



# TRANSPORTATION

## Feedback from our Customers



### You said

“I find it difficult to access bus stops in my wheelchair.”

“You do not consult the residents before you implement traffic calming schemes.”

“The internet is one of the most easy ways of accessing information, there is very little information on transportation though.”

“Residents and commuters have no idea why you are working and how long road works are going to last, you just keep digging up the road.”

### We did

As part of our capital projects we consider the needs of access for all at the design stage. We now provide raised kerbs, dropped kerbs, footpaths and ramps for easier access.

We have reviewed our consultation process and we are now undertaking on street surveys in areas which have been targeted. These surveys allow you as a resident or member of the public to let us know what you want.

We understand that the internet is an easy way for many of our customers to access information and as a result have updated our web pages to include revised publications and information which may be of interest to you.

We have improved our customer consultation for all schemes and more recently have begun using variable message signs and the media to keep you informed.



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“If you want more people to use their bikes, you need to improve facilities.”

“The speed limit in front of my home is a 40mph, I think it is very dangerous as there are school children in the area – drivers speed and just don’t care.”

“The main road outside my house is dangerous, people speed and do not think of pedestrians crossing – it is an accident waiting to happen!”

“You marked a disabled parking bay for an elderly resident who has passed away, parking is at a premium in this street, can you remove it?”

### We did

The needs of cyclists are considered as an integral part of our design work and we have provided significant infrastructure over the last 2 years. We also now organise promotional events when we can.

We have recently completed a speed limit review of roads in West Lothian. As a result some speed limits will be changing.

We have introduced a prioritised accident investigation and prevention programme to improve safety throughout the district.

We have begun a rationalisation programme in order to remove bays which are no longer required.



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“My street is unadopted and had been this way for months, why can't the adoption process go quicker?”

“What are the rules on roadside memorials? Some are removed quickly and some seem to be in situ for ages?”

“I would like to advertise my business on one of your roundabouts, I see others do it, getting information is so difficult?”

“My fence keeps getting damaged by individuals hanging about at night, please can you shut the footpath or make it for residents only?”

### We did

We work closely with developer to ensure the transition is smooth however sometimes problems arise. To improve the process we now assist developers with works.

Such a sensitive subject requires an informed and consistent approach, therefore we have developed and agreed a policy on roadside memorials.

We have a scheme for roundabout sponsorship and have recently brought this service in house so that the process is quicker and that you are dealing with council staff. Information is now available on our website.

We have recently reviewed our policy on stopping up footpaths.