



**FY 2007 – 2008**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

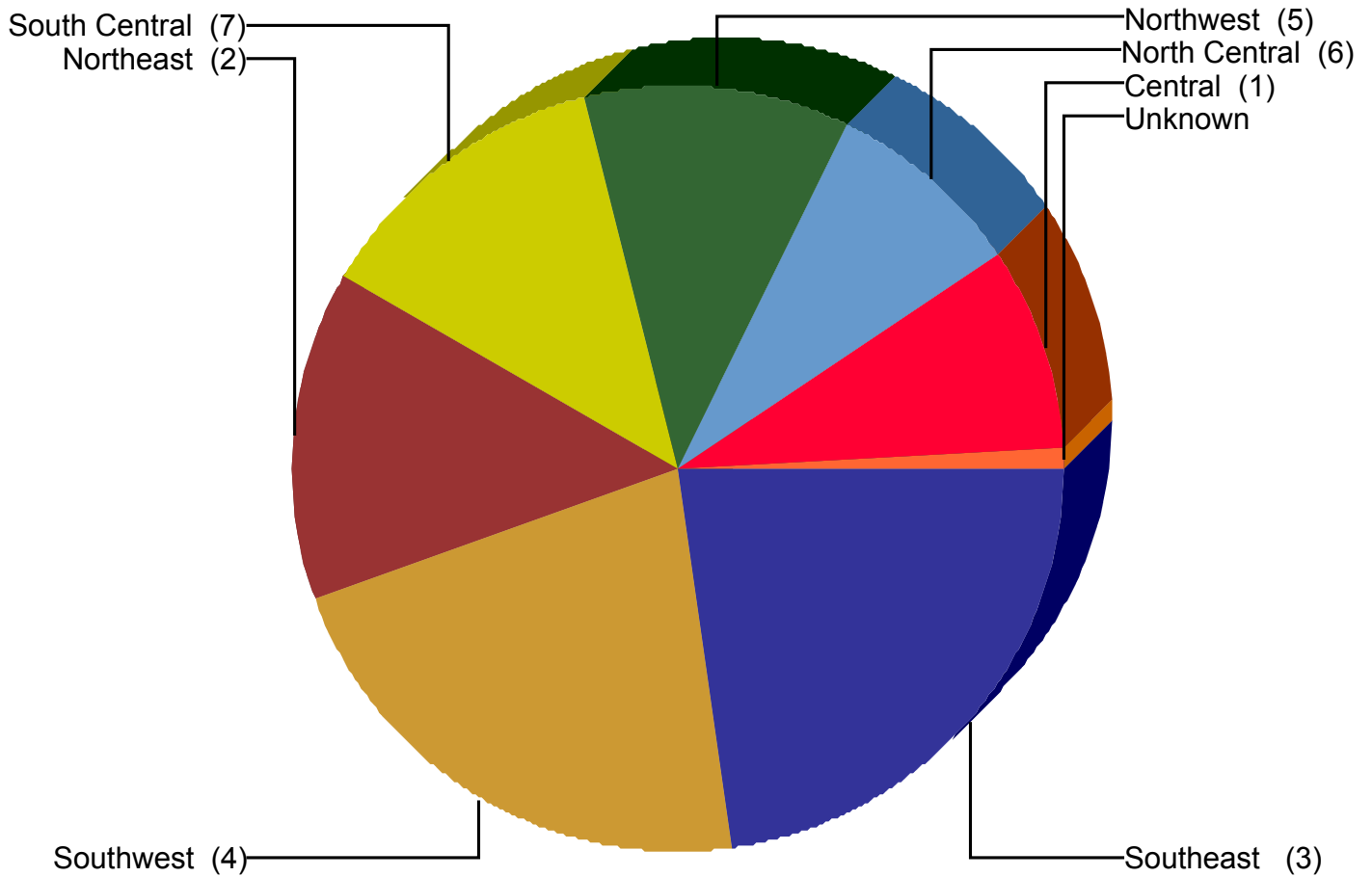
**JANUARY 2008**

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**City of Dallas** Service Area Report  
For January 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,809	8.5%	96.7%
North Central (6)	2,823	8.6%	98.7%
Northeast (2)	4,609	14.0%	98.4%
Northwest (5)	3,578	10.9%	98.8%
South Central (7)	4,223	12.8%	99.2%
Southeast (3)	7,481	22.7%	99.4%
Southwest (4)	7,151	21.7%	99.3%
Unknown	268	0.8%	92.9%
<b>Total</b>	<b>32,942</b>	<b>100.0%</b>	<b>98.8%</b>

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

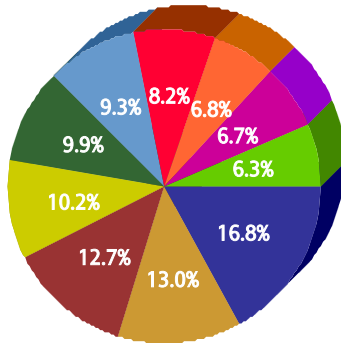


For Citywide

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,475
Litter - DCC	1,912
Animal - Loose Aggressive - DCC	1,865
Roll Cart - SAN	1,503
Dead Animal Pick Up - SAN	1,461
Parking - Unapproved Surface - Eve/Weekends - DCC	1,375
Substandard Structure - DCC	1,210
Animal - Confined - DCC	1,007
Bulky Trash Violations - DCC	987
Smoke Detector Request - DFD	927



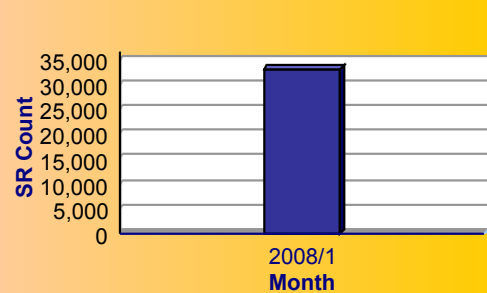
Service

- Recycling ROLL CART Registration - SAN
- Litter - 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
- Bulky Trash Violations - DCC
- Smoke Detector Request - DFD

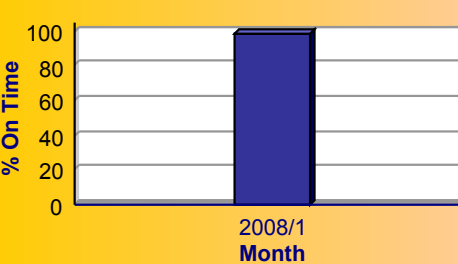
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,942	26,032	25,767	99.0%	6,910	6,782	98.1%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	2,475	1,130	1,130	100.0%	365	13.1	1,345	54.3%	1,345	100.0%	2,475	100.0%
2	Litter - DCC	1,912	911	911	100.0%	38	10.1	1,001	52.4%	1,001	100.0%	1,912	100.0%
3	Animal - Loose Aggressive - DCC	1,865	0	0	N/A	3	0.1	1,865	100.0%	1,864	99.9%	1,864	99.9%
4	Roll Cart - SAN	1,503	98	97	99.0%	10	3.2	1,405	93.5%	1,401	99.7%	1,498	99.7%
5	Dead Animal Pick Up - SAN	1,461	0	0	N/A	1	0.3	1,461	100.0%	1,454	99.5%	1,454	99.5%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	1,375	5	5	100.0%	10	0.4	1,370	99.6%	1,370	100.0%	1,375	100.0%
7	Substandard Structure - DCC	1,210	782	782	100.0%	365	5.9	428	35.4%	428	100.0%	1,210	100.0%
8	Animal - Confined - DCC	1,007	0	0	N/A	3	0.1	1,007	100.0%	1,006	99.9%	1,006	99.9%
9	Bulky Trash Violations - DCC	987	19	17	89.5%	14	3.4	968	98.1%	948	97.9%	965	97.8%
10	Smoke Detector Request - DFD	927	83	77	92.8%	30	2.5	844	91.0%	844	100.0%	921	99.4%
11	Garbage - Missed - SAN	875	4	4	100.0%	12	1.9	871	99.5%	871	100.0%	875	100.0%
12	Illegal Garbage/Placement - DCC	766	349	349	100.0%	60	8.0	417	54.4%	417	100.0%	766	100.0%
13	24 Hour Parking/Parking Violations - DPD	704	39	31	79.5%	10	4.8	665	94.5%	607	91.3%	638	90.6%
14	Animal - Loose - DCC	693	125	125	100.0%	40	6.3	568	82.0%	568	100.0%	693	100.0%
15	Fire Inspection - DFD	670	352	352	100.0%	60	10.8	318	47.5%	318	100.0%	670	100.0%
16	Recyclable Collection Missed (Residential) - SAN	640	0	0	N/A	3	1.1	640	100.0%	639	99.8%	639	99.8%
17	Obstruction Alley/Sidewalk/Street - DCC	623	341	341	100.0%	60	11.5	282	45.3%	282	100.0%	623	100.0%
18	Junk Motor Vehicle - DCC	599	380	380	100.0%	126	9.1	219	36.6%	219	100.0%	599	100.0%
19	Animal - Sick/Injured - DCC	566	0	0	N/A	3	0.1	566	100.0%	566	100.0%	566	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STC	527	0	0	N/A	1	0.0	527	100.0%	525	99.6%	525	99.6%

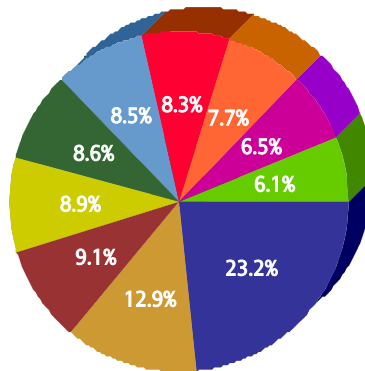


for Central (1)

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	261
Roll Cart - SAN	145
Litter - DCC	102
Fire Inspection - DFD	100
Dead Animal Pick Up - SAN	97
Animal - Loose Aggressive - DCC	96
Graffiti Private Property - Residential/Commercial	93
Garbage - Missed - SAN	87
Traffic Signal - All Out - PWT	73
Recyclable Collection Missed (Residential) - SAN	69



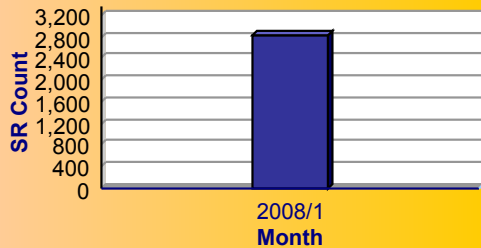
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Graffiti Private Property - Residential/Commercial
- Garbage - Missed - SAN
- Traffic Signal - All Out - PWT
- Recyclable Collection Missed (Residential) - SAN

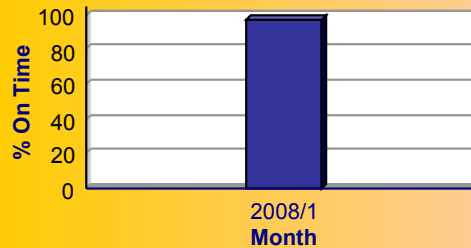
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,809	2,276	2,207	97.0%	533	510	95.7%	96.7%

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 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	261	104	104	100.0%	365	13.3	157	60.2%	157	100.0%	261	100.0%
2	Roll Cart - SAN	145	9	9	100.0%	10	3.7	136	93.8%	136	100.0%	145	100.0%
3	Litter - DCC	102	39	39	100.0%	38	9.5	63	61.8%	63	100.0%	102	100.0%
4	Fire Inspection - DFD	100	57	57	100.0%	60	10.9	43	43.0%	43	100.0%	100	100.0%
5	Dead Animal Pick Up - SAN	97	0	0	N/A	1	0.4	97	100.0%	96	99.0%	96	99.0%
6	Animal - Loose Aggressive - DCC	96	0	0	N/A	3	0.2	96	100.0%	96	100.0%	96	100.0%
7	Graffiti Private Property - Residential/Commercial	93	51	51	100.0%	90	7.2	42	45.2%	42	100.0%	93	100.0%
8	Garbage - Missed - SAN	87	0	0	N/A	12	1.2	87	100.0%	87	100.0%	87	100.0%
9	Traffic Signal - All Out - PWT	73	5	0	0.0%	4	1.1	68	93.2%	68	100.0%	68	93.2%
10	Recyclable Collection Missed (Residential) - SAN	69	0	0	N/A	3	1.1	69	100.0%	69	100.0%	69	100.0%
11	Substandard Structure - DCC	67	42	42	100.0%	365	4.7	25	37.3%	25	100.0%	67	100.0%
12	Animal - Confined - DCC	63	0	0	N/A	3	0.1	63	100.0%	63	100.0%	63	100.0%
13	24 Hour Parking/Parking Violations - DPD	61	4	4	100.0%	10	12.0	57	93.4%	25	43.9%	29	47.5%
14	Traffic Signal - Flashing - PWT	54	5	0	0.0%	4	1.4	49	90.7%	49	100.0%	49	90.7%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	51	0	0	N/A	1	0.0	51	100.0%	51	100.0%	51	100.0%
16	Street Lighting - Maintenance - PWT	49	0	0	N/A	10	0.6	49	100.0%	49	100.0%	49	100.0%
17	Junk Motor Vehicle - DCC	45	19	19	100.0%	126	13.0	26	57.8%	26	100.0%	45	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	40	13	13	100.0%	60	5.8	27	67.5%	27	100.0%	40	100.0%
19	Animal - Sick/Injured - DCC	40	0	0	N/A	3	0.0	40	100.0%	40	100.0%	40	100.0%
20	Animal - Loose - DCC	38	9	9	100.0%	40	5.8	29	76.3%	29	100.0%	38	100.0%

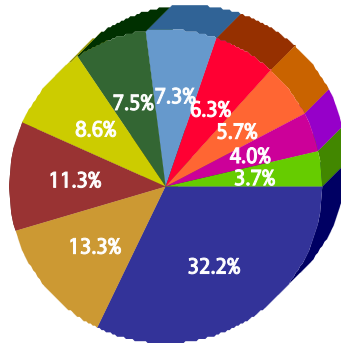


for North Central (6)

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	474
Roll Cart - SAN	195
Garbage - Missed - SAN	166
Recyclable Collection Missed (Residential) - SAN	127
Fire Inspection - DFD	110
Dead Animal Pick Up - SAN	107
Animal - Confined - DCC	93
24 Hour Parking/Parking Violations - DPD	84
Recycling - Roll Cart - SAN	59
Street Spillage/Debris in Right of Way-Hazardous-ST5	55



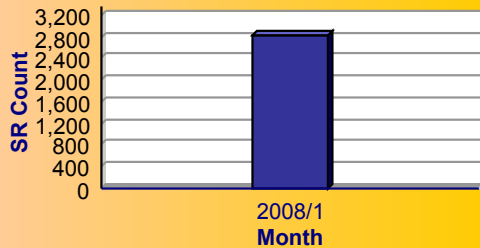
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Recycling - Roll Cart - SAN
- Street Spillage/Debris in Right of Way-Hazardous-ST5

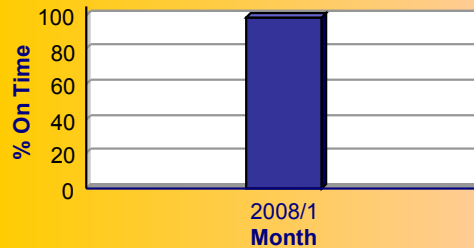
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,823	2,371	2,352	99.2%	452	435	96.2%	98.7%

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 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	474	186	186	100.0%	365	12.0	288	60.8%	288	100.0%	474	100.0%
2	Roll Cart - SAN	195	17	17	100.0%	10	3.5	178	91.3%	178	100.0%	195	100.0%
3	Garbage - Missed - SAN	166	2	2	100.0%	12	3.0	164	98.8%	164	100.0%	166	100.0%
4	Recyclable Collection Missed (Residential) - SAN	127	0	0	N/A	3	1.1	127	100.0%	127	100.0%	127	100.0%
5	Fire Inspection - DFD	110	35	35	100.0%	60	13.3	75	68.2%	75	100.0%	110	100.0%
6	Dead Animal Pick Up - SAN	107	0	0	N/A	1	0.3	107	100.0%	106	99.1%	106	99.1%
7	Animal - Confined - DCC	93	0	0	N/A	3	0.1	93	100.0%	93	100.0%	93	100.0%
8	24 Hour Parking/Parking Violations - DPD	84	3	2	66.7%	10	3.8	81	96.4%	80	98.8%	82	97.6%
9	Recycling - Roll Cart - SAN	59	6	2	33.3%	10	4.6	53	89.8%	52	98.1%	54	91.5%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.1	55	100.0%	55	100.0%	55	100.0%
11	Animal - Loose Aggressive - DCC	52	0	0	N/A	3	0.3	52	100.0%	51	98.1%	51	98.1%
12	Bulky Trash Violations - DCC	50	0	0	N/A	14	2.9	50	100.0%	50	100.0%	50	100.0%
13	Street Repair - Routine-STS	44	7	7	100.0%	90	6.7	37	84.1%	37	100.0%	44	100.0%
14	Traffic Signal - Timing - PWT	41	1	0	0.0%	4	1.3	40	97.6%	40	100.0%	40	97.6%
15	Pothole - Hazardous-STS	41	0	0	N/A	1	0.1	41	100.0%	41	100.0%	41	100.0%
16	Traffic Signal - All Out - PWT	39	1	0	0.0%	4	1.0	38	97.4%	38	100.0%	38	97.4%
17	Traffic Signal - Flashing - PWT	38	0	0	N/A	4	1.3	38	100.0%	38	100.0%	38	100.0%
18	Litter - DCC	36	13	13	100.0%	38	7.5	23	63.9%	23	100.0%	36	100.0%
19	Obstruction Alley/Sidewalk/Street - DCC	34	18	18	100.0%	60	4.9	16	47.1%	16	100.0%	34	100.0%
20	Animal - Loose - DCC	31	5	5	100.0%	40	5.5	26	83.9%	26	100.0%	31	100.0%

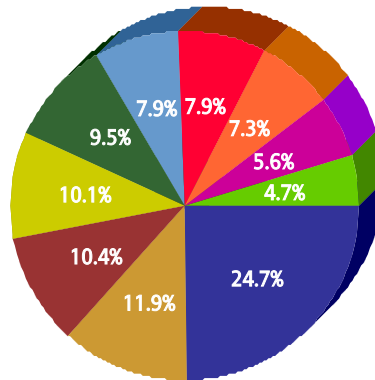


for Northeast (2)

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	497
Bulky Trash Violations - DCC	240
Roll Cart - SAN	209
Dead Animal Pick Up - SAN	203
Litter - DCC	191
Animal - Loose Aggressive - DCC	160
Animal - Confined - DCC	159
Fire Inspection - DFD	147
Recyclable Collection Missed (Residential) - SAN	112
Garbage - Missed - SAN	95



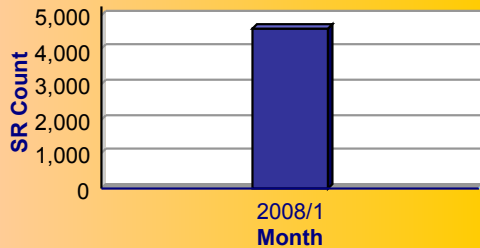
Service

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

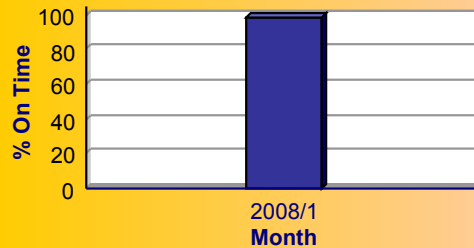
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,609	3,743	3,692	98.6%	866	844	97.5%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	497	221	221	100.0%	365	12.7	276	55.5%	276	100.0%	497	100.0%
2	Bulky Trash Violations - DCC	240	7	7	100.0%	14	2.9	233	97.1%	230	98.7%	237	98.8%
3	Roll Cart - SAN	209	10	9	90.0%	10	3.4	199	95.2%	198	99.5%	207	99.0%
4	Dead Animal Pick Up - SAN	203	0	0	N/A	1	0.3	203	100.0%	201	99.0%	201	99.0%
5	Litter - DCC	191	65	65	100.0%	38	9.4	126	66.0%	126	100.0%	191	100.0%
6	Animal - Loose Aggressive - DCC	160	0	0	N/A	3	0.2	160	100.0%	160	100.0%	160	100.0%
7	Animal - Confined - DCC	159	0	0	N/A	3	0.1	159	100.0%	159	100.0%	159	100.0%
8	Fire Inspection - DFD	147	85	85	100.0%	60	8.5	62	42.2%	62	100.0%	147	100.0%
9	Recyclable Collection Missed (Residential) - SAN	112	0	0	N/A	3	1.1	112	100.0%	112	100.0%	112	100.0%
10	Garbage - Missed - SAN	95	2	2	100.0%	12	2.5	93	97.9%	93	100.0%	95	100.0%
11	Substandard Structure Apts - DCC	93	36	36	100.0%	365	6.4	57	61.3%	57	100.0%	93	100.0%
12	24 Hour Parking/Parking Violations - DPD	92	7	4	57.1%	10	5.1	85	92.4%	75	88.2%	79	85.9%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	83	0	0	N/A	1	0.0	83	100.0%	83	100.0%	83	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	82	43	43	100.0%	60	9.1	39	47.6%	39	100.0%	82	100.0%
15	Animal - Cruelty - DCC	81	0	0	N/A	30	0.2	81	100.0%	81	100.0%	81	100.0%
16	Animal - Loose - DCC	80	12	12	100.0%	40	6.2	68	85.0%	68	100.0%	80	100.0%
17	Traffic Signal - All Out - PWT	80	4	0	0.0%	4	1.2	76	95.0%	75	98.7%	75	93.8%
18	Junk Motor Vehicle - DCC	79	45	45	100.0%	126	8.1	34	43.0%	34	100.0%	79	100.0%
19	Animal - Sick/Injured - DCC	78	0	0	N/A	3	0.0	78	100.0%	78	100.0%	78	100.0%
20	Street Repair - Routine-STS	60	8	8	100.0%	90	2.3	52	86.7%	52	100.0%	60	100.0%

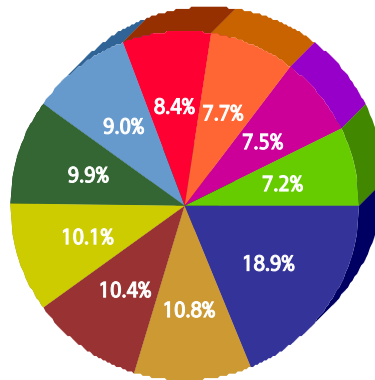


for Northwest (5)

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	288
Smoke Detector Request - DFD	165
Animal - Loose Aggressive - DCC	159
Litter - DCC	154
Roll Cart - SAN	151
Dead Animal Pick Up - SAN	137
Recyclable Collection Missed (Residential) - SAN	128
Fire Inspection - DFD	118
Garbage - Missed - SAN	115
Animal - Confined - DCC	110



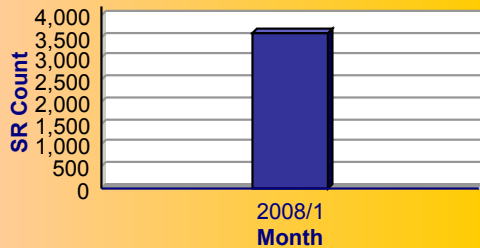
Service

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

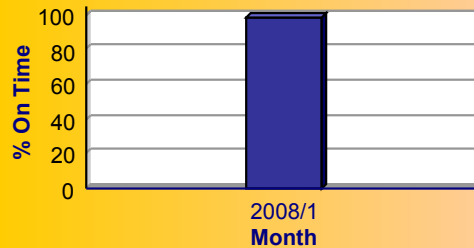
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,578	2,915	2,885	99.0%	663	649	97.9%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	288	132	132	100.0%	365	12.9	156	54.2%	156	100.0%	288	100.0%
2	Smoke Detector Request - DFD	165	3	1	33.3%	30	2.7	162	98.2%	162	100.0%	163	98.8%
3	Animal - Loose Aggressive - DCC	159	0	0	N/A	3	0.0	159	100.0%	159	100.0%	159	100.0%
4	Litter - DCC	154	72	72	100.0%	38	7.2	82	53.2%	82	100.0%	154	100.0%
5	Roll Cart - SAN	151	13	13	100.0%	10	3.5	138	91.4%	136	98.6%	149	98.7%
6	Dead Animal Pick Up - SAN	137	0	0	N/A	1	0.2	137	100.0%	137	100.0%	137	100.0%
7	Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	1.1	128	100.0%	128	100.0%	128	100.0%
8	Fire Inspection - DFD	118	75	75	100.0%	60	11.7	43	36.4%	43	100.0%	118	100.0%
9	Garbage - Missed - SAN	115	0	0	N/A	12	2.4	115	100.0%	115	100.0%	115	100.0%
10	Animal - Confined - DCC	110	0	0	N/A	3	0.1	110	100.0%	110	100.0%	110	100.0%
11	Bulky Trash Violations - DCC	102	1	1	100.0%	14	2.5	101	99.0%	100	99.0%	101	99.0%
12	Street Spillage/Debris in Right of Way-Hazardous-ST5	94	0	0	N/A	1	0.0	94	100.0%	93	98.9%	93	98.9%
13	24 Hour Parking/Parking Violations - DPD	87	8	7	87.5%	10	5.8	79	90.8%	76	96.2%	83	95.4%
14	Obstruction Alley/Sidewalk/Street - DCC	78	45	45	100.0%	60	8.8	33	42.3%	33	100.0%	78	100.0%
15	Animal - Loose - DCC	60	11	11	100.0%	40	5.8	49	81.7%	49	100.0%	60	100.0%
16	Graffiti Private Property - Residential/Commercial	50	23	23	100.0%	90	6.8	27	54.0%	27	100.0%	50	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	46	0	0	N/A	7	0.1	46	100.0%	46	100.0%	46	100.0%
18	Junk Motor Vehicle - DCC	45	28	28	100.0%	126	7.6	17	37.8%	17	100.0%	45	100.0%
19	Traffic Signal - Timing - PWT	45	0	0	N/A	4	1.3	45	100.0%	45	100.0%	45	100.0%
20	Street Repair - Routine-ST5	45	16	16	100.0%	90	5.8	29	64.4%	29	100.0%	45	100.0%

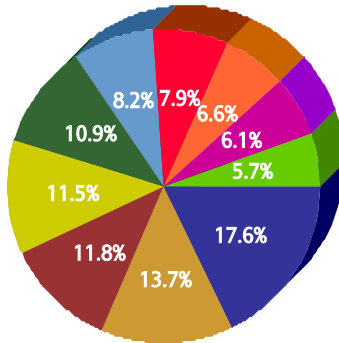


for South Central (7)

January 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	408
Animal - Loose Aggressive - DCC	317
Parking - Unapproved Surface - Eve/Weekends - DCC	272
Illegal Garbage/Placement - DCC	267
Dead Animal Pick Up - SAN	252
Roll Cart - SAN	190
Recycling ROLL CART Registration - SAN	182
Obstruction Alley/Sidewalk/Street - DCC	152
Animal - Confined - DCC	141
Substandard Structure - DCC	131



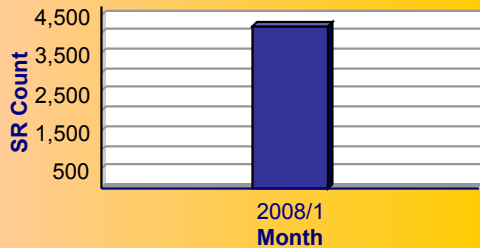
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Illegal Garbage/Placement - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Substandard Structure - DCC

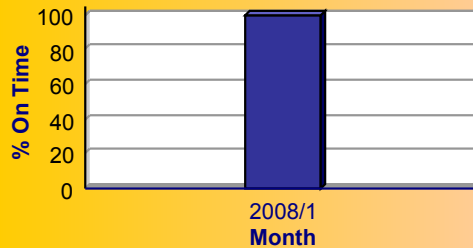
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,223	3,042	3,020	99.3%	1,181	1,171	99.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for South Central (7)

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	408	225	225	100.0%	38	10.4	183	44.9%	183	100.0%	408	100.0%
2	Animal - Loose Aggressive - DCC	317	0	0	N/A	3	0.1	317	100.0%	317	100.0%	317	100.0%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	272	0	0	N/A	10	0.6	272	100.0%	272	100.0%	272	100.0%
4	Illegal Garbage/Placement - DCC	267	124	124	100.0%	60	8.3	143	53.6%	143	100.0%	267	100.0%
5	Dead Animal Pick Up - SAN	252	0	0	N/A	1	0.3	252	100.0%	251	99.6%	251	99.6%
6	Roll Cart - SAN	190	20	20	100.0%	10	3.1	170	89.5%	170	100.0%	190	100.0%
7	Recycling ROLL CART Registration - SAN	182	116	116	100.0%	365	12.9	66	36.3%	66	100.0%	182	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	152	88	88	100.0%	60	14.9	64	42.1%	64	100.0%	152	100.0%
9	Animal - Confined - DCC	141	0	0	N/A	3	0.1	141	100.0%	140	99.3%	140	99.3%
10	Substandard Structure - DCC	131	111	111	100.0%	365	8.0	20	15.3%	20	100.0%	131	100.0%
11	Illegal Outside Storage - DCC	108	74	74	100.0%	38	13.9	34	31.5%	34	100.0%	108	100.0%
12	Animal - Sick/Injured - DCC	105	0	0	N/A	3	0.1	105	100.0%	105	100.0%	105	100.0%
13	Garbage - Missed - SAN	105	0	0	N/A	12	1.1	105	100.0%	105	100.0%	105	100.0%
14	High Weeds - DCC	101	62	62	100.0%	38	10.1	39	38.6%	39	100.0%	101	100.0%
15	Junk Motor Vehicle - DCC	101	83	83	100.0%	126	8.4	18	17.8%	18	100.0%	101	100.0%
16	Animal - Loose - DCC	101	25	25	100.0%	40	6.5	76	75.2%	76	100.0%	101	100.0%
17	Open and Vacant Structure - DCC	76	23	23	100.0%	30	5.5	53	69.7%	53	100.0%	76	100.0%
18	24 Hour Parking/Parking Violations - DPD	75	4	3	75.0%	10	3.1	71	94.7%	66	93.0%	69	92.0%
19	Illegal Land Use (Residential/Business) - DCC	68	39	39	100.0%	60	2.1	29	42.6%	29	100.0%	68	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-ST5	63	0	0	N/A	1	0.0	63	100.0%	62	98.4%	62	98.4%

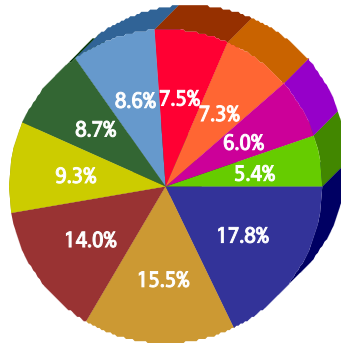


for Southeast (3)

January 2008

Top 10 Services

SR Type	Service Request Count
Substandard Structure - DCC	783
Parking - Unapproved Surface - Eve/Weekends - DCC	682
Animal - Loose Aggressive - DCC	619
Litter - DCC	411
Dead Animal Pick Up - SAN	382
Smoke Detector Request - DFD	378
Recycling ROLL CART Registration - SAN	332
Roll Cart - SAN	320
Bulky Trash Violations - DCC	263
Animal - Confined - DCC	236



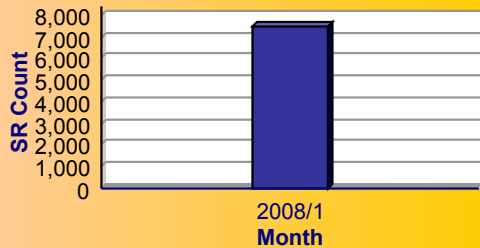
Service

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

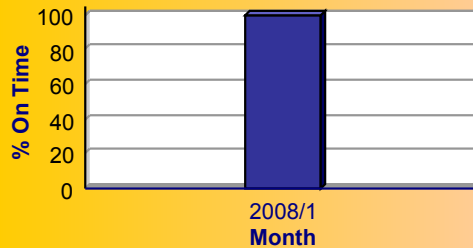
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,481	6,129	6,101	99.5%	1,352	1,335	98.7%	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 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Substandard Structure - DCC	783	466	466	100.0%	365	5.3	317	40.5%	317	100.0%	783	100.0%
2	Parking - Unapproved Surface - Eve/Weekends - DCC	682	2	2	100.0%	10	0.3	680	99.7%	680	100.0%	682	100.0%
3	Animal - Loose Aggressive - DCC	619	0	0	N/A	3	0.2	619	100.0%	619	100.0%	619	100.0%
4	Litter - DCC	411	161	161	100.0%	38	9.3	250	60.8%	250	100.0%	411	100.0%
5	Dead Animal Pick Up - SAN	382	0	0	N/A	1	0.3	382	100.0%	382	100.0%	382	100.0%
6	Smoke Detector Request - DFD	378	9	8	88.9%	30	1.1	369	97.6%	369	100.0%	377	99.7%
7	Recycling ROLL CART Registration - SAN	332	158	158	100.0%	365	14.7	174	52.4%	174	100.0%	332	100.0%
8	Roll Cart - SAN	320	23	23	100.0%	10	3.4	297	92.8%	296	99.7%	319	99.7%
9	Bulky Trash Violations - DCC	263	1	1	100.0%	14	3.5	262	99.6%	257	98.1%	258	98.1%
10	Animal - Confined - DCC	236	0	0	N/A	3	0.2	236	100.0%	236	100.0%	236	100.0%
11	Garbage - Missed - SAN	183	0	0	N/A	12	1.6	183	100.0%	183	100.0%	183	100.0%
12	Animal - Loose - DCC	179	26	26	100.0%	40	6.9	153	85.5%	153	100.0%	179	100.0%
13	Junk Motor Vehicle - DCC	143	93	93	100.0%	126	8.7	50	35.0%	50	100.0%	143	100.0%
14	24 Hour Parking/Parking Violations - DPD	143	10	8	80.0%	10	3.7	133	93.0%	131	98.5%	139	97.2%
15	Animal - Sick/Injured - DCC	140	0	0	N/A	3	0.1	140	100.0%	140	100.0%	140	100.0%
16	High Weeds - DCC	102	39	39	100.0%	38	10.7	63	61.8%	63	100.0%	102	100.0%
17	Animal - Cruelty - DCC	97	0	0	N/A	30	0.4	97	100.0%	97	100.0%	97	100.0%
18	Recyclable Collection Missed (Residential) - SAN	89	0	0	N/A	3	1.2	89	100.0%	88	98.9%	88	98.9%
19	Open and Vacant Structure - DCC	85	18	18	100.0%	30	3.7	67	78.8%	67	100.0%	85	100.0%
20	Illegal Dumping - DCC	75	7	7	100.0%	38	2.5	68	90.7%	68	100.0%	75	100.0%
21	Fire Inspection - DFD	75	41	41	100.0%	60	9.2	34	45.3%	34	100.0%	75	100.0%

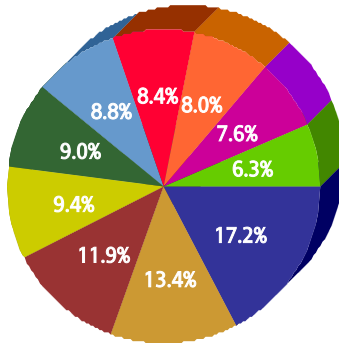


for Southwest (4)

January 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	588
Animal - Loose Aggressive - DCC	460
Recycling ROLL CART Registration - SAN	409
Smoke Detector Request - DFD	321
Illegal Garbage/Placement - DCC	309
Parking - Unapproved Surface - Eve/Weekends - DCC	300
Roll Cart - SAN	286
Dead Animal Pick Up - SAN	273
Bulky Trash Violations - DCC	261
High Weeds - DCC	216



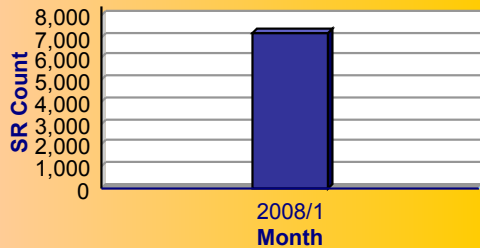
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Smoke Detector Request - DFD
- Illegal Garbage/Placement - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- High Weeds - DCC

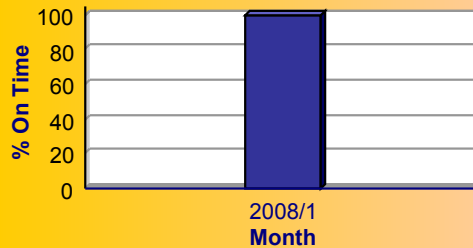
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,151	5,377	5,337	99.3%	1,774	1,762	99.3%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	588	323	323	100.0%	38	12.2	265	45.1%	265	100.0%	588	100.0%
2	Animal - Loose Aggressive - DCC	460	0	0	N/A	3	0.1	460	100.0%	460	100.0%	460	100.0%
3	Recycling ROLL CART Registration - SAN	409	199	199	100.0%	365	13.6	210	51.3%	210	100.0%	409	100.0%
4	Smoke Detector Request - DFD	321	46	44	95.7%	30	3.0	275	85.7%	275	100.0%	319	99.4%
5	Illegal Garbage/Placement - DCC	309	177	177	100.0%	60	7.4	132	42.7%	132	100.0%	309	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	300	2	2	100.0%	10	0.4	298	99.3%	298	100.0%	300	100.0%
7	Roll Cart - SAN	286	5	5	100.0%	10	2.5	281	98.3%	281	100.0%	286	100.0%
8	Dead Animal Pick Up - SAN	273	0	0	N/A	1	0.4	273	100.0%	271	99.3%	271	99.3%
9	Bulky Trash Violations - DCC	261	7	5	71.4%	14	3.9	254	97.3%	245	96.5%	250	95.8%
10	High Weeds - DCC	216	139	139	100.0%	38	11.7	77	35.6%	77	100.0%	216	100.0%
11	Animal - Loose - DCC	202	37	37	100.0%	40	6.1	165	81.7%	165	100.0%	202	100.0%
12	Animal - Confined - DCC	200	0	0	N/A	3	0.1	200	100.0%	200	100.0%	200	100.0%
13	Illegal Outside Storage - DCC	177	114	114	100.0%	38	10.2	63	35.6%	63	100.0%	177	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	176	117	117	100.0%	60	12.2	59	33.5%	59	100.0%	176	100.0%
15	Junk Motor Vehicle - DCC	164	102	102	100.0%	126	8.9	62	37.8%	62	100.0%	164	100.0%
16	24 Hour Parking/Parking Violations - DPD	162	3	3	100.0%	10	3.7	159	98.1%	154	96.9%	157	96.9%
17	Graffiti Private Property - Residential/Commercial	143	80	80	100.0%	90	6.4	63	44.1%	63	100.0%	143	100.0%
18	Animal - Sick/Injured - DCC	131	0	0	N/A	3	0.1	131	100.0%	131	100.0%	131	100.0%
19	Garbage - Missed - SAN	124	0	0	N/A	12	1.6	124	100.0%	124	100.0%	124	100.0%
20	Substandard Structure - DCC	115	88	88	100.0%	365	11.9	27	23.5%	27	100.0%	115	100.0%

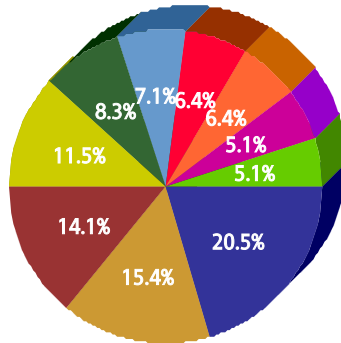


for Unknown

January 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	32
Complaint/Compliment - CTY	24
Litter - DCC	22
Signs - Public Right of Way Eve/Weekends - DCC	18
Illegal Land Use (Residential/Business) - DCC	13
Fire Inspection - DFD	11
Dead Animal Pick Up - SAN	10
High Weeds - DCC	10
Smoke Detector Request - DFD	8
Street Spillage/Debris in Right of Way-Hazardous-STs	8



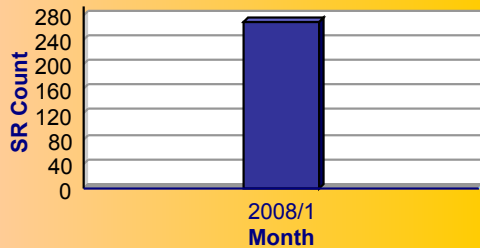
Service

- Recycling ROLL CART Registration - SAN
- Complaint/Compliment - CTY
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Illegal Land Use (Residential/Business) - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- Smoke Detector Request - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs

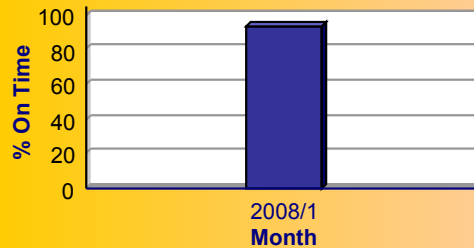
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
268	179	173	96.6%	89	76	85.4%	92.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Recycling ROLL CART Registration - SAN	32	14	14	100.0%	365	13.0	18	56.2%	18	100.0%	32	100.0%
2	Complaint/Compliment - CTY	24	14	1	7.1%	10	4.8	10	41.7%	9	90.0%	10	41.7%
3	Litter - DCC	22	13	13	100.0%	38	14.6	9	40.9%	9	100.0%	22	100.0%
4	Signs - Public Right of Way Eve/Weekends - DCC	18	0	0	N/A	7	0.2	18	100.0%	18	100.0%	18	100.0%
5	Illegal Land Use (Residential/Business) - DCC	13	9	9	100.0%	60	0.0	4	30.8%	4	100.0%	13	100.0%
6	Fire Inspection - DFD	11	6	6	100.0%	60	3.6	5	45.5%	5	100.0%	11	100.0%
7	High Weeds - DCC	10	10	10	100.0%	38		0	0.0%	0	N/A	10	100.0%
8	Dead Animal Pick Up - SAN	10	0	0	N/A	1	0.0	10	100.0%	10	100.0%	10	100.0%
9	Smoke Detector Request - DFD	8	0	0	N/A	30	0.0	8	100.0%	8	100.0%	8	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	8	0	0	N/A	1	0.0	8	100.0%	8	100.0%	8	100.0%
11	Roll Cart - SAN	7	1	1	100.0%	10	3.7	6	85.7%	6	100.0%	7	100.0%
12	Substandard Structure - DCC	6	5	5	100.0%	365	5.0	1	16.7%	1	100.0%	6	100.0%
13	Sanitation Misc. - SAN	6	0	0	N/A	10	6.7	6	100.0%	4	66.7%	4	66.7%
14	Animal - Confined - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
15	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%
16	Burned Out Structure - DCC	4	1	1	100.0%	365	3.3	3	75.0%	3	100.0%	4	100.0%
17	Junk Motor Vehicle - DCC	3	3	3	100.0%	126		0	0.0%	0	N/A	3	100.0%
18	Animal - Sick/Injured - DCC	3	0	0	N/A	3	0.3	3	100.0%	3	100.0%	3	100.0%
19	Park Maintenance/Misc. - PKR	3	1	1	100.0%	30	7.0	2	66.7%	2	100.0%	3	100.0%
20	Signs - Public Right of Way - DCC	2	0	0	N/A	7	0.5	2	100.0%	2	100.0%	2	100.0%
21	General - DCC	2	1	1	100.0%	38	7.0	1	50.0%	1	100.0%	2	100.0%
22	Illegal Outside Storage - DCC	2	2	2	100.0%	38		0	0.0%	0	N/A	2	100.0%
23	Illegal Garbage/Placement - DCC	2	1	1	100.0%	60	25.0	1	50.0%	1	100.0%	2	100.0%
24	Obstruction Alley/Sidewalk/Street - DCC	2	1	1	100.0%	60	5.0	1	50.0%	1	100.0%	2	100.0%
25	No House Number - DCC	2	1	1	100.0%	60	0.0	1	50.0%	1	100.0%	2	100.0%



# City of Dallas Service Level Performance Report by CSA

for Unknown

January 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
26	Home Repair Violation - DCC	2	0	0	N/A	40	10.5	2	100.0%	2	100.0%	2	100.0%
27	Animal - Loose - DCC	2	0	0	N/A	40	3.5	2	100.0%	2	100.0%	2	100.0%
28	Animal - Loose Aggressive - DCC	2	0	0	N/A	3	0.5	2	100.0%	2	100.0%	2	100.0%
29	Animal - Noisy - DCC	2	0	0	N/A	30	12.0	2	100.0%	2	100.0%	2	100.0%
30	Parking - Unapproved Surface - Eve/Weekends - DCC	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
31	Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
32	Restaurant/Food Complaint - EHS	2	1	1	100.0%	45	7.0	1	50.0%	1	100.0%	2	100.0%
33	Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	1.0	2	100.0%	2	100.0%	2	100.0%
34	Building Permits - DEV	2	1	1	100.0%	60	15.0	1	50.0%	1	100.0%	2	100.0%
35	Traffic Signal - Stuck - PWT	2	0	0	N/A	4	2.0	2	100.0%	2	100.0%	2	100.0%
36	Traffic Signal - Flashing - PWT	2	0	0	N/A	4	2.0	2	100.0%	2	100.0%	2	100.0%
37	Recycling - Roll Cart - SAN	2	0	0	N/A	10	2.5	2	100.0%	2	100.0%	2	100.0%
38	Pothole - Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
39	Pothole Repair Routine - STS	2	0	0	N/A	5	0.0	2	100.0%	2	100.0%	2	100.0%
40	Traffic Signal - All Out - PWT	2	0	0	N/A	4	1.0	2	100.0%	2	100.0%	2	100.0%
41	Sewer Problems - Water Administration	2	1	1	100.0%	19	14.0	1	50.0%	1	100.0%	2	100.0%