



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

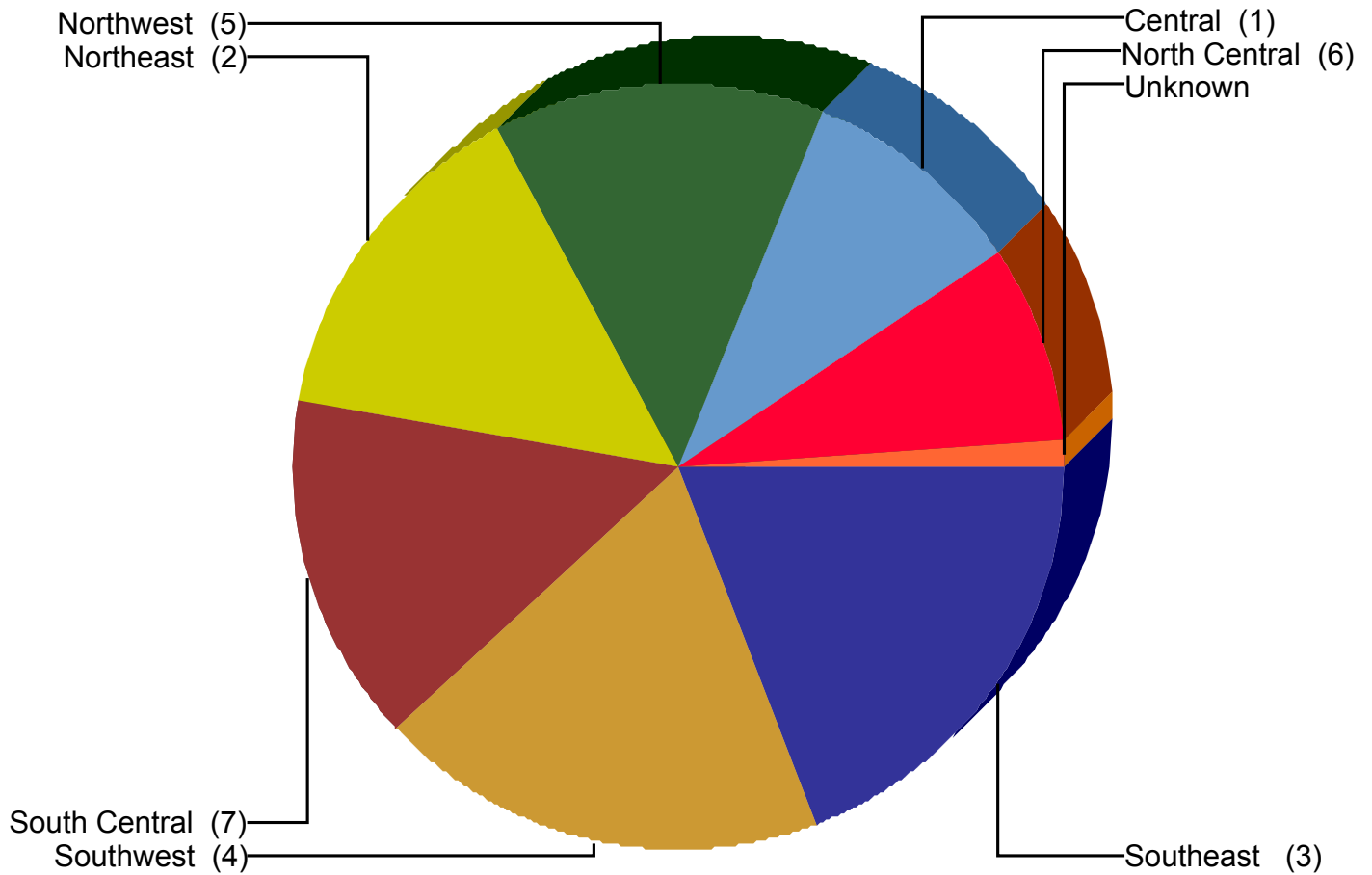
March 2009

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 March 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	3,062	9.4%	98.8%
North Central (6)	2,726	8.4%	98.8%
Northeast (2)	4,705	14.5%	98.6%
Northwest (5)	4,496	13.8%	99.3%
South Central (7)	4,866	15.0%	99.0%
Southeast (3)	6,203	19.1%	98.2%
Southwest (4)	6,130	18.8%	98.4%
Unknown	332	1.0%	88.9%
Total	32,520	100.0%	98.6%

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

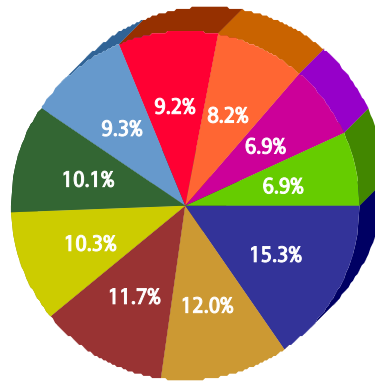


For Citywide

March 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	2,028
Animal - Loose Aggressive - DCC	1,587
Roll Cart - SAN	1,548
Dead Animal Pick Up - SAN	1,368
Recycling ROLL CART Registration - SAN	1,333
High Weeds - DCC	1,235
Recyclable Collection Missed (Residential) - SAN	1,216
Animal - Confined - DCC	1,088
Animal - Loose - DCC	909
Garbage - Missed - SAN	908



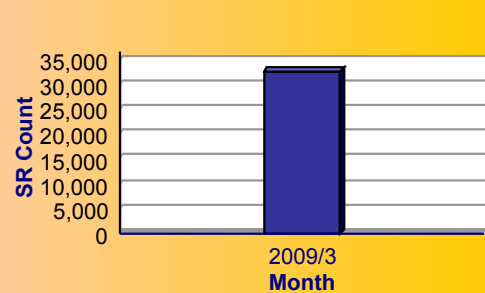
Service

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

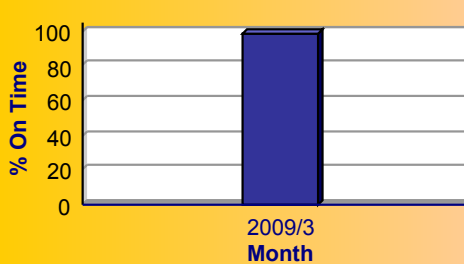
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
32,520	26,961	26,595	98.6%	5,559	5,466	98.3%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

March 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	2,028	866	866	100.0%	38	12.2	1,162	57.3%	1,162	100.0%	2,028	100.0%
2	Animal - Loose Aggressive - DCC	1,587	0	0	N/A	3	0.3	1,587	100.0%	1,579	99.5%	1,579	99.5%
3	Roll Cart - SAN	1,548	3	3	100.0%	10	2.6	1,545	99.8%	1,542	99.8%	1,545	99.8%
4	Dead Animal Pick Up - SAN	1,368	0	0	N/A	1	0.4	1,368	100.0%	1,348	98.5%	1,348	98.5%
5	Recycling ROLL CART Registration - SAN	1,333	1	1	100.0%	10	3.6	1,332	99.9%	1,330	99.8%	1,331	99.8%
6	High Weeds - DCC	1,235	684	684	100.0%	38	10.2	551	44.6%	551	100.0%	1,235	100.0%
7	Recyclable Collection Missed (Residential) - SAN	1,216	0	0	N/A	3	1.2	1,216	100.0%	1,216	100.0%	1,216	100.0%
8	Animal - Confined - DCC	1,088	0	0	N/A	3	0.2	1,088	100.0%	1,083	99.5%	1,083	99.5%
9	Animal - Loose - DCC	909	175	175	100.0%	40	6.5	734	80.7%	734	100.0%	909	100.0%
10	Garbage - Missed - SAN	908	0	0	N/A	3	0.7	908	100.0%	906	99.8%	906	99.8%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	802	0	0	N/A	10	0.2	802	100.0%	800	99.8%	800	99.8%
12	Substandard Structure - DCC	786	631	631	100.0%	365	9.3	155	19.7%	155	100.0%	786	100.0%
13	Signs - Public Right of Way Eve/Weekends - DCC	756	0	0	N/A	7	0.2	756	100.0%	755	99.9%	755	99.9%
14	Bulky Trash Violations - DCC	750	75	65	86.7%	14	5.6	675	90.0%	605	89.6%	670	89.3%
15	Fire Inspection - DFD	750	377	377	100.0%	60	10.4	373	49.7%	373	100.0%	750	100.0%
16	24 Hour Parking/Parking Violations - DPD	734	18	18	100.0%	10	4.2	716	97.5%	701	97.9%	719	98.0%
17	Junk Motor Vehicle - DCC	725	503	503	100.0%	126	10.0	222	30.6%	222	100.0%	725	100.0%
18	Animal - Sick/Injured - DCC	617	0	0	N/A	3	0.5	617	100.0%	590	95.6%	590	95.6%
19	Illegal Outside Storage - DCC	577	306	306	100.0%	38	13.0	271	47.0%	271	100.0%	577	100.0%
20	Signs - Other - DCC	480	86	75	87.2%	21	4.6	394	82.1%	374	94.9%	449	93.5%

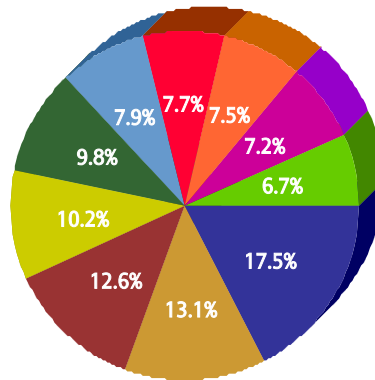


for Central (1)

March 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	196
High Weeds - DCC	147
Roll Cart - SAN	141
Recycling ROLL CART Registration - SAN	114
Recyclable Collection Missed (Residential) - SAN	110
Animal - Loose Aggressive - DCC	89
Dead Animal Pick Up - SAN	86
Traffic Signal - Flashing - PWT	84
Signs - Public Right of Way - DCC	81
Junk Motor Vehicle - DCC	75



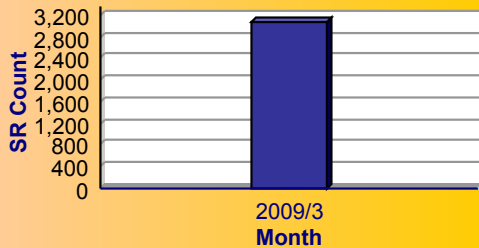
Service

- Litter - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - PWT
- Signs - Public Right of Way - DCC
- Junk Motor Vehicle - DCC

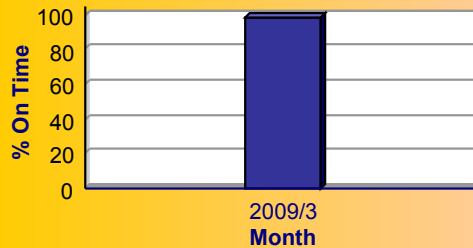
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,062	2,591	2,557	98.7%	471	467	99.2%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

March 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	196	81	81	100.0%	38	10.2	115	58.7%	115	100.0%	196	100.0%
2	High Weeds - DCC	147	77	77	100.0%	38	10.0	70	47.6%	70	100.0%	147	100.0%
3	Roll Cart - SAN	141	0	0	N/A	10	2.8	141	100.0%	140	99.3%	140	99.3%
4	Recycling ROLL CART Registration - SAN	114	0	0	N/A	10	3.7	114	100.0%	114	100.0%	114	100.0%
5	Recyclable Collection Missed (Residential) - SAN	110	0	0	N/A	3	1.3	110	100.0%	110	100.0%	110	100.0%
6	Animal - Loose Aggressive - DCC	89	0	0	N/A	3	0.3	89	100.0%	89	100.0%	89	100.0%
7	Dead Animal Pick Up - SAN	86	0	0	N/A	1	0.3	86	100.0%	86	100.0%	86	100.0%
8	Traffic Signal - Flashing - PWT	84	0	0	N/A	4	1.4	84	100.0%	82	97.6%	82	97.6%
9	Signs - Public Right of Way - DCC	81	2	2	100.0%	7	0.7	79	97.5%	79	100.0%	81	100.0%
10	Junk Motor Vehicle - DCC	75	47	47	100.0%	126	10.0	28	37.3%	28	100.0%	75	100.0%
11	24 Hour Parking/Parking Violations - DPD	71	0	0	N/A	10	4.4	71	100.0%	70	98.6%	70	98.6%
12	Animal - Confined - DCC	64	0	0	N/A	3	0.1	64	100.0%	64	100.0%	64	100.0%
13	Garbage - Missed - SAN	58	0	0	N/A	3	0.4	58	100.0%	58	100.0%	58	100.0%
14	Graffiti Private Property - Residential/Commercial	55	23	23	100.0%	90	7.7	32	58.2%	32	100.0%	55	100.0%
15	Street Repair - Routine-STS	54	19	19	100.0%	90	8.7	35	64.8%	35	100.0%	54	100.0%
16	Bulky Trash Violations - DCC	52	3	3	100.0%	14	7.8	49	94.2%	38	77.6%	41	78.8%
17	Animal - Loose - DCC	52	8	8	100.0%	40	9.4	44	84.6%	44	100.0%	52	100.0%
18	Fire Inspection - DFD	46	24	24	100.0%	60	7.9	22	47.8%	22	100.0%	46	100.0%
19	Substandard Structure - DCC	45	30	30	100.0%	365	7.7	15	33.3%	15	100.0%	45	100.0%
20	Traffic Sign - Maintenance (Other) - PWT	45	12	12	100.0%	40	3.5	33	73.3%	33	100.0%	45	100.0%

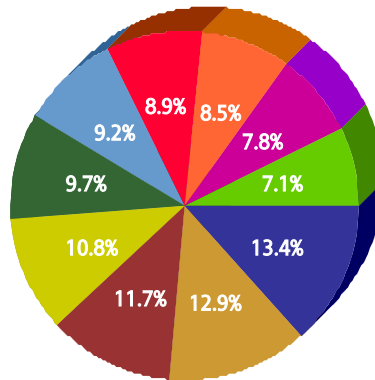


for North Central (6)

March 2009

Top 10 Services

SR Type	Service Request Count
Recycling ROLL CART Registration - SAN	167
Roll Cart - SAN	160
Garbage - Missed - SAN	145
Signs - Public Right of Way Eve/Weekends - DCC	134
Recyclable Collection Missed (Residential) - SAN	121
Signs - Other - DCC	114
Fire Inspection - DFD	111
Dead Animal Pick Up - SAN	105
Signs - Public Right of Way - DCC	97
Animal - Confined - DCC	88



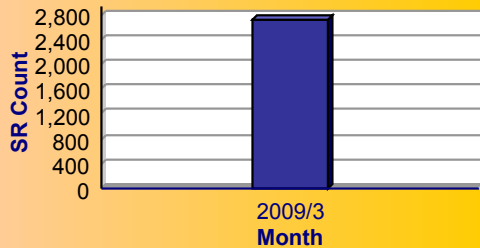
Service

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

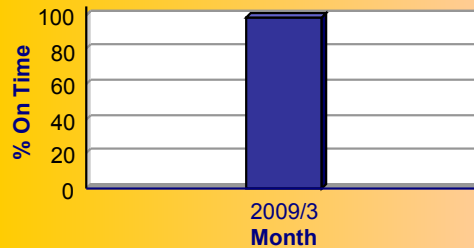
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,726	2,465	2,437	98.9%	261	257	98.5%	98.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for North Central (6)

March 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	167	0	0	N/A	10	3.6	167	100.0%	166	99.4%	166	99.4%
2	Roll Cart - SAN	160	0	0	N/A	10	2.4	160	100.0%	160	100.0%	160	100.0%
3	Garbage - Missed - SAN	145	0	0	N/A	3	0.6	145	100.0%	145	100.0%	145	100.0%
4	Signs - Public Right of Way Eve/Weekends - DCC	134	0	0	N/A	7	0.3	134	100.0%	134	100.0%	134	100.0%
5	Recyclable Collection Missed (Residential) - SAN	121	0	0	N/A	3	0.9	121	100.0%	121	100.0%	121	100.0%
6	Signs - Other - DCC	114	19	17	89.5%	21	4.8	95	83.3%	92	96.8%	109	95.6%
7	Fire Inspection - DFD	111	36	36	100.0%	60	9.9	75	67.6%	75	100.0%	111	100.0%
8	Dead Animal Pick Up - SAN	105	0	0	N/A	1	0.3	105	100.0%	104	99.0%	104	99.0%
9	Signs - Public Right of Way - DCC	97	0	0	N/A	7	0.6	97	100.0%	95	97.9%	95	97.9%
10	Animal - Confined - DCC	88	0	0	N/A	3	0.1	88	100.0%	88	100.0%	88	100.0%
11	Bulky Trash Violations - DCC	79	6	5	83.3%	14	5.1	73	92.4%	72	98.6%	77	97.5%
12	Litter - DCC	71	12	12	100.0%	38	14.6	59	83.1%	59	100.0%	71	100.0%
13	24 Hour Parking/Parking Violations - DPD	61	1	1	100.0%	10	4.4	60	98.4%	57	95.0%	58	95.1%
14	Obstruction Alley/Sidewalk/Street - DCC	45	30	30	100.0%	60	11.9	15	33.3%	15	100.0%	45	100.0%
15	High Weeds - DCC	44	23	23	100.0%	38	12.8	21	47.7%	21	100.0%	44	100.0%
16	Animal - Loose Aggressive - DCC	42	0	0	N/A	3	0.1	42	100.0%	42	100.0%	42	100.0%
17	Recycling - Roll Cart - SAN	41	0	0	N/A	10	2.4	41	100.0%	41	100.0%	41	100.0%
18	Street Repair - Routine-STS	41	11	11	100.0%	90	5.8	30	73.2%	30	100.0%	41	100.0%
19	Animal - Sick/Injured - DCC	37	0	0	N/A	3	0.5	37	100.0%	35	94.6%	35	94.6%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	37	0	0	N/A	1	0.0	37	100.0%	37	100.0%	37	100.0%

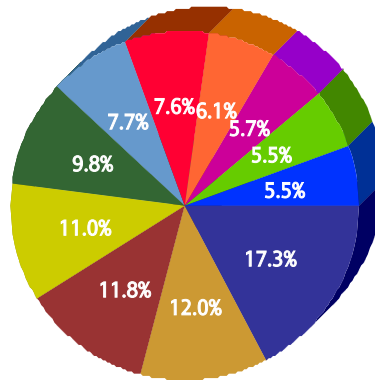


for Northeast (2)

March 2009

Top 10 Services

SR Type	Service Request Count
Recyclable Collection Missed (Residential) - SAN	358
Roll Cart - SAN	248
Recycling ROLL CART Registration - SAN	244
Litter - DCC	229
Animal - Confined - DCC	203
Dead Animal Pick Up - SAN	160
Animal - Loose Aggressive - DCC	157
Animal - Loose - DCC	126
24 Hour Parking/Parking Violations - DPD	118
Bulky Trash Violations - DCC	115
Substandard Structure - DCC	115



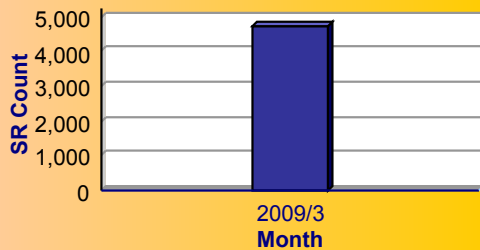
Service

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

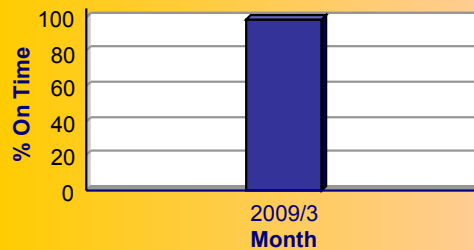
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,705	4,021	3,971	98.8%	684	669	97.8%	98.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

March 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	358	0	0	N/A	3	1.2	358	100.0%	358	100.0%	358	100.0%
2	Roll Cart - SAN	248	1	1	100.0%	10	2.5	247	99.6%	247	100.0%	248	100.0%
3	Recycling ROLL CART Registration - SAN	244	0	0	N/A	10	3.5	244	100.0%	244	100.0%	244	100.0%
4	Litter - DCC	229	92	92	100.0%	38	11.5	137	59.8%	137	100.0%	229	100.0%
5	Animal - Confined - DCC	203	0	0	N/A	3	0.2	203	100.0%	202	99.5%	202	99.5%
6	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.3	160	100.0%	158	98.8%	158	98.8%
7	Animal - Loose Aggressive - DCC	157	0	0	N/A	3	0.2	157	100.0%	157	100.0%	157	100.0%
8	Animal - Loose - DCC	126	8	8	100.0%	40	7.1	118	93.7%	118	100.0%	126	100.0%
9	24 Hour Parking/Parking Violations - DPD	118	3	3	100.0%	10	2.6	115	97.5%	115	100.0%	118	100.0%
10	Bulky Trash Violations - DCC	115	18	17	94.4%	14	4.2	97	84.3%	92	94.8%	109	94.8%
11	Substandard Structure - DCC	115	94	94	100.0%	365	7.8	21	18.3%	21	100.0%	115	100.0%
12	High Weeds - DCC	113	69	69	100.0%	38	12.0	44	38.9%	44	100.0%	113	100.0%
13	Signs - Public Right of Way - DCC	110	7	0	0.0%	7	0.5	103	93.6%	99	96.1%	99	90.0%
14	Garbage - Missed - SAN	100	0	0	N/A	3	0.6	100	100.0%	100	100.0%	100	100.0%
15	Fire Inspection - DFD	92	52	52	100.0%	60	9.8	40	43.5%	40	100.0%	92	100.0%
16	Obstruction Alley/Sidewalk/Street - DCC	81	47	47	100.0%	60	11.4	34	42.0%	34	100.0%	81	100.0%
17	Animal - Sick/Injured - DCC	81	0	0	N/A	3	0.9	81	100.0%	73	90.1%	73	90.1%
18	Junk Motor Vehicle - DCC	76	51	51	100.0%	126	7.3	25	32.9%	25	100.0%	76	100.0%
19	Substandard Structure Apts - DCC	67	29	29	100.0%	365	5.7	38	56.7%	38	100.0%	67	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	65	0	0	N/A	1	0.0	65	100.0%	65	100.0%	65	100.0%

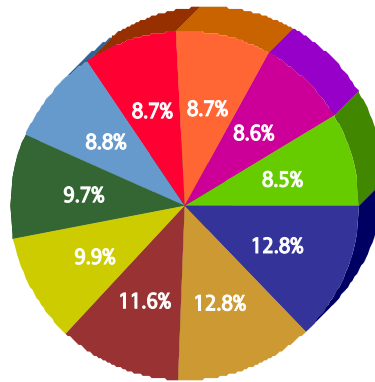


for Northwest (5)

March 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	234
Recycling ROLL CART Registration - SAN	234
Garbage - Missed - SAN	212
Fire Inspection - DFD	182
Recyclable Collection Missed (Residential) - SAN	178
Obstruction Alley/Sidewalk/Street - DCC	161
Roll Cart - SAN	160
Signs - Public Right of Way Eve/Weekends - DCC	160
High Weeds - DCC	157
Dead Animal Pick Up - SAN	156



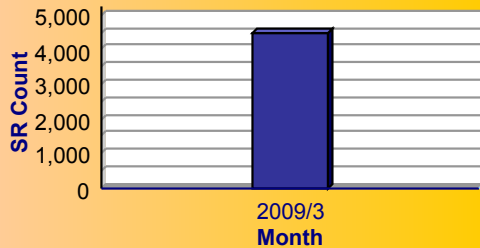
Service

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

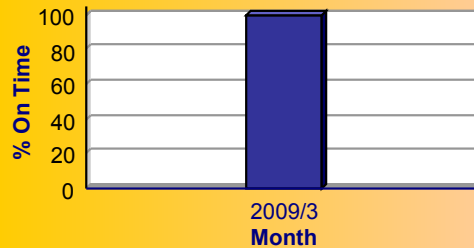
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,496	3,777	3,748	99.2%	719	717	99.7%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

March 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	234	73	73	100.0%	38	11.2	161	68.8%	161	100.0%	234	100.0%
2	Recycling ROLL CART Registration - SAN	234	0	0	N/A	10	3.5	234	100.0%	233	99.6%	233	99.6%
3	Garbage - Missed - SAN	212	0	0	N/A	3	0.6	212	100.0%	212	100.0%	212	100.0%
4	Fire Inspection - DFD	182	109	109	100.0%	60	10.3	73	40.1%	73	100.0%	182	100.0%
5	Recyclable Collection Missed (Residential) - SAN	178	0	0	N/A	3	1.1	178	100.0%	178	100.0%	178	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	161	101	101	100.0%	60	12.7	60	37.3%	60	100.0%	161	100.0%
7	Roll Cart - SAN	160	0	0	N/A	10	2.1	160	100.0%	160	100.0%	160	100.0%
8	Signs - Public Right of Way Eve/Weekends - DCC	160	0	0	N/A	7	0.1	160	100.0%	160	100.0%	160	100.0%
9	High Weeds - DCC	157	69	69	100.0%	38	10.6	88	56.1%	88	100.0%	157	100.0%
10	Dead Animal Pick Up - SAN	156	0	0	N/A	1	0.2	156	100.0%	155	99.4%	155	99.4%
11	Signs - Other - DCC	144	31	30	96.8%	21	2.7	113	78.5%	108	95.6%	138	95.8%
12	24 Hour Parking/Parking Violations - DPD	114	6	6	100.0%	10	5.6	108	94.7%	108	100.0%	114	100.0%
13	Animal - Loose Aggressive - DCC	107	0	0	N/A	3	0.3	107	100.0%	106	99.1%	106	99.1%
14	Bulky Trash Violations - DCC	104	5	5	100.0%	14	3.2	99	95.2%	98	99.0%	103	99.0%
15	Graffiti Private Property - Residential/Commercial	95	23	23	100.0%	90	4.4	72	75.8%	72	100.0%	95	100.0%
16	Illegal Outside Storage - DCC	89	30	30	100.0%	38	10.7	59	66.3%	59	100.0%	89	100.0%
17	Animal - Confined - DCC	86	0	0	N/A	3	0.2	86	100.0%	86	100.0%	86	100.0%
18	Animal - Loose - DCC	85	12	12	100.0%	40	4.8	73	85.9%	73	100.0%	85	100.0%
19	Signs - Public Right of Way - DCC	82	0	0	N/A	7	1.5	82	100.0%	78	95.1%	78	95.1%
20	Illegal Land Use (Residential/Business) - DCC	74	45	45	100.0%	60	6.1	29	39.2%	29	100.0%	74	100.0%

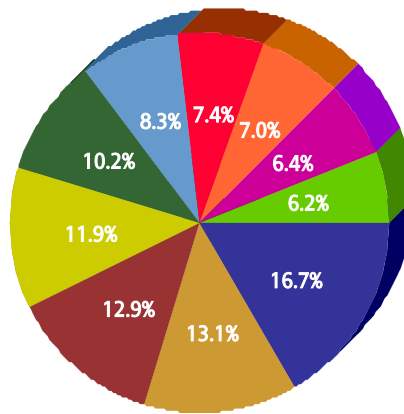


for South Central (7)

March 2009

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	403
Litter - DCC	317
Smoke Detector Request - DFD	313
Dead Animal Pick Up - SAN	288
Roll Cart - SAN	246
Animal - Loose - DCC	201
High Weeds - DCC	178
Animal - Confined - DCC	168
Junk Motor Vehicle - DCC	154
Garbage - Missed - SAN	149



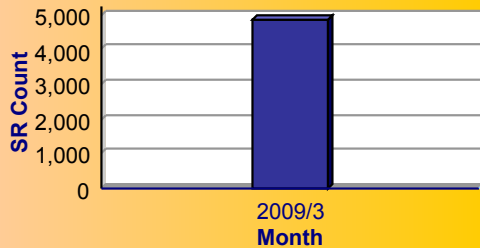
Service

- Animal - Loose Aggressive - DCC
- Litter - DCC
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Loose - DCC
- High Weeds - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Garbage - Missed - SAN

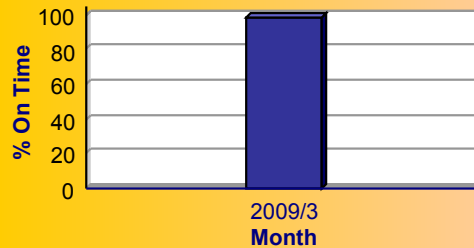
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,866	4,084	4,042	99.0%	782	776	99.2%	99.0%

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)

March 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	403	0	0	N/A	3	0.2	403	100.0%	401	99.5%	401	99.5%
2	Litter - DCC	317	133	133	100.0%	38	11.6	184	58.0%	184	100.0%	317	100.0%
3	Smoke Detector Request - DFD	313	20	20	100.0%	30	1.7	293	93.6%	293	100.0%	313	100.0%
4	Dead Animal Pick Up - SAN	288	0	0	N/A	1	0.4	288	100.0%	283	98.3%	283	98.3%
5	Roll Cart - SAN	246	1	1	100.0%	10	2.6	245	99.6%	245	100.0%	246	100.0%
6	Animal - Loose - DCC	201	42	42	100.0%	40	5.9	159	79.1%	159	100.0%	201	100.0%
7	High Weeds - DCC	178	105	105	100.0%	38	12.0	73	41.0%	73	100.0%	178	100.0%
8	Animal - Confined - DCC	168	0	0	N/A	3	0.2	168	100.0%	168	100.0%	168	100.0%
9	Junk Motor Vehicle - DCC	154	110	110	100.0%	126	10.1	44	28.6%	44	100.0%	154	100.0%
10	Garbage - Missed - SAN	149	0	0	N/A	3	0.8	149	100.0%	149	100.0%	149	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	144	0	0	N/A	10	0.2	144	100.0%	144	100.0%	144	100.0%
12	Animal - Sick/Injured - DCC	135	0	0	N/A	3	0.5	135	100.0%	128	94.8%	128	94.8%
13	Recyclable Collection Missed (Residential) - SAN	135	0	0	N/A	3	1.3	135	100.0%	135	100.0%	135	100.0%
14	Bulky Trash Violations - DCC	131	4	4	100.0%	14	3.4	127	96.9%	126	99.2%	130	99.2%
15	Recycling ROLL CART Registration - SAN	127	0	0	N/A	10	3.6	127	100.0%	127	100.0%	127	100.0%
16	Substandard Structure - DCC	125	100	100	100.0%	365	10.5	25	20.0%	25	100.0%	125	100.0%
17	24 Hour Parking/Parking Violations - DPD	84	5	5	100.0%	10	4.5	79	94.0%	77	97.5%	82	97.6%
18	Illegal Dumping - DCC	82	11	11	100.0%	38	3.4	71	86.6%	71	100.0%	82	100.0%
19	Animal - Cruelty - DCC	81	0	0	N/A	30	0.4	81	100.0%	81	100.0%	81	100.0%
20	Signs - Public Right of Way Eve/Weekends - DCC	80	0	0	N/A	7	0.2	80	100.0%	80	100.0%	80	100.0%

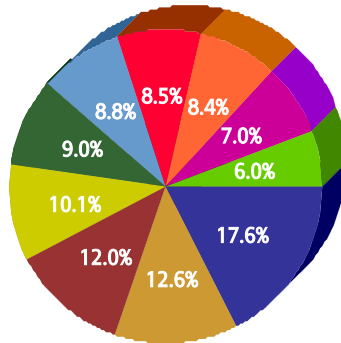


for Southeast (3)

March 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	541
Animal - Loose Aggressive - DCC	386
High Weeds - DCC	367
Dead Animal Pick Up - SAN	311
Parking - Unapproved Surface - Eve/Weekends - DCC	277
Substandard Structure - DCC	271
Animal - Confined - DCC	260
Roll Cart - SAN	259
Animal - Loose - DCC	215
Recycling ROLL CART Registration - SAN	183



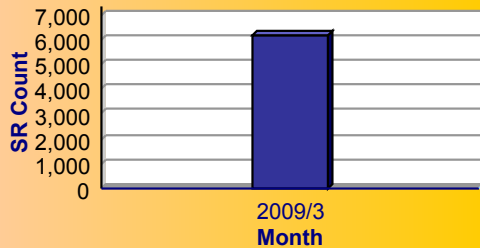
Service

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

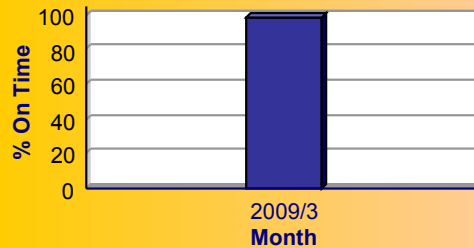
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,203	4,766	4,668	97.9%	1,437	1,423	99.0%	98.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

March 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	541	257	257	100.0%	38	14.4	284	52.5%	284	100.0%	541	100.0%
2	Animal - Loose Aggressive - DCC	386	0	0	N/A	3	0.2	386	100.0%	385	99.7%	385	99.7%
3	High Weeds - DCC	367	227	227	100.0%	38	11.8	140	38.1%	140	100.0%	367	100.0%
4	Dead Animal Pick Up - SAN	311	0	0	N/A	1	0.4	311	100.0%	304	97.7%	304	97.7%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	277	0	0	N/A	10	0.1	277	100.0%	277	100.0%	277	100.0%
6	Substandard Structure - DCC	271	226	226	100.0%	365	9.9	45	16.6%	45	100.0%	271	100.0%
7	Animal - Confined - DCC	260	0	0	N/A	3	0.3	260	100.0%	258	99.2%	258	99.2%
8	Roll Cart - SAN	259	0	0	N/A	10	2.9	259	100.0%	259	100.0%	259	100.0%
9	Animal - Loose - DCC	215	34	34	100.0%	40	6.1	181	84.2%	181	100.0%	215	100.0%
10	Recycling ROLL CART Registration - SAN	183	1	1	100.0%	10	3.7	182	99.5%	182	100.0%	183	100.0%
11	Illegal Outside Storage - DCC	171	98	98	100.0%	38	15.8	73	42.7%	73	100.0%	171	100.0%
12	Recyclable Collection Missed (Residential) - SAN	163	0	0	N/A	3	1.6	163	100.0%	163	100.0%	163	100.0%
13	Animal - Sick/Injured - DCC	156	0	0	N/A	3	0.5	156	100.0%	151	96.8%	151	96.8%
14	24 Hour Parking/Parking Violations - DPD	156	3	3	100.0%	10	5.2	153	98.1%	147	96.1%	150	96.2%
15	Bulky Trash Violations - DCC	148	19	19	100.0%	14	6.3	129	87.2%	107	82.9%	126	85.1%
16	Junk Motor Vehicle - DCC	144	117	117	100.0%	126	12.5	27	18.8%	27	100.0%	144	100.0%
17	Garbage - Missed - SAN	119	0	0	N/A	3	0.9	119	100.0%	118	99.2%	118	99.2%
18	Fire Inspection - DFD	112	79	79	100.0%	60	14.0	33	29.5%	33	100.0%	112	100.0%
19	Animal - Cruelty - DCC	102	0	0	N/A	30	0.5	102	100.0%	102	100.0%	102	100.0%
20	Open and Vacant Structure - DCC	88	26	25	96.2%	30	6.5	62	70.5%	62	100.0%	87	98.9%

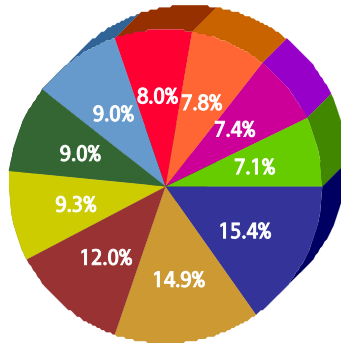


for Southwest (4)

March 2009

Top 10 Services

SR Type	Service Request Count
Litter - DCC	415
Animal - Loose Aggressive - DCC	403
Roll Cart - SAN	325
Recycling ROLL CART Registration - SAN	250
Dead Animal Pick Up - SAN	244
Parking - Unapproved Surface - Eve/Weekends - DCC	244
Animal - Confined - DCC	217
High Weeds - DCC	210
Signs - Public Right of Way Eve/Weekends - DCC	201
Animal - Loose - DCC	193



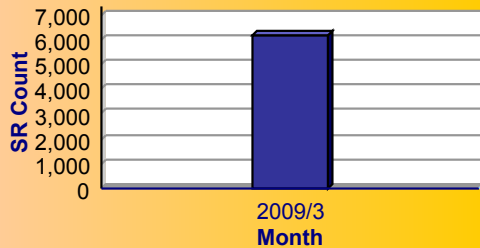
Service

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

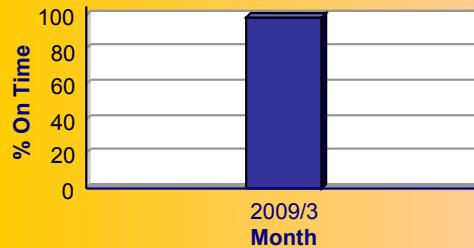
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,130	5,010	4,934	98.5%	1,120	1,100	98.2%	98.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

March 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	415	200	200	100.0%	38	11.4	215	51.8%	215	100.0%	415	100.0%
2	Animal - Loose Aggressive - DCC	403	0	0	N/A	3	0.4	403	100.0%	399	99.0%	399	99.0%
3	Roll Cart - SAN	325	1	1	100.0%	10	2.6	324	99.7%	322	99.4%	323	99.4%
4	Recycling ROLL CART Registration - SAN	250	0	0	N/A	10	3.4	250	100.0%	250	100.0%	250	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	244	0	0	N/A	10	0.2	244	100.0%	243	99.6%	243	99.6%
6	Dead Animal Pick Up - SAN	244	0	0	N/A	1	0.4	244	100.0%	241	98.8%	241	98.8%
7	Animal - Confined - DCC	217	0	0	N/A	3	0.3	217	100.0%	215	99.1%	215	99.1%
8	High Weeds - DCC	210	100	100	100.0%	38	5.7	110	52.4%	110	100.0%	210	100.0%
9	Signs - Public Right of Way Eve/Weekends - DCC	201	0	0	N/A	7	0.2	201	100.0%	200	99.5%	200	99.5%
10	Animal - Loose - DCC	193	57	57	100.0%	40	7.0	136	70.5%	136	100.0%	193	100.0%
11	Junk Motor Vehicle - DCC	188	131	131	100.0%	126	10.0	57	30.3%	57	100.0%	188	100.0%
12	Illegal Outside Storage - DCC	183	111	111	100.0%	38	12.7	72	39.3%	72	100.0%	183	100.0%
13	Recyclable Collection Missed (Residential) - SAN	144	0	0	N/A	3	1.2	144	100.0%	144	100.0%	144	100.0%
14	Substandard Structure - DCC	135	110	110	100.0%	365	10.7	25	18.5%	25	100.0%	135	100.0%
15	24 Hour Parking/Parking Violations - DPD	127	0	0	N/A	10	3.0	127	100.0%	125	98.4%	125	98.4%
16	Garbage - Missed - SAN	123	0	0	N/A	3	0.7	123	100.0%	122	99.2%	122	99.2%
17	Bulky Trash Violations - DCC	119	20	12	60.0%	14	10.5	99	83.2%	71	71.7%	83	69.7%
18	Animal - Sick/Injured - DCC	119	0	0	N/A	3	0.4	119	100.0%	116	97.5%	116	97.5%
19	Animal - Cruelty - DCC	116	0	0	N/A	30	0.4	116	100.0%	116	100.0%	116	100.0%
20	Fire Inspection - DFD	115	51	51	100.0%	60	9.4	64	55.7%	64	100.0%	115	100.0%

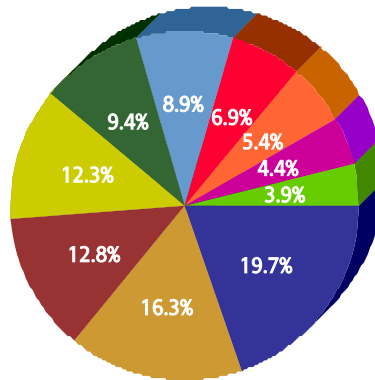


for Unknown

March 2009

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	40
Signs - Public Right of Way Eve/Weekends - DCC	33
Fire Inspection - DFD	26
Litter - DCC	25
High Weeds - DCC	19
Dead Animal Pick Up - SAN	18
Recycling ROLL CART Registration - SAN	14
Signs - Public Right of Way - DCC	11
Roll Cart - SAN	9
Animal - Loose - DCC	8



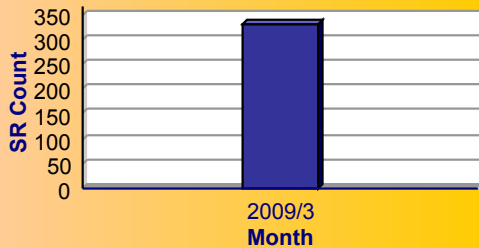
Service

- Complaint/Compliment - CTY
- Signs - Public Right of Way Eve/Weekends - DCC
- Fire Inspection - DFD
- Litter - DCC
- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Signs - Public Right of Way - DCC
- Roll Cart - SAN
- Animal - Loose - DCC

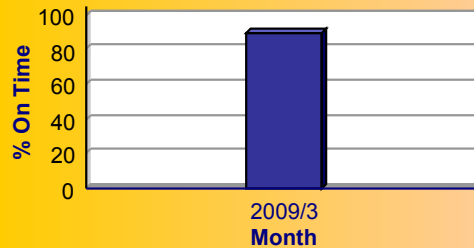
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
332	247	238	96.4%	85	57	67.1%	88.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

March 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	40	23	5	21.7%	10	2.4	17	42.5%	16	94.1%	21	52.5%
2	Signs - Public Right of Way Eve/Weekends - DCC	33	0	0	N/A	7	0.2	33	100.0%	33	100.0%	33	100.0%
3	Fire Inspection - DFD	26	2	2	100.0%	60	13.5	24	92.3%	24	100.0%	26	100.0%
4	Litter - DCC	25	18	18	100.0%	38	9.6	7	28.0%	7	100.0%	25	100.0%
5	High Weeds - DCC	19	14	14	100.0%	38	11.2	5	26.3%	5	100.0%	19	100.0%
6	Dead Animal Pick Up - SAN	18	0	0	N/A	1	0.2	18	100.0%	17	94.4%	17	94.4%
7	Recycling ROLL CART Registration - SAN	14	0	0	N/A	10	3.9	14	100.0%	14	100.0%	14	100.0%
8	Signs - Public Right of Way - DCC	11	3	0	0.0%	7	0.9	8	72.7%	8	100.0%	8	72.7%
9	Roll Cart - SAN	9	0	0	N/A	10	2.2	9	100.0%	9	100.0%	9	100.0%
10	Animal - Loose - DCC	8	4	4	100.0%	40	8.0	4	50.0%	4	100.0%	8	100.0%
11	Recyclable Collection Missed (Residential) - SAN	7	0	0	N/A	3	1.1	7	100.0%	7	100.0%	7	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	5	0	0	N/A	10	0.0	5	100.0%	5	100.0%	5	100.0%
13	Restaurant/Food Complaint - EHS	5	0	0	N/A	45	10.8	5	100.0%	5	100.0%	5	100.0%
14	Illegal Food Vending - EHS	5	0	0	N/A	45	7.4	5	100.0%	5	100.0%	5	100.0%
15	Brush/Bulk Items - Missed - SAN	3	0	0	N/A	10	2.3	3	100.0%	3	100.0%	3	100.0%
16	Parking - Unapproved Surface - DCC	3	2	0	0.0%	10	12.0	1	33.3%	0	0.0%	0	0.0%
17	Illegal Outside Storage - DCC	3	1	1	100.0%	38	12.0	2	66.7%	2	100.0%	3	100.0%
18	Illegal Land Use (Residential/Business) - DCC	3	2	2	100.0%	60	21.0	1	33.3%	1	100.0%	3	100.0%
19	Graffiti Private Property - Residential/Commercial	3	2	2	100.0%	90	0.0	1	33.3%	1	100.0%	3	100.0%
20	Animal - Noisy - DCC	3	0	0	N/A	30	0.3	3	100.0%	3	100.0%	3	100.0%
21	Smoke Detector Request - DFD	3	0	0	N/A	30	10.0	3	100.0%	3	100.0%	3	100.0%
22	24 Hour Parking/Parking Violations - DPD	3	0	0	N/A	10	6.7	3	100.0%	2	66.7%	2	66.7%
23	Recycling - Roll Cart - SAN	3	0	0	N/A	10	3.7	3	100.0%	3	100.0%	3	100.0%
24	Street Lighting - Maintenance - PWT	3	0	0	N/A	10	5.0	3	100.0%	3	100.0%	3	100.0%
25	Pot hole Repair Routine - STS	3	0	0	N/A	7	0.3	3	100.0%	3	100.0%	3	100.0%



City of Dallas *Service Level Performance Report by CSA*

for Unknown

March 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	Street Repair - Routine-STS	3	1	1	100.0%	90	7.0	2	66.7%	2	100.0%	3	100.0%