



**FY 2008 – 2009**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

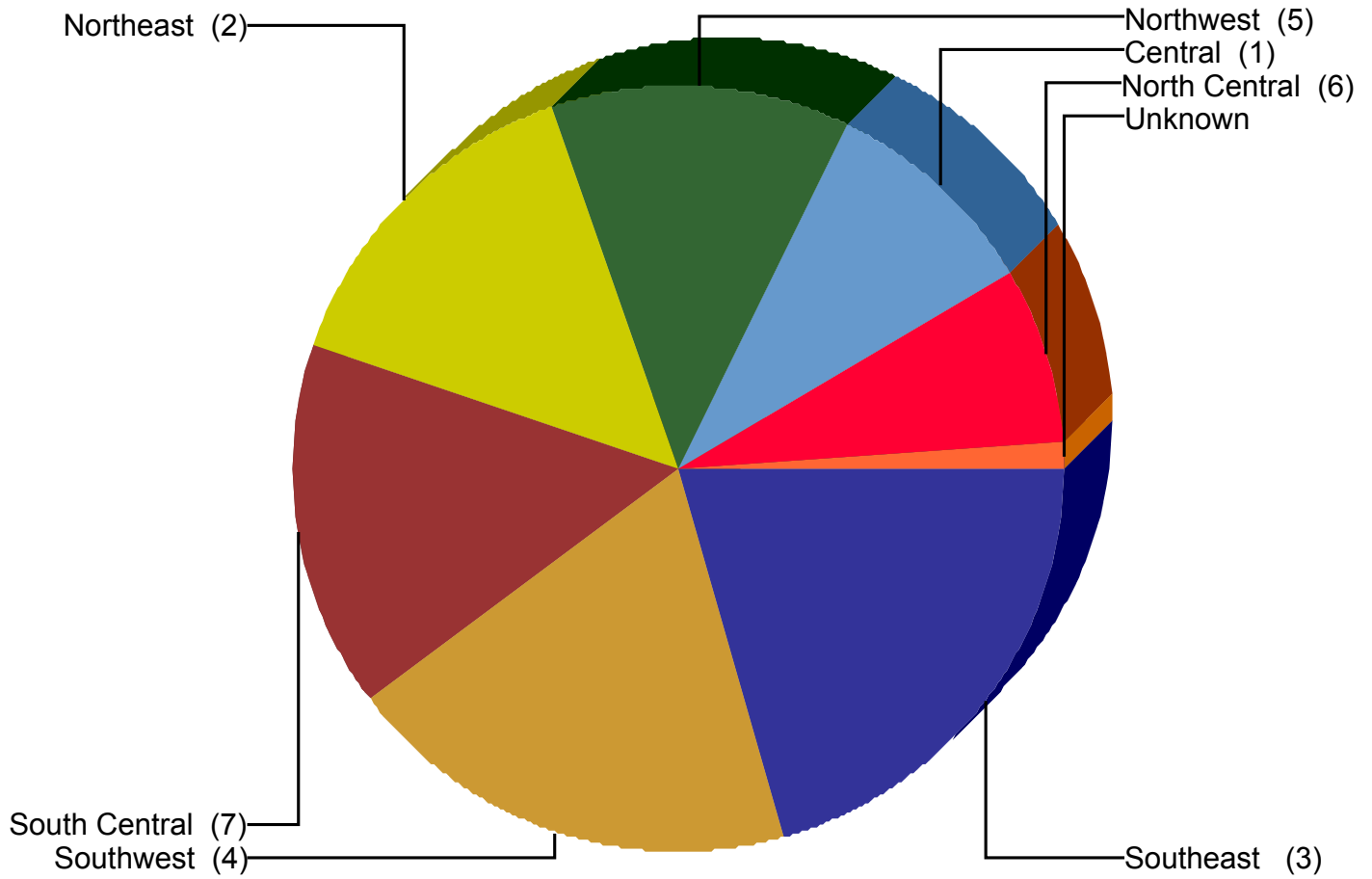
**July 2009**

## **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 July 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,424	9.4%	98.9%
North Central (6)	2,708	7.4%	99.3%
Northeast (2)	5,282	14.4%	99.1%
Northwest (5)	4,596	12.6%	99.1%
South Central (7)	5,670	15.5%	99.2%
Southeast (3)	7,560	20.7%	99.0%
Southwest (4)	6,956	19.0%	98.9%
Unknown	398	1.1%	95.0%
<b>Total</b>	<b>36,594</b>	<b>100.0%</b>	<b>99.0%</b>

CITY OF DALLAS, TX

Report date August 7, 2009

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

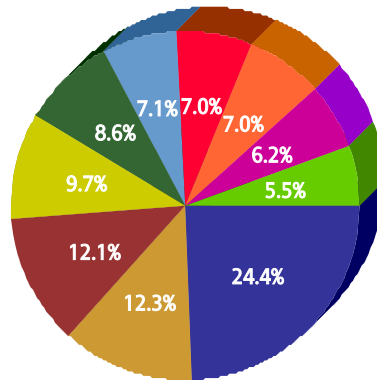


For Citywide

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,152
Litter - DCC	2,103
Obstruction Alley/Sidewalk/Street - DCC	2,064
Roll Cart - SAN	1,657
Dead Animal Pick Up - SAN	1,470
Animal - Loose Aggressive - DCC	1,203
Signs - Public Right of Way Eve/Weekends - DCC	1,201
Animal - Confined - DCC	1,192
Recycling ROLL CART Registration - SAN	1,063
Garbage - Missed - SAN	944



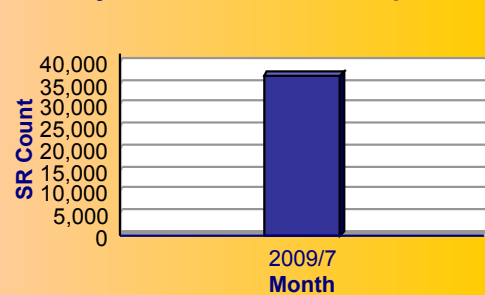
Service

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

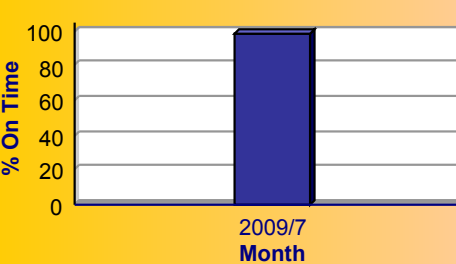
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
36,594	29,121	28,866	99.1%	7,473	7,369	98.6%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

July 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	4,152	1,676	1,676	100.0%	38	8.3	2,476	59.6%	2,476	100.0%	4,152	100.0%
2	Litter - DCC	2,103	1,019	1,019	100.0%	38	9.0	1,084	51.5%	1,084	100.0%	2,103	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	2,064	1,371	1,371	100.0%	60	13.4	693	33.6%	693	100.0%	2,064	100.0%
4	Roll Cart - SAN	1,657	84	84	100.0%	10	2.8	1,573	94.9%	1,573	100.0%	1,657	100.0%
5	Dead Animal Pick Up - SAN	1,470	0	0	N/A	1	0.4	1,470	100.0%	1,462	99.5%	1,462	99.5%
6	Animal - Loose Aggressive - DCC	1,203	0	0	N/A	3	0.2	1,203	100.0%	1,201	99.8%	1,201	99.8%
7	Signs - Public Right of Way Eve/Weekends - DCC	1,201	7	5	71.4%	7	0.3	1,194	99.4%	1,186	99.3%	1,191	99.2%
8	Animal - Confined - DCC	1,192	0	0	N/A	3	0.2	1,192	100.0%	1,191	99.9%	1,191	99.9%
9	Recycling ROLL CART Registration - SAN	1,063	107	107	100.0%	10	4.0	956	89.9%	956	100.0%	1,063	100.0%
10	Garbage - Missed - SAN	944	3	0	0.0%	3	0.8	941	99.7%	940	99.9%	940	99.6%
11	Animal - Loose - DCC	881	195	195	100.0%	40	7.3	686	77.9%	686	100.0%	881	100.0%
12	Recyclable Collection Missed (Residential) - SAN	868	38	0	0.0%	3	1.1	830	95.6%	828	99.8%	828	95.4%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	798	2	2	100.0%	10	0.3	796	99.7%	796	100.0%	798	100.0%
14	Animal - Spayed/Neutered/Intact	761	7	7	100.0%	30	1.9	754	99.1%	754	100.0%	761	100.0%
15	Junk Motor Vehicle - DCC	692	466	466	100.0%	126	8.5	226	32.7%	226	100.0%	692	100.0%
16	Animal - Sick/Injured - DCC	669	0	0	N/A	3	0.2	669	100.0%	666	99.6%	666	99.6%
17	24 Hour Parking/Parking Violations - DPD	634	59	55	93.2%	10	3.8	575	90.7%	572	99.5%	627	98.9%
18	Parking - Unapproved Surface - DCC	622	25	21	84.0%	10	1.5	597	96.0%	582	97.5%	603	96.9%
19	Bulky Trash Violations - DCC	615	47	46	97.9%	14	4.5	568	92.4%	542	95.4%	588	95.6%
20	Fire Inspection - DFD	558	346	346	100.0%	60	5.8	212	38.0%	212	100.0%	558	100.0%

CITY OF DALLAS, TX

Report date – August 7, 2009

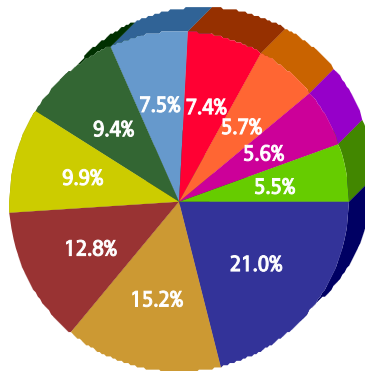


for Central (1)

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	296
Litter - DCC	214
Roll Cart - SAN	180
Recycling ROLL CART Registration - SAN	139
Obstruction Alley/Sidewalk/Street - DCC	133
Dead Animal Pick Up - SAN	105
Traffic Signal - Flashing - PWT	104
Animal - Loose Aggressive - DCC	80
Animal - Confined - DCC	79
Graffiti Private Property - Residential/Commercial	78



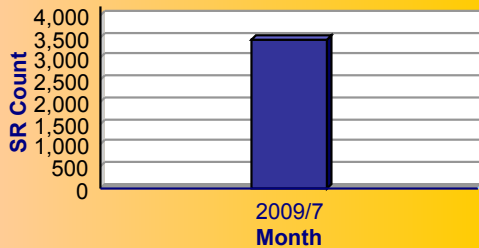
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - PWT
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Graffiti Private Property - Residential/Commercial

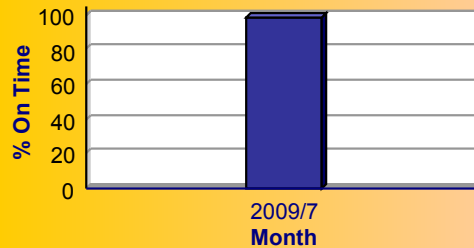
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,424	2,750	2,729	99.2%	674	658	97.6%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Central (1)

July 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	296	114	114	100.0%	38	5.3	182	61.5%	182	100.0%	296	100.0%
2	Litter - DCC	214	83	83	100.0%	38	7.2	131	61.2%	131	100.0%	214	100.0%
3	Roll Cart - SAN	180	12	12	100.0%	10	2.5	168	93.3%	168	100.0%	180	100.0%
4	Recycling ROLL CART Registration - SAN	139	14	14	100.0%	10	4.3	125	89.9%	125	100.0%	139	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	133	86	86	100.0%	60	9.9	47	35.3%	47	100.0%	133	100.0%
6	Dead Animal Pick Up - SAN	105	0	0	N/A	1	0.3	105	100.0%	104	99.0%	104	99.0%
7	Traffic Signal - Flashing - PWT	104	4	4	100.0%	4	1.7	100	96.2%	97	97.0%	101	97.1%
8	Animal - Loose Aggressive - DCC	80	0	0	N/A	3	0.2	80	100.0%	80	100.0%	80	100.0%
9	Animal - Confined - DCC	79	0	0	N/A	3	0.2	79	100.0%	79	100.0%	79	100.0%
10	Graffiti Private Property - Residential/Commercial	78	42	42	100.0%	90	5.0	36	46.2%	36	100.0%	78	100.0%
11	Animal - Loose - DCC	76	7	7	100.0%	40	5.3	69	90.8%	69	100.0%	76	100.0%
12	Animal - Spayed/Neutered/Intact	74	1	1	100.0%	30	2.3	73	98.6%	73	100.0%	74	100.0%
13	Fire Inspection - DFD	71	50	50	100.0%	60	3.0	21	29.6%	21	100.0%	71	100.0%
14	24 Hour Parking/Parking Violations - DPD	68	3	3	100.0%	10	4.9	65	95.6%	64	98.5%	67	98.5%
15	Recyclable Collection Missed (Residential) - SAN	68	9	0	0.0%	3	1.2	59	86.8%	58	98.3%	58	85.3%
16	Garbage - Missed - SAN	65	0	0	N/A	3	0.6	65	100.0%	65	100.0%	65	100.0%
17	Brush/Bulk Items - Missed - SAN	60	2	2	100.0%	10	1.7	58	96.7%	58	100.0%	60	100.0%
18	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	53	2	2	100.0%	10	2.4	51	96.2%	51	100.0%	53	100.0%
19	Animal - Sick/Injured - DCC	51	0	0	N/A	3	0.2	51	100.0%	51	100.0%	51	100.0%
20	Tree down/low limbs - Emergency-STs	51	0	0	N/A	5	0.1	51	100.0%	51	100.0%	51	100.0%

CITY OF DALLAS, TX

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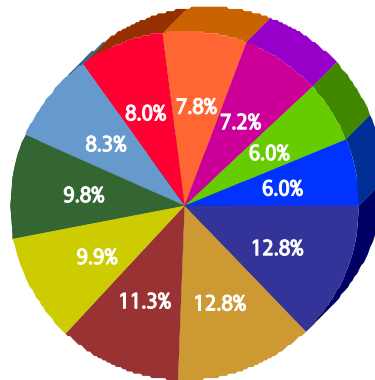


for North Central (6)

July 2009

Top 10 Services

SR Type	Service Request Count
Garbage - Missed - SAN	162
Roll Cart - SAN	162
High Weeds - DCC	143
Animal - Spayed/Neutered/Intact	125
Recycling ROLL CART Registration - SAN	124
Obstruction Alley/Sidewalk/Street - DCC	105
Signs - Public Right of Way Eve/Weekends - DCC	101
Recyclable Collection Missed (Residential) - SAN	99
Animal - Confined - DCC	91
Dead Animal Pick Up - SAN	76
Signs - Public Right of Way - BI/DCC	76



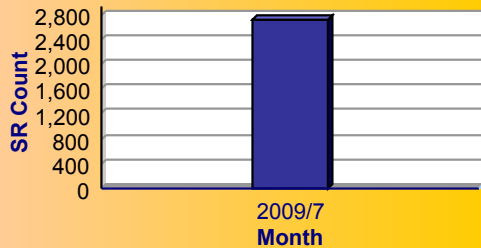
Service

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

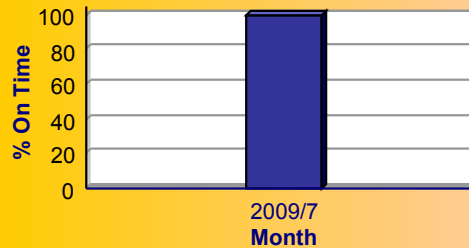
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,708	2,319	2,302	99.3%	389	386	99.2%	99.3%

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)

July 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	Garbage - Missed - SAN	162	0	0	N/A	3	0.4	162	100.0%	162	100.0%	162	100.0%
2	Roll Cart - SAN	162	4	4	100.0%	10	3.0	158	97.5%	158	100.0%	162	100.0%
3	High Weeds - DCC	143	75	75	100.0%	38	8.9	68	47.6%	68	100.0%	143	100.0%
4	Animal - Spayed/Neutered/Intact	125	1	1	100.0%	30	2.1	124	99.2%	124	100.0%	125	100.0%
5	Recycling ROLL CART Registration - SAN	124	15	15	100.0%	10	4.1	109	87.9%	109	100.0%	124	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	105	76	76	100.0%	60	8.7	29	27.6%	29	100.0%	105	100.0%
7	Signs - Public Right of Way Eve/Weekends - DCC	101	0	0	N/A	7	0.1	101	100.0%	101	100.0%	101	100.0%
8	Recyclable Collection Missed (Residential) - SAN	99	1	0	0.0%	3	1.0	98	99.0%	98	100.0%	98	99.0%
9	Animal - Confined - DCC	91	0	0	N/A	3	0.2	91	100.0%	91	100.0%	91	100.0%
10	Signs - Public Right of Way - BI/DCC	76	0	0	N/A	7	0.3	76	100.0%	76	100.0%	76	100.0%
11	Dead Animal Pick Up - SAN	76	0	0	N/A	1	0.3	76	100.0%	76	100.0%	76	100.0%
12	Litter - DCC	67	41	41	100.0%	38	8.7	26	38.8%	26	100.0%	67	100.0%
13	Fire Inspection - DFD	61	31	31	100.0%	60	5.6	30	49.2%	30	100.0%	61	100.0%
14	Bulky Trash Violations - DCC	59	6	6	100.0%	14	2.9	53	89.8%	53	100.0%	59	100.0%
15	24 Hour Parking/Parking Violations - DPD	59	2	2	100.0%	10	3.0	57	96.6%	57	100.0%	59	100.0%
16	Animal - Sick/Injured - DCC	44	0	0	N/A	3	0.1	44	100.0%	44	100.0%	44	100.0%
17	Recycling - Roll Cart - SAN	43	4	4	100.0%	10	3.5	39	90.7%	39	100.0%	43	100.0%
18	General - DCC	42	2	2	100.0%	38	4.1	40	95.2%	40	100.0%	42	100.0%
19	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	38	3	3	100.0%	10	3.3	35	92.1%	35	100.0%	38	100.0%
20	Traffic Signal - Timing - PWT	35	4	4	100.0%	4	1.6	31	88.6%	29	93.5%	33	94.3%

CITY OF DALLAS, TX

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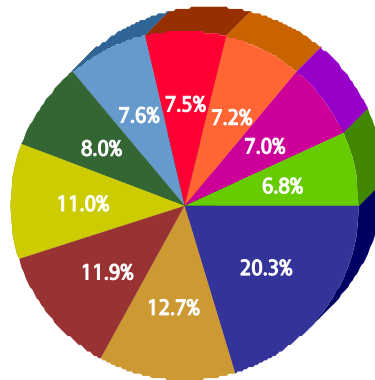


for Northeast (2)

July 2009

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	512
Illegal Land Use - BI/DCC	321
High Weeds - DCC	301
Roll Cart - SAN	278
Recyclable Collection Missed (Residential) - SAN	203
Animal - Confined - DCC	192
Recycling ROLL CART Registration - SAN	190
Animal - Spayed/Neutered/Intact	182
Dead Animal Pick Up - SAN	176
Litter - DCC	172



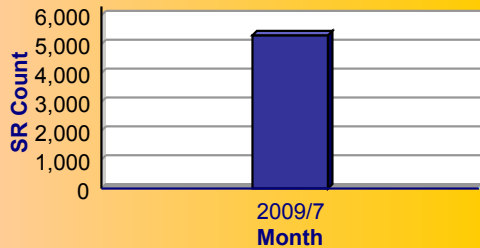
Service

- Obstruction Alley/Sidewalk/Street - DCC
- Illegal Land Use - BI/DCC
- High Weeds - DCC
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Spayed/Neutered/Intact
- Dead Animal Pick Up - SAN
- Litter - DCC

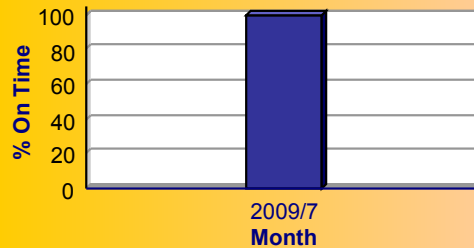
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,282	4,286	4,249	99.1%	996	988	99.2%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

July 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	Obstruction Alley/Sidewalk/Street - DCC	512	328	328	100.0%	60	15.8	184	35.9%	184	100.0%	512	100.0%
2	Illegal Land Use - BI/DCC	321	31	31	100.0%	60	1.6	290	90.3%	290	100.0%	321	100.0%
3	High Weeds - DCC	301	119	119	100.0%	38	9.3	182	60.5%	182	100.0%	301	100.0%
4	Roll Cart - SAN	278	10	10	100.0%	10	2.8	268	96.4%	268	100.0%	278	100.0%
5	Recyclable Collection Missed (Residential) - SAN	203	6	0	0.0%	3	0.9	197	97.0%	197	100.0%	197	97.0%
6	Animal - Confined - DCC	192	0	0	N/A	3	0.2	192	100.0%	192	100.0%	192	100.0%
7	Recycling ROLL CART Registration - SAN	190	19	19	100.0%	10	4.2	171	90.0%	171	100.0%	190	100.0%
8	Animal - Spayed/Neutered/Intact	182	0	0	N/A	30	2.1	182	100.0%	182	100.0%	182	100.0%
9	Dead Animal Pick Up - SAN	176	0	0	N/A	1	0.4	176	100.0%	175	99.4%	175	99.4%
10	Litter - DCC	172	81	81	100.0%	38	10.7	91	52.9%	91	100.0%	172	100.0%
11	Animal - Loose Aggressive - DCC	107	0	0	N/A	3	0.3	107	100.0%	107	100.0%	107	100.0%
12	24 Hour Parking/Parking Violations - DPD	105	5	5	100.0%	10	3.0	100	95.2%	100	100.0%	105	100.0%
13	Animal - Sick/Injured - DCC	104	0	0	N/A	3	0.2	104	100.0%	104	100.0%	104	100.0%
14	Substandard Structure Apts - DCC	101	52	52	100.0%	365	7.9	49	48.5%	49	100.0%	101	100.0%
15	A/C Inoperable Apts - DCC	98	1	1	100.0%	7	2.1	97	99.0%	94	96.9%	95	96.9%
16	Garbage - Missed - SAN	97	0	0	N/A	3	0.6	97	100.0%	97	100.0%	97	100.0%
17	Bulky Trash Violations - DCC	95	8	8	100.0%	14	4.6	87	91.6%	84	96.6%	92	96.8%
18	Animal - Loose - DCC	82	6	6	100.0%	40	7.7	76	92.7%	76	100.0%	82	100.0%
19	Tree down/low limbs - Emergency-STIS	66	0	0	N/A	5	0.1	66	100.0%	66	100.0%	66	100.0%
20	Brush/Bulk Items - Missed - SAN	61	8	8	100.0%	10	1.8	53	86.9%	53	100.0%	61	100.0%

CITY OF DALLAS, TX

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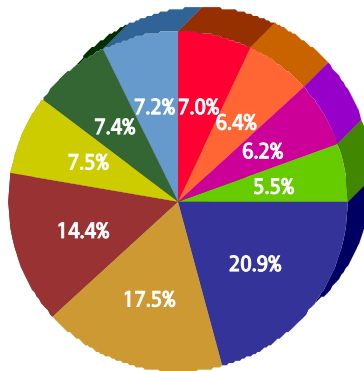


for Northwest (5)

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	459
Obstruction Alley/Sidewalk/Street - DCC	386
Litter - DCC	317
Dead Animal Pick Up - SAN	166
Roll Cart - SAN	163
Garbage - Missed - SAN	158
Graffiti Private Property - Residential/Commercial	153
Recycling ROLL CART Registration - SAN	141
Signs - Public Right of Way Eve/Weekends - DCC	136
Fire Inspection - DFD	122



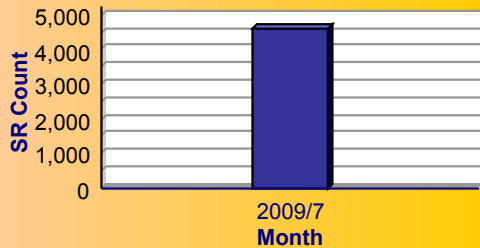
Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- Graffiti Private Property - Residential/Commercial
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Fire Inspection - DFD

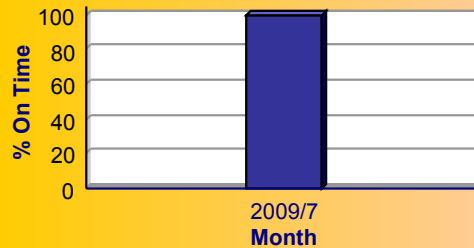
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,596	3,678	3,652	99.3%	918	904	98.5%	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)

July 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	459	171	171	100.0%	38	10.4	288	62.7%	288	100.0%	459	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	386	203	203	100.0%	60	13.6	183	47.4%	183	100.0%	386	100.0%
3	Litter - DCC	317	144	144	100.0%	38	10.6	173	54.6%	173	100.0%	317	100.0%
4	Dead Animal Pick Up - SAN	166	0	0	N/A	1	0.3	166	100.0%	166	100.0%	166	100.0%
5	Roll Cart - SAN	163	9	9	100.0%	10	2.9	154	94.5%	154	100.0%	163	100.0%
6	Garbage - Missed - SAN	158	3	0	0.0%	3	0.6	155	98.1%	154	99.4%	154	97.5%
7	Graffiti Private Property - Residential/Commercial	153	23	23	100.0%	90	2.5	130	85.0%	130	100.0%	153	100.0%
8	Recycling ROLL CART Registration - SAN	141	15	15	100.0%	10	4.0	126	89.4%	126	100.0%	141	100.0%
9	Signs - Public Right of Way Eve/Weekends - DCC	136	0	0	N/A	7	0.0	136	100.0%	136	100.0%	136	100.0%
10	Fire Inspection - DFD	122	56	56	100.0%	60	8.0	66	54.1%	66	100.0%	122	100.0%
11	Animal - Confined - DCC	104	0	0	N/A	3	0.1	104	100.0%	104	100.0%	104	100.0%
12	Animal - Spayed/Neutered/Intact	99	1	1	100.0%	30	1.7	98	99.0%	98	100.0%	99	100.0%
13	24 Hour Parking/Parking Violations - DPD	90	2	2	100.0%	10	5.5	88	97.8%	87	98.9%	89	98.9%
14	Recyclable Collection Missed (Residential) - SAN	83	3	0	0.0%	3	1.0	80	96.4%	79	98.8%	79	95.2%
15	Bulky Trash Violations - DCC	78	0	0	N/A	14	2.6	78	100.0%	77	98.7%	77	98.7%
16	Junk Motor Vehicle - DCC	74	37	37	100.0%	126	8.2	37	50.0%	37	100.0%	74	100.0%
17	Parking - Unapproved Surface - DCC	72	0	0	N/A	10	1.2	72	100.0%	71	98.6%	71	98.6%
18	Animal - Loose Aggressive - DCC	71	0	0	N/A	3	0.2	71	100.0%	70	98.6%	70	98.6%
19	Animal - Loose - DCC	63	8	8	100.0%	40	6.8	55	87.3%	55	100.0%	63	100.0%
20	Animal - Sick/Injured - DCC	57	0	0	N/A	3	0.2	57	100.0%	56	98.2%	56	98.2%

CITY OF DALLAS, TX

Report date – August 7, 2009

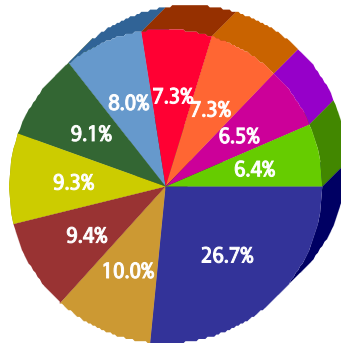


for South Central (7)

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	882
Animal - Loose Aggressive - DCC	330
Dead Animal Pick Up - SAN	312
Litter - DCC	309
Obstruction Alley/Sidewalk/Street - DCC	302
Smoke Detector Request - DFD	263
Roll Cart - SAN	242
Animal - Confined - DCC	240
Animal - Loose - DCC	215
Parking - Unapproved Surface - Eve/Weekends - DCC	211



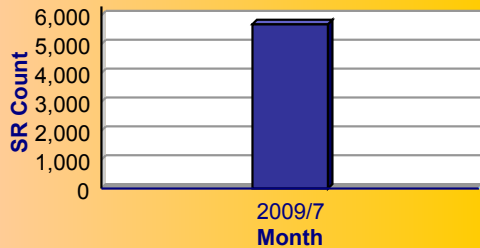
Service

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

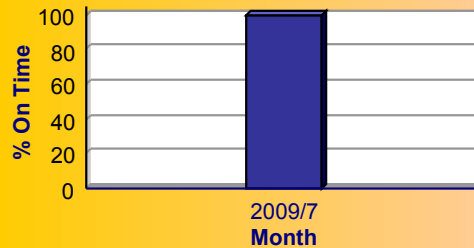
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,670	4,467	4,435	99.3%	1,203	1,192	99.1%	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)

July 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	882	334	334	100.0%	38	8.9	548	62.1%	548	100.0%	882	100.0%
2	Animal - Loose Aggressive - DCC	330	0	0	N/A	3	0.2	330	100.0%	330	100.0%	330	100.0%
3	Dead Animal Pick Up - SAN	312	0	0	N/A	1	0.4	312	100.0%	312	100.0%	312	100.0%
4	Litter - DCC	309	150	150	100.0%	38	9.6	159	51.5%	159	100.0%	309	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	302	240	240	100.0%	60	16.0	62	20.5%	62	100.0%	302	100.0%
6	Smoke Detector Request - DFD	263	11	11	100.0%	30	2.4	252	95.8%	252	100.0%	263	100.0%
7	Roll Cart - SAN	242	9	9	100.0%	10	2.6	233	96.3%	233	100.0%	242	100.0%
8	Animal - Confined - DCC	240	0	0	N/A	3	0.3	240	100.0%	240	100.0%	240	100.0%
9	Animal - Loose - DCC	215	68	68	100.0%	40	8.2	147	68.4%	147	100.0%	215	100.0%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	211	0	0	N/A	10	0.1	211	100.0%	211	100.0%	211	100.0%
11	Garbage - Missed - SAN	180	0	0	N/A	3	1.0	180	100.0%	180	100.0%	180	100.0%
12	Signs - Public Right of Way Eve/Weekends - DCC	153	0	0	N/A	7	0.5	153	100.0%	150	98.0%	150	98.0%
13	Animal - Sick/Injured - DCC	142	0	0	N/A	3	0.2	142	100.0%	141	99.3%	141	99.3%
14	Junk Motor Vehicle - DCC	132	97	97	100.0%	126	7.1	35	26.5%	35	100.0%	132	100.0%
15	24 Hour Parking/Parking Violations - DPD	100	14	12	85.7%	10	5.1	86	86.0%	85	98.8%	97	97.0%
16	Brush/Bulk Items - Missed - SAN	84	3	3	100.0%	10	1.8	81	96.4%	81	100.0%	84	100.0%
17	Recycling ROLL CART Registration - SAN	84	10	10	100.0%	10	4.0	74	88.1%	74	100.0%	84	100.0%
18	Bulky Trash Violations - DCC	83	8	8	100.0%	14	5.9	75	90.4%	68	90.7%	76	91.6%
19	Recyclable Collection Missed (Residential) - SAN	77	1	0	0.0%	3	1.4	76	98.7%	76	100.0%	76	98.7%
20	Parking - Unapproved Surface - DCC	63	2	1	50.0%	10	1.9	61	96.8%	60	98.4%	61	96.8%

CITY OF DALLAS, TX

Report date – August 7, 2009

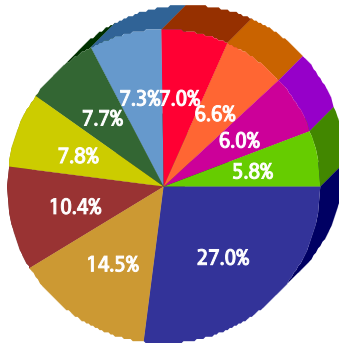


for Southeast (3)

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,161
Litter - DCC	622
Signs - Public Right of Way Eve/Weekends - DCC	447
Dead Animal Pick Up - SAN	337
Parking - Unapproved Surface - DCC	330
Animal - Loose Aggressive - DCC	313
Roll Cart - SAN	300
Animal - Confined - DCC	282
Parking - Unapproved Surface - Eve/Weekends - DCC	260
Obstruction Alley/Sidewalk/Street - DCC	250



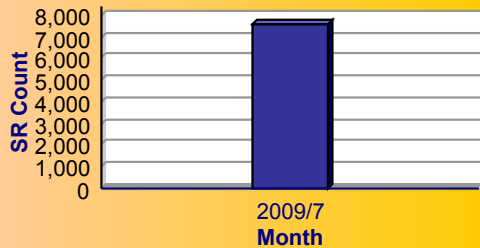
Service

- High Weeds - DCC
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Obstruction Alley/Sidewalk/Street - DCC

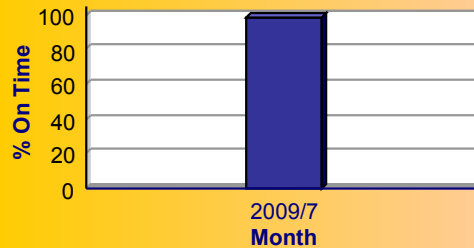
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,560	5,904	5,843	99.0%	1,656	1,638	98.9%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southeast (3)

July 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	1,161	451	451	100.0%	38	8.0	710	61.2%	710	100.0%	1,161	100.0%
2	Litter - DCC	622	330	330	100.0%	38	9.1	292	46.9%	292	100.0%	622	100.0%
3	Signs - Public Right of Way Eve/Weekends - DCC	447	3	1	33.3%	7	0.3	444	99.3%	439	98.9%	440	98.4%
4	Dead Animal Pick Up - SAN	337	0	0	N/A	1	0.4	337	100.0%	333	98.8%	333	98.8%
5	Parking - Unapproved Surface - DCC	330	9	7	77.8%	10	1.1	321	97.3%	316	98.4%	323	97.9%
6	Animal - Loose Aggressive - DCC	313	0	0	N/A	3	0.2	313	100.0%	313	100.0%	313	100.0%
7	Roll Cart - SAN	300	15	15	100.0%	10	2.9	285	95.0%	285	100.0%	300	100.0%
8	Animal - Confined - DCC	282	0	0	N/A	3	0.3	282	100.0%	282	100.0%	282	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	260	0	0	N/A	10	0.1	260	100.0%	260	100.0%	260	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	250	179	179	100.0%	60	12.8	71	28.4%	71	100.0%	250	100.0%
11	Animal - Loose - DCC	223	54	54	100.0%	40	7.6	169	75.8%	169	100.0%	223	100.0%
12	Junk Motor Vehicle - DCC	183	137	137	100.0%	126	8.1	46	25.1%	46	100.0%	183	100.0%
13	Bulky Trash Violations - DCC	168	9	9	100.0%	14	4.6	159	94.6%	150	94.3%	159	94.6%
14	Animal - Sick/Injured - DCC	158	0	0	N/A	3	0.2	158	100.0%	157	99.4%	157	99.4%
15	Recyclable Collection Missed (Residential) - SAN	150	9	0	0.0%	3	1.3	141	94.0%	141	100.0%	141	94.0%
16	Recycling ROLL CART Registration - SAN	130	14	14	100.0%	10	3.7	116	89.2%	116	100.0%	130	100.0%
17	Animal - Spayed/Neutered/Intact	118	0	0	N/A	30	1.5	118	100.0%	118	100.0%	118	100.0%
18	Garbage - Missed - SAN	112	0	0	N/A	3	1.1	112	100.0%	112	100.0%	112	100.0%
19	Fire Inspection - DFD	100	76	76	100.0%	60	1.6	24	24.0%	24	100.0%	100	100.0%
20	Illegal Dumping - DCC	96	17	17	100.0%	38	4.9	79	82.3%	79	100.0%	96	100.0%
21	24 Hour Parking/Parking Violations - DPD	96	25	23	92.0%	10	3.2	71	74.0%	71	100.0%	94	97.9%

CITY OF DALLAS, TX

Report date – August 7, 2009

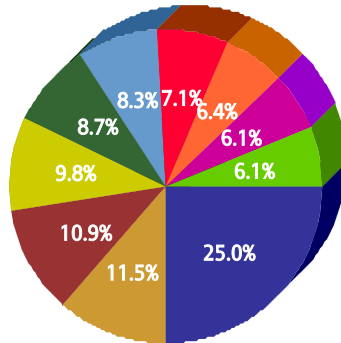


for Southwest (4)

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	829
Litter - DCC	380
Obstruction Alley/Sidewalk/Street - DCC	363
Roll Cart - SAN	326
Dead Animal Pick Up - SAN	289
Animal - Loose Aggressive - DCC	276
Recycling ROLL CART Registration - SAN	236
Signs - Public Right of Way Eve/Weekends - DCC	212
Parking - Unapproved Surface - Eve/Weekends - DCC	203
Animal - Confined - DCC	202



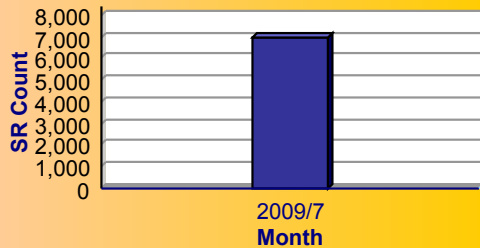
Service

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

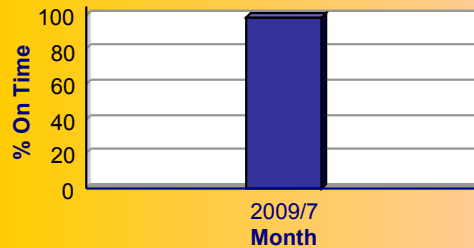
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,956	5,402	5,349	99.0%	1,554	1,532	98.6%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

July 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	829	393	393	100.0%	38	7.4	436	52.6%	436	100.0%	829	100.0%
2	Litter - DCC	380	179	179	100.0%	38	7.4	201	52.9%	201	100.0%	380	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	363	246	246	100.0%	60	10.8	117	32.2%	117	100.0%	363	100.0%
4	Roll Cart - SAN	326	24	24	100.0%	10	2.8	302	92.6%	302	100.0%	326	100.0%
5	Dead Animal Pick Up - SAN	289	0	0	N/A	1	0.4	289	100.0%	287	99.3%	287	99.3%
6	Animal - Loose Aggressive - DCC	276	0	0	N/A	3	0.2	276	100.0%	275	99.6%	275	99.6%
7	Recycling ROLL CART Registration - SAN	236	20	20	100.0%	10	3.8	216	91.5%	216	100.0%	236	100.0%
8	Signs - Public Right of Way Eve/Weekends - DCC	212	4	4	100.0%	7	0.2	208	98.1%	208	100.0%	212	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	203	2	2	100.0%	10	0.4	201	99.0%	201	100.0%	203	100.0%
10	Animal - Confined - DCC	202	0	0	N/A	3	0.2	202	100.0%	201	99.5%	201	99.5%
11	Junk Motor Vehicle - DCC	192	134	134	100.0%	126	8.4	58	30.2%	58	100.0%	192	100.0%
12	Animal - Loose - DCC	191	43	43	100.0%	40	6.8	148	77.5%	148	100.0%	191	100.0%
13	Recyclable Collection Missed (Residential) - SAN	186	9	0	0.0%	3	1.0	177	95.2%	177	100.0%	177	95.2%
14	Garbage - Missed - SAN	169	0	0	N/A	3	1.0	169	100.0%	169	100.0%	169	100.0%
15	Graffiti Private Property - Residential/Commercial	162	72	72	100.0%	90	6.8	90	55.6%	90	100.0%	162	100.0%
16	Animal - Spayed/Neutered/Intact	124	3	3	100.0%	30	2.0	121	97.6%	121	100.0%	124	100.0%
17	24 Hour Parking/Parking Violations - DPD	116	8	8	100.0%	10	2.5	108	93.1%	108	100.0%	116	100.0%
18	Animal - Sick/Injured - DCC	112	0	0	N/A	3	0.1	112	100.0%	112	100.0%	112	100.0%
19	Fire Inspection - DFD	108	57	57	100.0%	60	6.6	51	47.2%	51	100.0%	108	100.0%
20	Bulky Trash Violations - DCC	95	14	13	92.9%	14	5.6	81	85.3%	77	95.1%	90	94.7%

CITY OF DALLAS, TX

Report date – August 7, 2009

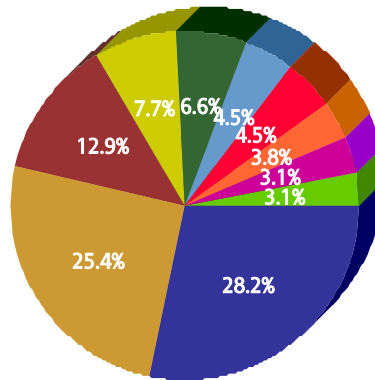


for Unknown

July 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	81
Signs - Public Right of Way Eve/Weekends - DCC	73
Complaint/Compliment - CTY	37
Litter - DCC	22
Recycling ROLL CART Registration - SAN	19
Illegal Food Vending - EHS	13
Obstruction Alley/Sidewalk/Street - DCC	13
Image Restore Request - SCS	11
Animal - Loose - DCC	9
Dead Animal Pick Up - SAN	9



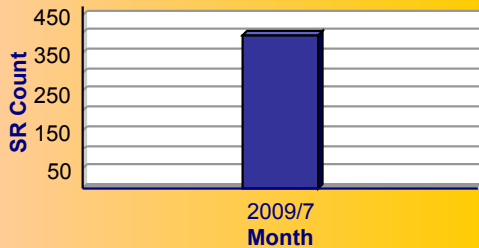
Service

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

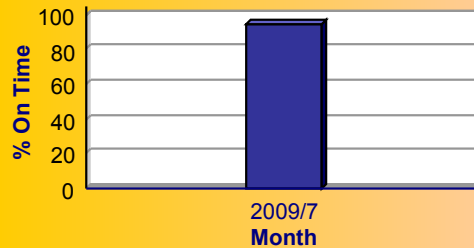
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
398	315	307	97.5%	83	71	85.5%	95.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

July 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	81	19	19	100.0%	38	6.9	62	76.5%	62	100.0%	81	100.0%
2	Signs - Public Right of Way Eve/Weekends - DCC	73	0	0	N/A	7	0.3	73	100.0%	73	100.0%	73	100.0%
3	Complaint/Compliment - CTY	37	13	5	38.5%	10	3.9	24	64.9%	23	95.8%	28	75.7%
4	Litter - DCC	22	11	11	100.0%	38	13.0	11	50.0%	11	100.0%	22	100.0%
5	Recycling ROLL CART Registration - SAN	19	0	0	N/A	10	4.1	19	100.0%	19	100.0%	19	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	13	13	13	100.0%	60		0	0.0%	0	N/A	13	100.0%
7	Illegal Food Vending - EHS	13	3	3	100.0%	45	6.2	10	76.9%	10	100.0%	13	100.0%
8	Image Restore Request - SCS	11	1	0	0.0%	3	0.6	10	90.9%	9	90.0%	9	81.8%
9	Animal - Loose - DCC	9	4	4	100.0%	40	1.8	5	55.6%	5	100.0%	9	100.0%
10	Dead Animal Pick Up - SAN	9	0	0	N/A	1	0.2	9	100.0%	9	100.0%	9	100.0%
11	Restaurant/Food Complaint - EHS	8	2	2	100.0%	45	14.3	6	75.0%	6	100.0%	8	100.0%
12	Parking - Unapproved Surface - DCC	7	1	0	0.0%	10	12.5	6	85.7%	1	16.7%	1	14.3%
13	Roll Cart - SAN	6	1	1	100.0%	10	4.8	5	83.3%	5	100.0%	6	100.0%
14	Animal - Spayed/Neutered/Intact	5	0	0	N/A	30	0.0	5	100.0%	5	100.0%	5	100.0%
15	Pot hole Repair Routine - STS	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%
16	Dart - General Request - PWT	3	0	0	N/A	14	6.0	3	100.0%	3	100.0%	3	100.0%
17	Bulky Trash Violations - DCC	3	0	0	N/A	14	6.7	3	100.0%	2	66.7%	2	66.7%
18	Fire Inspection - DFD	3	2	2	100.0%	60	0.0	1	33.3%	1	100.0%	3	100.0%
19	Public Works - General Request - PWT	3	0	0	N/A	10	3.3	3	100.0%	3	100.0%	3	100.0%
20	Tree Trimming/Parkway Maint. - Parks	3	1	1	100.0%	30	10.5	2	66.7%	2	100.0%	3	100.0%
21	Recycling - Roll Cart - SAN	3	0	0	N/A	10	4.3	3	100.0%	3	100.0%	3	100.0%
22	Sanitation Property Damage - SAN	3	0	0	N/A	28	12.7	3	100.0%	3	100.0%	3	100.0%
23	Street Spillage/Debris in Right of Way-Hazardous-STs	3	0	0	N/A	1	0.0	3	100.0%	3	100.0%	3	100.0%

CITY OF DALLAS, TX

Report date – August 7, 2009