



**FY 2005 – 2006**

**Monthly Service Request**

**Performance Reports**

**by**

**City Council District**

**And Citywide Summary**

**MARCH 2006**

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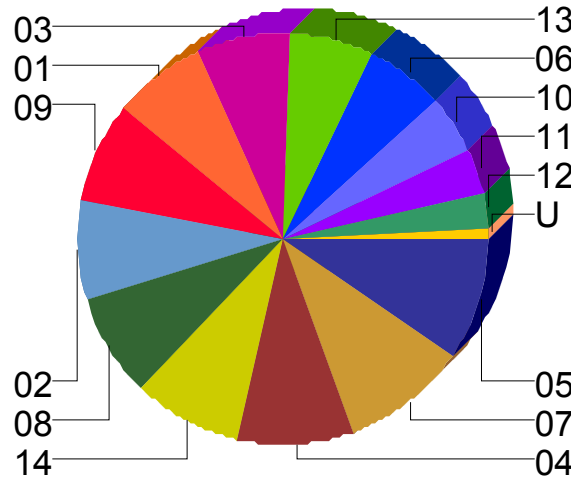
**35 . . . . Service Level Performance Report where the Council District  
is Unknown**



# City of Dallas

## Council District Report

From Mar 1 2006 to Mar 31 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	1,913	7.5%	98.3%
02	2,015	7.9%	96.5%
03	1,878	7.3%	96.4%
04	2,341	9.1%	98.2%
05	2,502	9.8%	97.4%
06	1,574	6.1%	94.3%
07	2,478	9.7%	96.7%
08	2,059	8.0%	98.6%
09	1,982	7.7%	96.4%
10	1,130	4.4%	97.9%
11	908	3.5%	98.6%
12	720	2.8%	97.1%
13	1,686	6.6%	96.4%
14	2,216	8.6%	95.3%
U	237	0.9%	94.1%
<b>Totals</b>	<b>25,639</b>	<b>100.0%</b>	<b>96.9%</b>

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

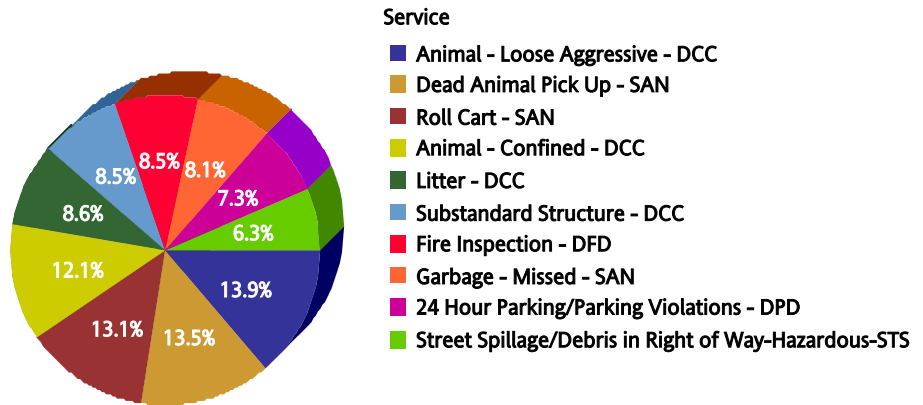


**For Citywide**

From Mar 1 2006 to Mar 31 2006

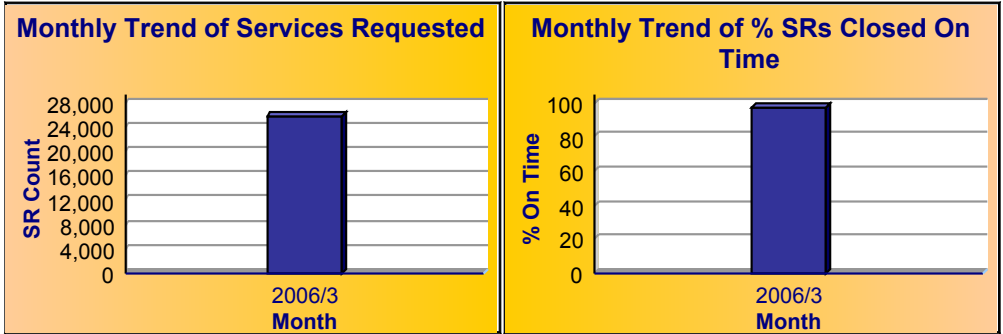
**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	1,439
Dead Animal Pick Up - SAN	1,399
Roll Cart - SAN	1,360
Animal - Confined - DCC	1,251
Litter - DCC	895
Substandard Structure - DCC	881
Fire Inspection - DFD	877
Garbage - Missed - SAN	835
24 Hour Parking/Parking Violations - DPD	757
Street Spillage/Debris in Right of Way-Hazardous-STS	653



**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 %
25,639	19,439	18,794	96.7%	6,200	6,059	97.7%	96.9%





## For Citywide

From Mar 1 2006 to Mar 31 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	1,439	1	0	0.0%	3	0.1	1,438	99.9%	1,431	99.5%	1,431	99.4%
2	Dead Animal Pick Up - SAN	1,399	1	0	0.0%	1	0.3	1,398	99.9%	1,396	99.9%	1,396	99.8%
3	Roll Cart - SAN	1,360	270	245	90.7%	12	5.8	1,090	80.1%	961	88.2%	1,206	88.7%
4	Animal - Confined - DCC	1,251	0	0	N/A	3	0.1	1,251	100.0%	1,247	99.7%	1,247	99.7%
5	Litter - DCC	895	293	293	100.0%	38	9.6	602	67.3%	602	100.0%	895	100.0%
6	Substandard Structure - DCC	881	747	747	100.0%	365	8.9	134	15.2%	134	100.0%	881	100.0%
7	Fire Inspection - DFD	877	587	587	100.0%	90	8.4	290	33.1%	290	100.0%	877	100.0%
8	Garbage - Missed - SAN	835	59	56	94.9%	12	1.9	776	92.9%	775	99.9%	831	99.5%
9	24 Hour Parking/Parking Violations - DPD	757	92	86	93.5%	10	3.7	665	87.8%	640	96.2%	726	95.9%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	653	0	0	N/A	1	0.2	653	100.0%	632	96.8%	632	96.8%
11	Animal - Loose - DCC	633	461	461	100.0%	45	16.4	172	27.2%	172	100.0%	633	100.0%
12	Animal - Sick/Injured - DCC	620	1	0	0.0%	3	0.1	619	99.8%	618	99.8%	618	99.7%
13	Junk Motor Vehicle - DCC	616	335	335	100.0%	126	10.1	281	45.6%	281	100.0%	616	100.0%
14	Bulky Trash Violations - DCC	508	30	23	76.7%	14	3.0	478	94.1%	466	97.5%	489	96.3%
15	Delinquent M/F License fee	503	62	62	100.0%	45	3.6	441	87.7%	441	100.0%	503	100.0%
16	High Weeds - DCC	427	238	238	100.0%	38	8.4	189	44.3%	189	100.0%	427	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	424	0	0	N/A	14	1.1	424	100.0%	422	99.5%	422	99.5%
18	Dumpster Violation - DCC	395	306	306	100.0%	60	6.2	89	22.5%	89	100.0%	395	100.0%
19	Illegal Outside Storage - DCC	359	128	128	100.0%	38	9.6	231	64.3%	231	100.0%	359	100.0%
20	Street Repair - Routine-STS	323	150	150	100.0%	120	7.8	173	53.6%	173	100.0%	323	100.0%



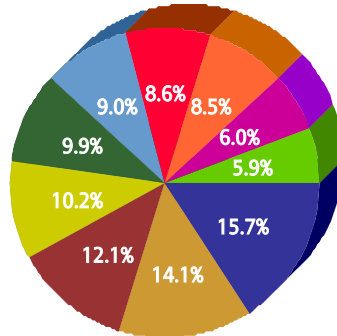
**City of Dallas** Service Level Performance Report by Council District

for 01

From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	142
Dead Animal Pick Up - SAN	127
Animal - Confined - DCC	109
24 Hour Parking/Parking Violations - DPD	92
Parking - Unapproved Surface - Eve/Weekends - DCC	89
Roll Cart - SAN	81
Delinquent M/F License fee	78
Litter - DCC	77
Dead Animal - Clinic Pick Up - SAN	54
Garbage - Missed - SAN	53

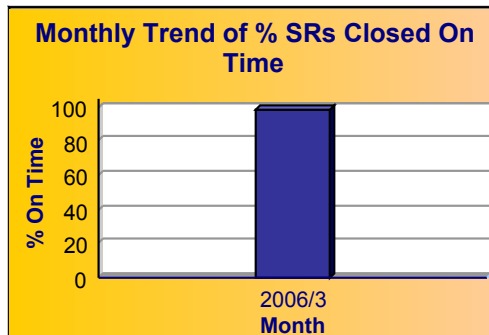
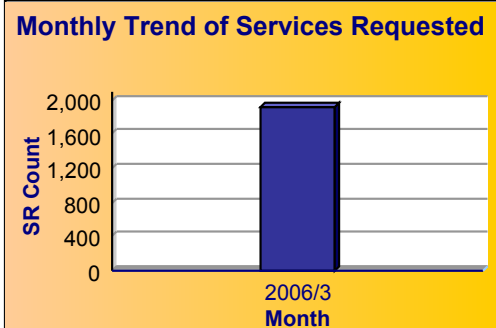


**Service**

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Roll Cart - SAN
- Delinquent M/F License fee
- Litter - DCC
- Dead Animal - Clinic 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 %
1,913	1,593	1,564	98.2%	320	316	98.8%	98.3%





# City of Dallas Service Level Performance Report by Council District

for 01

From Mar 1 2006 to Mar 31 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	142	0	0	N/A	3	0.1	142	100.0%	142	100.0%	142	100.0%
2	Dead Animal Pick Up - SAN	127	0	0	N/A	1	0.3	127	100.0%	127	100.0%	127	100.0%
3	Animal - Confined - DCC	109	0	0	N/A	3	0.1	109	100.0%	109	100.0%	109	100.0%
4	24 Hour Parking/Parking Violations - DPD	92	15	15	100.0%	10	3.1	77	83.7%	76	98.7%	91	98.9%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	89	0	0	N/A	14	0.8	89	100.0%	88	98.9%	88	98.9%
6	Roll Cart - SAN	81	5	5	100.0%	12	2.3	76	93.8%	75	98.7%	80	98.8%
7	Delinquent M/F License fee	78	10	10	100.0%	45	0.7	68	87.2%	68	100.0%	78	100.0%
8	Litter - DCC	77	19	19	100.0%	38	10.3	58	75.3%	58	100.0%	77	100.0%
9	Dead Animal - Clinic Pick Up - SAN	54	0	0	N/A	2	0.0	54	100.0%	54	100.0%	54	100.0%
10	Garbage - Missed - SAN	53	4	4	100.0%	12	2.0	49	92.5%	49	100.0%	53	100.0%
11	Junk Motor Vehicle - DCC	49	18	18	100.0%	126	10.5	31	63.3%	31	100.0%	49	100.0%
12	Substandard Structure - DCC	45	43	43	100.0%	365	7.0	2	4.4%	2	100.0%	45	100.0%
13	Animal - Loose - DCC	44	34	34	100.0%	45	20.3	10	22.7%	10	100.0%	44	100.0%
14	Graffiti Private Property - Residential/Commercial	42	17	17	100.0%	90	15.7	25	59.5%	25	100.0%	42	100.0%
15	Animal - Sick/Injured - DCC	41	0	0	N/A	3	0.1	41	100.0%	41	100.0%	41	100.0%
16	Parking - Unapproved Surface - DCC	39	0	0	N/A	14	3.2	39	100.0%	39	100.0%	39	100.0%
17	Illegal Outside Storage - DCC	39	5	5	100.0%	38	14.5	34	87.2%	34	100.0%	39	100.0%
18	Animal - Cruelty - DCC	32	0	0	N/A	30	0.2	32	100.0%	32	100.0%	32	100.0%
19	Illegal Garbage/Placement - DCC	30	2	2	100.0%	60	14.2	28	93.3%	28	100.0%	30	100.0%
20	Street Spillage/Debris in Right of Way-Hazardous-ST5	21	0	0	N/A	1	0.2	21	100.0%	19	90.5%	19	90.5%



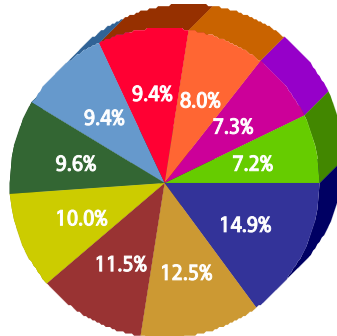


**City of Dallas** Service Level Performance Report by Council District

for 02  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Delinquent M/F License fee	106
Animal - Loose Aggressive - DCC	89
Dead Animal Pick Up - SAN	82
Fire Inspection - DFD	71
Substandard Structure - DCC	68
Dumpster Violation - DCC	67
Parking - Unapproved Surface - Eve/Weekends - DCC	67
Street Spillage/Debris in Right of Way-Hazardous-STs	57
Litter - DCC	52
Animal - Confined - DCC	51

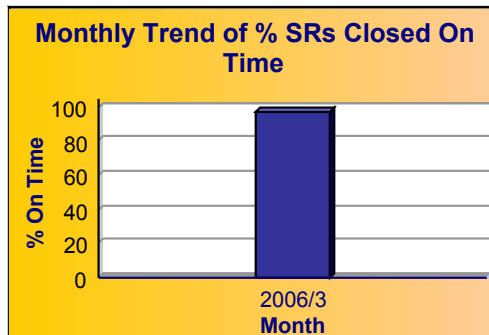
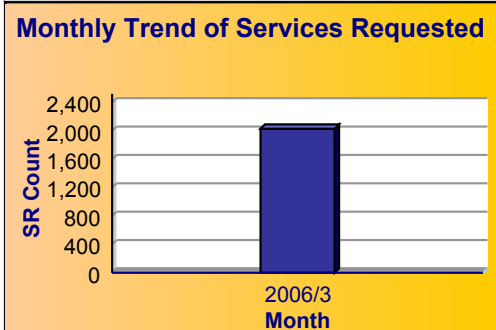


**Service**

- Delinquent M/F License fee
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Substandard Structure - DCC
- Dumpster Violation - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Litter - DCC
- Animal - Confined - DCC

**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,015	1,477	1,417	95.9%	538	528	98.1%	96.5%





# City of Dallas Service Level Performance Report by Council District

for 02

From Mar 1 2006 to Mar 31 2006

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

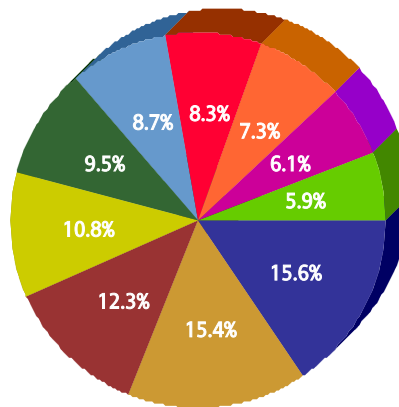
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Delinquent M/F License fee	106	14	14	100.0%	45	4.0	92	86.8%	92	100.0%	106	100.0%
2	Animal - Loose Aggressive - DCC	89	0	0	N/A	3	0.2	89	100.0%	88	98.9%	88	98.9%
3	Dead Animal Pick Up - SAN	82	0	0	N/A	1	0.2	82	100.0%	82	100.0%	82	100.0%
4	Fire Inspection - DFD	71	49	49	100.0%	90	6.6	22	31.0%	22	100.0%	71	100.0%
5	Substandard Structure - DCC	68	58	58	100.0%	365	7.4	10	14.7%	10	100.0%	68	100.0%
6	Dumpster Violation - DCC	67	52	52	100.0%	60	6.5	15	22.4%	15	100.0%	67	100.0%
7	Parking - Unapproved Surface - Eve/Weekends - DCC	67	0	0	N/A	14	1.3	67	100.0%	67	100.0%	67	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0	N/A	1	0.1	57	100.0%	56	98.2%	56	98.2%
9	Litter - DCC	52	17	17	100.0%	38	11.9	35	67.3%	35	100.0%	52	100.0%
10	Animal - Confined - DCC	51	0	0	N/A	3	0.2	51	100.0%	51	100.0%	51	100.0%
11	Roll Cart - SAN	50	17	16	94.1%	12	10.5	33	66.0%	21	63.6%	37	74.0%
12	Flooding - Emergency-STS	49	0	0	N/A	1	1.8	49	100.0%	24	49.0%	24	49.0%
13	High Weeds - DCC	47	22	22	100.0%	38	7.1	25	53.2%	25	100.0%	47	100.0%
14	Animal - Sick/Injured - DCC	43	0	0	N/A	3	0.1	43	100.0%	43	100.0%	43	100.0%
15	Junk Motor Vehicle - DCC	41	28	28	100.0%	126	12.6	13	31.7%	13	100.0%	41	100.0%
16	Garbage - Missed - SAN	41	3	3	100.0%	12	1.8	38	92.7%	38	100.0%	41	100.0%
17	Animal - Loose - DCC	39	29	29	100.0%	45	15.7	10	25.6%	10	100.0%	39	100.0%
18	Pothole - Hazardous-STS	39	0	0	N/A	1	0.1	39	100.0%	39	100.0%	39	100.0%
19	24 Hour Parking/Parking Violations - DPD	35	3	2	66.7%	10	5.7	32	91.4%	29	90.6%	31	88.6%
20	Illegal Outside Storage - DCC	30	16	16	100.0%	38	11.3	14	46.7%	14	100.0%	30	100.0%



for 03  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

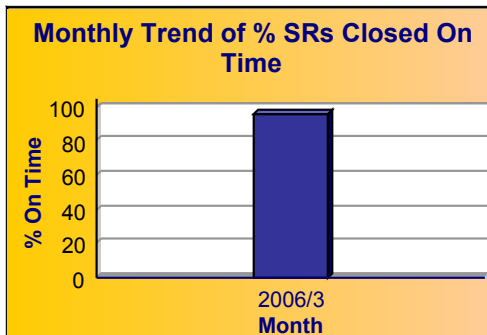
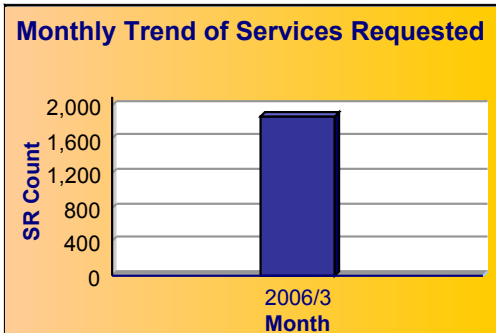
SR Type	Service Request Count
Animal - Loose Aggressive - DCC	130
Roll Cart - SAN	128
Dead Animal Pick Up - SAN	102
Animal - Confined - DCC	90
Litter - DCC	79
Animal - Loose - DCC	72
Animal - Sick/Injured - DCC	69
24 Hour Parking/Parking Violations - DPD	61
Garbage - Missed - SAN	51
Junk Motor Vehicle - DCC	49



- Service**
- Animal - Loose Aggressive - DCC
  - Roll Cart - SAN
  - Dead Animal Pick Up - SAN
  - Animal - Confined - DCC
  - Litter - DCC
  - Animal - Loose - DCC
  - Animal - Sick/Injured - DCC
  - 24 Hour Parking/Parking Violations - DPD
  - Garbage - Missed - SAN
  - 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 %
1,878	1,475	1,422	96.4%	403	389	96.5%	96.4%





# City of Dallas Service Level Performance Report by Council District

for 03

From Mar 1 2006 to Mar 31 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	130	0	0	N/A	3	0.2	130	100.0%	130	100.0%	130	100.0%
2	Roll Cart - SAN	128	8	7	87.5%	12	3.5	120	93.8%	116	96.7%	123	96.1%
3	Dead Animal Pick Up - SAN	102	0	0	N/A	1	0.3	102	100.0%	102	100.0%	102	100.0%
4	Animal - Confined - DCC	90	0	0	N/A	3	0.1	90	100.0%	90	100.0%	90	100.0%
5	Litter - DCC	79	29	29	100.0%	38	9.9	50	63.3%	50	100.0%	79	100.0%
6	Animal - Loose - DCC	72	57	57	100.0%	45	22.5	15	20.8%	15	100.0%	72	100.0%
7	Animal - Sick/Injured - DCC	69	0	0	N/A	3	0.1	69	100.0%	69	100.0%	69	100.0%
8	24 Hour Parking/Parking Violations - DPD	61	11	11	100.0%	10	3.8	50	82.0%	49	98.0%	60	98.4%
9	Garbage - Missed - SAN	51	0	0	N/A	12	2.1	51	100.0%	51	100.0%	51	100.0%
10	Junk Motor Vehicle - DCC	49	18	18	100.0%	126	7.4	31	63.3%	31	100.0%	49	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	45	0	0	N/A	14	1.9	45	100.0%	45	100.0%	45	100.0%
12	Fire Inspection - DFD	44	36	36	100.0%	90	9.1	8	18.2%	8	100.0%	44	100.0%
13	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%
14	Bulky Trash Violations - DCC	39	2	2	100.0%	14	3.4	37	94.9%	36	97.3%	38	97.4%
15	High Weeds - DCC	37	21	21	100.0%	38	10.2	16	43.2%	16	100.0%	37	100.0%
16	Illegal Outside Storage - DCC	37	7	7	100.0%	38	11.5	30	81.1%	30	100.0%	37	100.0%
17	Flooding - Emergency-STS	37	0	0	N/A	1	2.6	37	100.0%	9	24.3%	9	24.3%
18	Delinquent M/F License fee	31	5	5	100.0%	45	2.3	26	83.9%	26	100.0%	31	100.0%
19	Substandard Structure - DCC	30	19	19	100.0%	365	5.9	11	36.7%	11	100.0%	30	100.0%
20	Substandard Structure Apts - DCC	29	15	15	100.0%	365	5.9	14	48.3%	14	100.0%	29	100.0%



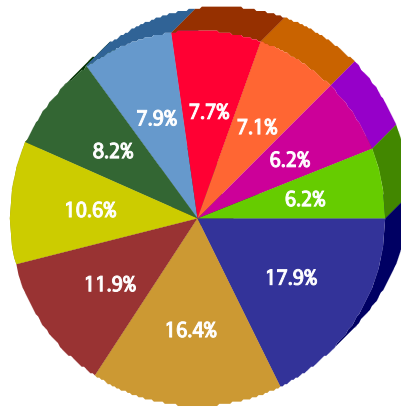
**City of Dallas** Service Level Performance Report by Council District

for 04

From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	203
Dead Animal Pick Up - SAN	186
Roll Cart - SAN	135
Animal - Confined - DCC	121
Substandard Structure - DCC	93
Garbage - Missed - SAN	90
Litter - DCC	87
Junk Motor Vehicle - DCC	81
Animal - Loose - DCC	71
Animal - Sick/Injured - DCC	70

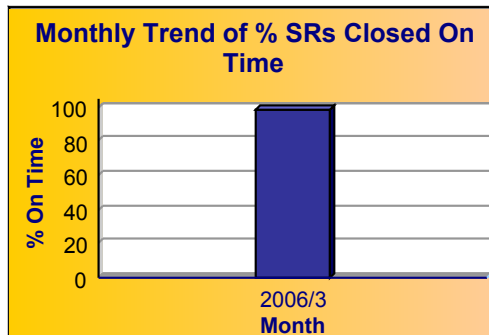
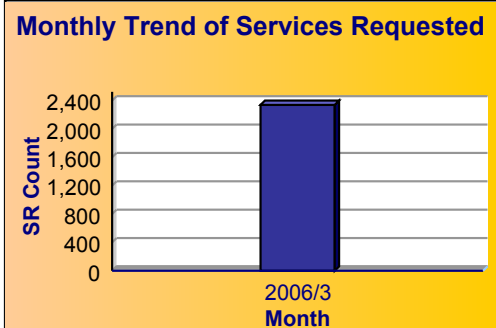


**Service**

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Substandard Structure - DCC
- Garbage - Missed - SAN
- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose - DCC
- 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 %
2,341	1,779	1,747	98.2%	562	552	98.2%	98.2%





# City of Dallas Service Level Performance Report by Council District

for 04

From Mar 1 2006 to Mar 31 2006

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

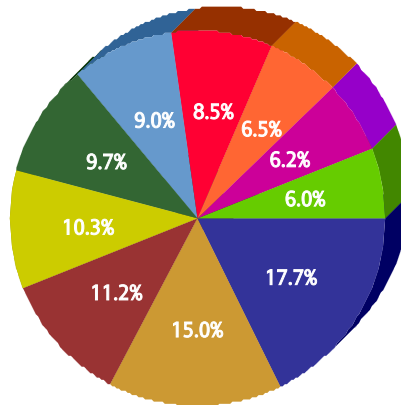
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	203	0	0	N/A	3	0.1	203	100.0%	202	99.5%	202	99.5%
2	Dead Animal Pick Up - SAN	186	0	0	N/A	1	0.2	186	100.0%	185	99.5%	185	99.5%
3	Roll Cart - SAN	135	34	33	97.1%	12	5.6	101	74.8%	93	92.1%	126	93.3%
4	Animal - Confined - DCC	121	0	0	N/A	3	0.1	121	100.0%	121	100.0%	121	100.0%
5	Substandard Structure - DCC	93	78	78	100.0%	365	14.3	15	16.1%	15	100.0%	93	100.0%
6	Garbage - Missed - SAN	90	9	9	100.0%	12	1.2	81	90.0%	81	100.0%	90	100.0%
7	Litter - DCC	87	35	35	100.0%	38	10.0	52	59.8%	52	100.0%	87	100.0%
8	Junk Motor Vehicle - DCC	81	41	41	100.0%	126	13.4	40	49.4%	40	100.0%	81	100.0%
9	Animal - Loose - DCC	71	57	57	100.0%	45	18.6	14	19.7%	14	100.0%	71	100.0%
10	Animal - Sick/Injured - DCC	70	0	0	N/A	3	0.1	70	100.0%	70	100.0%	70	100.0%
11	24 Hour Parking/Parking Violations - DPD	66	9	9	100.0%	10	3.0	57	86.4%	57	100.0%	66	100.0%
12	Fire Inspection - DFD	60	26	26	100.0%	90	12.8	34	56.7%	34	100.0%	60	100.0%
13	Dead Animal - Clinic Pick Up - SAN	50	0	0	N/A	2	0.0	50	100.0%	50	100.0%	50	100.0%
14	Animal - Cruelty - DCC	45	0	0	N/A	30	0.2	45	100.0%	45	100.0%	45	100.0%
15	Dumpster Violation - DCC	38	31	31	100.0%	60	6.6	7	18.4%	7	100.0%	38	100.0%
16	Illegal Dumping - DCC	37	7	7	100.0%	38	5.4	30	81.1%	30	100.0%	37	100.0%
17	Open and Vacant Structure - DCC	37	8	7	87.5%	30	8.6	29	78.4%	29	100.0%	36	97.3%
18	Signs - Public Right of Way - DCC	36	0	0	N/A	7	0.1	36	100.0%	36	100.0%	36	100.0%
19	Illegal Outside Storage - DCC	34	16	16	100.0%	38	9.2	18	52.9%	18	100.0%	34	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	31	0	0	N/A	14	1.2	31	100.0%	31	100.0%	31	100.0%
21	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%



for 05  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	221
Substandard Structure - DCC	188
Dead Animal Pick Up - SAN	140
Animal - Confined - DCC	129
Roll Cart - SAN	121
Garbage - Missed - SAN	113
Litter - DCC	107
Fire Inspection - DFD	81
Animal - Loose - DCC	77
Junk Motor Vehicle - DCC	75

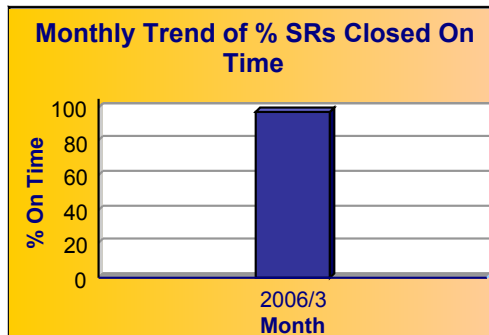
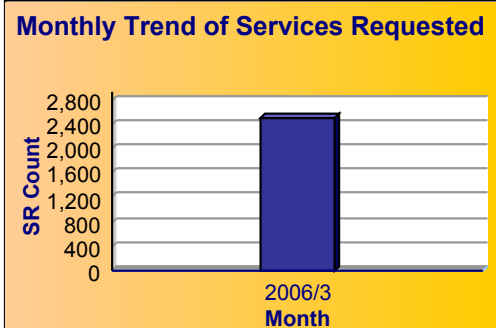


**Service**

- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Fire Inspection - DFD
- Animal - Loose - 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 %
2,502	1,766	1,714	97.1%	736	722	98.1%	97.4%





# City of Dallas Service Level Performance Report by Council District

for 05

From Mar 1 2006 to Mar 31 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	221	1	0	0.0%	3	0.1	220	99.5%	219	99.5%	219	99.1%
2	Substandard Structure - DCC	188	155	155	100.0%	365	12.1	33	17.6%	33	100.0%	188	100.0%
3	Dead Animal Pick Up - SAN	140	0	0	N/A	1	0.2	140	100.0%	140	100.0%	140	100.0%
4	Animal - Confined - DCC	129	0	0	N/A	3	0.1	129	100.0%	128	99.2%	128	99.2%
5	Roll Cart - SAN	121	29	25	86.2%	12	8.0	92	76.0%	67	72.8%	92	76.0%
6	Garbage - Missed - SAN	113	10	10	100.0%	12	2.1	103	91.2%	103	100.0%	113	100.0%
7	Litter - DCC	107	40	40	100.0%	38	11.6	67	62.6%	67	100.0%	107	100.0%
8	Fire Inspection - DFD	81	37	37	100.0%	90	5.4	44	54.3%	44	100.0%	81	100.0%
9	Animal - Loose - DCC	77	56	56	100.0%	45	19.2	21	27.3%	21	100.0%	77	100.0%
10	Junk Motor Vehicle - DCC	75	42	42	100.0%	126	11.0	33	44.0%	33	100.0%	75	100.0%
11	Animal - Sick/Injured - DCC	74	0	0	N/A	3	0.1	74	100.0%	73	98.6%	73	98.6%
12	24 Hour Parking/Parking Violations - DPD	71	6	5	83.3%	10	2.4	65	91.5%	65	100.0%	70	98.6%
13	High Weeds - DCC	59	46	46	100.0%	38	7.8	13	22.0%	13	100.0%	59	100.0%
14	Illegal Fence - DCC	57	48	48	100.0%	120	10.9	9	15.8%	9	100.0%	57	100.0%
15	Bulky Trash Violations - DCC	55	7	5	71.4%	14	4.4	48	87.3%	44	91.7%	49	89.1%
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	Dumpster Violation - DCC	45	44	44	100.0%	60	6.0	1	2.2%	1	100.0%	45	100.0%
18	Parking - Unapproved Surface - DCC	34	2	2	100.0%	14	6.0	32	94.1%	30	93.8%	32	94.1%
19	Animal - Cruelty - DCC	33	0	0	N/A	30	0.1	33	100.0%	33	100.0%	33	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	31	0	0	N/A	14	2.1	31	100.0%	30	96.8%	30	96.8%



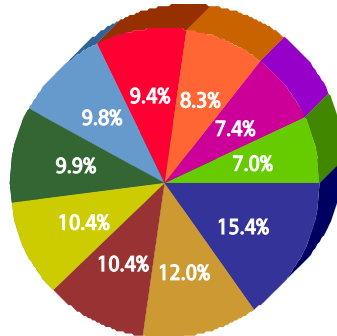


**City of Dallas** Service Level Performance Report by Council District

for 06  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Fire Inspection - DFD	118
Dumpster Violation - DCC	92
Animal - Loose Aggressive - DCC	80
Street Spillage/Debris in Right of Way-Hazardous-STs	80
High Weeds - DCC	76
Animal - Confined - DCC	75
Dead Animal Pick Up - SAN	72
Litter - DCC	64
Flooding - Emergency-STs	57
Junk Motor Vehicle - DCC	54



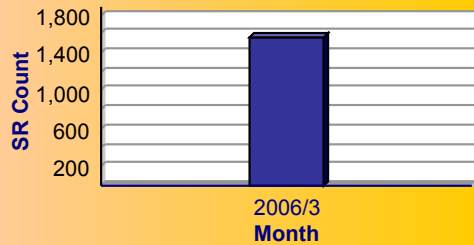
**Service**

- Fire Inspection - DFD
- Dumpster Violation - DCC
- Animal - Loose Aggressive - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- High Weeds - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Flooding - Emergency-STs
- Junk Motor Vehicle - DCC

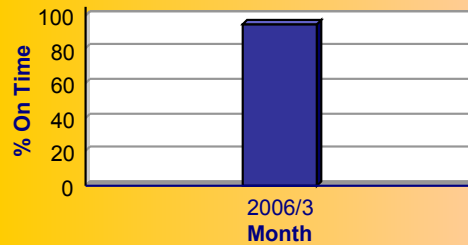
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,574	1,092	1,013	92.8%	482	471	97.7%	94.3%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

for 06

From Mar 1 2006 to Mar 31 2006

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

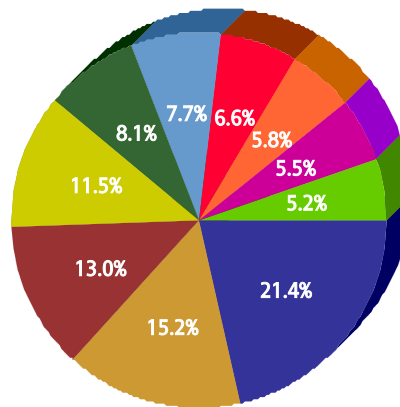
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	118	83	83	100.0%	90	11.1	35	29.7%	35	100.0%	118	100.0%
2	Dumpster Violation - DCC	92	70	70	100.0%	60	7.7	22	23.9%	22	100.0%	92	100.0%
3	Animal - Loose Aggressive - DCC	80	0	0	N/A	3	0.2	80	100.0%	79	98.8%	79	98.8%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	80	0	0	N/A	1	0.2	80	100.0%	75	93.8%	75	93.8%
5	High Weeds - DCC	76	37	37	100.0%	38	10.6	39	51.3%	39	100.0%	76	100.0%
6	Animal - Confined - DCC	75	0	0	N/A	3	0.1	75	100.0%	75	100.0%	75	100.0%
7	Dead Animal Pick Up - SAN	72	0	0	N/A	1	0.4	72	100.0%	72	100.0%	72	100.0%
8	Litter - DCC	64	32	32	100.0%	38	10.3	32	50.0%	32	100.0%	64	100.0%
9	Flooding - Emergency-STS	57	0	0	N/A	1	2.6	57	100.0%	14	24.6%	14	24.6%
10	Junk Motor Vehicle - DCC	54	34	34	100.0%	126	8.1	20	37.0%	20	100.0%	54	100.0%
11	Roll Cart - SAN	45	1	1	100.0%	12	3.5	44	97.8%	42	95.5%	43	95.6%
12	24 Hour Parking/Parking Violations - DPD	44	8	5	62.5%	10	6.1	36	81.8%	28	77.8%	33	75.0%
13	Animal - Sick/Injured - DCC	34	0	0	N/A	3	0.1	34	100.0%	34	100.0%	34	100.0%
14	Substandard Structure - DCC	33	29	29	100.0%	365	10.2	4	12.1%	4	100.0%	33	100.0%
15	Animal - Loose - DCC	26	19	19	100.0%	45	19.6	7	26.9%	7	100.0%	26	100.0%
16	Illegal Land Use (Residential/Business) - DCC	25	11	11	100.0%	60	12.1	14	56.0%	14	100.0%	25	100.0%
17	Street Repair - Routine-STS	24	8	8	100.0%	120	10.3	16	66.7%	16	100.0%	24	100.0%
18	Pothole - Hazardous-STS	23	0	0	N/A	1	0.5	23	100.0%	21	91.3%	21	91.3%
19	Parking - Unapproved Surface - DCC	22	0	0	N/A	14	1.9	22	100.0%	22	100.0%	22	100.0%
20	General - DCC	22	15	15	100.0%	38	5.0	7	31.8%	7	100.0%	22	100.0%



for 07  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Substandard Structure - DCC	263
Litter - DCC	187
Dead Animal Pick Up - SAN	160
Animal - Loose Aggressive - DCC	142
Junk Motor Vehicle - DCC	100
Roll Cart - SAN	95
Animal - Confined - DCC	81
Bulky Trash Violations - DCC	71
24 Hour Parking/Parking Violations - DPD	68
Open and Vacant Structure - DCC	64

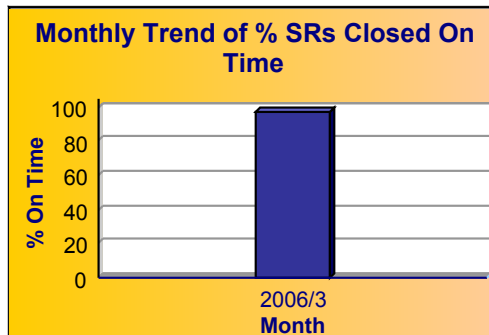
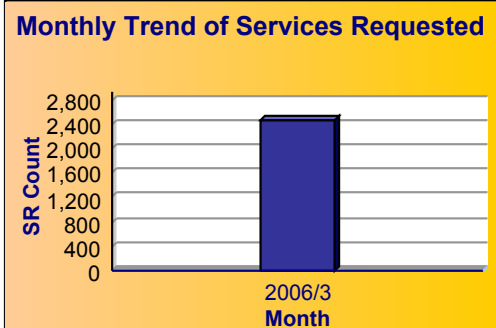


**Service**

- Substandard Structure - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- 24 Hour Parking/Parking Violations - DPD
- Open and Vacant 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 %
2,478	1,755	1,691	96.4%	723	706	97.6%	96.7%





# City of Dallas Service Level Performance Report by Council District

for 07

From Mar 1 2006 to Mar 31 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	Substandard Structure - DCC	263	237	237	100.0%	365	5.1	26	9.9%	26	100.0%	263	100.0%
2	Litter - DCC	187	55	55	100.0%	38	8.9	132	70.6%	132	100.0%	187	100.0%
3	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.3	160	100.0%	159	99.4%	159	99.4%
4	Animal - Loose Aggressive - DCC	142	0	0	N/A	3	0.2	142	100.0%	140	98.6%	140	98.6%
5	Junk Motor Vehicle - DCC	100	70	70	100.0%	126	16.5	30	30.0%	30	100.0%	100	100.0%
6	Roll Cart - SAN	95	34	25	73.5%	12	7.7	61	64.2%	43	70.5%	68	71.6%
7	Animal - Confined - DCC	81	0	0	N/A	3	0.1	81	100.0%	81	100.0%	81	100.0%
8	Bulky Trash Violations - DCC	71	5	5	100.0%	14	3.9	66	93.0%	64	97.0%	69	97.2%
9	24 Hour Parking/Parking Violations - DPD	68	5	5	100.0%	10	2.5	63	92.6%	63	100.0%	68	100.0%
10	Open and Vacant Structure - DCC	64	12	12	100.0%	30	2.6	52	81.2%	52	100.0%	64	100.0%
11	Delinquent M/F License fee	60	7	7	100.0%	45	4.1	53	88.3%	53	100.0%	60	100.0%
12	Animal - Sick/Injured - DCC	55	0	0	N/A	3	0.1	55	100.0%	55	100.0%	55	100.0%
13	Animal - Loose - DCC	49	32	32	100.0%	45	10.4	17	34.7%	17	100.0%	49	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	48	0	0	N/A	14	0.7	48	100.0%	48	100.0%	48	100.0%
15	Illegal Outside Storage - DCC	46	27	27	100.0%	38	5.3	19	41.3%	19	100.0%	46	100.0%
16	Garbage - Missed - SAN	46	2	2	100.0%	12	1.6	44	95.7%	44	100.0%	46	100.0%
17	Parking - Unapproved Surface - DCC	45	0	0	N/A	14	2.4	45	100.0%	45	100.0%	45	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STS	39	0	0	N/A	1	0.1	39	100.0%	38	97.4%	38	97.4%
19	Fire Inspection - DFD	37	23	23	100.0%	90	4.6	14	37.8%	14	100.0%	37	100.0%
20	High Weeds - DCC	35	18	18	100.0%	38	8.1	17	48.6%	17	100.0%	35	100.0%
21	Obstruction Alley/Sidewalk/Street - DCC	35	7	7	100.0%	60	13.0	28	80.0%	28	100.0%	35	100.0%

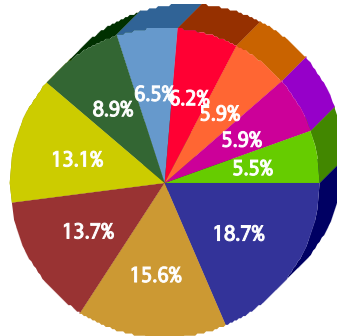


**City of Dallas** Service Level Performance Report by Council District

for 08  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	198
Roll Cart - SAN	165
Animal - Confined - DCC	145
Dead Animal Pick Up - SAN	139
Animal - Loose - DCC	94
Garbage - Missed - SAN	69
24 Hour Parking/Parking Violations - DPD	66
Junk Motor Vehicle - DCC	63
Animal - Sick/Injured - DCC	62
Street Spillage/Debris in Right of Way-Hazardous-STS	58

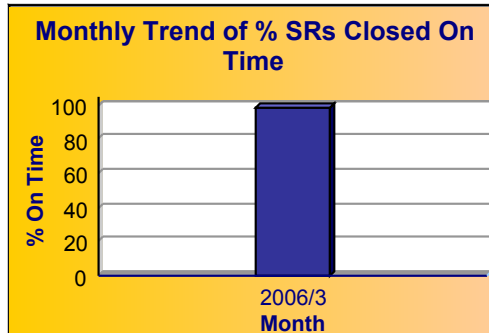
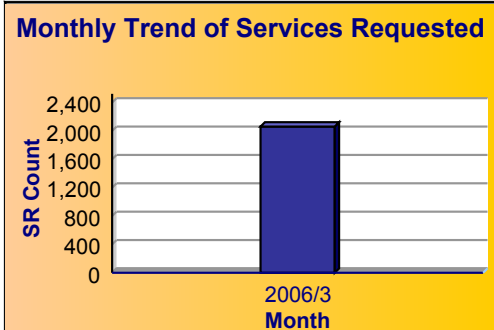


**Service**

- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose - DCC
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Junk Motor Vehicle - DCC
- Animal - Sick/Injured - DCC
- 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 %
2,059	1,606	1,583	98.6%	453	447	98.7%	98.6%





# City of Dallas Service Level Performance Report by Council District

for 08

From Mar 1 2006 to Mar 31 2006

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

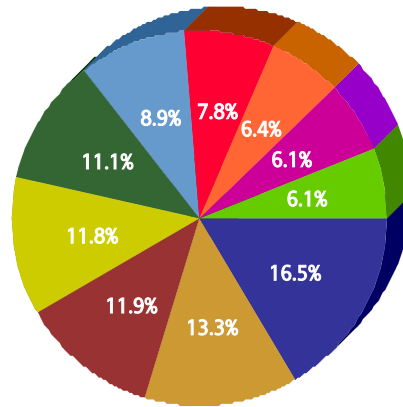
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	198	0	0	N/A	3	0.1	198	100.0%	198	100.0%	198	100.0%
2	Roll Cart - SAN	165	39	37	94.9%	12	4.8	126	76.4%	122	96.8%	159	96.4%
3	Animal - Confined - DCC	145	0	0	N/A	3	0.1	145	100.0%	144	99.3%	144	99.3%
4	Dead Animal Pick Up - SAN	139	0	0	N/A	1	0.3	139	100.0%	139	100.0%	139	100.0%
5	Animal - Loose - DCC	94	72	72	100.0%	45	19.0	22	23.4%	22	100.0%	94	100.0%
6	Garbage - Missed - SAN	69	4	4	100.0%	12	1.8	65	94.2%	65	100.0%	69	100.0%
7	24 Hour Parking/Parking Violations - DPD	66	3	3	100.0%	10	2.2	63	95.5%	63	100.0%	66	100.0%
8	Junk Motor Vehicle - DCC	63	42	42	100.0%	126	10.2	21	33.3%	21	100.0%	63	100.0%
9	Animal - Sick/Injured - DCC	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	58	0	0	N/A	1	0.1	58	100.0%	57	98.3%	57	98.3%
11	High Weeds - DCC	56	40	40	100.0%	38	3.6	16	28.6%	16	100.0%	56	100.0%
12	Signs - Public Right of Way - DCC	52	0	0	N/A	7	0.3	52	100.0%	52	100.0%	52	100.0%
13	Litter - DCC	47	21	21	100.0%	38	9.3	26	55.3%	26	100.0%	47	100.0%
14	Substandard Structure - DCC	47	37	37	100.0%	365	10.4	10	21.3%	10	100.0%	47	100.0%
15	Pothole - Hazardous-STS	43	0	0	N/A	1	0.1	43	100.0%	41	95.3%	41	95.3%
16	Animal - Cruelty - DCC	38	0	0	N/A	30	0.3	38	100.0%	38	100.0%	38	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	35	0	0	N/A	14	0.3	35	100.0%	35	100.0%	35	100.0%
18	Fire Inspection - DFD	31	17	17	100.0%	90	7.2	14	45.2%	14	100.0%	31	100.0%
19	Illegal Dumping - DCC	30	12	12	100.0%	38	6.6	18	60.0%	18	100.0%	30	100.0%
20	Illegal Outside Storage - DCC	27	13	13	100.0%	38	10.2	14	51.9%	14	100.0%	27	100.0%



for 09  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	137
Dead Animal Pick Up - SAN	110
Animal - Confined - DCC	99
Animal - Loose Aggressive - DCC	98
Bulky Trash Violations - DCC	92
Garbage - Missed - SAN	74
Litter - DCC	65
Obstruction Alley/Sidewalk/Street - DCC	53
Animal - Loose - DCC	51
Junk Motor Vehicle - DCC	51

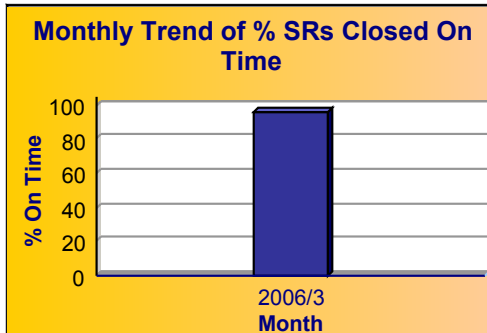
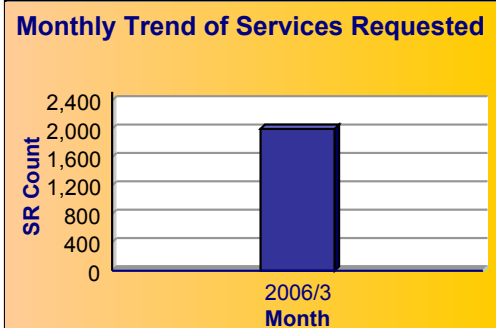


**Service**

- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Animal - Loose Aggressive - DCC
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose - 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 %
1,982	1,565	1,506	96.2%	417	405	97.1%	96.4%





# City of Dallas Service Level Performance Report by Council District

for 09

From Mar 1 2006 to Mar 31 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	137	25	19	76.0%	12	8.2	112	81.8%	84	75.0%	103	75.2%
2	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.3	110	100.0%	110	100.0%	110	100.0%
3	Animal - Confined - DCC	99	0	0	N/A	3	0.1	99	100.0%	99	100.0%	99	100.0%
4	Animal - Loose Aggressive - DCC	98	0	0	N/A	3	0.2	98	100.0%	97	99.0%	97	99.0%
5	Bulky Trash Violations - DCC	92	1	1	100.0%	14	2.0	91	98.9%	91	100.0%	92	100.0%
6	Garbage - Missed - SAN	74	2	2	100.0%	12	2.0	72	97.3%	72	100.0%	74	100.0%
7	Litter - DCC	65	16	16	100.0%	38	7.2	49	75.4%	49	100.0%	65	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	53	13	13	100.0%	60	14.2	40	75.5%	40	100.0%	53	100.0%
9	Junk Motor Vehicle - DCC	51	22	22	100.0%	126	7.4	29	56.9%	29	100.0%	51	100.0%
10	Animal - Loose - DCC	51	26	26	100.0%	45	8.6	25	49.0%	25	100.0%	51	100.0%
11	24 Hour Parking/Parking Violations - DPD	50	4	4	100.0%	10	4.5	46	92.0%	46	100.0%	50	100.0%
12	Sanitation Misc. - SAN	46	36	36	100.0%	14	2.1	10	21.7%	10	100.0%	46	100.0%
13	Illegal Outside Storage - DCC	45	17	17	100.0%	38	7.5	28	62.2%	28	100.0%	45	100.0%
14	Flooding - Emergency-ST5	43	0	0	N/A	1	1.8	43	100.0%	29	67.4%	29	67.4%
15	Animal - Sick/Injured - DCC	40	1	0	0.0%	3	0.1	39	97.5%	39	100.0%	39	97.5%
16	Street Spillage/Debris in Right of Way-Hazardous-ST5	35	0	0	N/A	1	0.1	35	100.0%	35	100.0%	35	100.0%
17	Street Repair - Routine-ST5	33	24	24	100.0%	120	5.8	9	27.3%	9	100.0%	33	100.0%
18	Animal - Noisy - DCC	27	2	2	100.0%	30	3.1	25	92.6%	25	100.0%	27	100.0%
19	Substandard Structure - DCC	25	24	24	100.0%	365	13.0	1	4.0%	1	100.0%	25	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	24	0	0	N/A	14	0.3	24	100.0%	24	100.0%	24	100.0%
21	Sanitation Property Damage - SAN	24	12	12	100.0%	120	6.5	12	50.0%	12	100.0%	24	100.0%

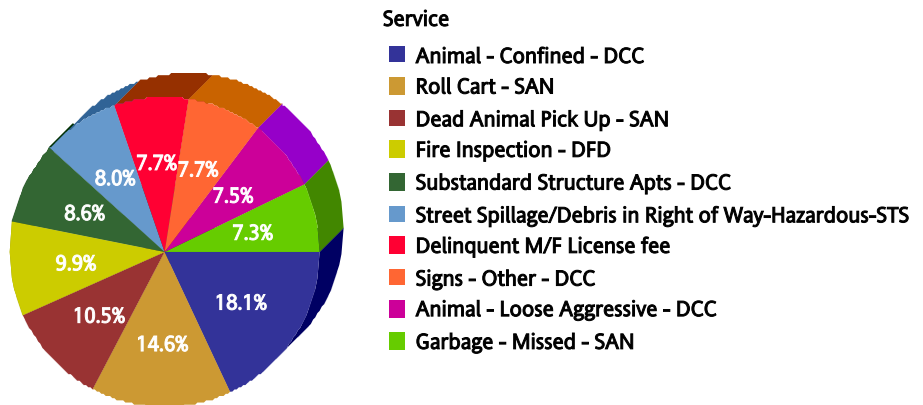




for 10  
From Mar 1 2006 to Mar 31 2006

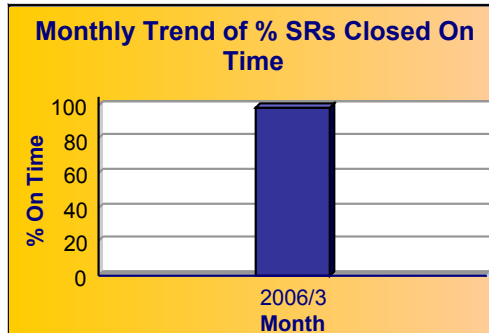
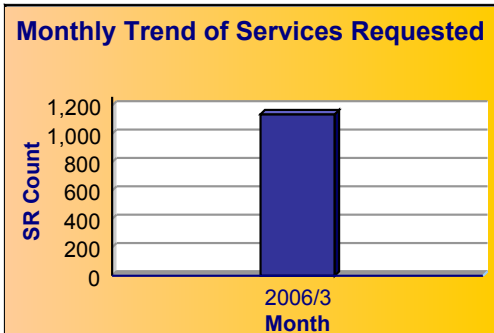
**Top 10 Services**

SR Type	Service Request Count
Animal - Confined - DCC	84
Roll Cart - SAN	68
Dead Animal Pick Up - SAN	49
Fire Inspection - DFD	46
Substandard Structure Apts - DCC	40
Street Spillage/Debris in Right of Way-Hazardous-STS	37
Delinquent M/F License fee	36
Signs - Other - DCC	36
Animal - Loose Aggressive - DCC	35
Garbage - Missed - SAN	34



**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 %
1,130	901	881	97.8%	229	225	98.3%	97.9%





# City of Dallas Service Level Performance Report by Council District

for 10

From Mar 1 2006 to Mar 31 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 - Confined - DCC	84	0	0	N/A	3	0.2	84	100.0%	83	98.8%	83	98.8%
2	Roll Cart - SAN	68	10	10	100.0%	12	4.2	58	85.3%	57	98.3%	67	98.5%
3	Dead Animal Pick Up - SAN	49	0	0	N/A	1	0.3	49	100.0%	49	100.0%	49	100.0%
4	Fire Inspection - DFD	46	29	29	100.0%	90	4.7	17	37.0%	17	100.0%	46	100.0%
5	Substandard Structure Apts - DCC	40	17	17	100.0%	365	6.9	23	57.5%	23	100.0%	40	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	37	0	0	N/A	1	0.4	37	100.0%	34	91.9%	34	91.9%
7	Signs - Other - DCC	36	9	9	100.0%	38	6.6	27	75.0%	27	100.0%	36	100.0%
8	Delinquent M/F License fee	36	0	0	N/A	45	5.7	36	100.0%	36	100.0%	36	100.0%
9	Animal - Loose Aggressive - DCC	35	0	0	N/A	3	0.1	35	100.0%	35	100.0%	35	100.0%
10	Garbage - Missed - SAN	34	2	2	100.0%	12	2.4	32	94.1%	32	100.0%	34	100.0%
11	Bulky Trash Violations - DCC	32	2	2	100.0%	14	1.3	30	93.8%	30	100.0%	32	100.0%
12	24 Hour Parking/Parking Violations - DPD	27	4	4	100.0%	10	4.5	23	85.2%	23	100.0%	27	100.0%
13	Litter - DCC	25	4	4	100.0%	38	9.1	21	84.0%	21	100.0%	25	100.0%
14	Animal - Loose - DCC	23	16	16	100.0%	45	11.9	7	30.4%	7	100.0%	23	100.0%
15	Animal - Sick/Injured - DCC	23	0	0	N/A	3	0.1	23	100.0%	23	100.0%	23	100.0%
16	Substandard Structure - DCC	20	17	17	100.0%	365	5.3	3	15.0%	3	100.0%	20	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	19	6	6	100.0%	60	8.5	13	68.4%	13	100.0%	19	100.0%
18	Junk Motor Vehicle - DCC	19	6	6	100.0%	126	6.4	13	68.4%	13	100.0%	19	100.0%
19	Plumbing Violation Apts - DCC	16	4	4	100.0%	60	7.3	12	75.0%	12	100.0%	16	100.0%
20	Illegal Outside Storage - DCC	15	4	4	100.0%	38	4.3	11	73.3%	11	100.0%	15	100.0%

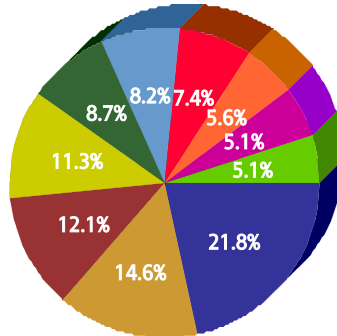


**City of Dallas** Service Level Performance Report by Council District

for 11  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Fire Inspection - DFD	85
Animal - Confined - DCC	57
Roll Cart - SAN	47
Garbage - Missed - SAN	44
Dead Animal Pick Up - SAN	34
Street Spillage/Debris in Right of Way-Hazardous-STS	32
Bulky Trash Violations - DCC	29
Obstruction Alley/Sidewalk/Street - DCC	22
Street Repair - Routine-STS	20
Traffic Signal - Timing - PWT	20

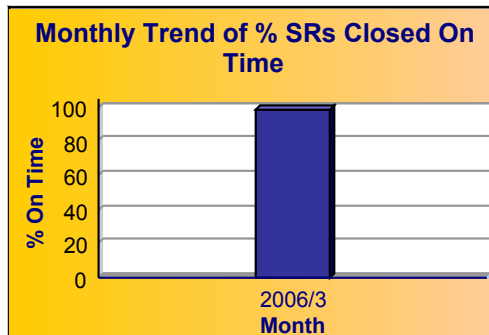
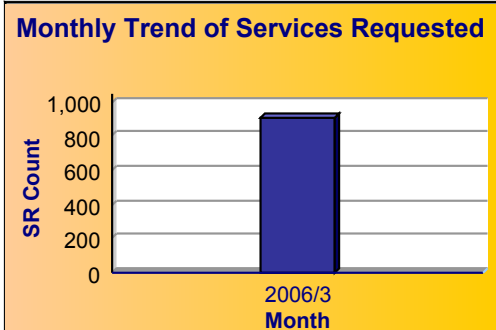


**Service**

- Fire Inspection - DFD
- Animal - Confined - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Bulky Trash Violations - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Street Repair - Routine-STS
- Traffic Signal - Timing - PWT

**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 %
908	685	674	98.4%	223	221	99.1%	98.6%





# City of Dallas Service Level Performance Report by Council District

for 11

From Mar 1 2006 to Mar 31 2006

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

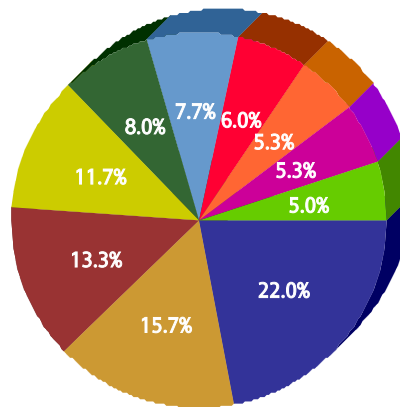
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	85	59	59	100.0%	90	14.1	26	30.6%	26	100.0%	85	100.0%
2	Animal - Confined - DCC	57	0	0	N/A	3	0.1	57	100.0%	57	100.0%	57	100.0%
3	Roll Cart - SAN	47	9	9	100.0%	12	5.0	38	80.9%	37	97.4%	46	97.9%
4	Garbage - Missed - SAN	44	5	5	100.0%	12	2.6	39	88.6%	39	100.0%	44	100.0%
5	Dead Animal Pick Up - SAN	34	0	0	N/A	1	0.4	34	100.0%	34	100.0%	34	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	32	0	0	N/A	1	0.1	32	100.0%	32	100.0%	32	100.0%
7	Bulky Trash Violations - DCC	29	0	0	N/A	14	1.8	29	100.0%	29	100.0%	29	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	22	4	4	100.0%	60	6.7	18	81.8%	18	100.0%	22	100.0%
9	Traffic Signal - Timing - PWT	20	4	4	100.0%	10	1.7	16	80.0%	16	100.0%	20	100.0%
10	Street Repair - Routine-STS	20	10	10	100.0%	120	9.6	10	50.0%	10	100.0%	20	100.0%
11	Animal - Sick/Injured - DCC	18	0	0	N/A	3	0.0	18	100.0%	18	100.0%	18	100.0%
12	24 Hour Parking/Parking Violations - DPD	17	3	3	100.0%	10	2.2	14	82.4%	14	100.0%	17	100.0%
13	Substandard Structure Apts - DCC	16	11	11	100.0%	365	7.8	5	31.2%	5	100.0%	16	100.0%
14	Recyclable Collection Missed (Residential) - SAN	15	0	0	N/A	3	0.5	15	100.0%	15	100.0%	15	100.0%
15	Animal - Loose - DCC	14	10	10	100.0%	45	8.2	4	28.6%	4	100.0%	14	100.0%
16	Pothole - Hazardous-STS	13	0	0	N/A	1	0.0	13	100.0%	13	100.0%	13	100.0%
17	Brush/Bulk Items - Missed - SAN	12	2	2	100.0%	30	3.1	10	83.3%	10	100.0%	12	100.0%
18	Litter - DCC	12	3	3	100.0%	38	9.0	9	75.0%	9	100.0%	12	100.0%
19	Animal - Loose Aggressive - DCC	12	0	0	N/A	3	0.1	12	100.0%	12	100.0%	12	100.0%
20	Delinquent M/F License fee	12	4	4	100.0%	45	6.2	8	66.7%	8	100.0%	12	100.0%



for 12  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Confined - DCC	66
Dead Animal Pick Up - SAN	47
Roll Cart - SAN	40
Garbage - Missed - SAN	35
24 Hour Parking/Parking Violations - DPD	24
Animal - Sick/Injured - DCC	23
Animal - Noisy - DCC	18
Bulky Trash Violations - DCC	16
Fire Inspection - DFD	16
General - DCC	15

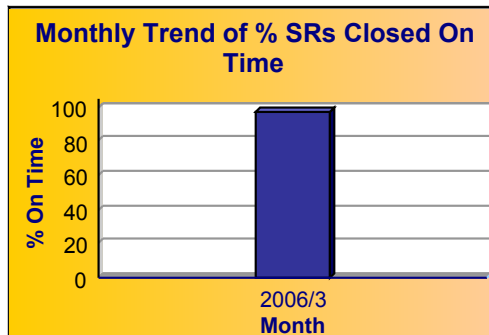
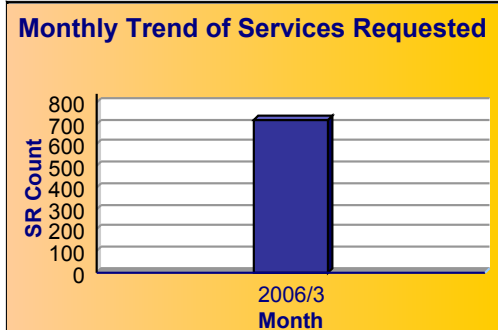


**Service**

- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC
- Animal - Noisy - DCC
- Bulky Trash Violations - DCC
- Fire Inspection - DFD
- General - 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 %
720	580	566	97.6%	140	133	95.0%	97.1%





# City of Dallas Service Level Performance Report by Council District

for 12

From Mar 1 2006 to Mar 31 2006

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

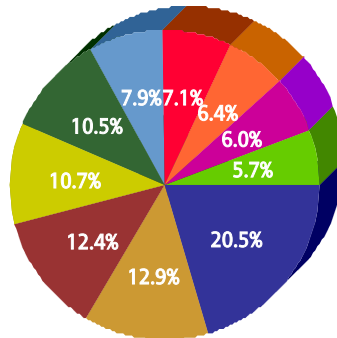
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Confined - DCC	66	0	0	N/A	3	0.1	66	100.0%	65	98.5%	65	98.5%
2	Dead Animal Pick Up - SAN	47	1	0	0.0%	1	0.2	46	97.9%	46	100.0%	46	97.9%
3	Roll Cart - SAN	40	10	10	100.0%	12	4.3	30	75.0%	30	100.0%	40	100.0%
4	Garbage - Missed - SAN	35	5	5	100.0%	12	1.9	30	85.7%	30	100.0%	35	100.0%
5	24 Hour Parking/Parking Violations - DPD	24	4	4	100.0%	10	3.1	20	83.3%	20	100.0%	24	100.0%
6	Animal - Sick/Injured - DCC	23	0	0	N/A	3	0.0	23	100.0%	23	100.0%	23	100.0%
7	Animal - Noisy - DCC	18	0	0	N/A	30	2.8	18	100.0%	18	100.0%	18	100.0%
8	Bulky Trash Violations - DCC	16	0	0	N/A	14	1.8	16	100.0%	16	100.0%	16	100.0%
9	Fire Inspection - DFD	16	6	6	100.0%	90	5.6	10	62.5%	10	100.0%	16	100.0%
10	General - DCC	15	12	12	100.0%	38	7.0	3	20.0%	3	100.0%	15	100.0%
11	Animal - Loose Aggressive - DCC	14	0	0	N/A	3	0.1	14	100.0%	14	100.0%	14	100.0%
12	Recyclable Collection Missed (Residential) - SAN	14	0	0	N/A	3	0.6	14	100.0%	14	100.0%	14	100.0%
13	Litter - DCC	13	3	3	100.0%	38	12.4	10	76.9%	10	100.0%	13	100.0%
14	Sidewalk Replacement Program - PWT	13	1	1	100.0%	14	2.4	12	92.3%	12	100.0%	13	100.0%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	13	0	0	N/A	1	0.2	13	100.0%	13	100.0%	13	100.0%
16	Brush/Bulk Items - Missed - SAN	12	0	0	N/A	30	4.0	12	100.0%	12	100.0%	12	100.0%
17	Cost Plus - SAN	11	0	0	N/A	5	4.3	11	100.0%	8	72.7%	8	72.7%
18	Animal - Loose - DCC	11	7	7	100.0%	45	16.0	4	36.4%	4	100.0%	11	100.0%
19	Dumpster Violation - DCC	10	9	9	100.0%	60	6.0	1	10.0%	1	100.0%	10	100.0%
20	Substandard Structure - DCC	10	8	8	100.0%	365	2.0	2	20.0%	2	100.0%	10	100.0%
21	Delinquent M/F License fee	10	4	4	100.0%	45	4.2	6	60.0%	6	100.0%	10	100.0%
22	Sanitation Property Damage - SAN	10	5	5	100.0%	120	3.4	5	50.0%	5	100.0%	10	100.0%
23	Street Lighting - Maintenance - PWT	10	0	0	N/A	14	0.6	10	100.0%	10	100.0%	10	100.0%
24	Street Repair - Routine-STS	10	3	3	100.0%	120	11.4	7	70.0%	7	100.0%	10	100.0%



for 13  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Fire Inspection - DFD	154
Roll Cart - SAN	97
Garbage - Missed - SAN	93
Obstruction Alley/Sidewalk/Street - DCC	80
Animal - Confined - DCC	79
Street Spillage/Debris in Right of Way-Hazardous-STS	59
24 Hour Parking/Parking Violations - DPD	53
Bulky Trash Violations - DCC	48
Dead Animal Pick Up - SAN	45
Animal - Loose Aggressive - DCC	43

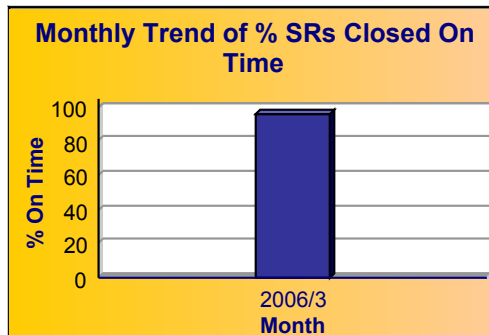
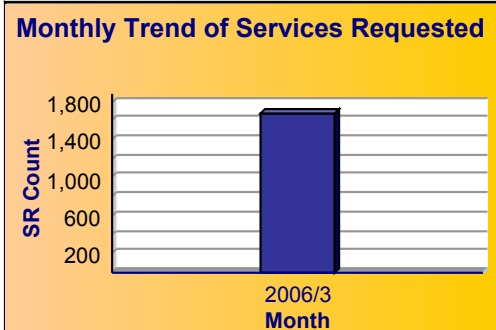


**Service**

- Fire Inspection - DFD
- Roll Cart - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- 24 Hour Parking/Parking Violations - DPD
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- 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 %
1,686	1,286	1,232	95.8%	400	394	98.5%	96.4%





# City of Dallas Service Level Performance Report by Council District

for 13

From Mar 1 2006 to Mar 31 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	154	129	129	100.0%	90	10.2	25	16.2%	25	100.0%	154	100.0%
2	Roll Cart - SAN	97	19	19	100.0%	12	5.8	78	80.4%	77	98.7%	96	99.0%
3	Garbage - Missed - SAN	93	3	3	100.0%	12	1.6	90	96.8%	90	100.0%	93	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	80	37	37	100.0%	60	7.3	43	53.8%	43	100.0%	80	100.0%
5	Animal - Confined - DCC	79	0	0	N/A	3	0.1	79	100.0%	79	100.0%	79	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	59	0	0	N/A	1	0.2	59	100.0%	55	93.2%	55	93.2%
7	24 Hour Parking/Parking Violations - DPD	53	5	5	100.0%	10	5.8	48	90.6%	41	85.4%	46	86.8%
8	Bulky Trash Violations - DCC	48	1	1	100.0%	14	3.5	47	97.9%	42	89.4%	43	89.6%
9	Dead Animal Pick Up - SAN	45	0	0	N/A	1	0.3	45	100.0%	45	100.0%	45	100.0%
10	Animal - Loose Aggressive - DCC	43	0	0	N/A	3	0.1	43	100.0%	43	100.0%	43	100.0%
11	Signs - Public Right of Way - DCC	39	0	0	N/A	7	0.1	39	100.0%	39	100.0%	39	100.0%
12	Street Repair - Routine-STS	37	17	17	100.0%	120	12.2	20	54.1%	20	100.0%	37	100.0%
13	Pothole - Hazardous-STS	36	0	0	N/A	1	0.1	36	100.0%	35	97.2%	35	97.2%
14	Animal - Sick/Injured - DCC	31	0	0	N/A	3	0.1	31	100.0%	31	100.0%	31	100.0%
15	Brush/Bulk Items - Missed - SAN	28	16	16	100.0%	30	3.4	12	42.9%	12	100.0%	28	100.0%
16	Animal - Loose - DCC	26	18	18	100.0%	45	23.1	8	30.8%	8	100.0%	26	100.0%
17	Illegal Outside Storage - DCC	23	7	7	100.0%	38	8.1	16	69.6%	16	100.0%	23	100.0%
18	Traffic Signal - Timing - PWT	22	1	1	100.0%	10	1.2	21	95.5%	21	100.0%	22	100.0%
19	Sanitation Property Damage - SAN	22	12	12	100.0%	120	4.3	10	45.5%	10	100.0%	22	100.0%
20	High Weeds - DCC	21	9	9	100.0%	38	7.2	12	57.1%	12	100.0%	21	100.0%



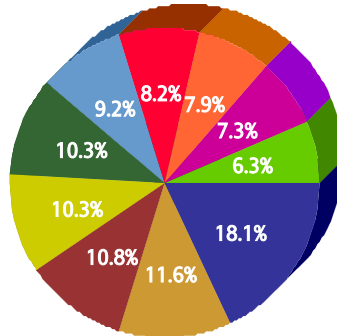


**City of Dallas** Service Level Performance Report by Council District

for 14  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	144
Dead Animal Pick Up - SAN	92
Street Spillage/Debris in Right of Way-Hazardous-STS	86
Delinquent M/F License fee	82
Fire Inspection - DFD	82
24 Hour Parking/Parking Violations - DPD	73
Garbage - Missed - SAN	65
Animal - Confined - DCC	63
Litter - DCC	58
Dumpster Violation - DCC	50

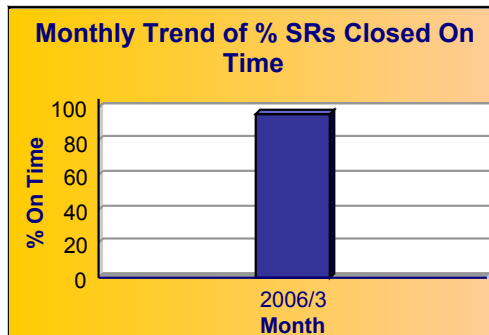
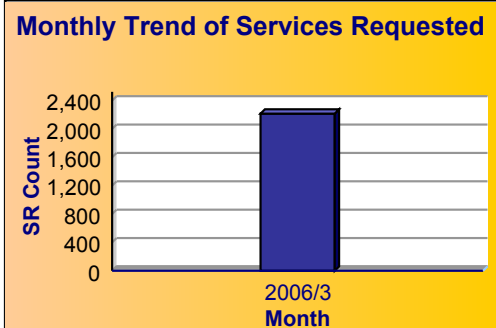


**Service**

- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Delinquent M/F License fee
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Litter - DCC
- Dumpster Violation - 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 %
2,216	1,691	1,605	94.9%	525	506	96.4%	95.3%





# City of Dallas Service Level Performance Report by Council District

for 14

From Mar 1 2006 to Mar 31 2006

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

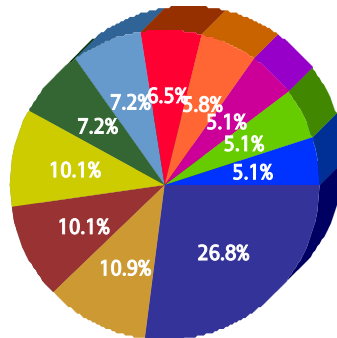
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	144	25	24	96.0%	12	7.1	119	82.6%	95	79.8%	119	82.6%
2	Dead Animal Pick Up - SAN	92	0	0	N/A	1	0.3	92	100.0%	92	100.0%	92	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	86	0	0	N/A	1	0.2	86	100.0%	82	95.3%	82	95.3%
4	Delinquent M/F License fee	82	2	2	100.0%	45	4.9	80	97.6%	80	100.0%	82	100.0%
5	Fire Inspection - DFD	82	60	60	100.0%	90	8.0	22	26.8%	22	100.0%	82	100.0%
6	24 Hour Parking/Parking Violations - DPD	73	12	11	91.7%	10	4.2	61	83.6%	57	93.4%	68	93.2%
7	Garbage - Missed - SAN	65	5	5	100.0%	12	2.4	60	92.3%	60	100.0%	65	100.0%
8	Animal - Confined - DCC	63	0	0	N/A	3	0.1	63	100.0%	63	100.0%	63	100.0%
9	Litter - DCC	58	15	15	100.0%	38	6.9	43	74.1%	43	100.0%	58	100.0%
10	Dumpster Violation - DCC	50	31	31	100.0%	60	5.1	19	38.0%	19	100.0%	50	100.0%
11	Graffiti - Traffic Signs/Signals	47	24	24	100.0%	60	3.5	23	48.9%	23	100.0%	47	100.0%
12	Bulky Trash Violations - DCC	37	2	2	100.0%	14	1.9	35	94.6%	35	100.0%	37	100.0%
13	High Weeds - DCC	36	19	19	100.0%	38	4.6	17	47.2%	17	100.0%	36	100.0%
14	Substandard Structure - DCC	36	32	32	100.0%	365	6.0	4	11.1%	4	100.0%	36	100.0%
15	Animal - Sick/Injured - DCC	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
16	Inlet/Storm Drain/Ditch Cleaning-STS	33	16	16	100.0%	90	5.0	17	51.5%	17	100.0%	33	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	32	7	7	100.0%	60	3.6	25	78.1%	25	100.0%	32	100.0%
18	Animal - Loose Aggressive - DCC	32	0	0	N/A	3	0.2	32	100.0%	32	100.0%	32	100.0%
19	Street Repair - Routine-STS	30	13	13	100.0%	120	5.9	17	56.7%	17	100.0%	30	100.0%
20	Tree down/low limbs - Emergency-STS	30	0	0	N/A	1	0.6	30	100.0%	24	80.0%	24	80.0%
21	Traffic Sign - Maintenance (Other) - PWT	30	14	14	100.0%	40	7.9	16	53.3%	16	100.0%	30	100.0%



for U  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Street Spillage/Debris in Right of Way-Hazardous-STS	37
Fire Inspection - DFD	15
Dead Animal Pick Up - SAN	14
Signs - Public Right of Way - DCC	14
24 Hour Parking/Parking Violations - DPD	10
Parking - Unapproved Surface - Eve/Weekends - DCC	10
Animal - Loose - DCC	9
Miscellaneous Service Request - SCS	8
Crime/Vandalism/MISC. DPD	7
Garbage - Missed - SAN	7
Roll Cart - SAN	7



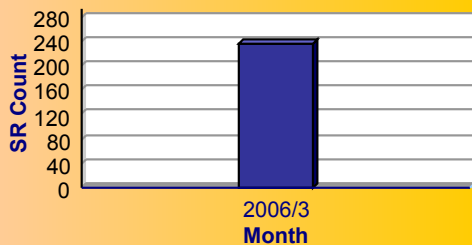
**Service**

- Street Spillage/Debris in Right of Way-Hazardous-STS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - DCC
- 24 Hour Parking/Parking Violations - DPD
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Loose - DCC
- Miscellaneous Service Request - SCS
- Crime/Vandalism/MISC. DPD
- Garbage - Missed - SAN
- Roll Cart - SAN

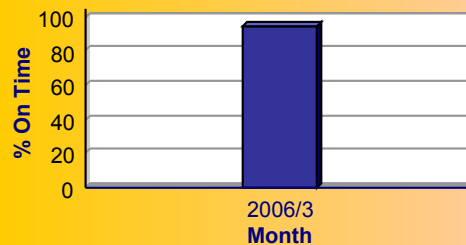
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
237	188	179	95.2%	49	44	89.8%	94.1%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**





# City of Dallas Service Level Performance Report by Council District

for U

From Mar 1 2006 to Mar 31 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	Street Spillage/Debris in Right of Way-Hazardous-STs	37	0	0	N/A	1	0.0	37	100.0%	37	100.0%	37	100.0%
2	Fire Inspection - DFD	15	8	8	100.0%	90	3.6	7	46.7%	7	100.0%	15	100.0%
3	Signs - Public Right of Way - DCC	14	1	1	100.0%	7	0.0	13	92.9%	13	100.0%	14	100.0%
4	Dead Animal Pick Up - SAN	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	10	0	0	N/A	14	1.5	10	100.0%	10	100.0%	10	100.0%
6	24 Hour Parking/Parking Violations - DPD	10	0	0	N/A	10	5.0	10	100.0%	9	90.0%	9	90.0%
7	Animal - Loose - DCC	9	6	6	100.0%	45	17.7	3	33.3%	3	100.0%	9	100.0%
8	Miscellaneous Service Request - SCS	8	0	0	N/A	10	2.1	8	100.0%	8	100.0%	8	100.0%
9	Crime/Vandalism/MISC. DPD	7	1	1	100.0%	14	11.7	6	85.7%	4	66.7%	5	71.4%
10	Garbage - Missed - SAN	7	5	2	40.0%	12	9.5	2	28.6%	1	50.0%	3	42.9%
11	Roll Cart - SAN	7	5	5	100.0%	12	8.5	2	28.6%	2	100.0%	7	100.0%
12	Delinquent M/F License fee	6	0	0	N/A	45	2.0	6	100.0%	6	100.0%	6	100.0%
13	Litter - DCC	5	1	1	100.0%	38	7.2	4	80.0%	4	100.0%	5	100.0%
14	Substandard Structure - DCC	5	2	2	100.0%	365	3.0	3	60.0%	3	100.0%	5	100.0%
15	Sanitation Misc. - SAN	5	3	3	100.0%	14	3.0	2	40.0%	2	100.0%	5	100.0%
16	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
17	Pothole - Hazardous-STs	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
18	Illegal Outside Storage - DCC	3	0	0	N/A	38	7.3	3	100.0%	3	100.0%	3	100.0%
19	Animal - Cruelty - DCC	3	0	0	N/A	30	1.0	3	100.0%	3	100.0%	3	100.0%
20	Oversized Vehicle - DPD	3	0	0	N/A	10	1.3	3	100.0%	3	100.0%	3	100.0%
21	Traffic Signal - Timing - PWT	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
22	Inlet Stopped Up-Hazardous-STs	3	0	0	N/A	1	1.7	3	100.0%	1	33.3%	1	33.3%