



### What if I am not satisfied?

If you have a complaint about our service please tell us and we will try to resolve it immediately. If you are not satisfied with our response you may take the matter further by requesting a West Lothian Council Points of View complaints form from any council office or by telephoning the Customer Service Centre on 0800 328 5143. You may also make informal complaints or suggestions about this service or any other council service.

### Any suggestions?

We hope you will find this information helpful. If you feel there is anything else we should do, any other standards we should monitor, or ways in which we can improve the choice of service, please do not hesitate to contact us.

### Customers with special requirements

Information is available in Braille, on tape, in large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة برايل وعلى شريط صوتي وبخط كبير وبلغات المجتمعية  
الرجاء الاتصال بخدمة الترجمة على الهاتف: 0131 242 8181

இந்த தகவல்கள் ப்ரேயில், தாபில், பெரிய அச்சில் மற்றும் சமூக மொழிகளில் கிடைக்கின்றன. தயவுசெய்து 0131 242 8181 என்ற தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும்.

この資料は点字・録音テープ・大字印刷及びコミュニティ言語で提供されています。詳細は  
お問い合わせください。電話：0131 242 8181

Informacje te mogą być dostępne w języku Braille'a, dostępne na taśmie magnetycznej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 0131 242 8181.

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### CONTACT DETAILS

**Transportation, County Buildings,  
High Street, Linlithgow, EH49 7EZ**

Office hours: **Mon-Thurs: 8.30 - 5.00, Fri: 8.30 - 4.00**

Disabled access, hearing loop, private meeting room available

**Transportation Manager:** Graeme Malcolm  
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# Transportation service standards



[westlothian.gov.uk](http://westlothian.gov.uk)





## TEAMS AND ACTIVITIES

### Transportation Policy

- Input to the Regional Transport Strategy.
- Maintain the Local Transport Strategy.
- Identify & secure funding for transport projects.
- Represent the council's transport interest on regional and national groups.
- Capital programme development and co-ordination.
- Partnership working to deliver major projects.

### Road Safety & Traffic Management

- Assess the safety of the road network.
- Maintain the council's road safety plan.
- Identify, develop and promote safer routes to school.
- Provide road safety advice.
- Promote traffic regulation orders.
- Accident and investigation studies.
- Road safety audits.
- On-street and disabled parking provision.
- Accident statistics and speed studies.
- New direction signs.
- Work in partnership with Lothian & Borders Police.

### Development Planning

- Advice on development related transport matters.
- Maintain the West Lothian traffic model.
- Analysis of traffic assessments, parking standards and travel plans.
- Road construction consent and the adoption of public roads.
- Street traders licence management.

### Project Design

- Procurement of contractors.
- Design and consultation of traffic calming schemes, road safety schemes, junction improvements, new industrial estate roads and urban drainage systems.
- Health and safety supervision.

### Structures

- Management and maintenance of highways structures.
- Inspections of bridges, underpasses and retaining walls.
- Contractor procurement.
- Management of sub standard bridges and abnormal loads.
- Graffiti cleaning.
- Advice on structural matters.

### THE COUNCIL'S TRANSPORT VISION:

*To provide all people who live, work and visit West Lothian with a genuine choice of transport which fulfils their needs and provides opportunities for access to work, health, retail and leisure on a sustainable basis.*

Our aim is to support the council deliver this vision by setting the following standards. We will:

- Answer phone calls promptly.
- Be courteous and acknowledge your initial communication within five working days.
- Give you as much information and immediate advice as possible.
- Advise you of the officer who will deal with your request and give contact details.
- Investigate complaint on your behalf. Take action as deemed appropriate to the complaint.
- Keep you up to date about what we are doing on your behalf.

### Value for money

The above services are provided at an average cost of £12.62 per household per year.

