**Cumbria Highway Performance Management Measures**

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| CUSTOMER FOCUSED *To be customer focused and locally responsive* | Is Best | Target |
| % of customer enquiries / reports / requests for service actioned within the Council’s own identified response times. | Higher | 95% |
| % of enquiries made under Freedom of Information Act that were dealt with within the allowable time. | Higher | 90% |

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| CARRIAGEWAY SAFETY *To ensure a safe network; ensure that identified routes are treated during periods of snow and ice; aim for continuous improvement* | Is Best | Target |
| % of reported Category 1 (Cat 1) defects made safe within the Council’s own agreed response time | Higher | 90% |
| % of routine safety inspections completed within the required time limit | Higher | 85% |
| Winter Service: Percentage of ‘P1’ routes completed in line with current policy | Higher | 95% |
| % of 3rd Party Claims successfully defended | Higher | 80% |
| CARRIAGEWAY CONDITION*To adopt a preventative approach; plan for a long term reduction in revenue spending* | Is Best | Target |
| % of PRN to be considered for maintenance treatment (National Indicator 130-01) | Lower | 6% |
| % of NPRN B Roads to be considered for maintenance treatment (National Indicator 130-02) | Lower | 15% |
| % of NPRN C Roads to be considered for maintenance treatment (National Indicator 130-02) | Lower | 15% |
| % of NPRN U Roads to be considered for maintenance treatment | Lower | 20% |
| SKID RESISTANCE*To ensure a safe network* | Is Best | Target  |
| % of PRN surveyed and found to be at or below investigatory level (National Indicator 130-03) | Lower | 20% |

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| FOOTWAY / CYCLEWAY SAFETY*To ensure a safe network* | Is Best | Target  |
| % of Cat 1 Safety Defects made safe within CCC’s specified response time | Higher | 90% |
| FOOTWAY / CYCLEWAY CONDITION*To adopt a preventative approach; plan for a long term reduction in revenue spending* | Is Best | Target  |
| % of Footway length to be considered for maintenance treatment | Lower | 20% |

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| STRUCTURES AND BRIDGES SAFETY *To ensure a safe network* | Is Best | Target  |
| % of Principal Inspections completed on time | Higher | 95% |
| % of General inspections carried out on time | Higher | 95% |
| STRUCTURES AND BRIDGES CONDITION*To maintain safe structures and bridges* | Is Best | Target  |
| Bridge Stock Condition Indicator – average “BSCIav.” | Higher | 85% |
| Bridge Stock Condition Indicator – critical “BSCcrit.” | Higher | 95% |

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| DRAINAGE*Aim to empty roadside gullies on a risk based approach* | Is Best | Target  |
| Gully cleansing – % of gullies cleaned in line with the programmed work | Higher | 95% |

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| ROAD LIGHTING *To maintain a reliable lighting network* | Is Best | Target  |
| Average number of days to repair a street lighting fault | Lower | 5 |
| % of street lights using low energy LED units in line with the programmed work  | Higher | 95% |
| % of lanterns ‘out’ on any one evening | Lower | 5% |
| TRAFFIC SIGNALS | Is Best | Target  |
| % of Cat 1 repairs completed within a specific time | Higher | 90% |