Street Manager

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 35 – 15/07/2021

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1. Welcome

Back again I see. No doubt looking to hear the latest news about the digital service some are calling a **Streetworks revolution**. Well, you are in the right place. We have got a packed agenda in this latest missive. We've been busy writing, recording, and indeed reading and listening to your feedback as we start to look at the consultation responses. We've got webinars to announce, content to plug on YouTube, and maybe the biggest announcement about the service since we went live. And that is where we will begin.

2. What's New

April the 1st. Put that date in your file-o-fax and underline it. That is the day the new way of logging and receiving S.74 overrun charges and Duration challenge non-acceptances comes into effect. The DfT have discussed it with the Governance Group, worked with the API integrators to make sure everyone is on the same page, and on April the 1st we go ahead with that Big Bang.

What's happening? From April 1st every Highway Authority needs to be sending their overrun warnings via the new, more formal method, rather than the comment type notification that we currently use. The promoter needs to be able to receive these new notification types via one method or another.

What do I need to do? Most importantly you'll need to tell your team about the new process. You'll need to find out how your particular service is handling these new notifications and make sure the team are familiar with the process. We are in the early stages of development so much

more will be communicated on this. If you are a promoter, you need to decide how you are going to receive these. Log into Street Manager? Build something new in your system in preparation? That is an important decision to make.

How do I find out more? Under item 5 you'll find a long video where we talk through the new process, and in due course Street Manager will provide more info. No doubt if you use an API those guys will also be in touch to tell you about their plans for this. This is a big change, and we cannot have a scenario where a S.74 warning drops into a black hole because the promoter isn't able to receive it, so it is vital everyone is on the same page and we stick to that April 1st date and don't go any earlier.
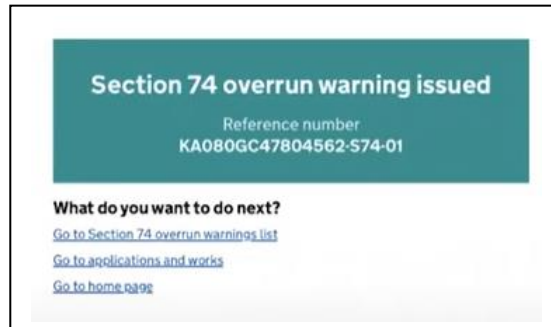
In other news, look out for an updated webinar coming in the next few weeks which will update you on what is coming up and what has shifted around. For instance, the Duration Challenge non-acceptance piece of work has become bigger than originally planned, so that has pushed some other work down the queue.

3. Performance Analytics

We are committed to continuously improving Street Manager, and part of that is ensuring we understand who is using Street Manager, how they are using it and whether they are interacting with it in a way that meets their needs.

Our monthly Street Manager Performance Report which captures data directly from our database, as well as tools such as Google Analytics and Data Dog, help provide these useful insights. These are based on Street Manager's strategic objectives (e.g. Increase compliance with regulation) and associated KPIs / measures (e.g. Decrease in / total inspections failed) which are captured in our Performance Framework. This framework also highlights the user needs, hypotheses, and data sources for each of Street Manager's strategic objectives and measures. It is a living document which is updated based on current user and business needs.

Some examples of data we are able to capture are the total number of permits/inspections and FPNs created, and a breakdown of this data such as the number of planned/granted permits and those which involved collaborative works. We are also able to track how users navigate through journeys and where they drop off in journeys, potentially identifying areas that need to be reviewed/improved. Additionally, we can see what type and number of errors are triggered, providing insights into features/elements which users are either struggling with, or not interacting with in a way as expected.

4. Offline Guidance

In response to the feedback that we received following the performance degradation incident in April, we have reviewed our offline guidance and produced an updated guide on the process to follow during planned and unplanned outages. This includes detailed guidance on the communications that users can expect to receive during any incident of performance degradation, and advice for users who are unable to submit applications when systems are down. You can read the updated online guidance by clicking the link below:
[Offline - Plan and manage roadworks information (departmentfortransport.github.io)](departmentfortransport.github.io)

5. Training Videos

It's been a busy time in the recording studio at Street Manager Towers as we've released a trio of new videos:

Special Feature - This video is aimed at API devs who need to build S.74 related functionality to be able to resend or receive the new S.74 Overrun Warning and Draft Invoice functionality. If you have an API dev friend, please send this their way, but I can imagine some general interest in this functionality as the webinar was very popular on this topic.
https://youtu.be/2d02QbOtpTk

The Hole Story - This is about the Download All My Data functionality in SM. Maybe you've not heard of it, maybe you know about it but haven't used it. Personally, it's about the least well understood area of the service for me. I think when it was being built, the SMEs were heavily involved in it, and that freed me up to do whatever else that was going on at the time. I'm not a production user, so I've never got to run a decent amount of data and see what it is like, as such, in this video I genuinely learnt a few things as well. Hopefully might inspire some others to log in and download all their data. Maybe one to sit down with a cup of coffee for.
https://youtu.be/94RK9ylFqsA

Diggin' Deeper - Episode 10: Section 58 - One of those topics that comes up quite often is S.58s. Here we set out the Street Manager position in under 3 minutes.
https://youtu.be/8YUIC9bSR34

Diggin' Deeper - Episode 11: Improvements to search – A change of pace for the Diggin' Deeper series as we look at a much-requested improvement to the search functionality.
https://youtu.be/Oq_Qzwr6eNk

6. Are Your Contact Details Up to Date?

All organisations should ensure that we have up to date contact details. This includes organisations who change ownership of their SWA code details. Please update your contact details by raising a service ticket via the following link: https://streetmanager.atlassian.net/servicedesk/customer/portal/1/user/login?destination=portal%2F1

7. Summer Webinars

Don't forget to add a placeholder in your diary for our upcoming webinars. We will be hosting a charging webinar on Tuesday 27th July at 11am to discuss some potential options for Street Manager charges for 2022/25. You can join that webinar by clicking the link below:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWEzODBlYTAtZGVhYS00MmI0LWJhYzYtODBkYzdiYzAzZDVh%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%3atrue%7d&btype=a&role=a

We will also be hosting a webinar on Tuesday 10th August at 11am to discuss the outcomes of the Where Next For Street Manager discovery project, and what this could mean in terms of development and costing from 2022/25 onwards. Please use the link below to access this event:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MzhmZmE1NmYtZTFiNi00ODdkLTg4YTQtNTJmOTEwM2JlODdm%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%3atrue%7d&btype=a&role=a

8. HAUC Convention

In the unlikely event that you missed PO Paul's starring role in the HAUC Convention back in May, or, more likely, you just want to re-live the experience, you can access it here: https://vimeo.com/568885406

You can also see a variety of other recordings from the event by clicking the link below:

https://www.geoplace.co.uk/news-events/events/hauc-convention-2021/agenda-hauc-convention-2021