

Street Manager

NEWSLETTER



Street Manager is a new digital service by the DfT that is transforming the planning, management and communication of street and road works. Using open data and intelligent services, its aim is to minimise disruption – and improve journeys for the public.

Street Manager Newsletter 36 – 07/10/2021

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1. Welcome

Welcome to another busy edition of the Street Manager newsletter. It may seem like things have been a little quiet in Street Manager Towers, but that is only because we are so hard at work on various big pieces of work, rather than smaller things that regularly drop into the service. Three things in particular spring to mind. Charging levels and methodology, section 74, and Duration Challenge Non-acceptance. Charging is discussed in a separate paper that is being sent to finance/invoice contacts. S.74 is progressing well, with the back-end work complete and available for API integrators to start looking into. Meanwhile Duration Challenge Non-acceptance has its very own section in this newsletter.

2. Survey Results

Great news - the results from our user feedback survey show that satisfaction with Street Manager is up across the board. There is a 14% increase in satisfaction with permit application and works management. Satisfaction with FPNs is up by 21% and inspections saw a 10% improvement in satisfaction rates since the previous survey. Satisfaction with registered reinstatements is up by 7%, along with events and activities which is up by 6%.

Particularly satisfying was the 21% increase in satisfaction with Section 81 which shows that users are happy with the new linking and reassigning features that have been added. This was something we were watching in particular. Satisfaction with organisation management was up by 3% and responses for performance reporting suggest that users would like to see more information on early/late works start/stops, this is an area we are watching closely following the recent addition

Satisfaction rates for works coordination and strategic planning are down by 6%. Responses suggest that improved clash management functionality would go a long way to improving this score, and clash management optimisations were identified during the where next for street manager discovery, which we are hoping to deliver during the 2022-25 period. There was a 1% decrease in satisfaction with the Map feature, with most users requesting a tool for measuring space and distance, closely followed by a desire to see more street related information such as structures, restrictions, and bus lanes.

Overall, the number of responses was down, which is natural after the big bang of the first survey, but the information we have gathered has given us a better understanding of user thoughts on Street Manager, which will allow us to identify optimisation opportunities in the future.

3. Duration Challenge Non-Acceptance

The first part of the Duration Challenge functionality will soon be released to the production environment, allowing promoters to respond to challenges on planned works. Immediate works will follow. At this point, HA's cannot see the challenge you are making, regardless of if they use the user interface or an API. You may recall that 1st April 2022 is the official launch date for the new S.74 and challenge functionality. As such, you could use this section to record something for your own purpose, but please treat it as non-live functionality.

Review duration challenge

Granted permit end date
23/02/2021

New reasonable period end date
21/02/2021

Duration challenge response

Duration challenge accepted

Duration challenge not accepted

Submit response

4. Strategic Motorway Network

There is nothing we like more here in Street Manager Towers than a guest writer in the newsletter, and who should slide into our DMs this month, if it isn't the man himself, Mr Matthew Sparks of National Highways.

“With each local authority having an exhaustive list of all roads, it is quite reasonable that this also includes network sections that may be outside of their control, such as the strategic motorway network.

Where there are two choices in the National Street Gazetteer for the same section of road, promoters will often select the first option available. Consequently, this has sometimes led to a notice going to the wrong authority.

We'd be grateful that promoters provide some additional checks and ensure that, if the notice is for National Highways, that they select the USRN prefixed with '995'. If there's any doubt, our [network management map](#) is available to download.

We too are encouraging our colleagues to provide the same level of governance and ensure that any misdirected notices are quickly signposted back, so that it can go to the right recipient to manage.

National Highways are investigating ways to further align to the TRSG to further minimise this type of anomaly.”

Wise words Matthew and we at the DfT endorse this message. That map seems like a handy thing to have to hand as well.

5. Offline Guidance

You might remember that we updated our offline guidance for street manager <https://departmentfortransport.github.io/street-manager-docs/offline/>.

With thanks to the governance group, the spreadsheet for recording key information during a P1 critical or P2 high incident has now been added to the page.

Since the GitHub website is publicly accessible, it is not possible for the DfT to publish and maintain a list of key contacts for use during incidents alongside the spreadsheet. It is recommended that organisations work with their Regional HAUCs to collate a list of appropriate contacts and email addresses to exchange information during any unplanned outages. It is important that the list is regularly reviewed and shared. Those Statutory Undertakers that are not members of a regional HAUC should exchange details directly with the Highway Authorities within which they operate.

6. Third Party Framework

Hopefully you are already aware of the 3rd party framework agreement:

https://departmentfortransport.github.io/street-manager-docs/assets/files/third_party_framework.pdf

This handy document explains what you can and can't do with your data and how it is controlled. It's a useful reference point, but while we have you here, we just wanted to underline something that has come up a couple of times recently. As a promoter of works, HA or Utility, you can share your own data in accordance with that framework, specifically, you can share the works description and location details of your own works as you see fit. You cannot do this with works you aren't the promoter of, because you are not a Data Controller of these works. Hopefully that's a useful clarification, but feel free to get in touch via the Street Manager email address if you have any further queries.

7. Everything Starts With An Idea

Every so often, an idea comes along that makes you stop what you are doing and just sit and have a good think about it. The wheel, the smartphone, Street Manager, I'm sure you can think of other examples of your own. Well this week, we heard one such idea. Mr Matthew Rock of Transport for London put forward the concept of a single number that could be used to compare the performance of a Highway Authority up in Yorkshire against one in the far outskirts of the South West region. Or a promoter based in the West Country and one working in the home counties. How would this number be devised? I don't know, but I hope to one day be in a room where we work that bit out. Wouldn't it be great to be able to boast to your regional HAUC that you are a 9 promoter or a HA with a score of 88 or whatever the scale might end up being. But that's the easy bit, it all starts with an idea and for yours, we salute you Matt.

8. Updating Your Organisation Details

We would like to remind our users that it is important to ensure that your organisation details are entered in Street Manager and kept up to date. Please also ensure that any telephone contacts provided will connect directly to a person or team that is knowledgeable about street works and is able to assist in the event of an emergency.

You can see a visual demonstration of how to update your organisation details by watching the first episode of 'Dig You Know', our new YouTube series where we will be demonstrating new functionality in the Street Manager UI. You can catch the first episode here:

<https://www.youtube.com/watch?v=xlh7FqJUxmo&t=5s>

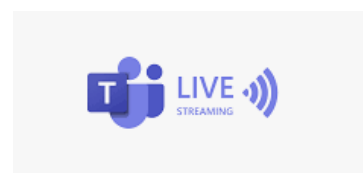
9. Upcoming Webinars

Don't forget to save a space in your diary for the upcoming Street Manager webinars. We will be hosting a question and answer session at 11am on Tuesday 2nd November, which will be an open session to discuss all things Street Manager related. You can join that session via the link below:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZjU3M2RINGYtMjhlYy00NzBmLTk4Y2EtMzkyMmQ4Njg2NzY1%40thread.v2/0?context=%7b%22Tid%22%3a%2228b782fb-41e1-48ea-bfc3-ad7558ce7136%22%2c%22Oid%22%3a%2236f698ed-be83-48a9-8212-451eb3606778%22%2c%22IsBroadcastMeeting%22%3a%22true%7d&btype=a&role=a

We will also be hosting a webinar at 11am on Tuesday 23rd November, where we will be discussing Duration Challenge Non Acceptance. You can join this event by clicking the link below:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODY0MDZjOGUtZDBkZi00YmU4LWEeXyTEtMTJkM2U2MDYwZmZI%40thread.v2/0?context=%7b%22Tid%22%3a%2228b782fb-41e1-48ea-bfc3-ad7558ce7136%22%2c%22Oid%22%3a%2236f698ed-be83-48a9-8212-451eb3606778%22%2c%22IsBroadcastMeeting%22%3a%22true%7d&btype=a&role=a



10. YouTube Content

In addition to our new 'Dig You Know' series, we have also published a number of other videos that may be of interest.

The Hole Story: Episode 27 - Performance reporting. In this episode we take an in depth look at the reports that are currently available in Street Manager and explore how to download the data. [Street Manager: The Hole Story - Episode 27](#)



Diggin' Deeper: Episode 12 - Here we discuss the topic of recording works as excavation and no excavation.

<https://www.youtube.com/watch?v=6CaOj92R0C8>

This subject is also discussed in the talking points document linked below:

<https://departmentfortransport.github.io/street-manager-docs/assets/files/business-change/Street%20Manager%20-%20Talking%20Points%20-%20Feb%202021.pdf>



Diggin' Deeper Episode 13 – Here we respond to a frequently asked question about adding new users in Street Manager.

<https://www.youtube.com/watch?v=3Xo4JMML58I&t=52s>



11. Sneak Preview

 **GOV.UK**

Plan and manage roadworks

[Home](#) [Applications and works](#) [Inspections](#) [FPN](#) [Registered reinstatements](#) [Comments](#) [Section 81](#) [Map](#)

For those of you who have read this far down the newsletter, here is an exclusive first look at how the Street Manager navigation bar will soon look. We think users will appreciate this small enhancement to navigation. Look out for it after the 18th of October.