



FY 2008 – 2009

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

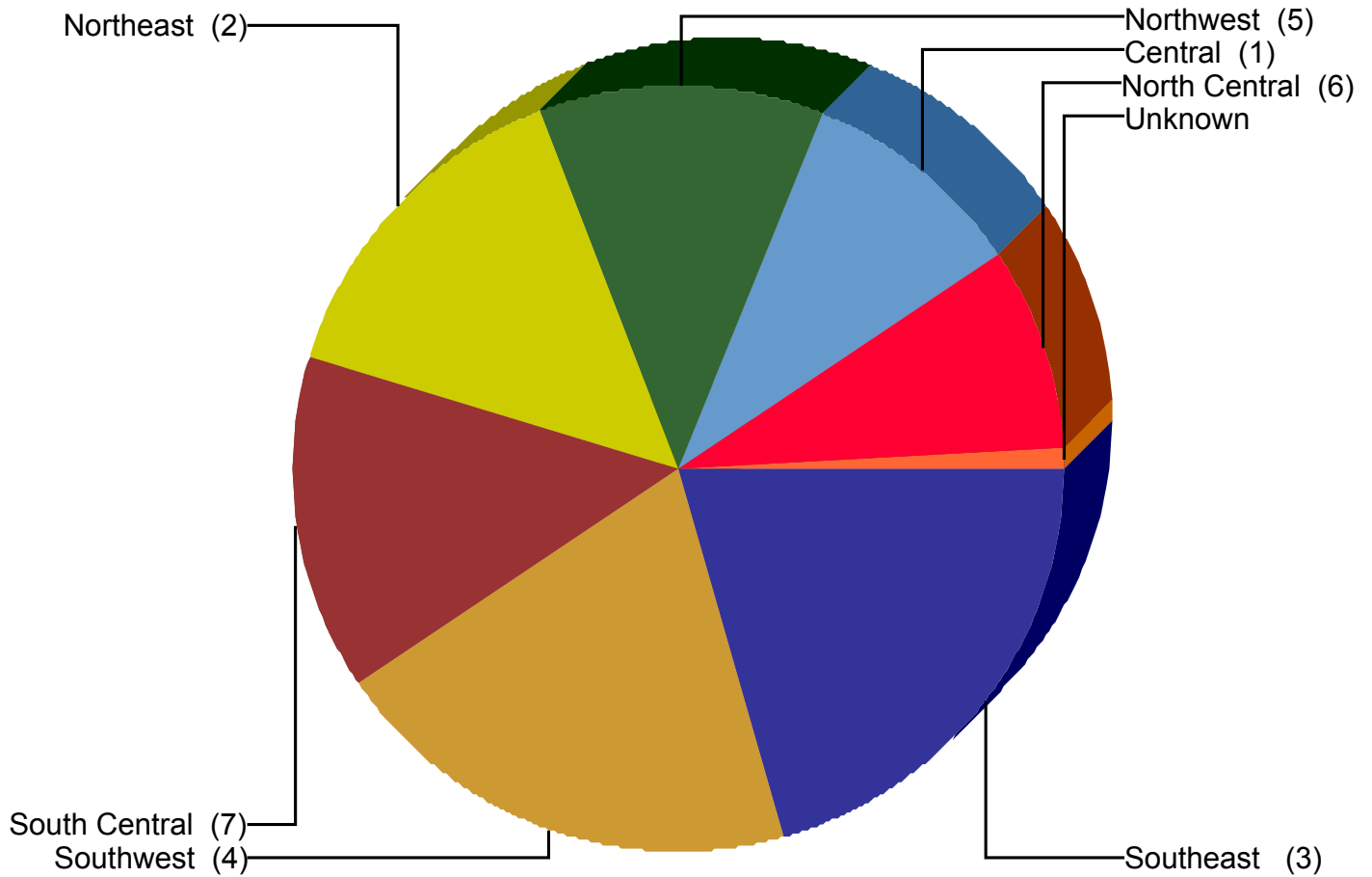
September 2009

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 September 2009



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,935	9.3%	99.1%
North Central (6)	2,735	8.7%	98.3%
Northeast (2)	4,486	14.3%	99.2%
Northwest (5)	3,779	12.0%	99.4%
South Central (7)	4,504	14.3%	99.3%
Southeast (3)	6,443	20.5%	98.5%
Southwest (4)	6,277	20.0%	99.3%
Unknown	245	0.8%	90.2%
Total	31,404	100.0%	98.9%

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

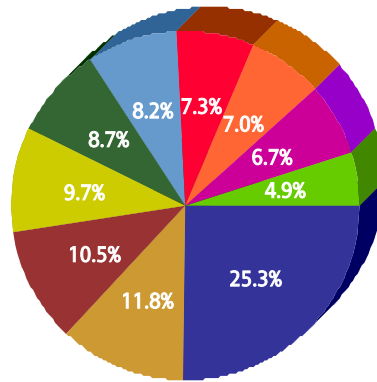


For Citywide

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,685
Litter - DCC	1,716
Obstruction Alley/Sidewalk/Street - DCC	1,530
Roll Cart - SAN	1,414
Dead Animal Pick Up - SAN	1,263
Animal - Loose Aggressive - DCC	1,200
Animal - Confined - DCC	1,062
Animal - Loose - DCC	1,025
Recycling ROLL CART Registration - SAN	977
Signs - Public Right of Way Eve/Weekends - DCC	710



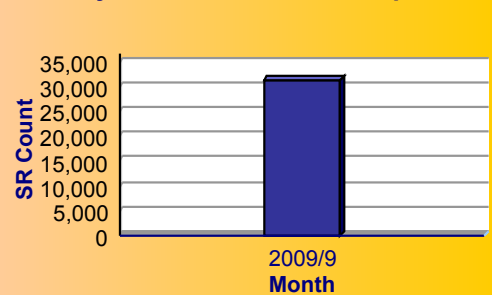
Service

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

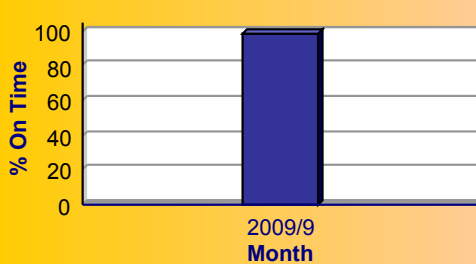
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,404	24,733	24,507	99.1%	6,671	6,564	98.4%	98.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

September 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	3,685	1,612	1,612	100.0%	38	7.6	2,073	56.3%	2,073	100.0%	3,685	100.0%
2	Litter - DCC	1,716	738	738	100.0%	38	8.4	978	57.0%	978	100.0%	1,716	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	1,530	915	915	100.0%	60	12.9	615	40.2%	615	100.0%	1,530	100.0%
4	Roll Cart - SAN	1,414	9	9	100.0%	10	3.2	1,405	99.4%	1,405	100.0%	1,414	100.0%
5	Dead Animal Pick Up - SAN	1,263	0	0	N/A	1	0.3	1,263	100.0%	1,255	99.4%	1,255	99.4%
6	Animal - Loose Aggressive - DCC	1,200	0	0	N/A	3	0.3	1,200	100.0%	1,195	99.6%	1,195	99.6%
7	Animal - Confined - DCC	1,062	0	0	N/A	3	0.3	1,062	100.0%	1,057	99.5%	1,057	99.5%
8	Animal - Loose - DCC	1,025	465	465	100.0%	40	7.9	560	54.6%	560	100.0%	1,025	100.0%
9	Recycling ROLL CART Registration - SAN	977	32	32	100.0%	10	3.7	945	96.7%	945	100.0%	977	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	710	0	0	N/A	7	0.5	710	100.0%	695	97.9%	695	97.9%
11	Recyclable Collection Missed (Residential) - SAN	707	0	0	N/A	3	1.1	707	100.0%	706	99.9%	706	99.9%
12	Garbage - Missed - SAN	692	0	0	N/A	3	0.7	692	100.0%	691	99.9%	691	99.9%
13	Bulky Trash Violations - DCC	624	48	41	85.4%	14	4.9	576	92.3%	545	94.6%	586	93.9%
14	Fire Inspection - DFD	601	385	385	100.0%	60	7.2	216	35.9%	216	100.0%	601	100.0%
15	Animal - Sick/Injured - DCC	570	0	0	N/A	3	0.1	570	100.0%	568	99.6%	568	99.6%
16	24 Hour Parking/Parking Violations - DPD	540	29	29	100.0%	10	3.9	511	94.6%	502	98.2%	531	98.3%
17	Mosquitoes - CCS	517	293	293	100.0%	45	6.6	224	43.3%	224	100.0%	517	100.0%
18	Junk Motor Vehicle - DCC	505	333	333	100.0%	126	8.4	172	34.1%	172	100.0%	505	100.0%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	498	0	0	N/A	10	1.9	498	100.0%	481	96.6%	481	96.6%
20	Smoke Detector Request - DFD	382	50	50	100.0%	30	3.3	332	86.9%	332	100.0%	382	100.0%

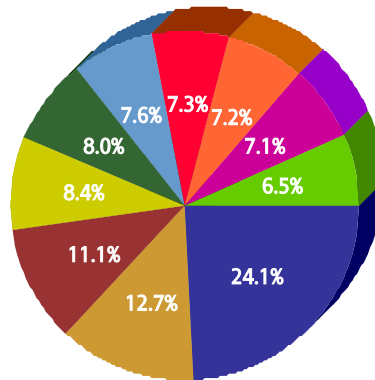


for Central (1)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	276
Litter - DCC	146
Roll Cart - SAN	127
General - DCC	96
Fire Inspection - DFD	92
Animal - Loose - DCC	87
Animal - Confined - DCC	84
Traffic Signal - Flashing - PWT	82
Recycling ROLL CART Registration - SAN	81
Recyclable Collection Missed (Residential) - SAN	75



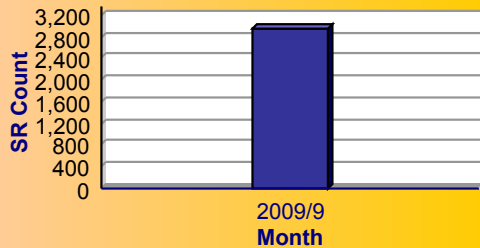
Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- General - DCC
- Fire Inspection - DFD
- Animal - Loose - DCC
- Animal - Confined - DCC
- Traffic Signal - Flashing - PWT
- Recycling ROLL CART Registration - SAN
- Recyclable Collection Missed (Residential) - SAN

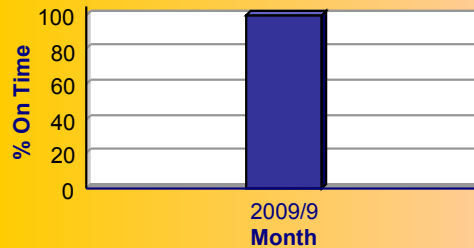
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,935	2,378	2,361	99.3%	557	548	98.4%	99.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

September 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	276	125	125	100.0%	38	6.9	151	54.7%	151	100.0%	276	100.0%
2	Litter - DCC	146	52	52	100.0%	38	6.0	94	64.4%	94	100.0%	146	100.0%
3	Roll Cart - SAN	127	0	0	N/A	10	3.1	127	100.0%	127	100.0%	127	100.0%
4	General - DCC	96	26	26	100.0%	38	7.1	70	72.9%	70	100.0%	96	100.0%
5	Fire Inspection - DFD	92	70	70	100.0%	60	7.9	22	23.9%	22	100.0%	92	100.0%
6	Animal - Loose - DCC	87	8	8	100.0%	40	4.6	79	90.8%	79	100.0%	87	100.0%
7	Animal - Confined - DCC	84	0	0	N/A	3	0.2	84	100.0%	84	100.0%	84	100.0%
8	Traffic Signal - Flashing - PWT	82	0	0	N/A	4	1.6	82	100.0%	80	97.6%	80	97.6%
9	Recycling ROLL CART Registration - SAN	81	2	2	100.0%	10	4.1	79	97.5%	79	100.0%	81	100.0%
10	Recyclable Collection Missed (Residential) - SAN	75	0	0	N/A	3	1.5	75	100.0%	74	98.7%	74	98.7%
11	Dead Animal Pick Up - SAN	65	0	0	N/A	1	0.3	65	100.0%	65	100.0%	65	100.0%
12	Graffiti Private Property - Residential/Commercial	64	30	30	100.0%	90	4.9	34	53.1%	34	100.0%	64	100.0%
13	Bulky Trash Violations - DCC	60	7	7	100.0%	14	3.3	53	88.3%	52	98.1%	59	98.3%
14	Obstruction Alley/Sidewalk/Street - DCC	58	31	31	100.0%	60	8.4	27	46.6%	27	100.0%	58	100.0%
15	24 Hour Parking/Parking Violations - DPD	57	6	6	100.0%	10	4.2	51	89.5%	51	100.0%	57	100.0%
16	Junk Motor Vehicle - DCC	50	32	32	100.0%	126	2.9	18	36.0%	18	100.0%	50	100.0%
17	Tree down/low limbs - Emergency-STC	50	0	0	N/A	5	0.1	50	100.0%	50	100.0%	50	100.0%
18	Signs - Public Right of Way Eve/Weekends - DCC	48	0	0	N/A	7	1.1	48	100.0%	47	97.9%	47	97.9%
19	Garbage - Missed - SAN	46	0	0	N/A	3	0.5	46	100.0%	46	100.0%	46	100.0%
20	Animal - Sick/Injured - DCC	44	0	0	N/A	3	0.2	44	100.0%	44	100.0%	44	100.0%

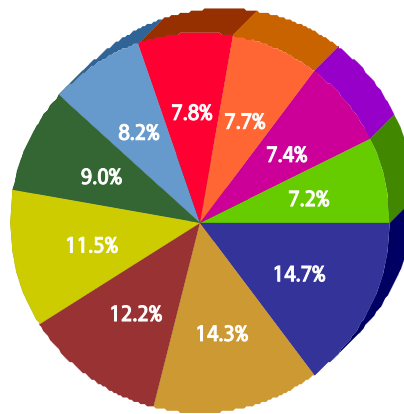


for North Central (6)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	184
Obstruction Alley/Sidewalk/Street - DCC	178
Roll Cart - SAN	152
Garbage - Missed - SAN	144
General - DCC	112
Litter - DCC	102
Animal - Confined - DCC	98
Fire Inspection - DFD	96
Illegal Land Use - BI/DCC	93
Recycling ROLL CART Registration - SAN	90



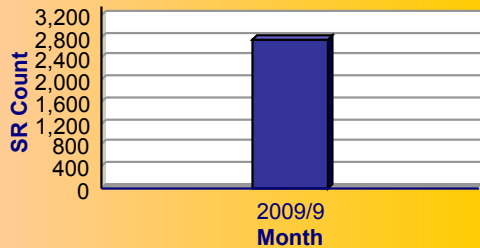
Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- General - DCC
- Litter - DCC
- Animal - Confined - DCC
- Fire Inspection - DFD
- Illegal Land Use - BI/DCC
- Recycling ROLL CART Registration - SAN

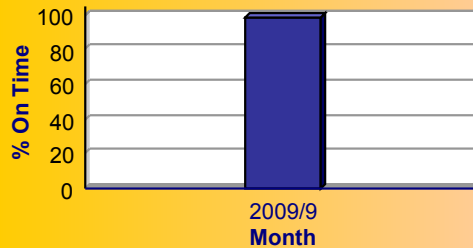
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,735	2,190	2,171	99.1%	545	517	94.9%	98.3%

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)

September 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	184	113	113	100.0%	38	9.8	71	38.6%	71	100.0%	184	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	178	135	135	100.0%	60	14.3	43	24.2%	43	100.0%	178	100.0%
3	Roll Cart - SAN	152	0	0	N/A	10	3.3	152	100.0%	152	100.0%	152	100.0%
4	Garbage - Missed - SAN	144	0	0	N/A	3	0.5	144	100.0%	144	100.0%	144	100.0%
5	General - DCC	112	6	6	100.0%	38	2.3	106	94.6%	106	100.0%	112	100.0%
6	Litter - DCC	102	74	74	100.0%	38	14.1	28	27.5%	28	100.0%	102	100.0%
7	Animal - Confined - DCC	98	0	0	N/A	3	0.2	98	100.0%	98	100.0%	98	100.0%
8	Fire Inspection - DFD	96	40	40	100.0%	60	3.8	56	58.3%	56	100.0%	96	100.0%
9	Illegal Land Use - BI/DCC	93	0	0	N/A	60	1.3	93	100.0%	93	100.0%	93	100.0%
10	Recycling ROLL CART Registration - SAN	90	8	8	100.0%	10	3.9	82	91.1%	82	100.0%	90	100.0%
11	Bulky Trash Violations - DCC	89	4	3	75.0%	14	4.1	85	95.5%	85	100.0%	88	98.9%
12	Recyclable Collection Missed (Residential) - SAN	76	0	0	N/A	3	1.0	76	100.0%	76	100.0%	76	100.0%
13	Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.3	72	100.0%	72	100.0%	72	100.0%
14	Signs - Public Right of Way - DCC	65	26	3	11.5%	7	0.4	39	60.0%	39	100.0%	42	64.6%
15	24 Hour Parking/Parking Violations - DPD	49	3	3	100.0%	10	4.1	46	93.9%	45	97.8%	48	98.0%
16	Animal - Spayed/Neutered/Intact	43	1	1	100.0%	30	0.0	42	97.7%	42	100.0%	43	100.0%
17	Street Repair - Routine-STS	42	15	15	100.0%	90	5.6	27	64.3%	27	100.0%	42	100.0%
18	Traffic Signal - Flashing - PWT	37	0	0	N/A	4	1.7	37	100.0%	36	97.3%	36	97.3%
19	Animal - Sick/Injured - DCC	34	0	0	N/A	3	0.2	34	100.0%	33	97.1%	33	97.1%
20	Animal - Loose Aggressive - DCC	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
21	Recycling - Roll Cart - SAN	32	2	2	100.0%	10	2.8	30	93.8%	30	100.0%	32	100.0%

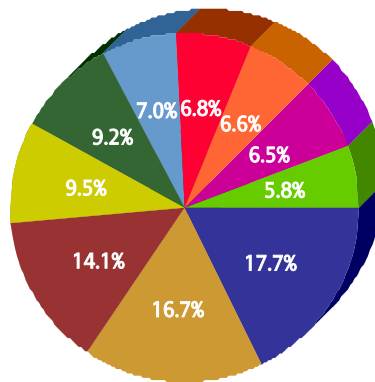


for Northeast (2)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	349
Obstruction Alley/Sidewalk/Street - DCC	329
Roll Cart - SAN	278
Recycling ROLL CART Registration - SAN	187
Animal - Confined - DCC	182
Recyclable Collection Missed (Residential) - SAN	137
Litter - DCC	134
Bulky Trash Violations - DCC	131
Animal - Loose Aggressive - DCC	129
24 Hour Parking/Parking Violations - DPD	115



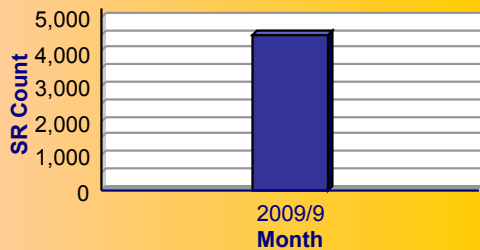
Service

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

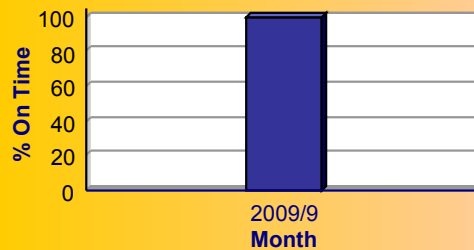
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,486	3,594	3,570	99.3%	892	879	98.5%	99.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

September 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	349	168	168	100.0%	38	9.5	181	51.9%	181	100.0%	349	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	329	217	217	100.0%	60	12.5	112	34.0%	112	100.0%	329	100.0%
3	Roll Cart - SAN	278	3	3	100.0%	10	3.1	275	98.9%	275	100.0%	278	100.0%
4	Recycling ROLL CART Registration - SAN	187	3	3	100.0%	10	3.8	184	98.4%	184	100.0%	187	100.0%
5	Animal - Confined - DCC	182	0	0	N/A	3	0.2	182	100.0%	182	100.0%	182	100.0%
6	Recyclable Collection Missed (Residential) - SAN	137	0	0	N/A	3	1.0	137	100.0%	137	100.0%	137	100.0%
7	Litter - DCC	134	63	63	100.0%	38	11.7	71	53.0%	71	100.0%	134	100.0%
8	Bulky Trash Violations - DCC	131	20	16	80.0%	14	5.1	111	84.7%	108	97.3%	124	94.7%
9	Animal - Loose Aggressive - DCC	129	0	0	N/A	3	0.3	129	100.0%	129	100.0%	129	100.0%
10	24 Hour Parking/Parking Violations - DPD	115	1	1	100.0%	10	2.6	114	99.1%	114	100.0%	115	100.0%
11	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.3	110	100.0%	110	100.0%	110	100.0%
12	Animal - Loose - DCC	102	38	38	100.0%	40	7.2	64	62.7%	64	100.0%	102	100.0%
13	Garbage - Missed - SAN	92	0	0	N/A	3	0.7	92	100.0%	92	100.0%	92	100.0%
14	Fire Inspection - DFD	80	48	48	100.0%	60	13.6	32	40.0%	32	100.0%	80	100.0%
15	Animal - Spayed/Neutered/Intact	79	1	1	100.0%	30	0.4	78	98.7%	78	100.0%	79	100.0%
16	Animal - Sick/Injured - DCC	77	0	0	N/A	3	0.1	77	100.0%	77	100.0%	77	100.0%
17	Tree down/low limbs - Emergency-STS	75	0	0	N/A	5	0.1	75	100.0%	75	100.0%	75	100.0%
18	Substandard Structure Apts - DCC	68	31	31	100.0%	365	5.8	37	54.4%	37	100.0%	68	100.0%
19	Signs - Public Right of Way Eve/Weekends - DCC	58	0	0	N/A	7	1.2	58	100.0%	58	100.0%	58	100.0%
20	Recycling - Roll Cart - SAN	57	2	2	100.0%	10	3.1	55	96.5%	55	100.0%	57	100.0%

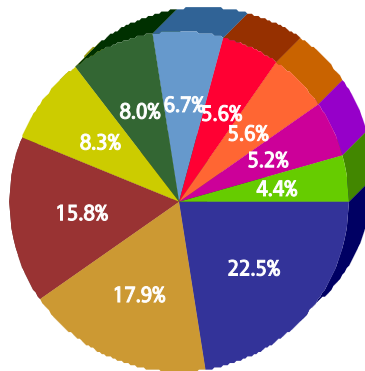


for Northwest (5)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	433
Obstruction Alley/Sidewalk/Street - DCC	345
Litter - DCC	304
Dead Animal Pick Up - SAN	160
Fire Inspection - DFD	155
Garbage - Missed - SAN	130
Graffiti Private Property - Residential/Commercial	107
Recycling ROLL CART Registration - SAN	107
Roll Cart - SAN	101
Signs - Public Right of Way Eve/Weekends - DCC	84



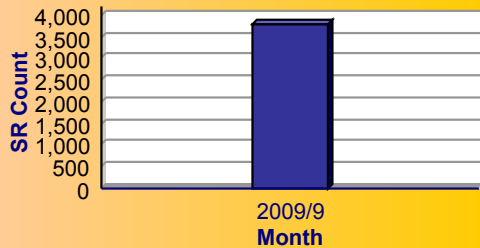
Service

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

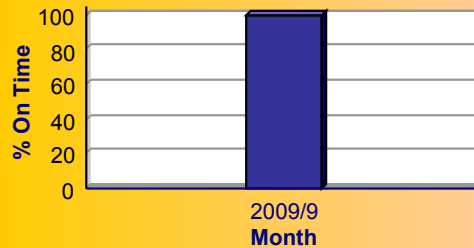
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,779	2,869	2,856	99.5%	910	900	98.9%	99.4%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

September 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	433	218	218	100.0%	38	8.6	215	49.7%	215	100.0%	433	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	345	205	205	100.0%	60	13.2	140	40.6%	140	100.0%	345	100.0%
3	Litter - DCC	304	115	115	100.0%	38	7.6	189	62.2%	189	100.0%	304	100.0%
4	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.2	160	100.0%	160	100.0%	160	100.0%
5	Fire Inspection - DFD	155	102	102	100.0%	60	7.1	53	34.2%	53	100.0%	155	100.0%
6	Garbage - Missed - SAN	130	0	0	N/A	3	0.8	130	100.0%	129	99.2%	129	99.2%
7	Graffiti Private Property - Residential/Commercial	107	8	8	100.0%	90	3.2	99	92.5%	99	100.0%	107	100.0%
8	Recycling ROLL CART Registration - SAN	107	1	1	100.0%	10	4.1	106	99.1%	106	100.0%	107	100.0%
9	Roll Cart - SAN	101	0	0	N/A	10	3.6	101	100.0%	101	100.0%	101	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	84	0	0	N/A	7	0.4	84	100.0%	83	98.8%	83	98.8%
11	Animal - Loose Aggressive - DCC	78	0	0	N/A	3	0.3	78	100.0%	77	98.7%	77	98.7%
12	Animal - Confined - DCC	75	0	0	N/A	3	0.2	75	100.0%	75	100.0%	75	100.0%
13	Recyclable Collection Missed (Residential) - SAN	73	0	0	N/A	3	1.0	73	100.0%	73	100.0%	73	100.0%
14	24 Hour Parking/Parking Violations - DPD	72	10	10	100.0%	10	4.6	62	86.1%	62	100.0%	72	100.0%
15	Bulky Trash Violations - DCC	57	2	2	100.0%	14	2.7	55	96.5%	53	96.4%	55	96.5%
16	Junk Motor Vehicle - DCC	56	36	36	100.0%	126	8.5	20	35.7%	20	100.0%	56	100.0%
17	Animal - Loose - DCC	55	23	23	100.0%	40	5.5	32	58.2%	32	100.0%	55	100.0%
18	Street Repair - Routine-STS	45	8	8	100.0%	90	7.1	37	82.2%	37	100.0%	45	100.0%
19	Parking - Unapproved Surface - DCC	43	4	3	75.0%	10	2.8	39	90.7%	39	100.0%	42	97.7%
20	Tree down/low limbs - Emergency-STS	40	0	0	N/A	5	0.2	40	100.0%	40	100.0%	40	100.0%

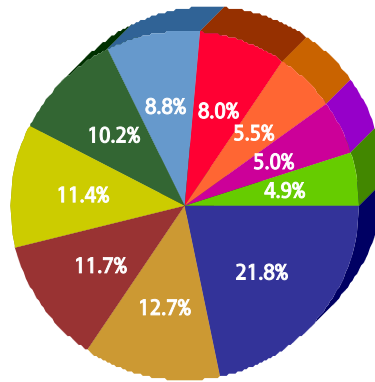


for South Central (7)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	527
Animal - Loose Aggressive - DCC	306
Dead Animal Pick Up - SAN	283
Smoke Detector Request - DFD	275
Animal - Loose - DCC	246
Roll Cart - SAN	212
Animal - Confined - DCC	194
Litter - DCC	134
Animal - Sick/Injured - DCC	122
Signs - Public Right of Way Eve/Weekends - DCC	119



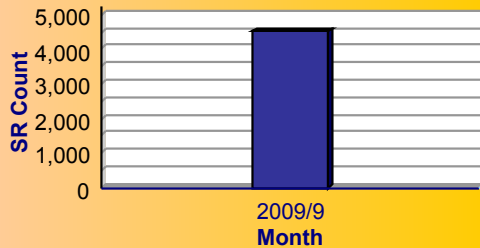
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Animal - Loose - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Litter - DCC
- Animal - Sick/Injured - DCC
- Signs - Public Right of Way Eve/Weekends - DCC

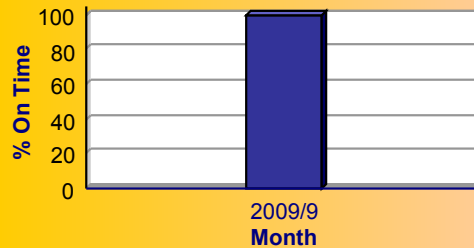
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,504	3,600	3,577	99.4%	904	894	98.9%	99.3%

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)

September 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	527	219	219	100.0%	38	7.0	308	58.4%	308	100.0%	527	100.0%
2	Animal - Loose Aggressive - DCC	306	0	0	N/A	3	0.3	306	100.0%	306	100.0%	306	100.0%
3	Dead Animal Pick Up - SAN	283	0	0	N/A	1	0.4	283	100.0%	282	99.6%	282	99.6%
4	Smoke Detector Request - DFD	275	28	28	100.0%	30	3.1	247	89.8%	247	100.0%	275	100.0%
5	Animal - Loose - DCC	246	154	154	100.0%	40	9.5	92	37.4%	92	100.0%	246	100.0%
6	Roll Cart - SAN	212	1	1	100.0%	10	2.6	211	99.5%	211	100.0%	212	100.0%
7	Animal - Confined - DCC	194	0	0	N/A	3	0.3	194	100.0%	194	100.0%	194	100.0%
8	Litter - DCC	134	60	60	100.0%	38	9.2	74	55.2%	74	100.0%	134	100.0%
9	Animal - Sick/Injured - DCC	122	0	0	N/A	3	0.1	122	100.0%	122	100.0%	122	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	119	0	0	N/A	7	0.1	119	100.0%	119	100.0%	119	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	118	0	0	N/A	10	1.0	118	100.0%	117	99.2%	117	99.2%
12	Obstruction Alley/Sidewalk/Street - DCC	115	75	75	100.0%	60	11.4	40	34.8%	40	100.0%	115	100.0%
13	Recycling ROLL CART Registration - SAN	114	0	0	N/A	10	3.4	114	100.0%	114	100.0%	114	100.0%
14	Garbage - Missed - SAN	110	0	0	N/A	3	0.6	110	100.0%	110	100.0%	110	100.0%
15	Bulky Trash Violations - DCC	86	6	5	83.3%	14	6.1	80	93.0%	79	98.8%	84	97.7%
16	Mosquitoes - CCS	82	38	38	100.0%	45	5.8	44	53.7%	44	100.0%	82	100.0%
17	Recyclable Collection Missed (Residential) - SAN	72	0	0	N/A	3	1.1	72	100.0%	72	100.0%	72	100.0%
18	Junk Motor Vehicle - DCC	71	58	58	100.0%	126	6.0	13	18.3%	13	100.0%	71	100.0%
19	Parking - Unapproved Surface - DCC	65	3	3	100.0%	10	1.2	62	95.4%	62	100.0%	65	100.0%
20	24 Hour Parking/Parking Violations - DPD	62	3	3	100.0%	10	5.5	59	95.2%	56	94.9%	59	95.2%

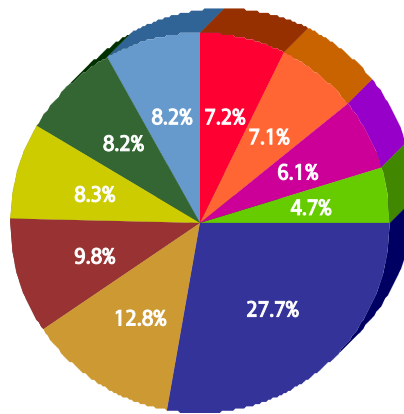


for Southeast (3)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	999
Litter - DCC	463
Animal - Loose Aggressive - DCC	352
Mosquitoes - CCS	301
Animal - Loose - DCC	295
Dead Animal Pick Up - SAN	294
Roll Cart - SAN	258
Animal - Confined - DCC	257
Obstruction Alley/Sidewalk/Street - DCC	219
Recycling ROLL CART Registration - SAN	168



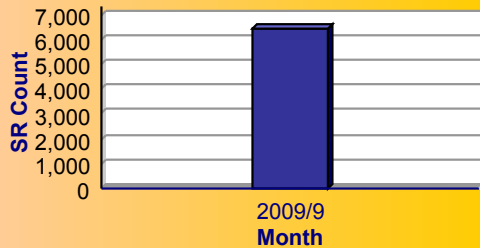
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Mosquitoes - CCS
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Recycling ROLL CART Registration - SAN

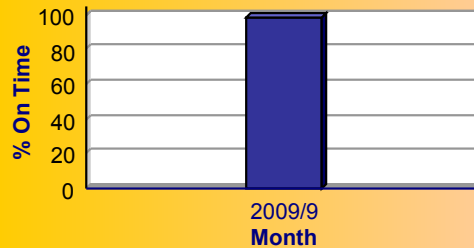
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,443	4,898	4,812	98.2%	1,545	1,534	99.3%	98.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

September 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	999	423	423	100.0%	38	6.8	576	57.7%	576	100.0%	999	100.0%
2	Litter - DCC	463	230	230	100.0%	38	9.2	233	50.3%	233	100.0%	463	100.0%
3	Animal - Loose Aggressive - DCC	352	0	0	N/A	3	0.3	352	100.0%	349	99.1%	349	99.1%
4	Mosquitoes - CCS	301	205	205	100.0%	45	7.3	96	31.9%	96	100.0%	301	100.0%
5	Animal - Loose - DCC	295	134	134	100.0%	40	7.5	161	54.6%	161	100.0%	295	100.0%
6	Dead Animal Pick Up - SAN	294	0	0	N/A	1	0.4	294	100.0%	288	98.0%	288	98.0%
7	Roll Cart - SAN	258	1	1	100.0%	10	3.4	257	99.6%	257	100.0%	258	100.0%
8	Animal - Confined - DCC	257	0	0	N/A	3	0.4	257	100.0%	254	98.8%	254	98.8%
9	Obstruction Alley/Sidewalk/Street - DCC	219	122	122	100.0%	60	15.7	97	44.3%	97	100.0%	219	100.0%
10	Recycling ROLL CART Registration - SAN	168	0	0	N/A	10	3.6	168	100.0%	168	100.0%	168	100.0%
11	Signs - Public Right of Way Eve/Weekends - DCC	161	0	0	N/A	7	0.9	161	100.0%	149	92.5%	149	92.5%
12	Animal - Sick/Injured - DCC	155	0	0	N/A	3	0.1	155	100.0%	154	99.4%	154	99.4%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	144	0	0	N/A	10	2.2	144	100.0%	141	97.9%	141	97.9%
14	Parking - Unapproved Surface - DCC	122	5	5	100.0%	10	2.9	117	95.9%	113	96.6%	118	96.7%
15	Junk Motor Vehicle - DCC	117	91	91	100.0%	126	10.5	26	22.2%	26	100.0%	117	100.0%
16	Bulky Trash Violations - DCC	110	1	1	100.0%	14	6.0	109	99.1%	89	81.7%	90	81.8%
17	Illegal Dumping - DCC	89	15	15	100.0%	38	2.8	74	83.1%	74	100.0%	89	100.0%
18	24 Hour Parking/Parking Violations - DPD	89	5	5	100.0%	10	5.2	84	94.4%	79	94.0%	84	94.4%
19	Garbage - Missed - SAN	89	0	0	N/A	3	0.7	89	100.0%	89	100.0%	89	100.0%
20	Recyclable Collection Missed (Residential) - SAN	84	0	0	N/A	3	1.3	84	100.0%	84	100.0%	84	100.0%

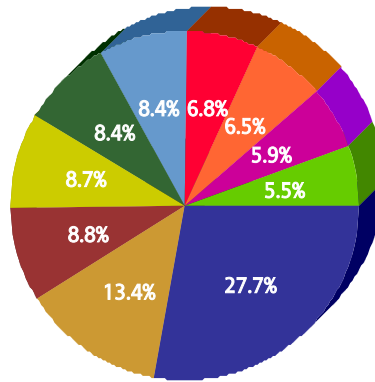


for Southwest (4)

September 2009

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	881
Litter - DCC	427
Roll Cart - SAN	279
Obstruction Alley/Sidewalk/Street - DCC	276
Animal - Loose Aggressive - DCC	267
Dead Animal Pick Up - SAN	266
Recycling ROLL CART Registration - SAN	216
Animal - Loose - DCC	208
Recyclable Collection Missed (Residential) - SAN	187
Signs - Public Right of Way Eve/Weekends - DCC	176



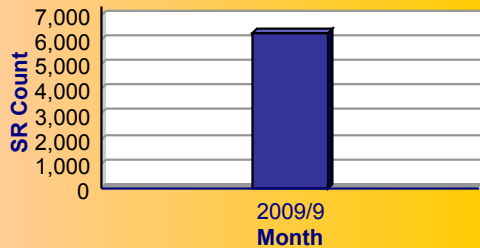
Service

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

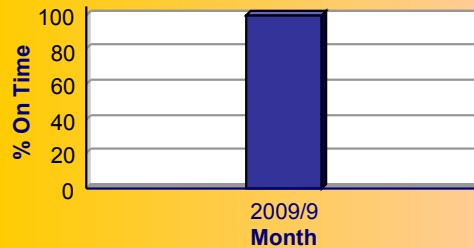
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,277	5,028	4,987	99.2%	1,249	1,244	99.6%	99.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

September 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	881	326	326	100.0%	38	7.7	555	63.0%	555	100.0%	881	100.0%
2	Litter - DCC	427	140	140	100.0%	38	7.6	287	67.2%	287	100.0%	427	100.0%
3	Roll Cart - SAN	279	4	4	100.0%	10	3.3	275	98.6%	275	100.0%	279	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	276	129	129	100.0%	60	11.6	147	53.3%	147	100.0%	276	100.0%
5	Animal - Loose Aggressive - DCC	267	0	0	N/A	3	0.3	267	100.0%	266	99.6%	266	99.6%
6	Dead Animal Pick Up - SAN	266	0	0	N/A	1	0.3	266	100.0%	265	99.6%	265	99.6%
7	Recycling ROLL CART Registration - SAN	216	18	18	100.0%	10	3.3	198	91.7%	198	100.0%	216	100.0%
8	Animal - Loose - DCC	208	91	91	100.0%	40	10.3	117	56.2%	117	100.0%	208	100.0%
9	Recyclable Collection Missed (Residential) - SAN	187	0	0	N/A	3	1.0	187	100.0%	187	100.0%	187	100.0%
10	Signs - Public Right of Way Eve/Weekends - DCC	176	0	0	N/A	7	0.3	176	100.0%	175	99.4%	175	99.4%
11	Animal - Confined - DCC	170	0	0	N/A	3	0.3	170	100.0%	168	98.8%	168	98.8%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	169	0	0	N/A	10	2.3	169	100.0%	157	92.9%	157	92.9%
13	Junk Motor Vehicle - DCC	145	75	75	100.0%	126	9.4	70	48.3%	70	100.0%	145	100.0%
14	Graffiti Private Property - Residential/Commercial	107	56	56	100.0%	90	8.1	51	47.7%	51	100.0%	107	100.0%
15	Animal - Sick/Injured - DCC	102	0	0	N/A	3	0.2	102	100.0%	102	100.0%	102	100.0%
16	24 Hour Parking/Parking Violations - DPD	95	1	1	100.0%	10	2.8	94	98.9%	94	100.0%	95	100.0%
17	Bulky Trash Violations - DCC	90	8	7	87.5%	14	5.5	82	91.1%	78	95.1%	85	94.4%
18	Parking - Unapproved Surface - DCC	89	2	2	100.0%	10	2.9	87	97.8%	82	94.3%	84	94.4%
19	Garage Sale Eve/Weekends - DCC	81	0	0	N/A	7	0.6	81	100.0%	80	98.8%	80	98.8%
20	Fire Inspection - DFD	80	57	57	100.0%	60	6.8	23	28.8%	23	100.0%	80	100.0%
21	Garbage - Missed - SAN	80	0	0	N/A	3	0.8	80	100.0%	80	100.0%	80	100.0%

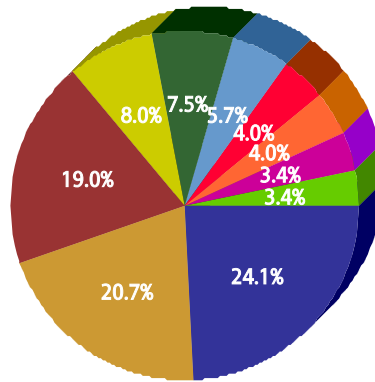


for Unknown

September 2009

Top 10 Services

SR Type	Service Request Count
Complaint/Compliment - CTY	42
High Weeds - DCC	36
Signs - Public Right of Way Eve/Weekends - DCC	33
Recycling ROLL CART Registration - SAN	14
Dead Animal Pick Up - SAN	13
Obstruction Alley/Sidewalk/Street - DCC	10
Animal - Loose - DCC	7
Roll Cart - SAN	7
Litter - DCC	6
Mobile Food Inspection - DCC	6



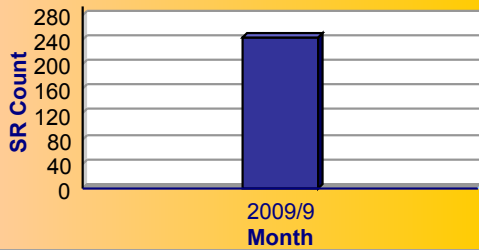
Service

- Complaint/Compliment - CTY
- High Weeds - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose - DCC
- Roll Cart - SAN
- Litter - DCC
- Mobile Food Inspection - DCC

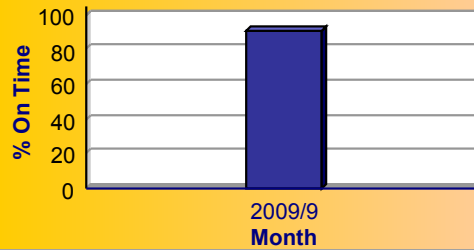
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
245	176	173	98.3%	69	48	69.6%	90.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

September 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	42	19	4	21.1%	10	3.3	23	54.8%	22	95.7%	26	61.9%
2	High Weeds - DCC	36	20	20	100.0%	38	7.6	16	44.4%	16	100.0%	36	100.0%
3	Signs - Public Right of Way Eve/Weekends - DCC	33	0	0	N/A	7	0.1	33	100.0%	33	100.0%	33	100.0%
4	Recycling ROLL CART Registration - SAN	14	0	0	N/A	10	3.3	14	100.0%	14	100.0%	14	100.0%
5	Dead Animal Pick Up - SAN	13	0	0	N/A	1	0.2	13	100.0%	13	100.0%	13	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	10	1	1	100.0%	60	18.0	9	90.0%	9	100.0%	10	100.0%
7	Animal - Loose - DCC	7	7	7	100.0%	40		0	0.0%	0	N/A	7	100.0%
8	Roll Cart - SAN	7	0	0	N/A	10	2.4	7	100.0%	7	100.0%	7	100.0%
9	Litter - DCC	6	4	4	100.0%	38	4.5	2	33.3%	2	100.0%	6	100.0%
10	Mobile Food Inspection - DCC	6	1	1	100.0%	45	7.2	5	83.3%	5	100.0%	6	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	4	0	0	N/A	10	3.2	4	100.0%	3	75.0%	3	75.0%
12	Restaurant/Food Complaint - DCC	4	2	2	100.0%	45	3.0	2	50.0%	2	100.0%	4	100.0%
13	Tree down/low limbs - Emergency-ST5	4	0	0	N/A	5	0.0	4	100.0%	4	100.0%	4	100.0%
14	Taxi/Transportation Complaint - PWT	3	0	0	N/A	14	0.3	3	100.0%	3	100.0%	3	100.0%
15	Recyclable Collection Missed (Residential) - SAN	3	0	0	N/A	3	1.0	3	100.0%	3	100.0%	3	100.0%
16	Quality SR - Code-RIP	3	3	0	0.0%	5		0	0.0%	0	N/A	0	0.0%
17	Animal - Confined - DCC	2	0	0	N/A	3	0.0	2	100.0%	2	100.0%	2	100.0%
18	Animal - Noisy - DCC	2	0	0	N/A	30	2.0	2	100.0%	2	100.0%	2	100.0%
19	Fire Inspection - DFD	2	2	2	100.0%	60		0	0.0%	0	N/A	2	100.0%
20	High Weeds Parks - PKR	2	0	0	N/A	10	4.5	2	100.0%	2	100.0%	2	100.0%
21	Park Maintenance/Misc. - PKR	2	0	0	N/A	30	3.5	2	100.0%	2	100.0%	2	100.0%
22	Street Lighting - Maintenance - PWT	2	0	0	N/A	10	4.0	2	100.0%	2	100.0%	2	100.0%
23	Street Spillage/Debris in Right of Way-Hazardous-ST5	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
24	Pot hole - Hazardous-ST5	2	0	0	N/A	1	0.0	2	100.0%	2	100.0%	2	100.0%
25	Pot hole Repair Routine - ST5	2	0	0	N/A	7	3.5	2	100.0%	2	100.0%	2	100.0%