

## **OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS**

Report of the District Manager

### **1. PURPOSE OF REPORT**

- 1.1 This report advises the Panel of the performance of Hertfordshire Highways in the Borough of Watford.

### **2. PERFORMANCE INDICATORS**

- 2.1 The latest complete set of performance information available at the time of preparing this report was up to May 2012. Appendix A therefore shows the operational performance indicator report for the 2 month period from April to May 2012. The report compares performance for the Borough, the south west Hertfordshire area and the County as a whole.
- 2.2 The decline in performance of CAT1 repairs around April 2012 on a countywide basis is, in part, due to the adverse impact of the wet weather over recent months on the condition of the network (i.e. increase in number of potholes) but also due to the detrimental impact on service delivery caused by recent organisational changes that have been implemented earlier in the year.
- 2.3 We have experienced a number of problems with changes to the fault reporting system, brought about by Hertfordshire County Council changes to the IT systems, introduced in February by Serco at the Customer Service Centre
- 2.4 Hertfordshire Highways has introduced innovative systems to improve the way the service is managed.
- A direct link between the HCC Confirm highway Management system and the Works Team Masternaut system , which directs and controls gangs and their work packages.
  - Re-structure and centralisation of Works Team resources
- 2.5 These issues combined have not worked as anticipated and we are investigating what improvements can be achieved to address the decline in performance in this area of service.
- 2.6 For a fuller explanation of the CAT1 service issues, along with details of other operational performance issues, including progress with delivery of various work streams, please refer to Appendix B.

### **3 RECOMMENDATIONS**

- 3.1 Members are requested to note the performance figures and provide any comments to the District Manager.

### **4 CONTACT OFFICERS**

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### **5 BACKGROUND PAPERS**

HCC Environment Department (Hertfordshire Highways) performance scorecard for April to May 2012.