



**FY 2006 – 2007**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**OCTOBER 2006**

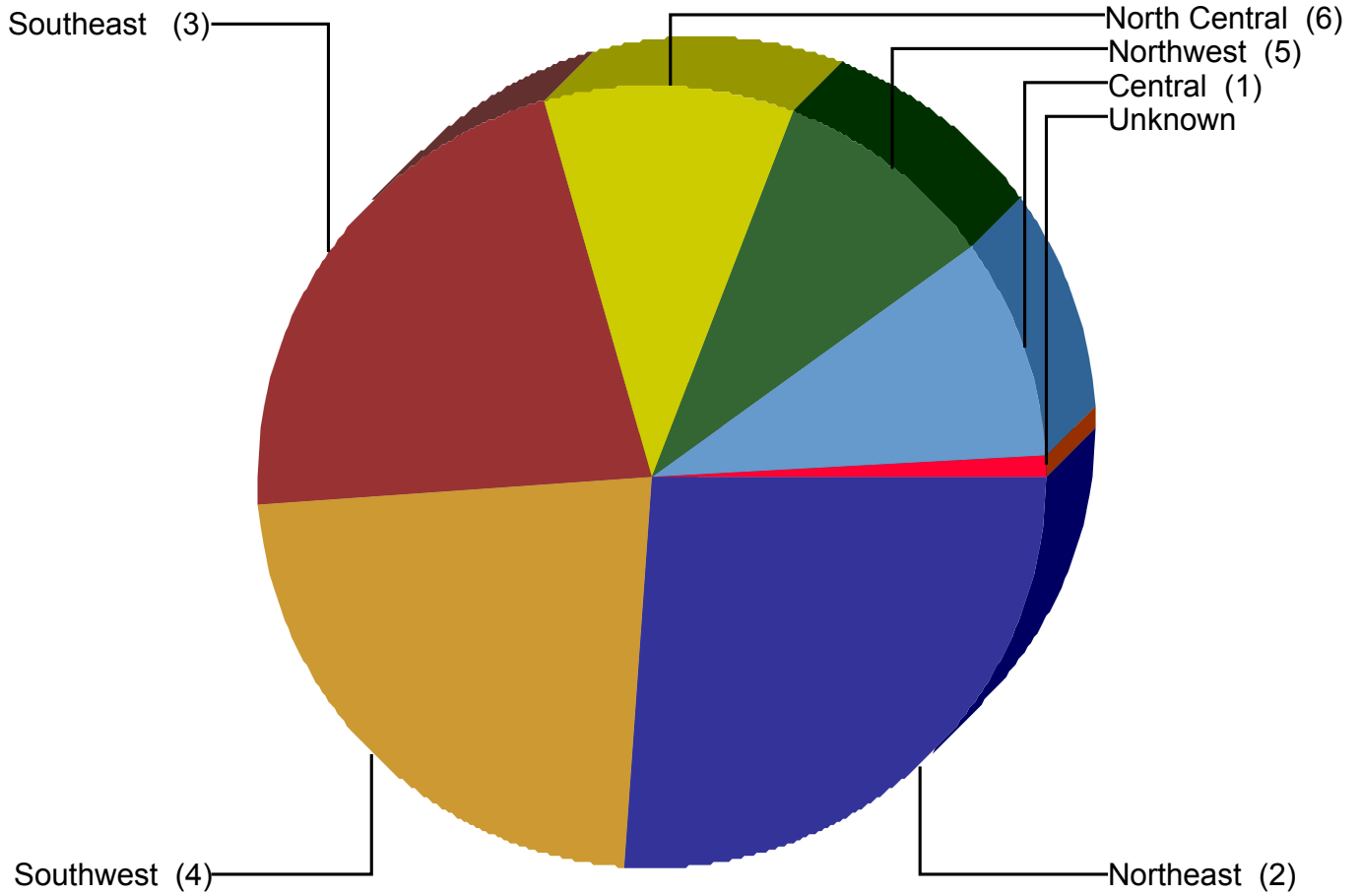
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# City of Dallas

Service Area Report  
For YTD Through October 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,912	8.9%	98.7%
North Central (6)	4,520	10.3%	98.5%
Northeast (2)	11,479	26.2%	99.4%
Northwest (5)	4,028	9.2%	99.0%
Southeast (3)	9,528	21.8%	99.4%
Southwest (4)	9,875	22.6%	99.1%
Unknown	259	0.6%	97.3%
<b>Total</b>	<b>43,756</b>	<b>100.0%</b>	<b>99.1%</b>

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

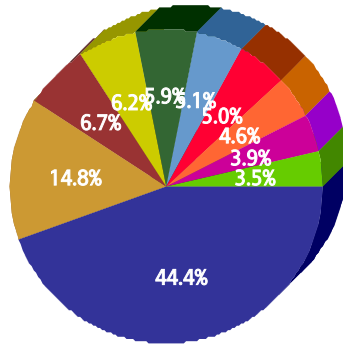


For Citywide

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	11,960
High Weeds - DCC	4,002
Animal - Loose Aggressive - DCC	1,811
Litter - DCC	1,659
Dead Animal Pick Up - SAN	1,579
Animal - Confined - DCC	1,372
Roll Cart - SAN	1,351
Obstruction Alley/Sidewalk/Street - DCC	1,236
Substandard Structure - DCC	1,042
Parking - Unapproved Surface - Eve/Weekends - DCC	953



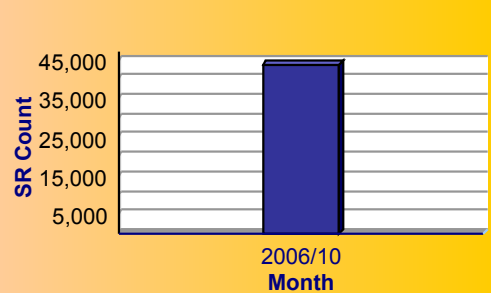
Service

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

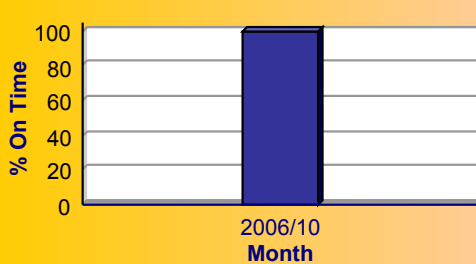
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
43,756	26,087	25,852	99.1%	17,669	17,521	99.2%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

October 2006

## 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	11,960	11,959	11,959	100.0%	365	7.0	1	0.0%	1	100.0%	11,960	100.0%
2	High Weeds - DCC	4,002	1,329	1,318	99.2%	38	9.3	2,673	66.8%	2,673	100.0%	3,991	99.7%
3	Animal - Loose Aggressive - DCC	1,811	0	0	N/A	3	0.2	1,811	100.0%	1,801	99.4%	1,801	99.4%
4	Litter - DCC	1,659	670	666	99.4%	38	10.3	989	59.6%	989	100.0%	1,655	99.8%
5	Dead Animal Pick Up - SAN	1,579	0	0	N/A	1	0.3	1,579	100.0%	1,572	99.6%	1,572	99.6%
6	Animal - Confined - DCC	1,372	0	0	N/A	3	0.3	1,372	100.0%	1,365	99.5%	1,365	99.5%
7	Roll Cart - SAN	1,351	22	14	63.6%	10	5.6	1,329	98.4%	1,326	99.8%	1,340	99.2%
8	Obstruction Alley/Sidewalk/Street - DCC	1,236	505	505	100.0%	60	13.4	731	59.1%	731	100.0%	1,236	100.0%
9	Substandard Structure - DCC	1,042	790	790	100.0%	365	8.3	252	24.2%	252	100.0%	1,042	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	953	2	0	0.0%	10	0.5	951	99.8%	949	99.8%	949	99.6%
11	Junk Motor Vehicle - DCC	837	506	506	100.0%	126	11.2	331	39.5%	331	100.0%	837	100.0%
12	Bulky Trash Violations - DCC	789	19	18	94.7%	14	2.9	770	97.6%	761	98.8%	779	98.7%
13	Animal - Loose - DCC	770	110	110	100.0%	40	12.5	660	85.7%	660	100.0%	770	100.0%
14	24 Hour Parking/Parking Violations - DPD	754	8	0	0.0%	10	3.4	746	98.9%	741	99.3%	741	98.3%
15	Animal - Sick/Injured - DCC	700	0	0	N/A	3	0.2	700	100.0%	696	99.4%	696	99.4%
16	Garbage - Missed - SAN	672	0	0	N/A	6	2.2	672	100.0%	659	98.1%	659	98.1%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	655	0	0	N/A	1	0.0	655	100.0%	654	99.8%	654	99.8%
18	Fire Inspection - DFD	492	302	302	100.0%	60	8.4	190	38.6%	190	100.0%	492	100.0%
19	Illegal Outside Storage - DCC	487	240	238	99.2%	38	11.0	247	50.7%	247	100.0%	485	99.6%
20	Street Lighting - Maintenance - PWT	374	0	0	N/A	4	0.7	374	100.0%	373	99.7%	373	99.7%

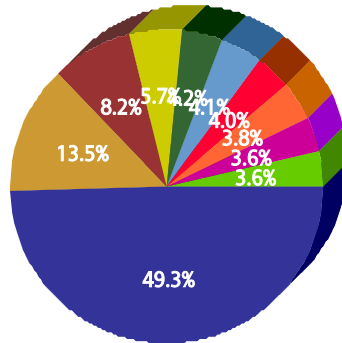


for Central (1)

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,082
High Weeds - DCC	296
Obstruction Alley/Sidewalk/Street - DCC	180
Litter - DCC	124
Animal - Loose Aggressive - DCC	93
Substandard Structure - DCC	90
Roll Cart - SAN	87
Dead Animal Pick Up - SAN	83
Fire Inspection - DFD	80
Street Spillage/Debris in Right of Way-Hazardous-STs	79



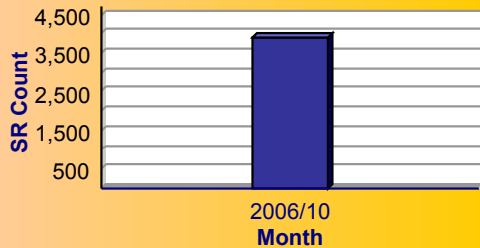
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs

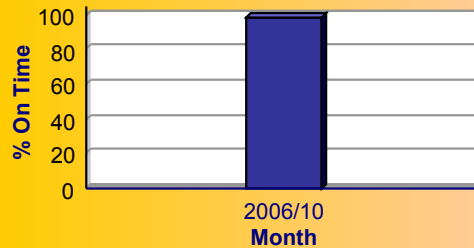
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,912	2,253	2,225	98.8%	1,659	1,637	98.7%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

October 2006

## 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	1,082	1,082	1,082	100.0%	365		0	0.0%	0	N/A	1,082	100.0%
2	High Weeds - DCC	296	89	88	98.9%	38	13.0	207	69.9%	207	100.0%	295	99.7%
3	Obstruction Alley/Sidewalk/Street - DCC	180	95	95	100.0%	60	15.0	85	47.2%	85	100.0%	180	100.0%
4	Litter - DCC	124	63	62	98.4%	38	13.0	61	49.2%	61	100.0%	123	99.2%
5	Animal - Loose Aggressive - DCC	93	0	0	N/A	3	0.2	93	100.0%	92	98.9%	92	98.9%
6	Substandard Structure - DCC	90	65	65	100.0%	365	7.0	25	27.8%	25	100.0%	90	100.0%
7	Roll Cart - SAN	87	2	2	100.0%	10	5.6	85	97.7%	85	100.0%	87	100.0%
8	Dead Animal Pick Up - SAN	83	0	0	N/A	1	0.3	83	100.0%	82	98.8%	82	98.8%
9	Fire Inspection - DFD	80	47	47	100.0%	60	7.2	33	41.2%	33	100.0%	80	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	79	0	0	N/A	1	0.2	79	100.0%	78	98.7%	78	98.7%
11	Animal - Confined - DCC	77	0	0	N/A	3	0.3	77	100.0%	77	100.0%	77	100.0%
12	24 Hour Parking/Parking Violations - DPD	69	0	0	N/A	10	2.7	69	100.0%	69	100.0%	69	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	67	1	0	0.0%	10	0.4	66	98.5%	66	100.0%	66	98.5%
14	Traffic Signal - Flashing - PWT	61	0	0	N/A	4	1.4	61	100.0%	61	100.0%	61	100.0%
15	Garbage - Missed - SAN	56	0	0	N/A	6	2.1	56	100.0%	55	98.2%	55	98.2%
16	Illegal Outside Storage - DCC	53	26	26	100.0%	38	10.2	27	50.9%	27	100.0%	53	100.0%
17	Animal - Loose - DCC	52	7	7	100.0%	40	11.9	45	86.5%	45	100.0%	52	100.0%
18	Bulky Trash Violations - DCC	47	1	1	100.0%	14	3.3	46	97.9%	46	100.0%	47	100.0%
19	Signs - Other - DCC	47	2	2	100.0%	21	8.0	45	95.7%	45	100.0%	47	100.0%
20	Animal - Sick/Injured - DCC	43	0	0	N/A	3	0.3	43	100.0%	42	97.7%	42	97.7%

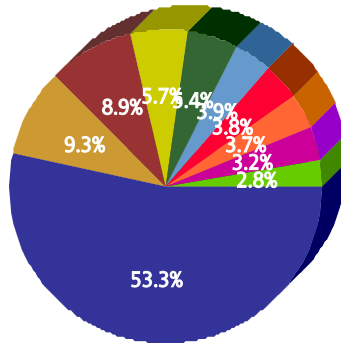


for North Central (6)

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,498
Obstruction Alley/Sidewalk/Street - DCC	260
High Weeds - DCC	251
Animal - Confined - DCC	159
Roll Cart - SAN	153
Garbage - Missed - SAN	109
Bulky Trash Violations - DCC	106
Dead Animal Pick Up - SAN	104
Street Spillage/Debris in Right of Way-Hazardous-STs	91
Litter - DCC	79



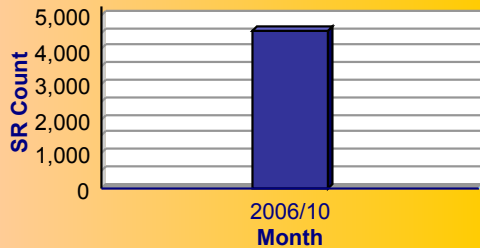
Service

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

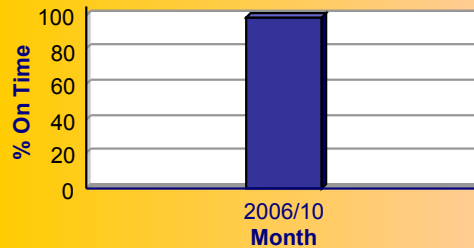
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,520	2,594	2,549	98.3%	1,926	1,904	98.9%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

October 2006

## 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	1,498	1,498	1,498	100.0%	365		0	0.0%	0	N/A	1,498	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	260	100	100	100.0%	60	10.5	160	61.5%	160	100.0%	260	100.0%
3	High Weeds - DCC	251	93	93	100.0%	38	11.2	158	62.9%	158	100.0%	251	100.0%
4	Animal - Confined - DCC	159	0	0	N/A	3	0.2	159	100.0%	159	100.0%	159	100.0%
5	Roll Cart - SAN	153	9	6	66.7%	10	6.3	144	94.1%	144	100.0%	150	98.0%
6	Garbage - Missed - SAN	109	0	0	N/A	6	3.0	109	100.0%	106	97.2%	106	97.2%
7	Bulky Trash Violations - DCC	106	2	2	100.0%	14	2.5	104	98.1%	104	100.0%	106	100.0%
8	Dead Animal Pick Up - SAN	104	0	0	N/A	1	0.3	104	100.0%	104	100.0%	104	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	91	0	0	N/A	1	0.0	91	100.0%	91	100.0%	91	100.0%
10	Litter - DCC	79	28	28	100.0%	38	10.5	51	64.6%	51	100.0%	79	100.0%
11	24 Hour Parking/Parking Violations - DPD	76	5	0	0.0%	10	4.3	71	93.4%	68	95.8%	68	89.5%
12	Street Repair - Routine-STS	70	8	8	100.0%	90	6.1	62	88.6%	62	100.0%	70	100.0%
13	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.1	55	100.0%	55	100.0%	55	100.0%
14	Traffic Signal - All Out - PWT	52	0	0	N/A	4	1.4	52	100.0%	52	100.0%	52	100.0%
15	Substandard Structure - DCC	49	33	33	100.0%	365	5.8	16	32.7%	16	100.0%	49	100.0%
16	Street Lighting - Maintenance - PWT	47	0	0	N/A	4	0.6	47	100.0%	47	100.0%	47	100.0%
17	Fire Inspection - DFD	44	24	24	100.0%	60	4.4	20	45.5%	20	100.0%	44	100.0%
18	Recyclable Collection Missed (Residential) - SAN	44	0	0	N/A	3	0.7	44	100.0%	44	100.0%	44	100.0%
19	Animal - Loose Aggressive - DCC	42	0	0	N/A	3	0.2	42	100.0%	42	100.0%	42	100.0%
20	Traffic Signal - Timing - PWT	40	0	0	N/A	4	1.6	40	100.0%	40	100.0%	40	100.0%
21	Traffic Signal - Flashing - PWT	40	0	0	N/A	4	1.4	40	100.0%	40	100.0%	40	100.0%

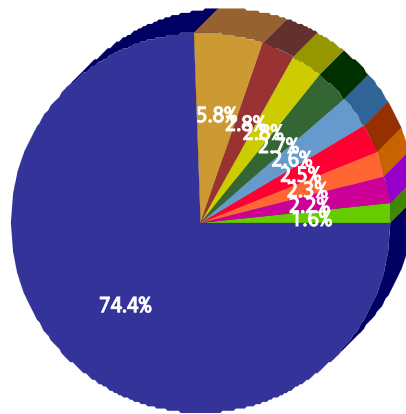


for Northeast (2)

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	6,381
High Weeds - DCC	498
Obstruction Alley/Sidewalk/Street - DCC	244
Animal - Confined - DCC	243
Litter - DCC	233
Roll Cart - SAN	225
Dead Animal Pick Up - SAN	216
Bulky Trash Violations - DCC	201
Animal - Loose Aggressive - DCC	190
24 Hour Parking/Parking Violations - DPD	141



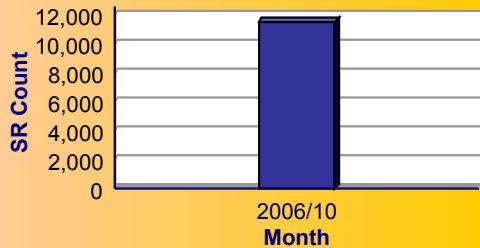
Service

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

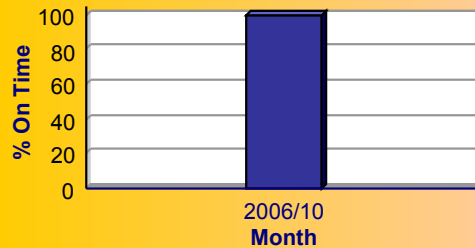
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,479	4,514	4,466	98.9%	6,965	6,948	99.8%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

October 2006

## 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	6,381	6,380	6,380	100.0%	365	7.0	1	0.0%	1	100.0%	6,381	100.0%
2	High Weeds - DCC	498	111	110	99.1%	38	10.2	387	77.7%	387	100.0%	497	99.8%
3	Obstruction Alley/Sidewalk/Street - DCC	244	65	65	100.0%	60	15.4	179	73.4%	179	100.0%	244	100.0%
4	Animal - Confined - DCC	243	0	0	N/A	3	0.2	243	100.0%	242	99.6%	242	99.6%
5	Litter - DCC	233	62	62	100.0%	38	12.4	171	73.4%	171	100.0%	233	100.0%
6	Roll Cart - SAN	225	5	3	60.0%	10	6.3	220	97.8%	219	99.5%	222	98.7%
7	Dead Animal Pick Up - SAN	216	0	0	N/A	1	0.3	216	100.0%	216	100.0%	216	100.0%
8	Bulky Trash Violations - DCC	201	4	3	75.0%	14	2.9	197	98.0%	196	99.5%	199	99.0%
9	Animal - Loose Aggressive - DCC	190	0	0	N/A	3	0.3	190	100.0%	187	98.4%	187	98.4%
10	24 Hour Parking/Parking Violations - DPD	141	0	0	N/A	10	2.5	141	100.0%	141	100.0%	141	100.0%
11	Garbage - Missed - SAN	133	0	0	N/A	6	2.2	133	100.0%	129	97.0%	129	97.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	120	0	0	N/A	1	0.1	120	100.0%	120	100.0%	120	100.0%
13	Animal - Sick/Injured - DCC	108	0	0	N/A	3	0.3	108	100.0%	107	99.1%	107	99.1%
14	Animal - Loose - DCC	99	7	7	100.0%	40	12.6	92	92.9%	92	100.0%	99	100.0%
15	Junk Motor Vehicle - DCC	91	37	37	100.0%	126	11.4	54	59.3%	54	100.0%	91	100.0%
16	Fire Inspection - DFD	88	47	47	100.0%	60	10.4	41	46.6%	41	100.0%	88	100.0%
17	Substandard Structure Apts - DCC	79	20	20	100.0%	365	5.4	59	74.7%	59	100.0%	79	100.0%
18	Street Lighting - Maintenance - PWT	77	0	0	N/A	4	0.6	77	100.0%	76	98.7%	76	98.7%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	73	0	0	N/A	10	0.8	73	100.0%	73	100.0%	73	100.0%
20	Illegal Outside Storage - DCC	68	20	20	100.0%	38	10.6	48	70.6%	48	100.0%	68	100.0%
21	Substandard Structure - DCC	68	39	39	100.0%	365	9.6	29	42.6%	29	100.0%	68	100.0%

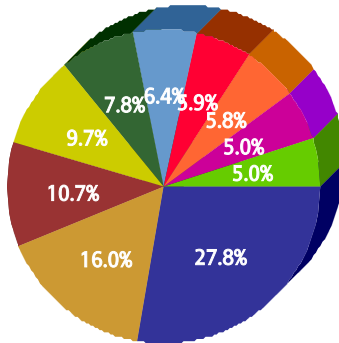


for Northwest (5)

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	568
Litter - DCC	326
Recycling ROLL CART Registration - SAN	218
Animal - Loose Aggressive - DCC	198
Dead Animal Pick Up - SAN	159
Obstruction Alley/Sidewalk/Street - DCC	130
Animal - Confined - DCC	120
Street Spillage/Debris in Right of Way-Hazardous-ST5	118
Roll Cart - SAN	103
Junk Motor Vehicle - DCC	102



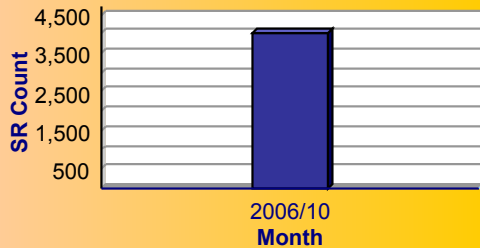
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Roll Cart - SAN
- Junk Motor Vehicle - DCC

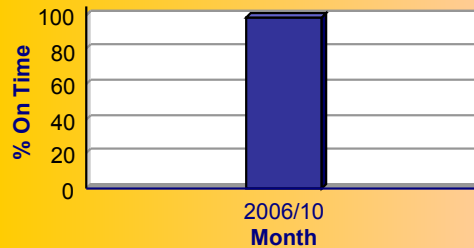
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,028	2,908	2,885	99.2%	1,120	1,104	98.6%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

October 2006

## 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	568	290	288	99.3%	38	8.7	278	48.9%	278	100.0%	566	99.6%
2	Litter - DCC	326	145	145	100.0%	38	10.5	181	55.5%	181	100.0%	326	100.0%
3	Recycling ROLL CART Registration - SAN	218	218	218	100.0%	365		0	0.0%	0	N/A	218	100.0%
4	Animal - Loose Aggressive - DCC	198	0	0	N/A	3	0.2	198	100.0%	198	100.0%	198	100.0%
5	Dead Animal Pick Up - SAN	159	0	0	N/A	1	0.3	159	100.0%	156	98.1%	156	98.1%
6	Obstruction Alley/Sidewalk/Street - DCC	130	66	66	100.0%	60	10.8	64	49.2%	64	100.0%	130	100.0%
7	Animal - Confined - DCC	120	0	0	N/A	3	0.2	120	100.0%	120	100.0%	120	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	118	0	0	N/A	1	0.0	118	100.0%	118	100.0%	118	100.0%
9	Roll Cart - SAN	103	4	1	25.0%	10	5.3	99	96.1%	99	100.0%	100	97.1%
10	Junk Motor Vehicle - DCC	102	64	64	100.0%	126	11.3	38	37.3%	38	100.0%	102	100.0%
11	Substandard Structure - DCC	92	71	71	100.0%	365	11.1	21	22.8%	21	100.0%	92	100.0%
12	Animal - Loose - DCC	91	16	16	100.0%	40	13.5	75	82.4%	75	100.0%	91	100.0%
13	Illegal Outside Storage - DCC	82	47	47	100.0%	38	11.7	35	42.7%	35	100.0%	82	100.0%
14	24 Hour Parking/Parking Violations - DPD	75	0	0	N/A	10	5.1	75	100.0%	75	100.0%	75	100.0%
15	Garbage - Missed - SAN	74	0	0	N/A	6	2.4	74	100.0%	73	98.6%	73	98.6%
16	Bulky Trash Violations - DCC	68	0	0	N/A	14	3.0	68	100.0%	68	100.0%	68	100.0%
17	Fire Inspection - DFD	63	34	34	100.0%	60	6.9	29	46.0%	29	100.0%	63	100.0%
18	Animal - Sick/Injured - DCC	61	0	0	N/A	3	0.1	61	100.0%	61	100.0%	61	100.0%
19	Street Lighting - Maintenance - PWT	55	0	0	N/A	4	0.7	55	100.0%	55	100.0%	55	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	50	0	0	N/A	10	1.1	50	100.0%	50	100.0%	50	100.0%
21	Traffic Signal - All Out - PWT	50	0	0	N/A	4	1.7	50	100.0%	49	98.0%	49	98.0%

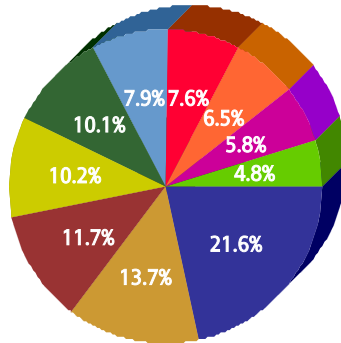


for Southeast (3)

October 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,239
Recycling ROLL CART Registration - SAN	786
Animal - Loose Aggressive - DCC	672
Substandard Structure - DCC	588
Dead Animal Pick Up - SAN	582
Litter - DCC	456
Animal - Confined - DCC	439
Roll Cart - SAN	372
Parking - Unapproved Surface - Eve/Weekends - DCC	334
Junk Motor Vehicle - DCC	277



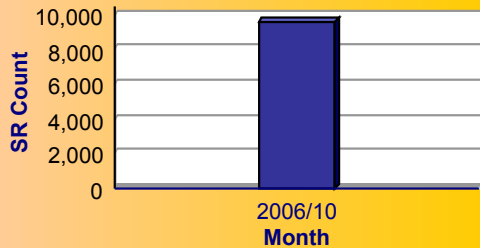
Service

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

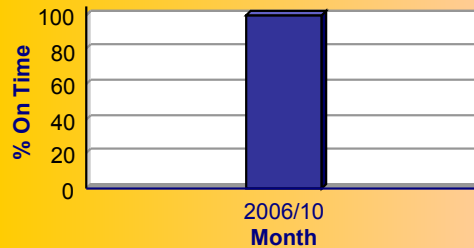
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,528	7,075	7,042	99.5%	2,453	2,426	98.9%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

October 2006

## 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	1,239	356	354	99.4%	38	8.0	883	71.3%	883	100.0%	1,237	99.8%
2	Recycling ROLL CART Registration - SAN	786	786	786	100.0%	365		0	0.0%	0	N/A	786	100.0%
3	Animal - Loose Aggressive - DCC	672	0	0	N/A	3	0.2	672	100.0%	670	99.7%	670	99.7%
4	Substandard Structure - DCC	588	456	456	100.0%	365	8.4	132	22.4%	132	100.0%	588	100.0%
5	Dead Animal Pick Up - SAN	582	0	0	N/A	1	0.3	582	100.0%	579	99.5%	579	99.5%
6	Litter - DCC	456	174	173	99.4%	38	8.5	282	61.8%	282	100.0%	455	99.8%
7	Animal - Confined - DCC	439	0	0	N/A	3	0.3	439	100.0%	436	99.3%	436	99.3%
8	Roll Cart - SAN	372	0	0	N/A	10	5.4	372	100.0%	371	99.7%	371	99.7%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	334	1	0	0.0%	10	0.7	333	99.7%	331	99.4%	331	99.1%
10	Junk Motor Vehicle - DCC	277	178	178	100.0%	126	11.0	99	35.7%	99	100.0%	277	100.0%
11	Animal - Loose - DCC	241	30	30	100.0%	40	12.8	211	87.6%	211	100.0%	241	100.0%
12	Animal - Sick/Injured - DCC	225	0	0	N/A	3	0.3	225	100.0%	223	99.1%	223	99.1%
13	Bulky Trash Violations - DCC	207	10	10	100.0%	14	2.9	197	95.2%	193	98.0%	203	98.1%
14	Smoke Detector Request - DFD	188	11	11	100.0%	30	1.8	177	94.1%	177	100.0%	188	100.0%
15	24 Hour Parking/Parking Violations - DPD	177	0	0	N/A	10	2.8	177	100.0%	176	99.4%	176	99.4%
16	Obstruction Alley/Sidewalk/Street - DCC	162	58	58	100.0%	60	15.6	104	64.2%	104	100.0%	162	100.0%
17	Garbage - Missed - SAN	145	0	0	N/A	6	1.5	145	100.0%	145	100.0%	145	100.0%
18	Open and Vacant Structure - DCC	139	19	18	94.7%	30	3.6	120	86.3%	120	100.0%	138	99.3%
19	Illegal Outside Storage - DCC	103	56	55	98.2%	38	9.8	47	45.6%	47	100.0%	102	99.0%
20	Animal - Cruelty - DCC	99	1	1	100.0%	30	0.5	98	99.0%	98	100.0%	99	100.0%
21	Street Spillage/Debris in Right of Way-Hazardous-STS	99	0	0	N/A	1	0.0	99	100.0%	99	100.0%	99	100.0%

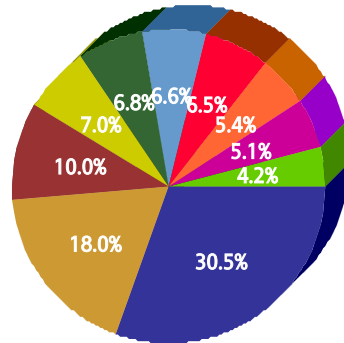


for Southwest (4)

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	1,868
High Weeds - DCC	1,103
Animal - Loose Aggressive - DCC	613
Litter - DCC	426
Dead Animal Pick Up - SAN	417
Parking - Unapproved Surface - Eve/Weekends - DCC	407
Roll Cart - SAN	400
Animal - Confined - DCC	328
Junk Motor Vehicle - DCC	310
Obstruction Alley/Sidewalk/Street - DCC	255



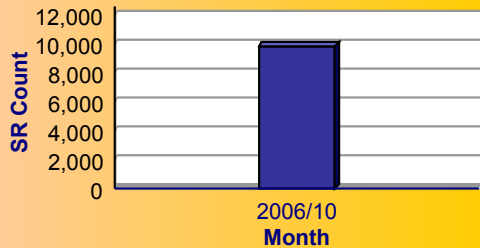
Service

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

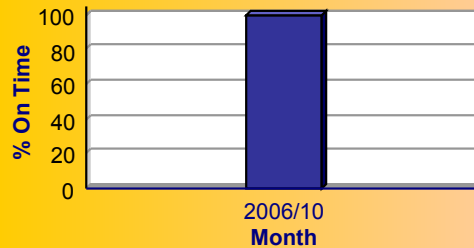
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,875	6,515	6,464	99.2%	3,360	3,321	98.8%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

October 2006

## 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	1,868	1,868	1,868	100.0%	365		0	0.0%	0	N/A	1,868	100.0%
2	High Weeds - DCC	1,103	372	367	98.7%	38	9.2	731	66.3%	731	100.0%	1,098	99.5%
3	Animal - Loose Aggressive - DCC	613	0	0	N/A	3	0.3	613	100.0%	609	99.3%	609	99.3%
4	Litter - DCC	426	192	190	99.0%	38	10.1	234	54.9%	234	100.0%	424	99.5%
5	Dead Animal Pick Up - SAN	417	0	0	N/A	1	0.3	417	100.0%	417	100.0%	417	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	407	0	0	N/A	10	0.2	407	100.0%	407	100.0%	407	100.0%
7	Roll Cart - SAN	400	1	1	100.0%	10	5.2	399	99.8%	398	99.7%	399	99.8%
8	Animal - Confined - DCC	328	0	0	N/A	3	0.3	328	100.0%	325	99.1%	325	99.1%
9	Junk Motor Vehicle - DCC	310	194	194	100.0%	126	11.7	116	37.4%	116	100.0%	310	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	255	120	120	100.0%	60	12.6	135	52.9%	135	100.0%	255	100.0%
11	Animal - Loose - DCC	248	38	38	100.0%	40	11.7	210	84.7%	210	100.0%	248	100.0%
12	24 Hour Parking/Parking Violations - DPD	211	2	0	0.0%	10	3.7	209	99.1%	208	99.5%	208	98.6%
13	Animal - Sick/Injured - DCC	206	0	0	N/A	3	0.2	206	100.0%	206	100.0%	206	100.0%
14	Bulky Trash Violations - DCC	157	2	2	100.0%	14	3.1	155	98.7%	151	97.4%	153	97.5%
15	Substandard Structure - DCC	155	126	126	100.0%	365	7.2	29	18.7%	29	100.0%	155	100.0%
16	Garbage - Missed - SAN	153	0	0	N/A	6	2.0	153	100.0%	150	98.0%	150	98.0%
17	Illegal Outside Storage - DCC	152	82	81	98.8%	38	12.5	70	46.1%	70	100.0%	151	99.3%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	136	0	0	N/A	1	0.0	136	100.0%	136	100.0%	136	100.0%
19	Smoke Detector Request - DFD	126	29	23	79.3%	30	4.6	97	77.0%	97	100.0%	120	95.2%
20	Fire Inspection - DFD	122	92	92	100.0%	60	9.4	30	24.6%	30	100.0%	122	100.0%

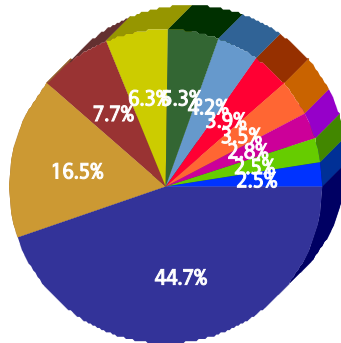


for Unknown

October 2006

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	127
High Weeds - DCC	47
Fire Inspection - DFD	22
Dead Animal Pick Up - SAN	18
Litter - DCC	15
Street Spillage/Debris in Right of Way-Hazardous-ST5	12
Roll Cart - SAN	11
Animal - Loose - DCC	10
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Smoke Detector Request - DFD	7
Traffic Signal - Flashing - PWT	7



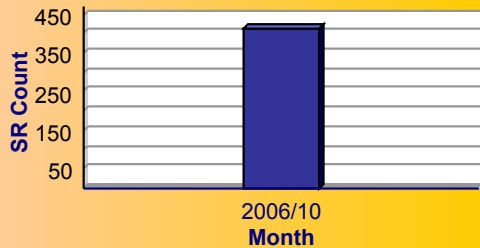
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Smoke Detector Request - DFD
- Traffic Signal - Flashing - PWT

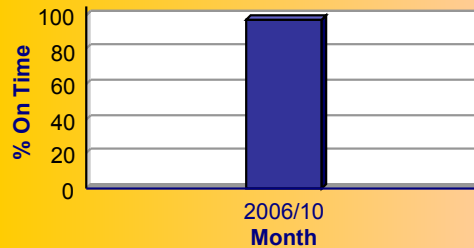
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
414	228	221	96.9%	186	181	97.3%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

October 2006

## 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	127	127	127	100.0%	365		0	0.0%	0	N/A	127	100.0%
2	High Weeds - DCC	47	18	18	100.0%	38	7.5	29	61.7%	29	100.0%	47	100.0%
3	Fire Inspection - DFD	22	12	12	100.0%	60	1.6	10	45.5%	10	100.0%	22	100.0%
4	Dead Animal Pick Up - SAN	18	0	0	N/A	1	0.4	18	100.0%	18	100.0%	18	100.0%
5	Litter - DCC	15	6	6	100.0%	38	7.8	9	60.0%	9	100.0%	15	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	12	0	0	N/A	1	0.0	12	100.0%	12	100.0%	12	100.0%
7	Roll Cart - SAN	11	1	1	100.0%	10	3.5	10	90.9%	10	100.0%	11	100.0%
8	Animal - Loose - DCC	10	5	5	100.0%	40	14.0	5	50.0%	5	100.0%	10	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	10	0.0	8	100.0%	8	100.0%	8	100.0%
10	Smoke Detector Request - DFD	7	0	0	N/A	30	0.9	7	100.0%	7	100.0%	7	100.0%
11	Traffic Signal - Flashing - PWT	7	0	0	N/A	4	1.3	7	100.0%	7	100.0%	7	100.0%
12	Animal - Confined - DCC	6	0	0	N/A	3	0.5	6	100.0%	6	100.0%	6	100.0%
13	Pothole - Hazardous-STS	6	0	0	N/A	1	0.0	6	100.0%	6	100.0%	6	100.0%
14	Miscellaneous Service Request - SCS	5	0	0	N/A	10	1.8	5	100.0%	5	100.0%	5	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	5	1	1	100.0%	60	11.0	4	80.0%	4	100.0%	5	100.0%
16	24 Hour Parking/Parking Violations - DPD	5	1	0	0.0%	10	5.8	4	80.0%	4	100.0%	4	80.0%
17	Animal - Bite - DCC	4	0	0	N/A	11	2.8	4	100.0%	4	100.0%	4	100.0%
18	Oversized Vehicle - Eve/Weekends - DCC	4	0	0	N/A	14	0.0	4	100.0%	4	100.0%	4	100.0%
19	Traffic Signal - All Out - PWT	4	0	0	N/A	4	2.2	4	100.0%	4	100.0%	4	100.0%
20	Bulky Trash Violations - DCC	3	0	0	N/A	14	1.3	3	100.0%	3	100.0%	3	100.0%
21	Animal Trap Request - DCC	3	1	1	100.0%	30	9.0	2	66.7%	2	100.0%	3	100.0%
22	Animal - Loose Aggressive - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
23	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
24	Park Maintenance/Misc. - PKR	3	0	0	N/A	30	7.3	3	100.0%	3	100.0%	3	100.0%
25	Traffic Signal - Stuck - PWT	3	0	0	N/A	4	2.0	3	100.0%	3	100.0%	3	100.0%



**City of Dallas** Service Level Performance Report by CSA

for Unknown

October 2006

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	Sanitation Misc. - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%