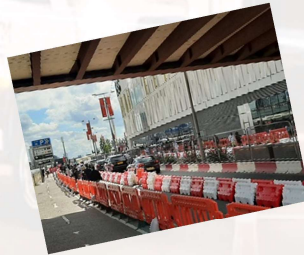


Going the Extra Mile.....

What a fabulous team, the City Traffic Management team were always happy and full of cheer

Issue

We all know that the local high street serves a very useful purpose, it's full of those shops which provide the local residents with the daily essentials. More personal than the big hypermarkets and more convenient for the everyday pop to the shops. They form the backbone of the community and are more than just somewhere to buy groceries, but they are an integral part of our society. Now imagine the pressure of closing the local high street, including the pavement and all access. That's access to the local chemist, the local newsagents, the greengrocer, the butcher, the opticians, the bars, the pubs, the restaurants all of whom are trying to recover from the recent covid19 lockdown. Weybridge, a leafy village in Surrey has just such a high street and when we were asked to facilitate the road closure for a four-week duration, we were acutely aware of the challenges this would bring, not just for the traffic but for the community. O'Hara Bros had been asked to upgrade the drainage in the area and this vital work could only be carried out by closing all access through the village. In order to minimise the disruption, the work would be carried out at night. Like a lot of this type of work, it had been brought forward by the Corona Virus global pandemic, and the local council taking advantage of the quieter than normal roads.



City Traffic Management Facts:

- 🚧 **Established in 2009**
- 🚧 **Fleet of over 60 specialised Vehicles**
- 🚧 **Directly employs nearly 100 staff**
- 🚧 **Specialising in ALL aspects of Traffic Management**
- 🚧 **Dedicated 24/7 Emergency Response Teams**
- 🚧 **Operating from 3 Strategic locations across Southern England**

Solution

In order to properly facilitate the drainage work and the road closure, we had ten of our team onsite, all night, for the duration of the project. By doing this we were not only able to ensure the road closure went in and came off quickly so that the contractor was able to work as long as possible on their important task, but we were able to assist the local residents of this affluent neighbourhood with any issues the restrictions may have imposed on them. Oh yes, we aren't just a company with some cones, we are all about service and we recognise that closing a road and footpath might lead to some problems for people especially when social distancing and other Covid restrictions are in place. Our team were on hand to support and assist the local residents with access and egress from their properties and with us taking care of the people, O'Hara were free to keep up the pace with their part of the project.

Outcome

The project was originally planned for four weeks but with us engaging with residents and O'Hara cracking on with their side of the work it was all over at the end of three weeks and on budget.

We had received no complaints from the residents and were even on first name terms with some of them by the end of the job. Little things like helping carry shopping, or just making sure people were safe, made all the difference and with the Covid restrictions, the team felt that people were often glad of the opportunity to chat.

The local council were so happy that they offered us more work in the Surrey area and O'Hara were also delighted with our partnership.



Local Resident: J. Evans - Neurovascular Specialist Nurse commented:

"What a fabulous team, the City Traffic Management team were always happy and full of cheer. It was a real comfort knowing that they were on hand and so approachable if I had a problem, one of them even carried my shopping to my door for me. We all thought the closure would be a nightmare, but it was almost a shame when the work finished, and the team left."

Project Engineer, Surrey Highways: Roy Jordan

"When writing up the risk assessment for such a scheme, it is imperative that all measures for safety are considered, that is where we can rely on City T.M. Whilst our contractor, O'Hara's got stuck into the black stuff, we know that the City T.M staff have got their backs covered. Professionally maintaining the closure, the diversion and all of the associated signage, but also ensuring the safety of pedestrians through the works, especially at this time of social distancing. At Weybridge Town Centre, they had it all coming from all directions to which end City T.M did what they do best kept everybody informed of what was happening and keeping us all safe."

I would recommend City T.M to any contractor working on the Highway Network."