

Design Manual for Roads and Bridges



Llywodraeth Cymru
Welsh Government

General Principles & Scheme Governance
General Information

GG 902

Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

Summary

This document contains the customer service standard requirements for accurate advance notification of planned closures.

Application by Overseeing Organisations

Any specific requirements for Overseeing Organisations alternative or supplementary to those given in this document are given in National Application Annexes to this document.

Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated National Highways team. The email address for all enquiries and feedback is: Standards_Enquiries@highwaysengland.co.uk

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Latest release notes

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| GG 902 | 1.0.0 | May 2022 | Core document, England NAA, Northern Ireland NAA, Scotland NAA, Wales NAA | Change to policy, major revision, new document development |

GG 902 document created to give customer service standard requirements for accurate advance notification of planned closures. This full document has been written in compliance with the National Highways drafting rules.

Previous versions

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Foreword

Publishing information

This document is published by National Highways.

Contractual and legal considerations

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

Introduction

Background

This document contains the customer service standard requirements for accurate advance notification of planned closures.

Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 1.N] apply to this document.

1. Scope

Aspects covered

- 1.1 There are no United Kingdom wide requirements and the national requirements for accurate advance notification of planned closures set out in the National Application Annexes shall be followed.

Implementation

- 1.2 This document shall be implemented forthwith on all schemes involving accurate advance notification of planned closures on the Overseeing Organisations' motorway and all-purpose trunk roads according to the implementation requirements of GG 101 [Ref 1.N].

Use of GG 101

- 1.3 The requirements contained in GG 101 [Ref 1.N] shall be followed in respect of activities covered by this document.

2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

| Ref. | Document |
|---------|--|
| Ref 1.N | National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges' |

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General Principles & Scheme Governance
General Information

GG 902

England National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

Summary

This National Application Annex sets out the National Highways specific customer service standard requirements for accurate advance notification of planned closures.

Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated National Highways team. The email address for all enquiries and feedback is: Standards_Enquiries@highwaysengland.co.uk

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| GG 902 | 1.0.0 | May 2022 | England NAA | Change to policy, major revision, new document development |

New National Highways National Application Annex to GG 902 for England

Previous versions

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Foreword

Publishing information

This document is published by National Highways.

Contractual and legal considerations

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

Introduction

Background

This National Application Annex gives National Highways-specific requirements to maintain and maximise the accuracy of published road works information for planned (non-emergency) carriageway and slip road full closures by 13:15 on the day of the road works, seven day forecast and seven day rolling accuracy. The intent is to enable customers to plan ahead where they may be impacted by a section of motorway and trunk road network that has planned main carriageway or slip road closures for road works to take place and to provide this information by 13:15 on the day of the road works and seven days in advance of the road works, and to measure the accuracy of forecasting.

National Highways, as part of its customer service strategy PR101/15 [Ref 2.I] and customer service plan HE (Customer Service Plan) [Ref 3.I] is introducing customer service standards to help define what a customer can expect and to remind management and employees of the challenge and obligations that they face. Our customer service strategy identified that our customers want to trust what they are being told, feel in control and have stress-free-journeys.

This document will address freight customer views raised within the Transport Focus report "Incidents and roadworks a road user perspective" Incidents and Roadworks [Ref 4.I] which stated: "When road works are taking place, [all customers] want accurate, timely information so they can plan their schedules".

This document will also enable National Highways to demonstrate that it is listening and responding to customer concerns, and is delivering road works in a way that better meets its customers' expectations.

The provision of accurate road works information to customers is reliant on the accuracy of data maintained by National Highways relating to planned road works. This data is currently held in the Network Occupancy Management System (NOMS).

Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 1.N] apply to this document.

Abbreviations

| Abbreviation | Definition |
|--------------|-------------------------------------|
| NOMS | Network Occupancy Management System |
| NTOC | National Traffic Operations Centre |
| ROC | Regional Operations Centre |

Terms and definitions

| Term | Definition |
|---|--|
| Bank holiday | a day that is a bank holiday under the Banking and Financial Dealings Act 1971 BFDA 1971 c.80 [Ref 1.1] |
| Daily accuracy report | report identifying the difference between planned and actual closures. |
| Daily closure report | report of planned closures (road works). Report includes information regarding closures from 11am to 11am the following day. |
| National Traffic Operations Centre | National Highways' 24/7 operating centre responsible for the strategic traffic management of motorways and all-purpose trunk roads providing traffic information to inform road users and provide front line customer services |
| Network Occupancy Management System | the system used to book and manage occupancies and the impact of activities on the motorway and trunk road network which comprises the IAMIS NOMS module Network Event Manager (NEM) is a subsystem of NOMS. |
| Occupancy management teams | Operations Directorate teams responsible for managing network occupancy |
| Operational planning team | team based at NTOC Quinton that collates the closure information. |
| Planned closure (e.g. for planned road works) | activity resulting in a planned closure of a carriageway and/or slip road |
| Regional focal point | responsible for the co-ordination of planned closure information from region into the operational planning team in Quinton |
| Road closure details | details required to identify a specific road closure including location information; NOMS event reference, start and end times, details of the closure. |
| Seven-day look ahead forecast report | report identifying advanced closure information for the following seven days |
| Working day | any day other than a Saturday, Sunday, Christmas Day, Good Friday or a bank holiday. |

E/1. Purpose

Implementation

E/1.1 The requirements of this document shall be applied to all planned closures that result in the full closure of a carriageway or slip road.

Health and safety

E/1.2 Roads users shall be provided with information about planned closures on motorways and all-purpose trunk roads including the information outlined in section E/2.2.

NOTE The operational activities taking place to close the carriageway, the operational activities planned for completion, or any operational impact on diversion routes are outside the scope of this document.

E/2. Requirements for advanced information relating to planned carriageway and/or slip road closures

Accuracy of information

E/2.1 Source information shall be provided in accordance with the requirements of this document.

NOTE This document does not mandate how the accuracy of source information is maintained.

E/2.2 Occupancy management teams shall provide a list of closures requiring a full carriageway or slip road closure to their nominated regional focal point, including the following minimum road closure details:

- 1) area team;
- 2) ROC Region;
- 3) NOMS event;
- 4) road number;
- 5) direction;
- 6) location;
- 7) scheduled start time;
- 8) scheduled end time;
- 9) closure details, including diversions; and,
- 10) status.

Daily planned closure reporting

E/2.3 On each working day by 12:00, a list of closures that are planned to be in place during the next 24 hours that require either a carriageway or slip road closure shall be provided by the nominated regional focal point to the operational planning team.

E/2.4 The list of closures requiring a carriageway or slip road closure sent on the last working day prior to a weekend or bank holiday shall include the following weekend or bank holiday information.

NOTE Where bank holiday information is required, the planned works information for the next working day following the bank holiday is to be provided for any morning closures taking place the morning after the bank holiday.

E/2.5 Any changes made after 12:00 to the list of closures referenced in E/2.3, shall be provided by 13:10.

NOTE Any changes provided between 12:00 and 13:10 are only to be made in exceptional circumstances, which could not have been reasonably foreseen.

E/2.6 Any changes to this list provided after 13:10, including unplanned emergency closures, shall be regarded as inaccurate for accuracy reporting performance.

NOTE Operations Directorate are responsible for determining the target for daily accuracy reporting performance. In 2019/20 the expectation was at least 90% accuracy.

E/2.7 By 13:15 the operational planning team shall produce a consolidated daily closure report containing all of the information included in section E/2.2 from each of the regional focal points.

E/2.8 At 13:15 the National Traffic Operations Centre (NTOC) shall publish the daily closure report.

E/2.9 Where any changes to the list of closures requiring a carriageway or slip road closure are provided after 13:10, an updated daily closure report shall be published at 15:30.

NOTE An example of the daily closure report is provided as Table E/2.9N.

Table E/2.9N Example daily closure report

| Area team | RCC Region | NOMS event | Road number | Direction | Location | Scheduled start time | Scheduled end time | Closure scheme details, including diversion routes | Status |
|------------------------------|------------|--------------|-------------|------------|--|----------------------|---------------------|---|--------|
| DBFO - A30 A35 (OD) | South West | 00253669-002 | A35 | Eastbound | A35 Dorchester By Pass - closure | 21/03/2022 20:00:00 | 22/03/2022 06:00:00 | A35 Dorchester By Pass - Full closure - Periodic works - 2 nights | |
| DBFO - A417 A419 (OD) | South West | 00252499-002 | A419 | Southbound | Full Road Closure Southbound | 21/03/2022 20:00:00 | 22/03/2022 06:00:00 | A419 Southbound Cricklade to Lady Lane from MP 17/1 to MP 10/8 Full Road Closure for Ditching Works | |
| M4 M48 Severn Crossings (OD) | South West | 00231700-001 | M4 | Eastbound | Prince of Wales Bridge eastbound carriageway closed | 21/03/2022 21:01:00 | 22/03/2022 06:00:00 | M4 Prince of Wales Bridge eastbound carriageway closed overnight for bridge maintenance. Includes westbound safety lane closure. Diversion via M48 Severn Bridge. | |
| Area 01 (OD) | South West | 00237989-001 | A30 | Eastbound | A30 eastbound Victoria to Callywith closed | 21/03/2022 20:01:00 | 22/03/2022 06:00:00 | A30 eastbound Victoria to Callywith closed for resurfacing works. Diversion via local authority road and A389 | |
| Area 01 (OD) | South West | 00240031-001 | A303 | Westbound | A303 westbound Mere to Tinkers Hill (B3081) carriageway closures | 21/03/2022 20:01:00 | 22/03/2022 06:00:00 | A303 westbound Mere (B3092) to Tinkers Hill (B3081) carriageway closures for resurfacing. Diversion via New Road through Bourton. | |

Table E/2.9N Example daily closure report (continued)

| Area team | RCC Region | NOMS event | Road number | Direction | Location | Scheduled start time | Scheduled end time | Closure scheme details, including diversion routes | Status |
|--------------|------------|--------------|-------------|-----------|--|----------------------|---------------------|--|--------|
| Area 01 (OD) | South West | 00244918-004 | A38 | Eastbound | A38 eastbound Manadon to Marsh Mills, Plymouth, carriageway closures | 21/03/2022 20:01:00 | 22/03/2022 06:00:00 | A38 eastbound Manadon to Marsh Mills, Plymouth, carriageway closures for signing works. Diversion via A386, B3432 and B3413. | |

Daily planned closures accuracy reporting

- E/2.10 After the planned closures each regional focal point shall compare the planned closures with the actual closures that took place.
- E/2.11 The comparison of planned closures with actual closures shall be undertaken at least weekly.
- E/2.12 The comparison of planned closures with actual closures shall be undertaken via the production of a daily accuracy report.
- E/2.13 In addition to the advance notification of closures information detailed in section E2.2, the daily accuracy report shall also include actual start time, actual end time and a commentary.
- E/2.14 Where the closure did not take place the actual start time and actual end time shall be left blank.
- NOTE An example of the daily accuracy report to be used is provided as Table E/2.14N.*

Table E/2.14N Example daily accuracy report

| Region | Area team | NOMS reference | Scheduled start time | Scheduled end time | Road number | Location | Direction | Actual start time | Actual end time | Commentary |
|---------------|-----------|----------------|----------------------|--------------------|-------------|---------------------------------|-------------|-------------------|-----------------|--|
| West Midlands | Area 9 | 23052 | 20:00 | 06:00 | M5 | Junction 1 to 2 including slips | South-bound | 19:44 | 04:40 | |
| West Midlands | Area 9 | 42852 | 20:00 | 06:00 | A500 | Hanchurch to Hanford | North-bound | | | This schedule was cancelled at 01:42 due to an incident on the M6 Junction 15 to 16. |
| West Midlands | Area 9 | 57025 | 20:00 | 06:00 | M42 | Junction 4 Entry Slip | North-bound | 20:25 | 05:47 | |
| West Midlands | Area 9 | 57025 | 20:00 | 06:00 | M42 | Junction 4 Exit Slip | South-bound | 20:25 | 05:47 | |
| West Midlands | Area 9 | 45323 | 21:00 | 06:00 | M6 | Junction 2 to 4 including Slips | North-bound | 21:47 | 05:02 | |
| West Midlands | Area 9 | 66128 | 22:00 | 06:00 | A5 | Church-bridge Roundabouts | Both ways | 21:53 | 03:53 | |

Seven-day forecast for planned closures reporting

- E/2.15 To support the accuracy of daily reporting, a seven-day look ahead forecast report detailing closures (main carriageway or slip road) covering the following Monday to Sunday (inclusive) period shall be produced.
- E/2.16 The seven day look ahead forecast report shall be used in a weekly planning call (usually held on Friday) to discuss the planned closures for the next seven days.

Seven-day rolling accuracy report

- E/2.17 For overnight full carriageway and slip road closures, a seven-day rolling accuracy report shall be produced that measures the accuracy of road works information seven days (rolling) in advance.
- E/2.17.1 The accuracy should be measured using the the data held in the Network Occupancy Management System (NOMS) as per Network Occupancy Requirements GM 702 [Ref 2.N].
- E/2.18 A monthly report on seven-day accuracy shall be produced.
- E/2.19 A tool shall compare what did happen, to what was planned to happen seven days in advance, flagging up five sub-categories of outputs. See table E/2.19.

Table E/2.19 5 sub-categories

| Category | Result |
|--|--------|
| Closures that were planned and did take place, with the works commencing within 60 minutes of planned start time | PASS |
| Closures that were planned and did take place, but the works commenced outside of the 60 minutes window | FAIL |
| Closures that were planned but did not take place | FAIL |
| Closures took place but were not known about 7 days in advance | FAIL |
| Closures that weren't anticipated, but were cancelled | FAIL |

- E/2.20 The tool shall then calculate the accuracy rate for performance reporting.
- NOTE 1 *Accuracy rate = Total volume of closures that did take place (number of PASS records) ÷ Total of all closures (number of PASS and FAIL records), expressed as a %.*
- NOTE 2 *The tool will be provided by the Overseeing Organisation.*
- E/2.21 Performance shall be measured via an increasing trajectory of improvement.
- NOTE *The starting level is 41.64% and the incremental target will be advised each year to reach a target of 90%.*

E/3. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

| Ref. | Document |
|---------|--|
| Ref 1.N | National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges' |
| Ref 2.N | Highways England. GM 702, 'Operational requirements for network occupancy' |

E/4. Informative references

The following documents are informative references for this document and provide supporting information.

| Ref. | Document |
|-------------|---|
| Ref 1.l | The National Archives. legislation.co.uk. BFDA 1971 c.80, 'Banking and Financial Dealings Act 1971' |
| Ref 2.l | Highways England. PR101/15, 'Customer Service Strategy' |
| Ref 3.l | Highways England. HE (Customer Service Plan), 'Highways England Customer Service Plan' |
| Ref 4.l | Transport Focus (Passenger Council). Incidents and Roadworks, 'Incidents and Roadworks - A road user perspective' |

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General Principles & Scheme Governance
General Information

GG 902

Northern Ireland National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

Summary

The requirements of GG 902 do not apply in Northern Ireland.

Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated team in the Department for Infrastructure, Northern Ireland. The email address for all enquiries and feedback is: dcu@infrastructureni.gov.uk

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Latest release notes

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Northern Ireland National Application Annex to GG 902.

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Foreword

Publishing information

This document is published by National Highways on behalf of the Department for Infrastructure, Northern Ireland.

Contractual and legal considerations

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

Introduction

Background

This National Application Annex gives the Department for Infrastructure, Northern Ireland-specific requirements for accurate advance notification of planned closures.

Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 1.N] apply to this document.

NI/1. Applicability of this document

NI/1.1 The requirements of GG 902 shall not apply in Northern Ireland.

NI/2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

| Ref. | Document |
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| Ref 1.N | National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges' |

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General Principles & Scheme Governance
General Information

GG 902

Scotland National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

Summary

The requirements of GG 902 do not apply in Scotland.

Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Transport Scotland team. The email address for all enquiries and feedback is: TSSStandardsBranch@transport.gov.scot

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Scotland National Application Annex to GG 902.

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Foreword

Publishing information

This document is published by National Highways on behalf of Transport Scotland.

Contractual and legal considerations

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

Introduction

Background

This National Application Annex gives the Transport Scotland-specific requirements for accurate advance notification of planned closures.

Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 1.N] apply to this document.

S/1. Applicability of this document

S/1.1 The requirements of GG 902 shall not apply in Scotland.

S/2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

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General Principles & Scheme Governance
General Information

GG 902

Wales National Application Annex to GG 902 Customer service standard for accurate advance notification of planned closures

(formerly CHE Memo 439/19)

Version 1.0.0

Summary

The requirements of GG 902 do not apply in Wales.

Feedback and Enquiries

Users of this document are encouraged to raise any enquiries and/or provide feedback on the content and usage of this document to the dedicated Welsh Government team. The email address for all enquiries and feedback is: Standards_Feedback_and_Enquiries@gov.wales

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Welsh Government National Application Annex to GG 902.

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Foreword

Publishing information

This document is published by National Highways on behalf of the Welsh Government.

Contractual and legal considerations

This document forms part of the works specification. It does not purport to include all the necessary provisions of a contract. Users are responsible for applying all appropriate documents applicable to their contract.

Introduction

Background

This National Application Annex gives the Welsh Government-specific requirements for accurate advance notification of planned closures.

Assumptions made in the preparation of this document

The assumptions made in GG 101 [Ref 1.N] apply to this document.

W/1. Applicability of this document

W/1.1 The requirements of GG 902 shall not apply in Wales.

W/2. Normative references

The following documents, in whole or in part, are normative references for this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

| Ref. | Document |
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| Ref 1.N | National Highways. GG 101, 'Introduction to the Design Manual for Roads and Bridges' |

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