

**ANNUAL SERVICE REPORT MARCH 2009
FOR
STOKE-ON-TRENT PFI CONTRACT**

Customer Service Survey

The sample number of house selected at random for the survey was XXXX and out of these 125 household participated in our questionnaire.

Questions used in the questionnaire together with the answer profiles;

- 1) Have you noticed whether there have been any changes made to the street lighting in the last 12 months?
 - 85% had noticed changes to their local street furniture
 - 2% had no thoughts
 - 14% hadn't noticed or observed street lighting works being carried out.
- 2) In general, would you say you felt more or less safe walking through here after dark since the lighting was replaced?
 - 76% felt safer walking on the footpaths after dark
 - 12% still wouldn't walk the streets after the hours of darkness
 - 12% felt even more vulnerable when walking the streets at this time
- 3) Could you tell me more about the changes you have noticed in your road? Do you think the new lighting is Brighter or Duller?
 - 65% claimed that it was a lot brighter
 - 30% said there was no change to the lighting levels
 - 5% claimed that it was duller
- 4) Do you think the new lighting is satisfactory or not?
 - 33% were satisfied with the new increased lighting levels
 - 66% were unsure of the lighting levels
 - 2% were not satisfied
- 5) Has the new lighting improved the area or not?
 - 43% said that the new street works had improved the area a great deal
 - 52% hadn't any thoughts about the regeneration of their area
 - 5% claimed it had not improved the area
- 6) Has it made it easier or harder to recognise the faces of people walking towards you?
 - 74% found it easier to recognise peoples faces when walking towards them
 - 18% didn't note other character faces when walking after the hours of darkness
 - 9% quoted it was harder to recognise the peoples faces

- 7) Do you think the new street lighting has had any of the following effects on the number of people using the street?
- 11% had noticed that there were more people on the streets
 - 6% thought there were less people on the streets
 - 77% said it had not affected the amount of people using the walkways
 - 6% hadn't considered the number of people on the streets
- 8) Do you think the new street lighting has had any of the following effects on the risks of property crime such as car theft or burglary?
- 23% thought burglary and car theft would decrease
 - 62% said it wouldn't affect the 'none law abiding'
 - 10% had no opinion
 - 5% said it would increase
- 9) Do you think the new street lighting has had any of the following effects on risk of person to person crime such as assault?
- 22% said that assault would decrease after the hours of darkness
 - 63% claimed that it would make no difference
 - 10% had no opinion
 - 5% said it would increase
- 10) Do you think the new street lighting has had any of the following effects on the groups of young people gathering?
- 14% had notices that there were less gangs / groups gathering in the various locations
 - 54% suggested that there was little difference
 - 11% hadn't any thoughts
 - 21% thought that there would be an increase to gatherings
- 11) Were you happy with the amount of advance notice you were given before work was carried out in areas directly affecting your home?
- 67% were very happy with the amount of notice given
 - 11% were oblivious to the works being carried out
 - 21% were not happy with the prior notice
- 12) If you have had reason to contact SEC, were SEC staff polite?
- 83% said that SEC staff were polite and courteous
 - 14% had no dealings with SEC employees
 - 3% were not happy with the prior notice
- 13) Were SEC staff helpful if you had a problem?
- 73% claimed that staff were helpful towards problems / concerns
 - 21% had no problems with our works
 - 6% were dissatisfied with SEC decisions

14) How happy were you with the amount of disruption caused to your daily activities, (e.g. because of footpath / road diversions) was kept to a minimum?

- 86% were happy with the amount of disruption caused by our works
- 5% had no opinion
- 9% suggested that we could have improved

15) How well was the area surrounding the new street light installation re-instated, i.e. was the area left tidy?

- 79% claimed that the re-instatement of the disturbed areas were sound and were left in a tidy state
- 14% suggested that there wasn't much room for improvement
- 7% were not satisfied with the first re-instatement in some areas

16) Gender analysis of participants;

- 48% were male
- 36% were female
- 16% not stated

17) Age ranges of participants;

- 2% under 18
- 5% 18-30 years
- 18% 31-40 years
- 11% 41-50 years
- 18% 51-60 years
- 39% 61 and above
- 8% age not given

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(i) LP / 1 - PERCENTAGE OF STREET LIGHTS/ILLUMINATED SIGNS & BOLLARDS NOT WORKING AS PLANNED:

Data for this review has been taken from the monthly payment reports and is summarised in performance standards 2 by the inventory programme, Mayrise and Facility Manager (FM). The following table summarises the monthly unit performance for the period together with the monthly averages for the reporting period.

Payment Report for Month (t)	Period (t-1)	No. of Days In Month (t-1)	Unit Count for Month(t-1)	Units Out in Month (t-1)	Total Unit Days Out Month (t-1)	Percentage of Units Not Lit Month (t-1)	Percentage of Units Lit Month (t-1)
Apr-08	Mar-08	31	38422	252	685	0.21%	99.79%
May-08	Apr-08	30	38371	254	860	0.24%	99.76%
Jun-08	May-08	31	38371	245	989	0.23%	99.77%
Jul-08	Jun-08	30	38723	181	665	0.17%	99.83%
Aug-08	Jul-08	31	38404	301	1057	0.27%	99.73%
Sep-08	Aug-08	31	38371	243	969	0.23%	99.77%
Oct-08	Sep-08	30	38404	350	1699	0.37%	99.63%
Nov-08	Oct-08	31	38690	336	1257	0.31%	99.69%
Dec-08	Nov-08	30	38371	189	655	0.18%	99.82%
Jan-09	Dec-08	31	38389	222	807	0.21%	99.79%
Feb-09	Jan-09	31	38404	223	719	0.20%	99.80%
Mar-09	Feb-09	28	38371	270	829	0.26%	99.74%
Averages Per Month		30	38441	255.50	932.58	0.24%	97.01%

(ii) LP/2 – PERCENTAGE OF APPARATUS MORE THAN 25 YEARS OLD:

As at 28th February 2009, the Mayrise Inventory and Facility Manager currently show the following statistics:

Number of units or apparatus installed prior to 01/09/83	=	478
Number of units or apparatus installed since 01/09/83	=	38,536
Total number of units on inventory at 28/02/09	=	478 / 38,536
	=	0.01%

(iii) L P I 3 – PERCENTAGE OF STREETS WHICH CONFORM TO THE LIGHTING STANDARDS REFERRED TO IN THE OUTPUT SPECIFICATION:

The number of streets listed in annexure 7 is 5098.

As of 28th February 2009, a total of **4946** streets have had the street lighting replaced under the IARP and which now complies with lighting standards detailed in the output specification.

Percentage of streets which conform to the lighting standards referred to in the output specification is:

$$4946 / 5098 = 97\%$$

(iv) L P / 4 – AVERAGE TIME TO REPAIR A NON-EMERGENCY FAULT FROM FIRST BEING REPORTED

Payment Report For Month (t)	Period (t-1)	No. of days in Month (t-1)	Units Out in Month (t-1)	Total Unit Days Out Month (t-1)	Average Time to Repair (Days)
Apr-08	Mar-08	31	252	685	3.27
May-08	Apr-08	30	254	860	6.2
Jun-08	May-08	31	245	989	5.34
Jul-08	Jun-08	30	181	665	3.79
Aug-08	Jul-08	31	301	1057	4.33
Sep-08	Aug-08	31	243	969	5.45
Oct-08	Sep-08	30	350	1699	6.51
Nov-08	Oct-08	31	336	1257	4.9
Dec-08	Nov-08	30	189	655	4.05
Jan-09	Dec-08	31	222	807	3.6
Feb-09	Jan-09	31	223	719	2.32
Mar-09	Feb-09	28	270	829	3.65
Average Per Month		30	255.50	932.58	4.45

(v) L P / 5 – AVERAGE TIME TO ATTEND AN EMERGENCY REPAIR:

A report by Mayrise and Facility Manager (FM) shows that a total of 410 no. emergency calls were received by the service provider in the period.

An analysis of these figures shows the following:

Nil call outs are reported as being attended on site outside the initial 60 minutes.

Taking into account the above, there were 410 no. emergency call outs and all emergency call outs were attended within the prescribed one hour of being raised.

Therefore, performance percentage for emergency call out is;

$$= (410-0) / 410$$

$$= 100\%$$

(vi) L P / 6 – PERCENTAGE OF INEFFICIENT STREET LIGHTING LIGHT SOURCES:

The Inventory, Mayrise, gives the following data:

Number of street lighting units		= 33,536
Number of inefficient light sources:	MBF80	= 59
	MBT160	= 2
	GLD60	= 3
	GLD100	= 1
	TOTAL	= 65

Therefore the total percentage of inefficient light sources is:

$$= 65 / 33,356$$

$$= 0.001\%$$

(vii) L P / 7 – PERCENTAGE OF REPEAT VISITS ASSOCIATED WITH NON EMERGENCY FAULTS:

The Mayrise Inventory and Facility Manager show a total of 3635 faults with a total repeat visit of 67 in the period.

The percentage of repeat visits is calculated as follows:

$$67 / 3635$$

$$= 2 \%$$

(vii) L P / 8 – NUMBER OF REQUESTS FOR ADDITIONAL LIGHTING:

There have been no written requests from the general public for additional lighting in the reporting period.

However, there have been requests from the local authority for additional lighting / increased specification other than that as detailed in annexure 7 of the PFI contract.

These are described as conditions under Clause 6 and Clause 9.5 of the PFI contract and details of specific schemes are as follows:

Clause 6 Footway Lighting Example

- Glyn Place / Huntilee Road

Car Park Lighting Example

- Bentiley Road / Withington Road

Bridge Subway Lighting

- Caroline Street

Bespoke Scheme Example

- Swan Square (See Website Details)

Clause 9.5 Examples City Water Side

- Gilman Street
- Waterloo Street
- Wellington Road
- Well Street
- Botteslow Street
- Tintern Street
- Wellington Street
- Cresswell Road
- Commercial Road

(II) ENVIRONMENTAL CONSIDERATIONS:

The service provider together with Scottish & Southern Energy have strived to ensure best practices regarding recycling of materials and waste products where ever possible. Some of the initiatives operated on this contract are:

Lanterns are delivered in re-useable crates to save on the costs of cardboard packaging manufacture and disposal.

Waste steel and aluminium columns, together with other metal are segregated and recycled to a local scrap metal merchant

Old concrete columns, surplus excavated material and cardboard waste is also loaded into appropriate skips and removed to specialist operators for recycling wherever possible.

During the installation of the new lighting we have received approximately 23 requests for baffles to be fitted to lanterns due to intrusive light into adjacent rooms of residential properties or rear gardens of amateur astronomers.

WEEE Regulations are fully adhered to and all components inclusive of lamps are segregated and disposed of in the correct manner.

Green energy is produced as opposed to Brown Energy

- Green energy has been produced from renewable, non-polluting sources (e.g. wind or hydro), therefore it will have zero carbon emissions associated to it.
- Brown energy has been produced from polluting sources e.g. coal, gas, oil. The carbon which is emitted is dependent upon the fuel being burnt.
- For a gas fired power station the carbon emission rate is 0.19Te of carbon produced per MWh of electricity generated
- For a coal fired power station the carbon emission rate is 0.24Te of carbon produced per MWh of electricity generated