Department for Transport

JAG United Kingdom

HAUC (UK) HIGHWAY AUTHORITIES & UTILITIES COMMITTEE

Street Works UK

STREET MANAGER

Frequently Asked Questions

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Comms

- There will be fortnightly updates of this and our newsletter.
- We are setting up a Street Manager email address for enquiries. Details of this will come in the next update.
- We plan to run roadshows later in the autumn around the country.
- We will set up other comms channels e.g. youtube Slack.
- Our user research continues. You may be contacted to ask if one of our research team can visit or speak to you.

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Key strategic points

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What is Street Manager?

Street Manager will be a new digital service that will transform the planning, management and communication of street and road works through open data and intelligent services to minimise disruption and improve journeys for the public

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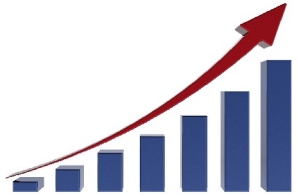
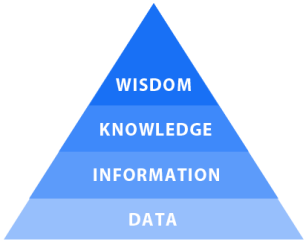
Why do we need Street Manager?

- Congestion from street and road works costs the economy, leads to poor air quality and reduced safety
- Demand for infrastructure continues to increase
- Digital transport agenda needs data and information
- Public expectations for personalised, up-to-date and accurate data and information
- Rising demand for reliable, up-to-date and open data to support data-driven decision making
- World beating technology sector needs data
- We need to modernise how we manage and communicate street and road works
- System designed around fax machine no longer good enough





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Benefits of Street Manager

Single source of accurate, up to date data on live and planned works.
One version of the truth.

Fully compliant with legislation. Decisions informed and supported by data.

Visibility of all works on all roads. Enabling and supporting forward planning, collaboration, strategic planning, network management.

Open data leading to product development, innovation and better communication.

Meets user needs.
Accessible, modern user interface.
Ability to respond quickly to changing user needs.

Will meet currently un-met needs.

Reduced cost, improved administration, less duplication, no vendor lock-in.
Platform for future development.

Better reporting and performance management.

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Street manager will enable us to

- Have visibility of all planned and live works on our road network. This will support more collaboration and joint works, and better network management
- Access data and open it up within organisations and beyond street works teams to e.g. network managers, highways works teams, UTCs, analysts, statisticians etc
- Use APIs that will enable data to be taken from Street Manager and used in your other systems
- Improve consistency and data quality
- Include future policy and legislation changes easily in Street Manager
- Respond quickly to changing user needs
- Provide accurate and open data on live and planned works that will allow others to develop journey planning apps that will help road users to travel about
- Use data to support better decision making, assess impact, and to monitor and manage performance

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Will we have to use Street Manager?

- Yes, Street Manager will be mandatory
- You will be able to use Street Manager 'out of the box' or link via APIs to your existing systems or use a combination of the user interface and APIs
- This will maximise the benefits to everyone
- Users told us a single version of the truth is a key priority need
- DfT owns the current EToN technical specification. We will amend regulations and replace this for users in England
- Timing of transition window to be decided later in 2018 but we want this to be by end of 2019/early 2020
- Full support and help will be given to help transition e.g. we will be engaging business change support people, training will be available
- Street manager will be for registered LA and utility company users, not the general public
- A sub-set of data on planned and live works will be made available on www.data.gov.

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How we are delivering Street Manager?

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New digital service development…

Discovery — **Alpha** — **Beta** — **Live**

- Who are your users and what are their needs?
- Are they being met?
- What are the gaps?
- How might you start developing a new service if Discovery finds you need one?

- Producing a prototype to validate that your service meets the user need.
- Continuously iterating based on user research.

- Building a pilot service to hold real data and run with an initial, small group of users (private beta).
- Expanding use of the service to the full user base (public beta).

We are at the start of an 16-18 month Beta phase

- Have a sustainable service and a team in place that can continuously improve the service over time.

We are following the Government Digital Service's Service Standard, using Agile methodology and GDS design templates

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Agile

- Agile means that we will involve you in user research, and test and share early designs as we go
- We really value your input and expertise
- Designs are constantly changing and being improved
- We know you have questions about transition and aspects of the design. We will answer these as and when we can, and as that part of the service is designed
- We will be able to answer all your questions through the next few months
- We will continue to improve and develop Street Manager, based on iteration with users, throughout Beta and also once it is Live. We no longer put out a product and then leave it for a few years.
- To find out more about agile, click https://www.gov.uk/service-manual/agile-delivery

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Outputs from Discovery and Alpha

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Key Discovery findings: issues with EToN

Lack of consistency and standardisation.
Many different interpretations of the rules. EToN does not align with current legislation.

Data is not open, visible to other users or accurate.
User journeys are difficult and fragmented. Conflicts can occur.

Data is duplicated, sparse and fractured.
Reporting and analysis is impossible.

Speed and fluidity of street works operations are hindered.
Collaboration and innovation are not supported.

Costs are high.
Estimated annual cost to LHAs and utilities of £40m. LHA licensing costs alone make up £7m of this.

Users are locked into vendors.
Vendors own IP.
High change costs and long implementation timescales are barriers change.

There was universal agreement from the user research that we need to change the systems we use to plan and manage street and road works, that we need to modernise using today's technology, and that EToN is no longer fit for purpose

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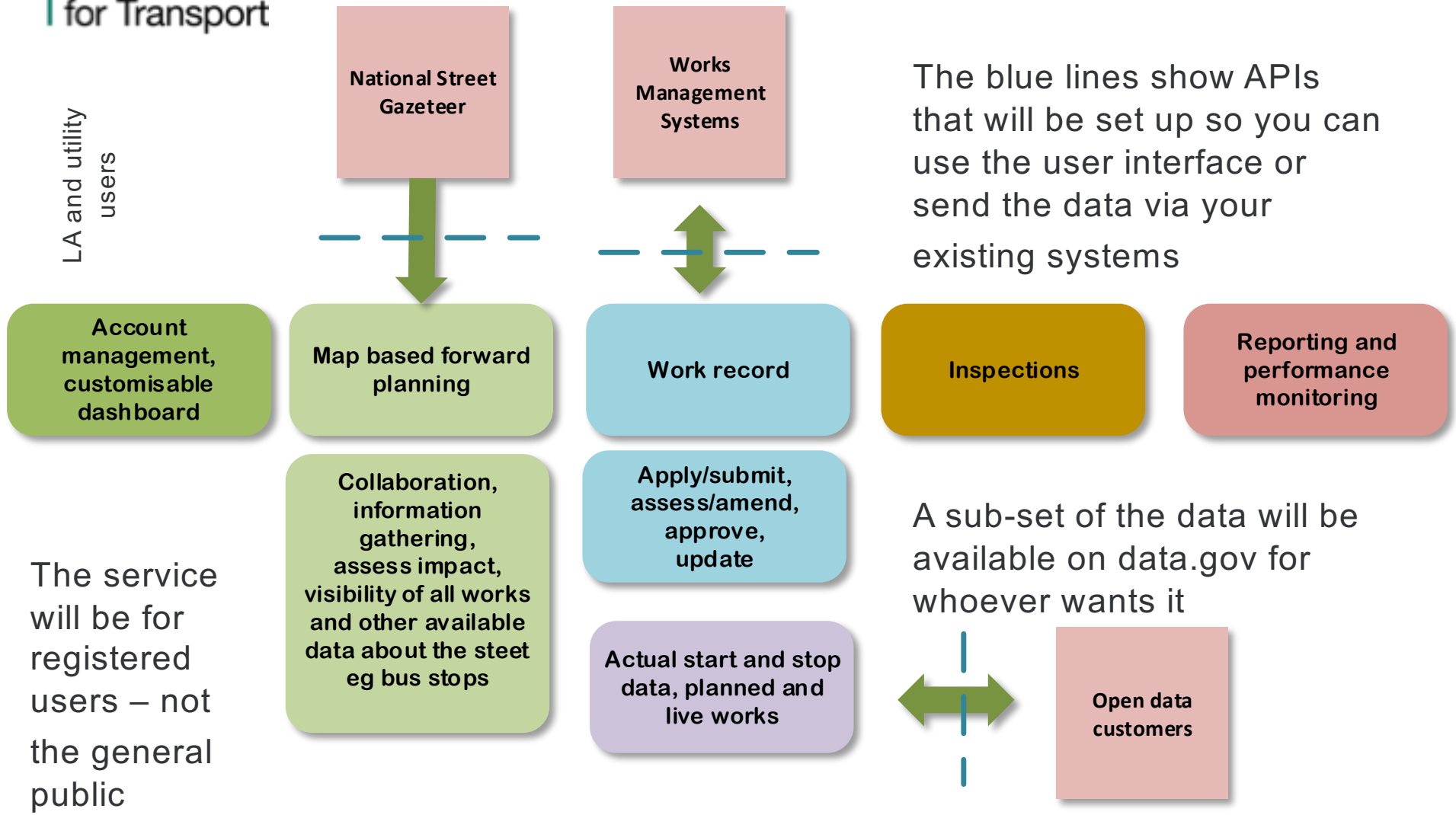
High level service design at the end of Alpha



The blue lines show APIs that will be set up so you can use the user interface or send the data via your existing systems

A sub-set of the data will be available on data.gov for whoever wants it

The service will be for registered users – not the general public

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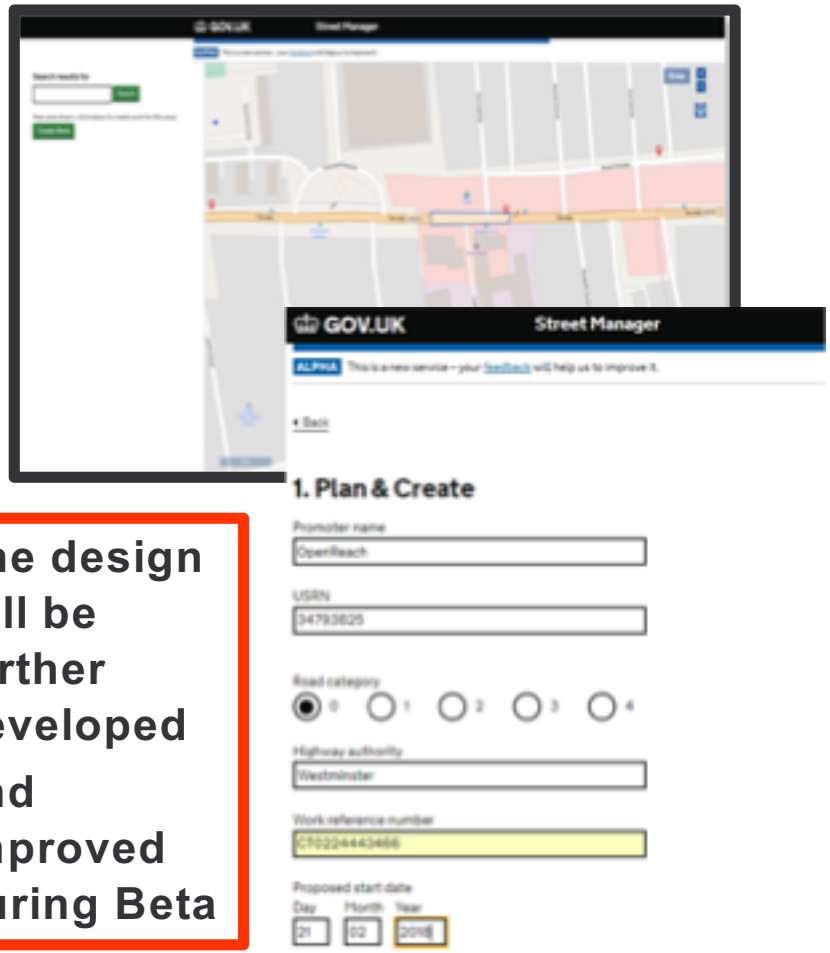
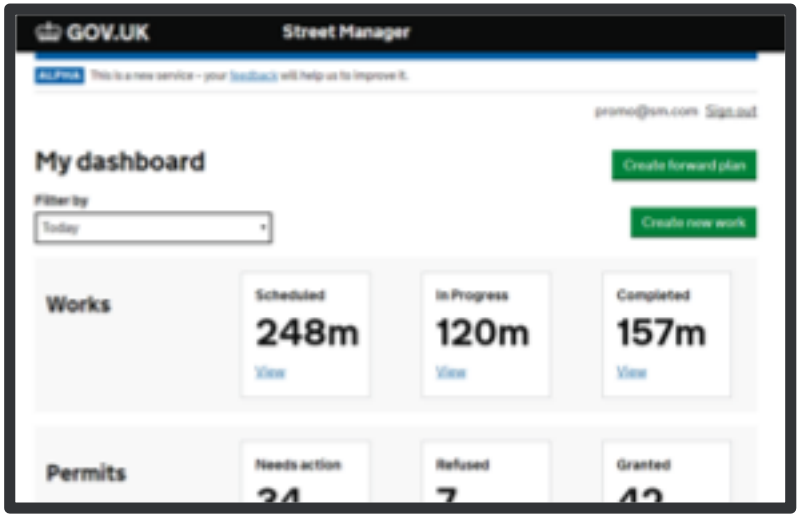
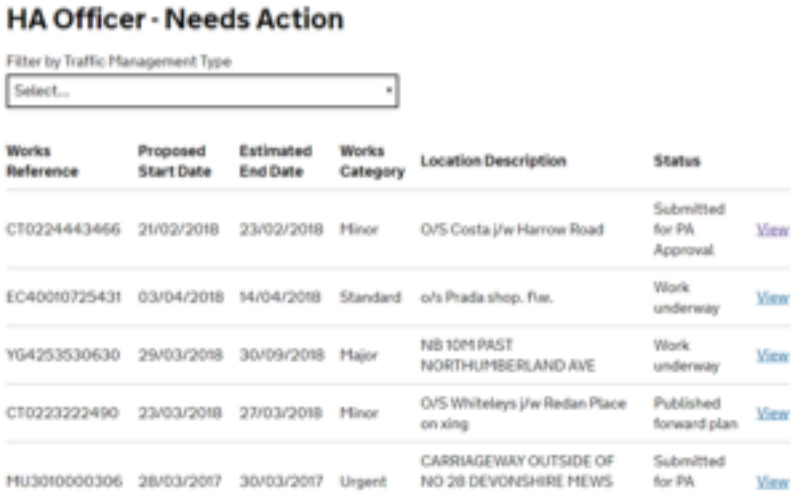
Examples from Alpha prototype showing design templates





The design will be further developed and improved during Beta



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Scope of Street Manager

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Scope of Street Manager

- Street manager will be for registered LA and utility company users.
- It will do all that is currently in the EToN technical specification, but in a much better way. It will be fully compliant with legislation.
- We will provide a more detailed description of the scope shortly.
- We need to focus on the minimum viable product at the Beta stage. So Street Manager will do what is needed to plan and manage a street and road work. It will cover highway works as well as utility works.
- Phase 3 of Street Manager will be end 2019/2020 onwards. We can introduce additional services from then onwards, based on user needs. Street manager will continue to be developed.
- It will not have a public facing web-site. We will provide a sub-set of the data via www.data.gov on live and planned works so that whoever can take it to do whatever e.g. develop apps that send personalised info via notifications to the public.
- There will be one source of accurate and up-to-date data for websites, SATNAVs, connected vehicles, existing apps etc.
- Street Manager will be designed so that you can use it on laptops and tablets.

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Scope of Street Manager

- You will be able to send and receive Street Manager data via an API for use in other systems you may have/use.
- You will be able to use Street Manager for lane rental schemes.
- If you are an LA moving to a permit scheme, Street Manager will help you do this as it will provide the system you need that is fully in line with HAUC good practice.
- It will have business rules that will make the user interface and APIs easy and helpful to use, e.g. identify collaboration opportunities, identify clashes, auto-populate information. These will help to validate the data.
- You will have be able to run reports and monitor performance. You will be able to report on KPIs.
- You will be able to give different levels of access to users in your organisation, e.g. managers, UTCs, highways departments, analysts without any additional licensing costs.
- You will be able to arrange for access by your contractors
- Data in Street Manager will be up-to-date and as near to real time as possible. There will be no more 'batching'.

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Scope of Street Manager

- The user interface in Street Manager will be modern and accessible. You will need some subject knowledge to use it, but you will not need extensive training. Training will, however, be provided.
- There will be one master record for each work that will follow it through planning to completion and inspection. You will be able to note agreements and conversations with the record. There will be one version of the truth, reducing conflicts, disagreements, contacts.
- You will be able to include and upload photos, traffic management plans and other file types.
- You will be able to view all works on all roads on the forward planning map, across LA boundaries. There will be filters so you can search on e.g. time, type of work etc to support collaboration and planning.
- Street manager will not include invoicing as this will be managed via existing systems. It will, however, integrate with these systems to serve up information. You will be able to record penalties and charges in Street Manager. We will know more about this aspect in the autumn 2018.

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Scope of Street Manager

- Issues to be worked out in more detail over the next few months include e.g how we treat S58s and S81s. We will discuss this with users and agree priorities before the autumn. We will provide regular updates.
- The focus for Street Manager is the minimum viable product for planning and managing street and road works. Pipeline development from phase 3 onwards may include Street Manager holding data on e.g. special events, skips, scaffolding etc, if this is what users want. Alternatively, Street Manager data will be available via an API.
- Street manager will take data from the National Street Gazetteer. It is important that data provided to the NSG is accurate and up to date.
- Street Manager will standardise and simplify data entry through drop-down menus, radio button or tick boxes, etc. Free text fields will be used but only where necessary. Any character limitations will be appropriate to the information required.
- Street manager is an opportunity to improve the way we do things. It will help to optimise and improve ways of working and remove/reduce work arounds that exisiting systems currently impose.

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Technical solution

- It will be Cloud based so we will only pay for what we use
- It will be open source
- It will be scaleable
- It is being built on a modern technology platform that will support future development and integration with other modern products
- It will have appropriate security built in and will have all necessary Government security accreditations
- It will be GDPR compliant, with relevant data protection controls
- APIs will be available so that Street Manager can be integrated with works and asset management systems. More on this will be available later in summer 2018.
- It will undergo performance testing so that it can cope with the number of users, and we can ensure that it is reliable.
- A disaster recovery plan/back-up will be put in place.

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Timelines

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Milestones

- We are continuing the service design through 2018 and early 2019
- Private Beta (phase 1) is due to begin in May 2019. This is when Street Manager can be used to plan and manage a street or road work
- Public Beta (phase 2) is due to begin in August 2019
- Details of transition are still to be worked out but we are envisaging that it will work in tranches.
- We cannot draw out and prolong transition, especially for utility companies that work in several LA areas. We also want to deliver the benefits as soon as possible.

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Sprint plan

- Our sprint plan from now until July 2019 means that we will look at scope delivery in 2 week sprints.
- We will update our comms material at the end of each 2 week sprint so you can see what's been done and what's coming up
- All of this is underpinned by ongoing user research

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Legislation

- We plan to amend legislation to help support the delivery of street manger
- We will consult on this in autumn 2018
- We plan to lay the necessary statutory instrument in summer 2019
- Further details will be available in the autumn
- The legislation will include a transition end date, when the current EToN technical specification will be withdrawn in England
- Street manager will help LAs to deliver the street works register requirements included in the New Roads and Street Works Act

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User research

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The team

- Street manager is being designed by users for users.
- We have subject matter experts embedded in the Street Manager team from local authorities and utility companies. They are closely involved in co-designing the service.
- These SMEs have wider groups of colleagues to sound out, ask for specific input etc.
- User researchers are visiting users around the country
- We will be doing road shows in autumn 2018 when we have a more developed service to demo
- The DfT product owner used to be a street works manager in a LA and has worked for a utility.

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Transition

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Historic data and in-flight works

- We have decided that a wholesale migration of historic data from EToN systems into Street Manager will involve excessive time and cost. We know from the Discovery that existing data is based on a range of data models, is fragmented and varies in quality. We want to focus our time and money on making sure Street Manager meets current and future user needs.
- However, we know that you will need to keep your data for a period of time to meet legal requirements.
- We are working with users to discuss and propose options for dealing with this important issue. Options might include:
  - Extracting and storing the data outside Street Manager in another system, database or spreadsheet. Some users already do this.
  - Uploading a sub-set of the data required into Street Manager provided it complies with the necessary business rules, data validation and data format.
- It's your data, so you can take it out of your current EToN product and store it in a format that is free.

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Historic data and in-flight works

- We will prepare a plan and let you have information closer to the time on how to deal with in-flight works during transition.
- Street manager will store and archive works records, so it will not take long for data to be built up.

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Financial model

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Business case

- The DfT is paying for the development of Street Manager. This represents a substantial investment of just under £10 million.
- The budget for Street Manager will cover the development of the minimum viable product (to the end of Phase 2) and means we will focus on key priorities. Street manager will, however, continue to be improved.
- The strategic case is strong, as is the economic case. Better managed and coordinated street and road works, plus open data for the public, will deliver significant congestion and other benefits including road user satisfaction both nationally and locally.
- The Discovery, and then the Alpha/Beta phases have been procured through open competition using the Digital Outcome Specialists framework.
- The service operation and management (phase 3) contract will be competitively procured in autumn 2019. That contract will be for 2 years, so that we can continue to ensure best value for money. We will not be locked into any vendor.
- The Agile process and the technical solution means we are only paying for what users need. We are not paying for un-used or out of date functionality.

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Business case

- In autumn 2018, we will make available templates to support local business case development.
- We need the service to be designed in more detail before final cost estimates for phase 3 are prepared.
- The DfT plans to re-charge user organisations on a transactional basis for Street Manager from phase 3 onwards. This will cover the ongoing service maintenance and the continuous improvement, based on user need. The DfT is paying for the phase 1 and 2 Beta development.
- We estimate at the moment that phase 3 costs will be significantly less than you all currently pay for licensing EToN software.
- There will be other savings e.g. in training, future changes
- If you want to use Street Manager 'out of the box', you should not need to pay for that functionality from another provider.
- The DfT has powers to charge under Section 53 of NRSWA.

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Myth buster

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Q&A

- But I like EToN….
  - No software or technology lasts forever. We need to change the system we are using so we can all benefit from a simpler, easier to use, modern and accessible digital service
- Street Manager will never happen
  - Yes it will
- Street Manager won't happen for years
  - We want transition to have been completed by early 2020 at the latest. This will mean we all reap the benefits as soon as possible. Dragging it out will involve cost and more dual running for you as the user organisation
- Street manager is only for areas with permit schemes
  - No. Street manager will support noticing areas, so you will be able to use Street Manager if you still notice. We do however want you to at least notice your own highway works in line with your network management duty. The DfT would like all LAs to have permit schemes.

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Q&A

- My IT section is tendering for new contracts of 7 years or more
  - We will be withdrawing the current EToN technical specification late 2019/early 2020. You will need to make sure any new contracts take account of Street Manager and do not lock you into paying unnecessary costs
- I need something bespoke to deal with my works
  - The Discovery showed that lots of different, tailored systems creates a multitude of problems. Street manager is an opportunity to standardise, simplify and improve consistency for the benefit of all users.
  - We cannot afford to cater for everyone's unique situation. You can always exchange Street Manager data via an API. We do however need a core set of data for Street Manager in line with the data model being developed and that meets business rules and is validated.
  - Do you really need something special/different? This can create unnecessary overhead, cost, inconsistencies and makes implementing changes time consuming and costly.

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Q&A

- You aren't involving or speaking to the current developers.
  - Yes we are and will continue to do so, both as a group and individually.
  - Street manager is being designed and developed by users for users. We are becoming more intelligent clients and want to make sure we ask the market to provide what we need. We also want to open up the market to new technology companies.
  - We will engage your internal IT teams, IT providers or EToN developers if you would like us to, but we need your help to understand more about how and when this is required. So we do welcome your engagement and participation.
- Street manager will take data from the National Street Gazetteer which, at the moment, is updated once a month. It will not be a Local Street Gazetteer tool.