

NORTH LANARKSHIRE COUNCIL

REPORT

To: SCRUTINY PANEL (Service Delivery and Performance)		Subject: UPDATE REPORT ON TRAFFIC LIGHT REPAIRS, PERFORMANCE INDICATOR
From: DIRECTOR OF PLANNING AND ENVIRONMENT		
Date: 9 March 2006	Ref: HQ/JM	

1 Purpose of Report

- 1.1 The purpose of this report is to update Committee on the circumstances contributing to the fall in the % of traffic light repairs, completed in 48 hours, below the target level of 98%.

2 Background

- 2.1 Following an improved performance for this indicator during 2004/05, the quarter one and quarter two performance, for 2005/06, showed a reduction of 2% on the previous years figures. This has arisen from a number of issues which have had a cumulative effect on performance.

3 Quarter One 2005/06

- 3.1 The percentage of repairs completed within 48 hours reduced from 97% in 2004/05 to 95% in 2005/06. During this quarter 717 faults were repaired with 39 failures being recorded.

4 Quarter Two 2005/06

- 4.1 The percentage of repairs completed within 48 hours reduced from 96% in 2004/05 to 94% in 2005/06. During this quarter 649 faults were repaired with 36 failures being recorded.

5 Discussion

- 5.1 There have been a number of problems this year which have lead to the reductions stated above. These are summarised as follows,

- When some faults have been entered into the system the date the fault was reported has had the day or the month input a day or a month early which has lead to automatic fails when no fail has occurred,
- When ARNL have been carrying out their weekend checks they replace lamps which they find dark. It can be up to a week later before we are informed of this repair. When this is entered into the system the date of notification of the fault has been entered as date of carrying out the repair and the date of completion has been entered as the date of notification of the repair being carried out. This obviously leads to a fail when no fail has occurred,

- During period 2 a fault list which was printed from the system was missed. This resulted in an automatic fail for a number of faults because of the 24 hours lost between the report being generated and being sent to the contractors,
- A number of faults were not caught by our weekend working arrangements when they were left until the Sunday for repair thus ensuring a fail,
- Some faults were also reported prior to a holiday weekend and were not able to be repaired within the 48 hour limit,
- Failures also occurred due to ARNL attending to repair a lamp fault and finding a secondary fault which has to be reported to the signal contractor for repair therefore generating a fail,
- Because of the general age of our signal equipment we have been carrying out a programme of upgrades to equipment and signal heads to remove lamps and replace these with LED's. This was expected to result in fewer fault reports for dark lamps however we have identified a problem with a range of LED's which has been raised with the signal contractor who is in the process of rectifying the problem. This is hopefully a short term problem which is now being corrected,

7 Conclusion

- 7.1 While recognising that the reported figures are below our repair levels for last year and well below our target figure it should be noted that a number of repairs were carried out within the target period although administrative issues have affected the reported figures. The issues reported above will also have a residual effect on quarter 3 figures.
- 7.2 The issues identified have been raised with the staff, contractors and partners involved in delivering this service and it is hoped that they will not influence future reported figures.

8 Recommendation

- 8.1 Members are asked to note the contents of this report and the action that the Department has taken to improve our performance in this area.



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DIRECTOR OF PLANNING AND ENVIRONMENT
 1 March 2006

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