



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

FEBRUARY 2006

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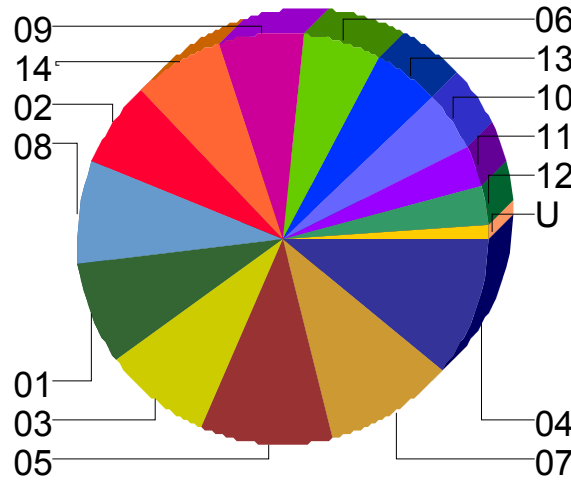
33 Service Level Performance Report for Council District 14

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



City of Dallas

Council District Report From Feb 1 2006 to Feb 28 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,761	8.1%	99.2%
02	1,545	7.1%	97.7%
03	1,865	8.6%	98.9%
04	2,377	10.9%	98.3%
05	2,199	10.1%	97.8%
06	1,364	6.3%	98.3%
07	2,229	10.3%	97.8%
08	1,735	8.0%	98.3%
09	1,422	6.5%	97.7%
10	986	4.5%	99.0%
11	762	3.5%	97.9%
12	625	2.9%	97.1%
13	1,089	5.0%	97.2%
14	1,494	6.9%	97.3%
U	268	1.2%	94.0%
Totals	21,721	100.0%	98.1%

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

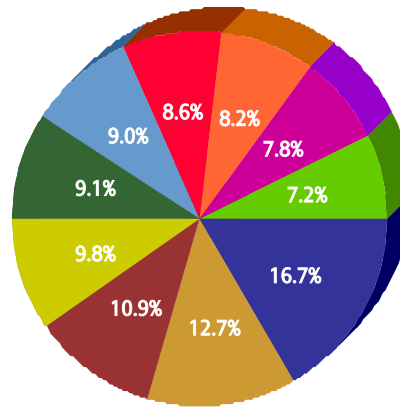


For Citywide

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	1,541
Animal - Loose Aggressive - DCC	1,172
Dead Animal Pick Up - SAN	1,005
Roll Cart - SAN	905
Junk Motor Vehicle - DCC	842
Animal - Confined - DCC	834
Signs - Public Right of Way - DCC	795
Fire Inspection - DFD	757
24 Hour Parking/Parking Violations - DPD	718
Bulky Trash Violations - DCC	666



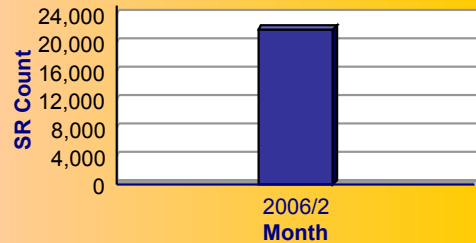
Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Signs - Public Right of Way - DCC
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
- Bulky Trash Violations - DCC

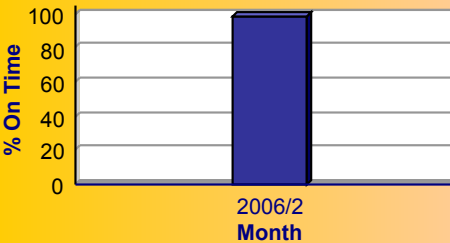
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,721	16,653	16,321	98.0%	5,068	4,980	98.3%	98.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

From Feb 1 2006 to Feb 28 2006

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

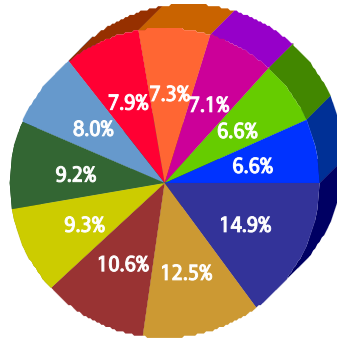
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	1,541	731	731	100.0%	38	11.5	810	52.6%	810	100.0%	1,541	100.0%
2	Animal - Loose Aggressive - DCC	1,172	0	0	N/A	3	0.1	1,172	100.0%	1,169	99.7%	1,169	99.7%
3	Dead Animal Pick Up - SAN	1,005	1	0	0.0%	1	0.3	1,004	99.9%	995	99.1%	995	99.0%
4	Roll Cart - SAN	905	65	48	73.8%	12	5.8	840	92.8%	722	86.0%	770	85.1%
5	Junk Motor Vehicle - DCC	842	538	538	100.0%	126	11.5	304	36.1%	304	100.0%	842	100.0%
6	Animal - Confined - DCC	834	0	0	N/A	3	0.1	834	100.0%	831	99.6%	831	99.6%
7	Signs - Public Right of Way - DCC	795	1	0	0.0%	7	0.2	794	99.9%	787	99.1%	787	99.0%
8	Fire Inspection - DFD	757	445	445	100.0%	90	7.9	312	41.2%	312	100.0%	757	100.0%
9	24 Hour Parking/Parking Violations - DPD	718	27	25	92.6%	10	3.6	691	96.2%	667	96.5%	692	96.4%
10	Bulky Trash Violations - DCC	666	7	5	71.4%	14	2.6	659	98.9%	643	97.6%	648	97.3%
11	Animal - Loose - DCC	577	354	354	100.0%	45	17.7	223	38.6%	223	100.0%	577	100.0%
12	Illegal Outside Storage - DCC	572	289	289	100.0%	38	10.9	283	49.5%	283	100.0%	572	100.0%
13	Garbage - Missed - SAN	506	5	3	60.0%	12	2.2	501	99.0%	499	99.6%	502	99.2%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	499	0	0	N/A	1	0.0	499	100.0%	496	99.4%	496	99.4%
15	Substandard Structure - DCC	481	408	408	100.0%	365	8.9	73	15.2%	73	100.0%	481	100.0%
16	Animal - Sick/Injured - DCC	443	0	0	N/A	3	0.1	443	100.0%	441	99.5%	441	99.5%
17	Obstruction Alley/Sidewalk/Street - DCC	411	208	208	100.0%	60	11.2	203	49.4%	203	100.0%	411	100.0%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	361	6	5	83.3%	14	0.8	355	98.3%	353	99.4%	358	99.2%
19	Signs - Other - DCC	328	124	124	100.0%	38	7.2	204	62.2%	204	100.0%	328	100.0%
20	Illegal Land Use (Residential/Business) - DCC	277	118	118	100.0%	60	8.6	159	57.4%	159	100.0%	277	100.0%

City of Dallas Service Level Performance Report by Council District

for 01
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	130
Animal - Loose Aggressive - DCC	109
Signs - Public Right of Way - DCC	93
Dead Animal Pick Up - SAN	81
Illegal Outside Storage - DCC	80
Parking - Unapproved Surface - Eve/Weekends - DCC	70
Illegal Land Use (Residential/Business) - DCC	69
Animal - Loose - DCC	64
Roll Cart - SAN	62
24 Hour Parking/Parking Violations - DPD	58
Illegal Garbage/Placement - DCC	58

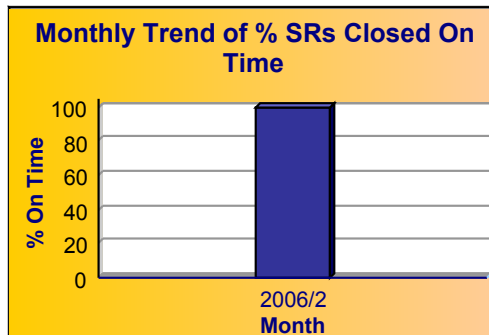
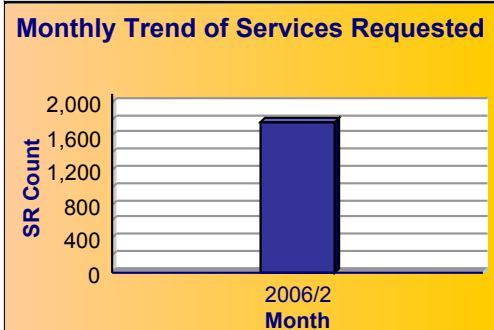


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Signs - Public Right of Way - DCC
- Dead Animal Pick Up - SAN
- Illegal Outside Storage - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Illegal Land Use (Residential/Business) - DCC
- Animal - Loose - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Illegal Garbage/Placement - 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 %
1,761	1,352	1,343	99.3%	409	404	98.8%	99.2%





City of Dallas Service Level Performance Report by Council District

for 01

From Feb 1 2006 to Feb 28 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	Litter - DCC	130	75	75	100.0%	38	11.5	55	42.3%	55	100.0%	130	100.0%
2	Animal - Loose Aggressive - DCC	109	0	0	N/A	3	0.1	109	100.0%	108	99.1%	108	99.1%
3	Signs - Public Right of Way - DCC	93	0	0	N/A	7	0.2	93	100.0%	92	98.9%	92	98.9%
4	Dead Animal Pick Up - SAN	81	1	0	0.0%	1	0.4	80	98.8%	80	100.0%	80	98.8%
5	Illegal Outside Storage - DCC	80	48	48	100.0%	38	12.3	32	40.0%	32	100.0%	80	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	70	3	3	100.0%	14	0.5	67	95.7%	67	100.0%	70	100.0%
7	Illegal Land Use (Residential/Business) - DCC	69	6	6	100.0%	60	8.8	63	91.3%	63	100.0%	69	100.0%
8	Animal - Loose - DCC	64	50	50	100.0%	45	18.1	14	21.9%	14	100.0%	64	100.0%
9	Roll Cart - SAN	62	0	0	N/A	12	4.5	62	100.0%	61	98.4%	61	98.4%
10	Illegal Garbage/Placement - DCC	58	7	7	100.0%	60	9.4	51	87.9%	51	100.0%	58	100.0%
11	24 Hour Parking/Parking Violations - DPD	58	2	2	100.0%	10	3.6	56	96.6%	54	96.4%	56	96.6%
12	Animal - Confined - DCC	51	0	0	N/A	3	0.1	51	100.0%	51	100.0%	51	100.0%
13	Junk Motor Vehicle - DCC	48	19	19	100.0%	126	11.7	29	60.4%	29	100.0%	48	100.0%
14	Graffiti Private Property - Residential/Commercial	43	24	24	100.0%	90	9.2	19	44.2%	19	100.0%	43	100.0%
15	Substandard Structure - DCC	42	33	33	100.0%	365	14.4	9	21.4%	9	100.0%	42	100.0%
16	Dead Animal - Clinic Pick Up - SAN	41	0	0	N/A	2	0.0	41	100.0%	41	100.0%	41	100.0%
17	Garbage - Missed - SAN	36	0	0	N/A	12	1.6	36	100.0%	36	100.0%	36	100.0%
18	Bulky Trash Violations - DCC	35	0	0	N/A	14	1.9	35	100.0%	35	100.0%	35	100.0%
19	Animal - Sick/Injured - DCC	34	0	0	N/A	3	0.1	34	100.0%	34	100.0%	34	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	25	17	17	100.0%	60	12.1	8	32.0%	8	100.0%	25	100.0%
21	Animal - Cruelty - DCC	25	0	0	N/A	30	0.8	25	100.0%	25	100.0%	25	100.0%

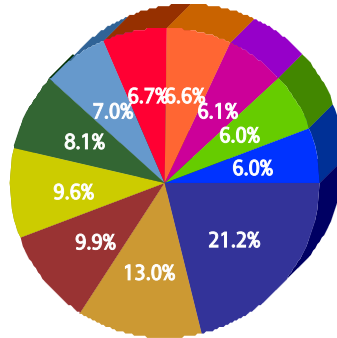


City of Dallas Service Level Performance Report by Council District

for 02
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	142
Fire Inspection - DFD	87
Animal - Loose Aggressive - DCC	66
Dead Animal Pick Up - SAN	64
Signs - Public Right of Way - DCC	54
24 Hour Parking/Parking Violations - DPD	47
Animal - Confined - DCC	45
Junk Motor Vehicle - DCC	44
Street Spillage/Debris in Right of Way-Hazardous-STS	41
Graffiti Private Property - Residential/Commercial	40
Illegal Outside Storage - DCC	40

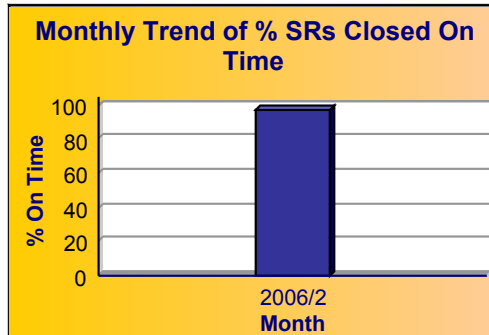
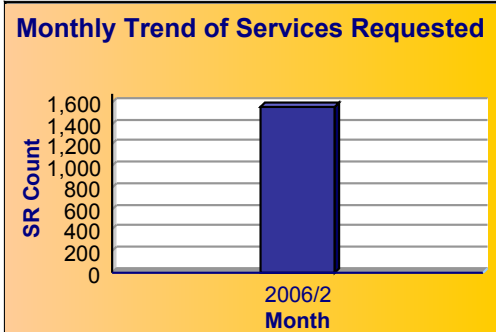


Service

- Litter - DCC
- Fire Inspection - DFD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Graffiti Private Property - Residential/Commercial
- Illegal Outside Storage - 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 %
1,545	1,130	1,102	97.5%	415	408	98.3%	97.7%





City of Dallas Service Level Performance Report by Council District

for 02

From Feb 1 2006 to Feb 28 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	Litter - DCC	142	77	77	100.0%	38	12.7	65	45.8%	65	100.0%	142	100.0%
2	Fire Inspection - DFD	87	51	51	100.0%	90	9.8	36	41.4%	36	100.0%	87	100.0%
3	Animal - Loose Aggressive - DCC	66	0	0	N/A	3	0.2	66	100.0%	65	98.5%	65	98.5%
4	Dead Animal Pick Up - SAN	64	0	0	N/A	1	0.2	64	100.0%	63	98.4%	63	98.4%
5	Signs - Public Right of Way - DCC	54	0	0	N/A	7	0.4	54	100.0%	53	98.1%	53	98.1%
6	24 Hour Parking/Parking Violations - DPD	47	6	5	83.3%	10	6.3	41	87.2%	36	87.8%	41	87.2%
7	Animal - Confined - DCC	45	0	0	N/A	3	0.1	45	100.0%	45	100.0%	45	100.0%
8	Junk Motor Vehicle - DCC	44	31	31	100.0%	126	12.2	13	29.5%	13	100.0%	44	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	41	0	0	N/A	1	0.0	41	100.0%	41	100.0%	41	100.0%
10	Illegal Outside Storage - DCC	40	31	31	100.0%	38	13.1	9	22.5%	9	100.0%	40	100.0%
11	Graffiti Private Property - Residential/Commercial	40	29	29	100.0%	90	10.4	11	27.5%	11	100.0%	40	100.0%
12	Roll Cart - SAN	35	6	6	100.0%	12	8.4	29	82.9%	20	69.0%	26	74.3%
13	Animal - Loose - DCC	33	20	20	100.0%	45	18.3	13	39.4%	13	100.0%	33	100.0%
14	Animal - Sick/Injured - DCC	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
15	Dead Animal - Clinic Pick Up - SAN	27	0	0	N/A	2	0.0	27	100.0%	27	100.0%	27	100.0%
16	Dumpster Violation - DCC	25	17	17	100.0%	60	13.0	8	32.0%	8	100.0%	25	100.0%
17	Pool Inspection - Hotel/Motel	25	4	4	100.0%	60	0.0	21	84.0%	21	100.0%	25	100.0%
18	Substandard Structure - DCC	23	20	20	100.0%	365	2.7	3	13.0%	3	100.0%	23	100.0%
19	Bulky Trash Violations - DCC	21	0	0	N/A	14	2.3	21	100.0%	21	100.0%	21	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	21	4	4	100.0%	60	11.4	17	81.0%	17	100.0%	21	100.0%



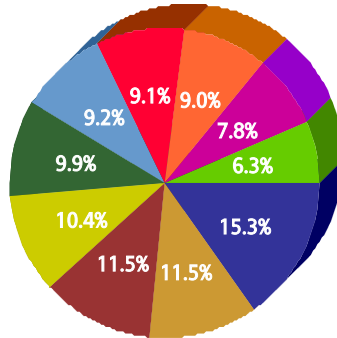
City of Dallas Service Level Performance Report by Council District

for 03

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	139
Roll Cart - SAN	105
Signs - Public Right of Way - DCC	105
Illegal Outside Storage - DCC	95
Animal - Loose Aggressive - DCC	90
Obstruction Alley/Sidewalk/Street - DCC	84
Junk Motor Vehicle - DCC	83
Dead Animal Pick Up - SAN	82
24 Hour Parking/Parking Violations - DPD	71
Street Spillage/Debris in Right of Way-Hazardous-STS	57

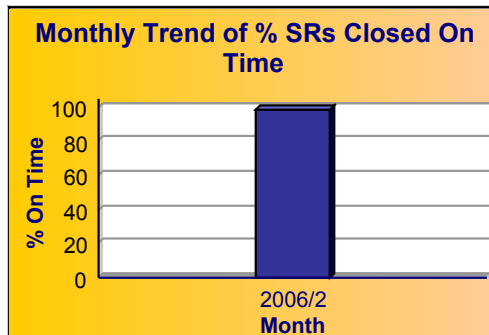
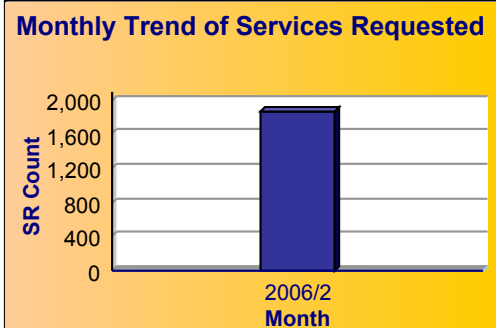


Service

- Litter - DCC
- Roll Cart - SAN
- Signs - Public Right of Way - DCC
- Illegal Outside Storage - DCC
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Junk Motor Vehicle - DCC
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STS

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,865	1,457	1,438	98.7%	408	407	99.8%	98.9%





City of Dallas Service Level Performance Report by Council District

for 03

From Feb 1 2006 to Feb 28 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	Litter - DCC	139	50	50	100.0%	38	11.1	89	64.0%	89	100.0%	139	100.0%
2	Signs - Public Right of Way - DCC	105	0	0	N/A	7	0.0	105	100.0%	105	100.0%	105	100.0%
3	Roll Cart - SAN	105	0	0	N/A	12	4.4	105	100.0%	101	96.2%	101	96.2%
4	Illegal Outside Storage - DCC	95	47	47	100.0%	38	11.1	48	50.5%	48	100.0%	95	100.0%
5	Animal - Loose Aggressive - DCC	90	0	0	N/A	3	0.2	90	100.0%	90	100.0%	90	100.0%
6	Obstruction Alley/Sidewalk/Street - DCC	84	37	37	100.0%	60	13.2	47	56.0%	47	100.0%	84	100.0%
7	Junk Motor Vehicle - DCC	83	50	50	100.0%	126	9.9	33	39.8%	33	100.0%	83	100.0%
8	Dead Animal Pick Up - SAN	82	0	0	N/A	1	0.3	82	100.0%	81	98.8%	81	98.8%
9	24 Hour Parking/Parking Violations - DPD	71	5	5	100.0%	10	3.8	66	93.0%	65	98.5%	70	98.6%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.0	57	100.0%	56	98.2%	56	98.2%
11	Bulky Trash Violations - DCC	55	0	0	N/A	14	2.0	55	100.0%	54	98.2%	54	98.2%
12	Illegal Land Use (Residential/Business) - DCC	55	31	31	100.0%	60	8.4	24	43.6%	24	100.0%	55	100.0%
13	Fire Inspection - DFD	47	17	17	100.0%	90	9.6	30	63.8%	30	100.0%	47	100.0%
14	Illegal Garbage/Placement - DCC	46	5	5	100.0%	60	10.5	41	89.1%	41	100.0%	46	100.0%
15	Animal - Confined - DCC	38	0	0	N/A	3	0.3	38	100.0%	38	100.0%	38	100.0%
16	Animal - Loose - DCC	37	24	24	100.0%	45	16.6	13	35.1%	13	100.0%	37	100.0%
17	Garbage - Missed - SAN	37	0	0	N/A	12	1.5	37	100.0%	37	100.0%	37	100.0%
18	High Weeds - DCC	29	8	8	100.0%	38	13.1	21	72.4%	21	100.0%	29	100.0%
19	Animal - Sick/Injured - DCC	28	0	0	N/A	3	0.1	28	100.0%	28	100.0%	28	100.0%
20	Substandard Structure - DCC	26	22	22	100.0%	365	13.8	4	15.4%	4	100.0%	26	100.0%

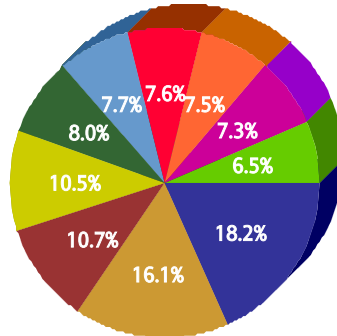


City of Dallas Service Level Performance Report by Council District

for 04
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	200
Animal - Loose Aggressive - DCC	177
Dead Animal Pick Up - SAN	117
Bulky Trash Violations - DCC	115
Parking - Unapproved Surface - Eve/Weekends - DCC	88
Substandard Structure - DCC	85
Junk Motor Vehicle - DCC	83
Roll Cart - SAN	82
Animal - Confined - DCC	80
Fire Inspection - DFD	71

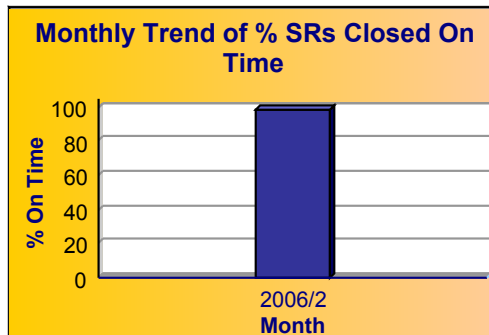
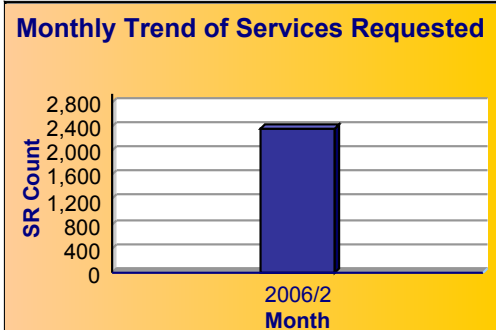


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Substandard Structure - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Fire Inspection - DFD

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 %
2,377	1,800	1,764	98.0%	577	573	99.3%	98.3%





City of Dallas Service Level Performance Report by Council District

for 04

From Feb 1 2006 to Feb 28 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	Litter - DCC	200	117	117	100.0%	38	10.7	83	41.5%	83	100.0%	200	100.0%
2	Animal - Loose Aggressive - DCC	177	0	0	N/A	3	0.2	177	100.0%	176	99.4%	176	99.4%
3	Dead Animal Pick Up - SAN	117	0	0	N/A	1	0.3	117	100.0%	117	100.0%	117	100.0%
4	Bulky Trash Violations - DCC	115	1	1	100.0%	14	2.6	114	99.1%	109	95.6%	110	95.7%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	88	1	1	100.0%	14	0.4	87	98.9%	86	98.9%	87	98.9%
6	Substandard Structure - DCC	85	79	79	100.0%	365	6.7	6	7.1%	6	100.0%	85	100.0%
7	Junk Motor Vehicle - DCC	83	46	46	100.0%	126	9.6	37	44.6%	37	100.0%	83	100.0%
8	Roll Cart - SAN	82	2	2	100.0%	12	7.0	80	97.6%	66	82.5%	68	82.9%
9	Animal - Confined - DCC	80	0	0	N/A	3	0.2	80	100.0%	80	100.0%	80	100.0%
10	Fire Inspection - DFD	71	45	45	100.0%	90	6.8	26	36.6%	26	100.0%	71	100.0%
11	Animal - Loose - DCC	70	44	44	100.0%	45	17.3	26	37.1%	26	100.0%	70	100.0%
12	Signs - Public Right of Way - DCC	69	0	0	N/A	7	0.1	69	100.0%	69	100.0%	69	100.0%
13	Signs - Other - DCC	68	25	25	100.0%	38	7.9	43	63.2%	43	100.0%	68	100.0%
14	24 Hour Parking/Parking Violations - DPD	64	2	2	100.0%	10	2.6	62	96.9%	62	100.0%	64	100.0%
15	Garbage - Missed - SAN	62	0	0	N/A	12	2.9	62	100.0%	61	98.4%	61	98.4%
16	Animal - Sick/Injured - DCC	54	0	0	N/A	3	0.3	54	100.0%	52	96.3%	52	96.3%
17	Dead Animal - Clinic Pick Up - SAN	48	0	0	N/A	2	0.0	48	100.0%	48	100.0%	48	100.0%
18	Smoke Detector Request - DFD	45	6	6	100.0%	30	3.7	39	86.7%	39	100.0%	45	100.0%
19	Parking - Unapproved Surface - DCC	44	2	2	100.0%	14	2.0	42	95.5%	42	100.0%	44	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	44	13	13	100.0%	60	12.3	31	70.5%	31	100.0%	44	100.0%

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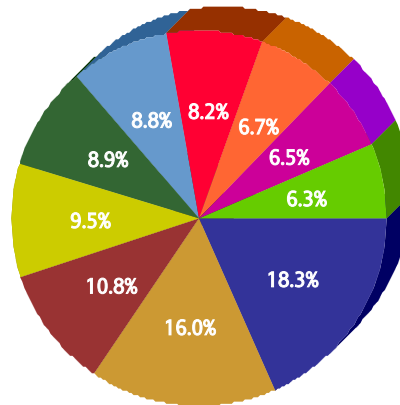
NOTE: Values represent status as of the run date and time.



for 05
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	209
Animal - Loose Aggressive - DCC	183
Dead Animal Pick Up - SAN	123
Junk Motor Vehicle - DCC	108
Roll Cart - SAN	102
Bulky Trash Violations - DCC	100
Animal - Confined - DCC	94
24 Hour Parking/Parking Violations - DPD	76
Animal - Loose - DCC	74
Substandard Structure - DCC	72

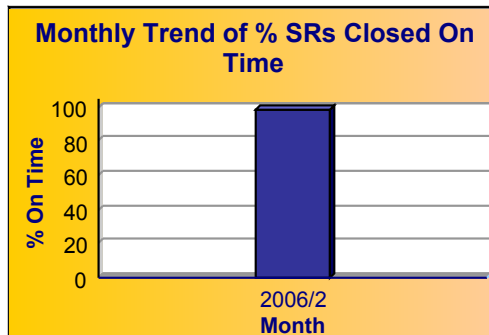
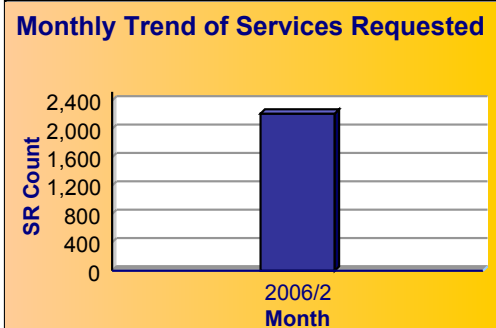


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose - 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 %
2,199	1,572	1,532	97.5%	627	619	98.7%	97.8%





City of Dallas Service Level Performance Report by Council District

for 05

From Feb 1 2006 to Feb 28 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	Litter - DCC	209	119	119	100.0%	38	13.2	90	43.1%	90	100.0%	209	100.0%
2	Animal - Loose Aggressive - DCC	183	0	0	N/A	3	0.2	183	100.0%	183	100.0%	183	100.0%
3	Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.3	123	100.0%	122	99.2%	122	99.2%
4	Junk Motor Vehicle - DCC	108	62	62	100.0%	126	12.3	46	42.6%	46	100.0%	108	100.0%
5	Roll Cart - SAN	102	17	11	64.7%	12	8.1	85	83.3%	59	69.4%	70	68.6%
6	Bulky Trash Violations - DCC	100	0	0	N/A	14	2.8	100	100.0%	98	98.0%	98	98.0%
7	Animal - Confined - DCC	94	0	0	N/A	3	0.1	94	100.0%	94	100.0%	94	100.0%
8	24 Hour Parking/Parking Violations - DPD	76	1	1	100.0%	10	2.3	75	98.7%	75	100.0%	76	100.0%
9	Animal - Loose - DCC	74	44	44	100.0%	45	17.5	30	40.5%	30	100.0%	74	100.0%
10	Substandard Structure - DCC	72	60	60	100.0%	365	4.0	12	16.7%	12	100.0%	72	100.0%
11	High Weeds - DCC	70	39	39	100.0%	38	17.8	31	44.3%	31	100.0%	70	100.0%
12	Illegal Outside Storage - DCC	67	40	40	100.0%	38	12.8	27	40.3%	27	100.0%	67	100.0%
13	Signs - Other - DCC	62	48	48	100.0%	38	6.9	14	22.6%	14	100.0%	62	100.0%
14	Animal - Sick/Injured - DCC	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
15	Fire Inspection - DFD	53	32	32	100.0%	90	7.9	21	39.6%	21	100.0%	53	100.0%
16	Signs - Public Right of Way - DCC	52	0	0	N/A	7	0.0	52	100.0%	52	100.0%	52	100.0%
17	Garbage - Missed - SAN	50	0	0	N/A	12	2.3	50	100.0%	50	100.0%	50	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	38	30	30	100.0%	60	6.2	8	21.1%	8	100.0%	38	100.0%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	38	0	0	N/A	14	0.6	38	100.0%	38	100.0%	38	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	31	0	0	N/A	1	0.0	31	100.0%	31	100.0%	31	100.0%

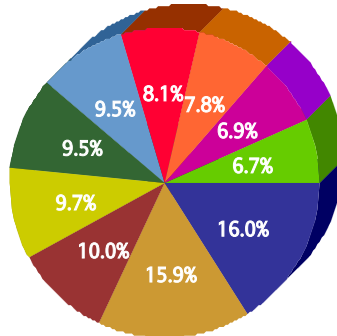


City of Dallas Service Level Performance Report by Council District

for 06
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	103
Junk Motor Vehicle - DCC	102
Illegal Outside Storage - DCC	64
Street Spillage/Debris in Right of Way-Hazardous-STS	62
Animal - Confined - DCC	61
Animal - Loose Aggressive - DCC	61
Animal - Sick/Injured - DCC	52
24 Hour Parking/Parking Violations - DPD	50
Dead Animal Pick Up - SAN	44
Fire Inspection - DFD	43

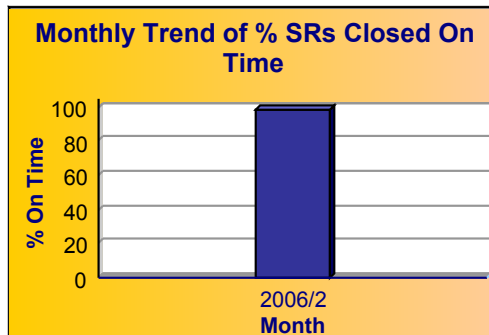
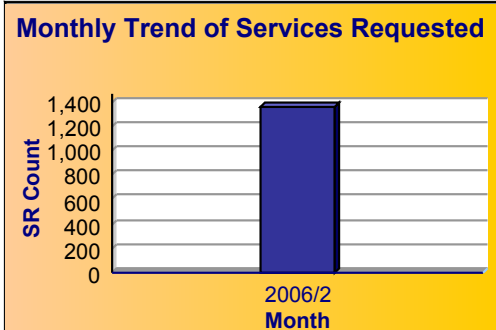


Service

- Litter - DCC
- Junk Motor Vehicle - DCC
- Illegal Outside Storage - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC
- Animal - Sick/Injured - DCC
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD

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 %
1,364	1,012	996	98.4%	352	345	98.0%	98.3%





City of Dallas Service Level Performance Report by Council District

for 06

From Feb 1 2006 to Feb 28 2006

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

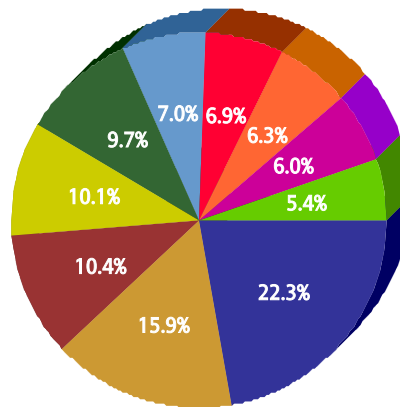
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	103	29	29	100.0%	38	11.4	74	71.8%	74	100.0%	103	100.0%
2	Junk Motor Vehicle - DCC	102	70	70	100.0%	126	11.8	32	31.4%	32	100.0%	102	100.0%
3	Illegal Outside Storage - DCC	64	24	24	100.0%	38	10.8	40	62.5%	40	100.0%	64	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-ST5	62	0	0	N/A	1	0.0	62	100.0%	62	100.0%	62	100.0%
5	Animal - Confined - DCC	61	0	0	N/A	3	0.2	61	100.0%	61	100.0%	61	100.0%
6	Animal - Loose Aggressive - DCC	61	0	0	N/A	3	0.1	61	100.0%	61	100.0%	61	100.0%
7	Animal - Sick/Injured - DCC	52	0	0	N/A	3	0.1	52	100.0%	52	100.0%	52	100.0%
8	24 Hour Parking/Parking Violations - DPD	50	3	2	66.7%	10	5.7	47	94.0%	44	93.6%	46	92.0%
9	Dead Animal Pick Up - SAN	44	0	0	N/A	1	0.2	44	100.0%	44	100.0%	44	100.0%
10	Fire Inspection - DFD	43	24	24	100.0%	90	4.2	19	44.2%	19	100.0%	43	100.0%
11	Substandard Structure - DCC	39	36	36	100.0%	365	17.3	3	7.7%	3	100.0%	39	100.0%
12	Animal - Loose - DCC	39	21	21	100.0%	45	16.6	18	46.2%	18	100.0%	39	100.0%
13	Signs - Public Right of Way - DCC	38	0	0	N/A	7	0.1	38	100.0%	38	100.0%	38	100.0%
14	High Weeds - DCC	38	9	9	100.0%	38	12.9	29	76.3%	29	100.0%	38	100.0%
15	Pool Inspection - Hotel/Motel	33	14	14	100.0%	60	0.9	19	57.6%	19	100.0%	33	100.0%
16	Bulky Trash Violations - DCC	25	0	0	N/A	14	2.1	25	100.0%	24	96.0%	24	96.0%
17	Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH)	25	0	0	N/A	1	0.0	25	100.0%	25	100.0%	25	100.0%
18	Obstruction Alley/Sidewalk/Street - DCC	23	9	9	100.0%	60	14.4	14	60.9%	14	100.0%	23	100.0%
19	Roll Cart - SAN	22	0	0	N/A	12	3.0	22	100.0%	22	100.0%	22	100.0%
20	Motor Vehicle Repair Violation - DCC	21	2	2	100.0%	40	6.9	19	90.5%	19	100.0%	21	100.0%



for 07
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	266
Junk Motor Vehicle - DCC	189
Animal - Loose Aggressive - DCC	124
Signs - Public Right of Way - DCC	120
Dead Animal Pick Up - SAN	116
Bulky Trash Violations - DCC	84
Roll Cart - SAN	82
Substandard Structure - DCC	75
24 Hour Parking/Parking Violations - DPD	72
Animal - Confined - DCC	64

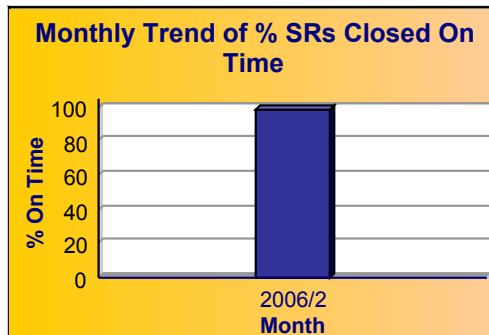
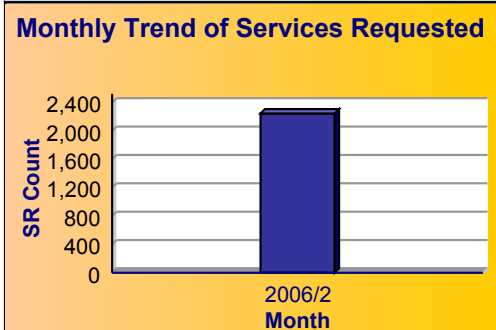


Service

- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose Aggressive - DCC
- Signs - Public Right of Way - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,229	1,631	1,590	97.5%	598	591	98.8%	97.8%





City of Dallas Service Level Performance Report by Council District

for 07

From Feb 1 2006 to Feb 28 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	Litter - DCC	266	108	108	100.0%	38	10.6	158	59.4%	158	100.0%	266	100.0%
2	Junk Motor Vehicle - DCC	189	136	136	100.0%	126	13.8	53	28.0%	53	100.0%	189	100.0%
3	Animal - Loose Aggressive - DCC	124	0	0	N/A	3	0.1	124	100.0%	124	100.0%	124	100.0%
4	Signs - Public Right of Way - DCC	120	0	0	N/A	7	0.1	120	100.0%	119	99.2%	119	99.2%
5	Dead Animal Pick Up - SAN	116	0	0	N/A	1	0.3	116	100.0%	114	98.3%	114	98.3%
6	Bulky Trash Violations - DCC	84	1	1	100.0%	14	2.5	83	98.8%	81	97.6%	82	97.6%
7	Roll Cart - SAN	82	7	3	42.9%	12	8.5	75	91.5%	48	64.0%	51	62.2%
8	Substandard Structure - DCC	75	64	64	100.0%	365	10.2	11	14.7%	11	100.0%	75	100.0%
9	24 Hour Parking/Parking Violations - DPD	72	3	3	100.0%	10	2.1	69	95.8%	69	100.0%	72	100.0%
10	Animal - Confined - DCC	64	0	0	N/A	3	0.2	64	100.0%	63	98.4%	63	98.4%
11	Illegal Outside Storage - DCC	54	22	22	100.0%	38	10.2	32	59.3%	32	100.0%	54	100.0%
12	Animal - Loose - DCC	50	36	36	100.0%	45	18.5	14	28.0%	14	100.0%	50	100.0%
13	Open and Vacant Structure - DCC	46	8	8	100.0%	30	1.7	38	82.6%	38	100.0%	46	100.0%
14	Fire Inspection - DFD	46	19	19	100.0%	90	1.9	27	58.7%	27	100.0%	46	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-ST5	42	0	0	N/A	1	0.0	42	100.0%	42	100.0%	42	100.0%
16	Garbage - Missed - SAN	41	0	0	N/A	12	2.6	41	100.0%	41	100.0%	41	100.0%
17	Animal - Sick/Injured - DCC	40	0	0	N/A	3	0.2	40	100.0%	40	100.0%	40	100.0%
18	Parking - Unapproved Surface - DCC	37	1	1	100.0%	14	1.4	36	97.3%	36	100.0%	37	100.0%
19	Substandard Structure Apts - DCC	37	27	27	100.0%	365	6.8	10	27.0%	10	100.0%	37	100.0%
20	Illegal Dumping - DCC	33	12	12	100.0%	38	2.8	21	63.6%	21	100.0%	33	100.0%

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

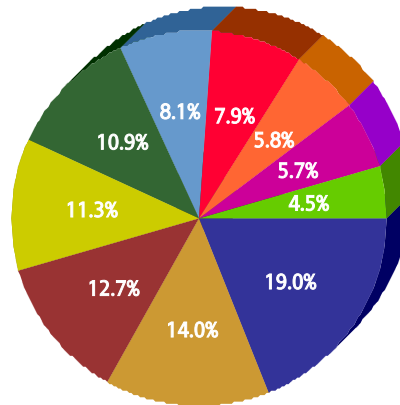


City of Dallas Service Level Performance Report by Council District

for 08
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	184
Animal - Confined - DCC	136
Dead Animal Pick Up - SAN	123
Roll Cart - SAN	110
Litter - DCC	106
Junk Motor Vehicle - DCC	79
Animal - Loose - DCC	77
24 Hour Parking/Parking Violations - DPD	56
Animal - Sick/Injured - DCC	55
Illegal Outside Storage - DCC	44



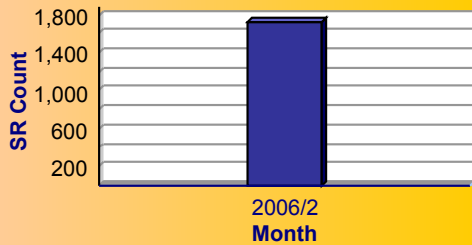
Service

- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC
- Illegal Outside Storage - DCC

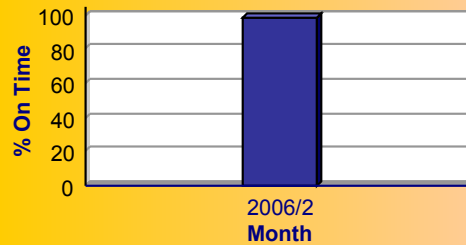
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,735	1,391	1,365	98.1%	344	340	98.8%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 08

From Feb 1 2006 to Feb 28 2006

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

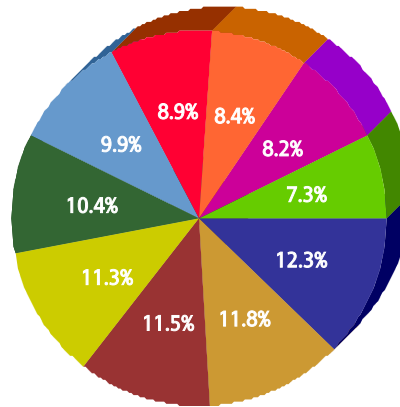
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	184	0	0	N/A	3	0.1	184	100.0%	184	100.0%	184	100.0%
2	Animal - Confined - DCC	136	0	0	N/A	3	0.2	136	100.0%	135	99.3%	135	99.3%
3	Dead Animal Pick Up - SAN	123	0	0	N/A	1	0.3	123	100.0%	120	97.6%	120	97.6%
4	Roll Cart - SAN	110	9	8	88.9%	12	5.8	101	91.8%	97	96.0%	105	95.5%
5	Litter - DCC	106	55	55	100.0%	38	14.8	51	48.1%	51	100.0%	106	100.0%
6	Junk Motor Vehicle - DCC	79	52	52	100.0%	126	14.3	27	34.2%	27	100.0%	79	100.0%
7	Animal - Loose - DCC	77	44	44	100.0%	45	18.8	33	42.9%	33	100.0%	77	100.0%
8	24 Hour Parking/Parking Violations - DPD	56	0	0	N/A	10	2.4	56	100.0%	56	100.0%	56	100.0%
9	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
10	Illegal Outside Storage - DCC	44	21	21	100.0%	38	15.0	23	52.3%	23	100.0%	44	100.0%
11	Fire Inspection - DFD	42	24	24	100.0%	90	9.3	18	42.9%	18	100.0%	42	100.0%
12	Garbage - Missed - SAN	40	0	0	N/A	12	3.0	40	100.0%	40	100.0%	40	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	38	0	0	N/A	1	0.1	38	100.0%	38	100.0%	38	100.0%
14	Substandard Structure - DCC	34	27	27	100.0%	365	9.7	7	20.6%	7	100.0%	34	100.0%
15	Animal - Cruelty - DCC	34	1	1	100.0%	30	0.1	33	97.1%	33	100.0%	34	100.0%
16	Bulky Trash Violations - DCC	33	2	1	50.0%	14	4.1	31	93.9%	27	87.1%	28	84.8%
17	High Weeds - DCC	30	10	10	100.0%	38	17.4	20	66.7%	20	100.0%	30	100.0%
18	Pothole - Hazardous-STS	25	0	0	N/A	1	0.2	25	100.0%	25	100.0%	25	100.0%
19	Animal Trap Request - DCC	24	3	3	100.0%	30	13.3	21	87.5%	21	100.0%	24	100.0%
20	Illegal Land Use (Residential/Business) - DCC	23	13	13	100.0%	60	10.8	10	43.5%	10	100.0%	23	100.0%

City of Dallas Service Level Performance Report by Council District

for 09
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	79
Litter - DCC	76
Bulky Trash Violations - DCC	74
Animal - Confined - DCC	73
Roll Cart - SAN	67
Obstruction Alley/Sidewalk/Street - DCC	64
Garbage - Missed - SAN	57
Animal - Loose Aggressive - DCC	54
Junk Motor Vehicle - DCC	53
24 Hour Parking/Parking Violations - DPD	47

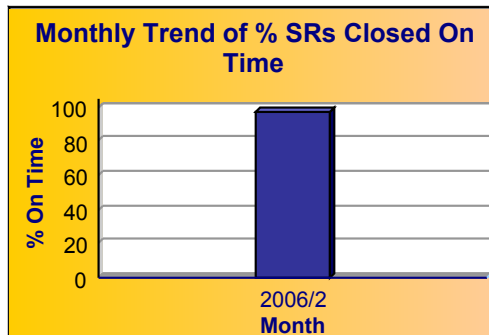
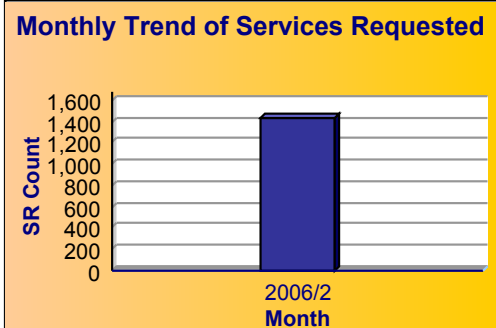


Service

- Dead Animal Pick Up - SAN
- Litter - DCC
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - 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 %
1,422	1,131	1,105	97.7%	291	285	97.9%	97.7%





City of Dallas Service Level Performance Report by Council District

for 09

From Feb 1 2006 to Feb 28 2006

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

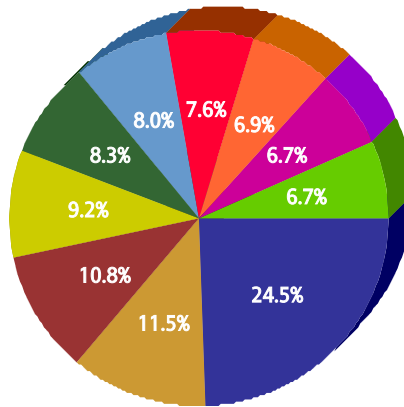
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Dead Animal Pick Up - SAN	79	0	0	N/A	1	0.3	79	100.0%	79	100.0%	79	100.0%
2	Litter - DCC	76	40	40	100.0%	38	9.2	36	47.4%	36	100.0%	76	100.0%
3	Bulky Trash Violations - DCC	74	1	1	100.0%	14	2.7	73	98.6%	73	100.0%	74	100.0%
4	Animal - Confined - DCC	73	0	0	N/A	3	0.2	73	100.0%	72	98.6%	72	98.6%
5	Roll Cart - SAN	67	7	5	71.4%	12	6.3	60	89.6%	43	71.7%	48	71.6%
6	Obstruction Alley/Sidewalk/Street - DCC	64	53	53	100.0%	60	8.3	11	17.2%	11	100.0%	64	100.0%
7	Garbage - Missed - SAN	57	0	0	N/A	12	2.0	57	100.0%	57	100.0%	57	100.0%
8	Animal - Loose Aggressive - DCC	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
9	Junk Motor Vehicle - DCC	53	37	37	100.0%	126	8.8	16	30.2%	16	100.0%	53	100.0%
10	24 Hour Parking/Parking Violations - DPD	47	3	3	100.0%	10	4.0	44	93.6%	43	97.7%	46	97.9%
11	Animal - Loose - DCC	39	25	25	100.0%	45	18.5	14	35.9%	14	100.0%	39	100.0%
12	Animal - Sick/Injured - DCC	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
13	Illegal Outside Storage - DCC	30	13	13	100.0%	38	7.6	17	56.7%	17	100.0%	30	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	29	0	0	N/A	14	0.3	29	100.0%	29	100.0%	29	100.0%
15	Signs - Public Right of Way - DCC	23	0	0	N/A	7	0.2	23	100.0%	23	100.0%	23	100.0%
16	Substandard Structure - DCC	21	18	18	100.0%	365	9.3	3	14.3%	3	100.0%	21	100.0%
17	Recyclable Collection Missed (Residential) - SAN	21	0	0	N/A	3	0.9	21	100.0%	21	100.0%	21	100.0%
18	Street Repair - Routine-STS	21	9	9	100.0%	120	4.9	12	57.1%	12	100.0%	21	100.0%
19	Animal - Noisy - DCC	20	0	0	N/A	30	2.0	20	100.0%	20	100.0%	20	100.0%
20	Animal - Cruelty - DCC	19	0	0	N/A	30	0.1	19	100.0%	19	100.0%	19	100.0%



for 10
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Signs - Other - DCC	107
Animal - Confined - DCC	50
Litter - DCC	47
Animal - Loose Aggressive - DCC	40
Signs - Public Right of Way - DCC	36
Substandard Structure Apts - DCC	35
Roll Cart - SAN	33
Fire Inspection - DFD	30
Dead Animal Pick Up - SAN	29
Garbage - Missed - SAN	29

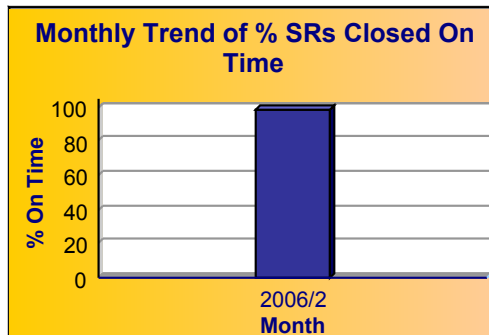
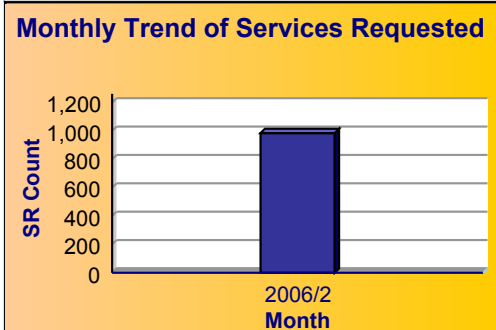


Service

- Signs - Other - DCC
- Animal - Confined - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Signs - Public Right of Way - DCC
- Substandard Structure Apts - DCC
- Roll Cart - SAN
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- 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 %
986	820	814	99.3%	166	162	97.6%	99.0%





for 10

From Feb 1 2006 to Feb 28 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	Signs - Other - DCC	107	18	18	100.0%	38	6.5	89	83.2%	89	100.0%	107	100.0%
2	Animal - Confined - DCC	50	0	0	N/A	3	0.1	50	100.0%	50	100.0%	50	100.0%
3	Litter - DCC	47	10	10	100.0%	38	11.2	37	78.7%	37	100.0%	47	100.0%
4	Animal - Loose Aggressive - DCC	40	0	0	N/A	3	0.0	40	100.0%	40	100.0%	40	100.0%
5	Signs - Public Right of Way - DCC	36	0	0	N/A	7	0.0	36	100.0%	36	100.0%	36	100.0%
6	Substandard Structure Apts - DCC	35	14	14	100.0%	365	7.0	21	60.0%	21	100.0%	35	100.0%
7	Roll Cart - SAN	33	2	2	100.0%	12	1.6	31	93.9%	31	100.0%	33	100.0%
8	Fire Inspection - DFD	30	17	17	100.0%	90	8.7	13	43.3%	13	100.0%	30	100.0%
9	Dead Animal Pick Up - SAN	29	0	0	N/A	1	0.1	29	100.0%	29	100.0%	29	100.0%
10	Garbage - Missed - SAN	29	0	0	N/A	12	2.0	29	100.0%	29	100.0%	29	100.0%
11	24 Hour Parking/Parking Violations - DPD	28	0	0	N/A	10	3.2	28	100.0%	28	100.0%	28	100.0%
12	Bulky Trash Violations - DCC	23	0	0	N/A	14	2.0	23	100.0%	23	100.0%	23	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	23	0	0	N/A	1	0.0	23	100.0%	23	100.0%	23	100.0%
14	Junk Motor Vehicle - DCC	17	11	11	100.0%	126	5.8	6	35.3%	6	100.0%	17	100.0%
15	Recyclable Collection Missed (Residential) - SAN	16	0	0	N/A	3	1.0	16	100.0%	16	100.0%	16	100.0%
16	Substandard Structure - DCC	15	8	8	100.0%	365	10.6	7	46.7%	7	100.0%	15	100.0%
17	Animal - Sick/Injured - DCC	14	0	0	N/A	3	0.1	14	100.0%	14	100.0%	14	100.0%
18	Dumpster Violation - DCC	12	11	11	100.0%	60	6.0	1	8.3%	1	100.0%	12	100.0%
19	Animal - Loose - DCC	11	8	8	100.0%	45	17.7	3	27.3%	3	100.0%	11	100.0%
20	Illegal Outside Storage - DCC	10	2	2	100.0%	38	8.8	8	80.0%	8	100.0%	10	100.0%
21	Animal - Cruelty - DCC	10	0	0	N/A	30	0.4	10	100.0%	10	100.0%	10	100.0%
22	Dumpster Violation Apts - DCC	10	4	4	100.0%	60	5.5	6	60.0%	6	100.0%	10	100.0%

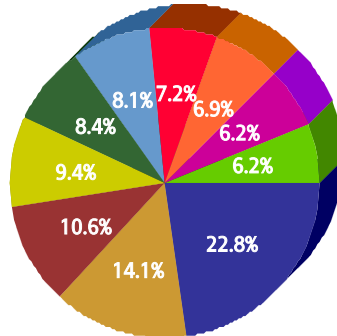


City of Dallas Service Level Performance Report by Council District

for 11
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	73
Street Spillage/Debris in Right of Way-Hazardous-STS	45
Animal - Confined - DCC	34
Dead Animal Pick Up - SAN	30
Roll Cart - SAN	27
24 Hour Parking/Parking Violations - DPD	26
Signs - Public Right of Way - DCC	23
Garbage - Missed - SAN	22
Bulky Trash Violations - DCC	20
Substandard Structure Apts - DCC	20



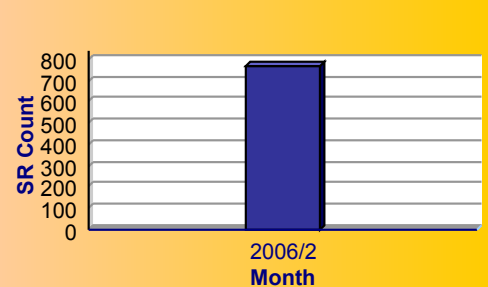
Service

- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Signs - Public Right of Way - DCC
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Substandard Structure Apts - DCC

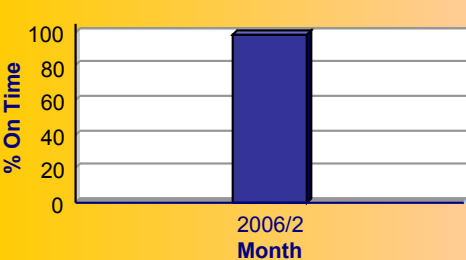
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
762	596	586	98.3%	166	160	96.4%	97.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 11

From Feb 1 2006 to Feb 28 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	Fire Inspection - DFD	73	60	60	100.0%	90	9.2	13	17.8%	13	100.0%	73	100.0%
2	Street Spillage/Debris in Right of Way-Hazardous-STS	45	0	0	N/A	1	0.0	45	100.0%	44	97.8%	44	97.8%
3	Animal - Confined - DCC	34	0	0	N/A	3	0.0	34	100.0%	34	100.0%	34	100.0%
4	Dead Animal Pick Up - SAN	30	0	0	N/A	1	0.2	30	100.0%	30	100.0%	30	100.0%
5	Roll Cart - SAN	27	1	1	100.0%	12	3.2	26	96.3%	26	100.0%	27	100.0%
6	24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	4.4	26	100.0%	23	88.5%	23	88.5%
7	Signs - Public Right of Way - DCC	23	0	0	N/A	7	0.8	23	100.0%	23	100.0%	23	100.0%
8	Garbage - Missed - SAN	22	0	0	N/A	12	1.4	22	100.0%	22	100.0%	22	100.0%
9	Bulky Trash Violations - DCC	20	0	0	N/A	14	3.3	20	100.0%	20	100.0%	20	100.0%
10	Substandard Structure Apts - DCC	20	10	10	100.0%	365	7.1	10	50.0%	10	100.0%	20	100.0%
11	Litter - DCC	19	3	3	100.0%	38	12.0	16	84.2%	16	100.0%	19	100.0%
12	Signs - Other - DCC	17	14	14	100.0%	38	7.7	3	17.6%	3	100.0%	17	100.0%
13	Animal - Loose Aggressive - DCC	17	0	0	N/A	3	0.2	17	100.0%	17	100.0%	17	100.0%
14	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	15	0	0	N/A	1	0.1	15	100.0%	15	100.0%	15	100.0%
15	Street Repair - Routine-STS	13	5	5	100.0%	120	5.9	8	61.5%	8	100.0%	13	100.0%
16	Recyclable Collection Missed (Residential) - SAN	12	0	0	N/A	3	1.0	12	100.0%	12	100.0%	12	100.0%
17	Pothole - Hazardous-STS	12	0	0	N/A	1	0.1	12	100.0%	12	100.0%	12	100.0%
18	Educational Request - DFD	9	0	0	N/A	90	2.3	9	100.0%	9	100.0%	9	100.0%
19	Traffic Sign - New - PWT	9	7	7	100.0%	84	4.0	2	22.2%	2	100.0%	9	100.0%
20	Traffic Signal - Bulb Out/NonConflict Hd Trn - PWT	9	0	0	N/A	14	1.9	9	100.0%	9	100.0%	9	100.0%
21	Signs - Public Right of Way Eve/Weekends - DCC	9	1	0	0.0%	7	0.4	8	88.9%	8	100.0%	8	88.9%

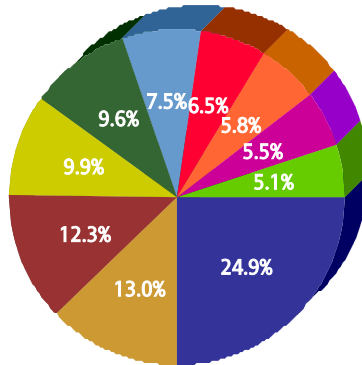


City of Dallas Service Level Performance Report by Council District

for 12
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	73
Roll Cart - SAN	38
Animal - Confined - DCC	36
24 Hour Parking/Parking Violations - DPD	29
Litter - DCC	28
Garbage - Missed - SAN	22
Signs - Public Right of Way - DCC	19
Traffic Signal - School Flasher Maintenance - PWT	17
Dead Animal Pick Up - SAN	16
Obstruction Alley/Sidewalk/Street - DCC	15



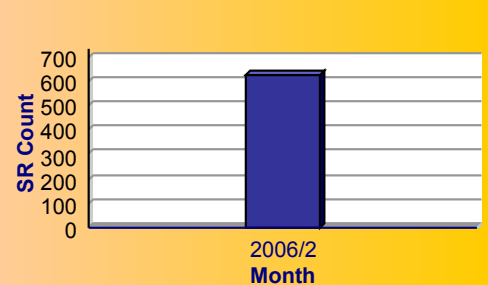
Service

- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Litter - DCC
- Garbage - Missed - SAN
- Signs - Public Right of Way - DCC
- Traffic Signal - School Flasher Maintenance - PWT
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC

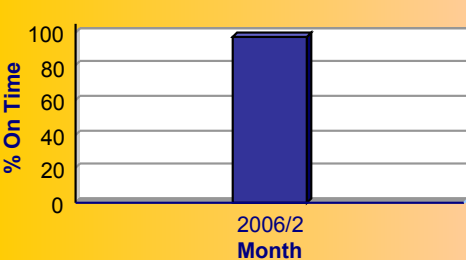
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
625	513	499	97.3%	112	108	96.4%	97.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 12

From Feb 1 2006 to Feb 28 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	Fire Inspection - DFD	73	33	33	100.0%	90	11.4	40	54.8%	40	100.0%	73	100.0%
2	Roll Cart - SAN	38	1	1	100.0%	12	1.5	37	97.4%	37	100.0%	38	100.0%
3	Animal - Confined - DCC	36	0	0	N/A	3	0.1	36	100.0%	36	100.0%	36	100.0%
4	24 Hour Parking/Parking Violations - DPD	29	0	0	N/A	10	3.9	29	100.0%	26	89.7%	26	89.7%
5	Litter - DCC	28	12	12	100.0%	38	9.8	16	57.1%	16	100.0%	28	100.0%
6	Garbage - Missed - SAN	22	0	0	N/A	12	1.4	22	100.0%	22	100.0%	22	100.0%
7	Signs - Public Right of Way - DCC	19	0	0	N/A	7	2.8	19	100.0%	15	78.9%	15	78.9%
8	Traffic Signal - School Flasher Maintenance - PWT	17	0	0	N/A	4	1.4	17	100.0%	17	100.0%	17	100.0%
9	Dead Animal Pick Up - SAN	16	0	0	N/A	1	0.4	16	100.0%	16	100.0%	16	100.0%
10	Obstruction Alley/Sidewalk/Street - DCC	15	5	5	100.0%	60	6.9	10	66.7%	10	100.0%	15	100.0%
11	Pothole - Hazardous-STS	13	0	0	N/A	1	0.1	13	100.0%	13	100.0%	13	100.0%
12	Animal - Cruelty - DCC	12	0	0	N/A	30	0.1	12	100.0%	12	100.0%	12	100.0%
13	Animal - Loose - DCC	10	5	5	100.0%	45	20.4	5	50.0%	5	100.0%	10	100.0%
14	Open and Vacant Structure Apts - DCC	10	0	0	N/A	30	5.5	10	100.0%	10	100.0%	10	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	10	0	0	N/A	1	0.0	10	100.0%	10	100.0%	10	100.0%
16	Pothole Repair Routine - STS	9	8	8	100.0%	120	3.0	1	11.1%	1	100.0%	9	100.0%
17	Substandard Structure - DCC	8	8	8	100.0%	365		0	0.0%	0	N/A	8	100.0%
18	Animal - Noisy - DCC	8	0	0	N/A	30	1.2	8	100.0%	8	100.0%	8	100.0%
19	Animal - Sick/Injured - DCC	8	0	0	N/A	3	0.0	8	100.0%	8	100.0%	8	100.0%
20	Street Lighting - Maintenance - PWT	8	0	0	N/A	14	0.5	8	100.0%	8	100.0%	8	100.0%
21	Alley Repair - Routine-STS	8	7	7	100.0%	120	13.0	1	12.5%	1	100.0%	8	100.0%

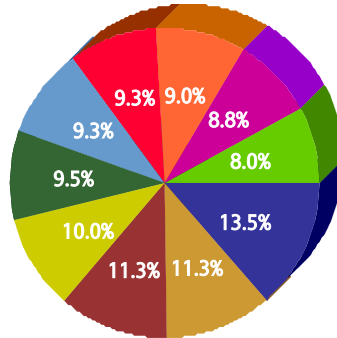


City of Dallas Service Level Performance Report by Council District

for 13
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	54
Bulky Trash Violations - DCC	45
Dead Animal Pick Up - SAN	45
24 Hour Parking/Parking Violations - DPD	40
Street Spillage/Debris in Right of Way-Hazardous-STs	38
Animal - Loose Aggressive - DCC	37
Litter - DCC	37
Garbage - Missed - SAN	36
Fire Inspection - DFD	35
Animal - Confined - DCC	32

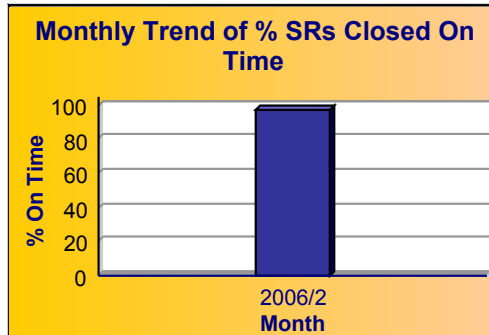
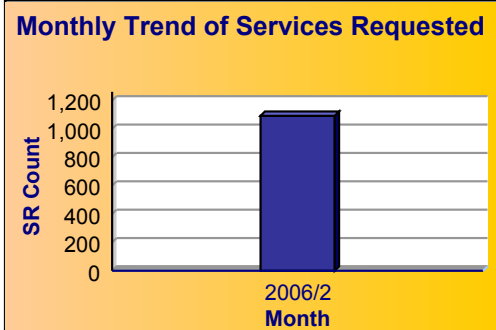


Service

- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Animal - Confined - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,089	849	828	97.5%	240	231	96.2%	97.2%





City of Dallas Service Level Performance Report by Council District

for 13

From Feb 1 2006 to Feb 28 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	Roll Cart - SAN	54	2	2	100.0%	12	6.8	52	96.3%	48	92.3%	50	92.6%
2	Bulky Trash Violations - DCC	45	2	1	50.0%	14	2.7	43	95.6%	42	97.7%	43	95.6%
3	Dead Animal Pick Up - SAN	45	0	0	N/A	1	0.2	45	100.0%	45	100.0%	45	100.0%
4	24 Hour Parking/Parking Violations - DPD	40	0	0	N/A	10	5.2	40	100.0%	36	90.0%	36	90.0%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	38	0	0	N/A	1	0.0	38	100.0%	38	100.0%	38	100.0%
6	Litter - DCC	37	21	21	100.0%	38	11.9	16	43.2%	16	100.0%	37	100.0%
7	Animal - Loose Aggressive - DCC	37	0	0	N/A	3	0.2	37	100.0%	37	100.0%	37	100.0%
8	Garbage - Missed - SAN	36	1	1	100.0%	12	2.3	35	97.2%	35	100.0%	36	100.0%
9	Fire Inspection - DFD	35	24	24	100.0%	90	13.5	11	31.4%	11	100.0%	35	100.0%
10	Animal - Confined - DCC	32	0	0	N/A	3	0.1	32	100.0%	32	100.0%	32	100.0%
11	Street Repair - Routine-STS	31	12	12	100.0%	120	7.5	19	61.3%	19	100.0%	31	100.0%
12	Delinquent M/F License fee	29	29	29	100.0%	45		0	0.0%	0	N/A	29	100.0%
13	Recyclable Collection Missed (Residential) - SAN	27	0	0	N/A	3	1.2	27	100.0%	25	92.6%	25	92.6%
14	Obstruction Alley/Sidewalk/Street - DCC	24	12	12	100.0%	60	7.8	12	50.0%	12	100.0%	24	100.0%
15	Signs - Public Right of Way - DCC	23	0	0	N/A	7	0.6	23	100.0%	23	100.0%	23	100.0%
16	Animal - Noisy - DCC	23	0	0	N/A	30	2.3	23	100.0%	23	100.0%	23	100.0%
17	Animal - Loose - DCC	20	11	11	100.0%	45	17.3	9	45.0%	9	100.0%	20	100.0%
18	Illegal Outside Storage - DCC	18	9	9	100.0%	38	6.3	9	50.0%	9	100.0%	18	100.0%
19	Pothole - Hazardous-STS	18	0	0	N/A	1	0.0	18	100.0%	18	100.0%	18	100.0%
20	Junk Motor Vehicle - DCC	16	10	10	100.0%	126	5.5	6	37.5%	6	100.0%	16	100.0%

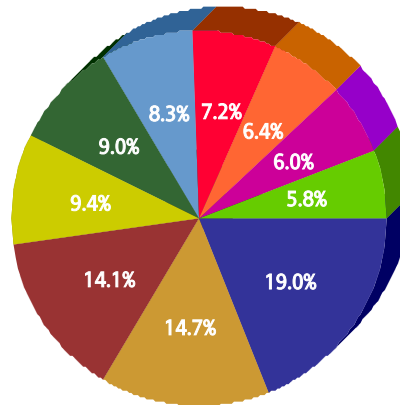


City of Dallas Service Level Performance Report by Council District

for 14
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	101
Signs - Public Right of Way - DCC	78
Roll Cart - SAN	75
24 Hour Parking/Parking Violations - DPD	50
Dead Animal Pick Up - SAN	48
Garbage - Missed - SAN	44
Animal - Loose - DCC	38
Animal - Confined - DCC	34
Litter - DCC	32
Street Repair - Routine-STS	31



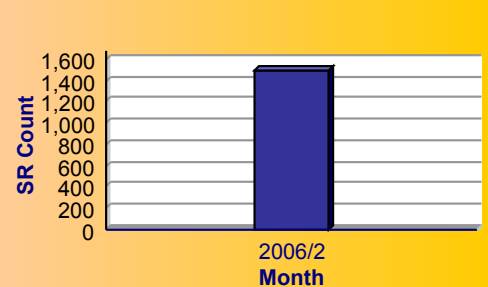
Service

- Fire Inspection - DFD
- Signs - Public Right of Way - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Animal - Loose - DCC
- Animal - Confined - DCC
- Litter - DCC
- Street Repair - Routine-STS

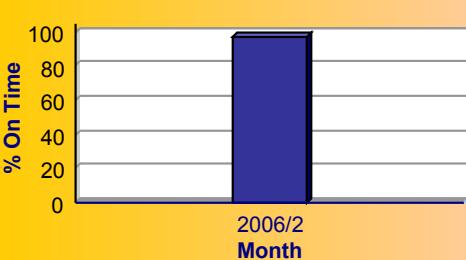
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,494	1,186	1,153	97.2%	308	301	97.7%	97.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 14

From Feb 1 2006 to Feb 28 2006

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

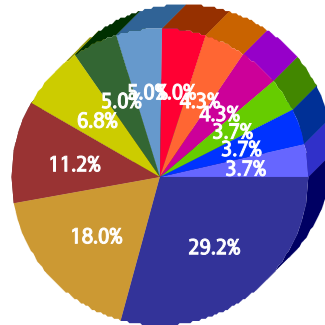
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	101	67	67	100.0%	90	6.5	34	33.7%	34	100.0%	101	100.0%
2	Signs - Public Right of Way - DCC	78	1	0	0.0%	7	0.2	77	98.7%	77	100.0%	77	98.7%
3	Roll Cart - SAN	75	5	5	100.0%	12	5.8	70	93.3%	59	84.3%	64	85.3%
4	24 Hour Parking/Parking Violations - DPD	50	1	1	100.0%	10	4.1	49	98.0%	47	95.9%	48	96.0%
5	Dead Animal Pick Up - SAN	48	0	0	N/A	1	0.2	48	100.0%	48	100.0%	48	100.0%
6	Garbage - Missed - SAN	44	0	0	N/A	12	1.8	44	100.0%	44	100.0%	44	100.0%
7	Animal - Loose - DCC	38	14	14	100.0%	45	17.5	24	63.2%	24	100.0%	38	100.0%
8	Animal - Confined - DCC	34	0	0	N/A	3	0.1	34	100.0%	34	100.0%	34	100.0%
9	Litter - DCC	32	12	12	100.0%	38	7.8	20	62.5%	20	100.0%	32	100.0%
10	Street Repair - Routine-STS	31	18	18	100.0%	120	6.2	13	41.9%	13	100.0%	31	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	30	0	0	N/A	1	0.0	30	100.0%	30	100.0%	30	100.0%
12	Bulky Trash Violations - DCC	29	0	0	N/A	14	3.0	29	100.0%	29	100.0%	29	100.0%
13	Multi-Family License Inspection - DCC	28	10	10	100.0%	126	1.3	18	64.3%	18	100.0%	28	100.0%
14	Animal - Loose Aggressive - DCC	27	0	0	N/A	3	0.3	27	100.0%	27	100.0%	27	100.0%
15	Multi-Family License Pool Inspection - DCC	24	1	0	0.0%	30	1.2	23	95.8%	23	100.0%	23	95.8%
16	Recyclable Collection Missed (Residential) - SAN	23	0	0	N/A	3	1.0	23	100.0%	23	100.0%	23	100.0%
17	Substandard Structure - DCC	21	17	17	100.0%	365	4.2	4	19.0%	4	100.0%	21	100.0%
18	Graffiti - Traffic Signs/Signals	20	0	0	N/A	60	4.9	20	100.0%	20	100.0%	20	100.0%
19	Graffiti Private Property - Residential/Commercial	18	9	9	100.0%	90	8.8	9	50.0%	9	100.0%	18	100.0%
20	Animal - Noisy - DCC	18	0	0	N/A	30	2.4	18	100.0%	18	100.0%	18	100.0%



for U
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - DCC	47
Fire Inspection - DFD	29
Street Spillage/Debris in Right of Way-Hazardous-STs	18
Roll Cart - SAN	11
Animal - Loose - DCC	8
Dead Animal Pick Up - SAN	8
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Litter - DCC	7
Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)	7
Animal - Confined - DCC	6
Animal - Sick/Injured - DCC	6
Substandard Structure - DCC	6

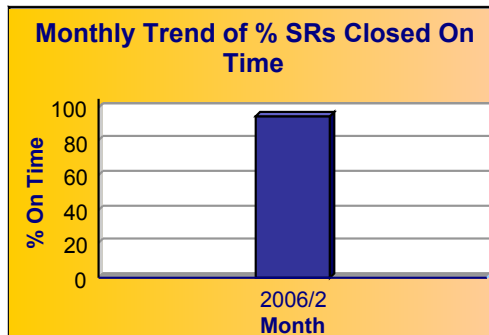
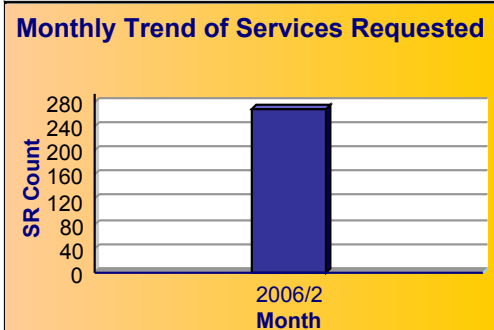


Service

- Signs - Public Right of Way - DCC
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Roll Cart - SAN
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Litter - DCC
- Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)
- Animal - Confined - DCC
- Animal - Sick/Injured - 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 %
268	213	206	96.7%	55	46	83.6%	94.0%





City of Dallas Service Level Performance Report by Council District

for U

From Feb 1 2006 to Feb 28 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	Signs - Public Right of Way - DCC	47	0	0	N/A	7	0.0	47	100.0%	47	100.0%	47	100.0%
2	Fire Inspection - DFD	29	18	18	100.0%	90	5.6	11	37.9%	11	100.0%	29	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-ST5	18	0	0	N/A	1	0.2	18	100.0%	17	94.4%	17	94.4%
4	Roll Cart - SAN	11	6	2	33.3%	12	10.6	5	45.5%	4	80.0%	6	54.5%
5	Animal - Loose - DCC	8	4	4	100.0%	45	11.2	4	50.0%	4	100.0%	8	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	14	0.0	8	100.0%	8	100.0%	8	100.0%
7	Dead Animal Pick Up - SAN	8	0	0	N/A	1	0.8	8	100.0%	7	87.5%	7	87.5%
8	Litter - DCC	7	3	3	100.0%	38	11.0	4	57.1%	4	100.0%	7	100.0%
9	Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH)	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
10	Animal - Confined - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
11	Substandard Structure - DCC	6	4	4	100.0%	365	0.0	2	33.3%	2	100.0%	6	100.0%
12	Animal - Sick/Injured - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
13	Smoke Detector Request - DFD	5	0	0	N/A	30	1.8	5	100.0%	5	100.0%	5	100.0%
14	Restaurant/Food Complaint - EHS	5	0	0	N/A	45	3.8	5	100.0%	5	100.0%	5	100.0%
15	Noise Pollution - EHS	5	1	1	100.0%	45	3.5	4	80.0%	4	100.0%	5	100.0%
16	Garbage - Missed - SAN	5	2	0	0.0%	12	8.3	3	60.0%	2	66.7%	2	40.0%
17	Miscellaneous Service Request - SCS	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%
18	Illegal Outside Storage - DCC	4	2	2	100.0%	38	4.5	2	50.0%	2	100.0%	4	100.0%
19	Crime/Vandalism/MISC. DPD	4	1	0	0.0%	14	7.7	3	75.0%	3	100.0%	3	75.0%
20	24 Hour Parking/Parking Violations - DPD	4	1	1	100.0%	10	2.7	3	75.0%	3	100.0%	4	100.0%