



**FY 2005 – 2006**

**YEAR-TO-DATE**

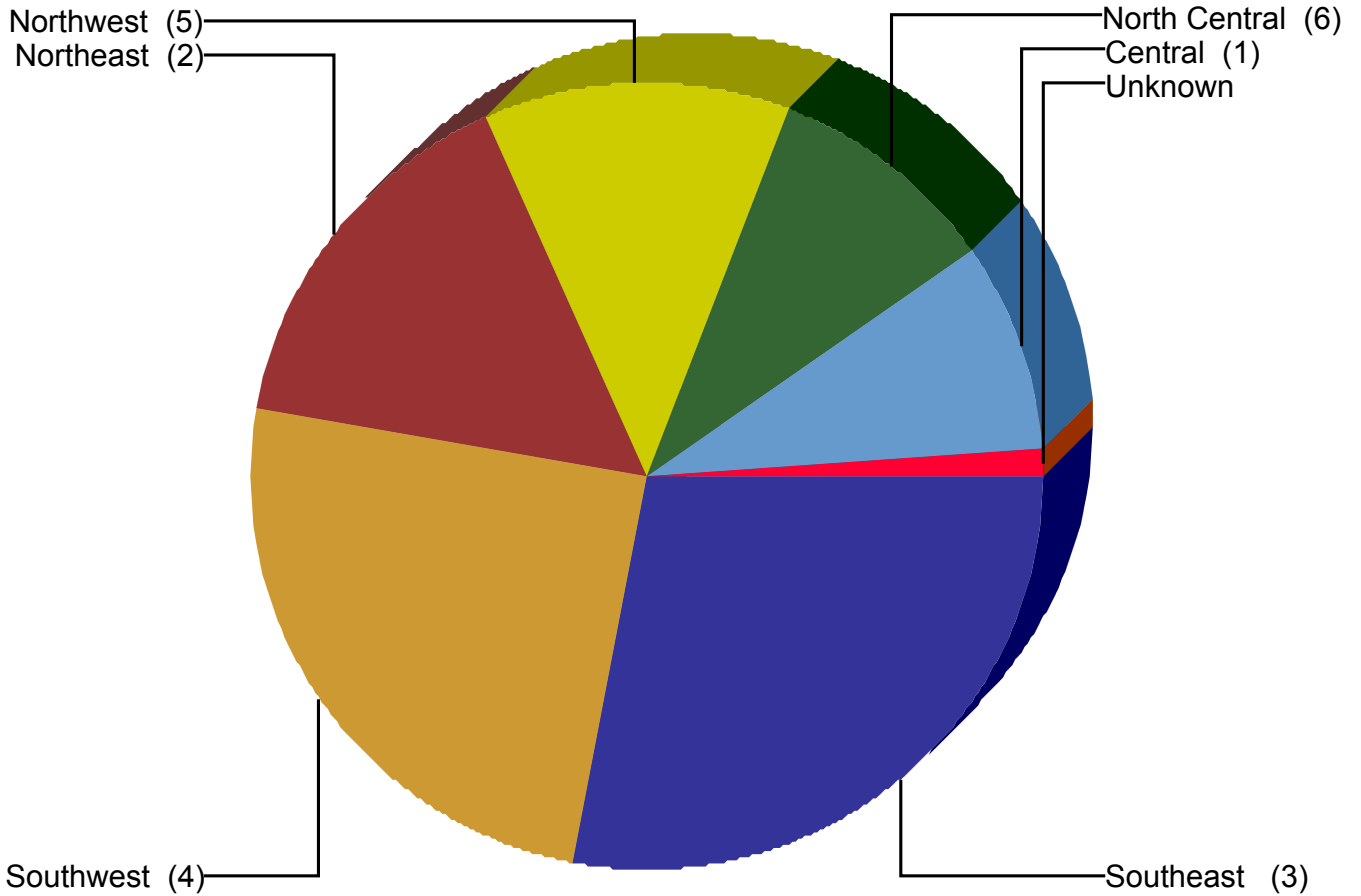
**Service Request  
Performance Reports  
by  
City Service Area  
And Citywide Summary**

**MAY 2006**

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**City of Dallas** Service Area Report  
From Oct 1 2005 to May 31 2006



Service Area	SRs Created	% of CityWide Total	% of All SRs On Time
Central (1)	17,398	8.5%	92.9%
North Central (6)	19,598	9.6%	93.9%
Northeast (2)	31,599	15.4%	95.1%
Northwest (5)	25,649	12.5%	92.1%
Southeast (3)	57,317	28.0%	94.3%
Southwest (4)	50,791	24.8%	94.9%
Unknown	2,212	1.1%	88.9%
<b>Total</b>	<b>204,564</b>	<b>100.0%</b>	<b>94.1%</b>

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

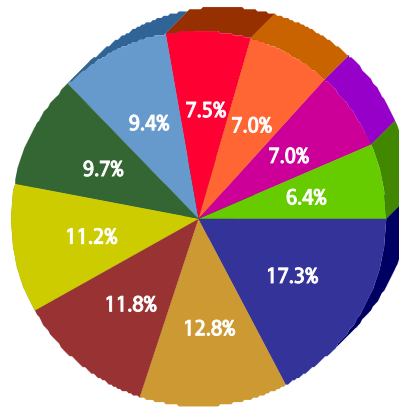


For Citywide

For 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



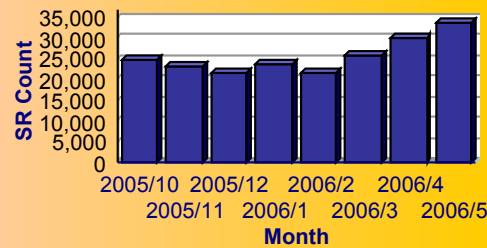
Service

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

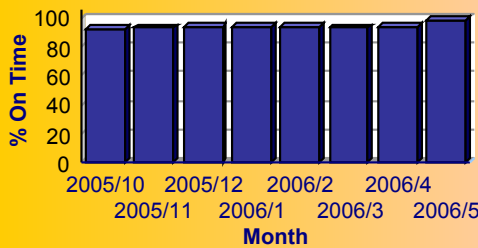
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
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

For 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%

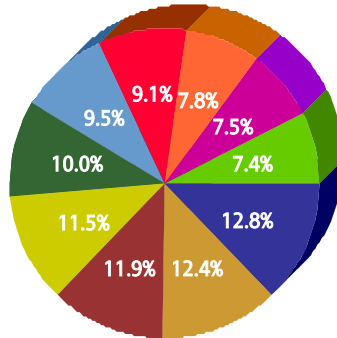


for Central (1)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	767
High Weeds - DCC	744
Roll Cart - SAN	717
Litter - DCC	691
Dead Animal Pick Up - SAN	602
Delinquent M/F License fee	569
24 Hour Parking/Parking Violations - DPD	547
Street Spillage/Debris in Right of Way-Hazardous-STS	467
Graffiti Private Property - Residential/Commercial	452
Garbage - Missed - SAN	445



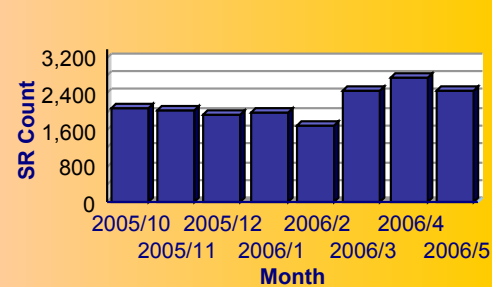
Service

- Fire Inspection - DFD
- High Weeds - DCC
- Roll Cart - SAN
- Litter - DCC
- Dead Animal Pick Up - SAN
- Delinquent M/F License fee
- 24 Hour Parking/Parking Violations - DPD
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Graffiti Private Property - Residential/Commercial
- Garbage - Missed - SAN

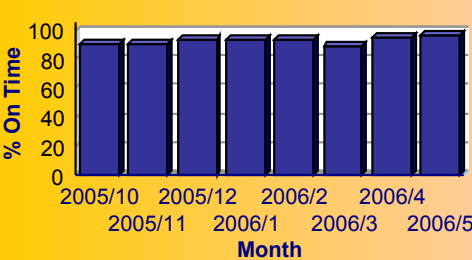
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
17,398	16,200	15,090	93.1%	1,198	1,079	90.1%	92.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Central (1)

For 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	Fire Inspection - DFD	767	89	68	76.4%	60	25.7	678	88.4%	602	88.8%	670	87.4%
2	High Weeds - DCC	744	131	125	95.4%	38	15.4	613	82.4%	586	95.6%	711	95.6%
3	Roll Cart - SAN	717	13	11	84.6%	12	7.5	704	98.2%	552	78.4%	563	78.5%
4	Litter - DCC	691	50	44	88.0%	38	16.8	641	92.8%	604	94.2%	648	93.8%
5	Dead Animal Pick Up - SAN	602	0	0	N/A	1	0.3	602	100.0%	598	99.3%	598	99.3%
6	Delinquent M/F License fee	569	0	0	N/A	45	17.0	569	100.0%	517	90.9%	517	90.9%
7	24 Hour Parking/Parking Violations - DPD	547	1	1	100.0%	10	5.6	546	99.8%	481	88.1%	482	88.1%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	467	0	0	N/A	1	0.1	467	100.0%	462	98.9%	462	98.9%
9	Graffiti Private Property - Residential/Commercial	452	51	50	98.0%	90	26.2	401	88.7%	391	97.5%	441	97.6%
10	Garbage - Missed - SAN	445	1	1	100.0%	12	2.7	444	99.8%	438	98.6%	439	98.7%
11	Animal - Loose Aggressive - DCC	443	0	0	N/A	3	0.3	443	100.0%	439	99.1%	439	99.1%
12	Animal - Confined - DCC	430	0	0	N/A	3	0.2	430	100.0%	430	100.0%	430	100.0%
13	Substandard Structure - DCC	412	231	231	100.0%	365	56.4	181	43.9%	181	100.0%	412	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	405	84	84	100.0%	60	20.4	321	79.3%	314	97.8%	398	98.3%
15	Junk Motor Vehicle - DCC	350	54	54	100.0%	126	24.5	296	84.6%	296	100.0%	350	100.0%
16	Bulky Trash Violations - DCC	285	2	2	100.0%	14	2.4	283	99.3%	275	97.2%	277	97.2%
17	Multi-Family License Inspection - DCC	280	83	79	95.2%	126	43.5	197	70.4%	182	92.4%	261	93.2%
18	Animal - Sick/Injured - DCC	261	0	0	N/A	3	0.2	261	100.0%	260	99.6%	260	99.6%
19	Animal - Loose - DCC	252	8	8	100.0%	45	21.1	244	96.8%	235	96.3%	243	96.4%
20	Dumpster Violation - DCC	247	56	31	55.4%	60	31.1	191	77.3%	164	85.9%	195	78.9%



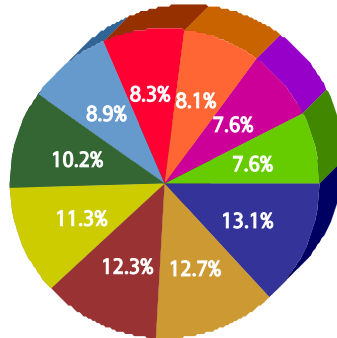
**City of Dallas** Service Level Performance Report by CSA

for North Central (6)

For FY 2005/2006

**Top 10 Services**

SR Type	Service Request Count
Animal - Confined - DCC	1,049
Roll Cart - SAN	1,022
Fire Inspection - DFD	990
Garbage - Missed - SAN	906
Dead Animal Pick Up - SAN	817
Bulky Trash Violations - DCC	712
Obstruction Alley/Sidewalk/Street - DCC	668
Street Spillage/Debris in Right of Way-Hazardous-STS	646
24 Hour Parking/Parking Violations - DPD	607
High Weeds - DCC	606



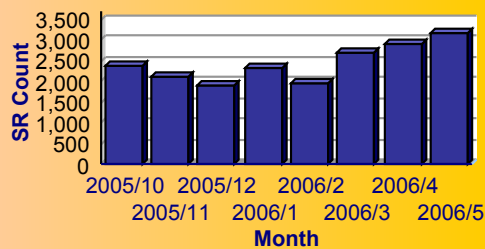
**Service**

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

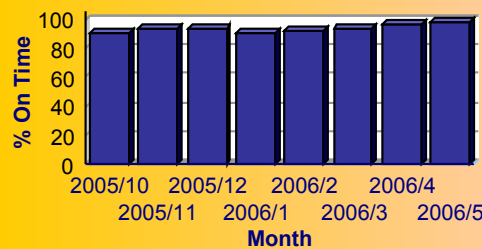
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
19,598	18,842	17,729	94.1%	756	673	89.0%	93.9%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**







for North Central (6)

For 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	1,049	0	0	N/A	3	0.1	1,049	100.0%	1,044	99.5%	1,044	99.5%
2	Roll Cart - SAN	1,022	13	13	100.0%	12	6.2	1,009	98.7%	926	91.8%	939	91.9%
3	Fire Inspection - DFD	990	111	70	63.1%	60	31.1	879	88.8%	764	86.9%	834	84.2%
4	Garbage - Missed - SAN	906	0	0	N/A	12	2.4	906	100.0%	902	99.6%	902	99.6%
5	Dead Animal Pick Up - SAN	817	0	0	N/A	1	0.3	817	100.0%	810	99.1%	810	99.1%
6	Bulky Trash Violations - DCC	712	5	3	60.0%	14	4.6	707	99.3%	652	92.2%	655	92.0%
7	Obstruction Alley/Sidewalk/Street - DCC	668	48	48	100.0%	60	15.0	620	92.8%	585	94.4%	633	94.8%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	646	0	0	N/A	1	0.1	646	100.0%	639	98.9%	639	98.9%
9	24 Hour Parking/Parking Violations - DPD	607	3	2	66.7%	10	5.0	604	99.5%	553	91.6%	555	91.4%
10	High Weeds - DCC	606	51	51	100.0%	38	12.2	555	91.6%	528	95.1%	579	95.5%
11	Litter - DCC	467	17	17	100.0%	38	13.0	450	96.4%	435	96.7%	452	96.8%
12	Street Repair - Routine-STS	447	70	66	94.3%	120	30.9	377	84.3%	344	91.2%	410	91.7%
13	Animal - Loose Aggressive - DCC	373	0	0	N/A	3	0.6	373	100.0%	370	99.2%	370	99.2%
14	Recyclable Collection Missed (Residential) - SAN	366	0	0	N/A	3	1.0	366	100.0%	352	96.2%	352	96.2%
15	Animal - Sick/Injured - DCC	346	0	0	N/A	3	0.1	346	100.0%	345	99.7%	345	99.7%
16	Pothole - Hazardous-STS	278	0	0	N/A	1	0.1	278	100.0%	276	99.3%	276	99.3%
17	Substandard Structure - DCC	271	52	52	100.0%	365	41.5	219	80.8%	219	100.0%	271	100.0%
18	Brush/Bulk Items - Missed - SAN	261	1	1	100.0%	30	7.0	260	99.6%	258	99.2%	259	99.2%
19	Cost Plus - SAN	243	3	2	66.7%	5	4.1	240	98.8%	167	69.6%	169	69.5%
20	Sanitation Property Damage - SAN	237	61	61	100.0%	120	12.3	176	74.3%	176	100.0%	237	100.0%

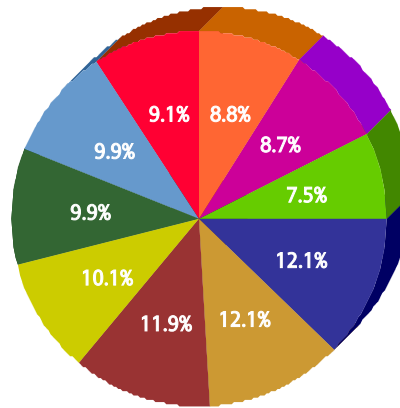


for Northeast (2)

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
Bulky Trash Violations - DCC	1,607
Dead Animal Pick Up - SAN	1,605
Animal - Confined - DCC	1,575
High Weeds - DCC	1,335
Roll Cart - SAN	1,319
Obstruction Alley/Sidewalk/Street - DCC	1,312
Garbage - Missed - SAN	1,207
Animal - Loose Aggressive - DCC	1,164
Litter - DCC	1,154
24 Hour Parking/Parking Violations - DPD	1,000



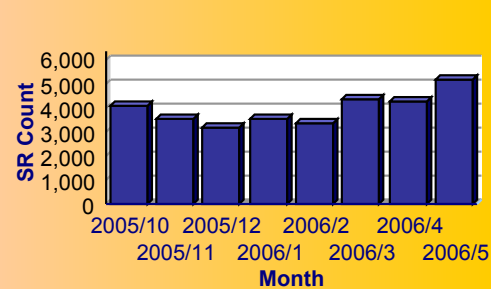
Service

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

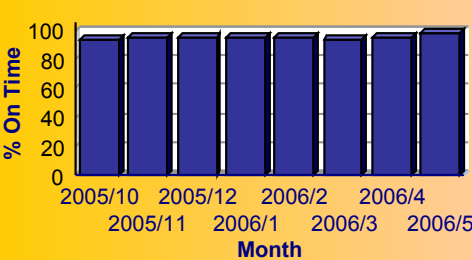
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
31,599	29,979	28,533	95.2%	1,620	1,506	93.0%	95.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northeast (2)

For FY 2005/2006

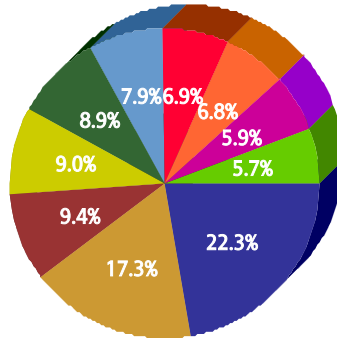
## Performance on the Top 20 by SR Volume Created During the Reporting Period

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	1,607	26	22	84.6%	14	4.0	1,581	98.4%	1,515	95.8%	1,537	95.6%
2	Dead Animal Pick Up - SAN	1,605	0	0	N/A	1	0.3	1,605	100.0%	1,592	99.2%	1,592	99.2%
3	Animal - Confined - DCC	1,575	0	0	N/A	3	0.2	1,575	100.0%	1,567	99.5%	1,567	99.5%
4	High Weeds - DCC	1,335	218	211	96.8%	38	12.9	1,117	83.7%	1,095	98.0%	1,306	97.8%
5	Roll Cart - SAN	1,319	1	1	100.0%	12	8.3	1,318	99.9%	1,007	76.4%	1,008	76.4%
6	Obstruction Alley/Sidewalk/Street - DCC	1,312	203	202	99.5%	60	19.5	1,109	84.5%	1,078	97.2%	1,280	97.6%
7	Garbage - Missed - SAN	1,207	1	1	100.0%	12	2.6	1,206	99.9%	1,194	99.0%	1,195	99.0%
8	Animal - Loose Aggressive - DCC	1,164	0	0	N/A	3	0.2	1,164	100.0%	1,159	99.6%	1,159	99.6%
9	Litter - DCC	1,154	67	59	88.1%	38	14.4	1,087	94.2%	1,049	96.5%	1,108	96.0%
10	24 Hour Parking/Parking Violations - DPD	1,000	1	0	0.0%	10	4.4	999	99.9%	975	97.6%	975	97.5%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	763	0	0	N/A	1	0.0	763	100.0%	757	99.2%	757	99.2%
12	Junk Motor Vehicle - DCC	748	97	97	100.0%	126	24.1	651	87.0%	646	99.2%	743	99.3%
13	Animal - Loose - DCC	674	27	27	100.0%	45	20.6	647	96.0%	626	96.8%	653	96.9%
14	Fire Inspection - DFD	663	87	67	77.0%	60	26.1	576	86.9%	512	88.9%	579	87.3%
15	Animal - Sick/Injured - DCC	633	0	0	N/A	3	0.2	633	100.0%	630	99.5%	630	99.5%
16	Substandard Structure - DCC	567	263	263	100.0%	365	54.3	304	53.6%	304	100.0%	567	100.0%
17	Substandard Structure Apts - DCC	556	65	65	100.0%	365	16.1	491	88.3%	491	100.0%	556	100.0%
18	Recyclable Collection Missed (Residential) - SAN	503	0	0	N/A	3	1.1	503	100.0%	492	97.8%	492	97.8%
19	Illegal Outside Storage - DCC	461	28	24	85.7%	38	14.7	433	93.9%	397	91.7%	421	91.3%
20	Street Repair - Routine-STS	381	25	24	96.0%	120	18.6	356	93.4%	350	98.3%	374	98.2%

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	2,765
Litter - DCC	2,144
Dead Animal Pick Up - SAN	1,163
Fire Inspection - DFD	1,111
Animal - Loose Aggressive - DCC	1,102
Animal - Confined - DCC	974
Street Spillage/Debris in Right of Way-Hazardous-ST5	852
Junk Motor Vehicle - DCC	837
Roll Cart - SAN	727
24 Hour Parking/Parking Violations - DPD	712



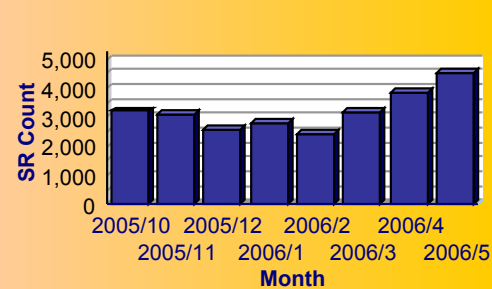
Service

- High Weeds - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Animal - Loose Aggressive - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD

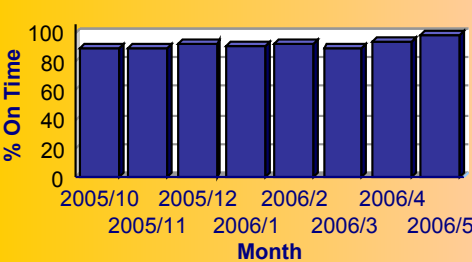
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
25,649	23,745	21,859	92.1%	1,904	1,753	92.1%	92.1%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





# City of Dallas Service Level Performance Report by CSA

for Northwest (5)

For 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	2,765	352	342	97.2%	38	15.7	2,413	87.3%	2,176	90.2%	2,518	91.1%
2	Litter - DCC	2,144	141	132	93.6%	38	21.4	2,003	93.4%	1,684	84.1%	1,816	84.7%
3	Dead Animal Pick Up - SAN	1,163	0	0	N/A	1	0.3	1,163	100.0%	1,151	99.0%	1,151	99.0%
4	Fire Inspection - DFD	1,111	185	154	83.2%	60	35.5	926	83.3%	748	80.8%	902	81.2%
5	Animal - Loose Aggressive - DCC	1,102	0	0	N/A	3	0.2	1,102	100.0%	1,099	99.7%	1,099	99.7%
6	Animal - Confined - DCC	974	0	0	N/A	3	0.4	974	100.0%	970	99.6%	970	99.6%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	852	0	0	N/A	1	0.1	852	100.0%	843	98.9%	843	98.9%
8	Junk Motor Vehicle - DCC	837	131	129	98.5%	126	32.1	706	84.3%	693	98.2%	822	98.2%
9	Roll Cart - SAN	727	11	10	90.9%	12	5.2	716	98.5%	668	93.3%	678	93.3%
10	24 Hour Parking/Parking Violations - DPD	712	6	5	83.3%	10	6.4	706	99.2%	618	87.5%	623	87.5%
11	Substandard Structure - DCC	669	348	348	100.0%	365	48.6	321	48.0%	321	100.0%	669	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	577	91	90	98.9%	60	24.2	486	84.2%	447	92.0%	537	93.1%
13	Animal - Sick/Injured - DCC	546	0	0	N/A	3	0.1	546	100.0%	543	99.5%	543	99.5%
14	Animal - Loose - DCC	542	31	31	100.0%	45	21.0	511	94.3%	495	96.9%	526	97.0%
15	Illegal Outside Storage - DCC	532	56	43	76.8%	38	21.5	476	89.5%	398	83.6%	441	82.9%
16	Garbage - Missed - SAN	518	0	0	N/A	12	2.1	518	100.0%	517	99.8%	517	99.8%
17	Bulky Trash Violations - DCC	511	14	13	92.9%	14	5.1	497	97.3%	456	91.8%	469	91.8%
18	Illegal Land Use (Residential/Business) - DCC	426	24	22	91.7%	60	21.3	402	94.4%	360	89.6%	382	89.7%
19	Dumpster Violation - DCC	391	160	116	72.5%	60	28.7	231	59.1%	221	95.7%	337	86.2%
20	Motor Vehicle Repair Violation - DCC	310	17	14	82.4%	40	12.8	293	94.5%	277	94.5%	291	93.9%

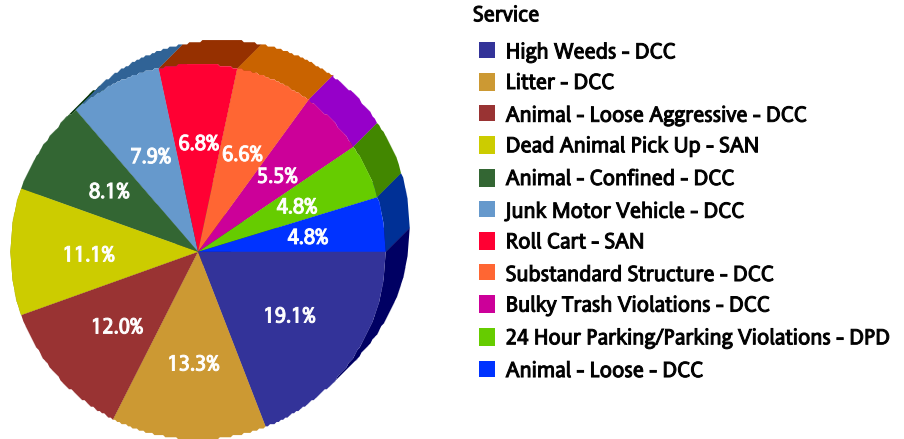


for Southeast (3)

For FY 2005/2006

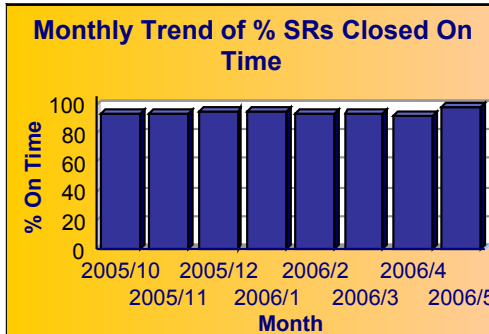
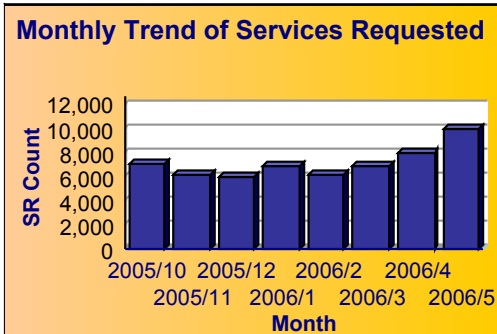
Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	6,317
Litter - DCC	4,400
Animal - Loose Aggressive - DCC	3,973
Dead Animal Pick Up - SAN	3,677
Animal - Confined - DCC	2,690
Junk Motor Vehicle - DCC	2,611
Roll Cart - SAN	2,249
Substandard Structure - DCC	2,167
Bulky Trash Violations - DCC	1,820
24 Hour Parking/Parking Violations - DPD	1,584
Animal - Loose - DCC	1,584



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 %
57,317	51,988	49,227	94.7%	5,329	4,845	90.9%	94.3%





for Southeast (3)

For 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	6,317	1,612	1,482	91.9%	38	15.8	4,705	74.5%	4,497	95.6%	5,979	94.6%
2	Litter - DCC	4,400	324	254	78.4%	38	18.8	4,076	92.6%	3,733	91.6%	3,987	90.6%
3	Animal - Loose Aggressive - DCC	3,973	0	0	N/A	3	0.1	3,973	100.0%	3,956	99.6%	3,956	99.6%
4	Dead Animal Pick Up - SAN	3,677	0	0	N/A	1	0.4	3,677	100.0%	3,635	98.9%	3,635	98.9%
5	Animal - Confined - DCC	2,690	0	0	N/A	3	0.2	2,690	100.0%	2,671	99.3%	2,671	99.3%
6	Junk Motor Vehicle - DCC	2,611	437	401	91.8%	126	36.6	2,174	83.3%	2,143	98.6%	2,544	97.4%
7	Roll Cart - SAN	2,249	5	5	100.0%	12	7.0	2,244	99.8%	1,848	82.4%	1,853	82.4%
8	Substandard Structure - DCC	2,167	1,456	1,456	100.0%	365	42.6	711	32.8%	711	100.0%	2,167	100.0%
9	Bulky Trash Violations - DCC	1,820	40	24	60.0%	14	4.1	1,780	97.8%	1,680	94.4%	1,704	93.6%
10	Animal - Loose - DCC	1,584	71	71	100.0%	45	21.3	1,513	95.5%	1,468	97.0%	1,539	97.2%
11	24 Hour Parking/Parking Violations - DPD	1,584	0	0	N/A	10	2.2	1,584	100.0%	1,583	99.9%	1,583	99.9%
12	Animal - Sick/Injured - DCC	1,461	0	0	N/A	3	0.2	1,461	100.0%	1,455	99.6%	1,455	99.6%
13	Garbage - Missed - SAN	1,441	3	3	100.0%	12	3.4	1,438	99.8%	1,415	98.4%	1,418	98.4%
14	Fire Inspection - DFD	1,104	79	54	68.4%	60	18.3	1,025	92.8%	927	90.4%	981	88.9%
15	Illegal Outside Storage - DCC	998	119	82	68.9%	38	23.0	879	88.1%	720	81.9%	802	80.4%
16	Obstruction Alley/Sidewalk/Street - DCC	940	163	153	93.9%	60	22.4	777	82.7%	725	93.3%	878	93.4%
17	Parking - Unapproved Surface - Eve/Weekends - DCC	920	1	0	0.0%	14	2.2	919	99.9%	886	96.4%	886	96.3%
18	Open and Vacant Structure - DCC	820	53	44	83.0%	30	8.5	767	93.5%	691	90.1%	735	89.6%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	771	0	0	N/A	1	0.0	771	100.0%	764	99.1%	764	99.1%
20	Parking - Unapproved Surface - DCC	755	0	0	N/A	14	5.1	755	100.0%	696	92.2%	696	92.2%



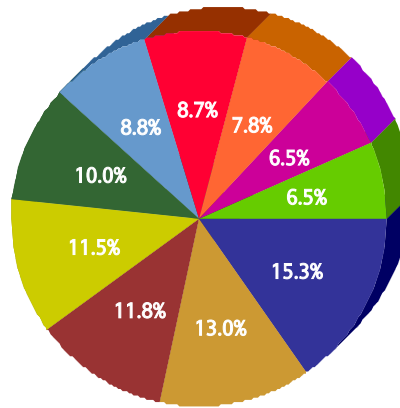
**City of Dallas** Service Level Performance Report by CSA

for Southwest (4)

For FY 2005/2006

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	3,739
Animal - Loose Aggressive - DCC	3,184
Dead Animal Pick Up - SAN	2,867
Litter - DCC	2,801
Roll Cart - SAN	2,450
Junk Motor Vehicle - DCC	2,137
Animal - Confined - DCC	2,134
24 Hour Parking/Parking Violations - DPD	1,899
Illegal Outside Storage - DCC	1,595
Obstruction Alley/Sidewalk/Street - DCC	1,593



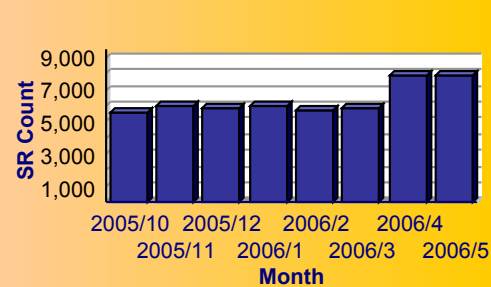
**Service**

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

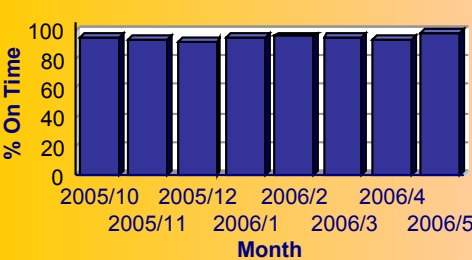
**Summary - All Services Requested**

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
50,791	47,444	45,127	95.1%	3,347	3,063	91.5%	94.9%

**Monthly Trend of Services Requested**



**Monthly Trend of % SRs Closed On Time**







# City of Dallas Service Level Performance Report by CSA

for Southwest (4)

For 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	3,739	736	654	88.9%	38	14.8	3,003	80.3%	2,887	96.1%	3,541	94.7%
2	Animal - Loose Aggressive - DCC	3,184	0	0	N/A	3	0.2	3,184	100.0%	3,172	99.6%	3,172	99.6%
3	Dead Animal Pick Up - SAN	2,867	0	0	N/A	1	0.4	2,867	100.0%	2,842	99.1%	2,842	99.1%
4	Litter - DCC	2,801	211	171	81.0%	38	17.4	2,590	92.5%	2,388	92.2%	2,559	91.4%
5	Roll Cart - SAN	2,450	4	4	100.0%	12	5.7	2,446	99.8%	2,206	90.2%	2,210	90.2%
6	Junk Motor Vehicle - DCC	2,137	232	231	99.6%	126	29.1	1,905	89.1%	1,896	99.5%	2,127	99.5%
7	Animal - Confined - DCC	2,134	0	0	N/A	3	0.2	2,134	100.0%	2,128	99.7%	2,128	99.7%
8	24 Hour Parking/Parking Violations - DPD	1,899	10	10	100.0%	10	3.6	1,889	99.5%	1,861	98.5%	1,871	98.5%
9	Illegal Outside Storage - DCC	1,595	122	90	73.8%	38	20.6	1,473	92.4%	1,304	88.5%	1,394	87.4%
10	Obstruction Alley/Sidewalk/Street - DCC	1,593	191	189	99.0%	60	21.9	1,402	88.0%	1,367	97.5%	1,556	97.7%
11	Bulky Trash Violations - DCC	1,498	87	83	95.4%	14	3.5	1,411	94.2%	1,339	94.9%	1,422	94.9%
12	Animal - Loose - DCC	1,404	61	61	100.0%	45	20.7	1,343	95.7%	1,295	96.4%	1,356	96.6%
13	Garbage - Missed - SAN	1,339	2	1	50.0%	12	2.6	1,337	99.9%	1,332	99.6%	1,333	99.6%
14	Animal - Sick/Injured - DCC	1,173	0	0	N/A	3	0.1	1,173	100.0%	1,168	99.6%	1,168	99.6%
15	Substandard Structure - DCC	1,122	709	709	100.0%	365	51.3	413	36.8%	413	100.0%	1,122	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	1,085	2	2	100.0%	14	1.5	1,083	99.8%	1,068	98.6%	1,070	98.6%
17	Street Spillage/Debris in Right of Way-Hazardous-STS	929	0	0	N/A	1	0.1	929	100.0%	922	99.2%	922	99.2%
18	Fire Inspection - DFD	919	138	111	80.4%	60	28.4	781	85.0%	675	86.4%	786	85.5%
19	Illegal Land Use (Residential/Business) - DCC	831	46	37	80.4%	60	16.3	785	94.5%	744	94.8%	781	94.0%
20	Illegal Garbage/Placement - DCC	772	16	16	100.0%	60	14.3	756	97.9%	740	97.9%	756	97.9%

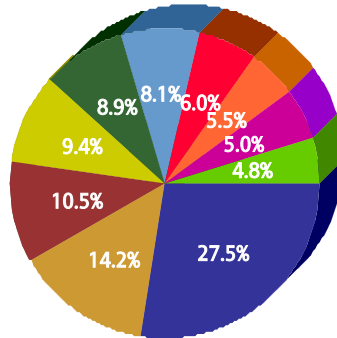


for Unknown

For FY 2005/2006

Top 10 Services

SR Type	Service Request Count
High Weeds - DCC	323
Street Spillage/Debris in Right of Way-Hazardous-STS	167
Fire Inspection - DFD	124
Dead Animal Pick Up - SAN	110
Litter - DCC	105
Roll Cart - SAN	95
Signs - Public Right of Way - DCC	71
Substandard Structure - DCC	65
Animal - Loose - DCC	59
24 Hour Parking/Parking Violations - DPD	57



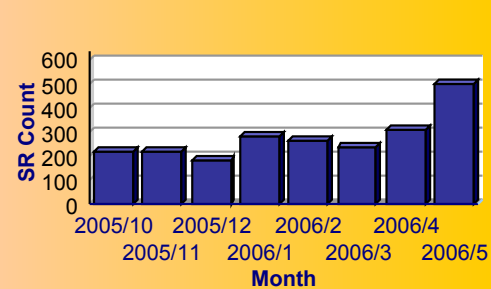
Service

- 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

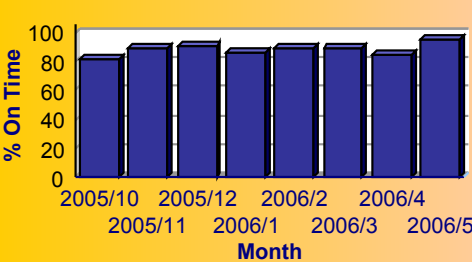
Summary - All Services Requested

SR Count	Total Closed	Total Closed On Time	% Closed on Time	Total Open	Total Open On Time	% Open on Time	Total On Time %
2,212	1,899	1,701	89.6%	313	266	85.0%	88.9%

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

For 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	323	140	132	94.3%	38	15.7	183	56.7%	173	94.5%	305	94.4%
2	Street Spillage/Debris in Right of Way-Hazardous-STS	167	0	0	N/A	1	0.0	167	100.0%	166	99.4%	166	99.4%
3	Fire Inspection - DFD	124	14	7	50.0%	60	24.9	110	88.7%	97	88.2%	104	83.9%
4	Dead Animal Pick Up - SAN	110	0	0	N/A	1	0.3	110	100.0%	108	98.2%	108	98.2%
5	Litter - DCC	105	34	34	100.0%	38	24.0	71	67.6%	61	85.9%	95	90.5%
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	65	39	39	100.0%	365	31.8	26	40.0%	26	100.0%	65	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	39	0	0	N/A	3	0.1	39	100.0%	39	100.0%	39	100.0%
15	Animal - Confined - DCC	33	0	0	N/A	3	0.2	33	100.0%	33	100.0%	33	100.0%
16	Crime/Vandalism/MISC. DPD	27	1	1	100.0%	14	10.8	26	96.3%	20	76.9%	21	77.8%
17	Pothole - Hazardous-STS	27	0	0	N/A	1	0.3	27	100.0%	26	96.3%	26	96.3%
18	Delinquent M/F License fee	26	0	0	N/A	45	12.1	26	100.0%	25	96.2%	25	96.2%
19	Obstruction Alley/Sidewalk/Street - DCC	24	7	7	100.0%	60	20.2	17	70.8%	16	94.1%	23	95.8%
20	Street Repair - Routine-STS	22	5	3	60.0%	120	68.7	17	77.3%	15	88.2%	18	81.8%