

Highways Asset Management Performance Dashboard

Our asset management mission

To provide a highway network that enables Shropshire to be a great place to live, learn, work by investing to give great value now and in the future and giving our customer's confidence in the decisions we make.

	Level of service	
	Measure	Assessment
Delivering the asset management mission		
Giving our customers confidence in the decisions we make	Good	Improve
Investing to give great value now and in the future	Excellent	Improve
What we are doing		
Percentage of customer enquiries responded to promptly	83%	
Total number of potholes repaired in last 12 months	39,043	
Percentage of potholes permanently repaired in last 12 months	97%	
What we are achieving		
Customer satisfaction with the condition of highways	Fair	Improve
Customer satisfaction with highways maintenance	Fair	Acceptable
Informing customers about actions taken to repair roads	Good	Acceptable
Percentage of A class roads which should be considered for maintenance	Good	Acceptable
Percentage of B & C class roads which should be considered for maintenance	Good	Acceptable
Percentage of unclassified roads which should be considered for maintenance	Good	Exceeding
Percentage of footways which should be considered for maintenance	Good	Exceeding
Percentage of nights in which sufficient street lighting is working	Good	Improve
Percentage of time that traffic signals are working	Excellent	Acceptable
Delivering priority drainage improvements	Good	Acceptable

The dashboard shows the progress of the service is helping achieve the asset management mission. The performance measures are grouped into measures of what we are doing and what we are achieving. Our progress is presented as a rating of where we currently are today compared to as assessment of where we aspire to be. The overall progress in achieving the two elements of our mission is calculated as an aggregate of what we are achieving. Our aims may be reviewed from time to time in light of our progress and changes in resources. The dashboard will be updated on a quarterly basis.

Legend

Exceeding means the service provided is better than planned

Acceptable means the service provided is as planned

Improve means the service provided is not as planned