

# Isle of Wight PFI Service Performance Statistics



## Definitions

Core Investment Period" or "CIP" means the period of time commencing on the Service Commencement Date and ending on the date on which a certificate of completion in respect of the final Milestone is issued.

"Bridge Condition Index" or "BCI" means the assessment of the condition of Structures in accordance with the County Surveyors Society document Guidance Note on Bridge Condition Indicators Volumes 2 and 3 as amended August 2004.

"Milestone" means the period of time that the Core Investment Period is sub divided to measure the completion of the Core Investment Works;

"Milestone 14" means 84 Months after Service Commencement Date.

"PCIP Works" means Post Core Investment Period Works.

"PID" means Project Initiation Document

"Wight Condition Indices" or "WCI" means the value given to an asset as described in the Contract required to demonstrate compliance with the requirements of the Contract;

"Wight Car Park Condition Index" or WCPCI means the calculated value obtained from survey data which provides a graduated measure of the Off-Street Car Park condition for demonstrating compliance with the requirements of the Contract for each Off-Street Car Park.

"Wight Carriageway Condition Index" or "WCCI" means the calculated value from survey data that provides a graduated measure of the Carriageway condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis.

"Wight Footway Condition Index" or "WFCI" means the calculated value from survey data that provides a graduated measure of the Footway, Cycleway, Kerb, Drainage, Channel and Steps condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis;

**Isle of Wight PFI Service Performance Statistics for period:  
October 2019 - June 2020**

**1. Core Investment Period (CIP)**

**(end of CIP due 31 March 2020 however no final completion certificate so CIP continues)**

- Work continued on carriageways, footways, Illuminated signs and bollards, Traffic signals and pedestrian barrier requirements.
- Structures - schemes progressed to completion for Milestone 14 (MS14).
- Various schemes for asset types have been included in a waiver list for MS14 agreed in principle with the Authority hence complete above excludes these schemes.
- Carriageway surfacing works ceased due to Covid19 and re-commenced on 18 May 2020.

**Carriageway Rectification Programme**

- IWC, Island Roads Services (IRSL) and Ringway Island Roads (RIR) have completed all driven inspections.
- Walked site inspections have commenced
- The PID Steering Group will meet on 28<sup>th</sup> July 2020 and another meeting has been set for 22<sup>nd</sup> September to look at feedback for the next PFI Board from the Working Group who meet each week.
- 7 sites have been programmed for detailed investigation with a view to undertaking some schemes this year. This detailed investigation should be complete by end August 2020 following which works can be programmed.

**PCIP Works (Post Core Investment Period Works)**

- PCIP works have been included in the Annual Programme, which was submitted to Authority in Jan 2020 and updated June 2020, will be completed as part of the Carriageway and Footway Programme for 2021

**Major Maintenance**

- Investment continues as work has commenced on the 2020/2021 programme of Major Maintenance for Carriageway (CW) and Footways (FW)

**The tables below show the current position for Wight Carriageway Condition Indices (WCCI) / Wight Footway Condition Indices (WFCI) and Wight Car Park Condition Indices (WCPCI) as at MS14**

**WCCI**

WCCI	DISTRICTS	1	2	3	4	5	6
<b>HIERARCHIES</b>	<b>1</b>	17.30	16.95	17.42	18.04	17.99	18.74
	<b>2</b>		16.61	16.94	17.24	17.63	18.23
	<b>3</b>	16.97	15.69	16.29	16.74	16.18	17.21
	<b>4</b>	16.41	15.98	16.27	15.95	16.14	17.59
	<b>4a</b>	16.25	16.64	16.67	17.09	16.73	17.06

**WCCI - no Monitoring Length may be less than, Hierarchy 1 -15.50 and Hierarchy 2 - 4a 15.00**



## WFCI

With Resets - Resets take into account the agreement with the Authority to hold footway works whilst WightFibre are working in Districts 3,4 and 5.

WFCI	DISTRICTS	1	2	3	4	5	6
HIERARCHIES	1b	13.56	13.83	12.61	12.89	13.40	16.07
	4 & FW Links	15.78	13.62	13.04	12.95	13.51	14.41

**WFCI - no Monitoring Length may be less than 12.50.**

## WCPCI

WCPCI	DISTRICTS	1	2	3	4	5	6
	Car Parks	8.25	16.53	15.86	17.77	16.84	18.69

**WCPCI - no Car Park may be less than 15.00**

District 1 at 8.25 is on the Waiver list following a request from the Authority not to complete Somerton Road and Cross Street car parks in Cowes during the Christmas Period. These have since been completed.

## Core Investment Programme Update (MS14 not yet Certified)

- 531.48km of carriageway completed as at 30<sup>th</sup> June 2020
- 271.11km of footway completed as at 30<sup>th</sup> June 2020
- Anti-skid programme complete
- Street lighting works completed at Milestone 6
- CCTV cameras completed at Milestone 7
- Illuminated signs and bollards – complete
- Traffic signals complete
- Car Park meters completed at Milestone 7
- Safety fencing – vehicle and pedestrian barrier requirements complete
- Structures Team – all schemes complete; BCI, parapet and soffit requirements complete
- Major drainage – complete
- Minor drainage – complete
- Geotechnical schemes – complete
- Leeson Road - complete
- Various schemes for asset types have been included in a waiver list for MS14 that has been agreed in principle with the Authority hence complete above excludes these schemes

### Length of asset improved in kilometres

Hierarchy	D1	D2	D3	D4	D5	D6	Total as at 30 June 2020
<b>1</b>	9.24	12.51	24.61	25.57	5.82	11.2	<b>88.95</b>
<b>2</b>	0	5.91	24.93	11.99	6.59	18.82	<b>68.24</b>
<b>3</b>	14.22	13.80	23.93	18.43	26.89	65.28	<b>162.55</b>
	17.49	25.61	43.02	27.77	31.26	66.59	<b>211.74</b>
<b>CW</b>	40.95	57.83	116.49	83.76	70.56	161.89	<b>531.48</b>
<b>FW</b>	57.11	36.80	84.50	41.38	20.14	31.18	<b>271.11</b>
<b>Total</b>	139.01	152.46	317.48	208.9	161.26	354.96	<b>1334.07</b>

### CIP upgrade – other assets as at end May 2020

	Nos at Call For Tender	Upgraded to end June 2020
Signs	14,280	6,198
Street nameplates	Schedule 30 is 3,991	623
Road studs	measured as a line, not individual studs 131km	15,315
Posts	8,246	2,675
Seats/Benches	Schedule 30 is 809	388
Hazard markers	If this is allegrini posts Schedule 30 is 3,712 (plastic)	3,769
Bollards	9,134	1,353
Shelters	Schedule 30 is 241	106
Litter/Dog bins	Schedule 30 is 1,071	1,733
White line	Not measured	Not measured
Traffic Signals	37 locations with 81 units	71
Illuminated signs and bollards	1,254	2,085
Kerbing	780km	Not measured for CIP
Drainage (no of gullies)	21,222	Not measured for CIP

Car park meters	74	139
Minor drainage schemes	120	116
Major drainage schemes	18	17
Bridges schemes	15 inc Park Rd & Rink Rd	10
Bridges other	241 (207 are highways & RoW)	
Retaining Walls	625 (including privately owned)	

## 2. O&M

- Various activities related to Covid19 requirements have been implemented such as Traffic Management at Lynnbottm household recycling centre.
  - During June we delivered Covid 19 social distancing works in Newport, Cowes, Ryde, Sandown, Shanklin, Ventnor and Yarmouth town centers. The work included road markings and corex signage, there was also installation of 20mph speed limit signage in Newport town center.
  - Street cleansing and horticulture programmes continue, notwithstanding Covid, operations on the Network have been maintained.
  - Monitoring continues at Belgrave Road, Ventnor retaining wall, RIR is seeking investigation proposals from specialists.
  - Gully Road footbridge was completed in July 2020.
  - The number of Structures upgraded from March 2020 – end of June 2020 was 16.
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- **Covid 19** - Gangs across all activities continue working to measures implemented to assist compliance with cleanliness and distancing within Covid19 guidance when delivering works.
  - **Highways** - The weather was good in April and May contributing to positive gang outputs. Traffic management requests have been implemented for IWC at Medina Leisure Centre for the Covid-19 testing centre which required signage and pedestrian barrier; and Lynnbottm HWRC (Household Waste Recycling Centre) which required the installation of a one way system on Briddlesford Road to enable queuing capability outside of the HWRC. During June we delivered Covid 19 social distancing works in Newport, Cowes, Ryde, Sandown, Shanklin, Ventnor and Yarmouth town centres. The work included road markings and corex signage, there was also installation of 20mph speed limit signage in Newport town centre.
  - **Street Cleansing** - Cleansing frequencies switched to summer schedules in preparation for the Easter holiday period. Due to the advised Covid-19 pandemic restrictions town centre and esplanade locations have not experienced the normal increase use however residential and rural areas have seen an increase in use due to residents exercising near home especially in litter and dog bins.

- **Horticulture** - The first amenity grass cut of the season has just been completed, the second cut will now be commenced with an agreed cutting length of 50mm - 100mm.
- **Structures** - At Belgrave Road, the Structures Team has continued to monitor and report on the site, the frequency of these reports has reduced to twice weekly. The monthly monitoring survey results are being reviewed; the most recent results indicate no significant ongoing movement since the previous survey in April. Virtual meetings are being held with specialist contractors to discuss potential design options. At Skew and Alresford footbridges the Maintenance Management Plan is in operation for both structures due to delay of works beyond March 2020.

**Table of current (June 2020) Bridge Condition Indices score (BCI)**

(These inspection results may vary from month to month dependant on works completed)

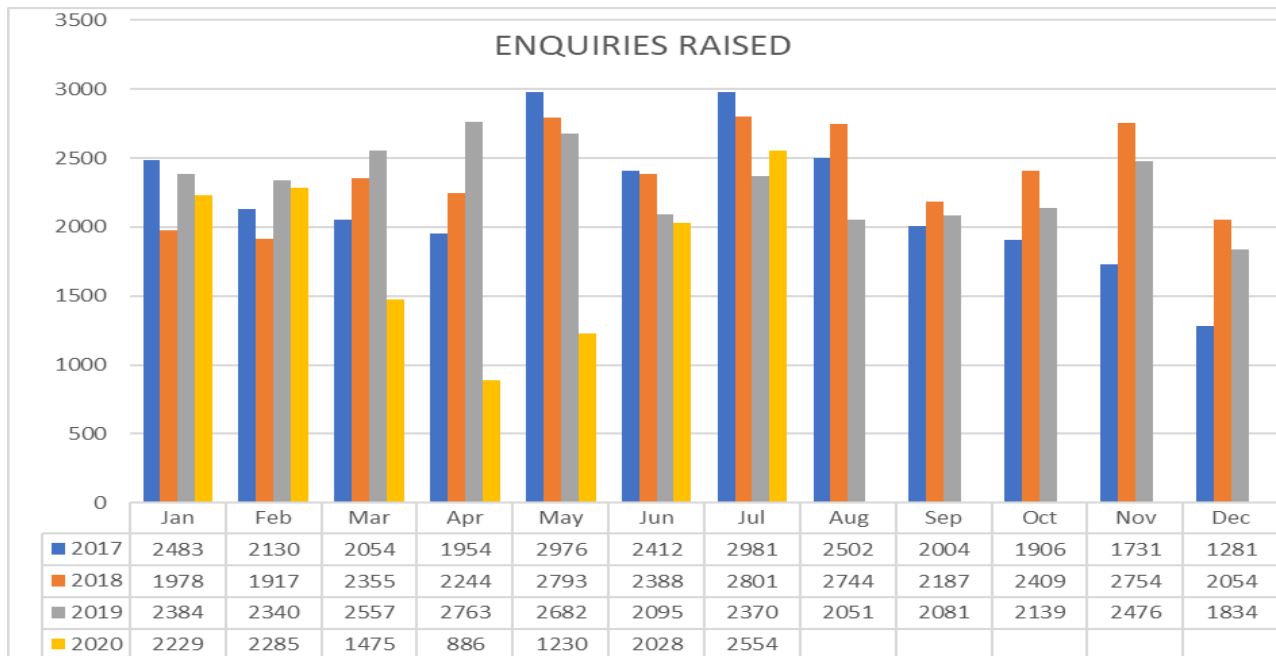
		Minimum BCI (Individual Structures)		Average BCI (Stock Scores)	
		BCI <sub>Average</sub>	BCI <sub>Critical</sub>	BCI <sub>Average</sub>	BCI <sub>Critical</sub>
Bridges	Actual	87.00	81.00	95.11	92.39
	MS7 PS	47.29	30.50	85.32	81.38
	MS14 PS	85.00	79.00	90.00	90.00
Retaining Walls	Actual	86.98	81.00	97.58	95.53
	MS7 PS	56.89	40.50	85.75	80.39
	MS14 PS	86.00	81.00	90.00	90.50

### 3. Health Safety & Environmental

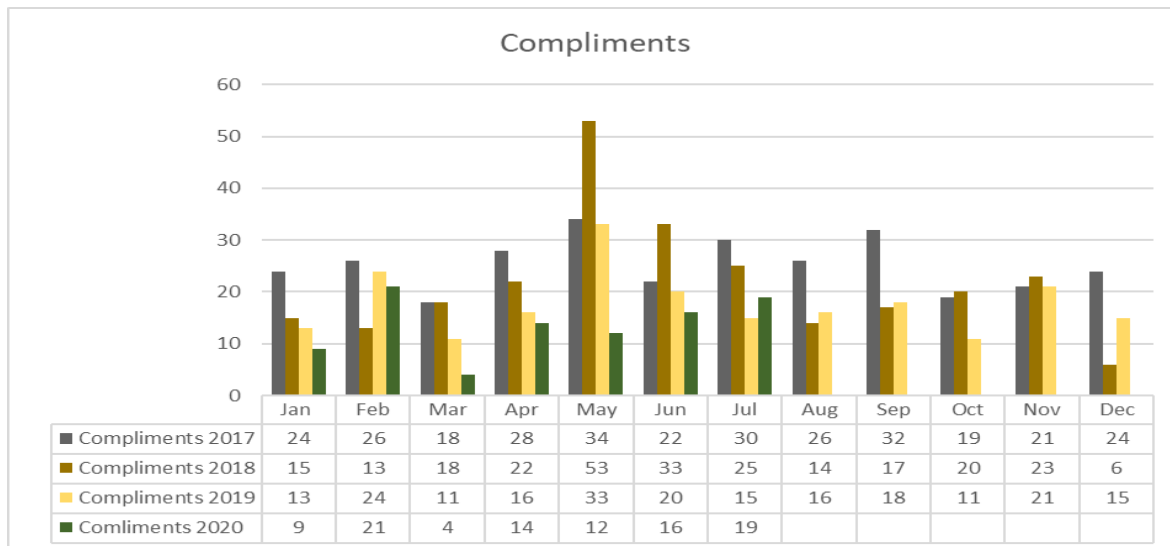
- Lost Time Incident Frequency Rate (LTIFR) remains at 0 with no incidents since October 2014, an excellent record reaching almost 5 years 10 month.
- 76 near misses recorded in period and 188 year to date (YTD) (2020)
- 2 service strikes recorded in period 2 YTD (2020)
- Nothing to report on environment.

#### 4. Communications

##### Enquiries Received

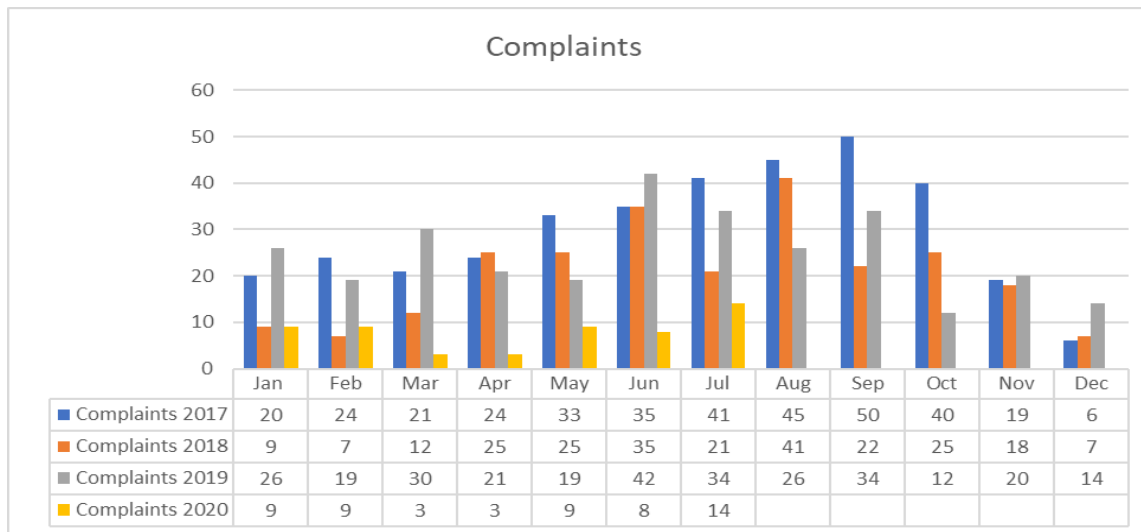


##### No of Compliments received & categories





## No of Complaints received and categories



During the period of March – June 2020

- 2 Complaints reached Stage 2
- 1 Stage 2 complaint was referred to the LGSCO, this referral was regarding double yellow lines being reinstated on Riverway industrial estate.

### Overview of complaint type during this period

A number of complaints were raised regarding pandemic issues ie social distancing and IR working practices. These were answered in full to each customer.

Supply chain partner complaints over the period were higher and we have worked with our partners to resolve all complaints and complainants have been responded to.

## 5. KPI data Oct-19 to June-20

IRSL Service Performance Report Oct 19- June 20	Oct 19 - Dec 19	Jan 20 - March 20	April - June 20	Exception Reporting
<b>1. Surveys and Inspections</b>				
Highway Safety Inspections due in month	6409	5969	6515	
<b>2. Core Investment Period and Handback Expiry Condition</b>				
High Friction Surfacing				
Number sent for certification	11	0	25	
Number certified	8	0	17	
Number self certified	3	0	8	
Number non certified	0	0	0	
Certification Rate				
Carriageways				
Number sent for certification	55	40	12	
Number certified	30	19	4	
Number self certified	17	20	8	
Number non certified	8	1	0	
Certification Rate				Oct - Dec 2019 (8) and Jan 20- March 20 (1) The Independent Certifier non-certified due to Channel issues which have since been rectified.
Footways				
Number sent for certification	30	13	8	
Number certified	12	6	1	
Number self certified	18	7	7	
Number non certified	0	0	0	
Certification Rate				
Traffic Signals				
Number sent for certification	4	2	0	
Number certified	3	1	0	
Number self certified	1	1	0	
Number non certified	0	0	0	
Certification Rate				
<b>3. Environment</b>				
Cleansing				
High	39	50	26	As part of the agreed saving programme the Standard has been revised: New PS 3 hours to 14 days.
Medium	134	178	50	As part of the agreed saving programme the Standard has been revised: New PS 4 hours to 14 days.
Low	59	80	30	As part of the agreed saving programme the Standard has been revised: New PS 24 hours to 14 days.
<b>4. Emergency and reactive response</b>				
Category 1				
Pot Holes Category 1 (2 hour response)	187	328	74	
Flytipping	110	165	207	As part of the agreed saving programme the Standard has been revised: New PS 24 hours to 7 days.
Emergency Call Out	71	59	17	
<b>5. Network Management</b>				
Abandoned Vehicles	186	162	125	
	19	15	9	
<b>6. Contract Management and Customer Interface</b>				
Councillor Enquiries	165	210	129	
<b>7. Current Service Default Termination Points (SDTP) Total</b>	360	240	180	