

City Development and Transport

Customer based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Q3			Future Targets		
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	O	N	D	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%	95%	Q1-3 08/09	Yes Q1-3 07/08 94.84%	<20sec	18948			18698		17199			95%	95%	
						Received		19752			19797		17797						
						Annual		95.93%			94.45%		96.64%						
																Current	✓		
Correspondance replied to within 10 days across City Development and Transport	98% (1439/ 1473)	96.05% (1193/ 1242)	97.22% (979/ 1007)	95%	92%	Q1-3 08/09	No Q1-3 07/08 98.41%	replied	104	91	51	65	95	79	77	58	46	95%	95%
						received		108	100	61	73	119	82	82	61	49			
						Monthly		96%	91%	84%	89%	80%	96%	94%	95%	94%			
																Current	*		
G13 % of pre-works letters received 1 week or more prior to commencement	96%	92.96% (66/71)	92.21% (71/77)	95%	94%	Q1-3 08/09	No Q1-3 07/08 97.87%	Received	9			4		20			95%	95%	
						Total		10			4		21						
						Quarterly		90.00%			100.00%		95.24%						
																Current	*		
BVPI 104: % of respondents satisfied with local bus services	74.00%	71.00%	68.00%	72.00%	N/A	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	N/A	Annual										50%	50%
																Current			
PS1 - % of all correspondance responded to within 10 working days (parking)	95%	85.13%	89.07% (4949/ 5556)	95%	95%	Q1-3 08/09	Yes Q1-3 07/08 87.19%	Respond	348	226	270	250	258	305	275	322	203	95%	95%
						Total		353	243	286	271	283	312	283	325	210			
						%		98.58%	93.00%	94.41%	92.25%	91.17%	97.76%	97.17%	99.08%	96.67%			
																Current	✓		
P2: (G14) The number of highways inspections completed within 4 working days	95%	98.18% (3503/ 3568)	99.34% (2996/ 3016)	98%	98%	Q1-3 08/09	No Q1-3 07/08 99.57%	Complete	673			260		397			98%	98.0%	
						Total		686			263		408						
						Quarterly		98.10%			98.86%		97.30%						
																Current	✓		

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	09/10	10/11
Process based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	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	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%	0.90%	Q1-3 08/09 0.88%	Yes Q1-3 07/08 0.97%	Quarterly	0.97%			0.70%			0.96%			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%	95%	Q1-3 08/09 97.04% (459/ 473)	Yes Q1-3 07/08 86.2%	Number complete	217			47			195			92%	92.0%
								Total Number	228			48			197				
								Quarterly	95.18%			97.92%			98.98%				
																	Current	✓	
NPI 47: People killed or seriously injured in road traffic accidents	New PI	New PI	New PI	113	N/A	N/A	N/A	Annual									87	81	
This indicators replaces BVPI 99ai but has a different definition																	Current		
Resource based improvement																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	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	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	N/A	Annual									£51.50	51.00	
																	Current		

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	O	N	D	09/10	10/11	
Percentage of staff in CDT appraised in the last 12 months	76.20%	82.82%	83.33%	100%	85%	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	> 8 days	Q1-3 08/09 8.28 days	Yes Q1-3 07/08 9.09 days	Quarterly	1.88 days			2.57 days			3.69 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	> 2 days	Q1-3 08/09 1.49 days	No Q1-3 07/08 1.4 days	Quarterly	0.32 days (17.16% of sick days taken)			0.72 days (27.84% of sick days taken)			0.45 days (12.12% 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	N/A	Every 18 months										N/A	75%
	Current																		
Not on the Service Plan																			
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	O	N	D	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	N/A	Annual										0 days	0 days
	Current																		
BVPI 103: % of respondents satisfied with local provision of public transport information	59.00%	54%	53%	55%	N/A	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%	93.00%	Q1-3 08/09 95.41% (187/ 196)	Yes Q1-3 07/08 93.27%	No: of b.field	46			67			74			65.00%	65.00%
								Total No.	48			73			75				
								Percent	95.83%			91.78%			98.67%				
	Current																		

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	O	N	D	09/10	10/11	
BVPI 187 - Condition of footways. The percentage of footpaths needing further investigation	11.3%	15.0%	12.0%	12.0%	N/A	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	< 5 days	Q1-3 08/09 0.29 days	Yes Q1-3 07/08 6.77 days	Monthly	0.41 days	0.19 days	0.09 days	0.26 days	0.37 days	0.13 days	0.47 days	0.33 days	0.33 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	12 days	Q1-3 08/09 10.61 days	Yes Q1-3 07/08 15.86 days	Monthly	3.78 days	8.4 days	3.33 days	17.75 days	28.2 days	8.6 days	5.17 days	12.28 days	11.33 days	7.5 days	7 days
	Current																		
NPI 168: Principal roads where maintenance should be considered	6%	7.0%	4.0%	4.0%	N/A	N/A	N/A	Annual										4.0%	4.0%
	Replaces BVPI 233																		
NPI 169: Non-principal roads where maintenance should be considered	10%	9.0%	10.0%	10.0%	N/A	N/A	N/A	Annual										10.0%	10.0%
	Replaces BVPI 224a																		
NM1 % of applications processed within 10 days of receipt	97.00%	94.6% (1728/1825)	90%	95.00%	90%	Q1-3 08/09 89.33%	Yes Q1-3 07/08 86.11%	Monthly	88%	95.0%	93.0%	90.00%	94%	88%	75%	93%	88%	95%	95%
	Current																		
G11 - Percentage of carriageway in grade 3 (poor) condition	19%	17%	15.80%	15%	N/A	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	N/A	Annual										7%	7.0%
	Current																		

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	O	N	D	09/10	10/11	
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%	97%	Q1-3 08/09	Yes Q1-3 07/08 96.38%	Number complete	224			83			183			97%	97.0%
						Total Number		228			83			184					
						Quarterly		98.25%			100.00%			99.46%					
						Current													
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%	88%	Q1-3 08/09	No Q1-3 07/08 89.37%	Number complete	515			318			871			92%	92.0%
						Total Number		633			429			877					
						Quarterly		81.36%			74.13%			99.32%					
						Current													
LTP 9a(i) - Park & Ride usage - total passengers	2,684,156	3.14 m	3.1m	3.14m	3.13m	Q1-3 08/09 2,346,871	No Q1-3 07/08 (2,391, 927)	Monthly	261,184	243,871	276,264	248,369	266,573	241,298	263,770	268,438	277,104	3.37m	3.43m
Current																	*		
NPI 36: Protection against terror attack	New PI	New PI	New PI	N/A	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	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	N/A	Annual										2008/09 will set the baseline	2008/09 will set the baseline
This indicator replaces BVPI 99bi but has a different definition																	Current		
NPI 154: Net additional homes provided	New PI	New PI	New PI	2008/09 will set the baseline	N/A	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	N/A	Annual										2008/09 will set the baseline	2008/09 will set the baseline
Current																			

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Q3			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	O	N	D	09/10	10/11
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	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	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	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	N/A	Annual									2008/09 will set the baseline	2008/09 will set the baseline
																	Current	
NPI 178: Bus services running on time	New PI	New PI	New PI	2008/09 will set the baseline	N/A	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	N/A	Annual									2008/09 will set the baseline	2008/09 will set the baseline
																	Current	