

A30/A35

ANNUAL REPORT

Year 15 April 2011

Connect
roads

In partnership with

 **HIGHWAYS**
AGENCY

Welcome to our fifteenth annual report

About us

We are now midway through our 30 year road maintenance contract and we are pleased to highlight that it has been yet another successful year for the A30/A35 concession team – working in close partnership with our client, the Highways Agency.

Connect Roads is committed to continuous improvement and in this report we detail some of the initiatives which we have implemented to enhance our service.

Should you have any comments about this report or wish to discuss any other issue, please do not hesitate to contact us at the address found on the back cover. We hope you enjoy the read.

Andy Dean, Regional Manager

Connect Roads operates and maintains the A30 from the M5 Junction 29 to the eastern end of Honiton Bypass, and the A35 from Honiton to Bere Regis.

The concession commenced on 1st October 1996 as part of the Government's Private Finance Initiative (PFI). The contract runs until 2026 and has included the construction of the A30 Exeter to Honiton Improvement and the A35 Tolpuddle/Puddletown Bypass.

The contract was let by the Highways Agency, on behalf of the Secretary of State, the highway authority for the route. In partnership with our Maintaining Agent Contractor, South West Highways and Balfour Beatty (SWH/BBjv), Connect Roads undertakes all the road maintenance requirements, and working with its client, the Highways Agency, identifies and delivers network improvements focusing on Road User and Roadworker Safety, Journey Time Reliability and Road User Information.





Continuous improvement

BS OHSAS 18001 is an internationally recognised assessment specification, which addresses a wide range of health and safety management.

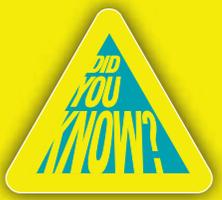
Ensuring our systems are accredited to BS OHSAS 18001 was an important objective for Connect Roads. We have therefore worked hard with the British Standards Institution (BSI) to ensure that we are BS OHSAS 18001 compliant and accreditation was awarded in late 2010, in line with our intended programme. This was a great accomplishment for all those involved.

Last year, one of the many objectives that Connect Roads set for the forthcoming year was to implement a Road Safety Awareness Campaign. This campaign took place during November 2010 (22nd-26th) where Connect Roads worked with clients and suppliers across its five road concessions to spread the road safety message and raise awareness of the campaign.

Each event held during Road Safety Week was delivered by a great variety of people from our staff and that of our clients and supply chain. The active participation of several production operatives added real value to each event, as they were able to share first-hand experiences with the general public of what it's like working on the roads.

CASE STUDY Road Safety Week

We visited two schools along the A30/A35 route, to give an interactive presentation on Road Safety, including a Personal Protective Equipment (PPE) demonstration. The children were very excited to see the PPE clothing and equipment. They also knew many of the answers to our questions without any help! They were tasked with drawing what they thought a person in the full safety kit would look like, and the details and settings they came up with were very creative.



Our Road Safety Week team travelled the country to encourage the general public to make a pledge to safe driving, as part of the 'Brake' charity road safety initiative. The team received a total number of 642 pledges over the course of a week, demonstrating a real commitment from the local community.

Enhancing the route

We continue to work closely with the Highways Agency to ensure that opportunities are explored and network enhancements are made where appropriate and beneficial to do so. These opportunities often involve additional time, support and resources spent by many different members of the team to bring an opportunity to reality.

Extended kerbing on the A35 at Chideock is just one of the improvements that the A30/A35 team have committed to in the past year.

Our team has continued to support the creation of a realigned public footpath between Bridport and Chideock. The team has already planned for the potential realigned public right of way by extending the kerb-line to facilitate a possible extension to the footpath at Broadmead.

Proactive management

Last winter the UK experienced the coldest weather, reportedly by some, for a century. The much greater than predicted intensity of snowfall challenged us all in keeping the roads safe and open.

To some the winter treatment of roads may appear to be a straightforward task, but ensuring that a road is kept safe for our users during the winter months is technically complex as well as a significant responsibility for all those individuals involved.

A second severe winter was not expected after the winter of 2009/10; however, heavy and intensive snow fell in early December 2010 which was a surprise to us all.

The Connect Roads team reacted positively and worked around the clock to ensure that the route remained passable. Our team demonstrated real dedication and worked 24/7 for several continuous days to ensure that their route remained operational.

We were very pleased with the close working that our team achieved with the police and the local highway services team during this period. The police played a critical role in assisting us to manage HGVs, which included stopping them along the route when appropriate to do so to ensure they didn't block the route and prevent other vehicles from passing.

Zero Harm



ZERO HARM

We are committed to leading and developing best practice in health and safety throughout our Operations and Maintenance activities.

Since its launch in 2009, our Zero Harm initiative has gained momentum, and has been embedded into all of our safety systems. This positive safety culture has assisted us in achieving the BS OHSAS 18001 accreditation in less than 12 months.

Zero Harm has also led to the birth of Ron the roadworker!

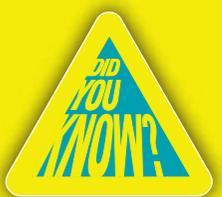
Ron is being used by Connect Roads to focus on driver behaviour and encouraging drivers to respect their local roadworker – after all most live in the local community especially on the A30/A35 route.



PLEASE DRIVE SAFELY, AND WATCH OUT FOR MY WORKMATES!

Connect Roads will continue to work closely with schools and local children to help raise awareness and promote road safety, many years before they even get behind the wheel.

So, watch this space and see how Ron the roadworker is going to assist in reinforcing the safety message along this route. It's a tough job, but we know Ron can do it!



CCTV is being trialled along the A30/A35 route due to a number of verbal and physical abuse incidents. This will enable the Connect Roads team to record any anti-social behaviour and also provide the police with supporting evidence that may lead to offenders being prosecuted.

Sustainability

We recognise the increasing importance of ensuring sustainability is at the core of all our activities.

The 2020 Vision is a long-term sustainability strategy for all Balfour Beatty companies, which includes Connect Roads.

By 2020, Balfour Beatty aims to deliver, manage and own sustainable infrastructure that helps communities and individuals live within environmental limits. More detail on how Connect Roads will be supporting and implementing the initiative will follow in future reports and on our website, www.connectroads.com

Reed beds

Gulleys along the A30/A35 are regularly maintained and cleaned – at least once every 12 months. Potentially hazardous materials can be present within the arisings and Connect Roads is pleased that its maintenance contractor South West Highways is developing a new initiative in naturally and sustainably treating the arisings.

This is being done by filtering the 'cocktail' of liquids taken from the gulleys and percolating them through the specialist plants/reed beds which naturally absorb heavy metals and other pollutants. A trial is also taking place to investigate whether any of the by-products created could be used as fertilisers.

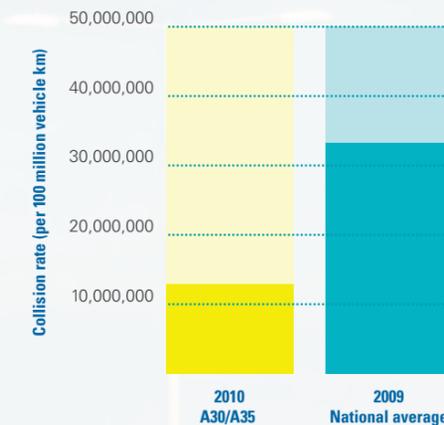
Route developments

The following table details planned route developments for 2011-2012

Location	Description	Expected completion
Dorchester Bypass (Max Gate)	Carriageway resurfacing	July 2011
Honiton Bypass Turks Head slip roads	Carriageway resurfacing	Autumn 2011
Copper Castle to Mount Pleasant	Localised carriageway repairs	Autumn 2011
Wilmington to Taunton Cross	Localised carriageway repairs	Autumn 2011
Taunton Cross to Axminster	Localised carriageway repairs	Autumn 2011
Penn Duals (eastbound)	Localised carriageway repairs	Autumn 2011
East Road, Bridport to Shipton Gorge	Carriageway resurfacing	Autumn 2011
Winterbourne Abbas to Friary Press	Localised carriageway repairs	Autumn 2011
Roadmarking		September 2011
Minor repairs to structures		Spring 2012

Collision rate

The A30/A35 had an 'all severities' collision rate of 12.83 per 100 million vehicle km for 2010, approximately half the national average for routes of its class.



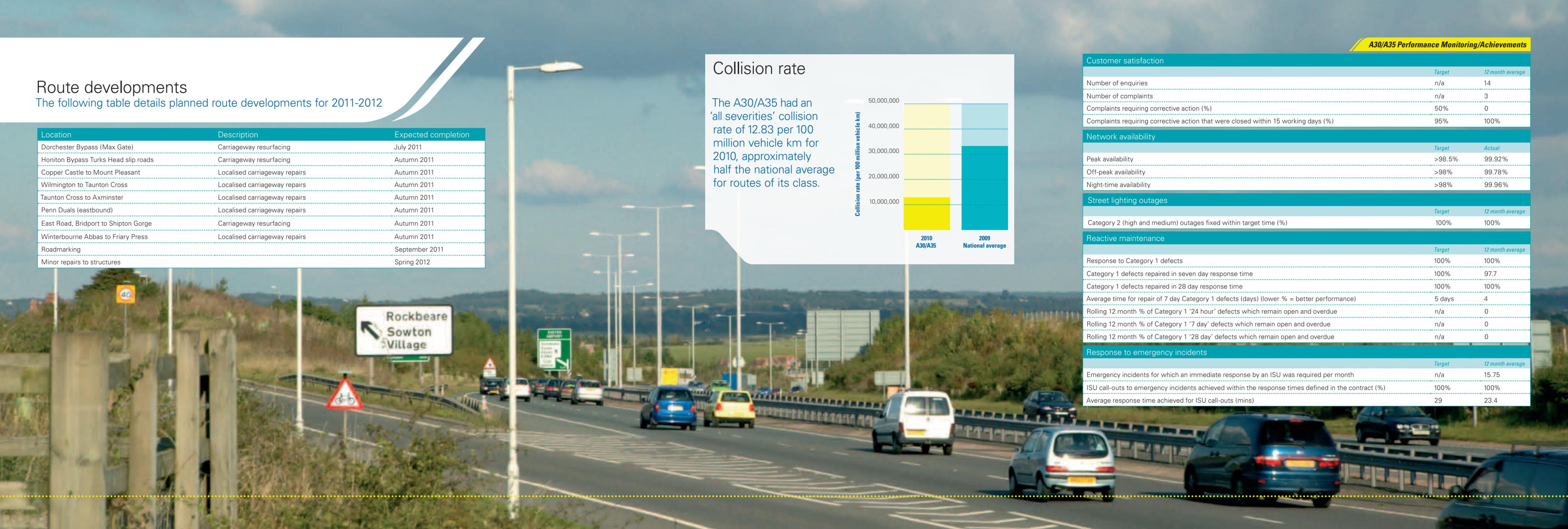
Customer satisfaction	Target	12 month average
Number of enquiries	n/a	14
Number of complaints	n/a	3
Complaints requiring corrective action (%)	50%	0
Complaints requiring corrective action that were closed within 15 working days (%)	95%	100%

Network availability	Target	Actual
Peak availability	>98.5%	99.92%
Off-peak availability	>98%	99.78%
Night-time availability	>98%	99.96%

Street lighting outages	Target	12 month average
Category 2 (high and medium) outages fixed within target time (%)	100%	100%

Reactive maintenance	Target	12 month average
Response to Category 1 defects	100%	100%
Category 1 defects repaired in seven day response time	100%	97.7
Category 1 defects repaired in 28 day response time	100%	100%
Average time for repair of 7 day Category 1 defects (days) (lower % = better performance)	5 days	4
Rolling 12 month % of Category 1 '24 hour' defects which remain open and overdue	n/a	0
Rolling 12 month % of Category 1 '7 day' defects which remain open and overdue	n/a	0
Rolling 12 month % of Category 1 '28 day' defects which remain open and overdue	n/a	0

Response to emergency incidents	Target	12 month average
Emergency incidents for which an immediate response by an ISU was required per month	n/a	15.75
ISU call-outs to emergency incidents achieved within the response times defined in the contract (%)	100%	100%
Average response time achieved for ISU call-outs (mins)	29	23.4



Spotlight on... Claire Dean

Claire is a Technician for the A30/A35 route

Originally from Essex, Claire moved to Devon in 1996 when she was given the opportunity to be part of the team undertaking the construction and maintenance of the A30/A35.

How long have you worked on the route?

I have been working on the A30/A35 since it started in 1996, so it's been my second home now for some 15 years.

What is the most challenging aspect of your role?

Completing the yearly detailed inspection of the A30/A35 which is roughly 112km long. The network has to be walked and it takes approximately 4-6 weeks, so you are depending on the weather, the drivers' behaviours, and most importantly that your legs do not give out!

Being a woman in a traditionally male dominated environment can also prove interesting at times, but the team I work with are great and even make me a coffee from time to time!

I also have to find time for my studies. I'm presently undertaking a distance-learning course with Bath University in Civil Engineering, to hopefully gain an Eng Tech qualification.

What is the most rewarding aspect of your role?

Finishing the detailed inspection! But seriously, being given a 'thank you' by a member of public because what you have done has made a difference; having a good working relationship with Connect Roads and the Highways Agency and being able to get involved and educate pre-school children on road safety.

If you could give your local road user a message, what would it be?

Please be patient with us, we understand the frustrations, but we need to undertake our jobs safely. Roadworks have to be undertaken to maintain a safe network and sometimes traffic delays are inevitable, but we do try hard to balance any inconvenience which may be caused and we are people and drivers too!

Hobbies

I live in a cottage just outside a classic mid-Devon village, which I share with my husband and horses... so unsurprisingly my hobbies are all surrounding horses and being a full-time groom to my daughter when she competes!



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