



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

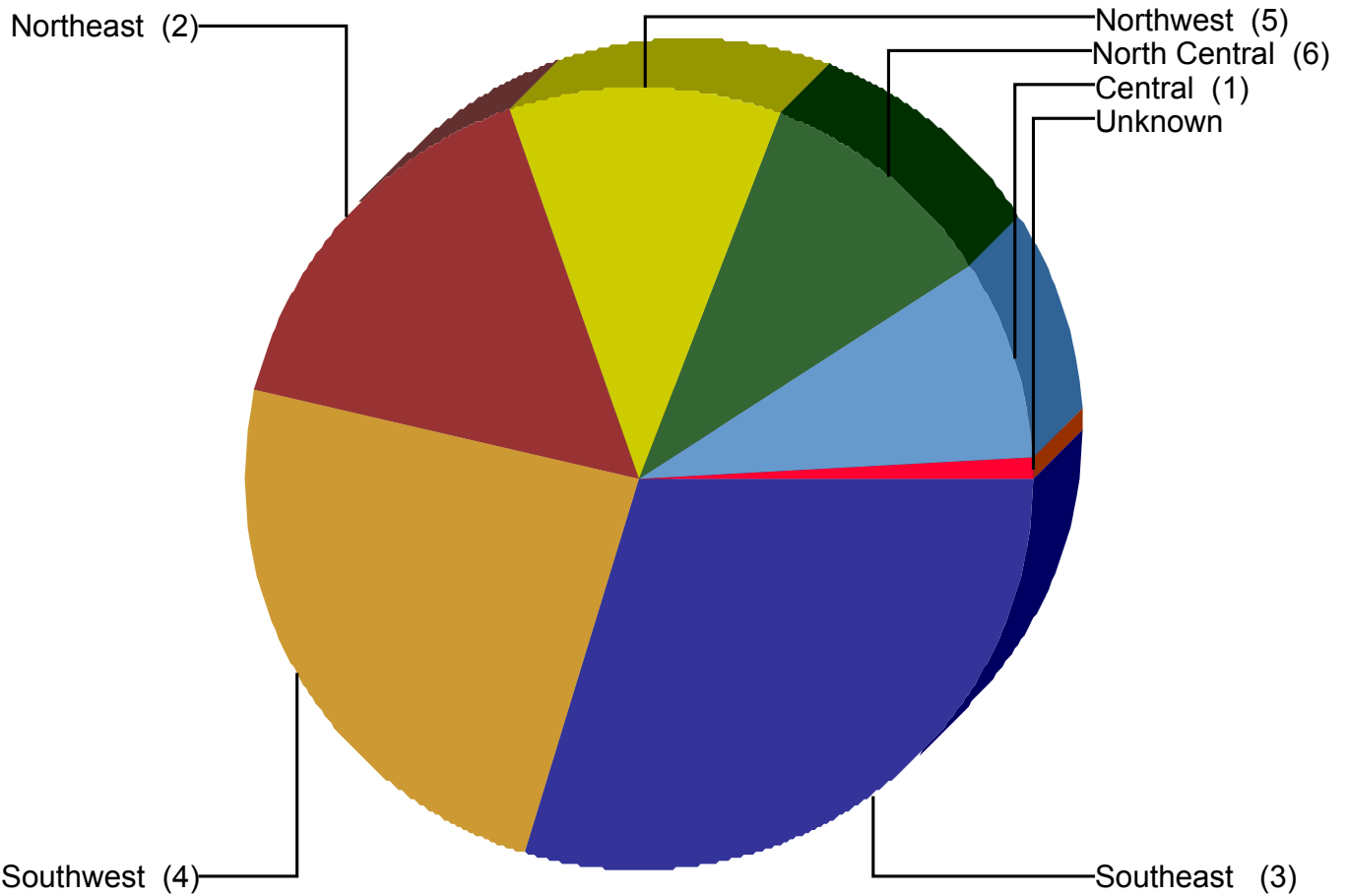
AUGUST 2007

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City of Dallas Service Area Report
For August 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,651	8.1%	98.3%
North Central (6)	4,519	10.1%	97.4%
Northeast (2)	7,152	15.9%	98.5%
Northwest (5)	5,058	11.3%	97.8%
Southeast (3)	13,376	29.8%	99.5%
Southwest (4)	10,690	23.8%	99.0%
Unknown	413	0.9%	91.5%
Total	44,859	100.0%	98.6%

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

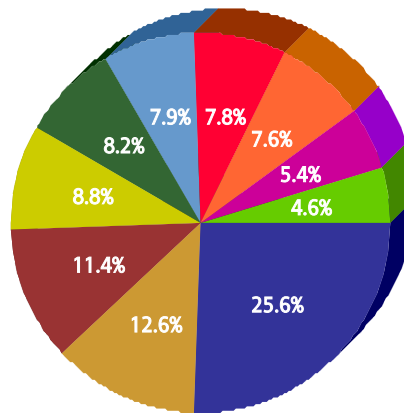


For Citywide

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	5,680
Obstruction Alley/Sidewalk/Street - DCC	2,804
Litter - DCC	2,532
Roll Cart - SAN	1,953
Garbage - Missed - SAN	1,829
Animal - Loose Aggressive - DCC	1,759
Recycling ROLL CART Registration - SAN	1,743
Dead Animal Pick Up - SAN	1,698
Animal - Confined - DCC	1,200
Bulky Trash Violations - DCC	1,022



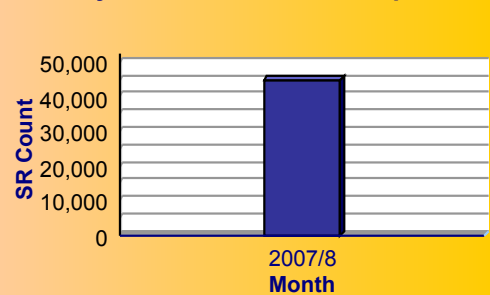
Service

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

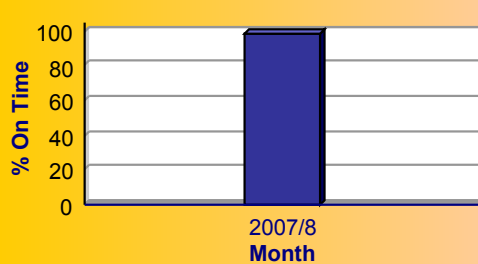
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
44,859	33,689	33,205	98.6%	11,170	11,040	98.8%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

August 2007

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	5,680	2,035	2,035	100.0%	38	6.7	3,645	64.2%	3,645	100.0%	5,680	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	2,804	1,715	1,715	100.0%	60	13.3	1,089	38.8%	1,089	100.0%	2,804	100.0%
3	Litter - DCC	2,532	1,034	1,034	100.0%	38	7.2	1,498	59.2%	1,498	100.0%	2,532	100.0%
4	Roll Cart - SAN	1,953	125	125	100.0%	10	3.5	1,828	93.6%	1,823	99.7%	1,948	99.7%
5	Garbage - Missed - SAN	1,829	84	82	97.6%	6	3.1	1,745	95.4%	1,565	89.7%	1,647	90.0%
6	Animal - Loose Aggressive - DCC	1,759	1	0	0.0%	3	0.2	1,758	99.9%	1,757	99.9%	1,757	99.9%
7	Recycling ROLL CART Registration - SAN	1,743	735	735	100.0%	365	14.3	1,008	57.8%	1,008	100.0%	1,743	100.0%
8	Dead Animal Pick Up - SAN	1,698	1	0	0.0%	1	0.3	1,697	99.9%	1,685	99.3%	1,685	99.2%
9	Animal - Confined - DCC	1,200	1	0	0.0%	3	0.2	1,199	99.9%	1,198	99.9%	1,198	99.8%
10	Bulky Trash Violations - DCC	1,022	97	94	96.9%	14	3.6	925	90.5%	906	97.9%	1,000	97.8%
11	Junk Motor Vehicle - DCC	995	721	721	100.0%	126	9.6	274	27.5%	274	100.0%	995	100.0%
12	24 Hour Parking/Parking Violations - DPD	977	116	115	99.1%	10	3.5	861	88.1%	854	99.2%	969	99.2%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	887	11	11	100.0%	10	0.8	876	98.8%	873	99.7%	884	99.7%
14	Recyclable Collection Missed (Residential) - SAN	822	0	0	N/A	3	1.1	822	100.0%	820	99.8%	820	99.8%
15	Animal - Sick/Injured - DCC	793	1	0	0.0%	3	0.1	792	99.9%	792	100.0%	792	99.9%
16	Animal - Loose - DCC	745	391	391	100.0%	40	19.4	354	47.5%	354	100.0%	745	100.0%
17	Substandard Structure - DCC	725	571	571	100.0%	365	8.3	154	21.2%	154	100.0%	725	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	589	0	0	N/A	1	0.0	589	100.0%	588	99.8%	588	99.8%
19	Fire Inspection - DFD	501	358	358	100.0%	60	9.6	143	28.5%	143	100.0%	501	100.0%
20	Brush/Bulk Items - Missed - SAN	483	22	19	86.4%	10	2.3	461	95.4%	453	98.3%	472	97.7%

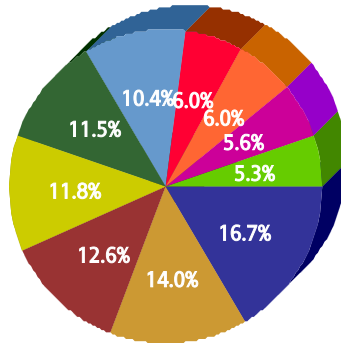


for Central (1)

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	241
Roll Cart - SAN	201
Litter - DCC	182
Obstruction Alley/Sidewalk/Street - DCC	170
Recycling ROLL CART Registration - SAN	165
Garbage - Missed - SAN	150
Recyclable Collection Missed (Residential) - SAN	87
Parking - Unapproved Surface - Eve/Weekends - DCC	86
24 Hour Parking/Parking Violations - DPD	81
Animal - Loose Aggressive - DCC	76



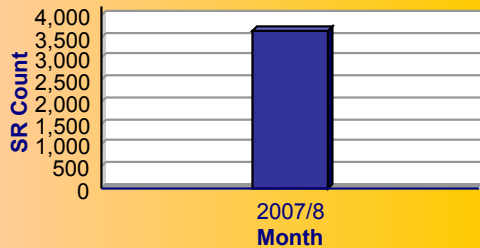
Service

- High Weeds - DCC
- Roll Cart - SAN
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC

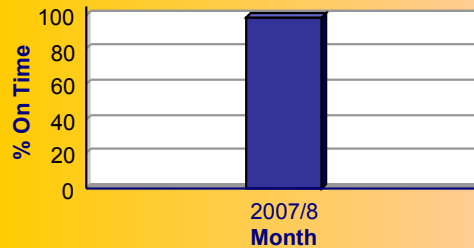
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,651	2,818	2,779	98.6%	833	811	97.4%	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)

August 2007

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	241	80	80	100.0%	38	8.1	161	66.8%	161	100.0%	241	100.0%
2	Roll Cart - SAN	201	16	16	100.0%	10	3.6	185	92.0%	184	99.5%	200	99.5%
3	Litter - DCC	182	83	83	100.0%	38	8.6	99	54.4%	99	100.0%	182	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	170	81	81	100.0%	60	10.7	89	52.4%	89	100.0%	170	100.0%
5	Recycling ROLL CART Registration - SAN	165	63	63	100.0%	365	14.7	102	61.8%	102	100.0%	165	100.0%
6	Garbage - Missed - SAN	150	5	5	100.0%	6	3.1	145	96.7%	129	89.0%	134	89.3%
7	Recyclable Collection Missed (Residential) - SAN	87	0	0	N/A	3	1.0	87	100.0%	87	100.0%	87	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	86	0	0	N/A	10	1.2	86	100.0%	84	97.7%	84	97.7%
9	24 Hour Parking/Parking Violations - DPD	81	11	10	90.9%	10	3.7	70	86.4%	70	100.0%	80	98.8%
10	Animal - Loose Aggressive - DCC	76	0	0	N/A	3	0.2	76	100.0%	76	100.0%	76	100.0%
11	Animal - Confined - DCC	75	0	0	N/A	3	0.1	75	100.0%	75	100.0%	75	100.0%
12	Traffic Signal - Flashing - PWT	75	2	2	100.0%	4	1.1	73	97.3%	73	100.0%	75	100.0%
13	Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.5	67	100.0%	65	97.0%	65	97.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	59	0	0	N/A	1	0.0	59	100.0%	59	100.0%	59	100.0%
15	Fire Inspection - DFD	57	42	42	100.0%	60	10.3	15	26.3%	15	100.0%	57	100.0%
16	Animal - Sick/Injured - DCC	55	1	0	0.0%	3	0.1	54	98.2%	54	100.0%	54	98.2%
17	Street Repair - Routine-STS	54	29	29	100.0%	90	7.9	25	46.3%	25	100.0%	54	100.0%
18	Brush/Bulk Items - Missed - SAN	43	0	0	N/A	10	3.6	43	100.0%	40	93.0%	40	93.0%
19	Substandard Structure - DCC	43	31	31	100.0%	365	3.9	12	27.9%	12	100.0%	43	100.0%
20	Traffic Signal - Timing - PWT	43	1	1	100.0%	4	1.2	42	97.7%	42	100.0%	43	100.0%

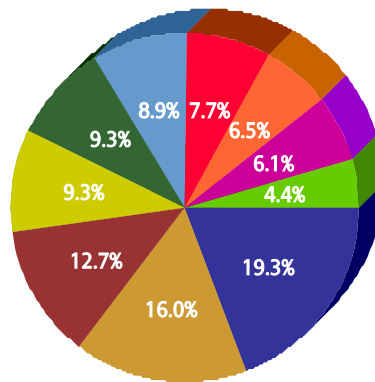


for North Central (6)

August 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	420
Garbage - Missed - SAN	348
Roll Cart - SAN	277
High Weeds - DCC	202
Recyclable Collection Missed (Residential) - SAN	202
Obstruction Alley/Sidewalk/Street - DCC	195
Bulky Trash Violations - DCC	167
Dead Animal Pick Up - SAN	141
Animal - Confined - DCC	132
24 Hour Parking/Parking Violations - DPD	97



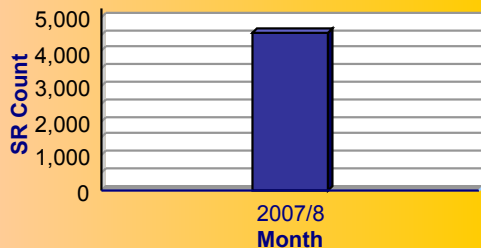
Service

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD

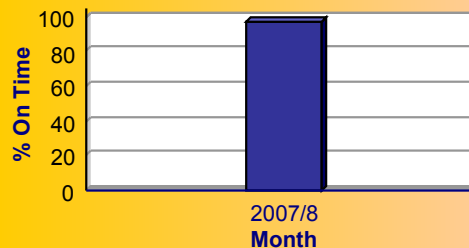
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,519	3,735	3,624	97.0%	784	776	99.0%	97.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for North Central (6)

August 2007

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	420	160	160	100.0%	365	13.4	260	61.9%	260	100.0%	420	100.0%
2	Garbage - Missed - SAN	348	27	27	100.0%	6	4.7	321	92.2%	252	78.5%	279	80.2%
3	Roll Cart - SAN	277	16	16	100.0%	10	3.2	261	94.2%	260	99.6%	276	99.6%
4	High Weeds - DCC	202	43	43	100.0%	38	8.7	159	78.7%	159	100.0%	202	100.0%
5	Recyclable Collection Missed (Residential) - SAN	202	0	0	N/A	3	1.1	202	100.0%	202	100.0%	202	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	195	114	114	100.0%	60	11.2	81	41.5%	81	100.0%	195	100.0%
7	Bulky Trash Violations - DCC	167	17	17	100.0%	14	2.9	150	89.8%	149	99.3%	166	99.4%
8	Dead Animal Pick Up - SAN	141	0	0	N/A	1	0.3	141	100.0%	141	100.0%	141	100.0%
9	Animal - Confined - DCC	132	0	0	N/A	3	0.1	132	100.0%	132	100.0%	132	100.0%
10	24 Hour Parking/Parking Violations - DPD	97	6	6	100.0%	10	4.0	91	93.8%	89	97.8%	95	97.9%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	81	0	0	N/A	1	0.0	81	100.0%	81	100.0%	81	100.0%
12	Recycling - Roll Cart - SAN	72	6	6	100.0%	10	4.0	66	91.7%	65	98.5%	71	98.6%
13	Sanitation Property Damage - SAN	70	35	35	100.0%	28	6.7	35	50.0%	35	100.0%	70	100.0%
14	Street Repair - Routine-STS	67	17	17	100.0%	90	5.7	50	74.6%	50	100.0%	67	100.0%
15	Fire Inspection - DFD	61	39	39	100.0%	60	9.0	22	36.1%	22	100.0%	61	100.0%
16	Brush/Bulk Items - Missed - SAN	60	2	2	100.0%	10	4.2	58	96.7%	55	94.8%	57	95.0%
17	Animal - Sick/Injured - DCC	59	0	0	N/A	3	0.1	59	100.0%	59	100.0%	59	100.0%
18	Signs - Public Right of Way Eve/Weekends - DCC	59	1	1	100.0%	7	0.5	58	98.3%	58	100.0%	59	100.0%
19	Traffic Signal - Timing - PWT	58	6	6	100.0%	4	1.4	52	89.7%	52	100.0%	58	100.0%
20	Alley Repair - Routine-STS	57	21	21	100.0%	90	6.3	36	63.2%	36	100.0%	57	100.0%

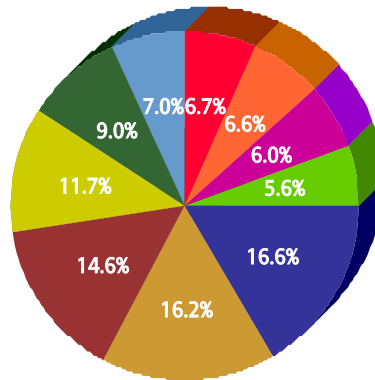


for Northeast (2)

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	545
Obstruction Alley/Sidewalk/Street - DCC	533
Recycling ROLL CART Registration - SAN	481
Roll Cart - SAN	386
Garbage - Missed - SAN	297
Recyclable Collection Missed (Residential) - SAN	229
Dead Animal Pick Up - SAN	220
Animal - Confined - DCC	217
Litter - DCC	198
Bulky Trash Violations - DCC	185



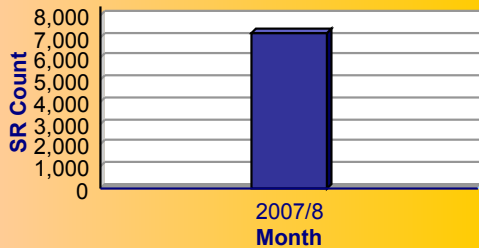
Service

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

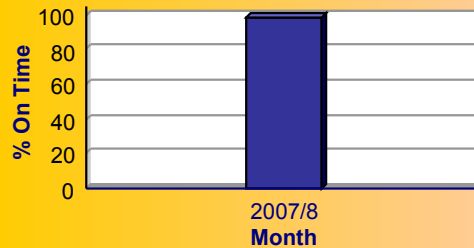
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,152	5,459	5,369	98.4%	1,693	1,676	99.0%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)

August 2007

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	545	211	211	100.0%	38	9.0	334	61.3%	334	100.0%	545	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	533	322	322	100.0%	60	12.5	211	39.6%	211	100.0%	533	100.0%
3	Recycling ROLL CART Registration - SAN	481	207	207	100.0%	365	14.1	274	57.0%	274	100.0%	481	100.0%
4	Roll Cart - SAN	386	30	30	100.0%	10	3.5	356	92.2%	356	100.0%	386	100.0%
5	Garbage - Missed - SAN	297	25	25	100.0%	6	3.3	272	91.6%	246	90.4%	271	91.2%
6	Recyclable Collection Missed (Residential) - SAN	229	0	0	N/A	3	1.0	229	100.0%	229	100.0%	229	100.0%
7	Dead Animal Pick Up - SAN	220	0	0	N/A	1	0.3	220	100.0%	218	99.1%	218	99.1%
8	Animal - Confined - DCC	217	0	0	N/A	3	0.2	217	100.0%	217	100.0%	217	100.0%
9	Litter - DCC	198	96	96	100.0%	38	8.9	102	51.5%	102	100.0%	198	100.0%
10	Bulky Trash Violations - DCC	185	17	17	100.0%	14	3.4	168	90.8%	166	98.8%	183	98.9%
11	Substandard Structure Apts - DCC	153	62	62	100.0%	365	6.6	91	59.5%	91	100.0%	153	100.0%
12	Animal - Loose Aggressive - DCC	147	1	0	0.0%	3	0.2	146	99.3%	146	100.0%	146	99.3%
13	24 Hour Parking/Parking Violations - DPD	146	7	7	100.0%	10	2.4	139	95.2%	139	100.0%	146	100.0%
14	A/C Inoperable Apts - DCC	113	0	0	N/A	7	1.7	113	100.0%	113	100.0%	113	100.0%
15	Tree down/low limbs - Emergency-STS	112	0	0	N/A	5	0.1	112	100.0%	112	100.0%	112	100.0%
16	Fire Inspection - DFD	111	86	86	100.0%	60	8.6	25	22.5%	25	100.0%	111	100.0%
17	Illegal Garbage/Placement - DCC	103	48	48	100.0%	60	7.1	55	53.4%	55	100.0%	103	100.0%
18	Animal - Sick/Injured - DCC	98	0	0	N/A	3	0.2	98	100.0%	98	100.0%	98	100.0%
19	Junk Motor Vehicle - DCC	97	53	53	100.0%	126	8.4	44	45.4%	44	100.0%	97	100.0%
20	Brush/Bulk Items - Missed - SAN	87	3	3	100.0%	10	2.7	84	96.6%	83	98.8%	86	98.9%

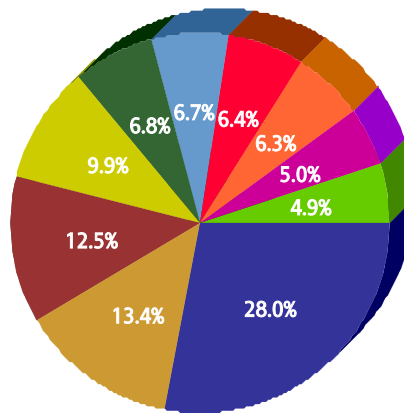


for Northwest (5)

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	772
Litter - DCC	370
Garbage - Missed - SAN	344
Obstruction Alley/Sidewalk/Street - DCC	273
Junk Motor Vehicle - DCC	188
Dead Animal Pick Up - SAN	185
Roll Cart - SAN	175
Animal - Loose Aggressive - DCC	174
Animal - Confined - DCC	137
Recycling ROLL CART Registration - SAN	136



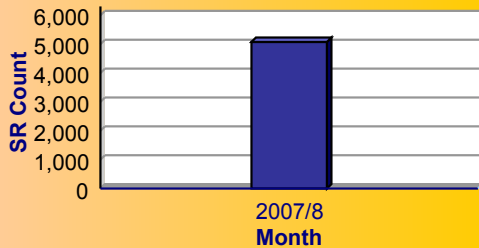
Service

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

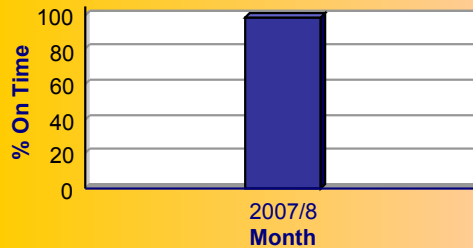
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,058	3,779	3,680	97.4%	1,279	1,267	99.1%	97.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

August 2007

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	772	316	316	100.0%	38	7.1	456	59.1%	456	100.0%	772	100.0%
2	Litter - DCC	370	133	133	100.0%	38	7.5	237	64.1%	237	100.0%	370	100.0%
3	Garbage - Missed - SAN	344	14	14	100.0%	6	4.5	330	95.9%	268	81.2%	282	82.0%
4	Obstruction Alley/Sidewalk/Street - DCC	273	110	110	100.0%	60	14.9	163	59.7%	163	100.0%	273	100.0%
5	Junk Motor Vehicle - DCC	188	158	158	100.0%	126	9.1	30	16.0%	30	100.0%	188	100.0%
6	Dead Animal Pick Up - SAN	185	0	0	N/A	1	0.3	185	100.0%	185	100.0%	185	100.0%
7	Roll Cart - SAN	175	11	11	100.0%	10	3.3	164	93.7%	164	100.0%	175	100.0%
8	Animal - Loose Aggressive - DCC	174	0	0	N/A	3	0.2	174	100.0%	174	100.0%	174	100.0%
9	Animal - Confined - DCC	137	0	0	N/A	3	0.2	137	100.0%	136	99.3%	136	99.3%
10	Recycling ROLL CART Registration - SAN	136	53	53	100.0%	365	13.5	83	61.0%	83	100.0%	136	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	131	0	0	N/A	1	0.0	131	100.0%	131	100.0%	131	100.0%
12	24 Hour Parking/Parking Violations - DPD	107	15	15	100.0%	10	5.8	92	86.0%	89	96.7%	104	97.2%
13	Animal - Sick/Injured - DCC	95	0	0	N/A	3	0.2	95	100.0%	95	100.0%	95	100.0%
14	Animal - Loose - DCC	81	32	32	100.0%	40	18.2	49	60.5%	49	100.0%	81	100.0%
15	Substandard Structure - DCC	68	57	57	100.0%	365	6.1	11	16.2%	11	100.0%	68	100.0%
16	Recyclable Collection Missed (Residential) - SAN	59	0	0	N/A	3	1.1	59	100.0%	59	100.0%	59	100.0%
17	Traffic Signal - Flashing - PWT	59	9	9	100.0%	4	1.4	50	84.7%	49	98.0%	58	98.3%
18	Street Repair - Routine-STS	58	18	18	100.0%	90	4.5	40	69.0%	40	100.0%	58	100.0%
19	Fire Inspection - DFD	57	45	45	100.0%	60	4.3	12	21.1%	12	100.0%	57	100.0%
20	Bulky Trash Violations - DCC	55	8	8	100.0%	14	4.8	47	85.5%	43	91.5%	51	92.7%

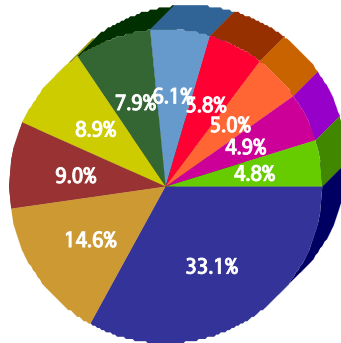


for Southeast (3)

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,560
Litter - DCC	1,128
Obstruction Alley/Sidewalk/Street - DCC	692
Animal - Loose Aggressive - DCC	686
Dead Animal Pick Up - SAN	610
Parking - Unapproved Surface - Eve/Weekends - DCC	469
Roll Cart - SAN	450
Substandard Structure - DCC	384
Garbage - Missed - SAN	380
Junk Motor Vehicle - DCC	370



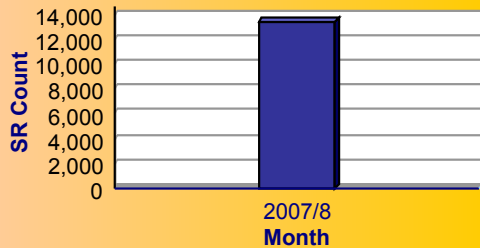
Service

- High Weeds - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- Garbage - Missed - SAN
- Junk Motor Vehicle - DCC

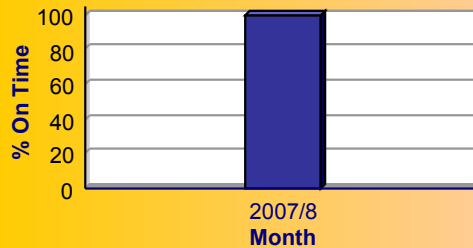
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,376	10,047	9,991	99.4%	3,329	3,312	99.5%	99.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

August 2007

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	2,560	731	731	100.0%	38	5.4	1,829	71.4%	1,829	100.0%	2,560	100.0%
2	Litter - DCC	1,128	364	364	100.0%	38	5.8	764	67.7%	764	100.0%	1,128	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	692	464	464	100.0%	60	12.8	228	32.9%	228	100.0%	692	100.0%
4	Animal - Loose Aggressive - DCC	686	0	0	N/A	3	0.2	686	100.0%	686	100.0%	686	100.0%
5	Dead Animal Pick Up - SAN	610	0	0	N/A	1	0.3	610	100.0%	605	99.2%	605	99.2%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	469	5	5	100.0%	10	0.7	464	98.9%	463	99.8%	468	99.8%
7	Roll Cart - SAN	450	30	30	100.0%	10	3.4	420	93.3%	419	99.8%	449	99.8%
8	Substandard Structure - DCC	384	326	326	100.0%	365	9.8	58	15.1%	58	100.0%	384	100.0%
9	Garbage - Missed - SAN	380	8	8	100.0%	6	1.5	372	97.9%	372	100.0%	380	100.0%
10	Junk Motor Vehicle - DCC	370	279	279	100.0%	126	10.7	91	24.6%	91	100.0%	370	100.0%
11	Animal - Confined - DCC	319	0	0	N/A	3	0.2	319	100.0%	319	100.0%	319	100.0%
12	Bulky Trash Violations - DCC	302	27	25	92.6%	14	4.1	275	91.1%	271	98.5%	296	98.0%
13	Smoke Detector Request - DFD	302	15	15	100.0%	30	5.4	287	95.0%	287	100.0%	302	100.0%
14	24 Hour Parking/Parking Violations - DPD	291	45	45	100.0%	10	2.9	246	84.5%	246	100.0%	291	100.0%
15	Animal - Sick/Injured - DCC	270	0	0	N/A	3	0.1	270	100.0%	270	100.0%	270	100.0%
16	Animal - Loose - DCC	261	141	141	100.0%	40	18.4	120	46.0%	120	100.0%	261	100.0%
17	Recycling ROLL CART Registration - SAN	225	104	104	100.0%	365	15.7	121	53.8%	121	100.0%	225	100.0%
18	Open and Vacant Structure - DCC	191	39	38	97.4%	30	5.2	152	79.6%	152	100.0%	190	99.5%
19	A/C Inoperable Apts - DCC	173	0	0	N/A	7	2.7	173	100.0%	164	94.8%	164	94.8%
20	Illegal Outside Storage - DCC	162	78	78	100.0%	38	15.3	84	51.9%	84	100.0%	162	100.0%

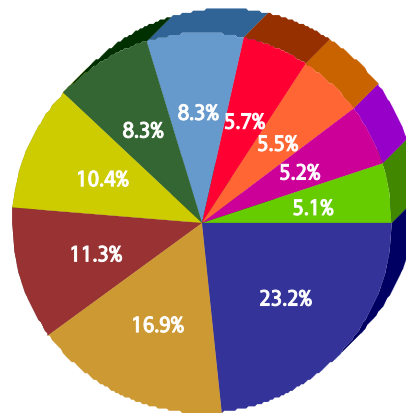


for Southwest (4)

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,286
Obstruction Alley/Sidewalk/Street - DCC	935
Animal - Loose Aggressive - DCC	626
Litter - DCC	577
Dead Animal Pick Up - SAN	462
Roll Cart - SAN	457
Animal - Confined - DCC	315
Recycling ROLL CART Registration - SAN	305
Garbage - Missed - SAN	289
Junk Motor Vehicle - DCC	282



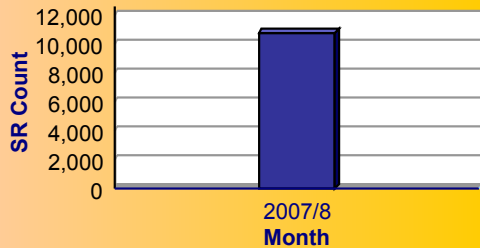
Service

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

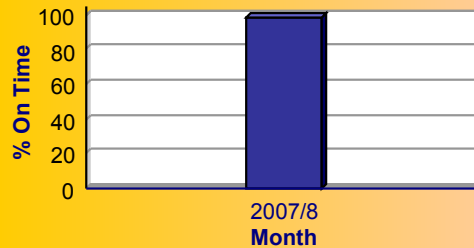
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
10,690	7,582	7,502	98.9%	3,108	3,080	99.1%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

August 2007

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	1,286	616	616	100.0%	38	8.2	670	52.1%	670	100.0%	1,286	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	935	620	620	100.0%	60	14.8	315	33.7%	315	100.0%	935	100.0%
3	Animal - Loose Aggressive - DCC	626	0	0	N/A	3	0.2	626	100.0%	625	99.8%	625	99.8%
4	Litter - DCC	577	325	325	100.0%	38	9.6	252	43.7%	252	100.0%	577	100.0%
5	Dead Animal Pick Up - SAN	462	1	0	0.0%	1	0.4	461	99.8%	458	99.3%	458	99.1%
6	Roll Cart - SAN	457	21	21	100.0%	10	3.8	436	95.4%	434	99.5%	455	99.6%
7	Animal - Confined - DCC	315	1	0	0.0%	3	0.2	314	99.7%	314	100.0%	314	99.7%
8	Recycling ROLL CART Registration - SAN	305	143	143	100.0%	365	15.5	162	53.1%	162	100.0%	305	100.0%
9	Garbage - Missed - SAN	289	3	3	100.0%	6	1.8	286	99.0%	281	98.3%	284	98.3%
10	Junk Motor Vehicle - DCC	282	206	206	100.0%	126	9.8	76	27.0%	76	100.0%	282	100.0%
11	Bulky Trash Violations - DCC	272	26	25	96.2%	14	3.7	246	90.4%	239	97.2%	264	97.1%
12	Animal - Loose - DCC	253	143	143	100.0%	40	19.6	110	43.5%	110	100.0%	253	100.0%
13	24 Hour Parking/Parking Violations - DPD	252	32	32	100.0%	10	3.6	220	87.3%	218	99.1%	250	99.2%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	235	6	6	100.0%	10	0.5	229	97.4%	229	100.0%	235	100.0%
15	Animal - Sick/Injured - DCC	214	0	0	N/A	3	0.1	214	100.0%	214	100.0%	214	100.0%
16	Brush/Bulk Items - Missed - SAN	154	5	3	60.0%	10	1.3	149	96.8%	149	100.0%	152	98.7%
17	Substandard Structure - DCC	149	115	115	100.0%	365	8.9	34	22.8%	34	100.0%	149	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	140	0	0	N/A	1	0.1	140	100.0%	139	99.3%	139	99.3%
19	Recyclable Collection Missed (Residential) - SAN	139	0	0	N/A	3	1.1	139	100.0%	138	99.3%	138	99.3%
20	Street Repair - Routine-STS	134	64	64	100.0%	90	7.8	70	52.2%	70	100.0%	134	100.0%

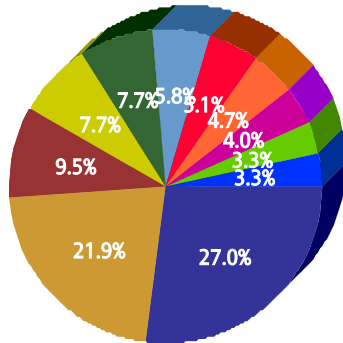


for Unknown

August 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	74
Complaint/Compliment - CTY	60
Fire Inspection - DFD	26
Garbage - Missed - SAN	21
Litter - DCC	21
Animal - Loose - DCC	16
A/C Inoperable Apts - DCC	14
Dead Animal Pick Up - SAN	13
Recycling ROLL CART Registration - SAN	11
Restaurant/Food Complaint - EHS	9
Street Spillage/Debris in Right of Way-Hazardous-STs	9



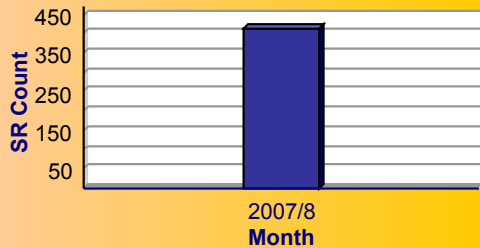
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Fire Inspection - DFD
- Garbage - Missed - SAN
- Litter - DCC
- Animal - Loose - DCC
- A/C Inoperable Apts - DCC
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Restaurant/Food Complaint - EHS
- Street Spillage/Debris in Right of Way-Hazardous-STs

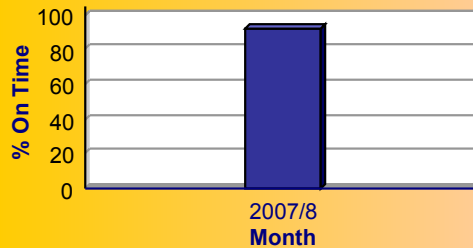
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
413	269	260	96.7%	144	118	81.9%	91.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

August 2007

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	74	38	38	100.0%	38	5.2	36	48.6%	36	100.0%	74	100.0%
2	Complaint/Compliment - CTY	60	32	12	37.5%	10	6.1	28	46.7%	24	85.7%	36	60.0%
3	Fire Inspection - DFD	26	15	15	100.0%	60	6.5	11	42.3%	11	100.0%	26	100.0%
4	Litter - DCC	21	12	12	100.0%	38	5.6	9	42.9%	9	100.0%	21	100.0%
5	Garbage - Missed - SAN	21	2	0	0.0%	6	3.6	19	90.5%	17	89.5%	17	81.0%
6	Animal - Loose - DCC	16	8	8	100.0%	40	22.4	8	50.0%	8	100.0%	16	100.0%
7	A/C Inoperable Apts - DCC	14	0	0	N/A	7	2.7	14	100.0%	14	100.0%	14	100.0%
8	Dead Animal Pick Up - SAN	13	0	0	N/A	1	0.2	13	100.0%	13	100.0%	13	100.0%
9	Recycling ROLL CART Registration - SAN	11	5	5	100.0%	365	9.7	6	54.5%	6	100.0%	11	100.0%
10	Restaurant/Food Complaint - EHS	9	1	1	100.0%	45	3.5	8	88.9%	8	100.0%	9	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	9	0	0	N/A	1	0.0	9	100.0%	9	100.0%	9	100.0%
12	Substandard Structure Apts - DCC	8	3	3	100.0%	365	4.0	5	62.5%	5	100.0%	8	100.0%
13	Roll Cart - SAN	7	1	1	100.0%	10	3.0	6	85.7%	6	100.0%	7	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	6	4	4	100.0%	60	0.5	2	33.3%	2	100.0%	6	100.0%
15	Animal - Confined - DCC	5	0	0	N/A	3	0.4	5	100.0%	5	100.0%	5	100.0%
16	Recyclable Collection Missed (Residential) - SAN	5	0	0	N/A	3	1.0	5	100.0%	5	100.0%	5	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	5	0	0	N/A	7	0.0	5	100.0%	5	100.0%	5	100.0%
18	Pothole Repair Routine - STS	5	0	0	N/A	5	0.0	5	100.0%	5	100.0%	5	100.0%
19	Motor Vehicle Repair Violation - DCC	4	0	0	N/A	40	6.2	4	100.0%	4	100.0%	4	100.0%
20	Junk Motor Vehicle Apts - DCC	4	3	3	100.0%	126	2.0	1	25.0%	1	100.0%	4	100.0%
21	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	4	2	2	100.0%	10	1.5	2	50.0%	2	100.0%	4	100.0%
22	Illegal Food Vending - EHS	4	0	0	N/A	45	3.8	4	100.0%	4	100.0%	4	100.0%
23	Street Repair - Routine-STS	4	2	2	100.0%	90	9.0	2	50.0%	2	100.0%	4	100.0%
24	Traffic Signal - All Out - PWT	4	0	0	N/A	4	1.0	4	100.0%	4	100.0%	4	100.0%