

Customer focused construction



The M27 Romsey Bridge project team considered and engaged with stakeholders during all parts of the project, ensuring that our outcomes were always focussed on the road user and communities that we bring together.

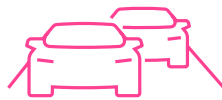
Where motorway closures are necessary, the diversion routes must be safe, well communicated and enable road users to plan their journeys. Essentially, the customer should always be considered.

“Chris and team, I am so proud of you. It’s been an amazing achievement by you all throughout the build-up to the weekend closure. Take a well-deserved rest and reflect on the legacy you are leaving behind. Thank you for making my job so worthwhile”

Karen Davies – Highways England
Head of Scheme Delivery South East.



During this project, it was done by...



Keeping traffic flowing

Work completed over **3 weekends** to minimise motorway closure



Public information events

Over **550 local people** attended, with virtual walk through technology



Targeted TV and radio messages with letters and leaflets.

Sent to **16,000 people** with reinforcing messages



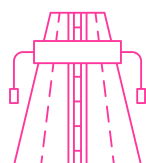
Alternative accommodation and meals during weekend closures.

For those living within **100m radius** of the works, of which **26 households** took up the offer.



Real time traffic data updates

Provided **every 30 minutes** to enable prioritised traffic signal phasing across Southampton



OUTCOME:

Safe, predictable journeys and execution of the works

With the motorway reopening **16 hours early**

To learn more about Octavius’s approach to customer focused construction, visit our website: www.octaviusinfrastructure.co.uk