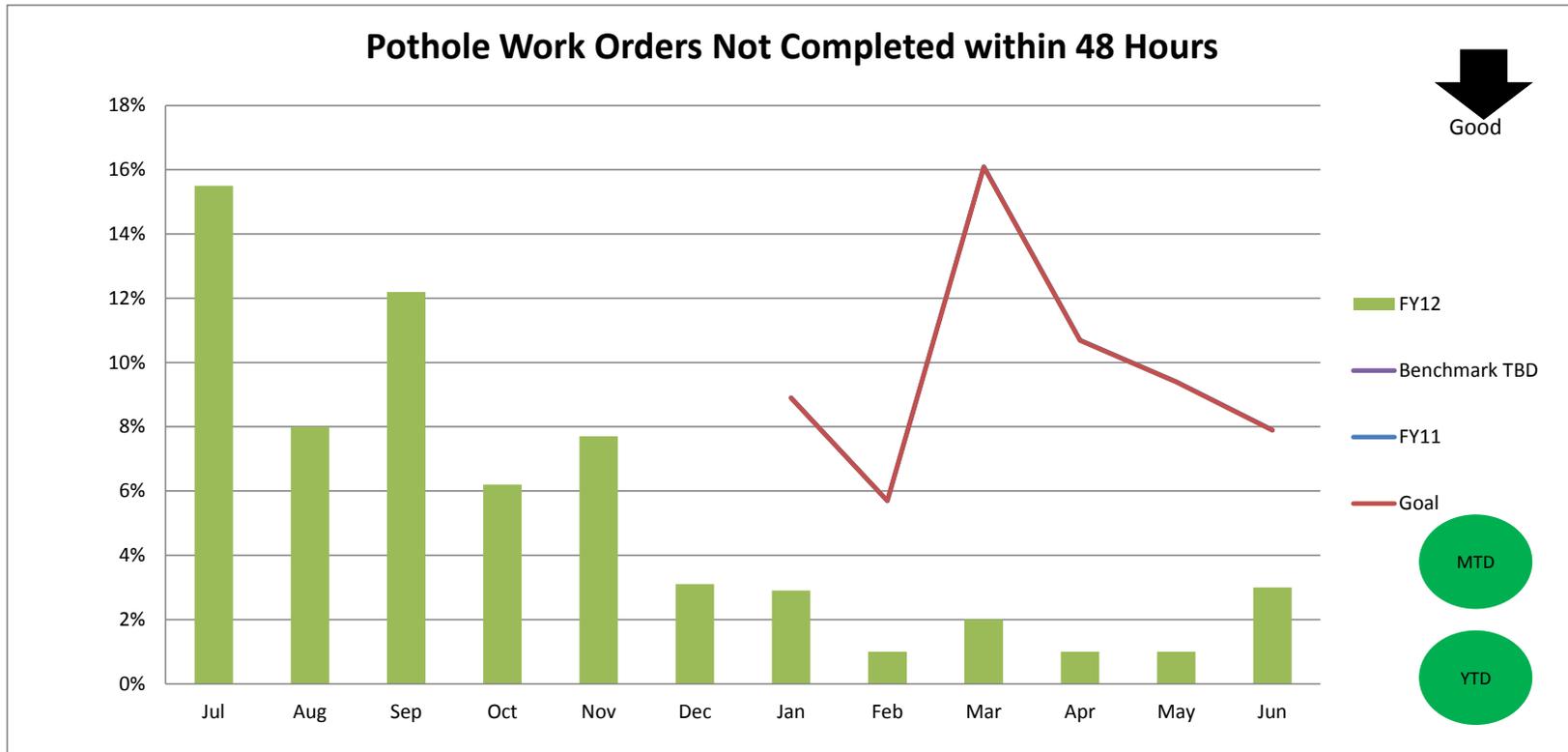


PW&A: Pothole Work Orders Not Completed within 48 Hours

Measurement Method: Divide the number of pothole work orders not completed within the desired time by those completed within 48 hours
 Why Measure? Measure a core process of the Roads and Operations division of Public Works & Assets
 What is our goal? Reduce the number of pothole requests not filled within 48 hours by 10%
 How are we doing? YTD Goal = <10%; YTD Average = 5.3%; MTD = 3.0%



| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Average | Median | Standard Deviation | Totals |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------|--------|--------------------|--------|
| FY11 | | | | | | | 9% | 6% | 16% | 11% | 9% | 8% | 10% | 9% | 4% | N/A |
| FY12 | 16% | 8% | 12% | 6% | 8% | 3% | 3% | 1% | 2% | 1% | 1% | 3% | 5% | 3% | 5% | N/A |