



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

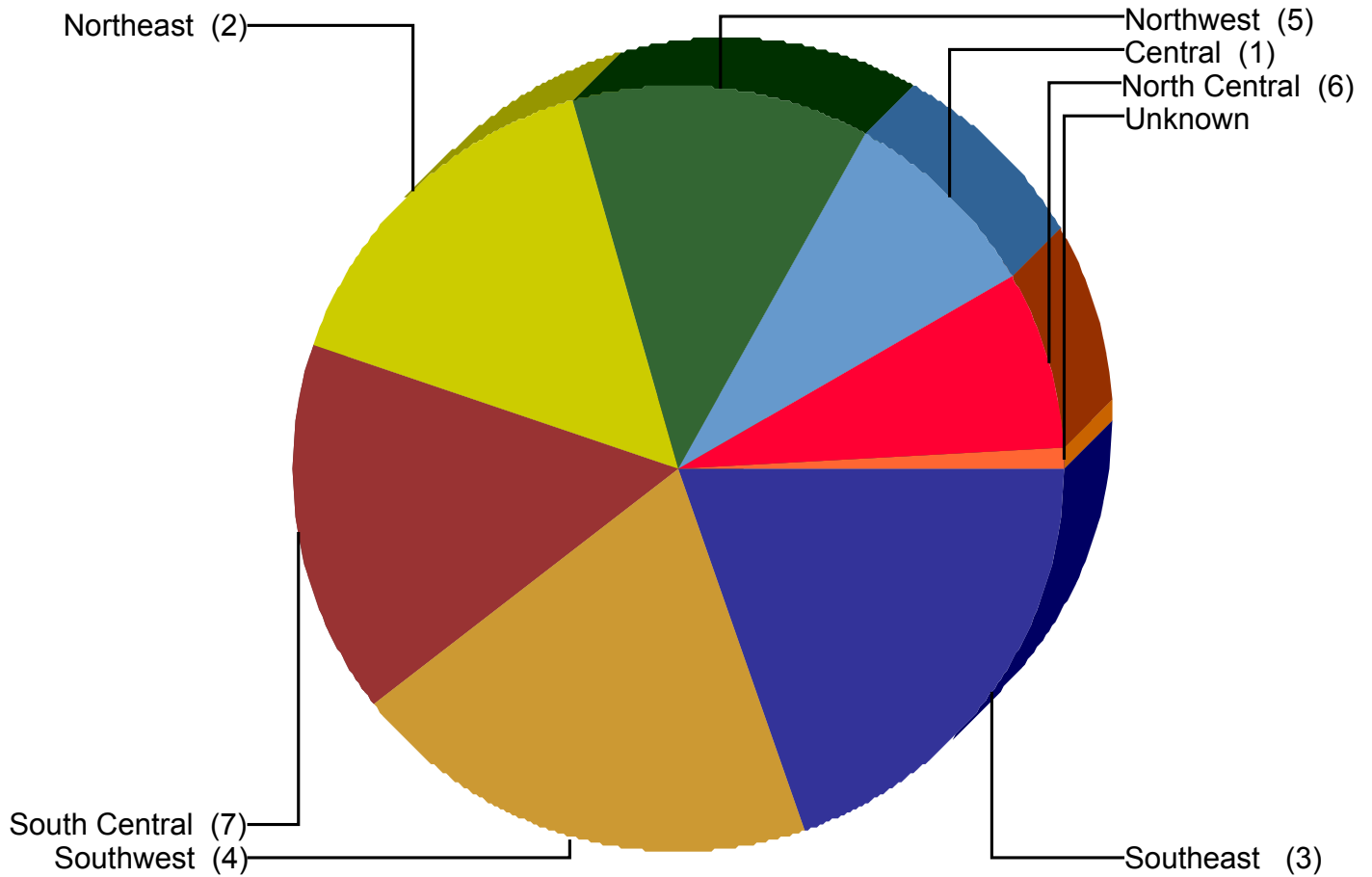
October 2008

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City of Dallas Service Area Report
For October 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,781	8.7%	98.8%
North Central (6)	2,409	7.5%	98.9%
Northeast (2)	4,842	15.1%	98.9%
Northwest (5)	4,062	12.7%	99.1%
South Central (7)	5,142	16.0%	99.1%
Southeast (3)	6,309	19.7%	98.1%
Southwest (4)	6,305	19.7%	99.2%
Unknown	233	0.7%	83.7%
Total	32,083	100.0%	98.7%

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

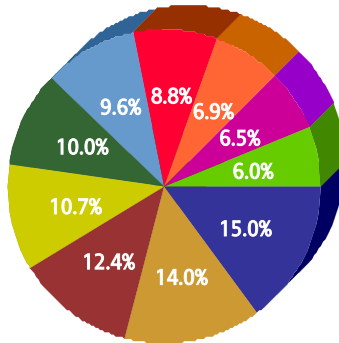


For Citywide

October 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,173
Animal - Loose Aggressive - DCC	2,033
Dead Animal Pick Up - SAN	1,802
Roll Cart - SAN	1,557
Recycling ROLL CART Registration - SAN	1,450
Litter - DCC	1,393
Animal - Confined - DCC	1,270
Parking - Unapproved Surface - Eve/Weekends - DCC	995
Obstruction Alley/Sidewalk/Street - DCC	935
Garbage - Missed - SAN	876



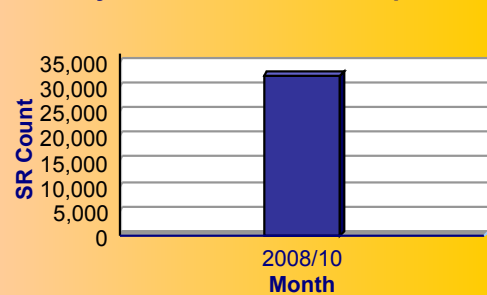
Service

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

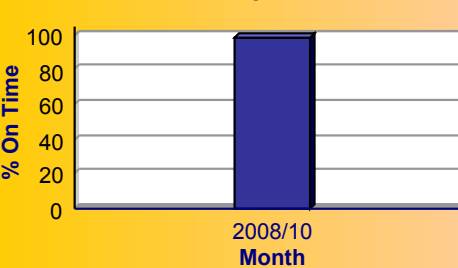
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,083	25,933	25,695	99.1%	6,150	5,978	97.2%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

October 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	2,173	848	848	100.0%	38	9.0	1,325	61.0%	1,325	100.0%	2,173	100.0%
2	Animal - Loose Aggressive - DCC	2,033	5	0	0.0%	3	0.3	2,028	99.8%	2,015	99.4%	2,015	99.1%
3	Dead Animal Pick Up - SAN	1,802	2	0	0.0%	1	0.4	1,800	99.9%	1,763	97.9%	1,763	97.8%
4	Roll Cart - SAN	1,557	66	66	100.0%	10	2.3	1,491	95.8%	1,490	99.9%	1,556	99.9%
5	Recycling ROLL CART Registration - SAN	1,450	126	126	100.0%	10	3.7	1,324	91.3%	1,324	100.0%	1,450	100.0%
6	Litter - DCC	1,393	657	657	100.0%	38	9.9	736	52.8%	736	100.0%	1,393	100.0%
7	Animal - Confined - DCC	1,270	0	0	N/A	3	0.3	1,270	100.0%	1,267	99.8%	1,267	99.8%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	995	0	0	N/A	10	0.4	995	100.0%	981	98.6%	981	98.6%
9	Obstruction Alley/Sidewalk/Street - DCC	935	527	527	100.0%	60	13.2	408	43.6%	408	100.0%	935	100.0%
10	Garbage - Missed - SAN	876	0	0	N/A	3	0.5	876	100.0%	876	100.0%	876	100.0%
11	24 Hour Parking/Parking Violations - DPD	855	96	95	99.0%	10	4.7	759	88.8%	742	97.8%	837	97.9%
12	Recyclable Collection Missed (Residential) - SAN	760	0	0	N/A	3	1.0	760	100.0%	760	100.0%	760	100.0%
13	Animal - Sick/Injured - DCC	751	0	0	N/A	3	0.2	751	100.0%	745	99.2%	745	99.2%
14	Fire Inspection - DFD	740	417	417	100.0%	60	8.7	323	43.6%	323	100.0%	740	100.0%
15	Animal - Loose - DCC	671	301	301	100.0%	40	18.2	370	55.1%	370	100.0%	671	100.0%
16	Smoke Detector Request - DFD	622	98	98	100.0%	30	4.8	524	84.2%	524	100.0%	622	100.0%
17	Bulky Trash Violations - DCC	590	53	37	69.8%	14	5.6	537	91.0%	505	94.0%	542	91.9%
18	Junk Motor Vehicle - DCC	523	352	352	100.0%	126	9.5	171	32.7%	171	100.0%	523	100.0%
19	Substandard Structure - DCC	466	338	338	100.0%	365	6.3	128	27.5%	128	100.0%	466	100.0%
20	Animal - Cruelty - DCC	411	1	1	100.0%	30	0.6	410	99.8%	410	100.0%	411	100.0%

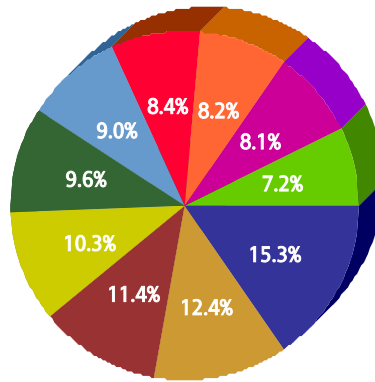


for Central (1)

October 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	160
Roll Cart - SAN	130
Dead Animal Pick Up - SAN	119
High Weeds - DCC	108
Animal - Confined - DCC	100
Obstruction Alley/Sidewalk/Street - DCC	94
Animal - Loose Aggressive - DCC	88
Recyclable Collection Missed (Residential) - SAN	86
24 Hour Parking/Parking Violations - DPD	85
Litter - DCC	75



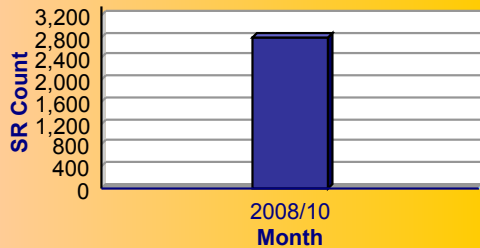
Service

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

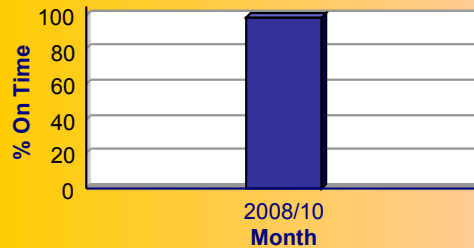
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,781	2,339	2,317	99.1%	442	431	97.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

October 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	160	9	9	100.0%	10	3.6	151	94.4%	151	100.0%	160	100.0%
2	Roll Cart - SAN	130	4	4	100.0%	10	2.4	126	96.9%	126	100.0%	130	100.0%
3	Dead Animal Pick Up - SAN	119	0	0	N/A	1	0.4	119	100.0%	116	97.5%	116	97.5%
4	High Weeds - DCC	108	42	42	100.0%	38	8.0	66	61.1%	66	100.0%	108	100.0%
5	Animal - Confined - DCC	100	0	0	N/A	3	0.3	100	100.0%	100	100.0%	100	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	94	24	24	100.0%	60	13.2	70	74.5%	70	100.0%	94	100.0%
7	Animal - Loose Aggressive - DCC	88	1	0	0.0%	3	0.4	87	98.9%	86	98.9%	86	97.7%
8	Recyclable Collection Missed (Residential) - SAN	86	0	0	N/A	3	0.9	86	100.0%	86	100.0%	86	100.0%
9	24 Hour Parking/Parking Violations - DPD	85	2	2	100.0%	10	5.5	83	97.6%	82	98.8%	84	98.8%
10	Litter - DCC	75	28	28	100.0%	38	10.5	47	62.7%	47	100.0%	75	100.0%
11	Garbage - Missed - SAN	62	0	0	N/A	3	0.4	62	100.0%	62	100.0%	62	100.0%
12	Fire Inspection - DFD	57	26	26	100.0%	60	5.2	31	54.4%	31	100.0%	57	100.0%
13	Animal - Sick/Injured - DCC	53	0	0	N/A	3	0.4	53	100.0%	52	98.1%	52	98.1%
14	Animal - Loose - DCC	48	21	21	100.0%	40	20.3	27	56.2%	27	100.0%	48	100.0%
15	Traffic Signal - Flashing - PWT	46	1	1	100.0%	4	1.1	45	97.8%	45	100.0%	46	100.0%
16	Traffic Signal - All Out - PWT	46	0	0	N/A	4	1.6	46	100.0%	46	100.0%	46	100.0%
17	Street Repair - Routine-STS	43	24	24	100.0%	90	5.1	19	44.2%	19	100.0%	43	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	41	0	0	N/A	1	0.0	41	100.0%	41	100.0%	41	100.0%
19	Substandard Structure - DCC	36	23	23	100.0%	365	5.5	13	36.1%	13	100.0%	36	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	34	1	1	100.0%	10	1.8	33	97.1%	33	100.0%	34	100.0%

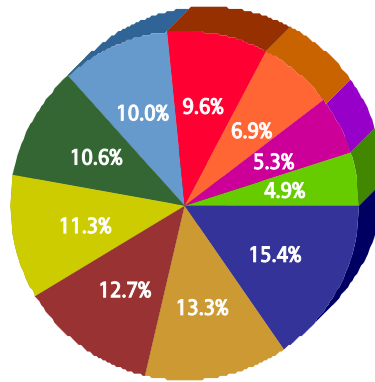


for North Central (6)

October 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	164
Dead Animal Pick Up - SAN	142
Roll Cart - SAN	135
Fire Inspection - DFD	120
Animal - Confined - DCC	113
Obstruction Alley/Sidewalk/Street - DCC	107
Garbage - Missed - SAN	102
High Weeds - DCC	74
24 Hour Parking/Parking Violations - DPD	56
Recyclable Collection Missed (Residential) - SAN	52



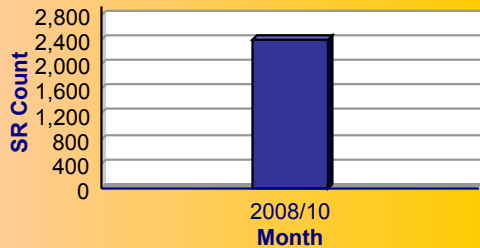
Service

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

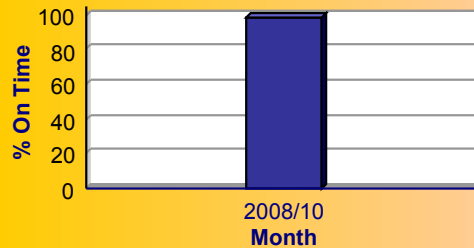
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,409	1,962	1,944	99.1%	447	438	98.0%	98.9%

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 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	164	12	12	100.0%	10	3.3	152	92.7%	152	100.0%	164	100.0%
2	Dead Animal Pick Up - SAN	142	0	0	N/A	1	0.3	142	100.0%	139	97.9%	139	97.9%
3	Roll Cart - SAN	135	7	7	100.0%	10	2.2	128	94.8%	128	100.0%	135	100.0%
4	Fire Inspection - DFD	120	73	73	100.0%	60	8.4	47	39.2%	47	100.0%	120	100.0%
5	Animal - Confined - DCC	113	0	0	N/A	3	0.1	113	100.0%	113	100.0%	113	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	107	69	69	100.0%	60	14.7	38	35.5%	38	100.0%	107	100.0%
7	Garbage - Missed - SAN	102	0	0	N/A	3	0.5	102	100.0%	102	100.0%	102	100.0%
8	High Weeds - DCC	74	34	34	100.0%	38	11.8	40	54.1%	40	100.0%	74	100.0%
9	24 Hour Parking/Parking Violations - DPD	56	3	3	100.0%	10	3.5	53	94.6%	52	98.1%	55	98.2%
10	Recyclable Collection Missed (Residential) - SAN	52	0	0	N/A	3	0.9	52	100.0%	52	100.0%	52	100.0%
11	Litter - DCC	47	17	17	100.0%	38	12.0	30	63.8%	30	100.0%	47	100.0%
12	Animal - Loose Aggressive - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
13	Bulky Trash Violations - DCC	46	3	3	100.0%	14	5.1	43	93.5%	43	100.0%	46	100.0%
14	Recycling - Roll Cart - SAN	45	1	1	100.0%	10	2.5	44	97.8%	44	100.0%	45	100.0%
15	Traffic Signal - Timing - PWT	40	3	2	66.7%	4	1.5	37	92.5%	36	97.3%	38	95.0%
16	Street Repair - Routine-STS	40	13	13	100.0%	90	5.5	27	67.5%	27	100.0%	40	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	37	0	0	N/A	1	0.0	37	100.0%	37	100.0%	37	100.0%
18	Animal - Sick/Injured - DCC	34	0	0	N/A	3	0.3	34	100.0%	33	97.1%	33	97.1%
19	Substandard Structure Apts - DCC	31	19	19	100.0%	365	7.7	12	38.7%	12	100.0%	31	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	28	0	0	N/A	7	0.1	28	100.0%	28	100.0%	28	100.0%

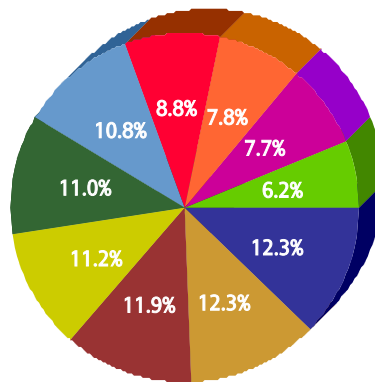


for Northeast (2)

October 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	266
Roll Cart - SAN	265
Animal - Confined - DCC	257
Dead Animal Pick Up - SAN	242
Animal - Loose Aggressive - DCC	239
High Weeds - DCC	233
Recyclable Collection Missed (Residential) - SAN	191
Litter - DCC	169
Obstruction Alley/Sidewalk/Street - DCC	167
Fire Inspection - DFD	134



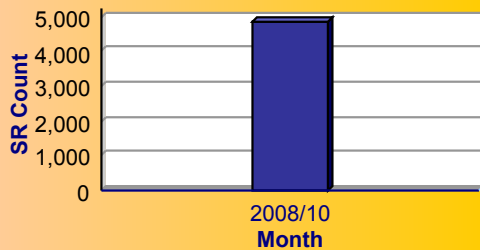
Service

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

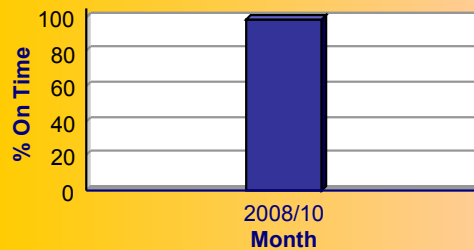
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,842	3,935	3,895	99.0%	907	892	98.3%	98.9%

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 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	266	20	20	100.0%	10	3.4	246	92.5%	246	100.0%	266	100.0%
2	Roll Cart - SAN	265	16	16	100.0%	10	2.0	249	94.0%	249	100.0%	265	100.0%
3	Animal - Confined - DCC	257	0	0	N/A	3	0.3	257	100.0%	256	99.6%	256	99.6%
4	Dead Animal Pick Up - SAN	242	0	0	N/A	1	0.3	242	100.0%	237	97.9%	237	97.9%
5	Animal - Loose Aggressive - DCC	239	0	0	N/A	3	0.4	239	100.0%	236	98.7%	236	98.7%
6	High Weeds - DCC	233	94	94	100.0%	38	10.0	139	59.7%	139	100.0%	233	100.0%
7	Recyclable Collection Missed (Residential) - SAN	191	0	0	N/A	3	1.0	191	100.0%	191	100.0%	191	100.0%
8	Litter - DCC	169	74	74	100.0%	38	11.4	95	56.2%	95	100.0%	169	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	167	107	107	100.0%	60	9.8	60	35.9%	60	100.0%	167	100.0%
10	Fire Inspection - DFD	134	72	72	100.0%	60	10.3	62	46.3%	62	100.0%	134	100.0%
11	Garbage - Missed - SAN	133	0	0	N/A	3	0.5	133	100.0%	133	100.0%	133	100.0%
12	24 Hour Parking/Parking Violations - DPD	121	1	1	100.0%	10	3.9	120	99.2%	119	99.2%	120	99.2%
13	Bulky Trash Violations - DCC	103	2	1	50.0%	14	4.2	101	98.1%	97	96.0%	98	95.1%
14	Animal - Loose - DCC	91	46	46	100.0%	40	17.4	45	49.5%	45	100.0%	91	100.0%
15	Substandard Structure - DCC	85	53	53	100.0%	365	5.1	32	37.6%	32	100.0%	85	100.0%
16	Substandard Structure Apts - DCC	85	41	41	100.0%	365	8.7	44	51.8%	44	100.0%	85	100.0%
17	Animal - Sick/Injured - DCC	84	0	0	N/A	3	0.2	84	100.0%	83	98.8%	83	98.8%
18	Junk Motor Vehicle - DCC	82	53	53	100.0%	126	6.3	29	35.4%	29	100.0%	82	100.0%
19	Animal - Cruelty - DCC	59	0	0	N/A	30	0.4	59	100.0%	59	100.0%	59	100.0%
20	Illegal Outside Storage - DCC	58	22	22	100.0%	38	7.8	36	62.1%	36	100.0%	58	100.0%

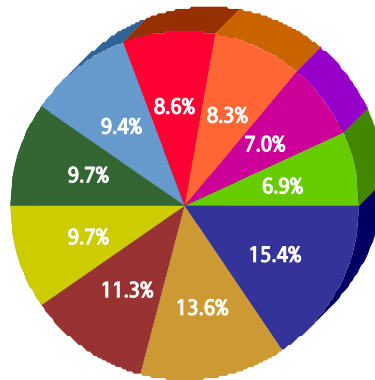


for Northwest (5)

October 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	279
Litter - DCC	246
Fire Inspection - DFD	204
Dead Animal Pick Up - SAN	176
Obstruction Alley/Sidewalk/Street - DCC	175
Roll Cart - SAN	169
Recycling ROLL CART Registration - SAN	156
Recyclable Collection Missed (Residential) - SAN	149
24 Hour Parking/Parking Violations - DPD	127
Animal - Loose Aggressive - DCC	125



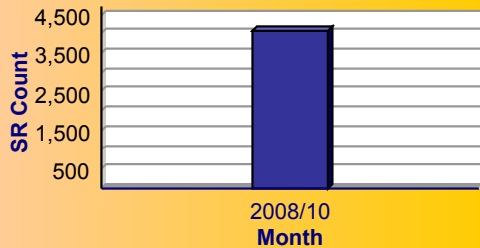
Service

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

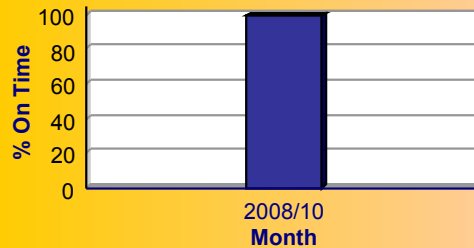
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,062	3,181	3,149	99.0%	881	875	99.3%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

October 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	279	120	120	100.0%	38	8.1	159	57.0%	159	100.0%	279	100.0%
2	Litter - DCC	246	125	125	100.0%	38	9.8	121	49.2%	121	100.0%	246	100.0%
3	Fire Inspection - DFD	204	121	121	100.0%	60	8.7	83	40.7%	83	100.0%	204	100.0%
4	Dead Animal Pick Up - SAN	176	0	0	N/A	1	0.4	176	100.0%	173	98.3%	173	98.3%
5	Obstruction Alley/Sidewalk/Street - DCC	175	107	107	100.0%	60	10.5	68	38.9%	68	100.0%	175	100.0%
6	Roll Cart - SAN	169	6	6	100.0%	10	2.0	163	96.4%	163	100.0%	169	100.0%
7	Recycling ROLL CART Registration - SAN	156	15	15	100.0%	10	3.4	141	90.4%	141	100.0%	156	100.0%
8	Recyclable Collection Missed (Residential) - SAN	149	0	0	N/A	3	1.0	149	100.0%	149	100.0%	149	100.0%
9	24 Hour Parking/Parking Violations - DPD	127	24	23	95.8%	10	6.1	103	81.1%	95	92.2%	118	92.9%
10	Animal - Loose Aggressive - DCC	125	0	0	N/A	3	0.2	125	100.0%	124	99.2%	124	99.2%
11	Garbage - Missed - SAN	119	0	0	N/A	3	0.5	119	100.0%	119	100.0%	119	100.0%
12	Bulky Trash Violations - DCC	110	10	10	100.0%	14	5.8	100	90.9%	93	93.0%	103	93.6%
13	Animal - Confined - DCC	105	0	0	N/A	3	0.2	105	100.0%	105	100.0%	105	100.0%
14	Signs - Public Right of Way - DCC	76	0	0	N/A	7	0.3	76	100.0%	76	100.0%	76	100.0%
15	Animal - Sick/Injured - DCC	68	0	0	N/A	3	0.1	68	100.0%	68	100.0%	68	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-ST5	68	0	0	N/A	1	0.0	68	100.0%	68	100.0%	68	100.0%
17	Animal - Loose - DCC	60	28	28	100.0%	40	19.5	32	53.3%	32	100.0%	60	100.0%
18	Junk Motor Vehicle - DCC	51	34	34	100.0%	126	4.4	17	33.3%	17	100.0%	51	100.0%
19	Traffic Signal - Flashing - PWT	51	0	0	N/A	4	1.2	51	100.0%	51	100.0%	51	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	50	0	0	N/A	7	0.2	50	100.0%	50	100.0%	50	100.0%

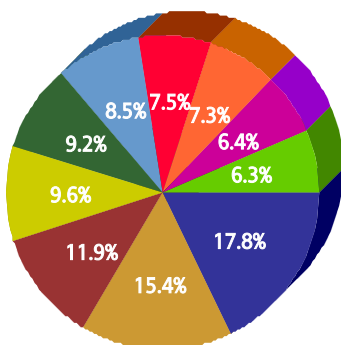


for South Central (7)

October 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	506
Animal - Loose Aggressive - DCC	440
Dead Animal Pick Up - SAN	339
Roll Cart - SAN	274
Parking - Unapproved Surface - Eve/Weekends - DCC	263
Smoke Detector Request - DFD	243
Litter - DCC	215
Animal - Confined - DCC	207
Garbage - Missed - SAN	182
24 Hour Parking/Parking Violations - DPD	179



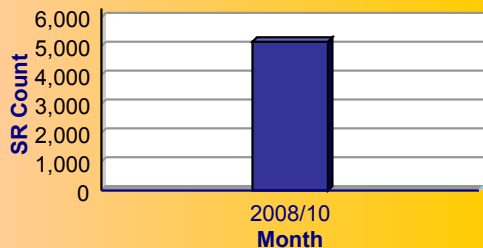
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Smoke Detector Request - DFD
- Litter - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD

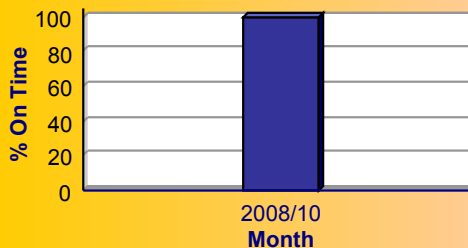
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,142	4,251	4,226	99.4%	891	869	97.5%	99.1%

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)

October 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	506	186	186	100.0%	38	8.0	320	63.2%	320	100.0%	506	100.0%
2	Animal - Loose Aggressive - DCC	440	0	0	N/A	3	0.3	440	100.0%	437	99.3%	437	99.3%
3	Dead Animal Pick Up - SAN	339	0	0	N/A	1	0.4	339	100.0%	335	98.8%	335	98.8%
4	Roll Cart - SAN	274	12	12	100.0%	10	2.6	262	95.6%	261	99.6%	273	99.6%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	263	0	0	N/A	10	0.1	263	100.0%	263	100.0%	263	100.0%
6	Smoke Detector Request - DFD	243	38	38	100.0%	30	3.2	205	84.4%	205	100.0%	243	100.0%
7	Litter - DCC	215	89	89	100.0%	38	9.2	126	58.6%	126	100.0%	215	100.0%
8	Animal - Confined - DCC	207	0	0	N/A	3	0.2	207	100.0%	207	100.0%	207	100.0%
9	Garbage - Missed - SAN	182	0	0	N/A	3	0.4	182	100.0%	182	100.0%	182	100.0%
10	24 Hour Parking/Parking Violations - DPD	179	29	29	100.0%	10	5.3	150	83.8%	144	96.0%	173	96.6%
11	Recycling ROLL CART Registration - SAN	168	15	15	100.0%	10	4.0	153	91.1%	153	100.0%	168	100.0%
12	Animal - Sick/Injured - DCC	164	0	0	N/A	3	0.3	164	100.0%	162	98.8%	162	98.8%
13	Obstruction Alley/Sidewalk/Street - DCC	125	56	56	100.0%	60	14.2	69	55.2%	69	100.0%	125	100.0%
14	Animal - Loose - DCC	114	52	52	100.0%	40	18.6	62	54.4%	62	100.0%	114	100.0%
15	Recyclable Collection Missed (Residential) - SAN	106	0	0	N/A	3	1.0	106	100.0%	106	100.0%	106	100.0%
16	Junk Motor Vehicle - DCC	105	77	77	100.0%	126	10.6	28	26.7%	28	100.0%	105	100.0%
17	Animal - Cruelty - DCC	80	0	0	N/A	30	0.9	80	100.0%	80	100.0%	80	100.0%
18	Substandard Structure - DCC	79	60	60	100.0%	365	8.8	19	24.1%	19	100.0%	79	100.0%
19	Open and Vacant Structure - DCC	76	21	20	95.2%	30	4.2	55	72.4%	55	100.0%	75	98.7%
20	Bulky Trash Violations - DCC	61	9	8	88.9%	14	4.4	52	85.2%	51	98.1%	59	96.7%

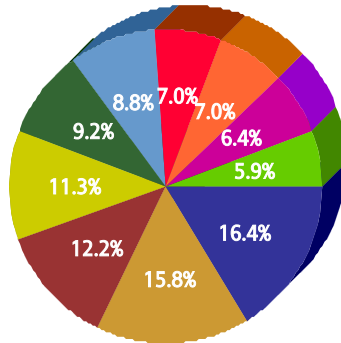


for Southeast (3)

October 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	539
High Weeds - DCC	521
Dead Animal Pick Up - SAN	403
Parking - Unapproved Surface - Eve/Weekends - DCC	373
Smoke Detector Request - DFD	304
Roll Cart - SAN	290
Animal - Confined - DCC	229
Litter - DCC	229
Recycling ROLL CART Registration - SAN	211
Animal - Sick/Injured - DCC	193



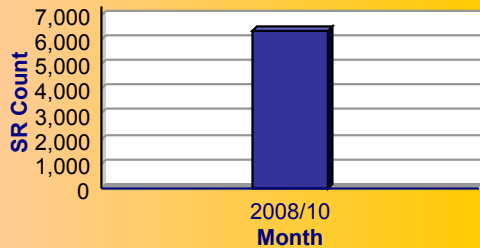
Service

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

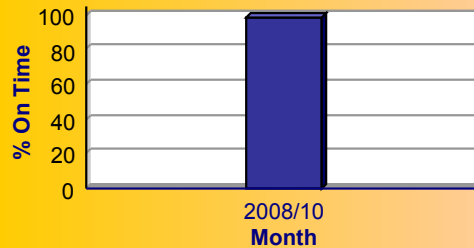
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,309	5,073	5,017	98.9%	1,236	1,171	94.7%	98.1%

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 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	539	2	0	0.0%	3	0.3	537	99.6%	536	99.8%	536	99.4%
2	High Weeds - DCC	521	234	234	100.0%	38	9.3	287	55.1%	287	100.0%	521	100.0%
3	Dead Animal Pick Up - SAN	403	2	0	0.0%	1	0.4	401	99.5%	393	98.0%	393	97.5%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	373	0	0	N/A	10	0.4	373	100.0%	366	98.1%	366	98.1%
5	Smoke Detector Request - DFD	304	18	18	100.0%	30	5.4	286	94.1%	286	100.0%	304	100.0%
6	Roll Cart - SAN	290	7	7	100.0%	10	2.6	283	97.6%	283	100.0%	290	100.0%
7	Animal - Confined - DCC	229	0	0	N/A	3	0.4	229	100.0%	228	99.6%	228	99.6%
8	Litter - DCC	229	117	117	100.0%	38	9.2	112	48.9%	112	100.0%	229	100.0%
9	Recycling ROLL CART Registration - SAN	211	25	25	100.0%	10	3.9	186	88.2%	186	100.0%	211	100.0%
10	Animal - Sick/Injured - DCC	193	0	0	N/A	3	0.2	193	100.0%	192	99.5%	192	99.5%
11	Animal - Loose - DCC	173	63	63	100.0%	40	16.1	110	63.6%	110	100.0%	173	100.0%
12	Garbage - Missed - SAN	163	0	0	N/A	3	0.6	163	100.0%	163	100.0%	163	100.0%
13	Bulky Trash Violations - DCC	156	19	6	31.6%	14	6.5	137	87.8%	127	92.7%	133	85.3%
14	24 Hour Parking/Parking Violations - DPD	135	11	11	100.0%	10	5.2	124	91.9%	124	100.0%	135	100.0%
15	Substandard Structure - DCC	133	102	102	100.0%	365	8.0	31	23.3%	31	100.0%	133	100.0%
16	Junk Motor Vehicle - DCC	119	86	86	100.0%	126	13.5	33	27.7%	33	100.0%	119	100.0%
17	Parking - Unapproved Surface - DCC	101	8	4	50.0%	10	2.7	93	92.1%	79	84.9%	83	82.2%
18	Animal - Cruelty - DCC	95	0	0	N/A	30	0.4	95	100.0%	95	100.0%	95	100.0%
19	Illegal Outside Storage - DCC	93	63	63	100.0%	38	13.0	30	32.3%	30	100.0%	93	100.0%
20	Recyclable Collection Missed (Residential) - SAN	88	0	0	N/A	3	1.1	88	100.0%	88	100.0%	88	100.0%

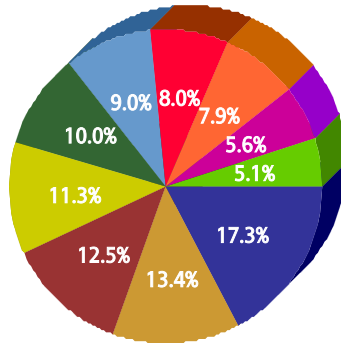


for Southwest (4)

October 2008

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	554
High Weeds - DCC	429
Litter - DCC	401
Dead Animal Pick Up - SAN	362
Recycling ROLL CART Registration - SAN	321
Roll Cart - SAN	289
Animal - Confined - DCC	258
Parking - Unapproved Surface - Eve/Weekends - DCC	253
Obstruction Alley/Sidewalk/Street - DCC	180
Animal - Loose - DCC	163



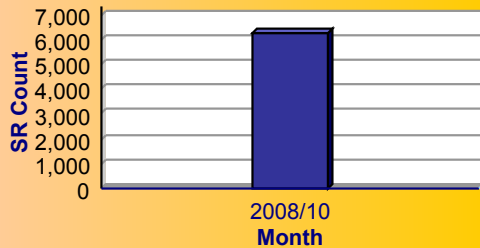
Service

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

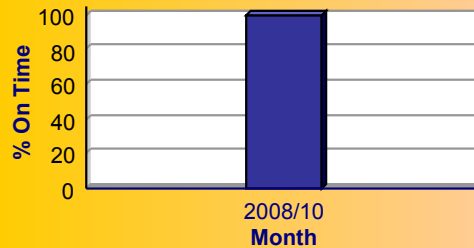
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,305	5,049	5,008	99.2%	1,256	1,246	99.2%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

October 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	554	2	0	0.0%	3	0.3	552	99.6%	548	99.3%	548	98.9%
2	High Weeds - DCC	429	124	124	100.0%	38	9.9	305	71.1%	305	100.0%	429	100.0%
3	Litter - DCC	401	199	199	100.0%	38	9.8	202	50.4%	202	100.0%	401	100.0%
4	Dead Animal Pick Up - SAN	362	0	0	N/A	1	0.5	362	100.0%	351	97.0%	351	97.0%
5	Recycling ROLL CART Registration - SAN	321	29	29	100.0%	10	3.9	292	91.0%	292	100.0%	321	100.0%
6	Roll Cart - SAN	289	14	14	100.0%	10	2.1	275	95.2%	275	100.0%	289	100.0%
7	Animal - Confined - DCC	258	0	0	N/A	3	0.2	258	100.0%	257	99.6%	257	99.6%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	253	0	0	N/A	10	0.2	253	100.0%	253	100.0%	253	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	180	112	112	100.0%	60	17.9	68	37.8%	68	100.0%	180	100.0%
10	Animal - Loose - DCC	163	79	79	100.0%	40	19.5	84	51.5%	84	100.0%	163	100.0%
11	Animal - Sick/Injured - DCC	151	0	0	N/A	3	0.1	151	100.0%	151	100.0%	151	100.0%
12	24 Hour Parking/Parking Violations - DPD	151	25	25	100.0%	10	2.9	126	83.4%	126	100.0%	151	100.0%
13	Junk Motor Vehicle - DCC	135	86	86	100.0%	126	10.6	49	36.3%	49	100.0%	135	100.0%
14	Fire Inspection - DFD	122	68	68	100.0%	60	9.8	54	44.3%	54	100.0%	122	100.0%
15	Garbage - Missed - SAN	113	0	0	N/A	3	0.5	113	100.0%	113	100.0%	113	100.0%
16	Animal - Cruelty - DCC	107	1	1	100.0%	30	0.6	106	99.1%	106	100.0%	107	100.0%
17	Bulky Trash Violations - DCC	89	3	2	66.7%	14	6.2	86	96.6%	78	90.7%	80	89.9%
18	Recyclable Collection Missed (Residential) - SAN	87	0	0	N/A	3	1.0	87	100.0%	87	100.0%	87	100.0%
19	Illegal Outside Storage - DCC	85	53	53	100.0%	38	11.6	32	37.6%	32	100.0%	85	100.0%
20	Illegal Land Use (Residential/Business) - DCC	84	48	48	100.0%	60	6.4	36	42.9%	36	100.0%	84	100.0%

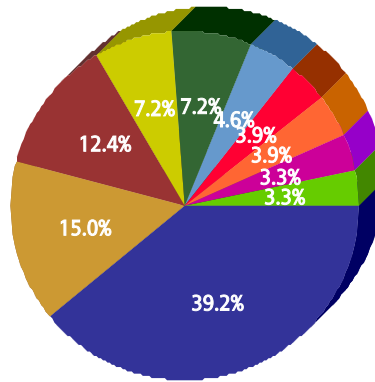


for Unknown

October 2008

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	60
High Weeds - DCC	23
Dead Animal Pick Up - SAN	19
Fire Inspection - DFD	11
Litter - DCC	11
Educational Request - DFD	7
Illegal Food Vending - EHS	6
Signs - Public Right of Way Eve/Weekends - DCC	6
Foodborne Illness - EHS	5
Roll Cart - SAN	5



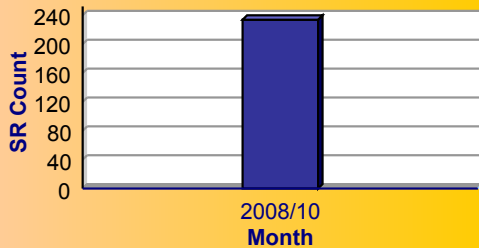
Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Litter - DCC
- Educational Request - DFD
- Illegal Food Vending - EHS
- Signs - Public Right of Way Eve/Weekends - DCC
- Foodborne Illness - EHS
- Roll Cart - SAN

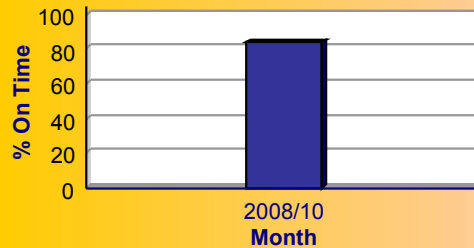
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
233	143	139	97.2%	90	56	62.2%	83.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

October 2008

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Complaint/Compliment - CTY	60	41	10	24.4%	10	6.4	19	31.7%	16	84.2%	26	43.3%
2	High Weeds - DCC	23	14	14	100.0%	38	7.9	9	39.1%	9	100.0%	23	100.0%
3	Dead Animal Pick Up - SAN	19	0	0	N/A	1	0.4	19	100.0%	19	100.0%	19	100.0%
4	Litter - DCC	11	8	8	100.0%	38	11.7	3	27.3%	3	100.0%	11	100.0%
5	Fire Inspection - DFD	11	4	4	100.0%	60	3.7	7	63.6%	7	100.0%	11	100.0%
6	Educational Request - DFD	7	0	0	N/A	10	0.3	7	100.0%	7	100.0%	7	100.0%
7	Illegal Food Vending - EHS	6	1	1	100.0%	45	5.4	5	83.3%	5	100.0%	6	100.0%
8	Signs - Public Right of Way Eve/Weekends - DCC	6	0	0	N/A	7	0.0	6	100.0%	6	100.0%	6	100.0%
9	Foodborne Illness - EHS	5	0	0	N/A	30	4.0	5	100.0%	5	100.0%	5	100.0%
10	Roll Cart - SAN	5	0	0	N/A	10	2.2	5	100.0%	5	100.0%	5	100.0%
11	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
12	Restaurant/Food Complaint - EHS	4	0	0	N/A	45	3.0	4	100.0%	4	100.0%	4	100.0%
13	Park Maintenance/Misc. - PKR	4	0	0	N/A	30	11.5	4	100.0%	4	100.0%	4	100.0%
14	Recycling ROLL CART Registration - SAN	4	1	1	100.0%	10	3.0	3	75.0%	3	100.0%	4	100.0%
15	Animal Trap Request - DCC	3	3	3	100.0%	30		0	0.0%	0	N/A	3	100.0%
16	Animal - Loose - DCC	3	2	2	100.0%	40	21.0	1	33.3%	1	100.0%	3	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
18	Transportation Planning - General Request - PWT	3	1	1	100.0%	14	0.0	2	66.7%	2	100.0%	3	100.0%
19	Bulky Trash Violations - DCC	2	2	2	100.0%	14		0	0.0%	0	N/A	2	100.0%
20	Graffiti Private Property - Residential/Commercial	2	2	2	100.0%	90		0	0.0%	0	N/A	2	100.0%
21	Parking - Unapproved Surface - Eve/Weekends - DCC	2	0	0	N/A	10	0.0	2	100.0%	2	100.0%	2	100.0%
22	Parking in Fire Lane/ Fire Hydrants - DFD	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%
23	Traffic Signal - Timing - PWT	2	0	0	N/A	4	2.0	2	100.0%	2	100.0%	2	100.0%
24	Garbage - Missed - SAN	2	0	0	N/A	3	1.0	2	100.0%	2	100.0%	2	100.0%
25	Pot hole Repair Routine - STS	2	0	0	N/A	7	0.0	2	100.0%	2	100.0%	2	100.0%