



















Highways Repairs and Enquiry Indicators Q3 Period

Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures								Comments
	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Target	Status	Trend	
	14/15	14/15	15/16	15/16	15/16				
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	11.60 Days	4.42 Days	4.76 Days	5.16 Days	7.44 Days	7 days			The latest figure of 7.44 days is only a little above the target of 7 days but still represents a very good performance for this particular period, given that this is the highest period for outage reports due to the dark nights
Number of defects identified/reported		5,624	4507	3,083	3626	NA			
Average number of days to repair a category 1 (urgent) defect		2 Days	2 Days	1 Day	2 Days	1Day			The repair time for Category 1 defects has increased due to a an increase in the number of potholes appearing during the Autumn
Average number of days to repair a category 2 (high) defect		12 Days	13 Days	12 Days	17 Days	28 Days			The repair time for Category 2 defects has increased due to an increase in the number of defects appearing although it is well within the target response
Average number of days to repair a category 2 (low) defect		18 Days	16 Days	16 Days	37 Days	90 Days			This is the lowest Category of defect and is still well within the Target.
Highways Recorded Complaints	94	105	105	61	49	NA			

Key symbols table:

Status	Indicators	Trend	Base this on change from same period last year
	Below target by more than 10%		Improving trend
	Below target by up to 10%		Deteriorating trend
	On or above target		No change
	No reported data or no target		