

# West Yorkshire Combined Authority - Performance Indicator Definitions

## Customer Service - consultation, levels of service information etc

WYCA	1	How satisfied are stakeholders with Highway Condition
<i>PI Definition</i>		<i>Results taken from Annual National Highways &amp; Transportation (NHT) Survey Question 2. Average % satisfaction score.</i>
WYCA	2	How satisfied are stakeholders with the condition of pavements
<i>PI Definition</i>		<i>Results taken from Annual National Highways &amp; Transportation (NHT) Survey Question 5. Average % satisfaction score.</i>
WYCA	3	How satisfied are stakeholders with the speed of repair to Street Lights
<i>PI Definition</i>		<i>Results taken from Annual National Highways &amp; Transportation (NHT) Survey Question 6, Average % satisfaction score.</i>
WYCA	4	How satisfied are stakeholders with the efforts to reduce delays to traffic
<i>PI Definition</i>		<i>Results taken from Annual National Highways &amp; Transportation (NHT) Survey Question 12. Average % satisfaction score.</i>
WYCA	5	How satisfied are stakeholders with the ease with which they can contact H&T
<i>PI Definition</i>		<i>Results taken from Annual National Highways &amp; Transportation (NHT) Survey Question 17c. Average % satisfaction score.</i>
WYCA	6	% of customer correspondence responded to on time
<i>PI Definition</i>		<i>Correspondence relates to any letter or email received by Highways and responded to within the time specified in each individual authority's Service Level, as a %.</i>
WYCA	7	Number of customer contacts received through call centre
<i>PI Definition</i>		<i>Number of external customer contacts logged on each individual authority's customer contact system.</i>

## Network Safety - complying with statutory obligations, meeting user needs for safety

WYCA	8	% Cat 1 potholes repair reports completed on time
<i>PI Definition</i>		<i>% Category 1 repair reports, as defined by individual authorities, completed within your publicised timescale.</i>
WYCA	9	% Cat 2 potholes repair reports completed on time
<i>PI Definition</i>		<i>% Category 2 repair reports, as defined by individual authorities, completed within your publicised timescale.</i>
WYCA	10	% of Road Gullies cleansed on time
<i>PI Definition</i>		<i>Road gullies cleansed within your publicised timescale, as a %.</i>
WYCA	11	% Street Light faults repaired on time
<i>PI Definition</i>		<i>Street lights repaired within your published target in the period, divided by total number of faults repaired in the period, as a %.</i>
WYCA	12	% of signalised installations repaired on time
<i>PI Definition</i>		<i>Signalised installations repaired within your published target in the period, divided by total number of faults repaired in the period, as a %.</i>

## Network Serviceability - ensuring availability, achieving integrity, maintaining reliability, resilience, managing condition

WYCA	13	% Principal Network (A roads) requiring major maintenance
<i>PI Definition</i>		<i>Percentage of principal roads (A roads) where maintenance should be considered, as reported in the authority's NI 168.</i>

WYCA	14	% Non-Principal Classified Network (B & C roads) requiring major maintenance
<i>PI Definition</i>		<i>Percentage of non-principal roads (B and C roads) where maintenance should be considered, as reported in the authority's NI 169.</i>
WYCA	15	% of Unclassified Network requiring major maintenance
<i>PI Definition</i>		<i>Percentage of unclassified road network where maintenance should be considered, as definition for former BVPI 224(b).</i>
WYCA	16	% of footways requiring major maintenance
<i>PI Definition</i>		<i>Percentage of all footways considered structurally unsound through FNS footway surveys</i>
WYCA	17	% of council owned highway structures in need of essential repair (excluding retaining walls)
<i>PI Definition</i>		<i>Percentage of council-owned highway structures with a BCS<sub>CRT</sub> greater than 2.7, indicating that the structure is in "Poor" or "Very Poor" condition (in accordance with "Bridge Condition Indicators Volume 3: Guidance Note on Evaluation of Bridge Condition Indicators" published by CSS in 2002).</i>
WYCA	18	% of bridges with imposed temporary width / weight restrictions
<i>PI Definition</i>		<i>Percentage of council-owned highway structures where vehicular traffic is limited by weight or width, whether by physical restrictive measures (e.g. barriers forming a width constriction) or legal restriction (TRO or TTRO) or both.</i>
WYCA	19	Number of street lighting faults as a % of total street lighting stock
<i>PI Definition</i>		<i>Number of street lighting faults logged within period, divided by total number of lanterns, as a %.</i>
WYCA	20	% of UTMC Traffic Signal Installations exceeding average expected service life
<i>PI Definition</i>		<i>Number of UTMC installations more than 15 years old divided by total number of installations, as a %.</i>
WYCA	21	Average duration of all highway works on permit streets (KSM1) in days
<i>PI Definition</i>		<i>Total duration of highway works on permit streets in days divided by the number of permits issued.</i>

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

WYCA	22	% of Street Lighting columns with LED lanterns
<i>PI Definition</i>		<i>Number of LED lanterns, divided by total number of lanterns, as a %.</i>
WYCA	23	% of UTMC Installations with LED lanterns
<i>PI Definition</i>		<i>Number of UTMC installations with LED lanterns, divided by total number of installations, as a %.</i>
WYCA	24	Preventative Maintenance completed (in kilometres) as a % of the total km's repaired as part of the Annual Works Programme
<i>PI Definition</i>		<i>Annual length of road surfaced by preventative maintenance divided by total length surfaced / resurfaced / reconstructed, as a %.</i>
WYCA	25	Average energy used per street light in kWh
<i>PI Definition</i>		<i>Total annual street lighting consumption in kWh, divided by total number of lanterns.</i>