

Morrison FS								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	1061	1060	99.91%	95.50%	99.48%	↑	99.23%
ROKI 1C	Response rate	1630	1061	65.09%	62.00%	63.20%	↑	64.65%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	2	0	0.00	8.00	0.33	↑	0.36
ROKI 2A	% of emergency repairs completed within target total	422	422	100.00%	99.00%	99.32%	↑	99.89%
ROKI 2B	% of urgent repairs completed within target	236	234	99.15%	99.00%	99.53%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	972	961	98.87%	98.00%	98.97%	↓	98.87%
ROKI 2D	Average number of days to complete minor voids	90	1080	12.00	14.00	11.63	↓	0.09
ROKI 2E	Average number of days to complete major voids	7	110	15.71	22.00	9.92	↓	0.07
ROKI 2F	% of total responsive repairs completed within target	1630	1617	99.20%	99.00%	99.15%	↑	99.22%
ROKI 2G	Average time taken to complete routine repairs	972	7583	7.80	28.00	9.90	↑	0.10
ROKI 2H	% of total planned and capital repairs completed within target	67	67	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	% of Adaptation Works Completed Within Target	124	123	99.19%	97.00%	99.39%	↑	99.76%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.80%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	1061	1052	99.15%	92.00%	97.21%	↑	97.85%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	919	919	100.00%	98.50%	100.00%	↔	99.98%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%

WDP Performance								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	1200	1192	99.33%	95.50%	99.54%	↓	98.31%
ROKI 1C	Response rate	1586	1200	75.66%	62.00%	69.92%	↑	#DIV/0!
ROKI 1D	Overall satisfaction with adaptation works				98.50%		↔	
ROKI 1E	Customer complaints	2	7	3.50	8.00	1.00	↓	0.19
ROKI 2A	% of emergency repairs completed within target total	343	340	99.13%	99.00%	99.74%	↓	99.59%
ROKI 2B	% of urgent repairs completed within target	240	237	98.75%	99.00%	99.17%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	1003	995	99.20%	98.00%	100.00%	↓	99.27%
ROKI 2D	Average number of days to complete minor voids	73	1026	14.05	14.00	11.91	↓	0.08
ROKI 2E	Average number of days to complete major voids	12	213	17.75	22.00	20.57	↑	0.06
ROKI 2F	% of total responsive repairs completed within target	1586	1572	99.12%	99.00%	99.81%	↓	99.42%
ROKI 2G	Average time taken to complete routine repairs	1003	6149	6.13	28.00	7.27	↑	0.13
ROKI 2H	% of total planned and capital repairs completed within target	58	58	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	193	191	98.96%	97.00%	99.46%	↑	98.73%
ROKI 3A	% of Repairs Completed to An Acceptable Standard				95.00%		↔	
ROKI 3Ba	% of responsive repairs completed "Right First Time"	959	937	97.71%	92.00%	97.50%	↑	96.77%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	869	867	99.77%	98.50%	97.69%	↑	98.27%
ROKI 5A	Accident Incident Rate (AIR)			100.00%	100.00%	100.00%	↔	100.00%

Overall Performance								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	2261	2252	99.60%	95.50%	99.52%	↑	98.64%
ROKI 1C	Response rate	3216	2261	70.30%	62.00%	66.60%	↑	93.29%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	4	7	1.75	8.00	0.80	↓	0.22
ROKI 2A	% of emergency repairs completed within target total	765	762	99.61%	99.00%	99.52%	↑	99.76%
ROKI 2B	% of urgent repairs completed within target	476	471	98.95%	99.00%	99.34%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	1975	1956	99.04%	98.00%	99.50%	↓	99.07%
ROKI 2D	Average number of days to complete minor voids	163	2106	12.92	14.00	11.78	↓	0.08
ROKI 2E	Average number of days to complete major voids	19	323	17.00	22.00	13.84	↓	0.06
ROKI 2F	% of total responsive repairs completed within target	3216	3189	99.16%	99.00%	99.48%	↓	99.25%
ROKI 2G	Average time taken to complete routine repairs	1975	13732	6.95	28.00	8.54	↑	0.11
ROKI 2H	% of total planned and capital repairs completed within target	125	125	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	317	314	99.05%	97.00%	99.43%	↑	99.16%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.69%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2020	1989	98.47%	92.00%	97.34%	↑	97.37%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1788	1786	99.89%	98.50%	98.99%	↑	98.86%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%

WDP Gas								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	504	486	96.43%	95.50%	82.55%	↑	93.98%
ROKI 1C	Response rate				62.00%		↔	
ROKI 2A	% of emergency repairs completed within target total	831	802	96.51%	99.00%	98.39%	↓	97.40%
ROKI 2B	% of urgent repairs completed within target	2	2	100.00%	99.00%	100.00%	↔	100.00%
ROKI 2C	% of routine repairs completed within target	235	232	98.72%	98.00%	99.36%	↓	98.43%
ROKI 2F	% of total responsive repairs completed within target	1335	1288	96.48%	99.00%	89.02%	↑	97.70%
ROKI 2G	Average time taken to complete routine repairs				28.00		↔	0.12
ROKI 3A	% of Repairs Completed to An Acceptable Standard				95.00%		↔	
ROKI 3Ba	% of responsive repairs completed "Right First Time"	106	95	89.62%	92.00%	84.38%	↑	87.71%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	151	151	100.00%	98.50%	98.20%	↑	98.44%

Overall Performance Inc Gas								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	2765	2738	99.02%	95.50%	94.74%	↑	97.25%
ROKI 1C	Response rate	4284	2765	64.54%	62.00%	75.28%	↓	101.92%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	4	7	1.75	8.00	0.80	↓	0.22
ROKI 2A	% of emergency repairs completed within target total	1596	1564	97.99%	99.00%	99.06%	↓	98.67%
ROKI 2B	% of urgent repairs completed within target	478	473	98.95%	99.00%	99.34%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	2210	2188	99.00%	98.00%	99.49%	↓	98.99%
ROKI 2D	Average number of days to complete minor voids	163	2106	12.92	14.00	11.78	↓	0.08
ROKI 2E	Average number of days to complete major voids	19	323	17.00	22.00	13.84	↓	0.06
ROKI 2F	% of total responsive repairs completed within target	4284	4225	98.62%	99.00%	99.32%	↓	98.88%
ROKI 2G	Average time taken to complete routine repairs	2210	15238	6.90	28.00	8.33	↑	0.11
ROKI 2H	% of total planned and capital repairs completed within target	125	125	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	317	314	99.05%	97.00%	99.43%	↑	99.16%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.31%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2126	2084	98.02%	92.00%	96.90%	↑	96.94%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1939	1937	99.90%	98.50%	98.94%	↑	98.81%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%