



FY 2007 – 2008

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

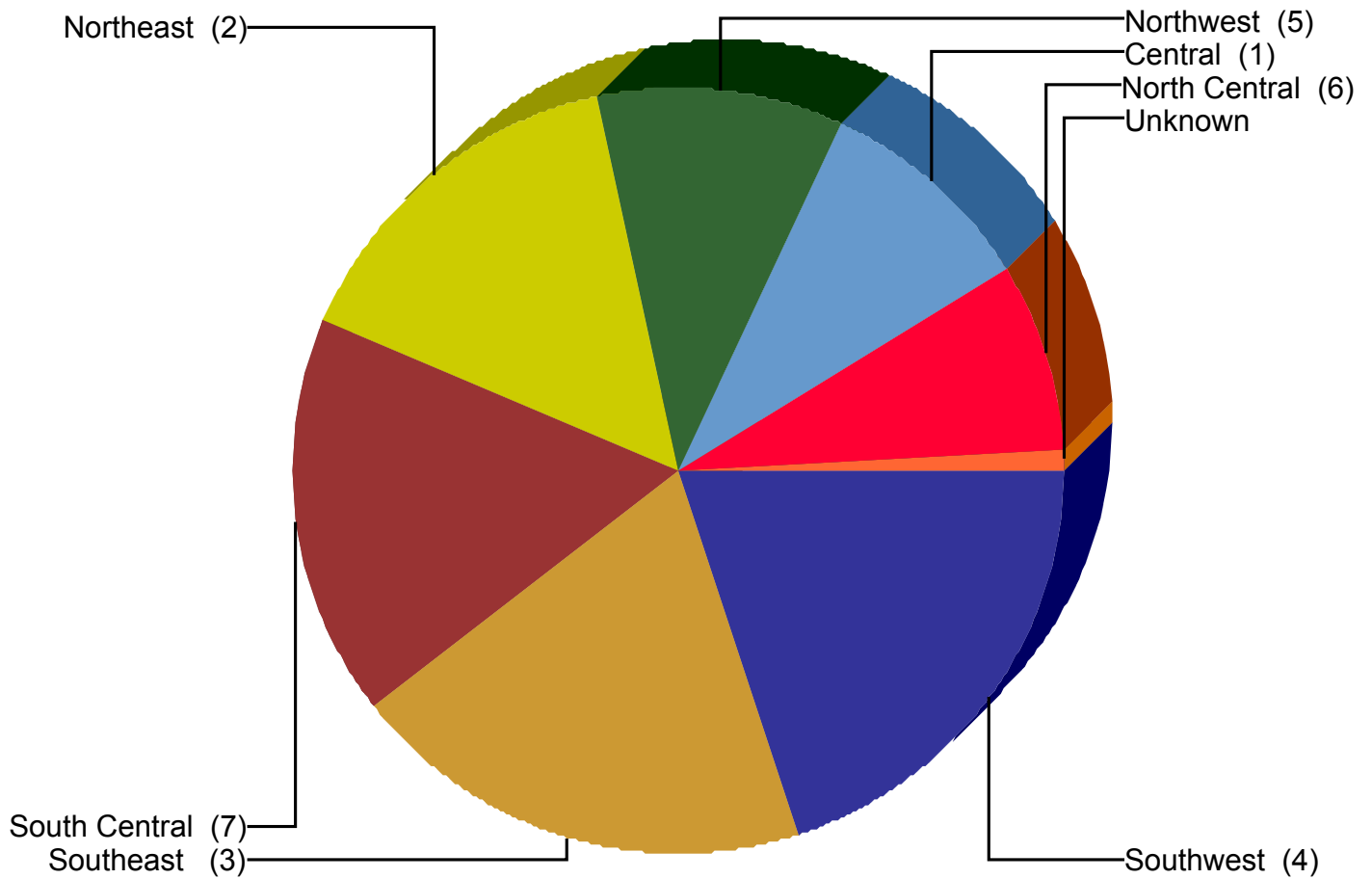
September 2008

TABLE OF CONTENTS

3	Chart of Service Request Counts by City Service Area
4	Citywide Service Level Performance Report
6	Service Level Performance Report the Central CSA
8	Service Level Performance Report the North Central CSA
10	Service Level Performance Report the Northeast CSA
12	Service Level Performance Report the Northwest CSA
14	Service Level Performance Report the South Central CSA
16	Service Level Performance Report the Southeast CSA
18	Service Level Performance Report the Southwest CSA
20	Service Level Performance Report where CSA is Unknown



City of Dallas Service Area Report
For September 2008



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,295	9.1%	99.0%
North Central (6)	2,910	8.0%	98.3%
Northeast (2)	5,509	15.2%	99.0%
Northwest (5)	3,735	10.3%	99.3%
South Central (7)	6,217	17.1%	98.8%
Southeast (3)	6,986	19.3%	98.0%
Southwest (4)	7,280	20.1%	98.6%
Unknown	352	1.0%	86.9%
Total	36,284	100.0%	98.6%

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

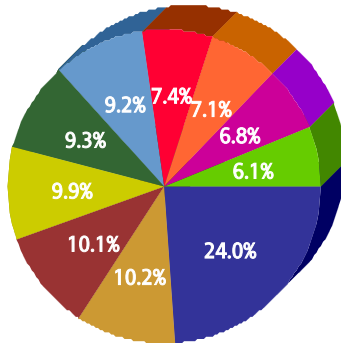


For Citywide

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,189
Animal - Loose Aggressive - DCC	1,787
Dead Animal Pick Up - SAN	1,755
Roll Cart - SAN	1,719
Litter - DCC	1,622
Recycling ROLL CART Registration - SAN	1,606
Animal - Confined - DCC	1,289
Parking - Unapproved Surface - Eve/Weekends - DCC	1,237
Smoke Detector Request - DFD	1,180
Obstruction Alley/Sidewalk/Street - DCC	1,063



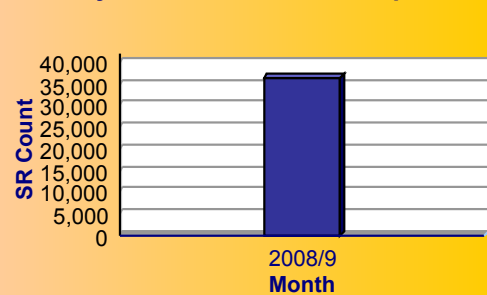
Service

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

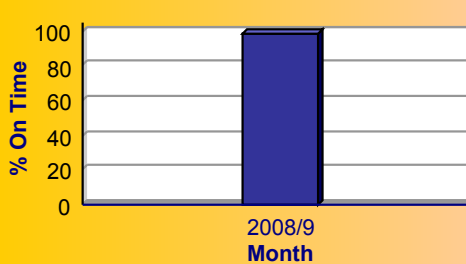
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,284	29,683	29,366	98.9%	6,601	6,393	96.8%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

September 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	4,189	1,639	1,639	100.0%	38	10.0	2,550	60.9%	2,550	100.0%	4,189	100.0%
2	Animal - Loose Aggressive - DCC	1,787	1	0	0.0%	3	0.3	1,786	99.9%	1,782	99.8%	1,782	99.7%
3	Dead Animal Pick Up - SAN	1,755	0	0	N/A	1	0.4	1,755	100.0%	1,731	98.6%	1,731	98.6%
4	Roll Cart - SAN	1,719	8	8	100.0%	10	2.7	1,711	99.5%	1,710	99.9%	1,718	99.9%
5	Litter - DCC	1,622	735	735	100.0%	38	11.5	887	54.7%	887	100.0%	1,622	100.0%
6	Recycling ROLL CART Registration - SAN	1,606	20	20	100.0%	10	4.5	1,586	98.8%	1,586	100.0%	1,606	100.0%
7	Animal - Confined - DCC	1,289	1	0	0.0%	3	0.3	1,288	99.9%	1,286	99.8%	1,286	99.8%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	1,237	0	0	N/A	10	0.3	1,237	100.0%	1,233	99.7%	1,233	99.7%
9	Smoke Detector Request - DFD	1,180	23	23	100.0%	30	1.2	1,157	98.1%	1,157	100.0%	1,180	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	1,063	537	537	100.0%	60	14.1	526	49.5%	526	100.0%	1,063	100.0%
11	Garbage - Missed - SAN	1,043	0	0	N/A	3	0.5	1,043	100.0%	1,039	99.6%	1,039	99.6%
12	24 Hour Parking/Parking Violations - DPD	824	23	23	100.0%	10	4.2	801	97.2%	780	97.4%	803	97.5%
13	Animal - Sick/Injured - DCC	751	4	0	0.0%	3	0.2	747	99.5%	745	99.7%	745	99.2%
14	Recyclable Collection Missed (Residential) - SAN	750	0	0	N/A	3	1.0	750	100.0%	750	100.0%	750	100.0%
15	Bulky Trash Violations - DCC	703	59	49	83.1%	14	5.3	644	91.6%	612	95.0%	661	94.0%
16	Substandard Structure - DCC	588	473	473	100.0%	365	8.0	115	19.6%	115	100.0%	588	100.0%
17	Animal - Loose - DCC	579	381	381	100.0%	40	7.7	198	34.2%	198	100.0%	579	100.0%
18	Junk Motor Vehicle - DCC	485	272	272	100.0%	126	10.0	213	43.9%	213	100.0%	485	100.0%
19	Animal - Cruelty - DCC	477	1	1	100.0%	30	0.5	476	99.8%	476	100.0%	477	100.0%
20	Fire Inspection - DFD	464	246	246	100.0%	60	9.0	218	47.0%	218	100.0%	464	100.0%

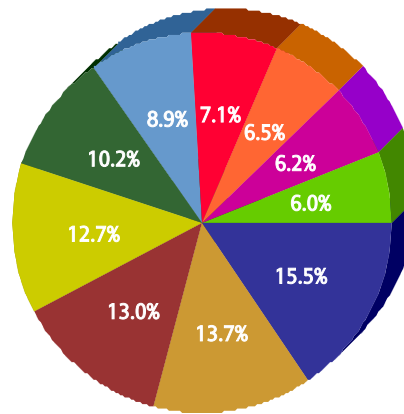


for Central (1)

September 2008

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	211
High Weeds - DCC	186
Roll Cart - SAN	176
Smoke Detector Request - DFD	173
Litter - DCC	139
Garbage - Missed - SAN	121
Dead Animal Pick Up - SAN	97
Animal - Confined - DCC	88
Obstruction Alley/Sidewalk/Street - DCC	84
Animal - Loose Aggressive - DCC	82



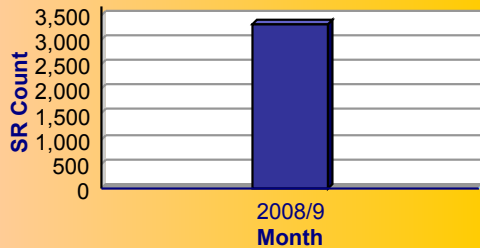
Service

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

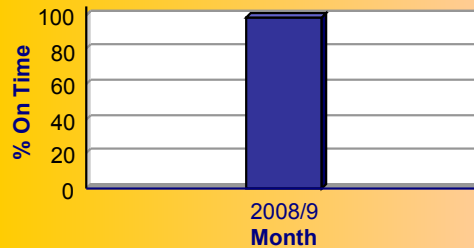
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,295	2,803	2,784	99.3%	492	479	97.4%	99.0%

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 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	211	11	11	100.0%	10	5.1	200	94.8%	200	100.0%	211	100.0%
2	High Weeds - DCC	186	46	46	100.0%	38	12.3	140	75.3%	140	100.0%	186	100.0%
3	Roll Cart - SAN	176	1	1	100.0%	10	2.8	175	99.4%	175	100.0%	176	100.0%
4	Smoke Detector Request - DFD	173	1	1	100.0%	30	0.1	172	99.4%	172	100.0%	173	100.0%
5	Litter - DCC	139	60	60	100.0%	38	13.5	79	56.8%	79	100.0%	139	100.0%
6	Garbage - Missed - SAN	121	0	0	N/A	3	0.5	121	100.0%	120	99.2%	120	99.2%
7	Dead Animal Pick Up - SAN	97	0	0	N/A	1	0.3	97	100.0%	97	100.0%	97	100.0%
8	Animal - Confined - DCC	88	0	0	N/A	3	0.4	88	100.0%	88	100.0%	88	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	84	42	42	100.0%	60	13.0	42	50.0%	42	100.0%	84	100.0%
10	Animal - Loose Aggressive - DCC	82	0	0	N/A	3	0.4	82	100.0%	82	100.0%	82	100.0%
11	Fire Inspection - DFD	70	33	33	100.0%	60	6.9	37	52.9%	37	100.0%	70	100.0%
12	Recyclable Collection Missed (Residential) - SAN	70	0	0	N/A	3	1.0	70	100.0%	70	100.0%	70	100.0%
13	Substandard Structure - DCC	65	54	54	100.0%	365	9.7	11	16.9%	11	100.0%	65	100.0%
14	24 Hour Parking/Parking Violations - DPD	59	1	1	100.0%	10	3.9	58	98.3%	58	100.0%	59	100.0%
15	Animal - Cruelty - DCC	48	0	0	N/A	30	0.6	48	100.0%	48	100.0%	48	100.0%
16	Street Repair - Routine-ST5	47	21	21	100.0%	90	4.8	26	55.3%	26	100.0%	47	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-ST5	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
18	Traffic Signal - Flashing - PWT	44	0	0	N/A	4	1.1	44	100.0%	44	100.0%	44	100.0%
19	Animal - Sick/Injured - DCC	42	1	0	0.0%	3	0.2	41	97.6%	41	100.0%	41	97.6%
20	Bulky Trash Violations - DCC	41	3	2	66.7%	14	4.1	38	92.7%	38	100.0%	40	97.6%
21	Graffiti Private Property - Residential/Commercial	41	28	28	100.0%	90	6.8	13	31.7%	13	100.0%	41	100.0%
22	Parking - Unapproved Surface - Eve/Weekends - DCC	41	0	0	N/A	10	0.6	41	100.0%	41	100.0%	41	100.0%

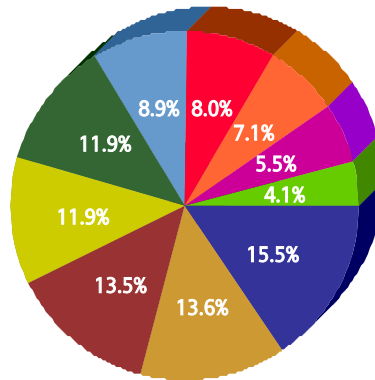


for North Central (6)

September 2008

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	216
Recycling ROLL CART Registration - SAN	189
High Weeds - DCC	188
Garbage - Missed - SAN	165
Obstruction Alley/Sidewalk/Street - DCC	165
Bulky Trash Violations - DCC	124
Dead Animal Pick Up - SAN	111
Animal - Confined - DCC	98
Recyclable Collection Missed (Residential) - SAN	77
Fire Inspection - DFD	57



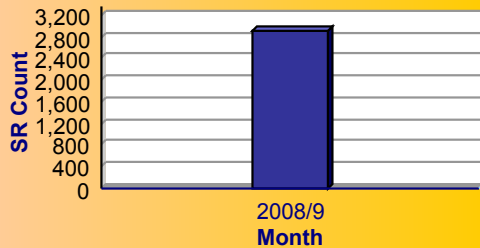
Service

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

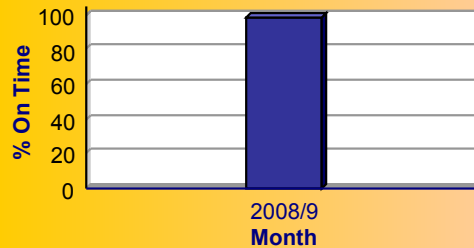
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,910	2,484	2,442	98.3%	426	419	98.4%	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)

September 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	Roll Cart - SAN	216	1	1	100.0%	10	2.7	215	99.5%	214	99.5%	215	99.5%
2	Recycling ROLL CART Registration - SAN	189	1	1	100.0%	10	4.2	188	99.5%	188	100.0%	189	100.0%
3	High Weeds - DCC	188	82	82	100.0%	38	7.7	106	56.4%	106	100.0%	188	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	165	95	95	100.0%	60	13.7	70	42.4%	70	100.0%	165	100.0%
5	Garbage - Missed - SAN	165	0	0	N/A	3	0.6	165	100.0%	165	100.0%	165	100.0%
6	Bulky Trash Violations - DCC	124	13	10	76.9%	14	6.0	111	89.5%	105	94.6%	115	92.7%
7	Dead Animal Pick Up - SAN	111	0	0	N/A	1	0.3	111	100.0%	110	99.1%	110	99.1%
8	Animal - Confined - DCC	98	0	0	N/A	3	0.2	98	100.0%	98	100.0%	98	100.0%
9	Recyclable Collection Missed (Residential) - SAN	77	0	0	N/A	3	0.9	77	100.0%	77	100.0%	77	100.0%
10	Fire Inspection - DFD	57	29	29	100.0%	60	12.0	28	49.1%	28	100.0%	57	100.0%
11	24 Hour Parking/Parking Violations - DPD	55	1	1	100.0%	10	3.8	54	98.2%	52	96.3%	53	96.4%
12	Brush/Bulk Items - Missed - SAN	52	0	0	N/A	10	3.0	52	100.0%	52	100.0%	52	100.0%
13	Litter - DCC	49	20	20	100.0%	38	9.2	29	59.2%	29	100.0%	49	100.0%
14	Street Repair - Routine-STS	49	12	12	100.0%	90	5.6	37	75.5%	37	100.0%	49	100.0%
15	Traffic Signal - Timing - PWT	47	0	0	N/A	4	1.3	47	100.0%	47	100.0%	47	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	44	0	0	N/A	1	0.0	44	100.0%	44	100.0%	44	100.0%
17	Substandard Structure Apts - DCC	43	27	27	100.0%	365	5.9	16	37.2%	16	100.0%	43	100.0%
18	Recycling - Roll Cart - SAN	40	0	0	N/A	10	2.5	40	100.0%	40	100.0%	40	100.0%
19	Animal - Loose Aggressive - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
20	Traffic Signal - School Flasher Maintenance - PWT	35	0	0	N/A	4	1.2	35	100.0%	35	100.0%	35	100.0%

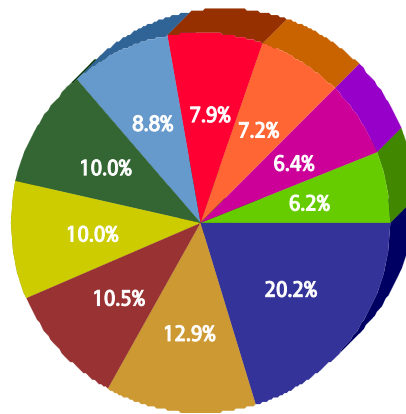


for Northeast (2)

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	514
Recycling ROLL CART Registration - SAN	327
Obstruction Alley/Sidewalk/Street - DCC	266
Roll Cart - SAN	255
Dead Animal Pick Up - SAN	253
Animal - Confined - DCC	224
Litter - DCC	201
Animal - Loose Aggressive - DCC	182
24 Hour Parking/Parking Violations - DPD	163
Garbage - Missed - SAN	157



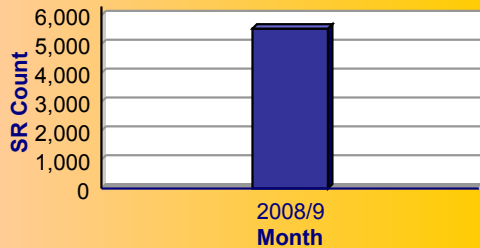
Service

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

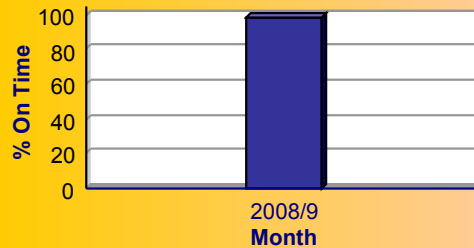
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,509	4,484	4,458	99.4%	1,025	995	97.1%	99.0%

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 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	514	171	171	100.0%	38	10.0	343	66.7%	343	100.0%	514	100.0%
2	Recycling ROLL CART Registration - SAN	327	5	5	100.0%	10	4.5	322	98.5%	322	100.0%	327	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	266	144	144	100.0%	60	13.3	122	45.9%	122	100.0%	266	100.0%
4	Roll Cart - SAN	255	1	1	100.0%	10	2.7	254	99.6%	254	100.0%	255	100.0%
5	Dead Animal Pick Up - SAN	253	0	0	N/A	1	0.3	253	100.0%	252	99.6%	252	99.6%
6	Animal - Confined - DCC	224	1	0	0.0%	3	0.2	223	99.6%	223	100.0%	223	99.6%
7	Litter - DCC	201	91	91	100.0%	38	11.6	110	54.7%	110	100.0%	201	100.0%
8	Animal - Loose Aggressive - DCC	182	1	0	0.0%	3	0.3	181	99.5%	180	99.4%	180	98.9%
9	24 Hour Parking/Parking Violations - DPD	163	0	0	N/A	10	3.0	163	100.0%	161	98.8%	161	98.8%
10	Garbage - Missed - SAN	157	0	0	N/A	3	0.5	157	100.0%	157	100.0%	157	100.0%
11	Substandard Structure Apts - DCC	156	102	102	100.0%	365	6.0	54	34.6%	54	100.0%	156	100.0%
12	Recyclable Collection Missed (Residential) - SAN	156	0	0	N/A	3	1.0	156	100.0%	156	100.0%	156	100.0%
13	Bulky Trash Violations - DCC	147	4	4	100.0%	14	3.6	143	97.3%	142	99.3%	146	99.3%
14	Animal - Sick/Injured - DCC	107	0	0	N/A	3	0.2	107	100.0%	106	99.1%	106	99.1%
15	Substandard Structure - DCC	96	76	76	100.0%	365	7.7	20	20.8%	20	100.0%	96	100.0%
16	Animal - Cruelty - DCC	78	0	0	N/A	30	0.5	78	100.0%	78	100.0%	78	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	65	0	0	N/A	10	0.8	65	100.0%	65	100.0%	65	100.0%
18	Animal - Loose - DCC	64	43	43	100.0%	40	8.0	21	32.8%	21	100.0%	64	100.0%
19	Junk Motor Vehicle - DCC	60	29	29	100.0%	126	6.8	31	51.7%	31	100.0%	60	100.0%
20	Fire Inspection - DFD	59	31	31	100.0%	60	12.6	28	47.5%	28	100.0%	59	100.0%

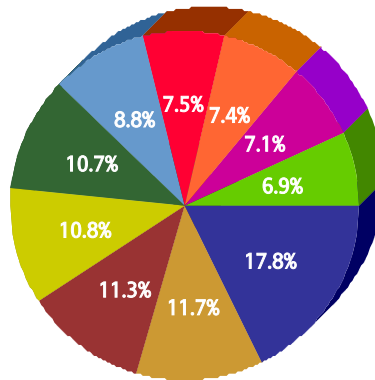


for Northwest (5)

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	281
Roll Cart - SAN	184
Dead Animal Pick Up - SAN	178
Recycling ROLL CART Registration - SAN	171
Litter - DCC	168
Recyclable Collection Missed (Residential) - SAN	139
24 Hour Parking/Parking Violations - DPD	118
Garbage - Missed - SAN	117
Animal - Confined - DCC	112
Animal - Loose Aggressive - DCC	109



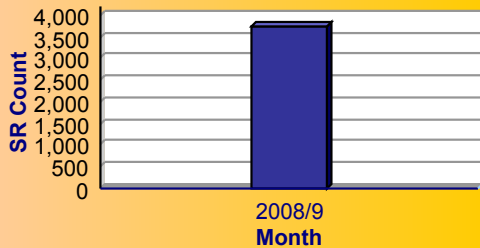
Service

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

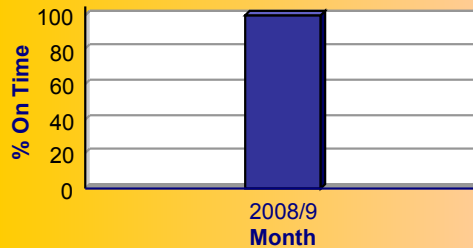
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,735	3,228	3,208	99.4%	507	502	99.0%	99.3%

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 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	281	99	99	100.0%	38	8.2	182	64.8%	182	100.0%	281	100.0%
2	Roll Cart - SAN	184	0	0	N/A	10	2.7	184	100.0%	184	100.0%	184	100.0%
3	Dead Animal Pick Up - SAN	178	0	0	N/A	1	0.3	178	100.0%	177	99.4%	177	99.4%
4	Recycling ROLL CART Registration - SAN	171	1	1	100.0%	10	4.3	170	99.4%	170	100.0%	171	100.0%
5	Litter - DCC	168	72	72	100.0%	38	10.0	96	57.1%	96	100.0%	168	100.0%
6	Recyclable Collection Missed (Residential) - SAN	139	0	0	N/A	3	1.0	139	100.0%	139	100.0%	139	100.0%
7	24 Hour Parking/Parking Violations - DPD	118	9	9	100.0%	10	5.9	109	92.4%	109	100.0%	118	100.0%
8	Garbage - Missed - SAN	117	0	0	N/A	3	0.4	117	100.0%	117	100.0%	117	100.0%
9	Animal - Confined - DCC	112	0	0	N/A	3	0.2	112	100.0%	112	100.0%	112	100.0%
10	Animal - Loose Aggressive - DCC	109	0	0	N/A	3	0.2	109	100.0%	109	100.0%	109	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	105	33	33	100.0%	60	13.2	72	68.6%	72	100.0%	105	100.0%
12	Bulky Trash Violations - DCC	104	3	3	100.0%	14	4.0	101	97.1%	101	100.0%	104	100.0%
13	Street Repair - Routine-STS	76	15	15	100.0%	90	5.0	61	80.3%	61	100.0%	76	100.0%
14	Fire Inspection - DFD	67	31	31	100.0%	60	6.4	36	53.7%	36	100.0%	67	100.0%
15	Brush/Bulk Items - Missed - SAN	59	0	0	N/A	10	2.0	59	100.0%	59	100.0%	59	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.0	57	100.0%	57	100.0%	57	100.0%
17	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.1	55	100.0%	55	100.0%	55	100.0%
18	Junk Motor Vehicle - DCC	50	20	20	100.0%	126	12.5	30	60.0%	30	100.0%	50	100.0%
19	Illegal Outside Storage - DCC	49	18	18	100.0%	38	9.0	31	63.3%	31	100.0%	49	100.0%
20	Traffic Signal - All Out - PWT	44	0	0	N/A	4	1.6	44	100.0%	44	100.0%	44	100.0%

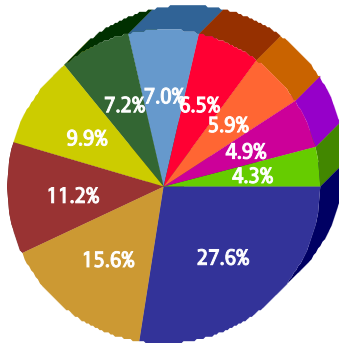


for South Central (7)

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,037
Smoke Detector Request - DFD	587
Animal - Loose Aggressive - DCC	421
Dead Animal Pick Up - SAN	373
Litter - DCC	271
Parking - Unapproved Surface - Eve/Weekends - DCC	265
Roll Cart - SAN	243
Animal - Confined - DCC	221
Animal - Sick/Injured - DCC	183
Garbage - Missed - SAN	160



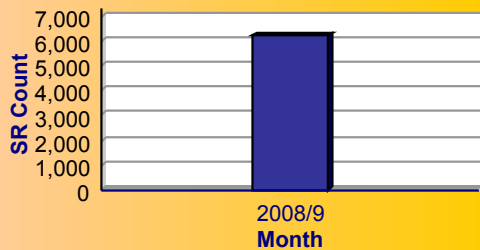
Service

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

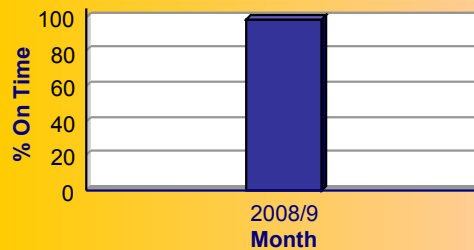
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,217	5,209	5,159	99.0%	1,008	985	97.7%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for South Central (7)

September 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	1,037	293	293	100.0%	38	9.7	744	71.7%	744	100.0%	1,037	100.0%
2	Smoke Detector Request - DFD	587	9	9	100.0%	30	1.8	578	98.5%	578	100.0%	587	100.0%
3	Animal - Loose Aggressive - DCC	421	0	0	N/A	3	0.3	421	100.0%	421	100.0%	421	100.0%
4	Dead Animal Pick Up - SAN	373	0	0	N/A	1	0.4	373	100.0%	364	97.6%	364	97.6%
5	Litter - DCC	271	112	112	100.0%	38	11.1	159	58.7%	159	100.0%	271	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	265	0	0	N/A	10	0.2	265	100.0%	265	100.0%	265	100.0%
7	Roll Cart - SAN	243	0	0	N/A	10	2.9	243	100.0%	243	100.0%	243	100.0%
8	Animal - Confined - DCC	221	0	0	N/A	3	0.5	221	100.0%	220	99.5%	220	99.5%
9	Animal - Sick/Injured - DCC	183	1	0	0.0%	3	0.3	182	99.5%	181	99.5%	181	98.9%
10	Garbage - Missed - SAN	160	0	0	N/A	3	0.6	160	100.0%	160	100.0%	160	100.0%
11	Recycling ROLL CART Registration - SAN	147	0	0	N/A	10	4.7	147	100.0%	147	100.0%	147	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	145	59	59	100.0%	60	18.1	86	59.3%	86	100.0%	145	100.0%
13	Substandard Structure - DCC	136	108	108	100.0%	365	7.5	28	20.6%	28	100.0%	136	100.0%
14	24 Hour Parking/Parking Violations - DPD	129	1	1	100.0%	10	5.4	128	99.2%	114	89.1%	115	89.1%
15	Junk Motor Vehicle - DCC	111	71	71	100.0%	126	11.6	40	36.0%	40	100.0%	111	100.0%
16	Animal - Loose - DCC	106	73	73	100.0%	40	7.1	33	31.1%	33	100.0%	106	100.0%
17	Animal - Cruelty - DCC	93	0	0	N/A	30	0.5	93	100.0%	93	100.0%	93	100.0%
18	Bulky Trash Violations - DCC	92	10	8	80.0%	14	6.0	82	89.1%	74	90.2%	82	89.1%
19	Recyclable Collection Missed (Residential) - SAN	78	0	0	N/A	3	0.9	78	100.0%	78	100.0%	78	100.0%
20	Illegal Dumping - DCC	72	20	20	100.0%	38	5.2	52	72.2%	52	100.0%	72	100.0%

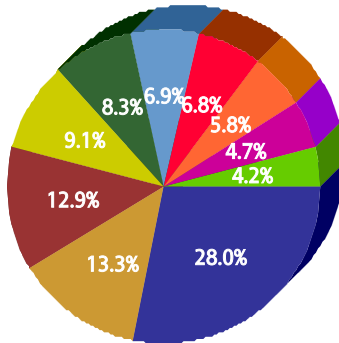


for Southeast (3)

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,153
Animal - Loose Aggressive - DCC	547
Parking - Unapproved Surface - Eve/Weekends - DCC	533
Dead Animal Pick Up - SAN	376
Litter - DCC	340
Roll Cart - SAN	285
Animal - Confined - DCC	279
Recycling ROLL CART Registration - SAN	241
Animal - Sick/Injured - DCC	192
Garbage - Missed - SAN	175



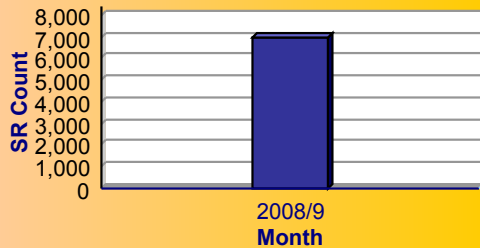
Service

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

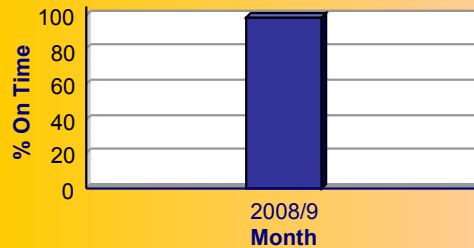
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,986	5,419	5,347	98.7%	1,567	1,497	95.5%	98.0%

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 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	1,153	569	569	100.0%	38	10.2	584	50.7%	584	100.0%	1,153	100.0%
2	Animal - Loose Aggressive - DCC	547	0	0	N/A	3	0.2	547	100.0%	545	99.6%	545	99.6%
3	Parking - Unapproved Surface - Eve/Weekends - DCC	533	0	0	N/A	10	0.3	533	100.0%	529	99.2%	529	99.2%
4	Dead Animal Pick Up - SAN	376	0	0	N/A	1	0.3	376	100.0%	372	98.9%	372	98.9%
5	Litter - DCC	340	145	145	100.0%	38	12.1	195	57.4%	195	100.0%	340	100.0%
6	Roll Cart - SAN	285	4	4	100.0%	10	2.8	281	98.6%	281	100.0%	285	100.0%
7	Animal - Confined - DCC	279	0	0	N/A	3	0.3	279	100.0%	278	99.6%	278	99.6%
8	Recycling ROLL CART Registration - SAN	241	1	1	100.0%	10	4.4	240	99.6%	240	100.0%	241	100.0%
9	Animal - Sick/Injured - DCC	192	0	0	N/A	3	0.2	192	100.0%	192	100.0%	192	100.0%
10	Garbage - Missed - SAN	175	0	0	N/A	3	0.6	175	100.0%	174	99.4%	174	99.4%
11	Animal - Loose - DCC	169	113	113	100.0%	40	7.4	56	33.1%	56	100.0%	169	100.0%
12	Substandard Structure - DCC	156	134	134	100.0%	365	8.8	22	14.1%	22	100.0%	156	100.0%
13	24 Hour Parking/Parking Violations - DPD	127	10	10	100.0%	10	4.3	117	92.1%	115	98.3%	125	98.4%
14	Recyclable Collection Missed (Residential) - SAN	111	0	0	N/A	3	1.0	111	100.0%	111	100.0%	111	100.0%
15	Bulky Trash Violations - DCC	96	8	5	62.5%	14	6.8	88	91.7%	75	85.2%	80	83.3%
16	Animal - Cruelty - DCC	96	0	0	N/A	30	0.4	96	100.0%	96	100.0%	96	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	82	54	54	100.0%	60	11.3	28	34.1%	28	100.0%	82	100.0%
18	Open and Vacant Structure - DCC	76	24	24	100.0%	30	8.2	52	68.4%	52	100.0%	76	100.0%
19	Junk Motor Vehicle - DCC	75	50	50	100.0%	126	8.4	25	33.3%	25	100.0%	75	100.0%
20	Illegal Dumping - DCC	67	39	39	100.0%	38	6.6	28	41.8%	28	100.0%	67	100.0%

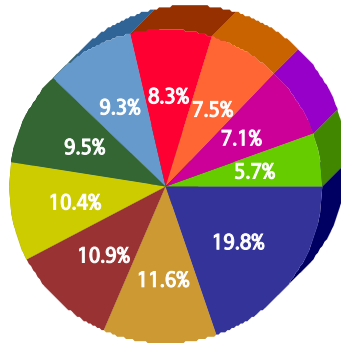


for Southwest (4)

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	744
Litter - DCC	436
Animal - Loose Aggressive - DCC	409
Smoke Detector Request - DFD	392
Dead Animal Pick Up - SAN	357
Roll Cart - SAN	352
Recycling ROLL CART Registration - SAN	314
Parking - Unapproved Surface - Eve/Weekends - DCC	281
Animal - Confined - DCC	266
Obstruction Alley/Sidewalk/Street - DCC	214



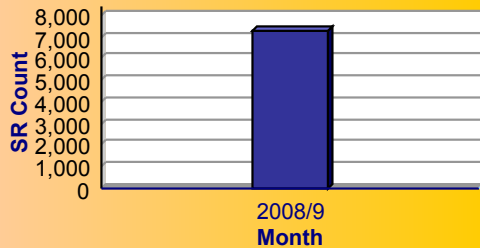
Service

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

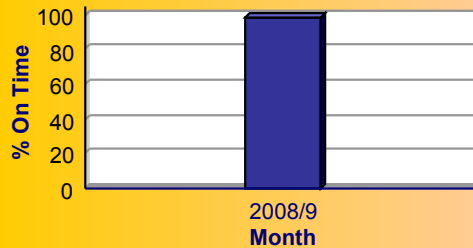
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,280	5,811	5,730	98.6%	1,469	1,448	98.6%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

September 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	744	357	357	100.0%	38	10.8	387	52.0%	387	100.0%	744	100.0%
2	Litter - DCC	436	228	228	100.0%	38	11.8	208	47.7%	208	100.0%	436	100.0%
3	Animal - Loose Aggressive - DCC	409	0	0	N/A	3	0.3	409	100.0%	408	99.8%	408	99.8%
4	Smoke Detector Request - DFD	392	4	4	100.0%	30	0.5	388	99.0%	388	100.0%	392	100.0%
5	Dead Animal Pick Up - SAN	357	0	0	N/A	1	0.5	357	100.0%	349	97.8%	349	97.8%
6	Roll Cart - SAN	352	1	1	100.0%	10	2.6	351	99.7%	351	100.0%	352	100.0%
7	Recycling ROLL CART Registration - SAN	314	1	1	100.0%	10	4.5	313	99.7%	313	100.0%	314	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	281	0	0	N/A	10	0.3	281	100.0%	281	100.0%	281	100.0%
9	Animal - Confined - DCC	266	0	0	N/A	3	0.3	266	100.0%	266	100.0%	266	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	214	109	109	100.0%	60	14.2	105	49.1%	105	100.0%	214	100.0%
11	24 Hour Parking/Parking Violations - DPD	171	1	1	100.0%	10	3.5	170	99.4%	169	99.4%	170	99.4%
12	Junk Motor Vehicle - DCC	156	84	84	100.0%	126	10.0	72	46.2%	72	100.0%	156	100.0%
13	Animal - Loose - DCC	150	98	98	100.0%	40	8.2	52	34.7%	52	100.0%	150	100.0%
14	Garbage - Missed - SAN	146	0	0	N/A	3	0.5	146	100.0%	144	98.6%	144	98.6%
15	Animal - Sick/Injured - DCC	144	1	0	0.0%	3	0.2	143	99.3%	143	100.0%	143	99.3%
16	Illegal Outside Storage - DCC	126	78	78	100.0%	38	11.8	48	38.1%	48	100.0%	126	100.0%
17	Fire Inspection - DFD	121	68	68	100.0%	60	9.0	53	43.8%	53	100.0%	121	100.0%
18	Recyclable Collection Missed (Residential) - SAN	114	0	0	N/A	3	1.0	114	100.0%	114	100.0%	114	100.0%
19	Animal - Cruelty - DCC	113	0	0	N/A	30	0.4	113	100.0%	113	100.0%	113	100.0%
20	Bulky Trash Violations - DCC	98	17	16	94.1%	14	7.5	81	82.7%	77	95.1%	93	94.9%

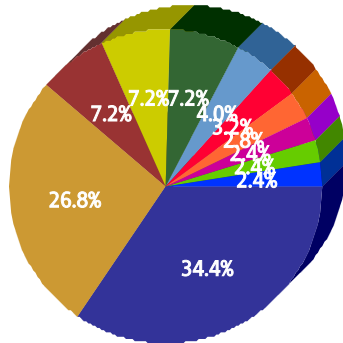


for Unknown

September 2008

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	86
Complaint/Compliment - CTY	67
Fire Inspection - DFD	18
Illegal Food Vending - EHS	18
Litter - DCC	18
Dead Animal Pick Up - SAN	10
Roll Cart - SAN	8
Street Spillage/Debris in Right of Way-Hazardous-STS	7
Railroad Crossing Repair - PWT	6
Recycling ROLL CART Registration - SAN	6
Signs - Public Right of Way Eve/Weekends - DCC	6



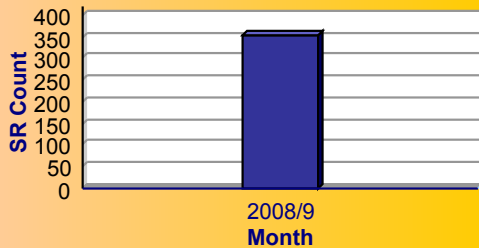
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Fire Inspection - DFD
- Illegal Food Vending - EHS
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Railroad Crossing Repair - PWT
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way Eve/Weekends - DCC

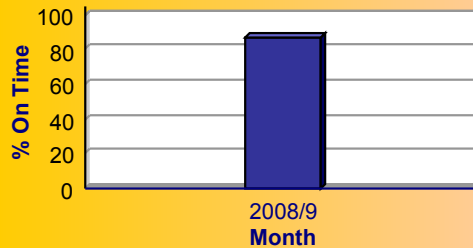
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
352	245	238	97.1%	107	68	63.6%	86.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

September 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	86	22	22	100.0%	38	10.2	64	74.4%	64	100.0%	86	100.0%
2	Complaint/Compliment - CTY	67	41	6	14.6%	10	5.5	26	38.8%	22	84.6%	28	41.8%
3	Litter - DCC	18	7	7	100.0%	38	8.7	11	61.1%	11	100.0%	18	100.0%
4	Fire Inspection - DFD	18	15	15	100.0%	60	10.0	3	16.7%	3	100.0%	18	100.0%
5	Illegal Food Vending - EHS	18	2	2	100.0%	45	4.6	16	88.9%	16	100.0%	18	100.0%
6	Dead Animal Pick Up - SAN	10	0	0	N/A	1	0.1	10	100.0%	10	100.0%	10	100.0%
7	Roll Cart - SAN	8	0	0	N/A	10	2.1	8	100.0%	8	100.0%	8	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-ST5	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
9	Railroad Crossing Repair - PWT	6	0	0	N/A	14	3.2	6	100.0%	6	100.0%	6	100.0%
10	Recycling ROLL CART Registration - SAN	6	0	0	N/A	10	2.2	6	100.0%	6	100.0%	6	100.0%
11	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%
12	Recyclable Collection Missed (Residential) - SAN	5	0	0	N/A	3	1.0	5	100.0%	5	100.0%	5	100.0%
13	Cost Plus - SAN	4	0	0	N/A	10	1.8	4	100.0%	4	100.0%	4	100.0%
14	Animal - Loose - DCC	4	3	3	100.0%	40	15.0	1	25.0%	1	100.0%	4	100.0%
15	Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%
16	Substandard Structure - DCC	3	3	3	100.0%	365		0	0.0%	0	N/A	3	100.0%
17	Animal - Noisy - DCC	3	0	0	N/A	30	6.7	3	100.0%	3	100.0%	3	100.0%
18	Parking in Fire Lane/ Fire Hydrants - DFD	3	0	0	N/A	7	9.0	3	100.0%	2	66.7%	2	66.7%
19	Smoke Detector Request - DFD	3	0	0	N/A	30	3.3	3	100.0%	3	100.0%	3	100.0%
20	Foodborne Illness - EHS	3	1	1	100.0%	30	3.5	2	66.7%	2	100.0%	3	100.0%
21	Park Maintenance/Misc. - PKR	3	1	1	100.0%	30	3.0	2	66.7%	2	100.0%	3	100.0%
22	Pot hole - Hazardous-ST5	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%
23	Traffic Signal - School Flasher Maintenance - PWT	3	0	0	N/A	4	1.0	3	100.0%	3	100.0%	3	100.0%