FY 2004 – 2005

Year End Service Request

Performance Reports

by

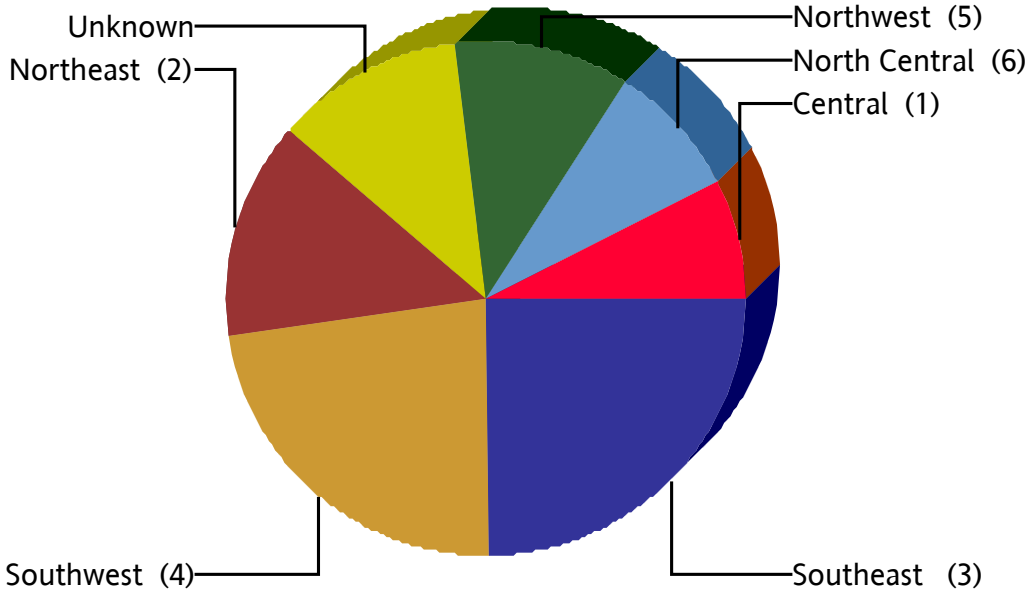
City Service Area

And Citywide Summary

City of Dallas

Service Count by Service Area

From Oct 1 2004 to Sep 30 2005



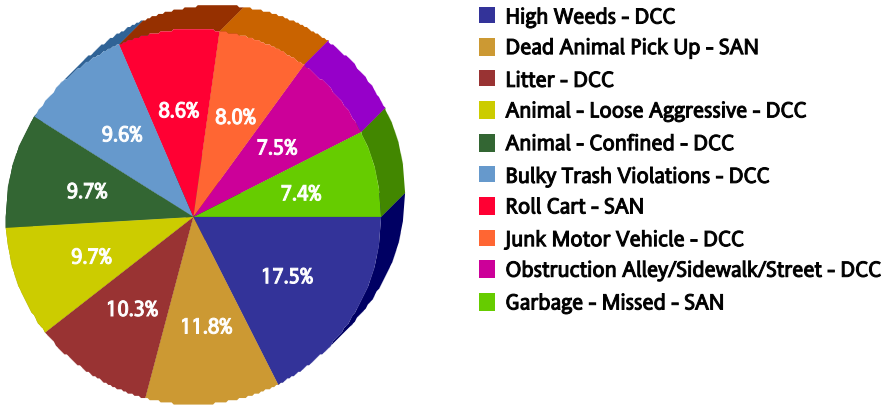
Service Area	Service Request Count	Percent of Total
Central (1)	23,932	7.4%
North Central (6)	27,817	8.6%
Northeast (2)	44,714	13.8%
Northwest (5)	35,473	11.0%
Southeast (3)	79,978	24.7%
Southwest (4)	74,306	23.0%
Unknown	37,414	11.6%
Total	**323,634**	

City of Dallas *Service Level Performance Report by CSA*

for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown
From Oct 1 2004 to Sep 30 2005

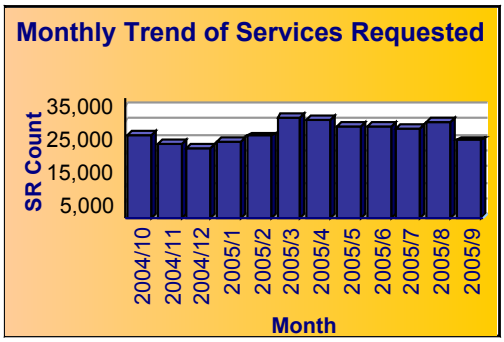
Top 10 Services

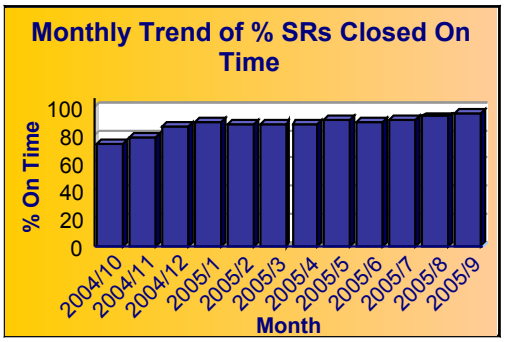
SR Type	Service Request Count
High Weeds - DCC	26,127
Dead Animal Pick Up - SAN	17,595
Litter - DCC	15,385
Animal - Loose Aggressive - DCC	14,441
Animal - Confined - DCC	14,424
Bulky Trash Violations - DCC	14,304
Roll Cart - SAN	12,878
Junk Motor Vehicle - DCC	11,892
Obstruction Alley/Sidewalk/Street - DCC	11,259
Garbage - Missed - SAN	11,017



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
323,634	314,748	8,886	273,813	87.0%





NOTE: Values represent status as of the run date and time. Run Date: Oct/21/2005 7:55:55 AM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	High Weeds - DCC	26,127	388	268	69.1%	38	21.1	25,739	98.5%	20,801	80.8%
2	Dead Animal Pick Up - SAN	17,595	0	0		1	0.3	17,595	100.0%	17,427	99.0%
3	Litter - DCC	15,385	323	229	70.9%	38	27.0	15,062	97.9%	11,429	75.9%
4	Animal - Loose Aggressive - DCC	14,441	0	0		3	0.2	14,441	100.0%	14,365	99.5%
5	Animal - Confined - DCC	14,424	0	0		3	0.2	14,424	100.0%	14,346	99.5%
6	Bulky Trash Violations - DCC	14,304	13	0	0.0%	14	6.5	14,291	99.9%	12,499	87.5%
7	Roll Cart - SAN	12,878	156	0	0.0%	12	17.9	12,721	98.8%	6,351	49.9%
8	Junk Motor Vehicle - DCC	11,892	640	589	92.0%	126	56.0	11,252	94.6%	9,771	86.8%
9	Obstruction Alley/Sidewalk/Street - DCC	11,259	496	420	84.7%	60	29.3	10,763	95.6%	9,243	85.9%
10	Garbage - Missed - SAN	11,017	1	0	0.0%	12	3.0	11,016	100.0%	10,718	97.3%
11	Animal - Loose - DCC	8,630	641	567	88.5%	45	42.0	7,989	92.6%	5,792	72.5%
12	Substandard Structure - DCC	7,834	3,841	3,778	98.4%	365	79.5	3,993	51.0%	3,986	99.8%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	7,687	0	0		14	0.9	7,687	100.0%	7,612	99.0%
14	Animal - Sick/Injured - DCC	7,382	0	0		3	0.2	7,382	100.0%	7,335	99.4%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	7,376	0	0		1	0.1	7,376	100.0%	7,333	99.4%
16	Illegal Outside Storage - DCC	7,236	136	74	54.4%	38	36.7	7,100	98.1%	4,278	60.3%
17	24 Hour Parking/Parking Violations - DPD	6,180	37	0	0.0%	10	8.0	6,143	99.4%	4,948	80.5%
18	Parking - Unapproved Surface - DCC	5,762	0	0		14	2.6	5,762	100.0%	5,603	97.2%
19	Smoke Detector Request - DFD	5,219	8	3	37.5%	30	9.0	5,211	99.8%	4,776	91.7%
20	Fire Inspection - DFD	4,737	316	289	91.5%	90	33.9	4,420	93.3%	3,956	89.5%

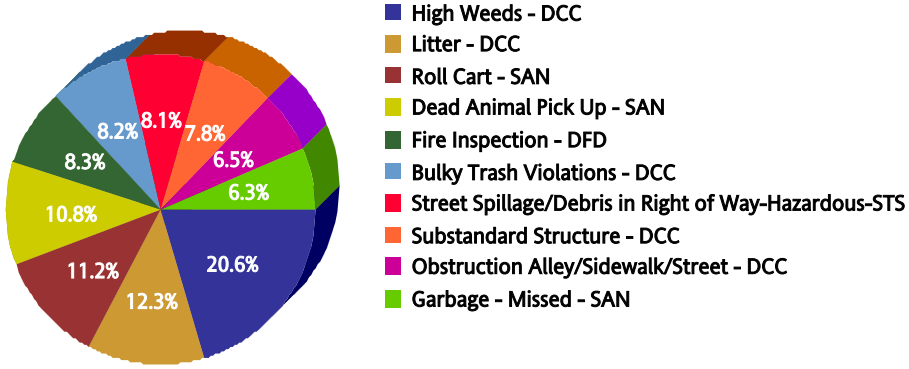
NOTE: Values represent status as of the run date and time. Run Date: Oct/21/2005 7:55:55 AM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Central (1)
From Oct 1 2004 to Sep 30 2005

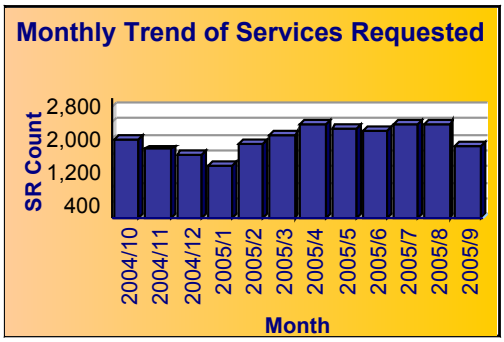
Top 10 Services

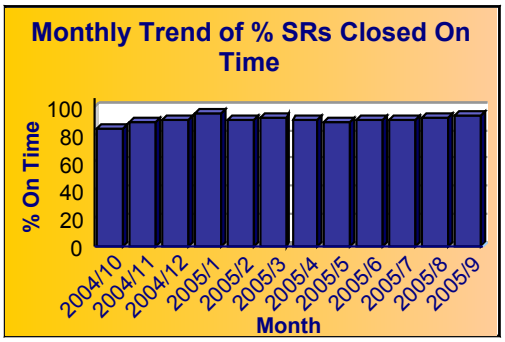
SR Type	Service Request Count
High Weeds - DCC	1,908
Litter - DCC	1,139
Roll Cart - SAN	1,040
Dead Animal Pick Up - SAN	1,002
Fire Inspection - DFD	767
Bulky Trash Violations - DCC	761
Street Spillage/Debris in Right of Way-Hazardous-STS	749
Substandard Structure - DCC	725
Obstruction Alley/Sidewalk/Street - DCC	600
Garbage - Missed - SAN	585



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
23,932	23,205	727	20,991	90.5%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:08:35 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Central (1)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	High Weeds - DCC	1,908	12	9	75.0%	38	16.6	1,896	99.4%	1,738	91.7%
2	Litter - DCC	1,139	12	7	58.3%	38	18.1	1,127	98.9%	1,019	90.4%
3	Roll Cart - SAN	1,040	17	0	0.0%	12	14.8	1,023	98.4%	568	55.5%
4	Dead Animal Pick Up - SAN	1,002	0	0		1	0.4	1,002	100.0%	991	98.9%
5	Fire Inspection - DFD	767	29	26	89.7%	90	23.3	738	96.2%	701	95.0%
6	Bulky Trash Violations - DCC	761	0	0		14	3.5	761	100.0%	715	94.0%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	749	0	0		1	0.3	749	100.0%	743	99.2%
8	Substandard Structure - DCC	725	347	340	98.0%	365	88.1	378	52.1%	377	99.7%
9	Obstruction Alley/Sidewalk/Street - DCC	600	25	22	88.0%	60	22.2	575	95.8%	548	95.3%
10	Garbage - Missed - SAN	585	0	0		12	1.9	585	100.0%	585	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	541	0	0		14	0.3	541	100.0%	539	99.6%
12	Animal - Confined - DCC	536	0	0		3	0.6	536	100.0%	530	98.9%
13	Pothole - Hazardous-STS	533	0	0		1	0.1	533	100.0%	530	99.4%
14	24 Hour Parking/Parking Violations - DPD	431	2	0	0.0%	10	6.3	429	99.5%	379	88.3%
15	Animal - Loose - DCC	385	33	32	97.0%	45	40.5	352	91.4%	246	69.9%
16	Animal - Loose Aggressive - DCC	378	0	0		3	0.2	378	100.0%	377	99.7%
17	Illegal Garbage/Placement - DCC	325	4	4	100.0%	60	15.5	321	98.8%	316	98.4%
18	Animal - Sick/Injured - DCC	305	0	0		3	0.5	305	100.0%	304	99.7%
19	Junk Motor Vehicle - DCC	304	9	8	88.9%	126	38.3	295	97.0%	279	94.6%
20	Traffic Sign - Maintenance (Other) - PWT	301	0	0		60	14.0	301	100.0%	300	99.7%

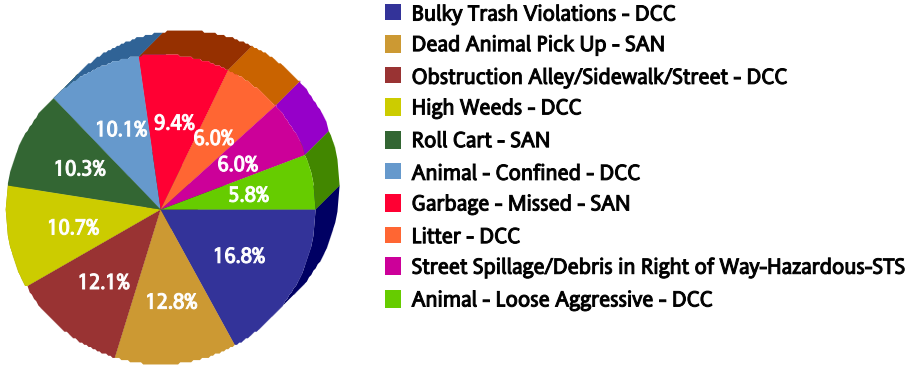
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:08:35 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)
From Oct 1 2004 to Sep 30 2005

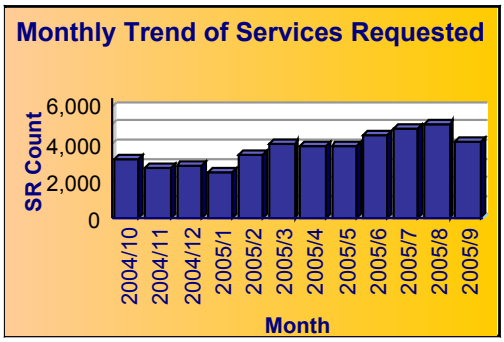
Top 10 Services

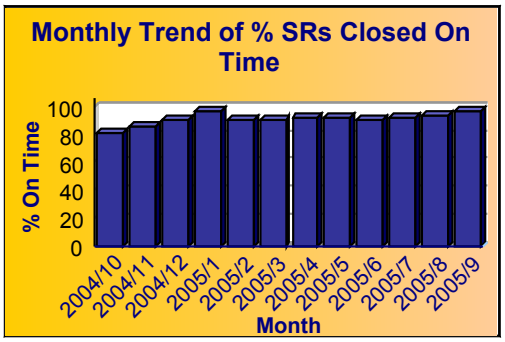
SR Type	Service Request Count
Bulky Trash Violations - DCC	3,311
Dead Animal Pick Up - SAN	2,528
Obstruction Alley/Sidewalk/Street - DCC	2,376
High Weeds - DCC	2,111
Roll Cart - SAN	2,025
Animal - Confined - DCC	1,997
Garbage - Missed - SAN	1,844
Litter - DCC	1,180
Street Spillage/Debris in Right of Way-Hazardous-STS	1,172
Animal - Loose Aggressive - DCC	1,141



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
44,714	43,788	926	39,753	90.8%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:30:18 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Northeast (2)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	Bulky Trash Violations - DCC	3,311	0	0		14	5.9	3,311	100.0%	2,958	89.3%
2	Dead Animal Pick Up - SAN	2,528	0	0		1	0.3	2,528	100.0%	2,500	98.9%
3	Obstruction Alley/Sidewalk/Street - DCC	2,376	146	120	82.2%	60	25.1	2,230	93.9%	2,065	92.6%
4	High Weeds - DCC	2,111	43	40	93.0%	38	20.5	2,068	98.0%	1,777	85.9%
5	Roll Cart - SAN	2,025	19	0	0.0%	12	11.3	2,006	99.1%	1,330	66.3%
6	Animal - Confined - DCC	1,997	0	0		3	0.2	1,997	100.0%	1,982	99.2%
7	Garbage - Missed - SAN	1,844	0	0		12	2.0	1,844	100.0%	1,840	99.8%
8	Litter - DCC	1,180	23	20	87.0%	38	23.3	1,157	98.1%	969	83.8%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	1,172	0	0		1	0.1	1,172	100.0%	1,164	99.3%
10	Animal - Loose Aggressive - DCC	1,141	0	0		3	0.2	1,141	100.0%	1,136	99.6%
11	24 Hour Parking/Parking Violations - DPD	1,107	1	0	0.0%	10	5.3	1,106	99.9%	1,022	92.4%
12	Animal - Loose - DCC	938	83	74	89.2%	45	39.4	855	91.2%	645	75.4%
13	Recyclable Collection Missed (Residential) - SAN	881	0	0		3	2.6	881	100.0%	671	76.2%
14	Animal - Sick/Injured - DCC	815	0	0		3	0.3	815	100.0%	806	98.9%
15	Junk Motor Vehicle - DCC	807	29	27	93.1%	126	37.2	778	96.4%	745	95.8%
16	Fire Inspection - DFD	699	39	38	97.4%	90	25.3	659	94.3%	624	94.7%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	657	0	0		14	0.9	657	100.0%	649	98.8%
18	Substandard Structure - DCC	636	327	326	99.7%	365	55.2	309	48.6%	309	100.0%
19	Sanitation Property Damage - SAN	597	8	8	100.0%	120	7.9	588	98.5%	587	99.8%
20	Illegal Outside Storage - DCC	595	14	12	85.7%	38	30.3	581	97.6%	403	69.4%

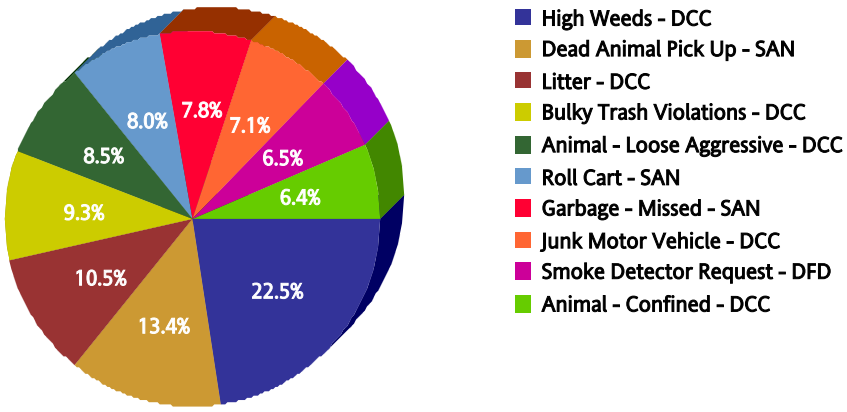
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:30:18 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Southeast (3)
From Oct 1 2004 to Sep 30 2005

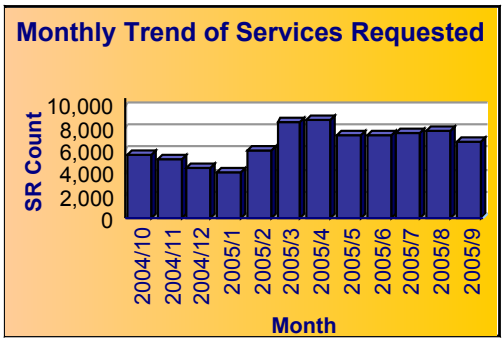
Top 10 Services

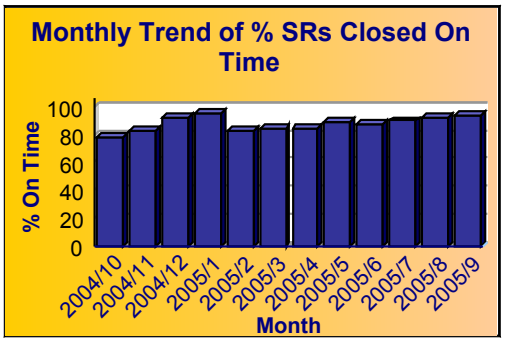
SR Type	Service Request Count
High Weeds - DCC	9,397
Dead Animal Pick Up - SAN	5,596
Litter - DCC	4,396
Bulky Trash Violations - DCC	3,894
Animal - Loose Aggressive - DCC	3,535
Roll Cart - SAN	3,329
Garbage - Missed - SAN	3,264
Junk Motor Vehicle - DCC	2,944
Smoke Detector Request - DFD	2,700
Animal - Confined - DCC	2,690



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
79,978	77,380	2,598	67,374	87.1%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:34:29 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Southeast (3)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	High Weeds - DCC	9,397	135	118	87.4%	38	17.9	9,262	98.6%	7,617	82.2%
2	Dead Animal Pick Up - SAN	5,596	0	0		1	0.3	5,596	100.0%	5,539	99.0%
3	Litter - DCC	4,396	107	88	82.2%	38	23.2	4,289	97.6%	3,389	79.0%
4	Bulky Trash Violations - DCC	3,894	1	0	0.0%	14	4.7	3,893	100.0%	3,540	90.9%
5	Animal - Loose Aggressive - DCC	3,535	0	0		3	0.3	3,535	100.0%	3,502	99.1%
6	Roll Cart - SAN	3,329	90	0	0.0%	12	19.5	3,238	97.3%	1,511	46.7%
7	Garbage - Missed - SAN	3,264	0	0		12	3.5	3,264	100.0%	3,120	95.6%
8	Junk Motor Vehicle - DCC	2,944	247	220	89.1%	126	48.8	2,697	91.6%	2,459	91.2%
9	Smoke Detector Request - DFD	2,700	4	3	75.0%	30	6.7	2,696	99.9%	2,546	94.4%
10	Animal - Confined - DCC	2,690	0	0		3	0.2	2,690	100.0%	2,666	99.1%
11	Animal - Loose - DCC	2,592	213	200	93.9%	45	42.5	2,379	91.8%	1,655	69.6%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	2,484	0	0		14	1.0	2,484	100.0%	2,447	98.5%
13	Obstruction Alley/Sidewalk/Street - DCC	2,201	158	129	81.6%	60	27.0	2,043	92.8%	1,735	84.9%
14	Substandard Structure - DCC	1,980	1,150	1,145	99.6%	365	56.5	830	41.9%	828	99.8%
15	Animal - Sick/Injured - DCC	1,608	0	0		3	0.2	1,608	100.0%	1,593	99.1%
16	Illegal Outside Storage - DCC	1,550	39	21	53.8%	38	36.6	1,511	97.5%	882	58.4%
17	24 Hour Parking/Parking Violations - DPD	1,525	0	0		10	9.2	1,525	100.0%	1,171	76.8%
18	Parking - Unapproved Surface - DCC	1,522	0	0		14	2.4	1,522	100.0%	1,485	97.6%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	1,201	0	0		1	0.2	1,201	100.0%	1,193	99.3%
20	Pothole - Hazardous-STS	1,130	0	0		1	0.3	1,130	100.0%	1,124	99.5%

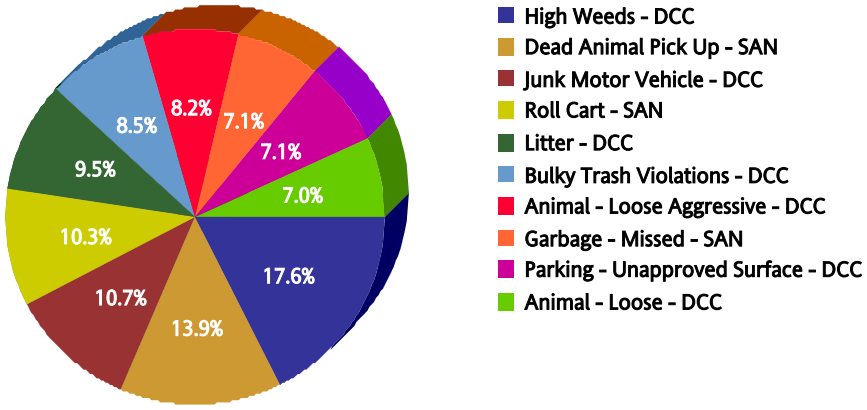
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:34:29 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)
From Oct 1 2004 to Sep 30 2005

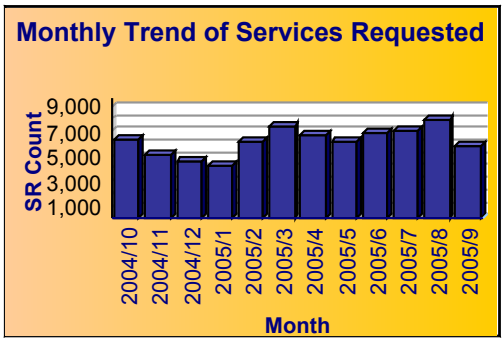
Top 10 Services

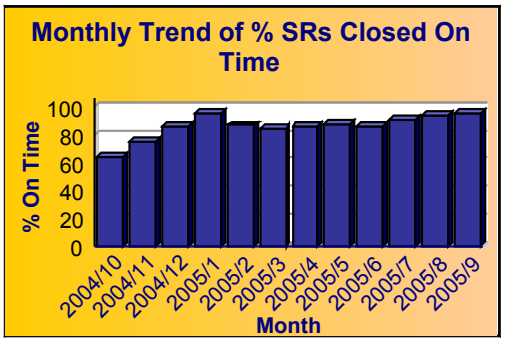
SR Type	Service Request Count
High Weeds - DCC	6,142
Dead Animal Pick Up - SAN	4,843
Junk Motor Vehicle - DCC	3,713
Roll Cart - SAN	3,594
Litter - DCC	3,324
Bulky Trash Violations - DCC	2,977
Animal - Loose Aggressive - DCC	2,858
Garbage - Missed - SAN	2,486
Parking - Unapproved Surface - DCC	2,485
Animal - Loose - DCC	2,440



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
74,306	71,862	2,444	61,566	85.7%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:38:44 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Southwest (4)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	High Weeds - DCC	6,142	46	39	84.8%	38	22.5	6,096	99.3%	4,785	78.5%
2	Dead Animal Pick Up - SAN	4,843	0	0		1	0.3	4,843	100.0%	4,800	99.1%
3	Junk Motor Vehicle - DCC	3,713	241	235	97.5%	126	46.5	3,472	93.5%	3,217	92.7%
4	Roll Cart - SAN	3,594	27	0	0.0%	12	24.2	3,567	99.2%	1,253	35.1%
5	Litter - DCC	3,324	51	42	82.4%	38	28.6	3,273	98.5%	2,352	71.9%
6	Bulky Trash Violations - DCC	2,977	1	0	0.0%	14	6.1	2,976	100.0%	2,601	87.4%
7	Animal - Loose Aggressive - DCC	2,858	0	0		3	0.3	2,858	100.0%	2,837	99.3%
8	Garbage - Missed - SAN	2,486	0	0		12	3.7	2,486	100.0%	2,384	95.9%
9	Parking - Unapproved Surface - DCC	2,485	0	0		14	2.3	2,485	100.0%	2,411	97.0%
10	Animal - Loose - DCC	2,440	201	181	90.0%	45	43.2	2,239	91.8%	1,492	66.6%
11	Obstruction Alley/Sidewalk/Street - DCC	2,369	74	74	100.0%	60	31.1	2,295	96.9%	1,866	81.3%
12	Illegal Outside Storage - DCC	2,356	45	28	62.2%	38	32.5	2,311	98.1%	1,504	65.1%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	2,332	0	0		14	0.5	2,332	100.0%	2,322	99.6%
14	Animal - Confined - DCC	2,171	0	0		3	0.3	2,171	100.0%	2,152	99.1%
15	Substandard Structure - DCC	2,035	1,225	1,198	97.8%	365	79.3	810	39.8%	809	99.9%
16	24 Hour Parking/Parking Violations - DPD	1,774	0	0		10	5.3	1,774	100.0%	1,641	92.5%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	1,462	0	0		1	0.1	1,462	100.0%	1,454	99.5%
18	Smoke Detector Request - DFD	1,319	1	1	100.0%	30	11.1	1,318	99.9%	1,147	87.0%
19	Animal - Sick/Injured - DCC	1,277	0	0		3	0.3	1,277	100.0%	1,266	99.1%
20	Illegal Garbage/Placement - DCC	1,121	22	21	95.5%	60	21.5	1,099	98.0%	992	90.3%

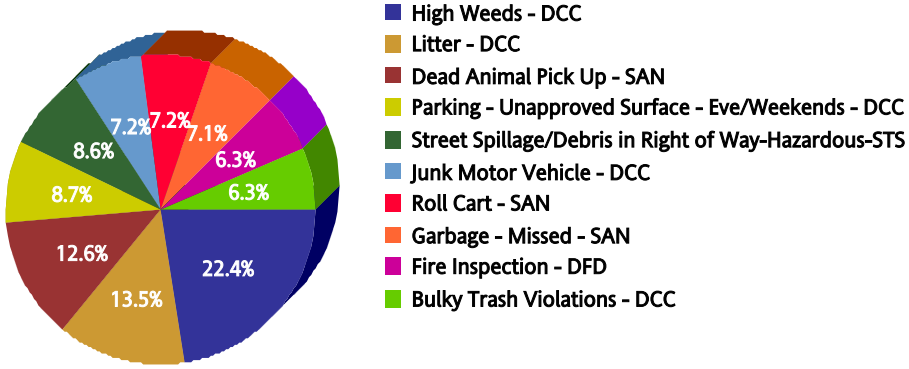
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:38:44 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)
From Oct 1 2004 to Sep 30 2005

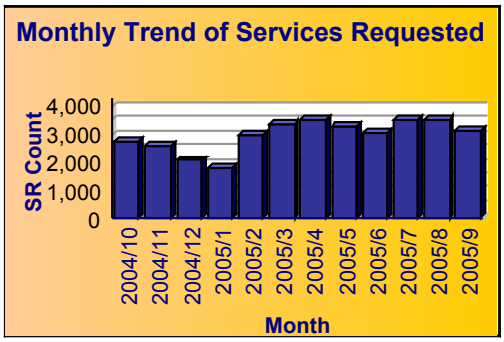
Top 10 Services

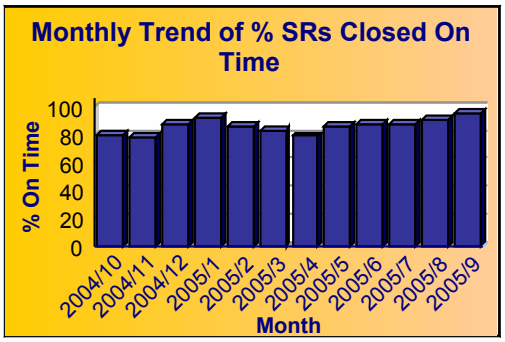
SR Type	Service Request Count
High Weeds - DCC	3,539
Litter - DCC	2,138
Dead Animal Pick Up - SAN	1,989
Parking - Unapproved Surface - Eve/Weekends - DCC	1,377
Street Spillage/Debris in Right of Way-Hazardous-STS	1,362
Junk Motor Vehicle - DCC	1,140
Roll Cart - SAN	1,131
Garbage - Missed - SAN	1,129
Fire Inspection - DFD	996
Bulky Trash Violations - DCC	994



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
35,473	34,227	1,246	29,332	85.7%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:32:04 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Northwest (5)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	High Weeds - DCC	3,539	111	43	38.7%	38	26.0	3,428	96.9%	2,419	70.6%
2	Litter - DCC	2,138	117	81	69.2%	38	28.3	2,021	94.5%	1,467	72.6%
3	Dead Animal Pick Up - SAN	1,989	0	0		1	0.3	1,989	100.0%	1,976	99.3%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	1,377	0	0		14	0.2	1,377	100.0%	1,376	99.9%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	1,362	0	0		1	0.1	1,362	100.0%	1,354	99.4%
6	Junk Motor Vehicle - DCC	1,140	101	94	93.1%	126	49.4	1,039	91.1%	960	92.4%
7	Roll Cart - SAN	1,131	0	0		12	16.3	1,131	100.0%	651	57.6%
8	Garbage - Missed - SAN	1,129	0	0		12	2.4	1,129	100.0%	1,110	98.3%
9	Fire Inspection - DFD	996	94	83	88.3%	90	28.5	902	90.6%	850	94.2%
10	Bulky Trash Violations - DCC	994	3	0	0.0%	14	8.6	991	99.7%	802	80.9%
11	Obstruction Alley/Sidewalk/Street - DCC	887	33	30	90.9%	60	29.9	854	96.3%	725	84.9%
12	Animal - Loose Aggressive - DCC	872	0	0		3	0.2	872	100.0%	866	99.3%
13	Substandard Structure - DCC	864	448	445	99.3%	365	73.2	416	48.1%	414	99.5%
14	Animal - Confined - DCC	834	0	0		3	0.2	834	100.0%	829	99.4%
15	Animal - Loose - DCC	818	73	64	87.7%	45	41.9	745	91.1%	541	72.6%
16	Illegal Outside Storage - DCC	770	24	10	41.7%	38	36.1	746	96.9%	417	55.9%
17	24 Hour Parking/Parking Violations - DPD	708	3	0	0.0%	10	15.9	705	99.6%	316	44.8%
18	Pothole - Hazardous-STS	660	0	0		1	0.1	660	100.0%	656	99.4%
19	Smoke Detector Request - DFD	618	0	0		30	9.0	618	100.0%	591	95.6%
20	Parking - Unapproved Surface - DCC	539	0	0		14	1.4	539	100.0%	531	98.5%

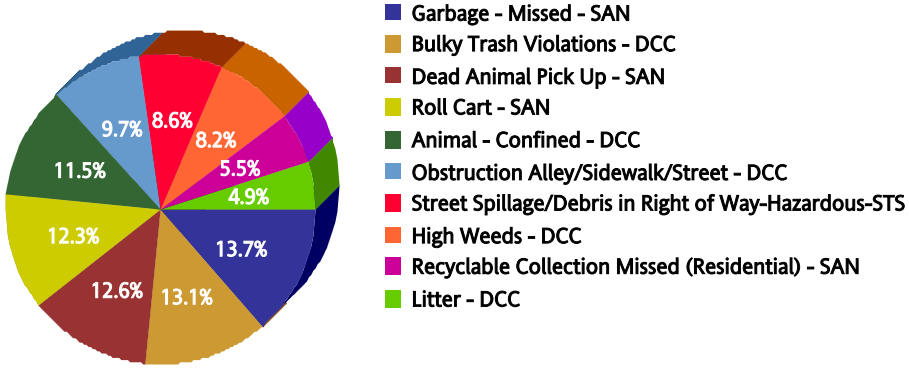
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:32:04 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for North Central (6)
From Oct 1 2004 to Sep 30 2005

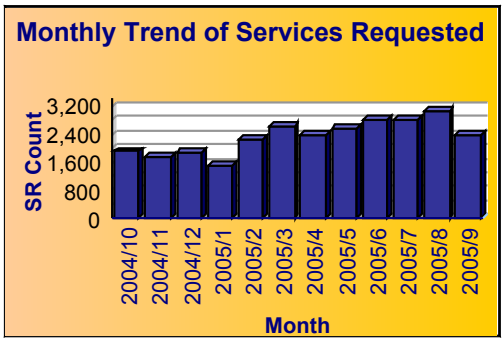
Top 10 Services

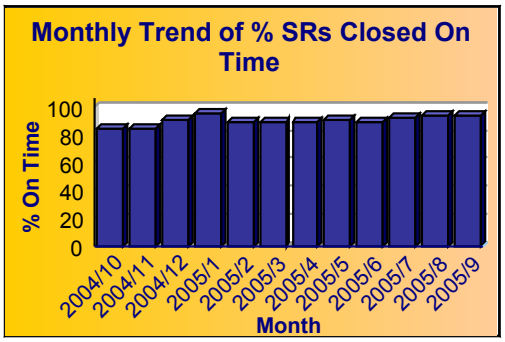
SR Type	Service Request Count
Garbage - Missed - SAN	1,581
Bulky Trash Violations - DCC	1,508
Dead Animal Pick Up - SAN	1,451
Roll Cart - SAN	1,423
Animal - Confined - DCC	1,323
Obstruction Alley/Sidewalk/Street - DCC	1,117
Street Spillage/Debris in Right of Way-Hazardous-STS	987
High Weeds - DCC	941
Recyclable Collection Missed (Residential) - SAN	630
Litter - DCC	564



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
27,817	27,296	521	24,544	89.9%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:18:20 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for North Central (6)
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	Garbage - Missed - SAN	1,581	0	0		12	2.3	1,581	100.0%	1,569	99.2%
2	Bulky Trash Violations - DCC	1,508	0	0		14	6.7	1,508	100.0%	1,340	88.9%
3	Dead Animal Pick Up - SAN	1,451	0	0		1	0.3	1,451	100.0%	1,439	99.2%
4	Roll Cart - SAN	1,423	3	0	0.0%	12	11.2	1,420	99.8%	919	64.7%
5	Animal - Confined - DCC	1,323	0	0		3	0.2	1,323	100.0%	1,317	99.5%
6	Obstruction Alley/Sidewalk/Street - DCC	1,117	53	43	81.1%	60	28.7	1,064	95.3%	937	88.1%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	987	0	0		1	0.0	987	100.0%	985	99.8%
8	High Weeds - DCC	941	26	20	76.9%	38	19.7	915	97.2%	764	83.5%
9	Recyclable Collection Missed (Residential) - SAN	630	0	0		3	3.0	630	100.0%	451	71.6%
10	Litter - DCC	564	8	8	100.0%	38	23.0	556	98.6%	456	82.0%
11	Pothole - Hazardous-STS	549	0	0		1	0.1	549	100.0%	544	99.1%
12	Brush/Bulk Items - Missed - SAN	486	13	13	100.0%	30	4.5	473	97.3%	467	98.7%
13	Signs - Public Right of Way - DCC	484	0	0		7	0.9	484	100.0%	477	98.6%
14	Street Repair - Routine-STS	470	45	36	80.0%	120	35.4	425	90.4%	398	93.6%
15	24 Hour Parking/Parking Violations - DPD	457	5	0	0.0%	10	8.2	452	98.9%	330	73.0%
16	Cost Plus - SAN	439	0	0		5	5.0	439	100.0%	272	62.0%
17	Tree down/low limbs - Emergency-STS	436	0	0		1	0.3	436	100.0%	427	97.9%
18	Fire Inspection - DFD	432	34	33	97.1%	90	27.5	398	92.1%	375	94.2%
19	Animal - Sick/Injured - DCC	427	0	0		3	0.2	427	100.0%	423	99.1%
20	Sanitation Property Damage - SAN	399	6	6	100.0%	120	10.8	393	98.5%	389	99.0%

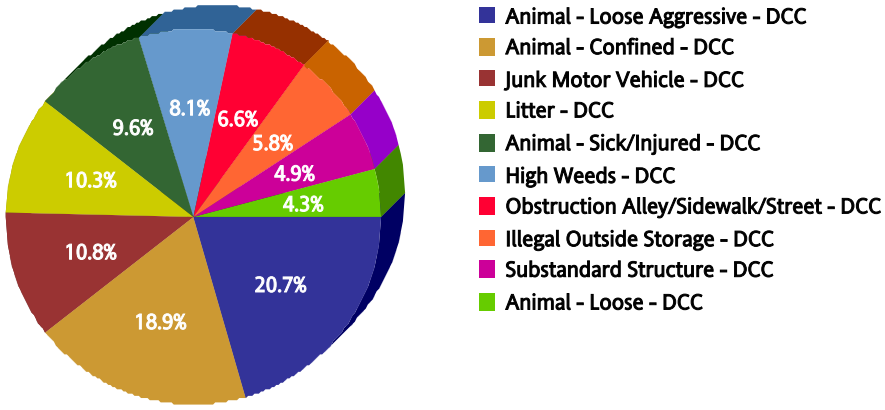
NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 5:18:20 PM Page: 2

City of Dallas *Service Level Performance Report by CSA*

for Unknown
From Oct 1 2004 to Sep 30 2005

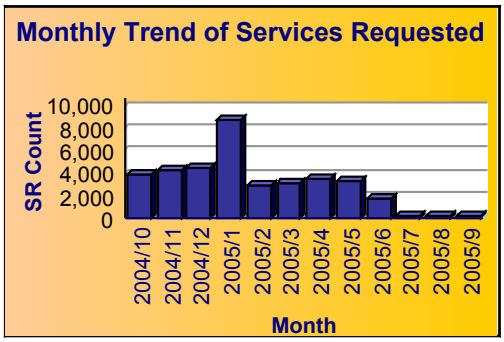
Top 10 Services

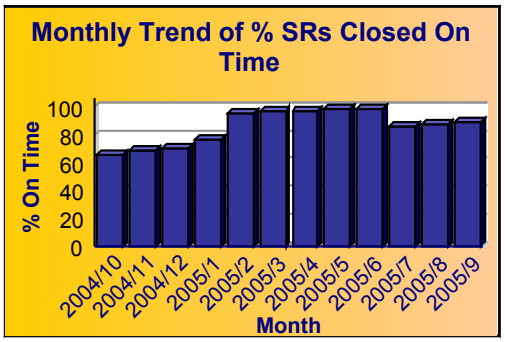
SR Type	Service Request Count
Animal - Loose Aggressive - DCC	5,321
Animal - Confined - DCC	4,873
Junk Motor Vehicle - DCC	2,790
Litter - DCC	2,644
Animal - Sick/Injured - DCC	2,467
High Weeds - DCC	2,089
Obstruction Alley/Sidewalk/Street - DCC	1,709
Illegal Outside Storage - DCC	1,501
Substandard Structure - DCC	1,274
Animal - Loose - DCC	1,096



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
37,414	36,990	424	30,253	81.8%





NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 4:52:28 PM Page: 1

City of Dallas *Service Level Performance Report by CSA*

for Unknown
From Oct 1 2004 to Sep 30 2005

Performance on SRs 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
1	Animal - Loose Aggressive - DCC	5,321	0	0		3	0.1	5,321	100.0%	5,316	99.9%
2	Animal - Confined - DCC	4,873	0	0		3	0.1	4,873	100.0%	4,870	99.9%
3	Junk Motor Vehicle - DCC	2,790	6	2	33.3%	126	85.5	2,784	99.8%	1,941	69.7%
4	Litter - DCC	2,644	5	2	40.0%	38	36.3	2,639	99.8%	1,777	67.3%
5	Animal - Sick/Injured - DCC	2,467	0	0		3	0.1	2,467	100.0%	2,467	100.0%
6	High Weeds - DCC	2,089	15	1	6.7%	38	28.4	2,074	99.3%	1,701	82.0%
7	Obstruction Alley/Sidewalk/Street - DCC	1,709	7	3	42.9%	60	37.8	1,702	99.6%	1,367	80.3%
8	Illegal Outside Storage - DCC	1,501	3	2	66.7%	38	48.2	1,498	99.8%	746	49.8%
9	Substandard Structure - DCC	1,274	221	215	97.3%	365	105.1	1,053	82.7%	1,052	99.9%
10	Animal - Loose - DCC	1,096	9	9	100.0%	45	41.4	1,087	99.2%	963	88.6%
11	Animal - Cruelty - DCC	911	0	0		30	0.4	911	100.0%	910	99.9%
12	Bulky Trash Violations - DCC	859	8	0	0.0%	14	18.9	851	99.1%	543	63.8%
13	Illegal Garbage/Placement - DCC	652	0	0		60	25.5	652	100.0%	573	87.9%
14	Fire Inspection - DFD	618	12	9	75.0%	90	63.5	606	98.1%	418	69.0%
15	Illegal Land Use (Residential/Business) - DCC	449	5	0	0.0%	60	55.8	444	98.9%	249	56.1%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	443	0	0		1	0.1	443	100.0%	440	99.3%
17	Illegal Dumping - DCC	428	0	0		38	56.6	428	100.0%	230	53.7%
18	Parking - Unapproved Surface - DCC	345	0	0		14	11.1	345	100.0%	312	90.4%
19	Roll Cart - SAN	336	0	0		12	16.9	336	100.0%	119	35.4%
20	Street Repair - Routine-STS	324	3	2	66.7%	120	105.8	321	99.1%	176	54.8%

NOTE: Values represent status as of the run date and time. Run Date: Oct/20/2005 4:52:28 PM Page: 2