

SERVICE STANDARD 2

Carriageways and Footways

1. REQUIRED OUTCOMES

- 1.1 The Service Provider shall comply with the provisions of this Service Standard 2 so as to ensure that throughout the Term (except where otherwise indicated in Table 2) in relation to the Project Network:
- 1.1.1 the Carriageway Condition Index (CCI) and Footway Condition Index (FCI) values shall not exceed the specified values for each Carriageway and Footway Hierarchical Type in each Community Assembly Area;
 - 1.1.2 no Road Section Length XSP shall have an have a Carriageway Section Condition Index greater than the specified levels;
 - 1.1.3 no continuous length of more than 100m or 40% of each Road Section Length, whichever is the lesser, on the Project Network shall have a Carriageway Average Sub-Section Condition Index greater than the specified levels;
 - 1.1.4 appropriate action is taken where a continuous lane length of 50m or more on the Primary Road Network, Secondary Road Network and Link Road Network has an average Skid Resistance that is 0.05 CSC units or more below the appropriate Investigatory Level;
 - 1.1.5 the Deflection Condition Index of the Primary Road Network and Secondary Road Network shall not exceed the specified values;
 - 1.1.6 no continuous length of more than 10m of a Footway Section Length shall have an have an Footway 10m Structural Sub-Section Condition Index greater than the specified levels;
 - 1.1.7 no continuous length of more than 50m or 40% of a Footway Section Length, whichever is the lesser, within the Footway Network has a Footway 50m Overall Sub-Section Condition Index greater than the specified levels;

1.1.8 no Road Section Length or Footway Section Length is Unavailable;

1.1.9 Programmed Maintenance, Routine Maintenance and Reactive Maintenance on the Project Network are carried out to ensure that the Project Network is safe and convenient for users; and

1.1.10 the Drainage System on the Project Network allows for the quick and efficient removal of surface water to ensure the structural integrity of each Road Section Length and the safety of users of the Project Network.

2. PERFORMANCE REQUIREMENTS

The Service Provider shall perform the Carriageway and Footway Service in accordance with the Performance Requirements set out in Table 2.

TABLE 2

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.1	Carriageway	The Service Provider shall ensure that, in each Milestone Year in relation to the Primary Road Network, the CCI _{prim} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys
2.2	Carriageway	The Service Provider shall ensure that, in each Milestone Year in relation to the Secondary Road Network, the CCI _{sec} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys
2.3	Carriageway	The Service Provider shall ensure that, in each Milestone Year in relation to the Link Road Network, the CCI _{link} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.4	Carriageway	The Service Provider shall ensure that, in each Milestone Year in relation to the Local Road Network, the CCI_{local} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys
2.5 (not used)							
2.6	Footway	The Service Provider shall ensure that, in each Milestone Year in relation to the High Usage Footway Network, the FCI_{high} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys
2.7	Footway	The Service Provider shall ensure that, in each Milestone Year in relation to the Low Usage Footway Network, the FCI_{low} does not exceed the applicable value in each of Community Assembly Areas 1 to 7 (inclusive) as set out in Schedule 35 (Milestones).	N/A	N/A		N/A	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.8	Carriageway	The Service Provider shall ensure that the Primary Road Network has a CCI _{prim} of not greater than 50 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	N/A	N/A		5 Milestone Years	Surveys
2.9 Not Used							
2.10	Carriageway	The Service Provider shall ensure that the Secondary Road Network has a CCI _{sec} of not greater than 50 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	N/A	N/A		5 Milestone Years	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.11 Not Used							
2.12	Carriageway	The Service Provider shall ensure that the Link Road Network has a CCI _{link} of not greater than 50 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	N/A	N/A		5 Milestone Years	Surveys
2.13 Not Used							
2.14	Carriageway	The Service Provider shall ensure that the Local Road Network has a CCI _{local} of not greater than 50 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	N/A	N/A		5 Milestone Years	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.15 (a)	Carriageway	The Service Provider shall ensure that no Road Section Length XSP shall have a Carriageway Section Condition Index, other than the Carriageway Overall Section Condition Index, greater than the thresholds stated in Table A1.2 as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each	1 year	3 months		4 Milestone Years	Surveys
2.15 (b)	Carriageway	The Service Provider shall ensure that no Road Section Length XSP shall have a Carriageway Overall Section Condition greater than the thresholds stated in Table A1.2 as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		8 Years	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.16	Carriageway	The Service Provider shall ensure that no continuous length of more than 100 metres or 40% of a Road Section Length XSP, whichever is the lesser, has a Carriageway Average Sub-Section Condition Index, other than the Carriageway Average Overall Sub-Section Condition Index, greater than the thresholds stated in Table A1.1 as calculated by the Sheffield Performance Model and as demonstrated by the	1 year	3 months		4 Milestone Years	Surveys
2.17	Carriageway	The Service Provider shall ensure that no continuous length of more than 50 metres or 40% of a Road Section Length XSP, whichever is the lesser, has a Carriageway Average Sub-Section Condition Index greater than the thresholds stated in Table A1.1 as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		8 Years	Surveys
2.18	Not Used						

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.19							
Not Used							
2.20	Carriageway	The Service Provider shall ensure that on each Road Section Length on the Primary Road Network and the Secondary Road Network no Wheel Path has Wheel Track Rutting of a depth exceeding 20 mm for a continuous length exceeding 15m as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		4 Milestone Years	Surveys
2.21 (a)	Carriageway	Where on the Primary Road Network, Secondary Road Network or Link Road Network, a Road Section Length XSP of 50m or more has a Skid Risk Score less than 300 as calculated by the Sheffield Performance Model, the Service Provider shall carry out an investigation in accordance with the Technical Specification Document.	3 months	1 week		1 Milestone Years	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.21 (b)	Carriageway	Where on the Primary Road Network, Secondary Road Network or Link Road Network, a Road Section Length XSP of 50m or more has a Skid Risk Score greater than or equal to 300 as calculated by the Sheffield Performance Model, the Service Provider shall carry out an investigation in accordance with the Technical Specification Document.	1 month	1 week		0.5 Milestone Years	Inspect
2.21 (c)	Carriageway	On completion of any investigation carried out in relation to Performance Requirement 2.21 (a) or 2.21 (b), the Service Provider shall produce a Site Investigation Report and provide a copy to the Authority within five (5) Business Days of completion of the investigation.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.22 (a)	Carriageway	Pursuant to Performance Requirement 2.21(a) or 2.21 (b), where the investigation has confirmed that the average Skid Resistance is 0.05 CSC units or more below the appropriate Investigatory Level, the Service Provider shall, within five (5) Business Days of completion of the investigation, notify the Authority of the proposed appropriate action provided that where such action includes amendment of the relevant Investigatory Level, such amendment shall be subject to Authority Approval.	N/A	1 week		N/A	Inspect
2.22 (b)	Carriageway	Pursuant to Performance Requirement 2.22 (a), where such Authority Approval is not given within one (1) month, the Service Provider shall, within two (2) months of making the initial proposal to the Authority pursuant to Performance Requirement 2.22 (a), make a further proposal which does not require amendment of the relevant Investigatory Level.	N/A	1 week		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.23	Carriageway	Pursuant to Performance Requirement 2.22 (a) or 2.22 (b), where the notified action involves a surface treatment to the deficient section of the Carriageway, the Service Provider shall erect warning signs in relation to such section of the Carriageway within one (1) Business Day of such time as the Service Provider has notified the Authority pursuant to Performance Requirement 2.22 (a) or 2.22 (b).	N/A	1 Business Day		N/A	Inspect
2.24	Carriageway	Pursuant to Performance Requirement 2.22 (a) or 2.22 (b), where the notified action involves a surface treatment to the deficient section of the Carriageway, the Service Provider shall carry out the required treatment within one (1) year of notification to the Authority pursuant to Performance Requirement 2.22 (a) or 2.2 (b).	N/A	1 month		3 Milestone Years	Inspect
2.25	Carriageway	The Service Provider shall remove warning signs pursuant to Performance Requirement 2.23 within five (5) Business Days of the average Skid Resistance being brought up to a level above the Investigatory Level.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.26 (a)	Carriageway	Where the Service Provider has identified or has otherwise been made aware of a potential deficiency in the Skid Resistance on a Road Section Length XSP of a Local Road, the Service Provider shall determine the 10m CSC values for that Road Section Length XSP within one (1) Month of the time at which the Service Provider becomes aware or should have become aware of the potential deficiency.	N/A	1 week		N/A	Inspect
2.26 (b)	Carriageway	Pursuant to Performance Requirement 2.26 (a), where the Service Provider has determined that the average Skid Resistance of a Road Section Length XSP of 50m or more is 0.05 CSC units or more below the appropriate Investigatory Level set out in the Technical Specification Document, the Service Provider will carry out an investigation in accordance with the Technical Specification Document within one (1) Month of determining the average Skid Resistance of a Road Section Length XSP pursuant to Performance Requirement 2.26 (a).	N/A	1 week		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.26 (c)	Carriageway	On completion of any investigation carried out in relation to Performance Requirement 2.26 (b), the Service Provider shall produce a Site Investigation Report and provide a copy to the Authority within five (5) Business Days of completion of the investigation.	N/A	1 Business Day		N/A	Inspect
2.27 (a)	Carriageway	Pursuant to Performance Requirement 2.26 (b), the Service Provider shall, within five (5) Business Days of completion of the investigation, notify the Authority of the proposed appropriate action provided that where such action includes amendment of the relevant Investigatory Level, such amendment shall be subject to Authority Approval.	N/A	1 week		N/A	Inspect
2.27 (b)	Carriageway	Pursuant to Performance Requirement 2.27 (a), where such Authority Approval is not given within one (1) month, the Service Provider shall, within two (2) months of making the initial proposal to the Authority pursuant to Performance Requirement 2.27 (a), make a further proposal which does not require amendment of the relevant Investigatory Level.	N/A	1 week		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.28	Carriageway	Pursuant to Performance Requirement 2.27 (a) or 2.27 (b), where the notified action involves a surface treatment to the deficient section of the Carriageway, the Service Provider shall erect warning signs in relation to such section of the Carriageway within one (1) Business Day of such time as the Service Provider has notified the Authority pursuant to Performance Requirement 2.27 (a) or 2.27 (b).	N/A	1 Business Day		N/A	Inspect
2.29	Carriageway	Pursuant to Performance Requirement 2.28, where the notified action involves a surface treatment to the deficient section of the Carriageway, the Service Provider shall carry out the required treatment within one (1) year of notification to the Authority pursuant to Performance Requirement 2.27 (a) or 2.27 (b).	N/A	1 month		N/A	Inspect
2.30	Carriageway	The Service Provider shall remove warning signs pursuant to Performance Requirement 2.29 within five (5) Business Days of the average Skid Resistance being brought up to a level above the Investigatory Level.	N/A	1 Business Day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.31	Carriageway	The Service Provider shall ensure that on each Road Section Length there are no defects (including but not limited to polishing, stripping and/or fretting) in any Anti-Skid Treatment which affects the performance of the applicable Anti-Skid Treatment unless, subject to Authority Approval, the Service Provider replaces the Anti-Skid Treatment with a surface course with a skid resistance, measured in accordance with HD 28, greater than or equal to the Investigatory Level for that location at all times.	1 year	1 month		4 Milestone Years	Service Inspect
2.32	Carriageway	Subject to Performance Requirements 2.34, the Service Provider shall ensure no Road Section Length, or part thereof, is subject to a Weight Restriction, Width Restriction or Height Restriction as a result of either the provision of or failure to provide the Services by the Service Provider in accordance with this Contract.	N/A	1 day		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.33	Not used						
2.34	Carriageway	Where a Road Section Length (or part thereof) is subject to a Height Restriction in accordance with Table 1 of Schedule 16 (<i>Agreed Non-Compliant Project Network Parts</i>) then the Service Provider shall ensure that the relevant Road Section Length (or part thereof) is capable of allowing passage of vehicles up to the relevant Height Restriction.	1 month	1 month		N/A	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.35	Carriageway	The Service Provider shall ensure that in relation to each Deflectograph Category within the Primary Road Network and Secondary Road Network, the Deflection Condition Index does not exceed 20 as calculated in accordance with the Sheffield Performance Model at the end of the ninth (9 th), fourteenth (14 th), nineteenth (19 th) and twenty fourth (24 th) Contract Years pursuant to Clause 27.13.	N/A	N/A		9 years	Surveys
2.36	Carriageway	The Service Provider shall ensure that, in relation to the Primary Road Network and the Secondary Road Network, no continuous 50 metres or 40% of a Road Section Length XSP, whichever is the lesser, has a Deflection Average Sub-Section Condition Index greater than 45.	N/A	N/A		24 years	Surveys
2.37	Carriageway	The Service Provider shall ensure that Carriageway surfacing materials are maintained and, where applicable, replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material.	N/A	3 months		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.38 (a)	Carriageway	The Service Provider shall ensure that the level of each item of Ironwork in Carriageways, excluding those in Third Party ownership, does not exceed + 10mm or – 20mm of the level of the adjacent surface of the Carriageway and for avoidance of doubt this also relates to the difference in height between the cover or grating seated within frames and the surrounding Ironwork.	5 Business Days	5 Business Days		1 year	Service Inspect
2.38 (b)	Carriageway	The Service Provider shall report within 1 Business Day each item of Ironwork in Carriageways, belonging to a Third Party, where the level of the Ironwork exceeds + 10mm or – 20mm of the level of the adjacent surface of the Carriageway and for avoidance of doubt this also relates to the difference in height between the cover or grating seated within frames and the surrounding Ironwork, to the Third Party for rectification with a copy to the Authority.	N/A	1 Business Day		1 year	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.39	Carriageway	The Service Provider shall ensure that each item of Ironwork in Carriageways, excluding those in Third Party ownership, has no rocking elements under loading.	5 Business Days	5 Business Days		1 year	Service Inspect
2.40	Carriageway	The Service Provider shall report each item of Ironwork in Carriageways, belonging to a Third Party, that has a rocking element under loading to the Third Party for rectification with a copy to the Authority, within 1 Business Day.	N/A	1 Business Day		1 year	Inspect
2.41	Carriageway	The Service Provider shall ensure that each Traffic Calming Measure is maintained to the same line and level as designed or, in the case of full replacement, to the Highway Standards prevailing at the time of replacement.	1 month	1 month		1 year	Service Inspect
2.42 (not used)							

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.43							
Not Used							
2.44	Footway	The Service Provider shall ensure that the High Usage Footway Network has a FCI _{high} not greater than 12 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	N/A	N/A		5 Milestone Years	Surveys
2.45	Footway	The Service Provider shall ensure that the Low Usage Footway Network has a FCI _{low} not greater than 15 in each Community Assembly Area as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		5 Milestone Years	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.46	Footway	The Service Provider shall ensure that no continuous length of more than 10m of a Footway Section Length has a Footway 10m Structural Sub-Section Condition Index greater than the figures shown in Table A1.3 as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		4 Milestone Years	Surveys
2.47	Footway	The Service Provider shall ensure that no continuous length of more than 50m or 40%, whichever is the lesser, of a Footway Section Length has a Footway 50m Overall Sub-Section Condition Index greater than the figures shown in Table A1.3 as calculated by the Sheffield Performance Model and as demonstrated by the Surveys submitted pursuant to Clause 27.17 in each Contract Year.	1 year	3 months		4 Milestone Years	Surveys

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.48	Carriageway/ Footway	The Service Provider shall ensure that no individual Paving Unit in a Prestige Area is missing and/or cracked and/or has spalling greater than 25mm wide or 20mm deep and/or has a difference in level of more than 10mm as compared to an adjacent Paving Unit.	1 month	1 month		1 year	Service Inspect
2.49 (a)	Footway	The Service Provider shall ensure that no individual Paving Unit in a Prestige Area has a gap between adjacent Paving Units greater than 10mm.	1 month	1 month		1 year	Service Inspect
2.49 (b)	Footway	The Service Provider shall ensure that no individual Paving Unit not covered by Performance Requirement 2.49 (a) has a gap between adjacent Paving Units greater than 15mm.	1 month	1 month		1 year	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.49 (c)	Carriageway/ Footway	The Service Provider shall ensure that no Prestige Area has a depression or settlement greater than 15mm deep measured in any one direction under a 1 metre straight edge.	1 month	1 month		1 year	Service Inspect
2.49 (d)	Carriageway/ Footway	The Service Provider shall ensure that each Prestige Area is free from discolouration which Detracts From The Visual Appearance of the Prestige Area	1 month	1 month		1 year	Service Inspect
2.50 (a)	Footway	The Service Provider shall ensure that the level of each item of Ironwork in Footways, excluding those in Third Party ownership, does not exceed + 10mm or -20mm of the level of the adjacent surface of such Footway.	5 Business Days	5 Business Days		1 year	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.50 (b)	Footway	The Service Provider shall report within 1 Business Day each item of Ironwork in Footways, belonging to a Third Party, where the level of the Ironwork exceeds + 10mm or -20mm of the level of the adjacent surface of the Carriageway and for avoidance of doubt this also relates to the difference in height between the cover or grating seated within frames and the surrounding Ironwork, to the Third Party for rectification with a copy to the Authority.	N/A	1 Business Day		1 year	Inspect
2.51	Footway	The Service Provider shall ensure that each item of Ironwork in Footways, excluding those in Third Party ownership, has no rocking elements under loading.	5 Business Days	5 Business Days		1 year	Service Inspect
2.52	Footway	The Service Provider shall report any item of Ironwork in Footways, belonging to a Third Party, that has a rocking element under loading to the Third Party for rectification with a copy to the Authority, within 1 Business Day.	N/A	1 Business Day		1 year	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.53	Footway	The Service Provider shall ensure that the width of each Footway Section Length is not reduced by Vegetation.	1 month	5 business days		1 year	Service Inspect
2.54	Footway	The Service Provider shall ensure that Footway surfacing materials are maintained and, where applicable, replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material.	N/A	3 months		N/A	Inspect
2.55	Carriageway	The Service Provider shall ensure that no Road Section Length is Unavailable.	N/A	1 hour		N/A	Inspect
2.56	Footway	The Service Provider shall ensure that no Footway Section Length is Unavailable.	N/A	1 hour		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.57	Not used						
2.58 (a)	Kerbs and Edgings	The Service Provider shall ensure that there is no breakdown in the bedding or haunch, or material cracking or spalling to a depth of twenty (20) millimetres in any two (2) directions from the constituent parts of any Kerb or Channel Block immediately adjacent to or within a Prestige Area.	1 month	1 month		N/A	Service Inspect
2.58 (b)	Kerbs and Edgings	The Service Provider shall ensure that there is no breakdown in the bedding or haunch, or material cracking or spalling to a depth of fifty (50) millimetres in any two (2) directions from the constituent parts of any Kerb or Channel Block not covered by Performance Requirement 2.58 (a).	1 year	1 year		4 Milestone Years	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.58 (c)	Kerbs and Edgings	The Service Provider shall ensure that no Kerb or Channel Block immediately adjacent to or within a Prestige Area is missing.	1 month	1 month		N/A	Service Inspect
2.58 (d)	Kerbs and Edgings	The Service Provider shall ensure that no Kerb or Channel Block not covered by Performance Requirement 2.58 (c) and no Edging is missing.	1 year	1 year		3 Milestone Years	Service Inspect
2.59	Kerbs and Edgings	The Service Provider shall ensure that there is no breakdown in the bedding or haunch, or material cracking or spalling to a depth of twenty (20) millimetres in any 2 directions from the constituent parts of any Edging and that the Edging is Free From Rot.	1 year	1 year		4 Milestone Years	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.60 (a)	Kerbs and Edgings	In relation to Edgings, the Service Provider shall ensure that on each Footway Section Length there is no Undue Deviation from line or level as designed including breakdown of materials.	1 year	1 year		4 Milestone Years	Service Inspect
2.60 (b)	Kerbs and Edgings	In relation to Kerbs or Channel Blocks immediately adjacent to or within a Prestige Area the Service Provider shall ensure that on each Footway Section Length or Road Section Length there is no deviation in any plane exceeding twenty (20) millimetres in any one (1) metre length or which Detracts From The Visual Appearance of the Kerbs or Channel Blocks	1 month	1 month		N/A	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.60 (c)	Kerbs and Edgings	In relation to Kerbs or Channel Blocks not covered by Performance Requirement 2.60 (b), the Service Provider shall ensure that on each Footway Section Length or Road Section Length there is no Undue Deviation from line or level as designed including breakdown of materials.	1 year	1 year		3 Milestone Years	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.61	Kerbs and Edgings	Where the Service Provider is undertaking Kerb or Footway works, the Service Provider shall construct an Uncontrolled Tactile Crossing at each junction to facilitate the safe and commodious movement of pedestrian traffic, where such Uncontrolled Tactile Crossing do not already exist provided that the Service Provider shall obtain Authority Approval for such works.	1 month	1 month		N/A	Inspect
2.62	Drainage	The Service Provider shall ensure that each Road Section Length and Footway Section Length on the Project Network is Free From Standing Water and Free From Flowing Water at all times (excluding those times where the Road Section Length or Footway Section Length is not Free From Standing Water or not Free From Flowing Water as a result of an Event Storm) within rectification timescale unless Authority Approval to an alternative timescale has been obtained.	2 hours	2 hours		5 Milestone Years	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.63	Drainage	The Service Provider shall ensure that each Road Section Length and Footway Section Length on the Project Network, in case of an Event Storm, is Free From Standing Water and Free From Flowing Water within two (2) hours of the cessation of such Event Storm.	N/A	3 hours		5 Milestone Years	Inspect
2.64 (a)	Drainage	The Service Provider shall ensure that each item of the Drainage System is fully functional.	5 Business Days	5 Business Days		3 years	Service Inspect
2.64 (b)	Drainage	The Service Provider shall ensure that each item of the Drainage System is Free From Damage.	1 month	5 business Days		5 Milestone Years	Service Inspect
2.65	Drainage	The Service Provider shall ensure that each item of the Drainage System is free from malodours.	1 month	1 month		1 year	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.66 (a)	Drainage	During the Core Investment Period, the Service Provider shall replace at least 3000 Sub Standard Gullies with Standard Gullies.	N/A	1 month		N/A	Service Inspect
2.66 (b)	Drainage	Following the Core Investment Period, the Service Provider shall replace further Sub Standard Gullies with Standard Gullies such that, by the end of the Term, at least 6000 Sub Standard Gullies have been replaced (including those replaced under Performance Requirement 2.66 (a)).	N/A	1 month		N/A	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.66 (c)	Drainage	The Service Provider shall ensure that the alignment, condition and/or level of each Gully grate and frame in the Carriageway does not present a hazard or nuisance to highway users.	5 Business Days	5 Business Days		N/A	Service Inspect
2.67	Drainage	The Service Provider shall ensure that remedial works are undertaken to each Drainage Improvement Site in order to satisfy Performance Requirements 2.62 and 2.63.	N/A	3 months		3 years	Inspect
2.68	Drainage	The Service Provider shall ensure that each item of the Drainage System is free from Debris and is free flowing and in the case of each Highway Culvert (excluding Culverts) ensure that the related water course to a point 10m upstream of the Highway Culvert (excluding Culverts), is also kept clear of Debris and is free flowing.	1 month	5 Business Days		N/A	Service Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.69	Drainage	Following receipt of an Adverse Weather Warning, the Service Provider shall ensure that each Highway Drainage Priority Feature is inspected and cleared of Debris prior to the commencement of the adverse weather predicted by the Adverse Weather Warning.	N/A	N/A		N/A	Inspect
2.70	Health and Safety	The Service Provider shall ensure that the Carriageway and Footway Service is delivered in accordance with Clause 37 and 38 and the Service Provider Health and Safety Manual.	N/A	1 day		N/A	Inspect
2.71	Drainage	The Service Provider shall ensure that no water runs off the Highway onto other land or property which would cause nuisance, obstruction, flooding or damage to the other land or property.	2 hours	3 hours		3 years	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.72	Drainage	The Service Provider shall ensure that 95% of Gullies are flowing freely based on 500 sample sites per month selected at random.	N/A	N/A		1 year	Sample Inspect
2.73	Kerbs and Edgings	The Service Provider shall ensure that there is no reduction in Kerb Face as a result of the Service Provider's actions unless the Service Provider obtains Authority Approval for a reduction.	6 months	1 month		N/A	Inspect
2.74	Kerbs and Edgings	The Service Provider shall ensure that Kerb and Edging materials are maintained and, where applicable, replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material.	N/A	3 months		N/A	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
2.75	Carriageway/ Footway	The Service Provider shall ensure that each Hardened Verge is Free From Damage.	3 months	1 months		5 Milestone Years	Service Inspect
2.76	Footway	The Service Provider shall ensure that each Flight Of Steps on a Footway or Footpath is Free From Damage.	3 months	1 month		5 Milestone Years	Service Inspect

ANNEXURE 1 TO SERVICE STANDARD 2

Section and Sub-Section Condition Index Thresholds

Table A1.1 Carriageway Average Sub-Section Condition Index Thresholds

Sub Section Condition Index	Primary Network	Secondary Network	Link Network	Local Network
Structural SSCI	70	70	80	80
Surface SSCI	70	70	80	80
Patch SSCI	60	60	60	60
Ride SSCI	40	40	n/a	n/a
Edge SSCI	70	70	70	70
Overall SSCI	70	70	80	80

Table A1.2 Carriageway Section Condition Index Thresholds

Section Condition Index	Primary Network	Secondary Network	Link Network	Local Network
Structural SCI	60	60	70	70
Surface SCI	50	50	60	60
Aesthetic SCI	50	50	50	50
Overall SCI	50	50	60	60

Table A1.3 Footway Sub-Section Condition Index Thresholds

Sub Section Condition Index		High Usage Network	Low Usage Network
10m Structural SSCI		15.0	15.0
50m Overall SSCI		22.5	24.5