



M77/GSO

ANNUAL REPORT

Connect
roads

Year 8 April 2011

Welcome to our eighth annual report

About us

We are pleased to report another successful year where we continue to work closely with our partners to enhance the performance of the route.

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.

Mark Mageean,
General Manager

Connect Roads operates and maintains the M77 motorway between Malletsheugh and Fenwick and the Glasgow Southern Orbital (GSO) between the M77 and East Kilbride, as well as part of the existing A726 within East Kilbride.

In partnership with our Maintaining Agent Contractor, Balfour Beatty Regional Civil Engineering, Connect Roads undertakes all the operation and maintenance requirements along the route. The contract was let by East Renfrewshire Council on behalf of East Renfrewshire Council, the Scottish Government and South Lanarkshire Council.

In partnership with





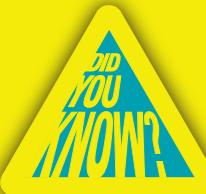
Continuous improvement



Road Safety Week 2010

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.



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 is 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. This is 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) and Connect Roads worked with clients and suppliers across all 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. The active participation of several 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

At the M77/GSO we set up a stand at the Sainsbury's store at Darley, Glasgow. It was steadily busy all day with the main demographic being parents doing their weekly shop.

The general public enjoyed reading our roadworker information boards, and made pledges about how they could contribute to road safety themselves. The snow was just starting to fall in Scotland so the Connect Roads ice scrapers that were brought along were very popular, as were the Connect Roads snow domes with the children!

Network developments

Since the opening of the M77/GSO in April 2005, Connect Roads has worked with all parties involved in the project to ensure that the landscape on the route is successfully managed, enabling the new and existing landscape planting along the route to establish.

Since completion of the M77/GSO in April 2005, the landscape (including grass-cutting) has been maintained by the contractor responsible for construction of the route, Balfour Beatty Civil Engineering Limited, with Connect Roads and the other project parties monitoring performance and ensuring the objectives for the landscape are met. This initial 'establishment period' has recently ended, with responsibility for the landscape maintenance and management of the route transferring to Connect Roads Operator, Balfour Beatty Regional Civil Engineering Limited.

The establishment period is a period of five years during which the performance of each section of the landscape, known as a plot, is closely monitored to ensure it is developing and functioning as initially intended. Correct functioning can be to provide screening, for example on the south-east facing slopes of the M77, or to link hedges severed by the construction of the road, thereby creating wildlife corridors and maintaining the character with the surrounding landscape. The maintenance regime can then be altered, if required, to ensure a plot develops according to its design.

Over the course of the past five years, there have been a number of issues to overcome, with poor soil conditions or waterlogged ground resulting in high failure rates for some plantings. However, the ongoing monitoring and review of the performance of each plot by Connect Roads, East Renfrewshire Council and their respective consultants and contractors, ensured that action was taken to rectify any poor performance. This included revising the type or species of plant in some plots, ensuring that a more appropriate species was used whilst maintaining the function of the plot and its character.

For example, in a waterlogged area adjacent to the Humbie Road balancing pond, a wildlife habitat in itself, willow saplings were planted to help take up the ground-water. Once these willow saplings were established, and the ground water conditions improved, other native plants were able to develop and flourish.

With the establishment period now at an end, Connect Roads will continue to work with East Renfrewshire Council, Transport Scotland and its Operator to ensure that the landscape continues to develop and be managed in a sustainable manner.

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.

Pro-active planning for managing the M77/GSO during winter season starts almost as soon as the previous winter season ends. Winter Maintenance Plans from the previous winter are reviewed and amended, equipment is maintained and upgraded, and salt (grit) stocks are replenished. Firstly our Operator, Balfour Beatty Regional Civil Engineering produces a Winter Out-turn Report whereby it reviews, with Connect Roads, Transport Scotland and East Renfrewshire Council the winter season just finished, analysing any trends identified and the adequacy of its operations in maintaining a safe network.

Thereafter, the Winter Maintenance Plan is updated and communicated to all interested parties (Transport Scotland, local Highway Authorities, Police and other Service Providers) by the end of August, in readiness for the commencement of the Winter Season on 1st October.

Other amendments and improvements instigated prior to the commencement of last winter which contributed to success in maintaining an operational road during the severe weather included;

1. Maintenance and safety improvements to winter maintenance vehicles with demountable snow-ploughs.
2. Updated training for staff and operatives, including on the interpretation of weather forecasts, role of Duty Officer and Winter Maintenance Vehicle/Plant.
3. Increased salt (grit) stock at the commencement of the Winter Season.
4. Maintenance to the weather stations and ice sensors located on the M77/GSO network.

So with an excellent response to the last winter weather behind us and plaudits received from some road users, attention turns to updating and refining our plan for next winter. However, we all have our part to play and road users should ensure they have prepared their vehicles for winter weather.

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 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 teaching drivers to learn to respect their local roadworker.

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

Traffic Management Vehicle

As part of the process of procuring a new traffic management vehicle for the M77/GSO, Balfour Beatty Regional Civil Engineering undertook consultation with the operatives who will use the vehicle to ensure that the design and investment in a new vehicle addressed any concerns they might have, and incorporated lessons learnt from their experience.

Mock-up

A full scale timber mock-up of the cone well (the area on the back of the vehicle where the operative stands to deploy and retrieve traffic cones) was constructed and amended to various configurations for operatives to determine which layout best suited their requirements whilst complying with any regulations or codes of practice.

The various configurations incorporated amendments to the safety gate, level of platform, etc. and a final design was confirmed and is now in manufacture.



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 Balfour Beatty companies and as a shareholder in Connect Roads, the strategy has been adopted on the M77/GSO.

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

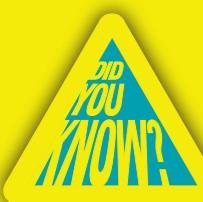
Roadmap and action plan

Although 2020 may seem a long way off, it is important to make progress and take significant steps along the way. To achieve this Connect Roads has developed a strategy for its five roads concessions (M77/GSO, M1-A1, A50, A30/A35 and CNDR) across the UK, benchmarking where each concession currently is in terms of sustainability and setting realistic but challenging targets for the coming years. These have been incorporated into an action plan and 'Roadmap' to track progress.

Carbon and biodiversity

Working with Balfour Beatty Regional Civil Engineering (Operator) and East Renfrewshire Council/Transport Scotland, Connect Roads will be investigating and implement changes to enhance the sustainability of the route, improving biodiversity and reducing carbon emissions associated with maintaining the network wherever possible.

Connect Roads, and Balfour Beatty Regional Civil Engineering, its Operator on the M77/GSO, will be supporting and implementing the 2020 Vision strategy, with more details to follow in future reports and on our website, www.connectroads.com



Connect Roads will continue to work closely with the various stakeholders along the route to help raise awareness and promote road safety.

M77/GSO Performance Monitoring/Achievements



Maintenance

	Target	Actual
Percentage of Planned Works carried out during Peak Periods/Public Holidays	0%	0%
Percentage of Winter Maintenance Salting completed within 2 hours	100%	100%
Average completion time for Precautionary Salting	<2 hours	1 hour 30 minutes
Percentage of Emergency Responses completed on time	100%	100%
Amenity Index for Road Network	9	9.62
Number of Nightly Winter Patrols	–	256
Number of Salting Runs	122	
Tonnage of Salt Used	1,984	

Reactive maintenance

	Target	Actual
Percentage of Safety Inspections and Safety Patrols completed on time	100%	100%
Percentage of Street lighting on the network functioning correctly	97%	98.6%
Percentage of Category 1 defect repaired not exceeding the requirements	100%	100%

Communications

	Target	Actual
No. of Communications received from all Roads Authorities	8	
No. of Communications received from all other sources	37	
No. of Communications received, requiring a response	19	
No. of Communications within 5 day limit	0	
No. of Communications outwith 5 day limit	0	
No. of Communications within 7 day limit	19	
No. of Communications outwith the 7 day limit	0	
Average response times for communications	2.5 days	
Percentage of Planning Applications completed on time	100%	100%
Average response time for Planning Applications	<5 days	2 days
Percentage of reports completed on time	100%	100%
Percentage of Weekly Programmes sent out on time	100%	100%

Spotlight on... Dave Allen

Dave is Assistant Project Manager for the M77/GSO DBFO project

Having spent much of his life travelling the world (even as a child) and working globally, Dave has settled in the West of Scotland. Dave has been involved with the maintenance of the M77/GSO DBFO since May 2005 and was also part of the construction phase.

What is the most rewarding aspect of your role?

I get a great deal of satisfaction from the level of safety we endeavour to achieve and provide for both the public and the team that maintain the route.

What is the most challenging aspect of your role?

I have had the fortune to mentor Engineering students who have worked with me whilst they were on placement.

My role, which I find fascinating, involves educating the students; educating them to understand the ethos of engineering, along with the importance of HS&E, practical engineering, report writing and keeping accurate records.

Getting the student to carry out good report writing and maintaining good records is of a particular challenge. A challenge that often requires a different solution for each individual.

It has given me a great deal of satisfaction to receive positive feedback from students, once they are in full time employment.

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

We strive to ensure that journeys for all users are as safe and pleasant as possible. More consideration towards the safety of roadworkers would be greatly appreciated. In particular, not depositing litter on the route as operatives have to then pick it up – an unnecessary risk to operatives and damage to environment.

What are your hobbies outside of work?

My hobbies include photography, film editing, travelling and opera.



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