



# **Forth Replacement Crossing**

## **Traffic Management Working Group Feedback Report**

**August 2017**



## Contents

	<b>Chairman's Foreword</b>	<b>1</b>
<b>1</b>	<b>Summary</b>	<b>2</b>
<b>2</b>	<b>Introduction</b>	<b>3</b>
<b>3</b>	<b>Feedback Questionnaire Results – Part A</b>	<b>4</b>
<b>4</b>	<b>Feedback Questionnaire Results – Part B</b>	<b>26</b>
<b>5</b>	<b>Conclusions</b>	<b>30</b>
<b>6</b>	<b>Appendix A: Feedback Questionnaire</b>	<b>31</b>

## Chairman's Foreword

I have had the honour to Chair the FRC Traffic Management Working Group from the first meeting in June 2011, before the site works commenced, to the latest and final meetings in the Autumn of 2017. Over 70 Meetings.

It can be seen within this feedback report by the comments received from participants that the Group has completed its functions diligently with success for the general safe delivery of the works and for the safety of the workforce and the travelling public. This is entirely due to the open participation and co-operation of the members from the various organisations involved, throughout the project and the trust that has developed between all group members. These included the Local Authorities, Emergency Services, Public Transport Organisations, Office of the Scottish Road Works Commissioner, Transport Scotland's Operating Companies, Traffic Scotland and all of the Contractors for the various projects that combine to form the Forth Replacement Crossing.

I would like to thank all the organisations and representatives who took part in the working group for their dedication, expertise and engagement in this process.

In particular I would also like to thank my Depute Chair, Douglas Jack and Leanne Dudley of the Secretariat for their support throughout the project.

Steven Brown  
Chairman  
Roads and Infrastructure Manager  
Transport Scotland  
August 2017

**1.1 Key Issues**

A survey of the attendees for the Forth Replacement Crossing Traffic Management Working Group was undertaken.

The feedback received was overwhelmingly positive.

The consensus was that this forum had worked well and should be used again.

There was also some feedback regarding comparison with other similar groups for other projects. The view was that the FRC version was the better model to follow for future projects.

## 2.1 Background

The Forth Replacement Crossing Traffic Management Working Group was established as a joint initiative by the Scottish Ministers and relevant parties to facilitate a collaborative and inclusive approach to the planning and implementation of temporary traffic management schemes for the project. The Code of Construction Practice and the Contract for the project set out the requirement for the Contractor to consult with the Traffic Management Working Group in relation to all traffic management and other traffic related measures to be implemented in relation to the Forth Replacement Crossing project (FRC).

The Employer (Transport Scotland) may consider implementing similar groups on future Projects and therefore sought the views of the Traffic Management Working Group members on the effectiveness of the FRC group and the processes which were utilised to co-ordinate, assess and assure the planning of temporary traffic management schemes.

In order to provide a basis for the assessment of the effectiveness of this forum a questionnaire was issued to the participants in the Group to gauge their opinions in a structured form. In order to provide the fullest opportunity for open feedback the questionnaire was divided into two parts. The first part allowed for a formal scoring against individual criteria with the opportunity to clarify via comments if desired. The second open section was included to offer respondents the opportunity to provide any comments or opinions they wished to express. A copy of the questionnaire is included in Appendix A.

## 2.2 This Report

A total of 16 responses were received from the members of the Traffic Management Working Group which is representative of the regular attendance for the Group.

The following sections provide assessment of the feedback received. Section 3 provides an assessment of the formal part of the questionnaire with a breakdown of the responses received, graphical presentation of the results and commentary on the results as appropriate. Section 4 reviews the open section of the questionnaire again with commentary as appropriate while Section 5 provides conclusions.

### 3.1 General

Responses received to each of the set criteria described in Part A of the Feedback Questionnaire are discussed below. Where appropriate basic themes are noted and where any comment or clarification has been provided this has been included.

Any comments listed from the questionnaires are not provided in any particular order related to the responses received.

#### 3.1.1 Criteria 1: The TMWG encouraged a collaborative and inclusive approach to assure and assess the planning and implementation of contractors' proposals for the project.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	11	5	0	0	0	0	16

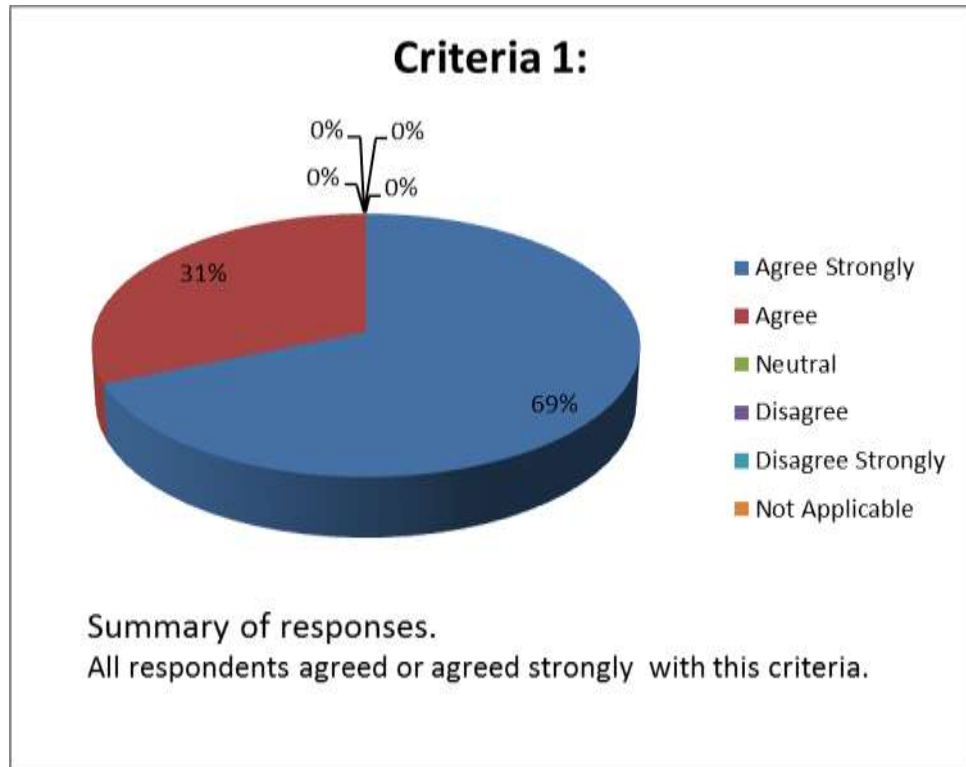
All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

Those who chose to provide additional comment / clarification said:

*"Having been a part of the group for the final two years of the project I would agree that this was certainly the case by that point in the process."*

Although the one comment received above is only for a particular timeframe, that and the lack of any other or indeed any adverse commentary is indicative of the Group providing a collaborative and inclusive forum.

A summary chart of the responses received is provided below.



### 3.1.2 Criteria 2: The TMWG was of benefit to relevant stakeholders.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	11	5	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

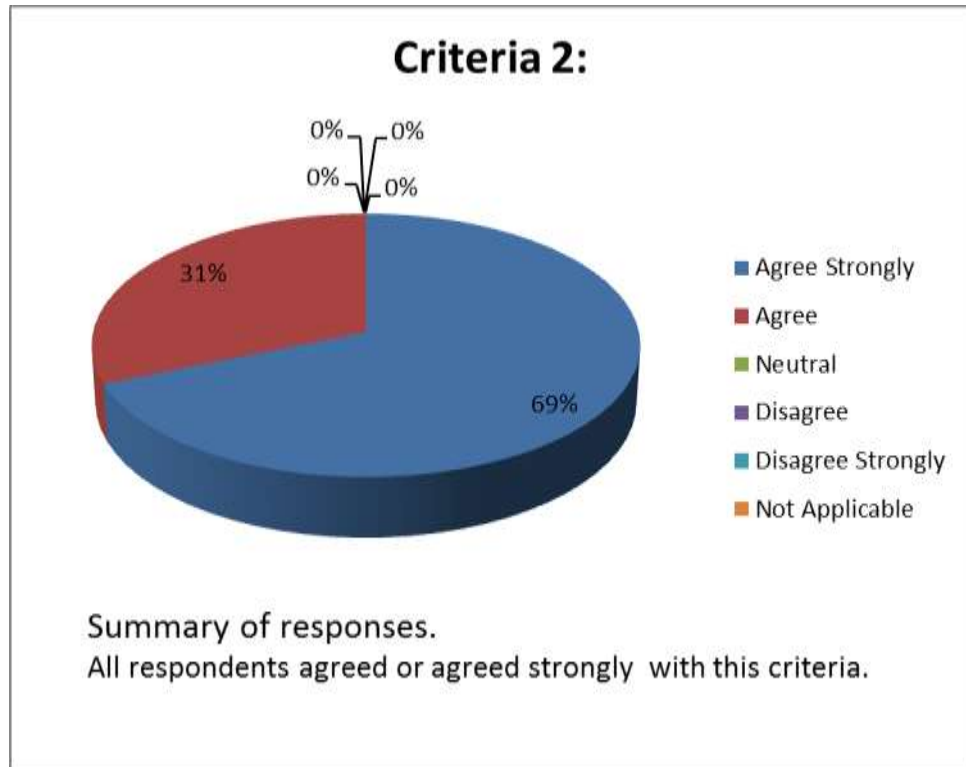
Those who chose to provide additional comment / clarification said:

*"No complaints received."*

*"Absolutely critical to our ability to continue operating public transport services with the minimum of disruption."*

The basic theme of these comments above seems to indicate that the forum has been regarded as fulfilling useful purpose for the respondents.

A summary chart of the responses received is provided below.



### 3.1.3 Criteria 3: The TMWG was of benefit to the interests of road users.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	8	7	1	0	0	0	16

The majority of the responses provided to this were positive (either 'Agree Strongly' or 'Agree') with one response of "Neutral".

Those who chose to provide additional comment / clarification said:

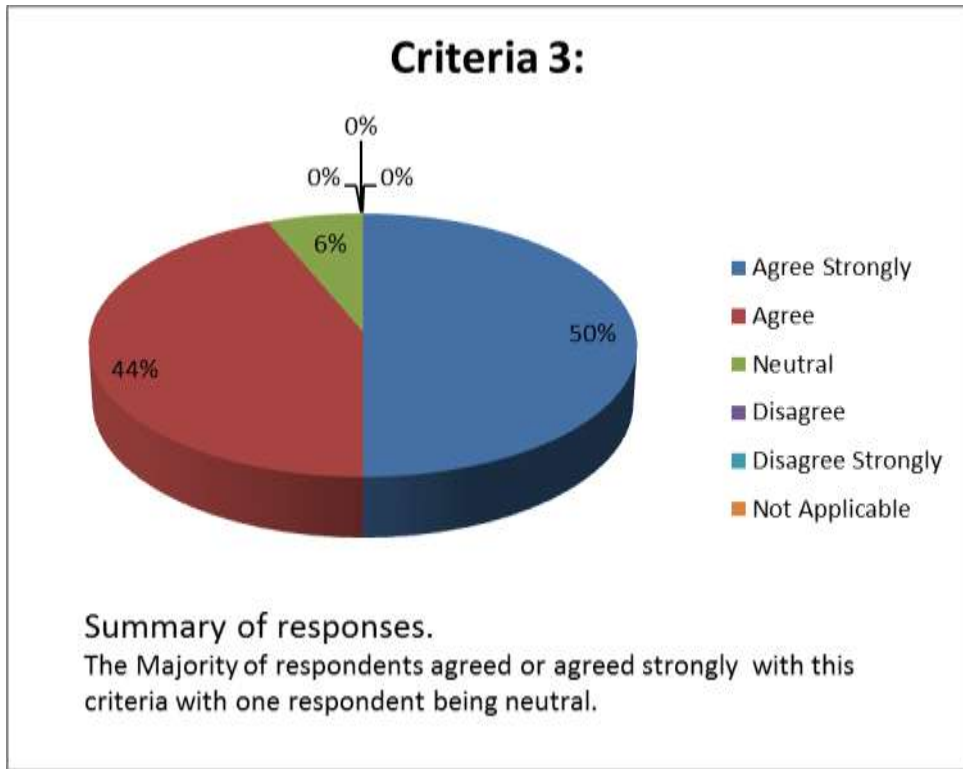
*"Very few complaints received."*

*"Certainly to us as public transport road users."*

The basic theme of these comments above seems to indicate that the forum is regarded as having fulfilling a useful purpose for on behalf of road users.



A summary chart of the responses received is provided below.



**3.1.4 Criteria 4: The TMWG was comprised of members that were appropriate to the needs of the group and to road users.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	9	7	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

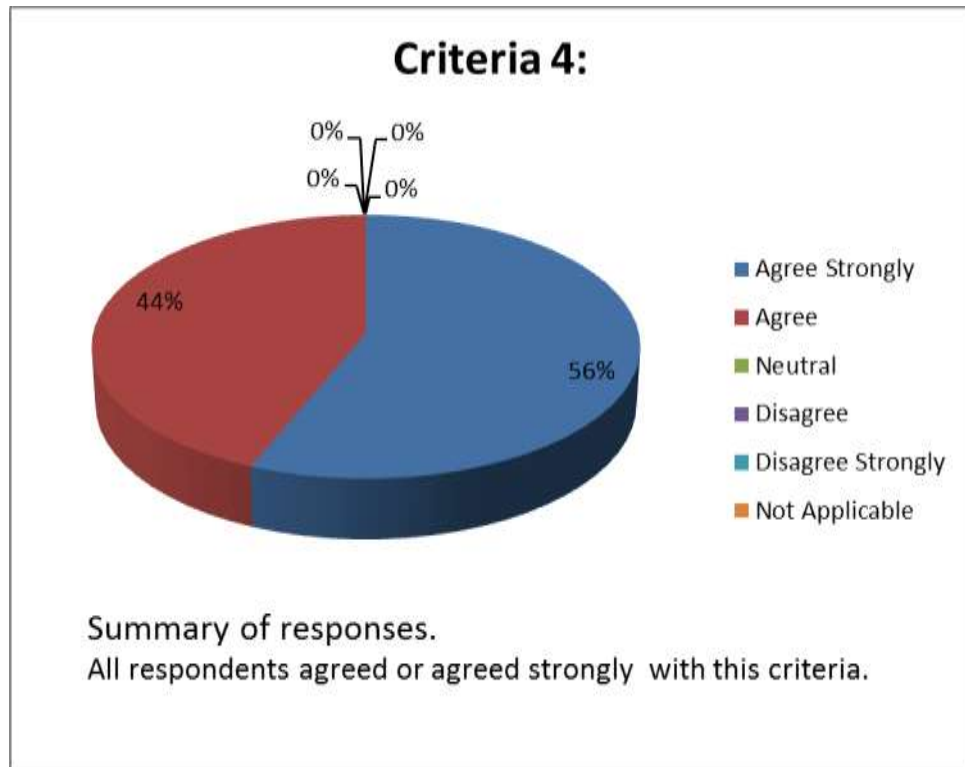
Those who chose to provide additional comment / clarification said:

*“Certainly appropriate to the needs of the group, there being very little membership representing road users bar ourselves and emergency services but how you could get interest from general road users is a difficult ask.”*

*“Certainly to us as public transport road users.”*

The responses received indicate satisfaction with the composition of the Group and spread of organisations represented.

A summary chart of the responses received is provided below.



**3.1.5 Criteria 5: The TMWG provided assurance that traffic management measures were being developed and carried out in accordance with applicable standards, the Code of Construction Practice and the construction contracts.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	7	7	2	0	0	0	16

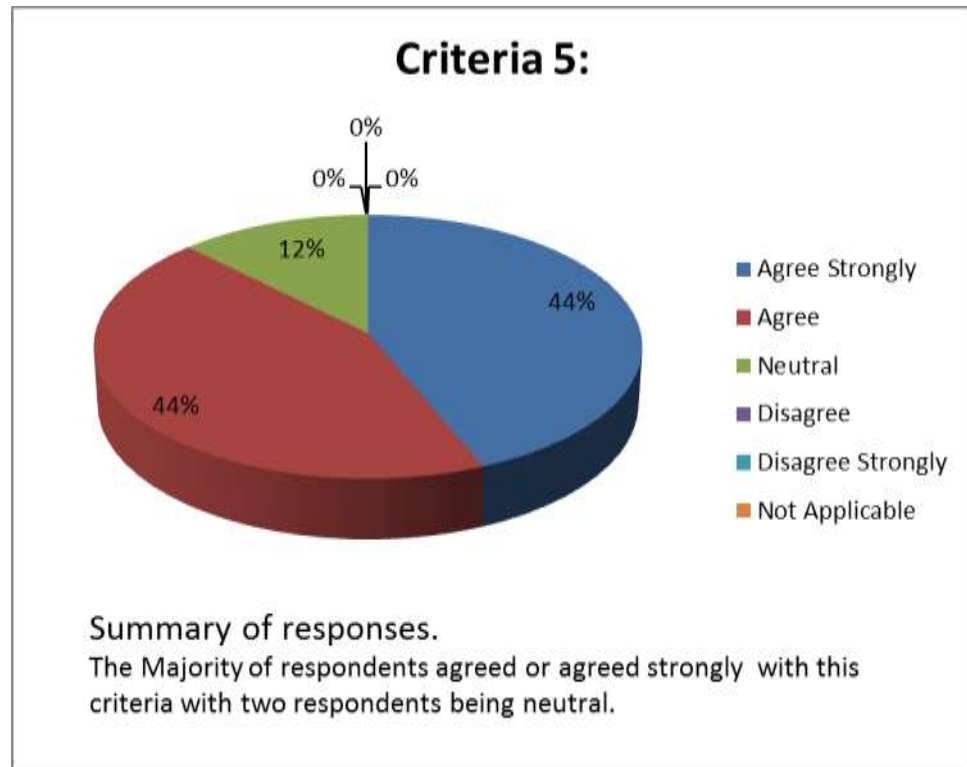
The majority of the responses provided to this were positive (either 'Agree Strongly' or 'Agree') with two responses of "Neutral".

Those who chose to provide additional comment / clarification said:

*"Don't know what the Code of Practise refers to so cannot judge compliance."*

The lack of any adverse comment seems to indicate a general regard that this was the case.

A summary chart of the responses received is provided below.



### 3.1.6 Criteria 6: The TMWG facilitated consultation between the contractor and those organisations with which there was a consult and comply requirement in relation to traffic management.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	9	7	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

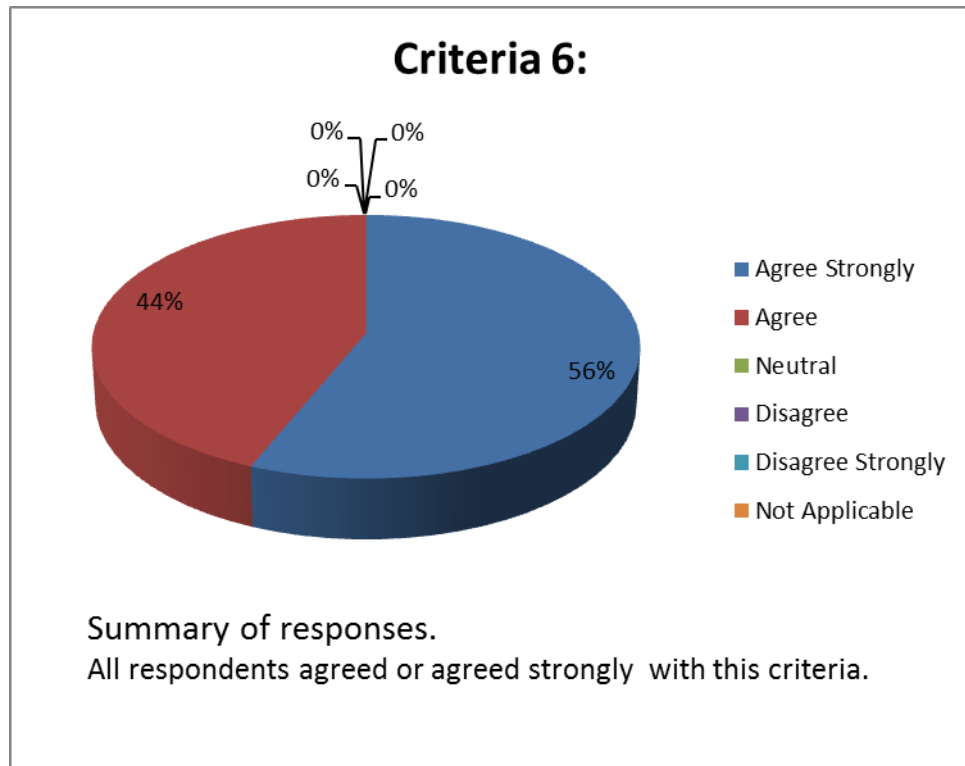
Those who chose to provide additional comment / clarification said:

*“Certainly fostered ability for [the] Contractor to approach us directly and liaise. Both sides have given and taken through the process.”*

*“Individuals from organisations that the Contractor was required to consult and comply with were very rarely absent from the TMWG meetings.”*

The basic theme of these comments above seems to indicate that the forum is regarded as having fulfilling a useful purpose in this respect.

A summary chart of the responses received is provided below.



### 3.1.7 Criteria 7: TMWG meetings were held at appropriate intervals.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	9	7	0	0	0	0	16

All of the responses provided to this were positive (either ‘Agree Strongly’ or ‘Agree’).

Those who chose to provide additional comment / clarification said:

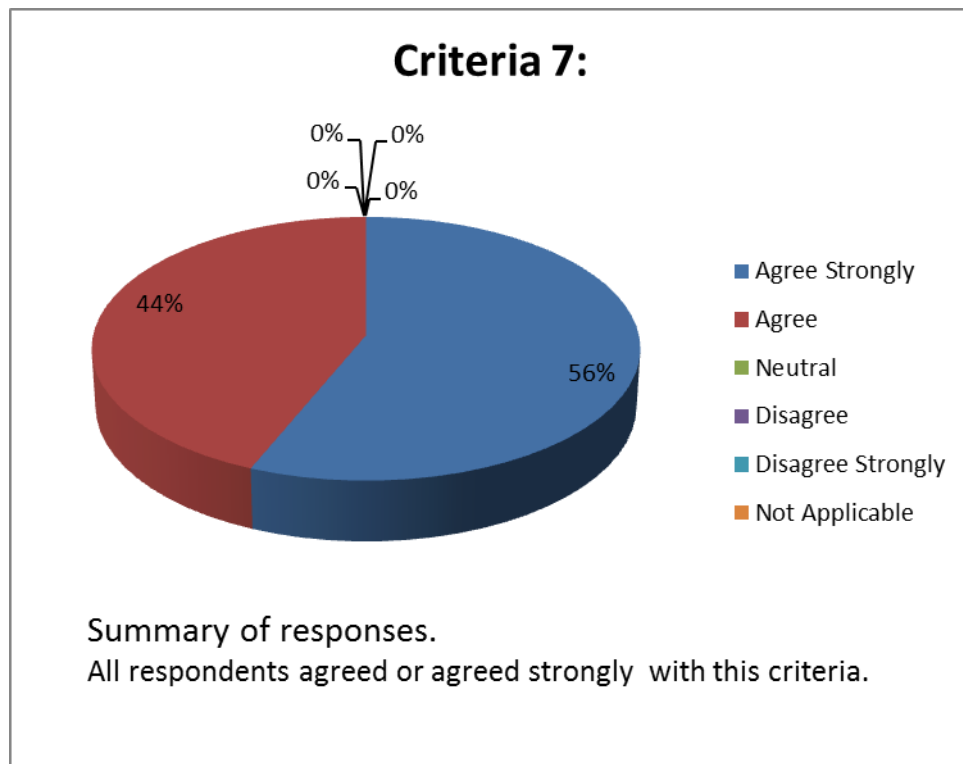
*“Fine at monthly. Any less would have been too long a gap given the speed of process.”*

*“Good intervals. I believe that fortnightly or weekly would have been overkill. Also if fortnightly or weekly you would find that attendance would vary hence you would lose continuity of attendees within the group.”*

*“The scope was there to increase the frequency of the TMWG meetings but the general consensus of the members was that a monthly meeting was appropriate for that group. The contractors presented plans several months in advance probably covering at least two meetings so a monthly meeting appeared to fit the bill for this project probably covering at least two meetings so a monthly meeting appeared to fit the bill for this project.”*

These comments indicate that the meetings are regarded as having been scheduled at suitable intervals.

A summary chart of the responses received is provided below.



3.1.8 Criteria 8: TMWG agendas and approved minutes were uploaded to the project website as agreed.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	7	6	2	0	0	1	16

The majority of the responses provided to this were positive (either 'Agree Strongly' or 'Agree') with two responses of "Neutral" and one Don't Know deemed to be "NA".

Those who chose to provide additional comment / clarification said:

*"Don't Know."*

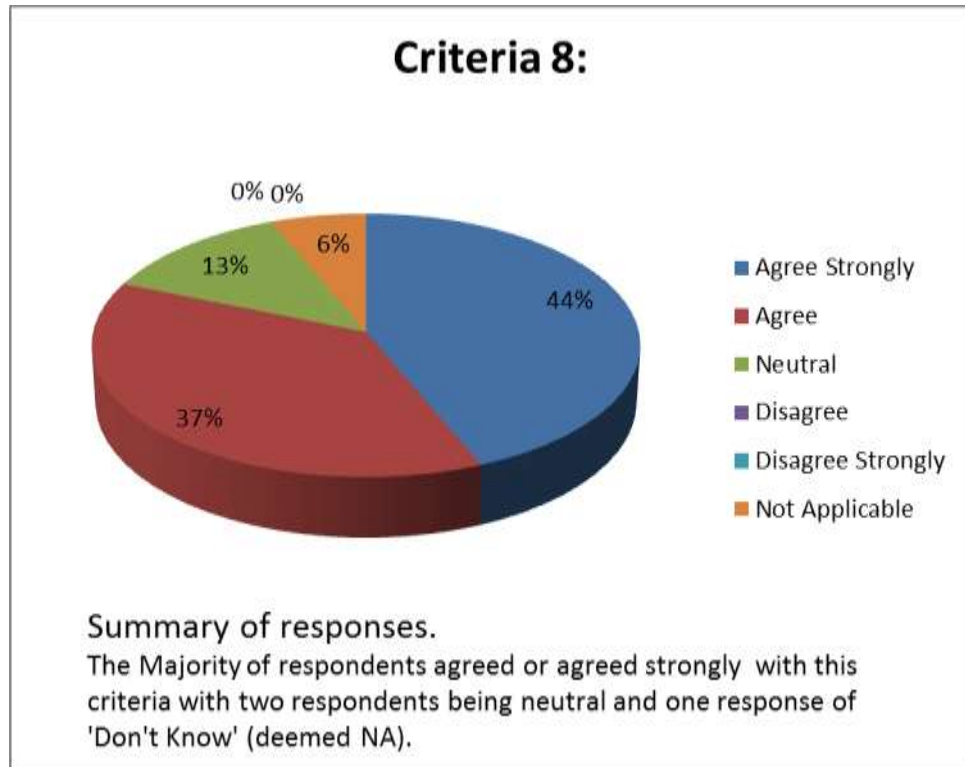
*"Very little if any queries received."*

*"Cannot comment."*

*"In all honesty I've never looked for minutes on the website so cannot answer."*

The above seems to indicate that this process has been executed in the background without the need to be concerned about it.

A summary chart of the responses received is provided below.



**3.1.9 Criteria 9: The Employer’s Representative considered all advice received from the TMWG in determining whether it was necessary to take any action to improve the contractors’ performance in accordance with the contract.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	8	7	1	0	0	0	16

The majority of the responses provided to this were positive (either ‘Agree Strongly’ or Agree’) with one response of “Neutral”.

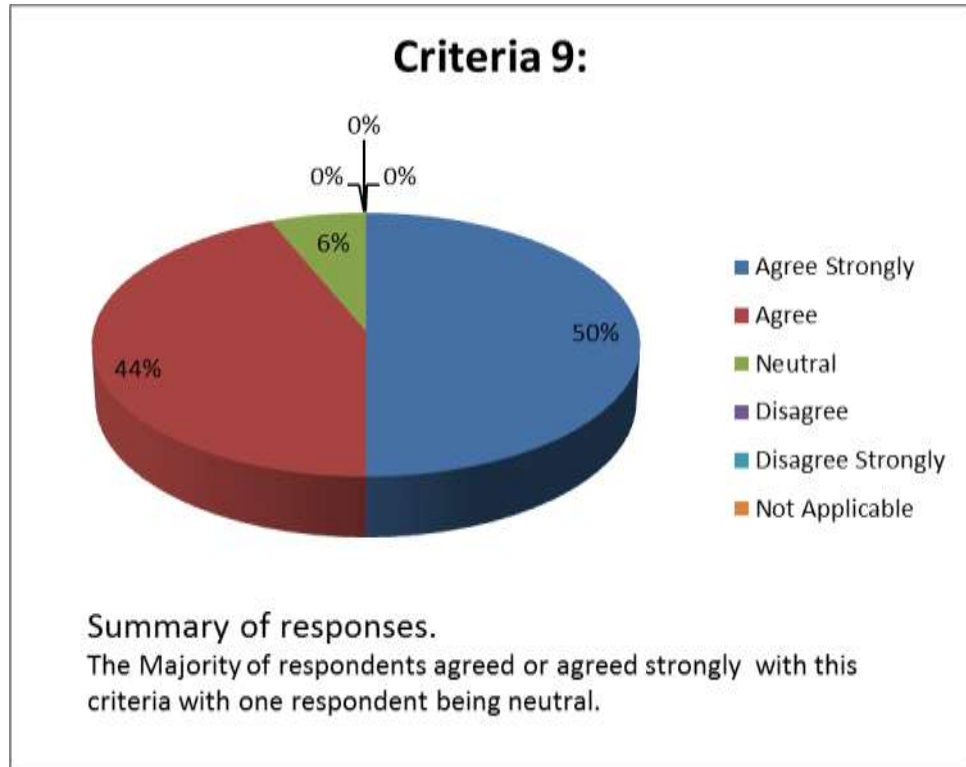
Those who chose to provide additional comment / clarification said:

*“As far as I could see during the past two years.”*

*“I was not personally aware of any issue with regard to temporary traffic management schemes that was not able to be resolved at the TMWG meetings or at subsequent off-table meetings.”*

The feedback received and comments above indicate that the respondents are happy with the performance of the forum in this respect.

A summary chart of the responses received is provided below.



**3.1.10 Criteria 10: The TMWG took evidence from the Contractors' on matters relating to new and current schemes to support the purpose of the Group.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	7	9	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

Those who chose to provide additional comment / clarification said:

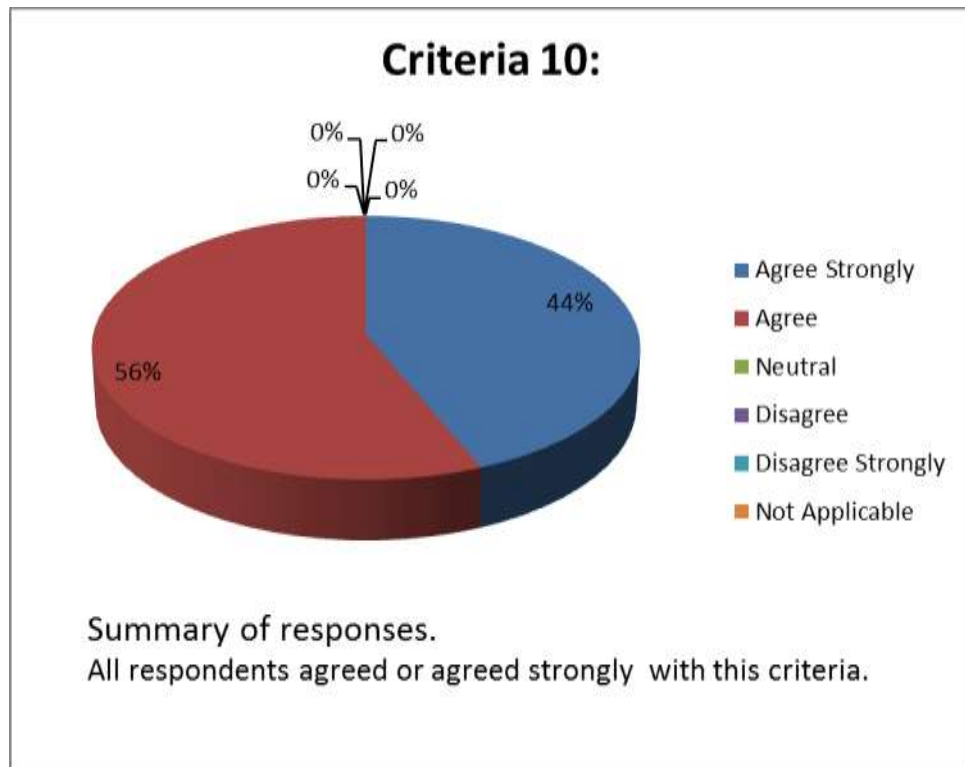
*"As far as could be seen this was the case."*



*“I was not personally aware of any issue with regard to temporary traffic management schemes that was not able to be resolved at the TMWG meetings or at subsequent off-table meetings.”*

The responses provided indicate that the Group are happy with the Contractors’ performance in this.

A summary chart of the responses received is provided below.



**3.1.11 Criteria 11: The TMWG allowed potential issues associated with the contractors’ proposals to be identified and mitigation measures and suitable alternative proposals to be developed by the contractors’ where necessary.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	9	5	2	0	0	0	16

The majority of the responses provided to this were positive (either ‘Agree Strongly’ or ‘Agree’) with two responses of “Neutral”.

Those who chose to provide additional comment / clarification said:

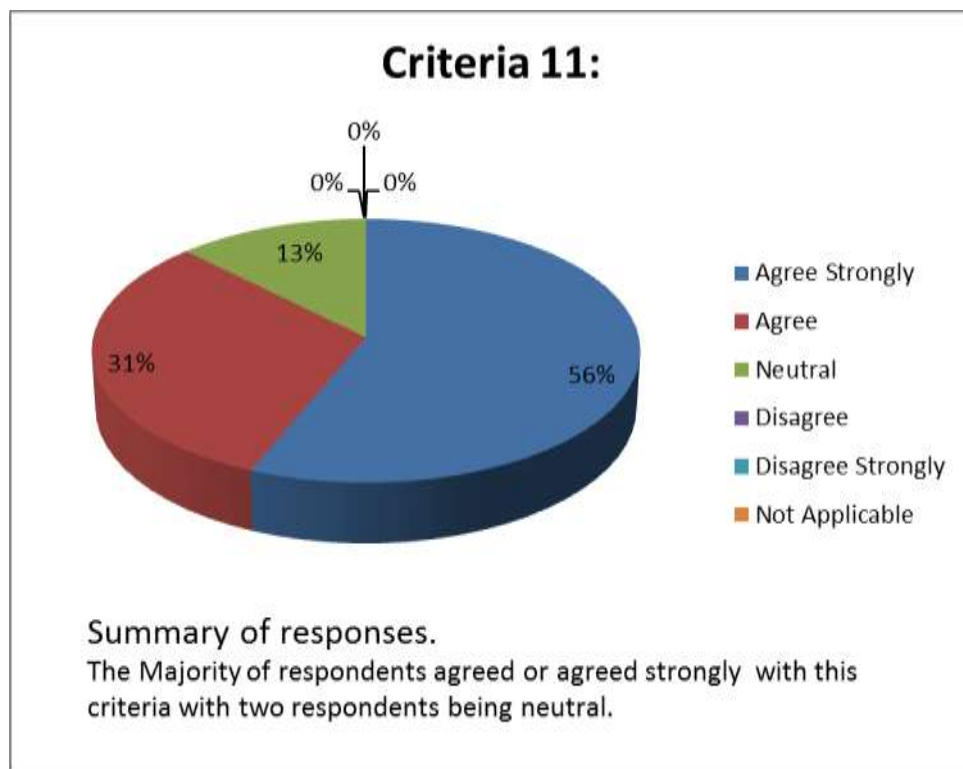
*“Both inside the group and as a result of the relationships established this also took place outside of the confines of the group”.*

*“There could be a time delay in this process”.*

*“TMWG obviously did not get full sight of all actual TM plans and assume that the checking of these plans were for another forum. The plans during the meeting did give a good overview”.*

The basic theme of the comments above seems to indicate that the Group regards this as having worked well, that the information produced was helpful and that the actions of the Group via the forum had wider influence on consultation and co-ordination.

A summary chart of the responses received is provided below.



3.1.12 Criteria 12: The TMWG provided a suitable forum to assist in developing appropriate measures to balance the needs of construction operations and safe operation of the network.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	10	6	0	0	0	0	16

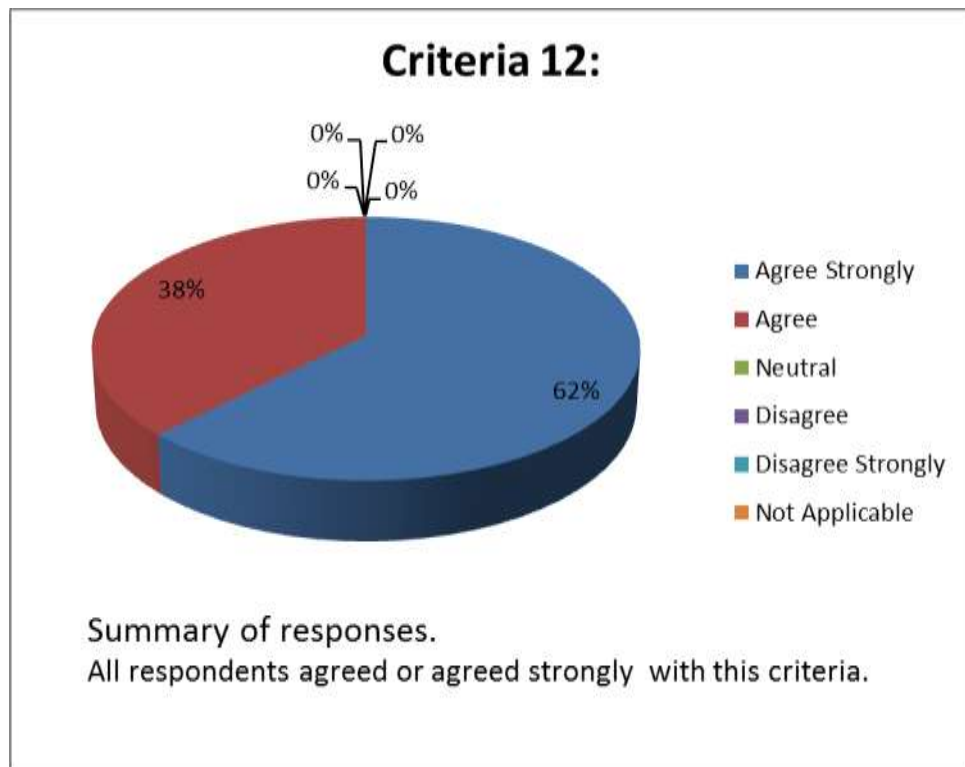
All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree')".

One comment / clarification was provided and said:

*"As far as could be seen this was the case".*

It can be taken from the above that the Group are satisfied with this aspect of the performance of the forum.

A summary chart of the responses received is provided below.



3.1.13 Criteria 13: The TMWG gave appropriate consideration to the interaction between the contractors' proposals and adjacent schemes / maintenance operations / events.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	8	8	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

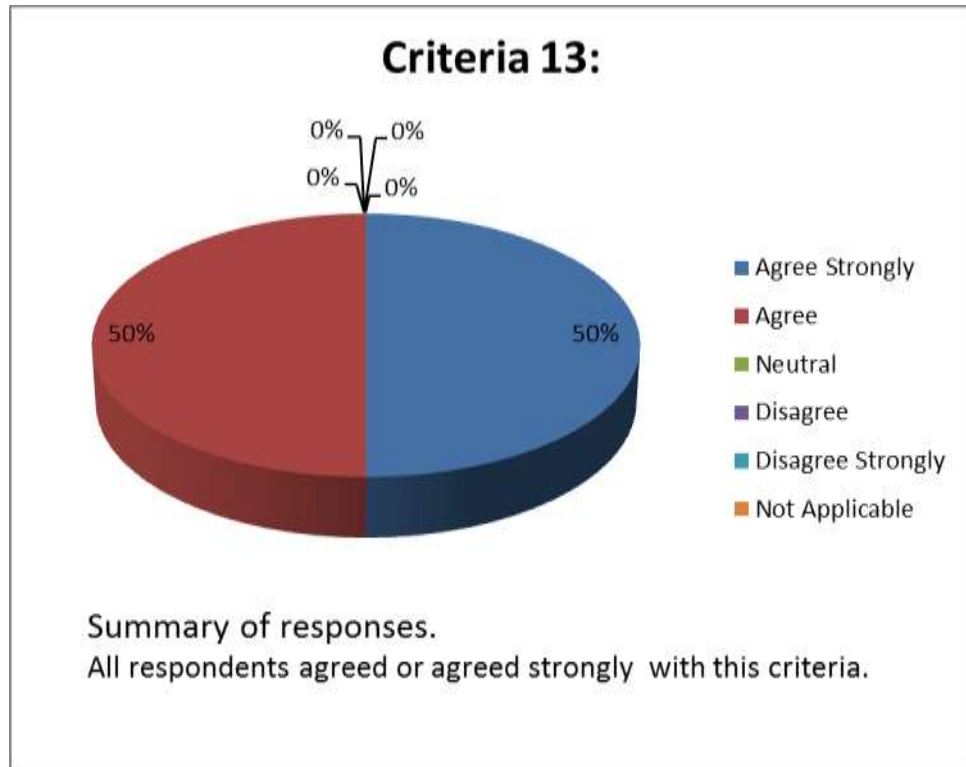
Those who chose to provide additional comment / clarification said:

*"From a public transport operators perspective there was always going to be a level of disruption expected from such a scheme however in general the impact has been balanced around the needs of neighbouring road schemes and major events".*

*"The Operating Company and Local Authorities always had the opportunity to put forward their future plans that could have been affected by works on the project*

The theme of the comments indicates that the Group regards this as having worked well.

A summary chart of the responses received is provided below.



**3.1.14 Criteria 14: The TMWG gave opportunity to optimise efforts by different organisations to reduce impacts on the travelling public by undertaking works simultaneously or in co-ordination.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	9	7	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree')”.

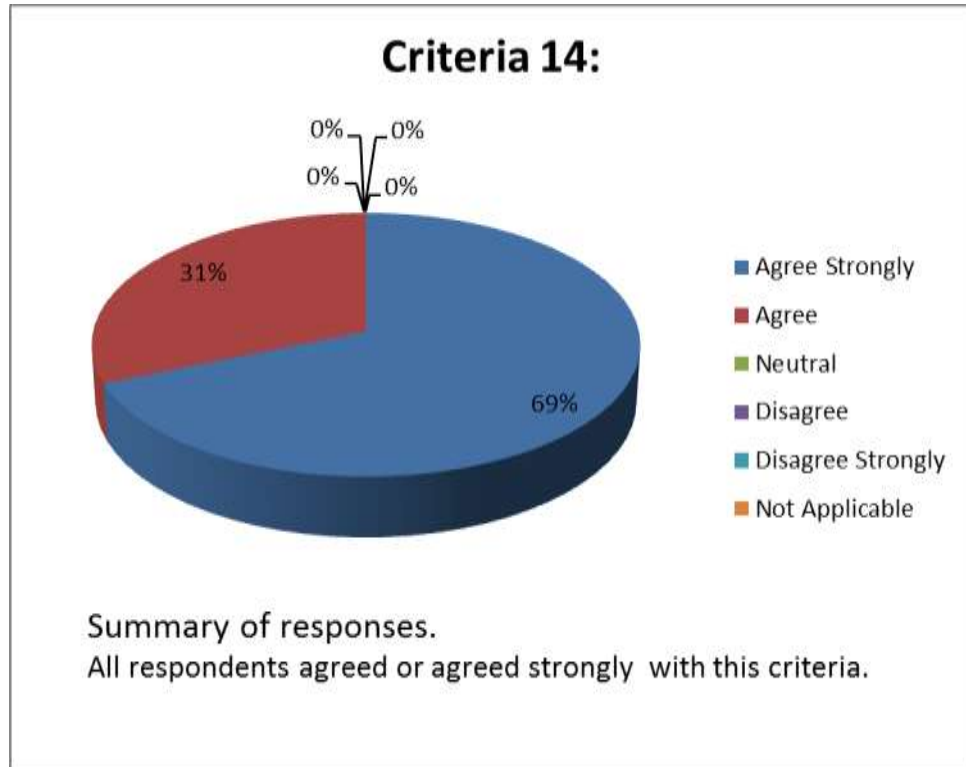
Those who chose to provide additional comment / clarification said:

*“From a public transport operators perspective there was always going to be a level of disruption expected from such a scheme however in general the impact has been balanced around the needs of neighbouring road schemes and major events”.*

*“The opportunity was there but whether or not it was always possible to co-ordinate works was another matter”.*

The above responses and comments above are regarded as being supportive of the Group's performance in this manner as far as is practicable.

A summary chart of the responses received is provided below.



3.1.15 Criteria 15: The TMWG facilitated the contractors' demonstration that its operations and associated traffic management proposals were developed such that they balanced the comparative impacts on the travelling public as well as the local effects for other groups such as noise and vibration via the NLG.

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	8	7	1	0	0	0	16

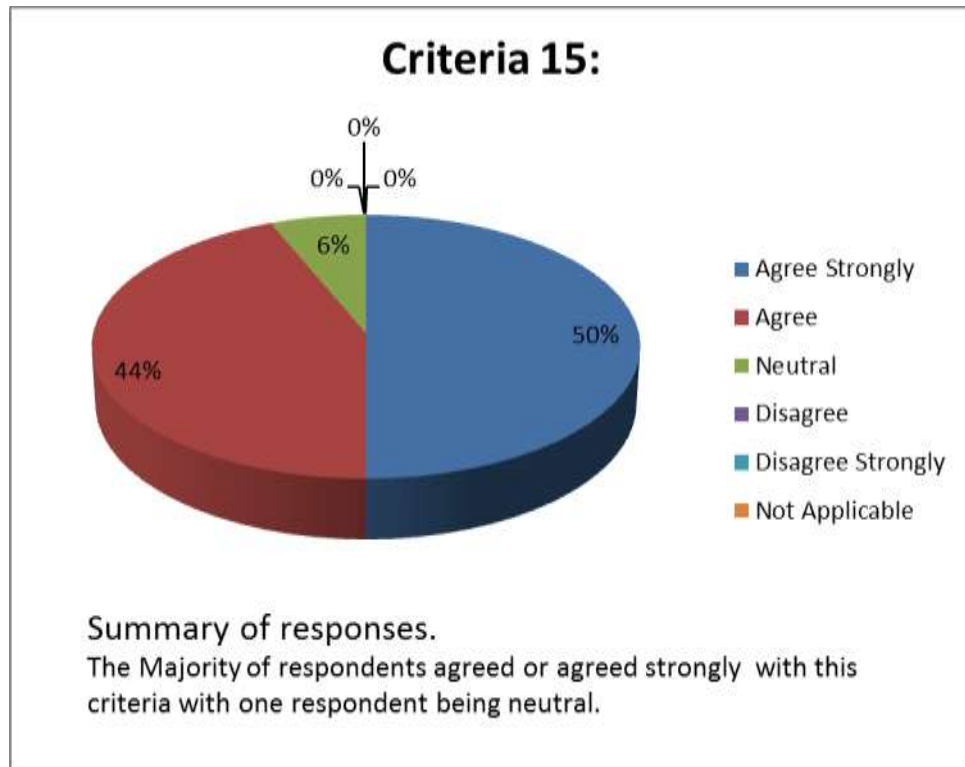
The majority of the responses provided to this were positive (either 'Agree Strongly' or 'Agree') with one response of "Neutral".

Those who chose to provide additional comment / clarification said:

*"As far as could be seen this was the case".*

The theme of the comments indicates that the Group regards this as having worked well.

A summary chart of the responses received is provided below.



**3.1.16 Criteria 16: The TMWG gave appropriate consideration to the timing and effect that the Contractors' proposals would have on users, adjacent communities and significant events.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	11	5	0	0	0	0	16

All of the responses provided to this were positive (either 'Agree Strongly' or 'Agree').

Those who chose to provide additional comment / clarification said:

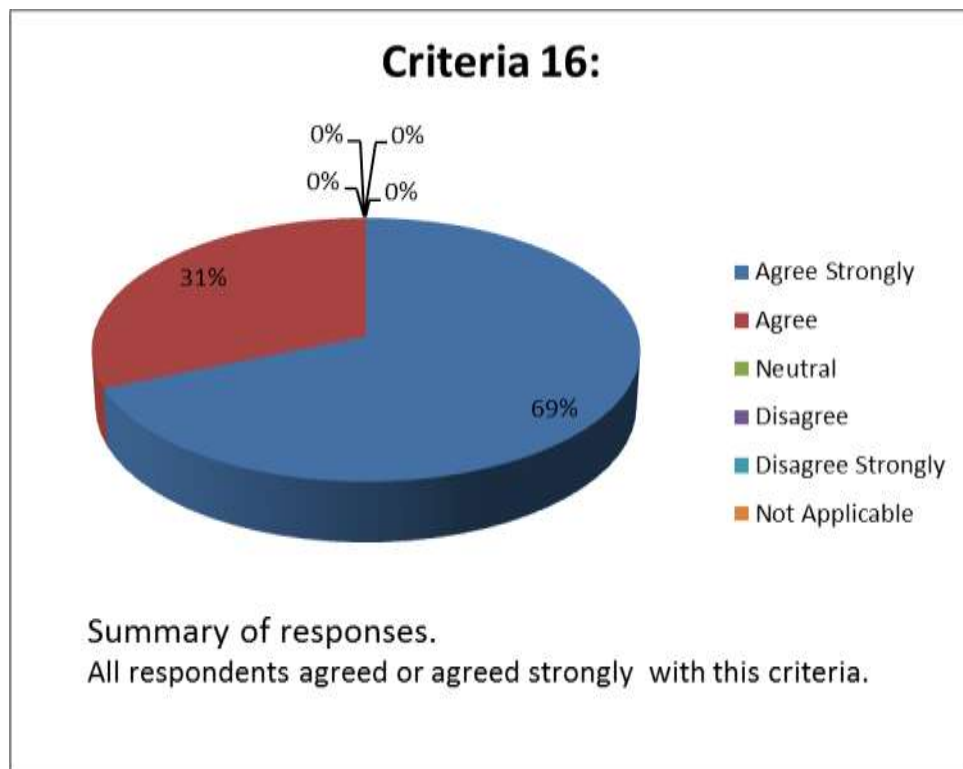
*"As far as could be seen this was the case".*

*"Any clashes were resolved amicably as far as we could see."*

*“The look-ahead programme combining planned works and significant events highlighted potential clashes that could have occurred and allowed changes to start times / dates to minimise disruption.”*

The responses and comments provided indicate that the Group regards this as having worked well.

A summary chart of the responses received is provided below.



**3.1.17 Criteria 17: The TMWG worked together to ensure that all members were content with the contractors’ proposals in line with the purpose of the Group.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	10	4	2	0	0	0	16

The majority of the responses provided to this were positive (either ‘Agree Strongly’ or Agree’) with two “Neutral” responses.

Those who chose to provide additional comment / clarification said:



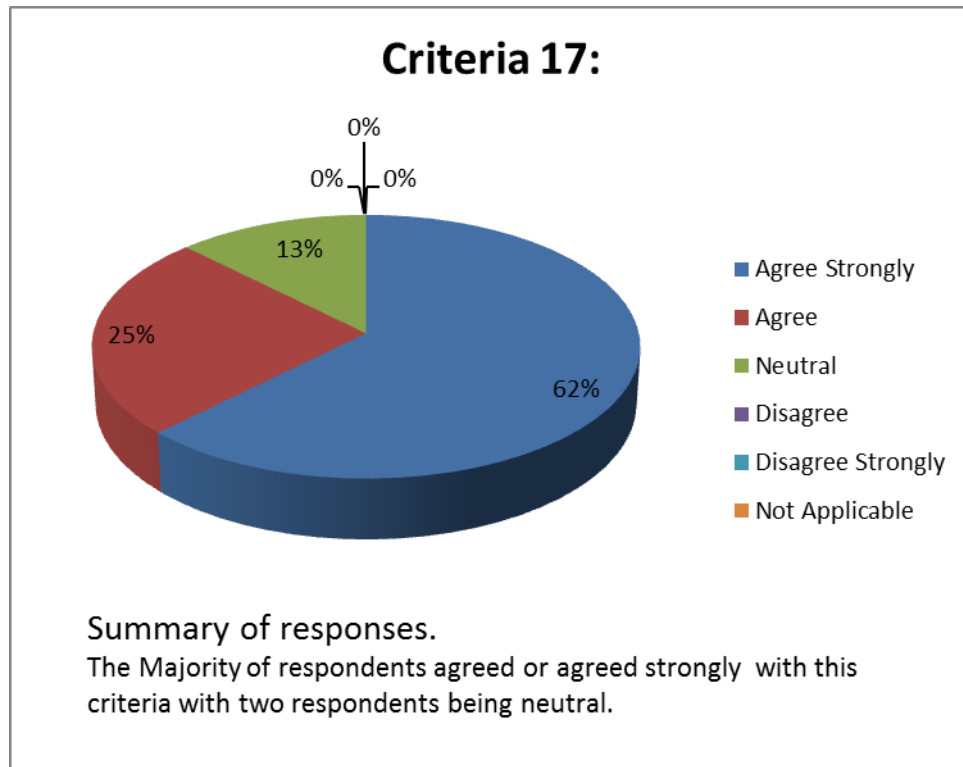
Very little comment received

“Yes”.

“Members seemed content to speak up with any issues”.

The feedback indicates satisfaction that this has worked well.

A summary chart of the responses received is provided below.



**3.1.18 Criteria 18: Any differences in opinion between TMWG members regarding the acceptability of the Contractors’ proposals were resolved in an appropriate manner.**

The responses received to the above were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	7	8	1	0	0	0	16

The majority of the responses provided to this were positive (either ‘Agree Strongly’ or Agree’) with one “Neutral” response.

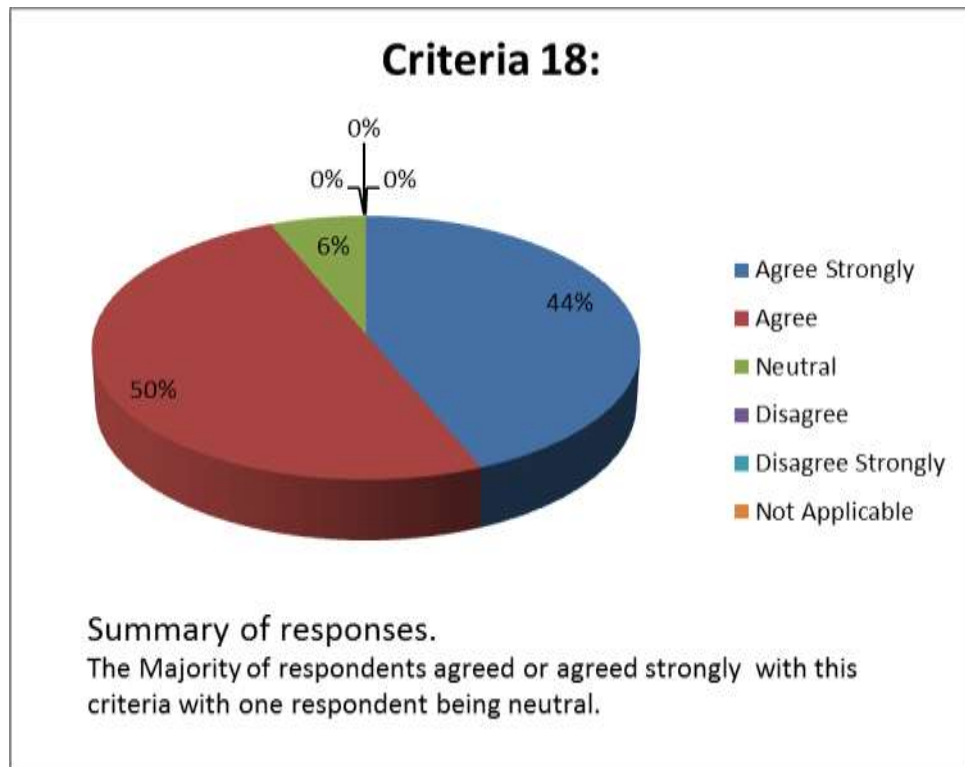
Those who chose to provide additional comment / clarification said:

“As far as could be seen this was the case”.

*“As the main stakeholders were in attendance anyway and if a matter required further discussion it was sometimes possible for off-table talks immediately afterwards to take place to come to some agreement acceptable to all.”*

The above is indicative of how well the Group has worked together in achieving this outcome.

A summary chart of the responses received is provided below.



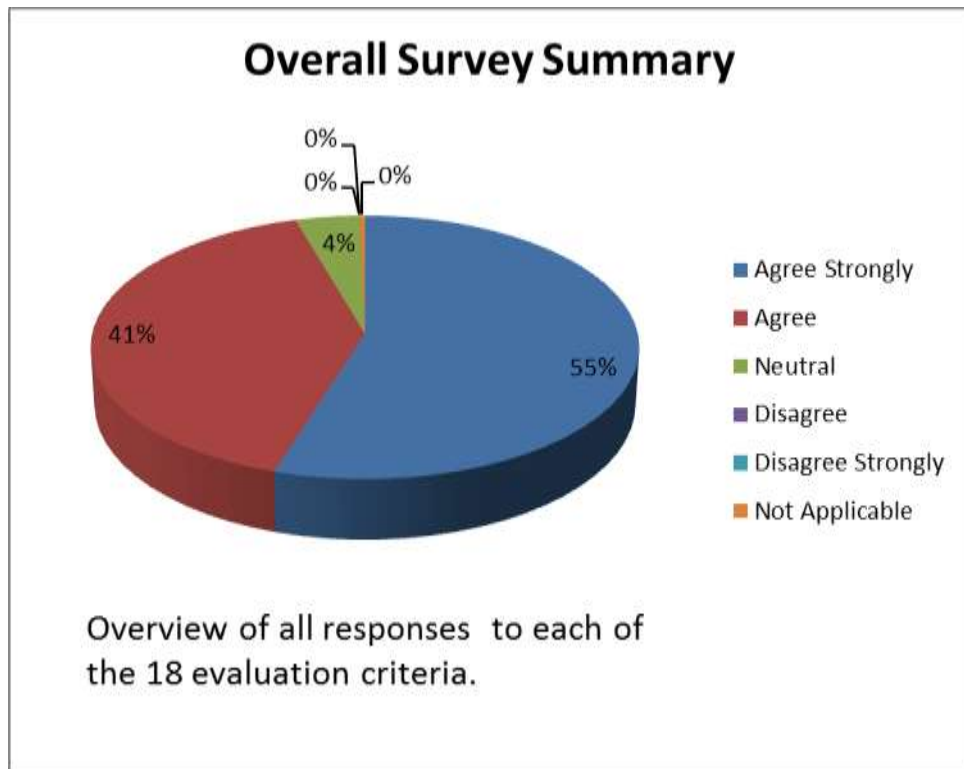
### 3.1.19 Overall Responses Provided to the Complete Questionnaire.

The total responses received to the questionnaire were:

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly	Not Applicable	Total
No. of Responses	158	117	12	0	0	1	16

It can be seen from the above that the overall majority of the responses provided (96%) were positive about the impact of the TMWG with no negative opinions expressed.

A summary chart of the responses noted is provided below.



## 4.1 Further Respondent Views

### 4.1.1 Introduction

Within the feedback questionnaire issued to the members of the TMWG was a section inviting any further potentially wider ranging opinions.

In order to kick start this discussion prompts were included as to items the members might wish to consider such as:

- Anything that went particularly well;
- Anything that went particularly badly;
- For a similar (or smaller) project would you repeat this exercise;
- Should the constitution of any future TMWG be altered to include other organisations?

While the above prompts were provided responses were not restricted to these topics and respondents were free to raise issues as they deemed appropriate. Responses to Part B were not mandatory and some respondents deemed the feedback in Part A to be sufficient.

Below are the various views provided within Part B of the Questionnaire. These are given in no particular order.

### 4.1.2 Open Comments Received

*“Overall I consider the TMWG to be very successful. The Group worked well together and the right amount of information was presented to be able to be informed of TM proposals and comment effectively.*

*I have been involved in other TMWG meetings that do not work at all well with lack of clear information that is rushed and forced to be over as soon as possible. Other groups also did not work well together to ensure the success of the group with a joint clear objective. In comparison the FRC project worked extremely well and the format should be repeated for future projects.”*

*“There were a great many successes but the collaborative working during road closures was a huge success, particularly the work carried out by the Contractor, Operating Companies and Local Authorities during the B800 bridge demolition works.*

*This idea should be used for all infrastructure projects, large or small."*

*"Important to maintain communication and forward planning.*

*No concerns to report.*

*Yes - should be repeated.*

*Not aware of any improvements that would be needed to be incorporated."*

*"In general, this appeared to be a very well organised, structured and attended group. All participants were regular attendees, which is a testament to the necessity and value of the group and how it was implemented / conducted.*

*As a late attendee, I was made to feel welcome and any comments considered and properly evaluated / acted upon.*

*In my brief involvement, I saw nothing which fell short of what would be expected for such a well organised group and I only came away with positives. Unfortunately, I have no specific examples of good working experiences.*

*I believe that the constitution of this TMWG was comprehensive."*

*"During the 3 years I have been involved in the project I have been very impressed by the professionalism shown by all partners involved in the TMWG. I have responded positively to all the questions raised in the survey as I feel strongly this is the best way to conduct such groups in any future large scale projects.*

*The meetings were inclusive and at the appropriate intervals. All issues were dealt with without delay and the overall TM standard was very high. This meant that any external resource assistance was kept to a minimum. Also the availability of a police liaison officer embedded within the TM team was very useful providing an easy contact whenever required."*

*"The Traffic Management Working Group was beneficial for the identification and establishment of agreed best practices and to review any changes that may impact upon the provision and safe operation of both the FRC and schemes in the SE Network and FRB.*

*All members of the working group benefited from the continual monitoring of the works, allowing comments to be heard and allowing issues to be resolved before works progressed."*

*"Should there be a future large scale road/infrastructure project that has the potential to impact public transport over an extended period of time we would certainly support a repeat of this exercise as there is no doubt the smooth operation of the group has result in an improved level of information sharing and an improved level of co-operation between contractors and ourselves and that has paid dividends to minimising the disruption faced by public transport users along a high profile, intensive route corridor.*

*There would potentially be an argument for inclusion of railway interests should the same exercise be carried out again as there have been occasions where engineering closures on the rail network had a massive impact on the demand for bus travel on the Fife to Edinburgh corridor and without being aware of when that was taking place there was potential for conflict with traffic restrictions and equally lack of capacity due to ongoing works at Ferrytoll park & ride. Obviously the individual circumstances of any future TMWG would dictate the usefulness of this presence or not.*

*It may also be useful to extend an invitation to the local authorities public transport officers for the areas directly affected by the works. They could play both a part in representing smaller public transport providers views (as they are directly tendering many of their routes) and take on a more proactive approach to preparing for closures etc. As it was the public transport officers in Fife have relied on information from ourselves on occasion regarding closures that effect other operators routes, including school transport.*

*The successful weekend closure of Ferrytoll Park & Ride, and indeed the whole moving to and from the temporary arrangements, must be recorded as one of the plus points from a user's perspective. However the lengthy overrun of the building works at the Ferrytoll P&R turning circle was a significant negative for service users."*

*"The TMWG worked well and should always be a given for this scale of project and believe that good co-ordination was achieved at all levels.*

*Good phase drawings and detailed 'TM Look Ahead Programme' at each meeting which is crucial especially with regards to timing of phases.*

*All parties took on board what the group was trying to accomplish, additionally a good balance of who and what organisation needed representation was achieved.*

*Out with the group I imagine there may have been on occasions heated debate with regard TM as a result of the TMWG however this is its purpose to keep sight of all issues."*

*"The presentations by the various contractors included works that were several months in the future, giving ample opportunity for foreseeable conflicts / problems to be resolved and whether or not these works went ahead on the proposed dates or not the plans were ready to be put into operation.*

*I think the establishment of a TMWG on a project this size was well thought out and had representatives from the core organisations necessary to agree the planning and implementation of future works affecting the road network. Any members that chose not to attend received the minutes ensuring that they were kept fully informed.*

*Such was the makeup of the group that information could be passed on to other organisations that would be affected by works but not really required to have an input into the TMWG, e.g. the FTA.*

*Without this group I would imagine seeking agreement from each individual party would have complicated matters and extended the time each scheme would have taken to be implemented.*

*Any project of a substantial size would benefit from such a group approach and the composition of such a TMWG and frequency of meetings could be tailored to suit each job."*

#### 4.1.3 Review

The various responses provided above reflect a positive view of the way the TMWG has been constituted and operated for the project.

Where comparisons have been made with other similar Groups the view seems to be that this Group has performed well by comparison.

The standard and quality of information provided to the Group for consideration is regarded as being very good and appropriate to giving due consideration to the various issues discussed.

The benefits of the collaborative approach adopted for the TMWG are viewed as being some of the most significant successes of the Group.

The need to reflect local interests and diversity is highlighted as a requirement of any future groups.

Overall there has been positive support to the constitution of the Group and the way it has been managed.

- The Traffic Management Working Group has been viewed as having a beneficial impact for the Project and the public.
- The prospect of future adoption of this type of forum was supported.
- When compared with other similar groups this forum has been viewed as one to aspire to.
- The Group has been viewed as inclusive and collaborative.
- The format of information produced has been viewed as informative and suitable for discussions and debate.





# **Forth Replacement Crossing Traffic Management Working Group Monitoring and Evaluation**

## **Introduction**

The Traffic Management Working Group was established as a joint initiative by the Scottish Ministers and relevant parties to facilitate a collaborative and inclusive approach to the planning and implementation of temporary traffic management schemes for the Forth Replacement Crossing project. The Code of Construction Practice for the project set out the requirement for the Contractor to consult with the Traffic Management Working Group in relation to all traffic management and other traffic related measures to be implemented in relation to the Forth Replacement Crossing project.

The Employer may implement similar groups on future Projects and is interested in the views of the Traffic Management Working Group members on the effectiveness of the FRC group and the processes which were in place to co-ordinate, assess and assure the planning of temporary traffic management schemes.

## **Questionnaire**

The attached questionnaire sets out a number of questions based on the operation of the Traffic Management Working Group during the construction period.

The Employer's Delivery Team requests that the Traffic Management Working Group members provide feedback and any supporting or additional comments they consider appropriate to the performance and improvement of the Traffic Management Working Group and Employer's Delivery Team.

Please provide completed questionnaires by 13 June 2017.

**Forth Replacement Crossing  
Traffic Management Working Group  
Monitoring and Evaluation**

**Part A – Traffic Management Working Group Questionnaire**

	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Comments
	<b>Traffic Management Working Group (TMWG) - Context, Membership, Purpose, Working Principles, Functions and Dispute Resolution.</b>							
1	The TMWG encouraged a collaborative and inclusive approach to assure and assess the planning and implementation of contractors' proposals for the project.							
2	The TMWG was of benefit to relevant stakeholders.							
3	The TMWG was of benefit to the interests of road users.							
4	The TMWG was comprised of members that were appropriate to the needs of the group and to road users.							
5	The TMWG provided assurance that traffic management measures were being developed and carried out in accordance with applicable standards, the Code of Construction Practice and the construction contracts.							
6	The TMWG facilitated consultation between the contractor and those organisations with which there was consult and comply requirement in relation to traffic management.							
7	TMWG meetings were held at appropriate intervals.							
8	TMWG agendas and approved minutes were uploaded to the project website as agreed.							
9	The Employer's Representative considered all advice received from the TMWG in determining whether it was necessary to take any action to improve the contractors' performance in accordance with the contract.							
10	The TMWG took evidence from the Contractors' on matters relating to new and current schemes to support the purpose of the Group.							

**Forth Replacement Crossing  
Traffic Management Working Group  
Monitoring and Evaluation**

	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Comments
11	The TMWG allowed potential issues associated with the contractors' proposals to be identified and mitigation measures and suitable alternative proposals to be developed by the contractors' where necessary.							
12	The TMWG provided a suitable forum to assist in developing appropriate measures to balance the needs of construction operations and safe operation of the network.							
13	The TMWG gave appropriate consideration to the interaction between the contractors' proposals and adjacent schemes / maintenance operations / events.							
14	The TMWG gave opportunity to optimise efforts by different organisations to reduce impacts on the travelling public by undertaking works simultaneously or in co-ordination.							
15	The TMWG facilitated the contractors' demonstration that its operations and associated traffic management proposals were developed such that they balanced the comparative impacts on the travelling public as well as the local effects for other groups such as noise and vibration via the NLG.							
16	The TMWG gave appropriate consideration to the timing and effect that the Contractors' proposals would have on users, adjacent communities and significant events.							
17	The TMWG worked together to ensure that all members were content with the contractors' proposals in line with the purpose of the Group.							
18	Any differences in opinion between TMWG members regarding the acceptability of the Contractors' proposals were resolved in an appropriate manner.							

