## Annex 2: City Development and Transport

 	, <u>l</u>
SP Holder	Damon Copperthwaite

Part	Customer based improvement																									
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	·	Pr	evious Outto	ırns		2007/08				Ω1			Ω2			Q3			04		Future T	argets				
The protection of the seatones with classification of the seatones	PI code and description				Target		Improve	Frequency	A		J	J		S	0		D	J		М		09/10				
Part					1951		<u> </u>	<20sec																		
The series and information of 12 months (12 months) and the series (12 months) of 12 m	/ of Tolophone calle are answered within customer first standards across CDT	Now PI	Now PI		05%	95.11%		-		19512			10014			19790			21/127		— ose/					
Part	70 of Telephone cans are answered within customer hist standards across ODT	Newii	Newii		3378													-			3370	3378				
Part	Comments and information					77752)		Annual		96.00%			94.13%			94.42%			95.82%							
Second companies   Second comp	Comments and information	<b>Q1</b> 2006/07	' = 14686/15	639 <b>Q2</b> 2006	/07 = 15657/	16875 <b>Q3</b> 2	006/07 = 16	3113/17151 <b>Q</b>	4 2006/07 =	= 20936/2183	13										Current	✓				
Separate plane pla						07/08		replied	93	83	64	83	50	73	90	74	70	104	114	81						
1   1   1   1   1   1   1   1   1   1	Correspondance replied to within 10 days across City Development and Transport				95%			received	94	84	65	84	51	73	91	77	72	107	119	90	95%	95%				
The processing and information  OI 2006/07 = 2983/18 Q2 2006/07 = 341/34 Q3 2006/07 = 281/278 Q2 2006/07 = 281/278	Transport		)	1242)					-	-		-	-						-							
So pipe works latters received 1 weak or more prior to commencement 90% 96% 962.86% (9677) 96% 97% 71.777 90.46% 16% 15 18 13 3 95% 95% 95% 95% 95% 95% 95% 95% 95% 95%	Commonts and information		 ' = 299/318 <b>(</b>	<b>)2</b> 2006/07 –	341/348 03		) 261/276 <b>04</b>	,		3376	30 /8	3376	30 /6	10078	33 /6	3078	37 /6	37 /6	3078	30 /8	Current	<b>-</b>				
So of pervantes latters received 1 weeks or more prior to commencement   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%   90%	omitenes and mismation	Q1 2000/07	- 233/310 (	2 2000/07 =	041/040 00	2000/07 = 2	1		27000	15			19			12			25		Gurrent	Ť				
The first and information of 12000007 = 1515 02 2000007 = 1520 02 3000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 2000007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 2322 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220 04 200007 = 23220	210.0/ -f	000/	000/	92.96%	050/																050/	95%				
The first and information and information and information and information of roads and informati	IG13 % of pre-works letters received 1 week or more prior to commencement		90%	(66/71)	95%																90%	93%				
104. % of respondents satisfied with local bus services  67.00% 74.00% 71.00% 72.00% 07.00 69% 77.00% 77.00% 09% 77.00% 09% 77.00% 09% 77.00% 09% 77.00% 09% 77.00% 09% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09.00% 09										100%			100%			93%			83%		_	_				
10.4 % of respondents satisfied with local bus services   67,0%   74,0%   71,0%   72,00%   68%   71,0%   72,00%   68%   71,0%   72,00%   74,0%   71,00%   72,00%   74,0%   71,00%   72,00%   74,0%   71,00%   72,00%   74,0%   71,00%   72,00%   74,0%   71,00%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74,0%   74	Comments and information	Q1 2006/07	= 15/15 <b>Q2</b>	2006/07 = 18	3/20 <b>Q3</b> 2006	5/07 = 23/23	Q4 2006/0	/ = 10/15													Current	×				
March   Marc						07/00	No																			
Carrent   Carr	BVPI 104: % of respondents satisfied with local bus services	67.00%	74.00%	71.00%	72.00%			Annual				68%								74%	76%					
The percentage of people satisfied with the condition of roads and solution of roads and							/1%																			
1- The percentage of people statistics with the conduction of reads and services (passenger journeys par year)  5 1,00% 5 6,00% 5 1,00% 5 6,00% 5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 1,00% 5 0,00% 49% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5	Comments and information																				Current	×				
1- The percentage of people statistics with the conduction of reads and services (passenger journeys par year)  5 1,00% 5 6,00% 5 1,00% 5 6,00% 5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 0,00% 49% 5 15%)  5 1,00% 5 1,00% 5 0,00% 49% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5 10% 5	VH37 - The percentage of people satisfied with the condition of roads and pavements in York						No																			
Part			56.00%	51.00%	50.00%		(06/07	Annual		49%								50%	50%							
Procession   Pro																										
Part	Comments and information																				Current	×				
-% of all corresponded to within 10 working days (parking) 99% 95% 85.13% 95% 85.13% 95% 85.13% 95% 85.13% 95% 85.13% 95% 85.07% (G4949) 101 101 101 101 101 101 101 101 101 10								Boonand	277	422	455	267	E20	461	422	420	210	206	270	200						
9% 9% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 85.13% 99% 99% 99% 99% 99% 99% 99% 99% 99% 9				85.13%	95%			nespond	3//	433	455	307	520	401	400	420	310	390	370	399						
Mare   Mark	PS1 - % of all correspondance responded to within 10 working days (parking)	99%	95%			(4949/		Total	438	442	461	529	777	461	458	443	331	416	383	417	95%	95%				
State   Complete   State   S							00.1070)	%	86.07%	97.96%	98.70%	69.38%	67.95%	100.00%	94.54%	94.81%	93.66%	95.19%	96.61%	95.68%						
State   Previous Outpures   Previous Outpure	Comments and information	Q1 2006/07	' = 1662/184	7 <b>Q2</b> 2006/07	' = 1356/198	2 <b>Q3</b> 2006/0	7 = 1620/1	829 <b>Q4</b> 2006/	07 = 1293/	1309											Current	×				
95% 95% 95% 95% 98% 98% 98% 98% 98% 98% 98% 98% 98% 98						07/08		Complete		661			876			540			919							
3568    2996   3016    98.18%   Quarterly   99.25%   100%   100%   99%	P2: (G14) The number of highways inspections completed within 4 working	050/	OE9/		98%			_		ccc			990			E40			020		000/	98.0%				
Marie   Mari	days	3578	3378																		3078	30.07				
Previous Outurns   2007/08   Gold				27.00.0000				- 1		99.25%			100%			100%			99%							
Previous Outturns   2007/08   1/4   1/5   1/4   1/5   1/4   1/5   1/5   1/4   1/5   1/4   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5   1/5		Q1 2006/07	' = 1011/103	7 <b>Q2</b> 2006/07	' = 933/950 <b>(</b>	Q3 2006/07 :	= 862/873 (	<b>24</b> 2006/07 =	697/708												Current	✓				
de and description  Od-/05 O5/06 O5/06 O6/07 Target Actual Improve O7/08 11.5 Target Actual Improve O7/08 11.5 Target Actual Improve O7/08 No Dose OF OR OF	Process based improvement	D-	autaua Outh			0007/00				01			00			00			04		Furture T					
102 - Local bus services (passenger journeys per year)  15	PI code and description				Target		Improve	Frequency	A		J	J		S	0		D	J		M		09/10				
102 - Local bus services (passenger journeys per year)  105 million [Top]  114.5 million [Top]  115.1 m l 16.7 m PROVISIO No. I 14.65 m PROVISIO No. Annual PROVISIO N																										
Top   million   PROVISIO   NAL	BVPI 102 - Local bus services (passenger journeys per year)			15.1m	16.7m	14.65m	No	Annual					Р	ROVISION	AL 14.65m						17m	17.3m				
ments and information  Still waiting for one bus contractor to provide data. However it is unlikely to meet the target or the 2006/07 outturn.  Current  99ai: The number of people killed or seriously injured (KSI) in road traffic ions.  No 06/07 101  Annual 160	by 1102 Edda das scrytocs (passenger journeys per year)		million	13.1111	10.7111														17111							
99ai: The number of people killed or seriously injured (KSI) in road traffic ions.	Comments and information	Still waiting	for one bus	contractor to	nrovide data		t is unlikalv	to meet the to	raet or the	2006/07 outt	urn										Current	×				
99al: the number of people killed or seriously injured (KSI) in road traffic 100 114 101 95 06/07 101 Annual 160 160 88 8	Sommond and information	Jun waiting	.or orie bus		provide udia	/ 10116761 11	s arminely	LO MICOL IIIO LO	90. 01 1110	- 2000/07 OUIL											Ourient	⊢ <u>^</u>				
ions.	SVPI 99ai: The number of people killed or seriously injured (KSI) in road traffic		114	101		07/08									_						l	١.				
	collisions.	100			95			Annual	160								88	81								
ments and information Current							""																			
	Comments and information																				Current	×				

Bloods and doublets	Previous Outturns 2007/08						Frequency	Q1			Q2			Q3			Future T	argets		
PI code and description		05/06	06/07	Target				A M	J	J	Α	S	0	N	D	J	F	08/09	09/10	
COLI 33a % of streetlamps not working as planned (excluding vandelism)		New PI	0.90%	1.05%	07/08 <b>0.84</b> %			0.87%	·	0.96%			1.09%			1.15%			1.00%	0.95%
Comments and information	Q1 2006/07	' = 0.85% <b>Q</b> 2	2 2006/07 = 1	.08% <b>Q3</b> 20	06/07 = 1.45	% <b>Q4</b> 2006	5/07 = 1.48%												Current	✓
					07/08		Paid	108 155	176	17	171	17	152	158	115	135	143	188		
Invoices paid within 30 days in CDT		New PI	New PI	95%	94.69% 1535/1621	Not comp -arable	Received	108 159	187	20	176	18	157	159	122	166	149	200	95%	95%
Comments and information	New PI						Monthly	100.00% 97.48%	94.12%	85.00%	97.16%	94.44%	96.82%	99.37%	94.26%	81.33%	95.97%	94.00%	Current	×
Finance based improvement																				
PI code and description	Pr	evious Outtu	ırns		2007/08		Frequency	Q1			Q2			Q3		Q4			Future T	argets
	04/05	05/06	06/07	Target	Actual	Improve	rrequericy	A M	J	J	Α	S	0	N	D	J	F	М	08/09	09/10
Comments and information	There are n	o financial ir	ndicators to re	port at this I	level.														Current	N/A
Staff based improvement		i O ::			0007/00			0.1			00			00		0.4			France 7	
PI code and description	04/05	evious Outtu 05/06	urns 06/07	Target	2007/08 Actual	Improve	Frequency	Q1 A M	J	J	Q2 A	s	0	Q3 N	D	Q4	F	M	Future T 08/09	argets 09/10
Percentage of staff in CDT appraised in the last 12 months		76.20%	82.82%	100%	07/08 83.33%	Yes 06/07 82.82%	Annual	83.33%											100%	100%
Comments and information																			Current	×
S2: Number of staff days lost to sickness (and stress) across CDT (days/fulltime)		13.06 days	12.44 days	<10 days	07/08 11.13 days	No (06/07 12.44 days)	Quarterly	4.16 day	s		2.54 days			2.39 days			2.37 days	<10 days	<10 day	
Comments and information	Q1 2006/07	' = 2.6 days	<b>Q2</b> 2006/07 =	2.57 days (	<b>23</b> 2006/07 :	3.07 days	<b>Q4</b> 2006/07 =	= 5.75 days											Current	×
Days lost for stress related illness as a % of sickness days taken	-	-	6.71%	2 days	07/08 <b>16.05%</b> (1.81 days)	No (06/07 6.71%)	Quarterly	17.8% (0.74 days	17.8% (0.74 days per FTE) 6.59% (0.17 days)				20.4	14% (0.49 d	days)	18.4	17% (0.45 da	ays)	Not target based	Not targe based
Comments and information	Q1 2006/07	' = 1.03% <b>Q</b> 2	2 2006/07 = 2	.11% <b>Q3</b> 20	06/07 = 7.99	% <b>Q4</b> 2006	07 = 8.94%												Current	<b>✓</b>
S4: Overall staff satisfaction rating of staff from staff survey	New PI	66%	N/A	75%	58%	No (05/06 66%)	Every 18 months									N/A	75%			
Comments and information																			Current	×
Indicators not on the Service Plan																				
PI code and description	Pr	evious Outtu	urns		2007/08		Eroguen	Q1			Q2			Q3		Q4			Future T	argets
Pri code and description	04/05	05/06	06/07	Target	Actual	Improve	Frequency	A M	J	J	Α	S	0	N	D	J	F	М	08/09	09/10
C2: BVPI 103: % of respondents satisfied with local provision of public transport information	55.00%	59.00%	54%	55%	53%	<b>No</b> 06/07 54%	Annual				53%									57%
Comments and information																			Current	×
					07/08	Yes	No: of b.field	29		208			54			237				
BVPI 106 - The percentage of new homes built on previously developed land	98% [Top]	96.39%	94.63% (828/ 875)	65.00%	94.80% (528/557)	(06/07 94.63%)	Total No.	29		221			62				245		65.00%	65.00%
					(020,007)	300 /8)	Percent	100.00%	,		94.12%			87.10%			96.73%			
Comments and information	Q1 2006/07	= 320/324 <b>C</b>	22 2006/07 =	139/165 <b>Q3</b>	2006/07 = 6	68/71 <b>Q4</b> 20	006/07 = 301/3	315											Current	✓

	Previous Outturns 2007/08						_	Q1 Q2 Q3									Q4	Future 1	Targets		
PI code and description	04/05	05/06	06/07	Target	Actual	Improve	Frequency	Α	M	J	J	Α	S	0	N	D	J	F	М	08/09	09/10
BVPI 165 - Percentage of pedestrian crossings with facilities for disabled people		100%	67%	69%	07/08 74%	Yes (06/07 67%)	Quarterly		69%			69%			74%			74%		71%	73%
Comments and information	Q1 2006/07	<b>21</b> 2006/07 = 100% <b>Q2</b> 2006/07 = 10% <b>Q3</b> 2006/07 = 67% <b>Q4</b> 2006/07 = 67%														Current	<b>✓</b>				
BVPI 178 - % of total length of footpaths & other rights of way easy to use by the public (e.g. signposted where they leave the road)	61.1% [Bottom]	68.3%	77.25%	78.0%	07/08 <b>69.23</b> %	No (06/07 77.25%)	Annual		69.23%								79.0%	80.0%			
Comments and information																				Current	×
BVPI 187 - Condition of footways. The percentage of footpaths needing further investigation	15.81% [Top]	11.3%	15.0%	14.0%	12% PROVISIO NAL	No (06/07 15%)	Annual	12% PROVISIONAL											14.0%	14.0%	
Comments and information																				Current	×
P4: (BVPl215a) The average time taken to repair a street lighting fault, where the response time is under the control of the local authority	New PI	1.06 days	2.13 days	1.9 days	07/08 <b>5.9 days</b>	<b>No</b> (06/07 2.13 days)	Monthly	1.60 days	2.09 days	2.29 days	2.60 days	12.78 days	13.50 days	11.74 days	6.68 days	7.93 days	4.88 days	2.03 days	1.29 days	1.8 days	1.7 days
Comments and information	Q1 2006/07	= 0.39 days	<b>Q2</b> 2006/07	= 0.28 days	Q3 2006/07	= 1.89 day	s <b>Q4</b> 2006/07	= 6.52 da	ays											Current	×
P5: (BVPI215b) - The average time taken to repair a street lighting fault, when the response time is under the control of a DNO		18.9 days	19.21 days	28 days	07/08 10.36 days	Yes (06/07 19.21 days)	Quarterly	7.12 days			16.21 days 7 days						11.11 days			19 days	16 days
Comments and information	Q1 2006/07	= 3.05 days	Q2 2006/07	= 8.98 days	Q3 2006/07	= 16.33 da	ys <b>Q4</b> 2006/0	7 = 8.2 da	ays											Current	✓
BVPI 223: % of the local authority principal road network where structural maintenance should be considered	Replaces BV 96	6%	7.0%	7.0%	Not available	Not available	Annual	ı	Definition changes have lead to the surveys being undertaken in April and May. DFT are aware and have approved this.								7.0%	7.0%			
Comments and information																				Current	N/A
BVPI 224a: Percentage of the non-principal classified road network where maintenance should be considered	Replaces BV 97a	10%	9.0%	10.0%	Not available	Not available	Annual		Definition changes have lead to the surveys being undertaken in April and May. DFT are aware and have approved this.									10.0%	10.0%		
Comments and information																				Current	N/A
BVPI 224b: Percentage of the non-principal unclassified road network where maintenance should be considered	Replaces BV 97b	11.88%	12.0%	13.0%	07/08 12% PROVISIO NAL	Stable (06/07 12%)	Annual						PROVISIO	DNAL 12%						13.0%	13.0%
Comments and information																				Current	×
LTP 9a(i) - Park & Ride usage - total passengers	2,349,058	2,684,156	3.14 m	3.25m	07/08 <b>3.12m</b>	<b>No</b> (06/07 3.14m)	Annual		760,212			795,558			836,157			716,710		3.5m	3.75m
Comments and information																				Current	×
COLI 33b % of streetlamps not working as planned (including vandelism)	0.77%	0.78%	0.96%	1.10%	07/08 <b>0.94</b> %	Yes (06/07 0.96%)	Quarterly		0.91%			0.99%			1.20%			1.27%		1.05	1%
Comments and information	04 0000/07	0.010/ 0	2 2006/07 = 1	170/ 02 20	06/07 1 53	0/ 04 0000	(07 1 400/													Current	<b>√</b>