# Mayor's Action Center
## Service Level Attainment Compliance
### January 2012

<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Target Performance</th>
<th>Current Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed to Answer Calls</td>
<td>&lt; :20</td>
<td></td>
</tr>
<tr>
<td>Abandon Rate</td>
<td>&lt; 5%</td>
<td></td>
</tr>
<tr>
<td>Time on Call</td>
<td>&lt; 2:30</td>
<td></td>
</tr>
<tr>
<td>After Call Work</td>
<td>&lt; :40</td>
<td></td>
</tr>
</tbody>
</table>

### Top 5 Service Request

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Animal (1,274)</th>
<th>Trash (1,051)</th>
<th>Chuckhole (451)</th>
<th>Abandoned Vehicle (231)</th>
<th>Zoning Violation (195)</th>
</tr>
</thead>
</table>