

WirralColas Highway Contract-
Year 3 - 2011/12 PERFORMANCE (March 2012)

PMF No	Type	Description	Target	Average	Month
PMF1	Planned	Planned - Completed on time	80	100	100
PMF2	Planned	Planned - No second visit	80	100	100
PMF4	Planned	P3's not requiring a 2nd visit	80	99.89	99.99
PMF4A	Planned	P5's Completed on time	80	87.30	98.20
PMF4B	Planned	P5's not requiring a 2nd visit	100	100	100
PMF5	Reactive	WM - Compliance with plan	100	100	100
PMF6	Reactive	WM - Response within 3 hrs	100	100	100
PMF7	Reactive	Reactive 1 hr Emergencies	100	99.98	100
PMF8	Reactive	P1's - safe in 24hrs repaired in 24 days	100	99.95	100
PMF9A	Reactive	SL - Reactive completed within 3 days	95	97.76	97.50
PMF9B	Reactive	SL - % of Lighting off against Total lighting assests	95	97.20	98.35
PMF11	Contract M	Env - % Waste recycled against Total waste to landfill	96	99.65	99.75
PMF13	Contract M	CM - F/A not within 6 weeks of Part N completion notice	Performance being re-evaluated		
PMF15	Cutomer Interface	10% reduction in customer complaints	204	14	2

