

Winter Service

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- Communicating with the public
- Improvements to service delivery



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Winter service – Communications

- Annual communication plan
- Your East Riding – 3 monthly
- ERYC Web pages – interactive maps
- Newspaper articles – prior to weather event
- Facebook – pages can be boosted
- Twitter – pre-agreed tweets



Winter Service – Communications

- Media – drivers can be a great help
 - Defended our treatments – social media
 - Letters sent to the local press
 - Videos of drivers - Web
- But beware
 - We also got complaints - balance
 - Reluctance to get involved



Winter Service – Communications

- Vehicle naming
 - Received letter
 - Have we named our gritters
 - Gauged interest from the media
 - Campaign proposal developed
 - Asked for name suggestions
 - Sanitised responses!!!
 - Beware copyright



Winter Service – Communications

- Internal communications
 - Drivers - mix of ERYC and Agency
 - During interview role is explained – video
 - C & G training delivered internally & refresher day
 - On line training videos
 - Depot meetings
 - Newsletter



Winter Service – Innovation

- Modernised systems:
 - Modern fleet - well maintained
 - Footpath treatments - towed
 - Autologic control systems
 - All vehicles tracked
 - Covered salt storage
 - Pre wetted salting



The rotating larks at the front end of this machine break down any kind of snow bank and feed it to blowers which throw it well off to one side



Winter Service – Innovation

- Following the national salt shortages we have:
 - Increased the salt storage - 6 domes (17,500t)
 - Optimised salt used per call out
 - Reviewed our domains
 - Closely monitor salt used
 - Improved brine production facilities
 - Increased brine storage



Winter Service – Innovation

- Brine production:
 - One unit in each depot
 - Units were of different makes and configurations
 - Had been developed over time
 - Ad-hoc improvements had been made
 - Limited capacity didn't reflect the investment in salt storage facilities



Winter Service – Innovation

- Brine production has now been increased in line with the national guidelines:
 - 12 days resilience at high useage
 - Improved production units
 - Improved delivery systems
 - Improved storage tanks
 - Improved access



Winter Service – Innovation

Original unit



More modern bundled unit with improved spreader filling system



Winter Service – Innovation

New production unit

- Increased capacity
- Covered white salt store
- Modern saturator
- Pumped dispensers



Winter Service – Innovation

- Future plans:
 - Car parks treated using brine only
 - Enhanced trigger points – increased service
 - New trailer mounted units
 - Trial using increased brine ratio
 - Improved controller dashboard
 - Improved driver engagement



Winter Service

- Thank you - any questions?

