

APPENDIX 7

# Network Management





# Highways Maintenance Policies

## Introduction

1. Wiltshire County Council is the local highway authority and is responsible for the maintenance of the highway network, with the exception of the Motorway (M4) and the Trunk Roads (A303, A36 and A419) which are the responsibility of the Highways Agency.
2. Some other roads may be public rights of way but are privately maintained and are unadopted highways. Bodies responsible for these include District Councils, Housing Associations, military and private owners.
3. The County Council is responsible for maintaining 4,381 kms of road, and keeps a record of the highways for which it is responsible.
4. The duties and powers of Wiltshire County Council as the Highway Authority are set out in the Highways Act 1980 and other relevant legislation, including the New Roads and Streetworks Act 1991.
5. The County Council maintains the highway network to keep the highways safe so that the public can use them without obstruction. The main ways in which the County Council carries out its role as Highway Authority are described below.

## Abandoned Vehicles

6. Abandoned vehicles can be a danger, especially if they are damaged or have been set on fire. The County Council works in partnership with others through the 'Street Scene' project to improve the quality of towns and villages for residents and visitors. The removal of abandoned vehicles is the responsibility of the District Councils.
7. If it is considered that a vehicle has been abandoned it should be reported to the local District Council. They will need to know the car registration, location of the vehicle, colour, make and model, and condition of the vehicle.

## Communications

8. The transport policies and strategy of the County Council are set out in the Wiltshire Local Transport Plan, and progress on improving the network is reported in the Annual Progress Report.
9. A Highway Information pack is prepared annually for each Community Area, which sets out the future improvement and major maintenance work proposed in that area. This document is sent to each of the Parish and Town Councils in the Community Area and to the local Member of the County Council. All of the Community Area Highway Information packs can be viewed on the County Council website [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

10. The four Divisional Area Offices have regular contact with the local Councils, other organisations and the public. Any problems on the highway network can be reported on the CLARENCE phonenumber 0800-232323.

### Co-ordination of Streetworks

11. Road works are carried out by many different organisations, including telephone, gas and water companies. The County Council does not have direct control over these, especially their emergency works to repair leaks and damage, but it does have a responsibility to co-ordinate them. Statutory meetings attended by all the relevant authorities are held quarterly, with additional site specific consultation taking place as necessary.
12. The County Council co-ordinates its work on the highway with works carried out by other organisations in order to reduce traffic delays and congestion. This requires the use of appropriate traffic control systems and traffic management during roadworks.
13. The County Council inspects works being carried out on the highway and can prosecute where work is not being carried out properly or in a safe manner.

### Drainage

14. Roads have features designed to take surface water off the road, including drains, gullies, grips and ditches. Exceptional rainfall, runoff from adjacent land, and rising river levels can cause roads to flood even when the drainage is in good working order.
15. The County Council regularly cleans out carriageway gullies that collect the water from the road, and arranges special visits by gully tankers to respond to sudden blockages. Gullies are cleaned out at least once a year, more often in problem areas.
16. Highway drainage problems are identified by the regular inspections of the network, by calls to CLARENCE, or as a result of calls from the public or local Councils, and appropriate action is taken to deal with the identified problems.
17. Sometimes flooding is caused by burst water mains, and the relevant water company is responsible for repairing these.
18. The drainage ditches alongside rural roads are usually the responsibility of the adjoining landowner to maintain. The highway authority has the right to discharge water into them.
19. Landowners should ensure that ditches and watercourses are properly maintained in order to reduce the risk of flooding. This is monitored by the District Councils as land drainage authorities.

### Emergency Work

20. In conjunction with the emergency services the County Council's contractors remove, protect or repair hazards and obstructions and damage to roads which may be a danger. In the case of major emergencies they respond to individual incidents according to priority.
21. In order to be able to respond to emergencies the County Council operates an emergency call out service 24 hours a day, seven days a week, and incidents are usually attended within one hour of receiving the request.

### Encroachment on the Highway

22. The County Council as Highway Authority has a responsibility to keep public highways open and remove obstructions and encroachments which may affect the use and safety of the highway.
23. Whenever an encroachment is suspected on the public highway, the County Council carries out a status check to determine the exact limits of the highway, and to establish whether an encroachment has occurred.
24. Any encroachment such as fencing-off or building on the public highway prevents the legitimate use of the highway, and whenever an encroachment takes place on the public highway measures are taken to remove the encroachment, or if deemed appropriate and the land is considered surplus to highway requirements to extinguish highway rights.

### Events

25. The County Council works with the District Councils, the Police and others with regard to events such as carnivals, parades, street markets, sporting and entertainment events in order to reduce traffic congestion and ensure road safety. District Councils are responsible for road closures where needed for such events.

### Excavation in the Highway

26. Permission is required from the County Council before excavating in the public highway. Accredited Streetworks contractors only are permitted to excavate in the highway.
27. Under the Highways Act 1980 a person may make a temporary excavation within a street that is maintainable at public expense, but the permission of the County Council is required.
28. Under the New Roads and Streetworks Act 1991 the authority may grant a licence permitting a person to place or retain apparatus in the street such as electricity cables or water mains. A Streetworks Licence authorises the licensee to carry out the works permitted by the licence.

### Grass Verges

29. Grass verges on rural roads are generally cut at least twice a year. The first cut usually starts at the end of May and takes about six weeks, and the second cut usually takes place in October, but the timing and number of these cuts depends on weather and growth.
30. At junctions and some other locations the visibility splays are cut more often for safety reasons.
31. The verges are cut in order to maintain visibility at junctions and bends, to prevent traffic signs being obscured, to control brushwood and scrub, to reduce the risk of fire, and to maintain and enhance the biodiversity of the verges where compatible with road safety.
32. There are 168 wildlife verge sites within the county with specified cutting regimes because of their ecological value. In addition there are verges in or adjacent to Sites of Special Scientific Interest which also need special consideration.
33. In urban areas the grass verges are usually cut more often for amenity reasons by the District Councils and the County Council contributes to the cost of these cuts.

### Hedges

34. The cutting or trimming of hedges is generally the responsibility of the landowner, and the vast majority of owners keep their hedges in excellent order.
35. Occasionally it is necessary for the County Council to remind landowners of their obligations in connection with their hedges adjacent to the highway.

### Inspection of the Highway Network

36. Wiltshire County Council regularly inspects the highway network for which it is responsible. The most important and busiest routes are inspected once a month, with the other roads being inspected every three or six months, depending on their classification.
37. In town centres and busy pedestrian areas the footways and pavements have walked inspections once a month. Other important pedestrian routes have walked inspections every three months, with the less well used pedestrian footways being inspected when the adjoining carriageways are inspected.
38. Cycleways which are part of the carriageway are inspected when the road is inspected, and cycleways remote from a carriageway are inspected every six months.
39. The inspection frequencies are set out in Wiltshire's Highway Inspection Manual – April 2005 and are shown for information in the table below.

Description	Frequency	Type of Inspection
A, B and some C and unclassified roads	Monthly	Driven
Most C roads and some unclassified roads	3 Monthly	Driven
Some C roads and unclassified roads	6 Monthly	Driven
Footway in Main Shopping Area	Monthly	Walked
Footway in Busy Urban Area	3 Monthly	Walked
Other Urban Areas and Rural Areas	Same as adjoining carriageway	Driven
Cycleway forming part of carriageway	Same as carriageway	Driven
Cycleway remote from carriageway	6 Monthly	Walked

40. The County Council operates a free phone number 0800-232323 (CLARENCE which stands for Customer Lighting And Road ENquiry CENTre) to help the public report any problems with the highway or street lighting. Inspections are made as necessary following calls to CLARENCE, or other reports from the public, the police, or other organisations.
41. In the event of extreme weather sudden damage or obstruction may occur, and at these times the County Council arranges additional inspections of the affected areas as soon as is practicable.

### Litter, Rubbish and Dog Fouling

42. The District Councils are responsible for street sweeping and removal of litter. They also take action in the event of fly-tipping, rubbish dumping and abandoned vehicles.
43. The District Councils are responsible for implementing measures to control dog fouling, which can include local byelaws to make owners liable to fines if their dogs foul public spaces.
44. The local District Council should be contacted with regard to any of these problems.

### Materials on the Highway

45. Before placing building materials, sand or bricks on the highway it is necessary to obtain permission in the form of a licence from the County Council, and it is necessary to prove that there is adequate insurance cover in the form of a public liability policy.
46. Consideration is given on an individual basis to each application, and site specific conditions may be included to ensure safety.

### **Mud on Roads**

47. Some mud or dirt on roads may be inevitable in rural areas where farming is the main activity. However, it is an offence to allow soil or refuse from land adjacent to a public highway to fall, be washed, or carried onto the road. Mud from vehicles and animals can be a potential hazard to other road users, and can be the cause of accidents.
48. Positive action is taken in respect of development sites where activity is likely to result in mud being carried onto the roads, either through imposition of conditions on planning approvals or by way of a planning agreement with developers.
49. The County Council usually contacts the farmer or those responsible in the first instance, asking for the mud to be removed. If it is not removed within a reasonable time the County Council may arrange for the work to be undertaken and charge the person responsible. The Police may prosecute for failure to remove.

### **Obstructions on the Highway**

50. Items placed on the highway such as advertising signs, materials, and trading booths can be a hazard for users of the highway, especially the partially sighted and the disabled.
51. The County Council takes appropriate measures to have unauthorised obstructions removed from the highway as necessary in order to keep the highways safe and available for use by the public.

### **Parish Lengthsmen Scheme**

52. The Wiltshire Highways Partnership operates mobile teams of experienced operatives trained in highway maintenance and safety to carry out day-to-day maintenance in rural areas at the request of the Parish Councils.
53. The teams can carry out most minor works, or can report more major projects for possible inclusion on future maintenance programmes. This service has proved to be effective, and is very popular with the Parish Councils and local communities.
54. The Parish Lengthsmen also deal with a number of seasonal aspects of highway maintenance during the year, including Ragwort and serious weed problems, and potholes that have developed as a result of frosty and wet weather.

### **Planned Major Maintenance**

55. The County Council carries out regular inspection and testing of the condition of the highway network using visual and mechanical surveying techniques as appropriate. This information is recorded for reference and analysis, and is used in developing future maintenance programmes.
56. A programme of major structural maintenance involving the reconstruction, patching, repair or resurfacing of parts of the highway network is carried out annually. The schemes programmed depend on the availability of funding, the condition and

deterioration of the network, the volume of traffic, and the safety implications. This work has to be co-ordinated with the large number of public utilities and others who also have programmes for their own plant and apparatus in the highway.

57. As well as maintaining the safety of the road network the planned maintenance increases the life of a road so that its condition does not deteriorate so quickly. These factors are taken into account in determining maintenance programmes.
58. Because of the limited funding available it is necessary to set priorities, and these have to be reviewed annually as the condition of the network changes over time and with use.

### **Private Maintenance of Highway Verges**

59. In some cases it is possible for the County Council to grant a licence under Section 142 of the Highways Act 1980 to allow the planting and maintenance of a highway verge by others. Each case is considered on its merits, taking into account the location, usage and safety implications.

### **Repairs of Defects**

60. Some defects have to be treated more urgently than others. The priority given to each type of defect depends on its location and is allocated in accordance with Wiltshire's Highway Inspection Manual.
61. Serious highway defects are attended to as soon as possible, usually within 24 hours. Less serious defects are repaired as part of a planned maintenance programme.
62. In cases where defects are not considered to be an immediate safety hazard the area of concern may be added to a programme for future planned maintenance, and it is monitored for further deterioration and treatment as necessary.
63. The response times for typical defects are shown below, and are defined in more detail in the Highways Inspection Manual.

Defect Type	Road Type	Description of Defect	Response
Carriageway Pothole	A,B and some C and unclassified roads	More than 75mm deep and maximum dimension greater than 300mm	Repair, guard or sign within 24 hours
		Between 75-40mm deep and maximum dimension greater than 300mm	Repair within one week
Carriageway Pothole	Most C roads and unclassified roads	More than 100mm deep and maximum dimension greater than 300mm	Repair, guard or sign within 24 hours
		Between 100-75mm deep and maximum dimension greater than 300mm	Repair within one week
		Between 75-40mm deep and maximum dimension greater than 300mm	Repair within three months
Footway Trip	All footways	Up-stand more than 20mm	Repair, guard or sign within 24 hours
Footway Cracks and Gaps	Main Shopping Areas	Space between slabs or cracks 15mm wide and 15mm deep or greater	Repair within one week
	Other Footways	Space between slabs or cracks 15mm wide and 15mm deep or greater	Repair within three months
Covers and Gratings	All Roads and Footways	Covers missing or liable to progressive and sudden failure	Repair, guard or sign within 24 hours
	All Roads and Footways	All other conditions	Repair within one month

64. Serious defects are usually dealt with within 24 hours of identification. This may involve erecting signing and guarding, or could involve temporary or permanent repairs to the defect.

### Road Markings and Road Studs

65. White lines, road studs and other road markings get worn or damaged, and need to be renewed periodically. Those sites where there is an injury accident problem or where there are identified problems are generally treated as a priority. Other sites are dealt with as resources permit.
66. When road markings are replaced or renewed the opportunity is taken to review the markings to ensure that they conform to current standards.
67. The replacement of road markings is weather dependent, and on resurfaced roads it is not always possible to replace markings immediately. Warning signs are used

where appropriate to warn of missing road markings and drivers should exercise care.

### **Roadside Memorials and Floral Tributes**

68. The practice of placing floral tributes at the scene of a road death incident by bereaved relatives and friends is growing. While it is understandable that there is sometimes a need for bereaved relatives to visit the scene of an accident as part of the grieving process, there are serious road safety concerns over this practice. The locations of many road deaths, especially in rural locations, tend to be at places where it is not safe to stop and/or walk on the carriageway.
69. Floral tributes are usually allowed to remain for a period of not less than 14 days but generally not more than 30 days. The Highway Authority will arrange for collection and disposal within this period, with the bereaved being given the option of receiving the non-floral tributes which may be placed along with flowers.
70. Permanent memorials are not permitted within the highway because of road safety concerns.

### **Road Signs**

71. Missing or damaged signs are replaced or repaired as necessary. A stock of the common replacement signs such as chevron boards, warning and regulatory signs are held in stock, but some signs inevitably have to be manufactured specially and cannot be replaced as quickly.
72. Road signs on the main routes are cleaned as necessary. Road signs on less well used routes can be cleaned, if required, by the Parish Lengthsmen when they are visiting an area.
73. Sometimes through lack of maintenance by landowners it is necessary to cut back vegetation and hedges in order to ensure that signs remain visible, and arrangements are made to do this at the appropriate times of year. Landowners are responsible for the appropriate maintenance of their hedges and if the County Council has to carry out this work it may seek to recover the costs from the owners of the hedge.
74. Street name signs are erected and maintained by the local District Councils.

### **Routine Maintenance**

75. The general maintenance of the highway network is carried out by the Wiltshire Highways Partnership, which is a partnership of the County Council, the Consultant Mouchel Parkman and the Contractor Ringway. The service is operated from four Divisional Offices in Chippenham, Marlborough, Melksham and Wilton.
76. The Wiltshire Highways Partnership provides a locally based team which enables the County Council to combine detailed local knowledge with countywide resources to provide a consistent local service. The Partnership's staff inspect the highway

network, arrange repairs and maintenance as necessary to the carriageways, footways, verges, drainage, signing and road markings.

77. The local knowledge and expertise in the Divisional Offices allows the best use to be made of the available resources, and provides a local contact for the Parish and Town Councils, the public and other organisations.

### **Scaffolding and Hoardings on the Highway**

78. The law requires that scaffolding operations are properly planned and carried out. It is necessary to have adequate insurance cover in the form of a public liability policy.
79. A licence must be obtained from the County Council for any scaffolding work on the highway, including the pavement. The licence sets out the standards on such matters as lighting, signing, guarding, protection and maintenance of public passage and any other issues that are site specific.
80. Consideration is given on an individual basis to each application, and site specific conditions may be included to ensure safety.

### **Skips on the Highway**

81. Before placing a skip on the highway it is necessary to obtain permission in the form of a licence from the County Council, and it is necessary to prove that there is adequate insurance cover in the form of a public liability policy.
82. Consideration is given on an individual basis to each application, and site specific conditions may be included to ensure safety.

### **Tables and Chairs on the Highway**

83. There is an increasing demand on Highway Authorities to allow tables and chairs on the highway outside restaurants and cafes, especially in pedestrianised areas. In some cases this can be part of a 'Street Scene' project or other urban improvement scheme.
84. Licences may be granted subject to the approval of the Highway Authority. Provided that free and safe passage for pedestrians can be maintained then such an arrangement may be beneficial, but each case will be considered on its merits and site specific conditions may be included to ensure safety.

### **Third Party Claims**

85. Third Party claims against the County Council as highway authority are usually for either personal injury accidents or damage to personal property such as cars, clothing or premises, caused by alleged defects in the publicly maintainable highway.
86. Section 58 of the Highways Act 1980 provides the County Council with a statutory defence against claims where it can establish that reasonable care has been

taken to “secure that the part of the highway to which the action relates was not dangerous to traffic”.

87. The County Council operates a systematic process of highway safety inspections, intervention and repair to satisfy its statutory obligation under Section 58 of the Highways Act 1980.
88. The County Council determines liability using evidence to ascertain whether it has been negligent or in breach of its statutory duty. Such decisions are based on legal principles. Each claim is considered on its merits, irrespective of value. The County Council defends claims where liability is disputed, but if liability is established claims are settled promptly.

### **Trading on the Highway**

89. Trading from the highway is discouraged for safety reasons, but it is recognised that there can be situations where trading may be carried out in a safe manner, and may have benefits to the highway user. Planning permission may be required from the District Council, and other legislation may be applicable.
90. Where trading from the highway is likely to have an adverse effect on safety or likely to cause a significant obstruction, the County Council takes appropriate measures to keep the highway safe for road users.

### **Unauthorised Signs**

91. Temporary signs not authorised by the Highway Authority either freestanding or attached to lighting columns and other street furniture can be a danger to the public, and can obstruct visibility for drivers and other road users.
92. The County Council may take appropriate measures to have unauthorised signs and obstructions removed.

### **Weeds on the Public Highway**

93. Unless required by legislation the County Council has a policy of weed control, not eradication. Suitable methods of weed control are determined taking into account safety, size of infestation, effectiveness, and the effect on the environment.
94. The problems caused by Common Ragwort are appreciated, and it is important that treatment is prioritised according to severity of infestation and proximity to livestock or land used for livestock feed.
95. In built up areas the County Council arranges for treatment of weeds at least once a year.

**Transport Asset Management Plan –  
High Level Gap Analysis**

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# Transport Asset Management Plan – High Level Gap Analysis

ASSET GROUPS / SUB-GROUPS	GAP ANALYSIS		INVENTORY				PERFORMANCE ASSESSMENT				MAINTENANCE MANAGEMENT				PERFORMANCE MONITORING	
	R - Recommended O - Optional		Data Coverage	Data Reliability	Confidence	Inventory Data System	Safety Inspections	Service Inspections	Condition Assessment	Inspection Data System	Reactive Maintenance	Routine Maintenance	Planned Maintenance	Maintenance Data System	Performance Indicators	Informed Decision Making
<b>Roads</b>																
Carriageways	R		General	Good	Medium	Partial	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	Partially
Edge of carriageway (kerbs etc)	O		General	Good	Medium	Partial	Yes	Yes	No	Yes	Yes	Partial	Partial	No	No	No
Paved centre reserves & islands	O		General	Good	Medium	Partial	Yes	Yes	No	No	Yes	Yes	No	No	No	No
Grass verges & reservations	O		General	Good	Medium	Yes	Yes	No	No	Partial	Yes	Yes	Yes	No	No	No
Safety Fences	R		General	Good	Medium	Partial	Partial	No	No	Partial	Yes	No	No	No	No	No
Road markings/studs	R		Partial	Poor	Low	Low	Partial	No	No	No	Yes	Partial	Partial	No	No	No
Traffic Calming and Road Humps	O		Partial	Poor	Low	No	Yes	No	No	No	Yes	No	No	No	No	No
<b>Footways &amp; Cycle Routes</b>																
Footway Surface	R		General	Good	Medium	Yes	Yes	No	Partial	Partial	Yes	No	No	No	Yes	Partial
Cycleway Surface	O		General	Good	Medium	Yes	Yes	No	No	No	Yes	No	No	No	No	No
Pedestrian Steps and Ramps	O		Nil	Very Poor	Low	No	Yes	No	No	Partial	Yes	No	No	No	No	No
<b>Public Rights of Way</b>																
PROW Network Surface	R		Initial	Poor	Low	Partial	Yes	Yes	Partial	Partial	Yes	No	Partial	Partial	Yes	Partial
PROW structures	R		Initial	Poor	Low	No	Partial	No	No	No	Partial	No	No	No	Yes	Partial
PROW Signs	O		Nil	Very Poor	Nil	No	Yes	Yes	No	Partial	Yes	No	No	Partial	Yes	Partial
<b>Structures</b>																
Bridges	R		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Partial	No	Yes	Yes	No
Retaining walls	R		Initial	Good	Low	No	No	No	No	No	Yes	No	No	Partial	No	No
Cuttings & Embankments	R		Nil	Very Poor	Low	No	No	No	No	No	Yes	No	No	Partial	No	No
Subways	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Partial	No	Yes	Yes	No
Tunnels	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Partial	No	Yes	Yes	No
Highway Pumps	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>Street Lighting</b>																
Lamp Columns	R		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Lit signs	R		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
Illuminated bollards, shelters and beacons	R		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
High Masts	O		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Subway Lighting	O		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Bridge Lighting	O		General	Very Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Cable network	O		Initial	Very Poor	Low	No	No	No	No	No	Yes	No	No	No	No	No
<b>Signs &amp; Other Street Furniture</b>																
Signs (unlit)	R		Typical	Good	Medium	No	Partial	No	No	No	Yes	No	No	No	No	No
Pedestrian guardrails	R		General	Good	Medium	No	Yes	No	No	No	Yes	No	No	No	No	No
Bus shelters	O		General	Very Good	Medium	Partial	Yes	Yes	No	No	Yes	Yes	Yes	No	No	No
Bollards	O		Typical	Good	Medium	No	Partial	No	No	No	Yes	No	No	No	No	No
Grit Bins	O		General	Good	Medium	No	No	Yes	No	No	Yes	Partial	No	No	No	No
Bus Stops	O		Initial	Poor	Low	No	Yes	No	No	No	Yes	No	No	No	No	No
<b>Drainage</b>																
Gullies	R		General	Good	Medium	No	Yes	Partial	Partial	No	Yes	Yes	Yes	No	No	No
Pipework	O		Partial	Good	Low	Partial	Partial	No	Partial	Partial	Yes	No	Partial	Partial	No	No
Grips	O		General	Good	Medium	Yes	Partial	No	No	No	Yes	Yes	No	No	No	No
Ditches and Swales	O		Initial	Poor	Low	No	Partial	No	No	No	Yes	No	No	No	No	No
Small culverts	O		Typical	Poor	Low	Partial	Partial	No	No	No	Yes	No	No	No	No	No
Soakaways	O		Initial	Very Poor	Low	No	No	No	No	No	Yes	No	No	No	No	No
Interceptors	O		Partial	Poor	Low	No	No	No	No	No	Yes	No	No	No	No	No
Hydrobrakes	O		Partial	Poor	Low	No	No	No	No	No	Yes	No	No	No	No	No
Ponds	O		Initial	Poor	Low	No	No	No	No	No	Yes	No	No	No	No	No
<b>Traffic Control &amp; Information Systems</b>																
Urban Traffic Control	R		Complete	Excellent	High	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Junction signals	R		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Signal. Pedestrian Crossings	R		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Vehicle Access Systems (VAS)	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Variable Message Signs (VMS)	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Real-time Passenger Information (RPI)	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Wigwags	O		Partial	Very Good	Low	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Partial	Yes	No	No
Automated Traffic Counts (ATC)	O		Complete	Excellent	High	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
<b>Environmental</b>																
Highway trees	R		Partial	Poor	Low	No	Yes	Partial	No	Partial	Yes	Yes	Partial	No	No	No
Landscaped areas	O		Partial	Poor	Low	Partial	Partial	No	No	No	Yes	No	No	No	No	No
Other Highway Land	O		Partial	Poor	Low	Yes	No	No	No	No	Yes	No	No	No	No	No
Wildlife Fencing	O		Partial	Poor	Low	No	Partial	Partial	Partial	No	Yes	No	No	No	No	No
Wildlife Tunnels	O		Partial	Poor	Low	No	Partial	Partial	Partial	No	Yes	No	No	No	No	No
Noise Fencing	O		Partial	Poor	Low	No	Partial	No	No	No	Yes	No	No	No	No	No
<b>Weather &amp; Emergency</b>																
Weather Information Systems	R		Complete	Good	Medium	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No

Service Delivery Risk Rating: ■ High ■ Medium ■ Low