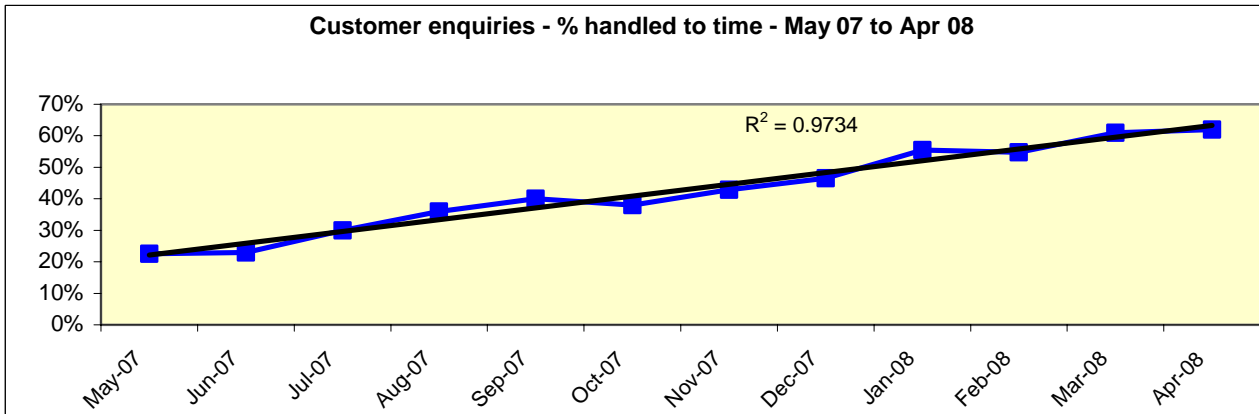
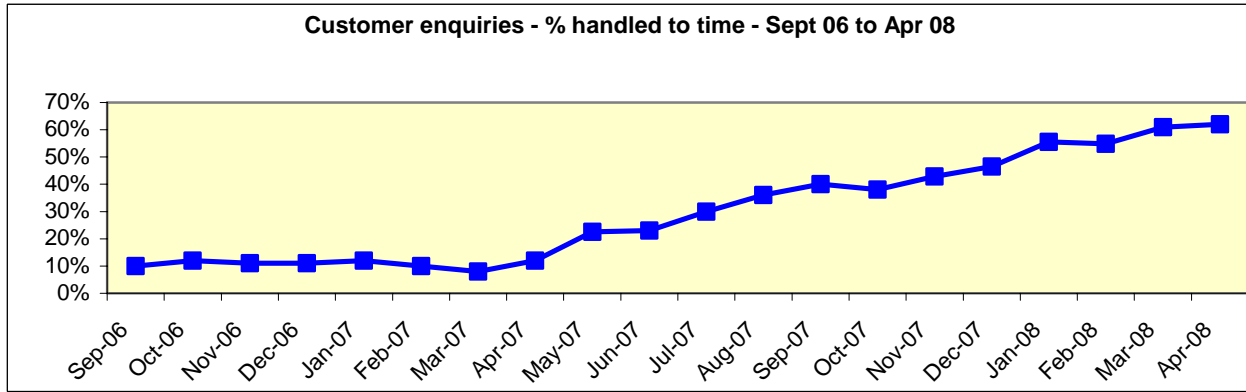


ANNEX 1 – Percentage of customer enquiries where 20 day response time is achieved



ANNEX 2 – Percentage of pothole enquiries where 20 day response time is achieved

