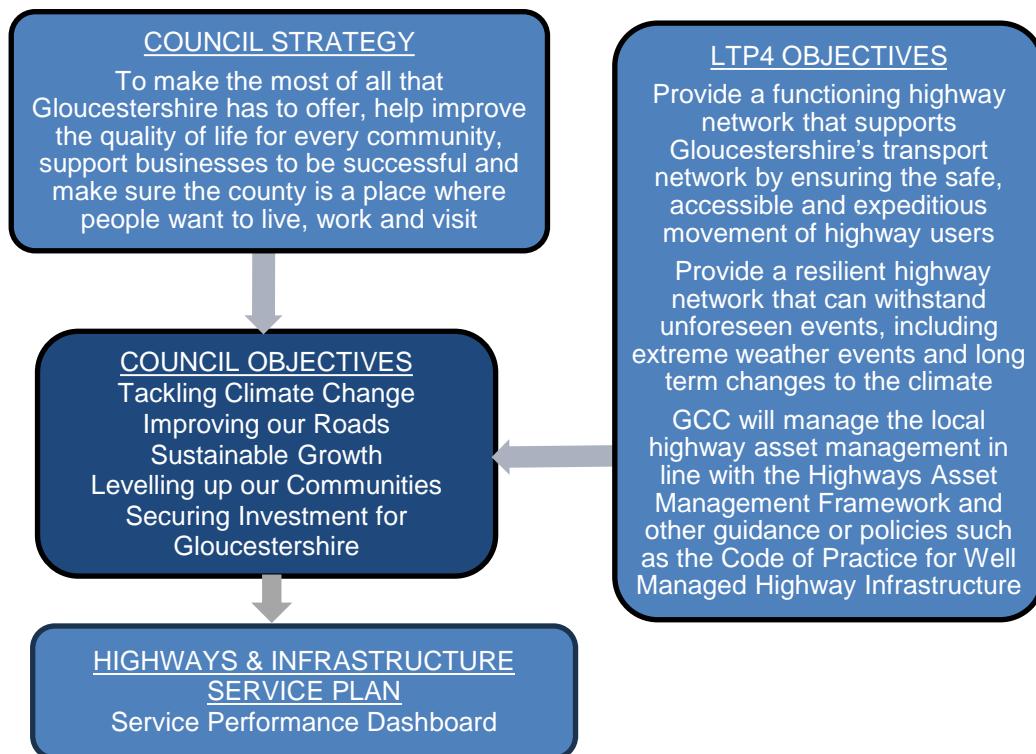


4. Levels of Service

4.1 Outline

Our levels of Service are linked to the following source documents:



These standards aim to deliver a safe, reliable, and fit-for-purpose road network within funding constraints and based on fulfilling our statutory duties.

4.2 A Fit for purpose Network

Gloucestershire's roads range from busy urban dual carriageways to rural single lanes. Due to funding limits, not all roads can be maintained to a high standard. The public should expect road conditions to be safe and appropriate for their type and location. Principal Class A roads should be well-maintained, while rural roads may have minor defects. Motorists are expected to drive appropriately for the road conditions.



4.3 Customer Service Standards

We and our contractors follow Customer Service Standards aligned with GCC's corporate standards. A significant proportion of our indicators in our Highways Maintenance contracts focus on customer service, measuring satisfaction from the public, local members, and Parish Councils. Monthly and annual surveys also help identify issues and improve satisfaction.

Our Levels of Service	
Roads, footways, cycleways (including the Gloucestershire Cycle Spine as it is commissioned)	Inspect highways at set frequencies and prioritise repairs in accordance with the Highway Safety Inspection Policy.
	Defects which meet the criteria to be considered safety defects will be repaired.
	Investigate any defect in the highway reported to us within 5 days and respond in line with the Highway Safety Inspection Policy.
	Monitor high risk landslip sites.
	Respond within 2 hours to any occurrence or incident that renders the highway unusable or unsafe and repair or make safe.
	Survey skidding resistance on key routes and investigate, monitor and repair deficiencies and/or put up slippery road warning signs.
Structures	Carry out structural inspections in accordance with the national code of practice.
	Monitor those structures considered to be below standard.
	Target structures which are in the Poor/Very Poor condition band where this has a potential impact on safety.
Drainage	Investigate reports of highway flooding and damaged or blocked highway drains and take appropriate measures to remove water from the highway, alleviate or mitigate flooding as appropriate.
	Adopting a risk-based approach to gully cleaning but cleansing all gullies on, at least an annual basis.
	Carry out additional cleansing to known historical flooding locations.
	Jet drainage systems on a reactive basis as they are reported or found through inspection.
	Carry out a bi-annual programme of grip cleaning and cutting.
Winter	Fully fill the salt bins at the start of the winter season and then provide salt bags to communities to allow them to restock through the season as part of helping communities to help themselves.
	Adopt salt spreading rates in accordance with national guidance and recommendations.
	Operate a winter service of precautionary salting and snow clearance on strategic roads and when possible, on secondary routes as laid out in our Adverse Weather Plan.

Our Levels of Service	
Street Lighting	Inspect any defective streetlight reported to us as not working within 4 working days and repair as appropriate.
	Carry out regular nighttime inspections on the strategic road network to identify faults, relying on the public to report faults on non-strategic roads and within residential areas
	Carry out a planned programme of routine cyclical maintenance to replace lamps on a 4 or 6 yearly basis depending on lamp specification.
	Carry out an annual programme of non-destructive testing, only replacing those columns at greatest risk of collapse.
Traffic Signals	Carry out a 6-monthly regime of inspections and maintenance of traffic signals to minimise the number of equipment failures.
	Operate a fault reporting system and respond to emergency faults within 2 hours and non-emergencies within 24 hours.
	Carry out a programme of non-LED bulk lamp changes every 9 months to minimise faults.
Environmental Maintenance and Public Rights of Way (PROW)	Carry out verge cutting, highway shrub and tree maintenance in line with the Highway Safety Inspection Policy and the Highway Tree Inspection and Maintenance Guide.
	Treat noxious weeds as funding allows.
	Carry out a planned and reactive programme of highway tree inspections with frequencies of once every three years in urban areas and once in every five years for all other areas to keep road users and pedestrians safe as well as manage the highway tree assets.
	Maintenance will be prioritised to only those tree defects considered as safety hazards.
Customer	Carry out cyclical inspections of the PROW network and manage assets based on frequency of use, accessibility and seasonal variations.
	Respond to letters within 5 working days.
	Measure the proportion of contacts received electronically