

## Surrey Highways 2017 Performance by Month

<b>Responding to your enquiries, requests and reports</b>		
<b>Month</b>	<b>Number received</b>	<b>% Responded to within 28 days</b>
January	6285	93%
February	9442	92%
March	9127	91%
April	4761	89%
May	5838	90%
June	6565	90%
July	5831	91%
August	5784	90%
September	4993	91%
October	5283	89%
November	4959	88%
December	4365	89%

<b>Customer requests for Highway Information Searches</b>		
<b>Month</b>	<b>Number received</b>	<b>% Responded to within 28 days</b>
January	300	96%
February	277	95%
March	357	91%
April	241	90%
May	296	93%
June	316	93%
July	272	93%
August	289	91%
September	266	95%
October	262	92%
November	279	94%
December	175	91%

We acknowledge 100% of enquiries, requests and reports within 5 days (where details are given).

<b>Skip licenses</b>		
<b>Month</b>	<b>Number received</b>	<b>% Processed within 2 working days</b>
January	144	97%
February	152	97%
March	166	97%
April	163	97%
May	200	97%
June	167	96%
July	184	97%
August	188	97%
September	172	97%
October	<i>Data currently unavailable</i>	
November	<i>Data currently unavailable</i>	
December	<i>Data currently unavailable</i>	

<b>Scaffolding licenses</b>		
<b>Month</b>	<b>Number received</b>	<b>% Processed within 5 working days</b>
January	34	71%
February	38	89%
March	59	92%
April	31	58%
May	45	69%
June	54	83%
July	37	76%
August	53	75%
September	47	77%
October	<i>Data currently unavailable</i>	
November	<i>Data currently unavailable</i>	
December	<i>Data currently unavailable</i>	

<b>Highways calls to Contact Centre (0300 200 1003)</b>		
<b>Month</b>	<b>Number received</b>	<b>% Answered within 20 seconds</b>
January	5937	75.6%
February	6483	76.7%
March	6613	71.7%
April	4506	81.4%
May	5734	77.5%
June	5980	74.0%
July	5472	63.9%
August	5934	65.3%
September	5898	69.3%
October	5567	67.6%
November	5161	82.6%
December	3557	72.4%