

Performance Management Framework

Reference No.	Description	Service Levels			Performance											
		Good	Fair	Poor	Actual (2015)	Actual (2016)	Actual (2017)	National Average (2017)	Actual (2018)	National Average (2018)	Actual (2019)	National Average (2019)	Actual (2020)	National Average (2020)	Actual (2021)	National Average (2021)
1*	How satisfied are stakeholders with the condition of road surfaces?	>40%	30-40%	<30%	43%	39%	42%	40%	37%	32%	45%	38%	42%	37%	38%	24%
2*	How satisfied are stakeholders with the condition of pavements?	>60%	50-60%	<50%	59%	55%	55%	55%	57%	54%	58%	55%	51%	52%	51%	50%
3*	How satisfied are stakeholders with the efforts to reduce delays to traffic?	>55%	45-55%	<45%	47%	50%	49%	51%	45%	52%	52%	53%	49%	49%	40%	44%
4*	How satisfied are stakeholders with the ease with which they can contact Highways?	>65%	60-65%	<60%	69%	64%	65%	64%	N/P	N/P	62%	62%	66%	66%	59%	61%
5	% Cat A pothole repairs completed on time	>90%	80-90%	<80%	88%	89%	95%	N/A	88%	N/A	91%	N/A	78%	N/A	62%	N/A
6	% Cat B pothole repairs completed on time	>80%	70-80%	<70%	79%	57%	83%	N/A	86%	N/A	78%	N/A	65%	N/A	59%	N/A
7	% of signalised installations repaired on time	>90%	80-90%	<80%	91%	87%	92%	N/A	93.2%	N/A	93.6%	N/A	95%	N/A	95%	N/A
8	% of highway claims repudiated	>85%	75-85%	<75%	85%	88%	89%	N/A	88%	N/A	90%	N/A	89.4%	N/A	84%	N/A
9	% Principal Network (A roads) requiring major maintenance	<5%	5-10%	>10%	3%	3%	2%	N/A	3%	N/A	4%	N/A	7%	N/A	7%	N/A
10	% Non-Principal Classified Network (B & C roads) requiring major maintenance	<10%	10-15%	>15%	4%	5%	4%	N/A	5%	N/A	6%	N/A	11%	N/A	11%	N/A
11	% of Unclassified Network requiring major maintenance	<20%	20-25%	>25%	12%	9%	6%	N/A	9%	N/A	9%	N/A	19%	N/A	19%	N/A
12	% of footways requiring major maintenance	<20%	20-25%	>25%	N/Av	N/Av	N/Av	N/A	9%	N/A	7%	N/A	6%	N/A	7%	N/A
13	% of council owned highway structures in need of essential repair (excluding retaining walls)	<5%	5-10%	>10%	3.80%	3.60%	3.60%	N/A	8%	N/A	8.80%	N/A	9.20%	N/A	5.80%	N/A
14	% of bridges with imposed temporary width/weight restrictions	<5%	5-10%	>10%	1.20%	1.20%	1.20%	N/A	1.20%	N/A	1.20%	N/A	1.20%	N/A	0.40%	N/A
15	% of UTM Traffic Signal Installations exceeding average expected service life	<10%	10-15%	>15%	8%	7%	6%	N/A	4.9%	N/A	3.80%	N/A	1%	N/A	0.008%	N/A
16	% of Street Lighting columns with LED lanterns	>75%	25-75%	<25%	N/Av	N/Av	N/Av	N/A	13.0%	N/A	18.0%	N/A	20%	N/A	28%	N/A
17	% of UTM Installations with LED lanterns	>95%	85-95%	<85%	100%	100%	100%	N/A	100%	N/A	100%	N/A	100%	N/A	100%	N/A

Customer Service
Safety
Serviceability
Sustainability

*National Highways & Transport (NHT) Public Satisfaction Survey results

N/P NHT score not produced in 2018 or 2019
N/A Not Applicable
N/Av Not Available