



FY 2007 – 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

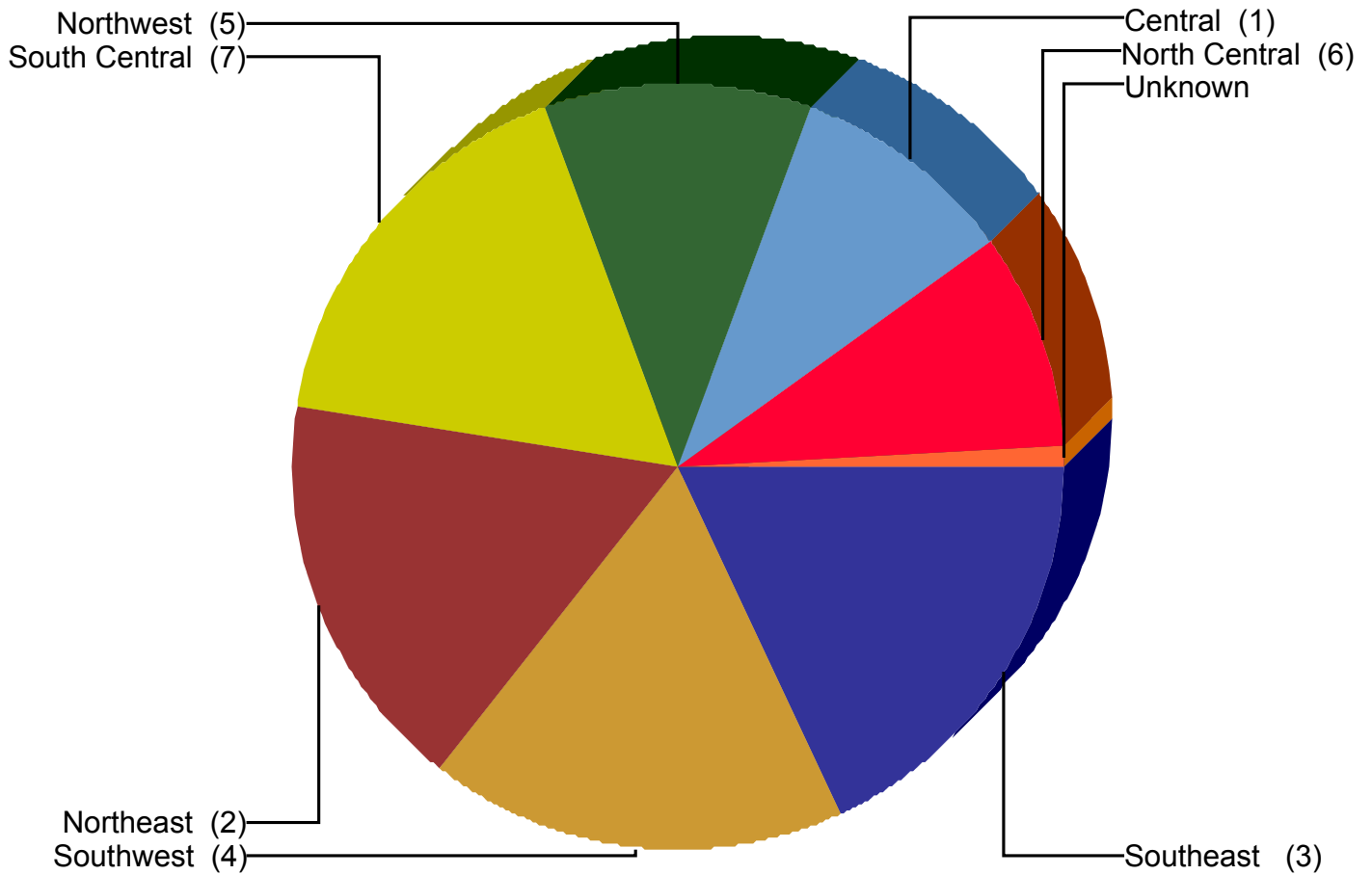
MAY 2008

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City of Dallas Service Area Report
For May 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,547	9.6%	99.2%
North Central (6)	3,422	9.2%	99.2%
Northeast (2)	6,272	16.9%	99.0%
Northwest (5)	4,079	11.0%	98.5%
South Central (7)	6,242	16.9%	98.8%
Southeast (3)	6,649	18.0%	97.7%
Southwest (4)	6,535	17.7%	98.4%
Unknown	261	0.7%	87.0%
Total	37,007	100.0%	98.5%

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

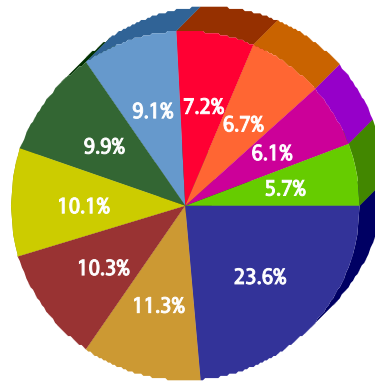


For Citywide

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,190
Recycling ROLL CART Registration - SAN	2,010
Animal - Loose Aggressive - DCC	1,837
Dead Animal Pick Up - SAN	1,789
Roll Cart - SAN	1,763
Animal - Confined - DCC	1,620
Litter - DCC	1,281
Garbage - Missed - SAN	1,199
Obstruction Alley/Sidewalk/Street - DCC	1,078
Recyclable Collection Missed (Residential) - SAN	1,019



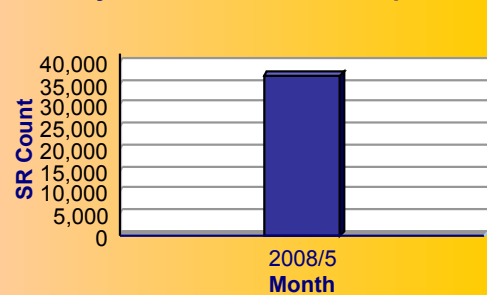
Service

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

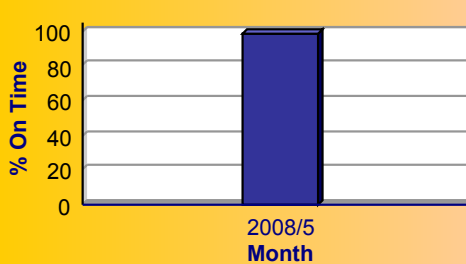
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
37,007	26,913	26,637	99.0%	10,094	9,826	97.3%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

May 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	4,190	2,570	2,570	100.0%	38	9.1	1,620	38.7%	1,620	100.0%	4,190	100.0%
2	Recycling ROLL CART Registration - SAN	2,010	486	486	100.0%	365	8.0	1,524	75.8%	1,524	100.0%	2,010	100.0%
3	Animal - Loose Aggressive - DCC	1,837	37	35	94.6%	3	0.6	1,800	98.0%	1,775	98.6%	1,810	98.5%
4	Dead Animal Pick Up - SAN	1,789	18	0	0.0%	1	0.3	1,771	99.0%	1,754	99.0%	1,754	98.0%
5	Roll Cart - SAN	1,763	217	217	100.0%	10	3.2	1,546	87.7%	1,542	99.7%	1,759	99.8%
6	Animal - Confined - DCC	1,620	22	21	95.5%	3	0.4	1,598	98.6%	1,588	99.4%	1,609	99.3%
7	Litter - DCC	1,281	685	685	100.0%	38	9.8	596	46.5%	596	100.0%	1,281	100.0%
8	Garbage - Missed - SAN	1,199	62	61	98.4%	12	1.7	1,137	94.8%	1,137	100.0%	1,198	99.9%
9	Obstruction Alley/Sidewalk/Street - DCC	1,078	756	756	100.0%	60	12.8	322	29.9%	322	100.0%	1,078	100.0%
10	Recyclable Collection Missed (Residential) - SAN	1,019	10	9	90.0%	3	1.1	1,009	99.0%	1,008	99.9%	1,017	99.8%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	857	2	2	100.0%	10	0.3	855	99.8%	854	99.9%	856	99.9%
12	Fire Inspection - DFD	809	523	523	100.0%	60	7.5	286	35.4%	286	100.0%	809	100.0%
13	Animal - Sick/Injured - DCC	780	0	0	N/A	3	0.3	780	100.0%	777	99.6%	777	99.6%
14	24 Hour Parking/Parking Violations - DPD	694	133	125	94.0%	10	4.4	561	80.8%	548	97.7%	673	97.0%
15	Substandard Structure - DCC	640	505	505	100.0%	365	9.5	135	21.1%	135	100.0%	640	100.0%
16	Animal - Loose - DCC	593	451	451	100.0%	40	18.5	142	23.9%	142	100.0%	593	100.0%
17	Junk Motor Vehicle - DCC	490	387	387	100.0%	126	8.9	103	21.0%	103	100.0%	490	100.0%
18	Smoke Detector Request - DFD	440	31	31	100.0%	30	1.6	409	93.0%	409	100.0%	440	100.0%
19	Bulky Trash Violations - DCC	421	100	88	88.0%	14	7.1	321	76.2%	290	90.3%	378	89.8%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	411	2	0	0.0%	1	0.0	409	99.5%	407	99.5%	407	99.0%

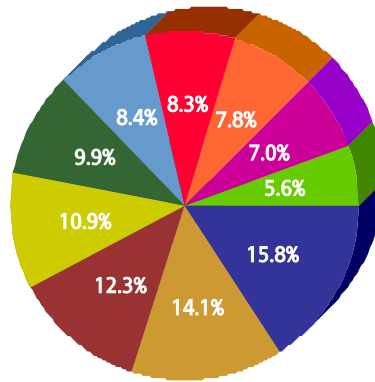


for Central (1)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	243
Recycling ROLL CART Registration - SAN	218
Fire Inspection - DFD	189
Roll Cart - SAN	168
Obstruction Alley/Sidewalk/Street - DCC	152
Animal - Confined - DCC	130
Recyclable Collection Missed (Residential) - SAN	128
Dead Animal Pick Up - SAN	120
Garbage - Missed - SAN	108
Traffic Signal - Flashing - PWT	86



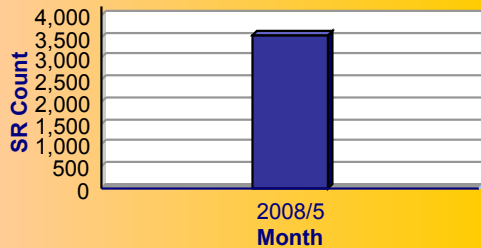
Service

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

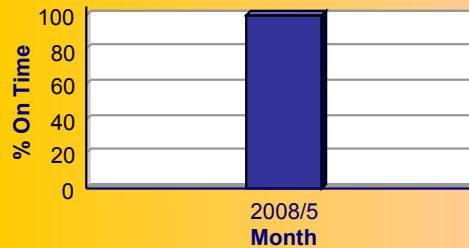
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,547	2,680	2,665	99.4%	867	854	98.5%	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)

May 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	243	138	138	100.0%	38	7.7	105	43.2%	105	100.0%	243	100.0%
2	Recycling ROLL CART Registration - SAN	218	55	55	100.0%	365	8.4	163	74.8%	163	100.0%	218	100.0%
3	Fire Inspection - DFD	189	109	109	100.0%	60	8.9	80	42.3%	80	100.0%	189	100.0%
4	Roll Cart - SAN	168	20	20	100.0%	10	3.1	148	88.1%	148	100.0%	168	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	152	120	120	100.0%	60	10.0	32	21.1%	32	100.0%	152	100.0%
6	Animal - Confined - DCC	130	2	2	100.0%	3	0.3	128	98.5%	127	99.2%	129	99.2%
7	Recyclable Collection Missed (Residential) - SAN	128	1	1	100.0%	3	1.0	127	99.2%	127	100.0%	128	100.0%
8	Dead Animal Pick Up - SAN	120	1	0	0.0%	1	0.3	119	99.2%	119	100.0%	119	99.2%
9	Garbage - Missed - SAN	108	3	3	100.0%	12	1.5	105	97.2%	105	100.0%	108	100.0%
10	Traffic Signal - Flashing - PWT	86	1	1	100.0%	4	1.2	85	98.8%	85	100.0%	86	100.0%
11	Litter - DCC	83	43	43	100.0%	38	7.8	40	48.2%	40	100.0%	83	100.0%
12	Animal - Loose Aggressive - DCC	77	2	2	100.0%	3	0.5	75	97.4%	75	100.0%	77	100.0%
13	Street Repair - Routine-STS	71	20	20	100.0%	90	2.9	51	71.8%	51	100.0%	71	100.0%
14	Animal - Sick/Injured - DCC	64	0	0	N/A	3	0.3	64	100.0%	64	100.0%	64	100.0%
15	24 Hour Parking/Parking Violations - DPD	63	9	6	66.7%	10	4.0	54	85.7%	54	100.0%	60	95.2%
16	Signs - Other - DCC	46	12	12	100.0%	21	3.0	34	73.9%	34	100.0%	46	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
18	Graffiti Private Property - Residential/Commercial	37	24	24	100.0%	90	10.0	13	35.1%	13	100.0%	37	100.0%
19	Substandard Structure - DCC	36	22	22	100.0%	365	7.9	14	38.9%	14	100.0%	36	100.0%
20	Recycling - Roll Cart - SAN	35	3	3	100.0%	10	2.8	32	91.4%	32	100.0%	35	100.0%

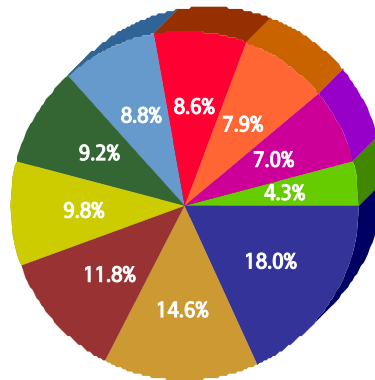


for North Central (6)

May 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	300
Garbage - Missed - SAN	244
Roll Cart - SAN	197
Animal - Confined - DCC	163
Recyclable Collection Missed (Residential) - SAN	154
Fire Inspection - DFD	147
High Weeds - DCC	144
Dead Animal Pick Up - SAN	132
Obstruction Alley/Sidewalk/Street - DCC	116
Bulky Trash Violations - DCC	71



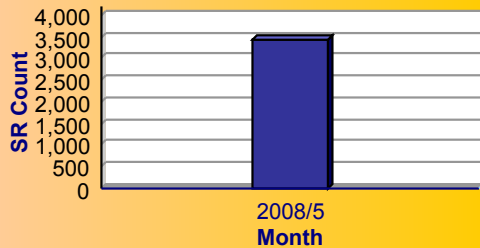
Service

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

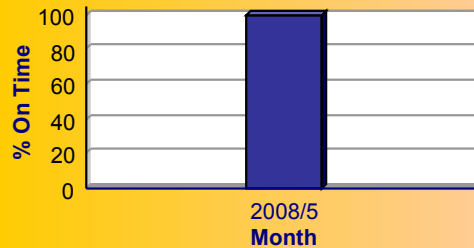
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,422	2,725	2,702	99.2%	697	692	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 North Central (6)

May 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	300	72	72	100.0%	365	5.8	228	76.0%	228	100.0%	300	100.0%
2	Garbage - Missed - SAN	244	10	10	100.0%	12	2.2	234	95.9%	234	100.0%	244	100.0%
3	Roll Cart - SAN	197	19	19	100.0%	10	3.0	178	90.4%	177	99.4%	196	99.5%
4	Animal - Confined - DCC	163	1	1	100.0%	3	0.2	162	99.4%	161	99.4%	162	99.4%
5	Recyclable Collection Missed (Residential) - SAN	154	0	0	N/A	3	1.0	154	100.0%	154	100.0%	154	100.0%
6	Fire Inspection - DFD	147	123	123	100.0%	60	5.5	24	16.3%	24	100.0%	147	100.0%
7	High Weeds - DCC	144	60	60	100.0%	38	8.1	84	58.3%	84	100.0%	144	100.0%
8	Dead Animal Pick Up - SAN	132	0	0	N/A	1	0.3	132	100.0%	130	98.5%	130	98.5%
9	Obstruction Alley/Sidewalk/Street - DCC	116	61	61	100.0%	60	15.4	55	47.4%	55	100.0%	116	100.0%
10	Bulky Trash Violations - DCC	71	4	4	100.0%	14	5.1	67	94.4%	64	95.5%	68	95.8%
11	Recycling - Roll Cart - SAN	68	6	6	100.0%	10	3.1	62	91.2%	61	98.4%	67	98.5%
12	24 Hour Parking/Parking Violations - DPD	58	5	5	100.0%	10	2.2	53	91.4%	53	100.0%	58	100.0%
13	Animal - Loose Aggressive - DCC	55	0	0	N/A	3	0.7	55	100.0%	54	98.2%	54	98.2%
14	Traffic Signal - Flashing - PWT	51	1	1	100.0%	4	1.4	50	98.0%	50	100.0%	51	100.0%
15	Animal - Sick/Injured - DCC	49	0	0	N/A	3	0.1	49	100.0%	49	100.0%	49	100.0%
16	Traffic Signal - Timing - PWT	49	0	0	N/A	4	1.5	49	100.0%	49	100.0%	49	100.0%
17	Sanitation Crew Complaint - SAN	46	2	2	100.0%	10	2.4	44	95.7%	44	100.0%	46	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	42	0	0	N/A	1	0.2	42	100.0%	41	97.6%	41	97.6%
19	Substandard Structure - DCC	40	27	27	100.0%	365	7.5	13	32.5%	13	100.0%	40	100.0%
20	Brush/Bulk Items - Missed - SAN	37	3	3	100.0%	10	2.5	34	91.9%	34	100.0%	37	100.0%

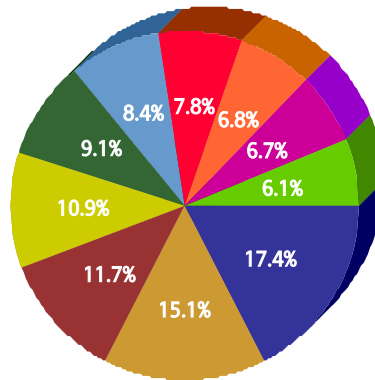


for Northeast (2)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	496
Recycling ROLL CART Registration - SAN	431
Obstruction Alley/Sidewalk/Street - DCC	332
Roll Cart - SAN	309
Dead Animal Pick Up - SAN	259
Animal - Confined - DCC	239
Recyclable Collection Missed (Residential) - SAN	221
Smoke Detector Request - DFD	193
Animal - Loose Aggressive - DCC	192
Garbage - Missed - SAN	173



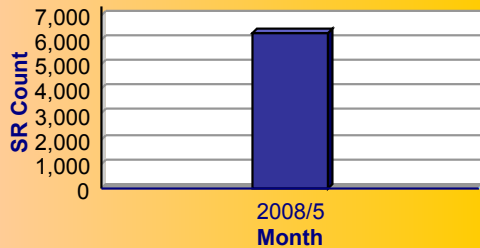
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Recyclable Collection Missed (Residential) - SAN
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN

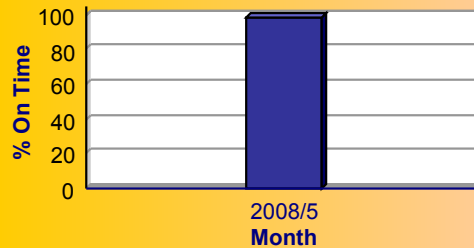
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,272	4,585	4,557	99.4%	1,687	1,653	98.0%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

May 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	496	293	293	100.0%	38	11.2	203	40.9%	203	100.0%	496	100.0%
2	Recycling ROLL CART Registration - SAN	431	103	103	100.0%	365	8.4	328	76.1%	328	100.0%	431	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	332	235	235	100.0%	60	13.1	97	29.2%	97	100.0%	332	100.0%
4	Roll Cart - SAN	309	42	42	100.0%	10	3.3	267	86.4%	266	99.6%	308	99.7%
5	Dead Animal Pick Up - SAN	259	1	0	0.0%	1	0.3	258	99.6%	258	100.0%	258	99.6%
6	Animal - Confined - DCC	239	2	2	100.0%	3	0.3	237	99.2%	236	99.6%	238	99.6%
7	Recyclable Collection Missed (Residential) - SAN	221	2	2	100.0%	3	1.1	219	99.1%	219	100.0%	221	100.0%
8	Smoke Detector Request - DFD	193	1	1	100.0%	30	0.1	192	99.5%	192	100.0%	193	100.0%
9	Animal - Loose Aggressive - DCC	192	5	4	80.0%	3	0.6	187	97.4%	184	98.4%	188	97.9%
10	Garbage - Missed - SAN	173	10	10	100.0%	12	1.8	163	94.2%	163	100.0%	173	100.0%
11	Litter - DCC	142	84	84	100.0%	38	11.2	58	40.8%	58	100.0%	142	100.0%
12	Substandard Structure - DCC	138	110	110	100.0%	365	12.4	28	20.3%	28	100.0%	138	100.0%
13	24 Hour Parking/Parking Violations - DPD	136	38	35	92.1%	10	3.3	98	72.1%	98	100.0%	133	97.8%
14	Animal - Sick/Injured - DCC	119	0	0	N/A	3	0.3	119	100.0%	119	100.0%	119	100.0%
15	Fire Inspection - DFD	101	66	66	100.0%	60	5.9	35	34.7%	35	100.0%	101	100.0%
16	Bulky Trash Violations - DCC	93	21	21	100.0%	14	7.1	72	77.4%	68	94.4%	89	95.7%
17	Animal - Loose - DCC	86	73	73	100.0%	40	20.8	13	15.1%	13	100.0%	86	100.0%
18	Recycling - Roll Cart - SAN	83	11	11	100.0%	10	2.9	72	86.7%	71	98.6%	82	98.8%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	78	0	0	N/A	10	0.7	78	100.0%	77	98.7%	77	98.7%
20	Junk Motor Vehicle - DCC	77	50	50	100.0%	126	9.8	27	35.1%	27	100.0%	77	100.0%
21	Oversized Vehicle - Eve/Weekends - DCC	77	0	0	N/A	14	0.3	77	100.0%	77	100.0%	77	100.0%

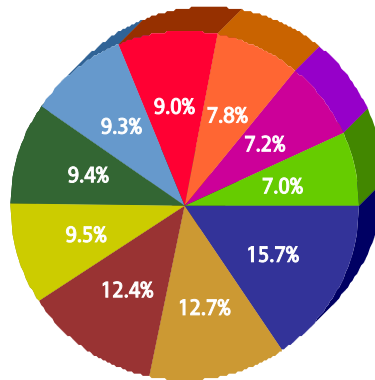


for Northwest (5)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	286
Roll Cart - SAN	232
Recycling ROLL CART Registration - SAN	227
Recyclable Collection Missed (Residential) - SAN	173
Litter - DCC	172
Dead Animal Pick Up - SAN	170
Garbage - Missed - SAN	164
Smoke Detector Request - DFD	143
Fire Inspection - DFD	132
Animal - Loose Aggressive - DCC	127



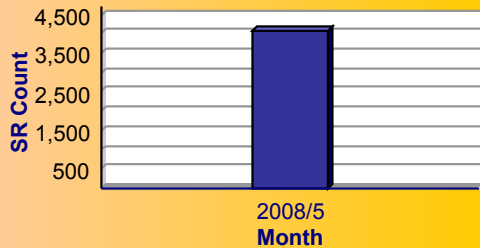
Service

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

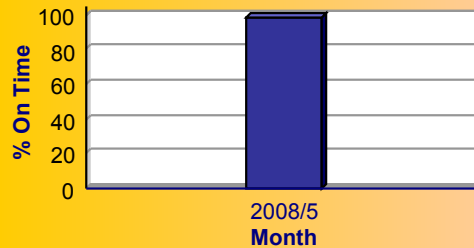
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,079	3,238	3,193	98.6%	841	826	98.2%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

May 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	286	115	115	100.0%	38	8.9	171	59.8%	171	100.0%	286	100.0%
2	Roll Cart - SAN	232	19	19	100.0%	10	3.1	213	91.8%	212	99.5%	231	99.6%
3	Recycling ROLL CART Registration - SAN	227	41	41	100.0%	365	7.6	186	81.9%	186	100.0%	227	100.0%
4	Recyclable Collection Missed (Residential) - SAN	173	2	1	50.0%	3	1.1	171	98.8%	171	100.0%	172	99.4%
5	Litter - DCC	172	63	63	100.0%	38	9.8	109	63.4%	109	100.0%	172	100.0%
6	Dead Animal Pick Up - SAN	170	2	0	0.0%	1	0.3	168	98.8%	167	99.4%	167	98.2%
7	Garbage - Missed - SAN	164	7	7	100.0%	12	1.5	157	95.7%	157	100.0%	164	100.0%
8	Smoke Detector Request - DFD	143	1	1	100.0%	30	1.8	142	99.3%	142	100.0%	143	100.0%
9	Fire Inspection - DFD	132	75	75	100.0%	60	9.8	57	43.2%	57	100.0%	132	100.0%
10	Animal - Loose Aggressive - DCC	127	0	0	N/A	3	0.6	127	100.0%	125	98.4%	125	98.4%
11	Animal - Confined - DCC	114	1	1	100.0%	3	0.4	113	99.1%	112	99.1%	113	99.1%
12	Obstruction Alley/Sidewalk/Street - DCC	87	61	61	100.0%	60	13.0	26	29.9%	26	100.0%	87	100.0%
13	24 Hour Parking/Parking Violations - DPD	87	17	17	100.0%	10	5.8	70	80.5%	67	95.7%	84	96.6%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	83	0	0	N/A	1	0.0	83	100.0%	82	98.8%	82	98.8%
15	Animal - Sick/Injured - DCC	73	0	0	N/A	3	0.2	73	100.0%	73	100.0%	73	100.0%
16	Bulky Trash Violations - DCC	68	8	8	100.0%	14	6.2	60	88.2%	57	95.0%	65	95.6%
17	Street Repair - Routine-STS	66	30	30	100.0%	90	5.2	36	54.5%	36	100.0%	66	100.0%
18	Animal - Loose - DCC	58	43	43	100.0%	40	21.3	15	25.9%	15	100.0%	58	100.0%
19	Pot hole - Hazardous-STS	51	0	0	N/A	1	0.2	51	100.0%	51	100.0%	51	100.0%
20	Recycling - Roll Cart - SAN	47	6	6	100.0%	10	2.8	41	87.2%	41	100.0%	47	100.0%

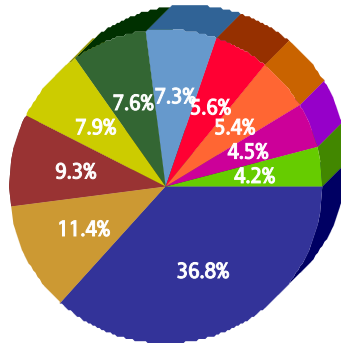


for South Central (7)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,364
Animal - Loose Aggressive - DCC	422
Dead Animal Pick Up - SAN	344
Litter - DCC	294
Animal - Confined - DCC	281
Roll Cart - SAN	271
Parking - Unapproved Surface - Eve/Weekends - DCC	209
Recycling ROLL CART Registration - SAN	200
Animal - Sick/Injured - DCC	166
Garbage - Missed - SAN	157



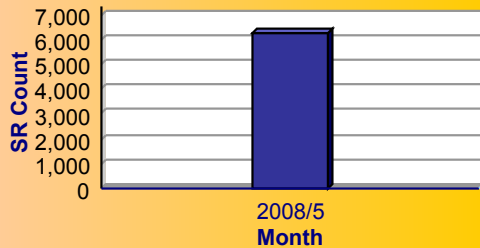
Service

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

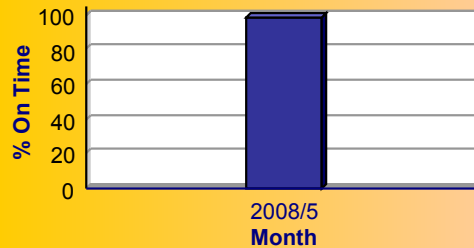
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,242	4,230	4,197	99.2%	2,012	1,969	97.9%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for South Central (7)

May 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	1,364	856	856	100.0%	38	10.2	508	37.2%	508	100.0%	1,364	100.0%
2	Animal - Loose Aggressive - DCC	422	6	6	100.0%	3	0.7	416	98.6%	410	98.6%	416	98.6%
3	Dead Animal Pick Up - SAN	344	5	0	0.0%	1	0.4	339	98.5%	334	98.5%	334	97.1%
4	Litter - DCC	294	138	138	100.0%	38	12.7	156	53.1%	156	100.0%	294	100.0%
5	Animal - Confined - DCC	281	4	3	75.0%	3	0.4	277	98.6%	276	99.6%	279	99.3%
6	Roll Cart - SAN	271	31	31	100.0%	10	2.9	240	88.6%	240	100.0%	271	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	209	0	0	N/A	10	0.2	209	100.0%	209	100.0%	209	100.0%
8	Recycling ROLL CART Registration - SAN	200	43	43	100.0%	365	8.6	157	78.5%	157	100.0%	200	100.0%
9	Animal - Sick/Injured - DCC	166	0	0	N/A	3	0.2	166	100.0%	165	99.4%	165	99.4%
10	Garbage - Missed - SAN	157	12	12	100.0%	12	1.5	145	92.4%	145	100.0%	157	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	150	125	125	100.0%	60	10.0	25	16.7%	25	100.0%	150	100.0%
12	Junk Motor Vehicle - DCC	136	115	115	100.0%	126	9.1	21	15.4%	21	100.0%	136	100.0%
13	Animal - Loose - DCC	106	70	70	100.0%	40	13.6	36	34.0%	36	100.0%	106	100.0%
14	Illegal Outside Storage - DCC	100	88	88	100.0%	38	8.7	12	12.0%	12	100.0%	100	100.0%
15	Recyclable Collection Missed (Residential) - SAN	94	0	0	N/A	3	1.0	94	100.0%	94	100.0%	94	100.0%
16	Substandard Structure - DCC	93	77	77	100.0%	365	8.4	16	17.2%	16	100.0%	93	100.0%
17	Open and Vacant Structure - DCC	92	42	40	95.2%	30	5.1	50	54.3%	50	100.0%	90	97.8%
18	24 Hour Parking/Parking Violations - DPD	90	15	13	86.7%	10	3.5	75	83.3%	75	100.0%	88	97.8%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	64	0	0	N/A	1	0.0	64	100.0%	64	100.0%	64	100.0%
20	Animal - Cruelty - DCC	59	1	1	100.0%	30	1.1	58	98.3%	58	100.0%	59	100.0%

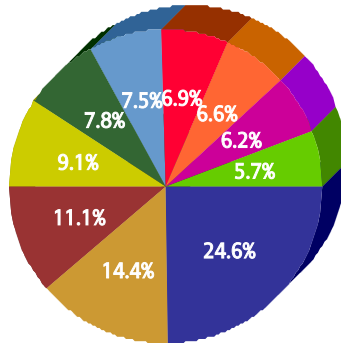


for Southeast (3)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	926
Animal - Loose Aggressive - DCC	541
Dead Animal Pick Up - SAN	418
Animal - Confined - DCC	343
Roll Cart - SAN	293
Parking - Unapproved Surface - Eve/Weekends - DCC	283
Recycling ROLL CART Registration - SAN	261
Litter - DCC	248
Garbage - Missed - SAN	235
Substandard Structure - DCC	215



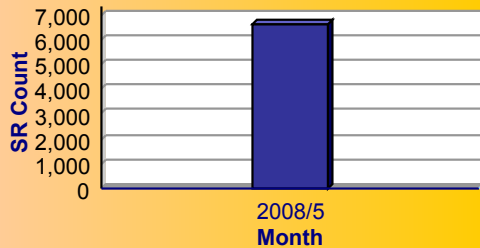
Service

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

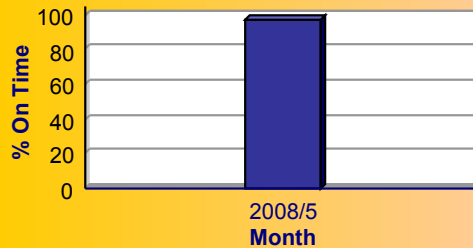
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,649	4,667	4,609	98.8%	1,982	1,889	95.3%	97.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

May 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	926	599	599	100.0%	38	8.6	327	35.3%	327	100.0%	926	100.0%
2	Animal - Loose Aggressive - DCC	541	18	17	94.4%	3	0.6	523	96.7%	516	98.7%	533	98.5%
3	Dead Animal Pick Up - SAN	418	7	0	0.0%	1	0.4	411	98.3%	408	99.3%	408	97.6%
4	Animal - Confined - DCC	343	7	7	100.0%	3	0.4	336	98.0%	334	99.4%	341	99.4%
5	Roll Cart - SAN	293	47	47	100.0%	10	3.3	246	84.0%	246	100.0%	293	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	283	1	1	100.0%	10	0.2	282	99.6%	282	100.0%	283	100.0%
7	Recycling ROLL CART Registration - SAN	261	74	74	100.0%	365	9.0	187	71.6%	187	100.0%	261	100.0%
8	Litter - DCC	248	135	135	100.0%	38	8.5	113	45.6%	113	100.0%	248	100.0%
9	Garbage - Missed - SAN	235	14	14	100.0%	12	1.9	221	94.0%	221	100.0%	235	100.0%
10	Substandard Structure - DCC	215	172	172	100.0%	365	9.2	43	20.0%	43	100.0%	215	100.0%
11	Animal - Sick/Injured - DCC	146	0	0	N/A	3	0.5	146	100.0%	145	99.3%	145	99.3%
12	Animal - Loose - DCC	145	116	116	100.0%	40	21.9	29	20.0%	29	100.0%	145	100.0%
13	24 Hour Parking/Parking Violations - DPD	116	29	29	100.0%	10	4.3	87	75.0%	86	98.9%	115	99.1%
14	Brush/Bulk Items - Missed - SAN	112	3	3	100.0%	10	0.9	109	97.3%	109	100.0%	112	100.0%
15	Junk Motor Vehicle - DCC	103	88	88	100.0%	126	10.2	15	14.6%	15	100.0%	103	100.0%
16	Recyclable Collection Missed (Residential) - SAN	95	1	1	100.0%	3	1.1	94	98.9%	94	100.0%	95	100.0%
17	Animal - Cruelty - DCC	89	6	6	100.0%	30	0.9	83	93.3%	83	100.0%	89	100.0%
18	Open and Vacant Structure - DCC	87	35	34	97.1%	30	8.7	52	59.8%	52	100.0%	86	98.9%
19	Quality SR - Code - DCC	80	75	9	12.0%	5	12.4	5	6.2%	0	0.0%	9	11.2%
20	Fire Inspection - DFD	75	52	52	100.0%	60	7.4	23	30.7%	23	100.0%	75	100.0%

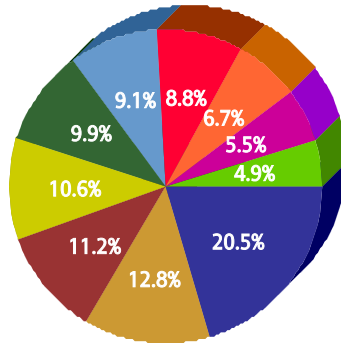


for Southwest (4)

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	674
Animal - Loose Aggressive - DCC	423
Recycling ROLL CART Registration - SAN	368
Animal - Confined - DCC	349
Dead Animal Pick Up - SAN	327
Litter - DCC	301
Roll Cart - SAN	290
Parking - Unapproved Surface - Eve/Weekends - DCC	220
Obstruction Alley/Sidewalk/Street - DCC	182
Animal - Sick/Injured - DCC	160



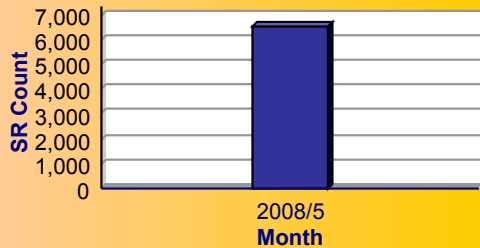
Service

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

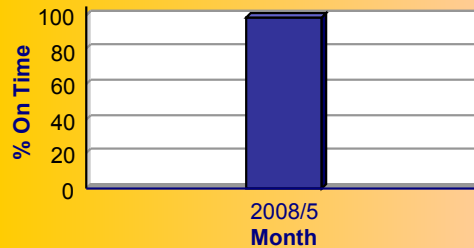
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,535	4,644	4,576	98.5%	1,891	1,854	98.0%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

May 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	674	468	468	100.0%	38	6.1	206	30.6%	206	100.0%	674	100.0%
2	Animal - Loose Aggressive - DCC	423	6	6	100.0%	3	0.7	417	98.6%	411	98.6%	417	98.6%
3	Recycling ROLL CART Registration - SAN	368	96	96	100.0%	365	8.3	272	73.9%	272	100.0%	368	100.0%
4	Animal - Confined - DCC	349	5	5	100.0%	3	0.5	344	98.6%	341	99.1%	346	99.1%
5	Dead Animal Pick Up - SAN	327	2	0	0.0%	1	0.4	325	99.4%	319	98.2%	319	97.6%
6	Litter - DCC	301	203	203	100.0%	38	6.9	98	32.6%	98	100.0%	301	100.0%
7	Roll Cart - SAN	290	39	39	100.0%	10	3.3	251	86.6%	250	99.6%	289	99.7%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	220	0	0	N/A	10	0.2	220	100.0%	220	100.0%	220	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	182	107	107	100.0%	60	12.8	75	41.2%	75	100.0%	182	100.0%
10	Animal - Sick/Injured - DCC	160	0	0	N/A	3	0.2	160	100.0%	159	99.4%	159	99.4%
11	Recyclable Collection Missed (Residential) - SAN	152	4	4	100.0%	3	1.1	148	97.4%	147	99.3%	151	99.3%
12	24 Hour Parking/Parking Violations - DPD	143	20	20	100.0%	10	6.2	123	86.0%	114	92.7%	134	93.7%
13	Animal - Loose - DCC	138	103	103	100.0%	40	19.8	35	25.4%	35	100.0%	138	100.0%
14	Junk Motor Vehicle - DCC	115	92	92	100.0%	126	7.5	23	20.0%	23	100.0%	115	100.0%
15	Garbage - Missed - SAN	112	6	5	83.3%	12	1.2	106	94.6%	106	100.0%	111	99.1%
16	Fire Inspection - DFD	110	64	64	100.0%	60	5.5	46	41.8%	46	100.0%	110	100.0%
17	Substandard Structure - DCC	87	75	75	100.0%	365	9.2	12	13.8%	12	100.0%	87	100.0%
18	Animal - Cruelty - DCC	81	3	3	100.0%	30	1.0	78	96.3%	78	100.0%	81	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	72	1	0	0.0%	1	0.0	71	98.6%	71	100.0%	71	98.6%
20	Bulky Trash Violations - DCC	70	25	22	88.0%	14	8.7	45	64.3%	36	80.0%	58	82.9%

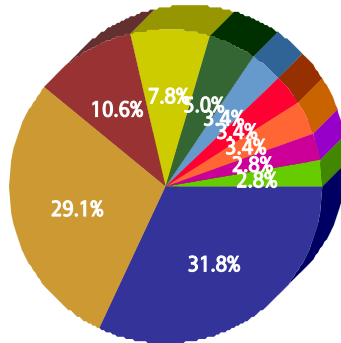


for Unknown

May 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	57
Complaint/Compliment - CTY	52
Dead Animal Pick Up - SAN	19
Fire Inspection - DFD	14
Litter - DCC	9
Animal - Loose - DCC	6
Garbage - Missed - SAN	6
Street Spillage/Debris in Right of Way-Hazardous-STs	6
Recycling ROLL CART Registration - SAN	5
Signs - Public Right of Way Eve/Weekends - DCC	5



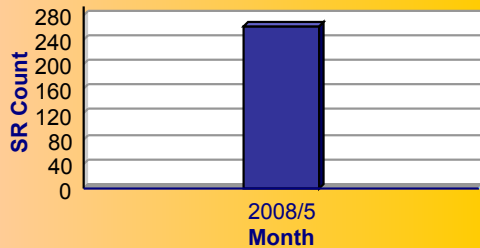
Service

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

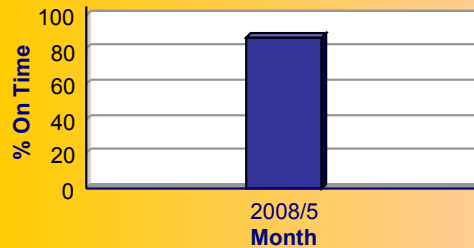
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
261	144	138	95.8%	117	89	76.1%	87.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

May 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	57	41	41	100.0%	38	9.7	16	28.1%	16	100.0%	57	100.0%
2	Complaint/Compliment - CTY	52	35	10	28.6%	10	6.9	17	32.7%	11	64.7%	21	40.4%
3	Dead Animal Pick Up - SAN	19	0	0	N/A	1	0.2	19	100.0%	19	100.0%	19	100.0%
4	Fire Inspection - DFD	14	10	10	100.0%	60	3.8	4	28.6%	4	100.0%	14	100.0%
5	Litter - DCC	9	1	1	100.0%	38	8.6	8	88.9%	8	100.0%	9	100.0%
6	Animal - Loose - DCC	6	5	5	100.0%	40	0.0	1	16.7%	1	100.0%	6	100.0%
7	Garbage - Missed - SAN	6	0	0	N/A	12	1.3	6	100.0%	6	100.0%	6	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	6	0	0	N/A	1	0.0	6	100.0%	6	100.0%	6	100.0%
9	Recycling ROLL CART Registration - SAN	5	2	2	100.0%	365	11.3	3	60.0%	3	100.0%	5	100.0%
10	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%
11	Animal - Sick/Injured - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
12	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	3	1	1	100.0%	10	5.5	2	66.7%	2	100.0%	3	100.0%
13	Restaurant/Food Complaint - EHS	3	0	0	N/A	45	9.0	3	100.0%	3	100.0%	3	100.0%
14	Illegal Food Vending - EHS	3	0	0	N/A	45	6.0	3	100.0%	3	100.0%	3	100.0%
15	Roll Cart - SAN	3	0	0	N/A	10	6.3	3	100.0%	3	100.0%	3	100.0%
16	Bulky Trash Violations - DCC	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%
17	Water Conservation Violation - DCC	2	2	0	0.0%	7		0	0.0%	0	N/A	0	0.0%
18	Educational Request - DFD	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
19	Chronic Noise Complaint - DPD	2	0	0	N/A	14	2.5	2	100.0%	2	100.0%	2	100.0%
20	Mosquitoes - EHS	2	0	0	N/A	45	3.5	2	100.0%	2	100.0%	2	100.0%
21	Recyclable Collection Missed (Residential) - SAN	2	0	0	N/A	3	1.0	2	100.0%	2	100.0%	2	100.0%
22	Park Maintenance/Misc. - PKR	2	0	0	N/A	30	1.5	2	100.0%	2	100.0%	2	100.0%
23	Recycling - Roll Cart - SAN	2	1	1	100.0%	10	0.0	1	50.0%	1	100.0%	2	100.0%
24	Graffiti City Streets & Bridges - STS	2	0	0	N/A	14	0.5	2	100.0%	2	100.0%	2	100.0%
25	Pot hole Repair Routine - STS	2	0	0	N/A	5	0.0	2	100.0%	2	100.0%	2	100.0%



City of Dallas Service Level Performance Report by CSA

for Unknown

May 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
26	Street Repair - Routine-STS	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%
27	Traffic Signal - All Out - PWT	2	1	1	100.0%	4	3.0	1	50.0%	1	100.0%	2	100.0%