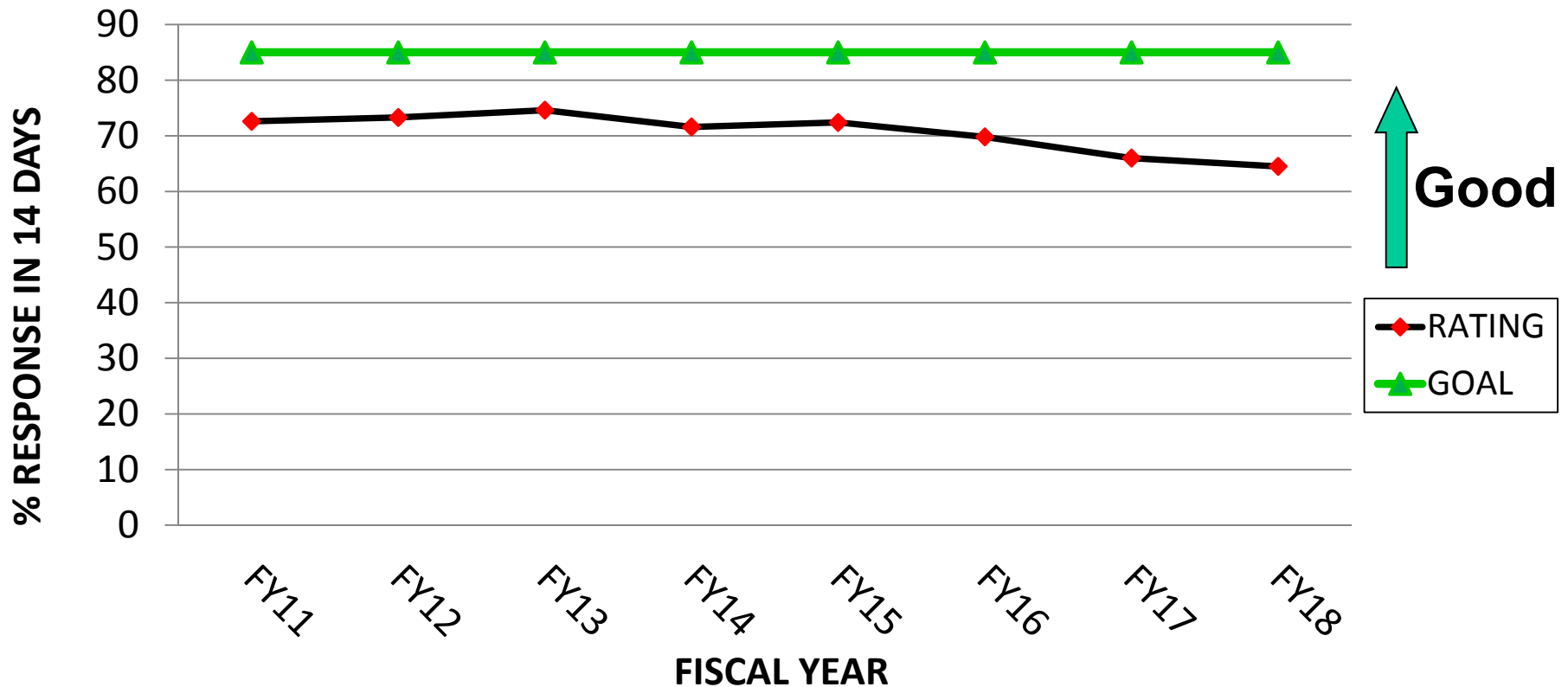




## ROUTINE WORK ORDERS (14-day initial response time)



Note: Data prior to 3<sup>rd</sup> quarter FY17 was not consistently coded; therefore routine work orders prior to that point include emergency and urgent work orders which have a faster response time. Response times are influenced by vacancies, attendance, higher priority requirements, emergencies and data processing.