

Reactive repairs Performance 2019/2020

Cumulative reactive repairs 2019/20

| Reactive Repairs Performance | | | Completed reactive repairs total | 01 April 2019 – 31 Mar 2020 | | |
|---------------------------------------|-------------|------------|----------------------------------|-----------------------------|---------------|-----------------|
| Priority | Number | On time | % | Average Working Days | Total Day hrs | Target Days Hrs |
| Appointment | 250 | 250 | 100.00% | 842 | 3.4 | 5 days |
| Emergency | 68 | 68 | 100.00% | 117hr 43 | 1hr 41 | 4 hrs |
| Urgent | 162 | 161 | 99.4% | 1.5 | 247 | 2 days |
| RTR | 186 | 186 | 100.00% | 1 | 177 | 1 day |
| Routine | 406 | 395 | 97.3% | 2.2 | 903 | 3 days |
| Total Q4 Non-emergency repairs | 1004 | 992 | 98.8% | 2.2 days | 2169 | |