

ITEM 11 - APPENDIX A
OPERATIONAL PERFORMANCE OF HERTFORDSHIRE HIGHWAYS

Indicator	Target		Apr 11	May 11	
Repair potholes within 24 hours of being reported		Received	43	16	
CSF 1.3 - 13		Achieved	40	16	
District Performance (Watford)	100%		93.0%	100.0%	
		Received	315	196	
		Achieved	298	193	
Regional Performance (South West Herts)	100%		94.6%	98.5%	
		Received	1,024	714	
		Achieved	925	667	
Countywide performance	100%		90.3%	93.4%	

Repair footway trips within 24 hours of report		Received	45	37	
CSF 1.3 - 14		Achieved	43	33	
District Performance (Watford)	100%		95.6%	89.2%	
		Received	116	95	
		Achieved	103	86	
Regional Performance (South West Herts)	100%		88.8%	90.5%	
		Received	278	263	
		Achieved	242	242	
Countywide performance	100%		87.1%	92.0%	

Make safe exposed wires within 24 hours of report		Received	12	10	
CSF 1.3 - 15		Achieved	12	10	
District Performance (Watford)	100%		100.0%	100.0%	
		Received	29	31	
		Achieved	29	31	
Regional Performance (South West Herts)	100%		100.0%	100.0%	
		Received	115	126	
		Achieved	115	125	
Countywide performance	100%		100.0%	99.2%	

Repair street lights within 5 days of report		Received	68	22	
CSF 1.3 - 16		Achieved	67	21	
District Performance (Watford)	100%		98.5%	95.5%	
		Received	161	132	
		Achieved	160	131	
Regional Performance (South West Herts)	100%		99.4%	99.2%	
		Received	608	550	
		Achieved	603	544	
Countywide performance	100%		99.2%	98.9%	

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Indicator	Target		Apr 11	May 11	
Street lights working as planned		Surveyed	169	480	
CSF 1.3 - 21		Working	169	478	
District Performance (Watford)	98%	% working	100.0%	99.6%	
		Surveyed	2,370	2,048	
		Working	2,331	2,029	
Regional Performance (South West Herts)	98%	% working	98.4%	99.1%	
		Surveyed	8,794	8,119	
		Working	8,653	8,012	
Countywide performance	98%	% working	98.4%	98.7%	