

## HOW THE ROADS SERVICE MEETS THE COUNCIL'S SINGLE OUTCOME AGREEMENT

Activity	Outcome for the Customer	Objective	Action	Outcomes	Targets
Carriageway	Customers have a safer, more efficient and reliable road network that minimises transport restrictions	Maintain and improve Shetland's Road Network	Deliver the agreed carriageway re-surfacing programme	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	95% of Schemes delivered
	Customers have a safer, more efficient and reliable road network that minimises transport restrictions	Maintain Shetland's Road Network	Deliver the agreed surface dressing programme	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	100% of Schemes delivered
Reconstruction	Customers have a safer and more reliable road network that maximises transport choices and minimises transport restrictions	Maintain and Improve Shetland's Road Network	Complete and submit further Capital Programme Service Need Cases (Gateways)	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	100% of Service Need Cases submitted
	Customers have a safer and more reliable road network that maximises transport choices and minimises transport restrictions	Maintain and Improve Shetland's Road Network	Delver the agreed programme for road reconstruction	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	95% of schemes delivered
Road Authority Functions	We make the most economic, efficient and effective use of our physical assets in a way that reflects local needs	Engage with the general public to ensure that we provide an improved Road Network that satisfies the needs of Shetland's road users	Attending Community Council meetings, leading quarterly correspondence to Community Council's, complying with road legislation and best practice	Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	Meet with community councils as and when required. Comply with corporate standards for correspondence. General improvement in performance indicators.
	That disruption to road user journeys caused, by a lack of co-ordination and poor carriageway reinstatements, is minimised	To increase the reliability of the Road Network we manage	Implement and ensure, through monitoring, that contractors comply with their duties under the New Roads & Streetworks Act	Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	Reduce the number of defects and snagging items recorded during inspections.
	Customers have a safer and more reliable road network that maximises transport choices and minimises transport restrictions	Continue the updating of the Road Asset Management Plan (RAMP) and roads inventory	Update the RAMP in accordance with SCOTS initiative	Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	SCOTS have altered the RAMP format. New RAMP to be completed by August 2013.
	Schemes achieve desired outcomes at minimum cost to the tax payer	To increase the value of the improvement schemes we design	All schemes are value engineered	Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	Savings achieved through value engineering

Maintenance & Project Design	Schemes achieve desired outcomes at minimum cost to the tax payer	To achieve Best Value through Design	Resurfacing schemes are designed to minimise expenditure	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	
Footways	Customers have a safer, more efficient and reliable road network that minimises transport restrictions	Maintain and improve Shetland's Road Network	Provide economic maintenance and improvement of the footway network using cheaper slurry sealing techniques	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	100% of Schemes delivered
	Transport restrictions are minimised for our customers	Maintain Shetland's Road Network	Deliver the agreed programme of Bridge Replacement Schemes	Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	95% of Schemes delivered
Inspections	Customers have a safe and reliable road network that minimises transport restrictions	Maintain Shetland's Road Network and comply with legislation	Some road inspections to be devolved to Area Foremen	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	
Planning Functions	Ensure that developments are well designed, safe and sustainable and comply with current legislation	Legislative Compliance/ Statutory Duty/Corporate Governance	Planning applications to be dealt with in specified timeframe	We live in well-designed, sustainable places	100%
Street Lighting	Customers have a more efficient and reliable road network that minimises transport restrictions	Maintain and improve Shetland's Road Network	Deliver the agreed street lighting improvement programme	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	95% of Schemes delivered
	Customers have a more efficient and reliable road network	Maintain and improve Shetland's Road Network and reduced energy useage	Implement the street lighting review including lighting reductions and LED installation	We will deliver sustainable services and make sustainable decisions which will reduce harmful impacts on the environment.	
Winter Maintenance	Customers have safe and reliable road network during the winter months	To provide an efficient and cost effective winter service	Implement the savings from the review	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	
Traffic Management	Customers have a clear understanding of what schemes will and won't be delivered and the timeline for delivery of schemes	Improve customer information to manage customer expectations in the current economic climate	Review of customer requests list to create a 5 year rolling programme	Shetland stays a safe place to live, and we have strong, resilient and supportive communities & Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services	Complete the Review of Schemes and develop a prioritised list of schemes
	Customers have a safer, more efficient and reliable road network that minimises transport restrictions	Maintain and improve Shetland's Road Network	Implement the approved A and B class road speed limit review.	Shetland stays a safe place to live, and we have strong, resilient and supportive communities amenities and services	100%