



**FY 2007 – 2008**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

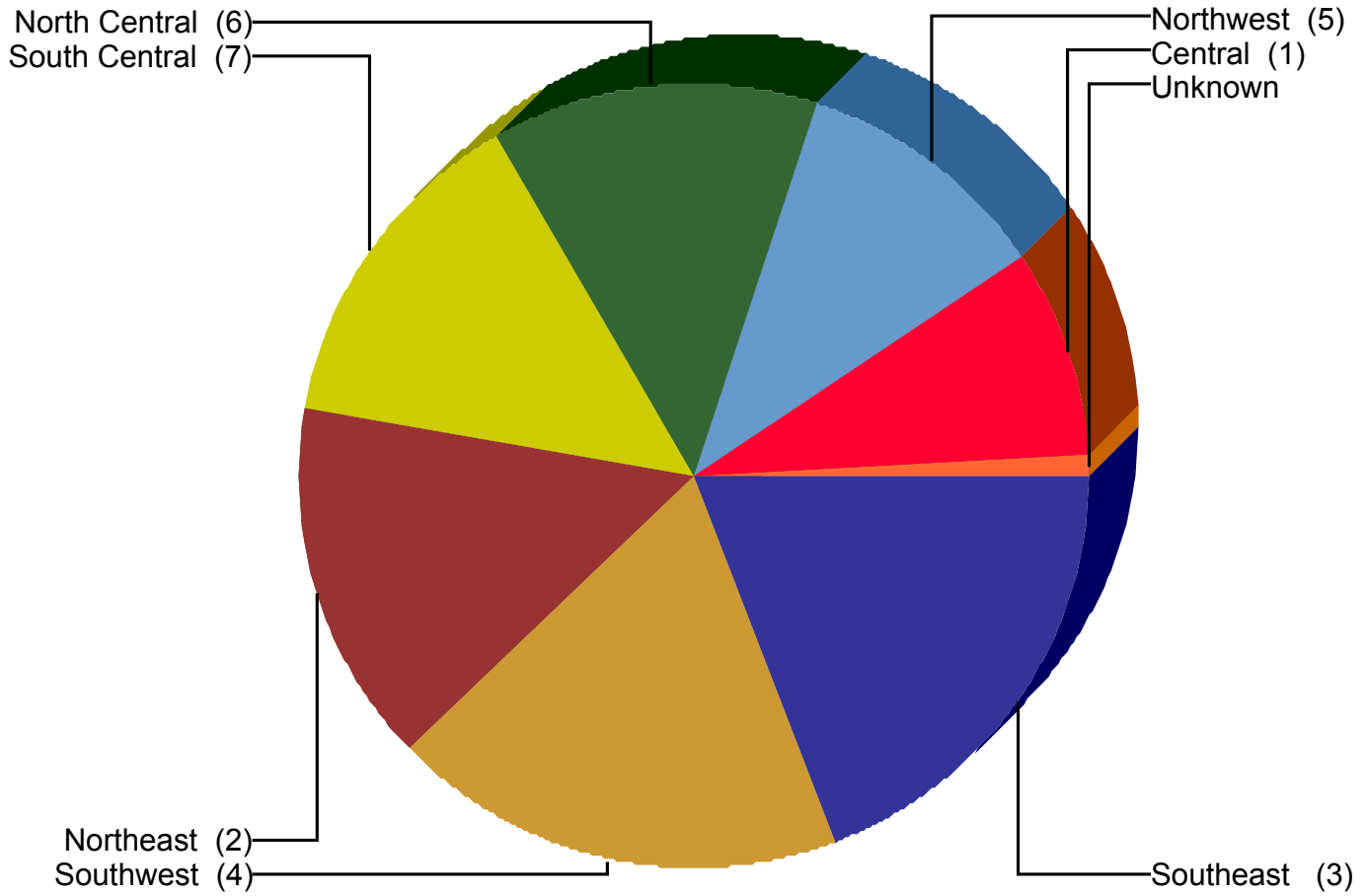
**MARCH 2008**

## **TABLE OF CONTENTS**

<b>3 . . . . .</b>	<b>Chart of Service Request Counts by City Service Area</b>
<b>4 . . . . .</b>	<b>Citywide Service Level Performance Report</b>
<b>6 . . . . .</b>	<b>Service Level Performance Report the Central CSA</b>
<b>8 . . . . .</b>	<b>Service Level Performance Report the North Central CSA</b>
<b>10 . . . . .</b>	<b>Service Level Performance Report the Northeast CSA</b>
<b>12 . . . . .</b>	<b>Service Level Performance Report the Northwest CSA</b>
<b>14 . . . . .</b>	<b>Service Level Performance Report the South Central CSA</b>
<b>16 . . . . .</b>	<b>Service Level Performance Report the Southeast CSA</b>
<b>18 . . . . .</b>	<b>Service Level Performance Report the Southwest CSA</b>
<b>20 . . . . .</b>	<b>Service Level Performance Report where CSA is Unknown</b>



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



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,055	8.7%	99.2%
North Central (6)	4,677	13.3%	99.2%
Northeast (2)	5,300	15.0%	99.1%
Northwest (5)	3,742	10.6%	99.1%
South Central (7)	4,923	14.0%	99.0%
Southeast (3)	6,779	19.2%	99.3%
Southwest (4)	6,519	18.5%	99.2%
Unknown	285	0.8%	91.2%
<b>Total</b>	<b>35,280</b>	<b>100.0%</b>	<b>99.1%</b>

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

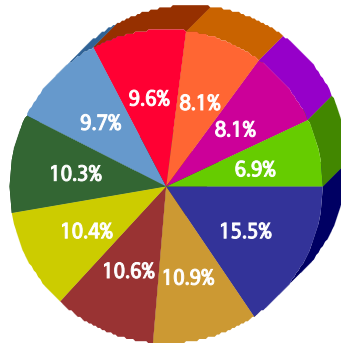


For Citywide

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,506
Roll Cart - SAN	1,757
Animal - Loose Aggressive - DCC	1,712
Litter - DCC	1,679
Parking - Unapproved Surface - Eve/Weekends - DCC	1,669
Garbage - Missed - SAN	1,573
Dead Animal Pick Up - SAN	1,551
High Weeds - DCC	1,312
Recyclable Collection Missed (Residential) - SAN	1,306
Animal - Confined - DCC	1,123



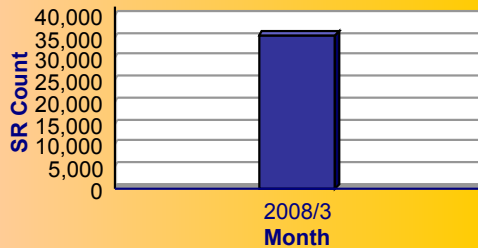
Service

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

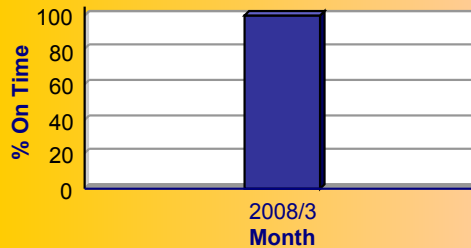
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
35,280	30,551	30,297	99.2%	4,729	4,671	98.8%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

March 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	2,506	37	37	100.0%	365	6.8	2,469	98.5%	2,469	100.0%	2,506	100.0%
2	Roll Cart - SAN	1,757	1	1	100.0%	10	3.2	1,756	99.9%	1,738	99.0%	1,739	99.0%
3	Animal - Loose Aggressive - DCC	1,712	0	0	N/A	3	0.2	1,712	100.0%	1,709	99.8%	1,709	99.8%
4	Litter - DCC	1,679	567	567	100.0%	38	10.6	1,112	66.2%	1,112	100.0%	1,679	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	1,669	5	5	100.0%	10	0.7	1,664	99.7%	1,663	99.9%	1,668	99.9%
6	Garbage - Missed - SAN	1,573	0	0	N/A	12	1.5	1,573	100.0%	1,573	100.0%	1,573	100.0%
7	Dead Animal Pick Up - SAN	1,551	0	0	N/A	1	0.4	1,551	100.0%	1,549	99.9%	1,549	99.9%
8	High Weeds - DCC	1,312	564	564	100.0%	38	7.8	748	57.0%	748	100.0%	1,312	100.0%
9	Recyclable Collection Missed (Residential) - SAN	1,306	0	0	N/A	3	1.1	1,306	100.0%	1,306	100.0%	1,306	100.0%
10	Animal - Confined - DCC	1,123	0	0	N/A	3	0.2	1,123	100.0%	1,118	99.6%	1,118	99.6%
11	Substandard Structure - DCC	1,042	666	666	100.0%	365	8.8	376	36.1%	376	100.0%	1,042	100.0%
12	Fire Inspection - DFD	946	440	440	100.0%	60	10.9	506	53.5%	506	100.0%	946	100.0%
13	Bulky Trash Violations - DCC	841	39	39	100.0%	14	3.5	802	95.4%	785	97.9%	824	98.0%
14	Junk Motor Vehicle - DCC	672	373	373	100.0%	126	11.2	299	44.5%	299	100.0%	672	100.0%
15	24 Hour Parking/Parking Violations - DPD	646	20	19	95.0%	10	4.8	626	96.9%	602	96.2%	621	96.1%
16	Animal - Sick/Injured - DCC	574	0	0	N/A	3	0.1	574	100.0%	574	100.0%	574	100.0%
17	Animal - Loose - DCC	522	91	91	100.0%	40	10.8	431	82.6%	431	100.0%	522	100.0%
18	Illegal Outside Storage - DCC	440	230	230	100.0%	38	10.8	210	47.7%	210	100.0%	440	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	429	0	0	N/A	1	0.0	429	100.0%	427	99.5%	427	99.5%
20	Graffiti Private Property - Residential/Commercial	399	253	253	100.0%	90	7.9	146	36.6%	146	100.0%	399	100.0%

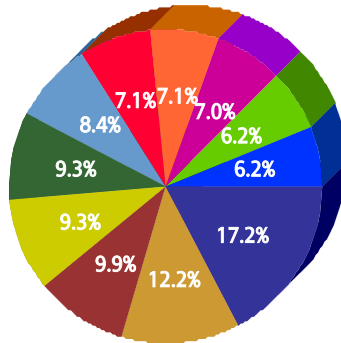


for Central (1)

March 2008

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	209
Recycling ROLL CART Registration - SAN	148
Roll Cart - SAN	121
Litter - DCC	113
Parking - Unapproved Surface - Eve/Weekends - DCC	113
Dead Animal Pick Up - SAN	102
Animal - Confined - DCC	87
Traffic Signal - Flashing - PWT	87
Garbage - Missed - SAN	85
High Weeds - DCC	76
Recyclable Collection Missed (Residential) - SAN	76



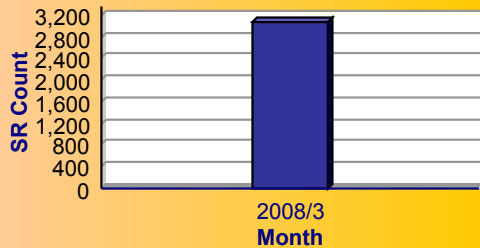
Service

- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Traffic Signal - Flashing - PWT
- Garbage - Missed - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN

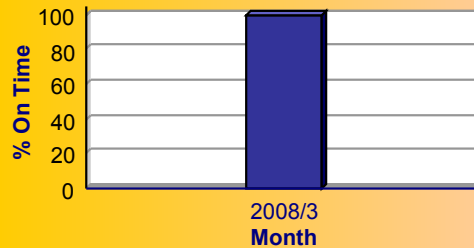
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,055	2,648	2,627	99.2%	407	404	99.3%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

March 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	Fire Inspection - DFD	209	97	97	100.0%	60	11.8	112	53.6%	112	100.0%	209	100.0%
2	Recycling ROLL CART Registration - SAN	148	1	1	100.0%	365	7.5	147	99.3%	147	100.0%	148	100.0%
3	Roll Cart - SAN	121	0	0	N/A	10	2.8	121	100.0%	121	100.0%	121	100.0%
4	Litter - DCC	113	36	36	100.0%	38	9.9	77	68.1%	77	100.0%	113	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	113	0	0	N/A	10	0.5	113	100.0%	113	100.0%	113	100.0%
6	Dead Animal Pick Up - SAN	102	0	0	N/A	1	0.4	102	100.0%	102	100.0%	102	100.0%
7	Animal - Confined - DCC	87	0	0	N/A	3	0.1	87	100.0%	87	100.0%	87	100.0%
8	Traffic Signal - Flashing - PWT	87	0	0	N/A	4	1.1	87	100.0%	87	100.0%	87	100.0%
9	Garbage - Missed - SAN	85	0	0	N/A	12	1.3	85	100.0%	85	100.0%	85	100.0%
10	High Weeds - DCC	76	32	32	100.0%	38	12.0	44	57.9%	44	100.0%	76	100.0%
11	Recyclable Collection Missed (Residential) - SAN	76	0	0	N/A	3	1.1	76	100.0%	76	100.0%	76	100.0%
12	Graffiti Private Property - Residential/Commercial	73	48	48	100.0%	90	9.4	25	34.2%	25	100.0%	73	100.0%
13	Animal - Loose Aggressive - DCC	72	0	0	N/A	3	0.3	72	100.0%	72	100.0%	72	100.0%
14	Substandard Structure - DCC	70	39	39	100.0%	365	6.3	31	44.3%	31	100.0%	70	100.0%
15	24 Hour Parking/Parking Violations - DPD	68	1	1	100.0%	10	4.0	67	98.5%	67	100.0%	68	100.0%
16	Bulky Trash Violations - DCC	59	0	0	N/A	14	2.4	59	100.0%	59	100.0%	59	100.0%
17	Street Repair - Routine-STS	58	9	9	100.0%	90	6.0	49	84.5%	49	100.0%	58	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	49	0	0	N/A	1	0.0	49	100.0%	49	100.0%	49	100.0%
19	Pot hole - Hazardous-STS	48	0	0	N/A	1	0.3	48	100.0%	45	93.8%	45	93.8%
20	Signs - Public Right of Way Eve/Weekends - DCC	44	0	0	N/A	7	0.2	44	100.0%	43	97.7%	43	97.7%
21	Traffic Signal - All Out - PWT	44	0	0	N/A	4	1.2	44	100.0%	44	100.0%	44	100.0%

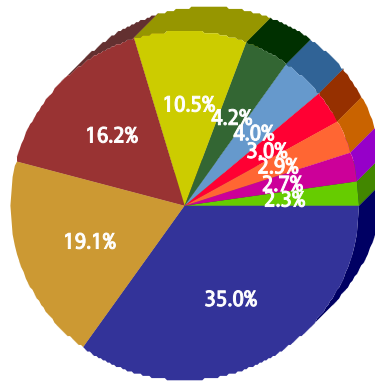


for North Central (6)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,098
Garbage - Missed - SAN	599
Recyclable Collection Missed (Residential) - SAN	508
Roll Cart - SAN	328
Recycling - Roll Cart - SAN	132
Bulky Trash Violations - DCC	125
Dead Animal Pick Up - SAN	94
Animal - Confined - DCC	92
Fire Inspection - DFD	86
Litter - DCC	72



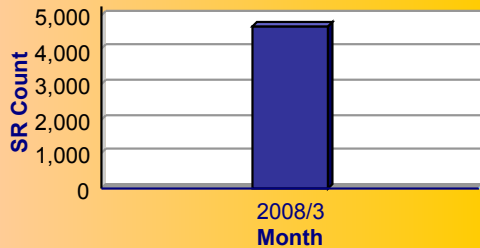
Service

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

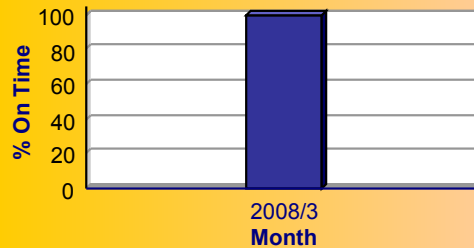
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,677	4,391	4,360	99.3%	286	278	97.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for North Central (6)

March 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	1,098	3	3	100.0%	365	5.1	1,095	99.7%	1,095	100.0%	1,098	100.0%
2	Garbage - Missed - SAN	599	0	0	N/A	12	1.7	599	100.0%	599	100.0%	599	100.0%
3	Recyclable Collection Missed (Residential) - SAN	508	0	0	N/A	3	1.0	508	100.0%	508	100.0%	508	100.0%
4	Roll Cart - SAN	328	0	0	N/A	10	3.1	328	100.0%	324	98.8%	324	98.8%
5	Recycling - Roll Cart - SAN	132	1	0	0.0%	10	2.4	131	99.2%	131	100.0%	131	99.2%
6	Bulky Trash Violations - DCC	125	16	16	100.0%	14	3.0	109	87.2%	109	100.0%	125	100.0%
7	Dead Animal Pick Up - SAN	94	0	0	N/A	1	0.4	94	100.0%	94	100.0%	94	100.0%
8	Animal - Confined - DCC	92	0	0	N/A	3	0.1	92	100.0%	92	100.0%	92	100.0%
9	Fire Inspection - DFD	86	37	37	100.0%	60	10.5	49	57.0%	49	100.0%	86	100.0%
10	Litter - DCC	72	22	22	100.0%	38	12.1	50	69.4%	50	100.0%	72	100.0%
11	24 Hour Parking/Parking Violations - DPD	58	1	0	0.0%	10	2.9	57	98.3%	57	100.0%	57	98.3%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	52	0	0	N/A	1	0.0	52	100.0%	52	100.0%	52	100.0%
13	Quality SR - Sanitation - SAN	49	0	0	N/A	5	2.6	49	100.0%	45	91.8%	45	91.8%
14	Sanitation Crew Complaint - SAN	49	0	0	N/A	10	3.4	49	100.0%	46	93.9%	46	93.9%
15	Sanitation Property Damage - SAN	44	11	11	100.0%	28	5.9	33	75.0%	33	100.0%	44	100.0%
16	Animal - Loose Aggressive - DCC	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
17	Traffic Signal - Flashing - PWT	40	0	0	N/A	4	1.0	40	100.0%	40	100.0%	40	100.0%
18	Alley Repair - Routine-STS	40	18	18	100.0%	90	7.7	22	55.0%	22	100.0%	40	100.0%
19	High Weeds - DCC	38	11	11	100.0%	38	9.2	27	71.1%	27	100.0%	38	100.0%
20	Street Repair - Routine-STS	37	8	8	100.0%	90	6.3	29	78.4%	29	100.0%	37	100.0%

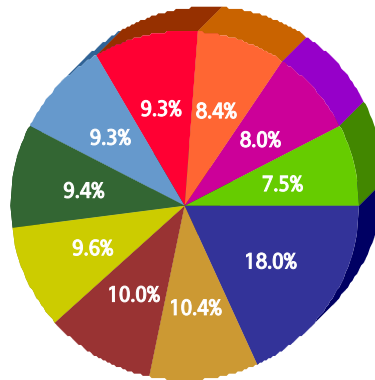


for Northeast (2)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	414
Roll Cart - SAN	240
Litter - DCC	230
Fire Inspection - DFD	221
Animal - Loose Aggressive - DCC	217
Dead Animal Pick Up - SAN	214
Recyclable Collection Missed (Residential) - SAN	214
Bulky Trash Violations - DCC	194
High Weeds - DCC	184
Animal - Confined - DCC	172



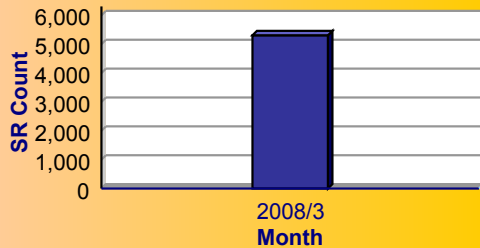
Service

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

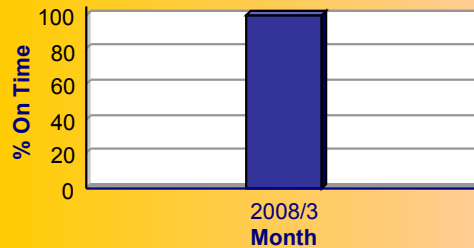
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,300	4,612	4,576	99.2%	688	678	98.5%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

March 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	414	4	4	100.0%	365	7.6	410	99.0%	410	100.0%	414	100.0%
2	Roll Cart - SAN	240	1	1	100.0%	10	3.6	239	99.6%	234	97.9%	235	97.9%
3	Litter - DCC	230	68	68	100.0%	38	10.4	162	70.4%	162	100.0%	230	100.0%
4	Fire Inspection - DFD	221	99	99	100.0%	60	10.0	122	55.2%	122	100.0%	221	100.0%
5	Animal - Loose Aggressive - DCC	217	0	0	N/A	3	0.3	217	100.0%	217	100.0%	217	100.0%
6	Dead Animal Pick Up - SAN	214	0	0	N/A	1	0.4	214	100.0%	214	100.0%	214	100.0%
7	Recyclable Collection Missed (Residential) - SAN	214	0	0	N/A	3	1.1	214	100.0%	214	100.0%	214	100.0%
8	Bulky Trash Violations - DCC	194	7	7	100.0%	14	3.1	187	96.4%	187	100.0%	194	100.0%
9	High Weeds - DCC	184	57	57	100.0%	38	11.0	127	69.0%	127	100.0%	184	100.0%
10	Animal - Confined - DCC	172	0	0	N/A	3	0.2	172	100.0%	171	99.4%	171	99.4%
11	Garbage - Missed - SAN	165	0	0	N/A	12	1.4	165	100.0%	165	100.0%	165	100.0%
12	Substandard Structure - DCC	133	89	89	100.0%	365	10.1	44	33.1%	44	100.0%	133	100.0%
13	24 Hour Parking/Parking Violations - DPD	113	1	1	100.0%	10	4.3	112	99.1%	110	98.2%	111	98.2%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	111	0	0	N/A	10	1.4	111	100.0%	111	100.0%	111	100.0%
15	Animal - Sick/Injured - DCC	92	0	0	N/A	3	0.2	92	100.0%	92	100.0%	92	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	90	0	0	N/A	7	0.1	90	100.0%	90	100.0%	90	100.0%
17	Substandard Structure Apts - DCC	88	32	32	100.0%	365	7.7	56	63.6%	56	100.0%	88	100.0%
18	Junk Motor Vehicle - DCC	79	31	31	100.0%	126	9.1	48	60.8%	48	100.0%	79	100.0%
19	Animal - Loose - DCC	78	10	10	100.0%	40	10.6	68	87.2%	68	100.0%	78	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	68	22	22	100.0%	60	13.5	46	67.6%	46	100.0%	68	100.0%

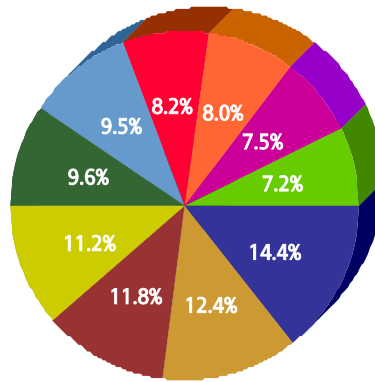


for Northwest (5)

March 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	204
Roll Cart - SAN	176
Recyclable Collection Missed (Residential) - SAN	167
Garbage - Missed - SAN	159
Fire Inspection - DFD	136
Dead Animal Pick Up - SAN	135
Litter - DCC	116
Animal - Loose Aggressive - DCC	113
Animal - Confined - DCC	106
Junk Motor Vehicle - DCC	102



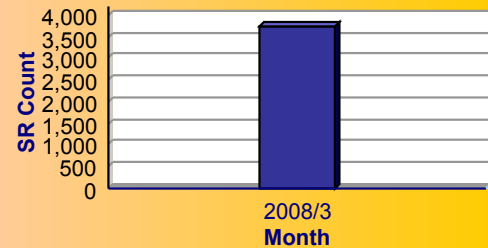
Service

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

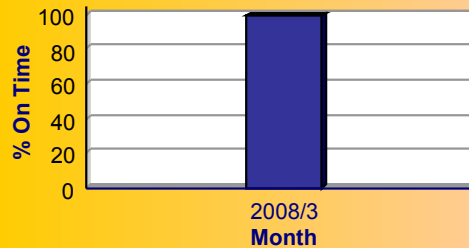
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,742	3,248	3,216	99.0%	494	491	99.4%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 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	204	3	3	100.0%	365	7.1	201	98.5%	201	100.0%	204	100.0%
2	Roll Cart - SAN	176	0	0	N/A	10	3.1	176	100.0%	173	98.3%	173	98.3%
3	Recyclable Collection Missed (Residential) - SAN	167	0	0	N/A	3	1.1	167	100.0%	167	100.0%	167	100.0%
4	Garbage - Missed - SAN	159	0	0	N/A	12	2.0	159	100.0%	159	100.0%	159	100.0%
5	Fire Inspection - DFD	136	88	88	100.0%	60	9.3	48	35.3%	48	100.0%	136	100.0%
6	Dead Animal Pick Up - SAN	135	0	0	N/A	1	0.2	135	100.0%	135	100.0%	135	100.0%
7	Litter - DCC	116	39	39	100.0%	38	10.5	77	66.4%	77	100.0%	116	100.0%
8	Animal - Loose Aggressive - DCC	113	0	0	N/A	3	0.2	113	100.0%	113	100.0%	113	100.0%
9	Animal - Confined - DCC	106	0	0	N/A	3	0.2	106	100.0%	106	100.0%	106	100.0%
10	Junk Motor Vehicle - DCC	102	50	50	100.0%	126	12.9	52	51.0%	52	100.0%	102	100.0%
11	24 Hour Parking/Parking Violations - DPD	92	5	5	100.0%	10	6.7	87	94.6%	78	89.7%	83	90.2%
12	High Weeds - DCC	89	43	43	100.0%	38	9.9	46	51.7%	46	100.0%	89	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	82	0	0	N/A	1	0.0	82	100.0%	82	100.0%	82	100.0%
14	Bulky Trash Violations - DCC	73	0	0	N/A	14	2.5	73	100.0%	73	100.0%	73	100.0%
15	Pot hole - Hazardous-STS	68	0	0	N/A	1	0.2	68	100.0%	67	98.5%	67	98.5%
16	Illegal Garbage/Placement - DCC	66	16	16	100.0%	60	7.2	50	75.8%	50	100.0%	66	100.0%
17	Graffiti Private Property - Residential/Commercial	66	37	37	100.0%	90	7.6	29	43.9%	29	100.0%	66	100.0%
18	Animal - Loose - DCC	59	9	9	100.0%	40	11.8	50	84.7%	50	100.0%	59	100.0%
19	Street Repair - Routine-STS	58	14	14	100.0%	90	6.4	44	75.9%	44	100.0%	58	100.0%
20	Traffic Signal - Timing - PWT	57	0	0	N/A	4	1.9	57	100.0%	55	96.5%	55	96.5%

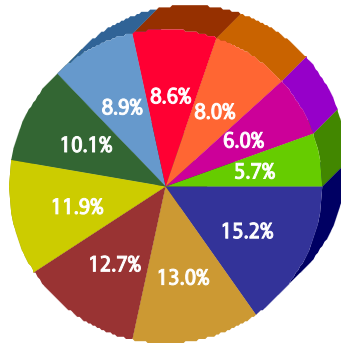


for South Central (7)

March 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	369
Dead Animal Pick Up - SAN	314
Litter - DCC	307
Parking - Unapproved Surface - Eve/Weekends - DCC	287
Roll Cart - SAN	245
High Weeds - DCC	215
Animal - Confined - DCC	208
Garbage - Missed - SAN	193
Bulky Trash Violations - DCC	146
Illegal Garbage/Placement - DCC	137



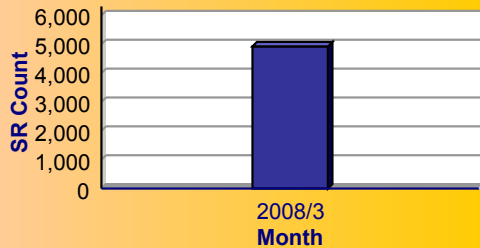
Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- High Weeds - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Illegal Garbage/Placement - DCC

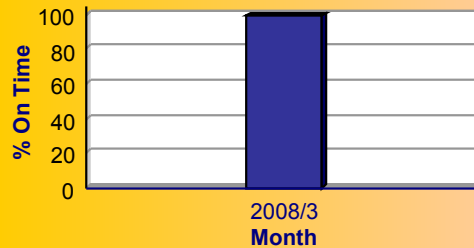
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,923	4,259	4,218	99.0%	664	658	99.1%	99.0%

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)

March 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	Animal - Loose Aggressive - DCC	369	0	0	N/A	3	0.1	369	100.0%	368	99.7%	368	99.7%
2	Dead Animal Pick Up - SAN	314	0	0	N/A	1	0.4	314	100.0%	312	99.4%	312	99.4%
3	Litter - DCC	307	118	118	100.0%	38	13.7	189	61.6%	189	100.0%	307	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	287	4	4	100.0%	10	1.3	283	98.6%	282	99.6%	286	99.7%
5	Roll Cart - SAN	245	0	0	N/A	10	3.1	245	100.0%	245	100.0%	245	100.0%
6	High Weeds - DCC	215	114	114	100.0%	38	6.2	101	47.0%	101	100.0%	215	100.0%
7	Animal - Confined - DCC	208	0	0	N/A	3	0.1	208	100.0%	208	100.0%	208	100.0%
8	Garbage - Missed - SAN	193	0	0	N/A	12	1.1	193	100.0%	193	100.0%	193	100.0%
9	Bulky Trash Violations - DCC	146	9	9	100.0%	14	5.0	137	93.8%	124	90.5%	133	91.1%
10	Illegal Garbage/Placement - DCC	137	6	6	100.0%	60	9.0	131	95.6%	131	100.0%	137	100.0%
11	Recycling ROLL CART Registration - SAN	131	2	2	100.0%	365	9.2	129	98.5%	129	100.0%	131	100.0%
12	Animal - Sick/Injured - DCC	128	0	0	N/A	3	0.0	128	100.0%	128	100.0%	128	100.0%
13	Junk Motor Vehicle - DCC	117	53	53	100.0%	126	12.0	64	54.7%	64	100.0%	117	100.0%
14	Illegal Outside Storage - DCC	110	67	67	100.0%	38	11.7	43	39.1%	43	100.0%	110	100.0%
15	Open and Vacant Structure - DCC	103	11	11	100.0%	30	5.5	92	89.3%	92	100.0%	103	100.0%
16	Recyclable Collection Missed (Residential) - SAN	100	0	0	N/A	3	1.1	100	100.0%	100	100.0%	100	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	99	25	25	100.0%	60	17.7	74	74.7%	74	100.0%	99	100.0%
18	24 Hour Parking/Parking Violations - DPD	95	0	0	N/A	10	4.2	95	100.0%	93	97.9%	93	97.9%
19	Animal - Loose - DCC	85	15	15	100.0%	40	10.9	70	82.4%	70	100.0%	85	100.0%
20	Substandard Structure - DCC	80	57	57	100.0%	365	8.0	23	28.8%	23	100.0%	80	100.0%

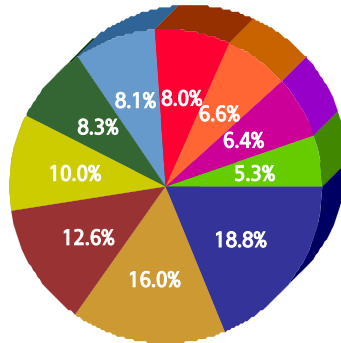


for Southeast (3)

March 2008

Top 10 Services

SR Type	Service Request Count
Parking - Unapproved Surface - Eve/Weekends - DCC	712
Substandard Structure - DCC	607
Animal - Loose Aggressive - DCC	477
Dead Animal Pick Up - SAN	379
Litter - DCC	314
High Weeds - DCC	307
Roll Cart - SAN	304
Animal - Confined - DCC	249
Garbage - Missed - SAN	241
Recycling ROLL CART Registration - SAN	200



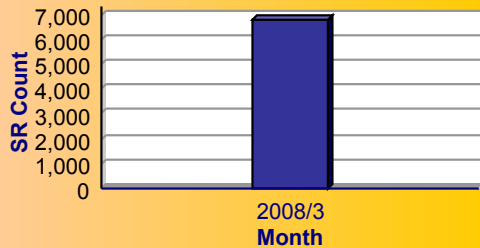
Service

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

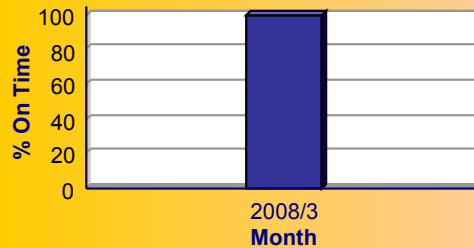
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,779	5,858	5,816	99.3%	921	917	99.6%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 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	Parking - Unapproved Surface - Eve/Weekends - DCC	712	1	1	100.0%	10	0.3	711	99.9%	711	100.0%	712	100.0%
2	Substandard Structure - DCC	607	373	373	100.0%	365	9.1	234	38.6%	234	100.0%	607	100.0%
3	Animal - Loose Aggressive - DCC	477	0	0	N/A	3	0.3	477	100.0%	477	100.0%	477	100.0%
4	Dead Animal Pick Up - SAN	379	0	0	N/A	1	0.3	379	100.0%	379	100.0%	379	100.0%
5	Litter - DCC	314	81	81	100.0%	38	8.0	233	74.2%	233	100.0%	314	100.0%
6	High Weeds - DCC	307	111	111	100.0%	38	4.7	196	63.8%	196	100.0%	307	100.0%
7	Roll Cart - SAN	304	0	0	N/A	10	3.4	304	100.0%	302	99.3%	302	99.3%
8	Animal - Confined - DCC	249	0	0	N/A	3	0.3	249	100.0%	247	99.2%	247	99.2%
9	Garbage - Missed - SAN	241	0	0	N/A	12	1.5	241	100.0%	241	100.0%	241	100.0%
10	Recycling ROLL CART Registration - SAN	200	0	0	N/A	365	9.4	200	100.0%	200	100.0%	200	100.0%
11	Smoke Detector Request - DFD	188	3	3	100.0%	30	5.5	185	98.4%	185	100.0%	188	100.0%
12	Animal - Sick/Injured - DCC	131	0	0	N/A	3	0.1	131	100.0%	131	100.0%	131	100.0%
13	Animal - Loose - DCC	123	21	21	100.0%	40	11.3	102	82.9%	102	100.0%	123	100.0%
14	Bulky Trash Violations - DCC	121	2	2	100.0%	14	2.8	119	98.3%	118	99.2%	120	99.2%
15	24 Hour Parking/Parking Violations - DPD	118	8	8	100.0%	10	6.4	110	93.2%	102	92.7%	110	93.2%
16	Fire Inspection - DFD	111	27	27	100.0%	60	12.4	84	75.7%	84	100.0%	111	100.0%
17	Open and Vacant Structure - DCC	102	7	7	100.0%	30	4.0	95	93.1%	95	100.0%	102	100.0%
18	Illegal Land Use (Residential/Business) - DCC	101	16	16	100.0%	60	3.5	85	84.2%	85	100.0%	101	100.0%
19	Junk Motor Vehicle - DCC	101	64	64	100.0%	126	6.6	37	36.6%	37	100.0%	101	100.0%
20	Recyclable Collection Missed (Residential) - SAN	98	0	0	N/A	3	1.2	98	100.0%	98	100.0%	98	100.0%

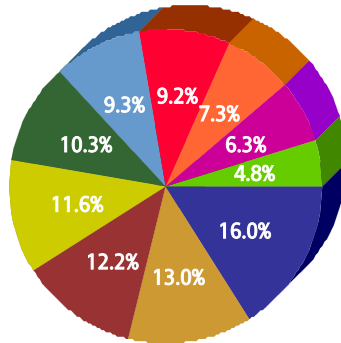


for Southwest (4)

March 2008

Top 10 Services

SR Type	Service Request Count
Litter - DCC	520
Animal - Loose Aggressive - DCC	423
High Weeds - DCC	395
Parking - Unapproved Surface - Eve/Weekends - DCC	376
Roll Cart - SAN	335
Dead Animal Pick Up - SAN	302
Recycling ROLL CART Registration - SAN	300
Junk Motor Vehicle - DCC	237
Animal - Confined - DCC	205
Illegal Outside Storage - DCC	157



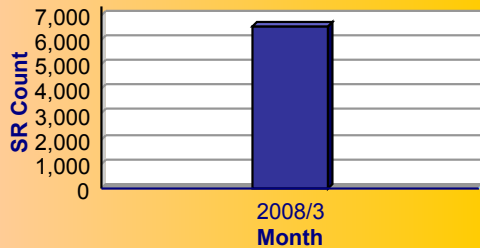
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- High Weeds - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Illegal Outside Storage - DCC

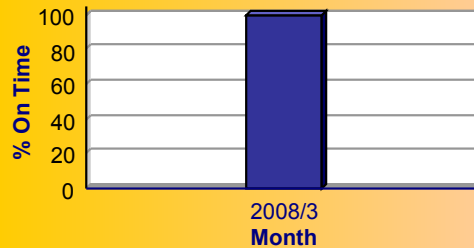
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,519	5,303	5,257	99.1%	1,216	1,212	99.7%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

March 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	520	199	199	100.0%	38	10.6	321	61.7%	321	100.0%	520	100.0%
2	Animal - Loose Aggressive - DCC	423	0	0	N/A	3	0.1	423	100.0%	421	99.5%	421	99.5%
3	High Weeds - DCC	395	194	194	100.0%	38	8.1	201	50.9%	201	100.0%	395	100.0%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	376	0	0	N/A	10	0.7	376	100.0%	376	100.0%	376	100.0%
5	Roll Cart - SAN	335	0	0	N/A	10	3.0	335	100.0%	331	98.8%	331	98.8%
6	Dead Animal Pick Up - SAN	302	0	0	N/A	1	0.4	302	100.0%	302	100.0%	302	100.0%
7	Recycling ROLL CART Registration - SAN	300	21	21	100.0%	365	8.6	279	93.0%	279	100.0%	300	100.0%
8	Junk Motor Vehicle - DCC	237	161	161	100.0%	126	13.6	76	32.1%	76	100.0%	237	100.0%
9	Animal - Confined - DCC	205	0	0	N/A	3	0.2	205	100.0%	203	99.0%	203	99.0%
10	Illegal Outside Storage - DCC	157	89	89	100.0%	38	11.1	68	43.3%	68	100.0%	157	100.0%
11	Graffiti Private Property - Residential/Commercial	151	101	101	100.0%	90	6.5	50	33.1%	50	100.0%	151	100.0%
12	Fire Inspection - DFD	137	74	74	100.0%	60	10.9	63	46.0%	63	100.0%	137	100.0%
13	Recyclable Collection Missed (Residential) - SAN	135	0	0	N/A	3	1.0	135	100.0%	135	100.0%	135	100.0%
14	Animal - Loose - DCC	129	23	23	100.0%	40	10.4	106	82.2%	106	100.0%	129	100.0%
15	Garbage - Missed - SAN	123	0	0	N/A	12	1.2	123	100.0%	123	100.0%	123	100.0%
16	Bulky Trash Violations - DCC	121	5	5	100.0%	14	4.5	116	95.9%	113	97.4%	118	97.5%
17	24 Hour Parking/Parking Violations - DPD	100	4	4	100.0%	10	3.8	96	96.0%	93	96.9%	97	97.0%
18	Illegal Garbage/Placement - DCC	94	23	23	100.0%	60	6.8	71	75.5%	71	100.0%	94	100.0%
19	Animal - Cruelty - DCC	94	0	0	N/A	30	0.3	94	100.0%	94	100.0%	94	100.0%
20	Animal - Sick/Injured - DCC	91	0	0	N/A	3	0.1	91	100.0%	91	100.0%	91	100.0%

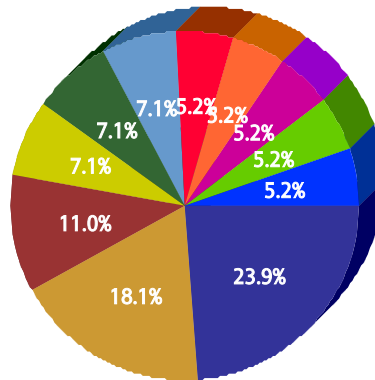


for Unknown

March 2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	37
Signs - Public Right of Way Eve/Weekends - DCC	28
Illegal Food Vending - EHS	17
Dead Animal Pick Up - SAN	11
Fire Inspection - DFD	11
Recycling ROLL CART Registration - SAN	11
Garbage - Missed - SAN	8
High Weeds - DCC	8
Pot hole - Hazardous-ST5	8
Recyclable Collection Missed (Residential) - SAN	8
Roll Cart - SAN	8



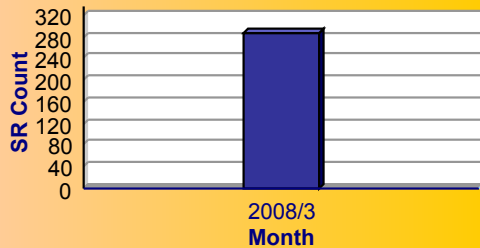
Service

- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Illegal Food Vending - EHS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- High Weeds - DCC
- Pot hole - Hazardous-ST5
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN

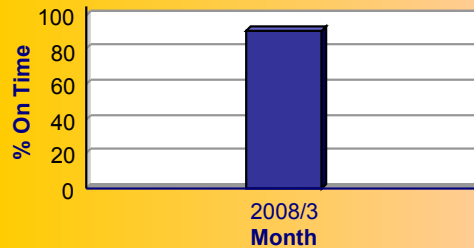
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
285	232	227	97.8%	53	33	62.3%	91.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

March 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	37	23	4	17.4%	10	4.9	14	37.8%	13	92.9%	17	45.9%
2	Signs - Public Right of Way Eve/Weekends - DCC	28	0	0	N/A	7	1.0	28	100.0%	28	100.0%	28	100.0%
3	Illegal Food Vending - EHS	17	0	0	N/A	45	5.4	17	100.0%	17	100.0%	17	100.0%
4	Dead Animal Pick Up - SAN	11	0	0	N/A	1	0.3	11	100.0%	11	100.0%	11	100.0%
5	Fire Inspection - DFD	11	4	4	100.0%	60	5.1	7	63.6%	7	100.0%	11	100.0%
6	Recycling ROLL CART Registration - SAN	11	3	3	100.0%	365	13.9	8	72.7%	8	100.0%	11	100.0%
7	High Weeds - DCC	8	2	2	100.0%	38	4.0	6	75.0%	6	100.0%	8	100.0%
8	Garbage - Missed - SAN	8	0	0	N/A	12	0.5	8	100.0%	8	100.0%	8	100.0%
9	Recyclable Collection Missed (Residential) - SAN	8	0	0	N/A	3	1.0	8	100.0%	8	100.0%	8	100.0%
10	Roll Cart - SAN	8	0	0	N/A	10	4.2	8	100.0%	8	100.0%	8	100.0%
11	Pot hole - Hazardous-ST5	8	0	0	N/A	1	0.2	8	100.0%	8	100.0%	8	100.0%
12	Litter - DCC	7	4	4	100.0%	38	7.7	3	42.9%	3	100.0%	7	100.0%
13	Illegal Land Use (Residential/Business) - DCC	7	6	6	100.0%	60	6.0	1	14.3%	1	100.0%	7	100.0%
14	Street Lighting - Maintenance - PWT	7	0	0	N/A	10	1.0	7	100.0%	7	100.0%	7	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
16	Pot hole Repair Routine - ST5	6	0	0	N/A	5	1.0	6	100.0%	5	83.3%	5	83.3%
17	Educational Request - DFD	5	0	0	N/A	10	0.0	5	100.0%	5	100.0%	5	100.0%
18	Traffic Signal - Timing - PWT	5	0	0	N/A	4	1.8	5	100.0%	5	100.0%	5	100.0%
19	Animal - Confined - DCC	4	0	0	N/A	3	0.2	4	100.0%	4	100.0%	4	100.0%
20	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
21	Development Services General Request - DEV	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%