



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

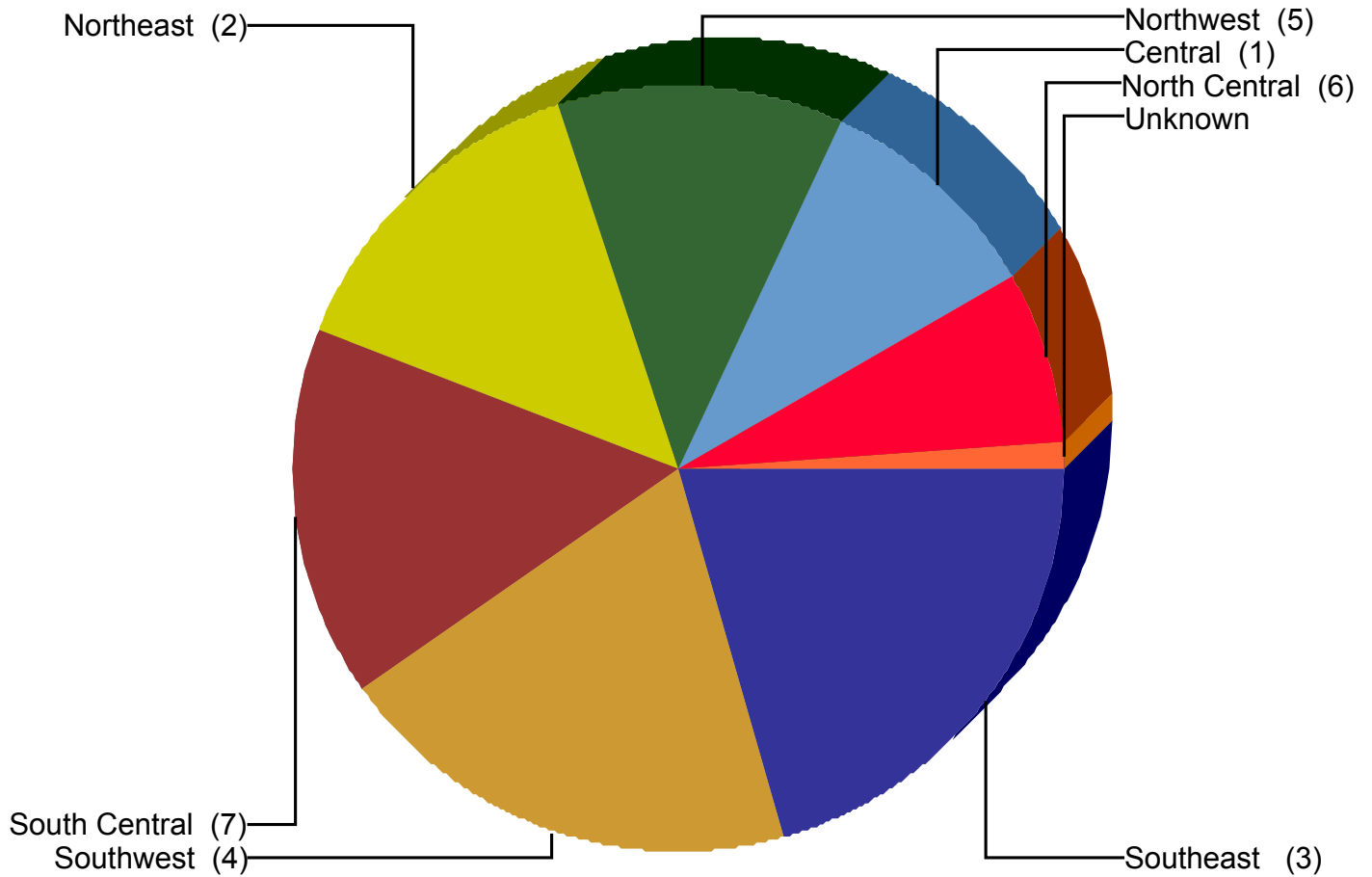
April 2009

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City of Dallas Service Area Report
For April 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,549	9.5%	98.6%
North Central (6)	2,773	7.4%	98.6%
Northeast (2)	5,290	14.2%	99.3%
Northwest (5)	4,450	12.0%	99.1%
South Central (7)	5,848	15.7%	99.2%
Southeast (3)	7,642	20.5%	98.8%
Southwest (4)	7,314	19.6%	99.1%
Unknown	370	1.0%	92.7%
Total	37,236	100.0%	98.9%

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

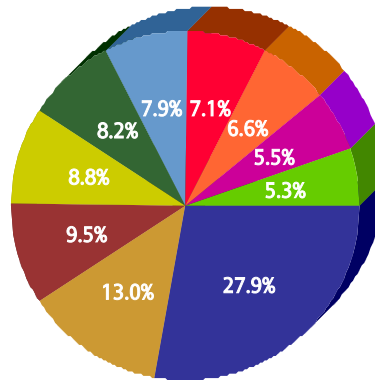


For Citywide

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,986
Litter - DCC	2,328
Roll Cart - SAN	1,700
Animal - Loose - DCC	1,578
Dead Animal Pick Up - SAN	1,474
Animal - Loose Aggressive - DCC	1,411
Recycling ROLL CART Registration - SAN	1,278
Animal - Confined - DCC	1,189
Obstruction Alley/Sidewalk/Street - DCC	985
Recyclable Collection Missed (Residential) - SAN	952



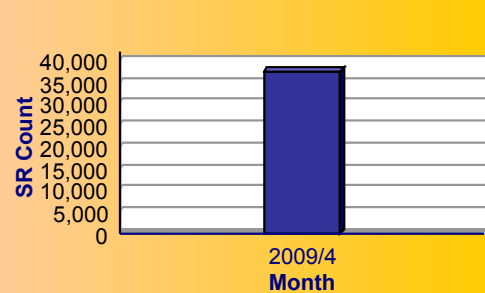
Service

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

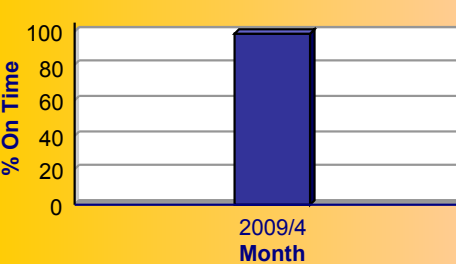
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
37,236	28,948	28,676	99.1%	8,288	8,164	98.5%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

April 2009

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	4,986	2,749	2,749	100.0%	38	10.8	2,237	44.9%	2,237	100.0%	4,986	100.0%
2	Litter - DCC	2,328	1,048	1,048	100.0%	38	11.5	1,280	55.0%	1,280	100.0%	2,328	100.0%
3	Roll Cart - SAN	1,700	81	81	100.0%	10	2.8	1,619	95.2%	1,618	99.9%	1,699	99.9%
4	Animal - Loose - DCC	1,578	331	331	100.0%	40	3.2	1,247	79.0%	1,247	100.0%	1,578	100.0%
5	Dead Animal Pick Up - SAN	1,474	0	0	N/A	1	0.4	1,474	100.0%	1,457	98.8%	1,457	98.8%
6	Animal - Loose Aggressive - DCC	1,411	3	0	0.0%	3	0.4	1,408	99.8%	1,388	98.6%	1,388	98.4%
7	Recycling ROLL CART Registration - SAN	1,278	80	80	100.0%	10	3.6	1,198	93.7%	1,197	99.9%	1,277	99.9%
8	Animal - Confined - DCC	1,189	2	0	0.0%	3	0.3	1,187	99.8%	1,178	99.2%	1,178	99.1%
9	Obstruction Alley/Sidewalk/Street - DCC	985	555	555	100.0%	60	11.6	430	43.7%	430	100.0%	985	100.0%
10	Recyclable Collection Missed (Residential) - SAN	952	0	0	N/A	3	1.3	952	100.0%	951	99.9%	951	99.9%
11	Garbage - Missed - SAN	830	1	0	0.0%	3	0.7	829	99.9%	825	99.5%	825	99.4%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	780	0	0	N/A	10	0.4	780	100.0%	779	99.9%	779	99.9%
13	Junk Motor Vehicle - DCC	723	498	498	100.0%	126	9.2	225	31.1%	225	100.0%	723	100.0%
14	Signs - Public Right of Way Eve/Weekends - DCC	704	0	0	N/A	7	0.4	704	100.0%	699	99.3%	699	99.3%
15	Bulky Trash Violations - DCC	653	62	57	91.9%	14	4.9	591	90.5%	556	94.1%	613	93.9%
16	Fire Inspection - DFD	618	361	361	100.0%	60	6.9	257	41.6%	257	100.0%	618	100.0%
17	Animal - Sick/Injured - DCC	605	4	0	0.0%	3	0.4	601	99.3%	593	98.7%	593	98.0%
18	24 Hour Parking/Parking Violations - DPD	538	48	46	95.8%	10	4.7	490	91.1%	464	94.7%	510	94.8%
19	Smoke Detector Request - DFD	505	50	50	100.0%	30	3.5	455	90.1%	455	100.0%	505	100.0%
20	Graffiti Private Property - Residential/Commercial	399	180	180	100.0%	90	6.4	219	54.9%	219	100.0%	399	100.0%

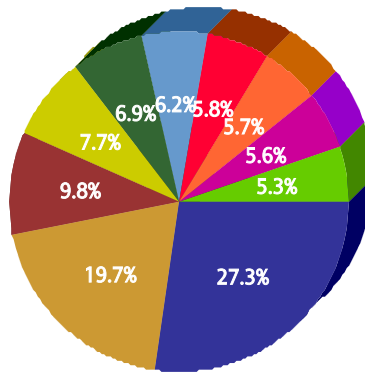


for Central (1)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	424
Litter - DCC	306
Roll Cart - SAN	153
Recycling ROLL CART Registration - SAN	120
Traffic Signal - Flashing - PWT	108
Recyclable Collection Missed (Residential) - SAN	97
Graffiti Private Property - Residential/Commercial	90
Animal - Confined - DCC	88
Dead Animal Pick Up - SAN	87
Animal - Loose - DCC	82



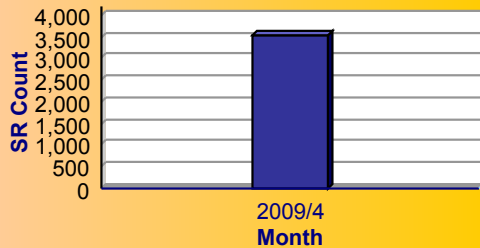
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Traffic Signal - Flashing - PWT
- Recyclable Collection Missed (Residential) - SAN
- Graffiti Private Property - Residential/Commercial
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose - DCC

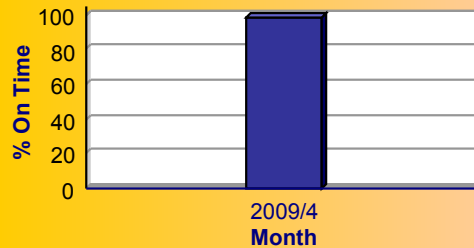
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,549	2,832	2,796	98.7%	717	703	98.0%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

April 2009

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	424	177	177	100.0%	38	10.6	247	58.3%	247	100.0%	424	100.0%
2	Litter - DCC	306	131	131	100.0%	38	10.3	175	57.2%	175	100.0%	306	100.0%
3	Roll Cart - SAN	153	6	6	100.0%	10	2.7	147	96.1%	147	100.0%	153	100.0%
4	Recycling ROLL CART Registration - SAN	120	7	7	100.0%	10	3.8	113	94.2%	113	100.0%	120	100.0%
5	Traffic Signal - Flashing - PWT	108	0	0	N/A	4	1.5	108	100.0%	108	100.0%	108	100.0%
6	Recyclable Collection Missed (Residential) - SAN	97	0	0	N/A	3	1.2	97	100.0%	97	100.0%	97	100.0%
7	Graffiti Private Property - Residential/Commercial	90	40	40	100.0%	90	5.4	50	55.6%	50	100.0%	90	100.0%
8	Animal - Confined - DCC	88	0	0	N/A	3	0.3	88	100.0%	87	98.9%	87	98.9%
9	Dead Animal Pick Up - SAN	87	0	0	N/A	1	0.3	87	100.0%	87	100.0%	87	100.0%
10	Animal - Loose - DCC	82	25	25	100.0%	40	2.2	57	69.5%	57	100.0%	82	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	81	57	57	100.0%	60	9.3	24	29.6%	24	100.0%	81	100.0%
12	Animal - Loose Aggressive - DCC	70	0	0	N/A	3	0.4	70	100.0%	69	98.6%	69	98.6%
13	Garbage - Missed - SAN	62	0	0	N/A	3	0.6	62	100.0%	62	100.0%	62	100.0%
14	24 Hour Parking/Parking Violations - DPD	60	7	6	85.7%	10	3.8	53	88.3%	51	96.2%	57	95.0%
15	Fire Inspection - DFD	57	44	44	100.0%	60	7.5	13	22.8%	13	100.0%	57	100.0%
16	Bulky Trash Violations - DCC	50	4	4	100.0%	14	8.6	46	92.0%	36	78.3%	40	80.0%
17	General - DCC	50	5	5	100.0%	38	4.0	45	90.0%	45	100.0%	50	100.0%
18	Recycling - Roll Cart - SAN	50	4	4	100.0%	10	3.4	46	92.0%	46	100.0%	50	100.0%
19	Signs - Public Right of Way - DCC	45	1	0	0.0%	7	3.3	44	97.8%	38	86.4%	38	84.4%
20	Animal - Sick/Injured - DCC	45	0	0	N/A	3	0.5	45	100.0%	45	100.0%	45	100.0%

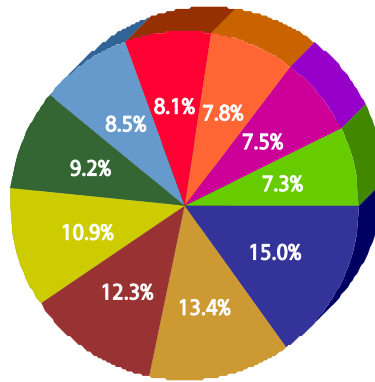


for North Central (6)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	182
Roll Cart - SAN	162
Garbage - Missed - SAN	149
Recycling ROLL CART Registration - SAN	132
Dead Animal Pick Up - SAN	112
Recyclable Collection Missed (Residential) - SAN	103
Animal - Confined - DCC	98
Obstruction Alley/Sidewalk/Street - DCC	95
Litter - DCC	91
Signs - Public Right of Way Eve/Weekends - DCC	88



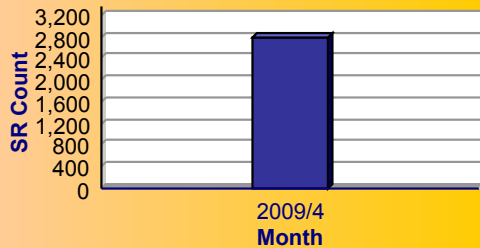
Service

- High Weeds - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC

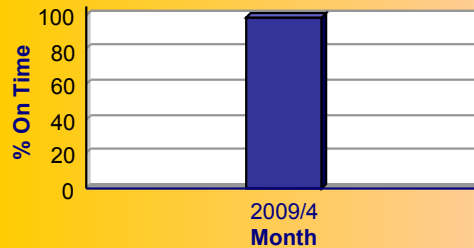
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,773	2,302	2,284	99.2%	471	451	95.8%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

April 2009

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	182	97	97	100.0%	38	11.0	85	46.7%	85	100.0%	182	100.0%
2	Roll Cart - SAN	162	5	5	100.0%	10	2.5	157	96.9%	157	100.0%	162	100.0%
3	Garbage - Missed - SAN	149	0	0	N/A	3	0.5	149	100.0%	149	100.0%	149	100.0%
4	Recycling ROLL CART Registration - SAN	132	12	12	100.0%	10	3.6	120	90.9%	120	100.0%	132	100.0%
5	Dead Animal Pick Up - SAN	112	0	0	N/A	1	0.3	112	100.0%	110	98.2%	110	98.2%
6	Recyclable Collection Missed (Residential) - SAN	103	0	0	N/A	3	1.0	103	100.0%	102	99.0%	102	99.0%
7	Animal - Confined - DCC	98	0	0	N/A	3	0.1	98	100.0%	98	100.0%	98	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	95	66	66	100.0%	60	12.2	29	30.5%	29	100.0%	95	100.0%
9	Litter - DCC	91	38	38	100.0%	38	10.9	53	58.2%	53	100.0%	91	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	88	0	0	N/A	7	0.6	88	100.0%	88	100.0%	88	100.0%
11	Fire Inspection - DFD	79	44	44	100.0%	60	2.5	35	44.3%	35	100.0%	79	100.0%
12	24 Hour Parking/Parking Violations - DPD	52	2	2	100.0%	10	3.8	50	96.2%	50	100.0%	52	100.0%
13	Bulky Trash Violations - DCC	50	6	4	66.7%	14	4.3	44	88.0%	44	100.0%	48	96.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	46	0	0	N/A	1	0.1	46	100.0%	45	97.8%	45	97.8%
15	Animal - Sick/Injured - DCC	45	0	0	N/A	3	0.3	45	100.0%	45	100.0%	45	100.0%
16	Traffic Signal - Timing - PWT	42	0	0	N/A	4	1.3	42	100.0%	42	100.0%	42	100.0%
17	Animal - Loose Aggressive - DCC	39	0	0	N/A	3	0.1	39	100.0%	39	100.0%	39	100.0%
18	Recycling - Roll Cart - SAN	39	1	1	100.0%	10	2.7	38	97.4%	38	100.0%	39	100.0%
19	Street Repair - Routine-STS	39	10	10	100.0%	90	5.1	29	74.4%	29	100.0%	39	100.0%
20	Signs - Public Right of Way - DCC	38	0	0	N/A	7	1.2	38	100.0%	35	92.1%	35	92.1%

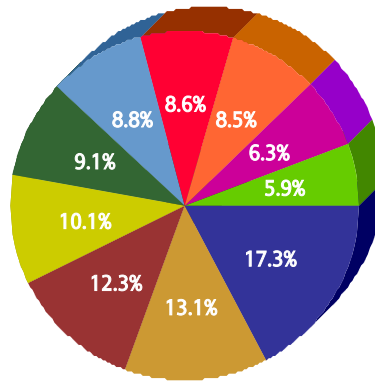


for Northeast (2)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	424
Obstruction Alley/Sidewalk/Street - DCC	320
Roll Cart - SAN	301
Animal - Confined - DCC	246
Recyclable Collection Missed (Residential) - SAN	223
Dead Animal Pick Up - SAN	216
Litter - DCC	209
Recycling ROLL CART Registration - SAN	207
Animal - Loose Aggressive - DCC	155
Bulky Trash Violations - DCC	143



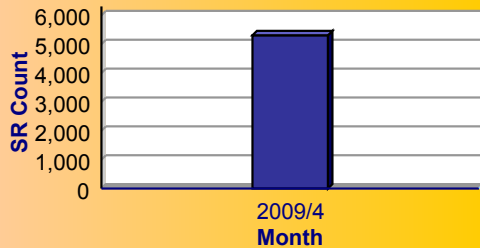
Service

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

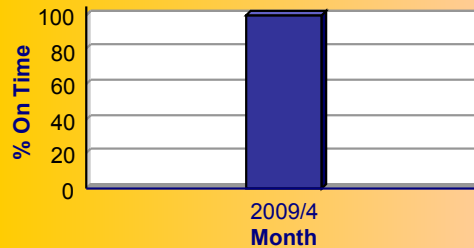
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,290	4,258	4,230	99.3%	1,032	1,022	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 Northeast (2)

April 2009

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	424	268	268	100.0%	38	11.2	156	36.8%	156	100.0%	424	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	320	152	152	100.0%	60	10.2	168	52.5%	168	100.0%	320	100.0%
3	Roll Cart - SAN	301	5	5	100.0%	10	2.9	296	98.3%	296	100.0%	301	100.0%
4	Animal - Confined - DCC	246	1	0	0.0%	3	0.4	245	99.6%	243	99.2%	243	98.8%
5	Recyclable Collection Missed (Residential) - SAN	223	0	0	N/A	3	1.2	223	100.0%	223	100.0%	223	100.0%
6	Dead Animal Pick Up - SAN	216	0	0	N/A	1	0.4	216	100.0%	213	98.6%	213	98.6%
7	Litter - DCC	209	103	103	100.0%	38	11.5	106	50.7%	106	100.0%	209	100.0%
8	Recycling ROLL CART Registration - SAN	207	15	15	100.0%	10	3.5	192	92.8%	192	100.0%	207	100.0%
9	Animal - Loose Aggressive - DCC	155	0	0	N/A	3	0.6	155	100.0%	153	98.7%	153	98.7%
10	Bulky Trash Violations - DCC	143	16	15	93.8%	14	4.6	127	88.8%	122	96.1%	137	95.8%
11	Animal - Loose - DCC	108	54	54	100.0%	40	8.8	54	50.0%	54	100.0%	108	100.0%
12	Garbage - Missed - SAN	103	0	0	N/A	3	0.6	103	100.0%	103	100.0%	103	100.0%
13	Junk Motor Vehicle - DCC	98	59	59	100.0%	126	7.4	39	39.8%	39	100.0%	98	100.0%
14	24 Hour Parking/Parking Violations - DPD	97	2	2	100.0%	10	2.7	95	97.9%	95	100.0%	97	100.0%
15	Animal - Sick/Injured - DCC	88	0	0	N/A	3	0.3	88	100.0%	88	100.0%	88	100.0%
16	Substandard Structure Apts - DCC	69	19	19	100.0%	365	6.3	50	72.5%	50	100.0%	69	100.0%
17	Recycling - Roll Cart - SAN	64	4	4	100.0%	10	3.2	60	93.8%	60	100.0%	64	100.0%
18	Signs - Public Right of Way Eve/Weekends - DCC	64	0	0	N/A	7	0.7	64	100.0%	64	100.0%	64	100.0%
19	Street Repair - Routine-STS	64	12	12	100.0%	90	7.4	52	81.2%	52	100.0%	64	100.0%
20	Fire Inspection - DFD	61	34	34	100.0%	60	1.8	27	44.3%	27	100.0%	61	100.0%

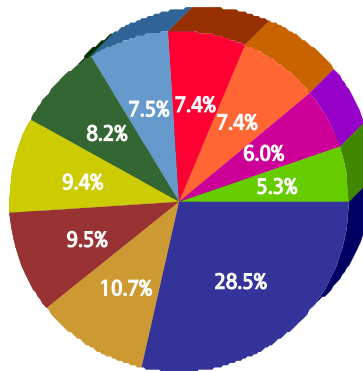


for Northwest (5)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	555
Recycling ROLL CART Registration - SAN	209
Obstruction Alley/Sidewalk/Street - DCC	186
Litter - DCC	183
Roll Cart - SAN	160
Graffiti Private Property - Residential/Commercial	146
Dead Animal Pick Up - SAN	145
Garbage - Missed - SAN	145
Bulky Trash Violations - DCC	116
Animal - Confined - DCC	103



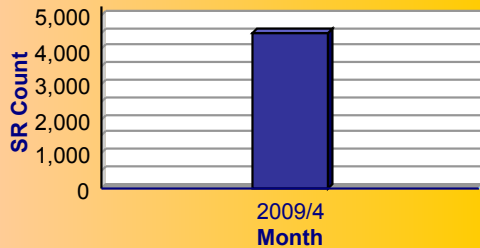
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Animal - Confined - DCC

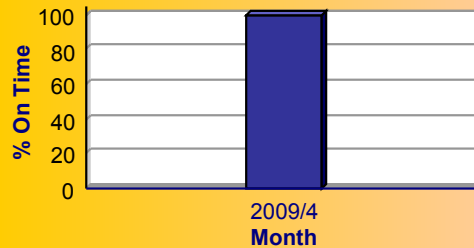
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,450	3,384	3,350	99.0%	1,066	1,061	99.5%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

April 2009

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	555	310	310	100.0%	38	10.4	245	44.1%	245	100.0%	555	100.0%
2	Recycling ROLL CART Registration - SAN	209	9	9	100.0%	10	3.8	200	95.7%	200	100.0%	209	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	186	116	116	100.0%	60	14.9	70	37.6%	70	100.0%	186	100.0%
4	Litter - DCC	183	82	82	100.0%	38	11.5	101	55.2%	101	100.0%	183	100.0%
5	Roll Cart - SAN	160	4	4	100.0%	10	2.9	156	97.5%	156	100.0%	160	100.0%
6	Graffiti Private Property - Residential/Commercial	146	53	53	100.0%	90	3.8	93	63.7%	93	100.0%	146	100.0%
7	Dead Animal Pick Up - SAN	145	0	0	N/A	1	0.2	145	100.0%	145	100.0%	145	100.0%
8	Garbage - Missed - SAN	145	0	0	N/A	3	0.6	145	100.0%	145	100.0%	145	100.0%
9	Bulky Trash Violations - DCC	116	11	11	100.0%	14	3.4	105	90.5%	101	96.2%	112	96.6%
10	Animal - Confined - DCC	103	0	0	N/A	3	0.1	103	100.0%	103	100.0%	103	100.0%
11	Fire Inspection - DFD	96	56	56	100.0%	60	9.3	40	41.7%	40	100.0%	96	100.0%
12	Recyclable Collection Missed (Residential) - SAN	93	0	0	N/A	3	1.2	93	100.0%	93	100.0%	93	100.0%
13	Junk Motor Vehicle - DCC	82	58	58	100.0%	126	10.4	24	29.3%	24	100.0%	82	100.0%
14	Animal - Loose Aggressive - DCC	80	0	0	N/A	3	0.1	80	100.0%	79	98.8%	79	98.8%
15	24 Hour Parking/Parking Violations - DPD	79	14	14	100.0%	10	7.8	65	82.3%	56	86.2%	70	88.6%
16	Animal - Loose - DCC	76	19	19	100.0%	40	3.1	57	75.0%	57	100.0%	76	100.0%
17	Traffic Signal - Flashing - PWT	64	0	0	N/A	4	1.3	64	100.0%	64	100.0%	64	100.0%
18	Illegal Land Use (Residential/Business) - DCC	60	18	18	100.0%	60	9.0	42	70.0%	42	100.0%	60	100.0%
19	Animal - Sick/Injured - DCC	60	2	0	0.0%	3	0.2	58	96.7%	58	100.0%	58	96.7%
20	Illegal Land Use - BI/DCC	58	27	27	100.0%	60	3.8	31	53.4%	31	100.0%	58	100.0%

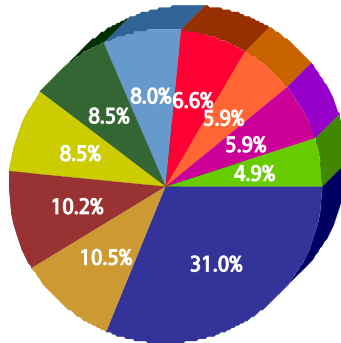


for South Central (7)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,074
Animal - Loose - DCC	364
Animal - Loose Aggressive - DCC	353
Litter - DCC	296
Dead Animal Pick Up - SAN	293
Roll Cart - SAN	277
Parking - Unapproved Surface - Eve/Weekends - DCC	230
Animal - Confined - DCC	206
Smoke Detector Request - DFD	203
Junk Motor Vehicle - DCC	170



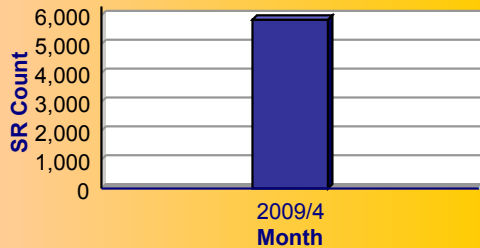
Service

- High Weeds - DCC
- Animal - Loose - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Smoke Detector Request - DFD
- Junk Motor Vehicle - DCC

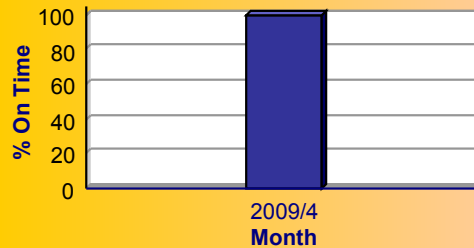
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,848	4,492	4,456	99.2%	1,356	1,343	99.0%	99.2%

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)

April 2009

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	1,074	571	571	100.0%	38	11.7	503	46.8%	503	100.0%	1,074	100.0%
2	Animal - Loose - DCC	364	75	75	100.0%	40	3.8	289	79.4%	289	100.0%	364	100.0%
3	Animal - Loose Aggressive - DCC	353	0	0	N/A	3	0.5	353	100.0%	345	97.7%	345	97.7%
4	Litter - DCC	296	135	135	100.0%	38	10.8	161	54.4%	161	100.0%	296	100.0%
5	Dead Animal Pick Up - SAN	293	0	0	N/A	1	0.4	293	100.0%	289	98.6%	289	98.6%
6	Roll Cart - SAN	277	26	26	100.0%	10	2.7	251	90.6%	251	100.0%	277	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	230	0	0	N/A	10	0.4	230	100.0%	230	100.0%	230	100.0%
8	Animal - Confined - DCC	206	0	0	N/A	3	0.2	206	100.0%	205	99.5%	205	99.5%
9	Smoke Detector Request - DFD	203	16	16	100.0%	30	5.0	187	92.1%	187	100.0%	203	100.0%
10	Junk Motor Vehicle - DCC	170	138	138	100.0%	126	8.6	32	18.8%	32	100.0%	170	100.0%
11	Recyclable Collection Missed (Residential) - SAN	154	0	0	N/A	3	1.4	154	100.0%	154	100.0%	154	100.0%
12	Garbage - Missed - SAN	142	0	0	N/A	3	1.0	142	100.0%	140	98.6%	140	98.6%
13	Signs - Public Right of Way Eve/Weekends - DCC	138	0	0	N/A	7	0.3	138	100.0%	137	99.3%	137	99.3%
14	Animal - Sick/Injured - DCC	132	0	0	N/A	3	0.3	132	100.0%	131	99.2%	131	99.2%
15	Recycling ROLL CART Registration - SAN	115	8	8	100.0%	10	3.4	107	93.0%	107	100.0%	115	100.0%
16	Obstruction Alley/Sidewalk/Street - DCC	70	55	55	100.0%	60	7.5	15	21.4%	15	100.0%	70	100.0%
17	Bulky Trash Violations - DCC	67	9	9	100.0%	14	4.5	58	86.6%	55	94.8%	64	95.5%
18	Open and Vacant Structure - DCC	65	19	19	100.0%	30	5.7	46	70.8%	46	100.0%	65	100.0%
19	Fire Inspection - DFD	64	27	27	100.0%	60	8.2	37	57.8%	37	100.0%	64	100.0%
20	Tree down/low limbs - Emergency-STS	58	0	0	N/A	5	0.1	58	100.0%	58	100.0%	58	100.0%

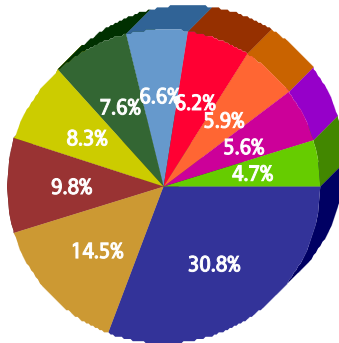


for Southeast (3)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,365
Litter - DCC	641
Animal - Loose - DCC	433
Animal - Loose Aggressive - DCC	369
Roll Cart - SAN	336
Dead Animal Pick Up - SAN	293
Smoke Detector Request - DFD	274
Parking - Unapproved Surface - Eve/Weekends - DCC	260
Animal - Confined - DCC	248
Recycling ROLL CART Registration - SAN	210



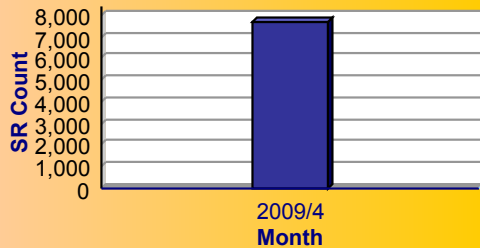
Service

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

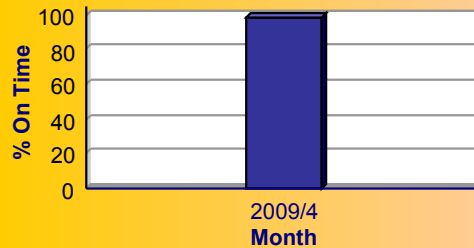
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,642	5,687	5,628	99.0%	1,955	1,925	98.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

April 2009

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	1,365	844	844	100.0%	38	10.7	521	38.2%	521	100.0%	1,365	100.0%
2	Litter - DCC	641	303	303	100.0%	38	12.4	338	52.7%	338	100.0%	641	100.0%
3	Animal - Loose - DCC	433	71	71	100.0%	40	2.8	362	83.6%	362	100.0%	433	100.0%
4	Animal - Loose Aggressive - DCC	369	2	0	0.0%	3	0.5	367	99.5%	362	98.6%	362	98.1%
5	Roll Cart - SAN	336	18	18	100.0%	10	3.2	318	94.6%	317	99.7%	335	99.7%
6	Dead Animal Pick Up - SAN	293	0	0	N/A	1	0.4	293	100.0%	290	99.0%	290	99.0%
7	Smoke Detector Request - DFD	274	18	18	100.0%	30	2.1	256	93.4%	256	100.0%	274	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	260	0	0	N/A	10	0.5	260	100.0%	260	100.0%	260	100.0%
9	Animal - Confined - DCC	248	1	0	0.0%	3	0.3	247	99.6%	245	99.2%	245	98.8%
10	Recycling ROLL CART Registration - SAN	210	14	14	100.0%	10	3.7	196	93.3%	195	99.5%	209	99.5%
11	Recyclable Collection Missed (Residential) - SAN	153	0	0	N/A	3	1.7	153	100.0%	153	100.0%	153	100.0%
12	Signs - Public Right of Way Eve/Weekends - DCC	148	0	0	N/A	7	0.8	148	100.0%	144	97.3%	144	97.3%
13	Junk Motor Vehicle - DCC	125	90	90	100.0%	126	9.4	35	28.0%	35	100.0%	125	100.0%
14	Animal - Sick/Injured - DCC	123	1	0	0.0%	3	0.7	122	99.2%	118	96.7%	118	95.9%
15	Bulky Trash Violations - DCC	115	9	7	77.8%	14	5.7	106	92.2%	100	94.3%	107	93.0%
16	Traffic Sign - Maintenance (Other) - PWT	107	20	20	100.0%	40	7.2	87	81.3%	87	100.0%	107	100.0%
17	Garbage - Missed - SAN	105	0	0	N/A	3	0.9	105	100.0%	103	98.1%	103	98.1%
18	24 Hour Parking/Parking Violations - DPD	87	18	18	100.0%	10	5.4	69	79.3%	65	94.2%	83	95.4%
19	Obstruction Alley/Sidewalk/Street - DCC	80	48	48	100.0%	60	12.4	32	40.0%	32	100.0%	80	100.0%
20	Open and Vacant Structure - DCC	79	23	22	95.7%	30	6.7	56	70.9%	56	100.0%	78	98.7%

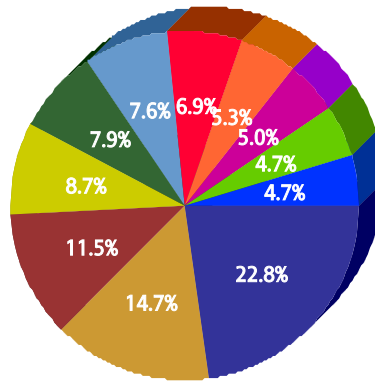


for Southwest (4)

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	904
Litter - DCC	583
Animal - Loose - DCC	457
Animal - Loose Aggressive - DCC	344
Dead Animal Pick Up - SAN	314
Roll Cart - SAN	303
Recycling ROLL CART Registration - SAN	274
Junk Motor Vehicle - DCC	210
Animal - Confined - DCC	198
Fire Inspection - DFD	188
Signs - Public Right of Way Eve/Weekends - DCC	188



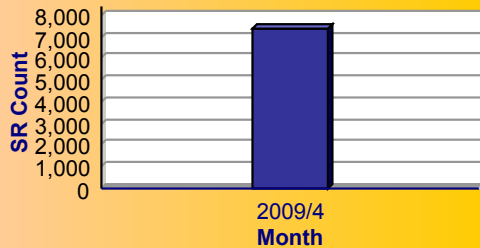
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Fire Inspection - DFD
- Signs - Public Right of Way Eve/Weekends - DCC

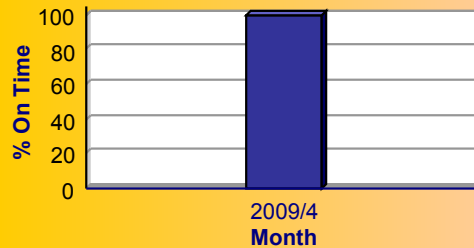
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,314	5,754	5,698	99.0%	1,560	1,550	99.4%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

April 2009

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	904	441	441	100.0%	38	10.2	463	51.2%	463	100.0%	904	100.0%
2	Litter - DCC	583	247	247	100.0%	38	11.6	336	57.6%	336	100.0%	583	100.0%
3	Animal - Loose - DCC	457	78	78	100.0%	40	2.2	379	82.9%	379	100.0%	457	100.0%
4	Animal - Loose Aggressive - DCC	344	0	0	N/A	3	0.3	344	100.0%	341	99.1%	341	99.1%
5	Dead Animal Pick Up - SAN	314	0	0	N/A	1	0.4	314	100.0%	309	98.4%	309	98.4%
6	Roll Cart - SAN	303	16	16	100.0%	10	2.6	287	94.7%	287	100.0%	303	100.0%
7	Recycling ROLL CART Registration - SAN	274	15	15	100.0%	10	3.4	259	94.5%	259	100.0%	274	100.0%
8	Junk Motor Vehicle - DCC	210	136	136	100.0%	126	9.7	74	35.2%	74	100.0%	210	100.0%
9	Animal - Confined - DCC	198	0	0	N/A	3	0.4	198	100.0%	195	98.5%	195	98.5%
10	Fire Inspection - DFD	188	96	96	100.0%	60	8.0	92	48.9%	92	100.0%	188	100.0%
11	Signs - Public Right of Way Eve/Weekends - DCC	188	0	0	N/A	7	0.1	188	100.0%	188	100.0%	188	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	179	0	0	N/A	10	0.3	179	100.0%	178	99.4%	178	99.4%
13	Obstruction Alley/Sidewalk/Street - DCC	151	60	60	100.0%	60	12.5	91	60.3%	91	100.0%	151	100.0%
14	Recyclable Collection Missed (Residential) - SAN	125	0	0	N/A	3	1.2	125	100.0%	125	100.0%	125	100.0%
15	Garbage - Missed - SAN	118	0	0	N/A	3	0.6	118	100.0%	118	100.0%	118	100.0%
16	Bulky Trash Violations - DCC	111	7	7	100.0%	14	4.8	104	93.7%	97	93.3%	104	93.7%
17	Animal - Sick/Injured - DCC	110	1	0	0.0%	3	0.5	109	99.1%	106	97.2%	106	96.4%
18	24 Hour Parking/Parking Violations - DPD	108	0	0	N/A	10	4.7	108	100.0%	99	91.7%	99	91.7%
19	Parking - Unapproved Surface - DCC	105	1	1	100.0%	10	2.7	104	99.0%	98	94.2%	99	94.3%
20	Graffiti Private Property - Residential/Commercial	98	43	43	100.0%	90	10.6	55	56.1%	55	100.0%	98	100.0%

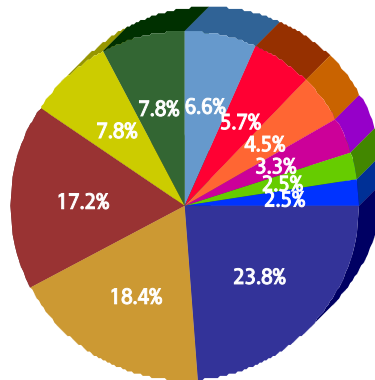


for Unknown

April 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	58
Complaint/Compliment - CTY	45
Animal - Loose - DCC	42
Litter - DCC	19
Signs - Public Right of Way Eve/Weekends - DCC	19
Image Restore Request - SCS	16
Dead Animal Pick Up - SAN	14
Recycling ROLL CART Registration - SAN	11
Roll Cart - SAN	8
Garbage - Missed - SAN	6
Illegal Food Vending - EHS	6



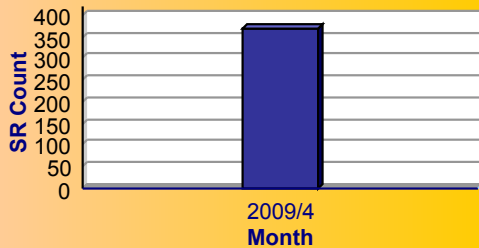
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Animal - Loose - DCC
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Image Restore Request - SCS
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Illegal Food Vending - EHS

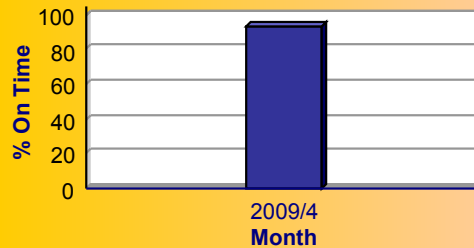
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
370	239	234	97.9%	131	109	83.2%	92.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

April 2009

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	58	41	41	100.0%	38	12.6	17	29.3%	17	100.0%	58	100.0%
2	Complaint/Compliment - CTY	45	24	7	29.2%	10	3.7	21	46.7%	20	95.2%	27	60.0%
3	Animal - Loose - DCC	42	9	9	100.0%	40	2.7	33	78.6%	33	100.0%	42	100.0%
4	Litter - DCC	19	9	9	100.0%	38	10.5	10	52.6%	10	100.0%	19	100.0%
5	Signs - Public Right of Way Eve/Weekends - DCC	19	0	0	N/A	7	0.1	19	100.0%	19	100.0%	19	100.0%
6	Image Restore Request - SCS	16	1	0	0.0%	3	1.5	15	93.8%	14	93.3%	14	87.5%
7	Dead Animal Pick Up - SAN	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
8	Recycling ROLL CART Registration - SAN	11	0	0	N/A	10	3.5	11	100.0%	11	100.0%	11	100.0%
9	Roll Cart - SAN	8	1	1	100.0%	10	3.6	7	87.5%	7	100.0%	8	100.0%
10	Illegal Food Vending - EHS	6	2	2	100.0%	45	6.5	4	66.7%	4	100.0%	6	100.0%
11	Garbage - Missed - SAN	6	1	0	0.0%	3	0.6	5	83.3%	5	100.0%	5	83.3%
12	Signs - Public Right of Way - DCC	5	0	0	N/A	7	0.4	5	100.0%	5	100.0%	5	100.0%
13	General - DCC	5	3	3	100.0%	38	9.0	2	40.0%	2	100.0%	5	100.0%
14	Park Maintenance/Misc. - PKR	5	4	4	100.0%	30	5.0	1	20.0%	1	100.0%	5	100.0%
15	Pot hole Repair Routine - STS	5	0	0	N/A	7	0.0	5	100.0%	5	100.0%	5	100.0%
16	Illegal Land Use (Residential/Business) - DCC	4	4	4	100.0%	60		0	0.0%	0	N/A	4	100.0%
17	Junk Motor Vehicle - DCC	4	4	4	100.0%	126		0	0.0%	0	N/A	4	100.0%
18	Smoking/Restaurant Complaint	4	1	1	100.0%	30	7.0	3	75.0%	3	100.0%	4	100.0%
19	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.0	4	100.0%	4	100.0%	4	100.0%
20	Recycling - Roll Cart - SAN	4	0	0	N/A	10	3.2	4	100.0%	4	100.0%	4	100.0%