

# 9 MONITORING PERFORMANCE

## 9.1 DEFINING OBJECTIVES AND INDICATORS

The Local Transport Plan must include clear mechanisms for monitoring performance against objectives and must set realistic and challenging targets in pursuit of the objectives. In this Plan the development of performance monitoring has been split into two parts, namely:-

- those that measure the progress against shorter term targets and goals to assess the performance of constituent strategies; and,
- those that measure the achievement of the Government objectives for transport in the medium and longer term

Detailed work on these processes is still underway in refining the detailed area-based and county-wide strategies, and in taking on board the outcomes of the recently completed GOSW study of Salisbury and the A36/A46.

## 9.2 STRATEGY IMPLEMENTATION MONITORING

The monitoring of individual strategies and their components will be crucial in the short and medium term to ensure that the outcomes are acting to achieve the longer term Government objectives. It would be unwise to rely purely on the longer term monitoring of performance against the objectives as discussed below.

The performance of the component strategies will be monitored using a combination of the indicators in Table 9.2.1 as appropriate:-

Strategy Goal Item	Target	Performance Indicators	Short Term Measure	Long Term Measure
Mode shift	Area specific	Changes in mode share and perception of alternatives	Bus patronage	Household travel surveys, Peoples Voice surveys, Census data, and trip length surveys
Increased walking and cycling	Area specific	Increased walking and cycling, public satisfaction	Counts, length of links built	Screenline counts, household surveys, Peoples Voice
Road traffic reduction	Area specific	Traffic growth levels	ATC and MCC	ATC and MCC
Increased public transport provision and use	Area specific	Villages served by bus, bus service frequencies, bus ridership	Funding levels, number of services provided, frequency	Household surveys, number of services, rail boarding surveys, Peoples Voice
Improved maintenance	Area specific	Condition (skidding, strength etc)	Funding, UKPMS data, visual inspections	RPMS, complaints via Clarence, claims, Peoples Voice.
Air Quality	Area specific	Emissions	N/A	Air Quality Monitoring
Road Safety	Area specific	Accidents	Number of accidents	Number of accidents

This approach is recognised in the area based strategies for Western Wiltshire, Salisbury and Devizes and frameworks for these areas are set out in Sections 6.2, 6.3 and 6.4 to specify a programme for monitoring performance against targets.

### **9.3 GOVERNMENT OBJECTIVES**

The Government's objectives for transport are fivefold and each objective has clearly defined measure of performance as set out in the Simplified Appraisal Summary Tables included in the latest guidance on Local Transport Plans. Table 9.3.1 therefore identifies the indicators that will be used to measure changes in these indicators.

Progress in achieving the programme and targets will be monitored and reported in an annual 'Performance Plan'.

The 'Annual Performance Plan' will include information on monitoring as set out above and will identify the financial performance of the Council against the programme set out in the Local Transport Plan. This will enable the public to see how well the Council is performing its services and will provide the public with clear information.

**Table 9.3.1: Indicators for Achieving Government Objectives**

Government Objective	Indicator	Measure
1. to protect and enhance the built and natural environment	Noise	Change in urban and rural noise over time (calculated from vehicle flows using the DMRB guidance).
	Local Air Quality	Air Quality Monitoring sites.
	Landscape	Changes in the use of land.
	Biodiversity	To be defined by RPG work.
	Built Environment	Impacts on urban environments and sensitive/protected sites (calculated from change in traffic flows).
	Water Quality	Land-use development impacts on water courses (from RPG work).
	Health Impacts	Air Quality and accident data.
	Quality of Journey	Peoples Voice (Public perception surveys).
2. to improve safety for all travellers	Accidents	Accidents rates, public perception surveys.
	Security	Crime rates, public perception surveys.
3. to contribute to an efficient economy, and to support sustainable economic growth	Journey Times and Operating Costs	Journey time surveys, business perception surveys.
	Financial Flows	Financial review statements.
	Journey Time Reliability	Monitoring of disruption and, public/business perception surveys.
	Regeneration	Business development pressures, business perception surveys, retail activity surveys.
4. to promote accessibility to everyday facilities for all, especially those without a car	Option Value	Public perception surveys, mode access time matrix for key services and facilities, Rural Accessibility Index.
	Severance and Community Impacts	Traffic flows in residential areas and on through routes.
	Social Inclusiveness	Public perception surveys, travel mode surveys, travel cost surveys by mode (from models).
5. to promote the integration of all forms of transport and land-use planning, leading to a better, more efficient transport system	Interchange	Availability of information, public perception surveys, facilities monitoring.
	Land-Use Policy	Conformity with RPGs, Structure and Local Plans, Appeals lost and Planning BV indicators.
	Other Government Policy	Possibly including health statistics, employment rates, educational attainment and BV indicators.

## 9.4 ROAD TRAFFIC REDUCTION

In setting targets for the Road Traffic Reduction Act 1997, the requirements for monitoring the implementation of transport measures and obligations under the Environment Act 1995 also have to be considered. The Environment Act 1995 sets maximum levels for certain pollutants in 2005 and is not directly related to 2005 traffic flows. Traffic pollution can be very localised and site specific targets for traffic flow may be necessary where appropriate.

Bearing in mind the differing monitoring requirements for the RTRA, the implementation of packages of transport measures, and air quality management, the following targets for the reduction in the rate of growth on roads, in key geographic areas for which the County Council is the highway authority, are predicted:-

Area Based Strategies for which computer traffic models exist and transport measures are being implemented (based on NRTF Medium Growth)		
Area	Do-Minimum Growth Rate	Target Growth Rate
Western Wiltshire Sustainable Transport Strategy	22%	10%
Salisbury Transport Plan	20%	10%
Devizes Community Area Transport Plan	27%	17%

### Rest of County:

Wiltshire has experienced rapid traffic growth over the past 10 years and has often exceeded the National High Growth forecasts. Current predictions for the area suggest that high traffic growth continues to be a threat and it is recognised that the car will continue to be the predominant mode for much of the County.

As a result, it has been determined that the countywide measures to develop alternatives will have only a limited impact in the medium term and that a Target of 'National Road Traffic Forecast, Low Growth' is probably the most realistic that can be achieved under the current capital funding regimes.

The authority believes that a substantial increase in revenue funding will be needed to encourage a substantial mode shift in rural areas. The authority will continue to monitor this position and opportunities to increase revenue funding from all sources will be actively reviewed and, where appropriate, pursued with partners.

A detailed explanation of the authority's position is set out in the Road Traffic Reduction Act Report (**Annex 3**). This report includes a detailed breakdown of current traffic flows, do-nothing forecasts and do-something targets for a comprehensive network of automatic traffic counters. In addition the Report summarises how the targets and performance indicators for each area strategy were developed and provides base-line data where this is appropriate. Figure 9.4.1 shows the Road Traffic Reduction Growth target for the County as a whole.

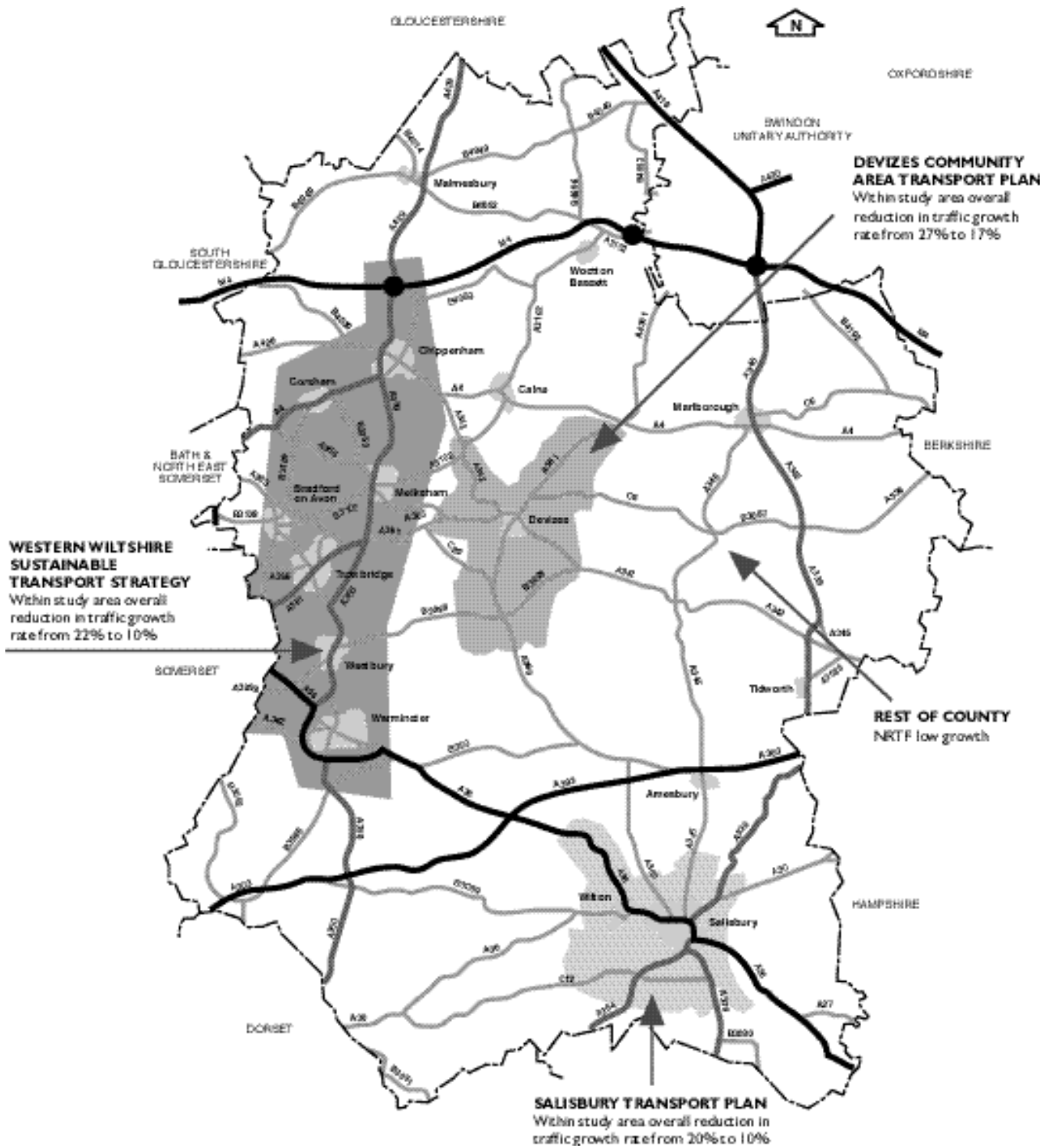


Figure 9.4.1 Wiltshire Summary Road Traffic Reduction Targets