

Metrobus, Hartcliffe Way

The Hartcliffe Way project formed part of the Metrobus Network in South Bristol. The project value was £4m. The start of the project was aligned with the opening of South Bristol Link to minimise disruption to the travelling public. Works therefore commenced in January 2017 and were complete just 9 months later, some 3 months ahead of programme.

The project comprised of junction improvements outside Parson Street School to improve the safety of crossings and routes to school. From this junction approx. 1 mile of bus lane widening was undertaken. Various highway structures were required to facilitate this, including two large retaining walls, culvert extensions and a series of masonry clad walls.

The Project Team set out from the start to make this an example of how well-planned and managed community and stakeholder engagement can lead to a successful delivery, with minimal impact on the community. Two dedicated Public Liaison Officers were responsible for the project, who worked with local resident groups, schools, councillors and business throughout. One of the Public Liaison Officers was originally an opponent of the South Bristol Link, who upon its completion was so impressed with the approach to Community Engagement that he wanted to be a part of it on Hartcliffe Way, a location where he had spent his life growing up!

A Community Benefits Plan outlined our approach to Community Engagement and detailed community initiatives.

The role of civil engineering was promoted using the Bridge to Schools Initiative, to leave a lasting positive legacy of the profession.

Both Public Liaison Officers regularly visited residents and businesses, along with the Works Manager, developing a relationship with residents most affected by the works to ensure we undertook works near their property at the most convenient time, such as when they were on holiday.