

Asset Management Strategy Performance Measures										Agreed performance targets 14 Oct 2016 EDT committee				Actual				
Theme	Indicator Description	Vital Sign	Frequency of reporting	Service Level to inform backlog	LTP	15-16	Context	16-17	Context	16-17	17-18	18-19	19-20	17-18	Context	Which is better?	Aim	
Serviceability	Roads	Condition of Principal roads	Annual	2006-7 treatments	4.2%	2.50%		2.80%		2.80%	3.10%	3.40%	3.80%	2.55%		Lower	Slight decline	
		Condition of classified non-Principal roads	Annual	2006-7 treatments		6.48%		7.69%		7.49%	8.34%	9.24%	10.12%	7.54%		Lower	Slight decline	
	Footways	Condition of Unclassified roads	Annual	2006-7 treatments		17%		18%		18%	20%	21%	23%	14.60%		Lower	Slight decline	
		Condition of Footways 1 - Footway Network Survey (FNS) level 4	Annual		12.50%		16.10%		12.70%		19%	22%	25%	27%	12.70%	Lower	Slight decline	
		Condition of Footways 2 - FNS level 4	Annual		25%		32.70%		27.80%		36%	39%	41%	42%	25.60%	Lower	Slight decline	
		Condition of Footways 3 - FNS level 4	Annual		30%		28.90%		27.90%		29%	30%	31%	32%	30.10%	Lower	Slight decline	
		Condition of Footways 4 - FNS level 4	Annual		30%		29.50%		28.90%		30%	31%	32%	33%	31.60%	Lower	Slight decline	
		Bridge Condition Index Score HGV	Annual		91.92		89.9		90.03%		89.3	88.8	88.2	87.8	89.99%	Higher	Slight decline	
	Structures	Bridge Condition Index Score Non-HGV	Annual		88.93		90.92%		90.83%		91	90.5	90	89.5	91.02%	Higher	Slight decline	
		Bridge Strengthening number of bridges requiring strengthening	Annual		2		2		2		1	0	0	0	2	Lower	Improve	
Traffic Signals	Traffic Signals controller age no more than 20 years	Annual		20 yrs.		6		5		3	0	0	0	6	Lower	Improve		
Street Lighting	% Street Lighting working as planned (lights in light)	Monthly				99.63%		99.34%		99%	99%	99%	99%	99.31%	Higher	Maintain		
Customer Satisfaction	NHT Overall	KBI 01 - Overall (local)	Annual			56.2	2nd best County	56	3rd best County	56.2	56.2	56.2	56.2	54	7th best County	Higher	Maintain	
		KBI 11 - Pavements & Footpaths	Annual			58.8	5th best County	59	8th best County	58.8	58.8	58.8	58.8	56	11th best County	Higher	Maintain	
	NHT Walking & Cycling	KBI 13 - Cycle routes and facilities	Annual			53.8	3rd best County	52	9th best County	53.8	53.8	53.8	53.8	49	20th best County	Higher	Maintain	
		KBI 15 - Rights of Way	Annual			58	17th best County	57	22nd best County	58	58	58	58	56	24th best County	Higher	Maintain	
	NHT Highway Maintenance & Enforcement	KBI 23 - Condition of highways	Annual			43.6	3rd best County	40	5th best County	43.6	43.6	43.6	43.6	38	10th best County	Higher	Maintain	
	KBI 24 - Highway maintenance	Annual			55.8	4th best County	53	7th best County	55.8	55.8	55.8	55.8	52	13th best County	Higher	Maintain		
	KBI 25 - Street lighting	Annual			62.6	18th best County	66	9th best County	62.6	62.6	62.6	62.6	60	23th best County	Higher	Maintain		
Safety	Number of people Killed and seriously injured on Norfolk's roads		Monthly			369		402		369				427	Member Working Group looking at Road Safety Strategy and future performance measures	Lower	Improve	
	Repudiation Rate of Highway Insurance Claims		Annual			81%		79%		81%	81%	81%	81%	81%		Higher	Maintain	
	Winter gritting - % of actions completed within 3 hours		✓	Monthly					86%		100%	100%	100%	100%	85%		Higher	Maintain
	Highway Safety Inspection carried out on time			Monthly			97.76%		TBC		97.76%	97.76%	97.76%	97.76%	94.20%	* data 2017-18 not available new reporting system established, data for month April 2018 shown	Higher	Maintain
	% Priority A defects attended within response timescale (2 hours)			Monthly			96%		TBC		96%	96%	96%	96%	85%		Higher	Maintain
% Priority B defects attended within response timescale (Up to 4 days)			Monthly			98%		TBC		98%	98%	98%	98%	87%		Higher	Maintain	
Sustainability (Economic & Environment)	Street lighting - CO2 reduction (tonnes) (Annual emissions)		✓	Annual		10517		10352	Target 9814 tonnes by 2020 (12.5% reduction from 2008/9 baseline)	10711	10375	9870	9814			Lower	Improve	