

# Roads highways asset management

## Performance indicators 2022-23

### Carriageway asset

#### Safety performance indicators

- PI 03a Percentage of emergency (cat 1) defects made safe within response times (1.1.01)
- PI 03b Percentage of emergency (cat 1) and "find & fix" defects made safe within response times-
- PI 39a Percentage of safety inspections completed on time (1.2.01)
- PI 39b Percentage of planned KM of safety inspections completed
- PI 114 Percentage of maintained network subject to salting regime (1.4.01)
- PI 62 Kg of salt used per km of road treated
- PI 211a Customer Satisfaction Surveys – Percentage satisfaction with the way the Council undertakes gritting / snow clearance on roads

#### Condition/Asset Preservation performance indicators

- PI 40 Percentage of carriageway length to be considered for maintenance treatment (Scotland only) (2.1.01)
- PI 41a Percentage of carriageway length treated (2.1.02)
- PI 41b Percentage of carriageway length treated (calculated from treatment types
- PI 41c Percentage of carriageway square metres treated (calculated from treatment types)
- PI 02b Condition of principal roads (England and Wales only)
- PI 02c Condition of all non principal roads (England and Wales only)
- PI 02e Condition of non principal roads (Class B - England and Wales only)
- PI 02f Condition of non principal roads (Class C - England and Wales only)
- PI 02g Condition of unclassified roads (England and Wales only)
- PI 02d Condition of 'A' class carriageways (Scotland only)
- PI 02h Condition of 'B' class carriageways (Scotland only)
- PI 02i Condition of 'C' class carriageways (Scotland only)
- PI 02j Condition of unclassified carriageways (Scotland only)
- PI 28 Number of emergency (cat 1) defects per km of maintained carriageway (*emergency defects separated from footways*)
- PI 29 Percentage change in number of emergency (cat 1) defects
- PI 34 Percentage of urgent (cat 2 high) defects repaired within timescale
- PI 209a Customer Satisfaction Surveys – Percentage satisfaction with the condition of roads
- PI 209b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of roads

#### Third party claims performance indicators

## Roads highways asset management

- PI 31b Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (carriageways)
- PI 210a Customer Satisfaction Surveys – Percentage satisfaction with the condition of footways
- PI 210b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of footways

# Roads highways asset management

## Financial performance indicators

- PI 15b Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
- PI 15e Percentage of total footways investment (revenue and capital) spent directly on footway repairs (excluding CEC)
- PI 42a Total carriageway maintenance expenditure by carriageway network length (6.1.01)
- PI 42d Total carriageway maintenance investment expenditure by carriageway network length (excluding CEC)
- PI 42b Carriageway contractor maintenance expenditure by carriageway network length (6.1.03)
- PI 42c Total carriageway maintenance expenditure by square metres of carriageway area treated (6.1.04)
- PI 42e Total carriageway maintenance investment expenditure by square metres of carriageway area treated (excluding CEC)
- PI 44 Actual investment as a % of steady state figure (Scotland only)
- PI 23 Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways
- PI 32 Service cost per gully
- PI 43 Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length
- PI 57a Total cost per km of carriageway travelled for precautionary treatment (6.1.02)
- PI 57b Total cost per Km of carriageway treated for precautionary salting
- PI 36b Ratio of annual carriageway claims costs to structural expenditure (pence per pound)
- PI 63a Total expenditure (all assets) by carriageway network length
- PI 63b Total investment expenditure (all assets) by carriageway network length (excluding CEC)
- PI 53a Target response time for emergency (cat 1) defects (carriageways) – PN awards only
- PI 53b Target response time for emergency (cat 1) defects (footways) – PN awards only

## Footway asset PIs

### Safety performance indicators

- PI 45a Percentage of emergency (cat 1) defects made safe within response times (11.1.01)
- PI 46a Percentage of safety inspections completed on time (11.2.01)
- PI 46b Percentage of planned KM of safety inspections completed
- PI 113 Percentage of footways subject to precautionary salting treatment (11.4.01)

### Condition/Asset Preservation performance indicators

## Roads highways asset management

- PI 47 Percentage of footway length to be considered for maintenance treatment (12.1.01)
- PI 48a Percentage of footway length treated (12.01.02)
- PI 48b Percentage of footway length treated (calculated from treatment types)
- PI 48c Percentage of footway square metres treated (calculated from treatment types)
- PI 210a Customer Satisfaction Surveys – Percentage satisfaction with the condition of footways
- PI 210b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of footways

### Third party claims performance indicators

- PI 31c Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (Footways)

### Financial performance indicators

- PI 15c Percentage of total footways function cost (revenue and capital) spent directly on footways repairs
- PI 15f Percentage of total footways investment (revenue and capital) spent directly on footway repairs (excluding CEC)
- PI 49a Total footway maintenance expenditure by footway network length (16.1.01)
- PI 49d Total footway maintenance investment expenditure by footway network length (excluding CEC)
- PI 49b Total footway contractor maintenance expenditure by footway network length (16.1.03)
- PI 49c Total footway maintenance expenditure by square metres of footway area treated (16.1.04)
- PI 49e Total footway maintenance investment expenditure by square metres of footway area treated (excluding CEC)
- PI 24 Percentage of roads/highways fabric maintenance expenditure that was spent on footways
- PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length
- PI 58 Total cost per km of footway travelled for precautionary treatment (16.1.02)
- PI 36c Ratio of annual footway claims costs to structural expenditure

## Traffic management system PIs

### Safety performance indicators

- PI 55 Percentage of faults rectified within target time (41.1.01)
- PI 56 Percentage of faults rectified on first visit (41.1.02)

# Roads highways asset management

## Bridges and structures PIs

### Safety performance indicators

PI 300 Percentage of principal inspections completed on time (31.1.01)

PI 301 Percentage of general inspections completed on time (31.1.01)

### Condition/Asset Preservation performance indicators

PI 302 Bridge Stock Condition Indicator - average BSCLav (32.1.01)

PI 303 Bridge Stock Condition Indicator - critical BSCLcrit (32.1.01)

### Functionality performance indicators

PI 304 Percentage of Council owned bridges failing European standards (34.1.01)

PI 305 Percentage of Council road bridges with unacceptable height, weight or width restriction (34.2.01)

### Financial performance indicators

PI 306 Annual budget allocated as a percentage of required investment for identified work (from AMP) - Scotland only (36.1.01)

PI 307 Percentage of allocated budget invested per annum - Scotland only (36.2.01)

PI 308 Cost of identified potential work as a percentage of total structures valuation - Scotland only (36.2.02)

## All asset types amalgamated PIs

### Customer service performance indicators

PI 37 Percentage of customer enquiries/requests for service closed off within Council's own identified response times (3.1.01)

PI 61 Percentage of enquiries made under the Freedom of Information Act that were dealt with within the allowable time (3.3.01)

PI 208a Customer Satisfaction Surveys – Percentage satisfaction with the overall service

PI 208b Customer Satisfaction Surveys – Percentage dissatisfaction with the overall service

### Safety performance indicators

PI 59 Percentage of emergency (cat 1) defects made safe within response times (carriageways and footways)

PI 60 Km inspected per Safety Inspector (carriageways and footways)

PI 212 Customer Satisfaction Surveys – Percentage satisfaction with the Council's time taken to complete roadworks

### Financial performance indicators

## Roads highways asset management

- PI 15a Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs
- PI 15d Percentage of total roads/highways investment (revenue and capital) spent directly on roads/highways repairs (excluding CEC)
- PI 16 Percentage of actual maintenance investment expenditure (carriageways and footways) which is planned
- PI 17 Percentage of actual maintenance investment expenditure (carriageways and footways) that is reactive
- PI 52 Percentage of actual maintenance investment expenditure (carriageways and footways) that is routine
- PI 35a Client cost ratio
- PI 35b Client cost ratio (excluding CEC)
- PI 36a Ratio of annual claims costs to structural expenditure

### Third party claims performance indicators

- PI 31a Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period