



# Delivering urgent traffic management services with quick response times and a flexible approach

**Urgent repairs to sewerage works on a trunk road on the West Coast of Scotland had the potential to cause serious disruptions to local residents and HGV drivers. A flexible, responsive traffic management plan delivered by Class One TM ensured disruption was kept to a minimum.**

## The Challenge

The A78 is a major trunk road which runs through Largs town and is a link road for the ferry port at Wemyss Bay. As a result of a burst sewerage pipe, Scottish Water needed to close the road urgently to carry out the necessary repairs. The nature of the works indicated that a full road closure was required for a two-week period, which would cause severe disruption to local residents and road users.

Class One TM were tasked with developing an urgent traffic management plan which included installing and managing a diversion route which was approximately 50 miles long. This was an emergency job and we needed to get the area made safe and still manage the traveling public.

## Our Solution

Class One TM set up an immediate chain of command and established close communications with Scottish Water's sub-contractors, George Leslie Ltd and Amey.

Within two hours we had designed, produced, and installed 12 site specific advanced warning signs to warn the public of the impending works. We included Scottish Water's emergency telephone number on the AWS to improve customer communications and reduce customer complaints.





We provided a further 65 special signs together with eight marshals on a 24/7, 12-hour shift basis for the duration of the works. The marshals' locations and roles were as follows:

**Marshal 1** located at point of closure to ensure access to emergency services

**Marshals 2 and 3** located at strategic locations at each end of the road closure to prevent HGV lorries from driving past the closures and getting stuck

**Marshal 4** carried out the two-hourly maintenance checks on the diversion route and provided cover for the other marshals.

During the work, we noticed that some HGV drivers were exiting the ferry port at Wemyss Bay, ignoring the signage and travelling towards the works. We produced an additional four signs and installed them at key locations within two hours. This immediately solved this issue and stopped errant HGV drivers.

## The Outcome

Within two days, Scottish Water had repaired the burst pipe and we were advised that a full road closure was no longer necessary. By adopting a flexible approach to these works and liaising closely with Scottish Water and George Leslie, we quickly installed a set of three-way temporary traffic lights which allowed a single-file traffic system to operate and reinstate traffic flow. This reduced the level of disruption and the number of complaints to Scottish Water.

Works completed six days ahead of schedule which allowed the traffic management plan to end and normal traffic flow resume.



**“All works on site went well with Class One TM. They were responsive to any amendments we required and made changes quickly. Our on-site teams spoke positively about the support they received from Class One TM, particularly when they requested additional resources. Nothing was a problem. All in all, we were happy with the service provided on this project by Class One TM.”**

**Ross McKay, Acting Senior Project Manager**  
Scottish Water

## About the client

Scottish Water focuses on delivering the highest quality drinking water in Scotland and returning waste water safely to the environment every day of the year. It delivers water and waste water services to 2.5 million homes and 153,000 businesses across Scotland.



**Scottish Water**  
Trusted to serve Scotland