

Highways Repairs and Enquiry Indicators Q4 Period

Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures								Comments
	Q4 (Jan-Mar)	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Target	Status	Trend	
	14/15	15/16	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	4.42 Days	4.76 Days	5.16 Days	7.44 Days	6.77 Days	7 days			The figure of 6.77 days is just below the Authority's target figure of 7 days and represents a good performance for the second half of the winter period.
Number of defects identified/reported	5,624	4,507	3,083	3,626	5,852	NA			
Average number of days to repair a category 1 (urgent) defect	2 Days	2 Days	1 Day	2 Days	1 Day	1Day			The repair time for Category 1 defects is now back on target. A high proportion of these defects are 'filled when found' as part of our first time fix approach by the Highway Inspectors and Assistants at time of inspection.
Average number of days to repair a category 2 (high) defect	12 Days	13 Days	12 Days	17 Days	13 Days	28 Days			The improvement in repair time for Category 2 defects has been achieved by concentrating the conventional patching gangs on this type of defect rather than Category 1 defects which are mainly filled by the Highway Inspectors and Assistants at time of inspection.
Average number of days to repair a category 2 (low) defect	18 Days	16 Days	16 Days	37 Days	18 Days	90 Days			This is the lowest Category of defect and is still well within the Target and improved since last quarter.
Highways Recorded Complaints	105	105	61	49	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		