

Year 16 April 2012

Annual report

Creating and caring for safe, efficient highways

A50

Connect
roads

Welcome

WE ARE NOW IN THE MID-TERM OF OUR 30 YEAR ROAD MAINTENANCE CONCESSION CONTRACT WITH THE HIGHWAYS AGENCY AND WE ARE PLEASED TO REPORT YET ANOTHER SUCCESSFUL YEAR ON THE PROJECT.

Major roads Operation & Maintenance is surprisingly dynamic, with rarely two days being quite the same. New operating challenges and performance requirements are never too far away, which means even though we have 15 years of local operating knowledge and experience, there is no room for complacency. This is why Connect Roads remains committed to continuous improvement.

In this report we detail some of the initiatives which we have implemented to continually enhance our service, in a safe and sustainable manner, with due regard for the diverse needs of our client (the Highways Agency) and our customers, the road users and affected residents.

Should you have any comments about this report or wish to discuss other issues, 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

In partnership with





About us

CONNECT ROADS OPERATES AND MAINTAINS THE A50 FROM SAWLEY INTERCHANGE AT THE EASTERN END OF DERBY SOUTHERN BYPASS TO MEIR INTERCHANGE AT THE WESTERN END OF THE BLYTHE BRIDGE BYPASS.

The concession commenced on 1st July 1996 as part of the Government's Private Finance Initiative (PFI). The contract runs until 2026 and included the construction of the A50 Doveridge 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, Balfour Beatty, Connect Roads undertakes all the maintenance requirements, and working with its client, the Highways Agency, identifies and delivers improvements focusing on Road User and Roadworker Safety, Journey Time Reliability and Road User Information.

Continuous improvement

OVER THE LAST YEAR CONNECT ROADS HAS SUCCESSFULLY MAINTAINED ITS ISO 9001, ISO 14001, BS OHSAS 18001 AND PAS 99 ACCREDITATIONS. THIS WAS ACHIEVED BY ENSURING OUR INTEGRATED MANAGEMENT SYSTEMS (IMS) ARE CONTINUALLY REVIEWED AND IMPROVED TO ENSURE THEY REMAIN EFFECTIVE AND APPROPRIATE FOR THE BUSINESS.

A key element of the IMS is monitoring and measurement which is required to determine the extent to which the requirements of the management systems are being met.

As part of the annual management review process which is held in March, the output from operational activities are reviewed to evaluate compliance, such as:

- Results from external audits and internal audits of the IMS
- Status and results of corrective and preventive actions
- Achievement of objectives and targets for each concession document in Integrated Management Plans
- Recommended actions from Director Safety Tours carried out at each concession and Concession Tours of the network by Connect Roads staff
- Review of feedback from customers and interested parties.

The outcome from this review process provides focus areas and opportunities for improvement for the following year.





REFURB, RETHINK, RETROFIT (3RS) AWARDS 2011

AWARDS SUCCESSES

Connect Roads proudly accepted the 'Transport Infrastructure Award' at the Refurb, Rethink, Retrofit (3Rs) Awards 2011 for the hard work involved on the Calva/Workington Bridge project on our CNDR (Cumbria) concession.

The 3Rs reward and celebrate excellent design, engineering and construction of projects which:

- Extend the life of an existing building through retrofitting in an exemplary way
- May do this by rethinking the use of the building and adapting it as a result
- And in either case achieve greater energy efficiency and carbon reduction because of improved environmental performance, and the continuing use of existing building stock

BALFOUR BEATTY SUSTAINABILITY 'EMPLOYEE AWARD'

Exactly two years following the launch of the 2020 Vision and Roadmap for sustainability, Balfour Beatty our shareholder held an evening event to showcase a new sustainability film and celebrate the programme successes. Employees from Balfour Beatty Group were armed with cinema tickets and popcorn as they entered the film premiere following a networking reception!

The film was launched by Mike Peasland, CEO Balfour Beatty Construction Services UK and Jonathan Garrett, Group Head of Sustainability Balfour Beatty and showcased examples of sustainable business practices across Balfour Beatty's global operations and a key message from Ian Tyler, Chief Executive on why sustainability is important to us.

Mark Mageean, General Manager Connect Roads was also awarded with the 'Employee contribution to sustainability award' during the evening's celebrations. This award recognised Mark's efforts with our sustainability practices put in place on the M1-A1 Operations Centre refurbishment project, both in the office and promoting best practice procedures to our clients.

Proactive management

IN PREVIOUS REPORTS WE HAVE COVERED OUR USUAL PREPARATIONS FOR THE WINTER SEASONS AND HOW (IN RECENT YEARS) WE HAVE REACTED TO THE SEVERE SNOWFALL THAT HAS AFFECTED US ALL. WHILST IT IS FOR OTHER ORGANISATIONS TO DETERMINE WITH ANY CERTAINTY WHETHER CLIMATE CHANGE IS THE INFLUENCING FACTOR IN THE APPARENT MORE EXTREME WEATHER PATTERNS, BY ANALYSING OUR 15 YEARS OF OPERATIONAL RECORDS, WE DO APPEAR TO BE EXPERIENCING MORE EXTREMES OF WEATHER.

As we will be managing winter maintenance on our road concessions for at least another 15 years, there is no room for complacency and we recognise the challenge to do more in proactively managing the issues that arise from extreme weather assuming this trend continues.

In respect to traditional winter weather this has included working with the Highways Authorities and police authorities to prepare formal plans to actively manage heavy goods vehicles during periods of extreme snowfall and heavy rainfall. Heavy rainfall is a particular challenge as the conventional approach to drainage improvement is not necessarily cost effective and so we need to look innovatively at making better use of our drainage assets and maximising the impact of affordable enhancements.



Network developments

OUR PAVEMENT TREATMENT STRATEGIES ARE DRIVEN BY A NUMBER OF SURVEY INSPECTIONS ACROSS THE NETWORK.

The survey data is entered into our Pavement Management System (PMS), Deighton Total Infrastructure Management System (dTIMS), for life-cycle analysis. The heart of our whole life-cycle planning process is founded on calibrating the latest condition data against historical performance in order to establish trends for each road category and construction type.

For each pavement element, dTIMS generates between 200 - 600 different maintenance scenarios where one optimum strategy is selected which meets both the in-service and end of contract requirements.

Every year, a series of workshop sessions are organised to discuss the schemes identified by dTIMS against other consideration factors and where our maintenance contractor and the client are engaged in the planning process.

Our network knowledge and data analysis are enhanced by a range of sophisticated tools including Geographical Information System (GIS), Strip Plans, dTIMS PMS system and video imaging technology.

Zero Harm

RON A YEAR ON

LAST YEAR WE INTRODUCED RON THE ROAD WORKER, OUR ROAD WORKER SAFETY MASCOT. RON WAS CREATED TO ASSIST OUR OBJECTIVE TO RAISE THE PROFILE OF ROAD WORKERS TO THE ROAD USER. A YEAR LATER AND RON IS STILL WORKING HARD TO SPREAD THE ROAD WORKER SAFETY MESSAGE ACROSS OUR ROAD CONCESSIONS WITHIN THE UK.

Littering not only looks unsightly to all but someone has to collect it. Working on live high-speed roads is a potentially hazardous environment, so clearing other people's litter is particularly disappointing as it is avoidable. Clearing up the litter puts our road workers at risk.

Ron also made an appearance at our Road Safety Week events, where Ron ice-scrapers were handed out to members of the public in return for road safety pledges. The events were a huge success and we were pleased to receive a total of 2,470 pledges from road users.

Ron has been a great success in helping to communicate road safety messages to the road user about the role of road workers and the risks they inherently face. He has also gone down a treat with our younger customers, the sons and daughters of our road users!

DID YOU KNOW

During Road Safety Week we received a total of 2,470 pledges from road users.



ZERO HARM



ROAD SAFETY WEEK

MONDAY	CNDR	RICHARD ROSE MORTON ACADEMY, CARLISLE AND ASDA, CARLISLE
TUESDAY	A50	EURO GARAGE, UTTOXETER AND PICKNALL'S SCHOOL, UTTOXETER
WEDNESDAY	M1-A1	WETHERBY SERVICES, TADCASTER
THURSDAY	A30/A35	HONITON COMMUNITY COLLEGE, AXMINSTER AND MORRISONS, BRIDPORT
FRIDAY	M77/GSO	SILVERBURN RETAIL PARK, GLASGOW





Sustainability

PROGRESS TOWARDS 2020 VISION

SINCE THE LAUNCH OF THE 2020 VISION PROGRAMME IN 2009 CONNECT ROADS AND ITS MAINTENANCE CONTRACTOR, SOUTH WEST HIGHWAYS/ BALFOUR BEATTY JOINT VENTURE, HAS BEEN PLAYING ITS PART IN EMBEDDING SUSTAINABILITY INTO EVERYTHING WE DO.

The Connect Roads 2020 Vision Roadmap and Action Plan, introduced in previous reports, sets out challenging sustainability targets to be achieved by the end of 2012 in each of the three key areas;

- Environmental Limits
- Healthy Communities
- Profitable Markets

We are pleased to report that significant progress has been made in each area and recent audits by KPMG (on behalf of Balfour Beatty) and Connect Roads confirmed progress towards the December 2012 targets as being 80% complete; a significant achievement. Later this year we will be reviewing progress again and setting new objectives and targets for the period to 2015.



2020 vision

Profitable Markets
– Customers
– Influence

Commitment

Healthy Communities
– Our people
– Our supply chain
– The communities we serve

Innovation
Integrity

Sustainable
Successful

Environmental Limits
– Climate change
– Waste
– Water
– Materials
– Ecology

Durability

Case studies



It is predicted that using CNG instead of normal oil based fuels will save in excess of 50% in the carbon output of the vehicle.

A full log of duties undertaken and fuel used has been taken, and is being analysed by Loughborough University. It is predicted that using CNG instead of normal oil based fuels will save in excess of 50% in the carbon output of the vehicle.

A copy of the report is expected shortly.

COMPRESSED NATURAL GAS POWERED VEHICLE TRIAL

CONNECT ROADS OPERATOR FOR THE A50, BALFOUR BEATTY MAJOR CIVIL ENGINEERING LTD, HAS RECENTLY UNDERTAKEN A TRIAL OF A COMPRESSED NATURAL GAS (CNG) POWERED 'TRANSIT' TYPE VEHICLE. IF SUCCESSFUL, IT IS INTENDED TO ORDER SUCH A VEHICLE WHEN ITS CURRENT FLEET REACHES REPLACEMENT AGE OR MILEAGE.

The trial (sponsored by Mercedes Benz and overseen by Loughborough University) consisted of using the test vehicle for two weeks, the first week running on normal fuel and the second powered by gas.

Spotlight on

PAUL BODIMEADE

PAUL BODIMEADE IS THE HIGHWAYS AGENCY DEPARTMENTAL REPRESENTATIVE (DR) FOR THE A50. PAUL LIVES IN LONGVILLE, A SMALL VILLAGE IN SHROPSHIRE WITH HIS WIFE LEA. THEY HAVE FIVE YOUNG ADULTS BETWEEN THEM AND A ONE YEAR OLD GRANDDAUGHTER, WITH JUST THE TWINS JEREMY AND SAM STILL LIVING AT HOME AND MERLIN THE COCKER SPANIEL.

WHAT IS THE MOST CHALLENGING ASPECT OF YOUR ROLE?

It has been a very interesting first year as DR with the greatest challenge being to familiarise myself with the contract, whilst developing a good working relationship with all the personnel involved. Personally I have been pleased with the fact that in spite of commercial considerations all the individuals I have come into contact with have been helpful and supportive and show a real pride in the route that they are responsible for.

WHAT IS THE MOST REWARDING ASPECT OF YOUR ROLE?

Working with all the individuals responsible for the day to day operations that work hard to effectively manage this section of the Strategic Road Network as efficiently and safely as possible. I have been pleased with the willingness to work in a collaborative way, tackling issues identified in an open and honest way and showing flexibility to achieve positive outcomes.



IF YOU COULD GIVE YOUR LOCAL ROAD USER A MESSAGE, WHAT WOULD IT BE?

Think ahead, read the road and be considerate of other road users.

WHAT ARE YOUR HOBBIES OUTSIDE OF WORK?

I used to play football quite a bit but with a daily commute to Birmingham (another way of saying getting older!) it is not as easy to fit in, so I have opted for the less energetic (and injury prone) activities of playing golf, long walks with the dog and a bit of DIY.

Performance monitoring

CUSTOMER SATISFACTION

	Target	12 month average
Number of enquiries	n/a	12
Number of complaints	<1	<1
Complaints requiring corrective action (%)	50%	50%
Complaints requiring corrective action that were closed within 15 working days (5)	95%	100%

RESPONSE TO EMERGENCY INCIDENTS

	Target	12 month average
Emergency incidents for which an immediate response by an ISU was required	n/a	13.5
ISU call-outs to emergency incident achieved within the response times defined in the contract (%)	100%	100%
Average response time achieved for ISU call-outs	29 mins	18.25 mins

NETWORK AVAILABILITY

	Target	12 month average
Peak availability	98.5%	99.96%
Off-peak availability	98%	99.94%
Night time availability	98%	99.59%

STREET LIGHTING OUTAGES

	Target	Actual
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 7 day response time	100%	98%
Category 1 defects repaired in 28 day response time	100%	100%
Average time for repair of 7 day Category 1 '24 hour' defects which remain open and overdue	5 days	4 days
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



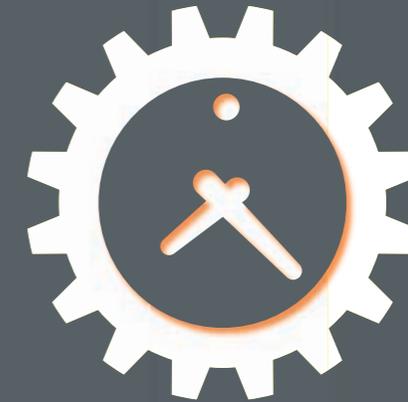
100%
COMPLAINTS THAT
WERE CLOSED WITHIN
15 WORKING DAYS



100%
CALL-OUTS REACHED
IN TIME



100%
STREET LIGHTS FIXED
WITHIN TARGET TIME

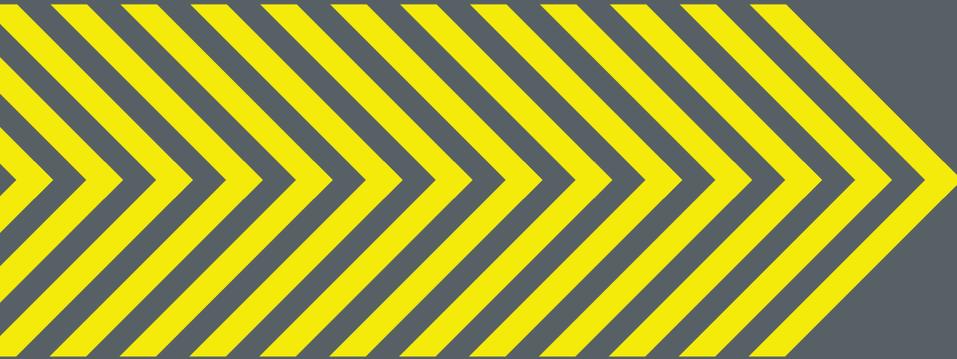


100%
CAT 1 DEFECTS REPAIRED
IN 28 DAY RESPONSE TIME

ROUTE ROADWORKS 2012-2013

LOCATION	DESCRIPTION	EXPECTED COMPLETION
Blythe Bridge Bypass East	Patching and joint sealing	Programmed for Summer 2012
Blythe Bridge Bypass West	Patching and joint sealing	Programmed for Summer 2012
Blythe Bridge to Uttoxeter East	Concrete repairs and joint sealing	Programmed for Summer 2012
Blythe Bridge to Uttoxeter West	Concrete repairs and joint sealing	Programmed for Summer 2012
Uttoxeter to A518 East	Carriageway resurfacing works	Programmed for Summer 2012
Uttoxeter to A518 West	Carriageway resurfacing works	Programmed for Summer 2012
Marston Lane to A515	Concrete repairs and joint sealing	Programmed for Summer 2012
A515 Eastbound Entry	Carriageway resurfacing works	Programmed for Summer 2012
A515 Westbound Exit	High friction surfacing refurbishment	Programmed for Summer 2012
Sudbury Roundabout	Carriageway resurfacing works	Programmed for Summer 2012
A38 Westbound Entry Slip	Carriageway resurfacing and reprofiling	Spring and Summer 2012
Derby Spur Road	Concrete repairs	Autumn 2012
Derby Services Westbound	Carriageway resurfacing works	Programmed for Summer 2012
Derby Services Eastbound	Carriageway resurfacing works	Programmed for Summer 2012
Landscape Maintenance	Management of the planted landscape plots Derby Southern Bypass	Winter 2012/Spring 2013





**NOTE TO DESIGNER:
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