



FY 2005 – 2006

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

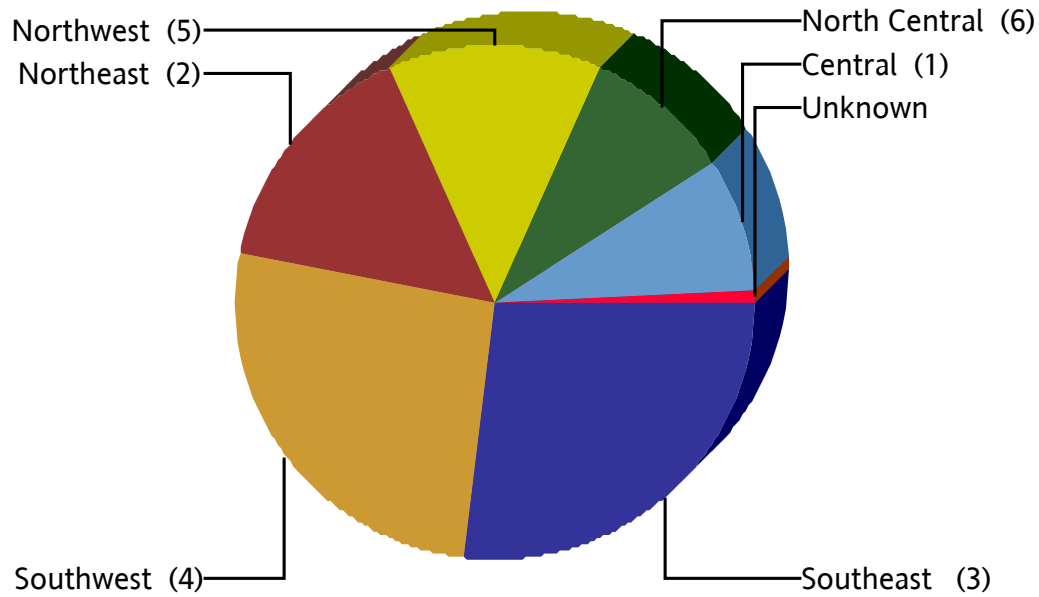
NOVEMBER 2005

TABLE OF CONTENTS

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



City of Dallas Service Count by Service Area
From Nov 1 2005 to Nov 30 2005



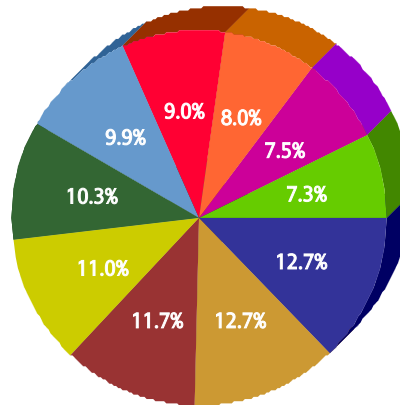
Service Area	Service Request Count	Percent of Total
Central (1)	1,928	8.3%
North Central (6)	2,140	9.2%
Northeast (2)	3,564	15.3%
Northwest (5)	3,123	13.4%
Southeast (3)	6,303	27.0%
Southwest (4)	6,038	25.9%
Unknown	219	0.9%
Total	23,315	



for Central (1), North Central (6), Northeast (2), Northwest (5), Southeast (3), Southwest (4), Unknown
 From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	1,345
Litter - DCC	1,344
Bulky Trash Violations - DCC	1,234
Animal - Loose Aggressive - DCC	1,165
Animal - Confined - DCC	1,085
High Weeds - DCC	1,046
Roll Cart - SAN	956
Garbage - Missed - SAN	847
Junk Motor Vehicle - DCC	789
24 Hour Parking/Parking Violations - DPD	770

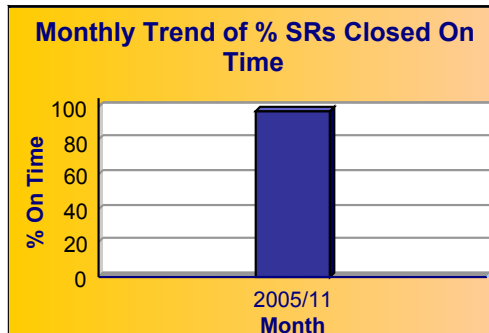
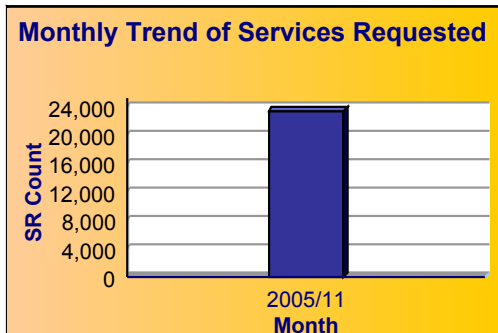


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
23,315	20,172	3,143	19,619	97.3%





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 Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

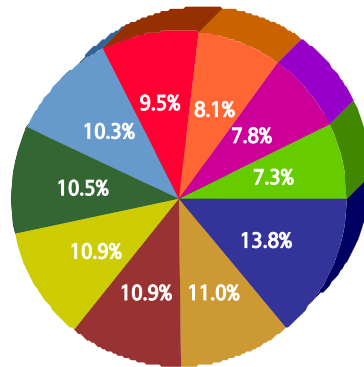
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Dead Animal Pick Up - SAN	1,345	0	0		1	0.4	1,345	100.0%	1,323	98.4%
2	Litter - DCC	1,344	274	256	93.4%	38	12.9	1,070	79.6%	1,070	100.0%
3	Bulky Trash Violations - DCC	1,234	5	3	60.0%	14	2.3	1,229	99.6%	1,203	97.9%
4	Animal - Loose Aggressive - DCC	1,165	0	0		3	0.2	1,165	100.0%	1,162	99.7%
5	Animal - Confined - DCC	1,085	0	0		3	0.2	1,085	100.0%	1,082	99.7%
6	High Weeds - DCC	1,046	203	188	92.6%	38	13.1	843	80.6%	843	100.0%
7	Roll Cart - SAN	956	31	10	32.3%	12	6.3	925	96.8%	774	83.7%
8	Garbage - Missed - SAN	847	12	3	25.0%	12	2.6	835	98.6%	832	99.6%
9	Junk Motor Vehicle - DCC	789	406	406	100.0%	126	13.5	383	48.5%	383	100.0%
10	24 Hour Parking/Parking Violations - DPD	770	6	0	0.0%	10	3.9	764	99.2%	732	95.8%
11	Obstruction Alley/Sidewalk/Street - DCC	695	182	182	100.0%	60	15.7	513	73.8%	513	100.0%
12	Fire Inspection - DFD	639	351	351	100.0%	90	14.0	288	45.1%	288	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	611	0	0		1	0.1	611	100.0%	609	99.7%
14	Animal - Loose - DCC	579	0	0		45	23.2	579	100.0%	579	100.0%
15	Substandard Structure - DCC	506	407	407	100.0%	365	11.4	99	19.6%	99	100.0%
16	Animal - Sick/Injured - DCC	481	0	0		3	0.2	481	100.0%	477	99.2%
17	Signs - Other - DCC	457	101	96	95.0%	38	5.8	356	77.9%	356	100.0%
18	Illegal Outside Storage - DCC	452	143	137	95.8%	38	13.9	309	68.4%	309	100.0%
19	Parking - Unapproved Surface - DCC	285	1	0	0.0%	14	5.4	284	99.6%	250	88.0%
20	Recyclable Collection Missed (Residential) - SAN	277	0	0		3	0.8	277	100.0%	275	99.3%



for Central (1)
From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Litter - DCC	98
24 Hour Parking/Parking Violations - DPD	78
Graffiti Private Property - Residential/Commercial	77
Roll Cart - SAN	77
Dead Animal Pick Up - SAN	74
Bulky Trash Violations - DCC	73
Fire Inspection - DFD	67
Animal - Confined - DCC	57
Obstruction Alley/Sidewalk/Street - DCC	55
Animal - Loose Aggressive - DCC	52

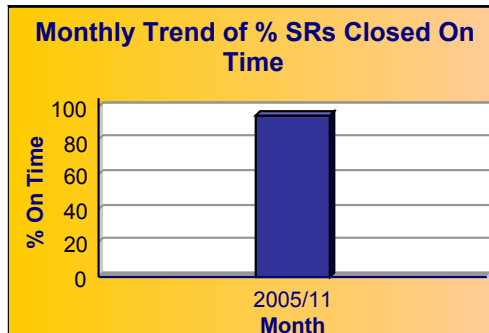
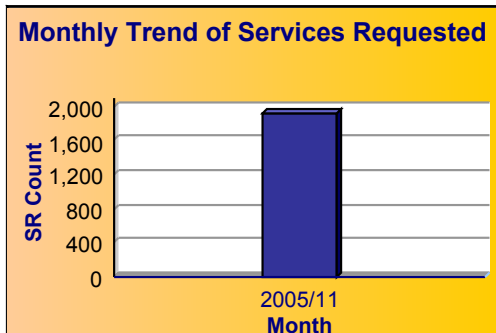


Service

- Litter - DCC
- 24 Hour Parking/Parking Violations - DPD
- Graffiti Private Property - Residential/Commercial
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Fire Inspection - DFD
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
1,928	1,622	306	1,549	95.5%





City of Dallas

Service Level Performance Report by CSA

for Central (1)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

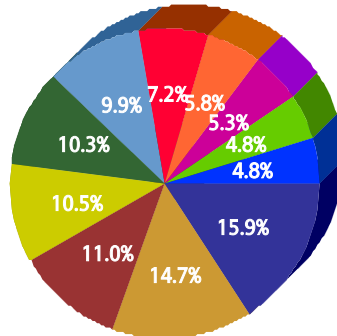
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	98	17	17	100.0%	38	12.4	81	82.7%	81	100.0%
2	24 Hour Parking/Parking Violations - DPD	78	4	0	0.0%	10	5.6	74	94.9%	63	85.1%
3	Graffiti Private Property - Residential/Commercial	77	40	40	100.0%	90	16.2	37	48.1%	37	100.0%
4	Roll Cart - SAN	77	8	1	12.5%	12	5.5	69	89.6%	60	87.0%
5	Dead Animal Pick Up - SAN	74	0	0		1	0.3	74	100.0%	73	98.6%
6	Bulky Trash Violations - DCC	73	0	0		14	0.9	73	100.0%	73	100.0%
7	Fire Inspection - DFD	67	43	43	100.0%	90	8.7	24	35.8%	24	100.0%
8	Animal - Confined - DCC	57	0	0		3	0.1	57	100.0%	57	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	55	19	19	100.0%	60	12.6	36	65.5%	36	100.0%
10	Animal - Loose Aggressive - DCC	52	0	0		3	0.2	52	100.0%	51	98.1%
11	Signs - Other Apts - DCC	49	9	8	88.9%	38	12.6	40	81.6%	40	100.0%
12	Street Spillage/Debris in Right of Way-Hazardous-STs	49	0	0		1	0.0	49	100.0%	49	100.0%
13	High Weeds - DCC	41	2	2	100.0%	38	11.0	39	95.1%	39	100.0%
14	Garbage - Missed - SAN	39	0	0		12	1.8	39	100.0%	39	100.0%
15	Animal - Loose - DCC	37	0	0		45	22.7	37	100.0%	37	100.0%
16	Street Repair - Routine-STs	37	11	11	100.0%	120	3.6	26	70.3%	26	100.0%
17	Substandard Structure - DCC	34	28	28	100.0%	365	15.7	6	17.6%	6	100.0%
18	Animal - Noisy - DCC	32	0	0		30	4.3	32	100.0%	31	96.9%
19	Animal - Sick/Injured - DCC	29	0	0		3	0.3	29	100.0%	28	96.6%
20	Illegal Garbage/Placement - DCC	23	3	3	100.0%	60	11.0	20	87.0%	20	100.0%
21	Signs - Other - DCC	23	4	3	75.0%	38	9.7	19	82.6%	19	100.0%
22	Traffic Signal - Timing - PWT	23	0	0		10	1.6	23	100.0%	23	100.0%



for North Central (6)
From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Animal - Confined - DCC	156
Bulky Trash Violations - DCC	145
Street Spillage/Debris in Right of Way-Hazardous-STs	108
Dead Animal Pick Up - SAN	103
Garbage - Missed - SAN	101
Roll Cart - SAN	97
24 Hour Parking/Parking Violations - DPD	71
Litter - DCC	57
Fire Inspection - DFD	52
Signs - Other - DCC	47
Street Repair - Routine-STs	47

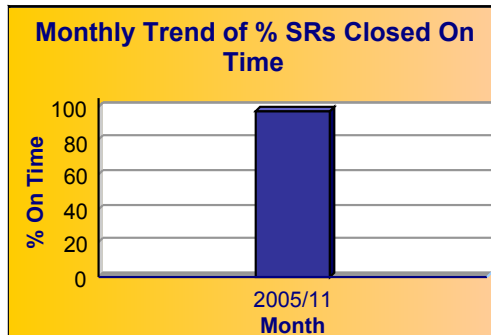
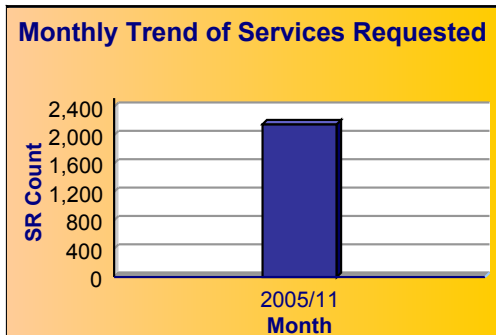


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,140	1,909	231	1,858	97.3%





City of Dallas

Service Level Performance Report by CSA

for North Central (6)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

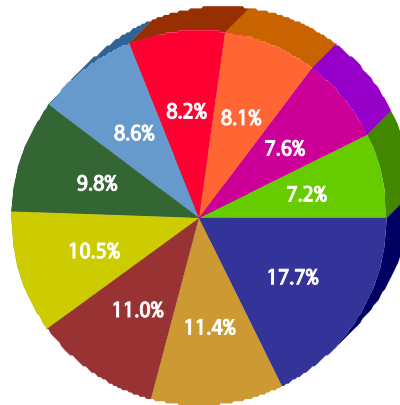
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Animal - Confined - DCC	156	0	0		3	0.1	156	100.0%	156	100.0%
2	Bulky Trash Violations - DCC	145	0	0		14	3.6	145	100.0%	134	92.4%
3	Street Spillage/Debris in Right of Way-Hazardous-STS	108	0	0		1	0.1	108	100.0%	108	100.0%
4	Dead Animal Pick Up - SAN	103	0	0		1	0.3	103	100.0%	101	98.1%
5	Garbage - Missed - SAN	101	1	1	100.0%	12	2.1	100	99.0%	100	100.0%
6	Roll Cart - SAN	97	0	0		12	6.1	97	100.0%	85	87.6%
7	24 Hour Parking/Parking Violations - DPD	71	0	0		10	3.5	71	100.0%	69	97.2%
8	Litter - DCC	57	3	3	100.0%	38	12.1	54	94.7%	54	100.0%
9	Fire Inspection - DFD	52	37	37	100.0%	90	8.7	15	28.8%	15	100.0%
10	Signs - Other - DCC	47	1	1	100.0%	38	2.4	46	97.9%	46	100.0%
11	Street Repair - Routine-STS	47	15	15	100.0%	120	5.4	32	68.1%	32	100.0%
12	Animal - Loose Aggressive - DCC	37	0	0		3	0.2	37	100.0%	37	100.0%
13	Recyclable Collection Missed (Residential) - SAN	37	0	0		3	0.9	37	100.0%	36	97.3%
14	Animal - Sick/Injured - DCC	36	0	0		3	0.1	36	100.0%	36	100.0%
15	Pothole - Hazardous-STS	34	0	0		1	0.0	34	100.0%	34	100.0%
16	Cost Plus - SAN	33	0	0		5	3.9	33	100.0%	22	66.7%
17	Substandard Structure - DCC	30	24	24	100.0%	365	4.8	6	20.0%	6	100.0%
18	Brush/Bulk Items - Missed - SAN	29	5	5	100.0%	30	3.3	24	82.8%	24	100.0%
19	Animal - Noisy - DCC	27	0	0		30	3.4	27	100.0%	27	100.0%
20	Obstruction Alley/Sidewalk/Street - DCC	26	4	4	100.0%	60	10.0	22	84.6%	22	100.0%



for Northeast (2)
From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Bulky Trash Violations - DCC	284
Dead Animal Pick Up - SAN	182
Animal - Confined - DCC	176
Garbage - Missed - SAN	168
High Weeds - DCC	157
Animal - Loose Aggressive - DCC	138
24 Hour Parking/Parking Violations - DPD	131
Obstruction Alley/Sidewalk/Street - DCC	129
Roll Cart - SAN	121
Litter - DCC	116

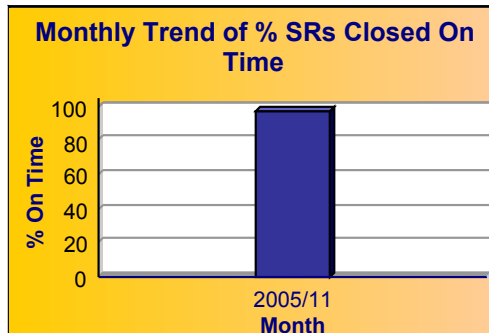
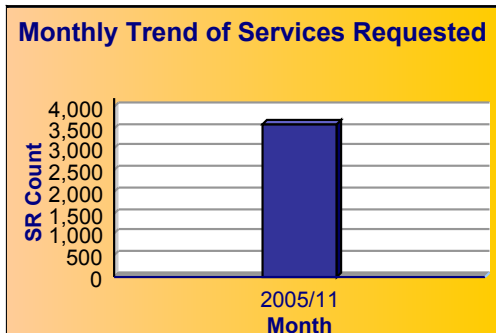


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
3,564	3,268	296	3,185	97.5%





City of Dallas

Service Level Performance Report by CSA

for Northeast (2)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

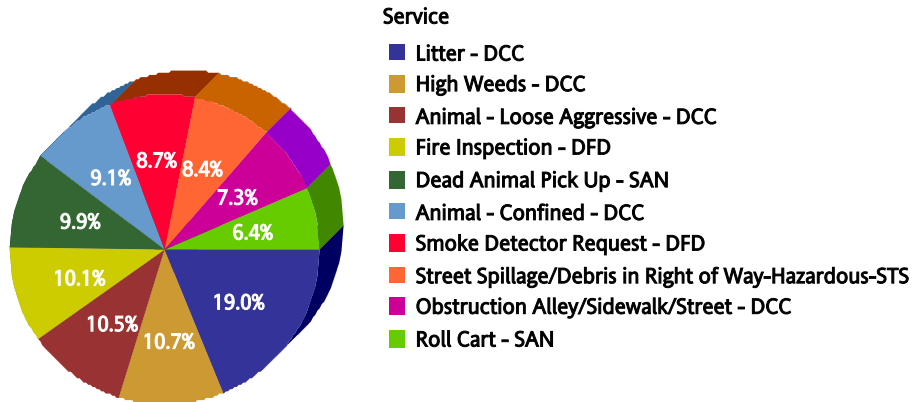
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Bulky Trash Violations - DCC	284	0	0		14	3.3	284	100.0%	275	96.8%
2	Dead Animal Pick Up - SAN	182	0	0		1	0.4	182	100.0%	180	98.9%
3	Animal - Confined - DCC	176	0	0		3	0.2	176	100.0%	175	99.4%
4	Garbage - Missed - SAN	168	1	0	0.0%	12	2.4	167	99.4%	166	99.4%
5	High Weeds - DCC	157	11	10	90.9%	38	10.1	146	93.0%	146	100.0%
6	Animal - Loose Aggressive - DCC	138	0	0		3	0.1	138	100.0%	138	100.0%
7	24 Hour Parking/Parking Violations - DPD	131	0	0		10	5.0	131	100.0%	124	94.7%
8	Obstruction Alley/Sidewalk/Street - DCC	129	23	23	100.0%	60	19.8	106	82.2%	106	100.0%
9	Roll Cart - SAN	121	7	1	14.3%	12	7.2	114	94.2%	88	77.2%
10	Litter - DCC	116	15	15	100.0%	38	12.5	101	87.1%	101	100.0%
11	Fire Inspection - DFD	106	43	43	100.0%	90	15.0	63	59.4%	63	100.0%
12	Animal - Loose - DCC	91	0	0		45	24.5	91	100.0%	91	100.0%
13	Street Spillage/Debris in Right of Way-Hazardous-STS	84	0	0		1	0.0	84	100.0%	84	100.0%
14	Junk Motor Vehicle - DCC	72	25	25	100.0%	126	10.4	47	65.3%	47	100.0%
15	Animal - Sick/Injured - DCC	70	0	0		3	0.3	70	100.0%	69	98.6%
16	Substandard Structure Apts - DCC	67	19	19	100.0%	365	11.7	48	71.6%	48	100.0%
17	Substandard Structure - DCC	60	44	44	100.0%	365	6.4	16	26.7%	16	100.0%
18	Recyclable Collection Missed (Residential) - SAN	59	0	0		3	0.9	59	100.0%	59	100.0%
19	Street Repair - Routine-STS	57	17	17	100.0%	120	4.4	40	70.2%	40	100.0%
20	Illegal Outside Storage - DCC	40	5	4	80.0%	38	10.3	35	87.5%	35	100.0%
21	Signs - Other Apts - DCC	40	2	0	0.0%	38	1.3	38	95.0%	38	100.0%



for Northwest (5)
From Nov 1 2005 to Nov 30 2005

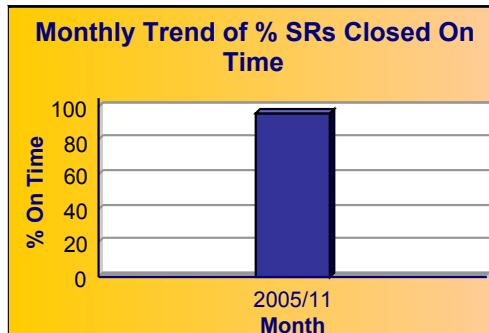
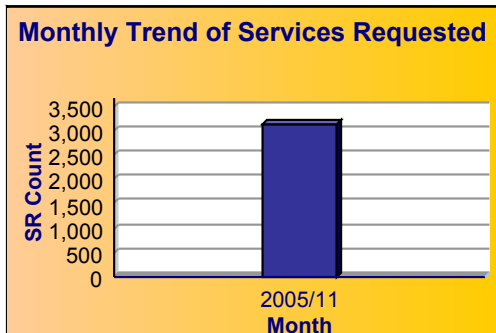
Top 10 Services

SR Type	Service Request Count
Litter - DCC	285
High Weeds - DCC	161
Animal - Loose Aggressive - DCC	157
Fire Inspection - DFD	151
Dead Animal Pick Up - SAN	149
Animal - Confined - DCC	136
Smoke Detector Request - DFD	131
Street Spillage/Debris in Right of Way-Hazardous-STS	126
Obstruction Alley/Sidewalk/Street - DCC	109
Roll Cart - SAN	96



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
3,123	2,637	486	2,555	96.9%





City of Dallas

Service Level Performance Report by CSA

for Northwest (5)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

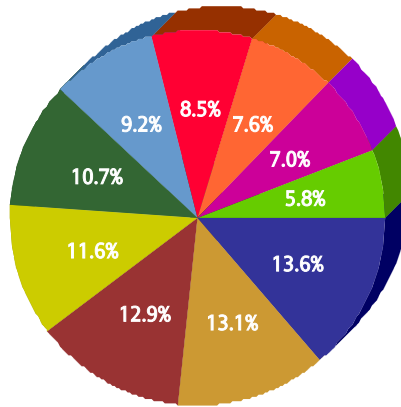
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	285	57	45	78.9%	38	15.5	228	80.0%	228	100.0%
2	High Weeds - DCC	161	36	27	75.0%	38	13.6	125	77.6%	125	100.0%
3	Animal - Loose Aggressive - DCC	157	0	0		3	0.2	157	100.0%	156	99.4%
4	Fire Inspection - DFD	151	94	94	100.0%	90	14.5	57	37.7%	57	100.0%
5	Dead Animal Pick Up - SAN	149	0	0		1	0.3	149	100.0%	149	100.0%
6	Animal - Confined - DCC	136	0	0		3	0.2	136	100.0%	136	100.0%
7	Smoke Detector Request - DFD	131	3	1	33.3%	30	10.3	128	97.7%	128	100.0%
8	Street Spillage/Debris in Right of Way-Hazardous-STs	126	0	0		1	0.0	126	100.0%	126	100.0%
9	Obstruction Alley/Sidewalk/Street - DCC	109	12	12	100.0%	60	16.2	97	89.0%	97	100.0%
10	Roll Cart - SAN	96	0	0		12	5.7	96	100.0%	80	83.3%
11	24 Hour Parking/Parking Violations - DPD	86	1	0	0.0%	10	6.0	85	98.8%	76	89.4%
12	Substandard Structure - DCC	78	64	64	100.0%	365	14.3	14	17.9%	14	100.0%
13	Junk Motor Vehicle - DCC	76	43	43	100.0%	126	20.2	33	43.4%	33	100.0%
14	Bulky Trash Violations - DCC	73	2	1	50.0%	14	3.5	71	97.3%	71	100.0%
15	Illegal Outside Storage - DCC	69	20	20	100.0%	38	12.7	49	71.0%	49	100.0%
16	Illegal Land Use (Residential/Business) - DCC	62	22	22	100.0%	60	5.7	40	64.5%	40	100.0%
17	Animal - Loose - DCC	60	0	0		45	21.7	60	100.0%	60	100.0%
18	Animal - Sick/Injured - DCC	60	0	0		3	0.2	60	100.0%	60	100.0%
19	Motor Vehicle Repair Violation - DCC	50	7	7	100.0%	40	4.6	43	86.0%	43	100.0%
20	Garbage - Missed - SAN	46	0	0		12	1.5	46	100.0%	46	100.0%



for Southeast (3)
From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Litter - DCC	466
Animal - Loose Aggressive - DCC	450
Dead Animal Pick Up - SAN	443
High Weeds - DCC	398
Bulky Trash Violations - DCC	367
Junk Motor Vehicle - DCC	316
Animal - Confined - DCC	293
Roll Cart - SAN	261
Garbage - Missed - SAN	240
Animal - Loose - DCC	199

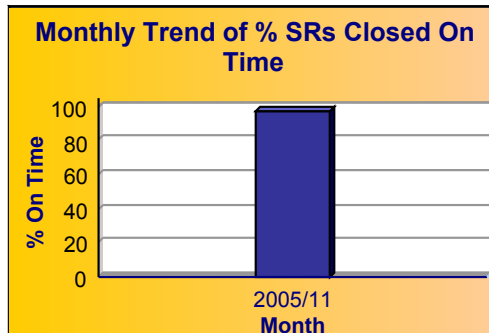
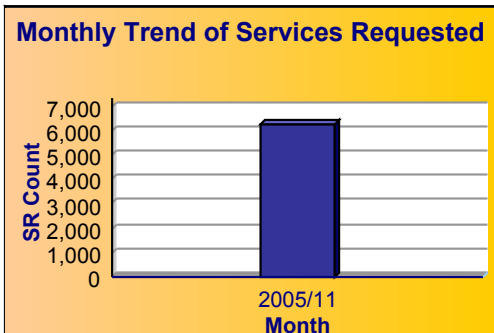


Service

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

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
6,303	5,413	890	5,290	97.7%





City of Dallas

Service Level Performance Report by CSA

for Southeast (3)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

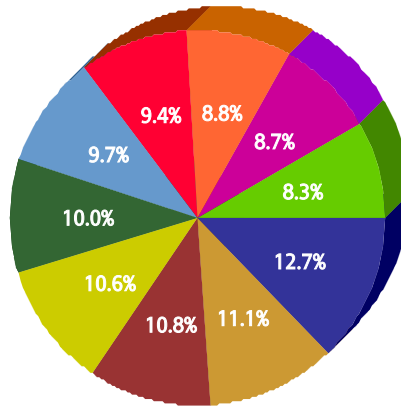
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Litter - DCC	466	85	80	94.1%	38	11.5	381	81.8%	381	100.0%
2	Animal - Loose Aggressive - DCC	450	0	0		3	0.1	450	100.0%	450	100.0%
3	Dead Animal Pick Up - SAN	443	0	0		1	0.4	443	100.0%	432	97.5%
4	High Weeds - DCC	398	81	77	95.1%	38	13.1	317	79.6%	317	100.0%
5	Bulky Trash Violations - DCC	367	1	0	0.0%	14	1.7	366	99.7%	362	98.9%
6	Junk Motor Vehicle - DCC	316	189	189	100.0%	126	12.9	127	40.2%	127	100.0%
7	Animal - Confined - DCC	293	0	0		3	0.2	293	100.0%	291	99.3%
8	Roll Cart - SAN	261	8	5	62.5%	12	4.5	253	96.9%	237	93.7%
9	Garbage - Missed - SAN	240	9	2	22.2%	12	3.7	231	96.2%	230	99.6%
10	Animal - Loose - DCC	199	0	0		45	22.9	199	100.0%	199	100.0%
11	24 Hour Parking/Parking Violations - DPD	186	0	0		10	2.1	186	100.0%	186	100.0%
12	Parking - Unapproved Surface - DCC	160	0	0		14	6.9	160	100.0%	133	83.1%
13	Animal - Sick/Injured - DCC	159	0	0		3	0.2	159	100.0%	158	99.4%
14	Substandard Structure - DCC	157	126	126	100.0%	365	9.9	31	19.7%	31	100.0%
15	Obstruction Alley/Sidewalk/Street - DCC	144	51	51	100.0%	60	13.6	93	64.6%	93	100.0%
16	Fire Inspection - DFD	109	60	60	100.0%	90	14.3	49	45.0%	49	100.0%
17	Illegal Outside Storage - DCC	108	43	40	93.0%	38	14.0	65	60.2%	65	100.0%
18	Street Spillage/Debris in Right of Way-Hazardous-STIS	104	0	0		1	0.0	104	100.0%	104	100.0%
19	Open and Vacant Structure - DCC	95	8	6	75.0%	30	3.5	87	91.6%	84	96.6%
20	Parking - Unapproved Surface - Proactive - DCC	84	3	2	66.7%	14	0.9	81	96.4%	80	98.8%



for Southwest (4)
From Nov 1 2005 to Nov 30 2005

Top 10 Services

SR Type	Service Request Count
Dead Animal Pick Up - SAN	378
Animal - Loose Aggressive - DCC	331
Signs - Other - DCC	322
Litter - DCC	317
Roll Cart - SAN	297
Bulky Trash Violations - DCC	288
Junk Motor Vehicle - DCC	280
Animal - Confined - DCC	262
High Weeds - DCC	260
Garbage - Missed - SAN	249

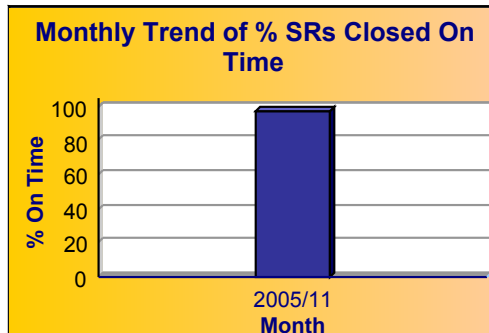
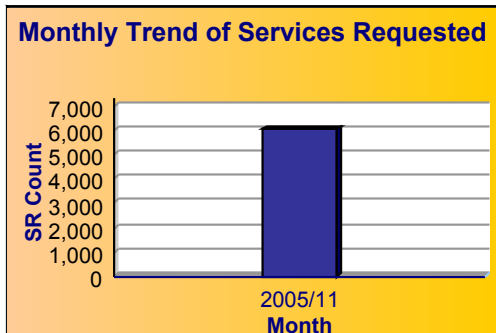


Service

- Dead Animal Pick Up - SAN
- Animal - Loose Aggressive - DCC
- Signs - Other - DCC
- Litter - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- High Weeds - DCC
- Garbage - Missed - SAN

Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
6,038	5,142	896	5,005	97.3%





City of Dallas

Service Level Performance Report by CSA

for Southwest (4)

From Nov 1 2005 to Nov 30 2005

Performance on SRs Created During the Reporting Period

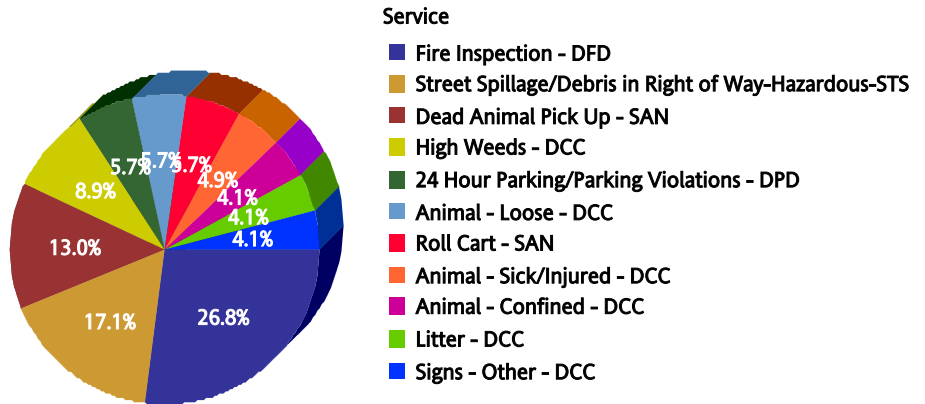
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	Dead Animal Pick Up - SAN	378	0	0		1	0.4	378	100.0%	372	98.4%
2	Animal - Loose Aggressive - DCC	331	0	0		3	0.2	331	100.0%	330	99.7%
3	Signs - Other - DCC	322	86	83	96.5%	38	6.1	236	73.3%	236	100.0%
4	Litter - DCC	317	95	94	98.9%	38	13.1	222	70.0%	222	100.0%
5	Roll Cart - SAN	297	4	2	50.0%	12	8.1	293	98.7%	221	75.4%
6	Bulky Trash Violations - DCC	288	2	2	100.0%	14	1.7	286	99.3%	284	99.3%
7	Junk Motor Vehicle - DCC	280	127	127	100.0%	126	13.5	153	54.6%	153	100.0%
8	Animal - Confined - DCC	262	0	0		3	0.1	262	100.0%	262	100.0%
9	High Weeds - DCC	260	69	69	100.0%	38	15.6	191	73.5%	191	100.0%
10	Garbage - Missed - SAN	249	0	0		12	2.1	249	100.0%	248	99.6%
11	Obstruction Alley/Sidewalk/Street - DCC	231	73	73	100.0%	60	15.4	158	68.4%	158	100.0%
12	24 Hour Parking/Parking Violations - DPD	211	0	0		10	3.6	211	100.0%	209	99.1%
13	Illegal Outside Storage - DCC	199	66	64	97.0%	38	15.3	133	66.8%	133	100.0%
14	Animal - Loose - DCC	164	0	0		45	23.4	164	100.0%	164	100.0%
15	Substandard Structure - DCC	145	121	121	100.0%	365	15.0	24	16.6%	24	100.0%
16	Illegal Garbage/Placement - DCC	140	20	20	100.0%	60	8.9	120	85.7%	120	100.0%
17	Animal - Sick/Injured - DCC	121	0	0		3	0.2	121	100.0%	120	99.2%
18	Fire Inspection - DFD	121	59	59	100.0%	90	16.1	62	51.2%	62	100.0%
19	Street Spillage/Debris in Right of Way-Hazardous-STS	119	0	0		1	0.2	119	100.0%	117	98.3%
20	Recyclable Collection Missed (Residential) - SAN	72	0	0		3	0.8	72	100.0%	71	98.6%



for Unknown
From Nov 1 2005 to Nov 30 2005

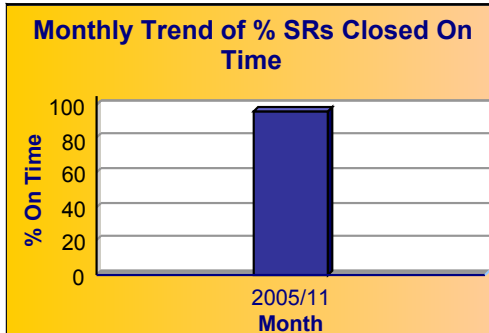
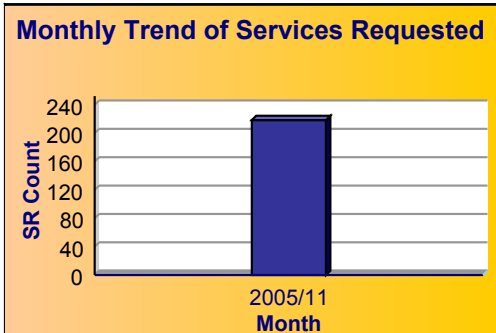
Top 10 Services

SR Type	Service Request Count
Fire Inspection - DFD	33
Street Spillage/Debris in Right of Way-Hazardous-STS	21
Dead Animal Pick Up - SAN	16
High Weeds - DCC	11
24 Hour Parking/Parking Violations - DPD	7
Animal - Loose - DCC	7
Roll Cart - SAN	7
Animal - Sick/Injured - DCC	6
Animal - Confined - DCC	5
Litter - DCC	5
Signs - Other - DCC	5



Summary - All Services Requested

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
219	181	38	177	97.8%





City of Dallas

Service Level Performance Report by CSA

for Unknown

From Nov 1 2005 to Nov 30 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	Fire Inspection - DFD	33	15	15	100.0%	90	12.6	18	54.5%	18	100.0%
2	Street Spillage/Debris in Right of Way-Hazardous-STS	21	0	0		1	0.0	21	100.0%	21	100.0%
3	Dead Animal Pick Up - SAN	16	0	0		1	0.3	16	100.0%	16	100.0%
4	High Weeds - DCC	11	3	3	100.0%	38	12.2	8	72.7%	8	100.0%
5	Animal - Loose - DCC	7	0	0		45	22.7	7	100.0%	7	100.0%
6	24 Hour Parking/Parking Violations - DPD	7	1	0	0.0%	10	4.8	6	85.7%	5	83.3%
7	Roll Cart - SAN	7	4	1	25.0%	12	4.3	3	42.9%	3	100.0%
8	Animal - Sick/Injured - DCC	6	0	0		3	0.2	6	100.0%	6	100.0%
9	Animal - Confined - DCC	5	0	0		3	0.2	5	100.0%	5	100.0%
10	Litter - DCC	5	2	2	100.0%	38	3.0	3	60.0%	3	100.0%
11	Signs - Other - DCC	5	0	0		38	4.2	5	100.0%	5	100.0%
12	Miscellaneous Service Request - SCS	4	0	0		10	1.5	4	100.0%	4	100.0%
13	Bulky Trash Violations - DCC	4	0	0		14	1.0	4	100.0%	4	100.0%
14	Crime/Vandalism/MISC. DPD	4	0	0		14	7.8	4	100.0%	4	100.0%
15	Garbage - Missed - SAN	4	1	0	0.0%	12	2.3	3	75.0%	3	100.0%
16	Parking - Unapproved Surface - Eve/Weekends - DCC	3	0	0		14	6.7	3	100.0%	2	66.7%
17	Educational Request - DFD	3	0	0		90	6.0	3	100.0%	3	100.0%
18	Pothole - Hazardous-STS	3	0	0		1	0.3	3	100.0%	3	100.0%
19	Pothole Repair Routine - STS	3	0	0		120	1.7	3	100.0%	3	100.0%
20	Street Repair - Hazardous-STS	3	0	0		1	0.3	3	100.0%	3	100.0%
21	Tree down/low limbs - Emergency-STS	3	0	0		1	0.3	3	100.0%	3	100.0%