

Year 17 April 2013

Annual report

Creating and caring for safe, efficient highways

A50

SOS



Connect
roads

Welcome

WE ARE CURRENTLY IN THE MID-TERM OF OUR 30 YEAR ROAD MAINTENANCE CONCESSION CONTRACT WITH THE HIGHWAYS AGENCY, AND REMAIN PLEASED TO REPORT ANOTHER SUCCESSFUL YEAR OF OPERATION.

Major roads operation and 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 there is no room for complacency, even with some 17 years of local knowledge. This is why Connect Roads remains committed to innovative ways to seek continuous improvement.

In this report we highlight some of the initiatives which we have implemented to enhance our service, in a safe and sustainable manner, with due regard to 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



OUR PROJECTS
CONNECTING THE UK



A50
A50 Opening date
16th March 1998
Length
156km

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 has 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.



Did you know?

ABNORMAL LOADS

The A50 is an essential east to west link in the Midlands. It is the major part of the east to west corridor from the M1 at Junction 24 in Leicestershire to the M6 in Staffordshire. The route is heavily used with 866 million vehicle kilometres being travelled in 2012, approximately 22% of which were HGV's – that's 192 million goods vehicle kilometres travelled.

The A50 is also designated as a high load route, meaning vehicles up to 5.2 metres tall can use the route without being in danger of striking an over bridge. These vehicles, along with any wide or overweight loads, are classed as 'abnormal, indivisible loads' and hauliers have to notify us that they intend to use the route. In the last 12 months we have been notified of 2,859 abnormal load movements which is nearly eight every day.





Continuous improvement

NOISE FENCING REMEDIES

In 2007, Connect in partnership with the Highways Agency, replaced and improved the noise fencing along the Blythe Bridge by-pass, bringing the fence up to current standards to give noise attenuation to nearby properties.

The work consisted of removing the old fencing which was beyond economic repair and replacing with new, higher noise reflecting or noise absorbing fence panels, depending on the particular requirements at each location.

The noise absorbing fence panels consist of a close boarded wooden fence up to three metres high, with plastic covered rock wool installed on the traffic side of the fence to absorb road and traffic noise.

Whilst the new fencing significantly improved noise attenuation, the plastic covered rock wool infill was being persistently vandalised leading to some of the rock wool being exposed or removed and reducing the effectiveness of the fencing.

Possible deterrent measures were considered to reduce vandalism and the wire mesh layer was selected and placed over the plastic membrane, to a height of two metres.

The mesh was installed earlier this year and to date there have been significantly less incidents of vandalism recorded.



Proactive management

SAFETY FOR CYCLE TIME TRIALS

The A50 is a popular route for cycle time trial organisers, as they say it's a flat and smooth route. This has been an ongoing concern as the route also carries significant numbers of HGVs and is heavily trafficked.

In January 2013, Connect hosted a workshop in Derby city centre between representatives from the cycle time trial clubs, the national cycle time trial committee, the Highways Agency and the police. The meeting was well attended with all parties agreeing that the outcomes were fruitful in order to make time trials as safe as possible.



Case Study

SHARDLOW CHEVRONS

A scheme to enhance the slip road accesses at Shardlow Services was recently agreed with the Highways Agency, as the existing signs at the east bound and west bound entrances to the service areas were not as effective as desired. The number and size of the chevron warning signs were increased at both entrances to highlight to motorists the approaching left-hand bends. The signs were installed in autumn 2012 and to date have proved very effective.



Case Study

ENHANCING THE ROUTE

Connect has commissioned a scheme to replace the street lighting on A50/B5030/A522 junctions at Uttoxeter, which incorporates the latest technology advances in lanterns, wiring and control systems. The proposal includes a Central Management System to control the times the lights will be lit, ensuring they are as environmentally friendly as possible with the most efficient use of power. Works commenced on site earlier in the year and are expected to be completed by July.



Zero Harm

IMPROVING PLANT AND VEHICLE MANAGEMENT PLANS

In our objective to continually improve site safety and management, and to demonstrate best practice, our maintenance contractor has introduced specific plans designed for the safe movement of plant and personnel within any proposed individual works areas. The plan is a useful tool that enhances safety around the operations and any public interface requirements.

The plan specifies what vehicle and personnel movements are permitted within the site location and designated working and associated safety zones.

The plans have been in use for over six months and are constantly being refined and improved, and have been well received within the supply chain.

ZEROHARM
MAKE SAFETY PERSONAL

Road Safety Week

THE BRAKE CHARITY ROAD SAFETY WEEK IS AN EVENT WHICH CONNECTS ROADS SUPPORTS, WITH A PARTICULAR SLANT TOWARDS ROAD WORKER ROAD SAFETY.

In 2012 we held events at all five of our road concessions for the third year running. These events spanned the length of the UK from Dorset in the South West to Glasgow in Scotland. We incorporated road safety issues into each event that were relevant to the audience; for example safe crossing at primary schools and navigating roundabouts.

The participation of our operatives added real value to the events as the public were able to put a face to the person in the hi-vis jacket and ask them questions about the work they do. We also had attendance from the local police and fire services helping to convey the importance of our message.

The locations picked for the A50 Road Safety Week activities reflected areas where Connect could target road users directly. We chose popular pit-stops, namely McDonalds and the Euro Garages, both situated with access off the A50, to distribute ice scrapers and road safety leaflets to communicate our message.



Sustainability

SURFACE PRESERVATION TRIALS

A surface preservation treatment, designed to restore the bitumen that holds surfacing material together, has been trialled by Connect on selected sections of the A50 route since 2008.

Asphalt can become brittle over time, leading to an increase in surface failure and propagating potholes. The preservation treatment slows down the deterioration of the asphalt surface, delaying the need to remove and renew the carriageway surface. This saves disruption to the travelling public and substantially reduces the carbon footprint of maintaining a suitable road surface.

Review of data that we have been collecting from the treated trial areas over the last four years indicates that the treatment system is working as intended and we have therefore decided to use this innovative surface treatment system as a standardised intervention procedure, along with conventional treatments, to maintain the road surface in the future.



Spotlight on...

COLIN MORRIS

COLIN MORRIS IS A HIGHWAYS TECHNICIAN FOR THE A50

How long have you worked on the A50?

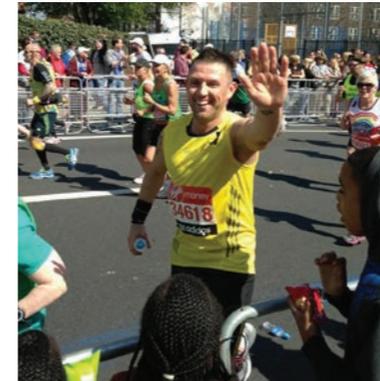
I have worked on the contract for 12 years.

What is the most challenging aspect of your role?

Being the duty officer can be particularly challenging as you don't know what the week ahead holds. As part of the role you have to be available 24 hours a day, seven days a week to deal with any incidents which take place on the network, as well as being the first person to decide if the weather forecast means that winter gritting or snow ploughing may be required.

What is the most rewarding aspect of your role?

Knowing that my actions, as part of a team, ensure the road stays open so people can use it in a safe manner and receiving positive feedback from members of the public showing that this is happening.



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

Take care when driving, be aware of road workers and don't get distracted by using a mobile phone.

What are your hobbies outside of work?

I spend most of my spare time with my partner Gemma and my three sons aged seven, ten and 12, who keep me very busy! I lead an active lifestyle and my hobbies include football, going to the gym and family bike rides. I spent the last few cold winter months training for the London Marathon which has been on my wish list for many years. I ran for Balfour Beatty's 'Building Better Futures' charity and completed the run in four hours and 44 minutes.

Planned major maintenance

THIS LIST IDENTIFIES THE AREAS TO BE TREATED UNDER THE 2013/14 PERIODIC WORKS PROGRAMME. THE SEASONS SHOWN FOR TREATMENT MAY BE AN INITIAL TARGET AND ARE SUBJECT TO CHANGE.

2013-2014

| LOCATION | DESCRIPTION | EXPECTED COMPLETION |
|---------------------------------|---|----------------------------|
| Blythe Bridge Bypass East | Patching and joint sealing | Programmed for Summer 2013 |
| Blythe Bridge Bypass West | Patching and joint sealing | Programmed for Summer 2013 |
| Blythe Bridge to Uttoxeter East | Concrete repairs and joint sealing | Programmed for Summer 2013 |
| Blythe Bridge to Uttoxeter West | Concrete repairs and joint sealing | Programmed for Summer 2013 |
| Uttoxeter to A518 East | Carriageway resurfacing works | Programmed for Summer 2013 |
| Uttoxeter to A518 West | Carriageway resurfacing works | Programmed for Summer 2013 |
| Marston Lane to A515 | Concrete repairs and joint sealing | Programmed for Summer 2013 |
| A515 Eastbound Entry | Carriageway resurfacing works | Programmed for Summer 2013 |
| A515 Westbound Exit | High friction surfacing refurbishment | Programmed for Summer 2013 |
| Sudbury Roundabout | Carriageway resurfacing works | Programmed for Summer 2013 |
| A38 Westbound Entry Slip | Carriageway resurfacing and reprofiling | Spring and Summer 2013 |
| Derby Spur Road | Concrete repairs | Autumn 2013 |
| Derby Services Westbound | Carriageway resurfacing works | Programmed for Summer 2013 |
| Derby Services Eastbound | Carriageway resurfacing works | Programmed for Summer 2013 |
| Roadmarkings | Various roadmarking works throughout the route | Spring and Summer 2013 |
| Road studs | Various road stud replacement throughout the route | Summer and Autumn 2013 |
| Landscape Maintenance | Management of the planted landscape plots at Derby Southern Bypass | Winter 2013/Spring 2014 |
| Street Lights | Replacement of street lights and cabling at the A522 Junction west of Uttoxeter | Autumn 2013 |
| Filter Drains | Clearing of filter drains at various locations along the route | Autumn 2013 |



Performance monitoring

VARIOUS PERFORMANCE INDICATORS ARE REPORTED TO OUR CLIENT AS FOLLOWS:

CUSTOMER SATISFACTION

| | Number | Target | Actual |
|--|--------|--------|--------|
| Number of enquiries and complaints received in year | 133 | n/a | n/a |
| Number of the above which were complaints | 6 | n/a | n/a |
| Number of the above complaints that required corrective action | 2 | n/a | n/a |
| Number of complaints requiring corrective action that were closed within 15 working days | 2 | 95% | 100% |

RESPONSE TO EMERGENCY INCIDENTS

| | Number | Target | Actual |
|--|--------|---------|---------|
| Emergency incidents for which an immediate response was required in year | 244 | n/a | n/a |
| Number of deployments achieved within target response time in year | 244 | 100% | 100% |
| Rolling 12 month average response time achieved for call-outs in year | | 40 mins | 17 mins |

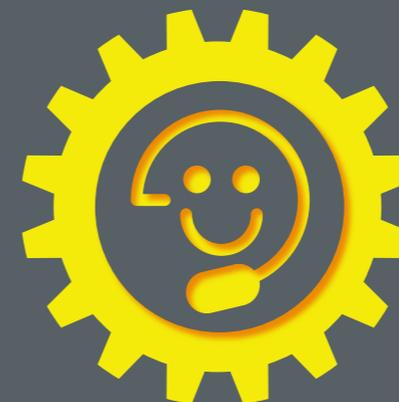
REACTIVE MAINTENANCE*

| | Target | Actual |
|--|--------|----------|
| Category one 24 hour defects made safe/repared within 24 hours | 100% | 100% |
| Category one 7 day defects repaired within 7 days | 100% | 91% |
| Category one 28 day defects repaired within 28 days | 100% | 100% |
| Average repair time for category one 7 day defects | 5 days | 4.8 days |
| Category two street lighting outages fixed within target time | 100% | 100% |

NETWORK AVAILABILITY*

| | Target | Actual |
|---|--------|--------|
| Percentage of network available to road user – peak time | 98.5% | 99.9% |
| Percentage of network available to road user – off peak | 98.0% | 99.9% |
| Percentage of network available to road user – night time | 98.0% | 99.5% |

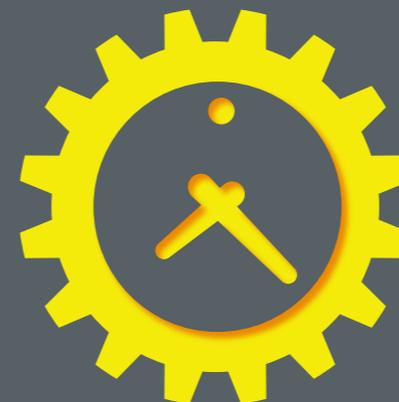
*12 month average



100%
COMPLAINTS THAT
WERE CLOSED WITHIN
15 WORKING DAYS



100%
CALL-OUTS REACHED
IN TIME



100%
CATEGORY ONE DEFECTS
REPAIRED IN 24 HOUR
RESPONSE TIME



100%
CATEGORY ONE DEFECTS
REPAIRED IN 28 DAY
RESPONSE TIME

**NOTE TO DESIGNER:
BEFORE PRINT,
CHECK PAPER STATEMENT**



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