



FY 2007- 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

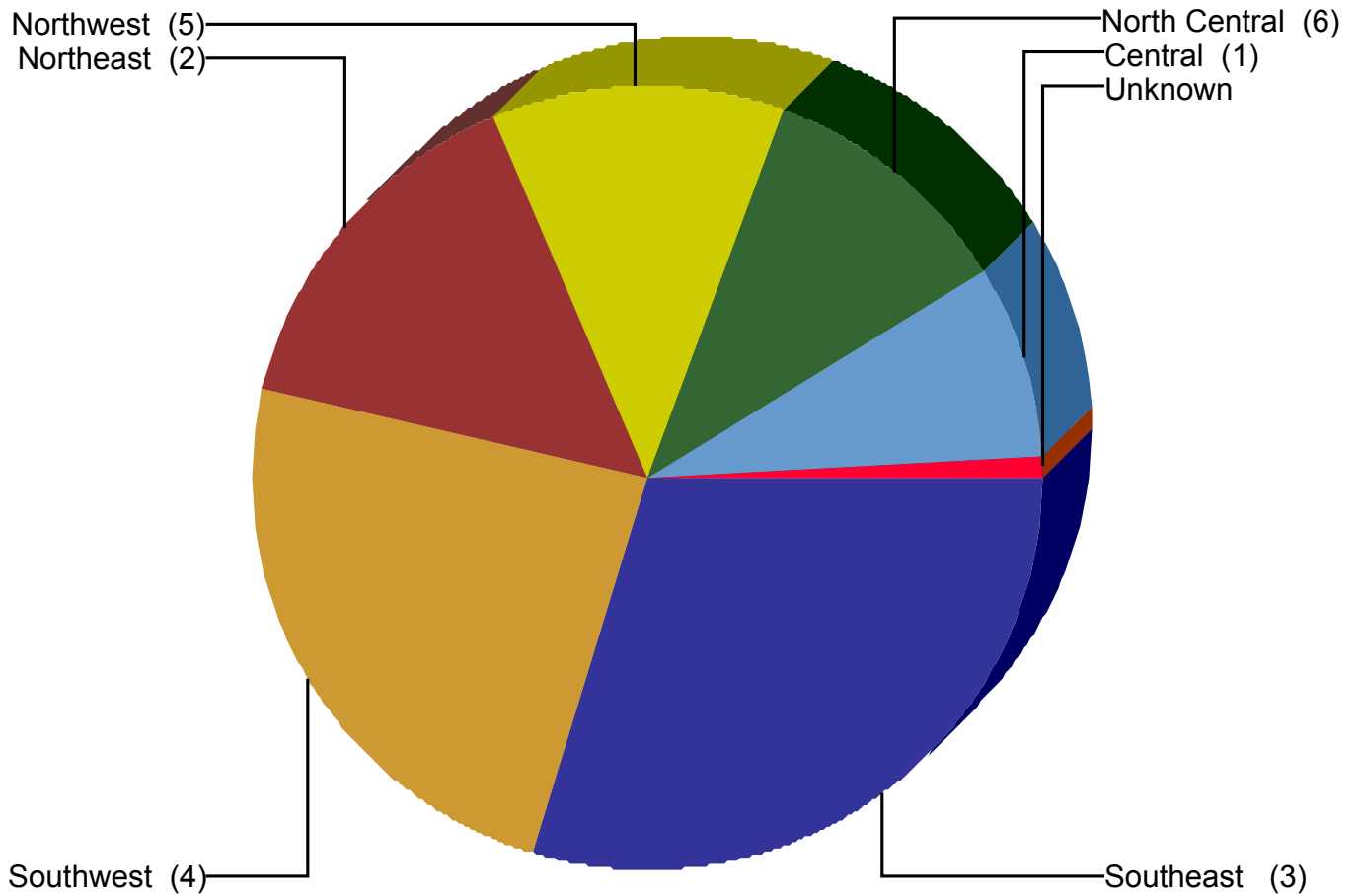
NOVEMBER 2007

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City of Dallas Service Area Report
For November 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,450	7.9%	98.1%
North Central (6)	3,291	10.7%	98.6%
Northeast (2)	4,660	15.1%	98.3%
Northwest (5)	3,656	11.8%	98.8%
Southeast (3)	9,146	29.6%	99.2%
Southwest (4)	7,381	23.9%	99.2%
Unknown	280	0.9%	92.9%
	19	0.1%	100.0%
Total	30,883	100.0%	98.8%

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

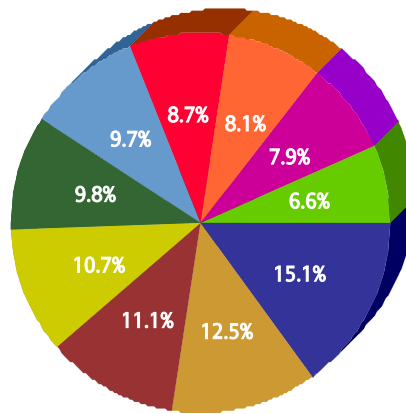


For Citywide

November 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,079
Animal - Loose Aggressive - DCC	1,730
Litter - DCC	1,533
Recycling ROLL CART Registration - SAN	1,470
Dead Animal Pick Up - SAN	1,353
Roll Cart - SAN	1,333
Obstruction Alley/Sidewalk/Street - DCC	1,195
Garbage - Missed - SAN	1,115
Animal - Confined - DCC	1,084
Substandard Structure - DCC	907



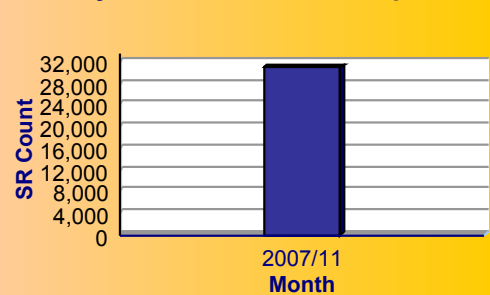
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Substandard Structure - DCC

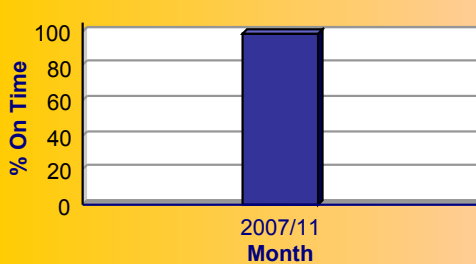
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,883	24,085	23,816	98.9%	6,798	6,699	98.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

November 2007

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,079	674	674	100.0%	38	7.7	1,405	67.6%	1,405	100.0%	2,079	100.0%
2	Animal - Loose Aggressive - DCC	1,730	2	0	0.0%	3	0.3	1,728	99.9%	1,724	99.8%	1,724	99.7%
3	Litter - DCC	1,533	641	641	100.0%	38	8.1	892	58.2%	892	100.0%	1,533	100.0%
4	Recycling ROLL CART Registration - SAN	1,470	643	643	100.0%	365	12.5	827	56.3%	827	100.0%	1,470	100.0%
5	Dead Animal Pick Up - SAN	1,353	0	0	N/A	1	0.3	1,353	100.0%	1,343	99.3%	1,343	99.3%
6	Roll Cart - SAN	1,333	88	88	100.0%	10	3.2	1,245	93.4%	1,242	99.8%	1,330	99.8%
7	Obstruction Alley/Sidewalk/Street - DCC	1,195	624	624	100.0%	60	12.7	571	47.8%	571	100.0%	1,195	100.0%
8	Garbage - Missed - SAN	1,115	48	48	100.0%	6	1.8	1,067	95.7%	1,058	99.2%	1,106	99.2%
9	Animal - Confined - DCC	1,084	0	0	N/A	3	0.2	1,084	100.0%	1,083	99.9%	1,083	99.9%
10	Substandard Structure - DCC	907	656	656	100.0%	365	4.8	251	27.7%	251	100.0%	907	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	899	26	26	100.0%	10	0.5	873	97.1%	872	99.9%	898	99.9%
12	24 Hour Parking/Parking Violations - DPD	786	54	54	100.0%	10	3.5	732	93.1%	718	98.1%	772	98.2%
13	Recyclable Collection Missed (Residential) - SAN	747	0	0	N/A	3	1.1	747	100.0%	747	100.0%	747	100.0%
14	Bulky Trash Violations - DCC	730	33	32	97.0%	14	3.7	697	95.5%	679	97.4%	711	97.4%
15	Junk Motor Vehicle - DCC	716	488	488	100.0%	126	10.0	228	31.8%	228	100.0%	716	100.0%
16	Animal - Loose - DCC	631	181	181	100.0%	40	7.7	450	71.3%	450	100.0%	631	100.0%
17	Animal - Sick/Injured - DCC	548	0	0	N/A	3	0.1	548	100.0%	548	100.0%	548	100.0%
18	Smoke Detector Request - DFD	464	68	68	100.0%	30	2.7	396	85.3%	396	100.0%	464	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	Fire Inspection - DFD	427	297	297	100.0%	60	10.0	130	30.4%	130	100.0%	427	100.0%

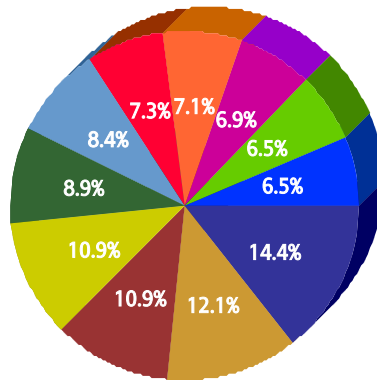


for Central (1)

November 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	132
Roll Cart - SAN	111
Garbage - Missed - SAN	100
Recyclable Collection Missed (Residential) - SAN	100
Litter - DCC	81
24 Hour Parking/Parking Violations - DPD	77
Animal - Confined - DCC	67
Obstruction Alley/Sidewalk/Street - DCC	65
Dead Animal Pick Up - SAN	63
Illegal Garbage/Placement - DCC	59
Traffic Signal - Flashing - PWT	59



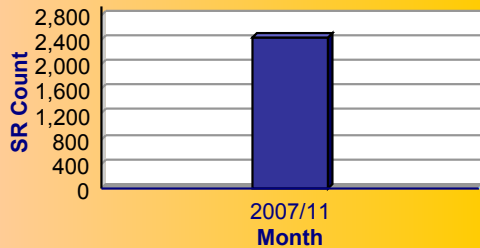
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Illegal Garbage/Placement - DCC
- Traffic Signal - Flashing - PWT

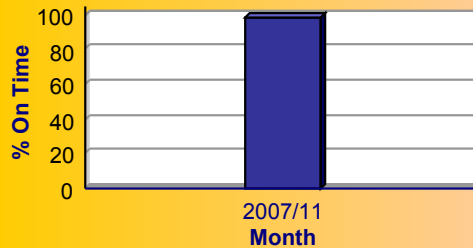
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,450	1,977	1,945	98.4%	473	459	97.0%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

November 2007

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	132	43	43	100.0%	365	11.8	89	67.4%	89	100.0%	132	100.0%
2	Roll Cart - SAN	111	9	9	100.0%	10	3.1	102	91.9%	102	100.0%	111	100.0%
3	Garbage - Missed - SAN	100	3	3	100.0%	6	2.0	97	97.0%	95	97.9%	98	98.0%
4	Recyclable Collection Missed (Residential) - SAN	100	0	0	N/A	3	1.0	100	100.0%	100	100.0%	100	100.0%
5	Litter - DCC	81	33	33	100.0%	38	7.9	48	59.3%	48	100.0%	81	100.0%
6	24 Hour Parking/Parking Violations - DPD	77	4	4	100.0%	10	3.4	73	94.8%	72	98.6%	76	98.7%
7	Animal - Confined - DCC	67	0	0	N/A	3	0.1	67	100.0%	67	100.0%	67	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	65	36	36	100.0%	60	8.8	29	44.6%	29	100.0%	65	100.0%
9	Dead Animal Pick Up - SAN	63	0	0	N/A	1	0.3	63	100.0%	63	100.0%	63	100.0%
10	Illegal Garbage/Placement - DCC	59	17	17	100.0%	60	10.4	42	71.2%	42	100.0%	59	100.0%
11	Traffic Signal - Flashing - PWT	59	2	2	100.0%	4	1.6	57	96.6%	55	96.5%	57	96.6%
12	Animal - Loose Aggressive - DCC	55	0	0	N/A	3	0.3	55	100.0%	55	100.0%	55	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	52	0	0	N/A	10	0.4	52	100.0%	52	100.0%	52	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	52	0	0	N/A	1	0.1	52	100.0%	52	100.0%	52	100.0%
15	Fire Inspection - DFD	49	32	32	100.0%	60	13.4	17	34.7%	17	100.0%	49	100.0%
16	Graffiti Private Property - Residential/Commercial	48	29	29	100.0%	90	7.8	19	39.6%	19	100.0%	48	100.0%
17	Pothole - Hazardous-STS	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
18	High Weeds - DCC	43	11	11	100.0%	38	7.0	32	74.4%	32	100.0%	43	100.0%
19	Substandard Structure - DCC	43	27	27	100.0%	365	4.6	16	37.2%	16	100.0%	43	100.0%
20	Illegal Outside Storage - DCC	41	17	17	100.0%	38	12.9	24	58.5%	24	100.0%	41	100.0%

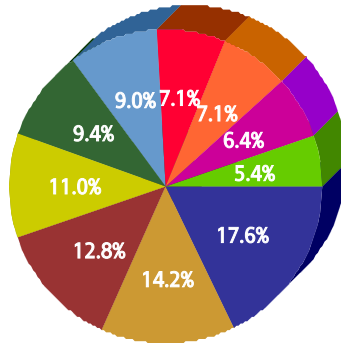


for North Central (6)

November 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	269
Garbage - Missed - SAN	216
Recyclable Collection Missed (Residential) - SAN	195
Roll Cart - SAN	167
Obstruction Alley/Sidewalk/Street - DCC	144
Animal - Confined - DCC	138
High Weeds - DCC	109
Dead Animal Pick Up - SAN	108
Bulky Trash Violations - DCC	97
Street Spillage/Debris in Right of Way-Hazardous-ST5	82



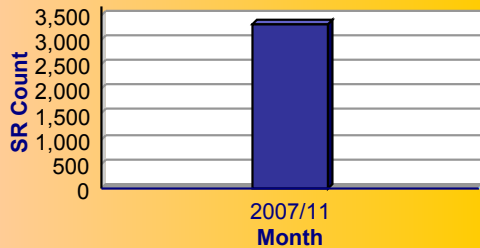
Service

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5

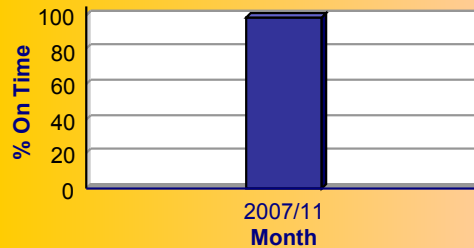
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,291	2,698	2,663	98.7%	593	582	98.1%	98.6%

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)

November 2007

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	269	138	138	100.0%	365	11.3	131	48.7%	131	100.0%	269	100.0%
2	Garbage - Missed - SAN	216	16	16	100.0%	6	2.5	200	92.6%	198	99.0%	214	99.1%
3	Recyclable Collection Missed (Residential) - SAN	195	0	0	N/A	3	1.1	195	100.0%	195	100.0%	195	100.0%
4	Roll Cart - SAN	167	16	16	100.0%	10	3.5	151	90.4%	149	98.7%	165	98.8%
5	Obstruction Alley/Sidewalk/Street - DCC	144	64	64	100.0%	60	13.4	80	55.6%	80	100.0%	144	100.0%
6	Animal - Confined - DCC	138	0	0	N/A	3	0.2	138	100.0%	137	99.3%	137	99.3%
7	High Weeds - DCC	109	27	27	100.0%	38	9.6	82	75.2%	82	100.0%	109	100.0%
8	Dead Animal Pick Up - SAN	108	0	0	N/A	1	0.3	108	100.0%	107	99.1%	107	99.1%
9	Bulky Trash Violations - DCC	97	0	0	N/A	14	3.8	97	100.0%	96	99.0%	96	99.0%
10	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%
11	24 Hour Parking/Parking Violations - DPD	80	4	4	100.0%	10	3.6	76	95.0%	76	100.0%	80	100.0%
12	Animal - Loose Aggressive - DCC	77	0	0	N/A	3	0.3	77	100.0%	77	100.0%	77	100.0%
13	Recycling - Roll Cart - SAN	67	9	9	100.0%	10	4.0	58	86.6%	57	98.3%	66	98.5%
14	Signs - Public Right of Way Eve/Weekends - DCC	67	0	0	N/A	7	0.5	67	100.0%	67	100.0%	67	100.0%
15	Litter - DCC	64	21	21	100.0%	38	10.4	43	67.2%	43	100.0%	64	100.0%
16	Traffic Signal - Timing - PWT	63	4	4	100.0%	4	1.4	59	93.7%	58	98.3%	62	98.4%
17	Fire Inspection - DFD	57	36	36	100.0%	60	7.6	21	36.8%	21	100.0%	57	100.0%
18	Street Repair - Routine-STS	52	17	17	100.0%	90	5.5	35	67.3%	35	100.0%	52	100.0%
19	Brush/Bulk Items - Missed - SAN	49	4	4	100.0%	10	2.4	45	91.8%	45	100.0%	49	100.0%
20	Animal - Sick/Injured - DCC	41	0	0	N/A	3	0.2	41	100.0%	41	100.0%	41	100.0%

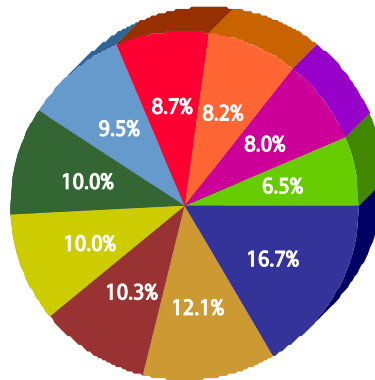


for Northeast (2)

November 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	331
Roll Cart - SAN	240
Dead Animal Pick Up - SAN	204
Animal - Confined - DCC	199
Obstruction Alley/Sidewalk/Street - DCC	198
High Weeds - DCC	188
Animal - Loose Aggressive - DCC	172
Bulky Trash Violations - DCC	162
Litter - DCC	159
Recyclable Collection Missed (Residential) - SAN	128



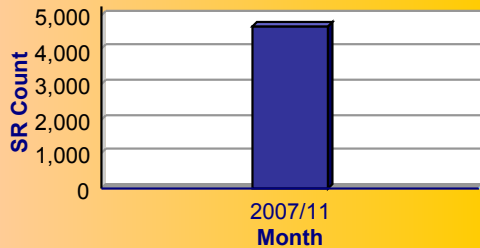
Service

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

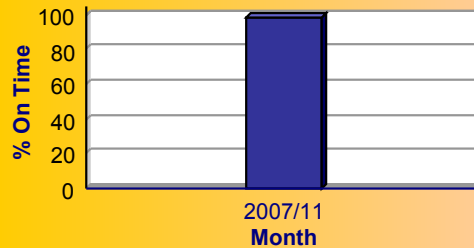
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,660	3,578	3,524	98.5%	1,082	1,057	97.7%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

November 2007

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	331	157	157	100.0%	365	12.9	174	52.6%	174	100.0%	331	100.0%
2	Roll Cart - SAN	240	12	12	100.0%	10	3.5	228	95.0%	227	99.6%	239	99.6%
3	Dead Animal Pick Up - SAN	204	0	0	N/A	1	0.3	204	100.0%	204	100.0%	204	100.0%
4	Animal - Confined - DCC	199	0	0	N/A	3	0.2	199	100.0%	199	100.0%	199	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	198	97	97	100.0%	60	13.3	101	51.0%	101	100.0%	198	100.0%
6	High Weeds - DCC	188	73	73	100.0%	38	11.4	115	61.2%	115	100.0%	188	100.0%
7	Animal - Loose Aggressive - DCC	172	1	0	0.0%	3	0.3	171	99.4%	171	100.0%	171	99.4%
8	Bulky Trash Violations - DCC	162	11	11	100.0%	14	3.2	151	93.2%	150	99.3%	161	99.4%
9	Litter - DCC	159	87	87	100.0%	38	11.2	72	45.3%	72	100.0%	159	100.0%
10	Recyclable Collection Missed (Residential) - SAN	128	0	0	N/A	3	1.1	128	100.0%	128	100.0%	128	100.0%
11	24 Hour Parking/Parking Violations - DPD	124	7	7	100.0%	10	2.5	117	94.4%	116	99.1%	123	99.2%
12	Garbage - Missed - SAN	110	2	2	100.0%	6	2.0	108	98.2%	106	98.1%	108	98.2%
13	Fire Inspection - DFD	106	79	79	100.0%	60	11.3	27	25.5%	27	100.0%	106	100.0%
14	Junk Motor Vehicle - DCC	91	55	55	100.0%	126	8.0	36	39.6%	36	100.0%	91	100.0%
15	Brush/Bulk Items - Missed - SAN	87	4	4	100.0%	10	2.5	83	95.4%	81	97.6%	85	97.7%
16	Animal - Loose - DCC	76	31	31	100.0%	40	6.9	45	59.2%	45	100.0%	76	100.0%
17	Substandard Structure - DCC	75	60	60	100.0%	365	6.1	15	20.0%	15	100.0%	75	100.0%
18	Substandard Structure Apts - DCC	73	30	30	100.0%	365	7.8	43	58.9%	43	100.0%	73	100.0%
19	Traffic Signal - Timing - PWT	68	3	3	100.0%	4	1.4	65	95.6%	63	96.9%	66	97.1%
20	Animal - Sick/Injured - DCC	65	0	0	N/A	3	0.1	65	100.0%	65	100.0%	65	100.0%

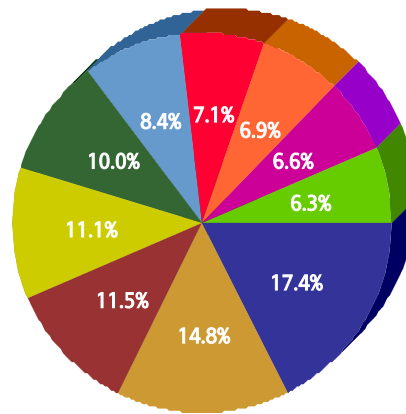


for Northwest (5)

November 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	312
Litter - DCC	266
Junk Motor Vehicle - DCC	206
Animal - Loose Aggressive - DCC	199
Garbage - Missed - SAN	179
Dead Animal Pick Up - SAN	151
Roll Cart - SAN	127
Obstruction Alley/Sidewalk/Street - DCC	123
Animal - Confined - DCC	118
Recycling ROLL CART Registration - SAN	113



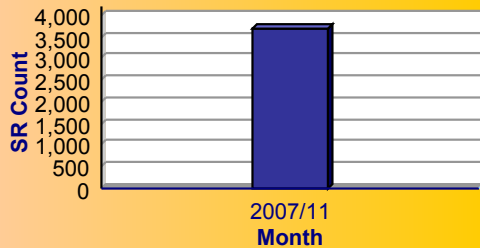
Service

- High Weeds - DCC
- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN

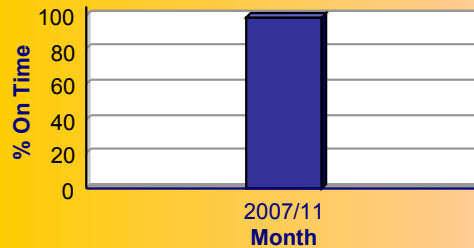
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,656	2,667	2,628	98.5%	989	984	99.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northwest (5)

November 2007

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	312	142	142	100.0%	38	6.0	170	54.5%	170	100.0%	312	100.0%
2	Litter - DCC	266	130	130	100.0%	38	6.6	136	51.1%	136	100.0%	266	100.0%
3	Junk Motor Vehicle - DCC	206	171	171	100.0%	126	13.8	35	17.0%	35	100.0%	206	100.0%
4	Animal - Loose Aggressive - DCC	199	0	0	N/A	3	0.2	199	100.0%	198	99.5%	198	99.5%
5	Garbage - Missed - SAN	179	13	13	100.0%	6	2.5	166	92.7%	166	100.0%	179	100.0%
6	Dead Animal Pick Up - SAN	151	0	0	N/A	1	0.3	151	100.0%	149	98.7%	149	98.7%
7	Roll Cart - SAN	127	4	4	100.0%	10	3.1	123	96.9%	123	100.0%	127	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	123	77	77	100.0%	60	12.4	46	37.4%	46	100.0%	123	100.0%
9	Animal - Confined - DCC	118	0	0	N/A	3	0.2	118	100.0%	118	100.0%	118	100.0%
10	Recycling ROLL CART Registration - SAN	113	48	48	100.0%	365	13.7	65	57.5%	65	100.0%	113	100.0%
11	Recyclable Collection Missed (Residential) - SAN	90	0	0	N/A	3	1.2	90	100.0%	90	100.0%	90	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	89	0	0	N/A	1	0.0	89	100.0%	89	100.0%	89	100.0%
13	24 Hour Parking/Parking Violations - DPD	75	12	12	100.0%	10	6.9	63	84.0%	54	85.7%	66	88.0%
14	Fire Inspection - DFD	74	53	53	100.0%	60	8.0	21	28.4%	21	100.0%	74	100.0%
15	Animal - Sick/Injured - DCC	72	0	0	N/A	3	0.1	72	100.0%	72	100.0%	72	100.0%
16	Substandard Structure - DCC	66	47	47	100.0%	365	5.7	19	28.8%	19	100.0%	66	100.0%
17	Animal - Loose - DCC	65	19	19	100.0%	40	7.0	46	70.8%	46	100.0%	65	100.0%
18	Animal - Cruelty - DCC	46	1	1	100.0%	30	0.4	45	97.8%	45	100.0%	46	100.0%
19	Traffic Signal - Timing - PWT	41	2	2	100.0%	4	1.8	39	95.1%	38	97.4%	40	97.6%
20	Signs - Public Right of Way Eve/Weekends - DCC	40	0	0	N/A	7	0.0	40	100.0%	40	100.0%	40	100.0%

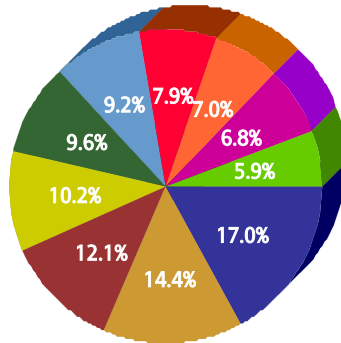


for Southeast (3)

November 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	843
Animal - Loose Aggressive - DCC	715
Substandard Structure - DCC	599
Litter - DCC	504
Dead Animal Pick Up - SAN	475
Parking - Unapproved Surface - Eve/Weekends - DCC	455
Smoke Detector Request - DFD	394
Obstruction Alley/Sidewalk/Street - DCC	350
Roll Cart - SAN	339
Animal - Confined - DCC	291



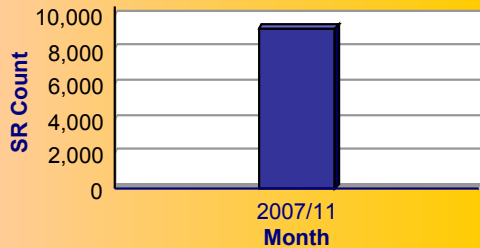
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Smoke Detector Request - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Animal - Confined - DCC

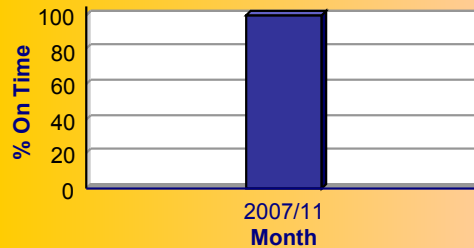
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,146	7,233	7,179	99.3%	1,913	1,894	99.0%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

November 2007

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	843	241	241	100.0%	38	6.6	602	71.4%	602	100.0%	843	100.0%
2	Animal - Loose Aggressive - DCC	715	1	0	0.0%	3	0.3	714	99.9%	711	99.6%	711	99.4%
3	Substandard Structure - DCC	599	420	420	100.0%	365	4.4	179	29.9%	179	100.0%	599	100.0%
4	Litter - DCC	504	168	168	100.0%	38	7.0	336	66.7%	336	100.0%	504	100.0%
5	Dead Animal Pick Up - SAN	475	0	0	N/A	1	0.3	475	100.0%	473	99.6%	473	99.6%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	455	18	18	100.0%	10	0.4	437	96.0%	437	100.0%	455	100.0%
7	Smoke Detector Request - DFD	394	36	36	100.0%	30	2.0	358	90.9%	358	100.0%	394	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	350	153	153	100.0%	60	13.1	197	56.3%	197	100.0%	350	100.0%
9	Roll Cart - SAN	339	28	28	100.0%	10	3.0	311	91.7%	311	100.0%	339	100.0%
10	Animal - Confined - DCC	291	0	0	N/A	3	0.3	291	100.0%	291	100.0%	291	100.0%
11	Garbage - Missed - SAN	265	8	8	100.0%	6	1.4	257	97.0%	255	99.2%	263	99.2%
12	Recycling ROLL CART Registration - SAN	247	78	78	100.0%	365	13.7	169	68.4%	169	100.0%	247	100.0%
13	Bulky Trash Violations - DCC	221	5	4	80.0%	14	4.3	216	97.7%	204	94.4%	208	94.1%
14	Animal - Loose - DCC	210	57	57	100.0%	40	8.2	153	72.9%	153	100.0%	210	100.0%
15	24 Hour Parking/Parking Violations - DPD	199	14	14	100.0%	10	2.8	185	93.0%	185	100.0%	199	100.0%
16	Animal - Sick/Injured - DCC	197	0	0	N/A	3	0.1	197	100.0%	197	100.0%	197	100.0%
17	Junk Motor Vehicle - DCC	185	120	120	100.0%	126	11.6	65	35.1%	65	100.0%	185	100.0%
18	Illegal Land Use (Residential/Business) - DCC	145	44	44	100.0%	60	3.2	101	69.7%	101	100.0%	145	100.0%
19	Open and Vacant Structure - DCC	118	30	29	96.7%	30	4.0	88	74.6%	88	100.0%	117	99.2%
20	Illegal Garbage/Placement - DCC	113	69	69	100.0%	60	10.8	44	38.9%	44	100.0%	113	100.0%
21	Signs - Public Right of Way Eve/Weekends - DCC	113	0	0	N/A	7	0.5	113	100.0%	112	99.1%	112	99.1%

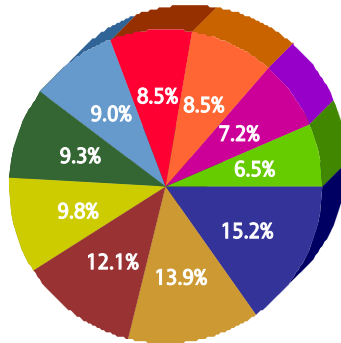


for Southwest (4)

November 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	560
Animal - Loose Aggressive - DCC	512
Litter - DCC	447
Recycling ROLL CART Registration - SAN	363
Roll Cart - SAN	345
Dead Animal Pick Up - SAN	332
Obstruction Alley/Sidewalk/Street - DCC	315
Parking - Unapproved Surface - Eve/Weekends - DCC	314
Animal - Confined - DCC	266
Garbage - Missed - SAN	241



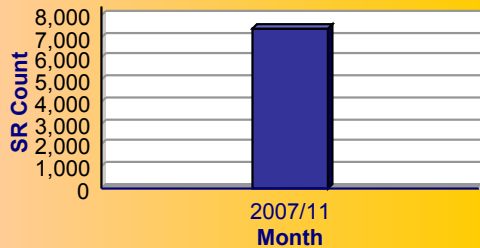
Service

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

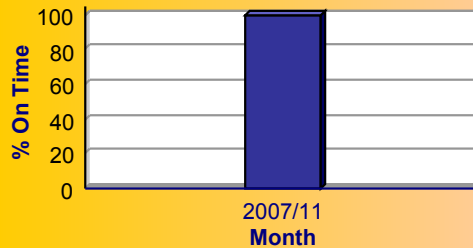
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,381	5,715	5,663	99.1%	1,666	1,658	99.5%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

November 2007

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	560	167	167	100.0%	38	8.9	393	70.2%	393	100.0%	560	100.0%
2	Animal - Loose Aggressive - DCC	512	0	0	N/A	3	0.2	512	100.0%	512	100.0%	512	100.0%
3	Litter - DCC	447	194	194	100.0%	38	9.2	253	56.6%	253	100.0%	447	100.0%
4	Recycling ROLL CART Registration - SAN	363	174	174	100.0%	365	11.7	189	52.1%	189	100.0%	363	100.0%
5	Roll Cart - SAN	345	19	19	100.0%	10	3.1	326	94.5%	326	100.0%	345	100.0%
6	Dead Animal Pick Up - SAN	332	0	0	N/A	1	0.4	332	100.0%	327	98.5%	327	98.5%
7	Obstruction Alley/Sidewalk/Street - DCC	315	197	197	100.0%	60	12.0	118	37.5%	118	100.0%	315	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	314	5	5	100.0%	10	0.7	309	98.4%	308	99.7%	313	99.7%
9	Animal - Confined - DCC	266	0	0	N/A	3	0.1	266	100.0%	266	100.0%	266	100.0%
10	Garbage - Missed - SAN	241	5	5	100.0%	6	1.2	236	97.9%	236	100.0%	241	100.0%
11	24 Hour Parking/Parking Violations - DPD	228	13	13	100.0%	10	3.7	215	94.3%	212	98.6%	225	98.7%
12	Animal - Loose - DCC	212	57	57	100.0%	40	7.9	155	73.1%	155	100.0%	212	100.0%
13	Bulky Trash Violations - DCC	202	14	14	100.0%	14	3.7	188	93.1%	184	97.9%	198	98.0%
14	Junk Motor Vehicle - DCC	199	126	126	100.0%	126	7.9	73	36.7%	73	100.0%	199	100.0%
15	Animal - Sick/Injured - DCC	140	0	0	N/A	3	0.2	140	100.0%	140	100.0%	140	100.0%
16	Recyclable Collection Missed (Residential) - SAN	136	0	0	N/A	3	1.1	136	100.0%	136	100.0%	136	100.0%
17	Illegal Outside Storage - DCC	128	80	80	100.0%	38	11.4	48	37.5%	48	100.0%	128	100.0%
18	Signs - Public Right of Way Eve/Weekends - DCC	115	0	0	N/A	7	0.8	115	100.0%	109	94.8%	109	94.8%
19	Brush/Bulk Items - Missed - SAN	103	0	0	N/A	10	1.7	103	100.0%	103	100.0%	103	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	95	0	0	N/A	1	0.1	95	100.0%	93	97.9%	93	97.9%

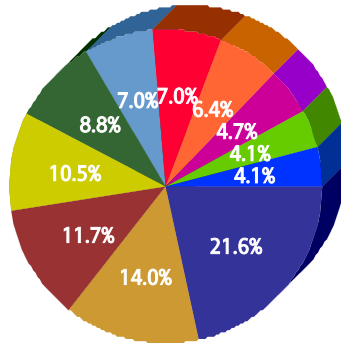


for Unknown

November 2007

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	37
High Weeds - DCC	24
Dead Animal Pick Up - SAN	20
Signs - Public Right of Way Eve/Weekends - DCC	18
Recycling ROLL CART Registration - SAN	15
Fire Inspection - DFD	12
Litter - DCC	12
Street Spillage/Debris in Right of Way-Hazardous-STs	11
Smoke Detector Request - DFD	8
Brush/Bulk Items - Missed - SAN	7
Illegal Food Vending - EHS	7



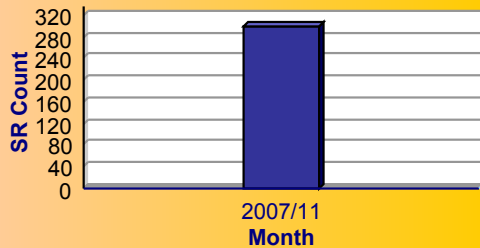
Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Smoke Detector Request - DFD
- Brush/Bulk Items - Missed - SAN
- Illegal Food Vending - EHS

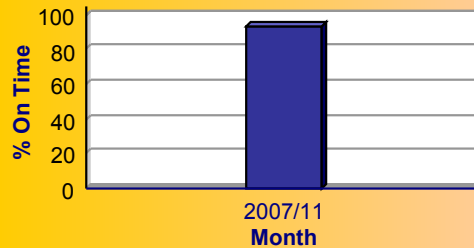
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
299	217	214	98.6%	82	65	79.3%	93.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

November 2007

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	21	9	42.9%	10	6.9	16	43.2%	14	87.5%	23	62.2%
2	High Weeds - DCC	24	13	13	100.0%	38	5.7	11	45.8%	11	100.0%	24	100.0%
3	Dead Animal Pick Up - SAN	20	0	0	N/A	1	0.0	20	100.0%	20	100.0%	20	100.0%
4	Signs - Public Right of Way Eve/Weekends - DCC	18	0	0	N/A	7	0.6	18	100.0%	18	100.0%	18	100.0%
5	Recycling ROLL CART Registration - SAN	15	5	5	100.0%	365	14.0	10	66.7%	10	100.0%	15	100.0%
6	Litter - DCC	12	8	8	100.0%	38	7.8	4	33.3%	4	100.0%	12	100.0%
7	Fire Inspection - DFD	12	8	8	100.0%	60	11.2	4	33.3%	4	100.0%	12	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	11	0	0	N/A	1	0.1	11	100.0%	11	100.0%	11	100.0%
9	Smoke Detector Request - DFD	8	1	1	100.0%	30	1.9	7	87.5%	7	100.0%	8	100.0%
10	Brush/Bulk Items - Missed - SAN	7	1	1	100.0%	10	2.3	6	85.7%	6	100.0%	7	100.0%
11	Illegal Food Vending - EHS	7	1	1	100.0%	45	4.2	6	85.7%	6	100.0%	7	100.0%
12	Animal - Noisy - DCC	6	3	2	66.7%	30	2.7	3	50.0%	3	100.0%	5	83.3%
13	Animal - Confined - DCC	5	0	0	N/A	3	0.4	5	100.0%	5	100.0%	5	100.0%
14	Traffic Signal - Flashing - PWT	5	0	0	N/A	4	1.8	5	100.0%	5	100.0%	5	100.0%
15	Pothole Repair Routine - STS	5	0	0	N/A	5	0.2	5	100.0%	5	100.0%	5	100.0%
16	Junk Motor Vehicle - DCC	4	4	4	100.0%	126		0	0.0%	0	N/A	4	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	4	0	0	N/A	10	1.2	4	100.0%	4	100.0%	4	100.0%
18	Garbage - Missed - SAN	4	1	1	100.0%	6	3.3	3	75.0%	2	66.7%	3	75.0%
19	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	0.8	4	100.0%	4	100.0%	4	100.0%
20	Park Maintenance/Misc. - PKR	4	0	0	N/A	30	8.5	4	100.0%	4	100.0%	4	100.0%
21	Roll Cart - SAN	4	0	0	N/A	10	3.2	4	100.0%	4	100.0%	4	100.0%
22	Pothole - Hazardous-STS	4	0	0	N/A	1	0.2	4	100.0%	4	100.0%	4	100.0%