

Title Highway Asset Management Performance Indicators - Customer Service - consultation, levels of service information - 2020/21.

Introduction Performance is continually measured to monitor our progress at achieving our aims to drive continuous improvement.

Introduction The table below sets out the Performance Indicators which are used to measure progress against Highway Infrastructure Asset Management standards. The indicators shown below are consistent with ours West Yorkshire neighbouring authorities to provide opportunities to share success and learn from each other.

Reference	Description	2016/17	2017/18	2018 /19	2019/20	end of June 2019/20	end of September	end of December	end of March 2020/21	2019/20 Target	On Target
1	How satisfied are stakeholders with Highway Condition	28.0%	29.0%	22.0%	29%	Measured annually	Measured annually	Measured annually	25%	36%	Partially
2	How satisfied are stakeholders with the condition of pavements	52%	54%	51%	53%	Measured annually	Measured annually	Measured annually	51%	55%	Partially
3	How satisfied are stakeholders with the speed of repair to Street Lights	57%	60%	57%	58%	Measured annually	Measured annually	Measured annually	57%	60%	Partially
4	How satisfied are stakeholders with the efforts to reduce delays to traffic	48%	46%	46%	47%	Measured annually	Measured annually	Measured annually	41%	52%	Partially
5	How satisfied are stakeholders with the ease with which they can contact H&T	64%	61%	76%	63%	Measured annually	Measured annually	Measured annually	No Data	63%	No Data
6	% of customer correspondence responded to on time	no data	no data	no data	no data	not recorded	not recorded	not recorded	No Data	No Data	No Data
7	Number of customer contacts received through call centre	40,967	34,587	33,351	47,022	Measured annually	Measured annually	Measured annually	No Data	For Information Only	No Data