

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD
96	KHS Service group and category	Oct-08	Oct-07	Nov-08	Nov-07	Dec-08	Dec-07	Jan-09	Jan-08	Feb-09	Feb-08	Mar-09	Mar-08													2008/9 Cumulative Total / %	2007/8 Total / %			
97	Community Operations																													
98	Dropped Crossing	70	1.0%	61	0.9%	47	0.6%	38	0.6%	#DIV/0!	23	0.5%	#DIV/0!	41	0.4%	#DIV/0!	31	0.5%	#DIV/0!	35	0.6%					370	0.6%	1280	1.6%	
99	Fly Tipping	88	1.2%	112	1.7%	80	1.0%	119	1.9%	#DIV/0!	73	1.5%	#DIV/0!	101	1.1%	#DIV/0!	90	1.4%	#DIV/0!	91	1.4%					649	1.1%	1254	1.6%	
100	Insurance Claims	35	0.5%	46	0.7%	38	0.5%	40	0.7%	#DIV/0!	47	1.0%	#DIV/0!	104	1.1%	#DIV/0!	76	1.2%	#DIV/0!	71	1.1%					316	0.5%	1038	1.3%	
101	Off-Road Cycleways	0	0.0%	62	0.9%	0	0.0%	67	1.1%	#DIV/0!	43	0.9%	#DIV/0!	73	0.8%	#DIV/0!	82	1.3%	#DIV/0!	55	0.9%					97	0.2%	545	0.7%	
102	Pavements / Footways	378	5.3%	543	8.2%	376	4.6%	468	7.6%	#DIV/0!	293	6.0%	#DIV/0!	491	5.4%	#DIV/0!	468	7.5%	#DIV/0!	349	5.5%					3989	6.5%	5195	6.7%	
103	Roads	467	6.6%	645	9.7%	282	3.4%	574	9.4%	#DIV/0!	613	12.5%	#DIV/0!	1816	19.9%	#DIV/0!	1266	20.4%	#DIV/0!	537	8.5%					4752	7.7%	9085	11.7%	
104	Spillage / Shed Loads	185	2.6%	159	2.4%	252	3.1%	128	2.1%	#DIV/0!	102	2.1%	#DIV/0!	114	1.2%	#DIV/0!	149	2.4%	#DIV/0!	131	2.1%					1261	2.0%	1652	2.1%	
105	Verge / Road / Edge Over Run	39	0.6%	20	0.3%	61	0.7%	20	0.3%	#DIV/0!	7	0.1%	#DIV/0!	54	0.6%	#DIV/0!	44	0.7%	#DIV/0!	31	0.5%					295	0.5%	283	0.4%	
106	Winter Service	27	0.4%	10	0.2%	31	0.4%	30	0.5%	#DIV/0!	257	5.2%	#DIV/0!	39	0.4%	#DIV/0!	31	0.5%	#DIV/0!	9	0.1%					111	0.2%	396	0.5%	
107	Emergency Response	0	0.0%	12	0.2%	45	0.5%	10	0.2%	#DIV/0!	14	0.3%	#DIV/0!	11	0.1%	#DIV/0!	7	0.1%	#DIV/0!	14	0.2%					76	0.1%	68	0.1%	
108	Request for Bollards (Not Repair)	2	0.0%	18	0.3%	68	0.8%	13	0.2%	#DIV/0!	5	0.1%	#DIV/0!	21	0.2%	#DIV/0!	23	0.4%	#DIV/0!	21	0.3%									
109	Rabbits / Birds etc Inhabiting Highway / Verge / Structure	0	0.0%	6	0.1%	0	0.0%	2	0.0%	#DIV/0!	1	0.0%	#DIV/0!	3	0.0%	#DIV/0!	1	0.0%	#DIV/0!	4	0.1%					136	0.2%	101	0.1%	
110	Potholes	313	4.4%	0	0.0%	547	6.7%	0	0.0%	#DIV/0!	0	0.0%	#DIV/0!	0	0.0%	#DIV/0!	0	0.0%	#DIV/0!	828	13.1%					24	0.0%	17	0.0%	
111	Total for Community Operations	1604	22.7%	1694	25.5%	1827	22.2%	1509	24.6%	0	#DIV/0!	1478	30.0%	0	#DIV/0!	2868	31.4%	0	#DIV/0!	2268	36.5%	0	#DIV/0!	2176	34.4%	18581	30.2%	21744	28.0%	
112																														
113	Technical Services																													
114	Blocked Gully	239	3.4%	291	4.4%	403	4.9%	179	2.9%	#DIV/0!	224	4.6%	#DIV/0!	607	6.6%	#DIV/0!	174	2.8%	#DIV/0!	232	3.7%					2858	4.6%	4098	5.3%	
115	Drain Covers Damaged	178	2.5%	207	3.1%	170	2.1%	166	2.7%	#DIV/0!	161	3.3%	#DIV/0!	226	2.5%	#DIV/0!	232	3.7%	#DIV/0!	184	2.9%					1701	2.8%	2442	3.1%	
116	Ditches	14	0.2%	11	0.2%	23	0.3%	6	0.1%	#DIV/0!	16	0.3%	#DIV/0!	52	0.6%	#DIV/0!	14	0.2%	#DIV/0!	16	0.3%					137	0.2%	275	0.4%	
117	Flooding	87	1.2%	171	2.6%	363	4.4%	80	1.3%	#DIV/0!	156	3.2%	#DIV/0!	494	5.4%	#DIV/0!	73	1.2%	#DIV/0!	130	2.1%					1368	2.2%	1966	2.5%	
118	Grass	72	1.0%	24	0.4%	23	0.3%	27	0.4%	#DIV/0!	6	0.1%	#DIV/0!	7	0.1%	#DIV/0!	6	0.1%	#DIV/0!	18	0.3%					1649	2.7%	728	0.9%	
119	Hedges	217	3.1%	252	3.8%	181	2.2%	137	2.2%	#DIV/0!	64	1.3%	#DIV/0!	135	1.5%	#DIV/0!	114	1.8%	#DIV/0!	86	1.4%					2813	4.6%	3457	4.4%	
120	Weeds	138	2.0%	49	0.7%	32	0.4%	28	0.5%	#DIV/0!	6	0.1%	#DIV/0!	17	0.2%	#DIV/0!	17	0.3%	#DIV/0!	13	0.2%					1295	2.1%	719	0.9%	
121	Trees	444	6.3%	424	6.4%	457	5.6%	306	5.0%	#DIV/0!	237	4.8%	#DIV/0!	577	6.3%	#DIV/0!	270	4.3%	#DIV/0!	761	12.0%					4540	7.4%	4626	5.9%	
122	Streetlights	1705	24.1%	1962	29.6%	2383	29.0%	2166	35.4%	#DIV/0!	1586	32.2%	#DIV/0!	2554	28.0%	#DIV/0!	1591	25.6%	#DIV/0!	1355	21.4%					11420	18.5%	17307	22.3%	
123	Signs (lit)	61	0.9%	6	0.1%	117	1.4%	7	0.1%	#DIV/0!	4	0.1%	#DIV/0!	14	0.2%	#DIV/0!	10	0.2%	#DIV/0!	11	0.2%					382	0.6%	52	0.1%	
124	Signs (unlit)	259	3.7%	266	4.0%	262	3.2%	231	3.8%	#DIV/0!	133	2.7%	#DIV/0!	258	2.8%	#DIV/0!	238	3.8%	#DIV/0!	203	3.2%					2168	3.5%	2533	3.3%	
125	Road Markings / Lines	203	2.9%			190	2.3%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!		0.0%					777	1.3%	0	0.0%	
126	Materials / Obstructions on the Highway	96	1.4%			177	2.2%			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!		0.0%					397	0.6%	0	0.0%	
127	Fences / Guardrails	45	0.6%	45	0.7%	85	1.0%	32	0.5%	#DIV/0!	29	0.6%	#DIV/0!	67	0.7%	#DIV/0!	50	0.8%	#DIV/0!	55	0.9%					406	0.7%	506	0.7%	
128	Cats Eyes	5	0.1%	0	0.0%	4	0.0%	1	0.0%	#DIV/0!	1	0.0%	#DIV/0!	0	0.0%	#DIV/0!	1	0.0%	#DIV/0!	2	0.0%					20	0.0%	7	0.0%	
129	Bollards (unlit)	82	1.2%	60	0.9%	29	0.4%	39	0.6%	#DIV/0!	40	0.8%	#DIV/0!	69	0.8%	#DIV/0!	66	1.1%	#DIV/0!	50	0.8%					437	0.7%	536	0.7%	
130	Bridges / Tunnels	12	0.2%	4	0.1%	15	0.2%	1	0.0%	#DIV/0!	2	0.0%	#DIV/0!	3	0.0%	#DIV/0!	6	0.1%	#DIV/0!	2	0.0%					96	0.2%	28	0.0%	
131	Total for Technical Services	3857	54.5%	3772	56.8%	4914	59.8%	3406	55.6%	0	#DIV/0!	2665	54.1%	0	#DIV/0!	5080	55.6%	0	#DIV/0!	2862	46.0%	0	#DIV/0!	3118	49.3%	32464	52.7%	39280	50.5%	
132																														
133	Countywide Improvements																													
134	Surface Dressing	89	1.3%	3	0.0%	40	0.5%	0	0.0%	#DIV/0!	0	0.0%	#DIV/0!	1	0.0%	#DIV/0!	7	0.1%	#DIV/0!	7	0.1%					371	0.6%	20	0.0%	
135	Total for Countywide Improvements	89	1.3%	3	0.0%	40	0.5%	0	0.0%	0	#DIV/0!	0	0.0%	0	#DIV/0!	1	0.0%	0	#DIV/0!	7	0.1%	0	#DIV/0!	7	0.1%	371	0.6%	20	0.0%	
136																														
137	Transport and Development																													
138	Bus Shelter / Stops	6	0.1%	10	0.2%	16	0.2%	8	0.1%	#DIV/0!	2	0.0%	#DIV/0!	14	0.2%	#DIV/0!	6	0.1%	#DIV/0!	6	0.1%					64	0.1%	83	0.1%	
139	Development Control	10	0.1%	21	0.3%	1	0.0%	23	0.4%	#DIV/0!	17	0.3%	#DIV/0!	27	0.3%	#DIV/0!	29	0.5%	#DIV/0!	17	0.3%					85	0.1%	141	0.2%	
140	Highway Boundaries	3	0.0%	32	0.5%	2	0.0%	18	0.3%	#DIV/0!	2	0.0%	#DIV/0!	10	0.1%	#DIV/0!	12	0.2%	#DIV/0!	4	0.1%					43	0.1%	84	0.1%	
141	Traffic Investigation Requests	103	1.5%	143	2.2%	81	1.0%	132	2.2%	#DIV/0!	51	1.0%	#DIV/0!	86	0.9%	#DIV/0!	111	1.8%	#DIV/0!	76	1.2%					656	1.1%	783	1.0%	
142	Total for Transport and Development	122	1.7%	206	3.1%	100	1.2%	181	3.0%	0	#DIV/0!	72	1.5%	0	#DIV/0!	137	1.5%	0	#DIV/0!	158	2.5%	0	#DIV/0!	103	1.6%	848	1.4%	1091	1.4%	
143																														
144	Network Management																													
145	Enforcement	19	0.3%	40	0.6%	0	0.0%	37	0.6%	#DIV/0!	35	0.7%	#DIV/0!	37	0.4%	#DIV/0!	42	0.7%	#DIV/0!	57	0.9%					123	0.2%	307	0.4%	
146	Miscellaneous Licence / Permit	29	0.4%	12	0.2%	25	0.3%	20	0.3%	#DIV/0!	22	0.4%	#DIV/0!	46	0.5%	#DIV/0!	30	0.5%	#DIV/0!	24	0.4%					278	0.5%	199	0.3%	
147	Parking	8	0.1%	5	0.1%	38	0.5%	2	0.0%	#DIV/0!	0	0.0%	#DIV/0!	2	0.0%	#DIV/0!	4	0.1%	#DIV/0!	0	0.0%					96	0.2%	27	0.0%	
148	Road Closure	11	0.2%	18	0.3%	5	0.1%	13	0.2%	#DIV/0!	5	0.1%	#DIV/0!	14	0.2%	#DIV/0!	9	0.1%	#DIV/0!	10	0.2%					60	0.1%	125	0.2%	
149	Road Opening	0	0.0%	18	0.3%	9	0.1%	10	0.2%	#DIV/0!	0	0.0%	#DIV/0!	8	0.1%	#DIV/0!	8	0.1%	#DIV/0!	4	0.1%					36	0.1%	94	0.1%	
150	Roadworks	146	2.1%	344	5.2%	160	1.9%	390	6.4%	#DIV/0!	201	4.1%	#DIV/0!	346	3.8%	#DIV/0!	355	5.7%	#DIV/0!	297	4.7%					1323	2.1%	2921	3.8%	
151	Scaffolding	4	0.1%	0	0.0																									

Kent Highway Services - Total number of contacts and resultant number of service requests analysis

note: top three issues are shown bold text in blue highlighter

2007/2008

KHS Service group and category	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	2007/8 Cumulative Total / %													
Community Operations																										
Dropped Crossing	192	3.8%	172	3.0%	186	2.9%	179	2.3%	196	2.8%	126	2.1%	61	0.9%	38	0.6%	23	0.5%	41	0.4%	31	0.5%	35	0.6%	1280	1.6%
Fly Tipping	111	2.2%	101	1.8%	108	1.7%	116	1.5%	115	1.6%	117	1.9%	112	1.7%	119	1.9%	73	1.5%	101	1.1%	90	1.4%	91	1.4%	1254	1.6%
Insurance Claims	59	1.2%	434	7.5%	43	0.7%	46	0.6%	40	0.6%	32	0.5%	46	0.7%	40	0.7%	47	1.0%	104	1.1%	76	1.2%	71	1.1%	1038	1.3%
Off-Road Cycleways	7	0.1%	24	0.4%	28	0.4%	47	0.6%	38	0.5%	19	0.3%	62	0.9%	67	1.1%	43	0.9%	73	0.8%	82	1.3%	55	0.9%	545	0.7%
Pavements / Footways	398	7.8%	384	6.7%	434	6.7%	465	6.0%	459	6.5%	443	7.3%	543	8.2%	468	7.6%	293	6.0%	491	5.4%	468	7.5%	349	5.5%	5195	6.7%
Roads	695	13.6%	602	10.4%	576	8.8%	729	9.3%	576	8.1%	456	7.5%	645	9.7%	574	9.4%	613	12.5%	1816	19.9%	1266	20.4%	1365	21.6%	9913	12.7%
Spillage / Shed Loads	130	2.5%	132	2.3%	138	2.1%	132	1.7%	160	2.3%	177	2.9%	159	2.4%	128	2.1%	102	2.1%	114	1.2%	149	2.4%	131	2.1%	1652	2.1%
Verge / Road / Edge Over Run																									0	0.0%
Winter Service	6	0.1%	3	0.1%	0	0.0%	5	0.1%	0	0.0%	8	0.1%	10	0.2%	30	0.5%	257	5.2%	39	0.4%	31	0.5%	9	0.1%	398	0.5%
Emergency Response																									0	0.0%
Request for Bollards (Not Repair)																									0	0.0%
Rabbits / Birds etc Inhabiting Highway / Verge / Structure																									0	0.0%
Potholes																									0	0.0%
Total for Community Operations	1598	31.2%	1852	32.1%	1513	23.2%	1719	22.0%	1584	22.4%	1378	22.6%	1638	24.7%	1464	23.9%	1451	29.5%	2779	30.4%	2193	35.3%	2106	33.3%	21275	27.4%
Technical Services																										
Blocked Gully	103	2.0%	245	4.3%	468	7.2%	781	10.0%	532	7.5%	262	4.3%	291	4.4%	179	2.9%	224	4.6%	607	6.6%	174	2.8%	232	3.7%	4098	5.3%
Drain Covers Damaged	194	3.8%	195	3.4%	201	3.1%	286	3.7%	200	2.8%	190	3.1%	207	3.1%	166	2.7%	161	3.3%	226	2.5%	232	3.7%	184	2.9%	2442	0.2%
Ditches																									0	0.0%
Flooding																									0	0.0%
Grass	50	1.0%	106	1.8%	183	2.8%	139	1.8%	84	1.2%	78	1.3%	24	0.4%	27	0.4%	6	0.1%	7	0.1%	6	0.1%	18	0.3%	728	0.9%
Hedges	170	3.3%	434	7.5%	787	12.1%	527	6.7%	415	5.9%	336	5.5%	252	3.8%	137	2.2%	64	1.3%	135	1.5%	114	1.8%	86	1.4%	3457	4.4%
Weeds	21	0.4%	65	1.1%	149	2.3%	143	1.8%	118	1.7%	93	1.5%	49	0.7%	28	0.5%	6	0.1%	17	0.2%	17	0.3%	13	0.2%	719	0.9%
Trees	102	2.0%	202	3.5%	154	2.4%	560	7.2%	576	8.1%	457	7.5%	424	6.4%	306	5.0%	237	4.8%	577	6.3%	270	4.3%	761	12.0%	4626	5.9%
Streetlights	1014	19.8%	1110	19.3%	951	14.6%	1129	14.4%	1215	17.2%	1350	22.1%	1962	29.6%	2166	35.4%	1586	32.2%	2554	28.0%	1591	25.6%	1355	21.4%	17983	23.1%
Signs (lit)																									0	0.0%
Signs (unlit)	188	3.7%	217	3.8%	214	3.3%	196	2.5%	188	2.7%	201	3.3%	266	4.0%	231	3.8%	133	2.7%	258	2.8%	238	3.8%	203	3.2%	2533	3.3%
Fences																									0	0.0%
Cats Eyes																									0	0.0%
Bollards (unlit)																									0	0.0%
Bridges / Tunnels																									0	0.0%
Total for Technical Services	1842	36.0%	2574	44.7%	3107	47.7%	3761	48.1%	3328	47.1%	2967	48.6%	3475	52.4%	3240	52.9%	2417	49.1%	4381	48.0%	2642	42.5%	2852	45.1%	36586	47.1%
Countywide Improvements																										
Surface Dressing	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%	3	0.0%	0	0.0%	0	0.0%	1	0.0%	7	0.0%	7	0.0%	20	0.0%
Total for Countywide Improvements	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%	3	0.1%	0	0.0%	0	0.0%	1	0.0%	7	0.1%	7	0.1%	20	0.0%
Transport and Development																										
Bus Shelter / Stops																									0	0.0%
Development Control																									0	0.0%
Highway Boundaries																									0	0.0%
Traffic Investigation Requests																									0	0.0%
Total for Transport and Development	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Network Management																										
Enforcement																									0	0.0%
Miscellaneous Licence / Permit																									0	0.0%
Parking																									0	0.0%
Road Closure																									0	0.0%
Road Opening																									0	0.0%
Roadworks	172	3.4%	174	3.0%	160	2.5%	185	2.4%	148	2.1%	149	2.4%	344	5.2%	390	6.4%	201	4.1%	346	3.8%	355	5.7%	297	4.7%	2921	3.8%
Scaffolding																									0	0.0%
Skips																									0	0.0%
Traffic Lights (Permanent)	80	1.6%	101	1.8%	107	1.6%	155	2.0%	128	1.8%	112	1.8%	117	1.8%	132	2.2%	126	2.6%	143	1.6%	115	1.8%	106	1.7%	1422	1.8%
Traffic Lights (Temporary)	85	1.7%	69	1.2%	81	1.2%	101	1.3%	95	1.3%	95	1.6%	88	1.3%	129	2.1%	111	2.3%	89	1.0%	91	1.5%	130	2.1%	1164	1.5%
Safety Cameras																									0	0.0%
Total for Network Management	337	6.6%	344	6.0%	348	5.3%	441	5.6%	371	5.2%	356	5.8%	549	8.3%	651	10.6%	438	8.9%	578	6.3%	561	9.0%	533	8.4%	5507	7.1%
Unclassified																										
Miscellaneous	577	11.3%	556	9.7%	548	8.4%	667	8.5%	734	10.4%		0.0%	513	7.7%		0.0%		0.0%		0.0%		0.0%		0.0%	3595	4.6%
Unclassified	760	14.9%	435	7.6%	1002	15.4%	1226	15.7%	1055	14.9%	1399	22.9%	460	6.9%	770	12.6%	617	12.5%	1397	15.3%	816	13.1%	832	13.1%	10769	13.9%
Total for Unclassified	1337	26.1%	991	17.2%	1550	23.8%	1893	24.2%	1789	25.3%	1399	22.9%	973	14.7%	770	12.6%	617	12.5%	1397	15.3%	816	13.1%	832	13.1%	14364	18.5%
Total for Period	5114		5761		6518		7814		7072		6102		6638		6125		4923		9136		6219		6330		77752	