



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

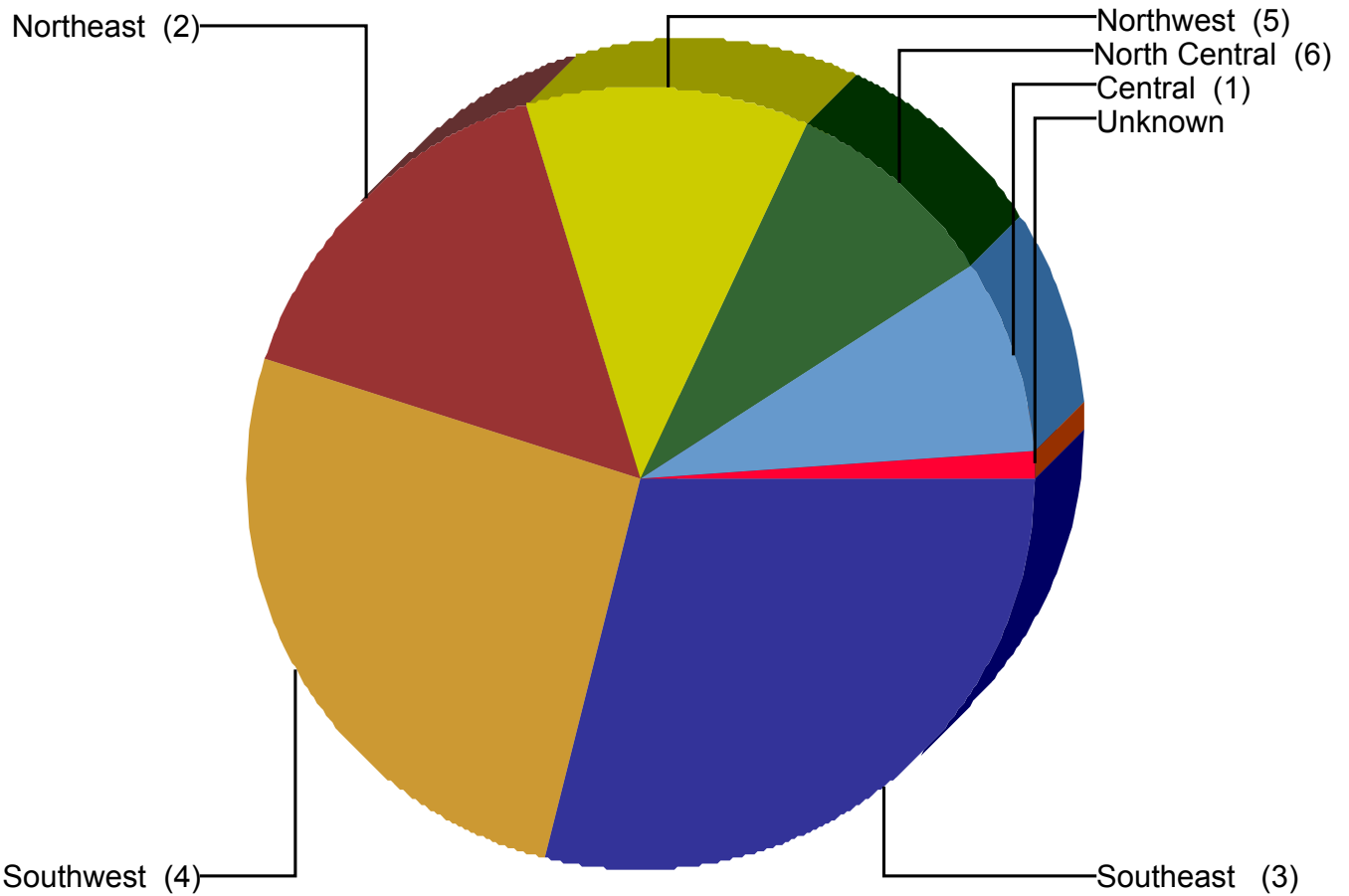
FEBRUARY 2006

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City of Dallas Service Area Report
From Feb 1 2006 to Feb 28 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	1,705	7.8%	97.1%
North Central (6)	1,962	9.0%	97.2%
Northeast (2)	3,345	15.4%	98.2%
Northwest (5)	2,501	11.5%	98.0%
Southeast (3)	6,249	28.8%	97.9%
Southwest (4)	5,694	26.2%	99.0%
Unknown	265	1.2%	94.0%
Total	21,721	100.0%	98.1%

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

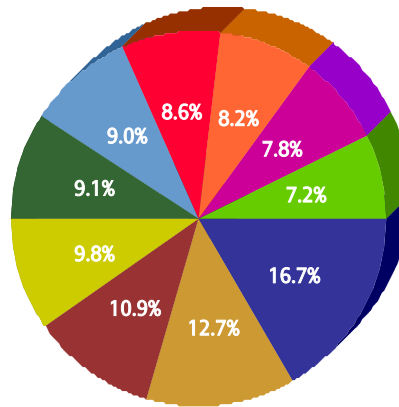


For Citywide

From Feb 1 2006 to Feb 28 2006

Top 10 Services

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



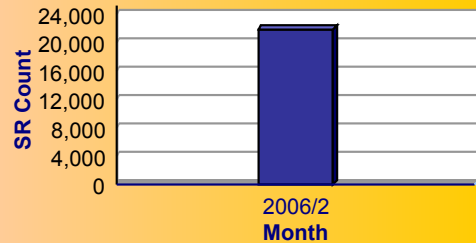
Service

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

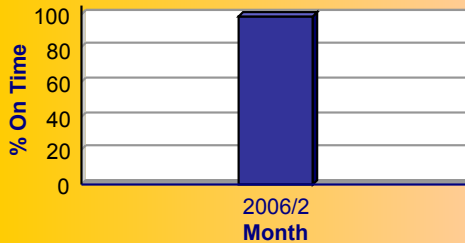
Summary - All Services Requested

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

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

From Feb 1 2006 to Feb 28 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	1,541	731	731	100.0%	38	11.5	810	52.6%	810	100.0%	1,541	100.0%
2	Animal - Loose Aggressive - DCC	1,172	0	0	N/A	3	0.1	1,172	100.0%	1,169	99.7%	1,169	99.7%
3	Dead Animal Pick Up - SAN	1,005	1	0	0.0%	1	0.3	1,004	99.9%	995	99.1%	995	99.0%
4	Roll Cart - SAN	905	65	48	73.8%	12	5.8	840	92.8%	722	86.0%	770	85.1%
5	Junk Motor Vehicle - DCC	842	538	538	100.0%	126	11.5	304	36.1%	304	100.0%	842	100.0%
6	Animal - Confined - DCC	834	0	0	N/A	3	0.1	834	100.0%	831	99.6%	831	99.6%
7	Signs - Public Right of Way - DCC	795	1	0	0.0%	7	0.2	794	99.9%	787	99.1%	787	99.0%
8	Fire Inspection - DFD	757	445	445	100.0%	90	7.9	312	41.2%	312	100.0%	757	100.0%
9	24 Hour Parking/Parking Violations - DPD	718	27	25	92.6%	10	3.6	691	96.2%	667	96.5%	692	96.4%
10	Bulky Trash Violations - DCC	666	7	5	71.4%	14	2.6	659	98.9%	643	97.6%	648	97.3%
11	Animal - Loose - DCC	577	354	354	100.0%	45	17.7	223	38.6%	223	100.0%	577	100.0%
12	Illegal Outside Storage - DCC	572	289	289	100.0%	38	10.9	283	49.5%	283	100.0%	572	100.0%
13	Garbage - Missed - SAN	506	5	3	60.0%	12	2.2	501	99.0%	499	99.6%	502	99.2%
14	Street Spillage/Debris in Right of Way-Hazardous-ST5	499	0	0	N/A	1	0.0	499	100.0%	496	99.4%	496	99.4%
15	Substandard Structure - DCC	481	408	408	100.0%	365	8.9	73	15.2%	73	100.0%	481	100.0%
16	Animal - Sick/Injured - DCC	443	0	0	N/A	3	0.1	443	100.0%	441	99.5%	441	99.5%
17	Obstruction Alley/Sidewalk/Street - DCC	411	208	208	100.0%	60	11.2	203	49.4%	203	100.0%	411	100.0%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	361	6	5	83.3%	14	0.8	355	98.3%	353	99.4%	358	99.2%
19	Signs - Other - DCC	328	124	124	100.0%	38	7.2	204	62.2%	204	100.0%	328	100.0%
20	Illegal Land Use (Residential/Business) - DCC	277	118	118	100.0%	60	8.6	159	57.4%	159	100.0%	277	100.0%

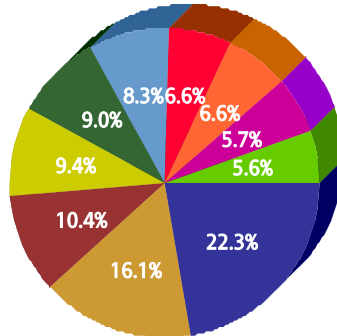


for Central (1)

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	144
Signs - Public Right of Way - DCC	104
Litter - DCC	67
24 Hour Parking/Parking Violations - DPD	61
Dead Animal Pick Up - SAN	58
Roll Cart - SAN	54
Graffiti Private Property - Residential/Commercial	43
Street Spillage/Debris in Right of Way-Hazardous-STs	43
Animal - Loose Aggressive - DCC	37
Street Repair - Routine-STs	36

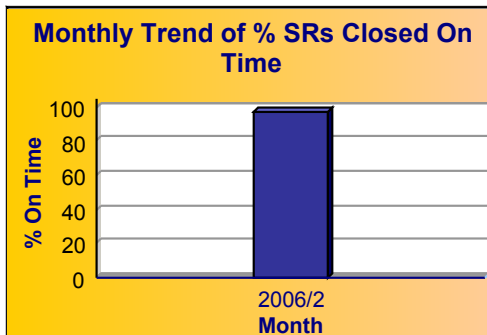
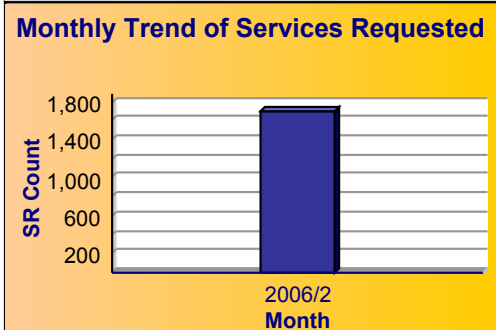


Service

- Fire Inspection - DFD
- Signs - Public Right of Way - DCC
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Graffiti Private Property - Residential/Commercial
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Animal - Loose Aggressive - DCC
- Street Repair - Routine-STs

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
1,705	1,315	1,274	96.9%	390	382	97.9%	97.1%





City of Dallas Service Level Performance Report by CSA

for Central (1)

From Feb 1 2006 to Feb 28 2006

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

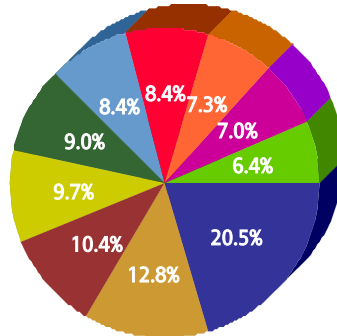
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	144	84	84	100.0%	90	8.6	60	41.7%	60	100.0%	144	100.0%
2	Signs - Public Right of Way - DCC	104	0	0	N/A	7	0.1	104	100.0%	104	100.0%	104	100.0%
3	Litter - DCC	67	25	25	100.0%	38	12.0	42	62.7%	42	100.0%	67	100.0%
4	24 Hour Parking/Parking Violations - DPD	61	6	6	100.0%	10	4.7	55	90.2%	51	92.7%	57	93.4%
5	Dead Animal Pick Up - SAN	58	0	0	N/A	1	0.2	58	100.0%	57	98.3%	57	98.3%
6	Roll Cart - SAN	54	9	9	100.0%	12	7.9	45	83.3%	29	64.4%	38	70.4%
7	Graffiti Private Property - Residential/Commercial	43	25	25	100.0%	90	8.8	18	41.9%	18	100.0%	43	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	43	0	0	N/A	1	0.0	43	100.0%	43	100.0%	43	100.0%
9	Animal - Loose Aggressive - DCC	37	0	0	N/A	3	0.2	37	100.0%	37	100.0%	37	100.0%
10	Street Repair - Routine-STS	36	19	19	100.0%	120	5.6	17	47.2%	17	100.0%	36	100.0%
11	Animal - Loose - DCC	35	12	12	100.0%	45	17.8	23	65.7%	23	100.0%	35	100.0%
12	Garbage - Missed - SAN	35	0	0	N/A	12	1.9	35	100.0%	35	100.0%	35	100.0%
13	Animal - Confined - DCC	29	0	0	N/A	3	0.1	29	100.0%	29	100.0%	29	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	25	5	5	100.0%	60	10.4	20	80.0%	20	100.0%	25	100.0%
15	Multi-Family License Inspection - DCC	24	18	18	100.0%	126	1.2	6	25.0%	6	100.0%	24	100.0%
16	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
17	Animal - Noisy - DCC	22	0	0	N/A	30	3.0	22	100.0%	22	100.0%	22	100.0%
18	Illegal Outside Storage - DCC	21	16	16	100.0%	38	12.0	5	23.8%	5	100.0%	21	100.0%
19	Substandard Structure - DCC	20	16	16	100.0%	365	4.2	4	20.0%	4	100.0%	20	100.0%
20	Junk Motor Vehicle - DCC	20	14	14	100.0%	126	14.0	6	30.0%	6	100.0%	20	100.0%
21	Substandard Structure Apts - DCC	20	10	10	100.0%	365	8.1	10	50.0%	10	100.0%	20	100.0%
22	Graffiti - Traffic Signs/Signals	20	0	0	N/A	60	4.2	20	100.0%	20	100.0%	20	100.0%



for North Central (6)
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	168
Roll Cart - SAN	105
Animal - Confined - DCC	85
24 Hour Parking/Parking Violations - DPD	79
Street Spillage/Debris in Right of Way-Hazardous-STS	74
Dead Animal Pick Up - SAN	69
Garbage - Missed - SAN	69
Litter - DCC	60
Bulky Trash Violations - DCC	57
Signs - Public Right of Way - DCC	52

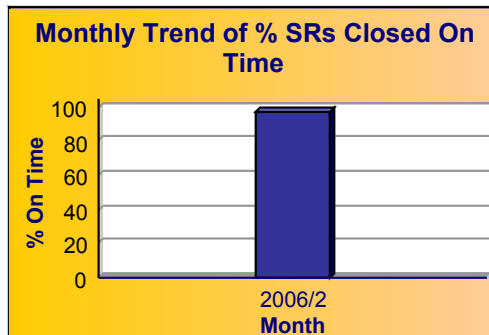
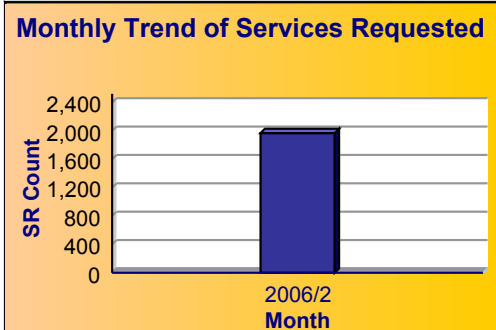


Service

- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Bulky Trash Violations - DCC
- Signs - Public Right of Way - 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 %
1,962	1,574	1,536	97.6%	388	372	95.9%	97.2%





City of Dallas Service Level Performance Report by CSA

for North Central (6)

From Feb 1 2006 to Feb 28 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	168	107	107	100.0%	90	11.4	61	36.3%	61	100.0%	168	100.0%
2	Roll Cart - SAN	105	4	4	100.0%	12	4.1	101	96.2%	97	96.0%	101	96.2%
3	Animal - Confined - DCC	85	0	0	N/A	3	0.1	85	100.0%	85	100.0%	85	100.0%
4	24 Hour Parking/Parking Violations - DPD	79	0	0	N/A	10	4.7	79	100.0%	70	88.6%	70	88.6%
5	Street Spillage/Debris in Right of Way-Hazardous-STS	74	0	0	N/A	1	0.0	74	100.0%	74	100.0%	74	100.0%
6	Dead Animal Pick Up - SAN	69	0	0	N/A	1	0.3	69	100.0%	69	100.0%	69	100.0%
7	Garbage - Missed - SAN	69	0	0	N/A	12	1.8	69	100.0%	69	100.0%	69	100.0%
8	Litter - DCC	60	23	23	100.0%	38	11.0	37	61.7%	37	100.0%	60	100.0%
9	Bulky Trash Violations - DCC	57	1	0	0.0%	14	3.1	56	98.2%	55	98.2%	55	96.5%
10	Signs - Public Right of Way - DCC	52	0	0	N/A	7	1.6	52	100.0%	48	92.3%	48	92.3%
11	Obstruction Alley/Sidewalk/Street - DCC	42	17	17	100.0%	60	7.2	25	59.5%	25	100.0%	42	100.0%
12	Street Repair - Routine-STS	39	16	16	100.0%	120	7.0	23	59.0%	23	100.0%	39	100.0%
13	Recyclable Collection Missed (Residential) - SAN	35	0	0	N/A	3	1.0	35	100.0%	34	97.1%	34	97.1%
14	Pothole - Hazardous-STS	33	0	0	N/A	1	0.1	33	100.0%	33	100.0%	33	100.0%
15	Animal - Noisy - DCC	30	0	0	N/A	30	2.3	30	100.0%	30	100.0%	30	100.0%
16	Animal - Loose Aggressive - DCC	28	0	0	N/A	3	0.2	28	100.0%	28	100.0%	28	100.0%
17	Substandard Structure Apts - DCC	26	9	9	100.0%	365	6.9	17	65.4%	17	100.0%	26	100.0%
18	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	26	0	0	N/A	1	0.0	26	100.0%	26	100.0%	26	100.0%
19	Traffic Signal - School Flasher Maintenance - PWT	26	0	0	N/A	4	1.4	26	100.0%	26	100.0%	26	100.0%
20	Animal - Loose - DCC	24	12	12	100.0%	45	18.3	12	50.0%	12	100.0%	24	100.0%

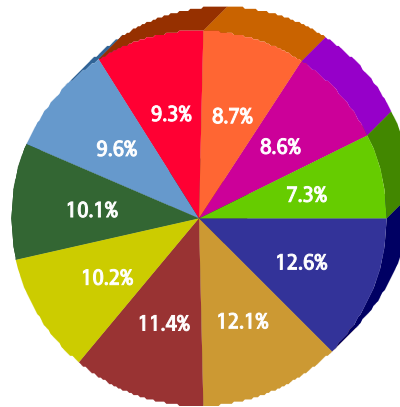


for Northeast (2)

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Animal - Confined - DCC	162
Litter - DCC	156
Dead Animal Pick Up - SAN	146
Animal - Loose Aggressive - DCC	131
Roll Cart - SAN	130
Bulky Trash Violations - DCC	124
Signs - Other - DCC	120
24 Hour Parking/Parking Violations - DPD	112
Garbage - Missed - SAN	111
Junk Motor Vehicle - DCC	94

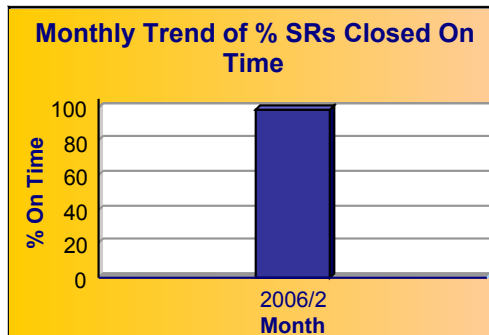
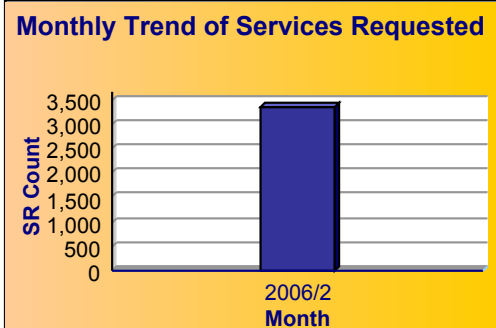


Service

- Animal - Confined - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Signs - Other - 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 %
3,345	2,689	2,643	98.3%	656	641	97.7%	98.2%





for Northeast (2)

From Feb 1 2006 to Feb 28 2006

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

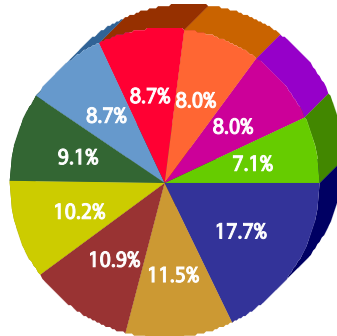
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Confined - DCC	162	0	0	N/A	3	0.2	162	100.0%	161	99.4%	161	99.4%
2	Litter - DCC	156	60	60	100.0%	38	10.0	96	61.5%	96	100.0%	156	100.0%
3	Dead Animal Pick Up - SAN	146	0	0	N/A	1	0.3	146	100.0%	145	99.3%	145	99.3%
4	Animal - Loose Aggressive - DCC	131	0	0	N/A	3	0.1	131	100.0%	131	100.0%	131	100.0%
5	Roll Cart - SAN	130	12	8	66.7%	12	4.9	118	90.8%	94	79.7%	102	78.5%
6	Bulky Trash Violations - DCC	124	2	2	100.0%	14	2.9	122	98.4%	121	99.2%	123	99.2%
7	Signs - Other - DCC	120	20	20	100.0%	38	6.3	100	83.3%	100	100.0%	120	100.0%
8	24 Hour Parking/Parking Violations - DPD	112	4	4	100.0%	10	3.7	108	96.4%	107	99.1%	111	99.1%
9	Garbage - Missed - SAN	111	0	0	N/A	12	2.1	111	100.0%	111	100.0%	111	100.0%
10	Junk Motor Vehicle - DCC	94	63	63	100.0%	126	10.2	31	33.0%	31	100.0%	94	100.0%
11	Obstruction Alley/Sidewalk/Street - DCC	76	56	56	100.0%	60	9.2	20	26.3%	20	100.0%	76	100.0%
12	Animal - Loose - DCC	70	46	46	100.0%	45	18.2	24	34.3%	24	100.0%	70	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	69	0	0	N/A	1	0.1	69	100.0%	68	98.6%	68	98.6%
14	Signs - Public Right of Way - DCC	68	0	0	N/A	7	0.3	68	100.0%	67	98.5%	67	98.5%
15	Substandard Structure Apts - DCC	65	35	35	100.0%	365	7.1	30	46.2%	30	100.0%	65	100.0%
16	Fire Inspection - DFD	65	40	40	100.0%	90	7.8	25	38.5%	25	100.0%	65	100.0%
17	Animal - Sick/Injured - DCC	58	0	0	N/A	3	0.1	58	100.0%	58	100.0%	58	100.0%
18	Illegal Outside Storage - DCC	47	18	18	100.0%	38	7.3	29	61.7%	29	100.0%	47	100.0%
19	Recyclable Collection Missed (Residential) - SAN	44	0	0	N/A	3	1.0	44	100.0%	44	100.0%	44	100.0%
20	Substandard Structure - DCC	43	32	32	100.0%	365	9.3	11	25.6%	11	100.0%	43	100.0%
21	Animal - Cruelty - DCC	43	1	1	100.0%	30	0.3	42	97.7%	42	100.0%	43	100.0%



for Northwest (5)
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	185
Animal - Loose Aggressive - DCC	120
Junk Motor Vehicle - DCC	114
Dead Animal Pick Up - SAN	107
Animal - Confined - DCC	95
24 Hour Parking/Parking Violations - DPD	91
Street Spillage/Debris in Right of Way-Hazardous-STs	91
Fire Inspection - DFD	84
Roll Cart - SAN	84
Signs - Public Right of Way - DCC	74

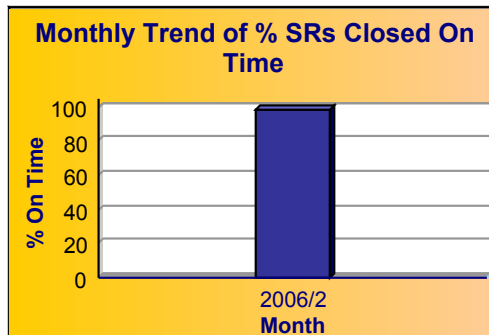
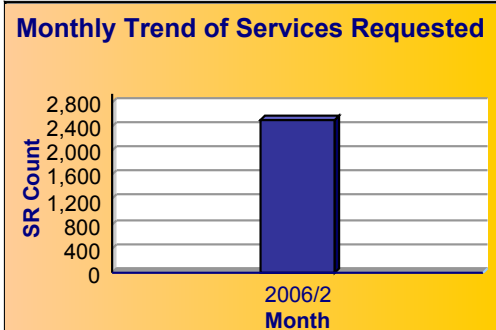


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Fire Inspection - DFD
- Roll Cart - SAN
- Signs - Public Right of Way - 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 %
2,501	1,860	1,822	98.0%	641	628	98.0%	98.0%





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

From Feb 1 2006 to Feb 28 2006

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

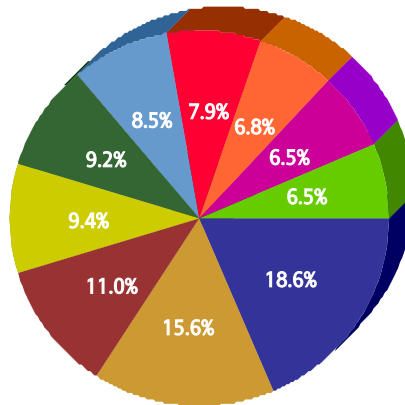
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	185	88	88	100.0%	38	12.4	97	52.4%	97	100.0%	185	100.0%
2	Animal - Loose Aggressive - DCC	120	0	0	N/A	3	0.2	120	100.0%	119	99.2%	119	99.2%
3	Junk Motor Vehicle - DCC	114	80	80	100.0%	126	11.4	34	29.8%	34	100.0%	114	100.0%
4	Dead Animal Pick Up - SAN	107	0	0	N/A	1	0.2	107	100.0%	107	100.0%	107	100.0%
5	Animal - Confined - DCC	95	0	0	N/A	3	0.1	95	100.0%	95	100.0%	95	100.0%
6	24 Hour Parking/Parking Violations - DPD	91	5	3	60.0%	10	6.1	86	94.5%	79	91.9%	82	90.1%
7	Street Spillage/Debris in Right of Way-Hazardous-STs	91	0	0	N/A	1	0.0	91	100.0%	91	100.0%	91	100.0%
8	Fire Inspection - DFD	84	53	53	100.0%	90	5.0	31	36.9%	31	100.0%	84	100.0%
9	Roll Cart - SAN	84	2	2	100.0%	12	5.4	82	97.6%	78	95.1%	80	95.2%
10	Signs - Public Right of Way - DCC	74	1	0	0.0%	7	0.4	73	98.6%	72	98.6%	72	97.3%
11	Animal - Sick/Injured - DCC	73	0	0	N/A	3	0.1	73	100.0%	73	100.0%	73	100.0%
12	Illegal Outside Storage - DCC	71	39	39	100.0%	38	8.0	32	45.1%	32	100.0%	71	100.0%
13	Animal - Loose - DCC	68	38	38	100.0%	45	17.1	30	44.1%	30	100.0%	68	100.0%
14	Bulky Trash Violations - DCC	66	1	1	100.0%	14	2.4	65	98.5%	64	98.5%	65	98.5%
15	Substandard Structure - DCC	66	60	60	100.0%	365	12.5	6	9.1%	6	100.0%	66	100.0%
16	Pool Inspection - Hotel/Motel	60	20	20	100.0%	60	0.4	40	66.7%	40	100.0%	60	100.0%
17	High Weeds - DCC	42	14	14	100.0%	38	11.2	28	66.7%	28	100.0%	42	100.0%
18	Illegal Land Use (Residential/Business) - DCC	36	14	14	100.0%	60	10.8	22	61.1%	22	100.0%	36	100.0%
19	Garbage - Missed - SAN	33	3	3	100.0%	12	1.8	30	90.9%	30	100.0%	33	100.0%
20	Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)	31	0	0	N/A	1	0.0	31	100.0%	31	100.0%	31	100.0%



for Southeast (3)
From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	601
Animal - Loose Aggressive - DCC	503
Dead Animal Pick Up - SAN	355
Junk Motor Vehicle - DCC	304
Bulky Trash Violations - DCC	296
Animal - Confined - DCC	273
Roll Cart - SAN	254
Signs - Public Right of Way - DCC	218
Animal - Loose - DCC	211
Substandard Structure - DCC	208

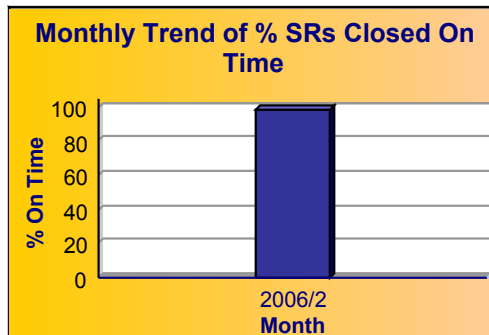
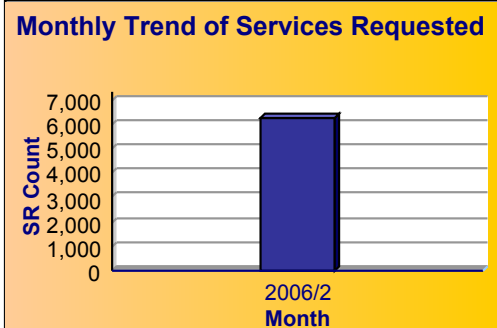


Service

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

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,249	4,620	4,508	97.6%	1,629	1,610	98.8%	97.9%





for Southeast (3)

From Feb 1 2006 to Feb 28 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	601	306	306	100.0%	38	12.1	295	49.1%	295	100.0%	601	100.0%
2	Animal - Loose Aggressive - DCC	503	0	0	N/A	3	0.1	503	100.0%	502	99.8%	502	99.8%
3	Dead Animal Pick Up - SAN	355	0	0	N/A	1	0.3	355	100.0%	351	98.9%	351	98.9%
4	Junk Motor Vehicle - DCC	304	212	212	100.0%	126	12.9	92	30.3%	92	100.0%	304	100.0%
5	Bulky Trash Violations - DCC	296	3	2	66.7%	14	2.7	293	99.0%	281	95.9%	283	95.6%
6	Animal - Confined - DCC	273	0	0	N/A	3	0.2	273	100.0%	272	99.6%	272	99.6%
7	Roll Cart - SAN	254	31	22	71.0%	12	7.6	223	87.8%	168	75.3%	190	74.8%
8	Signs - Public Right of Way - DCC	218	0	0	N/A	7	0.0	218	100.0%	218	100.0%	218	100.0%
9	Animal - Loose - DCC	211	133	133	100.0%	45	18.1	78	37.0%	78	100.0%	211	100.0%
10	Substandard Structure - DCC	208	183	183	100.0%	365	8.0	25	12.0%	25	100.0%	208	100.0%
11	24 Hour Parking/Parking Violations - DPD	183	3	3	100.0%	10	1.7	180	98.4%	180	100.0%	183	100.0%
12	Illegal Outside Storage - DCC	148	71	71	100.0%	38	10.9	77	52.0%	77	100.0%	148	100.0%
13	Animal - Sick/Injured - DCC	131	0	0	N/A	3	0.1	131	100.0%	131	100.0%	131	100.0%
14	Signs - Other - DCC	129	72	72	100.0%	38	8.2	57	44.2%	57	100.0%	129	100.0%
15	Fire Inspection - DFD	122	62	62	100.0%	90	5.8	60	49.2%	60	100.0%	122	100.0%
16	Garbage - Missed - SAN	119	0	0	N/A	12	2.5	119	100.0%	119	100.0%	119	100.0%
17	High Weeds - DCC	100	52	52	100.0%	38	18.4	48	48.0%	48	100.0%	100	100.0%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	94	0	0	N/A	14	0.5	94	100.0%	93	98.9%	93	98.9%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	91	0	0	N/A	1	0.0	91	100.0%	91	100.0%	91	100.0%
20	Parking - Unapproved Surface - DCC	87	1	1	100.0%	14	2.4	86	98.9%	85	98.8%	86	98.9%

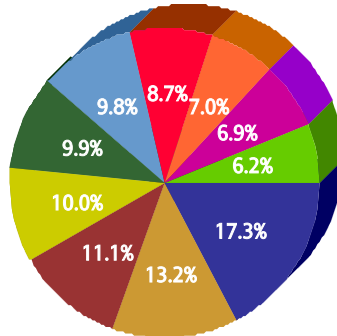


for Southwest (4)

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	465
Animal - Loose Aggressive - DCC	353
Junk Motor Vehicle - DCC	297
Roll Cart - SAN	267
Illegal Outside Storage - DCC	266
Dead Animal Pick Up - SAN	263
Signs - Public Right of Way - DCC	232
24 Hour Parking/Parking Violations - DPD	188
Animal - Confined - DCC	184
Parking - Unapproved Surface - Eve/Weekends - DCC	166

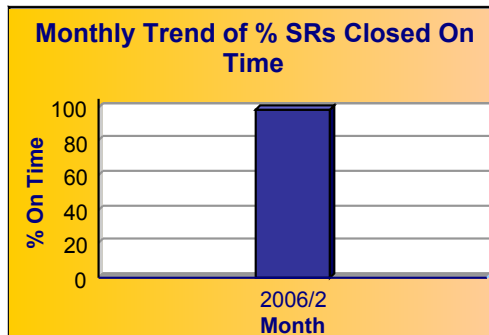
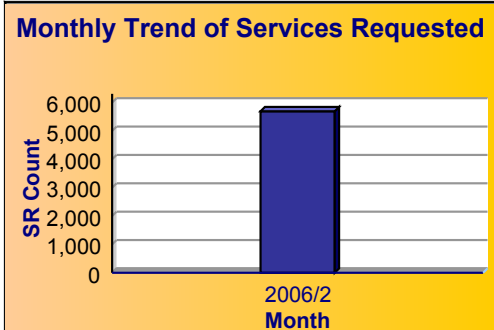


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- Illegal Outside Storage - DCC
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,694	4,385	4,335	98.9%	1,309	1,301	99.4%	99.0%





for Southwest (4)

From Feb 1 2006 to Feb 28 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Litter - DCC	465	226	226	100.0%	38	10.8	239	51.4%	239	100.0%	465	100.0%
2	Animal - Loose Aggressive - DCC	353	0	0	N/A	3	0.2	353	100.0%	352	99.7%	352	99.7%
3	Junk Motor Vehicle - DCC	297	162	162	100.0%	126	10.9	135	45.5%	135	100.0%	297	100.0%
4	Roll Cart - SAN	267	1	1	100.0%	12	5.1	266	99.6%	252	94.7%	253	94.8%
5	Illegal Outside Storage - DCC	266	137	137	100.0%	38	12.7	129	48.5%	129	100.0%	266	100.0%
6	Dead Animal Pick Up - SAN	263	1	0	0.0%	1	0.3	262	99.6%	260	99.2%	260	98.9%
7	Signs - Public Right of Way - DCC	232	0	0	N/A	7	0.1	232	100.0%	231	99.6%	231	99.6%
8	24 Hour Parking/Parking Violations - DPD	188	8	8	100.0%	10	3.6	180	95.7%	177	98.3%	185	98.4%
9	Animal - Confined - DCC	184	0	0	N/A	3	0.2	184	100.0%	183	99.5%	183	99.5%
10	Parking - Unapproved Surface - Eve/Weekends - DCC	166	4	4	100.0%	14	0.6	162	97.6%	161	99.4%	165	99.4%
11	Animal - Loose - DCC	161	109	109	100.0%	45	17.6	52	32.3%	52	100.0%	161	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	157	70	70	100.0%	60	12.5	87	55.4%	87	100.0%	157	100.0%
13	Fire Inspection - DFD	145	81	81	100.0%	90	7.7	64	44.1%	64	100.0%	145	100.0%
14	Animal - Sick/Injured - DCC	142	0	0	N/A	3	0.2	142	100.0%	140	98.6%	140	98.6%
15	Illegal Land Use (Residential/Business) - DCC	141	45	45	100.0%	60	8.5	96	68.1%	96	100.0%	141	100.0%
16	Garbage - Missed - SAN	134	0	0	N/A	12	2.2	134	100.0%	133	99.3%	133	99.3%
17	Substandard Structure - DCC	121	97	97	100.0%	365	10.6	24	19.8%	24	100.0%	121	100.0%
18	Illegal Garbage/Placement - DCC	119	17	17	100.0%	60	9.5	102	85.7%	102	100.0%	119	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	114	0	0	N/A	1	0.0	114	100.0%	113	99.1%	113	99.1%
20	Bulky Trash Violations - DCC	112	0	0	N/A	14	1.9	112	100.0%	111	99.1%	111	99.1%

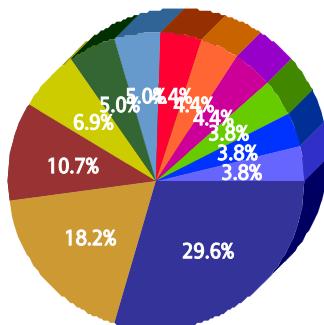


for Unknown

From Feb 1 2006 to Feb 28 2006

Top 10 Services

SR Type	Service Request Count
Signs - Public Right of Way - DCC	47
Fire Inspection - DFD	29
Street Spillage/Debris in Right of Way-Hazardous-STs	17
Roll Cart - SAN	11
Animal - Loose - DCC	8
Parking - Unapproved Surface - Eve/Weekends - DCC	8
Dead Animal Pick Up - SAN	7
Litter - DCC	7
Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)	7
Animal - Confined - DCC	6
Animal - Sick/Injured - DCC	6
Substandard Structure - DCC	6

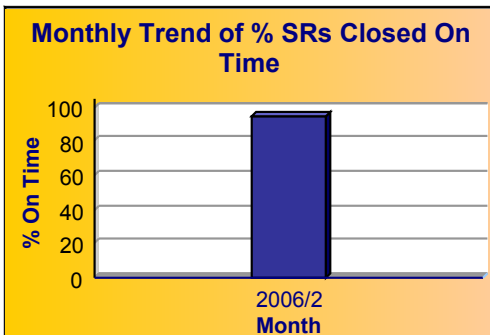
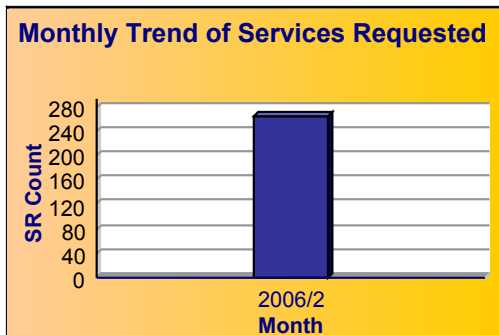


Service

- Signs - Public Right of Way - DCC
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Snow/Ice Sanding Request-Hazardous-STs (DISPATCH)
- Animal - Confined - DCC
- Animal - Sick/Injured - DCC
- Substandard Structure - DCC

Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
265	210	203	96.7%	55	46	83.6%	94.0%





City of Dallas Service Level Performance Report by CSA

for Unknown

From Feb 1 2006 to Feb 28 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Signs - Public Right of Way - DCC	47	0	0	N/A	7	0.0	47	100.0%	47	100.0%	47	100.0%
2	Fire Inspection - DFD	29	18	18	100.0%	90	5.6	11	37.9%	11	100.0%	29	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-ST5	17	0	0	N/A	1	0.2	17	100.0%	16	94.1%	16	94.1%
4	Roll Cart - SAN	11	6	2	33.3%	12	10.6	5	45.5%	4	80.0%	6	54.5%
5	Animal - Loose - DCC	8	4	4	100.0%	45	11.2	4	50.0%	4	100.0%	8	100.0%
6	Parking - Unapproved Surface - Eve/Weekends - DCC	8	0	0	N/A	14	0.0	8	100.0%	8	100.0%	8	100.0%
7	Litter - DCC	7	3	3	100.0%	38	11.0	4	57.1%	4	100.0%	7	100.0%
8	Dead Animal Pick Up - SAN	7	0	0	N/A	1	0.9	7	100.0%	6	85.7%	6	85.7%
9	Snow/Ice Sanding Request-Hazardous-ST5 (DISPATCH)	7	0	0	N/A	1	0.0	7	100.0%	7	100.0%	7	100.0%
10	Animal - Confined - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
11	Substandard Structure - DCC	6	4	4	100.0%	365	0.0	2	33.3%	2	100.0%	6	100.0%
12	Animal - Sick/Injured - DCC	6	0	0	N/A	3	0.0	6	100.0%	6	100.0%	6	100.0%
13	Smoke Detector Request - DFD	5	0	0	N/A	30	1.8	5	100.0%	5	100.0%	5	100.0%
14	Restaurant/Food Complaint - EHS	5	0	0	N/A	45	3.8	5	100.0%	5	100.0%	5	100.0%
15	Noise Pollution - EHS	5	1	1	100.0%	45	3.5	4	80.0%	4	100.0%	5	100.0%
16	Garbage - Missed - SAN	5	2	0	0.0%	12	8.3	3	60.0%	2	66.7%	2	40.0%
17	Miscellaneous Service Request - SCS	4	0	0	N/A	10	3.8	4	100.0%	4	100.0%	4	100.0%
18	Illegal Outside Storage - DCC	4	2	2	100.0%	38	4.5	2	50.0%	2	100.0%	4	100.0%
19	Crime/Vandalism/MISC. DPD	4	1	0	0.0%	14	7.7	3	75.0%	3	100.0%	3	75.0%
20	24 Hour Parking/Parking Violations - DPD	4	1	1	100.0%	10	2.7	3	75.0%	3	100.0%	4	100.0%