

EASTERN DIVISION

Report to

**LISBURN & CASTLEREAGH
CITY COUNCIL**
Autumn 2024



Department for

Infrastructure

An Roinn

Bonneagair

Department für

Infrastructure

www.infrastructure-ni.gov.uk

Photo: New Parapet and VRS on Hillsborough
Road Bridge over Culcavy Road

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1.0 FOREWORD

I have pleasure in submitting the Roads 2024/25 Annual Report on the work of the Department for Infrastructure (DfI) Roads across the Lisburn & Castlereagh City Council area.

This report deals with works completed across the Council area during the year 2023/24 and sets out our initial proposals for schemes to be undertaken in the year 2024/25.

The road network is Northern Ireland's largest and most valuable strategic infrastructure asset. Getting infrastructure right - and investing in it - can and will deliver real benefits for our citizens, our communities and the economy. It delivers for people every day by providing and maintaining the things we all need to go about our daily lives, and which make this place work. While recognising there is much more to do as we seek to improve and protect the vital asset that is our road network, we are working hard to maximise the positive impacts we can deliver with the resources we have.

The budget allocated to the Department for 2024-25 is challenging, however we continue to, prioritise essential frontline services and address regional imbalance. In June 2024 the Department launched its 'Budget 2024-25 Equality Impact Assessment (EQIA) Consultation' to facilitate a thorough assessment of the equality impacts of the 2024-25 opening resource and capital budgets allocated to the Department. An interim report has been published on the findings from the consultation and can be viewed at: [DfI Budget 2024-25 Equality Impact Assessment - Interim Consultation Report \(infrastructure-ni.gov.uk\)](https://www.dfi.gov.uk/budget-2024-25-equality-impact-assessment-interim-consultation-report)

The opening Capital budget for structural maintenance of the road network in 2024/25 is £89m, which will enable the delivery of the highest priority resurfacing, roadside stability and drainage projects. Further details of those projects to be delivered within the Lisburn & Castlereagh City Council area are contained within this report.

For many years, the Department has operated within a constrained Resource budget and has continued to prioritise key essential services.

This means that the Department will continue with a Limited Service policy for routine maintenance activities such as defect repair, grass cutting and gully emptying. The Limited Service policy allows the Department to repair defects greater than 50mm on all roads including low trafficked rural roads and on high trafficked roads, defects greater than 20mm will also be repaired, subject to available resources. The Department will aim to cut all roadside verges and sightline grass at least twice between April and October on the more heavily trafficked roads and once a year on other roads, when it is safe to do so. This aims to balance the need for road safety while protecting our environment and encouraging biodiversity. However, sightlines at bends and junctions will be cut as frequently as required to ensure public safety.

At present a full street lighting repair service continues during 2024/25.

The Division is continuing to face significant staffing pressures which is impacting on our ability to deliver and as such public safety is our paramount priority, and as a result it may mean other functions will be lower in our priorities. In an effort to maximise our effectiveness I would strongly encourage Councillors who have access to the internet to

please report road defects using the DfI online reporting facility provided by NIDirect. My operational teams are of course available to assist with emergency and public safety related queries and can be contacted using our generic email addresses or by phone using our emergency numbers shown on Page 52.

The Department recognises that investing in pedestrian and cycling infrastructure can help make our streets feel safer and more accessible for the many people who want greater choice in how they travel, particularly for shorter everyday journeys. It can also help to reduce air pollution and tackle climate change, particularly in combination with public transport.

We are developing a Northern Ireland wide Active Travel Delivery Plan that includes an update of our policies and design guidance for Active Travel as well as network plans for our larger towns and cities. We aim to consult the public on this plan later in 2024. When complete, the Active Travel Delivery Plan will complement the Belfast Cycling Network Delivery Plan and the Strategic Plan for Greenways to provide a firm basis for the prioritisation, design, and delivery of active travel across the north.

The Department continues to work closely with Councils to better understand your five-year active travel programme and to develop an effective grant and support framework for the effective delivery of greenways and other measures to promote and encourage active travel.

Regarding Major Projects in the Council area, the publication of the prioritised list of major road schemes explains that development work on the M1/A1 Link at Sprucefield is currently paused. A decision on the schemes within this list will be considered following confirmation of the Department's Transport Plans and the availability of funding.

In July, the Infrastructure Minister, John O'Dowd MLA announced in the NI Assembly that the A1 upgrade scheme will now proceed to the procurement stage. Work is ongoing to finalise the Business Case and complete the preparation of the contract documents. Further progression of the A1J2 scheme to procurement and subsequent construction will depend on the approval of the Business Case, clearing the remaining statutory procedures and funding being made available to the Department.

I hope that you find this report informative. I, along with a representative from our Section Office, Paul Thompson and Graeme Salmon look forward to meeting the Council.

Des McFarlane
Divisional Roads Manager

2.0 EASTERN DIVISION DETAILS

Eastern Division is one of four Client Divisions within DfI Roads. It spans the local Council areas of Belfast and Lisburn & Castlereagh.

In Eastern Division we are responsible for approximately 2,564 km of public road together with 355 bridges, and 68,532 streetlights, 257 controlled crossings (Pelican/Puffin/Toucan & Zebra type), 264 traffic signalised junctions. We carry out functions under the headings:-

- ◆ Strategic Road Improvements & Active Travel – Road Improvement Schemes greater than £1.5 million on the strategic road network and active travel projects:
- ◆ Network Maintenance – Maintenance of Roads:
- ◆ Network Development – Street Lighting, Park & Ride Road Improvement Schemes up to £1.5 million and management of road structures:
- ◆ Network Planning - Development Control, Private Streets and Area Plans.
- ◆ Network Traffic Telematics - Traffic signal control, operation of the Traffic Information and Control Centre, Traffic and travel information, TrafficWatchNI website, Motorway Control Systems, CCTV traffic cameras.
- ◆ Active Travel - delivering projects that enable more people to walk, wheel and cycle for many of their shorter everyday journeys. In Belfast this includes progression of Belfast Cycling Network Delivery Schemes. In Lisburn & Castlereagh this involves developing a programme of priority projects in line with the emerging Active Travel Delivery Plan. A public consultation on the draft plan is due to take place between November 2024 and February 2025.

Divisional Headquarters

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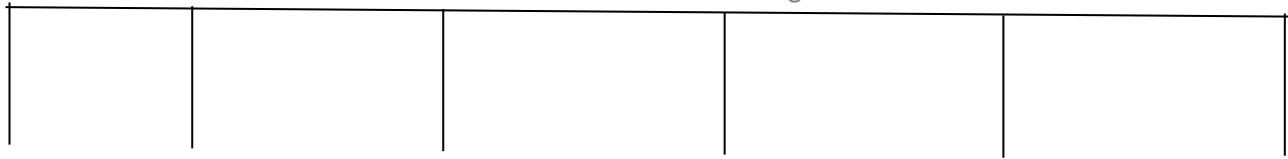
Belfast

BT8 8JP

Eastern Division - Senior Management Team

Des McFarlane

Divisional Roads Manager



Celine Duff

Network
Planning
Manager

Development
Control,
Private Streets,
Development
Plans

Supported by:

Stephen Cash

Senior Engineer
L&CCC Development
Control

Geoff Lawther

Senior Engineer
Works & Structures
BCC Development
Control

Laurence Bell

Senior Engineer
Local Development
Plans

Russell Moore

Senior Engineer
Private Streets

Paul King

Network
Development
Manager

Transportation
Team, Street
Lighting, Local
Transport and
Safety Measures
schemes

Supported by:

Girvin Miskimmin

Senior Engineer
Works & Structures

Lionel Walsh

Senior Engineer
Works & Structures

Evans Gibson

Senior Engineer

Street Lighting

Harry Armstrong

Senior Engineer
Transportation Team

Gareth McKibbin

Network
Maintenance
Manager

Road Maintenance,
Structural Maintenance,
Highway Inspections,
Utility Street Works,
Street Tree Maintenance,
Public Liability Claims,
Winter Service and
Emergency Planning.

Supported by:

David Williams

Senior Engineer
Belfast South

Joe Torney

Senior Engineer

Belfast North

Paul Thompson

Senior Engineer

Lisburn & Castlereagh

Sean O'Neill

Senior Engineer
Maintenance Support

Graeme Salmon

Network
Traffic
Manager

Traffic Management
minor improvements,
pedestrian priority,
traffic orders, signing,
collision remedial
schemes, resident and
disabled parking, car
parks and pay and
display spaces, cycling
and traffic calming.

Supported by:

Andrew Miskimmin

Senior Engineer Traffic
Management 1

Gillian Stevenson

Senior Engineer Traffic
Management 2

Stephen McMeekin

Senior Engineer Traffic
Management 3

Philip Robinson

Network
Telematics
Manager

Traffic signal control,
operation of the Traffic
Information and Control
Centre, Traffic and travel
information,
TrafficWatchNI website,
Motorway Control
Systems, CCTV traffic
cameras.

Supported by:

Gary McCracken

Senior Engineer
Traffic Signals & Road
Safety

Ian Duff

Senior Engineer
Intelligent Transport
Systems and Control
Room Operation

Karen Robb

Business
Support
Manager

Eastern Secretariat,
Lands and Finance

Supported by:

Aidan Darragh

Eastern Secretariat

Paul Gallagher

Lands Officer

Sheenagh Cooper

Finance Officer

3.0 NETWORK PLANNING

DEVELOPMENT CONTROL

DfI Roads in its consideration of planning applications, takes into account aspects of development which could prejudice traffic progression and safety in terms of junction capacity, access arrangements, parking standards and provision, road width, radii, gradients, drainage and sight lines. This consideration usually involves site visits and technical work. Compliance with transport policy and compatibility with road infrastructure is taken into account as well as any need for developer led improvements. Proposals are also checked for potential encroachment upon any future road corridors. A detailed Transport Assessment may be required for larger developments where potential traffic impact may extend to road junctions some distance from the development site and where infrastructure improvements are deemed necessary as mitigation. For smaller developments a Transport Assessment Form is required to be completed by the applicant in order to ascertain the likely impact.

In the case of housing developments, the Private Streets (NI) Order 1980 is applied if a planning application includes streets which are to become public and maintainable by the Department. Development Control along with the associated Private Streets Section determines the area to be adopted, arranges for the calculation of the bond amount, supervises construction of the streets and, following satisfactory completion by the developer completes the process for adoption into the public road network. Should the developer not complete the street, DfI Roads can take appropriate enforcement action under the Private Streets Order to ensure satisfactory completion of works funded by the bond.

Other Development Control work includes participating in pre-application discussions and planning meetings, preparation of evidence and presentation of this at Planning Appeals. Assistance is given with enforcement cases associated with breaches of planning control. Input is provided for the use of planning case officers at Council Planning Committee meetings with attendance by Development Control Officers as required.

PRIVATE STREETS

Private Streets Section inspects and manages the adoption of roads infrastructure in new developments. It also manages enforcement proceedings against developers who fail in their responsibility to provide road bonds before commencement of work on site. This takes the form of a series of warning letters followed if necessary by enforcement action.

DfI Roads will afford a developer every opportunity to fulfil their responsibilities in completing development infrastructure works to an adoptable standard. Where it becomes evident that a developer is either incapable or unwilling to complete the work, DfI Roads will consider initiating legal proceedings. This may result in the need for DfI Roads to complete the works and recover the costs.

DfI Roads has a finite contracting resource at its disposal and given the variation in annual funding levels, the availability of contracting resource to deliver private street enforcement works cannot be assured. In addition, DfI Roads has no control over the interests of other stakeholders, primarily Northern Ireland Water (NIW), which impact on the delivery of the completion of adoption works.

LOCAL DEVELOPMENT PLANS

The Department provides advice to the Council on transportation matters for Local Transport Plans and Community Plans as well as work on strategic development planning applications.

The Local Development Plan (LDP) will comprise of two development plan documents;

- ◆ The Plan Strategy (PS); and
- ◆ The Local Policies Plan (LPP)

As a consultee DfI Roads have a significant input into the process.

PLANNING CONSULTATIONS

Consultation Details 01/4/23-31/3/24	Lisburn & Castlereagh Council Area
Number of consultations Received	869
Number of consultations replied to within 21 days	644
Number of Pre-Planning Enquiries	21

PRIVATE STREETS - ADOPTIONS

COMPLETED WORKS 2023 – 2024

Adoptions	Lisburn & Castlereagh Council Area
Number of adoptions	17
Adoption locations	Date of Adoption
Blaris Drive	13/02/2024
Blaris Lane	13/02/2024
Bracken Hill Mews & Bracken Hill Avenue	12/06/2023
Bracken Hill Close & Bracken Hill View	12/06/2023
Bracken Hill Close	12/06/2023
Derrynahone Road	07/09/2023
Governors Gate/Governors Gate Crescent and Ballynahinch Road	15/12/2023
Killynure Green	10/11/2023
Killultagh – Avenue/Close/Green/Hill/Heights/Walk & Glen Road	23/10/2023
Laurel Bank – Manor/Gardens/Way & Close	05/07/2023
Limestone Meadows	06/04/2023
Maghaberry Road	06/06/2023
Old Church Grove	24/07/2023
Old School House Mews	27/03/2024
Pond Park Road	20/12/2023
Richmond Wood	04/12/2023
Sir Richard Wallace Walk	10/11/2023

4.0 NETWORK DEVELOPMENT & NETWORK TRAFFIC

LOCAL TRANSPORT AND SAFETY MEASURES

The Regional Transportation Strategy (RTS) identified the importance of Local Transport and Safety Measures (LTSM) and highlighted some of the principal initiatives to be addressed, including:

- local improvements in towns across the North to assist pedestrians and cyclists;
- local highway infrastructure measures to improve safety, such as collision remedial schemes and traffic calming schemes; and
- Network Development schemes (minor works).

LTSM expenditure tends to be widely spread and most communities benefit, as an individual scheme is relatively low cost in comparison to the cost of projects on the Strategic Works programme. They are usually very visible measures and provide good value for money in terms of a safer road transport system, which benefits society, the economy, the environment; and actively contributes to everyone's quality of life.

Types of LTSM projects include:

- Minor Works and Micro Schemes
- Traffic Management
- Traffic Calming
- Collision Remedial
- Safer Routes to School
- Bus Priority Measures
- Road and Lane Closures
- Legislation

Structures

DfI maintain over 5,800 bridges and associated highway structures including sign gantries, retaining walls and vehicle restraint systems. All bridges must be capable of carrying 40 tonne vehicles and this requirement has led to an ongoing programme assessment, strengthening and replacement of bridges across the road network.

Street lighting

DfI Roads maintain over 290,000 streetlights. Regular outage repairs are carried out following reports of defects from elected representatives and/or the general public via our online reporting system at www.nidirect.gov.uk or through our new call centre (0300 200 7899). DfI are also working to replace all older streetlights with more energy efficient LED lighting.

LOCAL TRANSPORT AND SAFETY MEASURES**COMPLETED WORKS 2023 – 2024**

Total value of LTSM schemes
£1.270,860.39

Transportation - Bus Priority Measures

Road Name	Scheme Description	Status
Ballygowan Road / St John's Road	Footway link to bus stop.	Complete
Ballygowan Road / Pattersons Road	Hardstand at bus stop.	Complete
Enhancement of McKinstry Road Roundabout.	Improve the pathway for Belfast Rapid Transit - Glider vehicles.	Complete
Moneyreagh Road circa Church Road junction.	Provision of a replacement bus shelter	Complete
Ballygowan Road opposite Ryan Park	Provision of a replacement bus shelter	Complete
Upper Newtownards Road circa Craigleith Drive junction.	Provision of a replacement bus shelter	Complete

Transportation – Park & Ride

Name	Scheme Description	Status
Cairnshill Park & Ride	Provision of gate and internal modifications to accommodate proposed Council path to St Ita's Primary School	Complete

Collision Remedial

Road Name	Scheme Description	Status
B2 Ballynahinch Road / Hillsborough Road Junction, Ballykeel	High Friction Surfacing	Complete*
Upper Galwally / Bradford Court / Forestside	Control of right turn within the signal phasing	Complete*

*Carried over from 22/23

Safer Routes to School – Part time 20mph limits

Scheme Description	Status
Tranche 2 of the 20mph part time speed limits at schools was completed 22/23. Signs in Tranche 1 and 2 are reprogrammed on a yearly basis to suit the new school year	On-going
Dromara Primary School Alternation to signing due to housing development.	Complete

Road Signs, Markings, and Bollards

Road Name	Scheme Description	Status
Lissue Road/ Knocknarea Road, Lisburn	Unsuitable for HGVs sign	Complete
Cross Lane/ Knocknarea Road, Lisburn	Unsuitable for HGVs sign	Complete
Manse Road/ Rocky Road/ Castlereagh	15 metre corner restrictions	Complete
Warren Park Gardens/ Warren Park Drive, Lisburn	Give way signage	Complete
Newtownbreda Road, Belfast	'School Keep Clear' and '1 bar' road marking	Complete
Meeting Street/ Harlow Green, Moirá	15 metre corner restrictions marked	Complete
Killultagh Road/ Tansy Road, Ballycarrickmaddy	'School Keep Clear' and corner restriction road marking	Complete
Pinehill Road, Drumbo	Junction on Right Warning Sign, SLOW road marking	Complete
Church Road/ Ashley Park, Carryduff	'Keep Clear' road marking	Complete
Rock Road/ Leathemstown Road, Dundrod	2no new 'Slow' road markings	Complete
Dromara Road/ Ballykeel	4no new 'Slow' road markings	Complete
33 Pinehill Road, Drumbo	1no new 'Slow' road marking	Complete
Millar's Lane, Dundonald	2no new 'School' road markings	Complete

Legislation - Disabled Parking Bays

Road Name	Scheme Description	Status
49 Enler Park East	Bay removed	Complete
12 Enler Park East	Bays placed	Complete
53 Coronation Park	Bays placed	Complete
4 Dunoon Park	Bays placed	Complete
21 Enler Park	Bays placed	Complete
82 Coronation Park	Bays placed	Complete

Pedestrian Measures

Road Name	Scheme Description	Status
Glen Road, Glenavy	Pedestrian & Traffic Island	Complete

PLANNED WORKS 2024 – 2025

Estimated value of LTSM schemes
£676,000

Carriageways/Minor Works

LOCAL TRANSPORT AND SAFETY MEASURES

Road Name	Scheme Description	Status
Millreagh Drive	Pedestrian Link to Carrowreagh Road	Programmed
Upper Newtownards Rd at Ulster Hospital	Right turn lane into relocated A & E	Completed

Road Name	Scheme Description	Status
McKinstry Road /Derriaghy Road/ The Cutts	<p>Junction improvement scheme involving extension road widening in order to provide sufficient road space to fully control vehicle movements, including right turns within the signal phasing.</p> <p>Scheme includes and aims to:-</p> <p>Separately controlled right turning movements for traffic travelling in all directions to reduce right turning collisions.</p> <p>Provides an uncontrolled left slip from McKinstry Road into Derriaghy Road to maintain junction capacity.</p> <p>Improved junction intervisibility.</p> <p>Improved Active Travel Opportunities at the location and in the general area by providing both new and upgraded facilities at the location.</p> <p>Improved pedestrian crossing facilities at the junction by the introduction of staggered Toucan crossings. Retention and improvement to the shared use footway stretching from the McKinstry Rd / The Cutts junction to Stewartstown Road (eastern side), which will link to proposed cycling facilities within the Lagmore area.</p>	<p>Construction start date October 2024</p>

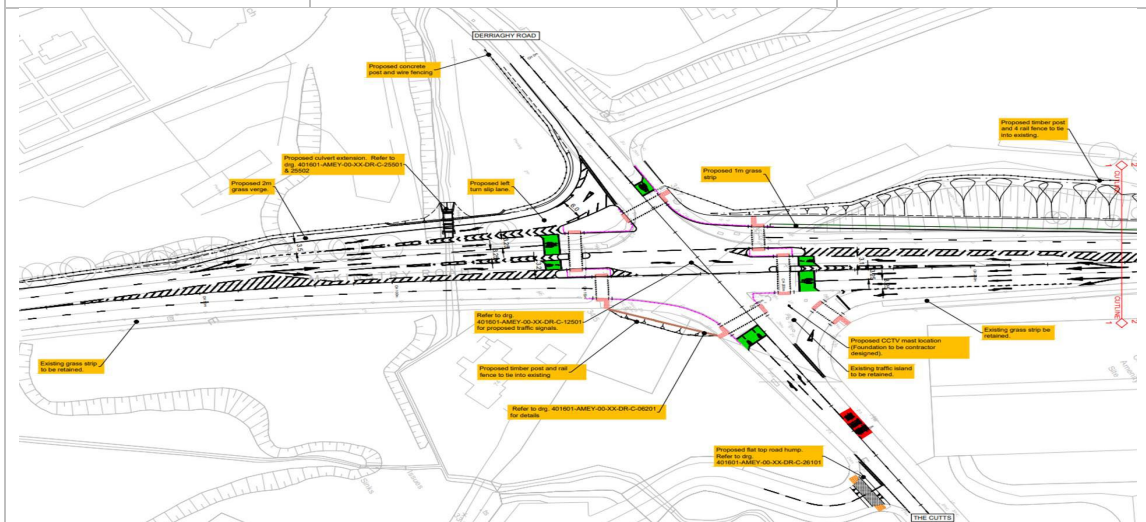
Widening the existing footway on the western side to also provide a shared use facility linking Stewartstown Road, the Business Park and newly constructed McDonalds and eventually linking into possible cycle lanes to Blacks Road. Also linking to the East / West Glider bus route and Glider Halt on Stewartstown Road.

To encourage active travel and walking / cycling to school. Oakwood Integrated Primary School is located close by the junction.

Provide new high-quality footways to encourage walking and cycling whether it be recreational, for safer routes to school and to work. The area has extensive high-density housing and a large population. McKinstry Road is a popular route for both walkers and joggers.

To resurfacing and strengthen the existing carriageway.

To replace and improve the traffic signals layout.



*Carried forward from 2022 / 23 programme.

Transportation – Park & Ride

Road Name	Scheme Description	Status
Cairnshill Park and Ride Extension	Provision of an additional 359 spaces	Awaiting land Acquisition. Construction to be carried out as part of BRT2
Sprucefield Park & Ride	New access arrangement to accommodate Knockmore Link Road.	Planning approval granted. Completing design package

Traffic Calming

Road Name	Scheme Description	Status
Old Saintfield Road	From Saintfield Road to Saintfield Road	At design stage
Brokerstown Road	Between Glenavy Road and Knockmore Road	At design stage
Soldierstown Road	Aghalee Village 30mph to Lurgan Road	At design stage

Collision Remedial

Road Name	Scheme Description	Status
Belfast Road, Belsize Road, Lisburn	High Friction Surfacing	Completed
Upper Braniel Road, Manse Road, A23 Ballygowan Road	High Friction Surfacing	To be carried out with carriageway resurfacing
Dundrod Crossroads	Enhanced signing and HFS	Programmed
A49/Comber Road	Enhanced short-term signing improvements	At design stage

Safer Routes to School – Part time 20mph limits

Road Name	Scheme Description	Status
Ballyinderry Road/Ballycreen Drive	St Aloysuis and St Patricks. Extension to part time 20mph zone.	Programmed
Maghaberry Road	Maghaberry Primary School. Extension to part time 20mph zone due to new puffin crossing.	Programmed

Road Signs, Markings, and Bollards

Road Name	Scheme Description	Status
Quarterland Road, Dundrod	New yellow border chevron and marker posts	Programmed

NETWORK DEVELOPMENT

Road Name	Scheme Description	Status
Carr Road, Carryduff	2no horse in Road warning signs	Programmed
Manse Road/ Church Road, Belfast	Staggered junction warning sign	Programmed
Ballinderry Road/ Kilcorrig Road, Lisburn	Various warning signs	Programmed
Knockbracken Road, Castlereagh	Series of bends warning sign	Programmed
61 Ballykeel Road, Moneyreagh	2no junction on bend warning signs	Programmed
Ballycolin Road/ Hannahstown Road, Divis	2no advance stop warning signs	Programmed
Dundrum Road/ Moneynabane Road, Dromara	Junction on left warning sign	Programmed
4 Dromore Road, Ballynahinch	Crossroads warning sign	Programmed
A24 Ballynahinch Road/ Muskett Road, Carryduff	'No through road' sign	Programmed
A24 Ballynahinch Road/ Meadowvale Park, Carryduff	'No through road' sign	Programmed
Comber Road/ Cadger Road, Carryduff	Junction on right warning sign	Programmed
Manse Road/ Beechmount Road, Carryduff	Junction on left/ right warning signs	Programmed
B23 Hillhall Road/ Carson's Lane, Lisburn	New give way sign	Programmed
Knockbracken Road	Yellow backed bend warning signs	Programmed
Gransha Road, Dundonald	Relocate Give way sign	Programmed
Glen Road, Maghaberry	Level crossing blue information sign	Programmed
A3 Moira Road/ Glen Road, Maghaberry	Level crossing warning signage	Programmed
112-121 Comber Road, Hillsborough	Chevron Signs	Programmed
Old Road, Maghaberry (Maghaberry Bound)	Crossroads Warning Sign and SLOW road marking	Programmed

NETWORK DEVELOPMENT

Road Name	Scheme Description	Status
Bensons Road, Lisburn	Edge of carriageway road marking	Programmed
A24 Carryduff Road, Bresagh Road, Lisbane Road	Staggered Junction Warning Sign	Programmed
Mullaghglass Road/ Barnfield Road, Belfast	2 No. junction warning signs	Programmed
Cluntagh Road, Magheraconluce, Dromore	Marker posts and wooden fence	Programmed
Belsize Road/ Elmwood Park, Lisburn	15 metre corner restrictions	Programmed
A30 Glenavy Road, Lisburn	SLOW road markings, 30mph roundel	Programmed
Glen Road/ Ballystockart Road, Comber	SLOW Road Marking	Programmed
Knockmore Road/ James Craig Way, Lisburn	Keep Clear Road Marking	Programmed
Moneyreagh Road, Moneyreagh	Staggered Junction Warning Sign	Programmed
Artifinny Road, Hillsborough	Cattle Warning Signs	Programmed
Station Road, Moira	Additional Level Crossing Signage	Programmed
Tansy Road, Moira	Horse Warning Signs	Programmed
Mill Road, Mealough Road, Carryduff	Advanced Give Way Sign	Programmed
Leapoges Road, Ballynahinch Road, Dromore	Yellow Backed Advanced Give Way Sign, 2 No. Yellow Backed Crossroad Warning Signs, 2 No. Yellow Backed Give Way Signs	Programmed
Millars Lane, Dundonald	2 No. School supplementary plates	Programmed

Legislation – Speed Limits

Road Name	Scheme Description	Status
Drumbo Road, Drumbo	Proposed 30mph speed limit	Programmed
Brokerstown Road	Review of speed limit	Programmed
McKinstry Road	Proposed 40mph	Programmed
Prince William Road	Review of speed limit	Programmed
Mill Road, Drumbeg	Review of speed limit	Programmed

Legislation – Waiting Restrictions

Road Name	Scheme Description	Status
Cairnshill Drive, Castlereagh	Small extension of double yellow lines	Under Review
Road Name	Scheme Description	Status
The Cutts, Dunmurry	New Single and Double Yellow Lines	Under review
Linenhall Street, Lisburn	Proposed loading bay	To longer required
Carnreagh Road	Extension of DYL at school	Completed
Comber Road, Dundonald	Proposed limited waiting restrictions within layby	Objection received

Legislation – Weight Restrictions

Road Name	Scheme Description	Status
Royal Hillsborough Village	7.5T weight limit – Traffic impact assessment commissioned on Alternative Routes	In progress

Legislation - Traffic Orders (Road & Lane Closures)

Road Name	Scheme Description	Status
Hillhall Road / Largymore Drive	Banning of right turn movement	Under review

Legislation - Disabled Parking Bays

Road Name	Scheme Description	Status
27d Ballybeen Park	Amendment	Objection received

Pedestrian Measures

Road Name	Scheme Description	Status
Blaris Road, Lisburn	Toucan Crossing at Blaris Greenway	Programmed
Bells Lane, Queensway, Lisburn	Dropped Kerbs and Tactile Paving	At design stage
A1 Queensway, St Colmans, Lisburn	Puffin Crossing	At design stage
Ballinderry Road, St Aloysius, Lisburn	Puffin Crossing	At design stage
Alderwood Hill, St Itas, Belfast	Footway Widening	At design stage
Meeting Street, Main Street, Moira	High Friction coloured surfacing at crossing points	Programmed
Maghaberry Road	Controlled crossing at no12a/The Church on the Hill with extended and widened footway on behalf of LCCC	In Progress

NETWORK DEVELOPMENT

Hillsborough Road / Laganbank Road junction Lisburn	Additional signal heads at pedestrian phase on Hillsborough road	Complete
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STREET LIGHTING

COMPLETED WORKS 2023 – 2024

Total number of sites	Total cost
84	£2.35M

Location	Scheme Description	Status
Aughnatriisk & Hermitage, Culcavy	Street Lighting LED Upgrade Scheme	Complete
Aughrim Court	Street Lighting LED Upgrade Scheme	Complete
Ballynahinch Road, Annahilt	Street Lighting LED Upgrade Scheme	Complete
Barnfield Road and Grange, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Belvoir Park and Crescent, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Brooklands Avenue Area	Street Lighting LED Upgrade Scheme	Complete
Causeway End Park & Gardens, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Cherryvalley Park & Gardens	Street Lighting LED Upgrade Scheme	Complete
East Link Road Castlereagh	Street Lighting LED Upgrade Scheme	Complete
Edenview Road Maghaberry	Street Lighting LED Upgrade Scheme	Complete
Granville- Downshire Area, Hillsborough	Street Lighting LED Upgrade Scheme	Complete
Island Kelly, Nettlehill, St Marks Wood	Street Lighting LED Upgrade Scheme	Complete
Magheralave Grange, Manor and Court, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Meeting Street, Rawdon & McCartney Place, Moira	Street Lighting LED Upgrade Scheme	Complete
Moneyreagh Road – Church Road Junction	Street Lighting LED Upgrade Scheme	Complete
Oldfort and Deramore area Moira	Street Lighting LED Upgrade Scheme	Complete
Plantation Mews, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Ridgeway- Brookvale Rise. Lisburn	Street Lighting LED Upgrade Scheme	Complete
Sandymount Ballyskeagh	Street Lighting LED Upgrade Scheme	Complete
St John Park, Moira	Street Lighting LED Upgrade Scheme	Complete
The Grange, Old Forge, Ballysessey, Glenavy	Street Lighting LED Upgrade Scheme	Complete
The Meadows Trummery Lane & Heights, Maghaberry	Street Lighting LED Upgrade Scheme	Complete
Upper Newtownards Rd (Dunlady to Kempestone)	Street Lighting LED Upgrade Scheme	Complete
Wandsworth Road	Street Lighting LED Upgrade Scheme	Complete
RETRO FIT SCHEMES	Street Lighting LED Upgrade Scheme	Complete
Annacloy Park, Culcavy	Street Lighting LED Upgrade Scheme	Complete
Annesley Manor – Fairfields	Street Lighting LED Upgrade Scheme	Complete
Ballygowan Road/Upper Braniel	Street Lighting LED Upgrade Scheme	Complete
Ballylenaghan Area	Street Lighting LED Upgrade Scheme	Complete
Belfast Road, Glenavy	Street Lighting LED Upgrade Scheme	Complete

NETWORK DEVELOPMENT

Location	Scheme Description	Status
Benvisteen Park, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Brackenwood Area	Street Lighting LED Upgrade Scheme	Complete
Carnreagh Road	Street Lighting LED Upgrade Scheme	Complete
Causeway End Road	Street Lighting LED Upgrade Scheme	Complete
Chestnut Hill – Church Glen, Derriaghy	Street Lighting LED Upgrade Scheme	Complete
Church Road, Moneyreagh	Street Lighting LED Upgrade Scheme	Complete
Clonduff Area	Street Lighting LED Upgrade Scheme	Complete
Crumlin Road, Lower Ballinderry	Street Lighting LED Upgrade Scheme	Complete
Damhead-Halfpenny Gate Road	Street Lighting LED Upgrade Scheme	Complete
Dows Road, Drumbo	Street Lighting LED Upgrade Scheme	Complete
Duncans Glen	Street Lighting LED Upgrade Scheme	Complete
Ferndale – Glenwood Park, Dunmurry	Street Lighting LED Upgrade Scheme	Complete
Fort Road, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Four Winds Area	Street Lighting LED Upgrade Scheme	Complete
Glenside Park - Pinewood, Drumbo	Street Lighting LED Upgrade Scheme	Complete
Glenwood Park, Copse Row, Dunmurry	Street Lighting LED Upgrade Scheme	Complete
Greenavon Mews, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Green Park Lane, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Greycastle Manor & Crawford Park	Street Lighting LED Upgrade Scheme	Complete
Hollybrook, Aghalee	Street Lighting LED Upgrade Scheme	Complete
Holstein – Ayrshire Area	Street Lighting LED Upgrade Scheme	Complete
Killeaton Place	Street Lighting LED Upgrade Scheme	Complete
Killultagh Area, Glenavy	Street Lighting LED Upgrade Scheme	Complete
Kings Chase	Street Lighting LED Upgrade Scheme	Complete
Kings Oak	Street Lighting LED Upgrade Scheme	Complete
Lady Wallace Area	Street Lighting LED Upgrade Scheme	Complete
Laganville – Beechfield Park	Street Lighting LED Upgrade Scheme	Complete
Largymore Link, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Limestone Meadows, Moira	Street Lighting LED Upgrade Scheme	Complete
Lisburn Road, Moira	Street Lighting LED Upgrade Scheme	Complete
Lisburn Road, Hillsborough	Street Lighting LED Upgrade Scheme	Complete
Lynnwood Mews, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Magheralave Meadows	Street Lighting LED Upgrade Scheme	Complete
Magherlave Park	Street Lighting LED Upgrade Scheme	Complete
Magheralave Road- Fairfield Road	Street Lighting LED Upgrade Scheme	Complete
Magheralave Road (Townside)	Street Lighting LED Upgrade Scheme	Complete
Marnabrae Park, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Mourne View Park	Street Lighting LED Upgrade Scheme	Complete
Mullaghglass – Colin Glen Road	Street Lighting LED Upgrade Scheme	Complete
Nettlehill Road	Street Lighting LED Upgrade Scheme	Complete
North Circular Road, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Old Church Place, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Old School Yard – Orrs Lane	Street Lighting LED Upgrade Scheme	Complete
Penworth Green, Lisburn	Street Lighting LED Upgrade Scheme	Complete
Potters Row – Burnbrae	Street Lighting LED Upgrade Scheme	Complete
Purdysburn Village	Street Lighting LED Upgrade Scheme	Complete
Queensway Park – Mosside Mews, Dunmurry	Street Lighting LED Upgrade Scheme	Complete
Rathmoynes – Coolmoynes	Street Lighting LED Upgrade Scheme	Complete

NETWORK DEVELOPMENT

Location	Scheme Description	Status
Redwood Area, Dunmurry	Street Lighting LED Upgrade Scheme	Complete
Rosetta/Forestsides Area	Street Lighting LED Upgrade Scheme	Complete
Station Road, Moira	Street Lighting LED Upgrade Scheme	Complete
The Homestead – Drumbeg Mews	Street Lighting LED Upgrade Scheme	Complete
Tornaroy Road, Hannashtown	Street Lighting LED Upgrade Scheme	Complete
Wanstead Road	Street Lighting LED Upgrade Scheme	Complete
Whitehill Lodge & Mews, Lisburn	Street Lighting LED Upgrade Scheme	Complete

PLANNED WORKS 2024 – 2025

Total number of sites proposed	Estimated cost
3	£300K

Location	Scheme Description	Status
Carnreagh, Hillsborough	Street Lighting Upgrade Scheme	Programmed
Iniscarn, Ardane, Gortmore, Lisburn	Street Lighting Upgrade Scheme	Programmed
James Craig & Molyneux, Lisburn	Street Lighting Upgrade Scheme	Programmed

STRUCTURES

COMPLETED WORKS 2023 – 2024

STRUCTURES

Total number of sites	Total cost
26	£47,222.00

Location	Status
PRINCIPAL INSPECTIONS OF BRIDGES AND CULVERTS	
Structure No 20314 – Cairnshill Subway	Complete
Structure No 90139 – Leapogues Road	Complete
Structure No 90140– Ballynahinch Road	Complete
Structure No 90150 – Cargycray Road	Complete
Structure No 90242 – Bells Bridge	Complete
Structure No 90254 – Lambeg Canal Bridge	Complete
Structure No 90256 – Ballinderry Road(railway)	Complete
Structure No 90273 – Sophias Bridge	Complete
Structure No 90280 – Huntshill Road	Complete
Structure No 90283 – Huntshill Road	Complete
Structure No 90285 –Stoneyford Bridge	Complete
Structure No 90296 – Glenavy Bridge	Complete
Structure No 90305 – Chapel Road	Complete
Structure No 90305 – Chapel Road	Complete
Structure No 90308 – Glen Road	Complete
Structure No 90314 – Black Bridge	Complete
Structure No 90441 – Lisburn Road	Complete
Structure No 90447 – McPhersons Bridge	Complete
Structure No 90455 – Millvale Road	Complete
Structure No 90488– Lough Road	Complete

NETWORK DEVELOPMENT

Location	Status
Structure No 90492– Ballydonaghy Bridge	Complete
Structure No 90493 – Knockcairn Bridge	Complete
Structure No 90599 – Ivy Hill	Complete
OTHER ANCILLARY WORKS	
Structure No 20305 – Mill Road West - Parapet Repairs	Complete
Structure No 90436 - Maze Bridge – Masonry Repairs and Vegetation Removal	Complete
REMEDIAL WORK ON MASONRY STRUCTURES	
Vegetation from 7 No Road over Rail Structures	Complete

Additional to programme completed*

PLANNED WORKS 2024 – 2025

STRUCTURES

Total number of sites proposed	Estimated cost
58	£40,000

STRUCTURES LOCATIONS

Location	Status
PRINCIPAL INSPECTIONS OF BRIDGES AND CULVERTS	
Structure No 20274 - Hospital Road	Programmed
Structure No 20286 – Lisleen Road East	Programmed
Structure No 20290 – Tufts Bridge	Programmed
Structure No 20301 – Pilton Bridge	Programmed
Structure No 20321 – Monlough Road	Programmed
Structure No 20322 – Ballyknockan Bridge	Programmed
Structure No 20325 – Lisdoonan Road/B'Mount	Programmed
Structure No 90128 – Ballycreen Road	Programmed
Structure No 90138 – Backnamullagh Road	Programmed
Structure No 90142 – Drumaknockan Road	Programmed
Structure No 90145 – Ballykine Road	Programmed
Structure No 90147 – Dromore Road	Programmed
Structure No 90149 – Ballymurphy Road	Programmed
Structure No 90155 – Ballynahimch Road, Annahilt.	Programmed
Structure No 90156 – Meeting House Culvert	Programmed
Structure No 90157 – Cabragh River	Programmed
Structure No 90161 – Watsons Bridge	Programmed
Structure No 90162 – Magheracartin Road	Programmed
Structure No 90164 – McKees Bridge	Programmed
Structure No 90218 – Ballylesson Road	Programmed
Structure No 90219 – Carr Road Bridge	Programmed
Structure No 90226 – Ravarnet Road	Programmed
Structure No 90228 – Ravarnet Road	Programmed
Structure No 90230 – Youngs Bridge, Maze	Programmed
Structure No 90232 – Old Hillsborough Raod	Programmed
Structure No 90234 – Moores Bridge	Programmed
Structure No 90237 – Union Bridge	Programmed
Structure No 90238 – Queens Road, Subway	Programmed
Structure No 90245 – Ballyskeagh Bridge	Programmed
Structure No 90249 – Hilden Bridge	Programmed
Structure No 90257 – Causeway End Bridge	Programmed
Structure No 90265 – Porters Bridge	Programmed
Structure No 90269 – Moira Road, B'Derry	Programmed
Structure No 90270 – Glenavy Road	Programmed
Structure No 90277 – Lough Road	Programmed
Structure No 90300 – Glenavy Footbridge	Programmed

NETWORK DEVELOPMENT

Location	Status
Structure No 90302 – Tullynewbank Road	Programmed
Structure No 90303 – Crewe Hill	Programmed
Structure No 90309 – Furze Road	Programmed
Structure No 90414 – Knockmore Road	Programmed
Structure No 90425 – Moira Road	Programmed
Structure No 90436 – Maze Bridge	Programmed
Structure No 90437 – The New Bridge	Programmed
Structure No 90439 – Trummery Lane	Programmed
Structure No 90443 – Ladys Bridge	Programmed
Structure No 90444 – Soldierstown Bridge	Programmed
Structure No 90448 – Clontariff Road	Programmed
Structure No 90449 – Clontariff Road	Programmed
Structure No 90452 – Meeting House Road	Programmed
Structure No 90453 – Ballinderry Road	Programmed
Structure No 90459 – Moyrusk Road	Programmed
Structure No 90463 – Dunygarton Road	Programmed
Structure No 90464 – Knocknarea Road	Programmed
Structure No 90465 – Bushfield Road	Programmed
Structure No 90484 – Spencers Bridge	Programmed
Structure No 90490 – Aghalee Bridge	Programmed
Structure No 90515 – The Metal Bridge	Programmed
Structure No 90523 – Creevy Road	Programmed
Structure No 90524 – Drennan Road	Programmed
Structure No 90526 – Bresagh Road	Programmed
Structure No 90527 – Bresagh Road	Programmed
Structure No 90548 – Pinehill Road, Drumbo	Programmed
REMEDIAL WORK ON MASONRY STRUCTURES	
Structure No 90266 – Crooked Bridge - Parapet Repairs	Programmed
River Lagan Bridge Scheme parapet upgrade	Programmed
Hillsborough Road Bridge– Parapet Replacement	Programmed
OTHER ANCILLARY WORKS	
Hillsborough Road, Dromara – Repairs to Retaining Wall	Programmed

NETWORK TRAFFIC TELEMATICS

The Traffic Information & Control Centre (TICC) operates 24/7 and carries out a variety of functions, including traffic control; dissemination of traffic and travel information; incident management; and out of hours incident handling.

TICC manages and co-ordinates the control of traffic on Belfast's urban road network and on our motorway networks. TICC is also responsible for control of traffic signals in some other towns, such as Bangor, Newry Carrickfergus and Lisburn.

Operators use a computerised Urban Traffic Control (UTC) system which allows them to monitor and control the traffic signals at junctions in Belfast and make changes to timings, if necessary, to help traffic flow more freely and prevent queues building up, wherever possible.

There are permanent CCTV traffic cameras throughout Northern Ireland and these provide a visual aid to monitor the network. The cameras cover Belfast City Centre, the motorway network and other strategic routes, including the A1 to Newry and the Belfast Rapid Transit routes. Additional cameras have recently been installed in Coleraine, Derry, Omagh, Cookstown and on the A6 Belfast to Derry route.

A Motorway Control System allows operators to add information to the overhead signs and set advisory speed limits on the motorway network, Westlink, A1, A6 and A8.

When incidents occur on the road network, they inevitably result in traffic congestion, unreliable journey times and have an adverse effect on air quality. Staff in TICC work closely with other organisations to manage incidents as effectively as possible, to ensure that the network is safe and is operating at its optimum capability.

Incident and event management are integral parts of the TICC operation. Regular meetings are held with stakeholders including PSNI, Belfast City Council, SSE Arena, Titanic Belfast and Belfast Harbour Police. Through these forums, planned events have special traffic management plans developed and implemented with the aim of ensuring that journey times are optimised for road users.

It is also responsible for the provision of traffic information throughout Northern Ireland and a key aspect of monitoring and managing the road network is the provision of up-to-date and accurate information to the public and local radio stations.

This is facilitated via the TrafficWatchNI website, email alerts and a X account (formerly Twitter) to which increasing numbers are now subscribing. All dynamic information on the website is verified visually by the operators or through communication with the PSNI. The number of Twitter followers has increased from 29,000 in January 2017 to over 84,000 currently.

Other work areas within TICC's remit include the:

- Network Management team that manages the computer systems behind the traffic signal control operation;
- Motorway Control team that manages installation, maintenance and the computer systems behind motorway signs, signals and emergency telephones;

NETWORK DEVELOPMENT

- Traffic signal installation and maintenance team; and
- Contract Management

COMPLETED WORKS 2023 – 2024

Scheme Description	Status
TRAFFIC AND TRAVEL INFORMATION	
Completed the transition of the TrafficWatchNI website between contractors.	Complete
We upgraded the TrafficWatchNI website to ensure it remains robust, secure and fit for purpose.	Phase 3 - complete
We will upgrade our Automatic Number Plate Recognition (ANPR) Cameras on the network. The new ANPR cameras are high quality and use the latest optical recognition technology which will continue to provide reliable and timely journey times to Road Users.	Complete
Investigated traffic control protocol improvements and implement	Complete
URBAN CLOSED-CIRCUIT TELEVISION (CCTV) CAMERAS	
We will continue to identify new locations where the provision of cameras will enhance the coverage of the CCTV network to improve traffic control capabilities.	Ongoing
Deployed mobile CCTV cameras at numerous events.	Complete
TRAFFIC CONTROL SYSTEMS	
We will continue the rollout of Server to Server Bus priority on Quality Bus Corridors.	Ongoing
We have upgraded our Urban Traffic Control System (UTC) to STRATOS which helps ensure the system remains robust, secure and user friendly.	Complete
We have researched and developed a bespoke communication channel between our UTC system and our motorway control system, thus increasing resilience of our systems.	Complete
We completed MIDAS integration into the STRATOS system.	Complete
We completed an interface with the PSNI.	Complete
TRAFFIC MANAGEMENT	
Utilise TICC's communications and control infrastructure together with the CCTV network to ensure traffic flows are monitored and effectively managed on the urban and motorway networks.	Ongoing
We will monitor traffic signal timings to ensure they are appropriate for the prevailing traffic conditions.	Ongoing
Purchased new equipment to replace some of the aging infrastructure currently on the network.	Complete
MOTORWAY NETWORK SAFETY	
Investigate future technologies and infrastructure needed for C-ITS implementation	Ongoing

PLANNED WORKS 2024 – 2025

Scheme Description	Status
TRAFFIC AND TRAVEL INFORMATION	
We will upgrade and enhance the TrafficWatchNI website to ensure it remains robust, secure and fit for purpose.	Ongoing
We have plans to further increase the number of CCTV sites available on the website from 140 to 150 to provide coverage at critical network junctions and improve traffic control capabilities.	Ongoing
URBAN CLOSED-CIRCUIT TELEVISION (CCTV) CAMERAS	
Continue design phase for Union Bridge CCTV replacement	Ongoing
We will continue to identify new locations where the provision of cameras will enhance the coverage of the CCTV network to improve traffic control capabilities.	Ongoing
TRAFFIC CONTROL SYSTEMS	
We will review the rollout of Server to Server Bus priority on Quality Bus Corridors.	Ongoing
We will continue to upgrade and add to our Urban Traffic Control System (UTC) to ensure the system remains robust and secure.	Ongoing
We will commence design on IP to the Roadside for our Motorway network to enable growth in Intelligent Mobility and Connected Vehicles, when feasible.	Ongoing
We will implement software improvements for the M1 and M2 Busway signs.	Ongoing
TRAFFIC MANAGEMENT	
Utilise TICC's communications and control infrastructure together with the CCTV network to ensure traffic flows are monitored and effectively managed on the urban and motorway networks.	Ongoing
We will monitor traffic signal timings to ensure they are appropriate for the prevailing traffic conditions.	Ongoing
We will utilise TICC's communications and control infrastructure together with the CCTV network to ensure traffic flows are monitored and effectively managed on the urban and motorway networks.	Ongoing
We will seek to purchase and install new equipment and replace aging infrastructure on the network, when funds and resource are available.	Ongoing
We have commenced a review of our ITS infrastructure to ensure that we are delivering the best service possible to the public.	Ongoing
Subject to adequate funding being made available we will upgrade equipment at traffic signal-controlled junctions as required.	Ongoing
MOTORWAY NETWORK SAFETY	
Subject to adequate resource and funding being available we will undertake feasibility work on the replacement of the end-of-life motorway Emergency Roadside Telephone (ERT) system and commence design on a replacement system.	Ongoing
We will undertake feasibility work into upgrading access to sites for maintenance personnel and subject to adequate funding commence design on improving health and safety going forward.	Ongoing
We will improve communication resilience to assets on the network.	Ongoing
We will examine options for the control of the motorway infrastructure when resource is available.	Ongoing
We will investigate future technologies and infrastructure needed for C-ITS implementation.	Ongoing
PEDESTRIAN MEASURES	

NETWORK DEVELOPMENT

Scheme Description	Scheme Status
Subject to adequate funding being made available we will upgrade controlled pedestrian crossing equipment as required	Ongoing

5.0 NETWORK MAINTENANCE

EXPLANATION OF MAINTENANCE OPERATIONS

RESURFACING AND STRENGTHENING

Roads generally fail by cracking and rutting. They usually do not fail suddenly, but gradually deteriorate due to the impact of traffic, age, and weathering. Wear normally appears as either excessive permanent deformation of the whole or part of the carriageway structure or is associated with the cracking of the bituminous layers.

Roads are normally designed for an operational life of 20 years. During this period and beyond, there is a need for the highway authority to intervene at times to either treat or replace the top layer of bituminous material known as the "surface course" or to provide additional depth to preserve the underlying structure of the road and extend its life.

Resurfacing is the application of a layer of this mixed material of 40mm minimum thickness. It strengthens the road, seals it against the ingress of water, and improves skidding resistance and riding quality. Surface course Bitumen Macadam (bitmac) has an expected life of 7-12 years which can be extended by subsequent surface dressing. Bitmac is a more flexible material than Asphalt and more suitable for the deformation and movement associated with weaker underlying ground conditions. Asphalt resurfacing is more appropriate to heavily trafficked roads and junctions having a robust road base. It is more expensive and has a longer expected life of 15-20 years. Resurfacing of existing roads can usually be carried out on top of the existing surface (overlay) but where drainage or kerb levels or bridge heights are restricted the surface may need to be removed before resurfacing takes place.

SURFACE DRESSING

This process involves spraying a bitumen emulsion binder onto the existing road surface, followed by a layer of stone chippings, which is then rolled. This seals the road preventing ingress of water thus extending the life expectancy of the road and also helps to improve the skid resistance of the surface.

DRAINAGE WORKS

The quick and effective drainage of surface water from the carriageway contributes significantly to road safety and helps to prevent damage to the road itself. Improvement works carried out include the upgrading of the existing drainage facilities to ensure effective dispersal of surface water and prevent as far as possible the occurrence of standing water or flooding of the road. In many cases the provision of new drainage facilities has to be undertaken.

GRASS CUTTING

Grass cutting is carried out for road safety reasons rather than for amenity purposes. The Department's grass cutting policy has evolved to focus on protecting wildlife and promoting biodiversity when managing roadside verges. A single swathe will be cut along the verges on the strategic road network twice per year. Other areas that are needed for road safety purpose, such as sightlines at junctions, will also be cut at least twice each year with additional cuts as and when needed. A similar approach will be introduced on heavier trafficked rural roads and on lighter trafficked rural roads, one cut will be carried out late in the growing season.

GULLY EMPTYING

The Department currently aims to maintain the level of service and inspect and clean, where necessary, all gullies once annually. Open outlets are also cleaned once per year.

DEALING WITH CORRESPONDENCE / PUBLIC INTERFACE

The Department, and in particular DfI Roads, receives a large volume of correspondence from the public and public representatives throughout the year. The level of correspondence has been increasing in recent years at a time when staff resources have been reducing.

In a large number of cases the correspondence relates to reports of individual defects on the road network, such as potholes, blocked gullies, defective streetlights etc. In order to improve efficiency, the Department now deals with correspondence which is only reporting routine defects differently from other general correspondence. Therefore, if a member of the public, or public representative, writes to the Department by letter or e-mail, reporting a routine defect then our staff will simply log this information onto our work systems and an automated response detailing the query

reference number will issue to the correspondent. Staff will then deal with the query received in accordance with our maintenance standards.

If the initial letter relates to a more general roads issue rather than simply reporting a defect, a substantive reply will issue in the normal way.

In an effort to reduce the volume of correspondence reporting routine defects, we are encouraging the reporting of defects through the on-line “Report a Fault” section on our website. Alternatively, a phone call can be made to one of our telephone operatives who will record the details directly onto the “Report a Fault” system. You can report a fault on-line at <https://www.nidirect.gov.uk/> or by telephone to 02890 540540.

It is noted that the vast majority of dealings with the public are by phone or email and the number of visitors to our offices has reduced considerably as communication methods have improved. However, Section Offices will remain open to the public from 10am - 12noon with meetings outside of this able to be arranged by appointment also.

EMERGENCY OUT OF OFFICE HOURS ASSISTANCE

We have a call centre to deal with calls outside normal office hours. DfI Roads personnel can be called upon to deal with emergencies such as flooding, obstructions such as fallen trees, and when requested by Emergency Services, in clearing up after road traffic collisions. Routine roads related matters are not dealt with by this service and should be raised with DfI Roads offices during normal working hours. The Emergency out of Hours telephone number is: 0300 200 7899.

WINTER SERVICE

The Department carries out precautionary salting of carriageways on identified priority roads to prevent ice from forming. Every night from the middle of October until the middle of April around 300 staff and over 130 gritters are on standby to ensure the main roads are salted. The aim is to provide a winter service which, as far as is possible, will permit main road traffic to move safely and freely in wintry conditions.

The winter service operation involves salting around 7,000 kilometres of main roads in just over three hours, at a cost of approximately £85,000 per night.

During snow, all gritters will be fitted with snow ploughs and efforts directed to clearing snow from main roads. Arrangements are also in place to enlist the help of contractors, including farmers, to clear blocked roads. Approximately 5,600 salt bins and 58,000 grit piles are placed at strategic locations for use on a self-help basis. At the end of last season, the Department had arrangements in place with all 11 councils for the treatment of town and city centre footways during prolonged severe weather. Where necessary, officials are consulting with councils to roll forward these agreements.

Around 65,000 tonnes of salt is used in an average winter. The Winter Service average normal budget requirement is £7m, but has, in the past, been £10m for a bad winter as was the case in 2017-18. Additional information, including our winter service leaflet, can be found on our [website](#).

STREET TREE MAINTENANCE

DfI Roads Eastern is responsible for over 14,500 street trees throughout the Division. The management and maintenance of these trees is undertaken through a longstanding arrangement with Belfast City Council (BCC). A Project Management Agreement is in place to allow the Department to draw on the advice and expertise of BCC arboriculturists to manage street trees (trees on adopted carriageways). This partnership with BCC dates back over 40 years.

Street trees are inspected on a 2-year cyclical programme by BCC arboricultural staff. Regular monthly meetings are held with BCC arboriculturists, as well as informal daily/weekly contact to discuss any street tree issues or problems that may arise. Where the need for tree maintenance works is identified this is progressed by BCC on a priority basis, in liaison with DfI Eastern Division, subject to the availability of the necessary resources. This maintenance work, and also any required replacement tree planting, is completed using the BCC arboricultural contract. This arrangement is in place throughout Eastern Division and may on occasions include necessary DfI Roads tree maintenance located within the Lisburn and Castlereagh City Council area. In 2023/24 tree maintenance costs within DfI Roads Eastern Division were £336,000.

In addition to tree maintenance, over the past 3 years DfI Roads Eastern Division has planted over 5,800 new trees on DfI owned land in partnership with BCC as part of the Belfast Million Trees project. These have mainly been native species such as

Rowan, Hawthorn, Lime, Cherry and Birch and this new tree planting links into the objectives of the BCC Belfast Tree Strategy - [Belfast Tree Strategy \(belfastcity.gov.uk\)](http://belfastcity.gov.uk)

Open Sites / Planters

The Dfl / BCC Project Management Agreement also includes the maintenance of 71 Dfl Open Sites / Planters throughout the BCC area, which are mainly located in Belfast City Centre and gateway areas. Open Site maintenance is undertaken three times per year (April, August, and November) by BCC arboricultural staff, using the BCC horticultural contract. Works include trimming and pruning of bushes and vegetation, grass cutting, landscaping and litter picking, as well as any required replacement planting. In 2023/24 open site maintenance costs within Dfl Roads Eastern Division were £106,000.

WINTER SERVICE

Winter Service - dates of operations- Eastern Division

Description	Start date	Completion date
Official winter maintenance period 2023-2024	16 October 2023	31 March 2024
Salting Operations in this period	67	

Winter Service - details of operations- Eastern Division

Description	Details
Depot locations in Eastern Division	Airport Road, Sprucefield & Balloo
Number of gritters used during 1 gritting action	23
Number of personnel involved in a gritting operation in Eastern Division	27
Length of roads salted in Eastern Division	1306 km
Total volume of salt used during 2023-2024 winter season	9,528 tonnes

STREET WORKS

Street Works by Utility companies

Number of Inspection Units Eastern Division 2023-24	Target Inspection Units 2023-24 Eastern Division, 30% target.	Number of Inspection Units 2023-24 Eastern Division, Completed.
10,912	3,274	2,814

MAINTENANCE OPERATIONS – STRUCTURAL

COMPLETED WORKS 2023 – 2024

Structural Maintenance	Total Cost 2023-24
Lisburn & Castlereagh	£ 5,318,000

STRUCTURAL MAINTENANCE – CARRIAGEWAY

CARRIAGEWAY RESURFACING

	Total length completed
Road Network	17.23 Km
Road Recovery	9.26 Km

RESURFACING – Locations

Council Area	Road Name	Status
Lisburn & Castlereagh	A24 Saintfield Road, Castlereagh (TRN Scheme)	Complete
	A24 Ballynahinch Road, Carryduff (TRN Scheme)	Complete
	A23 Moneyreagh Road, Moneyreagh	Complete
	Derriaghy Road, Milltown	Complete
	Brooklands Park/Avenue, Dundonald	Complete
	Ballynagarrick Road*	Complete
	Ballycrune Road*	Complete
	Ashley Park, Carryduff*	Complete
	B178 Hillsborough Road, Moneyreagh*	Complete
	Mealough Road*	Complete
	Soldierstown Road 1*	Complete
	Soldierstown Road 2 *	Complete
	Glebe Road Annahilt *	Complete
	Ashmount Gardens*	Complete
	Drumbo Rd/Tullyard Rd junction*	Complete
	Ballynahinch Road*	Complete
	Carsons Lane*	Complete
	Sandown Park*	Complete
	Dromore Park*	Complete

* Road Recovery Fund Scheme

SURFACE DRESSING

Total area completed
126,717.5m ²

SURFACE DRESSING locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Knockbracken Road South	Complete
	Cadger Road	Complete
	Glen Road	Complete
	Braniel Road	Complete
	Loughaghery Road	Complete
	Lakeland Road	Complete
	Cabra Road	Complete
	Ballyworphy Road	Complete
	Dunnygarton Road	Complete
	Jennys Lane	Complete
	Kilcorig Road	Complete
	Whinney Hill	Complete
	Grovehill Road 1	Complete
	Grovehill Road 2	Complete
	Lurganville Road	Complete
	Drumbane Road	Complete
	White Lane	Complete

STRUCTURAL MAINTENANCE – FOOTWAYS

FOOTWAY RESURFACING

Total length completed
9.27 Km

FOOTWAY RESURFACING Locations

Council Area	Road Name	Status
Lisburn & Castlereagh	River Court, Dunmurry	Complete
	Glenwood Park, Dunmurry	Complete
	Magheralave Park East, Lisburn	Complete
	Lagan Walk, Lisburn	Complete
	Brooklands Park/Avenue, Dundonald	Complete
	Moneyreagh Road, Moneyreagh	Complete
	Derriaghy Road, Milltown	Complete

STRUCTURAL MAINTENANCE – DRAINAGE

Number of sites completed
29

DRAINAGE locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Crewe Park Road	Complete
	Drumlough Road	Complete
	Ballynahinch Road at Beattie's Road	Complete
	Mealough Road, Carryduff	Complete
	Hospital Road, Castlereagh	Complete
	Old Mill Grove, Castlereagh	Complete
	Begney Road, Dromara	Complete
	Ballyhanwood Road, Dundonald	Complete
	Magheramesk Road	Complete
	Old Road, Maghaberry	Complete
	Middle Braniel Road	Complete
	Gleneagles Gardens	Complete
	Knockbracken Road	Complete
	Groganstown Road	Complete
	Dromara Road, Amenity Centre	Complete
	Cargygray Road	Complete
	Stoneyford Road	Complete
	Dromore Road, Hillsborough	Complete
	Ballynahinch Road, Annahilt	Complete
	Drumbo Road – 2 no. locations	Complete
	Comber Road, at Auction House, Carryduff	Complete
	Blaris Road, Lisburn	Complete
	Nuthill Road	Complete
	Drumlough Road	Complete
	Ballynahinch Road at Beattie's Road	Complete
	Mealough Road, Carryduff	Complete
	Hospital Road, Castlereagh	Complete
	Old Mill Grove, Castlereagh	Complete
	Raffertys Hill Road, Hillsborough	Complete

STRUCTURAL MAINTENANCE – VERGE STRENGTHENING

Number of sites completed
6

VERGE STRENGTHENING locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Hillsborough Road, Dromore	Complete
	Comber Road, Hillsborough	Complete
	Glen Road, Comber	Complete
	Gransha Road, Dundonald	Complete
	Clarehill Road, Moira	Complete
	Leathemstown Road, Lisburn	Complete

STRUCTURAL MAINTENANCE – CARRIAGEWAY REFURBISHMENT

Number of sites completed
8

CARRIAGEWAY REFURBISHMENT Locations

Council Area	Road Name	Status
Lisburn & Castlereagh	A49 Ballynahinch Road	Complete
	Dromara Park, Lisburn – 2 no. sites	Complete
	Comber Road, Hillsborough	Complete
	Stoneyford Road/Rock Road junction	Complete
	Main Street, Moira	Complete
	Drumard Drive jct Rushmere Drive	Complete
	Leverogue Road	Complete

PLANNED WORKS 2024 – 2025

Structural Maintenance	Estimated Cost
	£ 3,506,000

STRUCTURAL MAINTENANCE – CARRIAGEWAY RESURFACING – CARRIAGEWAY

Proposed	Type of scheme
8.02Km	Road Network
9.81Km	Road Recovery

CARRIAGEWAY –locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Roseville Park/Walk/Huguenot Drive, Lisburn	Complete
	Wilson Street, Lisburn	Complete

NETWORK MAINTENANCE – ROUTINE MAINTENANCE REPORT

Council Area	Road Name	Status
Lisburn & Castlereagh	Dromore Road, Hillsborough	Complete
	Hillhall Road, Lisburn	Complete
	Barnfield Road, Milltown	Ongoing
	Hawthorn Park	Programmed
	Hillhead Road*	Complete
	Magherdartin Road, Hillsborough*	Ongoing
	Crewe Hill Road*	Programmed
	Carsons Lane*	Programmed
	Ballynahinch Road, Annahilt*	Planning

*Roads Recovery Fund Scheme

STRUCTURAL MAINTENANCE – FOOTWAYS

FOOTWAY RESURFACING

Total length proposed
7.50Km

FOOTWAY locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Roseville Park/Walk/Huguenot Drive, Lisburn	Complete
	Wilson Street, Lisburn	Complete
	Dromore Road, Hillsborough	Complete
	Hillhall Road, Lisburn	Complete
	Barnfield Road	Ongoing
	Hawthorn Park	Programmed
	Richmond Court	Ongoing

STRUCTURAL MAINTENANCE – SURFACE DRESSING

SURFACE DRESSING

Number of sites proposed	Total area proposed
25	175,878.51m ²

SURFACE DRESSING locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Ballymacward Road	Complete
	Budore Road	Complete
	Flowbog Road	Complete
	Ballycolin Road	Complete
	Scotstown Road	Complete
	Steedstown road	Complete

NETWORK MAINTENANCE – ROUTINE MAINTENANCE REPORT

Council Area	Road Name	Status
Lisburn & Castlereagh	Cairnhill Road	Complete
	Ballynacloy Road	Complete
	Ballypitmave Road	Complete
	Crewe Park Road	Complete
	Old Moira Road	Complete
	Corrstown Road	Complete
	Trummery Road	Complete
	Pinehill Road	Complete
	Agars Road	Complete
	Front Road	Complete
	Pinehill Rd	Complete
	Lisnabreeny Road	Complete
	Lisnabreeny Road East	Complete
	Clontonacally Road	Complete
	Ballykeel Rd South	Complete
	Monlough Road	Complete
	Ballyknockan Roads 1/2	Complete
	Beechmount Road	Complete
	Carricknaveigh Road	Complete
	Hillside Rd	Complete
Limekiln Lane	Complete	
Lime Kiln Rd	Complete	

STRUCTURAL MAINTENANCE – DRAINAGE

DRAINAGE

Number of sites proposed
6

DRAINAGE locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Ballynahinch Road, Annahilt	Complete
	Dromore Road, Hillsborough	Complete
	Bensons Road	Complete
	Rock Road	Complete
	Brokerstown Road at Primary School	Complete
	A30 Glenavy Road	Complete

STRUCTURAL MAINTENANCE – VERGE STRENGTHENING

VERGE STRENGTHENING

Number of sites proposed
2

VERGE STRENGTHENING locations

Council Area	Road Name	Status
Lisburn & Castlereagh	A3 Moira Road	Programmed
	Edentrillick Road	Programmed

STRUCTURAL MAINTENANCE – CARRIAGEWAY REFURBISHMENT

CARRIAGEWAY

Number of sites proposed
3

CARRIAGEWAY REFURBISHMENT locations

Council Area	Road Name	Status
Lisburn & Castlereagh	Comber Road, Lisburn	Complete
	Trinity Terrace, Lisburn	Programmed
	Moss Road, Carryduff	Programmed

MAINTENANCE OPERATIONS - ROUTINE

COMPLETED WORKS 2023– 2024

Vehicle Restraint System (VRS) Repairs

Council Area	Road Name	Status
Lisburn & Castlereagh	Redwood Grove	Complete
	Artifinney Road	Complete
	Moira Roundabout	Complete
	Cairnshill Road	Complete
	Hospital Road	Complete
	Brooklands Avenue, Dundonald	Complete
	Hillsborough Road	Complete
	Causeway End	Complete

Grass Cutting

During 23-24 season, the grass verges on all rural roads and in urban areas were cut twice, with additional cutting carried out at sightlines as required.

Grass cutting

Council Area		Status
Lisburn & Castlereagh	Total rural swathe cut - 3,870 km	Complete
	Total m ² cut -754,884 m2	Complete

Defects

Section Office staff regularly inspect the local network for actionable defects in accordance with the Road Maintenance Guidelines. These guidelines classify the local roads according to traffic volume and establish corresponding deadlines for the repair of any defects identified.

Defect Count report

	Total
EASTERN DIVISION	41,378

PUBLIC LIABILITY CLAIMS 2023-2024

DETAILS

Description	Detail
Total claims received in Eastern Division	1,226
- vehicular damage	934
- personal injury	260
- property damage	32
Total claims settled	675
Total claims rejected	330

MAINTENANCE OPERATIONS - ROUTINE

PLANNED WORKS 2024 – 2025

Vehicle Restraint System (VRS) Repairs – Programme currently being finalised.

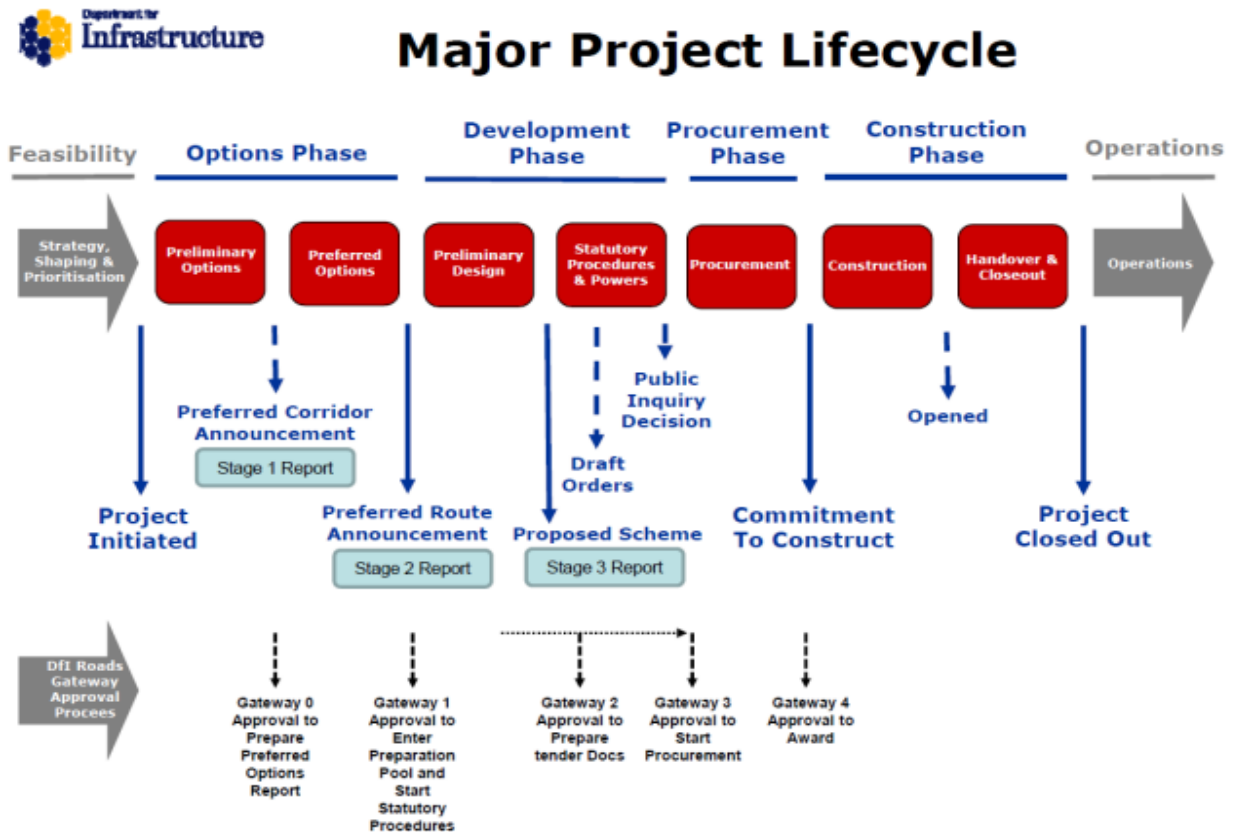
Council Area	Road Name	Status
Lisburn & Castlereagh	Grahamsbridge Road	Complete
	Ballykeel Road	Complete
	Lisburn & Castlereagh Area Vegetation Removal	Programmed
	Lisburn & Castlereagh TCB Tensioning.	Programmed

Grass Cutting

Council Area		Status
Lisburn & Castlereagh	Total rural swathe cut - 3,870 km	Complete
	Total m ² cut - 576,960 m ²	Complete

6.0 MAJOR PROJECTS AND ACTIVE TRAVEL

[Major road improvements - inception to construction RSPPG E030v5 | Department for Infrastructure \(infrastructure-ni.gov.uk\)](#)



STRATEGIC ROAD IMPROVEMENTS

STRATEGIC ROAD IMPROVEMENTS

M1/A1 LINK AT SPRUCEFIELD

District Council area(s)	Lisburn Castlereagh City Council
Location	M1 and A1 in vicinity of Sprucefield
Scheme description	This scheme, will provide a high standard link between the M1 motorway and the A1. It will be of major benefit to strategic traffic in reducing journey times, by avoiding delays in the Sprucefield area.
Scheme length	Approx. 4km
Scheme estimated cost	TBC
Scheme website	M1/A1 Sprucefield Bypass Department for Infrastructure (infrastructure-ni.gov.uk)
Any related schemes?	It is intended that the proposal will also consider congestion at the junction on the A1 at Hillsborough.
Current stage	DfI Roads commissioned consultants to consider a range of options and an evaluation of all the viable options for capacity enhancement along this route. This first stage of this has been completed and the findings published in a Stage 1 Report, which determined route corridors within which further options would be examined. The Stage 1 Report was published in March 2011. Due to funding constraints, no further development work has been undertaken since then.
Current position	On 14 August 2023 the Department published a prioritised list of major road schemes that will continue to be progressed. No funding has been identified for this scheme and no further development work is being undertaken. Any decision on its progression will be informed by the Department's emerging transport policies and plans and decisions by a future Minister.

A1 JUNCTIONS PHASE 2

Location	A1 between Hillsborough Roundabout and Loughbrickland
Scheme description	<p>This scheme will involve the construction of four grade separated junctions (flyovers) to facilitate the closing up of all openings in the central median and installation of a continuous central median concrete safety barrier, improving road safety for all road users on the A1.</p> <p>The grade separated junctions will be located at:</p> <ul style="list-style-type: none">• Listullycurran Road• Gowdystown Road• Skeltons Road / Drumneath Road• Waringsford Road <p>In addition, the proposal includes the provision of a northbound on-slip at Castlewellan Road at Banbridge, a link between the existing underpass junction at Hillsborough Road, Dromore and Milebush Road and the closing of nine minor road junctions along</p>

	<p>this section of the A1. All other roads will then operate on a left in - left out basis. A number of Private Accesses onto the A1 are also proposed for closure.</p>
Scheme length	25km
Scheme estimated cost	£100-110m (currently under review)
Scheme website	A1 Junctions Phase 2 - overview Department for Infrastructure (infrastructure-ni.gov.uk)
Any related schemes?	A1 Hillsborough to Sprucefield
Current stage	<p>The Environmental Impact Assessment Report (EIAR) and draft Statutory Orders were published in March 2019 and the Public Inquiry into the scheme was held in March 2020. The Public Inquiry Inspector issued his report to the Department on 19 October 2020. Following the publication of the Departmental Statement on 28 January 2021, the Statutory Orders for the scheme were then made, with the Stopping Up (of Private Accesses) Order coming into operation on 24th June 2021 and the Direction Order on 16th July 2021.</p> <p>On-site works for the advance ground investigations and archaeological investigations are now complete.</p>
Current position	<p>The Infrastructure Minister John O'Dowd, on 2 July 2024, announced in the NI Assembly that the scheme will now proceed to the procurement stage. Work is ongoing to finalise the Business Case and complete the preparation of the contract documents. Further progression of the A1J2 scheme to formal procurement and subsequent construction will depend on the approval of the Business Case, clearing the remaining statutory procedures and funding being made available to the Department.</p> <p>The contractor procurement exercise will then take between 12 - 15 months. Construction is expected to take a further three years to build the scheme.</p>

A1 HILLSBOROUGH TO SPRUCEFIELD

Location	A1 between Hillsborough and Sprucefield
Scheme description	The potential closure of central median crossings and provision of central median barrier.
Scheme length	2km
Scheme estimated cost	TBC
Scheme website	None
Any related schemes?	A1 Junctions Phase 2
Current stage	Feasibility stage. A feasibility study has been carried out on the section of the A1 between Hillsborough and Sprucefield. This was to consider the potential closure of central median crossings and provision of central median barrier where possible. The outcome of this will be considered further.

Current position	On 14 August 2023 the Department published a prioritised list of major road schemes that will continue to be progressed. No funding has been identified for this scheme. Any decision on its progression will be informed by the Department’s emerging transport policies and plans and decisions by a future Minister.
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MAJOR TRANSPORT PROJECTS

Belfast Rapid Transit Phase 2 – BRT2

District Council area(s)	Lisburn Castlereagh City Council, Belfast City Council, Antrim and Newtownabbey Borough Council
Location	The G3 route will run along the Antrim Road in the north, and along the Ormeau Road and Saintfield Road in the south. The existing City Centre to Titanic Quarter Glider service will also be extended to connect with Queen’s University and the City Hospital.
Scheme description	The Belfast Rapid Transit Phase 2 (BRT2) project is the further development of the Belfast Bus Rapid Transit system to North and South Belfast with an extension of the existing G2 route to serve Queen’s University and Belfast City Hospital.
Scheme estimated cost	£142m - £148m
Scheme website	Belfast Rapid Transit - Glider Department for Infrastructure (infrastructure-ni.gov.uk)
Current stage	Completion of the OBC. The estimated cost of the North Belfast to South Belfast Glider route is currently in the range of £142m to £148m. £35m of funding has been secured through Belfast Region City Deal. As such, a considerable shortfall of some £110m remains.
Current position	In line with the Infrastructure Minister John O’Dowd’s announcement, October 2022, work on the feasibility of extending to Glengormley and Carryduff has been finalised. The delivery options that could be implemented, utilising the £35m funding envelope from the Belfast Region City Deal, are being investigated. The Outline Business Case is being finalised in line with these feasibility reports and delivery options.

ACTIVE TRAVEL

Active Travel teams are responsible for making walking, wheeling and cycling the preferred choice for everyone to travel in Northern Ireland. More information on Active Travel can be found [here](#).

COMPLETED WORKS 2023 – 2024

ACTIVE TRAVEL

Total number of sites	Total cost
1	£340,433.00

Active Travel Measures completed

Road Name	Scheme Description	Status
Millreagh Estate Linkage to Upper Newtownards Road	Cycle and Pedestrian access route / ramp	Feasibility Study Complete – No Further Action due to cost.

PLANNED WORKS 2024 – 2025

Active Travel Measures planned

Road Name	Scheme Description	Status
Crumlin to Glenavy B12	Shared use path	Preliminary Design Stage
St Ita's - Alderwood Hill	Safer schools journey pilot	Detailed Design Stage- £130,000

USEFUL NUMBERS

Out of Hours Emergencies

Telephone: 0300 200 7899

Flooding Incident Line

Telephone: 0300 200 0100

Street Lighting Faults

Telephone: 0300 200 7899

Website: www.nidirect.gov.uk/services/report-street-light-fault

General Enquiries

email: DfIRoads.Eastern@infrastructure-ni.gov.uk

Website: www.infrastructure-ni.gov.uk

Telephone: 0300 200 7899

Blue Badge Unit

Provides on-street parking concessions for Badge Holders who travel either as drivers or passengers.

Contact: BBU PO Box 64 Enniskillen BT74 0BL

email: bluebadges@infrastructure-ni.gov.uk

Telephone: 0300 200 7818

Parking Enforcement Processing Unit

Processes all penalty notices under Decriminalised Parking Enforcement.

Contact: Roads.Parking@infrastructure-ni.gov.uk

Website: <https://www.nidirect.gov.uk/articles/parking-enforcement>

Telephone: 0300 200 7895
