

	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
1	<b>Kent Highway Services - Total number of contacts and resultant number of service requests ana</b>																											
2																												
3	<b>Note: top three issues are shown bold text in blue highlight</b>																											
4	<b>KHS Service group and category</b>	<b>Apr-08</b>	<b>Apr-09</b>	<b>May-08</b>	<b>May-09</b>	<b>Jun-08</b>	<b>Jun-09</b>	<b>Jul-08</b>	<b>Jul-09</b>	<b>Aug-08</b>	<b>Aug-09</b>	<b>Sep-08</b>	<b>Sep-09</b>															<b>2008/9 Cumulative Total / %</b>
5	<b>Community Operations</b>																											
6	Dropped Crossing	39	0.5%	82	1.0%	45	0.6%	93	1.2%	14	0.2%		#DIV/0!	49	0.5%		#DIV/0!	43	0.6%		#DIV/0!	63	0.7%		#DIV/0!	673	0.6%	
7	Fly Tipping	92	1.2%	94	1.2%	91	1.2%	66	0.9%	150	1.8%		#DIV/0!	40	0.4%		#DIV/0!	56	0.7%		#DIV/0!	52	0.6%		#DIV/0!	942	0.9%	
8	Insurance Claims	68	0.9%	203	2.5%	68	0.9%	155	2.0%	23	0.3%		#DIV/0!	26	0.3%		#DIV/0!	18	0.2%		#DIV/0!	40	0.5%		#DIV/0!	1410	1.3%	
9	Off-Road Cycleways	38	0.5%	0	0.0%	33	0.4%	1	0.0%	25	0.3%		#DIV/0!	0	0.0%		#DIV/0!	1	0.0%		#DIV/0!	0	0.0%		#DIV/0!	97	0.1%	
10	Pavements / Footways	469	5.9%	388	4.8%	429	5.7%	313	4.1%	662	8.0%		#DIV/0!	638	6.9%		#DIV/0!	<b>550</b>	<b>7.1%</b>		#DIV/0!	487	5.5%		#DIV/0!	5256	4.9%	
11	Roads	<b>738</b>	<b>9.2%</b>	357	4.5%	527	7.0%	308	4.0%	<b>876</b>	<b>10.5%</b>		#DIV/0!	<b>863</b>	<b>9.3%</b>		#DIV/0!	439	5.7%		#DIV/0!	<b>560</b>	<b>6.4%</b>		#DIV/0!	<b>6315</b>	<b>5.9%</b>	
12	Spillage / Shed Loads	134	1.7%	243	3.0%	134	1.8%	206	2.7%	72	0.9%		#DIV/0!	168	1.8%		#DIV/0!	120	1.6%		#DIV/0!	196	2.2%		#DIV/0!	2298	2.2%	
13	Verge / Road / Edge Over Run	42	0.5%	56	0.7%	31	0.4%	43	0.6%	9	0.1%		#DIV/0!	40	0.4%		#DIV/0!	16	0.2%		#DIV/0!	57	0.6%		#DIV/0!	618	0.6%	
14	Winter Service	12	0.2%	15	0.2%	1	0.0%	10	0.1%	6	0.1%		#DIV/0!	5	0.1%		#DIV/0!	10	0.1%		#DIV/0!	19	0.2%		#DIV/0!	4284	4.0%	
15	Emergency Response	14	0.2%	53	0.7%	16	0.2%	42	0.5%	1	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!	0	0.0%		#DIV/0!	254	0.2%	
16	Request for Bollards (Not Repair)	27	0.3%	89	1.1%	14	0.2%	7	0.1%	8	0.1%		#DIV/0!	8	0.1%		#DIV/0!	3	0.0%		#DIV/0!	6	0.1%		#DIV/0!	573	0.5%	
17	Rabbits / Birds etc Inhabiting Highway / Verge / Structure	1	0.0%	2	0.0%	6	0.1%	4	0.1%	11	0.1%		#DIV/0!	3	0.0%		#DIV/0!	1	0.0%		#DIV/0!	2	0.0%		#DIV/0!	30	0.0%	
18	Potholes	<b>2407</b>	<b>30.1%</b>	<b>1186</b>	<b>14.8%</b>	<b>868</b>	<b>11.6%</b>	<b>707</b>	<b>9.2%</b>	<b>774</b>	<b>9.3%</b>		n/a	<b>767</b>	<b>8.3%</b>		n/a	394	5.1%		n/a	435	5.0%		n/a	<b>13503</b>	<b>12.7%</b>	
19	<b>Total for Community Operations</b>	<b>4081</b>	<b>51.1%</b>	<b>2768</b>	<b>34.6%</b>	<b>2263</b>	<b>30.2%</b>	<b>1955</b>	<b>25.5%</b>	<b>2631</b>	<b>32.9%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>2607</b>	<b>32.6%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>1651</b>	<b>20.7%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>1917</b>	<b>24.0%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>36253</b>	<b>34.0%</b>	
20																												
21	<b>Technical Services</b>																											
22	Blocked Gully	275	3.4%	230	2.9%	392	5.2%	256	3.3%	396	4.8%		#DIV/0!	388	4.2%		#DIV/0!	387	5.0%		#DIV/0!	378	4.3%		#DIV/0!	4307	4.0%	
23	Drain Covers Damaged	295	3.7%	218	2.7%	210	2.8%	173	2.3%	117	1.4%		#DIV/0!	255	2.8%		#DIV/0!	248	3.2%		#DIV/0!	228	2.6%		#DIV/0!	2621	2.5%	
24	Ditches	16	0.2%	11	0.1%	14	0.2%	11	0.1%	6	0.1%		#DIV/0!	16	0.2%		#DIV/0!	36	0.5%		#DIV/0!	12	0.1%		#DIV/0!	286	0.3%	
25	Flooding	126	1.6%	121	1.5%	262	3.5%	100	1.3%	184	2.2%		#DIV/0!	102	1.1%		#DIV/0!	152	2.0%		#DIV/0!	92	1.0%		#DIV/0!	2742	2.6%	
26	Grass	53	0.7%	95	1.2%	419	5.6%	194	2.5%	573	6.9%		#DIV/0!	222	2.4%		#DIV/0!	159	2.1%		#DIV/0!	128	1.5%		#DIV/0!	1710	1.6%	
27	Hedges	105	1.3%	146	1.8%	249	3.3%	350	4.6%	650	7.8%		#DIV/0!	565	6.1%		#DIV/0!	415	5.4%		#DIV/0!	431	4.9%		#DIV/0!	3305	3.1%	
28	Weeds	23	0.3%	48	0.6%	87	1.2%	129	1.7%	214	2.6%		#DIV/0!	347	3.7%		#DIV/0!	209	2.7%		#DIV/0!	245	2.8%		#DIV/0!	1346	1.3%	
29	Trees	267	3.3%	293	3.7%	<b>615</b>	<b>8.2%</b>	<b>622</b>	<b>8.1%</b>	695	8.4%		#DIV/0!	751	8.1%		#DIV/0!	<b>671</b>	<b>8.7%</b>		#DIV/0!	<b>640</b>	<b>7.3%</b>		#DIV/0!	5777	5.4%	
30	Streetlights	<b>1289</b>	<b>16.1%</b>	<b>1274</b>	<b>15.9%</b>	<b>960</b>	<b>12.8%</b>	<b>999</b>	<b>13.0%</b>	<b>1125</b>	<b>13.5%</b>		#DIV/0!	<b>1074</b>	<b>11.6%</b>		#DIV/0!	<b>1265</b>	<b>16.4%</b>		#DIV/0!	<b>1619</b>	<b>18.4%</b>		#DIV/0!	<b>18833</b>	<b>17.7%</b>	
31	Signs (lit)	6	0.1%	128	1.6%	5	0.1%	101	1.3%	2	0.0%		#DIV/0!	75	0.8%		#DIV/0!	33	0.4%		#DIV/0!	83	0.9%		#DIV/0!	805	0.8%	
32	Signs (unlit)	274	3.4%	304	3.8%	202	2.7%	310	4.0%	232	2.8%		#DIV/0!	332	3.6%		#DIV/0!	320	4.1%		#DIV/0!	287	3.3%		#DIV/0!	3231	3.0%	
33	Road Markings / Lines			178	2.2%			399	5.2%				#DIV/0!				#DIV/0!	175	2.3%		#DIV/0!	209	2.4%		#DIV/0!	1398	1.3%	
34	Materials / Obstructions on the Highway			164	2.0%			140	1.8%				#DIV/0!				#DIV/0!	91	1.2%		#DIV/0!	33	0.4%		#DIV/0!	1115	1.0%	
35	Fences / Guardrails	57	0.7%	73	0.9%	34	0.5%	54	0.7%	42	0.5%		#DIV/0!	56	0.6%		#DIV/0!	51	0.7%		#DIV/0!	36	0.4%		#DIV/0!	740	0.7%	
36	Cats Eyes	2	0.0%	1	0.0%	2	0.0%	2	0.0%	0	0.0%		#DIV/0!	2	0.0%		#DIV/0!	5	0.1%		#DIV/0!	0	0.0%		#DIV/0!	38	0.0%	
37	Bollards (unlit)	38	0.5%	0	0.0%	45	0.6%	55	0.7%	20	0.2%		#DIV/0!	63	0.7%		#DIV/0!	78	1.0%		#DIV/0!	82	0.9%		#DIV/0!	437	0.4%	
38	Bridges / Tunnels	9	0.1%	247	3.1%	13	0.2%	242	3.2%	8	0.1%		#DIV/0!	11	0.1%		#DIV/0!	12	0.2%		#DIV/0!	16	0.2%		#DIV/0!	960	0.9%	
39	<b>Total for Technical Services</b>	<b>2835</b>	<b>35.5%</b>	<b>3531</b>	<b>44.1%</b>	<b>3509</b>	<b>46.8%</b>	<b>4137</b>	<b>53.9%</b>	<b>4264</b>	<b>53.4%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>4259</b>	<b>53.3%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>4307</b>	<b>53.9%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>4519</b>	<b>56.6%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>49651</b>	<b>46.5%</b>	
40																												
41	<b>Countywide Improvements</b>																											
42	Surface Dressing	8	0.1%	82	1.0%	9	0.1%	83	1.1%	5	0.1%		#DIV/0!	19	0.2%		#DIV/0!	66	0.9%	0	#DIV/0!	135	1.5%		#DIV/0!	723	0.7%	
43	<b>Total for Countywide Improvements</b>	<b>8</b>	<b>0.1%</b>	<b>82</b>	<b>1.0%</b>	<b>9</b>	<b>0.1%</b>	<b>83</b>	<b>1.1%</b>	<b>5</b>	<b>0.1%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>19</b>	<b>0.2%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>66</b>	<b>0.8%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>135</b>	<b>1.7%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>723</b>	<b>0.7%</b>	
44																												
45	<b>Transport and Development</b>																											
46	Bus Shelter / Stops	8	0.1%	3	0.0%	3	0.0%	17	0.2%	2	0.0%		#DIV/0!	8	0.1%		#DIV/0!	8	0.1%		#DIV/0!	13	0.1%		#DIV/0!	42	0.0%	
47	Development Control	34	0.4%	168	2.1%	19	0.3%	168	2.2%	4	0.0%		#DIV/0!	5	0.1%		#DIV/0!	10	0.1%		#DIV/0!	2	0.0%		#DIV/0!	144	0.1%	
48	Highway Boundaries	8	0.1%	169	2.1%	11	0.1%	135	1.8%	9	0.1%		#DIV/0!	0	0.0%		#DIV/0!	3	0.0%		#DIV/0!	7	0.1%		#DIV/0!	609	0.6%	
49	Traffic Investigation Requests	100	1.3%	126	1.6%	98	1.3%	108	1.4%	43	0.5%		#DIV/0!	95	1.0%		#DIV/0!	70	0.9%		#DIV/0!	66	0.8%		#DIV/0!	1139	1.1%	
50	<b>Total for Transport and Development</b>	<b>150</b>	<b>1.9%</b>	<b>466</b>	<b>5.8%</b>	<b>131</b>	<b>1.7%</b>	<b>428</b>	<b>5.6%</b>	<b>58</b>	<b>0.7%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>108</b>	<b>1.4%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>91</b>	<b>1.1%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>88</b>	<b>1.1%</b>	<b>0</b>	<b>#DIV/0!</b>	<b>1934</b>	<b>1.8%</b>	
51																												
52	<b>Network Management</b>																											
53	Enforcement	25	0.3%	22	0.3%	28	0.4%	27	0.4%	14	0.2%		#DIV/0!	1	0.0%		#DIV/0!	13	0.2%		#DIV/0!	23	0.3%		#DIV/0!	104	0.1%	
54	Miscellaneous Licence / Permit	58	0.7%	38	0.5%	33	0.4%	20	0.3%	43	0.5%		#DIV/0!	38	0.4%		#DIV/0!	21	0.3%		#DIV/0!	31	0.4%		#DIV/0!	315	0.3%	
55	Parking	2	0.0%	38	0.5%	4	0.1%	22	0.3%	32	0.4%		#DIV/0!	1	0.0%		#DIV/0!	3	0.0%		#DIV/0!	8	0.1%		#DIV/0!	220	0.2%	
56	Road Closure	10	0.1%	1	0.0%	11	0.1%	2	0.0%	7	0.1%		#DIV/0!	7	0.1%		#DIV/0!	7	0.1%		#DIV/0!	2	0.0%		#DIV/0!	272	0.3%	
57	Road Opening	4	0.1%	0	0.0%	11	0.1%	0	0.0%	5	0.1%		#DIV/0!	3	0.0%		#DIV/0!	3	0.0%		#DIV/0!	1	0.0%		#DIV/0!	57	0.1%	
58	Roadworks	295	3.7%	155	1.9%	234	3.1%	169	2.2%	129	1.6%		#DIV/0!	118	1.3%		#DIV/0!	96	1.2%		#DIV/0!	145	1.7%		#DIV/0!	1026	1.0%	
59	Scaffolding	4	0.1%	0	0.0%	9	0.1%	1	0.0%	6	0.1%		#DIV/0!	4	0.0%		#DIV/0!	2	0.0%		#DIV/0!	3	0.0%		#DIV/0!	1134	1.1%	
60	Skips	5	0.1%																									

	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	
76																													
77	<b>Kent Highway Services - Summary of Total number of contacts and resultant number of service requests analysis - 2006/7 to present</b>																												
78																													
79																													
80	Number of phone calls / emails and Contact Centre once and done % (e.g. no service request issued)																												
81		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2008/9 Cumulative Total / %															
82	Monthly Service Request Total 2009/10	8008	7679																										15687
83	Monthly total Number Contacts 2009/10	11875	11771																										23646
84	% Once and Done 2009/10	32.56%	34.27																										33.7%
85	Monthly Service Request Total 2008/9	7991	6727	7850	8624	7093	8061	7071	8223	6797	11156	14077	9770	103440															
86	Monthly total Number Contacts 2008/9	16288	14578	15164	15315	13093	14731	13940	14946	11211	17114	18804	15177	180361															
87	% Once and Done 2008/9	50.9%	53.9%	48.2%	43.7%	45.8%	45.3%	49.3%	45.0%	39.4%	34.8%	25.1%	35.6%	42.6%															
88	Monthly Service Request Total 2007/8	5114	5761	6518	7814	7072	6102	6638	6125	4923	9136	6219	6330	77752															
89	Monthly Total Number Contacts 2007/8	12646	14054	16920	20743	15949	14453	15747	14515	10201	17962	14350	14159	181699															
90	% Once and Done 2007/8	59%	59%	61%	62%	55%	58%	58%	58%	51%	49%	57%	55%	57%															
91	Monthly Service Request Total 2006/7	5051	6346	6147	5878	6453	6557	7371	6660	5513	9714	7216	7471	80377															
92	Monthly Total Number Contacts 2006/7	12014	14943	15442	14964	15016	14859	16496	15538	11083	17653	16379	17097	181484															
93	% Once and done 2006/7	60%	58%	60%	61%	57%	56%	55%	57%	50%	44%	55%	56%	56%															
94																													
95	The number and % of repeat calls																												
96		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2009/10 Cumulative Total / %															
97	Repeat call % 2009/10	21.2%	16.0%																										18.6%
98	Top three categories of repeat calls (listed in order) 2009/10	Streetlighting, Drainage, Roads	Streetlighting, Drainage, Roads																										
99	Repeat call % 2008/9	11.0%	9.9%	10.6%	10.3%	12.1%	12.5%	11.7%	11.6%	11.1%	3.5%	2.5%	4.8%	9.3%															
100	Top three categories of repeat calls (listed in order) 2008/9	Streetlighting, Roads, Drainage	Roads, Streetlighting, Drainage	Roads, Vegetation, Drainage	Vegetation, Roads, Streetlighting	Vegetation, Streetlighting, Roads	Streetlighting, Vegetation, Roads	Streetlighting, Vegetation, Roads	Streetlighting, Drainage, Roads	Streetlighting, Potholes, Drainage	Streetlighting, Drainage, Potholes	Drainage, Streetlighting, Potholes	Drainage, Streetlighting, Potholes	n/a															
101	Number of repeat calls 2007/8	1156	1152	1316	1600	1539	1009	n/a	n/a	n/a	n/a	n/a	1030	8802															
102	Repeat call % 2007/8	12.2%	12.20%	10.80%	10.60%	13.60%	10.20%	n/a	n/a	n/a	n/a	n/a	11%	11.51%															
103	Top three categories of repeat calls (listed in order) 2007/8	Drainage, Lighting, Vegetation	Drainage, Lighting, Vegetation	Lighting, Vegetation, Roads	Lighting, Drainage, Roads	Roads, Vegetation, Lighting	Lighting, Call Backs, Hedges	n/a	n/a	n/a	n/a	n/a	Lighting, Roads, Drainage	n/a															
104																													

	AC	AD
1	<b>lysis</b>	
2		
3		
4	<b>2007/8 Total / %</b>	
5		
6	175	1.1%
7	160	1.0%
8	358	2.3%
9	1	0.0%
10	<b>701</b>	<b>4.5%</b>
11	<b>665</b>	<b>4.2%</b>
12	449	2.9%
13	99	0.6%
14	25	0.2%
15	95	0.6%
16	96	0.6%
17	6	0.0%
18	1893	12.1%
19	<b>4723</b>	<b>30.1%</b>
20		
21		
22	486	3.1%
23	391	2.5%
24	22	0.1%
25	221	1.4%
26	289	1.8%
27	496	3.2%
28	177	1.1%
29	915	5.8%
30	<b>2273</b>	<b>14.5%</b>
31	229	1.5%
32	614	3.9%
33	577	3.7%
34	304	1.9%
35	127	0.8%
36	3	0.0%
37	55	0.4%
38	489	3.1%
39	<b>7668</b>	<b>48.9%</b>
40		
41		
42	165	1.1%
43	<b>165</b>	<b>1.1%</b>
44		
45		
46	20	0.1%
47	336	2.1%
48	304	1.9%
49	234	1.5%
50	<b>894</b>	<b>5.7%</b>
51		
52		
53	49	0.3%
54	58	0.4%
55	60	0.4%
56	3	0.0%
57	0	0.0%
58	324	2.1%
59	1	0.0%
60	4	0.0%
61	362	2.3%
62	133	0.8%
63	0	0.0%
64	<b>994</b>	<b>6.3%</b>
65		
66		
67	155	1.0%
68	30	0.2%
69	910	5.8%
70	23	0.1%
71	62	0.4%
72	63	0.4%
73	<b>1243</b>	<b>7.9%</b>
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