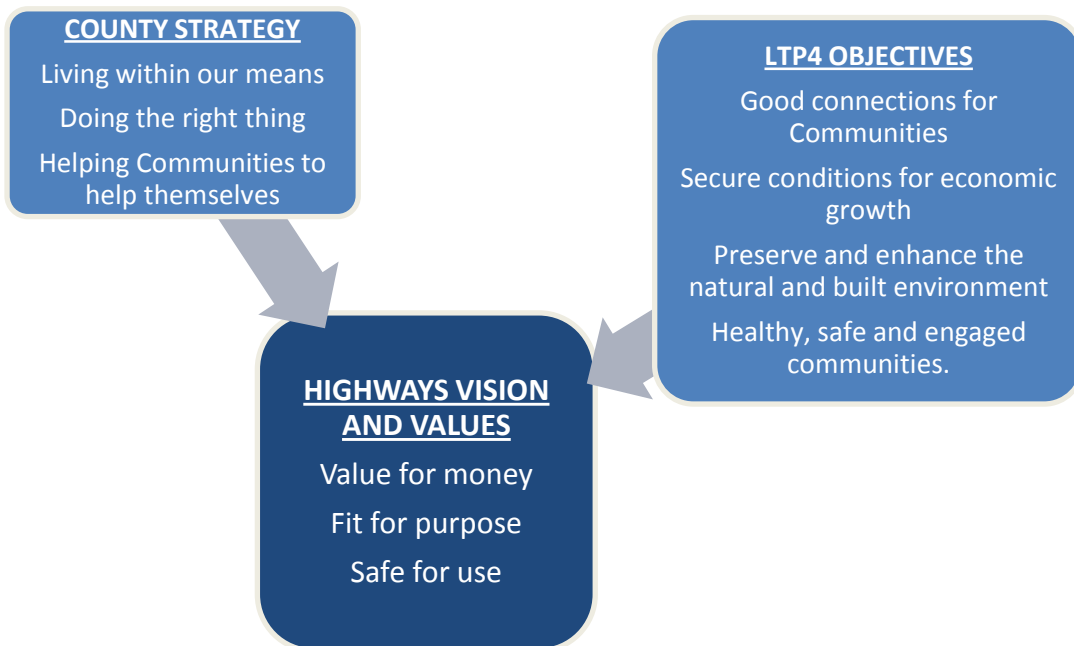

4 Levels of Service

Gloucestershire has set out a number of **Service Standards** in its Transport Asset Management Strategy Document, which are clearly linked to the corporate strategy, the Asset Management Policy, and the vision and values of the authority for the maintenance of highway assets. These simplified statements of service standards represent the baseline or fundamental service aimed at delivering a road network which is as safe, reliable and as fit for purpose as possible within current funding and resource constraints. Measuring and monitoring how well the authority is meeting this basic 'level of service' is key to continual asset management improvement.



We have determined the following areas where levels of service should be measured:

Asset Management	Providing a fit for purpose network
Economy	Spend public money wisely to ensure that the transport system supports the local economy
Integration & Congestion	Minimising disruption caused by maintenance/construction activities on the network
Safety	Ensure the safety of all road users, and that new schemes contribute to crime reduction
Accessibility	Maintain the transport asset so it is accessible to all customers
Customer	Managing and delivering customer expectations, respond effectively to enquiries, and involve communities in decisions where appropriate
Environment	Protect and improve the environment by reducing air and noise pollution from traffic and highway operations and reduce the impact of traffic on local residential streets

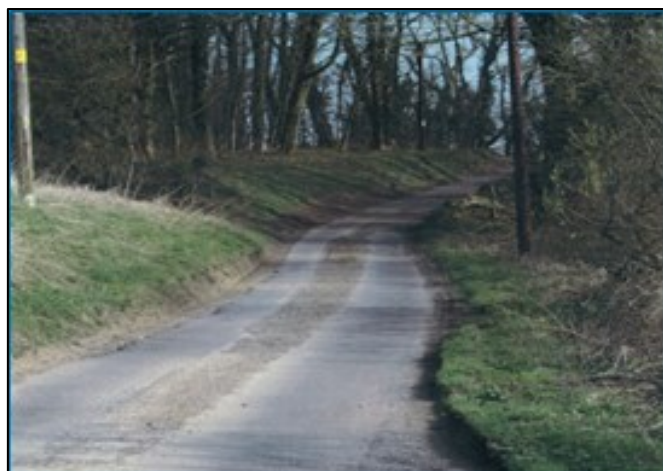
Fit for purpose roads and footways

Gloucestershire has a wide variety of roads and footways, from high volume dual carriageways in congested urban environments to single lane rural roads connecting small farms or villages. It is not possible to maintain every road to a high standard, the backlog of deterioration and limited funding available simply make this impossible. The travelling public should expect to find a condition which is safe and consistent with the type and location of that particular road or footway.

Simply put, a motorist would expect the condition of a Principal Class A road carrying high volumes of traffic at speed to be in a high standard of repair without safety defects or significant depressions in the running lane; whereas the motorist using an unclassified road in a very rural environment should not be surprised to find a road surface that may have minor potholes, depressions or other deterioration. Likewise, there is an expectation within the Highway Code that motorists drive at a speed appropriate to the type of road and the conditions.



Expectations for strategic network condition are for a higher standard with no running lane defects and a smoother ride quality



A typical fit for purpose rural unclassified road with some edge deterioration, over-riding, detritus and the occasional non-running lane pothole defect.

Customer Service Standards

We and our maintenance contractors have adopted Customer Service Standards in line with GCC's corporate service standards. Twelve out of forty-six indicators in our Highways Maintenance contract are customer service driven, including specific indicators measuring public, local member and Parish Council satisfaction with the service. Through annual customer feedback surveys (County and Parish Councillor surveys / ORC highway maintenance surveys and IPSOS Mori highways public satisfaction surveys) we are able to identify key issues and work towards improving customer satisfaction with the network.

The Gloucestershire Charter (now in its 5th edition) aims to improve relationships between the tiers of local government in Gloucestershire, paying particular attention to improving consultation and communications about policies and decisions that may affect communities.

Communication with stakeholders on highway issues is key. As such a set of standards has been established when in contact with members of the public, Parish Councils and elected members.

Our levels of service

	Level of service	Asset management	Economy	Integration & Congestion	Safety	Accessibility	Customer	Environment	Measured performance?
Roads , footways, cycleways	Inspect highways at set frequencies and prioritise repairs to safety defects in accordance with the Highway Safety Inspection Policy.	✓			✓				✓
	Only potholes which meet the criteria to be considered safety defects will be repaired.	✓	✓		✓				✓
	Investigate any defect in the highway reported to us within 5 days and respond in line with the Highway Safety Inspection Policy, repairing or making safe any safety defects identified.				✓		✓		
	Monitor high risk landslip sites.	✓			✓				
	Respond within 2 hours to any occurrence or incident that renders the highway unusable or unsafe.				✓	✓			✓
	Survey skidding resistance on key routes and investigate, monitor and repair deficiencies and/or put up slippery road warning signs.				✓		✓		
Structures	Carry out structures inspections in accordance with the national code of practice.	✓			✓				✓
	Monitor those structures considered to be below standard.	✓			✓				
	Target structures which are in the Poor/Very Poor condition band where this has a potential impact on safety.				✓				
Drainage	Investigate reports of highway flooding and damaged or blocked highway drains and take appropriate measures to get water off of the highway, alleviate or mitigate flooding as appropriate.				✓		✓	✓	
	Cleanse urban gullies on a bi-annual basis and rural gullies on an annual basis.	✓			✓			✓	✓
	Carry out additional cleansing to known historical flooding locations.	✓			✓		✓		
	Jet drainage systems on a reactive basis as they are reported or found through inspection.	✓			✓		✓		
	Carry out a bi-annual programme of grip cleaning and cutting.	✓			✓				

	Level of service	Asset management	Economy	Integration & Congestion	Safety	Accessibility	Customer	Environment	Performance Measure
Winter	Fully fill the salt bins at the start of the winter season and then provide salt bags to communities to allow them to restock through the season as part of helping communities to help themselves.					✓	✓		
	Adopt salt spreading rates in accordance with national guidance and recommendations.		✓		✓				
	Operate a winter service of precautionary salting and snow clearance on strategic roads and when possible on secondary routes as laid out in our Adverse Weather Plan.				✓	✓			✓
Street Lights	Inspect any defective streetlight reported to us as not working within 5 working days and repair as appropriate.	✓			✓		✓		
	Carry out regular night time inspections on the strategic road network to identify faults, relying on the public to report faults on non-strategic roads and within residential areas.	✓	✓				✓		
	Carry out a planned programme of routine cyclical maintenance to replace lamps on a 4 or 6 yearly basis depending on lamp specification.	✓	✓		✓			✓	
	Carry out an annual programme of non-destructive testing, only replacing those columns at greatest risk of collapse.	✓			✓				
Traffic Signals	Carry out a 6-monthly regime of inspections and maintenance of traffic signals in order to minimise the number of equipment failures.	✓		✓					
	Operate a fault reporting system and respond to emergency faults within 2 hours and non-emergencies within 24 hours.	✓		✓	✓		✓		✓
	Carry out a programme of non-LED bulk lamp changes every 9 months to minimise faults.	✓	✓		✓				
Environmental Maintenance	Carry out verge cutting, highway shrub and tree maintenance in line with the Highway Safety Inspection Policy and the Highway Tree Inspection and Maintenance Guide.	✓			✓			✓	✓
	Treat noxious weeds through an annual programme of spraying and/or weed pulling as funding allows.	✓						✓	
	Carry out a planned and reactive programme of highway tree inspections with frequencies of once every three years in urban areas and once in every five years for all other areas in order to keep road users and pedestrians safe as well as manage the highway tree assets.	✓				✓		✓	
	Maintenance will be prioritised to only those tree		✓		✓			✓	

	defects considered as safety hazards.								
Customer	Answer phone calls within 5 rings						✓		✓
	Respond to emails within 3 working days,						✓		✓
	Respond to letters within 5 working days.						✓		✓