

Memorandum



CITY OF DALLAS

DATE July 27, 2007

TO The Honorable Mayor Tom Leppert and Members of the Dallas City Council

SUBJECT 311 Service Request System briefing

On August 1, 2007 the City Council will be briefed on the City's 311 Service Request (SR) system. Topics will include:

- an introduction and overview of the SR system;
- benefits to our customers derived from using the system;
- recent and planned improvements to how the system functions and how accountability has been enhanced; and
- an interactive demonstration of how the system works.

Please find attached materials in preparation for Wednesday's briefing, and do not hesitate to contact me should you have any questions.

A handwritten signature in black ink, appearing to read 'Jill Jordan'.

Jill A. Jordan, P.E.
Assistant City Manager

C: Mary K. Suhm, City Manager
Ryan S. Evans, First Assistant City Manager
Charles W. Daniels, Assistant City Manager
A. C. Gonzalez, Assistant City Manager
Ramon F. Miguez, PE, Assistant City Manager
David K. Cook, Chief Financial Officer
Deborah A. Watkins, City Secretary
Thomas P. Perkins, City Attorney
Craig Kinton, City Auditor
Judge Jay Robinson
Frank Libro, Public Information Office



Introduction to the City of Dallas 311 Service Request (SR) System

Briefing to the Dallas City Council
August 1, 2007





Purpose

- Provide an overview of the City of Dallas Service Request (SR) System
- Discuss benefits of SR system use and recent/planned improvements
- Demonstrate how the system works

Service Request (SR) System

What is it?

- The SR System is not just a call center, but is a powerful communication tool between the City and its customers that must continually be refined.
- The system consists of:

| System Element | Responsibility |
|---|----------------|
| Call takers | DFD |
| Dispatchers | DFD |
| Software package (Motorola's CRMS) for call or web intake, SR routing and reporting | CIS/DFD/SCS |
| Service delivery staff that perform the requested work | City Depts. |
| Performance monitoring and customer feedback components | DFD/SCS |

Service Request (SR) System

Who uses it?

- The SR System has several types of users, including:
 - Customers: can request City services or seek information about the City by dialing 311, or visiting the online site at www.dallascityhall.com
 - Council offices or City staff: can enter SRs directly into CRMS when they receive calls for service from the public
 - Service delivery staff: receives SR assignments and can update their progress in CRMS
 - Interested parties: can view customer feedback reports at <http://www.cod/scs/index.htm>, and service performance reports at http://www.dallascityhall.com/scs/customer_service_reports.html

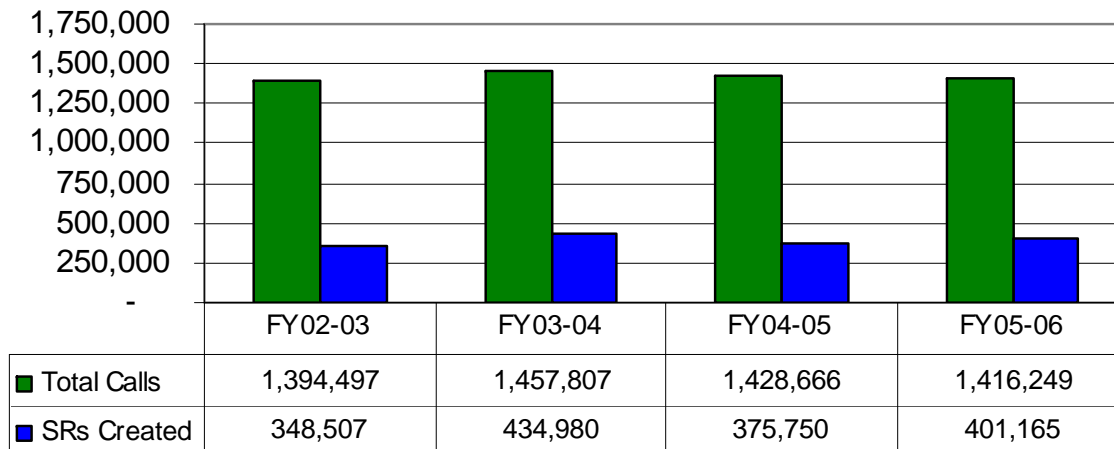
Service Request (SR) System

How is it being used?



| | |
|-------------------------------------|-------------|
| Number of 311 calls received (2006) | 1.4 million |
| Total SRs generated (2006) | 400,000 |
| SRs generated by Web (2006) | 7% |

Call Volume and Service Requests Generated (2002-06)



Service Request (SR) System

How is it being used?

SR types available to the public 440

SR types available on the Internet 140

Top Ten SR Types Requested (2006)

High weeds

Dead animal pick-up

Animal (Loose Aggressive)

Litter

Recycling Roll Cart Registration

Animal (Confined)

Roll Cart

Obstruction Alley

Junk Motor Vehicle

24-Hour Parking

Service Request (SR) System

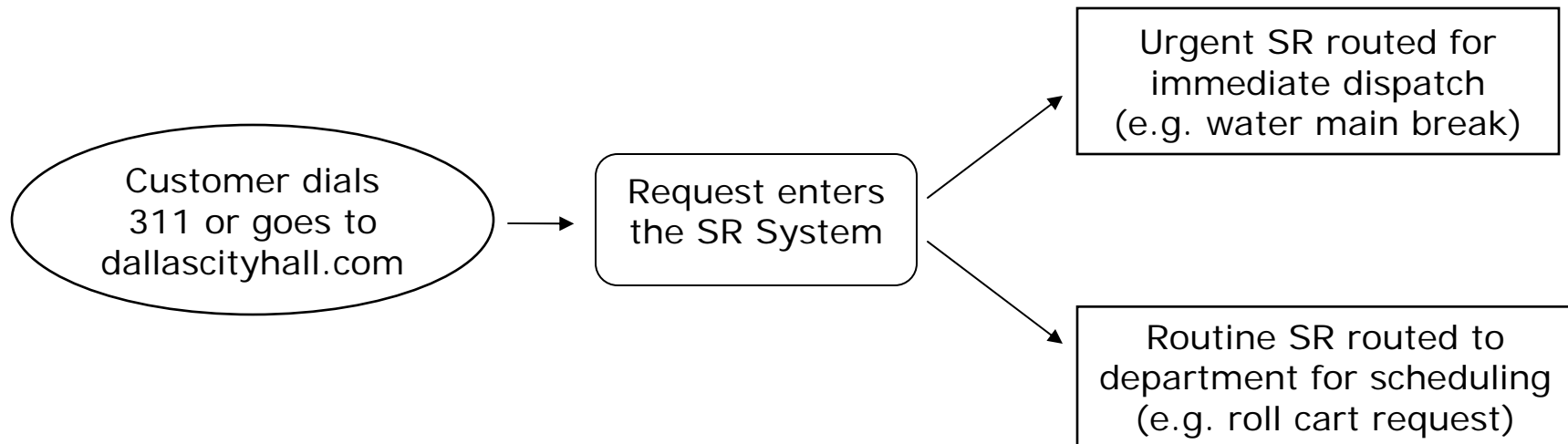
Why do we have it?

- The SR System was developed with two primary goals:
 - Reduce the non-emergency call volume that has burdened 911 emergency systems across the country; and
 - Provide citizens with the convenience of a single access point in the City to find information or to request service 24/7
 - Prior to 311, customers would have to choose among dozens of customer service numbers, dispatch numbers or call centers to receive the right service

Service Request (SR) System


How does it work?

- The SR System makes City processes invisible to the customer so they don't have to guess the right department(s) to call for service.




Service Request (SR) System

What are the benefits?

- 
- Results in faster response to customer SRs:
 - Customers don't have to search for the right number for the right department, or get transferred from place to place
 - Routine SRs are routed to the appropriate department and responsible employee without passing through several layers of hierarchy (i.e. Director to manager to supervisor to front-line staff)
 - Emergency requests are immediately dispatched


Service Request (SR) System

What are the benefits?

- 
- Centralized and standard call taking procedures ensure efficiency and consistency:
 - Service delivery departments don't have to maintain separate call center staff or customer service numbers
 - Customers can expect the same quality of call taking experience regardless of the service needed
 - Call takers ask customers questions (defined by service delivery departments) for each SR to ensure they receive pertinent and complete information
 - If necessary, call takers can address multiple customer needs in one call


Service Request (SR) System

What are the benefits?

- 
- Customers and staff can track progress throughout the life of the SR:
 - Unique SR identification number allows customer to call 311 to check on the status of the request; Council offices and City staff can also check on the status in CRMS
 - Customers and Council offices can hold staff accountable for service quality via performance reports located on the City's website


Service Request (SR) System

What are the benefits?

- 
- *Service delivery performance and customer feedback are measured to improve accountability and to establish/meet customer expectations:*
 - Customers are provided with a target completion timeframe for each SR called a “service level agreement” (SLA)
 - Weekly and monthly performance reports are reviewed by management
 - The percent of SRs closed on time is a primary performance measure for the 311 SR System
 - Customer feedback programs provide customers an opportunity to rate their satisfaction with the SR System
 - Monthly and annual surveys are conducted

Service Request (SR) System

Can it be improved? Of course!

- 
- The City has taken the lead among peers in its commitment to the philosophy of continuous improvement. This philosophy stresses that the pursuit of quality and customer satisfaction has no end-point, but is an ongoing process. Examples of this commitment include implementation of:
 - ISO 9001 Quality Management System
 - ISO 14001 Environmental Management System
 - CSI Dallas (Customer Service Initiative)
 - Process Improvement Initiative (kicks-off August 2007)

Service Request (SR) System

Can it be improved? Of course!

- Continuous improvement is also being applied to the SR System in recognition that:
 - Customer attitudes, expectations and needs are always changing
 - Organizational policy changes, as well as state and federal legislation, can affect priorities
 - Improvements made at any point within the SR system may require unanticipated changes at other points in system
 - New technologies become available providing enhanced capabilities
 - Unforeseen external influences impact the system

Service Request (SR) System

What improvements have been made?



- Service Level Agreements (SLAs):
 - Developed appropriate SLAs for all SR types and began informing customers what timeframe they could expect for completion
 - Began measuring SLA performance with the goal of reducing the volume of late/overdue SRs
 - Currently run approximately 300 total late SRs for any given week *down from the benchmark of 89,000 on October 1, 2004*

Service Request (SR) System

What improvements have been made?



- Service Level Agreements (SLAs):
 - Periodically reviewing and adjusting SLA timeframes to set aggressive customer service goals
 - SLAs were reduced for 84 SR types in 2006

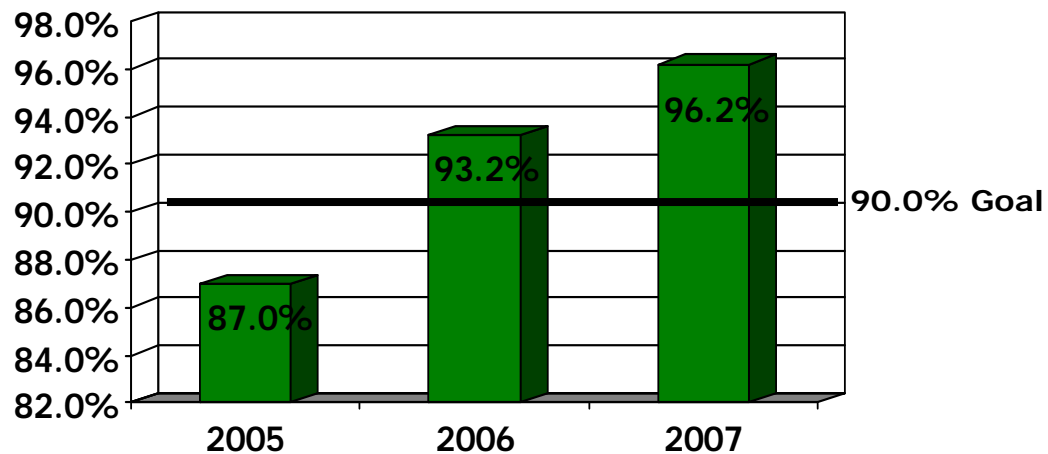
| # of Reduced SR Types | Reduction in Days | % of Total Reduced SR Types |
|-----------------------|-------------------|-----------------------------|
| 45 | 1-10 | 53% |
| 25 | 11-39 | 30% |
| 14 | 42-355 | 17% |

Service Request (SR) System

What improvements have been made?

- Service Level Agreements (SLAs):
 - Established citywide targets for on-time completion of SRs in 2005

On-time Performance



- Standardized SR escalation procedures across departments and created escalation feature for CMO in August 2006

Service Request (SR) System

What improvements have been made?

- Customer options:
 - Provided customers with option to submit the 140 most common public SRs over the Internet; remaining public SR types are being added (15 per week through December 2007)
 - Improved the web interface in June 2007 so that customers can search for SR types by category rather than having to know the exact SR type to choose, e.g.:



Animals & Pets



Building & Construction



Streets & Traffic

Service Request (SR) System

What improvements have been made?



- Customer options:
 - Began offering customers an option to choose when they would like to be contacted about the status of their SR (e.g. before work starts, after work is completed) and how they wish to be contacted (e.g. phone, email) in March 2006
 - Created a "Quality" SR type to attach to existing SRs that have not been completed to a customer's satisfaction, and "Compliment/Complaint" SR type for general feedback in September 2006

Service Request (SR) System

What improvements have been made?

- Customer feedback:
 - Asking customers for feedback related to their experience with the SR System to identify further improvement opportunities:
 - Mystery Shopper options include one-time surveys, or training to become a repeat Mystery Shopper
 - 72% of those surveyed rated their overall experience as good or excellent and 76% were satisfied or very satisfied with the resolution of their SR (2006)
 - Annual Citizen Survey asks participants to rate their overall satisfaction with 311 services
 - Rated as 3rd most improved service from 2005-2007

Service Request (SR) System

What improvements will be made?

- Currently studying opportunities to improve the SR System by creating a “311 Customer Service Center”
 - Reviewing management and operational structure of the combined 911/311/WCS Communications Center (policy recommendations will be presented to Council in September)
 - Standardizing SR configuration procedures across departments
 - Addressing the closure of SR types according to department policy that conflicts with customer perception that the issue has been ‘solved’
 - Process improvement initiative will focus an SR System-related project:
 - *Contact customer*: This step in the SR process is not being carried out correctly on a consistent basis



Interactive Demonstration



Attachment List

List of publicly available Service Requests:

- Alphabetical

- Alphabetical by Department

Service Request performance reports:

- Monthly by Council District

- Y-T-D by Council District

- Monthly by Service Area

- Y-T-D by Service Area

Monthly Customer Experience Survey

Weekly Service Request Late Report

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|---|------------------------|----------------------|---------------|------------|
| 24 Hour Parking - CBD | PWT | | | 14 |
| 24 Hour Parking/Parking Violations | DPD | Y | | 10 |
| 911/311 Call Center Complaint | DFD | | | 10 |
| A/C Inoperable Apartments | DCC | Y | | 7 |
| A/C Inoperable Residential Tenant | DCC | Y | | 7 |
| Abandoned Substance Routine | PWT | | | 10 |
| Air Pollution Complaint | EHS | Y | | 45 |
| Alley Repair - Hazardous | STS | | Y | 1 |
| Alley Repair - Routine | STS | Y | | 90 |
| Animal - Bite | DCC | | Y | 11 |
| Animal - Confined | DCC | | Y | 3 |
| Animal - Cruelty | DCC | | Y | 30 |
| Animal - Head Pick Up | DCC | | Y | 1 |
| Animal - Loose | DCC | Y | | 45 |
| Animal - Loose Aggressive | DCC | | Y | 3 |
| Animal - Noisy | DCC | Y | | 30 |
| Animal - Pooper Scooper | DCC | Y | | 30 |
| Animal - Prohibited Rooster | DCC | | | 30 |
| Animal - Sick/Injured | DCC | | Y | 3 |
| Animal - Vaccination/Registration Investigation | DCC | | | 30 |
| Animal - Wildlife/Livestock- Routine | DCC | | | 30 |
| Animal Trap Request | DCC | | | 30 |
| Animal Unsanitary Conditions | DCC | | Y | 30 |
| Animal-Wildlife/Livestock/Exotic Animal | DCC | | Y | 30 |
| Apartment - Utility cut off (multifamily only) | DCC | Y | | 7 |
| Asbestos Complaint/Concern | EHS | | | 10 |
| Aviation General Request | AVI | | | 10 |
| Aviation Noise Complaint | AVI | | | 10 |
| Barricades - Cut Control | PWT | | | 10 |
| Barricades - Pickup | STS | | | 1 |
| Barricades - Reset/Replace | STS | | | 1 |
| Bike Paths/Routes | STS | Y | | 14 |
| Blocked Fire Hydrant 1 | DPD | Y | | 10 |
| Bond Program Projects | PWT | Y | | 10 |
| Brush/Bulk Items - Missed | SAN | Y | | 10 |
| Building Permits | DEV | Y | | 60 |
| Bulky Trash Violations | DCC | Y | | 14 |
| Bulky Trash Violations Apartments | DCC | Y | | 14 |
| Burned Out Structure | DCC | Y | | 365 |
| Burned Structure Apartments | DCC | Y | | 365 |
| Chemical Spill Routine | PWT | | | 10 |
| Chemical Spill Urgent | PWT | | Y | 5 |
| Chronic Noise Complaint | DPD | | | 14 |
| Chronic Traffic Violations | DPD | | | 14 |
| City Attorney General Request | CAO | | | 10 |
| City Auditor General Request | AUD | | | 30 |
| City Secretary General Request | SEC | | | 10 |
| Code Personnel/Service Complaint | DCC | | | 14 |
| Communication & Info SVC General | CIS | | | 0 |
| Complaint/Compliment | CTY | | | 10 |
| Complaints - Conv./Event Services | CES | | | 10 |
| Construction - Right of Way | PWT | | | 14 |
| Construction - Status Inquiry | PWT | | | 14 |
| Construction Site Complaint | DEV | | | 10 |
| Convention and Event Services | CES | | | 10 |
| Cost Plus | SAN | | | 10 |
| Court and Detention Services | CDS | | | 10 |
| Creek/ Culvert Blockage | STS | Y | | 30 |
| Creek/Culvert Maintenance-Flood Control | STS | Y | | 90 |
| Crew Complaints | STS | Y | | 14 |
| Crime/Vandalism/MISC. | DPD | Y | | 14 |
| Criminal Activities | DPD | | | 14 |
| Cultural Affairs General Request | OCA | | | 10 |
| Damage Repair | SAN | | | 14 |
| Dart - General Request | PWT | | | 14 |
| Home | DCC | Y | | 38 |
| Dead Animal - Clinic Pick Up | SAN | | Y | 2 |
| Dead Animal Pick Up | SAN | Y | Y | 1 |
| Dead Birds | EHS | | | 5 |
| Development SVC General Request | DEV | | | 10 |
| DHA Development | DCC | | | 38 |

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|------------------------|----------------------|---------------|------------|
| DHA Request | DCC | | | 38 |
| Disposal/Landfill Transfer Station | SAN | Y | | 5 |
| Drainage/Flooding Non Emergency | PWT | Y | | 14 |
| Dumpster Violation | DCC | Y | | 60 |
| Dumpster Violation Apartments | DCC | Y | | 60 |
| Economic Development | ECD | | | 10 |
| Educational Request | DFD | Y | | 10 |
| Electrical Violation Apartments | DCC | | | 38 |
| Electronic Repair License | DCC | | | 40 |
| Employee Retirement Fund | ERF | | | 10 |
| Environmental and Health Services | EHS | | | 30 |
| Environmental Quality General Request | OEQ | | | 10 |
| Equipment & Building Services | EBS | | | 10 |
| Erosion | PWT | Y | | 14 |
| Fair Housing General Request | FHG | | | 10 |
| Feeder Ordinance | EHS | | | 30 |
| Financial Services | OFS | | | 14 |
| Fire - Rescue Dept Administration | DFD | | | 10 |
| Fire Inspection * | DFD | Y | | 60 |
| Flooding - Emergency | STS | | Y | 5 |
| Flooding/Drainage Complaint | PWT | | | 14 |
| Foodborne Illness | EHS | | | 30 |
| Garage Sale | DCC | Y | | 7 |
| Garage Sale Apartments | DCC | | | 7 |
| Garage Sale Eve/Weekends | DCC | Y | | 7 |
| Garbage - Missed | SAN | Y | | 12 |
| General | DCC | | | 30 |
| Graffiti City Buildings | EBS | Y | | 30 |
| Graffiti City Parks | PKR | Y | | 14 |
| Graffiti City Streets & Bridges | STS | Y | | 14 |
| Graffiti Private Property - Apartments | DCC | Y | | 90 |
| Graffiti Private Property - Residential/Commercial | DCC | Y | | 90 |
| Graffiti Traffic Signs/Signals | PWT | Y | | 14 |
| Grass Clippings | SAN | Y | | 10 |
| Guardrail - New | PWT | Y | | 45 |
| Guardrail Repair - Hazardous | STS | | Y | 1 |
| Guardrail Repair - Routine | STS | Y | | 14 |
| Hand Bills/Fliers Complaint | DCC | | | 38 |
| Hand Bills/Fliers Complaint Apartments | DCC | | | 38 |
| Handicap Parking | DPD | | | 10 |
| Heat Inoperative | DCC | Y | | 7 |
| Heat Inoperative Apartments | DCC | Y | | 7 |
| High Water Alarms Flooded Roadway Warning System | STS | | | 2 |
| High Weeds | DCC | Y | | 38 |
| High Weeds Apartments | DCC | Y | | 38 |
| High Weeds Parks | PKR | | | 10 |
| Historic Preservation Apartments | DCC | | | 365 |
| Historic/Conservation District Violation | DEV | | | 60 |
| Home Occupation | DCC | Y | | 58 |
| Home Occupation Apartments | DCC | Y | | 58 |
| Home Repair Violation | DCC | | | 40 |
| Homeless Encampment | EHS | | | 30 |
| Housing General Request | HSG | | | 10 |
| Human Resources | HRS | | | 14 |
| Illegal Dumping | DCC | Y | | 38 |
| Illegal Dumping Sign | CDS | | | 100 |
| Illegal Dumping Urgent -Storm Water Quality | PWT | | Y | 5 |
| Illegal Dumping-Routine-Storm Water | PWT | | | 5 |
| Illegal Fence | DCC | Y | | 120 |
| Illegal Fence Apartments | DCC | Y | | 120 |
| Illegal Food Vending | EHS | Y | | 45 |
| Illegal Garbage/Placement | DCC | Y | | 60 |
| Illegal Garbage/Placement Apartments | DCC | Y | | 60 |
| Illegal Land Use (Residential/Business) | DCC | Y | | 60 |
| Illegal Land Use Apartments | DCC | Y | | 60 |
| Illegal Outside Storage | DCC | Y | | 38 |
| Illegal Outside Storage Apartments | DCC | Y | | 38 |
| Illegal Parking/No Parking Zone 1 | DPD | | | 10 |
| Illegal Spray Painting | DFD | Y | | 90 |

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|---|------------------------|----------------------|---------------|------------|
| Illegal Vending | DCC | Y | | 28 |
| Illegal Vending - Eve/Weekends | DCC | Y | | 28 |
| Illegal Vending Apartments | DCC | | | 28 |
| Inlet Stopped Up-Hazardous | STS | | Y | 1 |
| Inlet/Storm Drain - Hazardous | STS | | Y | 1 |
| Inlet/Storm Drain/Ditch Cleaning | STS | Y | | 45 |
| Inlet/Storm Drain/Drainage Ditch Repairs | STS | Y | | 45 |
| Interagency - Generic - PWT | PWT | | | 5 |
| Intergovernmental Services | IGS | | | 5 |
| Judiciary General Request | JUD | | | 10 |
| Junk Motor Vehicle | DCC | Y | | 126 |
| Junk Motor Vehicle Apartments | DCC | Y | | 126 |
| Library General Request | LIB | | | 10 |
| Lid Cover Broken - Routine | STS | Y | | 14 |
| Lid Cover Broken- Hazardous | STS | | Y | 1 |
| Lid Cover Missing-Hazardous | STS | | Y | 1 |
| Life Hazard - 159 | DCC | | | 7 |
| Life Hazard - Eve/Weekend | DCC | Y | | 60 |
| Life Hazard Apartments | DCC | | | 7 |
| Limo/Ambulance/Carriage | PWT | | | 14 |
| Litter | DCC | Y | | 38 |
| Litter Apartments | DCC | Y | | 38 |
| Litter Cans Sanitation | SAN | Y | | 10 |
| Litter Equipment & Building Services | EBS | | | 30 |
| Litter Parks | PKR | | | 10 |
| Lock Take and Hide violation | DCC | | | 38 |
| Lock Take and Hide violation at Apartments | DCC | | | 21 |
| Lock/Unlock Knox Lock or Box | DFD | Y | | 10 |
| Locked/Blocked Exit | DFD | Y | | 7 |
| Median/ROW Maintenance | STS | Y | | 14 |
| Miscellaneous Service Request | SCS | | | 10 |
| Missing Street/Crsng Street/Other GIS | PWT | | | 20 |
| Mold Complaint | EHS | | | 30 |
| Mosquitoes | EHS | Y | | 45 |
| Motor Vehicle Repair Violation | DCC | | | 40 |
| MOWmentum/Adopt-a-Roadside Program | STS | Y | | 20 |
| Museums/Zoo/Fair/Park Facilities | PKR | | | 10 |
| Mystery Shopper | SCS | | | 0 |
| Narcotics/Vice Complaints | DPD | | | 30 |
| No House Number | DCC | Y | | 60 |
| No House Number Apartments | DCC | Y | | 60 |
| Noise Pollution | EHS | Y | | 45 |
| Objects Dropped in Inlet-Hazardous | STS | | Y | 1 |
| Obstruction Alley/Sidewalk/Street | DCC | Y | | 60 |
| Obstruction Apartments | DCC | | | 60 |
| Obstruction Corner Clip | DCC | Y | | 60 |
| Occupancy Load Violation | DFD | Y | | 70 |
| Open and Vacant Structure | DCC | Y | | 30 |
| Open and Vacant Structure Apartments | DCC | Y | | 30 |
| Overcrowding | DCC | Y | | 60 |
| Overcrowding Apartments | DCC | Y | | 60 |
| Oversized Vehicle | DPD | Y | | 10 |
| Oversized Vehicle | DCC | Y | | 60 |
| Oversized Vehicle - Eve/Weekends | DCC | Y | | 14 |
| Oversized Vehicle Apartments | DCC | Y | | 60 |
| Panhandling | DPD | | | 14 |
| Park Maintenance/Misc. | PKR | | | 30 |
| Parking - Deep Ellum Residential Permit | PWT | | | 14 |
| Parking - General Request | PWT | Y | | 14 |
| Parking - Officer Complaint | PWT | | | 14 |
| Parking - Report of Violation | PWT | Y | | 14 |
| Parking - Resident Only Permit | PWT | | | 14 |
| Parking - Unapproved Surface | DCC | Y | | 10 |
| Parking - Unapproved Surface - Eve/Weekends | DCC | Y | | 10 |
| Parking - Unapproved Surface Apartments | DCC | Y | | 10 |
| Parking - Valet Permit | PWT | | | 3 |
| Parking - Vehicle Booted | PWT | | | 3 |
| Parking - Vehicle Towed | PWT | | | |
| Parking in Fire Lane/Fire Hydrants | DFD | Y | | 7 |
| Pavement Surface Improvements Alley | STS | Y | | 14 |

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|------------------------|----------------------|---------------|------------|
| Pavement Surface Improvements Street | STS | Y | | 14 |
| Paving - Alley Reconstruction | PWT | | | 14 |
| Paving - Paving Petition Request | PWT | Y | | 14 |
| Paving - Street Reconstruction | PWT | | | 14 |
| Paving - Street Resurfacing Program | PWT | | | 14 |
| Paving - Thoroughfare Street | PWT | | | 14 |
| Paving - Unimproved (New Alley) | PWT | Y | | 14 |
| Paving - Unimproved (New Street) | PWT | Y | | 14 |
| Paving-Neighborhood Street | PWT | | | 14 |
| People Helping People | DFD | | | 365 |
| Pilot Program Garbage - Missed | SAN | | | 6 |
| Pilot Program Roll Cart | SAN | | | 1 |
| Pilot Program Sanitation Crew Complaint | SAN | | | 10 |
| Pilot Recyclable Collection Missed | SAN | | | 1 |
| Pilot Recycling Property Damage | SAN | | | 30 |
| Pinwheel Junk Motor Vehicle - Internal | DCC | | | 126 |
| Plumbing Violation Apartments | DCC | | | 60 |
| Police and Fire Pension | PFP | | | 10 |
| Pool Complaint - No fence/Unsecured | DCC | Y | | 7 |
| Pool Complaint Apartments | DCC | Y | | 7 |
| Pothole - Hazardous | STS | | Y | 1 |
| Pothole Repair Routine | STS | Y | Y | 5 |
| Private Development Coord. | DEV | | | 14 |
| Private Property Water Leak | PWT | | | 14 |
| Private Sewage Leak | PWT | | | 14 |
| Property Management/Real Estate | DEV | | | 10 |
| Public Information Office Request | PIO | | | 10 |
| Public Works - General Request | PWT | | | 10 |
| PWT - Facilities Design and Construction | PWT | Y | | 14 |
| Quality SR - Aviation | AVI | | | 5 |
| Quality SR - City Attorney | CAO | | | 5 |
| Quality SR - City Auditor | AUD | | | 5 |
| Quality SR - City Secretary | CES | | | 5 |
| Quality SR - Civil Service | CIV | | | 5 |
| Quality SR - Code | DCC | | | 5 |
| Quality SR - Comm. & Information Services | CIS | | | 5 |
| Quality SR - Convention & Event Services | CES | | | 5 |
| Quality SR - Courts | CDS | | | 5 |
| Quality SR - Cultural Affairs | OCA | | | 5 |
| Quality SR - Development Services | DEV | | | 5 |
| Quality SR - Economic Development | ECD | | | 5 |
| Quality SR - Environmental & Health Services | EHS | | | 5 |
| Quality SR - Equipment and Bldg. Services | EBS | | | 5 |
| Quality SR - Fair Housing | FHG | | | 5 |
| Quality SR - Financial Services | OFS | | | 5 |
| Quality SR - Fire | DFD | | | 5 |
| Quality SR - Housing Department | HSG | | | 5 |
| Quality SR - Human Resources | HRS | | | 5 |
| Quality SR - Intergovernmental Services | IGS | | | 5 |
| Quality SR - Judiciary | JUD | | | 5 |
| Quality SR - Library | LIB | | | 5 |
| Quality SR - Park and Recreation | PKR | | | 5 |
| Quality SR - Police Department | DPD | | | 5 |
| Quality SR - Public Information Office | PIO | | | 5 |
| Quality SR - Public Work/Transportation | PWT | | | 5 |
| Quality SR - Sanitation | SAN | | | 5 |
| Quality SR - Strategic Customer Service | SCS | | | 5 |
| Quality SR - Streets | STS | | | 5 |
| Quality SR - Water Dept | WTR | | | 5 |
| Railroad Crossing Repair | PWT | | | 14 |
| Recyclable Collection Missed (Residential) | SAN | Y | | 3 |
| Recycle Property Damage | SAN | | | 28 |
| Recycling Roll Cart Registration | SAN | Y | | 10 |
| Restaurant/Food Complaint | EHS | Y | | 45 |
| Rodents/Vector Control | EHS | Y | | 30 |
| Roll Cart | SAN | Y | | 10 |
| Sand Removal Request | STS | Y | | 90 |
| Sanitation Crew Complaint | SAN | | | 10 |
| Sanitation Misc | SAN | Y | | 10 |
| Sanitation Service - New Commercial | SAN | | | 10 |
| Sanitation Service - New Residential | SAN | | | 10 |

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|---|------------------------|----------------------|---------------|------------|
| Sanitation Services - Stop Service | SAN | | | 10 |
| Sewer Problems - Water Administration | WTR | | | 14 |
| Shopping Cart (Parks) | PKR | | | 10 |
| Shopping Cart Decal Violation | DCC | | | 30 |
| Shopping Cart Routine Pickup | STS | Y | | 14 |
| Shopping Carts | STS | | Y | 5 |
| Sidewalk - New | PWT | Y | | 14 |
| Sidewalk Parking | DPD | | | 10 |
| Sidewalk Repair - Hazardous | STS | | Y | 1 |
| Sidewalk Replacement Construction | PWT | | | 14 |
| Sidewalk Replacement Program | PWT | Y | | 14 |
| Sidewalk Violations Hazardous | DCC | | | 38 |
| Sign | DEV | | | 10 |
| Signs - Other | DCC | | | 21 |
| Signs - Other Apartments | DCC | | | 21 |
| Signs - Political | DCC | Y | | 14 |
| Signs - Political - Eve/Weekends | DCC | Y | | 14 |
| Signs - Public Right of Way | DCC | Y | | 14 |
| Signs - Public Right of Way Eve/Weekends | DCC | Y | | 7 |
| Smoke Detector Request | DFD | Y | | 30 |
| Smoking Ordinance | EHS | Y | | 30 |
| Smoking/Restaurant Complaint | EHS | Y | | 30 |
| Snow/Ice Sanding Request-Hazardous | STS | | Y | 1 |
| Special Events Permit Request | CES | | | 10 |
| Speed Limit Change Request | PWT | Y | | 45 |
| Steel Plates in Street | PWT | | Y | 3 |
| Storm Sewer Line Locate | STS | Y | | 14 |
| Storm Water Constr. Site/Erosion Ctrl | PWT | | | 14 |
| Street Lighting - Maintenance | PWT | Y | | 4 |
| Street Lighting - New/Relocation | PWT | | | 70 |
| Street Repair - Hazardous | STS | | Y | 1 |
| Street Repair - Routine | STS | Y | | 90 |
| Street Spillage/Debris in Right of Way - Hazardous | STS | | Y | 1 |
| Street Sweeping | STS | Y | | 30 |
| Street Vending in CBD | EHS | | | 30 |
| Substandard Structure | DCC | Y | | 365 |
| Substandard Structure | DCC | Y | | 365 |
| Substandard Structure Apartments | DCC | Y | | 365 |
| Survey Questions | PWT | | | 14 |
| Swimming Pool Discharge | PWT | | | 10 |
| Taxi/Transportation Complaint | PWT | | | 14 |
| Towing Motor Vehicle | PWT | | | 14 |
| Traffic - Construction Signs | PWT | | | 5 |
| Traffic - General Request | PWT | Y | | 14 |
| Traffic - Road Hump Request | PWT | | | |
| Traffic - Rumble Strip Maintenance (Alley Speed Hump) | PWT | | | 20 |
| Traffic - Rumble Strips New (Alley Speed Hump) | PWT | | | 14 |
| Traffic - Street Closure | PWT | | | 14 |
| Traffic Markings - Broken Traffic Button | PWT | | Y | 4 |
| Traffic Markings - Maintenance | PWT | | | 70 |
| Traffic Markings - New | PWT | | | 80 |
| Traffic Sign - Maintenance (Other) | PWT | | | 40 |
| Traffic Sign - New | PWT | | | 90 |
| Traffic Sign - One Way Knockdown | PWT | | Y | 4 |
| Traffic Sign - Other Dispatch | PWT | | Y | 4 |
| Traffic Sign - Stop Knockdown | PWT | | Y | 4 |
| Traffic Sign - Visibility Obstruction | PWT | | Y | 4 |
| Traffic Sign - Yield Knockdown | PWT | | Y | 4 |
| Traffic Signal - All Out | PWT | | Y | 4 |
| Traffic Signal - Bulb Out/NonConflict Head Turn | PWT | | Y | 10 |
| Traffic Signal - Flashing | PWT | | Y | 4 |
| Traffic Signal - Head Turn (Conflicting) | PWT | | Y | 4 |
| Traffic Signal - Knockdown | PWT | | Y | 1 |
| Traffic Signal - New | PWT | | | 84 |
| Traffic Signal - Non Dispatch/Other | PWT | | | 10 |
| Traffic Signal - Other Dispatch | PWT | | Y | 4 |
| Traffic Signal - School Flasher Maintenance | PWT | | Y | 4 |

Service Request Types Available to the Public (Alphabetical Order)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|-------------------------------|-----------------------------|----------------------|-------------------|
| Traffic Signal - School Flasher New | PWT | | | 80 |
| Traffic Signal - Stuck | PWT | | Y | 4 |
| Traffic Signal - Timing | PWT | | Y | 4 |
| Traffic Signal - Visibility Obstruction | PWT | | Y | 4 |
| Transportation Planning - General Request | PWT | | | 14 |
| Tree down/low limbs - Emergency | STS | | Y | 5 |
| Tree Removal | DEV | Y | | 10 |
| Tree Trimming/Parkway Maintenance (Parks) | PKR | | | 30 |
| Trinity River Corridor Project Inquiry | PWT | Y | | 10 |
| Utility Complaint/Information | OFS | | | 30 |
| Utility Cut/Hazardous | PWT | | Y | 3 |
| Utility Cut/Routine | PWT | | | 3 |
| Visibility Obstruction | STS | Y | | 14 |
| Visibility Obstruction - Hazardous | STS | | Y | 1 |
| Waste/Fraud/Abuse | AUD | | | 10 |
| Water Billing Inquiry | WTR | | | 14 |
| Water Conservation Violation | DCC | Y | | 7 |
| Water Conservation Violation Apartments | DCC | Y | | 7 |
| Water General Inquiry | WTR | | | 14 |
| Water Payments & Billing Inquiry | WTR | Y | | 21 |
| Water Pollution Routine - Creek, Lake, River | PWT | | | 14 |
| Water Pollution Urgent - Creek, Lake, River | PWT | | | 5 |
| Water Questions | WTR | Y | | 21 |
| Wheel Chair Ramp/Curb Cuts | PWT | | | 14 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|-------------------------------|-----------------------------|----------------------|-------------------|
| City Auditor General Request | AUD | | | 30 |
| Quality SR - City Auditor | AUD | | | 5 |
| Waste/Fraud/Abuse | AUD | | | 10 |
| Aviation General Request | AVI | | | 10 |
| Aviation Noise Complaint | AVI | | | 10 |
| Quality SR - Aviation | AVI | | | 5 |
| City Attorney General Request | CAO | | | 10 |
| Quality SR - City Attorney | CAO | | | 5 |
| Court and Detention Services | CDS | | | 10 |
| Illegal Dumping Sign | CDS | | | 100 |
| Quality SR - Courts | CDS | | | 5 |
| Complaints - Conv./Event Services | CES | | | 10 |
| Convention and Event Services | CES | | | 10 |
| Quality SR - City Secretary | CES | | | 5 |
| Quality SR - Convention & Event Services | CES | | | 5 |
| Special Events Permit Request | CES | | | 10 |
| Communication & Info SVC General | CIS | | | 0 |
| Quality SR - Comm. & Information Services | CIS | | | 5 |
| Quality SR - Civil Service | CIV | | | 5 |
| Complaint/Compliment | CTY | | | 10 |
| A/C Inoperable Apartments | DCC | Y | | 7 |
| A/C Inoperable Residential Tenant | DCC | Y | | 7 |
| Animal - Bite | DCC | | Y | 11 |
| Animal - Confined | DCC | | Y | 3 |
| Animal - Cruelty | DCC | | Y | 30 |
| Animal - Head Pick Up | DCC | | Y | 1 |
| Animal - Loose | DCC | Y | | 45 |
| Animal - Loose Aggressive | DCC | | Y | 3 |
| Animal - Noisy | DCC | Y | | 30 |
| Animal - Pooper Scooper | DCC | Y | | 30 |
| Animal - Prohibited Rooster | DCC | | | 30 |
| Animal - Sick/Injured | DCC | | Y | 3 |
| Animal - Vaccination/Registration Investigation | DCC | | | 30 |
| Animal - Wildlife/Livestock- Routine | DCC | | | 30 |
| Animal Trap Request | DCC | | | 30 |
| Animal Unsanitary Conditions | DCC | | Y | 30 |
| Animal-Wildlife/Livestock/Exotic Animal | DCC | | Y | 30 |
| Apartment - Utility cut off (multifamily only) | DCC | Y | | 7 |
| Bulky Trash Violations | DCC | Y | | 14 |
| Bulky Trash Violations Apartments | DCC | Y | | 14 |
| Burned Out Structure | DCC | Y | | 365 |
| Burned Structure Apartments | DCC | Y | | 365 |
| Code Personnel/Service Complaint | DCC | | | 14 |
| Home | DCC | Y | | 38 |
| DHA Development | DCC | | | 38 |
| DHA Request | DCC | | | 38 |
| Dumpster Violation | DCC | Y | | 60 |
| Dumpster Violation Apartments | DCC | Y | | 60 |
| Electrical Violation Apartments | DCC | | | 38 |
| Electronic Repair License | DCC | | | 40 |
| Garage Sale | DCC | Y | | 7 |
| Garage Sale Apartments | DCC | | | 7 |
| Garage Sale Eve/Weekends | DCC | Y | | 7 |
| General | DCC | | | 30 |
| Graffiti Private Property - Apartments | DCC | Y | | 90 |
| Graffiti Private Property - Residential/Commercial | DCC | Y | | 90 |
| Hand Bills/Fliers Complaint | DCC | | | 38 |
| Hand Bills/Fliers Complaint Apartments | DCC | | | 38 |
| Heat Inoperative | DCC | Y | | 7 |
| Heat Inoperative Apartments | DCC | Y | | 7 |
| High Weeds | DCC | Y | | 38 |
| High Weeds Apartments | DCC | Y | | 38 |
| Historic Preservation Apartments | DCC | | | 365 |
| Home Occupation | DCC | Y | | 58 |
| Home Occupation Apartments | DCC | Y | | 58 |
| Home Repair Violation | DCC | | | 40 |
| Illegal Dumping | DCC | Y | | 38 |
| Illegal Fence | DCC | Y | | 120 |
| Illegal Fence Apartments | DCC | Y | | 120 |
| Illegal Garbage/Placement | DCC | Y | | 60 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|---|-------------------------------|-----------------------------|----------------------|-------------------|
| Illegal Garbage/Placement Apartments | DCC | Y | | 60 |
| Illegal Land Use (Residential/Business) | DCC | Y | | 60 |
| Illegal Land Use Apartments | DCC | Y | | 60 |
| Illegal Outside Storage | DCC | Y | | 38 |
| Illegal Outside Storage Apartments | DCC | Y | | 38 |
| Illegal Vending | DCC | Y | | 28 |
| Illegal Vending - Eve/Weekends | DCC | Y | | 28 |
| Illegal Vending Apartments | DCC | | | 28 |
| Junk Motor Vehicle | DCC | Y | | 126 |
| Junk Motor Vehicle Apartments | DCC | Y | | 126 |
| Life Hazard - 159 | DCC | | | 7 |
| Life Hazard - Eve/Weekend | DCC | Y | | 60 |
| Life Hazard Apartments | DCC | | | 7 |
| Litter | DCC | Y | | 38 |
| Litter Apartments | DCC | Y | | 38 |
| Lock Take and Hide violation | DCC | | | 38 |
| Lock Take and Hide violation at Apartments | DCC | | | 21 |
| Motor Vehicle Repair Violation | DCC | | | 40 |
| No House Number | DCC | Y | | 60 |
| No House Number Apartments | DCC | Y | | 60 |
| Obstruction Alley/Sidewalk/Street | DCC | Y | | 60 |
| Obstruction Apartments | DCC | | | 60 |
| Obstruction Corner Clip | DCC | Y | | 60 |
| Open and Vacant Structure | DCC | Y | | 30 |
| Open and Vacant Structure Apartments | DCC | Y | | 30 |
| Overcrowding | DCC | Y | | 60 |
| Overcrowding Apartments | DCC | Y | | 60 |
| Oversized Vehicle | DCC | Y | | 60 |
| Oversized Vehicle - Eve/Weekends | DCC | Y | | 14 |
| Oversized Vehicle Apartments | DCC | Y | | 60 |
| Parking - Unapproved Surface | DCC | Y | | 10 |
| Parking - Unapproved Surface - Eve/Weekends | DCC | Y | | 10 |
| Parking - Unapproved Surface Apartments | DCC | Y | | 10 |
| Pinwheel Junk Motor Vehicle - Internal | DCC | | | 126 |
| Plumbing Violation Apartments | DCC | | | 60 |
| Pool Complaint - No fence/Unsecured | DCC | Y | | 7 |
| Pool Complaint Apartments | DCC | Y | | 7 |
| Quality SR - Code | DCC | | | 5 |
| Shopping Cart Decal Violation | DCC | | | 30 |
| Sidewalk Violations Hazardous | DCC | | | 38 |
| Signs - Other | DCC | | | 21 |
| Signs - Other Apartments | DCC | | | 21 |
| Signs - Political | DCC | Y | | 14 |
| Signs - Political - Eve/Weekends | DCC | Y | | 14 |
| Signs - Public Right of Way | DCC | Y | | 14 |
| Signs - Public Right of Way Eve/Weekends | DCC | Y | | 7 |
| Substandard Structure | DCC | Y | | 365 |
| Substandard Structure | DCC | Y | | 365 |
| Substandard Structure Apartments | DCC | Y | | 365 |
| Water Conservation Violation | DCC | Y | | 7 |
| Water Conservation Violation Apartments | DCC | Y | | 7 |
| Building Permits | DEV | Y | | 60 |
| Construction Site Complaint | DEV | | | 10 |
| Development SVC General Request | DEV | | | 10 |
| Historic/Conservation District Violation | DEV | | | 60 |
| Private Development Coord. | DEV | | | 14 |
| Property Management/Real Estate | DEV | | | 10 |
| Quality SR - Development Services | DEV | | | 5 |
| Sign | DEV | | | 10 |
| Tree Removal | DEV | Y | | 10 |
| 911/311 Call Center Complaint | DFD | | | 10 |
| Educational Request | DFD | Y | | 10 |
| Fire - Rescue Dept Administration | DFD | | | 10 |
| Fire Inspection * | DFD | Y | | 60 |
| Illegal Spray Painting | DFD | Y | | 90 |
| Lock/Unlock Knox Lock or Box | DFD | Y | | 10 |
| Locked/Blocked Exit | DFD | Y | | 7 |
| Occupancy Load Violation | DFD | Y | | 70 |
| Parking in Fire Lane/Fire Hydrants | DFD | Y | | 7 |
| People Helping People | DFD | | | 365 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|------------------------|----------------------|---------------|------------|
| Quality SR - Fire | DFD | | | 5 |
| Smoke Detector Request | DFD | Y | | 30 |
| 24 Hour Parking/Parking Violations | DPD | Y | | 10 |
| Blocked Fire Hydrant 1 | DPD | Y | | 10 |
| Chronic Noise Complaint | DPD | | | 14 |
| Chronic Traffic Violations | DPD | | | 14 |
| Crime/Vandalism/MISC. | DPD | Y | | 14 |
| Criminal Activities | DPD | | | 14 |
| Handicap Parking | DPD | | | 10 |
| Illegal Parking/No Parking Zone 1 | DPD | | | 10 |
| Narcotics/Vice Complaints | DPD | | | 30 |
| Oversized Vehicle | DPD | Y | | 10 |
| Panhandling | DPD | | | 14 |
| Quality SR - Police Department | DPD | | | 5 |
| Sidewalk Parking | DPD | | | 10 |
| Equipment & Building Services | EBS | | | 10 |
| Graffiti City Buildings | EBS | Y | | 30 |
| Litter Equipment & Building Services | EBS | | | 30 |
| Quality SR - Equipment and Bldg. Services | EBS | | | 5 |
| Economic Development | ECD | | | 10 |
| Quality SR - Economic Development | ECD | | | 5 |
| Air Pollution Complaint | EHS | Y | | 45 |
| Asbestos Complaint/Concern | EHS | | | 10 |
| Dead Birds | EHS | | | 5 |
| Environmental and Health Services | EHS | | | 30 |
| Feeder Ordinance | EHS | | | 30 |
| Foodborne Illness | EHS | | | 30 |
| Homeless Encampment | EHS | | | 30 |
| Illegal Food Vending | EHS | Y | | 45 |
| Mold Complaint | EHS | | | 30 |
| Mosquitoes | EHS | Y | | 45 |
| Noise Pollution | EHS | Y | | 45 |
| Quality SR - Environmental & Health Services | EHS | | | 5 |
| Restaurant/Food Complaint | EHS | Y | | 45 |
| Rodents/Vector Control | EHS | Y | | 30 |
| Smoking Ordinance | EHS | Y | | 30 |
| Smoking/Restaurant Complaint | EHS | Y | | 30 |
| Street Vending in CBD | EHS | | | 30 |
| Employee Retirement Fund | ERF | | | 10 |
| Fair Housing General Request | FHG | | | 10 |
| Quality SR - Fair Housing | FHG | | | 5 |
| Human Resources | HRS | | | 14 |
| Quality SR - Human Resources | HRS | | | 5 |
| Housing General Request | HSG | | | 10 |
| Quality SR - Housing Department | HSG | | | 5 |
| Intergovernmental Services | IGS | | | 5 |
| Quality SR - Intergovernmental Services | IGS | | | 5 |
| Judiciary General Request | JUD | | | 10 |
| Quality SR - Judiciary | JUD | | | 5 |
| Library General Request | LIB | | | 10 |
| Quality SR - Library | LIB | | | 5 |
| Cultural Affairs General Request | OCA | | | 10 |
| Quality SR - Cultural Affairs | OCA | | | 5 |
| Environmental Quality General Request | OEQ | | | 10 |
| Financial Services | OFS | | | 14 |
| Quality SR - Financial Services | OFS | | | 5 |
| Utility Complaint/Information | OFS | | | 30 |
| Police and Fire Pension | PFP | | | 10 |
| Public Information Office Request | PIO | | | 10 |
| Quality SR - Public Information Office | PIO | | | 5 |
| Graffiti City Parks | PKR | Y | | 14 |
| High Weeds Parks | PKR | | | 10 |
| Litter Parks | PKR | | | 10 |
| Museums/Zoo/Fair/Park Facilities | PKR | | | 10 |
| Park Maintenance/Misc. | PKR | | | 30 |
| Quality SR - Park and Recreation | PKR | | | 5 |
| Shopping Cart (Parks) | PKR | | | 10 |
| Tree Trimming/Parkway Maintenance (Parks) | PKR | | | 30 |
| 24 Hour Parking - CBD | PWT | | | 14 |
| Abandoned Substance Routine | PWT | | | 10 |
| Barricades - Cut Control | PWT | | | 10 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|---|------------------------|----------------------|---------------|------------|
| Bond Program Projects | PWT | Y | | 10 |
| Chemical Spill Routine | PWT | | | 10 |
| Chemical Spill Urgent | PWT | | Y | 5 |
| Construction - Right of Way | PWT | | | 14 |
| Construction - Status Inquiry | PWT | | | 14 |
| Dart - General Request | PWT | | | 14 |
| Drainage/Flooding Non Emergency | PWT | Y | | 14 |
| Erosion | PWT | Y | | 14 |
| Flooding/Drainage Complaint | PWT | | | 14 |
| Graffiti Traffic Signs/Signals | PWT | Y | | 14 |
| Guardrail - New | PWT | Y | | 45 |
| Illegal Dumping Urgent -Storm Water Quality | PWT | | Y | 5 |
| Illegal Dumping-Routine-Storm Water | PWT | | | 5 |
| Interagency - Generic - PWT | PWT | | | 5 |
| Limo/Ambulance/Carriage | PWT | | | 14 |
| Missing Street/Crsng Street/Other GIS | PWT | | | 20 |
| Parking - Deep Ellum Residential Permit | PWT | | | 14 |
| Parking - General Request | PWT | Y | | 14 |
| Parking - Officer Complaint | PWT | | | 14 |
| Parking - Report of Violation | PWT | Y | | 14 |
| Parking - Resident Only Permit | PWT | | | 14 |
| Parking - Valet Permit | PWT | | | 3 |
| Parking - Vehicle Booted | PWT | | | 3 |
| Parking - Vehicle Towed | PWT | | | |
| Paving - Alley Reconstruction | PWT | | | 14 |
| Paving - Paving Petition Request | PWT | Y | | 14 |
| Paving - Street Reconstruction | PWT | | | 14 |
| Paving - Street Resurfacing Program | PWT | | | 14 |
| Paving - Thoroughfare Street | PWT | | | 14 |
| Paving - Unimproved (New Alley) | PWT | Y | | 14 |
| Paving - Unimproved (New Street) | PWT | Y | | 14 |
| Paving-Neighborhood Street | PWT | | | 14 |
| Private Property Water Leak | PWT | | | 14 |
| Private Sewage Leak | PWT | | | 14 |
| Public Works - General Request | PWT | | | 10 |
| PWT - Facilities Design and Construction | PWT | Y | | 14 |
| Quality SR - Public Work/Transportation | PWT | | | 5 |
| Railroad Crossing Repair | PWT | | | 14 |
| Sidewalk - New | PWT | Y | | 14 |
| Sidewalk Replacement Construction | PWT | | | 14 |
| Sidewalk Replacement Program | PWT | Y | | 14 |
| Speed Limit Change Request | PWT | Y | | 45 |
| Steel Plates in Street | PWT | | Y | 3 |
| Storm Water Constr. Site/Erosion Ctrl | PWT | | | 14 |
| Street Lighting - Maintenance | PWT | Y | | 4 |
| Street Lighting - New/Relocation | PWT | | | 70 |
| Survey Questions | PWT | | | 14 |
| Swimming Pool Discharge | PWT | | | 10 |
| Taxi/Transportation Complaint | PWT | | | 14 |
| Towing Motor Vehicle | PWT | | | 14 |
| Traffic - Construction Signs | PWT | | | 5 |
| Traffic - General Request | PWT | Y | | 14 |
| Traffic - Road Hump Request | PWT | | | |
| Traffic - Rumble Strip Maintenance (Alley Speed Hump) | PWT | | | 20 |
| Traffic - Rumble Strips New (Alley Speed Hump) | PWT | | | 14 |
| Traffic - Street Closure | PWT | | | 14 |
| Traffic Markings - Broken Traffic Button | PWT | | Y | 4 |
| Traffic Markings - Maintenance | PWT | | | 70 |
| Traffic Markings - New | PWT | | | 80 |
| Traffic Sign - Maintenance (Other) | PWT | | | 40 |
| Traffic Sign - New | PWT | | | 90 |
| Traffic Sign - One Way Knockdown | PWT | | Y | 4 |
| Traffic Sign - Other Dispatch | PWT | | Y | 4 |
| Traffic Sign - Stop Knockdown | PWT | | Y | 4 |
| Traffic Sign - Visibility Obstruction | PWT | | Y | 4 |
| Traffic Sign - Yield Knockdown | PWT | | Y | 4 |
| Traffic Signal - All Out | PWT | | Y | 4 |
| Traffic Signal - Bulb Out/NonConflict Head Turn | PWT | | Y | 10 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|------------------------|----------------------|---------------|------------|
| Traffic Signal - Flashing | PWT | | Y | 4 |
| Traffic Signal - Head Turn (Conflicting) | PWT | | Y | 4 |
| Traffic Signal - Knockdown | PWT | | Y | 1 |
| Traffic Signal - New | PWT | | | 84 |
| Traffic Signal - Non Dispatch/Other | PWT | | | 10 |
| Traffic Signal - Other Dispatch | PWT | | Y | 4 |
| Traffic Signal - School Flasher Maintenance | PWT | | Y | 4 |
| Traffic Signal - School Flasher New | PWT | | | 80 |
| Traffic Signal - Stuck | PWT | | Y | 4 |
| Traffic Signal - Timing | PWT | | Y | 4 |
| Traffic Signal - Visibility Obstruction | PWT | | Y | 4 |
| Transportation Planning - General Request | PWT | | | 14 |
| Trinity River Corridor Project Inquiry | PWT | Y | | 10 |
| Utility Cut/Hazardous | PWT | | Y | 3 |
| Utility Cut/Routine | PWT | | | 3 |
| Water Pollution Routine - Creek, Lake, River | PWT | | | 14 |
| Water Pollution Urgent - Creek, Lake, River | PWT | | | 5 |
| Wheel Chair Ramp/Curb Cuts | PWT | | | 14 |
| Brush/Bulk Items - Missed | SAN | Y | | 10 |
| Cost Plus | SAN | | | 10 |
| Damage Repair | SAN | | | 14 |
| Dead Animal - Clinic Pick Up | SAN | | Y | 2 |
| Dead Animal Pick Up | SAN | Y | Y | 1 |
| Disposal/Landfill Transfer Station | SAN | Y | | 5 |
| Garbage - Missed | SAN | Y | | 12 |
| Grass Clippings | SAN | Y | | 10 |
| Litter Cans Sanitation | SAN | Y | | 10 |
| Pilot Program Garbage - Missed | SAN | | | 6 |
| Pilot Program Roll Cart | SAN | | | 1 |
| Pilot Program Sanitation Crew Complaint | SAN | | | 10 |
| Pilot Recyclable Collection Missed | SAN | | | 1 |
| Pilot Recycling Property Damage | SAN | | | 30 |
| Quality SR - Sanitation | SAN | | | 5 |
| Recyclable Collection Missed (Residential) | SAN | Y | | 3 |
| Recycle Property Damage | SAN | | | 28 |
| Recycling Roll Cart Registration | SAN | Y | | 10 |
| Roll Cart | SAN | Y | | 10 |
| Sanitation Crew Complaint | SAN | | | 10 |
| Sanitation Misc | SAN | Y | | 10 |
| Sanitation Service - New Commercial | SAN | | | 10 |
| Sanitation Service - New Residential | SAN | | | 10 |
| Sanitation Services - Stop Service | SAN | | | 10 |
| Miscellaneous Service Request | SCS | | | 10 |
| Mystery Shopper | SCS | | | 0 |
| Quality SR - Strategic Customer Service | SCS | | | 5 |
| City Secretary General Request | SEC | | | 10 |
| Alley Repair - Hazardous | STS | | Y | 1 |
| Alley Repair - Routine | STS | Y | | 90 |
| Barricades - Pickup | STS | | | 1 |
| Barricades - Reset/Replace | STS | | | 1 |
| Bike Paths/Routes | STS | Y | | 14 |
| Creek/ Culvert Blockage | STS | Y | | 30 |
| Creek/Culvert Maintenance-Flood Control | STS | Y | | 90 |
| Crew Complaints | STS | Y | | 14 |
| Flooding - Emergency | STS | | Y | 5 |
| Graffiti City Streets & Bridges | STS | Y | | 14 |
| Guardrail Repair - Hazardous | STS | | Y | 1 |
| Guardrail Repair - Routine | STS | Y | | 14 |
| High Water Alarms Flooded Roadway Warning System | STS | | | 2 |
| Inlet Stopped Up-Hazardous | STS | | Y | 1 |
| Inlet/Storm Drain - Hazardous | STS | | Y | 1 |
| Inlet/Storm Drain/Ditch Cleaning | STS | Y | | 45 |
| Inlet/Storm Drain/Drainage Ditch Repairs | STS | Y | | 45 |
| Lid Cover Broken - Routine | STS | Y | | 14 |
| Lid Cover Broken- Hazardous | STS | | Y | 1 |
| Lid Cover Missing-Hazardous | STS | | Y | 1 |
| Median/ROW Maintenance | STS | Y | | 14 |
| MOWmentum/Adopt-a-Roadside Program | STS | Y | | 20 |
| Objects Dropped in Inlet-Hazardous | STS | | Y | 1 |
| Pavement Surface Improvements Alley | STS | Y | | 14 |

Service Request Types Available to the Public (By Department)

| Service Request Type | Responsible Department | Available on the Web | Dispatch Call | SLA (Days) |
|--|-------------------------------|-----------------------------|----------------------|-------------------|
| Pavement Surface Improvements Street | STS | Y | | 14 |
| Pothole - Hazardous | STS | | Y | 1 |
| Pothole Repair Routine | STS | Y | Y | 5 |
| Quality SR - Streets | STS | | | 5 |
| Sand Removal Request | STS | Y | | 90 |
| Shopping Cart Routine Pickup | STS | Y | | 14 |
| Shopping Carts | STS | | Y | 5 |
| Sidewalk Repair - Hazardous | STS | | Y | 1 |
| Snow/Ice Sanding Request-Hazardous | STS | | Y | 1 |
| Storm Sewer Line Locate | STS | Y | | 14 |
| Street Repair - Hazardous | STS | | Y | 1 |
| Street Repair - Routine | STS | Y | | 90 |
| Street Spillage/Debris in Right of Way - Hazardous | STS | | Y | 1 |
| Street Sweeping | STS | Y | | 30 |
| Tree down/low limbs - Emergency | STS | | Y | 5 |
| Visibility Obstruction | STS | Y | | 14 |
| Visibility Obstruction - Hazardous | STS | | Y | 1 |
| Quality SR - Water Dept | WTR | | | 5 |
| Sewer Problems - Water Administration | WTR | | | 14 |
| Water Billing Inquiry | WTR | | | 14 |
| Water General Inquiry | WTR | | | 14 |
| Water Payments & Billing Inquiry | WTR | Y | | 21 |
| Water Questions | WTR | Y | | 21 |



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Council District

And Citywide Summary

JUNE 2007

TABLE OF CONTENTS

| | |
|---------------------|---|
| 4 | Chart of Service Request Counts by City Council District |
| 5 | Citywide Service Level Performance Report |
| 7 | Service Level Performance Report for Council District 1 |
| 9 | Service Level Performance Report for Council District 2 |
| 11 | Service Level Performance Report for Council District 3 |
| 13 | Service Level Performance Report for Council District 4 |
| 15 | Service Level Performance Report for Council District 5 |
| 17 | Service Level Performance Report for Council District 6 |
| 19 | Service Level Performance Report for Council District 7 |
| 21 | Service Level Performance Report for Council District 8 |
| 23 | Service Level Performance Report for Council District 9 |
| 25 | Service Level Performance Report for Council District 10 |
| 27 | Service Level Performance Report for Council District 11 |
| 29 | Service Level Performance Report for Council District 12 |

31 Service Level Performance Report for Council District 13

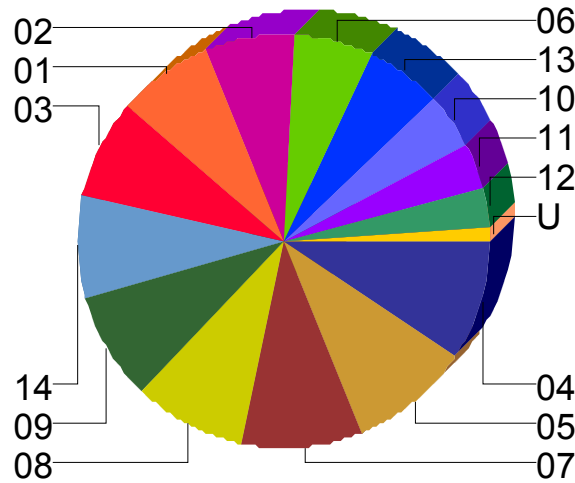
33 Service Level Performance Report for Council District 14

**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas Council District Report

For June 2007



| Council District | SRs Created | % of CityWide Total | % of All SRs On Time |
|------------------|---------------|---------------------|----------------------|
| 01 | 3,426 | 7.4% | 99.6% |
| 02 | 3,228 | 7.0% | 98.5% |
| 03 | 3,624 | 7.8% | 99.2% |
| 04 | 4,379 | 9.5% | 98.7% |
| 05 | 4,363 | 9.4% | 98.7% |
| 06 | 2,781 | 6.0% | 99.0% |
| 07 | 4,315 | 9.3% | 98.8% |
| 08 | 4,112 | 8.9% | 99.1% |
| 09 | 3,912 | 8.5% | 98.4% |
| 10 | 2,110 | 4.6% | 98.9% |
| 11 | 1,653 | 3.6% | 97.5% |
| 12 | 1,440 | 3.1% | 97.6% |
| 13 | 2,690 | 5.8% | 97.4% |
| 14 | 3,715 | 8.0% | 97.7% |
| U | 489 | 1.1% | 95.9% |
| Totals | 46,237 | 100.0% | 98.6% |

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

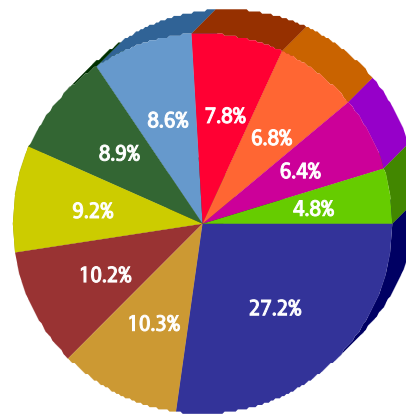


For Citywide

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 6,337 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,391 |
| Animal - Loose Aggressive - DCC | 2,375 |
| Litter - DCC | 2,138 |
| Roll Cart - SAN | 2,080 |
| Recycling ROLL CART Registration - SAN | 2,000 |
| Dead Animal Pick Up - SAN | 1,813 |
| Animal - Confined - DCC | 1,578 |
| Garbage - Missed - SAN | 1,495 |
| Animal - Sick/Injured - DCC | 1,115 |



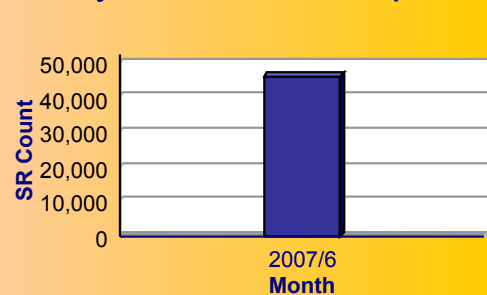
Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Animal - Sick/Injured - DCC

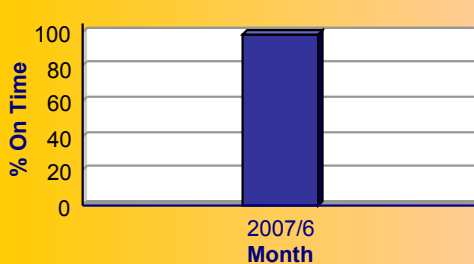
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 46,237 | 33,101 | 32,555 | 98.4% | 13,136 | 13,029 | 99.2% | 98.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

For Citywide

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 6,337 | 3,093 | 3,093 | 100.0% | 38 | 7.5 | 3,244 | 51.2% | 3,244 | 100.0% | 6,337 | 100.0% |
| 2 | Obstruction Alley/Sidewalk/Street - DCC | 2,391 | 1,759 | 1,759 | 100.0% | 60 | 10.8 | 632 | 26.4% | 632 | 100.0% | 2,391 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 2,375 | 34 | 33 | 97.1% | 3 | 0.3 | 2,341 | 98.6% | 2,333 | 99.7% | 2,366 | 99.6% |
| 4 | Litter - DCC | 2,138 | 941 | 941 | 100.0% | 38 | 8.0 | 1,197 | 56.0% | 1,197 | 100.0% | 2,138 | 100.0% |
| 5 | Roll Cart - SAN | 2,080 | 481 | 458 | 95.2% | 10 | 7.6 | 1,599 | 76.9% | 1,347 | 84.2% | 1,805 | 86.8% |
| 6 | Recycling ROLL CART Registration - SAN | 2,000 | 1,450 | 1,450 | 100.0% | 365 | 9.4 | 550 | 27.5% | 550 | 100.0% | 2,000 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 1,813 | 20 | 0 | 0.0% | 1 | 0.4 | 1,793 | 98.9% | 1,778 | 99.2% | 1,778 | 98.1% |
| 8 | Animal - Confined - DCC | 1,578 | 16 | 16 | 100.0% | 3 | 0.3 | 1,562 | 99.0% | 1,559 | 99.8% | 1,575 | 99.8% |
| 9 | Garbage - Missed - SAN | 1,495 | 93 | 93 | 100.0% | 6 | 2.6 | 1,402 | 93.8% | 1,334 | 95.1% | 1,427 | 95.5% |
| 10 | Animal - Sick/Injured - DCC | 1,115 | 8 | 8 | 100.0% | 3 | 0.2 | 1,107 | 99.3% | 1,105 | 99.8% | 1,113 | 99.8% |
| 11 | Brush/Bulk Items - Missed - SAN | 1,113 | 8 | 8 | 100.0% | 10 | 0.6 | 1,105 | 99.3% | 1,102 | 99.7% | 1,110 | 99.7% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 861 | 99 | 99 | 100.0% | 10 | 3.6 | 762 | 88.5% | 760 | 99.7% | 859 | 99.8% |
| 13 | Parking - Unapproved Surface - Eve/Weekends - DCC | 786 | 38 | 38 | 100.0% | 10 | 0.3 | 748 | 95.2% | 747 | 99.9% | 785 | 99.9% |
| 14 | Animal - Loose - DCC | 750 | 293 | 293 | 100.0% | 40 | 5.6 | 457 | 60.9% | 457 | 100.0% | 750 | 100.0% |
| 15 | Substandard Structure - DCC | 724 | 589 | 589 | 100.0% | 365 | 6.3 | 135 | 18.6% | 135 | 100.0% | 724 | 100.0% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 651 | 9 | 9 | 100.0% | 3 | 1.0 | 642 | 98.6% | 642 | 100.0% | 651 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 622 | 1 | 0 | 0.0% | 1 | 0.0 | 621 | 99.8% | 619 | 99.7% | 619 | 99.5% |
| 18 | Junk Motor Vehicle - DCC | 597 | 389 | 389 | 100.0% | 126 | 8.5 | 208 | 34.8% | 208 | 100.0% | 597 | 100.0% |
| 19 | Bulky Trash Violations - DCC | 545 | 72 | 67 | 93.1% | 14 | 4.1 | 473 | 86.8% | 457 | 96.6% | 524 | 96.1% |
| 20 | Tree down/low limbs - Emergency-STS | 496 | 0 | 0 | N/A | 5 | 0.1 | 496 | 100.0% | 495 | 99.8% | 495 | 99.8% |



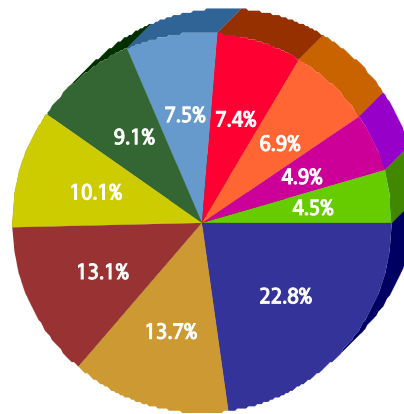
City of Dallas Service Level Performance Report by Council District

for 01

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 412 |
| Animal - Loose Aggressive - DCC | 247 |
| Litter - DCC | 237 |
| Obstruction Alley/Sidewalk/Street - DCC | 182 |
| Dead Animal Pick Up - SAN | 164 |
| Recycling ROLL CART Registration - SAN | 136 |
| Roll Cart - SAN | 134 |
| Animal - Confined - DCC | 125 |
| Animal - Sick/Injured - DCC | 88 |
| Junk Motor Vehicle - DCC | 82 |



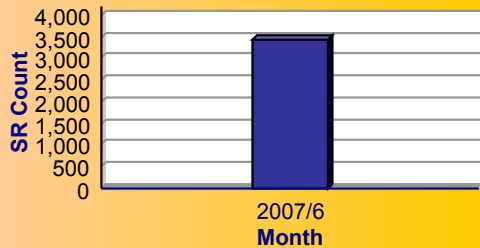
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Animal - Sick/Injured - DCC
- Junk Motor Vehicle - DCC

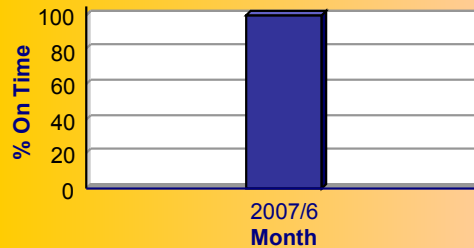
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,426 | 2,256 | 2,244 | 99.5% | 1,170 | 1,168 | 99.8% | 99.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 01

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 412 | 243 | 243 | 100.0% | 38 | 7.7 | 169 | 41.0% | 169 | 100.0% | 412 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 247 | 1 | 1 | 100.0% | 3 | 0.2 | 246 | 99.6% | 246 | 100.0% | 247 | 100.0% |
| 3 | Litter - DCC | 237 | 151 | 151 | 100.0% | 38 | 11.2 | 86 | 36.3% | 86 | 100.0% | 237 | 100.0% |
| 4 | Obstruction Alley/Sidewalk/Street - DCC | 182 | 132 | 132 | 100.0% | 60 | 8.7 | 50 | 27.5% | 50 | 100.0% | 182 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 164 | 2 | 0 | 0.0% | 1 | 0.4 | 162 | 98.8% | 161 | 99.4% | 161 | 98.2% |
| 6 | Recycling ROLL CART Registration - SAN | 136 | 95 | 95 | 100.0% | 365 | 9.6 | 41 | 30.1% | 41 | 100.0% | 136 | 100.0% |
| 7 | Roll Cart - SAN | 134 | 33 | 33 | 100.0% | 10 | 6.8 | 101 | 75.4% | 95 | 94.1% | 128 | 95.5% |
| 8 | Animal - Confined - DCC | 125 | 0 | 0 | N/A | 3 | 0.2 | 125 | 100.0% | 125 | 100.0% | 125 | 100.0% |
| 9 | Animal - Sick/Injured - DCC | 88 | 1 | 1 | 100.0% | 3 | 0.1 | 87 | 98.9% | 87 | 100.0% | 88 | 100.0% |
| 10 | Junk Motor Vehicle - DCC | 82 | 62 | 62 | 100.0% | 126 | 6.6 | 20 | 24.4% | 20 | 100.0% | 82 | 100.0% |
| 11 | Graffiti Private Property - Residential/Commercial | 80 | 52 | 52 | 100.0% | 90 | 3.2 | 28 | 35.0% | 28 | 100.0% | 80 | 100.0% |
| 12 | Animal - Loose - DCC | 78 | 30 | 30 | 100.0% | 40 | 4.8 | 48 | 61.5% | 48 | 100.0% | 78 | 100.0% |
| 13 | Garbage - Missed - SAN | 76 | 4 | 4 | 100.0% | 6 | 1.6 | 72 | 94.7% | 72 | 100.0% | 76 | 100.0% |
| 14 | Parking - Unapproved Surface - Eve/Weekends - DCC | 62 | 4 | 4 | 100.0% | 10 | 0.4 | 58 | 93.5% | 58 | 100.0% | 62 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 61 | 4 | 4 | 100.0% | 10 | 3.5 | 57 | 93.4% | 57 | 100.0% | 61 | 100.0% |
| 16 | Illegal Outside Storage - DCC | 59 | 36 | 36 | 100.0% | 38 | 10.9 | 23 | 39.0% | 23 | 100.0% | 59 | 100.0% |
| 17 | Illegal Garbage/Placement - DCC | 59 | 58 | 58 | 100.0% | 60 | 6.0 | 1 | 1.7% | 1 | 100.0% | 59 | 100.0% |
| 18 | Substandard Structure - DCC | 55 | 48 | 48 | 100.0% | 365 | 7.1 | 7 | 12.7% | 7 | 100.0% | 55 | 100.0% |
| 19 | Recyclable Collection Missed (Residential) - SAN | 51 | 0 | 0 | N/A | 3 | 1.1 | 51 | 100.0% | 51 | 100.0% | 51 | 100.0% |
| 20 | Dead Animal - Clinic Pick Up - SAN | 49 | 1 | 1 | 100.0% | 2 | 0.1 | 48 | 98.0% | 47 | 97.9% | 48 | 98.0% |



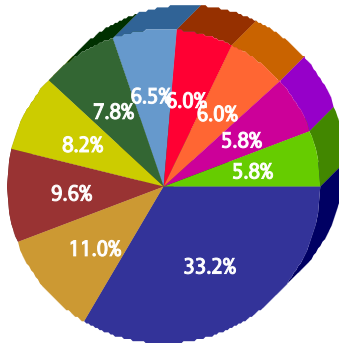
City of Dallas Service Level Performance Report by Council District

for 02

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 462 |
| Litter - DCC | 153 |
| Obstruction Alley/Sidewalk/Street - DCC | 134 |
| Animal - Loose Aggressive - DCC | 114 |
| Garbage - Missed - SAN | 108 |
| Animal - Confined - DCC | 90 |
| Dead Animal Pick Up - SAN | 84 |
| Roll Cart - SAN | 84 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 81 |
| Recycling ROLL CART Registration - SAN | 81 |



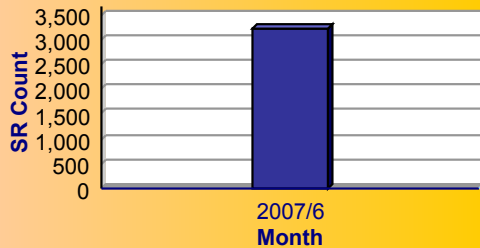
Service

- High Weeds - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Recycling ROLL CART Registration - SAN

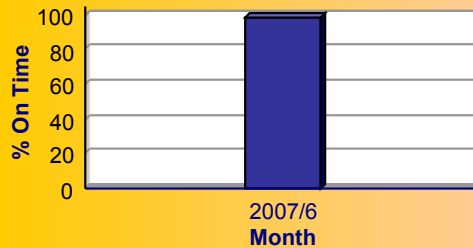
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,228 | 2,440 | 2,402 | 98.4% | 788 | 779 | 98.9% | 98.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 02

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 462 | 175 | 175 | 100.0% | 38 | 8.0 | 287 | 62.1% | 287 | 100.0% | 462 | 100.0% |
| 2 | Litter - DCC | 153 | 61 | 61 | 100.0% | 38 | 9.0 | 92 | 60.1% | 92 | 100.0% | 153 | 100.0% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 134 | 65 | 65 | 100.0% | 60 | 12.7 | 69 | 51.5% | 69 | 100.0% | 134 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 114 | 1 | 1 | 100.0% | 3 | 0.4 | 113 | 99.1% | 113 | 100.0% | 114 | 100.0% |
| 5 | Garbage - Missed - SAN | 108 | 2 | 2 | 100.0% | 6 | 2.2 | 106 | 98.1% | 103 | 97.2% | 105 | 97.2% |
| 6 | Animal - Confined - DCC | 90 | 0 | 0 | N/A | 3 | 0.3 | 90 | 100.0% | 90 | 100.0% | 90 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 84 | 1 | 0 | 0.0% | 1 | 0.4 | 83 | 98.8% | 82 | 98.8% | 82 | 97.6% |
| 8 | Roll Cart - SAN | 84 | 31 | 27 | 87.1% | 10 | 9.1 | 53 | 63.1% | 42 | 79.2% | 69 | 82.1% |
| 9 | Parking - Unapproved Surface - Eve/Weekends - DCC | 81 | 3 | 3 | 100.0% | 10 | 0.3 | 78 | 96.3% | 77 | 98.7% | 80 | 98.8% |
| 10 | Recycling ROLL CART Registration - SAN | 81 | 58 | 58 | 100.0% | 365 | 8.2 | 23 | 28.4% | 23 | 100.0% | 81 | 100.0% |
| 11 | Animal - Sick/Injured - DCC | 76 | 0 | 0 | N/A | 3 | 0.3 | 76 | 100.0% | 75 | 98.7% | 75 | 98.7% |
| 12 | Smoke Detector Request - DFD | 76 | 28 | 28 | 100.0% | 30 | 0.8 | 48 | 63.2% | 48 | 100.0% | 76 | 100.0% |
| 13 | Traffic Signal - Flashing - PWT | 72 | 2 | 2 | 100.0% | 4 | 1.3 | 70 | 97.2% | 70 | 100.0% | 72 | 100.0% |
| 14 | Fire Inspection - DFD | 52 | 35 | 35 | 100.0% | 60 | 5.4 | 17 | 32.7% | 17 | 100.0% | 52 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 52 | 3 | 3 | 100.0% | 10 | 4.4 | 49 | 94.2% | 49 | 100.0% | 52 | 100.0% |
| 16 | Signs - Public Right of Way Eve/Weekends - DCC | 51 | 0 | 0 | N/A | 7 | 0.4 | 51 | 100.0% | 51 | 100.0% | 51 | 100.0% |
| 17 | Animal - Loose - DCC | 50 | 21 | 21 | 100.0% | 40 | 5.1 | 29 | 58.0% | 29 | 100.0% | 50 | 100.0% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 48 | 0 | 0 | N/A | 1 | 0.0 | 48 | 100.0% | 48 | 100.0% | 48 | 100.0% |
| 19 | Illegal Garbage/Placement - DCC | 44 | 21 | 21 | 100.0% | 60 | 8.1 | 23 | 52.3% | 23 | 100.0% | 44 | 100.0% |
| 20 | Graffiti Private Property - Residential/Commercial | 44 | 21 | 21 | 100.0% | 90 | 3.1 | 23 | 52.3% | 23 | 100.0% | 44 | 100.0% |

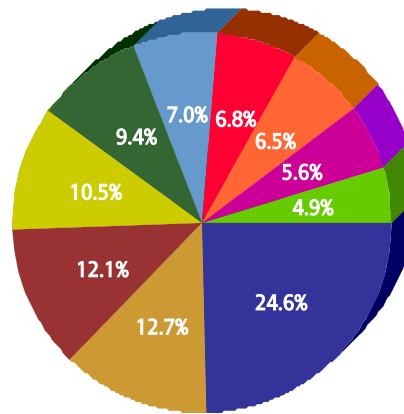


for 03

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 517 |
| Litter - DCC | 267 |
| Animal - Loose Aggressive - DCC | 255 |
| Brush/Bulk Items - Missed - SAN | 221 |
| Roll Cart - SAN | 197 |
| Dead Animal Pick Up - SAN | 148 |
| Animal - Confined - DCC | 143 |
| Recycling ROLL CART Registration - SAN | 136 |
| Obstruction Alley/Sidewalk/Street - DCC | 117 |
| Animal - Sick/Injured - DCC | 102 |



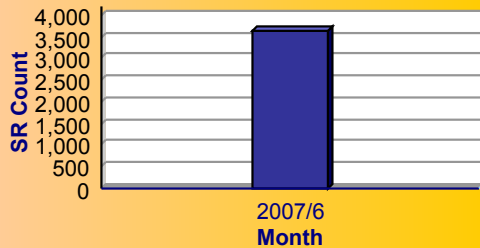
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Brush/Bulk Items - Missed - SAN
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Sick/Injured - DCC

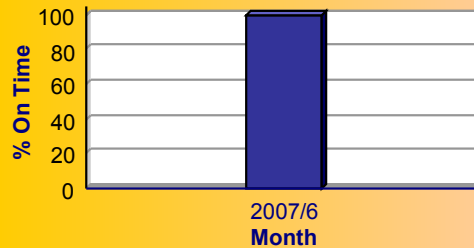
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,624 | 2,660 | 2,639 | 99.2% | 964 | 957 | 99.3% | 99.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 03

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 517 | 262 | 262 | 100.0% | 38 | 6.5 | 255 | 49.3% | 255 | 100.0% | 517 | 100.0% |
| 2 | Litter - DCC | 267 | 109 | 109 | 100.0% | 38 | 6.2 | 158 | 59.2% | 158 | 100.0% | 267 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 255 | 1 | 1 | 100.0% | 3 | 0.2 | 254 | 99.6% | 253 | 99.6% | 254 | 99.6% |
| 4 | Brush/Bulk Items - Missed - SAN | 221 | 2 | 2 | 100.0% | 10 | 0.2 | 219 | 99.1% | 219 | 100.0% | 221 | 100.0% |
| 5 | Roll Cart - SAN | 197 | 43 | 43 | 100.0% | 10 | 6.6 | 154 | 78.2% | 144 | 93.5% | 187 | 94.9% |
| 6 | Dead Animal Pick Up - SAN | 148 | 2 | 0 | 0.0% | 1 | 0.5 | 146 | 98.6% | 144 | 98.6% | 144 | 97.3% |
| 7 | Animal - Confined - DCC | 143 | 0 | 0 | N/A | 3 | 0.3 | 143 | 100.0% | 143 | 100.0% | 143 | 100.0% |
| 8 | Recycling ROLL CART Registration - SAN | 136 | 91 | 91 | 100.0% | 365 | 11.3 | 45 | 33.1% | 45 | 100.0% | 136 | 100.0% |
| 9 | Obstruction Alley/Sidewalk/Street - DCC | 117 | 76 | 76 | 100.0% | 60 | 10.9 | 41 | 35.0% | 41 | 100.0% | 117 | 100.0% |
| 10 | Animal - Sick/Injured - DCC | 102 | 2 | 2 | 100.0% | 3 | 0.2 | 100 | 98.0% | 100 | 100.0% | 102 | 100.0% |
| 11 | Garbage - Missed - SAN | 84 | 1 | 1 | 100.0% | 6 | 1.8 | 83 | 98.8% | 82 | 98.8% | 83 | 98.8% |
| 12 | Animal - Loose - DCC | 75 | 29 | 29 | 100.0% | 40 | 7.3 | 46 | 61.3% | 46 | 100.0% | 75 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 73 | 7 | 7 | 100.0% | 10 | 4.0 | 66 | 90.4% | 66 | 100.0% | 73 | 100.0% |
| 14 | Sanitation Misc. - SAN | 64 | 0 | 0 | N/A | 10 | 0.4 | 64 | 100.0% | 64 | 100.0% | 64 | 100.0% |
| 15 | Tree down/low limbs - Emergency-STS | 55 | 0 | 0 | N/A | 5 | 0.1 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 16 | Junk Motor Vehicle - DCC | 48 | 31 | 31 | 100.0% | 126 | 5.9 | 17 | 35.4% | 17 | 100.0% | 48 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 47 | 1 | 0 | 0.0% | 1 | 0.1 | 46 | 97.9% | 46 | 100.0% | 46 | 97.9% |
| 18 | Illegal Garbage/Placement - DCC | 44 | 37 | 37 | 100.0% | 60 | 4.9 | 7 | 15.9% | 7 | 100.0% | 44 | 100.0% |
| 19 | Substandard Structure - DCC | 43 | 39 | 39 | 100.0% | 365 | 8.0 | 4 | 9.3% | 4 | 100.0% | 43 | 100.0% |
| 20 | Recyclable Collection Missed (Residential) - SAN | 42 | 0 | 0 | N/A | 3 | 1.0 | 42 | 100.0% | 42 | 100.0% | 42 | 100.0% |



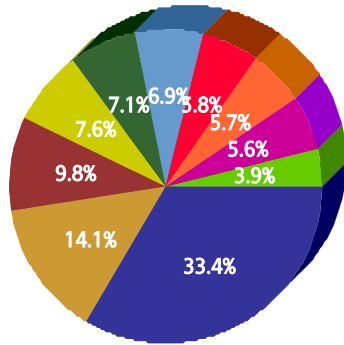
City of Dallas Service Level Performance Report by Council District

for 04

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 880 |
| Animal - Loose Aggressive - DCC | 370 |
| Dead Animal Pick Up - SAN | 258 |
| Roll Cart - SAN | 200 |
| Litter - DCC | 187 |
| Animal - Confined - DCC | 181 |
| Garbage - Missed - SAN | 154 |
| Obstruction Alley/Sidewalk/Street - DCC | 151 |
| Animal - Sick/Injured - DCC | 148 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 104 |



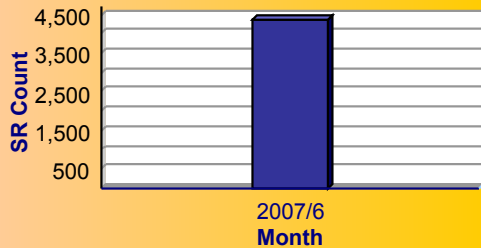
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Litter - DCC
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Sick/Injured - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

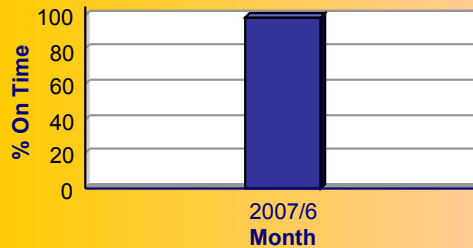
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,379 | 3,196 | 3,150 | 98.6% | 1,183 | 1,172 | 99.1% | 98.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 04

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 880 | 426 | 426 | 100.0% | 38 | 7.3 | 454 | 51.6% | 454 | 100.0% | 880 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 370 | 6 | 6 | 100.0% | 3 | 0.4 | 364 | 98.4% | 362 | 99.5% | 368 | 99.5% |
| 3 | Dead Animal Pick Up - SAN | 258 | 1 | 0 | 0.0% | 1 | 0.4 | 257 | 99.6% | 255 | 99.2% | 255 | 98.8% |
| 4 | Roll Cart - SAN | 200 | 40 | 37 | 92.5% | 10 | 7.6 | 160 | 80.0% | 134 | 83.8% | 171 | 85.5% |
| 5 | Litter - DCC | 187 | 95 | 95 | 100.0% | 38 | 7.2 | 92 | 49.2% | 92 | 100.0% | 187 | 100.0% |
| 6 | Animal - Confined - DCC | 181 | 3 | 3 | 100.0% | 3 | 0.2 | 178 | 98.3% | 178 | 100.0% | 181 | 100.0% |
| 7 | Garbage - Missed - SAN | 154 | 8 | 8 | 100.0% | 6 | 1.6 | 146 | 94.8% | 146 | 100.0% | 154 | 100.0% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 151 | 107 | 107 | 100.0% | 60 | 12.4 | 44 | 29.1% | 44 | 100.0% | 151 | 100.0% |
| 9 | Animal - Sick/Injured - DCC | 148 | 1 | 1 | 100.0% | 3 | 0.1 | 147 | 99.3% | 147 | 100.0% | 148 | 100.0% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 104 | 15 | 15 | 100.0% | 10 | 0.2 | 89 | 85.6% | 89 | 100.0% | 104 | 100.0% |
| 11 | Animal - Loose - DCC | 102 | 37 | 37 | 100.0% | 40 | 5.4 | 65 | 63.7% | 65 | 100.0% | 102 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 98 | 8 | 8 | 100.0% | 10 | 3.7 | 90 | 91.8% | 90 | 100.0% | 98 | 100.0% |
| 13 | Recycling ROLL CART Registration - SAN | 98 | 73 | 73 | 100.0% | 365 | 10.9 | 25 | 25.5% | 25 | 100.0% | 98 | 100.0% |
| 14 | Substandard Structure - DCC | 69 | 54 | 54 | 100.0% | 365 | 4.8 | 15 | 21.7% | 15 | 100.0% | 69 | 100.0% |
| 15 | Junk Motor Vehicle - DCC | 60 | 35 | 35 | 100.0% | 126 | 9.6 | 25 | 41.7% | 25 | 100.0% | 60 | 100.0% |
| 16 | Bulky Trash Violations - DCC | 51 | 3 | 3 | 100.0% | 14 | 4.5 | 48 | 94.1% | 44 | 91.7% | 47 | 92.2% |
| 17 | Illegal Outside Storage - DCC | 51 | 34 | 34 | 100.0% | 38 | 11.7 | 17 | 33.3% | 17 | 100.0% | 51 | 100.0% |
| 18 | Open and Vacant Structure - DCC | 50 | 24 | 24 | 100.0% | 30 | 5.8 | 26 | 52.0% | 26 | 100.0% | 50 | 100.0% |
| 19 | Sanitation Misc. - SAN | 48 | 1 | 1 | 100.0% | 10 | 0.3 | 47 | 97.9% | 47 | 100.0% | 48 | 100.0% |
| 20 | Tree down/low limbs - Emergency-ST5 | 47 | 0 | 0 | N/A | 5 | 0.1 | 47 | 100.0% | 47 | 100.0% | 47 | 100.0% |

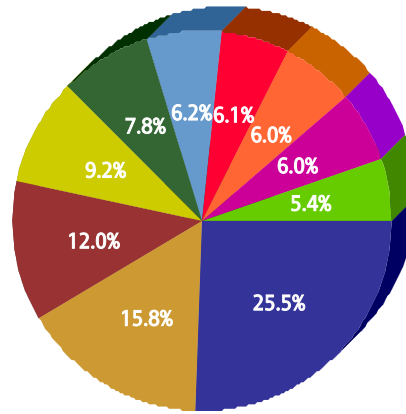


for 05

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 651 |
| Brush/Bulk Items - Missed - SAN | 402 |
| Animal - Loose Aggressive - DCC | 307 |
| Dead Animal Pick Up - SAN | 234 |
| Roll Cart - SAN | 200 |
| Animal - Sick/Injured - DCC | 159 |
| Obstruction Alley/Sidewalk/Street - DCC | 155 |
| Animal - Confined - DCC | 153 |
| Litter - DCC | 153 |
| Garbage - Missed - SAN | 137 |



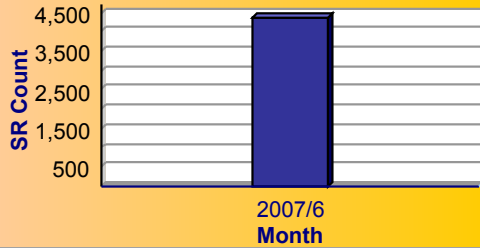
Service

- High Weeds - DCC
- Brush/Bulk Items - Missed - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Sick/Injured - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Litter - DCC
- Garbage - Missed - SAN

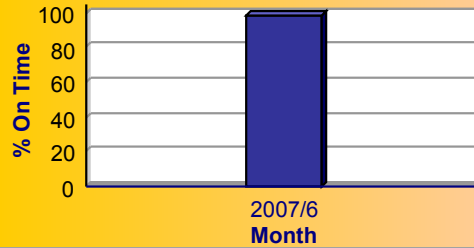
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,363 | 3,134 | 3,093 | 98.7% | 1,229 | 1,215 | 98.9% | 98.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 05

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 651 | 398 | 398 | 100.0% | 38 | 6.9 | 253 | 38.9% | 253 | 100.0% | 651 | 100.0% |
| 2 | Brush/Bulk Items - Missed - SAN | 402 | 1 | 1 | 100.0% | 10 | 0.3 | 401 | 99.8% | 400 | 99.8% | 401 | 99.8% |
| 3 | Animal - Loose Aggressive - DCC | 307 | 6 | 6 | 100.0% | 3 | 0.3 | 301 | 98.0% | 300 | 99.7% | 306 | 99.7% |
| 4 | Dead Animal Pick Up - SAN | 234 | 2 | 0 | 0.0% | 1 | 0.4 | 232 | 99.1% | 231 | 99.6% | 231 | 98.7% |
| 5 | Roll Cart - SAN | 200 | 49 | 46 | 93.9% | 10 | 7.6 | 151 | 75.5% | 131 | 86.8% | 177 | 88.5% |
| 6 | Animal - Sick/Injured - DCC | 159 | 1 | 1 | 100.0% | 3 | 0.3 | 158 | 99.4% | 157 | 99.4% | 158 | 99.4% |
| 7 | Obstruction Alley/Sidewalk/Street - DCC | 155 | 133 | 133 | 100.0% | 60 | 10.5 | 22 | 14.2% | 22 | 100.0% | 155 | 100.0% |
| 8 | Animal - Confined - DCC | 153 | 2 | 2 | 100.0% | 3 | 0.3 | 151 | 98.7% | 151 | 100.0% | 153 | 100.0% |
| 9 | Litter - DCC | 153 | 88 | 88 | 100.0% | 38 | 9.3 | 65 | 42.5% | 65 | 100.0% | 153 | 100.0% |
| 10 | Garbage - Missed - SAN | 137 | 3 | 3 | 100.0% | 6 | 2.2 | 134 | 97.8% | 134 | 100.0% | 137 | 100.0% |
| 11 | Parking - Unapproved Surface - Eve/Weekends - DCC | 110 | 2 | 2 | 100.0% | 10 | 0.4 | 108 | 98.2% | 108 | 100.0% | 110 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 94 | 15 | 15 | 100.0% | 10 | 3.6 | 79 | 84.0% | 79 | 100.0% | 94 | 100.0% |
| 13 | Recycling ROLL CART Registration - SAN | 88 | 62 | 62 | 100.0% | 365 | 12.8 | 26 | 29.5% | 26 | 100.0% | 88 | 100.0% |
| 14 | Substandard Structure - DCC | 86 | 79 | 79 | 100.0% | 365 | 7.4 | 7 | 8.1% | 7 | 100.0% | 86 | 100.0% |
| 15 | Animal - Loose - DCC | 84 | 34 | 34 | 100.0% | 40 | 5.2 | 50 | 59.5% | 50 | 100.0% | 84 | 100.0% |
| 16 | Junk Motor Vehicle - DCC | 60 | 42 | 42 | 100.0% | 126 | 11.7 | 18 | 30.0% | 18 | 100.0% | 60 | 100.0% |
| 17 | Animal - Cruelty - DCC | 55 | 1 | 1 | 100.0% | 30 | 0.4 | 54 | 98.2% | 54 | 100.0% | 55 | 100.0% |
| 18 | Bulky Trash Violations - DCC | 53 | 7 | 2 | 28.6% | 14 | 6.4 | 46 | 86.8% | 43 | 93.5% | 45 | 84.9% |
| 19 | Street Repair - Routine-STS | 51 | 22 | 22 | 100.0% | 90 | 8.2 | 29 | 56.9% | 29 | 100.0% | 51 | 100.0% |
| 20 | Sanitation Misc. - SAN | 49 | 1 | 1 | 100.0% | 10 | 0.2 | 48 | 98.0% | 48 | 100.0% | 49 | 100.0% |



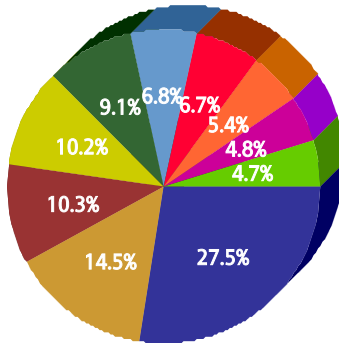
City of Dallas Service Level Performance Report by Council District

for 06

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 361 |
| Litter - DCC | 190 |
| Smoke Detector Request - DFD | 135 |
| Animal - Loose Aggressive - DCC | 134 |
| Dead Animal Pick Up - SAN | 119 |
| Junk Motor Vehicle - DCC | 89 |
| Street Spillage/Debris in Right of Way-Hazardous-STS | 88 |
| Garbage - Missed - SAN | 71 |
| Roll Cart - SAN | 63 |
| Fire Inspection - DFD | 62 |



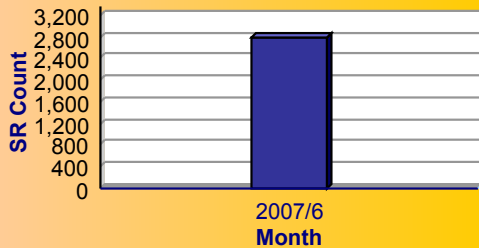
Service

- High Weeds - DCC
- Litter - DCC
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Garbage - Missed - SAN
- Roll Cart - SAN
- Fire Inspection - DFD

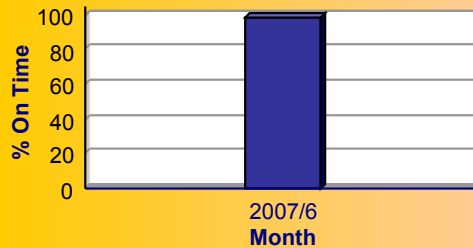
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,781 | 2,133 | 2,111 | 99.0% | 648 | 641 | 98.9% | 99.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time




City of Dallas Service Level Performance Report by Council District

for 06

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 361 | 133 | 133 | 100.0% | 38 | 8.5 | 228 | 63.2% | 228 | 100.0% | 361 | 100.0% |
| 2 | Litter - DCC | 190 | 56 | 56 | 100.0% | 38 | 7.4 | 134 | 70.5% | 134 | 100.0% | 190 | 100.0% |
| 3 | Smoke Detector Request - DFD | 135 | 2 | 2 | 100.0% | 30 | 1.4 | 133 | 98.5% | 133 | 100.0% | 135 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 134 | 1 | 1 | 100.0% | 3 | 0.2 | 133 | 99.3% | 133 | 100.0% | 134 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 119 | 2 | 0 | 0.0% | 1 | 0.4 | 117 | 98.3% | 114 | 97.4% | 114 | 95.8% |
| 6 | Junk Motor Vehicle - DCC | 89 | 69 | 69 | 100.0% | 126 | 8.2 | 20 | 22.5% | 20 | 100.0% | 89 | 100.0% |
| 7 | Street Spillage/Debris in Right of Way-Hazardous-STS | 88 | 0 | 0 | N/A | 1 | 0.0 | 88 | 100.0% | 88 | 100.0% | 88 | 100.0% |
| 8 | Garbage - Missed - SAN | 71 | 0 | 0 | N/A | 6 | 3.5 | 71 | 100.0% | 65 | 91.5% | 65 | 91.5% |
| 9 | Roll Cart - SAN | 63 | 11 | 11 | 100.0% | 10 | 6.6 | 52 | 82.5% | 47 | 90.4% | 58 | 92.1% |
| 10 | Fire Inspection - DFD | 62 | 39 | 39 | 100.0% | 60 | 6.7 | 23 | 37.1% | 23 | 100.0% | 62 | 100.0% |
| 11 | Animal - Confined - DCC | 60 | 0 | 0 | N/A | 3 | 0.2 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| 12 | Animal - Sick/Injured - DCC | 58 | 0 | 0 | N/A | 3 | 0.2 | 58 | 100.0% | 58 | 100.0% | 58 | 100.0% |
| 13 | Parking - Unapproved Surface - Eve/Weekends - DCC | 55 | 1 | 1 | 100.0% | 10 | 0.2 | 54 | 98.2% | 54 | 100.0% | 55 | 100.0% |
| 14 | Recycling ROLL CART Registration - SAN | 54 | 39 | 39 | 100.0% | 365 | 8.1 | 15 | 27.8% | 15 | 100.0% | 54 | 100.0% |
| 15 | Motor Vehicle Repair Violation - DCC | 53 | 17 | 17 | 100.0% | 40 | 3.5 | 36 | 67.9% | 36 | 100.0% | 53 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 53 | 9 | 9 | 100.0% | 10 | 5.6 | 44 | 83.0% | 44 | 100.0% | 53 | 100.0% |
| 17 | Pothole - Hazardous-STS | 49 | 0 | 0 | N/A | 1 | 0.1 | 49 | 100.0% | 49 | 100.0% | 49 | 100.0% |
| 18 | Street Repair - Routine-STS | 47 | 17 | 17 | 100.0% | 90 | 6.0 | 30 | 63.8% | 30 | 100.0% | 47 | 100.0% |
| 19 | Animal - Loose - DCC | 41 | 19 | 19 | 100.0% | 40 | 6.6 | 22 | 53.7% | 22 | 100.0% | 41 | 100.0% |
| 20 | Illegal Outside Storage - DCC | 36 | 20 | 20 | 100.0% | 38 | 17.5 | 16 | 44.4% | 16 | 100.0% | 36 | 100.0% |
| 21 | Substandard Structure - DCC | 36 | 31 | 31 | 100.0% | 365 | 7.6 | 5 | 13.9% | 5 | 100.0% | 36 | 100.0% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 1:14:55 AM

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



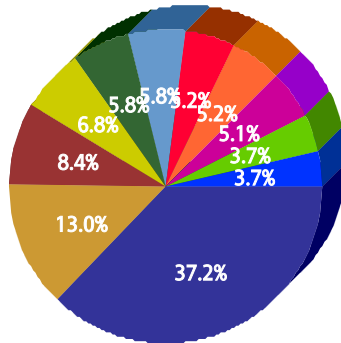
City of Dallas Service Level Performance Report by Council District

for 07

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 938 |
| Litter - DCC | 327 |
| Animal - Loose Aggressive - DCC | 213 |
| Dead Animal Pick Up - SAN | 171 |
| Obstruction Alley/Sidewalk/Street - DCC | 147 |
| Substandard Structure - DCC | 147 |
| Roll Cart - SAN | 132 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 130 |
| Animal - Confined - DCC | 129 |
| 24 Hour Parking/Parking Violations - DPD | 94 |
| Animal - Sick/Injured - DCC | 94 |



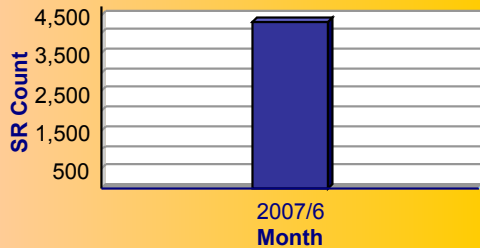
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- 24 Hour Parking/Parking Violations - DPD
- Animal - Sick/Injured - DCC

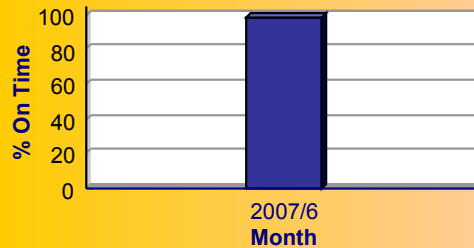
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,315 | 3,133 | 3,090 | 98.6% | 1,182 | 1,174 | 99.3% | 98.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 07

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 938 | 346 | 346 | 100.0% | 38 | 6.2 | 592 | 63.1% | 592 | 100.0% | 938 | 100.0% |
| 2 | Litter - DCC | 327 | 121 | 121 | 100.0% | 38 | 6.3 | 206 | 63.0% | 206 | 100.0% | 327 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 213 | 3 | 3 | 100.0% | 3 | 0.3 | 210 | 98.6% | 209 | 99.5% | 212 | 99.5% |
| 4 | Dead Animal Pick Up - SAN | 171 | 5 | 0 | 0.0% | 1 | 0.4 | 166 | 97.1% | 166 | 100.0% | 166 | 97.1% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 147 | 108 | 108 | 100.0% | 60 | 8.5 | 39 | 26.5% | 39 | 100.0% | 147 | 100.0% |
| 6 | Substandard Structure - DCC | 147 | 133 | 133 | 100.0% | 365 | 4.1 | 14 | 9.5% | 14 | 100.0% | 147 | 100.0% |
| 7 | Roll Cart - SAN | 132 | 34 | 33 | 97.1% | 10 | 8.3 | 98 | 74.2% | 70 | 71.4% | 103 | 78.0% |
| 8 | Parking - Unapproved Surface - Eve/Weekends - DCC | 130 | 9 | 9 | 100.0% | 10 | 0.1 | 121 | 93.1% | 121 | 100.0% | 130 | 100.0% |
| 9 | Animal - Confined - DCC | 129 | 5 | 5 | 100.0% | 3 | 0.3 | 124 | 96.1% | 124 | 100.0% | 129 | 100.0% |
| 10 | Animal - Sick/Injured - DCC | 94 | 0 | 0 | N/A | 3 | 0.3 | 94 | 100.0% | 94 | 100.0% | 94 | 100.0% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 94 | 12 | 12 | 100.0% | 10 | 3.3 | 82 | 87.2% | 82 | 100.0% | 94 | 100.0% |
| 12 | Garbage - Missed - SAN | 74 | 1 | 1 | 100.0% | 6 | 1.7 | 73 | 98.6% | 73 | 100.0% | 74 | 100.0% |
| 13 | Recycling ROLL CART Registration - SAN | 73 | 52 | 52 | 100.0% | 365 | 10.1 | 21 | 28.8% | 21 | 100.0% | 73 | 100.0% |
| 14 | Mow Clean City Property Maintenance -DCC | 67 | 23 | 23 | 100.0% | 38 | 9.7 | 44 | 65.7% | 44 | 100.0% | 67 | 100.0% |
| 15 | Animal - Loose - DCC | 66 | 24 | 24 | 100.0% | 40 | 6.7 | 42 | 63.6% | 42 | 100.0% | 66 | 100.0% |
| 16 | Traffic Signal - Flashing - PWT | 50 | 0 | 0 | N/A | 4 | 1.4 | 50 | 100.0% | 50 | 100.0% | 50 | 100.0% |
| 17 | Tree down/low limbs - Emergency-STS | 49 | 0 | 0 | N/A | 5 | 0.1 | 49 | 100.0% | 49 | 100.0% | 49 | 100.0% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 47 | 0 | 0 | N/A | 1 | 0.0 | 47 | 100.0% | 46 | 97.9% | 46 | 97.9% |
| 19 | Mosquitoes - EHS | 45 | 4 | 4 | 100.0% | 45 | 7.3 | 41 | 91.1% | 41 | 100.0% | 45 | 100.0% |
| 20 | Junk Motor Vehicle - DCC | 44 | 22 | 22 | 100.0% | 126 | 6.5 | 22 | 50.0% | 22 | 100.0% | 44 | 100.0% |
| 21 | Substandard Structure Apts - DCC | 44 | 14 | 14 | 100.0% | 365 | 6.0 | 30 | 68.2% | 30 | 100.0% | 44 | 100.0% |
| 22 | Pothole - Hazardous-STS | 44 | 0 | 0 | N/A | 1 | 0.1 | 44 | 100.0% | 43 | 97.7% | 43 | 97.7% |



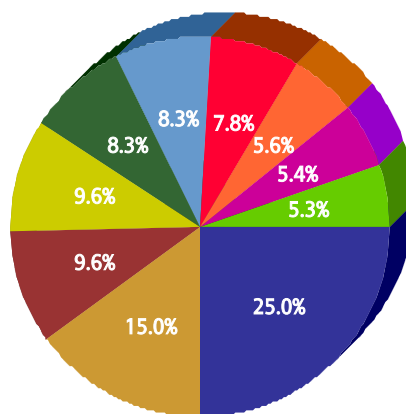
City of Dallas Service Level Performance Report by Council District

for 08

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 603 |
| Animal - Loose Aggressive - DCC | 362 |
| Dead Animal Pick Up - SAN | 232 |
| Animal - Confined - DCC | 231 |
| Brush/Bulk Items - Missed - SAN | 201 |
| Obstruction Alley/Sidewalk/Street - DCC | 199 |
| Roll Cart - SAN | 188 |
| Litter - DCC | 134 |
| Animal - Sick/Injured - DCC | 130 |
| Garbage - Missed - SAN | 128 |



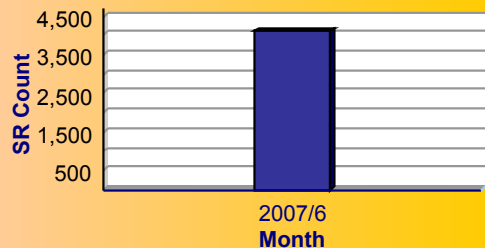
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Brush/Bulk Items - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Litter - DCC
- Animal - Sick/Injured - DCC
- Garbage - Missed - SAN

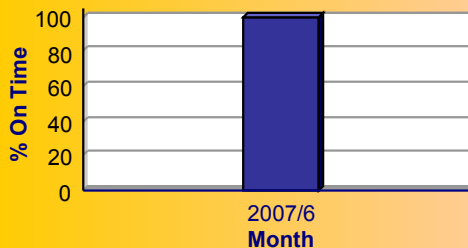
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,112 | 2,975 | 2,943 | 98.9% | 1,137 | 1,132 | 99.6% | 99.1% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 08

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 603 | 358 | 358 | 100.0% | 38 | 7.5 | 245 | 40.6% | 245 | 100.0% | 603 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 362 | 8 | 8 | 100.0% | 3 | 0.4 | 354 | 97.8% | 352 | 99.4% | 360 | 99.4% |
| 3 | Dead Animal Pick Up - SAN | 232 | 3 | 0 | 0.0% | 1 | 0.4 | 229 | 98.7% | 226 | 98.7% | 226 | 97.4% |
| 4 | Animal - Confined - DCC | 231 | 2 | 2 | 100.0% | 3 | 0.6 | 229 | 99.1% | 227 | 99.1% | 229 | 99.1% |
| 5 | Brush/Bulk Items - Missed - SAN | 201 | 0 | 0 | N/A | 10 | 0.2 | 201 | 100.0% | 201 | 100.0% | 201 | 100.0% |
| 6 | Obstruction Alley/Sidewalk/Street - DCC | 199 | 166 | 166 | 100.0% | 60 | 12.8 | 33 | 16.6% | 33 | 100.0% | 199 | 100.0% |
| 7 | Roll Cart - SAN | 188 | 37 | 37 | 100.0% | 10 | 6.8 | 151 | 80.3% | 139 | 92.1% | 176 | 93.6% |
| 8 | Litter - DCC | 134 | 68 | 68 | 100.0% | 38 | 11.6 | 66 | 49.3% | 66 | 100.0% | 134 | 100.0% |
| 9 | Animal - Sick/Injured - DCC | 130 | 2 | 2 | 100.0% | 3 | 0.2 | 128 | 98.5% | 128 | 100.0% | 130 | 100.0% |
| 10 | Garbage - Missed - SAN | 128 | 1 | 1 | 100.0% | 6 | 1.9 | 127 | 99.2% | 127 | 100.0% | 128 | 100.0% |
| 11 | Parking - Unapproved Surface - Eve/Weekends - DCC | 111 | 4 | 4 | 100.0% | 10 | 0.5 | 107 | 96.4% | 107 | 100.0% | 111 | 100.0% |
| 12 | Animal - Loose - DCC | 95 | 38 | 38 | 100.0% | 40 | 5.0 | 57 | 60.0% | 57 | 100.0% | 95 | 100.0% |
| 13 | Substandard Structure - DCC | 91 | 61 | 61 | 100.0% | 365 | 8.9 | 30 | 33.0% | 30 | 100.0% | 91 | 100.0% |
| 14 | Junk Motor Vehicle - DCC | 73 | 50 | 50 | 100.0% | 126 | 11.5 | 23 | 31.5% | 23 | 100.0% | 73 | 100.0% |
| 15 | Recycling ROLL CART Registration - SAN | 72 | 48 | 48 | 100.0% | 365 | 10.5 | 24 | 33.3% | 24 | 100.0% | 72 | 100.0% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 58 | 8 | 8 | 100.0% | 10 | 4.3 | 50 | 86.2% | 50 | 100.0% | 58 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 55 | 0 | 0 | N/A | 1 | 0.1 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 18 | Mosquitoes - EHS | 46 | 10 | 10 | 100.0% | 45 | 5.9 | 36 | 78.3% | 36 | 100.0% | 46 | 100.0% |
| 19 | Animal Trap Request - DCC | 43 | 13 | 13 | 100.0% | 30 | 10.1 | 30 | 69.8% | 30 | 100.0% | 43 | 100.0% |
| 20 | Street Lighting - Maintenance - PWT | 41 | 0 | 0 | N/A | 4 | 0.7 | 41 | 100.0% | 41 | 100.0% | 41 | 100.0% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 1:32:28 AM

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



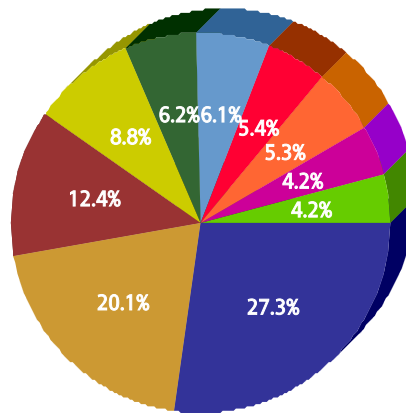
City of Dallas Service Level Performance Report by Council District

for 09

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Obstruction Alley/Sidewalk/Street - DCC | 563 |
| High Weeds - DCC | 414 |
| Recycling ROLL CART Registration - SAN | 256 |
| Roll Cart - SAN | 182 |
| Animal - Loose Aggressive - DCC | 127 |
| Dead Animal Pick Up - SAN | 126 |
| Litter - DCC | 111 |
| Animal - Confined - DCC | 110 |
| 24 Hour Parking/Parking Violations - DPD | 87 |
| Garbage - Missed - SAN | 87 |



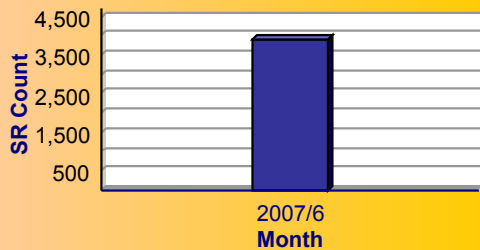
Service

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

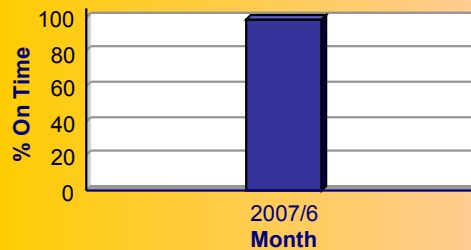
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,912 | 2,523 | 2,470 | 97.9% | 1,389 | 1,380 | 99.4% | 98.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 09

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Obstruction Alley/Sidewalk/Street - DCC | 563 | 485 | 485 | 100.0% | 60 | 10.3 | 78 | 13.9% | 78 | 100.0% | 563 | 100.0% |
| 2 | High Weeds - DCC | 414 | 213 | 213 | 100.0% | 38 | 8.1 | 201 | 48.6% | 201 | 100.0% | 414 | 100.0% |
| 3 | Recycling ROLL CART Registration - SAN | 256 | 199 | 199 | 100.0% | 365 | 8.3 | 57 | 22.3% | 57 | 100.0% | 256 | 100.0% |
| 4 | Roll Cart - SAN | 182 | 45 | 42 | 93.3% | 10 | 8.7 | 137 | 75.3% | 99 | 72.3% | 141 | 77.5% |
| 5 | Animal - Loose Aggressive - DCC | 127 | 3 | 3 | 100.0% | 3 | 0.3 | 124 | 97.6% | 124 | 100.0% | 127 | 100.0% |
| 6 | Dead Animal Pick Up - SAN | 126 | 1 | 0 | 0.0% | 1 | 0.3 | 125 | 99.2% | 125 | 100.0% | 125 | 99.2% |
| 7 | Litter - DCC | 111 | 52 | 52 | 100.0% | 38 | 9.2 | 59 | 53.2% | 59 | 100.0% | 111 | 100.0% |
| 8 | Animal - Confined - DCC | 110 | 0 | 0 | N/A | 3 | 0.2 | 110 | 100.0% | 110 | 100.0% | 110 | 100.0% |
| 9 | 24 Hour Parking/Parking Violations - DPD | 87 | 15 | 15 | 100.0% | 10 | 2.1 | 72 | 82.8% | 72 | 100.0% | 87 | 100.0% |
| 10 | Garbage - Missed - SAN | 87 | 13 | 13 | 100.0% | 6 | 2.6 | 74 | 85.1% | 70 | 94.6% | 83 | 95.4% |
| 11 | Bulky Trash Violations - DCC | 85 | 9 | 9 | 100.0% | 14 | 3.4 | 76 | 89.4% | 74 | 97.4% | 83 | 97.6% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 62 | 1 | 1 | 100.0% | 3 | 1.0 | 61 | 98.4% | 61 | 100.0% | 62 | 100.0% |
| 13 | Animal - Sick/Injured - DCC | 57 | 0 | 0 | N/A | 3 | 0.1 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 14 | Signs - Public Right of Way Eve/Weekends - DCC | 57 | 0 | 0 | N/A | 7 | 0.1 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 15 | Tree down/low limbs - Emergency-STC | 55 | 0 | 0 | N/A | 5 | 0.1 | 55 | 100.0% | 55 | 100.0% | 55 | 100.0% |
| 16 | Illegal Garbage/Placement - DCC | 51 | 9 | 9 | 100.0% | 60 | 6.7 | 42 | 82.4% | 42 | 100.0% | 51 | 100.0% |
| 17 | Sanitation Property Damage - SAN | 49 | 9 | 9 | 100.0% | 28 | 7.4 | 40 | 81.6% | 40 | 100.0% | 49 | 100.0% |
| 18 | Animal - Loose - DCC | 48 | 22 | 22 | 100.0% | 40 | 5.3 | 26 | 54.2% | 26 | 100.0% | 48 | 100.0% |
| 19 | Junk Motor Vehicle - DCC | 46 | 27 | 27 | 100.0% | 126 | 7.1 | 19 | 41.3% | 19 | 100.0% | 46 | 100.0% |
| 20 | Illegal Outside Storage - DCC | 45 | 34 | 34 | 100.0% | 38 | 8.5 | 11 | 24.4% | 11 | 100.0% | 45 | 100.0% |
| 21 | Parking - Unapproved Surface - Eve/Weekends - DCC | 45 | 0 | 0 | N/A | 10 | 0.3 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |



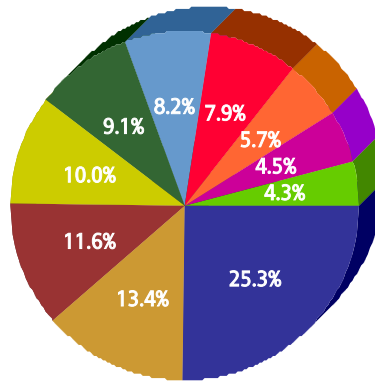
City of Dallas Service Level Performance Report by Council District

for 10

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 265 |
| Recycling ROLL CART Registration - SAN | 140 |
| Obstruction Alley/Sidewalk/Street - DCC | 121 |
| Garbage - Missed - SAN | 105 |
| Animal - Confined - DCC | 95 |
| Litter - DCC | 86 |
| Roll Cart - SAN | 83 |
| Substandard Structure Apts - DCC | 60 |
| Recyclable Collection Missed (Residential) - SAN | 47 |
| Animal - Loose Aggressive - DCC | 45 |



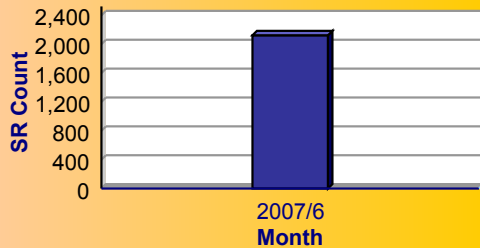
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Litter - DCC
- Roll Cart - SAN
- Substandard Structure Apts - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Loose Aggressive - DCC

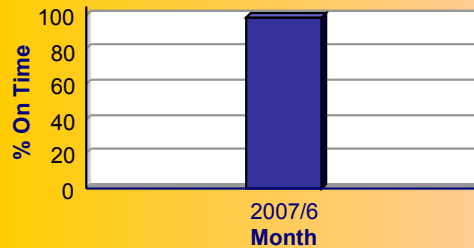
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,110 | 1,556 | 1,533 | 98.5% | 554 | 553 | 99.8% | 98.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 10

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 265 | 105 | 105 | 100.0% | 38 | 7.9 | 160 | 60.4% | 160 | 100.0% | 265 | 100.0% |
| 2 | Recycling ROLL CART Registration - SAN | 140 | 99 | 99 | 100.0% | 365 | 8.4 | 41 | 29.3% | 41 | 100.0% | 140 | 100.0% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 121 | 71 | 71 | 100.0% | 60 | 7.0 | 50 | 41.3% | 50 | 100.0% | 121 | 100.0% |
| 4 | Garbage - Missed - SAN | 105 | 5 | 5 | 100.0% | 6 | 3.2 | 100 | 95.2% | 92 | 92.0% | 97 | 92.4% |
| 5 | Animal - Confined - DCC | 95 | 1 | 1 | 100.0% | 3 | 0.3 | 94 | 98.9% | 93 | 98.9% | 94 | 98.9% |
| 6 | Litter - DCC | 86 | 20 | 20 | 100.0% | 38 | 2.8 | 66 | 76.7% | 66 | 100.0% | 86 | 100.0% |
| 7 | Roll Cart - SAN | 83 | 22 | 22 | 100.0% | 10 | 7.7 | 61 | 73.5% | 53 | 86.9% | 75 | 90.4% |
| 8 | Substandard Structure Apts - DCC | 60 | 27 | 27 | 100.0% | 365 | 7.7 | 33 | 55.0% | 33 | 100.0% | 60 | 100.0% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 47 | 0 | 0 | N/A | 3 | 1.0 | 47 | 100.0% | 47 | 100.0% | 47 | 100.0% |
| 10 | Animal - Loose Aggressive - DCC | 45 | 0 | 0 | N/A | 3 | 0.3 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 11 | Bulky Trash Violations - DCC | 43 | 3 | 3 | 100.0% | 14 | 3.4 | 40 | 93.0% | 40 | 100.0% | 43 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 42 | 5 | 5 | 100.0% | 10 | 2.8 | 37 | 88.1% | 37 | 100.0% | 42 | 100.0% |
| 13 | Dead Animal Pick Up - SAN | 40 | 0 | 0 | N/A | 1 | 0.3 | 40 | 100.0% | 40 | 100.0% | 40 | 100.0% |
| 14 | Street Spillage/Debris in Right of Way-Hazardous-STS | 37 | 0 | 0 | N/A | 1 | 0.0 | 37 | 100.0% | 37 | 100.0% | 37 | 100.0% |
| 15 | Animal - Sick/Injured - DCC | 35 | 0 | 0 | N/A | 3 | 0.1 | 35 | 100.0% | 35 | 100.0% | 35 | 100.0% |
| 16 | Illegal Garbage/Placement - DCC | 28 | 20 | 20 | 100.0% | 60 | 5.0 | 8 | 28.6% | 8 | 100.0% | 28 | 100.0% |
| 17 | Substandard Structure - DCC | 26 | 19 | 19 | 100.0% | 365 | 4.7 | 7 | 26.9% | 7 | 100.0% | 26 | 100.0% |
| 18 | Plumbing Violation Apts - DCC | 26 | 2 | 2 | 100.0% | 60 | 6.0 | 24 | 92.3% | 24 | 100.0% | 26 | 100.0% |
| 19 | Sanitation Misc. - SAN | 25 | 1 | 1 | 100.0% | 10 | 1.2 | 24 | 96.0% | 24 | 100.0% | 25 | 100.0% |
| 20 | Signs - Public Right of Way Eve/Weekends - DCC | 23 | 0 | 0 | N/A | 7 | 0.1 | 23 | 100.0% | 23 | 100.0% | 23 | 100.0% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 1:48:24 AM

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



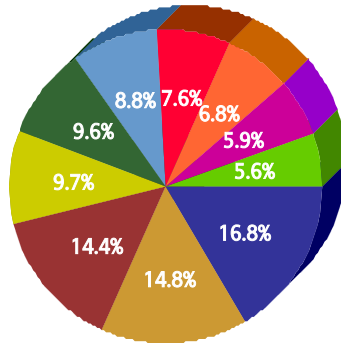
City of Dallas Service Level Performance Report by Council District

for 11

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 126 |
| Obstruction Alley/Sidewalk/Street - DCC | 111 |
| Recycling ROLL CART Registration - SAN | 108 |
| Garbage - Missed - SAN | 73 |
| Fire Inspection - DFD | 72 |
| Roll Cart - SAN | 66 |
| Animal - Confined - DCC | 57 |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 51 |
| Dead Animal Pick Up - SAN | 44 |
| Mosquitoes - EHS | 42 |



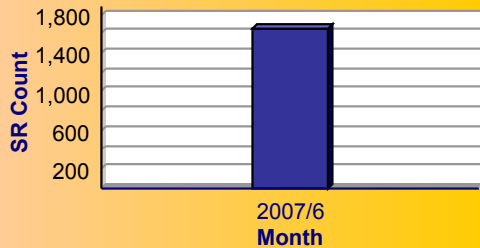
Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STs
- Dead Animal Pick Up - SAN
- Mosquitoes - EHS

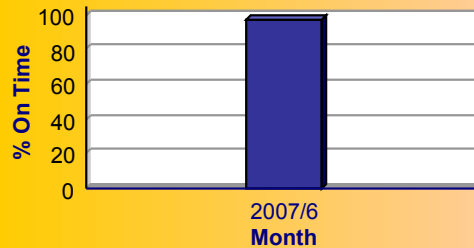
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 1,653 | 1,174 | 1,135 | 96.7% | 479 | 477 | 99.6% | 97.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 11

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 126 | 63 | 63 | 100.0% | 38 | 8.0 | 63 | 50.0% | 63 | 100.0% | 126 | 100.0% |
| 2 | Obstruction Alley/Sidewalk/Street - DCC | 111 | 90 | 90 | 100.0% | 60 | 10.1 | 21 | 18.9% | 21 | 100.0% | 111 | 100.0% |
| 3 | Recycling ROLL CART Registration - SAN | 108 | 68 | 68 | 100.0% | 365 | 8.5 | 40 | 37.0% | 40 | 100.0% | 108 | 100.0% |
| 4 | Garbage - Missed - SAN | 73 | 10 | 10 | 100.0% | 6 | 3.7 | 63 | 86.3% | 51 | 81.0% | 61 | 83.6% |
| 5 | Fire Inspection - DFD | 72 | 32 | 32 | 100.0% | 60 | 16.5 | 40 | 55.6% | 40 | 100.0% | 72 | 100.0% |
| 6 | Roll Cart - SAN | 66 | 16 | 16 | 100.0% | 10 | 7.6 | 50 | 75.8% | 41 | 82.0% | 57 | 86.4% |
| 7 | Animal - Confined - DCC | 57 | 0 | 0 | N/A | 3 | 0.2 | 57 | 100.0% | 57 | 100.0% | 57 | 100.0% |
| 8 | Street Spillage/Debris in Right of Way-Hazardous-STS | 51 | 0 | 0 | N/A | 1 | 0.0 | 51 | 100.0% | 51 | 100.0% | 51 | 100.0% |
| 9 | Dead Animal Pick Up - SAN | 44 | 0 | 0 | N/A | 1 | 0.4 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 10 | Mosquitoes - EHS | 42 | 3 | 3 | 100.0% | 45 | 6.7 | 39 | 92.9% | 39 | 100.0% | 42 | 100.0% |
| 11 | Animal - Sick/Injured - DCC | 41 | 1 | 1 | 100.0% | 3 | 0.2 | 40 | 97.6% | 40 | 100.0% | 41 | 100.0% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 38 | 0 | 0 | N/A | 3 | 1.0 | 38 | 100.0% | 38 | 100.0% | 38 | 100.0% |
| 13 | Animal - Loose Aggressive - DCC | 28 | 0 | 0 | N/A | 3 | 0.4 | 28 | 100.0% | 28 | 100.0% | 28 | 100.0% |
| 14 | Substandard Structure Apts - DCC | 28 | 17 | 17 | 100.0% | 365 | 8.0 | 11 | 39.3% | 11 | 100.0% | 28 | 100.0% |
| 15 | Traffic Signal - Timing - PWT | 28 | 3 | 3 | 100.0% | 4 | 1.2 | 25 | 89.3% | 25 | 100.0% | 28 | 100.0% |
| 16 | Litter - DCC | 27 | 14 | 14 | 100.0% | 38 | 13.5 | 13 | 48.1% | 13 | 100.0% | 27 | 100.0% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 26 | 1 | 1 | 100.0% | 10 | 3.0 | 25 | 96.2% | 25 | 100.0% | 26 | 100.0% |
| 18 | Alley Repair - Routine-STS | 24 | 18 | 18 | 100.0% | 90 | 4.5 | 6 | 25.0% | 6 | 100.0% | 24 | 100.0% |
| 19 | Street Repair - Routine-STS | 24 | 11 | 11 | 100.0% | 90 | 6.5 | 13 | 54.2% | 13 | 100.0% | 24 | 100.0% |
| 20 | Traffic Signal - Flashing - PWT | 23 | 0 | 0 | N/A | 4 | 1.9 | 23 | 100.0% | 23 | 100.0% | 23 | 100.0% |

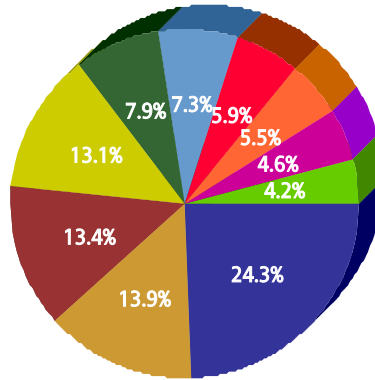


for 12

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 191 |
| High Weeds - DCC | 109 |
| Roll Cart - SAN | 105 |
| Obstruction Alley/Sidewalk/Street - DCC | 103 |
| Bulky Trash Violations - DCC | 62 |
| Garbage - Missed - SAN | 57 |
| Animal - Confined - DCC | 46 |
| Recyclable Collection Missed (Residential) - SAN | 43 |
| Dead Animal Pick Up - SAN | 36 |
| Litter - DCC | 33 |

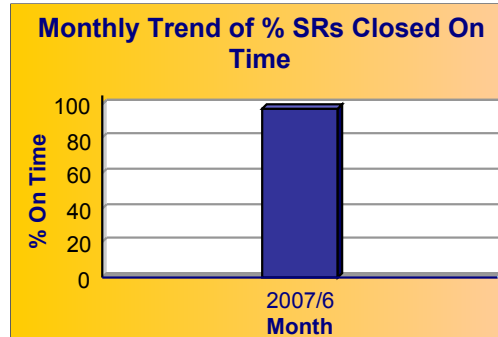
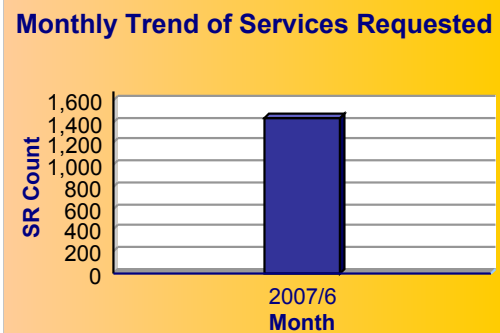


Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN
- Litter - DCC

Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 1,440 | 1,027 | 998 | 97.2% | 413 | 407 | 98.5% | 97.6% |





City of Dallas Service Level Performance Report by Council District

for 12

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 191 | 128 | 128 | 100.0% | 365 | 9.2 | 63 | 33.0% | 63 | 100.0% | 191 | 100.0% |
| 2 | High Weeds - DCC | 109 | 43 | 43 | 100.0% | 38 | 9.3 | 66 | 60.6% | 66 | 100.0% | 109 | 100.0% |
| 3 | Roll Cart - SAN | 105 | 16 | 15 | 93.8% | 10 | 7.8 | 89 | 84.8% | 77 | 86.5% | 92 | 87.6% |
| 4 | Obstruction Alley/Sidewalk/Street - DCC | 103 | 64 | 64 | 100.0% | 60 | 15.4 | 39 | 37.9% | 39 | 100.0% | 103 | 100.0% |
| 5 | Bulky Trash Violations - DCC | 62 | 4 | 4 | 100.0% | 14 | 4.2 | 58 | 93.5% | 56 | 96.6% | 60 | 96.8% |
| 6 | Garbage - Missed - SAN | 57 | 11 | 11 | 100.0% | 6 | 3.6 | 46 | 80.7% | 42 | 91.3% | 53 | 93.0% |
| 7 | Animal - Confined - DCC | 46 | 0 | 0 | N/A | 3 | 0.2 | 46 | 100.0% | 46 | 100.0% | 46 | 100.0% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 43 | 1 | 1 | 100.0% | 3 | 1.2 | 42 | 97.7% | 42 | 100.0% | 43 | 100.0% |
| 9 | Dead Animal Pick Up - SAN | 36 | 1 | 0 | 0.0% | 1 | 0.4 | 35 | 97.2% | 35 | 100.0% | 35 | 97.2% |
| 10 | Litter - DCC | 33 | 17 | 17 | 100.0% | 38 | 12.4 | 16 | 48.5% | 16 | 100.0% | 33 | 100.0% |
| 11 | Mosquitoes - EHS | 31 | 4 | 4 | 100.0% | 45 | 7.9 | 27 | 87.1% | 27 | 100.0% | 31 | 100.0% |
| 12 | Animal - Sick/Injured - DCC | 28 | 0 | 0 | N/A | 3 | 0.3 | 28 | 100.0% | 28 | 100.0% | 28 | 100.0% |
| 13 | Brush/Bulk Items - Missed - SAN | 21 | 0 | 0 | N/A | 10 | 3.2 | 21 | 100.0% | 21 | 100.0% | 21 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 21 | 0 | 0 | N/A | 10 | 3.1 | 21 | 100.0% | 21 | 100.0% | 21 | 100.0% |
| 15 | Street Lighting - Maintenance - PWT | 20 | 1 | 1 | 100.0% | 4 | 0.6 | 19 | 95.0% | 19 | 100.0% | 20 | 100.0% |
| 16 | Water Conservation Violation - DCC | 19 | 4 | 3 | 75.0% | 7 | 5.0 | 15 | 78.9% | 11 | 73.3% | 14 | 73.7% |
| 17 | Substandard Structure - DCC | 18 | 15 | 15 | 100.0% | 365 | 9.7 | 3 | 16.7% | 3 | 100.0% | 18 | 100.0% |
| 18 | Tree down/low limbs - Emergency-STS | 18 | 0 | 0 | N/A | 5 | 0.1 | 18 | 100.0% | 18 | 100.0% | 18 | 100.0% |
| 19 | Animal - Loose Aggressive - DCC | 17 | 1 | 0 | 0.0% | 3 | 0.2 | 16 | 94.1% | 16 | 100.0% | 16 | 94.1% |
| 20 | Street Repair - Routine-STS | 17 | 4 | 4 | 100.0% | 90 | 8.2 | 13 | 76.5% | 13 | 100.0% | 17 | 100.0% |



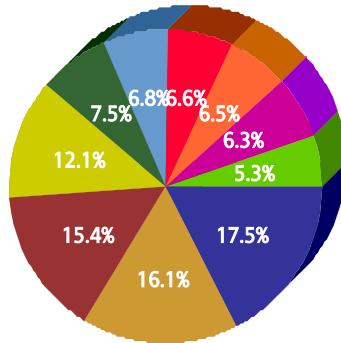
City of Dallas Service Level Performance Report by Council District

for 13

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 213 |
| Roll Cart - SAN | 196 |
| Garbage - Missed - SAN | 188 |
| High Weeds - DCC | 148 |
| Obstruction Alley/Sidewalk/Street - DCC | 91 |
| Recyclable Collection Missed (Residential) - SAN | 83 |
| Animal - Confined - DCC | 80 |
| Signs - Public Right of Way Eve/Weekends - DCC | 79 |
| Dead Animal Pick Up - SAN | 77 |
| Street Spillage/Debris in Right of Way-Hazardous-STs | 65 |



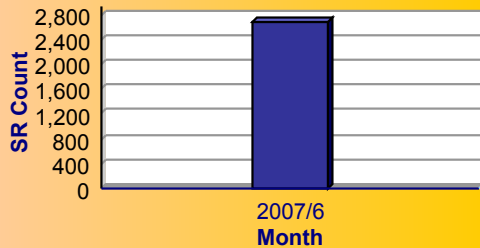
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Garbage - Missed - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Signs - Public Right of Way Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STs

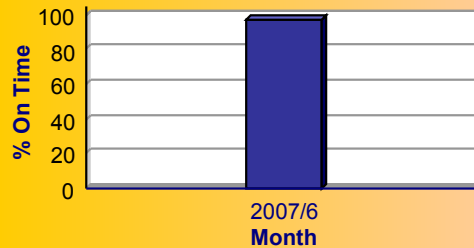
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 2,690 | 2,015 | 1,950 | 96.8% | 675 | 671 | 99.4% | 97.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 13

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 213 | 149 | 149 | 100.0% | 365 | 8.7 | 64 | 30.0% | 64 | 100.0% | 213 | 100.0% |
| 2 | Roll Cart - SAN | 196 | 45 | 44 | 97.8% | 10 | 7.9 | 151 | 77.0% | 126 | 83.4% | 170 | 86.7% |
| 3 | Garbage - Missed - SAN | 188 | 25 | 25 | 100.0% | 6 | 3.8 | 163 | 86.7% | 145 | 89.0% | 170 | 90.4% |
| 4 | High Weeds - DCC | 148 | 70 | 70 | 100.0% | 38 | 8.9 | 78 | 52.7% | 78 | 100.0% | 148 | 100.0% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 91 | 58 | 58 | 100.0% | 60 | 10.2 | 33 | 36.3% | 33 | 100.0% | 91 | 100.0% |
| 6 | Recyclable Collection Missed (Residential) - SAN | 83 | 1 | 1 | 100.0% | 3 | 1.0 | 82 | 98.8% | 82 | 100.0% | 83 | 100.0% |
| 7 | Animal - Confined - DCC | 80 | 1 | 1 | 100.0% | 3 | 0.2 | 79 | 98.8% | 79 | 100.0% | 80 | 100.0% |
| 8 | Signs - Public Right of Way Eve/Weekends - DCC | 79 | 1 | 1 | 100.0% | 7 | 0.2 | 78 | 98.7% | 78 | 100.0% | 79 | 100.0% |
| 9 | Dead Animal Pick Up - SAN | 77 | 0 | 0 | N/A | 1 | 0.4 | 77 | 100.0% | 77 | 100.0% | 77 | 100.0% |
| 10 | Street Spillage/Debris in Right of Way-Hazardous-STS | 65 | 0 | 0 | N/A | 1 | 0.0 | 65 | 100.0% | 65 | 100.0% | 65 | 100.0% |
| 11 | Alley Repair - Routine-STS | 62 | 39 | 39 | 100.0% | 90 | 6.3 | 23 | 37.1% | 23 | 100.0% | 62 | 100.0% |
| 12 | Mosquitoes - EHS | 52 | 7 | 7 | 100.0% | 45 | 6.1 | 45 | 86.5% | 45 | 100.0% | 52 | 100.0% |
| 13 | Animal - Loose Aggressive - DCC | 50 | 0 | 0 | N/A | 3 | 0.6 | 50 | 100.0% | 49 | 98.0% | 49 | 98.0% |
| 14 | Sanitation Property Damage - SAN | 48 | 11 | 11 | 100.0% | 28 | 5.3 | 37 | 77.1% | 37 | 100.0% | 48 | 100.0% |
| 15 | Brush/Bulk Items - Missed - SAN | 45 | 1 | 1 | 100.0% | 10 | 2.8 | 44 | 97.8% | 44 | 100.0% | 45 | 100.0% |
| 16 | Street Repair - Routine-STS | 45 | 17 | 17 | 100.0% | 90 | 5.6 | 28 | 62.2% | 28 | 100.0% | 45 | 100.0% |
| 17 | Sanitation Misc. - SAN | 44 | 0 | 0 | N/A | 10 | 2.1 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 18 | Litter - DCC | 41 | 23 | 23 | 100.0% | 38 | 10.9 | 18 | 43.9% | 18 | 100.0% | 41 | 100.0% |
| 19 | 24 Hour Parking/Parking Violations - DPD | 41 | 3 | 3 | 100.0% | 10 | 3.3 | 38 | 92.7% | 37 | 97.4% | 40 | 97.6% |
| 20 | Traffic Signal - Flashing - PWT | 41 | 3 | 3 | 100.0% | 4 | 1.3 | 38 | 92.7% | 38 | 100.0% | 41 | 100.0% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 2:12:59 AM

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



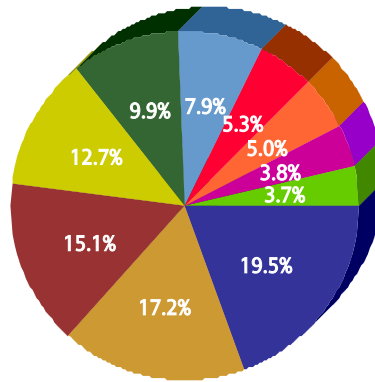
City of Dallas Service Level Performance Report by Council District

for 14

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 364 |
| Recycling ROLL CART Registration - SAN | 321 |
| Obstruction Alley/Sidewalk/Street - DCC | 282 |
| Roll Cart - SAN | 236 |
| Litter - DCC | 185 |
| Garbage - Missed - SAN | 147 |
| Animal - Loose Aggressive - DCC | 98 |
| Recyclable Collection Missed (Residential) - SAN | 93 |
| Animal - Confined - DCC | 70 |
| Dead Animal Pick Up - SAN | 69 |



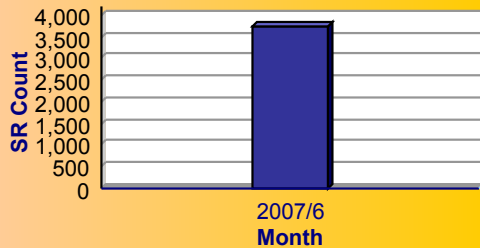
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Litter - DCC
- Garbage - Missed - SAN
- Animal - Loose Aggressive - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN

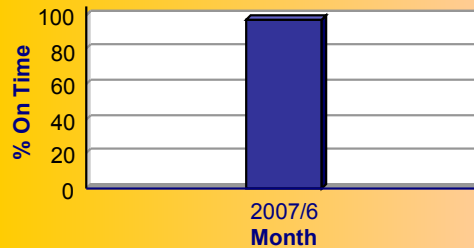
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,715 | 2,587 | 2,514 | 97.2% | 1,128 | 1,117 | 99.0% | 97.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 14

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 364 | 189 | 189 | 100.0% | 38 | 9.1 | 175 | 48.1% | 175 | 100.0% | 364 | 100.0% |
| 2 | Recycling ROLL CART Registration - SAN | 321 | 262 | 262 | 100.0% | 365 | 8.7 | 59 | 18.4% | 59 | 100.0% | 321 | 100.0% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 282 | 190 | 190 | 100.0% | 60 | 10.4 | 92 | 32.6% | 92 | 100.0% | 282 | 100.0% |
| 4 | Roll Cart - SAN | 236 | 53 | 46 | 86.8% | 10 | 7.9 | 183 | 77.5% | 142 | 77.6% | 188 | 79.7% |
| 5 | Litter - DCC | 185 | 63 | 63 | 100.0% | 38 | 9.7 | 122 | 65.9% | 122 | 100.0% | 185 | 100.0% |
| 6 | Garbage - Missed - SAN | 147 | 8 | 8 | 100.0% | 6 | 3.2 | 139 | 94.6% | 128 | 92.1% | 136 | 92.5% |
| 7 | Animal - Loose Aggressive - DCC | 98 | 3 | 3 | 100.0% | 3 | 0.3 | 95 | 96.9% | 95 | 100.0% | 98 | 100.0% |
| 8 | Recyclable Collection Missed (Residential) - SAN | 93 | 0 | 0 | N/A | 3 | 1.0 | 93 | 100.0% | 93 | 100.0% | 93 | 100.0% |
| 9 | Animal - Confined - DCC | 70 | 2 | 2 | 100.0% | 3 | 0.3 | 68 | 97.1% | 68 | 100.0% | 70 | 100.0% |
| 10 | Dead Animal Pick Up - SAN | 69 | 0 | 0 | N/A | 1 | 0.3 | 69 | 100.0% | 68 | 98.6% | 68 | 98.6% |
| 11 | Illegal Garbage/Placement - DCC | 60 | 20 | 20 | 100.0% | 60 | 7.3 | 40 | 66.7% | 40 | 100.0% | 60 | 100.0% |
| 12 | Traffic Signal - Flashing - PWT | 60 | 2 | 2 | 100.0% | 4 | 1.3 | 58 | 96.7% | 58 | 100.0% | 60 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 59 | 9 | 9 | 100.0% | 10 | 3.4 | 50 | 84.7% | 49 | 98.0% | 58 | 98.3% |
| 14 | Animal - Sick/Injured - DCC | 56 | 0 | 0 | N/A | 3 | 0.3 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |
| 15 | Signs - Public Right of Way Eve/Weekends - DCC | 54 | 0 | 0 | N/A | 7 | 0.4 | 54 | 100.0% | 54 | 100.0% | 54 | 100.0% |
| 16 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 53 | 0 | 0 | N/A | 1 | 0.1 | 53 | 100.0% | 53 | 100.0% | 53 | 100.0% |
| 17 | Tree down/low limbs - Emergency-ST5 | 52 | 0 | 0 | N/A | 5 | 0.1 | 52 | 100.0% | 52 | 100.0% | 52 | 100.0% |
| 18 | Animal - Loose - DCC | 50 | 17 | 17 | 100.0% | 40 | 4.7 | 33 | 66.0% | 33 | 100.0% | 50 | 100.0% |
| 19 | Street Repair - Routine-ST5 | 49 | 25 | 25 | 100.0% | 90 | 3.1 | 24 | 49.0% | 24 | 100.0% | 49 | 100.0% |
| 20 | Pothole - Hazardous-ST5 | 47 | 0 | 0 | N/A | 1 | 0.1 | 47 | 100.0% | 47 | 100.0% | 47 | 100.0% |



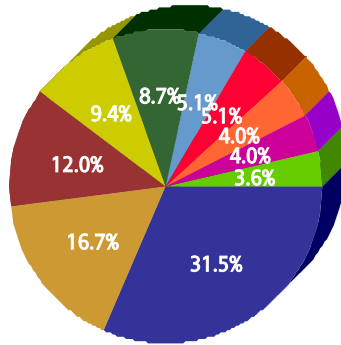
City of Dallas Service Level Performance Report by Council District

for U

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 87 |
| Complaint/Compliment - CTY | 46 |
| Recycling ROLL CART Registration - SAN | 33 |
| Fire Inspection - DFD | 26 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 24 |
| Animal - Loose - DCC | 14 |
| Roll Cart - SAN | 14 |
| Dead Animal Pick Up - SAN | 11 |
| Signs - Public Right of Way Eve/Weekends - DCC | 11 |
| Substandard Structure Apts - DCC | 10 |



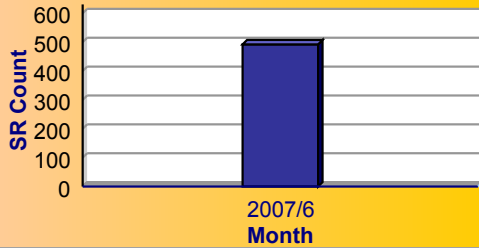
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Animal - Loose - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Substandard Structure Apts - DCC

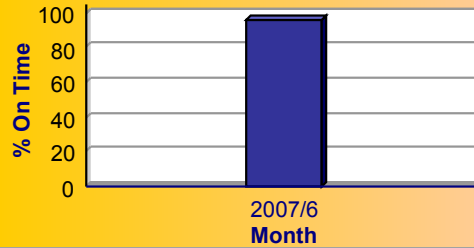
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 489 | 292 | 283 | 96.9% | 197 | 186 | 94.4% | 95.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for U

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 87 | 69 | 69 | 100.0% | 38 | 6.5 | 18 | 20.7% | 18 | 100.0% | 87 | 100.0% |
| 2 | Complaint/Compliment - CTY | 46 | 21 | 12 | 57.1% | 10 | 4.8 | 25 | 54.3% | 23 | 92.0% | 35 | 76.1% |
| 3 | Recycling ROLL CART Registration - SAN | 33 | 27 | 27 | 100.0% | 365 | 9.8 | 6 | 18.2% | 6 | 100.0% | 33 | 100.0% |
| 4 | Fire Inspection - DFD | 26 | 19 | 19 | 100.0% | 60 | 9.4 | 7 | 26.9% | 7 | 100.0% | 26 | 100.0% |
| 5 | Street Spillage/Debris in Right of Way-Hazardous-STS | 24 | 0 | 0 | N/A | 1 | 0.0 | 24 | 100.0% | 24 | 100.0% | 24 | 100.0% |
| 6 | Animal - Loose - DCC | 14 | 5 | 5 | 100.0% | 40 | 1.1 | 9 | 64.3% | 9 | 100.0% | 14 | 100.0% |
| 7 | Roll Cart - SAN | 14 | 6 | 6 | 100.0% | 10 | 6.8 | 8 | 57.1% | 7 | 87.5% | 13 | 92.9% |
| 8 | Dead Animal Pick Up - SAN | 11 | 0 | 0 | N/A | 1 | 0.4 | 11 | 100.0% | 10 | 90.9% | 10 | 90.9% |
| 9 | Signs - Public Right of Way Eve/Weekends - DCC | 11 | 0 | 0 | N/A | 7 | 0.1 | 11 | 100.0% | 11 | 100.0% | 11 | 100.0% |
| 10 | Substandard Structure Apts - DCC | 10 | 6 | 6 | 100.0% | 365 | 9.5 | 4 | 40.0% | 4 | 100.0% | 10 | 100.0% |
| 11 | Animal - Confined - DCC | 8 | 0 | 0 | N/A | 3 | 0.2 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 12 | Brush/Bulk Items - Missed - SAN | 8 | 0 | 0 | N/A | 10 | 5.6 | 8 | 100.0% | 6 | 75.0% | 6 | 75.0% |
| 13 | Animal - Loose Aggressive - DCC | 8 | 0 | 0 | N/A | 3 | 0.1 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 14 | Animal - Sick/Injured - DCC | 8 | 0 | 0 | N/A | 3 | 0.0 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 15 | Litter - DCC | 7 | 3 | 3 | 100.0% | 38 | 13.8 | 4 | 57.1% | 4 | 100.0% | 7 | 100.0% |
| 16 | Plumbing Violation Apts - DCC | 7 | 2 | 2 | 100.0% | 60 | 4.4 | 5 | 71.4% | 5 | 100.0% | 7 | 100.0% |
| 17 | Mosquitoes - EHS | 7 | 1 | 1 | 100.0% | 45 | 4.2 | 6 | 85.7% | 6 | 100.0% | 7 | 100.0% |
| 18 | Traffic Signal - Flashing - PWT | 7 | 0 | 0 | N/A | 4 | 1.0 | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% |
| 19 | Miscellaneous Service Request - SCS | 6 | 0 | 0 | N/A | 10 | 0.5 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 20 | Illegal Food Vending - EHS | 6 | 0 | 0 | N/A | 45 | 3.8 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 21 | Garbage - Missed - SAN | 6 | 1 | 1 | 100.0% | 6 | 4.0 | 5 | 83.3% | 4 | 80.0% | 5 | 83.3% |



FY 2006 – 2007

YEAR-TO-DATE

**Service Request
Performance Reports
by
City Council District
And Citywide Summary**

JUNE 2007

TABLE OF CONTENTS

| | |
|---------------------|---|
| 4 | Chart of Service Request Counts by City Council District |
| 5 | Citywide Service Level Performance Report |
| 7 | Service Level Performance Report for Council District 1 |
| 9 | Service Level Performance Report for Council District 2 |
| 11 | Service Level Performance Report for Council District 3 |
| 13 | Service Level Performance Report for Council District 4 |
| 15 | Service Level Performance Report for Council District 5 |
| 17 | Service Level Performance Report for Council District 6 |
| 19 | Service Level Performance Report for Council District 7 |
| 21 | Service Level Performance Report for Council District 8 |
| 23 | Service Level Performance Report for Council District 9 |
| 25 | Service Level Performance Report for Council District 10 |
| 27 | Service Level Performance Report for Council District 11 |
| 29 | Service Level Performance Report for Council District 12 |

31 Service Level Performance Report for Council District 13

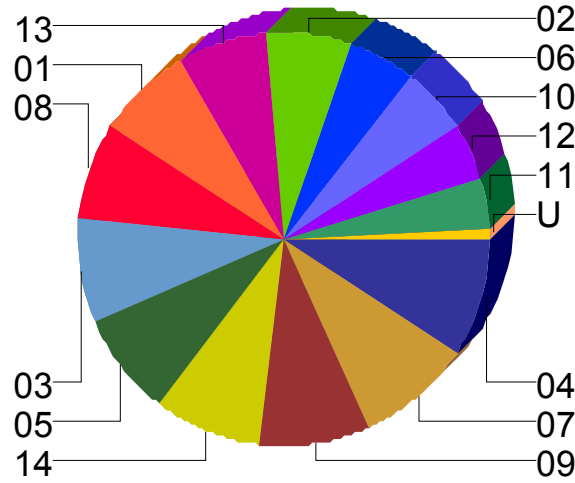
33 Service Level Performance Report for Council District 14

**35 Service Level Performance Report where the Council District
is Unknown**



City of Dallas

Council District Report For YTD Through June 2007



| Council District | SRs Created | % of CityWide Total | % of All SRs On Time |
|------------------|----------------|---------------------|----------------------|
| 01 | 27,614 | 7.4% | 96.3% |
| 02 | 24,320 | 6.6% | 96.3% |
| 03 | 29,636 | 8.0% | 95.0% |
| 04 | 34,359 | 9.3% | 96.2% |
| 05 | 30,595 | 8.2% | 95.2% |
| 06 | 20,021 | 5.4% | 95.9% |
| 07 | 34,206 | 9.2% | 95.3% |
| 08 | 28,431 | 7.7% | 96.1% |
| 09 | 31,685 | 8.5% | 97.2% |
| 10 | 19,279 | 5.2% | 97.5% |
| 11 | 14,439 | 3.9% | 97.2% |
| 12 | 16,390 | 4.4% | 97.5% |
| 13 | 25,591 | 6.9% | 97.6% |
| 14 | 31,088 | 8.4% | 97.2% |
| U | 3,533 | 1.0% | 91.1% |
| Totals | 371,187 | 100.0% | 96.3% |

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

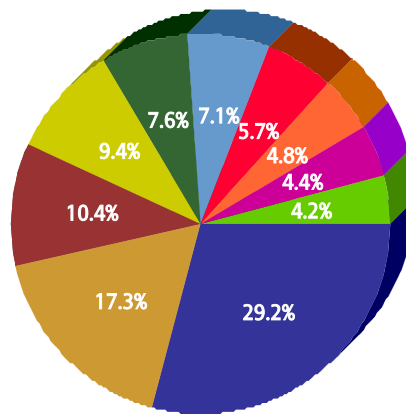


For Citywide

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 57,093 |
| High Weeds - DCC | 33,843 |
| Litter - DCC | 20,426 |
| Animal - Loose Aggressive - DCC | 18,300 |
| Roll Cart - SAN | 14,790 |
| Dead Animal Pick Up - SAN | 13,796 |
| Animal - Confined - DCC | 11,048 |
| Obstruction Alley/Sidewalk/Street - DCC | 9,475 |
| Substandard Structure - DCC | 8,546 |
| Garbage - Missed - SAN | 8,218 |



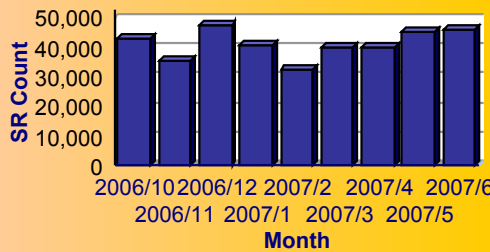
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC
- Garbage - Missed - SAN

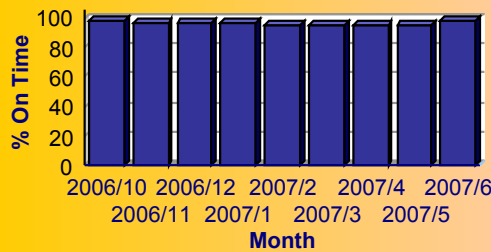
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 371,187 | 350,533 | 337,306 | 96.2% | 20,654 | 20,165 | 97.6% | 96.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

For Citywide

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 57,093 | 4,043 | 4,043 | 100.0% | 365 | 73.4 | 53,050 | 92.9% | 53,050 | 100.0% | 57,093 | 100.0% |
| 2 | High Weeds - DCC | 33,843 | 3,242 | 3,218 | 99.3% | 38 | 17.3 | 30,601 | 90.4% | 28,575 | 93.4% | 31,793 | 93.9% |
| 3 | Litter - DCC | 20,426 | 1,007 | 999 | 99.2% | 38 | 18.9 | 19,419 | 95.1% | 17,905 | 92.2% | 18,904 | 92.5% |
| 4 | Animal - Loose Aggressive - DCC | 18,300 | 34 | 33 | 97.1% | 3 | 0.4 | 18,266 | 99.8% | 18,168 | 99.5% | 18,201 | 99.5% |
| 5 | Roll Cart - SAN | 14,790 | 481 | 458 | 95.2% | 10 | 6.1 | 14,309 | 96.7% | 13,483 | 94.2% | 13,941 | 94.3% |
| 6 | Dead Animal Pick Up - SAN | 13,796 | 20 | 0 | 0.0% | 1 | 0.3 | 13,776 | 99.9% | 13,662 | 99.2% | 13,662 | 99.0% |
| 7 | Animal - Confined - DCC | 11,048 | 16 | 16 | 100.0% | 3 | 0.4 | 11,032 | 99.9% | 10,970 | 99.4% | 10,986 | 99.4% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 9,475 | 2,000 | 1,995 | 99.8% | 60 | 22.4 | 7,475 | 78.9% | 7,244 | 96.9% | 9,239 | 97.5% |
| 9 | Substandard Structure - DCC | 8,546 | 3,385 | 3,385 | 100.0% | 365 | 53.9 | 5,161 | 60.4% | 5,161 | 100.0% | 8,546 | 100.0% |
| 10 | Garbage - Missed - SAN | 8,218 | 93 | 93 | 100.0% | 6 | 2.3 | 8,125 | 98.9% | 7,792 | 95.9% | 7,885 | 95.9% |
| 11 | Junk Motor Vehicle - DCC | 8,088 | 838 | 820 | 97.9% | 126 | 38.5 | 7,250 | 89.6% | 6,996 | 96.5% | 7,816 | 96.6% |
| 12 | Bulky Trash Violations - DCC | 7,968 | 72 | 67 | 93.1% | 14 | 4.7 | 7,896 | 99.1% | 7,461 | 94.5% | 7,528 | 94.5% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 7,017 | 99 | 99 | 100.0% | 10 | 3.7 | 6,918 | 98.6% | 6,830 | 98.7% | 6,929 | 98.7% |
| 14 | Animal - Sick/Injured - DCC | 6,762 | 8 | 8 | 100.0% | 3 | 0.3 | 6,754 | 99.9% | 6,714 | 99.4% | 6,722 | 99.4% |
| 15 | Parking - Unapproved Surface - Eve/Weekends - DCC | 6,694 | 38 | 38 | 100.0% | 10 | 0.8 | 6,656 | 99.4% | 6,566 | 98.6% | 6,604 | 98.7% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 6,580 | 9 | 9 | 100.0% | 3 | 1.3 | 6,571 | 99.9% | 6,337 | 96.4% | 6,346 | 96.4% |
| 17 | Animal - Loose - DCC | 5,899 | 294 | 294 | 100.0% | 40 | 16.5 | 5,605 | 95.0% | 5,602 | 99.9% | 5,896 | 99.9% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 5,379 | 1 | 0 | 0.0% | 1 | 0.1 | 5,378 | 100.0% | 5,339 | 99.3% | 5,339 | 99.3% |
| 19 | Illegal Garbage/Placement - DCC | 4,966 | 239 | 237 | 99.2% | 60 | 16.6 | 4,727 | 95.2% | 4,583 | 97.0% | 4,820 | 97.1% |
| 20 | Illegal Outside Storage - DCC | 4,764 | 267 | 257 | 96.3% | 38 | 23.5 | 4,497 | 94.4% | 3,798 | 84.5% | 4,055 | 85.1% |



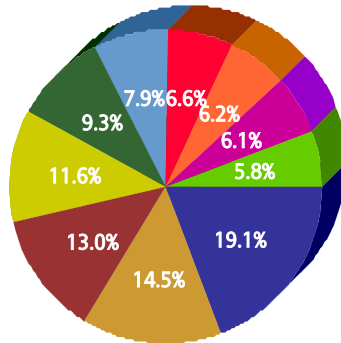
City of Dallas Service Level Performance Report by Council District

for 01

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 2,667 |
| High Weeds - DCC | 2,023 |
| Animal - Loose Aggressive - DCC | 1,815 |
| Litter - DCC | 1,623 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,297 |
| Dead Animal Pick Up - SAN | 1,110 |
| Junk Motor Vehicle - DCC | 924 |
| Roll Cart - SAN | 862 |
| 24 Hour Parking/Parking Violations - DPD | 854 |
| Animal - Confined - DCC | 812 |



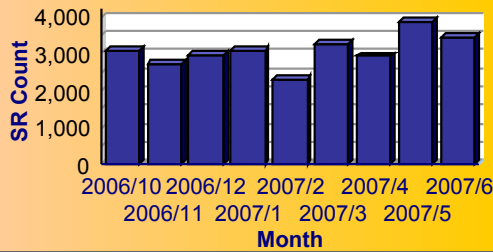
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Dead Animal Pick Up - SAN
- Junk Motor Vehicle - DCC
- Roll Cart - SAN
- 24 Hour Parking/Parking Violations - DPD
- Animal - Confined - DCC

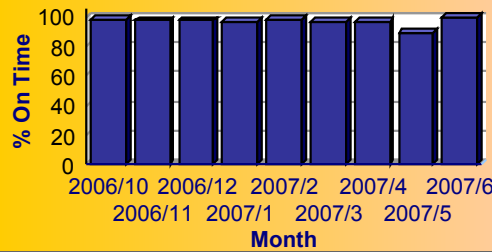
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 27,614 | 25,982 | 24,988 | 96.2% | 1,632 | 1,608 | 98.5% | 96.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 01

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 2,667 | 136 | 136 | 100.0% | 365 | 77.8 | 2,531 | 94.9% | 2,531 | 100.0% | 2,667 | 100.0% |
| 2 | High Weeds - DCC | 2,023 | 246 | 245 | 99.6% | 38 | 17.4 | 1,777 | 87.8% | 1,666 | 93.8% | 1,911 | 94.5% |
| 3 | Animal - Loose Aggressive - DCC | 1,815 | 1 | 1 | 100.0% | 3 | 0.4 | 1,814 | 99.9% | 1,807 | 99.6% | 1,808 | 99.6% |
| 4 | Litter - DCC | 1,623 | 151 | 151 | 100.0% | 38 | 21.1 | 1,472 | 90.7% | 1,341 | 91.1% | 1,492 | 91.9% |
| 5 | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,297 | 4 | 4 | 100.0% | 10 | 0.7 | 1,293 | 99.7% | 1,286 | 99.5% | 1,290 | 99.5% |
| 6 | Dead Animal Pick Up - SAN | 1,110 | 2 | 0 | 0.0% | 1 | 0.4 | 1,108 | 99.8% | 1,101 | 99.4% | 1,101 | 99.2% |
| 7 | Junk Motor Vehicle - DCC | 924 | 109 | 106 | 97.2% | 126 | 32.8 | 815 | 88.2% | 806 | 98.9% | 912 | 98.7% |
| 8 | Roll Cart - SAN | 862 | 33 | 33 | 100.0% | 10 | 5.5 | 829 | 96.2% | 817 | 98.6% | 850 | 98.6% |
| 9 | 24 Hour Parking/Parking Violations - DPD | 854 | 4 | 4 | 100.0% | 10 | 3.3 | 850 | 99.5% | 842 | 99.1% | 846 | 99.1% |
| 10 | Animal - Confined - DCC | 812 | 0 | 0 | N/A | 3 | 0.3 | 812 | 100.0% | 807 | 99.4% | 807 | 99.4% |
| 11 | Illegal Outside Storage - DCC | 700 | 46 | 44 | 95.7% | 38 | 22.5 | 654 | 93.4% | 559 | 85.5% | 603 | 86.1% |
| 12 | Obstruction Alley/Sidewalk/Street - DCC | 698 | 162 | 162 | 100.0% | 60 | 23.1 | 536 | 76.8% | 524 | 97.8% | 686 | 98.3% |
| 13 | Animal - Loose - DCC | 626 | 30 | 30 | 100.0% | 40 | 16.6 | 596 | 95.2% | 596 | 100.0% | 626 | 100.0% |
| 14 | Graffiti Private Property - Residential/Commercial | 618 | 76 | 72 | 94.7% | 90 | 27.2 | 542 | 87.7% | 516 | 95.2% | 588 | 95.1% |
| 15 | Bulky Trash Violations - DCC | 562 | 7 | 7 | 100.0% | 14 | 4.1 | 555 | 98.8% | 528 | 95.1% | 535 | 95.2% |
| 16 | Substandard Structure - DCC | 550 | 294 | 294 | 100.0% | 365 | 50.6 | 256 | 46.5% | 256 | 100.0% | 550 | 100.0% |
| 17 | Illegal Garbage/Placement - DCC | 539 | 58 | 58 | 100.0% | 60 | 19.4 | 481 | 89.2% | 479 | 99.6% | 537 | 99.6% |
| 18 | Animal - Sick/Injured - DCC | 517 | 1 | 1 | 100.0% | 3 | 0.3 | 516 | 99.8% | 513 | 99.4% | 514 | 99.4% |
| 19 | Sanitation Misc. - SAN | 493 | 0 | 0 | N/A | 10 | 10.1 | 493 | 100.0% | 205 | 41.6% | 205 | 41.6% |
| 20 | Garbage - Missed - SAN | 472 | 4 | 4 | 100.0% | 6 | 1.8 | 468 | 99.2% | 463 | 98.9% | 467 | 98.9% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 2:41:46 AM

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



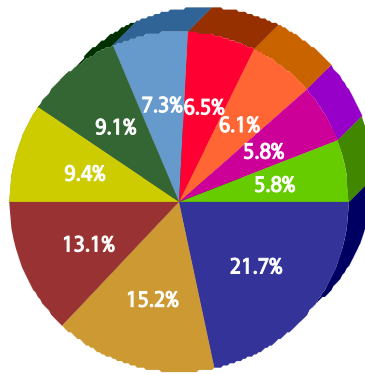
City of Dallas Service Level Performance Report by Council District

for 02

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 2,252 |
| Litter - DCC | 1,574 |
| Recycling ROLL CART Registration - SAN | 1,364 |
| Animal - Loose Aggressive - DCC | 977 |
| Smoke Detector Request - DFD | 943 |
| Dead Animal Pick Up - SAN | 758 |
| Obstruction Alley/Sidewalk/Street - DCC | 679 |
| Graffiti Private Property - Residential/Commercial | 636 |
| Substandard Structure - DCC | 599 |
| Animal - Confined - DCC | 597 |



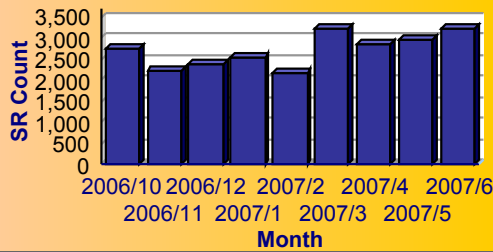
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Animal - Loose Aggressive - DCC
- Smoke Detector Request - DFD
- Dead Animal Pick Up - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Graffiti Private Property - Residential/Commercial
- Substandard Structure - DCC
- Animal - Confined - DCC

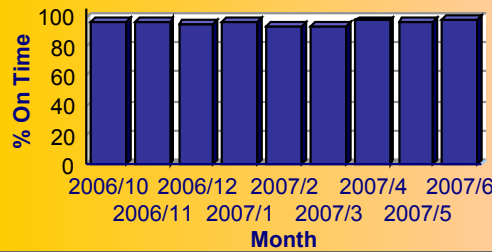
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 24,320 | 23,197 | 22,364 | 96.4% | 1,123 | 1,058 | 94.2% | 96.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 02

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 2,252 | 176 | 175 | 99.4% | 38 | 15.0 | 2,076 | 92.2% | 2,015 | 97.1% | 2,190 | 97.2% |
| 2 | Litter - DCC | 1,574 | 65 | 63 | 96.9% | 38 | 15.8 | 1,509 | 95.9% | 1,437 | 95.2% | 1,500 | 95.3% |
| 3 | Recycling ROLL CART Registration - SAN | 1,364 | 120 | 120 | 100.0% | 365 | 75.0 | 1,244 | 91.2% | 1,244 | 100.0% | 1,364 | 100.0% |
| 4 | Animal - Loose Aggressive - DCC | 977 | 1 | 1 | 100.0% | 3 | 0.3 | 976 | 99.9% | 972 | 99.6% | 973 | 99.6% |
| 5 | Smoke Detector Request - DFD | 943 | 29 | 28 | 96.6% | 30 | 12.2 | 914 | 96.9% | 765 | 83.7% | 793 | 84.1% |
| 6 | Dead Animal Pick Up - SAN | 758 | 1 | 0 | 0.0% | 1 | 0.3 | 757 | 99.9% | 753 | 99.5% | 753 | 99.3% |
| 7 | Obstruction Alley/Sidewalk/Street - DCC | 679 | 65 | 65 | 100.0% | 60 | 21.2 | 614 | 90.4% | 604 | 98.4% | 669 | 98.5% |
| 8 | Graffiti Private Property - Residential/Commercial | 636 | 29 | 29 | 100.0% | 90 | 18.1 | 607 | 95.4% | 598 | 98.5% | 627 | 98.6% |
| 9 | Substandard Structure - DCC | 599 | 173 | 173 | 100.0% | 365 | 59.2 | 426 | 71.1% | 426 | 100.0% | 599 | 100.0% |
| 10 | Animal - Confined - DCC | 597 | 0 | 0 | N/A | 3 | 0.3 | 597 | 100.0% | 593 | 99.3% | 593 | 99.3% |
| 11 | Roll Cart - SAN | 556 | 31 | 27 | 87.1% | 10 | 6.1 | 525 | 94.4% | 500 | 95.2% | 527 | 94.8% |
| 12 | Street Spillage/Debris in Right of Way-Hazardous-STS | 484 | 0 | 0 | N/A | 1 | 0.1 | 484 | 100.0% | 480 | 99.2% | 480 | 99.2% |
| 13 | Traffic Signal - Flashing - PWT | 473 | 2 | 2 | 100.0% | 4 | 1.5 | 471 | 99.6% | 469 | 99.6% | 471 | 99.6% |
| 14 | Garbage - Missed - SAN | 446 | 2 | 2 | 100.0% | 6 | 2.0 | 444 | 99.6% | 431 | 97.1% | 433 | 97.1% |
| 15 | Animal - Sick/Injured - DCC | 435 | 0 | 0 | N/A | 3 | 0.2 | 435 | 100.0% | 433 | 99.5% | 433 | 99.5% |
| 16 | Fire Inspection - DFD | 430 | 47 | 42 | 89.4% | 60 | 33.7 | 383 | 89.1% | 293 | 76.5% | 335 | 77.9% |
| 17 | 24 Hour Parking/Parking Violations - DPD | 420 | 3 | 3 | 100.0% | 10 | 3.9 | 417 | 99.3% | 413 | 99.0% | 416 | 99.0% |
| 18 | Illegal Garbage/Placement - DCC | 419 | 23 | 23 | 100.0% | 60 | 11.5 | 396 | 94.5% | 392 | 99.0% | 415 | 99.0% |
| 19 | Animal - Loose - DCC | 379 | 21 | 21 | 100.0% | 40 | 16.7 | 358 | 94.5% | 357 | 99.7% | 378 | 99.7% |
| 20 | Junk Motor Vehicle - DCC | 371 | 17 | 17 | 100.0% | 126 | 34.4 | 354 | 95.4% | 347 | 98.0% | 364 | 98.1% |

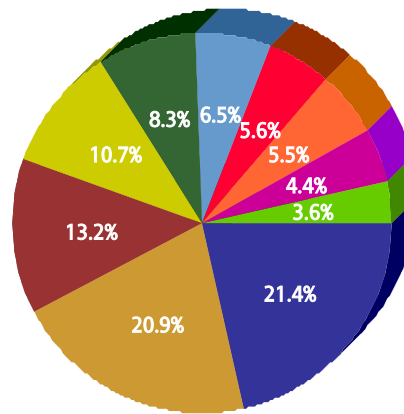


for 03

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 3,635 |
| High Weeds - DCC | 3,544 |
| Litter - DCC | 2,239 |
| Animal - Loose Aggressive - DCC | 1,821 |
| Roll Cart - SAN | 1,415 |
| Dead Animal Pick Up - SAN | 1,097 |
| Animal - Confined - DCC | 947 |
| Obstruction Alley/Sidewalk/Street - DCC | 940 |
| Junk Motor Vehicle - DCC | 746 |
| Animal - Sick/Injured - DCC | 610 |



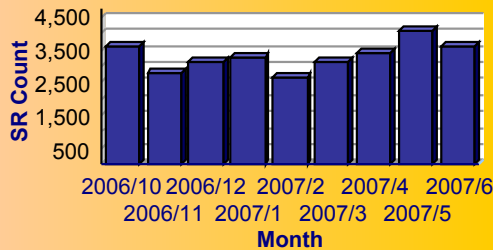
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Junk Motor Vehicle - DCC
- Animal - Sick/Injured - DCC

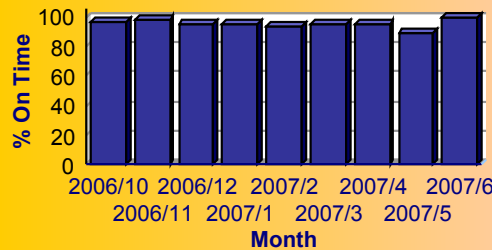
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 29,636 | 28,153 | 26,712 | 94.9% | 1,483 | 1,457 | 98.2% | 95.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 03

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 3,635 | 221 | 221 | 100.0% | 365 | 81.0 | 3,414 | 93.9% | 3,414 | 100.0% | 3,635 | 100.0% |
| 2 | High Weeds - DCC | 3,544 | 289 | 288 | 99.7% | 38 | 19.4 | 3,255 | 91.8% | 2,997 | 92.1% | 3,285 | 92.7% |
| 3 | Litter - DCC | 2,239 | 120 | 119 | 99.2% | 38 | 21.4 | 2,119 | 94.6% | 1,927 | 90.9% | 2,046 | 91.4% |
| 4 | Animal - Loose Aggressive - DCC | 1,821 | 1 | 1 | 100.0% | 3 | 0.3 | 1,820 | 99.9% | 1,809 | 99.4% | 1,810 | 99.4% |
| 5 | Roll Cart - SAN | 1,415 | 43 | 43 | 100.0% | 10 | 5.4 | 1,372 | 97.0% | 1,347 | 98.2% | 1,390 | 98.2% |
| 6 | Dead Animal Pick Up - SAN | 1,097 | 2 | 0 | 0.0% | 1 | 0.4 | 1,095 | 99.8% | 1,084 | 99.0% | 1,084 | 98.8% |
| 7 | Animal - Confined - DCC | 947 | 0 | 0 | N/A | 3 | 0.2 | 947 | 100.0% | 945 | 99.8% | 945 | 99.8% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 940 | 91 | 91 | 100.0% | 60 | 31.4 | 849 | 90.3% | 750 | 88.3% | 841 | 89.5% |
| 9 | Junk Motor Vehicle - DCC | 746 | 106 | 105 | 99.1% | 126 | 34.0 | 640 | 85.8% | 617 | 96.4% | 722 | 96.8% |
| 10 | Animal - Sick/Injured - DCC | 610 | 2 | 2 | 100.0% | 3 | 0.5 | 608 | 99.7% | 603 | 99.2% | 605 | 99.2% |
| 11 | Bulky Trash Violations - DCC | 594 | 5 | 5 | 100.0% | 14 | 5.2 | 589 | 99.2% | 546 | 92.7% | 551 | 92.8% |
| 12 | Sanitation Misc. - SAN | 570 | 0 | 0 | N/A | 10 | 10.0 | 570 | 100.0% | 228 | 40.0% | 228 | 40.0% |
| 13 | Animal - Loose - DCC | 543 | 30 | 30 | 100.0% | 40 | 16.5 | 513 | 94.5% | 513 | 100.0% | 543 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 511 | 7 | 7 | 100.0% | 10 | 4.1 | 504 | 98.6% | 499 | 99.0% | 506 | 99.0% |
| 15 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 503 | 1 | 0 | 0.0% | 1 | 0.1 | 502 | 99.8% | 497 | 99.0% | 497 | 98.8% |
| 16 | Illegal Garbage/Placement - DCC | 462 | 44 | 44 | 100.0% | 60 | 25.4 | 418 | 90.5% | 383 | 91.6% | 427 | 92.4% |
| 17 | Substandard Structure - DCC | 461 | 238 | 238 | 100.0% | 365 | 50.1 | 223 | 48.4% | 223 | 100.0% | 461 | 100.0% |
| 18 | Parking - Unapproved Surface - Eve/Weekends - DCC | 461 | 0 | 0 | N/A | 10 | 1.0 | 461 | 100.0% | 457 | 99.1% | 457 | 99.1% |
| 19 | Illegal Outside Storage - DCC | 459 | 20 | 19 | 95.0% | 38 | 23.1 | 439 | 95.6% | 389 | 88.6% | 408 | 88.9% |
| 20 | Garbage - Missed - SAN | 459 | 1 | 1 | 100.0% | 6 | 1.9 | 458 | 99.8% | 451 | 98.5% | 452 | 98.5% |



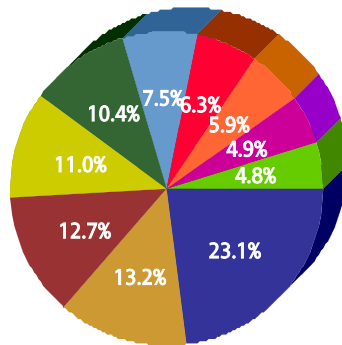
City of Dallas Service Level Performance Report by Council District

for 04

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 4,638 |
| Animal - Loose Aggressive - DCC | 2,654 |
| Recycling ROLL CART Registration - SAN | 2,547 |
| Litter - DCC | 2,211 |
| Dead Animal Pick Up - SAN | 2,082 |
| Roll Cart - SAN | 1,509 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 1,263 |
| Animal - Confined - DCC | 1,180 |
| Bulky Trash Violations - DCC | 987 |
| Junk Motor Vehicle - DCC | 971 |



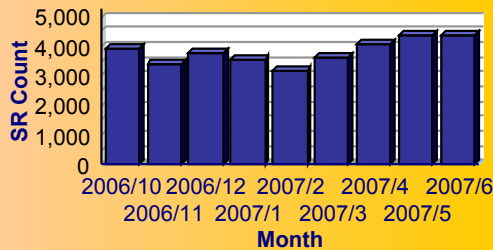
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Junk Motor Vehicle - DCC

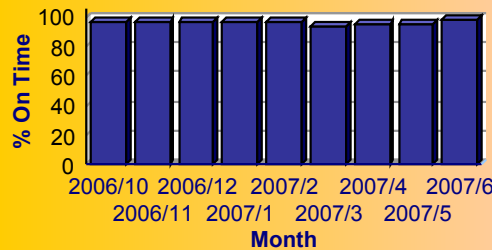
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 34,359 | 32,598 | 31,300 | 96.0% | 1,761 | 1,738 | 98.7% | 96.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 04

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 4,638 | 443 | 443 | 100.0% | 38 | 17.9 | 4,195 | 90.4% | 3,900 | 93.0% | 4,343 | 93.6% |
| 2 | Animal - Loose Aggressive - DCC | 2,654 | 6 | 6 | 100.0% | 3 | 0.3 | 2,648 | 99.8% | 2,638 | 99.6% | 2,644 | 99.6% |
| 3 | Recycling ROLL CART Registration - SAN | 2,547 | 154 | 154 | 100.0% | 365 | 76.9 | 2,393 | 94.0% | 2,393 | 100.0% | 2,547 | 100.0% |
| 4 | Litter - DCC | 2,211 | 100 | 99 | 99.0% | 38 | 18.8 | 2,111 | 95.5% | 1,968 | 93.2% | 2,067 | 93.5% |
| 5 | Dead Animal Pick Up - SAN | 2,082 | 1 | 0 | 0.0% | 1 | 0.3 | 2,081 | 100.0% | 2,070 | 99.5% | 2,070 | 99.4% |
| 6 | Roll Cart - SAN | 1,509 | 40 | 37 | 92.5% | 10 | 4.9 | 1,469 | 97.3% | 1,437 | 97.8% | 1,474 | 97.7% |
| 7 | Parking - Unapproved Surface - Eve/Weekends - DCC | 1,263 | 15 | 15 | 100.0% | 10 | 0.7 | 1,248 | 98.8% | 1,221 | 97.8% | 1,236 | 97.9% |
| 8 | Animal - Confined - DCC | 1,180 | 3 | 3 | 100.0% | 3 | 0.3 | 1,177 | 99.7% | 1,172 | 99.6% | 1,175 | 99.6% |
| 9 | Bulky Trash Violations - DCC | 987 | 3 | 3 | 100.0% | 14 | 4.3 | 984 | 99.7% | 919 | 93.4% | 922 | 93.4% |
| 10 | Junk Motor Vehicle - DCC | 971 | 111 | 111 | 100.0% | 126 | 41.4 | 860 | 88.6% | 827 | 96.2% | 938 | 96.6% |
| 11 | Animal - Sick/Injured - DCC | 871 | 1 | 1 | 100.0% | 3 | 0.2 | 870 | 99.9% | 868 | 99.8% | 869 | 99.8% |
| 12 | Substandard Structure - DCC | 819 | 340 | 340 | 100.0% | 365 | 57.1 | 479 | 58.5% | 479 | 100.0% | 819 | 100.0% |
| 13 | Garbage - Missed - SAN | 783 | 8 | 8 | 100.0% | 6 | 1.5 | 775 | 99.0% | 765 | 98.7% | 773 | 98.7% |
| 14 | Animal - Loose - DCC | 727 | 37 | 37 | 100.0% | 40 | 16.3 | 690 | 94.9% | 690 | 100.0% | 727 | 100.0% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 635 | 8 | 8 | 100.0% | 10 | 3.6 | 627 | 98.7% | 621 | 99.0% | 629 | 99.1% |
| 16 | Obstruction Alley/Sidewalk/Street - DCC | 608 | 126 | 126 | 100.0% | 60 | 26.9 | 482 | 79.3% | 465 | 96.5% | 591 | 97.2% |
| 17 | Illegal Outside Storage - DCC | 605 | 35 | 35 | 100.0% | 38 | 29.9 | 570 | 94.2% | 428 | 75.1% | 463 | 76.5% |
| 18 | Open and Vacant Structure - DCC | 462 | 24 | 24 | 100.0% | 30 | 11.2 | 438 | 94.8% | 399 | 91.1% | 423 | 91.6% |
| 19 | Dead Animal - Clinic Pick Up - SAN | 355 | 0 | 0 | N/A | 2 | 0.0 | 355 | 100.0% | 355 | 100.0% | 355 | 100.0% |
| 20 | Animal - Cruelty - DCC | 343 | 0 | 0 | N/A | 30 | 0.5 | 343 | 100.0% | 343 | 100.0% | 343 | 100.0% |

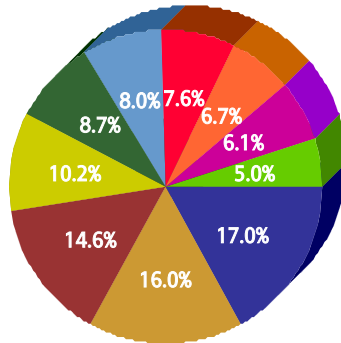


for 05

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 2,784 |
| Animal - Loose Aggressive - DCC | 2,631 |
| Recycling ROLL CART Registration - SAN | 2,400 |
| Dead Animal Pick Up - SAN | 1,675 |
| Litter - DCC | 1,427 |
| Roll Cart - SAN | 1,311 |
| Substandard Structure - DCC | 1,255 |
| Animal - Confined - DCC | 1,099 |
| Junk Motor Vehicle - DCC | 1,009 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 828 |



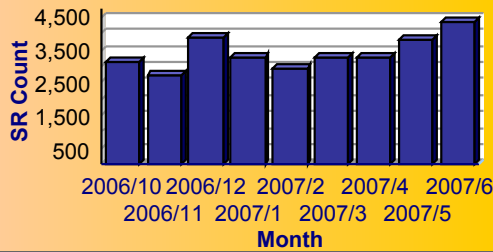
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Litter - DCC
- Roll Cart - SAN
- Substandard Structure - DCC
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

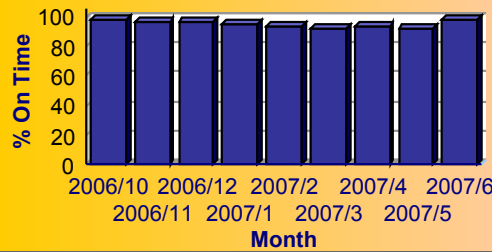
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 30,595 | 28,624 | 27,197 | 95.0% | 1,971 | 1,925 | 97.7% | 95.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 05

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 2,784 | 424 | 418 | 98.6% | 38 | 20.1 | 2,360 | 84.8% | 2,070 | 87.7% | 2,488 | 89.4% |
| 2 | Animal - Loose Aggressive - DCC | 2,631 | 6 | 6 | 100.0% | 3 | 0.3 | 2,625 | 99.8% | 2,619 | 99.8% | 2,625 | 99.8% |
| 3 | Recycling ROLL CART Registration - SAN | 2,400 | 183 | 183 | 100.0% | 365 | 80.2 | 2,217 | 92.4% | 2,217 | 100.0% | 2,400 | 100.0% |
| 4 | Dead Animal Pick Up - SAN | 1,675 | 2 | 0 | 0.0% | 1 | 0.3 | 1,673 | 99.9% | 1,663 | 99.4% | 1,663 | 99.3% |
| 5 | Litter - DCC | 1,427 | 96 | 95 | 99.0% | 38 | 21.2 | 1,331 | 93.3% | 1,167 | 87.7% | 1,262 | 88.4% |
| 6 | Roll Cart - SAN | 1,311 | 49 | 46 | 93.9% | 10 | 5.3 | 1,262 | 96.3% | 1,219 | 96.6% | 1,265 | 96.5% |
| 7 | Substandard Structure - DCC | 1,255 | 455 | 455 | 100.0% | 365 | 55.7 | 800 | 63.7% | 800 | 100.0% | 1,255 | 100.0% |
| 8 | Animal - Confined - DCC | 1,099 | 2 | 2 | 100.0% | 3 | 0.5 | 1,097 | 99.8% | 1,088 | 99.2% | 1,090 | 99.2% |
| 9 | Junk Motor Vehicle - DCC | 1,009 | 111 | 107 | 96.4% | 126 | 49.1 | 898 | 89.0% | 837 | 93.2% | 944 | 93.6% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 828 | 2 | 2 | 100.0% | 10 | 0.5 | 826 | 99.8% | 823 | 99.6% | 825 | 99.6% |
| 11 | Garbage - Missed - SAN | 805 | 3 | 3 | 100.0% | 6 | 1.8 | 802 | 99.6% | 792 | 98.8% | 795 | 98.8% |
| 12 | Animal - Sick/Injured - DCC | 798 | 1 | 1 | 100.0% | 3 | 0.3 | 797 | 99.9% | 794 | 99.6% | 795 | 99.6% |
| 13 | Bulky Trash Violations - DCC | 750 | 7 | 2 | 28.6% | 14 | 7.2 | 743 | 99.1% | 632 | 85.1% | 634 | 84.5% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 735 | 15 | 15 | 100.0% | 10 | 3.8 | 720 | 98.0% | 707 | 98.2% | 722 | 98.2% |
| 15 | Animal - Loose - DCC | 707 | 34 | 34 | 100.0% | 40 | 16.7 | 673 | 95.2% | 671 | 99.7% | 705 | 99.7% |
| 16 | Brush/Bulk Items - Missed - SAN | 605 | 1 | 1 | 100.0% | 10 | 1.8 | 604 | 99.8% | 565 | 93.5% | 566 | 93.6% |
| 17 | Illegal Garbage/Placement - DCC | 490 | 11 | 10 | 90.9% | 60 | 22.5 | 479 | 97.8% | 461 | 96.2% | 471 | 96.1% |
| 18 | Obstruction Alley/Sidewalk/Street - DCC | 471 | 155 | 155 | 100.0% | 60 | 24.0 | 316 | 67.1% | 300 | 94.9% | 455 | 96.6% |
| 19 | Animal - Cruelty - DCC | 316 | 1 | 1 | 100.0% | 30 | 0.9 | 315 | 99.7% | 313 | 99.4% | 314 | 99.4% |
| 20 | Sanitation Misc. - SAN | 311 | 1 | 1 | 100.0% | 10 | 7.8 | 310 | 99.7% | 155 | 50.0% | 156 | 50.2% |



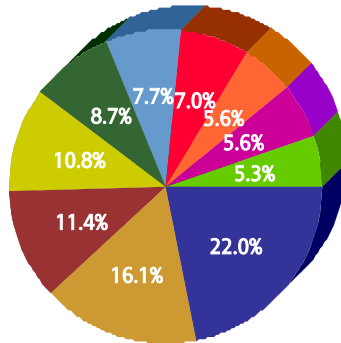
City of Dallas Service Level Performance Report by Council District

for 06

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 2,183 |
| Litter - DCC | 1,593 |
| Animal - Loose Aggressive - DCC | 1,128 |
| Recycling ROLL CART Registration - SAN | 1,074 |
| Junk Motor Vehicle - DCC | 862 |
| Dead Animal Pick Up - SAN | 761 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 690 |
| Animal - Confined - DCC | 551 |
| Substandard Structure - DCC | 551 |
| Dumpster Violation - DCC | 525 |



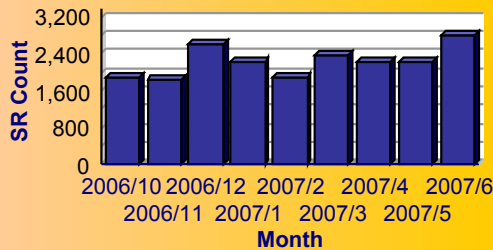
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Junk Motor Vehicle - DCC
- Dead Animal Pick Up - SAN
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Animal - Confined - DCC
- Substandard Structure - DCC
- Dumpster Violation - DCC

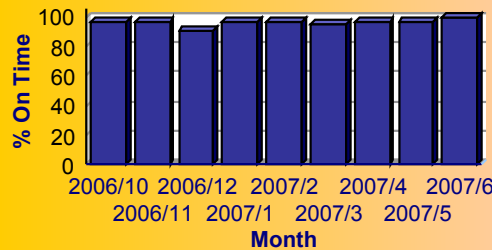
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 20,021 | 19,104 | 18,312 | 95.9% | 917 | 896 | 97.7% | 95.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 06

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 2,183 | 138 | 138 | 100.0% | 38 | 14.6 | 2,045 | 93.7% | 1,944 | 95.1% | 2,082 | 95.4% |
| 2 | Litter - DCC | 1,593 | 58 | 58 | 100.0% | 38 | 16.8 | 1,535 | 96.4% | 1,454 | 94.7% | 1,512 | 94.9% |
| 3 | Animal - Loose Aggressive - DCC | 1,128 | 1 | 1 | 100.0% | 3 | 0.3 | 1,127 | 99.9% | 1,123 | 99.6% | 1,124 | 99.6% |
| 4 | Recycling ROLL CART Registration - SAN | 1,074 | 63 | 63 | 100.0% | 365 | 69.7 | 1,011 | 94.1% | 1,011 | 100.0% | 1,074 | 100.0% |
| 5 | Junk Motor Vehicle - DCC | 862 | 89 | 89 | 100.0% | 126 | 32.9 | 773 | 89.7% | 759 | 98.2% | 848 | 98.4% |
| 6 | Dead Animal Pick Up - SAN | 761 | 2 | 0 | 0.0% | 1 | 0.4 | 759 | 99.7% | 747 | 98.4% | 747 | 98.2% |
| 7 | Street Spillage/Debris in Right of Way-Hazardous-STS | 690 | 0 | 0 | N/A | 1 | 0.0 | 690 | 100.0% | 685 | 99.3% | 685 | 99.3% |
| 8 | Animal - Confined - DCC | 551 | 0 | 0 | N/A | 3 | 0.2 | 551 | 100.0% | 550 | 99.8% | 550 | 99.8% |
| 9 | Substandard Structure - DCC | 551 | 180 | 180 | 100.0% | 365 | 62.5 | 371 | 67.3% | 371 | 100.0% | 551 | 100.0% |
| 10 | Dumpster Violation - DCC | 525 | 24 | 23 | 95.8% | 60 | 53.8 | 501 | 95.4% | 289 | 57.7% | 312 | 59.4% |
| 11 | Illegal Outside Storage - DCC | 523 | 24 | 23 | 95.8% | 38 | 23.6 | 499 | 95.4% | 434 | 87.0% | 457 | 87.4% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 438 | 9 | 9 | 100.0% | 10 | 5.7 | 429 | 97.9% | 417 | 97.2% | 426 | 97.3% |
| 13 | Motor Vehicle Repair Violation - DCC | 417 | 17 | 17 | 100.0% | 40 | 4.2 | 400 | 95.9% | 400 | 100.0% | 417 | 100.0% |
| 14 | Roll Cart - SAN | 405 | 11 | 11 | 100.0% | 10 | 5.4 | 394 | 97.3% | 382 | 97.0% | 393 | 97.0% |
| 15 | Animal - Sick/Injured - DCC | 384 | 0 | 0 | N/A | 3 | 0.4 | 384 | 100.0% | 383 | 99.7% | 383 | 99.7% |
| 16 | Animal - Loose - DCC | 378 | 19 | 19 | 100.0% | 40 | 16.6 | 359 | 95.0% | 359 | 100.0% | 378 | 100.0% |
| 17 | Fire Inspection - DFD | 367 | 45 | 45 | 100.0% | 60 | 31.3 | 322 | 87.7% | 278 | 86.3% | 323 | 88.0% |
| 18 | Illegal Garbage/Placement - DCC | 281 | 5 | 5 | 100.0% | 60 | 13.6 | 276 | 98.2% | 275 | 99.6% | 280 | 99.6% |
| 19 | Garbage - Missed - SAN | 242 | 0 | 0 | N/A | 6 | 2.4 | 242 | 100.0% | 235 | 97.1% | 235 | 97.1% |
| 20 | Obstruction Alley/Sidewalk/Street - DCC | 234 | 13 | 13 | 100.0% | 60 | 19.4 | 221 | 94.4% | 216 | 97.7% | 229 | 97.9% |



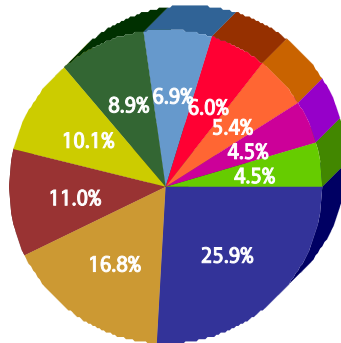
City of Dallas Service Level Performance Report by Council District

for 07

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 5,213 |
| Litter - DCC | 3,374 |
| Recycling ROLL CART Registration - SAN | 2,215 |
| Substandard Structure - DCC | 2,021 |
| Animal - Loose Aggressive - DCC | 1,787 |
| Dead Animal Pick Up - SAN | 1,395 |
| Smoke Detector Request - DFD | 1,201 |
| Roll Cart - SAN | 1,088 |
| Animal - Confined - DCC | 902 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 895 |



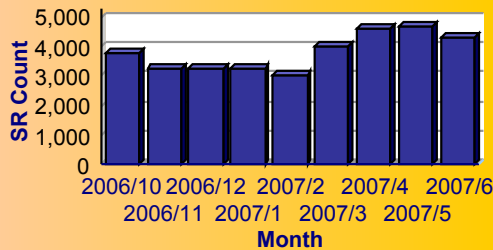
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Substandard Structure - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Smoke Detector Request - DFD
- Roll Cart - SAN
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

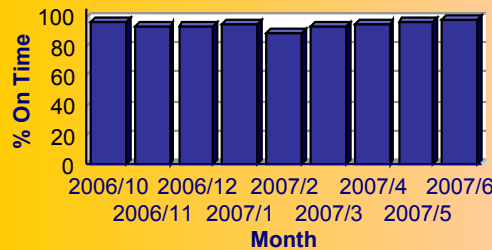
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 34,206 | 31,910 | 30,338 | 95.1% | 2,296 | 2,256 | 98.3% | 95.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 07

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 5,213 | 377 | 373 | 98.9% | 38 | 16.9 | 4,836 | 92.8% | 4,441 | 91.8% | 4,814 | 92.3% |
| 2 | Litter - DCC | 3,374 | 144 | 143 | 99.3% | 38 | 20.7 | 3,230 | 95.7% | 2,817 | 87.2% | 2,960 | 87.7% |
| 3 | Recycling ROLL CART Registration - SAN | 2,215 | 119 | 119 | 100.0% | 365 | 75.9 | 2,096 | 94.6% | 2,096 | 100.0% | 2,215 | 100.0% |
| 4 | Substandard Structure - DCC | 2,021 | 925 | 925 | 100.0% | 365 | 54.3 | 1,096 | 54.2% | 1,096 | 100.0% | 2,021 | 100.0% |
| 5 | Animal - Loose Aggressive - DCC | 1,787 | 3 | 3 | 100.0% | 3 | 0.3 | 1,784 | 99.8% | 1,772 | 99.3% | 1,775 | 99.3% |
| 6 | Dead Animal Pick Up - SAN | 1,395 | 5 | 0 | 0.0% | 1 | 0.3 | 1,390 | 99.6% | 1,387 | 99.8% | 1,387 | 99.4% |
| 7 | Smoke Detector Request - DFD | 1,201 | 12 | 11 | 91.7% | 30 | 8.7 | 1,189 | 99.0% | 1,171 | 98.5% | 1,182 | 98.4% |
| 8 | Roll Cart - SAN | 1,088 | 34 | 33 | 97.1% | 10 | 5.2 | 1,054 | 96.9% | 1,008 | 95.6% | 1,041 | 95.7% |
| 9 | Animal - Confined - DCC | 902 | 5 | 5 | 100.0% | 3 | 0.5 | 897 | 99.4% | 888 | 99.0% | 893 | 99.0% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 895 | 9 | 9 | 100.0% | 10 | 0.9 | 886 | 99.0% | 870 | 98.2% | 879 | 98.2% |
| 11 | Bulky Trash Violations - DCC | 836 | 7 | 7 | 100.0% | 14 | 4.6 | 829 | 99.2% | 789 | 95.2% | 796 | 95.2% |
| 12 | Junk Motor Vehicle - DCC | 800 | 65 | 61 | 93.8% | 126 | 45.1 | 735 | 91.9% | 698 | 95.0% | 759 | 94.9% |
| 13 | Animal - Sick/Injured - DCC | 644 | 0 | 0 | N/A | 3 | 0.3 | 644 | 100.0% | 637 | 98.9% | 637 | 98.9% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 615 | 12 | 12 | 100.0% | 10 | 3.3 | 603 | 98.0% | 598 | 99.2% | 610 | 99.2% |
| 15 | Animal - Loose - DCC | 509 | 24 | 24 | 100.0% | 40 | 16.9 | 485 | 95.3% | 485 | 100.0% | 509 | 100.0% |
| 16 | Open and Vacant Structure - DCC | 502 | 13 | 12 | 92.3% | 30 | 10.3 | 489 | 97.4% | 448 | 91.6% | 460 | 91.6% |
| 17 | Illegal Outside Storage - DCC | 427 | 21 | 18 | 85.7% | 38 | 28.9 | 406 | 95.1% | 293 | 72.2% | 311 | 72.8% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 419 | 0 | 0 | N/A | 1 | 0.1 | 419 | 100.0% | 415 | 99.0% | 415 | 99.0% |
| 19 | Obstruction Alley/Sidewalk/Street - DCC | 411 | 124 | 123 | 99.2% | 60 | 22.3 | 287 | 69.8% | 275 | 95.8% | 398 | 96.8% |
| 20 | Garbage - Missed - SAN | 398 | 1 | 1 | 100.0% | 6 | 1.4 | 397 | 99.7% | 389 | 98.0% | 390 | 98.0% |



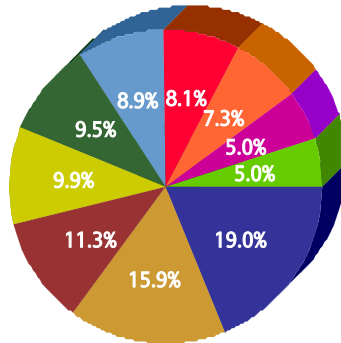
City of Dallas Service Level Performance Report by Council District

for 08

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 3,053 |
| Animal - Loose Aggressive - DCC | 2,560 |
| Recycling ROLL CART Registration - SAN | 1,813 |
| Dead Animal Pick Up - SAN | 1,597 |
| Animal - Confined - DCC | 1,529 |
| Roll Cart - SAN | 1,427 |
| Litter - DCC | 1,299 |
| Junk Motor Vehicle - DCC | 1,167 |
| Animal - Sick/Injured - DCC | 809 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 807 |



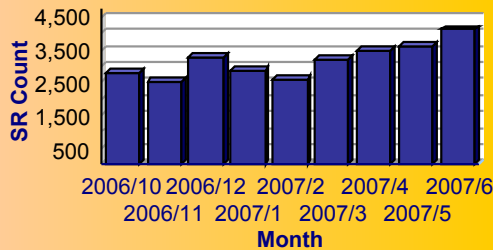
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Litter - DCC
- Junk Motor Vehicle - DCC
- Animal - Sick/Injured - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

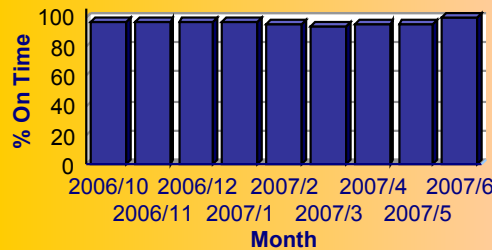
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 28,431 | 26,753 | 25,667 | 95.9% | 1,678 | 1,658 | 98.8% | 96.1% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 08

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 3,053 | 372 | 370 | 99.5% | 38 | 19.7 | 2,681 | 87.8% | 2,416 | 90.1% | 2,786 | 91.3% |
| 2 | Animal - Loose Aggressive - DCC | 2,560 | 8 | 8 | 100.0% | 3 | 0.6 | 2,552 | 99.7% | 2,531 | 99.2% | 2,539 | 99.2% |
| 3 | Recycling ROLL CART Registration - SAN | 1,813 | 125 | 125 | 100.0% | 365 | 83.8 | 1,688 | 93.1% | 1,688 | 100.0% | 1,813 | 100.0% |
| 4 | Dead Animal Pick Up - SAN | 1,597 | 3 | 0 | 0.0% | 1 | 0.4 | 1,594 | 99.8% | 1,570 | 98.5% | 1,570 | 98.3% |
| 5 | Animal - Confined - DCC | 1,529 | 2 | 2 | 100.0% | 3 | 0.4 | 1,527 | 99.9% | 1,513 | 99.1% | 1,515 | 99.1% |
| 6 | Roll Cart - SAN | 1,427 | 37 | 37 | 100.0% | 10 | 4.8 | 1,390 | 97.4% | 1,369 | 98.5% | 1,406 | 98.5% |
| 7 | Litter - DCC | 1,299 | 71 | 71 | 100.0% | 38 | 22.7 | 1,228 | 94.5% | 1,062 | 86.5% | 1,133 | 87.2% |
| 8 | Junk Motor Vehicle - DCC | 1,167 | 124 | 118 | 95.2% | 126 | 46.7 | 1,043 | 89.4% | 988 | 94.7% | 1,106 | 94.8% |
| 9 | Animal - Sick/Injured - DCC | 809 | 2 | 2 | 100.0% | 3 | 0.3 | 807 | 99.8% | 800 | 99.1% | 802 | 99.1% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 807 | 4 | 4 | 100.0% | 10 | 0.9 | 803 | 99.5% | 796 | 99.1% | 800 | 99.1% |
| 11 | Substandard Structure - DCC | 753 | 310 | 310 | 100.0% | 365 | 50.2 | 443 | 58.8% | 443 | 100.0% | 753 | 100.0% |
| 12 | Garbage - Missed - SAN | 748 | 1 | 1 | 100.0% | 6 | 2.0 | 747 | 99.9% | 736 | 98.5% | 737 | 98.5% |
| 13 | Animal - Loose - DCC | 743 | 38 | 38 | 100.0% | 40 | 16.3 | 705 | 94.9% | 705 | 100.0% | 743 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 556 | 8 | 8 | 100.0% | 10 | 3.6 | 548 | 98.6% | 546 | 99.6% | 554 | 99.6% |
| 15 | Obstruction Alley/Sidewalk/Street - DCC | 492 | 222 | 222 | 100.0% | 60 | 24.3 | 270 | 54.9% | 267 | 98.9% | 489 | 99.4% |
| 16 | Street Spillage/Debris in Right of Way-Hazardous-STS | 468 | 0 | 0 | N/A | 1 | 0.0 | 468 | 100.0% | 467 | 99.8% | 467 | 99.8% |
| 17 | Bulky Trash Violations - DCC | 465 | 8 | 8 | 100.0% | 14 | 4.7 | 457 | 98.3% | 434 | 95.0% | 442 | 95.1% |
| 18 | Brush/Bulk Items - Missed - SAN | 374 | 0 | 0 | N/A | 10 | 2.2 | 374 | 100.0% | 340 | 90.9% | 340 | 90.9% |
| 19 | Animal - Cruelty - DCC | 356 | 0 | 0 | N/A | 30 | 0.5 | 356 | 100.0% | 356 | 100.0% | 356 | 100.0% |
| 20 | Illegal Outside Storage - DCC | 351 | 16 | 16 | 100.0% | 38 | 23.9 | 335 | 95.4% | 278 | 83.0% | 294 | 83.8% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 3:23:59 AM

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



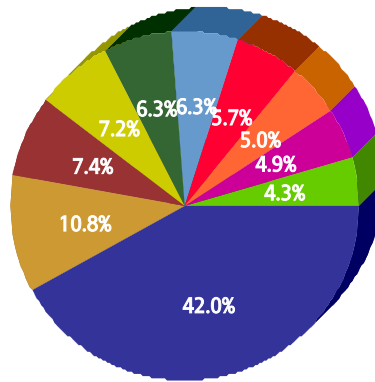
City of Dallas Service Level Performance Report by Council District

for 09

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 7,978 |
| High Weeds - DCC | 2,050 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,406 |
| Roll Cart - SAN | 1,375 |
| Bulky Trash Violations - DCC | 1,201 |
| Litter - DCC | 1,195 |
| Animal - Loose Aggressive - DCC | 1,082 |
| Dead Animal Pick Up - SAN | 949 |
| Recyclable Collection Missed (Residential) - SAN | 922 |
| Animal - Confined - DCC | 822 |



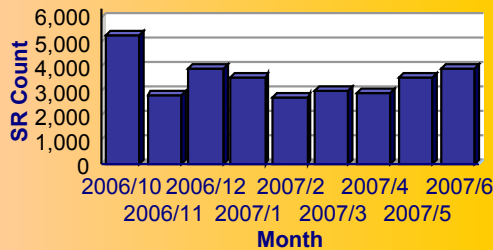
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Bulky Trash Violations - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC

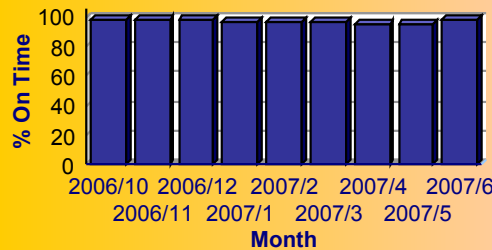
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 31,685 | 29,671 | 28,795 | 97.0% | 2,014 | 1,989 | 98.8% | 97.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 09

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 7,978 | 624 | 624 | 100.0% | 365 | 76.8 | 7,354 | 92.2% | 7,354 | 100.0% | 7,978 | 100.0% |
| 2 | High Weeds - DCC | 2,050 | 217 | 215 | 99.1% | 38 | 16.6 | 1,833 | 89.4% | 1,745 | 95.2% | 1,960 | 95.6% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 1,406 | 512 | 511 | 99.8% | 60 | 21.9 | 894 | 63.6% | 866 | 96.9% | 1,377 | 97.9% |
| 4 | Roll Cart - SAN | 1,375 | 45 | 42 | 93.3% | 10 | 6.9 | 1,330 | 96.7% | 1,209 | 90.9% | 1,251 | 91.0% |
| 5 | Bulky Trash Violations - DCC | 1,201 | 9 | 9 | 100.0% | 14 | 4.2 | 1,192 | 99.3% | 1,164 | 97.7% | 1,173 | 97.7% |
| 6 | Litter - DCC | 1,195 | 53 | 53 | 100.0% | 38 | 17.2 | 1,142 | 95.6% | 1,069 | 93.6% | 1,122 | 93.9% |
| 7 | Animal - Loose Aggressive - DCC | 1,082 | 3 | 3 | 100.0% | 3 | 0.7 | 1,079 | 99.7% | 1,068 | 99.0% | 1,071 | 99.0% |
| 8 | Dead Animal Pick Up - SAN | 949 | 1 | 0 | 0.0% | 1 | 0.3 | 948 | 99.9% | 940 | 99.2% | 940 | 99.1% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 922 | 1 | 1 | 100.0% | 3 | 1.3 | 921 | 99.9% | 886 | 96.2% | 887 | 96.2% |
| 10 | Animal - Confined - DCC | 822 | 0 | 0 | N/A | 3 | 0.4 | 822 | 100.0% | 820 | 99.8% | 820 | 99.8% |
| 11 | Garbage - Missed - SAN | 777 | 13 | 13 | 100.0% | 6 | 2.4 | 764 | 98.3% | 721 | 94.4% | 734 | 94.5% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 603 | 15 | 15 | 100.0% | 10 | 2.6 | 588 | 97.5% | 587 | 99.8% | 602 | 99.8% |
| 13 | Illegal Garbage/Placement - DCC | 560 | 11 | 11 | 100.0% | 60 | 10.2 | 549 | 98.0% | 545 | 99.3% | 556 | 99.3% |
| 14 | Junk Motor Vehicle - DCC | 480 | 45 | 45 | 100.0% | 126 | 26.5 | 435 | 90.6% | 428 | 98.4% | 473 | 98.5% |
| 15 | Animal - Sick/Injured - DCC | 393 | 0 | 0 | N/A | 3 | 0.2 | 393 | 100.0% | 391 | 99.5% | 391 | 99.5% |
| 16 | Animal - Loose - DCC | 381 | 22 | 22 | 100.0% | 40 | 16.1 | 359 | 94.2% | 359 | 100.0% | 381 | 100.0% |
| 17 | Illegal Outside Storage - DCC | 364 | 37 | 36 | 97.3% | 38 | 20.1 | 327 | 89.8% | 288 | 88.1% | 324 | 89.0% |
| 18 | Animal - Cruelty - DCC | 273 | 0 | 0 | N/A | 30 | 0.6 | 273 | 100.0% | 273 | 100.0% | 273 | 100.0% |
| 19 | Parking - Unapproved Surface - Eve/Weekends - DCC | 272 | 0 | 0 | N/A | 10 | 1.1 | 272 | 100.0% | 267 | 98.2% | 267 | 98.2% |
| 20 | Tree down/low limbs - Emergency-STs | 262 | 0 | 0 | N/A | 5 | 0.4 | 262 | 100.0% | 256 | 97.7% | 256 | 97.7% |



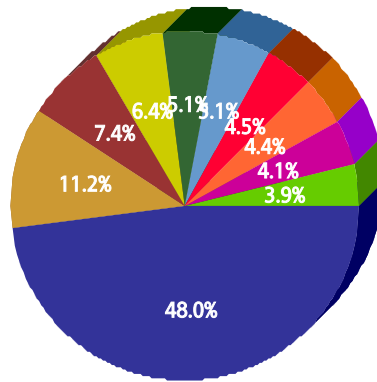
City of Dallas Service Level Performance Report by Council District

for 10

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 5,459 |
| High Weeds - DCC | 1,279 |
| Obstruction Alley/Sidewalk/Street - DCC | 842 |
| Litter - DCC | 729 |
| Roll Cart - SAN | 578 |
| Animal - Confined - DCC | 575 |
| Bulky Trash Violations - DCC | 507 |
| Garbage - Missed - SAN | 500 |
| Recyclable Collection Missed (Residential) - SAN | 468 |
| Dead Animal Pick Up - SAN | 440 |



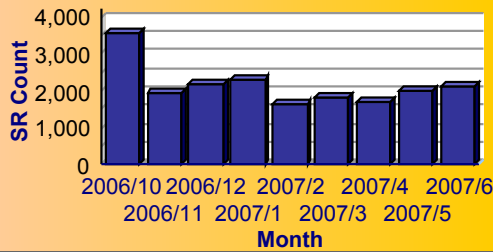
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Bulky Trash Violations - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Dead Animal Pick Up - SAN

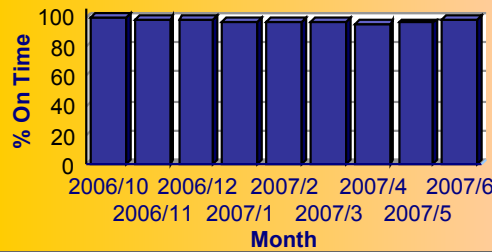
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 19,279 | 18,447 | 17,976 | 97.4% | 832 | 822 | 98.8% | 97.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 10

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 5,459 | 226 | 226 | 100.0% | 365 | 64.7 | 5,233 | 95.9% | 5,233 | 100.0% | 5,459 | 100.0% |
| 2 | High Weeds - DCC | 1,279 | 107 | 106 | 99.1% | 38 | 13.6 | 1,172 | 91.6% | 1,135 | 96.8% | 1,241 | 97.0% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 842 | 76 | 76 | 100.0% | 60 | 18.4 | 766 | 91.0% | 763 | 99.6% | 839 | 99.6% |
| 4 | Litter - DCC | 729 | 23 | 23 | 100.0% | 38 | 12.8 | 706 | 96.8% | 695 | 98.4% | 718 | 98.5% |
| 5 | Roll Cart - SAN | 578 | 22 | 22 | 100.0% | 10 | 8.0 | 556 | 96.2% | 489 | 87.9% | 511 | 88.4% |
| 6 | Animal - Confined - DCC | 575 | 1 | 1 | 100.0% | 3 | 0.3 | 574 | 99.8% | 569 | 99.1% | 570 | 99.1% |
| 7 | Bulky Trash Violations - DCC | 507 | 3 | 3 | 100.0% | 14 | 3.5 | 504 | 99.4% | 495 | 98.2% | 498 | 98.2% |
| 8 | Garbage - Missed - SAN | 500 | 5 | 5 | 100.0% | 6 | 3.4 | 495 | 99.0% | 441 | 89.1% | 446 | 89.2% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 468 | 0 | 0 | N/A | 3 | 1.2 | 468 | 100.0% | 458 | 97.9% | 458 | 97.9% |
| 10 | Dead Animal Pick Up - SAN | 440 | 0 | 0 | N/A | 1 | 0.3 | 440 | 100.0% | 438 | 99.5% | 438 | 99.5% |
| 11 | Substandard Structure Apts - DCC | 318 | 43 | 43 | 100.0% | 365 | 13.8 | 275 | 86.5% | 275 | 100.0% | 318 | 100.0% |
| 12 | Animal - Loose Aggressive - DCC | 310 | 0 | 0 | N/A | 3 | 0.2 | 310 | 100.0% | 308 | 99.4% | 308 | 99.4% |
| 13 | Street Spillage/Debris in Right of Way-Hazardous-STS | 293 | 0 | 0 | N/A | 1 | 0.0 | 293 | 100.0% | 293 | 100.0% | 293 | 100.0% |
| 14 | Substandard Structure - DCC | 284 | 96 | 96 | 100.0% | 365 | 43.3 | 188 | 66.2% | 188 | 100.0% | 284 | 100.0% |
| 15 | Illegal Garbage/Placement - DCC | 282 | 21 | 21 | 100.0% | 60 | 12.9 | 261 | 92.6% | 257 | 98.5% | 278 | 98.6% |
| 16 | 24 Hour Parking/Parking Violations - DPD | 279 | 5 | 5 | 100.0% | 10 | 2.7 | 274 | 98.2% | 273 | 99.6% | 278 | 99.6% |
| 17 | Animal - Sick/Injured - DCC | 259 | 0 | 0 | N/A | 3 | 0.3 | 259 | 100.0% | 255 | 98.5% | 255 | 98.5% |
| 18 | Fire Inspection - DFD | 213 | 15 | 15 | 100.0% | 60 | 31.7 | 198 | 93.0% | 166 | 83.8% | 181 | 85.0% |
| 19 | Street Lighting - Maintenance - PWT | 206 | 0 | 0 | N/A | 4 | 0.9 | 206 | 100.0% | 202 | 98.1% | 202 | 98.1% |
| 20 | No House Number - DCC | 175 | 6 | 6 | 100.0% | 60 | 27.8 | 169 | 96.6% | 163 | 96.4% | 169 | 96.6% |

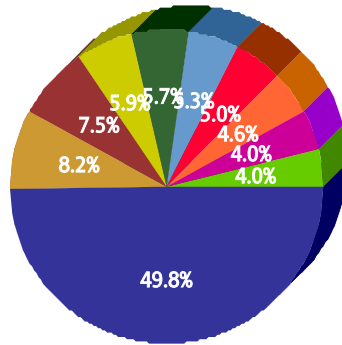


for 11

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 3,932 |
| High Weeds - DCC | 651 |
| Roll Cart - SAN | 589 |
| Recyclable Collection Missed (Residential) - SAN | 467 |
| Street Spillage/Debris in Right of Way-Hazardous-STS | 449 |
| Animal - Confined - DCC | 416 |
| Garbage - Missed - SAN | 396 |
| Obstruction Alley/Sidewalk/Street - DCC | 363 |
| Litter - DCC | 316 |
| Dead Animal Pick Up - SAN | 312 |



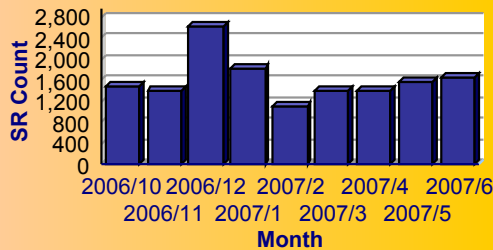
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN

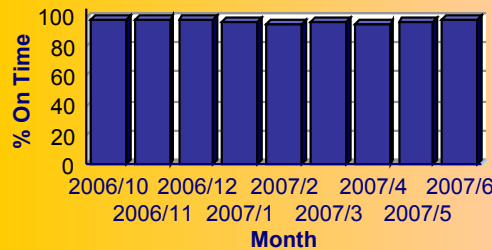
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 14,439 | 13,568 | 13,182 | 97.2% | 871 | 853 | 97.9% | 97.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 11

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 3,932 | 338 | 338 | 100.0% | 365 | 61.2 | 3,594 | 91.4% | 3,594 | 100.0% | 3,932 | 100.0% |
| 2 | High Weeds - DCC | 651 | 68 | 68 | 100.0% | 38 | 16.5 | 583 | 89.6% | 563 | 96.6% | 631 | 96.9% |
| 3 | Roll Cart - SAN | 589 | 16 | 16 | 100.0% | 10 | 7.5 | 573 | 97.3% | 493 | 86.0% | 509 | 86.4% |
| 4 | Recyclable Collection Missed (Residential) - SAN | 467 | 0 | 0 | N/A | 3 | 1.5 | 467 | 100.0% | 447 | 95.7% | 447 | 95.7% |
| 5 | Street Spillage/Debris in Right of Way-Hazardous-STS | 449 | 0 | 0 | N/A | 1 | 0.1 | 449 | 100.0% | 444 | 98.9% | 444 | 98.9% |
| 6 | Animal - Confined - DCC | 416 | 0 | 0 | N/A | 3 | 0.1 | 416 | 100.0% | 416 | 100.0% | 416 | 100.0% |
| 7 | Garbage - Missed - SAN | 396 | 10 | 10 | 100.0% | 6 | 2.7 | 386 | 97.5% | 357 | 92.5% | 367 | 92.7% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 363 | 107 | 107 | 100.0% | 60 | 22.2 | 256 | 70.5% | 255 | 99.6% | 362 | 99.7% |
| 9 | Litter - DCC | 316 | 15 | 15 | 100.0% | 38 | 17.5 | 301 | 95.3% | 295 | 98.0% | 310 | 98.1% |
| 10 | Dead Animal Pick Up - SAN | 312 | 0 | 0 | N/A | 1 | 0.4 | 312 | 100.0% | 311 | 99.7% | 311 | 99.7% |
| 11 | Substandard Structure Apts - DCC | 255 | 21 | 21 | 100.0% | 365 | 16.2 | 234 | 91.8% | 234 | 100.0% | 255 | 100.0% |
| 12 | Fire Inspection - DFD | 248 | 47 | 43 | 91.5% | 60 | 32.8 | 201 | 81.0% | 170 | 84.6% | 213 | 85.9% |
| 13 | Traffic Signal - Flashing - PWT | 218 | 0 | 0 | N/A | 4 | 1.6 | 218 | 100.0% | 217 | 99.5% | 217 | 99.5% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 211 | 1 | 1 | 100.0% | 10 | 3.7 | 210 | 99.5% | 205 | 97.6% | 206 | 97.6% |
| 15 | Bulky Trash Violations - DCC | 208 | 7 | 7 | 100.0% | 14 | 5.1 | 201 | 96.6% | 197 | 98.0% | 204 | 98.1% |
| 16 | Animal - Loose Aggressive - DCC | 200 | 0 | 0 | N/A | 3 | 0.2 | 200 | 100.0% | 199 | 99.5% | 199 | 99.5% |
| 17 | Animal - Sick/Injured - DCC | 192 | 1 | 1 | 100.0% | 3 | 0.1 | 191 | 99.5% | 191 | 100.0% | 192 | 100.0% |
| 18 | Traffic Signal - Timing - PWT | 182 | 3 | 3 | 100.0% | 4 | 1.5 | 179 | 98.4% | 179 | 100.0% | 182 | 100.0% |
| 19 | Traffic Signal - All Out - PWT | 180 | 0 | 0 | N/A | 4 | 1.6 | 180 | 100.0% | 175 | 97.2% | 175 | 97.2% |
| 20 | Illegal Garbage/Placement - DCC | 173 | 1 | 1 | 100.0% | 60 | 12.8 | 172 | 99.4% | 172 | 100.0% | 173 | 100.0% |

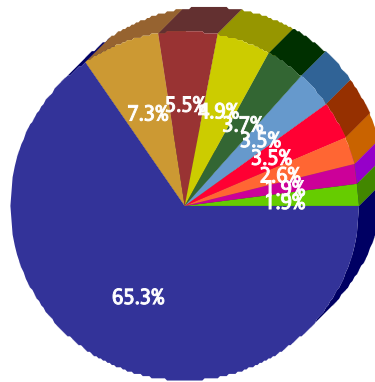


for 12

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 7,485 |
| Roll Cart - SAN | 836 |
| Recyclable Collection Missed (Residential) - SAN | 629 |
| High Weeds - DCC | 558 |
| Garbage - Missed - SAN | 420 |
| Bulky Trash Violations - DCC | 401 |
| Animal - Confined - DCC | 400 |
| Dead Animal Pick Up - SAN | 302 |
| Litter - DCC | 216 |
| Obstruction Alley/Sidewalk/Street - DCC | 215 |



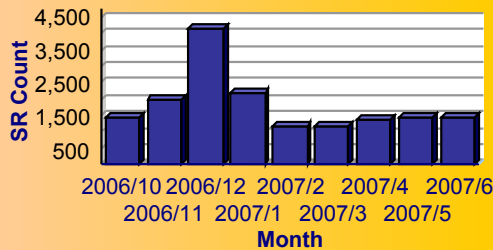
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Recyclable Collection Missed (Residential) - SAN
- High Weeds - DCC
- Garbage - Missed - SAN
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC

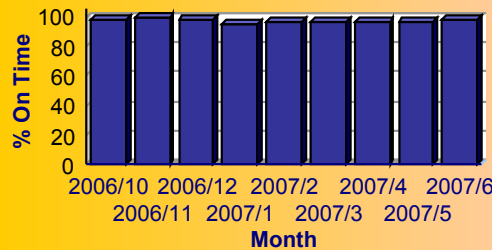
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 16,390 | 15,705 | 15,327 | 97.6% | 685 | 647 | 94.5% | 97.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 12

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 7,485 | 306 | 306 | 100.0% | 365 | 70.2 | 7,179 | 95.9% | 7,179 | 100.0% | 7,485 | 100.0% |
| 2 | Roll Cart - SAN | 836 | 16 | 15 | 93.8% | 10 | 8.1 | 820 | 98.1% | 713 | 87.0% | 728 | 87.1% |
| 3 | Recyclable Collection Missed (Residential) - SAN | 629 | 1 | 1 | 100.0% | 3 | 1.4 | 628 | 99.8% | 602 | 95.9% | 603 | 95.9% |
| 4 | High Weeds - DCC | 558 | 44 | 44 | 100.0% | 38 | 14.9 | 514 | 92.1% | 497 | 96.7% | 541 | 97.0% |
| 5 | Garbage - Missed - SAN | 420 | 11 | 11 | 100.0% | 6 | 3.3 | 409 | 97.4% | 380 | 92.9% | 391 | 93.1% |
| 6 | Bulky Trash Violations - DCC | 401 | 4 | 4 | 100.0% | 14 | 6.0 | 397 | 99.0% | 373 | 94.0% | 377 | 94.0% |
| 7 | Animal - Confined - DCC | 400 | 0 | 0 | N/A | 3 | 0.7 | 400 | 100.0% | 399 | 99.8% | 399 | 99.8% |
| 8 | Dead Animal Pick Up - SAN | 302 | 1 | 0 | 0.0% | 1 | 0.4 | 301 | 99.7% | 299 | 99.3% | 299 | 99.0% |
| 9 | Litter - DCC | 216 | 17 | 17 | 100.0% | 38 | 14.0 | 199 | 92.1% | 197 | 99.0% | 214 | 99.1% |
| 10 | Obstruction Alley/Sidewalk/Street - DCC | 215 | 68 | 68 | 100.0% | 60 | 17.4 | 147 | 68.4% | 140 | 95.2% | 208 | 96.7% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 209 | 0 | 0 | N/A | 10 | 4.1 | 209 | 100.0% | 203 | 97.1% | 203 | 97.1% |
| 12 | Animal - Sick/Injured - DCC | 193 | 0 | 0 | N/A | 3 | 0.2 | 193 | 100.0% | 193 | 100.0% | 193 | 100.0% |
| 13 | Street Lighting - Maintenance - PWT | 189 | 1 | 1 | 100.0% | 4 | 0.8 | 188 | 99.5% | 187 | 99.5% | 188 | 99.5% |
| 14 | Substandard Structure - DCC | 174 | 33 | 33 | 100.0% | 365 | 49.1 | 141 | 81.0% | 141 | 100.0% | 174 | 100.0% |
| 15 | Animal - Loose Aggressive - DCC | 162 | 1 | 0 | 0.0% | 3 | 0.5 | 161 | 99.4% | 159 | 98.8% | 159 | 98.1% |
| 16 | Street Repair - Routine-STS | 153 | 10 | 10 | 100.0% | 90 | 8.9 | 143 | 93.5% | 141 | 98.6% | 151 | 98.7% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 146 | 0 | 0 | N/A | 1 | 0.1 | 146 | 100.0% | 145 | 99.3% | 145 | 99.3% |
| 18 | Fire Inspection - DFD | 122 | 5 | 4 | 80.0% | 60 | 28.1 | 117 | 95.9% | 100 | 85.5% | 104 | 85.2% |
| 19 | Traffic Signal - All Out - PWT | 116 | 0 | 0 | N/A | 4 | 1.7 | 116 | 100.0% | 114 | 98.3% | 114 | 98.3% |
| 20 | Traffic Signal - Flashing - PWT | 113 | 2 | 2 | 100.0% | 4 | 1.6 | 111 | 98.2% | 111 | 100.0% | 113 | 100.0% |

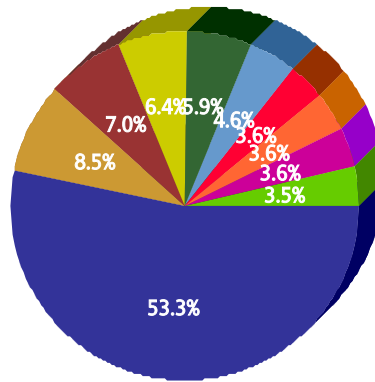


for 13

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 8,138 |
| Roll Cart - SAN | 1,293 |
| High Weeds - DCC | 1,072 |
| Recyclable Collection Missed (Residential) - SAN | 976 |
| Garbage - Missed - SAN | 894 |
| Obstruction Alley/Sidewalk/Street - DCC | 704 |
| Litter - DCC | 556 |
| Bulky Trash Violations - DCC | 552 |
| Animal - Confined - DCC | 550 |
| Dead Animal Pick Up - SAN | 541 |



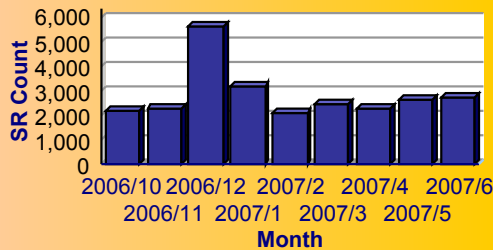
Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Litter - DCC
- Bulky Trash Violations - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN

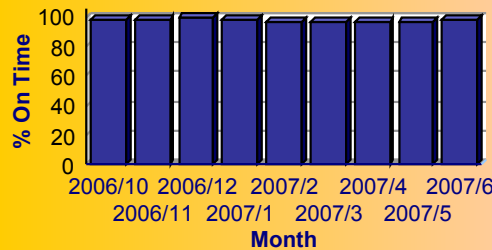
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 25,591 | 24,591 | 23,986 | 97.5% | 1,000 | 984 | 98.4% | 97.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 13

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 8,138 | 384 | 384 | 100.0% | 365 | 63.5 | 7,754 | 95.3% | 7,754 | 100.0% | 8,138 | 100.0% |
| 2 | Roll Cart - SAN | 1,293 | 45 | 44 | 97.8% | 10 | 6.7 | 1,248 | 96.5% | 1,140 | 91.3% | 1,184 | 91.6% |
| 3 | High Weeds - DCC | 1,072 | 71 | 71 | 100.0% | 38 | 16.2 | 1,001 | 93.4% | 972 | 97.1% | 1,043 | 97.3% |
| 4 | Recyclable Collection Missed (Residential) - SAN | 976 | 1 | 1 | 100.0% | 3 | 1.3 | 975 | 99.9% | 946 | 97.0% | 947 | 97.0% |
| 5 | Garbage - Missed - SAN | 894 | 25 | 25 | 100.0% | 6 | 2.4 | 869 | 97.2% | 839 | 96.5% | 864 | 96.6% |
| 6 | Obstruction Alley/Sidewalk/Street - DCC | 704 | 67 | 67 | 100.0% | 60 | 17.7 | 637 | 90.5% | 630 | 98.9% | 697 | 99.0% |
| 7 | Litter - DCC | 556 | 23 | 23 | 100.0% | 38 | 15.2 | 533 | 95.9% | 522 | 97.9% | 545 | 98.0% |
| 8 | Bulky Trash Violations - DCC | 552 | 5 | 5 | 100.0% | 14 | 4.4 | 547 | 99.1% | 515 | 94.1% | 520 | 94.2% |
| 9 | Animal - Confined - DCC | 550 | 1 | 1 | 100.0% | 3 | 0.2 | 549 | 99.8% | 547 | 99.6% | 548 | 99.6% |
| 10 | Dead Animal Pick Up - SAN | 541 | 0 | 0 | N/A | 1 | 0.4 | 541 | 100.0% | 532 | 98.3% | 532 | 98.3% |
| 11 | Street Spillage/Debris in Right of Way-Hazardous-STS | 479 | 0 | 0 | N/A | 1 | 0.0 | 479 | 100.0% | 478 | 99.8% | 478 | 99.8% |
| 12 | Animal - Loose Aggressive - DCC | 419 | 0 | 0 | N/A | 3 | 0.2 | 419 | 100.0% | 417 | 99.5% | 417 | 99.5% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 405 | 3 | 3 | 100.0% | 10 | 4.6 | 402 | 99.3% | 387 | 96.3% | 390 | 96.3% |
| 14 | Street Repair - Routine-STS | 331 | 24 | 24 | 100.0% | 90 | 7.9 | 307 | 92.7% | 306 | 99.7% | 330 | 99.7% |
| 15 | Illegal Garbage/Placement - DCC | 330 | 10 | 10 | 100.0% | 60 | 15.0 | 320 | 97.0% | 304 | 95.0% | 314 | 95.2% |
| 16 | Sanitation Property Damage - SAN | 318 | 11 | 11 | 100.0% | 28 | 15.1 | 307 | 96.5% | 294 | 95.8% | 305 | 95.9% |
| 17 | Alley Repair - Routine-STS | 270 | 46 | 46 | 100.0% | 90 | 12.6 | 224 | 83.0% | 224 | 100.0% | 270 | 100.0% |
| 18 | Animal - Sick/Injured - DCC | 269 | 0 | 0 | N/A | 3 | 0.1 | 269 | 100.0% | 269 | 100.0% | 269 | 100.0% |
| 19 | Traffic Signal - Flashing - PWT | 248 | 3 | 3 | 100.0% | 4 | 1.6 | 245 | 98.8% | 245 | 100.0% | 248 | 100.0% |
| 20 | Brush/Bulk Items - Missed - SAN | 239 | 1 | 1 | 100.0% | 10 | 3.8 | 238 | 99.6% | 225 | 94.5% | 226 | 94.6% |

R-csr059-cmoS V1.0

Page: 2

Run Date: Jul/2/2007 3:54:24 AM

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



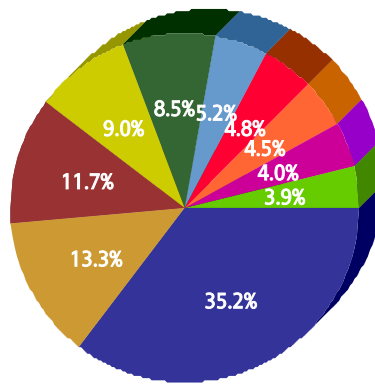
City of Dallas Service Level Performance Report by Council District

for 14

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 5,697 |
| High Weeds - DCC | 2,151 |
| Litter - DCC | 1,901 |
| Roll Cart - SAN | 1,451 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,377 |
| Garbage - Missed - SAN | 834 |
| Recyclable Collection Missed (Residential) - SAN | 769 |
| Animal - Loose Aggressive - DCC | 724 |
| Dead Animal Pick Up - SAN | 647 |
| Illegal Garbage/Placement - DCC | 638 |



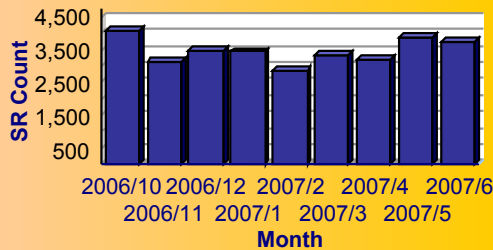
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Recyclable Collection Missed (Residential) - SAN
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Illegal Garbage/Placement - DCC

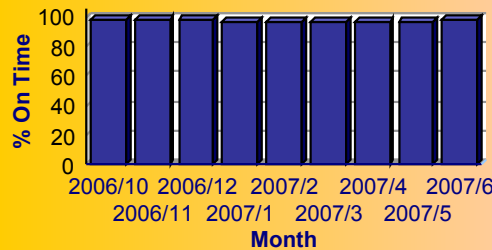
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 31,088 | 29,130 | 28,294 | 97.1% | 1,958 | 1,924 | 98.3% | 97.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for 14

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 5,697 | 881 | 881 | 100.0% | 365 | 85.2 | 4,816 | 84.5% | 4,816 | 100.0% | 5,697 | 100.0% |
| 2 | High Weeds - DCC | 2,151 | 192 | 192 | 100.0% | 38 | 16.1 | 1,959 | 91.1% | 1,942 | 99.1% | 2,134 | 99.2% |
| 3 | Litter - DCC | 1,901 | 66 | 66 | 100.0% | 38 | 16.3 | 1,835 | 96.5% | 1,800 | 98.1% | 1,866 | 98.2% |
| 4 | Roll Cart - SAN | 1,451 | 53 | 46 | 86.8% | 10 | 6.9 | 1,398 | 96.3% | 1,275 | 91.2% | 1,321 | 91.0% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 1,377 | 205 | 203 | 99.0% | 60 | 20.3 | 1,172 | 85.1% | 1,161 | 99.1% | 1,364 | 99.1% |
| 6 | Garbage - Missed - SAN | 834 | 8 | 8 | 100.0% | 6 | 2.8 | 826 | 99.0% | 762 | 92.3% | 770 | 92.3% |
| 7 | Recyclable Collection Missed (Residential) - SAN | 769 | 0 | 0 | N/A | 3 | 1.3 | 769 | 100.0% | 737 | 95.8% | 737 | 95.8% |
| 8 | Animal - Loose Aggressive - DCC | 724 | 3 | 3 | 100.0% | 3 | 0.4 | 721 | 99.6% | 718 | 99.6% | 721 | 99.6% |
| 9 | Dead Animal Pick Up - SAN | 647 | 0 | 0 | N/A | 1 | 0.3 | 647 | 100.0% | 639 | 98.8% | 639 | 98.8% |
| 10 | Illegal Garbage/Placement - DCC | 638 | 20 | 20 | 100.0% | 60 | 13.0 | 618 | 96.9% | 615 | 99.5% | 635 | 99.5% |
| 11 | Animal - Confined - DCC | 623 | 2 | 2 | 100.0% | 3 | 0.4 | 621 | 99.7% | 618 | 99.5% | 620 | 99.5% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 517 | 9 | 9 | 100.0% | 10 | 3.3 | 508 | 98.3% | 503 | 99.0% | 512 | 99.0% |
| 13 | Traffic Signal - Flashing - PWT | 494 | 2 | 2 | 100.0% | 4 | 1.6 | 492 | 99.6% | 491 | 99.8% | 493 | 99.8% |
| 14 | Bulky Trash Violations - DCC | 480 | 4 | 4 | 100.0% | 14 | 3.7 | 476 | 99.2% | 464 | 97.5% | 468 | 97.5% |
| 15 | Substandard Structure - DCC | 474 | 144 | 144 | 100.0% | 365 | 55.8 | 330 | 69.6% | 330 | 100.0% | 474 | 100.0% |
| 16 | Street Spillage/Debris in Right of Way-Hazardous-STS | 471 | 0 | 0 | N/A | 1 | 0.1 | 471 | 100.0% | 468 | 99.4% | 468 | 99.4% |
| 17 | Signs - Other - DCC | 425 | 3 | 2 | 66.7% | 21 | 8.5 | 422 | 99.3% | 406 | 96.2% | 408 | 96.0% |
| 18 | Graffiti Private Property - Residential/Commercial | 368 | 21 | 21 | 100.0% | 90 | 22.0 | 347 | 94.3% | 344 | 99.1% | 365 | 99.2% |
| 19 | Fire Inspection - DFD | 364 | 28 | 25 | 89.3% | 60 | 31.2 | 336 | 92.3% | 277 | 82.4% | 302 | 83.0% |
| 20 | Animal - Loose - DCC | 357 | 17 | 17 | 100.0% | 40 | 15.7 | 340 | 95.2% | 340 | 100.0% | 357 | 100.0% |

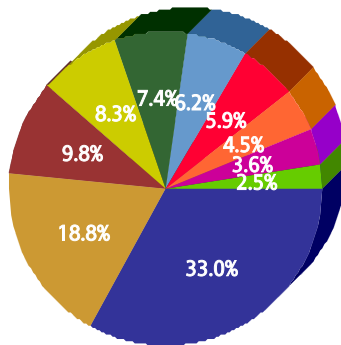


for U

FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 689 |
| High Weeds - DCC | 392 |
| Complaint/Compliment - CTY | 204 |
| Litter - DCC | 173 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 155 |
| Dead Animal Pick Up - SAN | 130 |
| Fire Inspection - DFD | 123 |
| Roll Cart - SAN | 95 |
| Animal - Loose - DCC | 76 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 52 |



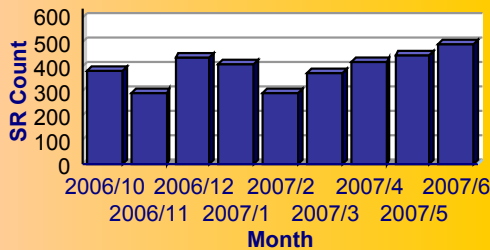
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Complaint/Compliment - CTY
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

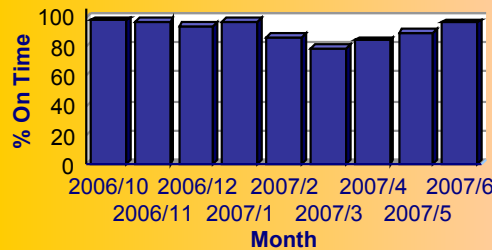
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,533 | 3,100 | 2,868 | 92.5% | 433 | 350 | 80.8% | 91.1% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by Council District

for U

FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 689 | 163 | 163 | 100.0% | 365 | 124.6 | 526 | 76.3% | 526 | 100.0% | 689 | 100.0% |
| 2 | High Weeds - DCC | 392 | 78 | 72 | 92.3% | 38 | 20.0 | 314 | 80.1% | 272 | 86.6% | 344 | 87.8% |
| 3 | Complaint/Compliment - CTY | 204 | 76 | 12 | 15.8% | 10 | 16.6 | 128 | 62.7% | 78 | 60.9% | 90 | 44.1% |
| 4 | Litter - DCC | 173 | 5 | 3 | 60.0% | 38 | 17.8 | 168 | 97.1% | 154 | 91.7% | 157 | 90.8% |
| 5 | Street Spillage/Debris in Right of Way-Hazardous-STS | 155 | 0 | 0 | N/A | 1 | 0.1 | 155 | 100.0% | 153 | 98.7% | 153 | 98.7% |
| 6 | Dead Animal Pick Up - SAN | 130 | 0 | 0 | N/A | 1 | 0.3 | 130 | 100.0% | 128 | 98.5% | 128 | 98.5% |
| 7 | Fire Inspection - DFD | 123 | 24 | 22 | 91.7% | 60 | 27.6 | 99 | 80.5% | 85 | 85.9% | 107 | 87.0% |
| 8 | Roll Cart - SAN | 95 | 6 | 6 | 100.0% | 10 | 5.5 | 89 | 93.7% | 85 | 95.5% | 91 | 95.8% |
| 9 | Animal - Loose - DCC | 76 | 5 | 5 | 100.0% | 40 | 16.1 | 71 | 93.4% | 71 | 100.0% | 76 | 100.0% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 52 | 0 | 0 | N/A | 10 | 1.7 | 52 | 100.0% | 50 | 96.2% | 50 | 96.2% |
| 11 | Miscellaneous Service Request - SCS | 50 | 0 | 0 | N/A | 10 | 2.1 | 50 | 100.0% | 49 | 98.0% | 49 | 98.0% |
| 12 | Animal - Confined - DCC | 45 | 0 | 0 | N/A | 3 | 0.2 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 13 | Animal - Sick/Injured - DCC | 44 | 0 | 0 | N/A | 3 | 0.1 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 14 | Garbage - Missed - SAN | 44 | 1 | 1 | 100.0% | 6 | 4.5 | 43 | 97.7% | 30 | 69.8% | 31 | 70.5% |
| 15 | Recyclable Collection Missed (Residential) - SAN | 43 | 0 | 0 | N/A | 3 | 3.7 | 43 | 100.0% | 37 | 86.0% | 37 | 86.0% |
| 16 | Traffic Signal - Flashing - PWT | 43 | 0 | 0 | N/A | 4 | 1.4 | 43 | 100.0% | 43 | 100.0% | 43 | 100.0% |
| 17 | Pothole - Hazardous-STS | 36 | 0 | 0 | N/A | 1 | 0.1 | 36 | 100.0% | 35 | 97.2% | 35 | 97.2% |
| 18 | Obstruction Alley/Sidewalk/Street - DCC | 35 | 7 | 6 | 85.7% | 60 | 20.6 | 28 | 80.0% | 28 | 100.0% | 34 | 97.1% |
| 19 | Brush/Bulk Items - Missed - SAN | 33 | 0 | 0 | N/A | 10 | 5.5 | 33 | 100.0% | 27 | 81.8% | 27 | 81.8% |
| 20 | Smoke Detector Request - DFD | 33 | 0 | 0 | N/A | 30 | 7.2 | 33 | 100.0% | 31 | 93.9% | 31 | 93.9% |
| 21 | Traffic Signal - All Out - PWT | 33 | 0 | 0 | N/A | 4 | 2.1 | 33 | 100.0% | 32 | 97.0% | 32 | 97.0% |



FY 2006 – 2007

Monthly Service Request

Performance Reports

by

City Service Area

And Citywide Summary

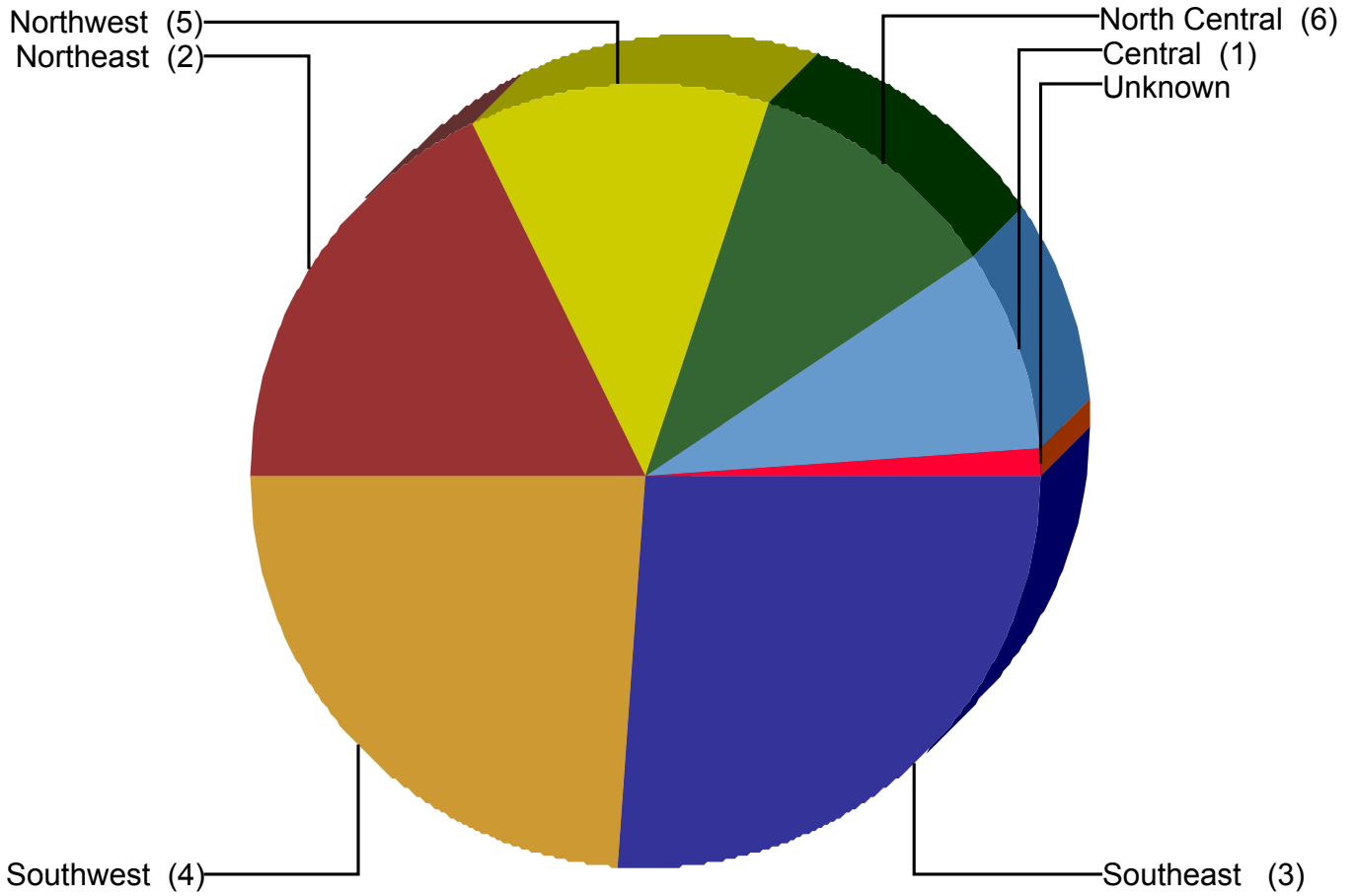
JUNE 2007

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 Area Report
For June 2007



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|---------------|---------------------|----------------------|
| Central (1) | 3,844 | 8.3% | 98.0% |
| North Central (6) | 4,930 | 10.7% | 97.4% |
| Northeast (2) | 8,239 | 17.8% | 98.5% |
| Northwest (5) | 5,644 | 12.2% | 98.7% |
| Southeast (3) | 12,056 | 26.1% | 98.8% |
| Southwest (4) | 11,043 | 23.9% | 99.2% |
| Unknown | 481 | 1.0% | 95.8% |
| Total | 46,237 | 100.0% | 98.6% |

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

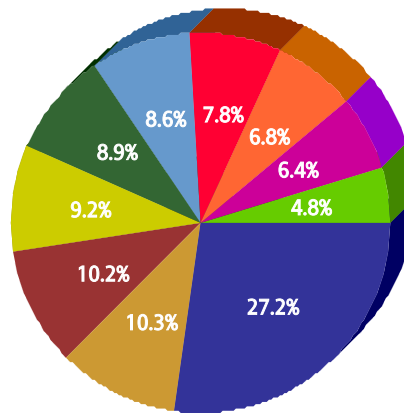


For Citywide

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 6,337 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,391 |
| Animal - Loose Aggressive - DCC | 2,375 |
| Litter - DCC | 2,138 |
| Roll Cart - SAN | 2,080 |
| Recycling ROLL CART Registration - SAN | 2,000 |
| Dead Animal Pick Up - SAN | 1,813 |
| Animal - Confined - DCC | 1,578 |
| Garbage - Missed - SAN | 1,495 |
| Animal - Sick/Injured - DCC | 1,115 |



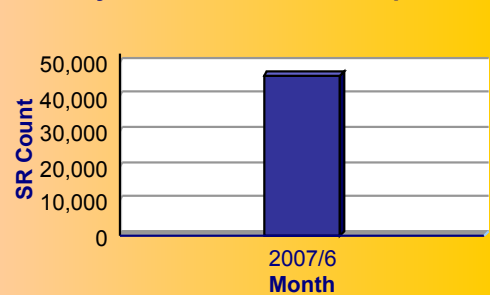
Service

- High Weeds - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Roll Cart - SAN
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Garbage - Missed - SAN
- Animal - Sick/Injured - DCC

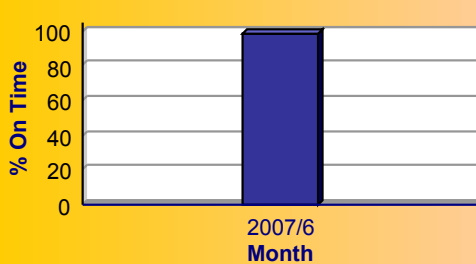
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 46,237 | 33,101 | 32,555 | 98.4% | 13,136 | 13,029 | 99.2% | 98.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 6,337 | 3,093 | 3,093 | 100.0% | 38 | 7.5 | 3,244 | 51.2% | 3,244 | 100.0% | 6,337 | 100.0% |
| 2 | Obstruction Alley/Sidewalk/Street - DCC | 2,391 | 1,759 | 1,759 | 100.0% | 60 | 10.8 | 632 | 26.4% | 632 | 100.0% | 2,391 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 2,375 | 34 | 33 | 97.1% | 3 | 0.3 | 2,341 | 98.6% | 2,333 | 99.7% | 2,366 | 99.6% |
| 4 | Litter - DCC | 2,138 | 941 | 941 | 100.0% | 38 | 8.0 | 1,197 | 56.0% | 1,197 | 100.0% | 2,138 | 100.0% |
| 5 | Roll Cart - SAN | 2,080 | 481 | 458 | 95.2% | 10 | 7.6 | 1,599 | 76.9% | 1,347 | 84.2% | 1,805 | 86.8% |
| 6 | Recycling ROLL CART Registration - SAN | 2,000 | 1,450 | 1,450 | 100.0% | 365 | 9.4 | 550 | 27.5% | 550 | 100.0% | 2,000 | 100.0% |
| 7 | Dead Animal Pick Up - SAN | 1,813 | 20 | 0 | 0.0% | 1 | 0.4 | 1,793 | 98.9% | 1,778 | 99.2% | 1,778 | 98.1% |
| 8 | Animal - Confined - DCC | 1,578 | 16 | 16 | 100.0% | 3 | 0.3 | 1,562 | 99.0% | 1,559 | 99.8% | 1,575 | 99.8% |
| 9 | Garbage - Missed - SAN | 1,495 | 93 | 93 | 100.0% | 6 | 2.6 | 1,402 | 93.8% | 1,334 | 95.1% | 1,427 | 95.5% |
| 10 | Animal - Sick/Injured - DCC | 1,115 | 8 | 8 | 100.0% | 3 | 0.2 | 1,107 | 99.3% | 1,105 | 99.8% | 1,113 | 99.8% |
| 11 | Brush/Bulk Items - Missed - SAN | 1,113 | 8 | 8 | 100.0% | 10 | 0.6 | 1,105 | 99.3% | 1,102 | 99.7% | 1,110 | 99.7% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 861 | 99 | 99 | 100.0% | 10 | 3.6 | 762 | 88.5% | 760 | 99.7% | 859 | 99.8% |
| 13 | Parking - Unapproved Surface - Eve/Weekends - DCC | 786 | 38 | 38 | 100.0% | 10 | 0.3 | 748 | 95.2% | 747 | 99.9% | 785 | 99.9% |
| 14 | Animal - Loose - DCC | 750 | 293 | 293 | 100.0% | 40 | 5.6 | 457 | 60.9% | 457 | 100.0% | 750 | 100.0% |
| 15 | Substandard Structure - DCC | 724 | 589 | 589 | 100.0% | 365 | 6.3 | 135 | 18.6% | 135 | 100.0% | 724 | 100.0% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 651 | 9 | 9 | 100.0% | 3 | 1.0 | 642 | 98.6% | 642 | 100.0% | 651 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 622 | 1 | 0 | 0.0% | 1 | 0.0 | 621 | 99.8% | 619 | 99.7% | 619 | 99.5% |
| 18 | Junk Motor Vehicle - DCC | 597 | 389 | 389 | 100.0% | 126 | 8.5 | 208 | 34.8% | 208 | 100.0% | 597 | 100.0% |
| 19 | Bulky Trash Violations - DCC | 545 | 72 | 67 | 93.1% | 14 | 4.1 | 473 | 86.8% | 457 | 96.6% | 524 | 96.1% |
| 20 | Tree down/low limbs - Emergency-STS | 496 | 0 | 0 | N/A | 5 | 0.1 | 496 | 100.0% | 495 | 99.8% | 495 | 99.8% |

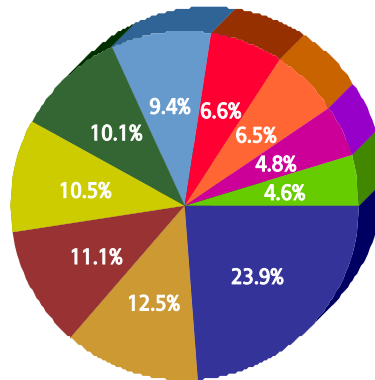


for Central (1)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 391 |
| Litter - DCC | 204 |
| Recycling ROLL CART Registration - SAN | 182 |
| Roll Cart - SAN | 172 |
| Obstruction Alley/Sidewalk/Street - DCC | 166 |
| Garbage - Missed - SAN | 154 |
| Animal - Loose Aggressive - DCC | 108 |
| Traffic Signal - Flashing - PWT | 106 |
| Recyclable Collection Missed (Residential) - SAN | 78 |
| Smoke Detector Request - DFD | 76 |



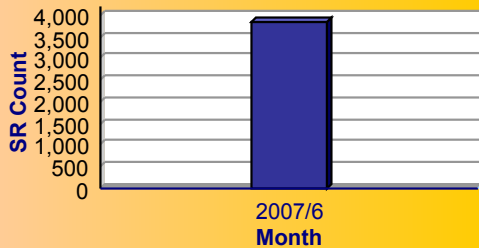
Service

- High Weeds - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Garbage - Missed - SAN
- Animal - Loose Aggressive - DCC
- Traffic Signal - Flashing - PWT
- Recyclable Collection Missed (Residential) - SAN
- Smoke Detector Request - DFD

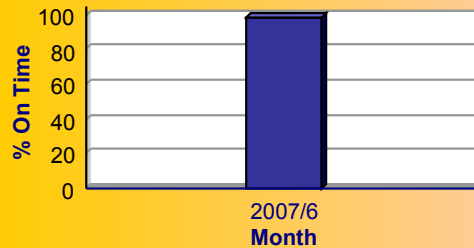
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,844 | 2,921 | 2,861 | 97.9% | 923 | 907 | 98.3% | 98.0% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 391 | 138 | 138 | 100.0% | 38 | 8.9 | 253 | 64.7% | 253 | 100.0% | 391 | 100.0% |
| 2 | Litter - DCC | 204 | 56 | 56 | 100.0% | 38 | 9.4 | 148 | 72.5% | 148 | 100.0% | 204 | 100.0% |
| 3 | Recycling ROLL CART Registration - SAN | 182 | 137 | 137 | 100.0% | 365 | 8.2 | 45 | 24.7% | 45 | 100.0% | 182 | 100.0% |
| 4 | Roll Cart - SAN | 172 | 44 | 35 | 79.5% | 10 | 8.0 | 128 | 74.4% | 99 | 77.3% | 134 | 77.9% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 166 | 75 | 75 | 100.0% | 60 | 10.7 | 91 | 54.8% | 91 | 100.0% | 166 | 100.0% |
| 6 | Garbage - Missed - SAN | 154 | 3 | 3 | 100.0% | 6 | 2.4 | 151 | 98.1% | 142 | 94.0% | 145 | 94.2% |
| 7 | Animal - Loose Aggressive - DCC | 108 | 2 | 2 | 100.0% | 3 | 0.4 | 106 | 98.1% | 106 | 100.0% | 108 | 100.0% |
| 8 | Traffic Signal - Flashing - PWT | 106 | 2 | 2 | 100.0% | 4 | 1.2 | 104 | 98.1% | 104 | 100.0% | 106 | 100.0% |
| 9 | Recyclable Collection Missed (Residential) - SAN | 78 | 1 | 1 | 100.0% | 3 | 1.1 | 77 | 98.7% | 77 | 100.0% | 78 | 100.0% |
| 10 | Smoke Detector Request - DFD | 76 | 29 | 29 | 100.0% | 30 | 0.8 | 47 | 61.8% | 47 | 100.0% | 76 | 100.0% |
| 11 | Animal - Confined - DCC | 74 | 2 | 2 | 100.0% | 3 | 0.2 | 72 | 97.3% | 72 | 100.0% | 74 | 100.0% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 70 | 9 | 9 | 100.0% | 10 | 3.4 | 61 | 87.1% | 60 | 98.4% | 69 | 98.6% |
| 13 | Dead Animal Pick Up - SAN | 69 | 1 | 0 | 0.0% | 1 | 0.3 | 68 | 98.6% | 68 | 100.0% | 68 | 98.6% |
| 14 | Fire Inspection - DFD | 65 | 46 | 46 | 100.0% | 60 | 7.5 | 19 | 29.2% | 19 | 100.0% | 65 | 100.0% |
| 15 | Illegal Garbage/Placement - DCC | 61 | 25 | 25 | 100.0% | 60 | 8.8 | 36 | 59.0% | 36 | 100.0% | 61 | 100.0% |
| 16 | Animal - Sick/Injured - DCC | 60 | 0 | 0 | N/A | 3 | 0.2 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 60 | 0 | 0 | N/A | 1 | 0.0 | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |
| 18 | Parking - Unapproved Surface - Eve/Weekends - DCC | 59 | 0 | 0 | N/A | 10 | 0.3 | 59 | 100.0% | 59 | 100.0% | 59 | 100.0% |
| 19 | Animal - Loose - DCC | 58 | 20 | 20 | 100.0% | 40 | 5.0 | 38 | 65.5% | 38 | 100.0% | 58 | 100.0% |
| 20 | Signs - Public Right of Way Eve/Weekends - DCC | 56 | 0 | 0 | N/A | 7 | 0.5 | 56 | 100.0% | 56 | 100.0% | 56 | 100.0% |

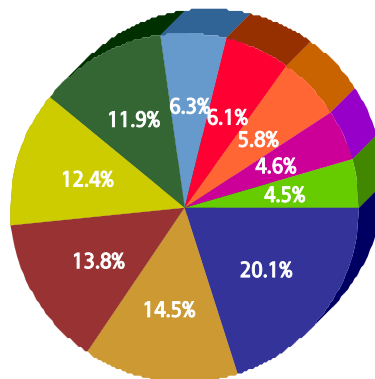


for North Central (6)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 473 |
| High Weeds - DCC | 341 |
| Roll Cart - SAN | 325 |
| Garbage - Missed - SAN | 293 |
| Obstruction Alley/Sidewalk/Street - DCC | 280 |
| Recyclable Collection Missed (Residential) - SAN | 148 |
| Animal - Confined - DCC | 144 |
| Dead Animal Pick Up - SAN | 137 |
| Mosquitoes - EHS | 108 |
| Bulky Trash Violations - DCC | 106 |



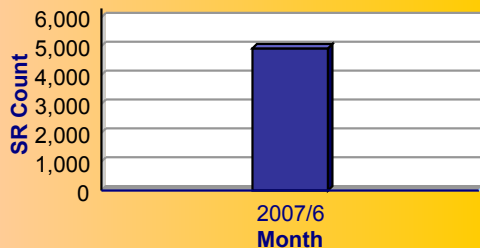
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Roll Cart - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Recyclable Collection Missed (Residential) - SAN
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Mosquitoes - EHS
- Bulky Trash Violations - DCC

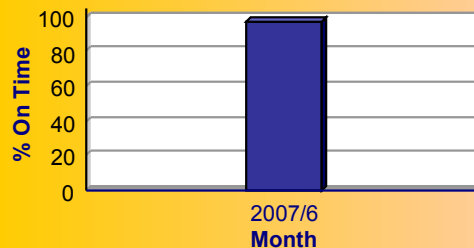
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 4,930 | 3,555 | 3,436 | 96.7% | 1,375 | 1,364 | 99.2% | 97.4% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for North Central (6)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 473 | 317 | 317 | 100.0% | 365 | 8.9 | 156 | 33.0% | 156 | 100.0% | 473 | 100.0% |
| 2 | High Weeds - DCC | 341 | 158 | 158 | 100.0% | 38 | 8.7 | 183 | 53.7% | 183 | 100.0% | 341 | 100.0% |
| 3 | Roll Cart - SAN | 325 | 62 | 60 | 96.8% | 10 | 7.8 | 263 | 80.9% | 222 | 84.4% | 282 | 86.8% |
| 4 | Garbage - Missed - SAN | 293 | 42 | 42 | 100.0% | 6 | 3.7 | 251 | 85.7% | 218 | 86.9% | 260 | 88.7% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 280 | 197 | 197 | 100.0% | 60 | 12.6 | 83 | 29.6% | 83 | 100.0% | 280 | 100.0% |
| 6 | Recyclable Collection Missed (Residential) - SAN | 148 | 2 | 2 | 100.0% | 3 | 1.1 | 146 | 98.6% | 146 | 100.0% | 148 | 100.0% |
| 7 | Animal - Confined - DCC | 144 | 1 | 1 | 100.0% | 3 | 0.2 | 143 | 99.3% | 143 | 100.0% | 144 | 100.0% |
| 8 | Dead Animal Pick Up - SAN | 137 | 1 | 0 | 0.0% | 1 | 0.4 | 136 | 99.3% | 136 | 100.0% | 136 | 99.3% |
| 9 | Mosquitoes - EHS | 108 | 13 | 13 | 100.0% | 45 | 6.8 | 95 | 88.0% | 95 | 100.0% | 108 | 100.0% |
| 10 | Bulky Trash Violations - DCC | 106 | 14 | 14 | 100.0% | 14 | 3.7 | 92 | 86.8% | 90 | 97.8% | 104 | 98.1% |
| 11 | Street Spillage/Debris in Right of Way-Hazardous-STS | 93 | 0 | 0 | N/A | 1 | 0.0 | 93 | 100.0% | 93 | 100.0% | 93 | 100.0% |
| 12 | Litter - DCC | 87 | 47 | 47 | 100.0% | 38 | 12.4 | 40 | 46.0% | 40 | 100.0% | 87 | 100.0% |
| 13 | Animal - Sick/Injured - DCC | 87 | 1 | 1 | 100.0% | 3 | 0.2 | 86 | 98.9% | 86 | 100.0% | 87 | 100.0% |
| 14 | Signs - Public Right of Way Eve/Weekends - DCC | 84 | 1 | 1 | 100.0% | 7 | 0.2 | 83 | 98.8% | 83 | 100.0% | 84 | 100.0% |
| 15 | Fire Inspection - DFD | 82 | 35 | 35 | 100.0% | 60 | 14.5 | 47 | 57.3% | 47 | 100.0% | 82 | 100.0% |
| 16 | Alley Repair - Routine-STS | 81 | 54 | 54 | 100.0% | 90 | 6.2 | 27 | 33.3% | 27 | 100.0% | 81 | 100.0% |
| 17 | Sanitation Property Damage - SAN | 70 | 15 | 15 | 100.0% | 28 | 4.9 | 55 | 78.6% | 55 | 100.0% | 70 | 100.0% |
| 18 | Street Repair - Routine-STS | 69 | 25 | 25 | 100.0% | 90 | 6.8 | 44 | 63.8% | 44 | 100.0% | 69 | 100.0% |
| 19 | 24 Hour Parking/Parking Violations - DPD | 68 | 3 | 3 | 100.0% | 10 | 2.7 | 65 | 95.6% | 65 | 100.0% | 68 | 100.0% |
| 20 | Brush/Bulk Items - Missed - SAN | 65 | 1 | 1 | 100.0% | 10 | 3.2 | 64 | 98.5% | 64 | 100.0% | 65 | 100.0% |
| 21 | Animal - Loose Aggressive - DCC | 65 | 1 | 0 | 0.0% | 3 | 0.6 | 64 | 98.5% | 63 | 98.4% | 63 | 96.9% |

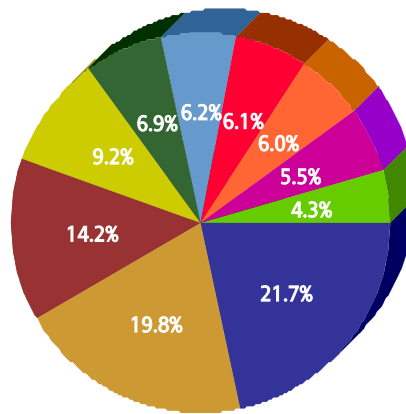


for Northeast (2)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 877 |
| Obstruction Alley/Sidewalk/Street - DCC | 799 |
| Recycling ROLL CART Registration - SAN | 571 |
| Roll Cart - SAN | 373 |
| Animal - Confined - DCC | 277 |
| Litter - DCC | 252 |
| Animal - Loose Aggressive - DCC | 245 |
| Garbage - Missed - SAN | 243 |
| Dead Animal Pick Up - SAN | 223 |
| 24 Hour Parking/Parking Violations - DPD | 175 |



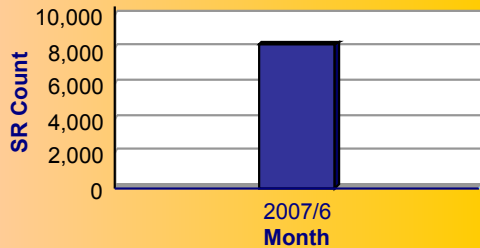
Service

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

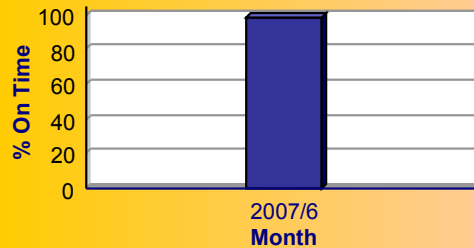
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 8,239 | 5,611 | 5,502 | 98.1% | 2,628 | 2,614 | 99.5% | 98.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northeast (2)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 877 | 459 | 459 | 100.0% | 38 | 8.1 | 418 | 47.7% | 418 | 100.0% | 877 | 100.0% |
| 2 | Obstruction Alley/Sidewalk/Street - DCC | 799 | 655 | 655 | 100.0% | 60 | 8.9 | 144 | 18.0% | 144 | 100.0% | 799 | 100.0% |
| 3 | Recycling ROLL CART Registration - SAN | 571 | 448 | 448 | 100.0% | 365 | 8.8 | 123 | 21.5% | 123 | 100.0% | 571 | 100.0% |
| 4 | Roll Cart - SAN | 373 | 97 | 92 | 94.8% | 10 | 8.2 | 276 | 74.0% | 212 | 76.8% | 304 | 81.5% |
| 5 | Animal - Confined - DCC | 277 | 2 | 2 | 100.0% | 3 | 0.3 | 275 | 99.3% | 274 | 99.6% | 276 | 99.6% |
| 6 | Litter - DCC | 252 | 110 | 110 | 100.0% | 38 | 6.3 | 142 | 56.3% | 142 | 100.0% | 252 | 100.0% |
| 7 | Animal - Loose Aggressive - DCC | 245 | 6 | 6 | 100.0% | 3 | 0.3 | 239 | 97.6% | 239 | 100.0% | 245 | 100.0% |
| 8 | Garbage - Missed - SAN | 243 | 22 | 22 | 100.0% | 6 | 2.8 | 221 | 90.9% | 206 | 93.2% | 228 | 93.8% |
| 9 | Dead Animal Pick Up - SAN | 223 | 1 | 0 | 0.0% | 1 | 0.3 | 222 | 99.6% | 222 | 100.0% | 222 | 99.6% |
| 10 | 24 Hour Parking/Parking Violations - DPD | 175 | 26 | 26 | 100.0% | 10 | 2.4 | 149 | 85.1% | 149 | 100.0% | 175 | 100.0% |
| 11 | Recyclable Collection Missed (Residential) - SAN | 155 | 1 | 1 | 100.0% | 3 | 1.0 | 154 | 99.4% | 154 | 100.0% | 155 | 100.0% |
| 12 | Bulky Trash Violations - DCC | 151 | 18 | 18 | 100.0% | 14 | 3.6 | 133 | 88.1% | 130 | 97.7% | 148 | 98.0% |
| 13 | Substandard Structure Apts - DCC | 142 | 57 | 57 | 100.0% | 365 | 5.7 | 85 | 59.9% | 85 | 100.0% | 142 | 100.0% |
| 14 | Animal - Sick/Injured - DCC | 138 | 0 | 0 | N/A | 3 | 0.2 | 138 | 100.0% | 138 | 100.0% | 138 | 100.0% |
| 15 | Street Spillage/Debris in Right of Way-Hazardous-ST5 | 117 | 0 | 0 | N/A | 1 | 0.1 | 117 | 100.0% | 115 | 98.3% | 115 | 98.3% |
| 16 | Signs - Public Right of Way Eve/Weekends - DCC | 109 | 0 | 0 | N/A | 7 | 0.1 | 109 | 100.0% | 109 | 100.0% | 109 | 100.0% |
| 17 | Tree down/low limbs - Emergency-ST5 | 108 | 0 | 0 | N/A | 5 | 0.1 | 108 | 100.0% | 108 | 100.0% | 108 | 100.0% |
| 18 | Traffic Signal - Flashing - PWT | 94 | 9 | 9 | 100.0% | 4 | 1.2 | 85 | 90.4% | 84 | 98.8% | 93 | 98.9% |
| 19 | Parking - Unapproved Surface - Eve/Weekends - DCC | 93 | 1 | 1 | 100.0% | 10 | 0.2 | 92 | 98.9% | 92 | 100.0% | 93 | 100.0% |
| 20 | Animal - Loose - DCC | 92 | 40 | 40 | 100.0% | 40 | 6.4 | 52 | 56.5% | 52 | 100.0% | 92 | 100.0% |

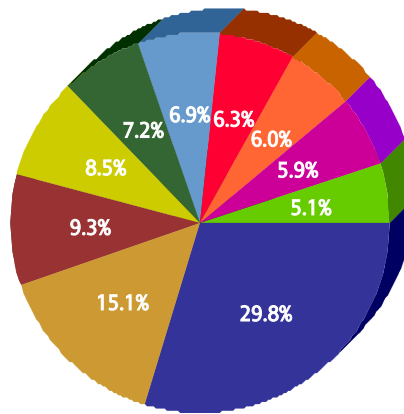


for Northwest (5)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 811 |
| Litter - DCC | 411 |
| Animal - Loose Aggressive - DCC | 253 |
| Obstruction Alley/Sidewalk/Street - DCC | 232 |
| Roll Cart - SAN | 196 |
| Dead Animal Pick Up - SAN | 187 |
| Recycling ROLL CART Registration - SAN | 172 |
| Garbage - Missed - SAN | 163 |
| Animal - Confined - DCC | 162 |
| Smoke Detector Request - DFD | 138 |



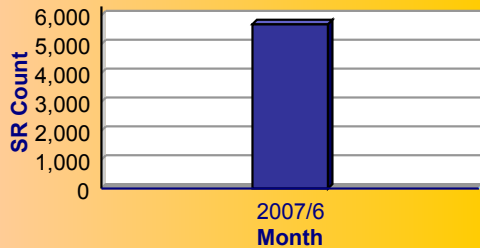
Service

- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Recycling ROLL CART Registration - SAN
- Garbage - Missed - SAN
- Animal - Confined - DCC
- Smoke Detector Request - DFD

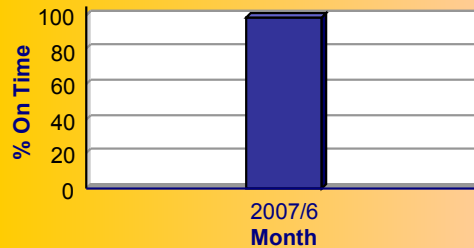
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 5,644 | 4,262 | 4,196 | 98.5% | 1,382 | 1,373 | 99.3% | 98.7% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Northwest (5)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 811 | 321 | 321 | 100.0% | 38 | 7.7 | 490 | 60.4% | 490 | 100.0% | 811 | 100.0% |
| 2 | Litter - DCC | 411 | 129 | 129 | 100.0% | 38 | 7.2 | 282 | 68.6% | 282 | 100.0% | 411 | 100.0% |
| 3 | Animal - Loose Aggressive - DCC | 253 | 1 | 1 | 100.0% | 3 | 0.2 | 252 | 99.6% | 252 | 100.0% | 253 | 100.0% |
| 4 | Obstruction Alley/Sidewalk/Street - DCC | 232 | 124 | 124 | 100.0% | 60 | 11.8 | 108 | 46.6% | 108 | 100.0% | 232 | 100.0% |
| 5 | Roll Cart - SAN | 196 | 49 | 48 | 98.0% | 10 | 7.8 | 147 | 75.0% | 124 | 84.4% | 172 | 87.8% |
| 6 | Dead Animal Pick Up - SAN | 187 | 1 | 0 | 0.0% | 1 | 0.4 | 186 | 99.5% | 180 | 96.8% | 180 | 96.3% |
| 7 | Recycling ROLL CART Registration - SAN | 172 | 121 | 121 | 100.0% | 365 | 8.2 | 51 | 29.7% | 51 | 100.0% | 172 | 100.0% |
| 8 | Garbage - Missed - SAN | 163 | 8 | 8 | 100.0% | 6 | 3.5 | 155 | 95.1% | 146 | 94.2% | 154 | 94.5% |
| 9 | Animal - Confined - DCC | 162 | 0 | 0 | N/A | 3 | 0.3 | 162 | 100.0% | 162 | 100.0% | 162 | 100.0% |
| 10 | Smoke Detector Request - DFD | 138 | 4 | 4 | 100.0% | 30 | 1.4 | 134 | 97.1% | 134 | 100.0% | 138 | 100.0% |
| 11 | Animal - Sick/Injured - DCC | 122 | 1 | 1 | 100.0% | 3 | 0.3 | 121 | 99.2% | 120 | 99.2% | 121 | 99.2% |
| 12 | Street Spillage/Debris in Right of Way-Hazardous-STS | 119 | 0 | 0 | N/A | 1 | 0.0 | 119 | 100.0% | 119 | 100.0% | 119 | 100.0% |
| 13 | Junk Motor Vehicle - DCC | 110 | 87 | 87 | 100.0% | 126 | 8.2 | 23 | 20.9% | 23 | 100.0% | 110 | 100.0% |
| 14 | Parking - Unapproved Surface - Eve/Weekends - DCC | 110 | 0 | 0 | N/A | 10 | 0.3 | 110 | 100.0% | 109 | 99.1% | 109 | 99.1% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 95 | 11 | 11 | 100.0% | 10 | 5.6 | 84 | 88.4% | 83 | 98.8% | 94 | 98.9% |
| 16 | Street Repair - Routine-STS | 88 | 32 | 32 | 100.0% | 90 | 5.0 | 56 | 63.6% | 56 | 100.0% | 88 | 100.0% |
| 17 | Signs - Public Right of Way Eve/Weekends - DCC | 87 | 0 | 0 | N/A | 7 | 0.1 | 87 | 100.0% | 87 | 100.0% | 87 | 100.0% |
| 18 | Fire Inspection - DFD | 80 | 46 | 46 | 100.0% | 60 | 5.4 | 34 | 42.5% | 34 | 100.0% | 80 | 100.0% |
| 19 | Pothole - Hazardous-STS | 78 | 0 | 0 | N/A | 1 | 0.1 | 78 | 100.0% | 78 | 100.0% | 78 | 100.0% |
| 20 | Motor Vehicle Repair Violation - DCC | 76 | 22 | 22 | 100.0% | 40 | 3.7 | 54 | 71.1% | 54 | 100.0% | 76 | 100.0% |

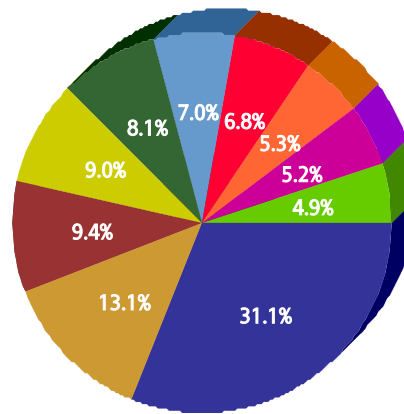


for Southeast (3)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 2,135 |
| Animal - Loose Aggressive - DCC | 901 |
| Dead Animal Pick Up - SAN | 643 |
| Litter - DCC | 616 |
| Brush/Bulk Items - Missed - SAN | 555 |
| Animal - Confined - DCC | 480 |
| Roll Cart - SAN | 468 |
| Animal - Sick/Injured - DCC | 361 |
| Obstruction Alley/Sidewalk/Street - DCC | 360 |
| Substandard Structure - DCC | 339 |



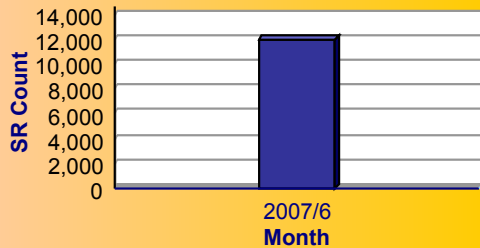
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Litter - DCC
- Brush/Bulk Items - Missed - SAN
- Animal - Confined - DCC
- Roll Cart - SAN
- Animal - Sick/Injured - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC

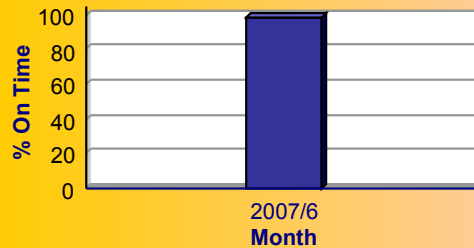
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 12,056 | 8,876 | 8,764 | 98.7% | 3,180 | 3,150 | 99.1% | 98.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 2,135 | 990 | 990 | 100.0% | 38 | 6.4 | 1,145 | 53.6% | 1,145 | 100.0% | 2,135 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 901 | 12 | 12 | 100.0% | 3 | 0.3 | 889 | 98.7% | 887 | 99.8% | 899 | 99.8% |
| 3 | Dead Animal Pick Up - SAN | 643 | 10 | 0 | 0.0% | 1 | 0.4 | 633 | 98.4% | 631 | 99.7% | 631 | 98.1% |
| 4 | Litter - DCC | 616 | 284 | 284 | 100.0% | 38 | 7.1 | 332 | 53.9% | 332 | 100.0% | 616 | 100.0% |
| 5 | Brush/Bulk Items - Missed - SAN | 555 | 1 | 1 | 100.0% | 10 | 0.3 | 554 | 99.8% | 553 | 99.8% | 554 | 99.8% |
| 6 | Animal - Confined - DCC | 480 | 7 | 7 | 100.0% | 3 | 0.4 | 473 | 98.5% | 471 | 99.6% | 478 | 99.6% |
| 7 | Roll Cart - SAN | 468 | 109 | 103 | 94.5% | 10 | 7.8 | 359 | 76.7% | 296 | 82.5% | 399 | 85.3% |
| 8 | Animal - Sick/Injured - DCC | 361 | 1 | 1 | 100.0% | 3 | 0.2 | 360 | 99.7% | 359 | 99.7% | 360 | 99.7% |
| 9 | Obstruction Alley/Sidewalk/Street - DCC | 360 | 273 | 273 | 100.0% | 60 | 11.8 | 87 | 24.2% | 87 | 100.0% | 360 | 100.0% |
| 10 | Substandard Structure - DCC | 339 | 279 | 279 | 100.0% | 365 | 6.8 | 60 | 17.7% | 60 | 100.0% | 339 | 100.0% |
| 11 | Parking - Unapproved Surface - Eve/Weekends - DCC | 329 | 21 | 21 | 100.0% | 10 | 0.4 | 308 | 93.6% | 308 | 100.0% | 329 | 100.0% |
| 12 | Garbage - Missed - SAN | 312 | 7 | 7 | 100.0% | 6 | 2.0 | 305 | 97.8% | 305 | 100.0% | 312 | 100.0% |
| 13 | Animal - Loose - DCC | 255 | 89 | 89 | 100.0% | 40 | 5.3 | 166 | 65.1% | 166 | 100.0% | 255 | 100.0% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 234 | 16 | 16 | 100.0% | 10 | 3.7 | 218 | 93.2% | 218 | 100.0% | 234 | 100.0% |
| 15 | Recycling ROLL CART Registration - SAN | 200 | 147 | 147 | 100.0% | 365 | 10.2 | 53 | 26.5% | 53 | 100.0% | 200 | 100.0% |
| 16 | Junk Motor Vehicle - DCC | 152 | 95 | 95 | 100.0% | 126 | 10.3 | 57 | 37.5% | 57 | 100.0% | 152 | 100.0% |
| 17 | Mosquitoes - EHS | 131 | 15 | 15 | 100.0% | 45 | 6.4 | 116 | 88.5% | 116 | 100.0% | 131 | 100.0% |
| 18 | Animal - Cruelty - DCC | 122 | 2 | 2 | 100.0% | 30 | 0.4 | 120 | 98.4% | 120 | 100.0% | 122 | 100.0% |
| 19 | Bulky Trash Violations - DCC | 120 | 15 | 10 | 66.7% | 14 | 4.6 | 105 | 87.5% | 100 | 95.2% | 110 | 91.7% |
| 20 | Open and Vacant Structure - DCC | 107 | 44 | 44 | 100.0% | 30 | 5.9 | 63 | 58.9% | 63 | 100.0% | 107 | 100.0% |

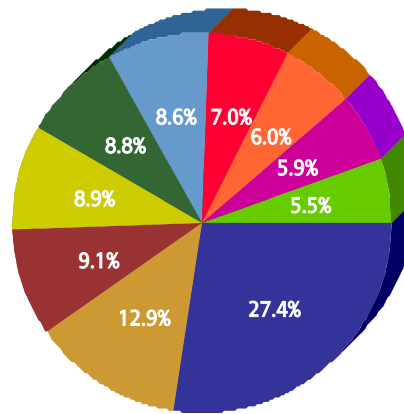


for Southwest (4)

June 2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 1,695 |
| Animal - Loose Aggressive - DCC | 795 |
| Litter - DCC | 561 |
| Obstruction Alley/Sidewalk/Street - DCC | 550 |
| Dead Animal Pick Up - SAN | 543 |
| Roll Cart - SAN | 532 |
| Animal - Confined - DCC | 433 |
| Recycling ROLL CART Registration - SAN | 369 |
| Brush/Bulk Items - Missed - SAN | 368 |
| Animal - Sick/Injured - DCC | 339 |



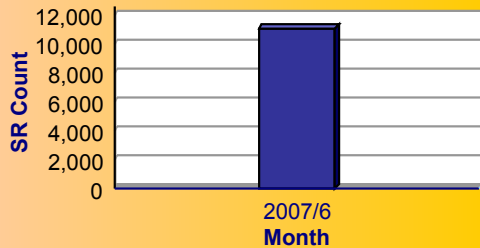
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Recycling ROLL CART Registration - SAN
- Brush/Bulk Items - Missed - SAN
- Animal - Sick/Injured - DCC

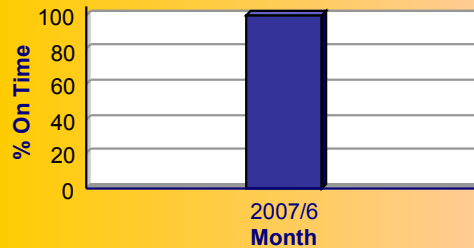
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 11,043 | 7,592 | 7,521 | 99.1% | 3,451 | 3,435 | 99.5% | 99.2% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southwest (4)

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 1,695 | 958 | 958 | 100.0% | 38 | 7.8 | 737 | 43.5% | 737 | 100.0% | 1,695 | 100.0% |
| 2 | Animal - Loose Aggressive - DCC | 795 | 12 | 12 | 100.0% | 3 | 0.3 | 783 | 98.5% | 778 | 99.4% | 790 | 99.4% |
| 3 | Litter - DCC | 561 | 312 | 312 | 100.0% | 38 | 9.6 | 249 | 44.4% | 249 | 100.0% | 561 | 100.0% |
| 4 | Obstruction Alley/Sidewalk/Street - DCC | 550 | 432 | 432 | 100.0% | 60 | 10.1 | 118 | 21.5% | 118 | 100.0% | 550 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 543 | 6 | 0 | 0.0% | 1 | 0.4 | 537 | 98.9% | 531 | 98.9% | 531 | 97.8% |
| 6 | Roll Cart - SAN | 532 | 114 | 114 | 100.0% | 10 | 6.7 | 418 | 78.6% | 387 | 92.6% | 501 | 94.2% |
| 7 | Animal - Confined - DCC | 433 | 4 | 4 | 100.0% | 3 | 0.3 | 429 | 99.1% | 429 | 100.0% | 433 | 100.0% |
| 8 | Recycling ROLL CART Registration - SAN | 369 | 253 | 253 | 100.0% | 365 | 11.2 | 116 | 31.4% | 116 | 100.0% | 369 | 100.0% |
| 9 | Brush/Bulk Items - Missed - SAN | 368 | 3 | 3 | 100.0% | 10 | 0.3 | 365 | 99.2% | 365 | 100.0% | 368 | 100.0% |
| 10 | Animal - Sick/Injured - DCC | 339 | 5 | 5 | 100.0% | 3 | 0.2 | 334 | 98.5% | 334 | 100.0% | 339 | 100.0% |
| 11 | Garbage - Missed - SAN | 324 | 10 | 10 | 100.0% | 6 | 1.7 | 314 | 96.9% | 313 | 99.7% | 323 | 99.7% |
| 12 | Animal - Loose - DCC | 239 | 104 | 104 | 100.0% | 40 | 5.6 | 135 | 56.5% | 135 | 100.0% | 239 | 100.0% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 217 | 34 | 34 | 100.0% | 10 | 3.8 | 183 | 84.3% | 183 | 100.0% | 217 | 100.0% |
| 14 | Junk Motor Vehicle - DCC | 198 | 136 | 136 | 100.0% | 126 | 8.0 | 62 | 31.3% | 62 | 100.0% | 198 | 100.0% |
| 15 | Parking - Unapproved Surface - Eve/Weekends - DCC | 179 | 16 | 16 | 100.0% | 10 | 0.4 | 163 | 91.1% | 163 | 100.0% | 179 | 100.0% |
| 16 | Substandard Structure - DCC | 160 | 144 | 144 | 100.0% | 365 | 7.6 | 16 | 10.0% | 16 | 100.0% | 160 | 100.0% |
| 17 | Tree down/low limbs - Emergency-STs | 145 | 0 | 0 | N/A | 5 | 0.1 | 145 | 100.0% | 145 | 100.0% | 145 | 100.0% |
| 18 | Illegal Garbage/Placement - DCC | 140 | 117 | 117 | 100.0% | 60 | 5.5 | 23 | 16.4% | 23 | 100.0% | 140 | 100.0% |
| 19 | Illegal Outside Storage - DCC | 136 | 89 | 89 | 100.0% | 38 | 12.1 | 47 | 34.6% | 47 | 100.0% | 136 | 100.0% |
| 20 | Sanitation Misc. - SAN | 132 | 0 | 0 | N/A | 10 | 0.3 | 132 | 100.0% | 132 | 100.0% | 132 | 100.0% |

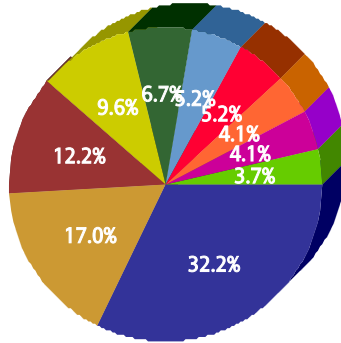


for Unknown

June 2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 87 |
| Complaint/Compliment - CTY | 46 |
| Recycling ROLL CART Registration - SAN | 33 |
| Fire Inspection - DFD | 26 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 18 |
| Animal - Loose - DCC | 14 |
| Roll Cart - SAN | 14 |
| Dead Animal Pick Up - SAN | 11 |
| Signs - Public Right of Way Eve/Weekends - DCC | 11 |
| Substandard Structure Apts - DCC | 10 |



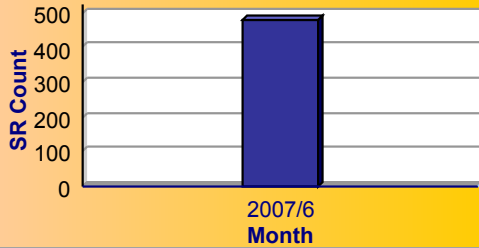
Service

- High Weeds - DCC
- Complaint/Compliment - CTY
- Recycling ROLL CART Registration - SAN
- Fire Inspection - DFD
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Animal - Loose - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Signs - Public Right of Way Eve/Weekends - DCC
- Substandard Structure Apts - DCC

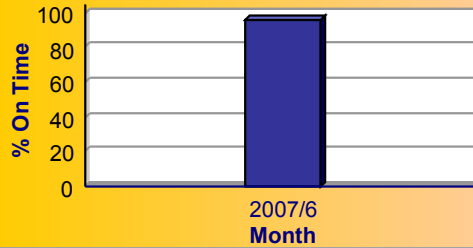
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 481 | 284 | 275 | 96.8% | 197 | 186 | 94.4% | 95.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Unknown

June 2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 87 | 69 | 69 | 100.0% | 38 | 6.5 | 18 | 20.7% | 18 | 100.0% | 87 | 100.0% |
| 2 | Complaint/Compliment - CTY | 46 | 21 | 12 | 57.1% | 10 | 4.8 | 25 | 54.3% | 23 | 92.0% | 35 | 76.1% |
| 3 | Recycling ROLL CART Registration - SAN | 33 | 27 | 27 | 100.0% | 365 | 9.8 | 6 | 18.2% | 6 | 100.0% | 33 | 100.0% |
| 4 | Fire Inspection - DFD | 26 | 19 | 19 | 100.0% | 60 | 9.4 | 7 | 26.9% | 7 | 100.0% | 26 | 100.0% |
| 5 | Street Spillage/Debris in Right of Way-Hazardous-STS | 18 | 0 | 0 | N/A | 1 | 0.0 | 18 | 100.0% | 18 | 100.0% | 18 | 100.0% |
| 6 | Animal - Loose - DCC | 14 | 5 | 5 | 100.0% | 40 | 1.1 | 9 | 64.3% | 9 | 100.0% | 14 | 100.0% |
| 7 | Roll Cart - SAN | 14 | 6 | 6 | 100.0% | 10 | 6.8 | 8 | 57.1% | 7 | 87.5% | 13 | 92.9% |
| 8 | Dead Animal Pick Up - SAN | 11 | 0 | 0 | N/A | 1 | 0.4 | 11 | 100.0% | 10 | 90.9% | 10 | 90.9% |
| 9 | Signs - Public Right of Way Eve/Weekends - DCC | 11 | 0 | 0 | N/A | 7 | 0.1 | 11 | 100.0% | 11 | 100.0% | 11 | 100.0% |
| 10 | Substandard Structure Apts - DCC | 10 | 6 | 6 | 100.0% | 365 | 9.5 | 4 | 40.0% | 4 | 100.0% | 10 | 100.0% |
| 11 | Animal - Confined - DCC | 8 | 0 | 0 | N/A | 3 | 0.2 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 12 | Brush/Bulk Items - Missed - SAN | 8 | 0 | 0 | N/A | 10 | 5.6 | 8 | 100.0% | 6 | 75.0% | 6 | 75.0% |
| 13 | Animal - Loose Aggressive - DCC | 8 | 0 | 0 | N/A | 3 | 0.1 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 14 | Animal - Sick/Injured - DCC | 8 | 0 | 0 | N/A | 3 | 0.0 | 8 | 100.0% | 8 | 100.0% | 8 | 100.0% |
| 15 | Litter - DCC | 7 | 3 | 3 | 100.0% | 38 | 13.8 | 4 | 57.1% | 4 | 100.0% | 7 | 100.0% |
| 16 | Plumbing Violation Apts - DCC | 7 | 2 | 2 | 100.0% | 60 | 4.4 | 5 | 71.4% | 5 | 100.0% | 7 | 100.0% |
| 17 | Mosquitoes - EHS | 7 | 1 | 1 | 100.0% | 45 | 4.2 | 6 | 85.7% | 6 | 100.0% | 7 | 100.0% |
| 18 | Traffic Signal - Flashing - PWT | 7 | 0 | 0 | N/A | 4 | 1.0 | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% |
| 19 | Miscellaneous Service Request - SCS | 6 | 0 | 0 | N/A | 10 | 0.5 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 20 | Illegal Food Vending - EHS | 6 | 0 | 0 | N/A | 45 | 3.8 | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |
| 21 | Garbage - Missed - SAN | 6 | 1 | 1 | 100.0% | 6 | 4.0 | 5 | 83.3% | 4 | 80.0% | 5 | 83.3% |



FY 2006 – 2007

YEAR-TO-DATE

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

JUNE 2007

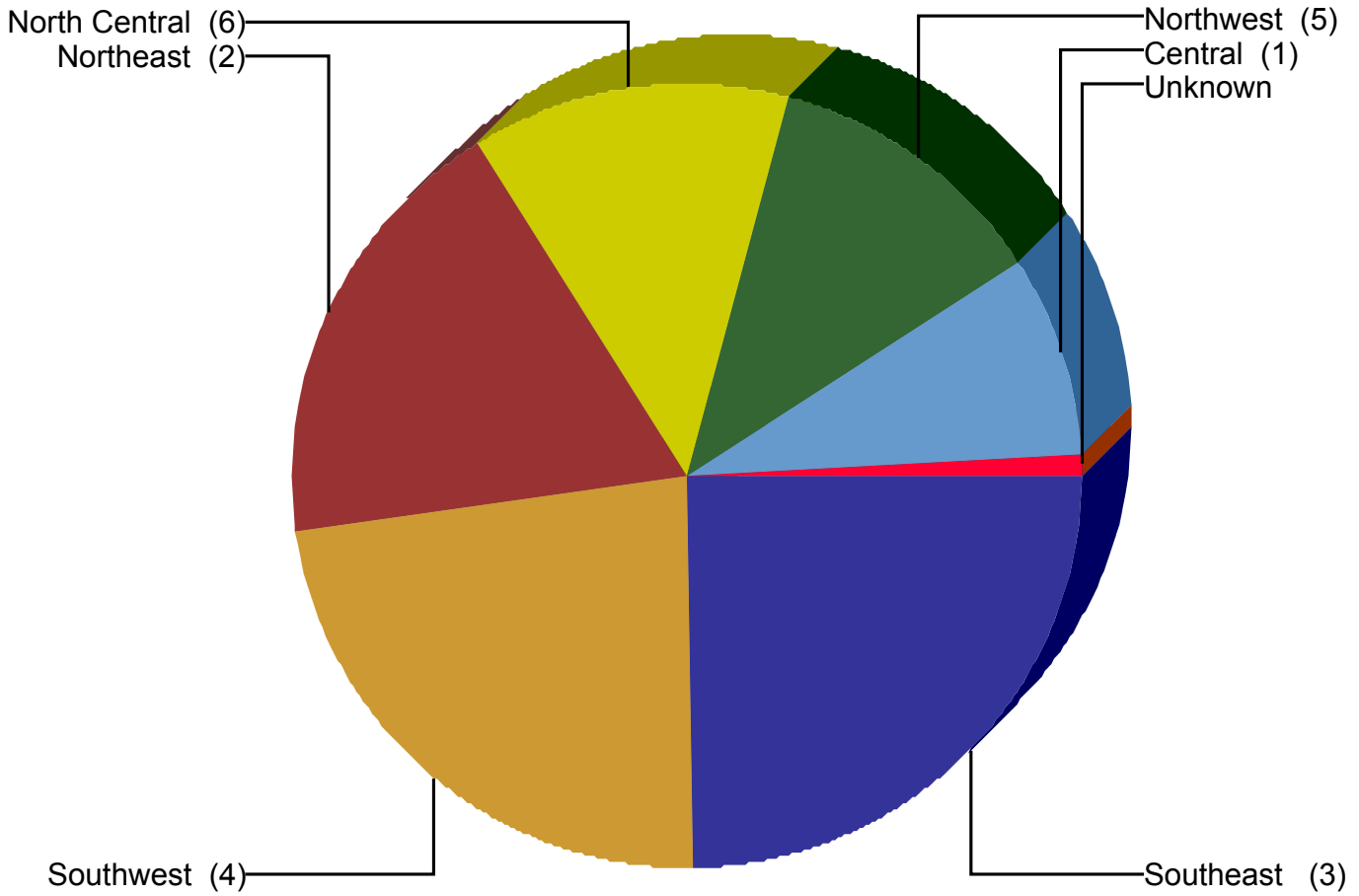
TABLE OF CONTENTS

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



City of Dallas

Service Area Report
For YTD Through June 2007



| Service Area | SRs Created | % of CityWide Total | % of All SRs On Time |
|-------------------|----------------|---------------------|----------------------|
| Central (1) | 30,878 | 8.3% | 96.3% |
| North Central (6) | 49,071 | 13.2% | 97.5% |
| Northeast (2) | 68,368 | 18.4% | 97.2% |
| Northwest (5) | 42,569 | 11.5% | 96.5% |
| Southeast (3) | 91,373 | 24.6% | 95.8% |
| Southwest (4) | 85,463 | 23.0% | 95.6% |
| Unknown | 3,272 | 0.9% | 90.4% |
| Total | 371,187 | 100.0% | 96.3% |

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

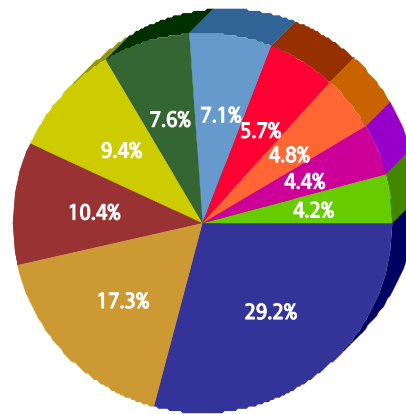


For Citywide

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 57,093 |
| High Weeds - DCC | 33,843 |
| Litter - DCC | 20,426 |
| Animal - Loose Aggressive - DCC | 18,300 |
| Roll Cart - SAN | 14,790 |
| Dead Animal Pick Up - SAN | 13,796 |
| Animal - Confined - DCC | 11,048 |
| Obstruction Alley/Sidewalk/Street - DCC | 9,475 |
| Substandard Structure - DCC | 8,546 |
| Garbage - Missed - SAN | 8,218 |



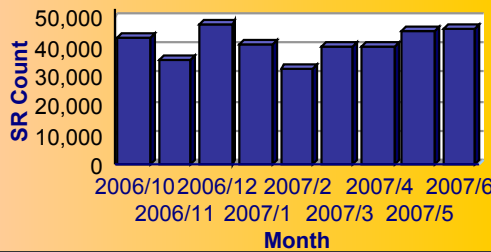
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Roll Cart - SAN
- Dead Animal Pick Up - SAN
- Animal - Confined - DCC
- Obstruction Alley/Sidewalk/Street - DCC
- Substandard Structure - DCC
- Garbage - Missed - SAN

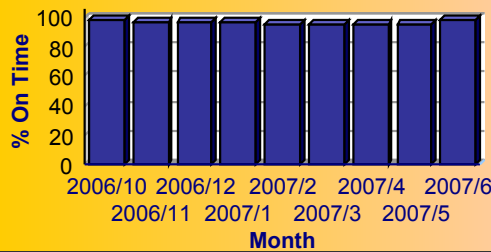
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 371,187 | 350,533 | 337,306 | 96.2% | 20,654 | 20,165 | 97.6% | 96.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

For Citywide

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 57,093 | 4,043 | 4,043 | 100.0% | 365 | 73.4 | 53,050 | 92.9% | 53,050 | 100.0% | 57,093 | 100.0% |
| 2 | High Weeds - DCC | 33,843 | 3,242 | 3,218 | 99.3% | 38 | 17.3 | 30,601 | 90.4% | 28,575 | 93.4% | 31,793 | 93.9% |
| 3 | Litter - DCC | 20,426 | 1,007 | 999 | 99.2% | 38 | 18.9 | 19,419 | 95.1% | 17,905 | 92.2% | 18,904 | 92.5% |
| 4 | Animal - Loose Aggressive - DCC | 18,300 | 34 | 33 | 97.1% | 3 | 0.4 | 18,266 | 99.8% | 18,168 | 99.5% | 18,201 | 99.5% |
| 5 | Roll Cart - SAN | 14,790 | 481 | 458 | 95.2% | 10 | 6.1 | 14,309 | 96.7% | 13,483 | 94.2% | 13,941 | 94.3% |
| 6 | Dead Animal Pick Up - SAN | 13,796 | 20 | 0 | 0.0% | 1 | 0.3 | 13,776 | 99.9% | 13,662 | 99.2% | 13,662 | 99.0% |
| 7 | Animal - Confined - DCC | 11,048 | 16 | 16 | 100.0% | 3 | 0.4 | 11,032 | 99.9% | 10,970 | 99.4% | 10,986 | 99.4% |
| 8 | Obstruction Alley/Sidewalk/Street - DCC | 9,475 | 2,000 | 1,995 | 99.8% | 60 | 22.4 | 7,475 | 78.9% | 7,244 | 96.9% | 9,239 | 97.5% |
| 9 | Substandard Structure - DCC | 8,546 | 3,385 | 3,385 | 100.0% | 365 | 53.9 | 5,161 | 60.4% | 5,161 | 100.0% | 8,546 | 100.0% |
| 10 | Garbage - Missed - SAN | 8,218 | 93 | 93 | 100.0% | 6 | 2.3 | 8,125 | 98.9% | 7,792 | 95.9% | 7,885 | 95.9% |
| 11 | Junk Motor Vehicle - DCC | 8,088 | 838 | 820 | 97.9% | 126 | 38.5 | 7,250 | 89.6% | 6,996 | 96.5% | 7,816 | 96.6% |
| 12 | Bulky Trash Violations - DCC | 7,968 | 72 | 67 | 93.1% | 14 | 4.7 | 7,896 | 99.1% | 7,461 | 94.5% | 7,528 | 94.5% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 7,017 | 99 | 99 | 100.0% | 10 | 3.7 | 6,918 | 98.6% | 6,830 | 98.7% | 6,929 | 98.7% |
| 14 | Animal - Sick/Injured - DCC | 6,762 | 8 | 8 | 100.0% | 3 | 0.3 | 6,754 | 99.9% | 6,714 | 99.4% | 6,722 | 99.4% |
| 15 | Parking - Unapproved Surface - Eve/Weekends - DCC | 6,694 | 38 | 38 | 100.0% | 10 | 0.8 | 6,656 | 99.4% | 6,566 | 98.6% | 6,604 | 98.7% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 6,580 | 9 | 9 | 100.0% | 3 | 1.3 | 6,571 | 99.9% | 6,337 | 96.4% | 6,346 | 96.4% |
| 17 | Animal - Loose - DCC | 5,899 | 294 | 294 | 100.0% | 40 | 16.5 | 5,605 | 95.0% | 5,602 | 99.9% | 5,896 | 99.9% |
| 18 | Street Spillage/Debris in Right of Way-Hazardous-STS | 5,379 | 1 | 0 | 0.0% | 1 | 0.1 | 5,378 | 100.0% | 5,339 | 99.3% | 5,339 | 99.3% |
| 19 | Illegal Garbage/Placement - DCC | 4,966 | 239 | 237 | 99.2% | 60 | 16.6 | 4,727 | 95.2% | 4,583 | 97.0% | 4,820 | 97.1% |
| 20 | Illegal Outside Storage - DCC | 4,764 | 267 | 257 | 96.3% | 38 | 23.5 | 4,497 | 94.4% | 3,798 | 84.5% | 4,055 | 85.1% |

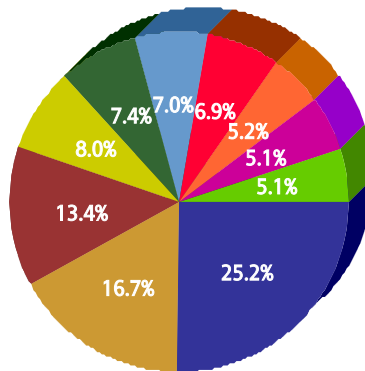


for Central (1)

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 3,347 |
| High Weeds - DCC | 2,218 |
| Litter - DCC | 1,785 |
| Roll Cart - SAN | 1,065 |
| Obstruction Alley/Sidewalk/Street - DCC | 988 |
| Smoke Detector Request - DFD | 930 |
| Animal - Loose Aggressive - DCC | 912 |
| Dead Animal Pick Up - SAN | 695 |
| Traffic Signal - Flashing - PWT | 680 |
| Graffiti Private Property - Residential/Commercial | 672 |



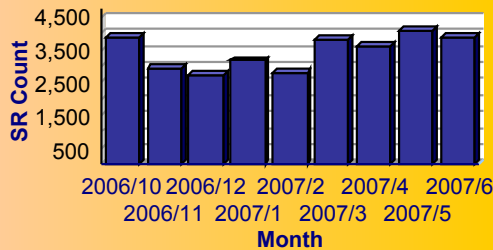
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Litter - DCC
- Roll Cart - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Smoke Detector Request - DFD
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Traffic Signal - Flashing - PWT
- Graffiti Private Property - Residential/Commercial

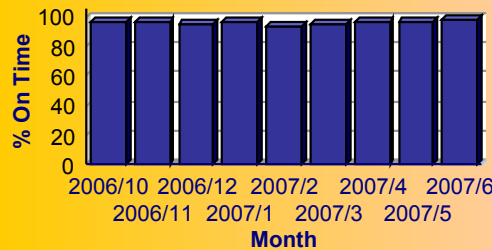
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 30,878 | 29,376 | 28,323 | 96.4% | 1,502 | 1,424 | 94.8% | 96.3% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Central (1)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 3,347 | 453 | 453 | 100.0% | 365 | 84.9 | 2,894 | 86.5% | 2,894 | 100.0% | 3,347 | 100.0% |
| 2 | High Weeds - DCC | 2,218 | 139 | 138 | 99.3% | 38 | 16.3 | 2,079 | 93.7% | 2,024 | 97.4% | 2,162 | 97.5% |
| 3 | Litter - DCC | 1,785 | 61 | 59 | 96.7% | 38 | 16.2 | 1,724 | 96.6% | 1,652 | 95.8% | 1,711 | 95.9% |
| 4 | Roll Cart - SAN | 1,065 | 44 | 35 | 79.5% | 10 | 6.3 | 1,021 | 95.9% | 954 | 93.4% | 989 | 92.9% |
| 5 | Obstruction Alley/Sidewalk/Street - DCC | 988 | 77 | 75 | 97.4% | 60 | 19.4 | 911 | 92.2% | 902 | 99.0% | 977 | 98.9% |
| 6 | Smoke Detector Request - DFD | 930 | 30 | 29 | 96.7% | 30 | 12.0 | 900 | 96.8% | 754 | 83.8% | 783 | 84.2% |
| 7 | Animal - Loose Aggressive - DCC | 912 | 2 | 2 | 100.0% | 3 | 0.3 | 910 | 99.8% | 906 | 99.6% | 908 | 99.6% |
| 8 | Dead Animal Pick Up - SAN | 695 | 1 | 0 | 0.0% | 1 | 0.3 | 694 | 99.9% | 688 | 99.1% | 688 | 99.0% |
| 9 | Traffic Signal - Flashing - PWT | 680 | 2 | 2 | 100.0% | 4 | 1.6 | 678 | 99.7% | 676 | 99.7% | 678 | 99.7% |
| 10 | Graffiti Private Property - Residential/Commercial | 672 | 27 | 27 | 100.0% | 90 | 18.4 | 645 | 96.0% | 637 | 98.8% | 664 | 98.8% |
| 11 | Garbage - Missed - SAN | 654 | 3 | 3 | 100.0% | 6 | 2.2 | 651 | 99.5% | 621 | 95.4% | 624 | 95.4% |
| 12 | Recyclable Collection Missed (Residential) - SAN | 644 | 1 | 1 | 100.0% | 3 | 1.3 | 643 | 99.8% | 614 | 95.5% | 615 | 95.5% |
| 13 | Animal - Confined - DCC | 624 | 2 | 2 | 100.0% | 3 | 0.2 | 622 | 99.7% | 621 | 99.8% | 623 | 99.8% |
| 14 | Illegal Garbage/Placement - DCC | 587 | 26 | 26 | 100.0% | 60 | 14.0 | 561 | 95.6% | 556 | 99.1% | 582 | 99.1% |
| 15 | 24 Hour Parking/Parking Violations - DPD | 552 | 9 | 9 | 100.0% | 10 | 3.0 | 543 | 98.4% | 540 | 99.4% | 549 | 99.5% |
| 16 | Substandard Structure - DCC | 547 | 155 | 155 | 100.0% | 365 | 54.2 | 392 | 71.7% | 392 | 100.0% | 547 | 100.0% |
| 17 | Street Spillage/Debris in Right of Way-Hazardous-STS | 547 | 0 | 0 | N/A | 1 | 0.1 | 547 | 100.0% | 542 | 99.1% | 542 | 99.1% |
| 18 | Fire Inspection - DFD | 533 | 54 | 51 | 94.4% | 60 | 31.8 | 479 | 89.9% | 376 | 78.5% | 427 | 80.1% |
| 19 | Animal - Loose - DCC | 412 | 20 | 20 | 100.0% | 40 | 15.9 | 392 | 95.1% | 392 | 100.0% | 412 | 100.0% |
| 20 | Animal - Sick/Injured - DCC | 398 | 0 | 0 | N/A | 3 | 0.2 | 398 | 100.0% | 397 | 99.7% | 397 | 99.7% |

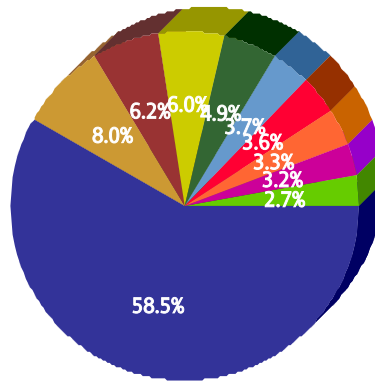


for North Central (6)

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 18,170 |
| Roll Cart - SAN | 2,476 |
| High Weeds - DCC | 1,923 |
| Recyclable Collection Missed (Residential) - SAN | 1,851 |
| Garbage - Missed - SAN | 1,527 |
| Obstruction Alley/Sidewalk/Street - DCC | 1,165 |
| Animal - Confined - DCC | 1,117 |
| Dead Animal Pick Up - SAN | 1,019 |
| Bulky Trash Violations - DCC | 996 |
| Litter - DCC | 833 |

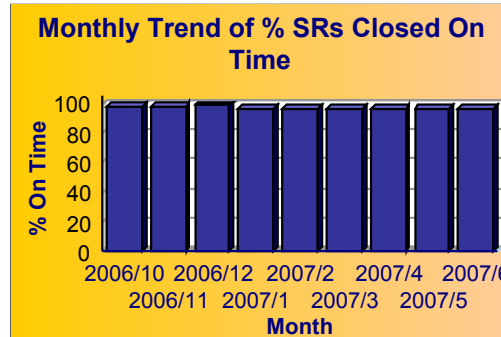
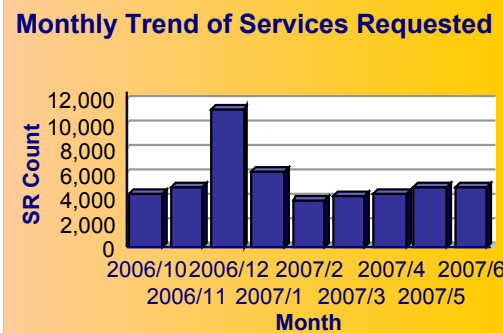


Service

- Recycling ROLL CART Registration - SAN
- Roll Cart - SAN
- High Weeds - DCC
- Recyclable Collection Missed (Residential) - SAN
- Garbage - Missed - SAN
- Obstruction Alley/Sidewalk/Street - DCC
- Animal - Confined - DCC
- Dead Animal Pick Up - SAN
- Bulky Trash Violations - DCC
- Litter - DCC

Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 49,071 | 46,751 | 45,583 | 97.5% | 2,320 | 2,250 | 97.0% | 97.5% |





for North Central (6)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 18,170 | 978 | 978 | 100.0% | 365 | 65.8 | 17,192 | 94.6% | 17,192 | 100.0% | 18,170 | 100.0% |
| 2 | Roll Cart - SAN | 2,476 | 62 | 60 | 96.8% | 10 | 7.4 | 2,414 | 97.5% | 2,134 | 88.4% | 2,194 | 88.6% |
| 3 | High Weeds - DCC | 1,923 | 165 | 165 | 100.0% | 38 | 16.0 | 1,758 | 91.4% | 1,706 | 97.0% | 1,871 | 97.3% |
| 4 | Recyclable Collection Missed (Residential) - SAN | 1,851 | 2 | 2 | 100.0% | 3 | 1.4 | 1,849 | 99.9% | 1,781 | 96.3% | 1,783 | 96.3% |
| 5 | Garbage - Missed - SAN | 1,527 | 42 | 42 | 100.0% | 6 | 2.8 | 1,485 | 97.2% | 1,400 | 94.3% | 1,442 | 94.4% |
| 6 | Obstruction Alley/Sidewalk/Street - DCC | 1,165 | 227 | 227 | 100.0% | 60 | 18.6 | 938 | 80.5% | 926 | 98.7% | 1,153 | 99.0% |
| 7 | Animal - Confined - DCC | 1,117 | 1 | 1 | 100.0% | 3 | 0.4 | 1,116 | 99.9% | 1,113 | 99.7% | 1,114 | 99.7% |
| 8 | Dead Animal Pick Up - SAN | 1,019 | 1 | 0 | 0.0% | 1 | 0.4 | 1,018 | 99.9% | 1,009 | 99.1% | 1,009 | 99.0% |
| 9 | Bulky Trash Violations - DCC | 996 | 14 | 14 | 100.0% | 14 | 5.0 | 982 | 98.6% | 939 | 95.6% | 953 | 95.7% |
| 10 | Litter - DCC | 833 | 48 | 48 | 100.0% | 38 | 16.0 | 785 | 94.2% | 769 | 98.0% | 817 | 98.1% |
| 11 | Street Spillage/Debris in Right of Way-Hazardous-STS | 808 | 0 | 0 | N/A | 1 | 0.1 | 808 | 100.0% | 803 | 99.4% | 803 | 99.4% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 615 | 3 | 3 | 100.0% | 10 | 3.9 | 612 | 99.5% | 596 | 97.4% | 599 | 97.4% |
| 13 | Animal - Loose Aggressive - DCC | 562 | 1 | 0 | 0.0% | 3 | 0.4 | 561 | 99.8% | 557 | 99.3% | 557 | 99.1% |
| 14 | Street Repair - Routine-STS | 552 | 45 | 45 | 100.0% | 90 | 8.9 | 507 | 91.8% | 504 | 99.4% | 549 | 99.5% |
| 15 | Animal - Sick/Injured - DCC | 540 | 1 | 1 | 100.0% | 3 | 0.1 | 539 | 99.8% | 539 | 100.0% | 540 | 100.0% |
| 16 | Illegal Garbage/Placement - DCC | 453 | 17 | 17 | 100.0% | 60 | 13.4 | 436 | 96.2% | 429 | 98.4% | 446 | 98.5% |
| 17 | Sanitation Property Damage - SAN | 443 | 15 | 15 | 100.0% | 28 | 15.3 | 428 | 96.6% | 405 | 94.6% | 420 | 94.8% |
| 18 | Substandard Structure - DCC | 428 | 101 | 101 | 100.0% | 365 | 46.4 | 327 | 76.4% | 327 | 100.0% | 428 | 100.0% |
| 19 | Traffic Signal - All Out - PWT | 422 | 1 | 1 | 100.0% | 4 | 1.6 | 421 | 99.8% | 414 | 98.3% | 415 | 98.3% |
| 20 | Traffic Signal - Flashing - PWT | 421 | 2 | 2 | 100.0% | 4 | 1.6 | 419 | 99.5% | 419 | 100.0% | 421 | 100.0% |

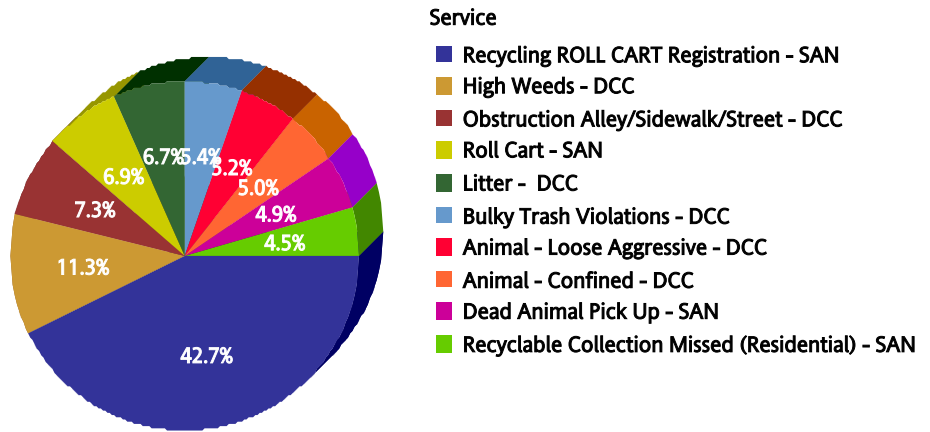


for Northeast (2)

For FY 2006/2007

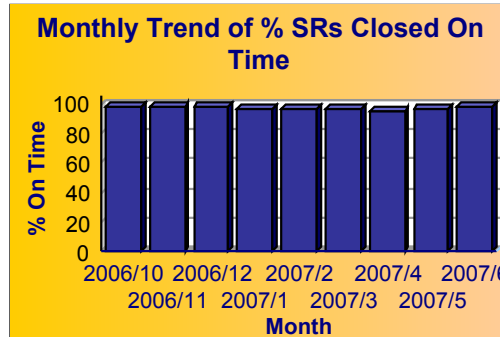
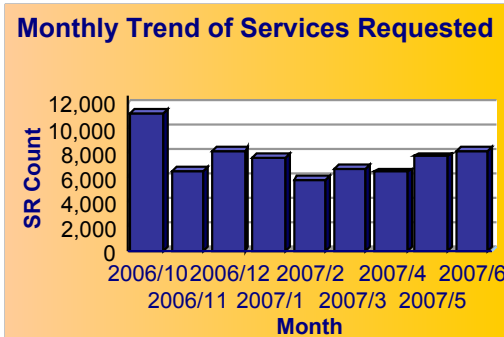
Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 16,566 |
| High Weeds - DCC | 4,367 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,835 |
| Roll Cart - SAN | 2,688 |
| Litter - DCC | 2,616 |
| Bulky Trash Violations - DCC | 2,092 |
| Animal - Loose Aggressive - DCC | 2,021 |
| Animal - Confined - DCC | 1,936 |
| Dead Animal Pick Up - SAN | 1,899 |
| Recyclable Collection Missed (Residential) - SAN | 1,760 |



Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 68,368 | 64,353 | 62,493 | 97.1% | 4,015 | 3,960 | 98.6% | 97.2% |





for Northeast (2)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 16,566 | 1,308 | 1,308 | 100.0% | 365 | 73.7 | 15,258 | 92.1% | 15,258 | 100.0% | 16,566 | 100.0% |
| 2 | High Weeds - DCC | 4,367 | 472 | 468 | 99.2% | 38 | 16.2 | 3,895 | 89.2% | 3,730 | 95.8% | 4,198 | 96.1% |
| 3 | Obstruction Alley/Sidewalk/Street - DCC | 2,835 | 702 | 701 | 99.9% | 60 | 21.6 | 2,133 | 75.2% | 2,089 | 97.9% | 2,790 | 98.4% |
| 4 | Roll Cart - SAN | 2,688 | 97 | 92 | 94.8% | 10 | 7.1 | 2,591 | 96.4% | 2,342 | 90.4% | 2,434 | 90.6% |
| 5 | Litter - DCC | 2,616 | 118 | 118 | 100.0% | 38 | 16.9 | 2,498 | 95.5% | 2,375 | 95.1% | 2,493 | 95.3% |
| 6 | Bulky Trash Violations - DCC | 2,092 | 18 | 18 | 100.0% | 14 | 4.3 | 2,074 | 99.1% | 2,017 | 97.3% | 2,035 | 97.3% |
| 7 | Animal - Loose Aggressive - DCC | 2,021 | 6 | 6 | 100.0% | 3 | 0.5 | 2,015 | 99.7% | 2,002 | 99.4% | 2,008 | 99.4% |
| 8 | Animal - Confined - DCC | 1,936 | 2 | 2 | 100.0% | 3 | 0.3 | 1,934 | 99.9% | 1,921 | 99.3% | 1,923 | 99.3% |
| 9 | Dead Animal Pick Up - SAN | 1,899 | 1 | 0 | 0.0% | 1 | 0.3 | 1,898 | 99.9% | 1,885 | 99.3% | 1,885 | 99.3% |
| 10 | Recyclable Collection Missed (Residential) - SAN | 1,760 | 1 | 1 | 100.0% | 3 | 1.3 | 1,759 | 99.9% | 1,703 | 96.8% | 1,704 | 96.8% |
| 11 | Garbage - Missed - SAN | 1,598 | 22 | 22 | 100.0% | 6 | 2.8 | 1,576 | 98.6% | 1,441 | 91.4% | 1,463 | 91.6% |
| 12 | 24 Hour Parking/Parking Violations - DPD | 1,217 | 26 | 26 | 100.0% | 10 | 2.7 | 1,191 | 97.9% | 1,189 | 99.8% | 1,215 | 99.8% |
| 13 | Animal - Sick/Injured - DCC | 934 | 0 | 0 | N/A | 3 | 0.2 | 934 | 100.0% | 927 | 99.3% | 927 | 99.3% |
| 14 | Street Spillage/Debris in Right of Way-Hazardous-STS | 930 | 0 | 0 | N/A | 1 | 0.1 | 930 | 100.0% | 923 | 99.2% | 923 | 99.2% |
| 15 | Illegal Garbage/Placement - DCC | 903 | 34 | 34 | 100.0% | 60 | 11.1 | 869 | 96.2% | 861 | 99.1% | 895 | 99.1% |
| 16 | Junk Motor Vehicle - DCC | 873 | 76 | 75 | 98.7% | 126 | 26.4 | 797 | 91.3% | 781 | 98.0% | 856 | 98.1% |
| 17 | Substandard Structure - DCC | 839 | 308 | 308 | 100.0% | 365 | 50.5 | 531 | 63.3% | 531 | 100.0% | 839 | 100.0% |
| 18 | Substandard Structure Apts - DCC | 802 | 102 | 102 | 100.0% | 365 | 13.3 | 700 | 87.3% | 700 | 100.0% | 802 | 100.0% |
| 19 | Animal - Loose - DCC | 757 | 40 | 40 | 100.0% | 40 | 16.5 | 717 | 94.7% | 717 | 100.0% | 757 | 100.0% |
| 20 | Illegal Outside Storage - DCC | 629 | 54 | 52 | 96.3% | 38 | 18.6 | 575 | 91.4% | 521 | 90.6% | 573 | 91.1% |

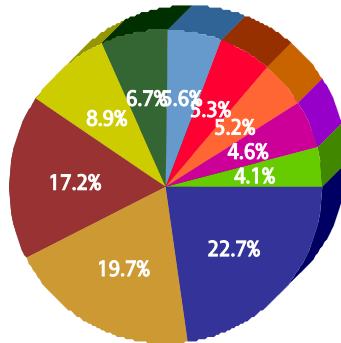


for Northwest (5)

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| High Weeds - DCC | 4,857 |
| Recycling ROLL CART Registration - SAN | 4,215 |
| Litter - DCC | 3,671 |
| Animal - Loose Aggressive - DCC | 1,905 |
| Dead Animal Pick Up - SAN | 1,434 |
| Roll Cart - SAN | 1,202 |
| Junk Motor Vehicle - DCC | 1,131 |
| Animal - Confined - DCC | 1,108 |
| Street Spillage/Debris in Right of Way-Hazardous-ST5 | 991 |
| Obstruction Alley/Sidewalk/Street - DCC | 882 |



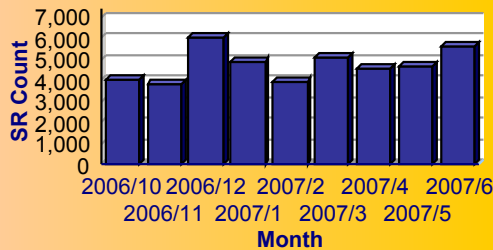
Service

- High Weeds - DCC
- Recycling ROLL CART Registration - SAN
- Litter - DCC
- Animal - Loose Aggressive - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Junk Motor Vehicle - DCC
- Animal - Confined - DCC
- Street Spillage/Debris in Right of Way-Hazardous-ST5
- Obstruction Alley/Sidewalk/Street - DCC

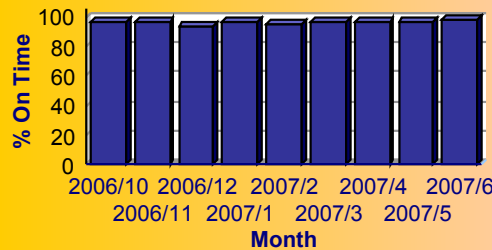
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 42,569 | 40,646 | 39,179 | 96.4% | 1,923 | 1,883 | 97.9% | 96.5% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Northwest (5)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 4,857 | 346 | 346 | 100.0% | 38 | 14.6 | 4,511 | 92.9% | 4,332 | 96.0% | 4,678 | 96.3% |
| 2 | Recycling ROLL CART Registration - SAN | 4,215 | 260 | 260 | 100.0% | 365 | 71.6 | 3,955 | 93.8% | 3,955 | 100.0% | 4,215 | 100.0% |
| 3 | Litter - DCC | 3,671 | 140 | 140 | 100.0% | 38 | 16.9 | 3,531 | 96.2% | 3,372 | 95.5% | 3,512 | 95.7% |
| 4 | Animal - Loose Aggressive - DCC | 1,905 | 1 | 1 | 100.0% | 3 | 0.3 | 1,904 | 99.9% | 1,895 | 99.5% | 1,896 | 99.5% |
| 5 | Dead Animal Pick Up - SAN | 1,434 | 1 | 0 | 0.0% | 1 | 0.3 | 1,433 | 99.9% | 1,411 | 98.5% | 1,411 | 98.4% |
| 6 | Roll Cart - SAN | 1,202 | 49 | 48 | 98.0% | 10 | 6.2 | 1,153 | 95.9% | 1,090 | 94.5% | 1,138 | 94.7% |
| 7 | Junk Motor Vehicle - DCC | 1,131 | 122 | 121 | 99.2% | 126 | 38.6 | 1,009 | 89.2% | 980 | 97.1% | 1,101 | 97.3% |
| 8 | Animal - Confined - DCC | 1,108 | 0 | 0 | N/A | 3 | 0.3 | 1,108 | 100.0% | 1,104 | 99.6% | 1,104 | 99.6% |
| 9 | Street Spillage/Debris in Right of Way-Hazardous-STS | 991 | 0 | 0 | N/A | 1 | 0.1 | 991 | 100.0% | 985 | 99.4% | 985 | 99.4% |
| 10 | Obstruction Alley/Sidewalk/Street - DCC | 882 | 132 | 132 | 100.0% | 60 | 18.7 | 750 | 85.0% | 737 | 98.3% | 869 | 98.5% |
| 11 | Garbage - Missed - SAN | 881 | 8 | 8 | 100.0% | 6 | 2.4 | 873 | 99.1% | 852 | 97.6% | 860 | 97.6% |
| 12 | Illegal Garbage/Placement - DCC | 859 | 21 | 21 | 100.0% | 60 | 12.3 | 838 | 97.6% | 826 | 98.6% | 847 | 98.6% |
| 13 | 24 Hour Parking/Parking Violations - DPD | 832 | 11 | 11 | 100.0% | 10 | 5.9 | 821 | 98.7% | 793 | 96.6% | 804 | 96.6% |
| 14 | Bulky Trash Violations - DCC | 754 | 6 | 6 | 100.0% | 14 | 4.2 | 748 | 99.2% | 705 | 94.3% | 711 | 94.3% |
| 15 | Substandard Structure - DCC | 742 | 228 | 228 | 100.0% | 365 | 59.9 | 514 | 69.3% | 514 | 100.0% | 742 | 100.0% |
| 16 | Animal - Sick/Injured - DCC | 740 | 1 | 1 | 100.0% | 3 | 0.6 | 739 | 99.9% | 732 | 99.1% | 733 | 99.1% |
| 17 | Illegal Outside Storage - DCC | 730 | 26 | 25 | 96.2% | 38 | 22.0 | 704 | 96.4% | 613 | 87.1% | 638 | 87.4% |
| 18 | Dumpster Violation - DCC | 663 | 31 | 28 | 90.3% | 60 | 50.3 | 632 | 95.3% | 401 | 63.4% | 429 | 64.7% |
| 19 | Animal - Loose - DCC | 644 | 27 | 27 | 100.0% | 40 | 16.9 | 617 | 95.8% | 617 | 100.0% | 644 | 100.0% |
| 20 | Fire Inspection - DFD | 602 | 63 | 58 | 92.1% | 60 | 32.1 | 539 | 89.5% | 457 | 84.8% | 515 | 85.5% |

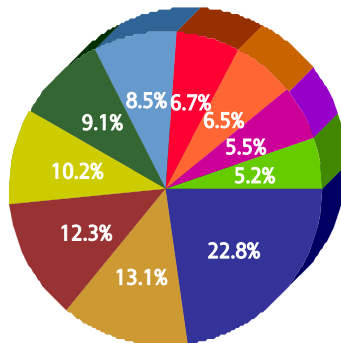


for Southeast (3)

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| High Weeds - DCC | 11,965 |
| Animal - Loose Aggressive - DCC | 6,837 |
| Litter - DCC | 6,451 |
| Recycling ROLL CART Registration - SAN | 5,367 |
| Dead Animal Pick Up - SAN | 4,785 |
| Substandard Structure - DCC | 4,464 |
| Roll Cart - SAN | 3,524 |
| Animal - Confined - DCC | 3,392 |
| Junk Motor Vehicle - DCC | 2,859 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 2,744 |



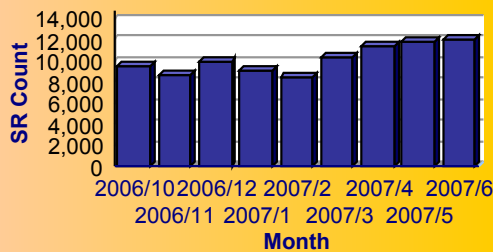
Service

- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Recycling ROLL CART Registration - SAN
- Dead Animal Pick Up - SAN
- Substandard Structure - DCC
- Roll Cart - SAN
- Animal - Confined - DCC
- Junk Motor Vehicle - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

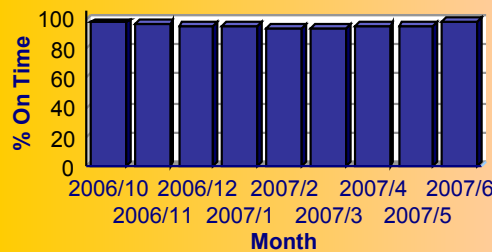
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 91,373 | 85,781 | 82,043 | 95.6% | 5,592 | 5,493 | 98.2% | 95.8% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





City of Dallas Service Level Performance Report by CSA

for Southeast (3)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|---|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | High Weeds - DCC | 11,965 | 1,051 | 1,041 | 99.0% | 38 | 17.7 | 10,914 | 91.2% | 10,095 | 92.5% | 11,136 | 93.1% |
| 2 | Animal - Loose Aggressive - DCC | 6,837 | 12 | 12 | 100.0% | 3 | 0.4 | 6,825 | 99.8% | 6,786 | 99.4% | 6,798 | 99.4% |
| 3 | Litter - DCC | 6,451 | 312 | 309 | 99.0% | 38 | 20.1 | 6,139 | 95.2% | 5,440 | 88.6% | 5,749 | 89.1% |
| 4 | Recycling ROLL CART Registration - SAN | 5,367 | 365 | 365 | 100.0% | 365 | 79.9 | 5,002 | 93.2% | 5,002 | 100.0% | 5,367 | 100.0% |
| 5 | Dead Animal Pick Up - SAN | 4,785 | 10 | 0 | 0.0% | 1 | 0.3 | 4,775 | 99.8% | 4,743 | 99.3% | 4,743 | 99.1% |
| 6 | Substandard Structure - DCC | 4,464 | 1,825 | 1,825 | 100.0% | 365 | 55.1 | 2,639 | 59.1% | 2,639 | 100.0% | 4,464 | 100.0% |
| 7 | Roll Cart - SAN | 3,524 | 109 | 103 | 94.5% | 10 | 5.0 | 3,415 | 96.9% | 3,317 | 97.1% | 3,420 | 97.0% |
| 8 | Animal - Confined - DCC | 3,392 | 7 | 7 | 100.0% | 3 | 0.4 | 3,385 | 99.8% | 3,364 | 99.4% | 3,371 | 99.4% |
| 9 | Junk Motor Vehicle - DCC | 2,859 | 256 | 244 | 95.3% | 126 | 46.4 | 2,603 | 91.0% | 2,488 | 95.6% | 2,732 | 95.6% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 2,744 | 21 | 21 | 100.0% | 10 | 0.7 | 2,723 | 99.2% | 2,686 | 98.6% | 2,707 | 98.7% |
| 11 | Bulky Trash Violations - DCC | 2,327 | 15 | 10 | 66.7% | 14 | 4.8 | 2,312 | 99.4% | 2,134 | 92.3% | 2,144 | 92.1% |
| 12 | Animal - Sick/Injured - DCC | 2,140 | 1 | 1 | 100.0% | 3 | 0.3 | 2,139 | 100.0% | 2,126 | 99.4% | 2,127 | 99.4% |
| 13 | Animal - Loose - DCC | 1,866 | 89 | 89 | 100.0% | 40 | 16.6 | 1,777 | 95.2% | 1,774 | 99.8% | 1,863 | 99.8% |
| 14 | 24 Hour Parking/Parking Violations - DPD | 1,762 | 16 | 16 | 100.0% | 10 | 3.5 | 1,746 | 99.1% | 1,724 | 98.7% | 1,740 | 98.8% |
| 15 | Garbage - Missed - SAN | 1,711 | 7 | 7 | 100.0% | 6 | 1.7 | 1,704 | 99.6% | 1,672 | 98.1% | 1,679 | 98.1% |
| 16 | Smoke Detector Request - DFD | 1,518 | 28 | 26 | 92.9% | 30 | 9.7 | 1,490 | 98.2% | 1,453 | 97.5% | 1,479 | 97.4% |
| 17 | Obstruction Alley/Sidewalk/Street - DCC | 1,279 | 355 | 354 | 99.7% | 60 | 22.2 | 924 | 72.2% | 910 | 98.5% | 1,264 | 98.8% |
| 18 | Open and Vacant Structure - DCC | 1,199 | 47 | 44 | 93.6% | 30 | 11.1 | 1,152 | 96.1% | 1,052 | 91.3% | 1,096 | 91.4% |
| 19 | Illegal Outside Storage - DCC | 1,186 | 53 | 51 | 96.2% | 38 | 26.9 | 1,133 | 95.5% | 871 | 76.9% | 922 | 77.7% |
| 20 | Brush/Bulk Items - Missed - SAN | 1,013 | 1 | 1 | 100.0% | 10 | 1.6 | 1,012 | 99.9% | 975 | 96.3% | 976 | 96.3% |

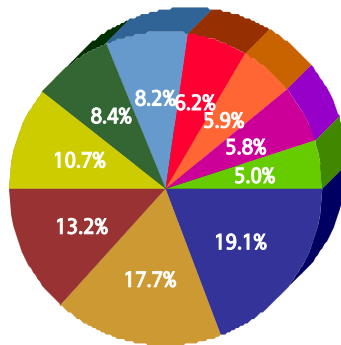


for Southwest (4)

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|---|-----------------------|
| Recycling ROLL CART Registration - SAN | 8,739 |
| High Weeds - DCC | 8,121 |
| Animal - Loose Aggressive - DCC | 6,035 |
| Litter - DCC | 4,900 |
| Dead Animal Pick Up - SAN | 3,839 |
| Roll Cart - SAN | 3,740 |
| Animal - Confined - DCC | 2,827 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 2,699 |
| Junk Motor Vehicle - DCC | 2,665 |
| Obstruction Alley/Sidewalk/Street - DCC | 2,291 |



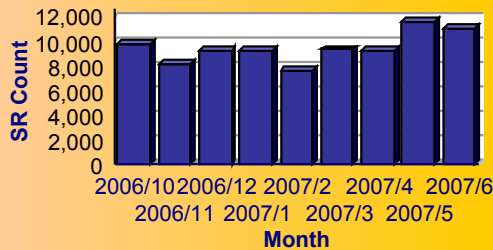
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Animal - Loose Aggressive - DCC
- Litter - DCC
- Dead Animal Pick Up - SAN
- Roll Cart - SAN
- Animal - Confined - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC
- Junk Motor Vehicle - DCC
- Obstruction Alley/Sidewalk/Street - DCC

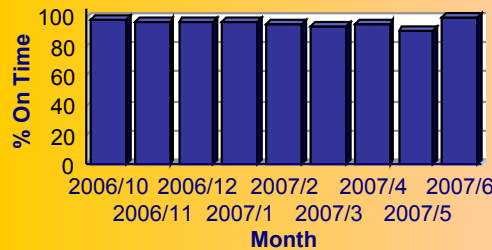
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 85,463 | 80,594 | 76,884 | 95.4% | 4,869 | 4,805 | 98.7% | 95.6% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Southwest (4)

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 8,739 | 516 | 516 | 100.0% | 365 | 78.5 | 8,223 | 94.1% | 8,223 | 100.0% | 8,739 | 100.0% |
| 2 | High Weeds - DCC | 8,121 | 991 | 988 | 99.7% | 38 | 19.6 | 7,130 | 87.8% | 6,416 | 90.0% | 7,404 | 91.2% |
| 3 | Animal - Loose Aggressive - DCC | 6,035 | 12 | 12 | 100.0% | 3 | 0.4 | 6,023 | 99.8% | 5,996 | 99.6% | 6,008 | 99.6% |
| 4 | Litter - DCC | 4,900 | 323 | 322 | 99.7% | 38 | 21.3 | 4,577 | 93.4% | 4,146 | 90.6% | 4,468 | 91.2% |
| 5 | Dead Animal Pick Up - SAN | 3,839 | 6 | 0 | 0.0% | 1 | 0.4 | 3,833 | 99.8% | 3,803 | 99.2% | 3,803 | 99.1% |
| 6 | Roll Cart - SAN | 3,740 | 114 | 114 | 100.0% | 10 | 5.3 | 3,626 | 97.0% | 3,561 | 98.2% | 3,675 | 98.3% |
| 7 | Animal - Confined - DCC | 2,827 | 4 | 4 | 100.0% | 3 | 0.4 | 2,823 | 99.9% | 2,803 | 99.3% | 2,807 | 99.3% |
| 8 | Parking - Unapproved Surface - Eve/Weekends - DCC | 2,699 | 16 | 16 | 100.0% | 10 | 0.7 | 2,683 | 99.4% | 2,659 | 99.1% | 2,675 | 99.1% |
| 9 | Junk Motor Vehicle - DCC | 2,665 | 345 | 341 | 98.8% | 126 | 35.4 | 2,320 | 87.1% | 2,236 | 96.4% | 2,577 | 96.7% |
| 10 | Obstruction Alley/Sidewalk/Street - DCC | 2,291 | 500 | 500 | 100.0% | 60 | 28.6 | 1,791 | 78.2% | 1,652 | 92.2% | 2,152 | 93.9% |
| 11 | 24 Hour Parking/Parking Violations - DPD | 2,010 | 34 | 34 | 100.0% | 10 | 3.7 | 1,976 | 98.3% | 1,959 | 99.1% | 1,993 | 99.2% |
| 12 | Animal - Sick/Injured - DCC | 1,966 | 5 | 5 | 100.0% | 3 | 0.2 | 1,961 | 99.7% | 1,949 | 99.4% | 1,954 | 99.4% |
| 13 | Animal - Loose - DCC | 1,875 | 105 | 105 | 100.0% | 40 | 16.3 | 1,770 | 94.4% | 1,770 | 100.0% | 1,875 | 100.0% |
| 14 | Garbage - Missed - SAN | 1,804 | 10 | 10 | 100.0% | 6 | 1.7 | 1,794 | 99.4% | 1,777 | 99.1% | 1,787 | 99.1% |
| 15 | Illegal Outside Storage - DCC | 1,666 | 102 | 99 | 97.1% | 38 | 24.8 | 1,564 | 93.9% | 1,320 | 84.4% | 1,419 | 85.2% |
| 16 | Bulky Trash Violations - DCC | 1,535 | 17 | 17 | 100.0% | 14 | 5.1 | 1,518 | 98.9% | 1,415 | 93.2% | 1,432 | 93.3% |
| 17 | Substandard Structure - DCC | 1,497 | 756 | 756 | 100.0% | 365 | 50.9 | 741 | 49.5% | 741 | 100.0% | 1,497 | 100.0% |
| 18 | Illegal Garbage/Placement - DCC | 1,391 | 126 | 126 | 100.0% | 60 | 21.8 | 1,265 | 90.9% | 1,212 | 95.8% | 1,338 | 96.2% |
| 19 | Sanitation Misc. - SAN | 1,347 | 0 | 0 | N/A | 10 | 9.5 | 1,347 | 100.0% | 611 | 45.4% | 611 | 45.4% |
| 20 | Street Spillage/Debris in Right of Way-Hazardous-STS | 1,157 | 1 | 0 | 0.0% | 1 | 0.1 | 1,156 | 99.9% | 1,147 | 99.2% | 1,147 | 99.1% |

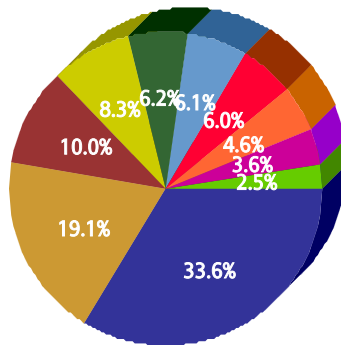


for Unknown

For FY 2006/2007

Top 10 Services

| SR Type | Service Request Count |
|--|-----------------------|
| Recycling ROLL CART Registration - SAN | 689 |
| High Weeds - DCC | 392 |
| Complaint/Compliment - CTY | 204 |
| Litter - DCC | 170 |
| Street Spillage/Debris in Right of Way-Hazardous-STS | 127 |
| Dead Animal Pick Up - SAN | 125 |
| Fire Inspection - DFD | 122 |
| Roll Cart - SAN | 95 |
| Animal - Loose - DCC | 73 |
| Parking - Unapproved Surface - Eve/Weekends - DCC | 52 |



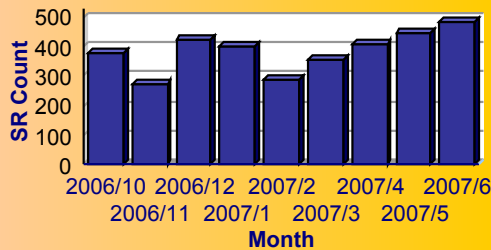
Service

- Recycling ROLL CART Registration - SAN
- High Weeds - DCC
- Complaint/Compliment - CTY
- Litter - DCC
- Street Spillage/Debris in Right of Way-Hazardous-STS
- Dead Animal Pick Up - SAN
- Fire Inspection - DFD
- Roll Cart - SAN
- Animal - Loose - DCC
- Parking - Unapproved Surface - Eve/Weekends - DCC

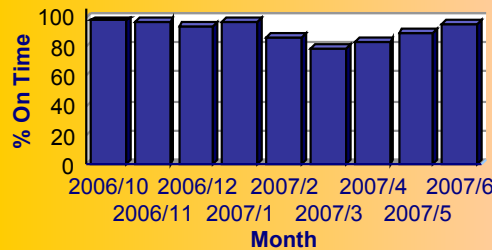
Summary - All Services Requested

| SR Count | Total Closed | Total Closed On Time | % Closed on Time | Total Open | Total Open On Time | % Open on Time | Total On Time % |
|----------|--------------|----------------------|------------------|------------|--------------------|----------------|-----------------|
| 3,465 | 3,032 | 2,801 | 92.4% | 433 | 350 | 80.8% | 90.9% |

Monthly Trend of Services Requested



Monthly Trend of % SRs Closed On Time





for Unknown

For FY 2006/2007

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

| Row Number | Top Services Requested | SRs Created | Open SRs | Open, On Time | % Open, On Time | SLA Goal | Avg Days to Close | Total Closed | % of SRs Closed | Total Closed On Time | % Closed On Time | All SRs On Time | % of All SRs On Time |
|------------|--|-------------|----------|---------------|-----------------|----------|-------------------|--------------|-----------------|----------------------|------------------|-----------------|----------------------|
| 1 | Recycling ROLL CART Registration - SAN | 689 | 163 | 163 | 100.0% | 365 | 124.6 | 526 | 76.3% | 526 | 100.0% | 689 | 100.0% |
| 2 | High Weeds - DCC | 392 | 78 | 72 | 92.3% | 38 | 20.0 | 314 | 80.1% | 272 | 86.6% | 344 | 87.8% |
| 3 | Complaint/Compliment - CTY | 204 | 76 | 12 | 15.8% | 10 | 16.6 | 128 | 62.7% | 78 | 60.9% | 90 | 44.1% |
| 4 | Litter - DCC | 170 | 5 | 3 | 60.0% | 38 | 17.9 | 165 | 97.1% | 151 | 91.5% | 154 | 90.6% |
| 5 | Street Spillage/Debris in Right of Way-Hazardous-STS | 127 | 0 | 0 | N/A | 1 | 0.1 | 127 | 100.0% | 125 | 98.4% | 125 | 98.4% |
| 6 | Dead Animal Pick Up - SAN | 125 | 0 | 0 | N/A | 1 | 0.3 | 125 | 100.0% | 123 | 98.4% | 123 | 98.4% |
| 7 | Fire Inspection - DFD | 122 | 24 | 22 | 91.7% | 60 | 27.3 | 98 | 80.3% | 84 | 85.7% | 106 | 86.9% |
| 8 | Roll Cart - SAN | 95 | 6 | 6 | 100.0% | 10 | 5.5 | 89 | 93.7% | 85 | 95.5% | 91 | 95.8% |
| 9 | Animal - Loose - DCC | 73 | 5 | 5 | 100.0% | 40 | 16.0 | 68 | 93.2% | 68 | 100.0% | 73 | 100.0% |
| 10 | Parking - Unapproved Surface - Eve/Weekends - DCC | 52 | 0 | 0 | N/A | 10 | 1.7 | 52 | 100.0% | 50 | 96.2% | 50 | 96.2% |
| 11 | Miscellaneous Service Request - SCS | 50 | 0 | 0 | N/A | 10 | 2.1 | 50 | 100.0% | 49 | 98.0% | 49 | 98.0% |
| 12 | Traffic Signal - Flashing - PWT | 45 | 0 | 0 | N/A | 4 | 1.4 | 45 | 100.0% | 45 | 100.0% | 45 | 100.0% |
| 13 | Animal - Confined - DCC | 44 | 0 | 0 | N/A | 3 | 0.2 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 14 | Animal - Sick/Injured - DCC | 44 | 0 | 0 | N/A | 3 | 0.1 | 44 | 100.0% | 44 | 100.0% | 44 | 100.0% |
| 15 | Garbage - Missed - SAN | 43 | 1 | 1 | 100.0% | 6 | 4.5 | 42 | 97.7% | 29 | 69.0% | 30 | 69.8% |
| 16 | Recyclable Collection Missed (Residential) - SAN | 43 | 0 | 0 | N/A | 3 | 3.7 | 43 | 100.0% | 37 | 86.0% | 37 | 86.0% |
| 17 | Pothole - Hazardous-STS | 36 | 0 | 0 | N/A | 1 | 0.1 | 36 | 100.0% | 35 | 97.2% | 35 | 97.2% |
| 18 | Obstruction Alley/Sidewalk/Street - DCC | 35 | 7 | 6 | 85.7% | 60 | 20.6 | 28 | 80.0% | 28 | 100.0% | 34 | 97.1% |
| 19 | Brush/Bulk Items - Missed - SAN | 33 | 0 | 0 | N/A | 10 | 5.5 | 33 | 100.0% | 27 | 81.8% | 27 | 81.8% |
| 20 | Smoke Detector Request - DFD | 33 | 0 | 0 | N/A | 30 | 7.2 | 33 | 100.0% | 31 | 93.9% | 31 | 93.9% |
| 21 | Traffic Signal - All Out - PWT | 33 | 0 | 0 | N/A | 4 | 2.1 | 33 | 100.0% | 32 | 97.0% | 32 | 97.0% |

Customer Experience Survey

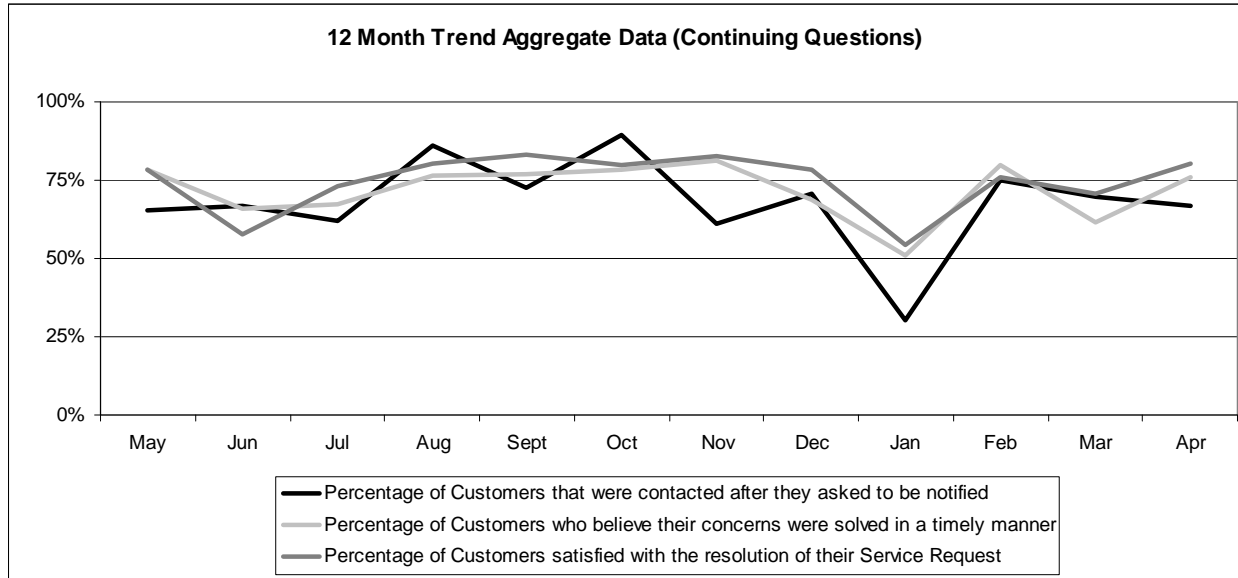
April 2007

Table of Contents

| | |
|--|-----------|
| Questions Continued from Previous Survey Instrument..... | 1 |
| - Did customers who requested follow-up contact receive it? | |
| - Did customers believe their concerns were addressed in a timely manner? | |
| - Were customers satisfied with the resolution of their service request? | |
| 12 Month Trend of Satisfaction for the Resolution of Service Requests..... | 2 |
| - Customer satisfaction with SR resolution for DCC, SAN, STS & PWT | |
| New Survey Questions..... | 3 |
| - Did the City complete the work that you requested? | |
| - Did the quality of service provided by the City meet your expectations? | |
| - How would you rate the level of customer service provided by the employee(s) that contacted you? | |
| Dallas Code Compliance Results..... | 6 |
| - Did DCC customers who requested follow-up contact receive it? | |
| - Were DCC customers satisfied with how their service request was resolved? | |
| Sanitation Results..... | 8 |
| - Did SAN customers who requested follow-up contact receive it? | |
| - Were SAN customers satisfied with how their service request was resolved? | |
| Streets Results..... | 10 |
| - Did STS customers who requested follow-up contact receive it? | |
| - Were STS customers satisfied with how their service request was resolved? | |
| Public Works & Transportation Results..... | 12 |
| - Did PWT customers who requested follow-up contact receive it? | |
| - Were PWT customers satisfied with how their service request was resolved? | |
| Other City Departments..... | 14 |
| Appendix..... | 17 |
| - Methodology Summary - Survey Quickfacts - Survey Instrument Used | |
| - Statement Regarding January 2007 Survey Data | |

Customer Experience Survey April 2007

Continued Questions



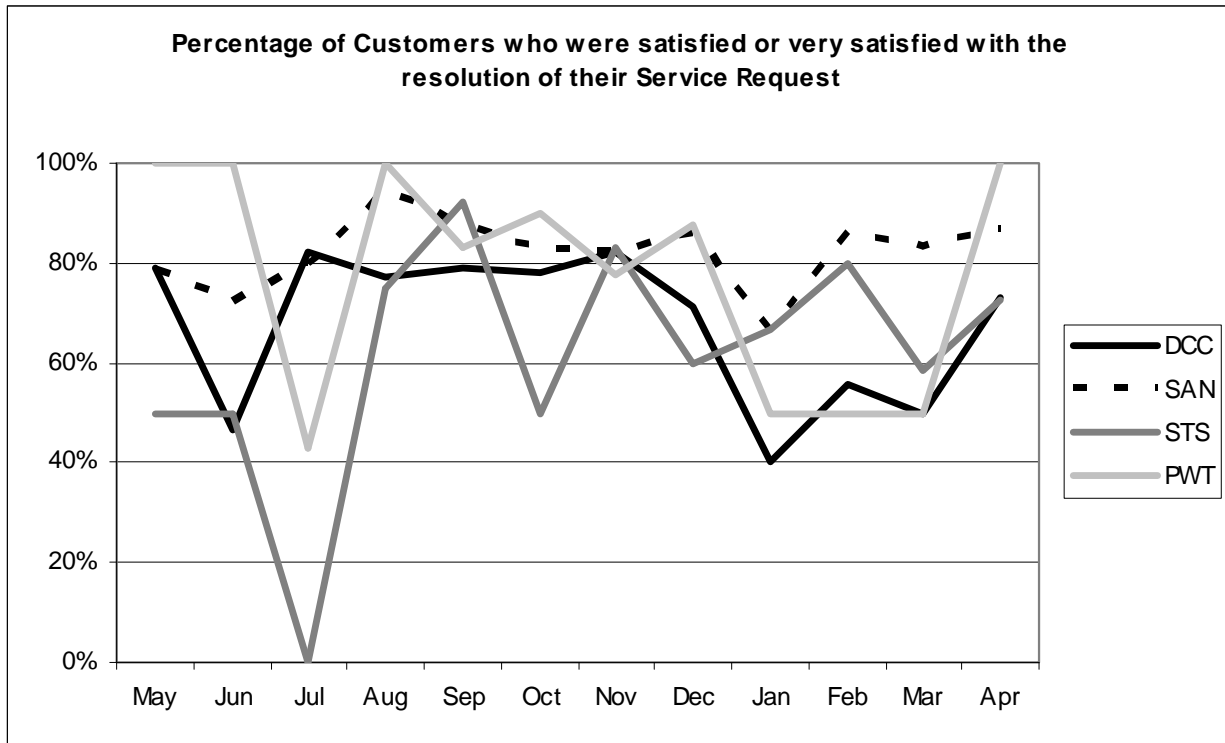
April saw an increase in the percentage of customers who thought their service requests were addressed in a timely manner and that were satisfied with the resolution of their service requests; while the percentage of customers who were contacted after they asked to be notified dropped slightly for the second month in a row. The percentage of customers who expressed that services were delivered in a timely fashion was the largest mover this month, moving upward by 15 percentage points. In comparison the satisfaction level for all service requests increased by 10 percentage points. These results show both of these measures moving into the stable ranges seen between August and November of last year.

April 2007 - Results Comparison Table

| | Apr-07 | Change from Last Month | Weighted Average for last 12 Months | April 2007 Compared to Weighted Average |
|---|---------------|-------------------------------|--|--|
| Percentage of Customers that were contacted after they asked to be notified | 67% | -3% | 70% | -4% |
| Percentage of Customers who believe their concerns were solved in a timely manner | 76% | 15% | 73% | 3% |
| Percentage of Customers satisfied with the resolution of their Service Request | 80% | 10% | 76% | 4% |

Customer Experience Survey April 2007

12 Month Trend of Satisfaction for the Resolution of Service Requests



Customer satisfaction levels increased for all four primary service delivery departments in April. Public Works and Transportation saw the largest increase, moving from 50% of surveyed customers expressing satisfaction in March to 100% this month. Code Compliance and Street Services also saw double digit increases in their customer satisfaction levels with increases of 23% and 15% respectively. Sanitation saw a more modest increase of 4% in April.

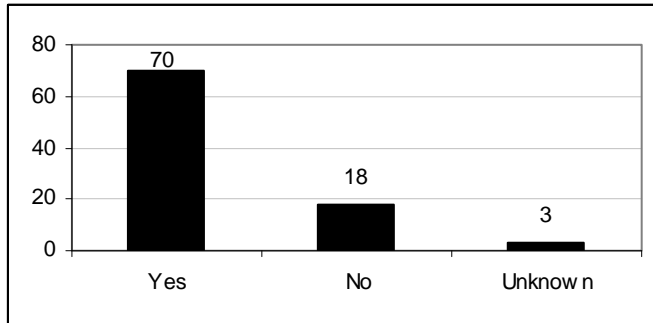
When the satisfaction levels of each department's service request resolution efforts are aggregated together into a weighted average, the City's overall level of satisfaction in March was 4 percentage points above the observed average for the past 12 months. Also, each of the four major service delivery departments were at or above their 12 month average in April.

| Dept. | % for April | # of instances | Dept. | % for 12 months | # of instances |
|--|-------------|----------------|--------------------|-----------------|----------------|
| DCC | 73% | 27 | DCC | 73% | 452 |
| SAN | 87% | 24 | SAN | 83% | 357 |
| STS | 73% | 11 | STS | 68% | 87 |
| PWT | 100% | 6 | PWT | 75% | 77 |
| City-Wide Average: | | 80% | City-Wide Average: | | 76% |
| Weighted Average for March compared to the weighted average for the past 12 months | | | | +4% | |

Customer Experience Survey April 2007

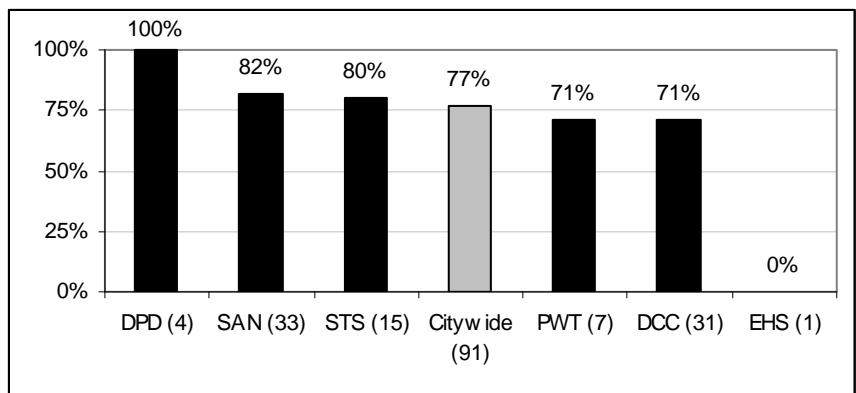
New Survey Questions

Did the City complete the work that you requested?

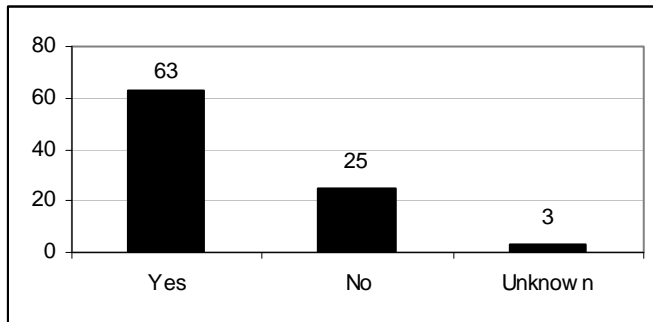


Out of the 91 survey respondents, 70 reported that the city completed the work associated with their service request, while 18 said the city did not complete the work they requested. Dallas Police Department, Sanitation and Street Services had the three highest work completion rates of departments included in this survey.

% of respondents stating the work they requested was completed by department (# of responses in parentheses)

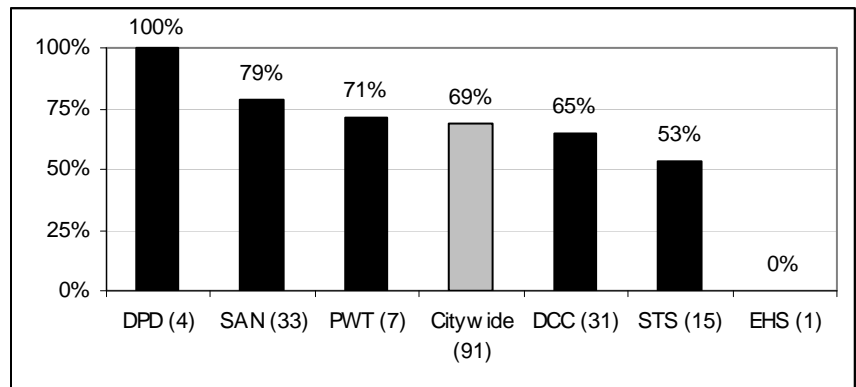


Did the quality of service provided by the City meet your expectations?



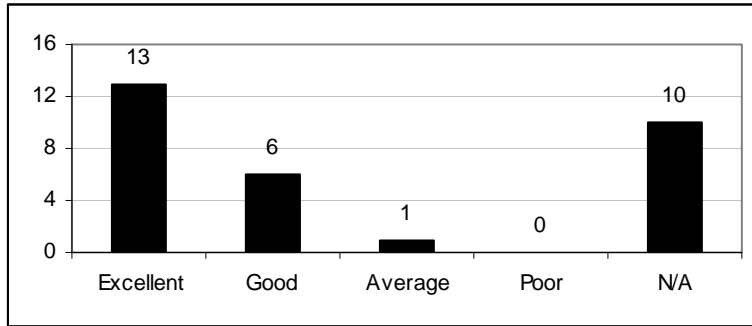
63 of the 91 people surveyed said the service provided by the City met their expectations, 25 said the service they received failed to meet their expectations, and 3 individuals declined to answer the question. Dallas Police Department, Sanitation and Public Works & Transportation had the highest percentage of customers whose expectations were met.

% of Respondents stating their expectations were met by department (# of responses in parentheses)



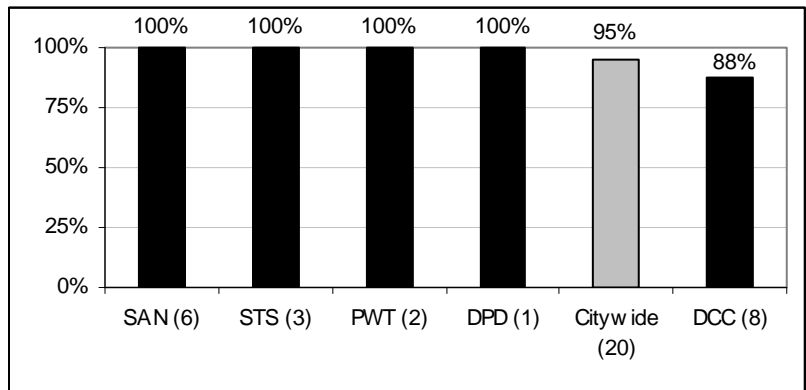
Customer Experience Survey April 2007

6. How would you rate the level of customer service provided by the employee(s) that contacted you (i.e. politeness, helpfulness and knowledgeable)? (Excellent, Good Average Poor, N/A)



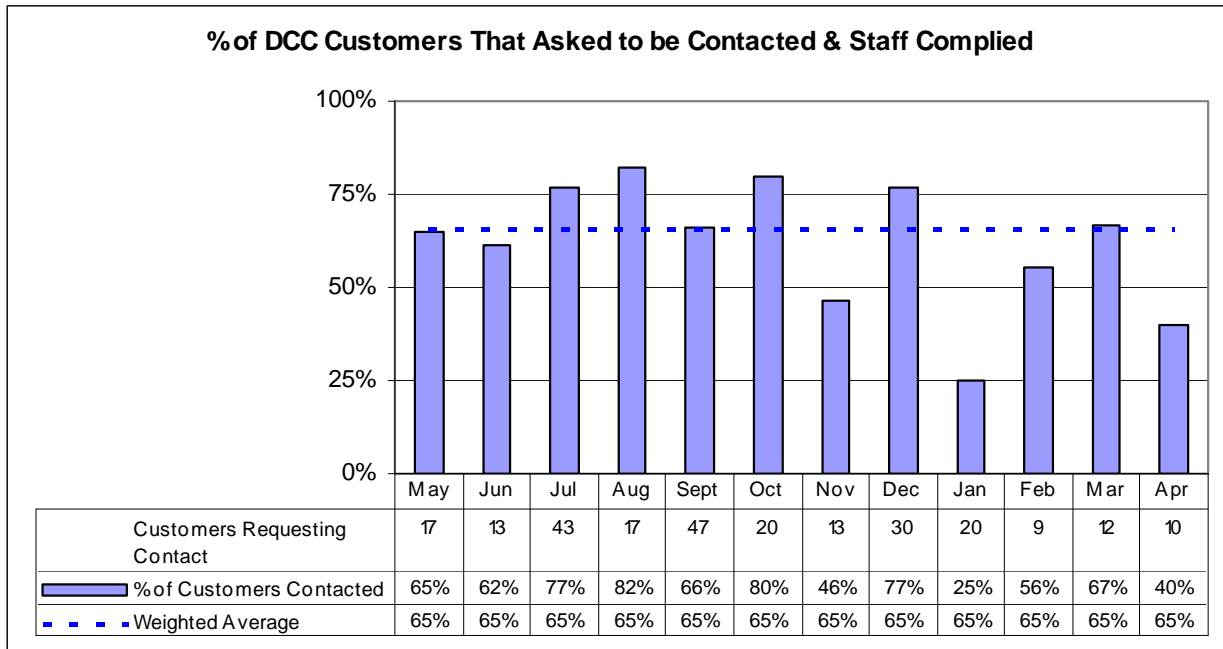
Out of the 20 customers who rated the customer service of city employees, only one stated that the employee(s) they dealt with provided average customer service. The remaining 19 respondents reported the employee(s) they had contact with provided either excellent or good customer service.

% of respondents rating employees customer service as excellent or good (# of responses in parentheses)

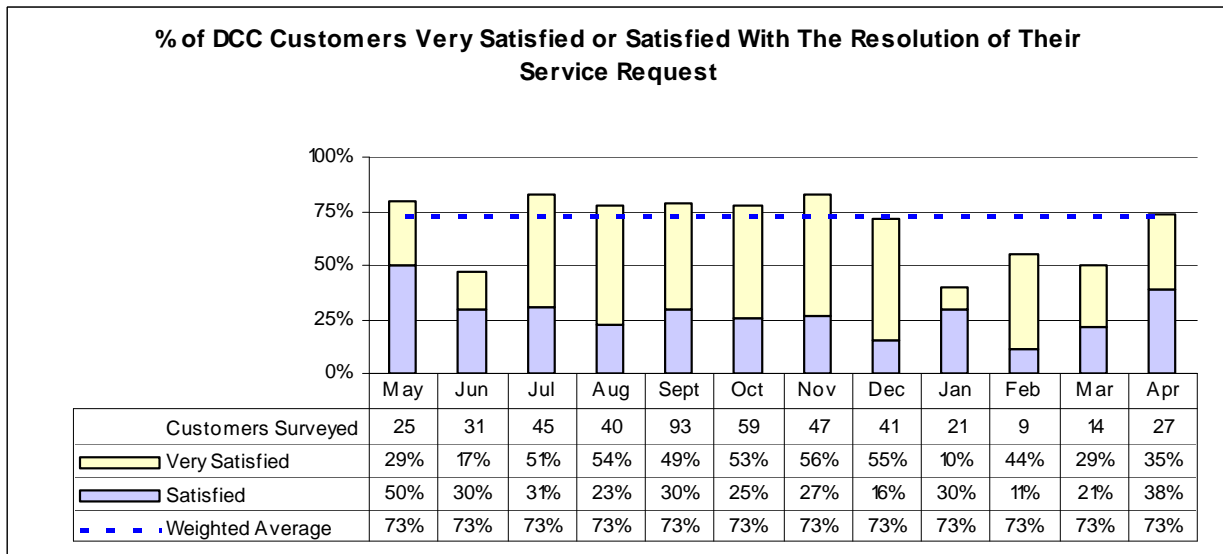


Customer Experience Survey April 2007

Dallas Code Compliance Results



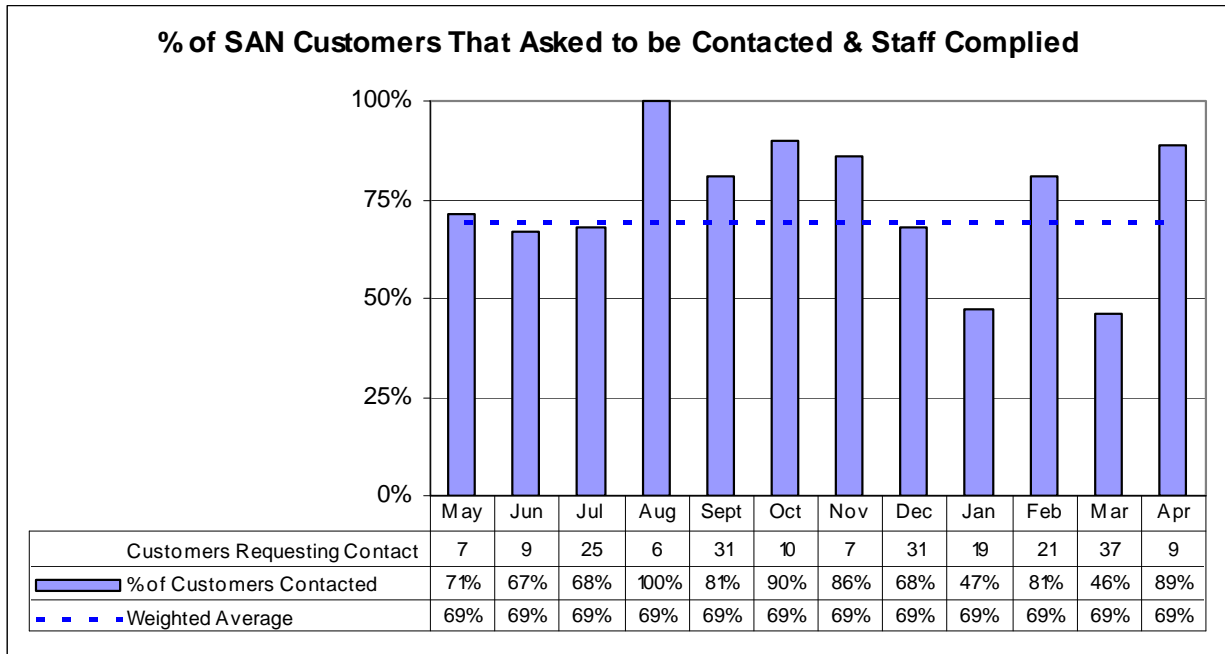
April's response rate to DCC customers that had requested to be contacted was 40%, a 27% drop from the rate observed in March's survey. This is second lowest percentage of respondents receiving follow up contact, just above January 2007.



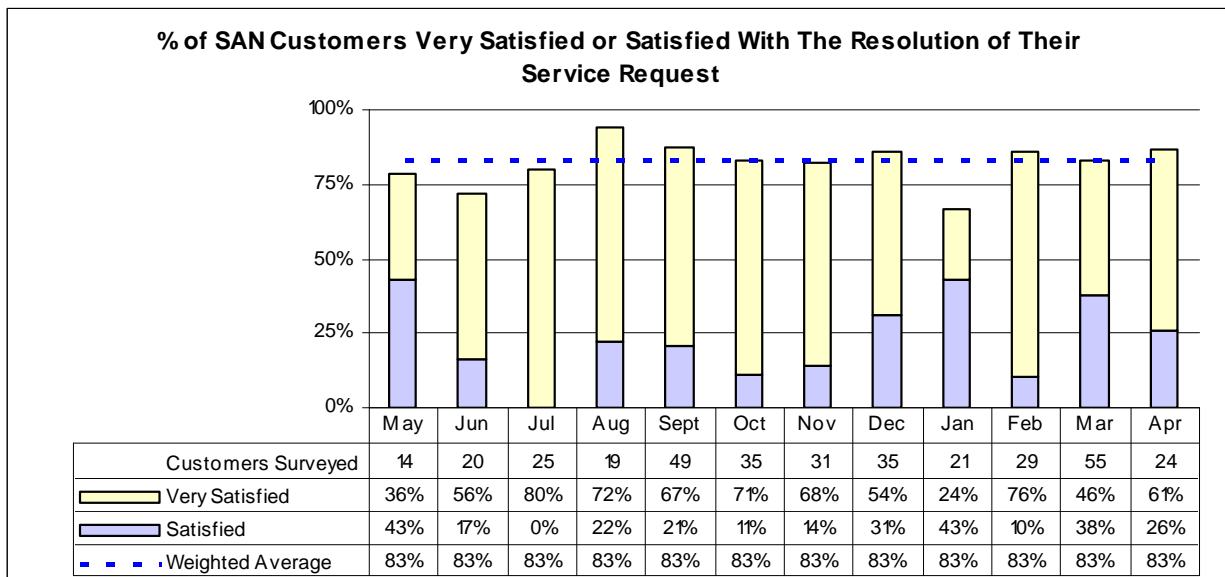
The percentage of DCC customers that were very satisfied or satisfied with the resolution of their service request was 73% in March, a 23% increase from the previous month. April's satisfaction level is equal to the observed weighted average for the past 12 months.

Customer Experience Survey April 2007

Sanitation Results



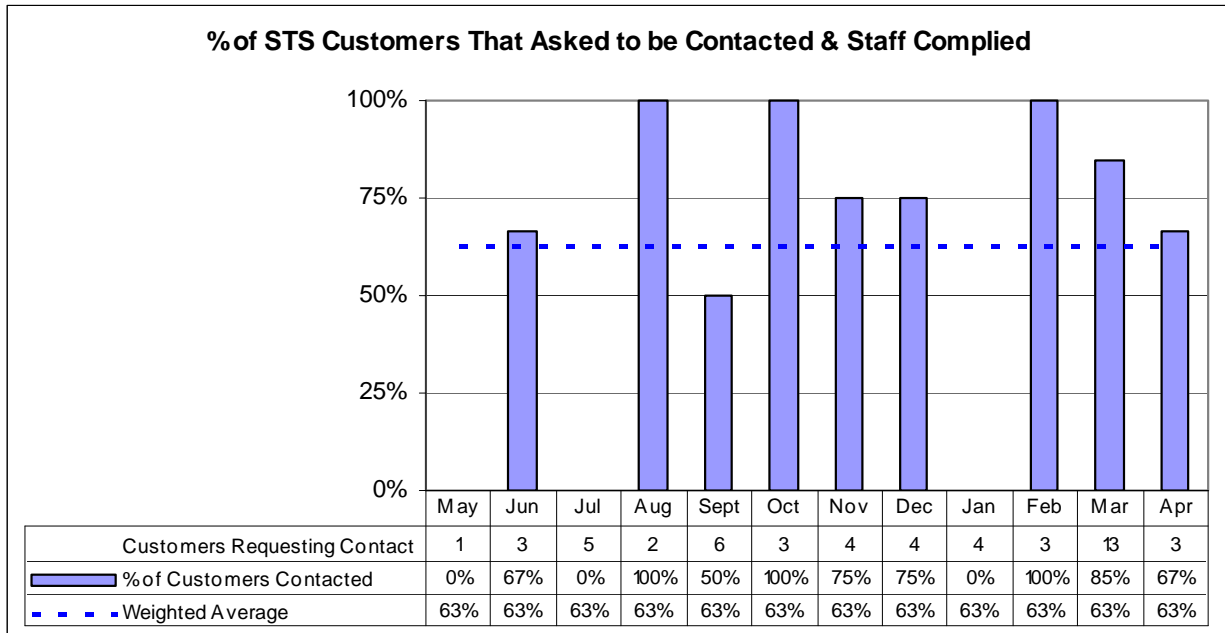
Eight of the nine Sanitation customers who requested they be contacted about their service request were contacted by city staff; the highest percentage seen since October 2006. This places the follow up response rate for April 20% above the weighted average for the past 12 months.



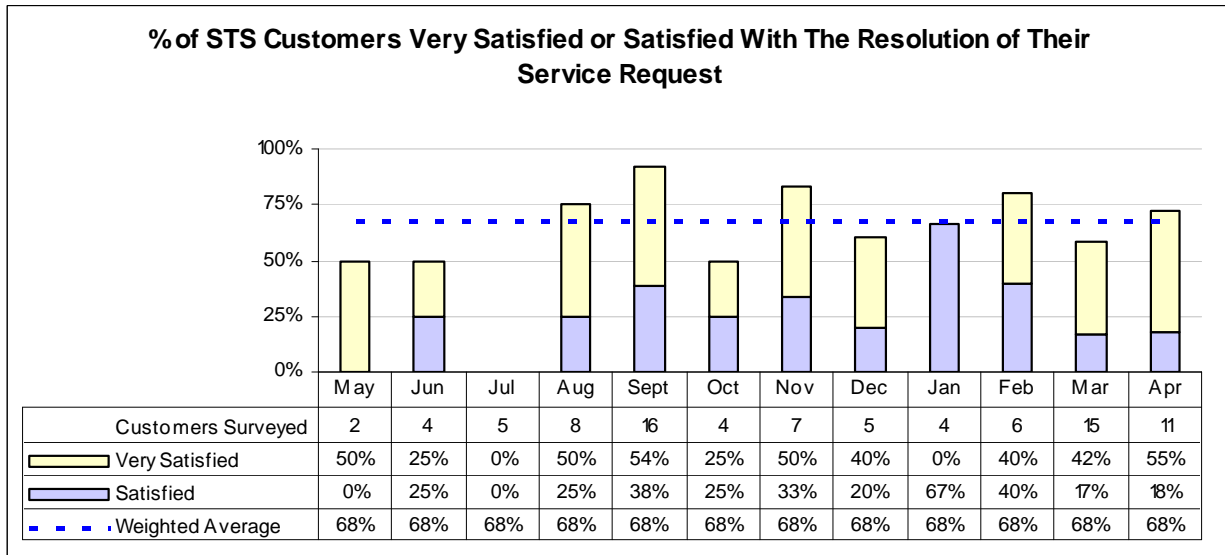
The satisfaction level for Sanitation SR resolution rose by 3% in April to 87%. This is the highest level observed since August 2006.

Customer Experience Survey April 2007

Streets Results



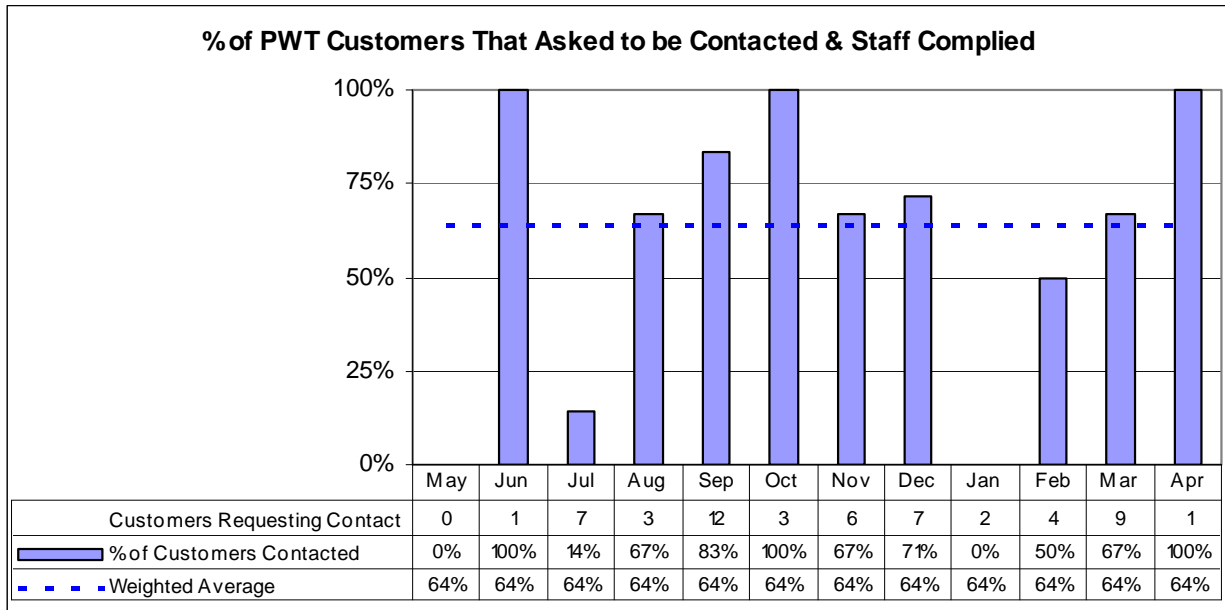
Two of the three Street Services customers who requested follow up contact reported they received it in April's survey. This is the third consecutive month that a drop occurred in this measure; however, it is also the third month the follow-up contact rate was above the 12 month weighted average.



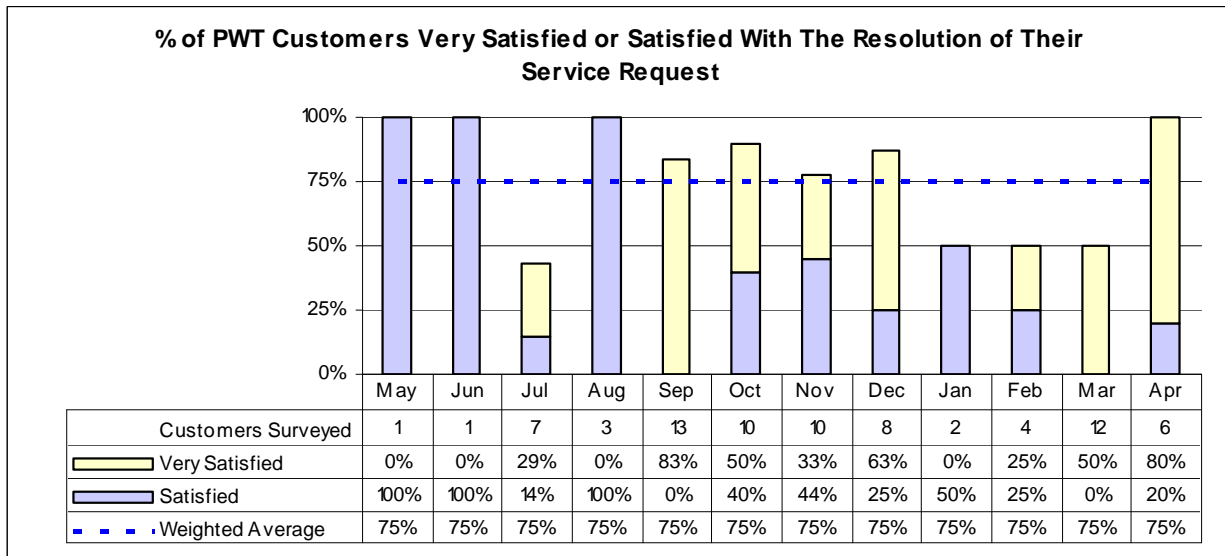
The customer satisfaction level for service request resolution among surveyed streets customers rose by 14 percentage points to 73% in April. A majority of streets customers were very satisfied with the results of their service request.

Customer Experience Survey April 2007

Public Works & Transportation Results



Just one Public Works and Transportation customers requested follow-up contact regarding their service request; and they reported that they did receive contact from the department.



All six Public Works customers surveyed expressed satisfaction with the resolution of their service request. This 100% satisfaction rate had not been observed since August 2006.

Customer Experience Survey April 2007

Other City Departments (DFD, DPD, DEV, EHS, PKR)

| | | DFD | | Dec-06 | | Jan-07 | | Feb-07 | | Mar-07 | | Apr-07 | |
|---------------|-------------------|-----------|-----------|----------|-------------|----------|-----------|----------|-------------|----------|-----------|--------|---|
| | | Responses | | # | % | # | % | # | % | # | % | # | % |
| Followed-up | Yes | 0 | 0% | 0 | 0% | 0 | 0% | 3 | 100% | 0 | 0% | | |
| | No | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | N/A | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | Totals | 0 | 0% | 1 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | | |
| SR Resolution | Very Satisfied | 0 | 0% | 1 | 100% | 0 | 0% | 2 | 67% | 0 | 0% | | |
| | Satisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | Very Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 33% | 0 | 0% | | |
| | Totals | 0 | 0% | 1 | 100% | 0 | 0% | 3 | 100% | 0 | 0% | | |

No customers with Dallas Fire Department service requests were surveyed for April's survey.

| | | DPD | | Dec-06 | | Jan-07 | | Feb-07 | | Mar-07 | | Apr-07 | |
|---------------|-------------------|-----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|--------|---|
| | | Responses | | # | % | # | % | # | % | # | % | # | % |
| Followed-up | Yes | 1 | 25% | 0 | 0% | 5 | 100% | 0 | 0% | 0 | 0% | | |
| | No | 2 | 50% | 1 | 100% | 0 | 0% | 1 | 50% | 0 | 0% | | |
| | N/A | 1 | 25% | 0 | 0% | 0 | 0% | 1 | 50% | 2 | 100% | | |
| | Totals | 4 | 100% | 1 | 100% | 5 | 100% | 2 | 100% | 2 | 100% | | |
| SR Resolution | Very Satisfied | 2 | 50% | 0 | 0% | 2 | 40% | 0 | 0% | 2 | 50% | | |
| | Satisfied | 0 | 0% | 0 | 0% | 1 | 20% | 1 | 50% | 1 | 25% | | |
| | Dissatisfied | 1 | 25% | 0 | 0% | 0 | 0% | 1 | 50% | 1 | 25% | | |
| | Very Dissatisfied | 0 | 0% | 0 | 0% | 2 | 40% | 0 | 0% | 0 | 0% | | |
| | N/A | 1 | 25% | 1 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | | |
| | Totals | 4 | 100% | 1 | 100% | 5 | 100% | 2 | 100% | 4 | 100% | | |

Four Dallas Police Department customers were surveyed for April's survey. Two responses were received concerning follow-up conduct, with both individuals opting not to be contacted by DPD. Three of the four police customers were either very satisfied or satisfied with the results of their service request.

Customer Experience Survey April 2007

| DEV | | Dec-06 | | Jan-07 | | Feb-07 | | Mar-07 | | Apr-07 | |
|---------------|-------------------|----------|-----------|----------|-----------|----------|-----------|----------|-------------|----------|-----------|
| | | # | % | # | % | # | % | # | % | # | % |
| Followed-up | Responses | | | | | | | | | | |
| | Yes | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% |
| | No | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% |
| SR Resolution | Very Satisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Satisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Very Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% |

No customers with development service requests participated in the April survey.

| EHS | | Dec-06 | | Jan-07 | | Feb-07 | | Mar-07 | | Apr-07 | |
|---------------|-------------------|----------|-----------|----------|-----------|----------|-------------|----------|-----------|----------|-----------|
| | | # | % | # | % | # | % | # | % | # | % |
| Followed-up | Responses | | | | | | | | | | |
| | Yes | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% |
| | No | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% |
| SR Resolution | Very Satisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Satisfied | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% |
| | Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Very Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% |

One customer of environmental and health services was surveyed for the April report; however, no response was recorded for whether they requested & received follow up contact or their satisfaction with the resolution of their service request.

Customer Experience Survey April 2007

| PKR | | Dec-06 | | Jan-07 | | Feb-07 | | Mar-07 | | Apr-07 | |
|---------------|-------------------|----------|-----------|----------|-----------|----------|-------------|----------|-------------|----------|-----------|
| | | # | % | # | % | # | % | # | % | # | % |
| Followed-up | Responses | | | | | | | | | | |
| | Yes | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | No | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 100% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% |
| SR Resolution | Very Satisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Satisfied | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% |
| | Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Very Dissatisfied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Totals | 0 | 0% | 0 | 0% | 1 | 100% | 1 | 100% | 0 | 0% |

No customers with parks and recreation service requests participated in the April survey.

Customer Experience Survey April 2007

Appendix

Methodology Summary: The Customer Experience Survey is conducted on a monthly basis to measure and track basic elements of the service experience for City customers using the 311 system to submit requests for City services. Data for this report are gathered by conducting a phone survey of randomly selected group of customers that have submitted service requests that were closed during April 2007. The survey instrument has nine questions and was administered in May and June 2007.

Statement Regarding January 2007 Customer Experience Survey Data

While conducting data analysis for January 2007's Customer Experience Survey, it became apparent that 26 out of 79 (32.9%) of the survey responses received contained the exact same responses for each of the eight questions on the survey instrument. Given the unlikelihood that this series of results was randomly selected by 26 different survey respondents and the potential for miscoding or tampering with data by the personnel administering the survey, it was decided to remove these 26 repeated surveys from the collected January 2007 pool to be analyzed. This resulted in a small pool of data yet for a customer experience survey report and may have compromised the accuracy trends and customer opinions expressed for that month.

| Customer Experience Survey April 2007 Quickfacts | |
|--|--------------|
| Total number of Service Requests Closed in April 2007 with viable contact information | 2,037 |
| Number of customers randomly selected to receive the Customer Experience Survey | 545 |
| Number of customers who completed the Service Request Customer Experience Survey | 91 |
| Percentage of customers who completed the Customer Experience Survey | 16.7% |
| Maximum margin of error for the survey at a 95% confidence level | 10.1% |

| Service Request Customer Survey Instrument | |
|---|---|
| 1. | Did the City complete the work that you requested? Yes • No • Unknown |
| 2. | Did the quality of service provided by the City meet your expectations? Yes • No • Unknown |
| 3. | Did the City resolve your service request in a reasonable timeframe? Yes • No • Unknown |
| 4. | Did you request to be contacted concerning the status of this service request? Yes • No • N/A |
| 5. | Were you contacted by City staff concerning the status of this Service Request? Yes • No • N/A |
| 6. | How would you rate the level of customer service provided by the employee(s) that contacted you (i.e. politeness, helpfulness, and knowledge)? Excellent • Good • Average • Poor • N/A |
| 7. | How satisfied are you with the resolution of your service request? Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied • N/A |
| 8. | Is there an employee you wish to recognize for a job well done? Open Response |
| 9. | Do you have any suggestions on improving this service? Open Response |

Memorandum



DATE: July 24, 2007

TO: Mary Suhm, Jill Jordan, Ramon Miguez, Ryan Evans, Charles Daniels, Dave Cook, A.C. Gonzalez

Re: **Report of Late Service Requests that were open on Report Date (7/22/07)**

Please find attached nine "311/CRMS Late Service Request Reports" that reflect Service Requests that have exceeded the service level agreements (SLAs) as of July 22, 2007.

1. Late SRs in ACM Daniels' Departments as of 7/22/07.
2. Late SRs in ACM Evans' Departments as of 7/22/07.
3. Late SRs in ACM Miguez's Departments as of 7/22/07.
4. Late SRs in ACM Gonzalez's Departments as of 7/22/07.
5. Late SRs in ACM Jordan's Departments as of 7/22/07.
6. Late SRs in CFO Cook's Departments as of 7/22/07.
7. Late SRs in City Auditor Kinton's Office as of 7/22/07.
8. Late SRs in City Attorney Perkins's Office as of 7/22/07.
9. Late SRs in City Secretary Watkins's Office as of 7/22/07.

The report shows an increase in the total number of late service requests, from **232** last week to **264** this week. A weekly e-mail message was sent to department directors to remind them to access the reports via the URL address: <http://crystal.dallastx.cod/>.

James Childers

Strategic Customer Services
Quality Assurance Manager

CC: Kenneth Gwyn
Eric Griffin
Betty Antebi-Taylor

Attachments



Dallas, The City That Works: Diverse, Vibrant, and Progressive

**Executive Summary Report for late 311 Service Requests Open on
Report Date: July 22, 2007**

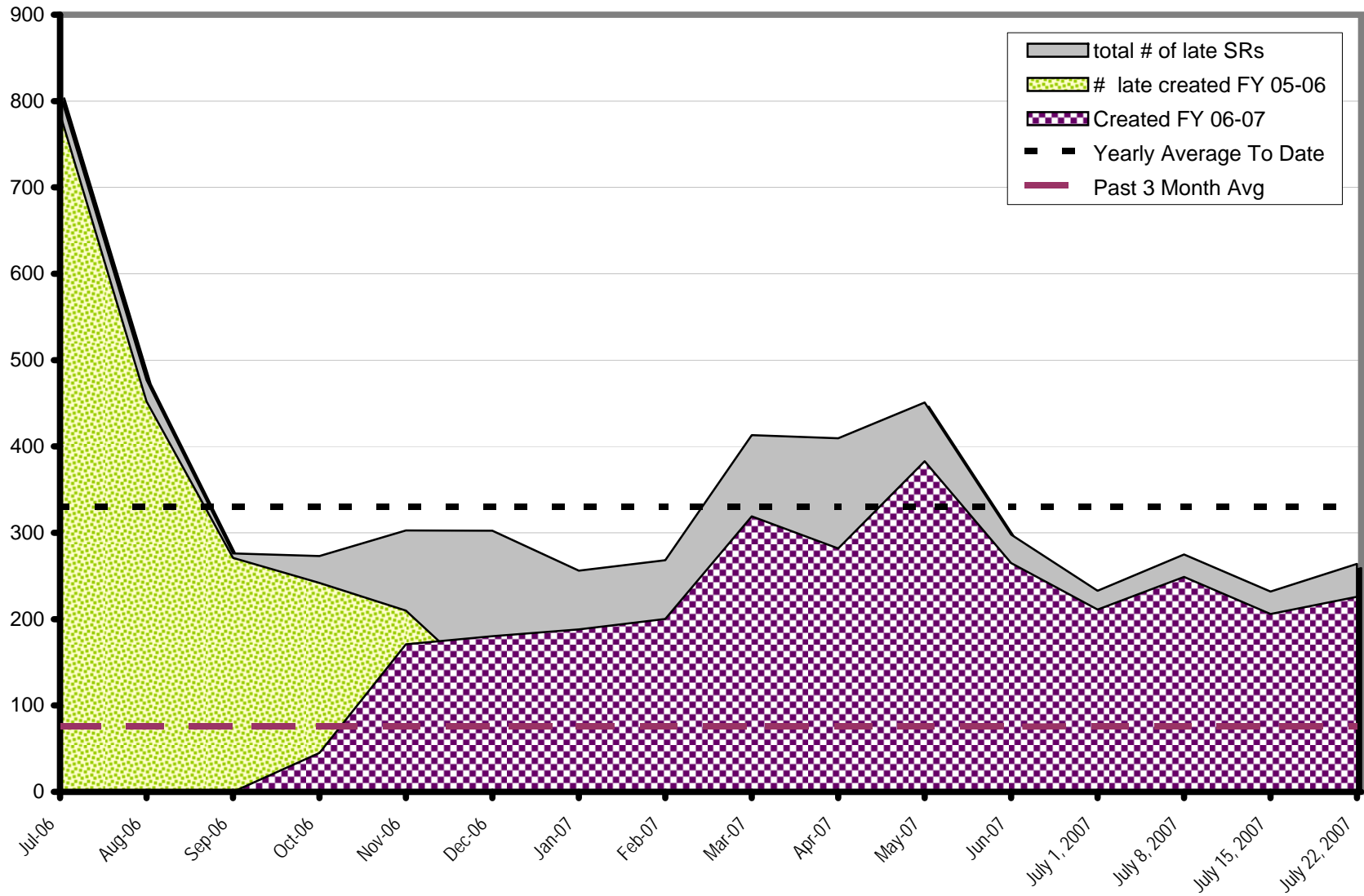
| | Initial Condition of Late Service Requests (SRs) on 10/1/06 | Total # of late SRs on 7/22/07 | # of late SRs created before 10-01-2005 | # of late SRs created between 10-01-2005 and 9-30-06 | # of late SRs created after 10-01-2006 | Snapshot comparison of late SRs on 7/22/07 and the previous week (7/15/07) based on % difference |
|-----------------|---|--------------------------------|---|--|--|--|
| | | | | | | |
| Charles Daniels | 130 | 207 | 0 | 38 | 169 | 23% |
| Ryan Evans | 104 | 15 | 0 | 0 | 15 | 0% |
| Jill Jordan | 2 | 0 | 0 | 0 | 0 | 0% |
| Ramon Miguez | 41 | 31 | 0 | 0 | 31 | -16% |
| A.C. Gonzalez | 7 | 7 | 0 | 0 | 7 | -13% |
| Dave Cook | 0 | 1 | 0 | 0 | 1 | 0% |
| City Attorney | 0 | 1 | 0 | 0 | 1 | 0% |
| City Auditor | 0 | 1 | 0 | 0 | 1 | 0% |
| City Secretary | 0 | 1 | 0 | 0 | 1 | 0% |
| Total | 284 | 264 | 0 | 38 | 226 | 14% |



7/23/2007

Late Rpt Summary & Graph 072207.xls

Total # of Late Service Requests



ACM Daniels

SRs Created between 10/1/05 and 9/30/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------|--------------------|-------------------|--------------------|--------------------|------------------|
| DCC | 38 | 29 | 4 | 2 | 3 |
| | | 76.32% | 10.53% | 5.26% | 7.89% |
| FY05-06 Total | 38 | 29 | 4 | 2 | 3 |
| | | 76.32% | 10.53% | 5.26% | 7.89% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----|-----------|-----------|--------|
| DCC | 26 | 38 | 12 |

Total Change 12

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|-------------------|--------------------|--------------------|------------------|
| Animal Svcs | 2 | 2 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DCC | 145 | 129 | 11 | 5 | 0 |
| | | 88.97% | 7.59% | 3.45% | 0.00% |
| EHS | 2 | 2 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| Library | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| Cultural Affairs | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| PKR | 18 | 12 | 4 | 0 | 2 |
| | | 66.67% | 22.22% | 0.00% | 11.11% |
| After 10/1/06 Total | 169 | 147 | 15 | 5 | 2 |
| | | 86.98% | 8.88% | 2.96% | 1.18% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-------------|-----------|-----------|--------|
| Animal Svcs | 1 | 2 | 1 |
| DCC | 121 | 145 | 24 |
| EHS | 0 | 2 | 2 |
| Library | 1 | 1 | 0 |
| PKR | 18 | 18 | 0 |

Total Change 27

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|-------------------|--------------------|--------------------|------------------|
| Animal Svcs | 2 | 2 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DCC | 183 | 158 | 15 | 7 | 3 |
| | | 86.34% | 8.20% | 3.83% | 1.64% |
| EHS | 2 | 2 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| Library | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| Cultural Affairs | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| PKR | 18 | 12 | 4 | 0 | 2 |
| | | 66.67% | 22.22% | 0.00% | 11.11% |
| After 10/1/06 Total | 207 | 176 | 19 | 7 | 5 |
| | | 85.02% | 9.18% | 3.38% | 2.42% |

Change from Last Report

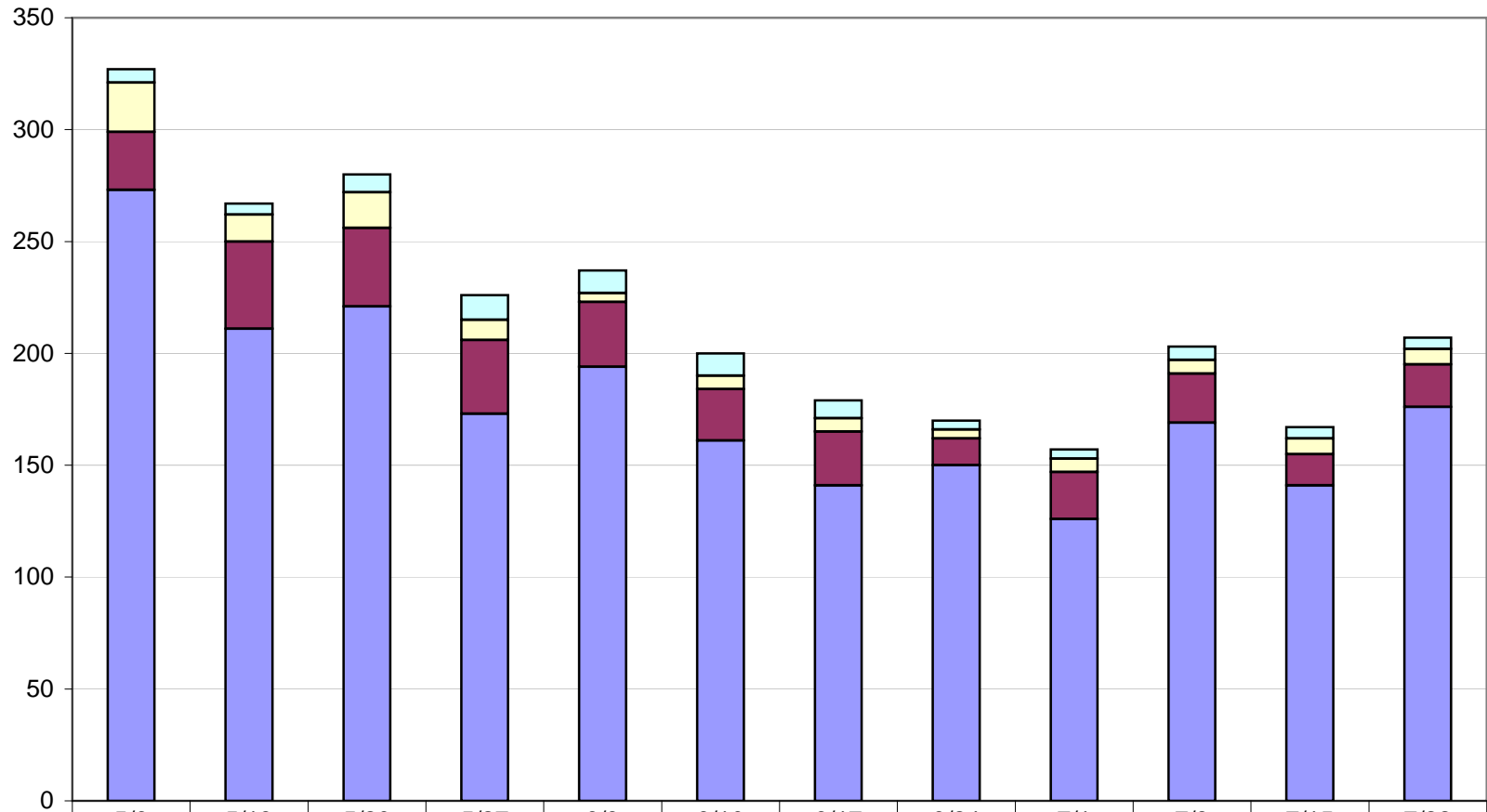
| | 7/15/2007 | 7/22/2007 | Change |
|------------------|-----------|-----------|--------|
| Animal Svcs | 1 | 2 | 1 |
| DCC | 147 | 183 | 36 |
| EHS | 0 | 2 | 2 |
| Library | 1 | 1 | 0 |
| Cultural Affairs | 1 | 1 | 0 |
| PKR | 18 | 18 | 0 |

Total Change 39

Quality SR

24 DCC SRs, 6 PKR SRs and 1 Library SR are Quality SRs.

ACM Daniels: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 6 | 5 | 8 | 11 | 10 | 10 | 8 | 4 | 4 | 6 | 5 | 5 |
| Late 61-90 Days | 22 | 12 | 16 | 9 | 4 | 6 | 6 | 4 | 6 | 6 | 7 | 7 |
| Late 31-60 Days | 26 | 39 | 35 | 33 | 29 | 23 | 24 | 12 | 21 | 22 | 14 | 19 |
| Late 1-30 Days | 273 | 211 | 221 | 173 | 194 | 161 | 141 | 150 | 126 | 169 | 141 | 176 |

ACM Evans

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|-----------------|----------------|-----------------|-----------------|---------------|
| Court & Detention Svs | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DFD | 11 | 11 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DPD | 3 | 3 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| After 10/1/06 Total | 15 | 15 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----------------------|-----------|-----------|--------|
| Court & Detention Svs | 1 | 1 | 0 |
| DFD | 10 | 11 | 1 |
| DPD | 4 | 3 | -1 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|-----------------|----------------|-----------------|-----------------|---------------|
| Court & Detention Svs | 1 | 1 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DFD | 11 | 11 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| DPD | 3 | 3 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| After 10/1/06 Total | 15 | 15 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |

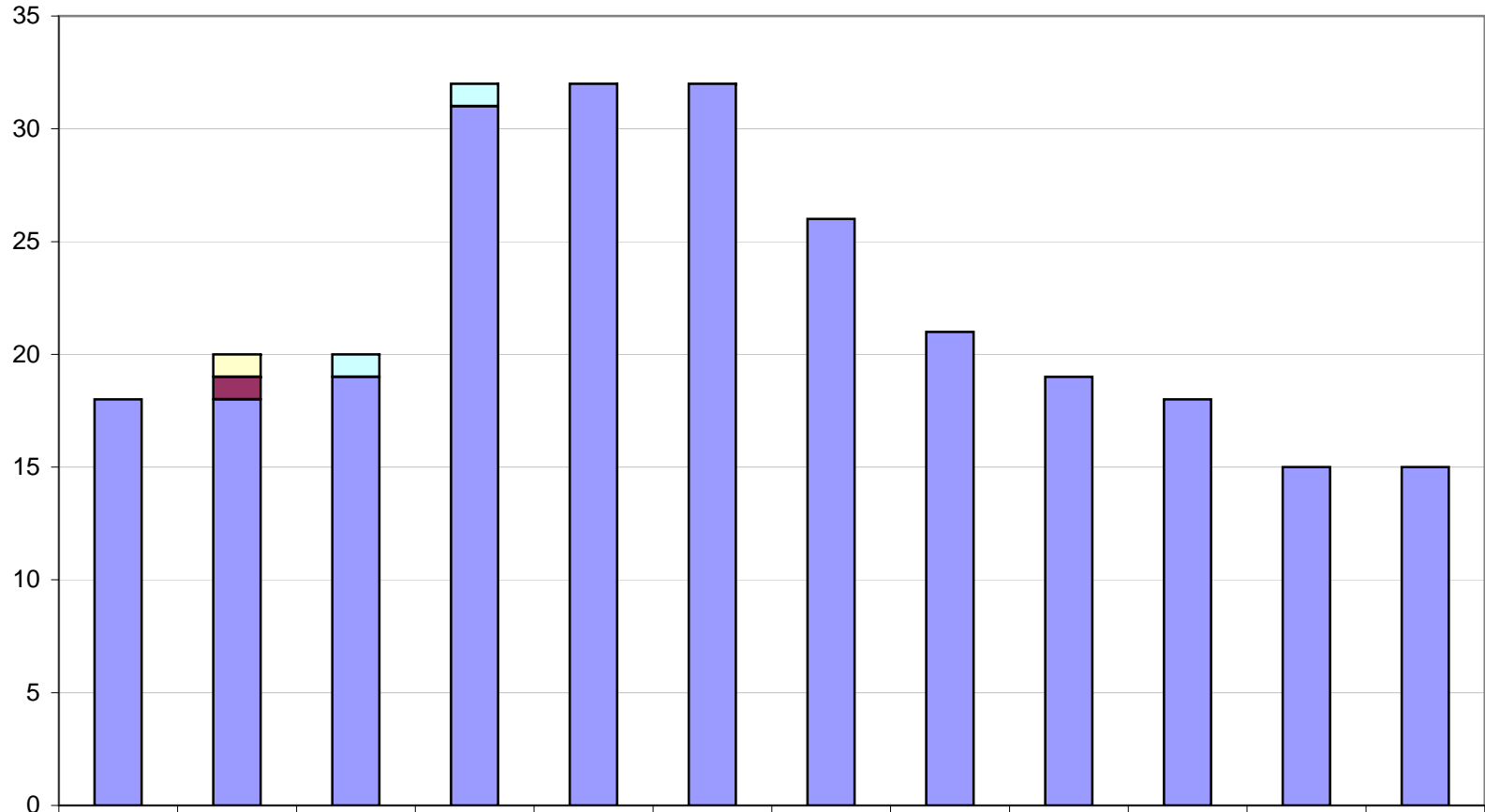
15

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----------------------|-----------|-----------|--------|
| Court & Detention Svs | 1 | 1 | 0 |
| DFD | 10 | 11 | 1 |
| DPD | 4 | 3 | -1 |

Total Change

ACM Evans: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 61-90 Days | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 31-60 Days | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 1-30 Days | 18 | 18 | 19 | 31 | 32 | 32 | 26 | 21 | 19 | 18 | 15 | 15 |

ACM Miguez

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|-------------------|--------------------|--------------------|------------------|
| PWT | 7 | 6 | 0 | 0 | 1 |
| | | 85.71% | 0.00% | 0.00% | 14.29% |
| SAN | 11 | 11 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| STS | 13 | 11 | 2 | 0 | 0 |
| | | 84.62% | 15.38% | 0.00% | 0.00% |
| After 10/1/06 Total | 31 | 28 | 2 | 0 | 1 |
| | | 90.32% | 6.45% | 0.00% | 3.23% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----|-----------|-----------|--------|
| PWT | 8 | 7 | -1 |
| SAN | 8 | 11 | 3 |
| STS | 21 | 13 | -8 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|-------------------|--------------------|--------------------|------------------|
| PWT | 7 | 6 | 0 | 0 | 1 |
| | | 85.71% | 0.00% | 0.00% | 14.29% |
| SAN | 11 | 11 | 0 | 0 | 0 |
| | | 100.00% | 0.00% | 0.00% | 0.00% |
| STS | 13 | 11 | 2 | 0 | 0 |
| | | 84.62% | 15.38% | 0.00% | 0.00% |
| After 10/1/06 Total | 31 | 28 | 2 | 0 | 1 |
| | | 90.32% | 6.45% | 0.00% | 3.23% |
| | 31 | | | | |

Change from Last Report

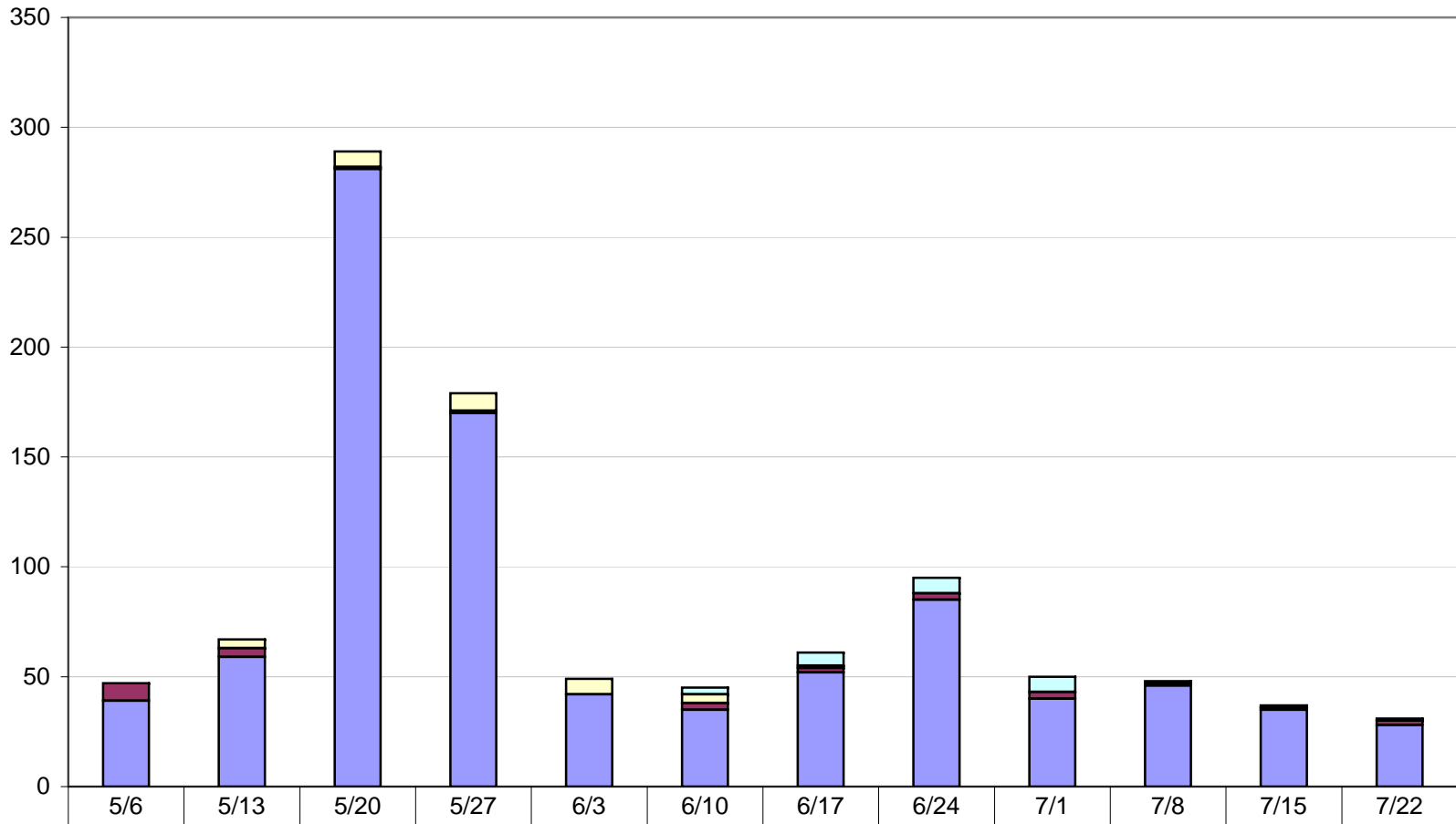
| | 7/15/2007 | 7/22/2007 | Change |
|-----|-----------|-----------|--------|
| PWT | 8 | 7 | -1 |
| SAN | 8 | 11 | 3 |
| STS | 21 | 13 | -8 |

Total Change

Quality SR

One STS SR is a Quality SR. It is 12 days past due.

ACM Migez: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 7 | 7 | 1 | 1 | 1 |
| Late 61-90 Days | 0 | 4 | 7 | 8 | 7 | 4 | 1 | 0 | 0 | 0 | 0 | 0 |
| Late 31-60 Days | 8 | 4 | 1 | 1 | 0 | 3 | 2 | 3 | 3 | 1 | 1 | 2 |
| Late 1-30 Days | 39 | 59 | 281 | 170 | 42 | 35 | 52 | 85 | 40 | 46 | 35 | 28 |

ACM Gonzalez

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| DEV | 4 | 2 50.00% | 0 0.00% | 1 25.00% | 1 25.00% |
| ECD | 1 | 0 0.00% | 1 100.00% | 0 0.00% | 0 0.00% |
| Fair Housing | 2 | 2 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |
| After 10/1/06 Total | 7 | 4 57.14% | 1 14.29% | 1 14.29% | 1 14.29% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|--------------|-----------|-----------|--------|
| DEV | 5 | 4 | -1 |
| ECD | 1 | 1 | 0 |
| Fair Housing | 2 | 2 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| DEV | 4 | 2 50.00% | 0 0.00% | 1 25.00% | 1 25.00% |
| ECD | 1 | 0 0.00% | 1 100.00% | 0 0.00% | 0 0.00% |
| Fair Housing | 2 | 2 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |
| After 10/1/06 Total | 7 | 4 57.14% | 1 14.29% | 1 14.29% | 1 14.29% |

Change from Last Report

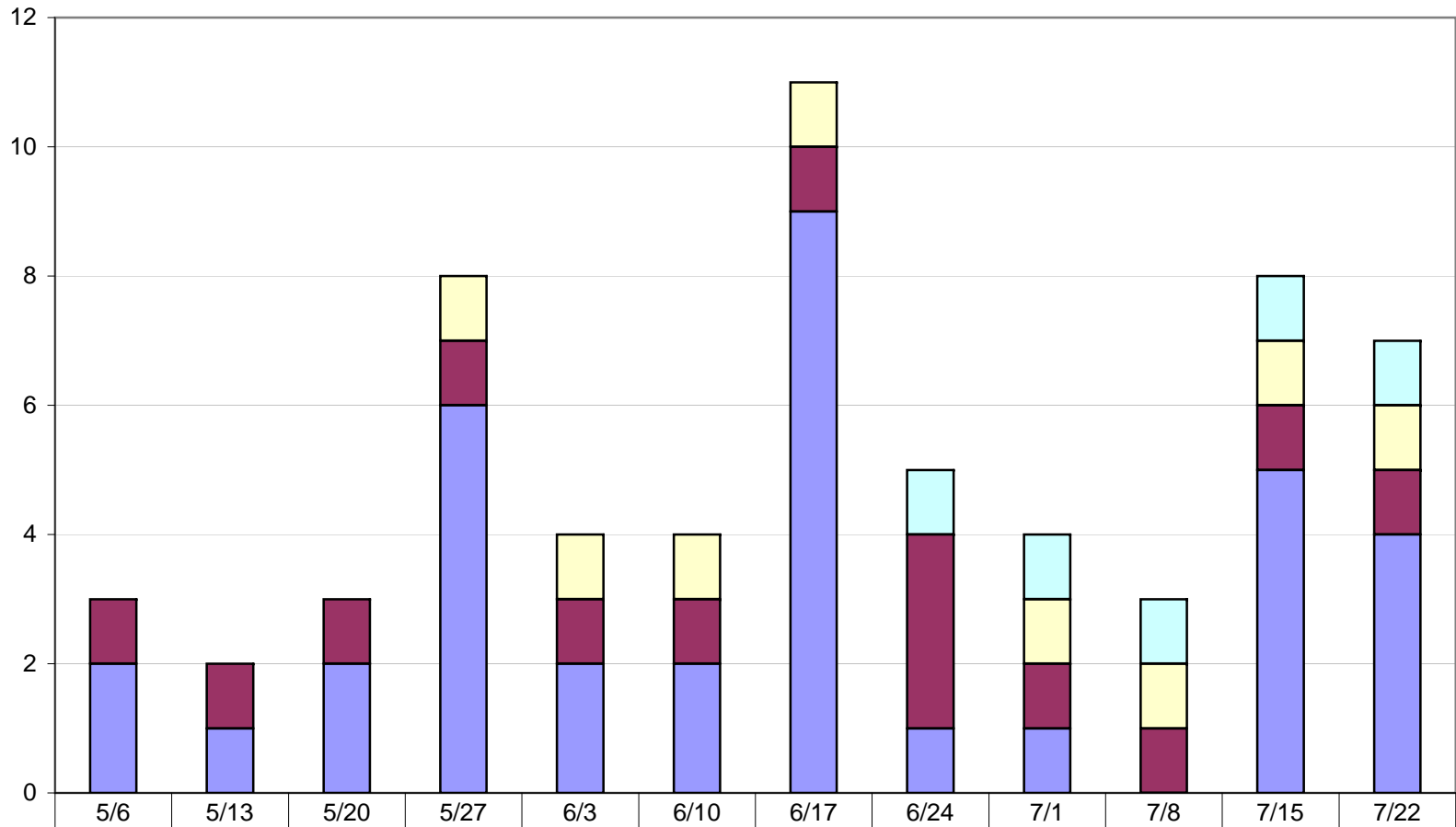
| | 7/15/2007 | 7/22/2007 | Change |
|--------------|-----------|-----------|--------|
| DEV | 5 | 4 | -1 |
| ECD | 1 | 1 | 0 |
| Fair Housing | 2 | 2 | 0 |

Total Change

Quality SR

Three DEV SRs are Quality SRs. They are 11, 88 and 123 days past due. Both Fair Housing SRs are Quality SRs, and both are 11 days past due.

ACM Gonzales: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 |
| Late 61-90 Days | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 |
| Late 31-60 Days | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 |
| Late 1-30 Days | 2 | 1 | 2 | 6 | 2 | 2 | 9 | 1 | 1 | 0 | 5 | 4 |

ACM Jordan

SRs Created on or after 10/1/06 As of 7/22/07

| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|----------------|-----------------|-----------------|---------------|
| OEQ | 0 | 0 | 0 | 0 |
| After 10/1/06 Total | 0 | 0 | 0 | 0 |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----|-----------|-----------|--------|
| OEQ | 0 | 0 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|----------------|-----------------|-----------------|---------------|
| OEQ | 0 | 0 | 0 | 0 |
| After 10/1/06 Total | 0 | 0 | 0 | 0 |

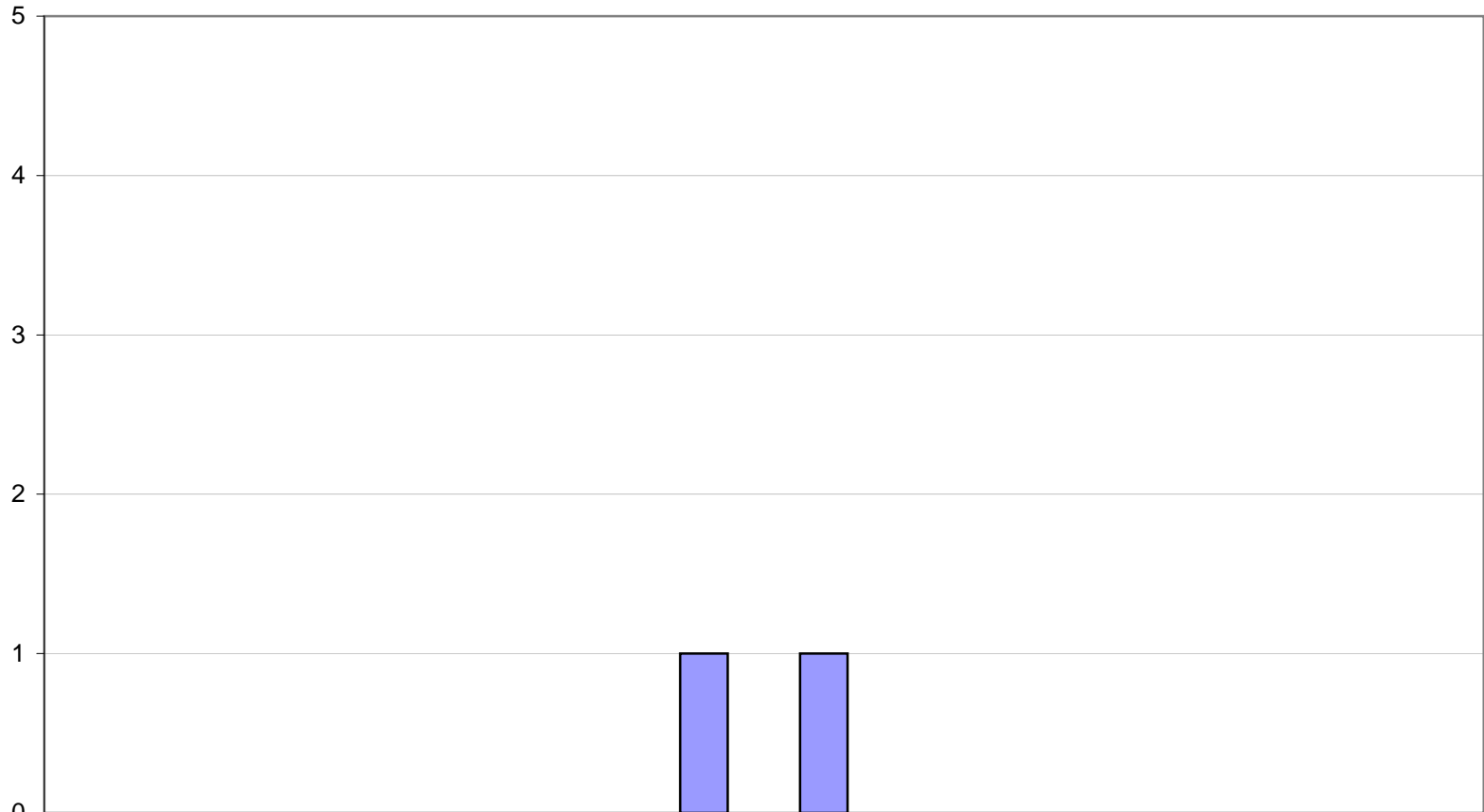
0

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|-----|-----------|-----------|--------|
| OEQ | 0 | 0 | 0 |

Total Change

ACM Jordan: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 61-90 Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 31-60 Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 1-30 Days | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |

CFO Cook

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| Fin Svcs | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> |
| After 10/1/06 Total | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|----------|-----------|-----------|--------|
| Fin Svcs | 1 | 1 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| Fin Svcs | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> |
| After 10/1/06 Total | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> |
| | 1 | | | | |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|----------|-----------|-----------|--------|
| Fin Svcs | 1 | 1 | 0 |

Total Change

Quality SR

There is one Quality SR that is 103 days past due.

City Auditor

SRs Created on or after 10/1/06 As of 7/22/07

| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|-------------------|--------------------|--------------------|------------------|
| City Auditor | 1 | 0 | 0 | 1 |
| | | 0.00% | 0.00% | 100.00% |
| After 10/1/06 Total | 1 | 0 | 0 | 1 |
| | | 0.00% | 0.00% | 100.00% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|--------------|-----------|-----------|--------|
| City Auditor | 1 | 1 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

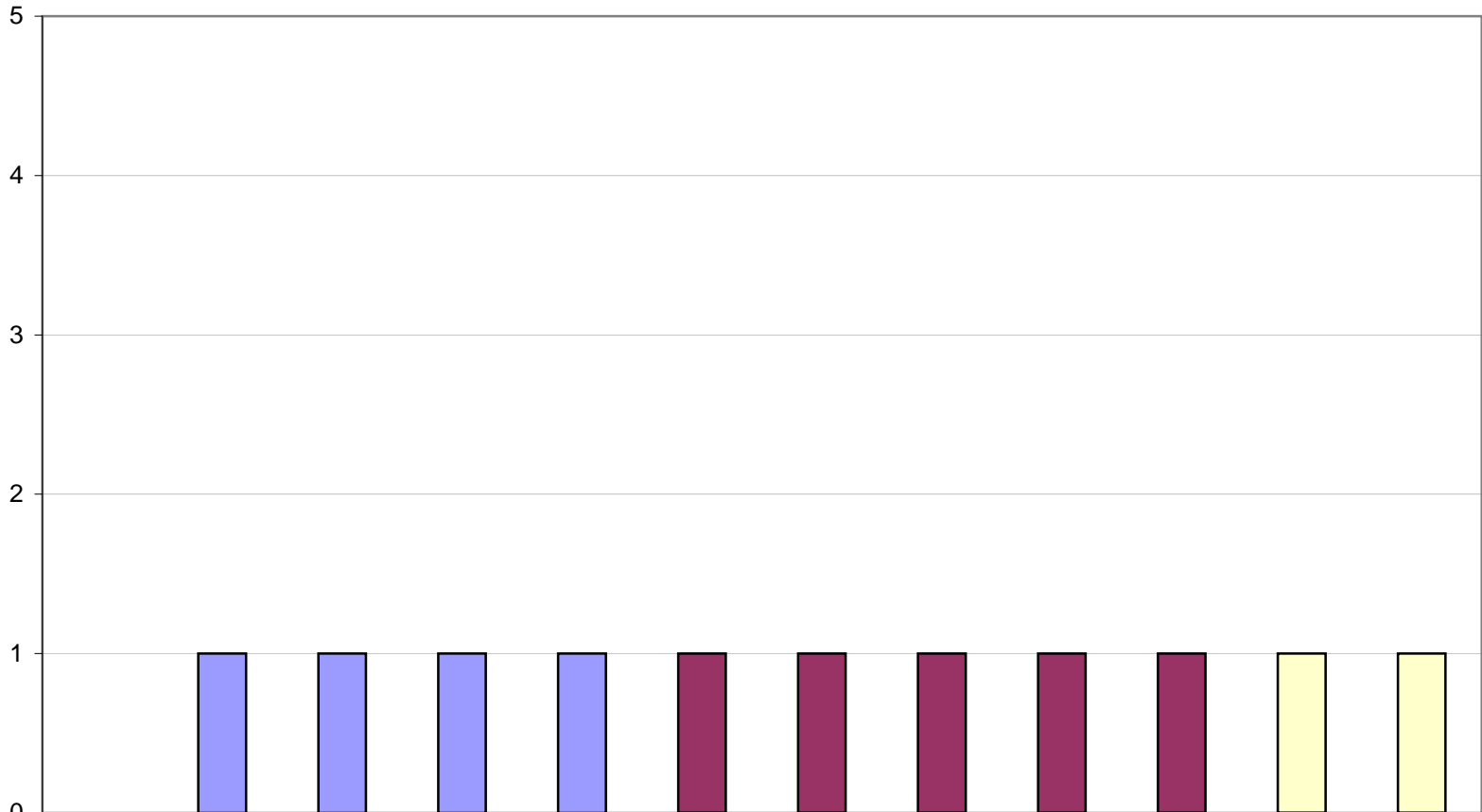
| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|-------------------|--------------------|--------------------|------------------|
| City Auditor | 1 | 0 | 0 | 1 |
| | | 0.00% | 0.00% | 100.00% |
| After 10/1/06 Total | 1 | 0 | 0 | 1 |
| | | 0.00% | 0.00% | 100.00% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|--------------|-----------|-----------|--------|
| City Auditor | 1 | 1 | 0 |

Total Change

City Auditor: Total Late SRs



| | 5/6 | 5/13 | 5/20 | 5/27 | 6/3 | 6/10 | 6/17 | 6/24 | 7/1 | 7/8 | 7/15 | 7/22 |
|-----------------|-----|------|------|------|-----|------|------|------|-----|-----|------|------|
| Late 90+ Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Late 61-90 Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Late 31-60 Days | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 |
| Late 1-30 Days | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

City Attorney

SRs Created on or after 10/1/06 As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| City Attorney | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> | 0 <i>0.00%</i> |
| After 10/1/06 Total | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> | 0 <i>0.00%</i> |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|---------------|-----------|-----------|--------|
| City Attorney | 1 | 1 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| | Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|----------------------------|--------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| City Attorney | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> | 0 <i>0.00%</i> |
| After 10/1/06 Total | 1 | 0 <i>0.00%</i> | 0 <i>0.00%</i> | 1 <i>100.00%</i> | 0 <i>0.00%</i> |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|---------------|-----------|-----------|--------|
| City Attorney | 1 | 1 | 0 |

Total Change

Quality SR

There is one Quality SR that is 89 days past due.

City Secretary

SRs Created on or after 10/1/06 As of 7/22/07

| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|------------------------------|---------------------|-------------------|-------------------|-------------------|
| City Secretary 1 | 1 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |
| After 10/1/06 Total 1 | 1 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|----------------|-----------|-----------|--------|
| City Secretary | 1 | 1 | 0 |

Total Change

Total Late SRs Currently Open As of 7/22/07

| Total Late Dept | Late 1-30 Days | Late 31-60 Days | Late 61-90 Days | Late 90+ Days |
|------------------------------|---------------------|-------------------|-------------------|-------------------|
| City Secretary 1 | 1 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |
| After 10/1/06 Total 1 | 1 100.00% | 0 0.00% | 0 0.00% | 0 0.00% |

Change from Last Report

| | 7/15/2007 | 7/22/2007 | Change |
|----------------|-----------|-----------|--------|
| City Secretary | 1 | 1 | 0 |

Total Change

Quality SR

There is one Quality SR that is 11 days past due.

