



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

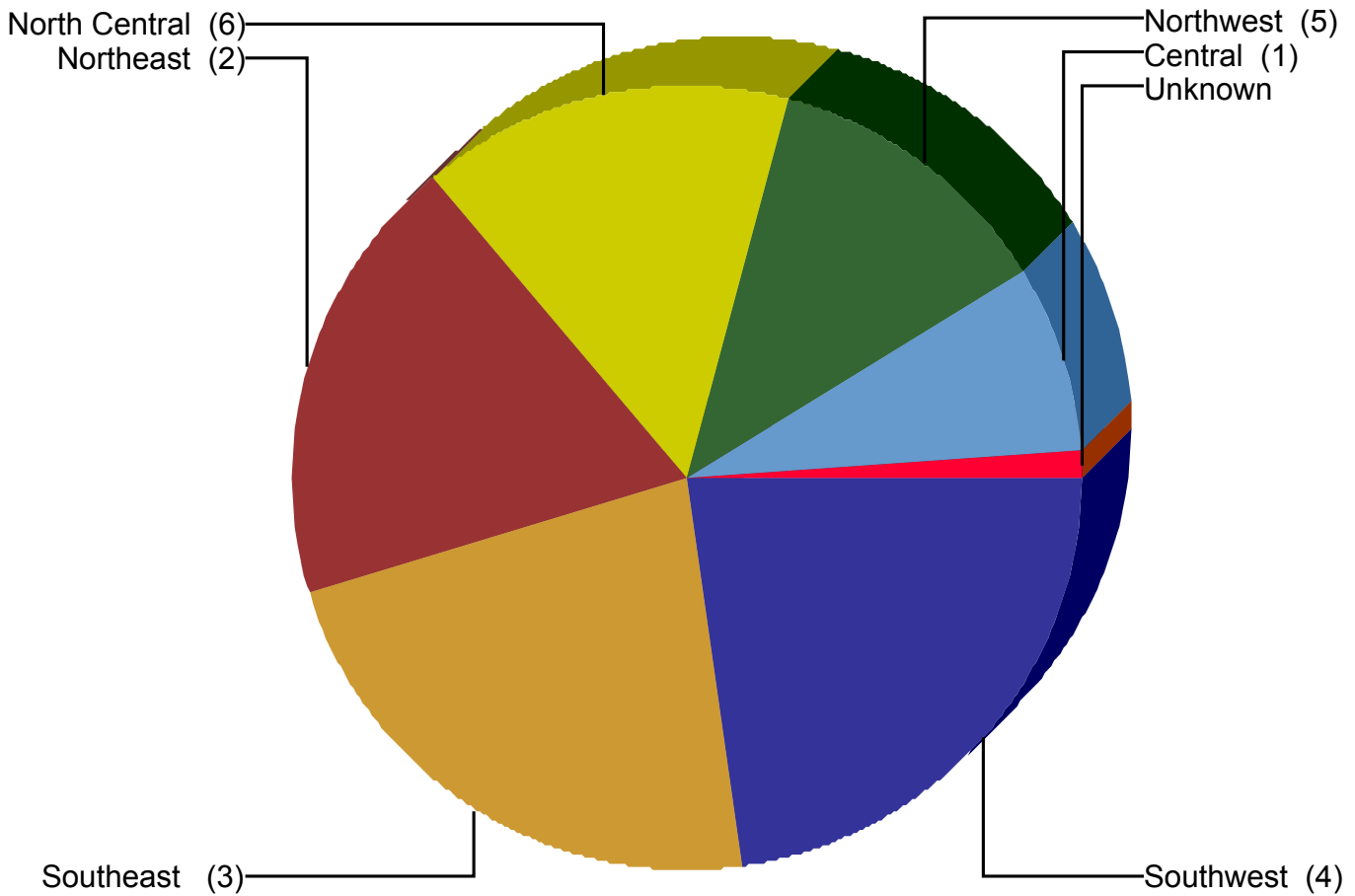
JANUARY 2007

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City of Dallas Service Area Report
For January 2007



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|---------------|---------------------|----------------------|
| Central (1) | 3,162 | 7.7% | 98.5% |
| North Central (6) | 6,261 | 15.3% | 97.3% |
| Northeast (2) | 7,635 | 18.7% | 98.0% |
| Northwest (5) | 4,911 | 12.0% | 99.0% |
| Southeast (3) | 9,141 | 22.4% | 99.4% |
| Southwest (4) | 9,317 | 22.8% | 99.0% |
| Unknown | 412 | 1.0% | 98.5% |
| Total | 40,839 | 100.0% | 98.6% |

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

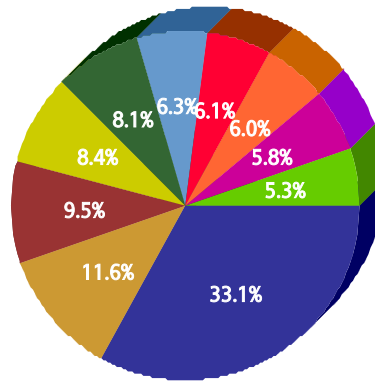


For Citywide

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 7,235 |
| Litter - DCC | 2,530 |
| Animal - Loose Aggressive - DCC | 2,068 |
| Roll Cart - SAN | 1,845 |
| Recyclable Collection Missed (Residential) - SAN | 1,762 |
| Junk Motor Vehicle - DCC | 1,374 |
| Dead Animal Pick Up - SAN | 1,333 |
| Bulky Trash Violations - DCC | 1,302 |
| Substandard Structure - DCC | 1,271 |
| Illegal Garbage/Placement - DCC | 1,156 |



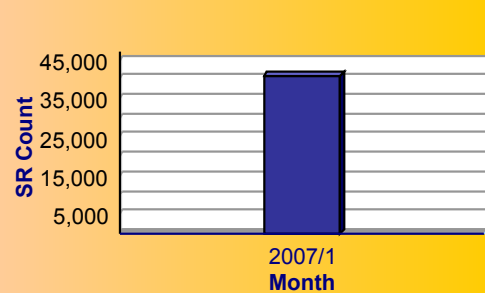
Service

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

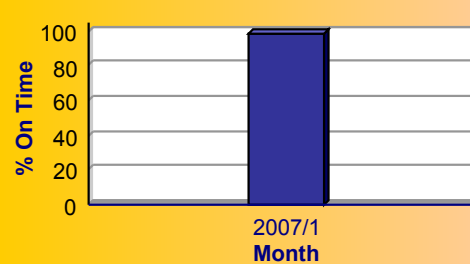
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 40,839 | 26,036 | 25,556 | 98.2% | 14,803 | 14,705 | 99.3% | 98.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

January 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 | 7,235 | 6,769 | 6,769 | 100.0% | 365 | 15.8 | 466 | 6.4% | 466 | 100.0% | 7,235 | 100.0% |
| 2 | Litter - DCC | 2,530 | 1,341 | 1,341 | 100.0% | 38 | 11.5 | 1,189 | 47.0% | 1,189 | 100.0% | 2,530 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 2,068 | 0 | 0 | N/A | 3 | 0.2 | 2,068 | 100.0% | 2,063 | 99.8% | 2,063 | 99.8% |
| 4 | Roll Cart - SAN | 1,845 | 175 | 175 | 100.0% | 10 | 5.1 | 1,670 | 90.5% | 1,553 | 93.0% | 1,728 | 93.7% |
| 5 | Recyclable Collection Missed (Residential) - SAN | 1,762 | 0 | 0 | N/A | 3 | 1.5 | 1,762 | 100.0% | 1,647 | 93.5% | 1,647 | 93.5% |
| 6 | Junk Motor Vehicle - DCC | 1,374 | 1,036 | 1,036 | 100.0% | 126 | 12.2 | 338 | 24.6% | 338 | 100.0% | 1,374 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 1,333 | 0 | 0 | N/A | 1 | 0.3 | 1,333 | 100.0% | 1,324 | 99.3% | 1,324 | 99.3% |
| 8 | Bulky Trash Violations - DCC | 1,302 | 116 | 116 | 100.0% | 14 | 2.9 | 1,186 | 91.1% | 1,167 | 98.4% | 1,283 | 98.5% |
| 9 | Substandard Structure - DCC | 1,271 | 1,053 | 1,053 | 100.0% | 365 | 7.3 | 218 | 17.2% | 218 | 100.0% | 1,271 | 100.0% |
| 10 | Illegal Garbage/Placement - DCC | 1,156 | 580 | 580 | 100.0% | 60 | 10.3 | 576 | 49.8% | 576 | 100.0% | 1,156 | 100.0% |
| 11 | Animal - Confined - DCC | 1,064 | 0 | 0 | N/A | 3 | 0.2 | 1,064 | 100.0% | 1,059 | 99.5% | 1,059 | 99.5% |
| 12 | Parking - Unapproved Surface - Eve/Weekends - DCC | 905 | 15 | 13 | 86.7% | 10 | 0.7 | 890 | 98.3% | 885 | 99.4% | 898 | 99.2% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 794 | 40 | 40 | 100.0% | 10 | 3.4 | 754 | 95.0% | 749 | 99.3% | 789 | 99.4% |
| 14 | Garbage - Missed - SAN | 773 | 5 | 5 | 100.0% | 6 | 2.4 | 768 | 99.4% | 731 | 95.2% | 736 | 95.2% |
| 15 | Illegal Outside Storage - DCC | 745 | 463 | 463 | 100.0% | 38 | 10.6 | 282 | 37.9% | 282 | 100.0% | 745 | 100.0% |
| 16 | High Weeds - DCC | 693 | 357 | 357 | 100.0% | 38 | 12.7 | 336 | 48.5% | 336 | 100.0% | 693 | 100.0% |
| 17 | Animal - Loose - DCC | 679 | 466 | 466 | 100.0% | 40 | 17.0 | 213 | 31.4% | 213 | 100.0% | 679 | 100.0% |
| 18 | Animal - Sick/Injured - DCC | 625 | 0 | 0 | N/A | 3 | 0.2 | 625 | 100.0% | 622 | 99.5% | 622 | 99.5% |
| 19 | Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH) | 539 | 0 | 0 | N/A | 5 | 0.2 | 539 | 100.0% | 539 | 100.0% | 539 | 100.0% |
| 20 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 503 | 0 | 0 | N/A | 1 | 0.1 | 503 | 100.0% | 501 | 99.6% | 501 | 99.6% |

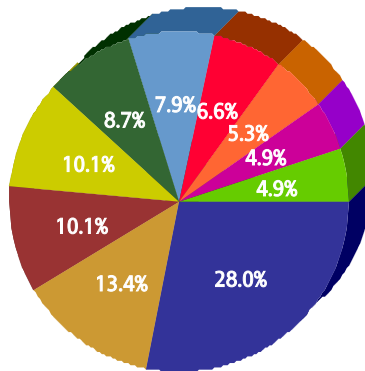


for Central (1)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 388 |
| Litter - DCC | 185 |
| Illegal Garbage/Placement - DCC | 140 |
| Recyclable Collection Missed (Residential) - SAN | 140 |
| Roll Cart - SAN | 121 |
| Animal - Loose Aggressive - DCC | 110 |
| Animal - Confined - DCC | 92 |
| Graffiti Private Property - Residential/Commercial | 73 |
| Fire Inspection - DFD | 68 |
| Junk Motor Vehicle - DCC | 68 |



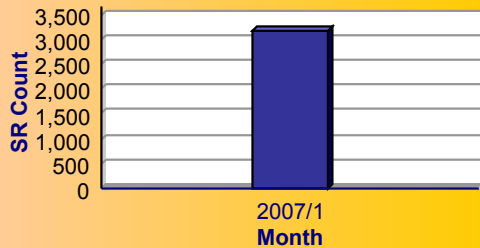
Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Illegal Garbage/Placement - DCC
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Graffiti Private Property - Residential/Commercial
- Fire Inspection - DFD
- Junk Motor Vehicle - DCC

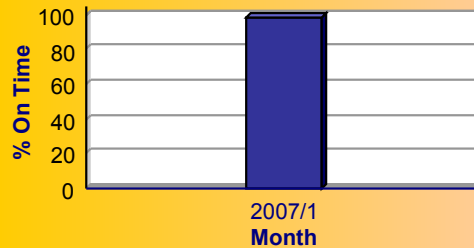
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,162 | 2,193 | 2,158 | 98.4% | 969 | 956 | 98.7% | 98.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

January 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 | 388 | 387 | 387 | 100.0% | 365 | 0.0 | 1 | 0.3% | 1 | 100.0% | 388 | 100.0% |
| 2 | Litter - DCC | 185 | 84 | 84 | 100.0% | 38 | 10.0 | 101 | 54.6% | 101 | 100.0% | 185 | 100.0% |
| 3 | Illegal Garbage/Placement - DCC | 140 | 85 | 85 | 100.0% | 60 | 6.7 | 55 | 39.3% | 55 | 100.0% | 140 | 100.0% |
| 4 | Recyclable Collection Missed (Residential) - SAN | 140 | 0 | 0 | N/A | 3 | 1.5 | 140 | 100.0% | 135 | 96.4% | 135 | 96.4% |
| 5 | Roll Cart - SAN | 121 | 15 | 15 | 100.0% | 10 | 5.6 | 106 | 87.6% | 101 | 95.3% | 116 | 95.9% |
| 6 | Animal - Loose Aggressive - DCC | 110 | 0 | 0 | N/A | 3 | 0.1 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 7 | Animal - Confined - DCC | 92 | 0 | 0 | N/A | 3 | 0.2 | 92 | 100.0% | 91 | 98.9% | 91 | 98.9% |
| 8 | Graffiti Private Property - Residential/Commercial | 73 | 41 | 41 | 100.0% | 90 | 7.6 | 32 | 43.8% | 32 | 100.0% | 73 | 100.0% |
| 9 | Junk Motor Vehicle - DCC | 68 | 48 | 48 | 100.0% | 126 | 9.1 | 20 | 29.4% | 20 | 100.0% | 68 | 100.0% |
| 10 | Fire Inspection - DFD | 68 | 37 | 37 | 100.0% | 60 | 6.3 | 31 | 45.6% | 31 | 100.0% | 68 | 100.0% |
| 11 | Signs - Other - DCC | 65 | 5 | 4 | 80.0% | 21 | 7.0 | 60 | 92.3% | 60 | 100.0% | 64 | 98.5% |
| 12 | Garbage - Missed - SAN | 65 | 0 | 0 | N/A | 6 | 2.6 | 65 | 100.0% | 59 | 90.8% | 59 | 90.8% |
| 13 | Dead Animal Pick Up - SAN | 64 | 0 | 0 | N/A | 1 | 0.4 | 64 | 100.0% | 63 | 98.4% | 63 | 98.4% |
| 14 | Substandard Structure - DCC | 55 | 37 | 37 | 100.0% | 365 | 7.9 | 18 | 32.7% | 18 | 100.0% | 55 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 54 | 0 | 0 | N/A | 10 | 2.5 | 54 | 100.0% | 54 | 100.0% | 54 | 100.0% |
| 16 | Traffic Signal - Flashing - PWT | 51 | 0 | 0 | N/A | 4 | 1.9 | 51 | 100.0% | 51 | 100.0% | 51 | 100.0% |
| 17 | Illegal Outside Storage - DCC | 50 | 30 | 30 | 100.0% | 38 | 12.5 | 20 | 40.0% | 20 | 100.0% | 50 | 100.0% |
| 18 | Street Lighting - Maintenance - PWT | 50 | 0 | 0 | N/A | 4 | 0.5 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 19 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 50 | 0 | 0 | N/A | 1 | 0.1 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 48 | 0 | 0 | N/A | 3 | 0.1 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |
| 21 | Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH) | 48 | 0 | 0 | N/A | 5 | 0.3 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |

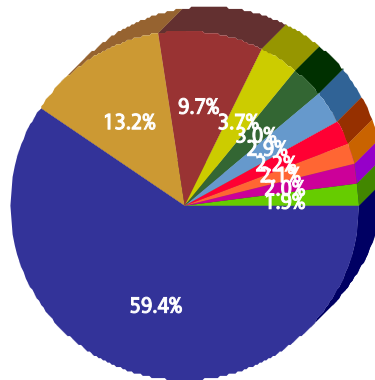


for North Central (6)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,563 |
| Recyclable Collection Missed (Residential) - SAN | 570 |
| Roll Cart - SAN | 418 |
| Garbage - Missed - SAN | 160 |
| Litter - DCC | 128 |
| Bulky Trash Violations - DCC | 127 |
| Animal - Confined - DCC | 94 |
| Dead Animal Pick Up - SAN | 90 |
| Illegal Garbage/Placement - DCC | 86 |
| Street Repair - Routine-STS | 81 |



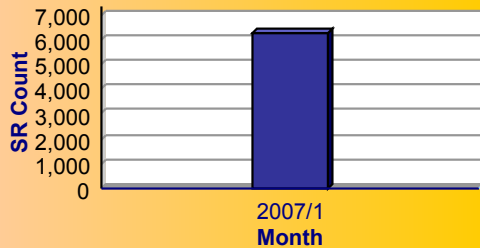
Service

- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Illegal Garbage/Placement - DCC
- Street Repair - Routine-STS

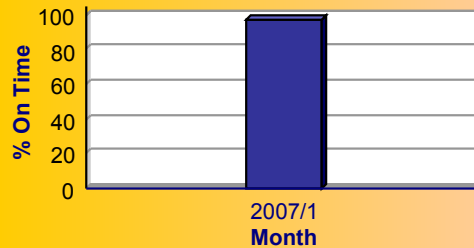
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 6,261 | 3,401 | 3,260 | 95.9% | 2,860 | 2,829 | 98.9% | 97.3% |

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)

January 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 | 2,563 | 2,310 | 2,310 | 100.0% | 365 | 11.4 | 253 | 9.9% | 253 | 100.0% | 2,563 | 100.0% |
| 2 | Recyclable Collection Missed (Residential) - SAN | 570 | 0 | 0 | N/A | 3 | 1.6 | 570 | 100.0% | 529 | 92.8% | 529 | 92.8% |
| 3 | Roll Cart - SAN | 418 | 39 | 39 | 100.0% | 10 | 7.0 | 379 | 90.7% | 318 | 83.9% | 357 | 85.4% |
| 4 | Garbage - Missed - SAN | 160 | 0 | 0 | N/A | 6 | 1.8 | 160 | 100.0% | 158 | 98.8% | 158 | 98.8% |
| 5 | Litter - DCC | 128 | 58 | 58 | 100.0% | 38 | 13.7 | 70 | 54.7% | 70 | 100.0% | 128 | 100.0% |
| 6 | Bulky Trash Violations - DCC | 127 | 0 | 0 | N/A | 14 | 3.1 | 127 | 100.0% | 127 | 100.0% | 127 | 100.0% |
| 7 | Animal - Confined - DCC | 94 | 0 | 0 | N/A | 3 | 0.2 | 94 | 100.0% | 94 | 100.0% | 94 | 100.0% |
| 8 | Dead Animal Pick Up - SAN | 90 | 0 | 0 | N/A | 1 | 0.4 | 90 | 100.0% | 89 | 98.9% | 89 | 98.9% |
| 9 | Illegal Garbage/Placement - DCC | 86 | 44 | 44 | 100.0% | 60 | 11.4 | 42 | 48.8% | 42 | 100.0% | 86 | 100.0% |
| 10 | Street Repair - Routine-STS | 81 | 22 | 22 | 100.0% | 90 | 5.6 | 59 | 72.8% | 59 | 100.0% | 81 | 100.0% |
| 11 | Street Spillage/Debris in Right of Way-Hazardous-STS | 77 | 0 | 0 | N/A | 1 | 0.1 | 77 | 100.0% | 77 | 100.0% | 77 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 75 | 7 | 7 | 100.0% | 10 | 3.4 | 68 | 90.7% | 67 | 98.5% | 74 | 98.7% |
| 13 | Animal - Loose Aggressive - DCC | 68 | 0 | 0 | N/A | 3 | 0.2 | 68 | 100.0% | 68 | 100.0% | 68 | 100.0% |
| 14 | Pothole - Hazardous-STS | 65 | 0 | 0 | N/A | 1 | 0.1 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 15 | Brush/Bulk Items - Missed - SAN | 63 | 4 | 2 | 50.0% | 10 | 3.3 | 59 | 93.7% | 59 | 100.0% | 61 | 96.8% |
| 16 | Sanitation Property Damage - SAN | 59 | 35 | 35 | 100.0% | 28 | 10.6 | 24 | 40.7% | 24 | 100.0% | 59 | 100.0% |
| 17 | Substandard Structure - DCC | 58 | 48 | 48 | 100.0% | 365 | 6.3 | 10 | 17.2% | 10 | 100.0% | 58 | 100.0% |
| 18 | Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 57 | 0 | 0 | N/A | 5 | 0.0 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 19 | Obstruction Alley/Sidewalk/Street - DCC | 56 | 23 | 23 | 100.0% | 60 | 9.2 | 33 | 58.9% | 33 | 100.0% | 56 | 100.0% |
| 20 | Street Lighting - Maintenance - PWT | 55 | 0 | 0 | N/A | 4 | 0.9 | 55 | 100.0% | 53 | 96.4% | 53 | 96.4% |

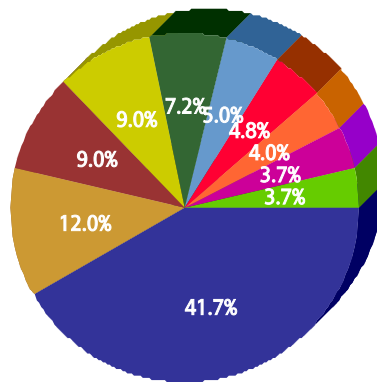


for Northeast (2)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,858 |
| Recyclable Collection Missed (Residential) - SAN | 533 |
| Roll Cart - SAN | 402 |
| Litter - DCC | 399 |
| Bulky Trash Violations - DCC | 322 |
| Illegal Garbage/Placement - DCC | 222 |
| Animal - Loose Aggressive - DCC | 213 |
| Garbage - Missed - SAN | 176 |
| Obstruction Alley/Sidewalk/Street - DCC | 165 |
| Dead Animal Pick Up - SAN | 164 |



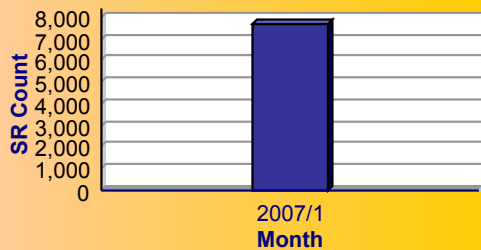
Service

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

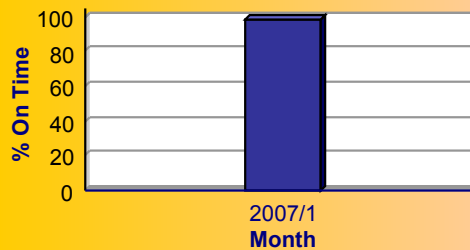
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 7,635 | 4,733 | 4,601 | 97.2% | 2,902 | 2,883 | 99.3% | 98.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

January 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 | 1,858 | 1,679 | 1,679 | 100.0% | 365 | 22.8 | 179 | 9.6% | 179 | 100.0% | 1,858 | 100.0% |
| 2 | Recyclable Collection Missed (Residential) - SAN | 533 | 0 | 0 | N/A | 3 | 1.5 | 533 | 100.0% | 502 | 94.2% | 502 | 94.2% |
| 3 | Roll Cart - SAN | 402 | 84 | 84 | 100.0% | 10 | 6.7 | 318 | 79.1% | 273 | 85.8% | 357 | 88.8% |
| 4 | Litter - DCC | 399 | 181 | 181 | 100.0% | 38 | 10.6 | 218 | 54.6% | 218 | 100.0% | 399 | 100.0% |
| 5 | Bulky Trash Violations - DCC | 322 | 24 | 24 | 100.0% | 14 | 3.1 | 298 | 92.5% | 298 | 100.0% | 322 | 100.0% |
| 6 | Illegal Garbage/Placement - DCC | 222 | 74 | 74 | 100.0% | 60 | 7.1 | 148 | 66.7% | 148 | 100.0% | 222 | 100.0% |
| 7 | Animal - Loose Aggressive - DCC | 213 | 0 | 0 | N/A | 3 | 0.2 | 213 | 100.0% | 212 | 99.5% | 212 | 99.5% |
| 8 | Garbage - Missed - SAN | 176 | 0 | 0 | N/A | 6 | 2.9 | 176 | 100.0% | 157 | 89.2% | 157 | 89.2% |
| 9 | Obstruction Alley/Sidewalk/Street - DCC | 165 | 96 | 96 | 100.0% | 60 | 13.6 | 69 | 41.8% | 69 | 100.0% | 165 | 100.0% |
| 10 | Dead Animal Pick Up - SAN | 164 | 0 | 0 | N/A | 1 | 0.2 | 164 | 100.0% | 164 | 100.0% | 164 | 100.0% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 154 | 0 | 0 | N/A | 10 | 2.8 | 154 | 100.0% | 154 | 100.0% | 154 | 100.0% |
| 12 | Animal - Confined - DCC | 148 | 0 | 0 | N/A | 3 | 0.2 | 148 | 100.0% | 148 | 100.0% | 148 | 100.0% |
| 13 | Junk Motor Vehicle - DCC | 145 | 88 | 88 | 100.0% | 126 | 9.5 | 57 | 39.3% | 57 | 100.0% | 145 | 100.0% |
| 14 | Substandard Structure - DCC | 122 | 104 | 104 | 100.0% | 365 | 4.3 | 18 | 14.8% | 18 | 100.0% | 122 | 100.0% |
| 15 | Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH) | 109 | 0 | 0 | N/A | 5 | 0.2 | 109 | 100.0% | 109 | 100.0% | 109 | 100.0% |
| 16 | Traffic Signal - Flashing - PWT | 98 | 0 | 0 | N/A | 4 | 2.0 | 98 | 100.0% | 98 | 100.0% | 98 | 100.0% |
| 17 | Illegal Outside Storage - DCC | 94 | 45 | 45 | 100.0% | 38 | 11.0 | 49 | 52.1% | 49 | 100.0% | 94 | 100.0% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 92 | 0 | 0 | N/A | 1 | 0.1 | 92 | 100.0% | 91 | 98.9% | 91 | 98.9% |
| 19 | Substandard Structure Apts - DCC | 85 | 28 | 28 | 100.0% | 365 | 6.6 | 57 | 67.1% | 57 | 100.0% | 85 | 100.0% |
| 20 | Sanitation Property Damage - SAN | 82 | 56 | 56 | 100.0% | 28 | 11.7 | 26 | 31.7% | 26 | 100.0% | 82 | 100.0% |

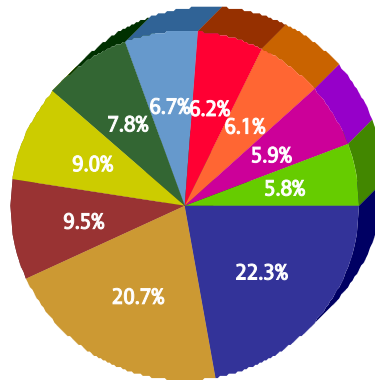


for Northwest (5)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 548 |
| Litter - DCC | 510 |
| Animal - Loose Aggressive - DCC | 234 |
| Junk Motor Vehicle - DCC | 222 |
| High Weeds - DCC | 193 |
| Substandard Structure - DCC | 165 |
| Dead Animal Pick Up - SAN | 152 |
| Recyclable Collection Missed (Residential) - SAN | 151 |
| Illegal Garbage/Placement - DCC | 145 |
| Illegal Outside Storage - DCC | 142 |



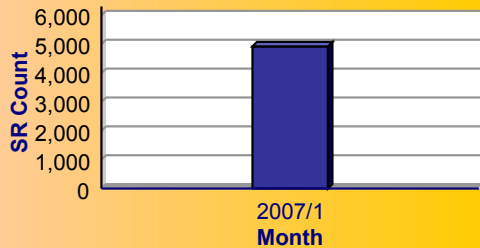
Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- High Weeds - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Illegal Garbage/Placement - DCC
- Illegal Outside Storage - DCC

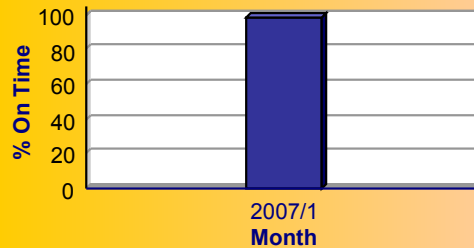
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,911 | 3,137 | 3,094 | 98.6% | 1,774 | 1,767 | 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)

January 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 | 548 | 522 | 522 | 100.0% | 365 | 12.3 | 26 | 4.7% | 26 | 100.0% | 548 | 100.0% |
| 2 | Litter - DCC | 510 | 280 | 280 | 100.0% | 38 | 12.7 | 230 | 45.1% | 230 | 100.0% | 510 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 234 | 0 | 0 | N/A | 3 | 0.2 | 234 | 100.0% | 233 | 99.6% | 233 | 99.6% |
| 4 | Junk Motor Vehicle - DCC | 222 | 154 | 154 | 100.0% | 126 | 14.1 | 68 | 30.6% | 68 | 100.0% | 222 | 100.0% |
| 5 | High Weeds - DCC | 193 | 113 | 113 | 100.0% | 38 | 13.4 | 80 | 41.5% | 80 | 100.0% | 193 | 100.0% |
| 6 | Substandard Structure - DCC | 165 | 148 | 148 | 100.0% | 365 | 7.9 | 17 | 10.3% | 17 | 100.0% | 165 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 152 | 0 | 0 | N/A | 1 | 0.3 | 152 | 100.0% | 150 | 98.7% | 150 | 98.7% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 151 | 0 | 0 | N/A | 3 | 1.3 | 151 | 100.0% | 146 | 96.7% | 146 | 96.7% |
| 9 | Illegal Garbage/Placement - DCC | 145 | 94 | 94 | 100.0% | 60 | 9.1 | 51 | 35.2% | 51 | 100.0% | 145 | 100.0% |
| 10 | Illegal Outside Storage - DCC | 142 | 99 | 99 | 100.0% | 38 | 12.7 | 43 | 30.3% | 43 | 100.0% | 142 | 100.0% |
| 11 | Roll Cart - SAN | 133 | 9 | 9 | 100.0% | 10 | 4.0 | 124 | 93.2% | 120 | 96.8% | 129 | 97.0% |
| 12 | Bulky Trash Violations - DCC | 122 | 1 | 1 | 100.0% | 14 | 4.3 | 121 | 99.2% | 113 | 93.4% | 114 | 93.4% |
| 13 | Animal - Confined - DCC | 110 | 0 | 0 | N/A | 3 | 0.1 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 109 | 12 | 12 | 100.0% | 10 | 6.1 | 97 | 89.0% | 94 | 96.9% | 106 | 97.2% |
| 15 | Garbage - Missed - SAN | 94 | 0 | 0 | N/A | 6 | 2.2 | 94 | 100.0% | 93 | 98.9% | 93 | 98.9% |
| 16 | Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 89 | 0 | 0 | N/A | 5 | 0.1 | 89 | 100.0% | 89 | 100.0% | 89 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 88 | 0 | 0 | N/A | 1 | 0.0 | 88 | 100.0% | 87 | 98.9% | 87 | 98.9% |
| 18 | Animal - Loose - DCC | 85 | 55 | 55 | 100.0% | 40 | 16.8 | 30 | 35.3% | 30 | 100.0% | 85 | 100.0% |
| 19 | Animal - Sick/Injured - DCC | 82 | 0 | 0 | N/A | 3 | 0.1 | 82 | 100.0% | 82 | 100.0% | 82 | 100.0% |
| 20 | Pothole - Hazardous-STS | 80 | 0 | 0 | N/A | 1 | 0.1 | 80 | 100.0% | 78 | 97.5% | 78 | 97.5% |

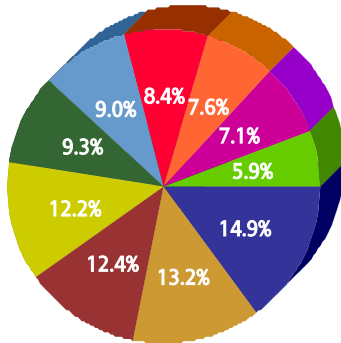


for Southeast (3)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Animal - Loose Aggressive - DCC | 776 |
| Substandard Structure - DCC | 686 |
| Litter - DCC | 644 |
| Recycling ROLL CART Registration - SAN | 636 |
| Junk Motor Vehicle - DCC | 485 |
| Dead Animal Pick Up - SAN | 471 |
| Bulky Trash Violations - DCC | 440 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 398 |
| Roll Cart - SAN | 368 |
| Animal - Confined - DCC | 310 |



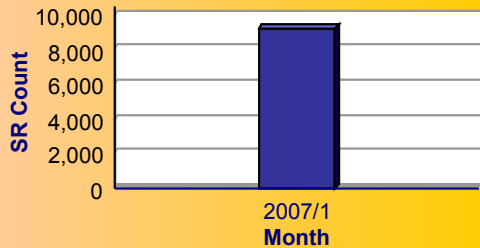
Service

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

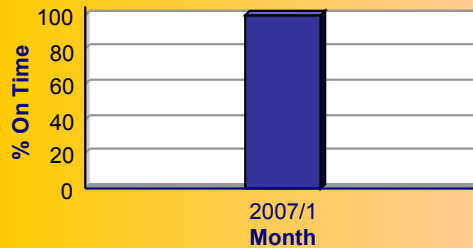
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 9,141 | 6,142 | 6,097 | 99.3% | 2,999 | 2,989 | 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 Southeast (3)

January 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 | 776 | 0 | 0 | N/A | 3 | 0.2 | 776 | 100.0% | 775 | 99.9% | 775 | 99.9% |
| 2 | Substandard Structure - DCC | 686 | 564 | 564 | 100.0% | 365 | 7.1 | 122 | 17.8% | 122 | 100.0% | 686 | 100.0% |
| 3 | Litter - DCC | 644 | 338 | 338 | 100.0% | 38 | 10.0 | 306 | 47.5% | 306 | 100.0% | 644 | 100.0% |
| 4 | Recycling ROLL CART Registration - SAN | 636 | 635 | 635 | 100.0% | 365 | 0.0 | 1 | 0.2% | 1 | 100.0% | 636 | 100.0% |
| 5 | Junk Motor Vehicle - DCC | 485 | 398 | 398 | 100.0% | 126 | 10.9 | 87 | 17.9% | 87 | 100.0% | 485 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 471 | 0 | 0 | N/A | 1 | 0.3 | 471 | 100.0% | 469 | 99.6% | 469 | 99.6% |
| 7 | Bulky Trash Violations - DCC | 440 | 66 | 66 | 100.0% | 14 | 2.4 | 374 | 85.0% | 371 | 99.2% | 437 | 99.3% |
| 8 | Parking - Unapproved Surface - Eve/Weekends - DCC | 398 | 4 | 3 | 75.0% | 10 | 0.5 | 394 | 99.0% | 391 | 99.2% | 394 | 99.0% |
| 9 | Roll Cart - SAN | 368 | 17 | 17 | 100.0% | 10 | 3.4 | 351 | 95.4% | 351 | 100.0% | 368 | 100.0% |
| 10 | Animal - Confined - DCC | 310 | 0 | 0 | N/A | 3 | 0.3 | 310 | 100.0% | 308 | 99.4% | 308 | 99.4% |
| 11 | Illegal Garbage/Placement - DCC | 227 | 105 | 105 | 100.0% | 60 | 11.2 | 122 | 53.7% | 122 | 100.0% | 227 | 100.0% |
| 12 | Animal - Loose - DCC | 206 | 141 | 141 | 100.0% | 40 | 17.9 | 65 | 31.6% | 65 | 100.0% | 206 | 100.0% |
| 13 | High Weeds - DCC | 204 | 94 | 94 | 100.0% | 38 | 12.5 | 110 | 53.9% | 110 | 100.0% | 204 | 100.0% |
| 14 | Illegal Outside Storage - DCC | 184 | 122 | 122 | 100.0% | 38 | 8.6 | 62 | 33.7% | 62 | 100.0% | 184 | 100.0% |
| 15 | Animal - Sick/Injured - DCC | 182 | 0 | 0 | N/A | 3 | 0.1 | 182 | 100.0% | 182 | 100.0% | 182 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 182 | 4 | 4 | 100.0% | 10 | 3.0 | 178 | 97.8% | 177 | 99.4% | 181 | 99.5% |
| 17 | Animal - Cruelty - DCC | 118 | 0 | 0 | N/A | 30 | 0.4 | 118 | 100.0% | 118 | 100.0% | 118 | 100.0% |
| 18 | Open and Vacant Structure - DCC | 113 | 28 | 28 | 100.0% | 30 | 5.9 | 85 | 75.2% | 85 | 100.0% | 113 | 100.0% |
| 19 | Garbage - Missed - SAN | 100 | 3 | 3 | 100.0% | 6 | 2.1 | 97 | 97.0% | 95 | 97.9% | 98 | 98.0% |
| 20 | Street Lighting - Maintenance - PWT | 98 | 0 | 0 | N/A | 4 | 0.6 | 98 | 100.0% | 98 | 100.0% | 98 | 100.0% |

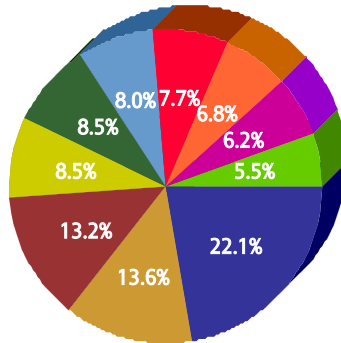


for Southwest (4)

January 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 1,084 |
| Animal - Loose Aggressive - DCC | 665 |
| Litter - DCC | 646 |
| Junk Motor Vehicle - DCC | 415 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 415 |
| Roll Cart - SAN | 390 |
| Dead Animal Pick Up - SAN | 379 |
| Illegal Garbage/Placement - DCC | 335 |
| Animal - Confined - DCC | 304 |
| Recyclable Collection Missed (Residential) - SAN | 272 |



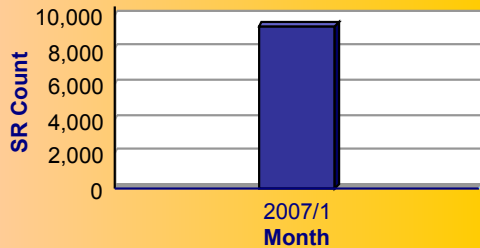
Service

- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Junk Motor Vehicle - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Illegal Garbage/Placement - DCC
- Animal - Confined - DCC
- Recyclable Collection Missed (Residential) - SAN

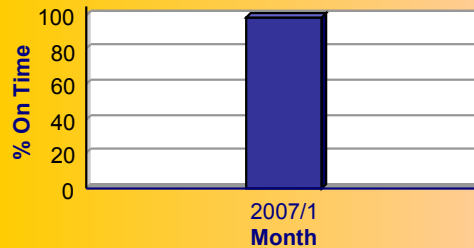
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 9,317 | 6,215 | 6,137 | 98.7% | 3,102 | 3,084 | 99.4% | 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)

January 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 | 1,084 | 1,080 | 1,080 | 100.0% | 365 | 20.5 | 4 | 0.4% | 4 | 100.0% | 1,084 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 665 | 0 | 0 | N/A | 3 | 0.1 | 665 | 100.0% | 663 | 99.7% | 663 | 99.7% |
| 3 | Litter - DCC | 646 | 388 | 388 | 100.0% | 38 | 13.2 | 258 | 39.9% | 258 | 100.0% | 646 | 100.0% |
| 4 | Junk Motor Vehicle - DCC | 415 | 322 | 322 | 100.0% | 126 | 14.5 | 93 | 22.4% | 93 | 100.0% | 415 | 100.0% |
| 5 | Parking - Unapproved Surface - Eve/Weekends - DCC | 415 | 3 | 3 | 100.0% | 10 | 0.8 | 412 | 99.3% | 410 | 99.5% | 413 | 99.5% |
| 6 | Roll Cart - SAN | 390 | 10 | 10 | 100.0% | 10 | 3.6 | 380 | 97.4% | 378 | 99.5% | 388 | 99.5% |
| 7 | Dead Animal Pick Up - SAN | 379 | 0 | 0 | N/A | 1 | 0.3 | 379 | 100.0% | 376 | 99.2% | 376 | 99.2% |
| 8 | Illegal Garbage/Placement - DCC | 335 | 178 | 178 | 100.0% | 60 | 14.2 | 157 | 46.9% | 157 | 100.0% | 335 | 100.0% |
| 9 | Animal - Confined - DCC | 304 | 0 | 0 | N/A | 3 | 0.3 | 304 | 100.0% | 302 | 99.3% | 302 | 99.3% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 272 | 0 | 0 | N/A | 3 | 1.6 | 272 | 100.0% | 245 | 90.1% | 245 | 90.1% |
| 11 | Bulky Trash Violations - DCC | 266 | 24 | 24 | 100.0% | 14 | 2.7 | 242 | 91.0% | 234 | 96.7% | 258 | 97.0% |
| 12 | Illegal Outside Storage - DCC | 256 | 154 | 154 | 100.0% | 38 | 10.2 | 102 | 39.8% | 102 | 100.0% | 256 | 100.0% |
| 13 | Animal - Loose - DCC | 232 | 166 | 166 | 100.0% | 40 | 17.5 | 66 | 28.4% | 66 | 100.0% | 232 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 217 | 16 | 16 | 100.0% | 10 | 3.3 | 201 | 92.6% | 201 | 100.0% | 217 | 100.0% |
| 15 | High Weeds - DCC | 186 | 107 | 107 | 100.0% | 38 | 13.3 | 79 | 42.5% | 79 | 100.0% | 186 | 100.0% |
| 16 | Animal - Sick/Injured - DCC | 185 | 0 | 0 | N/A | 3 | 0.2 | 185 | 100.0% | 184 | 99.5% | 184 | 99.5% |
| 17 | Substandard Structure - DCC | 182 | 149 | 149 | 100.0% | 365 | 9.2 | 33 | 18.1% | 33 | 100.0% | 182 | 100.0% |
| 18 | Garbage - Missed - SAN | 173 | 2 | 2 | 100.0% | 6 | 2.3 | 171 | 98.8% | 167 | 97.7% | 169 | 97.7% |
| 19 | Snow/Ice Sanding Request-Hazardous-STS (DISPATCH) | 151 | 0 | 0 | N/A | 5 | 0.3 | 151 | 100.0% | 151 | 100.0% | 151 | 100.0% |
| 20 | Obstruction Alley/Sidewalk/Street - DCC | 133 | 94 | 94 | 100.0% | 60 | 12.8 | 39 | 29.3% | 39 | 100.0% | 133 | 100.0% |

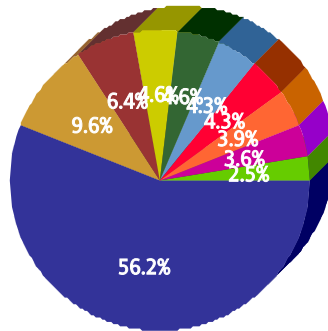


for Unknown

January 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 158 |
| Mystery Shopper - SCS | 27 |
| Litter - DCC | 18 |
| Dead Animal Pick Up - SAN | 13 |
| Roll Cart - SAN | 13 |
| Snow/Ice Sanding Request-Hazardous-STs (DISPATCH) | 12 |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 12 |
| Recyclable Collection Missed (Residential) - SAN | 11 |
| Pothole - Hazardous-STs | 10 |
| Fire Inspection - DFD | 7 |



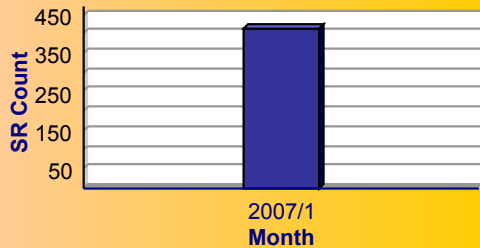
Service

- Recycling ROLL CART Registration - SAN
- Mystery Shopper - SCS
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Recyclable Collection Missed (Residential) - SAN
- Pothole - Hazardous-STs
- Fire Inspection - DFD

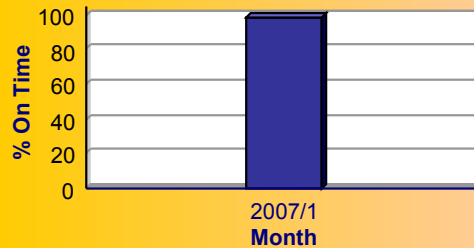
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 412 | 215 | 209 | 97.2% | 197 | 197 | 100.0% | 98.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

January 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 | 158 | 156 | 156 | 100.0% | 365 | 0.0 | 2 | 1.3% | 2 | 100.0% | 158 | 100.0% |
| 2 | Mystery Shopper - SCS | 27 | 2 | 2 | 100.0% | 10 | 2.2 | 25 | 92.6% | 25 | 100.0% | 27 | 100.0% |
| 3 | Litter - DCC | 18 | 12 | 12 | 100.0% | 38 | 6.7 | 6 | 33.3% | 6 | 100.0% | 18 | 100.0% |
| 4 | Dead Animal Pick Up - SAN | 13 | 0 | 0 | N/A | 1 | 0.4 | 13 | 100.0% | 13 | 100.0% | 13 | 100.0% |
| 5 | Roll Cart - SAN | 13 | 1 | 1 | 100.0% | 10 | 3.8 | 12 | 92.3% | 12 | 100.0% | 13 | 100.0% |
| 6 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 12 | 0 | 0 | N/A | 1 | 0.1 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 7 | Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH) | 12 | 0 | 0 | N/A | 5 | 0.0 | 12 | 100.0% | 12 | 100.0% | 12 | 100.0% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 11 | 0 | 0 | N/A | 3 | 2.2 | 11 | 100.0% | 9 | 81.8% | 9 | 81.8% |
| 9 | Pothole - Hazardous-ST5 | 10 | 0 | 0 | N/A | 1 | 0.1 | 10 | 100.0% | 10 | 100.0% | 10 | 100.0% |
| 10 | Fire Inspection - DFD | 7 | 3 | 3 | 100.0% | 60 | 7.8 | 4 | 57.1% | 4 | 100.0% | 7 | 100.0% |
| 11 | Animal - Confined - DCC | 6 | 0 | 0 | N/A | 3 | 0.5 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 12 | Animal - Loose - DCC | 6 | 4 | 4 | 100.0% | 40 | 17.5 | 2 | 33.3% | 2 | 100.0% | 6 | 100.0% |
| 13 | Traffic Signal - Flashing - PWT | 6 | 0 | 0 | N/A | 4 | 1.2 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 14 | Miscellaneous Service Request - SCS | 5 | 0 | 0 | N/A | 10 | 2.2 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 15 | Signs - Public Right of Way - DCC | 5 | 0 | 0 | N/A | 7 | 3.8 | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |
| 16 | Signs - Other - DCC | 5 | 2 | 2 | 100.0% | 21 | 3.0 | 3 | 60.0% | 3 | 100.0% | 5 | 100.0% |
| 17 | Garbage - Missed - SAN | 5 | 0 | 0 | N/A | 6 | 9.0 | 5 | 100.0% | 2 | 40.0% | 2 | 40.0% |
| 18 | High Weeds - DCC | 4 | 2 | 2 | 100.0% | 38 | 11.5 | 2 | 50.0% | 2 | 100.0% | 4 | 100.0% |
| 19 | Obstruction Alley/Sidewalk/Street - DCC | 4 | 4 | 4 | 100.0% | 60 | | 0 | 0.0% | 0 | N/A | 4 | 100.0% |
| 20 | Oversized Vehicle - Eve/Weekends - DCC | 4 | 0 | 0 | N/A | 14 | 0.8 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 21 | Parking - Unapproved Surface - Eve/Weekends - DCC | 4 | 0 | 0 | N/A | 10 | 1.0 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |
| 22 | Pothole Repair Routine - ST5 | 4 | 0 | 0 | N/A | 5 | 1.2 | 4 | 100.0% | 4 | 100.0% | 4 | 100.0% |