Paper: Redesigning Service Level Agreements: Equity and Efficiency in City Government Operations
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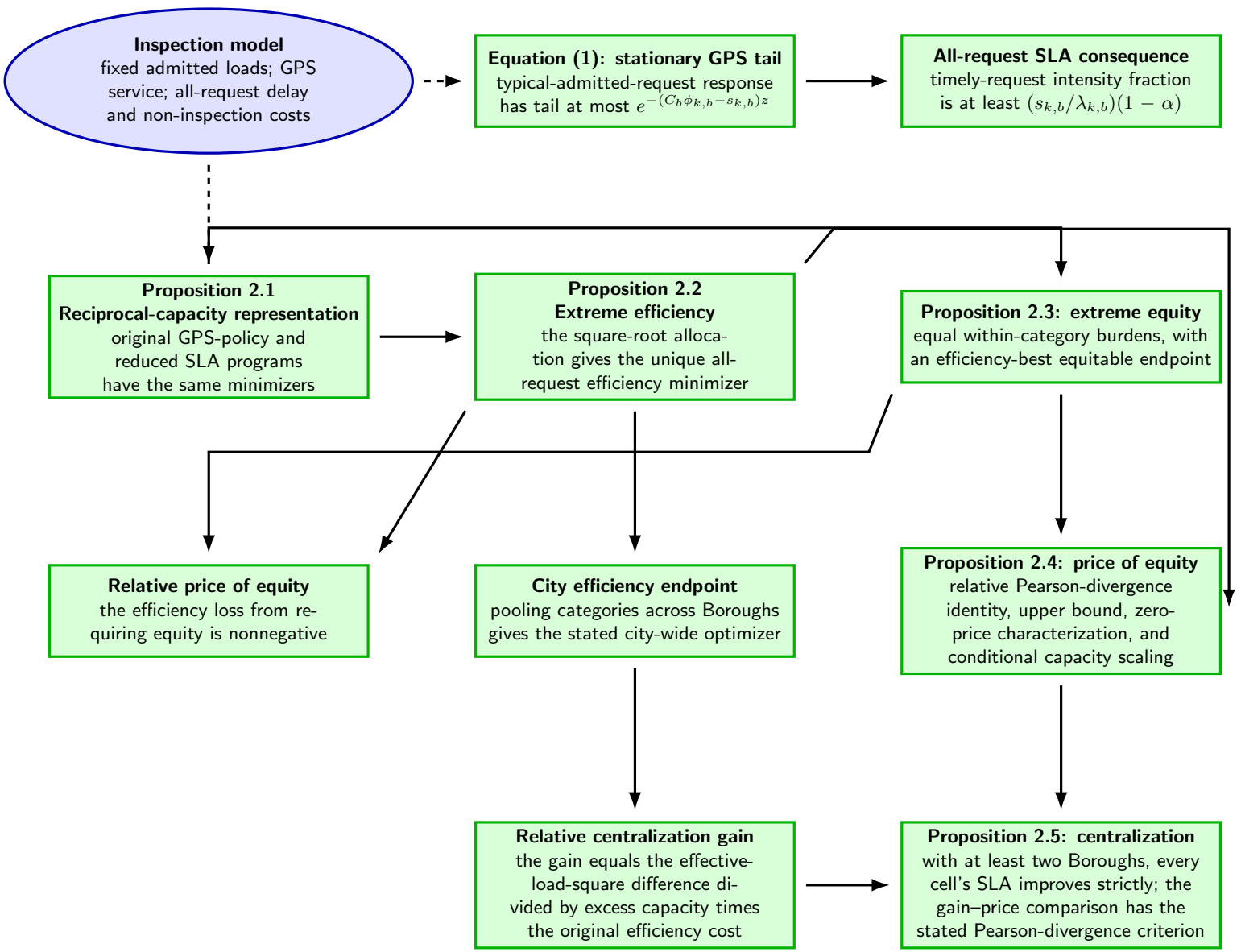
Legend

checked result

source model

Current five-proposition theory and selected supporting results