

Changes to submission of highway improvements and traffic survey requests

Briefing Note No. 19 - 016

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Wiltshire Council are changing the way highway improvements and traffic surveys are requested by members of the public and through Town and Parish Councils. The current process requires updating to improve the customer experience and to reduce the steps involved. The proposed new system will foster a closer working relationship with town and parish councils, whilst providing a better and more informed experience for members of the public.

Overview

The Area Board issue system is predominately used by residents and town and parish councils for raising highways improvement (Community Area Transport Group) and traffic survey (previously referred to as metrocount) requests. Link here for the Area Board issue system home page: http://services.wiltshire.gov.uk/Forms/area_board/index.php.

The process and the system require updating to improve the customer experience and to reduce the steps involved from the issue being raised to a resolution being found.

A long-term solution has been proposed with the system moving onto the new My Wiltshire app. However, a more efficient interim solution for these requests will be introduced from Monday 3rd June 2019.

Updated process for Town and Parish Councils

If a parish or town council wish to raise a highways improvement request they fill out the form in appendix A and send to integrated.transport@wiltshire.gov.uk. This will be received by the local Highways Engineer and added to the next Community Area Transport Group agenda.

If a parish or town council wish to raise a traffic survey request they fill out the form in appendix B and send to roadsafetydriving@wiltshire.gov.uk. The criteria for traffic survey locations is included as appendix C.

Both of these forms will be made available at the Area Board issue home page from Monday 3rd June 2019 and are shown below as appendices A and B.

Updated process for local residents

If a resident wishes to raise a highway improvement request, they should fill out the form in appendix A and send this to their local town or parish council for consideration.

If a resident wishes to raise a traffic survey request, they should fill out the form in appendix B and send this to their local town or parish council for consideration.

Contact details for each Town and Parish Council is available via a link on each form or on the Wiltshire Council website.

If the Town or Parish Council support the request they submit the respective form as set out above.

If the Town or Parish Council does not support the request then they advise the resident accordingly.

Highway improvement progress updates will be included in the CATG action notes circulated to Town and Parish Councils. It will be for the Town and Parish Councils to update residents on the progress of their request.

Appendix A

Highways Improvement Request Form

Date of this request:

Contact details

Name:

Address:

Telephone No.:

Email address:

Issue Details

Location of Issue:

Community Area:

Parish or Town Council:

Nature of Issue:

How long as it been an issue?

What would you like done to resolve this issue?

Have you been in touch with your local Councillor? Yes/No

This form needs to be completed and e-mailed or sent to your local town or parish council (link provided below)

<https://cms.wiltshire.gov.uk/mgParishCouncilDetails.aspx>

Appendix B

Traffic Survey Request Form

Request details					
Date of request					
Name of individual making request					
Town/Parish Council					
Town/Parish Council contact name					
Town/Parish contact phone/email					
Name of Area Board/Community Engagement Manager					
Name of Highways Officer (if applicable)					
Reason for this survey:					
Speeding issue (Y/N)		Traffic volume (Y/N)		Vehicle type (e.g. HGV levels) (Y/N)	
Location details:					
<p>Please refer to criteria for survey locations before completing this request. Give specific location details and include a map, map link or photograph of the location overleaf, if possible. ** Use a separate form for each individual survey location.**</p>					
Current Speed Limit Please note any location with a speed limit over 40mph will need authorisation from a Highways officer. (Please put an X in the appropriate box)	20mph	30mph	40mph	50mph	60mph
City/ Town/ Village name					
Road name and number , if known (e.g. A123, C111, High Street, London Road etc.)					
Preferred location for survey equipment: (e.g. lamp column 2/ near junction with Mead Way/ attached to signpost outside 18 High Street etc.)					
Other information: (e.g. planned local road works or events affecting the highway)					

Insert map, map link and/or photo(s) of location here:

This form should be completed and sent by email or delivered to your local town or parish council (details from link provided below)
<https://cms.wiltshire.gov.uk/mgParishCouncilDetails.aspx>

Appendix C

Site Selection Criteria for a Traffic Survey

Traffic surveys use equipment placed on carriageways, comprising of two rubber tubes stretched across the carriageway and a data box, secured to street furniture, collecting data for 24 hours per day over a 7 day period on the speed and volumes of vehicles. The equipment may be on site for up to two weeks. Traffic surveys are only conducted during school term times.

The following points must be followed when selecting a survey site. If the criteria are not met, the data quality will be poor and results may be inaccurate.

- For the purpose of Community Speed Watch and community concern sites, traffic surveys will only be approved in 20mph, 30mph and 40mph limits. **Any locations above 40mph will need approval from a Highways officer.**
- **Select sites where most traffic is travelling at a constant speed across the tubes.** Wherever possible, avoid sites where vehicles are accelerating or decelerating due to sharp bends, steep inclines, traffic signals, near junctions, near pedestrian crossings or on-street parked vehicles.
- **Sites must be at least 100 metres from the start or end of a speed limit change.**
- Avoid sites where vehicles may need to stop over the tubes.
- Ensure that traffic will cross at right angles to the tubes as far as possible. Avoid sites where vehicles may turn across the tubes or where vehicles may change lanes.
- **Ensure there is a suitable securing point for the roadside unit**, such as street furniture, trees or posts. The data box is secured with a padlock and chain - any posts must be tall enough so that it cannot be lifted over the top. Use of posts on private property will require permission from the landowner.
- Consideration for the safety of the deployment officers is paramount. Any location deemed too high risk for deployment will not be completed – notification of this will come from the contractors via Wiltshire Council Road Safety Team.

Please include as much information for the location as possible, including house numbers, lamp post numbers, road name, road number and maps or map links. Please avoid local terminology for locations, for example “the green” to refer to a park area as this may delay the application.

If the site selected is not suitable for the equipment, the deployment staff will locate the equipment in a suitable place as close to the requested site as possible. The Road Safety Team will try to answer any questions regarding the above points but are unable to visit sites in person.

Locations are not eligible for repeat survey within a 12 month period, unless there are exceptional circumstances and approval from the Highways Officer.

The recorded 85th percentile speed is used to determine if the site enters the thresholds for intervention.

Speed Limit (MPH)	No further action	Community Speed Watch	Police Enforcement
20mph	20 mph to 24 mph	24.1 mph to 38.9 mph	Over 39 mph
30mph	30 mph to 35 mph	35.1 mph to 41.9 mph	Over 42 mph
40mph	40 mph to 46 mph	46.1 mph to 49.9 mph	Over 50 mph

The 85th percentile is the speed at or below which 85% of the traffic is travelling. This is the standard method of assessing traffic speed in the UK. Community Speedwatch teams cannot operate in areas with a speed limit over 40mph.