

PROPOSED UPDATE

INTERGOVERNMENTAL AGREEMENT BETWEEN WASHINGTON COUNTY, OREGON AND URBAN ROAD MAINTENANCE DISTRICT

APPENDIX “A”

Performance Measures

effective July 1, 2015

- **Meet target Pavement Condition Index (PCI).**
Target average PCI of 75 (with 90% at or above 65) for all URMD eligible roads.
- **Monitor and report progress on pavement maintenance program.**
 1. Report progress quarterly and provide annual reconciliation report to URMDAC within 90 days after fiscal year end.
 2. Keep administrative costs at or below 10% of the URMD pavement maintenance budget. Administrative costs include contract development, bidding, contract administration, testing and inspection. They do not include design or permitting elements.
- **Monitor and report progress on safety improvement projects.**
 1. Provide quarterly updates to URMDAC on status of design and construction of safety improvement projects.
 2. Track and report administrative, design and construction costs related to safety improvement projects. Keep administrative costs at or below 10% of the URMD safety improvement program budget.
- **Provide quarterly update to URMDAC on the Neighborhood Streets Program.**
- **Review requests for service and provide timely follow-up.**
Track service requests by type and report to URMDAC quarterly. Targets:
 1. Respond to requests within 7 days.
 2. Complete requests within 30 days.
- **Encourage and evaluate customer satisfaction.**
 1. Notify properties in advance of planned work, providing contact information. Provide customer feedback postcard and link to online survey to encourage feedback. Share customer feedback with URMDAC.
 2. Include link to URMD customer satisfaction survey online, in the annual report, in media releases, etc., as appropriate. Share customer feedback with URMDAC.

**INTERGOVERNMENTAL AGREEMENT
BETWEEN WASHINGTON COUNTY, OREGON AND
URBAN ROAD MAINTENANCE DISTRICT**

APPENDIX "A"

July 1, 2011

- **Meet target Pavement Condition Index (PCI).**
Target average PCI of 75 (with 90% at or above 65) for all URMD eligible roads.
- **Control administrative costs.**
Keep administrative costs at or below 10% of the annual URMD budget. Administrative costs include contract development, bidding, contract administration, testing and inspection. They do not include design or permitting elements.
- **Implement cost efficient maintenance operations.**
 1. Consolidate maintenance activities geographically.
 2. Monitor, identify and correct failures. Determine cause, report and modify practices.
- **Monitor Work Program progress and completion.**
 1. Report Work Program progress to Urban Road Maintenance District Advisory Committee (URMDAC) on a quarterly basis beginning October 2011.
 2. Provide reconciliation report to URMDAC no later than 90 days after fiscal year end.
- **Review requests for service and provide timely follow-up.**
 1. Track requests by type and report to URMDAC on a quarterly basis.
 2. Respond to requests within 7-days.
 3. Complete requests within 30-days.
- **Evaluate customer satisfaction.**
 1. Include contact information and encourage feedback as a part of the initial work notification to properties impacted by work.
 2. Include contact information and encourage feedback as a part of the Annual Report notification mailing.
 3. Execute a customer satisfaction survey on an annual basis. Survey should include streets where work was done that construction season, within the previous 2 years and randomly throughout the District. URMDAC shall review and approve survey before implementation.