

### 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 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	10		98.0	93.7	94.6			
Aberdeenshire	17		98.0	98.8	91.2	✗		
Angus	13		96.0	96.2	94.1			
Argyll & Bute	8	✓	<u>95.0</u>	90.0	95.5			
Clackmannanshire	18		100.0	93.5	89.5		✗	
Dumfries & Galloway	25	✗	80.0	86.3	82.9			
Dundee City	4	✓	100.0	99.1	98.9			
East Ayrshire	21		71.0	89.9	86.0			✓
East Dunbartonshire	24		86.0	84.5	83.3			
East Lothian	5	✓	100.0	98.5	98.4			
East Renfrewshire	29	✗	90.0	87.1	80.1		✗	
City of Edinburgh	7	✓	97.0	96.7	97.1			
Eilean Siar	11		83.0	100.0	94.4		✓	
Falkirk	14		97.0	91.6	93.9			
Fife	26	✗	91.0	93.0	82.6	✗		
Glasgow City	20		79.0	85.1	88.1		✓	
Highland	1	✓	96.0	100.0	100.0			
Inverclyde	30	✗	100.0	92.0	72.3			✗
Midlothian	11		100.0	98.3	94.4	✗		
Moray	1	✓	88.0	100.0	100.0		✓	
North Ayrshire	23		81.0	86.5	83.5			
North Lanarkshire	28	✗	69.0	63.3	80.5			✓
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	22		87.0	90.6	85.1			
Renfrewshire	16		91.0	90.7	91.5			
Scottish Borders	1	✓	97.0	94.7	100.0			
South Ayrshire	9		84.0	94.1	95.4		✓	
South Lanarkshire	26	✗	86.0	87.5	82.6			
Stirling	6	✓	94.0	93.8	97.4			
West Dunbartonshire	19		83.0	81.4	89.0	✓		
West Lothian	15		98.0	92.5	93.3			
			<b>Scotland</b>					
			84.0	86.7	89.0			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	97.8	96.6	95.5
Median	92.5	92.8	92.4
Lower quartile	84.5	88.1	83.9
Lowest ranked performance	69.0	63.3	72.3

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	1	1	1

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	4
>15%	2
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	1

#### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Shetland Islands	87.0	86.7	<u>36.4</u>

#### Notes

An underlined PI measurement indicates unreliable data.

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

The following councils were ranked 25th or below in 2000/01:

Dumfries & Galloway

East Ayrshire

Glasgow City

North Ayrshire

North Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

Dumfries & Galloway

North Ayrshire

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### **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.

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

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	23		84.0	90.5	86.4			
Aberdeenshire	32	✗	88.0	72.0	70.0			✗
Angus	31	✗	96.0	89.7	75.7			✗
Argyll & Bute	18		90.0	80.4	91.3			
Clackmannanshire	21		80.0	89.7	89.5		✓	
Dumfries & Galloway	27	✗	87.0	80.9	79.1	✗		
Dundee City	5	✓	97.0	98.2	97.9			
East Ayrshire	4	✓	97.0	93.7	98.3			
East Dunbartonshire	15		97.0	95.3	93.3			
East Lothian	17		FTR	77.2	91.9			
East Renfrewshire	2	✓	100.0	95.8	99.0			
City of Edinburgh	26	✗	77.0	85.1	84.6	✓		
Eilean Siar	28	✗	FTR	92.9	79.0			
Falkirk	10		98.0	96.9	96.8			
Fife	25	✗	91.0	91.3	85.4	✗		
Glasgow City	9		90.0	94.8	97.0	✓		
Highland	11		98.0	98.3	96.7			
Inverclyde	19		71.0	80.0	90.2			✓
Midlothian	29	✗	82.0	86.8	77.5	✗		
Moray	6	✓	96.0	97.2	97.4			
North Ayrshire	12		96.0	89.9	95.8			
North Lanarkshire	16		83.0	81.2	93.1		✓	
Orkney Islands	22		80.0	81.6	86.5	✓		
Perth & Kinross	3	✓	98.0	98.5	98.5			
Renfrewshire	7	✓	87.0	89.7	97.1		✓	
Scottish Borders	24		92.0	93.0	86.1	✗		
Shetland Islands	30	✗	77.0	80.0	77.0			
South Ayrshire	7	✓	94.0	92.6	97.1			
South Lanarkshire	1	✓	98.0	99.1	99.4			
Stirling	20		85.0	88.8	89.7	✓		
West Dunbartonshire	14		98.0	94.2	93.6			
West Lothian	13		93.0	95.1	93.7			

Scotland		
90.0	90.6	90.9

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	99.1	99.4
Upper quartile	97.0	95.2	97.0
Median	91.5	90.9	92.5
Lower quartile	84.3	84.2	85.9
Lowest ranked performance	71.0	72.0	70.0

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	4
10-14%	3
>15%	1
<b>Decline</b>	
5-9%	4
10-14%	-
>15%	2

#### Notes

An underlined PI measurement indicates unreliable data.

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

The following councils were ranked 25th or below in 2000/01:

Clackmannanshire  
City of Edinburgh  
Inverclyde  
Midlothian  
Orkney Islands  
Shetland Islands

The following councils did not make any material improvement in their performance by 2002/03:

Midlothian  
Shetland Islands