Public Works Operations Maturity Scorecard

This scorecard helps agencies evaluate the maturity of key operational standards across public works functions. Use the 1–4 scale and record a score for each area based on documentation consistency and repeatability.

Standard Area	1	2	3	4	Score
Fleet Operations (Maintenance & Documentation)					
Refuse / Solid Waste Operations					
Road Maintenance & Pavement Operations					
Snow & Ice Control Operations					
Street Utilities & Drainage Operations					
Work Order / Service Request Management					
Safety Practices & Incident Reporting					
Performance Metrics & Reporting					
Periodic Review & Continuous Improvement					

Scoring Guidance

1 = Not Established (inconsistent or undocumented)
2 = Partially Established (informal, limited documentation)
3 = Established (documented and consistently applied)
4 = Well Established (documented, reviewed, and improved)

This tool is for internal reference only and should be adapted to local requirements.