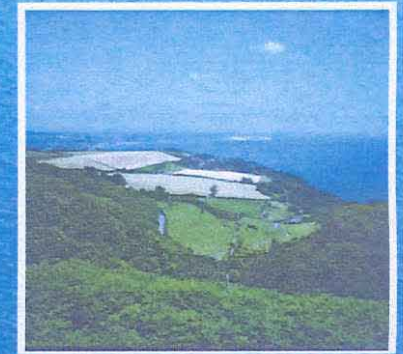


ISLE OF WIGHT COUNCIL – HIGHWAYS PFI
SCHEDULE 2 – OUTPUT SPECIFICATION

Isle of Wight Council **HIGHWAYS PFI**

Output Specification



CONTENTS PAGE

Performance Standard 1 – (Network Performance)	5
APPENDIX PS 1	16
Part 1 Programmes	16
Part 2 Carbon Plan	21
Part 2A Carbon Report	21
Part 3 Water Plan	23
Part 3A Water Report	23
Part 4 Demobilisation Plans	24
Performance Standard 2 – (Surveys and Inspections)	25
APPENDIX PS 2	47
Part 1 Highway Inspections	47
Part 2 Geotechnical Inspection and Monitoring	48
Part 3 Photometric Performance	49
Performance Standard 3 – (Core Investment Period and Handback Expiry Condition)	50
APPENDIX PS 3	75
Not Used	75
Performance Standard 4 – (Network Standards)	76
APPENDIX PS 4	106
Part 1 Wight Condition Indices	106
Part 2 Structures Requirements	126
Part 3 Drainage	128
Part 4 Street Lighting	129
Part 5 Specific Lighting Design Standards	130
Part 6 SPECIFIC TRAFFIC SIGNAL DESIGN STANDARDS	143
Performance Standard 5 – (Environment)	146
APPENDIX PS 5	161
Part 1 The location of hedges, grassed areas, shrubs and bedding areas	161
Part 2 Standards for Street Cleansing	161
Part 3 Zones for Street Cleansing Standards	162
Part 4 Standards for Removal of Graffiti and Fly posting	162
Part 5 Locations of Litter and Dog Bins	162
Part 6 Locations of areas of wind-blown sand	162
Performance Standard 6 – (Emergency and Reactive Response)	163
APPENDIX PS 6	175
Part 1 Civil Emergency Plan	175
Part 2 Flood Response Plan	176

Performance Standard 7 – (Winter Service)	177
APPENDIX PS 7	188
Part 1 Winter Service Plan.....	188
Part 2 Priority Carriageway Lengths.....	191
Part 3 Priority Snow Zone Lengths.....	191
Part 4 Pedestrian Salting and Snow Clearance Routes.....	191
Performance Standard 8 – (Authority’s Policies)	192
APPENDIX PS 8	195
Not Used	195
Performance Standard 9 – (Network Management)	196
APPENDIX PS 9	210
Part 1 NRSWA Inspection and Management Strategy.....	210
Part 2 Isle of Wight Traffic Model.....	211
Part 3 Specified Licence	215
Part 4 Special Events.....	216
Performance Standard 10 – (Contract Management and Customer Interface).....	217
APPENDIX PS 10	238
Part 1 The Annual Service Report	238
Part 2 Monthly Service Report	239
Part 3 Authority Weekly Briefing Report	241
Part 4 Network Integrity Report.....	242
Part 5 Network Safety Improvement Assessment Report.....	243
Part 6 Quality management systems and the Service Quality Plan.....	244
Part 7 Management Information System	245
Part 8 Registers	249
Part 9 Communications Protocol	250
Part 10 Scope of Highways Development Control	252
Part 11 The Contract Identification Protocol.....	257

Performance Standard 1 – (Network Performance)

1.1 Introduction

1.1.1 This schedule 2 (Output Specification) is divided into the following ten Performance Standards:

- a) Performance Standard 1 (Network Performance)
- b) Performance Standard 2 (Surveys and Inspections)
- c) Performance Standard 3 (Core Investment Period and Handback Expiry Condition)
- d) Performance Standard 4 (Network Standards)
- e) Performance Standard 5 (Environmental)
- f) Performance Standard 6 (Emergency and Reactive Response)
- g) Performance Standard 7 (Winter Service)
- h) Performance Standard 8 (Authority's Policies)
- i) Performance Standard 9 (Network Management)
- j) Performance Standard 10 (Contract Management and Customer Interface)

1.1.2 Each Performance Standard of this schedule 2 (Output Specification) details the requirements of the Authority in the sections headed:

- a) Introduction
which provides the scope covered by the Performance Standard
- b) High Level Required Outcomes
which gives the Authority's overarching aims of the Performance Standard that the Service Provider is required to achieve.
- c) Common Requirements
which are requirements that apply to all of the Specific Required Outcomes
- d) Specific Required Outcomes
which are particular requirements that apply to individual Assets or operations

1.1.3 If a Service failure occurs which results in the Service Provider failing to meet or comply with two (2) or more of performance targets within the same Performance Standard then the Service Provider will only be liable for the adjustment in relation to that performance target which has the highest monetary value were a Service failure results in failure to comply with more than one Performance Standard then the Service Provider shall be liable for the adjustment in relation to each of those performance target.

1.2 High Level Required Outcomes

- 1.2.1 The Project Network shall be maintained to the required standards in compliance with Performance Standards 1 to 10.
- 1.2.2 This Performance Standard 1 (Network Performance) is an overarching standard and the paragraphs below shall apply to entire schedule 2 (Output Specification) Performance Standards 1 to 10.
- 1.2.3 The Project Network shall be safe for use.
- 1.2.4 Efficient use of the Project Network shall be maximised and disruption minimised.
- 1.2.5 The Services shall be delivered in line with policies and principles of the Eco Island (The Isle of Wight's Sustainable Community Strategy 2008-2020) Performance Standard 8 (Authority's Policies).
- 1.2.6 Effective communication shall be established for all network matters.
- 1.2.7 A consistent approach shall be applied across the whole of the Project Network.
- 1.2.8 Services shall be supplied continuously throughout the Term in compliance with the specifications set out in each part of this schedule 2 (Output Specification).
- 1.2.9 The provision and execution of Services/Works shall to be maintained in conjunction with the support provided for Category A Special Events, Category B Special Events and Category C Special Events.

1.3 Common Requirements

- 1.3.1 The Services shall be provided in compliance with this Performance Standard 1 (Network Performance).
- 1.3.2 Reports providing output on compliance with the standards of this schedule 2 (Output Specification) must be available through the Management Information System (MIS).
- 1.3.3 Strategies, Programmes and plans required by this Performance Standard 1 (Network Performance) shall be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year, these shall be uploaded to the Management Information System (MIS) and shall include a copy of any Risk Assessments used in the development of the revised programme or plan.
- 1.3.4 All processed and unprocessed Data shall be made available to the Authority through the Management Information System (MIS) defined in Performance Standard 10 (Contract Management and Customer Interface).

1.3.5 The Services shall be performed in compliance with all relevant legislation.

1.3.6 Certification by the Independent Certifier of all relevant elements as required in accordance with the Project Agreement.

1.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
1.4.1 Service Provider Programmes						
1.4.1.1 Service Provider Programmes as listed, in respect of the remaining Term shall be provided to the Authority in compliance with the timescale of paragraph 1.3.3 in compliance with the requirements of APPENDIX PS 1Part 1 and the Review Procedure: <ul style="list-style-type: none"> a) Full Term Indicative Programme; b) Core Investment Period Programme; c) Lifecycle Replacement Programme; and d) Annual Programme. 	0	7	1 week	1	3	per occurrence
1.4.1.2 The Service Provider Programmes shall be provided to the Authority pursuant schedule 20 (Review Procedure) updated in Months 3, 6 and 9 of each year taking account of all the changes which have been made to such programmes.	0	7	1 week	1	3	per occurrence

1.4.1.3	The Service Provider Programmes shall be maintained in a form which is capable of being accessed by the Authority at all times electronically as part of the systems and reporting identified in Performance Standard 10 (Contract Management and Customer Interface).	1 day	9	1 day	3	3	per occurrence
1.4.2	Highway Asset Management Plan						
1.4.2.1	A Highway Asset Management Plan shall be maintained and shall be provided to the Authority in compliance with the timescale of paragraph 1.3.3.	0	7	1 week	1	3	per occurrence
1.4.3	Availability						
1.4.3.1	The Project Network shall be available in compliance with the requirements of schedule 4 (Payment Mechanism).						
1.4.4	Services on the Project Network						
1.4.4.1	All traffic management installed on the Project Network in connection with the Services shall comply with: <ul style="list-style-type: none"> •Chapter 8 Traffic Signs Manual and •The Safety at Street Works and Road Works, a Code of Practice. 	1 hour	3	1 hour	2	2	per occurrence

1.4.5 Change						
1.4.5.1 Implementation of schedule 17 (Change Protocol)						
1.4.5.1.1 Low value change;	1 week	9	1 week	3	3	per occurrence
1.4.5.1.2 Medium value change;	1 week	7	1 week	3	3	per occurrence
1.4.5.1.3 High value change; and	1 week	7	1 week	3	3	per occurrence
1.4.5.1.4 Failure to complete or implement the change within the specified timescales.	1 week	7	1 week	3	3	per occurrence
1.4.6 Material						
1.4.6.1 Materials used in the performance of the Services shall be of a similar quality and type to those materials of which the relevant Project Network Part is or was constructed prior to the performance of the Services, provided that: a) where such construction material was different to the material predominantly used at the site in the construction of the relevant Project Network Part then such predominant material shall be used in the performance of the Services;	0	5	1 day	1	3	per occurrence

<ul style="list-style-type: none"> b) where the Service Provider is unable to determine the predominant material at the site of any such Project Network Part the Service Provider shall agree such material to be used in carrying out such works with the Authority; c) where otherwise agreed by the Authority under schedule 17 (Change Protocol); or d) where such use is for the purpose of a temporary repair in compliance with this schedule 2 (Output Specification). 						
<p>1.4.6.2 All Project Network Parts which are reused, refurbished or rebuilt shall accord with the following requirements:</p> <ul style="list-style-type: none"> a) meet the relevant performance requirements of the Performance Standards of this schedule 2 (Output Specification); b) retain the appearance, colour, design and decorative condition of other Project Network Parts with which they shall be co-located; c) concrete in any resurfacing only when repairing an existing section of concrete Carriageway; and d) not replace a Lighting Column with a Lighting Column that is made of concrete. 	0	5	1 day	1	3	per occurrence

1.4.6.3	Project Network Parts that are defined as heritage shall be replaced with a part of the same type where listed, otherwise a heritage type. The location of Heritage type assets is shown on document reference:- "Street_Lamp_Heritage_Columns.shp".						
1.4.7	Clean and Tidy Condition						
1.4.7.1	Each Project Network Part and the relevant area of the Project Network shall be left in a Clean and Tidy condition upon completion of any Services on the Project Network.	1 day	5	1 day	3	3	per occurrence
1.4.8	Carbon Footprint						
1.4.8.1	The Carbon Footprint for the provision of the Services shall be calculated in compliance with the agreed methodologies and as may be amended in agreement with IWC following changes in statutory or non-statutory guidance and best practice.	1 week	7	1 week	3	3	per occurrence
1.4.8.2	The Carbon Plan shall be provided to the Authority in compliance with the timescale of paragraph 1.3.3 which shall include as a minimum the information set out in APPENDIX PS 1Part 2 and the following;						
1.4.8.2.1	For Capital Carbon an initial seven (7) year forecast Core Investment Period	1 week	7	1 week	3	3	per occurrence

	Programme, and a three (3) year rolling forecast for Lifecycle Replacement Programme thereafter; and						
1.4.8.2.2	For Operational Carbon an annual forecast.	1 week	7	1 week	3	3	per occurrence
1.4.8.3	The Carbon Report shall be provided to the Authority no later than two (2) months following the end of each Contract Year which shall include as a minimum the information set out in APPENDIX PS 1Part 2A Carbon Report.	0	7	1 week	3	3	per occurrence
1.4.8.4	The Actual Carbon Footprint of the Service shall meet the Forecast Carbon Footprint as agreed for Operational Carbon and Capital Carbon, each year for the CIP and as agreed for subsequent years after the CIP as it relates to the rolling programme. Where there is a difference any Carbon Adjustment shall be calculated in accordance with paragraph 6 of schedule 4 (Payment Mechanism).						
1.4.9	Water Footprint						
1.4.9.1	The Water Footprint for the provision of the Services shall be calculated in compliance with the agreed methodologies and as may be amended in agreement with IWC following changes in statutory or non-statutory guidance and best practice.						

1.4.9.2 The Water Plan shall be provided to the Authority in compliance with the timescale of paragraph 1.3.3 which shall include as a minimum the information set out in APPENDIX PS 1Part 3 and the following:						
1.4.9.2.1 For Capital Embedded Water an initial seven (7) year forecast Core Investment Period Programme, and a three (3) year rolling forecast Lifecycle Replacement Programme thereafter;	1 week	7	1 day	3	3	per occurrence
1.4.9.2.2 For Operational Water an annual forecast; and	1 week	7	1 day	3	3	per occurrence
1.4.9.3 The Water Report shall be provided to the Authority no later than two (2) Months following the end of each Contract Year which shall include as a minimum the information set out in APPENDIX PS 1Part 3A Water Report.	1 week	7	1 day	3	3	per occurrence

<p>1.4.9.4 The Actual Water Footprint of the Service shall meet the Forecast Water Footprint as agreed for Operational Water and Capital Embedded Water, each year for the CIP and as agreed for subsequent years after the CIP as it relates to the rolling programme. Where there is a difference any Water Adjustment shall be calculated in accordance with paragraph 6 of schedule 4 (Payment Mechanism).</p>						
<p>1.4.10 Energy Consumption</p>						
<p>1.4.10.1 The Service Provider shall monitor the actual electricity consumption of the Powered Apparatus and shall provide to the Authority in the first Month of each Contract Year, after the first Contract Year, a report which shall set out the Actual Electricity Consumption of the Powered Apparatus for each Month of the previous Contract Year as compared to the Monthly Forecast Electricity Consumption.</p>						
<p>1.4.10.2 A revised Trimming and Dimming Strategy in compliance with “Isle of Wight Trimming and Dimming Policy”, Performance Standard 8 (Authority’s Policies) shall be provided to the Authority in compliance with the timescales in paragraph 1.3.3.</p>	0	7	1 week	2	2	per occurrence

1.4.10.3	The Trimming and Dimming Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	2	3	per occurrence
1.4.11	Demobilisation						
1.4.11.1	The Demobilisation Plan shall be provided to the Authority in compliance with the timescale of paragraph 1.3.3 which shall include as a minimum the information set out in APPENDIX PS 1Part 4.	0	7	1 week	2	2	per occurrence
1.4.11.2	The Demobilisation Plan shall be implemented in compliance within the timescales set out therein.	0	5	1 week	2	3	per occurrence
1.4.12	Equality Impact Assessment						
1.4.12.1	An Annual Equality Impact Assessment report to be produced to demonstrate compliance with the Equality Act 2010 in compliance with the timescale of paragraph 1.3.3						

Part 1 Programmes

PS1.1.1 Programme Layout

- PS1.1.1.1 Programmes shall be a graphical representation of the timing and timescales when any Service/Work is to be undertaken showing all interactions between operations and supplemented by written supporting documentation applicable to the Services/Works and;
- PS1.1.1.2 In compliance with Good Industry Practice;
- PS1.1.1.3 Taking into account programmed services or works by Third Parties and the Authority on or adjacent to the Project Network, having carried out liaison with all relevant Third Parties in compliance the relevant provisions of this schedule 2 (Output Specification) or as otherwise dictated by the nature of the Services/Works to be programmed:
- a) in a way which shall assist the Authority in carrying out its retained obligations under the Traffic Management Act; and
 - b) taking into account the results of all inspections, surveys, tests, assessments, and reports carried out or produced.

PS1.1.2 Full Term Indicative Programme

- PS1.1.2.1 The Full Term Indicative Programme shall include the following information:
- a) high level details of the Programmed Maintenance including all lifecycle replacement works to be carried out by the Service Provider to the Project Network in respect of each Contract Year during the Term in order to comply with the requirements of this Contract;
 - b) the rolling programme of General Inspections, Principal Inspections and Structural Assessments of Structures on the Project Network to be carried out during the Term; and
 - c) details of the predicted Wight Condition Indices profiles that are targeted to be achieved for each PFI District in each Contract Year during the Term.

PS1.1.3 Core Investment Period Programme

PS1.1.3.1 The Core Investment Period Programme shall be produced for the duration of the Core Investment Period (CIP).

PS1.1.3.2 The Core Investment Period Programme (CIPP) shall include the following information:

- a) a detailed plan on a PFI District by PFI District and street by street basis of each item of Core Investment Works that are to be carried out by the Service Provider to the Project Network in order to comply with the requirements of this Contract in respect of the forthcoming Contract Year. Having made due enquiries, such Core Investment Works shall be managed and/or co-ordinated with Services/Works being carried out on the relevant areas of the Project Network by the Authority (as Highway Authority), Statutory Undertakers or Third Parties during the same period;
- b) a detailed plan, on a PFI District by PFI District and street by street basis, of all the surveys, inspections, tests and assessments (including timings and locations of such surveys, inspections, tests and assessments) to be carried out on the Project Network pursuant to the provisions of Performance Standard 2 (Surveys and Inspections) which relate to the Core Investment Works in respect of the forthcoming Contract Year;
- c) the Services/Works to be carried out to meet each Milestone and the requirements of Performance Standard 4 (Network Standards) having regard to the required Milestone dates given in Performance Standard 3 (Core Investment Period);
- d) the Wight Condition Indices profile for the Project Roads in a graphical or tabular format demonstrating the relevant Wight Condition Indices profile for each PFI District for each Milestone;
- e) details of all proposed Services/Works required to maintain the network to the standard as required by Performance Standard 4 (Network Standards) and Performance Standard 5 (Environment);
- f) the extent to which the Services/Works necessitate a Road Closure;
- g) the extent to which the Services/Works require the assistance of the DNO; and
- h) such further supporting, incidental or supplementary information as the Authority may reasonably request from time to time.

PS1.1.4 Lifecycle Replacement Programme

PS1.1.4.1 The Lifecycle Replacement Programme, which for the CIP shall be integrated into the CIPP, and produced on a PFI District by PFI District basis such that interactions with other PFI districts can be identified, for the two Contract Years following the Annual Programme to indicate the Services/Works planned to maintain the Project Network at the required condition of Performance Standard 4 (Network Standard) and to include the following information in compliance with Clause 21.2 (Alternative Schemes) [Annex D - Q. 13 cl. 1.2]

- a) the Services/Works to be carried out to meet each Milestone and the requirements of Performance Standard 4 (Network Standards) from the CIPP;
- b) the Wight Condition Indices profile for the Project Roads in a graphical or tabular format demonstrating the relevant Wight Condition Indices profile for each PFI District for each year;
- c) details of all surveys, inspections, tests and assessments (including timing and location of such surveys, inspections, tests and assessments) to be carried out in compliance with the provisions of Performance Standard 2 (Surveys and Inspections) and Performance Standard 4 (Network Standards);
- d) details of all proposed Services/Works required to maintain the network to the standard as required by Performance Standards 4 (Network Standards) and Performance Standard 5 (Environment);
- e) the extent to which the Services/Works necessitate a Road Closure;
- f) the extent to which the Services/Works require the assistance of the DNO; and
- g) such further supporting, incidental or supplementary information as the Authority may reasonably request from time to time.

PS1.1.5 Annual Programme

PS1.1.5.1 The Annual Programme shall include details of the Programmed Maintenance to be carried out by the Service Provider to the Project Network to comply with the requirements of this Contract and each item of Programmed Maintenance Services/Works shall be listed separately and include:

- a) additional Services/Works in respect of Project Roads that the Service Provider proposes to conduct;
- b) the location of the Programmed Maintenance Services/Works (street name, postcode and PFI District including a map showing location);
- c) the nature of the Programmed Maintenance Services/Works;
- d) the type of materials to be used for the Programmed Maintenance Services/Works;
- e) the start date, completion, and anticipated duration of each item of Programmed Maintenance Services/Works;
- f) details of all the inspections, surveys, tests and assessments (including the timings and locations of all inspections, surveys, tests and assessments) referred to in Performance Standard 2 (Surveys and Inspections);
- g) the Annual Weed Control Programme;
- h) the Annual Winter Services Plan;
- i) details of all proposed Special Events and consequent Special Event Closures of which the Service Provider had been made aware;
- j) the Annual Tree Management Programme;
- k) the Annual Street Cleansing Programme;
- l) a programme for Quartering ;
- m) having made due enquiry, how such Programmed Maintenance Services/Works and Core Investment Works are to be managed and/or co-ordinated with the activities of the Authority (as Highway Authority), Statutory Undertakers and Third Parties in order to avoid unnecessary Road Closures and minimise disruption to the Project Network, how the Service Provider intends to manage the performance of the same against the timetable which has been agreed by the Traffic Manager for carrying out such activities on the Project Network; details relating to the Core Investment Works required in compliance with Performance Standard 3 (Core

Investment Period) and Performance Standard 4 (Network Standards) for the forthcoming Contract Year; such further supporting, incidental or supplementary information as the Authority may from time to time reasonably request;

- n) Alternate Schemes as required by Clause 21.2 (Alternative Schemes) [Annex D - Q. 13 cl. 1.2]
- o) the Road Closure Programme which shows details of all Road Closures to be undertaken by the Service Provider in the forthcoming Contract Year; and
- p) the details of those Services that in the reasonable opinion of the Service Provider should not apply to the location of such Programmed Maintenance Services/Works together with all evidence as to why such Services should not apply.

Part 2 Carbon Plan

PS1.2.1 Contents

- PS1.2.1.1 The Carbon Plan shall provide details of the Forecast Carbon Footprint of the service delivery and the actions the Service Provider is proposing to take to meet his commitments in the CIP and beyond.
- PS1.2.1.2 To meet the Service Provider's commitment to carbon reduction, the Carbon Plan shall cover:
 - PS1.2.1.2.1 an independently verified Carbon Footprint with supported factors for each Contract Year. The format and scope to be agreed;
 - PS1.2.1.2.2 A 7 year Core Investment Period Programme, followed by a 3 year Lifecycle Replacement Programme, Capital Carbon forecast utilising the Carbon Calculation Tool;
 - PS1.2.1.2.3 An annual Operational Carbon forecast utilising the Carbon Calculation Tool; and
 - PS1.2.1.2.4 Risks which could impact on the achievement of the targets and actions to mitigate these.

Part 2A Carbon Report

PS1.2.2 Contents

- PS1.2.2.1 The Carbon Report shall provide details of the Actual Carbon Footprint compared to the Forecast Carbon Footprint of the service delivery and shall include:
 - PS1.2.2.1.1 Commentary on each element of the footprint performance, particularly highlighting areas where performance has been better or worse than forecasted and the reasons for this;
 - PS1.2.2.1.2 Actions to be taken where Actual Carbon Footprint performance is worse than had been forecasted;
 - PS1.2.2.1.3 Commentary on the Actual Carbon Footprint performance. This will particularly highlight detailed actions proposed for the coming year including adjustments in accordance with any accruals using accrual values provided in the Carbon Footprint Calculation Tool and the impact of any revision to the Dimming and Trimming Policy Performance Standard PS 8 (Authority's Policies), together with outline details of actions for the following two years; and

PS1.2.2.1.4 The calculation methodology and proposed changes in calculation methodology for reporting the Actual Carbon Footprint against the Forecast Carbon Footprint which utilises the Carbon Calculation Tool.

Part 3 Water Plan

PS1.3.1 Contents

- PS1.3.1.1 The Water Plan shall provide details of the Forecast Water Footprint of the service delivery and the actions the Service Provider is proposing to take to meet his commitments in the CIP and beyond.
- PS1.3.1.2 To meet the Service Provider's commitment to water reduction, the Water Plan shall cover:
 - PS1.3.1.2.1 An independently verified Water Footprint with supported factors for each Contract Year. The format and scope to be agreed;
 - PS1.3.1.2.2 A 7 year Core Investment Period Programme, followed by a 3 year Lifecycle Replacement Programme, Capital Embedded Water forecast utilising the Water Footprint Calculation Tool;
 - PS1.3.1.2.3 An annual Operational Water forecast utilising the Water Footprint Calculation Tool; and
 - PS1.3.1.2.4 Risks which could impact on the achievement of the targets and actions to mitigate these.

Part 3A Water Report

PS1.3.2 Contents

- PS1.3.2.1 The Water Report shall provide details of the Actual Water Footprint compared to the Forecast Water Footprint of the service delivery and shall include:
 - PS1.3.2.1.1 Commentary on each element of the footprint performance, particularly highlighting areas where performance has been better or worse than forecasted and the reasons for this;
 - PS1.3.2.1.2 Actions to be taken where Actual Water Footprint performance is worse than had been forecasted;
 - PS1.3.2.1.3 Commentary on the Actual Water Footprint performance. This will particularly highlight detailed actions proposed for the coming year including adjustments in accordance with any accruals using accrual values provided in the Water Footprint Calculation Tool, together with outline details of actions for the following two years; and
 - PS1.3.2.1.4 The calculation methodology and proposed changes in calculation methodology for reporting the Actual Water Footprint against the Forecast Water Footprint which utilises the Water Footprint Calculation Tool.

Part 4 Demobilisation Plans

PS1.4.1 Contents

- a) programme for demobilisation
- b) staff structure and responsibilities
- c) labour arrangements
- d) TUPE arrangement
- e) Depots, Control Room and offices
- f) equipment
- g) materials
- h) condition of Project Network Parts
- i) Strategies and Plans
- j) demobilisation works
- k) financial arrangements
- l) Independent Certification

Performance Standard 2 – (Surveys and Inspections)

2.1 Introduction

2.1.1 This Performance Standard sets out the Service Provider's obligations for surveys, inspections and Data collection to provide the Services described in this schedule 2 (Output Specification) to safely manage the condition of the network.

2.2 High level Required Outcomes

2.2.1 The Authority shall be provided with evidence in defence of a Claim under Section 58 of the Highways Act within twenty (20) Business Days of requesting such a defence unless an alternative timescale is agreed for each occurrence.

2.2.2 Data shall be collected and processed to:

- a) measure the Service Provider's standard of performance; and
- b) calculate the National Indicators required by Government and Audit Commission or such other successor body.

2.2.3 Surveys, inspections, assessments and tests shall be undertaken to identify and plan the Services/Works required to maintain the Project Network at the condition required by this schedule 2 (Output Specification).

2.3 Common Requirements

2.3.1 The Management Information System (MIS) shall be the depository of and access point for Data collected through the execution of this Performance Standard 2 (Surveys and Inspections).

2.3.2 All pavement condition surveys other than for Footways shall be completed in each year by 31 October to allow the resultant Data to be available for use in the calculation of Wight Condition Indices.

2.3.3 Strategies and plans required by this Performance Standard 2 (Surveys and Inspections) shall be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year, these will be uploaded to the Management Information System (MIS) and shall include a copy of any Risk Assessments used in the development of the revised strategy.

2.3.4 This Performance Standard 2 (Surveys and Inspections) shall be in compliance with Performance Standard 1 (Network Performance).

2.3.5 The requirements of the relevant sections of Well Maintained Highways Code of Practice, Management of Highway Structures Code of Practice and the relevant electrical Codes of Practice shall apply.

2.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
2.4.1 Highway Safety Inspections						
2.4.1.1 A revised Highway Safety Inspection Strategy in compliance with the Well Maintained Highways Code of Practice shall be provided to the Authority in compliance with the timescale of paragraph 2.3.3 and shall include the following requirements: <ul style="list-style-type: none"> a) the frequency of Highway Safety Inspections as detailed in table 2.1 of APPENDIX PS 2Part 1 unless a case has been made for variation in compliance with the Risk Assessment; 	0	7	1 week	1	2	per occurrence

	<ul style="list-style-type: none"> b) the method by which each Highway Safety Inspection shall be undertaken, as detailed in Well Maintained Highways Code of Practice unless a case has been made for variation in compliance with the Risk Assessment; and c) the inspection regime for Off-street Car Parks shall be as Hierarchy 4 Roads; d) Trees adjacent to the Highway and Highway Trees shall be included. 						
2.4.1.2	The Highway Safety Inspection Strategy shall be implemented in compliance within the timescales set out therein.	0	2	1 week	1	2	per programme week
2.4.2	Highway Condition Surveys						
2.4.2.1	A revised Highway Condition Survey Strategy in compliance with the Well Maintained Highways Code of Practice shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3 and shall include the following requirements. Data to be formatted in line with Good Industry Practice:	0	7	1 week	2	2	per occurrence

<p>a) SCANNER Surveys shall be implemented each year on all Monitoring Lengths; and</p> <p>b) DVI Surveys shall be implemented each year on the Monitoring Lengths, such that all Carriageways not covered by SCANNER shall be surveyed every year; and half of Footways, Paved Verges, Cycle Ways, Kerbs and Channels Blocks such that the whole network is covered every two (2) years.</p>						
<p>2.4.2.2 The Highway Condition Survey Strategy on all Project Roads shall be implemented in compliance within the timescales set out therein.</p>	0	5	1 week	2	3	per survey programme
<p>2.4.2.3 Highway Condition Surveys in compliance with NI 168, NI 169, (or such replacement or successor local government performance indicators) shall be implemented in compliance with the guidance issued by the Department for Transport (DfT) from time to time.</p>	1 month	5	1 month	3	3	per occurrence

2.4.3	Skid Resistance Surveys						
2.4.3.1	A revised Skid Resistance Survey Strategy in compliance with Well Maintained Highways Code of Practice, in line with “Guidance Document for Implementing a Skid Resistance Policy for the Isle of Wight”, Performance Standard PS 8 (Authority’s Policies) shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3 in order to derive the Characteristic Scrim Co-efficient.	0	7	1 week	2	2	per occurrence
2.4.3.2	The Skid Resistance Survey Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	2	3	per programme week
2.4.4	Highway Service Inspections						
2.4.4.1	A revised Highway Service Inspection Strategy in compliance with Well Maintained Highways Code of Practice shall be provided to the Authority, in compliance with the timescale in paragraph 2.3.3 and shall include without limit:	0	7	1 week	2	2	per occurrence

	<p>a) the frequency (including the time and date) and location of all Service Inspections carried out in respect of the Project Network; and</p> <p>b) all Off Street Car Parks with the inclusion of ticket machines shall be inspected as if they are Hierarchy 4 roads.</p>						
2.4.4.2	The Highway Service Inspection Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	2	3	per programme week
2.4.5	Structures – Principal, General and Special Inspections						
2.4.5.1	<p>A revised Structures Inspection and Monitoring Strategy in compliance with the following:</p> <ul style="list-style-type: none"> •Management of Highway Structures Code of Practice, •CSS Guidance Note on Bridge Condition Indicators, Volume 2 (including addendum), and •Inspection Manual for Highway Structures, Volumes 1 and 2 	0	7	1 week	3	3	per occurrence

<p>2.4.5.2 shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3 and shall include:</p> <ul style="list-style-type: none"> a) the programme for the next Contract Year including, as a minimum the proposed date, time and location of Principal Inspections and General Inspections; and b) details of the Codes of Practice with regard to inspections and reporting timescales for Special Inspections. 						
<p>2.4.5.3 The Structures Inspection and Monitoring Strategy shall be implemented in compliance within the timescales set out therein.</p>	0	5	1 week	2	3	per structure
<p>2.4.5.4 Evaluation of the results of a General Inspection, Principal Inspection and Special Inspection to:</p> <ul style="list-style-type: none"> a) determine whether a Structure is fit for purpose and safe for use; b) determine whether an urgent amendment to the Annual Programme is required; c) identify the Programmed Maintenance in relation to the Structure and when that Services/Works shall be carried out; and 	0	3	1 week	2	3	per structure

<p>d) show compliance with Handback Requirements:</p> <p>2.4.5.5 shall be completed within two (2) Months of such inspection in compliance with Performance Standard 10 (Contract Management and Customer Interface).</p>						
<p>2.4.6 Assessment of Structures</p>						
<p>2.4.6.1 A revised Structures Assessment Strategy in compliance with Management of Highway Structures Code of Practice shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3 and shall include:</p> <p>a) a Structural Review of any Structure with one or more of the conditions set out in section 7.4.1 of the Management of Structures, Code of Practice; and</p> <p>b) where required by the Structural Review, a Structural Assessment in compliance with the process recommended in section 7.5 of the Management of Highway Structures Code of Practice.</p>	<p>0</p>	<p>7</p>	<p>1 week</p>	<p>2</p>	<p>2</p>	<p>per occurrence</p>

2.4.6.2	The Structures Assessments Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	3	3	per structure
2.4.7	Scour Assessments						
2.4.7.1	A revised Scour Assessment and Inspection Strategy in compliance with Management of Highway Structures Code of Practice and BA74, shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3 to include: <ul style="list-style-type: none"> a) the Scour Inspection Programme, including the date, time and location of Inspections to be undertaken in the forthcoming two (2) Contract Years; and b) the Scour Assessment Programme to follow from the completion of the Scour Inspection for each Structure. 	0	7	1 week	2	2	per occurrence
2.4.7.2	The Scour Assessment and Inspection Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	3	3	per structure

<p>2.4.7.3 Where there is a requirement from the Scour Assessment, a Further Management Strategy, shall be provided to the Authority for every Structure scoring a Priority Rating of 1 to 4 (inclusive) to:</p> <ul style="list-style-type: none"> a) determine whether the Structure is fit for purpose and safe for use; b) determine whether an urgent amendment to the Annual Programme is required pursuant to Clause 23 (Updates and Changes to Service Providers Programmes); and c) identify Routine Maintenance and Programmed Maintenance in relation to the Structure and when that Services/Works shall be carried out: within two (2) Months of the completion of such Scour Assessment. 	0	5	1 week	3	3	per structure
<p>2.4.7.4 The specific management and mitigation measures identified in the Further Management Strategy shall be implemented, within the timescales set out therein.</p>	0	5	1 week	2	3	per structure

2.4.8	Yar Bridge – Inspection of Mechanical and Electrical Equipment						
2.4.8.1	A revised Mechanical and Electrical Inspection Strategy for Yar Bridge in compliance with BD53 (for mechanical and electrical functions), shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3. The Mechanical and Electrical Inspection Strategy for Yar Bridge shall include the programme for the next contract year including, as a minimum the date, time and location of inspections.	0	7	1 week	2	2	per occurrence
2.4.8.2	The Mechanical and Electrical Inspections Strategy for Yar Bridge is implemented in compliance within the timescales set out therein.	0	5	1 day	2	3	per programme week
2.4.9	Road Markings and Road Studs						
2.4.9.1	A revised Road Markings and Road Stud Survey Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3.	0	7	1 week	2	2	per occurrence
2.4.9.2	The Road Markings and Road Stud Survey Strategy shall be implemented in compliance with the timescales set out in therein.	0	5	1 week	2	3	per programme week

2.4.10 Geotechnical Inspections						
2.4.10.1 A revised Geotechnical Inspection and Monitoring Strategy shall be provided to the Authority in compliance with HD41 Maintenance of Highway Geotechnical Assets compliant with the timescale set out in paragraph 2.3.3. The Geotechnical Inspection and Monitoring Strategy shall include all Geotechnical Inspection and Monitoring Programmes, with as a minimum, the details including the proposed date, time and location of the Geotechnical Inspections and Monitoring to be undertaken to all Geotechnical Assets in the forthcoming five (5) Contract Years. For details of existing monitoring see APPENDIX PS 2Part 2 Geotechnical Inspection and Monitoring.	0	7	1 week	2	2	per occurrence
2.4.10.2 The Geotechnical Inspection and Monitoring Strategy shall be implemented in compliance with the timescales set out therein.	0	5	1 week	2	3	per programme week

2.4.11 Apparatus Inspections						
<p>2.4.11.1 A revised Apparatus Structural and Mechanical Inspection Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3. The Apparatus Structural and Mechanical Inspection Strategy shall certify the integrity of the Apparatus, comply with the maintenance regime as recommended by Manufactures of Apparatus and:</p> <ul style="list-style-type: none"> a) all Apparatus shall be subject to an initial Structural and Mechanical Inspection within six (6) Months of the Service Commencement Date; and b) all Apparatus shall be subject to a full Structural and Mechanical Inspection Strategy to ensure that it continues to perform in compliance with the equipment specification levels provided by the Manufactures of Apparatus and that safety levels are not eroded. <p>2.4.11.2 Structural and Mechanical Integrity shall be certified by the following:</p>	0	7	1 week	2	2	per occurrence

<p>a) All Apparatus shall be subject to a Structural and Mechanical Inspection that complies with Good Industry Practice; and</p> <p>b) All Apparatus shall be inspected at regular intervals in compliance with the Structural and Mechanical Inspection Strategy.</p>						
<p>2.4.11.3 The Apparatus Structural and Mechanical Inspection Strategy shall be implemented in compliance within the timescales set out therein.</p>	0	5	1 month	2	3	per programme week
<p>2.4.12 Powered Apparatus Inspection</p>						
<p>2.4.12.1 A revised Powered Apparatus Inspection Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3. The Powered Apparatus Inspection Strategy shall certify the integrity of the Powered Apparatus, comply with the maintenance regime as recommended by the Manufacturers of the Powered Apparatus and:</p> <p>a) all Powered Apparatus shall be subject to an initial Electrical Inspection within six (6) Months of the Service Commencement Date; and</p>	0	7	1 week	2	2	per occurrence

<p>b) all Powered Apparatus shall be subject to a full Powered Apparatus Inspection Strategy to ensure that it continues to perform in compliance with the equipment specification levels and that safety levels are not eroded.</p>						
<p>2.4.12.2 Powered Apparatus integrity has an Acceptance Certificate covering the following:</p> <p>a) all Powered Apparatus shall be subject to an inspection regime in compliance with the relevant Codes of Practice at not less than the intervals contained therein;</p> <p>b) all connections shall be subject to a visual inspection at each Planned Maintenance visit; and</p> <p>c) all Powered Apparatus shall be subject to a visual electrical inspection in compliance with the Relevant Electrical Codes of Practice at each maintenance visit.</p>	0	7	1 week	2	2	per occurrence
<p>2.4.12.3 The Powered Apparatus Inspection Strategy shall be implemented in compliance within the timescales set out therein.</p>	0	5	1 month	2	2	per programme week

2.4.13	Outage Detection						
2.4.13.1	Revised Outage Detection Cycle Strategy shall be provided to the Authority in compliance with the timescale in 2.3.3. The Outage Detection Cycle Strategy shall include without limitation the means of recording the number of Lights In Light.	0	7	1 week	2	2	per occurrence
2.4.13.2	The Outage Detection Cycle Strategy shall be implemented in compliance within the timescales set out therein.	0	5	2 days	2	3	per programme week
2.4.14	Photometric Performance Inspections						
2.4.14.1	A revised Photometric Performance Inspection Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3. The Photometric Performance Inspection Strategy shall comply with the Specific Lighting Design Standard.	0	7	1 month	2	2	per occurrence
2.4.14.2	The Photometric Performance Inspection Strategy shall be implemented in compliance within the timescales set out therein and APPENDIX PS 2Part 3 Photometric Performance.	0	5	1 month	2	3	per occurrence

2.4.15 Traffic Signals						
2.4.15.1 A revised Site Specific Traffic Signal Risk Assessment Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3. An initial assessment shall be completed within three (3) Months of the Service Commencement Date and Risk Assessments shall be carried out at least when the Traffic Signal Site is replaced as part of Programmed Maintenance or when any change affects the Traffic Signal site.	0	3	1 month	2	3	per site
2.4.15.2 The Site Specific Traffic Signal Risk Assessment Strategy shall be implemented in compliance within the timescales set out therein.	0	3	1 month	2	3	per site

2.4.16 CCTV Point Inspections						
2.4.16.1 A revised CCTV Points Inspection Strategy shall be provided to the Authority in compliance with the timescale in paragraph 2.3.3. The CCTV Points Inspection Strategy shall comply with the maintenance regime as recommended by Manufacturers of the CCTV Points and shall apply to all units to ensure that all CCTV Points continue to perform in compliance with the equipment specification levels and that safety levels are not eroded.	0	7	1 week	2	2	per occurrence
2.4.16.2 CCTV camera integrity has an Acceptance Certificate covering the following: <ul style="list-style-type: none"> a) the camera operates and can be controlled as intended; b) camera coverage and performance is as intended; and c) control systems connected to the camera are operating as intended. 	0	5	1 week	2	2	per occurrence
2.4.16.3 The CCTV Points Inspection Strategy shall be implemented in compliance within the timescales set out therein.	0	7	1 week	2	2	per programme week

2.4.17 Protective Paint System						
<p>2.4.17.1 A revised Protective Paint System Inspection and Testing Strategy shall be provided to the Authority in compliance with the timescale in 2.3.3. The Protective Paint System Inspection and Testing Strategy shall certify the Protective Paint System Integrity, comply with the maintenance regime as recommended by Manufactures and without limitation that:</p> <ul style="list-style-type: none"> a) Apparatus shall be subject to an initial Protective Paint System Inspection and Test within six (6) Months of the Service Commencement Date; and b) each unit of Apparatus shall be subject to a full Protective Paint System Inspection and Test to ensure that all Apparatus continues to perform in compliance with the equipment specification levels and that safety levels are not eroded. 	0	7	1 week	2	3	per occurrence
<p>2.4.17.2 Protective Paint System Integrity shall be certified for the following;</p> <ul style="list-style-type: none"> a) corrosion protection of all Apparatus; 						

	b) the aesthetic appearance of the Protective Paint System; and c) any Anti-Climbing Measures.						
2.4.17.3	Protective Paint System Inspection and Testing Strategy shall be implemented in compliance within the timescales set out therein.	0	7	1 week	2	3	per programme week
2.4.18	Network Integrity Inspections						
2.4.18.1	A revised Network Integrity Inspection and Safety Assessment Strategy in compliance with the Well Maintained Highways Code of Practice shall be provided to the Authority within the timescales set out in paragraph 2.3.3. The Network Integrity Inspection and Safety Assessment Strategy shall include the frequency, location, proposed time, and programmed date of all Network Integrity Inspections and Network Improvement Safety Assessments to be carried out.	0	7	1 week	3	2	per occurrence
2.4.18.2	The Network Integrity Inspection and Safety Assessment Strategy shall be implemented in compliance with the timescales set out therein.	0	5	1 week	3	3	per programme week

2.4.19 Arboricultural Inspection						
2.4.19.1 A revised Arboricultural Inspection Strategy in compliance with, the Well Maintained Highways Code of Practice shall be provided to the Authority within the timescale in paragraph 2.3.3 and such that each Highway Tree shall be inspected at least every five (5) years.	0	7	1 week	3	2	per occurrence
2.4.19.2 The Arboricultural Inspection Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 month	3	3	per programme week

2.4.20 Pumping Stations – Inspection of Mechanical and Electrical Equipment						
2.4.20.1 A revised Mechanical and Electrical Inspection Strategy for Pumping Stations which complies with BD53 (for mechanical and electrical function) and the Relevant Electrical Codes of Practice shall be provided to the Authority in compliance with the timescales in paragraph 2.3.3. The Mechanical and Electrical Inspection Strategy for Pumping Stations shall include the programme for the next contract year with, as a minimum, the location of inspections, the programmed date, and proposed time.	0	7	1 week	2	2	per occurrence
2.4.20.2 The Mechanical and Electrical Inspections Strategy for Pumping Stations shall be implemented in compliance within the timescales set out therein.	0	5	1 day	2	3	per programme week

Part 1

Highway Inspections

PS2.1.1

Inspection Frequency

•Table 2.1 Frequency of Highway Safety Inspections

Feature	Description	Category	Frequency
Carriageway Cycle lanes	Hierarchy 1	H1	1 Month
	Hierarchy 2	H2	1 Month
	Hierarchy 3	H3	3 Months
	Hierarchy 4, 4A, 5 & 5A	H4, H4A, H5 and H5A	6 Months
Footway Cycle ways	Primary	H1,2, 3 & 4	1 Month
	Local	H3	3 Months
	Local	H4	6 Months
Cycle ways Cycle Paths Footpaths	Remote from carriageway		6 Months
Off Street Car Parks			6 Months

Part 2 Geotechnical Inspection and Monitoring

PS2.2.1 Geotechnical Monitoring

PS2.2.1.1 Maintain and monitor all existing functioning ground investigation instrumentation until completion of the Contract

PS2.2.1.2 Existing monitoring systems are given in document:

- Piezometer.shp
- Inclinometer.shp
- Weather Station.shp
- Data Loggers.shp
- Instrument Location.shp”.

Part 3 Photometric Performance

- PS2.3.1.1 Each Lantern of a Lighting Point shall be subject to an inaugural Photometric Performance Inspection at the time of certification or when incorporated into the Project Network.
- PS2.3.1.2 Each non LED Lighting Point shall be subject to Photometric Performance Inspection at least one (1) Month after each bulk lamp change and/or clean in order that Photometric Performance of Lighting Points has an Acceptance Certificate indicating compliance with the Specific Lighting Design Standards.
- PS2.3.1.3 The Service Provider shall state the light loss factor associated with the LED luminaire at which point the luminaire shall be deemed to have failed in performance, for example this may be L70 i.e. 30% loss of light output. Each LED Lighting Point shall be subject to Photometric Performance Inspection ten (10) years after installation and then three (3) yearly thereafter in order that Photometric Performance of Lighting Points has an Acceptance Certificate indicating compliance with the Specific Lighting Design Standards.

Performance Standard 3 – (Core Investment Period and Handback Expiry Condition)

3.1 Introduction

- 3.1.1** This Performance Standard provides the Authority's target programme for the Core Investment Works required to improve the condition of the Project Network to a standard required by this schedule 2 (Output Specification) and the Expiry Condition requirements for Handback.

3.2 High Level Outcomes

- 3.2.1** Each element of the Project Network shall be maintained to the standard required by this schedule 2 (Output Specification) from a date no later than that stated in this Performance Standard. If there is no date set out in this Performance Standard the element shall be maintained in compliance with this schedule 2 (Output Specification) from the Service Commencement Date.

- 3.2.2** Where specified in this Performance Standard 3 (Core Investment Period), each element of the Project Network shall be upgraded to the standard required by this schedule 2 (Output Specification) in the increments shown in the relevant section of this Performance Standard 3 (Core Investment Period).

- 3.2.3** Each element of the Project Network which has been upgraded to the standard as required by this schedule 2 (Output Specification) shall be in compliance with this schedule 2 (Output Specification) from the date of completion of the upgrading of that element.

- 3.2.4** Each Project Network Part that has an Expiry Condition shall meet the requirements of this Performance Standard as required by clause 82 Handback, (Project Agreement).

- 3.2.5** This Performance Standard shall form the criteria for Independent Certifiers certification.

3.3 Common Requirements

- 3.3.1** This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).

- 3.3.2** All Services/Works shall take cognisance of "Street Scene", environmental and conservation elements.

3.3.3 Where relevant, commencement WCI values and Milestone uplift profile are given in schedule 14 (Milestone Completion Criteria)

3.4 Specific Required Outcomes

3.4.1 Carriageways

3.4.1.1 The Wight Carriageway Condition Index (WCCI) shall be in compliance with Table 3.1 to Table 3.4 below:

- Table 3.1 Hierarchy 1 Wight Carriageway Condition Index by PFI District by Milestone and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT CARRIAGEWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)	REQUIRED UPGRADE PERCENTAGE PER DISTRICT
	1	2	3	4	5	6		
Milestone 10							25%	75%
Milestone 14	15.50	15.50	15.50	15.50	15.50	15.50	0%	100%

•Table 3.2 Hierarchy 2 Wight Carriageway Condition Index by PFI District by Milestone and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT CARRIAGEWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)	REQUIRED UPGRADE PERCENTAGE PER DISTRICT
	1	2	3	4	5	6		
Milestone 10							25%	75%
Milestone 14	-	15.00	15.00	15.00	15.00	15.00	0%	100%

•Table 3.3 Hierarchy 3 Wight Carriageway Condition Index by PFI District by Milestone and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT CARRIAGEWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)	REQUIRED UPGRADE PERCENTAGE PER DISTRICT
	1	2	3	4	5	6		
Milestone 10							25%	75%
Milestone 14	15.00	15.00	15.00	15.00	15.00	15.00	0%	

- Table 3.4 Hierarchy 4, 4A and Off-street Car Parks Wight Carriageway Condition Index by PFI District by Milestone and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT CARRIAGEWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)
	1	2	3	4	5	6	
Milestone 14	15.00	15.00	15.00	15.00	15.00	15.00	0%

3.4.2 Footways, Paved Verges, Cycle Ways, Kerbs Steps and Channels Blocks

3.4.2.1 The Wight Condition Footway Index in compliance with Table 3.5 and Table 3.6 below:

•Table 3.5 Wight Footway Condition Index by PFI District by Milestone Primary Footways and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT PRIMARY FOOTWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)
	1	2	3	4	5	6	
Milestone 14	12.50	12.50	12.50	12.50	12.50	12.50	0%

- Table 3.6 Wight Footway Condition Index by PFI District by Milestone Local Footways and proportion of Unacceptable Monitoring Lengths by Milestone

MILESTONE	WEIGHTED WIGHT LOCAL FOOTWAY CONDITION INDEX FOR EACH DISTRICT						ALLOWABLE PERCENTAGE OF MONITORING LENGTHS MEASURED AS UNACCEPTABLE (ISLAND WIDE)
	1	2	3	4	5	6	
Milestone 14	12.50	12.50	12.50	12.50	12.50	12.50	0%

3.4.3 Structures

Bridge Condition Index increments

3.4.3.1 The Bridge Condition Indices (BCI) required by Performance Standard 4 (Network Standard) paragraphs 4.4.5.6 & 4.4.5.7 are to be increased as shown in Table 3.7:

•Table 3.7 Bridge Condition Index (BCI)

	Bridges		Bridges Critical		Retaining Walls		Retaining Walls Critical	
	Minimum BCI	Ave BCI	Minimum BCI	Ave BCI	Minimum BCI	Ave BCI	Minimum BCI	Ave BCI
Milestone 7	47.29	85.32	30.5	81.38	56.89	85.75	40.50	80.39
Milestone 14	85	90	79	90	86	90	81	90.5

3.4.4 Illuminated Bollard, Illuminated Traffic Sign, Illuminated Centre Island Beacon, Belisha Beacons and non Deemed to Comply Lighting Points

3.4.4.1 The percentage of non Deemed to Comply Lighting Point to demonstrate compliance with the Specific Lighting Design Standard in each PFI District which have been replaced by each Milestone shall be as shown in Table 3.8:

•Table 3.8 Percentage of non Deemed to Comply Lighting Points replaced by PFI District by Milestone

DISTRICT	1	2	3	4	5	6
Milestone 6	100%	100%	100%	100%	100%	100%

3.4.4.2 The percentage of Illuminated Bollard, Illuminated Traffic Sign, Illuminated Centre Island Beacon and Belisha Beacons in each PFI District which have been replaced to by each Milestone shall be as shown in Table 3.9:

•Table 3.9 Percentage of Illuminated Bollard, Illuminated Traffic Sign, Illuminated Centre Island Beacon, Belisha Beacons in each PFI District by Milestone

DISTRICT	1	2	3	4	5	6
Milestone 7	45%	45%	45%	45%	45%	45%
Milestone 14	100%	100%	100%	100%	100%	100%

3.4.4.3 The percentage of street lighting Luminaire in each PFI District which have been replaced to demonstrate compliance with the Specific Lighting Design Standard by each Milestone shall be as shown in Table 3.10:

•Table 3.10 Percentage of street lighting Luminaire Replaced by PFI District by Milestone

DISTRICT	1	2	3	4	5	6
Milestone 6	100%	100%	100%	100%	100%	100%

3.4.5 Traffic Signal Points

3.4.5.1 The percentage of non Deemed to Comply Traffic Signal Points replaced by Milestone shall be as shown in Table 3.11 below:

•Table 3.11 Traffic Signal Point replacement by Milestone

PERIOD	
Milestone 7	45%
Milestone 14	100%

3.4.6 CCTV Points

3.4.6.1 Transfer of equipment from IWC Bugle House for incorporation into New Control Room as part of mobilisation will be allowed over a single 24 hour duration for each section on dates to be agreed:

3.4.6.2 The percentage of non Deemed to Comply CCTV Points replaced by Milestone shall be as shown in Table 3.12:

•Table 3.12 CCTV Point replacement by Milestone

PERIOD	
Milestone 7	45%
Milestone 14	100%

3.4.7 Geotechnical Schemes Red Zones (Capital Schemes)

3.4.7.1 The Geotechnical Risk Map identifies areas of potential instability that are required to be improved by implementing Geotechnical Schemes Red Zones. The details of these Geotechnical Schemes Red Zones and Service Provider's solutions described in schedule 9 Geotechnical shall be completed and implemented to timescale set out in Table 3.13 below and the requirements are:

- a) Install and monitor ground investigation instruments until completion of the contract including existing;
- b) carry out all necessary surveys;
- c) design will comply with the Design Manual for Roads and Bridges;
- d) procure all necessary approvals; and
- e) construct works in compliance with the Specification for Highway Works.

3.4.8 Not used

3.4.9 Leeson Road Scheme

3.4.9.1 The vehicle restraint system along the defined length of Leeson Road is substandard and is required to be upgraded and refurbished to comply with current standards.

3.4.9.2 The Works shall be completed by the period shown in Table 3.13 and the requirements are:

- a) carry out all necessary surveys;
- b) design will comply with the Design Manual for Roads and Bridges;
- c) procure all necessary approvals; and
- d) construct works in compliance with the Specification for Highway Works.

3.4.10 Drainage Schemes

3.4.10.1 All the Drainage Schemes identified and made available in the document “ Drainage_V7_Schemes.xls” shall be completed by the period shown in Table 3.13 and the requirements are as follows:

- a) carry out all necessary surveys;
- b) design will comply with Design Manual for Roads and Bridges;
- c) procure all necessary approvals; and
- d) construct works in compliance with the Specification for Highway Works.

3.4.10.2 Provision shall be made for Drainage Schemes in addition to those listed which shall be identified through the Network Integrity survey process. An allowance shall be made for:

- a) up to forty (40) Drainage Schemes to the works cost excluding preliminaries and traffic management of £20,000 (2013 prices); and

- b) up to forty (40) Drainage Schemes to the works cost excluding preliminaries and traffic management of £5,000 (2013 prices).

Should the financial provision for the additional Drainage Schemes not be fully utilised then any surplus shall be reimbursed to the Authority in accordance with Clause 56

3.4.11 Yar Bridge Control System

3.4.11.1 The Yar Bridge control system shall be renewed and upgraded to provide the additional functions list below and shall be completed by the period shown in Table 3.13.

- a) Remote operation of opening and closing at the Control Room;
- b) Remote fault monitoring at the Control Room;
- c) Approach VMS signs refurbished;
- d) Approach VMS signs to operate remotely;
- e) CCTV coverage of highway and river approaches; and
- f) Communication link between the Yarmouth Harbourmaster's Office and the Control Room.
- g) Public address system on the bridge operated from both and between the Control Room and the Yarmouth Harbourmaster's Office
- h) Emergency signal button on bridge connected to the Control Room and the Yarmouth Harbourmaster's Office
- i) Acoustic warning system operating on the bridge to indicate impending bridge movement

3.4.12 Grace Period:- Schemes

3.4.12.1 Each Scheme set out in the Table 3.13 below shall be to the standard of this schedule 2 (Output Specification) by the end of the Milestone indicated by the diamond. The period from Service Commencement Date to the diamond is a Grace Period:

•Table 3.13

SCHEME	GRACE PERIOD TO END OF MILESTONE													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Duver Road, St Helens				◆										
Lower Road Adgestone												◆		
Westhill Lane Yarmouth								◆						
Ventnor														
Site 1 - Newport Road - Upper Ventnor "Graben"						◆								
Site 2 - Gills Cliff Road								◆						
Site 3 - Castle Court										◆				
Site 4 - Whitwell Road						◆								
Site 5 - Undercliff Drive (4 areas)						◆								
- Area A - above Hunts Road						◆								
- Area B – Woodlands						◆								
- Area C - Caravan Park (at Traffic lights)						◆								
- Area D – Mirables						◆								

Site 6 - Urban Footpath south side of La Falaise Car Park													◆		
Site 7 - Urban Footpath south side of Winter Gardens													◆		
Military Road Site 1 - Brook Chine		◆													
Site 2 - Shippards Cine															◆
Blackgang Site 1 - Old Access Road													◆		
Site 2 - The Terrace, Chale													◆		
Bouldnor				◆											
Leeson Road Scheme															◆
Drainage Schemes															◆
Yar Bridge Control System				◆											

3.4.13 Grace Period:- All other elements

3.4.13.1 Each Project Network Part set out in the Table 3.14 below shall be to the standard of this schedule 2 (Output Specification by the end of the Milestone indicated by the diamond; the period from Service Commencement Date to the diamond is a Grace Period:

•Table 3.14 Milestone completion requirement by Project Network Part

TOPIC	GRACE PERIOD TO END OF MILESTONE													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Carriageways paragraphs 4.4.1														◆
Footways Paved Verges, Verge Crossings, Cycle Ways, Kerbs, Steps and Channel Blocks paragraphs 4.4.2 see below for 4.4.2.4														◆
Structures paragraphs 4.4.5.1 to 4.4.5.7														◆

3.4.14 Grace Period Network Standard

3.4.14.1 Each Project Network Part set out in the Table 3.15 shall be maintained to the standard of this schedule 2 (Output Specification) from the end of the Milestone indicated by the diamond; the period from Service Commencement Date to the diamond is a Grace Period:

- Table 3.15 Project Network Part by date of application of schedule 2 (Output Specification) for the requirements of Performance Standard PS 4 (Network Standard)

TOPIC	GRACE PERIOD TO END OF MILESTONE													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Carriageways paragraph 4.4.1.5														◆
Footways Paved Verges, Verge Crossings, Cycle Ways, Kerbs, Steps and Channel Blocks paragraph 4.4.2.3														◆
Footways Paved Verges, Verge Crossings, Cycle Ways, Kerbs, Steps and Channel Blocks paragraph 4.4.2.4				◆										

Off Street Car Parks paragraphs 4.4.21.4, 4.4.21.5, 4.4.21.6, 4.4.21.7 & 4.4.22				◆										
Car Park Ticket Machines paragraphs 4.4.22	◆													
External Power Supply Points and Fixing Points Paragraphs 4.4.23		◆												
Noxious plants paragraph 5.4.1.4								◆						
Vegetation paragraph 5.4.1.5	◆													
Grassed Areas paragraph 5.4.2.6	◆													
Boxes and Planters paragraph 5.4.5.1	◆													
Tree Risk Assessments paragraph 5.4.6.9										◆				
Population of MIS paragraph 10.4.11.7	◆													

3.4.14.2 Performance Standard 5 paragraphs 5.4.2, 5.4.3, 5.4.4 and 5.4.5 shall be brought as soon as possible to the required standard within the first three (3) months of Milestone 1.

3.4.14.3 The existing width of any Carriageway without kerbing, Footway or Cycleway in compliance with Performance Standard 5 paragraph 5.4.2.6 is to be maximised by the end of Milestone 14.

3.4.14.4 Performance targets with no specified grace period within Tables 3.14 and 3.15 shall be brought to the required standard by the end of milestone 2, if the Service Provider can demonstrate to the Authority that the current condition does not meet the requirements of this schedule 2 (Output Specification) at Service Commencement Date.

3.4.15 Handback Expiry Conditions

3.4.15.1 Expiry Condition A (Project Network):

•Table 3.16

Project Network Part	Element	Expiry Condition
Carriageways		
	Hierarchy 1	Compliance with requirements of paragraphs 4.4.1.1, 4.4.1.2, 4.4.1.3, 4.4.1.4 and 4.4.1.5 Compliance with requirements of paragraphs 4.4.1.1 and 4.4.1.2 except that the unacceptable WCCI value shall be 8, for a predicted period of 7 years post the terminal date of the contract
	Hierarchy 2	Compliance with requirements of paragraphs 4.4.1.1, 4.4.1.2, 4.4.1.3, 4.4.1.4 and 4.4.1.5
	Hierarchy 3	Compliance with requirements of paragraphs 4.4.1.1, 4.4.1.2, 4.4.1.3, 4.4.1.4 and 4.4.1.5
	Hierarchy 4	Compliance with requirements of paragraphs 4.4.1.1, 4.4.1.2, 4.4.1.3, 4.4.1.4 and 4.4.1.5
	Hierarchy 4A	Compliance with requirements of paragraphs 4.4.1.1, 4.4.1.2, 4.4.1.3, 4.4.1.4 and 4.4.1.5

	Hierarchy 4B	Compliance with requirements of paragraph 4.4.4.1.2
	Hierarchy 5	Compliance with requirements of paragraph 4.4.4.1.2
Footways		
	Primary	Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
	Local	Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
Cycle ways		Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
Kerbs and Channel Blocks		
	Primary	Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
	Local	Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
Paved Verges		Compliance with requirements of paragraphs 4.4.2.1, 4.4.2.2, 4.4.2.3 and 4.4.2.5
Footpaths and Cycle paths		Compliance with requirements of paragraph 4.4.4.1.2
Structures		Compliance with requirements of paragraphs in section 4.4.5
Drainage Systems		Compliance with requirements of paragraphs in section 4.4.6
Earthworks		Compliance with requirements of paragraph 4.4.17.3 and all items identified in the Geotechnical Asset Management Plan completed
Vehicle Barriers and Pedestrian Barriers		Compliance with requirements of paragraphs in section 0

Powered Apparatus		Compliance with requirements of paragraphs in section 4.4.8, paragraph 4.4.9.3 and the individual elements below
	Feeder Pillars	
	External Power Supply Points	Compliance with requirements of paragraphs in section 0
	Illuminated Bollards	
	Illuminated Centre Island Beacons	
	Illuminated Traffic Signs	Compliance with requirements of paragraph 4.4.11.3 and 4.4.11.4
	Lighting Point(s)	Compliance with requirements of paragraphs in section 4.4.10
	Private Cable Network	
	Traffic Signal Point(s)	Compliance with requirements of paragraphs in section 4.4.12
	CCTV Point(s)	Compliance with requirements of paragraphs in section 4.4.14
	Belisha Beacons	
	Festive Decoration	
Non Powered Apparatus		Compliance with requirements of paragraphs in section 4.4.8 and the individual elements below
	Traffic Signal Loop(s)	
	Fixed Festive Decorations	

	Underground Apparatus	
	Fixing Points	
	Traffic Counters	
	Non-Illuminated Bollards	
	Non-Illuminated Traffic Signs	
	Street Name Plates	Compliance with requirements of paragraph 4.4.11.5
Furniture		Compliance with requirements of paragraphs in section 4.4.19
Vegetation		Compliance with requirements of paragraphs in Performance Standard 5 Environment
Off-Street Car Parks		
	Paved	Compliance with requirements of paragraphs in section 4.4.21 & 4.4.22
	Unpaved	Compliance with requirements of paragraph 4.4.21.5 & 4.4.22

3.4.15.2 Expiry Condition B (Management Information System, the Depots, Offices, Control Centre and the Isle of Wight Traffic Model):

•Table 3.17

Project Network Part	Element	Expiry Condition
	Management Information System	Provision of all hardware and software, including licences, necessary for the Authority to continue operation of the systems. The databases to be fully populated and accurate. All equipment is to have a projected 3 year life.

	Principal and Subsidiary Depots, Offices and Control Room	Transfer of complete and fully operational as per the duties undertaken throughout the Contract with all required maintenance carried out and 15 year residual life to structure and all equipment, fixtures and fittings 3 years life
	Isle of Wight Traffic Model	Provision of the hardware and software, including licences, necessary for the Authority to continue operation of the system which will be fully populated with the relevant data. All equipment is to have a projected 3 year life.

—
Not Used

Performance Standard 4 – (Network Standards)

4.1 Introduction

- 4.1.1 This Performance Standard sets out the requirements to which the Project Network shall be maintained. Environmental items are contained in Performance Standard PS 5 (Environment).

4.2 High Level Required Outcomes

- 4.2.1 The Project Network shall be maintained to the requirements of this Performance Standard and Performance Standard 8 (Authority's Policies).
- 4.2.2 Physical Layout of the Project Network shall not be changed as a result of the application of this schedule 2 (Output Specification) without the Authority's permission.
- 4.2.3 The Drainage System on the Project Network shall remove surface water to ensure the Structural and Mechanical integrity of the highway and the safety of users of the Project Network.
- 4.2.4 When and where Services/Works are to be executed they shall be in compliance with the "Street Scene" to ensure that the Project Network provides the correct amenity at the correct location.

4.3 Common Requirements

- 4.3.1 Strategies and plans required by this Performance Standard 4 (Network Standard) shall be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year, these will be uploaded to the Management Information System (MIS) and shall include a copy of any Risk Assessments used in the development of the revised strategy.
- 4.3.2 The requirements of the Well Maintained Highways Code of Practice, Management of Highway Structures Code of Practice and Relevant Electrical Codes of Practice shall apply to this Performance Standard where relevant.

- 4.3.3 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).
- 4.3.4 All Services/Works to maintain the Project Network at the required level shall be programmed in compliance with Performance Standard 1 (Network Performance).
- 4.3.5 Performance Standard 3 (Core Investment Period) provides Grace Periods from the Service Commencement Date to bring Project Network Parts to the required standard, see relevant paragraphs with reference to PS 3.

4.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
4.4.1 Carriageways						
4.4.1.1 The weighted average Wight Carriageway Condition Index (WCCI) for each PFI District shall be not less than:						
4.4.1.1.1 Hierarchy 1 = 15.50;	0	10	1 month	2	2	per district
4.4.1.1.2 Hierarchy 2 = 15.00;	0	10	1 month	2	2	per district
4.4.1.1.3 Hierarchy 3 = 15.00;	0	10	1 month	2	2	per district
4.4.1.1.4 Hierarchy 4 = 15.00; and	0	10	1 month	2	2	per district
4.4.1.1.5 Hierarchy 4A = 15.00.						
4.4.1.1.6 See Performance Standard 3 (Core Investment Period and Handback Expiry Condition) (PS3) tables contained in	0	10	1 month	2	2	per district

paragraph 3.4.13 for Grace Period						
4.4.1.2	The WCCI for each Monitoring Length shall be not less than:					
4.4.1.2.1	Hierarchy 1 = 6;	0	5	1 month	2	2 per monitoring length
4.4.1.2.2	Hierarchy 2 = 6;	0	5	1 month	2	2 per monitoring length
4.4.1.2.3	Hierarchy 3 = 6;	0	5	1 month	2	2 per monitoring length
4.4.1.2.4	Hierarchy 4 = 6; and	0	5	1 month	2	2 per monitoring length
4.4.1.2.5	Hierarchy 4A = 6 See PS3 paragraph 3.4.13	0	5	1 month	2	2 per monitoring length
4.4.1.3	The surface condition of each Monitoring Length shall meet the following requirements: a) not more than B% of the Lane Length for each Monitoring Length shall have a 3m profile variance exceeding A mm ² ; b) not more than D% of the Lane Length for each Monitoring Length shall have Wheel Track Rutting exceeding C mm; c) no Wheel Path shall have Wheel Track Rutting of more than E mm for a length exceeding 10 metres;	3 months	5	1 year	2	2 per monitoring length

<p>d) not more than 5% of any Monitoring Length designated as rural shall have an Edge Condition Index which exceeds the threshold of 80; and</p> <p>e) there shall be no Defects in any Anti-Skid Treatment which affects the performance of the applicable Anti-Skid Treatment.</p> <p>See PS 3 paragraph 3.4.13 For values of A, B, C, D & E per Hierarchy see Table 4.4 in APPENDIX PS 4Part 1.</p>						
<p>4.4.1.4 The Skid Resistance policy produced in compliance with "Guidance Document for Implementing a Skid Resistance policy for the Isle of Wight" Performance Standard 8 (Authority's Policies) shall be complied with.</p> <p>See PS 3 paragraph 3.4.13</p>	0	7	1 month	1	2	per monitoring length
<p>4.4.1.5 The level of any Ironwork whether the responsibility of the Authority or a Third Party shall not exceed + or - 20mm of the level of the adjacent surface; and this relates equally to the difference in height between the Access Cover or Grating and the surrounding Ironwork.</p> <p>See PS 3 paragraph 3.4.14</p>	3 months	5	1 month	3	3	per item

4.4.2 Footways, Paved Verges, Verge Crossings, Cycle Ways, Kerbs, Steps and Channel Blocks						
4.4.2.1 The weighted average Wight Footway Condition Index for each PFI District shall not be less than:						
4.4.2.1.1 Primary = 12.50	0	11	1 month	2	3	per district
4.4.2.1.2 Local = 12.50. See PS 3 tables contained in paragraph 3.4.2 for Grace Period	0	11	1 month	2	3	per district
4.4.2.2 The relevant WCI for each Monitoring Length shall not be less than:						
4.4.2.2.1 Primary = 5; and	0	5	1 month	3	3	per monitoring length
4.4.2.2.2 Local = 5 See PS3 paragraph 3.4.13	0	5	1 month	3	3	per monitoring length
4.4.2.3 The level of any Ironwork whether the responsibility of the Authority or a Third Party shall not exceed + or - 20mm of the level of the adjacent surface and this relates equally to the difference in height between the Access Cover or Grating and the surrounding Ironwork. See PS 3 paragraph 3.4.14	3 months	5	1 month	3	3	per item

<p>4.4.2.4 Subject to the provisions of Performance Standard 5 (Environment) the width of any Footway, Paved Verge, Verge Crossing, or Cycle Way in any Monitoring Length shall not be permitted to encroach by more than 150mm Vegetation.</p> <p>See PS 3 paragraph 3.4.14</p>	1 week	3	1 day	2	3	per item
<p>4.4.2.5 The condition of each Footway, Paved Verge, Verge Crossing, or Cycle Way Monitoring Length shall meet the following requirements:</p> <ul style="list-style-type: none"> a) kerb upstands are maintained; b) kerbs abut any adjacent Paved Area; c) kerbs or Channel Blocks follow a smooth alignment in horizontal and vertical planes allowing for tapered kerbs at Footway Crossings; d) individual Kerbs are not tilted about their cross section; e) the going and risers of Steps are uniform; f) any Paved Area within Steps are maintained as Footways; g) the drainage provision of the Channel Block is maintained; and h) clear of trodden in chewing gum 	3 months	5	1 month	3	3	per monitoring length

	See PS 3 paragraph 3.4.14						
4.4.3	Hierarchy 4B Access Roads See PS 3 paragraph 3.4.14						
4.4.3.1	Hierarchy H4B Monitoring Lengths shall be maintained to the requirements of Hierarchy 5 Monitoring Lengths	1 month	7	1 month	3	3	per monitoring length
4.4.4	Hierarchy 5 Footpaths, Cycle Paths and Hierarchy 5A, See PS 3 paragraph 3.4.14						
4.4.4.1	Hierarchy 5, Footpaths, Cycle Paths and Hierarchy 5A shall be maintained in compliance with:						
4.4.4.1.1	the Sustrans Guides Connect2 Greenway Design Guide Appendix C (published April 09);	1 month	7	1 month	3	3	per monitoring length
4.4.4.1.2	such that the Surface: a) is well compacted; b) is free of ruts; c) has no ridges; and d) has no potholes.	1 month	7	1 month	3	3	per monitoring length

<p>4.4.4.2 Subject to the provisions of Performance Standard 5 (Environment), grass surfaced footpaths are to be</p> <p>a) Standard B grass and with regard to the width of any Hierarchy 5 unpaved Carriageway, Footpaths. Cycle Path in any Monitoring Length,</p> <p>b) Vegetation shall not be permitted to encroach by more than 150mm.</p>	1 week	14	1 month	3	3	per item
<p>4.4.5 Structures</p>						
<p>4.4.5.1 Each Structure including Rail Bridges (excluding Deemed to Comply Structures) shall be capable of carrying the load effects listed in Table 4.8 of APPENDIX PS 4Part 2 (unless otherwise agreed with the Authority).</p> <p>See PS 3 paragraph 3.4.13</p>	3 months	2	1 month	1	2	per structure
<p>4.4.5.2 Each Structure including Rail Bridges shall be maintained so that the load carrying capacity does not fall below the load effects listed in BD 37 and Table 4.8 of APPENDIX PS 4Part 2(unless otherwise agreed with the Authority). All Services/Works to each Structure identified pursuant to the surveys, testing and inspections regime set out in Performance Standard 2 (Surveys</p>	3 months	2	1 month	1	2	per structure

	and Inspections) shall be implemented in compliance with the timescales set out in or required by: a) the results of such surveys, testing and inspection regime; or b) the agreed Annual Programme, See PS 3 paragraph 3.4.13						
4.4.5.3	The Parapets on each Structure including Rail Bridges (excluding Deemed to Comply Structures) shall comply with the requirements of TD 19 as amended by IAN97 of the Design Manual for Road and Bridgeworks. See PS 3 paragraph 3.4.13	3 months	2	1 month	1	2	per structure
4.4.5.4	The protection of Supports and Piers on each Structure (excluding Deemed to Comply Structures) shall comply with TD19 and IAN91 of the Design Manual for Road and Bridgeworks. See PS 3 paragraph 3.4.13	3 months	2	1 month	1	2	per structure
4.4.5.5	The Soffit Clearance of each Structure: a) shall comply with Table 6-1 Maintained Headroom at Structures TD27 Headroom at Structures of the DMRB, except for	6 months	2	1 month	1	2	per structure

	<p>Deemed to Comply Structures; or</p> <p>b) shall be risk assessed taking account of maintained headroom, robustness of structure, history of over-height strikes, actual traffic speed, actual traffic flow volumes and whether other low structures provide protection.</p> <p>See PS 3 paragraph 3.4.13</p>						
4.4.5.6	<p>The minimum Bridge Condition Index (BCI) for each Structure shall be as stated in Table 4.9 of APPENDIX PS 4Part 2.</p> <p>See PS 3 paragraph 3.4.13</p>	0	5	1 month	1	2	per structure
4.4.5.7	<p>The average Bridge Condition Index (BCI) for each category of Structure shall be as stated in Table 4.9 of APPENDIX PS 4Part 2.</p> <p>See PS 3 paragraph 3.4.13</p>	0	5	1 month	1	2	per category
4.4.5.8	<p>Each Structure shall be Free from Defects.</p> <p>See PS 3 paragraph 3.4.14</p>	3 months	7	1 month	1	2	per structure
4.4.5.9	<p>Each Structure shall be Free from:</p> <p>a) bird, animal and human waste products;</p> <p>b) Vegetation;</p> <p>c) Debris; and</p>	3 months	7	1 month	3	3	per structure

	d) blockages to drains, weep holes, pipes, Manholes, chambers and drainage holes in structural components. See PS 3 paragraph 3.4.14						
4.4.5.10	The Movement Joints on each Structure shall be Free from Defect. See PS 3 paragraph 3.4.14	3 months	5	1 month	2	3	per structure
4.4.5.11	The Parapets on each Structure shall be Free from Defect. See PS 3 paragraph 3.4.14	3 months	5	1 month	2	3	per structure
4.4.5.12	Each Flexible Earth Retaining Structure shall be Free from Defect. See PS 3 paragraph 3.4.14	3 months	5	1 month	2	3	per structure
4.4.5.13	Each Non-Structural Wall Panel and Fascia Panel shall be Free from Defect. See PS 3 paragraph 3.4.14	3 months	5	1 month	2	3	per panel
4.4.5.14	No Third Party Structure shall be adversely affected by the actions of the Service Provider in implementing the Services.	0	3	0	0	2	per structure
4.4.5.15	Operation of Yar Bridge is to be carried out when instructed by the Yarmouth Harbour Master subject to this being prevented by a 3rd party in such	0	5	1 hour	1	1	per occurrence

	circumstances the instruction should be completed as soon as reasonably practicable.						
4.4.6	Drainage						
4.4.6.1	Each Monitoring Length shall be Free from Standing Water (see APPENDIX PS 4Part 3Table 4.10) when precipitation occurs that is not an Event Storm of the time at which the Service Provider becomes aware of, or should have become aware of, the existence of Standing Water on the Monitoring Length.: See PS 3 paragraph 3.4.14						
4.4.6.1.1	for 95% of per occurrences of Standing Water each Month, for each of the following: a) Hierarchy 1 within two (2) hours; b) Hierarchy 2 within two (2) hours; c) Hierarchy 3 within three (3) hours; d) Hierarchy 4 & 4A (Urban) within four (4) hours; e) Hierarchy 4 & 4A (Rural) within eight (8) hours; and f) Footways & Cycle Ways four (4) hours.	0	5	1 hour	3	3	per monitoring length
4.4.6.1.2	for 100% of per occurrences of Standing	0	5	1 hour	3	3	per monitoring

<p>Water each Month, for each of the following:</p> <ul style="list-style-type: none"> a) Hierarchy 1 within four (4) hours; b) Hierarchy 2 within four (4) hours; c) Hierarchy 3 within six (6) hours; d) Hierarchy 4 & 4A (Urban) within eight (8) hours; e) Hierarchy 4 & 4A (Rural) within sixteen (16) hours; and f) Footways and Cycle Ways within eight (8) hours; 						length
<p>4.4.6.2 Each Monitoring Length on the Project Network shall be Free from Standing Water when precipitation occurs that is an Event Storm of the time at which the Service Provider becomes aware of, or should have become aware of, the existence of Standing Water on the Monitoring Length, or the cessation of the Event Storm, whichever shall occur first.</p> <p>See PS 3: paragraph 3.4.14</p>						
<p>4.4.6.2.1 for 95% of per occurrences of Standing Water each Month, for each of the following:</p> <ul style="list-style-type: none"> a) Hierarchy 1 within two (2) hours; 	0	5	1 hour	3	3	per monitoring length

<ul style="list-style-type: none"> b) Hierarchy 2 within two (2) hours; c) Hierarchy 3 within three (3) hours; d) Hierarchy 4 & 4A (Urban) four (4) hours; e) Hierarchy 4 & 4A (Rural) within eight (8) hours; and f) Footways & Cycle Ways within four (4) hours; 						
<p>4.4.6.2.2 for 98% of per occurrences of Standing Water each Month, for each of the following:</p> <ul style="list-style-type: none"> a) Hierarchy 1 within six (6) hours; b) Hierarchy 2 within six (6) hours; c) Hierarchy 3 within eight (8) hours; d) Hierarchy 4 & 4A (Urban) within twelve (12) hours; e) Hierarchy 4 & 4A (Rural) within twenty four (24) hours; and f) Footways & Cycle Ways within twelve (12) hours. 	0	5	1 hour	3	3	per monitoring length
<p>4.4.6.2.3 for 100% of per occurrences of Standing Water each Month, for each of the following:</p> <ul style="list-style-type: none"> a) Hierarchy 1 within eight (8) hours; b) Hierarchy 2 within eight (8) hours; 	0	5	1 hour	3	3	per monitoring length

	<ul style="list-style-type: none"> c) Hierarchy 3 within sixteen (16) hours; d) Hierarchy 4 & 4A (Urban) within twenty four (24) hours; e) Hierarchy 4 & 4A (Rural) within forty eight (48) hours; and f) Footways & Cycle Ways within twenty four (24) hours. 						
4.4.6.3	<p>Each Drainage System, Gully, Manhole, Catchpit and Ford shall be fully functional.</p> <p>See PS 3 paragraph 3.4.14</p>	1 week	7	1 month	3	3	per occurrence
4.4.6.4	<p>Each Pumping Station shall be in operation at all times.</p>	2 hours	5	1 week	3	3	per pumping station
4.4.6.5	<p>Each Drainage Structure shall be Free from:</p> <ul style="list-style-type: none"> a) any substantial leakage from retention structures or ponds; and b) any Defect. <p>See PS 3 paragraph 3.4.14</p>	1 month	5	1 week	3	3	per drainage structure
4.4.6.6	<p>Each Drainage Structure shall be Free from:</p> <ul style="list-style-type: none"> a) any lack of function, including blockages; b) Vegetation except where Vegetation is part of the design of such Drainage Structures; and 	1 month	5	1 week	3	3	per drainage structure

	c) Debris excluding Catchpits and Gullies. See PS 3 paragraph 3.4.14						
4.4.6.7	Each Catchpit and Gully shall be Free from malodours.	1 week	7	1 week	3	3	per occurrence
4.4.6.8	Each Access Cover, Grating and Frame: a) shall be at least 80% Free from surface corrosion; b) shall have no rocking elements under loading that would cause a nuisance; and c) shall not have a broken cover or frame. See PS 3 paragraph 3.4.14	1 month	7	1 week	3	3	per drainage structure
4.4.7	Road Markings and Road Studs See PS 3 paragraph 3.4.14						
4.4.7.1	All Road Markings and Road Studs in each Monitoring Length shall be located, aligned and in compliance with the Traffic Signs Regulations and General Directions.	1 month	5	1 week	3	3	per monitoring length
4.4.7.2	All Road Markings and Road Studs in each Monitoring Length shall be complete so that they comply with any applicable Traffic Regulation Order.	1 month	5	1 week	3	3	per monitoring length

4.4.7.3	All Road Markings and Road Studs in each Monitoring Length shall comply with TD 26.	1 month	5	1 week	3	3	per monitoring length
4.4.8	Apparatus See PS 3 paragraph 3.4.14						
4.4.8.1	All Apparatus shall have a Mechanical and Structural integrity level compliant with the relevant Codes of Practice.	3 months	5	1 week	2	2	per item
4.4.8.2	All Apparatus that has a Protective Paint System shall have a Protective Paint System Integrity level compliant with the relevant Codes of Practice and performs in compliance with the Manufacturer's guidelines.	1 year	7	1 week	2	2	per item
4.4.9	Powered Apparatus See PS 3 paragraph 3.4.14						
4.4.9.1	A Planned Maintenance Strategy for all Powered Apparatus shall be provided to the Authority within the timescale set out in paragraph 4.3.1. The Planned Maintenance Strategy shall be in compliance with Codes of Practice and the standard in APPENDIX PS 4Part 4and APPENDIX PS 4Part 5. In the Planned Maintenance Strategy, Powered Apparatus shall have a minimum residual	0	7	1 week	1	2	per occurrence

	life of two (2) years.						
4.4.9.2	The Planned Maintenance Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 week	2	3	per occurrence
4.4.9.3	Each item of Powered Apparatus shall have an electrical integrity level compliant with the relevant Codes of Practice and operates as intended.	1 month	5	1 week	2	2	per item
4.4.9.4	Remote monitoring and control of all Powered Apparatus shall be held in the Control Room.	1 month	7	1 week	2	2	per day
4.4.10	Lighting Points See PS 3 paragraph 3.4.14						
4.4.10.1	All Lighting Points shall comply with the relevant Codes of Practice, the standards in APPENDIX PS 4Part 5 and operates as intended.	4 days	5	1 day	2	3	per lighting point
4.4.10.2	All Lighting Points shall have a compliant Photometric Performance level.	1 month	5	1 month	2	3	per lighting point
4.4.10.3	All Lighting Points shall be In Light. Notwithstanding the foregoing the following are Category 1 Defects: a) more than three (3) consecutive Lighting Points that are Street Lighting shall be not In Light;	1 month	13	1 month			

<p>b) at locations of continuous lighting more than 30 per cent (30%) of Lighting Points in a Monitoring Length with three (3) or more Lighting Points shall be not In Light; and</p> <p>c) where there are only one or two Lighting Points which are Street Lighting in a Monitoring Length at least one shall be In Light.</p>						
<p>4.4.11 Traffic Signs</p> <p>See PS 3 paragraph 3.4.14</p>						
<p>4.4.11.1 The Traffic Signs Planned Maintenance Strategy shall be provided to the Authority in compliance with the timescale set out in paragraph 4.3.1. The Traffic Signs Planned Maintenance Strategy shall be in compliance with the Codes of Practice.</p>	0	7	1 week	2	2	per occurrence
<p>4.4.11.2 The Traffic Signs Planned Maintenance Strategy shall be implemented in compliance within the timescales set out therein.</p>	0	5	1 month	2	3	per inspection month
<p>4.4.11.3 Each Traffic Sign shall be compliant with the requirements of the Traffic Signs Regulations and General Directions and relevant Codes of Practice.</p>	1 month	5	1 week	2	3	per traffic sign
<p>4.4.11.4 All Traffic Signs in each Monitoring Length shall</p>	1 month	5	1 month	3	3	per traffic sign

comply with any applicable Traffic Regulation Orders.						
4.4.11.5 At least one (1) street name plate shall be displayed at each end of a Project Road and at junctions along the Project Road. Existing name plate locations shall be retained.	1 month	7	1 month	3	3	per street nameplate
4.4.12 Traffic Signals						
4.4.12.1 Each Traffic Signal Point shall comply with the relevant Codes of Practice, the standards in APPENDIX PS 4Part 6 and operates as intended.	1 day	5	1 day	2	3	per traffic signal point
4.4.12.2 Each Traffic Signal Point which is intended to be In Light shall be In Light.	1 day	5	1 day	2	3	per traffic signal point
4.4.12.3 A Traffic Signal Monitoring System shall operate located in the Control Room which shall: a) provide accurate identification and control of the Traffic Signal Apparatus; b) accurately store all information in relation to the Traffic Signal Apparatus which is relevant in respect of the implementation of the Service; and c) that the information contained in it is current.	1 month	7	1 week	2	2	per day

4.4.12.4	Traffic Signal Sites setting in pre agreed plans shall be reviewed on a two (2) year cycle to ensure the efficient use of the Project Network.	1 day	7	1 day	2	3	per occurrence
4.4.13	Urban Traffic Control System						
4.4.13.1	The UTC control computer shall be relocated in the Control Room.	1 month	7	1 week	2	2	per day
4.4.13.2	UTC software shall be updated within ten (10) Business Days of the release of the latest version.	0	7	1 day	3	3	per occurrence
4.4.14	CCTV System						
4.4.14.1	Each CCTV Point shall comply with the relevant Codes of Practice, the standards in APPENDIX PS 4Part 5 and shall operate as intended.	1 day	7	1 day	2	3	per point
4.4.14.2	The system shall be operated to comply with the ACPO guidelines, Home Office guidelines and the Isle of Wight Council Code of Practice for the operation of Closed Circuit Television.	1 day	7	1 day	2	3	per point
4.4.15	Control Room						
4.4.15.1	The Control Room shall be in Manned operation 24 hours per day with personnel capable of operating the relevant equipment.	0	5	1 hour	2	3	per occurrence

<p>4.4.15.2 When instructed by the Authority the Service Provider shall facilitate the following in compliance with the agreed timescale;</p> <ul style="list-style-type: none"> a) Subject Access Requests to review CCTV recorded Data; and b) Third Party requests for review of CCTV recorded Data. 	0	8	1 week	3	3	per occurrence
<p>4.4.16 Traffic Counters See PS 3 paragraph 3.4.14</p>						
<p>4.4.16.1 Each Fixed Traffic Counter Site shall be equipped with an operating Traffic Counter that is capable of speed and classification measurement. Traffic Counter Sites are shown in document “DL_DETECTOR_LOOP.SHP and Fixed_Traffic_Counters.shp”.</p>	4 hours	7	4 hours	3	3	per counter
<p>4.4.16.2 Each Mobile Traffic Counter shall be set up, maintained and removed at locations on the Project Network as required such that it is capable of speed and classification measurement.</p>	4 hours	7	4 hours	3	3	per counter
<p>4.4.16.3 Traffic Counter Data from each Fixed Traffic Counter Site and Mobile Traffic Counter shall be collected at intervals which ensure no loss of Data.</p>	4 hours	7	4 hours	3	3	per counter

4.4.16.4	Traffic Counter Data shall be uploaded to the MIS in the agreed format within five (5) Business Days of collection.	0	7	1 day	3	3	per counter dataset
4.4.17	Earthworks See PS 3 paragraph 3.4.14						
4.4.17.1	A Geotechnical Asset Management Plan in compliance with HD 41 shall be provided to the Authority within the timescales in paragraph 4.3.1.	0	7	1 week	3	3	per occurrence
4.4.17.2	The Geotechnical Asset Management Plan shall be implemented in compliance with the timescales within it.	0	5	1 week	3	3	per geotechnical asset
4.4.17.3	There shall be no evidence of significant slips, subsidence or signs of distress on the Project Network . Rectification Period to be agreed with the Authority for each occurrence.	0	5	1 week	3	3	per occurrence
4.4.17.4	All monitoring equipment must be capable of functioning as designed	1 month	5	1 week	3	3	per occurrence

4.4.18 Vehicle Barriers and Pedestrian Barriers See PS 3 paragraph 3.4.14						
4.4.18.1 Each section of Vehicle Barrier and Pedestrian Barrier shall be in compliance with TD 19 including the higher criteria for motorcycles.	1 month	5	1 week	3	3	per section
4.4.18.2 Each section of Vehicle Barrier shall be correctly tensioned.	1 month	5	1 week	3	3	per section
4.4.18.3 Each section of Vehicle Barrier and Pedestrian Barrier shall have a Mechanical and Structural integrity level compliant with the Codes of Practice.	1 month	5	1 week	3	3	per section
4.4.18.4 For each section of Vehicle Barrier and Pedestrian Barrier that has a Protective Paint System there shall be no breakdown in the Protective Paint System Integrity, in line with Guidance of Works on the Highways and Public Realm, Performance Standard 8 (Authority's Policies) and it shall perform in accord with the Manufacturer's guidelines.	1 month	7	1 week	3	3	per section
4.4.18.5 Each section of Vehicle Barrier shall be at least 80% Free from surface corrosion where there is no Protective Paint System.	1 month	7	1 week	3	3	per section

4.4.19 Street Furniture See PS 3 paragraph 3.4.14						
4.4.19.1 In addition to the outcomes of Apparatus and Powered Apparatus.						
4.4.19.1.1 Each item of Street Furniture shall be fit for purpose in its normal use.	1 month	7	1 week	3	3	per item
4.4.19.1.2 Each item of Street Furniture shall comply with the Authority's [type standards] in accordance with Guidance for Works on the Highways and Public Realm Performance Standard 8 (Authority's Policies).	1 month	7	1 week	3	3	per item
4.4.19.1.3 Each item of Street Furniture shall be Free from any Defect.	1 month	7	1 week	3	3	per item
4.4.20 Attachments See PS 3 paragraph 3.4.14						
4.4.20.1 In addition to the outcomes of Apparatus and Powered Apparatus:						
4.4.20.1.1 Unauthorised Attachments shall be removed in compliance with the provisions of Part B schedule 7 (Attachments).	1 month	7	1 week	3	3	per item

4.4.20.1.2	Offensive Unauthorised Attachments shall be removed in compliance with the provisions of Part B schedule 7(Attachments).	1 day	5	1 day	1	3	per item
4.4.21	Off Street Car Parks See PS3 paragraph 3.4.14						
4.4.21.1	Each paved Off Street Car Park shall be maintained as if it is a Hierarchy 4A Monitoring Length including WCI.	1 month	7	1 week	3	3	per car park
4.4.21.2	The weighted average Wight Car Park Condition Index (WCPCI) shall be not less than = 15.00:	0	15	1 month	2	2	all paved car parks
4.4.21.3	The WCPCI for each Monitoring Length shall be not less than = 8:	0	5	1 month	2	2	per car park
4.4.21.4	Each unpaved Off Street Car Park shall be maintained to the standard for a Hierarchy 5 unpaved Monitoring Length.	1 month	7	1 week	3	3	per car park
4.4.21.5	Each Off Street Car Park shall be maintained to its current layout.	1 month	7	1 week	3	3	per car park
4.4.21.6	Each Car Park Tariff Board shall be maintained to the requirements of Performance Standard 10 (Contract Management and Customer Interface)	1 month	7	1 week	3	3	per car park

APPENDIX PS 10Part 11 Contract Identification Protocol.						
4.4.21.7 Each Car Park Tariff Board shall comply with paragraph 4.4.11.	1 month	7	1 week	3	3	per car park
4.4.21.8 Each Off Street Car Park identified as capable of being operated to the standard of the Safer Parking Scheme shall be maintained to the standard of The Safer Parking Scheme, Park Mark.	1 month	9	1 week	3	3	per car park
4.4.22 Car Parking Ticket Machines See PS3 paragraph 3.4.14						
4.4.22.1 Only one Ticket Machine shall be allowed to not be in operation in any one Off Street Car Park subject to there being more than one Ticket Machine in the Off Street Car Park	1 day	7	1 day	3	3	per occurrence
4.4.22.2 Each on street parking section must have one Ticket Machine operating at all times subject to there being more than one Ticket Machine in the street.	1 day	7	1 day	3	3	per occurrence

<p>4.4.23 Festive Decoration, External Power Supply Points and Fixing Points</p> <p>See PS3 paragraph 3.4.14</p>						
<p>4.4.23.1 Powered Apparatus in those areas identified in the Authority's Annual Festive Decorations Programme are to be maintained to the relevant electrical standard and the feeds to Festive Decorations when required shall be fitted with sockets, time switches and appropriate isolators which comply with relevant Codes of Practice.</p>	1 month	7	1 week	3	3	per occurrence
<p>4.4.23.2 External Power Supply Point faults shall be rectified such that they operate at all times when Festive Decorations are required in compliance with the Authority's Annual Festive Decorations Programme;</p>						
<p>4.4.23.2.1 within one (1) day of such time as the Service Provider becomes aware of the fault for 95% of per occurrences within each Month; and</p>	0	7	1 day	3	3	per occurrence
<p>4.4.23.2.2 within two (2) days of such time as the Service Provider becomes aware of the fault</p>	0	7	1 day	3	3	per occurrence

	for 100% of per occurrences within each Month.						
4.4.23.3	Festive Decorations shall be illuminated when required by the Authority's Annual Festive Decorations Programme with a minimum of 80% Light in Light	0	7	1 day	3	3	per occurrence
4.4.23.4	A commentary shall be provided to the Authority regarding the Authority's Annual Festive Decorations Programme within ten (10) Business Days of receipt of such programme, and the commentary shall contain the Service Provider's comments on proposals within the programme in respect of: <ul style="list-style-type: none"> a) means of attachment of Festive Decorations to Project Network Parts and other means of attachment; b) locations of Festive Decorations; and c) the suitability of sockets and electricity supply in such locations. 	0	9	1 week	3	3	per occurrence
4.4.23.5	Where the Service Provider is of the reasonable opinion that an item to which it is to attach a Festive Decoration that is not a Project Network Part is incapable of maintaining the loading	0	9	1 week	3	3	per occurrence

<p>(electrical or structural) associated with the relevant Festive Decoration then the Service Provider shall notify the Authority of such incapacity, setting out the particulars of such incapacity and what remedial action the Service Provider considers is required, as soon as reasonably practicable and in any event within one (1) day of the time at which the Service Provider becomes aware of such incapacity.</p>						
<p>4.4.23.6 The Authority shall respond in writing to any notice issued by the Service Provider pursuant to paragraph 4.4.23.5 setting out the action that it requires the Service Provider to take. Where the Authority notifies the Service Provider that it may proceed with attaching such Festive Decoration to an item which has been the subject of a notice issued by the Service Provider pursuant to paragraph 4.4.23.5, the Service Provider shall complete the attachment of such Festive Decoration within twenty four (24) hours of the time at which it receives such notice from the Authority.</p>	0	7	1 day	3	3	per occurrence

Part 1 Wight Condition Indices

PS4.1.1 Introduction

PS4.1.1.1 The Project Network is split into 6 districts and each road within a district into a number of Monitoring Lengths (ML). These Monitoring Lengths are of approximately 250 metres in urban areas and 500 metres in rural areas. These Monitoring Lengths are the basis for monitoring the condition of the Project Network both on individual sections and a total PFI District basis.

PS4.1.1.2 Monitoring Length Hierarchy is defined by the following:

Hierarchy	Condition
Hierarchy 1	Monitoring Lengths that are surveyed by SCANNER as shown on GIS layer
Hierarchy 2	Monitoring Lengths that are surveyed by SCANNER as shown on GIS layer
Hierarchy 3	Monitoring Lengths that are surveyed by SCANNER as shown on GIS layer
Hierarchy 4*	Hierarchy 4 Monitoring Lengths that are surveyed by SCANNER as shown on GIS layer
Hierarchy 4A*	Hierarchy 4 Monitoring Lengths that are surveyed by DVI as shown on GIS layer
Hierarchy 4B	Access roads to single properties as shown on GIS layer
Hierarchy 5	Unpaved carriageway as shown on GIS layer
Hierarchy 5A	Fords as shown on GIS layer
Footways Primary	Monitoring Lengths that are surveyed by DVI as shown on GIS layer
Footways Local	Monitoring Lengths that are surveyed by DVI as shown on GIS layer
	*Urban and rural classification shall be in accordance with UKPMS
GIS layers are:	a) "CW_Carriageway.shp" centrelines based on national street gazetteer b) "Highways.shp" area of Carriageways as polygons

PS4.1.1.3 Individual Monitoring Lengths are identified in the UKPMS Monitoring Length Table

Isle of Wight Council Highways PFI

PS4.1.2 **Carriageways**

- PS4.1.2.1 Condition Data for Hierarchy 1, 2, 3 and 4 Monitoring Lengths on the Isle of Wight is produced through the SCANNER Surveys and SCRIM Surveys. Surveys will be carried out on all lanes for each Monitoring Length. The condition index uses the rutting, cracking, profile, Skid Resistance and texture as the basis of measurement.
- PS4.1.2.2 There are two elements to the Wight Carriageway Condition Index, Structural/Surface Condition Index and Safety Condition Index. Structural/Surface Condition Index looks at the surface condition through the rutting, cracking and profile Data to identify the structural condition. Safety Condition Index combines the Skid Resistance with the texture Data. The two are combined to provide an overall index of condition.
- PS4.1.2.3 The condition requirements of the Hierarchies are set at different levels having regard to the designation of the route based on traffic flow.
- PS4.1.2.4 Condition Data for Hierarchy 4A and Off-street Car Parks is produced through DVI surveys using the Pavement Condition Information System, UKPMS User Manual Volume 2 Chapter 8 Detail Visual Inspection (DVI). See paragraph 4.1.12 for calculation of the Wight Condition Index for Hierarchy 4A Monitoring Lengths and paragraph 4.1.13 for Off Street Car Parks.
- PS4.1.2.5 The condition of the roads with 'turning heads' will be determined by the monitoring length of the road adjoining it so that it reflects the full extent of the project network as defined by the Highways.shp shape file.

PS4.1.3 **Structural/Surface Condition Index using Scanner Surveys**

- PS4.1.3.1 The Structural/Surface Condition Index takes the three parameters stated above and combines them into a single index using the reporting principles for National Indicators (<http://www.dft.gov.uk/pgr/roads/network/local/servicelevels/ni168ni169guidance2010.pdf>).
- PS4.1.3.2 Thresholds and weightings have been developed for the hierarchy 4 roads.
- PS4.1.3.3 Thresholds and Weightings see Table 4.1:

Isle of Wight Council Highways PFI

•Table 4.1

Defect/ SCANNER Parameter	Hierarchy	Lower Threshold (AMBER) RCI=0	Upper Threshold (RED) RCI=100	Weighting (importance x reliability)	Maximum RCI SCORE
Rut depth	1	10mm	20mm	1 x 1 = 1.0	100
	2	10mm	20mm	1 x 1 = 1.0	100
	3	10mm	20mm	1 x 1 = 1.0	100
	4	10mm	20mm	1 x 1 = 1.0	100
3m Profile Variance	1	4mm ²	10mm ²	0.8 x 1 = 0.8	80
	2	5mm ²	13mm ²	0.8 x 1 = 0.8	80
	3	7mm ²	17mm ²	0.8 x 1 = 0.8	80
	4	8mm ²	20mm ²	0.8 x 1 = 0.8	80
10m Profile Variance	1	21mm ²	56mm ²	0.6 x 1 = 0.6	60
	2	27mm ²	71mm ²	0.6 x 1 = 0.6	60
	3	35mm ²	93mm ²	0.6 x 1 = 0.6	60
	4	41mm ²	110mm ²	0.6 x 1 = 0.6	0
Whole Carriageway Cracking	1	0.15%	2.00%	1 x 0.6 = 0.6	60
	2	0.15%	2.00%	1 x 0.6 = 0.6	60
	3	0.15%	2.00%	1 x 0.6 = 0.6	60
	4	0.15%	2.00%	1 x 0.6 = 0.6	60

Isle of Wight Council Highways PFI

- PS4.1.3.4 The index calculation takes each 10 metre length identified from the SCANNER Data (subsection length). Where survey Data is available in the CL1 and CR1 direction it is aligned and the raw parameter scores assessed against the thresholds and weightings above. If Data is only available in 1 direction this is used to represent the road condition. The following Data is used;
- a) Rutting – the larger of the left and right wheeltrack ruts (LLRT and LRRT) from both survey directions;
 - b) Cracking – the larger of the Whole Carriageway Cracking intensity (LTRC) from both survey directions;
 - c) 3m Profile – the 3m profile variance in the left wheeltrack (LV3) from both survey directions; and
 - d) 10m Profile – the 10m profile variance in the left wheeltrack (LV10) from both survey directions.
- PS4.1.3.5 The Data is then combined to produce a condition index for each 10m sub section, which is then averaged for the Monitoring Length.
- PS4.1.3.6 This score is converted to the index using the Table 4.2 below:

PS4.1.3.7

•Table 4.2

SCANNER	Structural/Surface
Score	Index
0	20
6	19
12	18
18	17
24	16
30	15
36	14
42	13
48	12
54	11
60	10
66	9
72	8
78	7
84	6
90	5
96	4
102	3
108	2
114	1
120	0

PS4.1.3.8 A SCANNER score greater than zero does not occur until the lower threshold for at least one of the condition parameters is exceeded.

Isle of Wight Council Highways PFI

PS4.1.4 **Safety Condition Index**

PS4.1.4.1 Safety Condition Index is also calculated on a 10 metre basis and is a combination of the SCRIM deficiency and the texture Data from SCANNER and these are combined in the ratio of 66.66% to 33.33% for Hierarchy 1 to 3 Monitoring Lengths and the texture Data for Hierarchy 4 Monitoring Lengths:

Isle of Wight Council Highways PFI

•Table 4.3 Translation of the surveyed Data into WCCI elements for calculation of the Safety Condition Index part of the WCCI

CSC < IL	SCRIM	Texture	Texture
	Index	%	Index
-0.60	0	<-0.4	0
-0.14	0	-0.4	1
-0.13	0	-0.3	2
-0.12	0	-0.2	3
-0.11	0	-0.1	4
-0.10	0	0.0	5
-0.09	1	0.1	6
-0.08	2	0.2	7
-0.07	3	0.3	8
-0.06	4	0.4	9
-0.05	5	0.5	10
-0.04	6	0.6	11
-0.03	7	0.7	12
-0.02	8	0.8	13
-0.01	9	0.9	14
0.00	10	1.0	15
0.01	12	1.1	16
0.02	14	1.2	17
0.03	16	1.3	18
0.04	18	1.4	19
0.05	20	1.5	20

PS4.1.4.2 The texture percentage is calculated from the SMTD average left wheel track texture depth in mm (LLTX), using the equation:

$$\frac{\text{Texture Value} - \text{Upper Threshold}}{\text{Lower Threshold} - \text{Upper Threshold}}$$

PS4.1.4.3 The threshold values for the Texture measurement are given in Table 4.4:

•Table 4.4 Texture Measurement Levels

Defect/ SCANNER Parameter	Hierarchy	Lower Threshold (AMBER) mm	Upper Threshold (RED) mm
Texture depth	1 Urban	0.6	0.3
	1 Rural	0.7	0.4
	2 Urban	0.6	0.3
	2 Rural	0.6	0.3
	3 Urban	0.5	0.3
	3 Rural	0.6	0.3
	4 Urban	0.5	0.3
	4 Rural	0.5	0.3

PS4.1.4.4 Urban is defined as built up roads, those with a speed limit of 40mph or less.

PS4.1.5 **Wight Carriageway Condition Index**

PS4.1.5.1 The Structural/Surface Condition Index is combined with the Safety Condition Index to form the Wight Carriageway Condition Index in a ratio of 80% 20%.

PS4.1.5.2 The scores for each 10 metre length are summated for each Monitoring Length and averaged giving a WCCI score for the Monitoring Length. Each District is then summated on a weighted average to give a score for the PFI District.

Isle of Wight Council Highways PFI

- PS4.1.5.3 Monitoring Lengths or sections of Monitoring Lengths that cannot be surveyed by machine methods will be assessed using a DVI Survey adopting the same process as for Footways.
- PS4.1.5.4 Off-Street Car Parks will be surveyed using DVI and the WCCPI will be calculated using the same process and data features as Hierarchy 4A Carriageways,
- PS4.1.5.5 Barrel cambered Monitoring Lengths shall remain as barrel cambered unless agreed with the Authority.
- PS4.1.5.6 The surface condition of each Monitoring Length paragraph 4.4.1.3 shall meet the requirements in Table 4.4A:

•Table 4.4A

	3m Profile		Rutting		
	A	B	C	D	E
Hierarchy	Profile	% of ML	Rut depth	% of ML	Maximum Individual Reading
1	17	20	-	-	20
2	17	20	-	-	20
3	30	20	-	-	20
4	30	30	-	-	30

PS4.1.6 Monitoring Length relaxation of 10 metre profile requirement

- PS4.1.6.1 The following Monitoring Lengths are not required to comply with the 10 meter profile when calculating the WCCI.
 - PS4.1.6.1.1 Newport Road, Ventnor (Graben Area), monitoring length B3327010 Grid ref 455652,77793 to 455633, 77674;
 - PS4.1.6.1.2 Bath Road, Ventnor, monitoring length U1760010 Grid Ref 455981, 77362 to 455937, 77400; and
 - PS4.1.6.1.3 Westhill Lane Yarmouth, monitoring length U9480010 from 434292, 89708 to 434211,89771.

PS4.1.7 Un-surveyed Monitoring Lengths

- PS4.1.7.1 Monitoring Lengths that cannot be surveyed by either SCANNER or SCRIM.
- PS4.1.7.2 If Monitoring Lengths are treated following the relevant survey the score for the Monitoring Length will depend on the treatment.

Action

WCCI score

Isle of Wight Council Highways PFI

Replacement of Surface Course	20
Surface Treatment	15

Any partial treatments for any Monitoring Length will not be rescored.

PS4.1.8 **Footways (WIGHT FOOTWAY CONDITION INDEX ("WFCI")) Including Footways, Cycle Ways, Paved Verges, Kerbs, Steps and Channel Blocks**

PS4.1.8.1 The surface condition of the Footway etc. of each Monitoring Length (ML) will be measured using the Data collected by DVI Surveys.

PS4.1.8.2 For any Monitoring Length with lengths of Footway on either left or right side, or both sides Footway condition will be calculated in accordance with the following:

PS4.1.8.2.1 each Footway is divided into 20m subsections;

PS4.1.8.2.2 each Defect identified in a subsection is:

a) assigned as either a "Major" or "Minor" with Table 4.7; and

b) assigned a "percentage defect area" as set out in the UKPMS extent code;

PS4.1.8.2.3 Linear items such as kerbs and Channel Blocks will be dealt with in the same way except that Defects will be based on a linear assessment. Area values and linear values will be kept separate;

PS4.1.8.2.4 each subsection will be assigned the appropriate score for the worst Defect in respect of minor deterioration and major deterioration in accordance with Primary Footways Table 4.5 and Local Footways Table 4.6;

PS4.1.8.2.5 the score allocated in accordance with paragraph above will then be totalled for each discrete Footway for a Monitoring Length and divided by the number of subsections with each Monitoring Length to give a score for the Monitoring Length;

PS4.1.8.2.6 the WFCI PFI District score the total of the subsection scores within the PFI District will be divided by the number of subsections in the PFI District; and

PS4.1.8.2.7 The score of each Monitoring Length shall be either based on the area or the linear score dependent on which is the lowest value. When the element with the lowest value has been corrected the other score will then be applied to the Monitoring Length if it becomes the lowest.

PS4.1.9 **Un-surveyed Monitoring Lengths**

PS4.1.9.1 For calculation of the WFCI all surveys are to be completed; any lengths not surveyed will retain their score prior to treatment:

Isle of Wight Council Highways PFI

PS4.1.10 **Footway Tables**

•Table 4.5 Wight Footway Condition Index at sub-section level for Monitoring Lengths

Primary

Condition	WFCI1	Minor Deterioration		Major Deterioration	Description
Excellent	20	Nil	and	Nil	New or nearly new Footway. Free of cracks, patches, and settlement
Good	15	>0% to <2.5%	and	Nil	Few visible signs of surface deterioration
Fair/Good	12.5	>=2.5% to <5%	and / or	>0% to <2.5%	Some visible signs of surface deterioration
Fair	10	>=5% to <20%	and / or	>=2.5% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor	5	>=20%	and / or	>=5% to <15%	Visible Defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed	0			>=15%	Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

Isle of Wight Council Highways PFI

•Table 4.6 Wight Footway Condition Index at sub-section level for Monitoring Lengths

Local

Condition	WFCI4	Minor Deterioration		Major Deterioration	Description
Excellent	20	Nil	and	Nil	New or nearly new Footway. Free of cracks, patches, and settlement
Good	15	>0% to <2.5%	and	Nil	Few visible signs of surface deterioration
Fair/Good	12.5	>=2.5% to <5%	and / or	>0% to <2.5%	Some visible signs of surface deterioration
Fair	10	>=5% to <30%	and / or	>=2.5% to <5%	Evidence of initial deterioration, including cracking, fretting, local settlement, local displacement.
Poor	5	>=30%	and / or	>=5% to <20%	Visible Defects including moderate cracking, settlement, and longitudinal and transverse displacement.
Failed	0			>=20%	Deteriorated Footways in need of rehabilitation. Effects include severe cracking, distortion and rutting.

Isle of Wight Council Highways PFI

PS4.1.11

DVI Defects Table

•Table 4.7 Defect Weighting

Defect	Description	Weightings
	Bituminous Carriageway	
BCRW	Wheel Track Major Cracking	Major
BCRJ	Whole Carriageway Major Cracking	Major
BCRN	Whole Carriageway Minor Cracking	Minor
BCHJ	Whole Carriageway Major Chip Loss	Minor
BCHN	Whole Carriageway Minor Chip Loss	Minor
BFRJ	Whole Carriageway Major Fretting	Major
BFRN	Whole Carriageway Minor Fretting	Minor
BFAJ	Whole Carriageway Major Fattening	Major
BFAN	Whole Carriageway Minor Fattening	Minor
BLSS	Severe Local Settlement/Subsidence	Major
BLMS	Moderate Local Settlement/Subsidence	Major
BRUT	Wheel Track Rutting	Major
BTC1	Transverse/Reflection Cracking Severity 1	Minor
BTC2	Transverse/Reflection Cracking Severity 2	Major
BLE1	Left Recorded Edge Deterioration Severity 1	Minor
BLE2	Left Recorded Edge Deterioration Severity 2	Major
BRE1	Right Recorded Edge Deterioration Severity 1	Minor
BRE2	Right Recorded Edge Deterioration Severity 2	Major
BUTS	Not Defective	
BNAS	Not Assessed	

Isle of Wight Council Highways PFI

Defect	Description	Weightings
	Blocked Carriageway	
KSBD	Major Block Deterioration	Major
KBMD	Minor Block Deterioration	Minor
KDMB	Cracked but level blocks	Minor
KMIF	Missing Filler	Minor
KNUS	Not Defective	
KNNA	Not Assessed	
	Concrete Carriageway	
NECR	Major Single Cracking	Major
NNCR	Minor Single Cracking	Minor
NMUC	Multiple Cracking	Major
NSFJ	Major Concrete Surface Deterioration	Major
NSFN	Minor Concrete Surface Deterioration	Minor
NGST	Global Settlement	Major
NSET	Local Settlement	Major
NCIK	Cracking Associated with Ironwork	Major
NFAU	Transverse Joint Faulting	Major
NJSJ	Major Transverse Joint Spalling	Major
NJSN	Minor Transverse Joint Spalling	Minor
NJCK	Transverse Joint Cracking	Major
NDES	Defective Transverse Joint Seal	Minor
NLFU	Longitudinal Joint Faulting Severity 1	Minor
NLFU	Longitudinal Joint Faulting Severity 2	Major

Isle of Wight Council Highways PFI

Defect	Description	Weightings
NLJJ	Major Longitudinal Joint Spalling	Major
NLJN	Minor Longitudinal Joint Spalling	Minor
NLJK	Longitudinal Joint Cracking	Major
NLDS	Defective Longitudinal Joint Seal	Minor
NTEX	Loss of Texture	Minor
NDSD	Defective Surface Dressing	Minor
NPAT	Bituminous Patching	Major/Minor (percentage of patching more than 33% is Major)
NNDE	Not Defective	
NNOA	Not Assessed	
	Bituminous Footways/Cycle Ways/Verge (F/Y/V)	
BCJ	Major Cracking	Major
BCN	Minor Cracking	Minor
BFJ	Major Fretting	Major
BFN	Minor Fretting	Minor
BSS	Severe Local Settlement/Subsidence	Major
BMS	Moderate Local Settlement/Subsidence	Major
BTR	Longitudinal Trip	Major
BSP	Spot Defects	Major
BTS	Not Defective	
BNA	Not Assessed	
	Blocked Footway/Cycle Way/Verge (F/Y/V)	

Isle of Wight Council Highways PFI

Defect	Description	Weightings
KMB	Depressed or Missing Blocks	Major
KCB	Cracked and Depressed Blocks	Major
KDB	Cracked but Level Blocks	Minor
KMF	Missing Filler	Minor
KTR	Longitudinal Trip	Major
KSP	Spot Defects	Major
KTS	Not Defective	
KNA	Not assessed	
	Concrete Footway/Cycle Way/Verge (F/Y/V)	
CCJ	Major Cracking	Major
CCN	Minor Cracking	Minor
CFJ	Major Scaling/Fretting	Major
CFN	Minor Scaling/Fretting	Minor
CDD	Severe Local Settlement/Subsidence	Major
CMS	Moderate Local Settlement/Subsidence	Major
CTR	Longitudinal Trip	Major
CSP	Spot Defects	Major
CTS	Not Defective	
CAN	Not assessed	
	Flagged Footway/Cycle Way/Verge	
FCF	Cracked and Depressed Flags	Major
FDF	Depressed Flags (not Cracked)	Major
FLF	Cracked but Level Flags	Minor

Isle of Wight Council Highways PFI

Defect	Description	Weightings
FTR	Longitudinal Trip	Major
FSP	Spot Defects	Major
FTS	Not Defective	
FNA	Not assessed	
	Kerb	
KBDN	Kerb Disintegration	Major
KBMS	Kerb Misalignment	Minor
KBIU	Inadequate Upstand	Minor
AUTS	Not Defective	
ANAS	Not assessed	

PS4.1.12 The WCI for Hierarchy 4A Monitoring Lengths is calculated from the highest percentage of either:

- i) the sum of all Major defects described by area
- ii) the sum of all Major linear defects and
- iii) the sum of all minor area defects discounted by 50%.

See calculation of defects in paragraph 4.1.12.8 below.

PS4.1.12.1 Area defects are all defects registered on a square metre basis.

PS4.1.12.2 Linear defects are either measured by length or count. Each defect measured by count is multiplied by the width of the Monitoring Length.

PS4.1.12.3 The total area or length of defect expressed as a percentage of each twenty metre section (including the end section of less than twenty metres) are averaged for each Monitoring Length. Should the percentage exceed 100% then the figure will be capped at 100%.

PS4.1.12.4 Major defects are maintained at their measured percentage. Minor defects are divided by 2 to reduce their effect on the WCI value.

PS4.1.12.5 The highest percentage for each Monitoring Length is subtracted from 100% and divided by 5 to provide an index value of the same scale as that for Carriageways surveyed by Scanner.

PS4.1.12.6 Defect codes used for chip loss have been altered from the UKPMS manual to : BFRN for major and BFRJ for minor in line with all other defect codes and major chip loss BFRN is designated as 'minor' defect with, minor chip loss not used in the calculation.

PS4.1.12.7 Calculation of defect

- a) Major defects (based on area)
BCRJ+BFRJ+BFAJ+BLSS+BLMS
- b) Major defects (based on length)
BCRW+BRUT+BLE2+BRE2
- c) Major defects (based on count)
BTC2

Isle of Wight Council Highways PFI

d) Minor defects (based on area)

BCHJ+BCRN+BFRN+BFAN

Note: BCHN, BLE1, BRE1 and BTC1 not used

PS4.1.13 Wight Condition Index Off Street Car Parks using DVI Survey

PS4.1.13.1 The WCI for Off Street Car Parks is to be calculated using the Footway Table in paragraph 4.1.10 Table 4.5 Primary.

Part 2 Structures Requirements

•Table 4.8, Required Load Capacity of Structures

Structure Type	HA Load Capacity	HB Load Capacity	Footway Load Capacity
Bridge, Rail Bridges, Culvert, Subway	HA or 40t ALL	As set out in schedule 30 (Technical Information)	PLL + AWL
All Footbridges	Not applicable	Not applicable	PLL
Accommodation Structures	For structures wider than 2.5 m 7.5t less than 2.5m PLL	Not applicable	PLL + AWL
Retaining Walls	HA surcharge	HB pro rata surcharge corresponding to the HB capacity set out in schedule 30 (Technical Information)	PLL + AWL
Loading		Requirement	
PLL – Pedestrian Live Load, ALL – Assessment Live Load AWL – Accidental Wheel/ Vehicle Load		Relevant requirements of DMRB	

Isle of Wight Council Highways PFI

PS4.2.1 **Bridge Condition Index**

PS4.2.1.1 This uses the County Surveyors Society's Bridge Condition Indicator Evaluation to assess each Structure and score the condition of the whole Structure and also of the critical elements. Excluding Rural Footpath Bridges listed in schedule 15 Deemed to Comply

PS4.2.1.2 The scores developed through this process are totalled for each Structure type and divided by the population within each Structure type identified, to give Structure type average values.

PS4.2.1.3 Each Structure is considered individually for its condition i.e. a minimum value total condition and critical elements.

PS4.2.1.4 The Bridge Condition Index requires each of these to be above the minimum level stated for each Structure and the total population:

•Table 4.9 BCI Indices Values

Structure Category	Minimum BCI	Average BCI	Minimum BCI Critical	Average BCI Critical
Bridges	85	90	79	90
Retaining Walls	86	90	81	90.5

Part 3

Drainage

PS4.3.1

Standing Water

•Table 4.10 Physical properties for Standing Water

Hierarchy	Depth of water mm	Area of water sm	Distance from carriageway edge m
1	10	1	0.5
2	15	2	0.75
3	15	2	0.75
4 and 4A (Urban)	15	2	0.75
4 and 4A (Rural)	20	4	1.0
Footways and Cycle Ways	10	1	N/A

Part 4 Street Lighting

PS4.4.1 Requirements

- PS4.4.1.1 The Authority requires that a “one for one” replacement strategy is carried out for all Street Lighting which allows for the reduction in column numbers if the required standards can be met without the application of a departure from standard
- PS4.4.1.2 The Service Provider shall obtain the Authority's prior written consent, (not to be unreasonably withheld or delayed) to the design, certification and performance proposals put forward by the Service Provider in order to comply with this Schedule 2 (Output Specification) in the following circumstances:
- a) in respect of the aesthetics and appearance of all Apparatus to be replaced or installed in any Conservation Area (as designated by the Authority) ,
 - b) or in, on, or about any listed building, civic building, monument, place of worship or any place or location requiring special treatment lighting and
 - c) consideration should be given to Guidance of Works on the Public Realm Performance Standard 8 (Authority’s Policies);
- PS4.4.1.3 If, on any particular street, the Service Provider cannot provide a “one for one” Street Lighting solution to the required light level as assessed in accordance with this schedule 2 (Output Specification) APPENDIX 4 Part 5 the Service Provider shall implement a departure in accordance with the following:
- a) provide a desktop lighting design solution that demonstrates the optimum spacing for the street under consideration
 - b) agree departure with the Authority
 - c) record the departure details on the MIS
 - d) replace the lighting on a one for one basis at the relevant mounting height in the APPENDIX PS 4 Part 5.

Part 5 Specific Lighting Design Standards

PS4.5.1 Introduction

PS4.5.1.1 All new and replacement lighting systems shall be designed to comply with the requirements of the relevant standards and the project specific requirements set out in this APPENDIX.

PS4.5.2 LED Lighting

PS4.5.2.1 Where LED lighting is used consideration must be given to the appropriate colour temperature of the lighting points , the overall efficiency and value for money.

PS4.5.3 Town and District Centres, Design Requirements

PS4.5.3.1 Town and district centres are detailed in document “Town Centre Areas.zip”.

PS4.5.3.2 The Service Provider shall determine the lighting level for each town and district centre area by reference to Table 4.11 below:

Table 4.11

Description	(Designated Areas) of this schedule 2 (Output Specification)	Luminous Intensity (BS EN 13201-2:2003, Table A.1)	Mounting Height Max (m)	Ra Value	Normal Traffic Flow		High Traffic Flow	
					E3	E4	E3	E4
Pedestrian only	(District centre areas)	G2	10	Ra≥60	CE5	CE4	CE3	CE2
Pedestrian only with CCTV System	(District centre areas)	G2	10	Ra≥60	CE3		CE2	
Pedestrian only	(Main Town Centre area)	G2	10	Ra≥60	CE3		CE2	
Mixed vehicle and pedestrian	(District Centre Areas)	G2	10	Ra≥60	CE4	CE3	CE2	CE2
Mixed vehicle and pedestrian with CCTV System	(District Centre Areas)	G2	10	Ra≥60	CE2		CE1	
Mixed vehicle and pedestrian	(Main Town Centre area)	G2	10	Ra≥60	CE2		CE1	

PS4.5.4 **Traffic Routes, Design Requirements**

PS4.5.4.1 The Service Provider shall determine the lighting level for each traffic route area by reference to Table 4.12 below:

PS4.5.4.2 The Service Provider shall determine the traffic flows for each street by reference to relevant traffic flow Data.

•Table 4.12

Hierarchy description	Type of road/general description	Detailed description	Traffic flow (ADT)	Lighting class	Ra Value	Luminous Intensity (BS EN 13201-2:2003, Table A.1)	Mounting Height Max (m) see note 2 below
Hierarchy 1	Major urban and inter urban network	Routes linking urban centres. In urban areas speed limits are usually 40 mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety reasons. Designated Monitoring Lengths (see note 1 below) All other H1 Carriageways					
				ME2	>20	G4	12
				ME3a	>20	G4	10
Hierarchy 2	Secondary level urban and inter urban network including urban	Rural areas (Zone E1, E2) These roads link the larger villages.	≤7k	ME4a			
			>7≤15k	ME3b	>20	G4	10
			>15k	ME3a			

Isle of Wight Council Highways PFI

	local traffic with frontage access and frequent junctions	Urban areas (Zone E3) These roads have 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On-street parking is generally unrestricted except for safety reasons.	≤7k >7≤15k >15k	ME3c ME3b ME3a			8
Hierarchy 3 & 4	Roads providing links to and between main Island highway network with frontage access and frequent junctions	Rural areas (Zone E1, E2) These roads provide access to and link the smaller villages. They are of varying width and not always capable of carrying two-way traffic.	Any	ME5	>20	G4	8
		Urban areas (Zone E3) These are residential or industrial inter-connecting roads with 30 mph speed limits, random pedestrian movements and uncontrolled parking.	Any	ME4b or S2			6
			Any(with high pedestrian or cyclist traffic)	S1			6

Note 1: Designated Monitoring Lengths

See document "Designated MLs for route identification H1 lighting levels"

Note 2: Column Heights

Columns on any Monitoring Length are to be the same mounting height unless agreed with the Authority on Health and Safety grounds

PS4.5.5 **Residential Areas, Design Requirements**

Environmental Classification

PS4.5.5.1 The Service Provider shall determine the environmental classification for residential areas by reference to Table 4.13 below:

- Table 4.13 Environmental classification

Environmental Classification	Description
E1: Intrinsically dark areas	Areas of Outstanding Natural Beauty, etc
E2: Low district brightness areas	Rural or small village locations
E3: Medium district brightness areas	Small town centres or urban locations
E4: High district brightness areas	Town centres and Esplanades with high levels of night-time activity

Isle of Wight Council Highways PFI

PS4.5.5.2 The Service Provider shall determine the luminous intensity classification for residential areas by reference to Table 4.14 below:

- Table 4.14 Luminous intensity

Environmental Classification	Description	Luminous Intensity (BS EN 13201-2:2003, Table A.1)
E1: Intrinsically dark areas	Areas of Outstanding Natural Beauty, etc.	G6/5
E2: Low district brightness areas	Rural or small village locations	G4
E3: Medium district brightness areas	Small town centres or urban locations	G2
E4: High district brightness areas	Town centres and Esplanades with high levels of night-time activity	G2

Isle of Wight Council Highways PFI

PS4.5.5.3 The Service Provider shall determine the lighting level for each residential area by reference to the table below.

•Table 4.15 Lighting levels

Crime rate	Ra value	Low traffic flow		Normal traffic flow		High traffic flow	
		E1/E2	E3/E4	E1/E2	E3/E4	E1/E2	E3/E4
Low	Ra<60	S5	S4	S4	S3	S3	S2
	Ra≥60	S6	S5	S5	S4	S4	S3
Moderate	Ra<60	S4	S3	S3	S2	-	S1
	Ra≥60	S5	S4	S4	S3	-	S2
High	Ra<60	S2	S2	S2	S1	-	S1
	Ra≥60	S3	S3	S3	S2	-	S2

PS4.5.5.4 Crime rates and traffic flow for residential streets shall be assumed as low unless in a high crime area as shown in Document “ASB and Crime 2009-10.xls” and “ASB and Crime 2009-10.jpg”:

PS4.5.5.5 With regard to the relevant crime rate, residential street areas shall achieve the required vertical illuminance (ES) associated to the lighting class as given in the lighting table 5 of PD CEN 13201-2

Isle of Wight Council Highways PFI

PS4.5.5.6 The Service Provider shall determine the mounting height from the table below

•Table 4.16 Mounting heights

Item	Description	Width of relevant area W_r	Mounting height max (m) see note 2 above
(a)	Cul-de-sac's	Any	6
(b)	Rear access/back street's	Any	6
(c)	Footways remote from Carriageways	Any	6
(d)	Cycle-tracks	Any	6
(e)	Residential access / through roads	$\leq 12m$	6
		$> 12m$ for more than 80% of the road section measured longitudinally	8

PS4.5.6 **Lighting up periods**

PS4.5.6.1 Street lighting and off highway lighting installations Trimming and Dimming Strategy table 4.17 below:

•Table 4.17

Discharge lamps	On at 35 lux and off at 18 lux
LED sources (\geq ME2 Roads)	On at 35 lux and off at 30 lux
LED sources ($<$ ME2 \geq ME4 Roads)	On at 25 lux and off at 15 lux
LED sources ($<$ ME4 Roads)	On at 20 lux and off at 15 lux
LED sources (\geq S3 Class areas)	On at 15 lux and off at 8 lux
LED sources ($<$ S3 Class areas)	On at 20 lux and off at 15 lux
LED sources (\geq CE2 class areas)	On at 35 lux and off at 35 lux
LED sources ($<$ CE2 class areas)	On at 20 lux and off at 20 lux

Isle of Wight Council Highways PFI

PS4.5.7 **Dynamic lighting / Dimming Strategy**

PS4.5.7.1 The street lighting shall be dimmed in accordance with the Isle of Wight Street Lighting Trimming and Dimming Policy Performance Standard 8 (Authority's Policies) below:

•Table 4.18 (All zones - inside 30mph and 40mph speed limits)

Description	Hours lights dimmed	% below full power
Road Hierarchy 1	00.00 – 05.00	25
Road Hierarchy 2	00.00 – 05.00	30
Road Hierarchy 3	00.00 – 05.00	30
Road Hierarchy 4	00.00 – 05.00	25
Town centre areas in vicinity of nightclubs and entertainment venues	02.00 – 05.00	30
Car Parks	00.00 – 05.00	25
Residential areas (towns)	00.00 - 05.00	30
Residential areas (villages)	00.00 - 05.00	40
Subways	00.00 – 05.00	25

•Table 4.19 All zones - outside 30mph and 40mph speed limits

Description	Hours lights dimmed	% below full power
Road Hierarchy 1	00.00 – 05.00	25
Road Hierarchy 2	21.00 – 23.50	25
	00.00 – 05.00	30
Road Hierarchy 3	21.00 – 23.59	25
	00.00 – 05.00	30
Road Hierarchy 4	21.00 – 23.59	25
	00.00 - 05.00	30
Residential areas	00.00 – 05.00	40

PS4.5.7.2 All areas shall allow for an emergency over ride to return the lighting to 100% output to allow for attendance at road traffic accidents, aid the emergency services, the request of the Police / CCTV operatives or adverse weather.

PS4.5.8 Conflict Areas, Design Requirements

PS4.5.8.1 Conflict areas shall be lit to the requirements set out in BS EN 13201 and BS5489, and the detail set out in the relevant Method Statement.

PS4.5.9 Conservation Areas, Design Requirements

PS4.5.9.1 Conservation Area boundary details are given in document “Conservation_Areas.shp”.

PS4.5.9.2 Conservation Area Lighting Column silhouettes to match existing. The Service Provider shall ensure that the Authority is consulted prior to any design works within a Conservation Area so that the preferred Lighting column silhouette can be agreed before commencement of any Service Provider Services/Works.

Isle of Wight Council Highways PFI

- PS4.5.9.3 Unless otherwise agreed with the Authority before commencement of any design works the Service Provider shall ensure that all light levels within Conservation Areas align with the light levels that would be applied if the lighting was being installed in an area already defined within this APPENDIX (i.e., residential area, traffic route, etc.).
- PS4.5.9.4 Unless otherwise agreed with the Authority before commencement of any design works the Service Provider shall ensure that the luminous intensity within Conservation Areas - as defined by BS EN 13201-2:2003, Table A.1 - aligns with the classification that would be applied if the lighting was being installed in a standard area (i.e., residential area, traffic route, etc.).
- PS4.5.9.5 Existing Lighting Point fixed to buildings or timber poles shall, unless otherwise agreed otherwise with the Authority, be re-fixed at the same locations.
- PS4.5.10 **CCTV System Coverage Areas, Design Requirements**
- PS4.5.10.1 CCTV System coverage area boundary details are detailed in document "CCTV_FieldofView.shp".
- PS4.5.10.2 CCTV System coverage areas shall be lit to the requirements of the town and district centres or Car Park sections of this APPENDIX, as applicable.
- PS4.5.10.3 CCTV System coverage areas shall achieve the required vertical illuminance (ES) associated to the lighting class as given in table 5 of PD CEN 13201-1
- PS4.5.11 **Pedestrian Subways, Design Requirements**
- PS4.5.11.1 Pedestrian subways are detailed in the WDM Structures Management System (SMS).
- PS4.5.11.2 Pedestrian Subways shall be lit to the requirements set out in BS EN 13201 and BS5489, and the detail set out in the relevant Method Statement.
- PS4.5.12 **Car Parks, Design Requirements**
- PS4.5.12.1 Car parks subject to the provisions of this paragraph can be identified in Documents "st_lamp.shp & CarParkAreas.shp".
- PS4.5.12.2 Car Parks shall achieve the required vertical illuminance (ES) associated to the lighting class as given in table 5 of PD CEN 13201-1
- PS4.5.12.3 The Service Provider shall determine the lighting level for each car park area by reference BS 4589 Part 1.
- PS4.5.12.4 When calculating the S class light levels for car parks the Emin value shall be ignored and a Uo value of 0.25 shall be applied.

PS4.5.13 Presence of Trees, Design Requirements

- PS4.5.13.1 The Service Provider shall endeavour to design replacement lighting to the relevant Specific Lighting Design Standards. If the Specific Lighting Design Standards cannot be achieved the Service Provider shall provide an alternative solution in compliance with the procedure detailed within the relevant Method Statement.
- PS4.5.13.2 The Service Provider shall maintain the Highway Trees in accordance with Performance Standard 5 paragraphs 5.4.6 in order to maintain the required lighting levels. The Service Provider shall issue appropriate notices to third parties to maintain trees adjacent to the Highways in order to comply with the lighting requirements.

Part 6 SPECIFIC TRAFFIC SIGNAL DESIGN STANDARDS

PS4.6.1 Traffic Signals

Relevant Standards

PS4.6.1.1 For relevant standards refer to Codes of Practice.

General

PS4.6.1.2 This section defines specific design requirement to be applied when complying with the requirements of this Performance Standard 4 (Network Standard).

PS4.6.1.3 The Service Provider shall be responsible for the assessment and selection of the appropriate Traffic Signal design solution for each Traffic Signal site listed in Document "Traffic_Signal.shp" to demonstrate compliance with this schedule 2 (Output Specification) the design solution developed by the Service Provider shall adopt the Traffic Signals design and installation procedures outlined in this Schedule 2 (Output Specification).

PS4.6.2 Design Standards

PS4.6.2.1 The Service Provider shall ensure that all Traffic Signal installation designs comply fully with the documents listed in the current version of Highways Agency publication MCS206, List of Drawings, Specifications and Instructions.

PS4.6.3 Traffic Signal Monitoring Systems

PS4.6.3.1 The Service Provider shall provide Traffic Signal Monitoring Systems in compliance with this schedule 2 (Output Specification) and the relevant Codes of Practice

PS4.6.3.2 The Traffic Signal Monitoring System appropriate to each site shall be determined in accord with the following:

PS4.6.3.2.1 Urban Traffic Control Monitoring System at all the Traffic Signal Sites identified as SCOOT sites in the Traffic Signal Inventory;

PS4.6.3.2.2 Remote Monitoring System (RMS) at all the Traffic Signal Sites identified as MOVA sites Traffic Signal Inventory and

PS4.6.3.2.3 Remote Monitoring System (RMS) at all stand-alone mid-block crossing sites in Traffic Signal Inventory.

PS4.6.3.3 The Traffic Signal Sites included within the scope of this project are:

- Traffic Signal junction without pedestrian facility;
- Traffic Signal junction with pedestrian facility;
- Mid block Pedestrian Crossings (puffin);

- Mid block Pedestrian Crossings (pelican); and
- Mid block Pedestrian Crossings (toucan).

Traffic Signal Junction without Pedestrian facility

PS4.6.4 Site Control Strategy

PS4.6.4.1 The Service Provider shall develop a Site Control Strategy.

PS4.6.5 Site Signal Display Design

PS4.6.5.1 The Service Provider shall develop a site signal display design strategy for Traffic Signal junctions with pedestrian facilities.

Traffic Signal Junction with Pedestrian Facility

PS4.6.6 Site Control Strategy

PS4.6.6.1 The Service Provider shall develop a Site Control Strategy.

PS4.6.7 Pedestrian Control Strategy

PS4.6.7.1 The Service Provider shall develop a pedestrian control strategy for Traffic Signal junctions with pedestrian facilities that demonstrate compliance with the performance requirements of this schedule 2 (Output Specification).

PS4.6.8 Site Signal Display Design

PS4.6.8.1 The Service Provider shall develop a site signal display design strategy for Traffic Signal junctions with pedestrian facilities that demonstrate compliance with the performance requirements of this schedule 2 (Output Specification).

PS4.6.9 Pedestrian Facility Hardware

PS4.6.9.1 The Service Provider shall develop a pedestrian facility hardware strategy for Traffic Signal junctions with pedestrian facilities that demonstrate compliance with the performance requirements of this schedule 2 (Output Specification).

Mid-Block Pedestrian Crossings (Puffin, Pelican and Toucan)

PS4.6.10 Site Control Strategy

PS4.6.10.1 The Service Provider shall develop a site control strategy.

PS4.6.11 Pedestrian Control Strategy

PS4.6.11.1 The Service Provider shall develop a pedestrian control strategy for mid-block pedestrian crossings that demonstrates compliance with the performance requirements of this schedule 2 (Output Specification).

Isle of Wight Council Highways PFI

PS4.6.12 **Site Signal Display Design**

PS4.6.12.1 The Service Provider shall develop a site signal display design strategy for mid-block pedestrian crossings that demonstrates compliance with the performance requirements of this schedule 2 (Output Specification).

PS4.6.13 **Pedestrian Facility Hardware**

PS4.6.13.1 The Service Provider shall develop a pedestrian facility hardware strategy for mid-block pedestrian that demonstrates compliance with the performance requirements of this schedule 2 (Output Specification).

Performance Standard 5 – (Environment)

5.1 Introduction

5.1.1 This Performance Standard sets out the requirements:

- a) to manage the Soft Estate such that the Project Network is kept open and free to use without hindrance from Vegetation; and
- b) to keep the Project Network clear of litter, refuse, detritus, Fly Tipping, unauthorised advertisements and Attachments.

5.2 High level Outcomes

5.2.1 All operations must take regard of any requirements relating to Eco Island (The Isle of Wight's Sustainable Community Strategy 2008-2020) Performance Standard 8 (Authority's Policies), any historic built environment, Conservation Area, Site of Biological Interest, Site of Special Scientific Interest, Area of Outstanding Natural Beauty and other statutory designations that may be defined during the contract period.

5.2.2 Planting, grass and Highway Trees shall be maintained in a safe and visually pleasing condition.

5.2.3 The Project Network shall be open and free to use without hindrance from Vegetation.

5.2.4 The Project Network shall be clear of litter, refuse and detritus as required by the Environmental Protection Act.

5.3 Common Requirements

5.3.1 The Service Provider shall comply with all legislation regarding nesting birds and other protected wildlife, for example: Red Squirrels, Bats, Badgers, and Dormice.

5.3.2 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).

5.3.3 Strategies and plans required by this Performance Standard 5 (Environment) shall be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year, these shall be uploaded to the Management Information System (MIS) and shall include a copy of any Risk Assessments used in the development of the revised strategy or plan.

5.3.4 Performance Standard 3 (Core Investment Period) provides Grace Periods from the Service Commencement Date to bring Project Network Parts to the required standard, see relevant paragraphs with reference to PS 3.

Isle of Wight Council Highways PFI

5.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
5.4.1 Landscaping						
5.4.1.1 A revised Annual Landscape Action Plan shall be provided to the Authority, as detailed in APPENDIX PS 5Part 2, in compliance with the timescales in paragraph 5.3.3.	0	7	1 month	3	3	per occurrence
5.4.1.2 The Annual Landscape Action Plan shall be implemented in compliance with the timescales therein.	0	7	1 month	3	3	per occurrence
5.4.1.3 The Five Year Landscape Management Strategy shall be updated and provided to the Authority, in compliance with the timescales in paragraph 5.3.3.	0	7	1 month	3	3	per occurrence
5.4.1.4 The Project Network shall be treated against noxious plants for example Japanese Knot Weed and Ragwort. See PS 3 paragraph 3.4.14	8 weeks	14	10 weeks	3	2	per occurrence
5.4.1.5 Vegetation is to be controlled such that the safety of users is maintained and that visibility is not restricted by plant growth. See PS 3 paragraph 3.4.14	1 day	3	1 day	2	3	per occurrence

Isle of Wight Council Highways PFI

5.4.2 Grassed Areas						
5.4.2.1 Depending on its standard each Grassed Area shall be maintained at the following heights, the location of Grassed Areas by type is shown in APPENDIX PS 5Part 1:						
5.4.2.1.1 Standard A1 (amenity) Grassed Area shall be not more than 75 mm but not less than 20 mm in height;	1 week	14	1 week	3	3	per monitoring length
5.4.2.1.2 Standard A2 (amenity) Grassed Area shall be not more than 125 mm but not less than 30 mm in height;	1 week	14	1 week	3	3	per monitoring length
5.4.2.1.3 Standard B (bends and visibility) Grassed Area shall be not more than 200 mm but not less than 50 mm in height; and	1 week	7	1 week	3	3	per monitoring length
5.4.2.1.4 Standard C (rural Verges) Grassed Area is not more than 450 mm but not less than 100 mm in height.	1 week	14	1 week	3	3	per monitoring length
5.4.2.2 Grass Verges in any Monitoring Length with more than 5% Bare Patches shall be treated.	1 month	14	1 month	3	3	per monitoring length
5.4.2.3 Each Grassed Area damaged, diseased or destroyed shall be repaired with a suitable grass	1 month	14	3 months	3	3	per monitoring length

Isle of Wight Council Highways PFI

	species in compliance with relevant Codes of Practice and Good Horticultural Practice following which it must be maintained in compliance with paragraph 5.4.2.						
5.4.2.4	Naturalised Bulb Areas within a Grassed Area shall not be cut until after the completion of flowering and until such time as the flowering foliage has died back within the bulb.	0	7	0	0	3	per occurrence
5.4.2.5	Site of Biological Interest, within a Grassed Area shall not be cut before the date stated, as cutting would impact on the growth of the specific plants within the area.	0	7	0	0	3	per occurrence
5.4.2.6	A defined edge shall be maintained in each Grassed Area where it abuts a horticultural feature or a hard surface and where Grassed Areas abut planted areas, hard surfaces, fences, walls, Highway Trees and other obstructions the grass shall be trimmed. See PS 3 paragraph 3.4.14	2 weeks	14	2 weeks	3	3	per monitoring length
5.4.3	Hedges						
5.4.3.1	There shall be no decrease to the lengths of Hedges existing in any PFI District as at the date	1 month	14	1 month	3	3	per district

Isle of Wight Council Highways PFI

	of this Contract as a result of the Service Provider carrying out or failing to carry out the Services unless prior written consent has been obtained from the Authority.						
5.4.3.2	Each Hedge base in urban areas shall have no more than 5% weed coverage or any weeds that are taller than 50mm.	2 weeks	14	2 weeks	3	3	per monitoring length
5.4.3.3	All other Hedge bases shall have no more than 10% weed coverage.	2 weeks	14	2 weeks	3	3	per monitoring length
5.4.3.4	All Hedges shall be trimmed to maintain shape in compliance with Good Horticultural Practice and the relevant species of Hedge.	3 months	14	2 weeks	3	3	per monitoring length
5.4.3.5	All Hedges shall be maintained at a maximum height of 1.8 metres and a maximum width of 1 metre unless otherwise agreed with the Authority.	3 months	14	1 month	3	3	per monitoring length
5.4.3.6	Dead hedging plants shall be removed and any gaps shall be planted with the same species to match within the then current growing season or the next available planting season (as appropriate).	1 month	14	1 month	3	3	per occurrence

Isle of Wight Council Highways PFI

5.4.4	Shrub and Bedding Plant Areas						
5.4.4.1	There shall be no decrease in the Shrub, Rose and Bedding Plant Areas existing in any PFI District as at the date of this Contract as a result of the Service Provider carrying out or failing to carry out the Services unless prior written consent has been obtained from the Authority.	1 month	14	1 month	3	3	per district
5.4.4.2	Annually planted Shrub and Bedding Plant Areas in any PFI District shall be planted in compliance with the specified layout and type (see document:- "Planters.shp").	1 month	14	1 month	3	3	per district
5.4.4.3	Shrub, Bedding Plant or Rose Areas shall have no more than 5% weed coverage or weeds that are taller than 50mm and less than 2% weed coverage on bare or mulched surface area within each bed.	2 weeks	14	2 weeks	3	3	per district
5.4.4.4	Shrub, Bedding Plant and Rose Areas shall have a formal trimmed edge where they abut grass.	2 weeks	14	2 weeks	3	3	per district
5.4.4.5	Shrubs, bedding plants and roses shall be pruned in compliance with Good Horticultural Practice.	2 weeks	14	2 weeks	3	3	per district
5.4.4.6	Dead shrubs, bedding plants and roses shall be removed and any gaps within a shrub, bedding	1 month	14	1 month	3	3	per occurrence

Isle of Wight Council Highways PFI

	plant or rose bed shall be planted with the same species within the current growing season or the next available planting season.						
5.4.5	Boxes and Planters						
5.4.5.1	All Boxes and Planters on the Project Network shall be Structurally Sound and in good repair. See PS3 paragraph 3.4.14	1 month	7	1 month	3	3	per occurrence
5.4.5.2	Each Box and Planter shall be in a Clean and Tidy condition.	2 weeks	14	2 week	3	3	per occurrence
5.4.5.3	Boxes and Planters shall be planted in compliance with the specified layout and type (see document:- "Planters.shp" and maintained to Good Horticultural Practice.	1 month	7	1 month	3	3	per occurrence
5.4.5.4	Boxes and Planters shall have no more than 5% weed coverage or weeds that are taller than 50mm and less than 2% weed coverage on bare or mulched surface area within each bed.	2 weeks	14	2 weeks	3	3	per district
5.4.6	Tree Management and Maintenance						
5.4.6.1	A revised Annual Tree Management Plan complete with Annual Tree Management Programme incorporating the first year of the Five Year Tree	0	7	1 month	3	3	per occurrence

Isle of Wight Council Highways PFI

	Replacement Programme at paragraph 5.4.6.3 shall be provided to the Authority, in compliance with the timescales in paragraph 5.3.3.						
5.4.6.2	The Annual Tree Management Plan shall be implemented in compliance with the timescales therein.	0	7	1 month	3	3	per occurrence
5.4.6.3	A Five Year Tree Replacement Programme shall be provided to the Authority, in compliance with the timescales in paragraph 5.3.3	0	7	1 month	3	3	per occurrence
5.4.6.4	The number of Highway Trees on the Project Network as at the date of the Contract shall not be reduced without prior written consent from the Authority.	1 month	7	2 months	3	3	per occurrence
5.4.6.5	No Highway Tree shall be removed without the permission of the Authority except to make safe a Category 1 Defect.	0	7	0	0	3	per occurrence
5.4.6.6	Any replacement tree within areas as defined in paragraph 5.2.1 shall be approved by the Authority.	0	7	0	0	3	per occurrence
5.4.6.7	In compliance with Management of Highway Trees on the Project Network, Performance Standard 8 (Authority's Policies), no Highway Tree on the	1 month	7	1 week	2	2	per occurrence

Isle of Wight Council Highways PFI

	Project Network shall be allowed to cause a damage or obstruct any land and/or property in the possession of a Third Party.						
5.4.6.8	All actions carried out by the Service Provider in relation to any tree shall be in compliance with: c) all relevant British Standards; and d) NJUG10 Guidelines employing Good Arboricultural Practices and principles.	0	7	0	0	3	per occurrence
5.4.6.9	Tree Risk Assessments shall be carried out on all Highway Trees on the Project Network updated in compliance with Good Arboricultural Practice. See PS 3 paragraph 3.4.14	1 month	7	1 month	3	3	per occurrence
5.4.6.10	All replacement trees shall be in compliance with Management of Highway Trees on the Project Network, Performance Standard 8 (Authority's Policies) and where possible at the location of the original tree.	1 month	7	1 month	3	3	per occurrence
5.4.6.11	Each replaced tree shall be planted within forty (40) Business Days of the original Highway Tree being removed, or the start of the next planting season when outside the planting season.	0	7	1 month	3	3	per occurrence
5.4.6.12	Epicormic Growth with regard to Highway Trees	2 weeks	14	2 weeks	3	3	per occurrence

Isle of Wight Council Highways PFI

	shall be no more than 150mm on tree trunks or primary branches below two and a half metres (2.5m) above ground level or up to the first main fork of established branches, whichever is the higher, provided that the natural development of the relevant tree is not affected.						
5.4.6.13	No Highway Tree shall show signs of disease and decay.	2 months	14	1 month	3	3	per occurrence
5.4.6.14	Highway Trees shall be pollarded in compliance with Good Arboriculture Practice.	0	7	0	0	3	per occurrence
5.4.6.15	Root Pruning shall be carried out in compliance with Good Arboriculture Practice.	0	7	0	0	3	per occurrence
5.4.6.16	All Tree Wounds shall be repaired to minimise the risk of fungal or other infection in compliance with Good Arboriculture Practice, within twenty Business Days (20 days).	0	14	1 week	3	3	per occurrence
5.4.7	Control of Brown Tail Moth (Euproctis chrysorrhoea)						
5.4.7.1	All Brown Tail Moth nests shall be pruned out of any infected Highway Trees and or shrubs within five (5) Business Days of the discovery of such nests during autumn and/or winter and such	1 week	7	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

	pruning shall be carried out in compliance with Good Arboricultural Practice.						
5.4.8	Protected Species						
5.4.8.1	Natural England and the Authority shall be notified if the Service Provider has identified or become aware of the existence within the Project Network of any species or habitats which are protected by legislation.	1 day	7	1 day	3	3	per occurrence
5.4.8.2	Natural England shall be consulted as soon as reasonably practicable afterwards in relation to such species or habitats and its requirements complied with.	1 week	7	1 week	3	3	per occurrence
5.4.9	Inflammable Plants and Material						
5.4.9.1	No fire shall be lit on the Project Network in relation to the provision of the Service.	0	7	1 hour	3	2	per occurrence
5.4.10	Weed Control on Hard Landscaping and Paved Areas						
5.4.10.1	Areas of Hard Landscaping and Paved Areas shall have no more than 1% weed coverage that are taller than 50mm.	6 weeks	14	2 weeks	3	3	per monitoring length

Isle of Wight Council Highways PFI

5.4.11 Chemical Herbicides and Pesticides						
<p>5.4.11.1 All herbicides and pesticides used in the provision of the Landscape Maintenance Service shall be compliant with:</p> <p>a) the Department for Environment, Food and Rural Affairs "Code of Practice for the use of Herbicides on weeds in watercourses and lakes" as amended from time to time; and</p> <p>b) Eco Island (The Isle of Wight's Sustainable Community Strategy 2008-2020) Performance Standard 8 (Authority's Policies).</p>	0	2	0	0	1	per occurrence
5.4.12 Green Waste						
<p>5.4.12.1 Green Waste shall be disposed using good industrial practice in line with environmental requirement of the Service Provider's ISO 14001.</p>	0	14	1 week	3	3	per occurrence
5.4.13 Street Cleansing						
<p>5.4.13.1 A revised Street Cleansing Strategy which complies with the Environmental Protection Act, and the requirements in APPENDIX PS 5Part 3,</p>	0	7	1 month	3	3	per occurrence

Isle of Wight Council Highways PFI

	shall be provided to the Authority, in compliance with the timescales in paragraph 5.3.3.						
5.4.13.2	Removal of Litter and emptying of litter bins shall form part of the Street Cleansing Strategy.	0	7	1 week	2	3	per district
5.4.13.3	Emptying of Dog Bins shall form part of the Street Cleansing Strategy.	0	7	1 week	2	3	district
5.4.13.4	Clearance of wind-blown sand from the carriageways, footways and cycle ways at designated locations, see APPENDIX PS 5Part 7and shall part of the Street Cleansing Strategy	0	9	1 week	2	3	per occurrence
5.4.13.5	The Service Provider shall implement the Street Cleansing Strategy in compliance with the timescales therein.	0	7	1 week	2	3	per occurrence
5.4.14	Graffiti and Fly Posting						
5.4.14.1	Graffiti and Fly posting shall be removed in accordance with the provisions of Part B schedule 7 (Attachments) and requirements of APPENDIX PS 5Part 5.	1 week	14	1 week	3	3	per item
5.4.14.2	Offensive Graffiti and Fly Posting shall be removed in accordance with the Part B schedule 7 (Attachments) and requirements of APPENDIX PS	1 day	5	1 day	2	3	per item

Isle of Wight Council Highways PFI

5Part 5.						
5.4.15 Abandoned Vehicles						
5.4.15.1 A revised Abandoned Vehicle Strategy on and off the Project Network, which complies with the requirements of relevant legislation, the Guidance on Nuisance Parking and Abandoned Vehicle Legislation published by Defra and the Performance Standard 8 (Authority's Policies) shall be provided to the Authority, in compliance with the timescales in paragraph 5.3.3	0	7	1 month	3	3	per occurrence
5.4.15.2 The Service Provider shall implement the Abandoned Vehicle Strategy in compliance with the timescales therein. Payment for Abandoned Vehicles off the Project Network will be through the Call off Schedule.	0	5	1 week	2	3	per occurrence
5.4.16 Fixed Penalty Notices						
5.4.16.1 Patrol the Project Network to identify infringements against the Clean Neighbourhoods and Environment Act 2005 having regard for the Isle of Wight Council's Enforcement Policy on the Use of Fixed Penalty Notices for Environmental Offences, Performance Standard PS 8 (Authority's Policies)	0	7	1 week	2	3	per district

Isle of Wight Council Highways PFI

5.4.16.2 Issue of fixed penalty notices on behalf of the Authority in accordance with the Isle of Wight Council's Enforcement Policy on the Use of Fixed Penalty Notices for Environmental Offences, Performance Standard PS 8 (Authority's Policies).						
--	--	--	--	--	--	--

Part 1 The location of hedges, grassed areas, shrubs and bedding areas

PS5.1.1 By type documents

- a) Hedges - " HEDGES_LINES_EXPORTED_FROM_GGP.shp,"
- b) Grassed areas -
 - Standard A1 (Amenity) – "Adopted_Highway.shp" (Found as "Amenity A1" under grass type field)
 - Standard A2 (Amenity) – "Adopted_Highway.shp" (Found as "Amenity A2" under grass type field)
 - Standard B (Bends and visibility) – "Adopted_Highway.shp" (Found as "bends and visibility" under grass type field)
 - Standard C (Rural Verges) – "Adopted_Highway.shp" (Found as "rural verge" under grass type field)
 - Sites of Biological Interest - "Adopted_ Highway.shp (Found as "special verges" under grass type field)"
 - Naturalised Bulb areas within grassed area – "Adopted_Highway.shp (Found as "soft landscape area" under nature field)
- c) Shrubs and bedding areas – "Shrub Rose and Bedding Areas.zip"

Part 2 Annual Landscape Action Plan

PS5.2.1 To comply with Volume 10 environmental design and management, Section 3 landscape management, Part 2 Landscape Management Handbook HA108.

Part 3 Standards for Street Cleansing

PS5.3.1 To comply with the Environmental Protection Act with Table 1 amended to the response times see paragraph 6.4.5.5.

PS5.3.2 The removal of drug related litter including needles in any location on the Project Network shall be as soon as possible but no later than within 3 hours.

Part 4 Zones for Street Cleansing Standards

PS5.4.1 See Document "STREET_CLEANSING.shp". (Field for information can be found under "zone" field)

Part 5 Standards for Removal of Graffiti and Fly posting

PS5.5.1 To comply with Environmental Protection Act;

PS5.5.2 Times for compliance:

PS5.5.2.1 Offensive or racist Graffiti within 8 normal working hours including weekends;

PS5.5.2.2 Other Graffiti within 14 days.

Part 6 Locations of Litter and Dog Bins

PS5.6.1 See Document "LT_BIN.shp"

Part 7 Locations of areas of wind-blown sand

PS5.7.1 See Document "Wind_Blown_Sand_on_Highway.shp".

Performance Standard 6 – (Emergency and Reactive Response)

6.1 Introduction

- 6.1.1 This Performance Standard ensures that the Service Provider responds appropriately to incidents on the Project Network to make the relevant Project Network Part safe, and then Programmes Services/Works.

6.2 High level Outcomes

- 6.2.1 Any damage to the Project Network resulting from any Civil Emergency, Highway Emergency, Emergency Call Out, Category 1 Defects, Emergency Fault or non-Emergency Fault shall be repaired to meet the standards set out in Performance Standard 4 (Network Standards).
- 6.2.2 The Project Network shall be kept clean and clear of obstructions including Animal Carcasses, Spillages, Debris and Fly Tipping.

6.3 Common Requirements

- 6.3.1 The Management Information System shall be populated with the Data collected and produced, notices given and received, as a result of the application of this Performance Standard 6 (Emergency and Reactive Response).
- 6.3.2 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).
- 6.3.3 Strategies and plans required by this Performance Standard 6 (Emergency and Reactive Response) shall be revised no later than one (1) Month prior to the commencement of each Contract Year following the first Contract Year, these shall be uploaded to the Management Information System (MIS).and shall include a copy of any Risk Assessments used in the development of the revised strategy or plan.
- 6.3.4 The requirements of the Well Maintained Highways Code of Practice, Management of Highway Structures Code of Practice and the Relevant Electrical Codes of Practice shall apply to this Performance Standard 6 (Emergency and Response) where relevant.

6.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
6.4.1 Civil Emergencies						
6.4.1.1 The revised Civil Emergency Plan shall be provided to the Authority in compliance with APPENDIX PS 6Part 1, within the timescales set out in paragraph 6.3.3.	0	7	1 week	2	2	per occurrence
6.4.1.2 In the event of a Civil Emergency the following requirements shall be complied with: <ul style="list-style-type: none"> a) the directions of the relevant Civil Emergency declaration and the provisions of APPENDIX PS 6Part 1, within the timescales set out in the plan; and b) the Service Provider's planning obligations as set out in APPENDIX PS 6Part 1, within the timescales set out in the plan. 	0	3	1 hour	2	2	per occurrence

Isle of Wight Council Highways PFI

6.4.2 Highway Emergencies						
6.4.2.1 The Authority shall be provided with the Service Provider's Revised Annual Highway Emergency Plan, to include a section relating to the treatment of all emergencies detailed in paragraphs 0 - 6.4.8 (inclusive), within the timescales set out 6.3.3.	0	7	1 week	3	3	per occurrence
6.4.2.2 When notified of a Highway Emergency on or pertaining to the Project Network by the Authority, the Authority's Representative or the Police and deal with up to 300 instances per year (which shall be reduced each year of the Core investment Period by 10 instances to 230 instances). Compliance with any over this amount will be dealt with through call off:						
6.4.2.2.1 Elements of the Service Provider's Annual Highway Emergency Plan relevant to the Highway Emergency shall be initiated within one (1) hour of notification;	0	3	1 hour	3	3	per occurrence
6.4.2.2.2 Attendance at the site of the Highway Emergency within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month;	0	3	1 hour	2	3	per occurrence

Isle of Wight Council Highways PFI

6.4.2.2.3	Attendance at the site of the Highway Emergency within three (3) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 100% of occurrences within each Month;	0	3	1 hour	2	3	per occurrence
6.4.2.2.4	The site of the Highway Emergency shall be made safe within one (1) hour of the Relevant Authority releasing the site for access to the Service Provider unless otherwise agreed;	0	3	1 hour	2	3	per occurrence
6.4.2.2.5	A temporary repair shall be made to any damage to the Project Network within twenty-four (24) hours of the Relevant Authority releasing the site for access to the Service Provider unless otherwise agreed; and	0	3	1 hour	2	3	per occurrence
6.4.2.2.6	A permanent repair shall be made to any damage to the Project Network within twenty-eight (28) days of the Relevant Authority releases the site for access to the Service Provider unless otherwise agreed.	0	5	1 day	2	3	per occurrence
6.4.2.3	Attendance at any de-briefing requested by the Authority.	0	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

6.4.3	Emergency Call Out and Category 1 Defects						
6.4.3.1	On the occurrence of an Emergency Call Out or a Category 1 Defect the Service Provider shall:						
6.4.3.1.1	Attend at the site of the Emergency Call Out within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month;	0	5	1 hour	2	3	per occurrence
6.4.3.1.2	Attend at the site of the Emergency Call Out within three (3) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 100% of occurrences within each Month;	0	5	1 hour	2	3	per occurrence
6.4.3.1.3	Attend at the site of the Category 1 Defect within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month;	0	3	1 hour	2	3	per occurrence

Isle of Wight Council Highways PFI

6.4.3.1.4	Attend at the site of the Category 1 Defect within three (3) hours of notification; or when the Relevant Authority releases the site for access to the Service Provider, for 100% of per occurrences within each Month;	0	3	1 hour	2	3	per occurrence
6.4.3.1.5	Complete temporary repairs within the timescales set out in Well Maintained Highways Code of Practice; and	0	3	1 hour	2	3	per occurrence
6.4.3.1.6	Complete permanent repairs within the timescales set out in Well Maintained Highways Code of Practice.	0	5	1 week	2	3	per occurrence
6.4.4	Emergency Faults						
6.4.4.1	On the occurrence of an Emergency Fault the Service Provider shall:						
6.4.4.1.1	Attend and make safe the site of the Emergency Fault within one (1) hour of the time at which the Service Provider became aware or should have been aware of the Emergency Fault;	0	3	1 hour	2	3	per occurrence

Isle of Wight Council Highways PFI

<p>6.4.4.1.2 Make a temporary repair to such item affected by the Emergency Fault within one (1) hour of the time the site has been made safe, for 95% of per occurrences within each Month;</p>	0	3	1 hour	2	3	per occurrence
<p>6.4.4.1.3 Make a temporary repair to such item affected by the Emergency Fault within two (2) hours of the time the site has been made safe, for 100% of per occurrences within each Month; and</p>	0	3	1 hour	2	3	per occurrence
<p>6.4.4.1.4 Make a permanent repair to such item within twenty (24) hours of the time at which the Service Provider became aware or should have become aware of the Emergency Fault unless otherwise agreed with the Authority.</p>	0	5	1 day	2	3	per occurrence
<p>6.4.4.2 Where the Emergency Fault is at a Traffic Signal Site with an all-out condition and the installation cannot be re-energised immediately, implement the requirements from the Site Specific Traffic Signal Risk Assessment.</p>	0	3	1 hour	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>6.4.5 Street Cleansing, Removal of Animal Carcasses, Fly Tipping, Removal of Spillages and Removal of large and small items of Debris</p>						
<p>6.4.5.1 The Service Provider shall comply with the following requirements of the Environmental Agency's Pollution Prevention Guidelines:</p> <ul style="list-style-type: none"> a) PPG21 – Pollution Incident Response Planning; b) PPG22 – Dealing with Spillages on Highways; and c) The Hazardous Waste Regulations and List of Waste Regulations. 	0	3	1 hour	2	3	per occurrence
<p>6.4.5.2 On the occurrence of a Spillage the Service Provider shall:</p>						
<p>6.4.5.2.1 Remove the Spillage within two (2) hours of the time at which the Service Provider became aware that the site of the Spillage was made safe or where the site has been released by the Relevant Authority and the Service Provider is able to gain access, for 95% of occurrences each Month; and</p>	0	3	1 hour	2	3	per occurrence

Isle of Wight Council Highways PFI

<p>6.4.5.2.2 Remove the Spillage within three (3) hours of the time at which the Service Provider became aware that the Spillage site was made safe or where the site has been released by the Relevant Authority and the Service Provider is able to gain access, for 100% of occurrences each Month. If the Spillage causes a health hazard the rectification period will be agreed with the Authority.</p>	0	3	1 hour	2	3	per occurrence
<p>6.4.5.3 On the occurrence of Animal Carcasses or Debris on the Project Network the Service Provider shall:</p>						
<p>6.4.5.3.1 Remove within two (2) hours of the time at which the Service Provider became aware, or, should have become aware, of the presence of such Animal Carcasses or Debris, for 95% of occurrences each Month;</p>	0	5	1 hour	2	3	per occurrence
<p>6.4.5.3.2 Remove within three (3) hours of the time at which the Service Provider became aware, or, should have become aware, of the presence of such Animal Carcasses or Debris, for 100% of occurrences each Month;</p>	0	5	1 hour	2	3	per occurrence
<p>6.4.5.3.3 In respect of household pets:</p>	1 week	8	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

<ul style="list-style-type: none"> a) scan household pets or other animals which may be chipped for recognition: b) undertake a site search when collecting household pets for any collar or disc at the site: c) with respect to all animals for which the owner has been identified, the owner shall be contacted and the carcasses bagged separately for possible collection:, and 						
<p>6.4.5.3.4 Carry out appropriate disposal of any carcasses at a disposal facility within a maximum of five (5) Business Days of collection.</p>	0	7	1 day	3	3	per occurrence
<p>6.4.5.4 On the occurrence of Fly Tipping on the Project Network the Service Provider shall:</p>						
<p>6.4.5.4.1 Remove all tipped material within twenty-four (24) hours of the time at which the Service Provider became aware, or, should have become aware, of the Fly Tipping, unless otherwise agreed with the Authority; and</p>	0	5	1 hour	2	3	per occurrence
<p>6.4.5.4.2 Include details of all Fly Tipping on 'Flycapture', the national database for Fly Tipping.</p>	1 day	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>6.4.5.5 From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;</p> <ul style="list-style-type: none"> a) High Intensity – three (3) hours; b) Medium Intensity – four (4) hours; and c) Low Intensity – twenty four (24) hours. 	0	7	1 hour	3	3	per occurrence
<p>6.4.6 Flooding Emergencies</p>						
<p>6.4.6.1 The revised Flood Response Plan shall be provided to the Authority in compliance with APPENDIX PS 6Part 2 (Flood Response Plan), within the timescales set out paragraph 6.3.3.</p>	0	3	1 week	2	2	per occurrence
<p>6.4.6.2 The Flood Response Plan shall be implemented in compliance within the timescales set out therein.</p>	0	3	1 hour	2	2	per occurrence
<p>6.4.7 Provision of Sandbags</p>						
<p>6.4.7.1 At strategic locations shown in document “sandbag_locations.shp” with the Authority, a supply of filled sandbags shall be retained for ad hoc use by the public.</p>	1 day	7	1 day	2	3	per location

Isle of Wight Council Highways PFI

6.4.7.2	500 number filled sandbags to be available at central location for delivery as requested by the Authority.	0	5	4 hours	2	2	per occurrence
6.4.8	YAR Bridge Emergency Plan						
6.4.8.1	The Yar Bridge Emergency Strategy and Yar Bridge Emergency Plan shall be reviewed and provided to the Authority, in compliance with the timescales in paragraph 6.3.3.	0	7	1 month	3	3	per occurrence
6.4.8.2	The Yar Bridge Emergency Plan is to be implemented in compliance with the Yar Bridge Emergency Strategy.	0	3	1 hour	1	2	per occurrence

Part 1 Civil Emergency Plan

PS6.1.1.1 The Service Provider's Civil Emergency Plan shall comply with the requirements of the Isle of Wight Emergency Response Plan, Performance Standard 8 (Authority's Policies) and detail the alert procedures and actions in the event of a Civil Emergency. It shall include:

- a) introduction, scope, objectives and the Service Provider's policy statement;
- b) link with the Isle of Wight Emergency Response Plan, Service Provider's Winter Service Plan and the Service Provider's Flood Response Plan;
- c) Management arrangements including nominated senior managers for involvement in Civil Emergency planning and the response to Civil Emergencies;
- d) roles and responsibilities;
- e) escalation and de-escalation procedure including Strategic (Gold), Tactical (Silver) and Operational (Bronze) Command;
- f) Liaison with the Authority, Police, other Emergency Services and stakeholders;
- g) response to Highway Emergencies and Emergency Faults;
- h) all details of labour including training, qualifications and additional resource procedures;
- i) availability of plant, equipment and materials;
- j) availability of specialist contractors;
- k) details of tactical diversion routes;
- l) mutual aid agreements including welfare processes;
- m) communication arrangements including resilience plans;
- n) details of reporting arrangements;
- o) contact details for Service Provider, the Authority, Police, other Emergency Services and other relevant stakeholders;
- p) other stakeholders emergency plans; and

- q) other relevant Project Network information including, details of hospitals, locations of hazardous sites, high risk weather locations, Traffic Signal locations, VMS locations, CCTV System locations and pollution control measures.

Part 2 Flood Response Plan

PS6.2.1.1 The Service Provider's Flood Response Plan shall comply with the requirements of the Isle of Wight Emergency Response Plan and detail the alert procedures and actions in the event of a threat or of actual flooding.

Performance Standard 7 – (Winter Service)

7.1 Introduction

7.1.1 This Performance Standard sets out the standards to which the Service Provider shall keep the Project Network available during the winter months and manages the Project Network in response to the prevailing weather conditions.

7.2 High level Outcomes

7.2.1 The Project Network shall be maintained in compliance with Section 41(1A) of the Highways Act 1980.

7.2.2 The Winter Service Operations shall:

- a) prevent the formation of ice and hoar frost on the parts of the Project Network identified in this Performance Standard;
- b) minimise the effects of snow;
- c) minimise the adverse effects of Winter Service Operations on the Project Network;
- d) minimise the use of anti-icing products on the Project Network; and
- e) minimise adverse environment impacts on the Island.

7.2.3 The Winter Service Operations on the Project Network shall be conducted with due regard to the interests of users of private roads connecting to the Project Network and owners or occupiers of land not forming part of the Project Network.

7.3 Common Requirements

7.3.1 The Management Information System shall be populated with the Data collected and produced, notices given and received, as a result of the application of this Performance Standard.

7.3.2 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).

7.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
7.4.1 Annual Winter Service Plan						
7.4.1.1 The Annual Winter Services Plan (see APPENDIX PS 7Part 1) shall be provided to the Authority by the 1 July of each Contract Year.	0	7	7 days	1	1	per occurrence
7.4.1.2 Each day of the Winter Service Period (including weekends and Bank Holidays), the Winter Bulletin shall be available by 16.00hrs. on the MIS and provided to the Authority, the Police and all other relevant stakeholders, as agreed with the Authority. The Winter Bulletin shall include: <ul style="list-style-type: none"> a) relevant weather forecast information, all weather forecast data shall be available on the MIS; b) detail planned times for Precautionary Treatments on the Project Network outside of the hours of 7am to 10am and 3pm to 7pm on each Business Day where possible; and 	0	8	1 hour up to max of 8 hours	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>c) a list of all other proposed Winter Service Operations to be implemented in the following twenty-four (24) hours with commencement times.</p>						
<p>7.4.2 Treatment Products</p>						
<p>7.4.2.1 All treatment products used in the provision of Winter Service Operations shall be compliant with the relevant Highway Standards.</p>	0	2	0	0	1	per occurrence
<p>7.4.3 Precautionary Treatments on Carriageways</p>						
<p>7.4.3.1 Precautionary Treatments shall be undertaken on all Priority Carriageway Lengths P1 and P2 as designated in APPENDIX PS 7Part 2 within the following timescales unless such decision not to undertake Precautionary Treatment on all Priority Carriageway Lengths is by virtue of a Justifiable Ground:</p>						
<p>7.4.3.1.1 Commence all Precautionary Treatments set out in the relevant Winter Bulletin on Priority Carriageway Lengths by the treatment commencement time specified in the relevant Winter Bulletin;</p>	0	6	1 hour	2	2	per gritting route

Isle of Wight Council Highways PFI

<p>7.4.3.1.2 Complete all such Precautionary Treatments on all Priority Carriageway Lengths P1 within three (3) hours of the treatment commencement time specified in the relevant Winter Bulletin; and</p>	0	3	1 hour	3	3	per gritting route
<p>7.4.3.1.3 Complete all such Precautionary Treatments on all Priority Carriageway Lengths P2 within four (4) hours of the treatment commencement time specified in the relevant Winter Bulletin.</p>	0	3	1 hour	3	3	per gritting route
<p>7.4.4 Precautionary Treatments on Pedestrian Routes</p>						
<p>7.4.4.1 Precautionary Treatments shall be undertake and completed within the timescales set out in the relevant Winter Bulletin on required Priority 1 Pedestrian Routes between the hours of 04:30am and 07:30am on the relevant day.</p>	0	3	2 hours	3	3	per pedestrian precautionary treatment route

Isle of Wight Council Highways PFI

<p>7.4.5 Post Treatments</p>						
<p>7.4.5.1 Post Treatments on all Priority Carriageway Lengths where the conditions necessitate such treatment, shall be carried out in compliance with section 41(1A) of the Highways Act, (unless such decision not to undertake Post Treatment on all Priority Carriageway Lengths is by virtue of a Justifiable Ground) within the following timescale:</p>						
<p>7.4.5.1.1 Commence all operations on Priority Carriageway Lengths within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the presence of those conditions which necessitate such treatment; and</p>	0	6	1 hour	3	3	per gritting route
<p>7.4.5.1.2 Complete operations undertaken on all Priority Carriageway Lengths within three (3) hours of the time at which the Service Provider becomes aware or should have become aware of the presence of those conditions which necessitate such treatment.</p>	0	3	1 hour	3	3	per gritting route

Isle of Wight Council Highways PFI

7.4.6 Snow Clearance						
7.4.6.1 Priority Snow Zones						
7.4.6.2 Snow clearing operations shall be undertaken on Priority Snow Zone Lengths when snow is or has been falling so that the Service Provider complies with Section 41(1A) of the Highways Act within the following timescales:						
7.4.6.2.1 Commence operations on Priority Snow Zone Lengths within one (1) hour of the time at which the Service Provider becomes aware or should have become aware of the presence of snow on such Priority Snow Zone Lengths;	0	6	1 hour	3	3	per priority snow zone length
7.4.6.2.2 Complete operations on Priority Snow Zone Lengths within two (2) hours after cessation of snowfall on Category A Routes;	0	6	1 hour	2	2	per priority snow zone length
7.4.6.2.3 Complete operations on Priority Snow Zone Lengths within five (5) hours cessation of snowfall on Category B Routes; and	0	6	1 hour	2	2	per priority snow zone length

Isle of Wight Council Highways PFI

7.4.6.2.4	Residual snow is cleared from the Carriageway of Priority Snow Zone Lengths within six (6) hours of the time of the cessation of snowfall.	0	6	2 hours	2	2	per priority snow zone length
Auxiliary Carriageway Lengths							
7.4.6.3	Where there is snow lying on any part or parts of the Carriageway which comprise the Auxiliary Carriageway Lengths, which in the Service Provider's reasonable opinion is likely to remain on the Carriageway for over twenty-four (24) hours the Project Network shall be cleared of snow on a prioritised risk assessed basis.	8 hours	6	8 hours	3	3	per auxiliary carriageway length
7.4.7	Reactionary Treatments on Pedestrian Routes						
7.4.7.1	Reactionary Treatments on Pedestrian Lengths shall be commenced within twenty four (24) hours of the time at which the Service Provider becomes aware or should have become aware of the presence of those conditions which necessitate such treatments.	0	6	1 hour	2	3	per pedestrian reactionary treatment route
7.4.7.2	Reactionary Treatments on Pedestrian Lengths shall be completed on Pedestrian Lengths within the following timescales:						

Isle of Wight Council Highways PFI

<p>7.4.7.2.1 Where such treatment is Post Treatment, within twelve (12) hours of commencement; and</p>	<p>0</p>	<p>6</p>	<p>1 hour</p>	<p>2</p>	<p>3</p>	<p>per priority 1 pedestrian reactionary treatment route</p>
<p>7.4.7.2.2 Where such treatment is snow clearing operations, within twenty four (24) hours of cessation of snowfall.</p>	<p>0</p>	<p>6</p>	<p>1 hour</p>	<p>2</p>	<p>3</p>	<p>per pedestrian reactionary treatment route</p>
<p>7.4.8 Emergency Reactionary Response</p>						
<p>7.4.8.1 Notwithstanding any other provision of this Performance Standard 7 (Winter Service) where the Service Provider is notified by the Emergency Services, and/or the Authority's Representative that there is an imminent danger on the Carriageway and/or Pedestrian Lengths on the Project Network caused by prevalent weather conditions then as soon as reasonably practicable and, in any event, within two (2) hours of such notification any required Reactionary Response shall be commenced in order to remove such imminent danger.</p>	<p>0</p>	<p>3</p>	<p>1 hour</p>	<p>3</p>	<p>3</p>	<p>per monitoring Length</p>

Isle of Wight Council Highways PFI

<p>7.4.9 Daily Actions Report</p>						
<p>7.4.9.1 A report shall be entered into the Management Information System by 09:30am on each day during the Winter Service Period setting out:</p> <ul style="list-style-type: none"> a) those Winter Service Operations which have been carried out by the Service Provider and details (including quantities) of those anti-icing products used in the twenty four (24) hour period from 07.00 on the previous day to 07.00 on the day that the Daily Actions Report is to be provided; and b) details of where and why the Winter Service Operations in the Winter Bulletin for the previous twenty four (24) periods have not been undertaken as described. 	<p>0</p>	<p>9</p>	<p>1 hour</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

<p>7.4.10 Annual Winter Services Report</p>						
<p>7.4.10.1 In respect of each Winter Services Period, an Annual Winter Services Report shall be provided to the Authority within one (1) Month of the end of the Winter Service Period. This shall set out details of the actions taken by the Service Provider in respect of the carrying out and management of winter maintenance service operations which shall include:</p> <ul style="list-style-type: none"> a) summary of overall Winter Services Period; b) details of anti-icing product usage; c) details of all Precautionary Treatments undertaken; d) details of all actions undertaken in relation to Reactionary Response; e) details of all snow events; f) review of routes; g) performance of and reasons for non-compliance; h) plant i) personal 	<p>0</p>	<p>9</p>	<p>1 week</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

Isle of Wight Council Highways PFI

j) the Weather Forecast Provider including accuracy calculation						
k) call-out times; and						
l) service improvements.						

Part 1 Winter Service Plan

PS7.1.1.1 The Winter Service Plan shall comply with the requirements of the Authority's Winter Service Plan Performance Standard 8 (Authority's Policies) and detail the alert procedures and It shall include:

- a) introduction, and the Service Provider's policy statement;
- b) all details of the Winter Service Plan's relationship with the Service Provider's Civil Emergency Plan;
- c) identification of the period over which Winter Service Operations shall take place (the 'Winter Service Period') and other risk periods;
- d) all service and performance standards including response and treatment times;
- e) all details of the Project Network including local problem areas i.e. frost susceptible area, areas of known surface run-off, high wind areas and the mitigation measures adopted;
- f) all details of management arrangements and operational Structures at all times including rotas and standby arrangements during and out of normal working hours with role responsibilities;
- g) all details of the establishment of the Winter Service Desk including escalation procedures and location of the desk;
- h) all details of liaison procedures to be undertaken on behalf of the Authority including attendance of meetings;
- i) all details of liaison and communication procedures to be undertaken with other relevant stakeholders, Police, other Emergency
- j) Services, and transport providers and indicate where comments from such parties have been taken into account in the relevant Winter Service Plan;
- k) all details of contact arrangements with and, communication and arrangements for informing the media and public including public information leaflets as part of the Stakeholder Management Plan;
- l) identification of the Weather Forecast Provider and all details of the Service to be provided including accuracy and performance requirements;

Isle of Wight Council Highways PFI

- m) details of the weather detection and monitoring system including location of weather stations, periods of operation, resilience arrangements, maintenance, calibration and development;
- n) all details of the decision making progress, including roles and responsibilities, justification for change of decision , dissemination of information, arrangements for the monitoring of forecasts (including continuous) and use of CCTV for the monitoring of weather;
- o) all details of and sample proforma for the daily Winter Bulletin;
- p) all details of anti-icing and de-icing products including spread rates for Carriageways, Footways and Cycle ways for frost, ice, snow and severe weather conditions. Include details of any structures which require specific treatment products;
- q) details of all Precautionary Treatment routes including route plans and cards, treatment of diversionary routes and the protocols for the use of patrol routes;
- r) details of all snow clearing procedures for Carriageways including use of dedicated routes, additional resource planning, heavy snow strategy and risk assessments;
- s) details of Footway treatment plans including strategies for Precautionary Treatments, snow clearing procedures and identification of any areas of special treatment;
- t) all arrangements for performance monitoring and auditing;
- u) strategy for emergency actions including requests from Police, other Emergency Services and general public regarding hazardous locations;
- v) details of the anti-icing product stock management system including stock levels, storage arrangements and locations;
- w) details of measures to minimise damage or pollution arising from the use of anti-icing agents, through any over salting and coverage of salt stocks;
- x) details of all labour, including numbers available, qualification and training of operatives and decision makers. Include for protocols for the availability of resource during off-peak hours and during adverse conditions;
- y) details for the procurement of additional resources during severe weather conditions;
- z) details of all plant, equipment including availability, plant location, servicing, calibration and communications equipment. The use of any Third Party fleet maintenance providers shall be included;

Isle of Wight Council Highways PFI

- aa) details of fuel stocks including location, quantity and resilience arrangements;
- bb) location of all Depots, facilities available, access requirements, storage facilities and loading arrangements;
- cc) details of all operational communication including resilience arrangements;
- dd) contact details of senior management, operational staff, snow desk and vehicles;
- ee) contact details of relevant stakeholders; and
- ff) details of record keeping including archives of Data, decision making logs, weekly summary reports, salt usage, weather monitoring system Data etc. and details about all vehicles fitted with GPS for salting spreading and recording comprehensive details.

Part 2 Priority Carriageway Lengths

PS7.2.1 IWC route plans – provided in document:- “Precautionary Treatment Priority Carriageway Lengths.zip”

PS7.2.2 Precautionary Treatment criteria

PS7.2.2.1 Precautionary treatment of Priority Carriageway Lengths P1 to provide compliance with Section 41(1A) of the Highways Act 1980.

PS7.2.2.2 Precautionary treatment of Priority Carriageway Lengths P2 shall be carried out when snow is anticipated to fall and if temperatures are forecast to remain below zero for more than twenty four (24) hours.

Part 3 Priority Snow Zone Lengths

PS7.3.1 Category A Routes (Primary) and Category B Routes (Secondary) provided in document;- “Priority Snow Zone Lengths.zip”

Part 4 Pedestrian Salting and Snow Clearance Routes

PS7.4.1 Pedestrian Precautionary Treatment Routes are called “Footway Precautionary Salting Routes.zip”

PS7.4.2 Pedestrian Reactionary Treatment Routes are called “Footway_snow_clearance_routes.zip.”

Performance Standard 8 – (Authority’s Policies)

8.1 Introduction

- 8.1.1** This Performance Standard provides the policies and strategies which the Isle of Wight Council requires the Service Provider to comply with and revise as required by the Performance Standards.

8.2 High Level Outcomes

- 8.2.1** The Service Provider shall comply with the documents, policies, protocols and strategies listed in Specific Required Outcomes.
- 8.2.2** The policies and strategies that are listed in this Performance Standard shall apply to the relevant topics within this schedule 2 (Output Specification).
- 8.2.3** Where required by this schedule 2 (Output Specification) the relevant plans, policies and strategies shall be revised as stated in the relevant outcome.

8.3 Common Requirements

- 8.3.1** The content of this Performance Standard shall apply to other Performance Standards.

8.4 Specific Required Outcomes

- 8.4.1** Isle of Wight Council Carbon Management Programme Strategy and Implementation Plan (Revised October 2007).
- 8.4.2** Isle of Wight Emergency Response Plan (Publish Date September 2009 Review Date 2010).
- 8.4.3** Isle of Wight Council Managing Risk (Strategy and Policy and Practical Guide to risk Management).
- 8.4.4** Considerate Contractor’s Policy.
- 8.4.5** Access to Information Policy 2008.
- 8.4.6** Constitution Protocol: – Town, Parish Councils.
- 8.4.7** The Isle of Wight (HEAP):- Historic Environment Action Plan.

Isle of Wight Council Highways PFI

- 8.4.8 Isle of Wight Consultation Strategy.
- 8.4.9 Guidance for Works on the Highways and Public Realm.
- 8.4.10 Isle of Wight Local Transport Plan 2011-2038.
- 8.4.11 Guidance Document for Implementing a Skid Resistance Policy for the Isle of Wight.
- 8.4.12 The Isle of Wight (AONB) Management Plan 2009-2014.
- 8.4.13 Eco Island (The Isle of Wight's Sustainable Community Strategy 2008-2020).
- 8.4.14 Transport Asset Management Plan TAMP (Draft V4.1) For Information only
- 8.4.15 Isle of Wight Corporate Identity Guide.
- 8.4.16 The Isle of Wight Municipal Waste Management Plan April 2008-March 2011.
- 8.4.17 Winter Maintenance Service Plan (control information not policy).
- 8.4.18 Isle of Wight Council Code of Practice for the operation of Closed Circuit Television.
- 8.4.19 Isle of Wight Street Lighting Trimming and Dimming Policy
- 8.4.20 Island Plan
- 8.4.21 Not Used
- 8.4.22 Not Used.
- 8.4.23 Not Used
- 8.4.24 Not Used
- 8.4.25 Not Used
- 8.4.26 Not Used

Isle of Wight Council Highways PFI

- 8.4.27** Isle of Wight Council's Enforcement Policy on the Use of Fixed Penalty Notices for Environmental Offences
- 8.4.28** Abandoned Vehicles Policy
- 8.4.29** Fees and Charges Register

Isle of Wight Council Highways PFI

—
Not Used

Performance Standard 9 – (Network Management)

9.1 Introduction

9.1.1 This Performance Standard sets out the standards by which the Service Provider shall:

- a) maintain Project Network availability;
- b) optimise activities to minimise Project Network obstructions;
- c) undertake network stewardship; and
- d) facilitate the expeditious movement of traffic.

9.2 High level Outcomes

9.2.1 All activities on the Project Network, including those of the Service Provider, shall comply with the requirements of NRSWA and the Good Practice Guide to Manage Works on the Street, published by the Department for Transport, or its successors.

9.2.2 Traffic flow on the Project Network shall be optimised.

9.2.3 The Services other than the TMA Services shall be carried out to achieve as far as may reasonably be practicable, the following objectives:

- a) securing the expeditious movement of traffic on the Project Network; and
- b) the application of best endeavours to co-ordinate the execution of the Services/Works of all kinds (including Works for Road Purposes and relevant activities as defined by Section 59(6) of NRSWA) affecting the Project Network.

9.2.4 The TMA Services shall be undertaken to ensure that there shall be;

- a) efficient use of the Project Network shall be maximised;
- b) avoidance, elimination or reduction of road congestion or other disruption to the movement of traffic on the Project Network; and
- c) regulated and co-ordinated use of the Project Network via the operation of any Authorised Function.

9.2.5 Applications and enquires relating to activities on the Project Network shall be processed efficiently and effectively.

9.2.6 Abnormal Loads Movements around the Project Network shall be managed in compliance with ESDAL, or such successor systems, to safeguard the Project Network from damage and minimise disruption.

9.3 Common Requirements

9.3.1 The Management Information System shall be populated with the Data collected and produced, notices given and received, as a result of the application of this Performance Standard.

9.3.2 Advance notice shall be given through the MIS to the Authority of all proposed Major Highway Works, Diversionary Works and Works for Road Purposes necessary in connection with the provision of the Services, twenty (20) Business Days prior to the programmed execution date.

9.3.3 Strategies and plans required by this Performance Standard 9 (Network Management) shall be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year and these will be uploaded to the Management Information System (MIS).

9.3.4 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).

9.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
9.4.1 New Roads and Street Works Act (NRSWA)						
9.4.1.1 A revised NRSWA Inspection and Management Strategy in respect of the Delegated Functions shall be provided to the Authority, in compliance with the timescales in paragraph 9.3.3 The NRSWA Inspection and Management Strategy shall include the requirements set out in APPENDIX PS 9Part 1	0	7	1 week	3	3	per occurrence
9.4.1.2 NRSWA Inspections shall be implemented in compliance with the NRSWA Inspection and Management Strategy, within the timescales set out therein.	0	7	1 day	3	3	per occurrence
9.4.1.3 NRSWA and the Street Works Register shall be administered in compliance with the NRSWA Inspection and Management Strategy, within the timescales set out therein.	0	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

9.4.1.4	The NRSWA Inspection and Management Strategy shall only allow Statutory Undertakers to open the highway when relying upon section 52 of NRSWA where there genuinely is a requirement to carry out "emergency works" as therein defined.	0	6	2 hours	3	3	per occurrence
9.4.1.5	Records shall be obtained when required of the Statutory Undertakers Apparatus as required and at timescales to be agreed by the Authority (or such other person nominated by the Authority) and pursuant to NRWSA, relevant Health and Safety legislation and CDM.	0	3	1 week	3	3	per occurrence
9.4.1.6	Records shall be kept in the Street Works Register of: a) all consents and directions given; and b) all notices given and received pursuant to the Street Works Act.	0	9	1 week	3	3	per occurrence
9.4.2	Permanent and Temporary Traffic Orders						
9.4.2.1	All necessary permanent and temporary traffic orders required by any party under Section 14 of the Road Traffic Regulation Act shall be prepared and submitted to the Authority within the agreed timescale for the Authority to make the order.	0	6	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

9.4.2.2	Draft traffic orders shall be submitted to the Authority at least ten (10) Business Days prior to the commencement of the statutory consultation period for the order.	0	6	1 day	3	3	per occurrence
9.4.2.3	All consultation and noticing as required by the Road Traffic Regulation Act shall be completed in compliance with "The Local Authorities Traffic Order (Procedure) (England & Wales Regulations 1996)".	0	6	1 day	3	3	per occurrence
9.4.3	Road Closures						
9.4.3.1	All proposed Service Provider's Road Closures shall be included within the Annual Programme required by Performance Standard 1 (Network Performance) APPENDIX PS 1 paragraph PS1.1.5.	0	7	11 days	3	3	per occurrence
9.4.3.2	The Service Provider shall provide a report as required by Performance Standard 10 (Contract Management and Customer Interface) of all Planned Road Closures for the following two (2) Months.	0	9	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>9.4.3.3 The Authority shall be notified of any changes to the Traffic Management Plan arrangements and the diversionary routes relating to any Planned Road Closure in the report referred to in paragraph 9.4.3.2 at least twenty (20) Business Days before the due closure.</p>	0	9	1 week	3	3	per occurrence
<p>9.4.3.4 Each Traffic Management Plan shall be submitted to the Authority and the Authority's proposals shall be incorporated in the Traffic Management Plan.</p>	1 week	6	1 week	2	3	per occurrence
<p>9.4.3.5 Temporary Traffic Signs and/or information signs put up in compliance with the Road Closure shall be removed:</p> <ul style="list-style-type: none"> a) for Services by the Service Provider within one (1) Business Day of the re-opening of the area and/or part of the Project Network affected by the Planned Road Closure; and b) for Services by others with two (2) Business Days from when the Service Provider became or should have become aware. 	0	7	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

9.4.4	Temporary Traffic Signals						
9.4.4.1	A record shall be kept in the MIS of all approvals granted and location for the use of Temporary Traffic Signals including Third Party operators and manual control.	0	9	1 week	3	3	per occurrence
9.4.4.2	Guidance shall be provided to Third Parties in order to ensure that such Third Parties adjust the timings of the Temporary Traffic Signals to ensure that traffic flow is maximised having regard to the prevailing conditions on the Project Network.	1 day	7	1 day	3	3	per occurrence
9.4.4.3	Except where specified in APPENDIX PS 9Part 1 all Temporary Traffic Signals shall be vehicle actuated.	0	5	2 hours	3	3	per occurrence
9.4.4.4	Where Third Party operated Temporary Traffic Signals on the Project Network experience any difficulties that cause them to operate on fixed time mode:	0	5	2 hours	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>a) within two (2) hours of the time at which the Service Provider becomes aware or should have become aware of the operation of Temporary Traffic Signals in the fixed time mode, the Third Party operator shall be notified that such Temporary Traffic Signals must be operating via vehicle activation sensors within twenty four (24) hours of receipt of such notice or such Temporary Traffic Signals shall be replaced by the Service Provider; and</p> <p>b) where such Third Party operator does not comply with the notification pursuant to this paragraph 9.4.4.4 within a two (2) hour period, Temporary Traffic Signals that operate via vehicle activation sensors shall be placed at the site.</p>						
<p>9.4.5 Isle of Wight Traffic Model</p>						
<p>9.4.5.1 The Isle of Wight Traffic Model shall be maintained and updated as detailed in APPENDIX PS 9Part 2</p> <p>a) major every 4 years; and</p> <p>b) minor every 2 years.</p>	<p>0</p>	<p>7</p>	<p>1 month</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

Isle of Wight Council Highways PFI

9.4.5.2	Service Provider shall collect traffic data, classification, number and speed of vehicles, using mobile equipment at any location required for the provision of the Services/Works, where required by the Isle of Wight Traffic Model and the locations requested by the Authority, at not more than seven (7) sites at any one time.	0	9	1 month	3	3	per occurrence
9.4.6	Abnormal Load Management						
9.4.6.1	The movement of Abnormal Loads on the Project Network shall be managed and shall include:						
9.4.6.1.1	Handling enquiries; process, draft notices, notices and indemnities in compliance with legislative requirements:	1 day	8	1 day	3	3	per enquiry
9.4.6.1.2	Liaison with the relevant stakeholders to facilitate the movement of Abnormal Loads: and	1 day	8	1 day	3	3	per enquiry
9.4.6.1.3	The maintenance of current information within ESDAL or such successor system for the operation of the Abnormal Loads notification system.	1 day	8	1 day	3	3	per enquiry

Isle of Wight Council Highways PFI

9.4.7	Delegated Statutory Function						
9.4.7.1	All items arising through the exercising of Delegation of Statutory Functions Clause 5 (Delegation of Statutory Functions) shall be correctly executed.	1 week	7	1 week	3	3	per item
9.4.8	Specified Licences						
9.4.8.1	All items requiring Specified Licences to be placed on the Project Network shall: a) be licensed; and b) not adversely impede traffic movement.	1 week	7	1 week	3	3	per licence
9.4.8.1.2	A revised Specified Licences Management and Inspection Strategy in compliance with Clause 5.18 (Specified Licences) of the Project Agreement and APPENDIX PS 9Part 3 paragraph PS9.3.1.1 and PS9.3.1.2 shall be provided to the Authority, to include, the frequency and selection process for completion of the inspections to ensure that all items and Services/Works requiring a licence have the necessary licence, in compliance with the timescales in paragraph 9.3.3.	0	7	1 week	2	2	per licence

Isle of Wight Council Highways PFI

<p>9.4.8.2 Specified Licences Inspections shall be implemented in compliance with the Specified Licences Management and Inspection Strategy, within the timescales set out therein.</p>	0	5	1 day	3	3	per licence
<p>9.4.8.3 The Authority shall be notified within the timescales set out in the Clause 5.18 (Specified Licences) of this Contract of any breach of the requirements of a Specific Licence.</p>	0	5	1 day	3	3	per licence
<p>9.4.8.4 Where the power to grant a Specified Licence has been delegated to the Service Provider in compliance with Clause 5.18 (Specified Licences) of this Contract, the following shall be undertaken:</p> <ul style="list-style-type: none"> a) liaison with the applicant to clarify any issues relating to the application; and b) preparation and issue by the Service Provider of such licences in such form as has been agreed with the Authority. 	1 week	7	1 week	3	3	per occurrence
<p>9.4.8.5 Support shall be provided to the Authority on the granting of Specified Licence where the power to grant the Specified Licence has not been delegated to the Service Provider in compliance with Clause 5.18 (Specified Licences) of this Contract, including:</p>	1 week	7	1 Week	3	3	per licence

Isle of Wight Council Highways PFI

<p>a) liaison with the applicant to clarify any issues relating to the application;</p> <p>b) provision of a written recommendation as to whether or not the Authority should grant the Specified Licence together with all information required to support and justify such recommendation;</p> <p>c) preparation for issue by the Authority of such licences in such form as the Authority may from time to time authorise;</p> <p>d) provision of the information to the Authority required by this paragraph 9.4.8.4 to allow the Authority a minimum of ten (10) Business Days following receipt of the information required to grant a Specified Licence; and</p> <p>e) resolution of payment (fees and charges) with the applicant in compliance with Clause 5.18.2.3 of this Contract.</p>						
<p>9.4.8.6 In relation to items or Services/Works present on the Project Network which do not have the necessary licences:</p>	<p>1 week</p>	<p>5</p>	<p>1 week</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

Isle of Wight Council Highways PFI

<p>a) appropriate notices shall be prepared for issue by the Authority under the relevant Highway legislation and advice shall be provided to the Authority on the necessity for the same;</p> <p>b) where the person responsible fails to comply with such notice, if required by the Authority, the removal of unauthorised items from the Project Network and any necessary reinstatement shall be arranged; and</p> <p>c) start the process of recovering costs incurred from the person responsible and retained.</p>						
<p>9.4.9 Special Events</p>						
<p>9.4.9.1 The Service Provider shall provide the Services given in Annexure 16 for Category A Special Events and the requirements APPENDIX PS 9Part 4Special Events.</p>	<p>1 hour</p>	<p>6</p>	<p>1 hour</p>	<p>1</p>	<p>2</p>	<p>per special event</p>

Isle of Wight Council Highways PFI

<p>9.4.9.2 The Service Provider shall provide the Services given in Annexure 16 for Category B and C Special Events and the requirements of APPENDIX PS Part 4 Special Events. Category C Special Events will be reimbursed through the Call off Schedule.</p>	<p>2 hours</p>	<p>7</p>	<p>2 hours</p>	<p>2</p>	<p>3</p>	<p>per special event</p>
--	----------------	----------	----------------	----------	----------	--------------------------

Part 1 NRSWA Inspection and Management Strategy

- PS9.1.1 The NRSWA Inspection and Management Strategy shall include:
- PS9.1.1.1 processing requirements, including response timescales, for all road space booking requests shall be in compliance with NRSWA.
 - PS9.1.1.2 the procedures for:
 - a) sharing of information and consultation between Interested Parties at the earliest opportunity;
 - b) securing regular input and attendance of relevant persons being those empowered to take decisions at co-ordination meetings;
 - c) sharing business development plans and replacement Programmes for Apparatus and Project Network Parts with Statutory Undertakers;
 - d) communication of decisions at the earliest opportunity so that plans can be adapted; and
 - e) maintenance of the NRSWA Register in compliance with Section 53 and 54 of NRSWA and the Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters.
 - PS9.1.1.3 the frequency and selection process for completion of the NRSWA Inspections to ensure compliance with the requirements of NRSWA and provide the Authority with the necessary information for any possible offence, for the issuing of Fixed Penalty Notices and monitoring and collection of fines.
 - PS9.1.1.4 the frequency and selection process for the completion of NRSWA Inspections to confirm that Statutory Undertakers only open the highway relying upon section 52 of NRSWA where there genuinely is a requirement to carry out "emergency works" as therein defined.

Part 2 Isle of Wight Traffic Model

PS9.2.1 Introduction

- PS9.2.1.1 The Isle of Wight traffic Model currently uses the SATURN suite of programs. The models study area covers the whole of the Island, with the greatest network detail in the more densely populated areas of the island. The model covers the AM peak hour between 0800-0900 and is based on 2009 Data.
- PS9.2.1.2 The user classes modelled are cars, light goods vehicles, heavy goods vehicles and buses modelled as fixed flows. The model consists of 114 zones in total. The Project Network includes all key roads and junctions on the Island. This includes 353 priority junctions, 32 roundabouts and 23 signalled junctions. COBA speed-flow curves have been used for links speeds.
- PS9.2.1.3 For the model development, a comprehensive programme of surveys were carried out during 2009 including origin-destination surveys on the three main ferry terminals as well as numerous link and junction counts across the whole Island. The model has been developed in compliance with the Department for Transport's Design Manual for Roads and Bridges (DMRB), Volume 12.
- PS9.2.1.4 The model provides a suitable tool for informing the Authority and contractors on the operational impact of any highway maintenance Services/Works and is currently used for the development of detailed Services/Works Schedules and maintenance Programmes.

PS9.2.2 Major Update to model – Data Collection

- PS9.2.2.1 The overarching aim of the development of a transport model is for the final model structure and performance to be robust and 'fit for purpose'. The transport model shall provide suitable and robust forecast transport flows with which to assess the future transport and economic impact of any highway proposal.
- PS9.2.2.2 A major update of the model shall be undertaken initially within six (6) Months of Service Commencement Date and at least every four years in order to make it fit for purpose. The following sections detail the Data Collection requirements needed to fulfil the aim of keeping the model updated and robust enough for future assessment of the highway proposals and road maintenance.

PS9.2.3 Data Collection - Origin and Destination Surveys

- PS9.2.3.1 Origin and destination surveys shall be conducted using roadside interviews (RSIs). These interview surveys shall be designed to provide factual information regarding the trips made by cars, motorcycles, coaches, non-schedule buses and commercial vehicles. Scheduled buses shall not be included in the survey as their movements could be readily obtained from timetable information.

Isle of Wight Council Highways PFI

PS9.2.3.2 The survey locations shall be designed to intercept the majority of traffic travelling into, out of and around the Isle of Wight. drivers shall be interviewed at the three main ferry terminals plus 8 sites on a cordon around Newport. The information recorded directly by the interviewer shall include the:

Vehicle type

- a) Number of occupants;
- b) Origin of trip;
- c) Reason for being at origin;
- d) Destination of trip;
- e) Reason for going to destination; and
- f) Permanent home address of the interviewee or the base location for a heavy goods vehicle.

PS9.2.3.3 The surveys shall be carried out for the 12-hour period from 07.00 to 19.00 hours.

PS9.2.3.4 Manual Classified Counts (MCC's).

PS9.2.3.5 Manual classified counts shall be conducted at the key highway links and junctions across the Island including the origin destination sites. Altogether, it is expected that the MCC's shall be carried out at approximately 35 sites including the RSI sites. This Data together with any other available Data collected by the Isle of Wight Council shall provide sufficient to form 4 screen lines and 6 cordons at key locations for calibration and validation of the model. The duration of the counts shall be the same as for the origin and destination surveys (07:00 to 19:00 hours) and shall be carried out during the neutral months. Each direction shall be counted separately, using the following classifications:

CAR;-Car

LGV - Light Goods Vehicle;

OGV1 - Other Goods Vehicles (Rigid 2 and 3 axles);

OGV2 - Other Goods Vehicles (Articulated and 4+ axles);

PSV - Coaches and Local Transport Buses;

MCL – Motorcycles; and

PCL - Pedal Cycles

PS9.2.4 Data Collection - Automatic Traffic Counts

PS9.2.4.1 As part of their monitoring programme, the Isle of Wight collects automatic traffic counts (ATC's) at some 21 permanent sites per year. These Data together with new ATC's at the RSI sites shall be used for the calibration and validation of the updated model. The Data shall also be used to check the consistency of the Data in particular during the RSI periods and shall also enable the single day manual counts to be 'normalised' to represent a five-day average neutral season figure. In general each site shall be surveyed for a minimum period of 14 full days in line with current guidance.

PS9.2.5 Data Collection - Journey Time Surveys

PS9.2.5.1 Journey time surveys shall be required for the purpose of model validation. Altogether a total 11 journey time routes shall be surveyed across the Island as per the routes surveyed for the validation of the original base model by Colin Buchanan.

PS9.2.5.2 Detailed guidance on the number of journey time runs required to achieve a given level of accuracy is given in the Design Manual for Roads and Bridges (DMRB) Volume 13, Section 1, Part 5, Chapter 11. In general, enough runs shall be undertaken to ensure that the Service Provider is 95% certain that the observed Data is within +/-10% of the true mean. The Data shall be collected in line with the guidance set out in DMRB Volume 12, Section 2, Chapter 3, Part 1, paragraph 3.2.29 which states that:

PS9.2.5.2.1 "Four initial journey time runs (each on a different day) should be made for each route, direction and model time period, and the results used to assess the variability of journey times in each case. Further runs must then be made for those routes, directions or time periods in which the variability falls outside this acceptable range.";

PS9.2.5.2.2 The journey time surveys shall be carried out in such a way as to ensure that at least six observations in each direction during each time period are taken. The surveys can be conducted using the "moving observer" method, where a set route shall be driven with an in-vehicle global positioning satellite (GPS) receiver set to record the vehicle's position every three seconds. Each vehicle shall be driven at the speed of general traffic flow while also observing speed limits to obtain representative journey times. Making use of GPS technology means that only one person is required to conduct each survey. This Data shall also be used to assess queue lengths and delays; and

PS9.2.5.2.3 The Data collection exercise shall be undertaken in compliance with WebTAG guidance

PS9.2.6 Minor Update to model – Data Collection

- PS9.2.6.1 Minor updates of the model shall be carried out every two years in order to keep the model up to date with any alterations in the network or traffic patterns. It is expected that the Data set used for the minor update of the model should come mainly from the permanent ATC sites carried out by the Isle of Wight Council every year together with other ad hoc Data collected by the Isle of Wight including MCC's at highway links and junctions. However, as a minimum watertight screen lines at 4 locations as per the screen lines used in the calibration of the original model by Colin Buchanan. This means that there may be a need for some limited MCC's at a few highway links and junctions. The total number of counts for the minor update of the model is not expected to be more than 10 sites. The time periods and vehicle classifications of these sites should be conducted in the same way as the Data collected for the major update.
- PS9.2.6.2 In addition, journey time surveys shall be conducted along at least 5 routes to ensure that any changes in the Project Network and their impact on the journey time are well represented in the model.
- PS9.2.6.3 In order to improve the goodness of fit between the modelled and the observed Data and depending on the changes in the Project Network, it is likely that the matrix estimation module (SATME2) will have to be used for both the minor and major update of the model. The matrix estimation process shall be strictly controlled to prevent excessive distortion of the original matrix, and minimising the over estimation of the short distance trips.

Isle of Wight Council Highways PFI

Part 3 Specified Licence

PS9.3.1.1 Delegated to the Service Provider:

PS9.3.1.1.1 Licences for scaffolding and other structures pursuant to section 169 of the Highways Act;

PS9.3.1.1.2 Permit to excavate and deposit materials pursuant to section 171 of the Highways Act; and

PS9.3.1.1.3 Licences for placing of a builder's skip on the highway pursuant to section 139 of the Highways Act.

PS9.3.1.2 Not delegated to the Service Provider

PS9.3.1.2.1 Licence to plant and maintain tree shrubs and plants and grass in the highway pursuant to section 142 of the Highways Act;

PS9.3.1.2.2 Licence to construct a building over the highway pursuant to section 177 of the Highways Act (including oversailing licences);

PS9.3.1.2.3 Permission to operate facilities for recreation or refreshment or both on a highway pursuant to sections 115C and 115E of the Highways Act;

PS9.3.1.2.4 Permission to enhance amenity of highways and its immediate surroundings pursuant to sections 115B and 115E of the Highways Act;

PS9.3.1.2.5 Licences to a Service Provider Party for the purpose of carrying out any Services;

PS9.3.1.2.6 Licence to construct a bridge over the highway pursuant to section 176 of the Highways Act;

PS9.3.1.2.7 Carting over permit pursuant to section 184 of the Highways Act; and

PS9.3.1.2.8 NRSWA licences Section 50.

Part 4 Special Events

PS9.4.1 Requirements of Service Provider

- PS9.4.1.1 The Service Provider will programme all aspects of their interaction in Category A and B Special Events.
- PS9.4.1.2 The Authority will notify the Service Provider of each Category C Special Event. The Service Provider will acknowledge receipt of this notice with ten (10) Business Days and then programme their interaction in a like manner as a Category B Special Event.
- PS9.4.1.3 The Service Provider will attend all planning meetings for each Special Event as directed by the Authority for Category C Special Events.
- PS9.4.1.4 A Special Event Services Specification shall be produced for each event.
- PS9.4.1.5 Traffic Management arrangements shall be carried out in accordance with the relevant Special Event Services Specification.
- PS9.4.1.6 Temporary signs, barriers, cones and Traffic Signals provided and removed in accordance with the relevant Special Event Services Specification.
- PS9.4.1.7 Timings of Traffic Signals adjusted for the set duration of the Special Event then returned to their normal arrangement in accordance with the relevant Special Event Services Specification.
- PS9.4.1.8 All relevant Apparatus and Street Furniture temporarily removed, modified and reinstated in accordance with paragraph 1.1.4.2(d) of part 5 of schedule 13.
- PS9.4.1.9 All messages displayed on signage or variable message signs or electronic message signs in accordance with the relevant Special Event Services Specification.
- PS9.4.1.10 Traffic Stewards provided at road closure points in accordance with the relevant Special Event Services Specification.
- PS9.4.1.11 All additional Winter Service Operations provided in accordance with the relevant Special Event Services Specification.
- PS9.4.1.12 Adjustments to Programmes, Plans, Strategies and Services/Works are to be noted in the Special Event Services Specification.

Performance Standard 10 – (Contract Management and Customer Interface)

10.1 Introduction

10.1.1 This Performance Standard sets out the standard for the following aspects of the Services:

- a) management of the contract;
- b) secure storage of processed and unprocessed Data;
- c) provision of stated reports at the required times; and
- d) informing the Authority of all Project Network matters

10.2 High Level Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
10.2.1 All performance measures, programme elements, incidents and issues that have occurred, shall be made available to the Authority's attention through the Management Information System (MIS) and filtered accordingly through a Dashboard Reporting system with the flexibility to provide a report on any matter.	0	9	1 day	3	2	per occurrence
10.2.2 The Management Information System (MIS) will provide an electronic notification by email for all reports, strategies, and plans placed in the Management Information System (MIS).	0	9	1 day	3	2	per occurrence

Isle of Wight Council Highways PFI

10.2.3 All performance reporting shall be accurate.	1 day	1	1 week	3	3	per occurrence
--	-------	---	--------	---	---	----------------

10.3 Common Requirements

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
10.3.1 All processed and unprocessed Data shall be available to the Authority through Management Information System (MIS).	0	9	1 week	3	3	per occurrence
10.3.2 Interaction and output shall be in compliance with agreed Contract Identification Protocol.	0	9	1 day	3	3	per occurrence
10.3.3 Reports, strategies and plans required by this Performance Standard 10 (Contract Management and Customer Interface) shall unless otherwise stated be revised no later than four (4) Months prior to the commencement of each Contract Year following the first Contract Year, these will be uploaded to the Management Information System (MIS).						
10.3.4 This Performance Standard shall be in compliance with Performance Standard 1 (Network Performance).						

Isle of Wight Council Highways PFI

10.4 Specific Required Outcomes

	Rectification Period	Adjustment Type	Adjustment Period	Escalation type	Service Default Termination Type	Event Criterion
10.4.1 Annual Service Report						
10.4.1.1 The Annual Service Report shall be provided to the Authority no later than ten (10) Business Days after the end of each Contract Year. The Annual Service Report shall include the items in APPENDIX PS 10Part 1, in respect of the performance and delivery of the Services pursuant to this Contract over the whole of the previous Contract Year.	0	9	1 day	3	3	per occurrence
10.4.2 Monthly Reporting						
10.4.2.1 The Monthly Service Report shall be provided to the Authority at least two (2) Business Days prior to each Monthly Project Meeting covering the whole of the period. The Monthly Service Report shall include items in APPENDIX PS 10Part 2.	0	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>10.4.3 Authority Weekly Briefing Report</p>						
<p>10.4.3.1 The Weekly Briefing Report shall be made available to the Authority at 12:00 on Thursday of each week. The Weekly Briefing Report which shall include items in APPENDIX PS 10Part 3.</p>	0	9	2 hours	3	3	per occurrence
<p>10.4.4 Reporting of Incidents</p>						
<p>10.4.4.1 The Authority shall be notified in writing within one (1) Business Day of any incident or per occurrence which in the Service Provider's reasonable opinion may have a material impact upon the provision of any part of the Services and/or the compliance by the Service Provider with its obligations.</p>	0	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>10.4.5 Network Integrity Report</p>						
<p>10.4.5.1 The Network Integrity Report based on the Network Integrity Inspections shall be provided to the Authority within the timescale set out in paragraph 10.3.3 and shall be in compliance with the requirements of APPENDIX PS 10Part 4. Any issues identified in the Network Integrity Report that impact on the safety of the Project Network, shall be included in the Network Safety Improvement Assessment Report.</p>	0	9	1 month	3	3	per occurrence
<p>10.4.6 Network Safety Improvement Assessment Report</p>						
<p>10.4.6.1 The Network Safety Improvement Assessment Report shall be provided to the Authority within the timescale set out in paragraph 10.3.3. The Network Safety Improvement Assessment Report shall be in compliance of the requirement of APPENDIX PS 10Part 5.</p>	0	9	1 month	3	3	per occurrence

<p>10.4.7 Wight Condition Indices Report</p>						
<p>10.4.7.1 The Wight Condition Indices Report for the current Contract Year shall be made available through the Management Information System (MIS) to the Authority at the same date as the Annual Programme is required to be made available pursuant to Performance Standard 1 (Network Performance). The Wight Condition Indices Report shall contain:</p> <ul style="list-style-type: none"> a) details of the survey processed and unprocessed Data; b) the indices current at the time of the report; c) projected uplift as a result of Services/Works carried out following the surveys to the end of the measurement period; and d) assessment on the accuracy of the calculated indices relating to the areas not surveyed and treated. 	<p>0</p>	<p>9</p>	<p>1 month</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

Isle of Wight Council Highways PFI

<p>10.4.8 Service Improvement Plan</p>						
<p>10.4.8.1 The Service Improvement Plan setting out how the Services could be improved shall be provided to the Authority within the timescale set out in paragraph 10.3.3. The Service Improvement Plan shall identify the following:</p> <ul style="list-style-type: none"> a) areas of customer dissatisfaction and satisfaction arising from the Customer Satisfaction Survey and any other surveys required by Considerate Contractor requirements; b) details of any innovations or actions that have arisen in any industries relating to the Services in the previous Contract Year; c) details of actions that the Service Provider proposes to take in order to improve the Services with regard to valid customer dissatisfaction; d) implement such innovations or actions arising from customer dissatisfaction in order to improve the Service; 	<p>0</p>	<p>9</p>	<p>1 month</p>	<p>3</p>	<p>3</p>	<p>per occurrence</p>

Isle of Wight Council Highways PFI

<p>e) those innovations or actions that the Service Provider does not propose to implement together with an explanation as to why such implementation is not being carried out; and</p> <p>f) any changes to Method Statements required to implement the innovations or actions proposed.</p>						
<p>10.4.9 Quality Management System</p>						
<p>10.4.9.1 A Quality Management System shall be maintained in compliance with ISO 9001, ISO 14001(Environment) and OHSAS 18001 (Health & Safety).</p>	0	9	1 month	3	3	per occurrence
<p>10.4.9.2 The Services shall be delivered in compliance with the Quality Management System and the requirements of APPENDIX PS 10Part 6.</p>	0	5	1 month	3	3	per occurrence
<p>10.4.10 Method Statements</p>						
<p>10.4.10.1 The Services are delivered in compliance with the Method Statements.</p>	0	2	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.11 Management Information System						
10.4.11.1 The electronic Management Information System (MIS) detailed in APPENDIX PS 10Part 7 shall be accurate at all times.	1 day	9	1 day	3	3	per occurrence
10.4.11.2 The Authority shall have access to the Management Information System (MIS) at all times with the exception of planned maintenance as agreed with the Authority	0	9	1 day	3	3	per occurrence
10.4.11.3 The results of all surveys required to be carried out pursuant to Performance Standard 2 (Surveys and Inspections) shall be recorded in the Management Information System within one (1) Business Day of the completion of all such surveys.	0	9	1 day	3	3	per occurrence
10.4.11.4 The results of all inspections assessments and/or tests except Highway Safety Inspections, Principal Inspection, Special Inspections and Structural Assessments shall be recorded in the Management Information System (MIS) within five (5) Business Days.	0	9	1 day	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>10.4.11.5 The results of all Highway Safety Inspections, required to be carried out pursuant to Performance Standard 2 (Surveys and Inspections) shall be recorded in the Management Information System within one (1) Business Day of the completion of all such Highway Safety Inspections.</p>	0	9	1 day	3	3	per occurrence
<p>10.4.11.6 Principal Inspections, Special Inspections and Structural Assessments carried out in compliance with Performance Standard 2 (Surveys and Inspections) of this Contract shall be recorded in the Management Information System within two (2) Months of the date on which such inspections are completed.</p>	0	9	1 week	3	3	per occurrence
<p>10.4.11.7 Population of the Management Information System including any necessary surveys of Project Network Parts will be complete for Inventories See PS 3 paragraph 3.4.14</p>	0	9	1 week	3	3	per occurrence
<p>10.4.11.8 Strategies and plans required by this schedule 2 (Output Specification) shall be uploaded to the Management Information System (MIS) at the specified time.</p>	0	9	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.12 Project Network Model						
10.4.12.1 Update the Project Network Model to reflect changes to the Project Network within five (5) Business Day of the day of such Change. Clause 50 (Accrual and De-Accrual of Project Network Parts) of the Contract.	0	9	1 day	3	3	per occurrence
10.4.12.2 The Authority shall be notified annually of any amendments the Service Provider would recommend to be made to the Project Network Model specifying all details and the reasons for such recommendation.	0	9	1 month	3	3	per occurrence
10.4.13 Strategic Assistance						
10.4.13.1 Reasonable assistance shall be provided to the Authority within timescales to be agreed in the performance of its duties and obligations that are not delegated to the Service Provider.	0	9	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.14 Support to the Authority						
10.4.14.1 Written responses and briefing material shall be provided to the Authority within timescales to be agreed in response to any correspondence received by the Authority in respect of the Project Network or this Contract.	0	9	1 week	3	3	per occurrence
10.4.14.2 When requested necessary assistance shall be provided to enable the Authority to comply with strategic reporting responsibilities, within timescales to be agreed: <ul style="list-style-type: none"> a) its' Best Value Duty in the delivery of the Service; b) assistance in the delivery of any relevant Government targets; and c) the provision of any Data or statistics required by the Authority or Government. 	0	9	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.15 Communications Protocol						
10.4.15.1 A revised Communication Strategy in compliance with the Communication protocol and the requirements of Performance Standard 10 (Contract Management and Customer Interface) shall be provided to the Authority, in compliance with the timescales in paragraph 10.3.3	0	7	1 month	2	2	per occurrence
10.4.15.2 All requirements of the communication protocol in APPENDIX PS 10 Part 9 shall be adhered to.	0	9	1 day	3	3	per occurrence
10.4.15.3 The Communications Strategy shall be implemented in compliance within the timescales set out therein.	0	5	1 month	2	3	per occurrence
10.4.16 Response to Communication from EU, UK Parliament, Assemblies or any Councillor of the Authority						
10.4.16.1 Communications relating to the Project Network or this Contract received directly from Members of Parliament, Members of the European Parliaments, Members of Regional Assemblies or any councillor of the Authority, shall be dealt with as follows:						

Isle of Wight Council Highways PFI

<p>10.4.16.1.1 Such communication shall be forwarded electronically within thirty (30) minutes of receipt of such communication to the Authority between 09:00 hours and 17:30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day; and</p>	0	9	30 minutes	3	3	per occurrence
<p>10.4.16.1.2 A briefing relating to the topic shall be provided electronically to the Authority within one (1) Business Day (or such other period as specified by the Authority acting reasonably) of receipt of any such communication.</p>	0	9	1 day	3	3	per occurrence
<p>10.4.17 Responses to Communications from the Media</p>						
<p>10.4.17.1 Any communication from the media shall be forwarded electronically within four (4) hours of receipt of such communication to the Authority's Representative between 09:00 hours and 17:30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day</p>	0	9	4 hours	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.18 Responses to Other Communications						
<p>10.4.18.1 Without prejudice to the Service Provider's obligation to comply with Legislation each communication of the type in the following list shall be forwarded to the Authority electronically within four (4) hours of receipt between 09.00 hours and 17.30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day</p> <ul style="list-style-type: none"> a) regarding any matters that are politically sensitive; b) pertaining to an application for a non-delegable Specified Licence; c) from any lawyer (other than the Service Provider's lawyer); legal to check against Third Party Claims protocol; d) from the police; e) from any insurance company (other than the Service Provider's insurance company); or f) relating to the Freedom of Information Act. 	0	9	4 hour	1	3	per occurrence

Isle of Wight Council Highways PFI

<p>10.4.19 Help Desk</p>						
<p>10.4.19.1 The Help Desk shall be operated between 07.00 hours and 19.00 hours each weekday and between 07.00 hours to 12.00 hours on Saturdays, except on Christmas Day, Boxing Day, and New Year's Day to the standard specified in APPENDIX PS 10Part 9.</p>	0	7	1 hour	3	3	per occurrence
<p>10.4.19.2 All communications received by the Help Desk which do not relate to the Services shall be promptly transferred to the Authority by telephone in compliance with the following:</p> <ul style="list-style-type: none"> a) In Manned Help Desk hours within five (5) minutes of receipt of such communication at the Help Desk; and b) At any other time and/or day, as soon as is reasonably practicable on the next day on which the Help Desk is staffed. 	0	9	2 days	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.20 National and Regional Surveys						
10.4.20.1 All Data and responses surveys, benchmarking exercises or other questionnaires that are raised by anybody or organisation in connection with the Services and/or the Project Network shall be provided to the Authority subject to the Authority having confirmed that such response is required and its timing.	0	9	1 month	3	3	per occurrence
10.4.21 Authority Notification						
10.4.21.1 The Authority shall be notified of any matter that may potentially impact on the Services provided in compliance with this Contract that have arisen as a result of any action or inaction of the Authority or any Third Party as soon as reasonably practicable and in any event within twenty four (24) hours of the time at which the Service Provider becomes aware of such issues.	0	8	1 day	3	3	per occurrence
10.4.22 Police Liaison						
10.4.22.1 The Service Provider shall allow the police, on request to have access to all information generated by the CCTV System.	0	8	1 hour	1	3	per occurrence

Isle of Wight Council Highways PFI

10.4.22.2 The Service Provider shall allow manual operation of Traffic Signals on the Project Network when requested by the Police.	0	8	1 hour	1	3	per occurrence
10.4.23 Traffic Incidents and Stats 19 data						
10.4.23.1 Provision of statistics and GIS output with regard to data related to traffic incidents on the Project Network	0	9	1 month	3	3	per occurrence
10.4.24 Legal Enquiries						
10.4.24.1 Preliminary and detailed inspections shall be conducted at the site of a fatal accident or an incident where the police are concerned that an Investigatory Incident occurred, (i.e. an accident involved Traffic Signals and/or Signalised Pedestrian Crossings) in compliance with the following:						
10.4.24.1.1 Preliminary inspection of the site to be carried out as soon as reasonably practicable and, in any event, within one (1) hour of gaining access to the site;	0	2	1 hour	3	3	per occurrence

Isle of Wight Council Highways PFI

<p>10.4.24.1.2 Detailed inspection of the site at which such incident occurred is undertaken by a competent engineer within one (1) Business Day of the time at which the Service Provider gains access to the site of such Investigatory Incident in compliance with paragraph 10.4.24.1.1; and</p>	0	2	1 day	3	3	per occurrence
<p>10.4.24.1.3 Report on the detailed inspection carried out by a competent engineer in compliance with paragraph 10.4.24.1.2 within ten (10) Business Days of the date on which such detailed inspection was carried out and provide the Authority with a copy of such report.</p>	0	9	1 day	1	3	per occurrence
<p>10.4.25 Land Drainage Act</p>						
<p>10.4.25.1 The Service Provider shall comply with the Authority's obligations of the Land Drainage Acts 1991 sections 14, 15, 16 and 17. The Service Provider shall exercise the powers conferred on the Authority and deal with up to 60 instances per year. Compliance with any over this amount will be dealt with through call off.</p>	0	8	1 week	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.26 Highways Development Control and Highway Adoptions						
10.4.26.1 The Service Provider shall assist the Authority's responsibilities under the Town and Country Planning Act, The Local Land Charges Act and Highways Act through the provision of Highways advice and comments on development proposals. The Service Provider shall exercise the powers conferred on the Authority. See APPENDIX PS 10Part 10 for scope of service.	0	2	1 day	3	3	per occurrence
10.4.27 Street Naming and Numbering						
10.4.27.1 The Service Provider shall comply with the Authority's obligation regarding the naming and numbering of streets under the Public Health Acts 1875 and 1925; and the Town and Improvement Clauses Act 1847. To include the National Street Gazetteerr. See APPENDIX PS 10Part 10 for scope of service.	0	2	1 day	3	3	per occurrence
10.4.28 Dedicated Assets						
10.4.28.1 The Service Provider shall manage the dedication of Assets (Street Furniture) by members of the General Public.	0	9	1 month	3	3	per occurrence

Isle of Wight Council Highways PFI

10.4.29 Contract Identification						
10.4.29.1 Contract Identification Protocol set out in APPENDIX PS 10Part 11 shall be complied with.	0	7	1 day	3	3	per occurrence

Part 1 The Annual Service Report

PS10.1.1.1 The Annual Service Report shall include:

- a) summary of the Monthly Service Reports;
- b) graphical representation of all agreed performance indicators showing trend analysis over the previous twelve (12) Months;
- c) health and safety Data including written reports of all accidents and incidents involving users of the Project Network;
- d) progress on the Core Investment Period, the Core Investment Period Programme and the Lifecycle Programme including details of replacements and upgrading;
- e) compliance with the required material types ;
- f) objective comments in succinct prose on crime and fear of crime, road safety and community safety statistics (to be provided by the Authority and then to the Service Provider by others) stating the effect of the Services (if any) on these statistics;
- g) the information obtained from the Customer Satisfaction Surveys;
- h) details of the actions undertaken by the Service Provider in order to comply with the provisions of the Service Provider Programmes;
- i) details of any problems or specific unforeseen issues which may have arisen during the course of the preceding Contract Year relating to the provision of the Services together with details of related actions taken by the Service Provider and any details of further related action to be taken by the Service Provider thereafter;
- j) proposals to introduce innovation or continuous improvement;
- k) any requirement for future LTP proposals;
- l) details of the performance of the Service Provider in relation to the requirements of the Service Improvement Plan; and
- m) other information requested by the Authority
- n) details of Annual Equality Impact Assessment report and its effects on Services/Works

Part 2 Monthly Service Report

- PS10.2.1.1 The Monthly Service Report shall detail the progress made in relation to the Core Investment Period Programme, Annual Programme and the Life Cycle Programme, together with details of actual progress to date and remaining duration for each activity;
- a) details of all notices given and received;
 - b) all directions and consents given to Statutory Undertakers;
 - c) all agreements, commitments or compromise reached with Statutory Undertakers;
 - d) any arbitration proceedings commenced or proposed. A statement of the status of all consents and approvals;
 - e) the report on Planned Road Closures as required by paragraph 9.4.3.2; and
 - f) all actions taken by the Service Provider and any authorised Service Provider Party pursuant to the Authorised Functions, including;
 - g) a résumé of the reasons for any delay in the provision of the Services; and
 - h) details of the actions and timetable to be taken to mitigate delays in the provision of the Services.
 - i) summary statement of any changes requested by the Authority or by the Service Provider;
 - j) details of any outstanding information required from the Authority and/or the Service Provider;
 - k) details of any health and safety issues;
 - l) a summary statement of quality issues (including issues regarding workmanship);
 - m) status of any actions arising from the last Monthly Service Report;
 - n) any details required, whether monthly or annually, in compliance with schedule 2 (Output Specification);
 - o) details of any organisational changes;
 - p) any details relevant to the exercise of Authorised Functions as may be required;
 - q) details of any Accruals/De-Accruals that have occurred in the past Month;
 - r) details of all Claims in the past Month on any of the insurance policies referred to in clause 68 (Insurance) and Schedule 31 (Execution Documents) , including full details of any incident giving rise to any Claim;
 - s) details of health and safety issues shown in a simple table of numbers and/or described in succinct prose as appropriate. This shall include as a minimum the accident incident rate for personnel and separately for the public insofar as the accidents that

Isle of Wight Council Highways PFI

relate to the Services and important events such as any notices served on the Service Provider by the Health and Safety Executive;

- t) any issues in respect of shortages and product lead in times;
- u) a summary of those issues set out in the registers referred to in part 8 of schedule 2 (Output Specification); and
- v) any other information reasonably requested by the Authority.

Part 3 Authority Weekly Briefing Report

PS10.3.1.1 The Weekly Briefing Report shall include details of the following to be carried out in the upcoming week:

- a) Programmed Maintenance and Routine Maintenance;
- b) Special Events;
- c) Programmed Road Closures;
- d) confirmation that the events set out in the preceding Authority Weekly Briefing have been carried out or an explanation as to why such events have not been carried out; and
- e) Issues that are relevant to the Authority.

Part 4 Network Integrity Report

PS10.4.1.1 Network Integrity Report shall identify any outcomes of the Network Integrity Inspection that should be taken into account in developing the Annual Programme which may improve the integrity of the Project Network which shall include:

- a) any Traffic Signs or Road Markings which may be poorly sited, and/or have incorrect or confusing legend;
- b) any Traffic Signs or Road Markings that may be redundant;
- c) any Footways that may be discontinuous or poorly defined;
- d) any inadequate drainage;
- e) any opportunities that should be considered by the Authority as part of future schemes to modify the layout of the Project Network (or any part thereof);
- f) any rectification requirements which are the responsibility of the Service Provider under this Contract; and
- g) other information requested by the Authority.

Part 5 Network Safety Improvement Assessment Report

- PS10.5.1.1 The Network Safety Improvement Assessment Report shall identify any outcomes of The Network Safety Improvement Assessment which may improve the safety of the Project Network. The report shall be produced on completion of the Network Safety Improvement Assessment, and so that the Authority is fully informed at all times as to how, in the Service Provider's reasonable opinion, the safety of the Project Network could be improved. The report shall include:
- a) details of all areas of the Project Network where Services/Works would improve the safety of the Project Network which would not otherwise be carried out as part of the Services/Works required to perform the Services or any other element of the Services; and
 - b) how traffic regulation on the Project Network could be improved.

Part 6 Quality management systems and the Service Quality Plan

- PS10.6.1.1 All aspects of the provision of the Services are at all times the subject of Quality Management Systems.
- PS10.6.1.2 The Quality Management Systems referred to in paragraph 10.4.9.1 shall be reflected in appropriate Quality Plans, the standard of which shall be consistent with ISO [9000/9001:2000] or any equivalent standard which is generally recognised as having replaced it or as an equivalent thereto.
- PS10.6.1.3 All national Highway sector schemes are to be incorporated into the Quality Management System.
- PS10.6.1.4 Without limitation to the generality of paragraph 10.4.9.1 there shall at all times be in existence in an agreed form:
- a Design Quality Plan; and
 - a Service Quality Plan;
- provided that the Design Quality Plan and the Service Quality Plan may be incorporated into one document;
- PS10.6.1.5 Both of the Quality Plans shall be submitted to the Authority Representative in compliance with the Review Procedure and the Service Provider shall not be entitled to implement or procure the implementation of any Quality Plan unless the Service Provider has complied with the Review Procedure in full; and
- PS10.6.1.6 The Quality Management Systems referred to in paragraph 10.4.9.1 are implemented and the Design Quality Plan and the Service Quality Plan are implemented, each of which shall be implemented in compliance with Good Industry Practice, and ensure that the Services are carried out in compliance with the Quality Plans.
- PS10.6.1.7 In the event that any ambiguity, uncertainty, dispute or discrepancy in relation to the application of any Quality Plan arises then so far as practicable, the provisions of the paragraphs within 10.4.9 and Appendix PS 10 Part 6 shall be interpreted and construed in such a manner as to resolve the apparent ambiguity, uncertainty, dispute or discrepancy so that all the provisions of paragraphs within 10.4.9 and Appendix PS 10 Part 6 may be given meaning and effect but, if such interpretation or construction is not possible, the provisions of the paragraphs within 10.4.9 and Appendix PS 10 Part 6 shall be given meaning and effect in the following order of precedence (in descending order):
- a) the provisions and standards referred to in paragraphs within 10.4.9.1);
 - b) the Quality Plans referred to in this APPENDIX PS 10 Part 6; and
 - c) the Service Provider's and/or any relevant Sub-Contractor's quality manuals and procedures.

Part 7 Management Information System

PS10.7.1.1 Electronic Management Information System shall comprise any system required to operate the contract including the items below but not necessarily limited to these:

- a) Project Network Model;
- b) Project Network Inventory;
- c) Powered Apparatus Inventory;
- d) Pavement Management System;
- e) Abnormal Loads Management System;
- f) Underground Apparatus Inventory;
- g) Routine Maintenance Management System;
- h) Structures Management System;
- i) Electrical Asset Management System;
- j) Traffic Signal Monitoring System;
- k) Tree Management System;
- l) Customer Care Management System;
- m) Street Works Management System;
- n) Delegated Statutory Function System;
- o) Customer Care Management System;
- p) All registers (APPENDIX PS 10 Part 8);
- q) All strategies, programmes and plans;
- r) Method Statements; and
- s) Integrated Management System.

Isle of Wight Council Highways PFI

PS10.7.1.1.2 Project Network Inventory:

- a) The Project Network Inventory shall include details, but not limited to number, type, location, condition and timing of any actions related to each item, of all elements contained within the Project Network; and
- b) Report Data in geographic or apparatus based format.

PS10.7.1.1.3 Powered Apparatus Inventory:

- a) Powered Apparatus Inventory shall include full details for each item of which shall be, where appropriate, in compliance with the requirements of Appendix B of the DTLR Inventory of Road Lighting Stock;
- b) Shall include all electrical load details (including kwh and burn hours) required by the Authority in respect of Powered Apparatus for monthly energy returns in compliance with the Balancing and Settlement Code Procedure 520 in a format to be specified by the Authority ; and
- c) Certification of Structural and Mechanical Integrity and Protective Paint System Integrity for all Apparatus and Powered Apparatus

PS10.7.1.1.4 Underground Apparatus Inventory:

- a) Underground Apparatus Inventory shall be in compliance with The Code of Practice for Recording of Underground Apparatus in Streets; and
- b) The Underground Apparatus Inventory can only be populated as know and as identified to the extent by observation as part of Service delivery.

PS10.7.1.1.5 Routine Maintenance Management System

- a) Routine Maintenance Management System shall relate to the recording of Defects on all Project Network Parts their subsequent repair and any preventative Services/Works undertaken by the Service Provider to prevent such Defect arising.

PS10.7.1.1.6 Structures Management System

- a) Structures Management System shall have the functionality required in compliance with section 10 of the Management of Highway Structures Code.

PS10.7.1.1.7 Electrical Asset Management System

Isle of Wight Council Highways PFI

- a) Electrical Asset Management System shall be in line with the relevant Code of Practice covering all electrical items with a record of all faults and their rectification.
- PS10.7.1.1.8 Traffic Signal Monitoring System
- a) All Traffic Signal installations including traffic signalled pedestrian crossings shall be remotely monitored; and
- b) All MOVA sites, mid-block sites, standard junctions and Traffic Signal controlled pedestrian crossings are already all remotely monitored using Siemens RMS system, with Siemens Prefect fault management system automatically reporting faults through to the maintenance contractor.
- PS10.7.1.1.9 Tree Management System
- a) Details of the inspection and treatment of all Highway Trees; and
- b) Details of the Risk Assessment of Highway Tree condition.
- PS10.7.1.1.10 Customer Care Management System:
- a) The Customer Care Management System shall have the facilities currently adopted by the Isle of Wight Council System; and
- b) The system must be able to interface with the Isle of Wight Council system both to accept Data from the IWC system and uploading the response to close out any communication.
- PS10.7.1.1.11 Street Works Management System:
- a) The system shall cover all the requirements of the NRSWA including all electronic notice requirements (ETON), record of reinstatement, Defect details, inspection management and all utilities Data;
- b) Shall Interact with the Underground Apparatus Inventory; and
- c) Input into Elgin (electronic local government information network) or any future replacement service:
- PS10.7.1.1.12 Delegated Statutory Function System:
- a) Detail all actions taken by the Service Provider and any Authorised Service Provider Party pursuant to the Authorised Functions for so long as and to the extent that any authorisation under clause 5 (Delegation of Statutory Functions) of the Project Agreement is effective, to include details of:
- all notices given and received;
 - all directions and consents given to Statutory Undertakers;

Isle of Wight Council Highways PFI

- all agreements, commitments or compromise reached with Statutory Undertakers; and
- any arbitration proceedings commenced or proposed.

PS10.7.1.1.13 All items detailed on the Project Network Inventory, the Powered Apparatus Inventory and the Underground Apparatus Inventory shall be directly cross-referenced to a GIS mapping system.

PS10.7.1.1.14 The Management Information System interface with those systems of the Authority,

Part 8 Registers

PS10.8.1.1 The following registers shall be created and maintained:

- a) the Street Works Register;
- b) the Register of Emergencies;
- c) the Register of Special Engineering Difficulties;
- d) the Register of Traffic Sensitive Routes with Associated Street Works Data;
- e) the Register of Damage to the Project Network;
- f) the Third Party Claims Register;
- g) the Delegated Statutory Function Register;
- h) the Unauthorised Attachments Register;
- i) the register of planning queries, and
- j) The Communications Register.

PS10.8.2 Communications Register

PS10.8.2.1 The Communications Register in coordination with the Stakeholder Management Tool shall record the following information:

- a) date, time and method of communication;
- b) details of communication, including whether the communication was a complaint, comment, compliment or service request;
- c) note on whether communication requires a response from either the Service Provider or the Authority or both and details of the response required;
- d) the date, time and method that such communication is forwarded to the Authority if applicable together with any relevant reference number;
- e) date, time and method of issue of any communication from the Service Provider to the originator (which shall for the avoidance of doubt include full responses and acknowledgements);
- f) details of any related follow up actions that shall be required of either the Service Provider or the Authority; and
- g) confirmation (and all supporting details) that such follow up actions required of the Service Provider have been completed.

Part 9 Communications Protocol

PS10.9.1 Communication Protocol

- PS10.9.1.1 Log in the electronic Communication Register all communications (whether oral, written or otherwise) received by the Service Provider relating to the Project Network or the Contract.
- PS10.9.1.2 Where appropriate notify the originator within five (5) Business Days of receipt that the communication has been forwarded to the Authority.
- PS10.9.1.3 Be courteous and considerate in all communications, including for the avoidance of doubt, all oral and written communications.
- PS10.9.1.4 Respond within five (5) Business Days (or any other timescales specified by the Authority acting reasonably) of a request by the Authority to any communication.
- PS10.9.1.5 Fully respond to any communication (received from any source and howsoever transmitted) which is received by the Authority and forwarded on to the Service Provider or received directly by the Service Provider within five (5) Business Days of receipt.
- PS10.9.1.6 Notwithstanding the provisions of paragraph PS10.9.1.4 above where the Service Provider anticipates that it will not be able to provide a full response to any communication received pursuant to paragraph PS10.9.1.5 above within five (5) Business Days of receipt, the Service Provider shall send an acknowledgement to the originator of such communication within five (5) Business Days of receipt, indicating the likely timescale for a full response and the name of the person dealing with such communication on behalf of the Service Provider.

PS10.9.2 Help Desk Responses

- PS10.9.2.1 Telephone calls to the Help Desk:
 - a) Ensure that all calls to the Help Desk or Out of Hours Emergency Contact Number are answered by either a person or an automatic answering system as required by e);
 - b) Ensure that the Help Desk provides a service whereby Out of Hours callers are answered by an automatic answering system which shall provide a recorded message giving details of an Out of Hours Emergency Contact Number;
 - c) Ensure that all calls to the Help Desk or Out of Hours Emergency Contact Number are answered within twenty (20) seconds;
 - d) Forward all appropriate calls to the Authority as soon as reasonably practicable;

Isle of Wight Council Highways PFI

- e) Where a call is answered by an automatic answering system in compliance with paragraph PS10.9.2.1 b), the Service Provider shall ensure that all such calls are answered in person:
- within two (2) minutes of such call being received at the Help Desk for 95% of per occurrences in each Month; and
 - within five (5) minutes of such call being received at the Help Desk for 100% of per occurrences in each Month: and
- f) Notwithstanding the provisions of paragraph PS10.9.2.1 b) above, the Service Provider shall ensure that all calls to the Out of Hours Emergency Contact Number are answered in person by an Out of Hours Emergency Liaison Officer, who shall be trained to make arrangements for the Service Provider to provide assistance in all situations arising as a result of such calls and who has the Authority to undertake any such arrangements.

PS10.9.3 **Electronic Communications sent to the Help Desk:**

- PS10.9.3.1 Ensure that the Help Desk staff respond to all electronic communications (which shall include, emails and text messages) sent to the Help Desk;
- a) Between 07.00 hours and 19.00 hours on a weekday and 07.00 hours and 12.00 hours on a Saturday except on Christmas Day, Boxing Day and New Year's Day within one (1) hour of such communication being received at the Help Desk; and
- PS10.9.3.2 Ensure that the Help Desk provides a service whereby the senders of electronic communications sent to the Help Desk outside the time periods specified in paragraph PS10.9.3 PS10.9.3.1a) above are automatically electronically notified of the Out of Hours Emergency Contact Number.

Part 10 Scope of Highways Development Control

PS10.10.1 General

PS10.10.1.1 Assistance with the discharge of Authority's responsibilities under the Town and Country Planning Act, The Local Land Charges Act and Highways Act.

- a) Highways and transportation impact,
- b) Matters of transport policy interpretation,
- c) Specification for any highways works,

PS10.10.1.2 Comply with the following requirements

- a) Respond to all enquiries within 10 (ten) Business Days,
- b) Request for additional information is to be made within 7 (seven) Business Days
- c) Respond within 5 (five) Business Days when receiving minor changes and additional information,
- d) Maintain a register of planning enquiries including a link to the application.

PS10.10.2 Pre-application Advice

PS10.10.2.1 Provision of the following

- a) Technical advice in the form of verbal and written comments to members of the public, developers, and planning agents in response to written/verbal requests. This must be done in consultation with the Authority.
- b) A highway planning surgery service (Friday am 9 – 12) whereby members of the public, developers and agents can book an appointment with the Service Providers representative to discuss development proposals which may give rise to action under d) and /or e).
- c) Attend the Authority's internal and external pre-application meetings at the request of the Authority.
- d) Undertake pre-application site visits at the request of the Authority in order to assess development proposals
- e) A written response to the Authority in respect of any EIA scoping reports received.

Isle of Wight Council Highways PFI

PS10.10.2.2 Subject to regulations on responsibilities for determination of sustainable urban drainage systems (SUDS) consent applications, be responsible for ensuring the development proposals have:

:

- a) Planned for appropriate sustainable urban drainage system (SUDS) early in a project's design as it is essential to enable integration of sustainable drainage systems into the overall site concept and layout, and agreement on adoption, maintenance and operation of the systems.
- b) Provided appropriate sustainable drainage systems (SUDS) for the disposal of surface water.
- c) Applied SUDS within the curtilage of the development site. If this is not possible, contribute towards the cost of off-site SUDS.
- d) Design SUDS to provide multi-use benefits, such as public amenity and wildlife improvements. Where possible, rainwater should be stored for re-use such as irrigation or toilet flushing (Water Conservation and Recycling).

PS10.10.3 **Assessing and commenting on Planning Applications on Highways Issues**

PS10.10.3.1 Review all planning applications on a weekly basis as provided by the Authority (via planning website)

PS10.10.3.2 Provide technical comments in the form of a written report to the Authority on;

- a) All applications categorised as "major".
- b) Residential developments on classified roads where a new access is proposed.
- c) Residential developments on unclassified roads of more than five units.
- d) Industrial developments of more than 200 square metres
- e) Food retail developments of more than 30 square metres
- f) Other retail developments of more than 50 square metres
- g) Other types of development involving more than 35 daily vehicle trips

PS10.10.3.3 Calculate and provide a breakdown of highway contributions and off highway improvement works required as a result of development impact.

PS10.10.3.4 Return comments to the Authority within 10 Business Days from receipt of notification.

PS10.10.3.5 Undertake site inspections in respect all planning applications for which comments are requested from the Authority.

Isle of Wight Council Highways PFI

PS10.10.3.6 Attend Planning Committees (representing the Authority), associated site visits and committee briefing as requested by the Authority.

PS10.10.3.7 Review and provide comments (within 10 Business Days) of highway aspects of proposed section 106 agreements to the Authority.

PS10.10.4 Appeals Cases

PS10.10.4.1 Provide relevant and necessary input to the appeal process including officer representation at hearings and/or public inquiries where a decision to refuse an application that has involved detailed advice from the Service Provider.

PS10.10.5 Enforcement Cases / Discharge of Planning Conditions

PS10.10.5.1 Provide technical comments in the form of a written report (within 5 Business Days) to the Authority on enforcement / planning issues and condition compliance.

PS10.10.5.2 Undertake site inspections as deemed necessary.

PS10.10.6 Searches

PS10.10.6.1 Provide a web based response to the Authority's in respect to CON29O and CON29R questions within 10 Business days from the date on which they are logged on to the system.

PS10.10.6.2 Respond to highway search letters/emails within 10 Business Days (for which a set charge may be made if a written response in accordance with Fees and Charges Register). These responses relate to highway status enquiries and CON29O and CON29R questions.

PS10.10.6.3 Respond to public, solicitor and private search company verbal based adoption enquiries.

PS10.10.6.4 Respond to written and verbal drainage adoption and gas pipe line enquiries.

PS10.10.6.5 Update and maintain the unauthorised vehicle access list .

PS10.10.6.6 Update and maintain highway adoption records.

PS10.10.6.7 Highway documents related to searches are to be available for public access at no charge..

Isle of Wight Council Highways PFI

PS10.10.7 **Naming & Numbering**

- PS10.10.7.1 Undertake all statutory duties associated with the naming and numbering of properties and streets in accordance with;
 - a) Town Improvement Clause Act 1847 Section 64 & 65
 - b) Public Health Act 1925 Section 17
- PS10.10.7.2 Respond to public / developer verbal, written, telephone and web based naming and numbering applications and enquiries within ten (10) Business Days.
- PS10.10.7.3 Consult with developers / Parish Councils / local councillors in respect to naming of new streets.
- PS10.10.7.4 For requests that involve the naming of streets or buildings consult the following bodies:
 - a) Royal Mail
 - b) Parish Councils
 - c) Local councillors
 - d) Authority's council tax department
 - e) Authority's building control and planning departments
- PS10.10.7.5 Issue street naming and numbering update lists to the Authority's and external bodies (Emergency Services, Ordnance Survey, Utilities) every two weeks
- PS10.10.7.6 Undertake all duties associated with the erection and assist in the enforcement of street nameplates and property names / numbers

PS10.10.8 **Adoption of Roads**

- PS10.10.8.1 Provide pre-application highways adoption advice.
- PS10.10.8.2 On receipt of an application from developer undertake the following duties:
 - a) Review suitability for adoption, establishing whether or not the site is serving 6 or more units or is of an amenity to the public, (providing pedestrian / road link).
 - b) Technical Approval of scheme drawings, including traffic signals, drainage and street lighting assessments.
 - c) Written response to stage 2 safety audit.
 - d) Assessment of bill of quantities.

Isle of Wight Council Highways PFI

e) Calculate bond value and inspection fees based on the bill of quantities;

f) Calculation of commuted sums figure on behalf of the Authority:

- PS10.10.8.3 Issue written instruction to the Authority's, requesting the required form of adoption agreement.
- PS10.10.8.4 Review draft adoption agreement and bond providing written comments to applicant and the Authority's .
- PS10.10.8.5 Undertake site inspections and resolve any technical issue throughout the construction process.
- PS10.10.8.6 Review stage 3 safety audit (submitted by developers on completion of works) and issue written report/instruction to developers.
- PS10.10.8.7 Review adoption agreement, issue certificates and reduce/release bond / cash deposit where appropriate.
- PS10.10.8.8 Undertake final inspection, produce snagging list and issue to developers.
- PS10.10.8.9 Review stage 4 safety audit (submitted by developers on completion of maintenance period) and issue written report / instruction to developers.
- PS10.10.8.10 Prepare completion/adoption certificate subject to all obligations within the agreement being met and discharge bond / cash deposit.
- PS10.10.8.11 Issue report to Authority and notify them of adoption.
- PS10.10.8.12 Update adoption records, asset data base, and inspection regimes for future maintenance and management of all highway assets that are agreed to be part of the Project Network.

Part 11 The Contract Identification Protocol

PS10.11.1 The Contract Identification Protocol will identify:

- a) A logo which shall be used by the Service Provider on all communications, vehicles, identification cards, livery and all other materials to be used by the Service Provider in relation to the operation of the Services, which must be consistently used on all vehicles engaged in the Services;
- b) Telephone numbers for issue to the general public for consistency of communication (i.e. Help desk, contact information on vehicles);
- c) Format of all Internet based communication;
- d) Any uniform to be worn by prescribed operators;
- e) The strategy shall be provided for approval by the Authority 4 (four) months before the Service Commencement Date; and
- f) All vehicles shall be finished in a colour identified by Chapter 8 Traffic Management including the provision of warning strips.