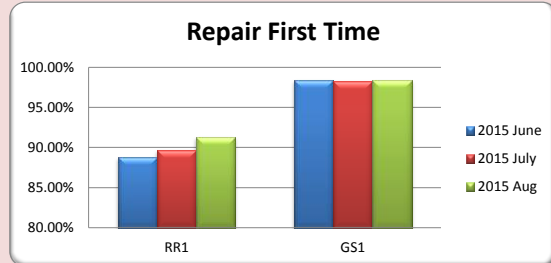


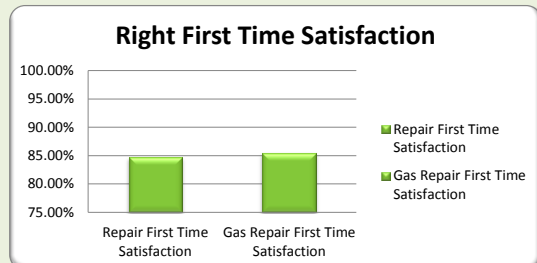
# Priority 4 - Repairs *DRAFT*

City

## Repair First Time



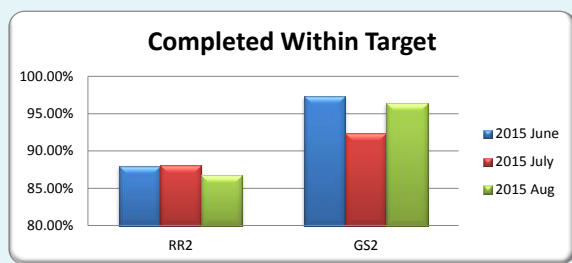
## Repair First Time Satisfaction



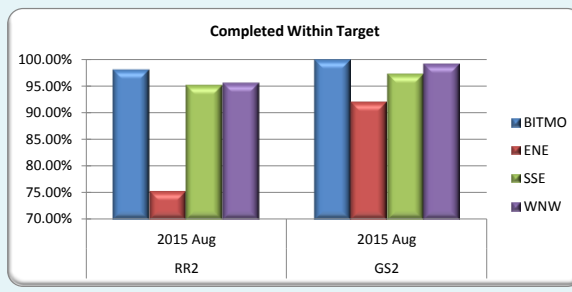
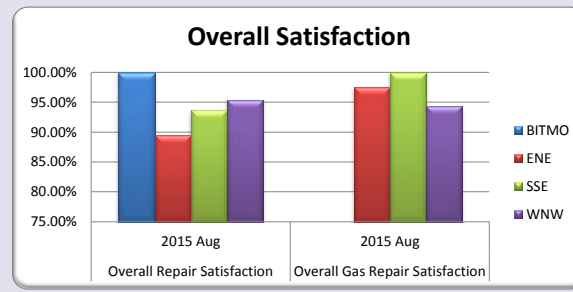
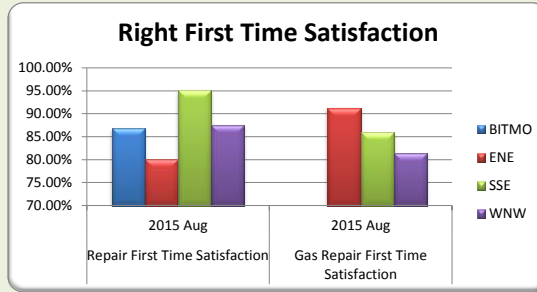
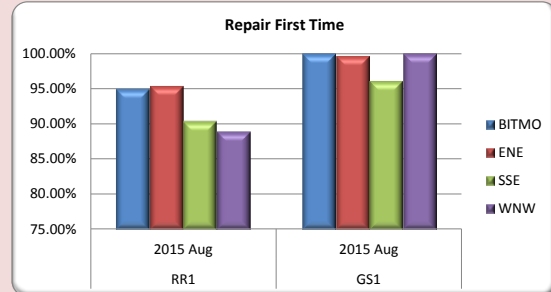
## Overall Satisfaction with Repairs



## Completed within Target



Area



RR1 - Repairs Right First Time				
Area	Target	Jul-15	Aug-15	
BITMO	90.00%	97.14%	95.01%	
CITY (inc BITMO)	90.00%	89.65%	91.31%	
ENE	90.00%	94.17%	95.46%	
SSE	90.00%	89.11%	90.43%	
WNW	90.00%	86.55%	88.95%	

GS1 - Gas Repairs Right First Time				
Area	Target	Jul-15	Aug-15	
BITMO	87.00%	100.00%	100.00%	
CITY (inc BITMO)	87.00%	98.25%	98.39%	
ENE	87.00%	99.74%	99.71%	
SSE	87.00%	96.84%	96.14%	
WNW	87.00%	97.94%	100.00%	

Repairs Right First Time Satisfaction			
Area	Target	Aug-15	
BITMO	TBC	86.96%	
CITY (inc BITMO)	TBC	84.70%	
ENE	TBC	80.25%	
SSE	TBC	95.08%	
WNW	TBC	87.60%	

Gas Repairs Right First Time Satisfaction			
Area	Target	Aug-15	
CITY (excl BITMO)	TBC	85.50%	
ENE	TBC	91.36%	
SSE	TBC	85.94%	
WNW	TBC	81.45%	

Overall Repairs Satisfaction			
Area	Target	Aug-15	
BITMO		100.00%	
CITY (inc BITMO)		92.34%	
ENE		89.52%	
SSE		93.75%	
WNW		95.42%	

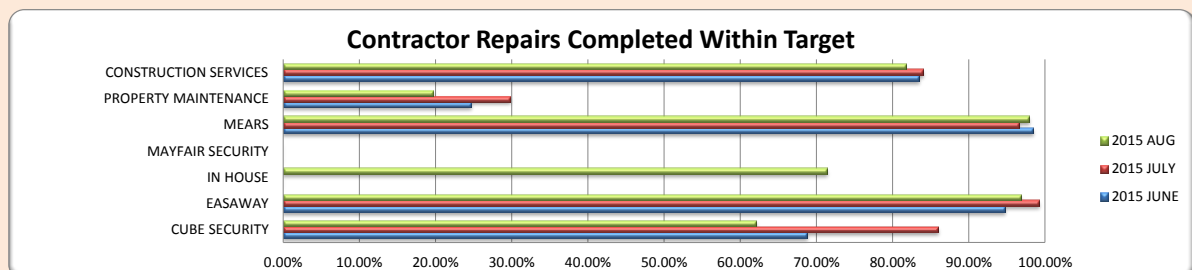
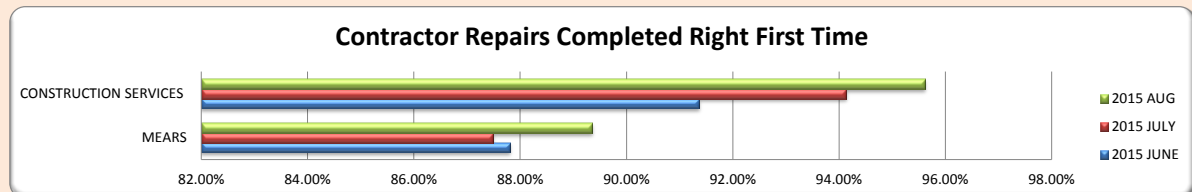
Overall Gas Repairs Satisfaction			
Area	Target	Aug-15	
BITMO			
CITY (exc BITMO)		96.68%	
ENE		97.47%	
SSE		100.00%	
WNW		94.35%	

RR2 - Repairs Completed Within Target				
Area	Target	Jul-15	Aug-15	
BITMO	99.00%	98.33%	98.11%	
CITY (inc BITMO)	99.00%	88.14%	86.77%	
ENE	99.00%	79.66%	75.39%	
SSE	99.00%	95.19%	95.21%	
WNW	99.00%	93.77%	95.62%	

GS2 - Repairs Completed Within Target				
Area	Target	Jul-15	Aug-15	
BITMO	98.00%	100.00%	100.00%	
CITY (inc BITMO)	98.00%	92.42%	96.45%	
ENE	98.00%	93.58%	92.09%	
SSE	98.00%	92.75%	97.30%	
WNW	98.00%	90.28%	99.16%	

Contractor



Contractor August 15	Target	No of Jobs	No Met
CONSTRUCTION SERVICES	90.00%	3012	2880
MEARS	90.00%	7485	6688

Contractor August 15	Target	No of Jobs	No Met
CUBE SECURITY	99.00%	66	41
CONSTRUCTION SERVICES	99.00%	6025	4922
EASAWAY	99.00%	511	495
IN HOUSE	99.00%	7	5
MAYFAIR SECURITY	99.00%	7	0
MEARS	99.00%	7874	7709
PROPERTY MAINTENANCE	99.00%	983	193

## Priority Breakdown - Responsive Repairs

