



**FY 2007 – 2008**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

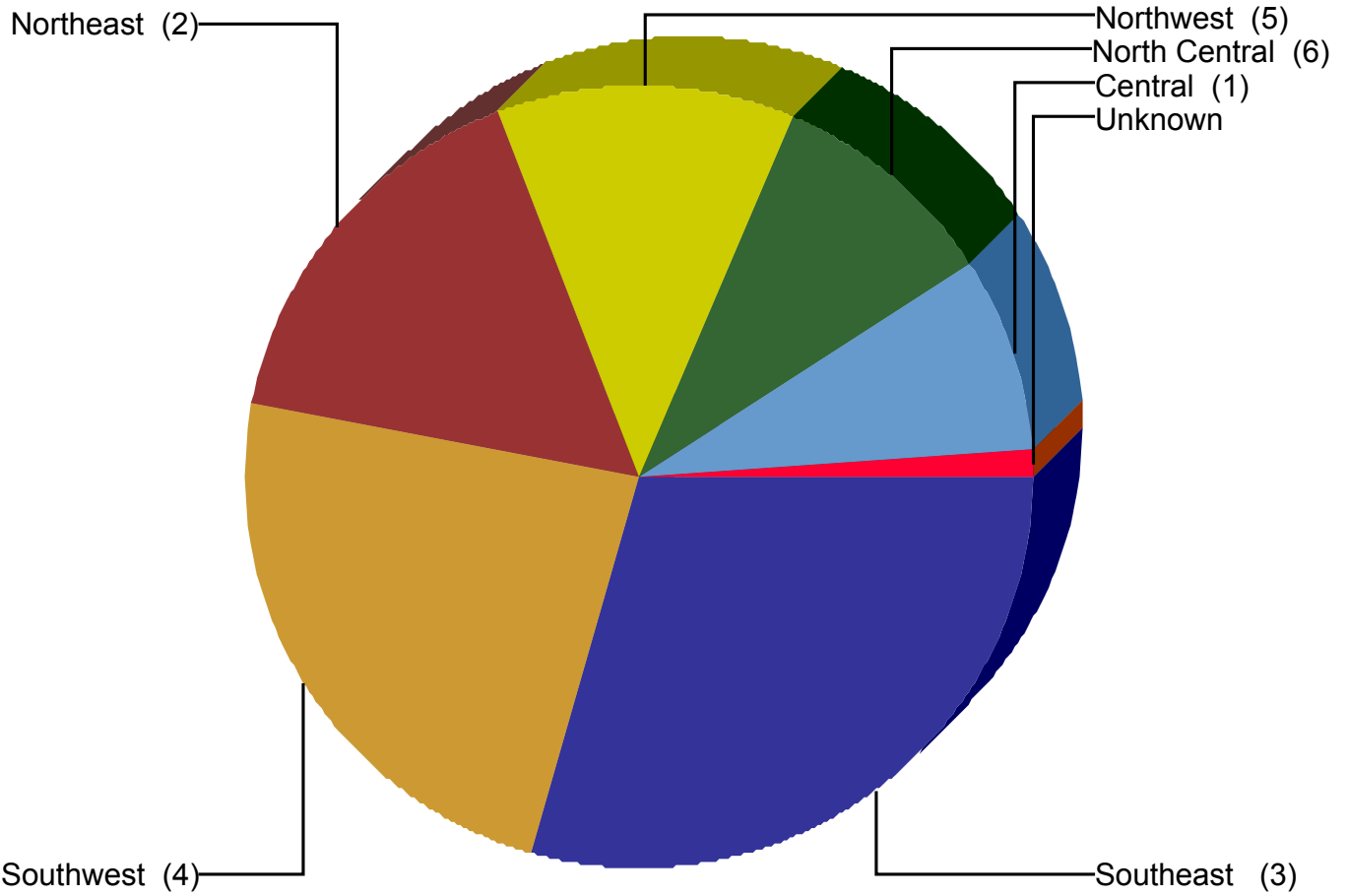
**OCTOBER 2007**

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**City of Dallas** Service Area Report  
For October 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,231	8.2%	98.5%
North Central (6)	3,788	9.6%	98.3%
Northeast (2)	6,416	16.2%	98.6%
Northwest (5)	4,819	12.2%	99.2%
Southeast (3)	11,673	29.5%	99.3%
Southwest (4)	9,305	23.5%	98.8%
Unknown	361	0.9%	93.9%
	34	0.1%	100.0%
<b>Total</b>	<b>39,627</b>	<b>100.0%</b>	<b>98.9%</b>

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

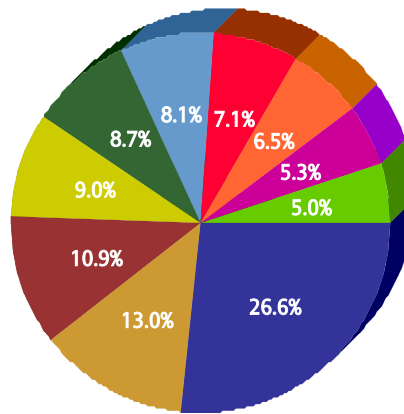


For Citywide

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	5,036
Litter - DCC	2,458
Animal - Loose Aggressive - DCC	2,068
Obstruction Alley/Sidewalk/Street - DCC	1,701
Roll Cart - SAN	1,643
Dead Animal Pick Up - SAN	1,529
Recycling ROLL CART Registration - SAN	1,338
Animal - Confined - DCC	1,225
Garbage - Missed - SAN	998
Fire Inspection - DFD	945



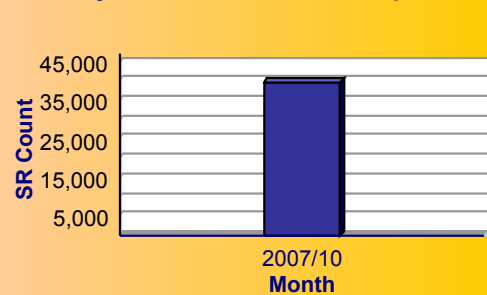
Service

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

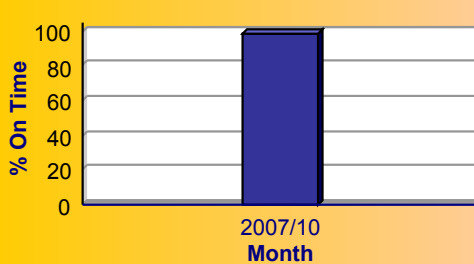
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,627	31,974	31,658	99.0%	7,653	7,517	98.2%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

For Citywide

October 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	5,036	1,389	1,389	100.0%	38	7.6	3,647	72.4%	3,647	100.0%	5,036	100.0%
2	Litter - DCC	2,458	864	864	100.0%	38	7.2	1,594	64.8%	1,594	100.0%	2,458	100.0%
3	Animal - Loose Aggressive - DCC	2,068	0	0	N/A	3	0.3	2,068	100.0%	2,064	99.8%	2,064	99.8%
4	Obstruction Alley/Sidewalk/Street - DCC	1,701	945	945	100.0%	60	13.2	756	44.4%	756	100.0%	1,701	100.0%
5	Roll Cart - SAN	1,643	10	10	100.0%	10	2.5	1,633	99.4%	1,626	99.6%	1,636	99.6%
6	Dead Animal Pick Up - SAN	1,529	0	0	N/A	1	0.4	1,529	100.0%	1,509	98.7%	1,509	98.7%
7	Recycling ROLL CART Registration - SAN	1,338	523	523	100.0%	365	9.7	815	60.9%	815	100.0%	1,338	100.0%
8	Animal - Confined - DCC	1,225	1	0	0.0%	3	0.2	1,224	99.9%	1,222	99.8%	1,222	99.8%
9	Garbage - Missed - SAN	998	11	9	81.8%	6	1.9	987	98.9%	971	98.4%	980	98.2%
10	Fire Inspection - DFD	945	360	360	100.0%	60	12.5	585	61.9%	585	100.0%	945	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	888	5	5	100.0%	10	0.9	883	99.4%	879	99.5%	884	99.5%
12	Bulky Trash Violations - DCC	883	64	62	96.9%	14	3.6	819	92.8%	799	97.6%	861	97.5%
13	24 Hour Parking/Parking Violations - DPD	858	49	27	55.1%	10	3.6	809	94.3%	802	99.1%	829	96.6%
14	Substandard Structure - DCC	841	628	628	100.0%	365	6.4	213	25.3%	213	100.0%	841	100.0%
15	Animal - Loose - DCC	802	11	11	100.0%	40	2.4	791	98.6%	791	100.0%	802	100.0%
16	Recyclable Collection Missed (Residential) - SAN	765	0	0	N/A	3	1.1	765	100.0%	765	100.0%	765	100.0%
17	Animal - Sick/Injured - DCC	720	0	0	N/A	3	0.2	720	100.0%	719	99.9%	719	99.9%
18	Junk Motor Vehicle - DCC	706	450	450	100.0%	126	10.2	256	36.3%	256	100.0%	706	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	505	0	0	N/A	1	0.0	505	100.0%	504	99.8%	504	99.8%
20	Signs - Public Right of Way Eve/Weekends - DCC	442	2	0	0.0%	7	0.6	440	99.5%	433	98.4%	433	98.0%

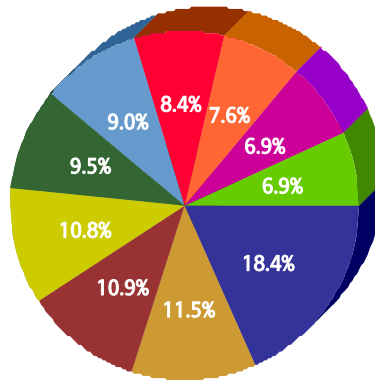


for Central (1)

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	230
Litter - DCC	144
Obstruction Alley/Sidewalk/Street - DCC	136
Roll Cart - SAN	135
Garbage - Missed - SAN	119
Recycling ROLL CART Registration - SAN	113
Fire Inspection - DFD	105
24 Hour Parking/Parking Violations - DPD	95
Animal - Loose Aggressive - DCC	86
Recyclable Collection Missed (Residential) - SAN	86



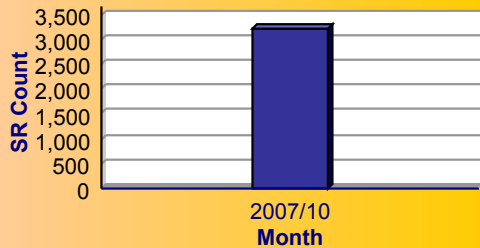
Service

- High Weeds - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC
- Recyclable Collection Missed (Residential) - SAN

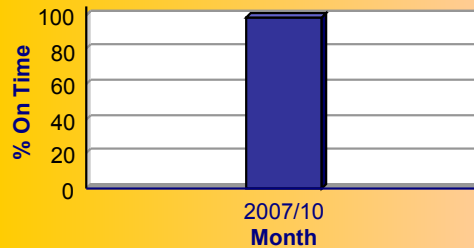
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,231	2,639	2,606	98.7%	592	577	97.5%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

October 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	230	54	54	100.0%	38	10.2	176	76.5%	176	100.0%	230	100.0%
2	Litter - DCC	144	57	57	100.0%	38	11.0	87	60.4%	87	100.0%	144	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	136	91	91	100.0%	60	12.8	45	33.1%	45	100.0%	136	100.0%
4	Roll Cart - SAN	135	0	0	N/A	10	2.7	135	100.0%	134	99.3%	134	99.3%
5	Garbage - Missed - SAN	119	1	1	100.0%	6	1.9	118	99.2%	115	97.5%	116	97.5%
6	Recycling ROLL CART Registration - SAN	113	56	56	100.0%	365	10.1	57	50.4%	57	100.0%	113	100.0%
7	Fire Inspection - DFD	105	45	45	100.0%	60	14.0	60	57.1%	60	100.0%	105	100.0%
8	24 Hour Parking/Parking Violations - DPD	95	1	1	100.0%	10	3.5	94	98.9%	93	98.9%	94	98.9%
9	Animal - Loose Aggressive - DCC	86	0	0	N/A	3	0.3	86	100.0%	86	100.0%	86	100.0%
10	Recyclable Collection Missed (Residential) - SAN	86	0	0	N/A	3	1.0	86	100.0%	86	100.0%	86	100.0%
11	Animal - Confined - DCC	69	0	0	N/A	3	0.2	69	100.0%	69	100.0%	69	100.0%
12	Traffic Signal - Flashing - PWT	66	0	0	N/A	4	1.4	66	100.0%	66	100.0%	66	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	66	0	0	N/A	1	0.0	66	100.0%	66	100.0%	66	100.0%
14	Animal - Loose - DCC	63	1	1	100.0%	40	2.7	62	98.4%	62	100.0%	63	100.0%
15	Signs - Public Right of Way Eve/Weekends - DCC	62	0	0	N/A	7	0.6	62	100.0%	62	100.0%	62	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	61	0	0	N/A	10	0.1	61	100.0%	61	100.0%	61	100.0%
17	Dead Animal Pick Up - SAN	58	0	0	N/A	1	0.4	58	100.0%	58	100.0%	58	100.0%
18	Substandard Structure - DCC	46	39	39	100.0%	365	4.9	7	15.2%	7	100.0%	46	100.0%
19	Street Repair - Routine-STS	45	15	15	100.0%	90	7.6	30	66.7%	30	100.0%	45	100.0%
20	Traffic Signal - All Out - PWT	45	0	0	N/A	4	1.3	45	100.0%	45	100.0%	45	100.0%

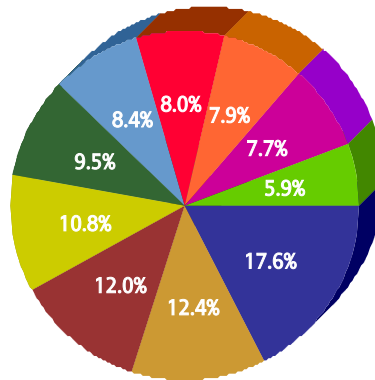


for North Central (6)

October 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	307
Garbage - Missed - SAN	217
Roll Cart - SAN	209
Recyclable Collection Missed (Residential) - SAN	189
High Weeds - DCC	166
Animal - Confined - DCC	146
Bulky Trash Violations - DCC	139
Dead Animal Pick Up - SAN	138
Fire Inspection - DFD	134
Obstruction Alley/Sidewalk/Street - DCC	103



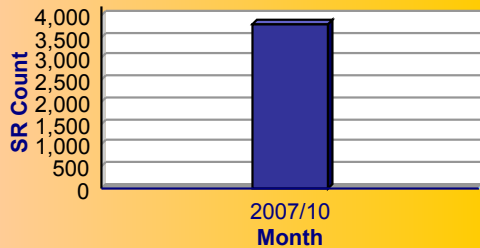
Service

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

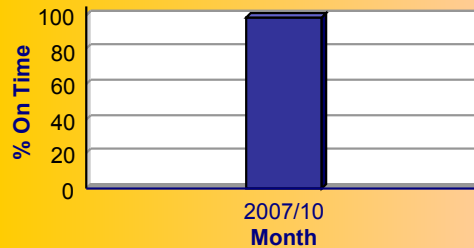
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,788	3,393	3,342	98.5%	395	382	96.7%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for North Central (6)

October 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	307	64	64	100.0%	365	9.5	243	79.2%	243	100.0%	307	100.0%
2	Garbage - Missed - SAN	217	9	7	77.8%	6	2.8	208	95.9%	199	95.7%	206	94.9%
3	Roll Cart - SAN	209	1	1	100.0%	10	2.6	208	99.5%	208	100.0%	209	100.0%
4	Recyclable Collection Missed (Residential) - SAN	189	0	0	N/A	3	1.0	189	100.0%	189	100.0%	189	100.0%
5	High Weeds - DCC	166	36	36	100.0%	38	7.0	130	78.3%	130	100.0%	166	100.0%
6	Animal - Confined - DCC	146	0	0	N/A	3	0.2	146	100.0%	146	100.0%	146	100.0%
7	Bulky Trash Violations - DCC	139	0	0	N/A	14	2.8	139	100.0%	136	97.8%	136	97.8%
8	Dead Animal Pick Up - SAN	138	0	0	N/A	1	0.4	138	100.0%	137	99.3%	137	99.3%
9	Fire Inspection - DFD	134	35	35	100.0%	60	10.7	99	73.9%	99	100.0%	134	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	103	36	36	100.0%	60	10.0	67	65.0%	67	100.0%	103	100.0%
11	24 Hour Parking/Parking Violations - DPD	92	2	2	100.0%	10	2.5	90	97.8%	90	100.0%	92	100.0%
12	Traffic Signal - Timing - PWT	77	0	0	N/A	4	1.4	77	100.0%	76	98.7%	76	98.7%
13	Brush/Bulk Items - Missed - SAN	73	0	0	N/A	10	4.8	73	100.0%	70	95.9%	70	95.9%
14	Recycling - Roll Cart - SAN	67	5	2	40.0%	10	3.1	62	92.5%	61	98.4%	63	94.0%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	66	0	0	N/A	1	0.0	66	100.0%	66	100.0%	66	100.0%
16	Sanitation Property Damage - SAN	61	14	14	100.0%	28	6.4	47	77.0%	47	100.0%	61	100.0%
17	Street Repair - Routine-ST5	56	13	13	100.0%	90	5.4	43	76.8%	43	100.0%	56	100.0%
18	Animal - Loose Aggressive - DCC	55	0	0	N/A	3	0.3	55	100.0%	55	100.0%	55	100.0%
19	Litter - DCC	53	10	10	100.0%	38	10.1	43	81.1%	43	100.0%	53	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	53	0	0	N/A	7	0.5	53	100.0%	52	98.1%	52	98.1%

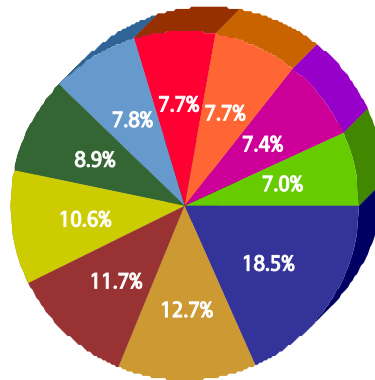


for Northeast (2)

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	521
Obstruction Alley/Sidewalk/Street - DCC	358
Recycling ROLL CART Registration - SAN	330
Roll Cart - SAN	299
Litter - DCC	251
Animal - Loose Aggressive - DCC	221
Animal - Confined - DCC	218
Fire Inspection - DFD	218
Bulky Trash Violations - DCC	208
Recyclable Collection Missed (Residential) - SAN	199



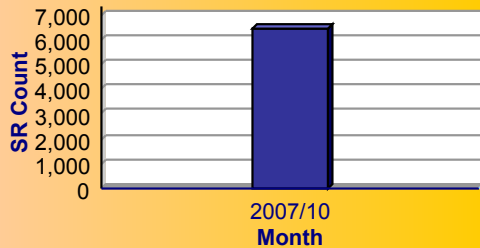
Service

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

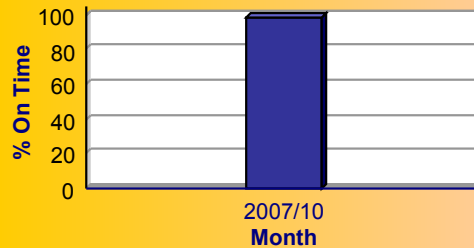
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,416	5,087	5,026	98.8%	1,329	1,303	98.0%	98.6%

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 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	521	187	187	100.0%	38	9.6	334	64.1%	334	100.0%	521	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	358	217	217	100.0%	60	13.2	141	39.4%	141	100.0%	358	100.0%
3	Recycling ROLL CART Registration - SAN	330	127	127	100.0%	365	8.9	203	61.5%	203	100.0%	330	100.0%
4	Roll Cart - SAN	299	1	1	100.0%	10	2.4	298	99.7%	298	100.0%	299	100.0%
5	Litter - DCC	251	118	118	100.0%	38	9.1	133	53.0%	133	100.0%	251	100.0%
6	Animal - Loose Aggressive - DCC	221	0	0	N/A	3	0.3	221	100.0%	221	100.0%	221	100.0%
7	Animal - Confined - DCC	218	0	0	N/A	3	0.2	218	100.0%	217	99.5%	217	99.5%
8	Fire Inspection - DFD	218	77	77	100.0%	60	14.9	141	64.7%	141	100.0%	218	100.0%
9	Bulky Trash Violations - DCC	208	17	17	100.0%	14	3.5	191	91.8%	184	96.3%	201	96.6%
10	Recyclable Collection Missed (Residential) - SAN	199	0	0	N/A	3	1.1	199	100.0%	199	100.0%	199	100.0%
11	Dead Animal Pick Up - SAN	187	0	0	N/A	1	0.3	187	100.0%	187	100.0%	187	100.0%
12	24 Hour Parking/Parking Violations - DPD	153	2	1	50.0%	10	2.4	151	98.7%	151	100.0%	152	99.3%
13	Illegal Garbage/Placement - DCC	139	73	73	100.0%	60	9.0	66	47.5%	66	100.0%	139	100.0%
14	Substandard Structure Apts - DCC	122	41	41	100.0%	365	8.2	81	66.4%	81	100.0%	122	100.0%
15	Illegal Outside Storage - DCC	112	57	57	100.0%	38	7.9	55	49.1%	55	100.0%	112	100.0%
16	Garbage - Missed - SAN	110	0	0	N/A	6	2.3	110	100.0%	107	97.3%	107	97.3%
17	Traffic Signal - Flashing - PWT	100	0	0	N/A	4	1.3	100	100.0%	100	100.0%	100	100.0%
18	Junk Motor Vehicle - DCC	99	52	52	100.0%	126	6.6	47	47.5%	47	100.0%	99	100.0%
19	Animal - Sick/Injured - DCC	88	0	0	N/A	3	0.3	88	100.0%	87	98.9%	87	98.9%
20	Animal - Loose - DCC	87	2	2	100.0%	40	2.6	85	97.7%	85	100.0%	87	100.0%

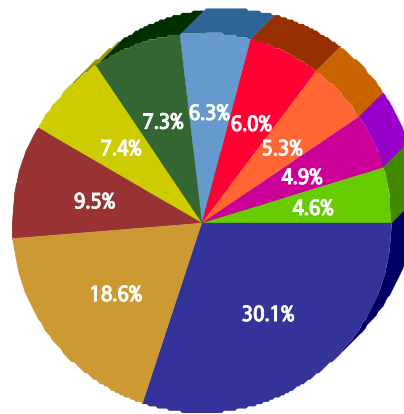


for Northwest (5)

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	750
Litter - DCC	465
Animal - Loose Aggressive - DCC	238
Dead Animal Pick Up - SAN	185
Obstruction Alley/Sidewalk/Street - DCC	181
Roll Cart - SAN	158
Animal - Confined - DCC	149
Garbage - Missed - SAN	131
Fire Inspection - DFD	122
Smoke Detector Request - DFD	115



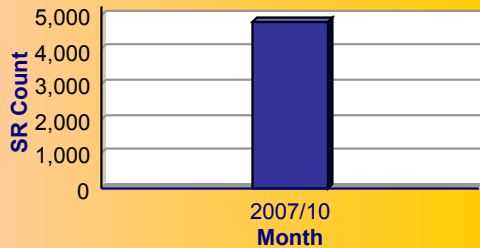
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Smoke Detector Request - DFD

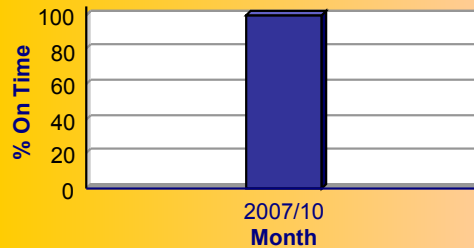
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,819	3,943	3,912	99.2%	876	868	99.1%	99.2%

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 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	750	178	178	100.0%	38	8.8	572	76.3%	572	100.0%	750	100.0%
2	Litter - DCC	465	153	153	100.0%	38	6.4	312	67.1%	312	100.0%	465	100.0%
3	Animal - Loose Aggressive - DCC	238	0	0	N/A	3	0.2	238	100.0%	238	100.0%	238	100.0%
4	Dead Animal Pick Up - SAN	185	0	0	N/A	1	0.3	185	100.0%	183	98.9%	183	98.9%
5	Obstruction Alley/Sidewalk/Street - DCC	181	49	49	100.0%	60	14.9	132	72.9%	132	100.0%	181	100.0%
6	Roll Cart - SAN	158	2	2	100.0%	10	2.6	156	98.7%	154	98.7%	156	98.7%
7	Animal - Confined - DCC	149	0	0	N/A	3	0.1	149	100.0%	149	100.0%	149	100.0%
8	Garbage - Missed - SAN	131	0	0	N/A	6	2.6	131	100.0%	130	99.2%	130	99.2%
9	Fire Inspection - DFD	122	68	68	100.0%	60	12.8	54	44.3%	54	100.0%	122	100.0%
10	Smoke Detector Request - DFD	115	11	11	100.0%	30	0.7	104	90.4%	104	100.0%	115	100.0%
11	Animal - Loose - DCC	112	1	1	100.0%	40	2.4	111	99.1%	111	100.0%	112	100.0%
12	Junk Motor Vehicle - DCC	92	56	56	100.0%	126	9.5	36	39.1%	36	100.0%	92	100.0%
13	Animal - Sick/Injured - DCC	91	0	0	N/A	3	0.2	91	100.0%	91	100.0%	91	100.0%
14	Recycling ROLL CART Registration - SAN	91	40	40	100.0%	365	7.9	51	56.0%	51	100.0%	91	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STs	86	0	0	N/A	1	0.1	86	100.0%	85	98.8%	85	98.8%
16	24 Hour Parking/Parking Violations - DPD	76	8	8	100.0%	10	5.6	68	89.5%	64	94.1%	72	94.7%
17	Signs - Public Right of Way Eve/Weekends - DCC	69	0	0	N/A	7	0.5	69	100.0%	68	98.6%	68	98.6%
18	Motor Vehicle Repair Violation - DCC	66	25	25	100.0%	40	3.5	41	62.1%	41	100.0%	66	100.0%
19	Recyclable Collection Missed (Residential) - SAN	62	0	0	N/A	3	1.2	62	100.0%	62	100.0%	62	100.0%
20	Bulky Trash Violations - DCC	57	1	1	100.0%	14	3.9	56	98.2%	56	100.0%	57	100.0%
21	Substandard Structure - DCC	57	51	51	100.0%	365	9.8	6	10.5%	6	100.0%	57	100.0%

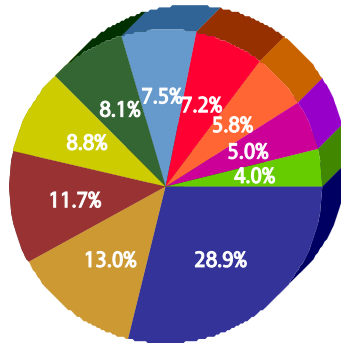


for Southeast (3)

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,970
Litter - DCC	888
Animal - Loose Aggressive - DCC	797
Obstruction Alley/Sidewalk/Street - DCC	602
Substandard Structure - DCC	549
Parking - Unapproved Surface - Eve/Weekends - DCC	509
Dead Animal Pick Up - SAN	488
Roll Cart - SAN	396
Animal - Confined - DCC	343
Smoke Detector Request - DFD	271



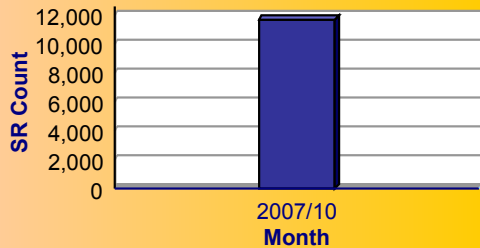
Service

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

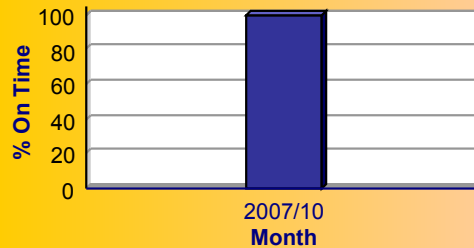
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,673	9,391	9,333	99.4%	2,282	2,263	99.2%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

October 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	1,970	404	404	100.0%	38	6.5	1,566	79.5%	1,566	100.0%	1,970	100.0%
2	Litter - DCC	888	217	217	100.0%	38	5.8	671	75.6%	671	100.0%	888	100.0%
3	Animal - Loose Aggressive - DCC	797	0	0	N/A	3	0.3	797	100.0%	794	99.6%	794	99.6%
4	Obstruction Alley/Sidewalk/Street - DCC	602	362	362	100.0%	60	14.2	240	39.9%	240	100.0%	602	100.0%
5	Substandard Structure - DCC	549	415	415	100.0%	365	6.0	134	24.4%	134	100.0%	549	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	509	2	2	100.0%	10	1.0	507	99.6%	507	100.0%	509	100.0%
7	Dead Animal Pick Up - SAN	488	0	0	N/A	1	0.4	488	100.0%	481	98.6%	481	98.6%
8	Roll Cart - SAN	396	6	6	100.0%	10	2.7	390	98.5%	387	99.2%	393	99.2%
9	Animal - Confined - DCC	343	0	0	N/A	3	0.3	343	100.0%	343	100.0%	343	100.0%
10	Smoke Detector Request - DFD	271	22	22	100.0%	30	1.4	249	91.9%	249	100.0%	271	100.0%
11	Animal - Loose - DCC	263	3	3	100.0%	40	2.5	260	98.9%	260	100.0%	263	100.0%
12	Animal - Sick/Injured - DCC	256	0	0	N/A	3	0.2	256	100.0%	256	100.0%	256	100.0%
13	Junk Motor Vehicle - DCC	245	157	157	100.0%	126	11.5	88	35.9%	88	100.0%	245	100.0%
14	Recycling ROLL CART Registration - SAN	239	123	123	100.0%	365	9.7	116	48.5%	116	100.0%	239	100.0%
15	24 Hour Parking/Parking Violations - DPD	221	3	3	100.0%	10	4.6	218	98.6%	216	99.1%	219	99.1%
16	Bulky Trash Violations - DCC	211	24	22	91.7%	14	3.5	187	88.6%	185	98.9%	207	98.1%
17	Garbage - Missed - SAN	204	0	0	N/A	6	1.2	204	100.0%	204	100.0%	204	100.0%
18	Open and Vacant Structure - DCC	150	6	6	100.0%	30	5.5	144	96.0%	144	100.0%	150	100.0%
19	Illegal Land Use (Residential/Business) - DCC	138	41	41	100.0%	60	3.8	97	70.3%	97	100.0%	138	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	130	2	0	0.0%	7	0.6	128	98.5%	125	97.7%	125	96.2%

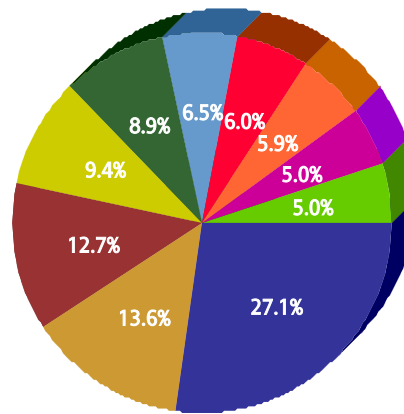


for Southwest (4)

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,332
Animal - Loose Aggressive - DCC	669
Litter - DCC	623
Dead Animal Pick Up - SAN	460
Roll Cart - SAN	435
Obstruction Alley/Sidewalk/Street - DCC	318
Animal - Confined - DCC	295
Fire Inspection - DFD	291
Animal - Loose - DCC	246
Recycling ROLL CART Registration - SAN	245



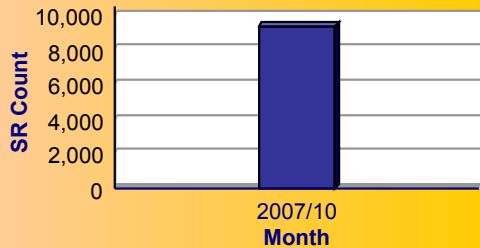
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Fire Inspection - DFD
- Animal - Loose - DCC
- Recycling ROLL CART Registration - SAN

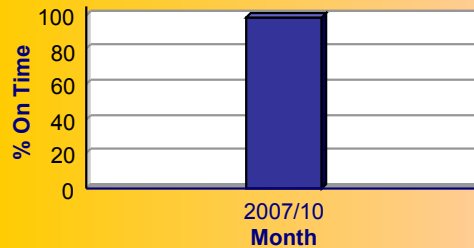
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,305	7,187	7,109	98.9%	2,118	2,081	98.3%	98.8%

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 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	1,332	516	516	100.0%	38	7.6	816	61.3%	816	100.0%	1,332	100.0%
2	Animal - Loose Aggressive - DCC	669	0	0	N/A	3	0.2	669	100.0%	668	99.9%	668	99.9%
3	Litter - DCC	623	302	302	100.0%	38	8.5	321	51.5%	321	100.0%	623	100.0%
4	Dead Animal Pick Up - SAN	460	0	0	N/A	1	0.5	460	100.0%	450	97.8%	450	97.8%
5	Roll Cart - SAN	435	0	0	N/A	10	2.4	435	100.0%	434	99.8%	434	99.8%
6	Obstruction Alley/Sidewalk/Street - DCC	318	190	190	100.0%	60	11.8	128	40.3%	128	100.0%	318	100.0%
7	Animal - Confined - DCC	295	1	0	0.0%	3	0.2	294	99.7%	293	99.7%	293	99.3%
8	Fire Inspection - DFD	291	101	101	100.0%	60	11.3	190	65.3%	190	100.0%	291	100.0%
9	Animal - Loose - DCC	246	4	4	100.0%	40	2.3	242	98.4%	242	100.0%	246	100.0%
10	Recycling ROLL CART Registration - SAN	245	107	107	100.0%	365	11.6	138	56.3%	138	100.0%	245	100.0%
11	Bulky Trash Violations - DCC	241	22	22	100.0%	14	4.3	219	90.9%	211	96.3%	233	96.7%
12	Junk Motor Vehicle - DCC	230	157	157	100.0%	126	11.6	73	31.7%	73	100.0%	230	100.0%
13	24 Hour Parking/Parking Violations - DPD	220	33	12	36.4%	10	3.3	187	85.0%	187	100.0%	199	90.5%
14	Garbage - Missed - SAN	210	1	1	100.0%	6	1.2	209	99.5%	209	100.0%	210	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	205	2	2	100.0%	10	0.9	203	99.0%	199	98.0%	201	98.0%
16	Animal - Sick/Injured - DCC	191	0	0	N/A	3	0.1	191	100.0%	191	100.0%	191	100.0%
17	Recyclable Collection Missed (Residential) - SAN	132	0	0	N/A	3	1.1	132	100.0%	132	100.0%	132	100.0%
18	Illegal Outside Storage - DCC	119	71	71	100.0%	38	10.6	48	40.3%	48	100.0%	119	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	111	0	0	N/A	1	0.0	111	100.0%	111	100.0%	111	100.0%
20	Animal - Cruelty - DCC	92	0	0	N/A	30	0.4	92	100.0%	92	100.0%	92	100.0%

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

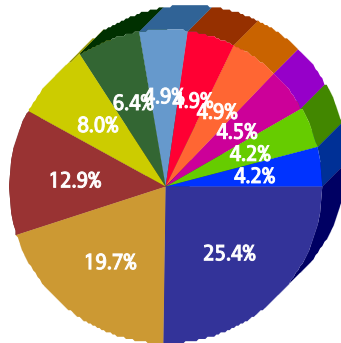


for Unknown

October 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	67
Complaint/Compliment - CTY	52
Litter - DCC	34
Street Spillage/Debris in Right of Way-Hazardous-STS	21
Parking - Unapproved Surface - Eve/Weekends - DCC	17
Dead Animal Pick Up - SAN	13
Recycling ROLL CART Registration - SAN	13
Smoke Detector Request - DFD	13
Traffic Signal - Flashing - PWT	12
Fire Inspection - DFD	11
Roll Cart - SAN	11



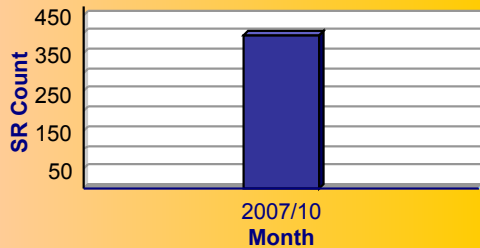
Service

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

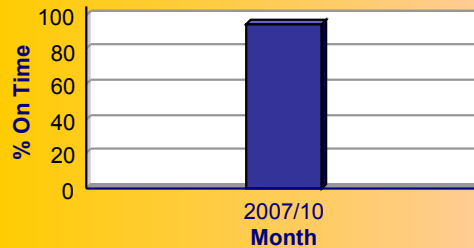
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
395	334	330	98.8%	61	43	70.5%	94.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

October 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	67	14	14	100.0%	38	7.5	53	79.1%	53	100.0%	67	100.0%
2	Complaint/Compliment - CTY	52	22	6	27.3%	10	3.5	30	57.7%	26	86.7%	32	61.5%
3	Litter - DCC	34	7	7	100.0%	38	8.9	27	79.4%	27	100.0%	34	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	21	0	0	N/A	1	0.0	21	100.0%	21	100.0%	21	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	17	0	0	N/A	10	0.1	17	100.0%	17	100.0%	17	100.0%
6	Dead Animal Pick Up - SAN	13	0	0	N/A	1	0.2	13	100.0%	13	100.0%	13	100.0%
7	Smoke Detector Request - DFD	13	0	0	N/A	30	0.0	13	100.0%	13	100.0%	13	100.0%
8	Recycling ROLL CART Registration - SAN	13	6	6	100.0%	365	9.9	7	53.8%	7	100.0%	13	100.0%
9	Traffic Signal - Flashing - PWT	12	0	0	N/A	4	1.1	12	100.0%	12	100.0%	12	100.0%
10	Fire Inspection - DFD	11	6	6	100.0%	60	15.0	5	45.5%	5	100.0%	11	100.0%
11	Roll Cart - SAN	11	0	0	N/A	10	2.2	11	100.0%	11	100.0%	11	100.0%
12	Signs - Public Right of Way Eve/Weekends - DCC	9	0	0	N/A	7	0.8	9	100.0%	9	100.0%	9	100.0%
13	Restaurant/Food Complaint - EHS	8	0	0	N/A	45	2.4	8	100.0%	8	100.0%	8	100.0%
14	Illegal Food Vending - EHS	8	1	1	100.0%	45	5.7	7	87.5%	7	100.0%	8	100.0%
15	Garbage - Missed - SAN	7	0	0	N/A	6	2.1	7	100.0%	7	100.0%	7	100.0%
16	Animal - Confined - DCC	5	0	0	N/A	3	0.2	5	100.0%	5	100.0%	5	100.0%
17	Substandard Structure - DCC	5	0	0	N/A	365	5.0	5	100.0%	5	100.0%	5	100.0%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	5	0	0	N/A	10	4.2	5	100.0%	5	100.0%	5	100.0%
19	Pothole - Hazardous-STS	5	0	0	N/A	1	0.2	5	100.0%	5	100.0%	5	100.0%
20	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%