

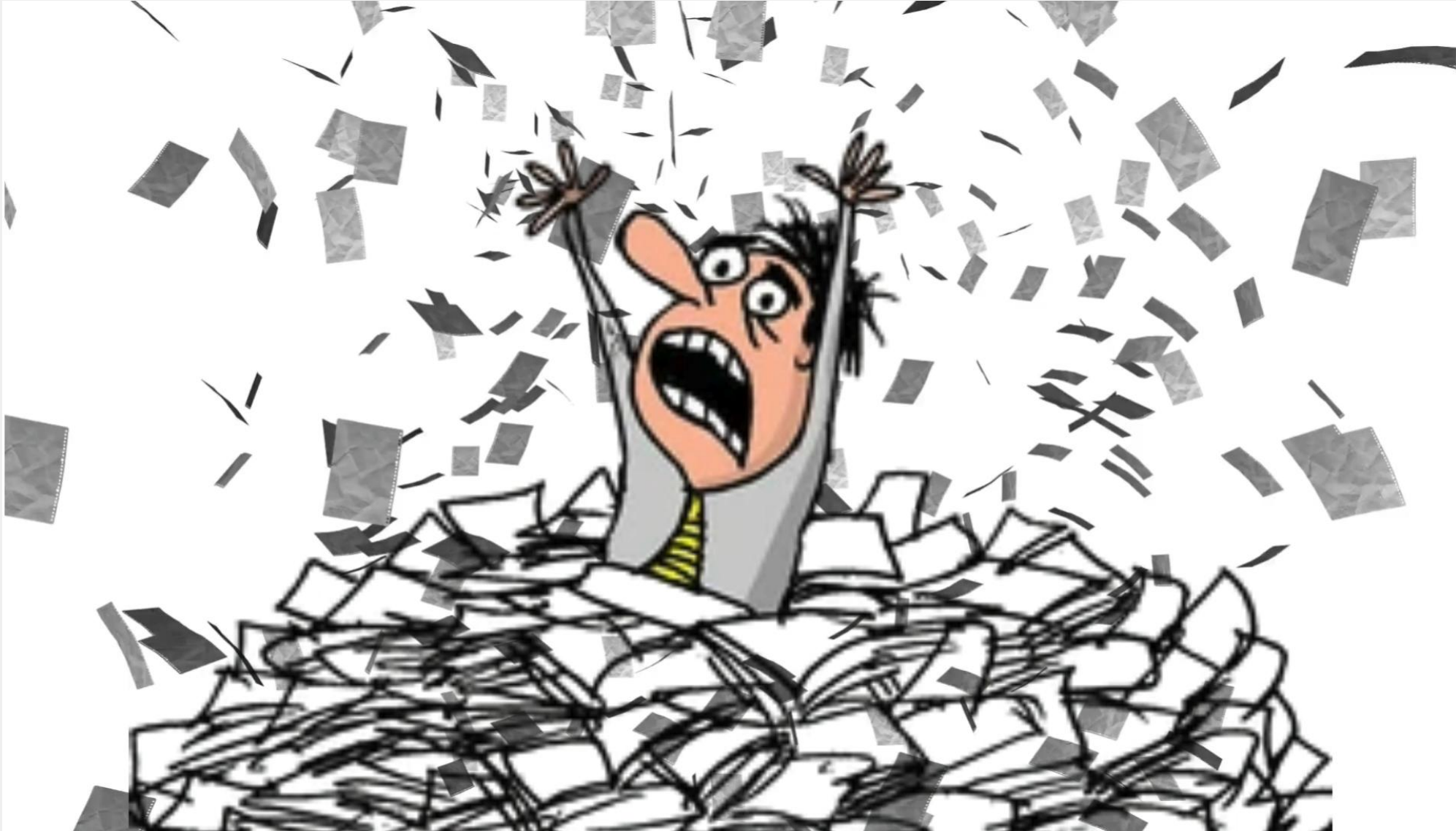
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The end -to -end
digitalisation of the TTRO
process at Ayrshire Highways
Alliance

Digital Transformation

Before Digital Transformation



Question 1

How many Officers processed TTRO's BEFORE the new system was implemented?

Answer: 4

Question 2

How many Officers process TTRO's **AFTER** the new system was implemented?

Answer: 1

Question 3

What savings has the new system generated?

Answer: Over £50,000

Question 4

How long did it take to process a TTRO **BEFORE** the new system was implemented?

Answer: 4 hours (spread over a period)

Question 5

How long does it take to process a TTRO **AFTER** the new system was implemented?

Answer: 2 hours on average over a period time for only 1 Officer whereas before it was 4 Officers doing it on average 4 - 5 hours for each TTRO. Over the past 12 months the service has processed over 950 Temporary Traffic Restriction Orders and Notices.

Digital transformation plays a pivotal role in shaping the Local Government services of the future



Success is based on creating the right **digital technology strategy**:

- Save **time** and **money**
- **Productivity** improvement
- **Creating better value** for the service
- Improving the **customer or user experience**

Digital Transformation

Digital Transformation

Background

- Ayrshire Roads Alliance implemented a Digital Transformation Strategy to embrace digital change across the Service.
- Our digital leaders carried out **thorough research** but **couldn't identify** any existing products that provided a **full end to end digital approach** to manage roads operational activity.

So.....

We set about **building our own** bespoke roads operational system!



Digital Service Redesign



- A digital road map was developed detailing roads operational activity that could be digitally redesigned to **deliver operational efficiencies**.
- Each individual activity was process mapped detailing the vision for the new digital / automated processes.

The Vision

- To create a single **easy to use online system** to manage daily operational activity.



Official Innovation

- On our digital journey we stepped outside of traditional approaches and adopted a **Blue-Sky Thinking approach** to consider options without constraints. This approach resulted in:

- Openness to change and experimentation
- New TTRO processing methods
- Embedded a digital-first strategy
- Enhanced user outcomes
- Digital workforce



Innovation Brainstorming

Build a foundation for a **fully agile, collaborative** and **resilient** workforce who felt valued and a sense of ownership and accomplishment

Automate tasks such as Orders, Notices, maps, emails, advertising and Social Media

Deliver **real time information** for public, applicants and stakeholders

Replace outdated, complex **processes** with **streamlined digital workflows** including templates and reports

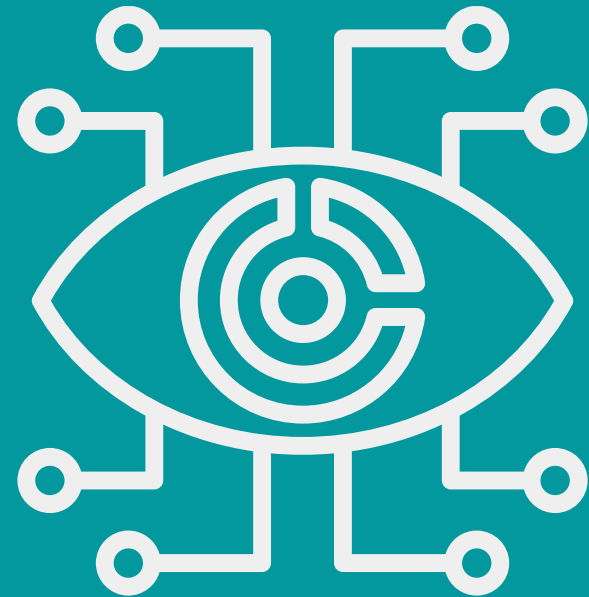
Provide staff with tools that are **intuitive, efficient** and **innovative** not just digital copies of old ways

Create a **dashboard** that acts as a “one stop shop” allowing all users to view all roads activity

Digital Vision vs Digital Reality



Our digital vision was developed through **knowledge sharing** amongst our **digital leaders** and being **open to change** which produced **innovative ideas** that shaped the direction of the project



Digital reality was achieved by partnering with the software development company, **TrueViewVisuals** who turned our vision into a reality!

Stronger Together: Why Inter-Council Collaboration Matters

- **Knowledge Sharing** – Councils can learn from each other which can result in improved service delivery, cost savings and providing opportunities to adopt solutions to deliver more effective and efficient services.
- Staff gain exposure to new ideas, tools and working methods.
- Develop a Stronger Collaboration Culture.

Councils shared learning generates opportunities for better outcomes and greater efficiency.



A vertical photograph of the Blackpool Tower on the left side of the slide, showing its intricate lattice structure against a sunset sky. The tower is partially obscured by a decorative graphic of green dots in the bottom left corner.

Official Collaboration

- Blackpool Council attended a Local Council Roads Innovation Group (LCRIG) in 2024 where Ayrshire Roads Alliance were delivering a demonstration of the Roads Online System.
- Blackpool Council were impressed by the benefits the RoadsOnline system could provide and resulted in them procuring the system.
- Demonstrating the **adaptability** of the **RoadsOnline** system to be used by other Local Authorities who have different legislative requirements - Scotland / England.
- Promotion of **best practice in service delivery**.

Features and Benefits of Roads Online

Automated workflows and tasks

- Workflows and back-office procedures streamlined resulting in reduction in human error
- Improved Reporting - Financial /Performance Information
- Automated Emails
- Template Management
- Improved mapping functionality – Digital map can be created in less than 10 minutes

Improved customer experience

- Consistent and efficient processes providing a more professional approach to customers
- Improved cycle time in applications being processed

Saves time and resources

- Processing of various types of applications undertaken with less manual intervention
- Officers' workload reduced significantly and has freed up staff time for higher value tasks

Improved Reporting

- More accurate and up to date reporting is available
- Provide critical performance indicator information at the touch of a button

Improved Auditing

- Provides a detailed audit history which tracks any changes / updates that have been made

Improved accuracy

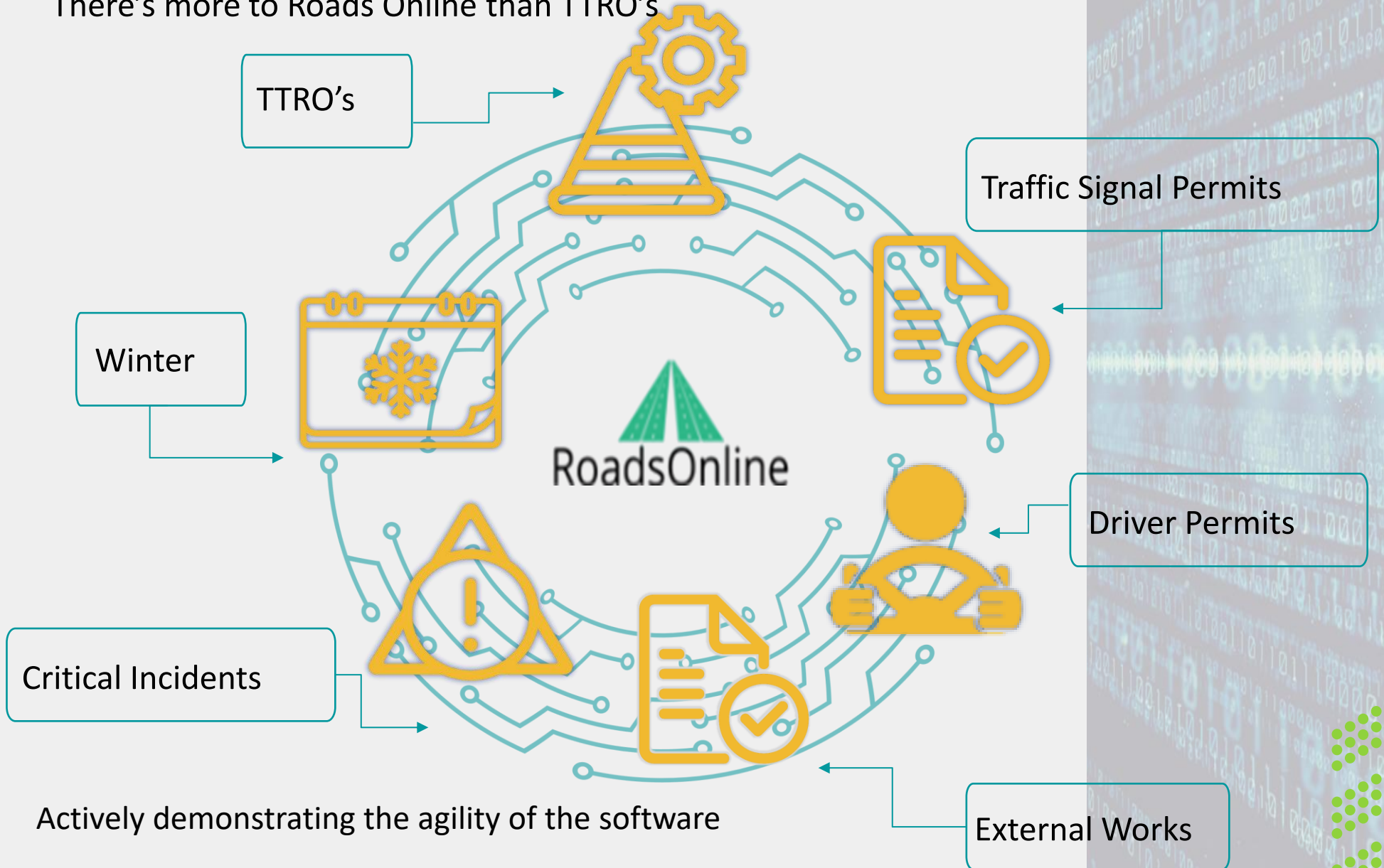
- Data captured is more accurate

Staff Engagement

- Empowered people to create a make it happen culture
- Improved staff morale by reducing process complexity
- Improve Officer's overall job satisfaction

Other Digital Modules

There's more to Roads Online than TTRO's



Future Digital Modules

Future proofing Roads Services with RoadsOnline



TRO's

Severe Weather Warnings

Line Markings

Disabled Bay Applications

ASN

Permits including skip, road opening, scaffolding, Street Café.



"When digital transformation is done right, it's like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar."

GEORGE WESTERMAN, RESEARCH SCIENTIST
WITH THE MIT SLOAN INITIATIVE ON THE
DIGITAL ECONOMY.



**Thank
you!**