



**FY 2005 – 2006**

**Monthly Service Request**

**Performance Reports**

**by**

**City Service Area**

**And Citywide Summary**

**OCTOBER 2005**

## **TABLE OF CONTENTS**

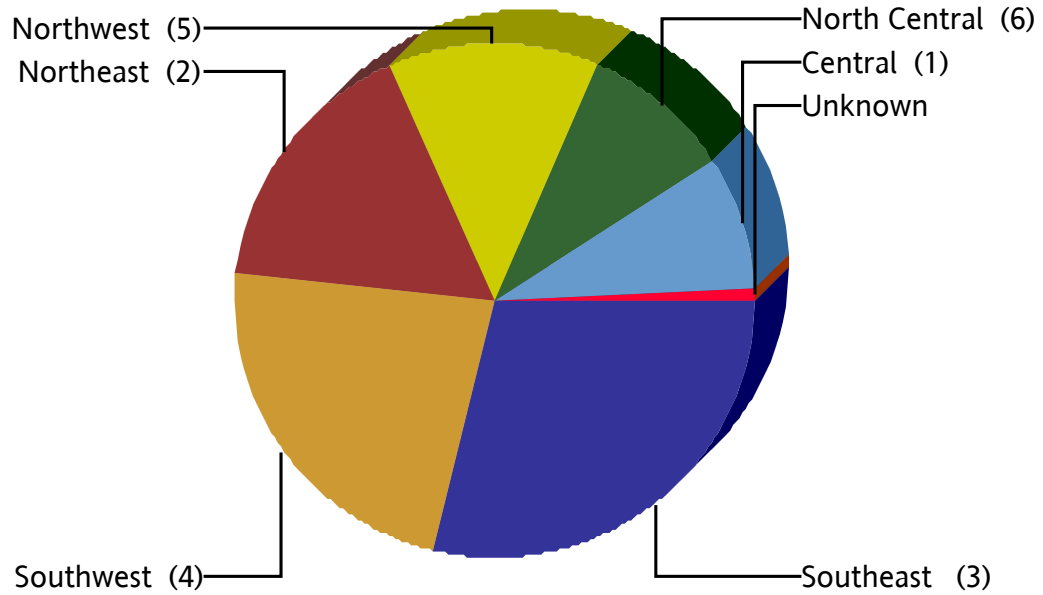
- 3 . . . . . Chart of Service Request Counts by City Service Area**
- 4 . . . . . Citywide Service Level Performance Report by City Service Area**
- 6 . . . . . Citywide Service Level Performance Report the Central CSA**
- 8 . . . . . Citywide Service Level Performance Report the North Central CSA**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



# City of Dallas

## Service Count by Service Area

From Oct 1 2005 to Oct 31 2005



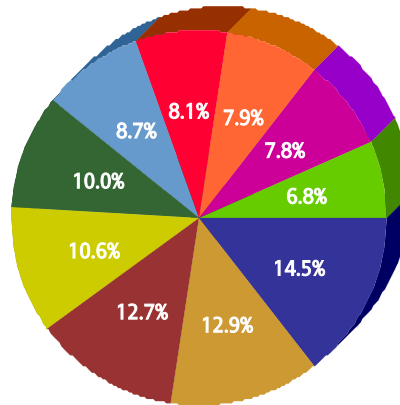
Service Area	Service Request Count	Percent of Total
<a href="#">Central (1)</a>	2,012	8.1%
<a href="#">North Central (6)</a>	2,386	9.7%
<a href="#">Northeast (2)</a>	4,102	16.6%
<a href="#">Northwest (5)</a>	3,230	13.1%
<a href="#">Southeast (3)</a>	7,123	28.8%
<a href="#">Southwest (4)</a>	5,616	22.7%
<a href="#">Unknown</a>	221	0.9%
<b>Total</b>	<b>24,690</b>	

**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 Oct 1 2005 to Oct 31 2005

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	1,771
Dead Animal Pick Up - SAN	1,570
Litter - DCC	1,551
Animal - Confined - DCC	1,296
Animal - Loose Aggressive - DCC	1,223
Obstruction Alley/Sidewalk/Street - DCC	1,062
Bulky Trash Violations - DCC	985
24 Hour Parking/Parking Violations - DPD	959
Roll Cart - SAN	949
Junk Motor Vehicle - DCC	824

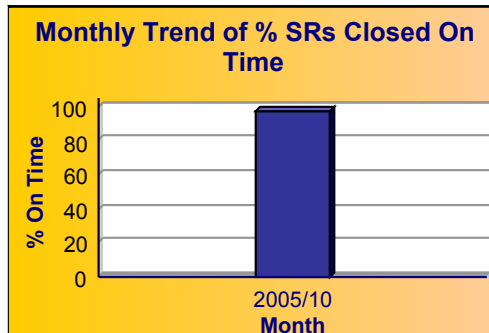
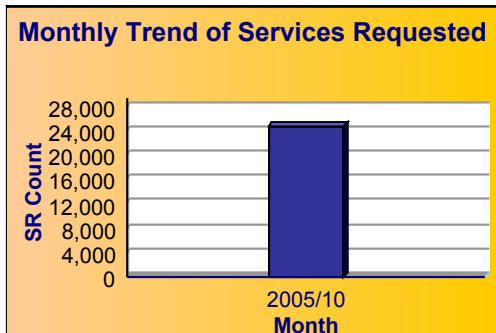


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
24,690	19,594	5,096	19,069	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 Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

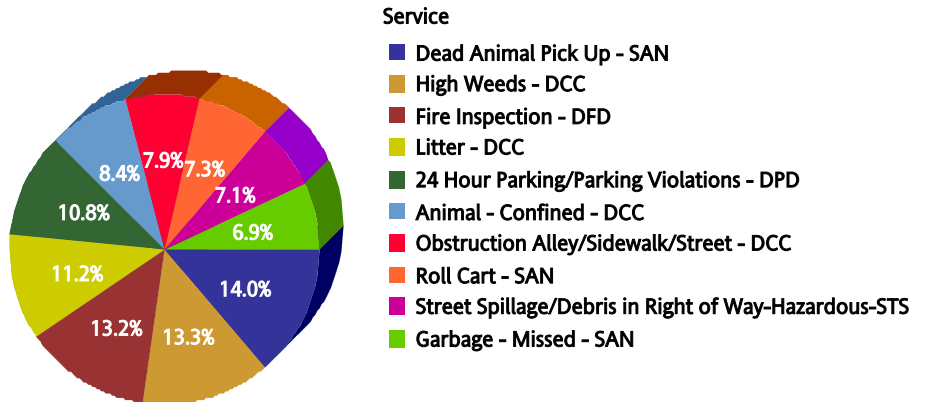
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">High Weeds - DCC</a>	1,771	601	601	100.0%	38	10.3	1,170	66.1%	1,170	100.0%
2	<a href="#">Dead Animal Pick Up - SAN</a>	1,570	0	0		1	0.3	1,570	100.0%	1,562	99.5%
3	<a href="#">Litter - DCC</a>	1,551	615	615	100.0%	38	10.4	936	60.3%	936	100.0%
4	<a href="#">Animal - Confined - DCC</a>	1,296	0	0		3	0.2	1,296	100.0%	1,285	99.2%
5	<a href="#">Animal - Loose Aggressive - DCC</a>	1,223	0	0		3	0.2	1,223	100.0%	1,219	99.7%
6	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	1,062	505	505	100.0%	60	11.7	557	52.4%	557	100.0%
7	<a href="#">Bulky Trash Violations - DCC</a>	985	15	11	73.3%	14	2.0	970	98.5%	962	99.2%
8	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	959	9	5	55.6%	10	3.8	950	99.1%	921	96.9%
9	<a href="#">Roll Cart - SAN</a>	949	15	9	60.0%	12	6.5	934	98.4%	753	80.6%
10	<a href="#">Junk Motor Vehicle - DCC</a>	824	478	478	100.0%	126	11.5	346	42.0%	346	100.0%
11	<a href="#">Garbage - Missed - SAN</a>	747	9	6	66.7%	12	3.1	738	98.8%	735	99.6%
12	<a href="#">Animal - Loose - DCC</a>	693	687	687	100.0%	45	6.3	6	0.9%	6	100.0%
13	<a href="#">Animal - Sick/Injured - DCC</a>	568	0	0		3	0.2	568	100.0%	568	100.0%
14	<a href="#">Fire Inspection - DFD</a>	553	310	310	100.0%	90	11.2	243	43.9%	243	100.0%
15	<a href="#">Substandard Structure - DCC</a>	521	427	427	100.0%	365	7.4	94	18.0%	94	100.0%
16	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-ST5</a>	515	0	0		1	0.0	515	100.0%	514	99.8%
17	<a href="#">Illegal Outside Storage - DCC</a>	401	152	152	100.0%	38	11.9	249	62.1%	249	100.0%
18	<a href="#">Parking - Unapproved Surface - DCC</a>	305	3	3	100.0%	14	2.5	302	99.0%	300	99.3%
19	<a href="#">Street Repair - Routine-ST5</a>	260	91	91	100.0%	120	6.4	169	65.0%	169	100.0%
20	<a href="#">Pothole - Hazardous-ST5</a>	248	0	0		1	0.1	248	100.0%	247	99.6%



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

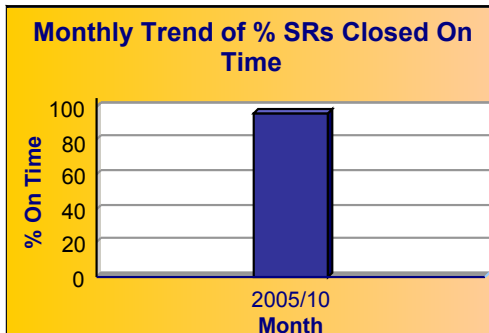
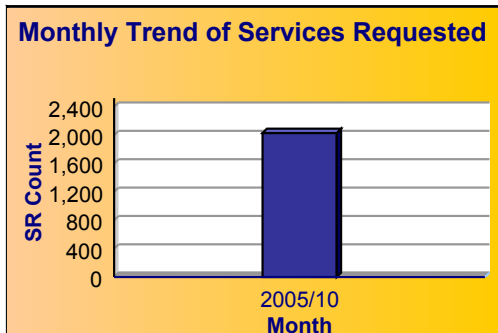
**Top 10 Services**

SR Type	Service Request Count
<a href="#">Dead Animal Pick Up - SAN</a>	117
<a href="#">High Weeds - DCC</a>	111
<a href="#">Fire Inspection - DFD</a>	110
<a href="#">Litter - DCC</a>	94
<a href="#">24 Hour Parking/Parking Violations - DPD</a>	90
<a href="#">Animal - Confined - DCC</a>	70
<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	66
<a href="#">Roll Cart - SAN</a>	61
<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STC</a>	59
<a href="#">Garbage - Missed - SAN</a>	58



**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,012	1,591	421	1,537	96.6%





# City of Dallas

Service Level Performance Report by CSA

for Central (1)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

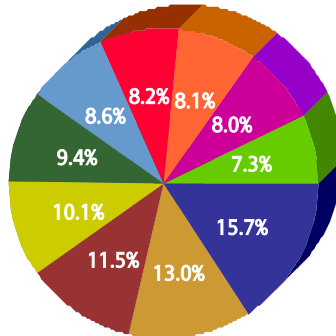
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">Dead Animal Pick Up - SAN</a>	117	0	0		1	0.4	117	100.0%	115	98.3%
2	<a href="#">High Weeds - DCC</a>	111	52	52	100.0%	38	12.1	59	53.2%	59	100.0%
3	<a href="#">Fire Inspection - DFD</a>	110	57	57	100.0%	90	8.4	53	48.2%	53	100.0%
4	<a href="#">Litter - DCC</a>	94	47	47	100.0%	38	9.6	47	50.0%	47	100.0%
5	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	90	3	2	66.7%	10	4.6	87	96.7%	84	96.6%
6	<a href="#">Animal - Confined - DCC</a>	70	0	0		3	0.2	70	100.0%	70	100.0%
7	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	66	33	33	100.0%	60	16.0	33	50.0%	33	100.0%
8	<a href="#">Roll Cart - SAN</a>	61	1	0	0.0%	12	6.0	60	98.4%	50	83.3%
9	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STS</a>	59	0	0		1	0.1	59	100.0%	58	98.3%
10	<a href="#">Garbage - Missed - SAN</a>	58	0	0		12	2.0	58	100.0%	58	100.0%
11	<a href="#">Animal - Loose Aggressive - DCC</a>	54	0	0		3	0.1	54	100.0%	54	100.0%
12	<a href="#">Graffiti Private Property - Residential/Commercial</a>	52	30	30	100.0%	90	8.8	22	42.3%	22	100.0%
13	<a href="#">Animal - Loose - DCC</a>	39	39	39	100.0%	45		0	0.0%	0	
14	<a href="#">Animal - Sick/Injured - DCC</a>	38	0	0		3	0.2	38	100.0%	38	100.0%
15	<a href="#">Animal - Noisy - DCC</a>	35	1	1	100.0%	30	2.3	34	97.1%	34	100.0%
16	<a href="#">Bulky Trash Violations - DCC</a>	33	0	0		14	1.5	33	100.0%	33	100.0%
17	<a href="#">Substandard Structure - DCC</a>	32	26	26	100.0%	365	7.7	6	18.8%	6	100.0%
18	<a href="#">Street Repair - Routine-STS</a>	30	8	8	100.0%	120	8.0	22	73.3%	22	100.0%
19	<a href="#">Pothole - Hazardous-STS</a>	28	0	0		1	0.1	28	100.0%	28	100.0%
20	<a href="#">Illegal Dumping - DCC</a>	27	2	2	100.0%	38	7.8	25	92.6%	25	100.0%



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

**Top 10 Services**

SR Type	Service Request Count
<a href="#">Animal - Confined - DCC</a>	159
<a href="#">Dead Animal Pick Up - SAN</a>	131
<a href="#">Roll Cart - SAN</a>	116
<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	102
<a href="#">Garbage - Missed - SAN</a>	95
<a href="#">24 Hour Parking/Parking Violations - DPD</a>	87
<a href="#">High Weeds - DCC</a>	83
<a href="#">Bulky Trash Violations - DCC</a>	82
<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STs</a>	81
<a href="#">Street Repair - Routine-STs</a>	74

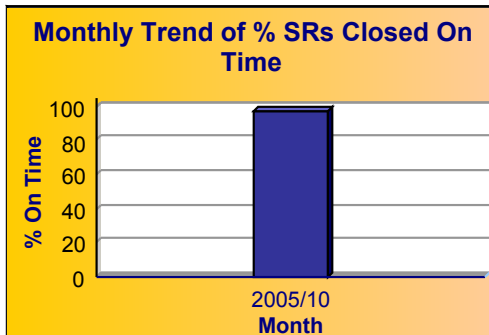
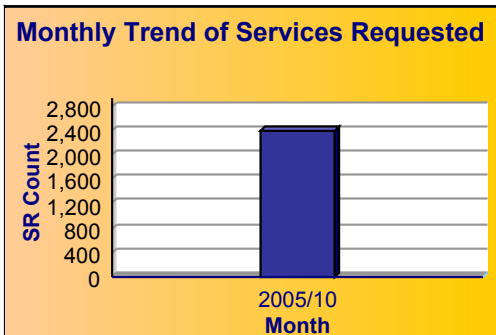


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
2,386	2,051	335	1,982	96.6%







# City of Dallas

Service Level Performance Report by CSA

for North Central (6)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

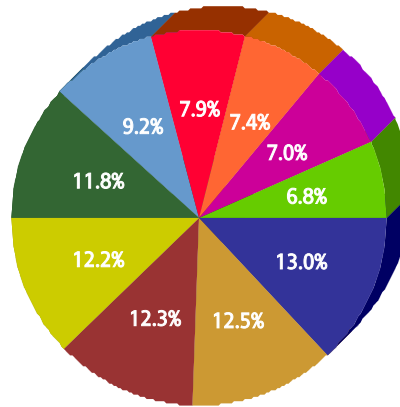
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">Animal - Confined - DCC</a>	159	0	0		3	0.1	159	100.0%	157	98.7%
2	<a href="#">Dead Animal Pick Up - SAN</a>	131	0	0		1	0.3	131	100.0%	131	100.0%
3	<a href="#">Roll Cart - SAN</a>	116	2	2	100.0%	12	5.7	114	98.3%	99	86.8%
4	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	102	38	38	100.0%	60	8.9	64	62.7%	64	100.0%
5	<a href="#">Garbage - Missed - SAN</a>	95	0	0		12	2.3	95	100.0%	94	98.9%
6	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	87	0	0		10	6.2	87	100.0%	76	87.4%
7	<a href="#">High Weeds - DCC</a>	83	32	32	100.0%	38	8.8	51	61.4%	51	100.0%
8	<a href="#">Bulky Trash Violations - DCC</a>	82	1	1	100.0%	14	1.6	81	98.8%	81	100.0%
9	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STS</a>	81	0	0		1	0.0	81	100.0%	81	100.0%
10	<a href="#">Street Repair - Routine-STS</a>	74	30	30	100.0%	120	6.2	44	59.5%	44	100.0%
11	<a href="#">Fire Inspection - DFD</a>	72	32	32	100.0%	90	11.0	40	55.6%	40	100.0%
12	<a href="#">Litter - DCC</a>	68	13	13	100.0%	38	8.1	55	80.9%	55	100.0%
13	<a href="#">Brush/Bulk Items - Missed - SAN</a>	48	0	0		30	8.2	48	100.0%	48	100.0%
14	<a href="#">Substandard Structure - DCC</a>	44	29	29	100.0%	365	5.5	15	34.1%	15	100.0%
15	<a href="#">Pothole - Hazardous-STS</a>	44	0	0		1	0.0	44	100.0%	44	100.0%
16	<a href="#">Animal - Loose Aggressive - DCC</a>	39	0	0		3	0.2	39	100.0%	38	97.4%
17	<a href="#">Animal - Sick/Injured - DCC</a>	39	0	0		3	0.0	39	100.0%	39	100.0%
18	<a href="#">Recyclable Collection Missed (Residential) - SAN</a>	37	0	0		3	1.7	37	100.0%	34	91.9%
19	<a href="#">Animal - Noisy - DCC</a>	31	0	0		30	2.1	31	100.0%	31	100.0%
20	<a href="#">Cost Plus - SAN</a>	30	0	0		5	3.7	30	100.0%	23	76.7%
21	<a href="#">Animal - Loose - DCC</a>	30	30	30	100.0%	45		0	0.0%	0	
22	<a href="#">Tree down/low limbs - Emergency-STS</a>	30	0	0		1	0.0	30	100.0%	30	100.0%



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

**Top 10 Services**

SR Type	Service Request Count
<a href="#">Animal - Confined - DCC</a>	256
<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	246
<a href="#">High Weeds - DCC</a>	243
<a href="#">Bulky Trash Violations - DCC</a>	240
<a href="#">Dead Animal Pick Up - SAN</a>	233
<a href="#">Garbage - Missed - SAN</a>	181
<a href="#">Roll Cart - SAN</a>	156
<a href="#">Litter - DCC</a>	146
<a href="#">24 Hour Parking/Parking Violations - DPD</a>	138
<a href="#">Animal - Loose Aggressive - DCC</a>	134

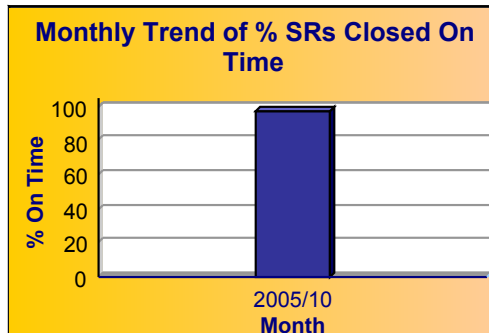
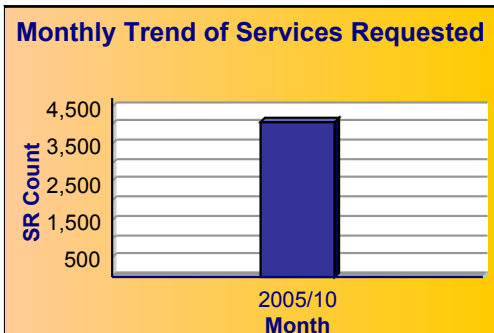


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
4,102	3,433	669	3,327	96.9%





# City of Dallas

Service Level Performance Report by CSA

for Northeast (2)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

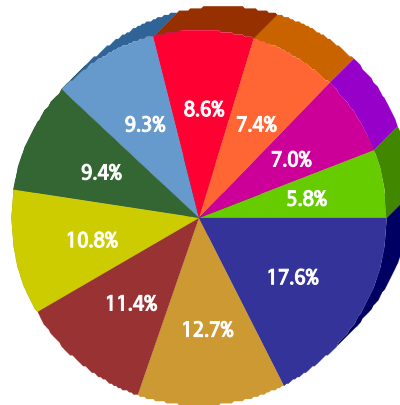
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">Animal - Confined - DCC</a>	256	0	0		3	0.2	256	100.0%	254	99.2%
2	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	246	118	118	100.0%	60	10.8	128	52.0%	128	100.0%
3	<a href="#">High Weeds - DCC</a>	243	75	75	100.0%	38	10.8	168	69.1%	168	100.0%
4	<a href="#">Bulky Trash Violations - DCC</a>	240	1	1	100.0%	14	2.2	239	99.6%	237	99.2%
5	<a href="#">Dead Animal Pick Up - SAN</a>	233	0	0		1	0.4	233	100.0%	233	100.0%
6	<a href="#">Garbage - Missed - SAN</a>	181	0	0		12	2.6	181	100.0%	181	100.0%
7	<a href="#">Roll Cart - SAN</a>	156	0	0		12	8.1	156	100.0%	113	72.4%
8	<a href="#">Litter - DCC</a>	146	41	41	100.0%	38	12.3	105	71.9%	105	100.0%
9	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	138	0	0		10	5.1	138	100.0%	136	98.6%
10	<a href="#">Animal - Loose Aggressive - DCC</a>	134	0	0		3	0.2	134	100.0%	133	99.3%
11	<a href="#">Animal - Loose - DCC</a>	102	100	100	100.0%	45	7.5	2	2.0%	2	100.0%
12	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STC</a>	102	0	0		1	0.0	102	100.0%	102	100.0%
13	<a href="#">Fire Inspection - DFD</a>	82	45	45	100.0%	90	8.8	37	45.1%	37	100.0%
14	<a href="#">Animal - Sick/Injured - DCC</a>	79	0	0		3	0.1	79	100.0%	79	100.0%
15	<a href="#">Recyclable Collection Missed (Residential) - SAN</a>	68	0	0		3	2.0	68	100.0%	58	85.3%
16	<a href="#">Substandard Structure Apts - DCC</a>	67	14	14	100.0%	365	6.5	53	79.1%	53	100.0%
17	<a href="#">Junk Motor Vehicle - DCC</a>	55	20	20	100.0%	126	9.5	35	63.6%	35	100.0%
18	<a href="#">Animal - Noisy - DCC</a>	54	0	0		30	2.4	54	100.0%	54	100.0%
19	<a href="#">Graffiti Private Property - Residential/Commercial</a>	50	31	31	100.0%	90	7.4	19	38.0%	19	100.0%
20	<a href="#">Substandard Structure - DCC</a>	47	37	37	100.0%	365	6.0	10	21.3%	10	100.0%



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

**Top 10 Services**

SR Type	Service Request Count
Litter - DCC	290
High Weeds - DCC	210
Fire Inspection - DFD	188
Dead Animal Pick Up - SAN	178
Animal - Confined - DCC	156
Obstruction Alley/Sidewalk/Street - DCC	154
24 Hour Parking/Parking Violations - DPD	142
Bulky Trash Violations - DCC	123
Animal - Loose Aggressive - DCC	115
Roll Cart - SAN	96

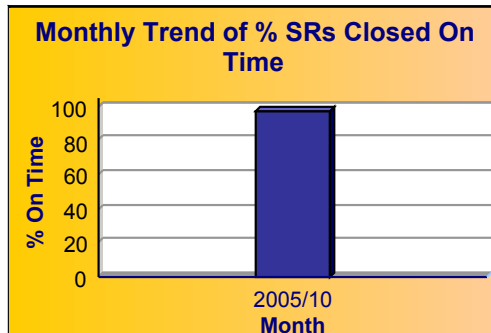
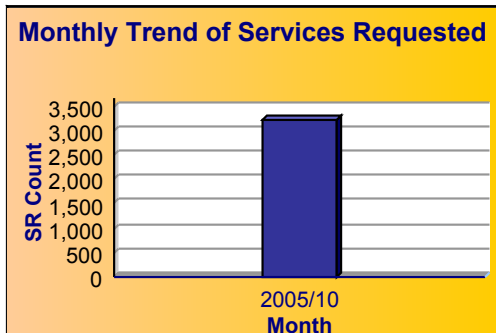


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
3,230	2,394	836	2,344	97.9%





# City of Dallas

Service Level Performance Report by CSA

for Northwest (5)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

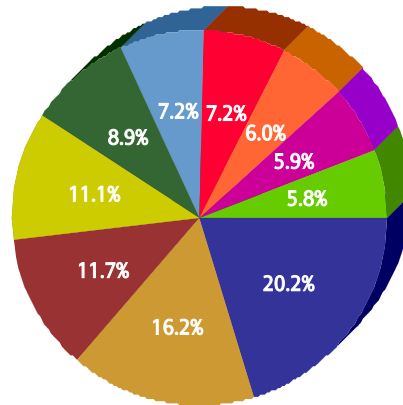
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">Litter - DCC</a>	290	153	153	100.0%	38	11.4	137	47.2%	137	100.0%
2	<a href="#">High Weeds - DCC</a>	210	90	90	100.0%	38	8.8	120	57.1%	120	100.0%
3	<a href="#">Fire Inspection - DFD</a>	188	116	116	100.0%	90	14.9	72	38.3%	72	100.0%
4	<a href="#">Dead Animal Pick Up - SAN</a>	178	0	0		1	0.3	178	100.0%	176	98.9%
5	<a href="#">Animal - Confined - DCC</a>	156	0	0		3	0.1	156	100.0%	156	100.0%
6	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	154	81	81	100.0%	60	12.5	73	47.4%	73	100.0%
7	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	142	5	2	40.0%	10	4.9	137	96.5%	131	95.6%
8	<a href="#">Bulky Trash Violations - DCC</a>	123	6	2	33.3%	14	2.8	117	95.1%	115	98.3%
9	<a href="#">Animal - Loose Aggressive - DCC</a>	115	0	0		3	0.1	115	100.0%	115	100.0%
10	<a href="#">Roll Cart - SAN</a>	96	5	3	60.0%	12	3.7	91	94.8%	90	98.9%
11	<a href="#">Junk Motor Vehicle - DCC</a>	89	50	50	100.0%	126	12.3	39	43.8%	39	100.0%
12	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-ST5</a>	89	0	0		1	0.0	89	100.0%	89	100.0%
13	<a href="#">Animal - Loose - DCC</a>	81	80	80	100.0%	45	1.0	1	1.2%	1	100.0%
14	<a href="#">Substandard Structure - DCC</a>	80	68	68	100.0%	365	5.6	12	15.0%	12	100.0%
15	<a href="#">Animal - Sick/Injured - DCC</a>	68	0	0		3	0.1	68	100.0%	68	100.0%
16	<a href="#">Garbage - Missed - SAN</a>	63	0	0		12	1.7	63	100.0%	62	98.4%
17	<a href="#">Illegal Outside Storage - DCC</a>	51	10	10	100.0%	38	14.0	41	80.4%	41	100.0%
18	<a href="#">Parking - Unapproved Surface - Proactive - DCC</a>	45	5	1	20.0%	14	0.9	40	88.9%	39	97.5%
19	<a href="#">Illegal Dumping - DCC</a>	40	10	10	100.0%	38	11.1	30	75.0%	30	100.0%
20	<a href="#">Illegal Land Use (Residential/Business) - DCC</a>	40	19	19	100.0%	60	7.0	21	52.5%	21	100.0%



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

**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	840
Litter - DCC	675
Dead Animal Pick Up - SAN	487
Animal - Loose Aggressive - DCC	461
Animal - Confined - DCC	371
Bulky Trash Violations - DCC	299
Junk Motor Vehicle - DCC	298
Obstruction Alley/Sidewalk/Street - DCC	248
Animal - Loose - DCC	245
Roll Cart - SAN	240

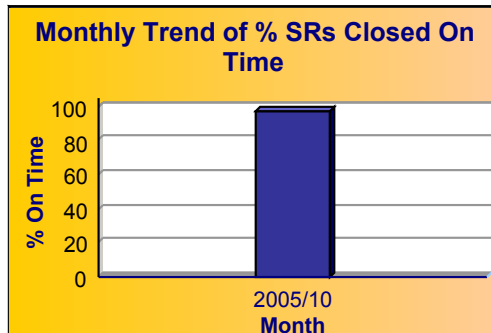
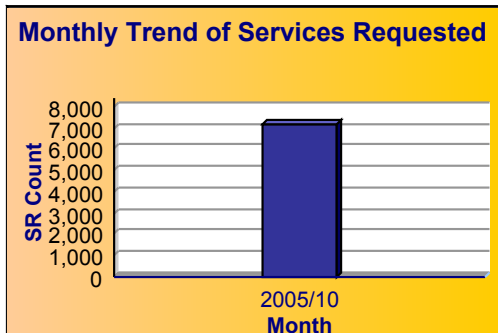


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
7,123	5,505	1,618	5,373	97.6%





# City of Dallas

Service Level Performance Report by CSA

for Southeast (3)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

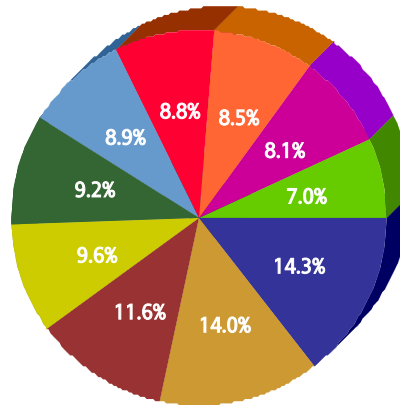
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">High Weeds - DCC</a>	840	247	247	100.0%	38	10.6	593	70.6%	593	100.0%
2	<a href="#">Litter - DCC</a>	675	265	265	100.0%	38	10.5	410	60.7%	410	100.0%
3	<a href="#">Dead Animal Pick Up - SAN</a>	487	0	0		1	0.3	487	100.0%	483	99.2%
4	<a href="#">Animal - Loose Aggressive - DCC</a>	461	0	0		3	0.2	461	100.0%	460	99.8%
5	<a href="#">Animal - Confined - DCC</a>	371	0	0		3	0.2	371	100.0%	366	98.7%
6	<a href="#">Bulky Trash Violations - DCC</a>	299	5	5	100.0%	14	1.9	294	98.3%	293	99.7%
7	<a href="#">Junk Motor Vehicle - DCC</a>	298	190	190	100.0%	126	13.2	108	36.2%	108	100.0%
8	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	248	103	103	100.0%	60	13.6	145	58.5%	145	100.0%
9	<a href="#">Animal - Loose - DCC</a>	245	244	244	100.0%	45	0.0	1	0.4%	1	100.0%
10	<a href="#">Roll Cart - SAN</a>	240	2	1	50.0%	12	8.4	238	99.2%	161	67.6%
11	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	234	0	0		10	2.1	234	100.0%	234	100.0%
12	<a href="#">Animal - Sick/Injured - DCC</a>	200	0	0		3	0.2	200	100.0%	200	100.0%
13	<a href="#">Substandard Structure - DCC</a>	181	151	151	100.0%	365	8.7	30	16.6%	30	100.0%
14	<a href="#">Garbage - Missed - SAN</a>	179	2	2	100.0%	12	4.8	177	98.9%	176	99.4%
15	<a href="#">Parking - Unapproved Surface - DCC</a>	158	3	3	100.0%	14	1.5	155	98.1%	155	100.0%
16	<a href="#">Illegal Outside Storage - DCC</a>	127	56	56	100.0%	38	12.7	71	55.9%	71	100.0%
17	<a href="#">Parking - Unapproved Surface - Proactive - DCC</a>	90	1	0	0.0%	14	0.9	89	98.9%	88	98.9%
18	<a href="#">Open and Vacant Structure - DCC</a>	80	18	11	61.1%	30	3.2	62	77.5%	62	100.0%
19	<a href="#">Pothole - Hazardous-STIS</a>	70	0	0		1	0.1	70	100.0%	70	100.0%
20	<a href="#">Animal - Cruelty - DCC</a>	69	0	0		30	1.0	69	100.0%	69	100.0%



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

**Top 10 Services**

SR Type	Service Request Count
<a href="#">Animal - Loose Aggressive - DCC</a>	420
<a href="#">Dead Animal Pick Up - SAN</a>	411
<a href="#">Junk Motor Vehicle - DCC</a>	339
<a href="#">Animal - Confined - DCC</a>	282
<a href="#">Roll Cart - SAN</a>	271
<a href="#">24 Hour Parking/Parking Violations - DPD</a>	261
<a href="#">Litter - DCC</a>	257
<a href="#">High Weeds - DCC</a>	249
<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	236
<a href="#">Bulky Trash Violations - DCC</a>	204

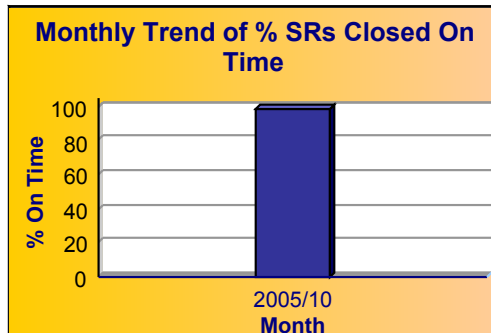
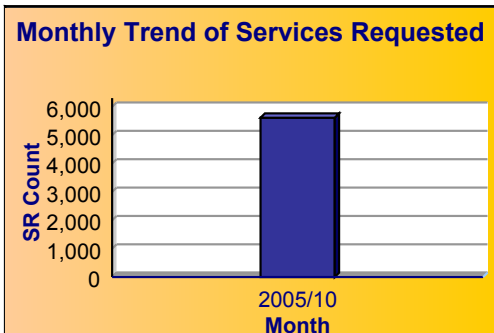


**Service**

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

**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
5,616	4,464	1,152	4,360	97.7%







# City of Dallas

Service Level Performance Report by CSA

for Southwest (4)

From Oct 1 2005 to Oct 31 2005

## Performance on SRs Created During the Reporting Period

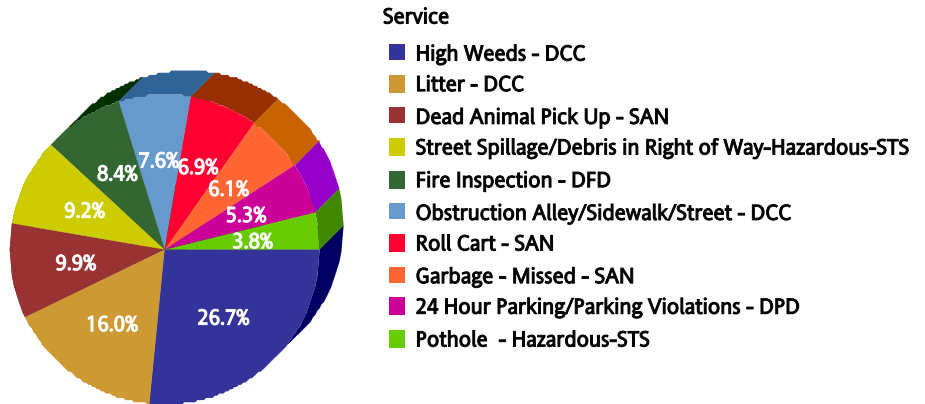
Row Number	Top Services Requested	SRs Created	Open SRs	Open, On Time	% Open, On Time	SLA Goal	Avg Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time
1	<a href="#">Animal - Loose Aggressive - DCC</a>	420	0	0		3	0.2	420	100.0%	419	99.8%
2	<a href="#">Dead Animal Pick Up - SAN</a>	411	0	0		1	0.3	411	100.0%	411	100.0%
3	<a href="#">Junk Motor Vehicle - DCC</a>	339	194	194	100.0%	126	11.0	145	42.8%	145	100.0%
4	<a href="#">Animal - Confined - DCC</a>	282	0	0		3	0.3	282	100.0%	280	99.3%
5	<a href="#">Roll Cart - SAN</a>	271	3	3	100.0%	12	5.3	268	98.9%	238	88.8%
6	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	261	0	0		10	3.2	261	100.0%	255	97.7%
7	<a href="#">Litter - DCC</a>	257	84	84	100.0%	38	9.1	173	67.3%	173	100.0%
8	<a href="#">High Weeds - DCC</a>	249	91	91	100.0%	38	9.7	158	63.5%	158	100.0%
9	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	236	125	125	100.0%	60	10.2	111	47.0%	111	100.0%
10	<a href="#">Bulky Trash Violations - DCC</a>	204	2	2	100.0%	14	1.7	202	99.0%	199	98.5%
11	<a href="#">Animal - Loose - DCC</a>	192	190	190	100.0%	45	11.0	2	1.0%	2	100.0%
12	<a href="#">Garbage - Missed - SAN</a>	163	2	2	100.0%	12	3.1	161	98.8%	161	100.0%
13	<a href="#">Illegal Outside Storage - DCC</a>	158	67	67	100.0%	38	11.3	91	57.6%	91	100.0%
14	<a href="#">Animal - Sick/Injured - DCC</a>	142	0	0		3	0.2	142	100.0%	142	100.0%
15	<a href="#">Substandard Structure - DCC</a>	136	116	116	100.0%	365	8.6	20	14.7%	20	100.0%
16	<a href="#">Illegal Garbage/Placement - DCC</a>	115	40	40	100.0%	60	6.2	75	65.2%	75	100.0%
17	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STIS</a>	107	0	0		1	0.0	107	100.0%	107	100.0%
18	<a href="#">Parking - Unapproved Surface - Eve/Weekends - DCC</a>	71	0	0		14	1.9	71	100.0%	70	98.6%
19	<a href="#">Parking - Unapproved Surface - DCC</a>	62	0	0		14	4.2	62	100.0%	61	98.4%
20	<a href="#">Animal - Cruelty - DCC</a>	58	0	0		30	0.7	58	100.0%	58	100.0%



for Unknown  
From Oct 1 2005 to Oct 31 2005

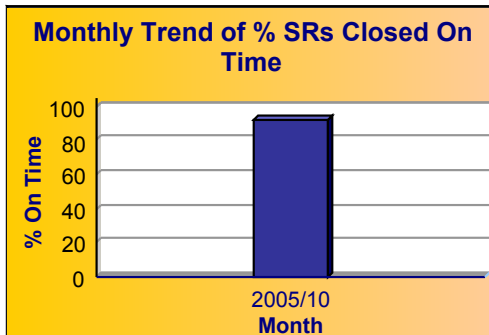
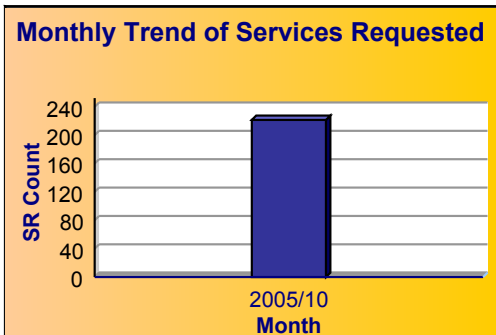
**Top 10 Services**

SR Type	Service Request Count
High Weeds - DCC	35
Litter - DCC	21
Dead Animal Pick Up - SAN	13
Street Spillage/Debris in Right of Way-Hazardous-STs	12
Fire Inspection - DFD	11
Obstruction Alley/Sidewalk/Street - DCC	10
Roll Cart - SAN	9
Garbage - Missed - SAN	8
24 Hour Parking/Parking Violations - DPD	7
Pothole - Hazardous-STs	5



**Summary - All Services Requested**

SR Counter	Total Closed	Total Open	Total Closed On Time	% Closed on Time
221	156	65	146	93.6%





# City of Dallas

Service Level Performance Report by CSA

for Unknown

From Oct 1 2005 to Oct 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	<a href="#">High Weeds - DCC</a>	35	14	14	100.0%	38	10.1	21	60.0%	21	100.0%
2	<a href="#">Litter - DCC</a>	21	12	12	100.0%	38	11.8	9	42.9%	9	100.0%
3	<a href="#">Dead Animal Pick Up - SAN</a>	13	0	0		1	0.1	13	100.0%	13	100.0%
4	<a href="#">Street Spillage/Debris in Right of Way-Hazardous-STS</a>	12	0	0		1	0.0	12	100.0%	12	100.0%
5	<a href="#">Fire Inspection - DFD</a>	11	6	6	100.0%	90	7.0	5	45.5%	5	100.0%
6	<a href="#">Obstruction Alley/Sidewalk/Street - DCC</a>	10	7	7	100.0%	60	11.7	3	30.0%	3	100.0%
7	<a href="#">Roll Cart - SAN</a>	9	2	0	0.0%	12	13.6	7	77.8%	2	28.6%
8	<a href="#">Garbage - Missed - SAN</a>	8	5	2	40.0%	12	5.7	3	37.5%	3	100.0%
9	<a href="#">24 Hour Parking/Parking Violations - DPD</a>	7	1	1	100.0%	10	4.8	6	85.7%	5	83.3%
10	<a href="#">Pothole - Hazardous-STS</a>	5	0	0		1	0.2	5	100.0%	5	100.0%
11	<a href="#">Miscellaneous Service Request - SCS</a>	4	0	0		10	3.8	4	100.0%	4	100.0%
12	<a href="#">Bulky Trash Violations - DCC</a>	4	0	0		14	1.0	4	100.0%	4	100.0%
13	<a href="#">Animal - Loose - DCC</a>	4	4	4	100.0%	45		0	0.0%	0	
14	<a href="#">Animal - Noisy - DCC</a>	4	1	1	100.0%	30	8.7	3	75.0%	3	100.0%
15	<a href="#">Crime/Vandalism/MISC. DPD</a>	4	0	0		14	8.5	4	100.0%	4	100.0%
16	<a href="#">Cost Plus - SAN</a>	3	0	0		5	2.7	3	100.0%	2	66.7%
17	<a href="#">Foodborne Illness - EHS</a>	3	0	0		30	4.0	3	100.0%	3	100.0%
18	<a href="#">Recyclable Collection Missed (Residential) - SAN</a>	3	0	0		3	1.3	3	100.0%	2	66.7%
19	<a href="#">Animal - Confined - DCC</a>	2	0	0		3	0.0	2	100.0%	2	100.0%
20	<a href="#">Brush/Bulk Items - Missed - SAN</a>	2	1	1	100.0%	30	26.0	1	50.0%	1	100.0%
21	<a href="#">Signs - Public Right of Way - DCC</a>	2	0	0		7	7.5	2	100.0%	1	50.0%
22	<a href="#">Parking - Unapproved Surface - DCC</a>	2	0	0		14	0.5	2	100.0%	2	100.0%
23	<a href="#">Illegal Dumping - DCC</a>	2	0	0		38	2.5	2	100.0%	2	100.0%
24	<a href="#">Illegal Garbage/Placement - DCC</a>	2	0	0		60	6.5	2	100.0%	2	100.0%
25	<a href="#">Parking - Unapproved Surface - Proactive - DCC</a>	2	0	0		14	4.5	2	100.0%	2	100.0%



# City of Dallas

Service Level Performance Report by CSA

for Unknown

From Oct 1 2005 to Oct 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	<a href="#">Garage Sale Eve/Weekends - DCC</a>	2	0	0		7	0.0	2	100.0%	2	100.0%
27	<a href="#">Animal - Sick/Injured - DCC</a>	2	0	0		3	0.5	2	100.0%	2	100.0%
28	<a href="#">Street Lighting - Maintenance - PWT</a>	2	0	0		14	0.0	2	100.0%	2	100.0%
29	<a href="#">Pothole Repair Routine - STS</a>	2	1	1	100.0%	120	11.0	1	50.0%	1	100.0%
30	<a href="#">Pavement Surface Improvements - Street-STS</a>	2	1	1	100.0%	14	2.0	1	50.0%	1	100.0%
31	<a href="#">Street Repair - Hazardous-STS</a>	2	0	0		1	0.0	2	100.0%	2	100.0%
32	<a href="#">Shopping Cart Routine Pickup - STS</a>	2	1	0	0.0%	14	19.0	1	50.0%	0	0.0%