



**POST BDR TRANSPORTATION
STRUCTURE FOR WOKING**

**LOCAL COMMITTEE (WOKING)
15 JUNE 2006**

KEY ISSUE:

To advise County and Borough Members of the revised structure and contact details for transportation issues within the Woking area.

SUMMARY:

The Transportation Service is being restructured following from the Council's decision to implement the recommendations of the Business Delivery Review.

CONSULTATIONS:

OFFICER RECOMMENDATIONS:

This report is for information.

BACKGROUND

1. In 2004 the County Council started work on service efficiencies through the “medium term strategy”. In November 2005 this resulted in the Woking LTS being incorporated within a North West Area team (Runnymede, Woking and Surrey Heath). Will Ward was appointed as the Area Transportation Director. An area maintenance team manager (Gerald Cole) was appointed to cover all maintenance functions, with three Local Transportation Managers, each responsible for one district.
2. Following the Council’s endorsement of the Business Delivery Review, Woking has now been incorporated into a West Area Team (Runnymede, Woking, Surrey Heath, Spelthorne, Waverley and Guildford). Bob Moodie is the West Area Transportation Group Manager. A Local Transportation Manager remains in each district, responsible for local issues. There is one Senior Local Transportation Manager (Derek Lake) who is effectively Bob Moodie’s deputy. Peter Agent heads the new area maintenance team. Billy Gooch is responsible for the area contract team. This new structure is due to go “live” in early June.
3. The Transportation Service is contained within the new directorate “Services for Communities”.

LOCAL TRANSPORTATION TEAM

4. As stated above, there remains a Local Transportation Manager (LTM) for each district (reporting to the West Area Transportation Group Manager – Bob Moodie). For Woking this remains as Peter Alexander. Reporting to him are a Principal Engineer, Engineer and an Assistant Engineer. These are John Masson, Kevin Patching and David Durrant respectively.
5. It is intended that the new West Area Group will operate from one location but will use hot desking facilities in the area to reduce travel as far as possible. A final decision has yet to be made on the location of the West Area office but it is likely to be either Quadrant Court in Woking or the South West Area office (AO3) in Guildford.
6. It is expected that there will be some integration between the six teams. It is likely that if there is a particular urgent and important priority scheme or project within one district, resources may be temporarily redeployed from other districts to service that demand. The reality of how this will work is yet to be tested. The level of resource in each area is strictly limited and a balance will have to be struck between progressing the Local Transport Plan Programme of schemes and responding to day to day issues.
7. Key functions, which the local transportation team deal with, include:
 - Traffic calming
 - Parking (including disabled bay applications)
 - Speed limits
 - Pedestrian crossings
 - Schemes (feasibility and project management)

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- Development control (S106 / S278) comments
 - Committee processes
 - Safe Routes to School (with the School Road Safety Officers)
 - Road signs and markings (including tourist signs)
 - Special events
 - Liaison and coordination with other teams such as Passenger Transport, Structures and the Borough Councils
 - A great deal of interaction with the public about road safety and other concerns)
 - Preparation of traffic regulation orders (a specialist team covers the whole of the county, reporting to the west area Senior LTM, Derek Lake)
8. Peter Alexander, The Local Transportation Manager will remain as the principal contact for Members. The public should be advised to make enquiries to the contact centre – tel 08456 009 009. Corporately the County Council is promoting the use of the contact centre as the first stop for all calls. Resources have been reduced in local offices as a direct result of this policy.

MAINTENANCE

9. The maintenance team are located at the West Area office with drop-in facilities at the Bagshot depot. They will be working closely with our partner Ringway. The Area Maintenance Team manager Peter Agent is responsible for maintenance across the six districts comprising of the west area. His team consists of three senior engineers, six engineers and six highway stewards. The highway stewards are the eyes and ears on the ground, often responding to customer concerns, ranging from blocked road gullies to overgrown vegetation. It will be essential that the team prioritise their limited resources appropriately to ensure the best service. It will not be possible to undertake site visits following every request or concern raised by members of the public, available resources do not permit this. Key functions the maintenance team undertake include:
- Highway enforcement
 - Fly posting
 - Blocked gullies / flooding
 - Licenses (scaffold, crane, skip etc – processed by Business Support (and the SSC) but approved and enforced by Maintenance)
 - Grass cutting
 - Verge protection
 - Winter maintenance
 - Fencing / barriers
 - Tree works
 - Footway maintenance (potholes etc)

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- Carriageway maintenance (potholes etc)
 - Many functions fall to the Borough council (street cleansing etc) but often the maintenance team have an involvement
10. If Members note a problem the best person to contact is either the LTM or if it is an emergency (broken drain cover etc) phone the contact centre on 08456 009 009 and it will be put through to Ringway's Accident and Emergency crew.
11. Working arrangements are still being finalised, although it is unlikely that there will be a dedicated resource solely for any of the districts.

AREA CONTRACT TEAM

12. This team is lead by Billy Gooch. He has six staff to cover the west area and they are based at the Merrow depot. Their role is to lead scheme delivery on the ground with our partner constructor. This will involve close liaison with the local transportation teams. They are also involved with contract management, monitoring and payment. They are responsible for ensuring that the constructor produces accurate KPIs which are used to judge their performance.

BUSINESS SUPPORT

13. The Area Business Support and Customer Care Manager, Mike Dawson, leads a-team of twelve. Their role is to provide business support to the transportation teams and take a lead in customer care. With the implementation of new working processes, some business support functions (e.g. typing letters, filing, booking rooms etc) are undertaken by the transportation team members themselves.
14. Key functions that business support now undertake include
- Answering the phones and dealing direct with many customer enquires
 - Providing working systems (IT, post etc)
 - Locally managing customer care enquires passed to teams, ensuring that they answered and tracking performance
 - Stationery etc
 - Budget management, setting up finance codes
 - Locally processing licenses etc

STREET LIGHTING

15. At this time there remain five street lighting engineers for the west of the county. They are involved in the maintenance and design of street lighting improvements. The County Council is pursuing a PFI contract for street lighting, where the lighting stock will be partially replaced and become the

responsibility of an external company. When this contract is operational, this will have an impact on the local street lighting resource.

COUNTYWIDE FUNCTIONS

16. There are a number of specialist countywide teams, which deal with the following matters. If Members have need to contact any of these teams, in the first instance they should contact the LTM and he will ensure that the right person for their specific enquiry is approached. Functions include

- Passenger Transport – liaising with bus companies, calculating revenue support payments, dealing with the rail operating companies, transport coordination etc
- Intelligent Transport Systems – traffic signals design and maintenance
- Transport Strategy – policy and lead officer roles in certain functions (cycling etc)
- Surrey Safety Camera Partnership – introduction and management of speed cameras, some variable message signs etc.
- Safety Engineering – road safety audits, accident-working groups etc.
- Traffic management (control of roadworks, inspection of works (ie checking reinstatement), processing fines. This is a team of six, with five operations staff for the whole of the county.
- Transport studies and monitoring – the county model for transport predictions, GIS etc
- Information Data and Management
- Surveys – speed surveys, market research etc
- Structures – inspection and design of the county’s bridges, retaining walls etc
- SHiP team – responsible for the overall operation of the partnership contract
- Asset Management – this involves systems for how we manage the whole highway “asset”. Includes programming the major maintenance programme
- Materials – testing and development of materials used in the highway
- Road performance – assessment of the highway asset, road surveys (skid resistance etc.)
- Street lighting PFI – leading on the proposed £65m PFI credit contract
- Highways information – searches, extent of highway etc
- Quality Management Systems – office processes
- Business support

NON TRANSPORTATION TEAMS

17. The transportation service deals with a wide variety of other teams in the County Council. Two which we are intrinsically linked to are:

- Transportation Development Control – responsible for considering planning any highway implications for planning applications eg negotiating S106 monies etc
- Safer & Smarter Travel – responsible for company transport plans, liaising with schools, Safer Routes etc

CONCLUSIONS

18. There have been two substantial changes to the way that Transportation functions are discharged within Surrey in the last year. We now have a confirmed structure which can concentrate on delivering services. It should be recognised that processes will evolve over time and that the service will need to adapt to make the best use of resources which are available to us.

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