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## Questions and Answers

- *Why is it necessary to undertake the work?*

To improve the flow of traffic in Dover. The work is part of the revival of the western docks and key to the wider regeneration plans for Dover.

- *What diversions will be put in place and how will local traffic by-pass the work?*

Diversions will be clearly signed. The local community will be informed of the work, including any night closures.

- *What benefits will the new traffic light system bring to the town?*

By installing “smart” technology traffic lights, the flow of traffic in Dover will be improved. The system monitors and builds data on vehicle movements, and adjusts timings automatically.

- *What are we doing to minimise or mitigate the impact?*

The original plan was to finish work on the Prince of Wales Junction before moving on to York Street Junction. In order to minimise the delay we now plan to begin work on York Street in September through to November, which means that we will be working on both junctions at the same time, until the work at the Prince of Wales Junction is complete.

Traffic modelling has been undertaken to ensure that this will not further impact traffic flows. However, procedures are in place to monitor traffic flows and to quickly clear breakdowns using a dedicated free recovery service.

To date traffic flows have performed as predicted by the modelling except in circumstances beyond the Port’s control e.g. French border control operations.

- *Have the ferry operators been consulted about this project?*

Yes, the ferry operators have been consulted about the work and are updated on a regular basis.



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- *How long will the work take to complete?*

The programme is still scheduled to be completed within its advertised date of 52-weeks and is expected to be finished in February.

- *Why has there been a delay in completing the A20 work?*

Issues with underground services at the Prince of Wales Junction have led to delays. We're planning to advance the work at the York Street Junction to ensure that the programme is completed within its advertised date of 52 weeks.

- *What sort of issues have you encountered with underground services that have caused programme delays at the Prince of Wales/Union Street Junction?*

During the construction there was a requirement to divert a number of underground services. Unfortunately this work with the utilities companies has taken longer than expected due to some services discovered at different levels to those shown on the as-built drawings, such as LV (low-voltage) cables and work on an essential communication's cable required for one of the ferry operators.

Working with the responsible utility companies has also impacted on programme as the work on these services must also be coordinated with their other infrastructure commitments.

- *Why does the existence of underground services sometimes differ from the as-built drawings?*

Historically, each individual utility company was responsible for keeping records of the location of their own services, however as the built environment evolved, it became increasingly difficult to maintain accurate records.

Nowadays, following completion of every construction project undertaken, the contractor usually produces an 'as-laid service survey' which charts exact co-ordinates and levels of each of the services on a construction site. This survey is subsequently shared with all utility companies for their archive records. This means that when future projects are undertaken in the area, the utility companies have an up-to-date record of the location of their services.



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- *How can you be certain that you won't encounter further underground service issues as the project progresses?*

The honest answer is that we can't. Issues with underground services are a common problem in construction, and the industry is working hard to address the issue.

We have, however, undertaken some initial surveys in York Street, to try and minimise the risk prior to work commencing in September.

- *Could you work 24/7 to complete the project on time?*

Unfortunately, 24-hour working is not possible due to planning constraints. We've tried to strike a balance between getting the work done, whilst minimising disturbance for local residents and businesses.

- *Why are there no workmen on site when I drive by?*

A huge amount of work has been done and is ongoing, however, much of the work completed recently has been below the road surface. So from a bystanders point of view it may not be obvious the extent of the work that's been carried out to date.

- *What will happen at Christmas?*

We will be reviewing the situation with the detailed programme of works and will know more by November.

- *What happens if there is an accident or breakdown out of hours?*

There is a dedicated 24 hour recovery service available at all times to deal with any incidents in the work area.

- *What happens if there is a fault with any of the temporary traffic signals out of hours?*

A team is available 24/7 and they ensure the site is monitored day and night.



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- *How many more night closures are likely to occur before the work is completed?*

As a result of working on the junctions concurrently we have reduced the number of night closures required. There are likely to be seven more night closures and as usual, we will communicate on each occasion to provide plenty of notice to residents and businesses.

- *When Folkestone Road is used as a diversion route during a night closure how can traffic congestion and noise be controlled for the residents in that area?*

Local residents will be informed on each occasion of the proposed diversion in advance. Additional signage and cones will be placed along the route to ensure the traffic is able to flow freely.

- *This hasn't answered all my questions and concerns?*

If you have any questions or concerns please feel free to contact the Community Liaison Officer, Carole Jones.

Helpline number: 07813 520878

Email: [A20Feedback@jackson-civils.co.uk](mailto:A20Feedback@jackson-civils.co.uk)