

# Highway Asset Management Performance Indicators

Year - 2019/2020

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

The table below sets out the performance indicators that are used to measure progress against Highway Infrastructure Asset Management Plan standards. The indicators shown below are consistent with our West Yorkshire neighbouring authorities to provide opportunities to share success and learn from each other.

Ref	Description	Performance for the year to date								
		2016/17	2017/18	2018 /19	end of June 2019/20	end of September 2019/20	end of December 2019/20	end of March 2019/20	2019/20 Target	On Target
<b>Customer Service - consultation, levels of service information etc</b>										
1	How satisfied are stakeholders with Highway Condition	28.0%	29.0%	22.0%	Measured annually			29%	36%	Yellow
2	How satisfied are stakeholders with the condition of pavements	52%	54%	51%	Measured annually			53%	55%	Yellow
3	How satisfied are stakeholders with the speed of repair to Street Lights	57%	60%	57%	Measured annually			58%	60%	Yellow
4	How satisfied are stakeholders with the efforts to reduce delays to traffic	48%	46%	46%	Measured annually			47%	52%	Yellow
5	How satisfied are stakeholders with the ease with which they can contact H&T	64%	61%	76%	Measured annually			63%	63%	Green
6	% of customer correspondence responded to on time	no data			not recorded					
7	Number of customer contacts received through call centre	40,967	34,587	33,351				47,022		For Information Only
<b>Network Safety - complying with statutory obligations, meeting user needs for safety</b>										
8	% Cat 1 potholes repairs completed on time	100%	100%	87%				99.4%	95%	Green
9	% Cat 2 potholes repairs completed on time	95%	93%	95%				83.6%	93%	Yellow
10	% of Road Gullies cleansed on time	103			information not collected				100%	
11	% Street Light faults repaired on time	83.6%	96.2%	93.4%				89.3%	90%	Yellow
12	% of signalised installations repaired on time	92.5%	97.1%	98.2%				99.6%	97%	Green
<b>Network Serviceability - ensuring availability, achieving integrity, maintaining reliability, resilience, managing condition</b>										
13	% Principal Network (A roads) requiring major maintenance	4%	3%	3%	Measured annually			3%	4%	Green
14	% Non-Principal Classified Network (B & C roads) requiring major maintenance	5%	4%	4%	Measured annually			3%	5%	Green
15	% of Unclassified Network requiring major maintenance	12%	15%	21%	Measured annually			21%	12%	Red
16	% of footways requiring major maintenance	13%	12%		Measured annually			19%	13%	Red
17	% of council owned highway structures in need of significant repair (excluding retaining walls)	5.4%		5.1%	Measured annually			4.2%	5.70%	Green
18	% of bridges with width or weight restrictions	1.2%		1.2%	Measured annually			1.3%	1.20%	Yellow
19	Number of street lighting faults as a % of total street lighting stock	13.4%	14.1%	7.6%				10.3%	13%	Green
20	% of UTMC Traffic Signal installations exceeding average expected service life	13%	11%	11%				12%	11%	Yellow
21	Average duration (in days) of all highway works on permit streets (KSM1)	6.36								For Information Only
<b>Network Sustainability - minimising costs over time, maximising value to the community, maximising environmental contribution</b>										
22	% of Street Lighting columns with LED lanterns	22.4%	46.2%	59.2%				64.3%	60%	Green
23	% of UTMC Installations with LED lanterns	99%	99%	99%				99%	99%	Green
24	Preventative Maintenance completed (in kilometres) as a % of the total km's repaired as part of the Annual Works Programme	71%	78%	77%	Measured annually			70%	83%	Yellow
25	Average energy used per street light in kWh	359	307	281	Measured annually			269.8	275	Green