

**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**

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<b>No.</b>	<b>Title</b>	<b>Measure Description</b>	<b>Reporting Period</b>	<b>PAF Frequency</b>
<b>01</b>	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	Quarterly, starting in the first Annual Period
<b>02</b>	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
<b>03</b>	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
<b>04</b>	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
<b>05</b>	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
<b>06</b>	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
<b>07</b>	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
<b>08</b>	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
<b>09</b>	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
<b>10</b>	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
<b>11</b>	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
<b>12</b>	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
<b>13</b>	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
<b>14</b>	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
<b>15</b>	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
<b>16</b>	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
<b>17</b>	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

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<b>No.</b>	<b>Title</b>	<b>Measure Description</b>	<b>Reporting Period</b>	<b>PAF Frequency</b>
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

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<b>Performance Indicator 1 – RIDDOR Targets</b>	
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
<b>Related Detailed Contract Objective(s)</b>	Schedule 1, Conditions of Contract, provision 2.15.1
<b>Measure Description</b>	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.
<b>Measure Aim</b>	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.
<b>Methodology</b>	The Operating Company shall use the Records required by the <i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</i> incurred on the Unit to produce the Performance Indicator.
<b>Data input</b>	<p>A = total number of RIDDOR reportable deaths or major injuries during reporting period,            B = total number of RIDDOR reportable over seven day lost time injuries during reporting period,            C = total number of RIDDOR reportable diseases during reporting period,            D = total number of RIDDOR reportable dangerous occurrences during reporting period,            F = Total number of working hours on the Unit during reporting period.</p> <p>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).</p> <p>*or number of months elapsed after the Commencement of Service Date whichever is the lesser.</p>
<b>Formula</b>	$KPI = (P/R) \times 100,000$
<b>Lower Performance Threshold A (no PAF)</b>	5-9
<b>Lower Performance Threshold B (no PAF)</b>	10-14
<b>Lower Performance threshold C (no PAF)</b>	15 or more

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<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <li>• Lists and commentary of all incidents during period.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Quarterly, from the Commencement of Service Date	<b>Data Source for calculation</b>	RIDDOR Data
<b>PAF Frequency</b>	Quarterly, starting in first Annual Period		
<b>Return Format</b>	Number	<b>Decimal places</b>	0

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<b>Performance Indicator 2 – Repair of Structures Category 1 Safety Defects</b>			
<b>High-level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.		
<b>Detailed Contract Objective</b>	Schedule 2, Scope, Section 2.2 Rectification of Defects		
<b>Measure Description</b>	Percentage of Category 1 Structures Parapets defects to be completed within contractual timescales (56 days)		
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out safety critical maintenance in a timely manner		
<b>Methodology</b>	The Operating Company shall use the Records in the AMPS of the defect inspection dates and the actual works completion date to produce the Performance Indicator.		
<b>Data Input</b>	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.		
<b>Formula</b>	Reported Performance Indicator = $(B/A) \times 100$		
<b>Lower Threshold Performance A</b> (Payment Adjustment Factor A)	98.0% - 96.6%		
<b>Lower Threshold Performance B</b> (Payment Adjustment Factor B)	96.5% - 95.1%		
<b>Lower Threshold Performance C</b> (Payment Adjustment Factor C)	95.0% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <li>• Lists of all late and overdue activities and analysis of their reasons.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1



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<b>Performance Indicator 3 – Repair of Category 1 Defects</b>	
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 2.2 Rectification of Defects
<b>Measure Description</b>	Percentage of defects (excluding structures parapets defects) repaired within the required permanent repair period.
<b>Measure Aim</b>	To determine the extent to which the Operating Company repairs Category 1 defects (excluding structures parapet defects) within the timescales required by the contract.
<b>Methodology</b>	The Operating Company shall record the number of days taken to permanently repair Category 1 defects.
<b>Data input</b>	A = total number of Category 1 Defect temporary repairs due during the month, B = total number of Category 1 Defect temporary repairs repaired on time during the month, C = total number of Category 1 Defect permanent repairs due during the month, D = total number of Category 1 Defect permanent repairs repaired on time during the month.
<b>Formula</b>	Performance Indicator for temporary repairs = $(B/A) \times 100$  Performance Indicator for permanent repairs = $(D/C) \times 100$  Reported Performance Indicator = $((B + D) / (A + C)) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	98.0% - 95.1%
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	95.0% - 92.1%
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	92.0% or lower
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <li>• Any trends or differences between temporary and permanent repairs.</li> </ul>

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	<ul style="list-style-type: none"> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the first Annual Period	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 4 – Asset Data Quality Audit</b>	
<b>High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Detailed Contract Objective</b>	Schedule 2, Scope of Works, Section 1.5 Inventory Validation, Collection & Updating Schedule 3, Contract Management, Section 9 Measuring Performance
<b>Measure Description</b>	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.
<b>Measure Aim</b>	To measure the quality of Mandatory and Desirable Inventory Data fields by the Operating Company.
<b>Methodology</b>	<p>The Operating Company shall collect the inventory data and following an initial review of the Inventory.</p> <p>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.</p> <p>The process shall be applied to a random sample of data provided within the system, in accordance with the data quality audit process.</p>
<b>Data input</b>	<p>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</p> <p>(All terms, expressed as decimals within the calculation, defined in the Transport the data quality audit process).</p>
<b>Formula</b>	<p>Performance Indicator (12 calendar months from the Commencement of Service Date)</p> $= ((A \times B) \times (C \times D) \times E \times (F - G) \times H) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	95.0% - 90.1%

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<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	90.0% - 85.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	85.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Trends in the figures</li> <li>• Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, starting 12 months from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting 12 months from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%) average data quality of AMPS records	<b>Decimal places</b>	1

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<b>Performance Indicator 5 - Routine Monitoring Inspections</b>	
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, provision 3.3.5
<b>Measure Description</b>	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.
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out of Routine Monitoring Inspections.
<b>Methodology</b>	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.
<b>Data input</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<b>Formula</b>	<p>Performance Indicator for Safety Inspections = <math>(A / (A+B)) \times 100</math></p> <p>Performance Indicator for Safety Patrols = <math>(C / (C+D)) \times 100</math></p> <p>Performance Indicator for night time Safety Patrols = <math>(E / (E+F)) \times 100</math></p>

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	Reported Performance Indicator = $((A + C + E) / (A + B + C + D + E + F)) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	98.0% - 95.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	95.0% - 92.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	92.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 6 – Comprehensive Inspections</b>	
<b>Related High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 3.3, Inspections
<b>Measure Description</b>	Percentage of Comprehensive Inspections carried out within the required intervals.
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out Comprehensive Inspections.
<b>Methodology</b>	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.
<b>Data input</b>	<p>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:</p> <p>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.</p> <p>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.</p> <p>C = From the current inventory available, the number of inventory items where the inspection activity is compliant with the required Comprehensive Inspection activity interval.</p> <p>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.</p>
<b>Formula</b>	<p>During the first 12 months from the Commencement of Service Date the Comprehensive Inspection Activity Performance Indicator = <math>A/(A+B) \times 100</math></p> <p>After the first 12 months from the Commencement of Service Date, the Comprehensive Inspection Activity Performance Indicator = <math>C/(C+D) \times 100</math></p> <p>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.</p>
<b>Lower performance threshold A</b>	95.0% - 90.1%

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(Payment Adjustment Factor A)			
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	90.0% - 85.1%		
<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	85.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values for each Comprehensive Inspection activity</li> <li>• Any trends in the figures</li> <li>• Lists of all late and overdue inspections and analysis of their reasons.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1



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<b>Performance Indicator 7 – Cyclic Maintenance (Excluding Maintenance of Grassed Areas)</b>	
<b>Related High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 3.4, Cyclic Maintenance
<b>Measure Description</b>	Percentage of asset (excluding maintenance of grassed areas) maintained within the required timescales.
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out maintenance.
<b>Methodology</b>	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.
<b>Data input</b>	<p>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:</p> <p>A = from the inventory available on the Commencement of Service Date, total number/length/area of live inventory items on network,</p> <p>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.</p> <p>C = from the current inventory available, total number/length/area of live inventory items on network,</p> <p>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.</p>
<b>Formula</b>	<p>During the first 12 months from the commencement of the contract, each maintenance activity Performance Indicator = <math>(B/A) \times 100</math></p> <p>After the first 12 months from the commencement of the contract, each maintenance activity Performance Indicator = <math>(D/C) \times 100</math></p> <p>Overall Performance Indicator shall be the arithmetical average of all the maintenance activity Performance Indicator percentages for the maintenance activities.</p>
<b>Lower performance threshold A</b> (Payment Adjustment Factor A)	90.0% - 85.1%
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	85.0% - 80.1%

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<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	80.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values for each maintenance activity.</li> <li>• Any trends in the figures.</li> <li>• Lists of all late and overdue activities and analysis of their reasons.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 8 – Structures Principal Inspections</b>			
<b>Related High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 4.6 Principal Inspections, Para A5, Transport Scotland Structures Manual		
<b>Measure Description</b>	Percentage of Structures Principal Inspections and reports carried out to agreed programme in the inspection year.		
<b>Measure Aim</b>	Measure the Operating Company's performance in carrying out Structures Principal Inspections on programme.		
<b>Methodology</b>	The Operating Company shall use the Records in the AMPS of the programmed inspection dates and the actual inspection dates to produce the Performance Indicator.		
<b>Data input</b>	<p>A = total cumulative number of specific Principal 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).</p> <p>B = total cumulative number of Principal Inspection reports completed at the end of current reporting period, in the current inspection year (defined by the Transport Scotland Structures Manual).</p>		
<b>Formula</b>	Reported Performance Indicator = $(B/A) \times 100$		
<b>Lower performance threshold A</b> (Payment Adjustment Factor A)	98.0% - 96.6%		
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	96.5% - 95.1%		
<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	95.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values for each maintenance activity.</li> <li>• Any trends in the figures.</li> <li>• Lists of all missed, late and overdue activities and analysis of their reasons and approach for rectification.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS

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<b>PAF Frequency</b>	Monthly, starting in second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

<b>Performance Indicator 9 – Structures General Inspections</b>	
<b>High-level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Detailed Contract Objective</b>	Schedule 2, Scope, Section 4.1, Introduction and Section 4.5 General Inspections.  Para A5, Transport Scotland Structures Manual
<b>Measure Description</b>	Percentage of Structures General Inspections and reports carried out to agreed programme in the inspection year..
<b>Measure Aim</b>	Measure the Operating Company's performance in carrying out Structures General Inspections on programme.
<b>Methodology</b>	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.
<b>Data input</b>	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).
<b>Formula</b>	Reported Performance Indicator = $(B/A) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	98% - 96.6%
<b>Lower Performance Threshold B</b>	96.5% - 95.1%

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(Payment Adjustment Factor B)			
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	95.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values for each maintenance activity.</li> <li>• Any trends in the figures.</li> <li>• Lists of all missed, late and overdue activities and analysis of their reasons and approach for rectification.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for Calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in the second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 10 – Structures Maintenance Programme</b>			
<b>High-level Contract Objective</b>	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.		
<b>Detailed Contract Objective</b>	Schedule 2, Scope, Section 4.10 Structures Cyclic Maintenance		
<b>Measure Description</b>	Percentage of Structures Cyclic Maintenance completed to agreed programme.		
<b>Measure Aim</b>	To Measure the Operating Company's performance in carrying out Spring and Autumn Cyclic Maintenance Activities on programme.		
<b>Methodology</b>	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		
<b>Data Input</b>	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.		
<b>Formula</b>	Reported Performance Indicator = $(B/A) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	98.0% - 94.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	94.0% - 90.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	90.0% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculations</b>	AMPS
<b>PAF Frequency</b>	Quarterly, starting in first Annual Period		

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<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1
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<b>Performance Indicator 11 – Well-lit Network</b>			
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 3.8 - Electrical		
<b>Measure Description</b>	Percentage of LED road lighting points operational on the Unit.		
<b>Measure Aim</b>	To monitor the number of operational LED road lighting points on the network.		
<b>Methodology</b>	The Operating Company shall use the Records of all non-operational luminaires and lamps in the AMPS to produce the Performance Indicator.		
<b>Data input</b>	A = total number of LED road lighting luminaires on the network B = total number of non-operational LED road lighting luminaires during reporting period C = total number of LED sign lamps on the network, D = total number of non-operational LED sign lamps during reporting period, E = total number of LED or solar-panelled bollard lamps on the network, F = total number of non-operational LED or solar-panelled bollard lamps during reporting period.		
<b>Formula</b>	Performance Indicator for road lighting = $((A - B) / A) \times 100$ Performance Indicator for lit signs = $((C - D) / C) \times 100$ Performance Indicator for lit bollards = $((E - F) / E) \times 100$  Reported Performance Indicator: $((A+C+E) - (B+D+F)) / (A+C+E) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	92.5% - 90.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	90% - 87.6%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	87.5% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS and the lighting central management system



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

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<b>Performance Indicator 12 - Winter treatments efficiency</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, provision 6.1.2		
<b>Measure Description</b>	Call-out treatments carried out during the Winter Service Period for every 1,000 precautionary treatments.		
<b>Measure Aim</b>	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.		
<b>Methodology</b>	The Operating Company shall use the Records relating to the number of precautionary treatments and call-out treatments to establish the ratio of call-out treatments to precautionary treatments during the Winter Service Period.		
<b>Data input</b>	A = number of call-out treatments B = number of precautionary treatments		
<b>Formula</b>	Performance Indicator = (A/B) x 1000		
<b>Lower performance threshold A</b> (Payment adjustment factor A)	19-20 call-out treatments per 1000		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	21-25 call-out treatments per 1000		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	26 or more call-out treatments per 1000		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values</li> <li>• Any trends in the figures</li> <li>• Locations of call-out treatments</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, during Winter Service Period	<b>Data Source for calculation</b>	Operating Company's electronic register and AMPS.
<b>PAF Frequency</b>	Monthly, from the first Annual Period		

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<b>Return Format</b>	Number of call-outs per 1,000 precautionary treatments.	<b>Decimal places</b>	0
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<b>Performance Indicator 13 – Weather forecast accuracy</b>			
<b>Related High-Level Contract Objective</b>	<p>Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.</p> <p>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.</p>		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, provision 6.2.1 and 6.1.23		
<b>Measure Description</b>	Miss rate when forecasting the frost or no frost surface condition during the Winter Service Period. This is calculated as the number of non-forecasted frost events over the total number of frost events.		
<b>Measure Aim</b>	To measure the accuracy of frost reporting, which should be used as a basis for preventative treatments.		
<b>Methodology</b>	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.		
<b>Data input</b>	<p>A = number of actual frost events during the reporting period</p> <p>B = number of correctly forecasted frost events during the reporting period</p> <p>P = A-B (number of non-forecasted frost events)</p>		
<b>Formula</b>	Performance Indicator = $(P/A) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	5.0% – 6.9%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	7.0% – 8.9%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	9.0% or greater		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values</li> <li>• Any trends in the figures</li> <li>• Locations of non-forecast frost events</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, during Winter Service Period	<b>Data Source for calculation</b>	Operating Company's electronic register
<b>PAF Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

<b>Performance Indicator 14 – Remedial Notices</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	Schedule 1, Conditions of Contract, Section 4.15 Remedial Notices
<b>Measure Description</b>	Number of Remedial Notices remaining open beyond agreed timescales.
<b>Measure Aim</b>	To measure the performance of the Operating Company in closing out Remedial Notices.
<b>Methodology</b>	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.
<b>Data input</b>	<p>A = Total number of Remedial Notices with the Default Remedial Periods ending in the reporting period;</p> <p>B = Total number of Defaults not remedied within previous Remedial Periods and outstanding from previous reporting periods;</p> <p>C = Total number of Defaults remedied within the Remedial Period ending during the reporting period;</p> <p>D = Total number of outstanding Defaults with Remedial Notice Periods due in previous reporting periods and closed during the reporting period.</p>
<b>Formula</b>	<p>Total number of Remedial Notices due minus total number of Remedial Notices closed within the reporting period.</p> <p><math>KPI = (A + B) - (C + D)</math></p>
<b>Lower Performance Threshold A (No PAF)</b>	1-2
<b>Lower Performance Threshold B (No PAF)</b>	3-5
<b>Lower Performance Threshold C (No PAF)</b>	6 or more
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <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>

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<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for KPI calculation</b>	Agreed Remedial Notice records (such as a Remedial Notice Register)
<b>PAF Frequency</b>	Monthly, from the first Annual Period		
<b>Return Format</b>	Number	<b>Decimal places</b>	0

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<b>Performance Indicator 15 – Closure of Non-Conformances</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	Schedule 1 Conditions of Contract – Section 4.14, Notices of Non-Conformance Schedule 3 Contract Management – Provisions 9.1.11 and 9.1.12
<b>Measure Description</b>	Number of Performance Audit Group Non-Conformances outstanding beyond agreed timescales.
<b>Measure Aim</b>	To measure the Operating Company's performance in the closure of Performance Audit Group-raised Non-Conformances.
<b>Methodology</b>	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 style="list-style-type: none"> <li>• Number of non-conformances scheduled for closure</li> <li>• Number of non-conformances actually closed</li> </ul>
<b>Data input</b>	<p>A = Total number of Performance Audit Group corrections due for closure during the reporting period, plus any corrections outstanding from previous reporting periods;</p> <p>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;</p> <p>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;</p> <p>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;</p> <p>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 raised via Notices of Non-Conformance outstanding from previous reporting periods;</p> <p>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 closed during the reporting period.</p>
<b>Formula</b>	'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

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	non-conformances raised via Notices of Non-Conformance actually closed' KPI = (A+C+E) – (B+D+F)		
<b>Lower Performance Threshold A (No PAF)</b>	5-14		
<b>Lower Performance Threshold B (No PAF)</b>	15-29		
<b>Lower Performance Threshold C (No PAF)</b>	30 or more		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Agreed records for PAG non-conformances (such as a non-conformance register).
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Number	<b>Decimal places</b>	0



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<b>Performance Indicator 16 - Complaints Response Time Compliance</b>		
<b>Related High-Level Contract Objective</b>	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.	
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 5.9 Complaint Handling	
<b>Measure Description</b>	Percentage of complaints responded to within required timescales.	
<b>Measure Aim</b>	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.	
<b>Methodology</b>	The Operating Company shall use Records of the actual time taken to respond to each complaint to calculate the Performance Indicator.	
<b>Data input</b>	<p>A = Total number of complaints received by the Operating Company.</p> <p>B = Total number of complaints responded to within required timescales and received through Customer Care Line calls.</p> <p>C = Total number of complaints responded to within required timescales and received through Customer Care Line Correspondence</p> <p>D = Total number of complaints responded to within required timescales and received directly by the Operating Company</p>	
<b>Formula</b>	Performance Indicator = $(B+C+D)/A \times 100$	
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	99.0% - 97.1%	
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	97.0% - 95.1%	
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	95.0% or lower	
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Figures for each channel and type of request.</li> <li>• Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>	
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b> Operating Company's electronic register and AMPS

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

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<b>Performance Indicator 17 - Planning Applications</b>	
<b>Related High-Level Contract Objective</b>	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
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 10.3 Systems for Processing Planning Applications
<b>Measure Description</b>	Percentage of planning applications processed within the required timescales and to the required quality.
<b>Measure Aim</b>	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.
<b>Methodology</b>	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.
<b>Data input</b>	<p>A = total number of planning applications due for return during the reporting period</p> <p>B = total number of planning applications due for return during the reporting period where:</p> <ul style="list-style-type: none"> <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>
<b>Formula</b>	Performance Indicator = $(B/A) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	97.0% - 94.1%
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	94.0% - 90.1%
<b>Lower Performance Threshold C</b>	90% or lower

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(Payment Adjustment Factor C)			
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Input data</li> <li>• Any trends in the figures</li> <li>• Evidence of analysis of historical planning applications relevant to the vicinity of any new planning applications.</li> <li>• Lists of all late and overdue activities and analysis of their reasons.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 18 – Operating Company Correspondence and call response time compliance</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 5.8, Correspondence and Enquiries
<b>Measure Description</b>	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.
<b>Measure Aim</b>	To measure the Operating Company’s performance in responding customer’s requests and Roads Operating Company Correspondence (excluding complaints).
<b>Methodology</b>	The Operating Company shall record the actual time taken to respond to each request (emergency, enquiry, routine) and Roads Operating Company Correspondence (excluding complaints).
<b>Data input</b>	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
<b>Formula</b>	Performance Indicator = $(C+D+E+F)/(A+B) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	99.0% – 97.1%
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	97.0% – 95.1%
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	95.0% or lower
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Number of calls and correspondence requests (excluding complaints);</li> </ul>

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	<ul style="list-style-type: none"> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company's electronic register or AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator No. 19 – Carbon Emissions</b>			
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 1.5, Environmental sustainability and waste		
<b>Measure Description</b>	Measurement of annual carbon emissions in comparison to first Annual Period benchmark.		
<b>Measure Aim</b>	To measure the Operating Company's performance on the Unit in reducing its carbon emissions.		
<b>Methodology</b>	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.		
<b>Data input</b>	<p>N1 = Benchmark annual carbon emissions recorded in the Carbon Management System after the second Annual Period</p> <p>N2 = Annual carbon emissions recorded in each year from the third Annual Period</p>		
<b>Formula</b>	Performance Indicator = (N2 (current year) / N1 (benchmark figure agreed after second Annual Period)) x 100		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values</li> <li>• Any trends in the figures and analysis of their causes</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Quarterly, from the third Annual Period	<b>Data Source for calculation</b>	Carbon Management System
<b>PAF Frequency</b>	Quarterly, from the third Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 20 – Grassed Area Maintenance</b>	
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.
<b>Related Detailed Contract Objective(s)</b>	Schedule 5, Appendix 30/7 Schedule 5, Series 3000, Clause 3070AR
<b>Measure Description</b>	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.
<b>Measure Aim</b>	To measure the Operating Company’s performance in complying with the Scottish Minister’s Requirements for maintenance of grassed areas.
<b>Methodology</b>	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.
<b>Data input</b>	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.
<b>Formula</b>	Performance Indicator = (B/A) x 100 (to be calculated separately for high-frequency, medium-frequency, low-frequency and rough grass-cutting areas).
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A applies if any of the thresholds are reached)	High Frequency 98.0% - 95.1%  Medium Frequency 95.0% - 90.1%  Low Frequency 99% - 95.1%  Rough Grass 95.0% - 90.1%



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

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<b>Performance Indicator 21 - Salt Spread</b>			
<b>Related High-Level Contract Objective</b>	<p>Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.</p> <p>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.</p>		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Sections 6.2 Management and 6.3 Treatments		
<b>Measure Description</b>	The percentage of compliant treatments using salt with the Precautionary Treatments Matrix and in accordance with the Winter Service Plan.		
<b>Measure Aim</b>	To measure the compliance of the treatments with the Precautionary Treatments Matrix.		
<b>Methodology</b>	The Operating Company shall keep a record of the planned and actual spread rates and quantities for each performed treatment.		
<b>Data input</b>	<p>A = Total number of treatments using salt.</p> <p>B = Number of treatments using salt quantities compliant with Schedule 2, Section 6.3 Treatments</p>		
<b>Formula</b>	Performance Indicator = (B/A) x 100		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	95.0% – 92.6%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	92.5% – 90.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	90.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>Records of the treatments performed including the planned and actual spread rates for each Precautionary Treatment Route.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, during Winter Service Period	<b>Data Source for calculation</b>	Operating Company's electronic register
<b>PAF Frequency</b>	Monthly, starting in the first Annual Period		

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<b>Return Format</b>	Percentage (%) compliant treatments	<b>Decimal places</b>	1
<b>Performance Indicator 22 – Litter and Refuse</b>			
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 5, Specification and Drawings, provision 6108AR.		
<b>Measure Description</b>	For roads which the Scottish Minister is the litter authority, the percentage of litter and refuse cleaning activities achieved to schedule.		
<b>Measure Aim</b>	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.		
<b>Methodology</b>	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.		
<b>Data input</b>	A = Number of cleaning activities scheduled. B = Number of cleaning activities not undertaken as per the schedule.		
<b>Formula</b>	$KPI = ((A-B) / A) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	95.0% - 90.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	90.0% - 85.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	85% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Input data</li> <li>• Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		

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<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1
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**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Performance Indicator 23 – Review and Inspection of Structures Assets with Known Defects</b>	
<b>Related High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope of Works, Section 4.13, Sub-standard structures and structures with known defects
<b>Measure Description</b>	Percentage of Structures with known defects inspected and reviewed within the required timescales.
<b>Measure Aim</b>	To measure the response to the Operating Company's performance for structure where there is a known defect.
<b>Methodology</b>	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.
<b>Data input</b>	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
<b>Formula</b>	Performance Indicator = $(B/A) \times 100$
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	99.9% - 98.1%
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	98.0% - 95.1%
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	95.0% or lower
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values for each maintenance activity.</li> <li>• Any trends in the figures.</li> <li>• Lists of all late and overdue activities and analysis of their reasons.</li> </ul>

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	<ul style="list-style-type: none"> <li>The interim measures pro forma within BD79 Management of Substandard Highway Structures of the Design Manual for Roads and Bridges</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Performance Indicator 24 – Inventory Data Completion</b>	
<b>High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Detailed Contract Objective</b>	Schedule 2, Scope of Works, Provisions 1.5.1 to 1.5.9, 1.5.13
<b>Measure Description</b>	An outcome-based measure of the inventory data of the road network based on the Trunk Road Information Manual (TRIM).
<b>Measure Aim</b>	To measure the completion of Mandatory and Desirable Inventory Data fields by the Operating Company'.
<b>Methodology</b>	<p>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 meet the following statements:</p> <ul style="list-style-type: none"> <li>• <b>Mandatory Attributes</b> <ul style="list-style-type: none"> <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> </li> <li>• <b>Desirable Attributes</b> <ul style="list-style-type: none"> <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> </li> </ul>
<b>Data input</b>	<p>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.</p> <p>Y = All Mandatory Attributes Available for completion            Z = All Mandatory and Desirable Attributes Available for completion</p>
<b>Formula</b>	<p>Performance Indicator (12 calendar months from the Commencement of Service Date)            = ((A+B+C+D+E+F)/Y x 100</p>

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	<p>Performance Indicator (24 months from the Commencement of Service Date)  <math>= ((0.7(A+B+C+D+E+F) + 0.3(G+H+I+J))/Z) \times 100</math></p> <p>Performance Indicator (Third 12 calendar month period and consecutive 12 calendar month periods, as from the Commencement of Service Date)  <math>= ((0.5(A+B+C+D+E+F) + 0.5(G+H+I+J))/Z) \times 100</math></p>		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	95.0% - 90.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	90.0% - 85.1%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	85.0% or lower		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Trends in the figures</li> <li>• Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, starting 12 months from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting 12 months from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%) average completion of TRIM records	<b>Decimal places</b>	1



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North East Unit

<b>Performance Indicator 25 – Approvals for Structural Maintenance (Series 0100 Schemes)</b>			
<b>High-Level Contract Objective</b>	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.		
<b>Detailed Contract Objective</b>	Schedule 3 – Contract Management, Section 7.4, Scheme Development, 7.4.9		
<b>Measure Description</b>	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).		
<b>Measure Aim</b>	To measure the percentage of the Statements of Intent (SOIs) or Scheme Approvals (SAs) in place for planned Series 0100 Structural Maintenance schemes for the forward year.		
<b>Methodology</b>	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.		
<b>Data input</b>	A = Required works programme target value B = Total value of schemes with SOI approvals or SAs		
<b>Formula</b>	Performance Indicator = (B/A) x 100		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	Second Annual Period: 40% - 36% Third Annual Period: 65% - 61% Fourth Annual Period onwards: 90% - 81%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	Second Annual Period: 35% - 31% Third Annual Period: 60% - 56% Fourth Annual Period onwards: 82% - 76%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	Second Annual Period: 30% or lower Third Annual Period: 55% or lower Fourth Annual Period onwards: 75% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• SOI approvals or SA documentation</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Quarterly, from the second Annual Period	<b>Data Source for calculations</b>	AMPS
<b>PAF Frequency</b>	Quarterly, starting from second Annual Period		
<b>Return Format</b>	Percentage (%) Scheme Approvals for Planned Works.	<b>Decimal places</b>	0

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<b>Performance Indicator 26 – Submissions of Planned Maintenance Works (Series 0300 Schemes)</b>	
<b>High-Level Contract Objective</b>	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.
<b>Detailed Contract Objective</b>	Schedule 2, Scope of Works, Provision 3.2.1 Schedule 3, Contracts Management, Section 7.4 Scheme Development
<b>Measure Description</b>	An outcome-based measure of Series 0300 Patching schemes submitted by the contractual deadline.
<b>Measure Aim</b>	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.
<b>Methodology</b>	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.
<b>Data input</b>	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
<b>Formula</b>	Performance Indicator = $(B/A) \times 100$
<b>Lower Performance Threshold A</b> (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 Third Annual Period onwards: 85% - 81% of all schemes submitted 25 or more working days of works start date
<b>Lower Performance Threshold B</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
<b>Lower Performance Threshold C</b> (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

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<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Master Programme</li> <li>• SOI Submission documentation</li> <li>• SA Documentation.</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Quarterly, from the Commencement of Service Date	<b>Data Source for calculations</b>	AMPS
<b>PAF Frequency</b>	Quarterly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%) Schemes Approved for Planned Maintenance Works.	<b>Decimal places</b>	0

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<b>Performance Indicator 27 – Incident Response</b>																																					
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.																																				
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 7.4 Incident Response Schedule 5 Specification & Drawings, 32/1 Incident Response																																				
<b>Measure Description</b>	Percentage of Incident Responses within the required timescales.																																				
<b>Measure Aim</b>	To measure the Operating Company’s performance in providing Incident Response.																																				
<b>Methodology</b>	The Operating Company shall report arrival times as per contractual obligations and definitions.																																				
<b>Data input</b>	<table border="1"> <thead> <tr> <th colspan="3"></th> <th>No. responses required</th> <th>No. achieved within timescale</th> </tr> </thead> <tbody> <tr> <td>Trunk Road Incident Support Services</td> <td>Primary Responses</td> <td>Designated Strategic Trunk Road Routes</td> <td>A</td> <td>B</td> </tr> <tr> <td rowspan="6">Incident Support Units/ Secondary Response Plant and Back-Up Response Plant</td> <td rowspan="2">Primary Responses</td> <td>Motorways and Dual Carriageways</td> <td>C</td> <td>D</td> </tr> <tr> <td>Other trunk roads</td> <td>E</td> <td>F</td> </tr> <tr> <td rowspan="2">Secondary Responses</td> <td>Motorways and Dual Carriageways</td> <td>G</td> <td>H</td> </tr> <tr> <td>Other trunk roads</td> <td>I</td> <td>J</td> </tr> <tr> <td rowspan="2">Back-up Responses</td> <td>Motorways and Dual Carriageways</td> <td>K</td> <td>L</td> </tr> <tr> <td>Other trunk roads</td> <td>M</td> <td>N</td> </tr> </tbody> </table>								No. responses required	No. achieved within timescale	Trunk Road Incident Support Services	Primary Responses	Designated Strategic Trunk Road Routes	A	B	Incident Support Units/ Secondary Response Plant and Back-Up Response Plant	Primary Responses	Motorways and Dual Carriageways	C	D	Other trunk roads	E	F	Secondary Responses	Motorways and Dual Carriageways	G	H	Other trunk roads	I	J	Back-up Responses	Motorways and Dual Carriageways	K	L	Other trunk roads	M	N
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<b>Formula</b>	Performance Indicator = $\frac{(B+D+F+H+J+L+N)}{(A+C+E+G+I+K+M)} \times 100$																																				
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	99.0% - 95.1%																																				
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<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	90.0% or lower																																				
<b>Required supporting information</b>	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:																																				

**Scottish Trunk Road Network Management Contract  
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	<ul style="list-style-type: none"> <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>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting in the second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal Places</b>	1

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<b>Performance Indicator 28 – Waste generation and management</b>			
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 1.5.10.		
<b>Measure Description</b>	Percentage of waste materials reused or recycled.		
<b>Measure Aim</b>	To measure the amount of waste generated by the Operating Company's Operations.		
<b>Methodology</b>	The Operating Company shall keep a record of the quantities of construction and demolition waste created and its destination to produce the Performance Indicator.		
<b>Data input</b>	A = total construction and demolition waste reused in Operations (tonnes), B = total construction and demolition waste recycled (tonnes), C = total construction and demolition waste taken to landfill (tonnes).		
<b>Formula</b>	Performance Indicator = $((A + B) / (A + B + C)) \times 100$		
<b>Lower Performance Threshold A</b> (Payment Adjustment Factor A)	95.0% - 90.1%		
<b>Lower Performance Threshold B</b> (Payment Adjustment Factor B)	90.0% - 85.6%		
<b>Lower Performance Threshold C</b> (Payment Adjustment Factor C)	85.5% or lower		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values</li> <li>• Any trends in the figures</li> </ul>		
<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>PAF Frequency</b>	Monthly, from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

<b>Performance Indicator 29 – Timely upload of Construction Phase Plans</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	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
<b>Measure Description</b>	Percentage of Construction Phase Plans uploaded to AMPS at least 7 days in advance of the construction start date.
<b>Measure Aim</b>	Measure the OCs performance in providing a sufficient review period for TS and PAG of Construction Phase Plans.
<b>Methodology</b>	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.
<b>Data input</b>	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.
<b>Formula</b>	Performance Indicator = $A/B \times 100$
<b>Lower performance threshold A</b> (Payment Adjustment Factor A)	92.0% - 88.1%
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	88.0% - 84.1%
<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	84.0% or lower
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Any trends in the figures.</li> <li>• Any proposals to improve underperformance.</li> </ul>

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<b>Performance Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>PAF Frequency</b>	Monthly, starting the second month following the Commencement of Service Date		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1



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<b>Performance Indicator 30 – Timely upload of Final Health and Safety Files</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	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
<b>Measure Description</b>	Percentage of Final Health and Safety Files uploaded to AMPS within 30 days of Scheme Completion date.
<b>Measure Aim</b>	Measure the OCs performance in uploading Final Health and Safety Files to AMPS in a timely manner.
<b>Methodology</b>	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.
<b>Data input</b>	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.
<b>Formula</b>	Performance Indicator = $(C+D) / (A+B) \times 100\%$
<b>Lower performance threshold A</b> (Payment Adjustment Factor A)	92.0% - 88.1%
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	88.0% - 84.1%
<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	84.0% or lower
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Any trends in the figures.</li> <li>• Any proposals to improve underperformance.</li> </ul>

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

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North East Unit**

<b>Performance Indicator 31 – Asbestos Action Plans</b>	
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 8.5 Control of Asbestos Regulations
<b>Measure Description</b>	Percentage of Asbestos Action Plans in place.
<b>Measure Aim</b>	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.
<b>Methodology</b>	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.
<b>Data input</b>	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
<b>Formula</b>	$KPI = ((A/B + C/D)/2) * 100$
<b>Lower performance threshold A</b> (Payment Adjustment Factor A)	August 2023: 40-49.9% August 2024: 60-74.9%
<b>Lower performance threshold B</b> (Payment Adjustment Factor B)	August 2023: 25-39.9% August 2024: 50-59.9%
<b>Lower performance threshold C</b> (Payment Adjustment Factor C)	August 2023: 0-24.9% August 2024: 0-49.9% August 2025: 0-99.9%
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values for each maintenance activity.</li> <li>• Any trends in the figures.</li> <li>• Lists of all late and overdue activities and analysis of their reasons.</li> </ul>

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

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**Attachment 9.2 Monitoring Indicators**

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<b>No.</b>	<b>Title</b>	<b>Measure Description</b>	<b>Reporting Period</b>
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 Un-programmed 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

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<b>No.</b>	<b>Title</b>	<b>Measure Description</b>	<b>Reporting Period</b>
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 <sub>AVE</sub> )	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 (BCI <sub>CRIT</sub> )	Target percentage of Structures not exhibiting poor or very poor Bridge Condition Indices (BCI <sub>CRIT</sub> ) 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

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<b>Monitoring Indicator 1 – Operations instructions completed on target</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, 7.10 Operating Company Operations Instructions		
<b>Measure Description</b>	Percentage of Operations Instructions completed by the proposed finished date.		
<b>Measure Aim</b>	To measure the Operating Company's performance in completing Operations Instructions.		
<b>Methodology</b>	The Operating Company shall use the proposed and actual finish dates for each Operations Instruction in the AMPS to produce the Monitoring Indicator.		
<b>Data input</b>	<p>A = number of Operations Instructions programmed for completion during reporting period.</p> <p>B = number of Operations Instructions not completed to programme and outstanding from previous reporting periods.</p> <p>C = number of Operations Instructions programmed for completion during reporting period with a valid actual completion date entered.</p> <p>D = number of Operations Instructions not completed to programme and outstanding from previous reporting periods completed in current reporting period.</p>		
<b>Formula</b>	Monitoring Indicator = $(C+D)/(A+B) \times 100\%$		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Individual breakdown of Investigation Operations Instructions and Constructions Operations Instructions</li> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

<b>Monitoring Indicator 2 - Network availability</b>
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**Scottish Trunk Road Network Management Contract  
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<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 7 Network Operations – Disruption Risk Management.  Schedule 3, Contract Management, Section 7.3, Programme Development		
<b>Measure Description</b>	The Lane length availability on the Unit.		
<b>Measure Aim</b>	To measure Lane availability over the existing network.		
<b>Methodology</b>	The Operating Company shall use the required Records of traffic management to produce the Monitoring Indicator.		
<b>Data input</b>	A = lane km of the network, B = addition of the /Lane Closure or Lane Occupation/ in the network, being a closure/occupation measured by Lane km affected x hours of closure/occupation.  From above, we obtain: P = A x 24 x days in reporting period. Network supply measured during the reporting period in km*hour.		
<b>Formula</b>	Monitoring Indicator = $(B - P)/B \times 100$		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Reasons for the closures.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Traffic management Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 3 - Traffic disruption caused by un-programmed work</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Provisions 5.3.6, 5.4.1 & 5.5.8. Schedule 2, Scope, Section 7 Network Operations – Disruption Risk Management		
<b>Measure Description</b>	The Lane length and duration unavailable on the Unit due to un-programmed work.		
<b>Measure Aim</b>	To measure disruption caused by un-programmed work in terms of Lane/km/hours.		
<b>Methodology</b>	The Operating Company shall use the required Records of traffic management to produce the Monitoring Indicator.		
<b>Data input</b>	A = length of un-programmed Lane closed in km, B = duration of closure in hours.		
<b>Formula</b>	Monitoring Indicator = A x B		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Traffic management Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	km x h	<b>Decimal places</b>	0

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<b>Monitoring Indicator 4 - Orders against expenditure profile</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Provision 7.2.1
<b>Measure Description</b>	Percentage of ordered work against expenditure profile.
<b>Measure Aim</b>	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.
<b>Methodology</b>	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.
<b>Data input</b>	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.
<b>Formula</b>	Monitoring Indicator for routine and cyclic Schemes = $A/B \times 100$ Monitoring Indicator for structural maintenance = $C/D \times 100$ Monitoring Indicator for Structures = $E/F \times 100$ Monitoring Indicator for minor improvements = $G/H \times 100$ Monitoring Indicator for strategic road safety Schemes = $I/J \times 100$ Reported Monitoring Indicator = $(A+C+E+G+I) / (B+D+F+H+J) \times 100$
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>

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	<ul style="list-style-type: none"> <li>Any significant findings as a result of further link/section analysis by Work Code or expenditure type.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 5 – Programme Completion</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 7.5 Programmes and profiles and Section 7.24 Scheme completion & closure		
<b>Measure Description</b>	An outcome-based measure of expenditure profile reviewing the number of projects close on time		
<b>Measure Aim</b>	To measure the percentage accuracy of the completion dates of works outlined in the expenditure profile		
<b>Methodology</b>	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.		
<b>Data input</b>	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		
<b>Formula</b>	$MI = (A-B)/A*100$		
<b>Required supporting information</b>	The monthly baseline expenditure profile.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%) Completion Planned Works	<b>Decimal places</b>	0

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<b>Monitoring Indicator 6 - Accuracy of Operations cost estimates</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
<b>Measure Description</b>	Accuracy of cost estimates for Operations on Site.		
<b>Measure Aim</b>	Measure the accuracy of the Operating Company's estimates for Operations.		
<b>Methodology</b>	<p>For each Operation on Site the Operating Company shall use the Records of the estimate, out turn value and Scheme Completion Date in the AMPS to produce the Monitoring Indicator.</p> <p>For each Scheme the quantum accuracy shall be calculated, and the Monitoring Indicator based on all Operations completed during the previous 3 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</p>		
<b>Data input</b>	<p>The following data shall be used:</p> <p>A = Construction bid estimate</p> <p>B = Construction out turn value</p> <p>C = individual scheme accuracy = <math>(1 - \sqrt{((A-B)^2)/A}) \times 100\%</math> note: square and square root to make (A-B) always positive</p> <p>D = number of Schemes completed in previous 3 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</p>		
<b>Formula</b>	<p>Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows:</p> <p>Monitoring Indicator = <math>(C_1 + C_2 + C_3 + \dots) / D</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Quarterly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Quarterly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 7 – Forward Programming Spend</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	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>	An outcome-based measure of project spend against allocation		
<b>Measure Aim</b>	To measure the percentage accuracy of the spend for works against original allocation, with breakdown for each cost code.		
<b>Methodology</b>	The Operating Company shall provide to Transport Scotland figures outlining the works spend against the cost codes for each project completed within the reporting period. The figures will be compared against the allocations to each cost code.		
<b>Data input</b>	<p>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.</p>		
<b>Formula</b>	<p>Monitoring Indicator for routine and cyclic Schemes = <math>A/B \times 100</math>            Monitoring Indicator for structural maintenance = <math>C/D \times 100</math>            Monitoring Indicator for Structures = <math>E/F \times 100</math>            Monitoring Indicator for minor improvements = <math>G/H \times 100</math>            Monitoring Indicator for strategic road safety Schemes = <math>I/J \times 100</math>            Reported Monitoring Indicator = <math>(A+C+E+G+I) / (B+D+F+H+J) \times 100</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <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>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS

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<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%) Completion Spend against allocation.	<b>Decimal places</b>	0



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<b>Monitoring Indicator 8 - Staff turnover</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 4.2.21.		
<b>Measure Description</b>	Percentage staff turnover during the last 12 months.		
<b>Measure Aim</b>	To measure staff turnover.		
<b>Methodology</b>	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.		
<b>Data input</b>	<p>P = number of direct employees leaving during previous 12 months*,</p> <p>Q = average number of all direct employees during previous 12 months*.</p> <p>* or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</p>		
<b>Formula</b>	Monitoring Indicator = $P/Q \times 100$		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values;</li> <li>• Evidence of action the OC is taking to reduce staff turnover.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 9 – Working hours</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 4.2.21.		
<b>Measure Description</b>	Average hours worked per employee in the Reporting Period.		
<b>Measure Aim</b>	To measure the average number of hours worked per employee.		
<b>Methodology</b>	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.		
<b>Data input</b>	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.		
<b>Formula</b>	Average working hours per person per week = (P/Q)/R		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Hours per week	<b>Decimal places</b>	0

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<b>Monitoring Indicator 10 - Training</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 4.1.10.		
<b>Measure Description</b>	Average number of training hours per employee provided in the reporting period.		
<b>Measure Aim</b>	To measure the Operating Company's performance in providing training and development to all direct employees.		
<b>Methodology</b>	The Operating Company shall keep a record by Contract Personnel on the Unit and the total number of Contract Personnel employed on the Unit during each reporting period to produce the Monitoring Indicator.		
<b>Data input</b>	<p>P = sum of all training hours provided during previous 12 months*,</p> <p>Q = average number of all direct staff during previous 12 months*.</p> <p>* or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</p>		
<b>Formula</b>	Monitoring Indicator = P/Q		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Annually, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Annually, from the Commencement of Service Date		
<b>Return Format</b>	Number of hours	<b>Decimal places</b>	1

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

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

Scottish Trunk Road Network Management Contract  
North East Unit

<b>Monitoring Indicator 12 - Observations Resulting from Inspections and Hazard Notice responses</b>			
<b>Related High-Level Contract Objective</b>	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope of Works, Part 2, Defects, Hazard Notices & Observations Resulting from Inspections Schedule 3, Contract Management, Provision 4.4.1 (a)		
<b>Measure Description</b>	Percentage of Observations Resulting from Inspections and Hazard Notices responded to within the required timescale.		
<b>Measure Aim</b>	To measure the number of Observations resulting from Inspections and Hazard Notices responded to within the required timescale.		
<b>Methodology</b>	The Operating Company shall use the Records necessary to comply with the requirements of Schedule 3 Part 4, to produce the Monitoring Indicator.		
<b>Data input</b>	<p>A = total number of Observations resulting from Inspections due a response during the reporting period,</p> <p>B = total number of Hazard Notices due a response during the reporting period,</p> <p>C = total number of Observations resulting from Inspections due a response during the reporting period and responded to by the required response date.</p> <p>D = total number of Hazard Notices due a response during the reporting period and responded to by the required response date.</p>		
<b>Formula</b>	<p>MI (Observations resulting from Inspections) = <math>(C/A) \times 100</math></p> <p>MI (Hazard Notices response) = <math>(D/B) \times 100</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS and/or Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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North East Unit**

<b>Monitoring Indicator 13 – Innovation</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 1, Conditions of Contract, Provision 6.5.2 Schedule 3, Contract Management, Provision 1.3.8		
<b>Measure Description</b>	Financial value of innovations introduced by the Operating Company.		
<b>Measure Aim</b>	To measure the Operating Company's performance in delivering an efficient and effective service whilst minimising costs.		
<b>Methodology</b>	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.		
<b>Data input</b>	The financial benefit to Transport Scotland of each introduced innovation.		
<b>Formula</b>	Total financial value to Transport Scotland of benefits of all accepted innovations to date = sum of individual innovation benefits financial values.		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Financial benefit for each innovation accepted by the Director.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Value (£)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 14 - Collaboration</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management. Section 1.3, Collaboration and Partnering.		
<b>Measure Description</b>	Value of collaborative services provided by Operating Company.		
<b>Measure Aim</b>	To measure the Operating Company's performance in providing efficiency savings in the provision of public sector services through collaborative agreements.		
<b>Methodology</b>	The Operating Company shall keep records of collaboration with organisations.		
<b>Data input</b>	The financial value of goods and services provided to local authorities through collaboration agreements.		
<b>Formula</b>	Monitoring Indicator = sum of the values of goods and services provided to local authorities through collaboration agreements to date.		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Financial benefit for each of the collaborative agreements.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Value (£)	<b>Decimal places</b>	0



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<b>Monitoring Indicator 15 - Submission of reports and submissions</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Appendix 1. Introduction Attachments. Attachment 1.1 Reporting & Submissions Defects & Inspections Attachment 1.2 Reporting & Submissions – Other.		
<b>Measure Description</b>	Percentage of reports and submissions listed in the above attachments that are submitted within the required timescales.		
<b>Measure Aim</b>	To measure the Operating Company's performance in the submission of the reports and submissions.		
<b>Methodology</b>	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.		
<b>Data input</b>	A = total number of reports and submissions due in the reporting period, B = total number of reports and submissions submitted as required in the reporting period, C = total number of reports and submissions outstanding from previous periods, D = total number of reports and submissions outstanding from previous periods submitted in the reporting period.		
<b>Formula</b>	Monitoring Indicator = $((B+D)/(A+C)) \times 100$		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <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>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS and Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Monitoring Indicator 16 – (Ultra) Low Emission Vehicles (ULEV)</b>			
<b>High-level Contract Objective</b>	Sustainability – use of reused, recycled, renewable materials		
<b>Detailed Contract Objective</b>	Schedule 3, Contract Management, provisions 1.5.10, 3.2.5 & 3.2.6.		
<b>Measure Description</b>	Percentage of the car and van fleet (up to 3.5 tonnes) classified as ultra-low emission vehicles.		
<b>Measure Aim</b>	To measure the amount of ULEV in the Operating Company's fleet.		
<b>Methodology</b>	The Operating Company shall use the records of the vehicles in its fleet to calculate the percentage of (Ultra) Low Emission Vehicles.		
<b>Data Input</b>	A = total number of cars and vans (up to 3.5 tonnes) in the Operating Company's fleet. B = total number of cars and vans (up to 3.5 tonnes) in the Operating Company's fleet classified as ultra-low emission vehicle.		
<b>Formula</b>	Performance Indicator = $(B/A) \times 100$		
<b>Required supporting information</b>	Not Applicable.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for Calculations</b>	Operating Company Records & Data Logging System
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 17 – ULEV Usage</b>			
<b>High-level Contract Objective</b>	Sustainability – use of reused, recycled, renewable materials		
<b>Detailed Contract Objective</b>	Schedule 3, Contract Management, provisions 1.5.10, 3.2.5 & 3.2.6.		
<b>Measure Description</b>	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.		
<b>Measure Aim</b>	To measure the usage of ULEV in the Operating Company's fleet.		
<b>Methodology</b>	The Operating Company shall use the records of the vehicles in its fleet to calculate the percentage of the total distance travelled by (Ultra) Low Emission Vehicles.		
<b>Data Input</b>	<p>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.</p> <p>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.</p>		
<b>Formula</b>	Performance Indicator = $(A/B) \times 100$		
<b>Required supporting information</b>	Not Applicable.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for Calculations</b>	Operating Company Records & Data Logging System
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 18 – Salt Usage</b>			
<b>High-level Contract Objective</b>	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.		
<b>Detailed Contract Objective</b>	Schedule 2 Scope, Section 6.3 Treatments		
<b>Measure Description</b>	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.		
<b>Measure Aim</b>	To monitor the amount of salt used during the Winter Service Period.		
<b>Methodology</b>	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.		
<b>Data Input</b>	Total amount of salt used per month in tonnes.		
<b>Formula</b>	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.		
<b>Required supporting information</b>	Not Applicable.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the second Annual Period	<b>Data Source for Calculations</b>	Operating Company Records & Data Logging System
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, from the second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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North East Unit**

<b>Monitoring Indicator 19 – Potassium Acetate Usage</b>			
<b>High-level Contract Objective</b>	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.		
<b>Detailed Contract Objective</b>	Schedule 2 Scope, Section 6.3 Treatments		
<b>Measure Description</b>	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.		
<b>Measure Aim</b>	To monitor the amount of potassium acetate used during the Winter Service Period.		
<b>Methodology</b>	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.		
<b>Data Input</b>	Total amount of potassium acetate used per month in litres.		
<b>Formula</b>	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.		
<b>Required supporting information</b>	Not Applicable.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the second Annual Period	<b>Data Source for Calculations</b>	Operating Company Records & Data Logging System
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 20 - Community Engagements and Community Benefits</b>	
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 1.4 Community Benefits
<b>Measure Description</b>	Number of all opportunities created, visits and tours undertaken, and meetings attended during the reporting period.
<b>Measure Aim</b>	To measure the Operating Company's performance in engaging with communities.
<b>Methodology</b>	The Operating Company shall use its Records to produce the Monitoring Indicator, by reporting against the eleven (11) data inputs in the Monitoring Indicator.
<b>Data input</b>	<p>Young people and schools</p> <ol style="list-style-type: none"> <li>1. Number of sponsorships offered to high schools within or adjacent to the Unit</li> <li>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</li> </ol> <p>Employment and economy</p> <ol style="list-style-type: none"> <li>3. Number of job opportunities advertised through Jobcentres and local employability partnerships</li> <li>4. Number of new SME sub-contractors</li> <li>5. Number of New Entrants engaged</li> <li>6. Number of opportunities offered to young people on the Unit in accordance with the Scottish Government's Creating Opportunities Together document</li> <li>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</li> <li>8. Number of local charities supported by the Operating Company</li> <li>9. Number of large-scale charity events undertaken by the Operating Company during the reporting period</li> </ol> <p>Local engagement</p> <ol style="list-style-type: none"> <li>10. Number of attended dialogue, feedback and consultation events related to the major works affecting bridge users and in accordance with the Operating</li> </ol>

**Scottish Trunk Road Network Management Contract  
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	<p>Company's Unit Specific Communication Plan required in Schedule 3, Section 5.3 Communications.</p> <p>11. Number of industry related lectures, mentoring and public speaking engagements</p>	
<b>Formula</b>	<b>Young people and schools</b>	<b>Target</b>
	1. 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
	<b>Employment and economy</b>	<b>Target</b>
	3. Number of job opportunities advertised through Jobcentres and local employability partnerships	No Target
	4. Number of sub-contracts awarded to SMEs	No Target
	5. Number of New Entrants engaged in this Annual Period	No Target
	6. Number of opportunities offered to young people on the Unit in accordance with the Scottish Government's Creating Opportunities Together document this Annual Period	Minimum of one each Annual Period
7. Number of Work Clubs supported on the Unit or adjacent to the Unit, in accordance with the UK Government's Get Britain	Minimum of two each Annual Period	

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	Working policy this Annual Period		
	<b>Charitable support</b>	<b>Target</b>	
	8. Number of local charities supported by the Operating Company this Annual Period	Minimum of two each Annual Period	
	9. Number of large-scale charity events undertaken by the Operating Company during the reporting period	Minimum of one in every two Annual Periods.	
	<b>Local engagement</b>	<b>Target</b>	
	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.	No Target	
	11. Number of industry related lectures, mentoring and public speaking engagements this Annual Period	Minimum of 20 hours each Annual Period	
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Quarterly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Quarterly, starting in the first Annual Period		
<b>Return Format</b>	Integers	<b>Decimal places</b>	0



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<b>Monitoring Indicator 21 - Injurious weeds</b>			
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.		
<b>Related Detailed Contract Objective(s)</b>	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.		
<b>Measure Description</b>	Percentage change of the area of injurious weeds on the Unit achieved during the reporting period.		
<b>Measure Aim</b>	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.		
<b>Methodology</b>	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.		
<b>Data input</b>	<p>A = area infested by injurious weeds at the end of the previous reporting period (m<sup>2</sup>),            B = area infested by injurious weeds at the end of the reporting period (m<sup>2</sup>),            C = target reduction of the area infested by injurious weeds agreed with director.</p> <p>From the above:            P = A-B, reduction of the area infested by injurious weeds at the end of the reporting period.</p>		
<b>Formula</b>	Monitoring Indicator = (P/A) x 100		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <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>		
<b>MI Reporting Period</b>	Annually, from the second Annual Period	<b>Data Source for MI calculation</b>	AMPS
<b>MI Performance Assessment Frequency</b>	Annually, from the second Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 22 - Winter treatments time compliance</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 6.3, Treatments		
<b>Measure Description</b>	Percentage of Winter Service treatments carried out in compliance with required timescales.		
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out Winter Service activities.		
<b>Methodology</b>	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.		
<b>Data input</b>	<p>A = total number of planned (precautionary) treatments required,</p> <p>B = total number of planned (precautionary) treatments completed within the required treatment timescale,</p> <p>C = total number of unplanned (call out) treatments called out,</p> <p>D = total number of unplanned (call out) treatments commenced and completed within required timescales.</p>		
<b>Formula</b>	<p>Precautionary treatments Monitoring Indicator = <math>A/B \times 100</math></p> <p>Call-out treatments Monitoring Indicator = <math>C/D \times 100</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <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>		
<b>Monitoring Indicator Reporting Period</b>	Monthly during Winter Service Period, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly during Winter Service Period, from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

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<b>Monitoring Indicator 23 - Ice Alarms</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 2, Scope, Section 6.2 Management		
<b>Measure Description</b>	Total number of activations from road sensors and mobile road sensors due to the presence of ice on the surface.		
<b>Measure Aim</b>	To measure the Operating Company's performance in carrying out Winter Service activities.		
<b>Methodology</b>	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.		
<b>Data input</b>	A = total number of activations from road sensors due to the presence of ice on the surface, B = total number of activations from mobile road sensors due to the presence of ice on the surface.		
<b>Formula</b>	Monitoring Indicator = A + B		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <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>		
<b>Monitoring Indicator Reporting Period</b>	Monthly during Winter Service Period, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly during Winter Service Period, from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

**Scottish Trunk Road Network Management Contract  
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<b>Monitoring Indicator 24 – Electronic Data Capture of Pavement Maintenance Schemes</b>			
<b>Related High-Level Contract Objective</b>	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users, but which is also affordable.		
<b>Related Detailed Contract Objective(s)</b>	Pavement Maintenance Guidance		
<b>Measure Description</b>	Percentage of schemes >£250k where electronic data has been captured during the delivery of the works.		
<b>Measure Aim</b>	To measure the performance of the Operating Company's performance in the collection of electronic data during pavement maintenance works.		
<b>Methodology</b>	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.		
<b>Data input</b>	T = total number of pavement maintenance schemes >£250k N = number of pavement maintenance schemes >£250k where electronic data capture has been utilised		
<b>Formula</b>	Performance Indicator = $(N/T) * 100$		
<b>Required supporting information</b>	Works programme data and electronic data capture records.		
<b>Monitoring Indicator Reporting Period</b>	Monthly, starting in first Annual Period	<b>Data Source for calculation</b>	Works programme list
<b>Monitoring Indicator Performance Assessment Frequency</b>	Monthly, starting in first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

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<b>Monitoring Indicator 25 – Users' perception of the quality of road maintenance</b>	
<b>Related High-Level Contract Objective</b>	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 5.2, Customer and Stakeholder Management
<b>Measure Description</b>	The perceived quality of the maintenance of the roads based on the annual Survey of trunk road users in Scotland.
<b>Measure Aim</b>	To measure the satisfaction of the Operating Company's quality delivery to road users.
<b>Methodology</b>	<p>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:</p> <ul style="list-style-type: none"> <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> <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> <li>• Satisfaction with promptness with which roads are gritted in winter.</li> </ul>
<b>Data input</b>	<p>A = % of satisfied users with the management of vegetation on verges and central reserves,            B = % of satisfied users with the amount of litter and debris on the road surface,            C = % of satisfied users with the speed with which roads defects such as potholes are repaired,            D = % of satisfied users with the quality of repairs,            E = % of satisfied users with promptness with which roads are cleared in the winter,            F = % of satisfied users with promptness with which roads are gritted in the winter.</p> <p>The following data shall be derived based on some of the above questions/statements:</p> <p>P = mean average of the main non-surface condition related users' satisfaction <math>(A+B)/2 \times 100</math>,            Q = mean average of the repairs users' satisfaction <math>(C+D)/2 \times 100</math>,            R = mean average of the maintenance in winter time users' satisfaction <math>(E+F)/2 \times 100</math>.</p>
<b>Formula</b>	Monitoring Indicator = $(P+Q+R)/3$

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

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North East Unit**

<b>Monitoring Indicator 26 - Satisfaction level with OC responses to enquiries and complaints</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 5.2.4.		
<b>Measure Description</b>	Percentage of customers declaring satisfied with the Operating Company-related enquiries and complaints response in road user and stakeholder surveys.		
<b>Measure Aim</b>	To measure the satisfaction of the Operating Company's quality delivery to customers in its responses.		
<b>Methodology</b>	The Operating Company shall collect the data provided by Transport Scotland on customer satisfaction on OC enquiries and complaints.		
<b>Data input</b>	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.		
<b>Formula</b>	Monitoring Indicator = $(B/A) \times 100$		
<b>Required supporting information</b>	In addition to the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Reasons for any failures and actions taken to prevent reoccurrence.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Periodically from the Commencement of Service Date	<b>Data Source for calculation</b>	Road user and stakeholder surveys
<b>Monitoring Indicator Assessment Frequency</b>	Periodically, when surveys are available		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 27 - Works Contracts cost estimates</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
<b>Measure Description</b>	Accuracy of Works Contracts cost estimates.		
<b>Measure Aim</b>	To measure the accuracy of the Operating Company's estimates for Works Contracts.		
<b>Methodology</b>	<p>The Operating Company shall use the Records of pre-tender estimate, awarded tender value and tender return date to produce the Monitoring Indicator.</p> <p>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.</p>		
<b>Data input</b>	<p>The following data shall be used:</p> <p>A = pre-tender Scheme estimate for each Scheme,            B = tender value for each Scheme,            C = individual scheme accuracy = <math>(1 - \sqrt{ (A-B)/A }) \times 100</math>            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.</p>		
<b>Formula</b>	<p>Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows:            Monitoring Indicator = <math>(C_1 + C_2 + C_3 + \dots) / D</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Quarterly, from the Service of Commencement Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Quarterly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0



**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 28 - Works Contracts out turn cost</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
<b>Measure Description</b>	Success in delivering Schemes at the awarded tender value.		
<b>Measure Aim</b>	To measure the Operating Company's success in delivering Schemes at the awarded tender value.		
<b>Methodology</b>	<p>The Operating Company shall use the Records of awarded tender value, final value and Scheme Completion Dates recorded to produce the Monitoring Indicator.</p> <p>For each Scheme the accuracy shall be calculated and the Monitoring Indicator shall be based on all Schemes completed during the previous 12 months or number of months elapsed after Commencement of Service Date 1, whichever is the lesser.</p>		
<b>Data input</b>	<p>The following data shall be used:</p> <p>A = awarded tender value for each Scheme,            B = final value for each Scheme,            C = individual scheme accuracy = <math>(1 - \sqrt{((A-B)^2)/A}) \times 100</math>            note: square and square root to make (A-B) always positive            D = number of Schemes completed in previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.</p>		
<b>Formula</b>	<p>Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows:</p> <p>Monitoring Indicator = <math>(C_1 + C_2 + C_3 + \dots) / D</math></p>		
<b>Required supporting information</b>	<p>In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Annually, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Annually, from the Commencement of Service Date		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	0

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 29 – Structure Condition Management (BCI<sub>AVE</sub>)</b>			
<b>High-level Contract Objective</b>	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
<b>Detailed Contract Objective</b>	Schedule 2, Scope of Works, Provision 4.11.1-7		
<b>Measure Description</b>	Target percentage of Structures listed within the Structures 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		
<b>Measure Aim</b>	To measure the Operating Company's performance in maintaining or improving asset condition for all assets within its programme remit.		
<b>Methodology</b>	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.		
<b>Data Input</b>	<p>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,</p> <p>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.</p>		
<b>Formula</b>	Reported Performance Indicator = $100 - ((B/A) \times 100\%)$		
<b>Required supporting information</b>	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <li>• Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for Calculations</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

Scottish Trunk Road Network Management Contract  
North East Unit

<b>Monitoring Indicator 30 – Structure Condition Management (BCI<sub>CRIT</sub>)</b>			
<b>High-level Contract Objective</b>	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable, safe for use and fit for purpose.		
<b>Detailed Contract Objective</b>	Schedule 2, Scope of Works, Provision 4.11.1-7		
<b>Measure Description</b>	Target percentage of Structures not exhibiting poor or very poor Bridge Condition Indices (BCI <sub>CRIT</sub> ) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements.		
<b>Measure Aim</b>	To measure the Operating Company's performance in maintaining or improving asset condition.		
<b>Methodology</b>	The Operating Company shall use the Records in the structure's management function of the AMPS to determine the number of Structures where the BCI <sub>CRIT</sub> score is poor or very poor to produce the Performance Indicator		
<b>Data Input</b>	A = total cumulative number of Structures assets with reported BCI <sub>CRIT</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>CRIT</sub> values (rolling monthly period) by the end of current reporting period.		
<b>Formula</b>	Reported Performance Indicator = $100 - ((B/A) \times 100\%)$		
<b>Required supporting information</b>	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> <li>• Any trends in the figures.</li> <li>• Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculations</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator 31 – Bids against expenditure profile</b>	
<b>Related High-Level Contract Objective</b>	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.
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, Provision 7.2.1
<b>Measure Description</b>	Percentage of ordered work against expenditure profile.
<b>Measure Aim</b>	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.
<b>Methodology</b>	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.
<b>Data input</b>	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.
<b>Formula</b>	Monitoring Indicator for routine and cyclic Schemes = $A/B \times 100$ Monitoring Indicator for structural maintenance = $C/D \times 100$ Monitoring Indicator for Structures = $E/F \times 100$ Monitoring Indicator for minor improvements = $G/H \times 100$ Monitoring Indicator for strategic road safety Schemes = $I/J \times 100$ Reported Monitoring Indicator = $(A+C+E+G+I) / (B+D+F+H+J) \times 100$
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values.</li> </ul>

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	<ul style="list-style-type: none"> <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>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Monthly, from the Commencement of Service Date		
<b>Return Format</b>	Percentage	<b>Decimal places</b>	0

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator No. 32 – Accessibility Barriers</b>			
<b>Related High-Level Contract Objective</b>	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.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Scope, Section 1.6 Investment objectives of the contract		
<b>Measure Description</b>	Percentage yearly reduction in the number of barriers to access on the trunk road network.		
<b>Measure Aim</b>	To measure the Operating Company's success in providing a Unit that is accessible to all road users.		
<b>Methodology</b>	The Operating Company shall report the number of accessibility barriers that have been removed by works that have been completed within the reporting period.		
<b>Data input</b>	The following data shall be used:  A = Number of accessibility barriers removed within the reporting period.		
<b>Formula</b>	Monitoring Indicator = A		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Details of accessibility barriers removed including the types of barriers removed and the value of each removal scheme.</li> </ul>		
<b>Monitoring Indicator Reporting Period</b>	Monthly, from the Commencement of Service Date	<b>Data Source for calculation</b>	AMPS
<b>Monitoring Indicator Assessment Frequency</b>	Annual, from the Commencement of Service Date		
<b>Return Format</b>	Number	<b>Decimal places</b>	0

**Scottish Trunk Road Network Management Contract  
North East Unit**

<b>Monitoring Indicator No. 33 – Use of reused, recycled, renewable materials</b>			
<b>Related High-Level Contract Objective</b>	Sustainability – To reduce carbon and waste and enhance environments.		
<b>Related Detailed Contract Objective(s)</b>	Schedule 3, Contract Management, provision 1.5.7 & 1.5.10.		
<b>Measure Description</b>	Percentage of raw materials used sourced from reused, recycled or renewable sources.		
<b>Measure Aim</b>	To encourage sustainability and the use of reused, recycled, renewables materials.		
<b>Methodology</b>	The Operating Company shall keep a record of the quantities of raw materials used and quantities of raw materials obtained from recycled, reused, renewable or certified sources. This PI applies to all Works Contracts with an Estimated Bid Value greater than £100,000.		
<b>Data input</b>	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).		
<b>Formula</b>	Performance Indicator = $(B + C) / A \times 100$		
<b>Required supporting information</b>	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> <li>• Data input values</li> <li>• Any trends in the figures</li> </ul> Reasons for any failures and actions taken to prevent recurrence.		
<b>Monitoring Indicator Reporting Period</b>	Quarterly, from the Commencement of Service Date	<b>Data Source for calculation</b>	Operating Company Records
<b>Monitoring Indicator Assessment Frequency</b>	Quarterly, starting in the first Annual Period		
<b>Return Format</b>	Percentage (%)	<b>Decimal places</b>	1

Attachment 9.3 Payment Adjustment Factors

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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
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	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	98.0 - 95.1%	5%	95.0% - 92.1%	10%	92% or lower	25%



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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
		Routine Monitoring Inspections.				(columns I, K and M)						
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 in the inspection year.	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 in the inspection year.	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	98.0% - 96.6%	10%	96.5% - 95.1%	20%	95.0% or lower	50%

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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations 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

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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
		beyond agreed timescales.										
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	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%

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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
		Operating Company.										
19	Carbon Emissions	Measuring carbon emissions on the Unit.	Quarterly, from the third Annual Period	N	Quarterly, from the third 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: 90.0% or lower Medium Frequency: 85.0% or lower Low Frequency: 92.0% or lower Rough Grass: 85.0% or lower	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	95.0% - 90.1%	2%	90.0% - 85.1%	5%	85.0% or lower	10%

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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
						(columns I, K and M)						
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% -36% Third Annual Period: 65% - 61% Fourth Annual Period onwards: 90% - 81%	10%	Second Annual Period: 35% - 31% Third Annual Period: 60% - 56% Fourth Annual Period onwards: 82% - 76%	15%	Second Annual Period: 30% or lower Third Annual Period: 55% or lower Fourth Annual Period onwards: 75% or lower	25%

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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
26	Submission of Planned Maintenance Works (Series 0300 Schemes)	An outcome-based measure of Series 0300 Patching schemes submitted by the contractual deadline.	Quarterly, 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)	<p>First Annual Period: 75%-71% of all schemes submitted 25 or more working days of works start date</p> <p>Second Annual Period: 80%-76% of all schemes submitted 25 or more working days of works start date</p> <p>Third Annual Period onwards: 85% - 81% of all schemes submitted 25 or more working days of works start date</p>	10%	<p>First Annual Period: 70% -66% of all schemes submitted 25 or more working days of works start date</p> <p>Second Annual Period: 75% -71% of all schemes submitted 25 or more working days of works start date</p> <p>Third Annual Period onwards: 80% -76% of all schemes submitted 25 or more working days of works start date</p>	15%	<p>First Annual Period: 65% or lower of all schemes submitted 25 or more working days of works start date</p> <p>Second Annual Period: 70% or lower of all schemes submitted 25 or more working days of works start date</p> <p>Third Annual Period onwards: 75% or lower of all schemes submitted 25 or more working days of works start date</p>	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	99.0% - 95.1%	5%	95.0% - 90.1%	10%	90.0% or lower	25%

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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
						(columns I, K and M)						
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	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%
30	Timely Upload of Final Health and Safety Files	Measure the OCs performance in uploading Final Health and Safety Files to AMPS 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%
31	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	Annually, from the commencement of service date	Y	Annually, from August 2022	Percentage of average Price for Core Operations excluding Winter Service (columns I, K and M)	August 2022: 15-24.9% August 2023: 40-49.9% August 2024: 60-74.9%	5%	August 2022: 10-14.9% August 2023: 25-39.9% August 2024: 50-59.9%	10%	August 2022: 0-9.9% August 2023: 0-24.9% August 2024: 0-49.9% April 2025: 0-99.9%	20%

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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 Operations Price)	Performance threshold B	PAF B (% of relevant Core Operations Price)2	Performance threshold C	PAF C (% of relevant Core Operations Price)3
		accordance with GD5/16 of the DMRB.										