

Appendix I - Improvement Actions						
Ref.	Activity/ Task	Added to Action Plan	Action By	Target for completion	Current Status (RAG)	Comments
	Customer Satisfaction					
IACu1	Develop methodology for publishing plans for and outputs from road investment		RTOS Mgt Team	2013		
IACu2	Establish a programme of repeatable customer satisfaction surveys to monitor public perception of the Service provided by the Council		RTOS Mgt Team	2011		
IACu3	Review current systems for logging and monitoring public enquiries with a view to establishing a system whereby the public can check the outcome of their calls.		Roads Manager (Support)	2013		Successful outcome is dependant on the functionality of the Councils current Customer Relationship Management System (Lagan CRM)
	Carriageways					
IAC1	Assign hierarchy to carriageway inventory data		RMS Team Leaders/ Asset Coordinator	2011		
IAC2	Develop process & system to capture store and maintain detailed carriageway inventory data		Roads Manager (Support)/Asset Coordinator	2010-11		
IAC3	Develop Skid Resistance Policy		RMS Manager/Team Leaders	2011-12		
IAC4	Develop Inspection Manual		RMS Manager/Team Leaders	2011		
IAC5	Investigate possibility of improving safety survey coverage and defect repair response times.		RMS Manager/Team Leaders	2011		
IAC6	Investigate possible improvements to process of identifying and repairing Statutory Undertakers defective		Roads Manager (Support)/NRSWA Coordinator	2012		

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	ironwork					
IAC7	Update customer enquiry process to separately identify enquiries related to each asset.		Asset Coordinator	2011		
IAC8	Review Training and Development of Inspectors		RMS Manager/Team Leaders	2011		
IAC9	Review Inspectors workload		RMS Manager/Team Leaders	2011		
IAC10	Review project design and construction processes and road adoption processes to ensure updated asset inventory is properly recorded.		Roads Manager (Support)/ Business Systems Officer	2011		
IAC11	Update customer enquiry logging process to separately identify enquiries related to the carriageway asset		Asset Coordinator	2011/12		
IAC12	Continue to develop systems to record and maintain financial expenditure against cost category and provide output from this investment		RAMP Development Group	2014		
IAC13	Develop methodology for calculating Depreciated Replacement Cost and the Annual Consumption Cost		Roads Manager (Support)	2013		
IAC14	Develop and review the Risk Register		RTOS Mgt Team	Annually		
IAC 15	New Performance Indicators: Develop methods for capturing and reporting required data		Roads Manager (Support)/Asset Coordinator	2013		
	Footways					
IAF1	Develop an accurate asset inventory database	2011	Roads Manager (Support)/ Asset	2011		

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			Coordinator/ DC Team Leader			
IAF2	Develop Inspection Methodology and Manual	2011	RMS Manager/Team Leaders	2012		
IAF3	Investigate the use of existing Inspection resources. Establish resources required to introduce a safety survey inspection and repair regime for footways, footpaths and cycleways	2011	RMS Manager/Team Leaders	2011		
IAF4	Investigate possible improvements to process of identifying and repairing Statutory Undertakers defective ironwork	2011	Roads Manager (Support)/NRSWA Co-ordinator	2012		
IAF5	Update customer enquiry process to separately identify enquiries related to each asset.	2011	Asset Coordinator	2011		
IAF6	Review Training and Development of Inspectors	2011	RMS Manager/Team Leaders	2011		
IAF7	Develop footway, footpath and cycleway condition assessment process	2011	Asset Coordinator	2011		
IAF8	Review project design and construction processes and road adoption processes to ensure updated asset inventory and associated costs is properly recorded.	2011	Roads Manager (Support)/Asset Coordinator/ Team Leaders	2011		
IAF9	Continue to develop systems to record and maintain financial expenditure against cost category and provide output from this investment	2011	RMS Manager/Team Leaders	Annual Review		
IAF10	Develop methodology for calculating Depreciated Replacement Cost and the Annual Consumption Cost	2011	Roads Manager (Support)/Asset Coordinator	2011		

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IAF11	Develop and review the Risk Register	2011	Roads Manager (Support)/RTOS Mgt Team	Annual Review		
IAF12	New Performance Indicators: Develop methods for capturing and storing required data	2011	Roads Manager (Support)/Asset Coordinator	2012		
	Street Lighting					
IAL1	The specification for all new installations, including new developments, will require the installation of Candelon monitoring equipment.		Street Lighting Team Leader	2011		
IAL2	Establish a passive half hourly metering system.		Street Lighting Team Leader	2011		
IAL3	Review revenue budget allocation with a view to reintroducing electrical testing and a cable replacement programme.		Street Lighting Team Leader/Roads support Manager/ RM Manager	2011/12		
IAL4	Review revenue budget allocation with a view to reintroducing of structural testing.		Street Lighting Team Leader/Roads Support Manager/ RM Manager	2012		
IAL5	Develop a programme to update and improve the asset inventory including capturing spatial cabling data.		Asset Coordinator/Street Lighting Team Leader	2012		
IAL6	Develop wholly electronic inspection record process.		Asset Coordinator/Street Lighting Team Leader/ Electricians	2012		
IAL7	Review Service Risk Register to include identified risks associated with street lighting.		Street Lighting Team Leader/Roads support Manager/ RM Manager	Annually		
IAL8	New Performance Indicators: Develop methods of capturing required data		Asset Coordinator/Street Lighting Team Leader/	2013		

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			Roads Support Manager			
	Structures					
IAS1	Complete the population of the road structures asset inventory with structures information.		Structures Team Leader/ Asset Coordinator	2014		
IAS2	Investigate methods for obtaining ownership data in relation to retaining walls.		Structures Team Leader	2011		
IAS3	Develop an asset information and records strategy to determine the information required to be held, the information currently held, where and in what format, the missing information, the collection methods for the missing information and any proposed changes to the storage method.		Structures Team Leader/ Asset Coordinator	2011		
IAS4	Develop & implement a formal data management procedure to ensure updating of the asset register and notification of changes to appropriate parties.		Roads Support Manager/Structures Team Leader/ Asset Coordinator	2012		
IAS5	Investigate the possible development of WDM-SMS to improve the workflow process		Roads Support Manager/Structures Team Leader/ Asset Coordinator	2012		
IAS6	Establish methodology for recording accident damage and third party claims costs.		Structures Team Leader	2014		

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IAS7	Continue to develop condition index data to produce a meaningful PI that can be benchmarked with other authorities.		Structures Team Leader	2012		
IAS8	Complete strengthening programme		Structures Team Leader	2015		
IAS9	Develop a procedure to assess the ongoing maintenance liability of new assets and ensure these figures are included within the design calculations or added to the service business plan.		Structures Team Leader	2013		
IAS10	Develop appropriate output from investment data.		Structures Team Leader	2011		
IAS11	Develop a formalised process for establishing the ongoing, long term, budgetary requirements for the maintenance and management of the structures asset.		Roads Maintenance Manager/Structures Team Leader	2013		
IAS12	Develop an option appraisal process to consider how maintenance options are identified and appraised for structures		Roads Maintenance Manager/Structures Team Leader	2012		
IAS13	Review Service Risk Register to include identified risks associated with structures		Roads Maintenance Manager/Structures Team Leader	Annually		
IAS14	New Performance Indicators: Develop methods of capturing required data		Structures Team Leader/ Asset Coordinator	2012		

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	Traffic Management Systems					
IATM1	Develop rudimentary LCP for TM Systems		TM Team Leader	2011		
	Street Furniture					
IASF1	Develop rudimentary LCP for Street Furniture		Roads Manager (Support)/Asset Coordinator/ Team Leaders	2011		

Document Control

Version No	Status	Author	Date	Comments
2.0	2011 update	CM	Apr 11	Submitted to Council for approval