



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

APRIL 2006

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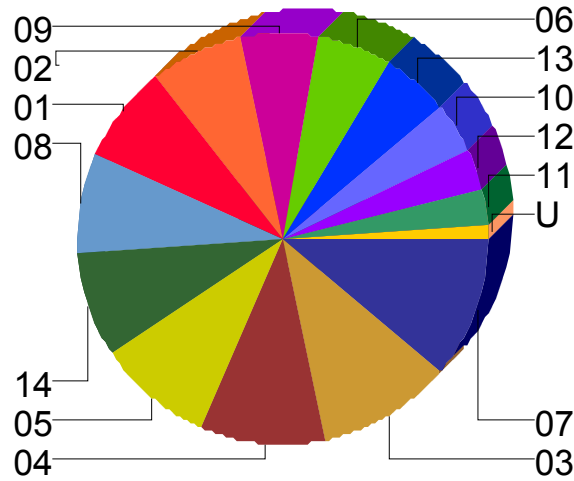
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

From Apr 1 2006 to Apr 30 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,319	7.7%	98.3%
02	2,127	7.1%	97.3%
03	3,206	10.7%	98.8%
04	2,891	9.6%	98.3%
05	2,727	9.1%	97.2%
06	1,791	6.0%	98.9%
07	3,335	11.1%	97.4%
08	2,408	8.0%	98.3%
09	1,844	6.1%	96.5%
10	1,199	4.0%	96.7%
11	898	3.0%	96.2%
12	971	3.2%	97.1%
13	1,536	5.1%	96.8%
14	2,497	8.3%	96.9%
U	294	1.0%	90.1%
Totals	30,043	100.0%	97.6%

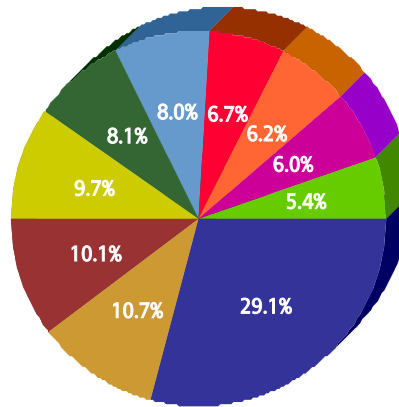
NOTE: Values represent status as of the run date and time.



For Citywide
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	4,265
Dead Animal Pick Up - SAN	1,573
Litter - DCC	1,486
Animal - Loose Aggressive - DCC	1,421
Animal - Confined - DCC	1,194
Roll Cart - SAN	1,172
Substandard Structure - DCC	978
24 Hour Parking/Parking Violations - DPD	908
Obstruction Alley/Sidewalk/Street - DCC	881
Junk Motor Vehicle - DCC	785



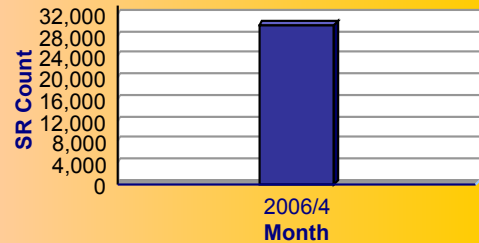
Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC
- Junk Motor Vehicle - DCC

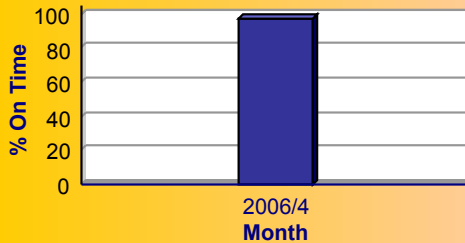
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
30,043	22,744	22,306	98.1%	7,299	7,003	95.9%	97.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

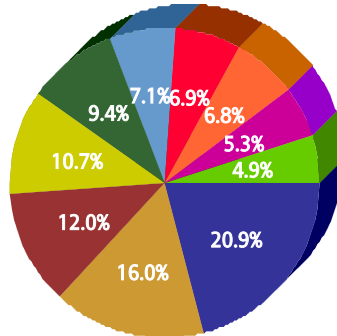
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	4,265	1,959	1,959	100.0%	38	9.7	2,306	54.1%	2,306	100.0%	4,265	100.0%
2	Dead Animal Pick Up - SAN	1,573	0	0	N/A	1	0.3	1,573	100.0%	1,549	98.5%	1,549	98.5%
3	Litter - DCC	1,486	640	638	99.7%	38	10.9	846	56.9%	846	100.0%	1,484	99.9%
4	Animal - Loose Aggressive - DCC	1,421	0	0	N/A	3	0.1	1,421	100.0%	1,415	99.6%	1,415	99.6%
5	Animal - Confined - DCC	1,194	0	0	N/A	3	0.1	1,194	100.0%	1,190	99.7%	1,190	99.7%
6	Roll Cart - SAN	1,172	46	2	4.3%	12	6.2	1,126	96.1%	1,035	91.9%	1,037	88.5%
7	Substandard Structure - DCC	978	790	790	100.0%	365	8.9	188	19.2%	188	100.0%	978	100.0%
8	24 Hour Parking/Parking Violations - DPD	908	20	0	0.0%	10	3.5	888	97.8%	879	99.0%	879	96.8%
9	Obstruction Alley/Sidewalk/Street - DCC	881	428	428	100.0%	60	10.6	453	51.4%	453	100.0%	881	100.0%
10	Junk Motor Vehicle - DCC	785	465	465	100.0%	126	10.8	320	40.8%	320	100.0%	785	100.0%
11	Garbage - Missed - SAN	764	6	0	0.0%	12	2.6	758	99.2%	758	100.0%	758	99.2%
12	Animal - Sick/Injured - DCC	671	0	0	N/A	3	0.1	671	100.0%	671	100.0%	671	100.0%
13	Fire Inspection - DFD	641	329	329	100.0%	60	8.2	312	48.7%	312	100.0%	641	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-ST5	611	0	0	N/A	1	0.0	611	100.0%	608	99.5%	608	99.5%
15	Bulky Trash Violations - DCC	598	29	6	20.7%	14	4.0	569	95.2%	549	96.5%	555	92.8%
16	Tree down/low limbs - Emergency-ST5	541	0	0	N/A	1	0.3	541	100.0%	528	97.6%	528	97.6%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	537	15	10	66.7%	14	0.9	522	97.2%	520	99.6%	530	98.7%
18	Animal - Loose - DCC	501	180	180	100.0%	45	5.8	321	64.1%	321	100.0%	501	100.0%
19	Illegal Outside Storage - DCC	470	247	246	99.6%	38	10.8	223	47.4%	223	100.0%	469	99.8%
20	Dumpster Violation - DCC	336	249	249	100.0%	60	13.1	87	25.9%	87	100.0%	336	100.0%
21	Street Repair - Routine-ST5	336	114	114	100.0%	120	6.2	222	66.1%	222	100.0%	336	100.0%



for 01
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	253
24 Hour Parking/Parking Violations - DPD	193
Animal - Loose Aggressive - DCC	145
Litter - DCC	129
Dead Animal Pick Up - SAN	114
Illegal Outside Storage - DCC	86
Parking - Unapproved Surface - Eve/Weekends - DCC	83
Animal - Confined - DCC	82
Junk Motor Vehicle - DCC	64
Roll Cart - SAN	59

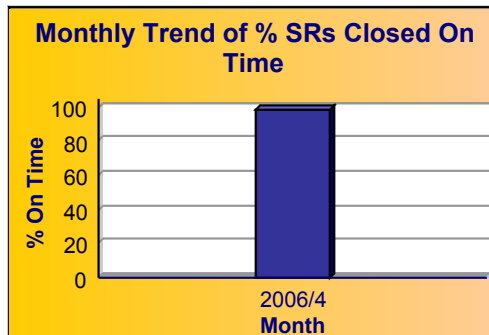
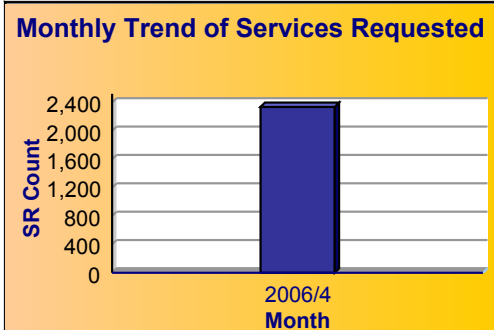


Service

- High Weeds - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Illegal Outside Storage - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - 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 %
2,319	1,743	1,725	99.0%	576	554	96.2%	98.3%





City of Dallas Service Level Performance Report by Council District

for 01

From Apr 1 2006 to Apr 30 2006

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	253	172	172	100.0%	38	10.1	81	32.0%	81	100.0%	253	100.0%
2	24 Hour Parking/Parking Violations - DPD	193	3	0	0.0%	10	3.5	190	98.4%	190	100.0%	190	98.4%
3	Animal - Loose Aggressive - DCC	145	0	0	N/A	3	0.1	145	100.0%	145	100.0%	145	100.0%
4	Litter - DCC	129	74	73	98.6%	38	11.6	55	42.6%	55	100.0%	128	99.2%
5	Dead Animal Pick Up - SAN	114	0	0	N/A	1	0.4	114	100.0%	114	100.0%	114	100.0%
6	Illegal Outside Storage - DCC	86	44	44	100.0%	38	11.1	42	48.8%	42	100.0%	86	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	83	1	0	0.0%	14	0.7	82	98.8%	82	100.0%	82	98.8%
8	Animal - Confined - DCC	82	0	0	N/A	3	0.1	82	100.0%	82	100.0%	82	100.0%
9	Junk Motor Vehicle - DCC	64	37	37	100.0%	126	15.6	27	42.2%	27	100.0%	64	100.0%
10	Roll Cart - SAN	59	1	0	0.0%	12	3.6	58	98.3%	57	98.3%	57	96.6%
11	Tree down/low limbs - Emergency-STs	55	0	0	N/A	1	0.2	55	100.0%	55	100.0%	55	100.0%
12	Dead Animal - Clinic Pick Up - SAN	53	0	0	N/A	2	0.1	53	100.0%	53	100.0%	53	100.0%
13	Substandard Structure - DCC	52	43	43	100.0%	365	11.7	9	17.3%	9	100.0%	52	100.0%
14	Illegal Garbage/Placement - DCC	50	3	3	100.0%	60	10.0	47	94.0%	47	100.0%	50	100.0%
15	Animal - Loose - DCC	49	18	18	100.0%	45	5.2	31	63.3%	31	100.0%	49	100.0%
16	Animal - Sick/Injured - DCC	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
17	Garbage - Missed - SAN	47	1	0	0.0%	12	2.3	46	97.9%	46	100.0%	46	97.9%
18	Obstruction Alley/Sidewalk/Street - DCC	42	25	25	100.0%	60	12.1	17	40.5%	17	100.0%	42	100.0%
19	Animal - Cruelty - DCC	32	1	1	100.0%	30	0.6	31	96.9%	31	100.0%	32	100.0%
20	Graffiti Private Property - Residential/Commercial	30	12	12	100.0%	90	14.5	18	60.0%	18	100.0%	30	100.0%

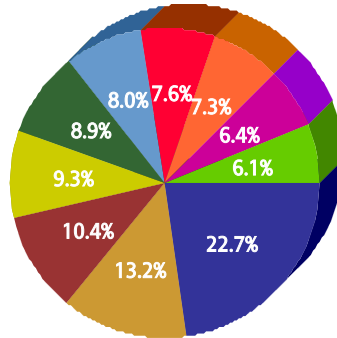


City of Dallas Service Level Performance Report by Council District

for 02
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	212
Litter - DCC	123
Substandard Structure - DCC	97
Dead Animal Pick Up - SAN	87
Animal - Loose Aggressive - DCC	83
Fire Inspection - DFD	75
Obstruction Alley/Sidewalk/Street - DCC	71
Graffiti Private Property - Residential/Commercial	68
Animal - Confined - DCC	60
Parking - Unapproved Surface - Eve/Weekends - DCC	57

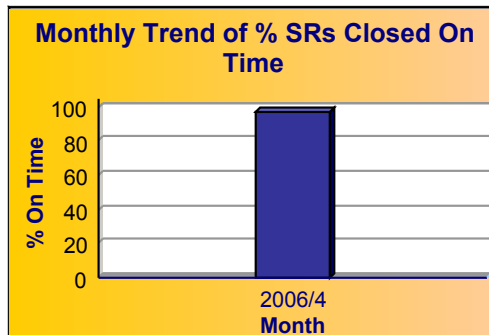
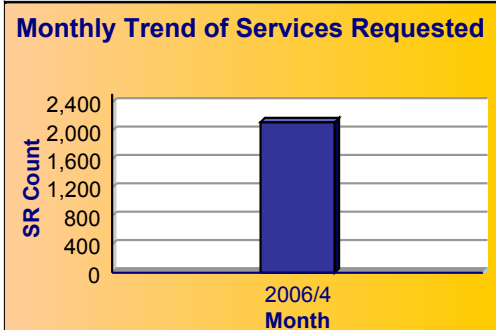


Service

- High Weeds - DCC
- Litter - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Graffiti Private Property - Residential/Commercial
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,127	1,420	1,387	97.7%	707	682	96.5%	97.3%





City of Dallas Service Level Performance Report by Council District

for 02

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

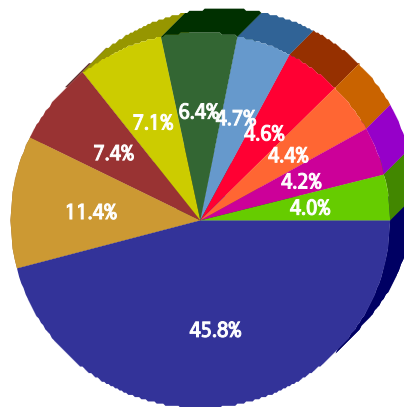
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	212	143	143	100.0%	38	11.1	69	32.5%	69	100.0%	212	100.0%
2	Litter - DCC	123	67	67	100.0%	38	13.9	56	45.5%	56	100.0%	123	100.0%
3	Substandard Structure - DCC	97	85	85	100.0%	365	9.3	12	12.4%	12	100.0%	97	100.0%
4	Dead Animal Pick Up - SAN	87	0	0	N/A	1	0.4	87	100.0%	85	97.7%	85	97.7%
5	Animal - Loose Aggressive - DCC	83	0	0	N/A	3	0.1	83	100.0%	83	100.0%	83	100.0%
6	Fire Inspection - DFD	75	42	42	100.0%	60	9.6	33	44.0%	33	100.0%	75	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	71	61	61	100.0%	60	14.5	10	14.1%	10	100.0%	71	100.0%
8	Graffiti Private Property - Residential/Commercial	68	35	35	100.0%	90	13.7	33	48.5%	33	100.0%	68	100.0%
9	Animal - Confined - DCC	60	0	0	N/A	3	0.2	60	100.0%	59	98.3%	59	98.3%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	57	0	0	N/A	14	0.7	57	100.0%	57	100.0%	57	100.0%
11	Junk Motor Vehicle - DCC	55	38	38	100.0%	126	9.5	17	30.9%	17	100.0%	55	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.0	55	100.0%	55	100.0%	55	100.0%
13	24 Hour Parking/Parking Violations - DPD	53	1	0	0.0%	10	4.5	52	98.1%	51	98.1%	51	96.2%
14	Roll Cart - SAN	53	5	0	0.0%	12	6.6	48	90.6%	44	91.7%	44	83.0%
15	Dumpster Violation - DCC	46	39	39	100.0%	60	17.1	7	15.2%	7	100.0%	46	100.0%
16	Multi-Family License Inspection - DCC	44	36	36	100.0%	126	13.2	8	18.2%	8	100.0%	44	100.0%
17	Illegal Outside Storage - DCC	37	21	21	100.0%	38	11.9	16	43.2%	16	100.0%	37	100.0%
18	Tree down/low limbs - Emergency-STS	37	0	0	N/A	1	0.2	37	100.0%	37	100.0%	37	100.0%
19	Garbage - Missed - SAN	33	0	0	N/A	12	2.6	33	100.0%	33	100.0%	33	100.0%
20	Animal - Sick/Injured - DCC	29	0	0	N/A	3	0.0	29	100.0%	29	100.0%	29	100.0%



for 03
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	891
Litter - DCC	221
Dead Animal Pick Up - SAN	144
Animal - Loose Aggressive - DCC	139
Roll Cart - SAN	124
Animal - Confined - DCC	92
Tree down/low limbs - Emergency-STS	90
Fire Inspection - DFD	86
Junk Motor Vehicle - DCC	82
Bulky Trash Violations - DCC	77

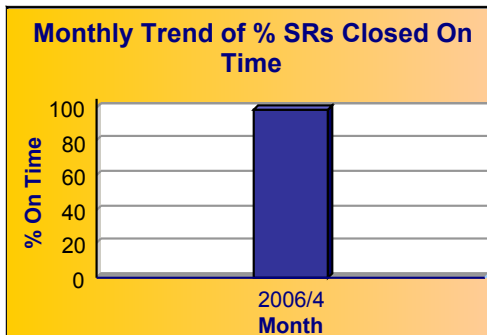
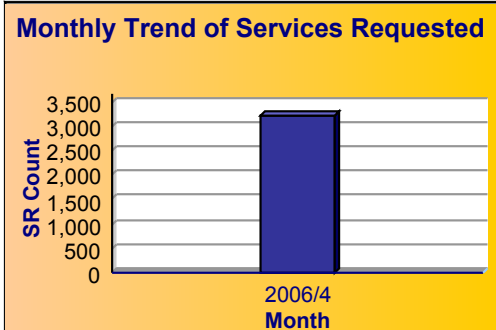


Service

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Tree down/low limbs - Emergency-STS
- Fire Inspection - DFD
- Junk Motor Vehicle - DCC
- Bulky Trash Violations - 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 %
3,206	2,424	2,400	99.0%	782	766	98.0%	98.8%





City of Dallas Service Level Performance Report by Council District

for 03

From Apr 1 2006 to Apr 30 2006

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	891	352	352	100.0%	38	6.2	539	60.5%	539	100.0%	891	100.0%
2	Litter - DCC	221	54	54	100.0%	38	5.7	167	75.6%	167	100.0%	221	100.0%
3	Dead Animal Pick Up - SAN	144	0	0	N/A	1	0.4	144	100.0%	143	99.3%	143	99.3%
4	Animal - Loose Aggressive - DCC	139	0	0	N/A	3	0.1	139	100.0%	139	100.0%	139	100.0%
5	Roll Cart - SAN	124	0	0	N/A	12	3.4	124	100.0%	124	100.0%	124	100.0%
6	Animal - Confined - DCC	92	0	0	N/A	3	0.2	92	100.0%	92	100.0%	92	100.0%
7	Tree down/low limbs - Emergency-STS	90	0	0	N/A	1	0.4	90	100.0%	84	93.3%	84	93.3%
8	Fire Inspection - DFD	86	37	37	100.0%	60	5.6	49	57.0%	49	100.0%	86	100.0%
9	Junk Motor Vehicle - DCC	82	46	46	100.0%	126	10.4	36	43.9%	36	100.0%	82	100.0%
10	Bulky Trash Violations - DCC	77	4	0	0.0%	14	3.1	73	94.8%	70	95.9%	70	90.9%
11	Substandard Structure - DCC	72	58	58	100.0%	365	12.6	14	19.4%	14	100.0%	72	100.0%
12	Animal - Sick/Injured - DCC	66	0	0	N/A	3	0.1	66	100.0%	66	100.0%	66	100.0%
13	24 Hour Parking/Parking Violations - DPD	64	1	0	0.0%	10	4.4	63	98.4%	59	93.7%	59	92.2%
14	Animal - Loose - DCC	61	19	19	100.0%	45	5.9	42	68.9%	42	100.0%	61	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	57	34	34	100.0%	60	10.1	23	40.4%	23	100.0%	57	100.0%
16	Garbage - Missed - SAN	57	2	0	0.0%	12	2.8	55	96.5%	55	100.0%	55	96.5%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.1	55	100.0%	55	100.0%	55	100.0%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	46	0	0	N/A	14	0.3	46	100.0%	46	100.0%	46	100.0%
19	Illegal Outside Storage - DCC	40	18	18	100.0%	38	11.8	22	55.0%	22	100.0%	40	100.0%
20	Animal - Cruelty - DCC	33	0	0	N/A	30	0.1	33	100.0%	33	100.0%	33	100.0%

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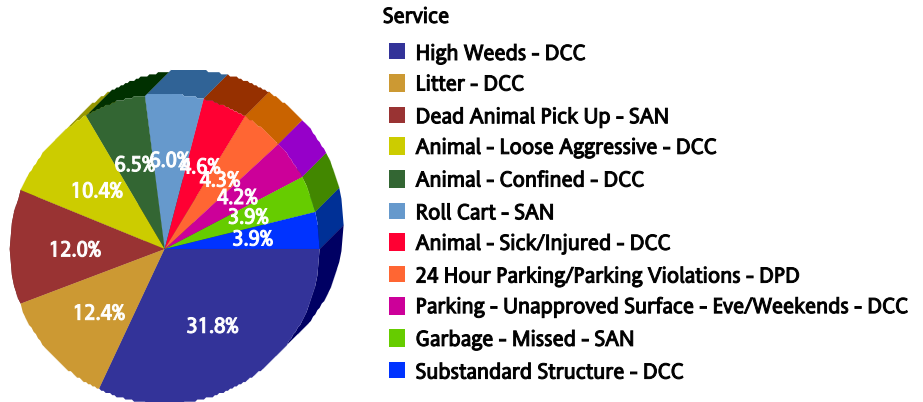
NOTE: Values represent status as of the run date and time.



for 04
From Apr 1 2006 to Apr 30 2006

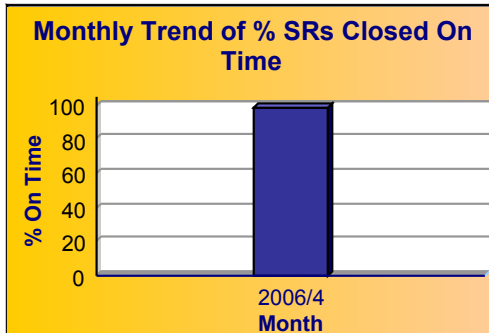
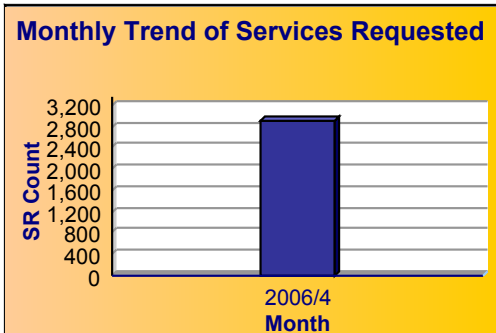
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	565
Litter - DCC	220
Dead Animal Pick Up - SAN	213
Animal - Loose Aggressive - DCC	184
Animal - Confined - DCC	115
Roll Cart - SAN	107
Animal - Sick/Injured - DCC	81
24 Hour Parking/Parking Violations - DPD	76
Parking - Unapproved Surface - Eve/Weekends - DCC	74
Garbage - Missed - SAN	70
Substandard Structure - DCC	70



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 %
2,891	2,111	2,083	98.7%	780	760	97.4%	98.3%





City of Dallas Service Level Performance Report by Council District

for 04

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

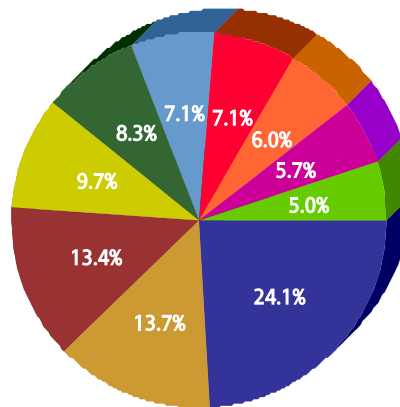
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	565	281	281	100.0%	38	11.5	284	50.3%	284	100.0%	565	100.0%
2	Litter - DCC	220	107	107	100.0%	38	12.9	113	51.4%	113	100.0%	220	100.0%
3	Dead Animal Pick Up - SAN	213	0	0	N/A	1	0.3	213	100.0%	210	98.6%	210	98.6%
4	Animal - Loose Aggressive - DCC	184	0	0	N/A	3	0.1	184	100.0%	184	100.0%	184	100.0%
5	Animal - Confined - DCC	115	0	0	N/A	3	0.2	115	100.0%	115	100.0%	115	100.0%
6	Roll Cart - SAN	107	2	0	0.0%	12	5.7	105	98.1%	100	95.2%	100	93.5%
7	Animal - Sick/Injured - DCC	81	0	0	N/A	3	0.1	81	100.0%	81	100.0%	81	100.0%
8	24 Hour Parking/Parking Violations - DPD	76	1	0	0.0%	10	3.0	75	98.7%	75	100.0%	75	98.7%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	74	0	0	N/A	14	1.4	74	100.0%	74	100.0%	74	100.0%
10	Substandard Structure - DCC	70	57	57	100.0%	365	9.2	13	18.6%	13	100.0%	70	100.0%
11	Garbage - Missed - SAN	70	0	0	N/A	12	2.4	70	100.0%	70	100.0%	70	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	62	53	53	100.0%	60	5.1	9	14.5%	9	100.0%	62	100.0%
13	Illegal Outside Storage - DCC	59	38	38	100.0%	38	13.5	21	35.6%	21	100.0%	59	100.0%
14	Junk Motor Vehicle - DCC	59	39	39	100.0%	126	11.8	20	33.9%	20	100.0%	59	100.0%
15	Animal - Loose - DCC	59	23	23	100.0%	45	5.8	36	61.0%	36	100.0%	59	100.0%
16	Tree down/low limbs - Emergency-STIS	54	0	0	N/A	1	0.3	54	100.0%	54	100.0%	54	100.0%
17	Bulky Trash Violations - DCC	49	3	0	0.0%	14	5.5	46	93.9%	43	93.5%	43	87.8%
18	Dead Animal - Clinic Pick Up - SAN	43	0	0	N/A	2	0.0	43	100.0%	43	100.0%	43	100.0%
19	Fire Inspection - DFD	38	17	17	100.0%	60	12.4	21	55.3%	21	100.0%	38	100.0%
20	Illegal Dumping - DCC	32	19	19	100.0%	38	5.2	13	40.6%	13	100.0%	32	100.0%
21	Open and Vacant Structure - DCC	32	9	9	100.0%	30	4.8	23	71.9%	23	100.0%	32	100.0%



for 05
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	379
Dead Animal Pick Up - SAN	215
Animal - Loose Aggressive - DCC	211
Animal - Confined - DCC	152
Substandard Structure - DCC	130
Litter - DCC	111
Roll Cart - SAN	111
Junk Motor Vehicle - DCC	95
24 Hour Parking/Parking Violations - DPD	89
Garbage - Missed - SAN	78

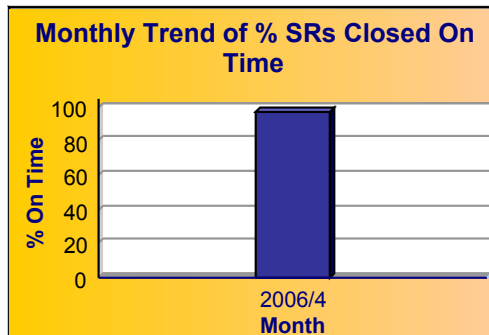
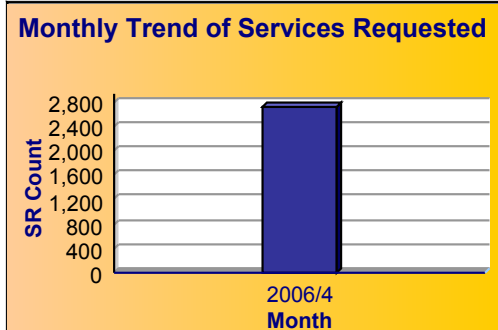


Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Substandard Structure - DCC
- Litter - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- 24 Hour Parking/Parking Violations - DPD
- 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 %
2,727	1,974	1,925	97.5%	753	725	96.3%	97.2%





City of Dallas Service Level Performance Report by Council District

for 05

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

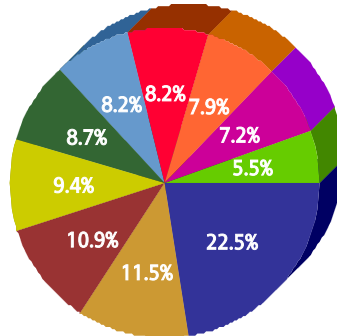
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	379	245	245	100.0%	38	10.3	134	35.4%	134	100.0%	379	100.0%
2	Dead Animal Pick Up - SAN	215	0	0	N/A	1	0.3	215	100.0%	213	99.1%	213	99.1%
3	Animal - Loose Aggressive - DCC	211	0	0	N/A	3	0.1	211	100.0%	210	99.5%	210	99.5%
4	Animal - Confined - DCC	152	0	0	N/A	3	0.2	152	100.0%	151	99.3%	151	99.3%
5	Substandard Structure - DCC	130	89	89	100.0%	365	8.9	41	31.5%	41	100.0%	130	100.0%
6	Litter - DCC	111	67	67	100.0%	38	13.6	44	39.6%	44	100.0%	111	100.0%
7	Roll Cart - SAN	111	8	0	0.0%	12	7.5	103	92.8%	84	81.6%	84	75.7%
8	Junk Motor Vehicle - DCC	95	59	59	100.0%	126	12.1	36	37.9%	36	100.0%	95	100.0%
9	24 Hour Parking/Parking Violations - DPD	89	1	0	0.0%	10	2.6	88	98.9%	88	100.0%	88	98.9%
10	Garbage - Missed - SAN	78	0	0	N/A	12	2.9	78	100.0%	78	100.0%	78	100.0%
11	Animal - Sick/Injured - DCC	70	0	0	N/A	3	0.1	70	100.0%	70	100.0%	70	100.0%
12	Fire Inspection - DFD	65	25	25	100.0%	60	10.5	40	61.5%	40	100.0%	65	100.0%
13	Parking - Unapproved Surface - Eve/Weekends - DCC	64	7	4	57.1%	14	2.2	57	89.1%	55	96.5%	59	92.2%
14	Obstruction Alley/Sidewalk/Street - DCC	53	39	39	100.0%	60	10.7	14	26.4%	14	100.0%	53	100.0%
15	Animal - Loose - DCC	53	25	25	100.0%	45	5.8	28	52.8%	28	100.0%	53	100.0%
16	Street Repair - Routine-ST5	44	12	12	100.0%	120	4.9	32	72.7%	32	100.0%	44	100.0%
17	Tree down/low limbs - Emergency-ST5	39	0	0	N/A	1	0.5	39	100.0%	36	92.3%	36	92.3%
18	Bulky Trash Violations - DCC	36	0	0	N/A	14	6.1	36	100.0%	34	94.4%	34	94.4%
19	Street Spillage/Debris in Right of Way-Hazardous-ST5	36	0	0	N/A	1	0.1	36	100.0%	35	97.2%	35	97.2%
20	Pothole - Hazardous-ST5	30	0	0	N/A	1	0.2	30	100.0%	29	96.7%	29	96.7%



for 06
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	215
Litter - DCC	110
Dumpster Violation - DCC	104
Fire Inspection - DFD	90
Animal - Loose Aggressive - DCC	83
Dead Animal Pick Up - SAN	78
Street Spillage/Debris in Right of Way-Hazardous-STS	78
Animal - Confined - DCC	75
Junk Motor Vehicle - DCC	69
Substandard Structure - DCC	53

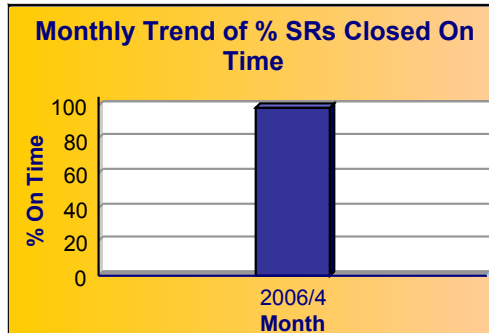
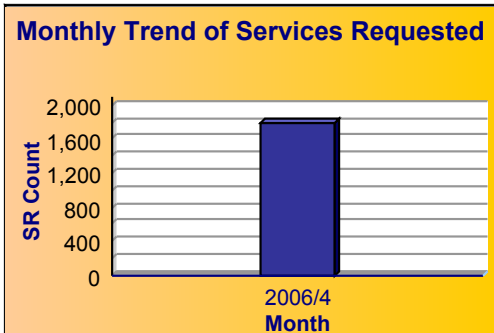


Service

- High Weeds - DCC
- Litter - DCC
- Dumpster Violation - DCC
- Fire Inspection - DFD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Animal - Confined - DCC
- Junk Motor Vehicle - 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 %
1,791	1,298	1,288	99.2%	493	483	98.0%	98.9%





City of Dallas Service Level Performance Report by Council District

for 06

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

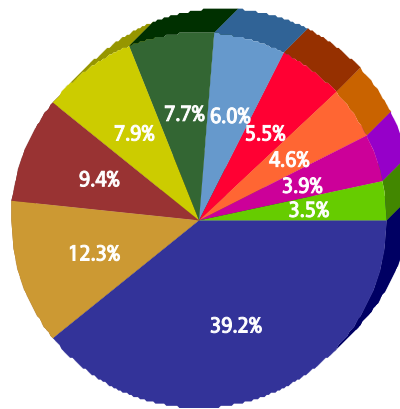
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	215	76	76	100.0%	38	9.8	139	64.7%	139	100.0%	215	100.0%
2	Litter - DCC	110	30	30	100.0%	38	12.3	80	72.7%	80	100.0%	110	100.0%
3	Dumpster Violation - DCC	104	89	89	100.0%	60	21.0	15	14.4%	15	100.0%	104	100.0%
4	Fire Inspection - DFD	90	46	46	100.0%	60	6.2	44	48.9%	44	100.0%	90	100.0%
5	Animal - Loose Aggressive - DCC	83	0	0	N/A	3	0.2	83	100.0%	83	100.0%	83	100.0%
6	Dead Animal Pick Up - SAN	78	0	0	N/A	1	0.4	78	100.0%	77	98.7%	77	98.7%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	78	0	0	N/A	1	0.0	78	100.0%	78	100.0%	78	100.0%
8	Animal - Confined - DCC	75	0	0	N/A	3	0.1	75	100.0%	74	98.7%	74	98.7%
9	Junk Motor Vehicle - DCC	69	45	45	100.0%	126	13.7	24	34.8%	24	100.0%	69	100.0%
10	Substandard Structure - DCC	53	46	46	100.0%	365	8.3	7	13.2%	7	100.0%	53	100.0%
11	24 Hour Parking/Parking Violations - DPD	48	1	0	0.0%	10	4.2	47	97.9%	47	100.0%	47	97.9%
12	Smoke Detector Request - DFD	46	1	0	0.0%	30	0.4	45	97.8%	45	100.0%	45	97.8%
13	Motor Vehicle Repair Violation - DCC	40	15	15	100.0%	40	5.6	25	62.5%	25	100.0%	40	100.0%
14	Roll Cart - SAN	40	1	0	0.0%	12	3.3	39	97.5%	39	100.0%	39	97.5%
15	Animal - Sick/Injured - DCC	39	0	0	N/A	3	0.1	39	100.0%	39	100.0%	39	100.0%
16	Illegal Outside Storage - DCC	34	20	20	100.0%	38	12.0	14	41.2%	14	100.0%	34	100.0%
17	Illegal Land Use (Residential/Business) - DCC	29	15	15	100.0%	60	10.1	14	48.3%	14	100.0%	29	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	26	21	21	100.0%	60	8.4	5	19.2%	5	100.0%	26	100.0%
19	Animal - Loose - DCC	24	11	11	100.0%	45	6.1	13	54.2%	13	100.0%	24	100.0%
20	Garbage - Missed - SAN	21	0	0	N/A	12	1.7	21	100.0%	21	100.0%	21	100.0%



for 07
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	794
Substandard Structure - DCC	250
Litter - DCC	190
Dead Animal Pick Up - SAN	160
Smoke Detector Request - DFD	155
Animal - Loose Aggressive - DCC	122
Animal - Confined - DCC	112
Roll Cart - SAN	93
24 Hour Parking/Parking Violations - DPD	80
Animal - Sick/Injured - DCC	70

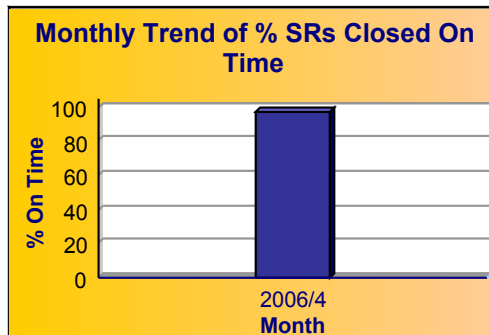
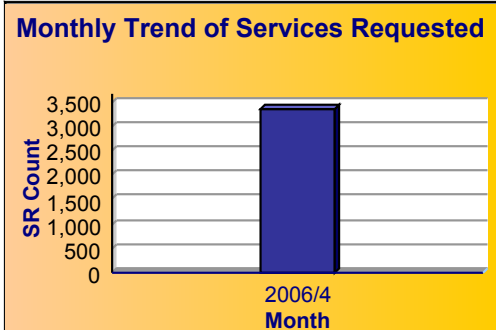


Service

- High Weeds - DCC
- Substandard Structure - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - 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 %
3,335	2,322	2,269	97.7%	1,013	978	96.5%	97.4%





City of Dallas Service Level Performance Report by Council District

for 07

From Apr 1 2006 to Apr 30 2006

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	794	355	355	100.0%	38	10.6	439	55.3%	439	100.0%	794	100.0%
2	Substandard Structure - DCC	250	235	235	100.0%	365	10.5	15	6.0%	15	100.0%	250	100.0%
3	Litter - DCC	190	101	100	99.0%	38	12.3	89	46.8%	89	100.0%	189	99.5%
4	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.3	160	100.0%	160	100.0%	160	100.0%
5	Smoke Detector Request - DFD	155	2	2	100.0%	30	6.7	153	98.7%	153	100.0%	155	100.0%
6	Animal - Loose Aggressive - DCC	122	0	0	N/A	3	0.3	122	100.0%	119	97.5%	119	97.5%
7	Animal - Confined - DCC	112	0	0	N/A	3	0.1	112	100.0%	112	100.0%	112	100.0%
8	Roll Cart - SAN	93	5	0	0.0%	12	8.3	88	94.6%	70	79.5%	70	75.3%
9	24 Hour Parking/Parking Violations - DPD	80	3	0	0.0%	10	2.7	77	96.2%	77	100.0%	77	96.2%
10	Animal - Sick/Injured - DCC	70	0	0	N/A	3	0.1	70	100.0%	70	100.0%	70	100.0%
11	Bulky Trash Violations - DCC	57	6	1	16.7%	14	5.0	51	89.5%	45	88.2%	46	80.7%
12	Tree down/low limbs - Emergency-STS	57	0	0	N/A	1	0.3	57	100.0%	56	98.2%	56	98.2%
13	Garbage - Missed - SAN	56	0	0	N/A	12	2.9	56	100.0%	56	100.0%	56	100.0%
14	Junk Motor Vehicle - DCC	55	36	36	100.0%	126	12.2	19	34.5%	19	100.0%	55	100.0%
15	Animal - Loose - DCC	53	16	16	100.0%	45	5.9	37	69.8%	37	100.0%	53	100.0%
16	Open and Vacant Structure - DCC	52	4	3	75.0%	30	4.6	48	92.3%	48	100.0%	51	98.1%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	43	0	0	N/A	1	0.1	43	100.0%	42	97.7%	42	97.7%
18	Illegal Outside Storage - DCC	42	28	28	100.0%	38	9.6	14	33.3%	14	100.0%	42	100.0%
19	Illegal Dumping - DCC	39	21	21	100.0%	38	6.3	18	46.2%	18	100.0%	39	100.0%
20	Fire Inspection - DFD	38	26	26	100.0%	60	5.5	12	31.6%	12	100.0%	38	100.0%

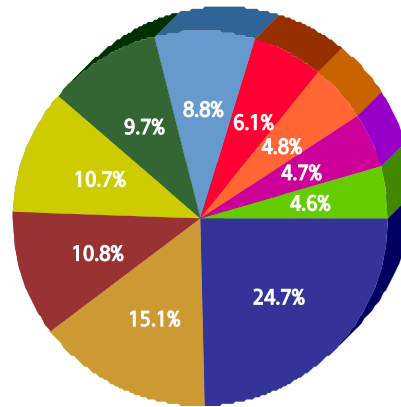


City of Dallas Service Level Performance Report by Council District

for 08
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	335
Animal - Loose Aggressive - DCC	205
Dead Animal Pick Up - SAN	147
Roll Cart - SAN	146
Animal - Confined - DCC	132
Litter - DCC	120
Junk Motor Vehicle - DCC	83
Obstruction Alley/Sidewalk/Street - DCC	65
Animal - Sick/Injured - DCC	64
Animal - Loose - DCC	62

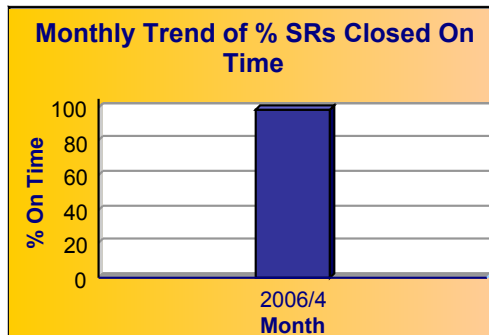
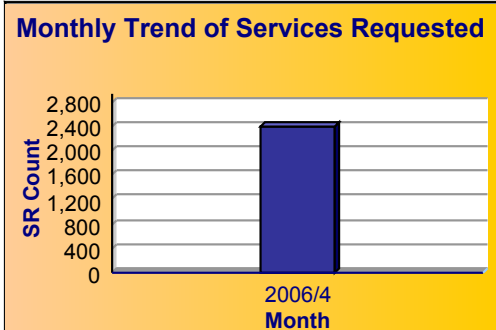


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Litter - DCC
- Junk Motor Vehicle - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Sick/Injured - 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 %
2,408	1,904	1,880	98.7%	504	486	96.4%	98.3%





City of Dallas Service Level Performance Report by Council District

for 08

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

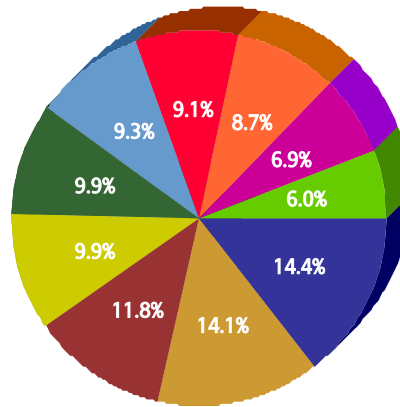
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	335	127	127	100.0%	38	13.8	208	62.1%	208	100.0%	335	100.0%
2	Animal - Loose Aggressive - DCC	205	0	0	N/A	3	0.1	205	100.0%	204	99.5%	204	99.5%
3	Dead Animal Pick Up - SAN	147	0	0	N/A	1	0.3	147	100.0%	143	97.3%	143	97.3%
4	Roll Cart - SAN	146	2	0	0.0%	12	4.4	144	98.6%	140	97.2%	140	95.9%
5	Animal - Confined - DCC	132	0	0	N/A	3	0.2	132	100.0%	131	99.2%	131	99.2%
6	Litter - DCC	120	55	55	100.0%	38	16.4	65	54.2%	65	100.0%	120	100.0%
7	Junk Motor Vehicle - DCC	83	51	51	100.0%	126	8.9	32	38.6%	32	100.0%	83	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	65	43	43	100.0%	60	17.0	22	33.8%	22	100.0%	65	100.0%
9	Animal - Sick/Injured - DCC	64	0	0	N/A	3	0.1	64	100.0%	64	100.0%	64	100.0%
10	Animal - Loose - DCC	62	18	18	100.0%	45	5.2	44	71.0%	44	100.0%	62	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	57	3	2	66.7%	14	0.4	54	94.7%	54	100.0%	56	98.2%
12	24 Hour Parking/Parking Violations - DPD	57	0	0	N/A	10	2.4	57	100.0%	57	100.0%	57	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	54	0	0	N/A	1	0.0	54	100.0%	54	100.0%	54	100.0%
14	Garbage - Missed - SAN	53	0	0	N/A	12	3.7	53	100.0%	53	100.0%	53	100.0%
15	Substandard Structure - DCC	47	42	42	100.0%	365	5.8	5	10.6%	5	100.0%	47	100.0%
16	Illegal Dumping - DCC	39	14	14	100.0%	38	6.4	25	64.1%	25	100.0%	39	100.0%
17	Animal - Cruelty - DCC	38	0	0	N/A	30	0.5	38	100.0%	38	100.0%	38	100.0%
18	Illegal Outside Storage - DCC	33	24	24	100.0%	38	7.8	9	27.3%	9	100.0%	33	100.0%
19	Street Repair - Routine-STS	33	3	3	100.0%	120	6.5	30	90.9%	30	100.0%	33	100.0%
20	Pothole - Hazardous-STS	30	0	0	N/A	1	0.1	30	100.0%	30	100.0%	30	100.0%



for 09
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
Bulky Trash Violations - DCC	126
Dead Animal Pick Up - SAN	123
Roll Cart - SAN	103
Animal - Confined - DCC	86
High Weeds - DCC	86
Junk Motor Vehicle - DCC	81
Animal - Loose Aggressive - DCC	79
Garbage - Missed - SAN	76
24 Hour Parking/Parking Violations - DPD	60
Litter - DCC	52

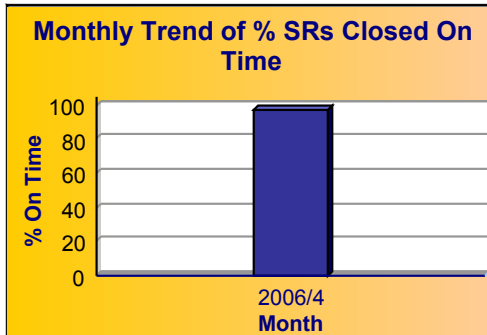
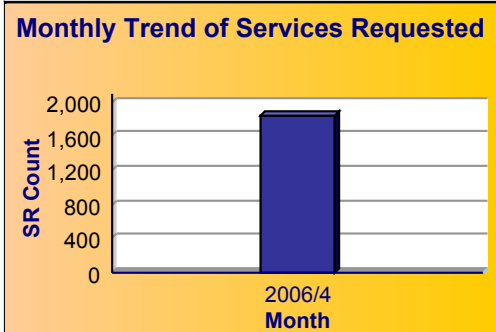


Service

- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- High Weeds - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Litter - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,844	1,556	1,519	97.6%	288	261	90.6%	96.5%





City of Dallas Service Level Performance Report by Council District

for 09

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

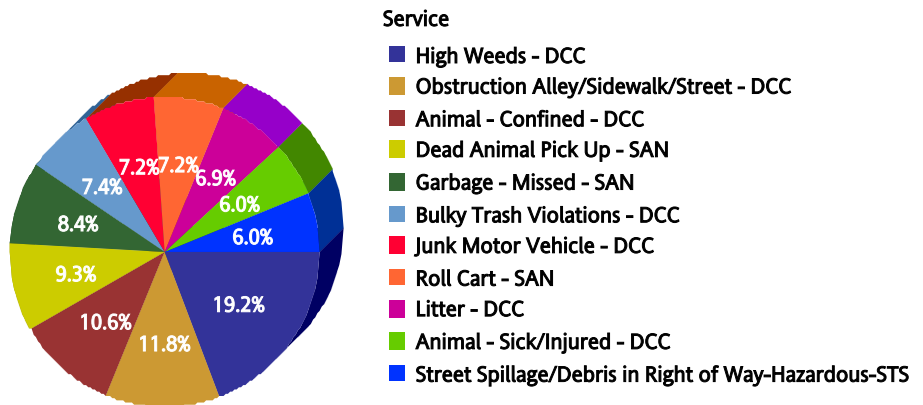
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Bulky Trash Violations - DCC	126	5	0	0.0%	14	3.5	121	96.0%	120	99.2%	120	95.2%
2	Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.4	123	100.0%	119	96.7%	119	96.7%
3	Roll Cart - SAN	103	6	0	0.0%	12	9.2	97	94.2%	80	82.5%	80	77.7%
4	Animal - Confined - DCC	86	0	0	N/A	3	0.1	86	100.0%	86	100.0%	86	100.0%
5	High Weeds - DCC	86	32	32	100.0%	38	9.3	54	62.8%	54	100.0%	86	100.0%
6	Junk Motor Vehicle - DCC	81	46	46	100.0%	126	9.6	35	43.2%	35	100.0%	81	100.0%
7	Animal - Loose Aggressive - DCC	79	0	0	N/A	3	0.1	79	100.0%	79	100.0%	79	100.0%
8	Garbage - Missed - SAN	76	0	0	N/A	12	2.1	76	100.0%	76	100.0%	76	100.0%
9	24 Hour Parking/Parking Violations - DPD	60	0	0	N/A	10	4.1	60	100.0%	59	98.3%	59	98.3%
10	Litter - DCC	52	13	13	100.0%	38	9.8	39	75.0%	39	100.0%	52	100.0%
11	Tree down/low limbs - Emergency-STS	48	0	0	N/A	1	0.2	48	100.0%	48	100.0%	48	100.0%
12	Animal - Sick/Injured - DCC	41	0	0	N/A	3	0.0	41	100.0%	41	100.0%	41	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	39	6	6	100.0%	60	9.5	33	84.6%	33	100.0%	39	100.0%
14	Animal - Loose - DCC	34	13	13	100.0%	45	6.6	21	61.8%	21	100.0%	34	100.0%
15	Illegal Outside Storage - DCC	29	10	10	100.0%	38	8.5	19	65.5%	19	100.0%	29	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	29	0	0	N/A	1	0.0	29	100.0%	29	100.0%	29	100.0%
17	Substandard Structure - DCC	27	14	14	100.0%	365	8.8	13	48.1%	13	100.0%	27	100.0%
18	Sanitation Property Damage - SAN	27	19	19	100.0%	120	9.8	8	29.6%	8	100.0%	27	100.0%
19	Graffiti Private Property - Residential/Commercial	26	7	7	100.0%	90	12.7	19	73.1%	19	100.0%	26	100.0%
20	Animal - Noisy - DCC	26	0	0	N/A	30	2.2	26	100.0%	26	100.0%	26	100.0%
21	Recyclable Collection Missed (Residential) - SAN	26	0	0	N/A	3	0.7	26	100.0%	26	100.0%	26	100.0%



for 10
From Apr 1 2006 to Apr 30 2006

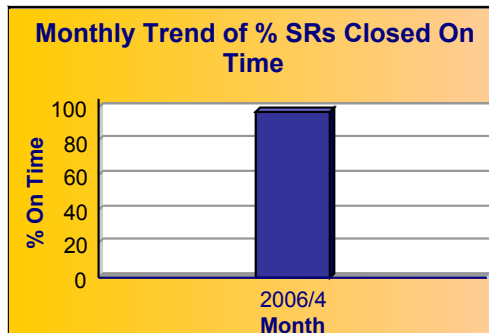
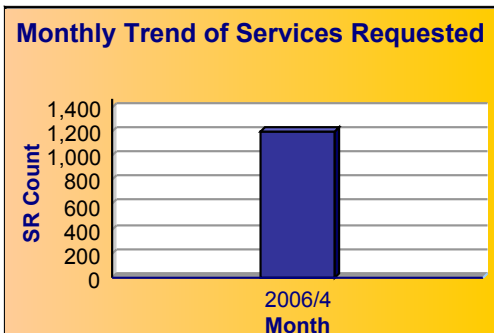
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	112
Obstruction Alley/Sidewalk/Street - DCC	69
Animal - Confined - DCC	62
Dead Animal Pick Up - SAN	54
Garbage - Missed - SAN	49
Bulky Trash Violations - DCC	43
Junk Motor Vehicle - DCC	42
Roll Cart - SAN	42
Litter - DCC	40
Animal - Sick/Injured - DCC	35
Street Spillage/Debris in Right of Way-Hazardous-STS	35



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 %
1,199	974	942	96.7%	225	217	96.4%	96.7%





City of Dallas Service Level Performance Report by Council District

for 10

From Apr 1 2006 to Apr 30 2006

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	112	26	26	100.0%	38	10.6	86	76.8%	86	100.0%	112	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	69	38	38	100.0%	60	13.1	31	44.9%	31	100.0%	69	100.0%
3	Animal - Confined - DCC	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
4	Dead Animal Pick Up - SAN	54	0	0	N/A	1	0.2	54	100.0%	53	98.1%	53	98.1%
5	Garbage - Missed - SAN	49	0	0	N/A	12	2.2	49	100.0%	49	100.0%	49	100.0%
6	Bulky Trash Violations - DCC	43	0	0	N/A	14	5.3	43	100.0%	42	97.7%	42	97.7%
7	Junk Motor Vehicle - DCC	42	22	22	100.0%	126	5.5	20	47.6%	20	100.0%	42	100.0%
8	Roll Cart - SAN	42	0	0	N/A	12	8.5	42	100.0%	39	92.9%	39	92.9%
9	Litter - DCC	40	15	15	100.0%	38	9.4	25	62.5%	25	100.0%	40	100.0%
10	Animal - Sick/Injured - DCC	35	0	0	N/A	3	0.1	35	100.0%	35	100.0%	35	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	35	0	0	N/A	1	0.0	35	100.0%	35	100.0%	35	100.0%
12	Substandard Structure Apts - DCC	30	14	14	100.0%	365	8.7	16	53.3%	16	100.0%	30	100.0%
13	24 Hour Parking/Parking Violations - DPD	29	0	0	N/A	10	4.0	29	100.0%	28	96.6%	28	96.6%
14	Substandard Structure - DCC	27	23	23	100.0%	365	5.5	4	14.8%	4	100.0%	27	100.0%
15	Animal - Loose Aggressive - DCC	27	0	0	N/A	3	0.3	27	100.0%	27	100.0%	27	100.0%
16	Fire Inspection - DFD	26	12	12	100.0%	60	3.6	14	53.8%	14	100.0%	26	100.0%
17	Animal - Loose - DCC	20	4	4	100.0%	45	6.2	16	80.0%	16	100.0%	20	100.0%
18	A/C Inoperable Apts - DCC	19	0	0	N/A	7	8.7	19	100.0%	8	42.1%	8	42.1%
19	Cost Plus - SAN	16	0	0	N/A	5	4.2	16	100.0%	12	75.0%	12	75.0%
20	Recyclable Collection Missed (Residential) - SAN	16	0	0	N/A	3	0.8	16	100.0%	16	100.0%	16	100.0%

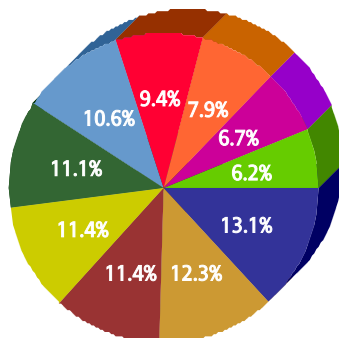


City of Dallas Service Level Performance Report by Council District

for 11
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	53
Animal - Confined - DCC	50
High Weeds - DCC	46
Street Spillage/Debris in Right of Way-Hazardous-STs	46
Roll Cart - SAN	45
Dead Animal Pick Up - SAN	43
Garbage - Missed - SAN	38
24 Hour Parking/Parking Violations - DPD	32
Fire Inspection - DFD	27
Animal - Loose Aggressive - DCC	25

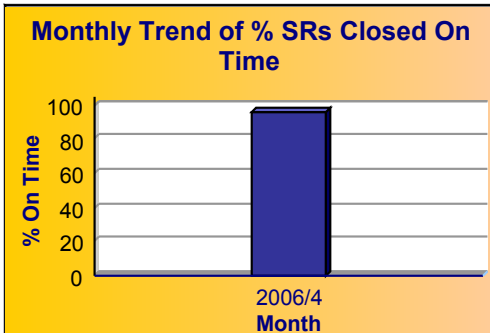
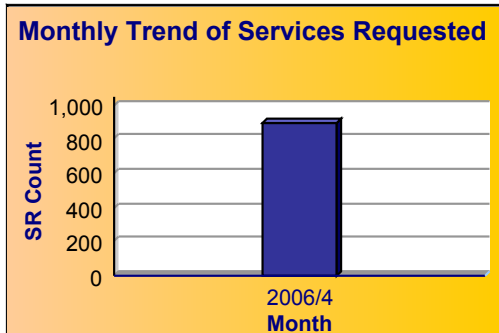


Service

- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Fire Inspection - DFD
- Animal - Loose Aggressive - 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 %
898	764	742	97.1%	134	122	91.0%	96.2%





City of Dallas Service Level Performance Report by Council District

for 11

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

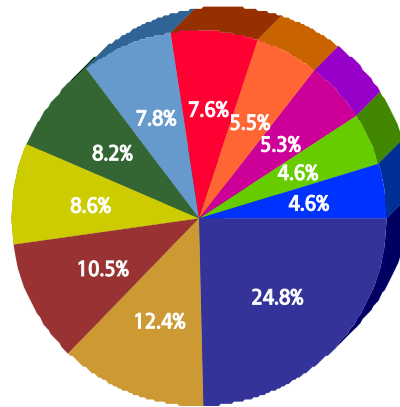
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	53	9	9	100.0%	60	10.0	44	83.0%	44	100.0%	53	100.0%
2	Animal - Confined - DCC	50	0	0	N/A	3	0.1	50	100.0%	50	100.0%	50	100.0%
3	High Weeds - DCC	46	9	9	100.0%	38	8.5	37	80.4%	37	100.0%	46	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
5	Roll Cart - SAN	45	0	0	N/A	12	6.6	45	100.0%	42	93.3%	42	93.3%
6	Dead Animal Pick Up - SAN	43	0	0	N/A	1	0.4	43	100.0%	42	97.7%	42	97.7%
7	Garbage - Missed - SAN	38	0	0	N/A	12	2.0	38	100.0%	38	100.0%	38	100.0%
8	24 Hour Parking/Parking Violations - DPD	32	4	0	0.0%	10	3.6	28	87.5%	28	100.0%	28	87.5%
9	Fire Inspection - DFD	27	17	17	100.0%	60	4.0	10	37.0%	10	100.0%	27	100.0%
10	Animal - Loose Aggressive - DCC	25	0	0	N/A	3	0.1	25	100.0%	25	100.0%	25	100.0%
11	Substandard Structure - DCC	21	7	7	100.0%	365	5.4	14	66.7%	14	100.0%	21	100.0%
12	Pothole - Hazardous-STS	17	0	0	N/A	1	0.0	17	100.0%	17	100.0%	17	100.0%
13	Signs - Other - DCC	16	0	0	N/A	38	5.8	16	100.0%	16	100.0%	16	100.0%
14	Street Repair - Routine-STS	16	9	9	100.0%	120	9.3	7	43.8%	7	100.0%	16	100.0%
15	Substandard Structure Apts - DCC	14	9	9	100.0%	365	9.8	5	35.7%	5	100.0%	14	100.0%
16	A/C Inoperable Apts - DCC	13	0	0	N/A	7	5.2	13	100.0%	10	76.9%	10	76.9%
17	Signs - Public Right of Way Eve/Weekends - DCC	13	2	0	0.0%	7	0.6	11	84.6%	11	100.0%	11	84.6%
18	Tree down/low limbs - Emergency-STS	12	0	0	N/A	1	0.2	12	100.0%	12	100.0%	12	100.0%
19	Animal - Sick/Injured - DCC	11	0	0	N/A	3	0.0	11	100.0%	11	100.0%	11	100.0%
20	Recyclable Collection Missed (Residential) - SAN	11	0	0	N/A	3	0.4	11	100.0%	11	100.0%	11	100.0%
21	Alley Repair - Routine-STS	11	8	8	100.0%	120	6.3	3	27.3%	3	100.0%	11	100.0%



for 12
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	118
High Weeds - DCC	59
Garbage - Missed - SAN	50
Dead Animal Pick Up - SAN	41
Bulky Trash Violations - DCC	39
Roll Cart - SAN	37
Animal - Confined - DCC	36
24 Hour Parking/Parking Violations - DPD	26
Animal - Loose Aggressive - DCC	25
Animal - Sick/Injured - DCC	22
Cost Plus - SAN	22

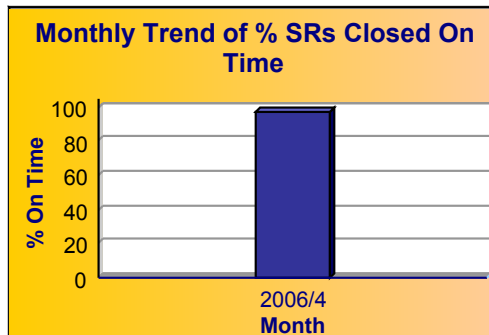
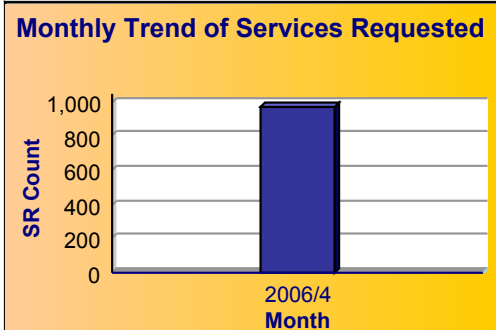


Service

- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC
- Animal - Sick/Injured - DCC
- Cost Plus - 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 %
971	841	821	97.6%	130	122	93.8%	97.1%





City of Dallas Service Level Performance Report by Council District

for 12

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

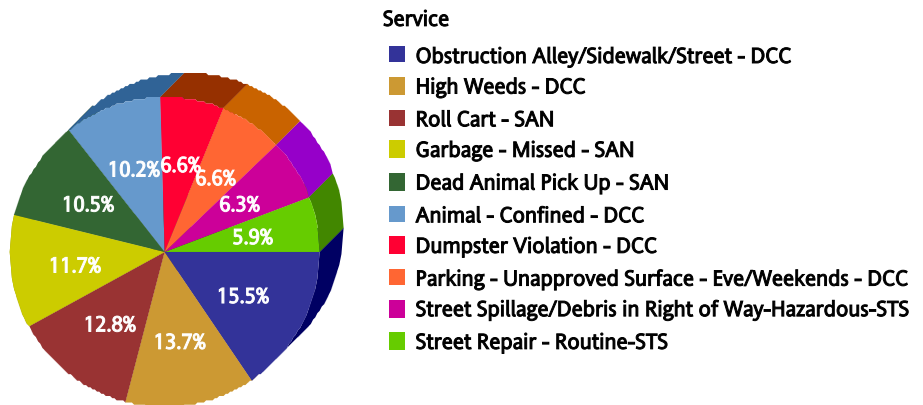
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	118	4	4	100.0%	60	11.3	114	96.6%	114	100.0%	118	100.0%
2	High Weeds - DCC	59	14	14	100.0%	38	8.2	45	76.3%	45	100.0%	59	100.0%
3	Garbage - Missed - SAN	50	0	0	N/A	12	2.4	50	100.0%	50	100.0%	50	100.0%
4	Dead Animal Pick Up - SAN	41	0	0	N/A	1	0.3	41	100.0%	40	97.6%	40	97.6%
5	Bulky Trash Violations - DCC	39	0	0	N/A	14	4.2	39	100.0%	38	97.4%	38	97.4%
6	Roll Cart - SAN	37	1	0	0.0%	12	8.7	36	97.3%	35	97.2%	35	94.6%
7	Animal - Confined - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
8	24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	3.2	26	100.0%	26	100.0%	26	100.0%
9	Animal - Loose Aggressive - DCC	25	0	0	N/A	3	0.1	25	100.0%	25	100.0%	25	100.0%
10	Cost Plus - SAN	22	0	0	N/A	5	3.8	22	100.0%	15	68.2%	15	68.2%
11	Animal - Sick/Injured - DCC	22	0	0	N/A	3	0.0	22	100.0%	22	100.0%	22	100.0%
12	Fire Inspection - DFD	21	12	12	100.0%	60	3.1	9	42.9%	9	100.0%	21	100.0%
13	Street Repair - Routine-STS	20	9	9	100.0%	120	3.9	11	55.0%	11	100.0%	20	100.0%
14	Signs - Other Apts - DCC	17	6	6	100.0%	38	5.0	11	64.7%	11	100.0%	17	100.0%
15	Junk Motor Vehicle - DCC	17	5	5	100.0%	126	10.2	12	70.6%	12	100.0%	17	100.0%
16	Litter - DCC	15	1	1	100.0%	38	7.2	14	93.3%	14	100.0%	15	100.0%
17	Mosquitoes - EHS	15	0	0	N/A	45	4.5	15	100.0%	15	100.0%	15	100.0%
18	Substandard Structure - DCC	13	6	6	100.0%	365	6.9	7	53.8%	7	100.0%	13	100.0%
19	Animal - Bite - DCC	13	3	1	33.3%	11	5.8	10	76.9%	10	100.0%	11	84.6%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	13	0	0	N/A	14	0.5	13	100.0%	13	100.0%	13	100.0%
21	Street Spillage/Debris in Right of Way-Hazardous-STS	13	0	0	N/A	1	0.0	13	100.0%	13	100.0%	13	100.0%



for 13
From Apr 1 2006 to Apr 30 2006

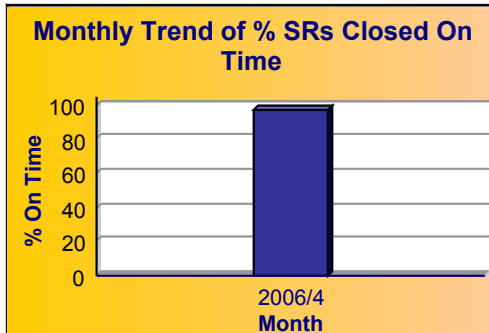
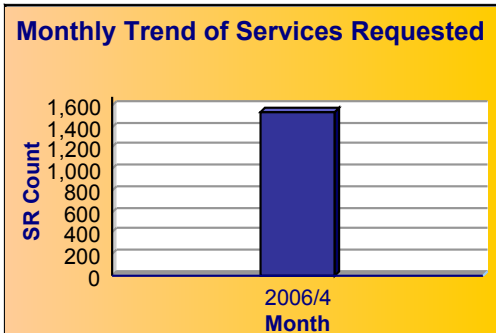
Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	103
High Weeds - DCC	91
Roll Cart - SAN	85
Garbage - Missed - SAN	78
Dead Animal Pick Up - SAN	70
Animal - Confined - DCC	68
Dumpster Violation - DCC	44
Parking - Unapproved Surface - Eve/Weekends - DCC	44
Street Spillage/Debris in Right of Way-Hazardous-STs	42
Street Repair - Routine-STs	39



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 %
1,536	1,247	1,217	97.6%	289	270	93.4%	96.8%





City of Dallas Service Level Performance Report by Council District

for 13

From Apr 1 2006 to Apr 30 2006

Performance on the Top 20 by SR Volume Created During the Reporting Period

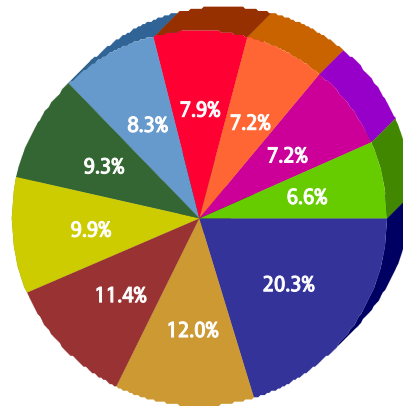
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	103	26	26	100.0%	60	8.4	77	74.8%	77	100.0%	103	100.0%
2	High Weeds - DCC	91	29	29	100.0%	38	7.9	62	68.1%	62	100.0%	91	100.0%
3	Roll Cart - SAN	85	8	1	12.5%	12	5.0	77	90.6%	74	96.1%	75	88.2%
4	Garbage - Missed - SAN	78	1	0	0.0%	12	2.5	77	98.7%	77	100.0%	77	98.7%
5	Dead Animal Pick Up - SAN	70	0	0	N/A	1	0.4	70	100.0%	68	97.1%	68	97.1%
6	Animal - Confined - DCC	68	0	0	N/A	3	0.1	68	100.0%	68	100.0%	68	100.0%
7	Dumpster Violation - DCC	44	30	30	100.0%	60	14.1	14	31.8%	14	100.0%	44	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	44	1	1	100.0%	14	0.6	43	97.7%	43	100.0%	44	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	42	0	0	N/A	1	0.0	42	100.0%	42	100.0%	42	100.0%
10	Street Repair - Routine-STS	39	26	26	100.0%	120	6.0	13	33.3%	13	100.0%	39	100.0%
11	Sanitation Property Damage - SAN	38	22	22	100.0%	120	15.2	16	42.1%	16	100.0%	38	100.0%
12	Animal - Sick/Injured - DCC	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
13	Brush/Bulk Items - Missed - SAN	31	10	10	100.0%	30	6.8	21	67.7%	21	100.0%	31	100.0%
14	Alley Repair - Routine-STS	31	25	25	100.0%	120	11.7	6	19.4%	6	100.0%	31	100.0%
15	Litter - DCC	30	12	12	100.0%	38	7.0	18	60.0%	18	100.0%	30	100.0%
16	Substandard Structure - DCC	30	20	20	100.0%	365	6.5	10	33.3%	10	100.0%	30	100.0%
17	Animal - Loose Aggressive - DCC	29	0	0	N/A	3	0.0	29	100.0%	29	100.0%	29	100.0%
18	24 Hour Parking/Parking Violations - DPD	29	1	0	0.0%	10	2.9	28	96.6%	28	100.0%	28	96.6%
19	Bulky Trash Violations - DCC	23	0	0	N/A	14	2.8	23	100.0%	23	100.0%	23	100.0%
20	Recyclable Collection Missed (Residential) - SAN	22	0	0	N/A	3	0.7	22	100.0%	22	100.0%	22	100.0%



for 14
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	190
Litter - DCC	112
Roll Cart - SAN	107
Fire Inspection - DFD	93
Obstruction Alley/Sidewalk/Street - DCC	87
Substandard Structure - DCC	78
Dead Animal Pick Up - SAN	74
Animal - Confined - DCC	67
Tree down/low limbs - Emergency-STs	67
Animal - Loose Aggressive - DCC	62

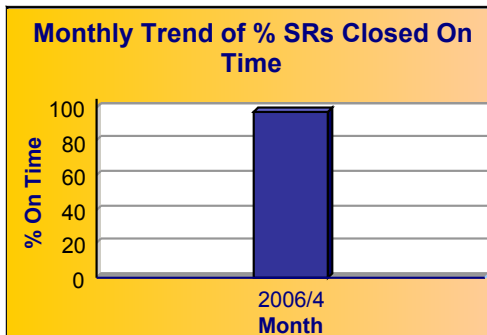
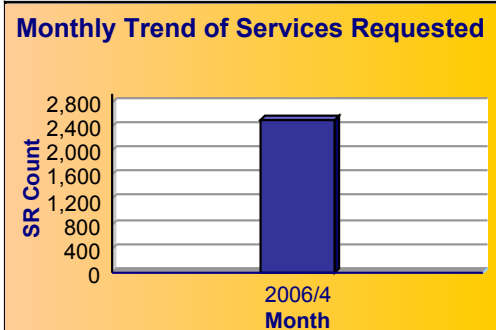


Service

- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Tree down/low limbs - Emergency-STs
- Animal - Loose Aggressive - 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 %
2,497	1,949	1,906	97.8%	548	514	93.8%	96.9%





City of Dallas Service Level Performance Report by Council District

for 14

From Apr 1 2006 to Apr 30 2006

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	190	78	78	100.0%	38	10.2	112	58.9%	112	100.0%	190	100.0%
2	Litter - DCC	112	42	42	100.0%	38	10.9	70	62.5%	70	100.0%	112	100.0%
3	Roll Cart - SAN	107	4	1	25.0%	12	6.6	103	96.3%	96	93.2%	97	90.7%
4	Fire Inspection - DFD	93	46	46	100.0%	60	11.6	47	50.5%	47	100.0%	93	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	87	47	47	100.0%	60	10.4	40	46.0%	40	100.0%	87	100.0%
6	Substandard Structure - DCC	78	56	56	100.0%	365	8.8	22	28.2%	22	100.0%	78	100.0%
7	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.3	74	100.0%	72	97.3%	72	97.3%
8	Animal - Confined - DCC	67	0	0	N/A	3	0.1	67	100.0%	67	100.0%	67	100.0%
9	Tree down/low limbs - Emergency-STS	67	0	0	N/A	1	0.2	67	100.0%	66	98.5%	66	98.5%
10	Animal - Loose Aggressive - DCC	62	0	0	N/A	3	0.3	62	100.0%	61	98.4%	61	98.4%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	60	0	0	N/A	1	0.0	60	100.0%	60	100.0%	60	100.0%
12	Animal - Sick/Injured - DCC	58	0	0	N/A	3	0.2	58	100.0%	58	100.0%	58	100.0%
13	24 Hour Parking/Parking Violations - DPD	58	3	0	0.0%	10	4.7	55	94.8%	54	98.2%	54	93.1%
14	Graffiti Private Property - Residential/Commercial	56	29	29	100.0%	90	14.3	27	48.2%	27	100.0%	56	100.0%
15	Bulky Trash Violations - DCC	55	2	1	50.0%	14	2.9	53	96.4%	52	98.1%	53	96.4%
16	Junk Motor Vehicle - DCC	53	27	27	100.0%	126	12.1	26	49.1%	26	100.0%	53	100.0%
17	Garbage - Missed - SAN	53	0	0	N/A	12	2.5	53	100.0%	53	100.0%	53	100.0%
18	Illegal Outside Storage - DCC	43	16	15	93.8%	38	9.7	27	62.8%	27	100.0%	42	97.7%
19	Dumpster Violation - DCC	41	29	29	100.0%	60	10.2	12	29.3%	12	100.0%	41	100.0%
20	Signs - Other - DCC	41	7	7	100.0%	38	3.5	34	82.9%	34	100.0%	41	100.0%

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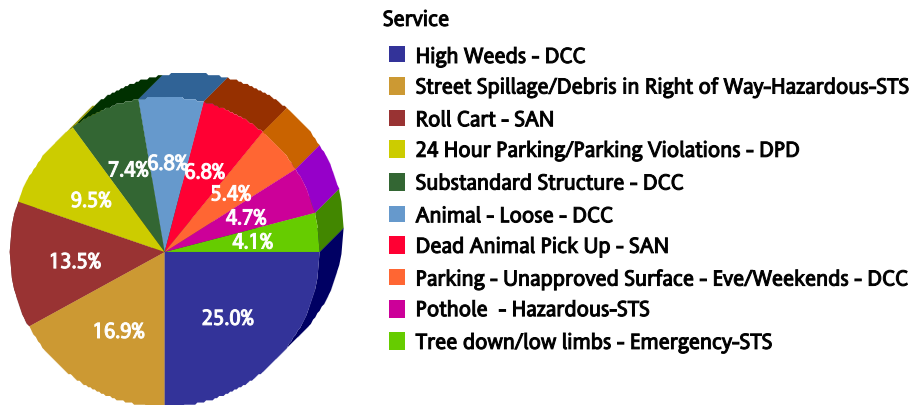
NOTE: Values represent status as of the run date and time.



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From Apr 1 2006 to Apr 30 2006

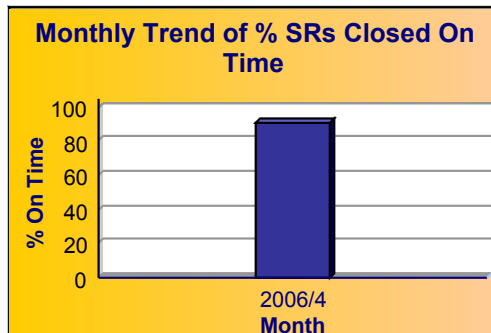
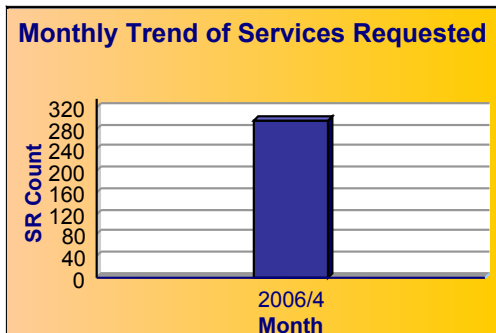
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	37
Street Spillage/Debris in Right of Way-Hazardous-STs	25
Roll Cart - SAN	20
24 Hour Parking/Parking Violations - DPD	14
Substandard Structure - DCC	11
Animal - Loose - DCC	10
Dead Animal Pick Up - SAN	10
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Pothole - Hazardous-STs	7
Tree down/low limbs - Emergency-STs	6



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 %
294	217	202	93.1%	77	63	81.8%	90.1%





City of Dallas Service Level Performance Report by Council District

for U

From Apr 1 2006 to Apr 30 2006

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	37	20	20	100.0%	38	7.8	17	45.9%	17	100.0%	37	100.0%
2	Street Spillage/Debris in Right of Way-Hazardous-STS	25	0	0	N/A	1	0.0	25	100.0%	25	100.0%	25	100.0%
3	Roll Cart - SAN	20	3	0	0.0%	12	11.1	17	85.0%	11	64.7%	11	55.0%
4	24 Hour Parking/Parking Violations - DPD	14	1	0	0.0%	10	4.5	13	92.9%	12	92.3%	12	85.7%
5	Substandard Structure - DCC	11	9	9	100.0%	365	16.5	2	18.2%	2	100.0%	11	100.0%
6	Animal - Loose - DCC	10	5	5	100.0%	45	5.2	5	50.0%	5	100.0%	10	100.0%
7	Dead Animal Pick Up - SAN	10	0	0	N/A	1	0.2	10	100.0%	10	100.0%	10	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	14	0.1	8	100.0%	8	100.0%	8	100.0%
9	Pothole - Hazardous-STS	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
10	Tree down/low limbs - Emergency-STS	6	0	0	N/A	1	0.0	6	100.0%	6	100.0%	6	100.0%
11	Animal - Confined - DCC	5	0	0	N/A	3	0.2	5	100.0%	5	100.0%	5	100.0%
12	Litter - DCC	5	1	1	100.0%	38	7.8	4	80.0%	4	100.0%	5	100.0%
13	Animal - Sick/Injured - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
14	Fire Inspection - DFD	5	3	3	100.0%	60	7.0	2	40.0%	2	100.0%	5	100.0%
15	Garbage - Missed - SAN	5	2	0	0.0%	12	4.7	3	60.0%	3	100.0%	3	60.0%
16	Miscellaneous Service Request - SCS	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%
17	Animal - Cruelty - DCC	4	0	0	N/A	30	0.0	4	100.0%	4	100.0%	4	100.0%
18	Smoke Detector Request - DFD	4	0	0	N/A	30	6.8	4	100.0%	4	100.0%	4	100.0%
19	Restaurant/Food Complaint - EHS	4	0	0	N/A	45	5.2	4	100.0%	4	100.0%	4	100.0%
20	Parking - Report of Violation - PWT	4	0	0	N/A	14	6.0	4	100.0%	3	75.0%	3	75.0%
21	Sanitation Property Damage - SAN	4	4	4	100.0%	120		0	0.0%	0	N/A	4	100.0%
22	Signs - Public Right of Way Eve/Weekends - DCC	4	0	0	N/A	7	0.0	4	100.0%	4	100.0%	4	100.0%