

Schedule 3, Section 9
Measuring Performance
Attachment 9.1

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

No.	Title	Measure Description	Reporting Period	Performance Indicator Assessment Frequency
18	OC Correspondence and Call Response Time Compliance	Percentage of requests and correspondence (excluding complaints) responded to in compliance with required timescales received through the Customer Care Line or directly by the Operating Company.	Monthly, from the Commencement of Service Date	Monthly, starting in the second Annual Period
19	Carbon Emissions	Measurement of annual carbon emissions in comparison to first Annual Period benchmark.	Quarterly, from the second Annual Period	Quarterly, starting from the second 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	Not Used			
30	Timely Upload of Construction Phase Plans	Percentage of Construction Phase Plans uploaded to APMS 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
31	Timely Upload of Final Health and Safety Files	Percentage of Final Health and Safety Files uploaded to APMS within 30 days of Scheme Completion date.	Monthly, from the commencement of Service Date	Monthly, starting in the first Annual Period
32	Asbestos Action Plans	Percentage of Asbestos Action Plans in place.	Annually, from the commencement of service date	Annually, from April 2022

Performance Indicator 1 – RIDDOR Targets	
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed Contract Objective(s)	Schedule 1, Conditions of Contract, provision 2.15.1
Measure Description	The incident rate based on the number of RIDDOR 'reportable' accidents, incidents injuries and diseases reported within working sites under control or supervision of the Operating Company.
Measure Aim	To measure the effectiveness of the Operating Company's safety processes by monitoring the incident rate per 100,000 hours worked, according to the standard reporting practice of the Health and Safety Executive.
Methodology	The Operating Company shall use the Records required by the <i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</i> incurred on the Unit to produce the Performance Indicator.
Data input	<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>
Formula	$KPI = (P/R) \times 100,000$
Lower Performance Threshold A (no PAF)	5-9
Lower Performance Threshold B (no PAF)	10-14
Lower Performance threshold C (no PAF)	15 or more
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> Data input values.

	<ul style="list-style-type: none"> • Any trends in the figures. • Lists and commentary of all incidents during period. 		
Performance Indicator Reporting Period	Quarterly, from the Commencement of Service Date	Data Source for calculation	RIDDOR Data
Performance Indicator Assessment Frequency	Quarterly, starting in first Annual Period		
Return Format	Number	Decimal places	0

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

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

		<ul style="list-style-type: none"> • Numbers of each Defect type raised each month and their trends. • Numbers of Defects raised by inventory type each month and their trends. • Lists of all late and overdue Defects and analysis of their reasons. 	
Performance Indicator Reporting Period	Monthly, from the first Annual Period	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 4 – Asset Data Quality Audit	
High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Detailed Contract Objective	Schedule 2, Scope of Works, Section 1.5 Inventory Validation, Collection & Updating Schedule 3, Contract Management, Section 9 Measuring Performance
Measure Description	An outcome-based measure of the quality of asset data of the road network based on the Trunk Road Information Manual (TRIM), by process of Audit.
Measure Aim	To measure the quality of Mandatory and Desirable Inventory Data fields by the Operating Company.
Methodology	<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>
Data input	<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>
Formula	<p>Performance Indicator (12 calendar months from the Commencement of Service Date)</p> $= ((A \times B) \times (C \times D) \times E \times (F - G) \times H) \times 100$
Lower Performance Threshold A (Payment Adjustment Factor A)	95.0% - 90.1%

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

Performance Indicator 5 - Routine Monitoring Inspections	
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed Contract Objective(s)	Schedule 2, Scope, provision 3.3.5
Measure Description	Percentage of days on which link/sections of the Unit are within the required inspection interval for Routine Monitoring Inspections, as detailed in the Trunk Road Information Manual.
Measure Aim	To measure the Operating Company's performance in carrying out of Routine Monitoring Inspections.
Methodology	The Operating Company shall use the APMS Records of the actual dates and times of Routine Monitoring Inspections undertaken for each section and link of the Unit to determine number of days compliance and non-compliance for Routine Monitoring Inspections to produce the Performance Indicator.
Data input	<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 APMS.</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 APMS.</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 APMS.</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 APMS.</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 APMS.</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 APMS.</p>
Formula	<p>Performance Indicator for Safety Inspections $= (A / (A+B)) \times 100$</p> <p>Performance Indicator for Safety Patrols $= (C / (C+D)) \times 100$</p> <p>Performance Indicator for night time Safety Patrols $= (E / (E+F)) \times 100$</p>

	Reported Performance Indicator = ((A + C + E) / (A + B + C + D + E + F)) x 100		
Lower Performance Threshold A (Payment Adjustment Factor A)	98.0% - 95.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	95.0% - 92.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	92.0% or lower		
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Data input values. • Any trends in the figures. • Any trends or differences between each inspection type. • Lists of all late and overdue inspections and commentary on their reasons. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 6 – Comprehensive Inspections	
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 3.3, Inspections
Measure Description	Percentage of Comprehensive Inspections carried out within the required intervals.
Measure Aim	To measure the Operating Company's performance in carrying out Comprehensive Inspections.
Methodology	The Operating Company shall use the Records in the APMS of the actual date and time when the Operating Company carried out Comprehensive Inspections on each inventory item to calculate the Performance Indicator.
Data input	<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>
Formula	<p>During the first 12 months from the Commencement of Service Date the Comprehensive Inspection Activity Performance Indicator = $A/(A+B) \times 100$</p> <p>After the first 12 months from the Commencement of Service Date, the Comprehensive Inspection Activity Performance Indicator = $C/(C+D) \times 100$</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>
Lower performance threshold A	95.0% - 90.1%

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

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

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

Performance Indicator 8 – Structures Principal Inspections			
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 4.6 Principal Inspections		
Measure Description	Percentage of Structures Principal Inspections and reports carried out to agreed programme.		
Measure Aim	Measure the Operating Company's performance in carrying out Structures Principal Inspections on programme.		
Methodology	The Operating Company shall use the Records in the APMS of the programmed inspection dates and the actual inspection dates to produce the Performance Indicator.		
Data input	A = total number of specific Principal Inspection reports programmed to be completed and accepted by Transport Scotland by the end of current reporting period, B = total actual number of Principal Inspection reports completed at the end of current reporting period.		
Formula	Reported Performance Indicator = (B/A) x 100		
Lower performance threshold A (Payment Adjustment Factor A)	98.0% - 96.6%		
Lower performance threshold B (Payment Adjustment Factor B)	96.5% - 95.1%		
Lower performance threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Data input values for each maintenance activity. • Any trends in the figures. • Lists of all missed, late and overdue activities and analysis of their reasons and approach for rectification. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in second Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 9 – Structures General Inspections	
High-level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Detailed Contract Objective	Schedule 2, Scope, Section 4.1, Introduction and Section 4.5 General Inspections.
Measure Description	Percentage of Structures General Inspections and reports carried out to agreed programme.
Measure Aim	Measure the Operating Company's performance in carrying out Structures General Inspections on programme.
Methodology	The Operating Company shall provide Transport Scotland with a programme for the specific Structures to be inspected during the inspection year. The Operating Company shall use the Records of the programmed inspection dates and the actual inspection dates in the APMS to produce the Performance Indicator.
Data input	A = total number of specific Structures General Inspection reports programmed to be completed and accepted by Transport Scotland by the end of current reporting period; B = total number of specific Structures General Inspection reports completed at the end of current reporting period.
Formula	Reported Performance Indicator = $(B/A) \times 100$
Lower Performance Threshold A (Payment Adjustment Factor A)	98% - 96.6%
Lower Performance Threshold B (Payment Adjustment Factor B)	96.5% - 95.1%
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values for each maintenance activity. • Any trends in the figures.

	<ul style="list-style-type: none"> • Lists of all missed, late and overdue activities and analysis of their reasons and approach for rectification. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for Calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in the second Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 10 – Structures Maintenance Programme			
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 4.10 Structures Cyclic Maintenance		
Measure Description	Percentage of Structures Cyclic Maintenance completed to agreed programme.		
Measure Aim	To Measure the Operating Company's performance in carrying out Spring and Autumn Cyclic Maintenance Activities on programme.		
Methodology	The Operating Company shall use the Records in APMS to programme the cyclic maintenance activities and record the actual completion dates of all spring and autumn cyclic maintenance activities to produce Spring and Autumn Performance Indicators		
Data Input	A = total cumulative number of Structures Cyclic Maintenance activities to be completed by the end of current reporting period, B = total cumulative number of Structures Cyclic Maintenance activities completed to programme deadline by the end of current reporting period.		
Formula	Reported Performance Indicator = $(B/A) \times 100$		
Lower Performance Threshold A (Payment Adjustment Factor A)	98.0% - 94.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	94.0% - 90.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	90.0% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values. • Any trends in the figures. • Lists of all works orders not completed to programme deadline and analysis of the reasons. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculations	APMS
Performance Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

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

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

Performance Indicator 12 - Winter treatments efficiency			
Related High-Level Contract Objective	Accessibility and Integration – To provide a network that is accessible to all users, with improved connectivity, and to ensure that traffic moves freely and quickly across Scotland.		
Related Detailed Contract Objective(s)	Schedule 2, Scope, provision 6.1.2		
Measure Description	Call-out treatments carried out during the Winter Service Period for every 1,000 precautionary treatments.		
Measure Aim	To measure the efficiency of the Operating Company when performing planned treatments and the suitability of the precautionary treatment routes to the objectives of the contract in preventing snow and ice from forming.		
Methodology	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.		
Data input	A = number of call-out treatments B = number of precautionary treatments		
Formula	Performance Indicator = (A/B) x 1000		
Lower performance threshold A (Payment adjustment factor A)	19-20 call-out treatments per 1000		
Lower Performance Threshold B (Payment Adjustment Factor B)	21-25 call-out treatments per 1000		
Lower Performance Threshold C (Payment Adjustment Factor C)	26 or more call-out treatments per 1000		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values • Any trends in the figures • Locations of call-out treatments 		
Performance Indicator Reporting Period	Monthly, during Winter Service Period	Data Source for calculation	Operating Company's electronic register and APMS.
Performance Indicator Assessment Frequency	Monthly, from the first Annual Period		

Return Format	Number of call-outs per 1,000 precautionary treatments.	Decimal places	0
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Performance Indicator 13 – Weather forecast accuracy			
Related High-Level Contract Objective	<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>		
Related Detailed Contract Objective(s)	Schedule 2, Scope, provision 6.2.1 and 6.1.23		
Measure Description	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.		
Measure Aim	To measure the accuracy of frost reporting, which should be used as a basis for preventative treatments.		
Methodology	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.		
Data input	<p>A = number of actual frost events during the reporting period</p> <p>B = number of forecasted frost events during the reporting period</p> <p>P = A-B (number of non-forecasted frost events)</p>		
Formula	Performance Indicator = $(P/A) \times 100$		
Lower Performance Threshold A (Payment Adjustment Factor A)	5.0% – 6.9%		
Lower Performance Threshold B (Payment Adjustment Factor B)	7.0% – 8.9%		
Lower Performance Threshold C (Payment Adjustment Factor C)	9.0% or greater		
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Data input values • Any trends in the figures • Locations of non-forecast frost events 		
Performance Indicator Reporting Period	Monthly, during Winter Service Period	Data Source for calculation	Operating Company's electronic register
Performance Indicator Assessment Frequency	Monthly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 14 – Remedial Notices			
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.		
Related Detailed Contract Objective(s)	Schedule 1, Conditions of Contract, Section 4.15 Remedial Notices		
Measure Description	Number of Remedial Notices remaining open beyond agreed timescales.		
Measure Aim	To measure the performance of the Operating Company in closing out Remedial Notices.		
Methodology	The Operating Company shall use the Records of the Remedial Notices issued during each reporting period and any Remedial Notices remaining open from previous periods to produce the Performance Indicator.		
Data input	<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>		
Formula	<p>Total number of Remedial Notices due minus total number of Remedial Notices closed within the reporting period.</p> $\text{KPI} = (A + B) - (C + D)$		
Lower Performance Threshold A (No PAF)	1-2		
Lower Performance Threshold B (No PAF)	3-5		
Lower Performance Threshold C (No PAF)	6 or more		
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Input data • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for KPI calculation	Agreed Remedial Notice records (such as a Remedial Notice Register)

Performance Indicator Assessment Frequency	Monthly, from the first Annual Period		
Return Format	Number	Decimal places	0

Performance Indicator 15 – Closure of Non-Conformances	
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.
Related Detailed Contract Objective(s)	Schedule 1 Conditions of Contract – Section 4.14, Notices of Non-Conformance Schedule 3 Contract Management – Provisions 9.1.11 and 9.1.12
Measure Description	Number of Performance Audit Group Non-Conformances outstanding beyond agreed timescales.
Measure Aim	To measure the Operating Company's performance in the closure of Performance Audit Group-raised Non-Conformances.
Methodology	The Operating Company shall use Records (such as a non-conformance register) of the agreed timescales for the closure of Performance Audit Group non-conformances, corrections and corrective actions to produce the Performance Indicator. The Performance Indicator shall be measured monthly using the Records of the previous calendar month: <ul style="list-style-type: none"> • Number of non-conformances scheduled for closure • Number of non-conformances actually closed
Data input	<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>
Formula	'Number of PAG corrections, corrective actions and non-conformances raised via Notices of Non-Conformance due for closure minus 'number of PAG corrections, corrective actions and

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

Performance Indicator 16 - Complaints Response Time Compliance			
Related High-Level Contract Objective	Customer Care and Travel Information – To provide customers with up-to-date, reliable travel information and support the level of satisfaction in trunk road services.		
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 5.9 Complaint Handling		
Measure Description	Percentage of complaints responded to within required timescales.		
Measure Aim	To measure the Operating Company's performance in responding complaints from any channel and in line with the definition of complaint in the Complaints Handling Guidance.		
Methodology	The Operating Company shall use Records of the actual time taken to respond to each complaint to calculate the Performance Indicator.		
Data input	<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>		
Formula	Performance Indicator = $(B+C+D)/A \times 100$		
Lower Performance Threshold A (Payment Adjustment Factor A)	99.0% - 97.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	97.0% - 95.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower		
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Figures for each channel and type of request. • Reasons for any failures and actions taken to prevent reoccurrence. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	Operating Company's electronic register and APMS

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

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

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

Performance Indicator 18 – Operating Company Correspondence and call response time compliance	
Related High-Level Contract Objective	Customer Care and Travel Information – To provide customers with up-to-date, reliable travel information and support the level of satisfaction in trunk road services.
Related Detailed Contract Objective(s)	Schedule 3, Contract Management, Section 5.8, Correspondence and Enquiries
Measure Description	Percentage of requests and correspondence (excluding complaints) responded to in compliance with required timescales received through the Customer Care Line or directly by the Operating Company.
Measure Aim	To measure the Operating Company's performance in responding customer's requests and Roads Operating Company Correspondence (excluding complaints).
Methodology	The Operating Company shall record the actual time taken to respond to each request (emergency, enquiry, routine) and Roads Operating Company Correspondence (excluding complaints).
Data input	<p>A = Total number of requests (excluding complaints) received that require responses.</p> <p>B = Total number of Roads Operating Company Correspondence (excluding complaints) received that require responses.</p> <p>C = Total number of emergencies responded to within required timescales</p> <p>D = Total number of enquiries responded to within required timescales</p> <p>E = Total number of routine correspondence responded to within required timescales</p> <p>F = Total number of Customer Care Line Correspondence responded to within required timescales</p>
Formula	Performance Indicator = $(C+D+E+F)/(A+B) \times 100$
Lower Performance Threshold A (Payment Adjustment Factor A)	99.0% – 97.1%
Lower Performance Threshold B (Payment Adjustment Factor B)	97.0% – 95.1%
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower
Required supporting information	<p>In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information:</p> <ul style="list-style-type: none"> • Number of calls and correspondence requests (excluding complaints);

	<ul style="list-style-type: none"> • Number of calls and correspondence requests (excluding complaints) requiring a response; • Reasons for any failures in delivering responses within contractual timeframes and actions taken to prevent reoccurrence. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	Operating Company's electronic register or APMS
Performance Indicator Assessment Frequency	Monthly, starting in first Annual Period		
Return Format	Percentage (%)	Decimal places	1

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

Performance Indicator 20 – Grassed Area Maintenance	
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.
Related Detailed Contract Objective(s)	Schedule 5, Appendix 30/7 Schedule 5, Series 3000, Clause 3070AR
Measure Description	Percentage of required high/medium/low frequency and rough grass-cutting calculated at the end of each monthly reporting period for a rolling 12-month window, in accordance with the Scottish Minister's Requirements in Clause 3070AR.
Measure Aim	To measure the Operating Company's performance in complying with the Scottish Minister's Requirements for maintenance of grassed areas.
Methodology	The Operating Company shall use APMS 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. The lowest performance threshold for high/medium/low frequency and rough grass cutting will determine the Payment Adjustment Factor.
Data input	A = the product of the surface area and minimum number of cuts required for each grass plot, aggregated for all grass plots, recorded within the Unit at the end of the month in a rolling 12-month window, as requiring high/medium/low-frequency or rough grass-cutting, in order to meet the Scottish Minister's Requirements. B = the product of the surface area and number of cuts completed, up to a maximum of the minimum number of cuts required for the plot, for each grass plot, aggregated for all grass plots, recorded within the Unit at the end of the month in a rolling 12-month window, as requiring high/medium/low frequency or rough grass-cutting.
Formula	Performance Indicator = $(B/A) \times 100$ (to be calculated separately for high-frequency, medium-frequency, low-frequency and rough grass-cutting areas).
Lower Performance Threshold A (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%

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

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

Return Format	Percentage (%) compliant treatments	Decimal places	1
Performance Indicator 22 – Litter and Refuse			
Related High-Level Contract Objective	Sustainability – To reduce carbon and waste and enhance environments.		
Related Detailed Contract Objective(s)	Schedule 5, Specification and Drawings, provision 6108AR.		
Measure Description	For roads which the Scottish Minister is the litter authority, the percentage of litter and refuse cleaning activities achieved to schedule.		
Measure Aim	To ensure that the Unit is being kept clear of litter and refuse in compliance with the Code of Practice on Litter and Refuse (Scotland) 2018.		
Methodology	To maintain the Unit to a standard of a Category 6 Zone, the Operating Company will be required to develop a schedule of litter clearing activities. Once this schedule is agreed with the Director, the Operating Company shall report whether the activities were undertaken to schedule.		
Data input	A = Number of cleaning activities scheduled. B = Number of cleaning activities not undertaken as per the schedule.		
Formula	$KPI = ((A-B) / A) \times 100$		
Lower Performance Threshold A (Payment Adjustment Factor A)	95.0% - 90.1%		
Lower Performance Threshold B (Payment Adjustment Factor B)	90.0% - 85.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	85% or lower		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Input data • Reasons for any failures and actions taken to prevent reoccurrence. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in first Annual Period		

Return Format	Percentage (%)	Decimal places	1
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Performance Indicator 23 – Review and Inspection of Structures Assets with Known Defects	
Related High-Level Contract Objective	Condition: To measure and maintain our trunk road assets in a condition that meets the needs of our users but which is also affordable.
Related Detailed Contract Objective(s)	Schedule 2, Scope of Works, Section 4.13, Sub-standard structures and structures with known defects
Measure Description	Percentage of Structures with known defects inspected and reviewed within the required timescales.
Measure Aim	To measure the response to the Operating Company's performance for structure where there is a known defect.
Methodology	The Operating Company shall use the Records in the APMS to review the number of Structures with known defects with inspection and review activities due, and the number of Structures with known defects with inspection activities completed, to produce the Performance Indicator. The inspection activities measured under this Indicator are Post-Tension Reviews and Scour Assessments, in accordance with Transport Scotland Standards.
Data input	A = Total cumulative number of Structures with known defect inspection activities (Post tension and Scour) to be completed by the end of the current reporting period B = Total cumulative number of Structures with known defects inspection activities (Post tension and Scour) completed by the end of the reporting period
Formula	Performance Indicator = (B/A) x 100
Lower Performance Threshold A (Payment Adjustment Factor A)	99.9% - 98.1%
Lower Performance Threshold B (Payment Adjustment Factor B)	98.0% - 95.1%
Lower Performance Threshold C (Payment Adjustment Factor C)	95.0% or lower
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values for each maintenance activity. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons. • The interim measures pro forma within BD79 Management of Substandard Highway Structures of the Design Manual for Roads and Bridges

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

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

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

Performance Indicator 25 – Approvals for Structural Maintenance (Series 0100 Schemes)			
High-Level Contract Objective	Value for Money and Innovation - To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.		
Detailed Contract Objective	Schedule 3 – Contract Management, Section 7.4, Scheme Development, 7.4.9		
Measure Description	An outcome-based measure of the Series 0100 Structural Maintenance works programme scheme approvals as a percentage of the Required works programme value, as laid out in the Pavement Maintenance Guidance (PMG).		
Measure Aim	To measure the percentage of the Statements of Intent (SOIs) or Scheme Approvals (SAs) in place for planned Series 0100 Structural Maintenance schemes for the forward year.		
Methodology	The Operating Company shall provide to Transport Scotland the Schemes to be undertaken in the following year in line with the Target value outlined in the Pavement Maintenance Guidance. The figures will be compared against the approval Value of the scheme with SOI/ SAs in place.		
Data input	A = Required works programme target value B = Total value of schemes with SOI approvals or SAs		
Formula	Performance Indicator = (B/A) x 100		
Lower Performance Threshold A (Payment Adjustment Factor A)	Second Annual Period: 40% Third Annual Period: 65% Fourth Annual Period onwards: 90%		
Lower Performance Threshold B (Payment Adjustment Factor B)	Second Annual Period: 35% Third Annual Period: 60% Fourth Annual Period onwards: 82%		
Lower Performance Threshold C (Payment Adjustment Factor C)	Second Annual Period: 30% Third Annual Period: 55% Fourth Annual Period onwards: 75%		
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • SOI approvals or SA documentation 		
Performance Indicator Reporting Period	Quarterly, from the second Annual Period	Data Source for calculations	APMS
Performance Indicator Assessment Frequency	Quarterly, starting from second Annual Period		
Return Format	Percentage (%) Scheme Approvals for Planned Works.	Decimal places	0

Performance Indicator 26 – Submissions of Planned Maintenance Works (Series 0300 Schemes)	
High-Level Contract Objective	Value for Money and Innovation - To make economic and efficient use of available resources in road maintenance and foster innovation in all aspects of work.
Detailed Contract Objective	Schedule 2, Scope of Works, Provision 3.2.1 Schedule 3, Contracts Management, Section 7.4 Scheme Development
Measure Description	An outcome-based measure of Series 0300 Patching schemes submitted by the contractual deadline.
Measure Aim	To measure the percentage of Series 0300 Scheme Statement of Intent (SOI) submissions for Patching schemes that were received by TS a minimum of 25 working days prior to the Commencement of the scheme build.
Methodology	The Operating Company shall provide to Transport Scotland rolling works programme to identify the number of Schemes to be undertaken. Transport Scotland will identify both the total number of Series 0300 schemes completed in the period and the total number of SOIs that were submitted in excess of 25 working days prior to work start dates, unless by prior agreement. This does not include works triggers as CAT1 safety defects.
Data input	A = Total number of S0300 scheme SOIs to be completed in period B = Total number of Scheme SOIs submitted 25 or more working days prior to work start date
Formula	Performance Indicator = $(B/A) \times 100$
Lower Performance Threshold A (Payment Adjustment Factor A)	First Annual Period: 75% of all schemes submitted 25 or more working days of works start date Second Annual Period: 80% of all schemes submitted 25 or more working days of works start date Third Annual Period onwards: 85% of all schemes submitted 25 or more working days of works start date
Lower Performance Threshold B (Payment Adjustment Factor B)	First Annual Period: 70% of all schemes submitted 25 or more working days of works start date Second Annual Period: 75% of all schemes submitted 25 or more working days of works start date Third Annual Period onwards: 80% of all schemes submitted 25 or more working days of works start date
Lower Performance Threshold C (Payment Adjustment Factor C)	First Annual Period: 65% of all schemes submitted 25 or more working days of works start date Second Annual Period: 70% of all schemes submitted 25 or more working days of works start date Third Annual Period onwards: 75% of all schemes submitted 25 or more working days of works start date
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Master Programme • SOI Submission documentation • SA Documentation.

Performance Indicator Reporting Period	Quarterly, from the Commencement of Service Date	Data Source for calculations	APMS
Performance Indicator Assessment Frequency	Quarterly, starting in the first Annual Period		
Return Format	Percentage (%) Schemes Approved for Planned Maintenance Works.	Decimal places	0

Performance Indicator 27 – Incident Response																																					
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.																																				
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 7.4 Incident Response Schedule 5 Specification & Drawings, 32/1 Incident Response																																				
Measure Description	Percentage of Incident Responses within the required timescales.																																				
Measure Aim	To measure the Operating Company’s performance in providing Incident Response.																																				
Methodology	The Operating Company shall report arrival times as per contractual obligations and definitions.																																				
Data input	<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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		Other trunk roads	I	J																																	
	Back-up Responses	Motorways and Dual Carriageways	K	L																																	
		Other trunk roads	M	N																																	
Formula	Performance Indicator = $((B+D+F+H+J+L+N)/(A+C+E+G+I+K+M)) \times 100$																																				
Lower Performance Threshold A (Payment Adjustment Factor A)	99.0% - 95.1%																																				
Lower Performance Threshold B (Payment Adjustment Factor B)	95.0% - 90.1%																																				
Lower Performance Threshold C (Payment Adjustment Factor C)	90.0% or lower																																				

Required supporting information	<p>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:</p> <ul style="list-style-type: none"> • Data input values • Any trends in the figures • Reasons for any failures and actions taken to prevent recurrence. • Percentage of primary responses carried out >20 minutes early. • Percentage of primary responses carried out 20-10 minutes early. • Percentage of primary responses carried out 10-0 minutes early. • Percentage of primary responses carried out 0-10 minutes late • Percentage of primary responses carried out >10 minutes late. 		
Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting in the second Annual Period		
Return Format	Percentage (%)	Decimal Places	1

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

Performance Indicator 29 – 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 = $(B + C) / A \times 100$		
Lower Performance Threshold A (Payment Adjustment Factor A)	15.0% - 12.6%		
Lower Performance Threshold B (Payment Adjustment Factor B)	12.5% - 10.1%		
Lower Performance Threshold C (Payment Adjustment Factor C)	10.0% or lower		
Required supporting information	In addition to reporting the Monitoring Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values • Any trends in the figures • Reasons for any failures and actions taken to prevent recurrence. 		
Performance Indicator Reporting Period	Quarterly, from the Commencement of Service Date	Data Source for calculation	Operating Company Records
Performance Indicator Assessment Frequency	Quarterly, starting in the first Annual Period		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 30 – Timely upload of Construction Phase Plans	
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.
Related Detailed Contract Objective(s)	Schedule 1, Conditions of contract, Section 2.26 The construction (design and management) regulations Schedule 2, Scope, Section 8.1 Construction (Design & Management) Regulations 2015
Measure Description	Percentage of Construction Phase Plans uploaded to APMS at least 7 days in advance of the construction start date.
Measure Aim	Measure the OCs performance in providing a sufficient review period for TS and PAG of Construction Phase Plans.
Methodology	The OC shall submit a report of the Construction Phase Plan upload dates alongside the construction start dates for projects starting construction within the reporting period.
Data input	A = number of Construction Phase Plans submitted at least 7 days in advance of the construction start dates that are within the reporting period. B = number of construction start dates within reporting period.
Formula	Performance Indicator = $A/B \times 100$
Lower performance threshold A (Payment Adjustment Factor A)	92.0% - 88.1%
Lower performance threshold B (Payment Adjustment Factor B)	88.0% - 84.1%
Lower performance threshold C (Payment Adjustment Factor C)	84.0% or lower
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Any trends in the figures. • Any proposals to improve underperformance.

Performance Indicator Reporting Period	Monthly, from the Commencement of Service Date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Monthly, starting the second month following the Commencement of Service Date		
Return Format	Percentage (%)	Decimal places	1

Performance Indicator 31 – Timely upload of Final Health and Safety Files	
Related High-Level Contract Objective	Value for Money and Innovation – To make economic and efficient use of available resources for road maintenance and foster innovation in all aspects of work.
Related Detailed Contract Objective(s)	Schedule 1, Conditions of contract, Section 2.26 The construction (design and management) regulations Schedule 2, Scope, Section 8.1 Construction (Design & Management) Regulations 2015
Measure Description	Percentage of Final Health and Safety Files uploaded to APMS within 30 days of Scheme Completion date.
Measure Aim	Measure the OCs performance in uploading Final Health and Safety Files to APMS in a timely manner.
Methodology	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.
Data input	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.
Formula	Performance Indicator = $(C+D) / (A+B) \times 100\%$
Lower performance threshold A (Payment Adjustment Factor A)	92.0% - 88.1%
Lower performance threshold B (Payment Adjustment Factor B)	88.0% - 84.1%
Lower performance threshold C (Payment Adjustment Factor C)	84.0% or lower
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Any trends in the figures. • Any proposals to improve underperformance.

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

Performance Indicator 32 – Asbestos Action Plans	
Related High-Level Contract Objective	Safety – To provide a road network that is safe for all users, seeking to continually reduce risk and casualties.
Related Detailed Contract Objective(s)	Schedule 2, Scope, Section 8.5 Control of Asbestos Regulations
Measure Description	Percentage of Asbestos Action Plans in place.
Measure Aim	Measure the Operating Company's performance in producing Asbestos Action Plans to cover the whole trunk road network by April 2025 in accordance with GD5/16 of the DMRB.
Methodology	The Operating Company shall provide Transport Scotland with a report detailing the coverage of the network with Asbestos Action Plans. GD5/16 of the DMRB (section B12.2.2) states that the entire TS trunk road must be covered by Asbestos Action Plans by April 2025.
Data input	A = Length of trunk road within area network covered by an Asbestos Action plan B = Total length of trunk road network in area C = Number of structures covered by an Asbestos Action Plan D = Total number of structures
Formula	$KPI = (A/B + C/D) * 100$
Lower performance threshold A (Payment Adjustment Factor A)	April 2022: 15-24.9% April 2023: 40-49.9% April 2024: 60-74.9%
Lower performance threshold B (Payment Adjustment Factor B)	April 2022: 10-14.9% April 2023: 25-39.9% April 2024: 50-59.9%
Lower performance threshold C (Payment Adjustment Factor C)	April 2022: 0-9.9% April 2023: 0-24.9% April 2024: 0-49.9% April 2025: 0-99.9%
Required supporting information	In addition to reporting the Performance Indicator, the Operating Company shall provide the following supporting information: <ul style="list-style-type: none"> • Data input values for each maintenance activity. • Any trends in the figures. • Lists of all late and overdue activities and analysis of their reasons.

Performance Indicator Reporting Period	Annually, from the commencement of service date	Data Source for calculation	APMS
Performance Indicator Assessment Frequency	Annually, from April 2022		
Return Format	Percentage (%)	Decimal places	1