

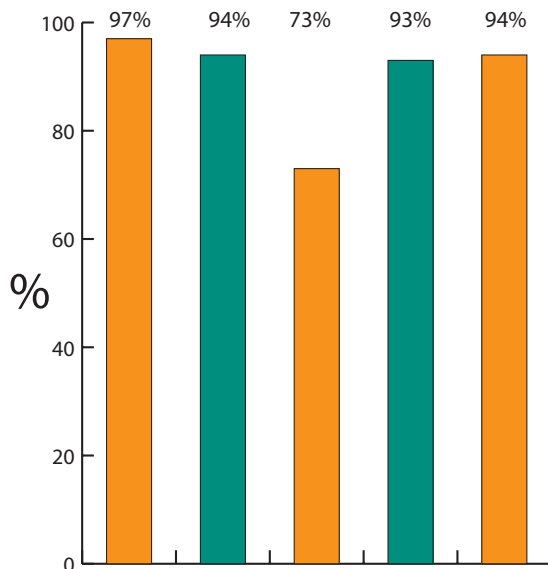
PUBLIC SURVEYS

Did you know the original Lamp Lighter was employed by the local police force?

Part of his duty was to light the gas lamps at dusk and extinguish them at 11pm

We aim to do our jobs as efficiently as possible with as little disruption to the daily lives of our customers as possible but, to make sure that our efforts are in line with your expectations we carry out regular surveys.

HOUSEHOLD SURVEY



WHAT YOU TOLD US

The household survey graph shows the percentage of people who want.

- 1 Well Maintained street lights**
- 2 Faults fixed within 5 working days**
- 3 The lights switched on throughout the night**
- 4 Good quality lighting along main roads**
- 5 Good quality lighting in residential areas**

PERFORMANCE UPDATE



Our service standard is to fix street light faults in five working days

During 2007/08 our average repair time for faulty lights was 3.69 days, repairing 8490 lights in the year.

98.8% of all jobs were completed within timescales

If you wish to know more about the standards or the service we provide you can contact your nearest **Customer Service Centre or one of our engineering team:**

Dave Williamson
Alan Frankish
Peter Jacobson
Andrew Robinson
Ray Tennant
Colin Morris
David Reaney
Sandy Robinson

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Best performer for street lighting 2007

OUR RESPONSIBILITIES

We are responsible for the maintenance of over 40,000 street lights and lit traffic signs. We also look after traffic signals, pelican crossings and some CCTV systems.

Our work includes attending to faults as they occur; dealing with emergencies, carrying out routine work such as electrical safety checks, structural tests, painting and regular change of lamps.

We also carry out a programme of street lighting replacements. This enables us to replace lighting at sites where the equipment is in poor condition and has exceeded its useful life. Often these sites have orange sodium lights and the columns are spaced further apart producing lower light levels compared to current installations. We take the opportunity given by the replacement programme to improve the level of lighting and also to put in 'white' light, which is much better for community safety.

LAMPLIGHTER

24 hour telephone answering service

Lamplighter is our 24 hour telephone answering service enabling people to ring in and tell us about problems with street lights. You can see this number on the front cover. During the day service is answered by a team member. Out of hours a message can be left on the answering machine. or email us at : lamp.lighter@eastriding.gov.uk

We welcome comments or suggestions on how we can improve our service. Every contact will receive a response

DSO/842

YOUR CONTACT

To make contact you can ring **LAMP LIGHTER** or our **HELPLINE** on **0845 600 1666**.

For detailed enquiries one of our engineering staff will be pleased to discuss and advise you on specific issues.

Office hours are:

Monday to Thursday - 08.00 - 17.00

Friday - 08.00 - 16.30

Alternatively, you can pop into your nearest Customer Service Centre or contact them

Tel: 01482 393939

Fax: 01482 393375

Email: customer.service@eastriding.gov.uk

Minicom: 01482 393502

SMS Texting 07786 203939

East Riding of Yorkshire Council will, on request, provide this document in braille or large print. If English is not your first language and you would like a translation of this document, please telephone (01482) 393939

Anlaby	Beverley	Bridlington
17 Hull Road Anlaby HU10 6SP	Cross Street Beverley HU17 9BA	Town Hall, Quay Road Bridlington YO16 4LP
Brough	Cottingham	Driffield
Petuarina Centre Centurian Way Brough HU15 1AY	Civic Hall Market Green Cottingham HU16 5QC	Council Offices West Garth Driffield YO25 7TP
Goole	Hedon	Hessle
Council Offices Church Street Goole DN14 5BG	2 New Road Hedon HU12 8DF	Peeler House Ferryby Road Hessle HU13 0RQ
Howden	Hornsea	Market Weighton
69 Hailgate Howden DN14 7SX	75 Newbegin Hornsea HU18 1PA	The Old Magistrates Court Beverley Road Market Weighton YO43 3JP
Pocklington	Withernsea	
Burnby Hall Pocklington YO42 2QF	243 Queen Street Withernsea HU19 2HH	

ENVIRONMENT AND NEIGHBOURHOOD SERVICES

Faulty Street Lights?
call **Lamp Lighter** on
01482 395740



EAST RIDING
OF YORKSHIRE COUNCIL