

ITEM 11 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

| Indicator | Target | | Dec 11 | Jan 12 | |
|--|-------------|----------|--------------|--------------|--|
| Repair potholes within 24 hours of being reported | | Received | 22 | 38 | |
| CSF 1.3 - 13 | | Achieved | 15 | 31 | |
| District Performance (Watford) | 100% | | 68.2% | 81.6% | |
| | | Received | 119 | 268 | |
| | | Achieved | 72 | 229 | |
| Regional Performance (South West Herts) | 100% | | 60.5% | 85.4% | |
| | | Received | 552 | 1,209 | |
| | | Achieved | 321 | 957 | |
| Countywide performance | 100% | | 58.2% | 79.2% | |

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|---|-------------|----------|--------------|--------------|--|
| Repair footway trips within 24 hours of report | | Received | 42 | 24 | |
| CSF 1.3 - 14 | | Achieved | 41 | 16 | |
| District Performance (Watford) | 100% | | 97.6% | 66.7% | |
| | | Received | 106 | 84 | |
| | | Achieved | 95 | 52 | |
| Regional Performance (South West Herts) | 100% | | 89.6% | 61.9% | |
| | | Received | 265 | 262 | |
| | | Achieved | 214 | 163 | |
| Countywide performance | 100% | | 80.8% | 62.2% | |

| | | | | | |
|--|-------------|----------|---------------|--------------|--|
| Make safe exposed wires within 24 hours of report | | Received | 15 | 13 | |
| CSF 1.3 - 15 | | Achieved | 15 | 12 | |
| District Performance (Watford) | 100% | | 100.0% | 92.3% | |
| | | Received | 48 | 41 | |
| | | Achieved | 48 | 40 | |
| Regional Performance (South West Herts) | 100% | | 100.0% | 97.6% | |
| | | Received | 156 | 130 | |
| | | Achieved | 155 | 129 | |
| Countywide performance | 100% | | 99.4% | 99.2% | |

| | | | | | |
|---|-------------|----------|--------------|--------------|--|
| Repair street lights within 5 days of report | | Received | 108 | 98 | |
| CSF 1.3 - 16 | | Achieved | 103 | 96 | |
| District Performance (Watford) | 100% | | 95.4% | 98.0% | |
| | | Received | 338 | 362 | |
| | | Achieved | 330 | 358 | |
| Regional Performance (South West Herts) | 100% | | 97.6% | 98.9% | |
| | | Received | 1,509 | 1,414 | |
| | | Achieved | 1,487 | 1,402 | |
| Countywide performance | 100% | | 98.5% | 99.2% | |

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| Indicator | Target | | Dec 11 | Jan 12 | |
|--|------------|------------------|--------------|--------------|--|
| Street lights working as planned | | Surveyed | 245 | 685 | |
| CSF 1.3 - 21 | | Working | 243 | 683 | |
| District Performance (Watford) | 98% | % working | 99.2% | 99.7% | |
| | | Surveyed | 2,006 | 2,039 | |
| | | Working | 1,984 | 1,979 | |
| Regional Performance (South West Herts) | 98% | % working | 98.9% | 97.1% | |
| | | Surveyed | 8,134 | 7,713 | |
| | | Working | 8,057 | 7,572 | |
| Countywide performance | 98% | % working | 99.1% | 98.2% | |