

## **Progress Report No 1 (Feb 2010) – Mayor’s Code of Conduct for Roadworks**

### **- agreed with major utility service providers**

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## Foreword

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The installation of modern communications and the maintenance and renewal of water, power, and gas supplies are all crucial to maintain and grow London's position as a premier global big city. However, road users have too often been the victims of roadworks; forced to crawl along, or worse, sit stationary in traffic-clogged streets, creating frustration and costing businesses time and money. This is why in April 2009 the Mayor agreed a Code of Conduct for Roadworks with the five largest utility companies that went beyond existing regulations in seeking to minimise the impact of roadworks on the movement of people and goods around London. This voluntary Code complements statutory measures, such as the London Permit Scheme introduced by the Mayor on 11 January 2010.

The Code of Conduct has already resulted in encouraging signs of better managed roadworks – for example there has been an increase in the amount of work taking place outside of peak hours – but the Mayor wants to go further. Following discussions between TfL, the Mayor's Office and the Code's signatories, this report proposes that each of the eight sections of the Code is strengthened, and that two new sections are incorporated.

The Mayor appreciates that there is still much more that can be done but the strengthening of the Code of Conduct and the introduction of the London Permit Scheme are steps in the right direction. Indeed the utility companies are using the Mayor's Code of Conduct as a template for a national Code, evidence of London's leadership in this area. I therefore welcome this report which demonstrates the Mayor's determination to do everything that is possible to minimise the impact of roadworks on travelling Londoners.

Kulveer S. Ranger, Mayor's Transport Advisor

## Executive summary

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Since April 2009 Thames Water, National Grid Gas, EDF Energy Networks, BT Openreach and Virgin Media have been working by voluntary agreement under The Mayor's 'Code of Conduct for Roadworks'. The Code is structured around eight sections:

1. Permitting
2. Sharing long term plans
3. Increasing plating
4. Working outside peak hours
5. Standard information signage
6. Inspections
7. First time re-instatements
8. Good practice

The monitoring outcomes for the first six months of the Code's operation show encouraging signs of improvement in three of these sections, with an increase in working outside peak hours, a favourable reduction in the number of works inspected requiring improvement for safety reasons, and only a small number of sites failing to display standard information signage.

Based on the results thus far, this report proposes that each of the eight areas is strengthened, including the addition of targets for two of the sections: First Time Reinstatements and Standard Information Signage. It is also recommended that two new sections are added to the existing eight: Improved Reinstatement – to help ensure that the fabric of the road is left as strong as it was before the roadworks took place; and Responding to Roadway Surface Defect Notices – to improve the response of utilities to reports of surface defects. Furthermore a sixth utility company – Southern Gas Networks (operating in south London) – has agreed to join the Code of Conduct, which can only strengthen the Code's effectiveness.

The proposed evolution of the Code demonstrates the commitment of all involved to continue with this voluntary approach, which is proving to be a valuable contribution in minimising the impact of roadworks on the movement of people and goods around London.

## Introduction

In April 2009, five major utility companies active in London made an agreement with the Mayor of London and Transport for London (TfL), regarding the management of roadworks that goes beyond the various codes of practice and regulations established in law. This is the first progress review and incorporates monitoring outcomes from the first six months. The utilities involved with the Mayor’s Code of Conduct on Roadworks were Thames Water, National Grid Gas, EDF Energy Networks, BT Openreach and Virgin Media.

Roadworks are one of several significant causes of congestion. They are carried out by highway authorities and by utilities, to enhance, maintain and repair their networks of roads, pipes and cables. There are 34 highway authorities in London (TfL and the 33 boroughs) managing about 13,000 km of road, and around 100 utilities licensed to carry out street works. Not all roads carry the same volumes of traffic, nor are all utilities of equal size. The Mayor’s Code is being applied by the signatory utilities to all their operations, but this review addresses only data relating to the Transport for London Road Network (TLRN) operated by TfL. The TLRN carries one third of all vehicle miles in London and the five utilities together carry out 50% of the works on its footways and carriageway, and 90% of the utility street works (see the Appendix for detailed data).

### Roads are vital to London

Almost all freight is carried on the roads, which are also used for private vehicles, and by cyclists and pedestrians. Around six million passengers use the bus service daily. Overall, four out of every five journeys depend entirely on the smooth operation of the roads.

Mode	Volume - millions	Proportion
Rail	2.1	9%
Underground / DLR	2.2	9%
Bus (including tram)	3.3	14%
Taxi	0.2	1%
Car	9.6	40%
Motor cycle	0.2	1%
Cycle	0.5	2%
Walk	5.7	24%
All modes	23.8	100%

Source: London Travel Report

Underground there are thousands of miles of service supply pipes, cables and other equipment. Maintaining the underground networks generates roadworks, and maintaining the roads requires roadworks by the highway authorities. There are about 1 million works a year on all London’s roads, and around 40,000 on the TLRN. Works are categorised according to their anticipated

duration. The table shows the utility street works arising during the review period.

**All utility roadworks on the TLRN, May – October 2009**

<b>Type</b>	<b>Definition</b>	<b>Notice to TfL</b>	<b>By signatories</b>	<b>Other utilities</b>
Major	Taking longer than 10 days to complete	Three months	183	50
Standard	Less than 10 days but more than three	10 days	1415	176
Minor	Three days or less	3 days	5016	436
Immediate – urgent	Must be done, but can wait until off-peak	Up to two hours after emergency discovered	3671	110
Immediate emergency	Needs immediate action as poses a public safety hazard or compromises security of supply	Up to two hours after emergency discovered	326	217

### The challenge of congestion

Congestion arises when demand for space to move outstrips capacity. A major cause of congestion in London is simply too little capacity and anything removing capacity exacerbates the situation. Roadworks are significant contributors, but not the only factor. For example, road traffic accidents can cause major disruption, as can other events and emergencies. The London Streets Traffic Control Centre (LSTCC) helps mitigate unusual or unexpected congestion.

### Causes of unusual congestion managed by LSTCC, 2008-09

#### Severe and serious congestion

Severe - traffic is stationary for three minutes or more, or slow moving with extensive queue  
 Serious - stationary for less than three minutes, abnormal for the time of day, or long queues out of the ordinary

Cause	Number	Proportion of number - %	Proportion of duration - %
Accidents	466	40	31
Breakdowns	183	16	8
Authority planned works	95	8	15
Authority unplanned	22	2	2
Utility planned	45	4	11
Utility unplanned	33	3	8
Special events	43	4	4
Unplanned events	25	2	1
Other	254	22	20

### Regulation and Electronic Transfer of Notices (EToN)

The way roadworks are carried out is regulated by law, specifically the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. These Acts are supplemented by extensive codes of practice agreed between highways authorities and utilities under the supervision of the Department for Transport. Additionally, the utilities are commercially regulated to protect consumers from any monopoly abuse. The commercial regulators agree pricing and cost structures with the utilities, and limit the costs that can be passed through to consumers, including the costs of network management.

A crucial aspect of the works management regulations addresses the information passed between road authority and utility works promoter. The promoter is required to give 'notice' of works to the authority, who in turn ensure that they are carried out without hazard to road users and attempt to keep the traffic flowing around the works. Since 11 January 2010 a permit scheme has replaced notices for works affecting borough roads in some parts of London, and on the TLRN. This gives these highway authorities better control over the conditions of working and the timing of works.

Monitoring information about roadworks is collected through street works registers and 'EToNs' (**E**lectronic **T**ransfer of **N**otices). The EToNs are prepared by the works promoter in a standard format and placed on a register of all works to enable the works coordinators in the authority to gain an overview of planned activity, coordinate works and manage the traffic accordingly.

## The Mayor's Code of Conduct for Roadworks 2009-10

The Mayor of London, Transport for London and five key utility companies are working together to reduce the inconvenience caused by roadworks to London's road users, businesses and residents. They undertake to joint working and collaborative practices, in particular the following:

### 1. Permitting

The permit schemes are being rolled out across London before the DfT approves formal applications from local authorities to run them. During this roll-out we will prove software systems and ensure that the necessary process changes are put in place prior to going live.

### 2. Sharing Long Term Plans

Local authorities and utility companies will continue to share their long term plans for upgrade, maintenance and new connections across London, especially on the routes likely to be required for the 2012 Olympic Games.

### 3. Plating

We will take all opportunities for plating over or applying bridging techniques to our excavations, where this is safe and practical to do so. This will ensure a rapid return of carriageways and footways to road users and pedestrians.

### 4. Working Outside Peak Hours

We will work at the times of the day which minimise disruption to keep London moving and reduce excessive traffic delays. We will consider 24 hour working, 7 days a week at locations where environmental concerns can be overcome and disturbance to residents kept to a minimum.

### 5. Standard Information Signage

We recognise the importance of adequate signage of diversion routes and the value of courtesy notices, which provide details of works and their likely completion date. We will provide work site courtesy boards containing contact details together with an update on the progress of works. This is particularly important for sites that are to be unattended for any length of time.

### 6. Inspections

We will inspect our works on footways and carriageways on a regular basis and will promptly rectify all aspects of the site that do not meet appropriate standards.

### 7. First Time Re-Instatements

We will aim for first time permanent re-instatements at all sites as another way of reducing delays and disruption.

### 8. Good Practice

Spreading good practice is a key to raising awareness and driving performance improvement. We agree to share examples of good practice and adopt the highest standards that emerge from this awareness. We will meet regularly to review progress in meeting this code of conduct.

## Sections of the Code reported through EToN: evidence of progress and actions for the future

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The EToN system captures information of direct relevance to four of the eight Mayor's Code sections, addressed individually below. This chapter reviews this information to provide comparisons between performance in the past and during the review period. The code of practice setting the standard format for EToNs was amended in April 2009, invalidating some comparisons between the period of the Code's operation and the same period the year before. Works management is seasonal, so comparisons need to be made with the same time of year.

### Working outside peak hours (Code, point 4)

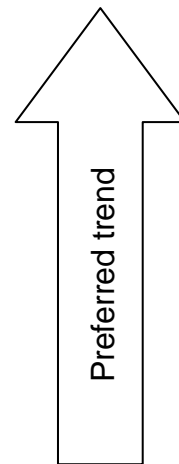
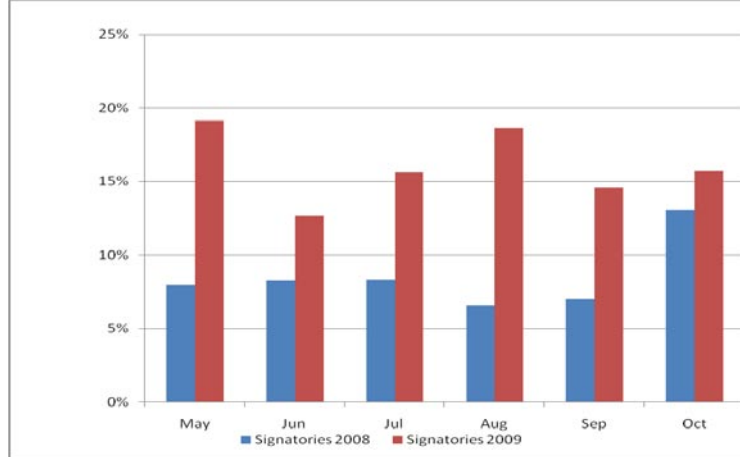
**“We will work at the times of the day which minimise disruption to keep London moving and reduce excessive traffic delays. We will consider 24 hour working, 7 days a week at locations where environmental concerns can be overcome and disturbance to residents kept to a minimum.”**

London's roads are most stressed during the peak hours, so the impact of works can be reduced if they are carried out either before or after these times. Not all works can be done off-peak. They may be noisy and disturbing to residents, and darkness makes some operations more hazardous to the workforce. Wage rates are often higher, making off-peak working more expensive.

There has been a general increase in off-peak working by all works promoters, reflecting the efforts of TfL's coordinators to set favourable timing conditions, but there has been a more substantial improvement by the signatories.

One contribution to this improvement is the progressive introduction of more flexible working hours for the works implementation gangs. Increased flexibility allows a better accommodation of traffic sensitive periods, the importance of which is now better understood as a result of better collaboration between utilities and authorities.

**Trends in signatory utility performance**  
**- proportion of works being undertaken outside peak hours**



**Action for the future**

Works promoters will endeavour to work at the times of the day which minimise disruption to keep London moving and reduce excessive traffic delays. In planning works, and with due regard for the safety of operatives and the public, consideration will be given to 24 hour working, 7 days a week at locations where environmental concerns can be overcome and disturbance to residents kept to a minimum.

**Standard information signage (Code, point 5)**

**“We recognise the importance of adequate signage of diversion routes and the value of courtesy notices, which provide details of works and their likely completion date. We will provide work site courtesy boards containing contact details together with an update on the progress of works. This is particularly important for sites that are to be unattended for any length of time.”**

Neither ETONs nor inspections record the presence of effective diversions, but regulations do require standard site courtesy information boards so TfL’s inspectors check for the presence of these. The number of sites without the regulation information is small, just 16 of the 23 observed were attributable to signatory operations, out of over 573 inspections of active utility sites in the six months of the review period.

Efforts have been made by signatories to provide enhanced information on major and standard works, which are present on site for a minimum of four days. This enhanced information, which includes a description of the purpose of the works, is reported by signatories to have reduced the number of enquiries about works, and in particular complaints about unattended sites.

TfL now provides information about all works, including contact information of the owner, online at <http://public.londonworks.gov.uk/roadworks>. Irrespective of whether a notice board is displayed, members of the public are able to search by location or on a map, to find out details of the date and duration of the works, and the contact details for the works promoter. The 'public register' system covers all roads in London by taking data from LondonWorks, an information system provided by TfL for use by all authorities to assist them with delivering their Network Management Duty, as required by the Traffic Management Act 2004. Utilities can also make use of the information in LondonWorks, to help them coordinate their activities with those of other organisations. The public site was made available in July 2009, and has not yet been actively promoted. In the eleven weeks for which data is available, the website has been used by over 2,000 people.

#### Action for the future

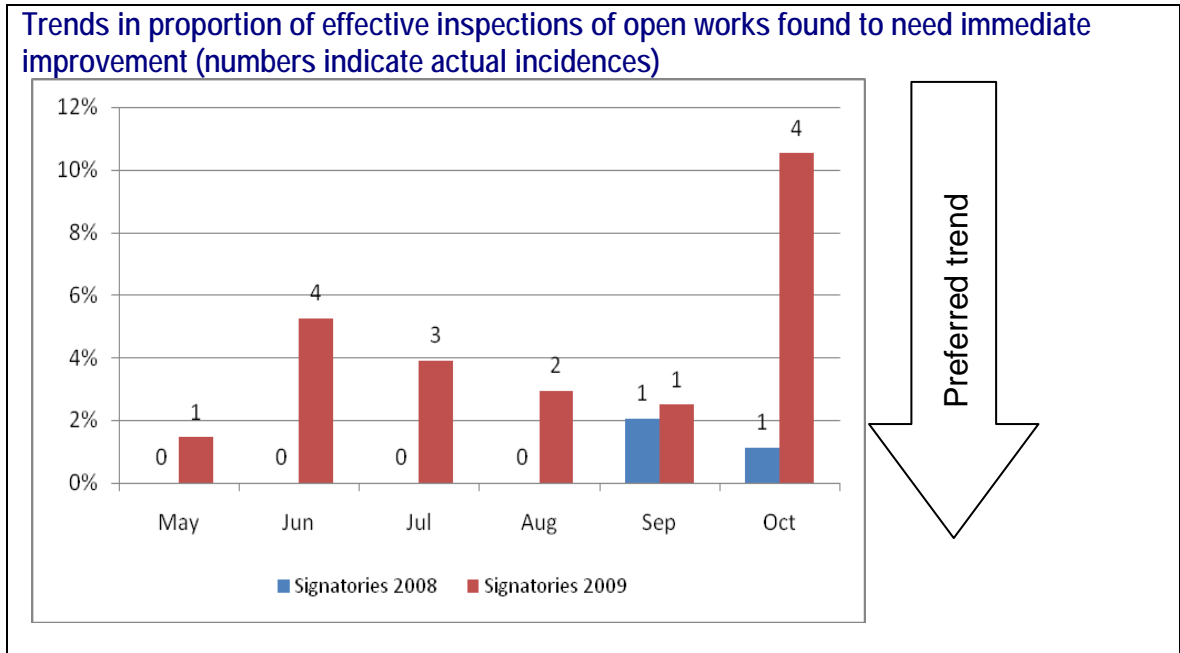
Works promoters will agree a standardised form of enhanced public information provision, and TfL will modify its inspection procedures, to monitor its presence on major and standard works, against a target of 80% presence. The public register will be actively publicised.

### Inspections (Code, point 6)

**“We will inspect our works on footways and carriageways on a regular basis and will promptly rectify all aspects of the site that do not meet appropriate standards.”**

Works can present a significant hazard to the travelling public, and TfL inspects a selection of works daily. Notices only hold information about the dates that works may be undertaken, and for minor works the hole may only be open for a few hours. A works site may be inspected by TfL at three possible times: when in progress, within six months of closure and within the last three months of the 'guarantee period' (normally two years but can be three years for deep excavations), to check any degradation of the road surface.

The chart shows the pattern of 'category A' dangerous failures (occasions where an open works is discovered to be sufficiently hazardous that immediate rectification is required).

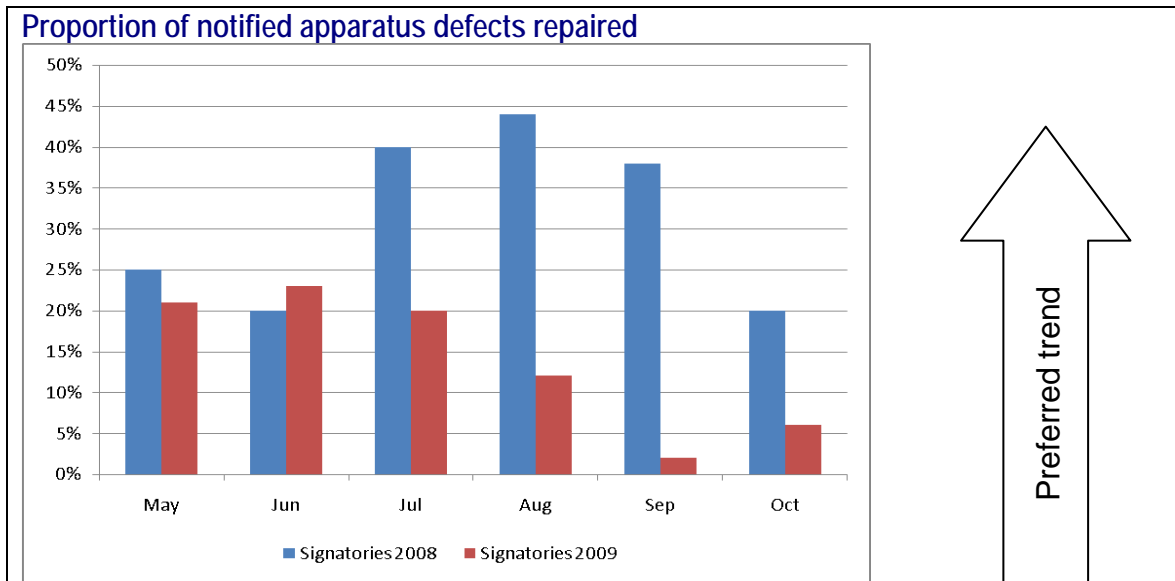


The proportion of dangerous works is, of course, a small proportion of those inspected, which in turn is only a sample of all works. There is a generally favourable trend in the quality of the works by the signatories during the Mayor’s Code review period, although performance does not yet match that of the preceding year.

The sudden rise in October 2009 may be a statistical anomaly rather than a reversal of the improving trend. Many works are of very short duration, and may have been cleared before the inspector arrives, resulting in an ‘abortive’ visit. The number of abortive visits in October 2009 was over twice that of September 2009 – nearly 60 – for no discernable reason, meaning that the number of works available for actual inspection was reduced; this may account for the number of dangerous works (four) appearing disproportionately high.

Utility companies also carry out their own inspections, quality audits and reviews, to ensure that their contractors are operating properly. It would be helpful if this knowledge was shared to get an overall picture of the quality of works undertaken. Works are discussed at quarterly coordination meetings, which could be an opportunity for data exchange.

A separate aspect of works by utilities arises when their equipment is found to have failed, independent of any works being carried out on it. This is not covered by the NRSWA regulations, but the authority is required to notify the equipment owner of any defects observed and the utility to make remedy. Dangerous defects must be addressed within two hours. Defects that can seem trivial – such as a loose manhole cover which rocks noisily – may be a source of annoyance in the neighbourhood, and can of course become dangerous.



The chart above shows the defects notified and repaired, as a proportion of the total notified to the utility. After initial improvement over the summer, the trend is adverse, with progressively smaller proportions of problems being addressed, with some recovery in October.

**Action for the future**

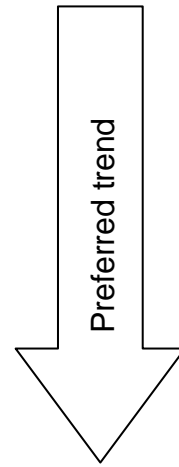
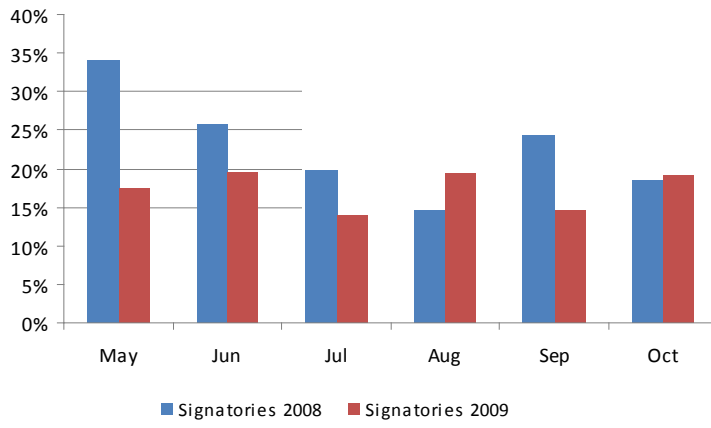
Damaged or failed apparatus such as manhole covers and control boxes can present a public safety hazard. Works promoters and authorities will assist the Highway Authorities and Utilities Committee (UK) to finalise, by April 2011, a process where the apparatus owner acknowledges receipt of the defect information, implements standard response times for repairs and provides regular progress reports until the defect is remedied.

**First time reinstatements (Code, point 7)**

**“We will aim for first time permanent re-instatements at all sites as another way of reducing delays and disruption.”**

Once the underground network activity is finished, the road has to be returned to its highway purpose, at a quality that makes the reinstated road no more likely to fail than normal. The reinstatement of excavations is only done when all work and testing of the repair or installation has taken place. All the backfill and structural reinstatement is, where possible, done at the same time – known as first time reinstatement. If this is not possible the last top construction layer is replaced as a temporary surface known as interim reinstatement. Interim reinstatement is used to return the road to use as quick as possible whilst the final surface layer material sourced. Interim reinstatement has the disadvantage of requiring a second set of works to replace the top surface layer. However, if a works site has a longer overall duration because of waiting for the permanent resurfacing, this too can cause avoidable congestion.

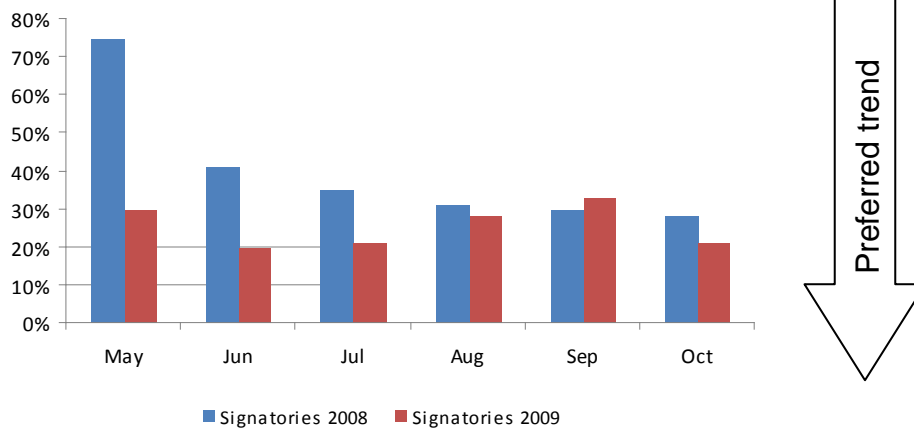
### Proportion of works with interim reinstatements



permit, ranging from £40 - £240 depending on works type and location. Each authority operates its own permit system, and 18 boroughs and TfL have been authorised by the Secretary of State for Transport to operate permits.

At present, there are indications that utilities issue notices ‘in case’ they have time to complete more works than they actually achieve or to minimise return visits. Unused notices are subsequently cancelled. Cancelled notices waste authorities’ time, as staff attempt to coordinate traffic around obstructions that never materialise. As permits, unlike notices, are not free, it is likely that the proportion of cancelled notices will fall from its current average of one in five of all notices. Under permits the utility will still be required to pay for the permit if they cancel that works after the permit has been issued.

**Proportion of notices subsequently cancelled**



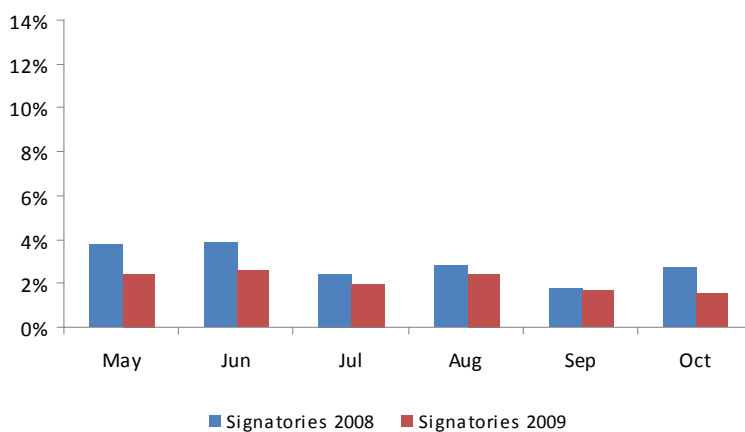
## Sharing long term plans (Code, point 2)

**“Local authorities and utility companies will continue to share their long term plans for upgrade, maintenance and new connections across London, especially on the routes likely to be required for the 2012 Olympic Games.”**

The sooner an authority knows about a utility’s intent to work in a particular location, the better it can make arrangements to reduce the congestion likely to be caused. Amendments to the EToN regulations in April 2009 created ‘forward planning notices’ to supplement the existing regime of ‘Section 54’ notices. Both of these systems enable the works promoter to give early information about its intent to do works. Forward planning EToNs are voluntary, and give an indication of locations and likely dates of works, Section 54 notices are mandatory, and while they can be given at any time, they are usually supplied close to the minimum time of three months ahead as this gives the utility the maximum flexibility in works planning. Forward planning EToNs are mostly used for major works (those expected to take more than 10 days to complete), which are the least common of the three types of planned works, but are those planned with the greatest lead time.

The chart below shows that the proportion of Section 54 notices received from signatories through the EToN system has remained roughly constant; it is lower than the ratio for non-signatory organisations. This may be a reflection of the types of works undertaken. Additionally, there is an alternative means of advising authorities and other utilities of plans, through the Forward Planning system in LondonWorks, which is more used by the signatories than the other promoters.

Major works notices as a proportion of all notices received



together to minimise the impact of works before and during the Games on the Olympic Route Network. Sharing planned works information is one contribution, others being developed include increased co-working on sites, and sharing depots for rapid deployment of repair teams in the event of the need for emergency works.

It is easier for authorities to use early information when it is received by EToN, as the information moves directly into the street works register used for works coordination. The authorities' street works registers are statutory systems which are not easily made compatible with the works scheduling tools in use by the major utilities. Within the review period, only 128 Forward EToNs were received by TfL, 127 relating to its own highway works.

#### Action for the future

Local Authorities and utility companies will continue to share their long term plans for upgrade, maintenance and new connections across London. An increased number of early notices received as forward planning EToNs would increase efficiency of works coordination. Additionally works promoters will target sharing plans for works on the Olympic Route Network and collaborate with the Clearway 2012 project.

### Plating (Code, point 3)

**“We will take all opportunities for plating over or applying bridging techniques to our excavations, where this is safe and practical to do so. This will ensure a rapid return of carriageways and footways to road users and pedestrians.”**

Covering over excavations to return the footway or carriageway to safe, normal use where practical reduces traffic impact, but depends upon the availability of suitable plating systems. At present, plates are available which can cover narrow excavations (up to 700mm) across a road or junction, but not yet trenches along the direction of travel. Whenever plating is used, it should be designed into the method of working and take account of the road structure.

Utilities are all reviewing the potential for plating, and Thames Water (TW) has proved the concept in its Victorian Mains Replacement programme, making the use of plating a contract performance measure.

#### Action for the future

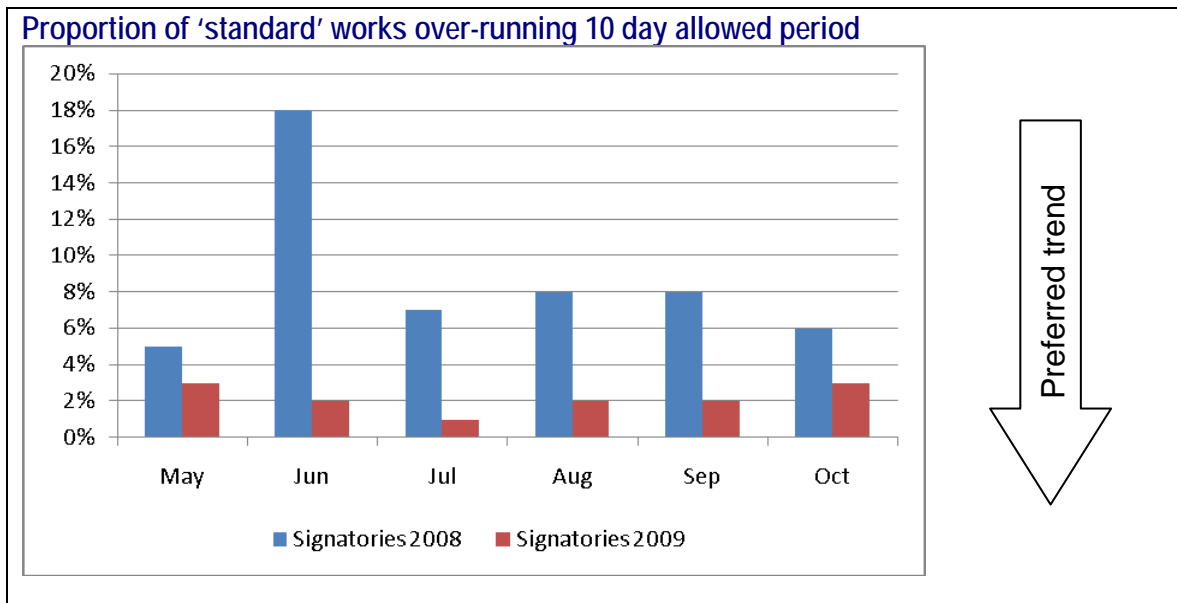
All works promoters will consider the use of plating at sites where its use is safe and can reduce network occupancy at sensitive times, and will report the number of such sites by using the term 'plating use' in their notice/permit documentation. This will temporarily and rapidly return the carriageways and footways to use by road users and pedestrians.

### Good practice (Code, point 8)

**“Spreading good practice is a key to raising awareness and driving performance improvement. We agree to share examples of good practice and adopt the highest standards that emerge from this awareness. We will meet regularly to review progress in meeting this code of conduct.”**

One important aspect of good practice is providing accurate information, and abiding by the conditions of the notice. In particular, failing correctly to assess the likely duration of works can cause unnecessary congestion. With nearly one million works being undertaken each year in London, it is inevitable that some will overlap, with additive congestion impact. Authorities aim to reduce the presence of works that conflict, but if works are unexpectedly present outside the authorised period then problems will arise.

The graph shows that the signatory utilities have improved the accuracy of their noticing with regard to Standard Works (4 - 10 days duration). Previously, one in ten of these works should properly have been notified with a three month notice period. As a result, they are more often providing authorities with the required time to manage traffic impacts.



The National Joint Utilities Group - of which all signatories are members - puts considerable effort into promoting good practice, and maintains a library of examples, case studies and award-winning efforts.

## New sections to extend the scope of the Code in the future

Aspirations for future performance on the eight areas of the Code agreed by signatories for year one (2009-10) have been described above. Two additional areas identified for incorporating into the Code have also been identified.

### Improved reinstatement

Regular inspections review the surface of the roadway, but often problems lie deeper and can only be revealed by taking test cores of the excavation. Common experience of authorities undertaking coring programmes is that as many as four out of five sites show that the reinstatement falls short of the quality specification. This means the fabric of the road can be left weakened and creates either a need for repairs by the utility (avoidable works) or requires earlier highway works (more frequent works).

#### Action for the future

To ensure the road is reinstated to a good standard after roadworks take place, all authorities and utilities will share their coring data, to determine the reasons for failures and develop a prioritised action plan for improvement.

### Responding to roadway surface defect notices

A utility is allowed until the end of the next working day to respond to information about an observed, non-dangerous road-surface defect, either agreeing on a repair, challenging that a defect exists or agreeing to an on-site discussion within 10 days. If there is no response (and there are no penalties prescribed for non-response), a repeat inspection is required. Overall, the failure to respond to the first notice of defect creates inefficiencies, and increased administrative costs for the authorities.

#### Action for the future

Authorities and works promoters will together review examples of past practice for identifying and reporting surface defects caused by roadworks and by October 2010 agree a schedule of defect types and the timeframe and type of response appropriate to each type.

## Appendix

### Base data

Definitions of works types, and number arising on the Transport for London Road Network in the review period.

<b>Type</b>	<b>Definition</b>	<b>Notice to TfL</b>	<b>Sig</b>	<b>Non-Sig</b>	<b>Total utility</b>	<b>TfL</b>
Major	Taking longer than 10 days to complete	3 months	183	50	233	222
Standard	Less than 10 days but more than 3	10 days	1415	176	1591	187
Minor	Three days or less	3 days	5016	436	5452	5725
Immediate - Urgent	Must be done, but can wait until off-peak	Up to 2 hours after situation discovered	3671	110	3781	1007
Immediate - Emergency	Needs immediate action for public safety or security of supply	Up to 2 hours after emergency discovered	326	217	543	2684
			10611	989	11600	9825

### WORKING HOURS - NUMBER OF WORKS OUTSIDE PEAK HOURS

<b>Promoter</b>	<b>Month &amp; Year</b>											
	<b>May</b>		<b>Jun</b>		<b>Jul</b>		<b>Aug</b>		<b>Sep</b>		<b>Oct</b>	
	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>
Signatories	153	431	177	348	219	450	142	419	181	372	352	431
Non-signatories	1	51	23	54	45	65	45	48	50	66	50	66
TfL	11	254	1	170	8	232	4	9	4	94	6	121

### INTERIM REINSTATEMENTS

<b>Promoter</b>	<b>Month &amp; Year</b>											
	<b>May</b>		<b>Jun</b>		<b>Jul</b>		<b>Aug</b>		<b>Sep</b>		<b>Oct</b>	
	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>	<b>2008</b>	<b>2009</b>
Signatories	190	167	244	187	252	158	220	135	239	133	196	196
Non-signatories	22	14	12	15	11	21	11	10	27	21	9	30
TfL	1	0	0	4	1	1	0	0	6	2	3	2

### SITES WITHOUT INFORMATION BOARDS

<i>Promoter</i>	<i>Month &amp; Year</i>											
	<i>May</i>		<i>Jun</i>		<i>Jul</i>		<i>Aug</i>		<i>Sep</i>		<i>Oct</i>	
	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>
Signatories	0	0	0	3	0	3	0	4	0	5	1	0
Non-signatories	0	0	0	0	0	2	0	1	0	4	0	0
TfL	0	0	0	0	0	3	0	1	0	0	0	0

### SAMPLE INSPECTIONS - NUMBER OF HIGH RISK FAILURES IDENTIFIED

<i>Promoter</i>	<i>Month &amp; Year</i>											
	<i>May</i>		<i>Jun</i>		<i>Jul</i>		<i>Aug</i>		<i>Sep</i>		<i>Oct</i>	
	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>
Signatories	0	1	0	4	0	3	0	2	1	1	1	4
Non-signatories	0	1	0	1	0	1	0	0	1	0	0	0

### TOTAL INITIAL NOTICES FOR MAJOR WORKS (3 MONTHS) RECEIVED

<i>Promoter</i>	<i>Month &amp; Year</i>											
	<i>May</i>		<i>Jun</i>		<i>Jul</i>		<i>Aug</i>		<i>Sep</i>		<i>Oct</i>	
	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>
Signatories	74	59	84	76	66	62	62	58	47	47	75	44
Non-signatories	1	21	29	24	17	16	16	13	35	16	25	42
TfL	68	78	78	112	173	59	148	3	115	20	122	6

### CANCELLED WORK PHASES

<i>Promoter</i>	<i>Month &amp; Year</i>											
	<i>May</i>		<i>Jun</i>		<i>Jul</i>		<i>Aug</i>		<i>Sep</i>		<i>Oct</i>	
	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>
Signatories	1439	684	875	542	911	606	670	630	781	830	757	578
Non-signatories	96	76	100	65	117	73	62	66	114	103	123	86
TfL	134	135	100	264	152	297	153	273	110	204	174	196

### SECTION 81 DEFECT REPORTS – NUMBER REPORTED TO EQUIPMENT OWNER

<i>Promoter</i>	<i>Month &amp; Year</i>											
	<i>May</i>		<i>Jun</i>		<i>Jul</i>		<i>Aug</i>		<i>Sep</i>		<i>Oct</i>	
	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>	<i>2008</i>	<i>2009</i>
Signatories	100	56	70	111	141	65	68	51	118	48	187	47
Non-signatories	13	8	12	22	24	11	4	9	18	8	18	5

\* Not applicable to TfL highways management

## Mayor's Code of Conduct for Roadworks v2

### Permitting

The London Permit Scheme is the first to be implemented nationally, and is therefore in the vanguard of developing the working relationships and processes between authorities and works promoters which will make the regulations efficient and effective.

Utilities and authorities will collaborate in the development of simple processes that focus first on the key aspects of the permitting system and the effective and efficient flow of information between utility and authority. Workshops will be held to exchange experiences, identify problems and develop mutually appropriate solutions.

### Sharing long term plans

Local Authorities and utility companies will continue to share their long term plans for upgrade, maintenance and new connections across London. An increased number of early notices received as forward planning EToNs would increase efficiency of works coordination. Additionally works promoters will target sharing plans for works on the Olympic Route Network and collaborate with the Clearway 2012 project.

### Plating

All works promoters will consider the use of plating at sites where its use is safe and can reduce network occupancy at sensitive times, and will report the number of such sites by using the term 'plating use' in their notice/permit documentation. This will temporarily and rapidly return the carriageways and footways to use by road users and pedestrians.

### Working outside peak hours

Works promoters will endeavour to work at the times of the day which minimise disruption to keep London moving and reduce excessive traffic delays. In planning works, and with due regard for the safety of operatives and the public, consideration will be given to 24 hour working, 7 days a week at locations where environmental concerns can be overcome and disturbance to residents kept to a minimum.

### Standard information signs

Works promoters will agree a standardised form of enhanced public information provision, and TfL will modify its inspection procedures, to monitor its presence on major and standard works, against a target of 80% presence. The public register will be actively publicised.

### Inspections

Damaged or failed apparatus such as manhole covers and control boxes can present a public safety hazard. Works promoters and authorities will assist the Highway Authorities and Utilities Committee (UK) to finalise, by April 2011, a process where the apparatus owner acknowledges receipt of the defect information, implements standard response times for repairs and provides regular progress reports until the defect is remedied.

### First time reinstatements

Works promoters will reduce the delay to traffic by implementing speedy reinstatements. The target is that by October 2010 at least 85% of works in a month will have permanent reinstatements.

### Improved reinstatement

To ensure the road is reinstated to a good standard after roadworks take place, all authorities and utilities will share their coring data, to determine the reasons for failures and develop a prioritised action plan for improvement.

### Responding to roadway surface defect notices

Authorities and works promoters will together review examples of past practice for identifying and reporting surface defects caused by roadworks and by October 2010 agree a schedule of defect types and the timeframe and type of response appropriate to each type.

### Good practice

Authorities and works promoters will encourage their contractors to adopt good practice, and will volunteer examples of good practice for peer review to their industry associations and will contribute to the wider sharing of good practice through [LondonStreetWorks.net](http://LondonStreetWorks.net)