



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

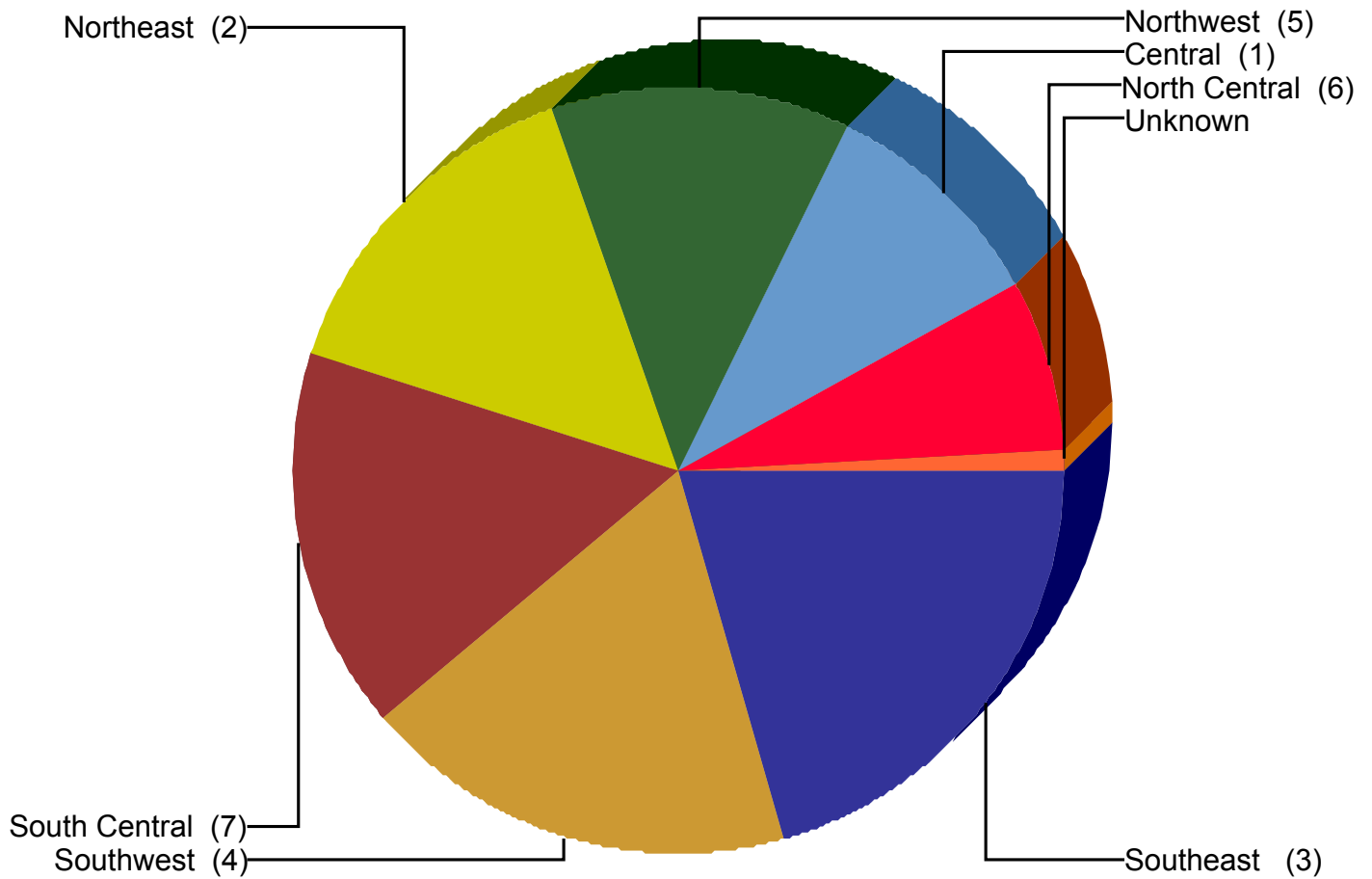
June 2009

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 June 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	4,212	9.9%	98.6%
North Central (6)	2,987	7.0%	98.8%
Northeast (2)	6,203	14.6%	98.4%
Northwest (5)	5,290	12.4%	99.0%
South Central (7)	6,836	16.1%	98.7%
Southeast (3)	8,785	20.7%	99.0%
Southwest (4)	7,784	18.3%	98.8%
Unknown	413	1.0%	91.0%
Total	42,510	100.0%	98.7%

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

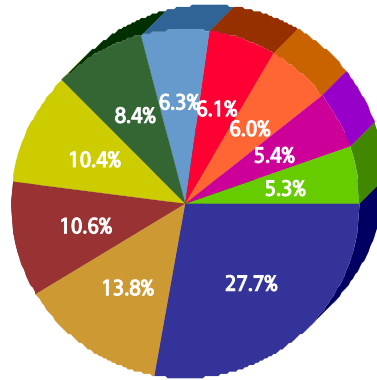


For Citywide

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	5,468
Obstruction Alley/Sidewalk/Street - DCC	2,724
Roll Cart - SAN	2,094
Litter - DCC	2,059
Dead Animal Pick Up - SAN	1,666
Animal - Loose Aggressive - DCC	1,240
Recycling ROLL CART Registration - SAN	1,212
Animal - Confined - DCC	1,187
Garbage - Missed - SAN	1,057
Signs - Public Right of Way Eve/Weekends - DCC	1,043



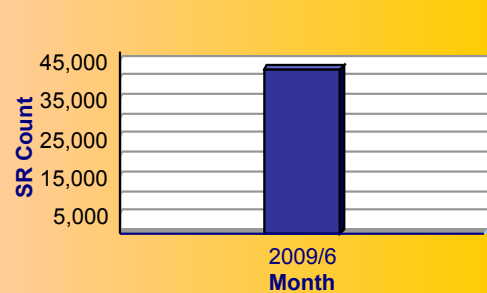
Service

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

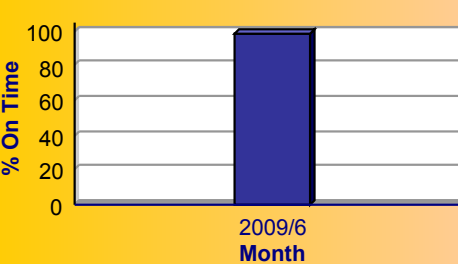
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
42,510	35,151	34,760	98.9%	7,359	7,197	97.8%	98.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

June 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	5,468	2,060	2,060	100.0%	38	9.0	3,408	62.3%	3,408	100.0%	5,468	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	2,724	1,463	1,463	100.0%	60	12.8	1,261	46.3%	1,261	100.0%	2,724	100.0%
3	Roll Cart - SAN	2,094	5	4	80.0%	10	3.1	2,089	99.8%	2,077	99.4%	2,081	99.4%
4	Litter - DCC	2,059	734	734	100.0%	38	9.2	1,325	64.4%	1,325	100.0%	2,059	100.0%
5	Dead Animal Pick Up - SAN	1,666	0	0	N/A	1	0.4	1,666	100.0%	1,630	97.8%	1,630	97.8%
6	Animal - Loose Aggressive - DCC	1,240	0	0	N/A	3	0.3	1,240	100.0%	1,229	99.1%	1,229	99.1%
7	Recycling ROLL CART Registration - SAN	1,212	3	3	100.0%	10	3.9	1,209	99.8%	1,208	99.9%	1,211	99.9%
8	Animal - Confined - DCC	1,187	0	0	N/A	3	0.2	1,187	100.0%	1,183	99.7%	1,183	99.7%
9	Garbage - Missed - SAN	1,057	0	0	N/A	3	0.8	1,057	100.0%	1,052	99.5%	1,052	99.5%
10	Signs - Public Right of Way Eve/Weekends - DCC	1,043	0	0	N/A	7	0.2	1,043	100.0%	1,040	99.7%	1,040	99.7%
11	Recyclable Collection Missed (Residential) - SAN	846	0	0	N/A	3	1.3	846	100.0%	843	99.6%	843	99.6%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	833	0	0	N/A	10	0.2	833	100.0%	833	100.0%	833	100.0%
13	Signs - Public Right of Way - BI/DCC	748	1	0	0.0%	7	0.3	747	99.9%	739	98.9%	739	98.8%
14	Animal - Spayed/Neutered/Intact	721	11	8	72.7%	30	8.3	710	98.5%	710	100.0%	718	99.6%
15	Smoke Detector Request - DFD	710	51	50	98.0%	30	2.5	659	92.8%	659	100.0%	709	99.9%
16	Tree down/low limbs - Emergency-ST5	705	0	0	N/A	5	0.4	705	100.0%	703	99.7%	703	99.7%
17	Animal - Loose - DCC	693	184	184	100.0%	40	9.7	509	73.4%	509	100.0%	693	100.0%
18	Junk Motor Vehicle - DCC	686	454	454	100.0%	126	10.5	232	33.8%	232	100.0%	686	100.0%
19	Animal - Sick/Injured - DCC	669	0	0	N/A	3	0.2	669	100.0%	665	99.4%	665	99.4%
20	Bulky Trash Violations - DCC	665	59	42	71.2%	14	4.3	606	91.1%	582	96.0%	624	93.8%

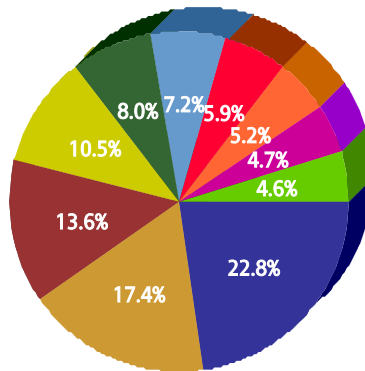


for Central (1)

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	450
Litter - DCC	343
Roll Cart - SAN	269
Obstruction Alley/Sidewalk/Street - DCC	208
Traffic Signal - Flashing - PWT	158
Recycling ROLL CART Registration - SAN	143
Tree down/low limbs - Emergency-STS	116
Graffiti Private Property - Residential/Commercial	103
Dead Animal Pick Up - SAN	93
Animal - Confined - DCC	91



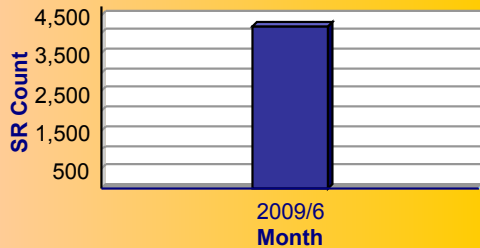
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Traffic Signal - Flashing - PWT
- Recycling ROLL CART Registration - SAN
- Tree down/low limbs - Emergency-STS
- Graffiti Private Property - Residential/Commercial
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC

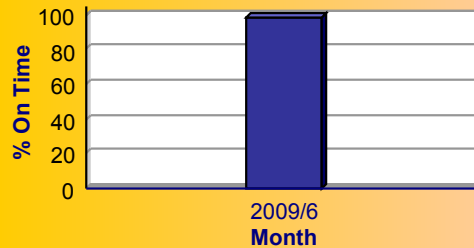
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,212	3,592	3,542	98.6%	620	610	98.4%	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)

June 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	450	139	139	100.0%	38	9.4	311	69.1%	311	100.0%	450	100.0%
2	Litter - DCC	343	105	105	100.0%	38	10.3	238	69.4%	238	100.0%	343	100.0%
3	Roll Cart - SAN	269	0	0	N/A	10	3.0	269	100.0%	268	99.6%	268	99.6%
4	Obstruction Alley/Sidewalk/Street - DCC	208	72	72	100.0%	60	10.8	136	65.4%	136	100.0%	208	100.0%
5	Traffic Signal - Flashing - PWT	158	0	0	N/A	4	2.3	158	100.0%	155	98.1%	155	98.1%
6	Recycling ROLL CART Registration - SAN	143	0	0	N/A	10	4.2	143	100.0%	142	99.3%	142	99.3%
7	Tree down/low limbs - Emergency-STS	116	0	0	N/A	5	0.5	116	100.0%	115	99.1%	115	99.1%
8	Graffiti Private Property - Residential/Commercial	103	35	35	100.0%	90	11.0	68	66.0%	68	100.0%	103	100.0%
9	Dead Animal Pick Up - SAN	93	0	0	N/A	1	0.5	93	100.0%	89	95.7%	89	95.7%
10	Animal - Confined - DCC	91	0	0	N/A	3	0.3	91	100.0%	90	98.9%	90	98.9%
11	Garbage - Missed - SAN	88	0	0	N/A	3	0.6	88	100.0%	87	98.9%	87	98.9%
12	Fire Inspection - DFD	80	63	63	100.0%	60	6.9	17	21.2%	17	100.0%	80	100.0%
13	24 Hour Parking/Parking Violations - DPD	74	2	2	100.0%	10	3.3	72	97.3%	71	98.6%	73	98.6%
14	Traffic Signal - All Out - PWT	67	0	0	N/A	4	2.6	67	100.0%	63	94.0%	63	94.0%
15	Recycling - Roll Cart - SAN	66	0	0	N/A	10	3.2	66	100.0%	66	100.0%	66	100.0%
16	Recyclable Collection Missed (Residential) - SAN	65	0	0	N/A	3	1.5	65	100.0%	64	98.5%	64	98.5%
17	Animal - Loose Aggressive - DCC	64	0	0	N/A	3	0.2	64	100.0%	63	98.4%	63	98.4%
18	Animal - Spayed/Neutered/Intact	61	0	0	N/A	30	8.6	61	100.0%	61	100.0%	61	100.0%
19	Animal - Sick/Injured - DCC	52	0	0	N/A	3	0.2	52	100.0%	52	100.0%	52	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	49	0	0	N/A	7	0.0	49	100.0%	49	100.0%	49	100.0%

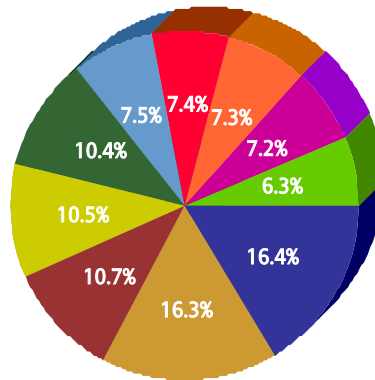


for North Central (6)

June 2009

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	206
High Weeds - DCC	205
Garbage - Missed - SAN	135
Recycling ROLL CART Registration - SAN	132
Obstruction Alley/Sidewalk/Street - DCC	131
Dead Animal Pick Up - SAN	94
Animal - Confined - DCC	93
Animal - Spayed/Neutered/Intact	92
Signs - Public Right of Way - BI/DCC	90
Signs - Public Right of Way Eve/Weekends - DCC	79



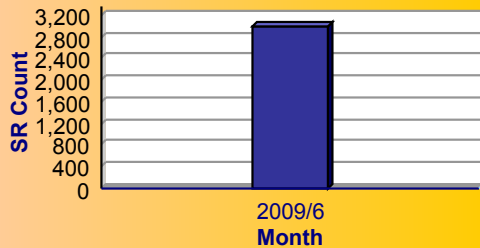
Service

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

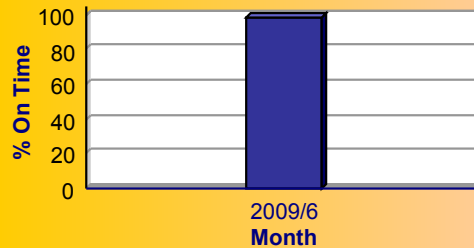
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,987	2,613	2,586	99.0%	374	364	97.3%	98.8%

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)

June 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	Roll Cart - SAN	206	0	0	N/A	10	3.0	206	100.0%	205	99.5%	205	99.5%
2	High Weeds - DCC	205	88	88	100.0%	38	9.3	117	57.1%	117	100.0%	205	100.0%
3	Garbage - Missed - SAN	135	0	0	N/A	3	0.5	135	100.0%	135	100.0%	135	100.0%
4	Recycling ROLL CART Registration - SAN	132	0	0	N/A	10	4.0	132	100.0%	132	100.0%	132	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	131	96	96	100.0%	60	9.6	35	26.7%	35	100.0%	131	100.0%
6	Dead Animal Pick Up - SAN	94	0	0	N/A	1	0.2	94	100.0%	91	96.8%	91	96.8%
7	Animal - Confined - DCC	93	0	0	N/A	3	0.2	93	100.0%	93	100.0%	93	100.0%
8	Animal - Spayed/Neutered/Intact	92	0	0	N/A	30	8.8	92	100.0%	92	100.0%	92	100.0%
9	Signs - Public Right of Way - BI/DCC	90	0	0	N/A	7	0.3	90	100.0%	89	98.9%	89	98.9%
10	Signs - Public Right of Way Eve/Weekends - DCC	79	0	0	N/A	7	0.1	79	100.0%	79	100.0%	79	100.0%
11	Fire Inspection - DFD	65	28	28	100.0%	60	6.4	37	56.9%	37	100.0%	65	100.0%
12	Recyclable Collection Missed (Residential) - SAN	62	0	0	N/A	3	1.0	62	100.0%	62	100.0%	62	100.0%
13	Bulky Trash Violations - DCC	61	5	5	100.0%	14	3.5	56	91.8%	56	100.0%	61	100.0%
14	Tree down/low limbs - Emergency-STS	58	0	0	N/A	5	0.3	58	100.0%	58	100.0%	58	100.0%
15	24 Hour Parking/Parking Violations - DPD	52	0	0	N/A	10	3.3	52	100.0%	51	98.1%	51	98.1%
16	Recycling - Roll Cart - SAN	49	0	0	N/A	10	3.5	49	100.0%	49	100.0%	49	100.0%
17	Traffic Signal - All Out - PWT	46	0	0	N/A	4	2.0	46	100.0%	44	95.7%	44	95.7%
18	Litter - DCC	41	15	15	100.0%	38	10.0	26	63.4%	26	100.0%	41	100.0%
19	Mosquitoes - EHS	38	5	5	100.0%	45	6.3	33	86.8%	33	100.0%	38	100.0%
20	Traffic Signal - Flashing - PWT	38	0	0	N/A	4	2.3	38	100.0%	37	97.4%	37	97.4%

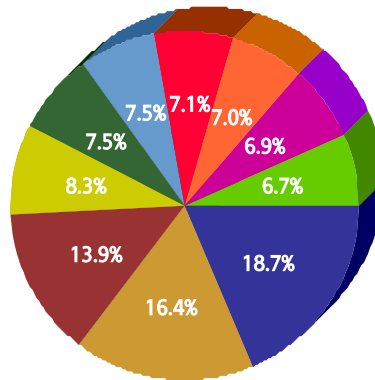


for Northeast (2)

June 2009

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	515
High Weeds - DCC	452
Roll Cart - SAN	383
Animal - Spayed/Neutered/Intact	228
Animal - Confined - DCC	206
Recycling ROLL CART Registration - SAN	205
Bulky Trash Violations - DCC	195
Dead Animal Pick Up - SAN	192
Recyclable Collection Missed (Residential) - SAN	189
Substandard Structure Apts - DCC	185



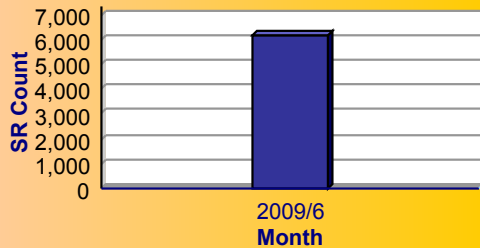
Service

- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Animal - Spayed/Neutered/Intact
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Substandard Structure Apts - DCC

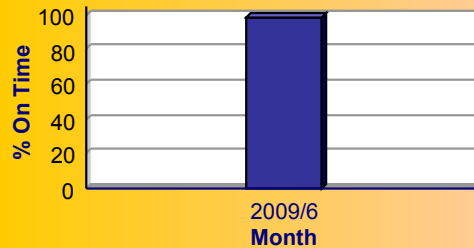
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,203	5,120	5,056	98.8%	1,083	1,047	96.7%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

June 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	515	258	258	100.0%	60	13.7	257	49.9%	257	100.0%	515	100.0%
2	High Weeds - DCC	452	191	191	100.0%	38	11.6	261	57.7%	261	100.0%	452	100.0%
3	Roll Cart - SAN	383	1	1	100.0%	10	3.2	382	99.7%	378	99.0%	379	99.0%
4	Animal - Spayed/Neutered/Intact	228	3	3	100.0%	30	8.4	225	98.7%	225	100.0%	228	100.0%
5	Animal - Confined - DCC	206	0	0	N/A	3	0.3	206	100.0%	205	99.5%	205	99.5%
6	Recycling ROLL CART Registration - SAN	205	0	0	N/A	10	3.8	205	100.0%	205	100.0%	205	100.0%
7	Bulky Trash Violations - DCC	195	13	8	61.5%	14	3.6	182	93.3%	182	100.0%	190	97.4%
8	Dead Animal Pick Up - SAN	192	0	0	N/A	1	0.3	192	100.0%	192	100.0%	192	100.0%
9	Recyclable Collection Missed (Residential) - SAN	189	0	0	N/A	3	1.1	189	100.0%	188	99.5%	188	99.5%
10	Substandard Structure Apts - DCC	185	125	125	100.0%	365	5.5	60	32.4%	60	100.0%	185	100.0%
11	Litter - DCC	146	76	76	100.0%	38	12.5	70	47.9%	70	100.0%	146	100.0%
12	Tree down/low limbs - Emergency-STs	131	0	0	N/A	5	0.4	131	100.0%	130	99.2%	130	99.2%
13	Garbage - Missed - SAN	127	0	0	N/A	3	0.6	127	100.0%	126	99.2%	126	99.2%
14	Animal - Loose Aggressive - DCC	125	0	0	N/A	3	0.3	125	100.0%	123	98.4%	123	98.4%
15	Junk Motor Vehicle - DCC	124	94	94	100.0%	126	8.8	30	24.2%	30	100.0%	124	100.0%
16	24 Hour Parking/Parking Violations - DPD	118	1	1	100.0%	10	3.6	117	99.2%	114	97.4%	115	97.5%
17	Signs - Public Right of Way Eve/Weekends - DCC	108	0	0	N/A	7	0.2	108	100.0%	107	99.1%	107	99.1%
18	A/C Inoperable Apts - DCC	98	2	0	0.0%	7	2.0	96	98.0%	95	99.0%	95	96.9%
19	Recycling - Roll Cart - SAN	79	0	0	N/A	10	3.7	79	100.0%	78	98.7%	78	98.7%
20	Animal - Sick/Injured - DCC	72	0	0	N/A	3	0.2	72	100.0%	72	100.0%	72	100.0%

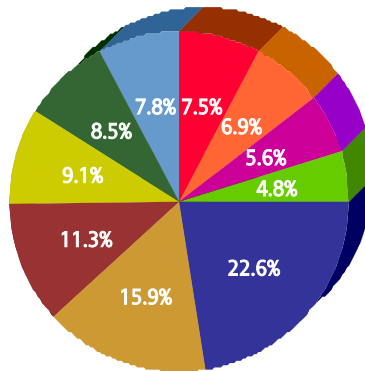


for Northwest (5)

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	572
Obstruction Alley/Sidewalk/Street - DCC	403
Graffiti Private Property - Residential/Commercial	287
Litter - DCC	231
Garbage - Missed - SAN	215
Roll Cart - SAN	197
Recycling ROLL CART Registration - SAN	191
Dead Animal Pick Up - SAN	175
Signs - Public Right of Way Eve/Weekends - DCC	143
Animal - Confined - DCC	122



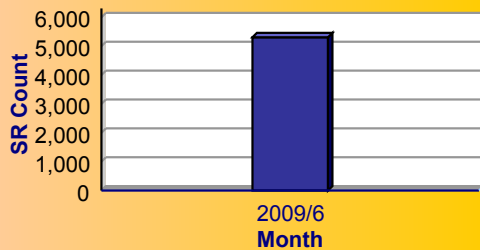
Service

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

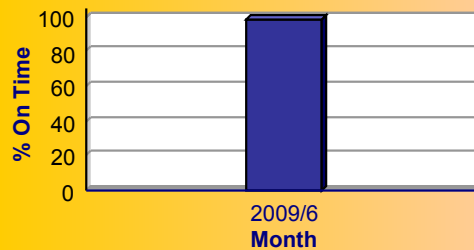
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,290	4,468	4,424	99.0%	822	813	98.9%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

June 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	572	176	176	100.0%	38	9.8	396	69.2%	396	100.0%	572	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	403	205	205	100.0%	60	14.8	198	49.1%	198	100.0%	403	100.0%
3	Graffiti Private Property - Residential/Commercial	287	18	18	100.0%	90	2.5	269	93.7%	269	100.0%	287	100.0%
4	Litter - DCC	231	74	74	100.0%	38	10.1	157	68.0%	157	100.0%	231	100.0%
5	Garbage - Missed - SAN	215	0	0	N/A	3	0.8	215	100.0%	212	98.6%	212	98.6%
6	Roll Cart - SAN	197	1	1	100.0%	10	3.0	196	99.5%	195	99.5%	196	99.5%
7	Recycling ROLL CART Registration - SAN	191	0	0	N/A	10	4.4	191	100.0%	191	100.0%	191	100.0%
8	Dead Animal Pick Up - SAN	175	0	0	N/A	1	0.3	175	100.0%	172	98.3%	172	98.3%
9	Signs - Public Right of Way Eve/Weekends - DCC	143	0	0	N/A	7	0.1	143	100.0%	143	100.0%	143	100.0%
10	Animal - Confined - DCC	122	0	0	N/A	3	0.2	122	100.0%	122	100.0%	122	100.0%
11	Bulky Trash Violations - DCC	109	3	3	100.0%	14	2.3	106	97.2%	106	100.0%	109	100.0%
12	24 Hour Parking/Parking Violations - DPD	91	5	4	80.0%	10	6.1	86	94.5%	84	97.7%	88	96.7%
13	Junk Motor Vehicle - DCC	87	60	60	100.0%	126	8.7	27	31.0%	27	100.0%	87	100.0%
14	Fire Inspection - DFD	86	60	60	100.0%	60	7.3	26	30.2%	26	100.0%	86	100.0%
15	Recyclable Collection Missed (Residential) - SAN	78	0	0	N/A	3	1.1	78	100.0%	78	100.0%	78	100.0%
16	Animal - Spayed/Neutered/Intact	72	0	0	N/A	30	9.0	72	100.0%	72	100.0%	72	100.0%
17	Animal - Sick/Injured - DCC	71	0	0	N/A	3	0.2	71	100.0%	70	98.6%	70	98.6%
18	Animal - Loose Aggressive - DCC	70	0	0	N/A	3	0.2	70	100.0%	70	100.0%	70	100.0%
19	A/C Inoperable Apts - DCC	68	0	0	N/A	7	2.0	68	100.0%	68	100.0%	68	100.0%
20	Animal - Loose - DCC	65	16	16	100.0%	40	7.6	49	75.4%	49	100.0%	65	100.0%

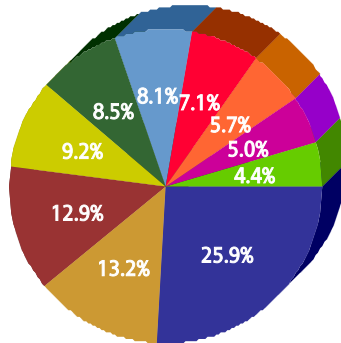


for South Central (7)

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,004
Obstruction Alley/Sidewalk/Street - DCC	511
Smoke Detector Request - DFD	500
Dead Animal Pick Up - SAN	355
Roll Cart - SAN	330
Animal - Loose Aggressive - DCC	314
Parking - Unapproved Surface - Eve/Weekends - DCC	275
Litter - DCC	222
Animal - Confined - DCC	194
Animal - Loose - DCC	171



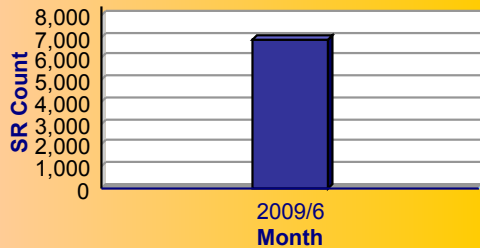
Service

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

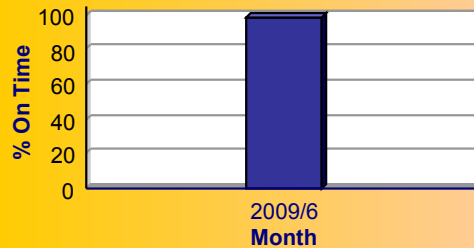
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,836	5,752	5,677	98.7%	1,084	1,070	98.7%	98.7%

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)

June 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	1,004	364	364	100.0%	38	9.2	640	63.7%	640	100.0%	1,004	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	511	182	182	100.0%	60	12.1	329	64.4%	329	100.0%	511	100.0%
3	Smoke Detector Request - DFD	500	25	24	96.0%	30	2.0	475	95.0%	475	100.0%	499	99.8%
4	Dead Animal Pick Up - SAN	355	0	0	N/A	1	0.5	355	100.0%	345	97.2%	345	97.2%
5	Roll Cart - SAN	330	1	1	100.0%	10	2.9	329	99.7%	329	100.0%	330	100.0%
6	Animal - Loose Aggressive - DCC	314	0	0	N/A	3	0.2	314	100.0%	312	99.4%	312	99.4%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	275	0	0	N/A	10	0.3	275	100.0%	275	100.0%	275	100.0%
8	Litter - DCC	222	65	65	100.0%	38	8.9	157	70.7%	157	100.0%	222	100.0%
9	Animal - Confined - DCC	194	0	0	N/A	3	0.2	194	100.0%	193	99.5%	193	99.5%
10	Animal - Loose - DCC	171	70	70	100.0%	40	12.7	101	59.1%	101	100.0%	171	100.0%
11	Garbage - Missed - SAN	169	0	0	N/A	3	1.0	169	100.0%	169	100.0%	169	100.0%
12	Tree down/low limbs - Emergency-STS	158	0	0	N/A	5	0.4	158	100.0%	158	100.0%	158	100.0%
13	Recyclable Collection Missed (Residential) - SAN	156	0	0	N/A	3	1.4	156	100.0%	156	100.0%	156	100.0%
14	Animal - Sick/Injured - DCC	150	0	0	N/A	3	0.2	150	100.0%	149	99.3%	149	99.3%
15	Junk Motor Vehicle - DCC	124	96	96	100.0%	126	8.1	28	22.6%	28	100.0%	124	100.0%
16	Signs - Public Right of Way Eve/Weekends - DCC	120	0	0	N/A	7	0.2	120	100.0%	119	99.2%	119	99.2%
17	Recycling ROLL CART Registration - SAN	118	1	1	100.0%	10	3.3	117	99.2%	117	100.0%	118	100.0%
18	Signs - Public Right of Way - BI/DCC	85	1	0	0.0%	7	0.1	84	98.8%	84	100.0%	84	98.8%
19	Open and Vacant Structure - DCC	80	16	16	100.0%	30	6.5	64	80.0%	64	100.0%	80	100.0%
20	Bulky Trash Violations - DCC	75	8	7	87.5%	14	7.9	67	89.3%	55	82.1%	62	82.7%

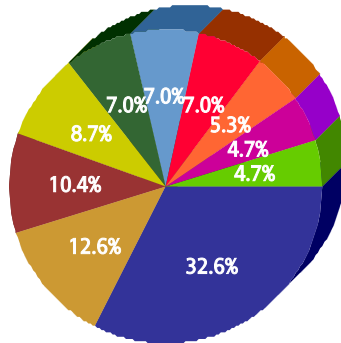


for Southeast (3)

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,579
Litter - DCC	610
Obstruction Alley/Sidewalk/Street - DCC	505
Dead Animal Pick Up - SAN	423
Roll Cart - SAN	341
Animal - Loose Aggressive - DCC	338
Signs - Public Right of Way Eve/Weekends - DCC	338
Animal - Confined - DCC	256
Signs - Public Right of Way - BI/DCC	228
Parking - Unapproved Surface - Eve/Weekends - DCC	227



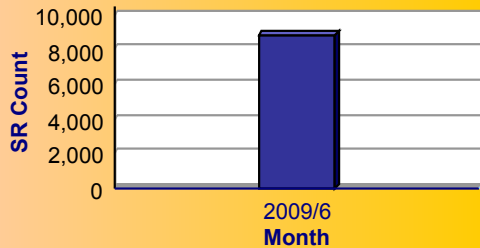
Service

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

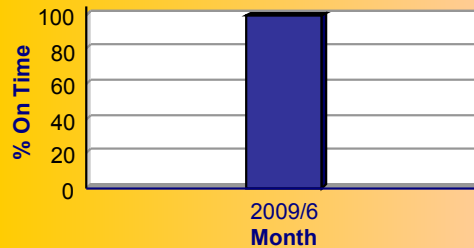
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
8,785	6,938	6,882	99.2%	1,847	1,819	98.5%	99.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

June 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	1,579	659	659	100.0%	38	8.3	920	58.3%	920	100.0%	1,579	100.0%
2	Litter - DCC	610	224	224	100.0%	38	8.6	386	63.3%	386	100.0%	610	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	505	393	393	100.0%	60	14.3	112	22.2%	112	100.0%	505	100.0%
4	Dead Animal Pick Up - SAN	423	0	0	N/A	1	0.4	423	100.0%	414	97.9%	414	97.9%
5	Roll Cart - SAN	341	2	1	50.0%	10	3.4	339	99.4%	334	98.5%	335	98.2%
6	Animal - Loose Aggressive - DCC	338	0	0	N/A	3	0.2	338	100.0%	337	99.7%	337	99.7%
7	Signs - Public Right of Way Eve/Weekends - DCC	338	0	0	N/A	7	0.3	338	100.0%	337	99.7%	337	99.7%
8	Animal - Confined - DCC	256	0	0	N/A	3	0.3	256	100.0%	256	100.0%	256	100.0%
9	Signs - Public Right of Way - BI/DCC	228	0	0	N/A	7	0.2	228	100.0%	224	98.2%	224	98.2%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	227	0	0	N/A	10	0.2	227	100.0%	227	100.0%	227	100.0%
11	Parking - Unapproved Surface - DCC	172	2	1	50.0%	10	3.6	170	98.8%	163	95.9%	164	95.3%
12	Animal - Sick/Injured - DCC	172	0	0	N/A	3	0.2	172	100.0%	171	99.4%	171	99.4%
13	Animal - Loose - DCC	170	36	36	100.0%	40	9.0	134	78.8%	134	100.0%	170	100.0%
14	Recycling ROLL CART Registration - SAN	169	1	1	100.0%	10	4.2	168	99.4%	168	100.0%	169	100.0%
15	Junk Motor Vehicle - DCC	151	92	92	100.0%	126	9.5	59	39.1%	59	100.0%	151	100.0%
16	Recyclable Collection Missed (Residential) - SAN	146	0	0	N/A	3	1.5	146	100.0%	145	99.3%	145	99.3%
17	Garbage - Missed - SAN	145	0	0	N/A	3	1.1	145	100.0%	145	100.0%	145	100.0%
18	Mosquitoes - EHS	141	40	40	100.0%	45	6.0	101	71.6%	101	100.0%	141	100.0%
19	Animal - Spayed/Neutered/Intact	118	6	4	66.7%	30	7.2	112	94.9%	112	100.0%	116	98.3%
20	Open and Vacant Structure - DCC	111	12	12	100.0%	30	5.7	99	89.2%	99	100.0%	111	100.0%

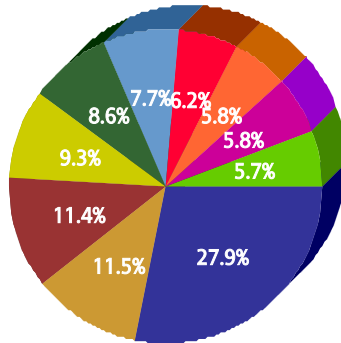


for Southwest (4)

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,073
Obstruction Alley/Sidewalk/Street - DCC	441
Litter - DCC	438
Roll Cart - SAN	357
Dead Animal Pick Up - SAN	330
Animal - Loose Aggressive - DCC	296
Recycling ROLL CART Registration - SAN	238
Signs - Public Right of Way - BI/DCC	224
Animal - Confined - DCC	223
Parking - Unapproved Surface - Eve/Weekends - DCC	220



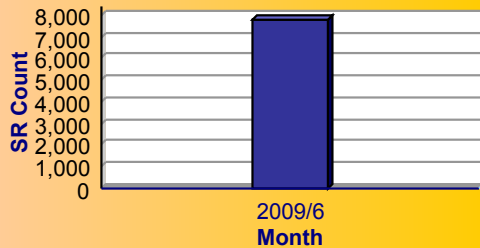
Service

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

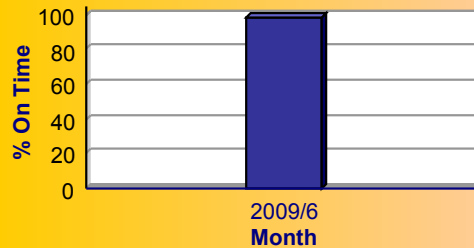
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,784	6,419	6,352	99.0%	1,365	1,339	98.1%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

June 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	1,073	355	355	100.0%	38	8.2	718	66.9%	718	100.0%	1,073	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	441	251	251	100.0%	60	11.5	190	43.1%	190	100.0%	441	100.0%
3	Litter - DCC	438	155	155	100.0%	38	8.0	283	64.6%	283	100.0%	438	100.0%
4	Roll Cart - SAN	357	0	0	N/A	10	3.1	357	100.0%	357	100.0%	357	100.0%
5	Dead Animal Pick Up - SAN	330	0	0	N/A	1	0.5	330	100.0%	323	97.9%	323	97.9%
6	Animal - Loose Aggressive - DCC	296	0	0	N/A	3	0.3	296	100.0%	291	98.3%	291	98.3%
7	Recycling ROLL CART Registration - SAN	238	0	0	N/A	10	3.6	238	100.0%	238	100.0%	238	100.0%
8	Signs - Public Right of Way - BI/DCC	224	0	0	N/A	7	0.1	224	100.0%	223	99.6%	223	99.6%
9	Animal - Confined - DCC	223	0	0	N/A	3	0.2	223	100.0%	222	99.6%	222	99.6%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	220	0	0	N/A	10	0.1	220	100.0%	220	100.0%	220	100.0%
11	Signs - Public Right of Way Eve/Weekends - DCC	181	0	0	N/A	7	0.2	181	100.0%	181	100.0%	181	100.0%
12	Garbage - Missed - SAN	173	0	0	N/A	3	0.8	173	100.0%	173	100.0%	173	100.0%
13	Fire Inspection - DFD	171	88	88	100.0%	60	9.0	83	48.5%	83	100.0%	171	100.0%
14	Animal - Loose - DCC	162	36	36	100.0%	40	9.5	126	77.8%	126	100.0%	162	100.0%
15	Recyclable Collection Missed (Residential) - SAN	146	0	0	N/A	3	1.2	146	100.0%	146	100.0%	146	100.0%
16	Junk Motor Vehicle - DCC	142	84	84	100.0%	126	12.7	58	40.8%	58	100.0%	142	100.0%
17	Graffiti Private Property - Residential/Commercial	131	62	62	100.0%	90	6.3	69	52.7%	69	100.0%	131	100.0%
18	24 Hour Parking/Parking Violations - DPD	128	1	1	100.0%	10	2.3	127	99.2%	127	100.0%	128	100.0%
19	Animal - Sick/Injured - DCC	117	0	0	N/A	3	0.2	117	100.0%	116	99.1%	116	99.1%
20	Tree down/low limbs - Emergency-STs	114	0	0	N/A	5	0.3	114	100.0%	114	100.0%	114	100.0%

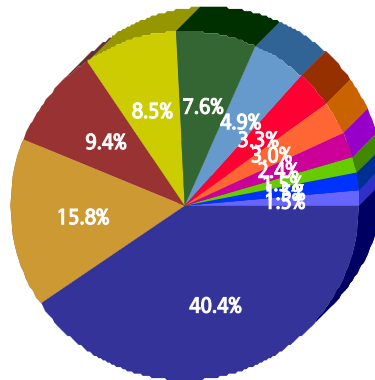


for Unknown

June 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	133
Complaint/Compliment - CTY	52
Image Restore Request - SCS	31
Litter - DCC	28
Signs - Public Right of Way Eve/Weekends - DCC	25
Recycling ROLL CART Registration - SAN	16
Roll Cart - SAN	11
Obstruction Alley/Sidewalk/Street - DCC	10
Smoke Detector Request - DFD	8
Garbage - Missed - SAN	5
Illegal Food Vending - EHS	5
Pot hole Repair Routine - STS	5



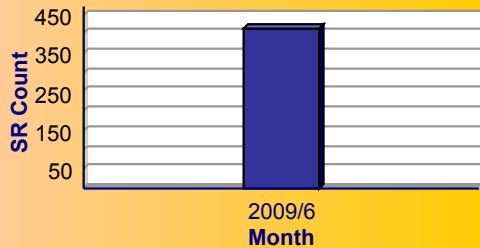
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Image Restore Request - SCS
- Litter - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Smoke Detector Request - DFD
- Garbage - Missed - SAN
- Illegal Food Vending - EHS
- Pot hole Repair Routine - STS

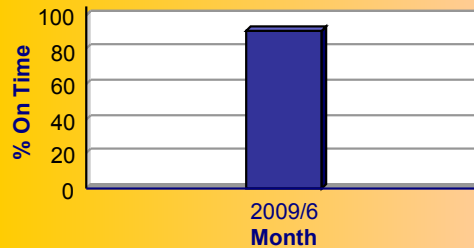
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
413	249	241	96.8%	164	135	82.3%	91.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

June 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	133	88	88	100.0%	38	9.3	45	33.8%	45	100.0%	133	100.0%
2	Complaint/Compliment - CTY	52	23	1	4.3%	10	6.0	29	55.8%	25	86.2%	26	50.0%
3	Image Restore Request - SCS	31	3	0	0.0%	3	2.2	28	90.3%	26	92.9%	26	83.9%
4	Litter - DCC	28	20	20	100.0%	38	9.9	8	28.6%	8	100.0%	28	100.0%
5	Signs - Public Right of Way Eve/Weekends - DCC	25	0	0	N/A	7	0.4	25	100.0%	25	100.0%	25	100.0%
6	Recycling ROLL CART Registration - SAN	16	1	1	100.0%	10	4.1	15	93.8%	15	100.0%	16	100.0%
7	Roll Cart - SAN	11	0	0	N/A	10	1.1	11	100.0%	11	100.0%	11	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	10	6	6	100.0%	60	15.0	4	40.0%	4	100.0%	10	100.0%
9	Smoke Detector Request - DFD	8	2	2	100.0%	30	0.0	6	75.0%	6	100.0%	8	100.0%
10	Illegal Food Vending - EHS	5	1	1	100.0%	45	10.8	4	80.0%	4	100.0%	5	100.0%
11	Garbage - Missed - SAN	5	0	0	N/A	3	0.6	5	100.0%	5	100.0%	5	100.0%
12	Pot hole Repair Routine - STS	5	1	0	0.0%	7	3.8	4	80.0%	3	75.0%	3	60.0%
13	Brush/Bulk Items - Missed - SAN	4	0	0	N/A	10	1.2	4	100.0%	4	100.0%	4	100.0%
14	Dead Animal Pick Up - SAN	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
15	Fire Inspection - DFD	4	3	3	100.0%	60	15.0	1	25.0%	1	100.0%	4	100.0%
16	Recyclable Collection Missed (Residential) - SAN	4	0	0	N/A	3	1.5	4	100.0%	4	100.0%	4	100.0%
17	Pot hole - Hazardous-STS	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
18	Tree down/low limbs - Emergency-STS	4	0	0	N/A	5	0.0	4	100.0%	4	100.0%	4	100.0%
19	Animal - Loose - DCC	3	2	2	100.0%	40	25.0	1	33.3%	1	100.0%	3	100.0%
20	Animal - Sick/Injured - DCC	3	0	0	N/A	3	0.0	3	100.0%	3	100.0%	3	100.0%
21	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%