



**FY 2007 – 2008**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

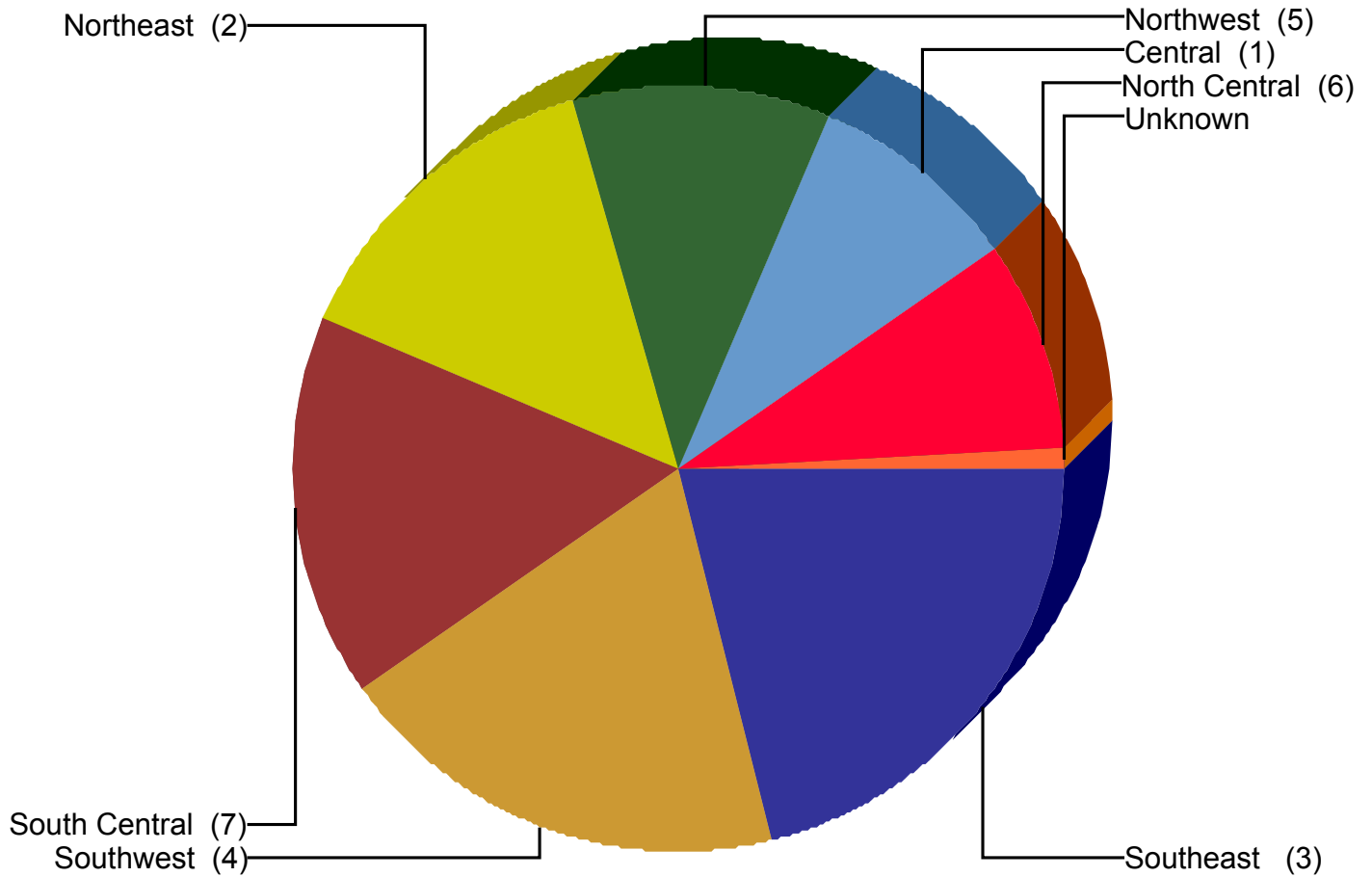
**JULY 2008**

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



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,387	8.9%	98.8%
North Central (6)	3,337	8.8%	99.1%
Northeast (2)	5,452	14.3%	99.1%
Northwest (5)	4,113	10.8%	98.6%
South Central (7)	6,096	16.0%	98.8%
Southeast (3)	8,082	21.2%	98.9%
Southwest (4)	7,309	19.2%	98.7%
Unknown	336	0.9%	89.6%
<b>Total</b>	<b>38,112</b>	<b>100.0%</b>	<b>98.8%</b>

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

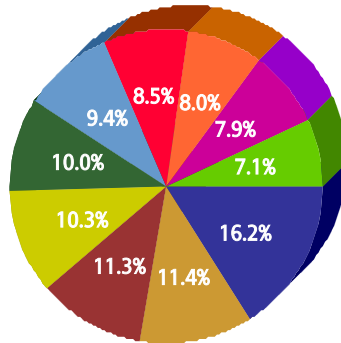


For Citywide

July 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,802
Roll Cart - SAN	1,969
Recycling ROLL CART Registration - SAN	1,958
Dead Animal Pick Up - SAN	1,779
Animal - Loose Aggressive - DCC	1,719
Litter - DCC	1,616
Obstruction Alley/Sidewalk/Street - DCC	1,459
Animal - Confined - DCC	1,379
Garbage - Missed - SAN	1,355
Parking - Unapproved Surface - Eve/Weekends - DCC	1,220



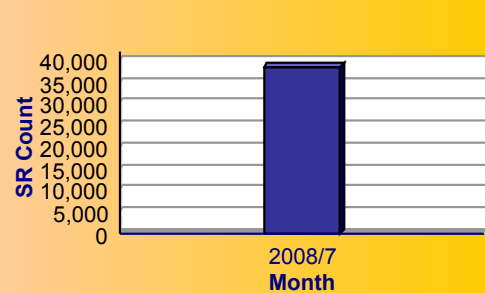
Service

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

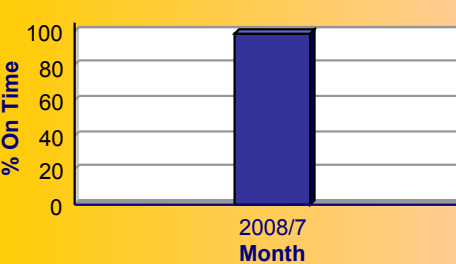
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
38,112	30,624	30,359	99.1%	7,488	7,282	97.2%	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

July 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	High Weeds - DCC	2,802	1,103	1,103	100.0%	38	8.3	1,699	60.6%	1,699	100.0%	2,802	100.0%
2	Roll Cart - SAN	1,969	136	134	98.5%	10	3.5	1,833	93.1%	1,822	99.4%	1,956	99.3%
3	Recycling ROLL CART Registration - SAN	1,958	434	434	100.0%	365	7.4	1,524	77.8%	1,524	100.0%	1,958	100.0%
4	Dead Animal Pick Up - SAN	1,779	0	0	N/A	1	0.3	1,779	100.0%	1,769	99.4%	1,769	99.4%
5	Animal - Loose Aggressive - DCC	1,719	1	0	0.0%	3	0.3	1,718	99.9%	1,710	99.5%	1,710	99.5%
6	Litter - DCC	1,616	746	746	100.0%	38	8.9	870	53.8%	870	100.0%	1,616	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	1,459	940	940	100.0%	60	12.4	519	35.6%	519	100.0%	1,459	100.0%
8	Animal - Confined - DCC	1,379	1	0	0.0%	3	0.3	1,378	99.9%	1,373	99.6%	1,373	99.6%
9	Garbage - Missed - SAN	1,355	8	8	100.0%	12	1.3	1,347	99.4%	1,347	100.0%	1,355	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	1,220	0	0	N/A	10	0.2	1,220	100.0%	1,220	100.0%	1,220	100.0%
11	Recyclable Collection Missed (Residential) - SAN	1,014	0	0	N/A	3	1.1	1,014	100.0%	1,014	100.0%	1,014	100.0%
12	Smoke Detector Request - DFD	932	36	36	100.0%	30	1.0	896	96.1%	896	100.0%	932	100.0%
13	24 Hour Parking/Parking Violations - DPD	837	61	59	96.7%	10	4.3	776	92.7%	746	96.1%	805	96.2%
14	Fire Inspection - DFD	836	490	490	100.0%	60	9.2	346	41.4%	346	100.0%	836	100.0%
15	Bulky Trash Violations - DCC	814	88	46	52.3%	14	5.4	726	89.2%	687	94.6%	733	90.0%
16	Animal - Sick/Injured - DCC	753	0	0	N/A	3	0.2	753	100.0%	748	99.3%	748	99.3%
17	Animal - Loose - DCC	697	357	357	100.0%	40	5.9	340	48.8%	340	100.0%	697	100.0%
18	Animal - Cruelty - DCC	549	1	1	100.0%	30	0.5	548	99.8%	548	100.0%	549	100.0%
19	Substandard Structure - DCC	540	421	421	100.0%	365	8.3	119	22.0%	119	100.0%	540	100.0%
20	Junk Motor Vehicle - DCC	537	335	335	100.0%	126	8.7	202	37.6%	202	100.0%	537	100.0%

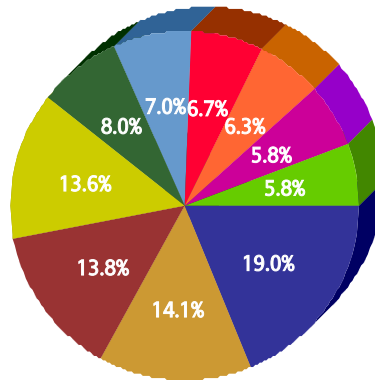


for Central (1)

July 2008

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	273
Recycling ROLL CART Registration - SAN	203
High Weeds - DCC	199
Roll Cart - SAN	195
Garbage - Missed - SAN	115
Dead Animal Pick Up - SAN	101
Litter - DCC	96
Fire Inspection - DFD	91
Animal - Confined - DCC	83
Recyclable Collection Missed (Residential) - SAN	83



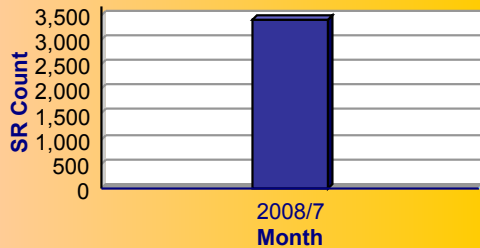
Service

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

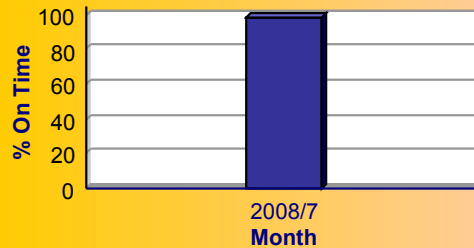
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,387	2,569	2,550	99.3%	818	797	97.4%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

July 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	Obstruction Alley/Sidewalk/Street - DCC	273	180	180	100.0%	60	16.8	93	34.1%	93	100.0%	273	100.0%
2	Recycling ROLL CART Registration - SAN	203	47	47	100.0%	365	7.5	156	76.8%	156	100.0%	203	100.0%
3	High Weeds - DCC	199	91	91	100.0%	38	9.3	108	54.3%	108	100.0%	199	100.0%
4	Roll Cart - SAN	195	17	17	100.0%	10	3.6	178	91.3%	178	100.0%	195	100.0%
5	Garbage - Missed - SAN	115	1	1	100.0%	12	1.1	114	99.1%	114	100.0%	115	100.0%
6	Dead Animal Pick Up - SAN	101	0	0	N/A	1	0.3	101	100.0%	101	100.0%	101	100.0%
7	Litter - DCC	96	47	47	100.0%	38	10.9	49	51.0%	49	100.0%	96	100.0%
8	Fire Inspection - DFD	91	53	53	100.0%	60	10.8	38	41.8%	38	100.0%	91	100.0%
9	Animal - Confined - DCC	83	0	0	N/A	3	0.3	83	100.0%	83	100.0%	83	100.0%
10	Recyclable Collection Missed (Residential) - SAN	83	0	0	N/A	3	1.1	83	100.0%	83	100.0%	83	100.0%
11	24 Hour Parking/Parking Violations - DPD	76	11	11	100.0%	10	4.6	65	85.5%	63	96.9%	74	97.4%
12	Graffiti Private Property - Residential/Commercial	73	43	43	100.0%	90	6.2	30	41.1%	30	100.0%	73	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	72	0	0	N/A	1	0.0	72	100.0%	72	100.0%	72	100.0%
14	Substandard Structure - DCC	69	51	51	100.0%	365	6.5	18	26.1%	18	100.0%	69	100.0%
15	Animal - Sick/Injured - DCC	53	0	0	N/A	3	0.4	53	100.0%	52	98.1%	52	98.1%
16	Animal - Loose Aggressive - DCC	51	0	0	N/A	3	0.4	51	100.0%	51	100.0%	51	100.0%
17	Traffic Signal - Flashing - PWT	49	0	0	N/A	4	1.3	49	100.0%	49	100.0%	49	100.0%
18	Animal - Cruelty - DCC	48	0	0	N/A	30	0.6	48	100.0%	48	100.0%	48	100.0%
19	Illegal Outside Storage - DCC	47	37	37	100.0%	38	7.4	10	21.3%	10	100.0%	47	100.0%
20	Street Repair - Routine-STS	45	19	19	100.0%	90	3.8	26	57.8%	26	100.0%	45	100.0%

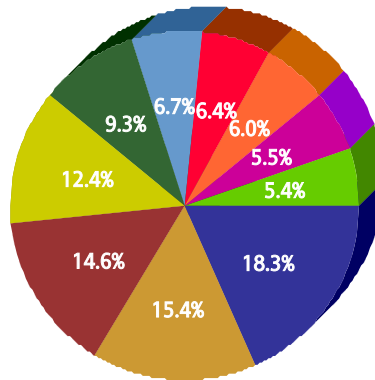


for North Central (6)

July 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	297
Roll Cart - SAN	251
Garbage - Missed - SAN	237
Recyclable Collection Missed (Residential) - SAN	202
Fire Inspection - DFD	152
Dead Animal Pick Up - SAN	109
High Weeds - DCC	104
Obstruction Alley/Sidewalk/Street - DCC	97
Recycling - Roll Cart - SAN	90
Bulky Trash Violations - DCC	87



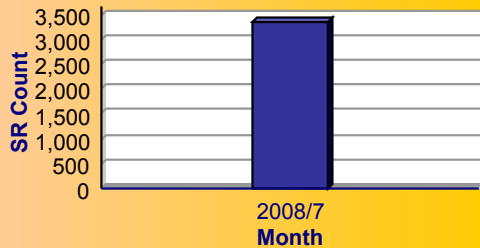
Service

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

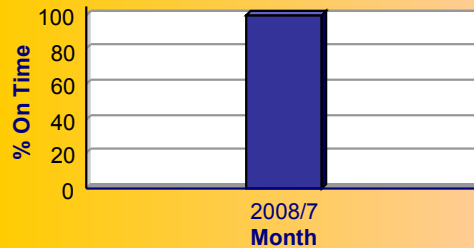
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,337	2,828	2,805	99.2%	509	502	98.6%	99.1%

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)

July 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	297	53	53	100.0%	365	6.0	244	82.2%	244	100.0%	297	100.0%
2	Roll Cart - SAN	251	5	5	100.0%	10	3.5	246	98.0%	245	99.6%	250	99.6%
3	Garbage - Missed - SAN	237	1	1	100.0%	12	1.7	236	99.6%	236	100.0%	237	100.0%
4	Recyclable Collection Missed (Residential) - SAN	202	0	0	N/A	3	1.1	202	100.0%	202	100.0%	202	100.0%
5	Fire Inspection - DFD	152	96	96	100.0%	60	11.4	56	36.8%	56	100.0%	152	100.0%
6	Dead Animal Pick Up - SAN	109	0	0	N/A	1	0.3	109	100.0%	109	100.0%	109	100.0%
7	High Weeds - DCC	104	32	32	100.0%	38	9.0	72	69.2%	72	100.0%	104	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	97	64	64	100.0%	60	11.6	33	34.0%	33	100.0%	97	100.0%
9	Recycling - Roll Cart - SAN	90	1	1	100.0%	10	3.1	89	98.9%	89	100.0%	90	100.0%
10	Bulky Trash Violations - DCC	87	5	4	80.0%	14	5.0	82	94.3%	79	96.3%	83	95.4%
11	24 Hour Parking/Parking Violations - DPD	83	4	4	100.0%	10	3.4	79	95.2%	75	94.9%	79	95.2%
12	Animal - Confined - DCC	74	0	0	N/A	3	0.1	74	100.0%	74	100.0%	74	100.0%
13	Litter - DCC	64	31	31	100.0%	38	9.1	33	51.6%	33	100.0%	64	100.0%
14	Sanitation Misc. - SAN	54	2	1	50.0%	10	2.3	52	96.3%	52	100.0%	53	98.1%
15	Water Conservation Violation - DCC	53	3	2	66.7%	7	3.6	50	94.3%	47	94.0%	49	92.5%
16	Traffic Signal - Timing - PWT	48	0	0	N/A	4	1.2	48	100.0%	47	97.9%	47	97.9%
17	Street Repair - Routine-STS	44	17	17	100.0%	90	6.2	27	61.4%	27	100.0%	44	100.0%
18	Substandard Structure Apts - DCC	41	18	18	100.0%	365	7.3	23	56.1%	23	100.0%	41	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	40	0	0	N/A	1	0.1	40	100.0%	40	100.0%	40	100.0%
20	Brush/Bulk Items - Missed - SAN	39	0	0	N/A	10	3.6	39	100.0%	38	97.4%	38	97.4%

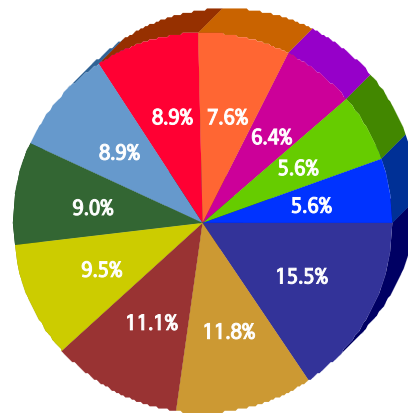


for Northeast (2)

July 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	408
Roll Cart - SAN	310
Obstruction Alley/Sidewalk/Street - DCC	292
High Weeds - DCC	251
Animal - Confined - DCC	236
Litter - DCC	235
Dead Animal Pick Up - SAN	234
Garbage - Missed - SAN	200
24 Hour Parking/Parking Violations - DPD	167
Animal - Loose Aggressive - DCC	148
Bulky Trash Violations - DCC	148



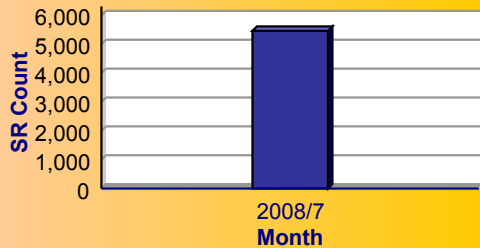
Service

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

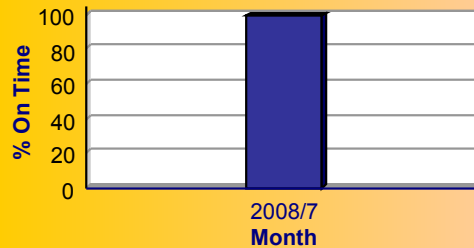
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,452	4,429	4,393	99.2%	1,023	1,009	98.6%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

July 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	408	58	58	100.0%	365	7.7	350	85.8%	350	100.0%	408	100.0%
2	Roll Cart - SAN	310	11	10	90.9%	10	3.4	299	96.5%	299	100.0%	309	99.7%
3	Obstruction Alley/Sidewalk/Street - DCC	292	155	155	100.0%	60	10.8	137	46.9%	137	100.0%	292	100.0%
4	High Weeds - DCC	251	85	85	100.0%	38	9.7	166	66.1%	166	100.0%	251	100.0%
5	Animal - Confined - DCC	236	0	0	N/A	3	0.3	236	100.0%	235	99.6%	235	99.6%
6	Litter - DCC	235	138	138	100.0%	38	11.7	97	41.3%	97	100.0%	235	100.0%
7	Dead Animal Pick Up - SAN	234	0	0	N/A	1	0.4	234	100.0%	231	98.7%	231	98.7%
8	Garbage - Missed - SAN	200	2	2	100.0%	12	1.3	198	99.0%	198	100.0%	200	100.0%
9	24 Hour Parking/Parking Violations - DPD	167	0	0	N/A	10	3.1	167	100.0%	167	100.0%	167	100.0%
10	Bulky Trash Violations - DCC	148	9	9	100.0%	14	4.5	139	93.9%	133	95.7%	142	95.9%
11	Animal - Loose Aggressive - DCC	148	0	0	N/A	3	0.3	148	100.0%	148	100.0%	148	100.0%
12	Recyclable Collection Missed (Residential) - SAN	144	0	0	N/A	3	1.0	144	100.0%	144	100.0%	144	100.0%
13	A/C Inoperable Apts - DCC	101	3	3	100.0%	7	1.9	98	97.0%	98	100.0%	101	100.0%
14	Animal - Sick/Injured - DCC	94	0	0	N/A	3	0.2	94	100.0%	93	98.9%	93	98.9%
15	Substandard Structure Apts - DCC	93	47	47	100.0%	365	6.2	46	49.5%	46	100.0%	93	100.0%
16	Fire Inspection - DFD	88	53	53	100.0%	60	7.3	35	39.8%	35	100.0%	88	100.0%
17	Substandard Structure - DCC	84	68	68	100.0%	365	5.9	16	19.0%	16	100.0%	84	100.0%
18	Junk Motor Vehicle - DCC	78	45	45	100.0%	126	8.7	33	42.3%	33	100.0%	78	100.0%
19	Animal - Loose - DCC	76	35	35	100.0%	40	5.5	41	53.9%	41	100.0%	76	100.0%
20	Recycling - Roll Cart - SAN	76	3	3	100.0%	10	3.5	73	96.1%	73	100.0%	76	100.0%

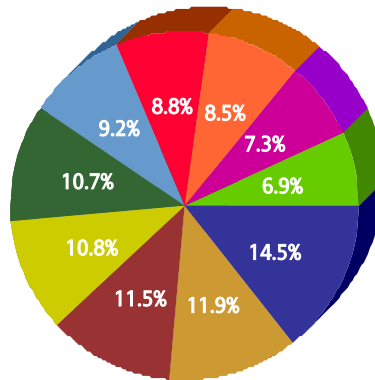


for Northwest (5)

July 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	244
Recyclable Collection Missed (Residential) - SAN	200
Roll Cart - SAN	193
High Weeds - DCC	181
Dead Animal Pick Up - SAN	179
Garbage - Missed - SAN	154
Fire Inspection - DFD	147
Litter - DCC	143
Bulky Trash Violations - DCC	122
Obstruction Alley/Sidewalk/Street - DCC	116



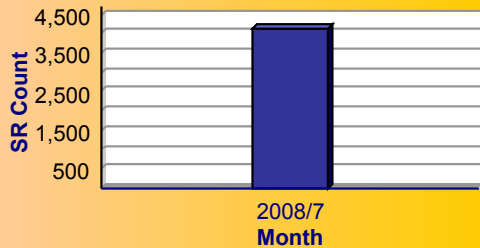
Service

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

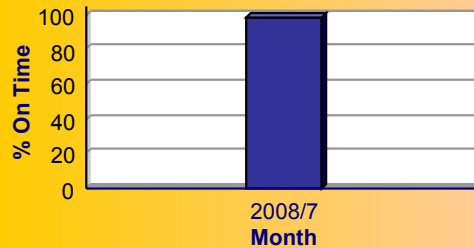
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,113	3,429	3,382	98.6%	684	673	98.4%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

July 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	244	58	58	100.0%	365	7.2	186	76.2%	186	100.0%	244	100.0%
2	Recyclable Collection Missed (Residential) - SAN	200	0	0	N/A	3	1.2	200	100.0%	200	100.0%	200	100.0%
3	Roll Cart - SAN	193	11	11	100.0%	10	3.1	182	94.3%	181	99.5%	192	99.5%
4	High Weeds - DCC	181	58	58	100.0%	38	7.7	123	68.0%	123	100.0%	181	100.0%
5	Dead Animal Pick Up - SAN	179	0	0	N/A	1	0.3	179	100.0%	179	100.0%	179	100.0%
6	Garbage - Missed - SAN	154	4	4	100.0%	12	1.5	150	97.4%	150	100.0%	154	100.0%
7	Fire Inspection - DFD	147	107	107	100.0%	60	11.4	40	27.2%	40	100.0%	147	100.0%
8	Litter - DCC	143	49	49	100.0%	38	10.0	94	65.7%	94	100.0%	143	100.0%
9	Bulky Trash Violations - DCC	122	13	11	84.6%	14	6.9	109	89.3%	106	97.2%	117	95.9%
10	Obstruction Alley/Sidewalk/Street - DCC	116	67	67	100.0%	60	11.9	49	42.2%	49	100.0%	116	100.0%
11	Animal - Confined - DCC	104	0	0	N/A	3	0.2	104	100.0%	103	99.0%	103	99.0%
12	Animal - Loose Aggressive - DCC	104	0	0	N/A	3	0.3	104	100.0%	103	99.0%	103	99.0%
13	24 Hour Parking/Parking Violations - DPD	93	9	9	100.0%	10	6.8	84	90.3%	73	86.9%	82	88.2%
14	Street Repair - Routine-STS	71	25	25	100.0%	90	3.7	46	64.8%	46	100.0%	71	100.0%
15	Animal - Sick/Injured - DCC	69	0	0	N/A	3	0.2	69	100.0%	68	98.6%	68	98.6%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	60	0	0	N/A	10	0.3	60	100.0%	60	100.0%	60	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.0	57	100.0%	57	100.0%	57	100.0%
18	Junk Motor Vehicle - DCC	54	24	24	100.0%	126	9.3	30	55.6%	30	100.0%	54	100.0%
19	Animal - Loose - DCC	54	20	20	100.0%	40	6.6	34	63.0%	34	100.0%	54	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	52	0	0	N/A	7	0.1	52	100.0%	52	100.0%	52	100.0%
21	Pot hole - Hazardous-STS	52	0	0	N/A	1	0.2	52	100.0%	52	100.0%	52	100.0%

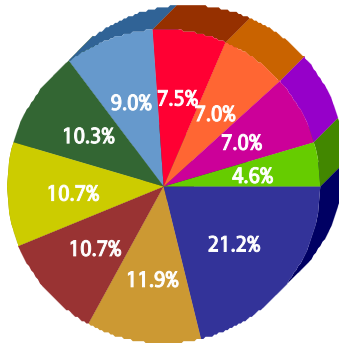


for South Central (7)

July 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	722
Animal - Loose Aggressive - DCC	405
Dead Animal Pick Up - SAN	366
Parking - Unapproved Surface - Eve/Weekends - DCC	363
Litter - DCC	351
Roll Cart - SAN	308
Animal - Confined - DCC	257
Garbage - Missed - SAN	240
Obstruction Alley/Sidewalk/Street - DCC	240
Recycling ROLL CART Registration - SAN	156



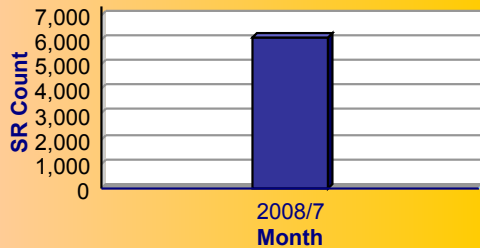
Service

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

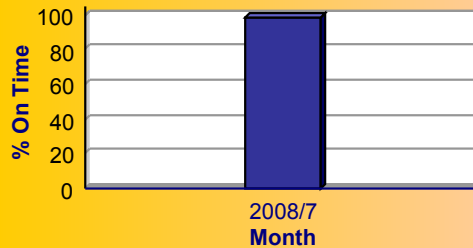
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,096	4,836	4,805	99.4%	1,260	1,219	96.7%	98.8%

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)

July 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	High Weeds - DCC	722	288	288	100.0%	38	8.1	434	60.1%	434	100.0%	722	100.0%
2	Animal - Loose Aggressive - DCC	405	1	0	0.0%	3	0.3	404	99.8%	401	99.3%	401	99.0%
3	Dead Animal Pick Up - SAN	366	0	0	N/A	1	0.4	366	100.0%	362	98.9%	362	98.9%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	363	0	0	N/A	10	0.1	363	100.0%	363	100.0%	363	100.0%
5	Litter - DCC	351	140	140	100.0%	38	9.7	211	60.1%	211	100.0%	351	100.0%
6	Roll Cart - SAN	308	23	23	100.0%	10	3.3	285	92.5%	284	99.6%	307	99.7%
7	Animal - Confined - DCC	257	1	0	0.0%	3	0.3	256	99.6%	256	100.0%	256	99.6%
8	Obstruction Alley/Sidewalk/Street - DCC	240	185	185	100.0%	60	9.3	55	22.9%	55	100.0%	240	100.0%
9	Garbage - Missed - SAN	240	0	0	N/A	12	1.0	240	100.0%	240	100.0%	240	100.0%
10	Recycling ROLL CART Registration - SAN	156	35	35	100.0%	365	7.9	121	77.6%	121	100.0%	156	100.0%
11	Animal - Sick/Injured - DCC	132	0	0	N/A	3	0.2	132	100.0%	132	100.0%	132	100.0%
12	24 Hour Parking/Parking Violations - DPD	130	3	2	66.7%	10	3.7	127	97.7%	124	97.6%	126	96.9%
13	Animal - Loose - DCC	129	70	70	100.0%	40	6.8	59	45.7%	59	100.0%	129	100.0%
14	Recyclable Collection Missed (Residential) - SAN	124	0	0	N/A	3	1.1	124	100.0%	124	100.0%	124	100.0%
15	Junk Motor Vehicle - DCC	105	77	77	100.0%	126	6.8	28	26.7%	28	100.0%	105	100.0%
16	Smoke Detector Request - DFD	104	12	12	100.0%	30	1.6	92	88.5%	92	100.0%	104	100.0%
17	Brush/Bulk Items - Missed - SAN	87	0	0	N/A	10	1.4	87	100.0%	87	100.0%	87	100.0%
18	Substandard Structure - DCC	81	63	63	100.0%	365	9.7	18	22.2%	18	100.0%	81	100.0%
19	Animal - Cruelty - DCC	79	1	1	100.0%	30	0.5	78	98.7%	78	100.0%	79	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	74	0	0	N/A	1	0.0	74	100.0%	74	100.0%	74	100.0%

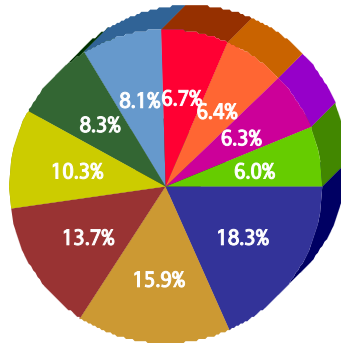


for Southeast (3)

July 2008

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	771
High Weeds - DCC	670
Animal - Loose Aggressive - DCC	578
Dead Animal Pick Up - SAN	434
Animal - Confined - DCC	352
Roll Cart - SAN	340
Litter - DCC	284
Parking - Unapproved Surface - Eve/Weekends - DCC	271
Garbage - Missed - SAN	265
Recycling ROLL CART Registration - SAN	253



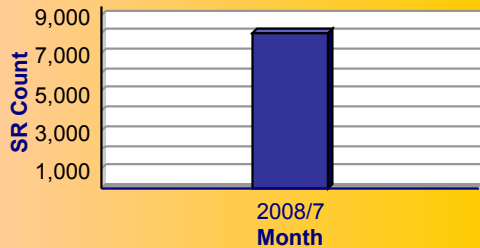
Service

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

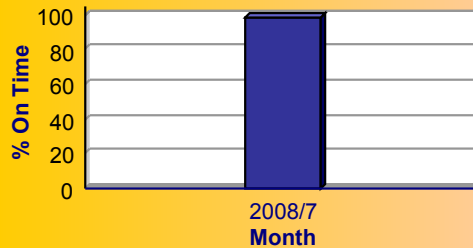
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,082	6,591	6,547	99.3%	1,491	1,444	96.8%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southeast (3)

July 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	Smoke Detector Request - DFD	771	9	9	100.0%	30	0.5	762	98.8%	762	100.0%	771	100.0%
2	High Weeds - DCC	670	299	299	100.0%	38	9.4	371	55.4%	371	100.0%	670	100.0%
3	Animal - Loose Aggressive - DCC	578	0	0	N/A	3	0.4	578	100.0%	575	99.5%	575	99.5%
4	Dead Animal Pick Up - SAN	434	0	0	N/A	1	0.3	434	100.0%	433	99.8%	433	99.8%
5	Animal - Confined - DCC	352	0	0	N/A	3	0.5	352	100.0%	349	99.1%	349	99.1%
6	Roll Cart - SAN	340	33	32	97.0%	10	3.4	307	90.3%	307	100.0%	339	99.7%
7	Litter - DCC	284	155	155	100.0%	38	10.2	129	45.4%	129	100.0%	284	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	271	0	0	N/A	10	0.4	271	100.0%	271	100.0%	271	100.0%
9	Garbage - Missed - SAN	265	0	0	N/A	12	1.2	265	100.0%	265	100.0%	265	100.0%
10	Recycling ROLL CART Registration - SAN	253	59	59	100.0%	365	7.8	194	76.7%	194	100.0%	253	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	208	118	118	100.0%	60	15.2	90	43.3%	90	100.0%	208	100.0%
12	Animal - Sick/Injured - DCC	206	0	0	N/A	3	0.3	206	100.0%	204	99.0%	204	99.0%
13	Animal - Loose - DCC	202	114	114	100.0%	40	5.4	88	43.6%	88	100.0%	202	100.0%
14	Substandard Structure - DCC	185	151	151	100.0%	365	11.5	34	18.4%	34	100.0%	185	100.0%
15	Fire Inspection - DFD	173	77	77	100.0%	60	6.6	96	55.5%	96	100.0%	173	100.0%
16	Bulky Trash Violations - DCC	171	2	0	0.0%	14	4.9	169	98.8%	163	96.4%	163	95.3%
17	Animal - Cruelty - DCC	153	0	0	N/A	30	0.5	153	100.0%	153	100.0%	153	100.0%
18	Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	1.1	128	100.0%	128	100.0%	128	100.0%
19	Open and Vacant Structure - DCC	126	28	27	96.4%	30	6.6	98	77.8%	98	100.0%	125	99.2%
20	24 Hour Parking/Parking Violations - DPD	123	13	12	92.3%	10	5.4	110	89.4%	105	95.5%	117	95.1%

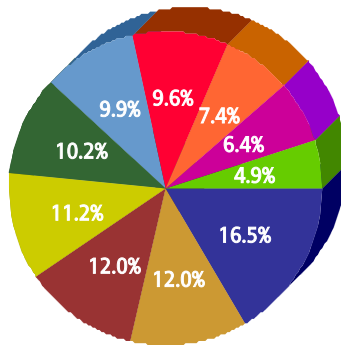


for Southwest (4)

July 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	600
Litter - DCC	434
Parking - Unapproved Surface - Eve/Weekends - DCC	434
Animal - Loose Aggressive - DCC	406
Recycling ROLL CART Registration - SAN	371
Roll Cart - SAN	358
Dead Animal Pick Up - SAN	347
Animal - Confined - DCC	268
Obstruction Alley/Sidewalk/Street - DCC	231
Animal - Loose - DCC	178



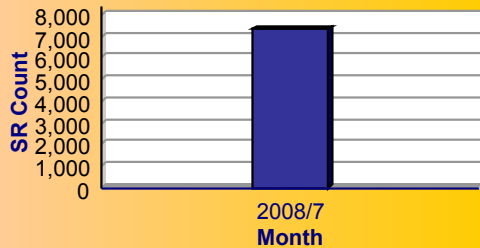
Service

- High Weeds - DCC
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose - DCC

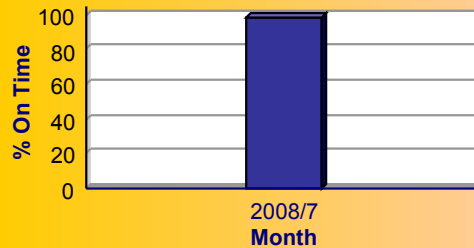
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,309	5,733	5,674	99.0%	1,576	1,540	97.7%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

July 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	High Weeds - DCC	600	223	223	100.0%	38	5.5	377	62.8%	377	100.0%	600	100.0%
2	Litter - DCC	434	180	180	100.0%	38	5.8	254	58.5%	254	100.0%	434	100.0%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	434	0	0	N/A	10	0.1	434	100.0%	434	100.0%	434	100.0%
4	Animal - Loose Aggressive - DCC	406	0	0	N/A	3	0.2	406	100.0%	405	99.8%	405	99.8%
5	Recycling ROLL CART Registration - SAN	371	101	101	100.0%	365	7.8	270	72.8%	270	100.0%	371	100.0%
6	Roll Cart - SAN	358	34	34	100.0%	10	3.8	324	90.5%	316	97.5%	350	97.8%
7	Dead Animal Pick Up - SAN	347	0	0	N/A	1	0.4	347	100.0%	345	99.4%	345	99.4%
8	Animal - Confined - DCC	268	0	0	N/A	3	0.2	268	100.0%	268	100.0%	268	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	231	169	169	100.0%	60	8.7	62	26.8%	62	100.0%	231	100.0%
10	Animal - Loose - DCC	178	84	84	100.0%	40	5.8	94	52.8%	94	100.0%	178	100.0%
11	Bulky Trash Violations - DCC	174	37	10	27.0%	14	6.5	137	78.7%	120	87.6%	130	74.7%
12	Animal - Sick/Injured - DCC	164	0	0	N/A	3	0.1	164	100.0%	164	100.0%	164	100.0%
13	24 Hour Parking/Parking Violations - DPD	164	21	21	100.0%	10	4.2	143	87.2%	138	96.5%	159	97.0%
14	Junk Motor Vehicle - DCC	155	105	105	100.0%	126	5.6	50	32.3%	50	100.0%	155	100.0%
15	Garbage - Missed - SAN	137	0	0	N/A	12	0.9	137	100.0%	137	100.0%	137	100.0%
16	Animal - Cruelty - DCC	136	0	0	N/A	30	0.5	136	100.0%	136	100.0%	136	100.0%
17	Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	1.1	128	100.0%	128	100.0%	128	100.0%
18	Fire Inspection - DFD	123	65	65	100.0%	60	9.5	58	47.2%	58	100.0%	123	100.0%
19	Signs - Public Right of Way Eve/Weekends - DCC	109	0	0	N/A	7	0.4	109	100.0%	108	99.1%	108	99.1%
20	Graffiti Private Property - Residential/Commercial	93	32	32	100.0%	90	4.2	61	65.6%	61	100.0%	93	100.0%

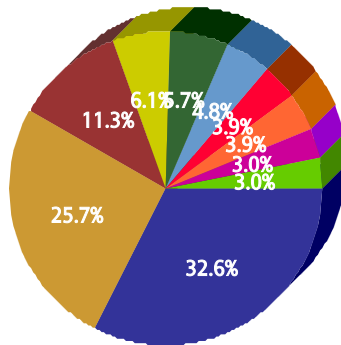


for Unknown

July 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	75
Complaint/Compliment - CTY	59
Recycling ROLL CART Registration - SAN	26
Roll Cart - SAN	14
Animal - Loose - DCC	13
Fire Inspection - DFD	11
Dead Animal Pick Up - SAN	9
Litter - DCC	9
Garbage - Missed - SAN	7
Street Spillage/Debris in Right of Way-Hazardous-STs	7



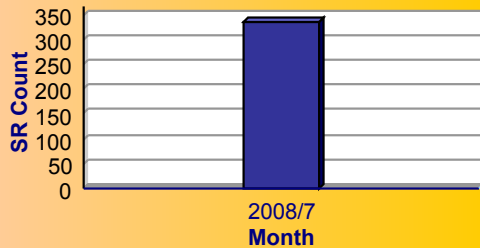
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Loose - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Garbage - Missed - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs

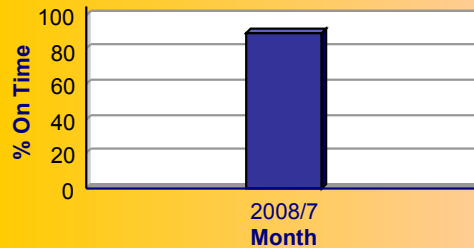
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
336	209	203	97.1%	127	98	77.2%	89.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

July 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	High Weeds - DCC	75	27	27	100.0%	38	15.0	48	64.0%	48	100.0%	75	100.0%
2	Complaint/Compliment - CTY	59	35	10	28.6%	10	5.3	24	40.7%	18	75.0%	28	47.5%
3	Recycling ROLL CART Registration - SAN	26	23	23	100.0%	365	3.0	3	11.5%	3	100.0%	26	100.0%
4	Roll Cart - SAN	14	2	2	100.0%	10	3.3	12	85.7%	12	100.0%	14	100.0%
5	Animal - Loose - DCC	13	9	9	100.0%	40	2.5	4	30.8%	4	100.0%	13	100.0%
6	Fire Inspection - DFD	11	6	6	100.0%	60	0.4	5	45.5%	5	100.0%	11	100.0%
7	Litter - DCC	9	6	6	100.0%	38	3.3	3	33.3%	3	100.0%	9	100.0%
8	Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.3	9	100.0%	9	100.0%	9	100.0%
9	Garbage - Missed - SAN	7	0	0	N/A	12	2.1	7	100.0%	7	100.0%	7	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
11	Restaurant/Food Complaint - EHS	6	1	1	100.0%	45	10.6	5	83.3%	5	100.0%	6	100.0%
12	Animal - Confined - DCC	5	0	0	N/A	3	0.2	5	100.0%	5	100.0%	5	100.0%
13	Smoke Detector Request - DFD	5	0	0	N/A	30	0.0	5	100.0%	5	100.0%	5	100.0%
14	Recyclable Collection Missed (Residential) - SAN	5	0	0	N/A	3	1.0	5	100.0%	5	100.0%	5	100.0%
15	Signs - Public Right of Way Eve/Weekends - DCC	5	0	0	N/A	7	0.0	5	100.0%	5	100.0%	5	100.0%
16	Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	4.0	3	100.0%	3	100.0%	3	100.0%
17	Cost Plus - SAN	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
18	Bulky Trash Violations - DCC	3	3	0	0.0%	14		0	0.0%	0	N/A	0	0.0%
19	Animal - Noisy - DCC	3	0	0	N/A	30	4.3	3	100.0%	3	100.0%	3	100.0%
20	Illegal Food Vending - EHS	3	2	2	100.0%	45	6.0	1	33.3%	1	100.0%	3	100.0%
21	Park Maintenance/Misc. - PKR	3	1	1	100.0%	30	12.5	2	66.7%	2	100.0%	3	100.0%
22	Lid Cover Missing-Hazardous-STS	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
23	Median/ROW Maint - STS Operations	3	1	1	100.0%	14	5.5	2	66.7%	2	100.0%	3	100.0%
24	Pot hole - Hazardous-STS	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%