



Safe roads, reliable journeys, informed travellers

Constructed Provider (CP) Metrics Handbook

Version 1.2 – April 2013

Network Delivery and Development Directorate



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1. INTRODUCTION

This Issue of this handbook follows the discontinuance of the Area Performance Indicators. However we still require Service Providers to provide constructed scores for certain Aspects that sit within the MAC and ASC Performance Management Framework (PMF).

2. SERVICE PROVIDER PERFORMANCE MANAGEMENT FRAMEWORK

In 2010/11 the previous methods for monitoring our Service Provider performance were developed into a more useful performance management tool in the form of the Service Provider Performance Management Framework (PMF).

The PMF now gives us a standard approach to capturing performance data in order to achieve:

- Visibility of Service Provider performance
- Consistency in the data we capture on Service Provider performance
- Benchmarking of Service Provider performance results.

See the NDD PMF Methodology document and the MAC and ASC Performance Management Manuals for further details.

All the Constructed Provider Metrics are included in the MAC PMF and/or the ASC PMF.

3. CONSTRUCTED PROVIDER METRICS (BY PMF ASPECT)

Details are now provided on the following CP Metrics, which relate to Aspects within the MAC PMF and/or ASC PMF.

Metric subject	Contract applicable to
Customer Complaints	MAC, ASC, ASF, TechMAC
Network Occupancy	ASC
QMS Performance and nonconformities	MAC, ASC, ASF, TechMAC and RTMC
Quality Management reporting delivered	MAC and ASC
Third Party Claims	MAC, ASC, ASF, TechMAC
Number of Compensation Event Rejections	ASC
Efficiency Savings realised	ASC
Effective Management of Contractors	MAC, ASC and TechMAC
Effective Management of RTMC	ASC
Site Waste Management Plans in place and operating	MAC, ASC, ASF and TechMAC
Response to Category 1 Defects	MAC
Make Safe Defects: Lighting	MAC (Retrofit) and ASC
Soft Estate	ASC
Sweeping and cleaning requirements	MAC (Retrofit) and ASC
AMOR Performance Targets	ASC
Delivery of Road Safety Audits	MAC, ASC, ASF
Compliance with CDM Regulations 2007	MAC, ASC, ASF, TechMAC and RTMC
Appropriate schemes identified and promoted	MAC (Retrofit), ASC and TechMAC
Provider work is defect free	ASC
Responding to CAT 2 defects	MAC
Severe Weather	MAC, ASC, ASF
Make Safe Defects: Paved Areas	MAC (Retrofit) and ASC
Flood Events	MAC (Retrofit) and ASC

Indicator Ref. & Title		Complaints and enquiries are responded to promptly				
Applies to		MAC and ASC				
Purpose / Description		<p>To measure the effectiveness of the Provider's response to complaints and enquiries received from the public and other stakeholders in relation to the operation of the Area Network and / or the Provider's activities.</p> <p>In particular this Aspect looks to measure whether providers are responding to enquiries and complaints within 10 working days, as described by the contract Service Information.</p>				
Measures						
C&E - Percentage		Percent of complaints and enquiries (requiring a response within the month) responded to in writing within 10 working days				
Definitions						
Enquiry		Communication / correspondence received <u>requesting information</u> about the Area Network or the Provider's services.				
Complaint		Communication / correspondence received regarding the condition or performance of the Area Network or the Provider's performance which is formally recorded as a dissatisfaction with the service provided.				
Responded to		Taking action regarding the initial complaint – must be a comprehensive reply detailing actions to be taken and timescales.				
HAIL		Highways Agency Information Line				
Methodology		Number of enquiries and complaints received by the Provider to include correspondence referred from HAIL and all other direct sources. Communications may be received in any form (i.e. telephone, email, letter, personal, etc.). Enquiries and complaints received that are not the responsibility of the Highways Agency or the Provider should not be reported.				
Data Source / Requirements		Provider's Customer Service logs / database				
Data Input (Frequency / Reporting Period: Calendar month)						
Field		Var	Type	Calculation	Decimals	Range
Total number of complaints and enquiries requiring a written response within the month		(A)	Integer	-	0	0 – 500
Total number of complaints and enquiries (requiring a response within the month) responded to in writing within 10 working days		(B)	Integer	-	0	0 – 500
Calculations (Individual Monthly Performance)						
Measure	Type	Calculation	Decimals	Range	Target	
C&E - Percentage	Percentage	(B/A) *100	2	0 – 100	100	

Indicator Ref. & Title	Network Occupancy				
Applies to	ASC				
Purpose / Description	To ensure the Area Network is managed to secure the expeditious movement of traffic.				
Measures					
Activities that adversely impact on road users	Number of Activities that caused unacceptable additional delay				
Occupancies that adversely impact on road users	Number of Occupancies that caused unacceptable additional delay				
Definitions					
<i>Occupancy, Activity, Event</i>	See Defined Terms in applicable version of AMOR				
Methodology	<p>The maximum additional delay over and above that typically expected on a given route, for a specific time of day, will be up to 15 minutes for Motorways, and up to 10 minutes for All Purpose Trunk Roads, providing that total delay does not exceed 30 minutes, and providing that the Occupancy/Activity conforms to other requirements for 'acceptability' contained within AMOR.</p> <p>Levels of delay tolerance can be adjusted with the agreement of each Regional Operations Board to reflect their local network.</p>				
Data Source / Requirements	Scheduled Road Works (SRW) system and/or Provider's records in relation to network occupancy, incidents and Abnormal Loads.				
Data Input (Frequency / Reporting Period: Calendar month)					
Field		Type	Calculation	Decimals	Range
Number of Activities that caused unacceptable additional delay	(A)	Integer	-	0	0 – 1000
Number of Occupancies that caused unacceptable additional delay	(B)	Integer	-	0	0 – 1000
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Activities that adversely impact on road users	Integer	A	0	unspecified	0
Occupancies that adversely impact on road users	Integer	B	0	unspecified	0

Indicator Ref. & Title		QMS Performance and nonconformities				
Applies to		MAC, ASC, ASF, RTMC and TechMAC				
Purpose / Description		To measure the effectiveness of the provider's Quality Management System and the close-out of nonconformities within the agreed timescales.				
Measures						
QMS Performance		Maximum number of Quality Management Points in last rolling three months				
Quality Warning Notice		Quality Warning Notice issued or in effect in last rolling three months				
QMS Non Conformities		Maximum number of Quality Management Points in last rolling three months in relation to nonconformities				
Definitions						
<i>Quality Management System</i>		Organisational structure, procedures, processes and resources needed to implement quality management.				
<i>Quality Management Points (QMPs)</i>		If the Provider fails to comply with his quality management system (including the failure to correct nonconformities in the agreed timescales), the Provider accrues Quality Management Points in line with the Quality Table in Contract Data Section 4.				
<i>QMPs in relation to non-conformities</i>		Those QMPs described in rows 3 to 6 in the MAC quality table (rows 3 to 7 in the ASC quality table).				
<i>Nonconformity</i>		A nonconformity refers to a failure to comply with requirements. A requirement is a need, expectation, or obligation. It can be stated or implied by an organisation, its customers, or other interested parties.				
Methodology		Count the QMPs accrued against the Provider over the last rolling three months.				
Data Source / Requirements		Provider's QMP log.				
Data Input (Frequency / Reporting Period: Calendar month)						
Field		Var	Type	Calculation	Decimals	Range
Maximum number of Quality Management Points in last rolling three months		(A)	Integer	-	0	unspecified
Quality Warning Notice issued or in effect in last rolling three months		(B)	Boolean	-	-	Y/N
Maximum number of Quality Management Points in last rolling three months in relation to nonconformities		(C)	Integer	-	0	unspecified
Calculations (Individual Monthly Performance)						
Measure	Type	Calculation	Decimals	Range	Target	
QMS Performance	Integer	A	0	unspecified	<= 25	
Quality Warning Notice	Boolean	B	-	Y/N	N	
QMS Non Conformities	Integer	C	0	unspecified	<= 15	

Indicator Ref. & Title	Quality Management reporting delivered on time				
Applies to	MAC & ASC				
Purpose / Description	Demonstrate all reports as required by Annex 19 since last PMF review delivered on time				
Measures					
Annex 19 Reports overdue	Number of reports required by Annex 19 not submitted on time.				
Definitions					
Methodology	Service Provider provides number of Annex 19 Reports overdue in the reporting period.				
Data Source / Requirements	Provider's records				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Annex 19 Reports overdue	Integer	-	0	unspecified	0

Indicator Ref. & Title	Handling Third Party Claims
Applies to	MAC, ASC, ASF (previously Metrics 1 and 2 only were scored for MACs, from April 2013 Metrics 1 -6 will be used)
Purpose / Description	To measure the effectiveness of the Provider's handling of Third Party Claims on behalf of the Secretary of State.
Measures	
DCP Metric 1	Percentage of TR430s issued to SM within 28 day deadline as per Annex 23.3.3
DCP Metric 2	Percentage of TR430s submitted in calendar month within 28 day deadline, for which a substantiated estimate of cost of repair has been supplied
DCP Metric 3	Percentage of TR430s submitted in calendar month within 28 day deadline, where full details of the driver responsible have been provided to HA in accordance with Annex 23.3.1
DCP Metric 4	Percentage of claims where deviation between estimated cost of repair in the original TR430 vs. final cost submitted is within 20%
DCP Metric 5	Percentage of claims where the estimated cost of repair is above the threshold but the final cost is below the threshold
DCP Metric 6	Percentage of completed cost packages with the supporting information, as listed in the Evidence Check list (see Annex 23), submitted and verified by the HA Green Claims Team, within 13 weeks after completion of the scheme.
Definitions	
<i>TR430</i>	This form must be used when reporting damage to Crown Property under the provisions of circular 630, Circular Roads 4/75 and TRMM 2/87 on behalf of the Secretary of State (Green Claims)
Methodology	These measures look at the Green Claims processed by the Provider.
Total number of TR430s submitted to the Service Manager (in calendar month)	Includes all TR430s which are required to be submitted to Service Manager as per Annex 23. This metric measures the total amount of TR430s submitted to the Service Manager in the calendar month being reported. For example, TR430s submitted from 1 May - 31 May should be reported in June's CP Spreadsheet (by COP WD7).
Total number of TR430s submitted to Service Manager within 28 day deadline	For all TR430s which are required to be submitted to Service Manager as per Annex 23. This metric details how many of the TR430s submitted in the calendar month were submitted within the 28day deadline, as per Annex 23. Any TR430s submitted after this deadline will count as a late TR430s against this metric.
Number of TR430s submitted in calendar month within 28 day deadline, for which a substantiated estimate of cost of repair has been supplied	<p>In line with common cost control techniques, having a substantiated cost estimate for a scheme is key to a strong cost control approach.</p> <p>This metric measures the amount of TR430s submitted within the 28 day deadline (DCP Metric 1) which also include a substantiated estimate of cost of repair.</p> <p>A substantiated cost estimate must be provided in a separate document to the TR430, with the precise estimated figure also appearing in the Estimated Costs section of Part 8 of the TR430. The TR430 has the capability to have a precise figure (for example £26,782.20) typed into the Estimated Costs section of Part 8, instead of using the pay bands.</p> <p>If either of these two items (separate document or precise figure on TR430) are missing, this will be seen as a failure against this metric.</p>
Number of TR430s submitted in calendar month within 28 day deadline, where full details of the driver responsible	<p>Having the responsible driver's details significantly aids completing a successful claim.</p> <p>This metric measures the amount of TR430s submitted within the 28 day deadline (DCP Metric 1) which also include full details of the driver responsible.</p>

Indicator Ref. & Title	Handling Third Party Claims
have been provided to HA in accordance with Annex 23.3.1	<p>Full details include providing the name, address, vehicle particulars (registration, make and model) and insurance details (name and address) of the driver responsible. This must be entered in Section 14a of the TR430. Failing to provide any of these pieces of information will be seen as a failure against this metric.</p> <p>Note: If the driver does not have insurance details or is uninsured, please indicate this in Section 14a of the TR430.</p>
Number of claims where final costs have been submitted in this calendar month	This is the total number of approved final cost packages/final accounts submitted within the calendar month.
Number of claims where deviation between estimated cost of repair in the original TR430 vs. final cost submitted is within 20%	<p>For each calendar month, any final costs that were submitted for a claim are compared to the original estimated cost for the same claim which was received with the original TR430.</p> <p>Where possible, the original TR430 estimate figure should be the precise figure; if this has not been made clear in older TR430s, or is not otherwise available, the pay band can be used. A success occurs when the deviation between final cost and original estimate is within 20% (i.e. final cost/estimated cost is between 0.8 and 1.2)</p> <p>Example 1 (original estimate was a precise figure) If final costs were £21,785 and the original TR430 estimate was £26,000, this is within the 20% (final cost/estimate = 21,785/26,000 = 0.84 = Pass).</p> <p>Example 2 (original estimate used a pay band) If final costs were £26,785 and the original TR430 estimate was £5,000 - £20,000, then as long as the deviation between the final cost and the closest maximum/minimum boundary is less than 20% this is a positive result (final cost/estimate = 26,785/20,000 = 1.34 = Fail).</p> <p>This metric will look to move to a rolling 3 month measure once enough data is available</p>
Number of claims where the estimated cost of repair in original TR430 is above the threshold but the final cost submitted is below the threshold	This metric uses the threshold which was in place at the time the TR430 was submitted to the Service Manager.
Target DCP revenue/recovery (under threshold claims) for calendar month as per Annual Plan	Each Service Provider should have submitted an Annual Plan as per CMM 02/11, which details their expected revenue from DCP recovery (under threshold)
Percentage of completed cost packages with the supporting information, as listed in the Evidence Check list (see Annex 23), submitted and verified by the HA Green Claims Team, within 13 weeks after completion of the scheme.	See CH Handbook
Data Source / Requirements	Provider's Green Claims Records; Provider's Annual Plan

Indicator Ref. & Title		Handling Third Party Claims				
Data Input (Frequency / Reporting Period: Calendar month)						
Field	Var	Type	Calculation	Decimals	Range	
Total number of TR430s submitted to the Service Manager (in calendar month)	(A)	Integer	-	0	unspecified	
Total number of TR430s submitted to Service Manager within 28 day deadline	(B)	Integer	-	0	unspecified	
Number of TR430s submitted in calendar month within 28 day deadline, for which a substantiated estimate of cost of repair has been supplied	(C)	Integer	-	0	unspecified	
Number of TR430s submitted in calendar month within 28 day deadline, where full details of the driver responsible have been provided to HA in accordance with Annex 23.3.1	(D)	Integer	-	0	unspecified	
Number of claims where final costs have been submitted in this calendar month	(E)	Integer	-	0	unspecified	
Number of claims where deviation between estimated cost of repair in the original TR430 vs. final cost submitted is within 20%	(F)	Integer	-	0	unspecified	
Number of claims where the estimated cost of repair in original TR430 is above the threshold but the final cost submitted is below the threshold	(G)	Integer	-	0	unspecified	
Calculations (Individual Monthly Performance)						
Measure	Type	Calculation	Decimals	Range	Target	
DCP Metric 1	Percentage	$(B/A)*100$	2	0 – 100	≥ 95	
DCP Metric 2	Percentage	$(C/B)*100$	2	0 – 100	≥ 95	
DCP Metric 3	Percentage	$(D/B)*100$	2	0 – 100	≥ 80	
DCP Metric 4	Percentage	$(F/E)*100$	2	0 – 100	≥ 95	
DCP Metric 5	Percentage	$(G/E)*100$	2	0 – 100	≤ 5	

Indicator Ref. & Title	Effective Management of Contractors by Service Provider				
Applies to	MAC, ASC, ASF and TechMAC				
Purpose / Description	Demonstrate Service Provider is meeting all requirements of Annex 9 (or applicable requirements for specific contract) in relation to Managed Works and/or Competitive Tender Contracts				
Measures					
Requirements not fulfilled	Number of relevant Annex 9 requirements (or applicable requirements to specific contract) not fulfilled				
Definitions					
Methodology	Service Provider provides number of requirements not fulfilled in reporting period.				
Data Source / Requirements	Provider's records				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Requirements not fulfilled	Integer	-	0	unspecified	0

Indicator Ref. & Title	Number of Compensation Events rejected by Service Manager				
Applies to	ASC				
Purpose / Description	To ensure all CEs raised are valid				
Measures					
Number of CEs rejected	Number of Compensation Events rejected by Service Manager in reporting period				
Definitions					
<i>CE</i>	Compensation Event				
<i>Rejected</i>	Not agreed by Service Manager				
Methodology	Number of Compensation Events raised by Service Provider but rejected by Service Manager				
Data Source / Requirements	Provider's records				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Number of CE rejections	Integer	-	0	unspecified	0

Indicator Ref. & Title	Efficiency savings are generated as tendered (to be scored annually)				
Applies to	ASC				
Purpose / Description	To ensure efficiency savings are being realised				
Measures					
Lump Sum Annual Discount as tendered	Amount tendered by Provider in Tender Contract Data Part 2				
Annual Efficiency	Actual value of efficiencies within financial year				
Definitions					
Methodology	To be scored annually for the previous year, after agreement is reached.				
Data Source / Requirements	Provider Tender Contract Data Part 2				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Var	Type	Calculation	Decimals	Range
Lump Sum Annual Discount as tendered	(A)	Integer	-	0	Unspecified
Lump sum annual discount	(B)	Integer	-	0	Unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Annual efficiency saving	Percentage	B/A*100	2	unspecified	>=100%

Indicator Ref. & Title	Effective Management of RTMC by ASC				
Applies to	ASC				
Purpose / Description	Demonstrate Service Provider is meeting all relevant duties of Annex 26				
Measures					
Duties not fulfilled	Number of relevant Annex 26 duties not fulfilled				
Definitions					
Methodology	Service Provider provides number of Annex 26 duties not fulfilled in reporting period.				
Data Source / Requirements	Provider's records				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Duties Not Fulfilled	Integer	-	0	unspecified	0

Indicator Ref. & Title	Site Waste Management Plans (SWMPs) in place and operating				
Applies to	MAC, ASC, ASF and TechMAC				
Purpose / Description	To demonstrate SWMPs are in place and operating in accordance with current legislation				
Measures					
Percentage SWMPs submitted	The percentage of required SWMPs which have been submitted				
SWMPs rejected	The number of submitted SWMPs which have been rejected				
Definitions					
SWMPs	Site Waste Management Plans are required for schemes over £300k				
Methodology	Service Provider provides number of SWMPs due, submitted, and rejected				
Data Source / Requirements	Provider's records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Var	Type	Calculation	Decimals	Range
Number of SWMPs due	(A)	Integer	-	0	unspecified
Number of SWMP submitted	(B)	Integer	-	0	unspecified
Number of SWMPs rejected	(C)	Integer	-	0	unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Percentage SWMPs submitted	Percentage	$B/A * 100$	2	0 - 100	100
SWMPs rejected	Integer	C	0	unspecified	0

Indicator Ref. & Title	Response to Category 1 Defects				
Applies to	MAC				
Purpose / Description	To measure the efficiency of the Provider's response to Category 1 defects. The Provider should manage resources and programme to ensure all Category 1 defects are responded to within the maximum response times defined in the Contract. In meeting these targets, danger to the public will be minimised and further deterioration of the defect will be avoided				
Measures					
IR01(M)	Percentage of Category 1 defects made safe or repaired within the 24 hour response time				
IR02(M)	Percentage of Category 1 defects repaired within the 7 day response time				
IR03(M)	Percentage of Category 1 defects repaired within the 28 day response time				
IR04(M)	Average time (in days) for repair of Category 1 defects within the 7 day response time category				
Definitions					
<i>Category 1 defect</i>	As defined in the RWSC 2.1.1.				
<i>Repair(ed)</i>	Repair is as defined under the Area contract				
Methodology	IR04(M) is reported as the average repair time in days. This is to include only those Category 1 defects requiring a 7 day response time and applies to all in-month repairs irrespective of the required completion date.				
	A defect is deemed to fall within a month if its required completion date falls within the month.				
Data Source / Requirements	Provider's RMMS database / works order system.				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Var	Type	Calculation	Decimals	Range
Number of Cat 1 "24 hour" defects with required completion date / time within month	(A)	Integer	-	0	unspecified
Number of Cat 1 "24 hour" defects closed by required completion date / time in month.	(B)	Integer	-	0	unspecified
Number of Cat 1 "7 Day" defects with required completion date / time within month	(C)	Integer	-	0	unspecified
Number of Cat 1 "7 Day" defects closed by required completion date / time in month.	(D)	Integer	-	0	unspecified
Number of Cat 1 "28 Day" defects with required completion date / time within month	(E)	Integer	-	0	unspecified
Number of Cat 1 "28 Day" defects closed by required	(F)	Integer	-	0	unspecified

Indicator Ref. & Title	Response to Category 1 Defects				
completion date / time in month.					
-Total repair time in days for Cat 1 "7 Day" defects closed in month (irrespective of required completion date).	(G)	Integer	-	0	unspecified
Number of Cat 1 "7 Day" defects closed in month (irrespective of required completion date).	(H)	Integer	-	0	unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
IR01(M)	Percentage	(B/A)*100	2	0 – 100	100%
IR02(M)	Percentage	(D/C)*100	2	0 – 100	100%
IR03(M)	Percentage	(F/E)*100	2	0 – 100	100%
IR04(M)	Number	G/H	2	0 – 25	<=5 days

Indicator Ref. & Title	Make safe defects: Lighting				
Applies to	MAC (Retrofit) and ASC				
Purpose / Description	To measure the Provider's ability to provide appropriate lighting for the Area network.				
Measures					
Lighting Metric 1	Max. number of sequential lamp failures				
Lighting Metric 2	Max. number of failures per number of consecutive lamps				
Lighting Metric 3	Rectification rate within 7 days				
Definitions					
<i>Defect</i>	See Defined Terms in applicable version of AMOR				
Methodology	AMOR Part 8 Deliverable 14 Performance Metrics under (b) During operation of Greenwich Mean Time and (c) During operation of British Summer Time should be applied				
	Lamp scouts should take place the last full week of April, August, October, November, December, January and February. Therefore we expect this Aspect to be scored for each of those months; otherwise score N/A. Although 7 day rectifications may fall into the following month, the performance should be scored against the month that the lighting scout took place. Results should be available before the deadline to submit PMF scores to the AMO Performance Team.				
Data Source / Requirements	Provider's inventory database and lamp scout/inspection records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Var	Type	Calculation	Decimals	Range
Max. number of sequential lamp failures	(A)	Integer	-	0	unspecified
Max. number of failures per number of consecutive lamps	(B)	Percentage	-	2	0 – 100
Rectification rate within 7 days	(C)	Percentage	-	2	0 – 100
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Lighting Metric 1	Integer	A	0	0 – 1000	<= 2
Lighting Metric 2	Percentage	B	2	0 – 100	<= 30
Lighting Metric 3	Percentage	C	2	0 – 100	100

Indicator Ref. & Title	Ensure the 14 soft estate deliverables of AMOR are satisfied				
Applies to	ASC				
Purpose / Description	Demonstrate Service Provider is delivering 14 soft estate deliverables of AMOR				
Measures					
Soft estate deliverables	Number of soft estate deliverables satisfied				
Definitions					
Methodology	Service Provider provides number of soft estate deliverables satisfied				
Data Source / Requirements	<ul style="list-style-type: none"> - Proof of work completed provided by the Service Provider - Records of correspondence, reviews, etc - Evidence of non-compliance including NCRs 				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Number of deliverables satisfied	Integer	-	0	0 - 14	14

Indicator Ref. & Title	Sweeping and cleaning requirements undertaken (Litter)				
Applies to	MAC (Retrofit) and ASC				
Purpose / Description	The ensure the Area Network is predominantly free from litter, refuse and detritus; Amenity facilities are safe and serviceable; The functionality of the Area Network is not impeded by litter, debris, refuse, detritus or animal carcasses; Offensive graffiti is managed to ensure that the adverse impact on road users of the Area Network is minimised.				
Measures					
Litter 1	Paved Areas (Carriageway, paved verges and paved central reservations of motorways and APTRs) – Percentage of litter clean-ups where affected area restored to grade A from grade B or C within 28 days				
Litter 2	Paved Areas (Carriageway, paved verges and paved central reservations of motorways and APTRs) – Percentage of litter clean-ups where affected area restored to grade A from grade D within 7 days				
Litter 3	Paved Areas (motorway and APTR roundabouts and lay-bys, approach and slip roads) – Percentage of litter clean-ups where affected area restored to grade A from grade B or C within 14 days				
Litter 4	Paved Areas (motorway and APTR roundabouts and lay-bys, approach and slip roads) – Percentage of litter clean-ups where affected area restored to grade A from grade D within 7 days				
Litter 5	Other parts of the Area Network (non paved) – Percentage of litter clean-ups where affected area restored to grade B from grade C within 28 days				
Litter 6	Other parts of the Area Network (non paved) – Percentage of litter clean-ups where affected area restored to grade B from grade D within 7 days				
Definitions					
<i>Grades A – D</i>	As defined in AMOR and the Code of Practice on Litter and Refuse				
Methodology	Refer to AMOR Part 15 to understand what elements of sweeping and cleaning are in and out of scope.				
Data Source / Requirements	Provider’s inspection and sweeping and cleaning records				

Indicator Ref. & Title		Sweeping and cleaning requirements undertaken (Litter)			
Data Input (Frequency / Reporting Period: Calendar month)					
Field		Type	Calculation	Decimals	Range
Paved Areas (Carriageway, paved verges and paved central reservations of motorways and APTRs) – Percentage of litter clean-ups where Area Network restored to grade A from grade B or C within 28 days	(A)	Percentage	-	2	0 – 100
Paved Areas (Carriageway, paved verges and paved central reservations of motorways and APTRs) – Percentage of litter clean-ups where Area Network restored to grade A from grade D within 7 days	(B)	Percentage	-	2	0 – 100
Paved Areas (motorway and APTR roundabouts and lay-bys, approach and slip roads) – Percentage of litter clean-ups where Area Network restored to grade A from grade B or C within 14 days	(C)	Percentage	-	2	0 – 100
Paved Areas (motorway and APTR roundabouts and lay-bys, approach and slip roads) – Percentage of litter clean-ups where Area Network restored to grade A from grade D within 7 days	(D)	Percentage	-	2	0 – 100
Other parts of the Area Network (non paved) – Percentage of litter clean-ups where Area Network restored to grade B from grade C within 28 days	(E)	Percentage	-	2	0 – 100
Other parts of the Area Network (non paved) – Percentage of litter clean-ups where Area Network restored to grade B from grade D within 7 days	(F)	Percentage	-	2	0 – 100
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Litter 1	Percentage	A	2	0 – 100	100
Litter 2	Percentage	B	2	0 – 100	100
Litter 3	Percentage	C	2	0 – 100	100
Litter 4	Percentage	D	2	0 – 100	100
Litter 5	Percentage	E	2	0 – 100	100
Litter 6	Percentage	F	2	0 – 100	100

Indicator Ref. & Title	Number of AMOR performance targets meeting or exceeding threshold				
Applies to	ASC				
Purpose / Description	Demonstrate Service Provider is performing in accordance with AMOR performance targets				
Measures					
AMOR performance targets	All applicable AMOR performance targets are being met (a list of the applicable PRLs can be found in the tab 'Aspect 4.1f - Applicable PRLs')				
Definitions					
Methodology	Service Provider provides number of Performance Requirement Levels (PRL's) being met				
Data Source / Requirements	<ul style="list-style-type: none"> - Proof of work completed provided by the Service Provider - Service Provider inspection summaries - Records of correspondence, reviews, etc - Evidence of non-compliance including NCRs 				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Number of PRL's met	Integer	-	0	0 - 7	7

Indicator Ref. & Title	Delivery of Road Safety Audits (RSAs)				
Applies to	MAC, ASC, ASF				
Purpose / Description	Demonstrate Service Provider is completing RSAs within the required timeframe				
Measures					
Percentage of scheduled RSAs completed	Of those due to take place, the percentage of Road Safety Audits which have been completed				
Percentage of scheduled resulting actions completed	Of those due, the percentage of actions which have been completed				
Backlog rectification plan operating	A plan is in place to rectify backlog from previous months and that plan is on track.				
Definitions					
Methodology	Service Provider provides number of scheduled RSAs, the number of RSAs actually completed and evidence of backlog plan.				
Data Source / Requirements	Provider's records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Var	Type	Calculation	Decimals	Range
Number of RSAs scheduled for completion during reporting period	(A)	Integer	-	0	unspecified
Number of RSAs actually completed during reporting period	(B)	Integer	-	0	unspecified
Number of resulting actions scheduled for completion during reporting period	(C)	Integer	-	0	unspecified
Number of resulting actions completed during reporting period	(D)	Integer	-	0	unspecified
Backlog rectification plan operating	(E)	Boolean	-	0	Y/N

Indicator Ref. & Title		Delivery of Road Safety Audits (RSAs)			
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Percentage of scheduled RSAs completed	Percentage	(B/A) *100	0	0 - 100	100
Percentage of scheduled resulting actions completed	Percentage	(D/C) *100	0	0 - 100	100
Backlog rectification plan operating	Boolean	-	-	Y, N or N/A (if no backlog)	N/A or Y

Indicator Ref. & Title		Compliance with CDM Regulations 2007			
Applies to		MAC, ASC, ASF, TechMAC and RTMC			
Purpose / Description		Demonstrate Service Provider is compliant with CDM Regulations 2007			
Measures					
Number of compliance points		Number of points for complying with the CDM Regulations 2007. - Procedures in place to ensure compliance with the CDM 2007 Regulations and the ACoP (1 point) - Competent construction sector H&S advisor in post (1 point) - Workforce competency standards established and regularly reviewed (1 point) - Competent CDM Co-ordinator in post (1 point) - Workforce consulted and encouraged to report H&S concerns (1 point) - Established processes to engage and manage sub contractors (1 point) - Outputs in accordance with CDM 2007 Reg. 11 and 18 [in addition Reg. 13, 19 and 22 for contractors and Reg. 20 for CDMC's]. (1 point)			
Definitions					
Methodology		Service Provider provides number of points for complying with CDM Regulation 2007.			
Data Source / Requirements		Provider's records			
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Number of CDM Compliance Points	Integer	-	0	0 - 7	7

Indicator Ref. & Title	Appropriate schemes are identified and promoted				
Applies to	MAC (Retrofit), ASC and TechMAC				
Purpose / Description	Demonstrate Service Provider is identifying appropriate schemes				
Measures					
Service Manager rejections	The number of schemes rejected by the Service Manager on the grounds that the work should be addressed through Lump Sum				
Definitions					
Methodology	Service Provider provides the number of schemes rejected by the Service Manager in the reporting period				
Data Source / Requirements	Provider's records				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Service Manager rejections	Integer	-	0	unspecified	0

Indicator Ref. & Title	Provider work is defect free throughout the contract period				
Applies to	ASC, ASF				
Purpose / Description	To ensure work which has been completed by Service Provider is of the required quality for the duration of the Contract period				
Measures					
Number of scheme defect repairs	The number of unplanned defect repairs requiring traffic management in last rolling 3 months within scheme areas constructed since Contract start date				
Definitions					
Methodology	Service Provider provides number of unplanned defect repairs requiring traffic management in last rolling 3 months within scheme areas constructed since Contract start date				
Data Source / Requirements	<ul style="list-style-type: none"> - Quality system records - Provider's Routine and Planned Maintenance System - SRW - HAPMS 				
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Number of unplanned defect repairs	Integer	-	0	unspecified	0

Indicator Ref. & Title	Responding to CAT 2 Defects				
Applies to	MAC				
Purpose / Description	Demonstrate Service Provider is completing permanent repairs of CAT 2 defects on time and with no issues over a rolling 12 month period				
Measures					
CAT 2 defect repair	The percentage of CAT 2 permanent repairs completed on time with no issues				
Definitions					
Methodology	Service Provider provides number of CAT 2 defects and repairs				
Data Source / Requirements	Provider's records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field	Ver	Type	Calculation	Decimals	Range
Number of CAT 2 permanent repairs required in last 12 months	(A)	Integer	-	0	unspecified
Of (A), number completed on time with no issues	(B)	Integer	-	0	unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
CAT 2 defect repair	Percentage	$(B/A) * 100$	0	0 - 100	≥ 95

Indicator Ref. & Title		Severe Weather			
Applies to		MAC, ASC, ASF			
Purpose / Description		To ensure the Provider is prepared for severe winter weather and is able to respond robustly and in a timely manner to ensure the Area Network remains open			
Measures					
SW3		Percent of routes treated within target time			
SW4		Instances of Lane Unavailability			
Definitions					
Winter Period		1 October – 30 April			
Methodology		<p>In the Winter Period these metrics should always be scored. Outside of the Winter period it should be scored N/A unless severe winter weather conditions were experienced in which case it should be scored as per the RAG guidance.</p> <p>All incidences of lane unavailability must be included. If it is felt that the incident was outside of the Service Provider's control, this should be reflected in the scoring comments.</p>			
		See MAC/ASC/ASF PMF Scoring Guidance for more information on these measures.			
		<p>Percent of routes treated within target time calculation</p> <p>'Percent of routes treated within target time' is obtained from Service Provider data = (number of routes treated within target time/number of routes requiring treatment)*100</p>			
		<p>Lane Availability calculation</p> <p>Number of instances where lanes were unavailable and that unavailability was not in accordance with the Severe Weather Plan is provided by Service Providers.</p> <p>HA regions should check reported instances against know issues.</p>			
Data Source / Requirements		Service Provider data sources.			
Data Input (Frequency / Reporting Period: Calendar month)					
Field		Type	Calculation	Decimals	Range
Percent Route treated within target time	(A)	Percentage	See above	2	0 – 100
Instances of Lane Unavailability	(B)	Number	See above	-	0 – 100
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
SW3	Percentage	A	2	0 – 100	100
SW4	Number	B	-	0 – 100	0

The following 3 Metrics (included in two tables: Pavement Defects and Flood Events) are to be scored as CP whilst the Asset Defect Data Standard is developed.

Indicator Ref. & Title	Make Safe Defects: Paved Areas				
Applies to	ASCs and retrofitted MACs				
Purpose / Description	To measure the Provider's performance in ensuring that paved areas provide a safe and even surface for all road users.				
Measures					
Defects Made Safe	Defects – potholes, surface deformation, iron work, trip hazards - are made safe within 24 hours of verification				
Definitions					
Defects	See the section 'Paved Areas Maintenance Requirement' of applicable version of AMOR				
Verification	Point at which defect is recorded, either arising from an inspection or by notification				
Made Safe	Point at which defect is made safe				
Methodology	This metric is measured as the percentage of those defects made safe within 24 hours of verification				
Data Source / Requirements	Provider's Asset Defect records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field		Type	Calculation	Decimals	Range
Total Number of Verified Defects in month	(A)	Number	-	0	unspecified
Of (A), Total Number of Defects Made Safe within 24 hours of Verification	(B)	Number	-	0	unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Defects Made Safe	Percentage	$(B)/(A)*100$	2	0-100	100

Indicator Ref. & Title	Flood Events				
Applies to	ASCs and retrofitted MACs				
Purpose / Description	To demonstrate that the relevant drainage system is managed and maintained to minimise the risk of Flood Events on trafficked surfaces and remove standing water, and that Flood Events are cleared according to the time scale set out in AMOR.				
Measures					
Flood Events	The number of flood events, as defined in AMOR, which occurred in the measurement period				
Flood Events not set to 'Closed' status within 28 days	Total number of instances in which a Flood Event was not set to 'Closed Status' within 28 days				
Definitions					
Flood event	See Defined Terms in applicable version of AMOR				
Methodology	Count of the number of flood events on trafficked surfaces				
	Count of the number of flood events not set to closed within 28 days				
Data Source / Requirements	Provider's Routine and Planned Maintenance System HADDMS Records				
Data Input (Frequency / Reporting Period: Calendar month)					
Field		Type	Calculation	Decimals	Range
Flood Events	(A)	Number	-	0	unspecified
Flood Events not set to 'Closed' status within 28 days	(B)	Number	-	0	unspecified
Calculations (Individual Monthly Performance)					
Measure	Type	Calculation	Decimals	Range	Target
Flood Events	Number	(A)	0	unspecified	0
Flood Events Not Set To 'Closed' Status within 28 days	Number	(B)	0	unspecified	0