

# Delivering Efficient Highway Services in Dorset

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Head of Highways  
Dorset County Council



# TODAY'S PRESENTATION

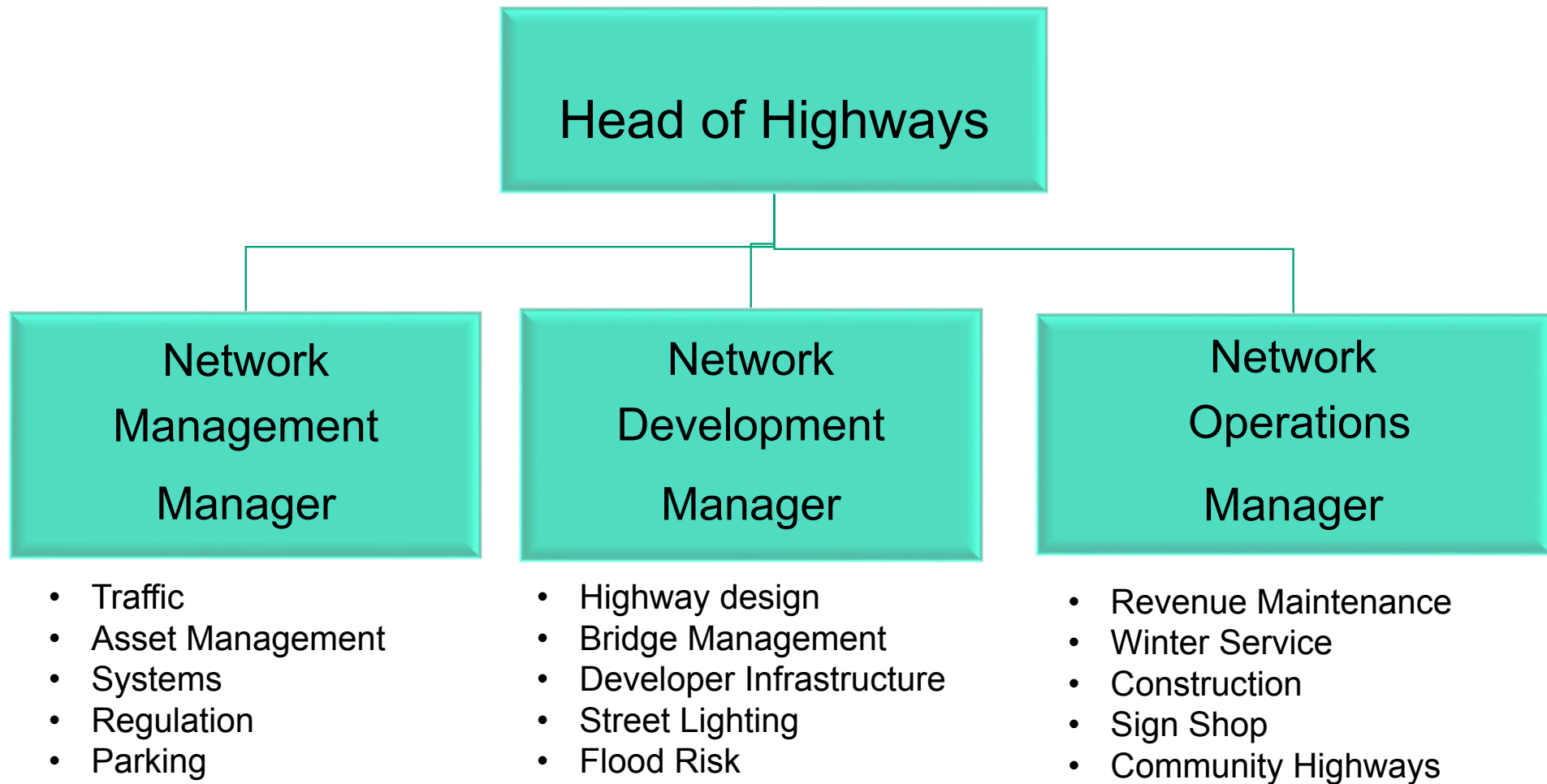
1. Systems Thinking Review
2. HMEP Peer Review
  - Process
  - Service Themes
  - Improvements Introduced
  - Performance Frameworks

Asset Management

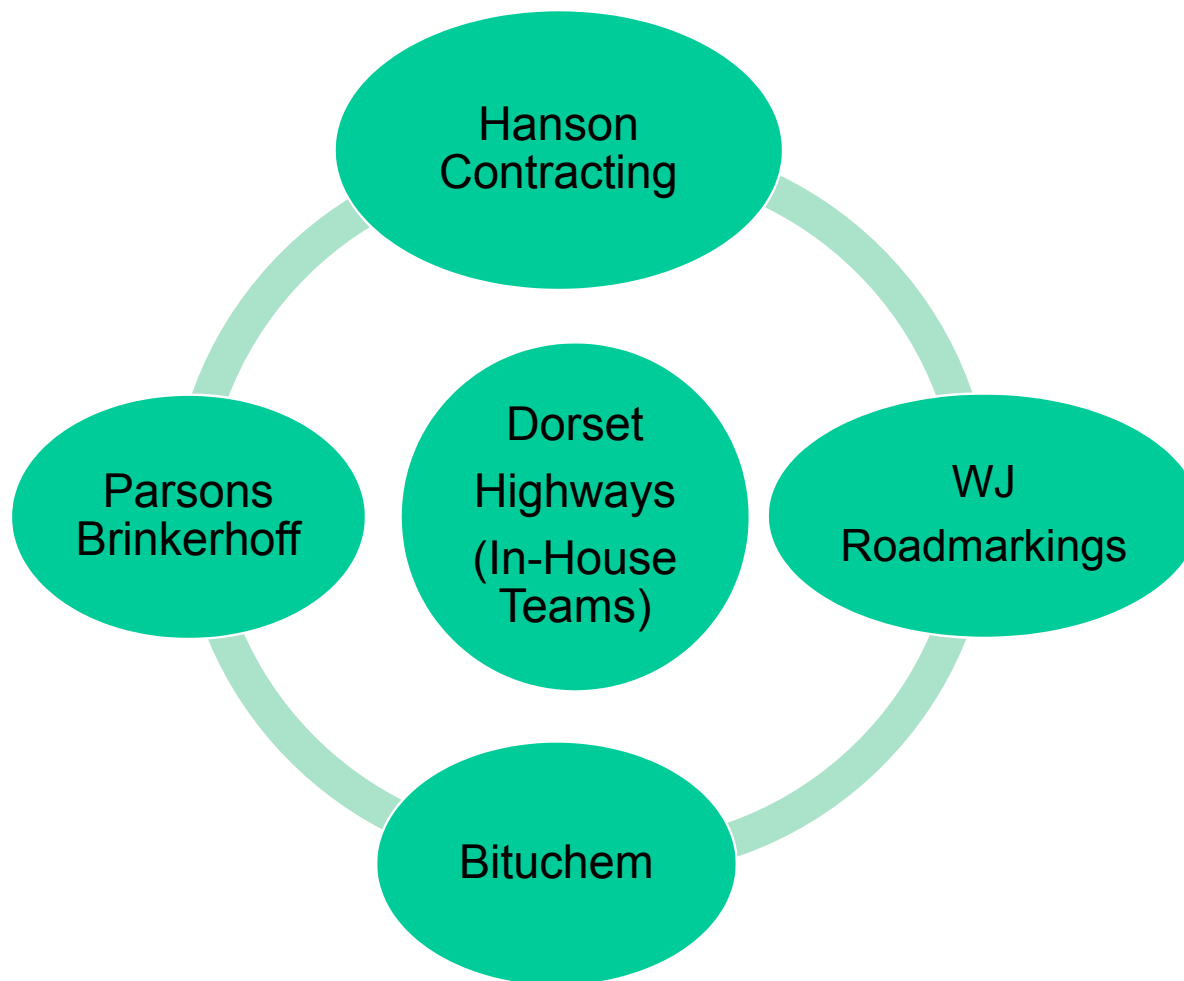
4. Developing a Resilient Network



# DORSET HIGHWAYS TEAM STRUCTURE



# “MIXED ECONOMY” PROVISION IN DORSET



# REVIEWING SERVICE DELIVERY

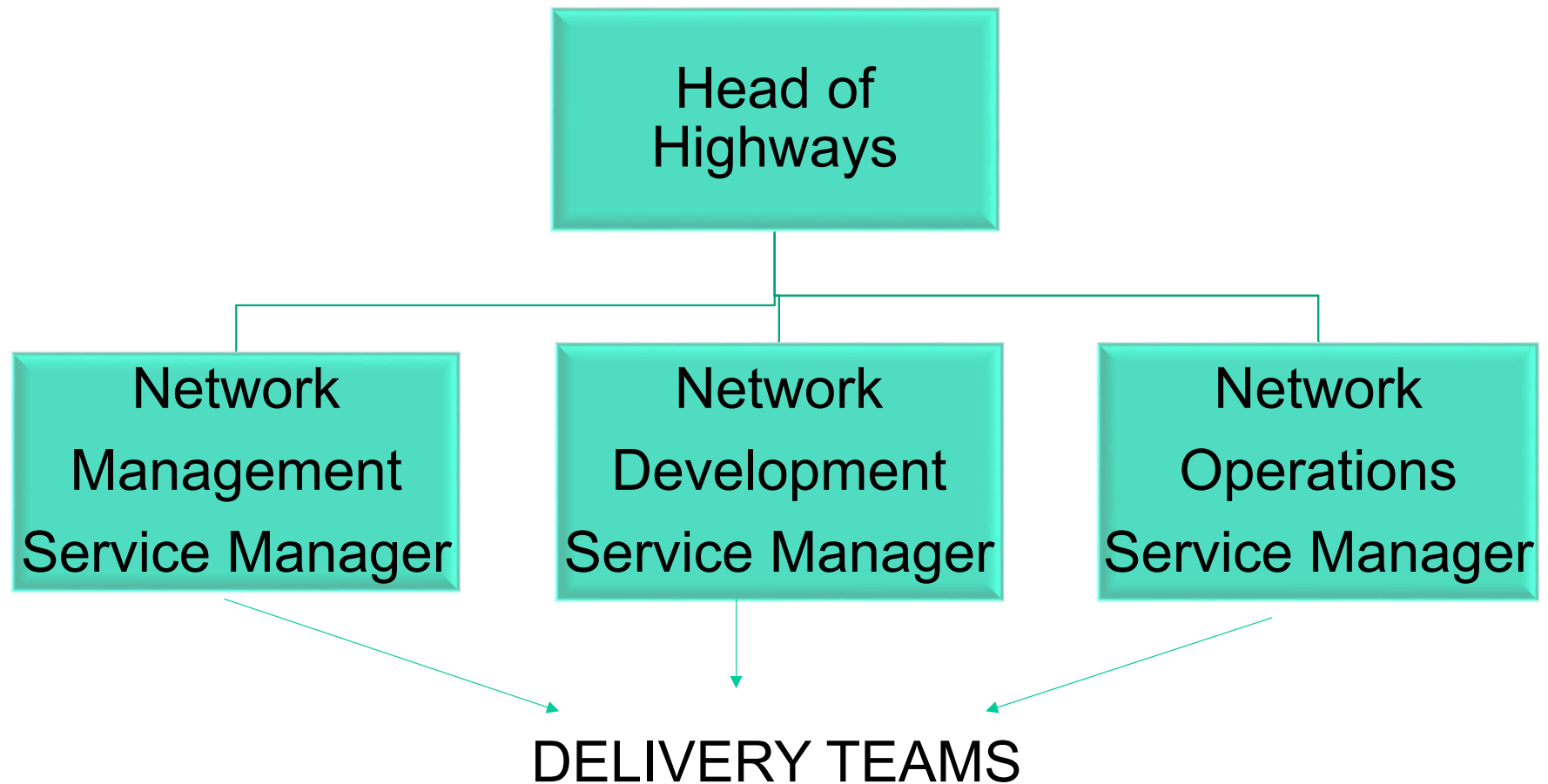
Service Review in accordance with LEAN Toolkit

- New Customer focussed processes.
- Significant reduction in back office staff.
- Formation of integrated “Deliver Teams”.
- Empower staff, remove any “people marking”.
- Revised approach to capitalising traditional revenue activities.

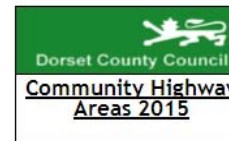
***“CIPA Code On Transport Assets”***



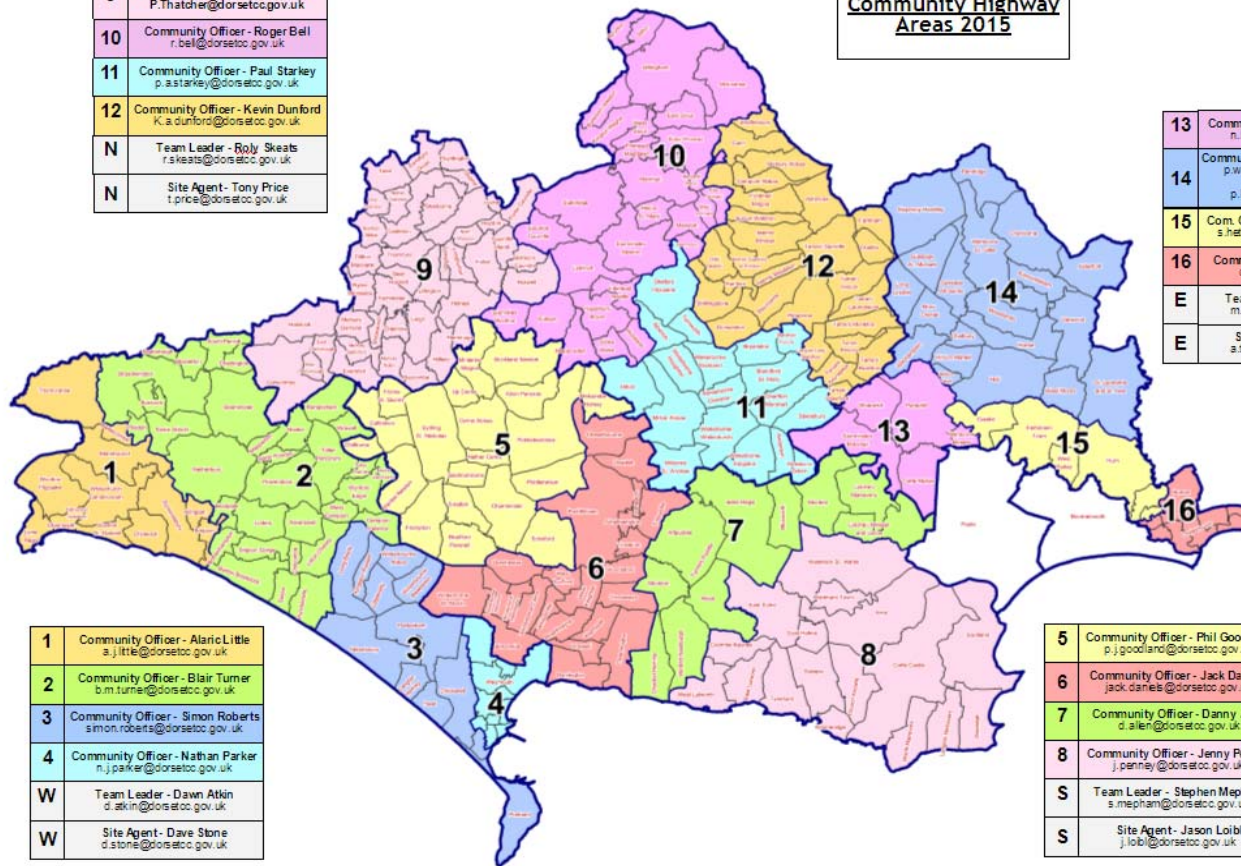
# DORSET HIGHWAYS 2015



# COMMUNITY OFFICER MAP



9	Community Officer - Paul Thatcher P.Thatcher@dorsetcc.gov.uk
10	Community Officer - Roger Bell r.bell@dorsetcc.gov.uk
11	Community Officer - Paul Starkey p.a.starkey@dorsetcc.gov.uk
12	Community Officer - Kevin Dunford K.a.dunford@dorsetcc.gov.uk
N	Team Leader - Roly Skeats r.skeats@dorsetcc.gov.uk
N	Site Agent - Tony Price t.price@dorsetcc.gov.uk



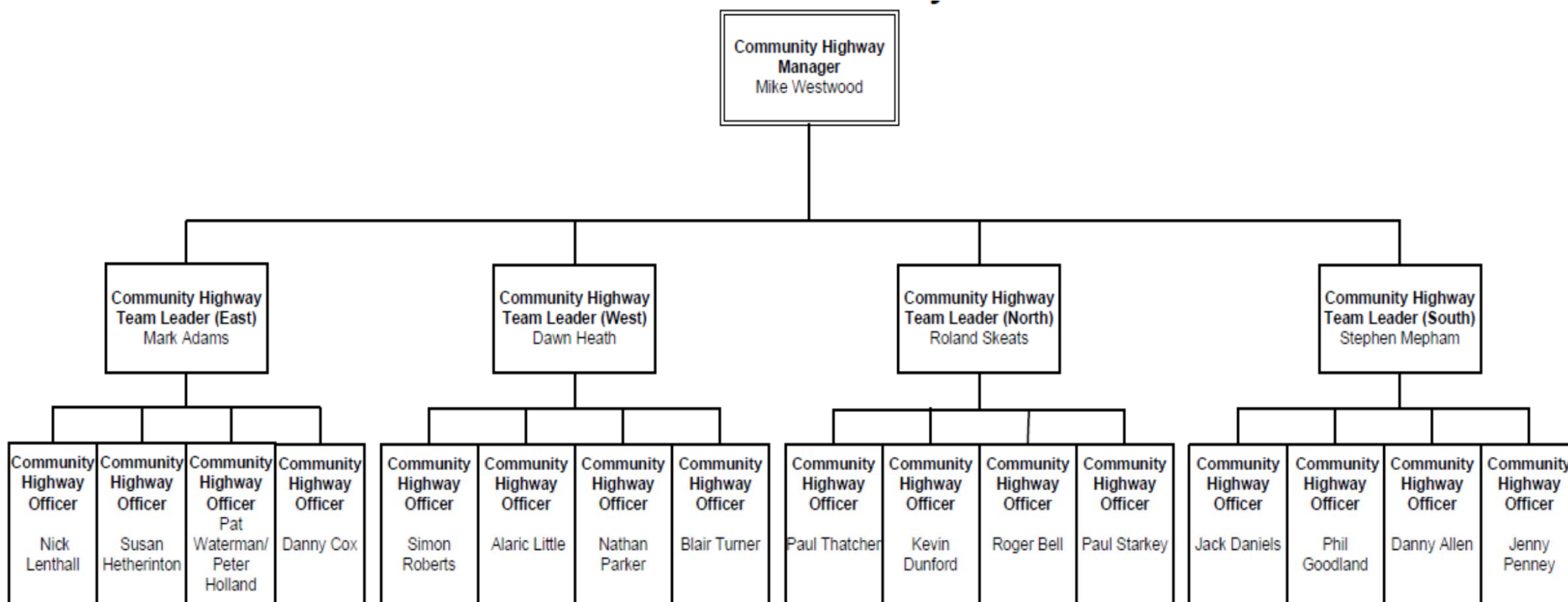
13	Community Officer - Nick Lenthall n.lenthall@dorsetcc.gov.uk
14	Community Officers - Pat Waterman p.waterman@dorsetcc.gov.uk Peter Holland p.holland@dorsetcc.gov.uk
15	Com. Officer - Susan Hetherington s.hetherington@dorsetcc.gov.uk
16	Community Officer - Danny Cox d.cox@dorsetcc.gov.uk
E	Team Leader - Mark Adams m.adams@dorsetcc.gov.uk
E	Site Agent - Alan Clarke a.t.clarke@dorsetcc.gov.uk

1	Community Officer - Alaric Little a.little@dorsetcc.gov.uk
2	Community Officer - Blair Turner b.m.turner@dorsetcc.gov.uk
3	Community Officer - Simon Roberts simon.roberts@dorsetcc.gov.uk
4	Community Officer - Nathan Parker n.j.parker@dorsetcc.gov.uk
W	Team Leader - Dawn Atkin d.atkin@dorsetcc.gov.uk
W	Site Agent - Dave Stone d.stone@dorsetcc.gov.uk

5	Community Officer - Phil Goodland p.j.goodland@dorsetcc.gov.uk
6	Community Officer - Jack Daniels jack.daniels@dorsetcc.gov.uk
7	Community Officer - Danny Allen d.allen@dorsetcc.gov.uk
8	Community Officer - Jenny Penney j.penney@dorsetcc.gov.uk
S	Team Leader - Stephen Mephram s.mephram@dorsetcc.gov.uk
S	Site Agent - Jason Loibl j.loibl@dorsetcc.gov.uk

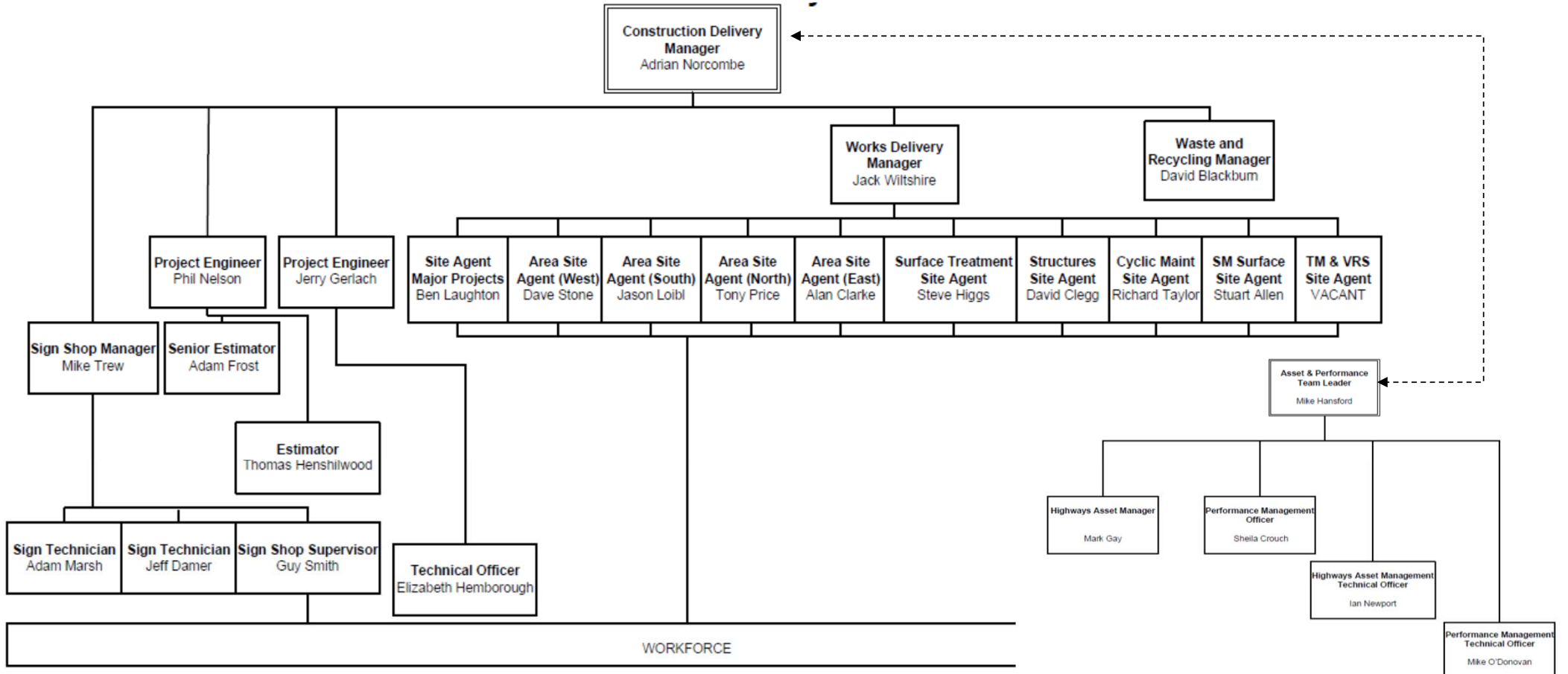


# COMMUNITY HIGHWAYS STRUCTURE





# CONSTRUCTION TEAM



## Peer Review

- 3 Day Visit.
- Critical Friends NOT Inspectors.
- Team of five, including Senior Officers and Members.
- Scope of Review Determined by Authority.
- Action Plan Produced.
- Review Workshop to Monitor Progress.



## Our Review Themes:

- Are we Delivering a Value for Money Service?
- Are we Communicating Effectively?





## **Improvements Introduced Following Peer Review:**

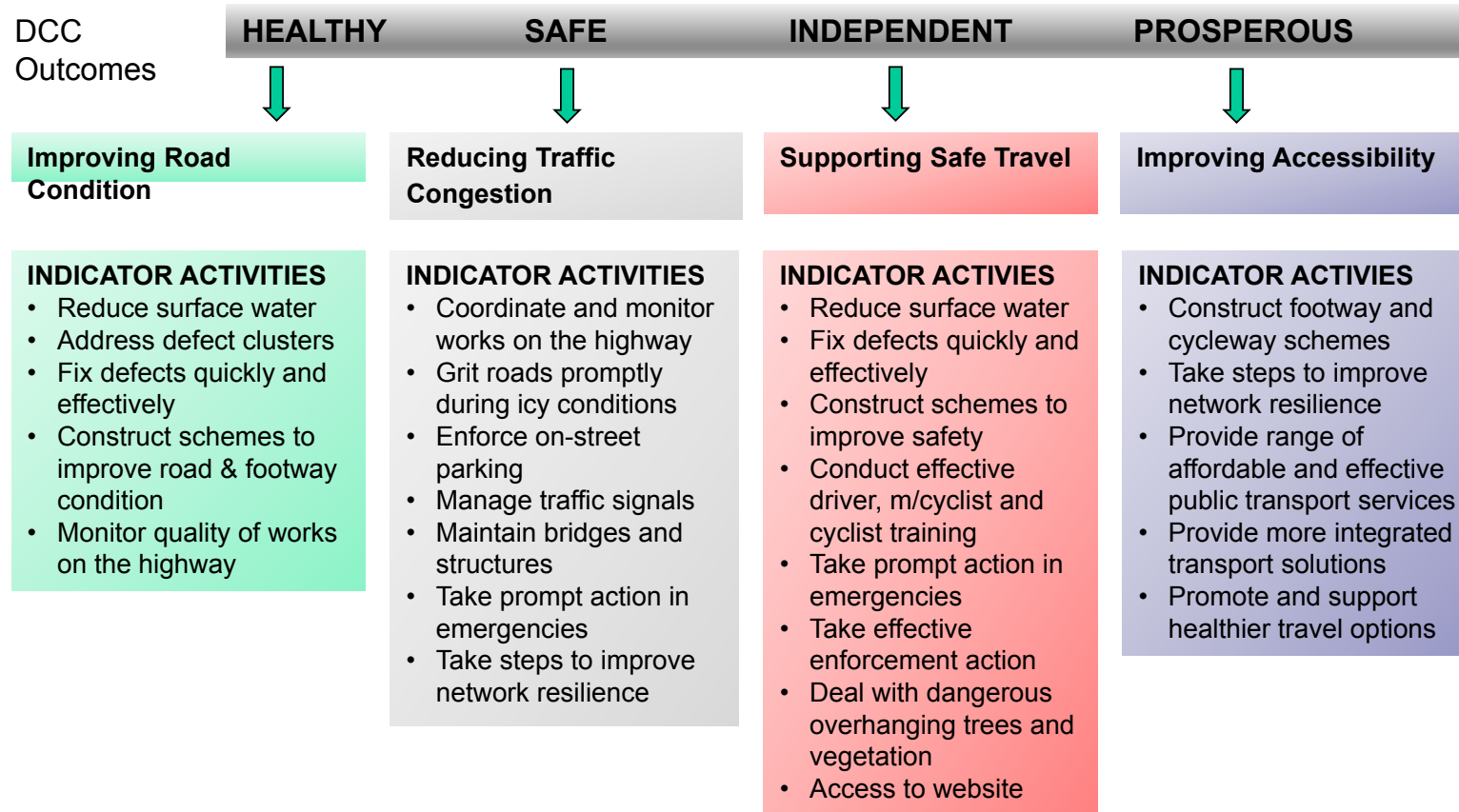
- Revised Business Planning Process.
- Focussed Service Plan.
- Establishment of Outcome Based Performance Framework.
- Communication Strategy.
- Internal focus on commercial value of vehicle and plant hire.
- “Right first time” approach to all carriageway defects.

## **Benefits:**

- Raised profile with key members.
- Confirmation the Asset Management strategy is “robust”.
- Good evidence for DfT Self Assessment submission.
- Contributed to LEAN thinking review evidence.



# PEER REVIEW OUTCOMES : PERFORMANCE FRAMEWORK



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## Improving Road Condition

### OPERATIONAL MEASURES

- Cat 1 repair within 32 hrs
- Av E2E time for non safety defects
- Gully/grip clearance measures TBA

### FINANCIAL MEASURES

- Spend v Budget
- Number and cost of relevant claims
- Cost of plant, labour, materials and services

### STRATEGIC MEASURES

- Relevant customer satisfaction results from surveys
- Road condition survey results
- Skid resistance results
- Footway and cycleway survey results
- Volume of highway defects
- % Failure demand via call centre (sample)
- Pothole repair quality (sample)

### CONTEXTUAL INFO

- Extreme weather events
- Significant changes to funding or the economy

## Reducing Traffic Congestion

### OPERATIONAL MEASURES

- Jobs (involving temp traffic mgt ), but not "noticed" on Confirm
- % Parking PCNs spoilt
- Other roadspace measures (TBA)

### FINANCIAL MEASURES

- Spend v Budget
- Income from Section 74 overruns
- Income from FPNs
- Cost of various services

### STRATEGIC MEASURES

- % Salting routes completed within 2.5 hrs
- Relevant customer satisfaction results from surveys
- Journey time variation on selected routes (TBA)
- Volume of complaints/enquiries relating to road congestion
- Bridge condition indicators
- Total No. Parking PCNs issued (on street)

### CONTEXTUAL INFO

- Extreme weather events
- Other Major Events/Incidents
- Significant changes to funding or the economy

## Supporting Safe Travel

### OPERATIONAL MEASURES

- Cat 1 repair within 32 hrs
- Av E2E time to resolve enforcement issues
- Av E2E time to resolve road safety enquiries
- Gully/grip clearance measures TBA
- Dangerous overhanging vegetation /trees dealt with within.... (TBA)

### FINANCIAL MEASURES

- Spend v Budget
- Cost of various services
- Number and cost of relevant claims

### STRATEGIC MEASURES

- % Salting routes completed within 2.5 hrs
- Relevant customer satisfaction results from surveys
- No. road casualties (KSIs and slights)
- Number of highway collisions
- % and No. casualties (caused by ice)
- Feedback from various driver training courses
- % Children attending "Bikeability" training per annum
- % Failure demand via call centre (sample)

### CONTEXTUAL INFO

- Extreme weather events
- Significant changes to funding or the economy

## Improving Accessibility

### OPERATIONAL MEASURES

- Various bus punctuality measures (TBA)
- Contractor service failures (monthly)
- Usage of local authority fleet

### FINANCIAL MEASURES

- Spend v Budget
- Various cost measures (eg cost per passenger)

### STRATEGIC MEASURES

- No. of footway and cycleway schemes built per annum
- Usage of new cycle routes (from ad hoc studies)
- Relevant customer satisfaction results from surveys
- Annual bus punctuality data
- Passenger numbers on public and community transport services
- % Dorset Population living within 10 min. of scheduled bus service
- % Failure demand via call centre (sample)

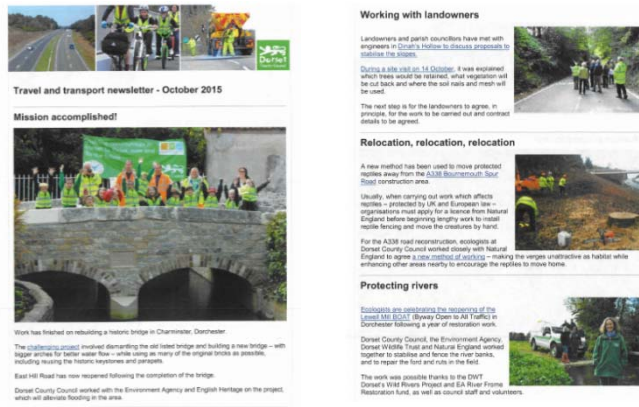
### CONTEXTUAL INFO

- Extreme Weather Events
- Other Major Events/Incidents
- Significant changes to funding or the economy



# KEY REVIEW OUTCOMES - COMMUNICATIONS

- Monthly E-Newsletters



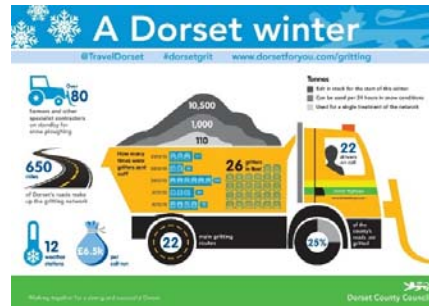
- Blogs on Major schemes

[Bournemouth A338 roadworks](#)

Dorset County Council will be carrying out major maintenance on the Bournemouth Spur Road in 2015/16.

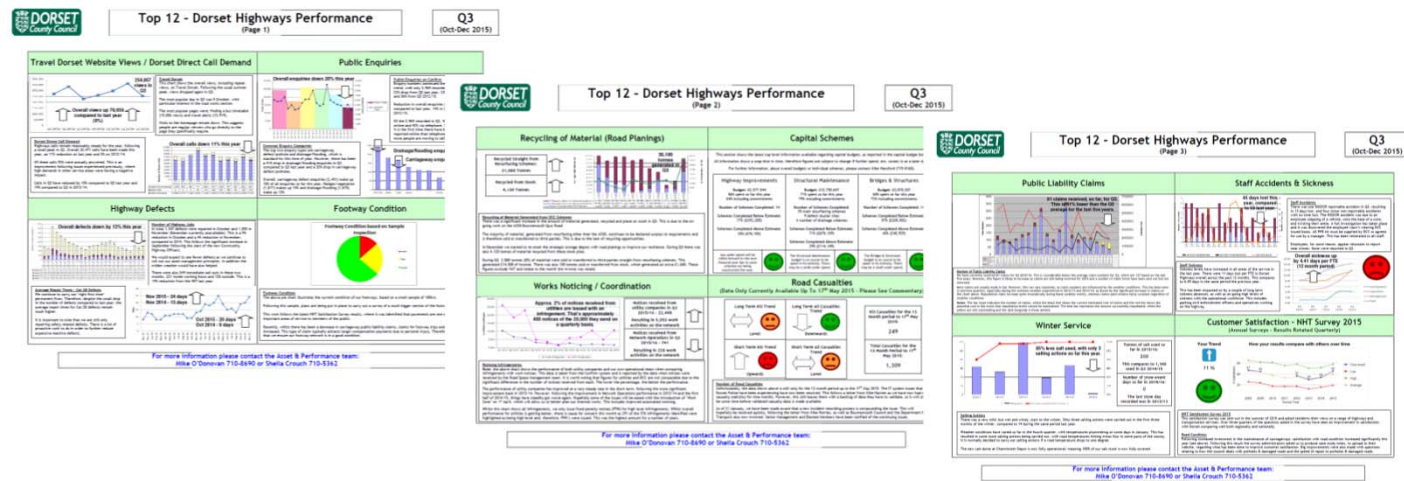


- Infographics for key activities



# KEY OUTCOMES – COMMUNICATIONS

- “Top 12” Quarterly Reports



**Dorset Councils** @dorsetforyou  
 Jan 22 20:50 by Jack Wiltshire  
 Gritter drivers about to go out on all main routes. #Dorsetgrit #keepdorsetmoving

40.5K 7 13 1

- Staff empowered to use Twitter





# ASSET MANAGEMENT : CARRIAGEWAYS

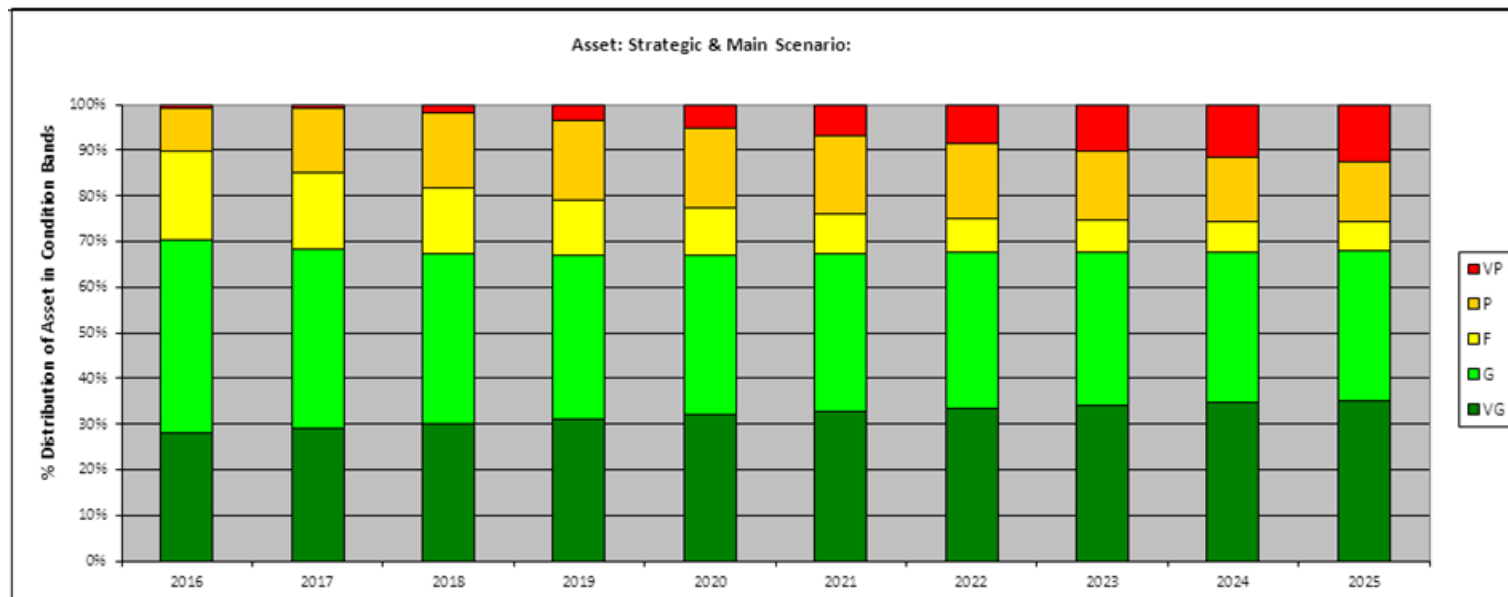
## Scheme Prioritisation Ranking Process

- SCANNER RCI and SCRIM Scores
- Linkage to LTP Objectives
- Number of reactive defects (high revenue costs)
- Resilient network (primary salting routes/community link roads)
- Number of third party claims
- Number of public enquiries
- Engineering judgement



# ASSET MANAGEMENT : CARRIAGEWAYS

Lifecycle Planning introduced to highlight funding scenarios.  
£2 million p.a. additional corporate funding secured.



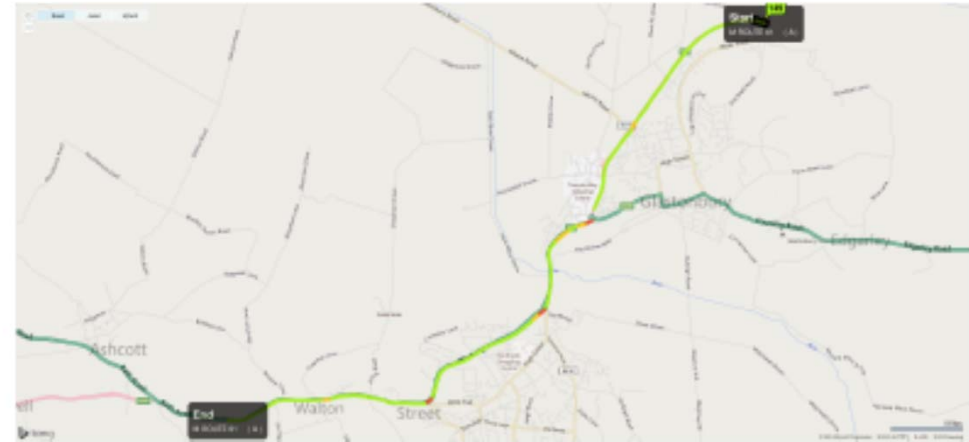
# ASSET MANAGEMENT – ROAD MARKINGS

**Ecodyne Surveys**

**WJ Roadmarkings**



Measuring Report - M ROUTE 01 (A)



Measuring Distribution



# ASSET MANAGEMENT – ROAD SIGNS

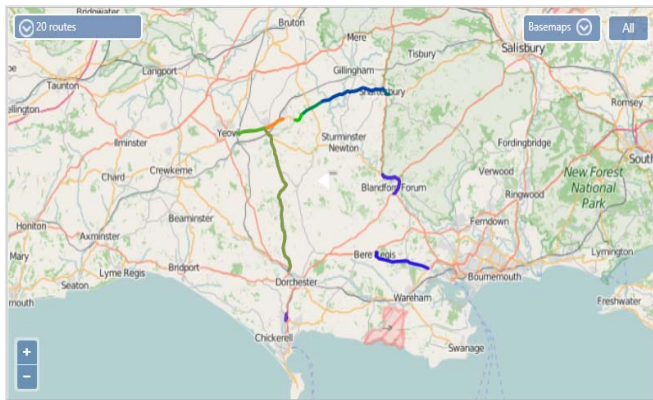


Home

Welcome to the Dorset County Council RouteShoot portal

To get started please log in using the link in the top right of the screen. If you do not have a login please contact your supervisor. If you have any questions about RouteShoot please read our FAQs or contact us using the details below.

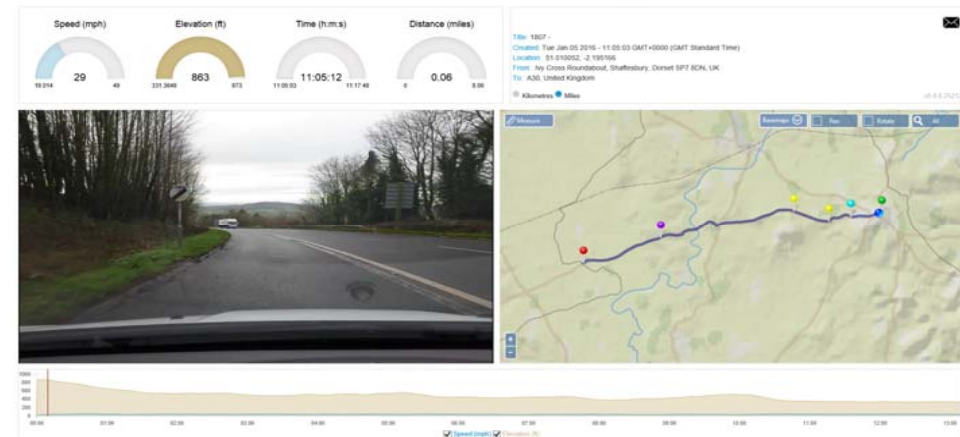
This sample video demonstrates how RouteShoot is used for safety inspections and in particular the method of work to ensure that actions taken on site are captured within the video.



Geo-Referenced video for business  
Manage Risk | Reduce Cost | Save Time

## What is RouteShoot as a Product?

- A platform for storing, sharing and analysing Geo-Referenced video
- Cloud Hosting (SaaS)
- On Premise
- GPS video recording solutions
- Support for 3<sup>rd</sup> party hardware



Dorset County Council



# NETWORK RESILIENCE – RESILIENT NETWORK

Salting network :

- Priority salting network
- Community link roads



# NETWORK RESILIENCE – PRIORITY NETWORK CRITERIA

- **All of the following network classes**
  - 2 Strategic**
  - 3 Main distributor**
  - 4 Secondary distributor**
  - (All A, B and well-used C class roads)**
- **Links to hospitals, Large industrial estates, transport interchanges, emergency service (including manned Coastguard and RNLI) stations.**
- **Routes to all urban schools with more than 500 pupils and rural schools with more than 350 pupils.**
- **Primary bus routes with an hourly service (subject to on-going review), School bus routes are not included.**
- **Main routes, that don't meet criteria 1 above, through towns and villages with populations of more than 750.**



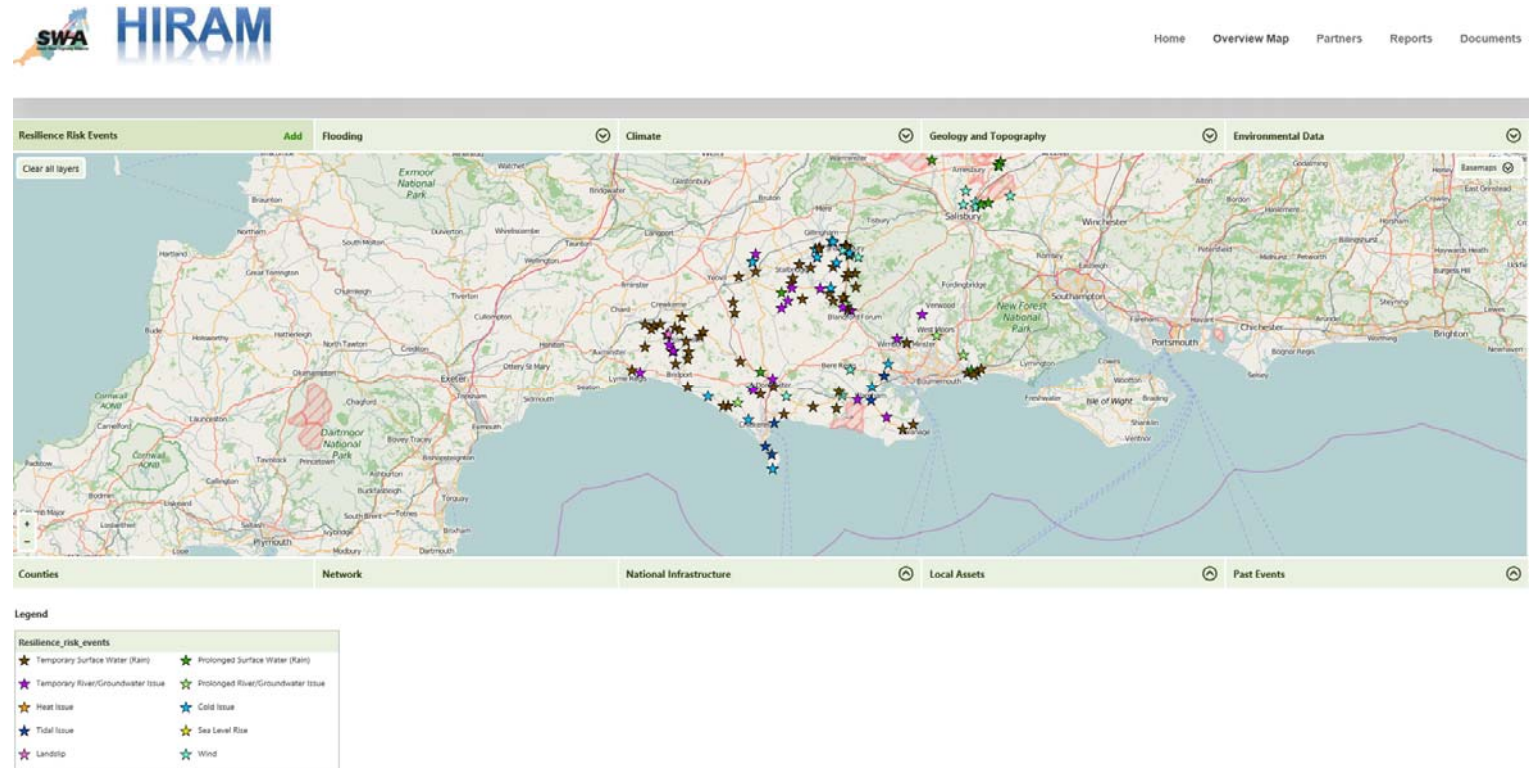
# NETWORK RESILIENCE – WHAT ARE WE DOING?

- **Winter Service Plan**
- **Carriageway scheme prioritisation – weighting on resilient networks**
- **Resurfacing scheme designs incorporate hedge to hedge approach to include drainage (maintenance/improvements)**
- **Working with Flood Risk Management to identify highway flooding hotspots**
- **Inspecting vulnerable embankments**
- **Capturing sites / information from Community Highways Officers (inspections)**
- **Investing £1million into drainage improvement, focussing on the resilient network**



# NETWORK RESILIENCE - HIGHWAYS INFRASTRUCTURE RESILIENCE ASSESSMENT MODELLING (HIRAM)

Working with South West authorities, WPM and Climate Change groups to develop a Network Resilience Toolkit.





# KEY OUTCOMES PERFORMANCE

- 9% increase in website hits.
- 13% reduction in highway defects.
- 20% reduction in public enquiries / service demands.
- Condition of Principle Network maintained at 3%.
- Condition of Non Principal Network improved to 4% (1% reduction).
- Public Liability Claims reduced by 40% compared to last five year average.
- NHT Survey – overall customer satisfaction up 15% since 2015.
- Reduction in RIDDOR accidents to 1 in first three quarters of 2016/17.
- £1.75 million efficiency savings since 2014



Thank you for listening

Any Questions ?

