



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

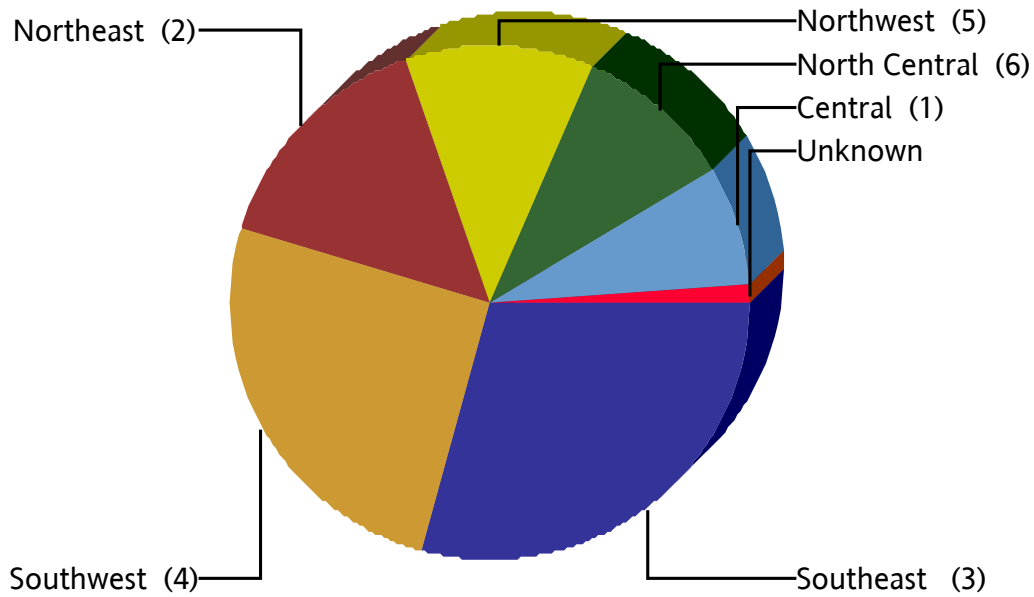
JANUARY 2006

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City of Dallas Service Count by Service Area
From Jan 1 2006 to Jan 31 2006



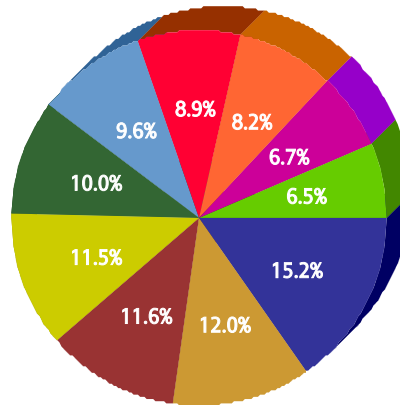
Service Area	Service Request Count	Percent of Total
Central (1)	1,780	7.6%
North Central (6)	2,312	9.8%
Northeast (2)	3,525	15.0%
Northwest (5)	2,776	11.8%
Southeast (3)	6,884	29.3%
Southwest (4)	5,971	25.4%
Unknown	259	1.1%
Total	23,507	



for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown
 From Jan 1 2006 to Jan 31 2006

Top 10 Services

SR Type	Service Request Count
Litter - DCC	1,655
Animal - Loose Aggressive - DCC	1,312
Dead Animal Pick Up - SAN	1,262
Junk Motor Vehicle - DCC	1,251
Fire Inspection - DFD	1,091
Roll Cart - SAN	1,046
Animal - Confined - DCC	971
Bulky Trash Violations - DCC	894
24 Hour Parking/Parking Violations - DPD	726
Illegal Outside Storage - DCC	706

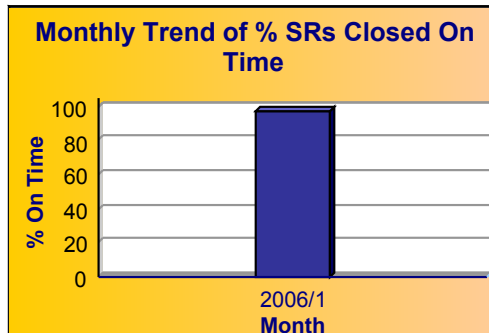
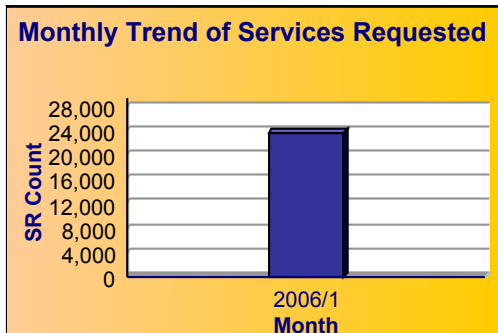


Service

- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- 24 Hour Parking/Parking Violations - DPD
- Illegal Outside Storage - DCC

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
23,507	18,562	4,945	18,097	97.5%





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 Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

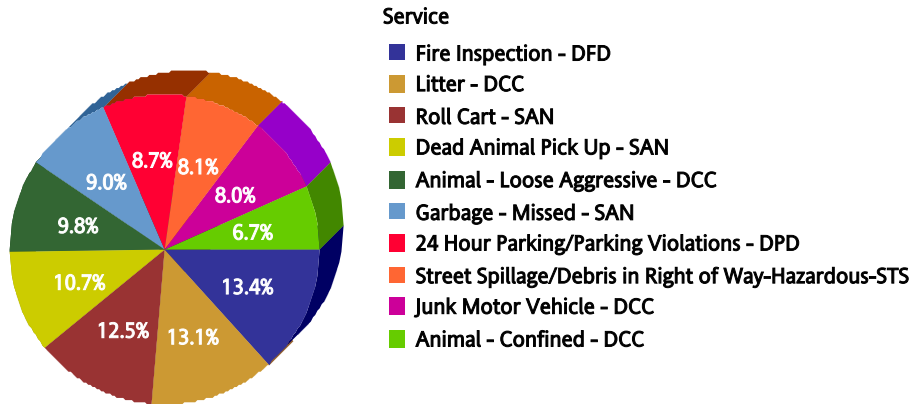
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	1,655	654	654	100.0%	38	10.5	1,001	60.5%	1,001	100.0%
2	Animal - Loose Aggressive - DCC	1,312	1	0	0.0%	3	0.2	1,311	99.9%	1,307	99.7%
3	Dead Animal Pick Up - SAN	1,262	0	0		1	0.3	1,262	100.0%	1,245	98.7%
4	Junk Motor Vehicle - DCC	1,251	752	752	100.0%	126	11.2	499	39.9%	499	100.0%
5	Fire Inspection - DFD	1,091	406	406	100.0%	90	4.3	685	62.8%	685	100.0%
6	Roll Cart - SAN	1,046	31	26	83.9%	12	7.5	1,015	97.0%	823	81.1%
7	Animal - Confined - DCC	971	2	0	0.0%	3	0.1	969	99.8%	967	99.8%
8	Bulky Trash Violations - DCC	894	33	32	97.0%	14	3.7	861	96.3%	824	95.7%
9	24 Hour Parking/Parking Violations - DPD	726	53	19	35.8%	10	3.6	673	92.7%	661	98.2%
10	Illegal Outside Storage - DCC	706	272	272	100.0%	38	10.9	434	61.5%	434	100.0%
11	Garbage - Missed - SAN	645	3	0	0.0%	12	3.0	642	99.5%	627	97.7%
12	Animal - Loose - DCC	585	432	432	100.0%	45	12.6	153	26.2%	153	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	571	0	0		1	0.1	571	100.0%	564	98.8%
14	Substandard Structure - DCC	524	461	461	100.0%	365	7.1	63	12.0%	63	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	513	2	2	100.0%	14	0.6	511	99.6%	510	99.8%
16	Obstruction Alley/Sidewalk/Street - DCC	478	232	232	100.0%	60	9.1	246	51.5%	246	100.0%
17	Animal - Sick/Injured - DCC	473	0	0		3	0.1	473	100.0%	473	100.0%
18	Illegal Land Use (Residential/Business) - DCC	371	127	127	100.0%	60	5.7	244	65.8%	244	100.0%
19	High Weeds - DCC	324	135	135	100.0%	38	11.3	189	58.3%	189	100.0%
20	Recyclable Collection Missed (Residential) - SAN	296	0	0		3	1.0	296	100.0%	294	99.3%



for Central (1)
From Jan 1 2006 to Jan 31 2006

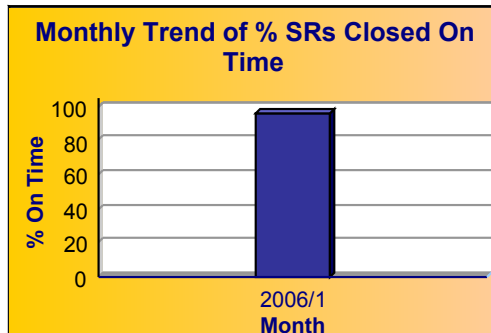
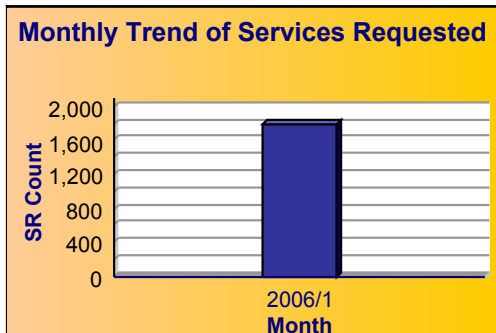
Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	94
Litter - DCC	92
Roll Cart - SAN	88
Dead Animal Pick Up - SAN	75
Animal - Loose Aggressive - DCC	69
Garbage - Missed - SAN	63
24 Hour Parking/Parking Violations - DPD	61
Street Spillage/Debris in Right of Way-Hazardous-STS	57
Junk Motor Vehicle - DCC	56
Animal - Confined - DCC	47



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
1,780	1,461	319	1,418	97.1%





City of Dallas

Service Level Performance Report by CSA

for Central (1)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

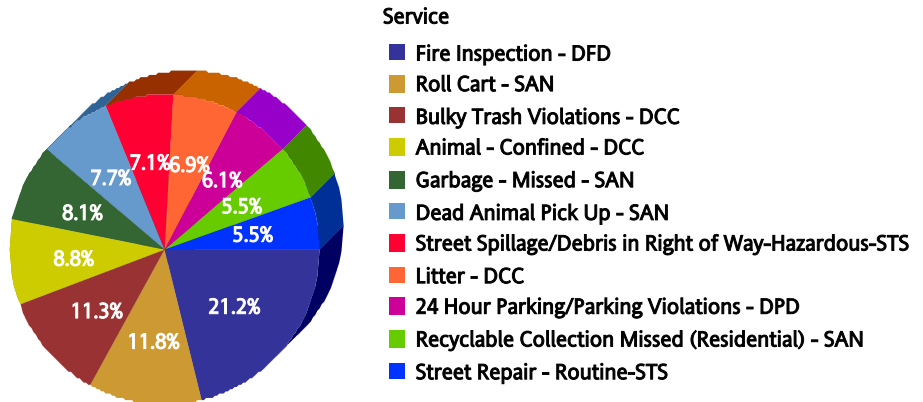
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Fire Inspection - DFD	94	30	30	100.0%	90	5.3	64	68.1%	64	100.0%
2	Litter - DCC	92	29	29	100.0%	38	11.4	63	68.5%	63	100.0%
3	Roll Cart - SAN	88	2	1	50.0%	12	6.4	86	97.7%	71	82.6%
4	Dead Animal Pick Up - SAN	75	0	0		1	0.3	75	100.0%	75	100.0%
5	Animal - Loose Aggressive - DCC	69	0	0		3	0.2	69	100.0%	69	100.0%
6	Garbage - Missed - SAN	63	0	0		12	4.0	63	100.0%	59	93.7%
7	24 Hour Parking/Parking Violations - DPD	61	18	9	50.0%	10	5.5	43	70.5%	37	86.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STS	57	0	0		1	0.1	57	100.0%	57	100.0%
9	Junk Motor Vehicle - DCC	56	23	23	100.0%	126	12.1	33	58.9%	33	100.0%
10	Animal - Confined - DCC	47	0	0		3	0.2	47	100.0%	47	100.0%
11	Animal - Sick/Injured - DCC	41	0	0		3	0.1	41	100.0%	41	100.0%
12	Bulky Trash Violations - DCC	39	0	0		14	2.6	39	100.0%	38	97.4%
13	Illegal Outside Storage - DCC	31	15	15	100.0%	38	13.1	16	51.6%	16	100.0%
14	Substandard Structure - DCC	30	24	24	100.0%	365	5.0	6	20.0%	6	100.0%
15	Animal - Loose - DCC	30	23	23	100.0%	45	13.4	7	23.3%	7	100.0%
16	Recyclable Collection Missed (Residential) - SAN	29	0	0		3	0.8	29	100.0%	29	100.0%
17	Dumpster Violation - DCC	26	17	17	100.0%	60	4.7	9	34.6%	9	100.0%
18	Graffiti Private Property - Residential/Commercial	25	8	8	100.0%	90	9.9	17	68.0%	17	100.0%
19	Animal - Bite - DCC	24	1	1	100.0%	11	7.6	23	95.8%	23	100.0%
20	Street Repair - Routine-STS	24	8	8	100.0%	120	3.8	16	66.7%	16	100.0%



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

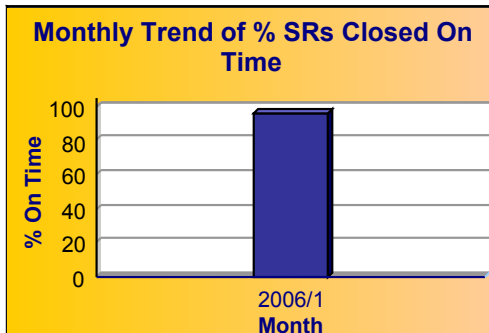
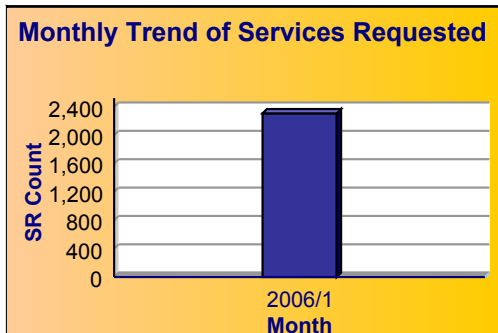
Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	234
Roll Cart - SAN	131
Bulky Trash Violations - DCC	125
Animal - Confined - DCC	97
Garbage - Missed - SAN	90
Dead Animal Pick Up - SAN	85
Street Spillage/Debris in Right of Way-Hazardous-STs	78
Litter - DCC	76
24 Hour Parking/Parking Violations - DPD	68
Recyclable Collection Missed (Residential) - SAN	61
Street Repair - Routine-STs	61



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,312	1,825	487	1,758	96.3%





City of Dallas

Service Level Performance Report by CSA

for North Central (6)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

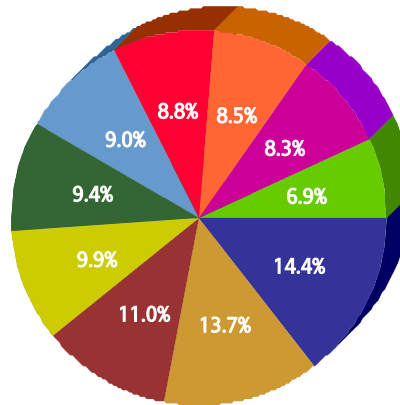
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Fire Inspection - DFD	234	169	169	100.0%	90	13.4	65	27.8%	65	100.0%
2	Roll Cart - SAN	131	3	2	66.7%	12	7.1	128	97.7%	105	82.0%
3	Bulky Trash Violations - DCC	125	4	3	75.0%	14	6.9	121	96.8%	108	89.3%
4	Animal - Confined - DCC	97	1	0	0.0%	3	0.1	96	99.0%	96	100.0%
5	Garbage - Missed - SAN	90	0	0		12	2.6	90	100.0%	90	100.0%
6	Dead Animal Pick Up - SAN	85	0	0		1	0.3	85	100.0%	84	98.8%
7	Street Spillage/Debris in Right of Way-Hazardous-ST5	78	0	0		1	0.2	78	100.0%	75	96.2%
8	Litter - DCC	76	23	23	100.0%	38	10.9	53	69.7%	53	100.0%
9	24 Hour Parking/Parking Violations - DPD	68	30	9	30.0%	10	5.3	38	55.9%	38	100.0%
10	Recyclable Collection Missed (Residential) - SAN	61	0	0		3	1.1	61	100.0%	59	96.7%
11	Street Repair - Routine-ST5	61	30	30	100.0%	120	5.6	31	50.8%	31	100.0%
12	Obstruction Alley/Sidewalk/Street - DCC	57	13	13	100.0%	60	6.1	44	77.2%	44	100.0%
13	Animal - Loose Aggressive - DCC	52	0	0		3	0.2	52	100.0%	51	98.1%
14	Animal - Sick/Injured - DCC	36	0	0		3	0.2	36	100.0%	36	100.0%
15	Substandard Structure - DCC	31	26	26	100.0%	365	4.0	5	16.1%	5	100.0%
16	Cost Plus - SAN	29	0	0		5	4.4	29	100.0%	19	65.5%
17	Animal - Loose - DCC	29	21	21	100.0%	45	12.8	8	27.6%	8	100.0%
18	Animal - Noisy - DCC	29	0	0		30	1.9	29	100.0%	29	100.0%
19	Pothole - Hazardous-ST5	29	0	0		1	0.1	29	100.0%	29	100.0%
20	Brush/Bulk Items - Missed - SAN	27	3	3	100.0%	30	3.9	24	88.9%	24	100.0%
21	Alley Repair - Routine-ST5	27	12	12	100.0%	120	5.7	15	55.6%	15	100.0%



for Northeast (2)
From Jan 1 2006 to Jan 31 2006

Top 10 Services

SR Type	Service Request Count
Bulky Trash Violations - DCC	209
Dead Animal Pick Up - SAN	198
Litter - DCC	160
Roll Cart - SAN	143
Animal - Confined - DCC	137
Animal - Loose Aggressive - DCC	131
Garbage - Missed - SAN	128
24 Hour Parking/Parking Violations - DPD	123
Junk Motor Vehicle - DCC	121
Illegal Outside Storage - DCC	100

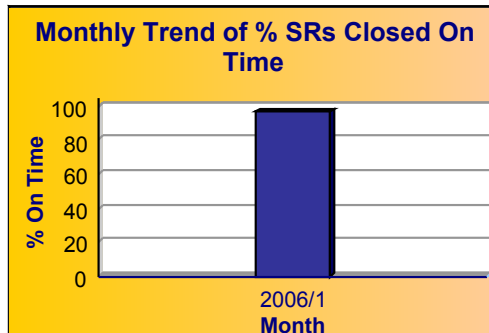
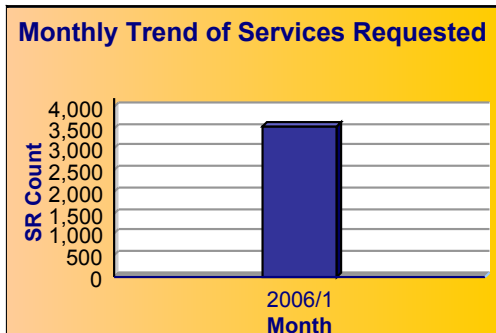


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
3,525	2,965	560	2,851	96.2%





City of Dallas

Service Level Performance Report by CSA

for Northeast (2)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

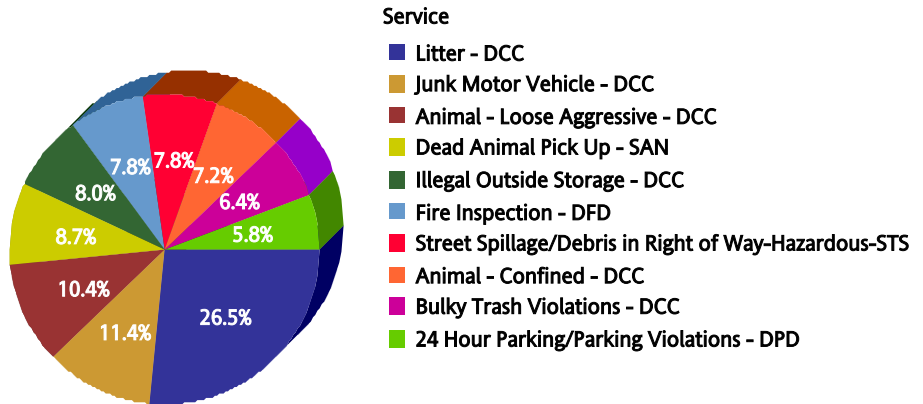
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Bulky Trash Violations - DCC	209	1	1	100.0%	14	4.2	208	99.5%	201	96.6%
2	Dead Animal Pick Up - SAN	198	0	0		1	0.3	198	100.0%	197	99.5%
3	Litter - DCC	160	50	50	100.0%	38	8.7	110	68.8%	110	100.0%
4	Roll Cart - SAN	143	1	1	100.0%	12	11.3	142	99.3%	80	56.3%
5	Animal - Confined - DCC	137	0	0		3	0.1	137	100.0%	137	100.0%
6	Animal - Loose Aggressive - DCC	131	0	0		3	0.1	131	100.0%	131	100.0%
7	Garbage - Missed - SAN	128	0	0		12	4.0	128	100.0%	120	93.8%
8	24 Hour Parking/Parking Violations - DPD	123	1	0	0.0%	10	3.8	122	99.2%	122	100.0%
9	Junk Motor Vehicle - DCC	121	55	55	100.0%	126	7.3	66	54.5%	66	100.0%
10	Illegal Outside Storage - DCC	100	31	31	100.0%	38	8.0	69	69.0%	69	100.0%
11	Street Spillage/Debris in Right of Way-Hazardous-STS	93	0	0		1	0.1	93	100.0%	92	98.9%
12	Obstruction Alley/Sidewalk/Street - DCC	92	42	42	100.0%	60	9.3	50	54.3%	50	100.0%
13	Recyclable Collection Missed (Residential) - SAN	74	0	0		3	1.1	74	100.0%	74	100.0%
14	Animal - Loose - DCC	73	54	54	100.0%	45	12.9	19	26.0%	19	100.0%
15	Substandard Structure - DCC	71	62	62	100.0%	365	11.6	9	12.7%	9	100.0%
16	Substandard Structure Apts - DCC	63	21	21	100.0%	365	8.4	42	66.7%	42	100.0%
17	Animal - Sick/Injured - DCC	54	0	0		3	0.1	54	100.0%	54	100.0%
18	Street Repair - Routine-STS	53	20	20	100.0%	120	3.5	33	62.3%	33	100.0%
19	Animal - Noisy - DCC	52	0	0		30	2.7	52	100.0%	52	100.0%
20	Fire Inspection - DFD	52	30	30	100.0%	90	10.1	22	42.3%	22	100.0%



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

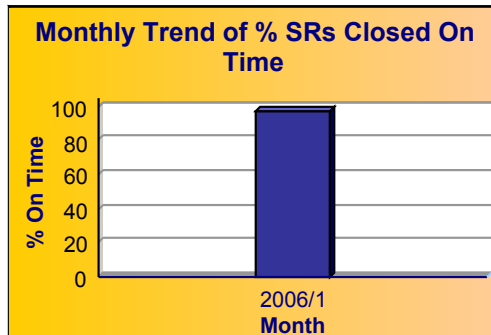
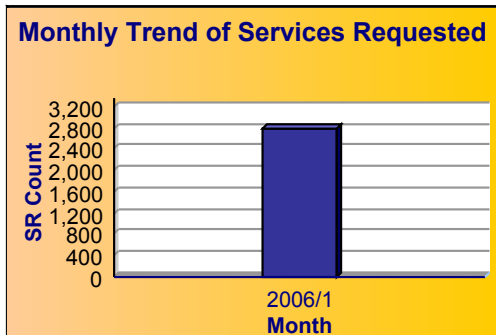
Top 10 Services

SR Type	Service Request Count
Litter - DCC	362
Junk Motor Vehicle - DCC	155
Animal - Loose Aggressive - DCC	142
Dead Animal Pick Up - SAN	119
Illegal Outside Storage - DCC	109
Fire Inspection - DFD	107
Street Spillage/Debris in Right of Way-Hazardous-STs	106
Animal - Confined - DCC	98
Bulky Trash Violations - DCC	87
24 Hour Parking/Parking Violations - DPD	79



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,776	2,072	704	2,020	97.5%





City of Dallas

Service Level Performance Report by CSA

for Northwest (5)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

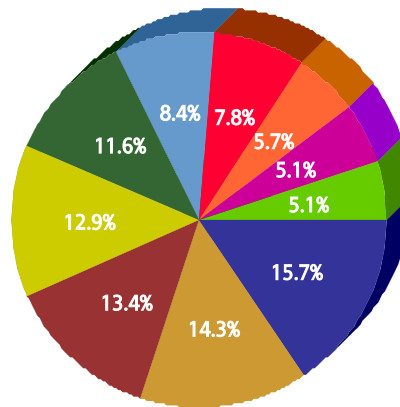
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	362	141	141	100.0%	38	11.0	221	61.0%	221	100.0%
2	Junk Motor Vehicle - DCC	155	95	95	100.0%	126	15.4	60	38.7%	60	100.0%
3	Animal - Loose Aggressive - DCC	142	0	0		3	0.2	142	100.0%	142	100.0%
4	Dead Animal Pick Up - SAN	119	0	0		1	0.3	119	100.0%	115	96.6%
5	Illegal Outside Storage - DCC	109	37	37	100.0%	38	12.5	72	66.1%	72	100.0%
6	Fire Inspection - DFD	107	75	75	100.0%	90	8.0	32	29.9%	32	100.0%
7	Street Spillage/Debris in Right of Way-Hazardous-STS	106	0	0		1	0.0	106	100.0%	105	99.1%
8	Animal - Confined - DCC	98	0	0		3	0.1	98	100.0%	98	100.0%
9	Bulky Trash Violations - DCC	87	16	16	100.0%	14	3.7	71	81.6%	65	91.5%
10	24 Hour Parking/Parking Violations - DPD	79	1	0	0.0%	10	5.4	78	98.7%	72	92.3%
11	Illegal Land Use (Residential/Business) - DCC	77	24	24	100.0%	60	6.5	53	68.8%	53	100.0%
12	Roll Cart - SAN	76	7	7	100.0%	12	5.8	69	90.8%	64	92.8%
13	Animal - Loose - DCC	73	53	53	100.0%	45	12.8	20	27.4%	20	100.0%
14	Substandard Structure - DCC	71	67	67	100.0%	365	10.5	4	5.6%	4	100.0%
15	High Weeds - DCC	60	25	25	100.0%	38	11.7	35	58.3%	35	100.0%
16	Garbage - Missed - SAN	53	0	0		12	1.8	53	100.0%	53	100.0%
17	Parking - Unapproved Surface - Proactive - DCC	51	1	1	100.0%	14	0.1	50	98.0%	50	100.0%
18	Recyclable Collection Missed (Residential) - SAN	47	0	0		3	0.8	47	100.0%	47	100.0%
19	Animal - Sick/Injured - DCC	46	0	0		3	0.0	46	100.0%	46	100.0%
20	Parking - Unapproved Surface - Eve/Weekends - DCC	34	0	0		14	0.6	34	100.0%	34	100.0%



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

Top 10 Services

SR Type	Service Request Count
Litter - DCC	597
Junk Motor Vehicle - DCC	545
Animal - Loose Aggressive - DCC	511
Fire Inspection - DFD	493
Dead Animal Pick Up - SAN	442
Animal - Confined - DCC	321
Roll Cart - SAN	296
Bulky Trash Violations - DCC	218
Smoke Detector Request - DFD	196
24 Hour Parking/Parking Violations - DPD	194

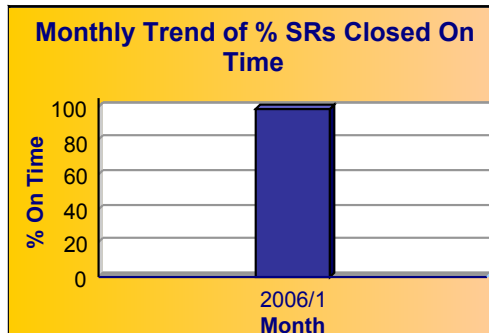
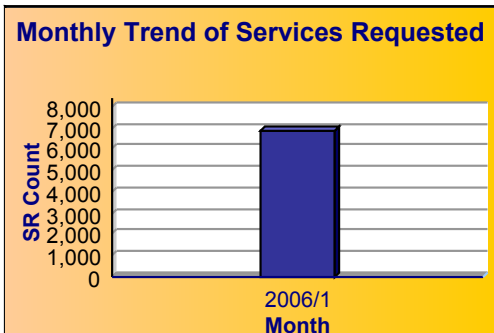


Service

- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Loose Aggressive - DCC
- Fire Inspection - DFD
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Smoke Detector Request - DFD
- 24 Hour Parking/Parking Violations - DPD

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
6,884	5,417	1,467	5,314	98.1%





City of Dallas

Service Level Performance Report by CSA

for Southeast (3)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

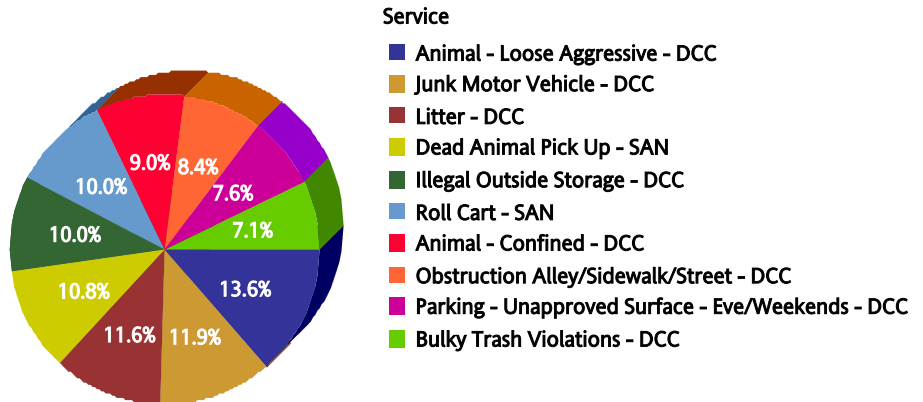
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	597	253	253	100.0%	38	10.8	344	57.6%	344	100.0%
2	Junk Motor Vehicle - DCC	545	366	366	100.0%	126	11.6	179	32.8%	179	100.0%
3	Animal - Loose Aggressive - DCC	511	0	0		3	0.2	511	100.0%	509	99.6%
4	Fire Inspection - DFD	493	48	48	100.0%	90	2.3	445	90.3%	445	100.0%
5	Dead Animal Pick Up - SAN	442	0	0		1	0.3	442	100.0%	436	98.6%
6	Animal - Confined - DCC	321	1	0	0.0%	3	0.2	320	99.7%	318	99.4%
7	Roll Cart - SAN	296	6	6	100.0%	12	7.1	290	98.0%	248	85.5%
8	Bulky Trash Violations - DCC	218	11	11	100.0%	14	3.3	207	95.0%	199	96.1%
9	Smoke Detector Request - DFD	196	12	12	100.0%	30	6.8	184	93.9%	184	100.0%
10	24 Hour Parking/Parking Violations - DPD	194	1	1	100.0%	10	2.4	193	99.5%	193	100.0%
11	Animal - Loose - DCC	186	144	144	100.0%	45	12.5	42	22.6%	42	100.0%
12	Animal - Sick/Injured - DCC	172	0	0		3	0.1	172	100.0%	172	100.0%
13	Garbage - Missed - SAN	163	0	0		12	3.3	163	100.0%	160	98.2%
14	Substandard Structure - DCC	162	136	136	100.0%	365	5.3	26	16.0%	26	100.0%
15	Parking - Unapproved Surface - Eve/Weekends - DCC	161	1	1	100.0%	14	0.4	160	99.4%	160	100.0%
16	Illegal Outside Storage - DCC	147	65	65	100.0%	38	9.5	82	55.8%	82	100.0%
17	Open and Vacant Structure - DCC	121	9	7	77.8%	30	3.1	112	92.6%	112	100.0%
18	Parking - Unapproved Surface - Proactive - DCC	113	3	1	33.3%	14	1.2	110	97.3%	110	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	107	0	0		1	0.0	107	100.0%	105	98.1%
20	High Weeds - DCC	104	45	45	100.0%	38	13.3	59	56.7%	59	100.0%



for Southwest (4)
From Jan 1 2006 to Jan 31 2006

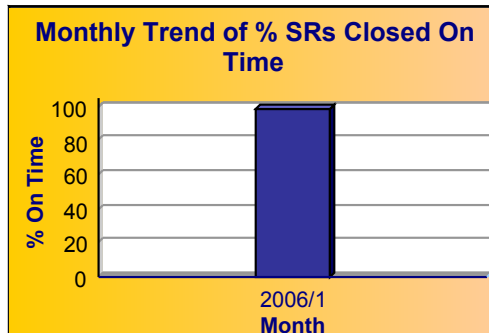
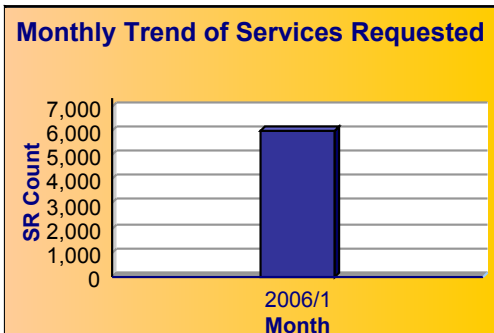
Top 10 Services

SR Type	Service Request Count
Animal - Loose Aggressive - DCC	407
Junk Motor Vehicle - DCC	355
Litter - DCC	348
Dead Animal Pick Up - SAN	322
Illegal Outside Storage - DCC	300
Roll Cart - SAN	298
Animal - Confined - DCC	270
Obstruction Alley/Sidewalk/Street - DCC	251
Parking - Unapproved Surface - Eve/Weekends - DCC	229
Bulky Trash Violations - DCC	214



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
5,971	4,633	1,338	4,556	98.3%





City of Dallas

Service Level Performance Report by CSA

for Southwest (4)

From Jan 1 2006 to Jan 31 2006

Performance on SRs Created During the Reporting Period

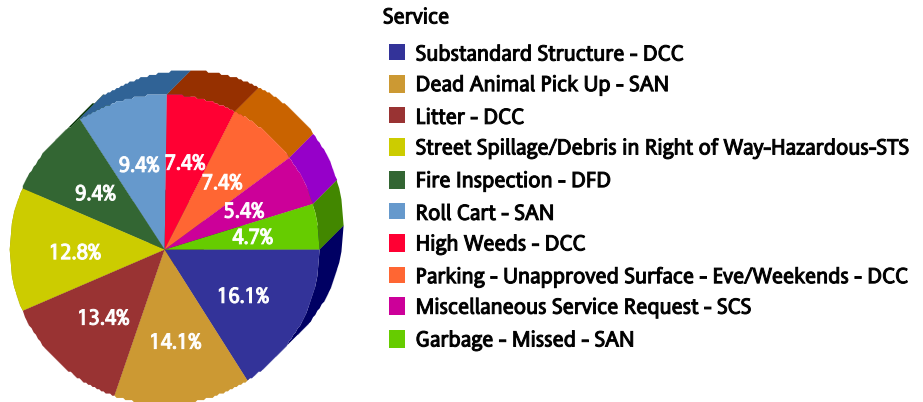
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Animal - Loose Aggressive - DCC	407	1	0	0.0%	3	0.2	406	99.8%	405	99.8%
2	Junk Motor Vehicle - DCC	355	201	201	100.0%	126	10.8	154	43.4%	154	100.0%
3	Litter - DCC	348	152	152	100.0%	38	9.9	196	56.3%	196	100.0%
4	Dead Animal Pick Up - SAN	322	0	0		1	0.3	322	100.0%	317	98.4%
5	Illegal Outside Storage - DCC	300	117	117	100.0%	38	12.0	183	61.0%	183	100.0%
6	Roll Cart - SAN	298	10	9	90.0%	12	7.1	288	96.6%	247	85.8%
7	Animal - Confined - DCC	270	0	0		3	0.1	270	100.0%	270	100.0%
8	Obstruction Alley/Sidewalk/Street - DCC	251	146	146	100.0%	60	9.7	105	41.8%	105	100.0%
9	Parking - Unapproved Surface - Eve/Weekends - DCC	229	1	1	100.0%	14	0.5	228	99.6%	228	100.0%
10	Bulky Trash Violations - DCC	214	1	1	100.0%	14	1.8	213	99.5%	211	99.1%
11	24 Hour Parking/Parking Violations - DPD	195	0	0		10	3.1	195	100.0%	195	100.0%
12	Animal - Loose - DCC	190	133	133	100.0%	45	12.3	57	30.0%	57	100.0%
13	Illegal Land Use (Residential/Business) - DCC	176	60	60	100.0%	60	4.6	116	65.9%	116	100.0%
14	Garbage - Missed - SAN	141	1	0	0.0%	12	2.1	140	99.3%	140	100.0%
15	Substandard Structure - DCC	135	126	126	100.0%	365	9.4	9	6.7%	9	100.0%
16	Animal - Sick/Injured - DCC	120	0	0		3	0.1	120	100.0%	120	100.0%
17	Street Spillage/Debris in Right of Way-Hazardous-STC	111	0	0		1	0.0	111	100.0%	111	100.0%
18	Fire Inspection - DFD	97	51	51	100.0%	90	4.1	46	47.4%	46	100.0%
19	High Weeds - DCC	81	37	37	100.0%	38	13.8	44	54.3%	44	100.0%
20	Animal - Cruelty - DCC	81	1	1	100.0%	30	0.4	80	98.8%	80	100.0%



for Unknown
From Jan 1 2006 to Jan 31 2006

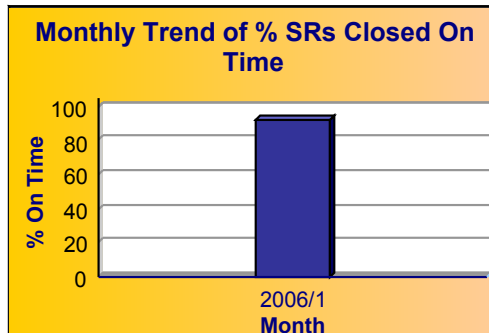
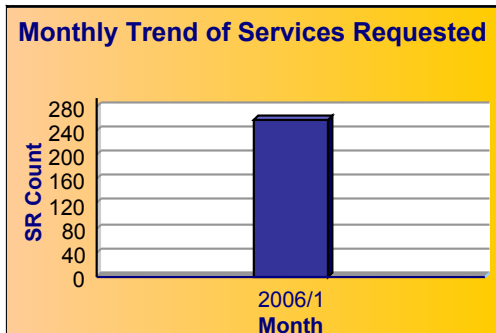
Top 10 Services

SR Type	Service Request Count
Substandard Structure - DCC	24
Dead Animal Pick Up - SAN	21
Litter - DCC	20
Street Spillage/Debris in Right of Way-Hazardous-STs	19
Fire Inspection - DFD	14
Roll Cart - SAN	14
High Weeds - DCC	11
Parking - Unapproved Surface - Eve/Weekends - DCC	11
Miscellaneous Service Request - SCS	8
Garbage - Missed - SAN	7



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
259	189	70	180	95.2%





City of Dallas

Service Level Performance Report by CSA

for Unknown

From Jan 1 2006 to Jan 31 2006

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	Substandard Structure - DCC	24	20	20	100.0%	365	7.2	4	16.7%	4	100.0%
2	Dead Animal Pick Up - SAN	21	0	0		1	0.3	21	100.0%	21	100.0%
3	Litter - DCC	20	6	6	100.0%	38	11.1	14	70.0%	14	100.0%
4	Street Spillage/Debris in Right of Way-Hazardous-STs	19	0	0		1	0.2	19	100.0%	19	100.0%
5	Fire Inspection - DFD	14	3	3	100.0%	90	3.2	11	78.6%	11	100.0%
6	Roll Cart - SAN	14	2	0	0.0%	12	7.8	12	85.7%	8	66.7%
7	High Weeds - DCC	11	4	4	100.0%	38	3.7	7	63.6%	7	100.0%
8	Parking - Unapproved Surface - Eve/Weekends - DCC	11	0	0		14	0.4	11	100.0%	11	100.0%
9	Miscellaneous Service Request - SCS	8	0	0		10	4.6	8	100.0%	8	100.0%
10	Garbage - Missed - SAN	7	2	0	0.0%	12	2.2	5	71.4%	5	100.0%
11	Junk Motor Vehicle - DCC	6	4	4	100.0%	126	9.5	2	33.3%	2	100.0%
12	24 Hour Parking/Parking Violations - DPD	6	2	0	0.0%	10	4.8	4	66.7%	4	100.0%
13	Recyclable Collection Missed (Residential) - SAN	6	0	0		3	0.8	6	100.0%	6	100.0%
14	Animal - Loose - DCC	4	4	4	100.0%	45		0	0.0%	0	
15	Animal - Sick/Injured - DCC	4	0	0		3	0.2	4	100.0%	4	100.0%
16	Crime/Vandalism/MISC. DPD	4	3	1	33.3%	14	10.0	1	25.0%	1	100.0%
17	Signs - Public Right of Way Eve/Weekends - DCC	4	0	0		7	0.8	4	100.0%	4	100.0%
18	Signs - Public Right of Way - DCC	3	0	0		7	2.0	3	100.0%	3	100.0%
19	Illegal Land Use (Residential/Business) - DCC	3	1	1	100.0%	60	5.0	2	66.7%	2	100.0%
20	Storm Water Constr. Site/Erosion Ctrl - PWT	3	0	0		14	26.3	3	100.0%	0	0.0%
21	Pothole - Hazardous-STs	3	0	0		1	0.0	3	100.0%	3	100.0%
22	Street Repair - Routine-STs	3	2	2	100.0%	120	24.0	1	33.3%	1	100.0%