Improved Street Works
A Different Path to a Shared Goal

John Gooday
Scottish Road Works Commissioner

Andrew Leyden
Scotland Gas Networks
What are the shared goals?
SHARED GOALS
The following are the 4 goals by which the public and politicians will judge the success or failure of road works:

- **Shorter Works Periods** – works should be continuous and take no longer to complete than is absolutely necessary.
- **Co-ordinated Works** – guidance on distance between works should be adhered to. Care should be taken to ensure that there are no works on sensitive parallel routes or diversion routes.
- **Traffic Management** – compliance with codes and more consideration of practical issues on, for example, traffic signal timing and pedestrian movements.
- **Reinstatements** – require to be of improved quality and to have a longer life.
What are the different paths?
Common Ground

New Roads and Street Works Act 1991

Traffic Management Act 2004

Transport (Scotland) Act 2005
DIVERGING PATHS

**SCOTLAND**
- Commissioner
- National Register
- No Permits
- Overstay ?
- Lane Rental?
- VAULT
- Long Term Damage Charge
- Collaboration

**ENGLAND & WALES**
- Traffic Managers
- ETON transfer
- Permit Schemes
- Overstay Charges
- Lane Rental
- NUAG Trial
- No LTD
- Collaboration
Andrew Leyden

Scotland Gas Networks
Current Chair of
Scottish Road Works Register Management Group
And working groups standing still
Collaboration (From Wikipedia) is working together to achieve a goal. It is a recursive process where two or more people or organisations work together to realise shared goals. Most collaboration requires leadership, although the form of leadership can be social within a decentralised and egalitarian group. In particular, teams that work collaboratively can obtain greater resources, recognition and reward when facing competition for finite resources.

Example: the current Scottish Road Works Register
The Scottish Road Works Register (SRWR)

- Exemplar of a truly comprehensive road works register
- Perhaps the only complete national register in existence
- Result of joint effort over many years (30+)
- How did this come about?
the early years - SUSIEPHONE
(Scottish Utilities Services Information for Excavators)

- NJUG formed in 1977
- Damage to Utilities' plant identified as a priority
- Trial ‘one call’ system in Lothian Region of Scotland.
- Known as Susiephone it was introduced in 1980 and ran until 1983.
- A second trial incorporated the handling of PUSWA Notices and a Street Works Register under the control of Lothian Regional Council Highways Department
- Referred to, and recommended by, Prof. Horne in his report on the PUSWA in 1985
- System was adopted by all Utilities as a permanent arrangement in 1986
1992 - NRSWA replaces PUSWA and recommends the use of computerised street works registers

Continued development of Susiephone system up to 1995 by a consortium of Lothian and Strathclyde Regional Councils together with Scottish Utilities

This partnership formalised by the establishment of Susiephone Ltd in 1995

Whole Scottish user community funds further development of the Susiephone System

Interests represented by a Project Board which becomes SRWR Management Group

Upgraded and expanded to include a National Street Gazetteer - the “Susiephone 2000” System

Susiephone formally appointed as Keeper of the Scottish Road Works Register
From 1995 till 2005 - variety of service providers
2004 Transport (Scotland) Act
2005 T(S)A Steering Group
2006 Symology appointed to provide the service
Digital mapping introduced
2007 Commissioner appointed
T(S)A Steering Group becomes Policy Development Group
2008 Proposal to trial VISTA
The Scottish Road Works Register (SRWR) – Ordnance Survey

- One Scotland Mapping Agreement
  - allows for greater data sharing between members
  - includes OS MasterMap Topography and ITN Layers

- The SRWR is one such example of collaboration between public and private sector communities developing innovative solutions using Ordnance Survey’s digital data as a core integrating platform. Marc Hobell Ordnance Survey.
In December 2008, the Scottish Executive funded a VISTA trial project with the following participants:

- UKWIR
- Leeds University
- Scottish Water
- Perth & Kinross Council
- Transport Scotland
- Symology
- Susiephone Ltd
Scottish Community Apparatus Data Vault (VAULT)
VAULT Trials

- VAULT trials resulted from proposals put to Symology by the SRWR Management Group regarding VISTA which was being promoted by NUAG
- Initial trial in Perth & Kinross was successful
- Quickly followed by a wider trial in the TAYFORTH area of Scotland
- Feb 2012 VAULT goes live in Scotland
- Good representation of utility and authority data available on the system
- Missing telecoms companies being targeted by Commissioner and Scottish Ministers
2 Main Features
Scottish Road Works Register – Main Features & Links

- Notification
- PIR’s
- Units Of Inspection
- Damages
- Average No of Inspections per year
- Agreed Inspections units
- Inspections
- Responses
- Register & Gazetteer
- Works Management Systems
- Digital Mapping
- One Call Service
- Reinstatement
- Reports

Version 6 (2nd Mar 05)
Why the Scottish Community Structure Works

- Development of SRWR from SUSIEPHONE to VAULT fostered culture of co-operation and co-ordination between all parties
- Single system encourages consistency and common thinking
- “Best of both worlds” for community:
  - Collaborative approach avoids conflicting changes being actioned
  - Compact community allows fast-tracking of urgent agreed changes
Collaboration

The spirit of collaboration which saw the birth and development of the SRWR into a world leading brand has been reflected back into the culture of negotiation and compromise which typifies the way the road works community in Scotland does business today.
We now have a short video demonstrating some of the features of VAULT
Works Ref: SY001-S000000006020
L.A. Ref: 01232909
Address: HILLBANK GARDENS, DUNDEE, DUNDEE CITY
NSG Ref: 078/0219

Symology Limited New One-Call

Description: NEW SERVICE TO CUL-DE-SAC
Location: WHOLE STREET
Works Type: MINOR WITH EXCAVATION
Works Start: 10/04/2012, End: 12/04/2012
Works Technique: MACHINE
Traffic Management Type: ALL LANES OPEN AT ALL TIMES

Notice Text: 

Project Ref: 
Description: 
Commissioner’s Perspective
"Sgt. Pepper's Lonely Hearts Club Band"

“A Day in the Life”

I read the news today oh boy
Four thousand holes in Blackburn, Lancashire
And though the holes were rather small
They had to count them all
Now they know how many holes it takes to fill the Albert Hall.

"Fixing A Hole"
So it is clear
We were collecting
INDICATORS
40 Years ago
We have 24 Indicators covering topics such as:

- Number of works starts and ends
- Noticing Failures
- FPNs
- Early starts
- Overrunning Works
- Works Extensions
- Plus – the National Coring Programme
2009

Utilities 81%
Roads Authorities 19%
2010

Utilities 73%

Roads Authorities 27%
Roads Authority Failure Rate vs Utility Failure Rate

- **Roads Authority Failure Rate**
- **Utility Failure Rate**

<table>
<thead>
<tr>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>0.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td>0.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>0.1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Including Glasgow
ROADS AUTHORITIES - NOTICING FAILURES

% NOTICING FAILURES

Quarter 1    Quarter 2    Quarter 3    Quarter 4    Quarter 1    Quarter 2    Quarter 3    Quarter 4    Quarter 1    Quarter 2    Quarter 3    Quarter 4
Outstanding Utility Interim Reinstatements due (Over 6 months)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3</td>
<td>1365</td>
<td>1423</td>
<td>1361</td>
<td>1431</td>
</tr>
<tr>
<td>Q4</td>
<td>1431</td>
<td>1425</td>
<td>914</td>
<td>345</td>
</tr>
<tr>
<td>Q1</td>
<td>625</td>
<td>642</td>
<td>620</td>
<td>601</td>
</tr>
<tr>
<td>Q2</td>
<td>497</td>
<td>582</td>
<td>625</td>
<td>642</td>
</tr>
<tr>
<td>Q3</td>
<td>345</td>
<td>642</td>
<td>620</td>
<td>601</td>
</tr>
<tr>
<td>Q4</td>
<td>497</td>
<td>582</td>
<td>625</td>
<td>642</td>
</tr>
</tbody>
</table>
Works Awaiting Closure

- Q4 2008-09 – 26,532
Works Awaiting Closure

RA Awaiting Closure

Utility Awaiting Closure

0

250

500

750

1000

1250

1500

1750

Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4

2009 2010 2011
<table>
<thead>
<tr>
<th>Authority</th>
<th>2011 Q3</th>
<th>13.0</th>
<th>0.38</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moray Council</td>
<td>10</td>
<td>174</td>
<td>0.06</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>174</td>
<td>0.06</td>
</tr>
<tr>
<td>Orkney Islands Council</td>
<td>16</td>
<td>66</td>
<td>0.24</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>66</td>
<td>0.24</td>
</tr>
<tr>
<td>Shetland Islands Council</td>
<td>4</td>
<td>26</td>
<td>0.15</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>26</td>
<td>0.15</td>
</tr>
<tr>
<td>Authority</td>
<td>Value 1</td>
<td>Value 2</td>
<td>Value 3</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Money Council</td>
<td>10</td>
<td>174</td>
<td>0.06</td>
</tr>
<tr>
<td>Orkney Islands Council</td>
<td>16</td>
<td>66</td>
<td>0.24</td>
</tr>
<tr>
<td>Shetland Islands Council</td>
<td>4</td>
<td>26</td>
<td>0.15</td>
</tr>
</tbody>
</table>

**Quarter: 2011 Q3**

**Parameter: Quarter Option**

- Include previous 3 quarters

**Parameter: Authority**

- Shetland Islands Council

**Parameter: Split Authorities**

- Yes
Report 2a Summary
Road Works Authority Potential Registration Failures

Year: 2011
Quarter: 4th (including previous four quarters)
Authority/Group: SOUTH EAST
Split Authorities: Yes

SOUTH EAST
City of Edinburgh Council
2011 Q1 171 449 0.11
2011 Q2 51 484 0.07
2011 Q3 33 455 0.05
2011 Q4 65 667 0.10

East Lothian Council
2011 Q1 89 576 0.15
2011 Q2 50 185 0.27
2011 Q3 23 173 0.13
2011 Q4 6 125 0.05
2011 Q4 10 93 0.11

Midlothian Council
2011 Q1 5 369 0.01
2011 Q2 1 132 0.01
2011 Q3 1 108 0.01
2011 Q4 2 50 0.01

Scottish Borders Council
2011 Q1 4 403 0.01
2011 Q2 0 143 0.00
2011 Q3 1 113 0.01
2011 Q4 0 77 0.00
2011 Q4 3 150 0.02

West Lothian Council
2011 Q1 77 831 0.09
2011 Q2 63 207 0.20
2011 Q3 4 237 0.02
2011 Q4 2 155 0.01
2011 Q4 8 232 0.03
<table>
<thead>
<tr>
<th>Authority/Group</th>
<th>Year</th>
<th>Quarter</th>
<th>Argyll &amp; Bute Council</th>
<th>East Renfrewshire Council</th>
<th>Glasgow City Council</th>
<th>Inverclyde Council</th>
<th>Renfrewshire Council</th>
<th>West Dunbartonshire Council</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>2011 Q1</td>
<td>2011 Q2</td>
<td>2011 Q3</td>
<td>2011 Q4</td>
<td>2011 Q1</td>
<td>2011 Q2</td>
</tr>
<tr>
<td>WOS</td>
<td></td>
<td></td>
<td>47</td>
<td>22</td>
<td>3,572</td>
<td>12</td>
<td>55</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>23</td>
<td>20</td>
<td>1,017</td>
<td>4</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>20</td>
<td>11</td>
<td>729</td>
<td>1</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>2</td>
<td>549</td>
<td>8</td>
<td>17</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>11</td>
<td>1,277</td>
<td>0</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WHAT’S NOT GONE SO WELL
PORTABLE PEDESTRIAN BARRIERS should be reasonably rigid and resist being blown over by the wind or passing vehicles.
PORTABLE PEDESTRIAN BARRIERS should be reasonably rigid and resist being blown over by the wind or passing vehicles.

Where no one is on site, make sure that the site is regularly inspected.

Where site traffic conditions change, appropriate adjustments should be made to signing lighting and guarding.
## Coring Pass Rate

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BT Openreach</td>
<td>48%</td>
<td>69%</td>
<td>62%</td>
<td>59%</td>
<td>63%</td>
</tr>
<tr>
<td>Cable &amp; Wireless</td>
<td>49%</td>
<td>56%</td>
<td>59%</td>
<td>64%</td>
<td>82%</td>
</tr>
<tr>
<td>Scotland Gas Networks</td>
<td>56%</td>
<td>67%</td>
<td>66%</td>
<td>77%</td>
<td>83%</td>
</tr>
<tr>
<td>Scottish Power</td>
<td>34%</td>
<td>46%</td>
<td>48%</td>
<td>78%</td>
<td>80%</td>
</tr>
<tr>
<td>Scottish &amp; Southern</td>
<td>60%</td>
<td>83%</td>
<td>65%</td>
<td>73%</td>
<td>76%</td>
</tr>
<tr>
<td>Scottish Water</td>
<td>34%</td>
<td>48%</td>
<td>54%</td>
<td>51%</td>
<td>72%</td>
</tr>
<tr>
<td>Virgin Media</td>
<td>34%</td>
<td>76%</td>
<td>77%</td>
<td>67%</td>
<td>63%</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td><strong>44%</strong></td>
<td><strong>59%</strong></td>
<td><strong>60%</strong></td>
<td><strong>64%</strong></td>
<td><strong>74%</strong></td>
</tr>
</tbody>
</table>
Drivers to Positively Influencing Behaviour

- Quarterly Indicator Reports
  - Some organisations use – others do not.

- Annual Report
  - Engenders some media attention which gets the interest of organisations.

- Performance Reviews
  - Responses have been positive.
Performance Review for XX Council (January 2010)

The Performance Review below sets out Indicator data for your authority for the last four quarters. All authorities are encouraged to review the overall suite of Indicators placed on the SRWR and on the Commissioner’s website to benchmark their performance against similar organisations.

1.0 Noticing Activity & FPNs

1.1 Noticing Activity

The Commissioner wishes to determine if roads authorities are meeting their duty to enter notices for all of their works on SRWR. This is being done by measuring the number of actual start notices and completion notices entered onto SRWR. He also wishes to keep under review the designations given to the works.

<table>
<thead>
<tr>
<th>Works Committed</th>
<th>Report 9a</th>
<th>Q3</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Works Finished</td>
<td>Report 9b</td>
<td>106</td>
<td>92</td>
<td>146</td>
<td>378</td>
</tr>
<tr>
<td>Emergency, Urgent or Remedial Dangerous Works</td>
<td>Report 4a</td>
<td>6</td>
<td>0</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Minor, Standard, Major Works</td>
<td>Report 4b</td>
<td>100</td>
<td>92</td>
<td>143</td>
<td>372</td>
</tr>
</tbody>
</table>

1.2 Noticing Failures

The Commissioner wishes to measure the accuracy of the information held on notices and that the appropriate timescales are being met. This measures the number of error messages generated by the system which would flag a potential Fixed Penalty Notice offence were the same error made by an undertaker. The percentage rate is based on comparison with the number of actual start notices which are issued.

| Number of Noticing Failures | Report 2a | 87  | 68  | 116 | 289 |
| Percentage of Noticing Failures | Report 2a | 82% | 74% | 79% | 76% |
Drivers to Positively Influencing Behaviour

- Quarterly Indicator Reports
  - Some organisations use – others do not.

- Annual Report
  - Engenders some media attention which gets the interest of organisations.

- Performance Reviews
  - Responses have been positive.

- Penalties
  - Have now been issued relating to performance in coring. Total of £92,500 against 4 undertakers.
CONCLUSION

OVERALL

THINGS ARE GETTING BETTER

HOWEVER

WITHIN INDIVIDUAL ORGANISATIONS THERE IS …