



FY 2005 – 2006

YEAR-TO-DATE

**Service Request
Performance Reports
by
City Council District
And Citywide Summary**

MAY 2006

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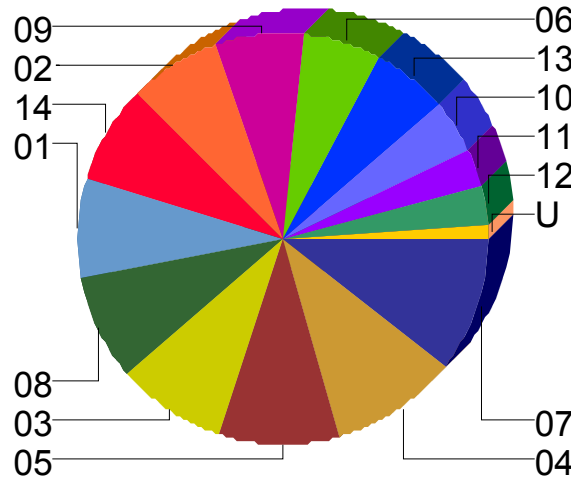
**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report

From Oct 1 2005 to May 31 2006



Council District	SRs Created	% of CityWide Total	% of All SRs On Time
01	15,954	7.8%	94.7%
02	15,007	7.3%	92.2%
03	17,404	8.5%	93.9%
04	20,429	10.0%	94.5%
05	19,598	9.6%	94.3%
06	12,864	6.3%	93.5%
07	21,352	10.4%	94.0%
08	17,302	8.5%	94.8%
09	13,939	6.8%	95.0%
10	8,728	4.3%	95.7%
11	6,465	3.2%	94.6%
12	6,104	3.0%	94.2%
13	11,499	5.6%	93.6%
14	15,673	7.7%	93.5%
U	2,246	1.1%	89.0%
Totals	204,564	100.0%	94.1%

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



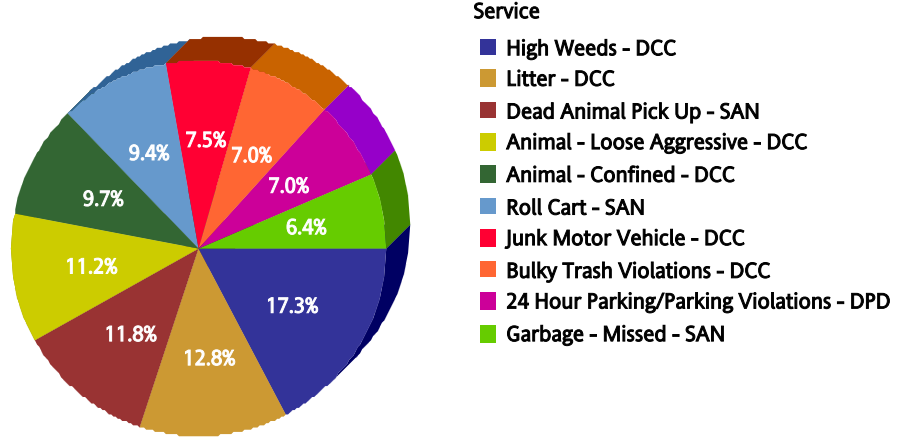
City of Dallas Service Level Performance Report by Council District

For Citywide

FY 2005/2006

Top 10 Services

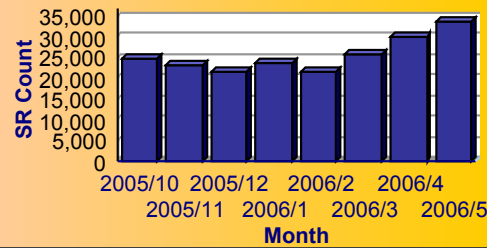
SR Type	Service Request Count
High Weeds - DCC	15,829
Litter - DCC	11,762
Dead Animal Pick Up - SAN	10,841
Animal - Loose Aggressive - DCC	10,248
Animal - Confined - DCC	8,885
Roll Cart - SAN	8,579
Junk Motor Vehicle - DCC	6,855
Bulky Trash Violations - DCC	6,448
24 Hour Parking/Parking Violations - DPD	6,406
Garbage - Missed - SAN	5,899



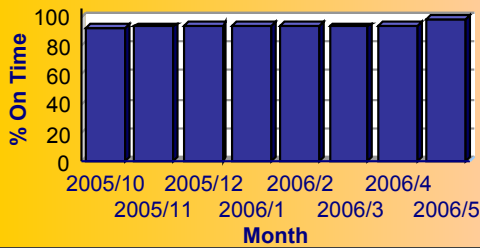
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
204,564	190,097	179,266	94.3%	14,467	13,185	91.1%	94.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





For Citywide

FY 2005/2006

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

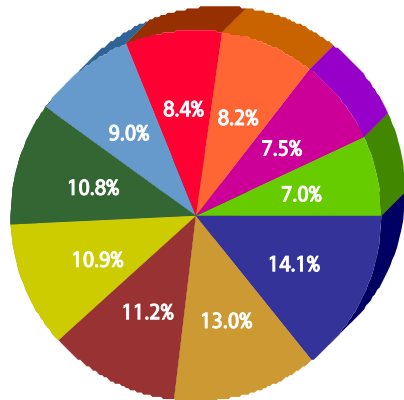
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	15,829	3,240	2,997	92.5%	38	15.1	12,589	79.5%	11,942	94.9%	14,939	94.4%
2	Litter - DCC	11,762	844	711	84.2%	38	18.2	10,918	92.8%	9,954	91.2%	10,665	90.7%
3	Dead Animal Pick Up - SAN	10,841	0	0	N/A	1	0.3	10,841	100.0%	10,736	99.0%	10,736	99.0%
4	Animal - Loose Aggressive - DCC	10,248	0	0	N/A	3	0.2	10,248	100.0%	10,204	99.6%	10,204	99.6%
5	Animal - Confined - DCC	8,885	0	0	N/A	3	0.2	8,885	100.0%	8,843	99.5%	8,843	99.5%
6	Roll Cart - SAN	8,579	59	47	79.7%	12	6.7	8,520	99.3%	7,249	85.1%	7,296	85.0%
7	Junk Motor Vehicle - DCC	6,855	971	932	96.0%	126	31.3	5,884	85.8%	5,824	99.0%	6,756	98.6%
8	Bulky Trash Violations - DCC	6,448	174	147	84.5%	14	4.0	6,274	97.3%	5,932	94.5%	6,079	94.3%
9	24 Hour Parking/Parking Violations - DPD	6,406	23	19	82.6%	10	4.0	6,383	99.6%	6,115	95.8%	6,134	95.8%
10	Garbage - Missed - SAN	5,899	12	6	50.0%	12	2.9	5,887	99.8%	5,821	98.9%	5,827	98.8%
11	Fire Inspection - DFD	5,678	703	531	75.5%	60	27.4	4,975	87.6%	4,325	86.9%	4,856	85.5%
12	Obstruction Alley/Sidewalk/Street - DCC	5,519	787	773	98.2%	60	20.7	4,732	85.7%	4,532	95.8%	5,305	96.1%
13	Substandard Structure - DCC	5,273	3,098	3,098	100.0%	365	47.7	2,175	41.2%	2,175	100.0%	5,273	100.0%
14	Animal - Loose - DCC	4,736	217	217	100.0%	45	20.9	4,519	95.4%	4,374	96.8%	4,591	96.9%
15	Street Spillage/Debris in Right of Way-Hazardous-STS	4,595	0	0	N/A	1	0.1	4,595	100.0%	4,553	99.1%	4,553	99.1%
16	Animal - Sick/Injured - DCC	4,459	0	0	N/A	3	0.2	4,459	100.0%	4,440	99.6%	4,440	99.6%
17	Illegal Outside Storage - DCC	3,967	360	264	73.3%	38	20.4	3,607	90.9%	3,133	86.9%	3,397	85.6%
18	Parking - Unapproved Surface - Eve/Weekends - DCC	2,831	6	4	66.7%	14	1.8	2,825	99.8%	2,754	97.5%	2,758	97.4%
19	Street Repair - Routine-STS	2,148	241	230	95.4%	120	23.9	1,907	88.8%	1,828	95.9%	2,058	95.8%
20	Animal - Cruelty - DCC	2,031	1	1	100.0%	30	0.6	2,030	100.0%	2,023	99.7%	2,024	99.7%



FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	985
Dead Animal Pick Up - SAN	909
High Weeds - DCC	783
24 Hour Parking/Parking Violations - DPD	761
Litter - DCC	756
Junk Motor Vehicle - DCC	630
Animal - Confined - DCC	591
Illegal Outside Storage - DCC	571
Signs - Other - DCC	524
Illegal Land Use (Residential/Business) - DCC	493



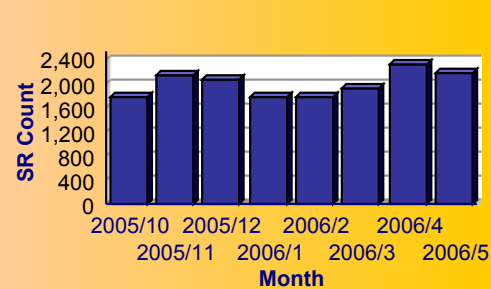
Service

- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- High Weeds - DCC
- 24 Hour Parking/Parking Violations - DPD
- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Illegal Outside Storage - DCC
- Signs - Other - DCC
- Illegal Land Use (Residential/Business) - DCC

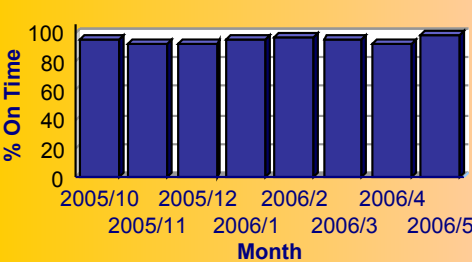
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,954	14,923	14,223	95.3%	1,031	880	85.4%	94.7%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 01

FY 2005/2006

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	985	0	0	N/A	3	0.2	985	100.0%	981	99.6%	981	99.6%
2	Dead Animal Pick Up - SAN	909	0	0	N/A	1	0.3	909	100.0%	903	99.3%	903	99.3%
3	High Weeds - DCC	783	157	107	68.2%	38	16.5	626	79.9%	606	96.8%	713	91.1%
4	24 Hour Parking/Parking Violations - DPD	761	3	3	100.0%	10	3.5	758	99.6%	750	98.9%	753	98.9%
5	Litter - DCC	756	78	51	65.4%	38	17.3	678	89.7%	644	95.0%	695	91.9%
6	Junk Motor Vehicle - DCC	630	76	76	100.0%	126	28.3	554	87.9%	553	99.8%	629	99.8%
7	Animal - Confined - DCC	591	0	0	N/A	3	0.1	591	100.0%	590	99.8%	590	99.8%
8	Illegal Outside Storage - DCC	571	61	35	57.4%	38	18.9	510	89.3%	478	93.7%	513	89.8%
9	Signs - Other - DCC	524	12	6	50.0%	38	25.3	512	97.7%	346	67.6%	352	67.2%
10	Illegal Land Use (Residential/Business) - DCC	493	15	11	73.3%	60	13.0	478	97.0%	461	96.4%	472	95.7%
11	Roll Cart - SAN	490	0	0	N/A	12	5.0	490	100.0%	446	91.0%	446	91.0%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	475	0	0	N/A	14	1.7	475	100.0%	467	98.3%	467	98.3%
13	Animal - Loose - DCC	429	17	17	100.0%	45	20.4	412	96.0%	399	96.8%	416	97.0%
14	Obstruction Alley/Sidewalk/Street - DCC	382	50	50	100.0%	60	17.8	332	86.9%	330	99.4%	380	99.5%
15	Substandard Structure - DCC	374	250	250	100.0%	365	51.1	124	33.2%	124	100.0%	374	100.0%
16	Garbage - Missed - SAN	365	1	1	100.0%	12	1.9	364	99.7%	363	99.7%	364	99.7%
17	Dead Animal - Clinic Pick Up - SAN	350	0	0	N/A	2	0.1	350	100.0%	349	99.7%	349	99.7%
18	Bulky Trash Violations - DCC	347	15	13	86.7%	14	3.0	332	95.7%	320	96.4%	333	96.0%
19	Illegal Garbage/Placement - DCC	342	9	9	100.0%	60	12.3	333	97.4%	333	100.0%	342	100.0%
20	Animal - Sick/Injured - DCC	276	0	0	N/A	3	0.1	276	100.0%	276	100.0%	276	100.0%

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



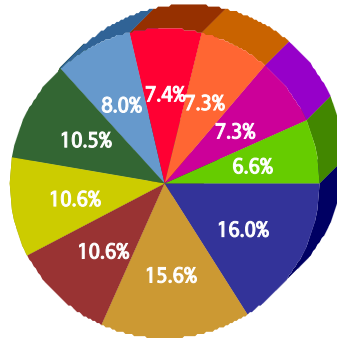
City of Dallas Service Level Performance Report by Council District

for 02

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	929
High Weeds - DCC	906
Dead Animal Pick Up - SAN	615
Fire Inspection - DFD	613
Animal - Loose Aggressive - DCC	609
Animal - Confined - DCC	466
Substandard Structure - DCC	430
24 Hour Parking/Parking Violations - DPD	426
Street Spillage/Debris in Right of Way-Hazardous-STS	425
Junk Motor Vehicle - DCC	380



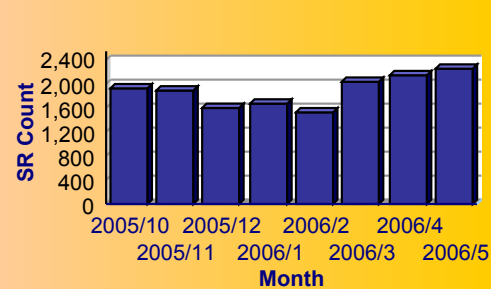
Service

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

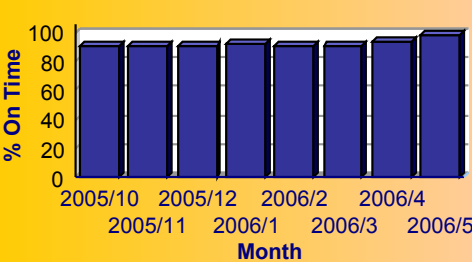
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,007	13,791	12,728	92.3%	1,216	1,101	90.5%	92.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 02

FY 2005/2006

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	929	71	60	84.5%	38	26.5	858	92.4%	701	81.7%	761	81.9%
2	High Weeds - DCC	906	213	195	91.5%	38	18.4	693	76.5%	644	92.9%	839	92.6%
3	Dead Animal Pick Up - SAN	615	0	0	N/A	1	0.3	615	100.0%	607	98.7%	607	98.7%
4	Fire Inspection - DFD	613	70	54	77.1%	60	29.5	543	88.6%	468	86.2%	522	85.2%
5	Animal - Loose Aggressive - DCC	609	0	0	N/A	3	0.3	609	100.0%	603	99.0%	603	99.0%
6	Animal - Confined - DCC	466	0	0	N/A	3	0.6	466	100.0%	464	99.6%	464	99.6%
7	Substandard Structure - DCC	430	280	280	100.0%	365	48.9	150	34.9%	150	100.0%	430	100.0%
8	24 Hour Parking/Parking Violations - DPD	426	5	4	80.0%	10	5.5	421	98.8%	380	90.3%	384	90.1%
9	Street Spillage/Debris in Right of Way-Hazardous-STS	425	0	0	N/A	1	0.0	425	100.0%	423	99.5%	423	99.5%
10	Junk Motor Vehicle - DCC	380	63	59	93.7%	126	32.6	317	83.4%	311	98.1%	370	97.4%
11	Roll Cart - SAN	376	6	6	100.0%	12	7.8	370	98.4%	296	80.0%	302	80.3%
12	Delinquent M/F License fee	342	0	0	N/A	45	16.9	342	100.0%	308	90.1%	308	90.1%
13	Graffiti Private Property - Residential/Commercial	337	36	36	100.0%	90	30.9	301	89.3%	289	96.0%	325	96.4%
14	Garbage - Missed - SAN	329	0	0	N/A	12	2.7	329	100.0%	325	98.8%	325	98.8%
15	Animal - Sick/Injured - DCC	307	0	0	N/A	3	0.1	307	100.0%	304	99.0%	304	99.0%
16	Animal - Loose - DCC	302	15	15	100.0%	45	22.0	287	95.0%	273	95.1%	288	95.4%
17	Bulky Trash Violations - DCC	284	12	7	58.3%	14	6.5	272	95.8%	247	90.8%	254	89.4%
18	Obstruction Alley/Sidewalk/Street - DCC	259	48	47	97.9%	60	23.2	211	81.5%	197	93.4%	244	94.2%
19	Illegal Outside Storage - DCC	251	31	22	71.0%	38	23.4	220	87.6%	187	85.0%	209	83.3%
20	Dumpster Violation - DCC	208	55	39	70.9%	60	33.3	153	73.6%	131	85.6%	170	81.7%



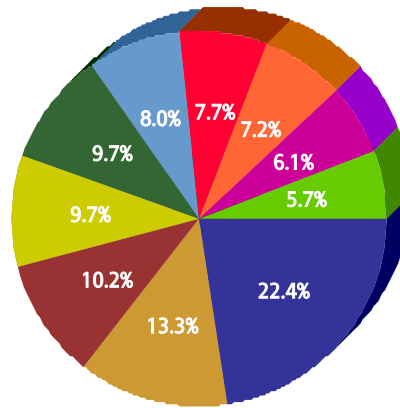
City of Dallas Service Level Performance Report by Council District

for 03

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,012
Litter - DCC	1,198
Animal - Loose Aggressive - DCC	922
Roll Cart - SAN	873
Dead Animal Pick Up - SAN	869
Animal - Confined - DCC	716
Obstruction Alley/Sidewalk/Street - DCC	694
Bulky Trash Violations - DCC	644
Junk Motor Vehicle - DCC	552
24 Hour Parking/Parking Violations - DPD	517



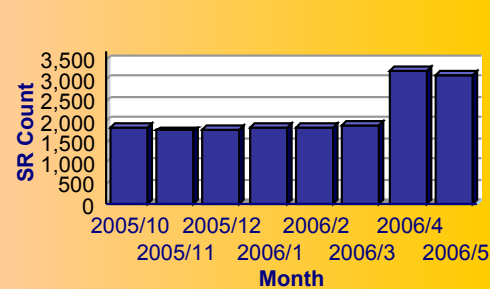
Service

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

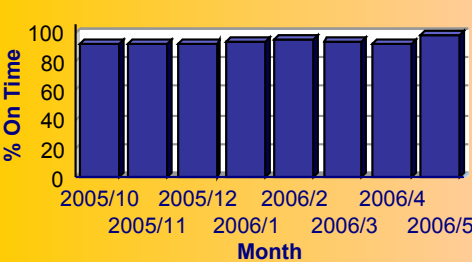
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,404	16,295	15,293	93.9%	1,109	1,046	94.3%	93.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 03

FY 2005/2006

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	2,012	247	233	94.3%	38	16.0	1,765	87.7%	1,568	88.8%	1,801	89.5%
2	Litter - DCC	1,198	62	57	91.9%	38	17.0	1,136	94.8%	1,012	89.1%	1,069	89.2%
3	Animal - Loose Aggressive - DCC	922	0	0	N/A	3	0.2	922	100.0%	920	99.8%	920	99.8%
4	Roll Cart - SAN	873	4	4	100.0%	12	5.7	869	99.5%	776	89.3%	780	89.3%
5	Dead Animal Pick Up - SAN	869	0	0	N/A	1	0.3	869	100.0%	864	99.4%	864	99.4%
6	Animal - Confined - DCC	716	0	0	N/A	3	0.2	716	100.0%	715	99.9%	715	99.9%
7	Obstruction Alley/Sidewalk/Street - DCC	694	88	87	98.9%	60	21.0	606	87.3%	590	97.4%	677	97.6%
8	Bulky Trash Violations - DCC	644	37	36	97.3%	14	3.1	607	94.3%	580	95.6%	616	95.7%
9	Junk Motor Vehicle - DCC	552	86	86	100.0%	126	25.5	466	84.4%	463	99.4%	549	99.5%
10	24 Hour Parking/Parking Violations - DPD	517	1	1	100.0%	10	4.0	516	99.8%	503	97.5%	504	97.5%
11	Illegal Outside Storage - DCC	501	38	33	86.8%	38	18.4	463	92.4%	427	92.2%	460	91.8%
12	Animal - Loose - DCC	461	21	21	100.0%	45	20.7	440	95.4%	422	95.9%	443	96.1%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	385	0	0	N/A	1	0.0	385	100.0%	383	99.5%	383	99.5%
14	Animal - Sick/Injured - DCC	380	0	0	N/A	3	0.1	380	100.0%	379	99.7%	379	99.7%
15	Fire Inspection - DFD	360	51	41	80.4%	60	29.7	309	85.8%	262	84.8%	303	84.2%
16	Garbage - Missed - SAN	357	0	0	N/A	12	2.2	357	100.0%	357	100.0%	357	100.0%
17	Substandard Structure - DCC	310	185	185	100.0%	365	46.5	125	40.3%	125	100.0%	310	100.0%
18	Illegal Garbage/Placement - DCC	239	5	5	100.0%	60	13.2	234	97.9%	232	99.1%	237	99.2%
19	Tree down/low limbs - Emergency-STS	220	0	0	N/A	1	0.3	220	100.0%	210	95.5%	210	95.5%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	189	0	0	N/A	14	1.6	189	100.0%	188	99.5%	188	99.5%



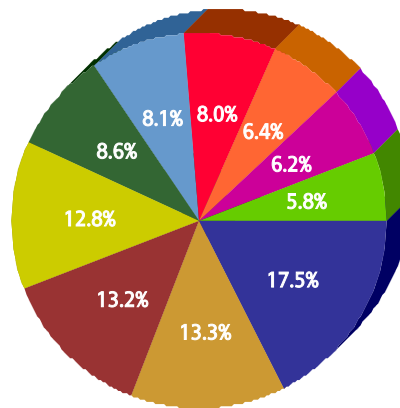
City of Dallas Service Level Performance Report by Council District

for 04

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,937
Litter - DCC	1,467
Dead Animal Pick Up - SAN	1,457
Animal - Loose Aggressive - DCC	1,417
Junk Motor Vehicle - DCC	954
Animal - Confined - DCC	893
Roll Cart - SAN	878
Garbage - Missed - SAN	705
Bulky Trash Violations - DCC	689
24 Hour Parking/Parking Violations - DPD	643



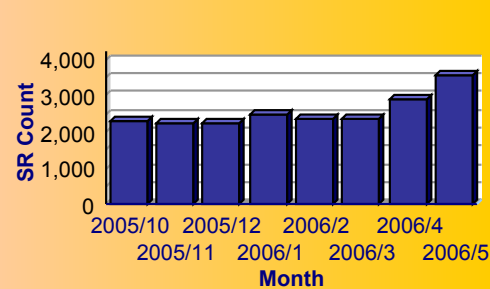
Service

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

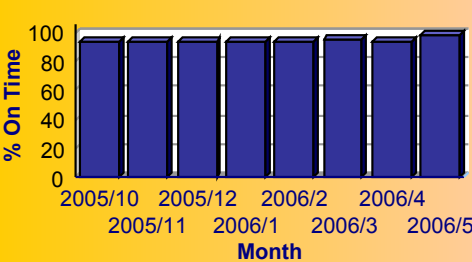
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
20,429	18,754	17,777	94.8%	1,675	1,535	91.6%	94.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 04

FY 2005/2006

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	1,937	647	609	94.1%	38	15.7	1,290	66.6%	1,233	95.6%	1,842	95.1%
2	Litter - DCC	1,467	106	91	85.8%	38	18.3	1,361	92.8%	1,223	89.9%	1,314	89.6%
3	Dead Animal Pick Up - SAN	1,457	0	0	N/A	1	0.4	1,457	100.0%	1,437	98.6%	1,437	98.6%
4	Animal - Loose Aggressive - DCC	1,417	0	0	N/A	3	0.1	1,417	100.0%	1,412	99.6%	1,412	99.6%
5	Junk Motor Vehicle - DCC	954	100	90	90.0%	126	37.7	854	89.5%	840	98.4%	930	97.5%
6	Animal - Confined - DCC	893	0	0	N/A	3	0.2	893	100.0%	889	99.6%	889	99.6%
7	Roll Cart - SAN	878	1	1	100.0%	12	6.5	877	99.9%	763	87.0%	764	87.0%
8	Garbage - Missed - SAN	705	1	1	100.0%	12	3.4	704	99.9%	694	98.6%	695	98.6%
9	Bulky Trash Violations - DCC	689	13	7	53.8%	14	3.8	676	98.1%	644	95.3%	651	94.5%
10	24 Hour Parking/Parking Violations - DPD	643	3	3	100.0%	10	2.9	640	99.5%	634	99.1%	637	99.1%
11	Animal - Loose - DCC	565	30	30	100.0%	45	21.0	535	94.7%	518	96.8%	548	97.0%
12	Animal - Sick/Injured - DCC	549	0	0	N/A	3	0.1	549	100.0%	546	99.5%	546	99.5%
13	Substandard Structure - DCC	534	346	346	100.0%	365	38.9	188	35.2%	188	100.0%	534	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	531	1	0	0.0%	14	1.8	530	99.8%	517	97.5%	517	97.4%
15	Illegal Outside Storage - DCC	421	26	23	88.5%	38	24.2	395	93.8%	309	78.2%	332	78.9%
16	Dead Animal - Clinic Pick Up - SAN	357	0	0	N/A	2	0.0	357	100.0%	356	99.7%	356	99.7%
17	Obstruction Alley/Sidewalk/Street - DCC	346	42	37	88.1%	60	22.3	304	87.9%	286	94.1%	323	93.4%
18	Illegal Garbage/Placement - DCC	261	7	6	85.7%	60	19.1	254	97.3%	246	96.9%	252	96.6%
19	Fire Inspection - DFD	256	35	29	82.9%	60	27.8	221	86.3%	190	86.0%	219	85.5%
20	Open and Vacant Structure - DCC	233	15	13	86.7%	30	11.7	218	93.6%	190	87.2%	203	87.1%



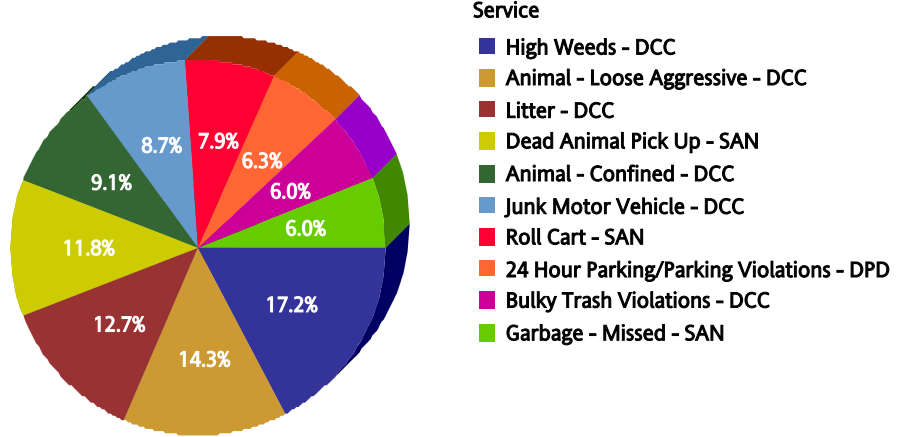
City of Dallas Service Level Performance Report by Council District

for 05

FY 2005/2006

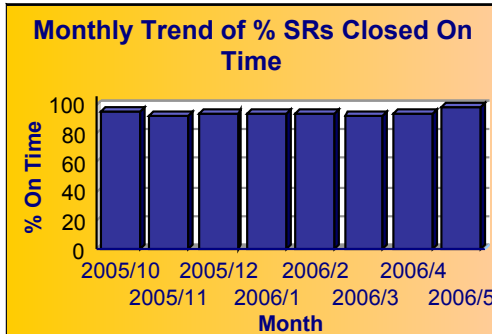
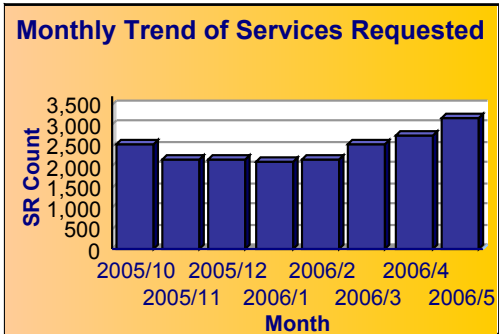
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,829
Animal - Loose Aggressive - DCC	1,516
Litter - DCC	1,345
Dead Animal Pick Up - SAN	1,249
Animal - Confined - DCC	970
Junk Motor Vehicle - DCC	929
Roll Cart - SAN	838
24 Hour Parking/Parking Violations - DPD	671
Bulky Trash Violations - DCC	641
Garbage - Missed - SAN	635



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 %
19,598	17,986	17,011	94.6%	1,612	1,475	91.5%	94.3%





for 05

FY 2005/2006

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	1,829	364	330	90.7%	38	16.3	1,465	80.1%	1,409	96.2%	1,739	95.1%
2	Animal - Loose Aggressive - DCC	1,516	0	0	N/A	3	0.1	1,516	100.0%	1,510	99.6%	1,510	99.6%
3	Litter - DCC	1,345	92	74	80.4%	38	19.1	1,253	93.2%	1,158	92.4%	1,232	91.6%
4	Dead Animal Pick Up - SAN	1,249	0	0	N/A	1	0.3	1,249	100.0%	1,236	99.0%	1,236	99.0%
5	Animal - Confined - DCC	970	0	0	N/A	3	0.2	970	100.0%	959	98.9%	959	98.9%
6	Junk Motor Vehicle - DCC	929	140	131	93.6%	126	33.5	789	84.9%	778	98.6%	909	97.8%
7	Roll Cart - SAN	838	1	1	100.0%	12	8.1	837	99.9%	642	76.7%	643	76.7%
8	24 Hour Parking/Parking Violations - DPD	671	4	4	100.0%	10	2.6	667	99.4%	664	99.6%	668	99.6%
9	Bulky Trash Violations - DCC	641	39	35	89.7%	14	3.5	602	93.9%	561	93.2%	596	93.0%
10	Garbage - Missed - SAN	635	1	1	100.0%	12	3.4	634	99.8%	624	98.4%	625	98.4%
11	Substandard Structure - DCC	619	383	383	100.0%	365	34.1	236	38.1%	236	100.0%	619	100.0%
12	Animal - Loose - DCC	563	23	23	100.0%	45	21.4	540	95.9%	521	96.5%	544	96.6%
13	Obstruction Alley/Sidewalk/Street - DCC	548	86	84	97.7%	60	21.4	462	84.3%	442	95.7%	526	96.0%
14	Animal - Sick/Injured - DCC	492	0	0	N/A	3	0.3	492	100.0%	487	99.0%	487	99.0%
15	Illegal Outside Storage - DCC	414	43	37	86.0%	38	25.3	371	89.6%	302	81.4%	339	81.9%
16	Fire Inspection - DFD	345	32	24	75.0%	60	29.7	313	90.7%	254	81.2%	278	80.6%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	282	1	1	100.0%	14	2.1	281	99.6%	272	96.8%	273	96.8%
18	Smoke Detector Request - DFD	232	11	10	90.9%	30	13.8	221	95.3%	202	91.4%	212	91.4%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	215	0	0	N/A	1	0.0	215	100.0%	214	99.5%	214	99.5%
20	Animal - Cruelty - DCC	214	0	0	N/A	30	0.6	214	100.0%	214	100.0%	214	100.0%



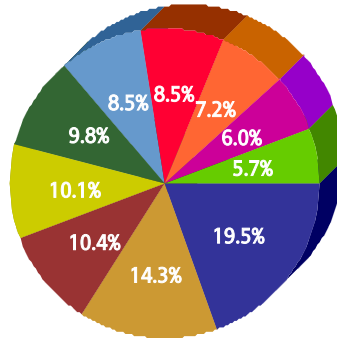
City of Dallas Service Level Performance Report by Council District

for 06

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,282
Litter - DCC	938
Fire Inspection - DFD	681
Junk Motor Vehicle - DCC	661
Animal - Loose Aggressive - DCC	645
Dead Animal Pick Up - SAN	561
Street Spillage/Debris in Right of Way-Hazardous-STS	559
Animal - Confined - DCC	476
24 Hour Parking/Parking Violations - DPD	393
Illegal Outside Storage - DCC	376



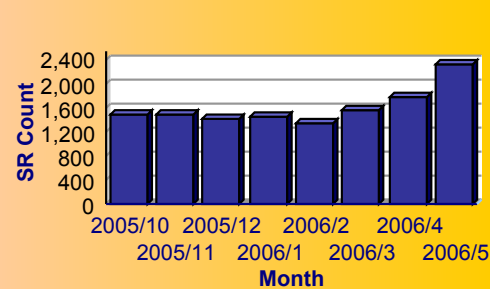
Service

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

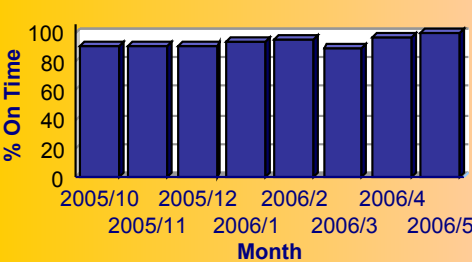
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
12,864	11,848	11,095	93.6%	1,016	934	91.9%	93.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas Service Level Performance Report by Council District
for 06

FY 2005/2006

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	1,282	169	164	97.0%	38	11.4	1,113	86.8%	1,093	98.2%	1,257	98.0%
2	Litter - DCC	938	72	70	97.2%	38	16.9	866	92.3%	795	91.8%	865	92.2%
3	Fire Inspection - DFD	681	114	101	88.6%	60	33.6	567	83.3%	458	80.8%	559	82.1%
4	Junk Motor Vehicle - DCC	661	80	80	100.0%	126	26.9	581	87.9%	576	99.1%	656	99.2%
5	Animal - Loose Aggressive - DCC	645	0	0	N/A	3	0.2	645	100.0%	642	99.5%	642	99.5%
6	Dead Animal Pick Up - SAN	561	0	0	N/A	1	0.3	561	100.0%	558	99.5%	558	99.5%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	559	0	0	N/A	1	0.1	559	100.0%	553	98.9%	553	98.9%
8	Animal - Confined - DCC	476	0	0	N/A	3	0.4	476	100.0%	474	99.6%	474	99.6%
9	24 Hour Parking/Parking Violations - DPD	393	1	1	100.0%	10	6.1	392	99.7%	347	88.5%	348	88.5%
10	Illegal Outside Storage - DCC	376	24	17	70.8%	38	19.9	352	93.6%	313	88.9%	330	87.8%
11	Illegal Land Use (Residential/Business) - DCC	372	21	19	90.5%	60	19.6	351	94.4%	321	91.5%	340	91.4%
12	Substandard Structure - DCC	367	212	212	100.0%	365	51.8	155	42.2%	155	100.0%	367	100.0%
13	Animal - Sick/Injured - DCC	295	0	0	N/A	3	0.1	295	100.0%	295	100.0%	295	100.0%
14	Animal - Loose - DCC	273	8	8	100.0%	45	21.4	265	97.1%	257	97.0%	265	97.1%
15	Dumpster Violation - DCC	260	125	92	73.6%	60	28.4	135	51.9%	133	98.5%	225	86.5%
16	Motor Vehicle Repair Violation - DCC	241	16	13	81.2%	40	13.1	225	93.4%	213	94.7%	226	93.8%
17	Roll Cart - SAN	241	0	0	N/A	12	4.7	241	100.0%	222	92.1%	222	92.1%
18	Obstruction Alley/Sidewalk/Street - DCC	191	20	19	95.0%	60	21.7	171	89.5%	167	97.7%	186	97.4%
19	Garbage - Missed - SAN	154	1	0	0.0%	12	2.0	153	99.4%	153	100.0%	153	99.4%
20	Bulky Trash Violations - DCC	131	6	6	100.0%	14	3.0	125	95.4%	121	96.8%	127	96.9%



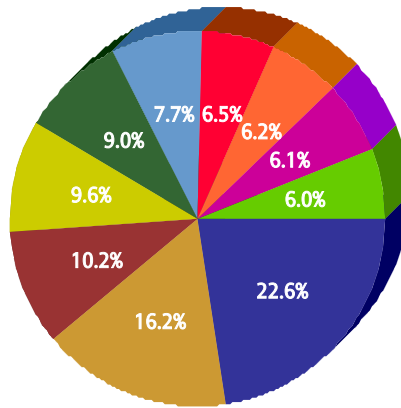
City of Dallas Service Level Performance Report by Council District

for 07

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,589
Litter - DCC	1,854
Dead Animal Pick Up - SAN	1,172
Substandard Structure - DCC	1,095
Animal - Loose Aggressive - DCC	1,028
Junk Motor Vehicle - DCC	877
Bulky Trash Violations - DCC	746
Fire Inspection - DFD	706
Roll Cart - SAN	701
Animal - Confined - DCC	688



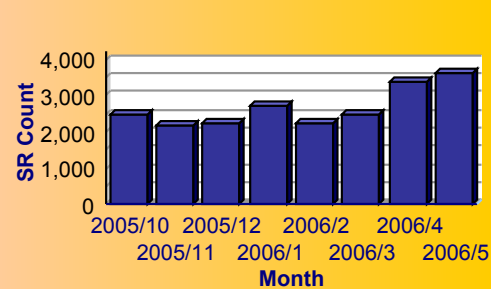
Service

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Substandard Structure - DCC
- Animal - Loose Aggressive - DCC
- Junk Motor Vehicle - DCC
- Bulky Trash Violations - DCC
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC

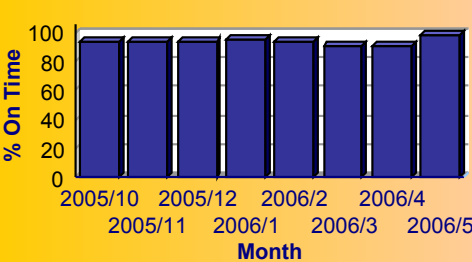
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
21,352	19,147	18,052	94.3%	2,205	2,021	91.7%	94.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 07

FY 2005/2006

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	2,589	615	562	91.4%	38	14.4	1,974	76.2%	1,884	95.4%	2,446	94.5%
2	Litter - DCC	1,854	154	118	76.6%	38	17.6	1,700	91.7%	1,551	91.2%	1,669	90.0%
3	Dead Animal Pick Up - SAN	1,172	0	0	N/A	1	0.3	1,172	100.0%	1,165	99.4%	1,165	99.4%
4	Substandard Structure - DCC	1,095	801	801	100.0%	365	49.3	294	26.8%	294	100.0%	1,095	100.0%
5	Animal - Loose Aggressive - DCC	1,028	0	0	N/A	3	0.2	1,028	100.0%	1,022	99.4%	1,022	99.4%
6	Junk Motor Vehicle - DCC	877	142	137	96.5%	126	39.5	735	83.8%	723	98.4%	860	98.1%
7	Bulky Trash Violations - DCC	746	7	6	85.7%	14	5.0	739	99.1%	689	93.2%	695	93.2%
8	Fire Inspection - DFD	706	54	39	72.2%	60	11.9	652	92.4%	619	94.9%	658	93.2%
9	Roll Cart - SAN	701	0	0	N/A	12	7.5	701	100.0%	541	77.2%	541	77.2%
10	Animal - Confined - DCC	688	0	0	N/A	3	0.2	688	100.0%	685	99.6%	685	99.6%
11	24 Hour Parking/Parking Violations - DPD	594	0	0	N/A	10	2.8	594	100.0%	587	98.8%	587	98.8%
12	Open and Vacant Structure - DCC	503	24	19	79.2%	30	7.3	479	95.2%	442	92.3%	461	91.7%
13	Animal - Sick/Injured - DCC	472	0	0	N/A	3	0.1	472	100.0%	472	100.0%	472	100.0%
14	Garbage - Missed - SAN	463	1	1	100.0%	12	3.3	462	99.8%	457	98.9%	458	98.9%
15	Animal - Loose - DCC	423	13	13	100.0%	45	20.4	410	96.9%	394	96.1%	407	96.2%
16	Illegal Outside Storage - DCC	370	38	17	44.7%	38	22.1	332	89.7%	271	81.6%	288	77.8%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	359	0	0	N/A	1	0.0	359	100.0%	355	98.9%	355	98.9%
18	Obstruction Alley/Sidewalk/Street - DCC	326	41	38	92.7%	60	20.7	285	87.4%	273	95.8%	311	95.4%
19	Smoke Detector Request - DFD	320	5	2	40.0%	30	9.8	315	98.4%	289	91.7%	291	90.9%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	315	0	0	N/A	14	2.0	315	100.0%	305	96.8%	305	96.8%



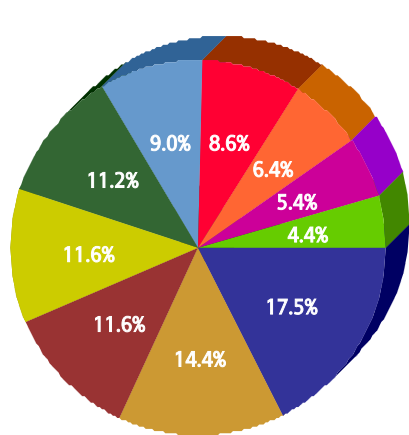
City of Dallas Service Level Performance Report by Council District

for 08

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	1,728
Animal - Loose Aggressive - DCC	1,422
Dead Animal Pick Up - SAN	1,144
Animal - Confined - DCC	1,141
Roll Cart - SAN	1,106
Litter - DCC	883
Junk Motor Vehicle - DCC	843
Animal - Loose - DCC	629
Animal - Sick/Injured - DCC	530
24 Hour Parking/Parking Violations - DPD	433



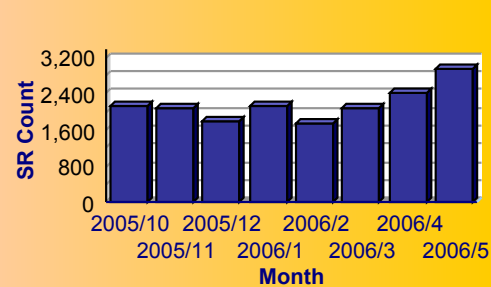
Service

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

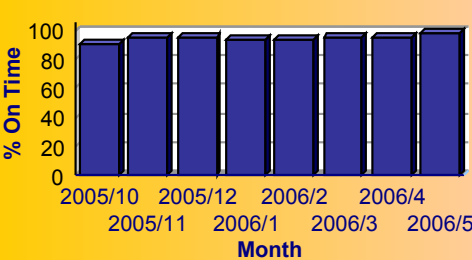
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,302	16,106	15,299	95.0%	1,196	1,109	92.7%	94.8%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 08

FY 2005/2006

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	1,728	342	328	95.9%	38	16.7	1,386	80.2%	1,318	95.1%	1,646	95.3%
2	Animal - Loose Aggressive - DCC	1,422	0	0	N/A	3	0.2	1,422	100.0%	1,418	99.7%	1,418	99.7%
3	Dead Animal Pick Up - SAN	1,144	0	0	N/A	1	0.4	1,144	100.0%	1,126	98.4%	1,126	98.4%
4	Animal - Confined - DCC	1,141	0	0	N/A	3	0.2	1,141	100.0%	1,135	99.5%	1,135	99.5%
5	Roll Cart - SAN	1,106	2	2	100.0%	12	5.6	1,104	99.8%	1,018	92.2%	1,020	92.2%
6	Litter - DCC	883	57	48	84.2%	38	22.0	826	93.5%	727	88.0%	775	87.8%
7	Junk Motor Vehicle - DCC	843	159	149	93.7%	126	31.3	684	81.1%	681	99.6%	830	98.5%
8	Animal - Loose - DCC	629	32	32	100.0%	45	21.3	597	94.9%	583	97.7%	615	97.8%
9	Animal - Sick/Injured - DCC	530	0	0	N/A	3	0.2	530	100.0%	528	99.6%	528	99.6%
10	24 Hour Parking/Parking Violations - DPD	433	0	0	N/A	10	2.6	433	100.0%	433	100.0%	433	100.0%
11	Garbage - Missed - SAN	418	0	0	N/A	12	3.2	418	100.0%	414	99.0%	414	99.0%
12	Bulky Trash Violations - DCC	413	7	5	71.4%	14	4.1	406	98.3%	381	93.8%	386	93.5%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	406	0	0	N/A	1	0.0	406	100.0%	403	99.3%	403	99.3%
14	Substandard Structure - DCC	405	204	204	100.0%	365	58.7	201	49.6%	201	100.0%	405	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	317	55	55	100.0%	60	33.3	262	82.6%	234	89.3%	289	91.2%
16	Illegal Outside Storage - DCC	260	42	32	76.2%	38	23.9	218	83.8%	169	77.5%	201	77.3%
17	Fire Inspection - DFD	260	30	16	53.3%	60	30.5	230	88.5%	193	83.9%	209	80.4%
18	Animal - Cruelty - DCC	246	0	0	N/A	30	1.0	246	100.0%	243	98.8%	243	98.8%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	241	1	1	100.0%	14	2.3	240	99.6%	229	95.4%	230	95.4%
20	Parking - Unapproved Surface - DCC	217	0	0	N/A	14	6.6	217	100.0%	188	86.6%	188	86.6%



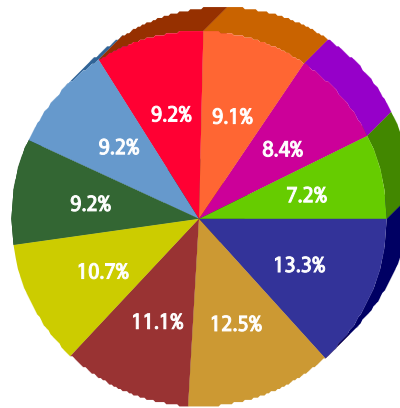
City of Dallas Service Level Performance Report by Council District

for 09

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Bulky Trash Violations - DCC	849
Dead Animal Pick Up - SAN	798
Roll Cart - SAN	710
Animal - Confined - DCC	685
Animal - Loose Aggressive - DCC	589
High Weeds - DCC	586
Garbage - Missed - SAN	584
Obstruction Alley/Sidewalk/Street - DCC	579
Litter - DCC	537
24 Hour Parking/Parking Violations - DPD	457



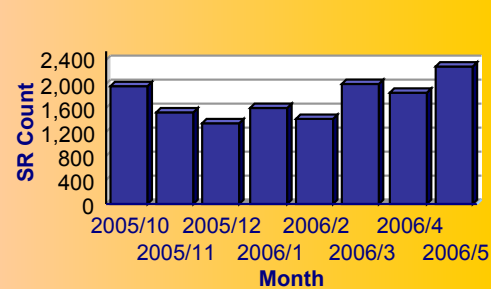
Service

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

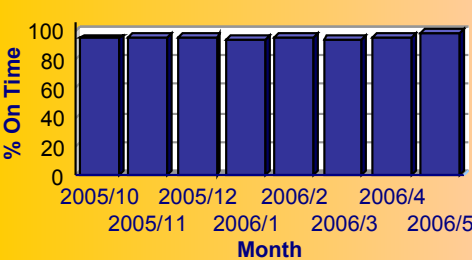
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
13,939	13,299	12,631	95.0%	640	606	94.7%	95.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 09

FY 2005/2006

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	Bulky Trash Violations - DCC	849	13	13	100.0%	14	3.4	836	98.5%	807	96.5%	820	96.6%
2	Dead Animal Pick Up - SAN	798	0	0	N/A	1	0.3	798	100.0%	790	99.0%	790	99.0%
3	Roll Cart - SAN	710	0	0	N/A	12	8.8	710	100.0%	528	74.4%	528	74.4%
4	Animal - Confined - DCC	685	0	0	N/A	3	0.1	685	100.0%	682	99.6%	682	99.6%
5	Animal - Loose Aggressive - DCC	589	0	0	N/A	3	0.2	589	100.0%	586	99.5%	586	99.5%
6	High Weeds - DCC	586	88	87	98.9%	38	13.4	498	85.0%	486	97.6%	573	97.8%
7	Garbage - Missed - SAN	584	1	1	100.0%	12	2.7	583	99.8%	573	98.3%	574	98.3%
8	Obstruction Alley/Sidewalk/Street - DCC	579	74	73	98.6%	60	21.9	505	87.2%	488	96.6%	561	96.9%
9	Litter - DCC	537	26	22	84.6%	38	14.6	511	95.2%	492	96.3%	514	95.7%
10	24 Hour Parking/Parking Violations - DPD	457	0	0	N/A	10	4.4	457	100.0%	448	98.0%	448	98.0%
11	Junk Motor Vehicle - DCC	398	55	55	100.0%	126	25.9	343	86.2%	340	99.1%	395	99.2%
12	Animal - Loose - DCC	353	18	18	100.0%	45	21.0	335	94.9%	324	96.7%	342	96.9%
13	Animal - Sick/Injured - DCC	269	0	0	N/A	3	0.2	269	100.0%	267	99.3%	267	99.3%
14	Recyclable Collection Missed (Residential) - SAN	244	0	0	N/A	3	1.0	244	100.0%	239	98.0%	239	98.0%
15	Illegal Outside Storage - DCC	242	16	14	87.5%	38	15.4	226	93.4%	198	87.6%	212	87.6%
16	Street Repair - Routine-STS	195	13	13	100.0%	120	17.2	182	93.3%	179	98.4%	192	98.5%
17	Substandard Structure - DCC	193	87	87	100.0%	365	48.8	106	54.9%	106	100.0%	193	100.0%
18	Animal - Noisy - DCC	186	0	0	N/A	30	3.6	186	100.0%	184	98.9%	184	98.9%
19	Fire Inspection - DFD	185	18	17	94.4%	60	23.2	167	90.3%	157	94.0%	174	94.1%
20	Street Spillage/Debris in Right of Way-Hazardous-STS	185	0	0	N/A	1	0.0	185	100.0%	185	100.0%	185	100.0%

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



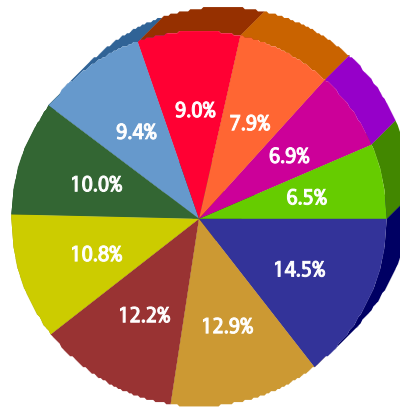
City of Dallas Service Level Performance Report by Council District

for 10

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Obstruction Alley/Sidewalk/Street - DCC	534
Animal - Confined - DCC	475
High Weeds - DCC	450
Bulky Trash Violations - DCC	397
Dead Animal Pick Up - SAN	367
Litter - DCC	348
Garbage - Missed - SAN	331
Roll Cart - SAN	292
Animal - Loose Aggressive - DCC	254
24 Hour Parking/Parking Violations - DPD	239

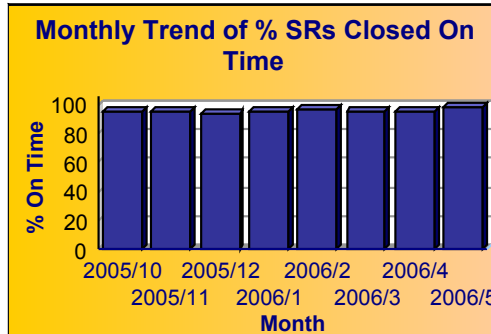
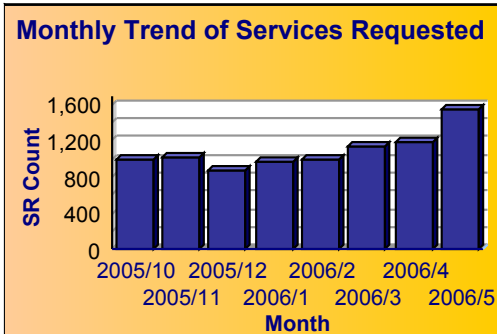


Service

- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- High Weeds - DCC
- Bulky Trash Violations - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Garbage - Missed - SAN
- Roll Cart - SAN
- 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 %
8,728	8,243	7,907	95.9%	485	448	92.4%	95.7%





for 10

FY 2005/2006

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	534	101	101	100.0%	60	16.4	433	81.1%	427	98.6%	528	98.9%
2	Animal - Confined - DCC	475	0	0	N/A	3	0.2	475	100.0%	471	99.2%	471	99.2%
3	High Weeds - DCC	450	56	55	98.2%	38	11.2	394	87.6%	390	99.0%	445	98.9%
4	Bulky Trash Violations - DCC	397	4	4	100.0%	14	4.4	393	99.0%	377	95.9%	381	96.0%
5	Dead Animal Pick Up - SAN	367	0	0	N/A	1	0.2	367	100.0%	366	99.7%	366	99.7%
6	Litter - DCC	348	14	14	100.0%	38	13.2	334	96.0%	328	98.2%	342	98.3%
7	Garbage - Missed - SAN	331	0	0	N/A	12	2.5	331	100.0%	331	100.0%	331	100.0%
8	Roll Cart - SAN	292	0	0	N/A	12	7.4	292	100.0%	248	84.9%	248	84.9%
9	Animal - Loose Aggressive - DCC	254	0	0	N/A	3	0.1	254	100.0%	254	100.0%	254	100.0%
10	24 Hour Parking/Parking Violations - DPD	239	1	0	0.0%	10	4.2	238	99.6%	234	98.3%	234	97.9%
11	Substandard Structure Apts - DCC	233	30	30	100.0%	365	14.0	203	87.1%	203	100.0%	233	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	233	0	0	N/A	1	0.1	233	100.0%	230	98.7%	230	98.7%
13	Substandard Structure - DCC	218	81	81	100.0%	365	60.2	137	62.8%	137	100.0%	218	100.0%
14	Fire Inspection - DFD	217	26	20	76.9%	60	26.9	191	88.0%	163	85.3%	183	84.3%
15	Signs - Other - DCC	176	4	1	25.0%	38	11.9	172	97.7%	161	93.6%	162	92.0%
16	Junk Motor Vehicle - DCC	176	18	18	100.0%	126	15.6	158	89.8%	158	100.0%	176	100.0%
17	Animal - Sick/Injured - DCC	167	0	0	N/A	3	0.1	167	100.0%	167	100.0%	167	100.0%
18	Illegal Outside Storage - DCC	155	6	5	83.3%	38	12.4	149	96.1%	148	99.3%	153	98.7%
19	Animal - Loose - DCC	141	4	4	100.0%	45	20.9	137	97.2%	133	97.1%	137	97.2%
20	Recyclable Collection Missed (Residential) - SAN	129	0	0	N/A	3	1.1	129	100.0%	127	98.4%	127	98.4%



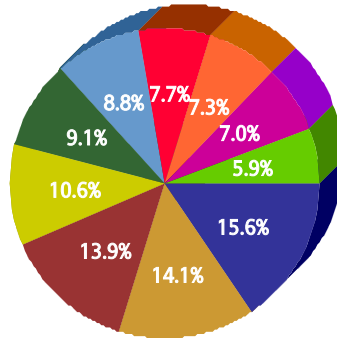
City of Dallas Service Level Performance Report by Council District

for 11

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Animal - Confined - DCC	402
Fire Inspection - DFD	363
Street Spillage/Debris in Right of Way-Hazardous-STS	357
Dead Animal Pick Up - SAN	274
Roll Cart - SAN	234
Garbage - Missed - SAN	227
High Weeds - DCC	199
24 Hour Parking/Parking Violations - DPD	188
Bulky Trash Violations - DCC	181
Litter - DCC	151



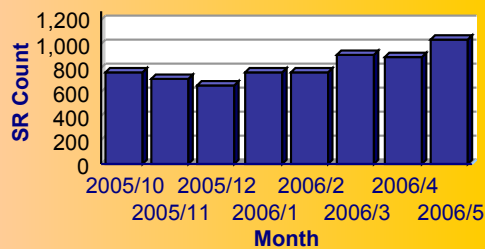
Service

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

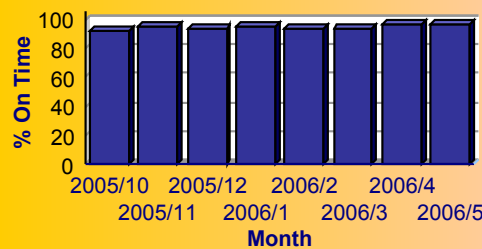
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,465	6,227	5,911	94.9%	238	208	87.4%	94.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 11

FY 2005/2006

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	402	0	0	N/A	3	0.1	402	100.0%	401	99.8%	401	99.8%
2	Fire Inspection - DFD	363	61	40	65.6%	60	29.2	302	83.2%	261	86.4%	301	82.9%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	357	0	0	N/A	1	0.0	357	100.0%	355	99.4%	355	99.4%
4	Dead Animal Pick Up - SAN	274	0	0	N/A	1	0.3	274	100.0%	272	99.3%	272	99.3%
5	Roll Cart - SAN	234	1	1	100.0%	12	6.4	233	99.6%	204	87.6%	205	87.6%
6	Garbage - Missed - SAN	227	0	0	N/A	12	2.6	227	100.0%	227	100.0%	227	100.0%
7	High Weeds - DCC	199	19	19	100.0%	38	10.1	180	90.5%	179	99.4%	198	99.5%
8	24 Hour Parking/Parking Violations - DPD	188	0	0	N/A	10	5.0	188	100.0%	170	90.4%	170	90.4%
9	Bulky Trash Violations - DCC	181	0	0	N/A	14	3.4	181	100.0%	175	96.7%	175	96.7%
10	Litter - DCC	151	8	8	100.0%	38	11.4	143	94.7%	143	100.0%	151	100.0%
11	Animal - Loose Aggressive - DCC	142	0	0	N/A	3	0.1	142	100.0%	141	99.3%	141	99.3%
12	Obstruction Alley/Sidewalk/Street - DCC	141	10	10	100.0%	60	12.6	131	92.9%	129	98.5%	139	98.6%
13	Substandard Structure Apts - DCC	134	12	12	100.0%	365	18.0	122	91.0%	122	100.0%	134	100.0%
14	Street Repair - Routine-STS	116	16	16	100.0%	120	26.4	100	86.2%	96	96.0%	112	96.6%
15	Animal - Sick/Injured - DCC	110	0	0	N/A	3	0.1	110	100.0%	109	99.1%	109	99.1%
16	Recyclable Collection Missed (Residential) - SAN	108	0	0	N/A	3	0.9	108	100.0%	104	96.3%	104	96.3%
17	Traffic Signal - Timing - PWT	89	0	0	N/A	4	1.8	89	100.0%	84	94.4%	84	94.4%
18	Animal - Loose - DCC	87	6	6	100.0%	45	19.1	81	93.1%	77	95.1%	83	95.4%
19	Pothole - Hazardous-STS	87	0	0	N/A	1	0.0	87	100.0%	87	100.0%	87	100.0%
20	Substandard Structure - DCC	86	13	13	100.0%	365	39.5	73	84.9%	73	100.0%	86	100.0%



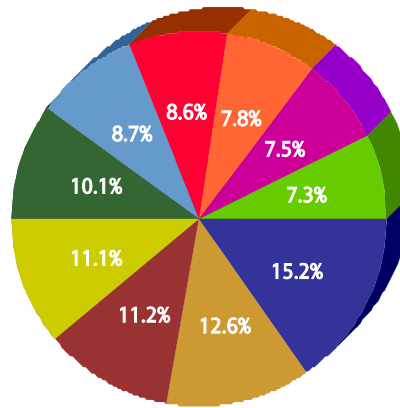
City of Dallas Service Level Performance Report by Council District

for 12

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Animal - Confined - DCC	387
Roll Cart - SAN	320
Fire Inspection - DFD	286
Garbage - Missed - SAN	282
Dead Animal Pick Up - SAN	257
24 Hour Parking/Parking Violations - DPD	223
Bulky Trash Violations - DCC	218
Obstruction Alley/Sidewalk/Street - DCC	200
Litter - DCC	190
High Weeds - DCC	186



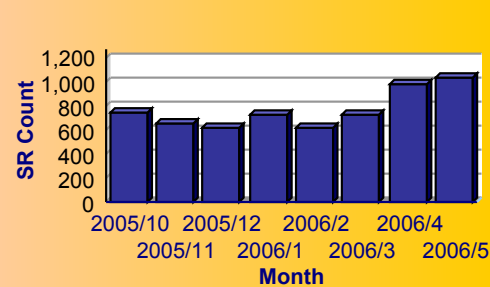
Service

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

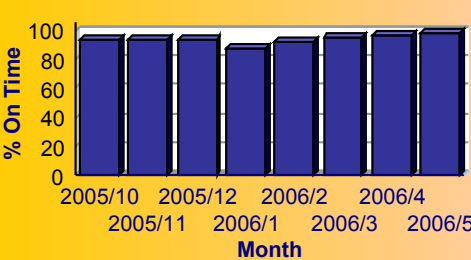
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
6,104	5,902	5,569	94.4%	202	181	89.6%	94.2%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 12

FY 2005/2006

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	387	0	0	N/A	3	0.1	387	100.0%	385	99.5%	385	99.5%
2	Roll Cart - SAN	320	0	0	N/A	12	6.9	320	100.0%	281	87.8%	281	87.8%
3	Fire Inspection - DFD	286	20	16	80.0%	60	30.3	266	93.0%	226	85.0%	242	84.6%
4	Garbage - Missed - SAN	282	0	0	N/A	12	2.4	282	100.0%	282	100.0%	282	100.0%
5	Dead Animal Pick Up - SAN	257	0	0	N/A	1	0.3	257	100.0%	253	98.4%	253	98.4%
6	24 Hour Parking/Parking Violations - DPD	223	1	0	0.0%	10	4.9	222	99.6%	202	91.0%	202	90.6%
7	Bulky Trash Violations - DCC	218	4	2	50.0%	14	3.3	214	98.2%	211	98.6%	213	97.7%
8	Obstruction Alley/Sidewalk/Street - DCC	200	12	12	100.0%	60	11.7	188	94.0%	187	99.5%	199	99.5%
9	Litter - DCC	190	5	5	100.0%	38	12.8	185	97.4%	182	98.4%	187	98.4%
10	High Weeds - DCC	186	19	19	100.0%	38	10.7	167	89.8%	166	99.4%	185	99.5%
11	Street Repair - Routine-STS	144	18	16	88.9%	120	35.7	126	87.5%	111	88.1%	127	88.2%
12	Animal - Sick/Injured - DCC	136	0	0	N/A	3	0.1	136	100.0%	136	100.0%	136	100.0%
13	Animal - Loose Aggressive - DCC	117	0	0	N/A	3	0.1	117	100.0%	117	100.0%	117	100.0%
14	Street Spillage/Debris in Right of Way-Hazardous-STS	110	0	0	N/A	1	0.1	110	100.0%	108	98.2%	108	98.2%
15	Recyclable Collection Missed (Residential) - SAN	106	0	0	N/A	3	1.4	106	100.0%	100	94.3%	100	94.3%
16	Substandard Structure - DCC	102	10	10	100.0%	365	43.1	92	90.2%	92	100.0%	102	100.0%
17	Animal - Noisy - DCC	93	0	0	N/A	30	5.9	93	100.0%	88	94.6%	88	94.6%
18	Cost Plus - SAN	90	0	0	N/A	5	4.3	90	100.0%	59	65.6%	59	65.6%
19	Pothole - Hazardous-STS	82	0	0	N/A	1	0.0	82	100.0%	82	100.0%	82	100.0%
20	Street Lighting - Maintenance - PWT	76	0	0	N/A	14	0.8	76	100.0%	76	100.0%	76	100.0%



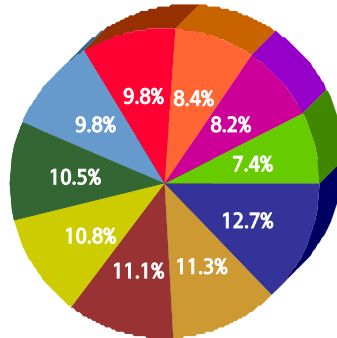
City of Dallas Service Level Performance Report by Council District

for 13

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	602
Garbage - Missed - SAN	537
Fire Inspection - DFD	528
Obstruction Alley/Sidewalk/Street - DCC	512
Animal - Confined - DCC	498
Bulky Trash Violations - DCC	463
Dead Animal Pick Up - SAN	463
Street Spillage/Debris in Right of Way-Hazardous-STS	399
High Weeds - DCC	387
24 Hour Parking/Parking Violations - DPD	349



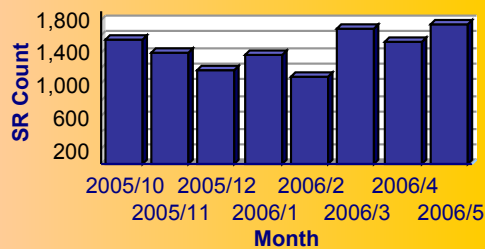
Service

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

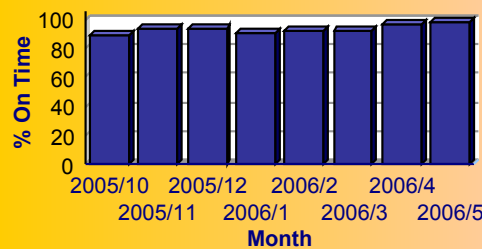
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
11,499	10,950	10,266	93.8%	549	496	90.3%	93.6%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 13

FY 2005/2006

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	602	13	12	92.3%	12	5.4	589	97.8%	570	96.8%	582	96.7%
2	Garbage - Missed - SAN	537	0	0	N/A	12	2.2	537	100.0%	533	99.3%	533	99.3%
3	Fire Inspection - DFD	528	71	45	63.4%	60	33.2	457	86.6%	402	88.0%	447	84.7%
4	Obstruction Alley/Sidewalk/Street - DCC	512	33	33	100.0%	60	20.6	479	93.6%	429	89.6%	462	90.2%
5	Animal - Confined - DCC	498	0	0	N/A	3	0.1	498	100.0%	496	99.6%	496	99.6%
6	Bulky Trash Violations - DCC	463	2	2	100.0%	14	6.0	461	99.6%	404	87.6%	406	87.7%
7	Dead Animal Pick Up - SAN	463	0	0	N/A	1	0.4	463	100.0%	459	99.1%	459	99.1%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	399	0	0	N/A	1	0.1	399	100.0%	393	98.5%	393	98.5%
9	High Weeds - DCC	387	28	28	100.0%	38	15.0	359	92.8%	325	90.5%	353	91.2%
10	24 Hour Parking/Parking Violations - DPD	349	2	2	100.0%	10	5.3	347	99.4%	316	91.1%	318	91.1%
11	Litter - DCC	289	14	14	100.0%	38	15.1	275	95.2%	256	93.1%	270	93.4%
12	Street Repair - Routine-STS	272	58	56	96.6%	120	29.1	214	78.7%	196	91.6%	252	92.6%
13	Animal - Loose Aggressive - DCC	260	0	0	N/A	3	0.7	260	100.0%	258	99.2%	258	99.2%
14	Recyclable Collection Missed (Residential) - SAN	257	0	0	N/A	3	1.0	257	100.0%	249	96.9%	249	96.9%
15	Pothole - Hazardous-STS	188	0	0	N/A	1	0.1	188	100.0%	185	98.4%	185	98.4%
16	Brush/Bulk Items - Missed - SAN	185	1	1	100.0%	30	8.1	184	99.5%	180	97.8%	181	97.8%
17	Animal - Sick/Injured - DCC	180	0	0	N/A	3	0.1	180	100.0%	180	100.0%	180	100.0%
18	Substandard Structure - DCC	176	64	64	100.0%	365	43.5	112	63.6%	112	100.0%	176	100.0%
19	Sanitation Property Damage - SAN	164	41	41	100.0%	120	14.8	123	75.0%	123	100.0%	164	100.0%
20	Animal - Loose - DCC	153	14	14	100.0%	45	18.7	139	90.8%	138	99.3%	152	99.3%

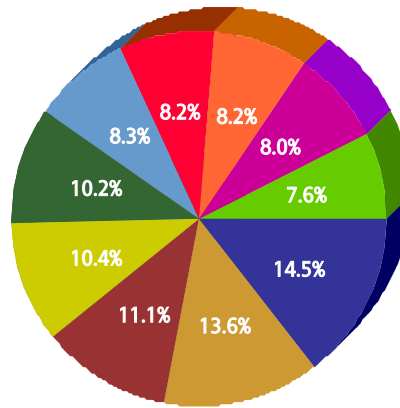


for 14

FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	823
Litter - DCC	771
High Weeds - DCC	631
Dead Animal Pick Up - SAN	593
Fire Inspection - DFD	581
Garbage - Missed - SAN	469
Obstruction Alley/Sidewalk/Street - DCC	466
Animal - Confined - DCC	464
24 Hour Parking/Parking Violations - DPD	455
Bulky Trash Violations - DCC	430



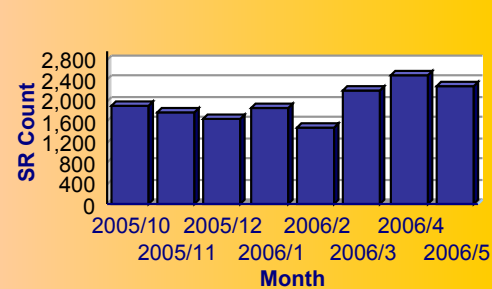
Service

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

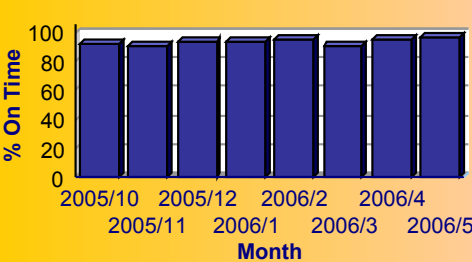
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
15,673	14,695	13,772	93.7%	978	877	89.7%	93.5%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for 14

FY 2005/2006

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	823	19	17	89.5%	12	6.7	804	97.7%	672	83.6%	689	83.7%
2	Litter - DCC	771	50	44	88.0%	38	15.9	721	93.5%	681	94.5%	725	94.0%
3	High Weeds - DCC	631	136	129	94.9%	38	15.2	495	78.4%	468	94.5%	597	94.6%
4	Dead Animal Pick Up - SAN	593	0	0	N/A	1	0.3	593	100.0%	589	99.3%	589	99.3%
5	Fire Inspection - DFD	581	79	59	74.7%	60	27.2	502	86.4%	446	88.8%	505	86.9%
6	Garbage - Missed - SAN	469	1	1	100.0%	12	2.4	468	99.8%	465	99.4%	466	99.4%
7	Obstruction Alley/Sidewalk/Street - DCC	466	120	120	100.0%	60	20.1	346	74.2%	337	97.4%	457	98.1%
8	Animal - Confined - DCC	464	0	0	N/A	3	0.1	464	100.0%	464	100.0%	464	100.0%
9	24 Hour Parking/Parking Violations - DPD	455	0	0	N/A	10	5.3	455	100.0%	403	88.6%	403	88.6%
10	Bulky Trash Violations - DCC	430	15	11	73.3%	14	3.5	415	96.5%	400	96.4%	411	95.6%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	409	0	0	N/A	1	0.1	409	100.0%	403	98.5%	403	98.5%
12	Animal - Loose Aggressive - DCC	331	0	0	N/A	3	0.2	331	100.0%	329	99.4%	329	99.4%
13	Delinquent M/F License fee	310	0	0	N/A	45	17.5	310	100.0%	282	91.0%	282	91.0%
14	Substandard Structure - DCC	298	143	143	100.0%	365	55.0	155	52.0%	155	100.0%	298	100.0%
15	Animal - Sick/Injured - DCC	258	0	0	N/A	3	0.2	258	100.0%	256	99.2%	256	99.2%
16	Recyclable Collection Missed (Residential) - SAN	257	0	0	N/A	3	1.5	257	100.0%	247	96.1%	247	96.1%
17	Graffiti Private Property - Residential/Commercial	246	30	29	96.7%	90	23.3	216	87.8%	213	98.6%	242	98.4%
18	Street Repair - Routine-STS	246	24	23	95.8%	120	21.8	222	90.2%	215	96.8%	238	96.7%
19	Junk Motor Vehicle - DCC	225	25	24	96.0%	126	27.1	200	88.9%	200	100.0%	224	99.6%
20	Animal - Loose - DCC	223	5	5	100.0%	45	20.2	218	97.8%	214	98.2%	219	98.2%



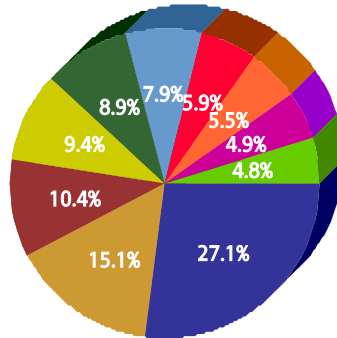
City of Dallas Service Level Performance Report by Council District

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FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	324
Street Spillage/Debris in Right of Way-Hazardous-STS	181
Fire Inspection - DFD	125
Dead Animal Pick Up - SAN	113
Litter - DCC	106
Roll Cart - SAN	95
Signs - Public Right of Way - DCC	71
Substandard Structure - DCC	66
Animal - Loose - DCC	59
24 Hour Parking/Parking Violations - DPD	57



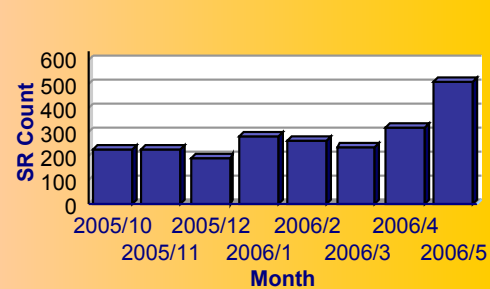
Service

- High Weeds - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Signs - Public Right of Way - DCC
- Substandard Structure - DCC
- Animal - Loose - DCC
- 24 Hour Parking/Parking Violations - DPD

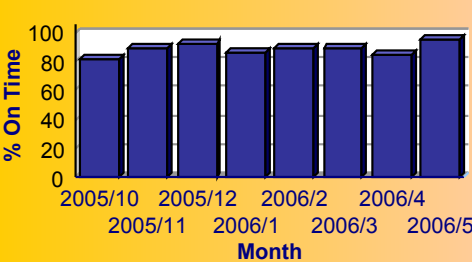
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,246	1,931	1,732	89.7%	315	268	85.1%	89.0%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for U

FY 2005/2006

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

Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	All SRs On Time	% of All SRs On Time
1	High Weeds - DCC	324	140	132	94.3%	38	16.0	184	56.8%	173	94.0%	305	94.1%
2	Street Spillage/Debris in Right of Way-Hazardous-STS	181	0	0	N/A	1	0.0	181	100.0%	180	99.4%	180	99.4%
3	Fire Inspection - DFD	125	14	7	50.0%	60	25.1	111	88.8%	98	88.3%	105	84.0%
4	Dead Animal Pick Up - SAN	113	0	0	N/A	1	0.3	113	100.0%	111	98.2%	111	98.2%
5	Litter - DCC	106	35	35	100.0%	38	24.0	71	67.0%	61	85.9%	96	90.6%
6	Roll Cart - SAN	95	12	3	25.0%	12	16.2	83	87.4%	42	50.6%	45	47.4%
7	Signs - Public Right of Way - DCC	71	0	0	N/A	7	0.8	71	100.0%	69	97.2%	69	97.2%
8	Substandard Structure - DCC	66	39	39	100.0%	365	30.9	27	40.9%	27	100.0%	66	100.0%
9	Animal - Loose - DCC	59	3	3	100.0%	45	18.1	56	94.9%	56	100.0%	59	100.0%
10	24 Hour Parking/Parking Violations - DPD	57	2	1	50.0%	10	6.8	55	96.5%	44	80.0%	45	78.9%
11	Parking - Unapproved Surface - Eve/Weekends - DCC	51	1	0	0.0%	14	0.8	50	98.0%	49	98.0%	49	96.1%
12	Garbage - Missed - SAN	43	5	0	0.0%	12	20.5	38	88.4%	23	60.5%	23	53.5%
13	Miscellaneous Service Request - SCS	39	0	0	N/A	10	3.3	39	100.0%	39	100.0%	39	100.0%
14	Animal - Sick/Injured - DCC	38	0	0	N/A	3	0.1	38	100.0%	38	100.0%	38	100.0%
15	Animal - Confined - DCC	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
16	Pothole - Hazardous-STS	28	0	0	N/A	1	0.2	28	100.0%	27	96.4%	27	96.4%
17	Crime/Vandalism/MISC. DPD	27	1	1	100.0%	14	10.8	26	96.3%	20	76.9%	21	77.8%
18	Delinquent M/F License fee	26	0	0	N/A	45	12.1	26	100.0%	25	96.2%	25	96.2%
19	Street Repair - Routine-STS	25	5	3	60.0%	120	60.1	20	80.0%	18	90.0%	21	84.0%
20	Obstruction Alley/Sidewalk/Street - DCC	24	7	7	100.0%	60	20.2	17	70.8%	16	94.1%	23	95.8%