

### Roads and lighting

#### **Traffic light repairs – the percentage of repairs completed within 48 hours**

The indicator shows the percentage of all repairs to traffic lights, undertaken within 48 hours of notification to the council. The indicator measures elapsed hours rather than working or contract hours.

#### **Points to bear in mind**

The actual repair work is often carried out by a contractor, and in such cases it is the contractor's performance that is, in part, being measured. However, it is the council's responsibility as the client to ensure that a contractor's performance is satisfactory. Councils' own targets for repair times may be expressed in working days, and so may exclude weekends.

Some councils operate a 24 hour fault notification centre and reported performance for such councils may show a lower performance level compared with other councils as repair time commences when the fault is notified to the council even if it is not in a position to notify its contractor at that time.

## Roads and lighting

### Traffic light repairs - the percentage of repairs completed within 48 hours

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	13		96	98	94			
Aberdeenshire	5	✓	92	98	99	✓		
Angus	9		87	96	96		✓	
Argyll & Bute	21		<u>74</u>	<u>95</u>	90			✓
Clackmannanshire	14		100	100	94	✗		
Dumfries & Galloway	27	✗	72	80	86			✓
Dundee City	4	✓	100	100	99			
East Ayrshire	22		54	71	90			✓
East Dunbartonshire	29	✗	55	86	85			✓
East Lothian	6	✓	94	100	99			
East Renfrewshire	24		79	90	87		✓	
City of Edinburgh	8	✓	88	97	97	✓		
Eilean Siar	1	✓	100	83	100			
Falkirk	18		95	97	92			
Fife	15		72	91	93			✓
Glasgow City	28	✗	77	79	85		✓	
Highland	1	✓	97	96	100			
Inverclyde	17		100	100	92	✗		
Midlothian	7	✓	98	100	98			
Moray	1	✓	49	88	100			✓
North Ayrshire	26	✗	81	81	87	✓		
North Lanarkshire	31	✗	75	69	63			✗
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	20		79	87	91		✓	
Renfrewshire	19		93	91	91			
Scottish Borders	10		85	97	95		✓	
Shetland Islands	25	✗	93	87	87	✗		
South Ayrshire	11		81	84	94			✓
South Lanarkshire	23		88	86	88			
Stirling	12		100	94	94	✗		
West Dunbartonshire	30	✗	80	83	81			
West Lothian	16		94	98	93			
			<b>Scotland</b>					
			80	84	87			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100	100	100
Upper quartile	96	98	96
Median	88	91	93
Lower quartile	78	85	87
Lowest ranked performance	49	69	63

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	1

Count of councils showing material change since 1999/00	
<b>Improvement</b>	
5-9%	3
10-14%	5
>15%	7
<b>Decline</b>	
5-9%	4
10-14%	-
>15%	1

#### Notes

An underlined PI measurement indicates unreliable data.

## Roads and lighting

---

### Traffic light repairs - the percentage of repairs completed within 48 hours

The following councils were ranked 25th or below in 1999/2000:

Argyll & Bute  
Dumfries & Galloway  
East Ayrshire  
East Dunbartonshire  
Fife  
Moray  
North Lanarkshire

The following councils did not make any material improvement in their performance by 2001/2002:

North Lanarkshire

## Roads and lighting

---

### **Street lights – the percentage of repairs completed within seven days**

The indicator shows the percentage of all repairs undertaken within seven days of notification to the council.

### **Points to bear in mind**

The actual repair work is often carried out by a contractor, and in such cases it is the contractor's performance that is, in part, being measured. However, it is the council's responsibility, as the client, to ensure that a contractor's performance is satisfactory.

## Roads and lighting

### Street light repairs - the percentage of repairs completed within seven days

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	17		73	84	91			✓
Aberdeenshire	32	✗	82	88	72		✗	
Angus	19		91	96	90			
Argyll & Bute	28	✗	87	<u>90</u>	80	✗		
Clackmannanshire	19		75	80	90			✓
Dumfries & Galloway	27	✗	82	87	81			
Dundee City	4	✓	93	97	98	✓		
East Ayrshire	12		96	97	94			
East Dunbartonshire	8	✓	90	97	95	✓		
East Lothian	31	✗	FTR	FTR	77			
East Renfrewshire	7	✓	97	100	96			
City of Edinburgh	24		<u>87</u>	<u>77</u>	85			
Eilean Siar	14		84	FTR	93		✓	
Falkirk	6	✓	96	98	97			
Fife	16		84	91	91	✓		
Glasgow City	10		95	90	95			
Highland	3	✓	97	98	98			
Inverclyde	29	✗	71	71	80		✓	
Midlothian	23		93	82	87	✗		
Moray	5	✓	98	96	97			
North Ayrshire	18		94	96	90			
North Lanarkshire	26	✗	93	83	81		✗	
Orkney Islands	25	✗	78	80	82			
Perth & Kinross	2	✓	98	98	99			
Renfrewshire	19		87	87	90			
Scottish Borders	13		92	92	93			
Shetland Islands	29	✗	86	77	80	✗		
South Ayrshire	15		93	94	93			
South Lanarkshire	1	✓	99	98	99			
Stirling	22		79	85	89		✓	
West Dunbartonshire	11		91	98	94			
West Lothian	9		79	93	95			✓
			<b>Scotland</b>					
			89	90	91			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	99	100	99
Upper quartile	95	97	95
Median	91	92	91
Lower quartile	83	84	84
Lowest ranked performance	71	71	72

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
<b>Improvement</b>	
5-9%	3
10-14%	3
>15%	3
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	-

#### Notes

An underlined PI measurement indicates unreliable data.

## Roads and lighting

---

### Street lights - the percentage of repairs completed within seven days

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City  
Clackmannanshire  
Inverclyde  
Orkney Islands  
Stirling  
West Lothian

The following councils did not make any material improvement in their performance by 2001/2002:

Orkney Islands