

## City Development and Transport

Customer based improvement												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
% of Telephone calls are answered within customer first standards across CDT	New PI	94.26% (67392/ 71498)	95.11% (73950/ 77752)	95%	Q1 08/09 <b>95.93%</b>	<b>No</b> Q1 07/08 96%	<20sec	18948			95%	95%
							Received	19752				
							Annual	95.93%				
										Current	✓	
Correspondance replied to within 10 days across City Development and Transport	98% (1439/1473 )	96.05% (1193/ 1242)	97.22% (979/ 1007)	95%	Q1 08/09 <b>91.45%</b> (246/ 269)	<b>No</b> Q1 07/08 98.77%	replied	104	91	51	95%	95%
							received	108	100	61		
							Monthly	96%	91%	84%		
										Current	✘	
G13 % of pre-works letters received 1 week or more prior to commencement	96%	92.96% (66/71)	92.21% (71/77)	95%	Q1 08/09 <b>90%</b>	<b>No</b> Q1 07/08 100%	Received	9			95%	95%
							Total	10				
							Quarterly	90%				
										Current	✘	
BVPI 104: % of respondents satisfied with local bus services	74.00%	71.00%	68.00%	72.00%	N/A	N/A	Annual				74%	76%
										Current		
VH37 - The percentage of people satisfied with the condition of roads and pavements in York	56.00%	51.00%	49.00%	50.00%	N/A	N/A	Annual				50%	50%
										Current		

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
PS1 - % of all correspondence responded to within 10 working days (parking)	95%	85.13%	89.07% (4949/ 5556)	95%	Q1 08/09 <b>95.69%</b> (844/ 882)	<b>Yes</b> Q1 07/08 94.33%	Respond	348	226	270	95%	95%
							Total	353	243	286		
							%	98.58%	93.00%	94.41%		
										Current	✓	
P2: (G14) The number of highways inspections completed within 4 working days	95%	98.18% (3503/ 3568)	99.34% (2996/ 3016)	98%	Q1 08/09 <b>98.10%</b>	<b>No</b> Q1 07/08 99.25%	Complete	673			98%	98.0%
							Total	686				
							Quarterly	98.10%				
										Current	✓	
<b>Process based improvement</b>												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 177: Local bus passenger journeys originating in the authority area	15.1m	16.7m	14.9 m	15.4m	N/A	N/A	Annual				15.9m	16.5m
Replaces BVPI 102										Current		
COLI 33% of streetlamps not working as planned	New PI	0.90%	0.84%	1.20%	Q1 08/09 <b>0.97%</b>	<b>No</b> Q1 07/08 0.91%	Quarterly	0.97%			1.15%	1.10%
										Current	✓	
G16 - Percentage of serious highway repairs carried out within 3 days of the issue of instructions to Neighbourhood Services	88%	92%	88.7% (728/ 821)	90%	Q1 08/09 <b>95.18%</b>	<b>Yes</b> Q1 07/08 94.47%	Number complete	217			92%	92.0%
							Total Number	228				
							Quarterly	95.18%				
										Current	✓	

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PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
Invoices paid within 30 days in CDT	New PI	New PI	94.69% 1535/1621	95%	Q1 08/09 <b>86.90%</b> (431/ 469)	No Q1 07/08 96.7%	Paid	159	131	141	95%	95%
							Received	169	157	170		
							Monthly	94.08%	83.44%	82.94%		
											Current	*
NPI 47: People killed or seriously injured in road traffic accidents	New PI	New PI	New PI	113	N/A	N/A	Annual				87	81
	This indicators replaces BVPI 99ai but has a different definition										Current	
<b>Resource based improvement</b>												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
COLI 1 - Cost per passenger journey on all subsidised bus services	£0.53	£0.60	£1.20	£1.20	N/A	N/A	Annual				£1.25	£1.30
											Current	
HS01 (ex-BVPI95) - Cost of maintaining a streetlight	£65.28	£52.89	£55.56	£56.00	N/A	N/A	Annual				£51.50	51.00
											Current	

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
Percentage of staff in CDT appraised in the last 12 months	76.20%	82.82%	83.33%	100%	N/A	N/A	Annual				100%	100%
											Current	
S2: Number of staff days lost to sickness (and stress) across CDT (days/fulltime)	13.06 days	12.44 days	11.13 days	<8 days	Q1 08/09 <b>1.88 days</b>	<b>Yes</b> Q1 07/08 4.16 days	Quarterly	1.88 days			<8 days	<8 days
											Current	✓
Number of Days lost for stress related illness across City Development and Transport	-	6.71%	1.81 days (16.05%)	<2 days	Q1 08/09 <b>0.32 days</b>	<b>Yes</b> Q1 07/08 0.74 days	Quarterly	0.32 days (17.16% of sick days taken)			<2 days	<2days
											Current	✓
S4: Overall staff satisfaction rating of staff from staff survey	66%	N/A	58%	75%	N/A	N/A	Every 18 months				N/A	75%
											Current	
<b>Not on the Service Plan</b>												
PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
BVPI 100 - Number of days of temporary traffic controls or road closures on traffic sensitive roads caused by roadworks per kilometre of traffic sensitive road	0 days	0 days	0 days	0 days	N/A	N/A	Annual				0 days	0 days
											Current	

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PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
BVPI 103: % of respondents satisfied with local provision of public transport information	59.00%	54%	53%	55%	N/A	N/A	Annual				56%	57%
											Current	
BVPI 106 - The percentage of new homes built on previously developed land	96.39%	94.63% (828/ 875)	94.80% (528/557)	65.00%	Q1 08/09 <b>95.83%</b>	No Q1 07/08 100%	No: of b.field	46	65.00%	65.00%		
							Total No.	48				
							Percent	95.83%				
											Current	✓
BVPI 187 - Condition of footways. The percentage of footpaths needing further investigation	11.3%	15.0%	12.0%	12.0%	N/A	N/A	Annual				12.0%	12.0%
											Current	
BVPI215a: The average time taken to repair a street lighting fault in calendar days where the response time is under the control of the local authority	1.06 days	2.13 days	5.9 days	5 days	Q1 08/09 <b>0.69 days</b>	Yes Q1 07/08 1.78 days	Monthly	0.41 days	0.19 days	0.09 days	4.75 days	4.5 days
											Current	✓
BVPI215b: The average time taken to repair a street lighting fault, where the response time is under the control of a DNO	18.9 days	19.14 days	8.19 days	8 days	Q1 08/09 <b>5.17 days</b>	Yes Q1 07/08 7.12 days	Monthly	3.78	8.4	3.33	7.5 days	7 days
											Current	✓

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PI code and description	Previous Outturns			2008/09			Frequency	Q1			Future Targets	
	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 168: Principal roads where maintenance should be considered	6%	7.0%	4.0%	4.0%	N/A	N/A	Annual				4.0%	4.0%
	Replaces BVPI 233										Current	
NPI 169: Non-principal roads where maintenance should be considered	10%	9.0%	10.0%	10.0%	N/A	N/A	Annual				10.0%	10.0%
	Replaces BVPI 224a										Current	
NM1 % of applications processed within 10 days of receipt	97.00%	94.6% (1728/ 1825)	90%	95.00%	Q1 08/09 <b>92%</b>	<b>Yes</b> 07/08 90%	Monthly	88%	95.0%	93.0%	95%	95%
											Current	*
G11 - Percentage of carriageway in grade 3 (poor) condition	19%	17%	15.80%	15%	N/A	N/A	Annual				18%	18.0%
											Current	
G12 - Percentage of the footway in Grade 3 (poor) condition	8%	7%	7.50%	7%	N/A	N/A	Annual				7%	7.0%
											Current	
G15 - Percentage of highway emergency work carried out within 24 hours of the issue of instructions to Neighbourhood Services	96%	97%	97.91% (800/ 817)	97%	Q1 08/09 <b>98.25%</b>	<b>Yes</b> 07/08 97.94%	Number complete	224	97%	97.0%		
							Total Number	228				
							Quarterly	98.25%				
											Current	✓

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
G17 - Percentage of non-urgent / serious highway repairs carried out within 20 days of the issue of instructions to Neighbourhood Services	90%	92%	85.95% (3249/ 3780)	90%	Q1 08/09 <b>81%</b>	<b>No</b> Q1 07/08 90.80%	Number complete	515			92%	92.0%
							Total Number	633				
							Quarterly	81.36%				
										Current	✘	
LTP 9a(i) - Park & Ride usage - total passengers	2,684,156	3.14 m	3.1m	3.14m	Q1 08/09 <b>781,319</b>	<b>Yes</b> (07/08 751,732)	Monthly	261,184	243,871	276,264	3.37m	3.43m
										Current	✘	
NPI 36: Protection against terror attack	New PI	New PI	New PI	N/A	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
										Current		
NPI 37: Awareness of civil protection arrangements in the local area	New PI	New PI	New PI	N/A	N/A	N/A	Bi-annual				2008/09 will set the baseline	N/A
										Current		
NPI 48: Children killed or seriously injured in road traffic accidents	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
	This indicators replaces BVPI 99bi but has a different definition									Current		

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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 154: Net additional homes provided	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 159: Supply of ready to develop housing sites	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 167: Congestion - average journey time per mile during the morning peak	New PI	New PI	3 min 48 sec	<4 min 0 sec	N/A	N/A	Annual				<4 min 0 sec	<4 min 0 sec
											Current	
NPI 170: Previously developed land that has been vacant or derelict for more than 5 years.	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 175: Access to services and facilities by public transport, walking and cycling	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 176: Working age people with access to employment by public transport (and other specified modes)	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	



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	05/06	06/07	07/08	Target	Actual	Improve		A	M	J	09/10	10/11
NPI 178: Bus services running on time	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	
NPI 189: Flood and Coastal erosion risk management	New PI	New PI	New PI	2008/09 will set the baseline	N/A	N/A	Annual				2008/09 will set the baseline	2008/09 will set the baseline
											Current	