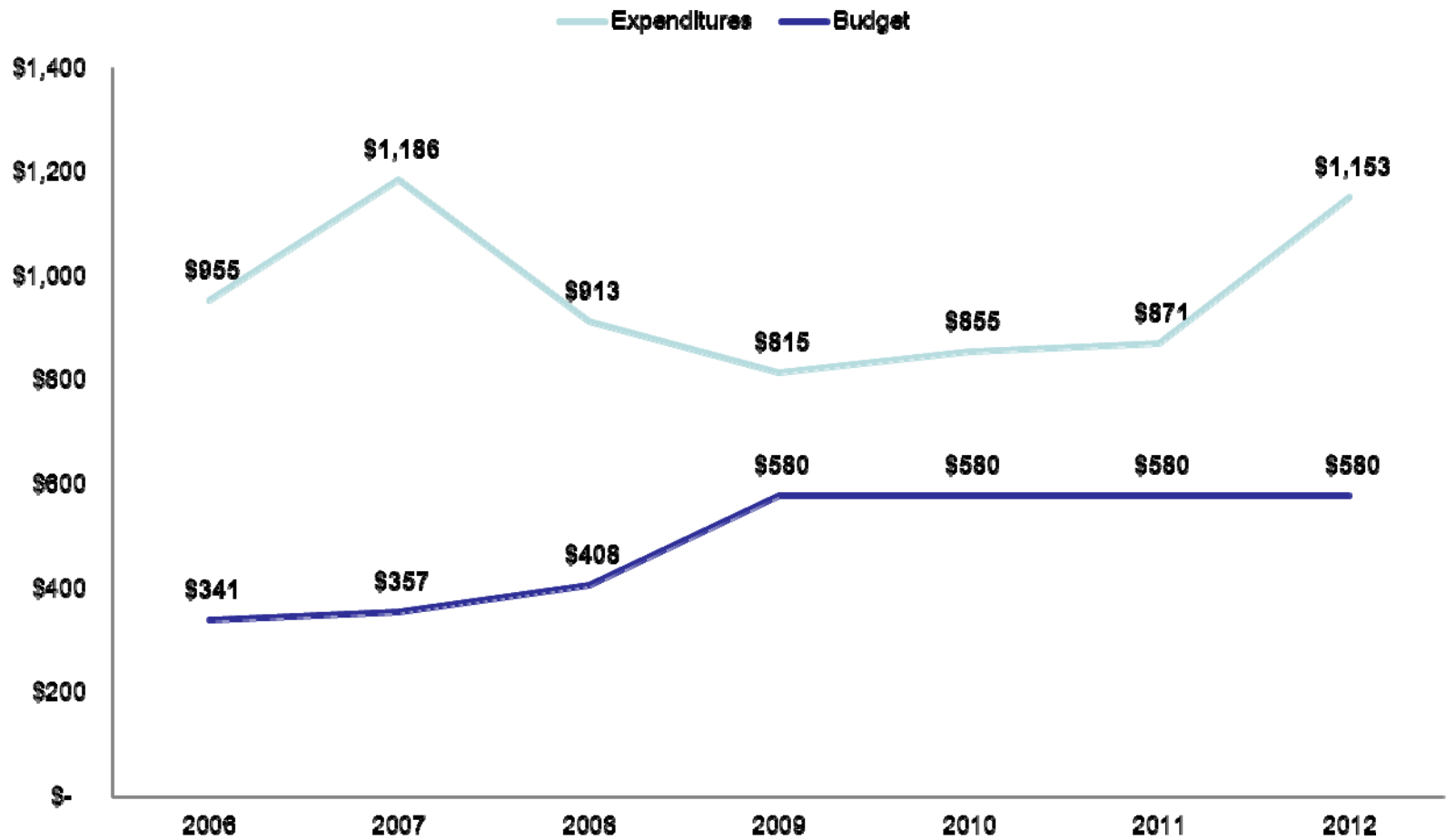


CHRONICALLY UNDER FUNDED SERVICES

Total Legal, Arbitration & Mediation Costs (2006 - 2012) (In Thousands)



PERFORMANCE METRICS / SERVICE LEVELS

Overall Grievance Rate Per 100 employees

■ City of Hamilton ■ OMBI Performance

