Public Works

Transportation & Internal Services

July 16, 2013

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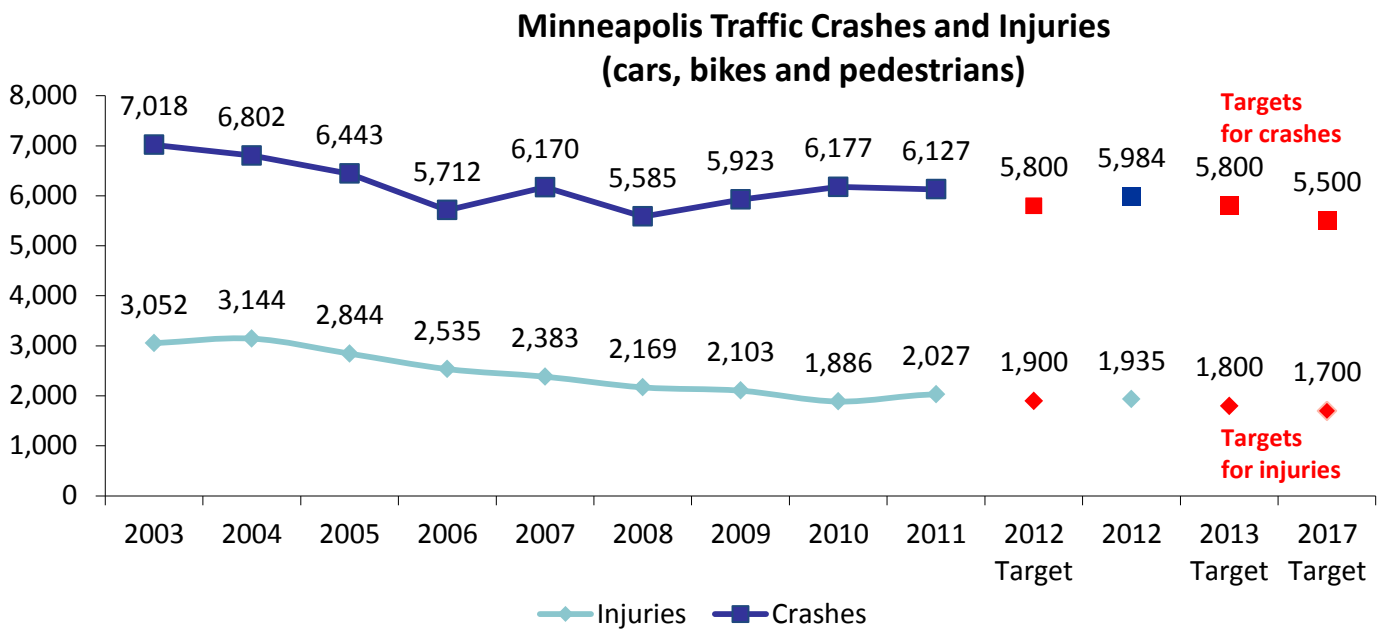
Public Works (Transportation and Internal Services)

Department is responsible for this Sustainability Measure and Target. Measures are part of the City's 26 Sustainability Indicators. For more information please visit http://www.ci.minneapolis.mn.us/sustainability/indicators/index.htm

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



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 reduction. Partnerships with other agencies will continue to examine traffic safety programs, especially driver-related, to improve traffic safety.

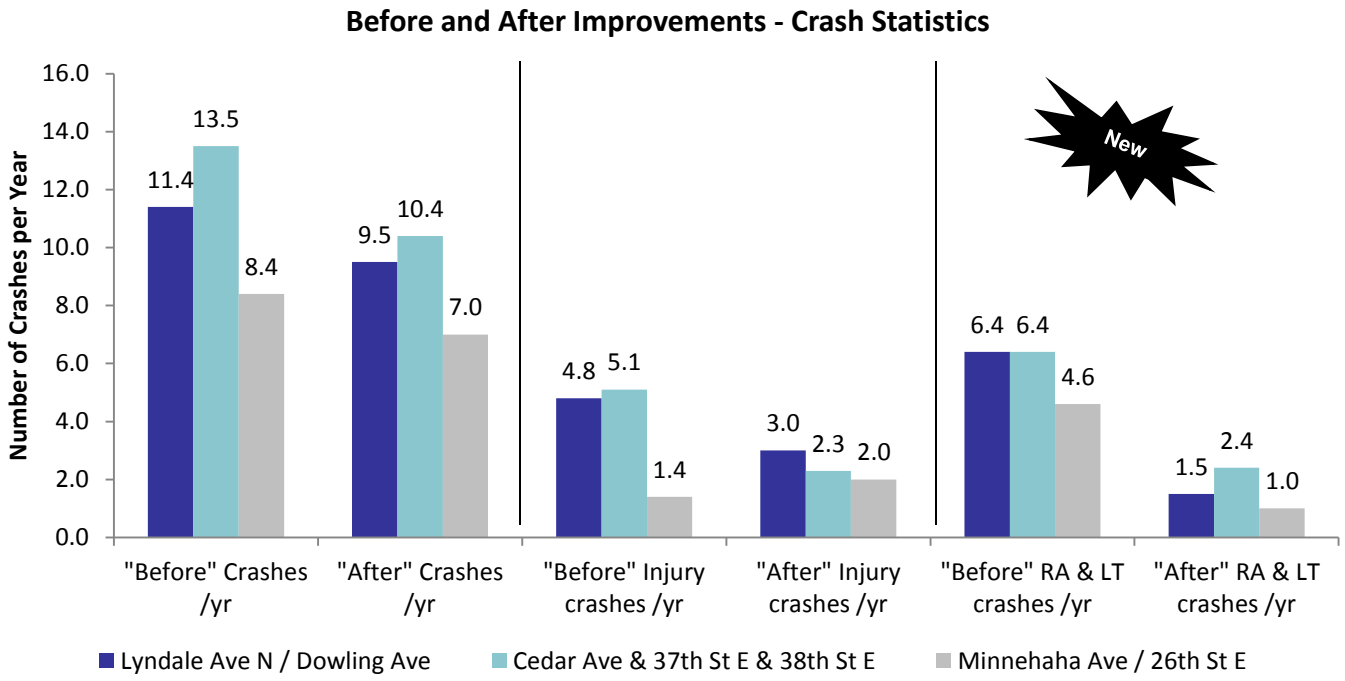
What will it take to meet the targets?

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.
- Quicker staff response to 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 allows traffic staff to take quicker action.
- Allows for improved safety data to be used for programming capital improvement projects.

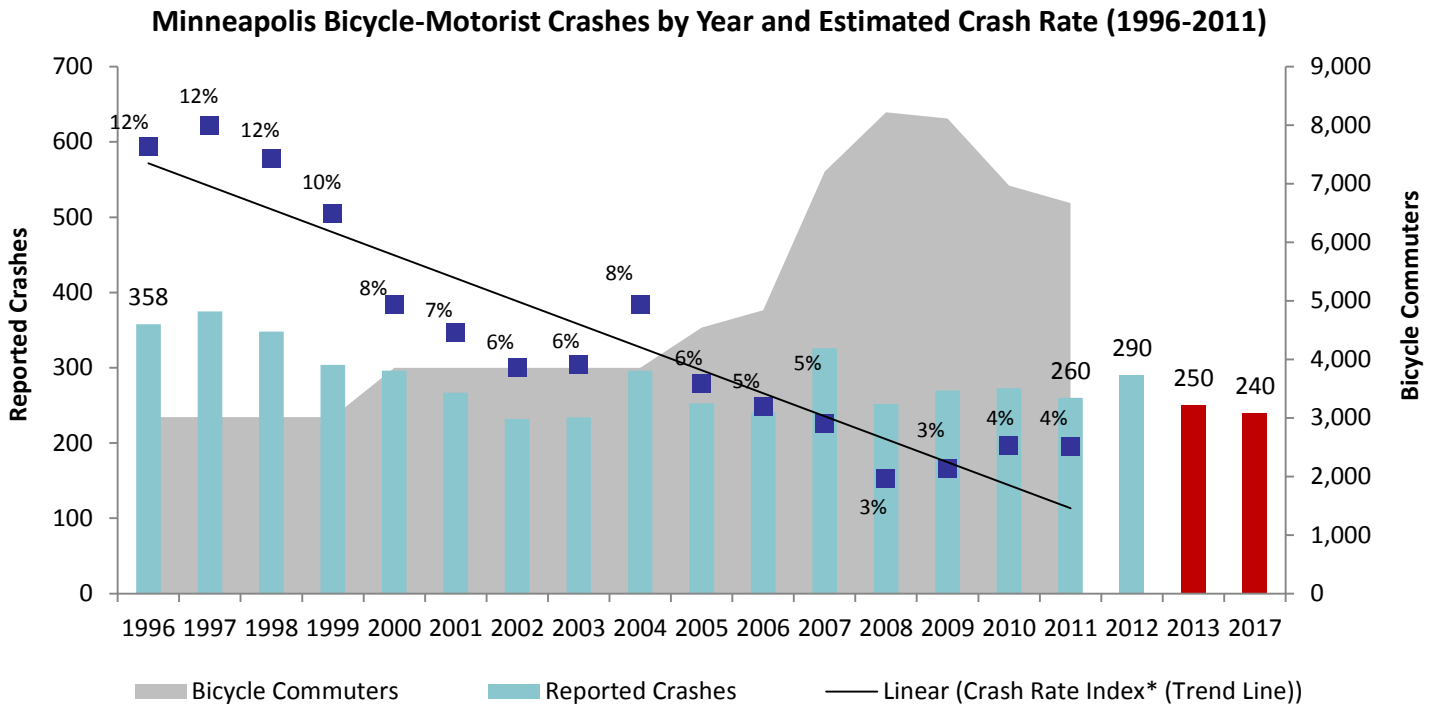
We are currently working to make the data available to the public. The system will have the capability of producing more enhanced analysis, mapping and reporting such as time of day, inclement weather, age of driver, vehicle types (pedestrian, bicycle, trucks, car, etc.), crash rates by type and monthly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

Additional data on next page…

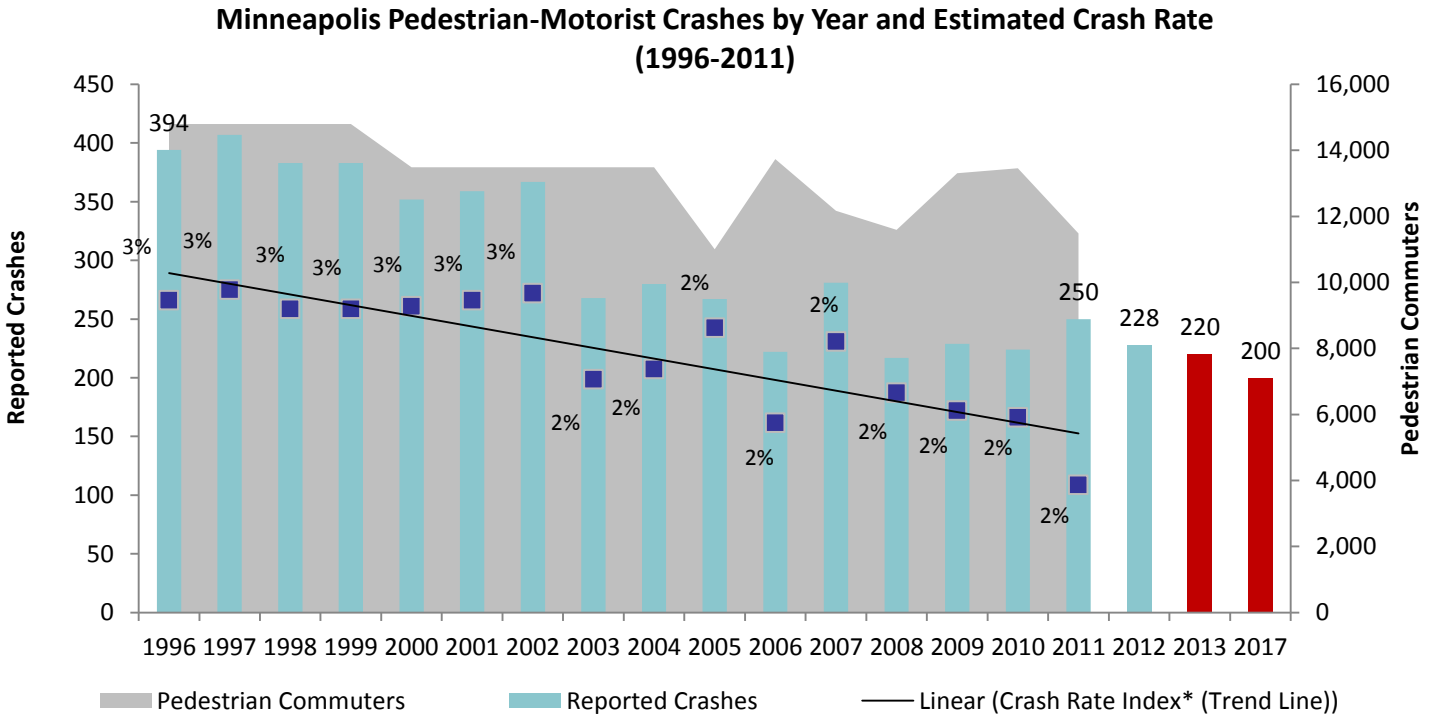


Location	Total	Injury	Right angle / left Turn
Lyndale Ave N / Dowling Ave	- 17 %	- 38 %	- 77 %
Cedar Ave & 37th St E & 38th St E	- 23 %	- 61 %	- 63 %
Minnehaha Ave / 26th St E	-17 %	0 %	- 78 %

Additional Data Continued on Next Page…



**Not actual data - derived from the crash rate index percentage depicted in blue squares. The "Crash Rate" is multiplied by 5,000 to easily depict the rate on the same axis as "Reported Crashes."*



Source: 2012 U.S. Census commuting data for these two measures will be available in September of 2013.

Narrative Continued on Next Page…

Why are these measures important?

The overall safety of all persons using our street can be measured through its most vulnerable users -- riding a bicycle, or walking. Even though the numbers of crashes fluctuates from year to year, the crash rate is showing a downward trend, which is positive.

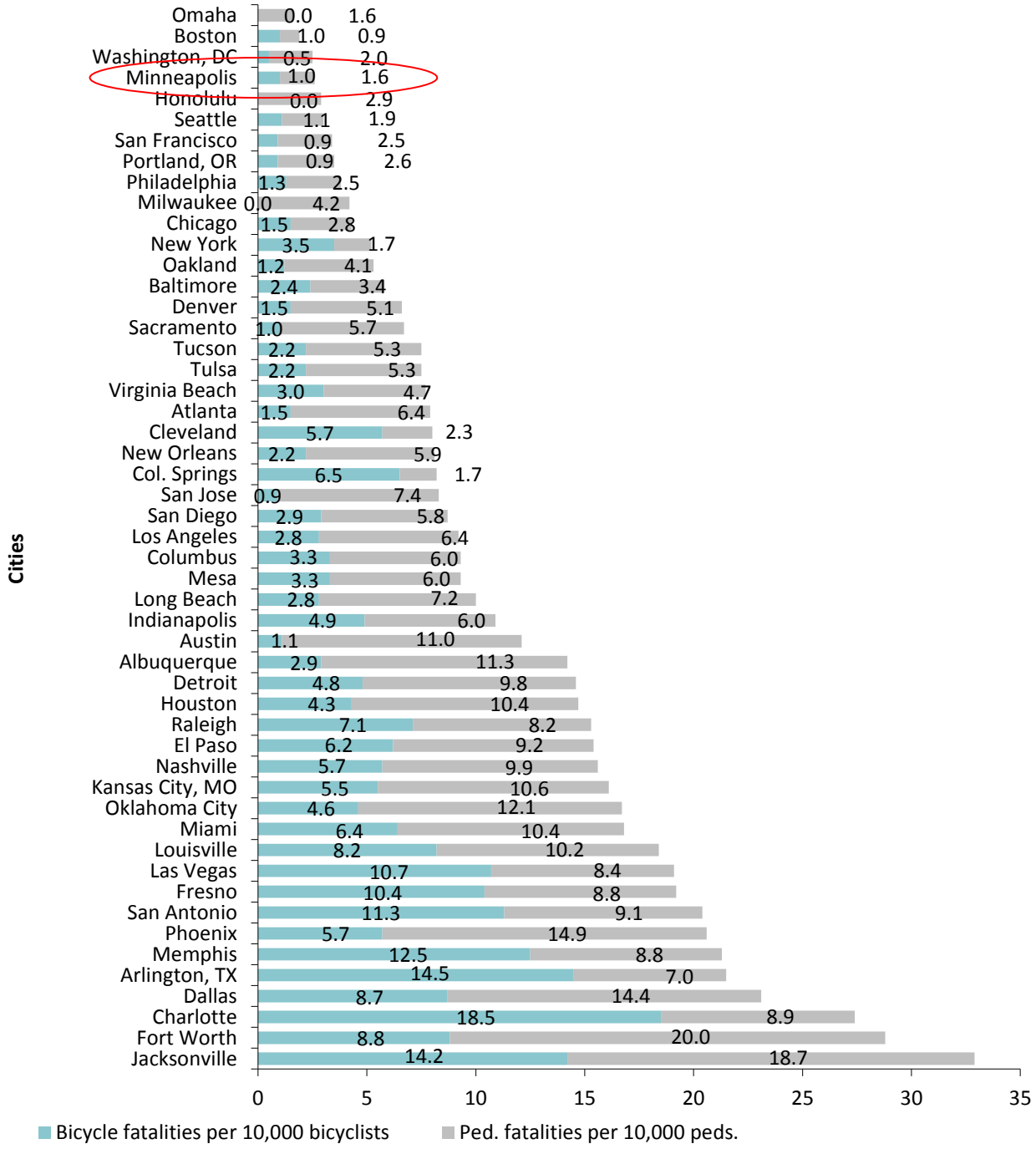
What will it take to achieve these targets?

We need to continue to use our data and analysis tools to identify and implement safer and better bicycle improvements. Improvements will include bicycle infrastructure such as striping, signing, signaling, etc. along with increased education for bicyclists and motorists to take appropriate responsibilities to follow the rules of the road.

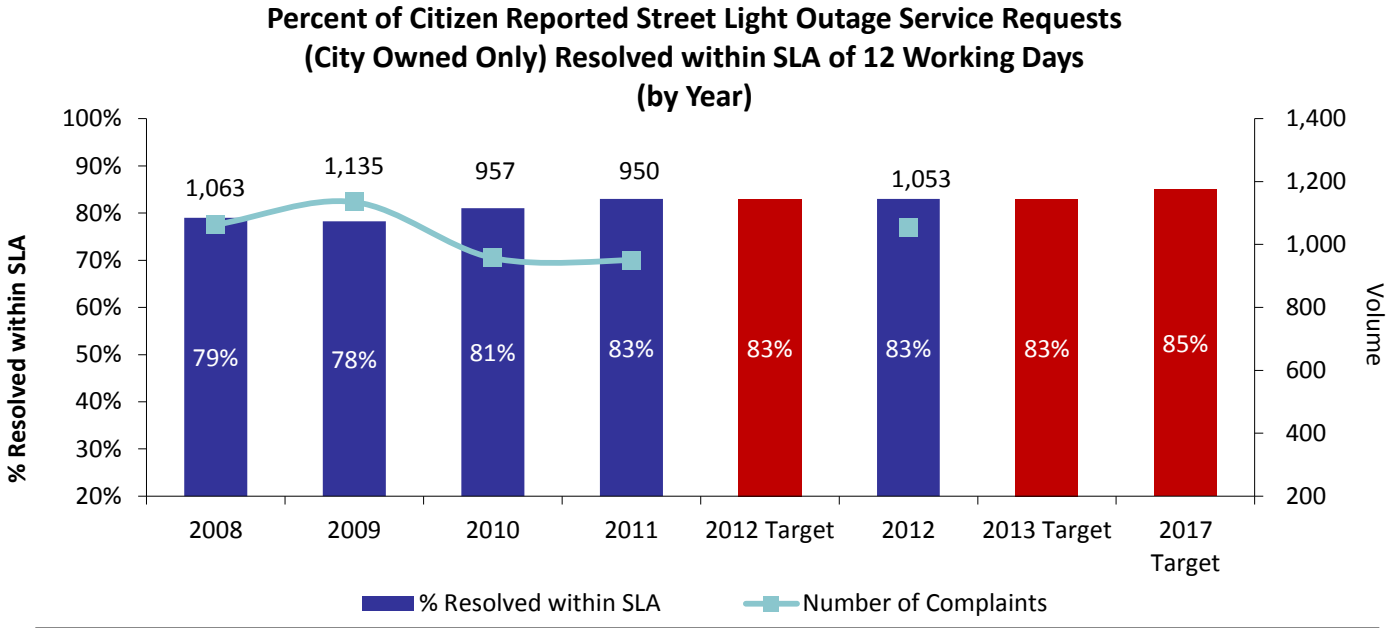
The pedestrian efforts will be completing a safety study similar to the bicycle crash report. We will continue to implement the Pedestrian Master Plan recommendations that improve the overall pedestrian environment such as more count down timers, accessible ped ramps, curb extensions, etc. In addition, Public Works will be improving the marked pedestrian crosswalk program through best practices data, more frequent crosswalk striping, higher visible and more durable crosswalk markings.

Narrative Continued on Next Page…

Bicycle and Pedestrian Safety in Largest US Cities



Source: 2012 Bicycling & Walking Benchmarking Report



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.

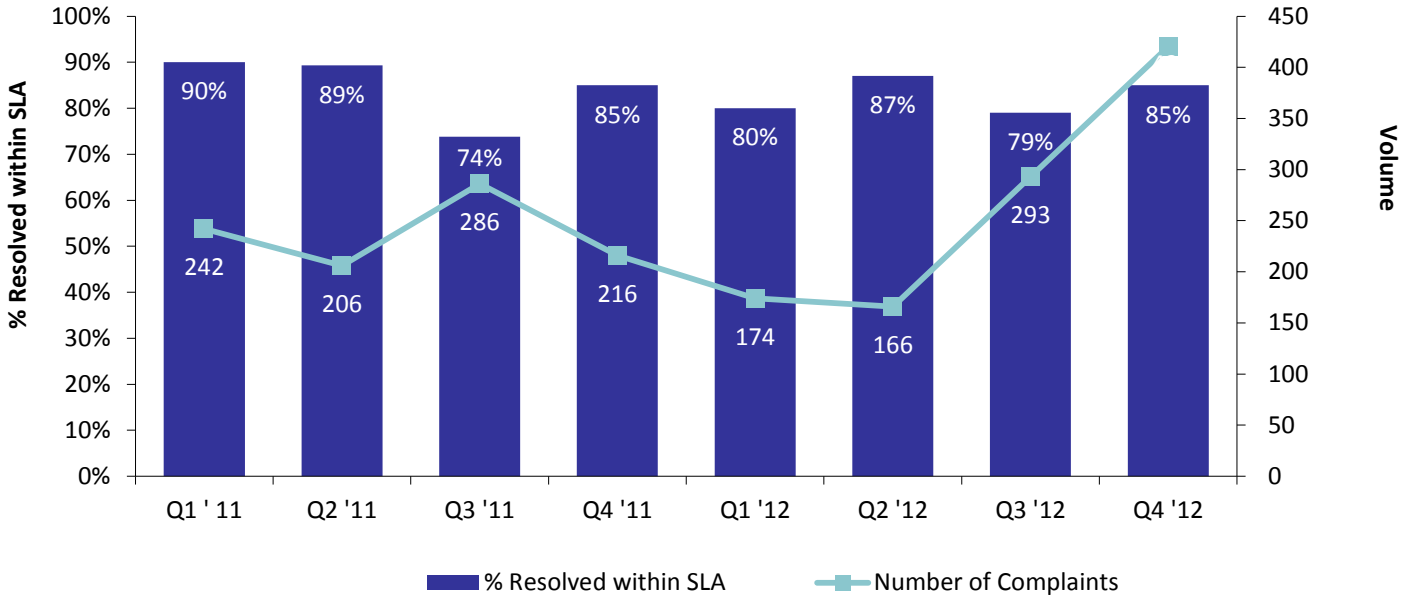
What will it take achieve the targets?

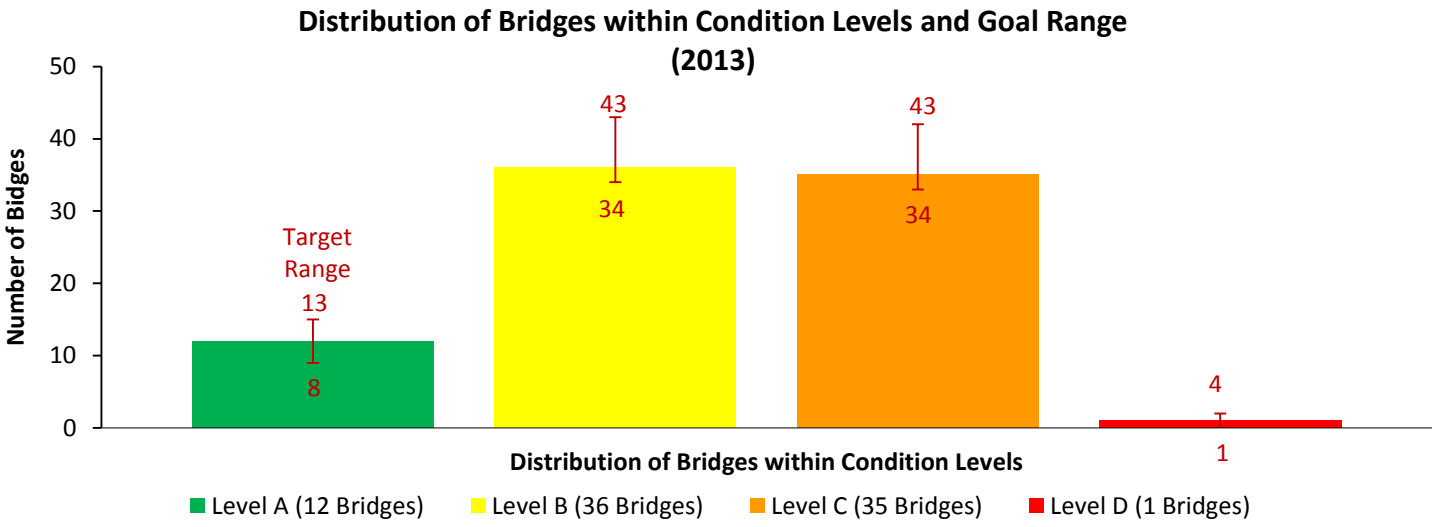
Public Works is using the new city-wide street lighting policy adopted in January 2009 to increase lighting visibility, improve implementation processes, reduce lighting costs/impacts and determine stable funding options.

- Public Works has used 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 National Association of City Transportation Officials and the Municipal Solid-State Street Lighting Consortium on educational resources and to 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, 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 parkways since 2004. The replacement has included a more durable underground cabling system and poles than previously installed.
- Working with Park Board on a proposed complete parkway system upgrade over the next five to seven years based on a more robust funding approach.

Additional Data on Next Page…

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





Why is this measure important?

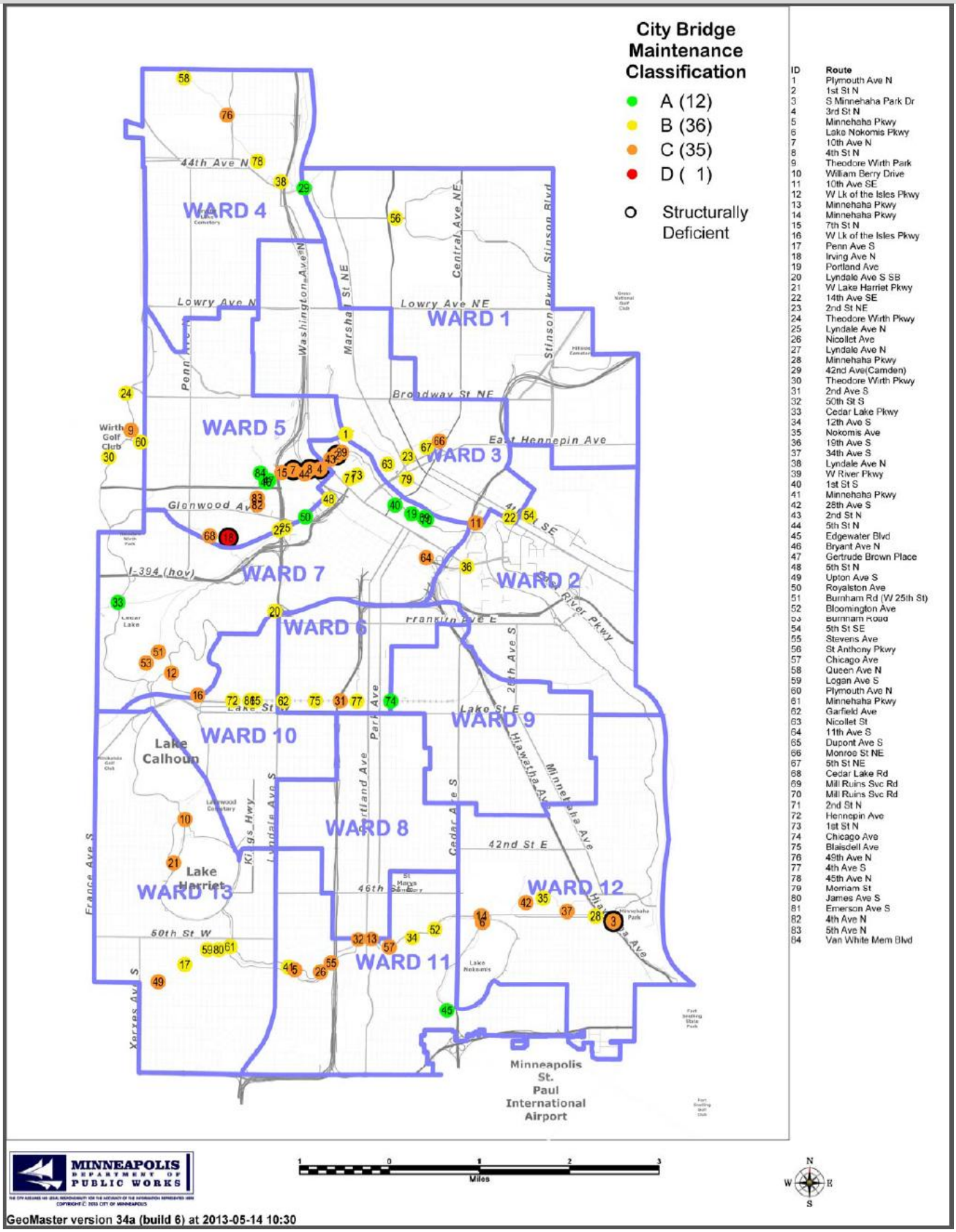
Safety and cost-effectiveness are Public Works' main objectives relating to bridges. The Plymouth Ave N bridge moved from Level D to Level B since our last report in May of 2012. There are currently 84 bridges that are either owned by the City (67) or the Park Board (17).

This measure shows 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:

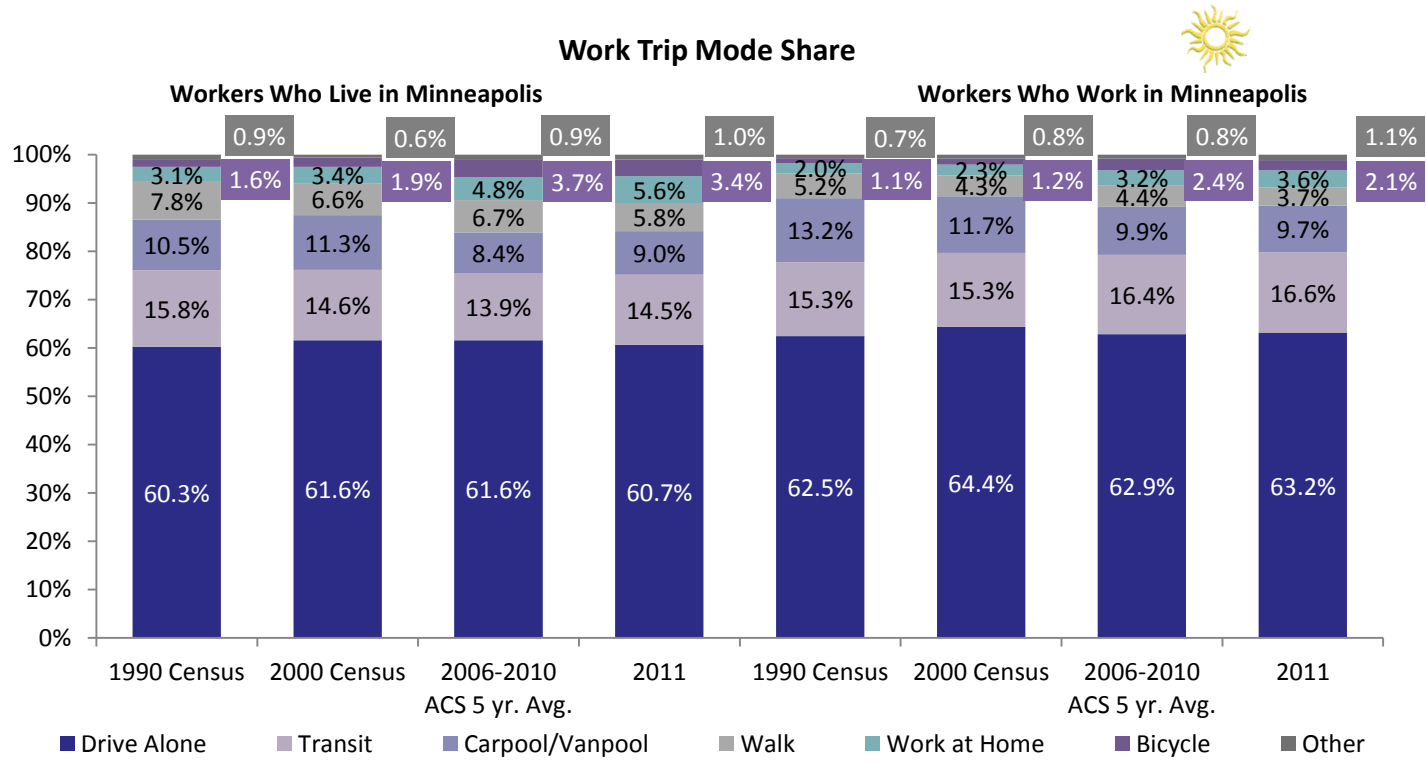
10% - 15% in Level A (8-13 bridges)	Level A is generally a newer bridge, needing basic maintenance generally provided to all City bridges throughout their lifecycle. This includes: grass mowing, weed control, tree/brush removal, debris removal, lighting maintenance, graffiti removal, sweeping, flushing/washing, 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 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 is 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 the belief 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	Burnham Rd (W 25th St)
52	Bloomington Ave
53	Burnham 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	Morriam St
80	James Ave S
81	Emerson Ave S
82	4th Ave N
83	5th Ave N
84	Van White Mem Blvd



Sources: US Census, Decennial Census for 1990 and 2000 data, American Communities Survey (2005 and later)

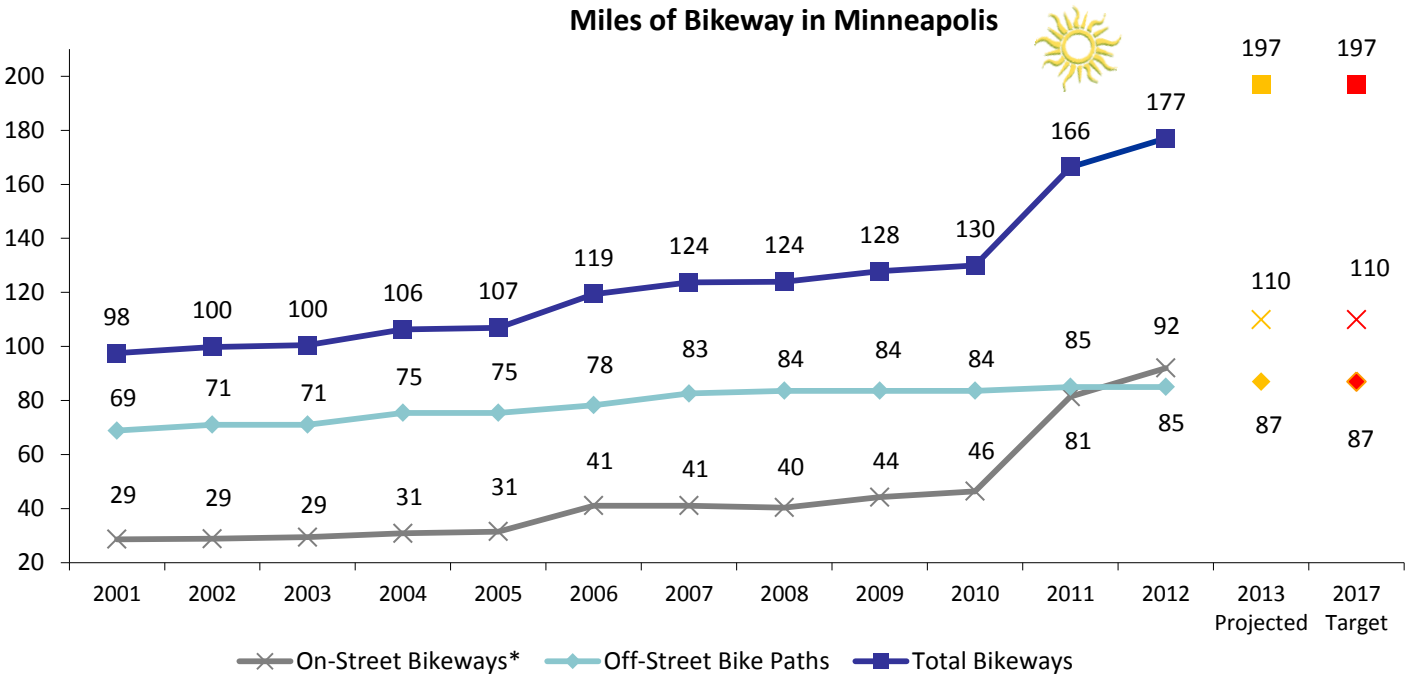
Why is this measure important?

Using transportation other than driving is good for our health, budgets and environment. Alternative transportation options include taking the bus or train, carpooling, bicycling and walking. The City plays an important role in making transit affordable and convenient, creating dynamic urban corridors that are safe and accessible for pedestrians and bicyclists and promoting alternative transportation.

What will it take to achieve the target?

- Implementation of planned regional light rail and highway bus rapid transit lines on the Green (Central and Southwest LRT), Blue (Bottineau LRT) and Orange (I-35W Highway BRT) lines.
- Introduction of new modern streetcar and arterial bus rapid transit lines in existing high-demand urban corridors.
- Continued investment in bicycle facilities and outreach and education.
- Regional population and employment growth in areas well-served by transit, bicycling and walking.

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

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.

The percent of commuters who walk to work has remained stable since the 2010 report (chart on page 14), 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.

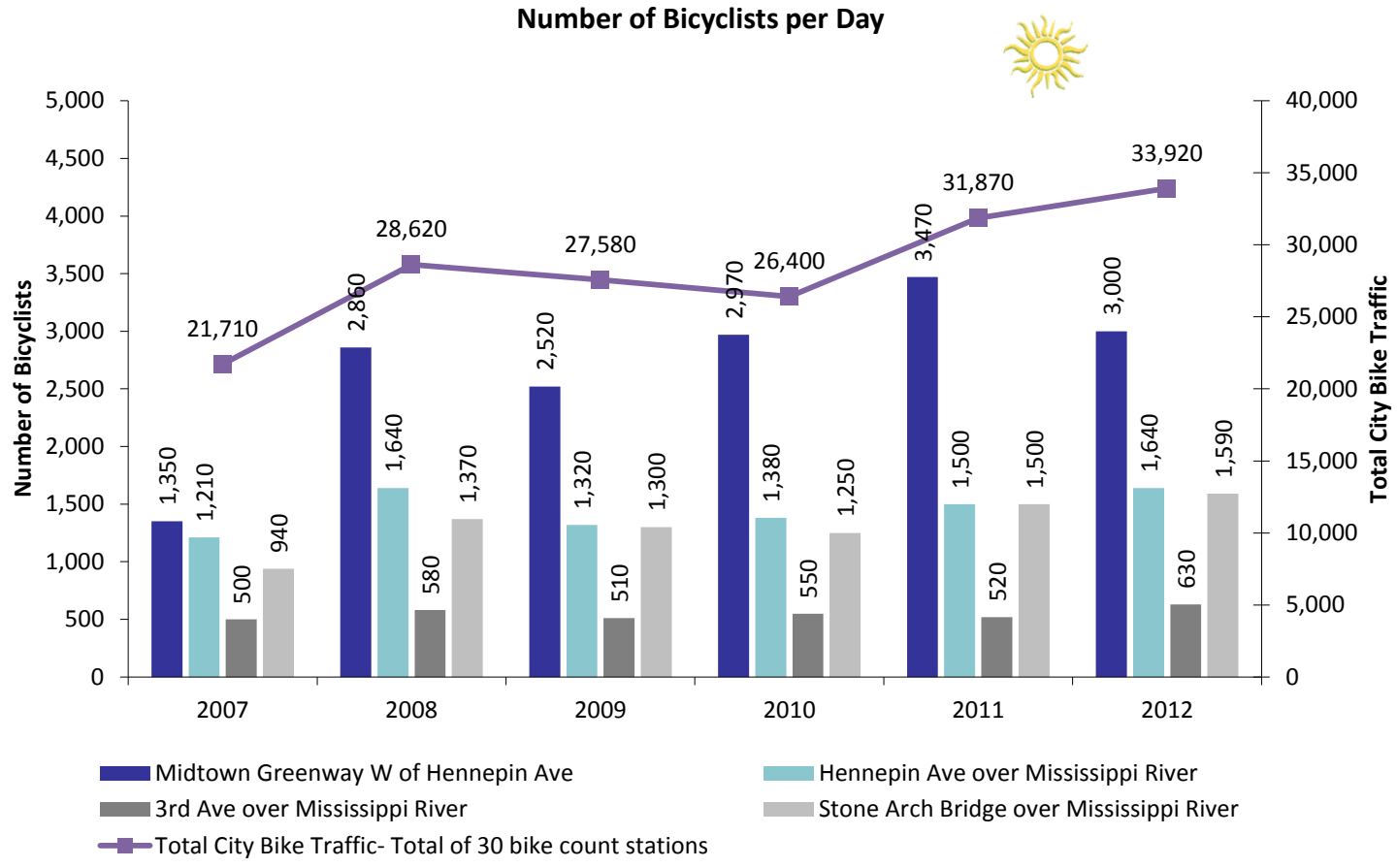
The four locations compared in the chart on page 14 are those with counts conducted in 2007 through 2012. Annual variations (up & down) are typical in count data. Counts show that the number of bicyclists per day in Minneapolis is continuing to increase. This is important, especially given the 2009 economic workforce conditions. (There is no change in this data since the November *Results* session. New counts will be conducted in September of 2013.)

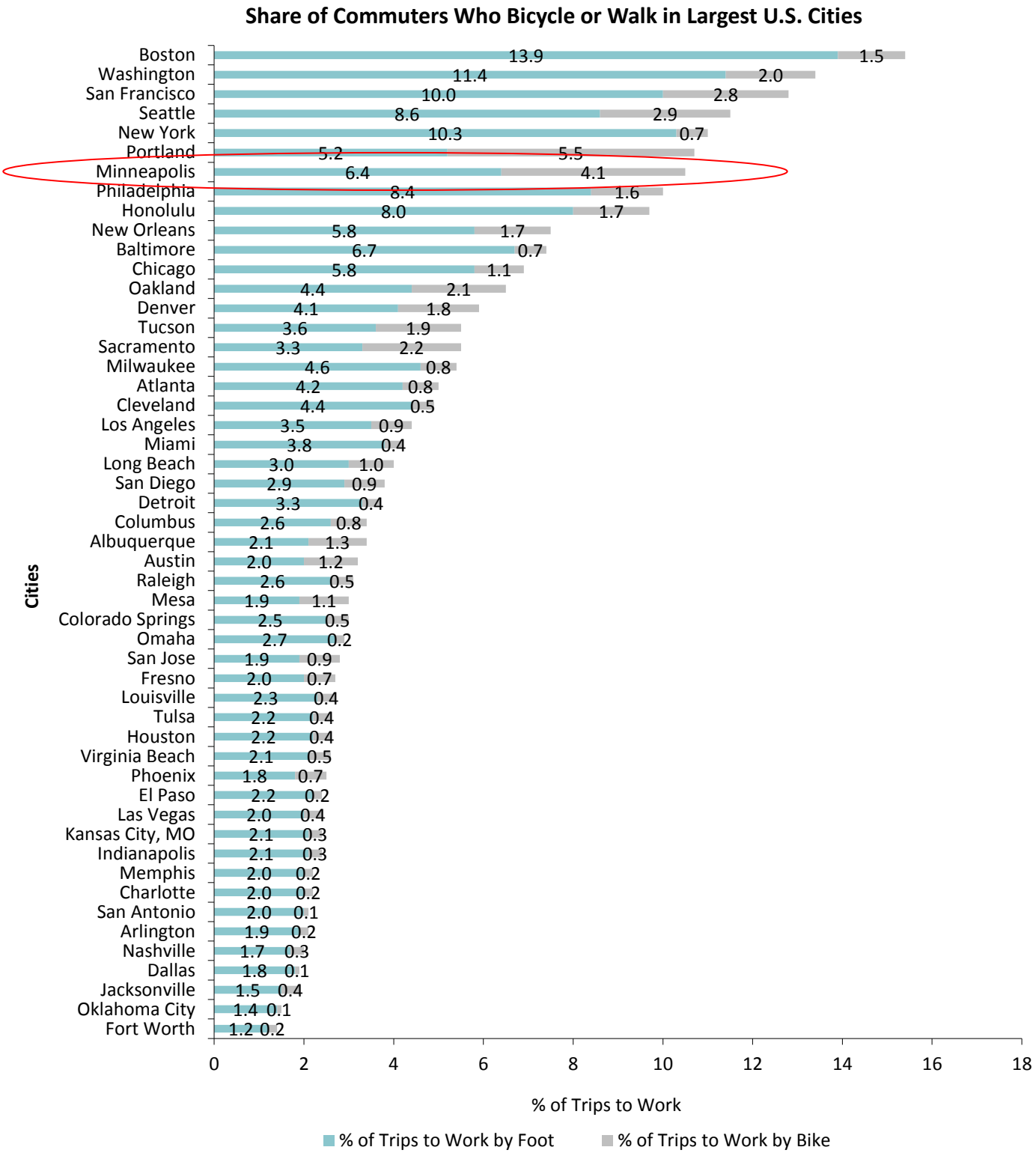
What will it take to achieve the target?

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

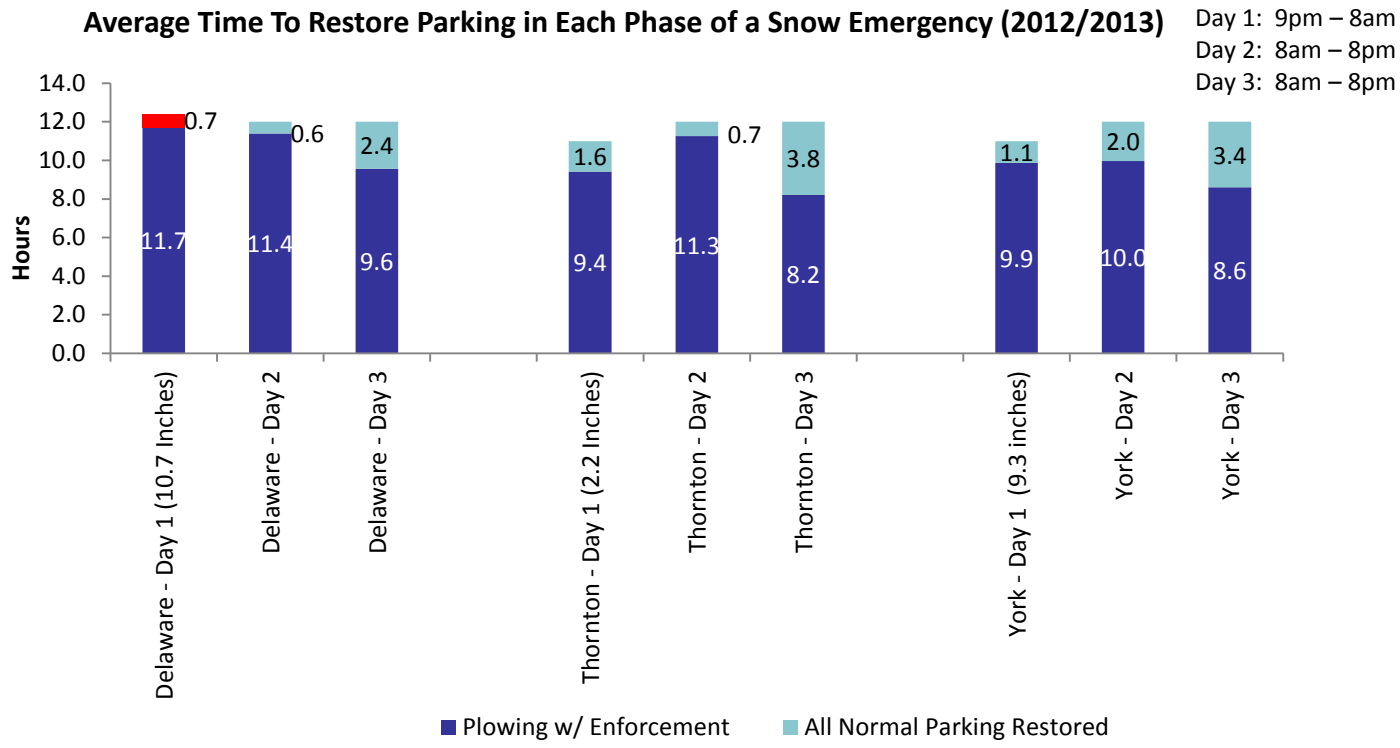
- Continue to increase the on-street bikeway miles.
- Complete several important missing links in Minneapolis' off-street pathway system including the U of M Trail and Bluff Street Connection.
- Continue education and outreach efforts.

Additional Data on Next Page….


Number of Bicyclists per Day
Number of Bicyclists
Total City Bike Traffic
5,000
4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
2007
2008
2009
2010
2011
2012
1,350
1,210
500
940
2,860
1,640
580
1,370
2,520
1,320
510
1,300
2,970
1,380
550
1,250
3,470
1,500
520
1,500
3,000
1,640
630
1,590
21,710
28,620
27,580
26,400
31,870
33,920
Midtown Greenway W of Hennepin Ave
Hennepin Ave over Mississippi River
3rd Ave over Mississippi River
Stone Arch Bridge over Mississippi River
Total City Bike Traffic- Total of 30 bike count stations



Source: 2012 Bicycling & Walking



Note: Day 1 of a snow emergency is 11 hours in duration. Days 2 and 3 are 12 hours long.

What does this measure mean?

A Snow Emergency is a set of time-specific, orderly parking restrictions that allow crews to plow the full width of streets. This measure shows the average time it takes to complete initial plowing in each phase and return all parking to the public. There is always follow-up or return plowing completed during the entire phase (with reduced numbers of plows) but people can resume normal parking during this time. The overall times are dependent upon the timing, intensity and durations of the respective snow storms. Severe storms may require that the entire phase is utilized to complete all plow routes.

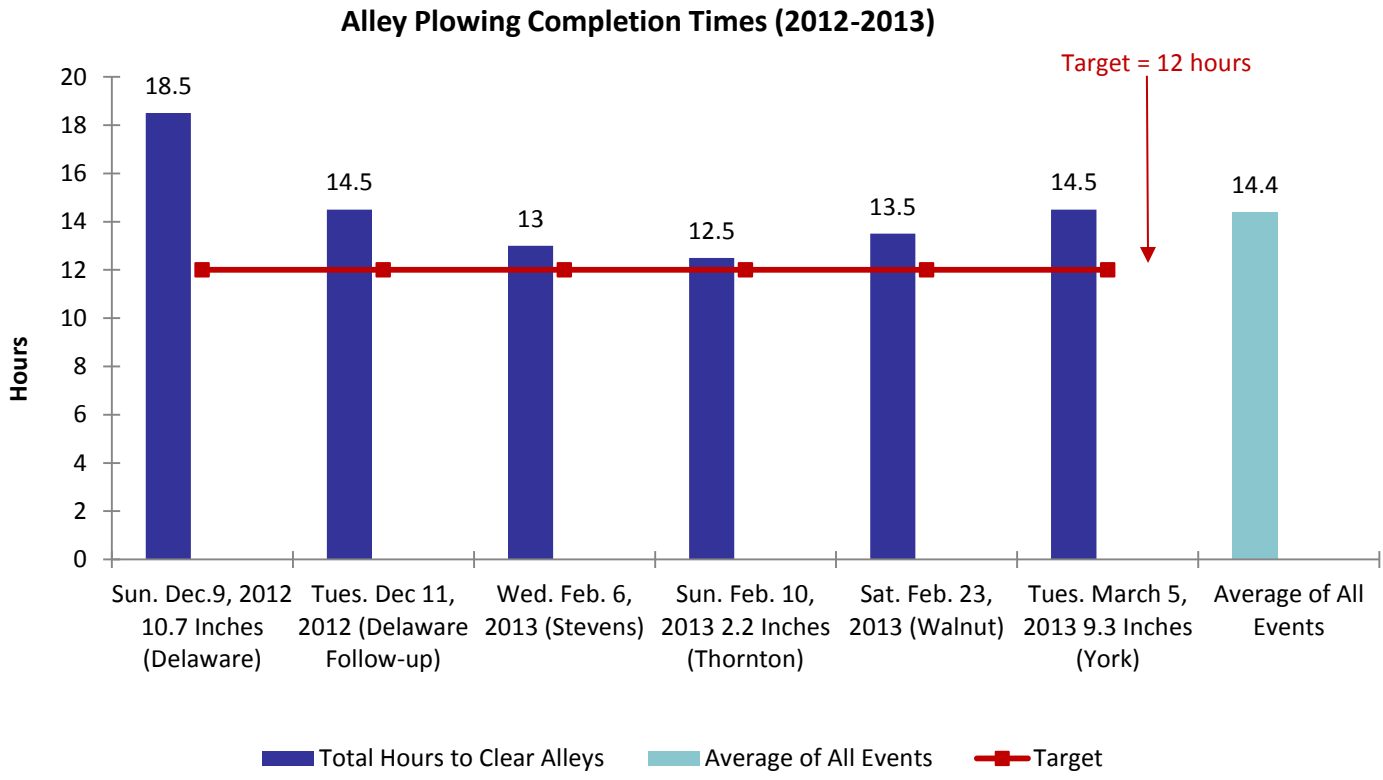
Why is this measure important?

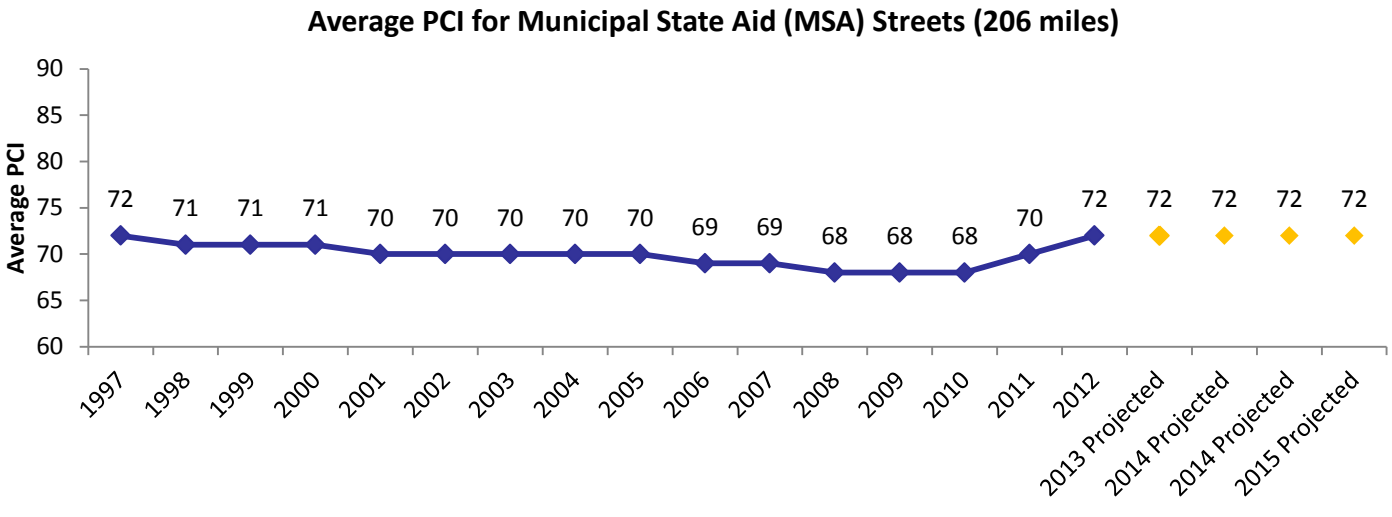
Snow Emergencies are a partnership between the public and plowing crews. This is an outcome measure that indicates to the public how much time they are being inconvenienced as part of their role in the partnership. Trends in this measure over time could also reflect positive or negative effects of policy decisions regarding staffing and budgeting. The 2012-2013 snow season is the sixth season that this measure has been documented, but we will continue with it in order to look for long-term trends and establish some benchmarks against which to compare future events.

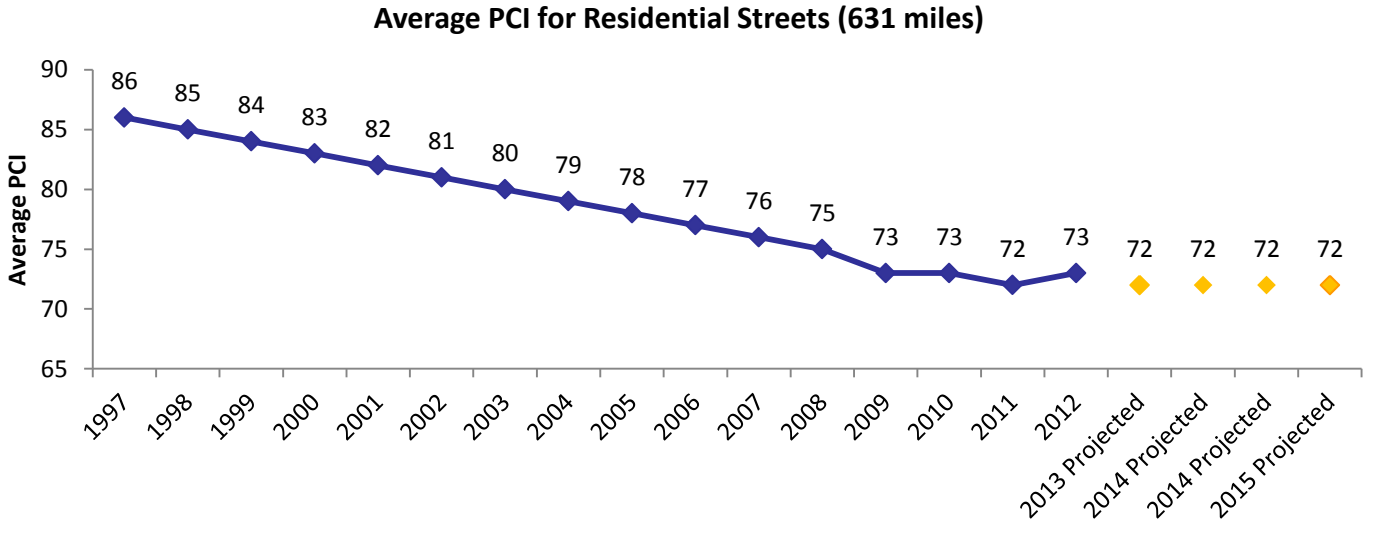
What will it take make progress?

Currently we are meeting our target levels for snow emergencies. Public Works will continue to monitor performance in more detailed ways, and evaluate policies and procedures to see if even further improvements in performance can be made.

The graph below shows completion times for alley plowing operations. In 1988, the City established the current level of service and standard to plow the alleys within a 12 hour time frame when called for. Comprehensive, city-wide alley plowing is always performed in conjunction with declared Snow Emergencies, but may also be completed when operations staff determine that conditions city-wide warrant that a full plowing operation is cost effective (e.g., several smaller accumulations of snow, or ruts that can be addressed with plowing.)



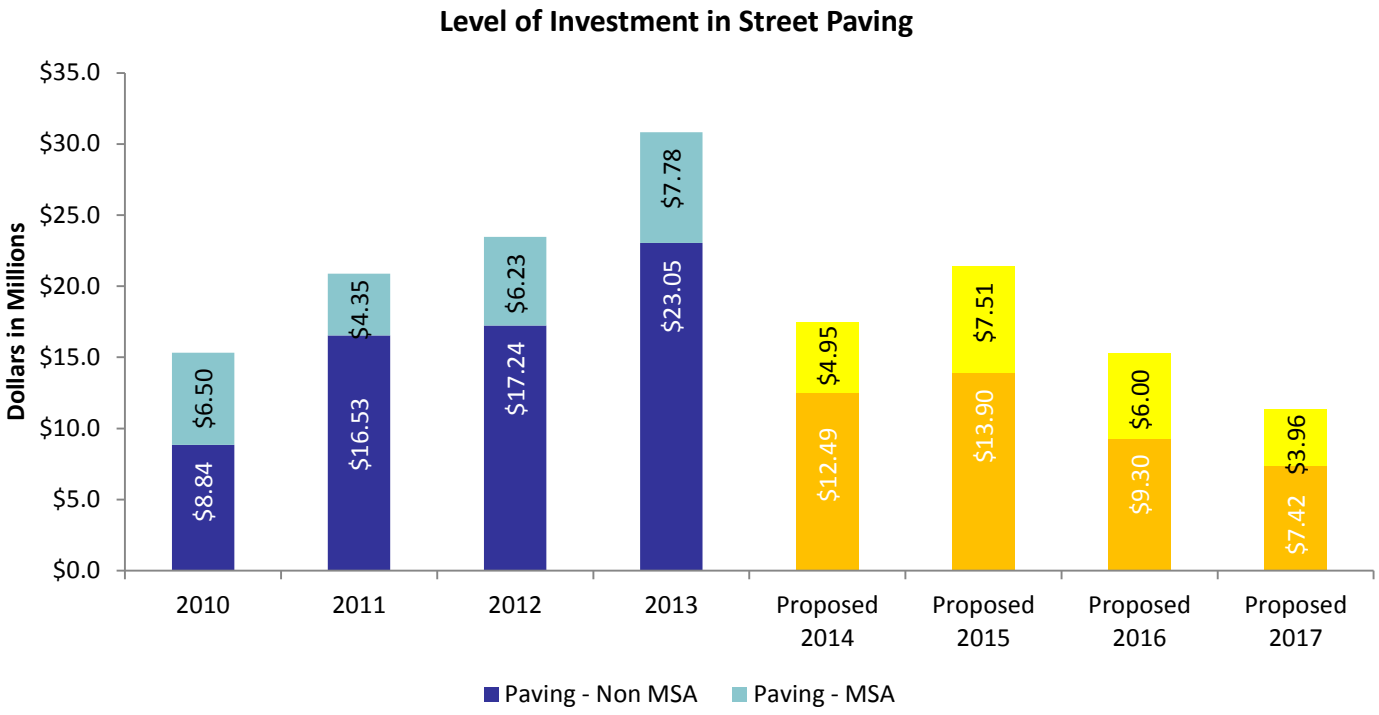




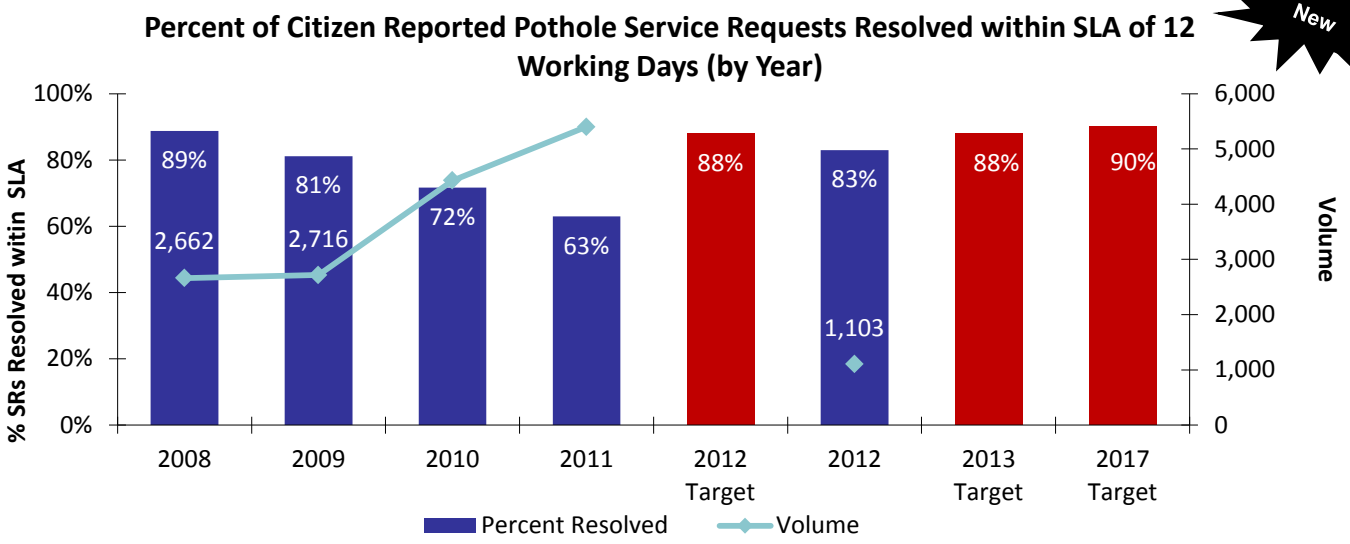
Why is this measure important?
Looking at the Pavement Condition Index (PCI) measurement over time provides an outcome measure of the City's financial and policy decisions regarding street maintenance and construction funding. It is an important measure because looking at the trends of the average PCI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

A city-wide PCI map is included in the appendix of this report.

What will it take to make progress?
Progress on this measure is directly tied to the level of investment and the type or types of repairs that can be accomplished with it. Both short and long-term strategies, including their related costs, need to be considered and coordinated in planning and programming to reach a specified goal.


Level of Investment in Street Paving
Dollars in Millions
$35.0
$30.0
$25.0
$20.0
$15.0
$10.0
$5.0
$0.0
$8.84
$6.50
$16.53
$4.35
$17.24
$6.23
$23.05
$7.78
$12.49
$4.95
$13.90
$7.51
$9.30
$6.00
$7.42
$3.96
2010
2011
2012
2013
Proposed 2014
Proposed 2015
Proposed 2016
Proposed 2017
Paving - Non MSA
Paving - MSA

New



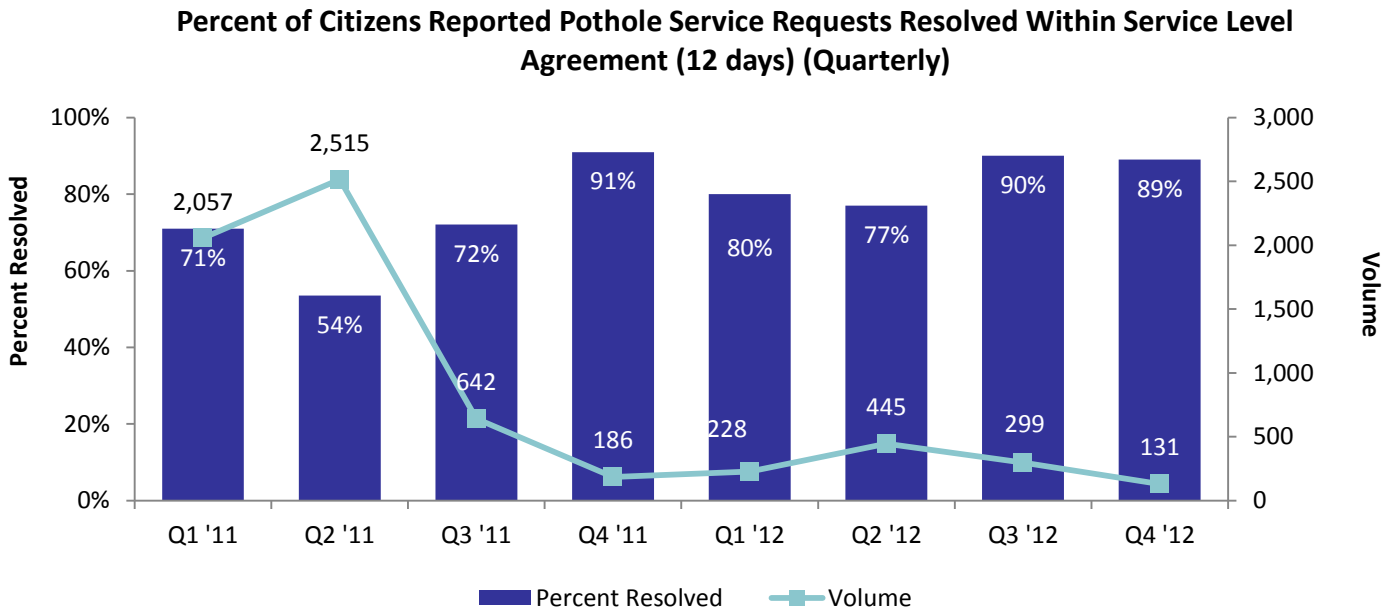
Note: Resolution defined as when a pothole has been patched, regardless of temporary vs. permanent nature of patch.

Why is this measure important?

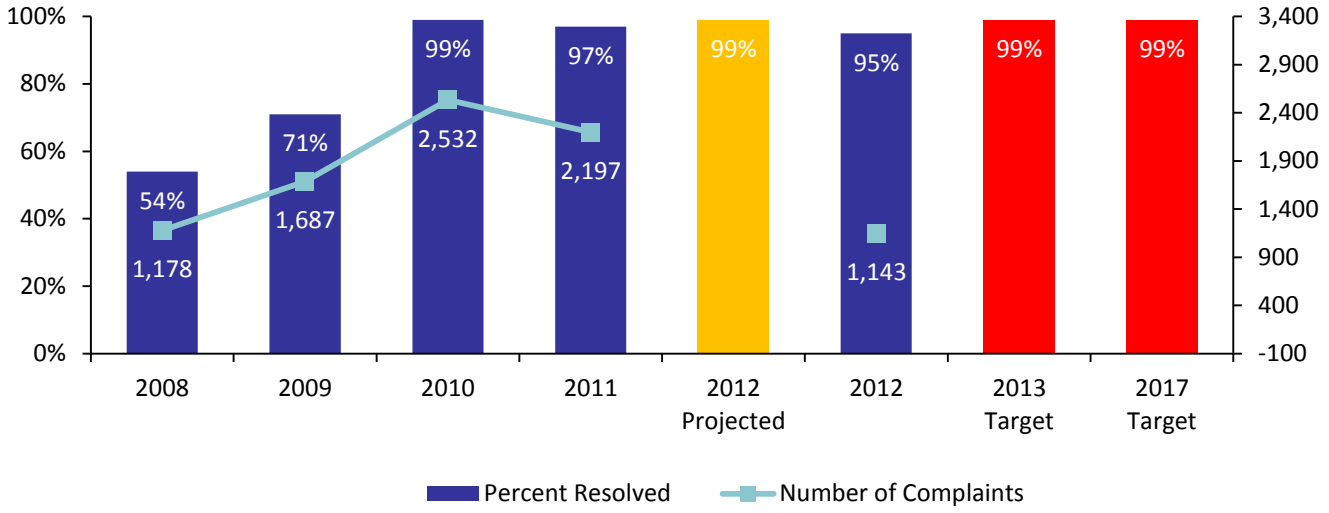
Potholes are one of the most visible and talked about complaints that drivers have about streets, as well as one of the complaints most reported to 311. Minimizing the number of potholes and responding to complaints in a timely manner results in smoother streets for drivers and an enhanced public image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

What will it take to achieve the targets?

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.



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



Note: Resolution is defined as "when a reported meter issue or problem has been resolved and the unit is functional."

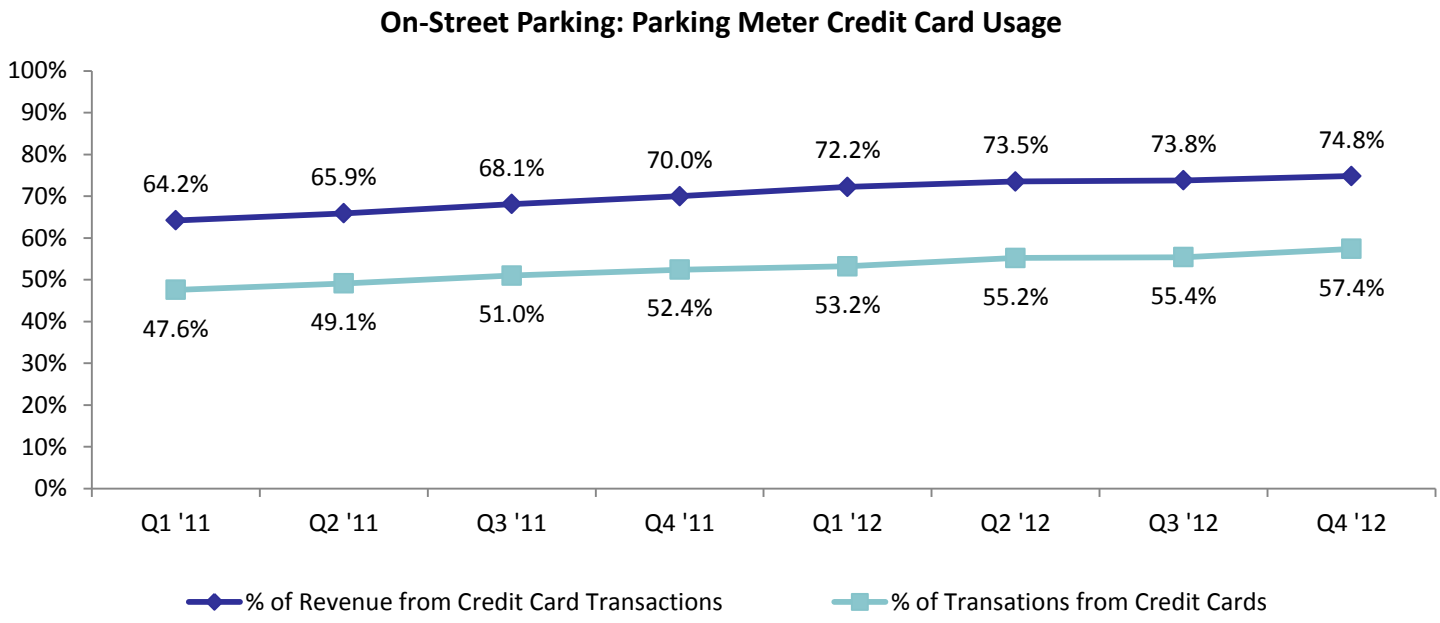
Why is this measure important?

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.

What will it take to achieve the targets?

Installation of the new meters was started in November 2010 and the major part of the installation was completed in November 2012. As the new 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 rates slightly dropped in 2011 and 2012. However, the resolution rate should increase in 2013.

There are fewer service calls on the new meters than on the old meters. We received 1.143 calls in 2012 as compared to 2,197 in 2011, which represents a 48 percent decrease. 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.

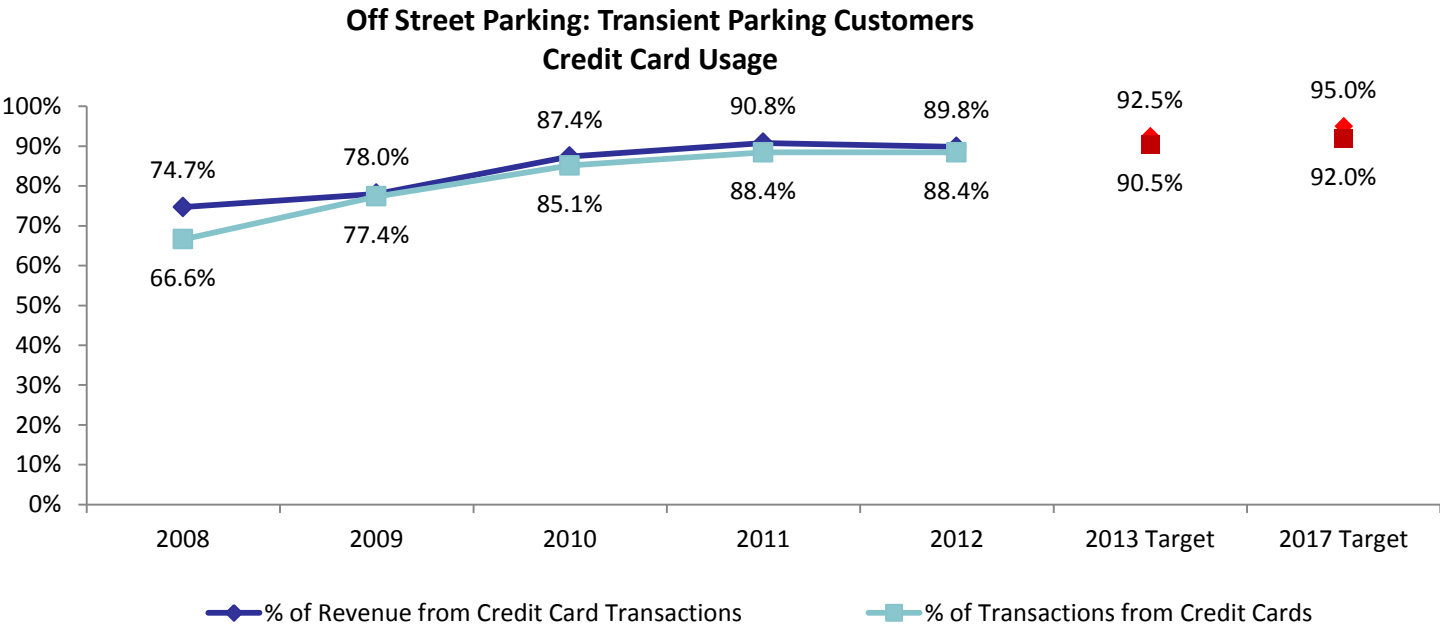


Why is this measure important?
Implementation of the new on-street parking meters and pay stations started in late 2010 and was completed in November 2012. One way to gauge customer acceptance and satisfaction is through use of new payment options – credit card use. Among other features, these machines offer customer credit card payment option.

As in any other area, credit card payments improve customer service by increasing the number of 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.

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. Similarly, the credit card usage during events is higher due to higher average transaction. Since the technology is still relatively, we have been closely monitoring the credit card usage over the past months to establish whether there is growth in credit cards usage. Recently, we added the American Express Card to further improve our offering. We are currently looking at the possibility of launching pay-by-phone capability that should further improve credit card usage. If needed, marketing and communication initiatives could be employed to further increase credit card use.



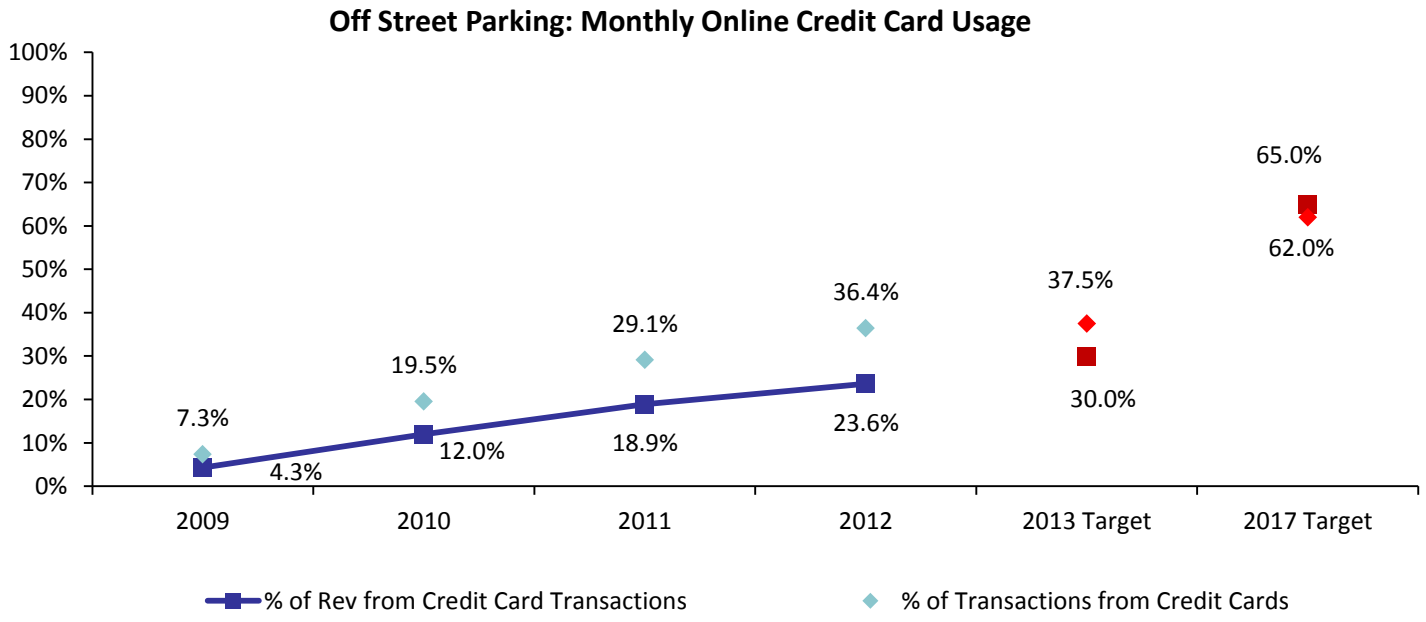
Why is this measure important?

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 the credit card payment 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 popularity of the credit card payment option for other services within the municipal parking systems.

What will it take to make further improvement?

Until recently the only credit cards accepted by the off-street facilities were Mastercard and Visa. We have started introducing American Express as the third option at some of the facilities, and are closely monitoring the adoption rates. Additionally, staff is researching the possibility of implementing online payment and reservation systems to further increase credit card usage.

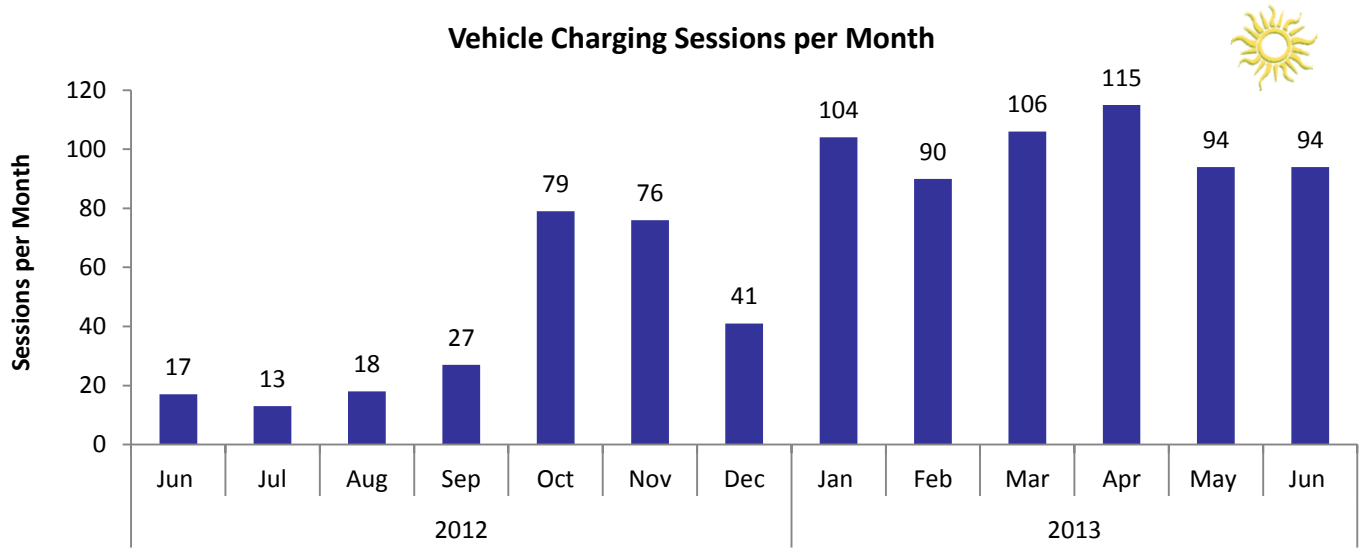


Why is this measure important?

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.



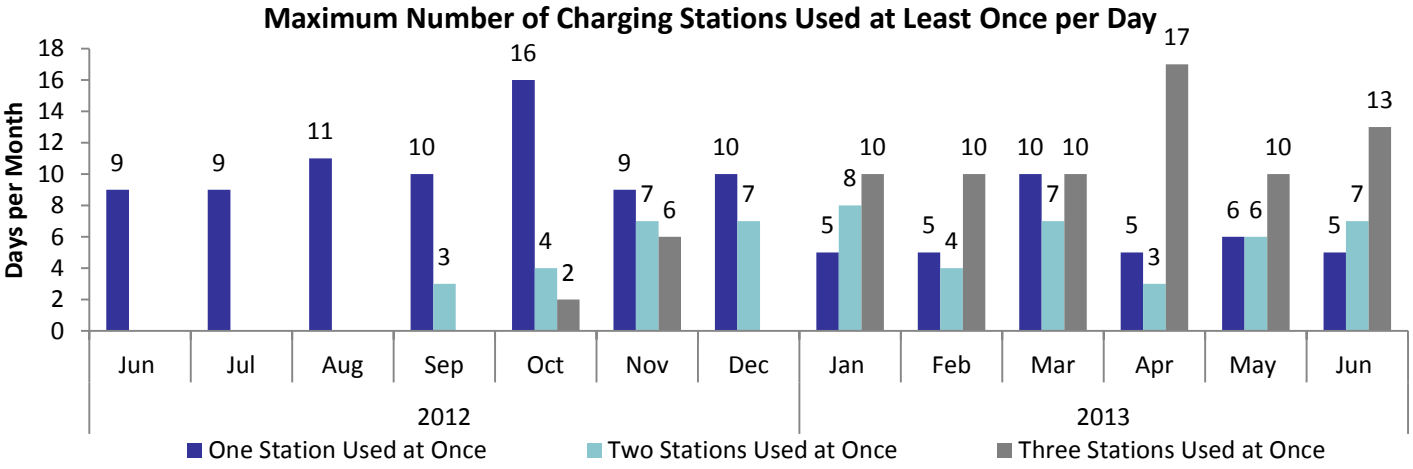
Why is this measure important?

As the City expands its network of electric charging stations in its parking facilities in coming months, it will be important to track the usage of the existing stations to determine the need for further expansion.

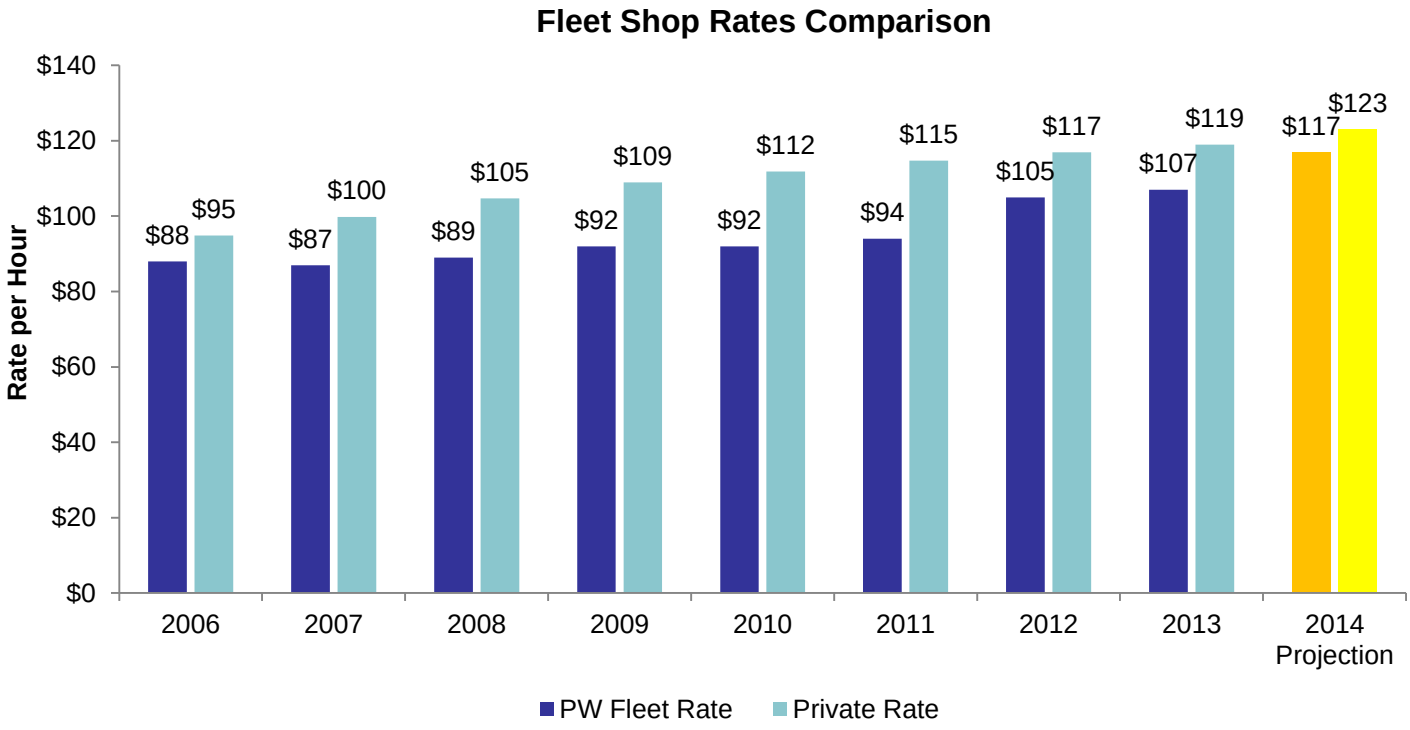
As of June 2013, the three existing charging stations at Haaf Ramp have put out a total of 4.66 MWh (megawatt hours) of electricity to vehicles in over 819 recorded charging events. The number of sessions has steadily increased from 17 sessions in June 2012 to 94 sessions in June 2013. The ever increasing utilization of the stations is also evident from the simultaneous use of the three stations. The three units were not simultaneously used until October 2012, and since then, the number has steadily increased.

What will it take to make progress?

The charging stations are increasingly popular with the public. Progress will include investing in additional stations in other City-owned ramps throughout downtown. Through a grant from MPCA we are expanding this capability into 2 of the State ramps and the Lemington ramp. Increasing education and promotion will also increase the use of these stations.



Note: Number of days each month in which there is concurrent usage of charging stations

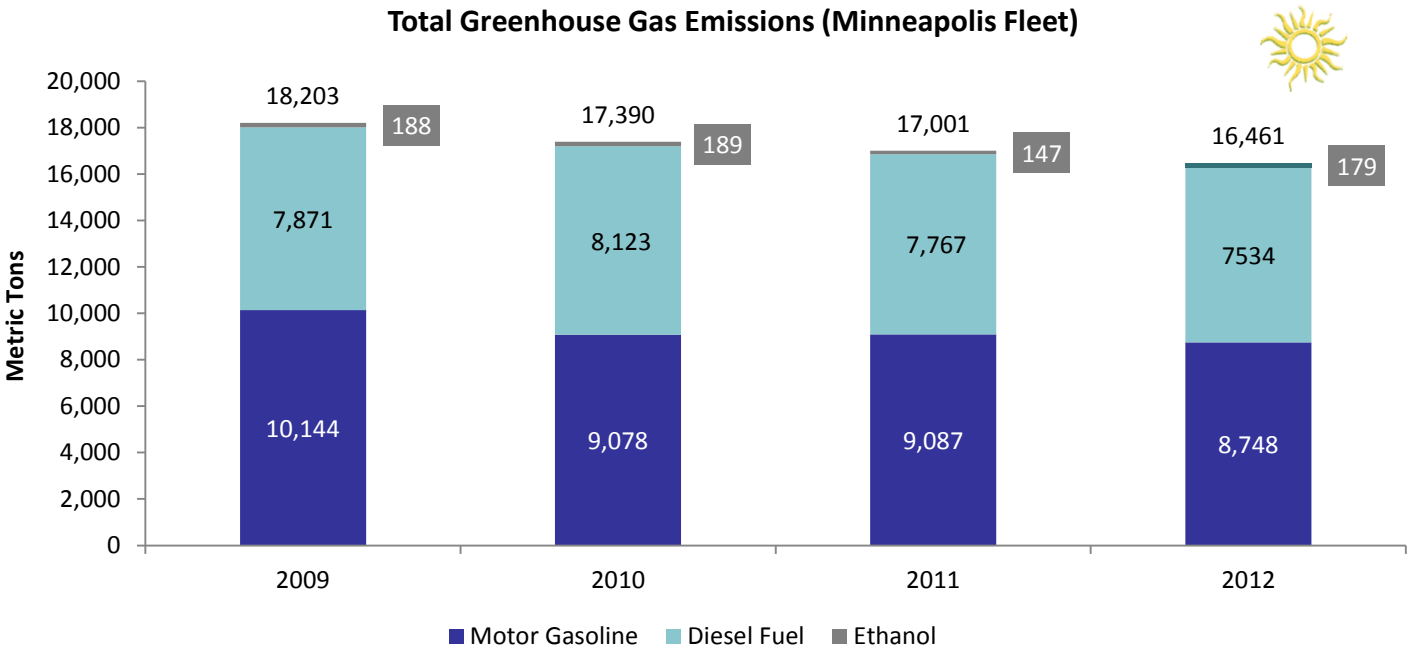


Why is this measure important?

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 much as is possible. 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 make progress?

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. The 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 are electric units, and 10 are units equipped with diesel engines with clean burning diesel technology. Lastly, we downsized three larger pick-ups replacing them with more fuel efficient midsize pickups. The City of Minneapolis is using biodiesel from five percent to 20 percent depending on the time of year to reduce tail pipe emissions in both on and off road diesel equipment. These methods together help us achieve a reduction in green house gases.

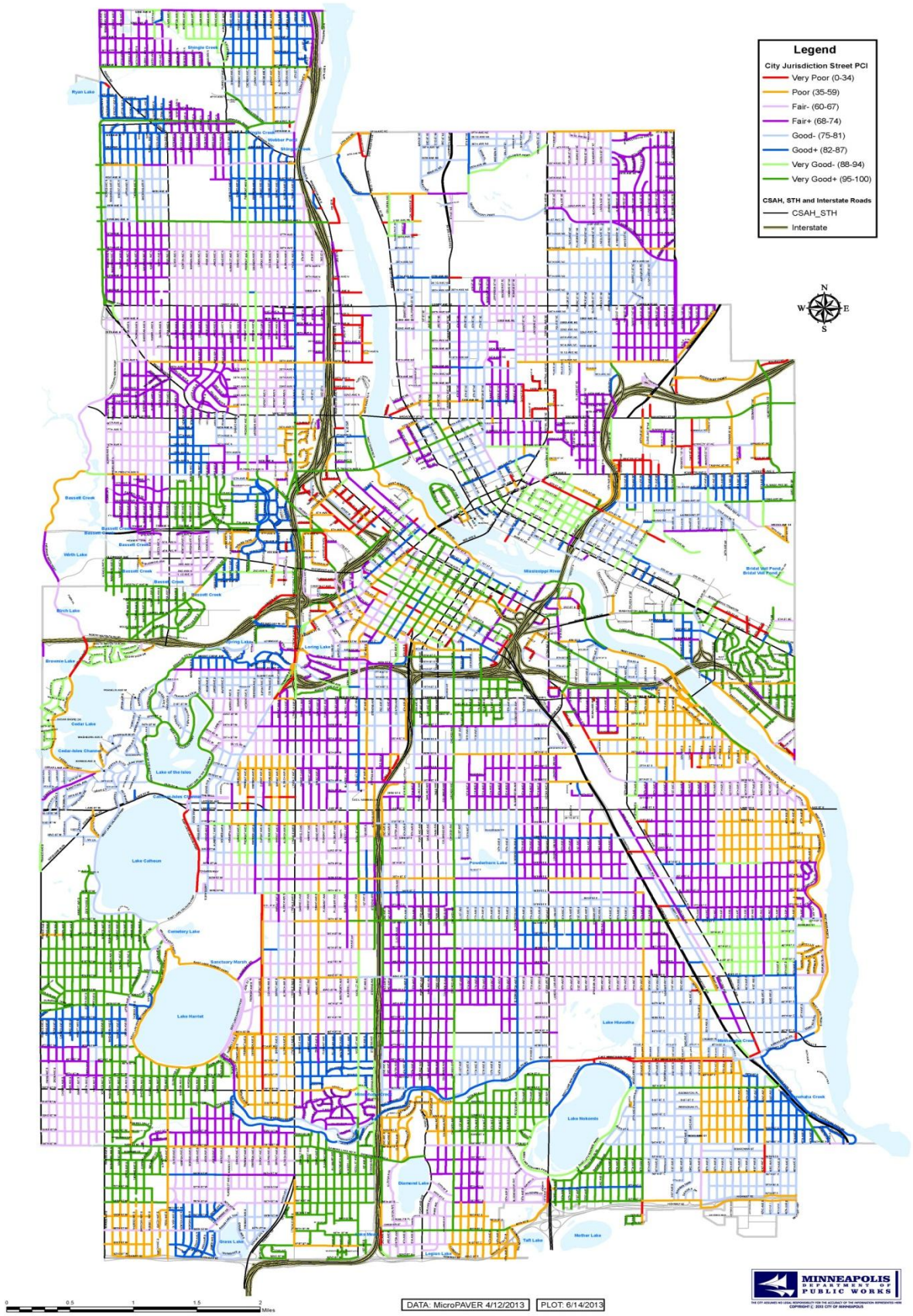
Appendix

Top 25 Service Requests 2011 & 2012
Percentage meeting Service Level Agreement

			2012			2011		
Rank	**Request Type**	**SLA**	**Case Count**	**On Time**	**Pct. On Time**	**Case Count**	**On Time**	**Pct. On Time**
1	Graffiti Complaint / Reporting	20 Days	9,442	8,215	87%	8,083	6,849	85%
2	Exterior Nuisance Complaint	15 Days	7,217	7,000	97%	7,322	7,096	97%
3	Sidewalk Snow & Ice Complaint	21 Days	5,210	4,552	87%	3,920	3,190	81%
4	Parking Violation Complaint	14 Days	4,728	4,672	99%	4,464	4,141	93%
5	Abandoned Vehicle	5 Days	4,708	4,703	100%	4,771	4,717	99%
6	Residential Conditions Complaint	50 Days	3,761	3,700	98%	3,492	3,442	99%
7	Animal Complaint - Livability	11 Days	3,391	3,288	97%	3,356	3,225	96%
8	Zoning Ordinance Question	4 Days	2,192	2,106	96%	1,992	1,981	99%
9	Rental License Follow-up	2 Days	1,861	1,858	100%	1,667	1,666	100%
10	Plan Review Callback	3 Days	1,854	1,741	94%	2,105	2,040	97%
11	Animal Complaint - Public Health	4 Days	1,687	1,603	95%	1,743	1,631	94%
12	City Attorney Callback Request	3 Days	1,536	1,419	92%	1,046	968	93%
13	Traffic Signal Trouble	7 Days	1,195	1,115	93%	1,161	1,136	98%
14	Parking Meter Problem	3 Days	1,143	1,071	94%	2,197	2,098	95%
15	Pothole	12 Days	1,103	904	82%	5,400	3,400	63%
16	Street Light Trouble	12 Days	1,053	860	82%	951	782	82%
17	Other Issue - Open311	5 Days	939	931	99%		New	
18	Traffic Signal Timing Issue	5 Days	824	628	76%	851	736	86%
19	311 Police Report Callback	3 Days	768	733	95%	1,042	969	93%
20	Complaint	5 Days	767	736	96%	704	675	96%
21	MECC/911	10 Days	764	243	32%	315	186	59%
22	Snow & Ice Complaint	3 Days	754	662	88%	1,565	898	57%
23	Residential Conditions Complaint HOD Tenant	15 Days	736	634	86%	726	659	91%
24	PPU Callback	3 Days	731	635	87%	215	185	86%
25	Suspicious Activity	7 Days	691	553	80%	607	583	96%

PW service requests

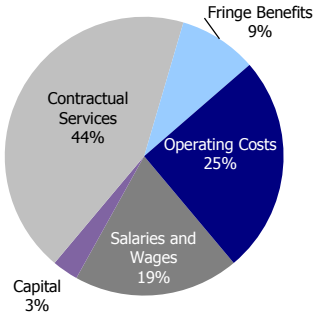
City/PrkBd Jurisdiction Street PCI's



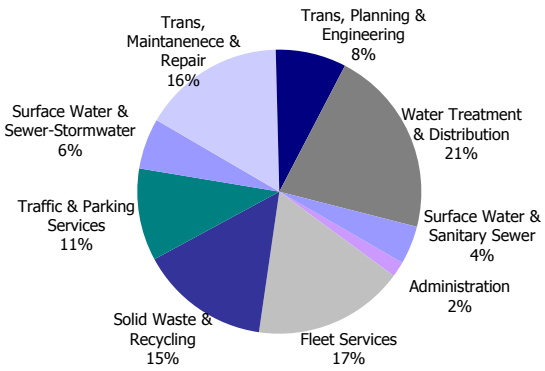
As of December 2012.

Management Dashboard: Public Works

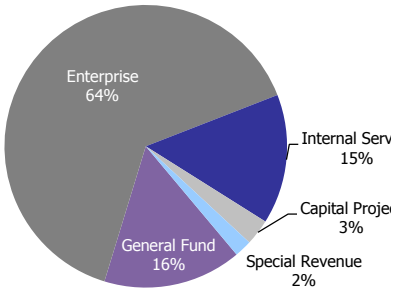
2013 Expenditures by Category: $299.6 million

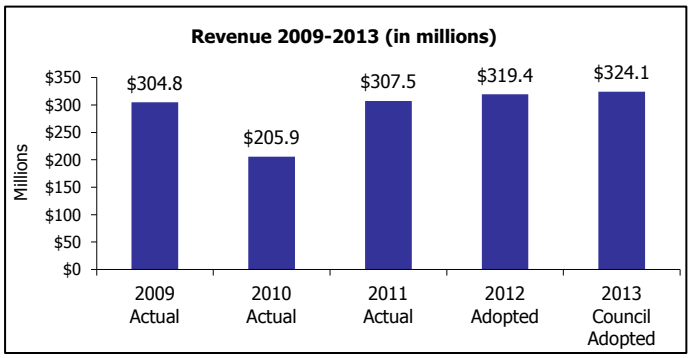


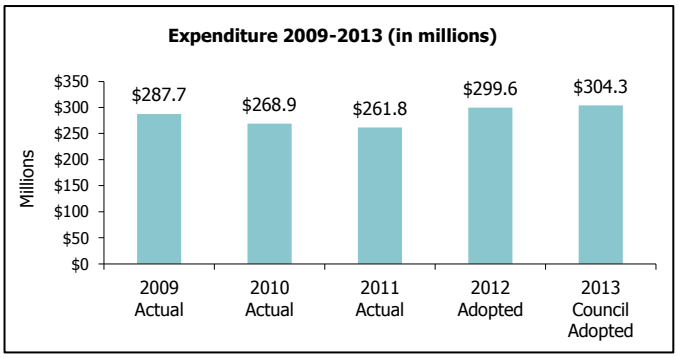
2013 Positions by Division: 907.08



2013 Expenditures by Fund: $299.6 million







Loss Prevention Data					
Year	2008	2009	2010	2011	2012
Workers Comp	$3,095,791	$2,518,247	$3,161,815	$2,584,712	$2,364,007
Liability Claims	$232,874	$270,508	$114,084	$190,133	$123,896

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	12/31/2012
% Female	16%	15%	15%
% Employee of Color	16%	20%	19%
# of Employees	1,221	1,016	942

Overtime Costs					
Year	2008	2009	2010	2011	2012
Hours	40,425	48,466	57,532	62,378	47,776
Cost	$1,458,839	$1,779,880	$2,228,238	$2,484,204	$1,903,775

Employee Turnover and Savings					
Year end	2008	2009	2010	2011	2012
Turnover	7.43%	6.35%	6.25%	6.13%	11.16%

Positions Vacancies					
Year end	2008	2009	2010	2011	2012
Percent of Total	19.7%	19.8%	7.0%	10.0%	11.0%

Performance Reviews Past Due in HRIS	
15-Feb-13	78%

Retirement Eligibility											
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Number	81	32	24	37	30	36	37	30	25	42	30
Cumulative % Employee	16.2%	19.6%	14.5%	9.9%	9.7%	10.9%	10.9%	10.9%	9.8%	10.3%	10.3%

Data current as of 2/15/2013

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.