



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

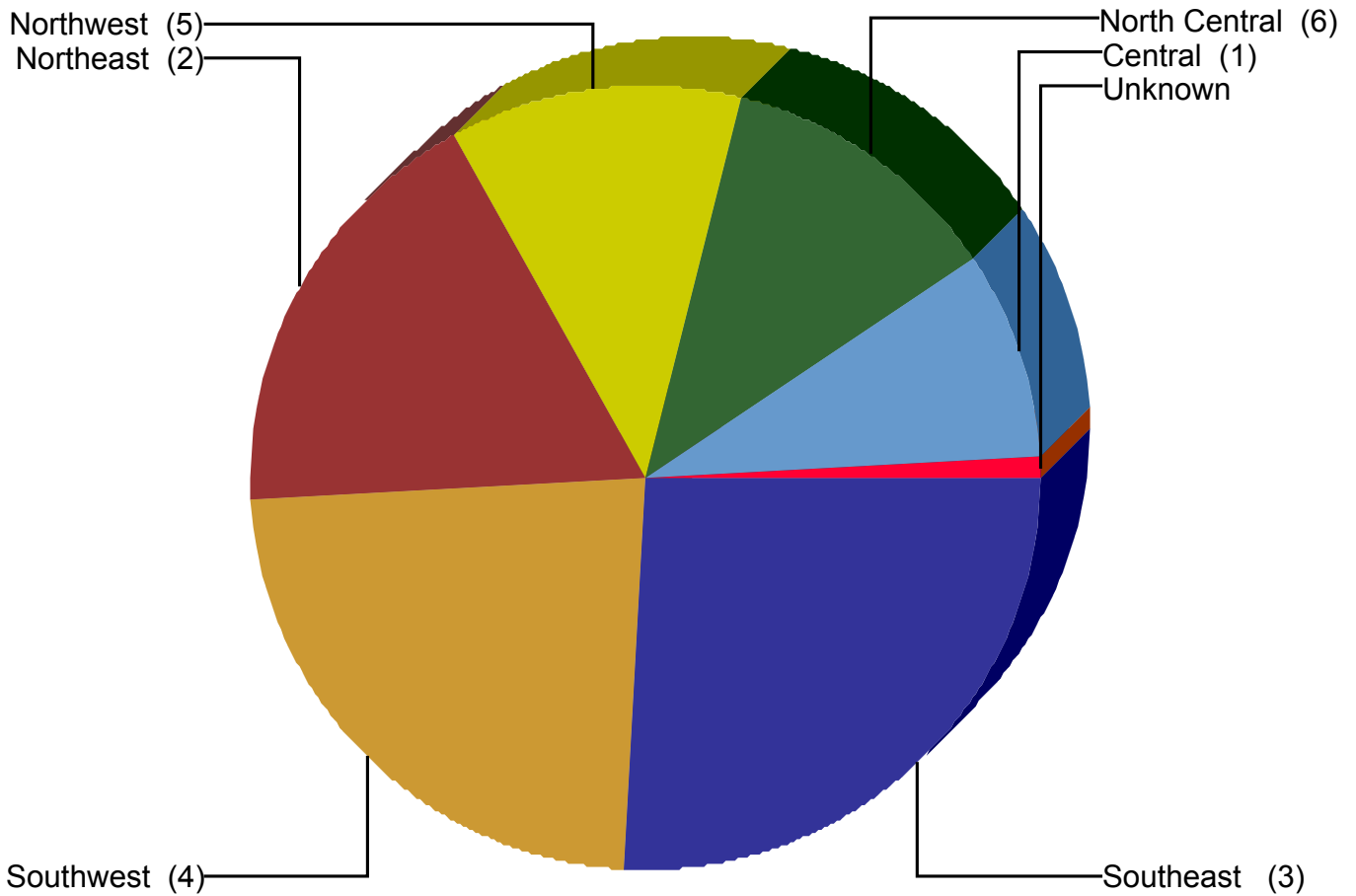
FEBRUARY 2007

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City of Dallas Service Area Report
For February 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,826	8.6%	98.2%
North Central (6)	3,805	11.6%	97.5%
Northeast (2)	5,765	17.6%	98.4%
Northwest (5)	3,890	11.9%	99.0%
Southeast (3)	8,412	25.7%	98.5%
Southwest (4)	7,693	23.5%	99.4%
Unknown	302	0.9%	90.7%
Total	32,693	100.0%	98.5%

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

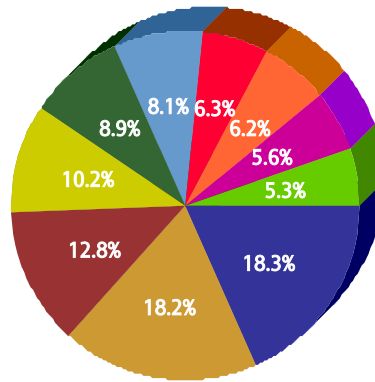


For Citywide

February 2007

Top 10 Services

SR Type	Service Request Count
Litter - DCC	2,931
Recycling ROLL CART Registration - SAN	2,921
Animal - Loose Aggressive - DCC	2,047
Roll Cart - SAN	1,636
Bulky Trash Violations - DCC	1,425
Dead Animal Pick Up - SAN	1,305
Junk Motor Vehicle - DCC	1,007
Recyclable Collection Missed (Residential) - SAN	993
Illegal Garbage/Placement - DCC	902
Animal - Confined - DCC	847



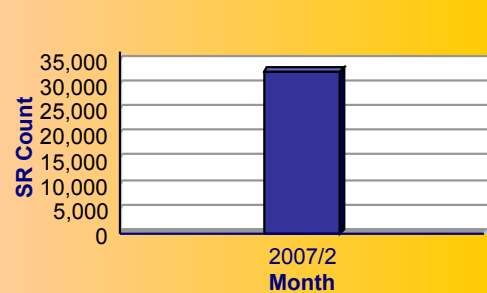
Service

- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Recyclable Collection Missed (Residential) - SAN
- Illegal Garbage/Placement - DCC
- Animal - Confined - DCC

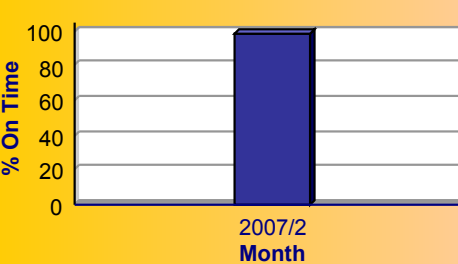
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,693	22,807	22,403	98.2%	9,886	9,810	99.2%	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

February 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	Litter - DCC	2,931	1,595	1,595	100.0%	38	11.3	1,336	45.6%	1,336	100.0%	2,931	100.0%
2	Recycling ROLL CART Registration - SAN	2,921	2,890	2,890	100.0%	365	3.3	31	1.1%	31	100.0%	2,921	100.0%
3	Animal - Loose Aggressive - DCC	2,047	0	0	N/A	3	0.2	2,047	100.0%	2,040	99.7%	2,040	99.7%
4	Roll Cart - SAN	1,636	210	208	99.0%	10	5.8	1,426	87.2%	1,311	91.9%	1,519	92.8%
5	Bulky Trash Violations - DCC	1,425	54	48	88.9%	14	4.0	1,371	96.2%	1,309	95.5%	1,357	95.2%
6	Dead Animal Pick Up - SAN	1,305	0	0	N/A	1	0.3	1,305	100.0%	1,302	99.8%	1,302	99.8%
7	Junk Motor Vehicle - DCC	1,007	734	734	100.0%	126	10.1	273	27.1%	273	100.0%	1,007	100.0%
8	Recyclable Collection Missed (Residential) - SAN	993	0	0	N/A	3	1.1	993	100.0%	987	99.4%	987	99.4%
9	Illegal Garbage/Placement - DCC	902	370	370	100.0%	60	10.7	532	59.0%	532	100.0%	902	100.0%
10	Animal - Confined - DCC	847	0	0	N/A	3	0.2	847	100.0%	845	99.8%	845	99.8%
11	Substandard Structure - DCC	787	672	672	100.0%	365	6.6	115	14.6%	115	100.0%	787	100.0%
12	24 Hour Parking/Parking Violations - DPD	767	50	50	100.0%	10	3.5	717	93.5%	712	99.3%	762	99.3%
13	Illegal Outside Storage - DCC	688	410	410	100.0%	38	11.7	278	40.4%	278	100.0%	688	100.0%
14	Garbage - Missed - SAN	657	21	16	76.2%	6	2.4	636	96.8%	606	95.3%	622	94.7%
15	High Weeds - DCC	652	371	371	100.0%	38	11.0	281	43.1%	281	100.0%	652	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-ST5	608	0	0	N/A	1	0.1	608	100.0%	601	98.8%	601	98.8%
17	Animal - Sick/Injured - DCC	596	0	0	N/A	3	0.1	596	100.0%	592	99.3%	592	99.3%
18	Obstruction Alley/Sidewalk/Street - DCC	593	380	380	100.0%	60	13.5	213	35.9%	213	100.0%	593	100.0%
19	Animal - Loose - DCC	563	122	122	100.0%	40	15.3	441	78.3%	441	100.0%	563	100.0%
20	Traffic Signal - All Out - PWT	355	0	0	N/A	4	2.3	355	100.0%	355	100.0%	355	100.0%

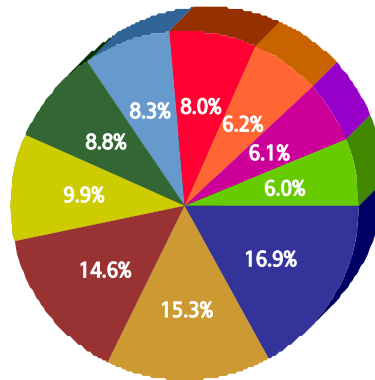


for Central (1)

February 2007

Top 10 Services

SR Type	Service Request Count
Litter - DCC	195
Smoke Detector Request - DFD	177
Recycling ROLL CART Registration - SAN	168
Animal - Loose Aggressive - DCC	114
Illegal Garbage/Placement - DCC	101
Recyclable Collection Missed (Residential) - SAN	96
Roll Cart - SAN	92
24 Hour Parking/Parking Violations - DPD	72
Signs - Other - DCC	70
Dead Animal Pick Up - SAN	69



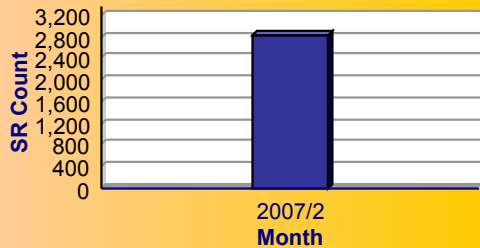
Service

- Litter - DCC
- Smoke Detector Request - DFD
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Illegal Garbage/Placement - DCC
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Signs - Other - DCC
- Dead Animal Pick Up - SAN

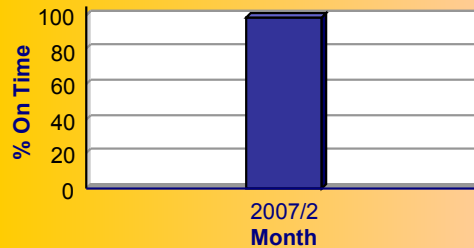
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,826	2,081	2,043	98.2%	745	733	98.4%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

February 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	Litter - DCC	195	82	82	100.0%	38	13.0	113	57.9%	113	100.0%	195	100.0%
2	Smoke Detector Request - DFD	177	70	70	100.0%	30	1.3	107	60.5%	107	100.0%	177	100.0%
3	Recycling ROLL CART Registration - SAN	168	166	166	100.0%	365	0.0	2	1.2%	2	100.0%	168	100.0%
4	Animal - Loose Aggressive - DCC	114	0	0	N/A	3	0.1	114	100.0%	114	100.0%	114	100.0%
5	Illegal Garbage/Placement - DCC	101	23	23	100.0%	60	14.5	78	77.2%	78	100.0%	101	100.0%
6	Recyclable Collection Missed (Residential) - SAN	96	0	0	N/A	3	1.2	96	100.0%	95	99.0%	95	99.0%
7	Roll Cart - SAN	92	8	8	100.0%	10	6.7	84	91.3%	76	90.5%	84	91.3%
8	24 Hour Parking/Parking Violations - DPD	72	7	7	100.0%	10	2.8	65	90.3%	65	100.0%	72	100.0%
9	Signs - Other - DCC	70	9	8	88.9%	21	8.1	61	87.1%	60	98.4%	68	97.1%
10	Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.2	69	100.0%	69	100.0%	69	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	68	41	41	100.0%	60	12.4	27	39.7%	27	100.0%	68	100.0%
12	Graffiti Private Property - Residential/Commercial	64	52	52	100.0%	90	9.1	12	18.8%	12	100.0%	64	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	56	0	0	N/A	1	0.1	56	100.0%	55	98.2%	55	98.2%
14	Traffic Signal - Flashing - PWT	54	0	0	N/A	4	1.6	54	100.0%	54	100.0%	54	100.0%
15	Substandard Structure - DCC	53	46	46	100.0%	365	4.7	7	13.2%	7	100.0%	53	100.0%
16	Illegal Outside Storage - DCC	50	33	33	100.0%	38	10.9	17	34.0%	17	100.0%	50	100.0%
17	Animal - Loose - DCC	46	7	7	100.0%	40	14.3	39	84.8%	39	100.0%	46	100.0%
18	Animal - Confined - DCC	44	0	0	N/A	3	0.2	44	100.0%	44	100.0%	44	100.0%
19	Traffic Signal - All Out - PWT	42	0	0	N/A	4	2.1	42	100.0%	42	100.0%	42	100.0%
20	Junk Motor Vehicle - DCC	41	30	30	100.0%	126	8.9	11	26.8%	11	100.0%	41	100.0%

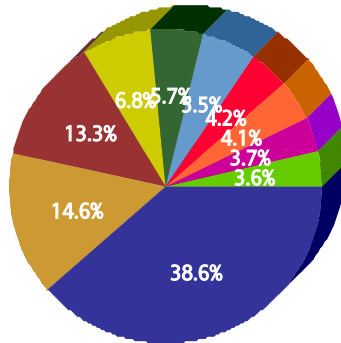


for North Central (6)

February 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	836
Recyclable Collection Missed (Residential) - SAN	316
Roll Cart - SAN	287
Bulky Trash Violations - DCC	147
Garbage - Missed - SAN	123
Litter - DCC	119
Animal - Confined - DCC	91
Street Spillage/Debris in Right of Way-Hazardous-STs	88
Dead Animal Pick Up - SAN	81
24 Hour Parking/Parking Violations - DPD	77



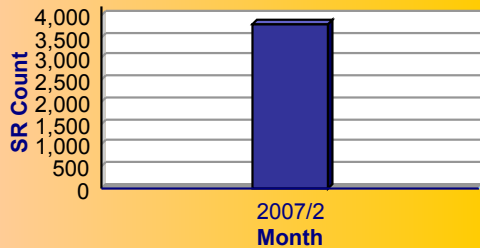
Service

- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- Litter - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD

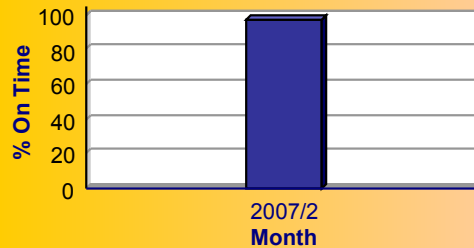
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,805	2,553	2,466	96.6%	1,252	1,242	99.2%	97.5%

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)

February 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	836	824	824	100.0%	365	3.4	12	1.4%	12	100.0%	836	100.0%
2	Recyclable Collection Missed (Residential) - SAN	316	0	0	N/A	3	1.1	316	100.0%	316	100.0%	316	100.0%
3	Roll Cart - SAN	287	51	50	98.0%	10	7.1	236	82.2%	190	80.5%	240	83.6%
4	Bulky Trash Violations - DCC	147	0	0	N/A	14	4.3	147	100.0%	144	98.0%	144	98.0%
5	Garbage - Missed - SAN	123	8	4	50.0%	6	2.2	115	93.5%	112	97.4%	116	94.3%
6	Litter - DCC	119	37	37	100.0%	38	10.1	82	68.9%	82	100.0%	119	100.0%
7	Animal - Confined - DCC	91	0	0	N/A	3	0.1	91	100.0%	91	100.0%	91	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	88	0	0	N/A	1	0.1	88	100.0%	87	98.9%	87	98.9%
9	Dead Animal Pick Up - SAN	81	0	0	N/A	1	0.4	81	100.0%	80	98.8%	80	98.8%
10	24 Hour Parking/Parking Violations - DPD	77	23	23	100.0%	10	4.6	54	70.1%	53	98.1%	76	98.7%
11	Traffic Signal - All Out - PWT	72	0	0	N/A	4	2.3	72	100.0%	72	100.0%	72	100.0%
12	Substandard Structure Apts - DCC	56	13	13	100.0%	365	8.4	43	76.8%	43	100.0%	56	100.0%
13	Animal - Loose Aggressive - DCC	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
14	Illegal Garbage/Placement - DCC	52	16	16	100.0%	60	8.8	36	69.2%	36	100.0%	52	100.0%
15	Traffic Signal - Flashing - PWT	52	0	0	N/A	4	2.3	52	100.0%	52	100.0%	52	100.0%
16	Sanitation Property Damage - SAN	51	31	31	100.0%	28	19.9	20	39.2%	20	100.0%	51	100.0%
17	Substandard Structure - DCC	48	42	42	100.0%	365	3.0	6	12.5%	6	100.0%	48	100.0%
18	Brush/Bulk Items - Missed - SAN	46	0	0	N/A	10	4.9	46	100.0%	40	87.0%	40	87.0%
19	Animal - Sick/Injured - DCC	45	0	0	N/A	3	0.0	45	100.0%	45	100.0%	45	100.0%
20	Street Repair - Routine-STS	45	9	9	100.0%	90	6.4	36	80.0%	36	100.0%	45	100.0%

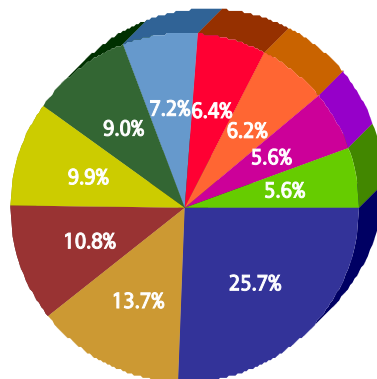


for Northeast (2)

February 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	766
Litter - DCC	409
Roll Cart - SAN	323
Bulky Trash Violations - DCC	294
Recyclable Collection Missed (Residential) - SAN	268
Animal - Loose Aggressive - DCC	214
Dead Animal Pick Up - SAN	191
Garbage - Missed - SAN	186
Animal - Confined - DCC	166
Obstruction Alley/Sidewalk/Street - DCC	166



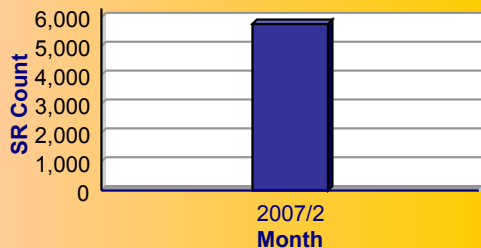
Service

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

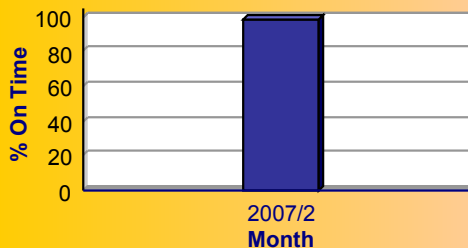
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,765	4,063	3,979	97.9%	1,702	1,693	99.5%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

February 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	766	758	758	100.0%	365	3.2	8	1.0%	8	100.0%	766	100.0%
2	Litter - DCC	409	183	183	100.0%	38	12.3	226	55.3%	226	100.0%	409	100.0%
3	Roll Cart - SAN	323	68	67	98.5%	10	7.7	255	78.9%	228	89.4%	295	91.3%
4	Bulky Trash Violations - DCC	294	18	18	100.0%	14	3.4	276	93.9%	272	98.6%	290	98.6%
5	Recyclable Collection Missed (Residential) - SAN	268	0	0	N/A	3	1.1	268	100.0%	266	99.3%	266	99.3%
6	Animal - Loose Aggressive - DCC	214	0	0	N/A	3	0.2	214	100.0%	213	99.5%	213	99.5%
7	Dead Animal Pick Up - SAN	191	0	0	N/A	1	0.3	191	100.0%	191	100.0%	191	100.0%
8	Garbage - Missed - SAN	186	8	8	100.0%	6	2.7	178	95.7%	165	92.7%	173	93.0%
9	Animal - Confined - DCC	166	0	0	N/A	3	0.1	166	100.0%	166	100.0%	166	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	166	63	63	100.0%	60	14.9	103	62.0%	103	100.0%	166	100.0%
11	Illegal Garbage/Placement - DCC	139	40	40	100.0%	60	9.2	99	71.2%	99	100.0%	139	100.0%
12	Substandard Structure - DCC	106	94	94	100.0%	365	8.0	12	11.3%	12	100.0%	106	100.0%
13	Junk Motor Vehicle - DCC	103	59	59	100.0%	126	7.8	44	42.7%	44	100.0%	103	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-ST5	102	0	0	N/A	1	0.1	102	100.0%	102	100.0%	102	100.0%
15	24 Hour Parking/Parking Violations - DPD	89	0	0	N/A	10	2.6	89	100.0%	88	98.9%	88	98.9%
16	Illegal Outside Storage - DCC	83	35	35	100.0%	38	8.4	48	57.8%	48	100.0%	83	100.0%
17	Traffic Signal - All Out - PWT	78	0	0	N/A	4	2.4	78	100.0%	78	100.0%	78	100.0%
18	Animal - Sick/Injured - DCC	76	0	0	N/A	3	0.0	76	100.0%	76	100.0%	76	100.0%
19	Graffiti Private Property - Residential/Commercial	69	41	41	100.0%	90	9.6	28	40.6%	28	100.0%	69	100.0%
20	Animal - Loose - DCC	68	19	19	100.0%	40	16.1	49	72.1%	49	100.0%	68	100.0%

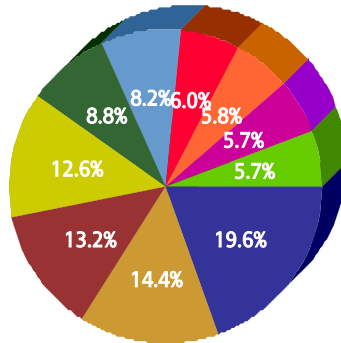


for Northwest (5)

February 2007

Top 10 Services

SR Type	Service Request Count
Litter - DCC	358
Illegal Garbage/Placement - DCC	263
Recycling ROLL CART Registration - SAN	241
Animal - Loose Aggressive - DCC	230
Roll Cart - SAN	161
Illegal Outside Storage - DCC	151
Street Spillage/Debris in Right of Way-Hazardous-STS	110
Dead Animal Pick Up - SAN	107
Animal - Confined - DCC	105
Junk Motor Vehicle - DCC	105



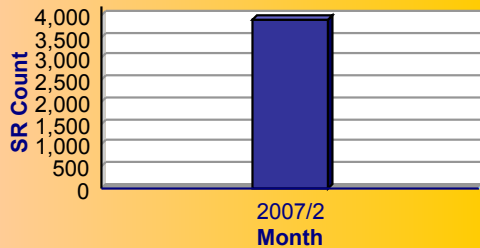
Service

- Litter - DCC
- Illegal Garbage/Placement - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Illegal Outside Storage - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC

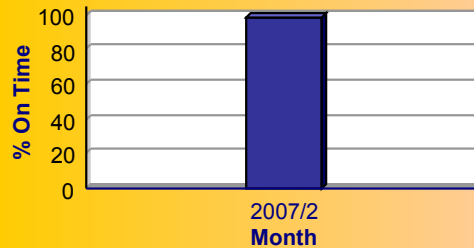
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,890	2,721	2,687	98.8%	1,169	1,164	99.6%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

February 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	Litter - DCC	358	167	167	100.0%	38	10.8	191	53.4%	191	100.0%	358	100.0%
2	Illegal Garbage/Placement - DCC	263	136	136	100.0%	60	9.4	127	48.3%	127	100.0%	263	100.0%
3	Recycling ROLL CART Registration - SAN	241	238	238	100.0%	365	1.0	3	1.2%	3	100.0%	241	100.0%
4	Animal - Loose Aggressive - DCC	230	0	0	N/A	3	0.1	230	100.0%	230	100.0%	230	100.0%
5	Roll Cart - SAN	161	21	21	100.0%	10	5.6	140	87.0%	128	91.4%	149	92.5%
6	Illegal Outside Storage - DCC	151	86	86	100.0%	38	12.8	65	43.0%	65	100.0%	151	100.0%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	110	0	0	N/A	1	0.1	110	100.0%	110	100.0%	110	100.0%
8	Dead Animal Pick Up - SAN	107	0	0	N/A	1	0.3	107	100.0%	107	100.0%	107	100.0%
9	Animal - Confined - DCC	105	0	0	N/A	3	0.1	105	100.0%	105	100.0%	105	100.0%
10	Junk Motor Vehicle - DCC	105	77	77	100.0%	126	8.7	28	26.7%	28	100.0%	105	100.0%
11	Bulky Trash Violations - DCC	99	2	2	100.0%	14	2.9	97	98.0%	97	100.0%	99	100.0%
12	Substandard Structure - DCC	96	84	84	100.0%	365	6.7	12	12.5%	12	100.0%	96	100.0%
13	Animal - Sick/Injured - DCC	82	0	0	N/A	3	0.2	82	100.0%	81	98.8%	81	98.8%
14	High Weeds - DCC	80	42	42	100.0%	38	10.7	38	47.5%	38	100.0%	80	100.0%
15	24 Hour Parking/Parking Violations - DPD	76	5	5	100.0%	10	5.6	71	93.4%	68	95.8%	73	96.1%
16	Recyclable Collection Missed (Residential) - SAN	71	0	0	N/A	3	1.1	71	100.0%	70	98.6%	70	98.6%
17	Motor Vehicle Repair Violation - DCC	68	1	1	100.0%	40	3.4	67	98.5%	67	100.0%	68	100.0%
18	Fire Inspection - DFD	66	46	46	100.0%	60	8.2	20	30.3%	20	100.0%	66	100.0%
19	Animal - Loose - DCC	62	17	17	100.0%	40	13.0	45	72.6%	45	100.0%	62	100.0%
20	Traffic Signal - All Out - PWT	61	0	0	N/A	4	2.1	61	100.0%	61	100.0%	61	100.0%

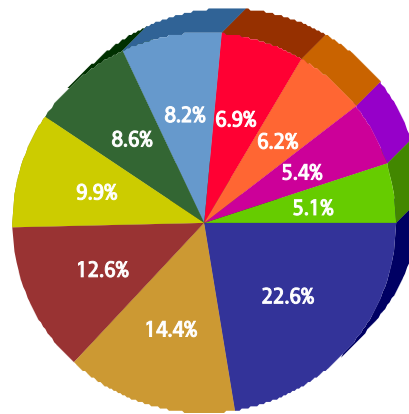


for Southeast (3)

February 2007

Top 10 Services

SR Type	Service Request Count
Litter - DCC	1,100
Animal - Loose Aggressive - DCC	703
Bulky Trash Violations - DCC	614
Dead Animal Pick Up - SAN	482
Junk Motor Vehicle - DCC	420
Roll Cart - SAN	397
Substandard Structure - DCC	337
Recycling ROLL CART Registration - SAN	303
High Weeds - DCC	264
Animal - Confined - DCC	248



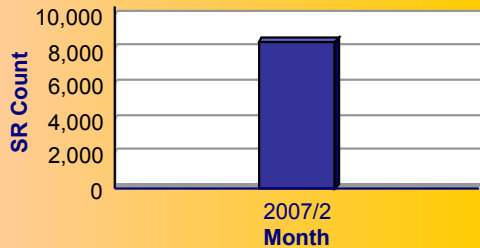
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Confined - DCC

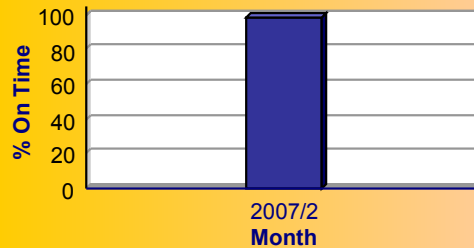
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,412	5,885	5,772	98.1%	2,527	2,514	99.5%	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)

February 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	Litter - DCC	1,100	706	706	100.0%	38	10.4	394	35.8%	394	100.0%	1,100	100.0%
2	Animal - Loose Aggressive - DCC	703	0	0	N/A	3	0.2	703	100.0%	698	99.3%	698	99.3%
3	Bulky Trash Violations - DCC	614	18	12	66.7%	14	4.7	596	97.1%	543	91.1%	555	90.4%
4	Dead Animal Pick Up - SAN	482	0	0	N/A	1	0.3	482	100.0%	480	99.6%	480	99.6%
5	Junk Motor Vehicle - DCC	420	351	351	100.0%	126	10.2	69	16.4%	69	100.0%	420	100.0%
6	Roll Cart - SAN	397	14	14	100.0%	10	5.1	383	96.5%	363	94.8%	377	95.0%
7	Substandard Structure - DCC	337	283	283	100.0%	365	6.3	54	16.0%	54	100.0%	337	100.0%
8	Recycling ROLL CART Registration - SAN	303	299	299	100.0%	365	6.0	4	1.3%	4	100.0%	303	100.0%
9	High Weeds - DCC	264	189	189	100.0%	38	8.8	75	28.4%	75	100.0%	264	100.0%
10	Animal - Confined - DCC	248	0	0	N/A	3	0.3	248	100.0%	246	99.2%	246	99.2%
11	24 Hour Parking/Parking Violations - DPD	228	1	1	100.0%	10	3.5	227	99.6%	227	100.0%	228	100.0%
12	Illegal Outside Storage - DCC	183	131	131	100.0%	38	14.3	52	28.4%	52	100.0%	183	100.0%
13	Animal - Loose - DCC	183	39	39	100.0%	40	15.9	144	78.7%	144	100.0%	183	100.0%
14	Animal - Sick/Injured - DCC	182	0	0	N/A	3	0.1	182	100.0%	182	100.0%	182	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	151	0	0	N/A	10	1.1	151	100.0%	150	99.3%	150	99.3%
16	Illegal Garbage/Placement - DCC	141	46	46	100.0%	60	10.3	95	67.4%	95	100.0%	141	100.0%
17	Open and Vacant Structure - DCC	134	48	47	97.9%	30	5.4	86	64.2%	86	100.0%	133	99.3%
18	Garbage - Missed - SAN	132	0	0	N/A	6	2.4	132	100.0%	123	93.2%	123	93.2%
19	Brush/Bulk Items - Missed - SAN	98	0	0	N/A	10	1.1	98	100.0%	98	100.0%	98	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	90	0	0	N/A	1	0.1	90	100.0%	88	97.8%	88	97.8%

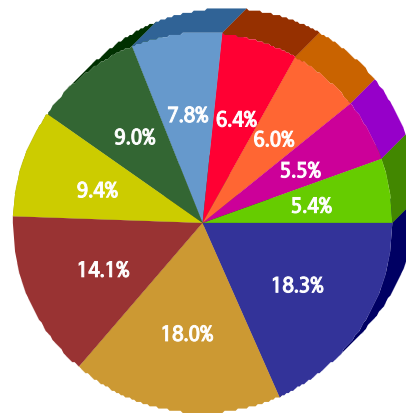


for Southwest (4)

February 2007

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	731
Litter - DCC	719
Recycling ROLL CART Registration - SAN	565
Roll Cart - SAN	375
Dead Animal Pick Up - SAN	360
Junk Motor Vehicle - DCC	313
Obstruction Alley/Sidewalk/Street - DCC	256
Bulky Trash Violations - DCC	240
24 Hour Parking/Parking Violations - DPD	220
High Weeds - DCC	217



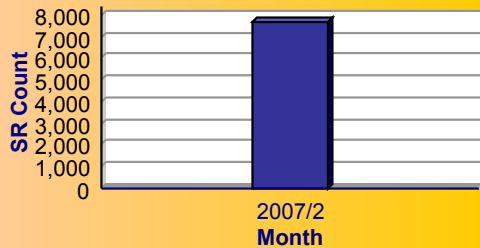
Service

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

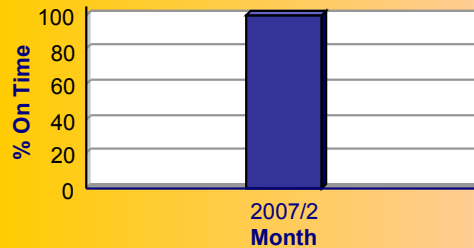
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,693	5,326	5,287	99.3%	2,367	2,359	99.7%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

February 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	Animal - Loose Aggressive - DCC	731	0	0	N/A	3	0.1	731	100.0%	730	99.9%	730	99.9%
2	Litter - DCC	719	401	401	100.0%	38	11.8	318	44.2%	318	100.0%	719	100.0%
3	Recycling ROLL CART Registration - SAN	565	563	563	100.0%	365	4.5	2	0.4%	2	100.0%	565	100.0%
4	Roll Cart - SAN	375	48	48	100.0%	10	4.1	327	87.2%	325	99.4%	373	99.5%
5	Dead Animal Pick Up - SAN	360	0	0	N/A	1	0.3	360	100.0%	360	100.0%	360	100.0%
6	Junk Motor Vehicle - DCC	313	206	206	100.0%	126	11.6	107	34.2%	107	100.0%	313	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	256	221	221	100.0%	60	13.6	35	13.7%	35	100.0%	256	100.0%
8	Bulky Trash Violations - DCC	240	11	11	100.0%	14	3.3	229	95.4%	227	99.1%	238	99.2%
9	24 Hour Parking/Parking Violations - DPD	220	14	14	100.0%	10	3.2	206	93.6%	206	100.0%	220	100.0%
10	High Weeds - DCC	217	104	104	100.0%	38	12.3	113	52.1%	113	100.0%	217	100.0%
11	Illegal Garbage/Placement - DCC	204	107	107	100.0%	60	11.8	97	47.5%	97	100.0%	204	100.0%
12	Animal - Confined - DCC	188	0	0	N/A	3	0.1	188	100.0%	188	100.0%	188	100.0%
13	Illegal Outside Storage - DCC	183	115	115	100.0%	38	10.7	68	37.2%	68	100.0%	183	100.0%
14	Animal - Sick/Injured - DCC	173	0	0	N/A	3	0.1	173	100.0%	170	98.3%	170	98.3%
15	Animal - Loose - DCC	171	27	27	100.0%	40	15.3	144	84.2%	144	100.0%	171	100.0%
16	Recyclable Collection Missed (Residential) - SAN	159	0	0	N/A	3	1.2	159	100.0%	158	99.4%	158	99.4%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	144	0	0	N/A	1	0.1	144	100.0%	142	98.6%	142	98.6%
18	Substandard Structure - DCC	143	120	120	100.0%	365	8.4	23	16.1%	23	100.0%	143	100.0%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	143	3	2	66.7%	10	1.2	140	97.9%	139	99.3%	141	98.6%
20	Garbage - Missed - SAN	122	3	3	100.0%	6	2.3	119	97.5%	116	97.5%	119	97.5%

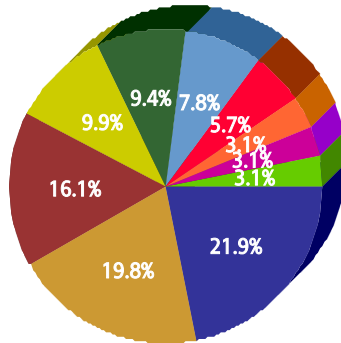


for Unknown

February 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	42
Complaint/Compliment - CTY	38
Litter - DCC	31
High Weeds - DCC	19
Street Spillage/Debris in Right of Way-Hazardous-ST5	18
Dead Animal Pick Up - SAN	15
Fire Inspection - DFD	11
Parking - Unapproved Surface - Eve/Weekends - DCC	6
Pothole Repair Routine - STS	6
Traffic Signal - Flashing - PWT	6



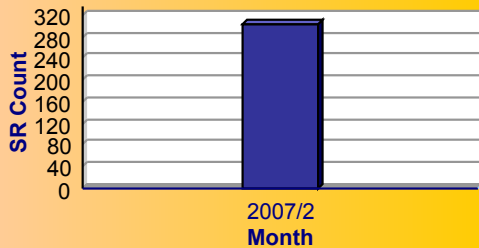
Service

- Recycling ROLL CART Registration - SAN
- Complaint/Compliment - CTY
- Litter - DCC
- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Pothole Repair Routine - STS
- Traffic Signal - Flashing - PWT

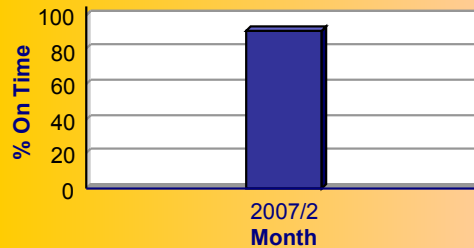
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
302	178	169	94.9%	124	105	84.7%	90.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

February 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	42	42	42	100.0%	365		0	0.0%	0	N/A	42	100.0%
2	Complaint/Compliment - CTY	38	25	6	24.0%	10	5.4	13	34.2%	11	84.6%	17	44.7%
3	Litter - DCC	31	19	19	100.0%	38	11.3	12	38.7%	12	100.0%	31	100.0%
4	High Weeds - DCC	19	14	14	100.0%	38	15.6	5	26.3%	5	100.0%	19	100.0%
5	Street Spillage/Debris in Right of Way-Hazardous-ST5	18	0	0	N/A	1	0.2	18	100.0%	17	94.4%	17	94.4%
6	Dead Animal Pick Up - SAN	15	0	0	N/A	1	0.3	15	100.0%	15	100.0%	15	100.0%
7	Fire Inspection - DFD	11	7	7	100.0%	60	1.8	4	36.4%	4	100.0%	11	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	6	0	0	N/A	10	4.0	6	100.0%	6	100.0%	6	100.0%
9	Traffic Signal - Flashing - PWT	6	0	0	N/A	4	1.3	6	100.0%	6	100.0%	6	100.0%
10	Pothole Repair Routine - STS	6	0	0	N/A	5	4.0	6	100.0%	3	50.0%	3	50.0%
11	Animal - Confined - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
12	Animal - Loose - DCC	5	2	2	100.0%	40	13.3	3	60.0%	3	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	24 Hour Parking/Parking Violations - DPD	5	0	0	N/A	10	2.0	5	100.0%	5	100.0%	5	100.0%
15	Substandard Structure - DCC	4	3	3	100.0%	365	0.0	1	25.0%	1	100.0%	4	100.0%
16	Animal - Bite - DCC	4	0	0	N/A	11	1.0	4	100.0%	4	100.0%	4	100.0%
17	Animal - Cruelty - DCC	4	0	0	N/A	30	0.0	4	100.0%	4	100.0%	4	100.0%
18	Traffic Signal - Timing - PWT	4	0	0	N/A	4	1.2	4	100.0%	4	100.0%	4	100.0%
19	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.0	4	100.0%	4	100.0%	4	100.0%
20	Traffic Signal - All Out - PWT	4	0	0	N/A	4	2.0	4	100.0%	4	100.0%	4	100.0%