



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

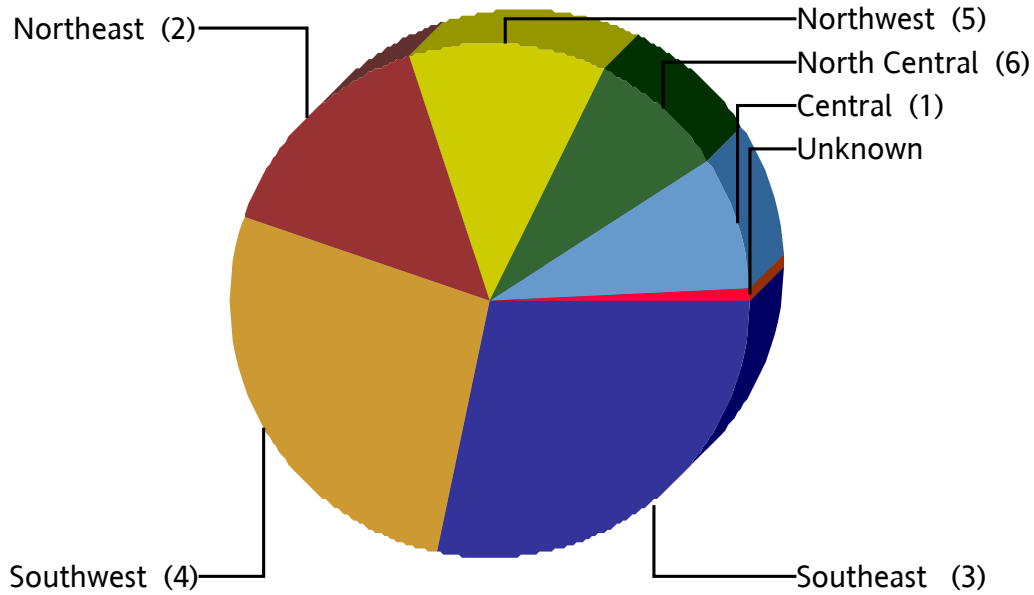
DECEMBER 2005

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City of Dallas Service Count by Service Area
From Dec 1 2005 to Dec 31 2005



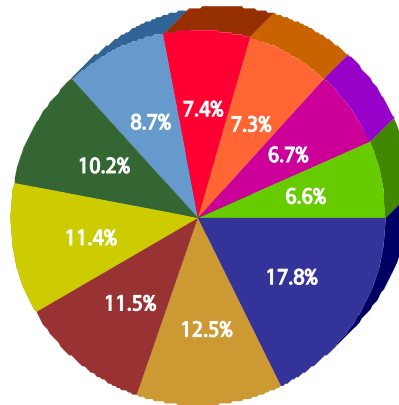
Service Area	Service Request Count	Percent of Total
Central (1)	1,772	8.3%
North Central (6)	1,882	8.8%
Northeast (2)	3,133	14.7%
Northwest (5)	2,600	12.2%
Southeast (3)	6,076	28.4%
Southwest (4)	5,734	26.8%
Unknown	171	0.8%
Total	21,368	



for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown
 From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Litter - DCC	1,645
Dead Animal Pick Up - SAN	1,155
Junk Motor Vehicle - DCC	1,068
Animal - Loose Aggressive - DCC	1,052
Roll Cart - SAN	946
Animal - Confined - DCC	803
24 Hour Parking/Parking Violations - DPD	685
Substandard Structure - DCC	675
Garbage - Missed - SAN	621
Bulky Trash Violations - DCC	614

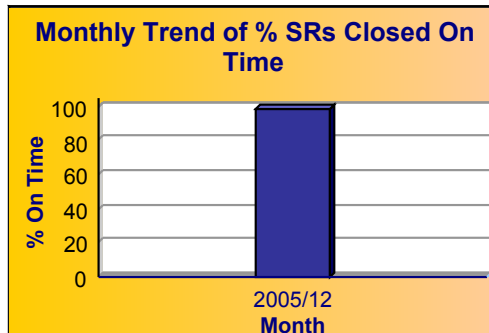
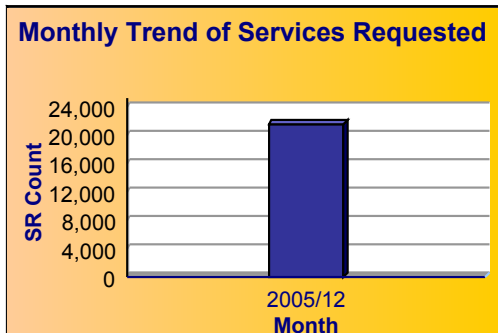


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
21,368	15,299	6,069	15,040	98.3%





City of Dallas

Service Level Performance Report by CSA

for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown

From Dec 1 2005 to Dec 31 2005

Performance on SRs Created During the Reporting Period

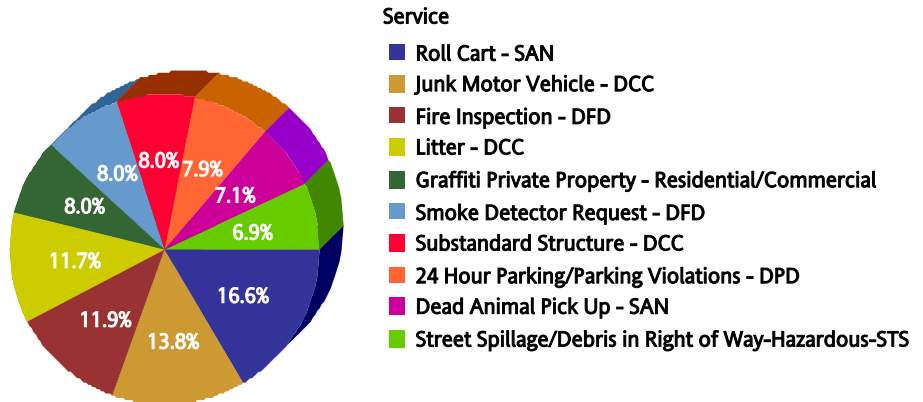
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	1,645	851	851	100.0%	38	11.2	794	48.3%	794	100.0%
2	Dead Animal Pick Up - SAN	1,155	17	0	0.0%	1	0.3	1,138	98.5%	1,134	99.6%
3	Junk Motor Vehicle - DCC	1,068	758	758	100.0%	126	9.4	310	29.0%	310	100.0%
4	Animal - Loose Aggressive - DCC	1,052	0	0		3	0.1	1,052	100.0%	1,051	99.9%
5	Roll Cart - SAN	946	238	216	90.8%	12	4.0	708	74.8%	696	98.3%
6	Animal - Confined - DCC	803	2	0	0.0%	3	0.2	801	99.8%	800	99.9%
7	24 Hour Parking/Parking Violations - DPD	685	77	74	96.1%	10	3.6	608	88.8%	595	97.9%
8	Substandard Structure - DCC	675	608	608	100.0%	365	5.9	66	9.8%	66	100.0%
9	Garbage - Missed - SAN	621	77	77	100.0%	12	2.9	544	87.6%	538	98.9%
10	Bulky Trash Violations - DCC	614	47	44	93.6%	14	2.2	567	92.3%	562	99.1%
11	Illegal Outside Storage - DCC	613	362	362	100.0%	38	9.5	251	40.9%	251	100.0%
12	High Weeds - DCC	577	237	237	100.0%	38	13.0	340	58.9%	340	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	543	1	0	0.0%	1	0.0	542	99.8%	540	99.6%
14	Obstruction Alley/Sidewalk/Street - DCC	542	250	250	100.0%	60	13.3	292	53.9%	292	100.0%
15	Fire Inspection - DFD	521	344	344	100.0%	90	4.6	177	34.0%	177	100.0%
16	Animal - Loose - DCC	506	279	279	100.0%	45	13.8	227	44.9%	227	100.0%
17	Illegal Land Use (Residential/Business) - DCC	487	165	165	100.0%	60	3.5	322	66.1%	322	100.0%
18	Animal - Sick/Injured - DCC	434	0	0		3	0.2	434	100.0%	432	99.5%
19	Parking - Unapproved Surface - Eve/Weekends - DCC	426	8	8	100.0%	14	1.9	418	98.1%	417	99.8%
20	Signs - Other - DCC	412	185	185	100.0%	38	6.1	227	55.1%	227	100.0%



for Central (1)
From Dec 1 2005 to Dec 31 2005

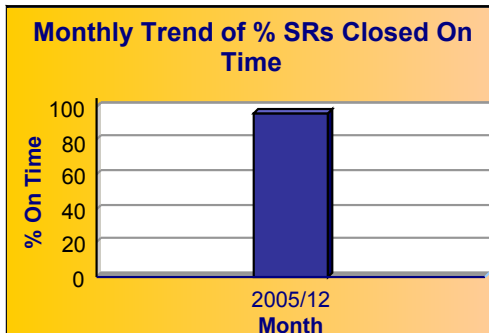
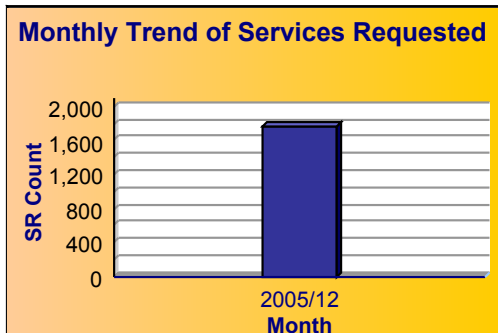
Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	126
Junk Motor Vehicle - DCC	105
Fire Inspection - DFD	90
Litter - DCC	89
Graffiti Private Property - Residential/Commercial	61
Smoke Detector Request - DFD	61
Substandard Structure - DCC	61
24 Hour Parking/Parking Violations - DPD	60
Dead Animal Pick Up - SAN	54
Street Spillage/Debris in Right of Way-Hazardous-STs	52



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
1,772	1,319	453	1,283	97.3%





City of Dallas

Service Level Performance Report by CSA

for Central (1)

From Dec 1 2005 to Dec 31 2005

Performance on SRs 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
1	Roll Cart - SAN	126	29	22	75.9%	12	3.2	97	77.0%	92	94.8%
2	Junk Motor Vehicle - DCC	105	42	42	100.0%	126	7.9	63	60.0%	63	100.0%
3	Fire Inspection - DFD	90	34	34	100.0%	90	1.0	56	62.2%	56	100.0%
4	Litter - DCC	89	38	38	100.0%	38	10.9	51	57.3%	51	100.0%
5	Substandard Structure - DCC	61	54	54	100.0%	365	3.7	7	11.5%	7	100.0%
6	Graffiti Private Property - Residential/Commercial	61	33	33	100.0%	90	5.0	28	45.9%	28	100.0%
7	Smoke Detector Request - DFD	61	0	0		30	5.9	61	100.0%	61	100.0%
8	24 Hour Parking/Parking Violations - DPD	60	9	8	88.9%	10	6.2	51	85.0%	43	84.3%
9	Dead Animal Pick Up - SAN	54	1	0	0.0%	1	0.3	53	98.1%	53	100.0%
10	Street Spillage/Debris in Right of Way-Hazardous-STS	52	0	0		1	0.0	52	100.0%	52	100.0%
11	Animal - Confined - DCC	50	0	0		3	0.2	50	100.0%	50	100.0%
12	Garbage - Missed - SAN	50	7	7	100.0%	12	3.5	43	86.0%	42	97.7%
13	Animal - Loose Aggressive - DCC	45	0	0		3	0.1	45	100.0%	45	100.0%
14	Obstruction Alley/Sidewalk/Street - DCC	44	17	17	100.0%	60	11.7	27	61.4%	27	100.0%
15	Bulky Trash Violations - DCC	42	0	0		14	1.8	42	100.0%	42	100.0%
16	Illegal Outside Storage - DCC	42	31	31	100.0%	38	10.5	11	26.2%	11	100.0%
17	Recyclable Collection Missed (Residential) - SAN	42	6	0	0.0%	3	1.2	36	85.7%	32	88.9%
18	Animal - Sick/Injured - DCC	28	0	0		3	0.2	28	100.0%	28	100.0%
19	Illegal Garbage/Placement - DCC	27	2	2	100.0%	60	9.9	25	92.6%	25	100.0%
20	Animal - Loose - DCC	27	11	11	100.0%	45	14.2	16	59.3%	16	100.0%

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

Run Date: Jan/4/2006 9:12:21 AM

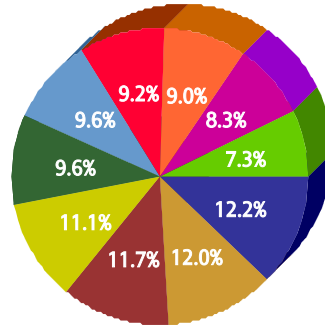
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for North Central (6)
From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Roll Cart - SAN	99
Garbage - Missed - SAN	97
Recyclable Collection Missed (Residential) - SAN	95
Fire Inspection - DFD	90
Animal - Confined - DCC	78
Dead Animal Pick Up - SAN	78
Snow/Ice Sanding Request-Hazardous-STC (DISPATCH)	75
Street Spillage/Debris in Right of Way-Hazardous-STC	73
Litter - DCC	67
Bulky Trash Violations - DCC	59

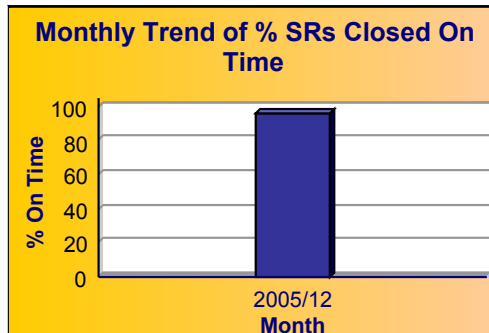
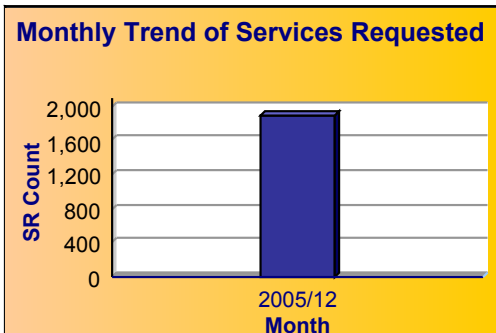


Service

- Roll Cart - SAN
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Fire Inspection - DFD
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Snow/Ice Sanding Request-Hazardous-STC (DISPATCH)
- Street Spillage/Debris in Right of Way-Hazardous-STC
- Litter - DCC
- Bulky Trash Violations - DCC

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
1,882	1,526	356	1,477	96.8%





City of Dallas

Service Level Performance Report by CSA

for North Central (6)

From Dec 1 2005 to Dec 31 2005

Performance on SRs Created During the Reporting Period

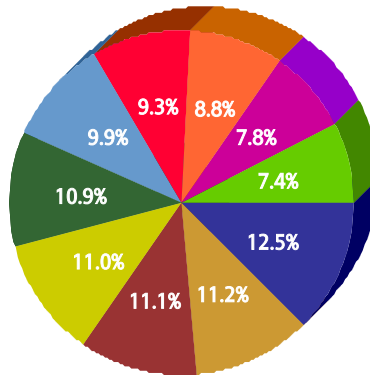
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Roll Cart - SAN	99	14	13	92.9%	12	3.2	85	85.9%	84	98.8%
2	Garbage - Missed - SAN	97	8	8	100.0%	12	2.5	89	91.8%	87	97.8%
3	Recyclable Collection Missed (Residential) - SAN	95	9	0	0.0%	3	1.0	86	90.5%	84	97.7%
4	Fire Inspection - DFD	90	78	78	100.0%	90	3.7	12	13.3%	12	100.0%
5	Animal - Confined - DCC	78	1	0	0.0%	3	0.1	77	98.7%	77	100.0%
6	Dead Animal Pick Up - SAN	78	0	0		1	0.2	78	100.0%	78	100.0%
7	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	75	0	0		1	1.3	75	100.0%	52	69.3%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	73	0	0		1	0.0	73	100.0%	73	100.0%
9	Litter - DCC	67	19	19	100.0%	38	10.6	48	71.6%	48	100.0%
10	Bulky Trash Violations - DCC	59	2	2	100.0%	14	3.9	57	96.6%	53	93.0%
11	24 Hour Parking/Parking Violations - DPD	56	6	6	100.0%	10	4.2	50	89.3%	50	100.0%
12	Street Repair - Routine-STS	40	18	18	100.0%	120	4.4	22	55.0%	22	100.0%
13	Brush/Bulk Items - Missed - SAN	31	5	5	100.0%	30	5.0	26	83.9%	26	100.0%
14	Animal - Loose Aggressive - DCC	30	0	0		3	0.1	30	100.0%	30	100.0%
15	Animal - Sick/Injured - DCC	30	0	0		3	0.1	30	100.0%	30	100.0%
16	Water Conservation Violation - DCC	29	1	1	100.0%	7	2.1	28	96.6%	28	100.0%
17	Animal - Bite - DCC	28	6	6	100.0%	11	6.3	22	78.6%	21	95.5%
18	Signs - Other Apts - DCC	27	0	0		38	0.1	27	100.0%	27	100.0%
19	Traffic Signal - Timing - PWT	27	1	1	100.0%	10	1.6	26	96.3%	26	100.0%
20	Signs - Other - DCC	26	1	1	100.0%	38	5.2	25	96.2%	25	100.0%
21	Animal - Noisy - DCC	26	1	1	100.0%	30	1.6	25	96.2%	25	100.0%
22	Parking - Unapproved Surface - Eve/Weekends - DCC	26	0	0		14	3.5	26	100.0%	26	100.0%



for Northeast (2)
From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	164
Litter - DCC	148
Animal - Confined - DCC	146
Bulky Trash Violations - DCC	145
Roll Cart - SAN	144
Animal - Loose Aggressive - DCC	131
Obstruction Alley/Sidewalk/Street - DCC	122
24 Hour Parking/Parking Violations - DPD	116
Garbage - Missed - SAN	103
Recyclable Collection Missed (Residential) - SAN	98

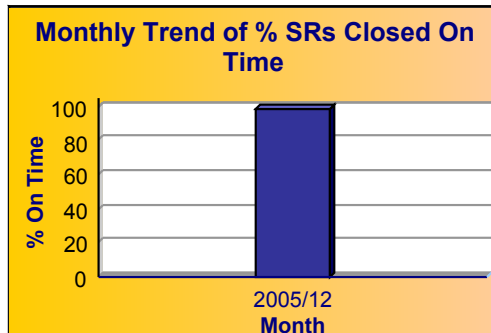
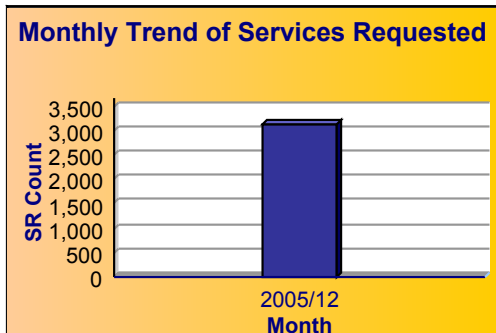


Service

- Dead Animal Pick Up - SAN
- Litter - DCC
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Roll Cart - SAN
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- 24 Hour Parking/Parking Violations - DPD
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
3,133	2,386	747	2,354	98.7%





City of Dallas

Service Level Performance Report by CSA

for Northeast (2)

From Dec 1 2005 to Dec 31 2005

Performance on SRs 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
1	Dead Animal Pick Up - SAN	164	1	0	0.0%	1	0.2	163	99.4%	162	99.4%
2	Litter - DCC	148	76	76	100.0%	38	7.2	72	48.6%	72	100.0%
3	Animal - Confined - DCC	146	0	0		3	0.2	146	100.0%	146	100.0%
4	Bulky Trash Violations - DCC	145	13	13	100.0%	14	2.8	132	91.0%	132	100.0%
5	Roll Cart - SAN	144	42	39	92.9%	12	3.4	102	70.8%	100	98.0%
6	Animal - Loose Aggressive - DCC	131	0	0		3	0.2	131	100.0%	131	100.0%
7	Obstruction Alley/Sidewalk/Street - DCC	122	69	69	100.0%	60	12.5	53	43.4%	53	100.0%
8	24 Hour Parking/Parking Violations - DPD	116	14	14	100.0%	10	3.9	102	87.9%	102	100.0%
9	Garbage - Missed - SAN	103	12	12	100.0%	12	3.2	91	88.3%	90	98.9%
10	Recyclable Collection Missed (Residential) - SAN	98	4	0	0.0%	3	1.0	94	95.9%	94	100.0%
11	Junk Motor Vehicle - DCC	91	51	51	100.0%	126	7.0	40	44.0%	40	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STS	85	0	0		1	0.0	85	100.0%	85	100.0%
13	Substandard Structure - DCC	82	72	72	100.0%	365	13.1	10	12.2%	10	100.0%
14	Fire Inspection - DFD	81	47	47	100.0%	90	10.3	34	42.0%	34	100.0%
15	Animal - Loose - DCC	70	37	37	100.0%	45	13.9	33	47.1%	33	100.0%
16	High Weeds - DCC	58	23	23	100.0%	38	9.0	35	60.3%	35	100.0%
17	Animal - Sick/Injured - DCC	57	0	0		3	0.1	57	100.0%	57	100.0%
18	Substandard Structure Apts - DCC	52	24	24	100.0%	365	5.8	28	53.8%	28	100.0%
19	Illegal Outside Storage - DCC	50	20	20	100.0%	38	9.5	30	60.0%	30	100.0%
20	Animal - Noisy - DCC	44	3	3	100.0%	30	3.8	41	93.2%	41	100.0%

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

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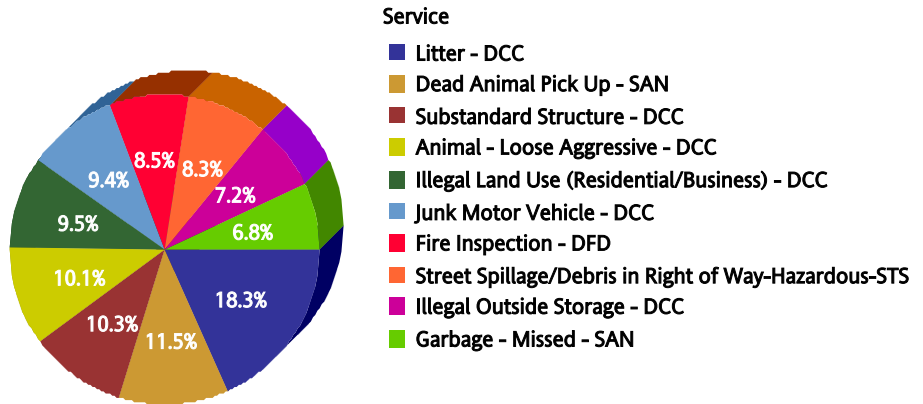
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for Northwest (5)
From Dec 1 2005 to Dec 31 2005

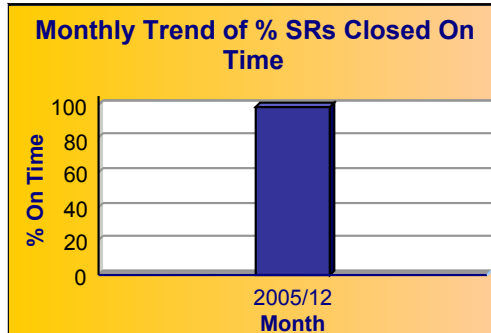
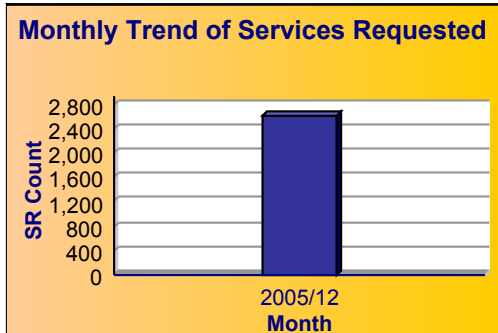
Top 10 Services

SR Type	Service Request Count
Litter - DCC	228
Dead Animal Pick Up - SAN	143
Substandard Structure - DCC	129
Animal - Loose Aggressive - DCC	126
Illegal Land Use (Residential/Business) - DCC	119
Junk Motor Vehicle - DCC	117
Fire Inspection - DFD	106
Street Spillage/Debris in Right of Way-Hazardous-STs	104
Illegal Outside Storage - DCC	90
Garbage - Missed - SAN	85



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,600	1,812	788	1,785	98.5%





City of Dallas

Service Level Performance Report by CSA

for Northwest (5)

From Dec 1 2005 to Dec 31 2005

Performance on SRs Created During the Reporting Period

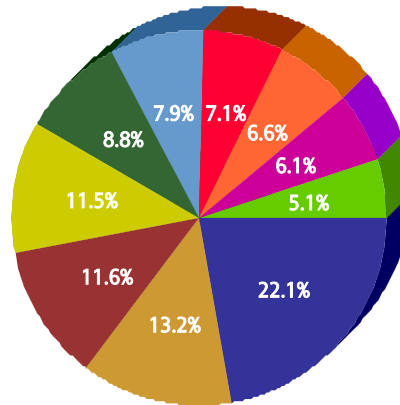
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	228	111	111	100.0%	38	12.4	117	51.3%	117	100.0%
2	Dead Animal Pick Up - SAN	143	3	0	0.0%	1	0.2	140	97.9%	140	100.0%
3	Substandard Structure - DCC	129	121	121	100.0%	365	5.4	8	6.2%	8	100.0%
4	Animal - Loose Aggressive - DCC	126	0	0		3	0.1	126	100.0%	126	100.0%
5	Illegal Land Use (Residential/Business) - DCC	119	46	46	100.0%	60	2.2	73	61.3%	73	100.0%
6	Junk Motor Vehicle - DCC	117	92	92	100.0%	126	11.4	25	21.4%	25	100.0%
7	Fire Inspection - DFD	106	77	77	100.0%	90	5.4	29	27.4%	29	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STs	104	0	0		1	0.1	104	100.0%	103	99.0%
9	Illegal Outside Storage - DCC	90	51	51	100.0%	38	7.8	39	43.3%	39	100.0%
10	Garbage - Missed - SAN	85	7	7	100.0%	12	1.9	78	91.8%	78	100.0%
11	Animal - Confined - DCC	78	0	0		3	0.2	78	100.0%	78	100.0%
12	Animal - Loose - DCC	61	32	32	100.0%	45	13.9	29	47.5%	29	100.0%
13	High Weeds - DCC	60	20	20	100.0%	38	11.8	40	66.7%	40	100.0%
14	24 Hour Parking/Parking Violations - DPD	53	2	2	100.0%	10	4.9	51	96.2%	47	92.2%
15	Recyclable Collection Missed (Residential) - SAN	53	3	0	0.0%	3	1.4	50	94.3%	49	98.0%
16	Animal - Sick/Injured - DCC	51	0	0		3	0.1	51	100.0%	50	98.0%
17	Parking - Unapproved Surface - Proactive - DCC	50	0	0		14	0.0	50	100.0%	50	100.0%
18	Roll Cart - SAN	49	13	12	92.3%	12	3.2	36	73.5%	36	100.0%
19	Pothole - Hazardous-STs	44	0	0		1	0.1	44	100.0%	44	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	42	1	1	100.0%	14	0.9	41	97.6%	41	100.0%



for Southeast (3)
From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Litter - DCC	761
Junk Motor Vehicle - DCC	452
Dead Animal Pick Up - SAN	399
Animal - Loose Aggressive - DCC	396
High Weeds - DCC	301
Animal - Confined - DCC	273
Roll Cart - SAN	244
Substandard Structure - DCC	226
Bulky Trash Violations - DCC	209
24 Hour Parking/Parking Violations - DPD	175

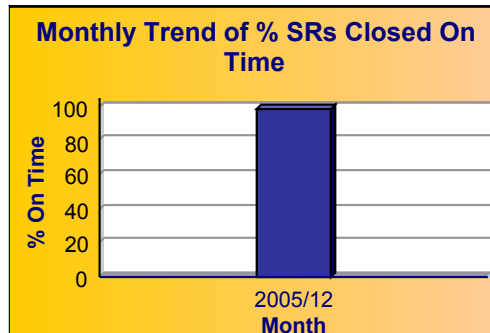
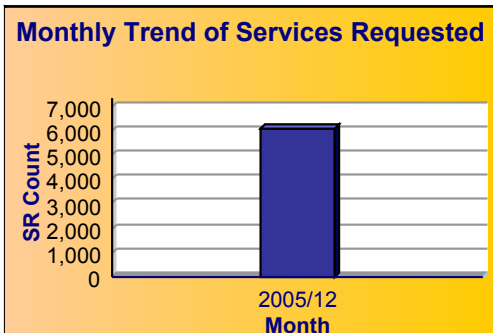


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
6,076	4,195	1,881	4,159	99.1%





City of Dallas

Service Level Performance Report by CSA

for Southeast (3)

From Dec 1 2005 to Dec 31 2005

Performance on SRs Created During the Reporting Period

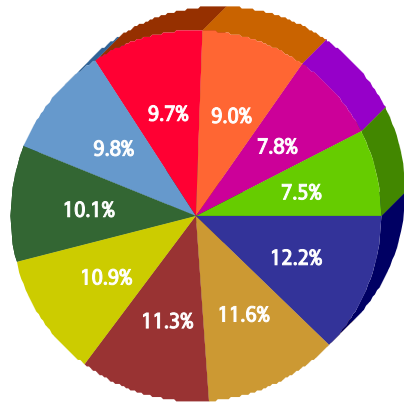
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	761	403	403	100.0%	38	11.7	358	47.0%	358	100.0%
2	Junk Motor Vehicle - DCC	452	358	358	100.0%	126	10.7	94	20.8%	94	100.0%
3	Dead Animal Pick Up - SAN	399	11	0	0.0%	1	0.3	388	97.2%	388	100.0%
4	Animal - Loose Aggressive - DCC	396	0	0		3	0.1	396	100.0%	395	99.7%
5	High Weeds - DCC	301	113	113	100.0%	38	14.2	188	62.5%	188	100.0%
6	Animal - Confined - DCC	273	0	0		3	0.2	273	100.0%	273	100.0%
7	Roll Cart - SAN	244	60	52	86.7%	12	4.4	184	75.4%	182	98.9%
8	Substandard Structure - DCC	226	207	207	100.0%	365	6.3	19	8.4%	19	100.0%
9	Bulky Trash Violations - DCC	209	8	8	100.0%	14	1.5	201	96.2%	200	99.5%
10	24 Hour Parking/Parking Violations - DPD	175	15	15	100.0%	10	2.0	160	91.4%	160	100.0%
11	Animal - Loose - DCC	168	95	95	100.0%	45	13.8	73	43.5%	73	100.0%
12	Illegal Outside Storage - DCC	159	97	97	100.0%	38	8.2	62	39.0%	62	100.0%
13	Animal - Sick/Injured - DCC	155	0	0		3	0.2	155	100.0%	155	100.0%
14	Parking - Unapproved Surface - Eve/Weekends - DCC	151	3	3	100.0%	14	1.6	148	98.0%	147	99.3%
15	Garbage - Missed - SAN	151	27	27	100.0%	12	3.5	124	82.1%	122	98.4%
16	Parking - Unapproved Surface - Proactive - DCC	138	7	5	71.4%	14	1.2	131	94.9%	131	100.0%
17	Obstruction Alley/Sidewalk/Street - DCC	113	35	35	100.0%	60	14.4	78	69.0%	78	100.0%
18	Open and Vacant Structure - DCC	109	24	23	95.8%	30	2.4	85	78.0%	85	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STC	96	1	0	0.0%	1	0.1	95	99.0%	94	98.9%
20	Animal - Cruelty - DCC	76	2	2	100.0%	30	0.5	74	97.4%	74	100.0%



for Southwest (4)
From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Litter - DCC	346
Signs - Other - DCC	330
Animal - Loose Aggressive - DCC	321
Dead Animal Pick Up - SAN	308
Junk Motor Vehicle - DCC	286
Illegal Land Use (Residential/Business) - DCC	279
Roll Cart - SAN	275
Illegal Outside Storage - DCC	255
24 Hour Parking/Parking Violations - DPD	222
Obstruction Alley/Sidewalk/Street - DCC	213

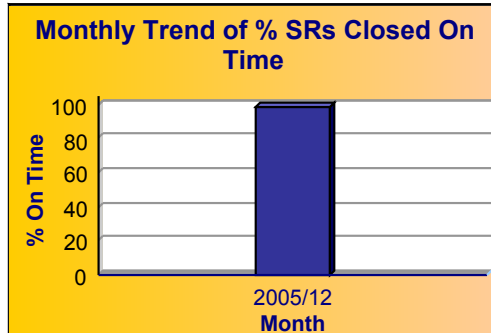
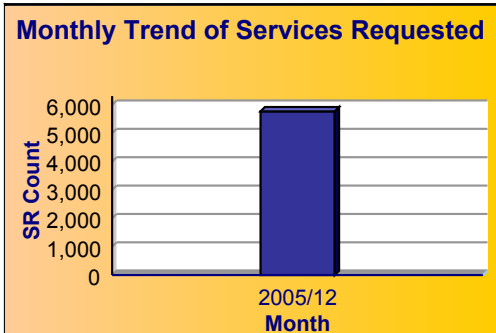


Service

- Litter - DCC
- Signs - Other - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Illegal Land Use (Residential/Business) - DCC
- Roll Cart - SAN
- Illegal Outside Storage - DCC
- 24 Hour Parking/Parking Violations - DPD
- Obstruction Alley/Sidewalk/Street - DCC

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
5,734	3,922	1,812	3,846	98.1%





City of Dallas

Service Level Performance Report by CSA

for Southwest (4)

From Dec 1 2005 to Dec 31 2005

Performance on SRs Created During the Reporting Period

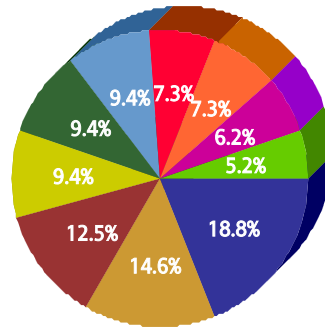
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	346	204	204	100.0%	38	11.6	142	41.0%	142	100.0%
2	Signs - Other - DCC	330	180	180	100.0%	38	5.5	150	45.5%	150	100.0%
3	Animal - Loose Aggressive - DCC	321	0	0		3	0.2	321	100.0%	321	100.0%
4	Dead Animal Pick Up - SAN	308	1	0	0.0%	1	0.3	307	99.7%	305	99.3%
5	Junk Motor Vehicle - DCC	286	206	206	100.0%	126	9.3	80	28.0%	80	100.0%
6	Illegal Land Use (Residential/Business) - DCC	279	85	85	100.0%	60	2.7	194	69.5%	194	100.0%
7	Roll Cart - SAN	275	75	74	98.7%	12	4.7	200	72.7%	198	99.0%
8	Illegal Outside Storage - DCC	255	154	154	100.0%	38	11.1	101	39.6%	101	100.0%
9	24 Hour Parking/Parking Violations - DPD	222	30	29	96.7%	10	3.4	192	86.5%	191	99.5%
10	Obstruction Alley/Sidewalk/Street - DCC	213	103	103	100.0%	60	13.2	110	51.6%	110	100.0%
11	Animal - Confined - DCC	175	1	0	0.0%	3	0.2	174	99.4%	173	99.4%
12	Parking - Unapproved Surface - Eve/Weekends - DCC	165	4	4	100.0%	14	2.1	161	97.6%	161	100.0%
13	Substandard Structure - DCC	156	141	141	100.0%	365	4.2	14	9.0%	14	100.0%
14	Animal - Loose - DCC	151	86	86	100.0%	45	14.2	65	43.0%	65	100.0%
15	Illegal Garbage/Placement - DCC	149	72	72	100.0%	60	10.2	77	51.7%	77	100.0%
16	Garbage - Missed - SAN	133	15	15	100.0%	12	2.7	118	88.7%	118	100.0%
17	High Weeds - DCC	130	71	71	100.0%	38	14.7	59	45.4%	59	100.0%
18	Bulky Trash Violations - DCC	121	11	10	90.9%	14	1.8	110	90.9%	110	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	115	0	0		1	0.0	115	100.0%	115	100.0%
20	Animal - Sick/Injured - DCC	106	0	0		3	0.2	106	100.0%	105	99.1%



for Unknown
From Dec 1 2005 to Dec 31 2005

Top 10 Services

SR Type	Service Request Count
Street Spillage/Debris in Right of Way-Hazardous-STS	18
Animal - Loose - DCC	14
Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	12
Dead Animal Pick Up - SAN	9
Parking - Unapproved Surface - Eve/Weekends - DCC	9
Roll Cart - SAN	9
Animal - Sick/Injured - DCC	7
Fire Inspection - DFD	7
Litter - DCC	6
Animal - Noisy - DCC	5

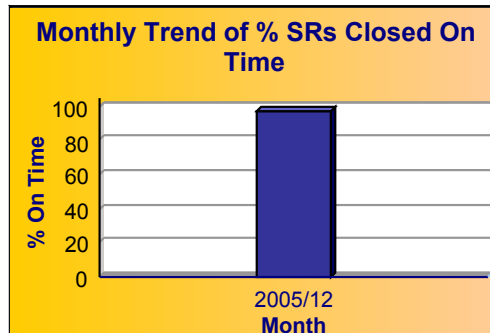
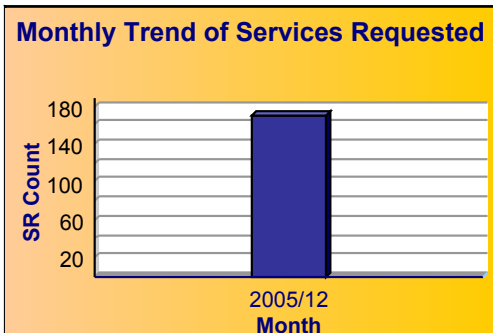


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
171	139	32	136	97.8%



NOTE: Values represent status as of the run date and time. Run Date: Jan/4/2006 9:19:00 AM Page: 1



City of Dallas

Service Level Performance Report by CSA

for Unknown

From Dec 1 2005 to Dec 31 2005

Performance on SRs 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
1	Street Spillage/Debris in Right of Way-Hazardous-STS	18	0	0		1	0.0	18	100.0%	18	100.0%
2	Animal - Loose - DCC	14	8	8	100.0%	45	10.2	6	42.9%	6	100.0%
3	Snow/Ice Sanding Request-Hazardous-STS (DISPATCH)	12	0	0		1	0.5	12	100.0%	11	91.7%
4	Parking - Unapproved Surface - Eve/Weekends - DCC	9	0	0		14	0.0	9	100.0%	9	100.0%
5	Dead Animal Pick Up - SAN	9	0	0		1	0.4	9	100.0%	8	88.9%
6	Roll Cart - SAN	9	5	4	80.0%	12	5.5	4	44.4%	4	100.0%
7	Animal - Sick/Injured - DCC	7	0	0		3	0.3	7	100.0%	7	100.0%
8	Fire Inspection - DFD	7	5	5	100.0%	90	3.5	2	28.6%	2	100.0%
9	Litter - DCC	6	0	0		38	6.8	6	100.0%	6	100.0%
10	Animal - Noisy - DCC	5	0	0		30	4.0	5	100.0%	5	100.0%
11	Substandard Structure - DCC	4	1	1	100.0%	365	0.0	3	75.0%	3	100.0%
12	Recyclable Collection Missed (Residential) - SAN	4	0	0		3	1.0	4	100.0%	4	100.0%
13	Animal - Confined - DCC	3	0	0		3	0.0	3	100.0%	3	100.0%
14	Bulky Trash Violations - DCC	3	0	0		14	2.0	3	100.0%	3	100.0%
15	Animal - Loose Aggressive - DCC	3	0	0		3	0.3	3	100.0%	3	100.0%
16	Oversized Vehicle - Eve/Weekends - DCC	3	0	0		14	0.0	3	100.0%	3	100.0%
17	24 Hour Parking/Parking Violations - DPD	3	1	0	0.0%	10	7.0	2	66.7%	2	100.0%
18	Brush/Bulk Items - Missed - SAN	2	1	1	100.0%	30	5.0	1	50.0%	1	100.0%
19	Miscellaneous Service Request - SCS	2	1	1	100.0%	10	3.0	1	50.0%	1	100.0%
20	High Weeds - DCC	2	1	1	100.0%	38	17.0	1	50.0%	1	100.0%
21	Illegal Outside Storage - DCC	2	0	0		38	1.5	2	100.0%	2	100.0%
22	Animal - Bite - DCC	2	0	0		11	0.5	2	100.0%	2	100.0%
23	Motor Vehicle Repair Violation - DCC	2	0	0		40	4.5	2	100.0%	2	100.0%
24	Illegal Vending - Eve/Weekends - DCC	2	0	0		28	0.0	2	100.0%	2	100.0%
25	Parking in Fire Lane/ Fire Hydrants - DFD	2	1	1	100.0%	90	3.0	1	50.0%	1	100.0%



City of Dallas

Service Level Performance Report by CSA

for Unknown

From Dec 1 2005 to Dec 31 2005

Performance on SRs 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
26	Smoke Detector Request - DFD	2	0	0		30	0.0	2	100.0%	2	100.0%
27	Oversized Vehicle - DPD	2	0	0		10	4.5	2	100.0%	2	100.0%
28	Garbage - Missed - SAN	2	1	1	100.0%	12	3.0	1	50.0%	1	100.0%
29	Parking - General Request - PWT	2	0	0		14	5.0	2	100.0%	2	100.0%
30	Signs - Public Right of Way Eve/Weekends - DCC	2	0	0		7	0.0	2	100.0%	2	100.0%
31	Pothole Repair Routine - STS	2	2	2	100.0%	120		0	0.0%	0	
32	Visibility Obstruction - Hazardous - STS	2	0	0		1	0.0	2	100.0%	2	100.0%