



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

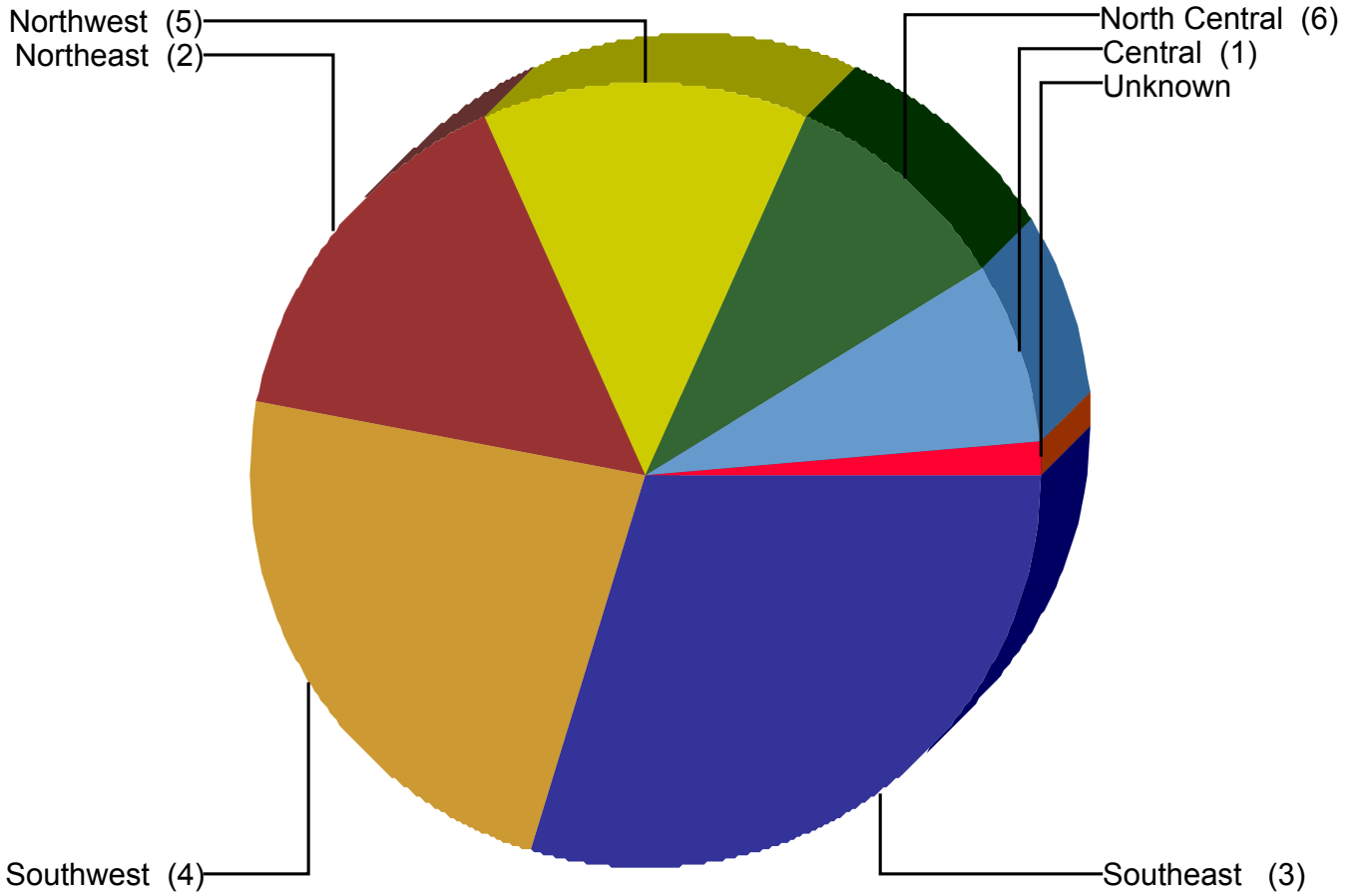
City Service Area

And Citywide Summary

MAY 2006

TABLE OF CONTENTS

3	Chart of Service Request Counts by City Service Area
4	Citywide Service Level Performance Report
6	Service Level Performance Report the Central CSA
8	Service Level Performance Report the North Central CSA
10	Service Level Performance Report the Northeast CSA
12	Service Level Performance Report the Northwest CSA
14	Service Level Performance Report the Southeast CSA
16	Service Level Performance Report the Southwest CSA
18	Service Level Performance Report where CSA is Unknown



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	2,482	7.4%	97.0%
North Central (6)	3,178	9.5%	97.5%
Northeast (2)	5,163	15.4%	97.9%
Northwest (5)	4,498	13.4%	98.6%
Southeast (3)	9,966	29.7%	98.5%
Southwest (4)	7,823	23.3%	97.9%
Unknown	497	1.5%	95.2%
Total	33,607	100.0%	98.0%

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

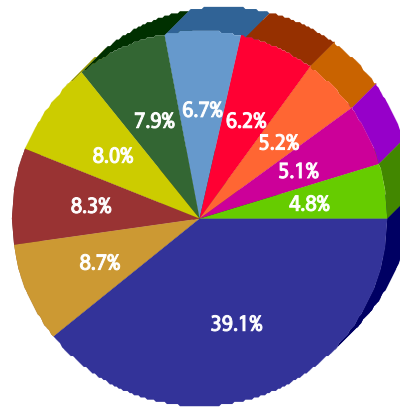


For Citywide

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



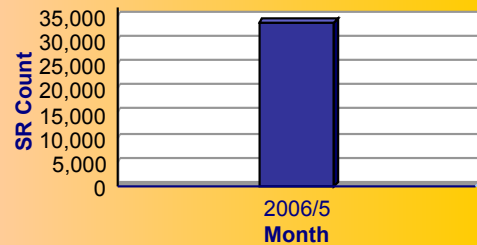
Service

- 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

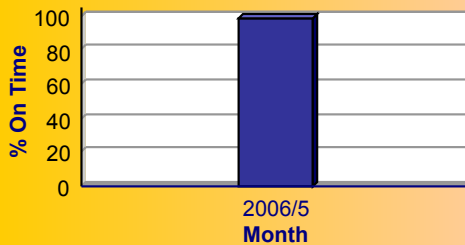
Summary - All Services Requested

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 CSA

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%

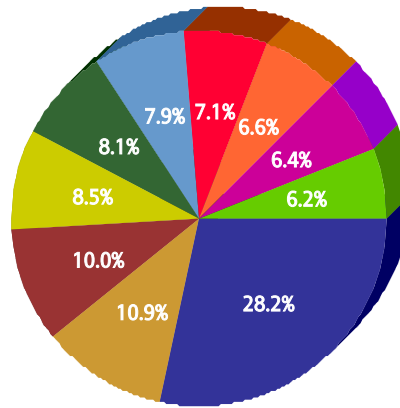


for Central (1)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	282
Roll Cart - SAN	109
Garbage - Missed - SAN	100
Obstruction Alley/Sidewalk/Street - DCC	85
Litter - DCC	81
Fire Inspection - DFD	79
Dead Animal Pick Up - SAN	71
Multi-Family License Inspection - DCC	66
24 Hour Parking/Parking Violations - DPD	64
Substandard Structure - DCC	62

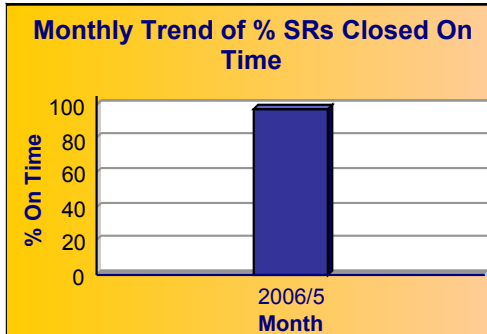
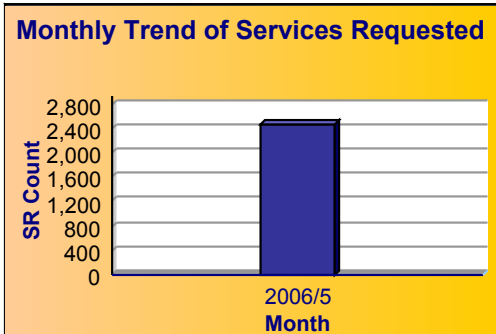


Service

- High Weeds - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Multi-Family License Inspection - DCC
- 24 Hour Parking/Parking Violations - DPD
- 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 %
2,482	1,782	1,729	97.0%	700	679	97.0%	97.0%





City of Dallas Service Level Performance Report by CSA

for Central (1)

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	282	125	125	100.0%	38	10.3	157	55.7%	157	100.0%	282	100.0%
2	Roll Cart - SAN	109	13	11	84.6%	12	7.1	96	88.1%	88	91.7%	99	90.8%
3	Garbage - Missed - SAN	100	1	1	100.0%	12	2.5	99	99.0%	99	100.0%	100	100.0%
4	Obstruction Alley/Sidewalk/Street - DCC	85	71	71	100.0%	60	11.6	14	16.5%	14	100.0%	85	100.0%
5	Litter - DCC	81	43	43	100.0%	38	11.1	38	46.9%	38	100.0%	81	100.0%
6	Fire Inspection - DFD	79	52	52	100.0%	60	10.9	27	34.2%	27	100.0%	79	100.0%
7	Dead Animal Pick Up - SAN	71	0	0	N/A	1	0.4	71	100.0%	71	100.0%	71	100.0%
8	Multi-Family License Inspection - DCC	66	51	51	100.0%	126	6.5	15	22.7%	15	100.0%	66	100.0%
9	24 Hour Parking/Parking Violations - DPD	64	1	1	100.0%	10	5.5	63	98.4%	57	90.5%	58	90.6%
10	Substandard Structure - DCC	62	52	52	100.0%	365	12.5	10	16.1%	10	100.0%	62	100.0%
11	Animal - Loose Aggressive - DCC	59	0	0	N/A	3	0.2	59	100.0%	59	100.0%	59	100.0%
12	Animal - Confined - DCC	51	0	0	N/A	3	0.3	51	100.0%	51	100.0%	51	100.0%
13	Graffiti Private Property - Residential/Commercial	51	22	22	100.0%	90	14.0	29	56.9%	29	100.0%	51	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	51	0	0	N/A	1	0.1	51	100.0%	51	100.0%	51	100.0%
15	Tree down/low limbs - Emergency-STS	46	0	0	N/A	1	0.0	46	100.0%	46	100.0%	46	100.0%
16	Animal - Sick/Injured - DCC	35	0	0	N/A	3	0.1	35	100.0%	35	100.0%	35	100.0%
17	Animal - Loose - DCC	33	8	8	100.0%	45	10.7	25	75.8%	25	100.0%	33	100.0%
18	Street Repair - Routine-STS	33	13	13	100.0%	120	7.2	20	60.6%	20	100.0%	33	100.0%
19	Bulky Trash Violations - DCC	32	2	2	100.0%	14	3.3	30	93.8%	29	96.7%	31	96.9%
20	Junk Motor Vehicle - DCC	32	20	20	100.0%	126	11.7	12	37.5%	12	100.0%	32	100.0%
21	Substandard Structure Apts - DCC	32	11	11	100.0%	365	7.6	21	65.6%	21	100.0%	32	100.0%



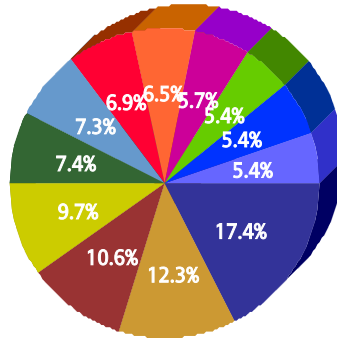
City of Dallas Service Level Performance Report by CSA

for North Central (6)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	264
Animal - Confined - DCC	187
Garbage - Missed - SAN	161
Roll Cart - SAN	147
Dead Animal Pick Up - SAN	113
Fire Inspection - DFD	111
Bulky Trash Violations - DCC	104
24 Hour Parking/Parking Violations - DPD	99
Obstruction Alley/Sidewalk/Street - DCC	86
Animal - Loose Aggressive - DCC	82
Mosquitoes - EHS	82
Street Spillage/Debris in Right of Way-Hazardous-STs	82

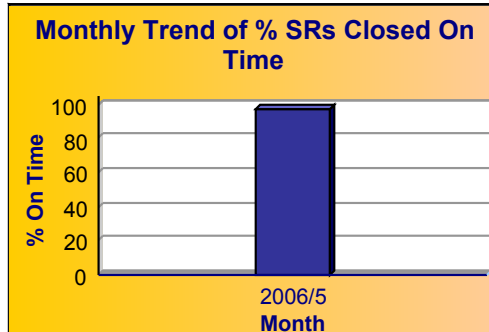
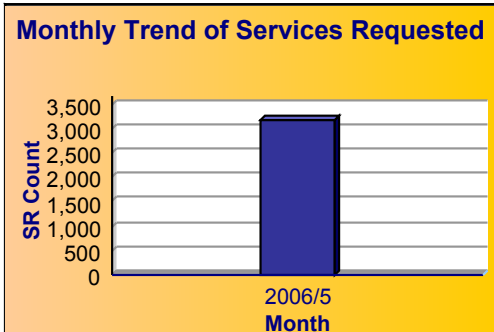


Service

- High Weeds - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Bulky Trash Violations - DCC
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC
- Mosquitoes - EHS
- 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 %
3,178	2,683	2,624	97.8%	495	473	95.6%	97.5%





City of Dallas Service Level Performance Report by CSA

for North Central (6)

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	264	51	51	100.0%	38	9.2	213	80.7%	213	100.0%	264	100.0%
2	Animal - Confined - DCC	187	0	0	N/A	3	0.1	187	100.0%	186	99.5%	186	99.5%
3	Garbage - Missed - SAN	161	0	0	N/A	12	2.6	161	100.0%	160	99.4%	160	99.4%
4	Roll Cart - SAN	147	13	13	100.0%	12	7.4	134	91.2%	126	94.0%	139	94.6%
5	Dead Animal Pick Up - SAN	113	0	0	N/A	1	0.4	113	100.0%	113	100.0%	113	100.0%
6	Fire Inspection - DFD	111	62	62	100.0%	60	4.5	49	44.1%	49	100.0%	111	100.0%
7	Bulky Trash Violations - DCC	104	5	3	60.0%	14	2.9	99	95.2%	99	100.0%	102	98.1%
8	24 Hour Parking/Parking Violations - DPD	99	3	2	66.7%	10	4.4	96	97.0%	96	100.0%	98	99.0%
9	Obstruction Alley/Sidewalk/Street - DCC	86	43	43	100.0%	60	10.6	43	50.0%	43	100.0%	86	100.0%
10	Animal - Loose Aggressive - DCC	82	0	0	N/A	3	0.1	82	100.0%	82	100.0%	82	100.0%
11	Mosquitoes - EHS	82	2	2	100.0%	45	4.5	80	97.6%	80	100.0%	82	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	82	0	0	N/A	1	0.1	82	100.0%	81	98.8%	81	98.8%
13	Animal - Sick/Injured - DCC	73	0	0	N/A	3	0.2	73	100.0%	72	98.6%	72	98.6%
14	Street Repair - Routine-STS	68	31	31	100.0%	120	5.4	37	54.4%	37	100.0%	68	100.0%
15	Litter - DCC	57	17	17	100.0%	38	9.0	40	70.2%	40	100.0%	57	100.0%
16	Substandard Structure - DCC	50	22	22	100.0%	365	6.1	28	56.0%	28	100.0%	50	100.0%
17	Sanitation Property Damage - SAN	49	38	38	100.0%	120	15.3	11	22.4%	11	100.0%	49	100.0%
18	Cost Plus - SAN	47	3	2	66.7%	5	4.0	44	93.6%	32	72.7%	34	72.3%
19	Tree down/low limbs - Emergency-STS	47	0	0	N/A	1	0.1	47	100.0%	47	100.0%	47	100.0%
20	Animal - Loose - DCC	43	16	16	100.0%	45	9.3	27	62.8%	27	100.0%	43	100.0%
21	Alley Repair - Routine-STS	43	25	25	100.0%	120	6.7	18	41.9%	18	100.0%	43	100.0%

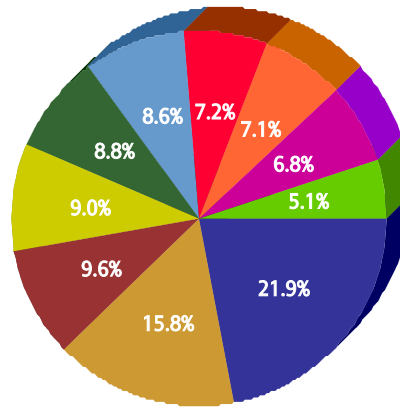


for Northeast (2)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	568
Obstruction Alley/Sidewalk/Street - DCC	408
Animal - Confined - DCC	248
Bulky Trash Violations - DCC	233
Dead Animal Pick Up - SAN	228
Garbage - Missed - SAN	223
Litter - DCC	186
Animal - Loose Aggressive - DCC	185
Roll Cart - SAN	176
24 Hour Parking/Parking Violations - DPD	133

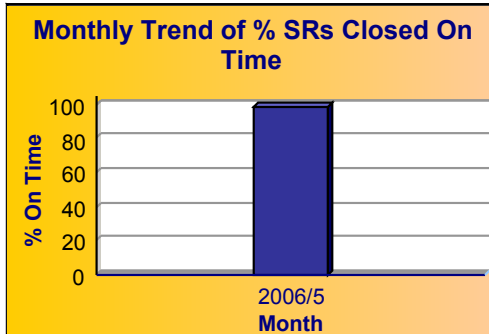
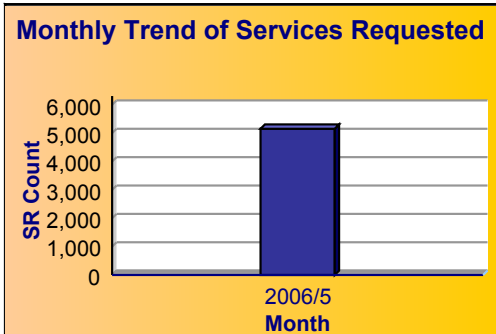


Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Garbage - Missed - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - 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 %
5,163	4,058	3,972	97.9%	1,105	1,081	97.8%	97.9%





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

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	568	209	209	100.0%	38	10.0	359	63.2%	359	100.0%	568	100.0%
2	Obstruction Alley/Sidewalk/Street - DCC	408	185	185	100.0%	60	14.1	223	54.7%	223	100.0%	408	100.0%
3	Animal - Confined - DCC	248	0	0	N/A	3	0.2	248	100.0%	246	99.2%	246	99.2%
4	Bulky Trash Violations - DCC	233	26	22	84.6%	14	3.4	207	88.8%	201	97.1%	223	95.7%
5	Dead Animal Pick Up - SAN	228	0	0	N/A	1	0.3	228	100.0%	227	99.6%	227	99.6%
6	Garbage - Missed - SAN	223	1	1	100.0%	12	2.3	222	99.6%	221	99.5%	222	99.6%
7	Litter - DCC	186	57	57	100.0%	38	9.3	129	69.4%	129	100.0%	186	100.0%
8	Animal - Loose Aggressive - DCC	185	0	0	N/A	3	0.2	185	100.0%	184	99.5%	184	99.5%
9	Roll Cart - SAN	176	1	1	100.0%	12	7.7	175	99.4%	167	95.4%	168	95.5%
10	24 Hour Parking/Parking Violations - DPD	133	1	0	0.0%	10	4.2	132	99.2%	127	96.2%	127	95.5%
11	Animal - Sick/Injured - DCC	116	0	0	N/A	3	0.1	116	100.0%	115	99.1%	115	99.1%
12	Substandard Structure - DCC	111	93	93	100.0%	365	7.8	18	16.2%	18	100.0%	111	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	96	0	0	N/A	1	0.0	96	100.0%	96	100.0%	96	100.0%
14	Animal - Loose - DCC	86	27	27	100.0%	45	10.4	59	68.6%	59	100.0%	86	100.0%
15	Substandard Structure Apts - DCC	86	41	41	100.0%	365	5.8	45	52.3%	45	100.0%	86	100.0%
16	Fire Inspection - DFD	85	56	56	100.0%	60	7.4	29	34.1%	29	100.0%	85	100.0%
17	Junk Motor Vehicle - DCC	81	34	34	100.0%	126	10.2	47	58.0%	47	100.0%	81	100.0%
18	Cost Plus - SAN	70	2	1	50.0%	5	3.6	68	97.1%	56	82.4%	57	81.4%
19	Illegal Outside Storage - DCC	66	23	23	100.0%	38	8.8	43	65.2%	43	100.0%	66	100.0%
20	Tree down/low limbs - Emergency-STS	62	0	0	N/A	1	0.1	62	100.0%	62	100.0%	62	100.0%



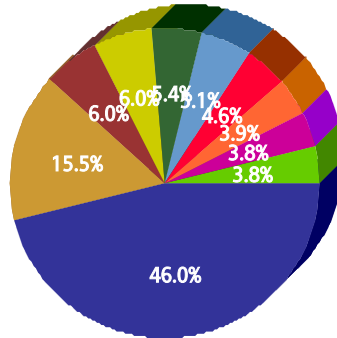
City of Dallas Service Level Performance Report by CSA

for Northwest (5)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,261
Litter - DCC	426
Animal - Confined - DCC	164
Fire Inspection - DFD	164
Dead Animal Pick Up - SAN	148
Animal - Loose Aggressive - DCC	140
Obstruction Alley/Sidewalk/Street - DCC	125
Animal - Sick/Injured - DCC	106
Roll Cart - SAN	103
Street Spillage/Debris in Right of Way-Hazardous-STS	103

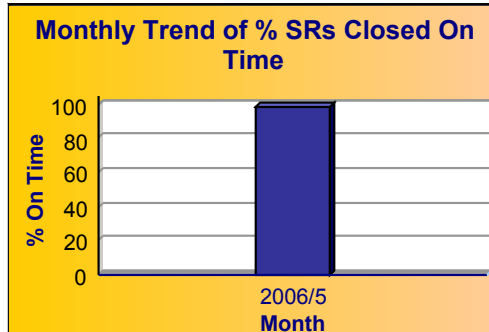
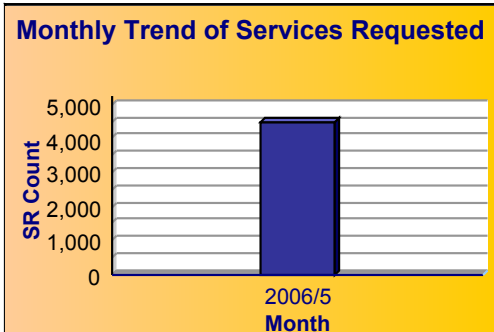


Service

- High Weeds - DCC
- Litter - DCC
- Animal - Confined - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Sick/Injured - DCC
- Roll Cart - 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 %
4,498	3,318	3,276	98.7%	1,180	1,161	98.4%	98.6%





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

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	1,261	341	341	100.0%	38	7.7	920	73.0%	920	100.0%	1,261	100.0%
2	Litter - DCC	426	130	130	100.0%	38	8.5	296	69.5%	296	100.0%	426	100.0%
3	Animal - Confined - DCC	164	0	0	N/A	3	0.1	164	100.0%	164	100.0%	164	100.0%
4	Fire Inspection - DFD	164	120	120	100.0%	60	11.0	44	26.8%	44	100.0%	164	100.0%
5	Dead Animal Pick Up - SAN	148	0	0	N/A	1	0.4	148	100.0%	147	99.3%	147	99.3%
6	Animal - Loose Aggressive - DCC	140	0	0	N/A	3	0.1	140	100.0%	140	100.0%	140	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	125	79	79	100.0%	60	13.0	46	36.8%	46	100.0%	125	100.0%
8	Animal - Sick/Injured - DCC	106	0	0	N/A	3	0.2	106	100.0%	104	98.1%	104	98.1%
9	Roll Cart - SAN	103	11	10	90.9%	12	6.7	92	89.3%	89	96.7%	99	96.1%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	103	0	0	N/A	1	0.1	103	100.0%	102	99.0%	102	99.0%
11	Junk Motor Vehicle - DCC	90	58	58	100.0%	126	11.6	32	35.6%	32	100.0%	90	100.0%
12	24 Hour Parking/Parking Violations - DPD	86	6	5	83.3%	10	5.8	80	93.0%	72	90.0%	77	89.5%
13	Garbage - Missed - SAN	82	0	0	N/A	12	2.7	82	100.0%	82	100.0%	82	100.0%
14	Animal - Loose - DCC	79	31	31	100.0%	45	9.3	48	60.8%	48	100.0%	79	100.0%
15	Substandard Structure - DCC	63	46	46	100.0%	365	5.5	17	27.0%	17	100.0%	63	100.0%
16	Dumpster Violation - DCC	61	56	56	100.0%	60	7.4	5	8.2%	5	100.0%	61	100.0%
17	Bulky Trash Violations - DCC	53	14	13	92.9%	14	4.6	39	73.6%	38	97.4%	51	96.2%
18	Illegal Outside Storage - DCC	50	42	42	100.0%	38	5.0	8	16.0%	8	100.0%	50	100.0%
19	Motor Vehicle Repair Violation - DCC	49	12	12	100.0%	40	7.5	37	75.5%	37	100.0%	49	100.0%
20	Street Repair - Routine-STS	48	21	21	100.0%	120	5.5	27	56.2%	27	100.0%	48	100.0%



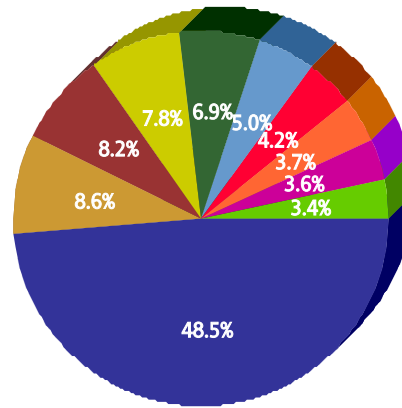
City of Dallas Service Level Performance Report by CSA

for Southeast (3)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	3,115
Animal - Loose Aggressive - DCC	554
Dead Animal Pick Up - SAN	524
Litter - DCC	500
Animal - Confined - DCC	446
Roll Cart - SAN	322
Junk Motor Vehicle - DCC	267
Animal - Sick/Injured - DCC	240
Substandard Structure - DCC	234
24 Hour Parking/Parking Violations - DPD	218

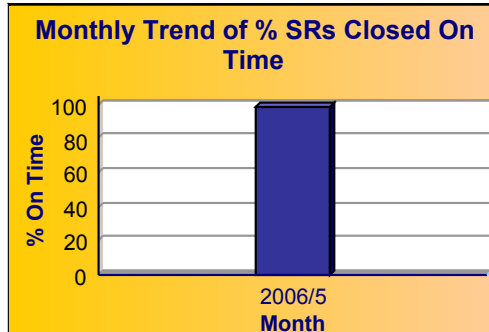
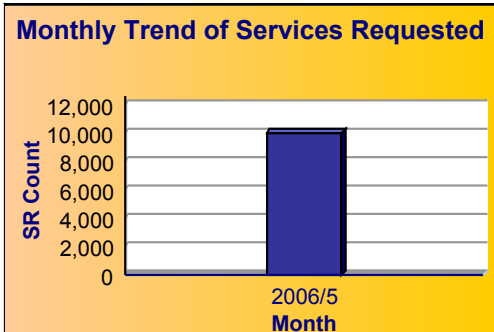


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Confined - DCC
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Sick/Injured - DCC
- Substandard Structure - 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 %
9,966	6,966	6,856	98.4%	3,000	2,959	98.6%	98.5%





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

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	3,115	1,464	1,464	100.0%	38	11.4	1,651	53.0%	1,651	100.0%	3,115	100.0%
2	Animal - Loose Aggressive - DCC	554	0	0	N/A	3	0.1	554	100.0%	552	99.6%	552	99.6%
3	Dead Animal Pick Up - SAN	524	0	0	N/A	1	0.4	524	100.0%	518	98.9%	518	98.9%
4	Litter - DCC	500	248	248	100.0%	38	11.5	252	50.4%	252	100.0%	500	100.0%
5	Animal - Confined - DCC	446	0	0	N/A	3	0.1	446	100.0%	445	99.8%	445	99.8%
6	Roll Cart - SAN	322	5	5	100.0%	12	5.5	317	98.4%	300	94.6%	305	94.7%
7	Junk Motor Vehicle - DCC	267	200	200	100.0%	126	12.3	67	25.1%	67	100.0%	267	100.0%
8	Animal - Sick/Injured - DCC	240	0	0	N/A	3	0.2	240	100.0%	238	99.2%	238	99.2%
9	Substandard Structure - DCC	234	215	215	100.0%	365	8.8	19	8.1%	19	100.0%	234	100.0%
10	24 Hour Parking/Parking Violations - DPD	218	0	0	N/A	10	2.6	218	100.0%	217	99.5%	217	99.5%
11	Bulky Trash Violations - DCC	212	39	24	61.5%	14	4.8	173	81.6%	160	92.5%	184	86.8%
12	Garbage - Missed - SAN	212	3	3	100.0%	12	2.6	209	98.6%	209	100.0%	212	100.0%
13	Animal - Loose - DCC	190	71	71	100.0%	45	10.4	119	62.6%	119	100.0%	190	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	160	107	107	100.0%	60	12.2	53	33.1%	53	100.0%	160	100.0%
15	Open and Vacant Structure - DCC	130	49	44	89.8%	30	6.4	81	62.3%	78	96.3%	122	93.8%
16	Street Spillage/Debris in Right of Way-Hazardous-STS	108	0	0	N/A	1	0.0	108	100.0%	108	100.0%	108	100.0%
17	Illegal Outside Storage - DCC	106	74	74	100.0%	38	11.2	32	30.2%	32	100.0%	106	100.0%
18	Illegal Dumping - DCC	102	56	56	100.0%	38	7.3	46	45.1%	46	100.0%	102	100.0%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	102	1	0	0.0%	14	3.6	101	99.0%	96	95.0%	96	94.1%
20	Animal - Cruelty - DCC	97	0	0	N/A	30	0.4	97	100.0%	97	100.0%	97	100.0%



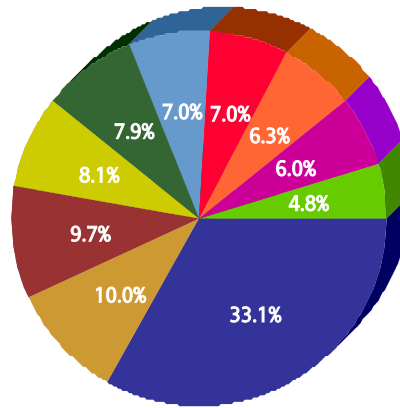
City of Dallas Service Level Performance Report by CSA

for Southwest (4)

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,462
Animal - Loose Aggressive - DCC	440
Dead Animal Pick Up - SAN	427
Roll Cart - SAN	358
Animal - Confined - DCC	349
Bulky Trash Violations - DCC	311
Litter - DCC	311
24 Hour Parking/Parking Violations - DPD	277
Obstruction Alley/Sidewalk/Street - DCC	264
Tree down/low limbs - Emergency-STS	214

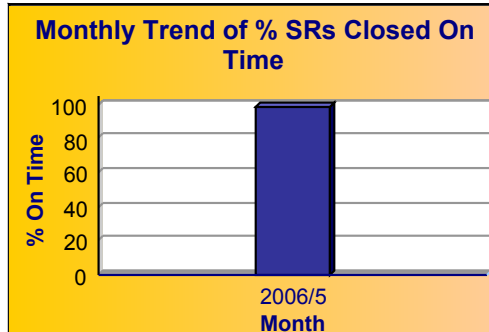
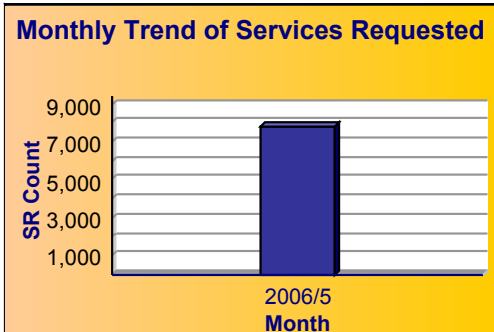


Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- 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 %
7,823	5,752	5,626	97.8%	2,071	2,036	98.3%	97.9%





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

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	1,462	653	653	100.0%	38	10.1	809	55.3%	809	100.0%	1,462	100.0%
2	Animal - Loose Aggressive - DCC	440	0	0	N/A	3	0.1	440	100.0%	438	99.5%	438	99.5%
3	Dead Animal Pick Up - SAN	427	0	0	N/A	1	0.4	427	100.0%	422	98.8%	422	98.8%
4	Roll Cart - SAN	358	4	4	100.0%	12	4.6	354	98.9%	337	95.2%	341	95.3%
5	Animal - Confined - DCC	349	0	0	N/A	3	0.2	349	100.0%	348	99.7%	348	99.7%
6	Bulky Trash Violations - DCC	311	87	83	95.4%	14	5.7	224	72.0%	197	87.9%	280	90.0%
7	Litter - DCC	311	167	167	100.0%	38	12.0	144	46.3%	144	100.0%	311	100.0%
8	24 Hour Parking/Parking Violations - DPD	277	10	10	100.0%	10	3.6	267	96.4%	265	99.3%	275	99.3%
9	Obstruction Alley/Sidewalk/Street - DCC	264	152	152	100.0%	60	13.6	112	42.4%	112	100.0%	264	100.0%
10	Tree down/low limbs - Emergency-STS	214	0	0	N/A	1	0.2	214	100.0%	208	97.2%	208	97.2%
11	Junk Motor Vehicle - DCC	194	117	117	100.0%	126	10.9	77	39.7%	77	100.0%	194	100.0%
12	Animal - Sick/Injured - DCC	194	0	0	N/A	3	0.1	194	100.0%	194	100.0%	194	100.0%
13	Animal - Loose - DCC	167	61	61	100.0%	45	9.8	106	63.5%	106	100.0%	167	100.0%
14	Garbage - Missed - SAN	150	1	1	100.0%	12	3.9	149	99.3%	148	99.3%	149	99.3%
15	Substandard Structure - DCC	149	124	124	100.0%	365	11.8	25	16.8%	25	100.0%	149	100.0%
16	Illegal Outside Storage - DCC	137	89	89	100.0%	38	12.1	48	35.0%	48	100.0%	137	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	128	0	0	N/A	1	0.0	128	100.0%	128	100.0%	128	100.0%
18	Fire Inspection - DFD	112	79	79	100.0%	60	12.5	33	29.5%	33	100.0%	112	100.0%
19	Illegal Dumping - DCC	83	46	46	100.0%	38	4.5	37	44.6%	37	100.0%	83	100.0%
20	Parking - Unapproved Surface - DCC	77	8	3	37.5%	14	6.4	69	89.6%	63	91.3%	66	85.7%

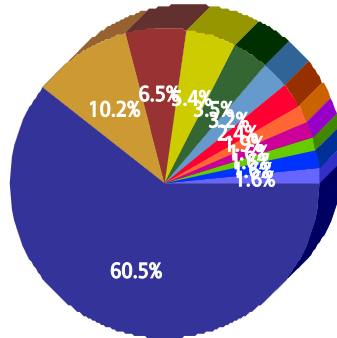


for Unknown

May 2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	225
Litter - DCC	38
Street Spillage/Debris in Right of Way-Hazardous-STs	24
Dead Animal Pick Up - SAN	20
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

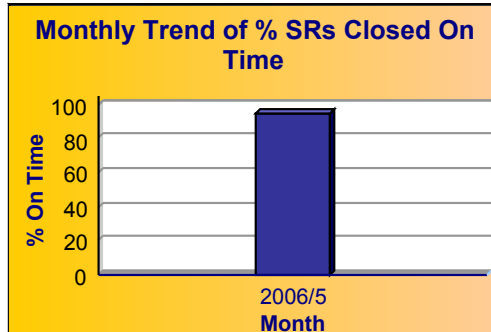
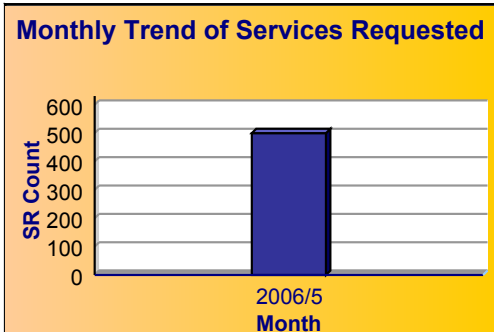


Service

- 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 %
497	271	260	95.9%	226	213	94.2%	95.2%





City of Dallas Service Level Performance Report by CSA

for Unknown

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	38	34	34	100.0%	38	8.8	4	10.5%	4	100.0%	38	100.0%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	24	0	0	N/A	1	0.0	24	100.0%	24	100.0%	24	100.0%
4	Dead Animal Pick Up - SAN	20	0	0	N/A	1	0.3	20	100.0%	20	100.0%	20	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	Cost Plus - SAN	4	0	0	N/A	5	2.8	4	100.0%	4	100.0%	4	100.0%
18	Animal - Sick/Injured - DCC	4	0	0	N/A	3	0.0	4	100.0%	4	100.0%	4	100.0%
19	Restaurant/Food Complaint - EHS	4	1	1	100.0%	45	9.0	3	75.0%	3	100.0%	4	100.0%
20	Park Maintenance/Misc. - Parks	4	3	3	100.0%	30	1.0	1	25.0%	1	100.0%	4	100.0%
21	Tree down/low limbs - Emergency-STS	4	0	0	N/A	1	0.0	4	100.0%	4	100.0%	4	100.0%