

A86 Road Closure w/c 16th January Meeting with BEAR to discuss issues raised by Mr Binny

Bear Offices
11th April 2017

Present: Fiona Brown, Network Manager TS, Tommy Deans & Peter McNab, Network Management BEAR

FB explained the purpose of the meeting was to discuss 4 issues identified by TS further to review of the road closure and subsequent handling of correspondence from Mr Binny.

1. Lack of local information signs during this closure – reasons why and actions being taken.
2. Amnesties – how we consult, advertise, wording used.
3. Terminology – urgent or emergency works.
4. Complaints procedure to be published on the website.

Item #1

TD and PM explained the current process and improvements they have identified between their project engineers (undertaking design and planning of the works) and network management who coordinate road space booking and consultation.

Actions for BEAR:

- Sign drawings to be provided to Network Management in BEAR, by Engineer with road space booking request, to allow them to check.
- For more complex traffic management, Network Management to be given early sight.
- Better training for Engineers when planning signage.
- Each job to be considered individually and not grouped.
- Renew procedures for developing consultation material/checklist to ensure Network team get early sight, can provide feedback and generally be involved in decision for informing public.

Item #2

Previously been discussed with Traffic Scotland and across TS on how to sign local access or amnesties. Sometimes they are timed to allow for scheduled services/ ferry traffic, other times they are as and when works allow. It is challenging to sign. Example legend, "Road closed between X and Y, local access when possible"

Actions for BEAR:

- To be considered on case by case basis.
- If too complicated to sign, have a person situated at appropriate diversion point (if safe to do so) who can provide further explanation.

Item #3

Use of the work Urgency and Emergency in the context of these works were discussed. All agreed that Emergency should not have been used for the planned works. Emergency is the "make safe", as defined in contract, to remove hazard. All recognised situation can change which means planned works become more "urgent".

Actions for BEAR:

Staff training on use of Emergency and Urgent terminology

Item #4

FB explained that TS would like to see the OC's complaints procedures published on their website. TD explained this would be part of the revision of the BEAR Scotland website (currently going through major reform, due to go live in September 2017).

Actions for BEAR:

- Ensure complaints procedure is part of the website redevelopment and is clearly described.