

## Survey

Public Satisfaction

### Theme: Tackling Congestion

## KBI 18 Satisfaction with Management of Roadworks

Blackpool registered the largest improvement year on year (2009/2010) on virtually all aspects of Satisfaction with Management of Roadworks. The top performing questions were:

TCBI 01-Advanced warning of road works + 8.29%

TCBI 04-Signposting of road diversions + 5.61%

TCBI 05-Helplines to find out about road works + 6.68%

TCBI 06-Efforts to minimise nuisance to residents + 6.54%

**Blackpool BC Net Satisfaction for 14. Roadworks (2009)**



**Blackpool BC Net Satisfaction for 14. Roadworks (2010)**



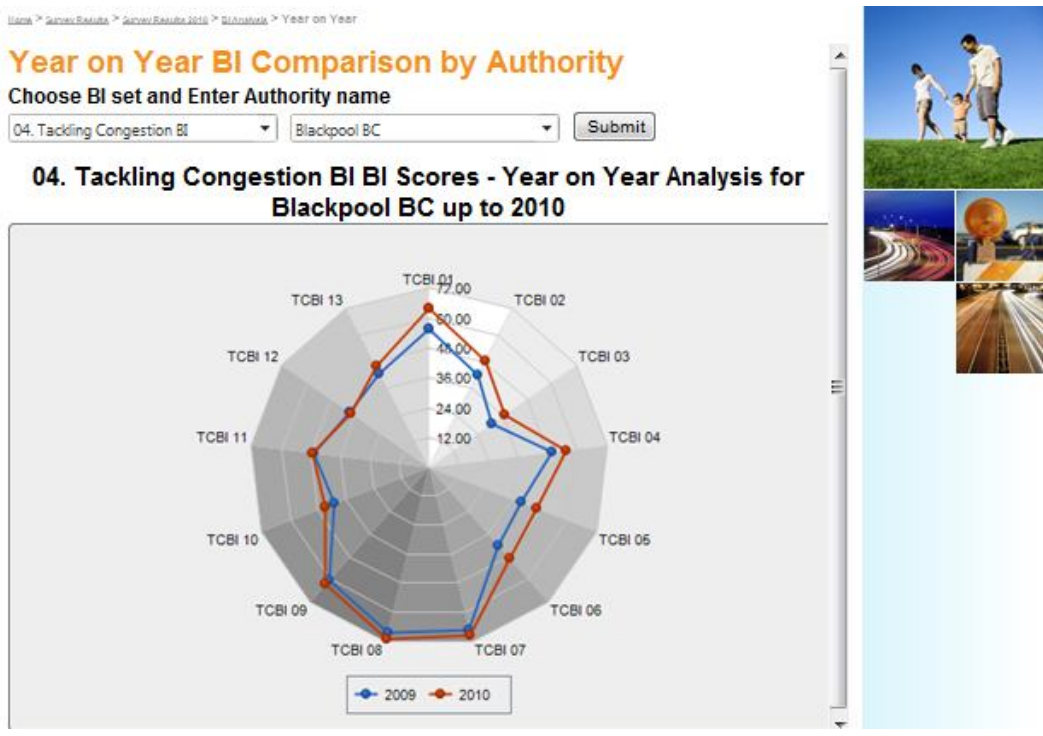
Blackpool Borough Council (Peter Cross, Traffic Manager) said:

‘Our Chief Executive has made it a priority that the public are made aware of all road works and the reason for them. In addition to the statutory traffic management signage we also ensure that signs are put up in advance of work commencing indicating

- When the works will start
- Duration of works
- An explanation of why the work is being carried out
- Apologies for the inconvenience being caused.

Blackpool is currently undertaking a massive regeneration programme and a large number of projects are being undertaken in the town, which impact on our highway network. We work closely with the Utilities, contractors and developers to ensure that all works are programmed and coordinated to minimise disruption.

A huge effort is made to ensure that the public is as well informed as possible including letter drops, use of websites and social media, briefing local business groups and local area forums, as well as a dedicated helpline. We are also in the process of developing a cutting edge web-based graphical information system with DfT funding, which currently gives road works information drawn from our streetworks register and will also in future give real time information about our highways assets. We are continually trying to improve communications, but all this additional effort does come at a cost in terms of money and resources.'



|                           |                           |
|---------------------------|---------------------------|
| Authority Type            | Unitary Authority (Urban) |
| Region                    | North West England        |
| Population                | 140000                    |
| Total Road Length         | 495 Km                    |
| Annual spend on Transport |                           |

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