Table 4

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Services	Compliance with paragraph 2.1.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(b)	7 days	N/A	F	Annually
Services	Compliance with paragraph 2.1.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(f)	1 hour	N/A	O	Daily
Services	Compliance with paragraph 2.1.3.1 of this part 4 of schedule 2 (*Output Specification*)	1 day	4(f)	1 day	N/A	F	Monthly
Services	Compliance with paragraph 2.1.3.2 of this part 4 of schedule 2 (*Output Specification*)	1 day	4(f)	1 day	N/A	F	Monthly
Services	Compliance with paragraph 2.1.3.3 of this part 4 of schedule 2 (*Output Specification*)	1 day	4(f)	1 day	N/A	F	Monthly
Services	Compliance with paragraph 2.1.5 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(e)	1 hour, with the Adjustment ceasing after a maximum of five Adjustments.	N/A	F	Monthly
Services	Compliance with paragraph 2.1.6 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(d)	1 day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Services	Compliance with paragraph 2.1.7 of this part 4 of schedule 2 (*Output Specification*)	1 hour	4(e)	1 day	N/A	F	Monthly
Services	Compliance with paragraph 2.1.8 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(e)	1 day	N/A	F	Monthly
Services	Compliance with paragraph 2.1.9 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(d)	4 hours, with the Adjustment ceasing after a maximum of five Adjustments.	N/A	O	Daily
Services	Compliance with paragraph 2.1.10 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(d)	4 hours, with the Adjustment ceasing after a maximum of five Adjustments.	N/A	O	Daily
Services	Compliance with paragraph 2.1.11 of this part 4 of schedule 2 (*Output Specification*)	1 hour	4(d)	4 hours, with the Adjustment ceasing after a maximum of five Adjustments.	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Services	Compliance with paragraph 2.1.12 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(e)	4 hours, with the Adjustment ceasing after a maximum of five Adjustments.	N/A	O	Daily
Services	Compliance with paragraph 2.1.13 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(d)	N/A	N/A	O	Daily
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(b)	N/A	N/A	O	Daily
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(e)	N/A	N/A	O	Daily
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.3.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.3.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.4.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Precautionary Treatments on Carriageways	Compliance with paragraph 2.2.4.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Precautionary Treatments on Pedestrian Routes	Compliance with paragraph 2.3.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Post Gritting Operations	Compliance with paragraph 2.4.1.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(b)	N/A	N/A	O	Daily
Post Gritting Operations	Compliance with paragraph 2.4.1.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Post Gritting Operations	Compliance with paragraph 2.4.1.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Post Gritting Operations	Compliance with paragraph 2.4.1.4 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Snow Clearing Operations	Compliance with paragraph 2.4.2.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Snow Clearing Operations	Compliance with paragraph 2.4.2.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Heavy Snow Clearing Operations	Compliance with paragraph 2.4.3.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Heavy Snow Clearing Operations	Compliance with paragraph 2.4.3.3(a) of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Heavy Snow Clearing Operations	Compliance with paragraph 2.4.3.3(b) of this part 4 of schedule 2 (*Output Specification*)	N/A	WMRSLA	1 hour, with the Adjustment ceasing after a maximum of three Adjustments.	N/A	O	Daily
Residual Snow Clearing Operations	Compliance with paragraph 2.4.4.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	RSCRSLA	N/A	N/A	O	Daily
Residual Snow Clearing Operations	Compliance with paragraph 2.4.4.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	RSCRSLA	N/A	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Auxiliary Gritted Networks	Compliance with paragraph **Error! Reference source not found.** of this part 4 of schedule 2 (*Output Specification*)	4 hours	4(f)	4 hours	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.3.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.3.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.3.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.3.4 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Reactionary Treatments on Pedestrian Routes	Compliance with paragraph 2.5.4 of this part 4 of schedule 2 (*Output Specification*)	N/A	WMFSLA	1 hour	N/A	O	Daily
Urgent Reactionary Treatments	Compliance with paragraph 2.6.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	1 hour	N/A	O	Daily
Urgent Reactionary Treatments	Compliance with paragraph 2.6.2 of this part 4 of schedule 2 (*Output Specification*)	2 hours	4(e)	2 hours	N/A	O	Daily

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Urgent Reactionary Treatments	Compliance with paragraph 2.6.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(d)	N/A	N/A	O	Daily
Grit Bins	Compliance with paragraph 2.7.1.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(g)	1 day	N/A	J	Annually
Grit Bins	Compliance with paragraph 2.7.1.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(g)	1 day	N/A	J	Annually
Grit Bins	Compliance with paragraph 2.7.2 of this part 4 of schedule 2 (*Output Specification*)	1 day	4(g)	1 day	N/A	J	Annually
Grit Bins	Compliance with paragraph 2.7.3 of this part 4 of schedule 2 (*Output Specification*)	1 day	4(g)	1 day	N/A	J	Annually
Grit Bins	Compliance with paragraph 2.7.4 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(f)	1 day	N/A	F	Annually
Daily Actions Report	Compliance with paragraph 2.8 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(g)	2 hours	N/A	O	Daily
Annual Winter Maintenance Service Operational Report	Compliance with paragraph 2.9 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(b)	7 days	N/A	F	Annually
Treatment Products	Compliance with paragraph 2.10.1.1 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	N/A	N/A	D	Annually

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Treatment Products	Compliance with paragraph 2.10.1.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	1 week	N/A	J	Annually
Treatment Products	Compliance with paragraph 2.10.1.3 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	N/A	N/A	J	Annually
Treatment Products	Compliance with paragraph 2.10.1.4 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	N/A	N/A	F	Monthly
Treatment Products	Compliance with paragraph 2.10.2 of this part 4 of schedule 2 (*Output Specification*)	N/A	4(c)	1 day	N/A	J	Annually

ANNEXURE 1 TO PART 4 OF SCHEDULE 2

(OUTPUT SPECIFICATION)

Winter Maintenance Service

The Annual Winter Maintenance Service Operational Plan shall comply with the requirements of the Authority's Winter Maintenance Policy and shall include (without limitation):

1. an introduction and the Service Provider's policy statement;

2. all details of management arrangements and operational structures at all times including during and out of normal working hours with roles responsibilities;

3. all details of liaison undertaken and to be undertaken with other highway authorities and / or their maintaining agents and liaison with the police and other emergency services, public transport providers and Centro and indicate where comments from such other parties have been taken into account in the relevant Annual Winter Maintenance Service Operational Plan;

4. all details of contact arrangements with and, communications and arrangements for informing the media and public including public information leaflets

5. all details of attendance at meetings on behalf of the Authority;

6. identification of the weather forecast provider used and such information as is/was provided by the service received;

7. all details of the ice prediction and detection system proposals including its maintenance, calibration and development;

8. all details of the decision making processes, including roles and responsibilities, procedures for use of weather forecast provider, accuracy of forecast, justification for changing decisions, arrangements for continuous monitoring of forecasts, use of CCTV facilities to monitor weather conditions;

9. all details associated with the intended use of salt (and other anti-icing products) spread rates for carriageways and footways etc to deal with ice, snow and severe weather conditions;

10. all details of precautionary treatments including salting routes, patrol routes, protocols for resource availability during hours of darkness, inclement weather;

11. all details of snow clearing operations, description of arrangements and resources for snowfall and prolonged snowfall strategy including treatment strategy for Footways, Verges, Cycling Tracks and Kerbs;

12. all details of the strategy for emergency actions such as requests from police and other emergency services regarding hazardous locations and additional service requests from the public;

13. all details of storage arrangements for anti-icing including a comprehensive salt management strategy;

14. all details of arrangements for procurement of additional resources in severe conditions and response times;

15. all details of labour, numbers available, training and qualifications of operatives and call out procedures;

16. all details of plant, equipment and depots including availability, calibration, communication equipment as well as descriptions and locations of depots and storage facilities;

17. all details of any additional resources;

18. all details of liaison with the Authority re additional resources;

19. all details of measures to minimise damage or pollution arising from the use of anti-icing agents, through any over salting and coverage of salt stocks;

20. all details of areas identified for dumping snow;

21. all details of record keeping including archives of data, decision making logs, weekly summary reports, salt usage, Ice Early Warning System data etc and all vehicles to be fitted with GPS with salting spreading and comprehensive details;

22. all details of communications and liaison with emergency services and public transport executive;

23. all details of putting out, refilling, taking back in and storage of grit bins including locations, full street plan location books, refills criteria, damage limitation (vandalism) and fixing methods, response to incidents/dangerous during day, night, week;

24. all details of locations for special treatment areas including structures where sale is not permitted, frost susceptible areas and areas with known surface run-off problems;

25. all details of the Winter Maintenance Service Operational Plan's relationship with the Emergency Response Plan;

26. the period over which Winter Maintenance Service Operations shall take place (the "**Winter Maintenance Period**");

27. a detailed Footway Treatment Plan; and

28. details of bus routes with a frequency of thirty (30) minutes or less as agreed between the Service Provider and Centro.

PART 5

Performance Standard 5 - Emergency Responsiveness

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Performance Standard 5 and shall:

1.1.1 in the event of a Civil Emergency, comply with each of the provisions of schedule 10 (*Civil Emergency Planning*), which shall include, without limitation, acting in accordance with the directions of the relevant Civil Emergency Declaration and / or any relevant instructions issued by the Authority's Representative or the Development Directorate's Emergency Planning Representative in accordance with schedule 10 (*Civil Emergency Planning*);

1.1.2 in the event of a Highway Emergency or Urgent Fault, attend at the site of such Highway Emergency or Urgent Fault within the time periods specified in this Performance Standard 5;

1.1.3 in the event of a Highway Emergency or Urgent Fault make safe the site of such Highway Emergency or Urgent Fault within the time periods specified in this Performance Standard 5; and

1.1.4 ensure that full repairs are made to any Project Network Part that is damaged as a result of or in relation to any Civil Emergency, Highway Emergency, Urgent Fault or Urgent Aspect Lamp Failure, in accordance with the relevant provisions of this Contract.

2. SERVICE DELIVERY OUTPUTS

2.1 Civil Emergencies

2.1.1 The Service Provider shall prepare, update and submit to the Authority the Service Provider's Civil Emergency Plan in accordance with paragraph 1.4 of schedule 10 (*Civil Emergency Planning*).

2.1.2 In the case of a Civil Emergency, the Service Provider shall comply with the Service Provider's planning obligations as set out in paragraph 1.2 of schedule 10 (*Civil Emergency Planning*).

2.1.3 Where the Authority, the Authority's Representative or any of the Authority's Civil Emergency Planning Officers has issued a Civil Emergency Declaration to the

Service Provider's Civil Emergency Co-ordinator, the Service Provider shall comply with the provisions of paragraph 2.2 of schedule 10 (*Civil Emergency Planning*).

2.2 Highway Emergencies

2.2.1 The Service Provider shall prepare, update and submit to the Authority the Service Provider's Annual Highway Emergency Plan which shall include a section relating to the treatment of Highway Emergencies, Urgent Faults and Urgent Aspect Lamp Failures which occur in relation to Tunnels in accordance with clause 11 (*Service Provider Programmes*) of this Contract.

2.2.2 Where the Service Provider is notified of a Highway Emergency on or pertaining to the Project Network by the Authority, the Authority's Representative or the police, the Service Provider shall:

2.2.2.1 initiate those elements of the Service Provider's Annual Highway Emergency Plan which are relevant to the Highway Emergency within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the Highway Emergency;

2.2.2.2 attend at the site of the Highway Emergency:

(a) within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the Highway Emergency, or, where the site of a Highway Emergency has not been released by the Relevant Authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall attend at the site of the Highway Emergency within one (1) hour of the time at which the site is released by the Relevant Authority in 95% of occurrences within each Month; and

(b) within two (2) hours of the time at which the Service Provider becomes aware or should have become aware of the Highway Emergency, or, where the site of a Highway Emergency has not been released by the Relevant Authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall attend at the site of the Highway Emergency within two (2) hours of the time at which the site is

released by the Relevant Authority in 100% of occurrences within each Month; and

2.2.2.3 make safe the site of the Highway Emergency within one (1) hour of the time the Service Provider attends or should have attended at the site of the Highway Emergency in accordance with paragraph 2.2.2.2 above.

2.2.3 Where the Service Provider is notified of a Highway Emergency by a party other than those parties listed in paragraph 2.2.2 above, the Service Provider shall commence to seek verification from the police of the details pertaining to such notification:

2.2.3.1 within one (1) minute of receiving such notification for 95% of occurrences within each Month; and

2.2.3.2 within five (5) minutes of receiving such notification for 100% of occurrences within each Month

2.2.4 Where the police confirm the occurrence of a Highway Emergency on or pertaining to the Project Network to the Service Provider, the Service Provider shall comply with the provisions of paragraphs 2.2.2.1 to 2.2.2.3 above and, for the avoidance of doubt, the time period specified in paragraphs 2.2.2.1 and 2.2.2.2 shall commence on receipt by the Service Provider of such confirmation.

2.2.5 The Service Provider shall temporarily repair any damage to the Project Network caused by the Highway Emergency within twenty-four (24) hours of the time at which the Service Provider becomes aware or should have become aware of the Highway Emergency unless otherwise agreed with the Authority.

2.2.6 The Service Provider shall fully repair any damage to the Project Network caused by the Highway Emergency within twenty-eight (28) days of the time at which the Service Provider becomes aware or should have become aware of the Highway Emergency unless otherwise agreed with the Authority.]

2.3 Urgent Faults

2.3.1 In the event of an Urgent Fault, the Service Provider shall:

2.3.1.1 attend at and make safe the site of the Urgent Fault, within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the Urgent Fault;

2.3.1.2 temporarily replace or repair such item affected by the Urgent Fault within:

(a) four (4) hours for 95% of occurrences within each Month; and

(b) six (6) hours for 100% of occurrences within each Month

of the time at which the Service Provider attends at or should have attended at the site of the Urgent Fault in accordance with paragraph 2.3.1.1 above; and

2.3.1.3 fully repair the Urgent Fault within twenty-four (24) hours of the time at which the Service Provider becomes aware or should have become aware of the Urgent Fault (unless otherwise agreed with the Authority), save in the circumstances where the Urgent Fault is a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), in which case the Service Provider shall as soon as reasonably practicable following the Service Provider becoming aware of (or following when the Service Provider should have been aware, had the Service Provider been complying with the provisions of this Contract) the Relevant Incident:

(a) notify the Authority;

(b) deliver to the Authority in any event within twenty four (24) hours, a plan for the works necessary to repair, reinstate or replace the Traffic Signals or Traffic Signal Equipment that are the subject of the Relevant Incident as soon as reasonably practicable (including all associated traffic management), specifying:

(i) the measures that the Service Provider has taken to manage any health and safety risk to the public; and

(ii) a proposed timetable for the works necessary to repair, reinstate or replace the relevant Traffic Signals or Traffic Signal Equipment that is the subject of the Relevant Incident as soon as reasonably practicable, such that the timetable for such works does not exceed thirty six (36) hours from the time that the Service Provider became aware of (or should have become aware of had the Service

Provider been complying with the provisions of this Contract) the Relevant Incident.

The Authority shall not make any Adjustments in relation to the relevant paragraphs of this Part 5 of schedule 2 (*Output Specification*) provided that the Service Provider uses reasonable endeavours to repair, reinstate or replace the Traffic Signals and/or Traffic Signal Equipment as soon as reasonably practicable.

2.3.2 Where the Urgent Fault is in relation to a Traffic Signal or an item of Traffic Signal Equipment which is situated at a junction, and the Service Provider is prevented for whatever reason from using Temporary Traffic Signals, the Service Provider shall request police assistance to manage the flow of traffic and undertake all appropriate measures to ensure the safe movement of traffic at the junction within thirty (30) minutes of the time at which the Service Provider becomes aware or should have become aware of its inability to use Temporary Traffic Signals.

2.4 Urgent Aspect Lamp Failures

2.4.1 In the event of any Urgent Aspect Lamp Failure, the Service Provider shall replace the relevant red Aspect Lamp within two (2) hours of the time at which the Service Provider becomes aware or should have become aware of the Urgent Aspect Lamp Failure.

2.5 Installation

2.5.1 All Apparatus installed pursuant to the performance of this Performance Standard 5 shall be installed in accordance with the applicable requirement of Appendix D of this part 1 of schedule 2 (*Output Specification*).

3. PERFORMANCE TARGETS

The Service Provider shall manage emergencies in the Project Network in accordance with the Performance Targets set out in Table 5.

Table 5

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Civil Emergencies	Compliance with paragraph 2.1.1 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(a)	1 Month	N/A	F	Annually
Civil Emergencies	Compliance with paragraph 2.1.2 of this part 5 of schedule 2 (*Output Specification*)	1 hour	5(a)	1 day	N/A	F	Annually
Civil Emergencies	Compliance with paragraph 2.1.3 of this part 5 of schedule 2 (*Output Specification*)	1 hour	5(a)	1 day	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.1 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(b)	7 days	N/A	F	Annually
Highway Emergencies	Compliance with paragraph 2.2.2.1 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	30 minutes	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.2.2(a) of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 hour	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.2.2(b) of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 hour	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.2.3 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 hour	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.3.1 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	5 minutes	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.3.2 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	5 minutes	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.4 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 hour	N/A	F	Monthly
Highway Emergencies	Compliance with paragraph 2.2.5 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	5 minutes	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Highway Emergencies	Compliance with paragraph 2.2.6 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	5 minutes	N/A	F	Monthly
Urgent Faults	Compliance with paragraph 2.3.1.1 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 hour	N/A	F	Monthly
Urgent Faults	Compliance with paragraph 2.3.1.2(a) of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	2 hours	N/A	F	Monthly
Urgent Faults	Compliance with paragraph 2.3.1.2(b) of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	2 hours	N/A	F	Monthly
Urgent Faults	Compliance with paragraph 2.3.1.3 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	1 day	N/A	F	Monthly
Urgent Faults	Compliance with paragraph 2.3.2 of this part 5 of schedule 2 (*Output Specification*)	30 minutes	5(d)	1 hour	N/A	F	Monthly
Urgent Aspect Lamp Failures	Compliance with paragraph 2.4 of this part 5 of schedule 2 (*Output Specification*)	N/A	5(c)	2 hours	N/A	F	Monthly
Installation	Compliance with paragraph 2.5 of this part 5 of schedule 2 (*Output Specification*)	1 Month	5(e)	7 days	6 months	J	Annually

ANNEXURE 1 TO PART 5 OF SCHEDULE 2

(OUTPUT SPECIFICATION)

Annual Highway Emergency Plan

The Service Provider's Annual Highway Emergency Plan shall comply with the requirements of the Authority's Emergency Plan and shall include (without limitation) all details of the following:

1. introduction and policy;
2. management arrangements;
3. operational structure;
4. roles and responsibilities;
5. liaison undertaken and to be undertaken with third parties, including other highway authorities and / or their maintaining agents, the police, other emergency services, council authorities, statutory undertakers and owners of structures;
6. where comments from other parties detailed in paragraph 3 above have been taken into account in the relevant Service Provider's Annual Highway Emergency Plan;
7. responses in relation to Highway Emergencies;
8. staffing;
9. nominated senior officer for Highway Emergencies and other emergencies;
10. mobilisation procedures;
11. attendance levels at incidents;
12. communications;
13. resources;
14. access to labour, plant, equipment and materials;
15. reporting, records and liaison;
16. fatal accidents;
17. liaison with the Authority relating to additional resources;

18. link with the Service Provider's Civil Emergency Plan;

19. mutual aid to adjacent authorities; and

20. responses to Highways Emergencies, Urgent Faults and Urgent Aspect Lamp Failures which occur in relation to Tunnels.

PART 6

Performance Standard 6 - Safety Performance

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Performance Standard 6 and shall ensure that the Project Network operates at optimum efficiency

2. SERVICE DELIVERY OUTPUTS

2.1.1 The Service Provider shall complete a Network Safety Improvement Assessment of the Project Network no later than four (4) months prior to the commencement of each Contract Year (excluding the first Contract Year).

2.1.2 Following the completion of the Network Safety Improvement Assessment, the Service Provider shall produce and submit a report to the Authority three (3) months prior to the commencement of each Contract Year (excluding the first Contract Year) ("**Network Safety Improvement Assessment Report**") which shall include, without limitation:

2.1.2.1 details of all areas of the Project Network where works would improve the safety of the Project Network which would not otherwise be carried out as part of the works required to perform the Services or any other element of the Services; and

2.1.2.2 how traffic regulation on the Project Network could be improved,

so that the Authority is fully informed at all times as to how, in the Service Provider's reasonable opinion, the safety of the Project Network could be improved.

3. PERFORMANCE TARGETS

The Service Provider shall manage the Project Network in accordance with the Performance Targets set out in Table 6.

Table 6

Service Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Network Safety Improvement Assessment	Compliance with paragraph 2.1.1 of this part 6 of schedule 2 (*Output Specification)*	N/A	PS6 Adjustment	7 days	N/A	F	Annually
Network Safety Improvement Assessment Report	Compliance with paragraph 2.1.2 of this part 6 of schedule 2 (*Output Specification)*	N/A	PS6 Adjustment	7 days	N/A	F	Annually

PART 7

Performance Standard 7 - Network Management

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Performance Standard 7 and shall:

1.1.1 operate and maintain the Urban Traffic Control System ("**UTC**") so that it is available at all times for its intended use;

1.1.2 once developed in accordance with part 1A of schedule 2 (*Output Specification*), operate and maintain the Urban Traffic Management and Control System ("**UTMC**") so that it is available at all times for its intended use;

1.1.3 ensure fast and effective dissemination of appropriate traffic and travel information relating to the Project Network to the Help2Travel System using the automated inputs from UTC and / or the UTMC together with the proactive manual inputs via the Help2Travel User Terminal;

1.1.4 once developed in accordance with part 1A of schedule 2 (*Output Specification*) ensure fast and effective dissemination of appropriate traffic and travel information relating to the Project Network via the UTMC to the following systems:

1.1.4.1 Help2Travel;

1.1.4.2 Car Park Systems;

1.1.4.3 EMS;

1.1.4.4 VMS;

1.1.4.5 Real Time Passenger Information System;

1.1.4.6 Bus Systems; and

1.1.4.7 the Fault Management System;

1.1.5 ensure that the queuing times at sites of works where traffic control measures are in operation on the Project Network, are kept to a minimum;

1.1.6 co-operate with the reasonable requirements of other Highway Authorities and / or the Police with the regard to traffic management which may affect or be affected by the carrying out of the Services;

1.1.7 ensure that the Project Network is managed so that lane availability is maximised and disruption and delay to all users of the Project Network are minimised;

1.1.8 provide pro-active network management and control delay in or on the Project Network;

1.1.9 ensure that the Project Network is operating at maximum efficiency; and

1.1.10 attend meetings of the Traffic Systems Group, the UTMC Development Group and the UTMC Conference.

2. SERVICE DELIVERY OUTPUTS

2.1 Urban Traffic Control System

2.1.1 The Service Provider shall ensure that the UTC is in operation at all times and, for the avoidance of doubt, the Service Provider shall ensure that the UTC has a continuous power supply.

2.1.2 The Service Provider shall endeavour to ensure that all Loop Detectors and Detector Equipment are in operation at all times, and shall rectify any faults:

2.1.2.1 Within ten (10) Business Days for 95% of the time at which the Service Provider becomes aware of or should have become aware of such occurrences each Month; and

2.1.2.2 Within twenty (20) Business Days for 100% of the time at which the Service Provider becomes aware of or should have become aware of such occurrences each Month.

2.1.3 Where Loop Detectors and Detector Equipment are not in operation as a result of Core Investment Works, Programmed Maintenance, Routine Maintenance or other permitted works being carried out by a Third Party or the Authority on or in the Project Network, the Service Provider shall be entitled to apply for an Excusing Cause in respect of its obligations pursuant to paragraph 2.1.2 in accordance with clause 33 of this Contract.

2.1.4 The Service Provider shall ensure that the Traffic Signal Control System is in operation at all times.

2.1.5 The Service Provider shall ensure that it uses the most up to date operational version of the UTC within fourteen (14) Business Days of the release of the latest version of UTC that is used by the Service Provider in or on the Project Network.

2.1.6 The Service Provider shall ensure that the UTC interfaces with the Help2Travel System at all times whilst the Help2Travel System is in operation.

2.2 Traffic Management Systems

2.2.1 The Service Provider shall ensure that the following systems (collectively referred to as "**Traffic Management Systems**") are in operation at all times:

2.2.1.1 the Car Park Management Systems;

2.2.1.2 the EMS;

2.2.1.3 the VMS; and

2.2.1.4 the Remote Monitoring Systems for traffic management

unless the VMS, EMS or Remote Monitoring System for traffic management is not in operation as a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), in which case the provisions of paragraph 2.17 of this part 7 of schedule 2 (*Output Specification*) shall apply.

2.2.2 The Service Provider shall ensure at all times that the VMS, including any EMS, displays information relating to the Project Network to users of the Project Network:

2.2.2.1 at the time that the relevant information is made available for display; and

2.2.2.2 that it accurately represents that information;

unless the VMS or EMS is not in operation as a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), in which case the provisions of paragraph 2.17 of this part 7 of schedule 2 (*Output Specification*) shall apply;

OR

2.2.3 The Service Provider shall ensure at all times that the VMS, including any EMS, displays the Project Network Information:

2.2.3.1 accurately; and

2.2.3.2 in accordance with the Service Levels for the display of Project Network Information

following receipt of that information from the Authority's Representative, unless the VMS or EMS is not in operation as a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), in which case the provisions of paragraph 2.17 of this part 7 of schedule 2 (*Output Specification*) shall apply.

2.3 Fault Management System

2.3.1 The Service Provider shall develop a Fault Management System in accordance with part 1A of this schedule 2 (*Output Specification*).

2.3.2 The Service Provider shall ensure that the Fault Management System, once developed in accordance with part 1A of this schedule 2 (*Output Specification*), is in operation at all times.

2.4 Urban Traffic Management and Control System

2.4.1 The Service Provider shall develop an Urban Traffic Management and Control System in accordance with part 1A of this schedule 2 (*Output Specification*).

2.4.2 The Service Provider shall ensure that the UTMC, once developed in accordance with part 1A of this schedule 2 (*Output Specification*), is:

2.4.2.1 in operation at all times;

2.4.2.2 has a continuous power supply; and

2.4.2.3 interfaces at all times with:

(a) the Help2Travel System;

(b) the Traffic Observation Cameras;

(c) the Traffic Management Systems;

(d) the Fault Management System;

(e) the Real Time Passenger Information System; and

(f) Bus Systems,

whilst such systems are in operation.

2.4.3 The UTMC once developed shall comply with the Department for Transport UTMC Design Standards.

2.4.4 All Data Objects used in the UTMC shall be in accordance with the latest version of the Data Objects Standard.

2.4.5 The Service Provider shall ensure that the UTMC enables each of the systems identified in paragraph 2.4.2.3 to communicate directly and interface with each other.

2.5 Bus Data

2.5.1 The Service Provider shall provide Bus Data from the UTMC as soon as reasonably practicable after receipt of a request for the same from the Authority or a bus company approved by the Authority and, in any event, within twenty-four (24) hours of receipt of such request.

2.6 Real Time Information Group ("RTIG")

2.6.1 The Service Provider shall at all times be a member of the RTIG.

2.6.2 The Service Provider shall attend meetings of the RTIG at the reasonable request of the Authority.

2.6.3 The Service Provider shall ensure that the RTIG Standards, as the same may be amended from time to time, shall be adhered to at all times.

2.7 Help2Travel System

2.7.1 The Service Provider shall ensure that the Help2Travel User Terminal shall be in operation at all times whilst the Help2Travel System is in operation.

2.7.2 The Service Provider shall log any incident or event relating to travelling on the Project Network on the Help2Travel System:

2.7.2.1 as soon as reasonably practicable if the incident or event is planned, for example, programmed road closures and Special Event Closures, and in any event, within one (1) Business Day of the date on which the Service Provider becomes or should have become aware of such planned incident or event;

2.7.2.2 within five (5) minutes of the time at which the Service Provider becomes aware or should have become aware of any real time incident or event, for example, a traffic accident, a Traffic Signal failure or a Highways Emergencies during the hours when the Traffic Control Room is staffed in accordance with this part 7 of schedule 2 (*Output Specification*); and

2.7.2.3 within fifteen (15) minutes of the commencement of the next day when the Traffic Control Room is staffed in accordance with this part 7 of schedule 2 (*Output Specification*) where a real time incident or event has occurred outside the hours that the Traffic Control Room is required to be staffed in accordance with this part 7 of schedule 2 (*Output Specification*) provided that such real time incident or event is:

(a) still existing at the start of the next Business Day; and

(b) is not already registered on the Help2Travel System by a Third Party.

2.7.3 The Service Provider shall monitor each event or incident referred to in paragraph 2.7.2 and remove all references to such incident or event from the Help2Travel System within five (5) minutes of such incident or event ceasing provided that such incident or event ceases during the hours when the Traffic Control Room is staffed in accordance with this part 7 of schedule 2 (*Output Specification*).

2.7.4 Where an incident or event referred to in paragraph 2.7.2 has ceased outside the hours that the Traffic Control Room is required to be staffed in accordance with this part 7 of schedule 2 (*Output Specification*) the Service Provider shall remove such incident or event from the Help2Travel System within fifteen (15) minutes of the commencement of the next day when the Traffic Control Room is staffed in accordance with this part 7 of schedule 2 (*Output Specification*) provided that such cessation has not already been removed from the Help2Travel System by a third party.

2.7.5 The Service Provider shall ensure that all information logged on to the Help2Travel System in accordance with this paragraph 2.7 correctly represents all information received in relation to the Project Network.

2.7.6 The Service Provider shall be a member of the Help2Travel User Group for the duration of the Contract Term.

2.7.7 The Service Provider shall attend all meetings of the Help2Travel User Group.

2.7.8 The Service Provider shall co-operate in the development of standardised terminologies to assist with information precision and understanding by the Help2Travel User Group.

2.8 Traffic Observation Cameras

2.8.1 The Service Provider shall ensure that Traffic Observation Cameras are in operation at all times unless the relevant Traffic Observation Camera is not in operation as a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), in which case the provisions of paragraph 2.17 of this part 7 of schedule 2 (*Output Specification*) shall apply.

2.8.2 The Service Provider shall comply at all times with the Code of Practice and Working Procedures for CCTV and the Authority's Code of Practice for CCTV.

2.8.3 The Service Provider shall ensure that images used for web-cam purposes comply with the CCTV Code of Practice and, when published, the Code of Practice for Help2Travel Web Cam Images.

2.8.4 The Service Provider shall record all images collected by Traffic Observation Cameras in accordance with the CCTV Code of Practice.

2.8.5 The Service Provider shall retain those recordings made pursuant to paragraph 2.8.4 for a period of thirty-one (31) days provided that the Service Provider shall extend any such period on request from the police or the Authority.

2.8.6 The Service Provider shall permit the police and / or the Authority to take copies of any such recordings retained pursuant to paragraph 2.8.5 as and when requested to do so by the police and / or the Authority provided that such request is made prior to the expiry of the time period specified in paragraph 2.8.5.

2.9 Police Liaison

2.9.1 The Service Provider shall comply with the provisions of clause 86.4 of this Contract.

2.9.2 The Service Provider shall allow the police, on request from the same:

2.9.2.1 to have access the Traffic Control Room; and

2.9.2.2 to have access to all information generated by Traffic Observation Cameras.

2.9.3 The Service Provider shall, on request from the police, undertake the manual operation of Traffic Signals on the Project Network from the Traffic Control Room during the hours that the Traffic Control Room is required to be manned in accordance with paragraph 2.13.1.

2.9.4 The Service Provider shall prepare any management plans as are required in order to comply with paragraph 2.9.3.

2.10 Legal Enquiries

2.10.1 The Service Provider shall:

2.10.1.1 as soon as reasonably practicable and, in any event, within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of a fatal accident or an incident where the police are concerned that an accident involved Traffic Signals and / or Signalised Pedestrian Crossings (an "**Investigatory Incident**") undertake a preliminary inspection of the site at which such Investigatory Incident occurred, or, where the site of such Investigatory Incident has not been released by the Relevant Authority and as a result the Service Provider is unable to gain access to such site within such time period, the Service Provider shall undertake such a preliminary inspection of the site within one (1) hour of the time at which such site is released by the Relevant Authority; and

2.10.1.2 within one (1) Business Day of the time at which the Service Provider gains access to the site of such Investigatory Incident in accordance with paragraph 2.10.1.1, procure that a detailed inspection of the site at which such accident occurred is undertaken by a competent Engineer.

2.10.2 The Service Provider shall provide a report based on the detailed inspection carried out by a competent Engineer in accordance with paragraph 2.10.1.2 within ten (10) Business Days of the date on which such detailed inspection was carried out and shall provide the Authority with a copy of such report.

2.11 Temporary Traffic Signals

2.11.1 Where the Service Provider operates Temporary Traffic Signals on the Project Network it shall adjust the timings of the Temporary Traffic Signals to ensure that traffic flow is maximised having regard to the prevailing conditions on the Project Network.

2.11.2 The Service Provider shall deal with all requests for the provision of Temporary Traffic Signals to be installed on the Project Network by third parties and where appropriate approve any such request.

2.11.3 The Service Provider shall maintain a record of all approvals granted pursuant to paragraph 2.11.2 for a period of five (5) years from the date of any such approvals.

2.11.4 Where third parties operate Temporary Traffic Signals on the Project Network the Service Provider shall provide guidance to third parties in order to ensure that such third parties adjust the timings of the Temporary Traffic Signals to ensure that traffic flow is maximised having regard to the prevailing conditions on the Project Network.

2.11.5 The Service Provider shall keep an up to date record of the location of all Temporary Traffic Signals installed on the Project Network.

2.11.6 Where a third party who is operating Temporary Traffic Signals on the Project Network experiences any difficulties with such Temporary Traffic Signals that cause them to operate on fixed time mode, the Service Provider shall within four (4) hours of the time at which it becomes aware or should have become aware of the operation of Temporary Traffic Signals in the fixed time mode, notify the third party operator that such Temporary Traffic Signals must be operating via vehicle activation sensors within twenty four (24) hours of receipt of such notice from the Service Provider or such Temporary Traffic Signals will be replaced by the Service Provider.

2.11.7 Where such third party operator does not comply with the notification pursuant to paragraph 2.11.6 then the Service Provider shall place Temporary Traffic Signals at the site of the Temporary Traffic Signals that are operating in the fixed time mode.

2.12 Manual Traffic Control Measures

2.12.1 Where the Service Provider operates Manual Traffic Control Measures in or on the Project Network it shall ensure that such measures are undertaken by personnel who have received appropriate training in order to ensure that Manual Traffic Control

Measures are operated in such a way that traffic flow is maximised having regard to the prevailing conditions on the Project Network.

2.12.2 The Service Provider shall operate all Manual Traffic Control Measures in such a way that traffic flow is maximised having regard to the prevailing conditions on the Project Network.

2.12.3 The Service Provider shall keep an up to date record of the location of all Manual Traffic Control Measures in operation on the Project Network.

2.13 Traffic Control Room

2.13.1 Subject to paragraph 2.13.2 the Service Provider shall staff the Traffic Control Room between the following hours:

(a) Monday to Thursday: 6.00am to 8.00pm

(b) Friday: 6.00am to 10.00pm;

(c) Saturday: 10.00am to 10.00pm; and

(d) Sunday: 10.00am to 4.00pm.

2.13.2 Where the Service Provider is notified by the Authority or the police of a Special Event or any other event occurring outside the hours set out in paragraph 2.13.1 that requires the Traffic Control Room to be staffed, then the Service Provider shall provide such staff as required in the Traffic Control Room for the duration of such Special Event or other event.

2.14 Network Integrity Inspection

2.14.1 The Service Provider shall complete a annual Network Integrity Inspection of the Project Network no later than four (4) months prior to the commencement of each Contract Year (excluding the first Contract Year).

2.14.2 Following completion of the Network Integrity Inspection, the Service Provider shall produce and submit a report to the Authority three (3) months prior to the commencement of each Contract Year (excluding the first Contract Year) ("**Network Integrity Report**") which shall identify any outcomes of the Network Integrity Inspection that should be taken into account in developing the Annual Programme which may improve the integrity of the Project Network which shall include (without limitation):

2.14.2.1 any Traffic Signs or Road Markings which may be poorly sited, and / or have incorrect or confusing legend;

2.14.2.2 any Traffic Signs or Road Markings that may be redundant;

2.14.2.3 any Footways or Footpaths that may be discontinuous or poorly defined;

2.14.2.4 any opportunities that should be considered by the Authority as part of future schemes to modify the layout of the Project Network (or any part thereof); and

2.14.2.5 other information requested by the Authority.

2.14.3 The Service Provider shall ensure that where any issues are identified in the Network Integrity Report that impact on the safety of the Project Network, such issues shall also be included in the Network Safety Improvement Assessment Report.

2.15 Notifications pursuant to clause 35 (Delegation of Statutory Functions)

2.15.1 The Service Provider shall comply with the following provisions of clause 35 of this Contract:

2.15.1.1 sub-clause 35.15; and

2.15.1.2 sub-clause 35.18.2;

2.16 Traffic Management

2.16.1 At least one (1) Month prior to the commencement of each Road Closure as set out in the relevant Annual Programme (**"Planned Road Closure"**) the Service Provider shall:

2.16.1.1 confirm to the Authority by way of written notification that it will put in place the traffic management arrangements and the diversionary routes relating to that Planned Road Closure as set out in the applicable Annual Programme; or

2.16.1.2 notify the Authority of any changes to the traffic management arrangements and the diversionary routes relating to that Planned Road Closure as set out in the applicable Annual Programme together with justification for such changes.

2.16.2 The Authority may object to any changes proposed by the Service Provider and provide an alternative proposal within two (2) weeks of the date of receipt of notification of such changes in accordance with paragraph 2.16.1.2.

2.16.3 The Service Provider shall comply with any alternative proposal made by the Authority.

2.16.4 At least one (1) week prior to the commencement of the Planned Road Closure the Service Provider shall put up information signs on the relevant areas and parts of the Project Network notifying users of the Project Network of the commencement and duration of the Planned Road Closure.

2.16.5 The Service Provider shall ensure that any Traffic Signs identifying relevant diversionary routes are put up on the relevant areas and parts of the Project Network on the commencement of the Planned Road Closure.

2.16.6 The Service Provider shall ensure that any Traffic Signs and / or information signs put up in accordance with paragraphs 2.16.4 and 2.16.5 shall be removed within one (1) Business Day of the re-opening of the area and / or part of the Project Network affected by the Planned Road Closure.

2.17 Relevant Incidents below the Material Damage Limit of £20,000 (Indexed)

2.17.1 In the event that any:

2.17.1.1 VMS;

2.17.1.2 EMS;

2.17.1.3 Remote Monitoring System for traffic management; or

2.17.1.4 Traffic Observation Camera;

is not in operation as a result of a Relevant Incident below the Material Damage Limit of £20,000 (Indexed), the Service Provider shall:

2.17.1.5 comply with any applicable obligations in respect of paragraph 2.7.2 of part 2 of this schedule 2 (*Output Specification*);

2.17.1.6 notify the Authority as soon as reasonably practicable following the Service Provider becoming aware of (or following when the Service Provider should have been aware, had the Service Provider been complying with the provisions of this Contract) the Relevant Incident;

2.17.1.7 deliver to the Authority as soon as reasonably practicable following the Service Provider becoming aware of (or following when the Service Provider should have been aware, had the Service Provider been complying with the provisions of this Contract) the Relevant Incident, and in any event within twenty four (24) hours, a plan for the works necessary to repair, reinstate or replace the relevant VMS, EMS, Remote Monitoring System for traffic management or Traffic Observation Cameras that are the subject of the Relevant Incident (including all associated Traffic Management), specifying:

(a) the measures that the Service Provider has taken to manage any health and safety risk to the public; and

(b) a proposed timetable for the works necessary to repair, reinstate or replace the relevant VMS, EMS, Remote Monitoring System for traffic management or Traffic Observation Cameras that are the subject of the Relevant Incident, such that the timetable for such works does not exceed:

(i) ten (10) Business Days (or such other period agreed between the parties, acting reasonably) for the replacement of VMS / EMS; and

(ii) thirty six (36) hours for the replacement of Remote Monitoring Systems for traffic management and Traffic Observation Cameras;

from the time that the Service Provider became aware of (or should have become aware of had the Service Provider been complying with the provisions of this Contract) the Relevant Incident.

The Authority shall not make any Adjustments in relation to the relevant paragraphs of this Part 7 of schedule 2 (*Output Specification*) provided that:

(c) the Authority is satisfied that the plan for works will enable the Service Provider to repair, reinstate or replace the VMS, EMS, Remote Monitoring Systems for traffic management and/or Traffic Observation Cameras that are the subject of the Relevant Incident within a reasonable timescale; and;

(d) the Service Provider uses reasonable endeavours to repair, reinstate or replace the VMS, EMS, Remote Monitoring Systems for traffic management and/or Traffic Observation Cameras as soon as reasonably practicable.

3. PERFORMANCE TARGETS

The Service Provider shall manage the Project Network in accordance with the Performance Targets set out in Table 7.

Table 7

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
UTC	Compliance with paragraph 2.1.1 of this part 7 of schedule 2 (*Output Specification*)	4 hours	7(b) as the Per Event Adjustment	1 hour	N/A	F and J	Monthly and annually
UTC	Compliance with paragraph 2.1.2.1 of this part 7 of schedule 2 (*Output Specification*)	N/A*	7(c) as the Per Event Adjustment	5 Business Days	N/A	F and J	Monthly
UTC	Compliance with paragraph 2.1.2.2 of this part 7 of schedule 2 (*Output Specification*)	N/A*	7(c) as the Per Event Adjustment	5 Business Days	N/A	F and J	Monthly
UTC	Compliance with paragraph 2.1.4 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(b) as the Per Event Adjustment	1 hour	N/A	F and J	Monthly and annually
UTC	Compliance with paragraph 2.1.5 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	1 Business Day	N/A	F	The Month in which such upgrade(s) occur
UTC	Compliance with paragraph 2.1.6 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F and J	Monthly and annually
Traffic Management System	Compliance with paragraph 2.2.1.1 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e) as the Per Event Adjustment	1 hour	7 days	F and J	Monthly and annually
Traffic Management System	Compliance with paragraph 2.2.1.2 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e) as the Per Event Adjustment	1 hour	7 days	F and J	Monthly and annually

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Traffic Management System	Compliance with paragraph 2.2.1.3 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e) as the Per Event Adjustment	1 hour	N/A	F and J	Monthly and annually
Traffic Management System	Compliance with paragraph 2.2.1.4 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e) as the Per Event Adjustment	1 hour	N/A	F and J	Monthly and annually
Traffic Management System	Compliance with paragraph 2.2.2.1 of this part 7 of schedule 2 (*Output Specification*)	5 minutes	7(e)	5 minutes	N/A	F	Monthly
Traffic Management System	Compliance with paragraph 2.2.2.2 of this part 7 of schedule 2 (*Output Specification*)	5 minutes	7(e)	5 minutes	N/A	F	Monthly
Fault Management System	Compliance with paragraph 2.3.2 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(d) as the Per Event Adjustment	1 day	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.1 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(b) as the Per Event Adjustment	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(b) as the Per Event Adjustment	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.3(a) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.3(b) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.3(c) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
UTMC	Compliance with paragraph 2.4.2.3(d) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.3(e) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.2.3(f) of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.3 of this part 7 of schedule 2 (*Output Specification*)	5 Business Days	7(b)	5 Business Days	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.4 of this part 7 of schedule 2 (*Output Specification*)	5 Business Days	7(b)	5 Business Days	N/A	F	Monthly
UTMC	Compliance with paragraph 2.4.5 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e)	1 hour	N/A	F	Monthly
Bus Data	Compliance with paragraph 2.5 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	1 day	N/A	F	Monthly
RTIG	Compliance with paragraph 2.6.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	1 Month	N/A	F	Monthly
RTIG	Compliance with paragraph 2.6.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	N/A	N/A	F	Monthly
RTIG	Compliance with paragraph 2.6.3 of this part 7 of schedule 2 (*Output Specification*)	5 Business Days	7(e)	5 Business Days	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.1 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(e) as the Per Event Adjustment	1 hour	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Help2Travel System	Compliance with paragraph 2.7.2.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	1 Business Day, with Adjustments ceasing at such time as the incident or event has taken place.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.2.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	5 minutes, with Adjustments ceasing at such time as the incident or event ceases.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.2.3(a) of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	5 minutes, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.2.3(b) of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	5 minutes, with Adjustments ceasing at such time as the incident or event ceases.	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Help2Travel System	Compliance with paragraph 2.7.3 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	5 minute, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.4 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(f)	5 minutes, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.5 of this part 7 of schedule 2 (*Output Specification*)	5 minutes	7(f)	5 minutes, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.6 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	N/A	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.7 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	N/A	N/A	F	Monthly
Help2Travel System	Compliance with paragraph 2.7.8 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	5 Business Days	N/A	F	Monthly
Traffic Observation Cameras	Compliance with paragraph 2.8.1 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(e)	1 day	N/A	F and J	Monthly and annually

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Traffic Observation Cameras	Compliance with paragraph 2.8.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	N/A	N/A	F	Monthly
Traffic Observation Cameras	Compliance with paragraph 2.8.3 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	N/A	N/A	F	Monthly
Traffic Observation Cameras	Compliance with paragraph 2.8.4 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	N/A	N/A	F	Monthly
Traffic Observation Cameras	Compliance with paragraph 2.8.5 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(b)	N/A	N/A	F	Monthly
Traffic Observation Cameras	Compliance with paragraph 2.8.6 of this part 7 of schedule 2 (*Output Specification*)	2 Business Days	7(c)	1 Business Day	N/A	F	Monthly
Police Liaison	Compliance with paragraph 2.9.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	1 day	N/A	F	Monthly
Police Liaison	Compliance with paragraph 2.9.2.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	1 day	N/A	F	Monthly
Police Liaison	Compliance with paragraph 2.9.2.2 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(d)	1 day	N/A	F	Monthly
Police Liaison	Compliance with paragraph 2.9.3 of this part 7 of schedule 2 (*Output Specification*)	10 minutes	7(d)	5 minutes	N/A	F	Monthly
Police Liaison	Compliance with paragraph 2.9.4 of this part 7 of schedule 2 (*Output Specification*)	2 days	7(e)	2 days	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Legal Enquiries	Compliance with paragraph 2.10.1.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	1 hour	N/A	F	Monthly
Legal Enquiries	Compliance with paragraph 2.10.1.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	1 Business Day	N/A	F	Monthly
Legal Enquiries	Compliance with paragraph 2.10.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	1 Business Day	N/A	F	Monthly
Temporary Traffic Signals	Compliance with paragraph 2.11.1 of this part 7 of schedule 2 (*Output Specification*)	1 hour	7(d)	1 hour	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.2 of this part 7 of schedule 2 (*Output Specification*)	3 Business Days	7(e)	1 day	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.3 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	1 day	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.4 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(e)	1 day	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.5 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(e)	1 day	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.6 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	4 hours	N/A	M	Weekly
Temporary Traffic Signals	Compliance with paragraph 2.11.7 of this part 7 of schedule 2 (*Output Specification*)	2 hours	7(e)	2 hours	N/A	M	Weekly
Manual Traffic Control Measures	Compliance with paragraph 2.12.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	N/A	N/A	M	Weekly
Manual Traffic Control Measures	Compliance with paragraph 2.12.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	12 hours	N/A	M	Weekly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Manual Traffic Control Measures	Compliance with paragraph 2.12.3 of this part 7 of schedule 2 (*Output Specification*)	1 day	7(e)	1 day	N/A	M	Weekly
Traffic Control Room	Compliance with paragraph 2.13.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(d)	1 hour	N/A	F	Monthly
Traffic Control Room	Compliance with paragraph 2.13.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	N/A	N/A	F	Monthly
Network Integrity Inspection	Compliance with paragraph 2.14.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(a)	1 week	N/A	F	Annually
Network Integrity Inspection	Compliance with paragraph 2.14.2 of this part 7 schedule 2 (*Output Specification*)	N/A	7(a)	1 week	N/A	F	Annually
Network Integrity Inspection	Compliance with paragraph 2.14.3 of this part 7 schedule 2 (*Output Specification*)	N/A	7(c)	N/A	N/A	F	Annually
Notifications pursuant to clause 35 (*Delegation of Statutory Functions*)	Compliance with paragraph 2.15.1.1 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	1 Business Day	N/A	F	Monthly
Notifications pursuant to clause 35 (*Delegation of Statutory Functions*)	Compliance with paragraph 2.15.1.2 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(e)	1 Business Day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Traffic Management	Compliance with paragraph 2.16.1 of this part 7 of schedule 2 (*Output Specification*)	7 days	7(d)	1 day	N/A	F	Monthly
Traffic Management	Compliance with paragraph 2.16.3 of this part 7 of schedule 2 (*Output Specification*)	N/A	7(c)	1 day	N/A	F	Monthly
Traffic Management	Compliance with paragraph 2.16.4 of this part 7 of schedule 2 (*Output Specification*)	1 day	PS7 Unavailability Adjustment	1 day	N/A	F	Monthly
Traffic Management	Compliance with paragraph 2.16.5 of this part 7 of schedule 2 (*Output Specification*)	1 hour	PS7 Unavailability Adjustment	1 hour	N/A	F	Monthly
Traffic Management	Compliance with paragraph 2.16.6 of this part 7 of schedule 2 (*Output Specification*)	2 hours	7(d)	1 day, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly

* An asterisk against the relevant period in the Rectification Period column of Table 7 indicates that an Interim Rectification Period applies. The relevant Interim Rectification Period is shown in the table in Appendix A to this part 7 of schedule 2 (*Output Specification*).

APPENDIX A

Performance Standard 7: Applicable Interim Rectification Periods

The Interim Rectification Periods below apply in respect of any event of Unavailability, Deemed Unavailability or failure to meet the Performance Targets in the table below arising within the six Months following the Service Commencement Date.

Service Delivery Output Element	Performance Target	Interim Rectification Period*
UTC	Compliance with paragraph 2.1.2.1 of this part 7 of schedule 2 (*Output Specification*)	10 Business Days
UTC	Compliance with paragraph 2.1.2.2 of this part 7 of schedule 2 (*Output Specification*)	20 Business Days

PART 8

Performance Standard 8 - Contract Management and Customer Interface

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Performance Standard 8 and shall:

1.1.1 submit to the Authority the Annual Service Report;

1.1.2 create and maintain a Management Information System;

1.1.3 establish and maintain an accurate, auditable and efficient system for collecting, maintaining and reporting data; and

1.1.4 deal efficiently and courteously with members of the public, the Authority and any other persons or organisations.

2. SERVICE DELIVERY OUTPUTS

2.1 Annual Service Report

The Service Provider shall submit to the Authority no later than ten (10) Business Days after the end of each Contract Year a report in respect of the performance and delivery of the Services pursuant to this Contract over the previous Contract Year ("**Annual Service Report**") which shall include without limitation:

2.1.1 a summary of the Monthly Monitoring Reports and the Monthly Service Reports;

2.1.2 a graphical representation of BVPI's and LPI's showing trend analysis over the previous twelve (12) months;

2.1.3 health and safety data including written reports of all accidents and incidents involving users of the Project Network;

2.1.4 progress on the Core Investment Period and the Core Investment Period Programme;

2.1.5 objective comments in succinct prose on crime and fear of crime, road safety and community safety statistics (to be provided by the Authority and then to the Service Provider by others) stating the effect of the Service (if any) on these statistics;

2.1.6 the information obtained from the Customer Satisfaction Surveys;

2.1.7 details of the actions undertaken by the Service Provider in order to comply with the provisions of the Service Provider Programmes;

2.1.8 details of any problems or specific unforeseen issues which may have arisen during the course of the preceding Contract Year relating to the provision of the Services together with details of related actions taken by the Service Provider and any details of further related action to be taken by the Service Provider thereafter;

2.1.9 proposals to introduce innovation or continuous improvement;

2.1.10 details of the performance of the Service Provider in relation to the requirements of the Service Improvement Plan; and

2.1.11 any other information requested by the Authority.

2.2 Management Information System

2.2.1 The Service Provider shall procure a Management Information System in accordance with clause 19.1 of this Contract.

2.2.2 The Service Provider shall ensure that such Management Information System comprises without limitation those sub-systems detailed in paragraphs 2.2.2.1 to 2.2.2.11 below, and that all sub-systems which comprise the Management Information System are at all times interoperable and capable of interface with one another.

2.2.2.1 Project Network Inventory

(a) The Service Provider shall have in operation a Project Network Inventory.

(b) The Service Provider shall update the Project Network Inventory within five (5) Business Days of the time at which the Service Provider becomes aware or should have become aware of the replacement, addition or removal of the assets in or on the Project Network.

(c) The Service Provider shall ensure that the Project Network Inventory is accurate.

2.2.2.2 Powered Apparatus Inventory

(a) The Service Provider shall have in operation a Powered Apparatus Inventory which:

(i) includes full details (as far as reasonably practicable) for each item of Powered Apparatus, which shall be, where appropriate, in accordance with the requirements of Appendix B of the DTLR Inventory of Road Lighting Stock;

(ii) shall be updated by the Service Provider within five (5) Business Days of the time at which the Service Provider becomes aware or should have become aware of a change to the Powered Apparatus in or on the Project Network; and

(iii) the Service Provider shall ensure is accurate.

(b) The Service Provider shall have in operation a Powered Apparatus Inventory which

(i) includes all electrical load details (including kwh and burn hours) required by the Authority in respect of Powered Apparatus for monthly energy returns in accordance with the Balancing and Settlement Code Procedure 520 in a format specified by the Authority as set out in Appendix A to this part 8 of schedule 2 (*Output Specification*);

(ii) shall be updated by the Service Provider within five (5) Business Days of the time at which the Service Provider becomes aware or should have become aware of a change to the Powered Apparatus in or on the Project Network; and

(iii) the Service Provider shall ensure is accurate.

2.2.2.3 Underground Apparatus Inventory

(a) The Service Provider shall have in operation an Underground Apparatus Inventory in accordance with The Code of Practice for Recording of Underground Apparatus in Streets.

(b) The Service Provider shall update the Underground Apparatus Inventory within five (5) Business Days of the time at which the Service Provider becomes aware or should have become aware of a change to the Underground Apparatus in or on the Project Network.

(c) The Service Provider shall ensure that the Underground Apparatus Inventory is accurate.

2.2.2.4 Routine Maintenance Management System

(a) The Service Provider shall have in operation an electronic Routine Maintenance Management System which relate to all Project Network Parts.

(b) The Service Provider shall ensure that the Routine Maintenance Management System is accurate.

2.2.2.5 Bridge Management System

(a) The Service Provider shall have in operation an electronic Bridge Management System with the functionality required in accordance with section 10 of the Highways Structures Code.

(b) The Service Provider shall ensure that the Bridge Management System is accurate.

2.2.2.6 Tunnel Management System

(a) The Service Provider shall have in operation an electronic Tunnel Management System.

(b) The Service Provider shall ensure that the Tunnel Management System is accurate.

2.2.2.7 Structure Management System

(a) The Service Provider shall have in operation an electronic Structure Management System.

(b) The Service Provider shall ensure that the Structure Management System is accurate.

2.2.2.8 Street Lighting Management System

(a) The Service Provider shall have in operation an electronic Street Lighting Management System.

(b) The Service Provider shall ensure that the Street Lighting Management System is accurate.

2.2.2.9 Tree Management System

(a) The Service Provider shall have in operation an electronic Tree Management System.

(b) The Service Provider shall ensure that the Tree Management System is accurate.

2.2.2.10 Customer Care Management System

(a) The Service Provider shall have in operation an electronic Customer Care Management System.

(b) The Service Provider shall ensure that the Customer Care Management System is accurate.

2.2.2.11 Street Works Management System

(a) The Service Provider shall have in operation an efficient Street Works Management System.

(b) The Service Provider shall ensure that the Street Works Management System is accurate.

2.2.3 The Service Provider shall ensure that all parts of the Management Information System are capable of being accessed at all times by the Authority.

2.2.4 The Service Provider shall ensure that, subject to paragraph 2.2.5:

2.2.4.1 the results of all surveys required to be carried out pursuant to clause 6 (Surveys and Inspections) are recorded in the appropriate part(s) of the Management Information System within one (1) Business Day of the completion of all such surveys; and

2.2.4.2 the results of all inspections, assessments and / or tests required to be carried out pursuant to clause 6 (Surveys and Inspections) are recorded in the appropriate part(s) of the Management Information System within one (1) hour of the completion of all such inspections, assessments and / or tests.

2.2.5 The requirements of paragraph 2.2.4 shall exclude Principal Inspections, Special Inspections and Structural Assessments carried out in accordance with clause 6 of this Contract, in which case such information shall be recorded within two (2) months of the date on which such inspections are completed.

2.2.6 The Service Provider shall ensure that all information regarding any actions undertaken by the Service Provider in the performance of the Services is recorded in the appropriate part(s) of the Management Information System within five (5) Business Days of completion of any such actions.

2.2.7 All items detailed on the Project Network Inventory, the Powered Apparatus Inventory and the Underground Apparatus Inventory shall be directly cross-referenced to a GIS mapping system.

2.2.8 The Service Provider shall ensure that the Management Information System:

2.2.8.1 interfaces with those systems of the Authority it is required to interface with;

2.2.8.2 is transparent; and

2.2.8.3 is capable of audit.

2.3 Project Network Model

2.3.1 Where the Authority notifies the Service Provider of a change to the Project Network in accordance with this Contract, the Service Provider shall ensure that all information provided to the Service Provider by the Authority relating to such change is input into the Project Network Model within five (5) Business Days of the date of such notification unless otherwise agreed between the parties.

2.3.2 On each occasion where the Project Network Model is updated in accordance with paragraph 2.3.1 the Service Provider shall provide the Authority with an electronic copy of the updated Project Network Model within one (1) Business Day of the date

on which the Project Network Model is altered in accordance with paragraph 2.3.1 above.

2.3.3 The Service Provider shall, from the Service Commencement Date, notify the Authority on a monthly basis of any amendments it would recommend to be made to the Project Network Model specifying all details and the reasons for such recommendation.

2.4 Specified Licences

The Service Provider shall comply with the following provisions of clause 35.20 of this Contract:

2.4.1 Sub-clause 35.21.1;

2.4.2 Sub-clause 35.21.2.1;

2.4.3 Sub-clause 35.21.2.2;

2.4.4 Sub-clause 35.21.2.3; and

2.4.5 Sub-clause 35.21.3.

2.5 Help Desk

2.5.1 The Service Provider shall provide and operate a Help Desk for the purposes of receiving all fault reports, complaints and requests for information and / or action from any person or organisation howsoever communicated (for example, whether by telephone, email or text message) and such Help Desk shall be capable of accepting all such communications which have been transferred from any contact centre operated by or on behalf of the Authority at all times.

2.5.2 The Service Provider shall provide staff to operate the Help Desk between 7.00am and 7.00pm each weekday and between 7.00am to 12.00pm on Saturdays, except on Christmas Day, Boxing Day, and New Year's Day.

2.5.3 The Service Provider shall promptly transfer all communications received by the Help Desk which do not relate to the Service to the Authority by telephone in accordance with the following:

2.5.3.1 where the communications are received between 7.00am and 7.00pm on a weekday or between 7.00am and 12.00pm on a Saturday, except on

Christmas Day, Boxing Day and New Years Day, within five (5) minutes of receipt of such communication at the Help Desk; and

2.5.3.2 where the communications are received at the Help Desk at any other time and / or day, as soon as is reasonably practicable on the next day on which the Help Desk is staffed in accordance with paragraph 2.5.2 above.

2.6 Telephone calls to the Help Desk

2.6.1 The Service Provider shall ensure that all calls to the Help Desk made between 7.00am and 7.00pm on a weekday and between 7.00am and 12.00pm on a Saturday, except on Christmas Day, Boxing Day and New Years Day, are answered within twenty (20) seconds by either a person or an automatic answering system.

2.6.2 Where a call is answered by an automatic answering system in accordance with paragraph 2.6.1, the Service Provider shall ensure that all such calls are answered in person:

2.6.2.1 within two (2) minutes of such call being received at the Help Desk for 95% of occurrences in each Month; and

2.6.2.2 within five (5) minutes of such call being received at the Help Desk for 100% of occurrences in each Month.

2.6.3 The Service Provider shall ensure that the Help Desk provides a service whereby Out of Hours Callers are answered by an automatic answering system which shall provide a recorded message which shall give details of an Out of Hours Emergency Contact Number.

2.6.4 The Service Provider shall ensure that all calls made to the Out of Hours Emergency Contact Number by Out of Hours Callers are answered within twenty (20) seconds by either a person or an automatic answering system.

2.6.5 Notwithstanding the provisions of paragraph 2.6.4 above, the Service Provider shall ensure that all calls to the Out of Hours Emergency Contact Number are answered in person by an Out of Hours Emergency Liaison Officer, who shall be trained to make arrangements for the Service Provider to provide assistance in all situations arising as a result of such calls and who has the authority to undertake any such arrangements:

2.6.5.1 within two (2) minutes of such call being made to the Out of Hours Emergency Contact Number for 95% of occurrences in each Month; and

2.6.5.2 within five (5) minutes of such call being made to the Out of Hours Emergency Contact Number for 100% of occurrences in each Month.

which shall include forwarding all appropriate calls to the Authority as soon as reasonably practicable.

2.7 Electronic Communications sent to the Help Desk

2.7.1 The Service Provider shall ensure that the Help Desk staff respond to all electronic communications (which shall include, without limitation, emails and text messages) sent to the Help Desk between 7.00am and 7.00pm on a weekday and 7.00am and 12.00pm on a Saturday except on Christmas Day, Boxing Day and New Year's Day within one (1) hour of such communication being received at the Help Desk.

2.7.2 The Service Provider shall ensure that the Help Desk provides a service whereby the senders of electronic communications sent to the Help Desk outside the time periods specified in paragraph 2.7.1 above are automatically electronically notified of the Out of Hours Emergency Contact Number.

2.7.3 The Service Provider shall comply with paragraph 2.8.9 below in respect of information to be recorded as a result of all incoming communications received by the Help Desk.

2.8 Customer Care Targets

2.8.1 The Service Provider shall within five (5) Business Days (or any other timescales specified by the Authority acting reasonably) of a request by the Authority for written information in respect of any matter referring to the Project Network or this Contract (which shall include, without limitation written draft responses and briefing material in response to any correspondence received by the Authority in respect of the Project Network or this Contract) comply with such request.

2.8.2 Subject to paragraphs 2.8.4 to 2.8.7 (inclusive) below, the Service Provider shall fully respond to any communication (received from any source and howsoever transmitted) which is received by the Authority and forwarded on to the Service Provider or received directly by the Service Provider within five (5) Business Days of receipt.

2.8.3 Notwithstanding the provisions of paragraph 2.8.1 above where the Service Provider anticipates that it will not be able to provide a full response to any communication received pursuant to paragraph 2.8.2 above within five (5) Business Days of receipt, the Service Provider shall send an acknowledgement to the originator of such communication within five (5) Business Days of receipt, indicating the likely timescale for a full response and the name of the person dealing with such communication on behalf of the Service Provider.

2.8.4 Where the Service Provider receives any communication relating to the Project Network or this Contract directly from Members of Parliament, Members of the European Parliaments, Members of Regional Assemblies or any councillor of the Authority, the Service Provider shall:

2.8.4.1 forward such communication immediately to the Authority; and

2.8.4.2 within one (1) Business Day (or such other period as specified by the Authority acting reasonably) of receipt of any communication received pursuant to paragraph 2.8.4 above submit a briefing relating to the topic being raised by such communication in order to allow the Authority to develop a suitable response for the Authority to issue; and

2.8.4.3 notify the originator of the Service Provider's receipt of such communication with five (5) Business Days.

2.8.5 Where the Service Provider receives any communication from the media, the Service Provider shall forward such communication either electronically or by fax within thirty (30) minutes of receipt of such communication to the Authority's Corporate Media Relations Team and the Authority's Representative.

2.8.6 Without prejudice to the Service Provider's obligation to comply with Legislation, where the Service Provider receives any communication:

2.8.6.1 regarding any matters that are politically sensitive;

2.8.6.2 pertaining to an application for a Street Works Licence;

2.8.6.3 pertaining to an application for a Specified Licence;

2.8.6.4 from any lawyer (other than the Service Provider's lawyer);

2.8.6.5 from the police;

2.8.6.6 from any insurance company (other than the Service Provider's insurance company); or

2.8.6.7 relating to the Freedom of Information Act

the Service Provider shall:

(a) forward such communication electronically within one (1) hour of receipt of such communication received pursuant to paragraph 2.8.6 above and / or copy such correspondence to the Authority; and

(b) notify the originator that the communication has been forwarded to the Authority within five (5) Business Days of receipt.

2.8.7 The Service Provider shall be courteous and considerate in all communications, including for the avoidance of doubt, all oral and written communications.

2.8.8 The Service Provider shall ensure that all communications (whether oral, written or otherwise) received by the Service Provider relating to the Project Network or the Contract shall be logged in an electronic register (**"Communications Register"**) which records the following information:

2.8.8.1 date, time and method of communication;

2.8.8.2 details of communication, including whether the communication was a complaint, comment, compliment or service request;

2.8.8.3 note on whether communication requires a response from either the Service Provider or the Authority or both and details of the response required;

2.8.8.4 the date, time and method that such communication is forwarded to the Authority if applicable together with any relevant reference number;

2.8.8.5 date, time and method of issue of any communication from the Service Provider to the originator (which shall for the avoidance of doubt include full responses and acknowledgements); and

2.8.8.6 details of any related follow up actions that shall be required of either the Service Provider or the Authority; and

2.8.8.7 confirmation (and all supporting details) that such follow up actions required of the Service Provider have been completed.

2.8.9 The Communications Register shall also include the following information summarised for each Month of each Contract Year:

(a) the total number of communications received by the Service Provider;

(b) the total number of communications forwarded to the Service Provider from the Authority;

(c) the total number of communications received by the Service Provider from all other sources;

(d) the total number of communications received by the Service Provider requiring a response;

(e) the total number of requests for written information from the Authority which the Service Provider has responded to in accordance with paragraph 2.8.1 within the time period set out in that paragraph 2.8.1, and the total number of requests in relation to which the Service Provider should have done the same pursuant to such provision but has failed to do so within such time period;

(f) the total number of communications which the Service Provider has responded to in accordance with paragraphs 2.8.2, within the time period set out in that paragraph 2.8.2, and the total number of communications in relation to which the Service Provider should have done the same pursuant to such provision but has failed to do so within such time period;

(g) the total number of communications which the Service Provider has responded to in accordance with paragraphs 2.8.3, 2.8.4.3 and

2.8.6.7(a) respectively within the time periods set out in those paragraphs and the total number of communications in relation to which the Service Provider should have done the same pursuant to such provisions but has failed to do so within such time period;

(h) the total number of communications received by the Service Provider forwarded to the Authority in accordance with paragraphs 2.8.4.3 and 2.8.6.7(b);

(i) the total number of communications in relation to which the Service Provider should have done the same pursuant to these provisions but has failed to do so;

(j) the total number of communications received by the Service Provider and forwarded to the Authority and the Authority's Corporate Media Relations Team and the Authority's Representative in accordance with paragraph 2.8.5 and the total number of communications in relation to which the Service Provider should have done the same pursuant to these provisions but has failed to do so; and

(k) the average response times for all communications.

2.8.10 The Service Provider shall prepare and submit to the Authority a monthly summary of the entries made on the Communications Register for the preceding Month as part of the Draft Monthly Monitoring Report.

2.8.11 The Service Provider shall ensure that the Authority has access at all times to the Communications Register.

2.9 Registers

2.9.1 The Service Provider shall ensure that the following registers are accurate at all times:

2.9.1.1 the Street Works Register;

2.9.1.2 the Register of Emergencies;

2.9.1.3 the Register of Special Engineering Difficulties;

2.9.1.4 the Register of Traffic Sensitive Routes;

2.9.1.5 the Register of Damage to the Project Network;

2.9.1.6 the Third Party Claims Register; and

2.9.1.7 the Unauthorised Attachments Register.

2.9.2 Subject to the provisions of paragraph 2.9.3, the Service Provider shall ensure that the Authority has access at all times to such registers.

2.9.3 In the event that the registers listed in paragraph 2.9.1 are anticipated to be unavailable for five days or more, the Service Provider shall notify the Authority as soon as reasonably practicable, providing a report to explain the reasons for such unavailability and identifying the action that the Service Provider proposes to take. In such circumstances, the Authority may exercise its discretion and not make further Adjustments in repect of paragraph 2.9.2.

2.10 Authority Weekly Briefing

2.10.1 The Service Provider shall prepare and submit to the Authority at 7.00am on Thursday of each week a weekly briefing report which shall include (without limitation) details of the following to be carried out in the upcoming week:

2.10.1.1 any Programmed Maintenance and Routine Maintenance;

2.10.1.2 any Special Events;

2.10.1.3 any programmed Road Closures; and

2.10.1.4 confirmation that the events set out in the preceding Authority Weekly Briefing have been carried out or an explanation as to why such events have not been carried out.

2.11 Customer Complaints Procedure

The Service Provider shall have in place a customer complaints procedure from the Service Commencement Date that meets those requirements set out in the Authority's Customer Charter.

2.12 National and Regional Surveys

2.12.1 The Service Provider shall prepare responses within such timescale agreed between the parties (acting reasonably), on behalf of the Authority, to all surveys,

benchmarking exercises or other questionnaires that are raised by any body or organisation in connection with the Services and / or the Project Network provided that the Service Provider has confirmed with the Authority that such response is required, Subject to meeting requirements relating to Freedom of Information Act requests in accordance with clause 76.

2.12.2 All such responses shall be approved by the Authority prior to such surveys, benchmarking exercises or other questionnaires being returned to the issuing body or organisation by the Service Provider.

2.13 Authority Notification

Where the Service Provider becomes aware of any issues on the Project Network that may potentially impact on the Services provided in accordance with this Contract that have arisen as a result of any action or inaction of the Authority or any Third Party the Service Provider shall notify the Authority of such issues as soon as reasonably practicable and in any event within twenty four (24) hours of the time at which the Service Provider becomes aware of such issues.

2.14 Abnormal Load Management

2.14.1 Appointments

2.14.1.1 The Service Provider shall within ten (10) Business Days of the Service Commencement Date appoint:

(a) an Abnormal Loads Officer;

(b) a Structures Advisor; and

(c) a Road Space Co-ordinator

2.14.1.2 The Service Provider shall notify the Authority in writing of the names and contact details of each appointment within ten (10) Business Days of the relevant appointment being made pursuant to paragraph 2.14.1.1 above.

2.14.2 Abnormal Loads Notification System

2.14.2.1 The Service Provider shall within four (4) months of the date of this Contract establish and maintain a system to receive and record notifications from hauliers in respect of movement of Abnormal Loads

on the Project Network (**"Abnormal Loads Notification System"**) which shall include without limitation the items set out in paragraphs (a) to (h) below:

(a) the date the notification is received;

(b) the name of the haulier submitting the notification;

(c) the date of the planned Abnormal Load movement;

(d) the date that the Abnormal Load Movement took place;

(e) the expiry date of the Haulier Indemnity;

(f) the key features of the planned Abnormal Load route;

(g) the dimensions of the Abnormal Load including gross weight, axle configuration, spacing and loading, width, length and height; and

(h) details of the acceptance or rejection of the notification including the date of the response and where applicable the reasons for rejection.

2.14.2.2 The Service Provider shall ensure that all information recorded on the Abnormal Loads Notification System is capable of being accessed during the hours of 8.00am to 6.00pm (inclusive) on Monday to Friday (excluding bank holidays) by the Authority. In the event that the Abnormal Loads Notification System is anticipated to be unavailable for five days or more, the Service Provider shall notify the Authority as soon as reasonably practicable, providing a report to explain the reasons for such unavailability and identifying the action that the Service Provider proposes to take. In such circumstances, the Authority may consider ceasing further Adjustments in respect of this paragraph.

2.14.2.3 The Service Provider shall ensure that all information required in respect of paragraphs 2.14.2.1(a), (b), (c), (e), (f), (g) and (h) are recorded in the Abnormal Loads Notification System within twenty four (24) hours of receipt of such information.

2.14.2.4 The Service Provider shall ensure that all information in respect of paragraphs 2.14.2.1(d) is recorded on the Abnormal Loads Notification

System within three (3) Business Days of the date on which such events occurred.

2.15 Abnormal Load Movements

2.15.1.1 Within twenty four (24) hours of receipt of a notification in respect of a movement of a General Order Vehicle or any other Abnormal Load Movement (excluding Special Order Vehicles, the Services Provider shall:

(a) check that the route of the notified Abnormal Load Movement includes a section or sections of the Project Network;

(b) inform the haulier or controlling body when a proposed Abnormal Load Movement uses routes through the Project Network which have situated along them height, weight or width restrictions including specific bridge information that may affect the Abnormal Load; and

(c) use the data available to it from its Project Network Classification System and any other information which it has available to assess whether or not the notified Abnormal Load Movement should be permitted.

2.15.1.2 Where the Abnormal Load Movement relates to a Special Order Vehicle or VR1 loads and the Service Provider has received notification of the same from the Highways Agency the Service Provider shall:

(a) check that the route of the notified Abnormal Load Movement includes a section or sections of the Project Network;

(b) determine whether or not the proposed Abnormal Load Movement uses routes through the Project Network which have situated along them height, weight or width restrictions including specific bridge information that may affect the Abnormal Load;

(c) use data available to it from its Project Network Classification System and any other information which it has available to assess whether or not the notified Abnormal Load Movement should be permitted;

(d) consult with the Road Space Co-ordinator to ascertain whether the proposed Abnormal Load Movement route has any dimensional restrictions, including those arising as a result of any road or street works planned on the movement date of the Abnormal Load Movement;

(e) the Abnormal Loads Officer shall pass the details of the Abnormal Load Movement to the Structures Advisor who shall confirm the structural adequacy of the route. If the proposed route is adequate, the Structures Advisor shall provide a written record of the decision to the Abnormal Loads Officer who shall initial and date the route and notify the controlling body in writing that the route is acceptable; and

(f) if, in the opinion of the Structures Advisor, the route is inadequate then the Structures Advisor shall contact the Abnormal Loads Officer who shall notify the controlling body in writing and update the Abnormal Loads Notification System with the details of the rejected application in accordance with paragraph 2.14.2.4.

2.15.1.3 Where the Services Provider has determined in accordance with paragraph 2.15.1.1 and 2.15.1.2 that an Abnormal Load Movement is permitted (a **"Permitted Abnormal Load Movement"**), the Service Provider shall:

(a) refer to its Procedural Guidance Schedule to ensure that load details above certain thresholds are notified to the appropriate parties;

(b) liaise where appropriate with the police, Statutory Undertakers, Highways Agency and other local authorities as far as is necessary to facilitate the Permitted Abnormal Load Movement; and

(c) procure an indemnity from the haulier in respect of the Permitted Abnormal Load Movement which may be, where appropriate, in the form of an annual indemnity, if such indemnity has not already been provided as part of the notification of such Permitted Abnormal Load Movement.

2.15.1.4 Where the Service Provider has rejected an Abnormal Load Movement that is a Special Order Vehicle or VR1 vehicle, the Service Provider shall comply with further directions from the Highways Agency (or other controlling body) and shall obtain any appropriate remuneration in respect of such compliance from the same.

2.16 Project Network Classification System

2.16.1.1 The Service Provider shall within four (4) months of the date of this Contract establish and maintain a classification system detailing the appropriate ranges of weights, widths and lengths of the Road Section Lengths on the Project Network to aid the decision making process of the Services Provider when determining whether or not an Abnormal Load Movement is to be a Permitted Abnormal Load Movement (**"Project Network Classification System"**).

2.16.1.2 The Service Provider shall review the Project Network Classification System when necessary and, in any event, not less than once annually for the duration of the Contract Term (**"Project Network Classification System Review"**). As part of the Project Network Classification System Review, the Service Provider shall record the number of Permitted Abnormal Load Movements including:

(a) the strategic importance of the parts of the Project Network which are most affected by Abnormal Load Movements;

(b) the known capacities of the Bridges and Structures and the deterioration and / or damage found through any Service Inspections, Principal Inspections, General Inspections, Special Inspections or Structural Assessments;

(c) the number and size of Abnormal Loads which regularly use the Project Network; and

(d) the instances of traffic disruption or accidents caused by the movement of certain types of Abnormal Loads within the Project Network.

2.16.1.3 The Service Provider shall ensure that the data compiled by the Project Network Classification System Review is available during the hours of

8.00am to 6.00pm (inclusive) on Monday to Friday (excluding bank holidays) to the Authority.

2.16.2 Abnormal Load Management System

2.16.2.1 The Service Provider shall within four (4) months of the date of this Contract have in place an Abnormal Load Management System in accordance with section 8 of the Highway Structures Code including the Abnormal Loads Notification System, the Project Network Classification System, registers of Haulier Indemnities both received and requested, the data revealed by the Project Network Classification System Review, the Procedural Guidance Schedule and any other information or data relevant to the management of Abnormal Loads.

2.16.2.2 In the fifth (5th) Contract Year the Service Provider shall produce a proposal detailing the timescales and prospective costs of upgrading the Abnormal Load Management System to an Advanced System as defined in the Highway Structures Code.

2.16.2.3 The Authority shall review the Service Provider's proposals prepared in accordance with paragraph 2.16.2.2 and the Service Provider shall at the Authority's request, carry out the works required to upgrade the Abnormal Load Management System to an Advanced System.

2.16.2.4 The Service Provider shall work together with and comply with any requests from the controlling body in relation to the creation, development and maintenance of the ESDAL management system as set out in the Highway Structures Code.

3. PERFORMANCE TARGETS

The Service Provider shall manage the Contract and customer interface in accordance with the Performance Targets set out in Table 8.

Table 8

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Annual Service Report	Compliance with paragraph 2.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(b)	7 days	N/A	D	Annually
Management Information System	Compliance with paragraph 2.2.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(a)	1 Month	N/A	D	Annually
Management Information System	Compliance with paragraph 2.2.2 of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(c)	1 Business Day	N/A	F	Monthly
Project Network Inventory	Compliance with paragraph 2.2.2.1(a) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	N/A	F	Monthly
Project Network Inventory	Compliance with paragraph 2.2.2.1(b) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(f)	1 Business Day, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Project Network Inventory	Compliance with paragraph 2.2.2.1(c) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(a)(i) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day, with Adjustments ceasing after five Adjustments.	8 Months	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(a)(ii)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(f)	1 Business Day, with Adjustments ceasing after five Adjustments.	3 Months	F	Monthly
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(a)(iii) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	8 Months	F	Monthly
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(b)(i) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(b)(ii) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(f)	1 Business Day, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Powered Apparatus Inventory	Compliance with paragraph 2.2.2.2(b)(iii) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Underground Apparatus Inventory	Compliance with paragraph 2.2.2.3(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	17 Months	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Underground Apparatus Inventory	Compliance with paragraph 2.2.2.3(b) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(f)	1 Business Day, with Adjustments ceasing after five Adjustments.	N/A	F	Monthly
Underground Apparatus Inventory	Compliance with paragraph 2.2.2.3(c) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Routine Maintenance Management System	Compliance with paragraph 2.2.2.4(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	5 Months	F	Monthly
Routine Maintenance Management System	Compliance with paragraph 2.2.2.4(b) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Bridge Management System	Compliance with paragraph 2.2.2.5(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	N/A	F	Monthly
Bridge Management System	Compliance with paragraph 2.2.2.5(b) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Tunnel Management System	Compliance with paragraph 2.2.2.6(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	5 Months	F	Monthly
Tunnel Management System	Compliance with paragraph 2.2.2.6(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Structure Management System	Compliance with paragraph 2.2.2.7(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	N/A	F	Monthly
Structure Management System	Compliance with paragraph 2.2.2.7(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment for the first 6 Months and 8(f) thereafter	1 Business Day	1 year	F	Monthly
Street Lighting Management System	Compliance with paragraph 2.2.2.8(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	5 Months	F	Monthly
Street Lighting Management System	Compliance with paragraph 2.2.2.8(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Tree Management System	Compliance with paragraph 2.2.2.9(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	5 Months	F	Monthly
Tree Management System	Compliance with paragraph 2.2.2.9(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Customer Care Management System	Compliance with paragraph 2.2.2.10(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	N/A	F	Monthly
Customer Care Management System	Compliance with paragraph 2.2.2.10(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Street Works Management System	Compliance with paragraph 2.2.2.11(a) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(c) as the Per Event Adjustment	1 Business Day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Street Works Management System	Compliance with paragraph 2.2.2.11(b)of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	PS8 Accuracy Adjustment	1 Business Day	17 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.3 of this part 8 of schedule 2 (*Output Specification)*	30 minutes	8(d)	1 hour	N/A	F	Monthly
Management Information System	Compliance with paragraph 2.2.4.1 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(d)	1 Business Day	5 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.4.2 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(d)	1 Business Day	5 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.5 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(e)	1 Business Day	2 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.6 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(f)	1 day	5 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.7 of this part 8 of schedule 2 (*Output Specification)*	10 Business Days	8(d)	7 days	17 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.8.1 of this part 8 of schedule 2 (*Output Specification)*	1 hour	8(f)	1 hour	5 Months	F	Monthly
Management Information System	Compliance with paragraph 2.2.8.2 of this part 8 of schedule 2 (*Output Specification)*	1 hour	8(f)	1 hour	5 Months	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Management Information System	Compliance with paragraph 2.2.8.3 of this part 8 of schedule 2 (*Output Specification)*	1 hour	8(f)	1 hour	5 Months	F	Monthly
Project Network Model	Compliance with paragraph 2.3.1 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(c)	5 Business Days	N/A	F	Monthly
Project Network Model	Compliance with paragraph 2.3.2 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(f)	5 Business Days	N/A	F	Monthly
Project Network Model	Compliance with paragraph 2.3.3 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(f)	10 Business Days	N/A	F	Monthly
Specified Licences	Compliance with paragraph 2.4.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	N/A	N/A	F	Monthly
Specified Licences	Compliance with paragraph 2.4.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Specified Licences	Compliance with paragraph 2.4.3 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Specified Licences	Compliance with paragraph 2.4.4 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Specified Licences	Compliance with paragraph 2.4.5 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Help Desk	Compliance with paragraph 2.5.1 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(c)	1 Business Day	N/A	F	Annually
Help Desk	Compliance with paragraph 2.5.2 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(d)	1 hour	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Help Desk	Compliance with paragraph 2.5.3.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	5 minutes, with Adjustments to cease at the end of the Business Day	N/A	F	Monthly
Help Desk	Compliance with paragraph 2.5.3.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	5 minutes, with Adjustments to cease at the end of the Business Day	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(g)	N/A	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.2.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(g)	N/A	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.2.2of this part 8 of schedule 2 (*Output Specification*)	N/A	8(g)	N/A	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.3 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	1 day	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.4 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(g)	N/A	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.5.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	10 minutes	N/A	F	Monthly
Telephone calls to the Help Desk	Compliance with paragraph 2.6.5.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	10 minutes	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Electronic Communications sent to the Help Desk	Compliance with paragraph 2.7.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	1 Business Day	N/A	F	Monthly
Electronic Communications sent to the Help Desk	Compliance with paragraph 2.7.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(g)	N/A	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.3 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.4.1 of this part 8 of schedule 2 (*Output Specification*)	1 hour	8(e)	3 hours	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.4.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.4.3 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.5 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	30 minutes	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.6(a) of this part 8 of schedule 2 (*Output Specification*)	1 hour	8(e)	1 hour	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.6(b) of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	1 Business Day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Customer Care Targets	Compliance with paragraph 2.8.7 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	N/A	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.1 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.2 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.3 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.4 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.5 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.6 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.8.7 of this part 8 of schedule 2 (*Output Specification*)	3 hours	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(a) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(b) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(c) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(d) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(e) of this part 8 of schedule 2 (*Output Specification*)	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Customer Care Targets	Compliance with paragraph 2.8.9(f) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(g) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(h) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(i) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(j) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.9(k) of this part 8 of schedule 2 (*Output Specification)*	1 Business Day	8(g)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.10 of this part 8 of schedule 2 (*Output Specification)*	N/A	8(f)	1 Business Day	N/A	F	Monthly
Customer Care Targets	Compliance with paragraph 2.8.11 of this part 8 of schedule 2 (*Output Specification)*	2 hours	8(g)	1 Business Day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.1 of this part 8 of schedule 2 (*Output Specification)*	1 day	8(f)	1 day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.2 of this part 8 of schedule 2 (*Output Specification)*	1 day	8(f)	1 day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.3 of this part 8 of schedule 2 (*Output Specification)*	1 day	8(f)	1 day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.4 of this part 8 of schedule 2 (*Output Specification)*	1 day	8(f)	1 day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.5 of this part 8 of schedule 2 (*Output Specification)*	1 day	8(f)	1 day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Registers	Compliance with paragraph 2.9.1.6 of this part 8 of schedule 2 (*Output Specification*)	1 day	8(f)	1 day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.1.7 of this part 8 of schedule 2 (*Output Specification*)	1 day	8(f)	1 Business Day	N/A	F	Monthly
Registers	Compliance with paragraph 2.9.2 of this part 8 of schedule 2 (*Output Specification*)	1 day	8(f)	1 Business Day	N/A	F	Monthly
Authority Weekly Briefing	Compliance with paragraph 2.10.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	1 day	N/A	M	Weekly
Customer Complaints Procedure	Compliance with paragraph 2.11 of this part 8 of schedule 2 (*Output Specification*)	7 days	8(c)	7 days	N/A	F	Monthly
National and Regional Surveys	Compliance with paragraph 2.12.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	1 day	N/A	D	Annual
National and Regional Surveys	Compliance with paragraph 2.12.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	N/A	N/A	D	Annual
Authority Notification	Compliance with paragraph 2.13 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	N/A	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.14.1.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(c)	N/A	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.14.1.2 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(e)	N/A	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.14.2.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(a)	N/A	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.14.2.2 of this part 8 of schedule 2 (*Output Specification*)	30 minutes	8(d)	1 hour	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Abnormal Load Management	Compliance with paragraph 2.14.2.3 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	1 Business Day	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.14.2.4 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(f)	N/A	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.1(a) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(e)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.1(b) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(e)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.1(c) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(e)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.2(a) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.2(b) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.2(c) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.2(d) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.2(e) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Abnormal Load Management	Compliance with paragraph 2.15.1.2(f) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.3(a) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.3(b) of this part 8 of schedule 2 (*Output Specification*)	24 hours	8(f)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.15.1.3(c) of this part 8 of schedule 2 (*Output Specification*)	N/A	8(d)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.1.1 of this part 8 of schedule 2 (*Output Specification*)	10 Business Days	8(c)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.1.2 of this part 8 of schedule 2 (*Output Specification*)	1 Month	8(e)	24 hours	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.1.3 of this part 8 of schedule 2 (*Output Specification*)	30 minutes	8(d)	1 hour	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.2.1 of this part 8 of schedule 2 (*Output Specification*)	N/A	8(a)	1 Month	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.2.2 of this part 8 of schedule 2 (*Output Specification*)	1 Month	8(a)	1 Month	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.2.3 of this part 8 of schedule 2 (*Output Specification*)	1 Month	8(e)	1 Month	N/A	F	Monthly
Abnormal Load Management	Compliance with paragraph 2.16.2.4 of this part 8 of schedule 2 (*Output Specification*)	1 Month	8(e)	1 Month	N/A	F	Monthly

APPENDIX A TO PART 8 OF SCHEDULE 2 (*OUTPUT SPECIFICATION*)

Powered Apparatus Inventory

Item Id	Item Type Id	RouteSeq	Unit No	Location	Quantity	Lamp Type	Lamp Watts	Control Dev	Height	Street Name	Post Area	Gear	Lamp Code	Charge Code

APPENDIX B TO PART 8 OF SCHEDULE 2 (*OUTPUT SPECIFICATION*)

Agreed Form of the Management Information System at the Service Commencement Date and MIS Upgrade Date

12.3 The Agreed Form of the Management Information System (MIS) at the Service Commencement Date up to the MIS Upgrade Date (as referred to in clause 19.3 of this Contract) shall be as set out in column 4 of Table 8.1 in this Appendix B to Part 8 of schedule 2 (*Output Specification*).

12.4 At the MIS Upgrade Date, the Agreed Form of the Management Information System shall fully comply with the provisions of the Contract to the extent set out in column 5 of Table 8.1 in this Appendix B to Part 8 of schedule 2 (*Output Specification*).

Table 8.1: Management Information System - Agreed Form at Service Commencement Date and MIS Upgrade Date

(1) Project Agreement Clause	(2) Project Agreement Requirement	(3) Position at Service Commencement Date	(4) MIS at Service Commencement Date	(5) Final MIS
19.1.3	Subject to paragraph 2.2 of part 8 of schedule 2 (Output Specification), With effect from the Service Commencement Date, the Service Provider shall procure that there is a Management Information System in the Agreed Form that is fully operational and in place for use in relation to the Project, which shall:			
19.1.3.1	accurately identify all of the Project Network Parts on the Project Network Inventory, the Powered Apparatus Inventory and the Underground Apparatus Inventory:	Interim	The Service Provider shall only be required to comply with the obligations set out in this column 4 in relation to clauses 19.1.3.2(a) (*Project Network Inventory*), 19.1.3.2(b) (*Powered Apparatus Inventory*), and 19.1.3.2(c) (*Underground Apparatus Inventory*).	Complete to meet the requirements of clause 19.1.3.1.
19.1.3.1 (a)	by use of a simple and unique labelling system;	Final	Complete to meet the requirements of clause 19.1.3.1(a).	Complete to meet the requirements of clause 19.1.3.1(a).
19.1.3.1 (b)	by use of a geographical information system which shall include digital mapping data from the Ordnance Survey; and	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required to the MIS from the following Authority systems: Confirm (all modules); and UKPMS. This shall contain Ordnance Survey data to the extent that the Authority is able to provide this to the Service Provider prior to the MIS Upgrade Date.	Complete to meet the requirements of clause 19.1.3.1(b).
19.1.3.1 (c)	by incorporating the relevant street reference from the Street Gazetteer; and	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Street Gazetteer. Where these contain Street Gazetteer references these shall be retained in the MIS.	Complete to meet the requirements of clause 19.1.3.1(c).

(1) Project Agreement Clause	(2) Project Agreement Requirement	(3) Position at Service Commencement Date	(4) MIS at Service Commencement Date	(5) Final MIS
19.1.3.2 (a)	Project Network Inventory	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Confirm (all modules).	Complete to meet the requirements of clause 19.1.3.2(a).
19.1.3.2 (b)	Powered Apparatus Inventory	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Confirm Street Lighting	Complete to meet the requirements of clause 19.1.3.2(b).
19.1.3.2 (c)	Underground Apparatus Inventory	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Confirm	Complete to meet the requirements of clause 19.1.3.2(c).
19.1.3.2 (d)	Routine Maintenance Management System	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: UKPMS Confirm Street Lighting Confirm Public Enquiries Confirm Works Management.	Complete to meet the requirements of clause 19.1.3.2(d).
19.1.3.2 (e)	Bridge Management System	Interim	The Service Provider shall provide a Bridge Management Expert system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: BMX Bridge Management System	Complete to meet the requirements of clause 19.1.3.2(e).

(1) Project Agreement Clause	(2) Project Agreement Requirement	(3) Position at Service Commencement Date	(4) MIS at Service Commencement Date	(5) Final MIS
19.1.3.2 (f)	Tunnel Management System	Interim	The Service Provider shall provide a Bridge Management Expert system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: BMX Bridge Management System	Complete to meet the requirements of clause 19.1.3.2(f).
19.1.3.2 (g)	Structure Management System	Interim	The Service Provider shall provide a Bridge Management Expert system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: BMX Bridge Management System	Complete to meet the requirements of clause 19.1.3.2(g).
19.1.3.2 (h)	Street Lighting Management System	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Confirm Street Lighting	Complete to meet the requirements of clause 19.1.3.2(h).
19.1.3.2 (i)	Tree Management System	Interim	The Service Provider shall provide a Confirm system and shall record all Highway Tree maintenance activity on the MIS.	Complete to meet the requirements of clause 19.1.3.2(i).
19.1.3.2 (j)	Customer Care Management System	Final	Complete to meet the requirements of clause 19.1.3.2(j).	Complete to meet the requirements of clause 19.1.3.2(j).
19.1.3.2 (k)	Street Works Management System	Interim	The Service Provider shall provide a Confirm system and transfer valid data as required by the Service Provider to the MIS from the following Authority systems: Confirm Street Works Register	Complete to meet the requirements of clause 19.1.3.2(k).
19.1.3.3	Comply with the requirements of schedule 2 (Output Specification);	Interim	To the extent set out in this column 4 of Table 8.1.	Complete to meet the requirements of Part 8 of schedule 2 (Output Specification).
19.1.4	The Service Provider shall ensure that:			

(1) Project Agreement Clause	(2) Project Agreement Requirement	(3) Position at Service Commencement Date	(4) MIS at Service Commencement Date	(5) Final MIS
19.1.4.1	the Management Information System shall be capable of being accessed by the Authority on-line at all times (and for the avoidance of doubt on the basis of 24 hours a day and 365 (or, in the case of a leap year, 366) days a year);	Interim	Save in relation to the Bridge Management System, the Tunnel Management System and the Structure Management System the Service Provider shall provide the Authority with remote log-in facilities to the MIS, procured by the Service Provider. Access will be via an internet portal. The log-in accounts will be given read-only access but be capable of running and saving Data Miner reports within the Confirm system procured by the Service Provider. In relation to the Bridge Management System, the Tunnel Management System and the Structure Management System where remote access for the Authority cannot be provided, the Service Provider shall ensure that the Authority is provided reasonable access to meet its reasonable requirements for electronic data.	Complete to meet the requirements of clause 19.1.4.1.
19.1.4.2	The Authority shall at all times have the facility of being able to generate reports in a form to be agreed between the Parties on any aspect of the Management Information System; and	Interim	Save in relation to the Bridge Management System, the Tunnel Management System and the Structure Management System, the Service Provider shall ensure that the performance related data outputs from the elements of the MIS are aggregated into a separate system set aside for the Performance Calculations and Reporting. Combined with the appropriate analytical tools, this will then form the basis of the analytical service performance reports that the Service Provider will deliver to measure performance accurately. Further reporting functionality will be provided through the Data Miner application within the Confirm system procured by the Service Provider. In relation to the Bridge Management System, the Tunnel Management System and the Structure Management System where remote reporting information for the Authority cannot be provided, the Service Provider shall ensure that the Authority is provided reasonable access to meet its reasonable requirements for electronic data.	Complete to meet the requirements of clause 19.1.4.2.

(1) Project Agreement Clause	(2) Project Agreement Requirement	(3) Position at Service Commencement Date	(4) MIS at Service Commencement Date	(5) Final MIS
19.1.4.3	the Management Information System is maintained and operated in such a way as to ensure that the information contained in it is up to date at all times in accordance with the requirements of schedule 2 (Output Specification);	Final	Complete to the extent that the Service Provider complies with its obligations as set out in this column 4 and populates the relevant data fields in accordance with such obligations.	Complete to meet the requirements of clause 19.1.4.3.
19.2	From the Service Commencement Date the Service Provider shall accurately update the Project Network Model in accordance with provisions of Performance Standard 8 of schedule 2 (Output Specification) and shall ensure that the information contained in it is up to date at all times.	Final	Complete to the extent that the Service Provider complies with its obligations as set out in this column 4 and populates the relevant data fields in accordance with such obligations.	Complete to meet the requirements of clause 19.2.

PART 9

Performance Standard 9 - Strategic Assistance

1. REQUIRED OUTCOMES

The Service Provider shall comply with provisions of this Performance Standard 9 and shall provide the necessary assistance to enable the Authority to comply with strategic reporting responsibilities, its Best Value Duty in the delivery of the Service and assist in the delivery of the Gershon Targets

2. SERVICE DELIVERY OUTPUTS

2.1 Best Value Performance Plans and Best Value Reviews

The Service Provider shall comply with requests for information, data or other assistance in relation to the Services to enable the Authority to undertake its obligations in relation to its Best Value Duty.

2.2 Audit and Inspection

The Service Provider shall co-operate in audits and other statutory Best Value Inspections relating to the Service.

2.3 Customer Satisfaction Surveys

The Service Provider shall comply with its obligations pursuant to clause 32.

2.4 Local Transport Plan

The Service Provider shall comply with requests from the Authority for information, data or other assistance to enable the Authority to undertake its obligations in relation to the Local Transport Plan.

2.5 Crime and Disorder Act 1998

The Service Provider shall comply with any requests from the Authority for information, data or other assistance to enable the Authority to undertake its obligations in relation to section 17 of the Crime and Disorder Act 1998.

2.6 Service Improvement Plan

The Service Provider shall prepare a plan setting out how the services could be improved ("**Service Improvement Plan**") no later than four (4) months prior to the commencement of each Contract Year (excluding the first Contract Year) which shall identify the following:

2.6.1 areas of customer dissatisfaction and satisfaction;

2.6.2 details of any innovations or actions that have arisen in any industries relating to the Services in the previous Contract Year together with:

2.6.2.1 details of actions that the Service Provider proposes to take in order to implement such innovations or actions in order to improve the Service; and

2.6.2.2 those innovations or actions that the Service Provider does not propose to implement together with an explanation as to why such implementation is not being carried out;

2.6.3 what initiatives the Service Provider is proposing to introduce in order to reduce crime and the fear of crime in relation to the Project Network; and

2.6.4 any other information requested by the Authority.

3. PERFORMANCE TARGETS

The Service Provider shall provide strategic assistance in accordance with the Performance Targets set out in Table 9.

Table 9

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Best Value Performance Plans and Best Value Reviews	Compliance with paragraph 2.1 of this part 9 of schedule 2 (*Output Specification*)	2 Business Days	9(b)	5 Business Days	N/A	F	Every three (3) months
Audit and Inspection	Compliance with paragraph 2.2 of this part 9 of schedule 2 (*Output Specification*)	N/A	9(b)	5 Business Days	N/A	F	Every three (3) months
Customer Satisfaction Surveys	Compliance with paragraph 2.3 of this part 9 of schedule 2 (*Output Specification*)	N/A	9(b)	5 Business Days	N/A	F	Annually
Local Transport Plan	Compliance with paragraph 2.4 of this part 9 of schedule 2 (*Output Specification*)	2 Business Days	9(b)	5 Business Days	N/A	F	Annually
Crime and Disorder Act 1998	Compliance with paragraph 2.5 of this part 9 of schedule 2 (*Output Specification*)	2 Business Days	9(c)	5 Business Days	N/A	F	Annually
Service Improvement Plan	Compliance with paragraph 2.6 of this part 9 of schedule 2 (*Output Specification*)	N/A	9(a)	5 Business Days	N/A	F	Annually

PART 10

Performance Standard 10 - Authority Policies

1. REQUIRED OUTCOMES

The Service Provider shall comply with the provisions of this Performance Standard 10 and comply with the Authority's Working Practices, Codes of Practice and Authority Policies.

2. SERVICE DELIVERY OUTPUTS

2.1 Vehicle identification

2.1.1 The Service Provider's vehicles, and those of any Key Sub-Contractor acting on the Service Provider's behalf, shall be clearly marked with its name and the logo developed by the Service Provider and the Authority in connection with this Contract.

2.1.2 All such vehicles shall also carry the Help Desk telephone contact number, the Authority's contact centre telephone number and the email address of the Help Desk.

2.2 Considerate Contractor

The Service Provider shall comply with the Authority's Considerate Contractor Street Works Scheme Code of Practice.

2.3 Coordination of Street Works in Birmingham

2.3.1 The Service Provider shall comply with the Authority's Voluntary Code of Practice for the Coordination of Street Works in Birmingham.

2.3.2 The Service Provider shall ensure that this policy is updated and reviewed by the Service Provider as if this policy was a Service Provider Policy.

2.3.3 In complying with the provisions of paragraph 2.3.2 the Service Provider shall review and incorporate any comments provided by the Authority and any other Street Works Promoters.

2.3.4 For the avoidance of doubt the Authority shall be responsible for the printing and publication of this policy and the Service Provider shall jointly distribute any such copies of this policy with the Authority.

2.4 Siting and Specification of Street Furniture

The Service Provider shall comply with the Authority's Guide to Siting and Specification of Street Furniture.

2.5 Consultation Framework

The Service Provider shall comply with the Authority's Consultation Framework when consulting with public.

2.6 Waste Management Strategy

The Service Provider shall comply with the Authority's Waste Management Strategy in relation to waste produced in the carrying out of the Services pursuant to this Contract.

2.7 Sustainability Strategy

The Service Provider shall comply with the Authority's Sustainability Strategy.

2.8 Signing and Guarding for Tree Work on the Project Network

The Service Provider shall comply with the Authority's Signing and Guarding for the Tree Work on the Highway Policy.

2.9 Tree Policy

The Service Provider shall comply with the Authority's Tree Policy.

2.10 Nature Conservation Policy

The Service Provider shall ensure that the Service Provider's Annual Programmes comply with the Authority's Nature Conservation Policy.

2.11 Common Standards Document

The Service Provider shall comply with the Common Standards Document and in the event of conflict, inconsistency or ambiguity between the Common Standards Document and the other provisions of this part 10 of schedule 2 (*Output Specification*), the provisions of the Common Standards Document shall prevail.

2.12 Climate Change Strategy

The Service Provider shall comply with the Authority's Climate Change Strategy [Currently in Draft].

3. PERFORMANCE TARGETS

The Service Provider shall ensure that its working practices comply with the Performance Targets set out in Table 10.

Table 10

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Vehicle Identification	Compliance with paragraph 2.1.1 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	5 Months	J	Annually
Vehicle Identification	Compliance with paragraph 2.1.2 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	5 Months	J	Annually
Considerate Contractor	Compliance with paragraph 2.2 of this part 10 of schedule 2 (*Output Specification)*	1 day	10(c)	1 day	N/A	F	Monthly
Coordination of Street Works in Birmingham	Compliance with paragraph 2.3.1 of this part 10 of schedule 2 (*Output Specification)*	1 day	10(a)	1 day	N/A	F	Monthly
Coordination of Street Works in Birmingham	Compliance with paragraph 2.3.2 of this part 10 of schedule 2 (*Output Specification)*	1 Month	10(a)	1 Month	N/A	F	Monthly
Coordination of Street Works in Birmingham	Compliance with paragraph 2.3.3 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(a)	1 Business Day	N/A	F	Monthly
Coordination of Street Works in Birmingham	Compliance with paragraph 2.3.4 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(a)	1 Business Day	N/A	F	Monthly
Siting and Specification of Street Furniture	Compliance with paragraph 2.4 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Consultation Framework	Compliance with paragraph 2.5 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Waste Management Strategy	Compliance with paragraph 2.6 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly

Service Delivery Output Element	Performance Target	Rectification Period	Adjustment Type	Adjustment Period	Moratorium Period	Monitoring Methodology	Monitoring Frequency
Sustainability Strategy	Compliance with paragraph 2.7 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Signing and Guarding for Tree Work on the Project Network	Compliance with paragraph 2.8 of this part 10 of schedule 2 (*Output Specification)*	5 Business Days	10(b)	1 Business Day	N/A	F	Monthly
Tree Policy	Compliance with paragraph 2.9 of this part 10 of schedule 2 (*Output Specification*)	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Nature Conservation Policy	Compliance with paragraph 2.10 of the part 10 of schedule 2 (*Output Specification*)	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Common Standards Document	Compliance with paragraph 2.11 of the part 10 of schedule 2 (*Output Specification*)	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly
Climate Change Strategy	Compliance with paragraph 2 of the part 10 of schedule 2 (*Output Specification*)	5 Business Days	10(c)	1 Business Day	N/A	F	Monthly

PART 11

Calculation Of Condition Indices Relating To Network Infrastructure Condition

1. CALCULATING NETWORK CONDITION INDEX AT ROAD SECTION LEVEL

1.1.1 NCI_{main} in respect of a Road Section Length ("**RSL**") on the Strategic Route and Main Distributor Network is calculated in accordance with the following formula:

$$NCI_{main} = PCI_{main} + SRI_{main} + SCI_{main}$$

where:

PCI_{main} is calculated in accordance with paragraph 3;

SRI_{main} is calculated in accordance with paragraph 4; and

SCI_{main} is calculated in accordance with paragraph 5

Table 1 sets out examples of combinations of these 3 indices which can be used to produce the NCI_{main}.

1.1.2 NCI_{sec} in respect of a Road Section Length on the Secondary Distributor Network is calculated in accordance with the following formula:

$$NCI_{sec} = SRI_{sec} + SCI_{sec}$$

where:

SRI_{sec} is calculated in accordance with paragraph 4; and

SCI_{sec} is calculated in accordance with paragraph 5;

Table 2 sets out examples of combinations of these 2 indices which can be used to produce the NCI_{sec}.

1.1.3 NCI_{link} in respect of a Road Section Length on the Link Road Network is calculated in accordance with the following formula:

$$NCI_{link} = SCI_{link}$$

where:

SCI_{link} is calculated in accordance with paragraph 5; and

Table 3 sets out examples of combinations of these 2 indices which can be used to produce the NCI_{link}.

1.1.4 NCI_{local} is calculated in respect of a Road Section Length on the Local Access Road Network in accordance with the following formula:

$$NCI_{local} = SCI_{local}$$

where:

SCI_{local} is calculated in accordance with paragraph 5

Table 4 sets out examples of combinations of these 2 indices which can be used to produce the NCI_{local}.

1.2 General Assumptions for each NCI Calculation

1.2.1 Where an RSL or part thereof has been the subject of any works pursuant to Performance Standard 1 of this Contract, the Service Provider shall be deemed to have achieved the maximum score for PCI and / or SRI (as the case may be in relation to the nature of the works undertaken) in relation to that RSL, for a period of two (2) years from the date of completion of such works, as notified by the Service Provider or the Independent Certifier (as the case may be in accordance with the provisions of this Contract) to the Authority and each score allocated to all indices (PCI, SCI, SRI) shall be calculated to 2 decimal places.

1.2.2 Where an RSL or part thereof has been the subject of any works pursuant to Performance Standard 1, the Service Provider shall undertake a Detailed Visual Inspection (DVI) of that RSL and use the information resulting from such DVI to recalculate the SCI.

1.2.3 Where data is not available for any or all of the indices (PCI, SCI, SRI) in respect of any RSL, then the simple arithmetic mean of all available data for the relevant index in the Network Route Hierarchy of the relevant RSL shall be used for the purposes of calculating a PFI District NCI or the PFI District 12 NCI as the case may be.

1.2.4 Where total unsurveyed length exceeds 3% of the total length of the Road Section Lengths as set out in the Project Network Model, then either:

1.2.4.1 the PFI District must be re-surveyed and the data produced as a result of this survey must be used in the NCI calculation; or

1.2.4.2 paragraph 10 (*NCI Data Deterioration Methodology*) of this Part 11 to schedule 2 (*Output Specification*) shll apply to calculate the NCI Value Estimate for the purpose of clause 6.21.9.1 of this Contract.

1.3 Updating database following works

1.3.1 Following resurfacing or kerb works to the Project Network, the Service Provider shall enter all significant works records into to the MIS and, when undertaking the subsequent DVI, shall verify that such works have resulted in improvements to the Project Network. If all the Carriageway within a complete RSL has been treated then all XSPs can be entered as up to standard. If a partial length of a RSL has been treated or only certain XSPs have been treated only the length treated or XSPs treated may be entered as up to standard. All lengths untreated or XSPs untreated must be resurveyed using a DVI unless the last DVI of the RSL in question is less than 6 months old in which case the DVI details for the untreated section of the RSL or the untreated XSPs may be copied from the previous DVI. The updated database will consequently be used in all network condition indicator calculations. The Service Provider shall ensure that all works records and revised DVI are updated in the MIS in accordance with the provisions of this Contract. .

2. CALCULATING NETWORK CONDITION INDEX AT PFI DISTRICT LEVEL

2.1.1 NCI_{main} in respect of PFI District 12 is calculated in accordance with the following formula:

$$\text{District 12 } NCI_{main} = \frac{\sum NCI_{main} \times LRSL}{TLSRMDN}$$

where:

NCI_{main} has the meaning given in paragraph 1.1.1;

LRSL means the length of the applicable Road Section Length as set out in the Project Network Model; and

TLSRMDN means the total length of the Strategic Route and Main Distributor Network as set out in the Project Network Model

2.1.2 NCI_{sec} in respect of each of PFI Districts 1 to 11 (inclusive) (**"District NCI_{sec}"**) is calculated in accordance with the following formula:

$$\text{District } NCI_{sec} = \frac{\sum NCI_{sec} \times LRSL}{TLSDN}$$

where:

NCI_{sec} has the meaning given in paragraph 1.1.2;

LRSL means the length of the applicable Road Section Length as set out in the Project Network Model; and

TLSDN means the total length of the Secondary Distributor Network in the relevant PFI District as set out in the Project Network Model

2.1.3 NCI_{link} in respect of each of PFI Districts 1 to 11 (inclusive) (**"District NCI_{link}"**) is calculated in accordance with the following formula:

$$\text{District } NCI_{link} = \frac{\sum NCI_{link} \times LRSL}{TLLRN}$$

where:

NCI_{link} has the meaning given in paragraph 1.1.3;

LRSL means the length of the applicable Road Section Length as set out in the Project Network Model; and

TLLRN means the total length of the Link Road Network in the relevant PFI District as set out in the Project Network Model.

2.1.3.1 NCI_{local} in respect of each of PFI Districts 1 to 11 (inclusive) (**"District NCI_{local}"**) is calculated in accordance with the following formula:

$$\text{District } NCI_{local} = \frac{\sum NCI_{local} \times LRSL}{TLLARN}$$

where:

NCI_{local} has the meaning given in paragraph 1.1.4;

LRSL means the length of the applicable Road Section Length as set out in the Project Network Model; and

TLLARN means the total length of the Local Access Road Network in the relevant PFI District as set out in the Project Network Model.

3. PAVEMENT CONDITION INDEX ("PCI")

3.1.1 The structural integrity of the surface of the Carriageway on an RSL in the Strategic Route and Main Distributor Network is determined by a survey to measure the deflection of the Pavement under a given loading.

3.1.2 The performance of the Pavement in loading and recovery will be expressed in terms of the number of years of remaining life that can be attributed the Pavement.

3.2 Calculation of the Pavement Condition Index: General Assumptions

3.2.1 Where two (2) or more data readings exist in any subsection in respect of the same lane on any Road Section Length then the lower data reading will be used in the PCI calculation.

3.2.2 Where two (2) directional data exists in any subsection in respect of any given RSL, the simple arithmetic mean of the values in each direction will be used in the PCI calculation.

3.2.3 Where total unsurveyed length exceeds 7% of the length of the relevant Road Section Length as set out in the Project Network Model, the RSL must be re-surveyed and the data produced as a result of this survey must be used in the PCI calculation. This re-survey may be carried out at specific points where data has been missed provided that such specific points can be accurately re-established and demonstrated to the Authority. If the Authority is not (in its absolute discretion) satisfied with such re-establishment then the entire RSL shall be re-surveyed.

3.2.4 Where the survey undertaken in accordance with paragraph 3.1.1 reveals that the length of the relevant RSL is more than 5%, but less than 10% over or under the length for that RSL recorded in the Project Network Model, then, provided that the Service Provider can demonstrate the accuracy of its measurement to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model accordingly and the existing survey data shall be used in the PCI calculation.

3.2.5 Where the survey undertaken in accordance with paragraph 4.1.1 reveals that the length of the relevant RSL is 10% or more over or under the length for that RSL recorded in the Project Network Model, then the RSL shall be re-surveyed. Where

the Service Provider can demonstrate the accuracy of its original RSL length measurement via the re-survey to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model and align any associated condition data accordingly and the data from the re-survey shall be used in the PCI calculation.

3.3 PCI Calculation

3.3.1 PCI_{main} in respect of a Road Section Length on the Strategic Route and Main Distributor Network is calculated in accordance with the following:

3.3.1.1 each Road Section Length shall be divided into 100m subsections;

3.3.1.2 last section in preferred direction of survey (as defined in the Project Network Model) shall be the actual length of the subsection rather than the 100m;

3.3.1.3 each subsection shall be allocated an appropriate score in accordance with Table 5;

3.3.1.4 the score allocated in accordance with paragraph 3.3.1.3 will then be multiplied by the surveyed length of the subsection; and

3.3.1.5 the result of the multiplication carried out in respect of each subsection in accordance with paragraph 3.3.1.3 shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of all surveyed 100m subsections in that RSL to produce the relevant PCI_{main} per RSL.

4. SKID RESISTANCE INDEX ("SRI")

4.1.1 Skid Resistance of the surface of the Carriageway on an RSL on each of the Network Route Hierarchies except the Local Access Route Network in each of the PFI Districts shall be measured in accordance with Volume 7, HD28/04 of the DMRB, and, for the avoidance of doubt, the **Annual Survey with Benchmark Sites Method** will be used to determine the Characteristic SCRIM Coefficient (CSC) of the particular sub-section.

4.1.2 Measurement of actual Skid Resistance obtained from SCRIM shall be compared to Investigatory Levels ("**IL**") relating to the category of site on which the relevant RSL is situated.

4.2 Calculation of Skid Resistance Index: General Assumptions

4.2.1 Where two (2) or more data readings exist in any subsection in respect of the same lane on any Road Section Length then the lower data reading will be used in the SRI calculation.

4.2.2 Where data exists for multiple lanes in the same direction on any subsection in respect of any given RSL, the simple arithmetic mean of the values for lanes in the same direction will be used in the SRI calculation.

4.2.3 Where total unsurveyed length exceeds 7% of the length of the relevant Road Section Length as set out in the Project Network Model, the RSL must be re-surveyed and the data produced as a result of this survey must be used in the SRI calculation. This re-survey may be carried out at specific points where data has been missed provided that such specific points can be accurately re-established and demonstrated to the Authority. If the Authority is not (in its absolute discretion) satisfied with such re-establishment then the entire RSL shall be re-surveyed.

4.2.4 Where the survey undertaken in accordance with paragraph 4.1.1 reveals that the length of the relevant RSL is more than 5%, but less than 10% over or under the length for that RSL recorded in the Project Network Model, then, provided that the Service Provider can demonstrate the accuracy of its measurement to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model accordingly and the existing survey data shall be used in the SRI calculation.

4.2.5 Where the survey undertaken in accordance with paragraph 4.1.1 reveals that the length of the relevant RSL is 10% or more over or under the length for that RSL recorded in the Project Network Model, then the RSL shall be re-surveyed. Where the Service Provider can demonstrate the accuracy of its original RSL length measurement via the re-survey to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model and align any associated condition data accordingly and the data from the re-survey shall be used in the SRI calculation.

4.3 SRI Calculation

4.3.1 Skid Resistance of the surface of the Carriageway on an RSL on each of the appropriate Network Route Hierarchies in each of the PFI Districts shall be measured in accordance with Volume 7, HD28/04 of the DMRB, and, for the avoidance of doubt, the Annual Survey with Benchmarch Sites Method will be used

to determine the Characteristic SCRIM Coefficient (CSC) of any particular sub-section and:

4.3.1.1 each Road Section Length shall be divided into 10m subsections;

4.3.1.2 each subsection shall be assigned the appropriate IL as given in the "threshold field" of the raw data file. Where the IL changes within a 10m subsection, it shall be rounded down to the nearest 10m chainage. For example an IL change occurring at chainage 435m shall be adjusted to reflect commencement at chainage 430m;

4.3.1.3 the score allocated in accordance with paragraph 4.3.1.2 shall then be subtracted from the relevant Sideways Force Co-efficient for that subsection and multiplied by 100 to give the number of points;

4.3.1.4 the results of the subtraction in accordance with paragraph 4.3.1.3 which have negative values carried out in respect of each subsection those negative value subsections shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of all surveyed subsections in that RSL to produce the a percentage length of section below IL; and

4.3.1.5 the RSL shall be allocated an appropriate score in accordance with Table 6.

5. SURFACE CONDITION INDEX

5.1.1 Surface Condition Data in respect of the surface of the Carriageway on an RSL on each of the Network Route Hierarchies except the Local Access Route Network shall be collected using each or any combination of the following methods:

5.1.1.1 SCANNER; and / or

5.1.1.2 Detailed Visual Inspections.

5.2 Calculation of the Surface Condition Index: General Assumptions

5.2.1 Where two (2) or more data readings exist in any subsection in respect of the same lane on any Road Section Length then the lower data reading will be used in the SCI calculation.

5.2.2 SCI is calculated at XSP sub-section level by expressing the area of a given type of deterioration as a percentage of the XSP sub-section area.

5.2.3 Where total unsurveyed length exceeds 7% of the length of the relevant Road Section Length as set out in the Project Network Model, the RSL must be re-surveyed and the data produced as a result of this survey must be used in the SCI calculation. This re-survey may be carried out at specific points where data has been missed provided that such specific points can be accurately re-established and demonstrated to the Authority. If the Authority is not (in its absolute discretion) satisfied with such re-establishment then the entire RSL shall be re-surveyed.

5.2.4 Where the survey undertaken in accordance with paragraph 5.1.1 reveals that the length of the relevant RSL is more than 5%, but less than 10% over or under the length for that RSL recorded in the Project Network Model, then, provided that the Service Provider can demonstrate the accuracy of its measurement to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model and any other associated condition data accordingly and the existing survey data shall be used in the SCI calculation.

5.2.5 Where the survey undertaken in accordance with paragraph 4.1.1 reveals that the length of the relevant RSL is 10% or more over or under the length for that RSL recorded in the Project Network Model, then the RSL shall be re-surveyed. Where the Service Provider can demonstrate the accuracy of its original RSL length measurement via the re-survey to the satisfaction of the Authority then the Service Provider shall amend the Project Network Model and any other associated condition data accordingly and the data from the re-survey shall be used in the SCI calculation.

5.3 SCI Calculation

5.3.1 SCI_{main} in respect of a Road Section Length on the Strategic Route and Main Distributor Network is calculated in accordance with the following:

5.3.1.1 each Road Section Length feature and XSP shall be divided into 20m subsections;

5.3.1.2 where DVI is used each defect or patch identified in a subsection shall:

(a) be assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16;

(b) be assigned a "percentage defect area" as set out in the UKPMS extent code;

(c) no feature XSP subsection shall have a percentage defect area greater than 100%; and

(d) calculate patch percentage;

5.3.1.3 each feature XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration, Major Deterioration and a percentage patching in accordance with from Table 7;

5.3.1.4 the score allocated in accordance with paragraph 5.3.1.3 will then be multiplied by the length of relevant surveyed feature XSP subsection;

5.3.1.5 the result of the multiplication carried out in respect of each 20m feature XSP subsection in accordance with paragraph 5.3.15.3.1.4 shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of the carriageway XSPs for each RSL as set out in the Project Network Model.

5.3.1.6 SCI_{sec} in respect of a Road Section Length as the Secondary Distributor Network is calculated in accordance with the following:

(a) each Road Section Length feature and XSP shall be divided into 20m subsections;

(b) where DVI is used each defect or patch identified in a subsection shall:

(i) be assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16;

(ii) be assigned a "percentage defect area" as set out in the UKPMS extent code;

(iii) no feature XSP subsection shall have a percentage defect area greater than 100%; and

(iv) calculate a patch percentage;

(c) each feature XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration, Major Deterioration and a percentage patching in accordance with from Table 8;

(d) the score allocated in accordance with paragraph 5.3.1.6(c) will then be multiplied by the length of relevant surveyed 20m feature XSP subsection;

(e) the result of the multiplication carried out in respect of each 20m feature XSP subsection in accordance with paragraph 5.3.1.6(d) shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of that the carriageway XSPs for each RSL as set out in the Project Network Model.

5.3.1.7 SCI_{link} in respect of a Road Section Length as the Link Road Network is calculated in accordance with the following:

(a) each Road Section Length feature and XSP shall be divided into 20m subsections;

(b) where DVI is used each defect or patch identified in a subsection shall:

(i) be assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16;

(ii) be assigned a "percentage defect area" as set out in the UKPMS extent code;

(iii) no feature XSP subsection shall have a percentage defect area greater than 100%; and

(iv) calculate a patch percentage;

(c) each XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration, Major Deterioration and a percentage patching in accordance with from Table 9;

(d) the score allocated in accordance with paragraph 5.3.1.7(c) will then be multiplied by the length of relevant surveyed feature XSP subsection;

(e) the result of the multiplication carried out in respect of each 20m subsection in accordance with paragraph 5.3.1.7(d) shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of the carriageway XSPs for each RSL as set out in the Project Network Model.

5.3.1.8 SCI_{local} in respect of a Road Section Length as the Local Access Road Network is calculated in accordance with the following:

(a) each Road Section Length feature and XSP shall be divided into 20m subsections;

(b) where DVI is used each defect or patch identified in a subsection shall:

(i) be assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16;

(ii) be assigned a "percentage defect area" as set out in the UKPMS extent code;

(iii) no feature XSP subsection shall have a percentage defect area greater than 100%; and

(iv) calculate a patch percentage;

(c) each feature XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration, Major Deterioration and a percentage patching in accordance with from Table 10;

(d) the score allocated in accordance with paragraph 5.3.1.8(c) will then be multiplied by the length of relevant surveyed feature XSP subsection;

(e) the result of the multiplication carried out in respect of each feature XSP subsection in accordance with paragraph 5.3.1.8(d)

shall be added together in respect of all surveyed subsections in the RSL and this sum shall then be divided by the total length of the carriageway XSPs for each RSL as set out in the Project Network Model.

TABLE 1

Network Condition Index for the Strategic Route and Main Distributor Network

SCI	SRI	PCI	NCI_{main}	Network Condition
>=4.95 and <5.0	>=4.95 and <5.0	>=20.0		Excellent
>=4.0 and <4.95	>=4.0 and <4.95	>=17.0 and <20.0		Good
>=3.3 and <4.0	>=3.3 and <4.0	>=12.0 and <17.0		Fair
>=2.4 and <3.3	>=2.4 and <3.3	>=7.0 and <12.0		Poor
>=1.2 and <2.4	>=1.2 and <2.4	>=2.0 and <7.0		Critical
<1.2	<1.2	<2.0		Failed

TABLE 2

Network Condition Index for the Secondary Distributor Network

SCI	SRI	NCI_{sec}	Network Condition
>=9.95 and <10.0	>=4.95 and <5.0		Excellent
>=8.0 and <9.95	>=4.0 and <4.95		Good
>=6.6 and <8.0	>=3.3 and <4.0		Fair
>=4.8 and <6.6	>=2.4 and <3.3		Poor
>=2.4 and <4.8	>=1.2 and <2.4		Critical
<2.4	<1.2		Failed

TABLE 3

Network Condition Index for the Link Road Network

SCI	NCI_{link}	Network Condition
>=9.95 and <10.0		Excellent
>=8.0 and <9.95		Good
>=6.6 and <8.0		Fair
>=4.8 and <6.6		Poor
>=2.4 and <4.8		Critical
<2.4		Failed

TABLE 4

Network Condition Index for the Local Access Road Network

SCI	NCI_{local}	Network Condition
>=9.95 and <=10.0		Excellent
>=8.0 and <9.95		Good
>=6.6 and <8.0		Fair
>=4.8 and <6.6		Poor
>=2.4 and <4.8		Critical
<2.4		Failed

TABLE 5

Pavement Condition Index for the Strategic Route and Main Distributor Network

Condition	Years Remaining	PCI_{main}	Description
Excellent	>= 20	20	Section in excellent condition
Good	>=15 and <20	17	Section in good condition
Fair	>=10 and <15	12	Section in fair condition, but may need some light patching and / or surface dressing
Poor	>=5 and <10	7	Section in poor condition, but needs some heavy patching, an inlay and / or surface dressing
Critical	>=0 and <5	2	Section critical, reconstruction required
Failed	<0	Minus 1	Section failed, reconstruction required

TABLE 6

Skid Resistance Index

Condition	SRI	Average SCRIM Reading	Description
Excellent		>10 pts above	No readings below investigatory level and average reading more 10 points above investigatory levels
Good		>5 pts and <=10 pts above	No readings below investigatory level and average reading 5 points to 10 points above investigatory levels
Fair		0 pts and <=5 pts above	No readings below investigatory level and average reading 0 points to 5 points above investigatory levels
Poor		>0% and <=15% below	Between 0% to 15% of the lane length is below investigatory levels
Critical		>15% and <=30% below	Between 15% to 30% of the lane length is below investigatory levels
Failed		>30% below	More than 30% of the lane length is below investigatory levels

TABLE 7

Surface Condition Index for the Strategic Route and Main Distributor Network

Condition	SCI_{main}	Minor Deterioration		Patching		Major Deterioration	Description
Excellent		Nil	and	Nil	and	Nil	New or nearly new pavement. Free of cracks, patches or rutting
Good		>0 and <5%	and	Nil	and	Nil	Few visible signs of surface deterioration
Fair		>=5 and <15%	or	>0 and <5%	and	Nil	Evidence of initial deterioration, including hairline cracks and minor rutting
Poor		>=15%	or	>=5% and <10%	or	>0 and <10%	Visible defects including moderate cracking, distortion and rutting. Some patching may be present
Critical				>=10% and <20%	or	>=10% and <25%	Extremely deteriorated pavements. Effects include severe cracking, distortion and rutting. Very extensive patching
Failed				>=20%	or	>=25%	Pavement is completely deteriorated. No structural integrity.

TABLE 8

Surface Condition Index for the Secondary Distributor Network

Condition	SCI_{sec}	Minor Deterioration		Patching		Major Deterioration	Description
Excellent		Nil	and	Nil	and	Nil	New or nearly new pavement. Free of cracks, patches or rutting
Good		>0 and <5%	and	Nil	and	Nil	Few visible signs of surface deterioration
Fair		>=5 and <15%	or	>0 and <5%	and	Nil	Evidence of initial deterioration, including hairline cracks and minor rutting
Poor		>= 15%	or	>=5% and <10%	or	>0 and <10%	Visible defects including moderate cracking, distortion and rutting. Some patching may be present
Critical				>=10% and <20%	or	>=10% and <20%	Extremely deteriorated pavements. Effects include severe cracking, distortion and rutting. Very extensive patching
Failed				>=20%	or	>=20%	Pavement is completely deteriorated. No structural integrity.

TABLE 9

Surface Condition Index for the Link Road Network

Condition	SCI_{link}	Minor Deterioration		Patching		Major Deterioration	Description
Excellent		Nil	and	Nil	and	Nil	New or nearly new pavement. Free of cracks, patches or rutting
Good		>0% and <5%	or	>0% and <5%	and	Nil	Few visible signs of surface deterioration
Fair		>=5% and <20%	or	>=5% and <15%	or	>0% and <5%	Evidence of initial deterioration, including hairline cracking, minor rutting and small amounts of patching may be present
Poor		>=20%	or	>=15% and <20%	or	>=5% and <10%	Visible defects including moderate cracking, distortion and rutting. Some patching may be present
Critical				>=20% and <30%	or	>=10% and <25%	Extremely deteriorated pavements. Effects include severe cracking, distortion and rutting. Very extensive patching
Failed				>=30%	or	>=25%	Pavement is completely deteriorated. No structural integrity.

TABLE 10

Surface Condition Index for Local Access Road Network

Condition	SCI_{local}	Minor Deterioration		Patching		Major Deterioration	Description
Excellent		Nil	and	Nil	and	Nil	New or nearly new pavement. Free of cracks, patches or rutting
Good		>0% and <5%	and	>0% and <10%	and	Nil	Few visible signs of surface deterioration
Fair		>=5% and <20%	or	>=10% and <25%	or	>0% and <5%	Evidence of initial deterioration, including hairline cracks and minor rutting and small amounts of patching may be present
Poor		>=20%	or	>=25% and <40%	or	>=5% and <20%	Visible defects including moderate cracking, distortion and rutting. Some patching may be present
Critical				>=40% and <50%	or	>=20% and <30%	Extremely deteriorated pavements. Effects include severe cracking, distortion and rutting. Very extensive patching
Failed				>=50%	or	>=30%	Pavement is completely deteriorated. No structural integrity.

6. FOOTWAY CONDITION INDEX ("FWCI")

6.1.1 Surface Condition data in respect of the surface of a Footway Section Length ("**FSL**") on each of the Footway Network Hierarchies shall be collected using Detailed Visual Inspection Condition Surveys (DVI).

6.1.2 $FWCI_{pres}$ in respect of a Footway Section Length on the Prestige, Primary and Secondary Footway Network is calculated in accordance with the following:

6.1.2.1 each Footway shall be divided into 20m subsections;

6.1.2.2 each defect identified in a subsection shall be:

(a) assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16; and

(b) assigned a "percentage defect area" as set out in the UKPMS extent code;

6.1.2.3 each XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration and Major Deterioration in accordance with Table 11a;

6.1.2.4 the score allocated in accordance with paragraph 6.1.2.3 will then be multiplied by the length of the relevant surveyed subsection;

6.1.2.5 the result of the multiplication carried out in respect of each Footway XSP subsection in accordance with paragraph 6.1.2.4 shall be added together in respect of all surveyed Footway XSP subsections in the Footway XSP Length and this sum shall then be divided by the total length of that Footway XSP Length as set out in the relevant header line of the .hmd file (which shall be representative of the physical survey length obtained during the course of the survey carried out in accordance with paragraph 6.1.1); and

6.1.2.6 the $FWCI_{pres}$ for each XSP within each RSL in a PFI District shall be multiplied by the length of Footway XSP Length on that RSL and the sum of this calculation for all XSPs in a PFI District shall be divided by the total length of Footway Section Lengths in that PFI District to determine the PFI District FWCI. The overall condition is then determined against the values in Table 11b.

6.1.3 $FWCI_{link}$ in respect of a Footway Section Length on the Link and Local Access Footway Network is calculated in accordance with the following:

6.1.3.1 each Footway Section Length shall be divided into 20m subsections;

6.1.3.2 each defect identified in a subsection shall be:

(a) assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16; and

(b) assigned a "percentage defect area" as set out in the UKPMS extent code;

6.1.3.3 each XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration, and Major Deterioration in accordance with Table 12a;

6.1.3.4 the score allocated in accordance with paragraph 6.1.3.3 will then be multiplied by the length of the relevant surveyed XSP subsection;

6.1.3.5 the result of the multiplication carried out in respect of each XSP subsection in accordance with paragraph 6.1.3.4 shall be added together in respect of all surveyed Footway XSP subsections in the Footway XSP Length and this sum shall then be divided by the total length of that Footway XSP Length as set out in the relevant header line of the .hmd file (which shall be representative of the physical survey length obtained during the course of the survey carried out in accordance with paragraph 6.1.1); and

6.1.3.6 the $FWCI_{link}$ for each RSL in a PFI District shall be multiplied by the length of the Footway XSP Length on that RSL and the sum of this calculation for all Footway XSPs in a PFI District shall be divided by the total length of Footway XSPs in that PFI District to determine the PFI District FWCI. The overall condition is then determined against the values in Table 12b.

TABLE 11A

Footway Condition Index at Sub-Section Level for Footway Section Lengths in the Prestige, Primary and Secondary Footway Network

Condition	Minor Deterioration		Major Deterioration	Description
Excellent	Nil	and	Nil	New or nearly new Footway. Free of cracks, patches, and settlement
Good	>0% to <5%	and / or	Nil	Few visible signs of surface deterioration
Fair	>=5% to <20%	and / or	>0% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor	>=20%	and / or	>=5% to <15%	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed			>=15%	Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

TABLE 11B

Footway Condition Index at Cross Section Point (XSP) for Footway Section Lengths in the Prestige, Primary and Secondary Footway Network

Condition		Description
Excellent		New or nearly new Footway. Free of cracks, patches, and settlement
Good		Few visible signs of surface deterioration
Fair		Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor		Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed		Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

TABLE 12A

Footway Condition Index at Sub-Section Level for Footway Section Lengths in the Link and Local Access Footway Network

Condition		Minor Deterioration		Major Deterioration	Description
Excellent		Nil	and	Nil	New or nearly new Footway. Free of cracks, patches, and settlement
Good		>0% to <5%	and / or	Nil	Few visible signs of surface deterioration
Fair		>=5% to <30%	and / or	>0% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor		>=30%	and / or	>=5% to <20%	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed				>=20%	Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

TABLE 12B

Footway Condition Index at Cross Section Point (XSP) for Footway Section Lengths in the Link and Local Access Footway Network

Condition	Description
Excellent	New or nearly new Footway. Free of cracks, patches, and settlement
Good	Few visible signs of surface deterioration
Fair	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed	Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

7. VERGE CONDITION INDEX ("VGCI")

7.1.1 Surface Condition data in respect of the surface of an XSP Verge Length on each of the Verge Network Footway Hierarchies shall be collected using Detailed Visual Inspection Condition Surveys (DVI).

7.1.2 VGCI in respect of a Verge XSP Length on all Footway Networks is calculated in accordance with the following:

7.1.2.1 each Verge XSP shall be divided into 20m subsections;

7.1.2.2 each defect identified in a Verge XSP subsection shall be;

(a) assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16; and

(b) assigned a "percentage defect area" as set out in the UKPMS extent code;

7.1.2.3 each Verge XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration and Major Deterioration in accordance with Table 13a;

7.1.2.4 the score allocated in accordance with paragraph 7.2.3 will then be multiplied by the length of the relevant surveyed Verge XSP subsection;

7.1.2.5 the result of the multiplication carried out in respect of each Verge XSP subsection in accordance with paragraph 7.2 shall be added together in respect of all surveyed verge XSP subsections in the Verge XSP length and this sum shall then be divided by the total length of that Verge XSP as set out in the relevant header line of the .hmd file (which shall be representative of the physical survey length obtained during the course of the survey carried out in accordance with paragraph 7.1; and

7.1.2.6 the VGCI for each Verge XSP in a PFI District shall be multiplied by the length of the Verge XSP Length on that RSL and the sum of this calculation for all RSLs in a PFI District shall be divided by the total length of Verge XSP Lengths in that PFI District to determine the PFI District VGCI. The overall condition is then determined against the values in Table 13b.

TABLE 13A

Verge Condition Index at Sub-Section Level for Verge Section Lengths on the Prestige, Primary and Secondary Verge Network and the Link and Local Access Verge Network

Condition		Minor Deterioration		Major Deterioration	Description
Excellent		Nil	and	Nil	New or nearly new Verge. Free of cracks, patches, and settlement
Good		>0% to <5%	and / or	Nil	Few visible signs of surface deterioration
Fair		>=5% to <30%	and / or	>0% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor		>=30%	and / or	>=5% to <20%	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed				>=20%	Deteriorated Verges in need of rehabilitation. Effects include severe cracking, distortion and rutting.

TABLE 13B

Verge Condition Index at Cross Section Point (XSP) for Verge Section Lengths on the Prestige, Primary and Secondary Verge Network and the Link and Local Access Verge Network

Condition	Description
Excellent	New or nearly new Verge. Free of cracks, patches, and settlement
Good	Few visible signs of surface deterioration
Fair	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed	Deteriorated Verges in need of rehabilitation. Effects include severe cracking, distortion and rutting.

8. CYCLE TRACK CONDITION INDEX ("CTCI")

8.1.1 Surface Condition data in respect of the surface of a Cycle Track XSP Length on all Cycle Tracks shall be collected using Detailed Visual Inspection Condition Surveys (DVI).

8.1.2 CTCI in respect of a Cycle Track XSP Length is calculated in accordance with the following:

8.1.2.1 each Cycle Track XSP shall be divided into 20m subsections;

8.1.2.2 each defect identified in a Cycle Track XSP subsection shall be;

8.1.2.3 assigned as either a "Minor Deterioration" or a "Major Deterioration" in accordance with Table 16; and

8.1.2.4 assigned a "percentage defect area" as set out in the UKPMS extent code;

8.1.3 each Cycle Track XSP subsection shall be assigned the appropriate score for the worst defect in respect of Minor Deterioration and Major Deterioration in accordance with Table 14a;

8.1.4 the score allocated in accordance with paragraph 8.2.3 will then be multiplied by the length of the relevant surveyed Cycle Track XSP subsection;

8.1.5 the result of the multiplication carried out in respect of each Cycle Track XSP subsection in accordance with paragraph 8.2 shall be added together in respect of all surveyed subsections in the Cycle Track and this sum shall then be divided by the total length of that Cycle Track XSP as set out in the relevant header line of the .hmd file (which shall be representative of the physical survey length obtained during the course of the survey carried out in accordance with paragraph 8.1; and

8.1.6 the CTCI for each Cycle Track XSP in a PFI District shall be multiplied by the length of the Cycle Track XSP Length on that RSL and the sum of this calculation for all RSLs in a PFI District shall be divided by the total length of Cycle Track XSP Lengths in that PFI District to determine the PFI District CTCI. The overall condition is then determined against the values in Table 14b.

TABLE 14A

Cycle Track Condition Index at Sub-Section Level for Cycle Track Section Lengths on the Prestige, Primary and Secondary Cycle Track Network and the Link and Local Access Cycle Track Network

Condition		Minor Deterioration		Major Deterioration	Description
Excellent		Nil	and	Nil	New or nearly new Footway. Free of cracks, patches, and settlement
Good		>0% to <5%	and / or	Nil	Few visible signs of surface deterioration
Fair		>=5% to <20%	and / or	>0% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor		>=20%	and / or	>=5% to <15%	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed				>=15%	Deteriorated Cycle Tracks in need of rehabilitation. Effects include severe cracking, distortion and rutting.

TABLE 14B

Cycle Track Condition Index at Cross Section Point (XSP) for Cycle Track Section Lengths on the Prestige, Primary and Secondary Cycle Track Network and the Link and Local Access Cycle Track Network

Condition		Description
Excellent		New or nearly new Footway. Free of cracks, patches, and settlement
Good		Few visible signs of surface deterioration
Fair		Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor		Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed		Deteriorated Cycle Tracks in need of rehabilitation. Effects include severe cracking, distortion and rutting.

9. KERB CONDITION INDEX ("KBCI")

9.1.1 Condition data in respect of the kerb on each Kerb XSP of the Footway Network Hierarchies shall be collected using Detailed Visual Inspection Condition Surveys (DVI).

9.1.2 KBCI in respect of a Kerb XSP Length on all Networks is calculated in accordance with the following:

9.1.2.1 each Kerb XSP shall be divided into 20m subsections;

9.1.2.2 each defect identified on the kerb on an XSP subsection shall be;

(a) assigned as "Major Deterioration" in accordance with Table 16; and

(b) assigned a "percentage defect area" as set out in the UKPMS extent code;

9.1.3 each XSP subsection shall be assigned the appropriate score in respect of Major Deterioration in accordance with Table 15a;

9.1.4 the score allocated in accordance with paragraph 9.2.3 will then be multiplied by the length of the relevant surveyed XSP subsection;

9.1.5 the result of the multiplication carried out in respect of each Kerb XSP subsection in accordance with paragraph 9.4 shall be added together in respect of all surveyed Kerb XSP subsections in the Kerb XSP Length and this sum shall then be divided by the total length of that Kerb XSP Length as set out in the relevant header line of the .hmd file (which shall be representative of the physical survey length obtained during the course of the survey carried out in accordance with paragraph 9.1; and

9.1.6 the $KBCI_{pres}$ for each Kerb XSP within each RSL in a PFI District shall be multiplied by the length of the Kerb XSP Length on that RSL and the sum of this calculation for all Kerb XSPs in a PFI District shall be divided by the total length of Kerb XSP Lengths in that PFI District to determine the PFI District KBCI. The overall condition is then determined against the values in Table 15b.

TABLE 15A

Kerb Condition Index at Sub-Section Level for Kerb Section Lengths on the Prestige, Primary and Secondary Kerb Network and the Link and Local Access Kerb Network

Condition	[redacted]	Major Deterioration	Description
Excellent		Nil	New or nearly new Kerb. Free of defects and having an adequate kerb height
Good		>0% to <5%	Few visible signs of kerb deterioration
Fair		>=5% to <10%	Evidence of initial deterioration, including misaligned or individual disintegrated kerbs
Poor		>=10% to <25%	Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement, inadequate kerb height.
Failed		>=25%	Deteriorated kerbs in need of rehabilitation. Effects include severe disintegration misalignment low kerb height

TABLE 15B

Kerb Condition Index at Cross Section Point (XSP) for Kerb Section Lengths on the Prestige, Primary and Secondary Kerb Network and the Link and Local Access Kerb Network

Condition		Description
Excellent		New or nearly new Kerb. Free of defects and having an adequate kerb height
Good		Few visible signs of kerb deterioration
Fair		Evidence of initial deterioration, including misaligned or individual disintegrated kerbs
Poor		Visible defects including moderate cracking, settlement, and longitudinal and transverse displacement, inadequate kerb height.
Failed		Deteriorated kerbs in need of rehabilitation. Effects include severe disintegration misalignment low kerb height

10. NCI DATA DETERIORATION METHODOLOGY

10.1.1 Notwithstanding the operation of this paragraph 10 pursuant to paragraph 1.2 of this part 11 of schedule 2 *(Output Specification)*, the Service Provider shall ensure that all surveys, tests, inspections and assessments are completed in compliance with clause 6 *(Surveys and Inspections)* so that there is a full set of NCI Data for the Project Network available at the end of the first Contract Year.

10.1.2 The Parties agree and acknowledge that in calculating the NCI Value Estimate for the purposes of clause 6.21.9.1 of this Contract, the Service Provider shall:

10.1.2.1 deteriorate the relevant existing NCI Data in accordance with the NCI Data Deterioration Principles; and

10.1.2.2 only apply the NCI Data Deterioration Principles to the most recent relevant NCI Data.

10.1.3 For the purposes of clause 6.21.9.1, the Service Provider shall use the relevant deteriorated NCI Data (in respect of the SCI, PCI and / or SRI) to replace the existing NCI Data in the Pavement Management Model for the purpose of calculating the NCI Value Estimate for that Contract Year in accordance with paragraph 1 *(Calculating the Network Condition Index at Road Section Level)* of Part 11 of this schedule 2 (*Output Specification*).

APPENDIX A

TABLE 16

Data Deterioration

	Project Hierarchy	Treatment	Treatment Type	Residual Life	SCRIM	SCI
1	1	1	Recon	40	0.125	5
2	1	2	Strengthening In Lay (SIL)	20	0.125	5
3	1	3	In Lay 30 (IL30)	1	0.125	5
4	1	4	Surface Dressing (SD)	-1	0.125	5
5	1	5	No Treat After TR3	-1	-0.00962	-0.29231
6	1	6	No Treat After TR4	-1	-0.02083	-0.63333
7	2	3	In Lay 30 (IL30)	N/A	0.125	10
8	2	4	Surface Dressing (SD)	N/A	0.125	10
9	2	5	No Treat After TR3	N/A	-0.00694	-0.42222
10	2	6	No Treat After TR4	N/A	-0.01563	-0.95
11	3	3	In Lay 30 (IL30)	N/A	N/A	10
12	3	4	Surface Dressing (SD)	N/A	N/A	10
13	3	5	No Treat After TR3	N/A	N/A	-0.33043
14	3	6	No Treat After TR4	N/A	N/A	-0.69091
15	4	3	In Lay 30 (IL30)	N/A	N/A	10
16	4	4	Surface Dressing (SD)	N/A	N/A	10
17	4	5	No Treat After TR3	N/A	N/A	-0.27143
18	4	6	No Treat After TR4	N/A	N/A	-0.58062

Details are given below of the assumptions made in respect of each Programmed Maintenance treatment type including the predicted life of the Programmed Maintenance and the assumed the intervention period (the intervention period stated is 2 years less than the actual predicted life of the Programmed Maintenance to ensure that the following treatment is triggered before a failure occurs) for each type of Programmed Maintenance treatment and for each of the 16 rows in the table.

1 Where the programmed maintenance history of the RSL is unknown, IL30 has been assumed as the previous programmed maintenance treatment

2 The above deterioration table is used Programmed Maintenance for three purposes. The first purpose is to deteriorate 'old data' to $time_{now}$ (eg the Milestone date). The second purpose is to deteriorate all data from $time_{now}$ to predict the next intervention of Programmed Maintenance required then, from that predicted intervention of Programmed Maintenance date, to the next and so on for the remaining duration of the Contract Term. The third purpose is to determine what level of Adjustments should be levied pursuant to schedule 4 *(Payment Mechanism)* in the circumstances where the Service Provider has failed to undertake any Seasonal Surveys. The deteriorated data shall be over-written when an intervention of Programmed Maintenance takes place or when new data is collected.

3 **Treatment Life**

Treatment 1 – reconstruction on Hierarchy 1 Roads – 40 year predicted life

Treatment 2 – strengthening In Lay on Hierarchy 1 Roads – 20 year predicted life

Treatment 3 – In Lay 30		
Hierarchy	**Predicted Life**	**Intervention Period**
1	15 years	13 years
2	20 years	18 years
3	25 years	23 years
4	30 years	28 years

Treatment 4 – Surface Dressing		
Hierarchy	**Predicted Life**	**Intervention Period**
1	8 years	6 years
2	10 years	8 years
3	13 years	11 years
4	15 years	13 years

4 SCRIM

The value of 0.125 in table 16 *(Data Deterioration)* is the difference between the value of skid resistance after a Programmed Maintenance treatment and the investigatory level.

5 Row Description

Listed below on the assumptions made in respect of each Programmed Maintenance treatment type listed in table 16 *(Data Deterioration)*.

Row 1 Project Hierarchy 1 - reconstruction will give 40 years predicted life and provide maximum difference in skid resistance of 0.125 and SCI of 5.

Row 2 Project Hierarchy 1 - strengthening In Lay will give 20 years preidicted life and provide maximum difference in skid resistance of 0.125 and SCI of 5.

Row 3 Project Hierarchy 1 - in lay of 30mm is regarding as positive contribution to life of 1 year and will also provide maximum difference in skid resistance of 0.125 and SCI of 5.

Row 4 Project Hierarchy 1 - surface dressing is not regarded as having any positive contribution to predicted life and is show as 1 year of deterioration, but will provide maximum difference in skid resistance of 0.125 and SCI of 5.

Row 5 Project Hierarchy 1 - for each year that there is no treatment after a treatment type 3 (IL30) predicted life of the pavement deteriorates 1 year, difference in skid resistance deteriorates by (0.125/13) = 0.00962 and SCI deteriorates by ((5-1.2)/13) = 0.29231.

Row 6 Project Hierarchy 1 - for each year that there is no treatment after a treatment type 4 (SD) predicted life of the pavement deteriorates 1 year, difference in skid resistance deteriorates by (0.125/6) = 0.01563 and SCI deteriorates by ((5-1.2)/6) = 0.63333.

Row 7 Project Hierarchy 2 - in lay of 30mm will provide maximum difference in skid resistance of 0.125 and SCI of 10.

Row 8 Project Hierarchy 2 - surface dressing will provide maximum difference in skid resistance of 0.125 and SCI of 10.

Row 9 Project Hierarchy 2 - for each year that there is no treatment after a treatment type 3 (IL30), difference in skid resistance deteriorates by (0.125/18) = 0.00694 and SCI deteriorates by ((10-2.4)/18) = 0.4222.

Row 10 Project Hierarchy 2 - for each year that there is no treatment after a treatment type 4 (SD), difference in skid resistance deteriorates by (0.125/8) = 0.01563 and SCI deteriorates by ((10-2.4)/8) = 0.95.

Row 11 Project Hierarchy 3 - in lay of 30mm will provide a SCI of 10.

Row 12 Project Hierarchy 3 - surface dressing will provide a SCI of 10.

Row 13 Project Hierarchy 3 - for each year that there is no treatment after a treatment type 3 (IL30), SCI deteriorates by ((10-2.4)/23) = 0.33043.

Row 14 Project Hierarchy 3 - for each year that there is no treatment after a treatment type 4 (SD), SCI deteriorates by ((10-2.4)/11) = 0.69091.

Row 15 Project Hierarchy 4 - in lay of 30mm will provide a SCI of 10.

Row 16 Project Hierarchy 4 - surface dressing will provide a SCI of 10.

Row 17 Project Hierarchy 4 - for each year that there is no treatment after a treatment type 3 (IL30), SCI deteriorates by ((10-2.4)/28) = 0.27143.

Row 18 Project Hierarchy 4 - for each year that there is no treatment after a treatment type 4 (SD), SCI deteriorates by ((10-2.4)/13) = 0.58462.

APPENDIX B

Pavement Model Schematic

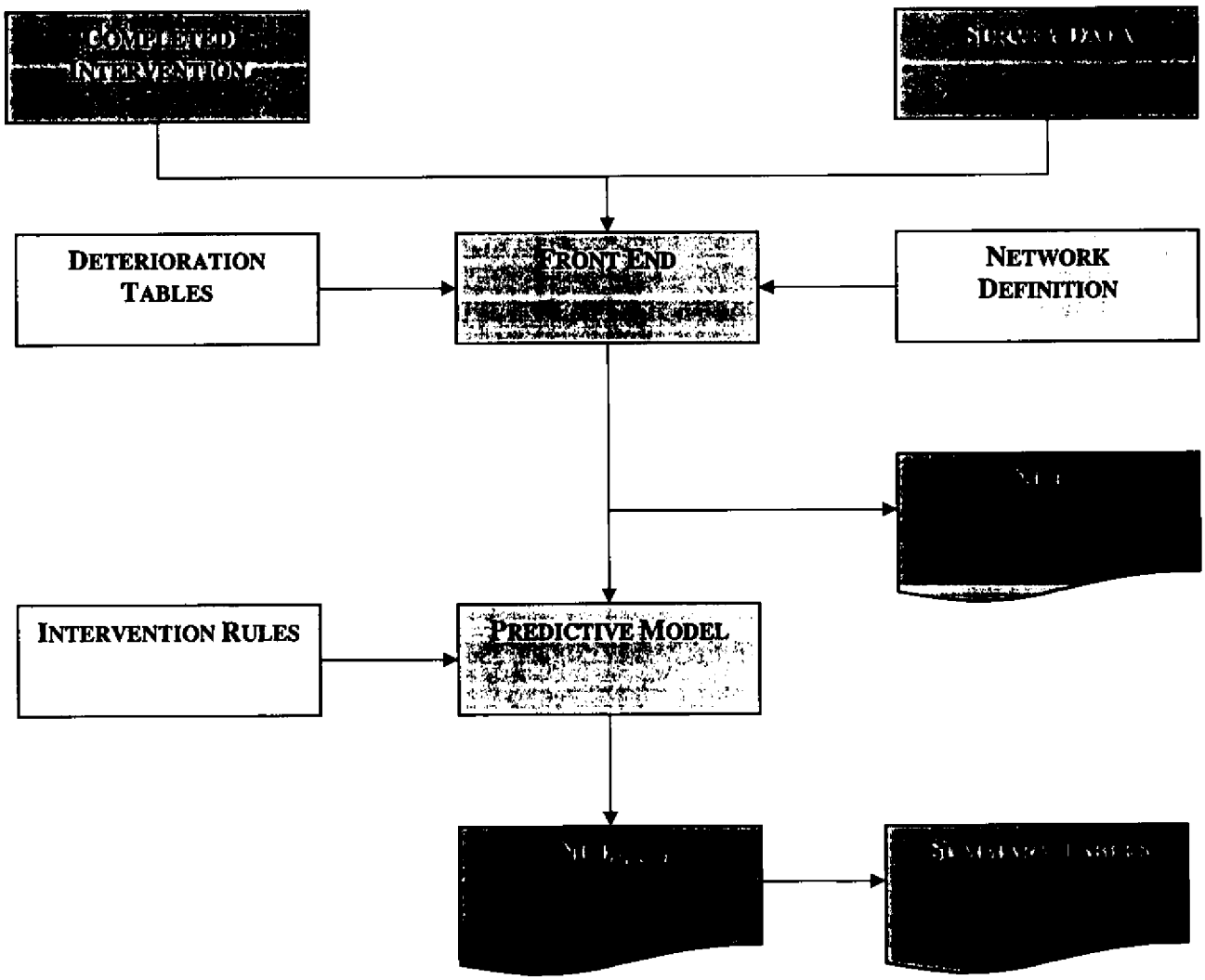

TABLE 16

Defect Weightings

Defect	Description	Weightings
BCHJ	Whole Carriageway Major Chip Loss	Major
BCHN	Whole Carriageway Minor Chip Loss	Minor
BCJ	Major Cracking	Major
BCN	Minor Cracking	Minor
BCRJ	Whole Carriageway Major Cracking	Major
BCRN	Whole Carriageway Minor Cracking	Minor
BCRW	Wheel Track Major Cracking	Major
BDM	Combined Major Deterioration	Major
BDO	Combined Overall Deterioration	Major
BFAJ	Whole Carriageway Major Fatting	Minor
BFAN	Whole Carriageway Minor Fatting	Minor
BFJ	Major Fretting	Major
BFN	Minor Fretting	Minor
BFRJ	Whole Carriageway Major Fretting	Major
BFRN	Whole Carriageway Minor Fretting	Minor
BLE1	Left Recorded Edge Deterioration Severity 1	Major
BLE2	Left Recorded Edge Deterioration Severity 2	Major
BLMS	Moderate Local Settlement/Subsidence	Major
BLSS	Severe Local Settlement/Subsidence	Major
BMD	Major Bituminous Deterioration	Major
BMS	Moderate Local Settlement/Subsidence	Major
BND	Minor Bituminous Deterioration	Minor
BRE1	Right Recorded Edge Deterioration Severity 1	Major
BRE2	Right Recorded Edge Deterioration Severity 2	Major
BRUT	Wheel Track Rutting	Major
BSP	Spot Defects	Major
BSS	Severe Local Settlement/Subsidence	Major
BTC1	Transverse/Reflection Cracking Severity 1	Minor
BTC2	Transverse/Reflection Cracking Severity 2	Major
BTR	Longitudinal Trip	Major
CCJ	Major Cracking	Major
CCN	Minor Cracking	Major

Defect	Description	Weightings
CCR	WC Combined Cracking	Major
CDD	Severe Local Settlement/Subsidence	Major
CDES	Defective Transverse Joint Seal	Minor
CDM	Combined Major Deterioration	Major
CDO	Combined Overall Deterioration	Major
CDSD	Defective Surface Dressing	Minor
CECR	Major Single Cracking	Major
CFAU	Transverse Joint Faulting	Major
CFJ	Major Scaling/Fretting	Major
CFN	Minor Scaling/Fretting	Minor
CGST	Global Settlement	Major
CIK	Cracking Associated with Ironwork	Major
CJCK	Transverse Joint Cracking	Major
CJSJ	Major Transverse Joint Spalling	Major
CJSN	Minor Transverse Joint Spalling	Minor
CLDS	Defective Longitudinal Joint Seal	Minor
CLER	Wide Longitudinal Cracking	Major
CLFU	Longitudinal Joint Faulting	Major
CLJJ	Major Longitudinal Joint Spalling	Major
CLJK	Longitudinal Joint Cracking	Major
CLJN	Minor Longitudinal Joint Spalling	Minor
CLNR	Narrow Longitudinal Cracking	Minor
CMD	Major Concrete Deterioration	Major
CMS	Moderate Local Settlement/Subsidence	Major
CMUC	Multiple Cracking	Major
CNCR	Minor Single Cracking	Minor
CND	Minor Concrete Deterioration	Minor
CPAT	Bituminous Patching	patch
CSC	Combined Single Cracking	Major
CSD	Combined Concrete Surface Deterioration	Major
CSET	Local Settlement	Major
CSFJ	Major Concrete Surface Deterioration	Major
CSFN	Minor Concrete Surface Deterioration	Minor
CSP	Spot Defects	Major
CTEX	Loss of Texture	Minor

Defect	Description	Weightings
CTR	Longitudinal Trip	Major
DRUT	Machine-Measured DVI Wheel Track Rutting	Major
DSP	Spot Defects	Major
FCF	Cracked and Depressed Flags	Major
FCMS	Moderate Local Settlement/Subsidence	Major
FCSS	Severe Local Settlement/Subsidence	Major
FDF	Depressed Flags (not Cracked)	Major
FDM	Combined Major Deterioration	Major
FDO	Combined Overall Deterioration	Major
FFMS	Moderate Local Settlement/Subsidence	Major
FFSS	Severe Local Settlement/Subsidence	Major
FKMS	Moderate Local Settlement/Subsidence	Major
FKSS	Severe Local Settlement/Subsidence	Major
FLF	Cracked but Level Flags	Minor
FMD	Major Flagged Deterioration	Major
FMS	Moderate Local Settlement/Subsidence	Major
FND	Minor Flagged Deterioration	Minor
FRC	WC Combined Fretting	Minor
FSS	Severe Local Settlement/Subsidence	Major
FTR	Longitudinal Trip	Major
JJC	Combined Major Transverse Joint Deterioration	Major
JLC	Combined Major Longitudinal Joint Deterioration	Major
KBCO	Combined Kerb Deterioration	Minor
KBDN	Kerb Disintegration	Major
KBDT	Kerb Deterioration	Major
KBIU	Inadequate Upstand	Major
KBMD	Moderate Block Deterioration	Minor
KBMS	Kerb Misalignment	Major
KBOD	Overall Block Deterioration	Major
KBUM	Uneven of Missing Blocks	Major
KCB	Cracked and Depressed Blocks	Major
KDB	Damaged Blocks	Minor
KDM	Combined Major Deterioration	Major
KDMB	Damaged Blocks	Minor
KDO	Combined Overall Deterioration	Major

Defect	Description	Weightings
KDUP	Inadequate Upstand	Minor
KMAL	Misaligned Blocks	Major
KMB	Depressed or Missing Blocks	Major
KMD	Major Block Deterioration	Major
KMF	Missing Filler	Minor
KMIF	Missing Filler	Minor
KND	Minor Block Deterioration	Minor
KRUT	Wheel Track Rutting	Major
KSBD	Severe Block Deterioration	Major
KSP	Spot Defects	Major
KTR	Longitudinal Trip	Major
LCS	Combined Local Settlement/Subsidence	Major
LEC	Left Combined Edge Deterioration	Major
REC	Right Combined Edge Deterioration	Major
SDT	Surface Deterioration	Minor
WCD	Wearing Course Deterioration	Major

SCHEDULE 3

Method Statements

SCHEDULE 4

Payment Mechanism

SCHEDULE 4

Payment Mechanism

PART 1 OF SCHEDULE 4

Payment Mechanism

Schedule 4 consists of 2 Parts:

Part 1 of schedule 4: Payment Mechanism

Part 2 of schedule 4: Draft Monthly Monitoring Report