

## Relevant Key Performance Indicators

		2012-13 Q3 results	Target 2013-14
	<b>Transportation &amp; Public Realm</b>		
NI 191	To reduce the residual annual household waste per household.	98.25kg	508.5kg
NI 192	Percentage of household waste recycled.	39.01%	41%
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	0.86%	2%
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	8	<9 per quarter

	<b>Service Response Standards</b>		
SRS A	All external visitors to be pre-notification via the visitor management system.	60%	100%
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	79%	100%
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%
SRS D	A full response to requests for specific information or services requested via email within 10 days.	80%	100%
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	92%	90%
SRS F	Voicemail element only target 10%	11%	10%