

The Bristol Code of Conduct for Street works and Road works



“Helping to keep
the City moving”

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Introduction

Each year the UK's roads are excavated over 2 million times, with around 50% undertaken on behalf of utilities.

Bristol is a great city, a thriving city which owes its success to the quality of life on offer, both within the city itself, and beyond the wider West of England. Green Spaces, a vibrant and diverse culture, beautiful historic places – these are the things that attract a highly skilled workforce, and make this a great place to study, start or relocate a business and to raise a family. A thriving city is a growing city, in terms of housing, employment and leisure. A highly performing transport network is essential for a fast growing city.

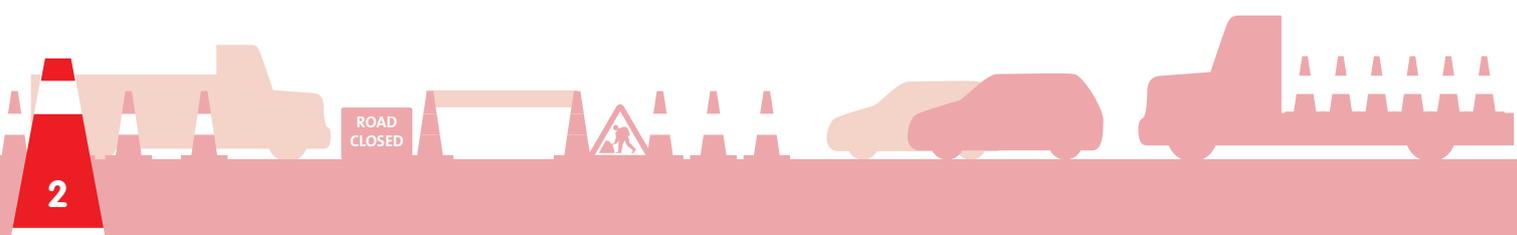
There are 25,000 more cars in Bristol than in 2001. Transport continues to be one of the highest priorities for our Elected Major, Marvin Rees. Keeping Bristol moving is one of the Mayor's and the Council's Corporate Priorities. We know that in Bristol, 50% of all congestion is caused by the sheer volume of traffic. The other 50% being made up of planned events, unplanned events (incidents), road works and street works.

Every year in Bristol there are around 40,000 sets of road and streetworks. Communities expect super-fast broadband, clean water, reliable electricity, warm homes and offices, functioning sanitary systems and well maintained highways, requiring continued investment by utilities and Bristol City Council.

When street works and road works are poorly managed, they can have a detrimental impact on the highway network which may lead to congestion. Through more advanced planning, communication, coordination, cooperation, innovation, better site management and fit for purpose contracts, congestion can be reduced leading to a more efficient highway network.

The New Roads and Street Works Act 1991 (NRSWA,) provides legislative framework to be followed and a number of tools that can be employed by both Local Authorities and Utilities to reduce the impact of all works on the highway if implemented correctly. The more recent Traffic Management Act 2004 (TMA) provided a number of additional tools and measures to Local Authorities such as expanded directions, longer restrictions and permits; an alternative to notices.

Whilst a number of Local Authorities across the country have turned to Permit Schemes in order to try and overcome the negative impact that works may have on the highway network, Bristol has shown that through the introduction of a Code of Conduct very positive results can be achieved that rival, if not exceed those offered by Permit schemes.



The Bristol Code of Conduct aims to create a partnership between Bristol City Council, Bristol Water PLC, Wales and West Utilities, Wessex Water, Western Power Distribution and Virgin Media by going further than required in statute and demonstrating a willingness by all parties to reduce the impact of road works and street works. The Code of Conduct has also been fully endorsed by the Streetworks UK who support the alternative direction Bristol has taken.

Whilst this is an agreement between all parties it is not a legally binding document and relies on all involved to endeavor to contribute, meet and follow its contents where it is safe and practical to do so. It is vital that we work together to plan works and reduce their impact and commit to continuous improvement.

This Code of Conduct is a living document and aims to compliment and extend the HAUC(UK) Code of Conduct and work alongside all existing street and/or road works legislation.



Limited Works Corridors (LWCs)

Limited Works Corridors are sections of Bristol City Council (BCC) network that are particularly sensitive to all works owing to the number of vehicles carried, their sensitivity on other major routes or they are protected public transport routes. Better management of limited works corridors will allow the city's traffic to move much more effectively and improve public transport journey time reliability.

The LWC routes within Bristol are shown in Appendix 1.

As a Highway Authority, BCC has a duty to coordinate all events on the public highway including street and road works. BCC will therefore endeavor to limit the numbers of planned works on LWC routes, where positive traffic control measures are employed, to that shown in Appendix 2. Positive traffic control is where vehicle flow is interrupted by the use of systems such as portable traffic signals, stop and go, priority systems or give and take.

BCC will provide advice and assistance when required to support and encourage all works promoters to explore alternative appropriate traffic management systems and innovative ways of working in order to maintain traffic flow throughout the works.

BCC will advise works promoters on receipt of a notice should the proposed works exceed the maximum number permitted on a LWC route at any one time. The works promoters should consider either rescheduling the works, the use of appropriate alternative traffic management systems and/or investigate the possibility of site sharing or collaborative working (covered in section 3).

BCC reserves the right to issue a NRSWA section 56 direction on a LWC but may only do so after all other possibilities have been exhausted. Should works continue under an alternative system BCC reserves the right to issue a section 56 (1A) direction should the works prove to cause significant congestion on the highway network. To avoid such situations it may be advisable to trial the traffic management prior to work starting to avoid abortive works, this should be agreed with BCC.



Collaborative Working and Site Sharing

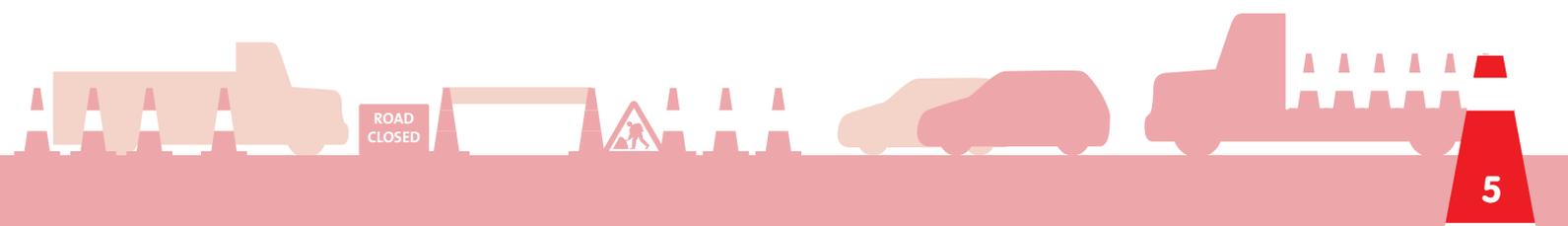
Consecutive works should be avoided, wherever possible collaborative working or site sharing should be considered to enable multiple works promoters to work in the same location at the same time to reduce the overall occupancy of the highway. If consecutive works are unavoidable, works promoters should agree joint communications with those affected explaining the reasons.

BCC will proactively work with all works promoters who wish to explore the possibility of collaborative working or site sharing, identifying at the outset the responsibilities of each works promoter, and may incentivise this through discretionary use of its powers.

BCC and works promoters will use the quarterly Coordination Schedule (see section 9) and www.roadworks.org to identify at the earliest possible opportunity sites that fall into this category. The use of Forward Planning Notices will also assist in the early identification of possible site sharing opportunities and as such, BCC now ensure that Forward Planning Notices are issued for all their proposed works as and when they are conceived. This enables coordination to take place many months in advance of the actual works and increases the opportunity for collaborative working. Other works promoters should investigate the use of Forward Planning Notices for their future works programmes to further increase the long term coordination and collaboration opportunities available.

In order to further promote collaborative working or site sharing BCC will provide works promoters with details of all road closure applications including the extent, dates and times of the closure. Works promoters should investigate whether any could be brought forward to coincide with such applications.

In order to fully record collaborative working or site sharing carried out between works promoters it is imperative that BCC are advised prior to it taking place, or in instances where this is not possible, as soon as practicable after the work has been completed.



Permanent First Time Reinstatement

Works promoters should plan all works to undertake first time permanent reinstatement. A minimum of 90% first time permanent reinstatement is set as the target per annum, allowing 10% for unavoidable occasions such as emergency works, material availability and adverse weather conditions.

In order to assist works promoters in meeting these targets BCC will expect permanent reinstatement to be commenced and completed as soon as practical and will look favorably on notice extension requests that are purely to allow first time permanent reinstatement. Should works be completed to an interim standard, the works promoters should take action to permanently reinstate as soon as practical.

In all cases works promoters should ensure that sites are not left waiting for reinstatement. Over time, works promoters should adjust their reinstatement contracts to require concurrent operations for works on a LWC traffic-sensitive streets and/or under portable traffic signals.

BCC will support the use and trialing of approved alternative reinstatement materials to assist in meeting these targets.



Use of Portable Traffic Signals

Portable traffic signals (PTS) are more likely to have an impact on the highway network than other forms of positive / passive traffic control, therefore their duration should be kept as short as is reasonably practical through improved planning and, where appropriate, innovative ways of working.

The use of PTS will be scrutinised on LWCs. Any works promoter planning their use on a LWC should contact BCC at the earliest opportunity, but not less than 7 calendar days prior to commencement, to ensure the proposed time and location of the works would be permitted.

All multi way portable traffic signals (three or more stages) require prior approval from BCC before they are deployed on site, unless the works are immediate. Any application should be made to BCC a minimum of 7 calendar days prior to commencement.

For 2 way portable traffic signals BCC should be notified a minimum of 7 calendar days prior to commencement. The applicant will be notified if the PTS are likely to cause a network issue and require further consideration. Immediate works are exempt from this agreement but must be notified as soon as reasonably practicable.

Works promoters should ensure that where PTS are used their use commences on the first day stated in the application. This will avoid stakeholders, such as public transport providers, potentially making alternative arrangements to divert away from such works making unnecessary route alterations resulting in delays to services. If works cannot commence on the first day, the works promoter should contact BCC at the earliest opportunity but by no later than 10am on the first day as stated on the application.

Where PTS are being used on a LWC or traffic-sensitive street, manual control by a competent person should be available if directed by BCC. An alternative to manual control would be to use Urban Traffic Control (UTC) PTS, Recent advances in PTS technology now allow them to be remotely linked to an existing UTC system and operated as if they were a permanent traffic signal site. This allows remote intervention from a Traffic Control Centre who will have a wider view of the impact they may be having and can adjust timings accordingly. UTC PTS will also be more reactive to changes in traffic conditions than traditional set ups. BCC can advise when it may be appropriate to use these new PTS but it must be appreciated that they require UTC Engineer input at an early stage of planning and in any event longer than 7 calendar days' notice would be required.

All PTS should be inspected on a daily basis and batteries charged/changed at a frequency more regularly than those stated by the manufacturer. This will avoid unnecessary breakdowns owing to depleted, old or defective batteries.



Responses to PTS breakdowns should be proportionate to the category of road they are being used on. During traffic-sensitive periods or between 7a.m. and 7p.m. on LWCs an operative should be on site within 1 hour of a fault being reported. This may not necessarily be the PTS maintenance provider but someone who can either operate a stop/go system or remove the lights from the carriageway if safe to do so. On all other roads a response time of 2 hours is permissible. At all times when operatives are present stop and go boards must be available as a PTS backup system.

PTS should be taken out of operation once they are no longer required.

Portable Pedestrian Signals

With a reduction of private car journeys and the increase use of public transport and other forms of travel, cycling and walking, BCC require works promoters to consider all forms of traffic when using PTS, not just vehicular traffic.

PTS that have pedestrian crossing facilities should be considered at locations with high pedestrian volumes and should always be used when an existing pedestrian crossing facility is temporarily removed.



Use of Footway Boards and Road Plates

The safest place for pedestrians is on an existing footway therefore, where it is safe and practicable to do so, the use of footway boards should be considered to maintain pedestrian safety and remove traffic management from the carriageway, maximising the availability of road space for all road users.

Plating on cycle routes should be fit for purpose and must not present a hazard to cyclists.

Purposely designed road plates should only be used where it is safe and practical and when doing so would return the traffic flow to normal when works are not being undertaken (e.g. evenings and weekends). The use of road plates must be subject to a site specific risk assessment and should be identified during the initial planning stage and not, as is often the case, be a reactive measure.

Refer to: Safety at Street Works and Road Works, A Code of Practice – October 2013



Works Comments and Notification of Site Difficulties

In order to assist with the coordination of all works on the highway, works promoters should provide EToN comments for all major works and any other works where their completion is reliant on a third party outside of their control.

When it has become apparent that unforeseen circumstances are being experienced that affect the impact of any works (e.g. duration, road space occupancy, methodology), BCC should be notified as soon as reasonably practicable by use of an EToN comment on the works notice. This should be done regardless of whether or not an extension is anticipated. This notification will then be recorded against the history of the works notice. If the difficulty is likely to have an impact on the overall works programme, discussions should take place at the earliest convenience of parties involved to discuss a revised programme.

In exceptional circumstances a phone call must be made if immediate action is required.

Any extension requests will not be looked on favorably where no record of difficulties is present resulting in a request being refused.

BCC may use its S74 mitigation calculator when works have over run to ensure a consistent, fair and reasonable charging policy is applied.

Agreements references should be requested from BCC when any change is made to a Notice to ensure we are fully aware of changes being requested that may ultimately affect the network or the coordination of other works.

In order to ensure that the traffic management type is correct at all stages of Major works BCC will, at its discretion, provide works promoters with a traffic management agreement reference at the start of the works that may be used throughout the life of the Notice. This agreement reference will be for the exclusive use of changing traffic management and must not be used for any other changes to a Notice. This relaxation is to ensure that traffic management type is kept up to date on publicly available real time information systems such as Roadworks.org.

Active Roadworks

For all works there is a general requirement to maximise productivity in order to reduce works durations and potential impact on the highway.

Where works are required on an LWC or traffic-sensitive street the works promoter should, as part of the planning process, consider extending the normal working day, as defined in the New Roads and Streetworks Act, and/or working out of hours or at weekends where it is safe and practicable to do so in order to reduce potential congestion.

BCC will notify works promoters where it is considered that the potential impact of the works on the highway is significant enough to consider longer or alternative working hours and/or same day reinstatement.

Works promoters should also ensure that their sites are managed as efficiently as reasonably practicable to minimise the amount of time the site may appear to be idle. Over time, contracts should be adjusted to allow provision for more flexibility to attend sites at short notice to ensure working hours are used as effectively as possible; this is especially important where sites can be vacant for up to 48hrs awaiting final reinstatement.

In order to provide first-hand information to the public works promoters should endeavor to use 'What's happening' boards (see appendix 3) that show what process is currently taking place and why there may be no presence on site. Examples of this are as follows:

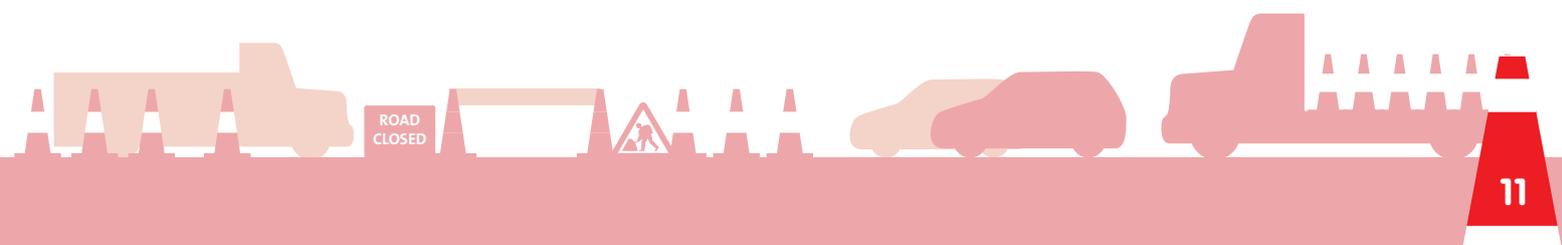
- ▶▶ Main under test
- ▶▶ Main under chlorination
- ▶▶ Concrete curing
- ▶▶ Multiple location site – operatives working locally
- ▶▶ Awaiting reinstatement

Any site found to be idle without justifiable reason will have any extension requests refused and overrun charges applied. Sites that fall into this category will also be exempt from applications for mitigated charges.

What are idle Roadworks?

Any works not covered by the bullets below would be classed as idle:

- ▶▶ Traffic management is put in place immediately in advance of the roadworks commencing in order to create a safe working environment.



- ▶▶ Operatives are on a scheduled break or a shift change.
- ▶▶ The works involve the use of materials that require time to cool or cure.
- ▶▶ Where traffic management is in place to secure an area of venting following a gas escape.
- ▶▶ The apparatus in question is under test conditions, the result of which will determine when further work can be carried out.
- ▶▶ Where works may contain several works sites over a local geographical area.
- ▶▶ Emergency works where the apparatus or methodology that is required isn't known until the road is excavated and examined.
- ▶▶ Where materials or machinery are awaiting delivery to site; this should only be the case if works are progressing ahead of schedule.
- ▶▶ Where experimental traffic management is in place and its feasibility is still being assessed.

In normal circumstances no works should take place outside the hours of 07:30am to 10pm on Monday to Friday, 8am to 5pm on Saturday and 9pm to 2pm on Sundays unless by prior agreement or direction. Emergency works are exempt from this. Should works be planned to continue or start after 11pm, BCC Pollution Control should be informed on:

0117 922 2500 (during working hours)

0117 922 2050 (out of working hours)



Coordination and Forward Planning

Works promoters should ensure works programmes are returned at least 2 weeks prior to the quarterly coordination meetings. The information provided should be as accurate and complete as possible at time of submission. Accurate information will enable BCC to undertake the co-ordination of all planned works on the public highway and improve the potential for collaboration (see section 3), a clear expectation of all public highway users.

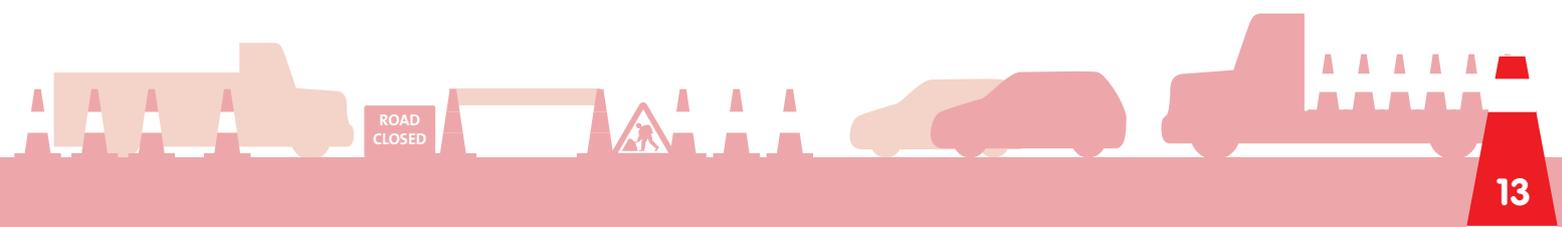
A collaboration list will be sent to works promoters in advance of the main co-ordination meeting to ensure all details are correct and the most can be made of any site sharing opportunities that may exist.

Works promoters should endeavor to provide a forward programme of works for the longest period possible for their organisation or sector. The forward programme should give an indication of major schemes that may or will be undertaken over the next 5 year period.

The use of Forward Planning Notices is strongly encouraged to assist in this process (HAUC Advice Note Ref ANUK no. 2014/02) and as detailed earlier all works promoters should work towards issuing Forward Planning Notices for their forward programmes to enable BCC to coordinate works much earlier and identify collaboration opportunities.

A well informed and managed co-ordination process is the key to ensuring that all opportunities to reduce unnecessary congestion and occupation are taken, as well as reducing the potential need to excavate newly laid surfaces.

It is BCC's aspiration to discontinue the use of the Coordination Schedule and instead rely on the information submitted through Forward Planning Notices to look at future coordination and collaboration opportunities. This will only be possible however once all works promoters are in the position to supply all future works through Forward Planning Notices, This new approach has many benefits including: single system for coordination, reduced manual entry to spreadsheets, increased forward visibility of coordination issues and collaboration opportunities, earlier notification of potential issues with forward programmes and a reduction in double handling information.



Communication

All parties should ensure that those affected by works, including frontages and all road users, are notified in advance. Works promoters should ensure that they have a stakeholder communications policy in place.

Advance notification signs should be placed on site a minimum of 2 weeks prior to commencement of major works and any work involving a road closure. It should provide details of the work, the works promoter, expected start and end dates and contact details. These signs should be regularly updated prior to and during works should programmes change.

Where works affect the operation of a bus stop the works promoter must ensure that BCC Passenger Transport are notified a minimum of 1 week prior to the commencement of the works in order that the bus stop can be taken out of commission or a temporary stop installed away from the works. BCC Passenger Transport can be notified by e-mail at: passenger.transport@bristol.gov.uk

BCC will ensure that any works that are likely to have a significant impact on the highway network will be entered onto the road works layer of Bristol City Council's Pinpoint GIS mapping system that is available to both stakeholders and the general public. All noticed works will also appear on www.roadworks.org

BCC and Works Promoters will explore joint external communications for schemes and major projects that have the potential to cause long delays on Limited Works Corridors and Traffic Sensitive Streets. Joint communications may also be used when joint working or site sharing take place to highlight any reduction in highway occupation.

It is important that an up to date contact list for key personnel is shared between all parties.

Works promoters should provide weekly EToN comments as detailed in an earlier section.

BCC and all works promoters will meet quarterly to review and monitor the performance of the code of conduct.

Inspections and Compliance of all Works

The required timescales for the management of defective utility reinstatements or signing, lighting & guarding inadequacies is outlined in the current HAUC Code of Practice for Inspections. All utilities should endeavour to meet or exceed the time scales specified in the code.

Section 81 (frame and covers) notifications should be dealt with according to HAUC Advice Note 2012/02 and should also be proportionate to the position of the apparatus. Loose iron work in a residential area that is not deemed unsafe but is hit by every passing vehicle should be given priority owing to the environmental (noise) impact on the surrounding residents. This should be made clear on any Section 81 notifications issued. BCC will endeavour to clearly mark the affected apparatus on-site to ensure it is correctly identified.

All works promoters must comply with the current safety code of practice (Red Book).

It is imperative that traffic management is regularly inspected throughout the works, whether a site is attended or unattended.

BCC will proactively work with works promoters to ensure reinstatement works meet the necessary standards defined within the SROH (Specification for the Reinstatement of Openings in Highways) code of practice.

It is recognized that in some instances existing road markings may be in poor condition. Where a works promoter is likely to remove part of the markings through their proposed works and the resulting reinstatement would only partly renew a marking, BCC should be notified in sufficient time to enable them to inspect the markings and advise as to the best course of action. BCC may decide to undertake the complete renewal of the markings if a lining contractor is available or request the works promoter to carry out complete renewal by written agreement.

Joint site safety audits will be carried out 4 times a year on works by all works promoters and the information collated to measure the code's performance and share good practice. All parties are encouraged to notify each other of any works that don't comply with relevant codes of practice.



Local Authority Works

BCC will ensure that works for road purposes are undertaken to the standards required by this code of conduct and will promote parity between all works promoters.

To demonstrate this BCC has committed to:

- ▶▶ Noticing all road works as per the requirements of the Co-ordination code of practice
- ▶▶ Improve forward planning information to include all future planned works, schemes and projects

BCC will also continue to submit and monitor performance through the National Performance Scorecard.

Working with Business in Bristol

Works promoters should be aware of the needs of the business community and the effects street works and road works can have on them. In advance of works taking place any businesses that are likely to be affected should be notified and advised of the need to carry out the works, the expected duration, the likely impact and appropriate contact details should they wish to make contact before, during or after works have taken place.

Although BCC does not actively promote a works moratorium, all works promoters should be aware of the sensitivity of carrying out works at certain times of the year that may have a detrimental impact on local business, typically the Christmas period. Tourist attractions have seasonal peaks during school holidays and should be considered when planning works. BCC can assist in planning works around business needs through its contacts with key business stakeholders.

BCC and works promoters will work with and support the outcomes of the LGA (Local Government Association) Task Force – ‘What Good Looks Like’ statement (available via the NJUG web site).

Significant Events in Bristol

Bristol has long been associated as a city that welcomes events both in its many public open spaces and on the highway. In recent years Bristol has also attracted some nationally significant events such as the 2010 Pre-election debates, Olympic Torch Relay and British Cycling's Tour of Britain.

BCC will ensure works promoters are aware of any significant events that are taking place in order that planned works can be avoided. Furthermore, for events that are taking place on the highway such as running and cycling events, BCC will request that any defects that are highlighted along the proposed route of the race are given priority so that they can be rectified prior to the event taking place.



Environmental considerations

All works promoters should be aware of the environment in which they plan to work and make any necessary adjustments accordingly. Works around schools should be planned in the first instance during holiday periods but if this is not possible, then extra attention should be paid to the traffic management and protection of the public. Other sensitive locations such as working near hospitals, care homes and centres that cater for disabled people should be consulted about any planned works so that their needs can be clearly outlined in advance.

With regards to noise: in normal circumstances no planned works should take place outside the hours of 7:30am to 10pm on Monday to Friday, 8am to 5pm on Saturday and 9am to 2pm on Sundays unless by prior agreement or direction. Emergency works are exempt from this. Should works be planned to continue or start after 11pm, BCC Pollution Control should be informed on:

0117 922 2500 (during working hours)

0117 922 2050 (out of working hours).



Green Bristol

Bristol was European Green Capital during 2015 and should lead by example and actively promote green initiatives and processes in the streetworks industry. BCC will encourage and support the use of recycled and stabilised materials to reduce the waste sent to landfill. BCC will also investigate, and trial where appropriate, the use of fewer materials for reinstatement to reduce the numbers of journeys made on the highway and limit the amount of waste material when reinstating in small quantities.

Increased research and use of 'no dig' techniques should continue to receive investment and be used where ever reasonable and practicable.

Through the use of no dig techniques Wessex Water save annually 100,000 tonnes of excavated and imported material from being quarried, transported or sent to landfill. The CO2 savings of this alone amounted to 50,000 tonnes

Works Promoters should continue to develop their own Green or Environmental Policies to ensure that Bristol remains at the forefront of green initiatives.



Innovation

The Bristol Code of Conduct aims to provide a focus on developing and innovative products and practices. We will work closely with the other industry innovation forums and build on Bristol's Green Capital experience to share knowledge and experiences.

Innovation in street works and road works is finding better, quicker, safer and more cost effective ways of working that will have a positive impact on congestion, safety and the environment.

All work promoters will actively look to innovate in order to continuously improve:

- ▶▶ Impact of works
- ▶▶ Duration of works
- ▶▶ Communication
- ▶▶ Safety
- ▶▶ Quality
- ▶▶ Trenchless technology

The Bristol code also supports and promotes the NJUG Vision for Street Works.



Measurement and Performance

To complement the existing performance measures available, the following performance indicators will assist in measuring the effectiveness of this Code:

Safe and Tidy Sites

Measure	Joint highway/utility audits
Target	90% compliance
Measure	Compliant sample inspections
Target	90% compliance

Site Communication

Measure	EToN comments provided for all Major works, Immediate works on LWCs and TS Streets
Target	90% sample audit

Site activity

Measure	Reduction in number of extensions given
Target	5% year on year

Compliance

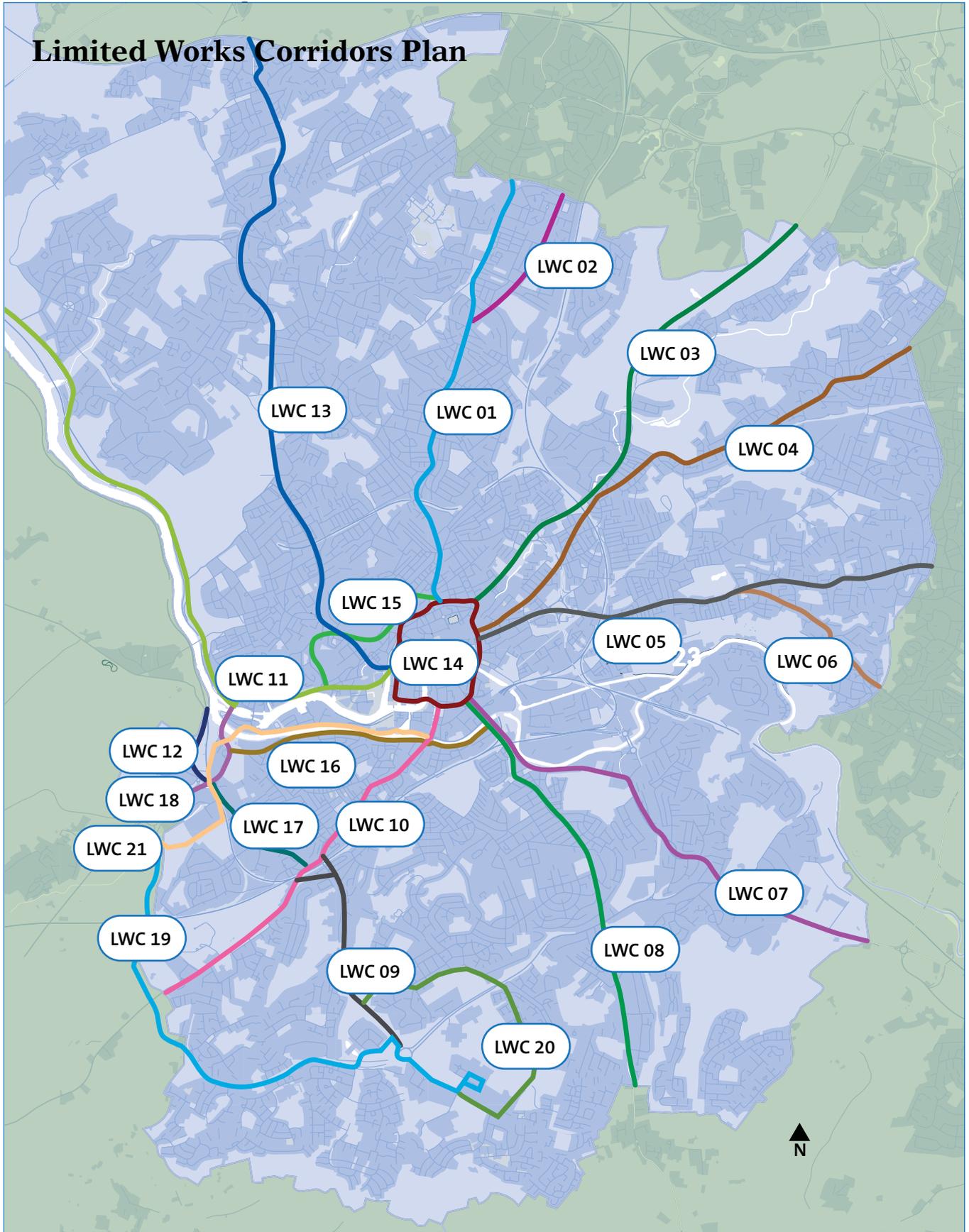
Measure	Issuing of Fixed Penalty Notices
Target	5% reduction year on year
Measure	Issuing of section 74 overruns
Target	5% reduction year on year

Keep Bristol moving

Measure	Days of joint working between works promoters
Target	100 days

Appendix 1

Limited Works Corridors Plan



Appendix 2

Site limits on Limited Works Corridors

LWC no.	Location description	No. of positive traffic control sites	Additional comments
LWC 01	A38 from St James Barton Roundabout to South Gloucestershire boundary	2	Must be at least 1km apart
LWC 02	Filton Avenue to South Gloucestershire boundary	1	
LWC 03	Newfoundland Way and Newfoundland Circus	1	Only in exceptional circumstances
LWC 04	A432 Stapleton Road and Fishponds Road	2	Must be at least 1km apart
LWC 05	A420 from Old Market roundabout to South Gloucestershire boundary	2	Must be at least 1 km apart
LWC 06	A431 from A420 to South Gloucestershire boundary	1	
LWC 07	A4 from Temple Circus Roundabout to Bath & North East Somerset boundary	1	
LWC 08	A37 from Three Lamps junction to Bath & North East Somerset boundary	1	
LWC 09	A 4174 Parson Street & Hartcliffe Way	1	
LWC 10	A38 from Redcliffe Way to North Somerset boundary including Parson Street Gyratory	2	Must be at least 1km apart
LWC 11	A4 from St Augustine's Parade to Portway Roundabout (Avonmouth)	2	Must be at least 1km apart
LWC 12	A369 Clanage Rd	1	
LWC 13	A4018 from College Green to South Gloucestershire boundary including the Triangle	2	Must be at least 1km apart
LWC 14	City Centre loop	1	Must be at least 1km from works on any joining LWC
LWC 15	B4051 & B4466 Marlborough Street, Upper Maudlin Street, Perry Row, Park Row, Berkeley Place, Jacobs Wells Road	2	Must not be on the same road number
LWC 16	A370 Clift House Road, Coronation Road	1	
LWC 17	A3029 Winsterstoke Road	1	
LWC 18	A370 Ashton Road, Brunel Way	0	Dual Carriageway
LWC 19	South Bristol Link (Bristol City)	1	Early 2018
LWC 20	Metrobus North Fringe Hengrove	1	Early 2018
LWC 21	Metrobus Ashton Vale Temple Meads	1	Early 2018

Social Media Engagement

A social media campaign has been launched, incorporating a Twitter handle of #ActiveRoadworks, as well as engagement through other social media outlets, revolving around providing a platform for citizens to report their concerns on idle roadworks directly to Bristol City Council.

A media campaign, fronted by Councillor Mhairi Threlfall, launched the social media platforms to the public - ensuring that the message that Bristol City Council takes roadworks and the issues that they can cause in communities very seriously. This process allows for the specific targeting of information towards the stakeholders who are being directly affected, thereby increasing the reach of the information flowing to and from Bristol City Council.

As such, utilities and Bristol City Council will endeavour to provide more avenues of contact for stakeholders and these methods, such as Twitter accounts and Facebook pages, should be detailed on the 'Active Display' boards and other information that is provided to those likely to be affected.



Web Site Improvements and Additional Information

Changes have been made to the Bristol City Council website with additional information being provided on the No Idle Roadworks campaign as well as additional resources for those seeking more information. The Road Closures section of the web page has been renamed Roadworks and will incorporate a new section on idle roadworks, as well as updating the existing information that is already present.

Bristol City Council has implemented a new webform to allow for quick and easy reporting of streetworks issues thus providing another avenue of communication between works promoters and stakeholders.

The landing page now also incorporates a live feed to #BristolRoadworks which shows all of the live roadworks sites in the city and which will be interactive and searchable. Further to this, we also provide contact information to the main utilities so that citizens may directly relay and queries or concerns that they may have.





Bristol City Council

Signed by
Marvin Rees, Mayor of Bristol



Bristol Water PLC

Signed by
Mel Karam, CEO Bristol Water PLC



Wales and West Utilities

Signed by
Stephen Pitman, Area Engineering
Manager



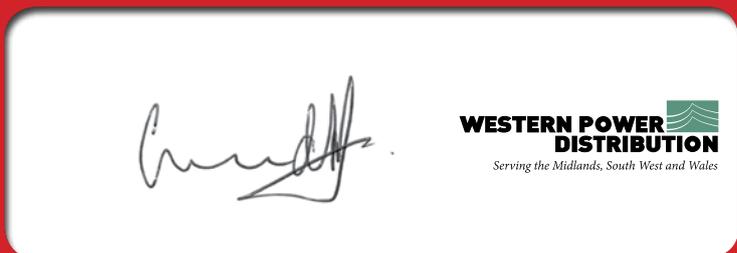
Wessex Water Ltd

Signed by
Mike Moriarty, Director of
Engineering and Construction



Western Power Distribution

Signed by
Gwyn Jones, Distribution Manager



Streetworks UK

Signed by
Bob Galliene, National Joint Utilities
Group



Virgin Media Group

Signed by
Andy Fripp, Statutory and
Streetwork Engineer

