



# M77/GSO Annual Report

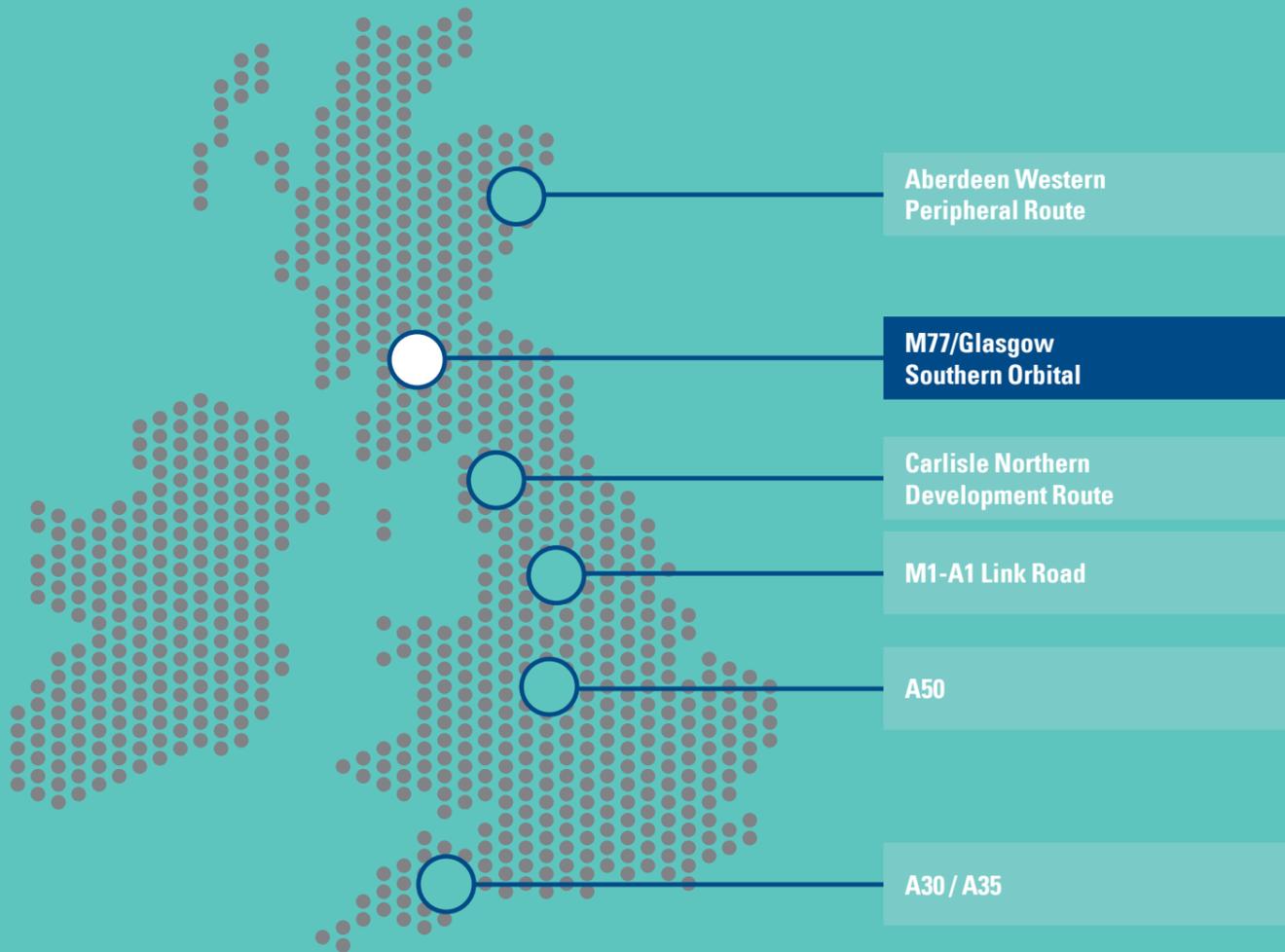
Year 13

April 2016

**Connect**  
roads



**Balfour Beatty**



## About Us

Connect Roads operates and maintains the M77 motorway between Malletshead and Fenwick and the Glasgow Southern Orbital (GSO) between the M77 and East Kilbride, as well as part of the existing A726 & A727 within East Kilbride.

In partnership with our Maintaining Agent Contractor, Balfour Beatty Construction Services UK, Connect Roads undertakes all 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.

# Welcome



Welcome to our twelfth annual report. We are now in the thirteenth year of our 32-year road maintenance concession contract with Transport Scotland, East Renfrewshire Council and South Lanarkshire Council. Whilst a relatively long period of time, this seems to have passed amazingly quickly. With the natural ebb-and-flow of people in many roles, we are proud that many of our staff have worked within the concession from the start. This serves us, and more importantly our clients and the communities within which we serve, extremely well in respect to both consistency and local knowledge.

In this year's report, we have tried not just to report what we are obliged to, in respect to our service level performance, but also to provide a flavour of the collective differences we have made via small incremental changes over a longer period of time.

Whilst the face of our client has changed, the demands of our road user customers has evolved. With ever changing weather patterns since we started our operations in 2005, we continue to provide a dedicated service using a local highly knowledgeable team to meet the ever changing needs of the route.

**Phil Bent**  
Regional Operations Manager



If you'd like to contact us please send an email to **connect@connectroads.com**

# Focus On Winter

Winter is always a busy period for Connect Roads. Last winter again saw extreme weather across the UK including widespread snow, storms and flooding. The priority of the team is to keep the roads open, the traffic moving and most importantly road users and road workers safe. The statistics below give you an idea of the scale of our winter operations across all six of our road projects.

**467**

WINTER TREATMENT DAYS (COVERS SNOW TO FLOODING AND STORMS)



**3,587**

TONNES OF GRITTING SALT USED (THAT'S THE SAME WEIGHT AS 512 AFRICAN ELEPHANTS)



**2**



SEVERE WEATHER DESKS

**1**



SNOW DESK

**82**

INSTANCES OF MINOR FLOODING

NUMBER OF OCCASIONS OF MINOR FLOODING TO NETWORK DURING EXTREME RAINFALL THIS SEASON WHERE THE DRAINAGE CANNOT COPE WITH THE INTENSITY OF THE RAIN AND TRAFFIC MANAGEMENT IS REQUIRED TO MANAGE TRAFFIC PAST THE FLOOD

EXPERT MET OFFICE FORECASTING USED



# Supporting Road Worker Safety

OUR 6TH YEAR OF PARTICIPATING IN BRAKE'S NATIONAL ROAD SAFETY WEEK



RAISING AWARENESS OF ROAD WORKER SAFETY WAS OUR TOP PRIORITY

WE VISITED THREE SCHOOLS AND HELD ASSEMBLIES ON ROAD SAFETY



ONCE AGAIN WE TOOK OUR ROAD SAFETY ROAD SHOW AROUND THE UK WITH NINE EVENTS IN FIVE DAYS



ZERO HARM OBJECTIVES MET

1. PUBLIC AWARENESS OF ROAD WORKER SAFETY RAISED
2. SAFETY MESSAGES FROM ROAD WORKERS SHARED ON TWITTER
3. HGV DRIVERS TARGETED AT SPECIFIC LOCATIONS
4. BALFOUR BEATTY EMPLOYEES ROAD WORKER SAFETY AWARENESS RAISED

WE INTERACTED WITH 2,000 MEMBERS OF THE PUBLIC AND 1,500 SCHOOL PUPILS

# Planned Major Maintenance

Each year we identify specific locations for maintenance schemes. During 2016 the following significant schemes are planned:

## Periodics works completed this year

Location	Description	Expected Completion
<b>A</b> A726 (GSO) eastbound between Glasgow Roundabout and Philipshill Roundabout	Surface Treatment	June 2016
<b>B</b> A726 (GSO) westbound between Philipshill Roundabout and Glasgow Road Roundabout	Local re-surfacing	May 2016
<b>C</b> A726 (GSO) Mearns Kirk Junction	Re-surfacing slip roads	May 2016
<b>D</b> A77 Meiklewood Bridge (B7038)	Bridge Parapet Works	August 2016

A77 Meiklewood Bridge (B7038)

A726 (GSO) eastbound between Glasgow Roundabout and Philipshill Roundabout

A726 (GSO) westbound between Philipshill Roundabout and Glasgow Road Roundabout

A726 (GSO) Mearns Kirk Junction



If you'd like to contact us about any of these planned works please email [connect@connectroads.com](mailto:connect@connectroads.com)

The majority of our major maintenance interventions are undertaken overnight or at weekends to minimise delay and disruption to road users. Further details of all planned lane and road closures, and associated diversions routes can be found at [www.trafficscotland.org/currentincidents/](http://www.trafficscotland.org/currentincidents/)



# Research and Innovation Update

Connect Roads positions itself at the core of highways research and innovation. Collaboration with the Centre of Innovative and Collaborative Construction Engineering at Loughborough University moves to its last stage this year with two Engineering Doctorate (EngD) projects being completed. Connect Roads is also partnering with Derby University to progress a third research project, focusing on how to eradicate the miss-use of lay-bys (defecation, litter, etc.) on Trunk Roads.



Theodoros Stylianides

Vivi's EngD project, in collaboration with the Engineering and Physical Sciences Research Council (EPSRC), focuses on road worker safety on highways and the risk associated with hard-shoulder incursions. Its purpose is to develop a management tool for the deployment of works, according to the safest traffic and weather conditions at a specific location and time; this will enable highway operators to address this issue in a more systematic way. Sensor-based systems have been installed on the M1-A1 Link Road to continuously monitor hard-shoulder incursions. A range of specialist subcontractors and suppliers – such as NavTech Radar and Clearview Intelligence – have been engaged, while Highways England has also actively supported and contributed to the project through the provision of two radar detection units. Vivi is presenting this work at an international conference in July and has also published hard-shoulder risk analysis work in the Journal of Safety Research and the Journal of Transport and Health.



Vivi Michalaki

Theo's EngD work is similarly nearing the implementation stage. Looking at the deterioration of Highway Filter Drains (HFD), a new management system is being proposed around a strategic framework that highlights condition evaluation and deterioration projection. The project aims to outline a holistic maintenance management system that defines investment requirements and prioritises work while considering in-service and hand-back requirements. In the past year Theo has published findings and proposals in the ICE Infrastructure

Asset Management Journal, presented HFD asset management thinking to the East Midlands Chartered Institution of Highways and Transportation, and will soon be traveling to Portugal to attend the International Conference of Transportation Geotechnics. Working with our external collaborators (PTS Limited) and adopting elements from the research work, on-site HFD non-destructive evaluation was recently undertaken on the A50 Blythe Bridge bypass. Theo proposed the use of Ground Penetrating Radar (GPR) as a cost-efficient means to collect condition data for the many km-spanning HFD asset. The A50 presented an excellent opportunity for on-site validation and an air-coupled GPR unit was used to study the deteriorated characteristics of in-service HFD sections.

In its latest research Connect Roads has instructed the University of Derby to undertake a study with the aim of changing the behaviour of a small, but significant number of road users who perceive it as acceptable to use lay-bys as toilets. Phase one of the study has been completed and consisted of data collection, evaluation of key drivers of behaviors and subsets of intervention approaches. From this a road-map for phase two was developed and methods to change behavior proposed. This consists of developing a number of strategies to dissuade people from this hazardous practice. The study has led to interest being shown from many parties, including other operators and Highways England, for whom it recognises this is an issue across its whole Trunk Road network.

# Alan Reid

Operations Manager

**How long have you worked on the M77/GSO?**

I joined Connect in May 2015 having previously worked on similar projects in England and Ireland.

**What do you enjoy about your job?**

I like the variety between the technical aspects and the aspects with a high degree of personal interaction.

**What do you do in your spare time?**

Since giving up playing rugby a few years back I enjoy keeping fit with some weight lifting. I am a vinyl aficionado who also loves to read and I frequently scour second hand bookshops looking for the unusual.

**Do you have a message for road users?**

Please respect our road workers – they are out there year round, day and night, and in all conditions to keep the road maintained and the road users safe.



# Performance Monitoring

Various performance indicators are reported to our client as follows:

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	1h 31min
Percentage of Emergency Responses completed on time	100%	100%
Amenity Index for Road Network	9	9.51
Number of Nightly Winter Patrols		204
Number of Salting Runs		225
Tonnage of Salt Used		1315

## Reactive Maintenance

Percentage of Safety Inspections and Safety Patrols completed on time	100%	100%
Percentage of Street lighting on the network functioning correctly	97%	97.99%
Percentage of Category 1 defect repaired not exceeding the requirements	100%	100%

## Communications

No. of Communications received from all Roads Authorities		0
No. of Communications received from all other sources		69
No. of Communications received, requiring a response 1		27
No. of Communications within 5 day limit		0
No. of Communications outwith 5 day limit		27
No. of Communications within 7 day limit		18
No. of Communications outwith the 7 day limit		9
Average response times for communications 1		1 day
Percentage of Planning Application completed on time	100%	100%
Average response time for Planning Applications	<5 days	1 day
Percentage of reports completed on time	100%	100%
Percentage of Weekly Programmes sent out on time	100%	100%



Visit our website at [connectroads.com](http://connectroads.com) for our latest news and updates on planned maintenance

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