



DERBY CITY COUNCIL

Highways and Transport Work Programme Consultation and approvals process

The following pages provide advisory notes on the annual consultation and approvals process for the Highways and Transport Work Programme.

It is not meant to be an exhaustive list of procedures for every type of scheme or initiative that is included in the programme, but will guide you on the overall process and your opportunity to contribute.

- Figure 1 outlines the overall process followed and opportunities to contribute / put forward issues for consideration and possible inclusion in the work programme. This is available in A3 format if required.
- Figure 2 outlines the general enquiry process for all Highways and Transport issues. Contact details are provided overleaf for you to speak directly to an officer on minor projects.

If you have any queries on the Highways and Transport Work Programme, please contact:

Miss Kully Raju | Transportation Engineer (Policy) | Transport Planning Group | Regeneration and Community | Derby City Council, Roman House, Friar Gate, Derby, DE1 1XB | Telephone: 01332 716092 | Fax: 01332 715055 | Minicom: 01332 256064 | email: kully.raju@derby.gov.uk

Figure 1

Highways and Transport Work Programme Consultation and approvals process for major projects

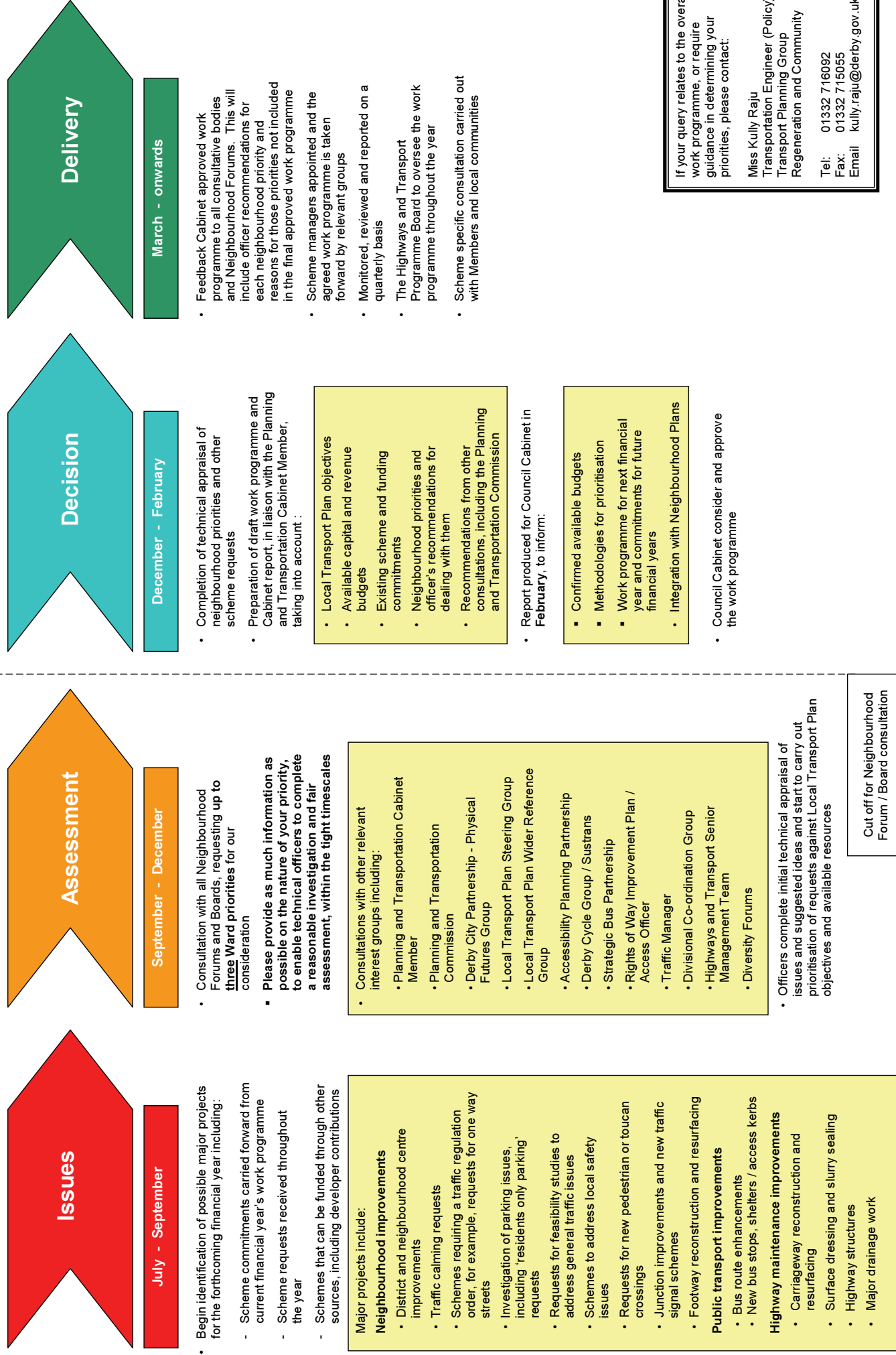
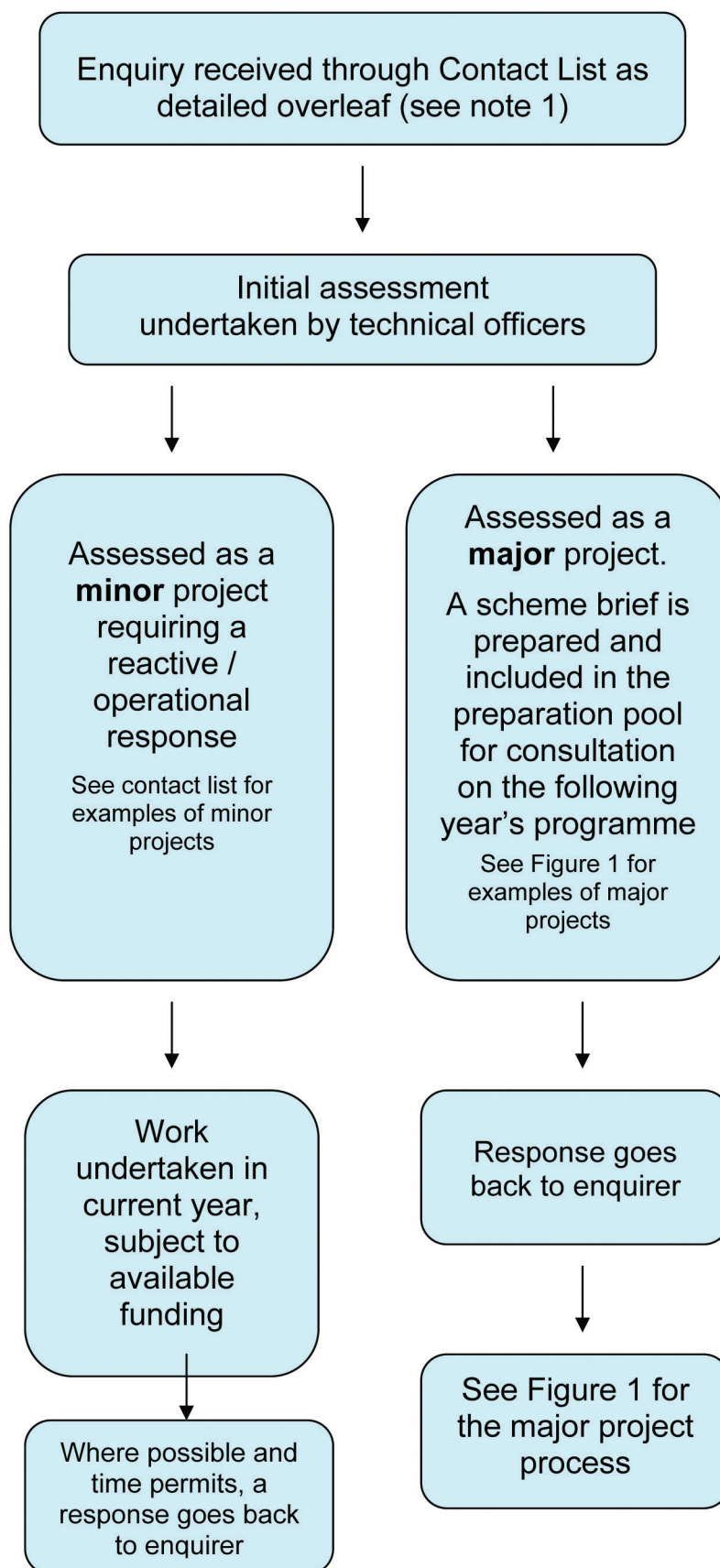


Figure 2

Highways and Transport – general enquiry process



Note 1:

All enquiries made at Neighbourhood Forum or Board meetings, including new petitions, will be directed to the Highways and Transport Division by the relevant Neighbourhood Manager. If you are unsure of who to contact in the first instance, please e-mail: traffic.management@derby.gov.uk

CONTACT LIST

Information for Members and Neighbourhood Managers for Reactive and Operational Enquiries

Highway Maintenance

Regeneration and Community
First Floor
Saxon House
Friary Street
Derby
DE1 1NL

Telephone 01332 255256
Fax 01332 255121
Minicom 01332 256666
Email customerservices@derby.gov.uk

Contact **Derby Direct** for highway maintenance enquiries:

- highway defects - potholes, gullies and drains
- maintenance of street furniture, including replacement
- signs and bollards
- damage to grass verges
- out of hours contact for emergency highway issues, including highway structure defects
- hoarding on public highway
- skip and scaffolding licenses

For all street lighting faults, contact lighting derby on: 01332 576333 or e-mail lightingderby@bbpnl.com or visit www.lightingderby.com

Traffic Management and Road Safety

For all general traffic management queries and contact for minor projects:

Regeneration and Community
Roman House
Friar Gate
Derby
DE1 1XB

Telephone 01332 715026
Fax 01332 715030
Minicom 01332 256666
Email traffic.management@derby.gov.uk

- yellow lines
- protective entrance markings
- warning signs
- pedestrian refuges
- street naming and numbering
- any parking queries that are not related to Penalty Charge Notices

Traffic Signals

Traffic signal faults within the City of Derby can be reported 24 hours a day, 365 days a year. An answer phone service operates out of office hours and an engineer will attend the faulty site promptly.

Regeneration and Community
Roman House
Friar Gate
Derby
DE1 1XB

Telephone 01332 715003
Fax 01332 715020
Minicom 01332 256666
Email customerservices@derby.gov.uk

Public Transport

For all general public transport queries including publicity, park and ride services, bus stops and shelter queries:

Regeneration and Community
Roman House
Friar Gate
Derby
DE1 1XB

Telephone 01332 715065
Fax 01332 715055
Minicom 01332 256666
Email publictransport@derby.gov.uk

For all queries on commercial bus services, contact:
Traveline on 0871 200 2233