

ITEM 12 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

| Indicator | Target | | Apr 12 | May 12 | |
|--|-------------|----------|--------------|--------------|--|
| Repair potholes within 24 hours of being reported | | Received | 85 | 116 | |
| CSF 1.3 - 13 | | Achieved | 63 | 97 | |
| District Performance (Watford) | 100% | | 74.1% | 83.6% | |
| | | Received | 406 | 587 | |
| | | Achieved | 301 | 416 | |
| Regional Performance (South West Herts) | 100% | | 74.1% | 70.9% | |
| | | Received | 1,117 | 2,025 | |
| | | Achieved | 818 | 1,345 | |
| Countywide performance | 100% | | 73.2% | 66.4% | |

| | | | | | |
|---|-------------|----------|--------------|--------------|--|
| Repair footway trips within 24 hours of report | | Received | 25 | 60 | |
| CSF 1.3 - 14 | | Achieved | 14 | 47 | |
| District Performance (Watford) | 100% | | 56.0% | 78.3% | |
| | | Received | 75 | 116 | |
| | | Achieved | 51 | 85 | |
| Regional Performance (South West Herts) | 100% | | 68.0% | 73.3% | |
| | | Received | 193 | 278 | |
| | | Achieved | 134 | 195 | |
| Countywide performance | 100% | | 69.4% | 70.1% | |

| | | | | | |
|--|-------------|----------|---------------|--------------|--|
| Make safe exposed wires within 24 hours of report | | Received | 12 | 14 | |
| CSF 1.3 - 15 | | Achieved | 12 | 13 | |
| District Performance (Watford) | 100% | | 100.0% | 92.9% | |
| | | Received | 21 | 37 | |
| | | Achieved | 21 | 35 | |
| Regional Performance (South West Herts) | 100% | | 100.0% | 94.6% | |
| | | Received | 123 | 132 | |
| | | Achieved | 123 | 130 | |
| Countywide performance | 100% | | 100.0% | 98.5% | |

| | | | | | |
|---|-------------|----------|---------------|--------------|--|
| Repair street lights within 5 days of report | | Received | 59 | 53 | |
| CSF 1.3 - 16 | | Achieved | 59 | 51 | |
| District Performance (Watford) | 100% | | 100.0% | 96.2% | |
| | | Received | 298 | 221 | |
| | | Achieved | 298 | 218 | |
| Regional Performance (South West Herts) | 100% | | 100.0% | 98.6% | |
| | | Received | 974 | 785 | |
| | | Achieved | 969 | 769 | |
| Countywide performance | 100% | | 99.5% | 98.0% | |

ITEM 12 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

| Indicator | Target | | Apr 12 | May 12 | |
|--|------------|------------------|--------------|--------------|--|
| Street lights working as planned | | Surveyed | 433 | 680 | |
| CSF 1.3 - 21 | | Working | 429 | 676 | |
| District Performance (Watford) | 98% | % working | 99.1% | 99.4% | |
| | | Surveyed | 2,086 | 2,055 | |
| | | Working | 2,064 | 2,042 | |
| Regional Performance (South West Herts) | 98% | % working | 98.9% | 99.4% | |
| | | Surveyed | 8,168 | 8,318 | |
| | | Working | 8,052 | 8,261 | |
| Countywide performance | 98% | % working | 98.6% | 99.3% | |