	Pre-311	March Launch	*311*						
	FY2002	**FY2003**	**FY2004**	**FY2005**	**FY2006**	**FY2007**	**FY2008**	**FY2009**	**FYTD 2010**
Pothole work orders (streets)	21,072	35,812	54,011	51,460	45,228	47,934	48,433	49,906	28,822
Potholes repaired (streets)	101,280	124,426	190,626	216,107	179,728	205,227	210,032	224,648	211,920
Noise Complaints	12,264	16,155	28,763	38,293	41,944	42,000	49,221	39,371	22,238
Noise Violations Issued	1,511	1,439	1,449	1,566	2,003	2,237	3,420	2,559	1,839
Construction Inspections Completed	166,900	155,500	180,423	188,561	209,066	229,191	229,157	242,483	160,122
Emergency Housing Complaints Responded to within 1.5 Days	87.60%	93.70%	96.40%	97.40%	95.40%	96.60%	95.00%	96.60%	95.70%
Freon Recoveries	95,629	99,613	136,179	133,050	130,863	83,654	49,043	34,327	22,197
Heat/Hot Water Complaints	79,000	104,900	118,484	124,645	124,297	123,168	111,642	128,708	102,941