

# Overview and Scrutiny Highways and Transport

Customer Service

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# Highways & Transport

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# Customer Service

Traffic Management & Road Safety

My Journey

Streetworks

Highways Capital Programme Delivery

Transport Planning

Street Lighting

Highway Assets

Major Highway Projects

Active Travel (LCWIP)

Traffic Signals

Community Transport

Highways Development Management

Local Transport Plan

Contract Management

Home to School Transport

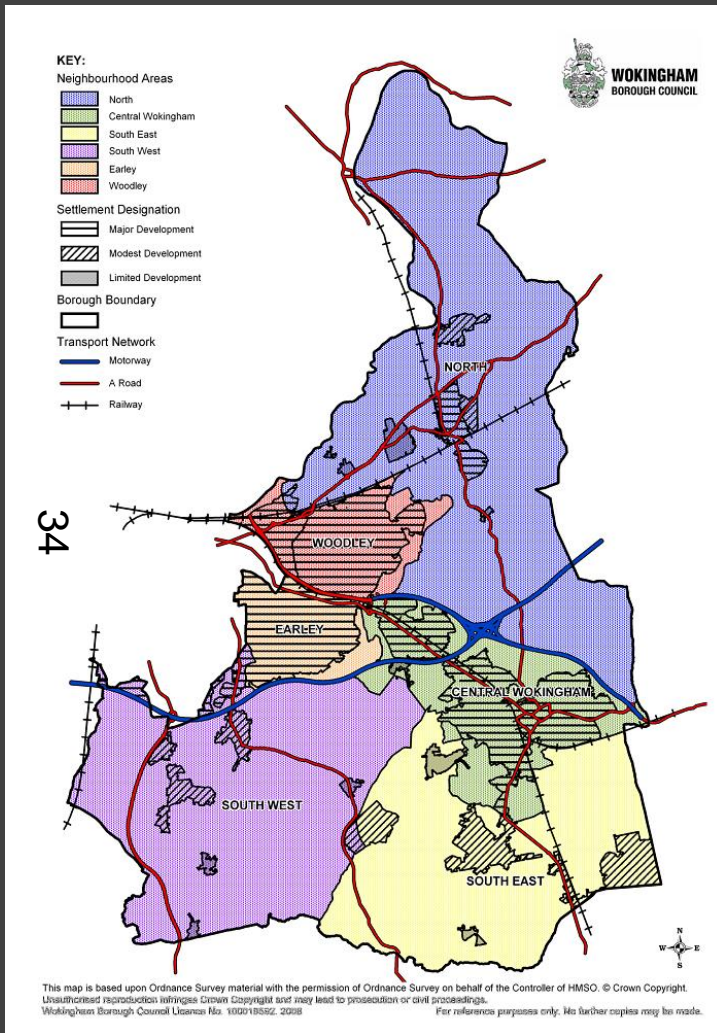
Reactive Highways

Parking Services and Enforcement

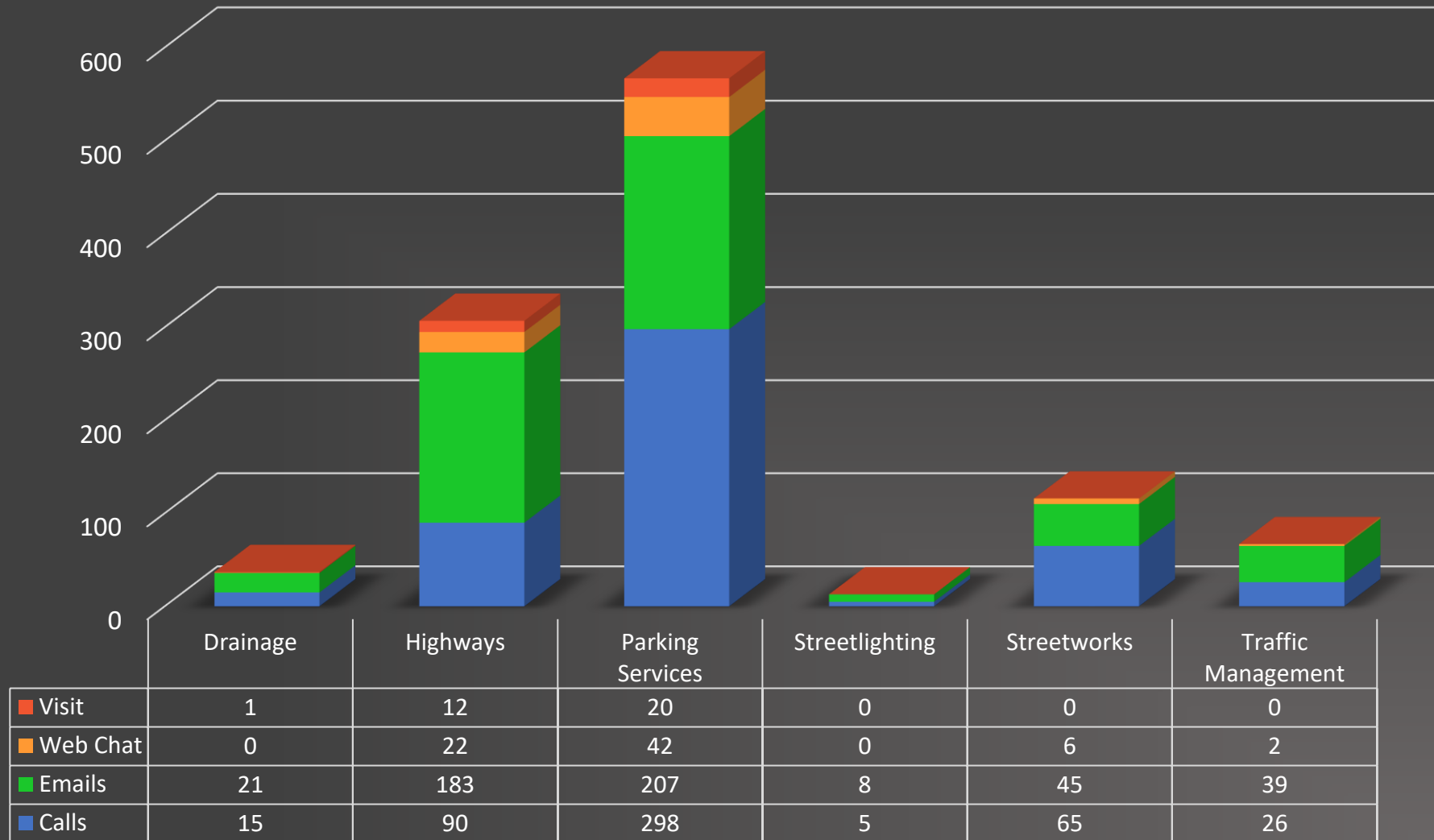
Public Transport

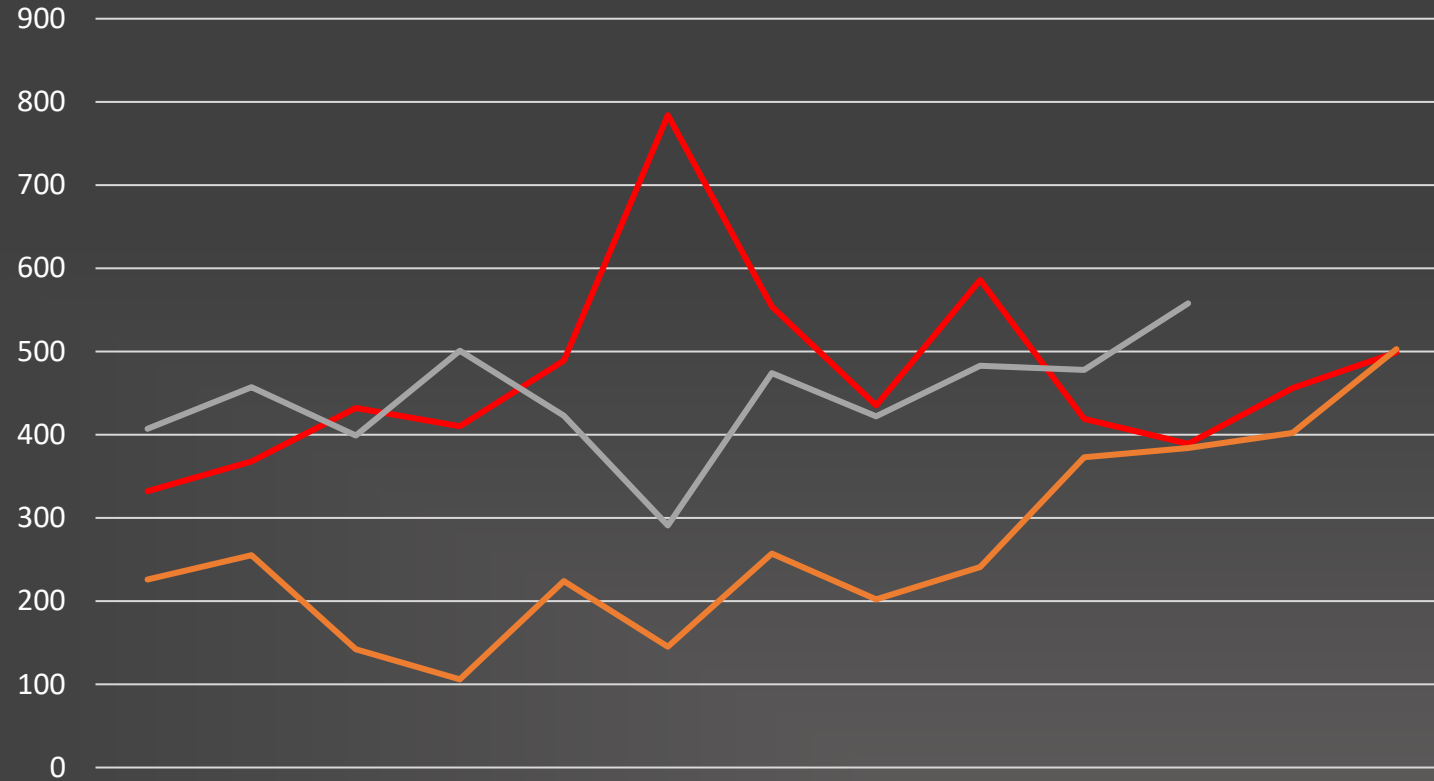


# Wokingham Borough Highway Network



Asset Group	Description
<b>Roads and footways</b>	725 km of roads (including 9 km of motorway) 829 km of roadside footways 5 km of linking footpaths 53 km of off-road cycleways 9 km of on-road cycleways 35,000 Road Gullies 4,500 manholes
<b>Structures</b>	243 structures (including 85 bridges, 77 footbridges, excluding earthworks/VRS system)
<b>Street lighting</b>	16,953 lighting units 2,152 lit signs and traffic bollards Various other associated equipment
<b>Street furniture</b>	Signs, fencing, bins, bollards, benches, street name plates, cycle stands, etc.





	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
<span style="color: red;">—</span> Calls taken by Customer Service	332	368	432	410	489	784	554	435	586	419	389	456	499
<span style="color: orange;">—</span> Emails received by Customer Service	226	255	142	106	224	145	257	202	241	373	384	402	503
<span style="color: grey;">—</span> Calls taken by Volkers	407	457	399	501	423	291	474	422	483	478	558		464

One Team

Partnerships

CRM system (Logging / Tracking / Monitoring / Reporting)

3'c Training

Key Performance Indicators

Contract management and enhanced processes

Market Engagement

Best Practice

Recruitment

Website Improvements

Traffic & Travel / Comms

One.Network

Process Mapping

Frequently Asked Questions

Collaborative Planning

# 38 Potholes



## Causes – surface cracks, water and traffic

- Water seeps into asphalt, freezes and expands
- Asphalt is weakened
- Grit accelerates freeze-thaw process
- Defective utility companies works



# Reporting

website

WBC ([report a problem webpage](#))



Fix My Street



Phone

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## Phone WBC and select Highways option (2)

Issues causing immediate danger should always be reported by phone to 0118 974 6000 (select option 2 for Highways) Monday to Friday, 9am to 5pm.

Call **0800 212 111** if it is outside of our office hours.

The screenshot shows the Wokingham Borough Council website's reporting page. At the top left is the council logo. On the right, there are navigation links for 'Council services' and 'Your Council', and a search bar. The breadcrumb trail reads: Home > Roadworks and outdoor maintenance > Report a problem with roads and streets. The main heading is 'Report a problem with roads and streets', with a sub-heading 'Report potholes, road damage, faults and more'. Below this is a section titled 'In this section' containing a grid of 13 reportable issues, each in a light blue box with a link:

- Report flooding and problems with drainage
- Report potholes and road damage
- Report problems with streetlights and lit bollards
- Report problems with traffic lights
- Report broken or missing signs
- Report problems with road markings
- Report problems with public rights of way
- Report problems with manhole covers
- Report debris or obstruction in the road
- Request dead animal removal
- Report an abandoned vehicle
- Report fly-posting
- Report a problem with litter bins

# Highway Defects - Including Potholes

## Category 1

Defects that require urgent attention because they represent an immediate or imminent hazard to the highway user prioritised as follows:

Cat 1A – Works to be repaired or made safe within 2 hours of notification to the Contractor.

Cat 1B – Works to be repaired or made safe within 24 hours of notification to the Contractor.

## Category 2

Defects which are deemed not to represent an immediate or imminent hazard to highway users, nor will they deteriorate to become a hazard before they are repaired within 28 days for Category 2A or before the next inspection cycle for Category 2B prioritised as follows:

Cat 2A – Works to be repaired within 28 days.

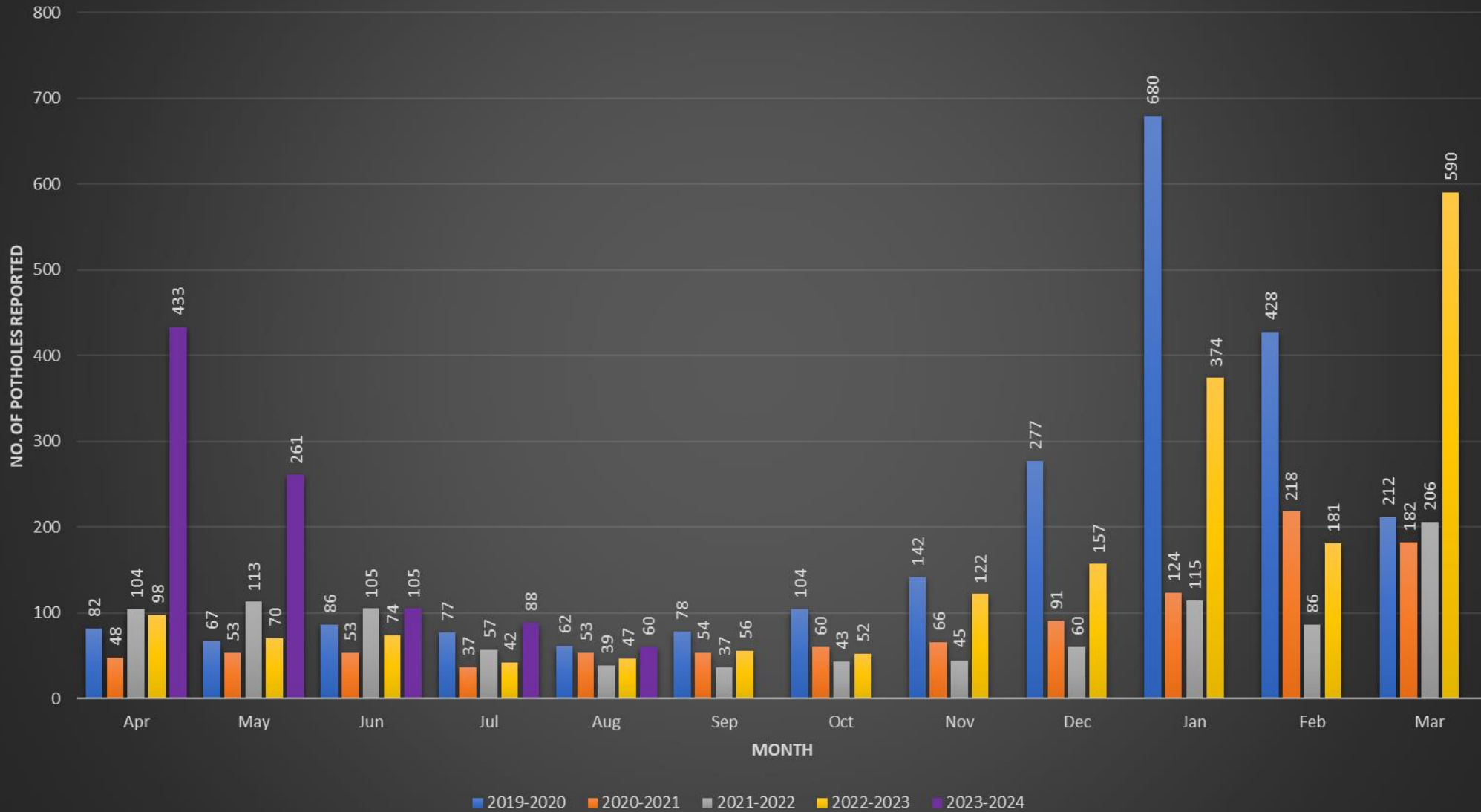
Cat 2B – Works to be referred to the Asset Owners to be considered for Planned Maintenance

- The council has a WHIP (Wokingham Highway Inspection Policy)
- The WHIP is fundamental to Wokingham discharging its duty as a highway authority under Section 41(1) of the Highways Act 1980, to maintain all highways maintainable at public expense.
- Driven and Walked inspections
- All safety defects that represent a risk to highway users are recorded and the level of response determined on the basis of the Highway Safety Inspector’s judgement.
  - For example, the degree of risk from a pothole depends upon not merely its depth but also its surface area, the severity of the side wall and location. The Highway Safety Inspector will adopt a risk based approach to determine whether to take, or not to take action, and what action if determined necessary.
- Work completion (2 hours, 24 hours, 28 days or longer)

Table 9: Risk Matrix

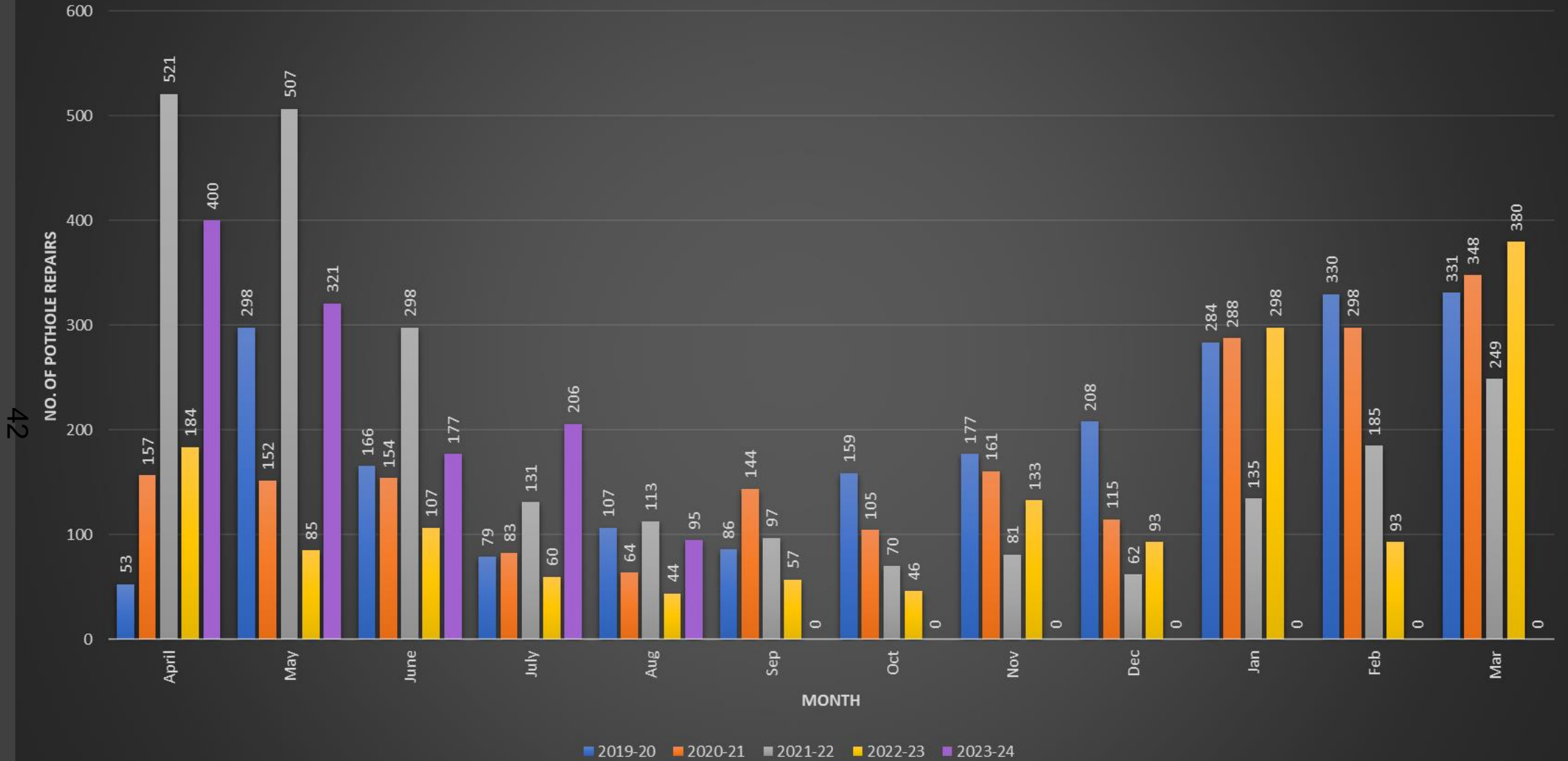
Severity of Incident	Likelihood of Incident			
	Very Low (1)	Low (2)	Medium (3)	High (4)
Negligible (1)	1	2	3	4
Minor (2)	2	4	6	8
Significant (3)	3	6	9	12
Severe (4)	4	8	12	16
Response Category	Cat 2B	Cat 2A	Cat 1B	Cat 1A

## Pothole Reports via the Highways Information Management System (HIMS), April 2019 to August 2023 (Aug 2023 data provisional)



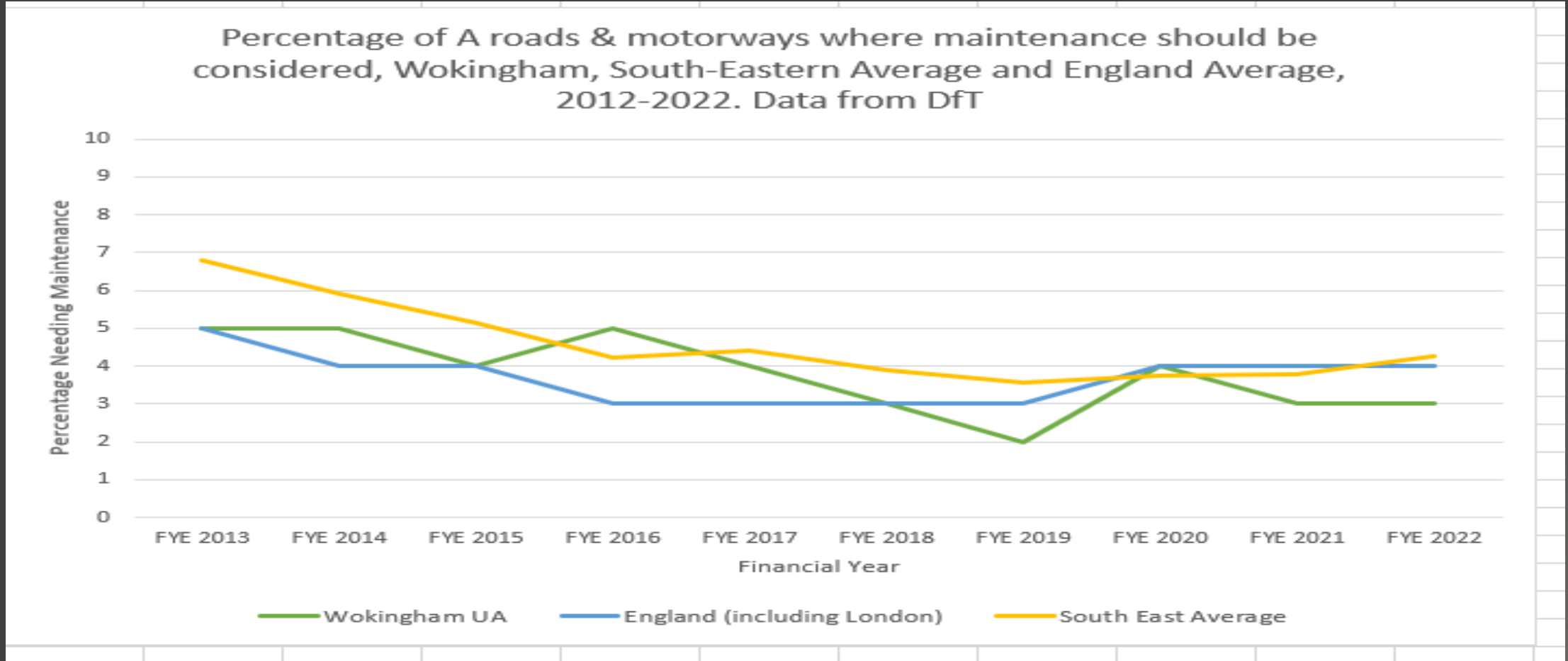
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## Pothole Repairs per Month, 2019 to 2023 (Aug 2023 numbers provisional)



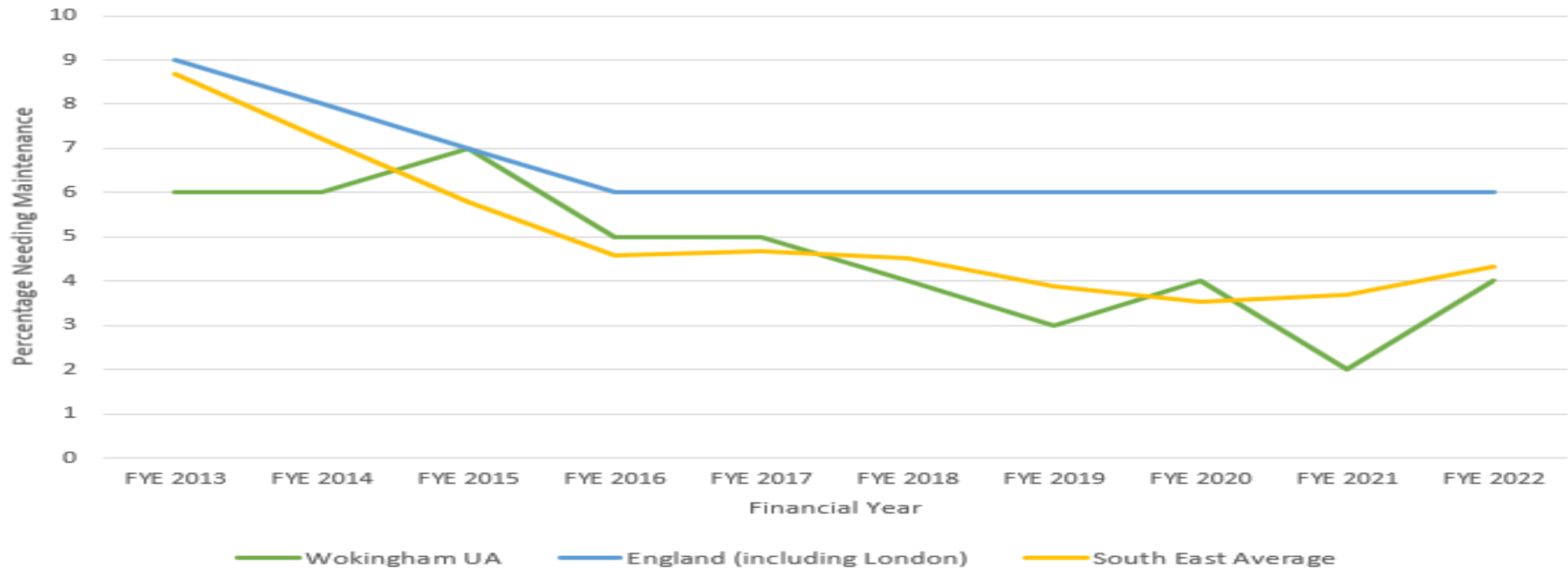
# WBC road network overview

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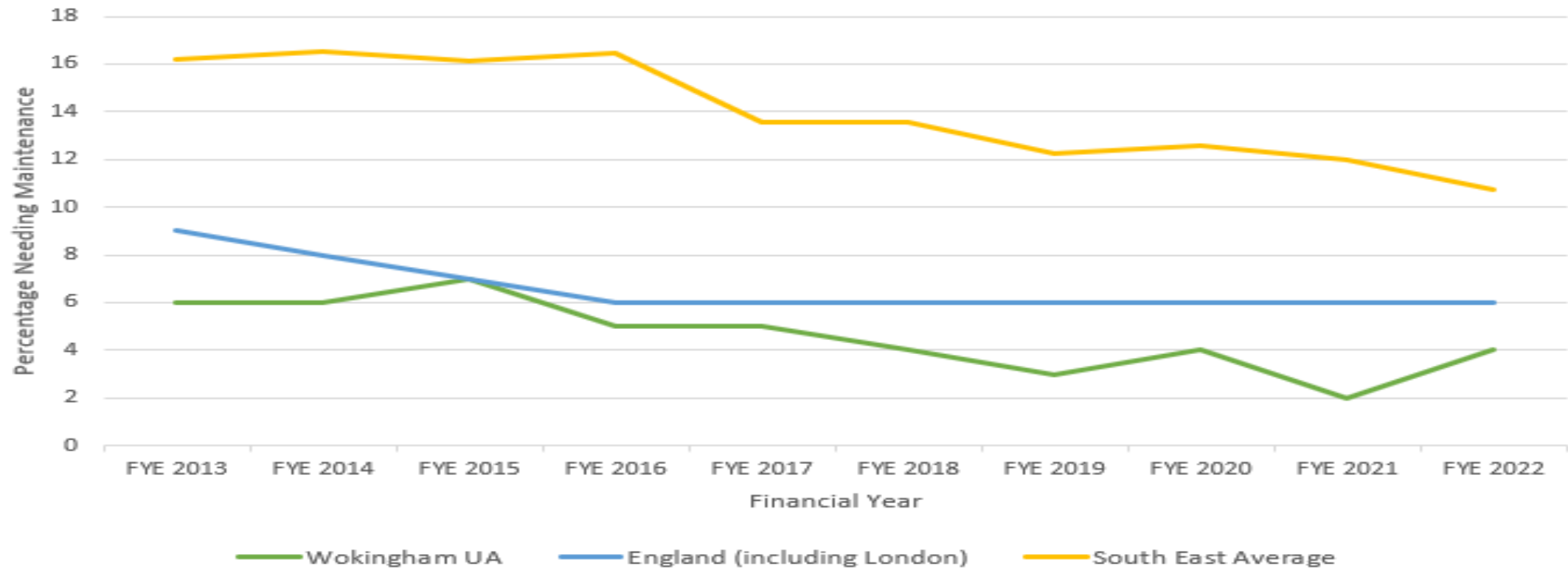




Percentage of B & C roads where maintenance should be considered,  
Wokingham, South-Eastern Average and England Average, 2012-2022.  
Data from DfT



Percentage of unclassified roads where maintenance should be considered, Wokingham, South-Eastern Average and England Average, 2012-2022. Data from DfT



# Traffic Management Small Project

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# Main functions within the traffic management team

- **Parking Services and Enforcement**
- **Traffic Signals**
- **Personal Injury Accident data analysis & Local Safety Schemes**
- **Pedestrian Crossings**
- **Traffic Regulation Orders**
- **Vehicle Crossovers**
- **Road Signs**
- **Road Markings**
- **Traffic Calming**
- **Road Safety**

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# Traffic Management Requests

- Typical requests include:
  - Pedestrian crossings
  - Parking restrictions  
(School Keep Clears, Single Yellow Lines, Double Yellow Lines)
  - Road Signing / Road Markings
  - Traffic Calming
  - Speed limit changes

## ***Average number of request per annum received by the Traffic Management Team***

*200+ for parking restrictions/amendments across the borough*

*40+ for pedestrian crossings*

*100+ for traffic calming/speed limits*

*75+ requests for signing/lining*

*150 applications for Vehicle crossovers*

- All requests should be made via the Councils website
- Assessments will include analysis of collisions and personal injury accidents, existing traffic speeds & road conditions (including presence of/issues relating to parking), signing, pedestrian and cycle activity, ease to cross the road, existing facilities, impact of change on surrounding area and whether design requirements can be met.
- For Speed limit changes, liaison with the Police is key.
- Should a small (<£10k) proposal be supported, delivery will be subject to budgets, and any statutory processes i.e. TRO, Executive Sign off.
- Larger, (>£10k) schemes would be subject to budgets, and forecast planning in the capital programme, and any statutory processes i.e. TRO, Executive Sign off.



# Traffic Management Service Requests

[Traffic management \(wokingham.gov.uk\)](http://wokingham.gov.uk)



[Home](#) > [Roadworks and outdoor maintenance](#) > [Traffic management](#)

## Traffic management

Request new road signs, markings and new traffic management

### In this section

[Apply for a Traffic Regulation Order](#)

[Apply for access protection markings](#)

Apply for markings for your dropped kerb

[Apply for new traffic management](#)

[Road markings](#)

[Road signs](#)

[Traffic calming](#)

[Wokingham Traffic Regulation Orders \(TROs\) Procedures](#)

# 50 TRO Process

- **Requests requiring a TRO will first be assessed by officers**
  - If speed limit relates, traffic data will be collected, and results discussed with the police.
- **If supported a scheme will be drawn up**
- **Informally consultation with affected residents and local councillors.**
- **Agreed scheme will then be taken through the statutory process**
  - Advertise Notice of Proposal for a 21 day during which Objection are sought
- **Depending on responses received decision to proceed will be via IEMD or at EXECUTIVE**
- **Legal process to Seal order and then to publish Notice of Making before ordering works to implement**

# Questions



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