

Item No. 8

Report to Chairperson and Members of the Transportation Strategic Policy Committee

Traffic Advisory Group Operations

Improvements already underway or being proposed

- Area Engineering staff levels Improved since beginning of 2017 with full contingent now of 8 staff members:

Senior Executive Engineer;

Executive Engineer (North City)

- 1 Area Engineer (North Central)
- 1 Area Engineer (Central)
- 1 Area Engineer (North West)

Executive Engineer (South City)

- 1 Area Engineer (South Central)
- 1 Area Engineer (South East)

- All areas bar Northwest (NW) have seen reductions in backlog year on year May 2016 to May 2017 (the NW increase was due to significant time spent on the Walsh Road Cell Study in 2016).
- Intelligent Transportation Systems staff numbers have improved since the beginning of 2017 resulting in electronic/signal related Traffic Advisory Group matters being resolved more speedily.
- The introduction of the new Traffic Asset Management System 'TAMS' electronic system for managing service requests in the areas will come on stream September 2017.
- A new online form for making service requests will be developed over the next 6 months.
- Appeals: from July 2017 it is proposed that the TAG team will deal with ONLY one appeal for a service request and for a 2 year period the decision taken will not be overturned unless material change takes place (appeals only to Senior Engineer and this is final).

- Advertisements for additional outdoor Supervisory Staff are currently being processed and it is expected this will improve backlogs also.
- Better timelines when responding must be given by all Staff.
- The extension of laptops to all area staff will help in their versatility.
- Following a meeting in July 2016 with South East Area Councillors, Administrative Staff in Parking Enforcement took over from the Area Engineers the responsibility for dealing with parking related TAG issues (now for all areas):
 - Residential Parking Schemes – determination of eligibility, extension of operational hours.
 - Applications for Disabled Bays
 - Parking restrictions
 - Rescinding/Extending Pay and Display Bays
- Engineers were advised to assess service requests (SRs) chronologically and this was previously deemed the most appropriate approach for assessment. Backlog was growing at a rate higher than requests were assessed and a more efficient approach was examined. In summer 2016, a decision was made to continue to assess items chronologically, but add geographical view (to save time on site visits). This has borne dividends.
- The issue to address a backlog in the most efficient manner is not the only challenge. A critical view of requests coming into the system was carried out. Also established was that many requests (approximately 10%+) end up receiving the standard reply of non-approval and therefore a decision was made that our Administrative team were able to triage new requests and customers would receive very speedy replies. This was implemented in April 2017.
- In relation to road markings, Transportation streamlined the approach to managing tasks early in 2016. Since mid-2016, backlog has been reduced by circa half.
- Consolidating communications with internal utilities. Utilities are now required in a more streamlined fashion to reinstate existing road markings damaged or removed as a result of excavation. This practice has had an immediate impact on the SR figures. It is expected that this aspect of SR figures will further decrease moving forward.
- We also are looking to benchmark ourselves and see how other local authorities deal with these requests and if there some lessons we could learn. We have chosen UK city of Manchester, which is similar in culture, nature, language, population, rules of the road, etc and we are talking to Manchester authorities at the moment.

**ANDY WALSH,
SENIOR ENGINEER
TRANSPORTATION
JUNE 2017**