



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

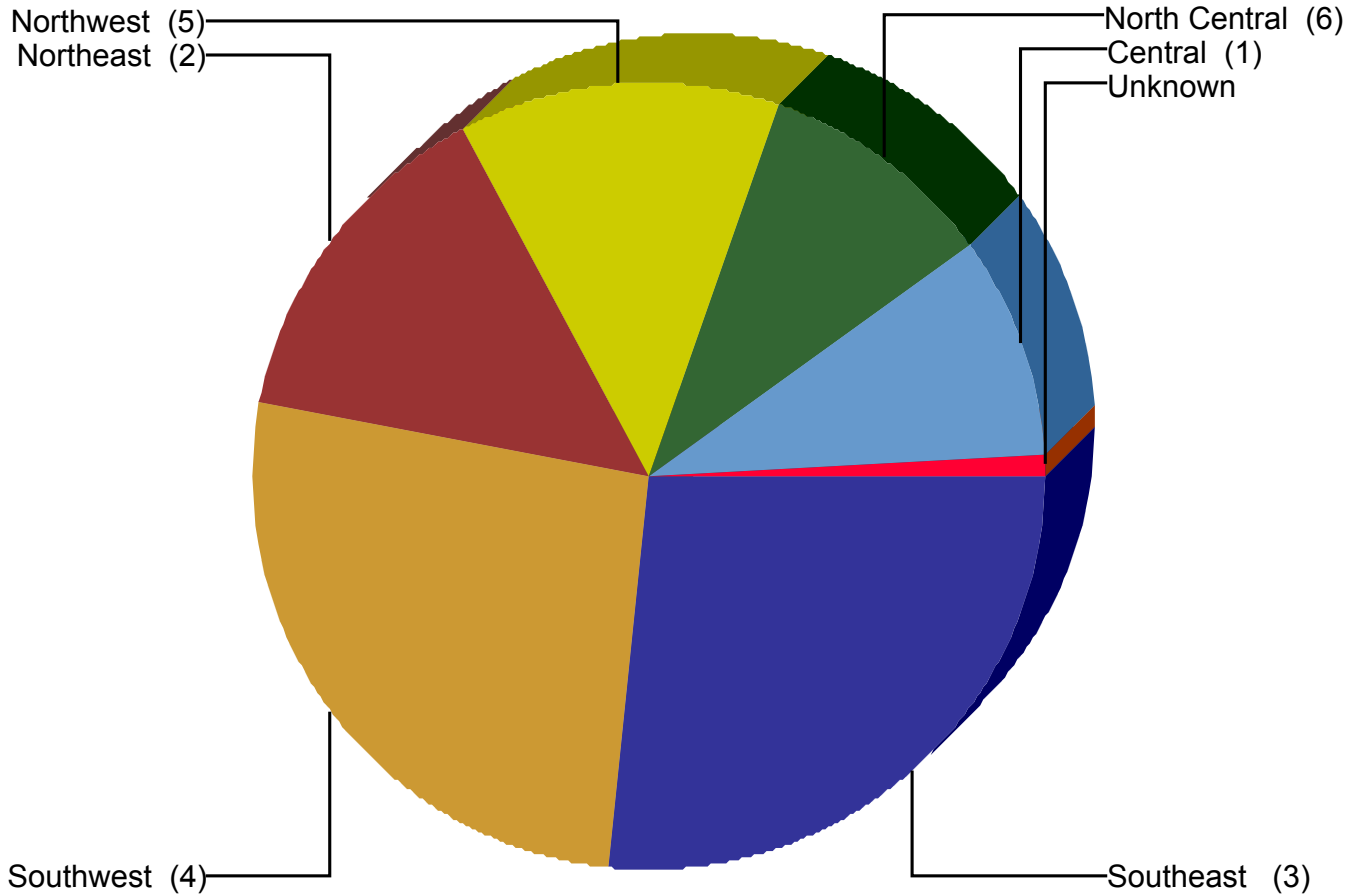
And Citywide Summary

APRIL 2006

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City of Dallas Service Area Report
From Apr 1 2006 to Apr 30 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,739	9.1%	97.0%
North Central (6)	2,930	9.8%	96.8%
Northeast (2)	4,293	14.3%	96.0%
Northwest (5)	3,863	12.9%	98.6%
Southeast (3)	8,031	26.7%	97.8%
Southwest (4)	7,898	26.3%	98.3%
Unknown	289	1.0%	90.0%
Total	30,043	100.0%	97.6%

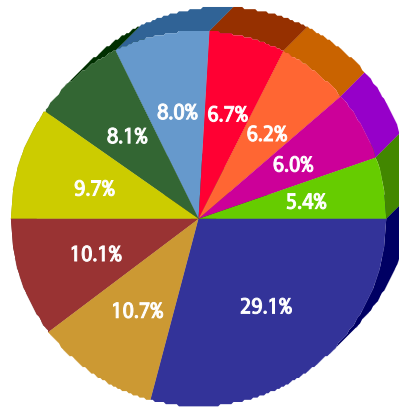
NOTE: Values represent status as of the run date and time.



For Citywide
From Apr 1 2006 to Apr 30 2006

Top 10 Services

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



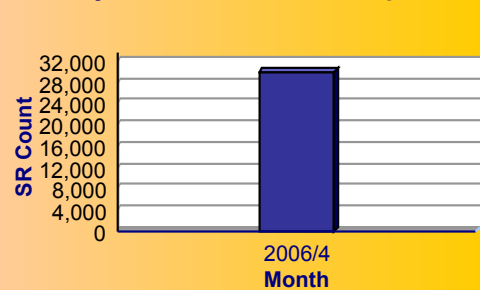
Service

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

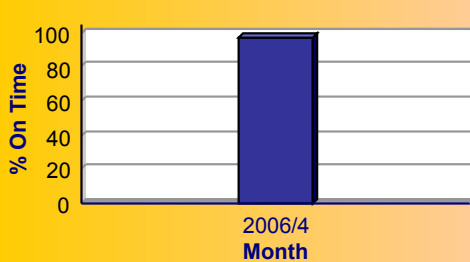
Summary - All Services Requested

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

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

From Apr 1 2006 to Apr 30 2006

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

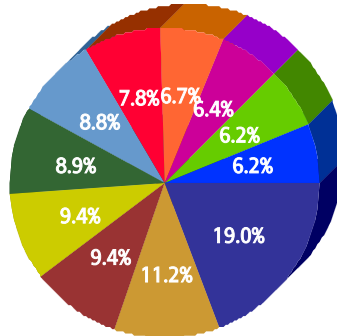
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	4,265	1,959	1,959	100.0%	38	9.7	2,306	54.1%	2,306	100.0%	4,265	100.0%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



for Central (1)
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	211
Substandard Structure - DCC	124
Graffiti Private Property - Residential/Commercial	104
Litter - DCC	104
Obstruction Alley/Sidewalk/Street - DCC	99
Fire Inspection - DFD	97
Roll Cart - SAN	86
24 Hour Parking/Parking Violations - DPD	74
Animal - Loose Aggressive - DCC	71
Dead Animal Pick Up - SAN	69
Street Spillage/Debris in Right of Way-Hazardous-STS	69

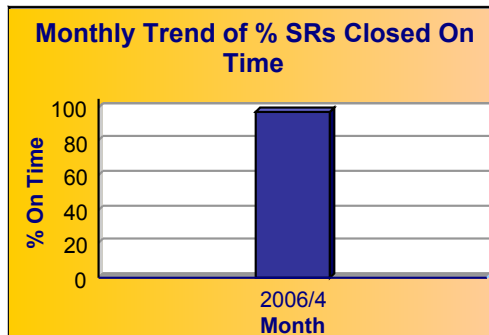
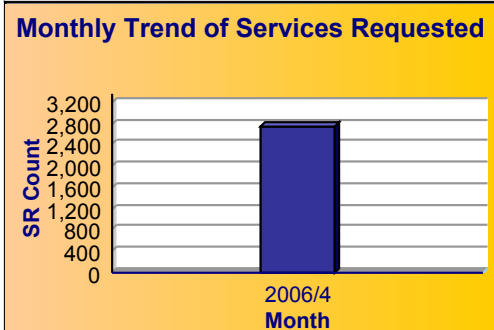


Service

- High Weeds - DCC
- Substandard Structure - DCC
- Graffiti Private Property - Residential/Commercial
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Fire Inspection - DFD
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- 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 %
2,739	1,941	1,897	97.7%	798	760	95.2%	97.0%





for Central (1)

From Apr 1 2006 to Apr 30 2006

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

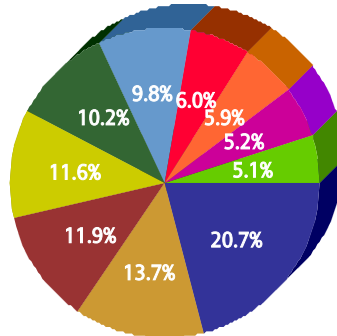
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	211	112	112	100.0%	38	9.5	99	46.9%	99	100.0%	211	100.0%
2	Substandard Structure - DCC	124	100	100	100.0%	365	8.9	24	19.4%	24	100.0%	124	100.0%
3	Litter - DCC	104	51	51	100.0%	38	11.3	53	51.0%	53	100.0%	104	100.0%
4	Graffiti Private Property - Residential/Commercial	104	57	57	100.0%	90	13.8	47	45.2%	47	100.0%	104	100.0%
5	Obstruction Alley/Sidewalk/Street - DCC	99	70	70	100.0%	60	11.8	29	29.3%	29	100.0%	99	100.0%
6	Fire Inspection - DFD	97	49	49	100.0%	60	10.4	48	49.5%	48	100.0%	97	100.0%
7	Roll Cart - SAN	86	7	1	14.3%	12	7.3	79	91.9%	73	92.4%	74	86.0%
8	24 Hour Parking/Parking Violations - DPD	74	1	0	0.0%	10	4.5	73	98.6%	71	97.3%	71	95.9%
9	Animal - Loose Aggressive - DCC	71	0	0	N/A	3	0.2	71	100.0%	70	98.6%	70	98.6%
10	Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.2	69	100.0%	69	100.0%	69	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-ST5	69	0	0	N/A	1	0.0	69	100.0%	69	100.0%	69	100.0%
12	Animal - Confined - DCC	68	0	0	N/A	3	0.2	68	100.0%	68	100.0%	68	100.0%
13	Junk Motor Vehicle - DCC	68	43	43	100.0%	126	9.6	25	36.8%	25	100.0%	68	100.0%
14	Tree down/low limbs - Emergency-ST5	65	0	0	N/A	1	0.1	65	100.0%	65	100.0%	65	100.0%
15	Dumpster Violation - DCC	59	48	48	100.0%	60	11.2	11	18.6%	11	100.0%	59	100.0%
16	Illegal Outside Storage - DCC	54	27	26	96.3%	38	8.6	27	50.0%	27	100.0%	53	98.1%
17	Multi-Family License Inspection - DCC	51	40	40	100.0%	126	10.5	11	21.6%	11	100.0%	51	100.0%
18	Garbage - Missed - SAN	50	0	0	N/A	12	3.0	50	100.0%	50	100.0%	50	100.0%
19	Animal - Sick/Injured - DCC	46	0	0	N/A	3	0.1	46	100.0%	46	100.0%	46	100.0%
20	Bulky Trash Violations - DCC	37	1	1	100.0%	14	3.4	36	97.3%	34	94.4%	35	94.6%



for North Central (6)
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	265
High Weeds - DCC	175
Roll Cart - SAN	152
Garbage - Missed - SAN	149
Dead Animal Pick Up - SAN	130
Animal - Confined - DCC	125
24 Hour Parking/Parking Violations - DPD	77
Street Spillage/Debris in Right of Way-Hazardous-STs	76
Street Repair - Routine-STs	66
Bulky Trash Violations - DCC	65

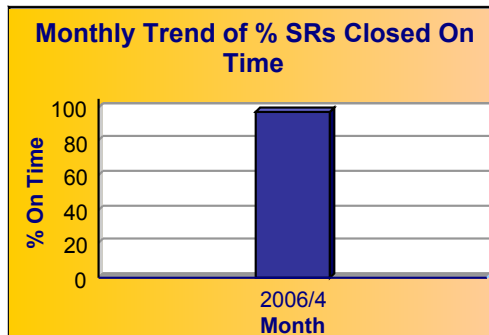
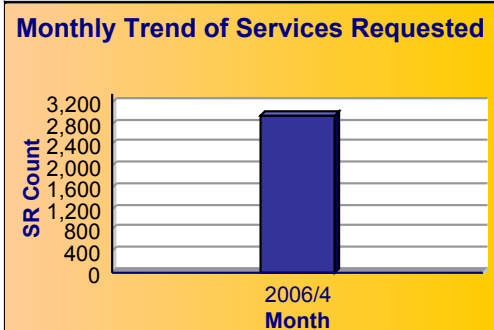


Service

- Obstruction Alley/Sidewalk/Street - DCC
- High Weeds - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Street Repair - Routine-STs
- 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 %
2,930	2,450	2,391	97.6%	480	445	92.7%	96.8%





for North Central (6)

From Apr 1 2006 to Apr 30 2006

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

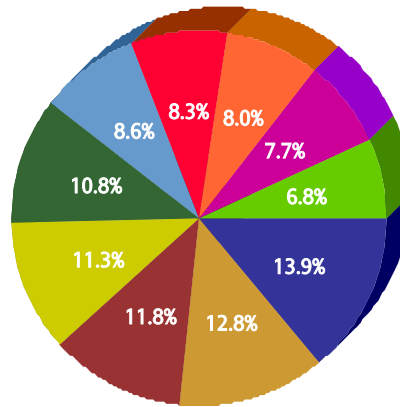
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Obstruction Alley/Sidewalk/Street - DCC	265	39	39	100.0%	60	10.0	226	85.3%	226	100.0%	265	100.0%
2	High Weeds - DCC	175	45	45	100.0%	38	7.9	130	74.3%	130	100.0%	175	100.0%
3	Roll Cart - SAN	152	8	1	12.5%	12	6.3	144	94.7%	138	95.8%	139	91.4%
4	Garbage - Missed - SAN	149	1	0	0.0%	12	2.3	148	99.3%	148	100.0%	148	99.3%
5	Dead Animal Pick Up - SAN	130	0	0	N/A	1	0.3	130	100.0%	127	97.7%	127	97.7%
6	Animal - Confined - DCC	125	0	0	N/A	3	0.1	125	100.0%	125	100.0%	125	100.0%
7	24 Hour Parking/Parking Violations - DPD	77	3	0	0.0%	10	3.1	74	96.1%	74	100.0%	74	96.1%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	76	0	0	N/A	1	0.0	76	100.0%	76	100.0%	76	100.0%
9	Street Repair - Routine-STS	66	39	39	100.0%	120	5.3	27	40.9%	27	100.0%	66	100.0%
10	Bulky Trash Violations - DCC	65	0	0	N/A	14	3.8	65	100.0%	64	98.5%	64	98.5%
11	Animal - Loose Aggressive - DCC	58	0	0	N/A	3	0.1	58	100.0%	58	100.0%	58	100.0%
12	Fire Inspection - DFD	56	31	31	100.0%	60	5.1	25	44.6%	25	100.0%	56	100.0%
13	Substandard Structure - DCC	55	28	28	100.0%	365	5.9	27	49.1%	27	100.0%	55	100.0%
14	Animal - Sick/Injured - DCC	54	0	0	N/A	3	0.1	54	100.0%	54	100.0%	54	100.0%
15	Alley Repair - Routine-STS	50	39	39	100.0%	120	9.2	11	22.0%	11	100.0%	50	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	49	1	1	100.0%	14	0.4	48	98.0%	48	100.0%	49	100.0%
17	Litter - DCC	46	11	11	100.0%	38	6.5	35	76.1%	35	100.0%	46	100.0%
18	Sanitation Property Damage - SAN	45	27	27	100.0%	120	13.6	18	40.0%	18	100.0%	45	100.0%
19	Dumpster Violation - DCC	41	30	30	100.0%	60	10.0	11	26.8%	11	100.0%	41	100.0%
20	Brush/Bulk Items - Missed - SAN	39	13	13	100.0%	30	6.7	26	66.7%	26	100.0%	39	100.0%



for Northeast (2)
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	253
Dead Animal Pick Up - SAN	233
Animal - Confined - DCC	215
Bulky Trash Violations - DCC	206
Roll Cart - SAN	197
Garbage - Missed - SAN	157
Obstruction Alley/Sidewalk/Street - DCC	152
Junk Motor Vehicle - DCC	146
Animal - Loose Aggressive - DCC	141
24 Hour Parking/Parking Violations - DPD	125

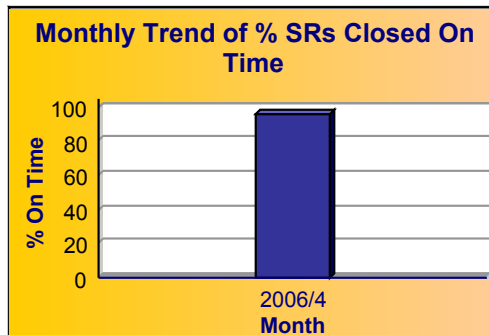
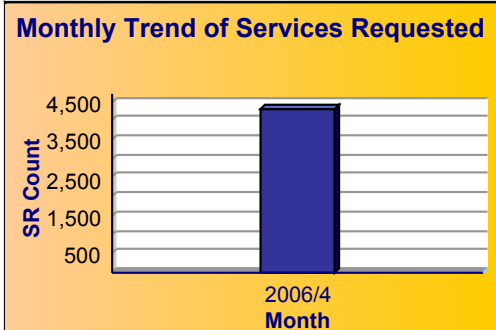


Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose Aggressive - 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 %
4,293	3,523	3,417	97.0%	770	706	91.7%	96.0%





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

From Apr 1 2006 to Apr 30 2006

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

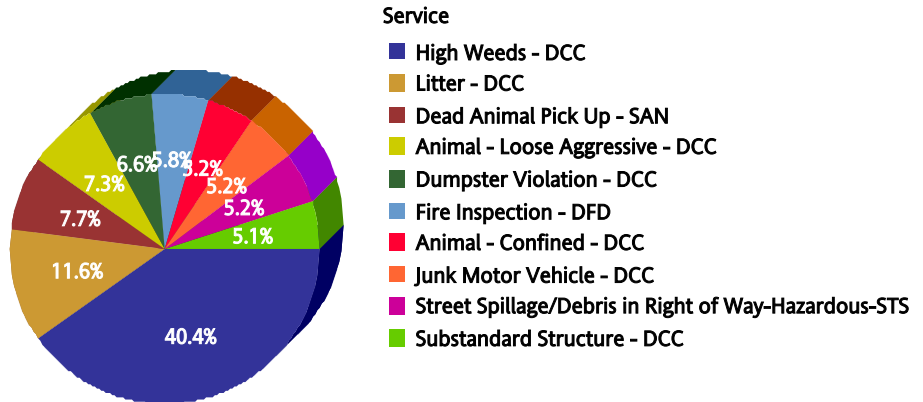
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	253	90	90	100.0%	38	9.9	163	64.4%	163	100.0%	253	100.0%
2	Dead Animal Pick Up - SAN	233	0	0	N/A	1	0.3	233	100.0%	227	97.4%	227	97.4%
3	Animal - Confined - DCC	215	0	0	N/A	3	0.1	215	100.0%	215	100.0%	215	100.0%
4	Bulky Trash Violations - DCC	206	9	0	0.0%	14	3.9	197	95.6%	195	99.0%	195	94.7%
5	Roll Cart - SAN	197	9	0	0.0%	12	9.2	188	95.4%	157	83.5%	157	79.7%
6	Garbage - Missed - SAN	157	0	0	N/A	12	2.1	157	100.0%	157	100.0%	157	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	152	73	73	100.0%	60	10.6	79	52.0%	79	100.0%	152	100.0%
8	Junk Motor Vehicle - DCC	146	81	81	100.0%	126	8.8	65	44.5%	65	100.0%	146	100.0%
9	Animal - Loose Aggressive - DCC	141	0	0	N/A	3	0.2	141	100.0%	140	99.3%	140	99.3%
10	24 Hour Parking/Parking Violations - DPD	125	7	0	0.0%	10	4.1	118	94.4%	116	98.3%	116	92.8%
11	Litter - DCC	116	44	44	100.0%	38	10.0	72	62.1%	72	100.0%	116	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	113	0	0	N/A	1	0.0	113	100.0%	113	100.0%	113	100.0%
13	Animal - Sick/Injured - DCC	102	0	0	N/A	3	0.1	102	100.0%	102	100.0%	102	100.0%
14	Tree down/low limbs - Emergency-STS	94	0	0	N/A	1	0.3	94	100.0%	93	98.9%	93	98.9%
15	Substandard Structure - DCC	81	61	61	100.0%	365	7.7	20	24.7%	20	100.0%	81	100.0%
16	Fire Inspection - DFD	78	35	35	100.0%	60	7.2	43	55.1%	43	100.0%	78	100.0%
17	Substandard Structure Apts - DCC	68	26	26	100.0%	365	8.2	42	61.8%	42	100.0%	68	100.0%
18	Animal - Loose - DCC	67	19	19	100.0%	45	6.5	48	71.6%	48	100.0%	67	100.0%
19	A/C Inoperable Apts - DCC	56	1	0	0.0%	7	6.7	55	98.2%	34	61.8%	34	60.7%
20	Illegal Outside Storage - DCC	56	20	20	100.0%	38	8.5	36	64.3%	36	100.0%	56	100.0%



for Northwest (5)
From Apr 1 2006 to Apr 30 2006

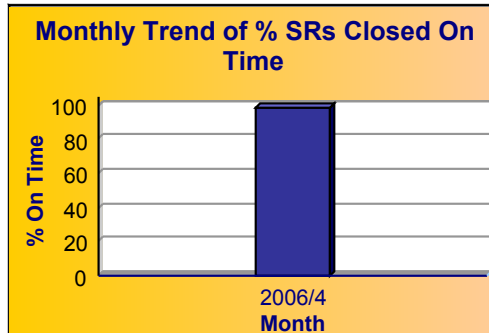
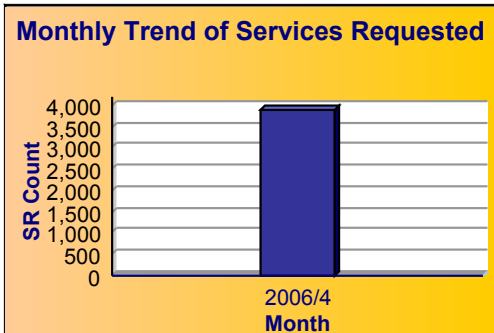
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	869
Litter - DCC	250
Dead Animal Pick Up - SAN	166
Animal - Loose Aggressive - DCC	156
Dumpster Violation - DCC	141
Fire Inspection - DFD	125
Animal - Confined - DCC	112
Junk Motor Vehicle - DCC	112
Street Spillage/Debris in Right of Way-Hazardous-STS	111
Substandard Structure - DCC	109



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 %
3,863	2,765	2,735	98.9%	1,098	1,074	97.8%	98.6%





for Northwest (5)

From Apr 1 2006 to Apr 30 2006

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

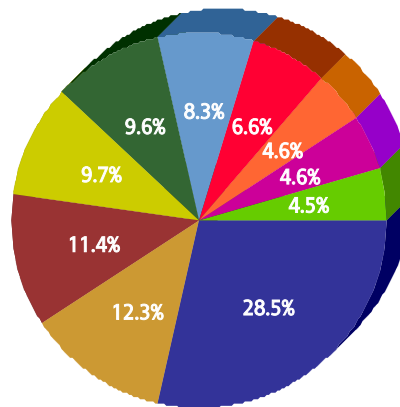
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	869	365	365	100.0%	38	8.4	504	58.0%	504	100.0%	869	100.0%
2	Litter - DCC	250	78	78	100.0%	38	11.7	172	68.8%	172	100.0%	250	100.0%
3	Dead Animal Pick Up - SAN	166	0	0	N/A	1	0.5	166	100.0%	161	97.0%	161	97.0%
4	Animal - Loose Aggressive - DCC	156	0	0	N/A	3	0.1	156	100.0%	156	100.0%	156	100.0%
5	Dumpster Violation - DCC	141	112	112	100.0%	60	19.3	29	20.6%	29	100.0%	141	100.0%
6	Fire Inspection - DFD	125	77	77	100.0%	60	9.4	48	38.4%	48	100.0%	125	100.0%
7	Animal - Confined - DCC	112	0	0	N/A	3	0.2	112	100.0%	110	98.2%	110	98.2%
8	Junk Motor Vehicle - DCC	112	72	72	100.0%	126	13.4	40	35.7%	40	100.0%	112	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-ST5	111	0	0	N/A	1	0.0	111	100.0%	111	100.0%	111	100.0%
10	Substandard Structure - DCC	109	88	88	100.0%	365	9.0	21	19.3%	21	100.0%	109	100.0%
11	Roll Cart - SAN	104	2	0	0.0%	12	3.8	102	98.1%	100	98.0%	100	96.2%
12	24 Hour Parking/Parking Violations - DPD	78	1	0	0.0%	10	4.6	77	98.7%	77	100.0%	77	98.7%
13	Animal - Sick/Injured - DCC	72	0	0	N/A	3	0.1	72	100.0%	72	100.0%	72	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	69	41	41	100.0%	60	11.7	28	40.6%	28	100.0%	69	100.0%
15	Garbage - Missed - SAN	69	2	0	0.0%	12	2.4	67	97.1%	67	100.0%	67	97.1%
16	Illegal Outside Storage - DCC	62	38	38	100.0%	38	12.6	24	38.7%	24	100.0%	62	100.0%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	58	1	1	100.0%	14	0.9	57	98.3%	57	100.0%	58	100.0%
18	Motor Vehicle Repair Violation - DCC	50	19	19	100.0%	40	6.0	31	62.0%	31	100.0%	50	100.0%
19	Animal - Loose - DCC	48	18	18	100.0%	45	6.2	30	62.5%	30	100.0%	48	100.0%
20	Street Repair - Routine-ST5	44	21	21	100.0%	120	6.0	23	52.3%	23	100.0%	44	100.0%



for Southeast (3)
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,315
Dead Animal Pick Up - SAN	567
Animal - Loose Aggressive - DCC	525
Substandard Structure - DCC	449
Litter - DCC	441
Animal - Confined - DCC	382
Roll Cart - SAN	305
24 Hour Parking/Parking Violations - DPD	211
Animal - Sick/Injured - DCC	211
Junk Motor Vehicle - DCC	206

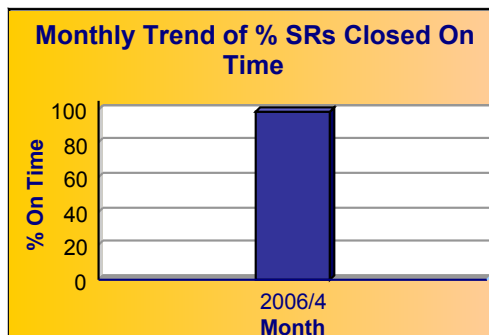
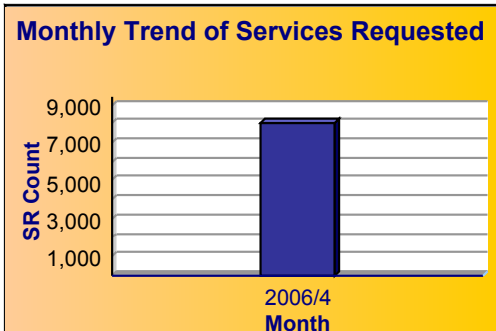


Service

- High Weeds - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Litter - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - 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 %
8,031	5,795	5,681	98.0%	2,236	2,176	97.3%	97.8%





for Southeast (3)

From Apr 1 2006 to Apr 30 2006

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

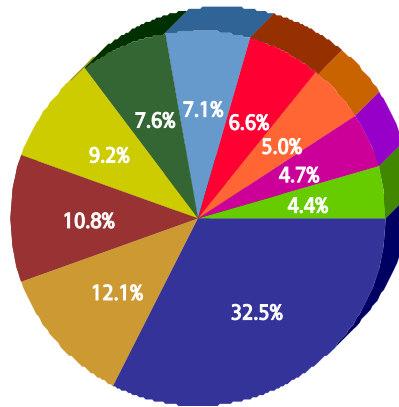
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	1,315	779	779	100.0%	38	11.5	536	40.8%	536	100.0%	1,315	100.0%
2	Dead Animal Pick Up - SAN	567	0	0	N/A	1	0.3	567	100.0%	560	98.8%	560	98.8%
3	Animal - Loose Aggressive - DCC	525	0	0	N/A	3	0.1	525	100.0%	522	99.4%	522	99.4%
4	Substandard Structure - DCC	449	380	380	100.0%	365	8.8	69	15.4%	69	100.0%	449	100.0%
5	Litter - DCC	441	241	240	99.6%	38	13.1	200	45.4%	200	100.0%	440	99.8%
6	Animal - Confined - DCC	382	0	0	N/A	3	0.2	382	100.0%	380	99.5%	380	99.5%
7	Roll Cart - SAN	305	15	0	0.0%	12	6.8	290	95.1%	253	87.2%	253	83.0%
8	Animal - Sick/Injured - DCC	211	0	0	N/A	3	0.1	211	100.0%	211	100.0%	211	100.0%
9	24 Hour Parking/Parking Violations - DPD	211	0	0	N/A	10	2.1	211	100.0%	211	100.0%	211	100.0%
10	Junk Motor Vehicle - DCC	206	132	132	100.0%	126	10.8	74	35.9%	74	100.0%	206	100.0%
11	Garbage - Missed - SAN	174	0	0	N/A	12	3.0	174	100.0%	174	100.0%	174	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	173	7	3	42.9%	14	1.4	166	96.0%	164	98.8%	167	96.5%
13	Smoke Detector Request - DFD	168	13	10	76.9%	30	6.7	155	92.3%	155	100.0%	165	98.2%
14	Animal - Loose - DCC	165	63	63	100.0%	45	5.6	102	61.8%	102	100.0%	165	100.0%
15	Tree down/low limbs - Emergency-STS	116	0	0	N/A	1	0.4	116	100.0%	113	97.4%	113	97.4%
16	Bulky Trash Violations - DCC	109	8	2	25.0%	14	5.8	101	92.7%	90	89.1%	92	84.4%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	109	0	0	N/A	1	0.1	109	100.0%	107	98.2%	107	98.2%
18	Fire Inspection - DFD	107	50	50	100.0%	60	9.8	57	53.3%	57	100.0%	107	100.0%
19	Illegal Dumping - DCC	106	53	53	100.0%	38	7.0	53	50.0%	53	100.0%	106	100.0%
20	Open and Vacant Structure - DCC	104	13	12	92.3%	30	4.8	91	87.5%	91	100.0%	103	99.0%



for Southwest (4)
From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,405
Litter - DCC	524
Animal - Loose Aggressive - DCC	469
Dead Animal Pick Up - SAN	398
24 Hour Parking/Parking Violations - DPD	329
Roll Cart - SAN	308
Animal - Confined - DCC	287
Junk Motor Vehicle - DCC	216
Obstruction Alley/Sidewalk/Street - DCC	202
Tree down/low limbs - Emergency-STS	189



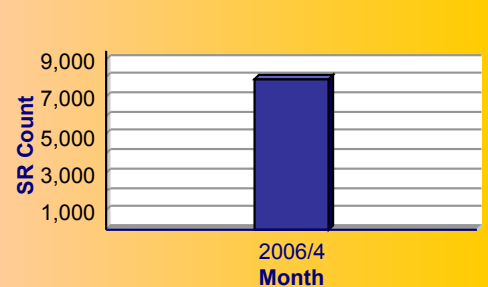
Service

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

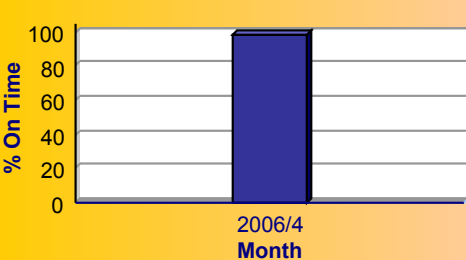
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
7,898	6,058	5,988	98.8%	1,840	1,779	96.7%	98.3%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

From Apr 1 2006 to Apr 30 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	1,405	548	548	100.0%	38	9.6	857	61.0%	857	100.0%	1,405	100.0%
2	Litter - DCC	524	214	213	99.5%	38	9.8	310	59.2%	310	100.0%	523	99.8%
3	Animal - Loose Aggressive - DCC	469	0	0	N/A	3	0.1	469	100.0%	468	99.8%	468	99.8%
4	Dead Animal Pick Up - SAN	398	0	0	N/A	1	0.4	398	100.0%	395	99.2%	395	99.2%
5	24 Hour Parking/Parking Violations - DPD	329	7	0	0.0%	10	3.8	322	97.9%	318	98.8%	318	96.7%
6	Roll Cart - SAN	308	2	0	0.0%	12	3.9	306	99.4%	303	99.0%	303	98.4%
7	Animal - Confined - DCC	287	0	0	N/A	3	0.1	287	100.0%	287	100.0%	287	100.0%
8	Junk Motor Vehicle - DCC	216	123	123	100.0%	126	12.0	93	43.1%	93	100.0%	216	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	202	132	132	100.0%	60	12.3	70	34.7%	70	100.0%	202	100.0%
10	Tree down/low limbs - Emergency-STS	189	0	0	N/A	1	0.3	189	100.0%	181	95.8%	181	95.8%
11	Animal - Sick/Injured - DCC	181	0	0	N/A	3	0.1	181	100.0%	181	100.0%	181	100.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	177	4	3	75.0%	14	0.6	173	97.7%	173	100.0%	176	99.4%
13	Illegal Outside Storage - DCC	173	95	95	100.0%	38	11.8	78	45.1%	78	100.0%	173	100.0%
14	Fire Inspection - DFD	173	84	84	100.0%	60	6.6	89	51.4%	89	100.0%	173	100.0%
15	Animal - Loose - DCC	165	58	58	100.0%	45	5.5	107	64.8%	107	100.0%	165	100.0%
16	Garbage - Missed - SAN	160	1	0	0.0%	12	2.6	159	99.4%	159	100.0%	159	99.4%
17	Substandard Structure - DCC	149	124	124	100.0%	365	12.6	25	16.8%	25	100.0%	149	100.0%
18	Bulky Trash Violations - DCC	144	8	2	25.0%	14	3.6	136	94.4%	132	97.1%	134	93.1%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	111	0	0	N/A	1	0.1	111	100.0%	110	99.1%	110	99.1%
20	Animal - Cruelty - DCC	91	1	1	100.0%	30	0.3	90	98.9%	90	100.0%	91	100.0%

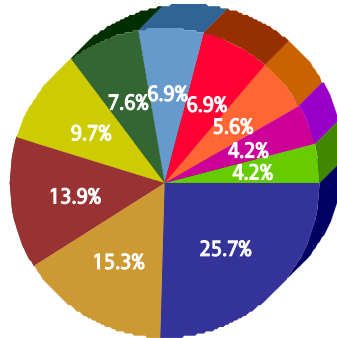


for Unknown

From Apr 1 2006 to Apr 30 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	37
Street Spillage/Debris in Right of Way-Hazardous-STs	22
Roll Cart - SAN	20
24 Hour Parking/Parking Violations - DPD	14
Substandard Structure - DCC	11
Animal - Loose - DCC	10
Dead Animal Pick Up - SAN	10
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Pothole - Hazardous-STs	6
Tree down/low limbs - Emergency-STs	6



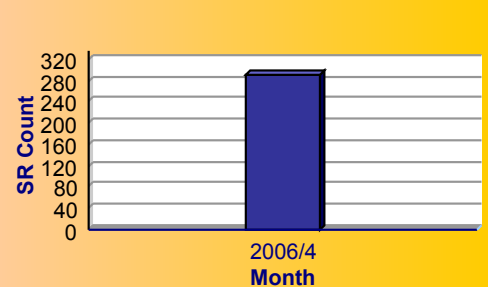
Service

- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Substandard Structure - DCC
- Animal - Loose - DCC
- Dead Animal Pick Up - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Pothole - Hazardous-STs
- Tree down/low limbs - Emergency-STs

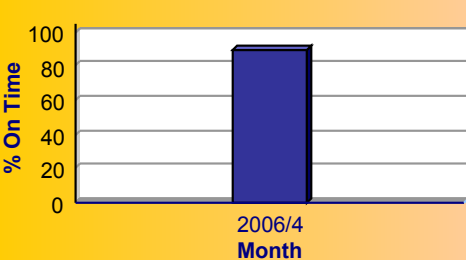
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
289	212	197	92.9%	77	63	81.8%	90.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

From Apr 1 2006 to Apr 30 2006

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

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