

ITEM 11 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

Indicator	Target		Jun 11	Jul 11	Aug 11
Repair potholes within 24 hours of being reported		Received	35	31	14
CSF 1.3 - 13		Achieved	35	29	14
District Performance (Watford)	100%		100.0%	93.5%	100.0%
		Received	201	184	174
		Achieved	197	181	171
Regional Performance (South West Herts)	100%		98.0%	98.4%	98.3%
		Received	734	762	544
		Achieved	685	708	514
Countywide performance	100%		93.3%	92.9%	94.5%

Repair footway trips within 24 hours of report		Received	36	32	26
CSF 1.3 - 14		Achieved	36	29	25
District Performance (Watford)	100%		100.0%	90.6%	96.2%
		Received	101	109	93
		Achieved	100	94	88
Regional Performance (South West Herts)	100%		99.0%	86.2%	94.6%
		Received	333	334	274
		Achieved	296	287	254
Countywide performance	100%		88.9%	85.9%	92.7%

Make safe exposed wires within 24 hours of report		Received	11	17	10
CSF 1.3 - 15		Achieved	11	17	10
District Performance (Watford)	100%		100.0%	100.0%	100.0%
		Received	32	47	43
		Achieved	32	47	43
Regional Performance (South West Herts)	100%		100.0%	100.0%	100.0%
		Received	121	143	152
		Achieved	121	143	151
Countywide performance	100%		100.0%	100.0%	99.3%

Repair street lights within 5 days of report		Received	27	31	33
CSF 1.3 - 16		Achieved	27	31	32
District Performance (Watford)	100%		100.0%	100.0%	97.0%
		Received	106	138	136
		Achieved	106	136	128
Regional Performance (South West Herts)	100%		100.0%	98.6%	94.1%
		Received	478	567	655
		Achieved	469	556	639
Countywide performance	100%		98.1%	98.1%	97.6%

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Indicator	Target		Jun 11	Jul 11	Aug 11
Street lights working as planned		Surveyed	740	824	424
CSF 1.3 - 21		Working	738	821	421
District Performance (Watford)	98%	% working	99.7%	99.6%	99.3%
		Surveyed	2,117	2,032	2,036
		Working	2,085	2,012	2,011
Regional Performance (South West Herts)	98%	% working	98.5%	99.0%	98.8%
		Surveyed	8,357	8,233	8,184
		Working	8,271	8,133	8,045
Countywide performance	98%	% working	99.0%	98.8%	98.3%