

Network Management Contract South West  
Schedule 3 Contract Management  
Section 9 Measuring Performance  
Attachment 9.3 Payment Adjustment Factors

PI Number	Title	Measure description	PI Reporting Period	PAF applies? (Y/N)	PI Assessment Frequency	PAF calculation basis	Performance threshold A	PAF A (% of relevant Core Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price) <sup>2</sup>	Performance threshold C	PAF C (% of relevant Core Operations Price) <sup>3</sup>
1	RIDDOR ( <i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</i> )	Measuring RIDDOR reportable incidents across the Unit.	Quarterly, from the Commencement of Service Date	N	Quarterly, starting in the first Annual Period	N/A	5 to 9	N/A	10 to 14	N/A	15 or more	N/A
2	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	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0% - 96.6 %	5%	96.5% - 95.1%	10%	95.0% or lower	25%
3	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	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0 - 95.1%	5%	95.0% - 92.1%	10%	92% or lower	25%
4	Inventory Data Quality Audit	To measure the quality of Mandatory and Desirable Inventory Data fields by the Operating Company.	Monthly, starting 12 months from the Commencement of Service Date	Y	Monthly, starting 12 months from the Commencement of Service Date	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	95.0% - 90.1%	10%	90.0% - 85.1%	15%	85.0% or lower	25%
5	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	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0 - 95.1%	5%	95.0% - 92.1%	10%	92% or lower	25%
6	Comprehensive Inspections	Percentage of Comprehensive Inspections carried out within the required intervals.	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)	95.0% - 90.1%	10%	90.0% - 85.1%	15%	85% or lower	25%
7	Cyclic Maintenance	Percentage of asset (excluding maintenance of grassed areas) maintained within the required timescales.	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)	90.0% - 85.1%	10%	85.0% - 80.1%	20%	80% or lower	50%
8	Structures Principal Inspections	Percentage of Structures Principal Inspections and reports carried out to agreed programme.	Monthly, from the Commencement of Service Date	Y	Monthly, starting in the second Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0% - 96.6%	10%	96.5% - 95.1%	20%	95.0% or lower	50%
9	Structures General Inspections	Percentage of Structures General Inspections and reports carried out to agreed programme.	Monthly, from the Commencement of Service Date	Y	Monthly, starting in the second Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	98.0% - 96.6%	10%	96.5% - 95.1%	20%	95.0% or lower	50%
10	Structures Maintenance Programme	Percentage of Structures Cyclic Maintenance 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 beyond agreed timescales.	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
15	Closure of Non-Conformances	Number of Performance Audit Group Non-Conformances outstanding beyond agreed timescales.	Monthly, from the Commencement of Service Date	N	Monthly, starting in the first Annual Period	N/A	5 to 14	N/A	15 to 29	N/A	30 or more	N/A
16	Complaints Response Time Compliance	Percentage of complaints responded to within required timescales.	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)	99.0% - 97.1%	2%	97.0% - 95.1%	5%	95.0% or lower	10%
17	Planning Applications	Percentage of planning applications processed within the required timescales and to the required quality.	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)	97.0% - 94.1%	5%	94.0% - 90.1%	10%	90.0% or lower	20%
18	Correspondence 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	Y	Monthly, starting in the second Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	99.0% - 97.1%	2%	97.0% - 95.1%	5%	95.0% or lower	10%
19	Carbon Emissions	Measuring carbon emissions on the Unit.	Quarterly, from the second Annual Period	N	Quarterly, from the second Annual Period	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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 for the months of April to September and March, as from the Commencement of Service Date	Y	Monthly, starting in the first Annual Period. PAF for lowest performing grassed area applies each month.	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	High Frequency: 98.0% - 95.1% Medium Frequency: 95.0% - 90.1% Low Frequency: 99.0% - 95.1% Rough Grass: 95.0% - 90.1%	5%	High Frequency: 95.0% - 90.1% Medium Frequency: 90.0% - 85.1% Low Frequency: 95.0% - 92.1% Rough Grass: 90.0% - 85.1%	10%	High frequency: Below 90.0% Medium Frequency: Below 85.0% Low Frequency: Below 92.0% Rough Grass: Below 85.0%	15%
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	Y	Monthly, starting in the first Annual Period	Percentage of Winter Service Price (columns I, K and M)	95.0% - 92.6%	3%	92.5% - 90.1%	7%	90.0% or lower	12%
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	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	95.0% - 90.1%	2%	90.0% - 85.1%	5%	85.0% or lower	10%
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	Y	Monthly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	99.9% - 98.1%	10%	98.0 - 95.1%	20%	95.0% or lower	50%
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	Y	Monthly, starting 12 months from the Commencement of Service Date	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	95.0% - 90.1%	10%	90.0% - 85.1%	15%	85.0% or lower	25%

25	Approvals for Structural Maintenance (Series 0100 Schemes)	An outcome-based quarterly 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).	Quarterly, from the second Annual Period	Y	Quarterly, starting in the second Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	Second Annual Period: 40% Third Annual Period: 65% Fourth Annual Period onwards: 90%	10%	Second Annual Period: 35% Third Annual Period: 60% Fourth Annual Period onwards: 82%	15%	Second Annual Period: 30% Third Annual Period: 55% Fourth Annual Period onwards: 75%	25%
26	Submission of Planned Maintenance Works (Series 0300 Schemes)	An outcome-based measure of Series 0300 Patching schemes submitted by the contractual deadline.		Y	Quarterly, starting in the first Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	First Annual Period: 75% of all schemes submitted 25 or more working days of works start date  Second Annual Period: 80% of all schemes submitted 25 or more working days of works start date  Third Annual Period onwards: 85% of all schemes submitted 25 or more working days of works start date	10%	First Annual Period: 70% of all schemes submitted 25 or more working days of works start date  Second Annual Period: 75% of all schemes submitted 25 or more working days of works start date  Third Annual Period onwards: 80% of all schemes submitted 25 or more working days of works start date	15%	First Annual Period: 65% of all schemes submitted 25 or more working days of works start date  Second Annual Period: 70% of all schemes submitted 25 or more working days of works start date  Third Annual Period onwards: 75% of all schemes submitted 25 or more working days of works start date	25%
27	Incident Response	Percentage of Incident Response(s) within the required timescales.	Monthly, from the Commencement of Service Date	Y	Monthly, starting in the second Annual Period	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	99.0% - 95.1%	5%	95.0% - 90.1%	10%	90.0% or lower	25%
28	Sustainability – Waste Generation and Management	Percentage of waste materials re-used or recycled.	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)	95.0% - 90.1%	2%	90.0% - 85.1%	5%	85.0% or lower	7%
29	Not Used											
30	Timely Upload of Construction Phase Plans	Measure the OCs performance in providing a sufficient review period for TS and PAG of Construction Phase Plans.	Monthly, from the Commencement of Service Date	Y	Monthly, starting the second month following the Commencement of Service Date	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	92.0% - 88.1%	5%	88.0% - 84.1%	10%	84.0% or lower	20%
31	Timely Upload of Final Health and Safety Files	Measure the OCs performance in uploading Final Health and Safety Files to APMS in a timely manner.	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)	92.0% - 88.1%	3%	88.0% - 84.1%	5%	84.0% or lower	10%
32	Asbestos Action Plans	Measure the Operating Company's performance in producing Asbestos Action Plans to cover the whole trunk road network by April 2025 in accordance with GDS/16 of the DMRB.	Annually, from the commencement of service date	Y	Annually, from April 2022	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	April 2022: 15-24.9% April 2023: 40-49.9% April 2024: 60-74.9%	5%	April 2022: 10-14.9% April 2023: 25-39.9% April 2024: 50-59.9%	10%	April 2022: 0-9.9% April 2023: 0-24.9% April 2024: 0-49.9% April 2025: 0-99.9%	20%