Schedule 3, Section 9

Measuring Performance

Attachment 9.2

No.	Title	Measure Description	Reporting Period
01	Operations Instructions completed on Target	Percentage of Operations Instructions completed by the proposed finish date.	Monthly, from the Commencement of Service Date
02	Network availability	The Lane length availability on the Unit.	Monthly, from the Commencement of Service Date
03	Traffic Disruption caused by 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.	Monthly, 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

23	Ice Alarms	Total number of activations from road sensors and mobile road sensors due to the presence of ice on the surface.	Monthly during Winter Service Period as from the Commencement of Service Date
24	Electronic Data Capture of Pavement Maintenance Schemes	Percentage of schemes >£250k where electronic data has been captured during the delivery of the works.	Monthly, from the Commencement of Service Date
25	User's Perception of the Quality of Maintenance	The perceived quality of the maintenance of the roads based on the annual Survey of trunk road users in Scotland.	Annually, from the Second Annual Period
26	Satisfaction Level with OC Responses to Enquiries	Percentage of customers declaring satisfied with the Operating Company-related enquiries response on the satisfaction questionnaire.	Periodically, when surveys are available
27	Works Contracts Cost Estimates	Accuracy of Works Contracts cost estimates.	Quarterly, from the first Annual Period
28	Works Contracts Out Turn Costs	Success in delivering Schemes at the awarded tender value.	Annually, from the Commencement of Service Date
29	Structures Condition Management (BCI_{AVE})	Target percentage of Structures listed within the Structures Programme exhibiting poor or very poor Bridge Condition Indices (BCI_{AVE}) scores.	Monthly, from the Commencement of Service Date
30	Structures Condition Management (BCI_{CRIT})	Target percentage of Structures not exhibiting poor or very poor Bridge Condition Indices (BCI_{CRIT}) scores.	Monthly, from the Commencement of Service Date
31	Bids against expenditure profile	Percentage of ordered work against expenditure profile.	Monthly, from the Commencement of Service Date
32	Accessibility Barriers	Percentage yearly reduction in the number of barriers to access on the trunk road network.	Monthly, from the Commencement of Service Date
33	Use of reused, recycled, renewable materials	Percentage of raw materials used sourced from reused, recycled or renewable sources.	Quarterly, from the Commencement of Service Date

Monitoring Indicator 1 – Operations instructions completed on target			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, 7.10 Operating Company Operations Instructions		
Measure Description	Percentage of Operations Instructions completed by the proposed finished date.		
Measure Aim	To measure the Operating Company's performance in completing Operations Instructions.		
Methodology	The Operating Company shall use the proposed and actual finish dates for each Operations Instruction in the APMS to produce the Monitoring Indicator.		
Data input	A = number of Operations Instructions programmed for completion during reporting period. B = number of Operations Instructions not completed to programme and outstanding from previous reporting periods. C = number of Operations Instructions programmed for completion during reporting period with a valid actual completion date entered. D = number of Operations Instructions not completed to programme and outstanding from previous reporting periods completed in current reporting period.		
Formula	Monitoring Indicator = (C+D)/(A+B) x 100%		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Individual breakdown of Investigation Operations Instructions and Constructions Operations Instructions • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 2 - Network availability

Related High-Level Contract Objective	Accessibility and Integration – To provide a network that is accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotland.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 7 Network Operations – Disruption Risk Management. Schedule 3, Contract Management, Section 7.3, Programme Development		
Measure Description	The Lane length availability on the Unit.		
Measure Aim	To measure Lane availability over the existing network.		
Methodology	The Operating Company shall use the required Records of traffic management to produce the Monitoring Indicator.		
Data input	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.		
Formula	Monitoring Indicator = (B – P)/B x 100		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Reasons for the closures. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	Traffic management Records
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 3 - Traffic disruption caused by un-programmed work			
Related High-Level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, Provisions 5.3.6, 5.4.1 & 5.5.8. Schedule 2, Scope, Section 7 Network Operations – Disruption Risk Management		
Measure Description	The Lane length and duration unavailable on the Unit due to un-programmed work.		
Measure Aim	To measure disruption caused by un-programmed work in terms of Lane/km/hours.		
Methodology	The Operating Company shall use the required Records of traffic management to produce the Monitoring Indicator.		
Data input	A = length of un-programmed Lane closed in km, B = duration of closure in hours.		
Formula	Monitoring Indicator = A x B		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	Traffic management Records
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	km x h	**Decimal places**	0

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

	• Any trends in the figures. • Any significant findings as a result of further link/section analysis by Work Code or expenditure type.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 5 – Programme Completion			
Related High-Level Contract Objective	Value for Money and Innovation: To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 7.5 Programmes and profiles and Section 7.24 Scheme completion & closure		
Measure Description	An outcome-based measure of expenditure profile reviewing the number of projects close on time		
Measure Aim	To measure the percentage accuracy of the completion dates of works outlined in the expenditure profile		
Methodology	Each month, the Operating Company shall provide to Transport Scotland details of all planned works to be completed in month, including an expected date of completion, and all works completed in the prior month. The dates provided at the start of each month period will provide a baseline for the comparison of actual completion dates of works.		
Data input	A = Total number of projects expected to be completed in month (based on monthly baseline) B = Total number of these projects not completed within 7 days of the expected completion date		
Formula	MI = (A-B)/A*100		
Required supporting information	The monthly baseline expenditure profile.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%) Completion Planned Works	**Decimal places**	0

Monitoring Indicator 6 - Accuracy of Operations cost estimates			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
Measure Description	Accuracy of cost estimates for Operations on Site.		
Measure Aim	Measure the accuracy of the Operating Company's estimates for Operations.		
Methodology	For each Operation on Site the Operating Company shall use the Records of the estimate, out turn value and Scheme Completion Date in the APMS to produce the Monitoring Indicator. 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.		
Data input	The following data shall be used: A = Construction bid estimate B = Construction out turn value C = individual scheme accuracy = $(1-\sqrt{((A-B)^2)}/A) \times 100\%$ note: square and square root to make (A-B) always positive D = number of Schemes completed in previous 3 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.		
Formula	Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows: Monitoring Indicator = $(C_1+C_2+C_3+\ldots)/D$		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Quarterly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Quarterly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

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

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

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

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

Monitoring Indicator 10 - Training			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, provision 4.1.10.		
Measure Description	Average number of training hours per employee provided in the reporting period.		
Measure Aim	To measure the Operating Company's performance in providing training and development to all direct employees.		
Methodology	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.		
Data input	P = sum of all training hours provided during previous 12 months*, Q = average number of all direct staff during previous 12 months*. * or number of months elapsed after the Commencement of Service Date, whichever is the lesser.		
Formula	Monitoring Indicator = P/Q		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Annually, from the Commencement of Service Date	**Data Source for calculation**	Operating Company Records
Monitoring Indicator Assessment Frequency	Annually, from the Commencement of Service Date		
Return Format	Number of hours	**Decimal places**	1

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

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

Monitoring Indicator 12 - Observations Resulting from Inspections and Hazard Notice responses			
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.		
Related Detailed Contract Objective(s)	Schedule 2, Scope of Works, Part 2, Defects, Hazard Notices & Observations Resulting from Inspections Schedule 3, Contract Management, Provision 4.4.1 (a)		
Measure Description	Percentage of Observations Resulting from Inspections and Hazard Notices responded to within the required timescale.		
Measure Aim	To measure the number of Observations resulting from Inspections and Hazard Notices responded to within the required timescale.		
Methodology	The Operating Company shall use the Records necessary to comply with the requirements of Schedule 3 Part 4, to produce the Monitoring Indicator.		
Data input	A = total number of Observations resulting from Inspections due a response during the reporting period, B = total number of Hazard Notices due a response during the reporting period, C = total number of Observations resulting from Inspections due a response during the reporting period and responded to by the required response date. D = total number of Hazard Notices due a response during the reporting period and responded to by the required response date.		
Formula	MI (Observations resulting from Inspections) = (C/A) x 100 MI (Hazard Notices response) = (D/B) x 100		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS and/or Operating Company Records
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 13 – Innovation			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 1, Conditions of Contract, Provision 6.5.2 Schedule 3, Contract Management, Provision 1.3.8		
Measure Description	Financial value of innovations introduced by the Operating Company.		
Measure Aim	To measure the Operating Company's performance in delivering an efficient and effective service whilst minimising costs.		
Methodology	The Operating Company shall use the Records of innovations submitted and accepted by the Director and the agreed financial benefits attributable to each innovation, as referred to in Schedule 1, to calculate the total financial benefit.		
Data input	The financial benefit to Transport Scotland of each introduced innovation.		
Formula	Total financial value to Transport Scotland of benefits of all accepted innovations to date = sum of individual innovation benefits financial values.		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Financial benefit for each innovation accepted by the Director.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	Operating Company Records
Monitoring Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Value (£)	**Decimal places**	0

Monitoring Indicator 14 - Collaboration			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management. Section 1.3, Collaboration and Partnering.		
Measure Description	Value of collaborative services provided by Operating Company.		
Measure Aim	To measure the Operating Company's performance in providing efficiency savings in the provision of public sector services through collaborative agreements.		
Methodology	The Operating Company shall keep records of collaboration with organisations.		
Data input	The financial value of goods and services provided to local authorities through collaboration agreements.		
Formula	Monitoring Indicator = sum of the values of goods and services provided to local authorities through collaboration agreements.		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Financial benefit for each of the collaborative agreements.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	Operating Company Records
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Value (£)	**Decimal places**	0

Monitoring Indicator 15 - Submission of reports and submissions			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Appendix 1. Introduction Attachments. Attachment 1.1 Reporting & Submissions Defects & Inspections Attachment 1.2 Reporting & Submissions – Other.		
Measure Description	Percentage of reports and submissions listed in the above attachments that are submitted within the required timescales.		
Measure Aim	To measure the Operating Company's performance in the submission of the reports and submissions.		
Methodology	The Operating Company shall use the Records necessary to produce all reports and submissions required by Attachment 1.1 Reporting & Submissions Defects & Inspections and Attachment 1.2 Reporting & Submissions – Other to produce the Monitoring Indicator.		
Data input	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.		
Formula	Monitoring Indicator = ((B+D)/(A+C)) x 100		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures. • Reasons for any failures and actions taken to prevent reoccurrence.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS and Operating Company Records
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	1

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

Monitoring Indicator 17 – ULEV Usage			
High-level Contract Objective	Sustainability – use of reused, recycled, renewable materials		
Detailed Contract Objective	Schedule 3, Contract Management, provisions 1.5.10, 3.2.5 & 3.2.6.		
Measure Description	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.		
Measure Aim	To measure the usage of ULEV in the Operating Company's fleet.		
Methodology	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.		
Data Input	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. 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.		
Formula	Performance Indicator = (A/B) x 100		
Required supporting information	Not Applicable.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for Calculations**	Operating Company Records & Data Logging System
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	1

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

Monitoring Indicator 19 – Potassium Acetate Usage			
High-level Contract Objective	Resilience and Prosperity – To provide consistent, predictable and reliable journeys for the movement of people and goods, and to minimise disruption caused by roadworks, unplanned incidents and severe weather conditions.		
Detailed Contract Objective	Schedule 2 Scope, Section 6.3 Treatments		
Measure Description	Total amount of potassium acetate used in each Annual Period as a percentage of the amount used in the Annual Period following Commencement of Service Date (used as benchmark). Base potassium acetate usage to be established and Monitoring Indicator reported annually from the second Annual Period following Commencement of Service Date onwards.		
Measure Aim	To monitor the amount of potassium acetate used during the Winter Service Period.		
Methodology	The Operating Company shall use the route cards and the data logging system fitted into the Winter Service vehicles to provide the data to produce this Monitoring Indicator.		
Data Input	Total amount of potassium acetate used per month in litres.		
Formula	Total amount of potassium acetate used aggregated for the Annual Period as a percentage of the amount used in the first Annual Period following Commencement of Service Date.		
Required supporting information	Not Applicable.		
Monitoring Indicator Reporting Period	Monthly, from the second Annual Period	**Data Source for Calculations**	Operating Company Records & Data Logging System
Monitoring Indicator Assessment Frequency	Monthly, starting in the second Annual Period		
Return Format	Percentage (%)	**Decimal places**	1

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

	Company's Unit Specific Communication Plan required in Schedule 3, Section 5.3 Communications. 11. Number of industry related lectures, mentoring and public speaking engagements	
Formula	**Young people and schools**	**Target**
	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
	Employment and economy	**Target**
	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 Working policy this Annual Period	Minimum of two each Annual Period

	Charitable support		**Target**
	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.
	Local engagement		**Target**
	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
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Integers	**Decimal places**	0

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

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

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

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

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

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

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

Monitoring Indicator 27 - Works Contracts cost estimates			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
Measure Description	Accuracy of Works Contracts cost estimates.		
Measure Aim	To measure the accuracy of the Operating Company's estimates for Works Contracts.		
Methodology	The Operating Company shall use the Records of pre-tender estimate, awarded tender value and tender return date to produce the Monitoring Indicator. For each Scheme tender the accuracy shall be calculated and the Monitoring Indicator shall be based on all Scheme tenders completed during the previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.		
Data input	The following data shall be used: A = pre-tender Scheme estimate for each Scheme, B = tender value for each Scheme, C = individual scheme accuracy = $(1-\sqrt{((A-B)^2)}/A) \times 100$ note: square and square root to make (A-B) always positive D = number of Schemes tendered in previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.		
Formula	Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows: Monitoring Indicator = $(C_1+C_2+C_{3+}\ldots)/D$		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Quarterly, from the Service of Commencement Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Quarterly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 28 - Works Contracts out turn cost			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 7.5, Programmes and Profiles and 7.17 Financial monitoring and forecasting process		
Measure Description	Success in delivering Schemes at the awarded tender value.		
Measure Aim	To measure the Operating Company's success in delivering Schemes at the awarded tender value.		
Methodology	The Operating Company shall use the Records of awarded tender value, final value and Scheme Completion Dates recorded to produce the Monitoring Indicator. 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.		
Data input	The following data shall be used: A = awarded tender value for each Scheme, B = final value for each Scheme, C = individual scheme accuracy = $(1-\sqrt{((A-B)^2)}/A) \times 100$ note: square and square root to make (A-B) always positive D = number of Schemes completed in previous 12 months or number of months elapsed after the Commencement of Service Date, whichever is the lesser.		
Formula	Overall Monitoring Indicator shall be the average of the individual Scheme accuracy percentages, calculated as follows: Monitoring Indicator = $(C_1+C_2+C_3+ ...)/D$		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures.		
Monitoring Indicator Reporting Period	Annually, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Annually, from the Commencement of Service Date		
Return Format	Percentage (%)	**Decimal places**	0

Monitoring Indicator 29 – Structure Condition Management (BCI_{AVE})			
High-level Contract Objective	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
Detailed Contract Objective	Schedule 2, Scope of Works, Provision 4.11.1-7		
Measure Description	Target percentage of Structures listed within the Structures Programme exhibiting poor or very poor Bridge Condition Indices (BCI_{AVE}) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements		
Measure Aim	To measure the Operating Company's performance in maintaining or improving asset condition for all assets within its programme remit.		
Methodology	The Operating Company shall use the Records in the APMS to determine the number of Structures within the programme where the BCI_{AVE} score is poor or very poor to produce the Performance Indicator.		
Data Input	A = total cumulative number of Structures assets, within the Programme with reported BCI_{ave} 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_{ave} values (rolling monthly period) by the end of current reporting period.		
Formula	Reported Performance Indicator = 100 - ((B/A) x 100%)		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for Calculations**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	1

Monitoring Indicator 30 – Structure Condition Management (BCI_{CRIT})			
High-level Contract Objective	Condition – To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable, safe for use and fit for purpose.		
Detailed Contract Objective	Schedule 2, Scope of Works, Provision 4.11.1-7		
Measure Description	Target percentage of Structures not exhibiting poor or very poor Bridge Condition Indices (BCI_{CRIT}) scores in accordance with Transport Scotland Structures Manual, Part A - A13 Prioritising, Ranking of Defective Main Elements.		
Measure Aim	To measure the Operating Company's performance in maintaining or improving asset condition.		
Methodology	The Operating Company shall use the Records in the structure's management function of the APMS to determine the number of Structures where the BCI_{CRIT} score is poor or very poor to produce the Performance Indicator		
Data Input	A = total cumulative number of Structures assets with reported BCI_{CRIT} 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_{CRIT} values (rolling monthly period) by the end of current reporting period.		
Formula	Reported Performance Indicator = 100 - ((B/A) x 100%)		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: • Data input values. • Any trends in the figures. • Lists of all Structures assets where the reported BCI is poor or very poor along with description of reason for inclusion on the Programme.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculations**	APMS
Monitoring Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	1

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

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

Monitoring Indicator No. 32 – Accessibility Barriers			
Related High-Level Contract Objective	Accessibility and Integration – To provide a network that is accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotland.		
Related Detailed Contract Objective(s)	Schedule 3, Scope, Section 1.6 Investment objectives of the contract		
Measure Description	Percentage yearly reduction in the number of barriers to access on the trunk road network.		
Measure Aim	To measure the Operating Company's success in providing a Unit that is accessible to all road users.		
Methodology	The Operating Company shall report the number of accessibility barriers that have been removed by works that have been completed within the reporting period.		
Data input	The following data shall be used: A = Number of accessibility barriers removed within the reporting period.		
Formula	Monitoring Indicator = A		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Details of accessibility barriers removed including the types of barriers removed and the value of each removal scheme.		
Monitoring Indicator Reporting Period	Monthly, from the Commencement of Service Date	**Data Source for calculation**	APMS
Monitoring Indicator Assessment Frequency	Annual, from the Commencement of Service Date		
Return Format	Number	**Decimal places**	0

Monitoring Indicator No. 33 – Use of reused, recycled, renewable materials			
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, provision 1.5.7 & 1.5.10.		
Measure Description	Percentage of raw materials used sourced from reused, recycled or renewable sources.		
Measure Aim	To encourage sustainability and the use of reused, recycled, renewables materials.		
Methodology	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.		
Data input	A = total raw materials consumed (tonnes), B = total raw materials from a recycled or reused source (tonnes), C = total raw materials from a renewable or certified source (tonnes).		
Formula	Performance Indicator = (B + C) / A x 100		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: • Data input values • Any trends in the figures Reasons for any failures and actions taken to prevent recurrence.		
Monitoring Indicator Reporting Period	Quarterly, from the Commencement of Service Date	**Data Source for calculation**	Operating Company Records
Monitoring Indicator Assessment Frequency	Quarterly, starting in the first Annual Period		
Return Format	Percentage (%)	**Decimal places**	1