

Customer Contact Centre: **0300 123 5000**
South West Regional Control Centre
Unit 2, St. Brendan's Court
Avonmouth
Bristol
BS11 9FB

Date: 23.02.17

Dear Sir/Madam,

Highways England: M32 Eastville Viaduct works

I am writing to advise you that Skanska, working on behalf of Highways England, will be carrying out works to replace the central reservation barrier over the Eastville Viaduct on the M32 motorway. The works are due to start on 20 March 2017 and are expected to take 11 weeks to complete.

Inspections have shown that the current steel central reservation barrier has reached the end of its serviceable life and needs to be completely replaced.

We recognise that any work on the M32 has the potential to cause localised congestion, especially given the close proximity of other local authority roadworks, so we have planned this work carefully. We will be taking the following steps to minimise localised traffic disruption:

- **Working at night time:** we will need to fully close the southbound carriageway while we are working on the central reservation (to allow space for machinery and contractors to do their jobs safely) so we can only do this work at night. We'll be working between 8pm and 6am Monday to Friday. This means the M32 can remain open in both directions during the daytime.
- **Liaising with contractors working on other nearby projects:** we will need to install narrow lanes for the duration of our scheme, but we'll be working closely with MetroBus' contractors to ensure a seamless transition between our works and theirs.
- **Engaging with local residents and businesses:** we're working hard to keep people informed of what is happening and why, liaising with the neighbourhood partnership forums, and using letters and e-bulletins to keep people up to date.

Unfortunately the nature of this work means that it will be noisy. We will however seek to minimise any disturbance caused by restricting any noisy work to the first part of the evening (to be finished by midnight at the latest).

As noted above, we will need to close sections of the M32 to facilitate our work, and to allow for the installation and removal of traffic management. Where most of the work will be done on the southbound carriageway, there will be times where we will need to close a section of the northbound carriageway too. Dates of these closures are still being finalised. We will publicise them as soon as possible using a variety of methods, notably: signage on the road, emails (or letters where necessary) to directly affected residents, social media and on www.trafficengland.co.uk. When we close the M32, fully signed diversions will be in place.

As you are aware, there are currently temporary 40mph restrictions on the M32. We had hoped to be in a position to remove these once these works were complete. However, while preparing for this project we have found some further engineering work that will need to be carried out on the viaduct parapets before the temporary speed limit can be lifted. We have been trying to find a way to incorporate this other necessary work into the central reservation scheme but this has not been possible.

As a final point I would like to reiterate that we remain committed to refurbishing the Eastville Viaduct and installing noise barriers where they are deemed necessary. We are looking to progress these plans during the next Road Investment Strategy period, which runs from 2020 – 2025.

If you have any queries or comments about the works and would like further information, please contact the Highways England Customer Contact Centre on **0300 123 5000** or by email: info@highwaysengland.co.uk.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sam Landrigan', with a stylized flourish at the end.

Sam Landrigan
Communications Manager
Skanska Infrastructure Services