#### Scottish Trunk Road Network Management Contract

Schedule 3 - Contract Management - Appendix 9

**Measuring Performance Attachments** 

North East Unit



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**Attachment 9.1 Performance Indicators** 

No.	Title	Measure Description	Reporting Period	PAF Frequency
01	RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	Measuring RIDDOR reportable incidents across the Unit.	Quarterly, from the Commencement of Service Date	Quarterly, starting in the first Annual Period
02	Repair of Structures Category 1 Safety Defects	Percentage of Category 1 Structures Parapet defects repaired within contractual timescales	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
03	Repair of Category 1 Safety Defects (excluding Structures Parapets)	Percentage of Category 1 defects repaired within contractual timescales (excluding Structures Parapet defects)	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
04	Asset Data Quality Audit	An outcome-based measure of the quality of asset data of the road network based on the Trunk Road Information Manual (TRIM), by process of Audit.	Monthly, starting 12 months from the Commencement of Service Date	Monthly, starting 12 months from the Commencement of Service Date
05	Routine Monitoring Inspections	Percentage of days on which link/sections of the Unit are within the required inspection interval for Routine Monitoring Inspections.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
06	Comprehensive Inspections	Percentage of Comprehensive Inspections carried out within the required intervals.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
07	Cyclic Maintenance	Percentage of asset (excluding maintenance of grassed areas) maintained within the required timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
08	Structures Principal Inspections	Percentage of Structures Principal Inspections and reports carried out to agreed programme.	Monthly, from the Commencement of Service Date	Monthly, starting in the second Annual Period
09	Structures General Inspections	Percentage of Structures General Inspections and reports carried out to agreed programme.	Monthly, from the Commencement of Service Date	Monthly, starting in the second Annual Period
10	Structures Maintenance Programme	Percentage of Structures Cyclic Maintenance completed to agreed programme.	Quarterly, from the Commencement of Service Date	Quarterly, starting in the first Annual Period
11	Well-lit Network	Percentage of LED Luminaires and Lighting points operational on the Unit.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
12	Winter Treatments Efficiency	Call-out treatments carried out during the Winter Service Period compared to 1,000 precautionary treatments.	Monthly, during Winter Service Period	Monthly, starting in the first Annual Period
13	Weather Forecast Accuracy	Miss rate when forecasting the frost or no frost surface condition during the Winter Service Period.	Monthly, during Winter Service Period	Monthly, starting in the first Annual Period
14	Remedial Notices	Number of Remedial Notices remaining open beyond agreed timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
15	Closure of Non-Conformances	Number of Performance Audit Group Non-Conformances outstanding beyond agreed timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
16	Complaints Response Time Compliance	Percentage of complaints responded to within required timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
17	Planning Applications	Percentage of planning applications processed within the required timescales and to the required quality.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period

No.	Title	Measure Description	Reporting Period	PAF Frequency
18	OC Correspondence and Call Response Time Compliance	Percentage of requests and correspondence (excluding complaints) responded to in compliance with required timescales received through the Customer Care Line or directly by the Operating Company.	Monthly, from the Commencement of Service Date	Monthly, starting in the second Annual Period
19	Carbon Emissions	Measurement of annual carbon emissions in comparison to second Annual Period benchmark.	Quarterly, from the third Annual Period	Quarterly, starting from the third Annual Period
20	Grassed Area Maintenance	Percentage of grassed area maintained in accordance with the Scottish Minister's Requirements, delivering the required maintenance frequencies in accordance with Clause 3070AR.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
21	Salt Spread	The percentage of compliant treatments using salt with the Precautionary Treatments Matrix and in accordance with the Winter Service Plan	Monthly, during Winter Service Period	Monthly, starting in the first Annual Period
22	Litter and Refuse	For roads which the Scottish Minister is the litter authority, the percentage of litter and refuse cleaning activities achieved to schedule.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
23	Review and Inspection of Structures Assets with Known Defects	Percentage of Structures with known defects inspected and review within the required timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the first Annual Period
24	Inventory Data Completion	An outcome-based measure of the inventory data of the road network based on the Trunk Road Inventory Manual (TRIM).	Monthly, starting 12 months from the Commencement of Service Date	Monthly, starting 12 months from the Commencement of Service Date
25	Approvals for Structural Maintenance	An outcome-based quarterly measure of the Structural Maintenance works programme scheme approvals as a percentage of the Required works programme value, as laid out in the Pavement Maintenance Guidance (PMG).	Quarterly, from the second Annual Period	Quarterly, starting in the second Annual Period
26	Submission of Planned Maintenance Works (Work Code 0300)	An outcome-based measure of Patching schemes (Work Code 0300)) submitted by the contractual deadline.	Quarterly, from the Commencement of Service Date	Annual, starting in the first Annual Period
27	Incident Response	Percentage of Incident Response(s) within the required timescales.	Monthly, from the Commencement of Service Date	Monthly, starting in the second Annual Period
28	Sustainability – Waste Generation and Management	Percentage of Waste materials Re-used or Recycled.	Monthly, from the Commencement of Service Date	Monthly, from the Commencement of Service Date
29	Timely Upload of Construction Phase Plans	Percentage of Construction Phase Plans uploaded to AMPS at least 7 days in advance of the construction start date.	Monthly, from the Commencement of Service Date	Monthly, starting the second month following the Commencement of Service Date
30	Timely Upload of Final Health and Safety Files	Percentage of Final Health and Safety Files uploaded to AMPS within 30 days of Scheme Completion date.	Monthly, from the commencement of Service Date	Monthly, starting in the first Annual Period
31	Asbestos Action Plans	Percentage of Asbestos Action Plans in place.	Annually, from the commencement of service date	Annually

Performance Indicator 1	- RIDDOR Targets
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed	Schedule 1, Conditions of Contract, provision 2.15.1
Contract Objective(s)	
Measure Description	The incident rate based on the number of RIDDOR 'reportable' accidents, incidents injuries and diseases reported within working sites under control or supervision of the Operating Company.
Measure Aim	To measure the effectiveness of the Operating Company's safety processes by monitoring the incident rate per 100,000 hours worked, according to the standard reporting practice of the Health and Safety Executive.
Methodology	The Operating Company shall use the Records required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 incurred on the Unit to produce the Performance Indicator.
Data input	<ul> <li>A = total number of RIDDOR reportable deaths or major injuries during reporting period,</li> <li>B = total number of RIDDOR reportable over seven day lost time injuries during reporting period,</li> <li>C = total number of RIDDOR reportable diseases during reporting period,</li> <li>D = total number of RIDDOR reportable dangerous occurrences during reporting period,</li> <li>F = Total number of working hours on the Unit during reporting period.</li> </ul>
	The following data shall be derived based on the sum of the previous 12 months* data:
	P = sum of all RIDDOR reportable Incidents during previous 12 months* (A+B+C+D), R = sum of all working hours during previous 12 months* (Sum of F values).
	*or number of months elapsed after the Commencement of Service Date whichever is the lesser.
Formula	$KPI = (P/R) \times 100,000$
Lower Performance Threshold A (no PAF)	5-9
Lower Performance Threshold B (no PAF)	10-14
Lower Performance threshold C (no PAF)	15 or more

Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Data input va		
	<ul> <li>Any trends ir</li> </ul>	n the figures.	
	Lists and cor	mmentary of all in	cidents during period.
Performance Indicator	Quarterly, from the	Data	RIDDOR Data
Reporting Period	Commencement of		
	Service Date	calculation	
PAF Frequency	Quarterly, starting		
	in first Annual		
	Period		
Return Format	Number	Decimal places	0

Performance Indicator	r 2 – Repair of Structure	es Category 1 S	afety Defects
High-level Contract Objective	Safety – To provide a ro to continually reduce ris		s safe for all users, seeking
Detailed Contract Objective	Schedule 2, Scope, Section 2.2 Rectification of Defects		
Measure Description	Percentage of Category 1 Structures Parapets defects to be completed within contractual timescales (56 days)		
Measure Aim	To measure the Operati safety critical maintenan	. , ,	erformance in carrying out inner
Methodology	The Operating Company defect inspection dates a produce the Performance	and the actual wo	ecords in the AMPS of the orks completion date to
Data Input	A = total cumulative number of Structures Category 1 Defect Parapet works orders programmed to be completed (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures Category 1 Defect Parapet works orders completed during the reporting period.		
Formula	Reported Performance I	ndicator = (B/A)	x 100
Lower Threshold	98.0% - 96.6%		
Performance A (Payment Adjustment Factor A)			
Lower Threshold Performance B (Payment Adjustment Factor B)	96.5% - 95.1%		
Lower Threshold Performance C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  • Lists of all late and overdue activities and analysis of their reasons.		
Performance Indicator Reporting Period	, , , , , , , , , , , , , , , , , , ,	Data Source for calculation	AMPS
PAF Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Doufoumenes Indicates 0	Panair of Catagony 1 Defeats	
	B – Repair of Category 1 Defects	
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.	
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 2.2 Rectification of Defects	
Measure Description	Percentage of defects (excluding structures parapets defects) repaired within the required permanent repair period.	
Measure Aim	To determine the extent to which the Operating Company repairs Category 1 defects (excluding structures parapet defects) within the timescales required by the contract.	
Methodology	The Operating Company shall record the number of days taken to permanently repair Category 1 defects.	
Data input	<ul> <li>A = total number of Category 1 Defect temporary repairs due during the month,</li> <li>B = total number of Category 1 Defect temporary repairs repaired on time during the month,</li> <li>C = total number of Category 1 Defect permanent repairs due during the month,</li> <li>D = total number of Category 1 Defect permanent repairs repaired on time during the month.</li> </ul>	
Formula	Performance Indicator for temporary repairs = (B/A) x 100  Performance Indicator for permanent repairs = (D/C) x 100  Reported Performance Indicator = ((B + D) / (A + C)) x 100	
Lower Performance Threshold A (Payment Adjustment Factor A)	98.0% - 95.1%	
Lower Performance Threshold B (Payment Adjustment Factor B)	95.0% - 92.1%	
Lower Performance Threshold C (Payment Adjustment Factor C)	92.0% or lower	
Required supporting information	<ul> <li>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</li> <li>Data input values.</li> <li>Any trends in the figures.</li> <li>Any trends or differences between temporary and permanent repairs.</li> </ul>	

	<ul> <li>Numbers of each Defect type raised each month and their trends.</li> <li>Numbers of Defects raised by inventory type each month and their trends.</li> <li>Lists of all late and overdue Defects and analysis of their reasons.</li> </ul>		
Performance Indicator	<b>J</b> '	Data Source for	AMPS
Reporting Period	the first Annual Period	calculation	
PAF Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator	4 – Asset Data Quality Audit
High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Detailed Contract Objective	Schedule 2, Scope of Works, Section 1.5 Inventory Validation, Collection & Updating Schedule 3, Contract Management, Section 9 Measuring Performance
Measure Description	An outcome-based measure of the quality of asset data of the road network based on the Trunk Road Information Manual (TRIM), by process of Audit.
Measure Aim	To measure the quality of Mandatory and Desirable Inventory Data fields by the Operating Company.
Methodology	The Operating Company shall collect the inventory data and following an initial review of the Inventory.
	The measure will be applied following the commencement phase of the contract, wherein the Operating Company will be subject to the Transport Scotland data quality audit process.
	The process shall be applied to a random sample of data provided within the system, in accordance with the data quality audit process.
Data input	A = Mandatory Attribute Completeness B = Mandatory Attribute Validity C = Required Attribute Completeness D = Required Attribute Validity E = Desirable Attribute Validity F = Record Completeness G = Record Accuracy H = Attribute Accuracy
	(All terms, expressed as decimals within the calculation, defined in the Transport the data quality audit process).
Formula	Performance Indicator (12 calendar months from the Commencement of Service Date) = ((A x B) x (C x D) x E x (F - G) x H) x 100
Lower Performance Threshold A (Payment Adjustment Factor A)	95.0% - 90.1%

Lower Performance Threshold B (Payment Adjustment Factor B)	90.0% - 85.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	85.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	<ul> <li>Trends in the figur</li> <li>Reasons for any fareoccurrence.</li> </ul>		ns taken to prevent
Performance Indicator Reporting Period	Monthly, starting 12 months from the Commencement of Service Date	Data Source for calculation	AMPS
PAF Frequency	Monthly, starting 12 months from the Commencement of Service Date		
Return Format	Percentage (%) average data quality of AMPS records	Decimal places	1

Performance Indicator 5 -	Routine Monitoring Inspections
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed Contract Objective(s)	Schedule 2, Scope, provision 3.3.5
Measure Description	Percentage of days on which link/sections of the Unit are within the required inspection interval for Routine Monitoring Inspections, as detailed in the Trunk Road Information Manual.
Measure Aim	To measure the Operating Company's performance in carrying out of Routine Monitoring Inspections.
Methodology	The Operating Company shall use the AMPS Records of the actual dates and times of Routine Monitoring Inspections undertaken for each section and link of the Unit to determine number of days compliance and non-compliance for Routine Monitoring Inspections to produce the Performance Indicator.
Data input	<ul> <li>A = the number of days during the reporting period on which each link/section is compliant with the Specification in respect of Safety Inspections, aggregated for all link/sections recorded in AMPS.</li> <li>B = the number of days during the reporting period on which each link/section is not compliant with the Specification in respect of Safety Inspections, aggregated for all link/sections recorded in AMPS.</li> <li>C = the number of days during the reporting period on which each link/section is compliant with the Specification in respect of Safety Patrols, aggregated for all link/sections recorded in AMPS.</li> <li>D = the number of days during the reporting period on which each link/section is not compliant with the Specification in respect of Safety Patrols, aggregated for all link/sections recorded AMPS.</li> <li>E = the number of days during the reporting period on which each link/section is compliant with the Specification in respect of night time Safety Patrols, aggregated for all link/sections recorded in AMPS.</li> <li>F = the number of days during the reporting period on which each link/section is not compliant with the Specification in respect of night time Safety Patrols, aggregated for all link/sections recorded AMPS.</li> </ul>
Formula	Performance Indicator for Safety Inspections = (A / (A+B)) x 100  Performance Indicator for Safety Patrols = (C / (C+D)) x 100  Performance Indicator for night time Safety Patrols = (E / (E+F)) x 100

	Reported Performance Indicator = ((A + C + E) / (A + B + C + D + E + F)) x 100	
Lower Performance Threshold A (Payment Adjustment Factor A)	98.0% - 95.1%	
Lower Performance Threshold B (Payment Adjustment Factor B)	95.0% - 92.1%	
Lower Performance Threshold C (Payment Adjustment Factor C)	92.0% or lower	
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.	
	<ul> <li>Any trends or differences between each inspection type.</li> <li>Lists of all late and overdue inspections and commentary on their reasons.</li> </ul>	
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date  Data Source for AMPS  calculation	
PAF Frequency	Monthly, starting in first Annual Period	
Return Format	Percentage (%) Decimal places 1	

Performance Indicator 6 –	Comprehensive Inspections	
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.	
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 3.3, Inspections	
Measure Description	Percentage of Comprehensive Inspections carried out within the required intervals.	
Measure Aim	To measure the Operating Company's performance in carrying out Comprehensive Inspections.	
Methodology	The Operating Company shall use the Records in the AMPS of the actual date and time when the Operating Company carried out Comprehensive Inspections on each inventory item to calculate the Performance Indicator.	
Data input	For each of the interval-based Comprehensive Inspection activities, as per the current list of inspection grouping and inspections listed in the Trunk Road Information Manual, the following shall be calculated:	
	A = From the inventory available on Commencement of Service Date, the number of inventory items where the inspection activity is compliant with the required Comprehensive Inspection activity interval.	
	B = From the inventory available on Commencement of Service Date, the number of inventory items where the inspection activity is not compliant with the required Comprehensive Inspection activity interval.	
	C = From the current inventory available, the number of inventory items where the inspection activity is compliant with the required Comprehensive Inspection activity interval.	
	D = From the current inventory available, the number of inventory items where the inspection activity is not compliant with the required Comprehensive Inspection activity interval.	
Formula	During the first 12 months from the Commencement of Service Date the Comprehensive Inspection Activity Performance Indicator = A/(A+B) x 100	
	After the first 12 months from the Commencement of Service Date, the Comprehensive Inspection Activity Performance Indicator = C/(C+D) x 100	
	The overall Performance Indicator shall be the arithmetical average of all the Comprehensive Inspection activity Performance Indicator percentages for the Comprehensive Inspection activities in the Trunk Road Information Manual.	
Lower performance threshold A	95.0% - 90.1%	

(Payment Adjustment Factor A)			
Lower performance threshold B (Payment Adjustment Factor B)	90.0% - 85.1%		
Lower performance threshold C (Payment Adjustment Factor C)	85.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Data input values for each Comprehensive Inspection activity		
	Any trends in the figures		
	Lists of their rea		ue inspections and analysis of
Performance Indicator	Monthly, from the		AMPS
Reporting Period	Commencement of Service Date	calculation	
PAF Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 7 – C	Cyclic Maintenance (Excluding Maintenance of Grassed Areas)
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 3.4, Cyclic Maintenance
Measure Description	Percentage of asset (excluding maintenance of grassed areas) maintained within the required timescales.
Measure Aim	To measure the Operating Company's performance in carrying out maintenance.
Methodology	The Operating Company shall use the Records in AMPS of the actual date and time when the Operating Company carried out maintenance to produce the Performance Indicator.
Data input	For each of the interval-based maintenance activities, as per the current list of maintenance activities listed in the Trunk Road Information Manual, the following shall be calculated:
	A = from the inventory available on the Commencement of Service Date, total number/length/area of live inventory items on network,
	B = from the inventory available of Commencement of Service Date, total number/length/area of live inventory items where the last maintenance action is within the required maintenance interval at the end of the reporting period.
	C = from the current inventory available, total number/length/area of live inventory items on network,
	D = from the current inventory available, total number/length/area of live inventory items where the last maintenance action is within the required maintenance interval at the end of the reporting period.
Formula	During the first 12 months from the commencement of the contract, each maintenance activity Performance Indicator = (B/A) x 100
	After the first 12 months from the commencement of the contract, each maintenance activity Performance Indicator = $(D/C) \times 100$
	Overall Performance Indicator shall be the arithmetical average of all the maintenance activity Performance Indicator percentages for the maintenance activities.
Lower performance threshold A (Payment Adjustment Factor A)	90.0% - 85.1%
Lower performance threshold B (Payment Adjustment Factor B)	85.0% - 80.1%

Lower performance threshold C (Payment Adjustment Factor C)	80.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Data input v	values for each m	aintenance activity.
	Any trends in the figures.		
	Lists of all late and overdue activities and analysis of their reasons.		
Performance Indicator	Monthly, from the	Data Source for	AMPS
Reporting Period	Commencement of Service Date	calculation	
PAF Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 8 -	- Structures Principa	al Inspections	
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, S Transport Scotland S		ncipal Inspections, Para A5, ual
Measure Description	Percentage of Structures Principal Inspections and reports carried out to agreed programme in the inspection year.		
Measure Aim		ng Company's	performance in carrying out
Methodology	The Operating Comp	pany shall use to pection dates a	he Records in the AMPS of nd the actual inspection dates
Data input	programmed to be of by the end of curred year (defined by the B = total cumulate completed at the expression of the completed of the expression of the expre	completed and a ent reporting pe e Transport Sco ive number o nd of current re	cific Principal Inspection reports accepted by Transport Scotland eriod, in the current inspection otland Structures Manual).  f Principal Inspection reports eporting period, in the current Transport Scotland Structures
Formula	Reported Performan	ce Indicator = (	B/A) x 100
Lower performance threshold A (Payment Adjustment Factor A)	98.0% - 96.6%		
Lower performance threshold B (Payment Adjustment Factor B)	96.5% - 95.1%		
Lower performance threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Data input values for each maintenance activity.		
	<ul> <li>Any trends in the figures.</li> </ul>		
	<ul> <li>Lists of all missed, late and overdue activities and analysis of their reasons and approach for rectification.</li> </ul>		•
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	AMPS

	Monthly, starting in second Annual Period		
Return Format	Percentage (%)	Decimal	1
		places	

Performance Indicator	9 – Structures General Inspections
High-level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Detailed Contract Objective	Schedule 2, Scope, Section 4.1, Introduction and Section 4.5 General Inspections.
	Para A5, Transport Scotland Structures Manual
Measure Description	Percentage of Structures General Inspections and reports carried out to agreed programme in the inspection year
Measure Aim	Measure the Operating Company's performance in carrying out Structures General Inspections on programme.
Methodology	The Operating Company shall provide Transport Scotland with a programme for the specific Structures to be inspected during the inspection year. The Operating Company shall use the Records of the programmed inspection dates and the actual inspection dates in the AMPS to produce the Performance Indicator.
Data input	A = total cumulative number of specific Structures General Inspection reports programmed to be completed and accepted by Transport Scotland by the end of current reporting period, in the current inspection year (defined by the Transport Scotland Structures Manual);  B = total cumulative number of specific Structures General Inspection reports completed at the end of current reporting period,
	in the current inspection year (defined by the Transport Scotland Structures Manual).
Formula	Reported Performance Indicator = (B/A) x 100
Lower Performance Threshold A (Payment Adjustment Factor A)	98% - 96.6%
Lower Performance Threshold B	96.5% - 95.1%

(Payment Adjustment Factor B)			
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	<ul> <li>Company shall provide</li> <li>Data input value</li> <li>Any trends in the Lists of all mis</li> </ul>	de the following supues for each mainto the figures.	enance activity.
Performance Indicator Reporting Period	<b>,</b>	Data Source for Calculation	AMPS
PAF Frequency	Monthly, starting in the second Annual Period		
Return Format	Percentage (%)	Decimal places	1

High-level Contract Objective  Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.  Schedule 2, Scope, Section 4.10 Structures Cyclic Maintenance Objective  Measure Description  Percentage of Structures Cyclic Maintenance completed to agreed programme.  To Measure the Operating Company's performance in carrying ou Spring and Autumn Cyclic Maintenance Activities on programme.  Methodology  The Operating Company shall use the Records in AMPS to programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators  Data Input  A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  10 All structures Cyclic Maintenance activities on programme deadline by the end of current reporting period.  Performance Threshold B (Payment Adjustment Factor B)  Lower Performance  Threshold B (Payment Adjustment Factor C)  Required supporting  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values.  Any trends in the figures.  Lists of all works orders not completed to programme deadline and analysis of the reasons.  Monthly, from the Data Source for Commencement of Calculations Service Date	Performance Indicator	10 – Structures Maintenance Programme
Percentage of Structures Cyclic Maintenance completed to agreed programme.	i oriormanico maicator	10 C. dotaros manitorianos i rogianinis
Objective  Measure Description Percentage of Structures Cyclic Maintenance completed to agreed programme.  To Measure the Operating Company's performance in carrying ou Spring and Autumn Cyclic Maintenance Activities on programme.  Methodology The Operating Company shall use the Records in AMPS to programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators  Data Input  A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period,  Reported Performance Indicator = (B/A) x 100  Pathonic Allower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold B (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values.  Any trends in the figures.  Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Monthly, from the Data Source for Commencement of Service Date  PAF Frequency  Quarterly, starting in first Annual	High-level Contract Objective	reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and
Measure Aim To Measure the Operating Company's performance in carrying ou Spring and Autumn Cyclic Maintenance Activities on programme.  The Operating Company shall use the Records in AMPS to programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators  A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  Payment Adjustment Factor A)  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values. Any trends in the figures. Ample Any trends in the figures. Ample Any trends in the figures. Ample Any tren	Detailed Contract Objective	Schedule 2, Scope, Section 4.10 Structures Cyclic Maintenance
Spring and Autumn Cyclic Maintenance Activities on programme.  Methodology  The Operating Company shall use the Records in AMPS to programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators  A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period,  B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  Threshold A (Payment Adjustment Factor A)  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  PAF Frequency  Quarterly, starting in first Annual	Measure Description	, ,
programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators  A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period,  B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  Parment Adjustment Factor A)  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  Monthly, from the Commencement of Service Date  PAF Frequency  Paf Frequency  Pag A = total cumulative number of Structures Cyclic Maintenance activities to perdent activities to programme deadline and analysis of the reasons.  Page A = total cumulative number of Structures Cyclic Maintenance activities to perdent ac	Measure Aim	To Measure the Operating Company's performance in carrying out Spring and Autumn Cyclic Maintenance Activities on programme.
activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  Reported Performance Indicator = (B/A) x 100  98.0% - 94.1%  94.0% - 90.1%  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  PAF Frequency  Quarterly, starting in first Annual	Methodology	programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance
Lower Performance Threshold A (Payment Adjustment Factor A)  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  Monthly, from the Commencement of Service Date  PAF Frequency  Quarterly, starting in first Annual	Data Input	activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of
Lower Performance Threshold A (Payment Adjustment Factor A)  Lower Performance Threshold B (Payment Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  Monthly, from the Commencement of Service Date  PAF Frequency  Quarterly, starting in first Annual	Formula	
Adjustment Factor B)  Lower Performance Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  Monthly, from the Commencement of Service Date  Quarterly, starting in first Annual	Lower Performance Threshold A (Payment Adjustment Factor A) Lower Performance	
Threshold C (Payment Adjustment Factor C)  Required supporting information  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons.  Performance Indicator Reporting Period  Monthly, from the Commencement of Service Date  PAF Frequency  Quarterly, starting in first Annual	Threshold B (Payment Adjustment Factor B)	
<ul> <li>Company shall provide the following supporting information:         <ul> <li>Data input values.</li> <li>Any trends in the figures.</li> <li>Lists of all works orders not completed to programme deadline and analysis of the reasons.</li> </ul> </li> <li>Performance Indicator Reporting Period         <ul> <li>Monthly, from the Commencement of Service Date</li> </ul> </li> <li>PAF Frequency         <ul> <li>Quarterly, starting in first Annual</li> </ul> </li> </ul>	Lower Performance Threshold C (Payment Adjustment Factor C)	90.0% or lower
Reporting Period Commencement of Service Date  PAF Frequency Quarterly, starting in first Annual	Required supporting information	<ul> <li>Data input values.</li> <li>Any trends in the figures.</li> <li>Lists of all works orders not completed to programme</li> </ul>
Reporting Period Commencement of Service Date  PAF Frequency Quarterly, starting in first Annual	Performance Indicator	Monthly, from the Data Source for AMPS
in first Annual	Reporting Period	Commencement of calculations
	PAF Frequency	in first Annual

Poturn Format	Percentage (%)	Decimal places	1	1
Return Format	Percentage (%)	Decimal places		

North East Unit Performance Indicate	r 11 – Well-lit Netw	ork		
Related High-Level			nat is safe for all users, seeking	
Contract Objective	to continually reduce			
Related Detailed	Schedule 2, Scope			
Contract	Ochicadic 2, Ocope	, Occilon 5.0 - Lice	Buildai	
Objective(s)				
Measure	Dercentage of LED	road lighting point	s operational on the Unit.	
Description	Percentage of LED	Toad lighting point	is operational on the onit.	
Measure Aim	To monitor the num	To monitor the number of energtional LED read lighting points on the		
Weasure Allii	To monitor the number of operational LED road lighting points on the network.			
Methodology		nany shall use the	e Records of all non-operational	
Wethodology			produce the Performance	
	Indicator.	ps in the Aivil O to	produce the remormance	
Data input		of LED road lighti	ng luminaires on the network	
Data Iliput			III LED road lighting luminaires	
	during reporting pe	•	il LLD toad lighting luminalies	
	0 . 0 .	of LED sign lamp	s on the network	
			ILED sign lamps during	
	reporting period,	or non-operations	ii LLD sigir lamps dumig	
		of LED or solar-n	anelled bollard lamps on the	
	network,	OI EED OI SOIGI PI	anoned bondra famps on the	
	,	of non-operations	ILLED or solar-panelled bollard	
	F = total number of non-operational LED or solar-panelled bollard lamps during reporting period.			
Formula	Performance Indicator for road lighting = ((A - B) / A) x100			
- Ormana	Performance Indicator for lit signs = ((C - D) / C) x 100			
	Performance Indica			
			((= ' ) / = / // 100	
	Reported Performa	nce Indicator:		
	(((Á+C+E) - (B+D+F)) / (A+C+E)) x 100			
Lower Performance	92.5% - 90.1%			
Threshold A				
(Payment Adjustment				
Factor A)				
Lower Performance	90% - 87.6%			
Threshold B				
(Payment Adjustment				
Factor B)				
Lower Performance	87.5% or lower			
Threshold C				
(Payment Adjustment				
Factor C)				
Required			ce Indicator, the Operating	
supporting	Company shall provide the following supporting information:			
information	Data input values.			
	<ul> <li>Any trends in the figures.</li> </ul>			
Performance	Monthly, from the <b>Data</b> AMPS and the lighting central			
Indicator Reporting	Commencement	Source for	management system	
Period	of Service Date	calculation	anagomoni oyotom	
1 01104	of Oct vice Date	<del></del>		

PAF Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator	r 12 - Winter treatments	efficiency	
Related High-Level Contract Objective	Accessibility and Integration – To provide a network that is accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotland.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, prov	rision 6.1.2	
Measure Description	Call-out treatments carrie every 1,000 precautional	•	Winter Service Period for
Measure Aim	To measure the efficiency of the Operating Company when performing planned treatments and the suitability of the precautionary treatment routes to the objectives of the contract in preventing snow and ice from forming.		
Methodology		nts and call-out tr	cords relating to the number eatments to establish the y treatments during the
Data input	A = number of call-out tro B = number of precaution		
Formula	·		
Lower performance	Performance Indicator = (A/B) x 1000 19-20 call-out treatments per 1000		
threshold A (Payment adjustment factor A)	19-20 can-out treatments	s per 1000	
Lower Performance Threshold B (Payment Adjustment Factor B)	21-25 call-out treatments	s per 1000	
Lower Performance Threshold C (Payment Adjustment Factor C)	26 or more call-out treati	nents per 1000	
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values  • Any trends in the figures  • Locations of call-out treatments		
Performance Indicator Reporting Period	Monthly, during Winter Service Period	Data Source for calculation	Operating Company's electronic register and AMPS.
PAF Frequency	Monthly, from the first Annual Period		

Return Format	Number of call-outs per	Decimal places	0
	1,000 precautionary		
	treatments.		

renomiance indicator	13 – Weather forecast a	accuracy	
Related High-Level	Safety – To provide a ro	ad network that is	s safe for all users,
Contract Objective	seeking to continually reduce risk and casualties.		
	Accessibility and Integration – To provide a network that is		
	accessible to all users, with improved connectivity, and to ensure		
	that traffic moves freely	<u> </u>	
Related Detailed Contract Objective(s)	Schedule 2, Scope, pro	vision 6.2.1 and 6	.1.23
•	_	e Period. This is	frost surface condition calculated as the number tal number of frost events.
	To measure the accurac as a basis for preventat	•	g, which should be used
	The Operating Company shall use Records of weather forecasts and the actual weather condition for frost and no frost events for each road to calculate the Performance Indicator.		
	A = number of actual frost events during the reporting period B = number of correctly forecasted frost events during the reporting period P = A-B (number of non-forecasted frost events)		
Formula	Performance Indicator =	(P/A) x 100	
Lower Performance	5.0% - 6.9%		
Threshold A			
(Payment Adjustment			
Factor A)			
	7.0% – 8.9%		
Threshold B			
(Payment Adjustment			
Factor B)	0.00/		
Lower Performance Threshold C	9.0% or greater		
(Payment Adjustment			
Factor C)			
	In addition to reporting the Performance Indicator, the Operating		
•	Company shall provide the following supporting information:		
	<ul><li>Data input values</li><li>Any trends in the figures</li></ul>		
	<ul> <li>Any trends in the lightes</li> <li>Locations of non-forecast frost events</li> </ul>		
Performance Indicator	Monthly, during Winter Data Source for Operating Company's		
	Service Period	calculation	electronic register
- 1	Monthly, starting in the		
PAF Frequency			
	first Annual Period		

Performance Indicator 1	14 – Remedial Notices		
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 1, Conditions of Contract, Section 4.15 Remedial Notices		
Measure Description	Number of Remedial Notices remaining open beyond agreed timescales.		
Measure Aim	To measure the performance of the Operating Company in closing out Remedial Notices.		
Methodology	The Operating Company shall use the Records of the Remedial Notices issued during each reporting period and any Remedial Notices remaining open from previous periods to produce the Performance Indicator.		
Data input	A = Total number of Remedial Notices with the Default Remedial Periods ending in the reporting period;		
	B = Total number of Defaults not remedied within previous Remedial Periods and outstanding from previous reporting periods;		
	C = Total number of Defaults remedied within the Remedial Period ending during the reporting period;		
	D = Total number of outstanding Defaults with Remedial Notice Periods due in previous reporting periods and closed during the reporting period.		
Formula	Total number of Remedial Notices due minus total number of Remedial Notices closed within the reporting period.		
	KPI = (A + B) - (C + D)		
Lower Performance Threshold A (No PAF)	1-2		
Lower Performance Threshold B (No PAF)	3-5		
Lower Performance Threshold C (No PAF)	6 or more		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	<ul> <li>Input data</li> <li>Any trends in the figures.</li> <li>Lists of all late and overdue activities and analysis of their reasons.</li> </ul>		

Performance Indicator Reporting Period	<b>3</b> ·		Agreed Remedial Notice records (such as
	Service Date		a Remedial Notice
			Register)
PAF Frequency	Monthly, from the first		
	Annual Period		
Return Format	Number	Decimal places	0

Performance Indicator	15 – Closure of Non-Conformances		
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 1 Conditions of Contract – Section 4.14, Notices of Non-Conformance Schedule 3 Contract Management – Provisions 9.1.11 and 9.1.12		
Measure Description	Number of Performance Audit Group Non-Conformances outstanding beyond agreed timescales.		
Measure Aim	To measure the Operating Company's performance in the closure of Performance Audit Group-raised Non-Conformances.		
Methodology	The Operating Company shall use Records (such as a non-conformance register) of the agreed timescales for the closure of Performance Audit Group non-conformances, corrections and corrective actions to produce the Performance Indicator. The Performance Indicator shall be measured monthly using the Records of the previous calendar month:		
	<ul> <li>Number of non-conformances scheduled for closure</li> <li>Number of non-conformances actually closed</li> </ul>		
Data input	<ul> <li>A = Total number of Performance Audit Group corrections due for closure during the reporting period, plus any corrections outstanding from previous reporting periods;</li> <li>B = Total number of Performance Audit Group corrections closed on time during the reporting period, plus any outstanding corrections from previous reporting periods closed during the reporting period;</li> <li>C = Total number of Performance Audit Group corrective actions due for closure during the reporting period plus any corrective actions outstanding from previous reporting periods;</li> <li>D = Total number of Performance Audit Group corrective actions closed on time during the reporting period plus any outstanding corrective actions from previous reporting periods closed during the reporting period;</li> <li>E = Total number of Performance Audit Group non-conformances raised via Notices of Non-Conformance (NNCs) due for closure during the reporting period, plus any non-conformances outstanding from previous reporting periods;</li> <li>F = Total number of Performance Audit Group non-conformances raised via Notices of Non-Conformance closed on time during the reporting period, plus any non-conformances raised via Notices of Non-Conformance outstanding from previous reporting periods.</li> </ul>		
Formula	'Number of PAG corrections, corrective actions and non- conformances raised via Notices of Non-Conformance due for closure minus 'number of PAG corrections, corrective actions and		

	non-conformances raised via Notices of Non-Conformance actually closed'			
	KPI = (A+C+E) – (B	+D+F)		
Lower Performance Threshold A (No PAF)	5-14			
Lower Performance Threshold B (No PAF)	15-29			
Lower Performance Threshold C (No PAF)	30 or more			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Input data			
	Any trends in the figures.			
	<ul> <li>Lists of all late and overdue activities and analysis of their reasons.</li> </ul>			
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date		Agreed records for PAG non-conformances (such as a non-conformance register).	
PAF Frequency	Monthly, starting in first Annual Period			
Return Format	Number	Decimal places	0	

Performance Indicator 16	- Complaints Resp	onse Time Comp	oliance
Related High-Level Contract Objective	Customer Care and Travel Information – To provide customers with up-to-date, reliable travel information and support the level of satisfaction in trunk road services.		
Related Detailed Contract Objective(s)	t Schedule 3, Contract Management, Section 5.9 Complaint Handling		
Measure Description	Percentage of comp timescales.	olaints responded	to within required
Measure Aim	To measure the Operating Company's performance in responding complaints from any channel and in line with the definition of complaint in the Complaints Handling Guidance.		
Methodology	The Operating Company shall use Records of the actual time taken to respond to each complaint to calculate the Performance Indicator.		
Data input	<ul> <li>A = Total number of complaints received by the Operating Company.</li> <li>B = Total number of complaints responded to within required timescales and received through Customer Care Line calls.</li> <li>C = Total number of complaints responded to within required timescales and received through Customer Care Line Correspondence</li> <li>D = Total number of complaints responded to within required timescales and received directly by the Operating Company</li> </ul>		
Formula	Performance Indica	-	
Lower Performance Threshold A (Payment Adjustment Factor A)	99.0% - 97.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	97.0% - 95.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Figures for each channel and type of request.  • Reasons for any failures and actions taken to prevent reoccurrence.		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date		Operating Company's electronic register and AMPS

	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator	17 - Planning Applications		
Related High-Level Contract Objective	Accessibility & Integration: To provide a network that is accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotland		
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 10.3 Systems for Processing Planning Applications		
Measure Description	Percentage of planning applications processed within the required timescales and to the required quality.		
Measure Aim	To measure the Operating Company's performance in the delivery of the delegated functions of the roads authority by processing planning applications received from Planning Authorities effectively and within the required timescale, conducting site visits and taking on-site photographs.		
Methodology	The Operating Company shall use the AMPS to produce this performance indicator, since AMPS is referenced by Schedule 2 Scope, Section 10.3, Systems for Processing Planning Applications. The Performance Indicator shall be based on the total number of planning applications due for return during the reporting period, excluding those that require transportation assessments. The Performance Indicator will also be based on the quality of the inspection reports the Operating Company is to produce and submit.		
Data input	<ul> <li>A = total number of planning applications due for return during the reporting period</li> <li>B = total number of planning applications due for return during the reporting period where:</li> </ul>		
	<ul> <li>Processing has been completed within the required timescales</li> <li>A site visit has been completed</li> <li>Photographs meeting the required specification have been loaded to the AMPS</li> <li>A statement providing conclusions and recommendations has been provided</li> </ul>		
Formula	Performance Indicator = (B/A) x 100		
Lower Performance Threshold A (Payment Adjustment Factor A)	97.0% - 94.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	94.0% - 90.1%		
Lower Performance Threshold C	90% or lower		

(Payment Adjustment Factor C)			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	relevant to the v	alysis of historical p vicinity of any new l	planning applications planning applications. Tes and analysis of their
Performance Indicator	Monthly, from the	Data Source for	AMPS
Reporting Period	Commencement of Service Date	calculation	
PAF Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 1	8 – Operating Company Correspondence and call response time compliance			
Related High-Level Contract Objective	Customer Care and Travel Information – To provide customers with up-to-date, reliable travel information and support the level of satisfaction in trunk road services.			
Related Detailed	Schedule 3, Contract Management, Section 5.8, Correspondence			
Contract Objective(s)	and Enquiries			
Measure Description	Percentage of requests and correspondence (excluding			
	complaints) responded to in compliance with required timescales			
	received through the Customer Care Line or directly by the			
	Operating Company.			
Measure Aim	To measure the Operating Company's performance in responding			
	customer's requests and Roads Operating Company			
	Correspondence (excluding complaints).			
Methodology	The Operating Company shall record the actual time taken to			
	respond to each request (emergency, enquiry, routine) and Roads			
	Operating Company Correspondence (excluding complaints).			
Data input	A = Total number of requests (excluding complaints) received that			
-	require responses.			
	B = Total number of Roads Operating Company Correspondence			
	(excluding complaints) received that require responses.			
	C = Total number of emergencies responded to within required			
	timescales			
	D = Total number of enquiries responded to within required timescales			
	E = Total number of routine correspondence responded to within			
	required timescales			
	F = Total number of Customer Care Line Correspondence			
	responded to within required timescales			
Formula	Performance Indicator = (C+D+E+F)/(A+B) x 100			
Lower Performance	99.0% – 97.1%			
Threshold A				
(Payment Adjustment				
Factor A)				
Lower Performance	97.0% – 95.1%			
Threshold B				
(Payment Adjustment				
Factor B)				
Lower Performance	95.0% or lower			
Threshold C				
(Payment Adjustment				
Factor C)				
Required supporting	In addition to reporting the Performance Indicator, the Operating			
information	Company shall provide the following supporting information:			
	<ul> <li>Number of calls and correspondence requests (excluding complaints);</li> </ul>			

	<ul> <li>Number of calls and correspondence requests (excluding complaints) requiring a response;</li> <li>Reasons for any failures in delivering responses within contractual timeframes and actions taken to prevent reoccurrence.</li> </ul>			
Performance Indicator	Monthly, from the	Data Source for	Operating Company's	
Reporting Period	Commencement of	calculation	electronic register or AMPS	
	Service Date			
PAF Frequency	Monthly, starting in			
	first Annual Period			
Return Format	Percentage (%)	Decimal places	1	

Performance Indicator No.	19 – Carbon Emiss	sions		
Related High-Level	Sustainability – To reduce carbon and waste and enhance			
Contract Objective	environments.			
<b>Related Detailed Contract</b>	Schedule 3, Contrac	ct Management,	Section 1.5,	
Objective(s)	Environmental susta	ainability and wa	ste	
Measure Description	first Annual Period b	oenchmark.	ssions in comparison to	
Measure Aim	To measure the Opin reducing its carbo		y's performance on the Unit	
Methodology	The Operating Company shall use the Records compiled in the Carbon Management System (CMS) as required by Schedule 3, Contract Management, Section 1.5, Environmental sustainability and waste to produce the Performance Indicator.			
Data input	N1 = Benchmark annual carbon emissions recorded in the Carbon Management System after the second Annual Period  N2 = Annual carbon emissions recorded in each year from the third Annual Period			
Formula	Performance Indicator = (N2 (current year) / N1 (benchmark figure agreed after second Annual Period)) x 100			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values  • Any trends in the figures and analysis of their causes			
Performance Indicator Reporting Period	Quarterly, from the third Annual Period Source for calculation Carbon Management System			
PAF Frequency	Quarterly, from the third Annual Period			
Return Format	Percentage (%) Decimal 1 places			

Performance Indicator 2	20 – Grassed Area Maintenance
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.
Related Detailed	Schedule 5, Appendix 30/7
Contract Objective(s)	Schedule 5, Series 3000, Clause 3070AR
Measure Description	Percentage of required high/medium/low frequency and rough grass-cutting calculated at the end of each monthly reporting period for a rolling 12-month window, in accordance with the Scottish Minister's Requirements in Clause 3070AR.
Measure Aim	To measure the Operating Company's performance in complying with the Scottish Minister's Requirements for maintenance of grassed areas.
Methodology	The Operating Company shall use AMPS Records of the actual date and time when grass-cutting of the high/medium/low frequency and rough grass areas was delivered during a rolling 12-month window, not including months prior to the Commencement of Service Date.  The lowest performance threshold for high/medium/low frequency
	and rough grass cutting will determine the Payment Adjustment Factor.
Data input	A = the product of the surface area and minimum number of cuts required for each grass plot, aggregated for all grass plots, recorded within the Unit at the end of the month in a rolling 12-month window, as requiring high/medium/low-frequency or rough grass-cutting, in order to meet the Scottish Minister's Requirements.
	B = the product of the surface area and number of cuts completed, up to a maximum of the minimum number of cuts required for the plot, for each grass plot, aggregated for all grass plots, recorded within the Unit at the end of the month in a rolling 12-month window, as requiring high/medium/low frequency or rough grass-cutting.
Formula	Performance Indicator = (B/A) x 100 (to be calculated separately for high-frequency, medium-frequency, low-frequency and rough grass-cutting areas).
Lower Performance	High Frequency
Threshold A	98.0% - 95.1%
(Payment Adjustment	Madicus Factors
Factor A applies if any of the thresholds are reached)	Medium Frequency 95.0% - 90.1%
	Low Frequency 99% - 95.1%
	Rough Grass 95.0% - 90.1%

Lower Performance Threshold B (Payment Adjustment	High frequency 95.0% - 90.1%		
Factor B applies if any of	Medium Frequency		
the thresholds are reached)	90.0% - 85.1%		
	Low Frequency		
	95.0% - 92.1%		
	Rough Grass		
	90.0% - 85.1%		
Lower Performance	High frequency		
Threshold C	90.0% or lower		
(Payment Adjustment			
Factor C applies if any of			
the thresholds are	85.0% or lower		
reached)			
	Low Frequency		
	92.0% or lower		
	Rough Grass		
	85.0% or lower		
Required supporting	Required schedule to	deliver the Scottis	sh Minister's requirements
information	and data about the d	elivery of the sched	dule held in AMPS.
Performance Indicator	Rolling 12-month	Data Source for	Records of grass cutting in
Reporting Period	reporting period from		high, medium and low-
	the Commencement		frequency areas based on
	of Service Date		AMPS data.
PAF Frequency	Monthly, from the		
	first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 2	21 - Salt Spread			
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all user seeking to continually reduce risk and casualties.			
	Accessibility and Integration – To provide a network that i accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotlar			
Related Detailed Contract Objective(s)	Schedule 2, Scope Treatments	e, Sections 6.2 M	lanagement and 6.3	
Measure Description		atments Matrix a	nents using salt with the nd in accordance with the	
Measure Aim	To measure the co	•	treatments with the	
Methodology	and actual spread treatment.	rates and quant	p a record of the planned ities for each performed	
Data input	<ul> <li>A = Total number of treatments using salt.</li> <li>B = Number of treatments using salt quantities compliant with Schedule 2, Section 6.3 Treatments</li> </ul>			
Formula	Performance Indic	Performance Indicator = (B/A) x 100		
Lower Performance Threshold A (Payment Adjustment Factor A)	95.0% – 92.6%			
Lower Performance Threshold B (Payment Adjustment Factor B)	92.5% – 90.1%			
Lower Performance Threshold C (Payment Adjustment Factor C)	90.0% or lower			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:			
	Records of the treatments performed including the planned and actual spread rates for each Precautionary Treatment Route.			
Performance Indicator Reporting Period	Monthly, during Winter Service Period	Data Source for calculation	Operating Company's electronic register	
PAF Frequency	Monthly, starting in the first Annual Period			

Return Format	Percentage (%) compliant treatments		
Performance Indicator 2	22 – Litter and Refuse		
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.		
Related Detailed Contract Objective(s)	Schedule 5, Specification and Drawings, provision 6108AR.		
Measure Description	For roads which the Scottish Minister is the litter authority, the percentage of litter and refuse cleaning activities achieved to schedule.		
Measure Aim	To ensure that the Unit is being kept clear of litter and refuse in compliance with the Code of Practice on Litter and Refuse (Scotland) 2018.		
Methodology	To maintain the Unit to a standard of a Category 6 Zone, the Operating Company will be required to develop a schedule of litter clearing activities. Once this schedule is agreed with the Director, the Operating Company shall report whether the activities were undertaken to schedule.		
Data input	A = Number of cleaning activities scheduled. B = Number of cleaning activities not undertaken as per the schedule.		
Formula	KPI = ((A-B) / A) x 100		
Lower Performance	95.0% - 90.1%		
Threshold A (Payment Adjustment Factor A)			
Lower Performance Threshold B (Payment Adjustment Factor B)	90.0% - 85.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	85% or lower		
Required supporting information	<ul> <li>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</li> <li>Input data</li> <li>Reasons for any failures and actions taken to preven reoccurrence.</li> </ul>		
Performance Indicator Reporting Period	Monthly, from the Commencement of Source for Service Date Calculation		
PAF Frequency	Monthly, starting in first Annual Period		

Return Format	Percentage (%)	Decimal	1
		places	

Performance Indicator 23 – Review and Inspection of Structures Assets with Known Defects			
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
Related Detailed Contract Objective(s)	Schedule 2, Scope of Works, Section 4.13, Sub-standard structures and structures with known defects		
Measure Description	Percentage of Structures with known defects inspected and reviewed within the required timescales.		
Measure Aim	To measure the response to the Operating Company's performance for structure where there is a known defect.		
Methodology	The Operating Company shall use the Records in the AMPS to review the number of Structures with known defects with inspection and review activities due, and the number of Structures with known defects with inspection activities completed, to produce the Performance Indicator. The inspection activities measured under this Indicator are Post-Tension Reviews and Scour Assessments, in accordance with Transport Scotland Standards.		
Data input	A = Total cumulative number of Structures with known defect inspection activities (Post tension and Scour) to be completed by the end of the current reporting period		
	B = Total cumulative number of Structures with known defects inspection activities (Post tension and Scour) completed by the end of the reporting period		
Formula	Performance Indicator = (B/A) x 100		
Lower Performance Threshold A (Payment Adjustment Factor A)	99.9% - 98.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	98.0% - 95.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Data input values for each maintenance activity.		
	Any trends in the figures.		
	Lists of all late and overdue activities and analysis of their reasons.		

	The interim measures pro forma within BD79 Management of Substandard Highway Structures of the Design Manual for Roads and Bridges		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service calculation Date		
PAF Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 24 – I	nventory Data Completion			
High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.			
Detailed Contract Objective	Schedule 2, Scope of Works, Provisions 1.5.1 to 1.5.9, 1.5.13			
Measure Description	An outcome-based measure of the inventory data of the road network based on the Trunk Road Information Manual (TRIM).			
Measure Aim	To measure the completion of Mandatory and Desirable Inventory Data fields by the Operating Company'.			
Methodology	The Operating Company shall collect the inventory data and following an initial review of the Inventory, during the commencement phase of the contract provide mandatory and desirable inventory records, where missing or updated following asset survey or scheme. The data measures will me the following statements:			
	<ul> <li>Mandatory Attributes</li> <li>M(onsite) - Mandatory</li> <li>M(off-site) - Mandatory</li> <li>Cm(onsite) - Conditional (Mandatory)</li> <li>Cm(off-site) - Conditional (Mandatory)</li> <li>R(onsite) - Required for new assets</li> <li>R(off-site) - Required for new assets</li> </ul>			
	<ul> <li>Desirable Attributes</li> <li>D(onsite) - Desirable</li> <li>D(off-site) - Desirable</li> <li>Cd(onsite) - Conditional (Desirable)</li> <li>Cd(off-site) - Conditional (Desirable)</li> </ul>			
Data input	A = No of M(onsite) Inventory data fields completed. B = No of M(off-site) Inventory data fields completed. C = No of C(onsite) Inventory data fields completed. D = No of C(off-site) Inventory data fields completed. E = No of R(onsite) Inventory data fields completed. F = No of R(off-site) Inventory data fields completed. G = No of D(onsite) Inventory data fields completed. H = No of D(off-site) Inventory data fields completed. I = No of Cd(onsite) Inventory data fields completed. J = No of Cd(off-site) Inventory data fields completed.  Y = All Mandatory Attributes Available for completion Z = All Mandatory and Desirable Attributes Available for			
Formula	completion  Performance Indicator (12 calendar months from the Commencement of Service Date) = ((A+B+C+D+E+F)/Y x 100			

	Performance Indicator (24 months from the Commencement of Service Date) = ((0.7(A+B+C+D+E+F) + 0.3(G+H+I+J))/Z) x 100			
	= ((0.7 (A+B+C+D+E+F) + 0.3(G+F1+I+3))/2) x 100			
	Performance Indicator (T consecutive 12 calendar Commencement of Servi = ((0.5(A+B+C+D+E+F)	month periods, ce Date)	as from the	
Lower Performance Threshold A (Payment Adjustment Factor A)	95.0% - 90.1%			
Lower Performance Threshold B (Payment Adjustment Factor B)	90.0% - 85.1%			
Lower Performance Threshold C (Payment Adjustment Factor C)	85.0% or lower			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:			
	<ul> <li>Trends in the figur</li> <li>Reasons for any reoccurrence.</li> </ul>		ctions taken to prevent	
Performance Indicator Reporting Period	Monthly, starting 12 months from the Commencement of Service Date	Data Source for calculation	AMPS	
PAF Frequency	Monthly, starting 12 months from the Commencement of Service Date			
Return Format	Percentage (%) average completion of TRIM records	Decimal places	1	

Performance Indicator : Schemes)	25 – Approvals for Structu	rai Maintenance (	(Series 0100		
High-Level Contract Objective	Value for Money and Innovation - To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.				
Detailed Contract Objective	Schedule 3 – Contract Management, Section 7.4, Scheme Development, 7.4.9				
Measure Description	An outcome-based measure of the Series 0100 Structural Maintenance works programme scheme approvals as a percentage of the Required works programme value, as laid out in the Pavement Maintenance Guidance (PMG).				
Measure Aim	To measure the percentage Scheme Approvals (SAs) ir Structural Maintenance sch	n place for planned	d Series 0100		
Methodology	The Operating Company shall provide to Transport Scotland the Schemes to be undertaken in the following year in line with the Target value outlined in the Pavement Maintenance Guidance. The figures will be compared against the approval Value of the scheme with SOI/ SAs in place.				
Data input	A = Required works programme target value B = Total value of schemes with SOI approvals or SAs				
Formula	Performance Indicator = (B	/A) x 100			
Lower Performance Threshold A (Payment Adjustment Factor A)	Second Annual Period: 40% - 36% Third Annual Period: 65% - 61% Fourth Annual Period onwards: 90% - 81%				
Lower Performance Threshold B (Payment Adjustment Factor B)	Second Annual Period: 35% - 31% Third Annual Period: 60% - 56% Fourth Annual Period onwards: 82% - 76%				
Lower Performance Threshold C (Payment Adjustment Factor C)	Second Annual Period: 30% or lower Third Annual Period: 55% or lower Fourth Annual Period onwards: 75% or lower				
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:				
	SOI approvals or SA	documentation			
Performance Indicator Reporting Period	Quarterly, from the second Annual Period	Data Source for calculations	AMPS		
PAF Frequency	Quarterly, starting from second Annual Period				
Return Format	Percentage (%) Scheme Approvals for Planned Works.	Decimal places	0		

Performance Indicator Schemes)	26 - Submissions of Planned Maintenance Works (Series 0300
High-Level Contract Objective	Value for Money and Innovation - To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.
Detailed Contract Objective	Schedule 2, Scope of Works, Provision 3.2.1 Schedule 3, Contracts Management, Section 7.4 Scheme Development
Measure Description	An outcome-based measure of Series 0300 Patching schemes submitted by the contractual deadline.
Measure Aim	To measure the percentage of Series 0300 Scheme Statement of Intent (SOI) submissions for Patching schemes that were received by TS a minimum of 25 working days prior to the Commencement of the scheme build.
Methodology	The Operating Company shall provide to Transport Scotland rolling works programme to identify the number of Schemes to be undertaken. Transport Scotland will identify both the total number of Series 0300 schemes completed in the period and the total number of SOIs that were submitted in excess of 25 working days prior to work start dates, unless by prior agreement. This does not include works triggers as CAT1 safety defects.
Data input	A = Total number of S0300 scheme SOIs to be completed in period B = Total number of Scheme SOIs submitted 25 or more working days prior to work start date
Formula	Performance Indicator = (B/A) x 100
Lower Performance Threshold A (Payment Adjustment Factor A)	First Annual Period: 75% - 71% of all schemes submitted 25 or more working days of works start date Second Annual Period: 80% - 76% of all schemes submitted 25 or more working days of works start date
. 333.7.1)	Third Annual Period onwards: 85% - 81% of all schemes submitted 25 or more working days of works start date
Lower Performance Threshold B (Payment Adjustment Factor B)	First Annual Period: 70% - 66% of all schemes submitted 25 or more working days of works start date  Second Annual Period: 75% -71% of all schemes submitted 25 or more working days of works start date  Third Annual Period onwards: 80% - 76% of all schemes submitted 25 or more working days of works start date
Lower Performance Threshold C (Payment Adjustment Factor C)	First Annual Period: 65% or lower of all schemes submitted 25 or more working days of works start date Second Annual Period: 70% or lower of all schemes submitted 25 or more working days of works start date Third Annual Period onwards: 75% or lower of all schemes submitted 25 or more working days of works start date

Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:			
	Master Programme			
	<ul><li>SOI Submission documentation</li><li>SA Documentation.</li></ul>			
Performance Indicator Reporting Period	, · · · · · · · · · · · · · · · · · · ·	Data Source for calculations	AMPS	
PAF Frequency	Quarterly, starting in the first Annual Period			
Return Format	Percentage (%) Schemes Approved for Planned Maintenance Works.	Decimal places	0	

Porformanco Indicator 27	Incident	Posnonse				
Performance Indicator 27	r	-		ul : 41= = 4 := = =	-f- fII	
Related High-Level Contract Objective		Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.				
Related Detailed Contract						
Objective(s)	Schedule	5 Specifica	tion & Drawi	ngs, 32/1 I	ncident Respo	onse
Measure Description	Percentag	e of Incide	nt Response	s within the	e required time	escales.
Measure Aim	Incident R	esponse.			ormance in pro	viding
Methodology		•	any shall rep ns and definit		times as per	
Data input			,			İ
			Γ	No. responses required	No. achieved within timescale	
	Trunk Road Incident Support Services	Primary Responses	Designated Strategic Trunk Road Routes	Α	В	
		Primary Responses	Motorways and Dual Carriageways	С	D	
	Incident Support	responses	Other trunk roads	E	F	
	Units/ Secondary Response Plant and Back-Up Response Plant	Secondary Responses Back-up Responses	Motorways and Dual Carriageways	G	Н	
			Other trunk roads	1	J	
			Motorways and Dual Carriageways	К	L	
		Тезропосо	Other trunk roads	М	N	
Formula		ice Indicato	or = (A+C+E+G+	I+K+M)) x	100	
Lower Performance	99.0% - 95	-				
Threshold A						
(Payment Adjustment Factor A)						
Lower Performance	95.0% - 90	0.1%				
Threshold B						
(Payment Adjustment						
Factor B)	00.00/ 1					
Lower Performance Threshold C	90.0% or lower					
(Payment Adjustment Factor C)						
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information for all Incident Response and the Trunk Road Incident Support Service:					

	<ul> <li>Data input values</li> <li>Any trends in the figures</li> <li>Reasons for any failures and actions taken to prevent recurrence.</li> <li>Percentage of primary responses carried out &gt;20 minutes early.</li> <li>Percentage of primary responses carried out 20-10 minutes early.</li> <li>Percentage of primary responses carried out 10-0 minutes early.</li> <li>Percentage of primary responses carried out 0-10 minutes late</li> <li>Percentage of primary responses carried out &gt;10 minutes late.</li> </ul>				
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date  Data Source for Calculation  AMPS				
PAF Frequency	Monthly, starting in the second Annual Period				
Return Format	Percentage (%) Decimal Places 1				

North East Unit				
Performance Indicator	28 – Waste generat	ion and manage	ment	
Related High-Level	Sustainability – To r	educe carbon and	d waste and enhance	
Contract Objective	environments.			
Related Detailed	Schedule 3, Contrac	ct Management, p	rovision 1.5.10.	
Contract Objective(s)				
Measure Description	Percentage of waste	e materials reused	d or recycled.	
Measure Aim	To measure the amount of waste generated by the			
	Operating Company	_	,	
Methodology	The Operating Com		record of the	
	quantities of constru			
	and its destination to	o produce the Per	formance Indicator.	
Data input	A = total construction	n and demolition	waste reused in	
	Operations (ton	nes),		
	B = total construction	n and demolition	waste recycled	
	(tonnes),			
	C = total construction	n and demolition	waste taken to landfill	
	(tonnes).			
Formula	Performance Indicator = ((A + B) / (A + B + C)) x 100			
Lower Performance	95.0% - 90.1%			
Threshold A				
(Payment Adjustment				
Factor A)				
Lower Performance	90.0% - 85.6%			
Threshold B				
(Payment Adjustment				
Factor B)				
Lower Performance	85.5% or lower			
Threshold C				
(Payment Adjustment				
Factor C)				
Required supporting	In addition to repo	orting the Perfor	mance Indicator, the	
information	Operating Company shall provide the following supporting			
	information:			
	Data input values			
	<ul> <li>Any trends in</li> </ul>			
Performance Indicator	_ ·		Operating Company	
Reporting Period	Commencement of	calculation	Records	
	Service Date			
PAF Frequency	Monthly, from the			
	Commencement of			
	Service Date			
Return Format	Percentage (%)	Decimal places	1	

Performance Indicator	29 – Timely upload of Construction Phase Plans		
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 1, Conditions of contract, Section 2.26 The construction (design and management) regulations Schedule 2, Scope, Section 8.1 Construction (Design & Management) Regulations 2015		
Measure Description	Percentage of Construction Phase Plans uploaded to AMPS at least 7 days in advance of the construction start date.		
Measure Aim	Measure the OCs performance in providing a sufficient review period for TS and PAG of Construction Phase Plans.		
Methodology	The OC shall submit a report of the Construction Phase Plan upload dates alongside the construction start dates for projects starting construction within the reporting period.		
Data input	A = number of Construction Phase Plans submitted at least 7 days in advance of the construction start dates that are within the reporting period.		
	B = number of construction start dates within reporting period.		
Formula	Performance Indicator = A/B x 100		
Lower performance threshold A (Payment Adjustment Factor A)	92.0% - 88.1%		
Lower performance threshold B (Payment Adjustment Factor B)	88.0% - 84.1%		
Lower performance threshold C (Payment Adjustment Factor C)	84.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:		
	Any trends in the figures.		
	Any proposals to improve underperformance.		

Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date		AMPS
, ,	Monthly, starting the second month following the Commencement of Service Date		
Return Format	Percentage (%)	Decimal places	1

30 – Timely upload of Final Health and Safety Files
Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.
Schedule 1, Conditions of contract, Section 2.26 The construction (design and management) regulations Schedule 2, Scope, Section 8.1 Construction (Design & Management) Regulations 2015
Percentage of Final Health and Safety Files uploaded to AMPS within 30 days of Scheme Completion date.
Measure the OCs performance in uploading Final Health and Safety Files to AMPS in a timely manner.
The OC shall submit a report of the Final Health and Safety File upload dates alongside the completion dates for projects completed within the reporting period.  A = number of Final Health and Safety Files due to be
submitted in the reporting period.
B = number of Final Health and Safety Files outstanding from previous reporting periods;
C = number of Final Health and Safety Files submitted within 30 days of the Scheme Completion date within the reporting period.
D = number of Final Health and Safety Files outstanding from previous reporting periods submitted within this reporting period.
Performance Indicator = (C+D) / (A+B) x 100%
92.0% - 88.1%
88.0% - 84.1%
84.0% or lower
In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:
Operating Company shall provide the following supporting

Performance Indicator	Monthly, from the	Data	AMPS
Reporting Period	commencement	Source for	
	of Service Date	calculation	
	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator	31 – Asbestos Action Plans			
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.			
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 8.5 Control of Asbestos Regulations			
Measure Description	Percentage of Asbestos Action Plans in place.			
Measure Aim	Measure the Operating Company's performance in producing Asbestos Action Plans to cover the whole trunk road network by April 2025 in accordance with GD5/16 of the DMRB.			
Methodology	The Operating Company shall provide Transport Scotland with a report detailing the coverage of the network with Asbestos Action Plans. GD5/16 of the DMRB (section B12.2.2) states that the entire TS trunk road must be covered by Asbestos Action Plans by 2025.			
Data input	A = Length of trunk road within area network covered by an Asbestos Action plan			
	B = Total length of trunk road network in area			
	C = Number of structures covered by an Asbestos Action Plan			
	D = Total number of structures			
Formula	KPI = ((A/B + C/D)/2) * 100			
Lower performance				
threshold A	August 2023: 40-49.9%			
(Payment Adjustment Factor A)	August 2024: 60-74.9%			
Lower performance threshold B (Payment Adjustment Factor B)	August 2023: 25-39.9% August 2024: 50-59.9%			
Lower performance threshold C (Payment Adjustment Factor C)	August 2023: 0-24.9% August 2024: 0-49.9% August 2025: 0-99.9%			
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:			
	Data input values for each maintenance activity.			
	Any trends in the figures.			
	Lists of all late and overdue activities and analysis of their reasons.			

Performance Indicator	Annually, from the	Data Source for	AMPS
Reporting Period	commencement	calculation	
	of service date		
PAF Frequency	Annually		
Return Format	Percentage (%)	Decimal places	1

**Attachment 9.2 Monitoring Indicators** 

No.	Title	Measure Description	Reporting Period
01	Operations Instructions completed on Target	Percentage of Operations Instructions completed by the proposed finish date.	Monthly, from the Commencement of Service Date
02	Network availability	The Lane length availability on the Unit.	Monthly, from the Commencement of Service Date
03	Traffic Disruption caused by Unprogrammed Work	The Lane length and duration unavailable on the Unit due to un-programmed work.	Monthly, from the Commencement of Service Date
04	Orders against Expenditure Profile	Percentage of ordered work against budget.	Monthly, from the Commencement of Service Date
05	Programme Completion	Percentage of the annual forward programme delivered within 7 days of initial programme completion date	Monthly, from the Commencement of Service Date
06	Accuracy of Operations cost estimates	Accuracy of cost estimates for Operations on site.	Monthly, from the Commencement of Service Date
07	Forward Planning Spend	Percentage of the spend for works delivered against original allocation	Monthly, from the Commencement of Service Date
08	Staff turnover	Percentage staff turnover during last 12 months	Monthly, from the Commencement of Service Date
09	Working hours	Average hours worked per employee in the reporting period.	Monthly, from the Commencement of Service Date
10	Training	Average number of training hours per employee provided in last 12 months.	Monthly, from the Commencement of Service Date
11	KSI Accident Frequency Rate	Counting incidents of Killed or Seriously Injured across the Unit.	Quarterly, from the Commencement of Service Date
12	Observations Resulting from Inspections and Hazard Notices	Percentage of Observations Resulting from Inspections and Hazard Notices responded to within the required timescales.	Monthly, from the Commencement of Service Date
13	Innovation	Financial value of innovations introduced by the Operating Company.	Monthly, from the Commencement of Service Date
14	Collaboration	Value of collaborative services provided by Operating Company.	Monthly, from the Commencement of Service Date
15	Submission of Reports	Percentage of monthly reports and submissions that are submitted within the required timescales.	Monthly, from the Commencement of Service Date
16	(Ultra) Low Emission Vehicles (ULEV)	Percentage of the car and van fleet (up to 3.5 tonnes) classified as ultra-low emission vehicles.	Monthly, from the Commencement of Service Date
17	ULEV Usage	Percentage of the total distance travelled in the car and van fleet (up to 3.5 tonnes) using electric mode, classified as ultra-low emission vehicles.	Monthly, from the Commencement of Service Date
18	Salt Usage	Total amount of salt used in each Annual Period as a percentage of the amount used in the first Annual Period following Commencement of Service Date (used as a benchmark).	Monthly, from the second Annual Period
19	Potassium Acetate Usage	Total amount of potassium acetate used in each Annual Period as a percentage of the amount used in the first Annual Period following Commencement of Service Date (used as a benchmark). Base potassium acetate usage to be established and Monitoring Indicator reported annually from the second Annual Period following the Commencement of Service Date onwards.	Monthly, from the second Annual Period
20	Community Engagements and Community Benefits	The percentage of all opportunities created, visits and tours undertaken, and meetings attended during the reporting period.	Quarterly, from the Commencement of Service Date
21	Injurious Weeds	Percentage reduction in injurious weed extents on the network.	Annually, from the second Annual Period
22	Winter Treatments Time Compliance	Percentage of Winter Service treatments carried out in compliance with the required timescales.	Monthly during Winter Service Period as from the Commencement of Service Date

No.	Title	Measure Description	Reporting Period
23	Ice Alarms	Total number of activations from road sensors and mobile road sensors due to the presence of ice on the surface.	Monthly during Winter Service Period as from the Commencement of Service Date
24	Electronic Data Capture of Pavement Maintenance Schemes	Percentage of schemes >£250k where electronic data has been captured during the delivery of the works.	Monthly, from the Commencement of Service Date
25	User's Perception of the Quality of Maintenance	The perceived quality of the maintenance of the roads based on the annual Survey of trunk road users in Scotland.	Annually, from the Second Annual Period
26	Satisfaction Level with OC Responses to Enquiries	Percentage of customers declaring satisfied with the Operating Company-related enquiries response on the satisfaction questionnaire.	Periodically, when surveys are available
27	Works Contracts Cost Estimates	Accuracy of Works Contracts cost estimates.	Quarterly, from the first Annual Period
28	Works Contracts Out Turn Costs	Success in delivering Schemes at the awarded tender value.	Annually, from the Commencement of Service Date
29	Structures Condition Management (BCI AVE)	Target percentage of Structures listed within the Structures Programme exhibiting poor or very poor Bridge Condition Indices (BCI <sub>AVE</sub> ) scores.	Monthly, from the Commencement of Service Date
30	Structures Condition Management (BCIcrit)	Target percentage of Structures not exhibiting poor or very poor Bridge Condition Indices (BCICRIT) scores.	Monthly, from the Commencement of Service Date
31	Bids against expenditure profile	Percentage of ordered work against expenditure profile.	Monthly, from the Commencement of Service Date
32	Accessibility Barriers	Percentage yearly reduction in the number of barriers to access on the trunk road network.	Monthly, from the Commencement of Service Date
33	Use of reused, recycled, renewable materials	Percentage of raw materials used sourced from reused, recycled or renewable sources.	Quarterly, from the Commencement of Service Date

Monitoring Indicator 1 –	Operations instruction	ons completed on ta	arget	
Related High-Level	Value for Money and I	<u> </u>		
Contract Objective	efficient use of availab			
	foster innovation in all			
Related Detailed	Schedule 3, Contract I	Management, 7.10 C	Operating Company	
Contract Objective(s)	Operations Instruction	S		
Measure Description	Percentage of Operati proposed finished date		pleted by the	
Measure Aim	To measure the Opera completing Operations		formance in	
Methodology	The Operating Compa finish dates for each C produce the Monitoring	perations Instruction		
Data input	A = number of Ope completion during		s programmed for	
	B = number of Operations Instructions not completed to programme and outstanding from previous reporting periods.			
	<ul> <li>C = number of Operations Instructions programmed for completion during reporting period with a valid actual completion date entered.</li> <li>D = number of Operations Instructions not completed to programme and outstanding from previous reporting periods completed in current reporting period.</li> </ul>			
Formula	Monitoring Indicator =	(C+D)/(A+B) x 100%	6	
Required supporting information	In addition to reporting Company shall provide			
	Individual breakdown of Investigation Operations     Instructions and Constructions Operations Instructions			
	Data input value	es.		
	Any trends in the figures.			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	AMPS	
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period			
Return Format	Percentage (%)	Decimal places	0	

Monitoring Indicator 2 - Network availability	
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Related High-Level Contract Objective	Accessibility and Integration – To provide a network that is accessible to all users, with improved connectivity, and to		
Oontract Objective	ensure that traffic moves freely and quickly across Scotland.		
Related Detailed	Schedule 2, Scope, Section 7 Network Operations –		
Contract Objective(s)	Disruption Risk Ma		·
		act Managemen	t, Section 7.3, Programme
	Development		
Measure Description	The Lane length a	•	
Measure Aim			the existing network.
Methodology			the required Records of Monitoring Indicator.
Data input	A = lane km of the	-	
			or Lane Occupation/ in the
		,	pation measured by Lane
		hours of closure	occupation.
	From above, we o		od Notwork supply
	P = A x 24 x days in reporting period. Network supply measured during the reporting period in km*hour.		
Formula	Monitoring Indicate		
Required supporting		' '	ring Indicator, the Operating
information			ng supporting information:
	Data input v	values.	
	Reasons fo	r the closures.	
	Any trends	in the figures.	
Monitoring Indicator	<i>y</i> .	Data	Traffic management
Reporting Period	Commencement Source for of Service Date calculation		
Monitoring Indicator	Monthly, starting		
Assessment Frequency	in the first Annual Period		
Return Format	Percentage (%) Decimal 0 places		

			-	
Monitoring Indicator 3 -	Traffic disruption c	aused by un-pro	grammed work	
Related High-Level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.			
Related Detailed Contract Objective(s)	Schedule 2, Scope, Schedule 2, Scope, Disruption Risk Mar	Section 7 Networ		
Measure Description	The Lane length an un-programmed wo		lable on the Unit due to	
Measure Aim	To measure disrupt terms of Lane/km/h	_	programmed work in	
Methodology	The Operating Company shall use the required Records of traffic management to produce the Monitoring Indicator.			
Data input	A = length of un-programmed Lane closed in km, B = duration of closure in hours.			
Formula	Monitoring Indicator	- = A x B		
Required supporting information		orting the Monitoring Indicator, the Operating rovide the following supporting information:		
	Any trends in			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date		Traffic management Records	
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period			
Return Format	km x h	Decimal places	0	

Monitoring Indicator 4 -	Orders against expenditure profile
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Provision 7.2.1
Measure Description	Percentage of ordered work against expenditure profile.
Measure Aim	To measure value of work ordered for the current Financial Year at the end of each reporting period against the accumulated profiled spend as set at the end of the reporting period.
Methodology	The profiled spend will be determined cumulatively from the start of the financial year to the reporting month.  The ordered work value shall be calculated by summing the ordered work values for each Scheme as recorded in Records of the AMPS at the end of each reporting period.
Data input	<ul> <li>A = sum of ordered work for all routine/cyclic Schemes,</li> <li>B = profiled spend for routine/cyclic Schemes,</li> <li>C = sum of ordered work for all structural maintenance (roads) Schemes,</li> <li>D = profiled spend for structural maintenance (roads) Schemes,</li> <li>E = sum of ordered work for all Structures Schemes,</li> <li>F = profiled spend for Structures Schemes,</li> <li>G = sum of ordered work for all minor improvement</li> <li>Schemes,</li> <li>H = profiled spend for minor improvement Schemes,</li> <li>I = sum of ordered work for all strategic road safety</li> <li>Schemes,</li> <li>J = profiled spend for strategic road safety Schemes.</li> </ul>
Formula	Monitoring Indicator for routine and cyclic Schemes = A/B x100  Monitoring Indicator for structural maintenance = C/D x100  Monitoring Indicator for Structures = E/F x 100  Monitoring Indicator for minor improvements = G/H x 100  Monitoring Indicator for strategic road safety Schemes = I/J x100  Reported Monitoring Indicator = (A+C+E+G+I) / (B+D+F+H+J) x 100
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures.

	Any significant findings as a result of further link/section analysis by Work Code or expenditure type.		
<u> </u>	Monthly, from the Commencement of Service Date  Data Source for calculation		AMPS
<u> </u>	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	0

Monitoring Indicator 5	5 – Programme Com	pletion		
Related High-Level Contract Objective	Value for Money and Innovation: To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Contract and profiles and Sect	_	ction 7.5 Programmes completion & closure	
Measure Description	An outcome-based m number of projects cl	-	ture profile reviewing the	
Measure Aim	To measure the perc works outlined in the		f the completion dates of	
Methodology	Each month, the Operating Company shall provide to Transport Scotland details of all planned works to be completed in month, including an expected date of completion, and all works completed in the prior month. The dates provided at the start of each month period will provide a baseline for the comparison of actual completion dates of works.			
Data input	A = Total number of projects expected to be completed in month (based on monthly baseline) B = Total number of these projects not completed within 7 days of the expected completion date			
Formula	MI = (A-B)/A*100			
Required supporting information	The monthly baseline	e expenditure profil	e.	
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date  Data Source for calculation			
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period			
Return Format	Percentage (%) Completion Planned Works  Decimal places 0			

Monitoring Indicator 6	nitoring Indicator 6 - Accuracy of Operations cost estimates			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Contract M Profiles and 7.17 Finan	_	on 7.5, Programmes and I forecasting process	
Measure Description	Accuracy of cost estima	ates for Operations	on Site.	
Measure Aim	Measure the accuracy on Operations.	· -		
Methodology	For each Operation on Records of the estimate Date in the AMPS to pro-	e, out turn value an		
	For each Scheme the q the Monitoring Indicator the previous 3 months of Commencement of Ser	based on all Oper or number of month	ations completed during as elapsed after the	
Data input	The following data shall	l be used:		
	A = Construction bid	estimate		
	B = Construction out			
			D)2)/A) v 4000/	
	C = individual scheme note: square and squar			
	D = number of Schemes completed in previous 3 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.			
Formula	Overall Monitoring Indic Scheme accuracy perce		verage of the individual das follows:	
	Monitoring Indicator = (	C <sub>1</sub> +C <sub>2</sub> +C <sub>3</sub> +)/D		
Required supporting information	In addition to reporting Company shall provide			
	Data input value	S.		
	Any trends in the figures.			
Monitoring Indicator Reporting Period	Quarterly, from the Commencement of Service Date	Data Source for calculation	AMPS	
Monitoring Indicator Assessment Frequency	Quarterly, starting in the first Annual Period			
Return Format	Percentage (%)	Decimal places	0	

Monitoring Indicator	7 – Forward Programmi	ng Spena		
Related High-Level Contract Objective	Value for Money and Innovation: To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process			
<b>Measure Description</b>	Measure Description An outcome-based measure of project spend against allocation			
Measure Aim	To measure the percentage accuracy of the spend for works against original allocation, with breakdown for each cost code.			
Methodology	outlining the works spend completed within the repo	he Operating Company shall provide to Transport Scotland figures utlining the works spend against the cost codes for each project ompleted within the reporting period. The figures will be compared gainst the allocations to each cost code.		
Data input	A = Total spend against routine/cyclic Schemes, B = Total allocated fund for all routine/cyclic Schemes, C = Total spend against structural maintenance (roads) Schemes, D = Total allocated fund for all structural maintenance (roads) Schemes, E = Total spend against Structures Schemes,			
	F = Total allocated fund for all Structures Schemes, G = Total spend against minor improvement Schemes, H = Total allocated fund for all minor improvement Schemes, I = Total spend against strategic road safety Schemes, J = Total allocated fund for all strategic road safety Schemes.			
Formula	Monitoring Indicator for routine and cyclic Schemes = A/B x100 Monitoring Indicator for structural maintenance = C/D x100 Monitoring Indicator for Structures = E/F x 100 Monitoring Indicator for minor improvements = G/H x100 Monitoring Indicator for strategic road safety Schemes = I/J x100 Reported Monitoring Indicator = (A+C+E+G+I) / (B+D+F+H+J) x 100			
Required supporting information	<ul> <li>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul> <li>Data input values.</li> <li>Any trends in the figures</li> <li>Reasons for deviation from the allocated spend against cost code.</li> </ul> </li> </ul>			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	AMPS	

_	Monthly, starting in the first Annual Period		
	Percentage (%) Completion Spend against allocation.	Decimal places	0

Monitoring Indicator 8	- Staff turnover			
Related High-Level	Value for Money and Innovation – To make economic and			
Contract Objective	efficient use of available resources for road maintenance			
	and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Contract I	Management, pro	vision 4.2.21.	
Measure Description	Percentage staff turno	ver during the las	t 12 months.	
Measure Aim	To measure staff turno	over.		
Methodology	The Operating Company shall use the Records required by Schedule 3 Contract Management, Section 9 Measuring Performance, including the number of Contract Personnel on the Unit leaving and the number of Contract Personnel on the Unit during each reporting period to produce the Monitoring Indicator.			
Data input	<ul> <li>P = number of direct employees leaving during previous 12 months*,</li> <li>Q = average number of all direct employees during previous 12 months*.</li> <li>* or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</li> </ul>			
Formula	Monitoring Indicator = P/Q x 100			
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values;			
	Evidence of action the OC is taking to reduce staff turnover.			
Monitoring Indicator	Monthly, from the	Data Source for	Operating	
Reporting Period	Commencement of Service Date		Company Records	
Monitoring Indicator	Monthly, starting in			
Assessment	the first Annual Period			
Frequency				
Return Format	Percentage (%)	Decimal places	0	

## contract Objective and foster innovation in all aspects of work.    Related Detailed Contract Objective(s)					
## contract Objective and foster innovation in all aspects of work.    Related Detailed Contract Objective(s)	Monitoring Indicator 9	– Working hours			
Contract Objective(s)  Measure Description  Average hours worked per employee in the Reporting Period.  Measure Aim  To measure the average number of hours worked per employee.  Methodology  The Operating Company shall keep a record of the number of working hours of Contract Personnel on the Unit and the number of Contract Personnel employed on the Unit during each Reporting Period to produce the Monitoring Indicator.  Data input  P = sum of working hours by all employees during the reporting period, Q = average of all direct employees during the reporting period, R = number of working weeks within the reporting period.  Average working hours per person per week = (P/Q)/R  In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  Monitoring Indicator Reporting Period  Monthly, from the Commencement of Service Date  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period	Related High-Level Contract Objective	efficient use of available resources for road maintenance			
Measure Aim To measure the average number of hours worked per employee.  Methodology The Operating Company shall keep a record of the number of working hours of Contract Personnel on the Unit and the number of Contract Personnel employed on the Unit during each Reporting Period to produce the Monitoring Indicator.  P = sum of working hours by all employees during the reporting period, Q = average of all direct employees during the reporting period, R = number of working weeks within the reporting period.  Formula Average working hours per person per week = (P/Q)/R  Required supporting in addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  Monitoring Indicator Reporting Indicator Reporting Period  Monthly, from the Commencement of Service Date  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period		Schedule 3, Contract	t Management, pr	ovision 4.2.21.	
mployee.  The Operating Company shall keep a record of the number of working hours of Contract Personnel on the Unit and the number of Contract Personnel employed on the Unit during each Reporting Period to produce the Monitoring Indicator.  Data input  P = sum of working hours by all employees during the reporting period, Q = average of all direct employees during the reporting period, R = number of working weeks within the reporting period.  Formula  Required supporting information  Average working hours per person per week = (P/Q)/R  In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  Monitoring Indicator Reporting Indicator Reporting Period  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period	Measure Description	. •	ed per employee i	n the Reporting	
of working hours of Contract Personnel on the Unit and the number of Contract Personnel employed on the Unit during each Reporting Period to produce the Monitoring Indicator.  Data input  P = sum of working hours by all employees during the reporting period, Q = average of all direct employees during the reporting period, R = number of working weeks within the reporting period.  Formula  Average working hours per person per week = (P/Q)/R  Required supporting in addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  Monitoring Indicator Reporting Indicator Service Date  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period	Measure Aim		age number of ho	urs worked per	
reporting period, Q = average of all direct employees during the reporting period, R = number of working weeks within the reporting period.  Average working hours per person per week = (P/Q)/R  Required supporting in addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures.  Monitoring Indicator Reporting Indicator Reporting Period  Monthly, from the Commencement of Service Date  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period	Methodology	of working hours of C number of Contract F	Contract Personne Personnel employe	I on the Unit and the ed on the Unit during	
Required supporting information  In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  Monitoring Indicator Reporting Period  Monitoring Indicator Assessment Frequency  In addition to reporting the Monitoring Indicator, the Operating Company Supporting Porting Period  In addition to reporting the Monitoring Indicator, the Operating Company Supporting Porting Porting Indicator Annual Period  In addition to reporting the Monitoring Indicator, the Operating Company Supporting Indicator Sup	Data input	reporting period, Q = average of all direct employees during the reporting period,			
In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:   • Data input values.   • Any trends in the figures.    Monitoring Indicator Reporting Period   Monthly, from the Commencement of Service Date   Monthly, starting in the first Annual Period	Formula				
Reporting Period Commencement of Service Date  Monitoring Indicator Assessment the first Annual Period  Calculation Records  Records  Period	Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.			
Assessment the first Annual Period	Monitoring Indicator Reporting Period	Commencement of calculation Records			
Return Format Hours per week Decimal places 0	Monitoring Indicator Assessment Frequency	the first Annual			
	Return Format	Hours per week	Decimal places	0	

Monitoring Indicator 1	) - Training			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Conf	tract Management,	provision 4.1.10.	
Measure Description	Average number in the reporting p		er employee provided	
Measure Aim			y's performance in to all direct employees.	
Methodology	The Operating Control Personnel on the Personnel emplo	ompany shall keep Unit and the total	a record by Contract number of Contract ring each reporting	
Data input	<ul> <li>P = sum of all training hours provided during previous 12 months*,</li> <li>Q = average number of all direct staff during previous 12 months*.</li> <li>* or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</li> </ul>			
Formula	Monitoring Indicator = P/Q			
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.			
	Any trends	s in the figures.		
Monitoring Indicator Reporting Period	Annually, from the Commencement of Service Date  Data Source for calculation Records			
Monitoring Indicator Assessment Frequency	Annually, from the Commencement of Service Date			
Return Format	Number of hours	Decimal places	1	

Monitoring Indicator	No. 11 – KSI Accident Frequency Rate
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed Contract Objective(s)	Schedule 1, Conditions of Contract, provision 2.15.1.
	Counting incidents of Killed or Seriously Injured across the OC's network.
Measure Aim	Incentivise the OC to reduce KSI incidents through own initiatives, safety schemes and innovations.
Methodology	The Operating Company shall record the number of fatalities, serious injuries, children (<16 years old) fatalities, children (<16 years old) serious injuries and slight injuries occurring on the Unit.
Data input	A= Number of recorded fatalities on network annually (Base year 2004-2008 ave.)
	B= Number of recorded fatalities on network annually (Current year)
	C= Number of recorded serious injuries on network annually (Base year 2004-2008 ave.)
	D= Number of recorded serious injuries on network annually (Current year)
	E= Number of recorded children (<16 years old) fatalities on network annually (Base year 2004-2008 ave.)
	F= Number of recorded children (<16 years old) fatalities on network annually (Current year)
	G= Number of recorded children (<16 years old) seriously injured on network annually (Base year 2004-2008 ave.)
	H= Number of recorded children (<16 years old) seriously injured on network annually (Current year)
	I= Number of recorded slight injuries on network annually (Base year 2004-2008 ave.)
	J= Number of recorded slight injuries on network annually (Current year)
Formula	Fatalities Monitoring Indicator = (A-B) / A x 100
	Serious injuries Monitoring Indicator = (C-D) / C x 100
	Children fatalities Monitoring Indicator = (E-F) / E x 100
	Children serious injuries Monitoring Indicator = (H-I) / H x 100
	Slight injuries Monitoring Indicator = (J-K) / J x 100
Required supporting information	OC to relate performance monitoring indicator against progress in meeting the Scottish Government Casualty

	Reduction and to state any rectifying actions that are planned to ensure targets are met.			
<b>Monitoring Indicator</b>	Quarterly, from the	Quarterly, from the <b>Data Source for</b> KSI Records		
Reporting Period	Commencement of	calculation		
	Service Date			
<b>Monitoring Indicator</b>	Quarterly, starting			
Assessment	in the first Annual			
Frequency	Period			
Return Format	Percentage (%)	Decimal places	0	

Monitoring Indicator 12 - Observations Resulting from Inspections and Hazard Notice responses				
Related High-Level Contract Objective Related Detailed	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.  Schedule 2, Scope of Works, Part 2, Defects, Hazard			
Contract Objective(s)	Notices & Observations Resulting from Inspections Schedule 3, Contract Management, Provision 4.4.1 (a)			
Measure Description		servations Resultin es responded to wit	g from Inspections thin the required	
Measure Aim		•	ons resulting from onded to within the	
Methodology	to comply with the produce the Monit	requirements of Society of Society or in a contract of Society of	e Records necessary chedule 3 Part 4, to	
Data input	<ul> <li>A = total number of Observations resulting from Inspections due a response during the reporting period,</li> <li>B = total number of Hazard Notices due a response during the reporting period,</li> <li>C = total number of Observations resulting from Inspections due a response during the reporting period and responded to by the required response date.</li> <li>D = total number of Hazard Notices due a response during the reporting period and responded to by the required response date.</li> </ul>			
Formula	MI (Hazard Notice	s response) = (D/B	,	
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.			
Monitoring Indicator		in the figures.	AMPS and/or	
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	calculation	Operating Company Records	
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period			
Return Format	Percentage (%)	Decimal places	0	

Monitoring Indicator 13 -	- Innovation			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 1, Conditio Schedule 3, Contract	•		
Measure Description	Financial value of inn Operating Company.		ed by the	
Measure Aim	To measure the Ope delivering an efficient minimising costs.			
Methodology	The Operating Company shall use the Records of innovations submitted and accepted by the Director and the agreed financial benefits attributable to each innovation, as referred to in Schedule 1, to calculate the total financial benefit.			
Data input	The financial benefit introduced innovation	•	land of each	
Formula	Total financial value to Transport Scotland of benefits of all accepted innovations to date = sum of individual innovation benefits financial values.			
Required supporting information	<ul> <li>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</li> <li>Financial benefit for each innovation accepted by the Director.</li> </ul>			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	Operating Company Records	
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period			
Return Format	Value (£)	Decimal places	0	

Manitarina Indiantar 44 Callabaration				
Monitoring Indicator 14 - Collaboration				
Related High-Level Contract Objective		Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance		
Contract Objective		and foster innovation in all aspects of work.		
Related Detailed	Schedule 3, Contract N			
Contract Objective(s)	Collaboration and Part	nering.	·	
Measure Description	Value of collaborative Company.	services provided	by Operating	
Measure Aim	To measure the Opera providing efficiency sa services through collab	vings in the provis	sion of public sector	
Methodology	The Operating Compa with organisations.	ny shall keep reco	ords of collaboration	
Data input	The financial value of quuthorities through col	•	•	
Formula	Monitoring Indicator = sum of the values of goods and services provided to local authorities through collaboration agreements to date.			
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:			
	Financial benefit for each of the collaborative agreements.			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date  Data Source for Operating Compar Records			
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period			
Return Format	Value (£)	Decimal places	0	

Monitoring Indicator 1	5 - Submission of rep	oorts and submis	ssions	
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.			
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Appendix 1. Introduction Attachments. Attachment 1.1 Reporting & Submissions Defects & Inspections Attachment 1.2 Reporting & Submissions – Other.			
Measure Description	Percentage of report attachments that are timescales.			
Measure Aim	To measure the Ope submission of the rep			
Methodology	The Operating Company shall use the Records necessary to produce all reports and submissions required by Attachment 1.1 Reporting & Submissions Defects & Inspections and Attachment 1.2 Reporting & Submissions – Other to produce the Monitoring Indicator.			
Data input	<ul> <li>A = total number of reports and submissions due in the reporting period,</li> <li>B = total number of reports and submissions submitted as required in the reporting period,</li> <li>C = total number of reports and submissions outstanding from previous periods,</li> <li>D = total number of reports and submissions outstanding from previous periods submitted in the reporting period.</li> </ul>			
Formula	•	= ((B+D)/(A+C)) x	100	
Required supporting information	Monitoring Indicator = ((B+D)/(A+C)) x 100 In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:			
	<ul> <li>Data input values.</li> <li>Any trends in the figures.</li> <li>Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	AMPS and Operating Company Records	
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period			
Return Format	Percentage (%)	Decimal places	1	

Monitoring Indicator 16 – (Ultra) Low Emission Vehicles (ULEV)				
High-level Contract Objective	Sustainability – use omaterials	Sustainability – use of reused, recycled, renewable materials		
Detailed Contract Objective	Schedule 3, Contrac & 3.2.6.	t Management, pr	rovisions 1.5.10, 3.2.5	
Measure Description	Percentage of the ca classified as ultra-lov			
Measure Aim	To measure the amo Company's fleet.	ount of ULEV in the	e Operating	
Methodology	The Operating Compa its fleet to calculate the Vehicles.			
Data Input	<ul> <li>A = total number of cars and vans (up to 3.5 tonnes) in the Operating Company's fleet.</li> <li>B = total number of cars and vans (up to 3.5 tonnes) in the Operating Company's fleet classified as ultra-low emission vehicle.</li> </ul>			
Formula	Performance Indicate	or = (B/A) x 100		
Required supporting information	Not Applicable.			
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Calculations	Operating Company Records & Data Logging System	
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period			
Return Format	Percentage (%)	Decimal places	1	

Monitoring Indicator 17 – ULEV Usage			
High-level Contract Objective	Sustainability – use of reused, recycled, renewable materials		
Detailed Contract Objective	Schedule 3, Contrac & 3.2.6.	t Management, pr	rovisions 1.5.10, 3.2.5
Measure Description	Percentage of the to fleet (up to 3.5 tonne ultra-low emission ve	s) using electric n	led in the car and van node, classified as
Measure Aim	To measure the usage Company's fleet.	ge of ULEV in the	Operating
Methodology		e percentage of the	cords of the vehicles in total distance travelled
Data Input	<ul> <li>A = Distance travelled in electric mode by cars and vans (up to 3.5 tonnes) in the Operating Company's fleet classified as ultra-low emission vehicles.</li> <li>B = Total distance travelled by cars and vans (up to 3.5 tonnes) in the Operating Company's fleet classified as ultra-low emission vehicles.</li> </ul>		
Formula	Performance Indicate	or = (A/B) x 100	
Required supporting information	Not Applicable.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for Calculations	Operating Company Records & Data Logging System
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Monitoring Indicator 18 – Salt Usage			
High-level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.		
Detailed Contract Objective	Schedule 2 Scope, S	Section 6.3 Treatm	nents
Measure Description	Total amount of salt used in each Annual Period as a percentage of the amount used in the Annual Period following the Commencement of Service Date (used as benchmark). Base salt usage to be established and Monitoring Indicator reported annually from the second Annual Period following the Commencement of Service Date onwards.		
Measure Aim	To monitor the amou Service Period.	int of salt used du	ring the Winter
Methodology	The Operating Comp data logging system to provide the data to	fitted into the Win	ter Service vehicles
Data Input	Total amount of salt	used per month ir	n tonnes.
Formula	Total amount of salt used aggregated for the Annual Period as a percentage of the amount used in the Annual Period following the Commencement of Service Date.		
Required supporting information	Not Applicable.		
Monitoring Indicator Reporting Period	Monthly, from the second Annual Period	Calculations	Operating Company Records & Data Logging System
Monitoring Indicator Assessment Frequency	Monthly, from the second Annual Period		
Return Format	Percentage (%)	Decimal places	1

Monitoring Indicator 1	9 – Potassium Aceta	ate Usage		
High-level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by			
	roadworks, unplanne conditions.		-	
Detailed Contract Objective	Schedule 2 Scope, S	Section 6.3 Treatm	nents	
Measure Description	Total amount of potassium acetate used in each Annual Period as a percentage of the amount used in the Annual Period following Commencement of Service Date (used as benchmark). Base potassium acetate usage to be established and Monitoring Indicator reported annually from the second Annual Period following Commencement of Service Date onwards.			
Measure Aim	To monitor the amount of potassium acetate used during the Winter Service Period.			
Methodology	The Operating Company shall use the route cards and the data logging system fitted into the Winter Service vehicles to provide the data to produce this Monitoring Indicator.			
Data Input	Total amount of potassium acetate used per month in litres.			
Formula	Total amount of potassium acetate used aggregated for the Annual Period as a percentage of the amount used in the first Annual Period following Commencement of Service Date.			
Required supporting information	Not Applicable.			
Monitoring Indicator Reporting Period	Monthly, from the second Annual Period	Calculations	Operating Company Records & Data Logging System	
Monitoring Indicator Assessment Frequency	Monthly, starting in the second Annual Period			
Return Format	Percentage (%)	Decimal places	1	

Monitoring Indicator	20 - C	ommunity Engagements and Community Benefits	
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.		
Related Detailed Contract Objective(s)	Sched Benef	ule 3, Contract Management, Section 1.4 Community its	
	Number of all opportunities created, visits and tours undertaken, and meetings attended during the reporting period.		
Measure Aim	To me	easure the Operating Company's performance in ing with communities.	
Methodology	Monito	perating Company shall use its Records to produce the bring Indicator, by reporting against the eleven (11) data in the Monitoring Indicator.	
Data input	Young	g people and schools	
	1.	Number of sponsorships offered to high schools within or adjacent to the Unit	
	2.	Number of visits undertaken to primary and secondary schools within or adjacent to the Unit to make presentations regarding Operating Company's role and work	
	Employment and economy		
	3.	Number of job opportunities advertised through Jobcentres and local employability partnerships	
	4.	Number of new SME sub-contracters	
	5.	Number of New Entrants engaged	
	6.	Number of opportunities offered to young people on the Unit in accordance with the Scottish Government's Creating Opportunities Together document	
	7.	Number of Work Clubs supported on the Unit or adjacent to the Unit, in accordance with the UK Government's Get Britain Working policy Charitable support	
	8.	Number of local charities supported by the Operating Company	
	9.	Number of large-scale charity events undertaken by the Operating Company during the reporting period	
	Local	engagement	
	10	Number of attended dialogue, feedback and consultation events related to the major works affecting bridge users and in accordance with the Operating	

	Company's Unit Specific Communication Plan required in Schedule 3, Section 5.3 Communications.			
	11. Number of industry related lectures, mentoring and public speaking engagements			
Formula	Young people and schools	Target		
	Number of sponsorships offered to high schools within or adjacent to the Unit this Annual Period	No Target		
	2. Number of visits undertaken to primary and secondary schools within or adjacent to the Unit to make presentations regarding Operating Company's role and work this Annual Period	Minimum of four each Annual Period		
	Employment and economy	Target		
	Number of job opportunities advertised through     Jobcentres and local employability partnerships	No Target		
	Number of sub-contracts     awarded to SMEs	No Target		
	Number of New Entrants     engaged in this Annual     Period	No Target		
	• •	Minimum of one each Annual Period		
		Minimum of two each Annual Period		

	Working policy this Ar Period	nnual			
	8. Number of local charities supported by the Operating Company this Annual Period  9. Number of large-scale		Target	Target	
			Minimum o	of two each Annual	
			Minimum o Annual Pe	of one in every two riods.	
	Local engagement		Target		
	dialogue, feedback and consultation events related to the major works affecting bridge users and in accordance with the Operating Company's Unit Specific Communication Plan required in Schedule 3, Section 5.3 Communications.		No Target		
			Minimum o Annual Pe	of 20 hours each riod	
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values. Any trends in the figures.				
Monitoring Indicator	•	Data Source for AMPS		AMPS	
Reporting Period	Commencement of Service Date	calcul	ation		
Monitoring Indicator	Quarterly, starting in the				
Assessment Frequency	first Annual Period				
Return Format	Integers	Decim	nal places	0	
J. Gilliat			.a. piacos		

Monitoring Indicator 21	- Injurious weeds				
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.				
Related Detailed Contract Objective(s)	Schedule 2, Scope, provision 3.5.31 and 3.5.33. Schedule 2 Scope, Appendix 3 Roads Attachment 3.46 Annual Invasive or Injurious Species Management Plan Schedule 5, Specifications and Drawings, Appendix 30/2. Transport Scotland – Trunk Road Information Manual.				
Measure Description	Percentage change of the area of injurious weeds on the Unit achieved during the reporting period.				
Measure Aim	To measure the performance of the operating companies in relation to management of injurious weeds within the unit with a target (to be agreed with the director) to increasingly reduce the amount each year.				
Methodology	The Operating Company shall use records of the areas of infestation of invasive or injurious species within the Asset Management Performance System, and as identified in the Annual Invasive or Injurious Species Management Plan to calculate the Monitoring Indicator.				
Data input	<ul> <li>A = area infested by injurious weeds at the end of the previous reporting period (m²),</li> <li>B = area infested by injurious weeds at the end of the reporting period (m²),</li> <li>C = target reduction of the area infested by injurious weeds agreed with director.</li> </ul> From the above:				
	P = A-B, reduction of the area infested by injurious weeds at the end of the reporting period.				
Formula	Monitoring Indicator = (P/A) x 100				
Required supporting information	gIn addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:				
	<ul> <li>Data input values.</li> <li>Any trends in the figures.</li> <li>Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>				
MI Reporting Period	Annually, from Data Source for AMPS the second MI calculation Annual Period				
MI Performance	Annually, from				
Assessment	the second				
Frequency	Annual Period				
Return Format	Percentage (%) Decimal places 0				

Monitoring Indicator 22	2 - Winter treatments time compliance			
Related High-Level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.			
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 6.3, Treatments			
Measure Description	Percentage of Winter Service treatments carried out in compliance with required timescales.			
Measure Aim	To measure the Operating Company's performance in carrying out Winter Service activities.			
Methodology	The Operating Company shall use the register of all daily proposed and actual actions including all dates and times for each route and each treatment to produce the Monitoring Indicator.			
Data input	<ul> <li>A = total number of planned (precautionary) treatments required,</li> <li>B = total number of planned (precautionary) treatments completed within the required treatment timescale,</li> <li>C = total number of unplanned (call out) treatments called out,</li> <li>D = total number of unplanned (call out) treatments commenced and completed within required timescales.</li> </ul>			
Formula	Precautionary treatments Monitoring Indicator = A/B x 100  Call-out treatments Monitoring Indicator = C/D x 100			
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  • Reasons for any failures and actions taken to prevent reoccurrence.			
Monitoring Indicator Reporting Period	Monthly during Winter Service Period, from the Commencement of Service Date  Data Source for AMPS calculation			
Monitoring Indicator Assessment Frequency	Monthly during Winter Service Period, from the Commencement of Service Date			
Return Format	Percentage (%) Decimal places 0			

Monitoring Indicator 23 - Ice Alarms					
Related High-Level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.				
Related Detailed	Schedule 2, Scope, Section	n 6.2 Manageme	nt		
Contract Objective(s)	Tatal mount an af a stirration	- f	una a una de il a		
Measure Description	Total number of activation road sensors due to the pr				
Measure Aim	To measure the Operating carrying out Winter Service		rmance in		
Methodology	The Operating Company shall keep the information from the weather information system and a record of the road conditions the patrols encounter during Winter Time Service.				
Data input	<ul> <li>A = total number of activations from road sensors due to the presence of ice on the surface,</li> <li>B = total number of activations from mobile road sensors due to the presence of ice on the surface.</li> </ul>				
Formula	Monitoring Indicator = A + B				
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:				
	<ul> <li>Data input values.</li> <li>Breakdown by route.</li> <li>Any trends in the figures.</li> <li>Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>				
Monitoring Indicator Reporting Period	Monthly during Winter Service Period, from the Commencement of Service Date	Data Source for calculation	AMPS		
Monitoring Indicator Assessment Frequency	Monthly during Winter Service Period, from the Commencement of Service Date				
Return Format	Percentage (%)	Decimal places	0		

Monitoring Indicator 24 –	Electronic Data Cap	ture of Paven	nent Maintenance Schemes	
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users, but which is also affordable.			
Related Detailed Contract Objective(s)	Pavement Maintenar	nce Guidance		
Measure Description	Percentage of scher captured during the		here electronic data has been works.	
Measure Aim	To measure the performance of the Operating Company's performance in the collection of electronic data during pavement maintenance works.			
Methodology	The Operating Company shall identify the number of pavement maintenance schemes over £250k where electronic data capture was utilised. This shall be compared to the total number of schemes >£250k that have been delivered.			
Data input	T = total number of pavement maintenance schemes >£250k			
	N = number of pavement maintenance schemes >£250k where electronic data capture has been utilised			
Formula	Performance Indicate	or = (N/T) * 100	)	
Required supporting information	Works programme data and electronic data capture records.			
Monitoring Indicator Reporting Period	Monthly, starting in first Annual Period	Data Source for calculation	Works programme list	
Monitoring Indicator Performance Assessment Frequency	Monthly, starting in first Annual Period			
Return Format	Percentage (%)	Decimal places	1	

Monitoring Indicator 2	25 – Users' perception of the quality of road maintenance			
Related High-Level Contract Objective Related Detailed	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.  Schedule 3, Contract Management, Section 5.2, Customer			
Contract Objective(s)	and Stakeholder Management			
Measure Description	The perceived quality of the maintenance of the roads based on the annual Survey of trunk road users in Scotland.			
Measure Aim	To measure the satisfaction of the Operating Company's quality delivery to road users.			
Methodology	The Operating Company shall collect the data from the annual Road User Perception survey on the conditions and maintenance of the road in the previous year and the concerned region. The data collected is the percentage of the users answering "satisfied" to the following statements:			
	<ul> <li>Satisfaction with the management of vegetation on verges and central reserves.</li> <li>Satisfaction with the amount of litter and debris on the road surface.</li> </ul>			
	<ul> <li>Satisfaction with the speed with which road defects such as potholes are repaired.</li> <li>Satisfaction with the quality of repairs.</li> <li>Satisfaction with promptness with which roads are cleared in the winter.</li> </ul>			
	<ul> <li>Satisfaction with promptness with which roads are gritted in winter.</li> </ul>			
Data input	<ul> <li>A = % of satisfied users with the management of vegetation on verges and central reserves,</li> <li>B = % of satisfied users with the amount of litter and debris on the road surface,</li> </ul>			
	<ul><li>C = % of satisfied users with the speed with which roads defects such as potholes are repaired,</li><li>D = % of satisfied users with the quality of repairs,</li></ul>			
	<ul> <li>E = % of satisfied users with promptness with which roads are cleared in the winter,</li> <li>F = % of satisfied users with promptness with which roads are gritted in the winter.</li> </ul>			
	The following data shall be derived based on some of the above questions/statements:  P = mean average of the main non-surface condition			
	related users' satisfaction (A+B)/2 x100, Q = mean average of the repairs users' satisfaction (C+D)/2 x 100,			
F	R = mean average of the maintenance in winter time users' satisfaction (E+F)/2 x 100.			
Formula	Monitoring Indicator = (P+Q+R)/3			

Required supporting information	N/A		
Monitoring Indicator Reporting Period	<b>J</b> ,	Data Source for calculation	Road User Perception survey
Monitoring Indicator Assessment Frequency	Annually, from the second Annual Period		
Return Format	Aggregated percentage (%) of users' maintenance satisfaction	Decimal places	0

Monitoring Indicator 26 - Satisfaction level with OC responses to enquiries and complaints					
Related High-Level Contract Objective  Related Detailed	Customer Care and Travel Information – To provide customers with up-to-date, reliable travel information and support the level of satisfaction in trunk road services.  Schedule 3, Contract Management, provision 5.2.4.				
Contract Objective(s) Measure Description	Percentage of customers declaring satisfied with the Operating Company-related enquiries and complaints response in road user and stakeholder surveys.				
Measure Aim	To measure the sat quality delivery to c				
Methodology	The Operating Company shall collect the data provided by Transport Scotland on customer satisfaction on OC enquiries and complaints.				
Data input	A = number of customers completing the satisfaction questionnaire on OC enquiries/complaints, B = number of customers declaring "satisfied" with OC responses to their enquiries/complaints.				
Formula	Monitoring Indicator = (B/A) x 100				
Required supporting information	In addition to the Monitoring Indicator, the Operating Company shall provide the following supporting information:				
	Reasons for reoccurrence	•	ctions taken to prevent		
Monitoring Indicator Reporting Period	Periodically from the Commencement of Service Date	calculation	Road user and stakeholder surveys		
Monitoring Indicator Assessment Frequency	Periodically, when surveys are available				
Return Format	Percentage (%)	Decimal places	0		

<b>Monitoring Indicator 2</b>	Monitoring Indicator 27 - Works Contracts cost estimates					
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.					
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process					
Measure Description	Accuracy of Works Co					
Measure Aim	To measure the accurate estimates for Works C	•	g Company's			
Methodology	The Operating Company shall use the Records of pre-tender estimate, awarded tender value and tender return date to produce the Monitoring Indicator.					
	For each Scheme tender the accuracy shall be calculated and the Monitoring Indicator shall be based on all Scheme tenders completed during the previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.					
Data input	The following data shall be used:					
	A = pre-tender Scheme estimate for each Scheme,					
	B = tender value for each Scheme,					
	C = individual scheme accuracy = $(1-\sqrt{((A-B)^2)/A}) \times 100$					
	note: square and square root to make (A-B) always positive					
	D = number of Schemes tendered in previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.					
Formula	Overall Monitoring Indindividual Scheme acc		average of the , calculated as follows:			
	Monitoring Indicator =	(C <sub>1</sub> +C <sub>2</sub> +C <sub>3</sub> +)/D				
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:					
	<ul><li>Data input values.</li><li>Any trends in the figures.</li></ul>					
Monitoring Indicator Reporting Period	Quarterly, from the Service of Commencement Date	Data Source for calculation	AMPS			
Monitoring Indicator Assessment Frequency	Quarterly, starting in the first Annual Period					
Return Format	Percentage (%)	Decimal places	0			
·	· - · · ·	•	•			

Monitoring Indicator 2	8 - Works Contracts	out turn cost										
Related High-Level Contract Objective	Value for Money and efficient use of availa and foster innovation	ble resources for re	oad maintenance									
Related Detailed Contract Objective(s)	Schedule 3, Contract Programmes and Proforecasting process											
Measure Description	Success in delivering	•										
Measure Aim	To measure the Ope Schemes at the awar		success in delivering									
Methodology		value and Schem	Records of awarded e Completion Dates cator.									
	Monitoring Indicator completed during the months elapsed after	or each Scheme the accuracy shall be calculated and the lonitoring Indicator shall be based on all Schemes ampleted during the previous 12 months or number of nonths elapsed after Commencement of Service Date 1, whichever is the lesser.										
Data input	The following data sh	he following data shall be used:										
	A = awarded tender	A = awarded tender value for each Scheme,										
	B = final value for ea	nch Scheme,										
	C = individual schem	ne accuracy = (1-√(	((A-B) <sup>2</sup> )/A) x 100									
	note: square and squ		, , ,									
	D = number of Sche or number of mo	mes completed in ہ	previous 12 months the Commencement									
Formula	Overall Monitoring In individual Scheme acfollows:		_									
	Monitoring Indicator =	= (C <sub>1</sub> +C <sub>2</sub> +C <sub>3</sub> +)/D	)									
Required supporting information	In addition to reportin Operating Company information:		-									
	<ul><li>Data input value</li><li>Any trends in the</li></ul>											
Monitoring Indicator Reporting Period	Annually, from the Commencement of Service Date	Data Source for calculation	AMPS									
Monitoring Indicator Assessment Frequency	Annually, from the Commencement of Service Date											
Return Format	Percentage (%)	Decimal places	0									
Return Format	Percentage (%)	Decimal places	U									

Objective in a condition that meets the needs of our users but which is also affordable.  Detailed Contract Objective Schedule 2, Scope of Works, Provision 4.11.1-7  Measure Description Target percentage of Structures listed within the Structures Programme exhibiting poor or very poor Bridge Condition Indices (BCIAve) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements  Measure Aim To measure the Operating Company's performance in maintaining or improving asset condition for all assets within its programme remit.  Methodology The Operating Company shall use the Records in the AMPS to determine the number of Structures within the programme where the BCIAve score is poor or very poor to produce the Performance Indicator.  A = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCIave values (rolling monthly period) by the end of current reporting period.  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCIave values (rolling monthly period) by the end of current reporting period.  Formula Reported Performance Indicator = 100 - ((B/A) x 100%)  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  • Any trends in the figures.  • Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Period Monthly, starting in the first Annual Period Monthly, starting in the first Annual Period	Monitoring Indicator 2	9 – Structure Condi	tion Managemen	t (BCI <sub>AVE</sub> )								
Target percentage of Structures listed within the Structures Programme exhibiting poor or very poor Bridge Condition Indices (BClave) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements    Measure Aim	High-level Contract Objective	in a condition that me										
Programme exhibiting poor or very poor Bridge Condition Indices (BCI <sub>AVE</sub> ) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements  To measure the Operating Company's performance in maintaining or improving asset condition for all assets within its programme remit.  Methodology  The Operating Company shall use the Records in the AMPS to determine the number of Structures within the programme where the BCI <sub>AVE</sub> score is poor or very poor to produce the Performance Indicator.  A = total cumulative number of Structures assets, within the Programme with reported BCI <sub>ave</sub> values (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCI <sub>ave</sub> values (rolling monthly period) by the end of current reporting period.  Formula  Reported Performance Indicator = 100 - ((B/A) x 100%)  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values.  Any trends in the figures.  Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Montitoring Indicator Reporting Period  Monthly, from the Commencement of Service Date  Monthly, starting in the first Annual Period	Detailed Contract Objective	Schedule 2, Scope of	f Works, Provisio	n 4.11.1-7								
maintaining or improving asset condition for all assets within its programme remit.  The Operating Company shall use the Records in the AMPS to determine the number of Structures within the programme where the BCIAVE score is poor or very poor to produce the Performance Indicator.  Data Input  A = total cumulative number of Structures assets, within the Programme with reported BCIave values (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCIave values (rolling monthly period) by the end of current reporting period.  Formula  Reported Performance Indicator = 100 - ((B/A) x 100%)  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values.  • Any trends in the figures.  • Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Indicator Reporting Indicator Assessment  Frequency  Monthly, starting in the first Annual Period	Measure Description	Programme exhibitin Indices (BCI <sub>AVE</sub> ) scot Scotland Structures	g poor or very po res in accordance Manual, Part A - A	or Bridge Condition with Transport								
AMPS to determine the number of Structures within the programme where the BClave score is poor or very poor to produce the Performance Indicator.  A = total cumulative number of Structures assets, within the Programme with reported BClave values (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BClave values (rolling monthly period) by the end of current reporting period.  Formula Reported Performance Indicator = 100 - ((B/A) x 100%)  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values.  Any trends in the figures.  Lists of all Structures assets where the reported BCl is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Indicator Assessment Frequency  Monthly, starting in the first Annual Period	Measure Aim	maintaining or impro	ving asset conditi	•								
Programme with reported BCl <sub>ave</sub> values (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCl <sub>ave</sub> values (rolling monthly period) by the end of current reporting period.  Reported Performance Indicator = 100 - ((B/A) x 100%)  Required supporting in addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  Data input values.  Any trends in the figures.  Lists of all Structures assets where the reported BCl is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Indicator Service Date  Monthly, from the Commencement of Service Date  Monthly, starting in the first Annual Period	Methodology	AMPS to determine the programme where the	AMPS to determine the number of Structures within the programme where the BCI <sub>AVE</sub> score is poor or very poor to produce the Performance Indicator.									
Reported Performance Indicator = 100 - ((B/A) x 100%)   Required supporting information	Data Input	Programme with reported BCl <sub>ave</sub> values (rolling monthly period) by the end of current reporting period,  B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCl <sub>ave</sub> values (rolling monthly period) by the end of current										
In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:  • Data input values. • Any trends in the figures. • Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Indicator Research  Monitoring Indicator Assessment Frequency  In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting supporting in the figures.  Data Surce for Calculations  Calculations  Service Date  Monthly, starting in the first Annual Period	Formula			0 - ((B/A) x 100%)								
Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Monitoring Indicator Reporting Period  Monitoring Indicator Assessment Frequency  Monthly, starting in the first Annual Period  Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.  Data Source for Calculations  Calculations  Period	Required supporting information	In addition to reportir Operating Company information:	ng the Performand shall provide the	ce Indicator, the								
Reporting Period Commencement of Service Date  Monitoring Indicator Assessment The first Annual Period  Calculations  Calculations  Calculations  Calculations		Lists of all Str is poor or ver	ructures assets w y poor along with	description of reason								
Assessment the first Annual Period	Monitoring Indicator Reporting Period	Commencement of		AMPS								
Return Format Percentage (%) Decimal places 1	Monitoring Indicator Assessment Frequency	the first Annual										
	Return Format	Percentage (%)	Decimal places	1								

Monitoring Indicator 3	0 – Structure Condit	ion Management (	(BCIcrit)									
High-level Contract Objective	Condition – To meas assets in a condition which is also afforda	that meets the nee	eds of our users but									
Detailed Contract Objective	Schedule 2, Scope of	of Works, Provision	4.11.1-7									
Measure Description	poor Bridge Condition accordance with Tra											
Measure Aim	·	o measure the Operating Company's performance in naintaining or improving asset condition.										
Methodology	structure's managen	The Operating Company shall use the Records in the structure's management function of the AMPS to determine he number of Structures where the BCI <sub>CRIT</sub> score is poor or very poor to produce the Performance Indicator										
Data Input	reported BCI <sub>CRI</sub> end of current r B = total cumulative the Programme	A = total cumulative number of Structures assets with reported BCIcrit values (rolling monthly period) by the end of current reporting period, B = total cumulative number of Structures assets, within the Programme with poor or very poor reported BCIcrit values (rolling monthly period) by the end of										
Formula	Reported Performan	•	- ((B/A) x 100%)									
Required supporting information	Operating Company information:	v shall provide the lues. the figures. ructures assets who	ance Indicator, the following supporting ere the reported BCI description of reason									
	· •	on the Programme.	•									
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculations	AMPS									
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period											
Return Format	Percentage (%)	Decimal places	1									

Monitoring Indicator 31	- Bids against expenditure profile
Related High-Level	Value for Money and Innovation – To make economic and
Contract Objective	efficient use of available resources for road maintenance
	and foster innovation in all aspects of work.
Related Detailed	Schedule 3, Contract Management, Provision 7.2.1
Contract Objective(s)	onioaano o, oomaat management, rioneien ri <u>e</u> ri
Measure Description	Percentage of ordered work against expenditure profile.
Measure Aim	To measure value of work ordered for the current
	Financial Year at the end of each reporting period against
	the accumulated profiled spend as set at the end of the
	reporting period.
Methodology	The profiled spend will be determined as accumulative
	from the start of the financial year to the current month.
	The ordered work value shall be calculated by summing
	the ordered work values for each Scheme as recorded in
	Records of the AMPS at the end of each reporting period.
Data input	A = sum of ordered work for all routine/cyclic Schemes,
-	B = profiled spend for routine/cyclic Schemes,
	C = sum of ordered work for all structural maintenance
	(roads) Schemes,
	D = profiled spend for structural maintenance (roads)
	Schemes,
	E = sum of ordered work for all Structures Schemes,
	F = profiled spend for Structures Schemes,
	G = sum of ordered work for all minor improvement
	Schemes,
	H = profiled spend for minor improvement Schemes,
	I = sum of ordered work for all strategic road safety
	Schemes,
	J = profiled spend for strategic road safety Schemes.
Formula	Monitoring Indicator for routine and cyclic Schemes = A/B
	x100
	Monitoring Indicator for structural maintenance = C/D x100
	Monitoring Indicator for Structures = E/F x 100
	Monitoring Indicator for minor improvements = G/H x100
	Monitoring Indicator for strategic road safety Schemes =
	I/J x100
	Reported Monitoring Indicator = (A+C+E+G+I) /
	(B+D+F+H+J) x 100
Required supporting	In addition to reporting the Monitoring Indicator, the
information	Operating Company shall provide the following supporting
	information:
	Data input values.

	<ul> <li>Any trends in the figures.</li> <li>Any significant findings as a result of further link/section analysis by Work Code or expenditure type.</li> </ul>									
Monitoring Indicator	Monthly, from the	Data Source for	AMPS							
Reporting Period	Commencement of calculation									
	Service Date									
Monitoring Indicator	Monthly, from the									
Assessment Frequency	Commencement of									
	Service Date									
Return Format	Percentage	Decimal places	0							

Monitoring Indicator No. 32 – Accessibility Barriers											
Related High-Level	Accessibility and Inte	•									
Contract Objective	accessible to all user		• •								
	ensure that traffic mo										
Related Detailed	Schedule 3, Scope, S	Section 1.6 Investm	ent objectives of the								
•	contract										
Measure Description	Percentage yearly re access on the trunk r		per of barriers to								
Measure Aim	To measure the Ope a Unit that is accessi										
Methodology	The Operating Compaccessibility barriers have been completed	that have been ren	noved by works that								
Data input	The following data sh	Γhe following data shall be used:									
	A = Number of accessibility barriers removed within the reporting period.										
Formula	Monitoring Indicator :	= A									
Required supporting information	In addition to reporting Operating Company information:	0	•								
		ers removed and the	moved including the e value of each								
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	AMPS								
Monitoring Indicator	Annual, from the										
Assessment	Commencement of										
Frequency	Service Date										
Return Format	Number	Decimal places	0								

Monitoring Indicator N	lo. 33 – Use of reuse	ed, recycled, renev	wable materials							
Related High-Level	Sustainability – To re	duce carbon and w	vaste and enhance							
Contract Objective	environments.									
Related Detailed	Schedule 3, Contract	t Management, pro	vision 1.5.7 & 1.5.10.							
Contract Objective(s)										
Measure Description	Percentage of raw m		ed from reused,							
	recycled or renewabl									
Measure Aim	To encourage sustain renewables materials		e of reused, recycled,							
Methodology	The Operating Comp quantities of raw mat materials obtained fro certified sources. Thi an Estimated Bid Val	erials used and qua om recycled, reuse s PI applies to all V	antities of raw d, renewable or Vorks Contracts with							
Data input	A = total raw materials consumed (tonnes),									
	B = total raw materials from a recycled or reused source (tonnes), C = total raw materials from a renewable or certified source (tonnes).									
Formula	Performance Indicate	$or = (B + C) / A \times 10^{-1}$	00							
Required supporting information	Company shall provide  Data input value Any trends in	de the following sup ues								
Monitoring Indicator Reporting Period	Quarterly, from the Commencement of Service Date	Data Source for calculation	Operating Company Records							
Monitoring Indicator	Quarterly, starting in									
Assessment	the first Annual									
Frequency	Period									
Return Format	Percentage (%)	Decimal places	1							

**Attachment 9.3 Payment Adjustment Factors** 

								PAF A (% of		PAF B (% of		PAF C (% of
DI				PAF		PAF	Derformone	relevant Core	Porformonos	relevant Core	Parformance	relevant Core
PI Number	Title	Measure description	PI Reporting Period	applies ? (Y/N)	PAF Frequency	calculation basis	Performance threshold A	Operation s Price)	Performance threshold B	Operation s Price)2	Performance threshold C	Operations Price)3
		Measuring		Ţ			,					
	RIDDOR (Reporting of	RIDDOR	Quartarly from the	'	Quarterly,	1	1		,			· [
	Injuries, Diseases and Dangerous Occurrences	reportable incidents across	Quarterly, from the Commencement of	'	starting in the first Annual	1	1		,			
1	Regulations)	the Unit.	Service Date	N	Period	N/A	5 to 9	N/A	10 to 14	N/A	15 or more	N/A
		1		Ţ ,	,	Percentage	,		,			ļ <sup>r</sup>
	1	1		'	'	of average Price for	1		,			· [
	1	Percentage of		,	'	Core	1		,			· [
	1	Category 1		,	'	Operations	1		,			I
	1	Structures Paranet defects		,	'	excluding Winter	1		,			· [
	1	Parapet defects repaired within	Monthly, from the	,	Monthly, starting		1		,			· [
	Repair of Structures	contractual	Commencement of	'	in the first	(columns I,	98.0% - 96.6		96.5% -		95.0% or	· [
2	Category 1 Safety Defects	timescales	Service Date	Y	Annual Period	K and M)	%	5%	95.1%	10%	lower	25%
	1	1		'	'	Percentage of average	1		,			[ <b>"</b>
	1	Percentage of		,	'	Price for	1		,			I
	1	Category 1		,	'	Core	1		,			I
	1	defects repaired within contractual		,	'	Operations excluding	1		,			I
	1	timescales		,	'	Winter	1		,			
	Repair of Category 1	(excluding	Monthly, from the	·	Monthly, starting	Service	1		,			ין ו
ا	Safety Defects (excluding	Structures	Commencement of		in the first	(columns I,	20.0 05.1%	50/	95.0% -	400/	000/ or lower	) 250/
3	Structures Parapets)	Parapet defects)	Service Date	<u> </u>	Annual Period	K and M) Percentage	98.0 - 95.1%	5%	92.1%	10%	92% or lower	25%
	1	1		,	'	of average	1		,			
	1	To measure the		·	'	Price for	1		,			'!
	1	quality of Mandatory and		,	'	Core Operations	1		,			
	1	Desirable		,	Monthly, starting	1 '	1		,			
	1	Inventory Data	Monthly, starting 12	,	12 months from	Winter	1		,			
	Data Quality	fields by the	months from the	,	the	Service	05.00/		00.00/		05 00/ or	
4	Inventory Data Quality Audit	Operating Company.	Commencement of Service Date	Y	Commencement of Service Date	(columns I, K and M)	95.0% - 90.1%	10%	90.0% - 85.1%	15%	85.0% or lower	25%
-	Addit	Percentage of	COLVIOU DATA	+	OI COI VICE Date	Percentage		1075	00.170	1070	10110.	1
	1	days on which		'	'	of average	1		,			
	1	link/sections of		·	'	Price for	1		,			
	1	the Unit are within the		'	'	Core Operations	1		,			1
	1	required	Monthly, from the		Monthly, starting	excluding	1		,			
_	Routine Monitoring	inspection	Commencement of	'	in the first	Winter	1 '		95.0% -	: 22/		
5	Inspections	interval for	Service Date	<u> </u>	Annual Period	Service	98.0 - 95.1%	5%	92.1%	10%	92% or lower	25%

								PAF A (% of		PAF B (% of		PAF C (% of
				PAF		PAF		relevant Core		relevant Core		relevant Core
PI		Measure		applies		calculation	Performance	Operation	Performance	Operation	Performance	Operations
Number	Title	description	PI Reporting Period	? (Y/N)	PAF Frequency	basis	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
		Routine				(columns I,						
		Monitoring				K and M)						
		Inspections.										
						Percentage						
						of average Price for						
						Core						
		Percentage of				Operations						
		Comprehensive				excluding						
		Inspections				Winter						
		carried out within	Monthly, from the		Monthly, starting							
	Comprehensive	the required	Commencement of		in the first	(columns I,	95.0% -		90.0% -			
6	Inspections	intervals.	Service Date	Υ	Annual Period	K and M)	90.1%	10%	85.1%	15%	85% or lower	25%
						Percentage						
						of average						
		D ( (				Price for						
		Percentage of				Core						
		asset (excluding maintenance of				Operations						
		grassed areas)				excluding Winter						
		maintained within	Monthly, from the		Monthly, starting							
		the required	Commencement of		in the first	(columns I,	90.0% -		85.0% -			
7	Cyclic Maintenance	timescales.	Service Date	Υ	Annual Period	K and M)	85.1%	10%	80.1%	20%	80% or lower	50%
						Percentage						
						of average						
		Percentage of				Price for						
		Structures				Core						
		Principal				Operations						
		Inspections and				excluding Winter						
		reports carried out to agreed	Monthly, from the		Monthly, starting	Service						
	Structures Principal	programme in the			in the second	(columns I,	98.0% -		96.5% -		95.0% or	
8	Inspections	inspection year.	Service Date	Υ	Annual Period	K and M)	96.6%	10%	95.1%	20%	lower	50%
	'	Percentage of				Percentage						
		Structures				of average						
		General				Price for						
		Inspections and				Core						
		reports carried	NA (1) 6 (1)			Operations						
	Other street	out to agreed	Monthly, from the		Monthly, starting	excluding	00.00/		00.50/		05.00/	
_	Structures General	programme in the		\ \ \	in the second	Winter	98.0% -	100/	96.5% -	200/	95.0% or	F00/
9	Inspections	inspection year.	Service Date	<u> </u>	Annual Period	Service	96.6%	10%	95.1%	20%	lower	50%

PI Number	Title	Measure description	PI Reporting Period	PAF applies ? (Y/N)	PAF Frequency	PAF calculation basis	Performance threshold A	PAF A (% of relevant Core Operation s Price)	Performance threshold B	PAF B (% of relevant Core Operation s Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
						(columns I, K and M)						
10	Structures Maintenance Programme	Percentage of Structures Cyclic Maintenance within quarter completed to agreed programme.	Monthly, from the Commencement of Service Date	Y	Quarterly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0% - 94.1%	10%	94.0% - 90.1%	20%	90.0% or lower	50%
11	Well-lit Network	Percentage of LED Luminaires and Lighting points operational on the Unit.	Monthly, from the Commencement of Service Date	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	92.5% - 90.1%	5%	90% - 87.6%	10%	87.5% or lower	25%
12	Winter Treatments Efficiency	Call-out treatments carried out during the Winter Service Period compared to 1,000 precautionary treatments.	Monthly, during Winter Service Period	Y	Monthly, starting in the first Annual Period	Percentage of Winter Service Price (columns I, K and M)	19 - 20 call- out treatments per 1000	2%	21 - 25 call- out treatments per 1000	5%	26 or more call-out treatments per 1000	10%
13	Weather Forecast Accuracy	Miss rate when forecasting the frost or no frost surface condition during the Winter Service Period.	Monthly, during Winter Service Period	Y	Monthly, starting in the first Annual Period	Percentage of Winter Service Price (columns I, K and M)	5.0% - 6.9%	2%	7.0% – 8.9%	5%	9% or greater	10%
14	Remedial Notices	Number of Remedial Notices remaining open	Monthly, from the Commencement of Service Date	N	Monthly, starting in the first Annual Period	N/A	1 to 2	N/A	3 to 5	N/A	6 or more	N/A

								PAF A (% of relevant		PAF B (% of relevant		PAF C (% of relevant
PI		Measure		PAF applies		PAF calculation	Performance	Core Operation	Performance	Core Operation	Performance	Core Operations
Number	r Title	description	PI Reporting Period	? (Y/N)	PAF Frequency	basis	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
		beyond agreed										
		timescales.										
		Number of										
		Performance										
		Audit Group Non-										
		Conformances										
		outstanding	Monthly, from the		Monthly, starting							
45	Closure of Non-	beyond agreed	Commencement of Service Date	l N	in the first	N/A	E to 14	NI/A	15 to 20	N/A	20 or more	N/A
15	Conformances	timescales.	Service Date	N	Annual Period	Percentage	5 to 14	N/A	15 to 29	IN/A	30 or more	IN/A
						of average						
						Price for						
						Core						
		Dawaantawa af				Operations						
		Percentage of complaints				excluding Winter						
			Monthly, from the		Monthly, starting							
	Complaints Response	within required	Commencement of		in the first	(columns I,	99.0% -		97.0% -		95.0% or	
16		timescales.	Service Date	Y	Annual Period	K and M)	97.1%	2%	95.1%	5%	lower	10%
						Percentage						
		Percentage of				of average Price for						
		planning				Core						
		applications				Operations						
		processed within				excluding						
		the required				Winter						
		timescales and to	Monthly, from the Commencement of		Monthly, starting in the first	Service	97.0% -		94.0% -		90.0% or	
17	Planning Applications	the required quality.	Service Date	Y	Annual Period	(columns I, K and M)	94.1%	5%	94.0% -	10%	lower	20%
	Trianning Applications	Percentage of	COLVIDE Date	'	7 tilliddi i chod	Tranaivi)	04.170	070	30.170	1070	IOWCI	2070
		requests and										
		correspondence										
		(excluding				Percentage						
		complaints)				of average Price for						
		responded to in compliance with				Core						
		required				Operations						
		timescales				excluding						
		received through				Winter						
	Correspondence	the Customer	Monthly, from the		Monthly, starting		0.5.55				0.5.50	
40	Response Time	Care Line or	Commencement of		in the second	(columns I,	99.0% -	00/	97.0% -	<b>F</b> 0/	95.0% or	400/
18	compliance	directly by the	Service Date	Y	Annual Period	K and M)	97.1%	2%	95.1%	5%	lower	10%

			PAF		PAF		PAF A (% of relevant Core		PAF B (% of relevant Core		PAF C (% of relevant Core
Pl Number Title	Measure	Di Donostina Donio d	applies	DAE English	calculation	Performance	Operation	Performance	Operation	Performance	Operations
Number Title	description Operating	PI Reporting Period	? (Y/N)	PAF Frequency	basis	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
	Company.										
	Measuring			Quarterly, from							
	carbon emissions	Quarterly, from the		the third Annual							
19 Carbon Emissions	on the Unit.	third Annual Period	N	Period	N/A	N/A	N/A	N/A	N/A	N/A	N/A
						High		High Frequency:			
						Frequency:		95.0% -		High	
	Percentage of					98.0% -		90.1%		frequency:	
	grassed area					95.1%		Medium		90.0%	
	maintained in accordance with				Doroontogo	Medium		Frequency: 90.0% -		or lower Medium	
	the Scottish				Percentage of average	Frequency: 95.0% -		85.1%		Frequency:	
	Minister's			Monthly, starting	Price for	90.1%		Low		85.0%	
	Requirements,			in the first	Core	Low		Frequency:		or lower Low	
	delivering the	Monthly for the		Annual Period.	Operations	Frequency:		95.0% -		Frequency:	
	required	months of April to		PAF for lowest	excluding	99.0% -		92.1%		92.0%	
	maintenance	September and March, as from the		performing	Winter Service	95.1%		Rough Grass:		or lower	
Grassed Area	frequencies in accordance with	Commencement of		grassed area applies each	(columns I,	Rough Grass: 95.0%		90.0% -		Rough Grass: 85.0% or	
20 Maintenance	Clause 3070AR.	Service Date	Υ	month.	K and M)	- 90.1%	5%	85.1%	10%	lower	15%
	The percentage				,						
	of compliant										
	treatments using										
	salt with the Precautionary				Percentage						
	Treatments				of Winter						
	Matrix and in				Service						
	accordance with			Monthly, starting	Price						
04 0 11 0	the Winter	Monthly, during		in the first	(columns I,	95.0% –	00/	92.5% –	70/	90.0% or	400/
21 Salt Spread	Service Plan For roads which	Winter Service Period	Y	Annual Period	K and M)	92.6%	3%	90.1%	7%	lower	12%
	the Scottish				Percentage						
	Minister is the				of average						
	litter authority,				Price for						
	the percentage of				Core						
	litter and refuse	Monthly from the		Monthly starting	Operations						
	cleaning activities achieved to	Monthly, from the Commencement of		Monthly, starting in the first	excluding Winter	95.0% -		90.0% -		85.0% or	
22 Litter and Refuse	schedule.	Service Date	Y	Annual Period	Service	90.1%	2%	85.1%	5%	lower	10%

				PAF		PAF		PAF A (% of relevant Core		PAF B (% of relevant Core		PAF C (% of relevant Core
PI		Measure		applies		calculation	Performance	Operation	Performance	Operation	Performance	Operations
Number	Title	description	PI Reporting Period	? (Y/N)	PAF Frequency	basis	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
						(columns I,						
						K and M)						
						Percentage						
						of average						
						Price for						
		Percentage of				Core						
		Structures with				Operations						
		known defects				excluding						
	Daview and Incorporation of	inspected and	Manathalis francis than		Mantheli etantina	Winter						
	Review and Inspection of Structures Assets with	review within the required	Monthly, from the Commencement of		Monthly, starting in the first	Service (columns I,	99.9% -		98.0 -		95.0% or	
23		timescales.	Service Date	Y	Annual Period	K and M)	98.1%	10%	95.1%	20%	lower	50%
	Tillewii Beleete	timoodioo.	Corvios Bats		7 amaan oned	Percentage	00.170	1070	00.170	2070	101101	3070
						of average						
		An outcome-				Price for						
		based measure				Core						
		of the inventory				Operations						
		data of the road	Manthly stanting 40		Monthly, starting	excluding						
		network based on the Trunk	Monthly, starting 12 months from the		12 months from the	Winter Service						
		Road Inventory	Commencement of		Commencement	(columns I,	95.0% -		90.0% -		85.0% or	
24	Inventory Data Completion	Manual (TRIM).	Service Date	Y	of Service Date	K and M)	90.1%	10%	85.1%	15%	lower	25%
		An outcome-										
		based quarterly										
		measure of the										
		Series 0100										
		Structural										
		Maintenance							Cocond			
		works				Percentage			Second Annual			
		programme scheme				of average	Second		Period: 35% -		Second	
		approvals as a				Price for	Annual Period:		31%		Annual Period:	
		percentage of the				Core	40%		Third Annual		30% or lower	
		Required works				Operations	-36% Third		Period: 60% - 56%		Third Annual	
		programme				excluding	Annual Period: 65% - 61%		Fourth		Period: 55% or lower	
		value, as laid out			Quarterly,	Winter	Fourth Annual		Annual		Fourth Annual	
	Approvals for Structural	in the Pavement	Quarterly, from the		starting in the	Service	Period		Period		Period	
0.5	Maintenance (Series 0100	Maintenance	second Annual		second Annual	(columns I,	onwards: 90%	400/	onwards:	450/	onwards: 75%	050/
25	Schemes)	Guidance (PMG).	Period	Y	Period	K and M)	- 81%	10%	82% - 76%	15%	or lower	25%

								PAF A (% of		PAF B (% of		PAF C (% of
				PAF		PAF		relevant Core		relevant Core		relevant Core
PI		Measure		applies		calculation	Performance	Operation	Performance	Operation	Performance	<b>Operations</b>
Number	Title	description	PI Reporting Period	? (Y/N)	PAF Frequency	basis	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
									First Annual Period: 70%			
									-66% of all			
									schemes			
									submitted		First Annual	
							First Annual		25 or more		Period: 65%	
							Period: 75%-		working		or lower of all	
							71% of all		days of		schemes	
							schemes		works start		submitted 25	
							submitted 25 or more		date		or more working days	
							working days		Second		of works start	
							of works start		Annual		date	
							date		Period: 75%			
									-71% of all		Second	
							Second		schemes		Annual	
							Annual		submitted		Period: 70%	
							Period: 80%-		25 or more		or lower of all	
							76% of all schemes		working days of		schemes submitted 25	
							submitted 25		works start		or more	
							or more		date		working days	
							working days				of works start	
							of works start		Third		date	
							date		Annual			
									Period		Third Annual	
							Third Annual		onwards:		Period	
		An outcome-				of average Price for	Period onwards:		80% -76% of all		onwards: 75% or lower	
		based measure				Core	85% - 81% of		schemes		of all	
		of Series 0300				Operations	all schemes		submitted		schemes	
		Patching				excluding	submitted 25		25 or more		submitted 25	
		schemes			Quarterly,	Winter	or more		working		or more	
	Submission of Planned	submitted by the	Quarterly, from the		starting in the	Service	working days		days of		working days	
00	Maintenance Works	contractual	Commencement of		first Annual	(columns I,	of works start	400/	works start	450/	of works start	050/
26	(Series 0300 Schemes)	deadline.	Service Date	Y	Period	K and M)	date	10%	date	15%	date	25%
						Percentage of average						
		Percentage of				Price for						
		Incident				Core						
		Response(s)				Operations						
		within the	Monthly, from the		Monthly, starting	excluding						
		required	Commencement of		in the second	Winter	99.0% -		95.0% -		90.0% or	
27	Incident Response	timescales.	Service Date	Y	Annual Period	Service	95.1%	5%	90.1%	10%	lower	25%

							PAF A (% of		PAF B (% of		PAF C (% of
			PAF		PAF		relevant Core		relevant Core		relevant Core
PI	Measure		applies		calculation	Performance	Operation	Performance	Operation	Performance	Operations
Number Title	description	PI Reporting Period	? (Y/N)	PAF Frequency	basis (columns I,	threshold A	s Price)	threshold B	s Price)2	threshold C	Price)3
					K and M)						
					D						
					Percentage of average						
					Price for						
	Percentage of				Core						
	waste materials re-used or				Operations excluding						
	recycled.				Winter						
Sustainability – Waste Generation and		Monthly, from the		Monthly, starting in the first	Service	95.0% -		90.0% -		85.0% or	
28   Management		Commencement of Service Date	Y	Annual Period	(columns I, K and M)	90.1%	2%	85.1%	5%	lower	7%
9					Percentage						
	Measure the OCs				of average Price for						
	performance in				Core						
	providing a			Monthly, starting	Operations						
	sufficient review period for TS and			the second month following	excluding Winter						
	PAG of	Monthly, from		the Commence	Service						
Timely Upload of	Construction	the Commencement		ment of Service	(columns I,	92.0% -		88.0% -		84.0% or	
29 Construction Phase Plans	Phase Plans.	of Service Date	Y	Date	K and M) Percentage	88.1%	5%	84.1%	10%	lower	20%
					of average						
					Price for						
	Measure the OCs performance in				Core Operations						
	uploading Final				excluding						
	Health and			Monthly.	Winter						
Timely Upload of Final	Safety Files to AMPS in a timely	Monthly, from the commencement of		Starting in the first Annual	Service (columns I,	92.0% -		88.0% -		84.0% or	
30 Health and Safety Files	manner.	Service Date	Υ	Period	K and M)	88.1%	3%	84.1%	5%	lower	10%
	Measure the Operating				Percentage of average			August			
	Company's				Price for			August 2022: 10-		August 2022:	
	performance in				Core	August 2022:		14.9%		0-9.9%	
	producing				Operations	15-24.9%		August		August 2023: 0-24.9%	
	Asbestos Action Plans to cover				excluding Winter	August 2023: 40-49.9%		2023: 25- 39.9%		0-24.9% August 2024:	
	the whole trunk	Annually, from the			Service	August		August		0-49.9%	
31 Asbestos Action Plans	road network by April 2025 in	commencement of service date		Annually, from August 2022	(columns I, K and M)	2024: 60- 74.9%	5%	2024: 50- 59.9%	10%	April 2025: 0- 99.9%	20%
JI   Maneatoa Motion Figure	Aprii 2020 III	SCIVICE UALE	<u> </u>	August 2022	IN allu IVI)	14.3/0	J /0	J9.970	10 /0	33.370	ZU /0

PI Numbe	r Title	Measure description	PI Reporting Period	PAF applies ? (Y/N)	PAF Frequency	PAF calculation basis	Performance threshold A	PAF A (% of relevant Core Operation s Price)	PAF B (% of relevant Core Operation s Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
		accordance with GD5/16 of the DMRB.									