Public Works

Transportation & Internal Services

May 8, 2012

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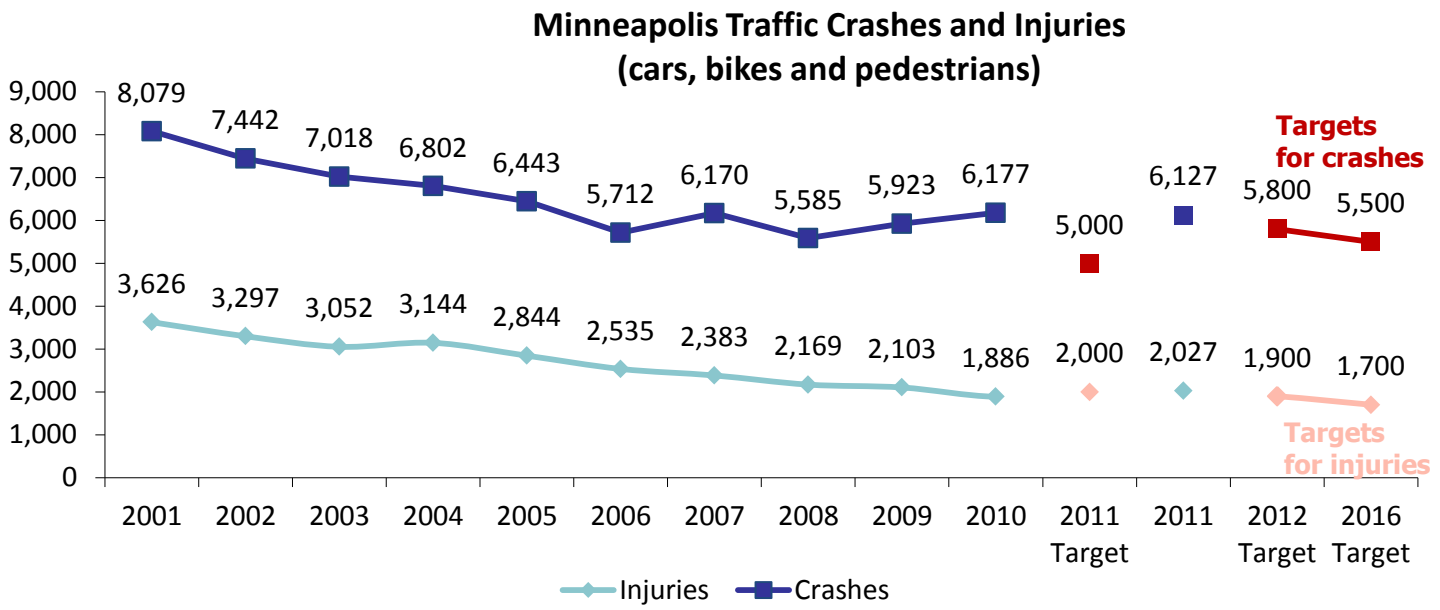
Public Works (Transportation and Internal Services)

Note: The 1st & 3rd Results Minneapolis sessions for Public Works for the year will focus on Utilities & Departmental measures; The 2nd & 4th Results Minneapolis sessions for Public Works for the year will focus on Transportation & Internal Services measures.



Why is this measure important?

Safety is the highest priority in Public Works. Traffic safety is one area in which Public Works has significant potential for improving public safety. Traffic crash and injury data provides an indication of whether we are improving traffic safety. Continual improvement in traffic safety needs to be addressed through short and long-term efforts in the areas of engineering, enforcement, and education. Public Works continues to complete safety audits, eliminate hazards and complete engineering projects that target crash prevention and reductions. Partnerships with other agencies will continue to examine traffic safety programs, especially driver related, to improve traffic safety.

What will it take to make progress?

The new traffic crash analysis system has been implemented. The new system is a web-based, publicly accessible data system (similar to our online traffic count program) and a more robust traffic safety analysis tool. The new system provides the following benefits:

- Saves staff time answering citizen questions about crash data and quicker staff response to other traffic requests that rely on crash data
- Provides web-based public access to the crash data
- Allows for quicker electronic entry of crash reports into the database (all manual data entry now)
- Reduces engineering staff efforts by changing from a time consuming data mining/traffic analysis process to an integrated, robust traffic safety analysis tool
- Links the data to our traffic count program to produce crash rates (not completed city-wide)
- Allows for better or different Results measures because the data is more easily accessible
- Allows for more up-to-date info that allow traffic staff to take quicker action
- Allows for improved safety data to be used for programming CIP projects

We are currently working to make the data available to the public. The system will have the capability of producing more enhanced analysis, mapping and reporting such as time of day, inclement weather, age of driver, vehicle types (pedestrian, bicycle, trucks, car, etc.), crash rates by type, and monthly reporting by area.

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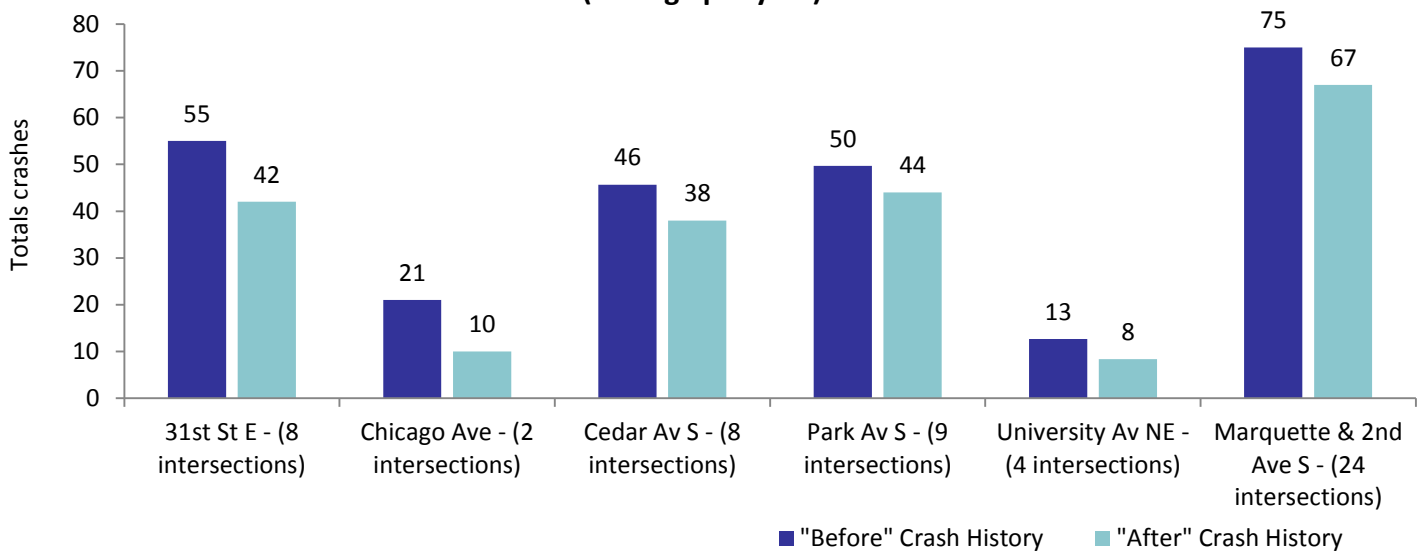
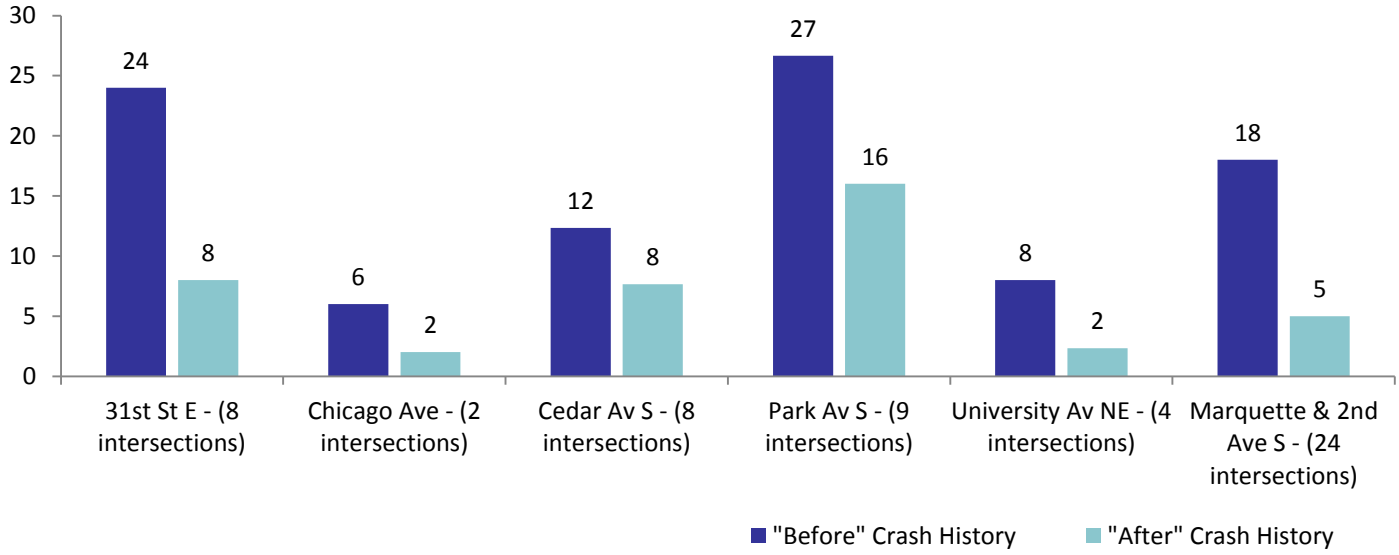
Total Crashes in Six Corridors Before and After Overhead Signal Modifications (average per year)



This data illustrates a Public Works traffic safety program that has reduced both total crashes and right angle crashes. As indicated above, the total number of crashes in each corridor decreased significantly, showing a total crash decrease of 19 percent for all 55 intersections improved.

Right angle crashes cause the most serious injuries and property damage. There was a 57 percent decrease in right-angle crashes from the years prior to the changes being made for all 55 intersections. Most of these improvements leveraged Federal safety and/or County funds with City matching resources.

Right Angle Crash Reduction in Six Corridors Before and After Overhead Signal Modifications (average per year)



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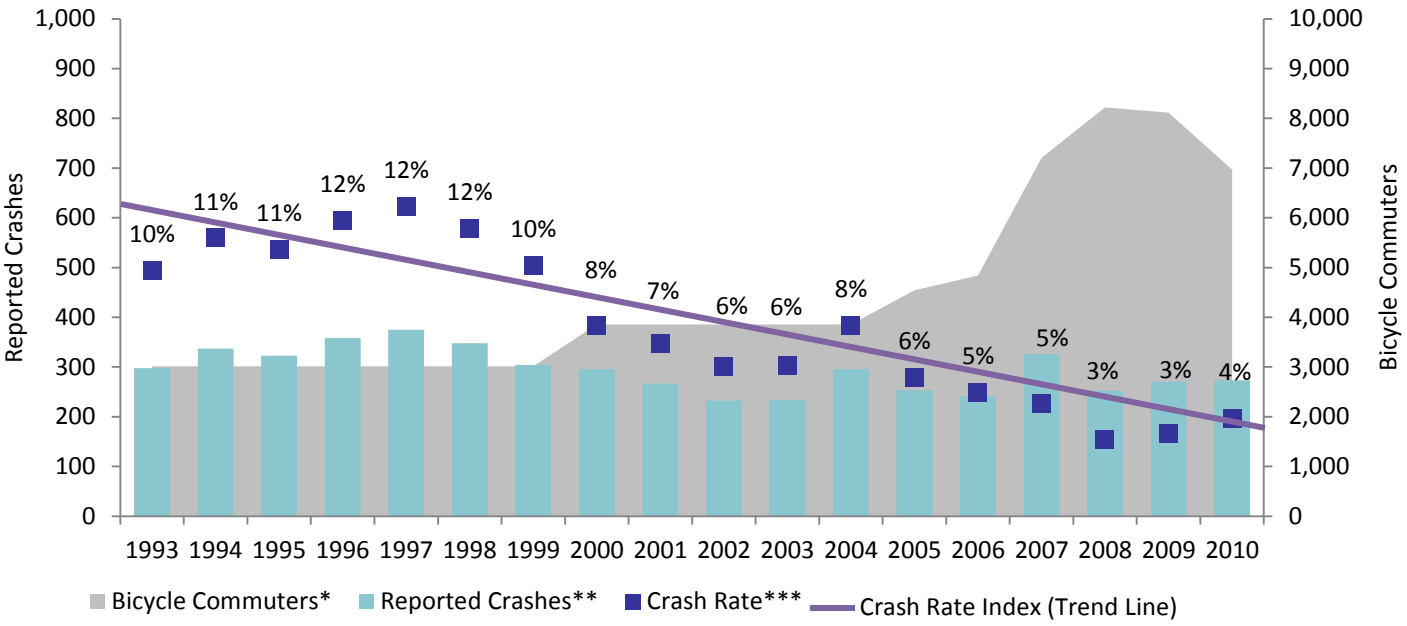
Minneapolis Bicycle-Motorist Crashes by Year and Estimated Crash Rate (1993-2010)

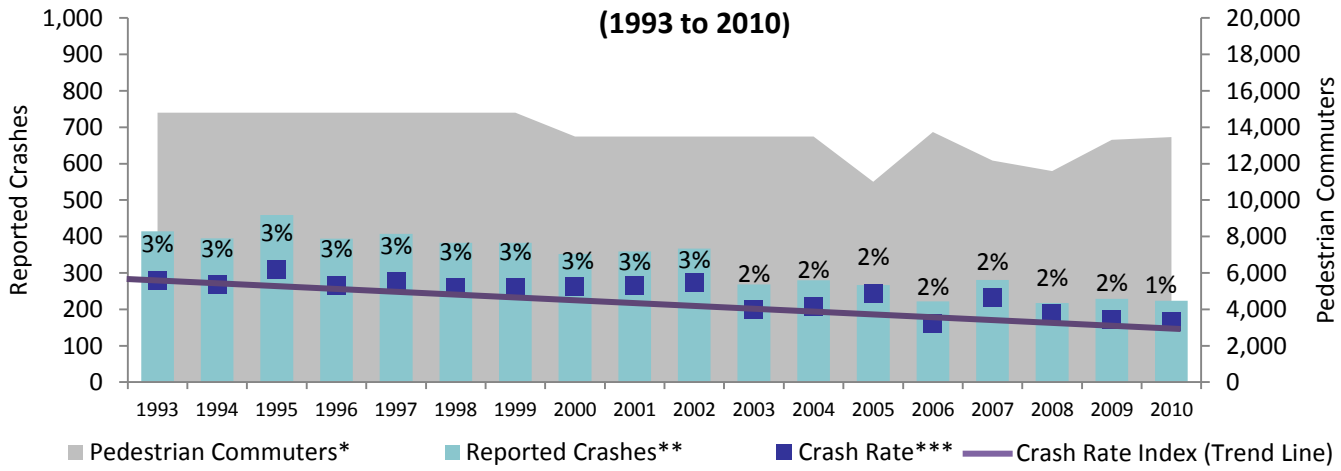


* 1993-1999 data based on 1990 Decennial figures, 2000-2004 data based on 2000 Decennial Census figures, 2005-2010 data based on American Community Survey 1-year estimates, "Bicycle Commuters" refers to Minneapolis workers aged 16 or older who commute primarily by bicycle.
**As reported to Minneapolis Public Works , from the MPD and Minneapolis Park Police
***The ratio of reported crashes to bicycle commuters.
Note: 2010 crash data only goes through Sept. 30.

Our ability to make traffic safety improvements can be measured through its most vulnerable users – pedestrians and bicyclists. Even though the number of crashes will fluctuate from year to year, the crash rate index (trend line) for both users is trending downward.

Note: 2011 U.S. Census commuting data will be available in September of 2012. The data in these graphs has not changed since the November Results session.

Minneapolis Pedestrian-Motorist Crashes by Year and Estimated Crash Rate (1993 to 2010)



*1993-1999 data based on 1990 Decennial Census figures, 2000-2004 data based on 2000 Decennial Cenus figures, 2005-2010 data based on American Community Survey 1-year estimates, "Pedestrian Commuters" refers to Minneapolis workers aged 16 or older who commute primarily by walking.
**As reported to Minneapolis Public Works, from the MPD and Minneapolis Park Police
***The ratio of reported crashes to pedestrian commuters

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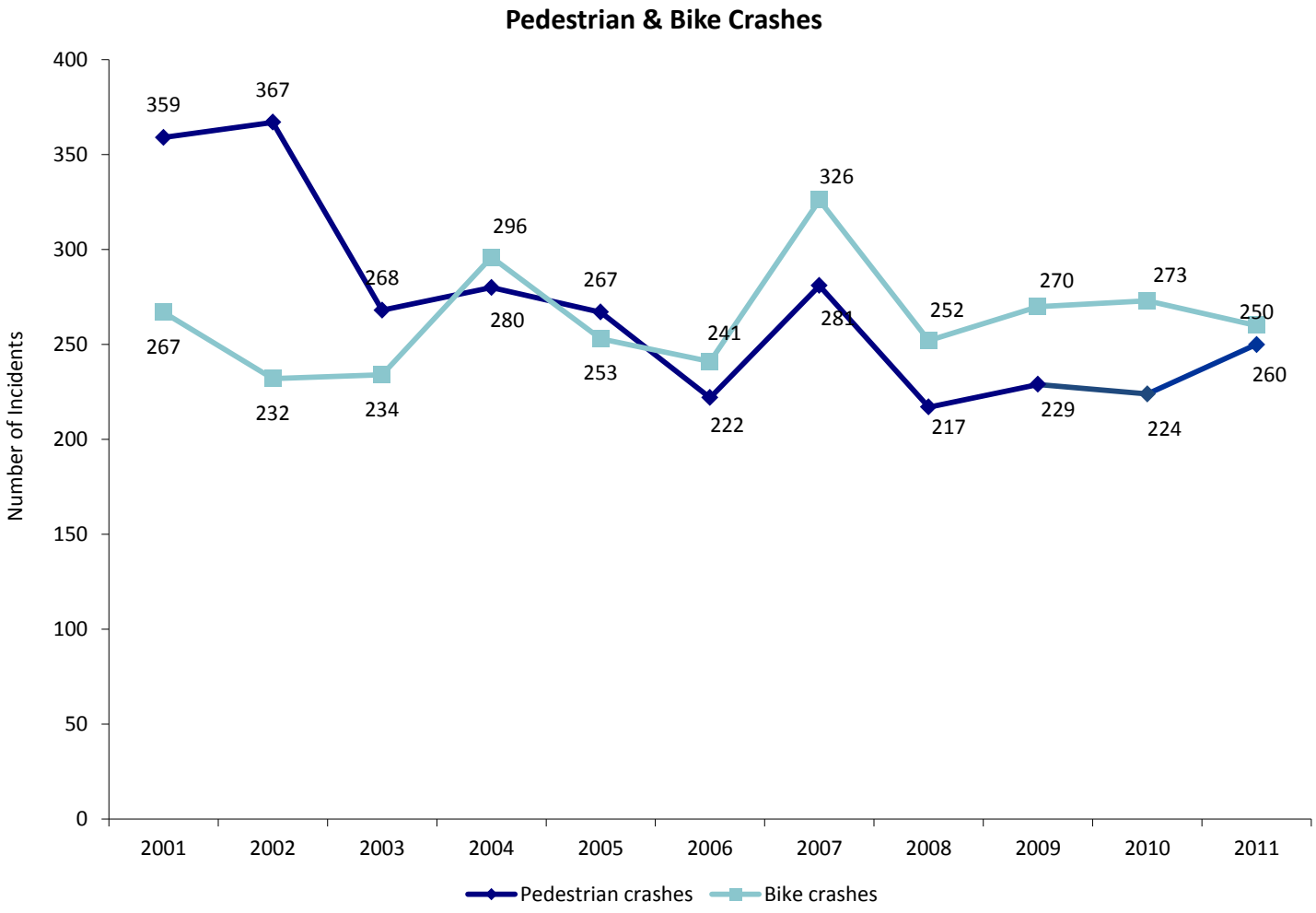
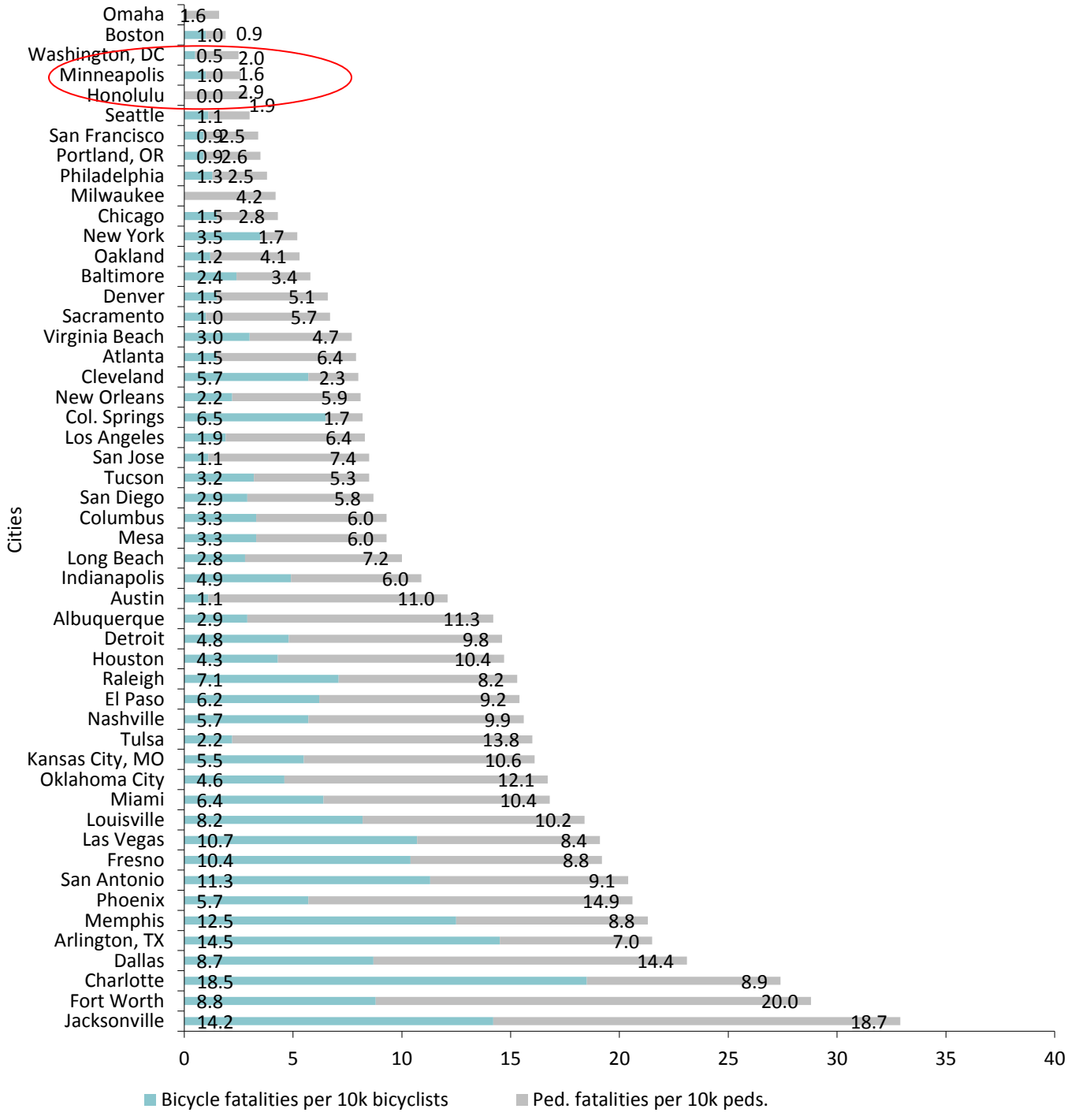


Since the 2011 U.S. Census commuting used to update the previous page will not be available until September of 2012, we decided to reuse this chart for the May 2012 *Results* session to provide updated information on pedestrian and bicycle crashes.

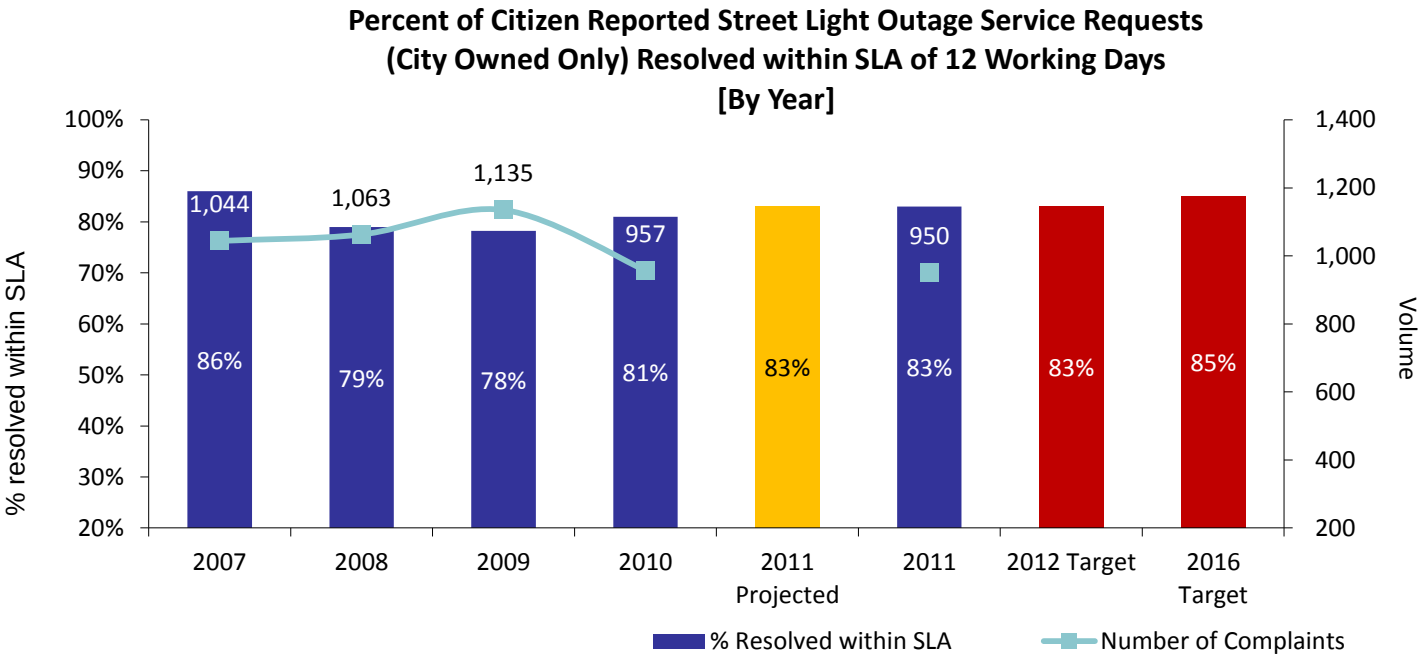
Bicycle and Pedestrian Safety in Cities

Source: 2012 Bicycling & Walking Benchmark Report



FARS - Fatality data based on 3 year average 2007 - 2009

Minneapolis continues to rank among the safest cities for bicyclists and pedestrians, although it has fallen from second place in the 2010 report to fourth place. This is largely because other cities have improved their fatality rate. In the previous report, Minneapolis had .8 and 1.6 fatalities per 10k bikers and pedestrians respectively.



Why is this measure important?

Functioning street lights are important because they improve actual and perceived public safety (both personal safety and traffic safety). Promptly repairing reported outages is important because it demonstrates responsiveness. This measure indicates how well we are maintaining lighting and responding to reported outages. Funding levels are not keeping up with increasing costs and thus result in reduced staffing levels and the associated reduction in preventive and general maintenance of the system. This leads to an increased number of outages and slower maintenance response times. The existing lighting system is dependent upon citizen complaints, which are reactive, to identify problems and outages.

What will it take to improve lighting?

Public Works is using the new city-wide street lighting policy adopted in January 2009 to increase lighting visibility, improve implementation processes, reduce lighting costs/impacts, and determine stable funding options.

- Public Works has used the IAP (Infrastructure Acceleration Program) funds to replace over 300 poles and paint 750 others over the past 3 years (2009 – 2011).
- Public Works, in cooperation with Hennepin County, is testing the lighting technology that was installed as part of the 46th St. lighting project. This testing will consist of electricity usage and light level output. The results will inform the City's lighting policy regarding energy efficient light installations to reduce electricity costs.
- We are partnering with NACTO and the Municipal Solid-State Street Lighting Consortium on educational resources and to help accelerate adoption of new street light technologies.
- As we continue to replace the outdated parkway system which makes up about 9 percent of the city-wide maintained system, the Parkway lighting complaints have dropped from about 21 percent of the service requests to 15 percent. Public Works has replaced about 50 percent of the lights on the Parkway since 2004. The replacement has included a more durable underground cabling system and poles than previously installed on the parkways.
- Working with Park Board on a proposed complete parkway system upgrade over the next 5 to 7 years based on a more robust funding approach.
- Public Works expects the 2012 target on the previous page to match the 2011 average at 83 percent. Due to improved infrastructure, Public Works expects these results to improve to 85 percent by 2016.

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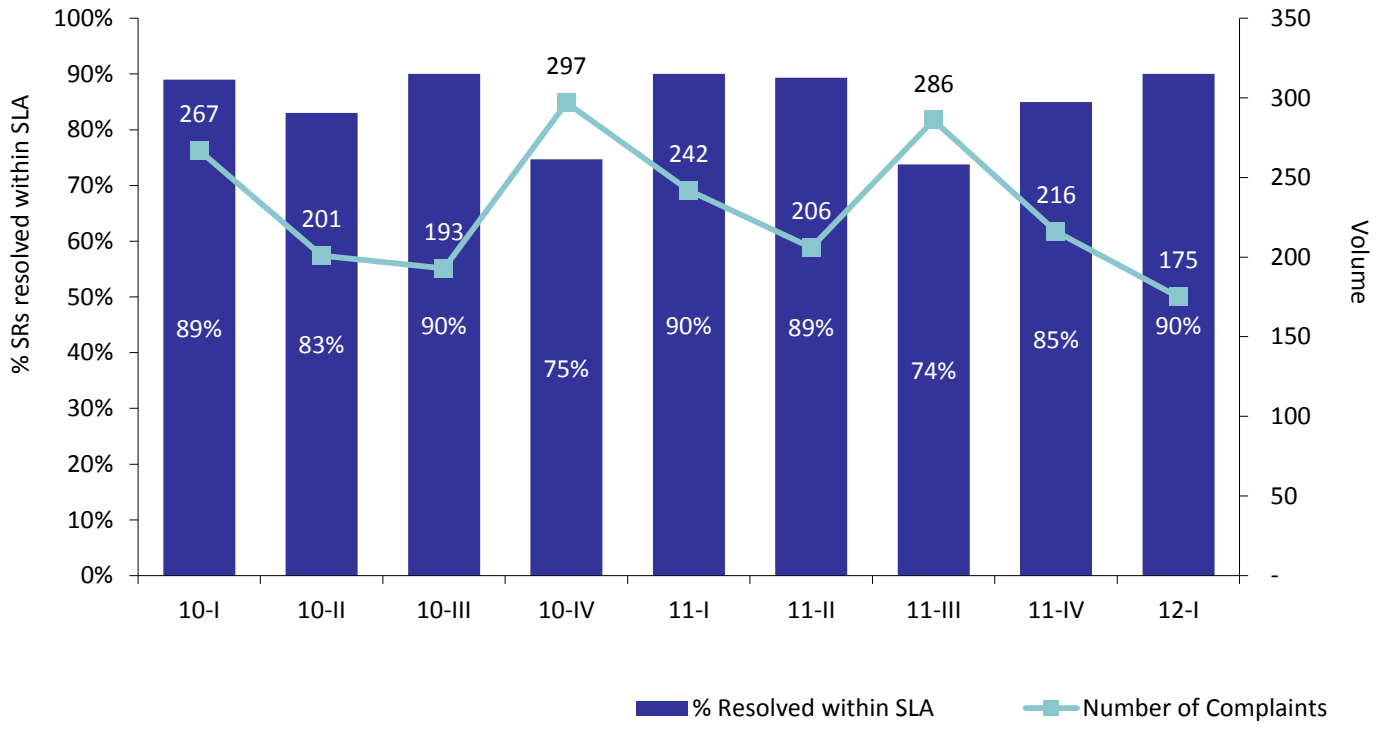
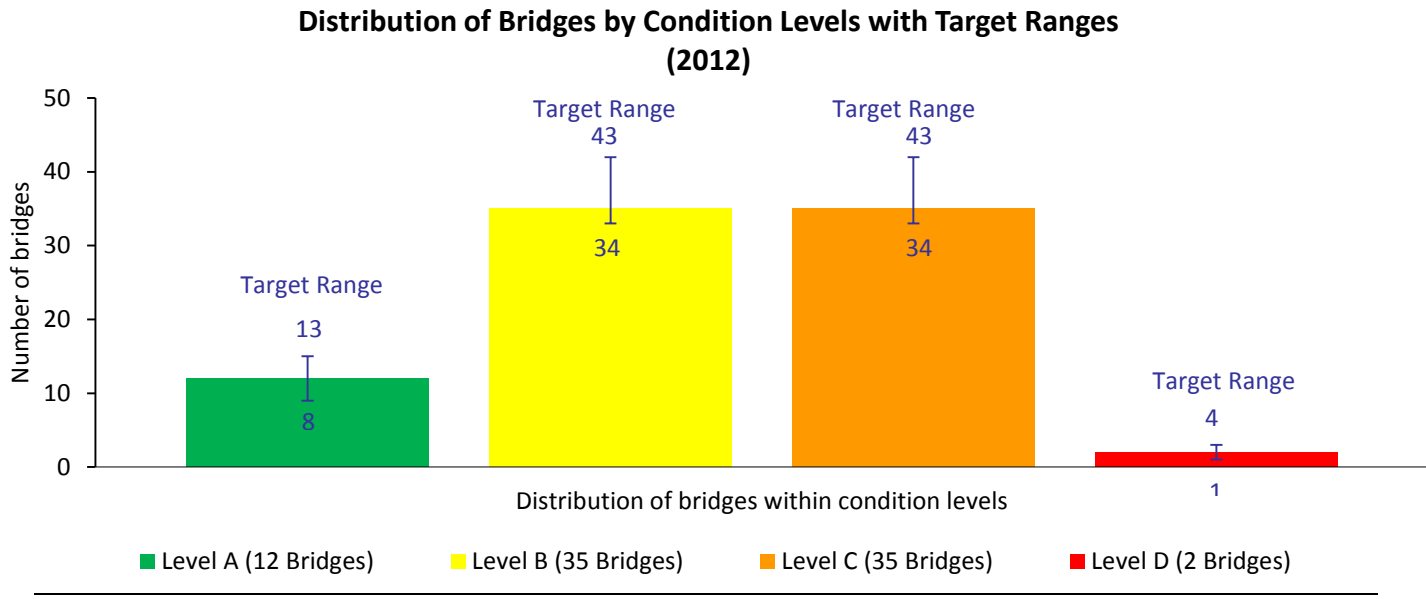
Percent of Citizen Reported Street Light Outage Service Requests (City Owned Only) Resolved within SLA of 12 Working Days [By Quarter]



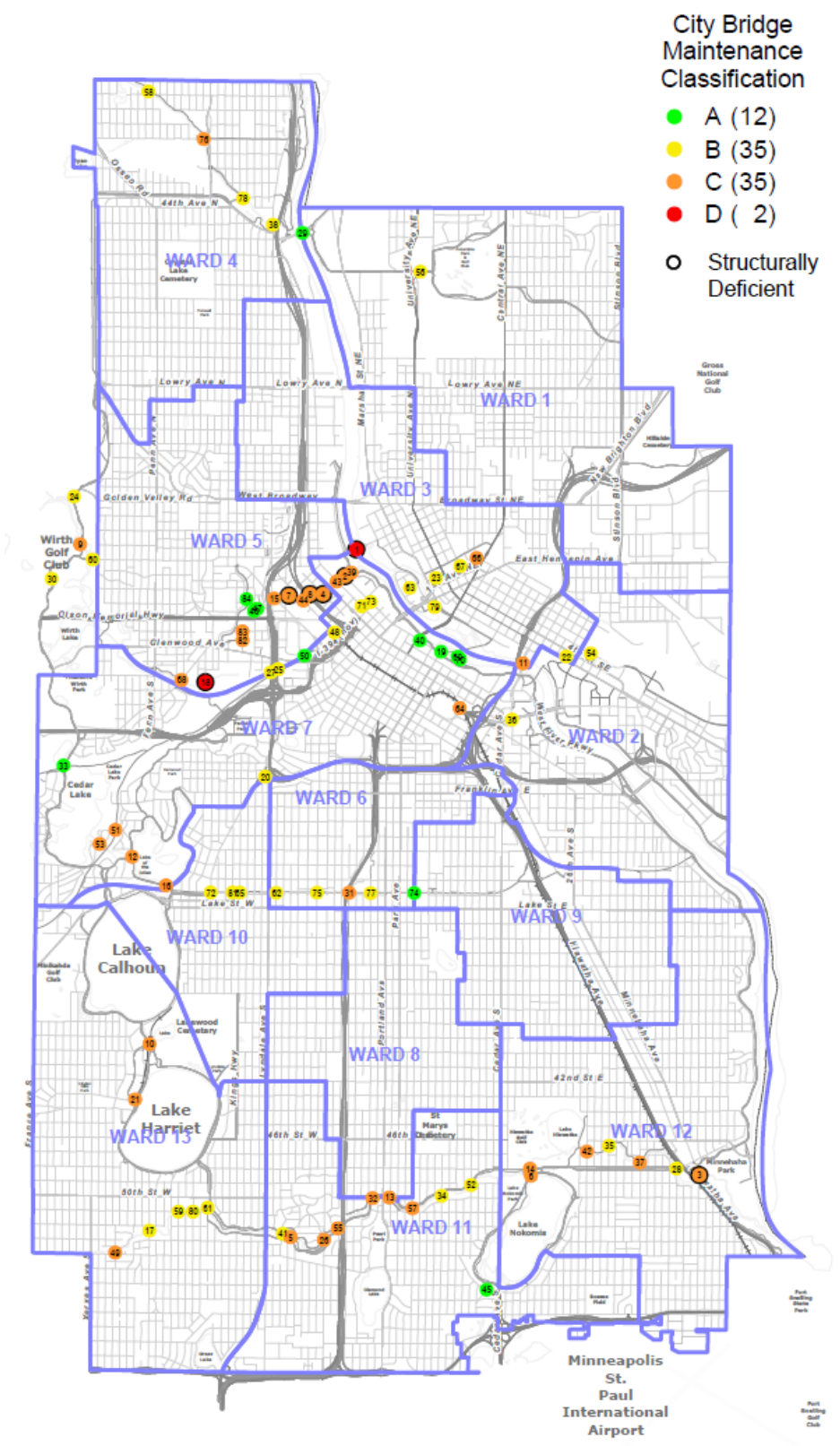


Safety and cost-effectiveness are Public Works main objectives relating to bridges.
There are currently 84 bridges that are either owned by the City (67) or owned by the Park Board (17).

What is the measure and why is it measure important?
This measure represents our bridge lifecycle condition/maintenance status against a target range at a point in time. At any one point in time our target is to have between:

10% & 15% in Level A (8-13 bridges)	Level A is generally a newer bridge, needing basic maintenance generally provided to all City bridges throughout their lifecycle. This includes grass mowing; weed control; tree/brush removal; debris removal; lighting maintenance; graffiti removal; sweeping; flushing/washing; deck & crack sealing; and snow & ice control. As a bridge ages and its needs increase, Level B and C maintenance are started as warranted.
40% & 50% in Level B (34-43 bridges)	Level B is a little older bridge, needing basic preventative maintenance including increased repair and minor improvements.
40% & 50% in Level C (34-43 bridges)	Level C is an older bridge, needing more significant repairs, improvements and possibly betterments. Level C repairs may at times be a reaction to conditions that are encountered during routine inspection and/or other repair work. While rehabilitation of a bridge will reduce its maintenance needs to a Level A or B, it is not always the best option. The benefits-cost analysis of rehabilitation may determine that the most prudent action is for maintenance activities to be reduced to a Level D.
3% & 5% in Level D (1-4 bridges)	Level D is the lowest maintenance category in which the bridge maintenance activities are kept to a minimum and only those repairs necessary to ensure public safety are made. If repairs are too costly, the bridge would be closed to traffic. Our overall goal is ensuring the safety of the traveling public while optimizing the City's bridges' useful life and maintaining their current traffic capacity when warranted.

What will it take to sustain this goal?
To sustain this distribution, approximately two bridges will need replacement or rehabilitation every two or three years. Since the cost to achieve this goal is significant, an important aspect of Public Works' program is to optimize funding from external sources. The implementation of these maintenance categories is a recent initiative of Public Works and we are only beginning to acquire data to corroborate that the above distribution is optimal. Adjustments will need to be made to the distribution as warranted by future analysis.



ID	Route
1	Plymouth Ave N
2	1st St N
3	S Minnehaha Park Dr
4	3rd St N
5	Minnehaha Pkwy
6	Lake Nokomis Pkwy
7	10th Ave N
8	4th St N
9	Theodore Wirth Park
10	William Berry Drive
11	10th Ave SE
12	W Lk of the Isles Pkwy
13	Minnehaha Pkwy
14	Minnehaha Pkwy
15	7th St N
16	W Lk of the Isles Pkwy
17	Penn Ave S
18	Irving Ave N
19	Portland Ave
20	Lyndale Ave S SB
21	W Lake Harriet Pkwy
22	14th Ave SE
23	2nd St NE
24	Theodore Wirth Pkwy
25	Lyndale Ave N
26	Nicollet Ave
27	Lyndale Ave N
28	Minnehaha Pkwy
29	42nd Ave(Camden)
30	Theodore Wirth Pkwy
31	2nd Ave S
32	50th St S
33	Cedar Lake Pkwy
34	12th Ave S
35	Nokomis Ave
36	19th Ave S
37	34th Ave S
38	Lyndale Ave N
39	W River Pkwy
40	1st St S
41	Minnehaha Pkwy
42	28th Ave S
43	2nd St N
44	5th St N
45	Edgewater Blvd
46	Bryant Ave N
47	Gertrude Brown Place
48	5th St N
49	Upton Ave S
50	Royalston Ave
51	Bumham Rd (W 25th St)
52	Bloomington Ave
53	Bumham Road
54	5th St SE
55	Stevens Ave
56	St Anthony Pkwy
57	Chicago Ave
58	Queen Ave N
59	Logan Ave S
60	Plymouth Ave N
61	Minnehaha Pkwy
62	Garfield Ave
63	Nicollet St
64	11th Ave S
65	Dupont Ave S
66	Monroe St NE
67	5th St NE
68	Cedar Lake Rd
69	Mill Ruins Svc Rd
70	Mill Ruins Svc Rd
71	2nd St N
72	Hennepin Ave
73	1st St N
74	Chicago Ave
75	Blaisdell Ave
76	49th Ave N
77	4th Ave S
78	45th Ave N
79	Merriam St
80	James Ave S
81	Emerson Ave S
82	4th Ave N
83	5th Ave N
84	Van White Mem Blvd

MINNEAPOLIS DEPARTMENT OF PUBLIC WORKS

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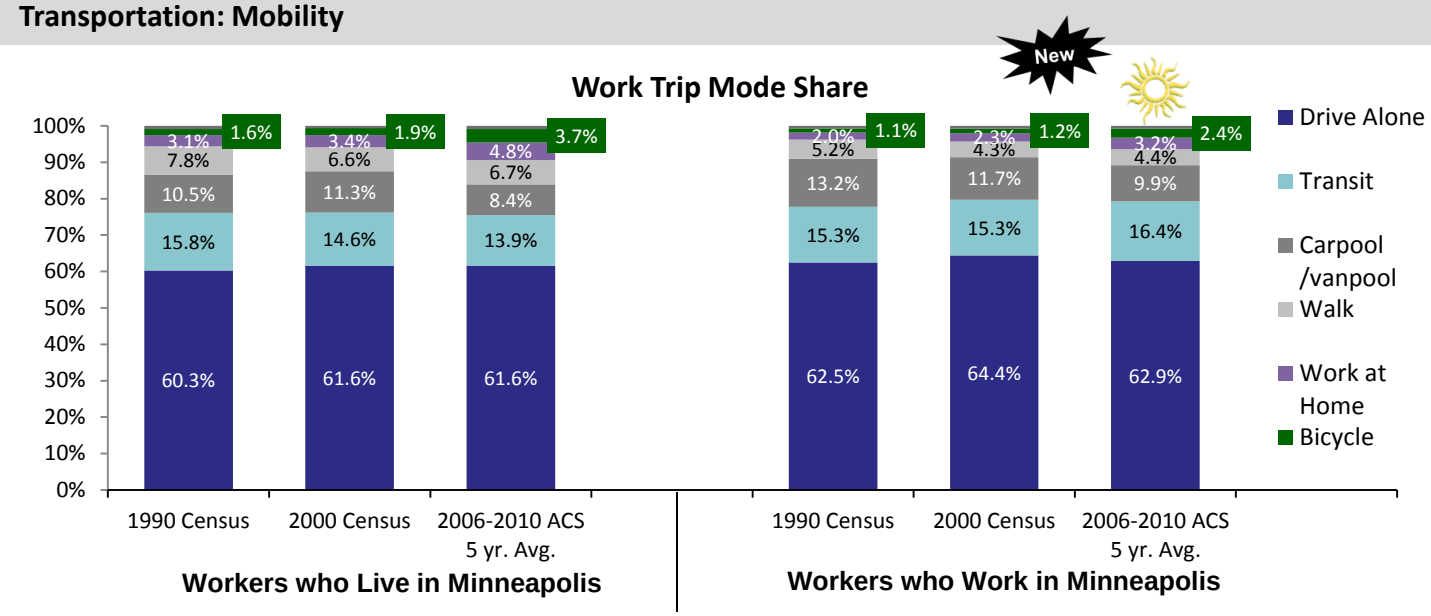


Sources: US Census, Decennial Census for 1990 and 2000 data, American Communities Survey 5-year Estimate

Trends:

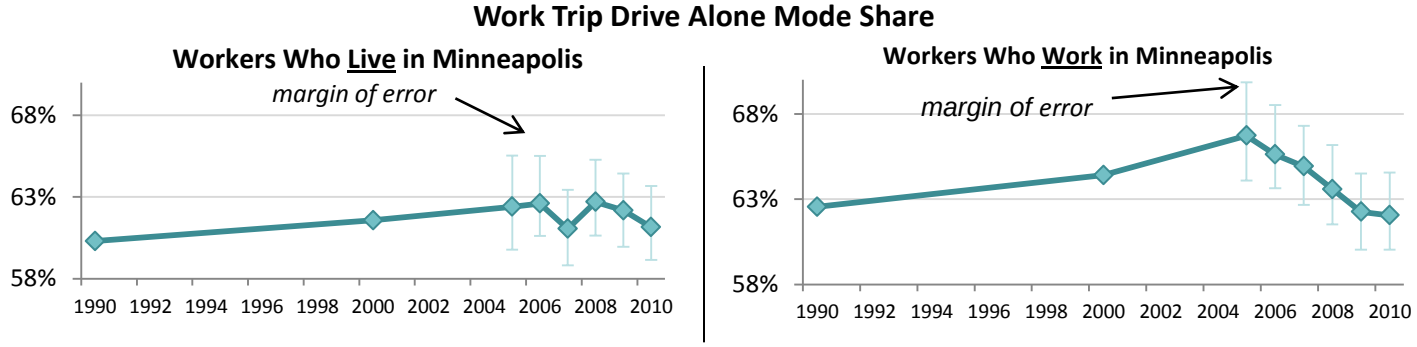
The percentage of commuters driving alone to work has remained relatively constant in Minneapolis over the past 20 years at approximately 62%. However, there are subtle, but important shifts in mode share occurring.

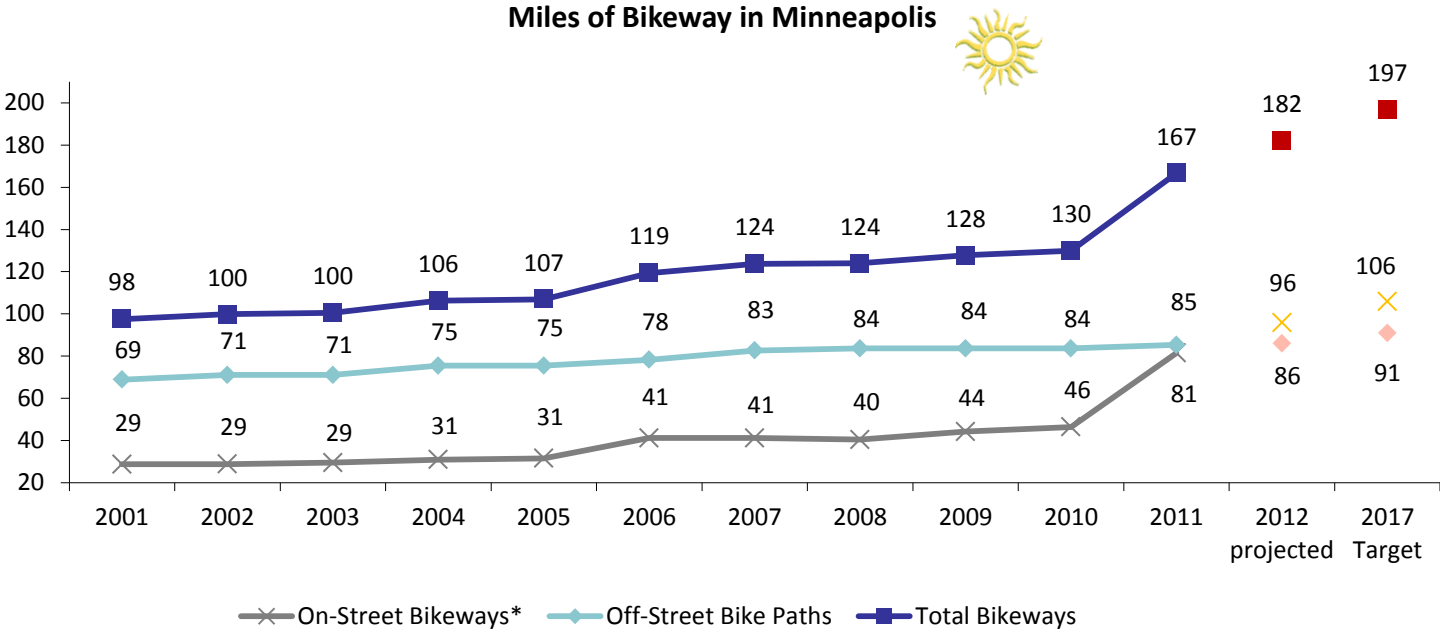
- Carpooling is declining
- Bicycling and working at home are increasing
- Transit use has declined for workers who live in Minneapolis, but has increased modestly for people working in Minneapolis.
- Walking declined from 1990 to 2000, but has held steady since 2000.

About the Data:

We are participating in - and in some cases leading - the development of many new transitways in Minneapolis, including Central Corridor LRT, Southwest LRT, Bottineau Transitway, I-35W BRT, Nicollet-Central Urban Circulator, Midtown/Lake Street Corridor, West Broadway Corridor, and a long-term network of rapid bus and streetcar lines. We have a new bicycle and pedestrian coordinator who is implementing the City's bicycle and pedestrian plans and leveraging the skills and energies of the City's bicycle and pedestrian advisory committees. We are continuing to offer Metropass to City employees and offer discounted carpool parking in municipal parking facilities, and the Downtown Minneapolis Transportation Management Organization promotes Metropass and carpooling throughout downtown Minneapolis.

You might also want to note that the City's "Transportation Alternatives" sustainability indicator is to reduce the percentage of both Minneapolis residents and Minneapolis workers who drive alone to work to 61 percent by 2015: http://www.minneapolismn.gov/sustainability/indicators/WCMS1P-082610. This is based on the same Census data shown in the Results report.





*On-street bikeways include bike lanes, shoulders, shared lanes, and bike boulevards
^All future capital and resurfacing street projects will be reviewed to determine if they are consistent with the Bicycle Master Plan

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Why is this measure important?

The number of Minneapolis bicyclists and bikeway miles are key indicators of how bicycle friendly the City is becoming. Bicycling imparts many benefits upon the community: improved health, greatly reduced air pollution, increased work productivity, and savings in resources.

What will it take to make progress?

To increase the overall citywide bicycling, the City is working in partnership with numerous public agencies and private entities to aggressively increase the bicycle infrastructure, education, and outreach. Activities include but are not limited to:

- Continue to increase the on-street bikeway miles.
- Complete several important missing links in Minneapolis' off-street pathway system including the U of M Trail and Bluff Street Connection.
- Continue education and outreach efforts.

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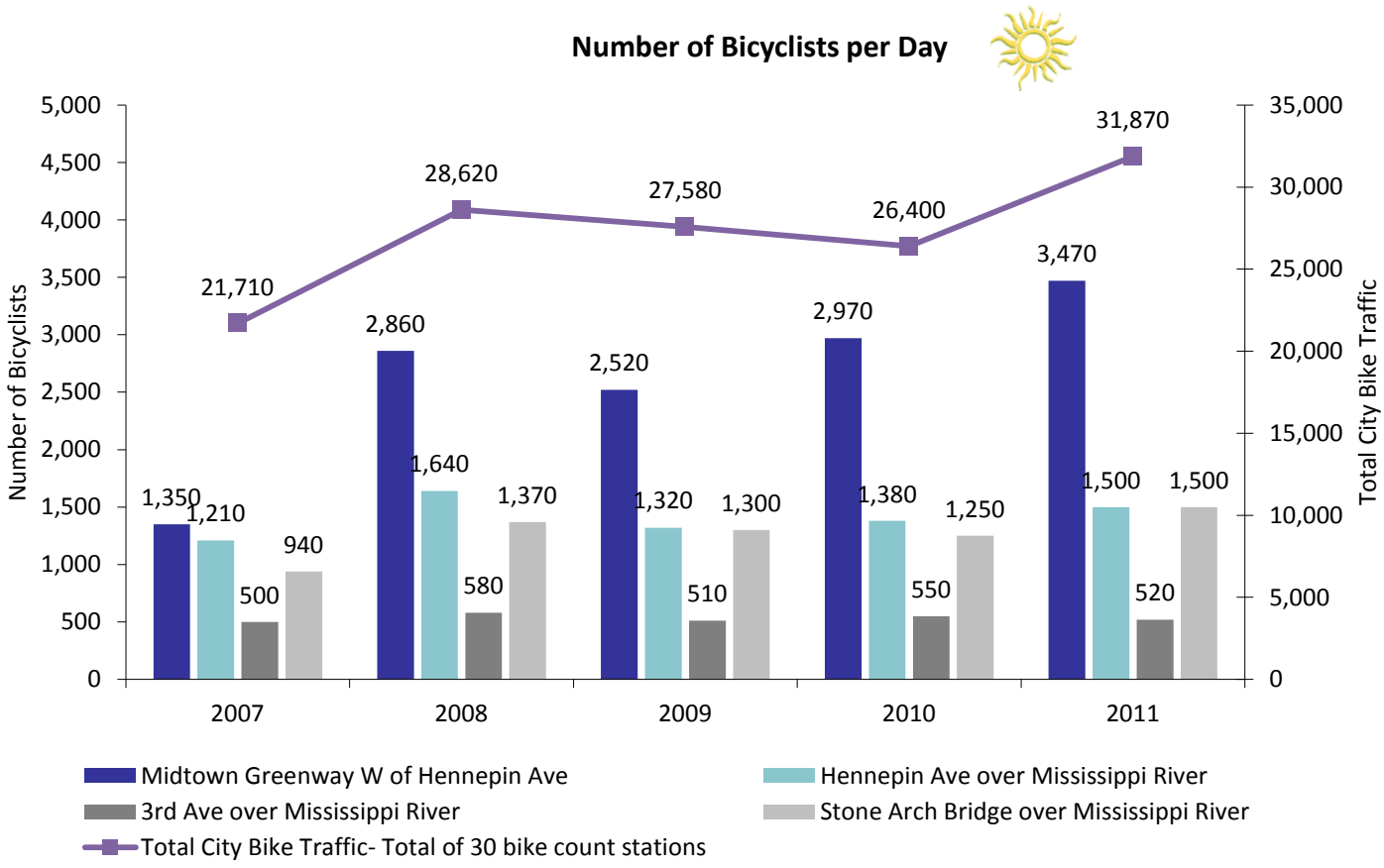
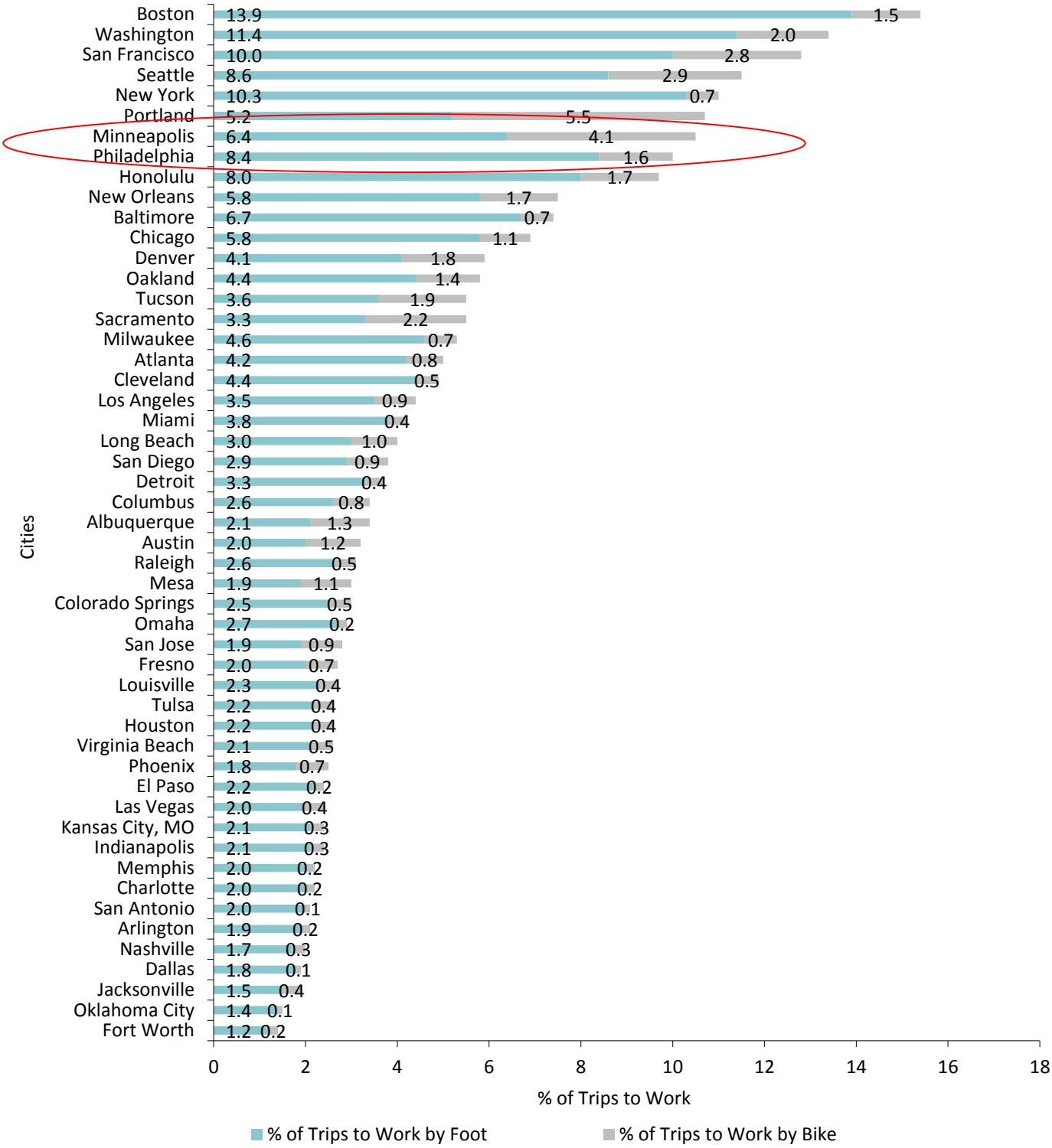


The four locations compared are those with counts conducted in 2007, 2008, 2009, 2010, and 2011. Annual variations (up & down) are typical in count data. The trend line continues to be positive, especially given the 2009 economic workforce conditions. (There is no change in this data since the November *Results* session. New counts will be conducted in September of 2012.)

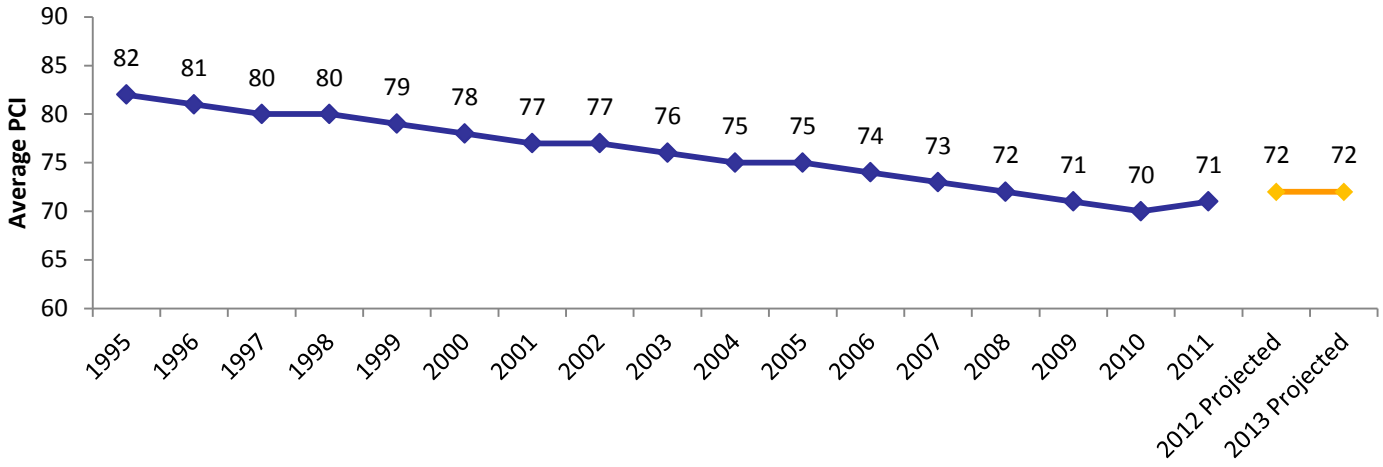
Share of Commuters who Bicycle or Walk in Largest U.S. Cities

Source: 2012 Bicycling & Walking Benchmarking Report

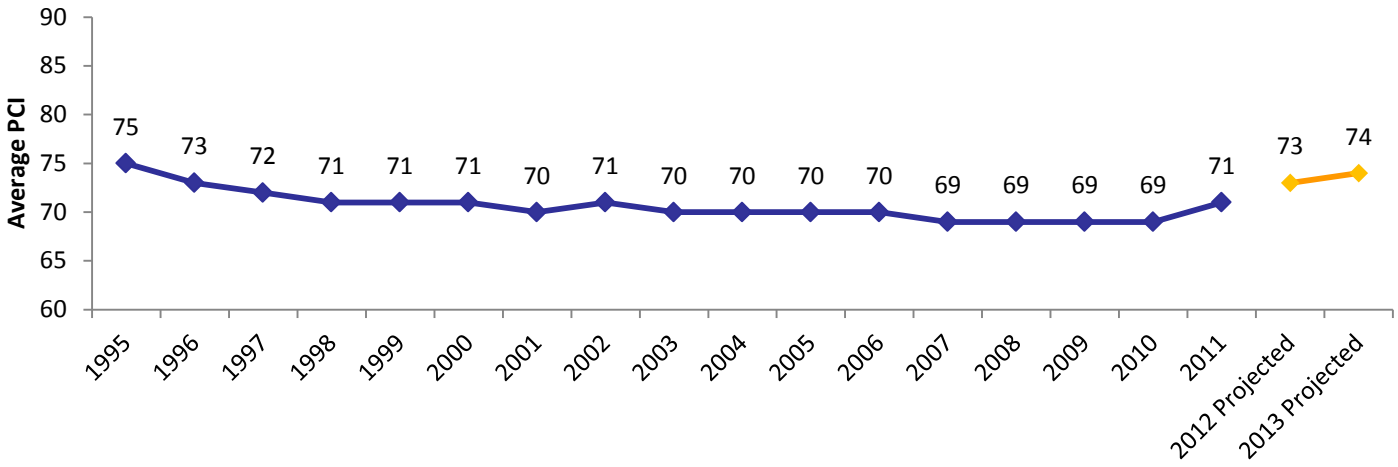


The percent of commuters who walk to work has remained stable since the 2010 report, while the percent of commuters bicycling has risen slightly from 3.8 percent. Since the 2010 report, Minneapolis has fallen from sixth to seventh place behind Portland.

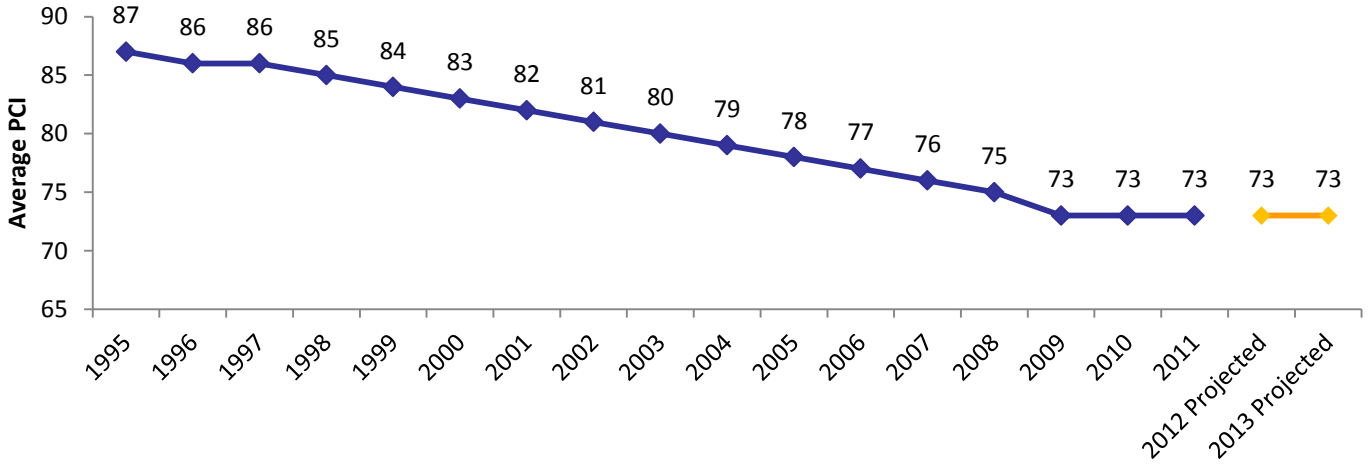
Average PCI for All City Jurisdiction Streets (962 miles)



Average PCI for Municipal State Aid (MSA) Streets (206 miles)



Average PCI for Residential Streets (631 miles)



Narrative on next page…

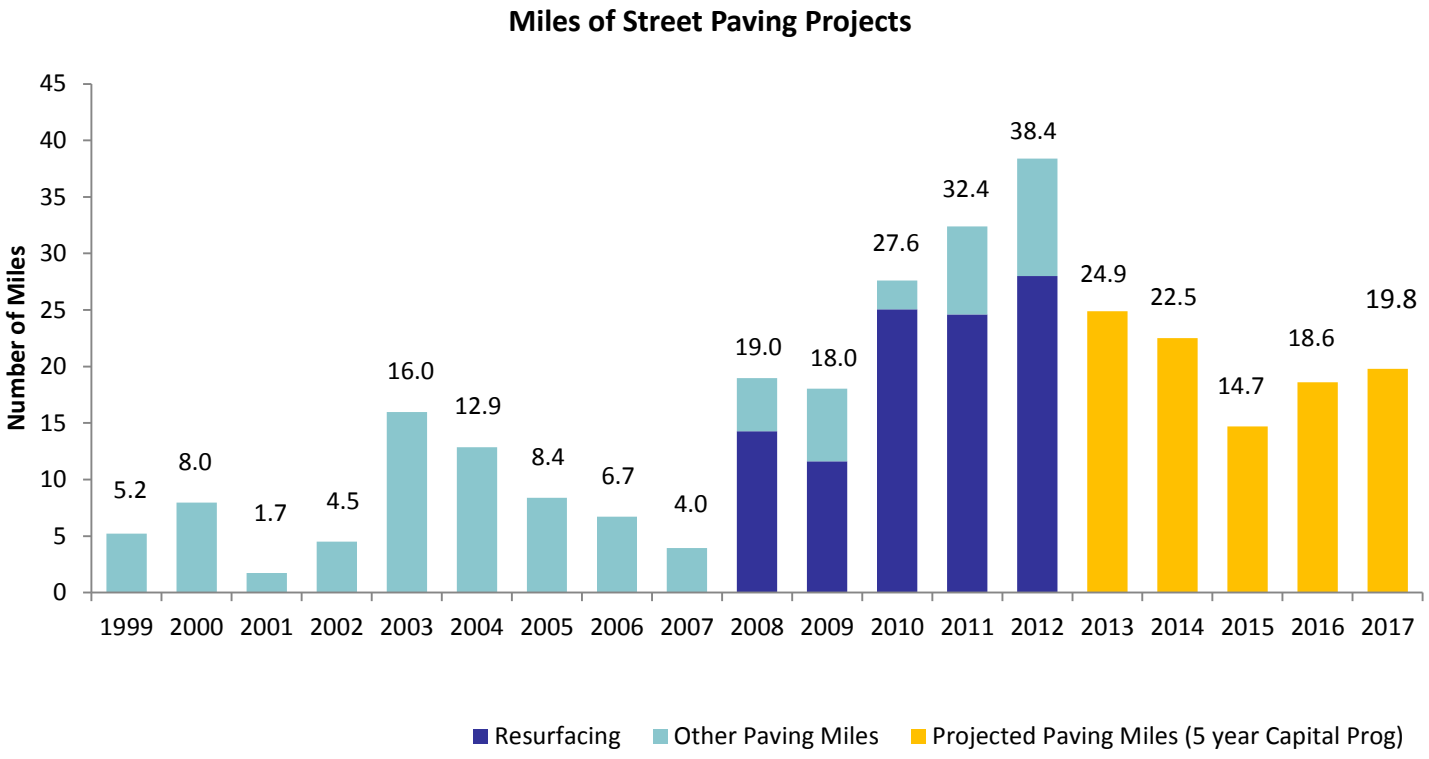
Why is this measure important?
Looking at the Pavement Condition Index (PCI) measurement over time provides an outcome measure of the City's financial and policy decisions regarding street maintenance and construction funding. It is an important measure because looking at the trends of the average PCI values over time can show trends in the overall condition of City streets.

The 2008 Resurfacing Program that was enhanced by the Mayor's additional Infrastructure Acceleration Program (IAP) funding was designed to improve the condition of each resurfaced street for a period of approximately ten to fifteen years. This resurfacing, or asphalt overlay program contributes to the improvement of the overall condition of the network of streets as there is a significant backlog of streets that need improvement. The work extends pavement life, increases ride quality and reduces maintenance costs until they can be scheduled for reconstruction. After ten to fifteen years following the overlay it is projected that the condition of these improved streets will return to their pre-overlay condition, meaning a PCI below 70. Streets with PCI ratings of less than 70 have increasingly rough rides and a growing number of potholes along with other problems. The reason we had been seeing an increasing number of streets with PCI's below 70, indicated by a downward trend of overall PCI, (All City Jurisdiction streets on previous page..), is because the funding available every year has not been keeping up with the past needs for street repairs, preventative maintenance, renovation, and reconstruction. The 5-year IAP program (that expires in 2013) as well as the one-time, 2011 35W Reroute resurfacing has recently had a positive effect on what had been downward trends in the conditions of various street networks as indicated by the latest PCI charts on the previous page. Continued investments in these types of activities and programs may help sustain these positive changes. However, the chart on the next page showing miles of programmed street paving projects does not show a sustained level of effort. For all of the PCI categories, we have done a projection with our pavement management system for the next two years based upon the known capital program.

For additional information about the PCI by neighborhood, see the additional map on page 29.

What will it take to achieve a PCI in the upper 70's and level?
The goal of the City pavement management program is to keep the overall network of streets in a serviceable condition and optimize the financial resources available in a cost-effective manner. In 2008, the City adopted the Pavement Resurfacing Program as a way to help slow the overall deterioration of our streets until our other maintenance and capital programs can be restored. That means applying the appropriate strategies (e.g., preventative maintenance, renovation, reconstruction, etc.) at the right times.

Additional data on next page…


Miles of Street Paving Projects
Number of Miles
45
40
35
30
25
20
15
10
5
0
5.2
8.0
1.7
4.5
16.0
12.9
8.4
6.7
4.0
19.0
18.0
27.6
32.4
38.4
24.9
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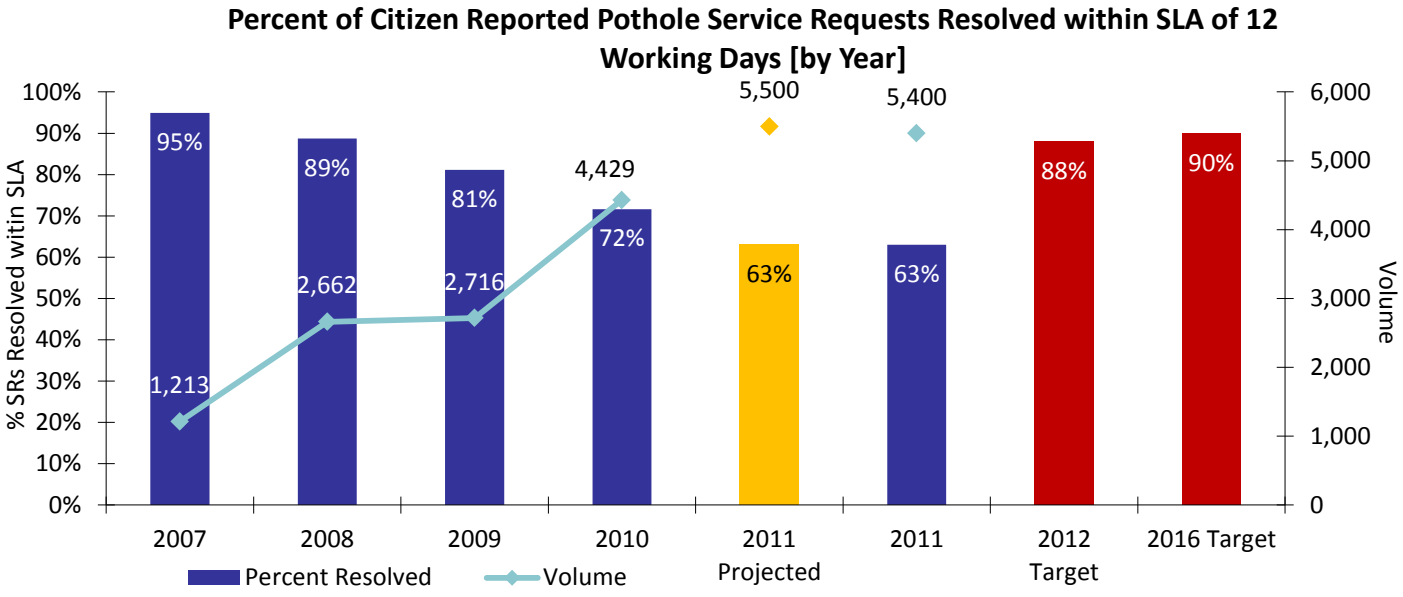
Resurfacing
Other Paving Miles
Projected Paving Miles (5 year Capital Prog)



Why is this measure important?

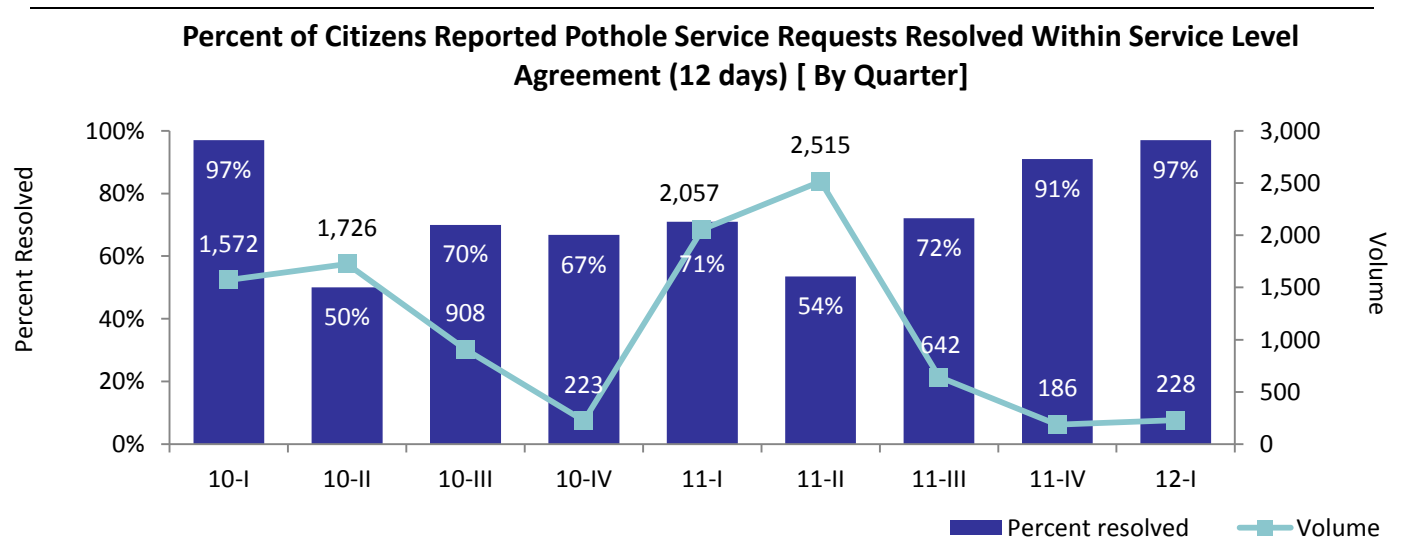
Potholes are one of the most visible and talked about complaints that drivers have about streets, as well as one of the complaints most reported to 311. Minimizing the number of potholes and responding to complaints in a timely manner results in smoother streets for drivers and an enhanced public image for the City.

Definition of Resolution:

When the pothole has been patched, whether a temporary or a permanent patch was used to complete the work.

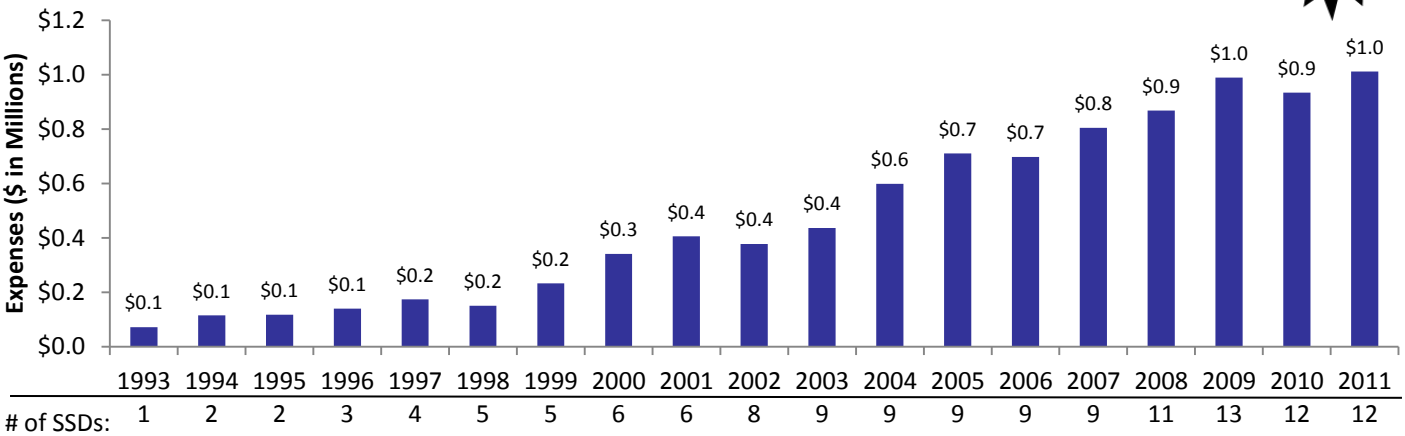
What will it take to achieve a target?

Additional funding or currently unknown efficiencies must be found that would result in more cost-effective street maintenance. One strategy could be to simply add resources to improve response time to address 311 reported potholes, but the most cost-effective approach is more complex and Public Works would recommend a combination of reactive patching as well as proactive preventative maintenance strategies.



Annual Investment by Business Community to Special Service Districts

New



Note: Does not include Nicollet Mall and Downtown Improvement District.

Why is this measure important?

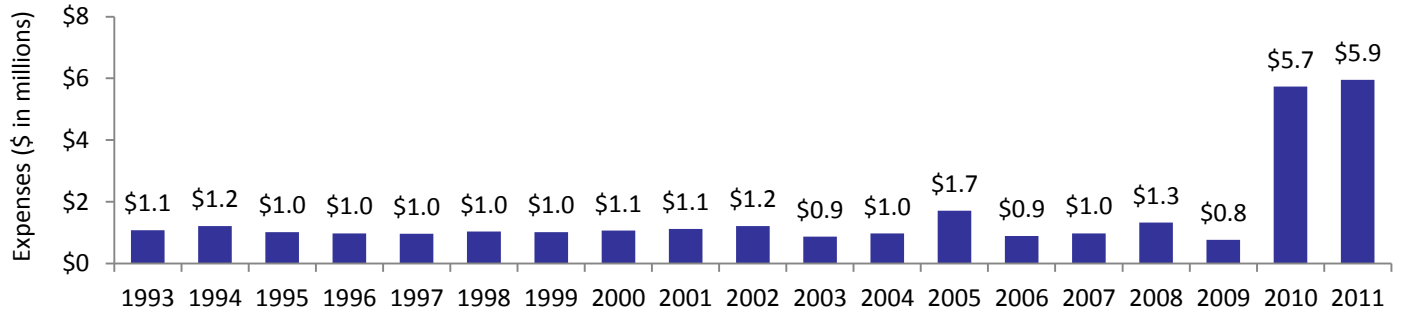
The dollars expended in the various Special Service Districts (SSDs) in the City are a reflection of business owners' additional investments in their areas. SSDs allow for property owners in commercial areas or business nodes to collectively fund consistent maintenance of special amenities, streetscape elements and/or enhanced services. Services could include safety services, cleaning, snow management, seasonal decorations, banners, marketing , and general maintenance within the right-of-way. Once established, a representative advisory board for each SSD annually recommends to the City Council what services are desired and a recommended budget. The City Council then orders Public Works to perform the work, and the direct costs for service delivery are recovered by collecting service charges from the respective, affected property owners on their annual tax statements. The graph above shows annual expenditures by SSDs outside of downtown (not including downtown). While SSDs do modify their service levels and budgets over time, the growth in annual expenditures is more a reflection of the growth in the number SSDs in the last decade. This measure is important because it shows how businesses are using the concept of a SSD to invest in, and improve the local business community.

The graph below shows the downtown business community's investment in downtown through the long term operation of the Nicollet Mall Pedestrian Mall Operations and Maintenance District, and subsequently the Minneapolis Downtown Improvement District (DID). Nicollet Mall and Hennepin Theater District SSD are now managed by the DID.

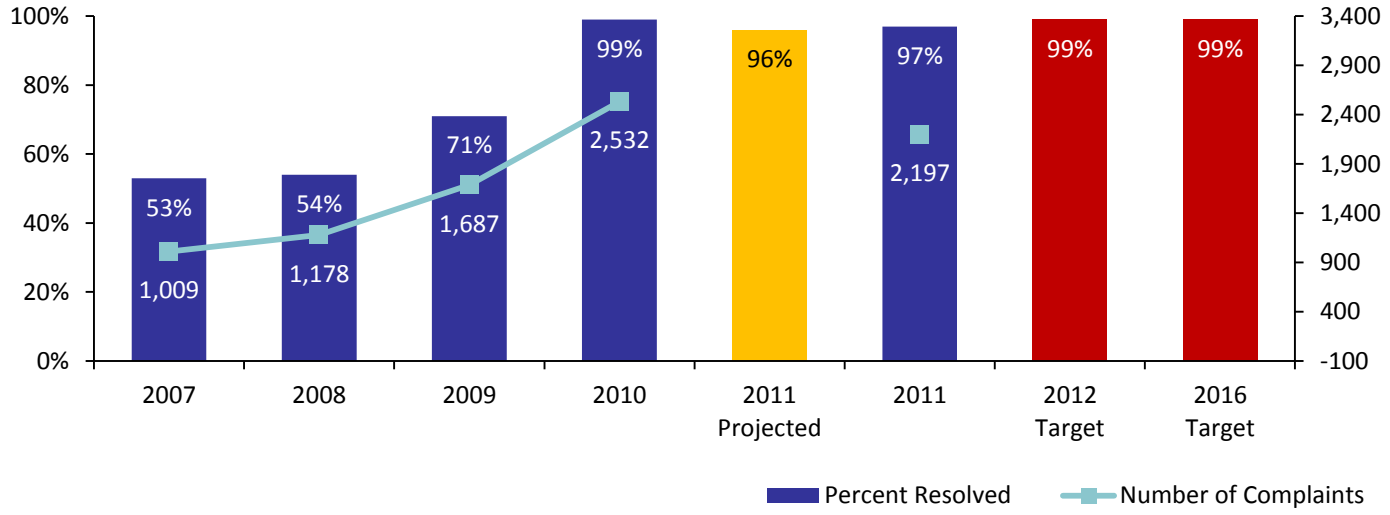
What will it take to achieve a target?

There are no targets or funding strategies for this for this measure because the establishment of SSDs and their budget levels come from the business community. Public Works' role is to facilitate their establishment and ongoing existence.

Nicollet Mall/DID



Percent of Customer Reported Parking Meter Complaint Service Requests Resolved within SLA of 3 Working Days [by year]



Why is this measure important?

Parking meters are used by thousands of Minneapolis visitors and workers on a daily basis and they are a significant source of income for the Parking System. The responsiveness with which the parking staff reacts to issues with parking meters, can affect revenue; but more importantly, can affect whether someone is willing to use a meter again during another visit.

Definition of Resolution:

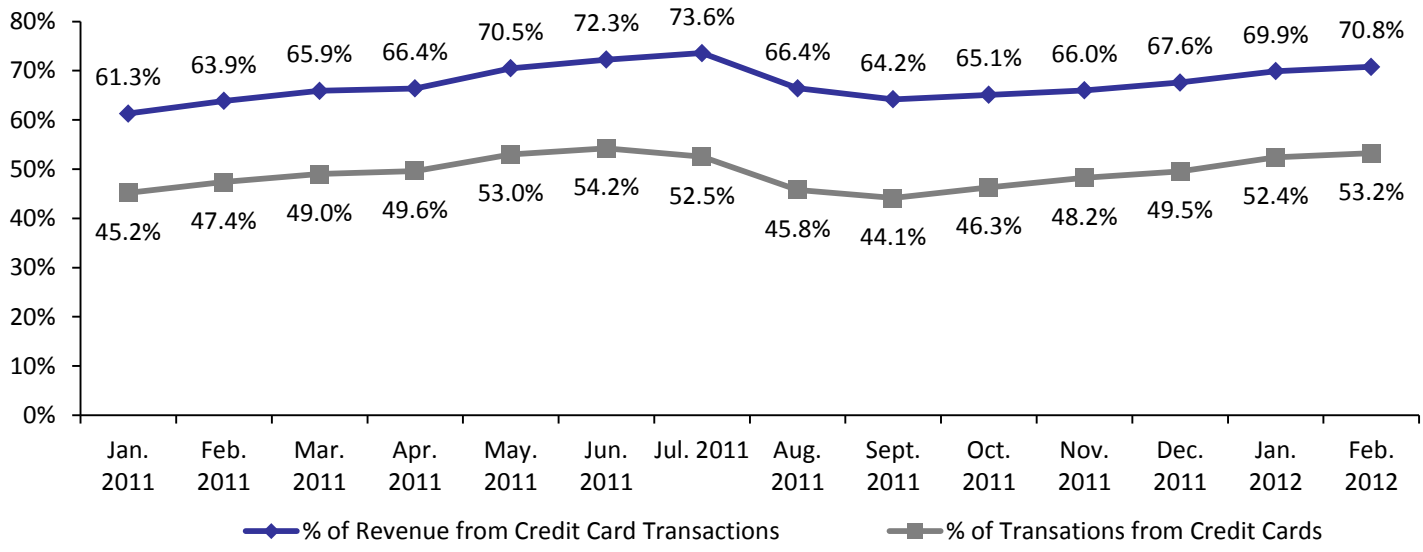
When a reported meter issue or problem has been resolved or when the meter head has been replaced with a functional unit.

What will it take to achieve a target?

Installation of the new meters began in December of 2010. As of the end of 2011, about 30 percent of the new parking meters remain to be installed. As these meters have replaced the previous aging meters, the frequency of issues has decreased significantly and reliability has increased. The new electronic meters also allow easier diagnostics to be taken, thus making maintenance and resolution quicker. With some of the focus diverted to the installation of new technology, the resolution rate has slightly dropped in 2011. However, the resolution rate should increase in coming months with the completion of the project.

Calls on the new meters are much fewer than for the old meters. For example, between January and mid-February 2012, we received 101 calls on old meters (a 5 percent rate based on 2,000 spaces they serve). Calls on the new meters have a rate that's about a third of that. We received 49 calls on the new meters. Based on the 4,000 spaces they serve, that's a 1.2 percent rate of calls. It is also important to remember that one benefit of the new meters is that if a pay station does not work, users can pay for parking at any pay station on any block, so parking spaces never need to be taken out of service because the meter is broken.

On-Street Parking: Parking Meter Credit Card Usage



Why is this measure important?

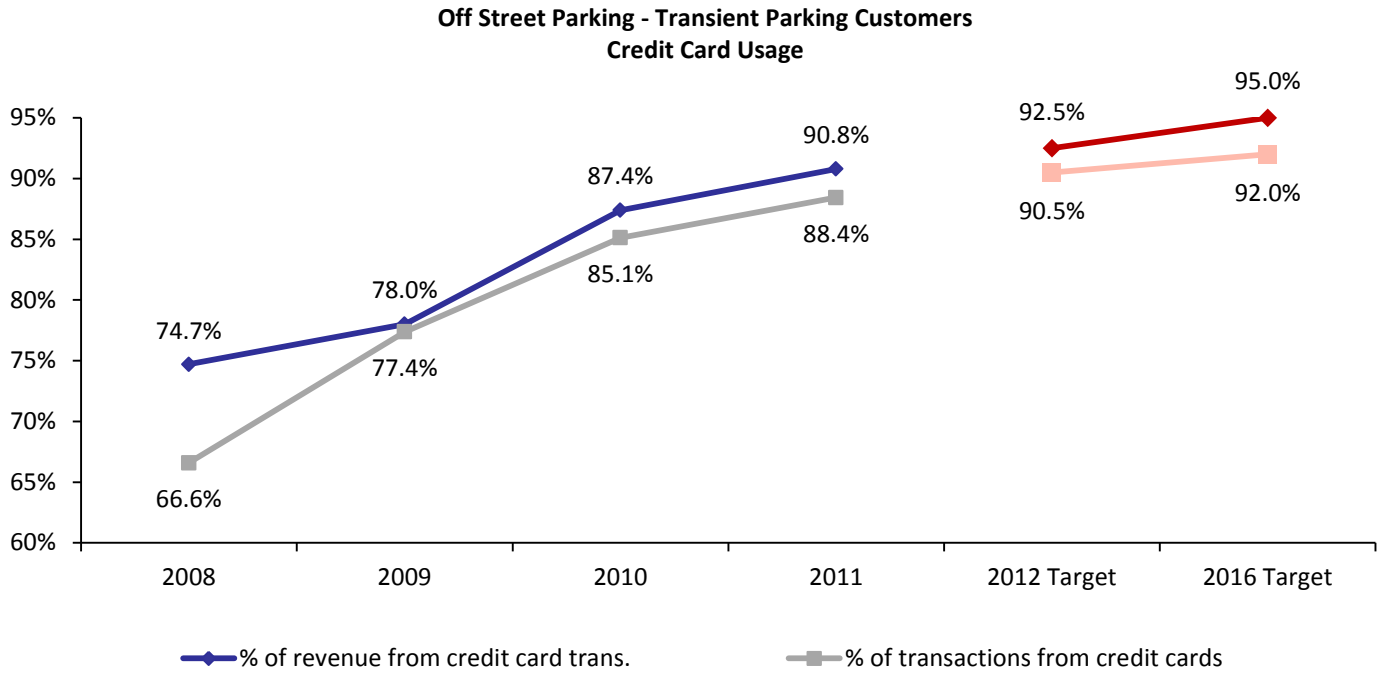
Implementation of the new on-street parking meters and pay stations started in late 2010. One way to gauge customer acceptance and satisfaction is through use of new payment options – credit card use. Among other features, these machines offer customer credit card payment option.

As in any other area, credit card payments improve customer service by increasing the payment options. This is especially true for on-street customers who, until recently, mainly paid for parking with coins. Customers now also have a way to better track their expenses. Also, the amount of time spent on collection and counting coins will be reduced as more and more customers start using credit cards.

The data presented here only represents the new multi-space meters. This is done to show the adoption rate only in areas where customers have the option to pay their parking fees with credit cards. The growth in the overall revenues and transactions simply represent the growing coverage of the new technology.

What will it take to make further improvement?

Use of credit cards in on-street environments depends, in part, on the relative size and price of each individual transaction. Areas with relatively lower parking rates see lesser number of credit card transactions. Since the technology is still relatively new and the implementation of the new machines is ongoing, we will monitor the credit card usage over the next few months to establish if there is growth in credit cards usage. If needed, numerous initiatives could be employed to further improve credit card use. This would include marketing and communication initiatives as well online payment options.

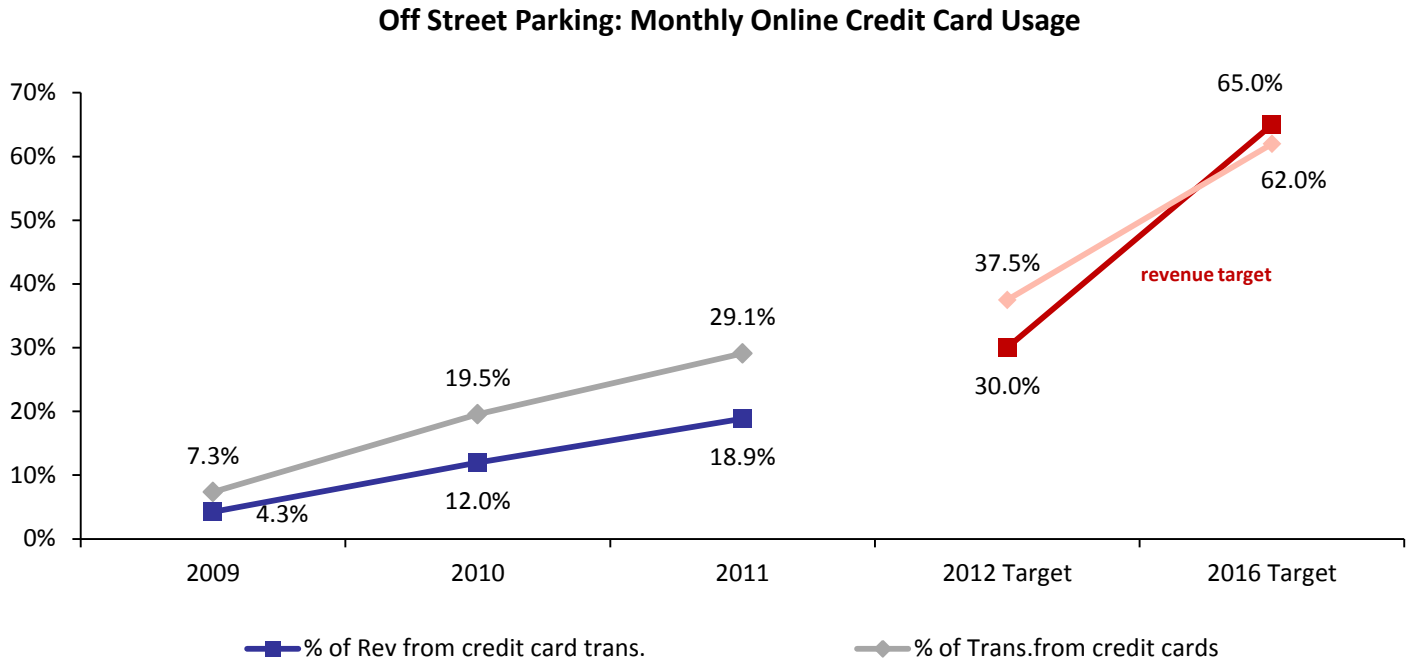


Why is this measure important?

Parking revenues collected from transient customers in the City's off-street parking system are composed of a large volume of relatively small transactions. Traditionally, most of these revenues were collected in cash. Implementation of advanced revenue control equipment has enabled customers to pay these fees using their credit and debit cards.

Accepting credit and debit cards has advantages, both for the customers and for the City. Customers have more payment options and a better expense tracking mechanism, while fewer cash handling errors due to reduced direct human interaction and higher operational efficiency at egress help the City run a better operation.

Credit card payment option was first offered to off-street transient customers. The data presented here only includes facilities offering credit card option. Over the years, the number of customers using credit cards has incrementally increased. Currently, over 90 percent of transient revenues are collected through credit card transactions. This represents over 88 percent of all transient transactions. The historical credit card usage data from transient transactions can be instrumental in tracking the success of credit card payment option for other services within the municipal parking systems

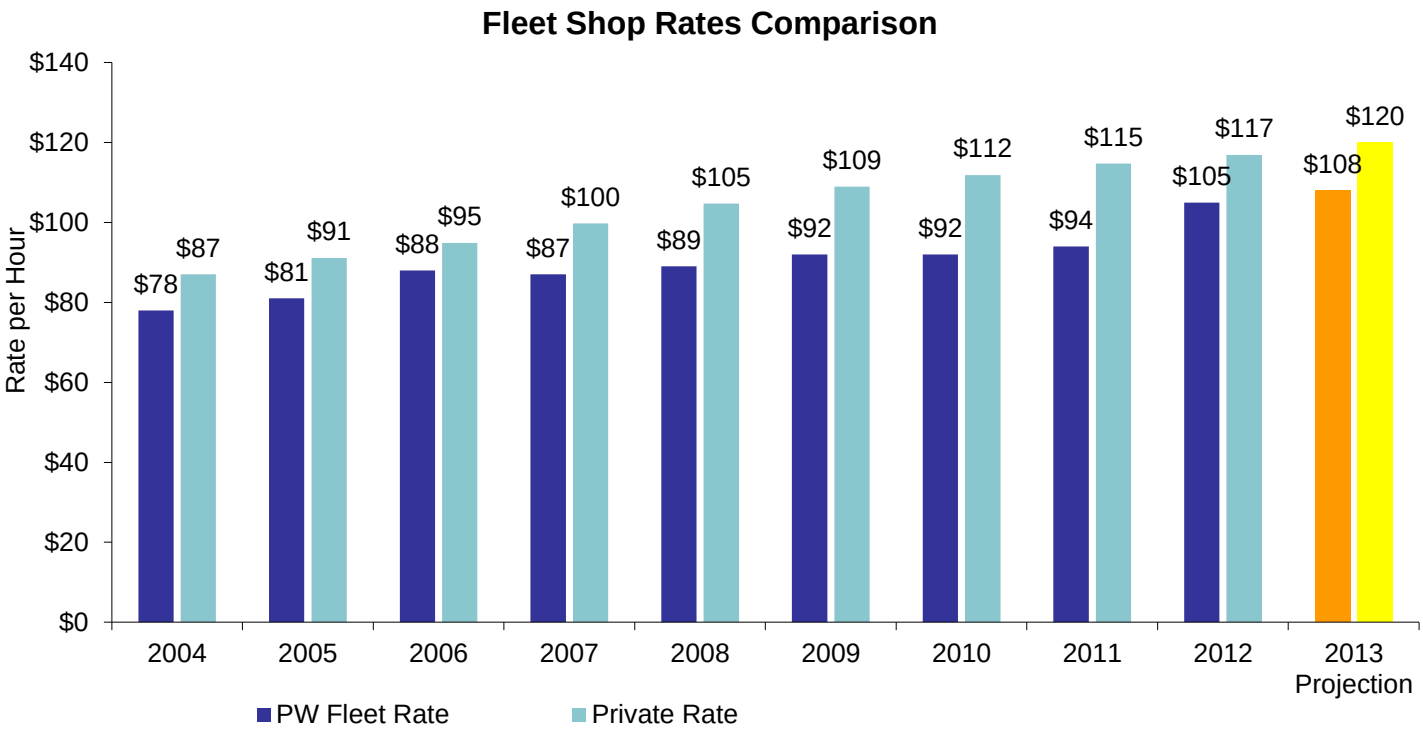


Why is this measure important?

An online payment option was introduced in 2009 for contract parkers to submit their monthly parking fees. This not only provided customers with a convenient option to pay their monthly fees, but also a more efficient platform for the City to manage parking contracts. Furthermore, if successful, the same technology could be leveraged to offer other online services.

What will it take to make further improvement?

There has been a steady increase in the number of customers using the online option to pay monthly fees. However, the initial adoption rate was much lower than what was recorded for off-street transient. This is, in part, due to the nature of the transaction. Not all monthly transactions are made by individual customers. Some of the largest accounts are established for groups and paid for by the employers in the form of checks. There is room for improvement, and City staff is currently evaluating several options that could potentially accelerate the adoption rate. This includes marketing and communication initiatives and redesign of customer interface to make the payment process more user friendly.

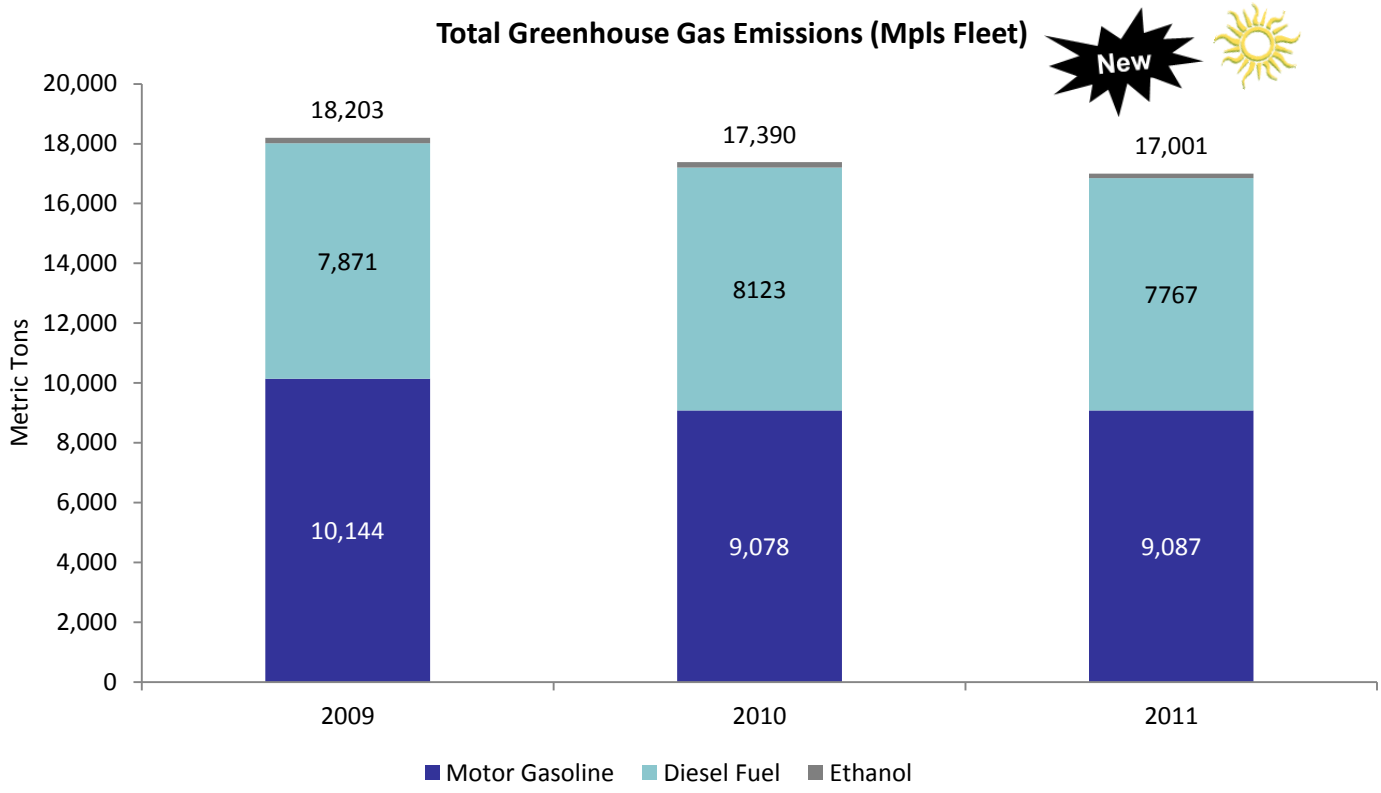


Why is this measure important?

This is the hourly rate charged for provision of maintenance and repair services to the City's fleet vehicles by Fleet Services Division (FSD). The benchmark comparison is with the private sector in the vicinity of Minneapolis. As an internal service fund, FSD needs to charge its City departmental customers for services provided to generate revenues to meet its expenses. Therefore, it is important that FSD's charges compare favorably with the existing market rates. A lower hourly rate charged by FSD is an indicator of efficiency and therefore a good value received by FSD's customers.

What will it take to achieve a target?

Our general goal is to hold the line on costs as well as we can, within our own control. FSD's overhead continues to increase with pressure from labor and healthcare expenses. It takes continuous monitoring of the demand for service and reassessment of the resources required to meet the demand in an effective way. FSD also has little control over overhead charges allocated to it by other City departments. As equipment utilization decreases (i.e. with fewer capital projects constructed by city forces), fixed FSD overheads adversely impact the shop rate.



Why is this measure important?

As the air quality drops in the state this measure will become more important because it shows the reduction of tail pipe emissions from our vehicles. Fleet Services Division has been working with a third party provider to benchmark fleet data for the last three years. They have recently started to provide their clients with Greenhouse Gas emission reports. These reports encompass our entire fleet instead of just our gas powered vehicles.

What will it take to achieve maximum potential?

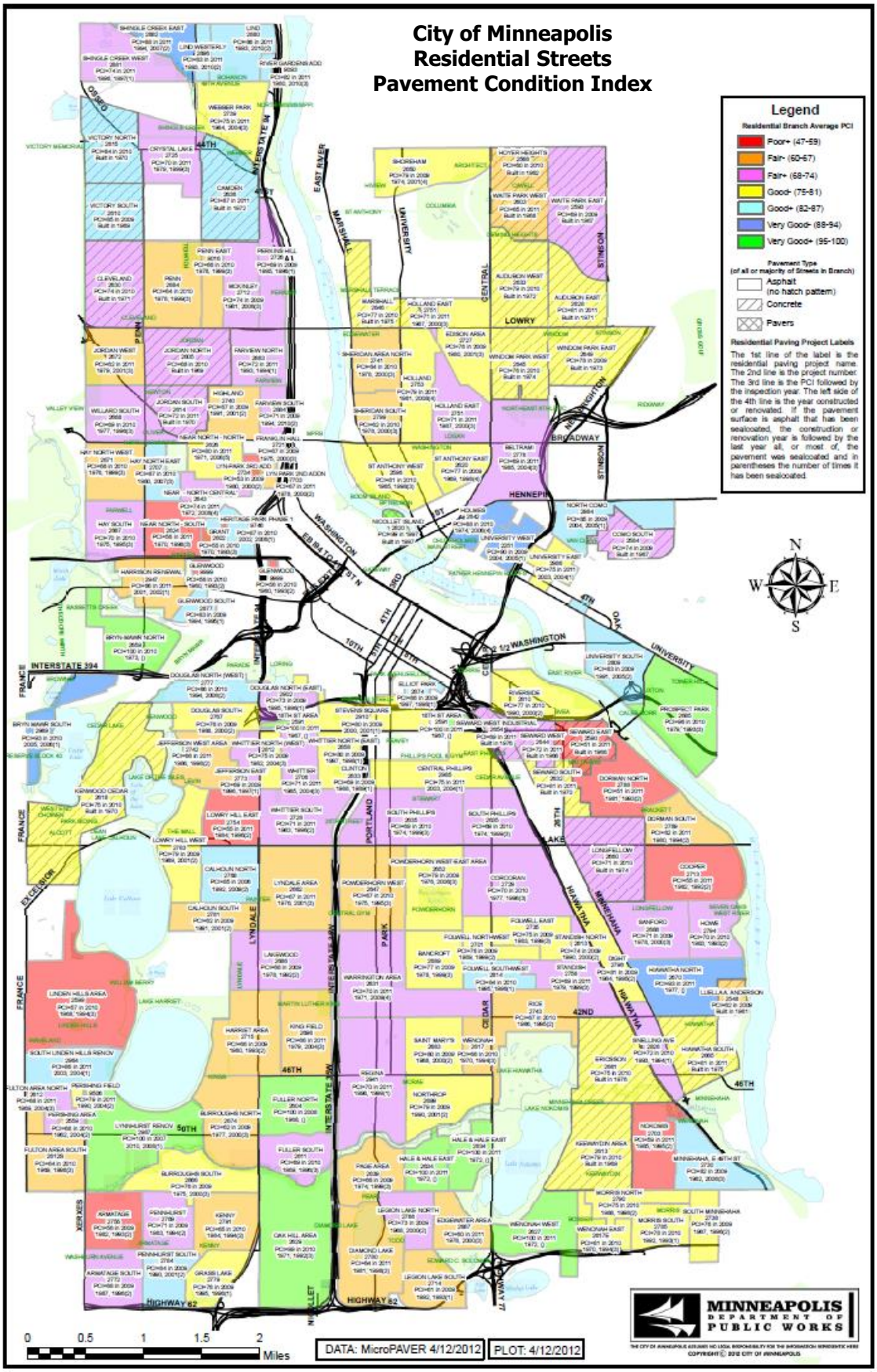
In order to reduce emissions and reach maximum potential, FSD is using many different methods. One of which is the EPA's Smartway guide. The Smartway guide is a program that ranks light-duty cars and small trucks and identifies environmental performance. Smartway guide was utilized when light duty units were purchased to ensure the cleanest burning engines available at the time were acquired. In 2011, FSD put into service 125 units, 70 percent of these units are alternative fuel vehicles consisting of 73 flex fuel units, 4 electric units, and 10 units equipped with diesel engines with clean burning diesel technology. Lastly we down sized 3 larger pick-ups replacing them with more fuel efficient midsize pickups. The City of Minneapolis is using Bio-Diesel from 5 percent to 20 percent depending on the time of year to reduce tail pipe emissions in both on and off road diesel equipment . Using these methods together help us achieve a reduction in Green House Gas.

Appendix

Top 25 Service Requests 2010 & 2011
Percentage meeting Service Level Agreement

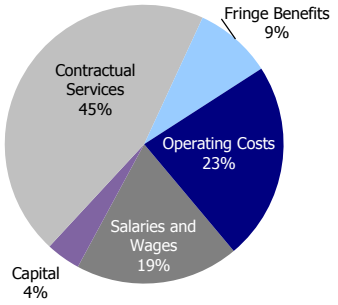
Rank	Request Type	SLA	SLA Unit	2011 Count	Meet SLA	Pct Meet SLA	2010 Count	Meet SLA	Pct Meet SLA
1	Graffiti complaint / reporting	20	Days	8,083	6,849	84.73%	8,762	7,899	90.2%
2	Exterior Nuisance Complaint	15	Days	7,322	7,096	96.91%	8,314	7,328	88.1%
3	Pothole	12	Days	5,400	3,400	62.96%	4,429	2,957	66.8%
4	Abandoned Vehicle	14	Days	4,771	4,717	98.87%	5,167	5,102	98.7%
5	Parking Violation Complaint	5	Days	4,464	4,141	92.76%	4,833	4,316	89.3%
6	Sidewalk Snow & Ice Complaint	21	Days	3,920	3,190	81.38%	7,894	5,493	69.6%
7	Residential Conditions Complaint	50	Days	3,492	3,442	98.57%	3,700	3,609	97.5%
8	Animal Complaint - Livability	11	Days	3,356	3,225	96.10%	3,572	3,536	99.0%
9	Parking Meter Problem	3	Days	2,197	2,098	95.49%	2,532	2,515	99.3%
10	Plan Review Callback	3	Days	2,105	2,040	96.91%	1,956	1,860	95.1%
11	Zoning Ordinance Question	4	Days	1,992	1,981	99.45%	2,128	2,084	97.9%
12	Animal Complaint - Public Health	4	Days	1,743	1,631	93.57%	1,884	1,840	97.7%
13	Rental License Followup	2	Days	1,667	1,666	99.94%	1,409	1,408	99.9%
14	Snow & Ice Complaint	3	Days	1,565	898	57.38%	4,012	3,001	74.8%
15	Traffic Signal Trouble	7	Days	1,161	1,136	97.85%	1,108	1,063	95.9%
16	City Attorney Callback Request	3	Days	1,046	968	92.54%	859	733	85.3%
17	311 Police Report Callback	3	Days	1,042	969	92.99%	1,248	1,208	96.8%
18	Street Light Trouble	12	Days	951	782	82.23%	957	769	80.4%
19	Debris in the Street or Alley	5	Days	908	447	49.23%	559	489	87.5%
20	Traffic Signal Timing Issue	5	Days	851	736	86.49%	600	488	81.3%
21	Residential Conditions Complaint Tenant	15	Days	739	683	92.42%	666	567	85.1%
22	Sidewalk Structural Complaint	7	Days	732	442	60.38%	376	282	75.0%
23	Residential Conditions Complaint HOD Tenant	15	Days	726	659	90.77%	753	679	90.2%
24	Complaint	5	Days	704	675	95.88%	886	838	94.6%
25	Sewer Issues	1	Days	640	353	55.16%	629	428	68.0%
26	Suspicious Activity	7	Days	607	583	96.05%	719	299	41.6%
27	Repair Notice Question	2	Days	602	342	56.81%	527	326	61.9%
28	311 Police Report Supplemental	3	Days	553	552	99.82%	589	589	100.0%

PW service requests

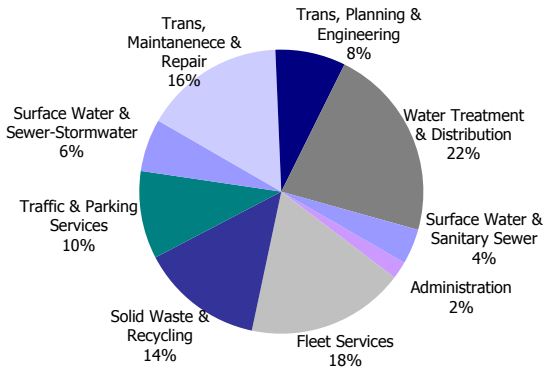

City of Minneapolis
Residential Streets
Pavement Condition Index
Legend
Residential Branch Average PCI
Poor+ (47-59)
Fair- (60-67)
Fair+ (68-74)
Good- (75-81)
Good+ (82-87)
Very Good- (88-94)
Very Good+ (95-100)
Pavement Type
(of all or majority of Streets in Branch)
Asphalt
(no hatch pattern)
Concrete
Pavers
Residential Paving Project Labels
The 1st line of the label is the residential paving project name. The 2nd line is the project number. The 3rd line is the PCI followed by the inspection year. The left side of the 4th line is the year constructed or renovated. If the pavement surface is asphalt that has been sealcoated, the construction or renovation year is followed by the last year all, or most of, the pavement was sealcoated and in parentheses the number of times it has been sealcoated.
N
W
E
S
INTERSTATE 394
HIGHWAY 62
BROADWAY
HENNEPIN
WASHINGTON
LOWRY
LAKE
42ND
46TH
50TH
0 0.5 1 1.5 2 Miles
DATA: MicroPAVER 4/12/2012
PLOT: 4/12/2012
MINNEAPOLIS
DEPARTMENT OF
PUBLIC WORKS

Management Dashboard: Public Works

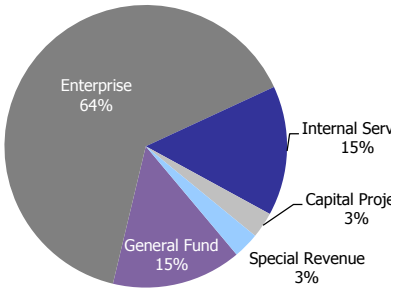
2012 Expenditures by Category: $299.6 million

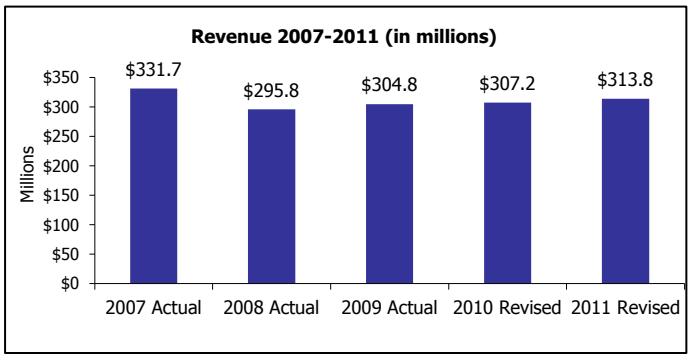


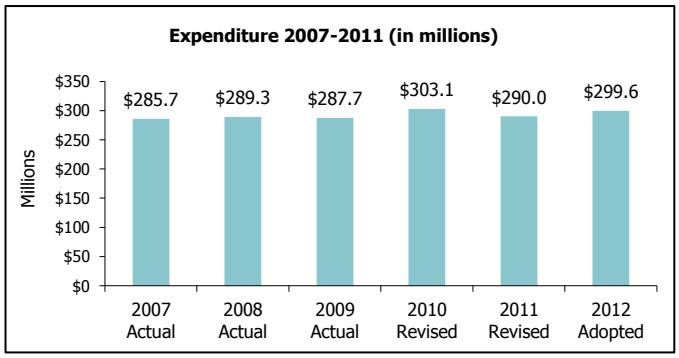
2012 Positions by Division: 917.67



2012 Expenditures by Fund: $299.6 million







Loss Prevention Data					
Year	2007	2008	2009	2010	2011
Workers Comp	$2,528,907	$3,004,147	$2,518,247	$3,161,815	$2,584,712
Liability Claims	$348,839	$229,059	$270,508	$144,084	$190,133

Average Sick Days Taken per Employee						
Year	2007	2008	2009	2010	2011	City Avg.
Days	8.3	8.7	9	8.4	8	8.4

Workforce Demographics			
Year end	12/31/2003	12/31/2011	City Avg.
% Female	16%	15%	31%
% Employee of Color	16%	20%	24%
# of Employees	1,221	1,016	

Overtime Costs					
Year	2007	2008	2009	2010	2011
Hours	66,556	40,425	48,466	57,532	62,378
Cost	$2,370,597	$1,458,839	$1,779,880	$2,228,238	$2,484,204

Employee Turnover and Savings					
Year end	2007	2008	2009	2010	2011
Turnover	7.43%	6.35%	6.25%	6.13%	6.46%

Positions Vacancies					
Year end	2007	2008	2009	2010	2011
Percent of Total	19.7%	19.8%	7.0%	10.0%	10.0%

Performance Reviews Past Due in HRIS	
As of 5/2/2012	85%

Retirement Eligibility											
Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number	72	26	34	29	38	32	38	38	29	27	42
Cumulative % Employee	7.1%	9.6%	13.0%	15.8%	19.6%	22.7%	26.5%	30.2%	33.1%	35.7%	39.9%

Data current as of 5/2/12

Notes:

Average Sick Days taken per Employee

A) Based on the payroll calendar year not the calendar year
B) Does not include employees who were in a suspended ("S") Pay Status at the end of a given payroll year
C) Includes employees who are in a paid ("P") Leave of Absence status and an unpaid Leave of Absence status ("L")

Overtime Costs

A) OT amount - Fiscol Reconciled with CRS and Data ware house queries
B) Hours - based on HRIS management reports with payroll data

Workforce Demographics

A) Includes employee counts at year's end for 2003 and 2011
B) Includes active FT regular and seasonal employees

Retirement Projections

A) The projected time an employee is eligible to retire is based on service time in HRIS. For employees who received pension service credit in other organizations, the actual year of retirement eligibility may be sooner than the projections show.

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