

City Development and Transport

Customer based improvement																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Future Targets		
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	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%	Q1-2 08/09 95.19% (37646/ 39549)	Yes Q1-2 07/08 95.05%	<20sec	18948			18698		95%	95%	
								Received	19752			19797				
								Annual	95.93%			94.13%				
												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%	Q1-2 08/09 89.32% (485/ 543)	No Q1-2 07/08 98.89%	replied	104	91	51	65	95	79	95%	95%
								received	108	100	61	73	119	82		
								Monthly	96%	91%	84%	89%	80%	96%		
												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%	Q1-2 08/09 92.85% (13/14)	No Q1-2 07/08 100%	Received	9			4		95%	95%	
								Total	10			4				
								Quarterly	90%			100%				
												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%	94%	Q1-2 08/09 94.79% (1657/ 1748)	Yes Q1-2 07/08 84.33%	Respond	348	226	270	250	258	305	95%	95%
								Total	353	243	286	271	283	312		
								%	98.58%	93.00%	94.41%	92.25%	91.17%	97.76%		
													Current	✘		

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	09/10	10/11	
P2: (G14) The number of highways inspections completed within 4 working days	95%	98.18% (3503/ 3568)	99.34% (2996/ 3016)	98%	98%	Q1-2 08/09	No Q1-2 07/08 99.42%	Complete	673			260			98%	98.0%
						98.31% (933/ 949)			686			263				
						Quarterly			98.10%			98.86%				
													Current	✓		
Process based improvement																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	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%	1.00%	Q1-2 08/09 0.84%	Yes Q1-2 07/08 0.95%	Quarterly	0.97%			0.70%			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%	90%	Q1-2 08/09	Yes Q1-2 07/08 82.67%	Number complete	217			47			92%	92.0%
						95.65% (264/ 276)			228			48				
						Quarterly			95.18%			97.92%				
													Current	✓		
Invoices paid within 30 days in CDT	New PI	New PI	94.69% 1535/1621	95%	95%	N/A	Not comparab le	Paid	159	131	141	Not available			95%	95%
								Received	169	157	170					
								Monthly	94.08%	83.44%	82.94%	N/A	N/A	N/A		
													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			

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	09/10	10/11
Resource based improvement															
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10
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	
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	Q1-2 08/09 4.45 days	Yes Q1-2 07/08 6.7 days	Quarterly	1.88 days		2.57 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	Q1-2 08/09 1.04 days	No Q1-2 07/08 0.91 days	Quarterly	0.32 days (17.16% of sick days taken)		0.72 days (27.84% 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	

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	09/10	10/11
Not on the Service Plan																
PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	J	A	S	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%	Q1-2 08/09 93.39% (113/ 121)	No Q1-2 07/08 94.8%	No: of b.field	46			67			65.00%	65.00%
								Total No.	48			73				
								Percent	95.83%			91.78%				
														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	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	Q1-2 08/09 0.24 days	Yes Q1-2 07/08 5.12 days	Monthly	0.41 days	0.19 days	0.09 days	0.26 days	0.37 days	0.13 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	Q1-2 08/09 11.68 days	No Q1-2 07/08 11.66 days	Monthly	3.78 days	8.4 days	3.33 days	17.75 days	28.2 days	8.6 days	7.5 days	7 days
															Current	*

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2		Future Targets		
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	09/10	10/11	
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													Current		
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													Current		
NM1 % of applications processed within 10 days of receipt	97.00%	94.6% (1728/ 1825)	90%	95.00%	93%	Q1-2 08/09 91.33%	Yes Q1-2 07/08 89.83%	Monthly	88%	95.0%	93.0%	90.00%	94%	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		
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%	Q1-2 08/09 98.71% (307/ 311)	Yes Q1-2 07/08 96.38%	Number complete	224			83		97%	97.0%	
								Total Number	228			83				
								Quarterly	98.25%			100.00%				
														Current	*	

PI code and description	Previous Outturns			2008/09				Frequency	Q1			Q2			Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	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%	85%	Q1-2 08/09	No Q1-2 07/08 85.59%	Number complete	515			318			92%	92.0%
						78.43% (833/ 1062)			633			429				
						Quarterly			81.36%			74.13%				
													Current	*		
LTP 9a(i) - Park & Ride usage - total passengers	2,684,156	3.14 m	3.1m	3.14m	3.14m	Q1-2 08/09 1,537, 559	No Q1-2 07/08 (1,555, 770)	Monthly	261,184	243,871	276,264	248,369	266,573	241,298	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		Future Targets	
	05/06	06/07	07/08	Target	Forecast	Actual	Improve		A	M	J	A	S	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	