



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

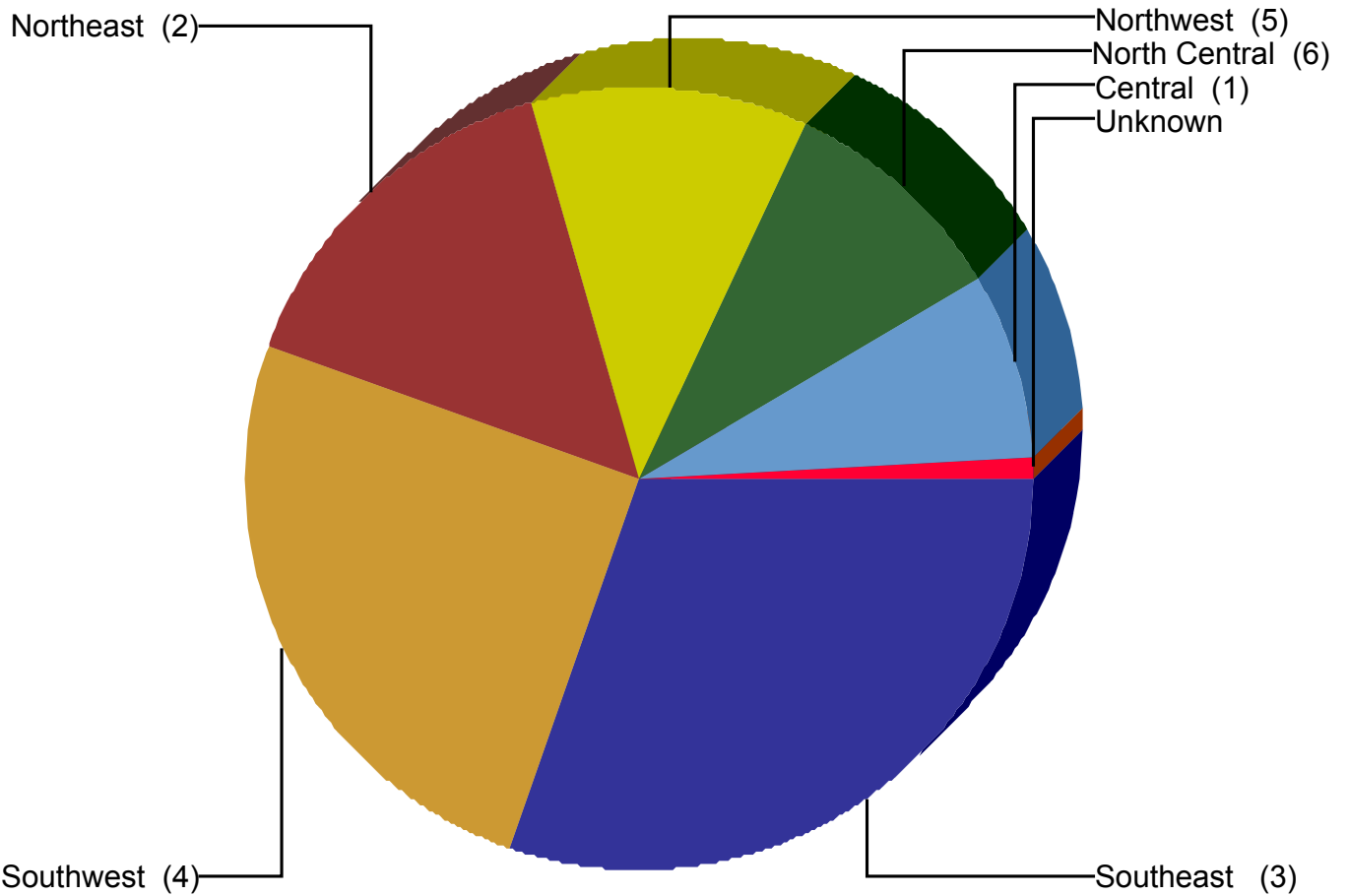
SEPTEMBER 2007

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City of Dallas Service Area Report
For September 2007



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,073	7.8%	97.4%
North Central (6)	3,635	9.2%	96.4%
Northeast (2)	5,927	15.0%	98.0%
Northwest (5)	4,529	11.5%	98.4%
Southeast (3)	11,949	30.3%	98.7%
Southwest (4)	9,969	25.3%	98.6%
Unknown	353	0.9%	93.5%
	26	0.1%	100.0%
Total	39,461	100.0%	98.2%

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

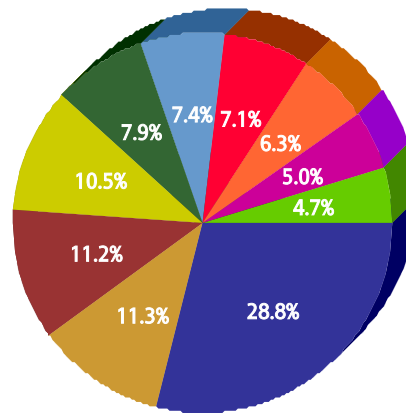


For Citywide

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	5,750
Litter - DCC	2,249
Animal - Loose Aggressive - DCC	2,238
Obstruction Alley/Sidewalk/Street - DCC	2,105
Roll Cart - SAN	1,570
Dead Animal Pick Up - SAN	1,481
Recycling ROLL CART Registration - SAN	1,415
Animal - Confined - DCC	1,256
Garbage - Missed - SAN	994
Animal - Loose - DCC	932



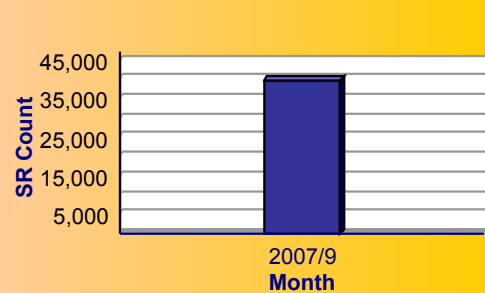
Service

- 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
- Animal - Loose - DCC

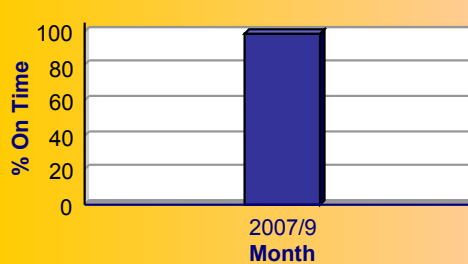
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
39,461	32,434	31,832	98.1%	7,027	6,908	98.3%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

September 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	5,750	1,828	1,828	100.0%	38	7.4	3,922	68.2%	3,922	100.0%	5,750	100.0%
2	Litter - DCC	2,249	745	745	100.0%	38	8.5	1,504	66.9%	1,504	100.0%	2,249	100.0%
3	Animal - Loose Aggressive - DCC	2,238	0	0	N/A	3	0.2	2,238	100.0%	2,230	99.6%	2,230	99.6%
4	Obstruction Alley/Sidewalk/Street - DCC	2,105	1,072	1,072	100.0%	60	13.3	1,033	49.1%	1,033	100.0%	2,105	100.0%
5	Roll Cart - SAN	1,570	0	0	N/A	10	3.5	1,570	100.0%	1,561	99.4%	1,561	99.4%
6	Dead Animal Pick Up - SAN	1,481	0	0	N/A	1	0.4	1,481	100.0%	1,455	98.2%	1,455	98.2%
7	Recycling ROLL CART Registration - SAN	1,415	274	274	100.0%	365	13.4	1,141	80.6%	1,141	100.0%	1,415	100.0%
8	Animal - Confined - DCC	1,256	0	0	N/A	3	0.2	1,256	100.0%	1,250	99.5%	1,250	99.5%
9	Garbage - Missed - SAN	994	0	0	N/A	6	3.2	994	100.0%	883	88.8%	883	88.8%
10	Animal - Loose - DCC	932	1	1	100.0%	40	12.0	931	99.9%	931	100.0%	932	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	907	1	1	100.0%	10	1.4	906	99.9%	879	97.0%	880	97.0%
12	24 Hour Parking/Parking Violations - DPD	835	13	13	100.0%	10	4.3	822	98.4%	809	98.4%	822	98.4%
13	Animal - Sick/Injured - DCC	759	0	0	N/A	3	0.2	759	100.0%	757	99.7%	757	99.7%
14	Recyclable Collection Missed (Residential) - SAN	735	0	0	N/A	3	1.1	735	100.0%	734	99.9%	734	99.9%
15	Bulky Trash Violations - DCC	685	19	15	78.9%	14	4.3	666	97.2%	638	95.8%	653	95.3%
16	Junk Motor Vehicle - DCC	667	395	395	100.0%	126	9.9	272	40.8%	272	100.0%	667	100.0%
17	Substandard Structure - DCC	609	453	453	100.0%	365	8.2	156	25.6%	156	100.0%	609	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	522	0	0	N/A	1	0.0	522	100.0%	519	99.4%	519	99.4%
19	Illegal Outside Storage - DCC	426	226	226	100.0%	38	10.8	200	46.9%	200	100.0%	426	100.0%
20	Fire Inspection - DFD	399	218	218	100.0%	60	8.7	181	45.4%	181	100.0%	399	100.0%

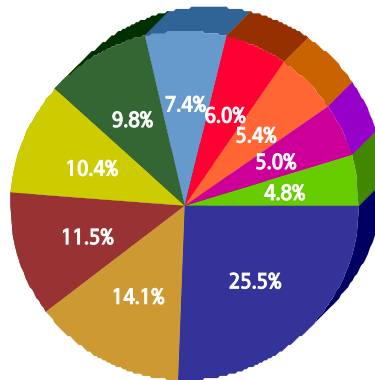


for Central (1)

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	317
Litter - DCC	175
Roll Cart - SAN	143
Obstruction Alley/Sidewalk/Street - DCC	129
Recycling ROLL CART Registration - SAN	122
Recyclable Collection Missed (Residential) - SAN	92
Garbage - Missed - SAN	74
Animal - Loose Aggressive - DCC	67
24 Hour Parking/Parking Violations - DPD	62
Traffic Signal - All Out - PWT	60



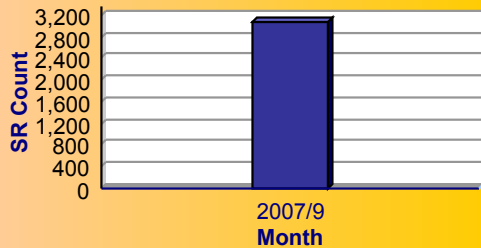
Service

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

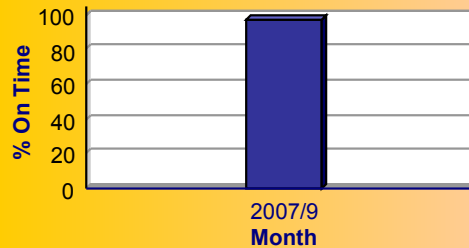
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,073	2,629	2,565	97.6%	444	427	96.2%	97.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

September 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	317	79	79	100.0%	38	8.9	238	75.1%	238	100.0%	317	100.0%
2	Litter - DCC	175	65	65	100.0%	38	11.4	110	62.9%	110	100.0%	175	100.0%
3	Roll Cart - SAN	143	0	0	N/A	10	4.3	143	100.0%	139	97.2%	139	97.2%
4	Obstruction Alley/Sidewalk/Street - DCC	129	60	60	100.0%	60	10.4	69	53.5%	69	100.0%	129	100.0%
5	Recycling ROLL CART Registration - SAN	122	19	19	100.0%	365	11.3	103	84.4%	103	100.0%	122	100.0%
6	Recyclable Collection Missed (Residential) - SAN	92	0	0	N/A	3	1.1	92	100.0%	92	100.0%	92	100.0%
7	Garbage - Missed - SAN	74	0	0	N/A	6	2.9	74	100.0%	63	85.1%	63	85.1%
8	Animal - Loose Aggressive - DCC	67	0	0	N/A	3	0.3	67	100.0%	67	100.0%	67	100.0%
9	24 Hour Parking/Parking Violations - DPD	62	0	0	N/A	10	3.7	62	100.0%	62	100.0%	62	100.0%
10	Traffic Signal - All Out - PWT	60	0	0	N/A	4	1.1	60	100.0%	60	100.0%	60	100.0%
11	Animal - Confined - DCC	53	0	0	N/A	3	0.2	53	100.0%	53	100.0%	53	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	52	0	0	N/A	1	0.0	52	100.0%	51	98.1%	51	98.1%
13	Substandard Structure - DCC	51	34	34	100.0%	365	6.2	17	33.3%	17	100.0%	51	100.0%
14	Animal - Sick/Injured - DCC	51	0	0	N/A	3	0.1	51	100.0%	51	100.0%	51	100.0%
15	Traffic Signal - Flashing - PWT	50	0	0	N/A	4	1.3	50	100.0%	50	100.0%	50	100.0%
16	Dead Animal Pick Up - SAN	47	0	0	N/A	1	0.3	47	100.0%	46	97.9%	46	97.9%
17	Illegal Garbage/Placement - DCC	46	4	4	100.0%	60	6.9	42	91.3%	42	100.0%	46	100.0%
18	Signs - Public Right of Way Eve/Weekends - DCC	45	0	0	N/A	7	0.2	45	100.0%	45	100.0%	45	100.0%
19	Animal - Loose - DCC	38	0	0	N/A	40	12.8	38	100.0%	38	100.0%	38	100.0%
20	Traffic Signal - Timing - PWT	38	0	0	N/A	4	1.4	38	100.0%	38	100.0%	38	100.0%

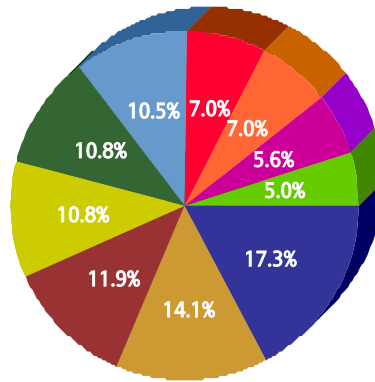


for North Central (6)

September 2007

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	302
High Weeds - DCC	247
Garbage - Missed - SAN	208
Obstruction Alley/Sidewalk/Street - DCC	189
Roll Cart - SAN	189
Recyclable Collection Missed (Residential) - SAN	184
Dead Animal Pick Up - SAN	123
Animal - Confined - DCC	122
Traffic Signal - Flashing - PWT	98
24 Hour Parking/Parking Violations - DPD	88



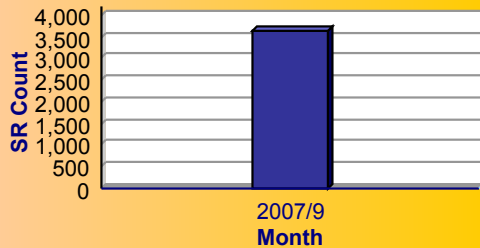
Service

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

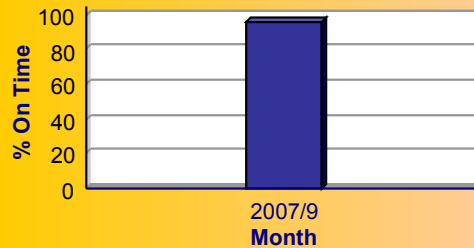
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,635	3,255	3,134	96.3%	380	371	97.6%	96.4%

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)

September 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	302	48	48	100.0%	365	14.5	254	84.1%	254	100.0%	302	100.0%
2	High Weeds - DCC	247	56	56	100.0%	38	8.2	191	77.3%	191	100.0%	247	100.0%
3	Garbage - Missed - SAN	208	0	0	N/A	6	5.3	208	100.0%	155	74.5%	155	74.5%
4	Obstruction Alley/Sidewalk/Street - DCC	189	75	75	100.0%	60	12.1	114	60.3%	114	100.0%	189	100.0%
5	Roll Cart - SAN	189	0	0	N/A	10	3.5	189	100.0%	189	100.0%	189	100.0%
6	Recyclable Collection Missed (Residential) - SAN	184	0	0	N/A	3	1.1	184	100.0%	184	100.0%	184	100.0%
7	Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.3	123	100.0%	123	100.0%	123	100.0%
8	Animal - Confined - DCC	122	0	0	N/A	3	0.1	122	100.0%	122	100.0%	122	100.0%
9	Traffic Signal - Flashing - PWT	98	0	0	N/A	4	1.5	98	100.0%	98	100.0%	98	100.0%
10	24 Hour Parking/Parking Violations - DPD	88	0	0	N/A	10	4.2	88	100.0%	81	92.0%	81	92.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	82	0	0	N/A	1	0.1	82	100.0%	80	97.6%	80	97.6%
12	Litter - DCC	73	19	19	100.0%	38	10.7	54	74.0%	54	100.0%	73	100.0%
13	Bulky Trash Violations - DCC	71	0	0	N/A	14	5.1	71	100.0%	67	94.4%	67	94.4%
14	Animal - Loose Aggressive - DCC	60	0	0	N/A	3	0.2	60	100.0%	60	100.0%	60	100.0%
15	Brush/Bulk Items - Missed - SAN	50	0	0	N/A	10	3.9	50	100.0%	50	100.0%	50	100.0%
16	Traffic Signal - All Out - PWT	49	0	0	N/A	4	1.3	49	100.0%	49	100.0%	49	100.0%
17	Fire Inspection - DFD	47	28	28	100.0%	60	8.1	19	40.4%	19	100.0%	47	100.0%
18	Recycling - Roll Cart - SAN	46	1	0	0.0%	10	4.3	45	97.8%	45	100.0%	45	97.8%
19	Animal - Sick/Injured - DCC	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
20	Cost Plus - SAN	42	0	0	N/A	10	6.7	42	100.0%	38	90.5%	38	90.5%

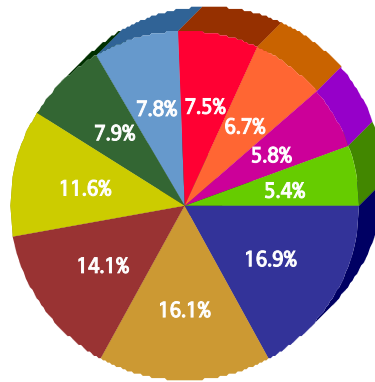


for Northeast (2)

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	460
Obstruction Alley/Sidewalk/Street - DCC	438
Recycling ROLL CART Registration - SAN	384
Roll Cart - SAN	315
Animal - Confined - DCC	216
Dead Animal Pick Up - SAN	211
Animal - Loose Aggressive - DCC	204
Recyclable Collection Missed (Residential) - SAN	183
Litter - DCC	158
24 Hour Parking/Parking Violations - DPD	148



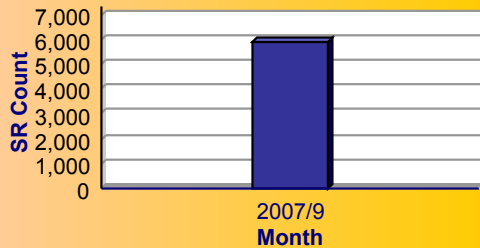
Service

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

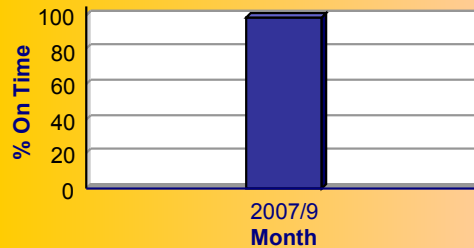
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,927	4,915	4,820	98.1%	1,012	989	97.7%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

September 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	460	183	183	100.0%	38	8.0	277	60.2%	277	100.0%	460	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	438	229	229	100.0%	60	11.7	209	47.7%	209	100.0%	438	100.0%
3	Recycling ROLL CART Registration - SAN	384	75	75	100.0%	365	12.2	309	80.5%	309	100.0%	384	100.0%
4	Roll Cart - SAN	315	0	0	N/A	10	4.5	315	100.0%	312	99.0%	312	99.0%
5	Animal - Confined - DCC	216	0	0	N/A	3	0.2	216	100.0%	214	99.1%	214	99.1%
6	Dead Animal Pick Up - SAN	211	0	0	N/A	1	0.4	211	100.0%	204	96.7%	204	96.7%
7	Animal - Loose Aggressive - DCC	204	0	0	N/A	3	0.2	204	100.0%	204	100.0%	204	100.0%
8	Recyclable Collection Missed (Residential) - SAN	183	0	0	N/A	3	1.0	183	100.0%	183	100.0%	183	100.0%
9	Litter - DCC	158	66	66	100.0%	38	9.4	92	58.2%	92	100.0%	158	100.0%
10	24 Hour Parking/Parking Violations - DPD	148	0	0	N/A	10	2.4	148	100.0%	148	100.0%	148	100.0%
11	Garbage - Missed - SAN	136	0	0	N/A	6	3.6	136	100.0%	119	87.5%	119	87.5%
12	Bulky Trash Violations - DCC	127	5	4	80.0%	14	3.7	122	96.1%	121	99.2%	125	98.4%
13	Substandard Structure Apts - DCC	103	35	35	100.0%	365	6.6	68	66.0%	68	100.0%	103	100.0%
14	Animal - Loose - DCC	97	0	0	N/A	40	12.3	97	100.0%	97	100.0%	97	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	96	0	0	N/A	1	0.0	96	100.0%	96	100.0%	96	100.0%
16	Traffic Signal - Flashing - PWT	86	0	0	N/A	4	1.3	86	100.0%	86	100.0%	86	100.0%
17	Illegal Garbage/Placement - DCC	79	29	29	100.0%	60	10.9	50	63.3%	50	100.0%	79	100.0%
18	Animal - Sick/Injured - DCC	77	0	0	N/A	3	0.2	77	100.0%	77	100.0%	77	100.0%
19	Animal - Cruelty - DCC	74	0	0	N/A	30	0.6	74	100.0%	74	100.0%	74	100.0%
20	Tree down/low limbs - Emergency-ST5	71	0	0	N/A	5	0.1	71	100.0%	71	100.0%	71	100.0%

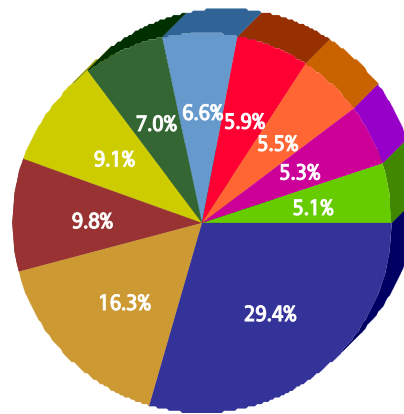


for Northwest (5)

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	680
Litter - DCC	377
Animal - Loose Aggressive - DCC	227
Obstruction Alley/Sidewalk/Street - DCC	210
Roll Cart - SAN	162
Fire Inspection - DFD	152
Garbage - Missed - SAN	137
Dead Animal Pick Up - SAN	128
Animal - Confined - DCC	123
Junk Motor Vehicle - DCC	117



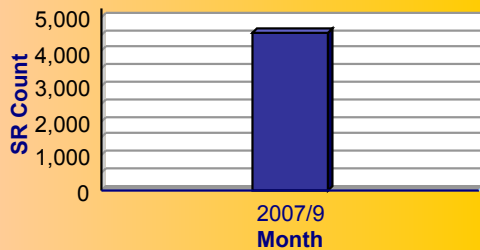
Service

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

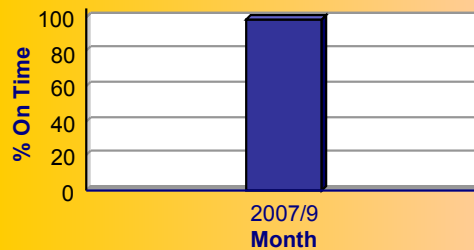
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,529	3,773	3,707	98.3%	756	748	98.9%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

September 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	680	139	139	100.0%	38	8.4	541	79.6%	541	100.0%	680	100.0%
2	Litter - DCC	377	93	93	100.0%	38	7.7	284	75.3%	284	100.0%	377	100.0%
3	Animal - Loose Aggressive - DCC	227	0	0	N/A	3	0.2	227	100.0%	226	99.6%	226	99.6%
4	Obstruction Alley/Sidewalk/Street - DCC	210	61	61	100.0%	60	13.8	149	71.0%	149	100.0%	210	100.0%
5	Roll Cart - SAN	162	0	0	N/A	10	3.2	162	100.0%	162	100.0%	162	100.0%
6	Fire Inspection - DFD	152	99	99	100.0%	60	10.0	53	34.9%	53	100.0%	152	100.0%
7	Garbage - Missed - SAN	137	0	0	N/A	6	4.2	137	100.0%	113	82.5%	113	82.5%
8	Dead Animal Pick Up - SAN	128	0	0	N/A	1	0.3	128	100.0%	128	100.0%	128	100.0%
9	Animal - Confined - DCC	123	0	0	N/A	3	0.2	123	100.0%	123	100.0%	123	100.0%
10	Junk Motor Vehicle - DCC	117	83	83	100.0%	126	11.7	34	29.1%	34	100.0%	117	100.0%
11	Recycling ROLL CART Registration - SAN	102	6	6	100.0%	365	12.6	96	94.1%	96	100.0%	102	100.0%
12	Animal - Loose - DCC	97	0	0	N/A	40	11.6	97	100.0%	97	100.0%	97	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	95	0	0	N/A	1	0.0	95	100.0%	95	100.0%	95	100.0%
14	Animal - Sick/Injured - DCC	89	0	0	N/A	3	0.1	89	100.0%	88	98.9%	88	98.9%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	86	0	0	N/A	10	1.2	86	100.0%	83	96.5%	83	96.5%
16	Illegal Outside Storage - DCC	73	58	58	100.0%	38	17.4	15	20.5%	15	100.0%	73	100.0%
17	Recyclable Collection Missed (Residential) - SAN	73	0	0	N/A	3	1.2	73	100.0%	73	100.0%	73	100.0%
18	24 Hour Parking/Parking Violations - DPD	72	4	4	100.0%	10	5.6	68	94.4%	68	100.0%	72	100.0%
19	Bulky Trash Violations - DCC	71	1	1	100.0%	14	3.1	70	98.6%	68	97.1%	69	97.2%
20	Substandard Structure - DCC	57	51	51	100.0%	365	8.3	6	10.5%	6	100.0%	57	100.0%

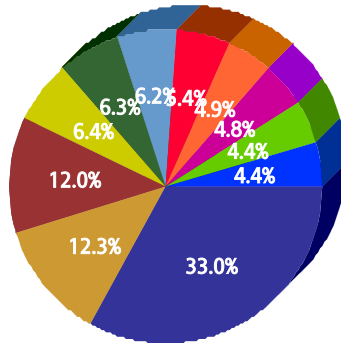


for Southeast (3)

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,433
Animal - Loose Aggressive - DCC	907
Litter - DCC	887
Dead Animal Pick Up - SAN	473
Parking - Unapproved Surface - Eve/Weekends - DCC	467
Obstruction Alley/Sidewalk/Street - DCC	458
Animal - Confined - DCC	397
Roll Cart - SAN	359
Animal - Loose - DCC	352
Smoke Detector Request - DFD	325
Substandard Structure - DCC	325



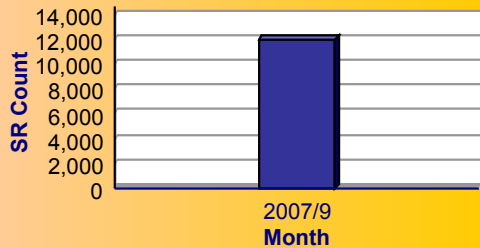
Service

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

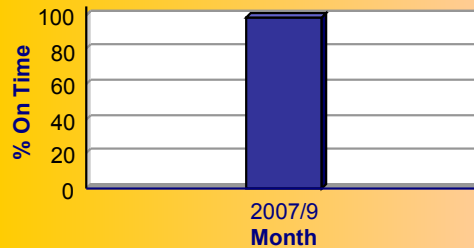
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,949	9,734	9,609	98.7%	2,215	2,184	98.6%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

September 2007

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	2,433	683	683	100.0%	38	5.9	1,750	71.9%	1,750	100.0%	2,433	100.0%
2	Animal - Loose Aggressive - DCC	907	0	0	N/A	3	0.2	907	100.0%	904	99.7%	904	99.7%
3	Litter - DCC	887	241	241	100.0%	38	7.3	646	72.8%	646	100.0%	887	100.0%
4	Dead Animal Pick Up - SAN	473	0	0	N/A	1	0.4	473	100.0%	465	98.3%	465	98.3%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	467	0	0	N/A	10	1.7	467	100.0%	452	96.8%	452	96.8%
6	Obstruction Alley/Sidewalk/Street - DCC	458	251	251	100.0%	60	14.1	207	45.2%	207	100.0%	458	100.0%
7	Animal - Confined - DCC	397	0	0	N/A	3	0.3	397	100.0%	395	99.5%	395	99.5%
8	Roll Cart - SAN	359	0	0	N/A	10	3.0	359	100.0%	359	100.0%	359	100.0%
9	Animal - Loose - DCC	352	1	1	100.0%	40	12.0	351	99.7%	351	100.0%	352	100.0%
10	Substandard Structure - DCC	325	249	249	100.0%	365	9.2	76	23.4%	76	100.0%	325	100.0%
11	Smoke Detector Request - DFD	325	11	7	63.6%	30	0.6	314	96.6%	314	100.0%	321	98.8%
12	Animal - Sick/Injured - DCC	284	0	0	N/A	3	0.2	284	100.0%	283	99.6%	283	99.6%
13	24 Hour Parking/Parking Violations - DPD	231	7	7	100.0%	10	6.5	224	97.0%	222	99.1%	229	99.1%
14	Junk Motor Vehicle - DCC	223	131	131	100.0%	126	9.4	92	41.3%	92	100.0%	223	100.0%
15	Garbage - Missed - SAN	220	0	0	N/A	6	1.8	220	100.0%	215	97.7%	215	97.7%
16	Illegal Land Use (Residential/Business) - DCC	197	124	124	100.0%	60	12.0	73	37.1%	73	100.0%	197	100.0%
17	Recycling ROLL CART Registration - SAN	187	39	39	100.0%	365	14.7	148	79.1%	148	100.0%	187	100.0%
18	Bulky Trash Violations - DCC	186	3	1	33.3%	14	4.5	183	98.4%	172	94.0%	173	93.0%
19	Animal - Cruelty - DCC	128	0	0	N/A	30	0.7	128	100.0%	128	100.0%	128	100.0%
20	General - DCC	117	66	66	100.0%	38	13.5	51	43.6%	51	100.0%	117	100.0%
21	Open and Vacant Structure - DCC	117	19	18	94.7%	30	6.8	98	83.8%	98	100.0%	116	99.1%

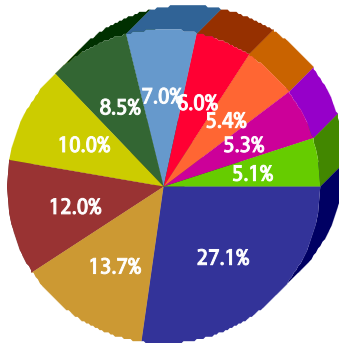


for Southwest (4)

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,525
Animal - Loose Aggressive - DCC	771
Obstruction Alley/Sidewalk/Street - DCC	675
Litter - DCC	562
Dead Animal Pick Up - SAN	476
Roll Cart - SAN	395
Animal - Confined - DCC	339
Animal - Loose - DCC	302
Recycling ROLL CART Registration - SAN	297
Parking - Unapproved Surface - Eve/Weekends - DCC	288



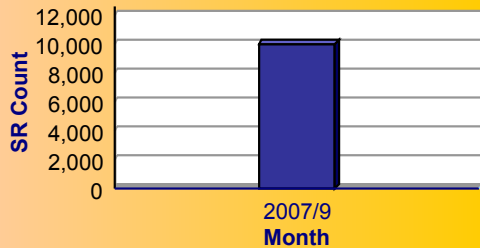
Service

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

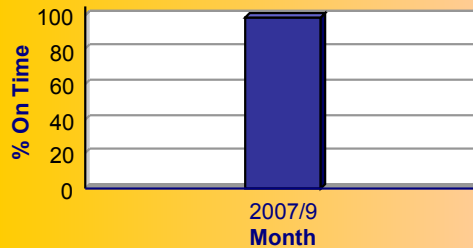
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
9,969	7,831	7,709	98.4%	2,138	2,121	99.2%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

September 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	1,525	666	666	100.0%	38	8.9	859	56.3%	859	100.0%	1,525	100.0%
2	Animal - Loose Aggressive - DCC	771	0	0	N/A	3	0.3	771	100.0%	767	99.5%	767	99.5%
3	Obstruction Alley/Sidewalk/Street - DCC	675	392	392	100.0%	60	14.7	283	41.9%	283	100.0%	675	100.0%
4	Litter - DCC	562	253	253	100.0%	38	10.0	309	55.0%	309	100.0%	562	100.0%
5	Dead Animal Pick Up - SAN	476	0	0	N/A	1	0.4	476	100.0%	466	97.9%	466	97.9%
6	Roll Cart - SAN	395	0	0	N/A	10	3.0	395	100.0%	394	99.7%	394	99.7%
7	Animal - Confined - DCC	339	0	0	N/A	3	0.2	339	100.0%	337	99.4%	337	99.4%
8	Animal - Loose - DCC	302	0	0	N/A	40	11.9	302	100.0%	302	100.0%	302	100.0%
9	Recycling ROLL CART Registration - SAN	297	69	69	100.0%	365	14.3	228	76.8%	228	100.0%	297	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	288	1	1	100.0%	10	1.2	287	99.7%	278	96.9%	279	96.9%
11	24 Hour Parking/Parking Violations - DPD	232	2	2	100.0%	10	3.1	230	99.1%	226	98.3%	228	98.3%
12	Garbage - Missed - SAN	219	0	0	N/A	6	1.9	219	100.0%	218	99.5%	218	99.5%
13	Junk Motor Vehicle - DCC	215	131	131	100.0%	126	10.7	84	39.1%	84	100.0%	215	100.0%
14	Animal - Sick/Injured - DCC	210	0	0	N/A	3	0.2	210	100.0%	210	100.0%	210	100.0%
15	Bulky Trash Violations - DCC	198	9	8	88.9%	14	4.7	189	95.5%	179	94.7%	187	94.4%
16	Illegal Outside Storage - DCC	136	69	69	100.0%	38	10.4	67	49.3%	67	100.0%	136	100.0%
17	Recyclable Collection Missed (Residential) - SAN	112	0	0	N/A	3	1.1	112	100.0%	111	99.1%	111	99.1%
18	Animal - Cruelty - DCC	105	0	0	N/A	30	0.8	105	100.0%	105	100.0%	105	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	105	0	0	N/A	1	0.0	105	100.0%	105	100.0%	105	100.0%
20	Substandard Structure - DCC	99	74	74	100.0%	365	8.6	25	25.3%	25	100.0%	99	100.0%

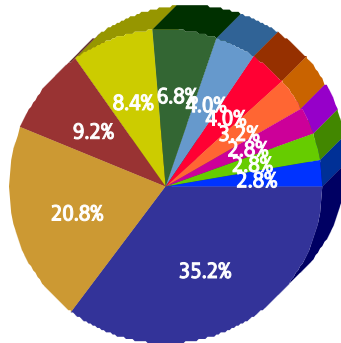


for Unknown

September 2007

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	88
Complaint/Compliment - CTY	52
Dead Animal Pick Up - SAN	23
Recycling ROLL CART Registration - SAN	21
Litter - DCC	17
Smoke Detector Request - DFD	10
Traffic Signal - Flashing - PWT	10
Street Spillage/Debris in Right of Way-Hazardous-STs	8
Parking - Unapproved Surface - Eve/Weekends - DCC	7
Roll Cart - SAN	7
Signs - Public Right of Way Eve/Weekends - DCC	7



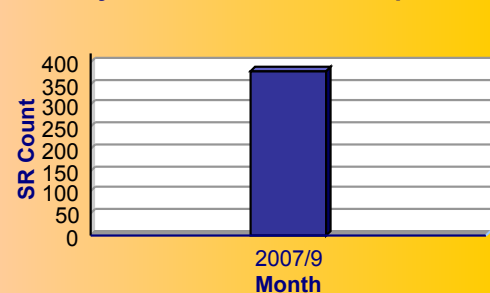
Service

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

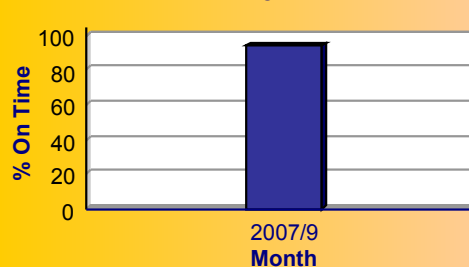
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
379	297	288	97.0%	82	68	82.9%	93.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

September 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	88	22	22	100.0%	38	9.5	66	75.0%	66	100.0%	88	100.0%
2	Complaint/Compliment - CTY	52	17	3	17.6%	10	5.3	35	67.3%	30	85.7%	33	63.5%
3	Dead Animal Pick Up - SAN	23	0	0	N/A	1	0.1	23	100.0%	23	100.0%	23	100.0%
4	Recycling ROLL CART Registration - SAN	21	18	18	100.0%	365	18.0	3	14.3%	3	100.0%	21	100.0%
5	Litter - DCC	17	8	8	100.0%	38	5.0	9	52.9%	9	100.0%	17	100.0%
6	Smoke Detector Request - DFD	10	0	0	N/A	30	0.0	10	100.0%	10	100.0%	10	100.0%
7	Traffic Signal - Flashing - PWT	10	0	0	N/A	4	2.2	10	100.0%	10	100.0%	10	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	8	0	0	N/A	1	0.0	8	100.0%	8	100.0%	8	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	7	0	0	N/A	10	0.1	7	100.0%	7	100.0%	7	100.0%
10	Roll Cart - SAN	7	0	0	N/A	10	3.6	7	100.0%	6	85.7%	6	85.7%
11	Signs - Public Right of Way Eve/Weekends - DCC	7	0	0	N/A	7	0.0	7	100.0%	7	100.0%	7	100.0%
12	Animal - Confined - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	6	4	4	100.0%	60	4.0	2	33.3%	2	100.0%	6	100.0%
14	Animal - Loose - DCC	6	0	0	N/A	40	9.3	6	100.0%	6	100.0%	6	100.0%
15	Traffic Signal - All Out - PWT	6	0	0	N/A	4	1.7	6	100.0%	6	100.0%	6	100.0%
16	Junk Motor Vehicle - DCC	5	0	0	N/A	126	10.8	5	100.0%	5	100.0%	5	100.0%
17	Educational Request - DFD	5	0	0	N/A	10	4.6	5	100.0%	4	80.0%	4	80.0%
18	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	2.8	4	100.0%	4	100.0%	4	100.0%
19	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.2	4	100.0%	4	100.0%	4	100.0%
20	Street Repair - Routine-STS	4	2	2	100.0%	90	2.0	2	50.0%	2	100.0%	4	100.0%