

Asset Management Strategy Performance Measures

Theme	Indicator Description	Vital Sign	Frequency of reporting	Service Level to inform backlog	LTP	14-15	Context	15-16	Context	Agreed performance targets 14 Oct 2016 EDT committee				Actual			
										16-17	17-18	18-19	19-20	16-17	Context	Which is better?	Aim
Safety	Number of people killed and seriously injured on Norfolk's roads	✓	Monthly			410		369		369				402		Higher	Improve
	Repudiation Rate of Highway Insurance Claims		Annual			80%		81%		81%				79%		Higher	Maintain
	Winter gritting - % of actions completed within 3 hours	✓	Monthly							100%	100%	100%	100%	86%		Higher	Maintain
	Highway Safety Inspection carried out on time		Monthly			98.50%		97.76%						TBC		Higher	Maintain
	% Priority A defects attended within response timescale (2 hours)		Monthly			96%		96%						TBC		Higher	Maintain
	% Priority B defects attended within response timescale (Up to 4 days)		Monthly			97%		98%						TBC		Higher	Maintain
Serviceability	Roads	Condition of Principal roads	Annual	2006-7 treatments	4.2%	3.4	marginally better than national average	2.50%		2.80%	3.10%	3.40%	3.80%	2.80%		Lower	Slight decline
		Condition of classified non-Principal roads	Annual	2006-7 treatments		10.7	marginally worse than national average	6.48%		7.49%	8.34%	9.24%	10.12%	7.69%		Lower	Slight decline
		Condition of Unclassified roads	Annual	2006-7 treatments		22%	marginally worse than national average	17%		18%	20%	21%	23%	18%		Lower	Slight decline
	Footways	Condition of Footways 1 - Footway Network Survey (FNS) level 4	Annual	12.50%		13.20%		16.10%		19%	22%	25%	27%	12.70%		Lower	Slight decline
		Condition of Footways 2 - FNS level 4	Annual	25%		26.88		32.70%		36%	39%	41%	42%	27.80%		Lower	Slight decline
		Condition of Footways 3 - FNS level 4	Annual	30%		29.30%		28.90%		29%	30%	31%	32%	27.90%		Lower	Slight decline
		Condition of Footways 4 - FNS level 4	Annual	30%		30%		29.50%		30%	31%	32%	33%	28.90%		Lower	Slight decline
	Structures	Bridge Condition Index Score HGV	Annual	91.92		89.82		89.9		89.3	88.8	88.2	87.8	90.03%		Higher	Slight decline
		Bridge Condition Index Score Non-HGV	Annual	88.93		91.23%		90.92%		91	90.5	90	89.5	90.83%		Higher	Slight decline
		Bridge Strengthening number of bridges requiring strengthening	Annual	2				2		1	0	0	0	2		Lower	Improve
Traffic Signals	Traffic Signals controller age no more than 20 years	Annual	20 yrs.				6		3	0	0	0	5		Lower	Improve	
Street Lighting	% Street Lighting working as planned (lights in light)	Monthly			99.62%		99.63%		99%	99%	99%	99%	99.34%		Higher	Maintain	
Customer Satisfaction	NHT Overall	KBI 01 - Overall (local)	Annual			56.1	3rd best County	56.2	2nd best County	56.2				56	3rd best County	Higher	Maintain
		KBI 11 - Pavements & Footpaths	Annual			57	9th best County	58.8	5th best County	58.8				59	8th best County	Higher	Maintain
	NHT Walking & Cycling	KBI 13 - Cycle routes and facilities	Annual			51.5	10th best County	53.8	3rd best County	53.8				52	9th best County	Higher	Maintain
		KBI 15 - Rights of Way	Annual			58.3	14th best County	58	17th best County	58				57	22nd best County	Higher	Maintain
	NHT Highway Maintenance & Enforcement	KBI 23 - Condition of highways	Annual			40.6	2nd best County	43.6	3rd best County	43.6				40	5th best County	Higher	Maintain
		KBI 24 - Highway maintenance	Annual			50.5	6th best County	55.8	4th best County	55.8				53	7th best County	Higher	Maintain
Sustainability (Economic & Environment)	Street lighting - C02 reduction (tonnes) (Annual emissions)	KBI 25 - Street lighting	Annual			62.5	16th best County	62.6	18th best County	62.6				66	9th best County	Higher	Maintain
		Street lighting - C02 reduction (tonnes) (Annual emissions)	✓	Annual			10532		10517		10711	10375	9870	9814	10352	Target 9814 tonnes by 2020 (12.5% reduction from 2008/9 baseline)	Lower

