

# STREET MANAGER

DfT Lane Rental Industry  
Publication



# INTRODUCTION

Legislation previously required local highway authorities and utility companies to use a system known as EToN (Electronic Transfer of Notifications) to plan and manage street and road works. Initially created in the 1990s, with various modifications and updates over time, user research carried out by the Department for Transport (DfT) found that EToN was no longer fit for purpose. It was recommended that a new digital service be developed to replace EToN to better reflect current user needs.

Developed as centralized digital service, the new Street Manager system is used by every local highway authority, utility company and their contractors in England. The service provides the ability to raise and approve the permits needed to carry out works, record progress, register reinstatements, document inspections, and issue any fines observed.

The service allows local highway authorities and utility companies to see data about works in their area, making the management of works simpler. A subset of the data is published as open data which allows developers, researchers, and the public to innovate such as by creating apps or for use in satellite navigation.

The launch of the service saw the biggest change to the IT systems used to manage street and road works for a generation.







# THE PROJECT

DfT and delivery partner Kainos, worked collaboratively with over 500 local authorities, Network Rail, Highways England, utility companies and their contractors. The project team also collaborated with HS2 Ltd to provide local authorities with clear visibility of its major infrastructure works.

The initial phase of the project involved service design, assessment of user need requests, creation of a prototype demonstrating two user journeys within the service, and a technical design solution. Once approved by the Government Digital Service (GDS), the Beta development commenced.

Investing £10million, DfT developed a Minimum Viable Product (MVP), using agile methodology, initially starting with a small team which built up the service, based on user requirements. Continually researching needs and developing user stories, each was added to the roadmap/scope and then built based on prioritisation for testing. This was carried out with a pilot group of users: Transport for London, Cadent Gas, Thames Water, UK Power Networks and Hertfordshire County Council who tested each element of the service.

Features included, applying for and issuing permits, recording reinstatements and inspections, using real-life examples, alongside their existing EToN systems. Features were also improved upon during the pilot phase and APIs to 3<sup>rd</sup> part systems were tested. Once the pilot stage concluded, the features available in Street Manager ensured that users could fully comply with the legal requirements associated with road and street works.

# OUTCOMES

All objectives were successfully implemented, with users provided positive feedback on the additional features. Street Manager now enables users to plan, coordinate and manage two million plus road works that are carried out each year in England. The main benefits from better managed and coordinated street and road works are:

- reduction in the social cost of congestion from better planning.
- fewer works from improved coordination and collaboration.
- reduced works duration from data-driven decisions and impact assessments.
- data enabled reporting and performance management, which creates opportunities for performance-based incentives, improvement plans and risk-based inspections.
- Data on live and planned works can lead to a greater reduction in congestion as the now informed travelling public can avoid the site or travel at different times.





```
mirror_mod = modifier_ob.  
set mirror object to mirror.  
mirror_mod.mirror_object =  
operation == "MIRROR_X":  
mirror_mod.use_x = True  
mirror_mod.use_y = False  
mirror_mod.use_z = False  
operation == "MIRROR_Y":  
mirror_mod.use_x = False  
mirror_mod.use_y = True  
mirror_mod.use_z = False  
operation == "MIRROR_Z":  
mirror_mod.use_x = False  
mirror_mod.use_y = False  
mirror_mod.use_z = True  
  
#selection at the end -add  
mirror_ob.select= 1  
modifier_ob.select=1  
context.scene.objects.active  
("Selected" + str(modifier_ob.  
mirror_ob.select = 0  
= bpy.context.selected_object  
data.objects[one.name].select  
  
print("please select exactly  
  
-- OPERATOR CLASSES ----  
  
types.Operator):  
on X mirror to the selected  
object.mirror_mirror_x"  
mirror X"  
  
context):  
context.active_object is not
```

## LESSONS LEARNT

Good practice was identified during this project which included engaging stakeholders in workshops to ensure that objectives were effectively defined.

# CONCLUSION

Street Manager replaced outdated systems which were in use for over 15 years, with a modern service that has been designed to meet user needs. This includes the DfT's need for data that will inform further policy development aimed at reducing the effects of street and road works on congestion.

Overall, the project has been very successful and new features will be implemented to ensure the service continues to add value to users. The effectiveness of this service ultimately reduces the amount of street and road works taking place across England and saves time associated with disruption.





# TfL Lane Rental Scheme

Optimising customer journeys through the delivery of safer, innovative and sustainable roadworks



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