



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

MAY 2006

TABLE OF CONTENTS

4 Chart of Service Request Counts by City Council District

5 Citywide Service Level Performance Report

7 Service Level Performance Report for Council District 1

9 Service Level Performance Report for Council District 2

11 Service Level Performance Report for Council District 3

13 Service Level Performance Report for Council District 4

15 Service Level Performance Report for Council District 5

17 Service Level Performance Report for Council District 6

19 Service Level Performance Report for Council District 7

21 Service Level Performance Report for Council District 8

23 Service Level Performance Report for Council District 9

25 Service Level Performance Report for Council District 10

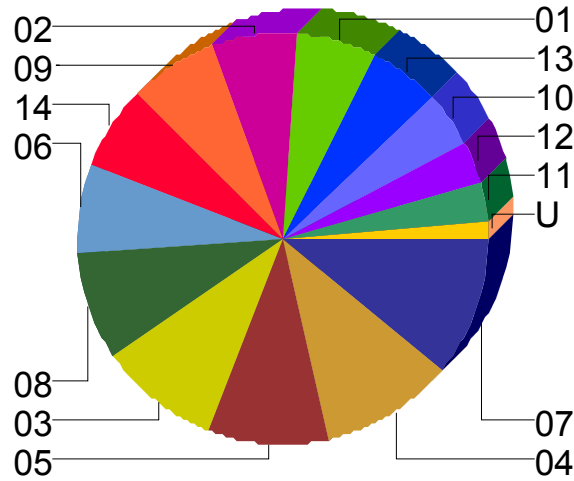
27 Service Level Performance Report for Council District 11

29 Service Level Performance Report for Council District 12

31 Service Level Performance Report for Council District 13

33 Service Level Performance Report for Council District 14

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



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	2,191	6.5%	98.0%
02	2,239	6.7%	97.8%
03	3,130	9.3%	98.2%
04	3,544	10.5%	98.3%
05	3,180	9.5%	98.2%
06	2,315	6.9%	99.0%
07	3,639	10.8%	98.7%
08	2,929	8.7%	98.2%
09	2,271	6.8%	97.7%
10	1,549	4.6%	98.3%
11	1,029	3.1%	97.1%
12	1,036	3.1%	97.8%
13	1,751	5.2%	98.0%
14	2,297	6.8%	96.4%
U	507	1.5%	95.3%
Totals	33,607	100.0%	98.0%

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



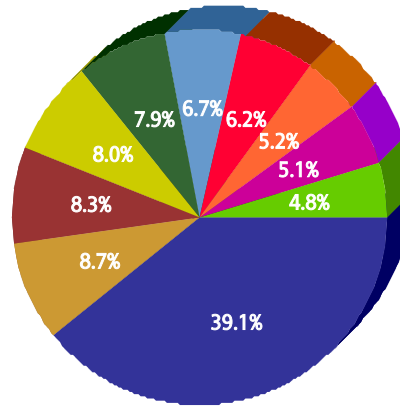
City of Dallas Service Level Performance Report by Council District

For Citywide

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	7,177
Litter - DCC	1,599
Dead Animal Pick Up - SAN	1,531
Animal - Loose Aggressive - DCC	1,462
Animal - Confined - DCC	1,452
Roll Cart - SAN	1,228
Obstruction Alley/Sidewalk/Street - DCC	1,137
Bulky Trash Violations - DCC	945
Garbage - Missed - SAN	934
24 Hour Parking/Parking Violations - DPD	883



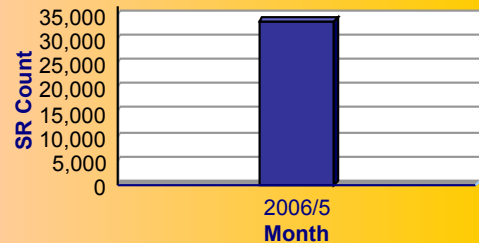
Service

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- 24 Hour Parking/Parking Violations - DPD

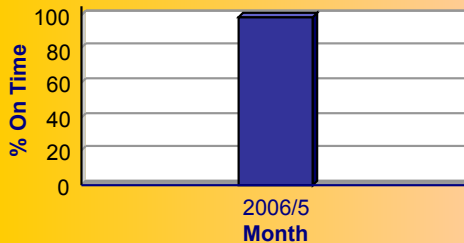
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
33,607	24,830	24,343	98.0%	8,777	8,602	98.0%	98.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

For Citywide

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	7,177	2,975	2,975	100.0%	38	10.0	4,202	58.5%	4,202	100.0%	7,177	100.0%
2	Litter - DCC	1,599	696	696	100.0%	38	10.1	903	56.5%	903	100.0%	1,599	100.0%
3	Dead Animal Pick Up - SAN	1,531	0	0	N/A	1	0.4	1,531	100.0%	1,518	99.2%	1,518	99.2%
4	Animal - Loose Aggressive - DCC	1,462	0	0	N/A	3	0.1	1,462	100.0%	1,457	99.7%	1,457	99.7%
5	Animal - Confined - DCC	1,452	0	0	N/A	3	0.1	1,452	100.0%	1,447	99.7%	1,447	99.7%
6	Roll Cart - SAN	1,228	55	47	85.5%	12	6.0	1,173	95.5%	1,110	94.6%	1,157	94.2%
7	Obstruction Alley/Sidewalk/Street - DCC	1,137	644	644	100.0%	60	13.3	493	43.4%	493	100.0%	1,137	100.0%
8	Bulky Trash Violations - DCC	945	173	147	85.0%	14	4.4	772	81.7%	724	93.8%	871	92.2%
9	Garbage - Missed - SAN	934	7	6	85.7%	12	2.8	927	99.3%	922	99.5%	928	99.4%
10	24 Hour Parking/Parking Violations - DPD	883	23	19	82.6%	10	3.9	860	97.4%	837	97.3%	856	96.9%
11	Animal - Sick/Injured - DCC	768	0	0	N/A	3	0.1	768	100.0%	762	99.2%	762	99.2%
12	Junk Motor Vehicle - DCC	689	440	440	100.0%	126	10.9	249	36.1%	249	100.0%	689	100.0%
13	Substandard Structure - DCC	674	557	557	100.0%	365	8.5	117	17.4%	117	100.0%	674	100.0%
14	Fire Inspection - DFD	621	410	410	100.0%	60	9.2	211	34.0%	211	100.0%	621	100.0%
15	Animal - Loose - DCC	604	217	217	100.0%	45	10.0	387	64.1%	387	100.0%	604	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	592	0	0	N/A	1	0.0	592	100.0%	590	99.7%	590	99.7%
17	Tree down/low limbs - Emergency-STS	511	0	0	N/A	1	0.1	511	100.0%	505	98.8%	505	98.8%
18	Illegal Outside Storage - DCC	405	251	251	100.0%	38	9.8	154	38.0%	154	100.0%	405	100.0%
19	Street Repair - Routine-STS	320	105	105	100.0%	120	5.7	215	67.2%	215	100.0%	320	100.0%
20	Animal - Cruelty - DCC	295	1	1	100.0%	30	0.2	294	99.7%	294	100.0%	295	100.0%



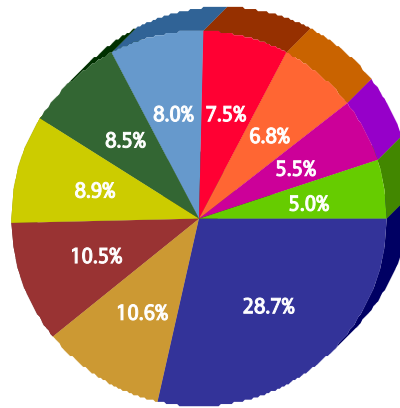
City of Dallas Service Level Performance Report by Council District

for 01

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	324
Dead Animal Pick Up - SAN	120
Animal - Loose Aggressive - DCC	119
24 Hour Parking/Parking Violations - DPD	101
Animal - Confined - DCC	96
Tree down/low limbs - Emergency-STS	90
Litter - DCC	85
Roll Cart - SAN	77
Junk Motor Vehicle - DCC	62
Animal - Loose - DCC	56

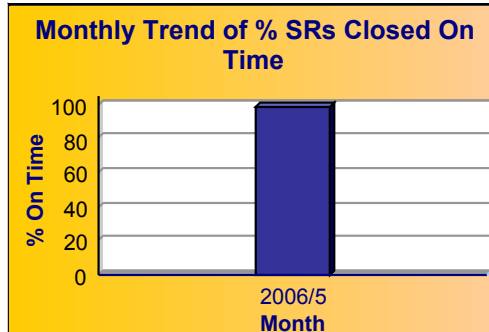
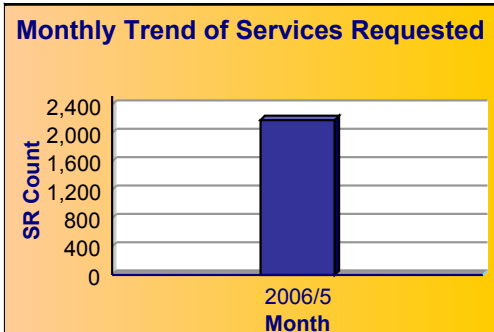


Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Tree down/low limbs - Emergency-STS
- Litter - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Loose - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,191	1,632	1,599	98.0%	559	549	98.2%	98.0%





City of Dallas Service Level Performance Report by Council District

for 01

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	324	107	107	100.0%	38	12.2	217	67.0%	217	100.0%	324	100.0%
2	Dead Animal Pick Up - SAN	120	0	0	N/A	1	0.3	120	100.0%	119	99.2%	119	99.2%
3	Animal - Loose Aggressive - DCC	119	0	0	N/A	3	0.1	119	100.0%	118	99.2%	118	99.2%
4	24 Hour Parking/Parking Violations - DPD	101	3	3	100.0%	10	3.4	98	97.0%	96	98.0%	99	98.0%
5	Animal - Confined - DCC	96	0	0	N/A	3	0.1	96	100.0%	96	100.0%	96	100.0%
6	Tree down/low limbs - Emergency-STS	90	0	0	N/A	1	0.2	90	100.0%	88	97.8%	88	97.8%
7	Litter - DCC	85	51	51	100.0%	38	10.7	34	40.0%	34	100.0%	85	100.0%
8	Roll Cart - SAN	77	0	0	N/A	12	3.8	77	100.0%	75	97.4%	75	97.4%
9	Junk Motor Vehicle - DCC	62	38	38	100.0%	126	12.2	24	38.7%	24	100.0%	62	100.0%
10	Animal - Loose - DCC	56	17	17	100.0%	45	9.6	39	69.6%	39	100.0%	56	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	52	35	35	100.0%	60	14.4	17	32.7%	17	100.0%	52	100.0%
12	Dead Animal - Clinic Pick Up - SAN	49	0	0	N/A	2	0.0	49	100.0%	49	100.0%	49	100.0%
13	Illegal Outside Storage - DCC	48	35	35	100.0%	38	16.2	13	27.1%	13	100.0%	48	100.0%
14	Substandard Structure - DCC	45	42	42	100.0%	365	9.7	3	6.7%	3	100.0%	45	100.0%
15	Animal - Sick/Injured - DCC	43	0	0	N/A	3	0.0	43	100.0%	43	100.0%	43	100.0%
16	Garbage - Missed - SAN	33	1	1	100.0%	12	3.9	32	97.0%	31	96.9%	32	97.0%
17	Bulky Trash Violations - DCC	31	15	13	86.7%	14	5.7	16	51.6%	13	81.2%	26	83.9%
18	Multi-Family License Inspection - DCC	29	26	26	100.0%	126	3.7	3	10.3%	3	100.0%	29	100.0%
19	Illegal Garbage/Placement - DCC	28	9	9	100.0%	60	6.6	19	67.9%	19	100.0%	28	100.0%
20	Animal - Cruelty - DCC	28	0	0	N/A	30	0.0	28	100.0%	28	100.0%	28	100.0%



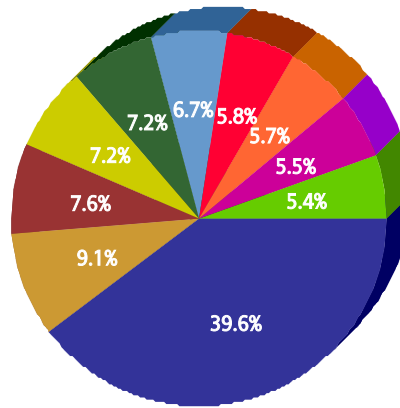
City of Dallas Service Level Performance Report by Council District

for 02

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	407
Litter - DCC	94
Animal - Loose Aggressive - DCC	78
Dead Animal Pick Up - SAN	74
Garbage - Missed - SAN	74
Animal - Confined - DCC	69
24 Hour Parking/Parking Violations - DPD	60
Animal - Sick/Injured - DCC	59
Substandard Structure - DCC	57
Roll Cart - SAN	56

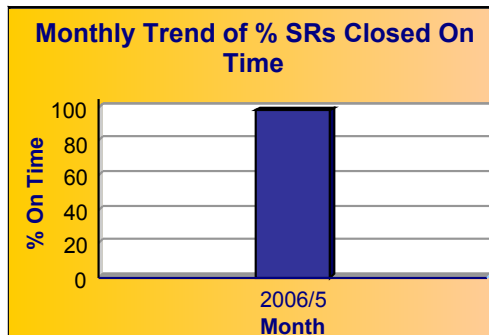
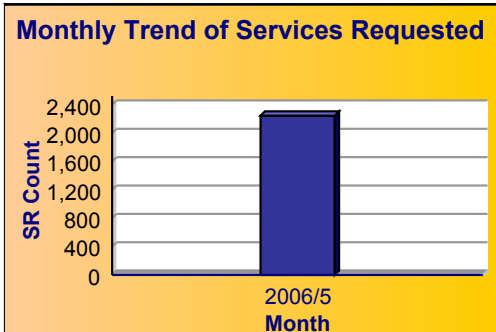


Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC
- Substandard Structure - DCC
- Roll Cart - SAN

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,239	1,551	1,518	97.9%	688	671	97.5%	97.8%





for 02

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	407	195	195	100.0%	38	10.8	212	52.1%	212	100.0%	407	100.0%
2	Litter - DCC	94	59	59	100.0%	38	12.3	35	37.2%	35	100.0%	94	100.0%
3	Animal - Loose Aggressive - DCC	78	0	0	N/A	3	0.1	78	100.0%	78	100.0%	78	100.0%
4	Dead Animal Pick Up - SAN	74	0	0	N/A	1	0.4	74	100.0%	74	100.0%	74	100.0%
5	Garbage - Missed - SAN	74	0	0	N/A	12	2.6	74	100.0%	74	100.0%	74	100.0%
6	Animal - Confined - DCC	69	0	0	N/A	3	0.1	69	100.0%	69	100.0%	69	100.0%
7	24 Hour Parking/Parking Violations - DPD	60	5	4	80.0%	10	4.0	55	91.7%	54	98.2%	58	96.7%
8	Animal - Sick/Injured - DCC	59	0	0	N/A	3	0.2	59	100.0%	58	98.3%	58	98.3%
9	Substandard Structure - DCC	57	52	52	100.0%	365	11.6	5	8.8%	5	100.0%	57	100.0%
10	Roll Cart - SAN	56	6	6	100.0%	12	7.3	50	89.3%	49	98.0%	55	98.2%
11	Fire Inspection - DFD	49	33	33	100.0%	60	7.1	16	32.7%	16	100.0%	49	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	46	31	31	100.0%	60	16.5	15	32.6%	15	100.0%	46	100.0%
13	Graffiti Private Property - Residential/Commercial	46	21	21	100.0%	90	14.3	25	54.3%	25	100.0%	46	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STC	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
15	Multi-Family License Inspection - DCC	45	37	37	100.0%	126	10.0	8	17.8%	8	100.0%	45	100.0%
16	Animal - Loose - DCC	40	15	15	100.0%	45	9.6	25	62.5%	25	100.0%	40	100.0%
17	Substandard Structure Apts - DCC	30	13	13	100.0%	365	6.3	17	56.7%	17	100.0%	30	100.0%
18	Tree down/low limbs - Emergency-STC	30	0	0	N/A	1	0.0	30	100.0%	30	100.0%	30	100.0%
19	Junk Motor Vehicle - DCC	29	20	20	100.0%	126	10.6	9	31.0%	9	100.0%	29	100.0%
20	Dumpster Violation - DCC	27	23	23	100.0%	60	11.5	4	14.8%	4	100.0%	27	100.0%
21	Bulky Trash Violations - DCC	27	12	7	58.3%	14	4.7	15	55.6%	14	93.3%	21	77.8%



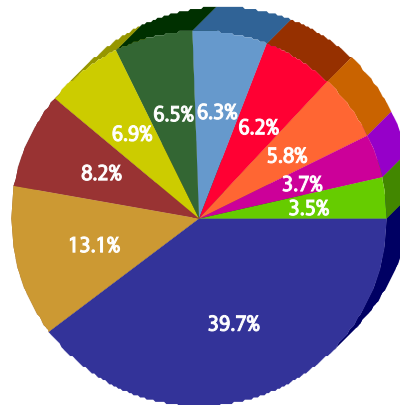
City of Dallas Service Level Performance Report by Council District

for 03

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	789
Litter - DCC	261
Obstruction Alley/Sidewalk/Street - DCC	162
Dead Animal Pick Up - SAN	137
Animal - Loose Aggressive - DCC	130
Bulky Trash Violations - DCC	126
Roll Cart - SAN	123
Animal - Confined - DCC	115
24 Hour Parking/Parking Violations - DPD	74
Tree down/low limbs - Emergency-STS	70

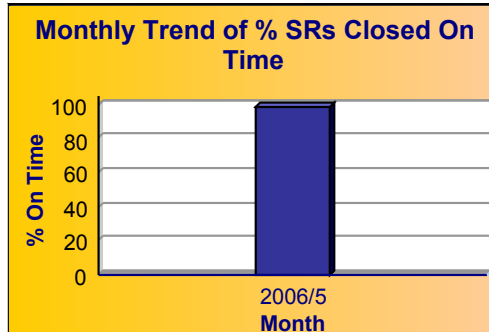
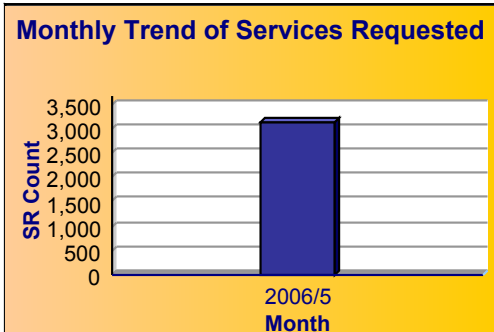


Service

- High Weeds - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Tree down/low limbs - Emergency-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 %
3,130	2,380	2,338	98.2%	750	737	98.3%	98.2%





for 03

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	789	233	233	100.0%	38	8.6	556	70.5%	556	100.0%	789	100.0%
2	Litter - DCC	261	56	56	100.0%	38	9.6	205	78.5%	205	100.0%	261	100.0%
3	Obstruction Alley/Sidewalk/Street - DCC	162	80	80	100.0%	60	14.1	82	50.6%	82	100.0%	162	100.0%
4	Dead Animal Pick Up - SAN	137	0	0	N/A	1	0.4	137	100.0%	136	99.3%	136	99.3%
5	Animal - Loose Aggressive - DCC	130	0	0	N/A	3	0.1	130	100.0%	129	99.2%	129	99.2%
6	Bulky Trash Violations - DCC	126	37	36	97.3%	14	3.2	89	70.6%	86	96.6%	122	96.8%
7	Roll Cart - SAN	123	4	4	100.0%	12	4.9	119	96.7%	110	92.4%	114	92.7%
8	Animal - Confined - DCC	115	0	0	N/A	3	0.3	115	100.0%	114	99.1%	114	99.1%
9	24 Hour Parking/Parking Violations - DPD	74	1	1	100.0%	10	4.3	73	98.6%	72	98.6%	73	98.6%
10	Tree down/low limbs - Emergency-STS	70	0	0	N/A	1	0.2	70	100.0%	68	97.1%	68	97.1%
11	Junk Motor Vehicle - DCC	64	38	38	100.0%	126	9.8	26	40.6%	26	100.0%	64	100.0%
12	Animal - Sick/Injured - DCC	62	0	0	N/A	3	0.1	62	100.0%	62	100.0%	62	100.0%
13	Animal - Loose - DCC	58	21	21	100.0%	45	10.3	37	63.8%	37	100.0%	58	100.0%
14	Substandard Structure - DCC	56	42	42	100.0%	365	8.9	14	25.0%	14	100.0%	56	100.0%
15	Illegal Outside Storage - DCC	55	33	33	100.0%	38	11.6	22	40.0%	22	100.0%	55	100.0%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	50	0	0	N/A	1	0.0	50	100.0%	50	100.0%	50	100.0%
17	Garbage - Missed - SAN	46	0	0	N/A	12	4.5	46	100.0%	46	100.0%	46	100.0%
18	Fire Inspection - DFD	38	25	25	100.0%	60	10.9	13	34.2%	13	100.0%	38	100.0%
19	Illegal Dumping - DCC	34	16	16	100.0%	38	3.1	18	52.9%	18	100.0%	34	100.0%
20	Substandard Structure Apts - DCC	26	11	11	100.0%	365	5.5	15	57.7%	15	100.0%	26	100.0%



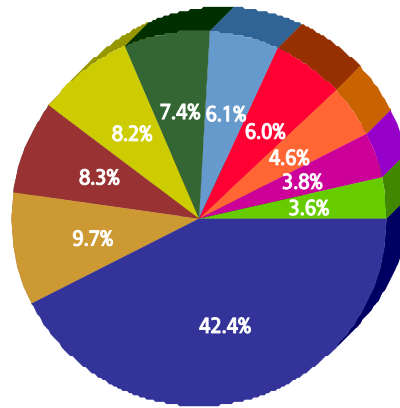
City of Dallas Service Level Performance Report by Council District

for 04

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	965
Dead Animal Pick Up - SAN	220
Animal - Loose Aggressive - DCC	188
Litter - DCC	186
Animal - Confined - DCC	169
Roll Cart - SAN	138
Bulky Trash Violations - DCC	136
Animal - Sick/Injured - DCC	104
Junk Motor Vehicle - DCC	86
24 Hour Parking/Parking Violations - DPD	83

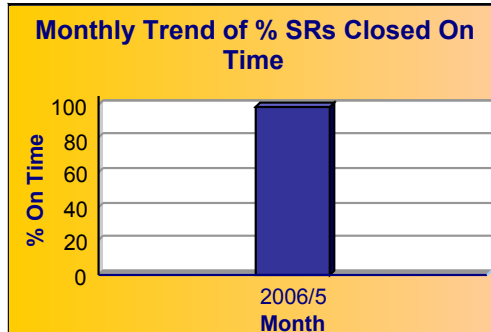
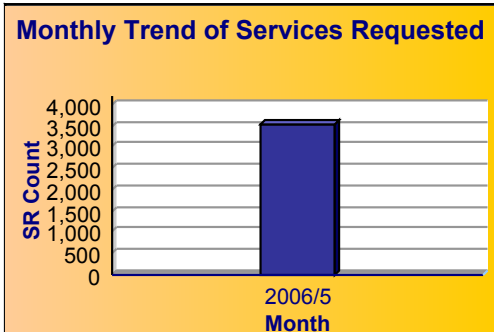


Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Animal - Sick/Injured - 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 %
3,544	2,472	2,426	98.1%	1,072	1,058	98.7%	98.3%





City of Dallas Service Level Performance Report by Council District

for 04

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	965	598	598	100.0%	38	11.7	367	38.0%	367	100.0%	965	100.0%
2	Dead Animal Pick Up - SAN	220	0	0	N/A	1	0.5	220	100.0%	215	97.7%	215	97.7%
3	Animal - Loose Aggressive - DCC	188	0	0	N/A	3	0.1	188	100.0%	188	100.0%	188	100.0%
4	Litter - DCC	186	85	85	100.0%	38	10.5	101	54.3%	101	100.0%	186	100.0%
5	Animal - Confined - DCC	169	0	0	N/A	3	0.2	169	100.0%	168	99.4%	168	99.4%
6	Roll Cart - SAN	138	1	1	100.0%	12	4.8	137	99.3%	130	94.9%	131	94.9%
7	Bulky Trash Violations - DCC	136	12	7	58.3%	14	5.3	124	91.2%	117	94.4%	124	91.2%
8	Animal - Sick/Injured - DCC	104	0	0	N/A	3	0.1	104	100.0%	104	100.0%	104	100.0%
9	Junk Motor Vehicle - DCC	86	52	52	100.0%	126	13.7	34	39.5%	34	100.0%	86	100.0%
10	24 Hour Parking/Parking Violations - DPD	83	3	3	100.0%	10	3.0	80	96.4%	80	100.0%	83	100.0%
11	Garbage - Missed - SAN	77	1	1	100.0%	12	2.4	76	98.7%	76	100.0%	77	100.0%
12	Animal - Loose - DCC	73	30	30	100.0%	45	9.8	43	58.9%	43	100.0%	73	100.0%
13	Substandard Structure - DCC	67	59	59	100.0%	365	11.4	8	11.9%	8	100.0%	67	100.0%
14	Tree down/low limbs - Emergency-STS	55	0	0	N/A	1	0.1	55	100.0%	53	96.4%	53	96.4%
15	Illegal Dumping - DCC	40	17	17	100.0%	38	9.5	23	57.5%	23	100.0%	40	100.0%
16	Dead Animal - Clinic Pick Up - SAN	40	0	0	N/A	2	0.0	40	100.0%	40	100.0%	40	100.0%
17	Illegal Garbage/Placement - DCC	38	6	6	100.0%	60	16.0	32	84.2%	32	100.0%	38	100.0%
18	Illegal Outside Storage - DCC	35	20	20	100.0%	38	11.9	15	42.9%	15	100.0%	35	100.0%
19	Open and Vacant Structure - DCC	34	14	13	92.9%	30	5.2	20	58.8%	20	100.0%	33	97.1%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	34	1	0	0.0%	14	3.5	33	97.1%	30	90.9%	30	88.2%



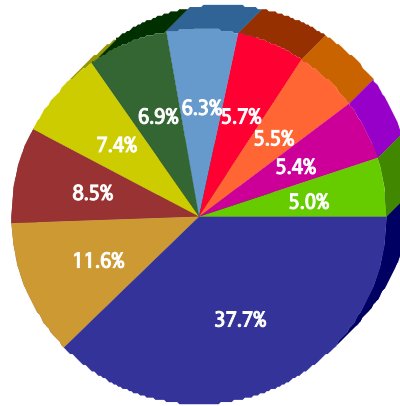
City of Dallas Service Level Performance Report by Council District

for 05

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	709
Animal - Loose Aggressive - DCC	219
Dead Animal Pick Up - SAN	160
Animal - Confined - DCC	140
Litter - DCC	129
Roll Cart - SAN	119
24 Hour Parking/Parking Violations - DPD	108
Garbage - Missed - SAN	103
Bulky Trash Violations - DCC	101
Junk Motor Vehicle - DCC	94

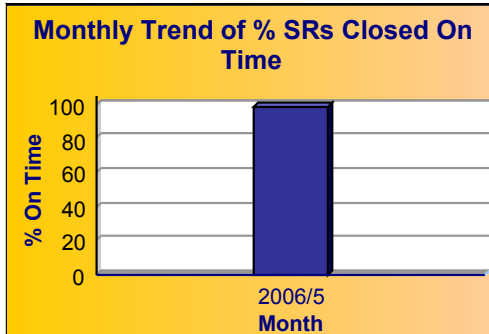
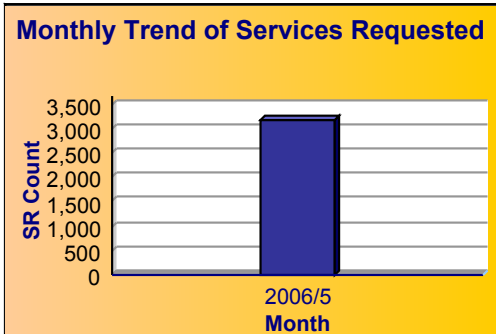


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Litter - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Bulky Trash Violations - 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 %
3,180	2,262	2,220	98.1%	918	903	98.4%	98.2%





City of Dallas Service Level Performance Report by Council District

for 05

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	709	328	328	100.0%	38	11.5	381	53.7%	381	100.0%	709	100.0%
2	Animal - Loose Aggressive - DCC	219	0	0	N/A	3	0.1	219	100.0%	218	99.5%	218	99.5%
3	Dead Animal Pick Up - SAN	160	0	0	N/A	1	0.4	160	100.0%	159	99.4%	159	99.4%
4	Animal - Confined - DCC	140	0	0	N/A	3	0.1	140	100.0%	140	100.0%	140	100.0%
5	Litter - DCC	129	71	71	100.0%	38	13.2	58	45.0%	58	100.0%	129	100.0%
6	Roll Cart - SAN	119	1	1	100.0%	12	6.5	118	99.2%	112	94.9%	113	95.0%
7	24 Hour Parking/Parking Violations - DPD	108	4	4	100.0%	10	2.8	104	96.3%	104	100.0%	108	100.0%
8	Garbage - Missed - SAN	103	1	1	100.0%	12	3.1	102	99.0%	102	100.0%	103	100.0%
9	Bulky Trash Violations - DCC	101	39	35	89.7%	14	9.9	62	61.4%	41	66.1%	76	75.2%
10	Junk Motor Vehicle - DCC	94	67	67	100.0%	126	13.3	27	28.7%	27	100.0%	94	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	87	49	49	100.0%	60	13.0	38	43.7%	38	100.0%	87	100.0%
12	Substandard Structure - DCC	81	73	73	100.0%	365	13.4	8	9.9%	8	100.0%	81	100.0%
13	Animal - Sick/Injured - DCC	75	0	0	N/A	3	0.2	75	100.0%	73	97.3%	73	97.3%
14	Animal - Loose - DCC	67	23	23	100.0%	45	10.8	44	65.7%	44	100.0%	67	100.0%
15	Illegal Outside Storage - DCC	46	35	35	100.0%	38	12.7	11	23.9%	11	100.0%	46	100.0%
16	Illegal Dumping - DCC	42	29	29	100.0%	38	9.0	13	31.0%	13	100.0%	42	100.0%
17	Tree down/low limbs - Emergency-ST5	38	0	0	N/A	1	0.0	38	100.0%	38	100.0%	38	100.0%
18	Fire Inspection - DFD	36	19	19	100.0%	60	17.5	17	47.2%	17	100.0%	36	100.0%
19	Animal - Cruelty - DCC	33	0	0	N/A	30	0.2	33	100.0%	33	100.0%	33	100.0%
20	Street Repair - Routine-ST5	33	5	5	100.0%	120	4.2	28	84.8%	28	100.0%	33	100.0%



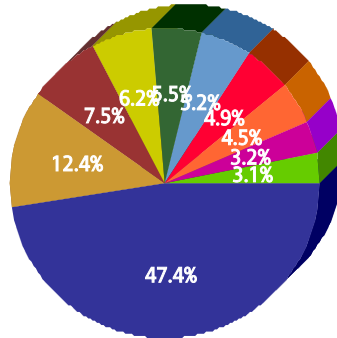
City of Dallas Service Level Performance Report by Council District

for 06

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	715
Litter - DCC	187
Fire Inspection - DFD	113
Animal - Loose Aggressive - DCC	93
Animal - Confined - DCC	83
Junk Motor Vehicle - DCC	79
Street Spillage/Debris in Right of Way-Hazardous-STs	74
Dead Animal Pick Up - SAN	68
24 Hour Parking/Parking Violations - DPD	49
Animal - Sick/Injured - DCC	47

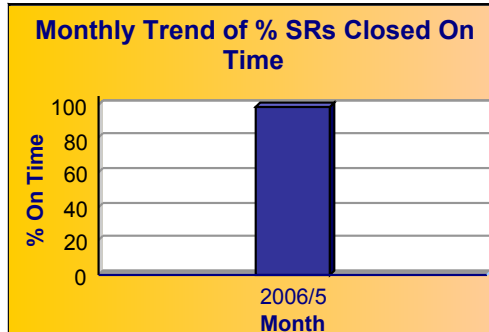
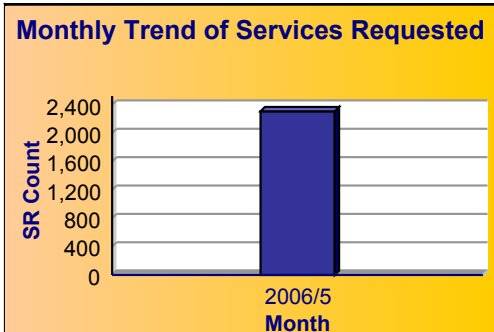


Service

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

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,315	1,737	1,718	98.9%	578	574	99.3%	99.0%





for 06

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	715	164	164	100.0%	38	7.1	551	77.1%	551	100.0%	715	100.0%
2	Litter - DCC	187	70	70	100.0%	38	7.4	117	62.6%	117	100.0%	187	100.0%
3	Fire Inspection - DFD	113	81	81	100.0%	60	12.9	32	28.3%	32	100.0%	113	100.0%
4	Animal - Loose Aggressive - DCC	93	0	0	N/A	3	0.0	93	100.0%	93	100.0%	93	100.0%
5	Animal - Confined - DCC	83	0	0	N/A	3	0.1	83	100.0%	83	100.0%	83	100.0%
6	Junk Motor Vehicle - DCC	79	44	44	100.0%	126	11.3	35	44.3%	35	100.0%	79	100.0%
7	Street Spillage/Debris in Right of Way-Hazardous-ST5	74	0	0	N/A	1	0.0	74	100.0%	74	100.0%	74	100.0%
8	Dead Animal Pick Up - SAN	68	0	0	N/A	1	0.4	68	100.0%	67	98.5%	67	98.5%
9	24 Hour Parking/Parking Violations - DPD	49	1	1	100.0%	10	5.3	48	98.0%	45	93.8%	46	93.9%
10	Animal - Sick/Injured - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
11	Dumpster Violation - DCC	42	39	39	100.0%	60	6.0	3	7.1%	3	100.0%	42	100.0%
12	Motor Vehicle Repair Violation - DCC	41	11	11	100.0%	40	7.5	30	73.2%	30	100.0%	41	100.0%
13	Substandard Structure - DCC	35	24	24	100.0%	365	7.4	11	31.4%	11	100.0%	35	100.0%
14	Garbage - Missed - SAN	35	0	0	N/A	12	3.1	35	100.0%	35	100.0%	35	100.0%
15	Roll Cart - SAN	32	0	0	N/A	12	3.8	32	100.0%	31	96.9%	31	96.9%
16	Animal - Loose - DCC	29	8	8	100.0%	45	9.7	21	72.4%	21	100.0%	29	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	28	14	14	100.0%	60	12.8	14	50.0%	14	100.0%	28	100.0%
18	Illegal Outside Storage - DCC	26	16	16	100.0%	38	7.6	10	38.5%	10	100.0%	26	100.0%
19	STEP Decal	24	1	1	100.0%	60	9.7	23	95.8%	23	100.0%	24	100.0%
20	Bulky Trash Violations - DCC	20	6	6	100.0%	14	3.6	14	70.0%	14	100.0%	20	100.0%
21	Illegal Land Use (Residential/Business) - DCC	20	11	11	100.0%	60	7.6	9	45.0%	9	100.0%	20	100.0%



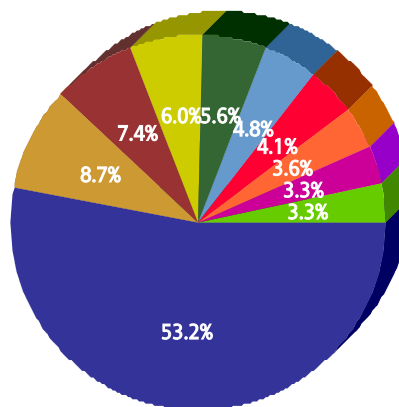
City of Dallas Service Level Performance Report by Council District

for 07

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,284
Litter - DCC	210
Dead Animal Pick Up - SAN	179
Animal - Loose Aggressive - DCC	145
Animal - Confined - DCC	135
Substandard Structure - DCC	115
Roll Cart - SAN	98
Animal - Sick/Injured - DCC	88
24 Hour Parking/Parking Violations - DPD	80
Garbage - Missed - SAN	80

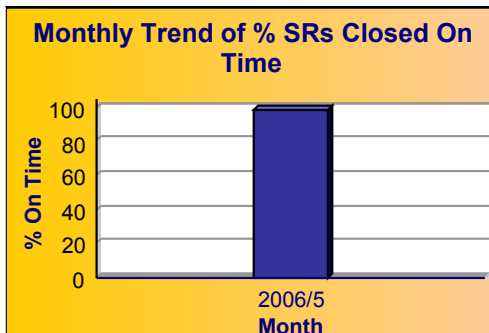
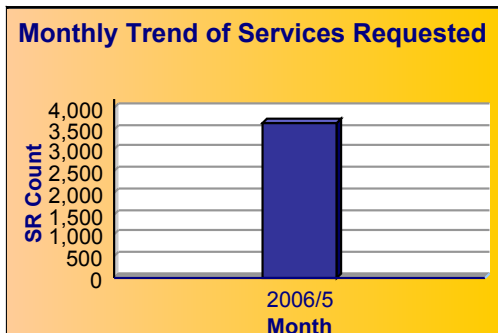


Service

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Substandard Structure - DCC
- Roll Cart - SAN
- Animal - Sick/Injured - DCC
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
3,639	2,559	2,522	98.6%	1,080	1,070	99.1%	98.7%





for 07

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	1,284	557	557	100.0%	38	10.7	727	56.6%	727	100.0%	1,284	100.0%
2	Litter - DCC	210	117	117	100.0%	38	11.5	93	44.3%	93	100.0%	210	100.0%
3	Dead Animal Pick Up - SAN	179	0	0	N/A	1	0.3	179	100.0%	178	99.4%	178	99.4%
4	Animal - Loose Aggressive - DCC	145	0	0	N/A	3	0.1	145	100.0%	145	100.0%	145	100.0%
5	Animal - Confined - DCC	135	0	0	N/A	3	0.1	135	100.0%	135	100.0%	135	100.0%
6	Substandard Structure - DCC	115	104	104	100.0%	365	9.5	11	9.6%	11	100.0%	115	100.0%
7	Roll Cart - SAN	98	0	0	N/A	12	6.5	98	100.0%	91	92.9%	91	92.9%
8	Animal - Sick/Injured - DCC	88	0	0	N/A	3	0.0	88	100.0%	88	100.0%	88	100.0%
9	24 Hour Parking/Parking Violations - DPD	80	0	0	N/A	10	3.1	80	100.0%	77	96.2%	77	96.2%
10	Garbage - Missed - SAN	80	1	1	100.0%	12	2.4	79	98.8%	79	100.0%	80	100.0%
11	Bulky Trash Violations - DCC	79	7	6	85.7%	14	4.0	72	91.1%	69	95.8%	75	94.9%
12	Open and Vacant Structure - DCC	74	22	19	86.4%	30	6.4	52	70.3%	50	96.2%	69	93.2%
13	Obstruction Alley/Sidewalk/Street - DCC	66	33	33	100.0%	60	13.5	33	50.0%	33	100.0%	66	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	56	0	0	N/A	1	0.0	56	100.0%	56	100.0%	56	100.0%
15	Animal - Loose - DCC	48	13	13	100.0%	45	10.7	35	72.9%	35	100.0%	48	100.0%
16	Tree down/low limbs - Emergency-STS	47	0	0	N/A	1	0.0	47	100.0%	47	100.0%	47	100.0%
17	Junk Motor Vehicle - DCC	45	37	37	100.0%	126	15.1	8	17.8%	8	100.0%	45	100.0%
18	Illegal Dumping - DCC	39	25	25	100.0%	38	3.6	14	35.9%	14	100.0%	39	100.0%
19	Fire Inspection - DFD	34	27	27	100.0%	60	6.0	7	20.6%	7	100.0%	34	100.0%
20	Pothole - Hazardous-STS	33	0	0	N/A	1	0.0	33	100.0%	33	100.0%	33	100.0%



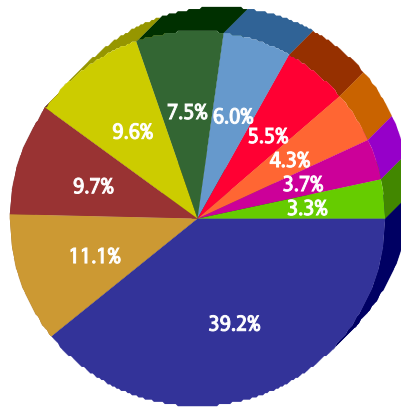
City of Dallas Service Level Performance Report by Council District

for 08

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	733
Animal - Loose Aggressive - DCC	207
Dead Animal Pick Up - SAN	181
Animal - Confined - DCC	179
Roll Cart - SAN	141
Junk Motor Vehicle - DCC	112
Litter - DCC	102
Animal - Sick/Injured - DCC	81
Animal - Loose - DCC	70
Bulky Trash Violations - DCC	62

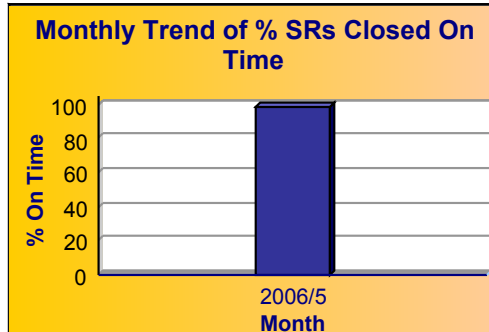
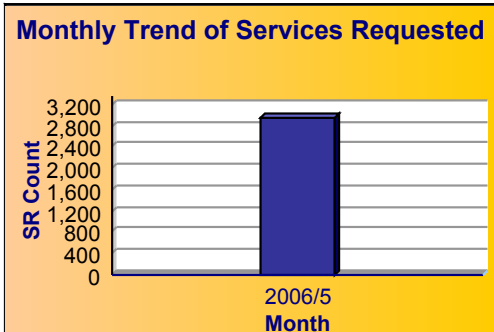


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Litter - DCC
- Animal - Sick/Injured - DCC
- Animal - Loose - DCC
- Bulky Trash Violations - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,929	2,126	2,085	98.1%	803	791	98.5%	98.2%




City of Dallas Service Level Performance Report by Council District
for 08

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	733	327	327	100.0%	38	10.7	406	55.4%	406	100.0%	733	100.0%
2	Animal - Loose Aggressive - DCC	207	0	0	N/A	3	0.1	207	100.0%	206	99.5%	206	99.5%
3	Dead Animal Pick Up - SAN	181	0	0	N/A	1	0.3	181	100.0%	179	98.9%	179	98.9%
4	Animal - Confined - DCC	179	0	0	N/A	3	0.1	179	100.0%	179	100.0%	179	100.0%
5	Roll Cart - SAN	141	2	2	100.0%	12	3.9	139	98.6%	136	97.8%	138	97.9%
6	Junk Motor Vehicle - DCC	112	92	92	100.0%	126	9.2	20	17.9%	20	100.0%	112	100.0%
7	Litter - DCC	102	48	48	100.0%	38	12.4	54	52.9%	54	100.0%	102	100.0%
8	Animal - Sick/Injured - DCC	81	0	0	N/A	3	0.1	81	100.0%	81	100.0%	81	100.0%
9	Animal - Loose - DCC	70	32	32	100.0%	45	9.7	38	54.3%	38	100.0%	70	100.0%
10	Bulky Trash Violations - DCC	62	7	5	71.4%	14	4.7	55	88.7%	51	92.7%	56	90.3%
11	24 Hour Parking/Parking Violations - DPD	60	0	0	N/A	10	3.4	60	100.0%	60	100.0%	60	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	55	0	0	N/A	1	0.0	55	100.0%	55	100.0%	55	100.0%
13	Obstruction Alley/Sidewalk/Street - DCC	53	46	46	100.0%	60	9.6	7	13.2%	7	100.0%	53	100.0%
14	Garbage - Missed - SAN	51	0	0	N/A	12	2.8	51	100.0%	51	100.0%	51	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	45	1	1	100.0%	14	2.2	44	97.8%	42	95.5%	43	95.6%
16	General - DCC	38	25	25	100.0%	38	4.7	13	34.2%	13	100.0%	38	100.0%
17	Illegal Outside Storage - DCC	38	29	29	100.0%	38	7.0	9	23.7%	9	100.0%	38	100.0%
18	Substandard Structure - DCC	38	35	35	100.0%	365	9.3	3	7.9%	3	100.0%	38	100.0%
19	Animal - Cruelty - DCC	35	0	0	N/A	30	0.3	35	100.0%	35	100.0%	35	100.0%
20	Parking - Unapproved Surface - DCC	25	0	0	N/A	14	9.4	25	100.0%	18	72.0%	18	72.0%
21	Open and Vacant Structure - DCC	25	11	11	100.0%	30	5.6	14	56.0%	14	100.0%	25	100.0%



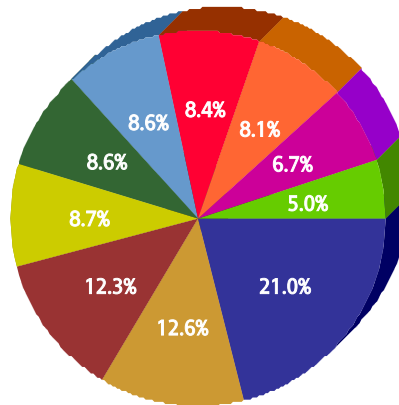
City of Dallas Service Level Performance Report by Council District

for 09

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	243
Obstruction Alley/Sidewalk/Street - DCC	146
Bulky Trash Violations - DCC	142
Dead Animal Pick Up - SAN	101
Animal - Confined - DCC	99
Garbage - Missed - SAN	99
Roll Cart - SAN	97
Animal - Loose Aggressive - DCC	94
Litter - DCC	77
24 Hour Parking/Parking Violations - DPD	58

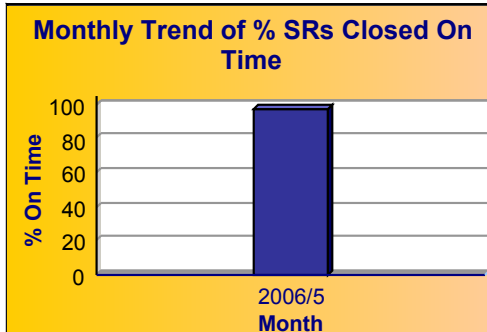
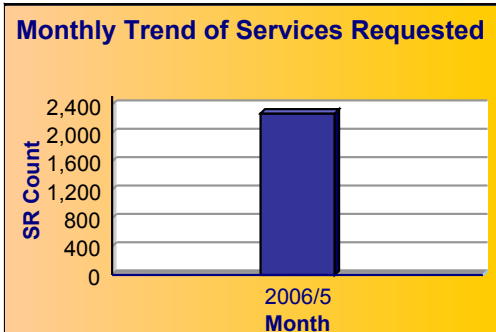


Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Litter - 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 %
2,271	1,831	1,789	97.7%	440	430	97.7%	97.7%





City of Dallas Service Level Performance Report by Council District

for 09

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	243	86	86	100.0%	38	8.1	157	64.6%	157	100.0%	243	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	146	73	73	100.0%	60	16.0	73	50.0%	73	100.0%	146	100.0%
3	Bulky Trash Violations - DCC	142	13	13	100.0%	14	3.2	129	90.8%	128	99.2%	141	99.3%
4	Dead Animal Pick Up - SAN	101	0	0	N/A	1	0.3	101	100.0%	100	99.0%	100	99.0%
5	Animal - Confined - DCC	99	0	0	N/A	3	0.2	99	100.0%	98	99.0%	98	99.0%
6	Garbage - Missed - SAN	99	1	1	100.0%	12	2.6	98	99.0%	97	99.0%	98	99.0%
7	Roll Cart - SAN	97	0	0	N/A	12	7.8	97	100.0%	91	93.8%	91	93.8%
8	Animal - Loose Aggressive - DCC	94	0	0	N/A	3	0.2	94	100.0%	94	100.0%	94	100.0%
9	Litter - DCC	77	22	22	100.0%	38	8.1	55	71.4%	55	100.0%	77	100.0%
10	24 Hour Parking/Parking Violations - DPD	58	0	0	N/A	10	4.4	58	100.0%	57	98.3%	57	98.3%
11	Animal - Loose - DCC	49	18	18	100.0%	45	10.5	31	63.3%	31	100.0%	49	100.0%
12	Animal - Sick/Injured - DCC	47	0	0	N/A	3	0.1	47	100.0%	47	100.0%	47	100.0%
13	Junk Motor Vehicle - DCC	42	18	18	100.0%	126	10.1	24	57.1%	24	100.0%	42	100.0%
14	Tree down/low limbs - Emergency-STS	37	0	0	N/A	1	0.1	37	100.0%	37	100.0%	37	100.0%
15	Cost Plus - SAN	35	1	0	0.0%	5	3.9	34	97.1%	26	76.5%	26	74.3%
16	Illegal Outside Storage - DCC	33	13	13	100.0%	38	5.6	20	60.6%	20	100.0%	33	100.0%
17	Sanitation Property Damage - SAN	33	28	28	100.0%	120	12.0	5	15.2%	5	100.0%	33	100.0%
18	Recyclable Collection Missed (Residential) - SAN	31	0	0	N/A	3	0.9	31	100.0%	31	100.0%	31	100.0%
19	Parking - Unapproved Surface - DCC	30	6	6	100.0%	14	7.2	24	80.0%	21	87.5%	27	90.0%
20	Animal - Cruelty - DCC	30	0	0	N/A	30	0.1	30	100.0%	30	100.0%	30	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Jun/5/2006 1:11:18 AM

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



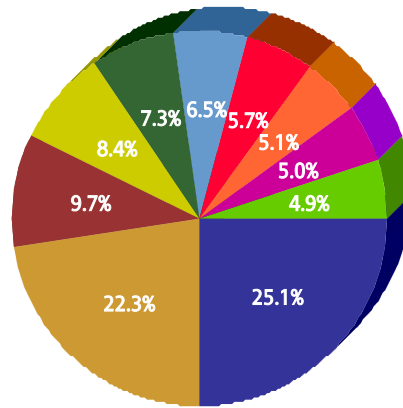
City of Dallas Service Level Performance Report by Council District

for 10

May 2006

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	216
High Weeds - DCC	192
Animal - Confined - DCC	83
Litter - DCC	72
Garbage - Missed - SAN	63
Dead Animal Pick Up - SAN	56
Animal - Loose Aggressive - DCC	49
Substandard Structure Apts - DCC	44
Bulky Trash Violations - DCC	43
Roll Cart - SAN	42

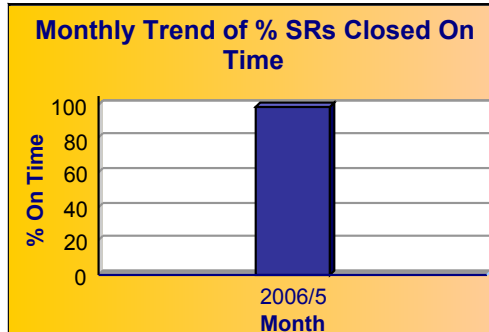
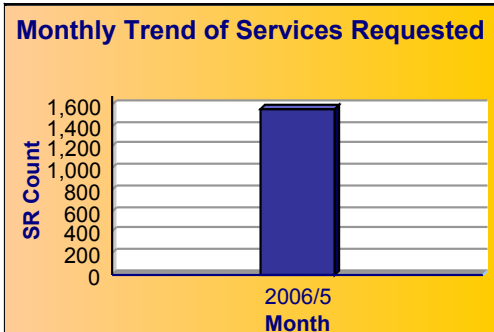


Service

- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Animal - Confined - DCC
- Litter - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Substandard Structure Apts - DCC
- Bulky Trash Violations - DCC
- Roll Cart - SAN

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,549	1,194	1,176	98.5%	355	346	97.5%	98.3%





for 10

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	216	98	98	100.0%	60	12.5	118	54.6%	118	100.0%	216	100.0%
2	High Weeds - DCC	192	55	55	100.0%	38	12.0	137	71.4%	137	100.0%	192	100.0%
3	Animal - Confined - DCC	83	0	0	N/A	3	0.2	83	100.0%	82	98.8%	82	98.8%
4	Litter - DCC	72	14	14	100.0%	38	10.8	58	80.6%	58	100.0%	72	100.0%
5	Garbage - Missed - SAN	63	0	0	N/A	12	1.9	63	100.0%	63	100.0%	63	100.0%
6	Dead Animal Pick Up - SAN	56	0	0	N/A	1	0.1	56	100.0%	56	100.0%	56	100.0%
7	Animal - Loose Aggressive - DCC	49	0	0	N/A	3	0.2	49	100.0%	49	100.0%	49	100.0%
8	Substandard Structure Apts - DCC	44	23	23	100.0%	365	7.2	21	47.7%	21	100.0%	44	100.0%
9	Bulky Trash Violations - DCC	43	4	4	100.0%	14	3.4	39	90.7%	37	94.9%	41	95.3%
10	Roll Cart - SAN	42	0	0	N/A	12	7.9	42	100.0%	42	100.0%	42	100.0%
11	24 Hour Parking/Parking Violations - DPD	37	1	0	0.0%	10	3.8	36	97.3%	35	97.2%	35	94.6%
12	Substandard Structure - DCC	35	28	28	100.0%	365	9.0	7	20.0%	7	100.0%	35	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	33	0	0	N/A	1	0.0	33	100.0%	33	100.0%	33	100.0%
14	Animal - Sick/Injured - DCC	30	0	0	N/A	3	0.1	30	100.0%	30	100.0%	30	100.0%
15	Fire Inspection - DFD	28	14	14	100.0%	60	9.4	14	50.0%	14	100.0%	28	100.0%
16	Illegal Outside Storage - DCC	26	5	5	100.0%	38	11.5	21	80.8%	21	100.0%	26	100.0%
17	Junk Motor Vehicle - DCC	24	8	8	100.0%	126	7.6	16	66.7%	16	100.0%	24	100.0%
18	Cost Plus - SAN	22	0	0	N/A	5	3.6	22	100.0%	18	81.8%	18	81.8%
19	Animal - Loose - DCC	14	4	4	100.0%	45	10.0	10	71.4%	10	100.0%	14	100.0%
20	Illegal Garbage/Placement - DCC	12	4	4	100.0%	60	4.0	8	66.7%	8	100.0%	12	100.0%
21	Animal - Bite - DCC	12	0	0	N/A	11	6.8	12	100.0%	12	100.0%	12	100.0%
22	Dead Animal - Clinic Pick Up - SAN	12	0	0	N/A	2	0.2	12	100.0%	12	100.0%	12	100.0%



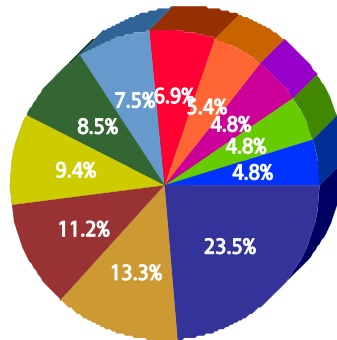
City of Dallas Service Level Performance Report by Council District

for 11

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	113
Animal - Confined - DCC	64
Fire Inspection - DFD	54
Street Spillage/Debris in Right of Way-Hazardous-STs	45
Garbage - Missed - SAN	41
Dead Animal Pick Up - SAN	36
Roll Cart - SAN	33
24 Hour Parking/Parking Violations - DPD	26
Animal - Loose Aggressive - DCC	23
Mosquitoes - EHS	23
Obstruction Alley/Sidewalk/Street - DCC	23

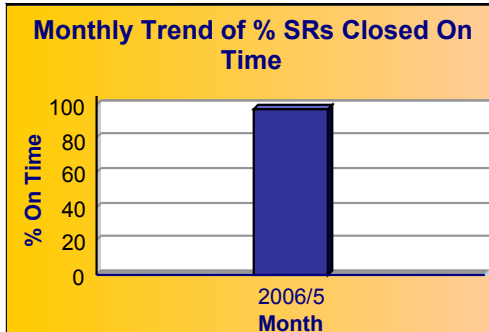
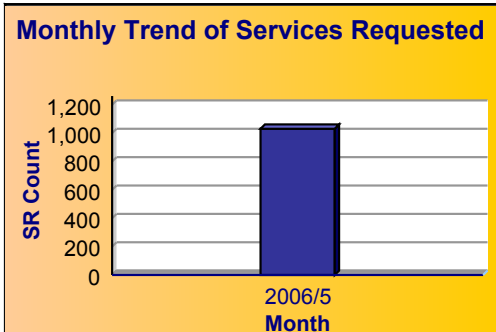


Service

- High Weeds - DCC
- Animal - Confined - DCC
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC
- Mosquitoes - EHS
- 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 %
1,029	871	847	97.2%	158	152	96.2%	97.1%





City of Dallas Service Level Performance Report by Council District

for 11

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	113	19	19	100.0%	38	8.7	94	83.2%	94	100.0%	113	100.0%
2	Animal - Confined - DCC	64	0	0	N/A	3	0.1	64	100.0%	63	98.4%	63	98.4%
3	Fire Inspection - DFD	54	34	34	100.0%	60	2.8	20	37.0%	20	100.0%	54	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	45	0	0	N/A	1	0.0	45	100.0%	45	100.0%	45	100.0%
5	Garbage - Missed - SAN	41	0	0	N/A	12	3.0	41	100.0%	41	100.0%	41	100.0%
6	Dead Animal Pick Up - SAN	36	0	0	N/A	1	0.3	36	100.0%	36	100.0%	36	100.0%
7	Roll Cart - SAN	33	1	1	100.0%	12	8.0	32	97.0%	28	87.5%	29	87.9%
8	24 Hour Parking/Parking Violations - DPD	26	0	0	N/A	10	4.5	26	100.0%	26	100.0%	26	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	23	10	10	100.0%	60	13.1	13	56.5%	13	100.0%	23	100.0%
10	Animal - Loose Aggressive - DCC	23	0	0	N/A	3	0.0	23	100.0%	23	100.0%	23	100.0%
11	Mosquitoes - EHS	23	2	2	100.0%	45	3.4	21	91.3%	21	100.0%	23	100.0%
12	Animal - Loose - DCC	22	6	6	100.0%	45	9.2	16	72.7%	16	100.0%	22	100.0%
13	Animal - Sick/Injured - DCC	22	0	0	N/A	3	0.3	22	100.0%	21	95.5%	21	95.5%
14	Litter - DCC	21	8	8	100.0%	38	8.5	13	61.9%	13	100.0%	21	100.0%
15	Street Repair - Routine-STS	19	7	7	100.0%	120	5.9	12	63.2%	12	100.0%	19	100.0%
16	Pothole - Hazardous-STS	18	0	0	N/A	1	0.0	18	100.0%	18	100.0%	18	100.0%
17	Bulky Trash Violations - DCC	17	0	0	N/A	14	2.8	17	100.0%	17	100.0%	17	100.0%
18	Substandard Structure Apts - DCC	17	7	7	100.0%	365	3.8	10	58.8%	10	100.0%	17	100.0%
19	Cost Plus - SAN	14	3	2	66.7%	5	4.3	11	78.6%	7	63.6%	9	64.3%
20	Substandard Structure - DCC	14	6	6	100.0%	365	4.1	8	57.1%	8	100.0%	14	100.0%



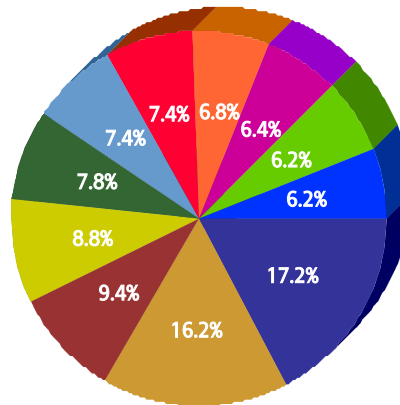
City of Dallas Service Level Performance Report by Council District

for 12

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	86
Animal - Confined - DCC	81
Bulky Trash Violations - DCC	47
Roll Cart - SAN	44
Garbage - Missed - SAN	39
Animal - Loose Aggressive - DCC	37
Dead Animal Pick Up - SAN	37
Fire Inspection - DFD	34
24 Hour Parking/Parking Violations - DPD	32
Animal - Sick/Injured - DCC	31
Mosquitoes - EHS	31

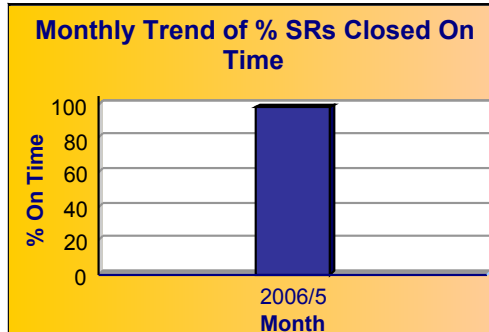
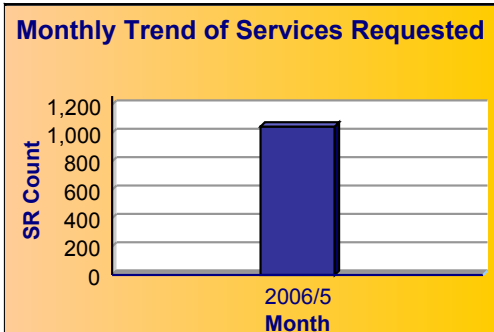


Service

- High Weeds - DCC
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC
- Mosquitoes - EHS

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 %
1,036	887	873	98.4%	149	140	94.0%	97.8%





City of Dallas Service Level Performance Report by Council District

for 12

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	86	19	19	100.0%	38	9.2	67	77.9%	67	100.0%	86	100.0%
2	Animal - Confined - DCC	81	0	0	N/A	3	0.0	81	100.0%	81	100.0%	81	100.0%
3	Bulky Trash Violations - DCC	47	4	2	50.0%	14	3.2	43	91.5%	43	100.0%	45	95.7%
4	Roll Cart - SAN	44	0	0	N/A	12	7.1	44	100.0%	44	100.0%	44	100.0%
5	Garbage - Missed - SAN	39	0	0	N/A	12	2.2	39	100.0%	39	100.0%	39	100.0%
6	Animal - Loose Aggressive - DCC	37	0	0	N/A	3	0.0	37	100.0%	37	100.0%	37	100.0%
7	Dead Animal Pick Up - SAN	37	0	0	N/A	1	0.4	37	100.0%	37	100.0%	37	100.0%
8	Fire Inspection - DFD	34	14	14	100.0%	60	5.8	20	58.8%	20	100.0%	34	100.0%
9	24 Hour Parking/Parking Violations - DPD	32	1	0	0.0%	10	4.3	31	96.9%	31	100.0%	31	96.9%
10	Animal - Sick/Injured - DCC	31	0	0	N/A	3	0.3	31	100.0%	31	100.0%	31	100.0%
11	Mosquitoes - EHS	31	0	0	N/A	45	5.1	31	100.0%	31	100.0%	31	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	26	11	11	100.0%	60	8.3	15	57.7%	15	100.0%	26	100.0%
13	Substandard Structure - DCC	19	8	8	100.0%	365	7.5	11	57.9%	11	100.0%	19	100.0%
14	Water Conservation Violation - DCC	18	1	1	100.0%	7	2.5	17	94.4%	17	100.0%	18	100.0%
15	Litter - DCC	15	5	5	100.0%	38	10.6	10	66.7%	10	100.0%	15	100.0%
16	Dead Birds - EHS	15	0	0	N/A	5	1.3	15	100.0%	15	100.0%	15	100.0%
17	Cost Plus - SAN	14	0	0	N/A	5	4.9	14	100.0%	8	57.1%	8	57.1%
18	Pool Compl - No fence/Unsecured - DCC	13	1	0	0.0%	7	2.9	12	92.3%	12	100.0%	12	92.3%
19	Animal - Loose - DCC	13	8	8	100.0%	45	7.8	5	38.5%	5	100.0%	13	100.0%
20	Sidewalk Replacement Program - PWT	13	0	0	N/A	14	2.5	13	100.0%	13	100.0%	13	100.0%
21	Sanitation Property Damage - SAN	13	11	11	100.0%	120	16.5	2	15.4%	2	100.0%	13	100.0%
22	Street Spillage/Debris in Right of Way-Hazardous-STS	13	0	0	N/A	1	0.2	13	100.0%	12	92.3%	12	92.3%
23	Street Repair - Routine-STS	13	6	6	100.0%	120	7.1	7	53.8%	7	100.0%	13	100.0%

R-csr059-cmoS V1.0

Page: 2

Run Date: Jun/5/2006 1:26:42 AM

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



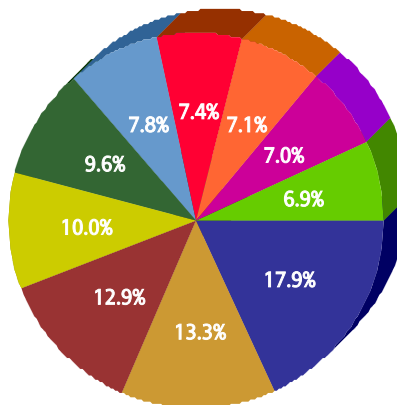
City of Dallas Service Level Performance Report by Council District

for 13

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	133
Garbage - Missed - SAN	99
Roll Cart - SAN	96
Animal - Confined - DCC	74
Dead Animal Pick Up - SAN	71
Fire Inspection - DFD	58
Bulky Trash Violations - DCC	55
Obstruction Alley/Sidewalk/Street - DCC	53
24 Hour Parking/Parking Violations - DPD	52
Street Repair - Routine-STS	51

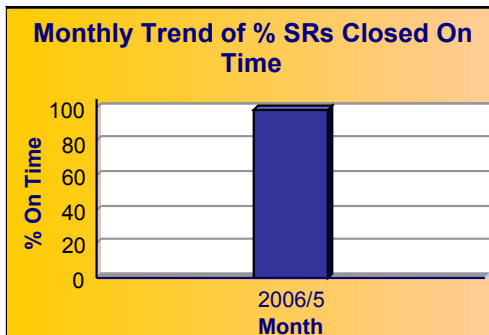
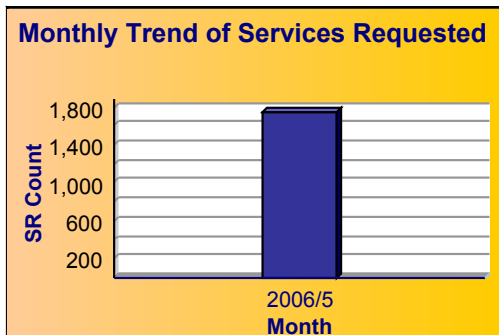


Service

- High Weeds - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Bulky Trash Violations - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- 24 Hour Parking/Parking Violations - DPD
- 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 %
1,751	1,395	1,371	98.3%	356	345	96.9%	98.0%





for 13

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	133	28	28	100.0%	38	9.3	105	78.9%	105	100.0%	133	100.0%
2	Garbage - Missed - SAN	99	0	0	N/A	12	2.7	99	100.0%	98	99.0%	98	99.0%
3	Roll Cart - SAN	96	13	12	92.3%	12	7.1	83	86.5%	79	95.2%	91	94.8%
4	Animal - Confined - DCC	74	0	0	N/A	3	0.1	74	100.0%	74	100.0%	74	100.0%
5	Dead Animal Pick Up - SAN	71	0	0	N/A	1	0.5	71	100.0%	71	100.0%	71	100.0%
6	Fire Inspection - DFD	58	45	45	100.0%	60	6.2	13	22.4%	13	100.0%	58	100.0%
7	Bulky Trash Violations - DCC	55	2	2	100.0%	14	2.7	53	96.4%	53	100.0%	55	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	53	29	29	100.0%	60	9.4	24	45.3%	24	100.0%	53	100.0%
9	24 Hour Parking/Parking Violations - DPD	52	2	2	100.0%	10	4.5	50	96.2%	49	98.0%	51	98.1%
10	Street Repair - Routine-STS	51	27	27	100.0%	120	4.5	24	47.1%	24	100.0%	51	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	49	0	0	N/A	1	0.1	49	100.0%	49	100.0%	49	100.0%
12	Litter - DCC	45	14	14	100.0%	38	8.4	31	68.9%	31	100.0%	45	100.0%
13	Substandard Structure - DCC	43	30	30	100.0%	365	5.3	13	30.2%	13	100.0%	43	100.0%
14	Animal - Loose Aggressive - DCC	37	0	0	N/A	3	0.1	37	100.0%	37	100.0%	37	100.0%
15	Tree down/low limbs - Emergency-STS	37	0	0	N/A	1	0.0	37	100.0%	37	100.0%	37	100.0%
16	Alley Repair - Routine-STS	34	24	24	100.0%	120	7.0	10	29.4%	10	100.0%	34	100.0%
17	Sanitation Property Damage - SAN	32	24	24	100.0%	120	16.4	8	25.0%	8	100.0%	32	100.0%
18	Animal - Sick/Injured - DCC	31	0	0	N/A	3	0.0	31	100.0%	31	100.0%	31	100.0%
19	Mosquitoes - EHS	31	0	0	N/A	45	4.8	31	100.0%	31	100.0%	31	100.0%
20	Animal - Loose - DCC	28	14	14	100.0%	45	9.0	14	50.0%	14	100.0%	28	100.0%



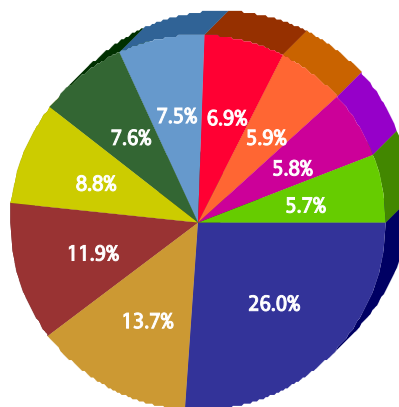
City of Dallas Service Level Performance Report by Council District

for 14

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	259
Obstruction Alley/Sidewalk/Street - DCC	137
Roll Cart - SAN	119
Garbage - Missed - SAN	88
Litter - DCC	76
Fire Inspection - DFD	75
Dead Animal Pick Up - SAN	69
Bulky Trash Violations - DCC	59
Animal - Confined - DCC	58
24 Hour Parking/Parking Violations - DPD	57

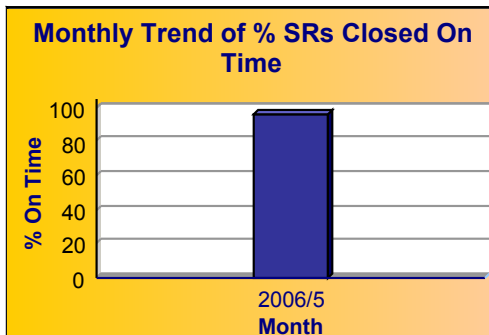
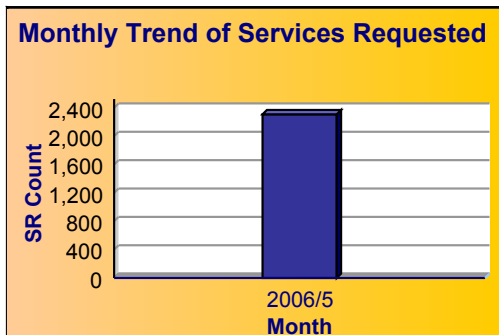


Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Animal - Confined - 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 %
2,297	1,654	1,593	96.3%	643	621	96.6%	96.4%





for 14

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	259	127	127	100.0%	38	10.7	132	51.0%	132	100.0%	259	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	137	105	105	100.0%	60	13.4	32	23.4%	32	100.0%	137	100.0%
3	Roll Cart - SAN	119	19	17	89.5%	12	8.1	100	84.0%	89	89.0%	106	89.1%
4	Garbage - Missed - SAN	88	1	1	100.0%	12	2.3	87	98.9%	87	100.0%	88	100.0%
5	Litter - DCC	76	41	41	100.0%	38	11.1	35	46.1%	35	100.0%	76	100.0%
6	Fire Inspection - DFD	75	49	49	100.0%	60	12.8	26	34.7%	26	100.0%	75	100.0%
7	Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.4	69	100.0%	69	100.0%	69	100.0%
8	Bulky Trash Violations - DCC	59	15	11	73.3%	14	4.0	44	74.6%	41	93.2%	52	88.1%
9	Animal - Confined - DCC	58	0	0	N/A	3	0.1	58	100.0%	58	100.0%	58	100.0%
10	24 Hour Parking/Parking Violations - DPD	57	0	0	N/A	10	5.6	57	100.0%	48	84.2%	48	84.2%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	50	0	0	N/A	1	0.1	50	100.0%	49	98.0%	49	98.0%
12	Animal - Sick/Injured - DCC	44	0	0	N/A	3	0.3	44	100.0%	42	95.5%	42	95.5%
13	Animal - Loose Aggressive - DCC	41	0	0	N/A	3	0.3	41	100.0%	40	97.6%	40	97.6%
14	Multi-Family License Inspection - DCC	38	27	27	100.0%	126	3.2	11	28.9%	11	100.0%	38	100.0%
15	Substandard Structure - DCC	37	29	29	100.0%	365	10.2	8	21.6%	8	100.0%	37	100.0%
16	Tree down/low limbs - Emergency-STS	36	0	0	N/A	1	0.0	36	100.0%	36	100.0%	36	100.0%
17	Animal - Loose - DCC	31	5	5	100.0%	45	10.5	26	83.9%	26	100.0%	31	100.0%
18	Street Repair - Routine-STS	31	11	11	100.0%	120	7.6	20	64.5%	20	100.0%	31	100.0%
19	Brush/Bulk Items - Missed - SAN	30	0	0	N/A	30	7.3	30	100.0%	30	100.0%	30	100.0%
20	Construction Site Complaint - DEV	26	3	3	100.0%	10	3.2	23	88.5%	22	95.7%	25	96.2%



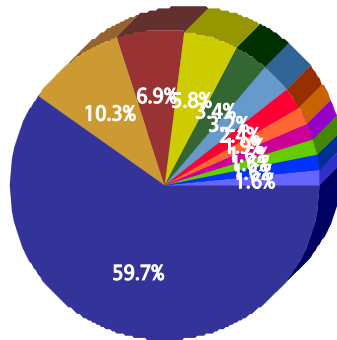
City of Dallas Service Level Performance Report by Council District

for U

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	225
Litter - DCC	39
Street Spillage/Debris in Right of Way-Hazardous-STS	26
Dead Animal Pick Up - SAN	22
Roll Cart - SAN	13
Fire Inspection - DFD	12
Obstruction Alley/Sidewalk/Street - DCC	9
Animal - Confined - DCC	7
24 Hour Parking/Parking Violations - DPD	6
Animal - Loose - DCC	6
Garbage - Missed - SAN	6
Pothole Repair Routine - STS	6

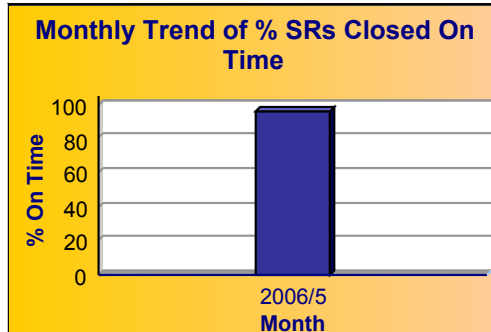
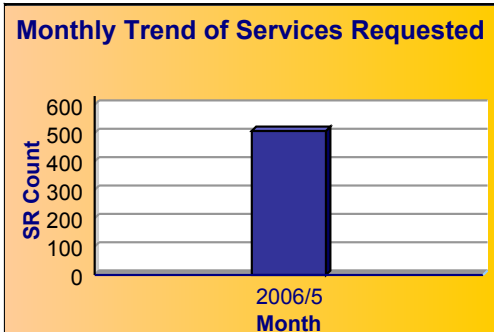


Service

- High Weeds - DCC
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Fire Inspection - DFD
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose - DCC
- Garbage - Missed - SAN
- Pothole 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 %
507	279	268	96.1%	228	215	94.3%	95.3%





for U

May 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	225	132	132	100.0%	38	9.6	93	41.3%	93	100.0%	225	100.0%
2	Litter - DCC	39	35	35	100.0%	38	8.8	4	10.3%	4	100.0%	39	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	26	0	0	N/A	1	0.0	26	100.0%	26	100.0%	26	100.0%
4	Dead Animal Pick Up - SAN	22	0	0	N/A	1	0.3	22	100.0%	22	100.0%	22	100.0%
5	Roll Cart - SAN	13	8	3	37.5%	12	8.4	5	38.5%	3	60.0%	6	46.2%
6	Fire Inspection - DFD	12	7	7	100.0%	60	9.6	5	41.7%	5	100.0%	12	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	9	7	7	100.0%	60	14.5	2	22.2%	2	100.0%	9	100.0%
8	Animal - Confined - DCC	7	0	0	N/A	3	0.1	7	100.0%	7	100.0%	7	100.0%
9	Animal - Loose - DCC	6	3	3	100.0%	45	11.3	3	50.0%	3	100.0%	6	100.0%
10	24 Hour Parking/Parking Violations - DPD	6	2	1	50.0%	10	5.8	4	66.7%	3	75.0%	4	66.7%
11	Garbage - Missed - SAN	6	1	0	0.0%	12	7.6	5	83.3%	3	60.0%	3	50.0%
12	Pothole Repair Routine - STS	6	0	0	N/A	5	0.5	6	100.0%	6	100.0%	6	100.0%
13	Miscellaneous Service Request - SCS	5	0	0	N/A	10	3.2	5	100.0%	5	100.0%	5	100.0%
14	Water Conservation Violation - DCC	5	1	1	100.0%	7	3.2	4	80.0%	4	100.0%	5	100.0%
15	Substandard Structure - DCC	5	5	5	100.0%	365		0	0.0%	0	N/A	5	100.0%
16	Sanitation Misc. - SAN	5	0	0	N/A	14	11.2	5	100.0%	3	60.0%	3	60.0%
17	Street Repair - Routine-STS	5	1	1	100.0%	120	10.8	4	80.0%	4	100.0%	5	100.0%
18	Cost Plus - SAN	4	0	0	N/A	5	2.8	4	100.0%	4	100.0%	4	100.0%
19	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
20	Restaurant/Food Complaint - EHS	4	1	1	100.0%	45	9.0	3	75.0%	3	100.0%	4	100.0%
21	Park Maintenance/Misc. - Parks	4	3	3	100.0%	30	1.0	1	25.0%	1	100.0%	4	100.0%
22	Tree down/low limbs - Emergency-STS	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%