

Highways and Traffic Customer satisfaction survey - Review and Action Plan

The customer satisfaction survey and results come from a nationally prescribed survey – NHT Survey. The survey is carried out each year on behalf of Bath and North East Somerset Council and all other Council's in England.

Survey reference		Proposed / Required Actions	Planned Completion Date	Notes
1.	Improvement to customer information on Highways and Traffic webpages	<ol style="list-style-type: none"> 1. Audit of webpages. 2. Remove out of date/unclear information from webpages. 3. Develop protocol and additional training for staff to maintain and update with concise customer information. 	<ol style="list-style-type: none"> 1. February 2017 2. March 2017 3. May 2017 	Ongoing works with external web experts to analyse current webpages in order to provide impartial recommendations for customer improvements.
1.	Customer Contact	<ol style="list-style-type: none"> 1. Assessing customer contact methods, including repeat calls, and volumes, to establish where improvements can be made. 	1. March 2017	Working with the Council's Systems Thinking Group to make identified improvements.
2.	Improvements to Streetworks Notifications to ensure all streetworks appear on the Elgin, a publicly available live streetworks website.	<ol style="list-style-type: none"> 1. Monitoring street lighting works to ensure full compliance. 2. We will work with our term maintenance contractor Skanska to develop the existing process further to ensure full compliance. 	1 & 2 June 2017	

Reviewed & Updated 18th November 2016

Additional background information on changes made to improve customer experience and satisfaction

Case Study – Managing street works and reducing congestion in Bath and North East Somerset

Street works are a particular concern for our residents. The Georgian street layout in Bath was designed for a time when people moved on foot or by horse and carriage. There is no ring road or bypass to take traffic around the City during road works. Street works in our rural community can be equally challenging and can involve long diversions, with resident concerns about the suitability of alternative traffic routes.



The Council has made a concerted effort to improve customer satisfaction with our street works and delivered the following results:

TCBI 02-Efforts to reduce delays to traffic – up by 9.7%

TCBI 03-Time taken to complete roadworks – up by 16.0%

TCBI 06-Efforts to minimise nuisance to residents – up by 7.0%

TCBI 10-Waiting time at permanent traffic lights – up by 6.6%

TCBI 14-The routes taken by heavy goods vehicles - up by 5.6%

How has this been achieved?

The Council's officers have focussed on three key areas to reduce the impact of our street works and reduce the delays at traffic signals:

- **Communication**
- **Collaboration**
- **Culture**

Communication



The Council has developed an extensive network of permanent VMS signs on roads leading to the City and regularly publicises works in advance, supported by temporary VMS.

With corporate support we have concentrated on multi-media information with regular use of social media. Concentrated on 'advance publicity' and notifications to explain the works and actions we take to mitigate their impact.

All correspondence has a named officer so the public know who to contact.

Extensive use of marshals on key schemes to provide on-site assistance and information for the public

Collaboration



We have developed a strong and close relationship with the utility companies on the design of traffic management, often shortening works programmes.

Diversion routes are designed jointly and the Council positively promotes shared use of working spaces, with our own works or other utility works being undertaken at the same time.

Early consultation and discussion with large businesses to ensure appropriate arrangements for commercial vehicles. Early contractor engagement on our own works has been significantly important in reducing works duration, supplemented by longer working shifts and night working etc.

The traffic marshals provided by our contractor represents both the Council and the Contractor.

Our signals staff spent time supporting and advising on temporary signal settings. Also regularly adjusting permanent signals to help keep traffic flowing.

Culture



The Highways management team has restructured to include all the Highways and Transportation functions. This has eliminated 'silo working' enabling more works to be combined.

The Programme Manager post has been elevated in the structure and has greater ability to influence works planning for public benefit.

Where possible we give local schools, community and interest groups etc. a chance to see works close up and promote a better understanding of our work.

There has been a real focus on work planning with more regular meetings with our Contractor. This has not only considerably improved 'on-site' delivery it has also raised our Contractor's awareness of residents' needs.

Colleagues in Parking Services have enabled our Civil Enforcement Officers to provide targeted support around key schemes. This has helped keep the network moving and minimised delays to the public.

Management team talks, newsletters and team events are being used to promote a positive customer culture and drive behaviour change in the team.

The creation of a dedicated traffic signals room and linking technologies, such as the CCTV network, in our workspace enables quicker investigation and response to congestion, street works and traffic signal issues.