



**FY 2005 – 2006**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

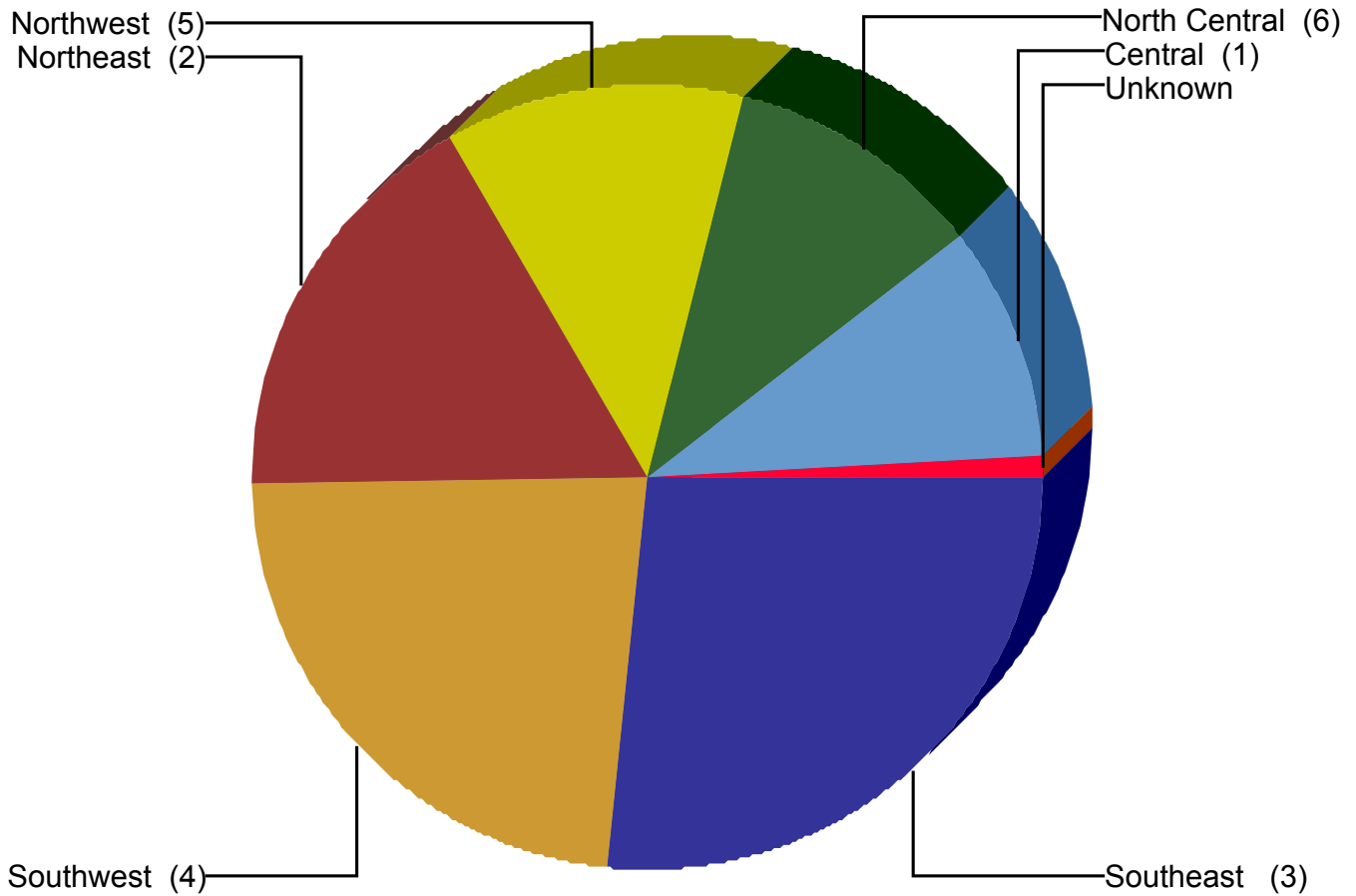
**MARCH 2006**

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**City of Dallas** Service Area Report  
From Mar 1 2006 to Mar 31 2006



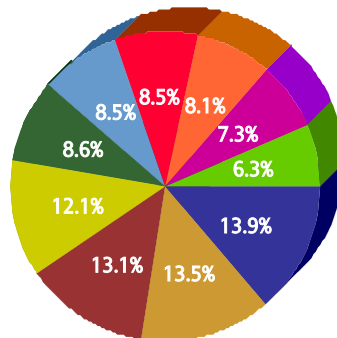
Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,452	9.6%	95.8%
North Central (6)	2,709	10.6%	97.2%
Northeast (2)	4,364	17.0%	96.9%
Northwest (5)	3,159	12.3%	94.2%
Southeast (3)	6,843	26.7%	97.7%
Southwest (4)	5,878	22.9%	98.0%
Unknown	234	0.9%	94.0%
<b>Total</b>	<b>25,639</b>	<b>100.0%</b>	<b>96.9%</b>



For Citywide  
From Mar 1 2006 to Mar 31 2006

Top 10 Services

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



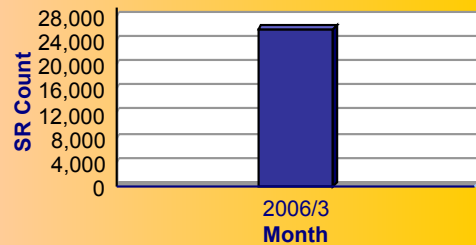
Service

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

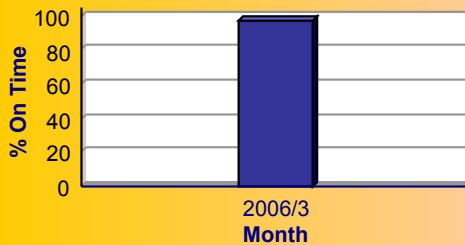
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,639	19,439	18,794	96.7%	6,200	6,059	97.7%	96.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





## For Citywide

From Mar 1 2006 to Mar 31 2006

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

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

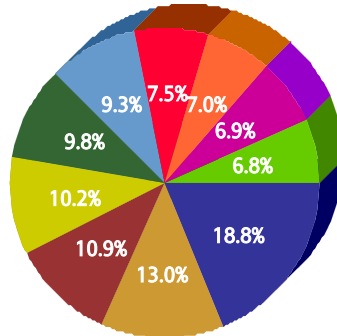


for Central (1)

From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Delinquent M/F License fee	161
Roll Cart - SAN	111
Fire Inspection - DFD	93
Street Spillage/Debris in Right of Way-Hazardous-STS	87
Dead Animal Pick Up - SAN	84
Dumpster Violation - DCC	80
High Weeds - DCC	64
Litter - DCC	60
24 Hour Parking/Parking Violations - DPD	59
Animal - Confined - DCC	58

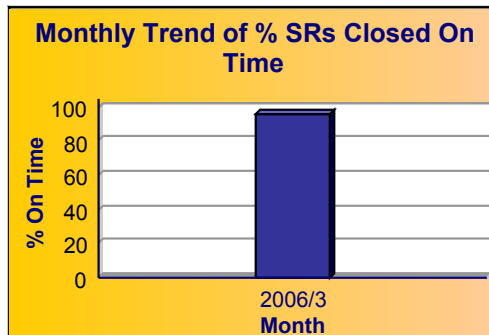
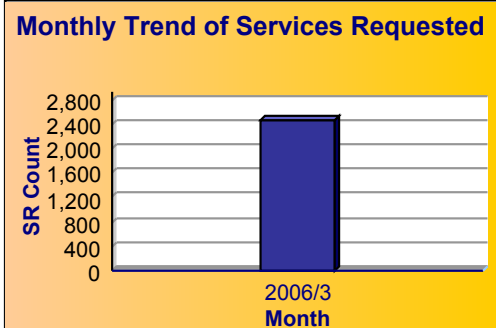


**Service**

- Delinquent M/F License fee
- Roll Cart - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Dead Animal Pick Up - SAN
- Dumpster Violation - DCC
- High Weeds - DCC
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC

**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,452	1,822	1,731	95.0%	630	618	98.1%	95.8%





# City of Dallas Service Level Performance Report by CSA

for Central (1)

From Mar 1 2006 to Mar 31 2006

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

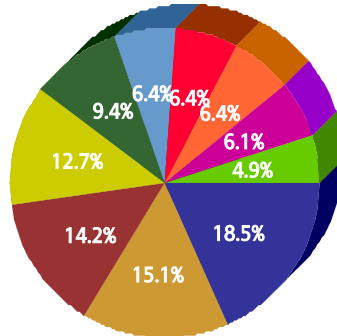
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Delinquent M/F License fee	161	16	16	100.0%	45	4.2	145	90.1%	145	100.0%	161	100.0%
2	Roll Cart - SAN	111	27	25	92.6%	12	9.9	84	75.7%	55	65.5%	80	72.1%
3	Fire Inspection - DFD	93	62	62	100.0%	90	6.0	31	33.3%	31	100.0%	93	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STS	87	0	0	N/A	1	0.3	87	100.0%	83	95.4%	83	95.4%
5	Dead Animal Pick Up - SAN	84	0	0	N/A	1	0.3	84	100.0%	84	100.0%	84	100.0%
6	Dumpster Violation - DCC	80	56	56	100.0%	60	5.5	24	30.0%	24	100.0%	80	100.0%
7	High Weeds - DCC	64	32	32	100.0%	38	5.6	32	50.0%	32	100.0%	64	100.0%
8	Litter - DCC	60	17	17	100.0%	38	8.9	43	71.7%	43	100.0%	60	100.0%
9	24 Hour Parking/Parking Violations - DPD	59	7	7	100.0%	10	3.3	52	88.1%	52	100.0%	59	100.0%
10	Animal - Confined - DCC	58	0	0	N/A	3	0.2	58	100.0%	58	100.0%	58	100.0%
11	Animal - Loose Aggressive - DCC	55	0	0	N/A	3	0.2	55	100.0%	55	100.0%	55	100.0%
12	Garbage - Missed - SAN	50	1	1	100.0%	12	2.1	49	98.0%	49	100.0%	50	100.0%
13	Substandard Structure - DCC	48	44	44	100.0%	365	10.2	4	8.3%	4	100.0%	48	100.0%
14	Flooding - Emergency-STS	48	0	0	N/A	1	1.9	48	100.0%	23	47.9%	23	47.9%
15	Tree down/low limbs - Emergency-STS	42	0	0	N/A	1	0.5	42	100.0%	36	85.7%	36	85.7%
16	Inlet/Storm Drain/Ditch Cleaning-STS	39	23	23	100.0%	90	4.6	16	41.0%	16	100.0%	39	100.0%
17	Graffiti Private Property - Residential/Commercial	38	25	25	100.0%	90	4.8	13	34.2%	13	100.0%	38	100.0%
18	Animal - Sick/Injured - DCC	33	0	0	N/A	3	0.1	33	100.0%	33	100.0%	33	100.0%
19	Graffiti - Traffic Signs/Signals	33	20	20	100.0%	60	4.1	13	39.4%	13	100.0%	33	100.0%
20	Street Repair - Routine-STS	29	8	8	100.0%	120	4.7	21	72.4%	21	100.0%	29	100.0%



for North Central (6)  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Fire Inspection - DFD	212
Roll Cart - SAN	173
Animal - Confined - DCC	163
Garbage - Missed - SAN	146
Dead Animal Pick Up - SAN	108
Bulky Trash Violations - DCC	74
Street Spillage/Debris in Right of Way-Hazardous-STs	74
Obstruction Alley/Sidewalk/Street - DCC	73
24 Hour Parking/Parking Violations - DPD	70
Animal - Sick/Injured - DCC	56

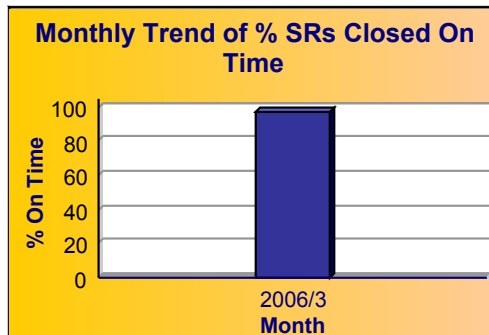
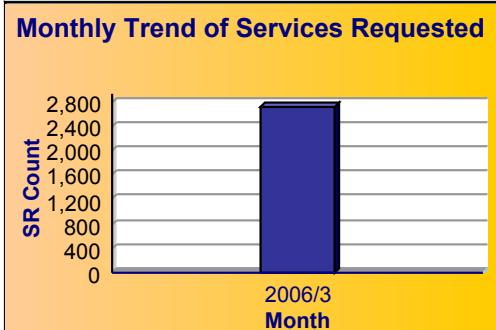


**Service**

- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Obstruction Alley/Sidewalk/Street - DCC
- 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 %
2,709	2,085	2,022	97.0%	624	612	98.1%	97.2%







for North Central (6)

From Mar 1 2006 to Mar 31 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	212	163	163	100.0%	90	11.9	49	23.1%	49	100.0%	212	100.0%
2	Roll Cart - SAN	173	35	35	100.0%	12	5.3	138	79.8%	136	98.6%	171	98.8%
3	Animal - Confined - DCC	163	0	0	N/A	3	0.1	163	100.0%	162	99.4%	162	99.4%
4	Garbage - Missed - SAN	146	12	12	100.0%	12	1.9	134	91.8%	134	100.0%	146	100.0%
5	Dead Animal Pick Up - SAN	108	1	0	0.0%	1	0.3	107	99.1%	107	100.0%	107	99.1%
6	Bulky Trash Violations - DCC	74	1	1	100.0%	14	2.8	73	98.6%	68	93.2%	69	93.2%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	74	0	0	N/A	1	0.2	74	100.0%	71	95.9%	71	95.9%
8	Obstruction Alley/Sidewalk/Street - DCC	73	22	22	100.0%	60	7.1	51	69.9%	51	100.0%	73	100.0%
9	24 Hour Parking/Parking Violations - DPD	70	10	10	100.0%	10	3.3	60	85.7%	59	98.3%	69	98.6%
10	Animal - Sick/Injured - DCC	56	0	0	N/A	3	0.1	56	100.0%	56	100.0%	56	100.0%
11	Street Repair - Routine-STS	49	23	23	100.0%	120	12.8	26	53.1%	26	100.0%	49	100.0%
12	Animal - Loose Aggressive - DCC	48	0	0	N/A	3	0.1	48	100.0%	48	100.0%	48	100.0%
13	Brush/Bulk Items - Missed - SAN	44	14	14	100.0%	30	3.3	30	68.2%	30	100.0%	44	100.0%
14	Pothole - Hazardous-STS	43	0	0	N/A	1	0.1	43	100.0%	42	97.7%	42	97.7%
15	Recyclable Collection Missed (Residential) - SAN	41	0	0	N/A	3	0.7	41	100.0%	40	97.6%	40	97.6%
16	Animal - Loose - DCC	38	27	27	100.0%	45	15.2	11	28.9%	11	100.0%	38	100.0%
17	Sanitation Property Damage - SAN	38	20	20	100.0%	120	3.6	18	47.4%	18	100.0%	38	100.0%
18	Traffic Signal - Timing - PWT	37	4	4	100.0%	10	1.6	33	89.2%	33	100.0%	37	100.0%
19	Signs - Public Right of Way - DCC	36	0	0	N/A	7	0.4	36	100.0%	36	100.0%	36	100.0%
20	Animal - Noisy - DCC	35	1	1	100.0%	30	3.3	34	97.1%	34	100.0%	35	100.0%

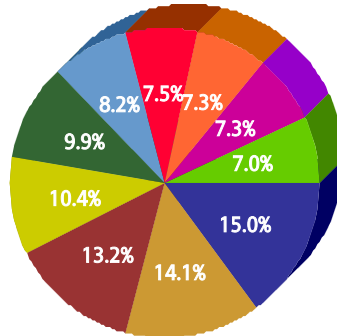


for Northeast (2)

From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Roll Cart - SAN	251
Animal - Confined - DCC	236
Dead Animal Pick Up - SAN	221
Animal - Loose Aggressive - DCC	174
Bulky Trash Violations - DCC	165
Garbage - Missed - SAN	136
Litter - DCC	125
24 Hour Parking/Parking Violations - DPD	122
Street Spillage/Debris in Right of Way-Hazardous-STS	121
Fire Inspection - DFD	117

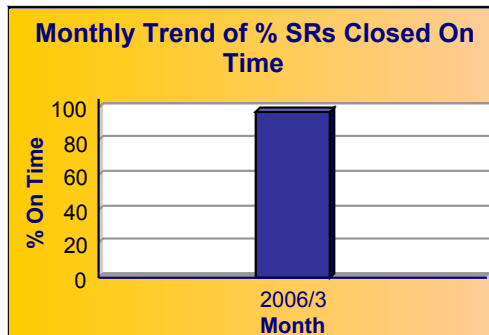
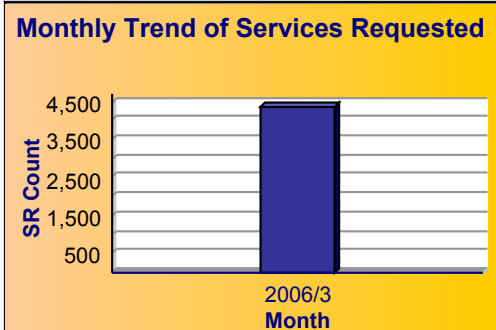


**Service**

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

**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
4,364	3,437	3,330	96.9%	927	899	97.0%	96.9%





# City of Dallas Service Level Performance Report by CSA

for Northeast (2)

From Mar 1 2006 to Mar 31 2006

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

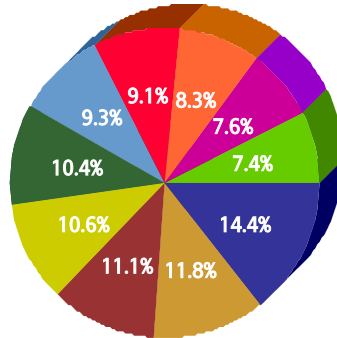
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Roll Cart - SAN	251	51	41	80.4%	12	6.9	200	79.7%	163	81.5%	204	81.3%
2	Animal - Confined - DCC	236	0	0	N/A	3	0.2	236	100.0%	235	99.6%	235	99.6%
3	Dead Animal Pick Up - SAN	221	0	0	N/A	1	0.3	221	100.0%	220	99.5%	220	99.5%
4	Animal - Loose Aggressive - DCC	174	0	0	N/A	3	0.1	174	100.0%	173	99.4%	173	99.4%
5	Bulky Trash Violations - DCC	165	6	6	100.0%	14	2.2	159	96.4%	159	100.0%	165	100.0%
6	Garbage - Missed - SAN	136	7	7	100.0%	12	2.2	129	94.9%	129	100.0%	136	100.0%
7	Litter - DCC	125	31	31	100.0%	38	7.6	94	75.2%	94	100.0%	125	100.0%
8	24 Hour Parking/Parking Violations - DPD	122	10	10	100.0%	10	4.2	112	91.8%	112	100.0%	122	100.0%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	121	0	0	N/A	1	0.2	121	100.0%	117	96.7%	117	96.7%
10	Fire Inspection - DFD	117	79	79	100.0%	90	5.8	38	32.5%	38	100.0%	117	100.0%
11	Animal - Loose - DCC	103	59	59	100.0%	45	10.1	44	42.7%	44	100.0%	103	100.0%
12	Delinquent M/F License fee	97	7	7	100.0%	45	4.6	90	92.8%	90	100.0%	97	100.0%
13	Animal - Sick/Injured - DCC	97	1	0	0.0%	3	0.1	96	99.0%	96	100.0%	96	99.0%
14	Obstruction Alley/Sidewalk/Street - DCC	88	22	22	100.0%	60	10.7	66	75.0%	66	100.0%	88	100.0%
15	Junk Motor Vehicle - DCC	88	37	37	100.0%	126	7.4	51	58.0%	51	100.0%	88	100.0%
16	Substandard Structure Apts - DCC	85	40	40	100.0%	365	5.7	45	52.9%	45	100.0%	85	100.0%
17	Flooding - Emergency-STS	72	0	0	N/A	1	1.6	72	100.0%	53	73.6%	53	73.6%
18	Substandard Structure - DCC	68	60	60	100.0%	365	10.1	8	11.8%	8	100.0%	68	100.0%
19	Illegal Outside Storage - DCC	66	24	24	100.0%	38	6.9	42	63.6%	42	100.0%	66	100.0%
20	Street Repair - Routine-STS	62	43	43	100.0%	120	5.4	19	30.6%	19	100.0%	62	100.0%



for Northwest (5)  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Fire Inspection - DFD	188
Dead Animal Pick Up - SAN	154
Animal - Loose Aggressive - DCC	146
Dumpster Violation - DCC	139
Animal - Confined - DCC	136
Street Spillage/Debris in Right of Way-Hazardous-STS	122
Roll Cart - SAN	119
Litter - DCC	109
High Weeds - DCC	100
24 Hour Parking/Parking Violations - DPD	97

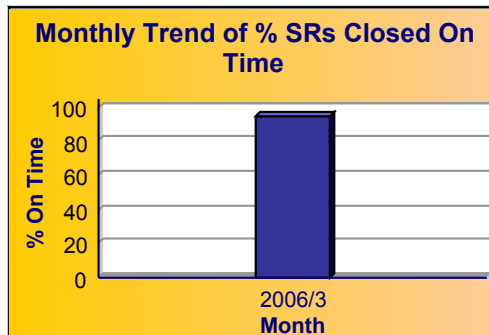
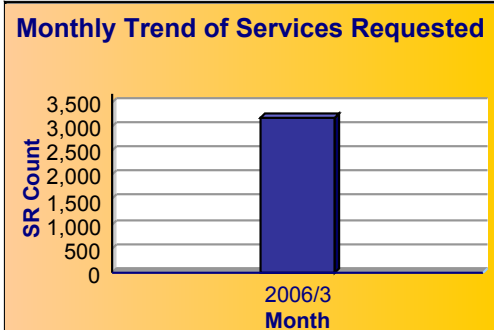


**Service**

- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Dumpster Violation - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Roll Cart - SAN
- Litter - DCC
- High Weeds - 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 %
3,159	2,264	2,108	93.1%	895	868	97.0%	94.2%





for Northwest (5)

From Mar 1 2006 to Mar 31 2006

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

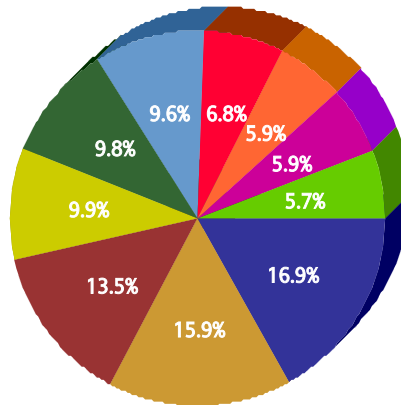
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Fire Inspection - DFD	188	144	144	100.0%	90	11.8	44	23.4%	44	100.0%	188	100.0%
2	Dead Animal Pick Up - SAN	154	0	0	N/A	1	0.3	154	100.0%	154	100.0%	154	100.0%
3	Animal - Loose Aggressive - DCC	146	0	0	N/A	3	0.2	146	100.0%	145	99.3%	145	99.3%
4	Dumpster Violation - DCC	139	107	107	100.0%	60	7.4	32	23.0%	32	100.0%	139	100.0%
5	Animal - Confined - DCC	136	0	0	N/A	3	0.1	136	100.0%	136	100.0%	136	100.0%
6	Street Spillage/Debris in Right of Way-Hazardous-STS	122	0	0	N/A	1	0.2	122	100.0%	116	95.1%	116	95.1%
7	Roll Cart - SAN	119	14	14	100.0%	12	4.4	105	88.2%	97	92.4%	111	93.3%
8	Litter - DCC	109	49	49	100.0%	38	10.9	60	55.0%	60	100.0%	109	100.0%
9	High Weeds - DCC	100	47	47	100.0%	38	9.5	53	53.0%	53	100.0%	100	100.0%
10	24 Hour Parking/Parking Violations - DPD	97	19	14	73.7%	10	7.9	78	80.4%	56	71.8%	70	72.2%
11	Flooding - Emergency-STS	95	0	0	N/A	1	2.6	95	100.0%	21	22.1%	21	22.1%
12	Garbage - Missed - SAN	87	5	5	100.0%	12	1.6	82	94.3%	82	100.0%	87	100.0%
13	Junk Motor Vehicle - DCC	84	59	59	100.0%	126	9.8	25	29.8%	25	100.0%	84	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	80	0	0	N/A	14	1.4	80	100.0%	80	100.0%	80	100.0%
15	Substandard Structure - DCC	72	58	58	100.0%	365	6.6	14	19.4%	14	100.0%	72	100.0%
16	Animal - Sick/Injured - DCC	70	0	0	N/A	3	0.1	70	100.0%	70	100.0%	70	100.0%
17	Animal - Loose - DCC	68	54	54	100.0%	45	21.6	14	20.6%	14	100.0%	68	100.0%
18	Pothole - Hazardous-STS	57	0	0	N/A	1	0.2	57	100.0%	55	96.5%	55	96.5%
19	Street Repair - Routine-STS	53	24	24	100.0%	120	9.5	29	54.7%	29	100.0%	53	100.0%
20	Motor Vehicle Repair Violation - DCC	45	21	21	100.0%	40	3.6	24	53.3%	24	100.0%	45	100.0%



for Southeast (3)  
From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	573
Substandard Structure - DCC	538
Dead Animal Pick Up - SAN	459
Litter - DCC	335
Animal - Confined - DCC	331
Roll Cart - SAN	326
Junk Motor Vehicle - DCC	231
Animal - Loose - DCC	201
Garbage - Missed - SAN	201
Animal - Sick/Injured - DCC	193

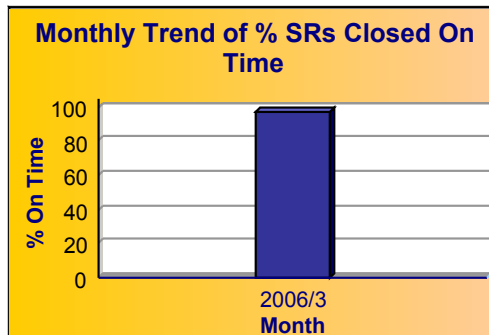
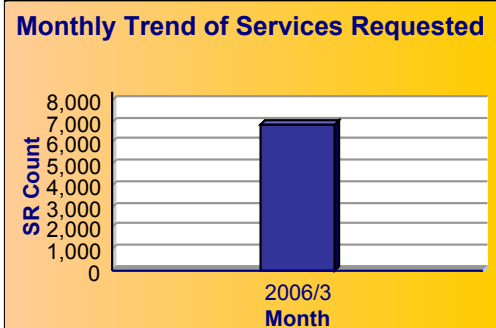


**Service**

- Animal - Loose Aggressive - DCC
- Substandard Structure - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Loose - DCC
- Garbage - Missed - SAN
- 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 %
6,843	4,909	4,786	97.5%	1,934	1,900	98.2%	97.7%





# City of Dallas Service Level Performance Report by CSA

for Southeast (3)

From Mar 1 2006 to Mar 31 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	573	0	0	N/A	3	0.1	573	100.0%	569	99.3%	569	99.3%
2	Substandard Structure - DCC	538	464	464	100.0%	365	9.3	74	13.8%	74	100.0%	538	100.0%
3	Dead Animal Pick Up - SAN	459	0	0	N/A	1	0.3	459	100.0%	458	99.8%	458	99.8%
4	Litter - DCC	335	126	126	100.0%	38	9.7	209	62.4%	209	100.0%	335	100.0%
5	Animal - Confined - DCC	331	0	0	N/A	3	0.1	331	100.0%	330	99.7%	330	99.7%
6	Roll Cart - SAN	326	90	78	86.7%	12	6.8	236	72.4%	192	81.4%	270	82.8%
7	Junk Motor Vehicle - DCC	231	152	152	100.0%	126	14.6	79	34.2%	79	100.0%	231	100.0%
8	Animal - Loose - DCC	201	162	162	100.0%	45	16.6	39	19.4%	39	100.0%	201	100.0%
9	Garbage - Missed - SAN	201	17	17	100.0%	12	1.9	184	91.5%	184	100.0%	201	100.0%
10	Animal - Sick/Injured - DCC	193	0	0	N/A	3	0.1	193	100.0%	192	99.5%	192	99.5%
11	24 Hour Parking/Parking Violations - DPD	183	15	15	100.0%	10	2.1	168	91.8%	168	100.0%	183	100.0%
12	High Weeds - DCC	139	100	100	100.0%	38	8.4	39	28.1%	39	100.0%	139	100.0%
13	Fire Inspection - DFD	122	59	59	100.0%	90	8.4	63	51.6%	63	100.0%	122	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	120	0	0	N/A	14	1.1	120	100.0%	119	99.2%	119	99.2%
15	Bulky Trash Violations - DCC	108	11	7	63.6%	14	4.5	97	89.8%	92	94.8%	99	91.7%
16	Open and Vacant Structure - DCC	108	19	18	94.7%	30	3.4	89	82.4%	89	100.0%	107	99.1%
17	Animal - Cruelty - DCC	104	0	0	N/A	30	0.4	104	100.0%	104	100.0%	104	100.0%
18	Illegal Outside Storage - DCC	102	53	53	100.0%	38	7.0	49	48.0%	49	100.0%	102	100.0%
19	Pothole - Hazardous-STS	99	0	0	N/A	1	0.1	99	100.0%	97	98.0%	97	98.0%
20	Parking - Unapproved Surface - DCC	95	3	3	100.0%	14	3.1	92	96.8%	92	100.0%	95	100.0%

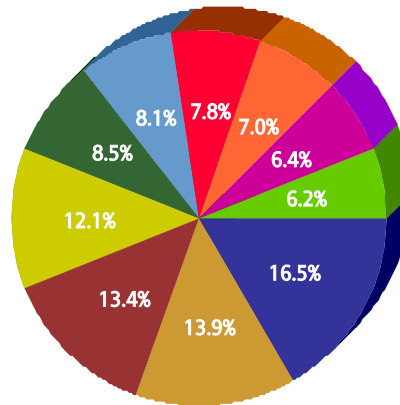


for Southwest (4)

From Mar 1 2006 to Mar 31 2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	443
Roll Cart - SAN	373
Dead Animal Pick Up - SAN	359
Animal - Confined - DCC	325
Litter - DCC	227
24 Hour Parking/Parking Violations - DPD	216
Garbage - Missed - SAN	208
Animal - Loose - DCC	188
Junk Motor Vehicle - DCC	172
Animal - Sick/Injured - DCC	166

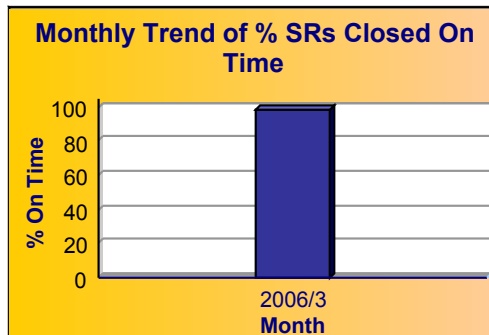
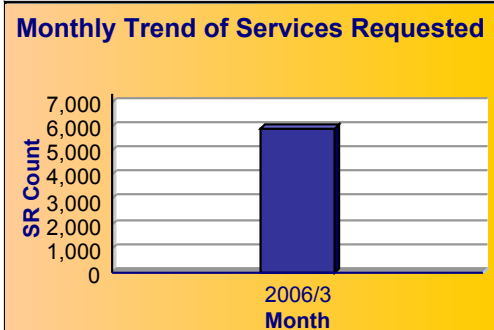


**Service**

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

**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
5,878	4,737	4,641	98.0%	1,141	1,118	98.0%	98.0%







## for Southwest (4)

From Mar 1 2006 to Mar 31 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Animal - Loose Aggressive - DCC	443	1	0	0.0%	3	0.1	442	99.8%	441	99.8%	441	99.5%
2	Roll Cart - SAN	373	48	47	97.9%	12	3.8	325	87.1%	316	97.2%	363	97.3%
3	Dead Animal Pick Up - SAN	359	0	0	N/A	1	0.3	359	100.0%	359	100.0%	359	100.0%
4	Animal - Confined - DCC	325	0	0	N/A	3	0.1	325	100.0%	324	99.7%	324	99.7%
5	Litter - DCC	227	61	61	100.0%	38	10.3	166	73.1%	166	100.0%	227	100.0%
6	24 Hour Parking/Parking Violations - DPD	216	31	30	96.8%	10	3.1	185	85.6%	184	99.5%	214	99.1%
7	Garbage - Missed - SAN	208	12	12	100.0%	12	1.8	196	94.2%	196	100.0%	208	100.0%
8	Animal - Loose - DCC	188	133	133	100.0%	45	20.4	55	29.3%	55	100.0%	188	100.0%
9	Junk Motor Vehicle - DCC	172	70	70	100.0%	126	9.2	102	59.3%	102	100.0%	172	100.0%
10	Animal - Sick/Injured - DCC	166	0	0	N/A	3	0.1	166	100.0%	166	100.0%	166	100.0%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	157	0	0	N/A	14	1.1	157	100.0%	156	99.4%	156	99.4%
12	Fire Inspection - DFD	130	72	72	100.0%	90	6.4	58	44.6%	58	100.0%	130	100.0%
13	Substandard Structure - DCC	128	105	105	100.0%	365	9.2	23	18.0%	23	100.0%	128	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	124	0	0	N/A	1	0.1	124	100.0%	121	97.6%	121	97.6%
15	Delinquent M/F License fee	121	21	21	100.0%	45	1.5	100	82.6%	100	100.0%	121	100.0%
16	Signs - Public Right of Way - DCC	111	0	0	N/A	7	0.1	111	100.0%	111	100.0%	111	100.0%
17	Illegal Outside Storage - DCC	111	22	22	100.0%	38	12.6	89	80.2%	89	100.0%	111	100.0%
18	Bulky Trash Violations - DCC	104	6	5	83.3%	14	3.0	98	94.2%	96	98.0%	101	97.1%
19	Animal - Cruelty - DCC	93	0	0	N/A	30	0.3	93	100.0%	93	100.0%	93	100.0%
20	High Weeds - DCC	79	37	37	100.0%	38	8.9	42	53.2%	42	100.0%	79	100.0%

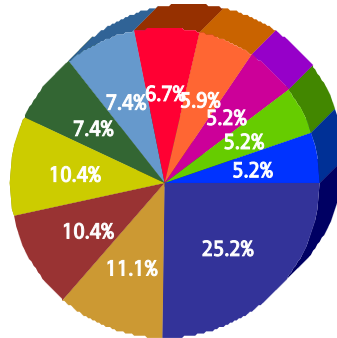


for Unknown

From Mar 1 2006 to Mar 31 2006

Top 10 Services

SR Type	Service Request Count
Street Spillage/Debris in Right of Way-Hazardous-STS	34
Fire Inspection - DFD	15
Dead Animal Pick Up - SAN	14
Signs - Public Right of Way - DCC	14
24 Hour Parking/Parking Violations - DPD	10
Parking - Unapproved Surface - Eve/Weekends - DCC	10
Animal - Loose - DCC	9
Miscellaneous Service Request - SCS	8
Crime/Vandalism/MISC. DPD	7
Garbage - Missed - SAN	7
Roll Cart - SAN	7



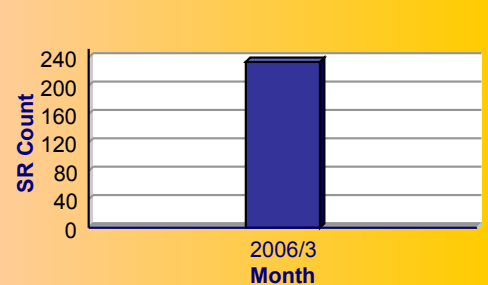
Service

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

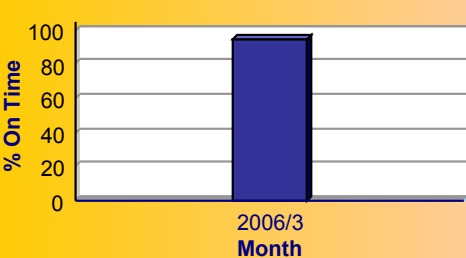
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
234	185	176	95.1%	49	44	89.8%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Unknown

From Mar 1 2006 to Mar 31 2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	Street Spillage/Debris in Right of Way-Hazardous-STS	34	0	0	N/A	1	0.0	34	100.0%	34	100.0%	34	100.0%
2	Fire Inspection - DFD	15	8	8	100.0%	90	3.6	7	46.7%	7	100.0%	15	100.0%
3	Signs - Public Right of Way - DCC	14	1	1	100.0%	7	0.0	13	92.9%	13	100.0%	14	100.0%
4	Dead Animal Pick Up - SAN	14	0	0	N/A	1	0.1	14	100.0%	14	100.0%	14	100.0%
5	Parking - Unapproved Surface - Eve/Weekends - DCC	10	0	0	N/A	14	1.5	10	100.0%	10	100.0%	10	100.0%
6	24 Hour Parking/Parking Violations - DPD	10	0	0	N/A	10	5.0	10	100.0%	9	90.0%	9	90.0%
7	Animal - Loose - DCC	9	6	6	100.0%	45	17.7	3	33.3%	3	100.0%	9	100.0%
8	Miscellaneous Service Request - SCS	8	0	0	N/A	10	2.1	8	100.0%	8	100.0%	8	100.0%
9	Crime/Vandalism/MISC. DPD	7	1	1	100.0%	14	11.7	6	85.7%	4	66.7%	5	71.4%
10	Garbage - Missed - SAN	7	5	2	40.0%	12	9.5	2	28.6%	1	50.0%	3	42.9%
11	Roll Cart - SAN	7	5	5	100.0%	12	8.5	2	28.6%	2	100.0%	7	100.0%
12	Delinquent M/F License fee	6	0	0	N/A	45	2.0	6	100.0%	6	100.0%	6	100.0%
13	Litter - DCC	5	1	1	100.0%	38	7.2	4	80.0%	4	100.0%	5	100.0%
14	Animal - Sick/Injured - DCC	5	0	0	N/A	3	0.0	5	100.0%	5	100.0%	5	100.0%
15	Sanitation Misc. - SAN	5	3	3	100.0%	14	3.0	2	40.0%	2	100.0%	5	100.0%
16	Substandard Structure - DCC	4	2	2	100.0%	365	0.0	2	50.0%	2	100.0%	4	100.0%
17	Pothole - Hazardous-STS	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%
18	Illegal Outside Storage - DCC	3	0	0	N/A	38	7.3	3	100.0%	3	100.0%	3	100.0%
19	Animal - Cruelty - DCC	3	0	0	N/A	30	1.0	3	100.0%	3	100.0%	3	100.0%
20	Oversized Vehicle - DPD	3	0	0	N/A	10	1.3	3	100.0%	3	100.0%	3	100.0%
21	Traffic Signal - Timing - PWT	3	0	0	N/A	10	1.0	3	100.0%	3	100.0%	3	100.0%
22	Inlet Stopped Up-Hazardous-STS	3	0	0	N/A	1	1.7	3	100.0%	1	33.3%	1	33.3%