

Appendix A: Highway Term Maintenance – Key Performance Indicators

Tarmac KPIs	Measured	Individual Target	Individual Score	Pass/Fail
KPI 1 Response Times = Emergency	Yes	100.00%	100.00%	Pass
KPI 2 Response Times = Up to seven days	Yes	97.50%	99.50%	Pass
KPI 3 Response Times = No. of 7 day tickets completed within 6 days	Yes	75.00%	76.12%	Pass
KPI 4 Response Times = Up to 3 Months	Yes	97.50%	98.45%	Pass
KPI 5 Response Times = No. of 3 month tickets completed within 70 days	Yes	40.00%	40.06%	Pass
KPI 6 Response Times = Up to 6 months	Yes	100.00%	100.00%	Pass
KPI 7 Response Times - 3 = Up to 1 year	Yes	100.00%	0.00%	Pass
KPI 8 Remedial Response Times = Emergency	Yes	100.00%	0.00%	Pass
KPI 9 Remedial Response Times = Up to 7 Days	Yes	100.00%	100.00%	Pass
KPI 10 Remedial Response Times = Up to 3 months	Yes	97.50%	0.00%	Pass
KPI 11 Remedial Response Times - 5 = Up to 6 Months	Yes	97.50%	0.00%	Pass
KPI 12 Remedial Response Times - 6 = Up to 1 Year	Yes	97.50%	0.00%	Pass
KPI 13 Client Ticket Accuracy	No	Yes	Yes	Client target
KPI 14 Defect Occurrences	Yes	48	1	Pass
KPI 15 Calls	Yes			Client target
KPI 16 Spend Profile	No	Yes	Yes	Client target
KPI 17 Target Price Accuracy	Yes	3.00%	0.00%	Pass
KPI 18 Health and Safety (LTFIR)	Yes	< 1%	0.00%	Pass
KPI 19 Health and Safety (Audit)	Yes	< 1%	0.00%	Pass
KPI 20 Health and Safety (Audit actions complete <28 days)	Yes	< 1%	0.00%	Pass
KPI 21 Sustainability / Recycled Options	Yes	< 1%	0.00%	Pass
KPI 22 Winter Maintenance	Yes	97.00%	100.00%	Pass
KPI 23 Efficiencies and Savings Register	No	1	58	Pass
KPI 24 Efficiencies and Savings (10%/year)	No	10.00%	58	Pass
KPI 25 Training	No	100.00%	58.82%	Pass
KPI 26 MHA Questionnaire	No	Yes	N/A	Combined