



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

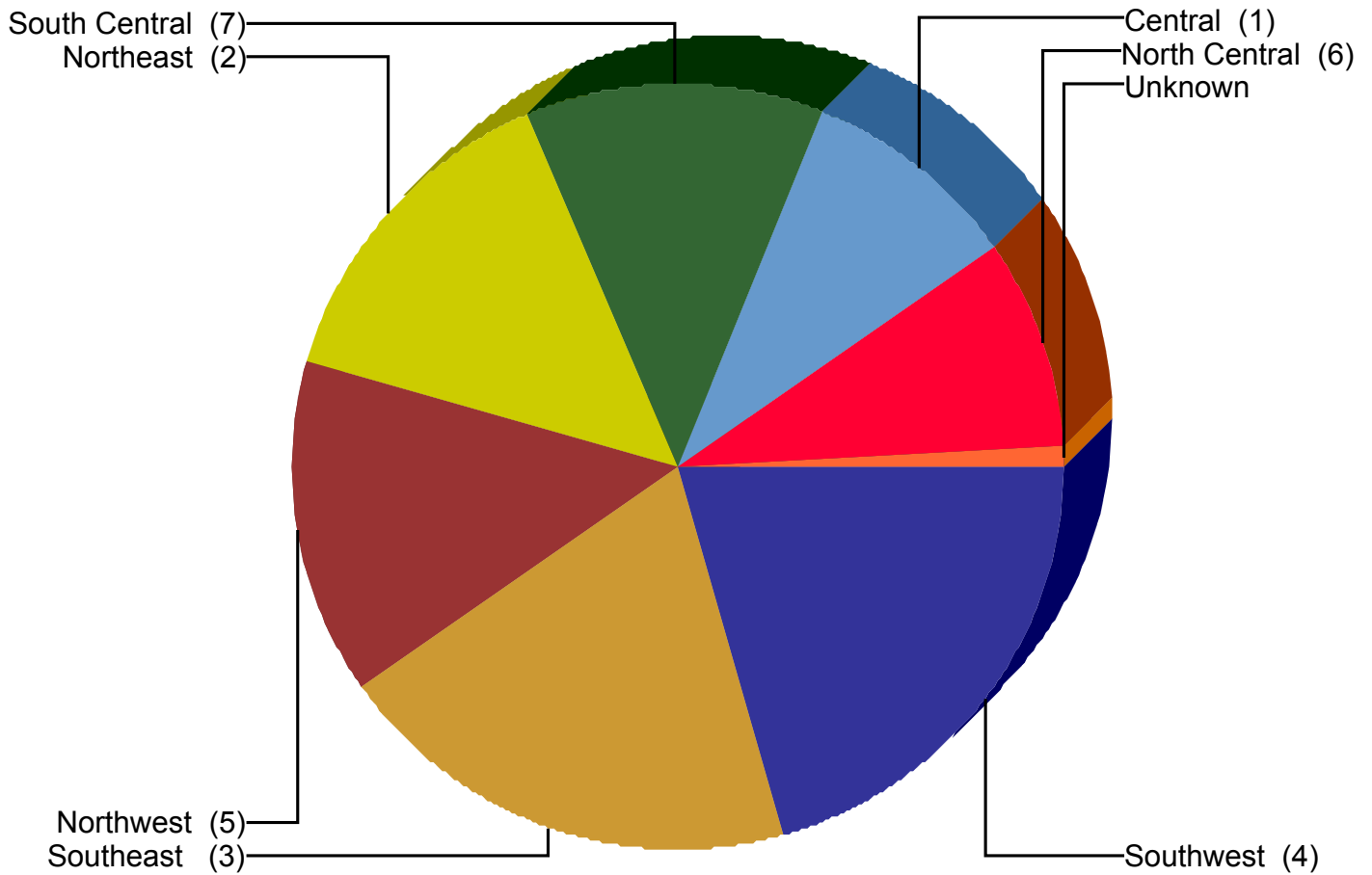
February 2009

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City of Dallas Service Area Report
For February 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,857	9.1%	98.8%
North Central (6)	2,766	8.8%	98.8%
Northeast (2)	4,446	14.2%	98.2%
Northwest (5)	4,464	14.2%	99.5%
South Central (7)	3,956	12.6%	99.1%
Southeast (3)	6,174	19.7%	98.9%
Southwest (4)	6,465	20.6%	99.4%
Unknown	283	0.9%	86.9%
Total	31,411	100.0%	98.9%

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

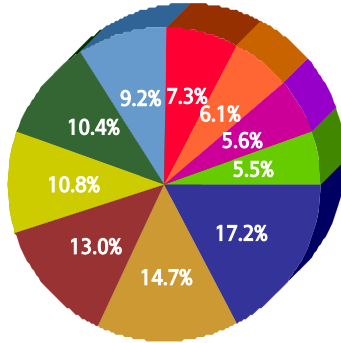


For Citywide

February 2009

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	2,445
Litter - DCC	2,093
Recyclable Collection Missed (Residential) - SAN	1,844
Roll Cart - SAN	1,529
Animal - Loose Aggressive - DCC	1,484
Dead Animal Pick Up - SAN	1,313
Garbage - Missed - SAN	1,043
Junk Motor Vehicle - DCC	870
Substandard Structure - DCC	799
Parking - Unapproved Surface - Eve/Weekends - DCC	788



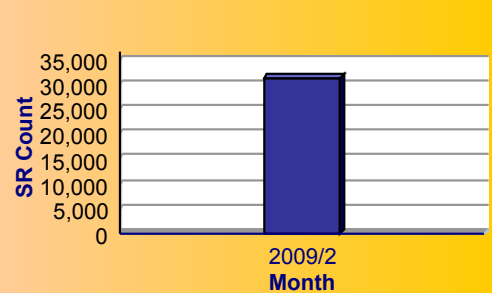
Service

- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Junk Motor Vehicle - DCC
- Substandard Structure - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

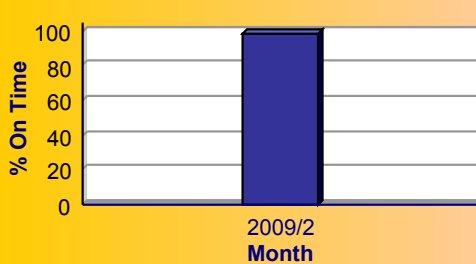
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,411	23,696	23,458	99.0%	7,715	7,600	98.5%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

February 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	Recycling ROLL CART Registration - SAN	2,445	220	218	99.1%	10	3.9	2,225	91.0%	2,200	98.9%	2,418	98.9%
2	Litter - DCC	2,093	1,265	1,265	100.0%	38	10.9	828	39.6%	828	100.0%	2,093	100.0%
3	Recyclable Collection Missed (Residential) - SAN	1,844	81	81	100.0%	3	1.1	1,763	95.6%	1,763	100.0%	1,844	100.0%
4	Roll Cart - SAN	1,529	156	156	100.0%	10	3.0	1,373	89.8%	1,371	99.9%	1,527	99.9%
5	Animal - Loose Aggressive - DCC	1,484	3	2	66.7%	3	0.2	1,481	99.8%	1,476	99.7%	1,478	99.6%
6	Dead Animal Pick Up - SAN	1,313	10	10	100.0%	1	0.3	1,303	99.2%	1,286	98.7%	1,296	98.7%
7	Garbage - Missed - SAN	1,043	5	5	100.0%	3	0.7	1,038	99.5%	1,032	99.4%	1,037	99.4%
8	Junk Motor Vehicle - DCC	870	688	688	100.0%	126	9.2	182	20.9%	182	100.0%	870	100.0%
9	Substandard Structure - DCC	799	718	718	100.0%	365	6.6	81	10.1%	81	100.0%	799	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	788	5	5	100.0%	10	0.5	783	99.4%	778	99.4%	783	99.4%
11	Animal - Confined - DCC	771	1	0	0.0%	3	0.2	770	99.9%	770	100.0%	770	99.9%
12	Illegal Outside Storage - DCC	770	526	526	100.0%	38	11.7	244	31.7%	244	100.0%	770	100.0%
13	24 Hour Parking/Parking Violations - DPD	768	86	83	96.5%	10	5.0	682	88.8%	627	91.9%	710	92.4%
14	Animal - Loose - DCC	651	430	430	100.0%	40	9.6	221	33.9%	221	100.0%	651	100.0%
15	High Weeds - DCC	590	375	375	100.0%	38	11.3	215	36.4%	215	100.0%	590	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	563	0	0	N/A	7	0.2	563	100.0%	560	99.5%	560	99.5%
17	Smoke Detector Request - DFD	525	75	75	100.0%	30	1.9	450	85.7%	450	100.0%	525	100.0%
18	Bulky Trash Violations - DCC	480	132	110	83.3%	14	4.8	348	72.5%	334	96.0%	444	92.5%
19	Animal - Sick/Injured - DCC	476	0	0	N/A	3	0.1	476	100.0%	475	99.8%	475	99.8%
20	Obstruction Alley/Sidewalk/Street - DCC	456	297	297	100.0%	60	10.8	159	34.9%	159	100.0%	456	100.0%

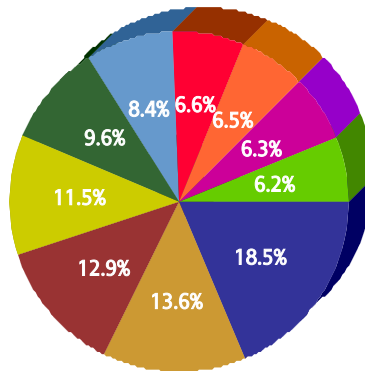


for Central (1)

February 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	197
Recycling ROLL CART Registration - SAN	145
Roll Cart - SAN	137
Recyclable Collection Missed (Residential) - SAN	123
Animal - Loose Aggressive - DCC	102
Garbage - Missed - SAN	89
Signs - Other - DCC	70
Graffiti Private Property - Residential/Commercial	69
Dead Animal Pick Up - SAN	67
24 Hour Parking/Parking Violations - DPD	66



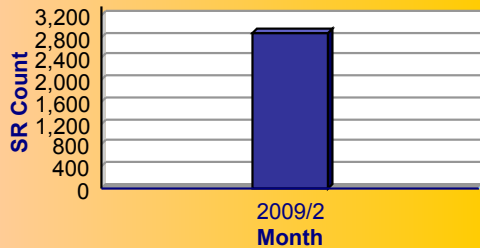
Service

- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Signs - Other - DCC
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD

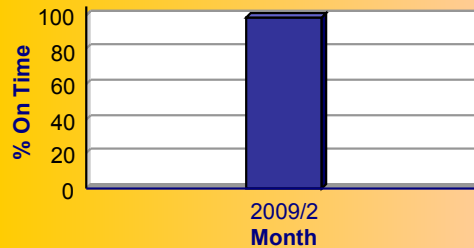
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,857	2,196	2,173	99.0%	661	649	98.2%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

February 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	Litter - DCC	197	112	112	100.0%	38	9.6	85	43.1%	85	100.0%	197	100.0%
2	Recycling ROLL CART Registration - SAN	145	16	16	100.0%	10	4.4	129	89.0%	124	96.1%	140	96.6%
3	Roll Cart - SAN	137	18	18	100.0%	10	3.0	119	86.9%	119	100.0%	137	100.0%
4	Recyclable Collection Missed (Residential) - SAN	123	8	8	100.0%	3	1.1	115	93.5%	115	100.0%	123	100.0%
5	Animal - Loose Aggressive - DCC	102	0	0	N/A	3	0.3	102	100.0%	101	99.0%	101	99.0%
6	Garbage - Missed - SAN	89	0	0	N/A	3	0.7	89	100.0%	89	100.0%	89	100.0%
7	Signs - Other - DCC	70	18	17	94.4%	21	1.7	52	74.3%	52	100.0%	69	98.6%
8	Graffiti Private Property - Residential/Commercial	69	35	35	100.0%	90	8.0	34	49.3%	34	100.0%	69	100.0%
9	Dead Animal Pick Up - SAN	67	0	0	N/A	1	0.3	67	100.0%	67	100.0%	67	100.0%
10	24 Hour Parking/Parking Violations - DPD	66	7	7	100.0%	10	3.8	59	89.4%	58	98.3%	65	98.5%
11	High Weeds - DCC	63	43	43	100.0%	38	12.5	20	31.7%	20	100.0%	63	100.0%
12	Traffic Signal - Other Dispatch - PWT	56	6	6	100.0%	4	1.5	50	89.3%	50	100.0%	56	100.0%
13	Illegal Outside Storage - DCC	52	29	29	100.0%	38	11.3	23	44.2%	23	100.0%	52	100.0%
14	Animal - Confined - DCC	51	0	0	N/A	3	0.2	51	100.0%	51	100.0%	51	100.0%
15	Signs - Public Right of Way - DCC	48	1	1	100.0%	7	0.3	47	97.9%	46	97.9%	47	97.9%
16	Animal - Loose - DCC	48	25	25	100.0%	40	10.3	23	47.9%	23	100.0%	48	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	48	0	0	N/A	1	0.0	48	100.0%	48	100.0%	48	100.0%
18	Traffic Signal - Flashing - PWT	46	1	1	100.0%	4	1.2	45	97.8%	45	100.0%	46	100.0%
19	Fire Inspection - DFD	45	28	28	100.0%	60	3.9	17	37.8%	17	100.0%	45	100.0%
20	Street Repair - Routine-STS	39	23	23	100.0%	90	5.4	16	41.0%	16	100.0%	39	100.0%

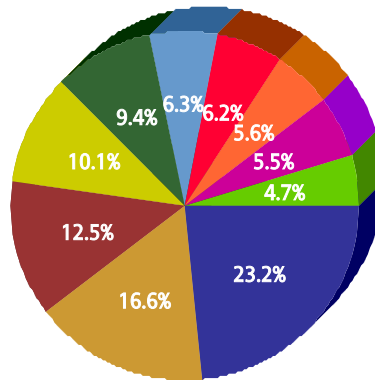


for North Central (6)

February 2009

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	349
Recyclable Collection Missed (Residential) - SAN	249
Garbage - Missed - SAN	188
Roll Cart - SAN	152
Signs - Public Right of Way Eve/Weekends - DCC	141
Litter - DCC	94
Signs - Public Right of Way - DCC	93
Dead Animal Pick Up - SAN	84
Recycling - Roll Cart - SAN	83
Animal - Confined - DCC	70



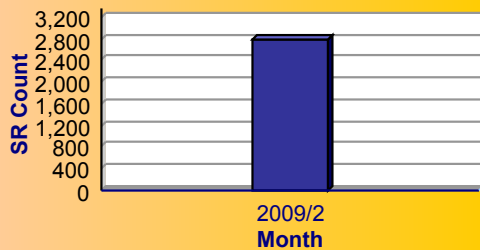
Service

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

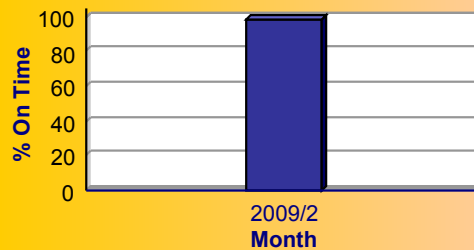
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,766	2,329	2,307	99.1%	437	426	97.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

February 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	Recycling ROLL CART Registration - SAN	349	19	19	100.0%	10	3.7	330	94.6%	327	99.1%	346	99.1%
2	Recyclable Collection Missed (Residential) - SAN	249	4	4	100.0%	3	1.0	245	98.4%	245	100.0%	249	100.0%
3	Garbage - Missed - SAN	188	2	2	100.0%	3	0.6	186	98.9%	185	99.5%	187	99.5%
4	Roll Cart - SAN	152	16	16	100.0%	10	3.4	136	89.5%	136	100.0%	152	100.0%
5	Signs - Public Right of Way Eve/Weekends - DCC	141	0	0	N/A	7	0.2	141	100.0%	140	99.3%	140	99.3%
6	Litter - DCC	94	60	60	100.0%	38	6.3	34	36.2%	34	100.0%	94	100.0%
7	Signs - Public Right of Way - DCC	93	28	27	96.4%	7	1.6	65	69.9%	61	93.8%	88	94.6%
8	Dead Animal Pick Up - SAN	84	0	0	N/A	1	0.2	84	100.0%	84	100.0%	84	100.0%
9	Recycling - Roll Cart - SAN	83	4	4	100.0%	10	3.2	79	95.2%	79	100.0%	83	100.0%
10	Animal - Confined - DCC	70	0	0	N/A	3	0.2	70	100.0%	70	100.0%	70	100.0%
11	24 Hour Parking/Parking Violations - DPD	58	9	6	66.7%	10	4.5	49	84.5%	45	91.8%	51	87.9%
12	Signs - Other - DCC	57	12	12	100.0%	21	4.8	45	78.9%	45	100.0%	57	100.0%
13	Smoke Detector Request - DFD	47	5	5	100.0%	30	0.0	42	89.4%	42	100.0%	47	100.0%
14	Fire Inspection - DFD	45	16	16	100.0%	60	6.6	29	64.4%	29	100.0%	45	100.0%
15	Animal - Loose Aggressive - DCC	42	0	0	N/A	3	0.2	42	100.0%	42	100.0%	42	100.0%
16	Junk Motor Vehicle - DCC	35	16	16	100.0%	126	2.2	19	54.3%	19	100.0%	35	100.0%
17	Bulky Trash Violations - DCC	34	4	0	0.0%	14	5.3	30	88.2%	30	100.0%	30	88.2%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	33	0	0	N/A	1	0.2	33	100.0%	32	97.0%	32	97.0%
19	Sanitation Property Damage - SAN	30	16	16	100.0%	28	7.0	14	46.7%	14	100.0%	30	100.0%
20	Animal - Sick/Injured - DCC	29	0	0	N/A	3	0.1	29	100.0%	29	100.0%	29	100.0%

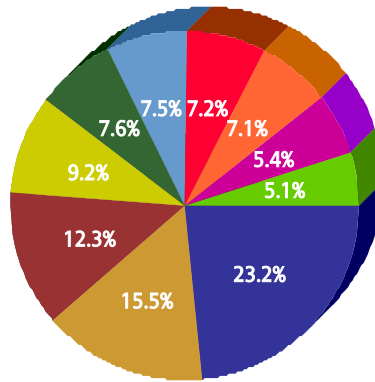


for Northeast (2)

February 2009

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	466
Recycling ROLL CART Registration - SAN	312
Roll Cart - SAN	246
Litter - DCC	184
Animal - Loose Aggressive - DCC	152
24 Hour Parking/Parking Violations - DPD	150
Animal - Confined - DCC	144
Dead Animal Pick Up - SAN	142
Signs - Public Right of Way - DCC	109
Obstruction Alley/Sidewalk/Street - DCC	103



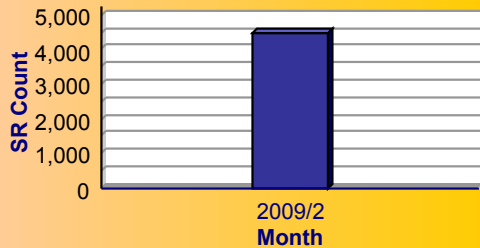
Service

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

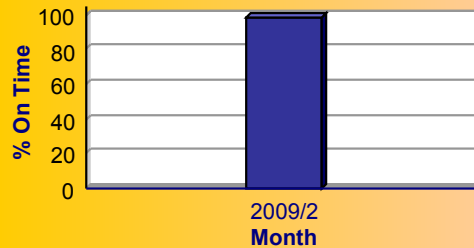
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,446	3,519	3,450	98.0%	927	914	98.6%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

February 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	Recyclable Collection Missed (Residential) - SAN	466	5	5	100.0%	3	1.1	461	98.9%	461	100.0%	466	100.0%
2	Recycling ROLL CART Registration - SAN	312	30	29	96.7%	10	3.6	282	90.4%	280	99.3%	309	99.0%
3	Roll Cart - SAN	246	25	25	100.0%	10	3.0	221	89.8%	221	100.0%	246	100.0%
4	Litter - DCC	184	95	95	100.0%	38	11.7	89	48.4%	89	100.0%	184	100.0%
5	Animal - Loose Aggressive - DCC	152	1	0	0.0%	3	0.2	151	99.3%	150	99.3%	150	98.7%
6	24 Hour Parking/Parking Violations - DPD	150	6	6	100.0%	10	6.9	144	96.0%	107	74.3%	113	75.3%
7	Animal - Confined - DCC	144	1	0	0.0%	3	0.2	143	99.3%	143	100.0%	143	99.3%
8	Dead Animal Pick Up - SAN	142	2	2	100.0%	1	0.3	140	98.6%	139	99.3%	141	99.3%
9	Signs - Public Right of Way - DCC	109	0	0	N/A	7	1.0	109	100.0%	109	100.0%	109	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	103	74	74	100.0%	60	9.7	29	28.2%	29	100.0%	103	100.0%
11	Junk Motor Vehicle - DCC	102	81	81	100.0%	126	9.3	21	20.6%	21	100.0%	102	100.0%
12	Substandard Structure - DCC	99	87	87	100.0%	365	4.3	12	12.1%	12	100.0%	99	100.0%
13	Fire Inspection - DFD	89	58	58	100.0%	60	7.1	31	34.8%	31	100.0%	89	100.0%
14	Bulky Trash Violations - DCC	86	18	16	88.9%	14	4.6	68	79.1%	63	92.6%	79	91.9%
15	Garbage - Missed - SAN	86	1	1	100.0%	3	0.8	85	98.8%	84	98.8%	85	98.8%
16	Animal - Loose - DCC	75	57	57	100.0%	40	9.6	18	24.0%	18	100.0%	75	100.0%
17	Recycling - Roll Cart - SAN	66	1	1	100.0%	10	2.9	65	98.5%	65	100.0%	66	100.0%
18	Signs - Other - DCC	56	17	13	76.5%	21	3.4	39	69.6%	37	94.9%	50	89.3%
19	Illegal Outside Storage - DCC	49	33	33	100.0%	38	7.4	16	32.7%	16	100.0%	49	100.0%
20	Animal - Cruelty - DCC	48	1	1	100.0%	30	0.4	47	97.9%	47	100.0%	48	100.0%
21	Parking - Unapproved Surface - Eve/Weekends - DCC	48	0	0	N/A	10	0.5	48	100.0%	48	100.0%	48	100.0%

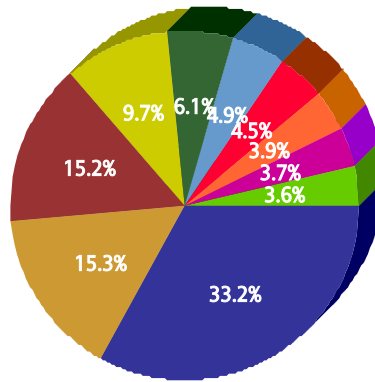


for Northwest (5)

February 2009

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	825
Garbage - Missed - SAN	381
Recyclable Collection Missed (Residential) - SAN	379
Roll Cart - SAN	241
Dead Animal Pick Up - SAN	151
Signs - Public Right of Way Eve/Weekends - DCC	121
Litter - DCC	111
Animal - Loose Aggressive - DCC	96
24 Hour Parking/Parking Violations - DPD	93
Signs - Other - DCC	90



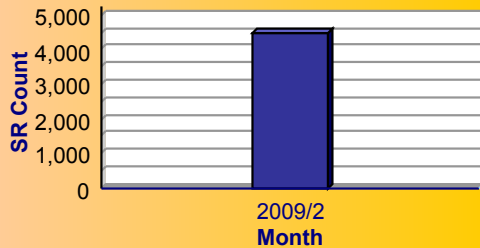
Service

- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- 24 Hour Parking/Parking Violations - DPD
- Signs - Other - DCC

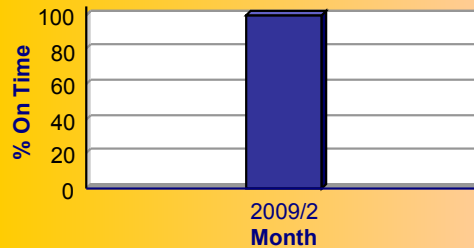
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,464	3,735	3,717	99.5%	729	723	99.2%	99.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

February 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	Recycling ROLL CART Registration - SAN	825	48	48	100.0%	10	4.0	777	94.2%	771	99.2%	819	99.3%
2	Garbage - Missed - SAN	381	2	2	100.0%	3	0.7	379	99.5%	377	99.5%	379	99.5%
3	Recyclable Collection Missed (Residential) - SAN	379	26	26	100.0%	3	1.1	353	93.1%	353	100.0%	379	100.0%
4	Roll Cart - SAN	241	17	17	100.0%	10	3.1	224	92.9%	223	99.6%	240	99.6%
5	Dead Animal Pick Up - SAN	151	1	1	100.0%	1	0.2	150	99.3%	148	98.7%	149	98.7%
6	Signs - Public Right of Way Eve/Weekends - DCC	121	0	0	N/A	7	0.1	121	100.0%	121	100.0%	121	100.0%
7	Litter - DCC	111	53	53	100.0%	38	8.8	58	52.3%	58	100.0%	111	100.0%
8	Animal - Loose Aggressive - DCC	96	0	0	N/A	3	0.2	96	100.0%	96	100.0%	96	100.0%
9	24 Hour Parking/Parking Violations - DPD	93	23	23	100.0%	10	5.2	70	75.3%	70	100.0%	93	100.0%
10	Signs - Other - DCC	90	61	60	98.4%	21	8.4	29	32.2%	28	96.6%	88	97.8%
11	Recycling - Roll Cart - SAN	79	4	4	100.0%	10	3.0	75	94.9%	75	100.0%	79	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	78	51	51	100.0%	60	10.0	27	34.6%	27	100.0%	78	100.0%
13	Bulky Trash Violations - DCC	69	9	9	100.0%	14	2.6	60	87.0%	60	100.0%	69	100.0%
14	Animal - Confined - DCC	63	0	0	N/A	3	0.1	63	100.0%	63	100.0%	63	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STIS	58	0	0	N/A	1	0.0	58	100.0%	58	100.0%	58	100.0%
16	Animal - Loose - DCC	57	31	31	100.0%	40	9.6	26	45.6%	26	100.0%	57	100.0%
17	Illegal Land Use (Residential/Business) - DCC	52	26	26	100.0%	60	3.0	26	50.0%	26	100.0%	52	100.0%
18	Illegal Outside Storage - DCC	50	28	28	100.0%	38	13.2	22	44.0%	22	100.0%	50	100.0%
19	Parking - Unapproved Surface - DCC	46	4	4	100.0%	10	2.4	42	91.3%	42	100.0%	46	100.0%
20	Signs - Public Right of Way - DCC	45	6	6	100.0%	7	3.9	39	86.7%	38	97.4%	44	97.8%

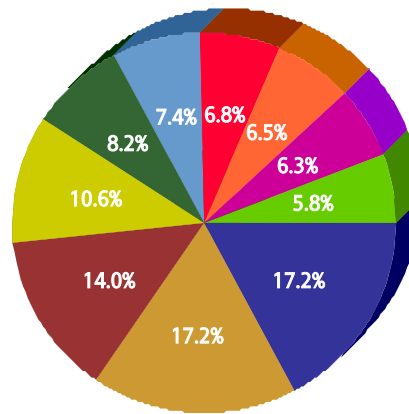


for South Central (7)

February 2009

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	352
Litter - DCC	351
Dead Animal Pick Up - SAN	287
Roll Cart - SAN	217
Substandard Structure - DCC	168
Recycling ROLL CART Registration - SAN	152
Garbage - Missed - SAN	138
Animal - Loose - DCC	133
Junk Motor Vehicle - DCC	128
Animal - Sick/Injured - DCC	118



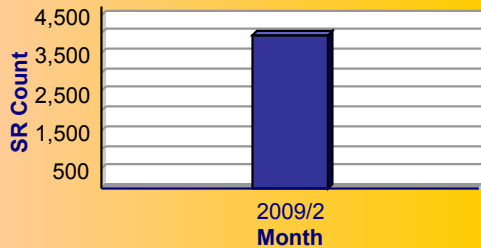
Service

- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Substandard Structure - DCC
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Animal - Loose - DCC
- Junk Motor Vehicle - DCC
- Animal - Sick/Injured - DCC

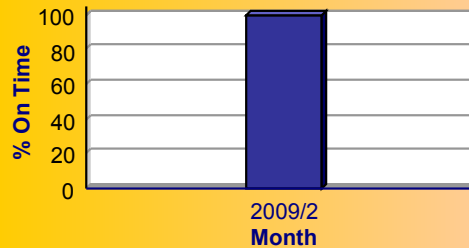
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,956	2,884	2,856	99.0%	1,072	1,064	99.3%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for South Central (7)

February 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	Animal - Loose Aggressive - DCC	352	1	1	100.0%	3	0.2	351	99.7%	350	99.7%	351	99.7%
2	Litter - DCC	351	233	233	100.0%	38	10.7	118	33.6%	118	100.0%	351	100.0%
3	Dead Animal Pick Up - SAN	287	4	4	100.0%	1	0.3	283	98.6%	282	99.6%	286	99.7%
4	Roll Cart - SAN	217	17	17	100.0%	10	2.5	200	92.2%	200	100.0%	217	100.0%
5	Substandard Structure - DCC	168	157	157	100.0%	365	5.6	11	6.5%	11	100.0%	168	100.0%
6	Recycling ROLL CART Registration - SAN	152	24	24	100.0%	10	3.8	128	84.2%	128	100.0%	152	100.0%
7	Garbage - Missed - SAN	138	0	0	N/A	3	0.8	138	100.0%	138	100.0%	138	100.0%
8	Animal - Loose - DCC	133	97	97	100.0%	40	10.3	36	27.1%	36	100.0%	133	100.0%
9	Junk Motor Vehicle - DCC	128	109	109	100.0%	126	7.8	19	14.8%	19	100.0%	128	100.0%
10	Animal - Sick/Injured - DCC	118	0	0	N/A	3	0.1	118	100.0%	118	100.0%	118	100.0%
11	Animal - Confined - DCC	116	0	0	N/A	3	0.1	116	100.0%	116	100.0%	116	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	116	0	0	N/A	10	0.8	116	100.0%	112	96.6%	112	96.6%
13	Recyclable Collection Missed (Residential) - SAN	107	4	4	100.0%	3	1.0	103	96.3%	103	100.0%	107	100.0%
14	High Weeds - DCC	96	53	53	100.0%	38	10.0	43	44.8%	43	100.0%	96	100.0%
15	24 Hour Parking/Parking Violations - DPD	90	11	11	100.0%	10	4.8	79	87.8%	71	89.9%	82	91.1%
16	Illegal Outside Storage - DCC	89	74	74	100.0%	38	12.5	15	16.9%	15	100.0%	89	100.0%
17	Illegal Dumping - DCC	65	11	11	100.0%	38	3.7	54	83.1%	54	100.0%	65	100.0%
18	Open and Vacant Structure - DCC	62	19	19	100.0%	30	4.3	43	69.4%	43	100.0%	62	100.0%
19	Animal - Cruelty - DCC	62	0	0	N/A	30	0.2	62	100.0%	62	100.0%	62	100.0%
20	Bulky Trash Violations - DCC	60	11	9	81.8%	14	4.4	49	81.7%	49	100.0%	58	96.7%

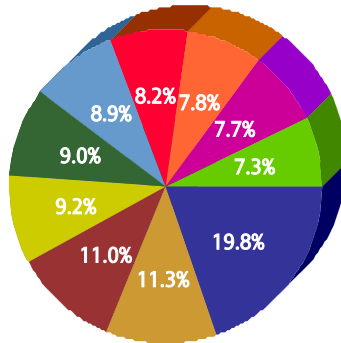


for Southeast (3)

February 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	643
Animal - Loose Aggressive - DCC	367
Dead Animal Pick Up - SAN	357
Junk Motor Vehicle - DCC	298
Substandard Structure - DCC	292
Parking - Unapproved Surface - Eve/Weekends - DCC	288
Recycling ROLL CART Registration - SAN	266
Roll Cart - SAN	252
Illegal Outside Storage - DCC	249
High Weeds - DCC	237



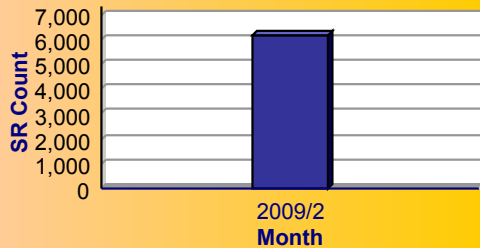
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Substandard Structure - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Illegal Outside Storage - DCC
- High Weeds - DCC

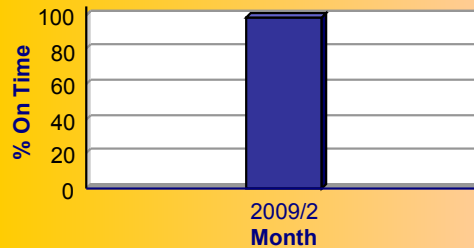
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,174	4,167	4,126	99.0%	2,007	1,982	98.8%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

February 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	Litter - DCC	643	383	383	100.0%	38	12.0	260	40.4%	260	100.0%	643	100.0%
2	Animal - Loose Aggressive - DCC	367	1	1	100.0%	3	0.2	366	99.7%	365	99.7%	366	99.7%
3	Dead Animal Pick Up - SAN	357	2	2	100.0%	1	0.4	355	99.4%	345	97.2%	347	97.2%
4	Junk Motor Vehicle - DCC	298	244	244	100.0%	126	12.3	54	18.1%	54	100.0%	298	100.0%
5	Substandard Structure - DCC	292	267	267	100.0%	365	6.9	25	8.6%	25	100.0%	292	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	288	3	3	100.0%	10	0.2	285	99.0%	285	100.0%	288	100.0%
7	Recycling ROLL CART Registration - SAN	266	22	22	100.0%	10	3.8	244	91.7%	241	98.8%	263	98.9%
8	Roll Cart - SAN	252	30	30	100.0%	10	3.3	222	88.1%	222	100.0%	252	100.0%
9	Illegal Outside Storage - DCC	249	165	165	100.0%	38	13.3	84	33.7%	84	100.0%	249	100.0%
10	High Weeds - DCC	237	159	159	100.0%	38	11.1	78	32.9%	78	100.0%	237	100.0%
11	Animal - Confined - DCC	171	0	0	N/A	3	0.2	171	100.0%	171	100.0%	171	100.0%
12	Animal - Loose - DCC	165	122	122	100.0%	40	9.0	43	26.1%	43	100.0%	165	100.0%
13	Recyclable Collection Missed (Residential) - SAN	164	21	21	100.0%	3	1.1	143	87.2%	143	100.0%	164	100.0%
14	24 Hour Parking/Parking Violations - DPD	145	19	19	100.0%	10	4.8	126	86.9%	126	100.0%	145	100.0%
15	Animal - Sick/Injured - DCC	125	0	0	N/A	3	0.1	125	100.0%	125	100.0%	125	100.0%
16	Open and Vacant Structure - DCC	113	34	34	100.0%	30	4.9	79	69.9%	79	100.0%	113	100.0%
17	Bulky Trash Violations - DCC	102	16	14	87.5%	14	6.8	86	84.3%	78	90.7%	92	90.2%
18	Illegal Land Use (Residential/Business) - DCC	86	53	53	100.0%	60	8.0	33	38.4%	33	100.0%	86	100.0%
19	Parking - Unapproved Surface - DCC	84	12	9	75.0%	10	2.8	72	85.7%	67	93.1%	76	90.5%
20	Animal - Cruelty - DCC	83	0	0	N/A	30	0.3	83	100.0%	83	100.0%	83	100.0%

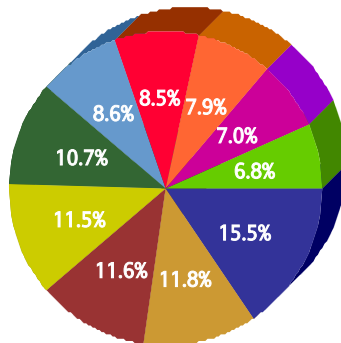


for Southwest (4)

February 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	494
Smoke Detector Request - DFD	377
Animal - Loose Aggressive - DCC	372
Recycling ROLL CART Registration - SAN	369
Recyclable Collection Missed (Residential) - SAN	343
Roll Cart - SAN	275
Illegal Outside Storage - DCC	271
Parking - Unapproved Surface - Eve/Weekends - DCC	253
Junk Motor Vehicle - DCC	224
Dead Animal Pick Up - SAN	217



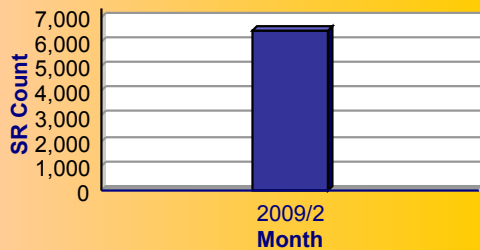
Service

- Litter - DCC
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Illegal Outside Storage - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Junk Motor Vehicle - DCC
- Dead Animal Pick Up - SAN

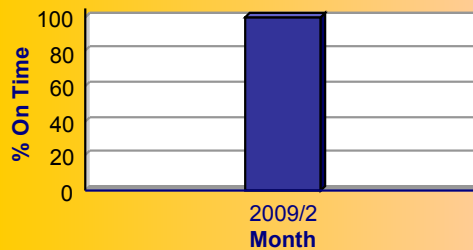
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,465	4,685	4,658	99.4%	1,780	1,767	99.3%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

February 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	Litter - DCC	494	312	312	100.0%	38	11.0	182	36.8%	182	100.0%	494	100.0%
2	Smoke Detector Request - DFD	377	15	15	100.0%	30	1.3	362	96.0%	362	100.0%	377	100.0%
3	Animal - Loose Aggressive - DCC	372	0	0	N/A	3	0.2	372	100.0%	371	99.7%	371	99.7%
4	Recycling ROLL CART Registration - SAN	369	57	56	98.2%	10	3.9	312	84.6%	307	98.4%	363	98.4%
5	Recyclable Collection Missed (Residential) - SAN	343	13	13	100.0%	3	1.1	330	96.2%	330	100.0%	343	100.0%
6	Roll Cart - SAN	275	33	33	100.0%	10	2.8	242	88.0%	241	99.6%	274	99.6%
7	Illegal Outside Storage - DCC	271	187	187	100.0%	38	10.4	84	31.0%	84	100.0%	271	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	253	1	1	100.0%	10	0.4	252	99.6%	252	100.0%	253	100.0%
9	Junk Motor Vehicle - DCC	224	186	186	100.0%	126	7.9	38	17.0%	38	100.0%	224	100.0%
10	Dead Animal Pick Up - SAN	217	1	1	100.0%	1	0.4	216	99.5%	213	98.6%	214	98.6%
11	24 Hour Parking/Parking Violations - DPD	164	11	11	100.0%	10	3.9	153	93.3%	149	97.4%	160	97.6%
12	Illegal Garbage/Placement - DCC	158	98	98	100.0%	60	9.6	60	38.0%	60	100.0%	158	100.0%
13	Animal - Confined - DCC	155	0	0	N/A	3	0.1	155	100.0%	155	100.0%	155	100.0%
14	Animal - Loose - DCC	150	82	82	100.0%	40	9.2	68	45.3%	68	100.0%	150	100.0%
15	Substandard Structure - DCC	138	126	126	100.0%	365	8.0	12	8.7%	12	100.0%	138	100.0%
16	Obstruction Alley/Sidewalk/Street - DCC	136	90	90	100.0%	60	13.3	46	33.8%	46	100.0%	136	100.0%
17	High Weeds - DCC	132	78	78	100.0%	38	11.9	54	40.9%	54	100.0%	132	100.0%
18	Parking - Unapproved Surface - DCC	110	7	7	100.0%	10	1.9	103	93.6%	103	100.0%	110	100.0%
19	Fire Inspection - DFD	107	64	64	100.0%	60	12.3	43	40.2%	43	100.0%	107	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	101	0	0	N/A	7	0.2	101	100.0%	101	100.0%	101	100.0%

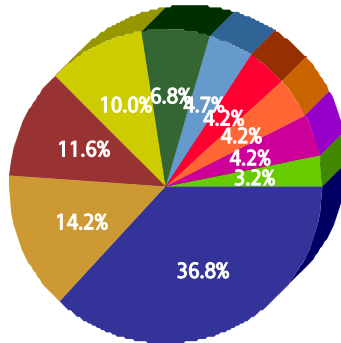


for Unknown

February 2009

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	70
Recycling ROLL CART Registration - SAN	27
Signs - Public Right of Way Eve/Weekends - DCC	22
Litter - DCC	19
Recyclable Collection Missed (Residential) - SAN	13
Roll Cart - SAN	9
Animal - Loose - DCC	8
Dead Animal Pick Up - SAN	8
Parking - Unapproved Surface - Eve/Weekends - DCC	8
High Weeds - DCC	6



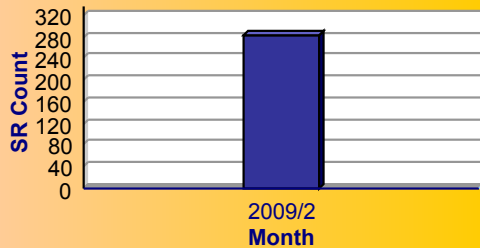
Service

- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Litter - DCC
- Recyclable Collection Missed (Residential) - SAN
- Roll Cart - SAN
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- High Weeds - DCC

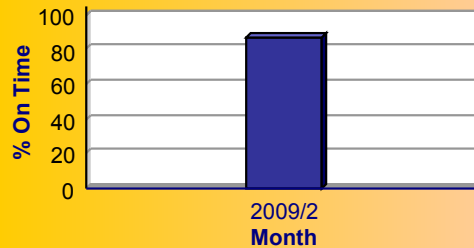
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
283	181	171	94.5%	102	75	73.5%	86.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

February 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	Complaint/Compliment - CTY	70	44	18	40.9%	10	4.3	26	37.1%	23	88.5%	41	58.6%
2	Recycling ROLL CART Registration - SAN	27	4	4	100.0%	10	4.0	23	85.2%	22	95.7%	26	96.3%
3	Signs - Public Right of Way Eve/Weekends - DCC	22	0	0	N/A	7	0.3	22	100.0%	22	100.0%	22	100.0%
4	Litter - DCC	19	17	17	100.0%	38	16.5	2	10.5%	2	100.0%	19	100.0%
5	Recyclable Collection Missed (Residential) - SAN	13	0	0	N/A	3	1.2	13	100.0%	13	100.0%	13	100.0%
6	Roll Cart - SAN	9	0	0	N/A	10	2.6	9	100.0%	9	100.0%	9	100.0%
7	Animal - Loose - DCC	8	8	8	100.0%	40		0	0.0%	0	N/A	8	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	10	2.2	8	100.0%	7	87.5%	7	87.5%
9	Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.2	8	100.0%	8	100.0%	8	100.0%
10	High Weeds - DCC	6	5	5	100.0%	38	23.0	1	16.7%	1	100.0%	6	100.0%
11	Fire Inspection - DFD	5	2	2	100.0%	60	7.0	3	60.0%	3	100.0%	5	100.0%
12	Signs - Public Right of Way - DCC	4	1	0	0.0%	7	0.0	3	75.0%	3	100.0%	3	75.0%
13	Litter Apts - DCC	4	2	2	100.0%	38	0.0	2	50.0%	2	100.0%	4	100.0%
14	Restaurant/Food Complaint - EHS	4	2	2	100.0%	45	7.0	2	50.0%	2	100.0%	4	100.0%
15	Illegal Dumping - DCC	3	0	0	N/A	38	6.0	3	100.0%	3	100.0%	3	100.0%
16	Smoke Detector Request - DFD	3	0	0	N/A	30	1.0	3	100.0%	3	100.0%	3	100.0%
17	Illegal Food Vending - EHS	3	0	0	N/A	45	7.3	3	100.0%	3	100.0%	3	100.0%
18	Sanitation Crew Complaint - SAN	3	0	0	N/A	10	1.3	3	100.0%	3	100.0%	3	100.0%
19	Substandard Structure - DCC	2	2	2	100.0%	365		0	0.0%	0	N/A	2	100.0%
20	Illegal Land Use (Residential/Business) - DCC	2	1	1	100.0%	60	19.0	1	50.0%	1	100.0%	2	100.0%
21	Junk Motor Vehicle - DCC	2	0	0	N/A	126	13.0	2	100.0%	2	100.0%	2	100.0%
22	Animal - Trap Request - DCC	2	1	1	100.0%	30	17.0	1	50.0%	1	100.0%	2	100.0%
23	Animal - Vaccination/Registration Investigation - DCC	2	0	0	N/A	30	1.5	2	100.0%	2	100.0%	2	100.0%
24	Obstruction Apts - DCC	2	0	0	N/A	60	5.0	2	100.0%	2	100.0%	2	100.0%
25	Plumbing Violation Apts - DCC	2	1	1	100.0%	60	1.0	1	50.0%	1	100.0%	2	100.0%



City of Dallas Service Level Performance Report by CSA

for Unknown

February 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
26	Substandard Structure Apts - DCC	2	1	1	100.0%	365	12.0	1	50.0%	1	100.0%	2	100.0%
27	24 Hour Parking/Parking Violations - DPD	2	0	0	N/A	10	11.0	2	100.0%	1	50.0%	1	50.0%
28	Park Maintenance/Misc. - PKR	2	1	1	100.0%	30	1.0	1	50.0%	1	100.0%	2	100.0%
29	Parking - Report of Violation - PWT	2	0	0	N/A	14	1.0	2	100.0%	2	100.0%	2	100.0%
30	Recycling - Roll Cart - SAN	2	0	0	N/A	10	2.0	2	100.0%	2	100.0%	2	100.0%
31	Sanitation Misc. - SAN	2	0	0	N/A	10	5.5	2	100.0%	2	100.0%	2	100.0%
32	Sanitation Service - New Residential - SAN	2	0	0	N/A	10	15.0	2	100.0%	0	0.0%	0	0.0%
33	Street Lighting - Maintenance - PWT	2	0	0	N/A	10	5.5	2	100.0%	2	100.0%	2	100.0%
34	Street Spillage/Debris in Right of Way-Hazardous-STS	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
35	Pot hole Repair Routine - STS	2	0	0	N/A	7	0.5	2	100.0%	2	100.0%	2	100.0%