



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

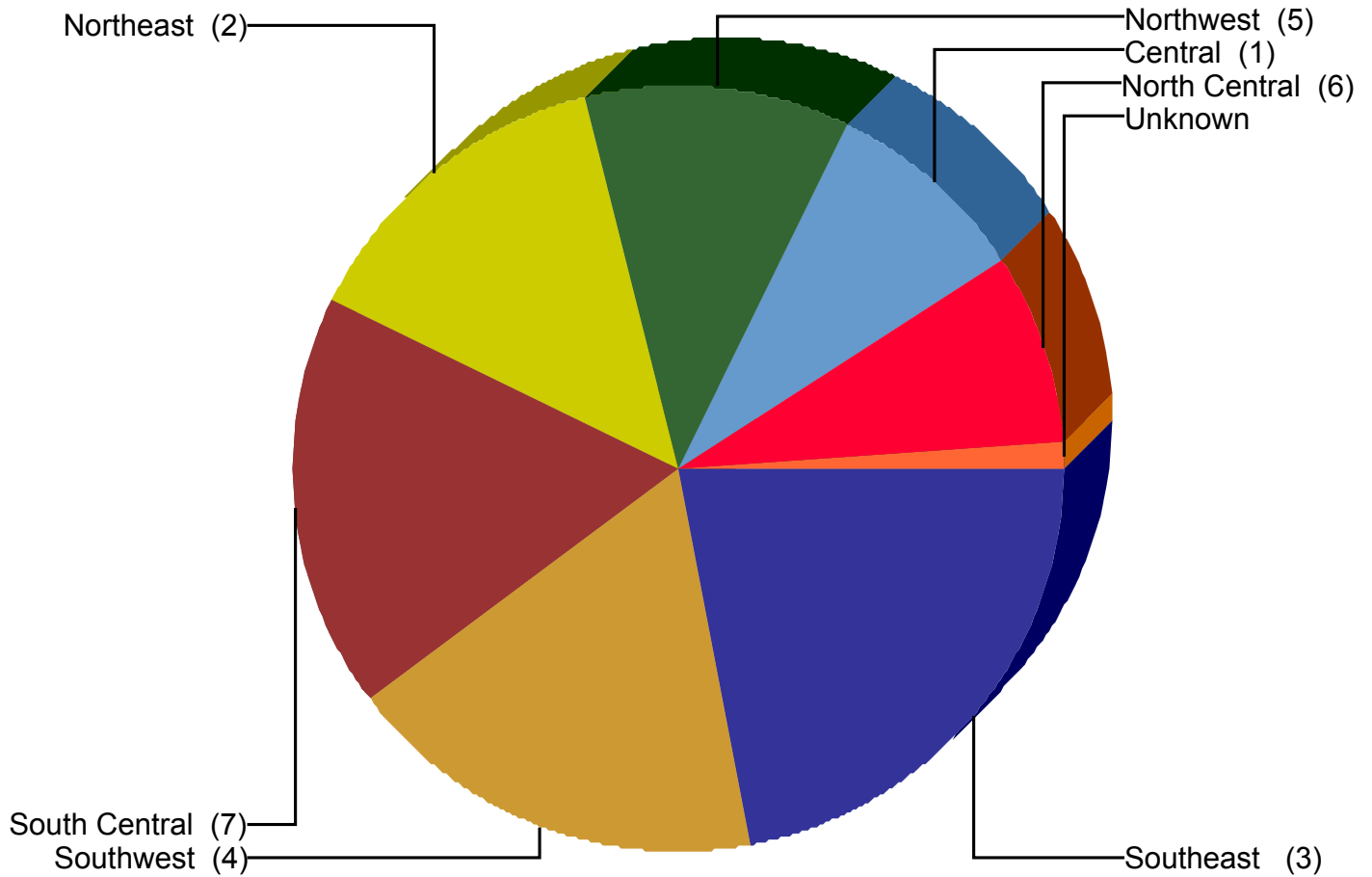
December 2008

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City of Dallas Service Area Report
For December 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,323	8.5%	98.3%
North Central (6)	2,235	8.2%	98.5%
Northeast (2)	3,791	13.9%	99.2%
Northwest (5)	3,049	11.2%	98.7%
South Central (7)	4,730	17.4%	98.2%
Southeast (3)	6,004	22.0%	98.5%
Southwest (4)	4,827	17.7%	98.9%
Unknown	279	1.0%	91.8%
Total	27,238	100.0%	98.5%

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

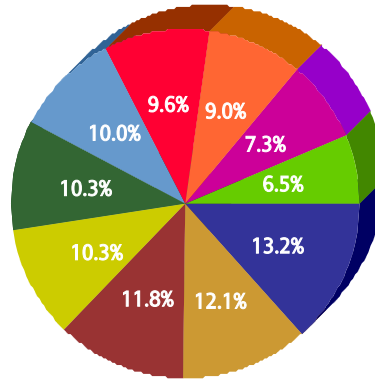


For Citywide

December 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose - DCC	1,637
Garbage - Missed - SAN	1,495
Roll Cart - SAN	1,463
Animal - Loose Aggressive - DCC	1,270
Dead Animal Pick Up - SAN	1,270
Recycling ROLL CART Registration - SAN	1,235
Smoke Detector Request - DFD	1,186
Litter - DCC	1,114
Recyclable Collection Missed (Residential) - SAN	905
Animal - Confined - DCC	803



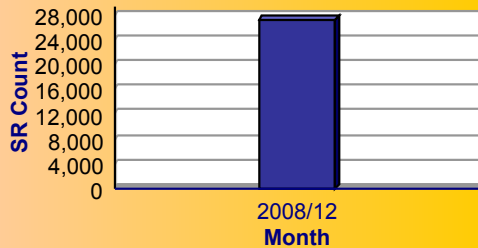
Service

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

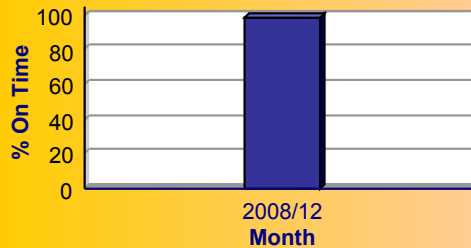
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
27,238	23,155	22,915	99.0%	4,083	3,924	96.1%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose - DCC	1,637	51	51	100.0%	40	2.5	1,586	96.9%	1,586	100.0%	1,637	100.0%
2	Garbage - Missed - SAN	1,495	0	0	N/A	3	0.7	1,495	100.0%	1,488	99.5%	1,488	99.5%
3	Roll Cart - SAN	1,463	29	28	96.6%	10	2.3	1,434	98.0%	1,434	100.0%	1,462	99.9%
4	Animal - Loose Aggressive - DCC	1,270	0	0	N/A	3	0.2	1,270	100.0%	1,264	99.5%	1,264	99.5%
5	Dead Animal Pick Up - SAN	1,270	0	0	N/A	1	0.3	1,270	100.0%	1,257	99.0%	1,257	99.0%
6	Recycling ROLL CART Registration - SAN	1,235	67	64	95.5%	10	3.8	1,168	94.6%	1,163	99.6%	1,227	99.4%
7	Smoke Detector Request - DFD	1,186	117	116	99.1%	30	1.4	1,069	90.1%	1,069	100.0%	1,185	99.9%
8	Litter - DCC	1,114	526	526	100.0%	38	12.0	588	52.8%	588	100.0%	1,114	100.0%
9	Recyclable Collection Missed (Residential) - SAN	905	0	0	N/A	3	1.1	905	100.0%	905	100.0%	905	100.0%
10	Animal - Confined - DCC	803	0	0	N/A	3	0.1	803	100.0%	798	99.4%	798	99.4%
11	24 Hour Parking/Parking Violations - DPD	704	31	28	90.3%	10	4.1	673	95.6%	659	97.9%	687	97.6%
12	High Weeds - DCC	643	220	220	100.0%	38	10.4	423	65.8%	423	100.0%	643	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	634	0	0	N/A	10	0.3	634	100.0%	633	99.8%	633	99.8%
14	Bulky Trash Violations - DCC	547	74	64	86.5%	14	4.9	473	86.5%	433	91.5%	497	90.9%
15	Animal - Sick/Injured - DCC	534	0	0	N/A	3	0.1	534	100.0%	529	99.1%	529	99.1%
16	Fire Inspection - DFD	520	323	323	100.0%	60	9.1	197	37.9%	197	100.0%	520	100.0%
17	Substandard Structure - DCC	479	399	399	100.0%	365	8.4	80	16.7%	80	100.0%	479	100.0%
18	Animal - Cruelty - DCC	447	0	0	N/A	30	0.3	447	100.0%	447	100.0%	447	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	424	215	215	100.0%	60	14.4	209	49.3%	209	100.0%	424	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	398	0	0	N/A	1	0.3	398	100.0%	381	95.7%	381	95.7%

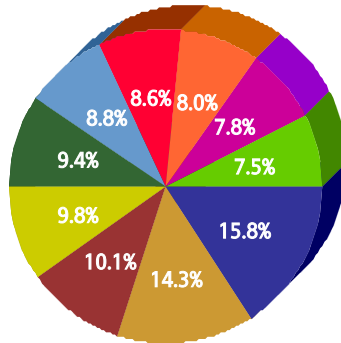


for Central (1)

December 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	131
Roll Cart - SAN	119
Litter - DCC	84
High Weeds - DCC	81
Dead Animal Pick Up - SAN	78
Street Spillage/Debris in Right of Way-Hazardous-ST5	73
Recyclable Collection Missed (Residential) - SAN	71
Traffic Signal - Flashing - PWT	66
Garbage - Missed - SAN	65
Animal - Loose Aggressive - DCC	62



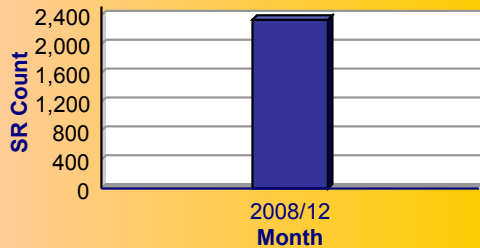
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Recyclable Collection Missed (Residential) - SAN
- Traffic Signal - Flashing - PWT
- Garbage - Missed - SAN
- Animal - Loose Aggressive - DCC

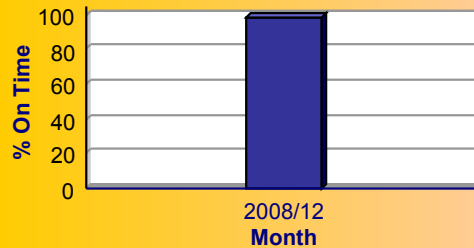
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,323	1,948	1,929	99.0%	375	355	94.7%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	131	11	9	81.8%	10	4.1	120	91.6%	120	100.0%	129	98.5%
2	Roll Cart - SAN	119	2	2	100.0%	10	2.3	117	98.3%	117	100.0%	119	100.0%
3	Litter - DCC	84	54	54	100.0%	38	13.1	30	35.7%	30	100.0%	84	100.0%
4	High Weeds - DCC	81	14	14	100.0%	38	2.8	67	82.7%	67	100.0%	81	100.0%
5	Dead Animal Pick Up - SAN	78	0	0	N/A	1	0.4	78	100.0%	77	98.7%	77	98.7%
6	Street Spillage/Debris in Right of Way-Hazardous-ST5	73	0	0	N/A	1	0.3	73	100.0%	70	95.9%	70	95.9%
7	Recyclable Collection Missed (Residential) - SAN	71	0	0	N/A	3	1.1	71	100.0%	71	100.0%	71	100.0%
8	Traffic Signal - Flashing - PWT	66	0	0	N/A	4	1.2	66	100.0%	66	100.0%	66	100.0%
9	Garbage - Missed - SAN	65	0	0	N/A	3	0.5	65	100.0%	65	100.0%	65	100.0%
10	Animal - Loose Aggressive - DCC	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
11	Animal - Loose - DCC	61	3	3	100.0%	40	3.9	58	95.1%	58	100.0%	61	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	52	28	28	100.0%	60	12.8	24	46.2%	24	100.0%	52	100.0%
13	Animal - Confined - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
14	24 Hour Parking/Parking Violations - DPD	47	4	4	100.0%	10	4.1	43	91.5%	43	100.0%	47	100.0%
15	Animal - Cruelty - DCC	43	0	0	N/A	30	0.4	43	100.0%	43	100.0%	43	100.0%
16	Bulky Trash Violations - DCC	42	2	2	100.0%	14	4.5	40	95.2%	39	97.5%	41	97.6%
17	Fire Inspection - DFD	41	22	22	100.0%	60	4.8	19	46.3%	19	100.0%	41	100.0%
18	Traffic Sign - Maintenance (Other) - PWT	38	8	8	100.0%	40	7.5	30	78.9%	30	100.0%	38	100.0%
19	Graffiti Private Property - Residential/Commercial	37	27	27	100.0%	90	3.3	10	27.0%	10	100.0%	37	100.0%
20	Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH)	37	0	0	N/A	5	0.5	37	100.0%	37	100.0%	37	100.0%
21	Traffic Signal - All Out - PWT	37	0	0	N/A	4	1.1	37	100.0%	37	100.0%	37	100.0%

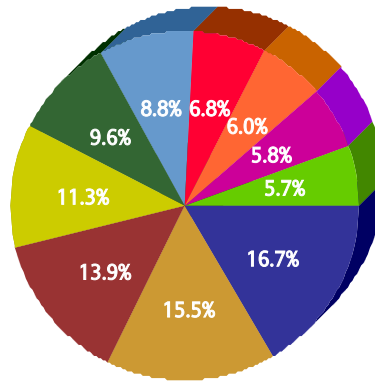


for North Central (6)

December 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	179
Roll Cart - SAN	166
Garbage - Missed - SAN	149
Dead Animal Pick Up - SAN	121
Recyclable Collection Missed (Residential) - SAN	103
Fire Inspection - DFD	94
Bulky Trash Violations - DCC	73
Brush/Bulk Items - Missed - SAN	64
Litter - DCC	62
Animal - Confined - DCC	61



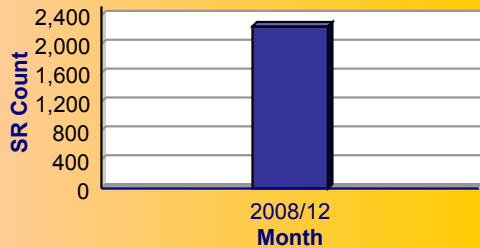
Service

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

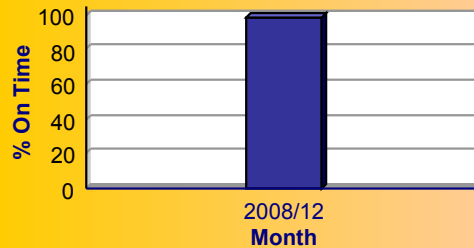
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,235	1,914	1,897	99.1%	321	304	94.7%	98.5%

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)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	179	6	6	100.0%	10	3.9	173	96.6%	173	100.0%	179	100.0%
2	Roll Cart - SAN	166	2	2	100.0%	10	2.2	164	98.8%	164	100.0%	166	100.0%
3	Garbage - Missed - SAN	149	0	0	N/A	3	0.5	149	100.0%	149	100.0%	149	100.0%
4	Dead Animal Pick Up - SAN	121	0	0	N/A	1	0.2	121	100.0%	119	98.3%	119	98.3%
5	Recyclable Collection Missed (Residential) - SAN	103	0	0	N/A	3	1.1	103	100.0%	103	100.0%	103	100.0%
6	Fire Inspection - DFD	94	51	51	100.0%	60	8.4	43	45.7%	43	100.0%	94	100.0%
7	Bulky Trash Violations - DCC	73	2	2	100.0%	14	5.3	71	97.3%	70	98.6%	72	98.6%
8	Brush/Bulk Items - Missed - SAN	64	0	0	N/A	10	2.4	64	100.0%	61	95.3%	61	95.3%
9	Litter - DCC	62	42	42	100.0%	38	12.6	20	32.3%	20	100.0%	62	100.0%
10	Animal - Confined - DCC	61	0	0	N/A	3	0.1	61	100.0%	61	100.0%	61	100.0%
11	Signs - Public Right of Way Eve/Weekends - DCC	58	0	0	N/A	7	0.2	58	100.0%	58	100.0%	58	100.0%
12	Recycling - Roll Cart - SAN	49	0	0	N/A	10	2.4	49	100.0%	49	100.0%	49	100.0%
13	Substandard Structure - DCC	48	36	36	100.0%	365	4.5	12	25.0%	12	100.0%	48	100.0%
14	Animal - Loose Aggressive - DCC	43	0	0	N/A	3	0.2	43	100.0%	43	100.0%	43	100.0%
15	24 Hour Parking/Parking Violations - DPD	39	3	3	100.0%	10	3.6	36	92.3%	34	94.4%	37	94.9%
16	Junk Motor Vehicle - DCC	33	19	19	100.0%	126	13.6	14	42.4%	14	100.0%	33	100.0%
17	Traffic Signal - Timing - PWT	32	0	0	N/A	4	1.5	32	100.0%	32	100.0%	32	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	30	15	15	100.0%	60	14.7	15	50.0%	15	100.0%	30	100.0%
19	Animal - Cruelty - DCC	29	0	0	N/A	30	0.2	29	100.0%	29	100.0%	29	100.0%
20	Substandard Structure Apts - DCC	29	21	21	100.0%	365	10.1	8	27.6%	8	100.0%	29	100.0%

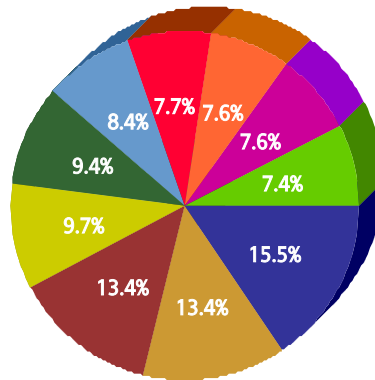


for Northeast (2)

December 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	259
Roll Cart - SAN	225
Recyclable Collection Missed (Residential) - SAN	224
Litter - DCC	162
Garbage - Missed - SAN	158
Animal - Loose Aggressive - DCC	141
Dead Animal Pick Up - SAN	129
Animal - Confined - DCC	127
Bulky Trash Violations - DCC	127
Obstruction Alley/Sidewalk/Street - DCC	124



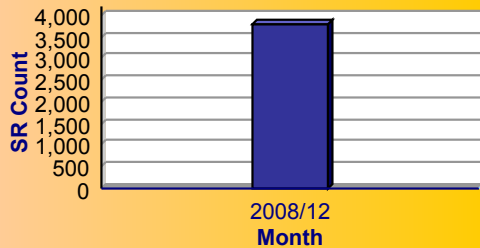
Service

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

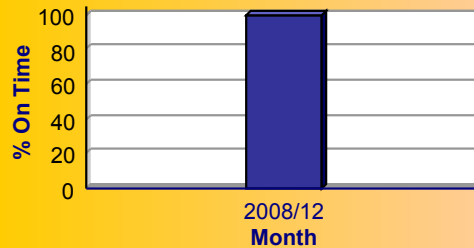
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,791	3,235	3,218	99.5%	556	542	97.5%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	259	8	8	100.0%	10	3.8	251	96.9%	249	99.2%	257	99.2%
2	Roll Cart - SAN	225	5	5	100.0%	10	2.4	220	97.8%	220	100.0%	225	100.0%
3	Recyclable Collection Missed (Residential) - SAN	224	0	0	N/A	3	1.1	224	100.0%	224	100.0%	224	100.0%
4	Litter - DCC	162	64	64	100.0%	38	10.6	98	60.5%	98	100.0%	162	100.0%
5	Garbage - Missed - SAN	158	0	0	N/A	3	0.6	158	100.0%	158	100.0%	158	100.0%
6	Animal - Loose Aggressive - DCC	141	0	0	N/A	3	0.2	141	100.0%	140	99.3%	140	99.3%
7	Dead Animal Pick Up - SAN	129	0	0	N/A	1	0.3	129	100.0%	127	98.4%	127	98.4%
8	Animal - Confined - DCC	127	0	0	N/A	3	0.1	127	100.0%	127	100.0%	127	100.0%
9	Bulky Trash Violations - DCC	127	14	13	92.9%	14	3.1	113	89.0%	113	100.0%	126	99.2%
10	Obstruction Alley/Sidewalk/Street - DCC	124	50	50	100.0%	60	11.7	74	59.7%	74	100.0%	124	100.0%
11	24 Hour Parking/Parking Violations - DPD	118	1	1	100.0%	10	2.9	117	99.2%	117	100.0%	118	100.0%
12	Animal - Sick/Injured - DCC	67	0	0	N/A	3	0.2	67	100.0%	65	97.0%	65	97.0%
13	Animal - Loose - DCC	64	8	8	100.0%	40	5.2	56	87.5%	56	100.0%	64	100.0%
14	Substandard Structure Apts - DCC	64	26	26	100.0%	365	6.9	38	59.4%	38	100.0%	64	100.0%
15	Animal - Cruelty - DCC	63	0	0	N/A	30	0.4	63	100.0%	63	100.0%	63	100.0%
16	Fire Inspection - DFD	59	37	37	100.0%	60	7.7	22	37.3%	22	100.0%	59	100.0%
17	Substandard Structure - DCC	57	51	51	100.0%	365	14.0	6	10.5%	6	100.0%	57	100.0%
18	High Weeds - DCC	56	17	17	100.0%	38	11.9	39	69.6%	39	100.0%	56	100.0%
19	Junk Motor Vehicle - DCC	55	35	35	100.0%	126	9.9	20	36.4%	20	100.0%	55	100.0%
20	Parking - Unapproved Surface - DCC	51	1	0	0.0%	10	1.7	50	98.0%	49	98.0%	49	96.1%

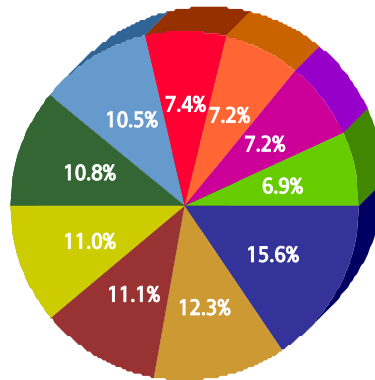


for Northwest (5)

December 2008

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	193
Garbage - Missed - SAN	152
Roll Cart - SAN	138
Recycling ROLL CART Registration - SAN	136
Dead Animal Pick Up - SAN	134
Recyclable Collection Missed (Residential) - SAN	130
Illegal Land Use (Residential/Business) - DCC	92
Animal - Loose Aggressive - DCC	89
Signs - Other - DCC	89
Litter - DCC	85



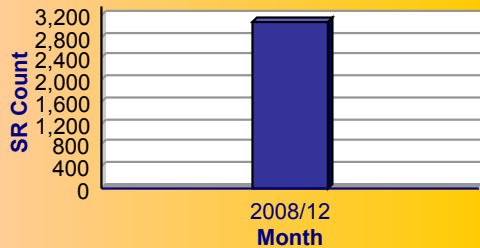
Service

- Fire Inspection - DFD
- Garbage - Missed - SAN
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Illegal Land Use (Residential/Business) - DCC
- Animal - Loose Aggressive - DCC
- Signs - Other - DCC
- Litter - DCC

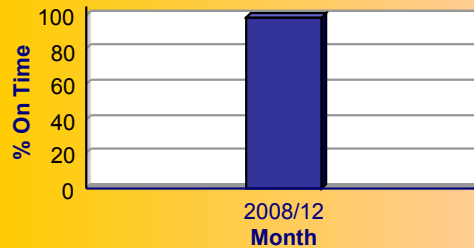
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,049	2,529	2,500	98.9%	520	508	97.7%	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)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	193	114	114	100.0%	60	11.3	79	40.9%	79	100.0%	193	100.0%
2	Garbage - Missed - SAN	152	0	0	N/A	3	0.7	152	100.0%	150	98.7%	150	98.7%
3	Roll Cart - SAN	138	3	3	100.0%	10	2.2	135	97.8%	135	100.0%	138	100.0%
4	Recycling ROLL CART Registration - SAN	136	3	3	100.0%	10	3.9	133	97.8%	133	100.0%	136	100.0%
5	Dead Animal Pick Up - SAN	134	0	0	N/A	1	0.2	134	100.0%	134	100.0%	134	100.0%
6	Recyclable Collection Missed (Residential) - SAN	130	0	0	N/A	3	1.2	130	100.0%	130	100.0%	130	100.0%
7	Illegal Land Use (Residential/Business) - DCC	92	58	58	100.0%	60	10.6	34	37.0%	34	100.0%	92	100.0%
8	Signs - Other - DCC	89	3	0	0.0%	21	13.9	86	96.6%	81	94.2%	81	91.0%
9	Animal - Loose Aggressive - DCC	89	0	0	N/A	3	0.2	89	100.0%	88	98.9%	88	98.9%
10	Litter - DCC	85	31	31	100.0%	38	11.4	54	63.5%	54	100.0%	85	100.0%
11	High Weeds - DCC	73	29	29	100.0%	38	8.6	44	60.3%	44	100.0%	73	100.0%
12	24 Hour Parking/Parking Violations - DPD	73	6	5	83.3%	10	6.1	67	91.8%	64	95.5%	69	94.5%
13	Animal - Confined - DCC	68	0	0	N/A	3	0.2	68	100.0%	67	98.5%	67	98.5%
14	Obstruction Alley/Sidewalk/Street - DCC	59	36	36	100.0%	60	11.2	23	39.0%	23	100.0%	59	100.0%
15	Animal - Loose - DCC	52	2	2	100.0%	40	4.4	50	96.2%	50	100.0%	52	100.0%
16	Bulky Trash Violations - DCC	50	3	2	66.7%	14	2.9	47	94.0%	46	97.9%	48	96.0%
17	Junk Motor Vehicle - DCC	48	26	26	100.0%	126	8.9	22	45.8%	22	100.0%	48	100.0%
18	Animal - Sick/Injured - DCC	47	0	0	N/A	3	0.0	47	100.0%	47	100.0%	47	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	46	0	0	N/A	1	0.3	46	100.0%	44	95.7%	44	95.7%
20	Graffiti Private Property - Residential/Commercial	42	28	28	100.0%	90	8.9	14	33.3%	14	100.0%	42	100.0%

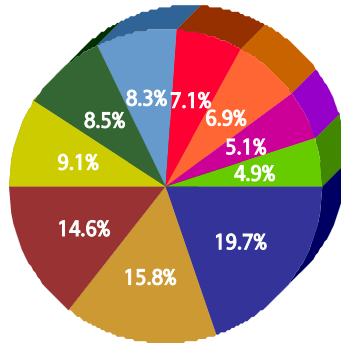


for South Central (7)

December 2008

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	550
Garbage - Missed - SAN	440
Animal - Loose - DCC	408
Dead Animal Pick Up - SAN	254
Animal - Loose Aggressive - DCC	237
Roll Cart - SAN	233
Litter - DCC	197
Parking - Unapproved Surface - Eve/Weekends - DCC	193
Animal - Confined - DCC	143
Recycling ROLL CART Registration - SAN	136



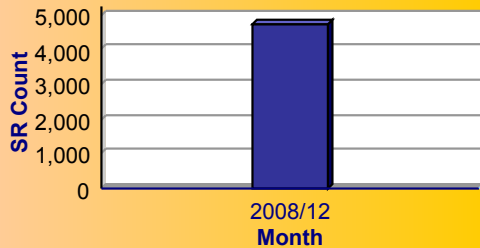
Service

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

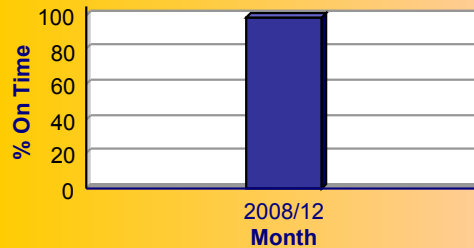
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,730	4,087	4,025	98.5%	643	619	96.3%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for South Central (7)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Smoke Detector Request - DFD	550	29	29	100.0%	30	1.7	521	94.7%	521	100.0%	550	100.0%
2	Garbage - Missed - SAN	440	0	0	N/A	3	0.7	440	100.0%	438	99.5%	438	99.5%
3	Animal - Loose - DCC	408	13	13	100.0%	40	2.0	395	96.8%	395	100.0%	408	100.0%
4	Dead Animal Pick Up - SAN	254	0	0	N/A	1	0.3	254	100.0%	252	99.2%	252	99.2%
5	Animal - Loose Aggressive - DCC	237	0	0	N/A	3	0.1	237	100.0%	237	100.0%	237	100.0%
6	Roll Cart - SAN	233	3	2	66.7%	10	2.0	230	98.7%	230	100.0%	232	99.6%
7	Litter - DCC	197	120	120	100.0%	38	9.6	77	39.1%	77	100.0%	197	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	193	0	0	N/A	10	0.1	193	100.0%	193	100.0%	193	100.0%
9	Animal - Confined - DCC	143	0	0	N/A	3	0.2	143	100.0%	141	98.6%	141	98.6%
10	Recycling ROLL CART Registration - SAN	136	12	12	100.0%	10	3.7	124	91.2%	123	99.2%	135	99.3%
11	Recyclable Collection Missed (Residential) - SAN	129	0	0	N/A	3	1.1	129	100.0%	129	100.0%	129	100.0%
12	24 Hour Parking/Parking Violations - DPD	114	7	5	71.4%	10	5.8	107	93.9%	101	94.4%	106	93.0%
13	Animal - Sick/Injured - DCC	105	0	0	N/A	3	0.2	105	100.0%	104	99.0%	104	99.0%
14	High Weeds - DCC	100	49	49	100.0%	38	10.1	51	51.0%	51	100.0%	100	100.0%
15	Animal - Cruelty - DCC	81	0	0	N/A	30	0.3	81	100.0%	81	100.0%	81	100.0%
16	Junk Motor Vehicle - DCC	73	61	61	100.0%	126	11.9	12	16.4%	12	100.0%	73	100.0%
17	Open and Vacant Structure - DCC	71	16	15	93.8%	30	4.9	55	77.5%	55	100.0%	70	98.6%
18	Bulky Trash Violations - DCC	68	12	9	75.0%	14	11.2	56	82.4%	29	51.8%	38	55.9%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	68	0	0	N/A	1	0.4	68	100.0%	64	94.1%	64	94.1%
20	Illegal Dumping - DCC	62	16	16	100.0%	38	3.5	46	74.2%	46	100.0%	62	100.0%

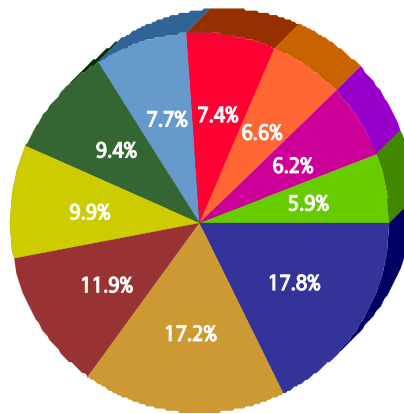


for Southeast (3)

December 2008

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	570
Animal - Loose - DCC	552
Animal - Loose Aggressive - DCC	381
Litter - DCC	318
Dead Animal Pick Up - SAN	300
Roll Cart - SAN	248
Garbage - Missed - SAN	237
Animal - Confined - DCC	213
Substandard Structure - DCC	199
High Weeds - DCC	189



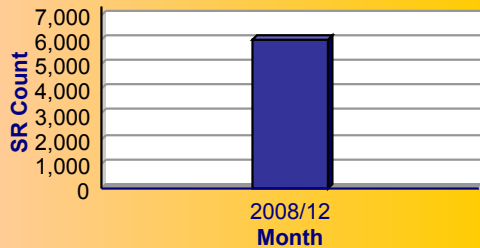
Service

- Smoke Detector Request - DFD
- Animal - Loose - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Substandard Structure - DCC
- High Weeds - DCC

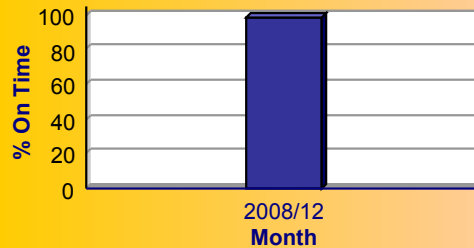
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,004	5,161	5,105	98.9%	843	808	95.8%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Smoke Detector Request - DFD	570	49	49	100.0%	30	0.8	521	91.4%	521	100.0%	570	100.0%
2	Animal - Loose - DCC	552	12	12	100.0%	40	2.6	540	97.8%	540	100.0%	552	100.0%
3	Animal - Loose Aggressive - DCC	381	0	0	N/A	3	0.1	381	100.0%	379	99.5%	379	99.5%
4	Litter - DCC	318	110	110	100.0%	38	13.7	208	65.4%	208	100.0%	318	100.0%
5	Dead Animal Pick Up - SAN	300	0	0	N/A	1	0.3	300	100.0%	297	99.0%	297	99.0%
6	Roll Cart - SAN	248	6	6	100.0%	10	2.4	242	97.6%	242	100.0%	248	100.0%
7	Garbage - Missed - SAN	237	0	0	N/A	3	0.7	237	100.0%	237	100.0%	237	100.0%
8	Animal - Confined - DCC	213	0	0	N/A	3	0.2	213	100.0%	211	99.1%	211	99.1%
9	Substandard Structure - DCC	199	170	170	100.0%	365	7.8	29	14.6%	29	100.0%	199	100.0%
10	High Weeds - DCC	189	45	45	100.0%	38	13.2	144	76.2%	144	100.0%	189	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	186	0	0	N/A	10	0.2	186	100.0%	185	99.5%	185	99.5%
12	Recycling ROLL CART Registration - SAN	172	5	5	100.0%	10	3.6	167	97.1%	167	100.0%	172	100.0%
13	Animal - Sick/Injured - DCC	143	0	0	N/A	3	0.0	143	100.0%	143	100.0%	143	100.0%
14	Open and Vacant Structure - DCC	138	22	17	77.3%	30	5.1	116	84.1%	116	100.0%	133	96.4%
15	24 Hour Parking/Parking Violations - DPD	136	0	0	N/A	10	3.9	136	100.0%	134	98.5%	134	98.5%
16	Bulky Trash Violations - DCC	131	16	16	100.0%	14	4.3	115	87.8%	109	94.8%	125	95.4%
17	Illegal Outside Storage - DCC	128	83	83	100.0%	38	13.2	45	35.2%	45	100.0%	128	100.0%
18	Traffic Sign - Maintenance (Other) - PWT	122	37	37	100.0%	40	7.0	85	69.7%	85	100.0%	122	100.0%
19	Recyclable Collection Missed (Residential) - SAN	115	0	0	N/A	3	1.3	115	100.0%	115	100.0%	115	100.0%
20	Animal - Cruelty - DCC	90	0	0	N/A	30	0.2	90	100.0%	90	100.0%	90	100.0%

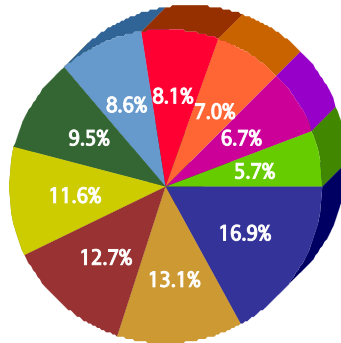


for Southwest (4)

December 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose - DCC	418
Roll Cart - SAN	323
Animal - Loose Aggressive - DCC	315
Garbage - Missed - SAN	288
Dead Animal Pick Up - SAN	236
Recycling ROLL CART Registration - SAN	213
Litter - DCC	201
24 Hour Parking/Parking Violations - DPD	174
Parking - Unapproved Surface - Eve/Weekends - DCC	165
Animal - Confined - DCC	142



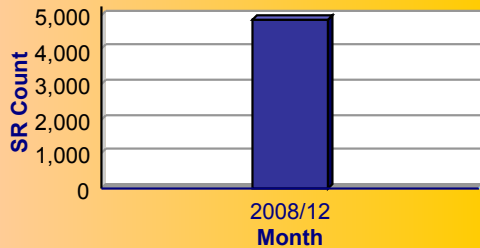
Service

- Animal - Loose - DCC
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC

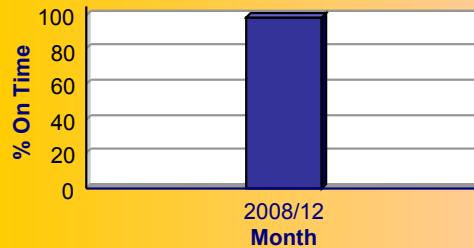
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,827	4,040	4,004	99.1%	787	769	97.7%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose - DCC	418	11	11	100.0%	40	1.9	407	97.4%	407	100.0%	418	100.0%
2	Roll Cart - SAN	323	8	8	100.0%	10	2.3	315	97.5%	315	100.0%	323	100.0%
3	Animal - Loose Aggressive - DCC	315	0	0	N/A	3	0.2	315	100.0%	313	99.4%	313	99.4%
4	Garbage - Missed - SAN	288	0	0	N/A	3	1.0	288	100.0%	285	99.0%	285	99.0%
5	Dead Animal Pick Up - SAN	236	0	0	N/A	1	0.3	236	100.0%	233	98.7%	233	98.7%
6	Recycling ROLL CART Registration - SAN	213	21	20	95.2%	10	3.9	192	90.1%	190	99.0%	210	98.6%
7	Litter - DCC	201	101	101	100.0%	38	11.5	100	49.8%	100	100.0%	201	100.0%
8	24 Hour Parking/Parking Violations - DPD	174	10	10	100.0%	10	3.4	164	94.3%	163	99.4%	173	99.4%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	165	0	0	N/A	10	0.4	165	100.0%	165	100.0%	165	100.0%
10	Animal - Confined - DCC	142	0	0	N/A	3	0.1	142	100.0%	142	100.0%	142	100.0%
11	Recyclable Collection Missed (Residential) - SAN	129	0	0	N/A	3	1.3	129	100.0%	129	100.0%	129	100.0%
12	Animal - Cruelty - DCC	117	0	0	N/A	30	0.3	117	100.0%	117	100.0%	117	100.0%
13	Animal - Sick/Injured - DCC	115	0	0	N/A	3	0.1	115	100.0%	114	99.1%	114	99.1%
14	High Weeds - DCC	113	49	49	100.0%	38	12.4	64	56.6%	64	100.0%	113	100.0%
15	Junk Motor Vehicle - DCC	82	60	60	100.0%	126	7.7	22	26.8%	22	100.0%	82	100.0%
16	Illegal Land Use (Residential/Business) - DCC	81	66	66	100.0%	60	8.8	15	18.5%	15	100.0%	81	100.0%
17	Graffiti Private Property - Residential/Commercial	74	53	53	100.0%	90	6.9	21	28.4%	21	100.0%	74	100.0%
18	Fire Inspection - DFD	73	60	60	100.0%	60	9.2	13	17.8%	13	100.0%	73	100.0%
19	Illegal Outside Storage - DCC	67	39	39	100.0%	38	13.0	28	41.8%	28	100.0%	67	100.0%
20	Snow/Ice Sanding Request-Hazardous-STC (DISPATCH)	60	0	0	N/A	5	1.0	60	100.0%	53	88.3%	53	88.3%

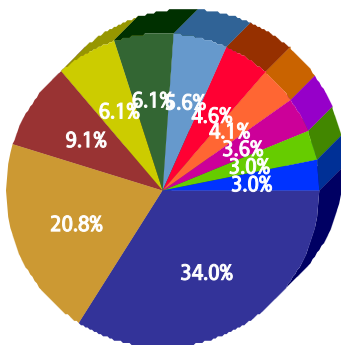


for Unknown

December 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose - DCC	67
Complaint/Compliment - CTY	41
Dead Animal Pick Up - SAN	18
Street Lighting - Maintenance - PWT	12
Street Spillage/Debris in Right of Way-Hazardous-ST5	12
Roll Cart - SAN	11
Recycling ROLL CART Registration - SAN	9
High Weeds - DCC	8
Smoke Detector Request - DFD	7
Garbage - Missed - SAN	6
Signs - Public Right of Way Eve/Weekends - DCC	6



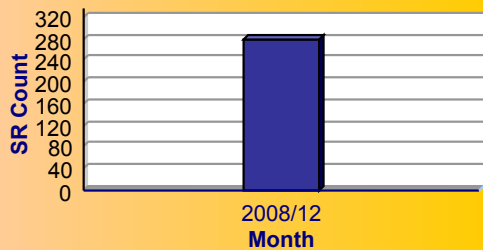
Service

- Animal - Loose - DCC
- Complaint/Compliment - CTY
- Dead Animal Pick Up - SAN
- Street Lighting - Maintenance - PWT
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Smoke Detector Request - DFD
- Garbage - Missed - SAN
- Signs - Public Right of Way Eve/Weekends - DCC

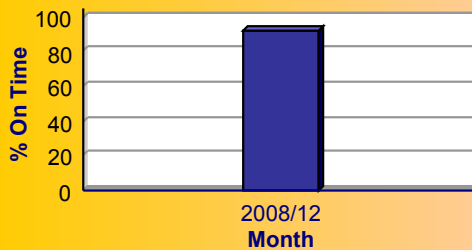
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
279	241	237	98.3%	38	19	50.0%	91.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

December 2008

Performance on the Top 20 by SR Volume Created During the Reporting Period

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose - DCC	67	1	1	100.0%	40	2.1	66	98.5%	66	100.0%	67	100.0%
2	Complaint/Compliment - CTY	41	20	3	15.0%	10	5.1	21	51.2%	17	81.0%	20	48.8%
3	Dead Animal Pick Up - SAN	18	0	0	N/A	1	0.3	18	100.0%	18	100.0%	18	100.0%
4	Street Lighting - Maintenance - PWT	12	2	1	50.0%	10	3.0	10	83.3%	10	100.0%	11	91.7%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	12	0	0	N/A	1	0.0	12	100.0%	12	100.0%	12	100.0%
6	Roll Cart - SAN	11	0	0	N/A	10	2.2	11	100.0%	11	100.0%	11	100.0%
7	Recycling ROLL CART Registration - SAN	9	1	1	100.0%	10	3.4	8	88.9%	8	100.0%	9	100.0%
8	High Weeds - DCC	8	3	3	100.0%	38	19.2	5	62.5%	5	100.0%	8	100.0%
9	Smoke Detector Request - DFD	7	0	0	N/A	30	0.1	7	100.0%	7	100.0%	7	100.0%
10	Garbage - Missed - SAN	6	0	0	N/A	3	0.8	6	100.0%	6	100.0%	6	100.0%
11	Signs - Public Right of Way Eve/Weekends - DCC	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
12	Litter - DCC	5	4	4	100.0%	38	2.0	1	20.0%	1	100.0%	5	100.0%
13	Animal - Sick/Injured - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
14	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	5	0	0	N/A	5	0.0	5	100.0%	5	100.0%	5	100.0%
15	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.2	4	100.0%	4	100.0%	4	100.0%
16	Educational Request - DFD	3	0	0	N/A	10	2.0	3	100.0%	3	100.0%	3	100.0%
17	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	3.7	3	100.0%	3	100.0%	3	100.0%
18	Restaurant/Food Complaint - EHS	3	0	0	N/A	45	6.3	3	100.0%	3	100.0%	3	100.0%
19	Recycling - Roll Cart - SAN	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
20	Pot hole Repair Routine - STS	3	0	0	N/A	7	0.7	3	100.0%	3	100.0%	3	100.0%
21	Street Repair - Hazardous-STS	3	0	0	N/A	1	0.3	3	100.0%	3	100.0%	3	100.0%