



**FY 2007 – 2008**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

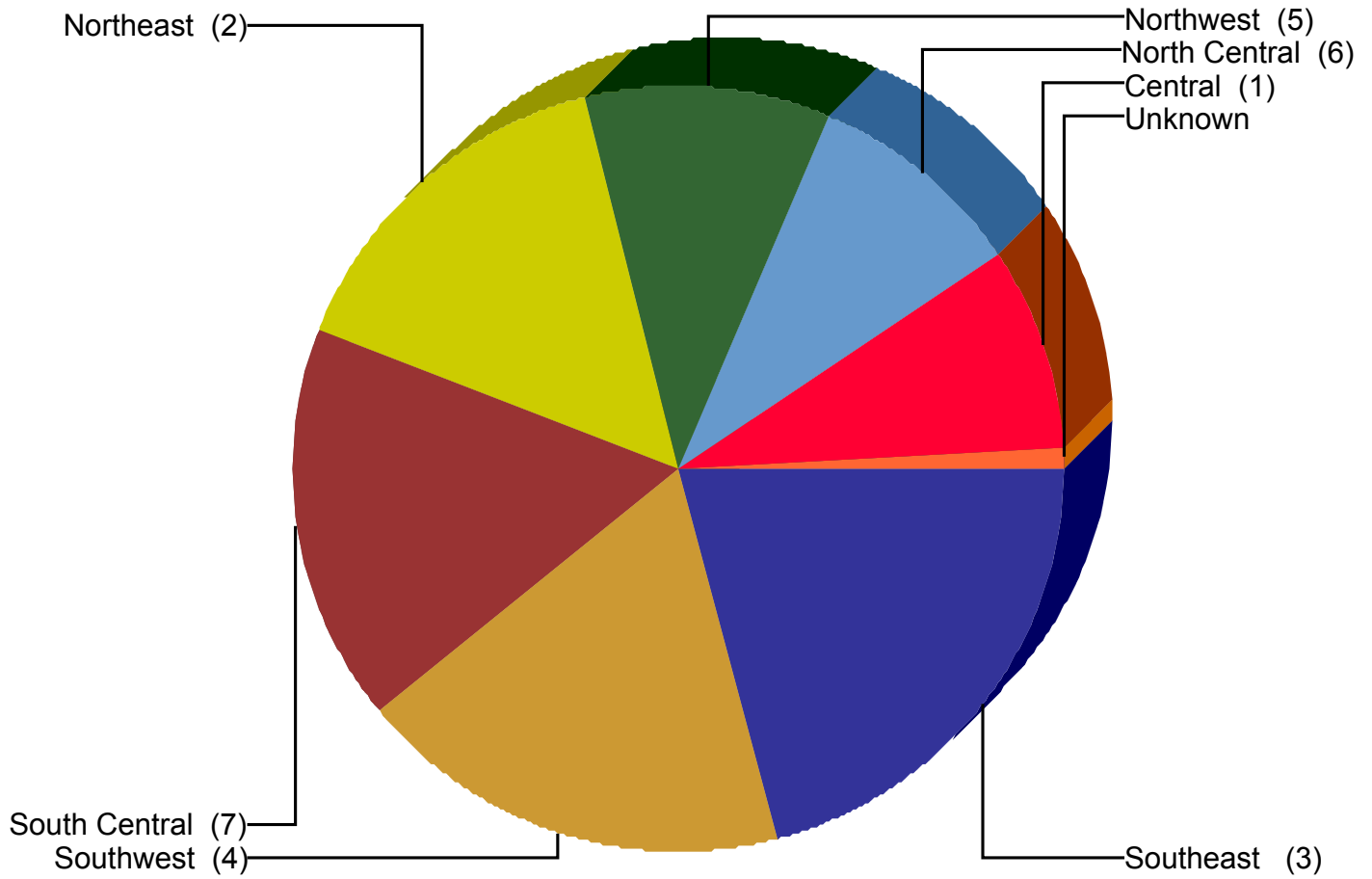
**JUNE 2008**

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



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,287	8.5%	98.5%
North Central (6)	3,530	9.1%	98.8%
Northeast (2)	5,847	15.1%	98.5%
Northwest (5)	3,996	10.3%	99.0%
South Central (7)	6,434	16.7%	98.4%
Southeast (3)	8,054	20.8%	98.7%
Southwest (4)	7,116	18.4%	98.5%
Unknown	374	1.0%	90.4%
<b>Total</b>	<b>38,638</b>	<b>100.0%</b>	<b>98.5%</b>

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

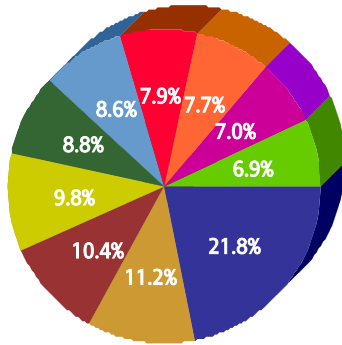


For Citywide

June 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,861
Recycling ROLL CART Registration - SAN	1,975
Roll Cart - SAN	1,841
Dead Animal Pick Up - SAN	1,734
Smoke Detector Request - DFD	1,554
Animal - Loose Aggressive - DCC	1,514
Litter - DCC	1,389
Parking - Unapproved Surface - Eve/Weekends - DCC	1,357
Garbage - Missed - SAN	1,246
Animal - Confined - DCC	1,220



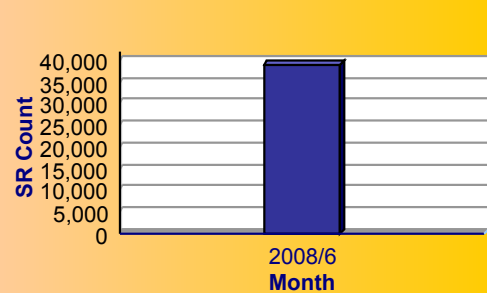
Service

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

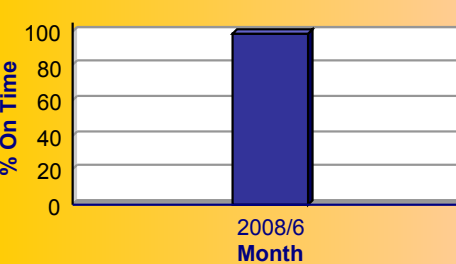
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
38,638	32,561	32,187	98.9%	6,077	5,887	96.9%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

June 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	3,861	1,363	1,363	100.0%	38	10.0	2,498	64.7%	2,498	100.0%	3,861	100.0%
2	Recycling ROLL CART Registration - SAN	1,975	359	359	100.0%	365	6.9	1,616	81.8%	1,616	100.0%	1,975	100.0%
3	Roll Cart - SAN	1,841	20	14	70.0%	10	2.9	1,821	98.9%	1,812	99.5%	1,826	99.2%
4	Dead Animal Pick Up - SAN	1,734	0	0	N/A	1	0.4	1,734	100.0%	1,705	98.3%	1,705	98.3%
5	Smoke Detector Request - DFD	1,554	33	33	100.0%	30	1.3	1,521	97.9%	1,521	100.0%	1,554	100.0%
6	Animal - Loose Aggressive - DCC	1,514	0	0	N/A	3	0.4	1,514	100.0%	1,505	99.4%	1,505	99.4%
7	Litter - DCC	1,389	526	526	100.0%	38	10.3	863	62.1%	863	100.0%	1,389	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	1,357	0	0	N/A	10	0.2	1,357	100.0%	1,356	99.9%	1,356	99.9%
9	Garbage - Missed - SAN	1,246	0	0	N/A	12	1.6	1,246	100.0%	1,246	100.0%	1,246	100.0%
10	Animal - Confined - DCC	1,220	0	0	N/A	3	0.3	1,220	100.0%	1,218	99.8%	1,218	99.8%
11	Obstruction Alley/Sidewalk/Street - DCC	1,129	632	632	100.0%	60	13.8	497	44.0%	497	100.0%	1,129	100.0%
12	Recyclable Collection Missed (Residential) - SAN	932	0	0	N/A	3	1.0	932	100.0%	932	100.0%	932	100.0%
13	Fire Inspection - DFD	828	464	464	100.0%	60	10.2	364	44.0%	364	100.0%	828	100.0%
14	Bulky Trash Violations - DCC	817	79	67	84.8%	14	5.8	738	90.3%	682	92.4%	749	91.7%
15	Animal - Sick/Injured - DCC	757	0	0	N/A	3	0.2	757	100.0%	754	99.6%	754	99.6%
16	24 Hour Parking/Parking Violations - DPD	735	40	28	70.0%	10	4.7	695	94.6%	657	94.5%	685	93.2%
17	Tree down/low limbs - Emergency-STs	604	0	0	N/A	5	0.4	604	100.0%	601	99.5%	601	99.5%
18	Animal - Loose - DCC	575	0	0	N/A	40	9.1	575	100.0%	575	100.0%	575	100.0%
19	Junk Motor Vehicle - DCC	547	354	354	100.0%	126	9.4	193	35.3%	193	100.0%	547	100.0%
20	Substandard Structure - DCC	485	364	364	100.0%	365	10.0	121	24.9%	121	100.0%	485	100.0%

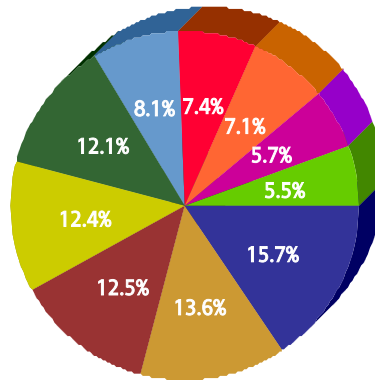


for Central (1)

June 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	213
Obstruction Alley/Sidewalk/Street - DCC	185
Fire Inspection - DFD	170
Roll Cart - SAN	168
High Weeds - DCC	164
Dead Animal Pick Up - SAN	110
Litter - DCC	100
Garbage - Missed - SAN	96
Recyclable Collection Missed (Residential) - SAN	77
Animal - Confined - DCC	75



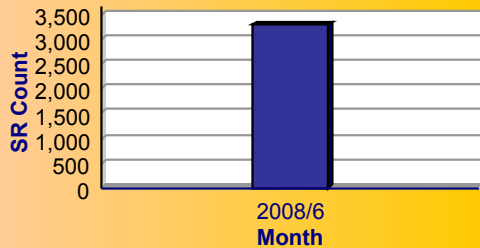
Service

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

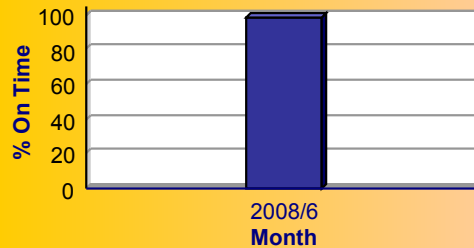
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,287	2,709	2,677	98.8%	578	561	97.1%	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)

June 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	213	53	53	100.0%	365	6.8	160	75.1%	160	100.0%	213	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	185	88	88	100.0%	60	15.2	97	52.4%	97	100.0%	185	100.0%
3	Fire Inspection - DFD	170	102	102	100.0%	60	10.1	68	40.0%	68	100.0%	170	100.0%
4	Roll Cart - SAN	168	2	0	0.0%	10	3.0	166	98.8%	166	100.0%	166	98.8%
5	High Weeds - DCC	164	47	47	100.0%	38	10.0	117	71.3%	117	100.0%	164	100.0%
6	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.4	110	100.0%	106	96.4%	106	96.4%
7	Litter - DCC	100	41	41	100.0%	38	11.8	59	59.0%	59	100.0%	100	100.0%
8	Garbage - Missed - SAN	96	0	0	N/A	12	1.1	96	100.0%	96	100.0%	96	100.0%
9	Recyclable Collection Missed (Residential) - SAN	77	0	0	N/A	3	1.1	77	100.0%	77	100.0%	77	100.0%
10	Animal - Confined - DCC	75	0	0	N/A	3	0.2	75	100.0%	75	100.0%	75	100.0%
11	24 Hour Parking/Parking Violations - DPD	70	0	0	N/A	10	3.6	70	100.0%	69	98.6%	69	98.6%
12	Animal - Loose Aggressive - DCC	69	0	0	N/A	3	0.3	69	100.0%	69	100.0%	69	100.0%
13	Tree down/low limbs - Emergency-STS	68	0	0	N/A	5	0.5	68	100.0%	67	98.5%	67	98.5%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	53	0	0	N/A	1	0.1	53	100.0%	53	100.0%	53	100.0%
15	Animal - Sick/Injured - DCC	51	0	0	N/A	3	0.2	51	100.0%	51	100.0%	51	100.0%
16	Traffic Signal - All Out - PWT	50	0	0	N/A	4	1.1	50	100.0%	50	100.0%	50	100.0%
17	Substandard Structure Apts - DCC	43	19	19	100.0%	365	3.3	24	55.8%	24	100.0%	43	100.0%
18	Traffic Signal - Flashing - PWT	39	0	0	N/A	4	1.0	39	100.0%	39	100.0%	39	100.0%
19	Street Repair - Routine-STS	38	11	11	100.0%	90	5.3	27	71.1%	27	100.0%	38	100.0%
20	Animal - Loose - DCC	37	0	0	N/A	40	9.1	37	100.0%	37	100.0%	37	100.0%

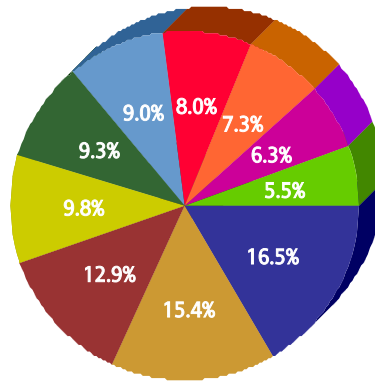


for North Central (6)

June 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	282
Garbage - Missed - SAN	263
Roll Cart - SAN	219
High Weeds - DCC	167
Fire Inspection - DFD	159
Recyclable Collection Missed (Residential) - SAN	153
Bulky Trash Violations - DCC	137
Tree down/low limbs - Emergency-STs	124
Animal - Confined - DCC	107
Traffic Signal - All Out - PWT	93



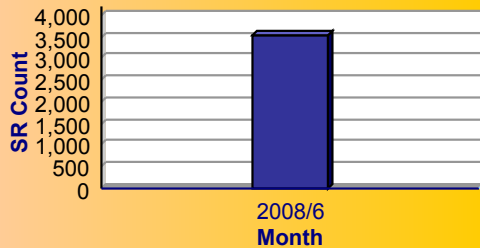
Service

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Roll Cart - SAN
- High Weeds - DCC
- Fire Inspection - DFD
- Recyclable Collection Missed (Residential) - SAN
- Bulky Trash Violations - DCC
- Tree down/low limbs - Emergency-STs
- Animal - Confined - DCC
- Traffic Signal - All Out - PWT

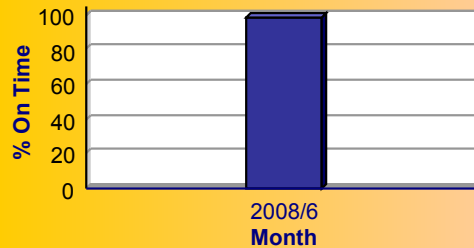
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,530	3,099	3,069	99.0%	431	420	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 North Central (6)

June 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	282	49	49	100.0%	365	6.1	233	82.6%	233	100.0%	282	100.0%
2	Garbage - Missed - SAN	263	0	0	N/A	12	2.2	263	100.0%	263	100.0%	263	100.0%
3	Roll Cart - SAN	219	4	3	75.0%	10	2.8	215	98.2%	215	100.0%	218	99.5%
4	High Weeds - DCC	167	39	39	100.0%	38	9.0	128	76.6%	128	100.0%	167	100.0%
5	Fire Inspection - DFD	159	89	89	100.0%	60	9.8	70	44.0%	70	100.0%	159	100.0%
6	Recyclable Collection Missed (Residential) - SAN	153	0	0	N/A	3	1.0	153	100.0%	153	100.0%	153	100.0%
7	Bulky Trash Violations - DCC	137	6	6	100.0%	14	5.0	131	95.6%	122	93.1%	128	93.4%
8	Tree down/low limbs - Emergency-STS	124	0	0	N/A	5	0.5	124	100.0%	123	99.2%	123	99.2%
9	Animal - Confined - DCC	107	0	0	N/A	3	0.2	107	100.0%	106	99.1%	106	99.1%
10	Traffic Signal - All Out - PWT	93	0	0	N/A	4	1.1	93	100.0%	93	100.0%	93	100.0%
11	Dead Animal Pick Up - SAN	91	0	0	N/A	1	0.4	91	100.0%	91	100.0%	91	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	75	36	36	100.0%	60	9.9	39	52.0%	39	100.0%	75	100.0%
13	Recycling - Roll Cart - SAN	71	2	0	0.0%	10	3.0	69	97.2%	67	97.1%	67	94.4%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	66	0	0	N/A	1	0.2	66	100.0%	64	97.0%	64	97.0%
15	Brush/Bulk Items - Missed - SAN	57	0	0	N/A	10	2.6	57	100.0%	57	100.0%	57	100.0%
16	Cost Plus - SAN	48	0	0	N/A	10	4.4	48	100.0%	48	100.0%	48	100.0%
17	24 Hour Parking/Parking Violations - DPD	47	0	0	N/A	10	3.3	47	100.0%	46	97.9%	46	97.9%
18	Animal - Sick/Injured - DCC	42	0	0	N/A	3	0.0	42	100.0%	42	100.0%	42	100.0%
19	Street Repair - Routine-STS	42	6	6	100.0%	90	4.6	36	85.7%	36	100.0%	42	100.0%
20	Animal - Loose Aggressive - DCC	39	0	0	N/A	3	0.2	39	100.0%	39	100.0%	39	100.0%
21	Traffic Signal - Timing - PWT	39	0	0	N/A	4	1.8	39	100.0%	38	97.4%	38	97.4%
22	Sanitation Crew Complaint - SAN	39	0	0	N/A	10	2.4	39	100.0%	39	100.0%	39	100.0%

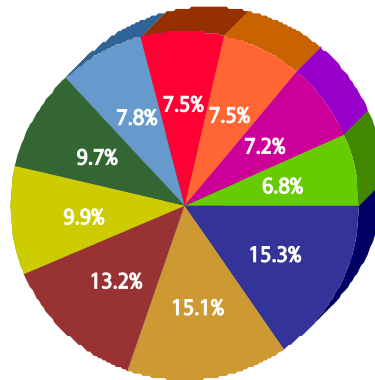


for Northeast (2)

June 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	391
Recycling ROLL CART Registration - SAN	386
Roll Cart - SAN	337
Dead Animal Pick Up - SAN	254
Obstruction Alley/Sidewalk/Street - DCC	247
Animal - Confined - DCC	200
Garbage - Missed - SAN	193
Recyclable Collection Missed (Residential) - SAN	193
Bulky Trash Violations - DCC	183
Litter - DCC	174



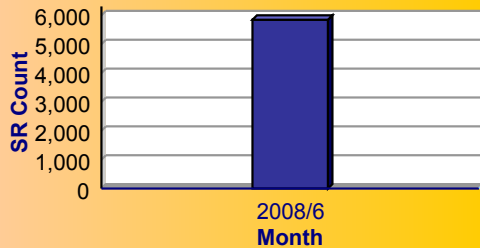
Service

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

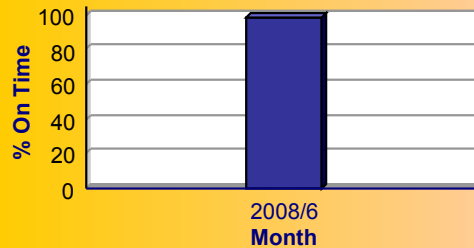
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,847	4,950	4,882	98.6%	897	876	97.7%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

June 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	391	135	135	100.0%	38	11.4	256	65.5%	256	100.0%	391	100.0%
2	Recycling ROLL CART Registration - SAN	386	91	91	100.0%	365	6.9	295	76.4%	295	100.0%	386	100.0%
3	Roll Cart - SAN	337	5	4	80.0%	10	2.8	332	98.5%	329	99.1%	333	98.8%
4	Dead Animal Pick Up - SAN	254	0	0	N/A	1	0.3	254	100.0%	249	98.0%	249	98.0%
5	Obstruction Alley/Sidewalk/Street - DCC	247	134	134	100.0%	60	13.9	113	45.7%	113	100.0%	247	100.0%
6	Animal - Confined - DCC	200	0	0	N/A	3	0.3	200	100.0%	199	99.5%	199	99.5%
7	Garbage - Missed - SAN	193	0	0	N/A	12	1.4	193	100.0%	193	100.0%	193	100.0%
8	Recyclable Collection Missed (Residential) - SAN	193	0	0	N/A	3	1.1	193	100.0%	193	100.0%	193	100.0%
9	Bulky Trash Violations - DCC	183	4	3	75.0%	14	4.3	179	97.8%	178	99.4%	181	98.9%
10	Litter - DCC	174	84	84	100.0%	38	13.1	90	51.7%	90	100.0%	174	100.0%
11	Animal - Loose Aggressive - DCC	162	0	0	N/A	3	0.5	162	100.0%	160	98.8%	160	98.8%
12	24 Hour Parking/Parking Violations - DPD	152	1	0	0.0%	10	6.0	151	99.3%	131	86.8%	131	86.2%
13	Animal - Sick/Injured - DCC	126	0	0	N/A	3	0.3	126	100.0%	125	99.2%	125	99.2%
14	Substandard Structure Apts - DCC	101	38	38	100.0%	365	6.6	63	62.4%	63	100.0%	101	100.0%
15	Fire Inspection - DFD	101	58	58	100.0%	60	9.9	43	42.6%	43	100.0%	101	100.0%
16	Tree down/low limbs - Emergency-ST5	101	0	0	N/A	5	0.4	101	100.0%	101	100.0%	101	100.0%
17	Oversized Vehicle - Eve/Weekends - DCC	92	0	0	N/A	14	0.2	92	100.0%	92	100.0%	92	100.0%
18	Recycling - Roll Cart - SAN	80	2	2	100.0%	10	3.0	78	97.5%	77	98.7%	79	98.8%
19	A/C Inoperable Apts - DCC	79	0	0	N/A	7	1.8	79	100.0%	78	98.7%	78	98.7%
20	Animal - Loose - DCC	71	0	0	N/A	40	9.9	71	100.0%	71	100.0%	71	100.0%

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

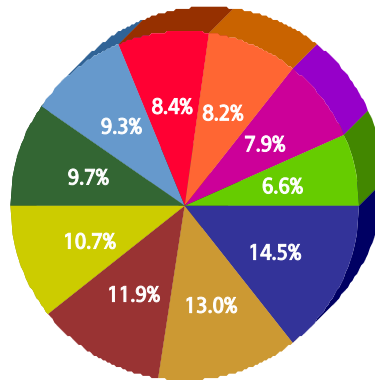


for Northwest (5)

June 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	226
Recycling ROLL CART Registration - SAN	203
Dead Animal Pick Up - SAN	186
Roll Cart - SAN	167
Litter - DCC	151
Recyclable Collection Missed (Residential) - SAN	145
Garbage - Missed - SAN	131
Fire Inspection - DFD	129
Bulky Trash Violations - DCC	123
Obstruction Alley/Sidewalk/Street - DCC	103



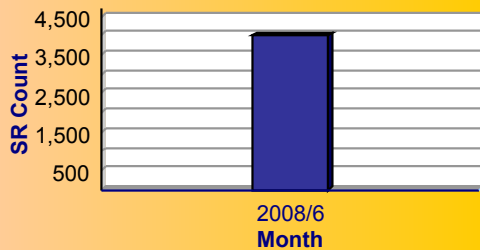
Service

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

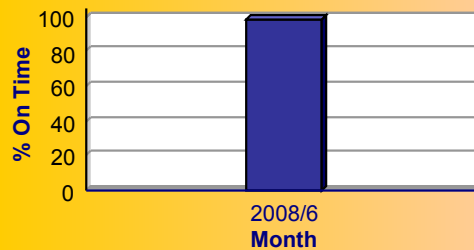
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,996	3,533	3,508	99.3%	463	449	97.0%	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)

June 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	226	38	38	100.0%	38	9.2	188	83.2%	188	100.0%	226	100.0%
2	Recycling ROLL CART Registration - SAN	203	29	29	100.0%	365	6.6	174	85.7%	174	100.0%	203	100.0%
3	Dead Animal Pick Up - SAN	186	0	0	N/A	1	0.2	186	100.0%	186	100.0%	186	100.0%
4	Roll Cart - SAN	167	0	0	N/A	10	2.8	167	100.0%	167	100.0%	167	100.0%
5	Litter - DCC	151	46	46	100.0%	38	9.6	105	69.5%	105	100.0%	151	100.0%
6	Recyclable Collection Missed (Residential) - SAN	145	0	0	N/A	3	1.0	145	100.0%	145	100.0%	145	100.0%
7	Garbage - Missed - SAN	131	0	0	N/A	12	1.4	131	100.0%	131	100.0%	131	100.0%
8	Fire Inspection - DFD	129	68	68	100.0%	60	11.4	61	47.3%	61	100.0%	129	100.0%
9	Bulky Trash Violations - DCC	123	1	1	100.0%	14	3.8	122	99.2%	121	99.2%	122	99.2%
10	Obstruction Alley/Sidewalk/Street - DCC	103	36	36	100.0%	60	17.0	67	65.0%	67	100.0%	103	100.0%
11	24 Hour Parking/Parking Violations - DPD	102	11	6	54.5%	10	5.4	91	89.2%	91	100.0%	97	95.1%
12	Animal - Confined - DCC	96	0	0	N/A	3	0.2	96	100.0%	96	100.0%	96	100.0%
13	Animal - Loose Aggressive - DCC	89	0	0	N/A	3	0.2	89	100.0%	89	100.0%	89	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	79	0	0	N/A	1	0.1	79	100.0%	78	98.7%	78	98.7%
15	Animal - Sick/Injured - DCC	65	0	0	N/A	3	0.1	65	100.0%	65	100.0%	65	100.0%
16	Street Repair - Routine-STS	65	18	18	100.0%	90	4.3	47	72.3%	47	100.0%	65	100.0%
17	Junk Motor Vehicle - DCC	58	33	33	100.0%	126	7.7	25	43.1%	25	100.0%	58	100.0%
18	Recycling - Roll Cart - SAN	58	0	0	N/A	10	2.7	58	100.0%	58	100.0%	58	100.0%
19	Signs - Public Right of Way Eve/Weekends - DCC	53	0	0	N/A	7	0.1	53	100.0%	53	100.0%	53	100.0%
20	Tree down/low limbs - Emergency-STS	47	0	0	N/A	5	0.4	47	100.0%	47	100.0%	47	100.0%

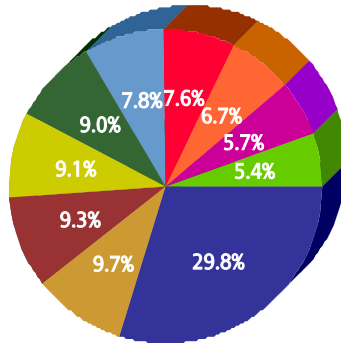


for South Central (7)

June 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,074
Dead Animal Pick Up - SAN	348
Animal - Loose Aggressive - DCC	333
Parking - Unapproved Surface - Eve/Weekends - DCC	326
Roll Cart - SAN	323
Smoke Detector Request - DFD	281
Litter - DCC	272
Garbage - Missed - SAN	240
Animal - Confined - DCC	206
Recycling ROLL CART Registration - SAN	196



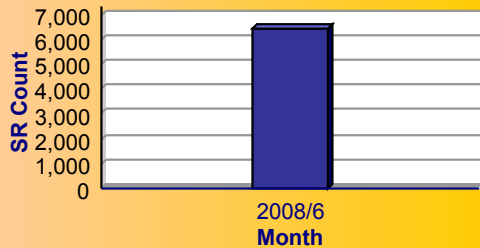
Service

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

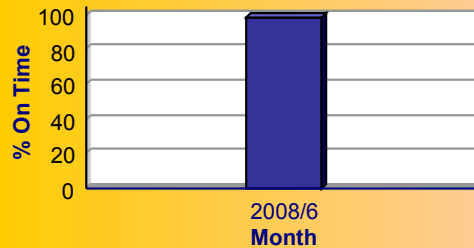
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,434	5,235	5,163	98.6%	1,199	1,169	97.5%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for South Central (7)

June 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	1,074	443	443	100.0%	38	9.5	631	58.8%	631	100.0%	1,074	100.0%
2	Dead Animal Pick Up - SAN	348	0	0	N/A	1	0.4	348	100.0%	338	97.1%	338	97.1%
3	Animal - Loose Aggressive - DCC	333	0	0	N/A	3	0.3	333	100.0%	333	100.0%	333	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	326	0	0	N/A	10	0.1	326	100.0%	326	100.0%	326	100.0%
5	Roll Cart - SAN	323	3	2	66.7%	10	2.9	320	99.1%	316	98.8%	318	98.5%
6	Smoke Detector Request - DFD	281	9	9	100.0%	30	1.9	272	96.8%	272	100.0%	281	100.0%
7	Litter - DCC	272	109	109	100.0%	38	10.0	163	59.9%	163	100.0%	272	100.0%
8	Garbage - Missed - SAN	240	0	0	N/A	12	1.5	240	100.0%	240	100.0%	240	100.0%
9	Animal - Confined - DCC	206	0	0	N/A	3	0.3	206	100.0%	206	100.0%	206	100.0%
10	Recycling ROLL CART Registration - SAN	196	18	18	100.0%	365	7.2	178	90.8%	178	100.0%	196	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	170	112	112	100.0%	60	10.5	58	34.1%	58	100.0%	170	100.0%
12	Junk Motor Vehicle - DCC	161	124	124	100.0%	126	7.1	37	23.0%	37	100.0%	161	100.0%
13	Animal - Sick/Injured - DCC	161	0	0	N/A	3	0.2	161	100.0%	161	100.0%	161	100.0%
14	Animal - Loose - DCC	131	0	0	N/A	40	8.8	131	100.0%	131	100.0%	131	100.0%
15	24 Hour Parking/Parking Violations - DPD	131	5	4	80.0%	10	5.1	126	96.2%	115	91.3%	119	90.8%
16	Bulky Trash Violations - DCC	116	14	11	78.6%	14	5.8	102	87.9%	93	91.2%	104	89.7%
17	Tree down/low limbs - Emergency-ST5	101	0	0	N/A	5	0.3	101	100.0%	101	100.0%	101	100.0%
18	Substandard Structure - DCC	86	73	73	100.0%	365	7.5	13	15.1%	13	100.0%	86	100.0%
19	Open and Vacant Structure - DCC	86	22	22	100.0%	30	6.6	64	74.4%	64	100.0%	86	100.0%
20	Recyclable Collection Missed (Residential) - SAN	84	0	0	N/A	3	1.1	84	100.0%	84	100.0%	84	100.0%

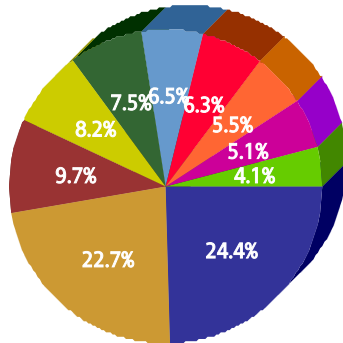


for Southeast (3)

June 2008

Top 10 Services

SR Type	Service Request Count
Smoke Detector Request - DFD	1,183
High Weeds - DCC	1,103
Animal - Loose Aggressive - DCC	472
Dead Animal Pick Up - SAN	397
Parking - Unapproved Surface - Eve/Weekends - DCC	363
Animal - Confined - DCC	313
Roll Cart - SAN	307
Litter - DCC	266
Recycling ROLL CART Registration - SAN	246
Garbage - Missed - SAN	200



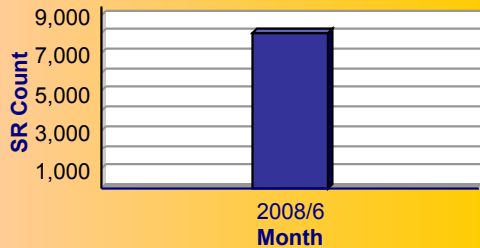
Service

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

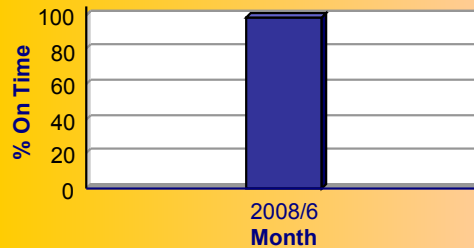
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,054	6,761	6,702	99.1%	1,293	1,248	96.5%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

June 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	1,183	21	21	100.0%	30	0.9	1,162	98.2%	1,162	100.0%	1,183	100.0%
2	High Weeds - DCC	1,103	375	375	100.0%	38	10.3	728	66.0%	728	100.0%	1,103	100.0%
3	Animal - Loose Aggressive - DCC	472	0	0	N/A	3	0.5	472	100.0%	468	99.2%	468	99.2%
4	Dead Animal Pick Up - SAN	397	0	0	N/A	1	0.4	397	100.0%	392	98.7%	392	98.7%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	363	0	0	N/A	10	0.3	363	100.0%	362	99.7%	362	99.7%
6	Animal - Confined - DCC	313	0	0	N/A	3	0.4	313	100.0%	313	100.0%	313	100.0%
7	Roll Cart - SAN	307	3	3	100.0%	10	2.9	304	99.0%	304	100.0%	307	100.0%
8	Litter - DCC	266	102	102	100.0%	38	9.7	164	61.7%	164	100.0%	266	100.0%
9	Recycling ROLL CART Registration - SAN	246	32	32	100.0%	365	6.9	214	87.0%	214	100.0%	246	100.0%
10	Garbage - Missed - SAN	200	0	0	N/A	12	1.4	200	100.0%	200	100.0%	200	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	193	154	154	100.0%	60	11.9	39	20.2%	39	100.0%	193	100.0%
12	Animal - Sick/Injured - DCC	181	0	0	N/A	3	0.3	181	100.0%	180	99.4%	180	99.4%
13	Substandard Structure - DCC	161	126	126	100.0%	365	10.9	35	21.7%	35	100.0%	161	100.0%
14	Animal - Loose - DCC	145	0	0	N/A	40	8.3	145	100.0%	145	100.0%	145	100.0%
15	Junk Motor Vehicle - DCC	118	82	82	100.0%	126	10.1	36	30.5%	36	100.0%	118	100.0%
16	Open and Vacant Structure - DCC	115	13	12	92.3%	30	7.8	102	88.7%	102	100.0%	114	99.1%
17	Recyclable Collection Missed (Residential) - SAN	110	0	0	N/A	3	1.1	110	100.0%	110	100.0%	110	100.0%
18	24 Hour Parking/Parking Violations - DPD	93	20	15	75.0%	10	4.2	73	78.5%	72	98.6%	87	93.5%
19	Animal - Cruelty - DCC	92	0	0	N/A	30	0.6	92	100.0%	92	100.0%	92	100.0%
20	Signs - Public Right of Way - DCC	91	0	0	N/A	7	0.0	91	100.0%	91	100.0%	91	100.0%

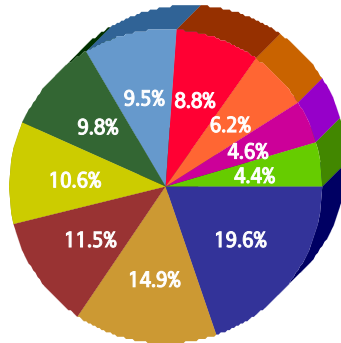


for Southwest (4)

June 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	698
Parking - Unapproved Surface - Eve/Weekends - DCC	532
Recycling ROLL CART Registration - SAN	411
Litter - DCC	377
Animal - Loose Aggressive - DCC	350
Dead Animal Pick Up - SAN	337
Roll Cart - SAN	313
Animal - Confined - DCC	222
Recyclable Collection Missed (Residential) - SAN	164
Obstruction Alley/Sidewalk/Street - DCC	155



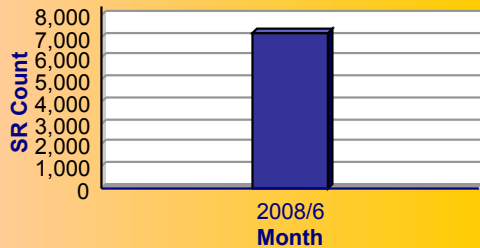
Service

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

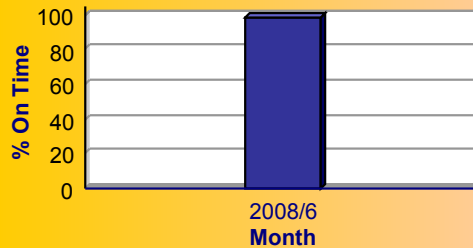
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,116	6,007	5,925	98.6%	1,109	1,087	98.0%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

June 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	698	276	276	100.0%	38	10.3	422	60.5%	422	100.0%	698	100.0%
2	Parking - Unapproved Surface - Eve/Weekends - DCC	532	0	0	N/A	10	0.1	532	100.0%	532	100.0%	532	100.0%
3	Recycling ROLL CART Registration - SAN	411	49	49	100.0%	365	7.4	362	88.1%	362	100.0%	411	100.0%
4	Litter - DCC	377	131	131	100.0%	38	9.9	246	65.3%	246	100.0%	377	100.0%
5	Animal - Loose Aggressive - DCC	350	0	0	N/A	3	0.3	350	100.0%	347	99.1%	347	99.1%
6	Dead Animal Pick Up - SAN	337	0	0	N/A	1	0.4	337	100.0%	332	98.5%	332	98.5%
7	Roll Cart - SAN	313	2	1	50.0%	10	3.1	311	99.4%	309	99.4%	310	99.0%
8	Animal - Confined - DCC	222	0	0	N/A	3	0.2	222	100.0%	222	100.0%	222	100.0%
9	Recyclable Collection Missed (Residential) - SAN	164	0	0	N/A	3	1.0	164	100.0%	164	100.0%	164	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	155	71	71	100.0%	60	14.1	84	54.2%	84	100.0%	155	100.0%
11	Illegal Land Use (Residential/Business) - DCC	154	55	55	100.0%	60	4.2	99	64.3%	99	100.0%	154	100.0%
12	24 Hour Parking/Parking Violations - DPD	140	3	3	100.0%	10	3.7	137	97.9%	133	97.1%	136	97.1%
13	Bulky Trash Violations - DCC	130	19	16	84.2%	14	9.4	111	85.4%	87	78.4%	103	79.2%
14	Animal - Sick/Injured - DCC	129	0	0	N/A	3	0.3	129	100.0%	128	99.2%	128	99.2%
15	Animal - Loose - DCC	128	0	0	N/A	40	9.6	128	100.0%	128	100.0%	128	100.0%
16	Fire Inspection - DFD	118	63	63	100.0%	60	12.4	55	46.6%	55	100.0%	118	100.0%
17	Garbage - Missed - SAN	117	0	0	N/A	12	1.2	117	100.0%	117	100.0%	117	100.0%
18	Junk Motor Vehicle - DCC	112	66	66	100.0%	126	12.7	46	41.1%	46	100.0%	112	100.0%
19	Illegal Outside Storage - DCC	93	60	60	100.0%	38	12.2	33	35.5%	33	100.0%	93	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	85	0	0	N/A	7	0.2	85	100.0%	85	100.0%	85	100.0%

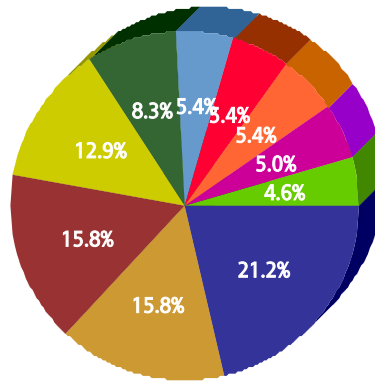


for Unknown

June 2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	51
High Weeds - DCC	38
Recycling ROLL CART Registration - SAN	38
Signs - Public Right of Way Eve/Weekends - DCC	31
Smoke Detector Request - DFD	20
Illegal Food Vending - EHS	13
Litter - DCC	13
Signs - Public Right of Way - DCC	13
Fire Inspection - DFD	12
Dead Animal Pick Up - SAN	11



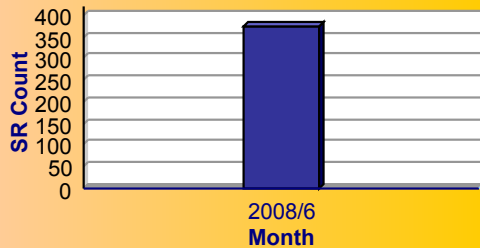
Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Smoke Detector Request - DFD
- Illegal Food Vending - EHS
- Litter - DCC
- Signs - Public Right of Way - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN

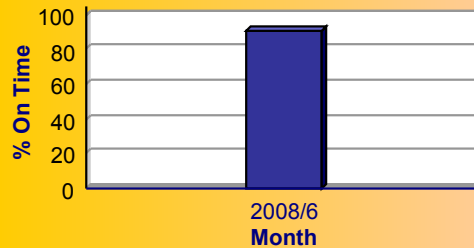
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
374	267	261	97.8%	107	77	72.0%	90.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

June 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	Complaint/Compliment - CTY	51	28	1	3.6%	10	6.1	23	45.1%	18	78.3%	19	37.3%
2	High Weeds - DCC	38	10	10	100.0%	38	10.0	28	73.7%	28	100.0%	38	100.0%
3	Recycling ROLL CART Registration - SAN	38	38	38	100.0%	365		0	0.0%	0	N/A	38	100.0%
4	Signs - Public Right of Way Eve/Weekends - DCC	31	0	0	N/A	7	0.0	31	100.0%	31	100.0%	31	100.0%
5	Smoke Detector Request - DFD	20	1	1	100.0%	30	1.8	19	95.0%	19	100.0%	20	100.0%
6	Signs - Public Right of Way - DCC	13	0	0	N/A	7	0.0	13	100.0%	13	100.0%	13	100.0%
7	Litter - DCC	13	5	5	100.0%	38	7.0	8	61.5%	8	100.0%	13	100.0%
8	Illegal Food Vending - EHS	13	0	0	N/A	45	6.3	13	100.0%	13	100.0%	13	100.0%
9	Fire Inspection - DFD	12	7	7	100.0%	60	7.4	5	41.7%	5	100.0%	12	100.0%
10	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.2	11	100.0%	11	100.0%	11	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	9	0	0	N/A	1	0.0	9	100.0%	9	100.0%	9	100.0%
12	Pot hole Repair Routine - STS	8	0	0	N/A	5	0.1	8	100.0%	8	100.0%	8	100.0%
13	Animal - Loose - DCC	7	0	0	N/A	40	8.3	7	100.0%	7	100.0%	7	100.0%
14	Restaurant/Food Complaint - EHS	7	1	1	100.0%	45	7.5	6	85.7%	6	100.0%	7	100.0%
15	Roll Cart - SAN	7	1	1	100.0%	10	4.3	6	85.7%	6	100.0%	7	100.0%
16	Bulky Trash Violations - DCC	6	6	6	100.0%	14		0	0.0%	0	N/A	6	100.0%
17	Garbage - Missed - SAN	6	0	0	N/A	12	1.3	6	100.0%	6	100.0%	6	100.0%
18	Recyclable Collection Missed (Residential) - SAN	6	0	0	N/A	3	1.0	6	100.0%	6	100.0%	6	100.0%
19	Tree down/low limbs - Emergency-STS	6	0	0	N/A	5	0.0	6	100.0%	6	100.0%	6	100.0%
20	Animal - Cruelty - DCC	4	0	0	N/A	30	0.0	4	100.0%	4	100.0%	4	100.0%
21	Street Repair - Routine-STS	4	2	2	100.0%	90	10.5	2	50.0%	2	100.0%	4	100.0%