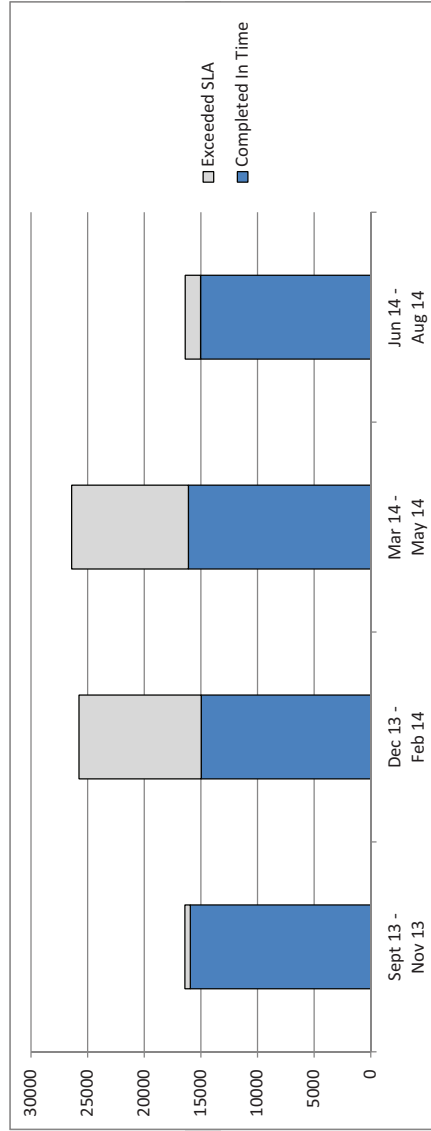


Safety Defects Performance - All Defects
September 13 - August 14

	Sept 13 - Nov 13			Dec 13 - Feb 14			Mar 14 - May 14			Jun 14 - Aug 14		
	Total Defects Reported	Defects Repaired within Timescales	%	Total Defects Reported	Defects Repaired within Timescales	%	Total Defects Reported	Defects Repaired within Timescales	%	Total Defects Reported	Defects Repaired within Timescales	%
Elmbridge	1967	1904	96.80%	2827	1562	55.25%	3081	1832	59.46%	2671	2456	91.95%
Epsom & Ewell	533	519	97.37%	1438	802	55.77%	1146	648	56.54%	1404	1289	91.81%
Guildford	993	939	94.56%	2957	1451	49.07%	2936	1552	52.86%	1413	1239	87.69%
Mole Valley	2798	2764	98.78%	3062	2100	68.58%	3215	2174	67.62%	2126	2011	94.59%
Reigate & Banstead	2869	2801	97.63%	4134	2746	66.42%	3456	2384	68.98%	1775	1657	93.35%
Runnymede	537	519	96.65%	887	512	57.72%	1168	700	59.93%	653	572	87.60%
Spelthorne	887	852	96.05%	1076	634	58.92%	1295	641	49.50%	1257	1135	90.29%
Surrey Heath	878	820	93.39%	1481	742	50.10%	1349	647	47.96%	877	785	89.51%
Tandridge	1720	1664	96.74%	3007	1745	58.03%	2618	1619	61.84%	1416	1294	91.38%
Waverley	2546	2474	97.17%	3646	2068	56.72%	4885	3247	66.47%	2209	2078	94.07%
Woking	674	656	97.33%	1243	593	47.71%	1263	647	51.23%	573	515	89.88%
Total	16402	15912	97.01%	25758	14955	58.06%	26412	16091	60.92%	16374	15031	91.80%

	Sept 13 - Nov 13	Dec 13 - Feb 14	Mar 14 - May 14	Jun 14 - Aug 14
Completed In Time	15912	14955	16091	15031
Exceeded SLA	490	10803	10321	1343
Total Defects	16402	25758	26412	16374



Safety Defects Performance - High Risk Defects
(require temporary repair within 5 days)

September 13 - November 13	Total Number of High Risk Defects requiring a repair this month (A+B)	Reported via Website (A)	Identified by Highway Inspector (B)	No Repaired within 24 Hours* (D)
Elmbridge	832	262	570	812
Epsom & Ewell	237	166	71	233
Guildford	395	332	63	373
Mole Valley	795	160	635	784
Reigate & Banstead	1174	366	808	1145
Runnymede	183	53	130	179
Spelthorne	442	228	214	434
Surrey Heath	258	83	175	250
Tandridge	548	173	375	532
Waverley	651	211	440	636
Woking	320	131	189	313
Total	5835	2165	3670	5691

December 13 - February 14	Total Number of High Risk Defects requiring a repair this month (A+B)	Reported via Website (A)	Identified by Highway Inspector (B)	No Repaired within 5 working Days (D)
Elmbridge	1683	1221	462	799
Epsom & Ewell	890	680	210	361
Guildford	1848	1718	130	716
Mole Valley	1385	972	413	667
Reigate & Banstead	2247	1491	756	1237
Runnymede	413	303	110	155
Spelthorne	621	574	47	306
Surrey Heath	898	678	220	336
Tandridge	1627	1192	435	685
Waverley	2218	1576	642	1047
Woking	834	689	145	315
Total	14664	11094	3570	6624

March 14 - May 14	Total Number of High Risk Defects requiring a repair this month (A+B)	Reported via Website (A)	Identified by Highway Inspector (B)	No Repaired within 5 working Days (D)
Elmbridge	1548	843	705	1168
Epsom & Ewell	494	427	67	242
Guildford	1489	1350	139	862
Mole Valley	1547	986	561	991
Reigate & Banstead	1749	1197	552	1213
Runnymede	494	352	142	326
Spelthorne	692	605	87	391
Surrey Heath	555	433	122	306
Tandridge	1222	841	381	652
Waverley	2366	1128	1238	1714
Woking	638	461	177	370
Total	12794	8623	4171	8235

June 14 - August 14	Total Number of High Risk Defects requiring a repair this month (A+B)	Reported via Website (A)	Identified by Highway Inspector (B)	No Repaired within 5 working Days (D)
Elmbridge	1042	243	799	1019
Epsom & Ewell	516	95	421	499
Guildford	465	299	166	448
Mole Valley	640	181	459	620
Reigate & Banstead	685	205	480	660
Runnymede	222	68	154	219
Spelthorne	615	446	169	598
Surrey Heath	322	65	257	313
Tandridge	415	125	290	405
Waverley	885	167	718	880
Woking	245	199	46	240
Total	6052	2093	3959	5901

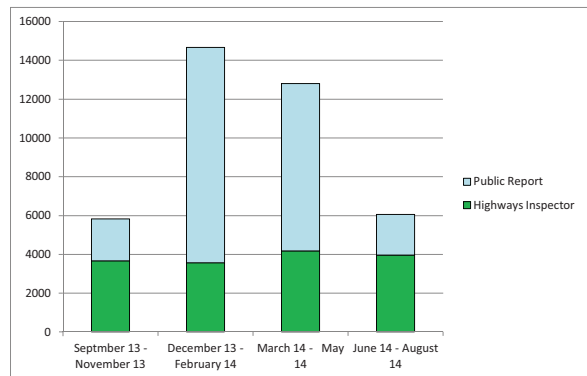
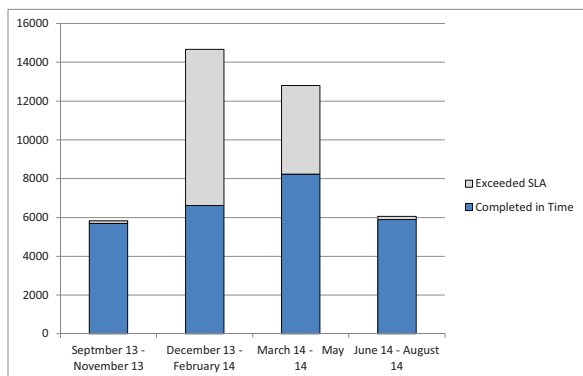
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Performance against SLA

	September 13 - November 13	December 13 - February 14	March 14 - May 14	June 14 - August 14
Completed in Time	5691	6624	8235	5901
Exceeded SLA	144	8040	4559	151
Total Defects for the Period	5835	14664	12794	6052
% Complete in Time	97.53%	45.17%	64.37%	97.50%
KPI Target (Green)	98%	98%	98%	98%

Split of Defect Reports by Highways Inspector vs Public Reports

Reported by	September 13 - November 13	December 13 - February 14	March 14 - May 14	June 14 - August 14
Public Report	2165	11094	8623	2093
Highways Inspector	3670	3570	4171	3959
Total Defects for the Period	5835	14664	12794	6052



Safety Defects Performance - Low Risk Defects

(require permanent repair within 20 working days)

September 13 - November 13	Total Number of Low Risk Defects requiring a repair this month (A+B+C)	Reported via Website (A)	Low Risk Defects Reported via Highway Inspector (B)	High Risk Defect requiring Permanent Repair* (C)	No Repaired within 28 Days (D)
Elmbridge	1135	156	216	763	1092
Epsom & Ewell	296	56	60	180	286
Guildford	598	137	112	349	566
Mole Valley	2003	66	1139	798	1980
Reigate & Banstead	1695	106	507	1082	1656
Runnymede	354	32	76	246	340
Spelthorne	445	62	77	306	418
Surrey Heath	620	52	283	285	570
Tandridge	1172	47	413	712	1132
Waverley	1895	150	1084	661	1838
Woking	354	56	1	297	343
Total	10567	920	3968	5679	10221

December 13 - February 14	Total Number of Low Risk Defects requiring a repair this month (A+B+C)	Reported via Website (A)	Low Risk Defects Reported via Highway Inspector (B)	High Risk Defect requiring Permanent Repair* (C)	No Repaired within 20 working Days (D)
Elmbridge	1144	234	192	718	763
Epsom & Ewell	548	81	92	375	441
Guildford	1109	301	62	746	735
Mole Valley	1677	81	688	908	1433
Reigate & Banstead	1887	105	337	1445	1509
Runnymede	474	69	28	377	357
Spelthorne	455	111	22	322	328
Surrey Heath	583	133	85	365	406
Tandridge	1380	121	309	950	1060
Waverley	1428	263	55	1110	1021
Woking	409	84	1	324	278
Total	11094	1583	1871	7640	8331

March 14 - May 14	Total Number of Low Risk Defects requiring a repair this month (A+B+C)	Reported via Website (A)	Low Risk Defects Reported via Highway Inspector (B)	High Risk Defect requiring Permanent Repair* (C)	No Repaired within 20 working Days (D)
Elmbridge	1533	494	154	885	664
Epsom & Ewell	652	116	135	401	406
Guildford	1447	396	137	914	690
Mole Valley	1668	142	579	947	1183
Reigate & Banstead	1707	126	395	1186	1171
Runnymede	674	125	98	451	374
Spelthorne	603	197	48	358	250
Surrey Heath	794	187	120	487	341
Tandridge	1396	171	354	871	967
Waverley	2519	411	120	1988	1533
Woking	625	195	2	428	277
Total	13618	2560	2142	8916	7856

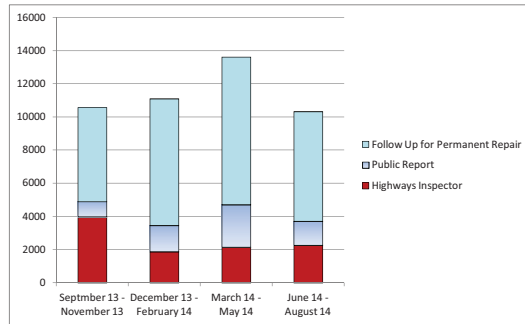
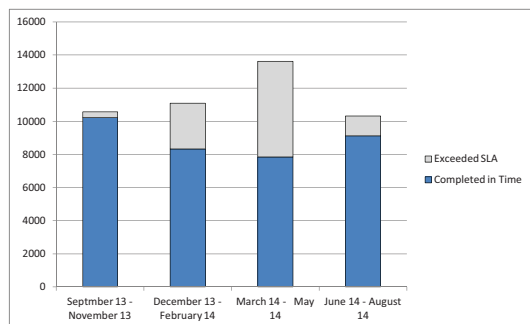
June 14 - August 14	Total Number of Low Risk Defects requiring a repair this month (A+B+C)	Reported via Website (A)	Low Risk Defects Reported via Highway Inspector (B)	High Risk Defect requiring Permanent Repair* (C)	No Repaired within 20 working Days (D)
Elmbridge	1629	165	419	1046	1437
Epsom & Ewell	888	117	201	570	790
Guildford	948	240	100	608	791
Mole Valley	1486	99	433	954	1391
Reigate & Banstead	1090	127	263	700	997
Runnymede	431	81	74	277	353
Spelthorne	642	171	59	412	537
Surrey Heath	555	93	106	356	472
Tandridge	1001	111	247	643	889
Waverley	1324	156	318	850	1198
Woking	328	88	30	211	275
Total	10322	1447	2249	6625	9130

Performance against SLA

	September 13 - November 13	December 13 - February 14	March 14 - May 14	June 14 - August 14
Completed in Time	10221	8331	7856	9130
Exceeded SLA	346	2763	5762	1192
Toat Defects for the Period	10567	11094	13618	10322
% Complete in Time	96.73%	75.09%	57.69%	88.45%
KPI Target (Green)	98%	98%	98%	98%

Split of Defect Reports by Highways Inspector vs Public Reports

Reported by	September 13 - November 13	December 13 - February 14	March 14 - May 14	June 14 - August 14
Public Report	920	1583	2560	1447
Highways Inspector	3968	1871	2142	2249
Follow Up for Permanent Repair	5679	7640	8916	6625
Toat Defects for the Period	10567	11094	13618	10322



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