

9 Monitoring and Evaluation

9.1 Monitoring

To allow an appropriate monitoring process to be initiated promptly as and when there has been investment commitment to one or more parts of the proposals forming the basis of this appraisal a set of Key Performance Indicators (KPIs) and programme has been developed and is presented in **Appendix G**.

Specific KPIs have been developed to directly address each of the Planning Objectives. The targets have been established taking due consideration of the results of survey data and model testing.

9.2 Evaluation

The two types of evaluation that can be expected to be adopted as part of the post implementation evaluation of a project are:

- *Process evaluation*, which is conducted at an early stage in the existence of a project, and which is primarily concerned with how well the project has been implemented;
- *Outcome evaluation*, which is conducted once the project has been in existence long enough to have achieved all or most of its targets and examines performance against those targets.

At this stage it is required to provide an indication of the scope and timing of the project evaluation.

9.2.1 Process Evaluation

The scope and timing of the proposed process evaluation is provided in table 9.2.1 below.

Table 9.2.1 – Process Evaluation Performance Indicators

Process Evaluation Performance Indicators		Package 1	Package 2	Methodology / Information	Timing
1	the extent to which plans for the new proposals went to public consultation	Yes	Yes	Review of records	Issue of Draft Orders
2	proportion of pre-construction budget allocated spent within the programmed timescale	Yes	Yes	Review of records	In January of each year
3	proportion of pre-construction budget cost over-run	Yes	Yes	Review of records	On-going
4	proportion of the construction budget spent within the programmed timescale	Yes	Yes	Review of records	In January of each year
5	proportion of construction budget cost over-run	Yes	Yes	Review of records	On-going during construction
6	achievement of key programme milestones: Draft Orders, Tender document ready, construction commencement, construction completion	Yes	Yes	Review of records	On-going
7	feedback from the key stakeholders on how well the project has been put in place by the SE	Yes	Yes	Interview Key Stakeholders	Issue of Draft Orders
8	Liaison with / response from the bus service operators	Yes	No	Interview Bus Service Operators	Issue of Draft Orders
9	NAC / Strathclyde Police liaison with respect to parking enforcement	Yes	No	Establish the extent to which a change in the approach to parking enforcement strategy has been developed by interviewing NAC & Police..	Within 6 months of Project Investment Commitment.

9.2.2 Outcome Evaluation

The scope and purpose of the outcome evaluation is summarised in table 9.2.2 below for each of the two packages assessed.

Table 9.2.2 – Outcome Evaluation Scope and Purpose

Option	Summary Description	Scope & Purpose of Outcome Evaluation		Timing
		Scope	Purpose	
Package 1/1A				
Two	Traffic management alterations	Peak hour journey times on the A737 and other routes through Dalry – specifically routes 1, 2, 3 & 4 as referred to Traffic Model Reports. Data from Performance Indicators 1a to 1d will apply.	Establish success in stabilizing the journey times using 2004 levels as datum	12 months after project completion
		Congestion in New Street between The Cross and Townend Street. Data from Performance Indicator 2a will apply.	Establish the success in easing traffic congestion	As above
		Impact on the businesses of New Street between The Cross and Townend Street. Data from Performance Indicator 2b will apply.	Evaluate the effect of the introduction of the one-way traffic management on the local businesses.	As above
		Impact on traffic flow in Vennel Street. Data from Performance Indicator 1e will apply.	Evaluate whether further traffic management measures need to be introduced to curb traffic flow in Vennel Street,	As above
Three	Car Parking etc	On street car parking	Evaluate the continuing level (if any) of illegal / inconsiderate on-street car parking.	As above
		Impact on local <u>and</u> through bus services caused by the introduction of the one-way traffic management in New Street, and the relocation of the northbound bus halt from the Cross to Roche Way.	Evaluate whether there has been any significant change in bus patronage	As above
Five	New pedestrian Crossing	Use of new pedestrian crossing	Evaluate whether level of use justifies keeping the crossing.	As above
Seven	School Travel plans	Not applicable for evaluation – not within SE control. Not being funded by the SE as part of this initiative		
Package 2				
Four	Dalry Eastern By-pass	Monitor traffic flows and traffic growth assumptions used in the design traffic model	To confirm that the By-pass is delivering the target traffic flow assumptions in the Dalry Road network.	12 months after project completion