

# Highway Asset Management Performance Indicators

Year - 2018/2019

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							On Target
		2016/17	2017/18	end of June 2018/19	end of September 2018/19	end of December 2018/19	end of March 2018/19	2018/19 Target	
<b>Customer Service - consultation, levels of service information etc</b>									
1	How satisfied are stakeholders with Highway Condition	26.3%	30.0%	Measured annually			22%	36%	
2	How satisfied are stakeholders with the condition of pavements	54%	53%	Measured annually			71%	55%	
3	How satisfied are stakeholders with the speed of repair to Street Lights	57%	60%	Measured annually			57%	60%	
4	How satisfied are stakeholders with the efforts to reduce delays to traffic	48%	46%	Measured annually			72%	52%	
5	How satisfied are stakeholders with the ease with which they can contact H&T	64%	61%	Measured annually			76%	63%	
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	8,813	20,606	29,954			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%	100%	100%	100%		95%	
9	% Cat 2 potholes repairs completed on time	95%	93%	96%	94%	96%		93%	
10	% of Road Gullies cleansed on time	103		information not collected				100%	
11	% Street Light faults repaired on time	83.6%	96.2%	86.1%	81.3%	79.9%		90%	
12	% of signalised installations repaired on time	92.5%	97.1%	96.4%				97%	
<b>Network Serviceability - ensuring availability, achieving integrity, maintaining reliability, resilience, managing condition</b>									
13	% Principal Network (A roads) requiring major maintenance	4%	3%	Measured annually			3%	4%	
14	% Non-Principal Classified Network (B & C roads) requiring major maintenance	5%	4%	Measured annually			4%	5%	
15	% of Unclassified Network requiring major maintenance	12%	15%	Measured annually			21%	12%	

16	% of footways requiring major maintenance	13%	12%	Measured annually			13%	
17	% of council owned highway structures in need of significant repair (excluding retaining walls)	5.4%		Measured annually			5.70%	
18	% of bridges with width or weight restrictions	1.2%		Measured annually			1.20%	
19	Number of street lighting faults as a % of total street lighting stock	13.4%	14.1%	2.4%	3.9%	6.1%	13%	
20	% of UTMC Traffic Signal installations exceeding average expected service life	13%	11%	11%			11%	
21	Average duration (in days) of all highway works on permit streets (KS M1)	6.36						For Information Only

**Network Sustainability - minimising costs over time, maximising value to the community, maximising environmental contribution**

22	% of Street Lighting columns with LED lanterns	22.4%	46.2%	49.4%	52.7%	55.3%	60%	
23	% of UTMC Installations with LED lanterns	99%	99%	99%			99%	
24	Preventative Maintenance completed (in kilometres) as a % of the total km's repaired as part of the Annual Works Programme	71%	78%	Measured annually			83%	
25	Average energy used per street light in kWh	359	307	Measured annually			275	