



Guy Dangerfield
Transport Focus,
3rd Floor, Fleetbank House,
2-6 Salisbury Square,
London EC4Y 8JX

From: Melanie Clarke
Executive Director of Customer
Operations
National Traffic Operations
Centre
3 Ridgeway, Quinton Bus. Park
Birmingham B32 1AF

Mobile: 07768 556 299

2 February 2016

Dear Guy,

Thank you for your letter of the 22nd January, regarding scheduled roadworks information.

As you correctly state, we are aware of concerns – particularly from freight operators – around the accuracy of advanced roadworks information and we are investing a considerable effort in improving the situation. For example we have made amendments to the majority of our maintenance contracts to stipulate requirements for accurate information; have greatly increased our internal monitoring of the quality of our data; and have undertaken detailed reviews of the factors impacting information quality, so that we can keep driving improvements.

We have several medium term improvements in progress; you mention the replacement to our booking system, for example. Importantly, we are also changing our contracting approach and will, as part of this, be bringing the function of planning and coordinating roadworks into the company. This will give us greater direct control of when roadworks are undertaken, with a consequent improvement to the information we are able to give our customers. The first of these new contracts goes live in the summer of 2016.

As well as the actions we have undertaken, and those planned for the medium term, in the short term I have instructed additional check and challenge processes to bolster the focus we are already putting on this area.

I would be happy to discuss all of these activities with you in person, along with my colleague Freda Rashdi who chairs the cross-company group which is responsible for driving improvements in all roadworks related areas. I shall arrange for Helen Jackson, my Executive Support Officer, to set up a meeting for your earliest convenience and she will be in touch with you again soon.

Yours sincerely



Mel Clarke
Director of Customer Operations

CC: Anna Daroy
Mike Fargher
Mark Bottomley
Freda Rashdi