

Quarterly Network Management Scorecard

TMA Performance Indicators (TPI's)

The TMA Performance Indicators (TPI's) are a collection of measures for Works Promoters in the Streetworks Industry designed by HAUC UK and EDG members.

What is the purpose of the scorecard?

The purpose of the scorecard is not to create a league table but to support self regulation and best practice. The measures are simply a summary of statistical information, currently held in ETON systems which cannot be altered. These measures are required by both Government and HAUC UK when making fact based decisions about legislation. The performance working group have narrowed possible measures down to 19 TPI's categorised by:

- Occupancy
- Coordination and Notice Quality
- Reinstatement
- Safety

This decision has been based on the information available within EToN systems.

How will it work?

Extracts will be run on a quarterly basis by Highway Authority street works teams. The software suppliers will provide a simple script that produces the 19 measures at the touch of a button. This result will be emailed to statisticians who will validate the data and populate the scorecard template, this will also provide some basic reporting over time to help analyse and monitor trends. It will then be summarised to provide totals for each authority, split between works promoters, utilities and highways works. This will allow users to assess their own performance and the performance of works promoters working within their area.

Data will be submitted to HAUC UK by authorities 6 weeks after the end of each quarter:

- | | |
|-----------|------------------------------|
| Quarter 1 | 1st April to 30th June |
| Quarter 2 | 1st July to 30th September |
| Quarter 3 | 1st October to 31st December |
| Quarter 4 | 1st January to 31st March |

Submissions should be sent to scorecards@geoplace.co.uk

Utility companies will **NOT** be required to submit data.

What are the Measures?

The TMA Performance Indicators to be included in the quarterly report come under the following:

Occupancy of the Highway – Coordination – Inspection -Reinstatement - Safety

Occupancy of the Highway

TPI 1 Works phase started.

A count of all Works phases that started within a given quarter

TPI 2 Works phases completed

A count of all work phases completed within a given quarter.

TPI 3 Days of Occupancy

A count of all Works occupancy days for any Works phases that were active (in progress) at any time within a given quarter, Only days within the quarter will be counted.

Days to be counted will be between the actual start date on the “Actual Start” notice (or the New Activity notice for immediate Works) and the Actual End Date on the “Works Stop” notice, Inclusive of both Start and End dates. As above, if a Works Status Correction has been used to revert an Actual Start or Works Stop notice, the preceding Start / Stop notice will be ignored and the date from a subsequent Start / Stop notice used instead.

TPI 4 Average duration of completed Work phases

The average duration in days for all those Work phases that were completed within the quarter, i.e. for the works that are included within TPI 2, this will be calculated as the “Aggregated Duration for all TPI 2 Works Phases” / TPI 2 Count of number of Works Phases” where the Duration is the number of days from the Actual Start Date to the Actual End Date, inclusive.

The Average Duration will be rounded up to the nearest two decimal places.

TPI 5 Works of Phases completed after the Reasonable Period

Works phases where the Works Stop Date was after the “Reasonable Period” for the phase.

The end of the Reasonable Period is identified by the Estimated End Date in the latest promoter notice, unless that has been superseded by a subsequent Duration Challenge from the authority which takes precedence whether or not there has been a Duration Challenge Non-Acceptance from the promoter

TPI 6 Overrun days

A sum of the total overrun days for those work phases that were completed during the quarter.

An accumulation of the number of days from the end of the Reasonable Period to the Actual End Date, including any overrun days that may be in the previous quarters.

TPI 7 Number of Phase 1 Registrations

TPI 8 Number of Phase 1 Permanent Registrations

The count of works where all sites on the Full Registration notice for the works phase has one of the following

- a. Permanent
- b. Bar Hole

This count would exclude works where any notice referring to an additional phase has been recorded before a Full Registration notice was received. This would result in the appropriate exclusion of any works where immediate Remedial Works was found to be necessary.

Co-ordination of Works

TPI 9 Incorrectly Timed Notices

This indicator is the number of notices that do not comply with the legislative requirements on timing. It should be noted that this does not mean that every one of these situations could have resulted in the issue of a valid FPN (A New Activity Notice sent with insufficient notice period can only validly become a FPN if the work is actually started early without an agreement)

This indicator is therefore based on the only area in which an automatic judgement can be made, whether notices were sent in accordance with the defined rules on time frame. By providing a measure of the incorrectly timed notices, it is the best that can be done to give an indication of the likely number of notices that could result in a FPN

Notices to be investigated will only be those issued by the promoters of Works, Notices issued by authorities will not be included.

Early Starts and Extension to Validity Period have to be taken into account so that the associated notices are not included in the count

TPI 10 Fixed Penalty Notices given

The number of Fixed Penalty Notices issued whether sent electronically via EtoN, Fax, Post or E-Mail. The issue date of the FPN will be determine whether the FPN is included in the quarter.

It is anticipated that data for this indicator will only be available for utilities and the report will not generally be provided for authority promoters.

TPI 11 Fixed Penalty Notices paid

The number of FPN's that were paid in the quarter.

Many authorities Notice Management systems are unable to provide this information, in these cases no data will be reported for this indicator.

This count is for Utility Works only.

TPI 12 Fixed Penalty Notices withdrawn

The number of FPN's issued but subsequently withdrawn

TPI 13 Early start agreements

All works phases with an "Early Start" that has been agreed with the Street works Team

Inspection

The sample inspections function works on an "inspection year" basis and there is a degree of freedom for authorities to vary the statutory inspections that are carried out in the different quarters of the year. These indicators will only provide a completely meaningful picture following the end of the inspection year

It is good practice to have a reasonably consistent rate of inspections carried out throughout the year and therefore these indicators will be submitted each quarter providing an "inspection year to date" analysis as at the end of a quarter,

As statutory sample inspections only apply to utility works it is expected that these indicators will only be provided for utility works promoters

TPI 14 Agreed sample inspections

The agreed level of Sample inspections for Categories A,B and C for the year to date based on the assumption of a consistent rate of inspections throughout the year.

TPI 15 Sample Inspections Recorded as Chargeable

The total of all "Sample" Category A,B and C inspections for the year to date that have been recorded as inspections that could be charged for (have been recorded as carried out up to the end of the relevant quarter and not marked as abortive) Inspections are included based on the date the inspection was carried out not the date recorded if this is different.

Reinstatement of Works

TPI 16 Sample Category B & C inspections

Sample inspections that have been carried out in the year to date and up to the end of the quarter that is being reported. Inspections are included based on the date the inspection was carried out not the date at which it was recorded if this is different.

This does not include any sample inspections that were selected but subsequently cancelled, recorded as not having been carried out.

TPI 17 Sample Category B & C failures

This is based on an analysis of the inspections included in the above that has been recorded as a failure

If the inspection outcome has been amended since the original entry; i.e. a new version of the result has been recorded, only the latest version will be counted.

If there is a joint inspection site visit following the inspection the results of this will not be taken into account, unless the original inspection has been amended accordingly with a new version

Safety at Works

TPI 18 Sample Category A inspections

Cat A Sample Inspections that have been carried out up to the end of the quarter.

This does not include any sample inspections that were selected but subsequently cancelled, recorded as not having been carried out.

TPI 19 Sample Category A failures

Cat A Sample inspections carried out that the outcome has been recorded as a failure.

If the inspection outcome has been amended since the original entry, i.e. a new version has been recorded, only the details in the latest version will be counted