

Highways & Transportation KPI Definitions

- HT01 & b All Potholes repaired within 28 calendar days.**
This measure counts all potholes due to be repaired in the month (reaching the 28 calendar days deadline within the month). It includes all potholes carried out by our term maintenance contractor, our own Stewards and Inspectors or the Local Highway Maintenance support Contractors. HT01b reports the number of potholes due to be repaired in the month (those reaching the 28-calendar day limit within the month). HT01 reports the percentage of these that were repaired within 28 calendar days of it being reported to us.
- HT02 & b All enquiries across H&T logged by the online fault reporting tool and the contact centre requiring a response in 28 calendar days**
HT02b counts all enquiries raised by the public from the fault reporting tool and the contact centre which require a response within 28 days. It only includes everyday issues that need a standard repair, not larger planned projects or major works that require further investigation and planning/design. HT02 reports the percentage of these that were responded to within 28 calendar days. For example, these enquiries are routine faults like replacing a damaged sign.
- HT06 Number of new enquiries logged in month requiring further action (not requiring action in 28 days)**
When enquiries are logged, they are automatically categorised and routed to the appropriate teams based on whether a response is required within 28 days or where investigation is required which means that they will not be resolved within 28 days. This measure counts all those enquiries where a response is not due to the public within 28 days, for example where a customer has identified a flooded road where drainage system is required and our engineers would need to investigate and design a solution.
- HT07 Work in Progress (active enquiries/jobs) - end of month snapshot**
This measure shows the total number of open/active enquiries or requests across Highways and Transportation that are outstanding and awaiting action at the end of the month. It includes everything that has not been finished yet, whether the request just came in or has been waiting for a while.
- HT08 & b Number of emergency incidents attended to within 2 hours**
This measure counts how many emergency problems our teams respond to within 2 hours of being notified. It covers all emergencies, day or night. If there are a lot of emergencies at once, especially during bad weather, it can sometimes affect how quickly we can respond, but each time we miss the 2-hour target we review what happened to learn and improve. Most emergency incidents are initially attended by our own Incident Response Officer who will assess the site and call out the contractor when required and will normally remain on site to keep the site safe whilst the contractor attends.

HT12	Percentage of streetlights, illuminated signs and bollards repaired in 28 days This measure provides the percentage of streetlights, illuminated signs, and bollards fixed within 28 days of being scheduled for repair. It includes all repairs reported either from the public, our own night patrols or our central management system which have a 28-day timescale. It excludes programmed works.
HT13	Street work permit applications and change requests submitted (Total) This measure counts the total number of street work permit applications and change requests submitted each month. It includes permits for work carried out by the council, utility companies, and any requests to change existing permits.
HT15	Percentage of all streetlights on and functioning correctly (NEW) This measure provides an indication of how many streetlighting assets, including lit signs and bollards, are working correctly at the time they are checked.
HT20	Percentage of structures (bridges, tunnels, walls) visual condition inspections completed within financial year (NEW) This measure provides the percentage of the full year's planned visual condition inspections for highway structures, including bridges, tunnels and walls, that are completed thus far within the financial year. Comparing to the percentage that had been planned to be completed by this time in the year helps show whether routine checks of these structures are being carried out as scheduled to support safety, asset management and future maintenance planning.
HT21	Percentage of High-Speed Road (e.g. A249, A229) programmed sites completed on time (NEW) This measure provides the percentage of the full year's programmed works on high-speed roads, such as the A249 and A229, that are completed thus far within the financial year. Comparing to the percentage that had been planned to be completed by this time in the year helps show whether scheduled maintenance or improvement works on these key routes are being delivered on time, supporting safer and more reliable journeys.
HT22	Percentage of planned preservation road surfacing works completed to program (HTMC) (NEW) This measure provides the percentage of the full year's planned preservation road surfacing works delivered through the Highways Term Maintenance Contract that are completed thus far within the financial year. Comparing to the percentage that had been planned to be completed by this time in the year helps show whether scheduled treatments to protect and extend the life of the road network are being delivered on time.

HT23	Percentage of planned renewal road surfacing works completed to program (RARC) (NEW) This measure provides the percentage of the full year's planned renewal road surfacing works delivered through the Road Asset Renewal Contract that are completed thus far within the financial year. Comparing to the percentage that had been planned to be completed by this time in the year helps show whether scheduled resurfacing works to renew and improve the condition of the road network are being delivered on time.
HT24	Percentage of planned footway surfacing works completed to program (HTMC) (NEW) This measure provides the percentage of planned footway surfacing works that are completed in line with the agreed programme. Comparing to the percentage that had been planned to be completed by this time in the year helps show whether scheduled works to maintain and improve the condition of footways are being delivered on time, supporting safer and more accessible routes for footway users.
HT25	Highway Statutory Safety Inspections completed on time (NEW) This measure provides the percentage of planned highway statutory safety inspections that are completed within the required timescale. These inspections play a significant role in supporting the Council's statutory duty under Section 41 of the Highways Act 1980 to maintain the highway, and in providing evidence to support a potential defence under Section 58 by demonstrating that a reasonable inspection and maintenance regime is in place. They help identify safety defects on the highway network so that appropriate action can be taken to keep roads and footways safe for the public. The highway network, including roads and footways, is divided into a series of "sites", each with an inspection due date based on a monthly, three-monthly, six-monthly, or bi-annual inspection cycle. Each due date has a tolerance period within which the inspection should be completed (i.e. not too early and not too late), based on advice from the insurance team.
HT27	Total number of contacts made by the public (NEW) This measure provides the total number of contacts made by the public to Highways and Transportation each month. It includes contacts received through the online fault reporting tool, contact centre (includes calls answered without needing to raise an enquiry), and other public enquiry routes, helping show the overall level of demand for the service.
DT01	Percentage of highway enquiries reported by the public using our online fault reporting tool This measure provides the percentage of the total number of new requests from the public about highway maintenance that are completed directly online by the public themselves each month

DT03

Percentage of new Concessionary bus pass applications successfully completed online

This measure shows the percentage of new applications for concessionary bus passes that are completed online each month compared to the total applications made (online and paper applications). It only counts new applications, not requests for replacement passes.

DT04

Percentage of Speed Awareness courses successfully booked online

This measure shows the percentage of Speed Awareness courses that are successfully booked online each month. It only counts bookings made directly by the public using the online system.