What does Highways England need to deliver by 2020?

Highways England has committed to improve performance and efficiency of England's Strategic Road Network. Here are some of the key performance indicators and targets.

**Improving user satisfaction**
- Road user satisfaction at 90% from March 2017

**Making the network safer**
- 40% reduction in deaths and serious injury by 2020

**Achieving efficiency**
- Total savings of at least £1.2bn on capital expenditure by 2019-20

**Better environmental outcomes**
- Deliver biodiversity action plan

**Incident clearance**
- 85% of motorway incidents cleared within one hour

**Network availability**
- 97% lane availability in any one rolling year

**Noise reduced**
- Mitigate the impact of noise in at least 1,150 noise important areas by 2020

**Keeping the network in good condition**
- 95% of pavement requiring no further investigation for possible maintenance