN | 1,545 | 0 | 0 | N/A | 3 | 0.9 | 1,545 | 100.0% | 1,531 | 99.1% | 1,531 | 99.1% |
| 18 | 24 Hour Parking/Parking Violations - DPD | 1,448 | 5 | 5 | 100.0% | 10 | 5.1 | 1,443 | 99.7% | 1,400 | 97.0% | 1,405 | 97.0% |
| 19 | Recyclable Collection Missed (Residential) - SAN | 1,437 | 0 | 0 | N/A | 3 | 1.5 | 1,437 | 100.0% | 1,426 | 99.2% | 1,426 | 99.2% |
| 20 | Parking - Unapproved Surface - DCC | 1,378 | 5 | 5 | 100.0% | 10 | 3.9 | 1,373 | 99.6% | 1,182 | 86.1% | 1,187 | 86.1% |

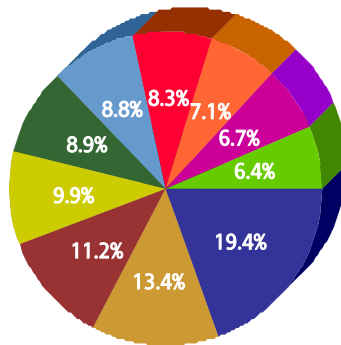


for Southwest (4)

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 7,099 |
| Litter - DCC | 4,914 |
| Animal - Loose Aggressive - DCC | 4,116 |
| Roll Cart - SAN | 3,608 |
| Dead Animal Pick Up - SAN | 3,240 |
| Recycling ROLL CART Registration - SAN | 3,212 |
| Animal - Loose - DCC | 3,031 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 2,594 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,435 |
| Animal - Confined - DCC | 2,357 |



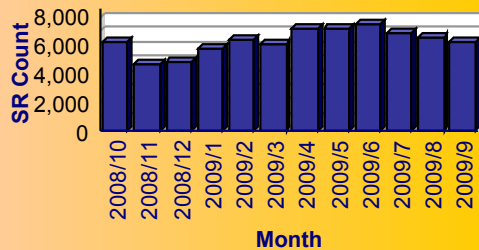
Service

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

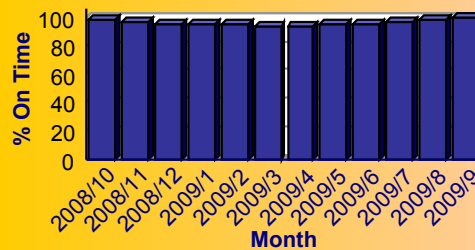
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 75,799 | 74,115 | 71,171 | 96.0% | 1,684 | 1,610 | 95.6% | 96.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

For FY 2008/2009

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 | 7,099 | 342 | 332 | 97.1% | 38 | 14.7 | 6,757 | 95.2% | 6,271 | 92.8% | 6,603 | 93.0% |
| 2 | Litter - DCC | 4,914 | 157 | 147 | 93.6% | 38 | 17.2 | 4,757 | 96.8% | 4,262 | 89.6% | 4,409 | 89.7% |
| 3 | Animal - Loose Aggressive - DCC | 4,116 | 0 | 0 | N/A | 3 | 0.6 | 4,116 | 100.0% | 4,068 | 98.8% | 4,068 | 98.8% |
| 4 | Roll Cart - SAN | 3,608 | 4 | 4 | 100.0% | 10 | 2.8 | 3,604 | 99.9% | 3,600 | 99.9% | 3,604 | 99.9% |
| 5 | Dead Animal Pick Up - SAN | 3,240 | 0 | 0 | N/A | 1 | 0.4 | 3,240 | 100.0% | 3,197 | 98.7% | 3,197 | 98.7% |
| 6 | Recycling ROLL CART Registration - SAN | 3,212 | 18 | 18 | 100.0% | 10 | 3.9 | 3,194 | 99.4% | 3,173 | 99.3% | 3,191 | 99.3% |
| 7 | Animal - Loose - DCC | 3,031 | 91 | 91 | 100.0% | 40 | 7.5 | 2,940 | 97.0% | 2,925 | 99.5% | 3,016 | 99.5% |
| 8 | Parking - Unapproved Surface - Eve/Weekends - DCC | 2,594 | 0 | 0 | N/A | 10 | 0.7 | 2,594 | 100.0% | 2,575 | 99.3% | 2,575 | 99.3% |
| 9 | Obstruction Alley/Sidewalk/Street - DCC | 2,435 | 149 | 143 | 96.0% | 60 | 21.6 | 2,286 | 93.9% | 2,208 | 96.6% | 2,351 | 96.6% |
| 10 | Animal - Confined - DCC | 2,357 | 0 | 0 | N/A | 3 | 0.6 | 2,357 | 100.0% | 2,335 | 99.1% | 2,335 | 99.1% |
| 11 | Junk Motor Vehicle - DCC | 1,841 | 141 | 141 | 100.0% | 126 | 36.0 | 1,700 | 92.3% | 1,644 | 96.7% | 1,785 | 97.0% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 1,825 | 0 | 0 | N/A | 3 | 1.1 | 1,825 | 100.0% | 1,823 | 99.9% | 1,823 | 99.9% |
| 13 | Garbage - Missed - SAN | 1,682 | 0 | 0 | N/A | 3 | 0.8 | 1,682 | 100.0% | 1,669 | 99.2% | 1,669 | 99.2% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 1,671 | 1 | 1 | 100.0% | 10 | 5.5 | 1,670 | 99.9% | 1,526 | 91.4% | 1,527 | 91.4% |
| 15 | Signs - Public Right of Way Eve/Weekends - DCC | 1,670 | 0 | 0 | N/A | 7 | 0.5 | 1,670 | 100.0% | 1,650 | 98.8% | 1,650 | 98.8% |
| 16 | Fire Inspection - DFD | 1,408 | 84 | 82 | 97.6% | 60 | 21.3 | 1,324 | 94.0% | 1,300 | 98.2% | 1,382 | 98.2% |
| 17 | Animal - Sick/Injured - DCC | 1,379 | 0 | 0 | N/A | 3 | 0.6 | 1,379 | 100.0% | 1,362 | 98.8% | 1,362 | 98.8% |
| 18 | Graffiti Private Property - Residential/Commercial | 1,163 | 76 | 75 | 98.7% | 90 | 25.6 | 1,087 | 93.5% | 1,030 | 94.8% | 1,105 | 95.0% |
| 19 | Bulky Trash Violations - DCC | 1,046 | 8 | 7 | 87.5% | 14 | 8.8 | 1,038 | 99.2% | 820 | 79.0% | 827 | 79.1% |
| 20 | Smoke Detector Request - DFD | 1,003 | 9 | 9 | 100.0% | 30 | 6.0 | 994 | 99.1% | 985 | 99.1% | 994 | 99.1% |

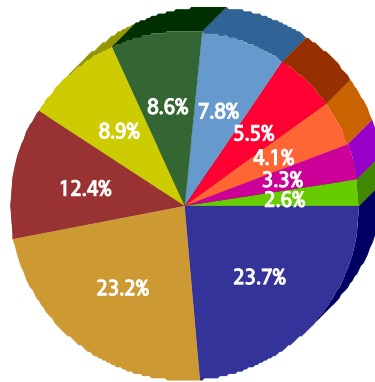


for Unknown

For FY 2008/2009

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 573 |
| Complaint/Compliment - CTY | 560 |
| Signs - Public Right of Way Eve/Weekends - DCC | 299 |
| Litter - DCC | 215 |
| Animal - Loose - DCC | 209 |
| Recycling ROLL CART Registration - SAN | 188 |
| Dead Animal Pick Up - SAN | 133 |
| Roll Cart - SAN | 98 |
| Fire Inspection - DFD | 81 |
| Mobile Food Inspection - DCC | 62 |



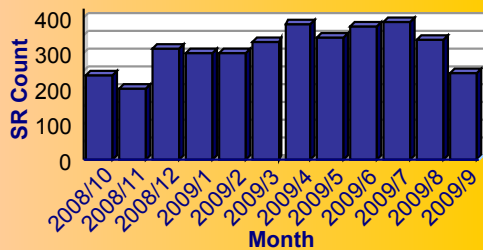
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Litter - DCC
- Animal - Loose - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Mobile Food Inspection - DCC

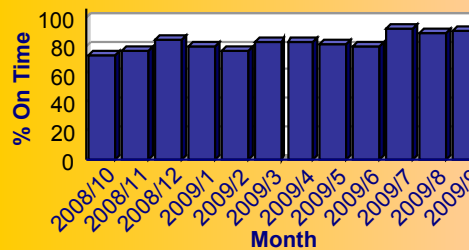
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,733 | 3,426 | 3,006 | 87.7% | 307 | 69 | 22.5% | 82.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

For FY 2008/2009

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 | 573 | 55 | 21 | 38.2% | 38 | 20.0 | 518 | 90.4% | 450 | 86.9% | 471 | 82.2% |
| 2 | Complaint/Compliment - CTY | 560 | 147 | 4 | 2.7% | 10 | 30.2 | 413 | 73.8% | 239 | 57.9% | 243 | 43.4% |
| 3 | Signs - Public Right of Way Eve/Weekends - DCC | 299 | 0 | 0 | N/A | 7 | 0.3 | 299 | 100.0% | 297 | 99.3% | 297 | 99.3% |
| 4 | Litter - DCC | 215 | 21 | 4 | 19.0% | 38 | 29.6 | 194 | 90.2% | 155 | 79.9% | 159 | 74.0% |
| 5 | Animal - Loose - DCC | 209 | 8 | 7 | 87.5% | 40 | 6.8 | 201 | 96.2% | 198 | 98.5% | 205 | 98.1% |
| 6 | Recycling ROLL CART Registration - SAN | 188 | 0 | 0 | N/A | 10 | 3.9 | 188 | 100.0% | 184 | 97.9% | 184 | 97.9% |
| 7 | Dead Animal Pick Up - SAN | 133 | 1 | 0 | 0.0% | 1 | 0.2 | 132 | 99.2% | 131 | 99.2% | 131 | 98.5% |
| 8 | Roll Cart - SAN | 98 | 0 | 0 | N/A | 10 | 2.6 | 98 | 100.0% | 98 | 100.0% | 98 | 100.0% |
| 9 | Fire Inspection - DFD | 81 | 2 | 2 | 100.0% | 60 | 19.8 | 79 | 97.5% | 77 | 97.5% | 79 | 97.5% |
| 10 | Mobile Food Inspection - DCC | 62 | 1 | 1 | 100.0% | 45 | 9.7 | 61 | 98.4% | 61 | 100.0% | 62 | 100.0% |
| 11 | Obstruction Alley/Sidewalk/Street - DCC | 52 | 10 | 6 | 60.0% | 60 | 21.5 | 42 | 80.8% | 42 | 100.0% | 48 | 92.3% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 50 | 0 | 0 | N/A | 3 | 1.4 | 50 | 100.0% | 49 | 98.0% | 49 | 98.0% |
| 13 | Restaurant/Food Complaint - DCC | 44 | 2 | 2 | 100.0% | 45 | 9.2 | 42 | 95.5% | 42 | 100.0% | 44 | 100.0% |
| 14 | Street Spillage/Debris in Right of Way-Hazardous-STS | 43 | 0 | 0 | N/A | 1 | 0.0 | 43 | 100.0% | 43 | 100.0% | 43 | 100.0% |
| 15 | Smoke Detector Request - DFD | 42 | 0 | 0 | N/A | 30 | 4.0 | 42 | 100.0% | 42 | 100.0% | 42 | 100.0% |
| 16 | Parking - Unapproved Surface - Eve/Weekends - DCC | 37 | 0 | 0 | N/A | 10 | 5.1 | 37 | 100.0% | 33 | 89.2% | 33 | 89.2% |
| 17 | Pot hole Repair Routine - STS | 37 | 0 | 0 | N/A | 7 | 0.8 | 37 | 100.0% | 36 | 97.3% | 36 | 97.3% |
| 18 | Garbage - Missed - SAN | 34 | 0 | 0 | N/A | 3 | 1.3 | 34 | 100.0% | 33 | 97.1% | 33 | 97.1% |
| 19 | General - DCC | 31 | 4 | 1 | 25.0% | 38 | 36.0 | 27 | 87.1% | 24 | 88.9% | 25 | 80.6% |
| 20 | Substandard Structure Apts - DCC | 29 | 5 | 5 | 100.0% | 365 | 84.8 | 24 | 82.8% | 24 | 100.0% | 29 | 100.0% |