

# 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 32 – 26/03/2021

### Contents:

1. Welcome
2. Roadmap
3. Ideas board
4. System release update
5. Terms and conditions
6. Street Manager governance
7. Changes to contact information
8. Webinars
9. Survey



### 1. Welcome

Welcome to another jam-packed issue of the Street Manager newsletter.

It's all about finishing off Phase 2 in Street Manager Towers at the moment. The post-Easter release, in particular, should contain a few exciting things. You should be seeing a big improvement in the speed in which exports run. I've seen the numbers we are looking at internally and, if all works as intended, I think it will be a real positive. Admins should also see the ability to search the user list be introduced in the same list. This is something I know orgs with high numbers of users were keen on, so great to get that in. Plus, we begin our reporting journey together, with admins getting a new Performance Reporting tile on the homepage and the first report being available. One of the busier releases that I can remember!

Do read on for exclusive updates on the Street Manager Roadmap, the results of the Governance Group polling, Terms and Conditions updates as well as our regular rundown of the Ideas Board chart and much more.

### 2. Roadmap

<https://indd.adobe.com/view/ce2ad505-6553-47a0-9fb8-79c3526bdd76>

It's that time again for Street Manager to update the Roadmap. Every six months will probably be the frequency we aim for. An updated roadmap as we head into each new phase seems to make sense.

The previous roadmap had Performance Reporting and Withdraw an Inspection being delivered by the end of phase 2 (end March 2021). These have had to be moved back into phase 3 (April - September 2021) and will be the top priorities as we start that phase. DfT has worked with the governance group to determine that S.74 is the next piece of work we will be moving onto and we hope to have the majority of that work completed by the end of this phase, but we are still bottoming out exactly how big the scope of that work will be.

You'll also notice things that were in phase 3 have been moved back into phase 4 (October 2021 - March 2022). Now we are nearly a year into working in these 6-month phases, we have a better feel for how much we can deliver in 6 months. As well as these big-ticket items, we are always bringing in smaller optimisations and improvements which don't appear on the roadmap. These come in from the SMEs, user feedback, the Ideas Board and the DfT. As such, please do take the chance to vote on the ideas board, and encourage your colleagues to do so: <https://ideasboard.roadmapper.app/view/0> We are pretty well stocked for ideas at this point, including the most popular ones on the 2nd tab, but what we really need is votes.

We've also pulled out the items the Governance Group has asked us to research next to show that they are a priority for development. You might also be interested to know we are working on something we are currently calling a retro-map which will set out what we have already built in Street Manager. I hope people find that a useful document when it is available.

### 3.Ideas Board

Talking of the Ideas Board, it's time for our regular check in on the top 5 ideas. Before we kick-off the run down, I just want to use this chance to manage expectations. People shouldn't expect to see their idea come to life in two or three weeks. Some ideas involve large amounts of development effort and are already on the roadmap. They are on the board to gain an idea of how popular they are in the industry, while some ideas are quick wins which we will look to accommodate over the next few months.

No. 5 (New entry) - Introduction of a "Copy Permit" feature.

We knew this would be popular. The ability to reproduce a permit and then have the ability to change the location, tweak the dates or other details seems like a great time saver and something we look forward to introducing.

No. 4 (up 3 places) - Introduce subsuming reinstatements into Street Manager.

This one is well discussed, and the team basically know how we need to build it. It's on the Roadmap and we just need to work out when exactly we can slip it in.

No. 3 - (down 1) Allow search functionality by Road & Town.

Very popular, we need to go away and see how we "concatenate" (I'm told that's the term) these two search functions, that's a new one on us, but definitely can be done and I can see how this would be super useful for users.

No. 2 - (Re-entry) Add a measuring tool for the Street Manager map

Funnily enough this was something first mentioned in the long hot summer of 2018. Not a huge piece of work but it never quite found a spot on the to-do list. Shows the usefulness of the Ideas

Board because this is now earmarked as a low effort/high value piece of work, which is the kind of quick win we are always looking for on the project.

No. 1 (non-mover) - Ability to filter the permit application list by promoter.

The people have spoken. A clear winner. We will go away and work out how to do this (speaking to tech it seems like there are a few different options), and then plan it in for the next time we have a gap in the schedule.

#### 4. System Release Update

There will be a change of dates to the upcoming Production release over the Easter period due to Public Holidays. A new version of the service will be released to Production on Wednesday 7th April, with the newest NSG data being released on Thursday 8th April. The release calendar for Production and Sandbox release can be found here:

<https://departmentfortransport.github.io/street-manager-docs/release-calendar/>

Please contact us through the service desk portal if you have any queries:

<https://streetmanager.atlassian.net/servicedesk/customer/portals>

#### 5. Terms and Conditions

We have recently updated our terms and conditions to include the following:

- Inclusion of the Memorandum of Understanding, Data Privacy Impact Assessment and Security Information Service Model as associated documents
- A requirement for organisations to keep primary contacts up to date
- An adjustment of the single file upload limit from 5MB to 10MB
- Updated charging terms for new promoters
- Terms setting out the DfT right to impose limits on the Street Manager API service where integration patterns have an adverse impact on the performance of Street Manager
- An explicit term (it was always implicit) setting out the DfT's right to suspend organisations who fail to comply with our payment terms

These terms and conditions will come into effect ten days from now. Users will have until 05/04/2021 to raise any objections to the new terms via [streetmanager@dft.gov.uk](mailto:streetmanager@dft.gov.uk).

#### 6. Street Manager Governance

Over the last 6 weeks, we have been taking applications and votes for membership of this year's governance group and we are pleased to announce that we have a new panel. Our new representatives will be:

##### Highway Authority representatives

- Helena Kakouratos – Transport for London
- Kevin Orledge – Surrey County Council
- Kevin Ferguson – Durham County Council
- Tony Hemmingway – Transport for Greater Manchester
- Sarah Widows – Cambridgeshire County Council – remains the standing member

### Utility representatives

- Victoria Wheldon – Openreach
- Richard Boissieux – UK Power Networks
- Michael Baines – Gigaclear
- James Kenney – Severn Trent Water
- Samantha Brothwell – Western Power Distribution – remains the standing member

### HA Promotor representatives

- Steven Ward – Ringway Infrastructure (April- September)
- Emma Oakley – FM Conway (October- March)

### Contractor representative

- Andrew Bailey – Morrison Water Services

We would like to take this opportunity to congratulate the successful applicants and also to say a big thankyou to everyone who applied.

## 7. Changes to Contact Information

It is important that we are kept up to date with any changes to the primary contacts or invoicing contacts for your organisation. In the event that there is a change to the primary contact for your organisation, please let us know by raising a ticket via the service desk.

<https://streetmanager.atlassian.net/servicedesk/customer/portal/1/user/login?destination=portal%2F1>

## 8. Webinars

Our next webinar is scheduled to take place on April 20<sup>th</sup> at 11am. The theme for this will be S74- a chance to hear the latest plans for s74 functionality in Street Manager. We will also be running a Q&A so you can pose your Street Manager related questions to Paul throughout the webinar. You can join using the link below:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_Yzk3ZWE0MWItYWlZNC00OTk0LTk2ZGMtNzAyMzU2NDkwNzhk%40thread.v2/0?context=%7b%22id%22%3a%2228b782fb-41e1-48ea-bfc3-ad7558ce7136%22%2c%22oid%22%3a%2236f698ed-be83-48a9-8212-451eb3606778%22%2c%22lsBroadcastMeeting%22%3atru%7d&btype=a&role=a](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Yzk3ZWE0MWItYWlZNC00OTk0LTk2ZGMtNzAyMzU2NDkwNzhk%40thread.v2/0?context=%7b%22id%22%3a%2228b782fb-41e1-48ea-bfc3-ad7558ce7136%22%2c%22oid%22%3a%2236f698ed-be83-48a9-8212-451eb3606778%22%2c%22lsBroadcastMeeting%22%3atru%7d&btype=a&role=a)

We would also like to hear your ideas for themes for future webinars. If you would like PO Paul to cover a particular topic, please send in your suggestions to us at [streetmanager@dft.gov.uk](mailto:streetmanager@dft.gov.uk)

## 9. Survey

You may remember that a while ago we put out a survey asking you for your feedback on the service. We got a great response, but that meant we had a load of free text to explore and review to really get into the detail of what users were telling us. I think for the next survey we will use the free text response we got in this first one to give users some popular options, as well as keeping an “other” option of course. We aren’t trying to reduce the opportunity to give us feedback. So, what interesting things did we learn?

Looking at the responses around the work record and applications and works page, users wanted various improvements to permits, things like seeing if another user is the same work record, draft permits and a number of tweaks to the design, also more filters was a popular response.

Inspections is another heavily used area of the service and people want to see more search functionality, more filter and sort ability and “mark as read” type functionality to be able to determine which have been dealt with. I think this is one area where we have introduced some improvements since the survey went out, so hopefully that will be reflected in the next survey.

Users gave us incredibly useful feedback like this in every area of the service, FPNs, mapping, reinstatements, the fee report, forward plans and on and on. Our task now is to go away and combine these with items from the Ideas Board, things that were already on our to do list, big ticket items that are on the roadmap and work out what priority these things have.

I think the survey has been a fantastic way of reaching out to everyday users who maybe aren't using the Ideas Board or using the support portal, because some things that are rarely mentioned came through loud and clear on the survey. Users want to see pins when they are zoomed further out on the map, (currently they disappear at a relatively low level of magnification) and this is something we always planned to review after monitoring system performance after we went live. As such, I hope to be able to introduce this over the next couple of months.