

ITEM 10 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

Indicator	Target		Sept 11	Oct 11	Nov 11
Repair potholes within 24 hours of being reported		Received	57	35	28
CSF 1.3 - 13		Achieved	52	34	27
District Performance (Watford)	100%		91.2%	97.1%	96.4%
		Received	279	207	140
		Achieved	261	195	136
Regional Performance (South West Herts)	100%		93.5%	94.2%	97.1%
		Received	524	378	565
		Achieved	484	356	512
Countywide performance	100%		92.4%	94.2%	90.6%

Repair footway trips within 24 hours of report		Received	26	31	89
CSF 1.3 - 14		Achieved	26	30	85
District Performance (Watford)	100%		100.0%	96.8%	95.5%
		Received	107	109	159
		Achieved	102	103	151
Regional Performance (South West Herts)	100%		95.3%	94.5%	95.0%
		Received	272	347	366
		Achieved	246	322	323
Countywide performance	100%		90.4%	92.8%	88.3%

Make safe exposed wires within 24 hours of report		Received	19	27	6
CSF 1.3 - 15		Achieved	19	27	6
District Performance (Watford)	100%		100.0%	100.0%	100.0%
		Received	66	64	28
		Achieved	66	64	28
Regional Performance (South West Herts)	100%		100.0%	100.0%	100.0%
		Received	146	123	130
		Achieved	146	123	130
Countywide performance	100%		100.0%	100.0%	100.0%

Repair street lights within 5 days of report		Received	166	170	58
CSF 1.3 - 16		Achieved	159	166	58
District Performance (Watford)	100%		95.8%	97.6%	100.0%
		Received	389	582	274
		Achieved	374	572	267
Regional Performance (South West Herts)	100%		96.1%	98.3%	97.4%
		Received	858	1,200	1,424
		Achieved	822	1,186	1,408
Countywide performance	100%		95.8%	98.8%	98.9%

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OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS**

Indicator	Target		Sept 11	Oct 11	Nov 11
Street lights working as planned		Surveyed	1,088	869	449
CSF 1.3 - 21		Working	1,063	862	444
District Performance (Watford)	98%	% working	97.7%	99.2%	98.9%
		Surveyed	4,130	4,089	2,096
		Working	4,068	4,047	2,062
Regional Performance (South West Herts)	98%	% working	98.5%	99.0%	98.4%
		Surveyed	8,310	8,232	8,168
		Working	8,185	8,148	8,075
Countywide performance	98%	% working	98.5%	99.0%	98.9%