



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

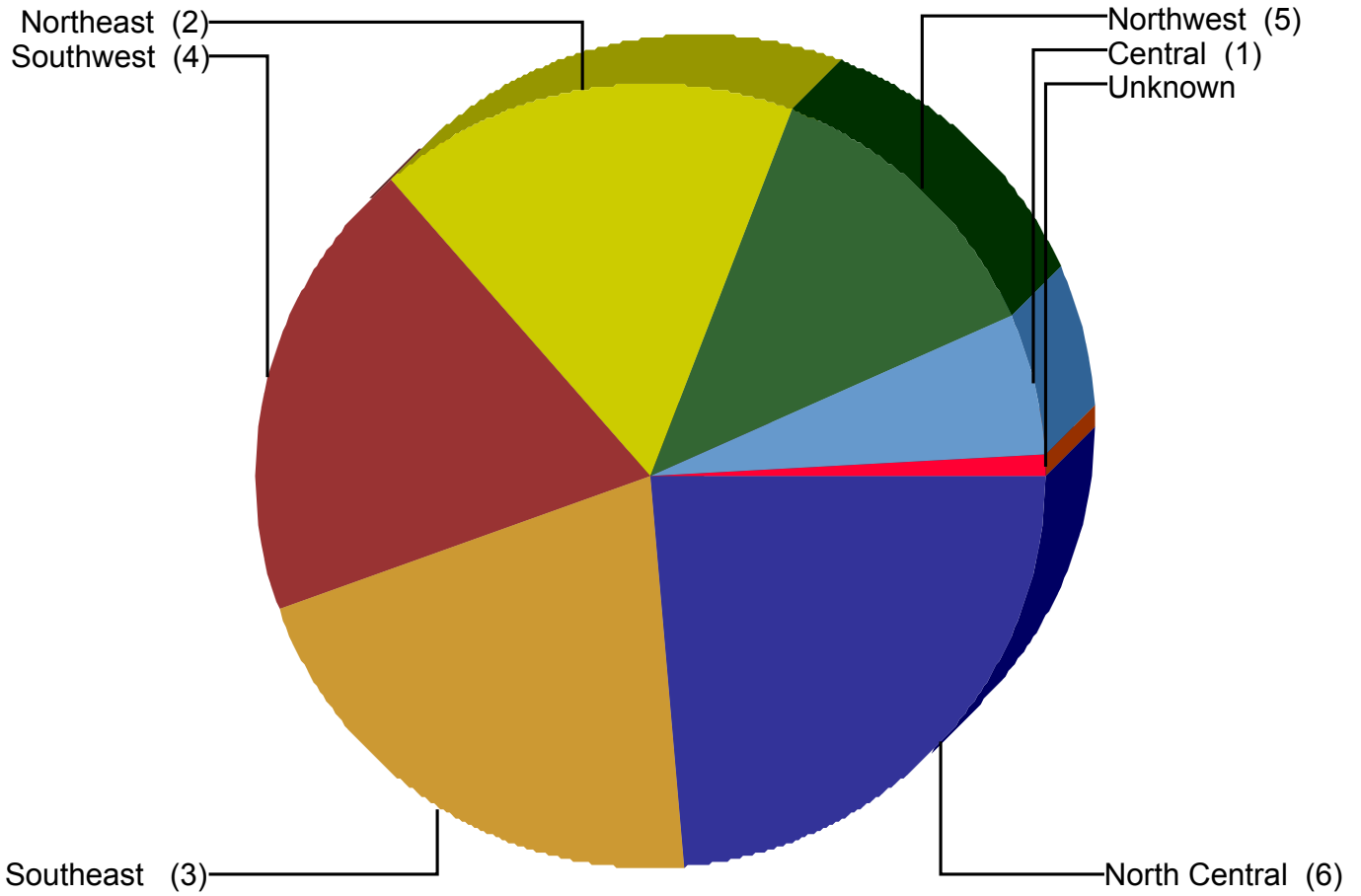
DECEMBER 2006

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City of Dallas Service Area Report
For December 2006



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|---------------|---------------------|----------------------|
| Central (1) | 2,786 | 5.8% | 98.8% |
| North Central (6) | 11,336 | 23.6% | 99.4% |
| Northeast (2) | 8,201 | 17.1% | 99.2% |
| Northwest (5) | 6,026 | 12.6% | 99.6% |
| Southeast (3) | 9,994 | 20.8% | 99.3% |
| Southwest (4) | 9,221 | 19.2% | 99.3% |
| Unknown | 437 | 0.9% | 99.3% |
| Total | 48,001 | 100.0% | 99.3% |

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

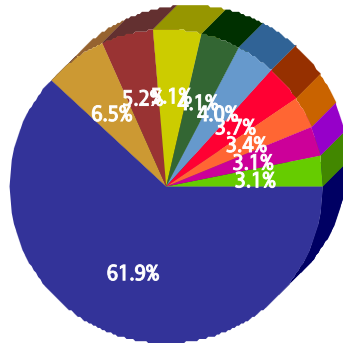


For Citywide

December 2006

Top 10 Services

| SR Type | Service Request Count |
|---------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 19,959 |
| Litter - DCC | 2,094 |
| High Weeds - DCC | 1,665 |
| Animal - Loose Aggressive - DCC | 1,658 |
| Roll Cart - SAN | 1,330 |
| Dead Animal Pick Up - SAN | 1,300 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,186 |
| Substandard Structure - DCC | 1,093 |
| Animal - Confined - DCC | 998 |
| Junk Motor Vehicle - DCC | 987 |



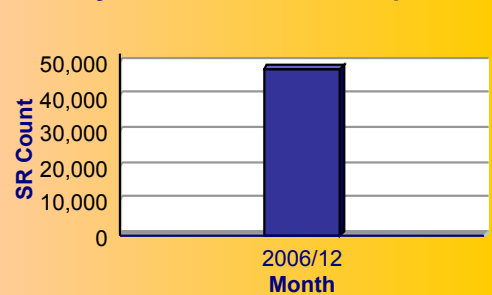
Service

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

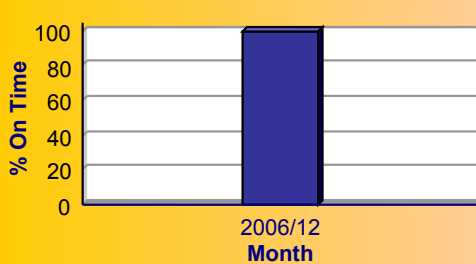
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 48,001 | 22,401 | 22,128 | 98.8% | 25,600 | 25,544 | 99.8% | 99.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 19,959 | 19,771 | 19,771 | 100.0% | 365 | 11.2 | 188 | 0.9% | 188 | 100.0% | 19,959 | 100.0% |
| 2 | Litter - DCC | 2,094 | 823 | 823 | 100.0% | 38 | 13.2 | 1,271 | 60.7% | 1,271 | 100.0% | 2,094 | 100.0% |
| 3 | High Weeds - DCC | 1,665 | 607 | 607 | 100.0% | 38 | 12.4 | 1,058 | 63.5% | 1,058 | 100.0% | 1,665 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 1,658 | 0 | 0 | N/A | 3 | 0.2 | 1,658 | 100.0% | 1,649 | 99.5% | 1,649 | 99.5% |
| 5 | Roll Cart - SAN | 1,330 | 3 | 3 | 100.0% | 10 | 5.2 | 1,327 | 99.8% | 1,288 | 97.1% | 1,291 | 97.1% |
| 6 | Dead Animal Pick Up - SAN | 1,300 | 0 | 0 | N/A | 1 | 0.3 | 1,300 | 100.0% | 1,286 | 98.9% | 1,286 | 98.9% |
| 7 | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,186 | 2 | 2 | 100.0% | 10 | 0.7 | 1,184 | 99.8% | 1,179 | 99.6% | 1,181 | 99.6% |
| 8 | Substandard Structure - DCC | 1,093 | 897 | 897 | 100.0% | 365 | 9.2 | 196 | 17.9% | 196 | 100.0% | 1,093 | 100.0% |
| 9 | Animal - Confined - DCC | 998 | 0 | 0 | N/A | 3 | 0.2 | 998 | 100.0% | 993 | 99.5% | 993 | 99.5% |
| 10 | Junk Motor Vehicle - DCC | 987 | 633 | 633 | 100.0% | 126 | 11.1 | 354 | 35.9% | 354 | 100.0% | 987 | 100.0% |
| 11 | Garbage - Missed - SAN | 962 | 0 | 0 | N/A | 6 | 2.2 | 962 | 100.0% | 934 | 97.1% | 934 | 97.1% |
| 12 | Illegal Garbage/Placement - DCC | 767 | 255 | 255 | 100.0% | 60 | 9.9 | 512 | 66.8% | 512 | 100.0% | 767 | 100.0% |
| 13 | Dumpster Violation - DCC | 717 | 559 | 559 | 100.0% | 60 | 7.6 | 158 | 22.0% | 158 | 100.0% | 717 | 100.0% |
| 14 | Obstruction Alley/Sidewalk/Street - DCC | 689 | 365 | 365 | 100.0% | 60 | 15.1 | 324 | 47.0% | 324 | 100.0% | 689 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 662 | 0 | 0 | N/A | 10 | 3.5 | 662 | 100.0% | 656 | 99.1% | 656 | 99.1% |
| 16 | Illegal Outside Storage - DCC | 643 | 332 | 332 | 100.0% | 38 | 12.6 | 311 | 48.4% | 311 | 100.0% | 643 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 592 | 0 | 0 | N/A | 1 | 0.0 | 592 | 100.0% | 591 | 99.8% | 591 | 99.8% |
| 18 | Bulky Trash Violations - DCC | 560 | 9 | 3 | 33.3% | 14 | 2.9 | 551 | 98.4% | 538 | 97.6% | 541 | 96.6% |
| 19 | Animal - Sick/Injured - DCC | 526 | 0 | 0 | N/A | 3 | 0.2 | 526 | 100.0% | 522 | 99.2% | 522 | 99.2% |
| 20 | Animal - Loose - DCC | 483 | 52 | 52 | 100.0% | 40 | 14.7 | 431 | 89.2% | 431 | 100.0% | 483 | 100.0% |

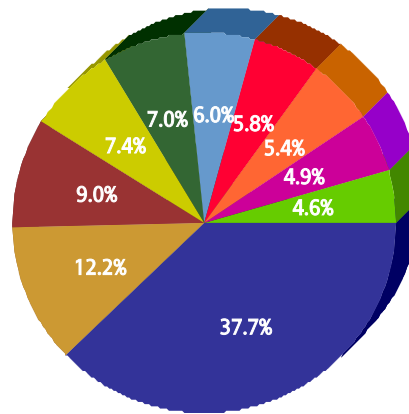


for Central (1)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|----------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 535 |
| Litter - DCC | 173 |
| High Weeds - DCC | 128 |
| Dumpster Violation - DCC | 105 |
| Roll Cart - SAN | 100 |
| Substandard Structure - DCC | 85 |
| Fire Inspection - DFD | 82 |
| Animal - Loose Aggressive - DCC | 77 |
| Garbage - Missed - SAN | 70 |
| Dead Animal Pick Up - SAN | 65 |



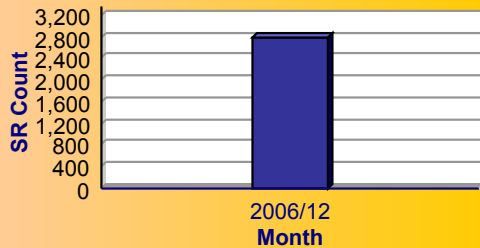
Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- High Weeds - DCC
- Dumpster Violation - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- Fire Inspection - DFD
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN

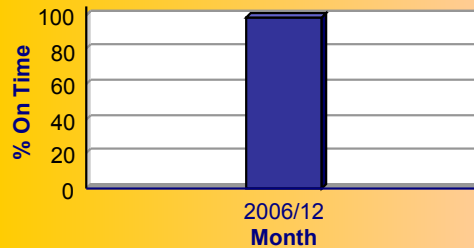
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,786 | 1,752 | 1,728 | 98.6% | 1,034 | 1,025 | 99.1% | 98.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 535 | 518 | 518 | 100.0% | 365 | 11.7 | 17 | 3.2% | 17 | 100.0% | 535 | 100.0% |
| 2 | Litter - DCC | 173 | 67 | 67 | 100.0% | 38 | 12.2 | 106 | 61.3% | 106 | 100.0% | 173 | 100.0% |
| 3 | High Weeds - DCC | 128 | 67 | 67 | 100.0% | 38 | 11.6 | 61 | 47.7% | 61 | 100.0% | 128 | 100.0% |
| 4 | Dumpster Violation - DCC | 105 | 52 | 52 | 100.0% | 60 | 12.6 | 53 | 50.5% | 53 | 100.0% | 105 | 100.0% |
| 5 | Roll Cart - SAN | 100 | 0 | 0 | N/A | 10 | 5.4 | 100 | 100.0% | 95 | 95.0% | 95 | 95.0% |
| 6 | Substandard Structure - DCC | 85 | 70 | 70 | 100.0% | 365 | 8.0 | 15 | 17.6% | 15 | 100.0% | 85 | 100.0% |
| 7 | Fire Inspection - DFD | 82 | 35 | 35 | 100.0% | 60 | 3.8 | 47 | 57.3% | 47 | 100.0% | 82 | 100.0% |
| 8 | Animal - Loose Aggressive - DCC | 77 | 0 | 0 | N/A | 3 | 0.2 | 77 | 100.0% | 76 | 98.7% | 76 | 98.7% |
| 9 | Garbage - Missed - SAN | 70 | 0 | 0 | N/A | 6 | 2.5 | 70 | 100.0% | 69 | 98.6% | 69 | 98.6% |
| 10 | Dead Animal Pick Up - SAN | 65 | 0 | 0 | N/A | 1 | 0.4 | 65 | 100.0% | 64 | 98.5% | 64 | 98.5% |
| 11 | Illegal Outside Storage - DCC | 62 | 39 | 39 | 100.0% | 38 | 12.1 | 23 | 37.1% | 23 | 100.0% | 62 | 100.0% |
| 12 | Obstruction Alley/Sidewalk/Street - DCC | 57 | 48 | 48 | 100.0% | 60 | 12.1 | 9 | 15.8% | 9 | 100.0% | 57 | 100.0% |
| 13 | Traffic Signal - Flashing - PWT | 54 | 0 | 0 | N/A | 4 | 2.1 | 54 | 100.0% | 54 | 100.0% | 54 | 100.0% |
| 14 | Animal - Confined - DCC | 53 | 0 | 0 | N/A | 3 | 0.1 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |
| 15 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 53 | 0 | 0 | N/A | 1 | 0.0 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 46 | 0 | 0 | N/A | 10 | 3.1 | 46 | 100.0% | 45 | 97.8% | 45 | 97.8% |
| 17 | Signs - Other - DCC | 45 | 4 | 4 | 100.0% | 21 | 11.2 | 41 | 91.1% | 41 | 100.0% | 45 | 100.0% |
| 18 | Junk Motor Vehicle - DCC | 44 | 33 | 33 | 100.0% | 126 | 12.4 | 11 | 25.0% | 11 | 100.0% | 44 | 100.0% |
| 19 | Animal - Sick/Injured - DCC | 36 | 0 | 0 | N/A | 3 | 0.2 | 36 | 100.0% | 36 | 100.0% | 36 | 100.0% |
| 20 | Graffiti Private Property - Residential/Commercial | 35 | 21 | 21 | 100.0% | 90 | 5.9 | 14 | 40.0% | 14 | 100.0% | 35 | 100.0% |

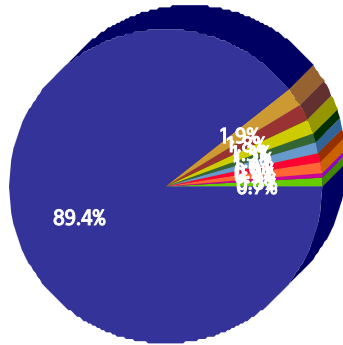


for North Central (6)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|------------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 8,780 |
| Roll Cart - SAN | 190 |
| Garbage - Missed - SAN | 178 |
| Illegal Garbage/Placement - DCC | 123 |
| Litter - DCC | 122 |
| Animal - Confined - DCC | 100 |
| Recyclable Collection Missed (Residential) - SAN | 93 |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 88 |
| Dead Animal Pick Up - SAN | 77 |
| Animal - Loose Aggressive - DCC | 70 |



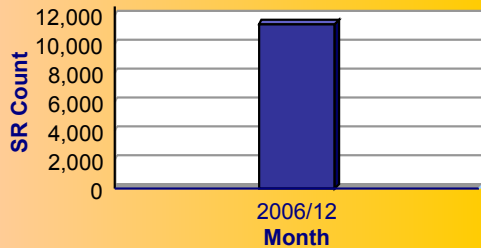
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Illegal Garbage/Placement - DCC
- Litter - DCC
- Animal - Confined - DCC
- Recyclable Collection Missed (Residential) - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC

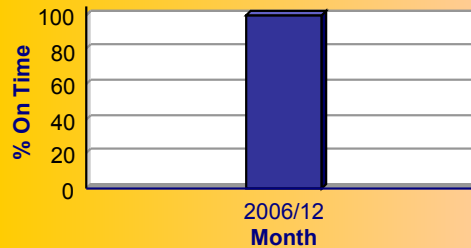
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 11,336 | 2,354 | 2,298 | 97.6% | 8,982 | 8,971 | 99.9% | 99.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for North Central (6)

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 8,780 | 8,744 | 8,744 | 100.0% | 365 | 13.0 | 36 | 0.4% | 36 | 100.0% | 8,780 | 100.0% |
| 2 | Roll Cart - SAN | 190 | 1 | 1 | 100.0% | 10 | 6.2 | 189 | 99.5% | 177 | 93.7% | 178 | 93.7% |
| 3 | Garbage - Missed - SAN | 178 | 0 | 0 | N/A | 6 | 2.6 | 178 | 100.0% | 171 | 96.1% | 171 | 96.1% |
| 4 | Illegal Garbage/Placement - DCC | 123 | 7 | 7 | 100.0% | 60 | 10.0 | 116 | 94.3% | 116 | 100.0% | 123 | 100.0% |
| 5 | Litter - DCC | 122 | 8 | 8 | 100.0% | 38 | 14.6 | 114 | 93.4% | 114 | 100.0% | 122 | 100.0% |
| 6 | Animal - Confined - DCC | 100 | 0 | 0 | N/A | 3 | 0.1 | 100 | 100.0% | 100 | 100.0% | 100 | 100.0% |
| 7 | Recyclable Collection Missed (Residential) - SAN | 93 | 0 | 0 | N/A | 3 | 0.9 | 93 | 100.0% | 92 | 98.9% | 92 | 98.9% |
| 8 | Street Spillage/Debris in Right of Way-Hazardous-STS | 88 | 0 | 0 | N/A | 1 | 0.0 | 88 | 100.0% | 88 | 100.0% | 88 | 100.0% |
| 9 | Dead Animal Pick Up - SAN | 77 | 0 | 0 | N/A | 1 | 0.3 | 77 | 100.0% | 77 | 100.0% | 77 | 100.0% |
| 10 | Animal - Loose Aggressive - DCC | 70 | 0 | 0 | N/A | 3 | 0.2 | 70 | 100.0% | 69 | 98.6% | 69 | 98.6% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 59 | 0 | 0 | N/A | 10 | 4.0 | 59 | 100.0% | 59 | 100.0% | 59 | 100.0% |
| 12 | Substandard Structure - DCC | 50 | 34 | 34 | 100.0% | 365 | 9.6 | 16 | 32.0% | 16 | 100.0% | 50 | 100.0% |
| 13 | Substandard Structure Apts - DCC | 47 | 18 | 18 | 100.0% | 365 | 8.9 | 29 | 61.7% | 29 | 100.0% | 47 | 100.0% |
| 14 | Traffic Signal - Timing - PWT | 45 | 0 | 0 | N/A | 4 | 1.6 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 15 | Street Lighting - Maintenance - PWT | 44 | 0 | 0 | N/A | 4 | 0.9 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 16 | Traffic Signal - Flashing - PWT | 43 | 0 | 0 | N/A | 4 | 1.9 | 43 | 100.0% | 43 | 100.0% | 43 | 100.0% |
| 17 | Animal - Sick/Injured - DCC | 42 | 0 | 0 | N/A | 3 | 0.0 | 42 | 100.0% | 42 | 100.0% | 42 | 100.0% |
| 18 | Street Repair - Routine-STS | 42 | 1 | 1 | 100.0% | 90 | 4.5 | 41 | 97.6% | 41 | 100.0% | 42 | 100.0% |
| 19 | Bulky Trash Violations - DCC | 41 | 0 | 0 | N/A | 14 | 3.4 | 41 | 100.0% | 38 | 92.7% | 38 | 92.7% |
| 20 | Obstruction Alley/Sidewalk/Street - DCC | 41 | 13 | 13 | 100.0% | 60 | 13.5 | 28 | 68.3% | 28 | 100.0% | 41 | 100.0% |

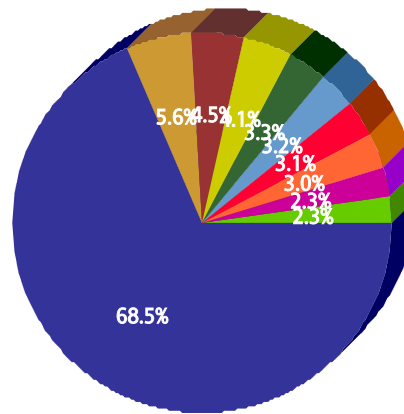


for Northeast (2)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|-----------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 3,861 |
| Litter - DCC | 316 |
| Roll Cart - SAN | 254 |
| Obstruction Alley/Sidewalk/Street - DCC | 231 |
| Animal - Loose Aggressive - DCC | 188 |
| Animal - Confined - DCC | 178 |
| Dead Animal Pick Up - SAN | 176 |
| Garbage - Missed - SAN | 169 |
| Bulky Trash Violations - DCC | 132 |
| High Weeds - DCC | 131 |



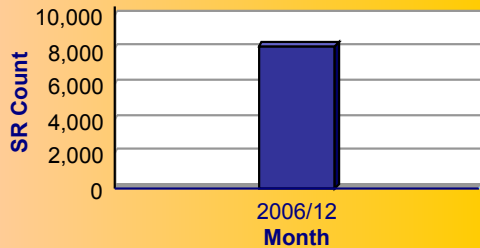
Service

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

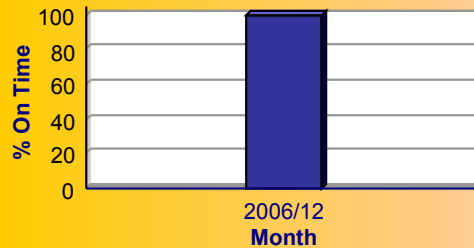
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 8,201 | 3,729 | 3,670 | 98.4% | 4,472 | 4,463 | 99.8% | 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 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 3,861 | 3,735 | 3,735 | 100.0% | 365 | 10.4 | 126 | 3.3% | 126 | 100.0% | 3,861 | 100.0% |
| 2 | Litter - DCC | 316 | 108 | 108 | 100.0% | 38 | 12.2 | 208 | 65.8% | 208 | 100.0% | 316 | 100.0% |
| 3 | Roll Cart - SAN | 254 | 2 | 2 | 100.0% | 10 | 6.2 | 252 | 99.2% | 240 | 95.2% | 242 | 95.3% |
| 4 | Obstruction Alley/Sidewalk/Street - DCC | 231 | 147 | 147 | 100.0% | 60 | 16.3 | 84 | 36.4% | 84 | 100.0% | 231 | 100.0% |
| 5 | Animal - Loose Aggressive - DCC | 188 | 0 | 0 | N/A | 3 | 0.2 | 188 | 100.0% | 185 | 98.4% | 185 | 98.4% |
| 6 | Animal - Confined - DCC | 178 | 0 | 0 | N/A | 3 | 0.3 | 178 | 100.0% | 175 | 98.3% | 175 | 98.3% |
| 7 | Dead Animal Pick Up - SAN | 176 | 0 | 0 | N/A | 1 | 0.4 | 176 | 100.0% | 173 | 98.3% | 173 | 98.3% |
| 8 | Garbage - Missed - SAN | 169 | 0 | 0 | N/A | 6 | 2.1 | 169 | 100.0% | 165 | 97.6% | 165 | 97.6% |
| 9 | Bulky Trash Violations - DCC | 132 | 1 | 0 | 0.0% | 14 | 3.4 | 131 | 99.2% | 131 | 100.0% | 131 | 99.2% |
| 10 | High Weeds - DCC | 131 | 37 | 37 | 100.0% | 38 | 13.0 | 94 | 71.8% | 94 | 100.0% | 131 | 100.0% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 128 | 0 | 0 | N/A | 10 | 2.8 | 128 | 100.0% | 128 | 100.0% | 128 | 100.0% |
| 12 | Fire Inspection - DFD | 111 | 39 | 39 | 100.0% | 60 | 9.5 | 72 | 64.9% | 72 | 100.0% | 111 | 100.0% |
| 13 | Illegal Garbage/Placement - DCC | 106 | 23 | 23 | 100.0% | 60 | 9.4 | 83 | 78.3% | 83 | 100.0% | 106 | 100.0% |
| 14 | Junk Motor Vehicle - DCC | 106 | 41 | 41 | 100.0% | 126 | 11.7 | 65 | 61.3% | 65 | 100.0% | 106 | 100.0% |
| 15 | Substandard Structure - DCC | 104 | 80 | 80 | 100.0% | 365 | 9.2 | 24 | 23.1% | 24 | 100.0% | 104 | 100.0% |
| 16 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 98 | 0 | 0 | N/A | 1 | 0.1 | 98 | 100.0% | 97 | 99.0% | 97 | 99.0% |
| 17 | Traffic Signal - Flashing - PWT | 97 | 0 | 0 | N/A | 4 | 2.2 | 97 | 100.0% | 97 | 100.0% | 97 | 100.0% |
| 18 | Animal - Sick/Injured - DCC | 77 | 0 | 0 | N/A | 3 | 0.2 | 77 | 100.0% | 77 | 100.0% | 77 | 100.0% |
| 19 | Animal - Cruelty - DCC | 75 | 0 | 0 | N/A | 30 | 0.3 | 75 | 100.0% | 75 | 100.0% | 75 | 100.0% |
| 20 | Substandard Structure Apts - DCC | 65 | 13 | 13 | 100.0% | 365 | 5.8 | 52 | 80.0% | 52 | 100.0% | 65 | 100.0% |

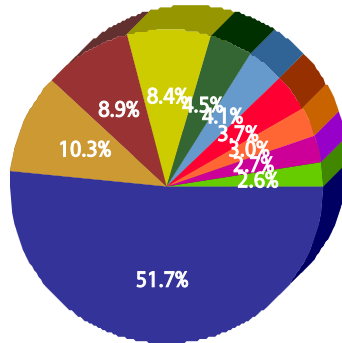


for Northwest (5)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|------------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,096 |
| Dumpster Violation - DCC | 418 |
| Litter - DCC | 360 |
| High Weeds - DCC | 342 |
| Illegal Garbage/Placement - DCC | 182 |
| Dead Animal Pick Up - SAN | 166 |
| Animal - Loose Aggressive - DCC | 152 |
| Junk Motor Vehicle - DCC | 121 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 111 |
| Roll Cart - SAN | 107 |



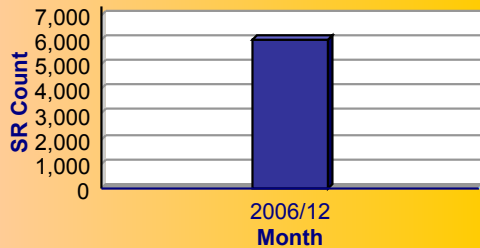
Service

- Recycling ROLL CART Registration - SAN
- Dumpster Violation - DCC
- Litter - DCC
- High Weeds - DCC
- Illegal Garbage/Placement - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Roll Cart - SAN

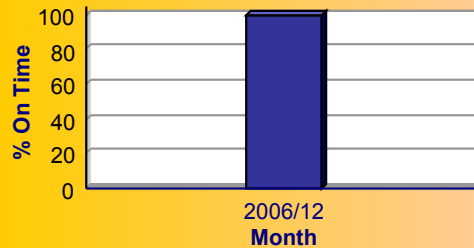
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,026 | 2,826 | 2,809 | 99.4% | 3,200 | 3,194 | 99.8% | 99.6% |

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 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 2,096 | 2,092 | 2,092 | 100.0% | 365 | 16.5 | 4 | 0.2% | 4 | 100.0% | 2,096 | 100.0% |
| 2 | Dumpster Violation - DCC | 418 | 382 | 382 | 100.0% | 60 | 5.4 | 36 | 8.6% | 36 | 100.0% | 418 | 100.0% |
| 3 | Litter - DCC | 360 | 142 | 142 | 100.0% | 38 | 12.6 | 218 | 60.6% | 218 | 100.0% | 360 | 100.0% |
| 4 | High Weeds - DCC | 342 | 137 | 137 | 100.0% | 38 | 11.2 | 205 | 59.9% | 205 | 100.0% | 342 | 100.0% |
| 5 | Illegal Garbage/Placement - DCC | 182 | 80 | 80 | 100.0% | 60 | 8.6 | 102 | 56.0% | 102 | 100.0% | 182 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 166 | 0 | 0 | N/A | 1 | 0.3 | 166 | 100.0% | 163 | 98.2% | 163 | 98.2% |
| 7 | Animal - Loose Aggressive - DCC | 152 | 0 | 0 | N/A | 3 | 0.1 | 152 | 100.0% | 152 | 100.0% | 152 | 100.0% |
| 8 | Junk Motor Vehicle - DCC | 121 | 74 | 74 | 100.0% | 126 | 10.0 | 47 | 38.8% | 47 | 100.0% | 121 | 100.0% |
| 9 | Street Spillage/Debris in Right of Way-Hazardous-STS | 111 | 0 | 0 | N/A | 1 | 0.0 | 111 | 100.0% | 111 | 100.0% | 111 | 100.0% |
| 10 | Roll Cart - SAN | 107 | 0 | 0 | N/A | 10 | 4.4 | 107 | 100.0% | 105 | 98.1% | 105 | 98.1% |
| 11 | Obstruction Alley/Sidewalk/Street - DCC | 105 | 19 | 19 | 100.0% | 60 | 14.0 | 86 | 81.9% | 86 | 100.0% | 105 | 100.0% |
| 12 | Animal - Confined - DCC | 104 | 0 | 0 | N/A | 3 | 0.2 | 104 | 100.0% | 104 | 100.0% | 104 | 100.0% |
| 13 | Garbage - Missed - SAN | 100 | 0 | 0 | N/A | 6 | 2.0 | 100 | 100.0% | 99 | 99.0% | 99 | 99.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 94 | 0 | 0 | N/A | 10 | 4.9 | 94 | 100.0% | 94 | 100.0% | 94 | 100.0% |
| 15 | Fire Inspection - DFD | 79 | 45 | 45 | 100.0% | 60 | 10.9 | 34 | 43.0% | 34 | 100.0% | 79 | 100.0% |
| 16 | Illegal Outside Storage - DCC | 73 | 32 | 32 | 100.0% | 38 | 12.2 | 41 | 56.2% | 41 | 100.0% | 73 | 100.0% |
| 17 | Substandard Structure - DCC | 73 | 61 | 61 | 100.0% | 365 | 6.2 | 12 | 16.4% | 12 | 100.0% | 73 | 100.0% |
| 18 | Traffic Signal - All Out - PWT | 72 | 0 | 0 | N/A | 4 | 2.1 | 72 | 100.0% | 72 | 100.0% | 72 | 100.0% |
| 19 | Traffic Signal - Flashing - PWT | 61 | 0 | 0 | N/A | 4 | 1.6 | 61 | 100.0% | 61 | 100.0% | 61 | 100.0% |
| 20 | Bulky Trash Violations - DCC | 58 | 0 | 0 | N/A | 14 | 2.3 | 58 | 100.0% | 58 | 100.0% | 58 | 100.0% |
| 21 | Parking - Unapproved Surface - Eve/Weekends - DCC | 58 | 0 | 0 | N/A | 10 | 0.6 | 58 | 100.0% | 58 | 100.0% | 58 | 100.0% |

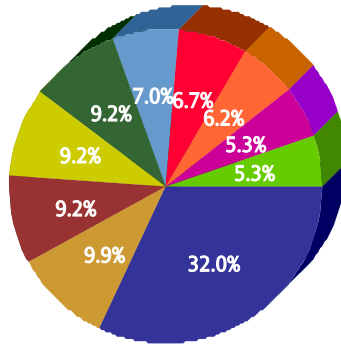


for Southeast (3)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|---------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,119 |
| Animal - Loose Aggressive - DCC | 655 |
| High Weeds - DCC | 613 |
| Litter - DCC | 613 |
| Substandard Structure - DCC | 609 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 461 |
| Dead Animal Pick Up - SAN | 447 |
| Junk Motor Vehicle - DCC | 411 |
| Roll Cart - SAN | 353 |
| Animal - Confined - DCC | 349 |



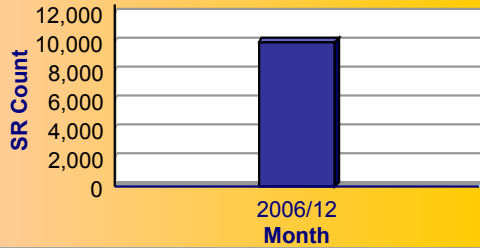
Service

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

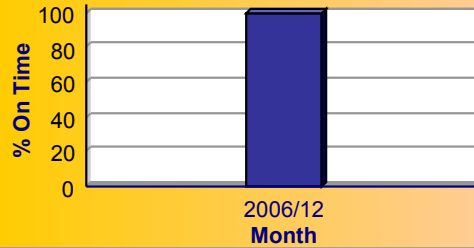
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 9,994 | 5,946 | 5,891 | 99.1% | 4,048 | 4,037 | 99.7% | 99.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 2,119 | 2,115 | 2,115 | 100.0% | 365 | 14.2 | 4 | 0.2% | 4 | 100.0% | 2,119 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 655 | 0 | 0 | N/A | 3 | 0.2 | 655 | 100.0% | 652 | 99.5% | 652 | 99.5% |
| 3 | High Weeds - DCC | 613 | 251 | 251 | 100.0% | 38 | 13.5 | 362 | 59.1% | 362 | 100.0% | 613 | 100.0% |
| 4 | Litter - DCC | 613 | 297 | 297 | 100.0% | 38 | 13.3 | 316 | 51.5% | 316 | 100.0% | 613 | 100.0% |
| 5 | Substandard Structure - DCC | 609 | 510 | 510 | 100.0% | 365 | 8.7 | 99 | 16.3% | 99 | 100.0% | 609 | 100.0% |
| 6 | Parking - Unapproved Surface - Eve/Weekends - DCC | 461 | 0 | 0 | N/A | 10 | 0.3 | 461 | 100.0% | 460 | 99.8% | 460 | 99.8% |
| 7 | Dead Animal Pick Up - SAN | 447 | 0 | 0 | N/A | 1 | 0.3 | 447 | 100.0% | 443 | 99.1% | 443 | 99.1% |
| 8 | Junk Motor Vehicle - DCC | 411 | 292 | 292 | 100.0% | 126 | 12.8 | 119 | 29.0% | 119 | 100.0% | 411 | 100.0% |
| 9 | Roll Cart - SAN | 353 | 0 | 0 | N/A | 10 | 4.6 | 353 | 100.0% | 353 | 100.0% | 353 | 100.0% |
| 10 | Animal - Confined - DCC | 349 | 0 | 0 | N/A | 3 | 0.2 | 349 | 100.0% | 349 | 100.0% | 349 | 100.0% |
| 11 | Illegal Outside Storage - DCC | 202 | 135 | 135 | 100.0% | 38 | 12.9 | 67 | 33.2% | 67 | 100.0% | 202 | 100.0% |
| 12 | Garbage - Missed - SAN | 200 | 0 | 0 | N/A | 6 | 2.1 | 200 | 100.0% | 188 | 94.0% | 188 | 94.0% |
| 13 | Animal - Sick/Injured - DCC | 184 | 0 | 0 | N/A | 3 | 0.2 | 184 | 100.0% | 182 | 98.9% | 182 | 98.9% |
| 14 | Bulky Trash Violations - DCC | 174 | 4 | 0 | 0.0% | 14 | 2.3 | 170 | 97.7% | 164 | 96.5% | 164 | 94.3% |
| 15 | Animal - Loose - DCC | 152 | 10 | 10 | 100.0% | 40 | 14.6 | 142 | 93.4% | 142 | 100.0% | 152 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 147 | 0 | 0 | N/A | 10 | 2.6 | 147 | 100.0% | 146 | 99.3% | 146 | 99.3% |
| 17 | Open and Vacant Structure - DCC | 136 | 20 | 18 | 90.0% | 30 | 5.1 | 116 | 85.3% | 116 | 100.0% | 134 | 98.5% |
| 18 | Dumpster Violation - DCC | 118 | 76 | 76 | 100.0% | 60 | 3.2 | 42 | 35.6% | 42 | 100.0% | 118 | 100.0% |
| 19 | Illegal Garbage/Placement - DCC | 104 | 44 | 44 | 100.0% | 60 | 13.3 | 60 | 57.7% | 60 | 100.0% | 104 | 100.0% |
| 20 | Street Spillage/Debris in Right of Way-Hazardous-STS | 92 | 0 | 0 | N/A | 1 | 0.0 | 92 | 100.0% | 92 | 100.0% | 92 | 100.0% |

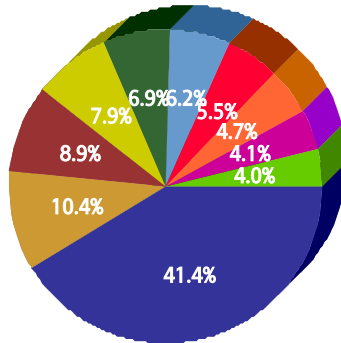


for Southwest (4)

December 2006

Top 10 Services

| SR Type | Service Request Count |
|---------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,395 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 600 |
| Animal - Loose Aggressive - DCC | 515 |
| Litter - DCC | 459 |
| High Weeds - DCC | 398 |
| Dead Animal Pick Up - SAN | 359 |
| Roll Cart - SAN | 319 |
| Junk Motor Vehicle - DCC | 272 |
| Garbage - Missed - SAN | 238 |
| Illegal Garbage/Placement - DCC | 230 |



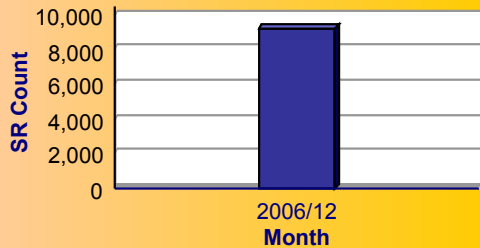
Service

- Recycling ROLL CART Registration - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Garbage - Missed - SAN
- Illegal Garbage/Placement - DCC

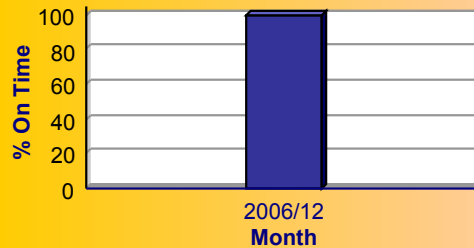
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 9,221 | 5,571 | 5,512 | 98.9% | 3,650 | 3,640 | 99.7% | 99.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 2,395 | 2,394 | 2,394 | 100.0% | 365 | 5.0 | 1 | 0.0% | 1 | 100.0% | 2,395 | 100.0% |
| 2 | Parking - Unapproved Surface - Eve/Weekends - DCC | 600 | 2 | 2 | 100.0% | 10 | 0.9 | 598 | 99.7% | 596 | 99.7% | 598 | 99.7% |
| 3 | Animal - Loose Aggressive - DCC | 515 | 0 | 0 | N/A | 3 | 0.1 | 515 | 100.0% | 514 | 99.8% | 514 | 99.8% |
| 4 | Litter - DCC | 459 | 195 | 195 | 100.0% | 38 | 13.8 | 264 | 57.5% | 264 | 100.0% | 459 | 100.0% |
| 5 | High Weeds - DCC | 398 | 112 | 112 | 100.0% | 38 | 11.9 | 286 | 71.9% | 286 | 100.0% | 398 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 359 | 0 | 0 | N/A | 1 | 0.3 | 359 | 100.0% | 356 | 99.2% | 356 | 99.2% |
| 7 | Roll Cart - SAN | 319 | 0 | 0 | N/A | 10 | 4.8 | 319 | 100.0% | 311 | 97.5% | 311 | 97.5% |
| 8 | Junk Motor Vehicle - DCC | 272 | 170 | 170 | 100.0% | 126 | 9.2 | 102 | 37.5% | 102 | 100.0% | 272 | 100.0% |
| 9 | Garbage - Missed - SAN | 238 | 0 | 0 | N/A | 6 | 1.8 | 238 | 100.0% | 238 | 100.0% | 238 | 100.0% |
| 10 | Illegal Garbage/Placement - DCC | 230 | 90 | 90 | 100.0% | 60 | 9.6 | 140 | 60.9% | 140 | 100.0% | 230 | 100.0% |
| 11 | Obstruction Alley/Sidewalk/Street - DCC | 224 | 124 | 124 | 100.0% | 60 | 15.3 | 100 | 44.6% | 100 | 100.0% | 224 | 100.0% |
| 12 | Illegal Outside Storage - DCC | 217 | 96 | 96 | 100.0% | 38 | 13.3 | 121 | 55.8% | 121 | 100.0% | 217 | 100.0% |
| 13 | Animal - Confined - DCC | 210 | 0 | 0 | N/A | 3 | 0.2 | 210 | 100.0% | 208 | 99.0% | 208 | 99.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 182 | 0 | 0 | N/A | 10 | 3.9 | 182 | 100.0% | 178 | 97.8% | 178 | 97.8% |
| 15 | Animal - Loose - DCC | 168 | 25 | 25 | 100.0% | 40 | 15.2 | 143 | 85.1% | 143 | 100.0% | 168 | 100.0% |
| 16 | Substandard Structure - DCC | 167 | 139 | 139 | 100.0% | 365 | 12.2 | 28 | 16.8% | 28 | 100.0% | 167 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 140 | 0 | 0 | N/A | 1 | 0.0 | 140 | 100.0% | 140 | 100.0% | 140 | 100.0% |
| 18 | Animal - Sick/Injured - DCC | 136 | 0 | 0 | N/A | 3 | 0.3 | 136 | 100.0% | 134 | 98.5% | 134 | 98.5% |
| 19 | Bulky Trash Violations - DCC | 134 | 3 | 2 | 66.7% | 14 | 3.4 | 131 | 97.8% | 127 | 96.9% | 129 | 96.3% |
| 20 | Fire Inspection - DFD | 93 | 43 | 43 | 100.0% | 60 | 10.5 | 50 | 53.8% | 50 | 100.0% | 93 | 100.0% |

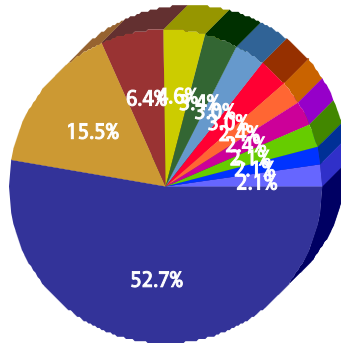


for Unknown

December 2006

Top 10 Services

| SR Type | Service Request Count |
|------------------------------------------------------|-----------------------|
| Recycling ROLL CART Registration - SAN | 173 |
| Litter - DCC | 51 |
| High Weeds - DCC | 21 |
| Fire Inspection - DFD | 15 |
| Obstruction Alley/Sidewalk/Street - DCC | 11 |
| Dead Animal Pick Up - SAN | 10 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 10 |
| Illegal Garbage/Placement - DCC | 8 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 8 |
| Garbage - Missed - SAN | 7 |
| Junk Motor Vehicle - DCC | 7 |
| Roll Cart - SAN | 7 |



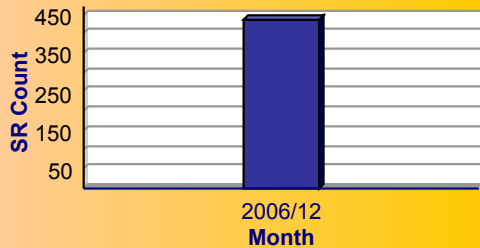
Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- High Weeds - DCC
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Illegal Garbage/Placement - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Garbage - Missed - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN

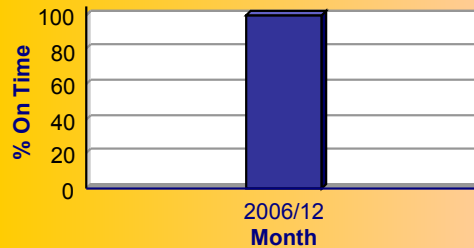
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 437 | 223 | 220 | 98.7% | 214 | 214 | 100.0% | 99.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

December 2006

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|------------------------------------------------------|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 173 | 173 | 173 | 100.0% | 365 | | 0 | 0.0% | 0 | N/A | 173 | 100.0% |
| 2 | Litter - DCC | 51 | 6 | 6 | 100.0% | 38 | 13.5 | 45 | 88.2% | 45 | 100.0% | 51 | 100.0% |
| 3 | High Weeds - DCC | 21 | 2 | 2 | 100.0% | 38 | 12.1 | 19 | 90.5% | 19 | 100.0% | 21 | 100.0% |
| 4 | Fire Inspection - DFD | 15 | 7 | 7 | 100.0% | 60 | 7.4 | 8 | 53.3% | 8 | 100.0% | 15 | 100.0% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 11 | 0 | 0 | N/A | 60 | 18.0 | 11 | 100.0% | 11 | 100.0% | 11 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 10 | 0 | 0 | N/A | 1 | 0.3 | 10 | 100.0% | 10 | 100.0% | 10 | 100.0% |
| 7 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 10 | 0 | 0 | N/A | 1 | 0.0 | 10 | 100.0% | 10 | 100.0% | 10 | 100.0% |
| 8 | Illegal Garbage/Placement - DCC | 8 | 6 | 6 | 100.0% | 60 | 12.0 | 2 | 25.0% | 2 | 100.0% | 8 | 100.0% |
| 9 | Parking - Unapproved Surface - Eve/Weekends - DCC | 8 | 0 | 0 | N/A | 10 | 0.9 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 10 | Junk Motor Vehicle - DCC | 7 | 3 | 3 | 100.0% | 126 | 15.0 | 4 | 57.1% | 4 | 100.0% | 7 | 100.0% |
| 11 | Garbage - Missed - SAN | 7 | 0 | 0 | N/A | 6 | 4.3 | 7 | 100.0% | 4 | 57.1% | 4 | 57.1% |
| 12 | Roll Cart - SAN | 7 | 0 | 0 | N/A | 10 | 6.4 | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 6 | 0 | 0 | N/A | 10 | 3.0 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 14 | Traffic Signal - Flashing - PWT | 6 | 0 | 0 | N/A | 4 | 2.5 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 15 | Bulky Trash Violations - DCC | 5 | 0 | 0 | N/A | 14 | 4.2 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 16 | Substandard Structure - DCC | 5 | 3 | 3 | 100.0% | 365 | 20.0 | 2 | 40.0% | 2 | 100.0% | 5 | 100.0% |
| 17 | Illegal Land Use (Residential/Business) - DCC | 5 | 4 | 4 | 100.0% | 60 | 0.0 | 1 | 20.0% | 1 | 100.0% | 5 | 100.0% |
| 18 | Animal - Loose - DCC | 5 | 0 | 0 | N/A | 40 | 16.4 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 19 | Animal - Confined - DCC | 4 | 0 | 0 | N/A | 3 | 0.2 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 20 | Miscellaneous Service Request - SCS | 4 | 0 | 0 | N/A | 10 | 2.5 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 21 | Recyclable Collection Missed (Residential) - SAN | 4 | 0 | 0 | N/A | 3 | 1.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |