

Wiltshire Council Information Item

Subject:

Highways Improvements and Traffic Survey Requests

Wiltshire Council is 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 3 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 a form and send it 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 a form and send to roadsafetydriving@wiltshire.gov.uk

These forms will be available on the [Area Board Issue homepage](#)

Updates process for local residents

If a resident wishes to raise a highways improvement request, or traffic survey request, they should complete the forms available on the above link and send this to their local parish or town 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.

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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.