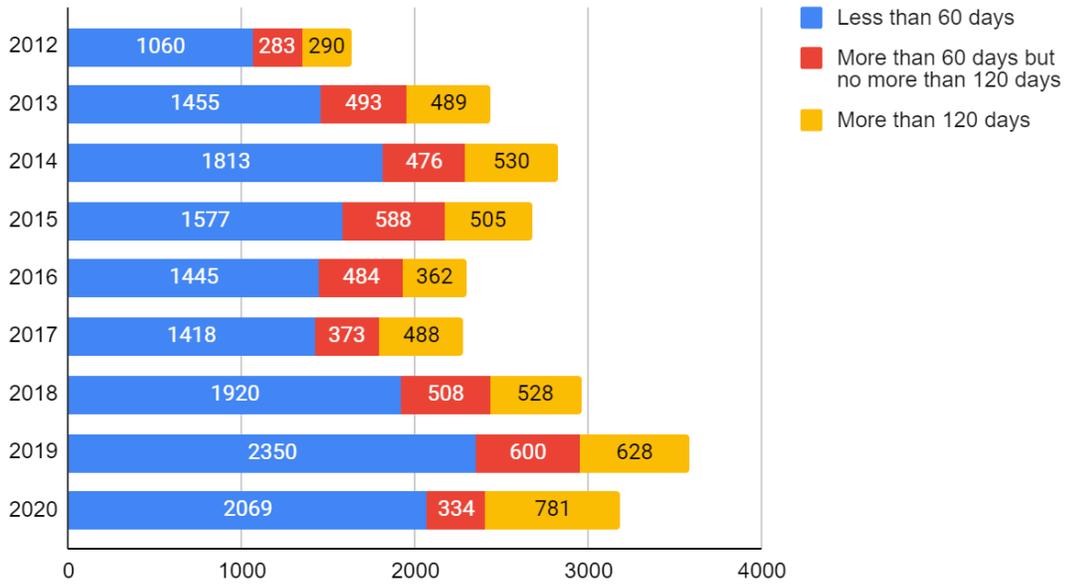
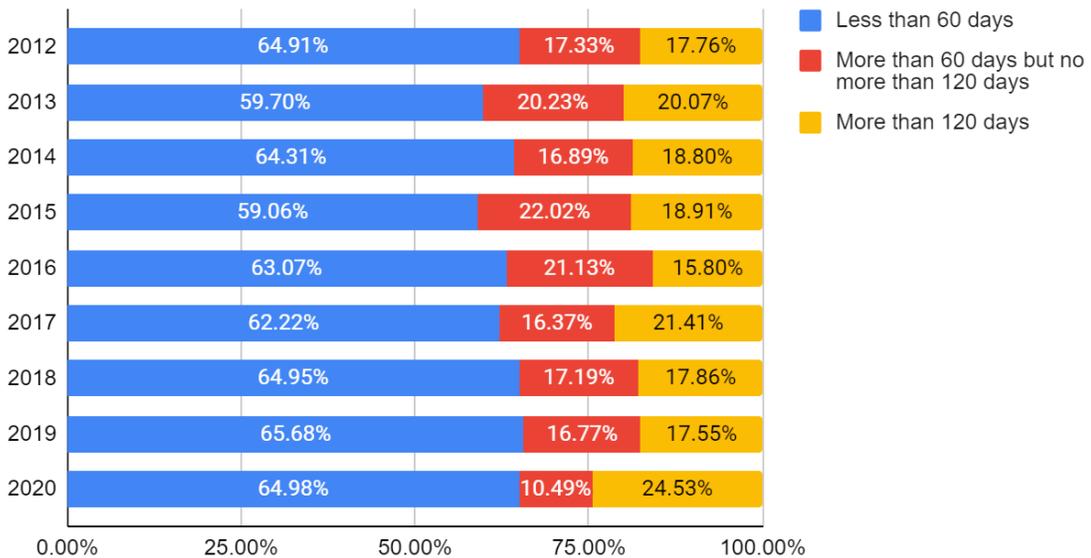


Service Levels for Sidewalk Repairs

Quantity of notifications repaired within different timeframes



% of notifications repaired within different timeframes



Attachment 3

Year	Percentage of Notifications Repaired		
	Less than 60 days	More than 60 days but no more than 120 days	More than 120 days
2012	64.91%	17.33%	17.76%
2013	59.70%	20.23%	20.07%
2014	64.31%	16.89%	18.80%
2015	59.06%	22.02%	18.91%
2016	63.07%	21.13%	15.80%
2017	62.22%	16.37%	21.41%
2018	64.95%	17.19%	17.86%
2019	65.68%	16.77%	17.55%
2020	64.98%	10.49%	24.53%

Note: There were no SLAs related to time to repair established prior to 2019. Targets were set in 2019 and reporting was initiated in 2020.