

# Highways Repairs and Enquiry Indicators Q2 Period

# Appendix 1A

Highway Repair & Enquiry Indicators	Performance Measures								Comments
	Q2	Q3	Q4	Q1	Q2	Target	Status	Trend*	
	15/16	15/16	15/16	16/17	16/17				
The average number of days taken to repair a street light fault, which is under the control of the Local Authority	5.16 Days	7.44 Days	6.77 Days	6.74 Days	5.25 Days	7 Days			The figure of 5.25 days is below the Authority's target figure of 7 days and represents a good performance for the 2 <sup>nd</sup> quarter period. The transition change from NCC to Via, has maintained the performance and this has also been influenced by the actual reduction of faults with the replacement of lanterns to LED.
Number of defects identified/reported	3,083	3,626	5,852	5,243	4,308	NA			The number of defects raised for the quarter 2 period is 4,308.
Average number of days to repair a category 1 (urgent) defect	1 Day	2 Days	1 Day	1 Day	<1 Day	1 Day			The repair time for Category 1 defects is <1 day. The number of repairs completed is 760. A growing proportion of these defects are 'filled when found' as part of our first time fix approach by the Highways Inspectors and Assistants at time of inspection. This approach was established just over 12 months ago and is now embedded in working practices.
Average number of days to repair a category 2 (high) defect	12 Days	17 Days	13 Days	11 Days	4 Days	28 Days			The repair time for Category 2 high defect is 4 days. The number of repairs completed is 1876. The repair time for Category 2 defects continues to show improvements by concentrating the conventional patching gangs on this type of defects rather than Category 1 defects which are mainly 'filled when found' by the Highways Inspectors and Assistants at the time of inspection.
Average number of days to repair a category 2 (low) defect	16 Days	37 Days	18 Days	11 Days	14 Days	90 Days			The repair time for Category 2 Low defect is 14 days. The number of repairs completed is 1099. This is the lowest Category of defect and like the Category 2 defects continues to show improvements by concentrating the conventional patching gangs on this type of defect rather than Category 1 defects which are mainly 'filled when found' by the Highways Inspectors and Assistants at the time of inspection.
Highways Recorded Complaints	61	49	49	63	89	NA			

### Key symbols table:

Status	Indicators	Trend	
	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		

\* The Trend is based on a comparison with the same quarter last year.