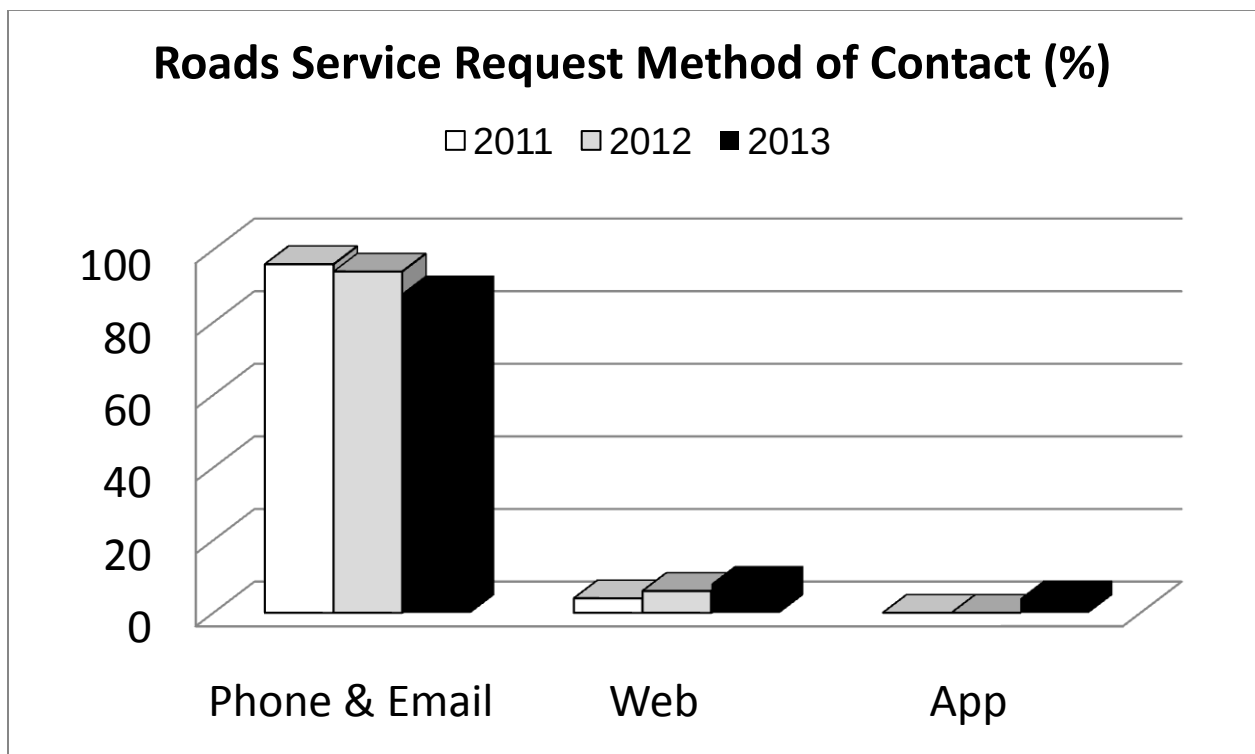
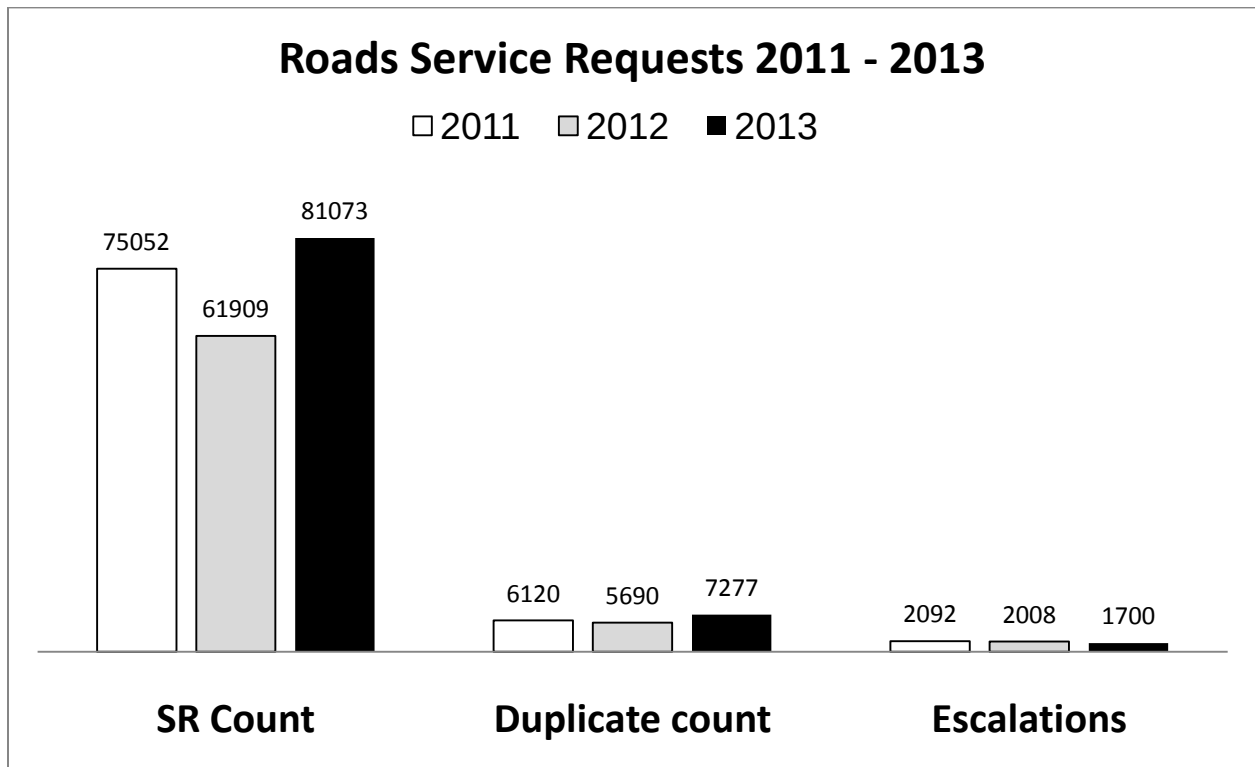
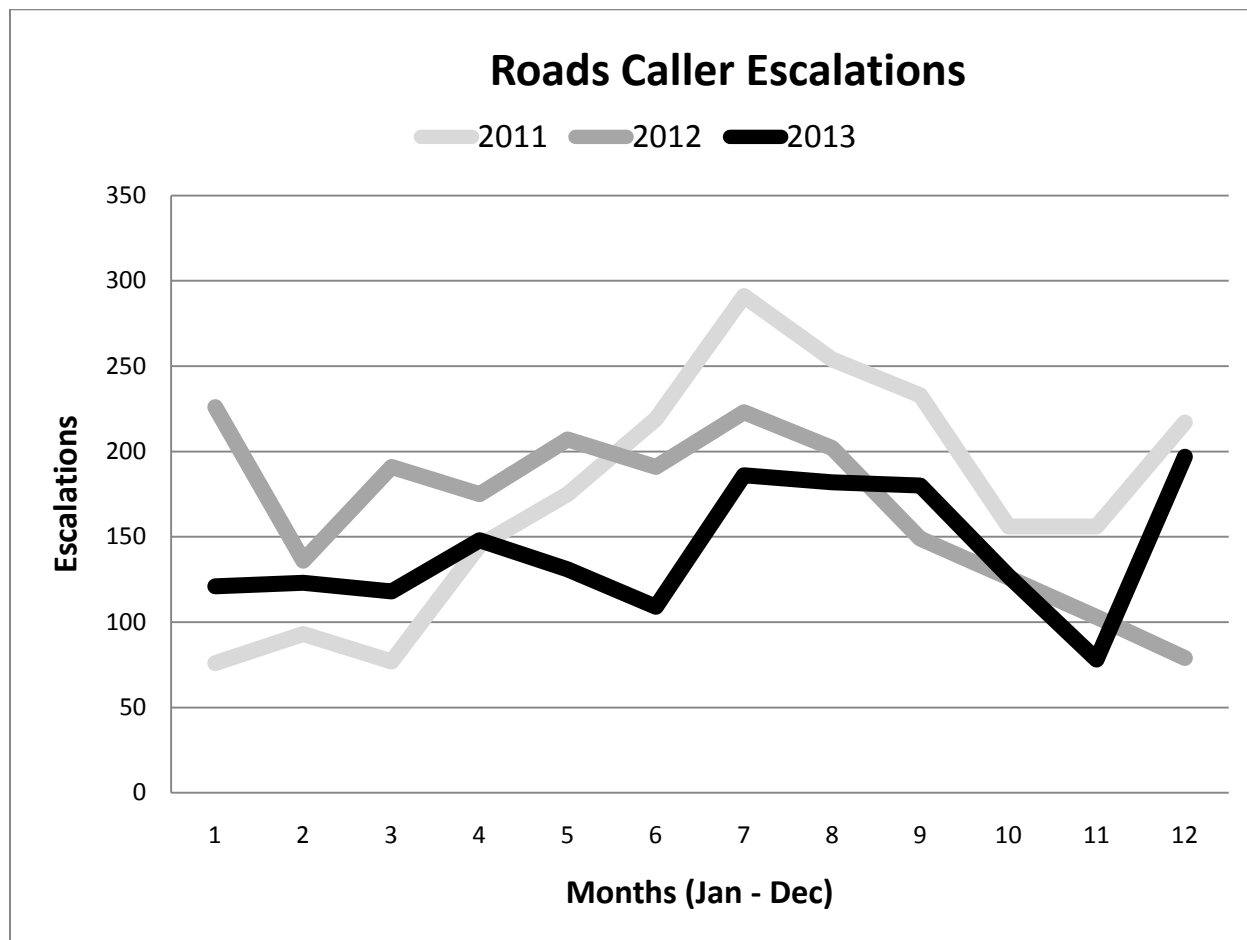
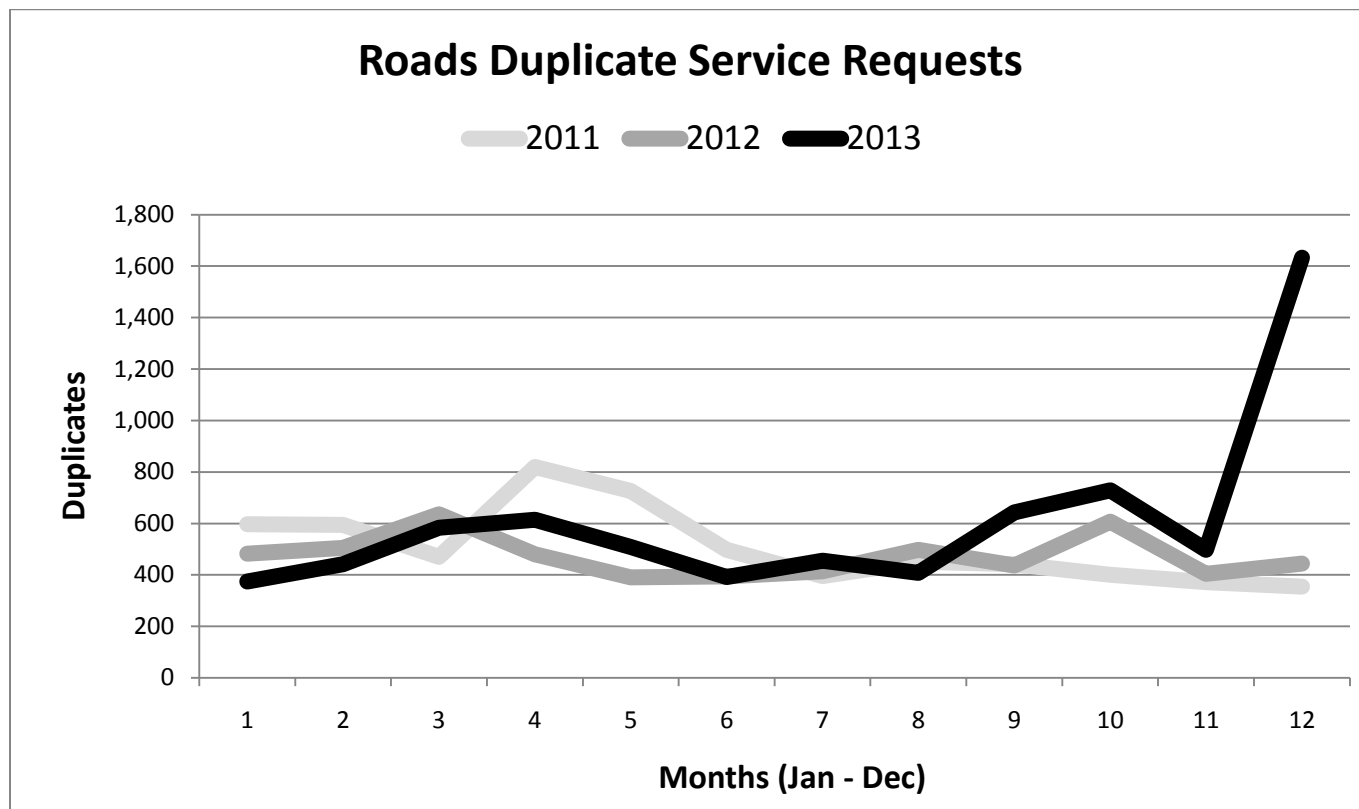


Roads Service Request Statistics 2011-2013





Average Month (2011)	174
Average Month (2012)	167
Average Month (2013)	142
18% - Decrease Average Monthly Escalation (2011 - 2013)	



Average Month (2011)	510
Average Month (2012)	474
Average Month (2013)	606