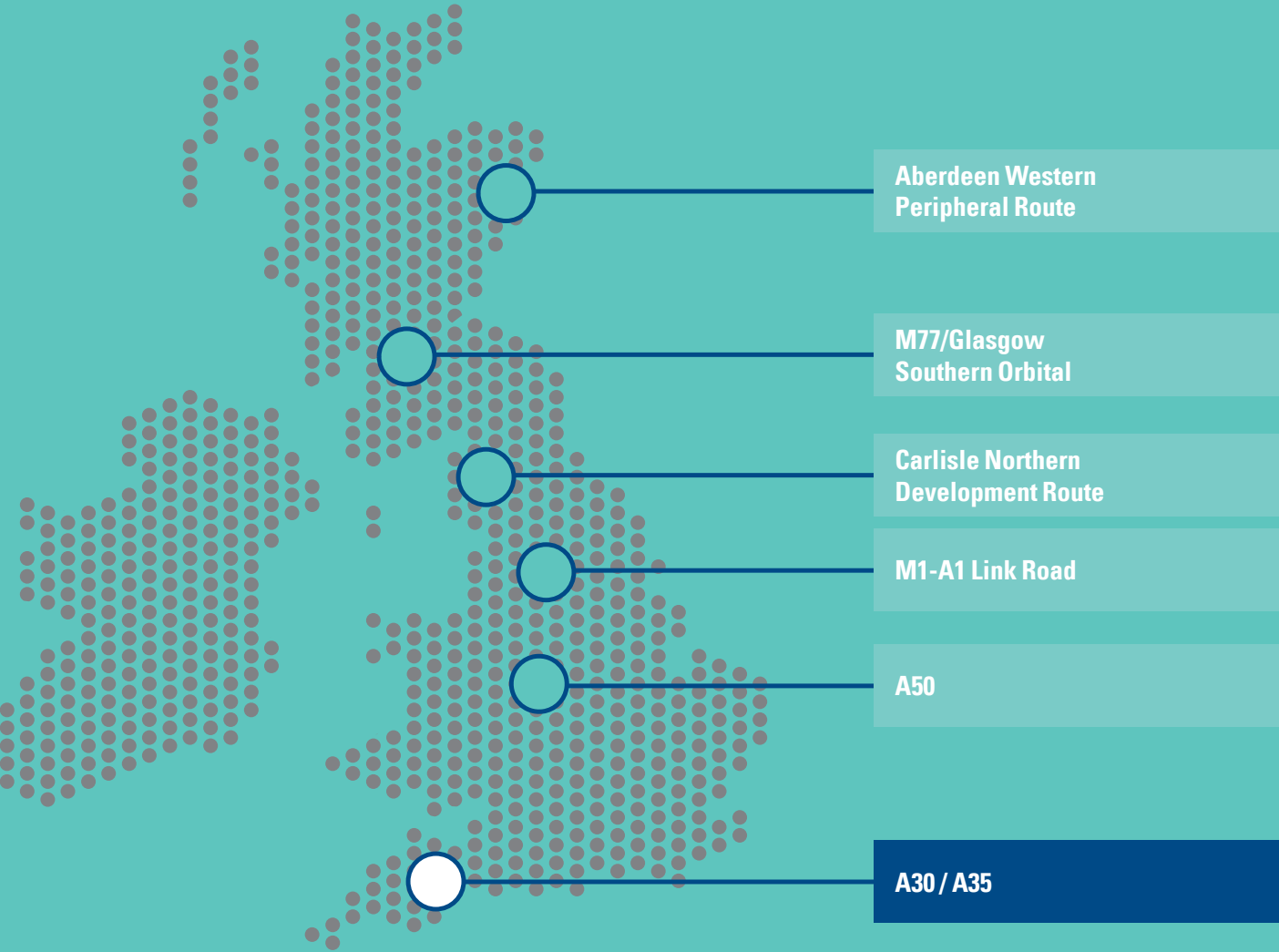




# A30/A35 Annual Report

Year 21

April 2017



# About Us

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 included the construction of the A30 Exeter to Honiton Improvement, which opened in 2000 and the A35 Tolpuddle/Puddletown Bypass, which opened in 1999.

The contract was let by Highways England, 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 highway maintenance requirements along the route.

Working on behalf of its client, Highways England, Connect Roads also identifies and delivers local network enhancement schemes.

# Welcome



We have completed the twenty-first year of our 30-year concession contract with Highways England, which sees us entering the final third of the concession period. Nevertheless our commitment to operating and maintaining a safe and reliable route for road users and local communities remains.

Once again in this year's report we have tried not just to highlight what we are required to do, in respect to our performance, but also to provide a flavour of the added value work which we pride ourselves on implementing. Whilst the face of our client has changed, the demands of our road user customers have evolved, and with ever changing weather patterns since we started our operations, we continue to provide a dedicated service using a highly knowledgeable local team to meet the ever changing needs of the route.

We hope you enjoy the read.

**Mark Mageean**  
**Head of Operations**



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



# A year in numbers

77.17t

LITTER COLLECTED  
APPROXIMATELY  
4,500 HOURS SPENT  
PICKING LITTER



26,000

STAFF JOURNEYS ALONG THE  
NETWORK (APPROX)

13

SAFETY  
INSPECTIONS

3

MINOR  
INJURIES  
SUSTAINED  
BY STAFF



713

ITEMS OF CORRESPONDENCE  
RECEIVED

100%

REPLIED TO WITHIN  
CONTRACTUAL TIMELINE  
REQUIREMENTS

50,000sqm

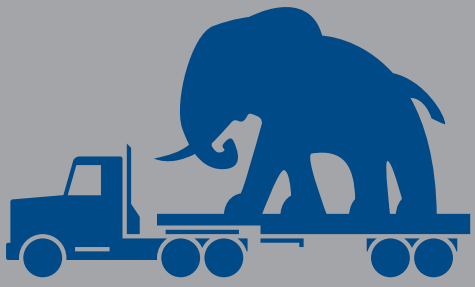
AREA OF THE NETWORK  
RESURFACED

35,664m

LENGTH OF WHITE LINING  
REPLACED

1,372

ABNORMAL LOADS  
PROCESSED



49

GRITTING  
RUNS

14k

ROAD STUDS  
REPLACED

# Supporting Road Worker Safety

7th

OUR 7TH  
YEAR OF  
PARTICIPATING  
IN BRAKE'S  
NATIONAL  
ROAD SAFETY  
WEEK



5

LOCATIONS  
COVERED  
BETWEEN  
DEVON AND  
GLASGOW



1,500

INTERACTED WITH 1,500  
MEMBERS OF THE PUBLIC

6

SCHOOL  
ASSEMBLIES

1,600

ENGAGED WITH 1,600  
PUPILS FROM AGES 5 TO 14



OUR AIM WAS TO:

1 RAISE AWARENESS OF OUR PRIORITY  
ROAD USER AND ROAD WORKER SAFETY

2 INTERACT WITH LOCAL ROAD USERS

3 SHARE ROAD SAFETY RELATED MESSAGES  
VIA TWITTER

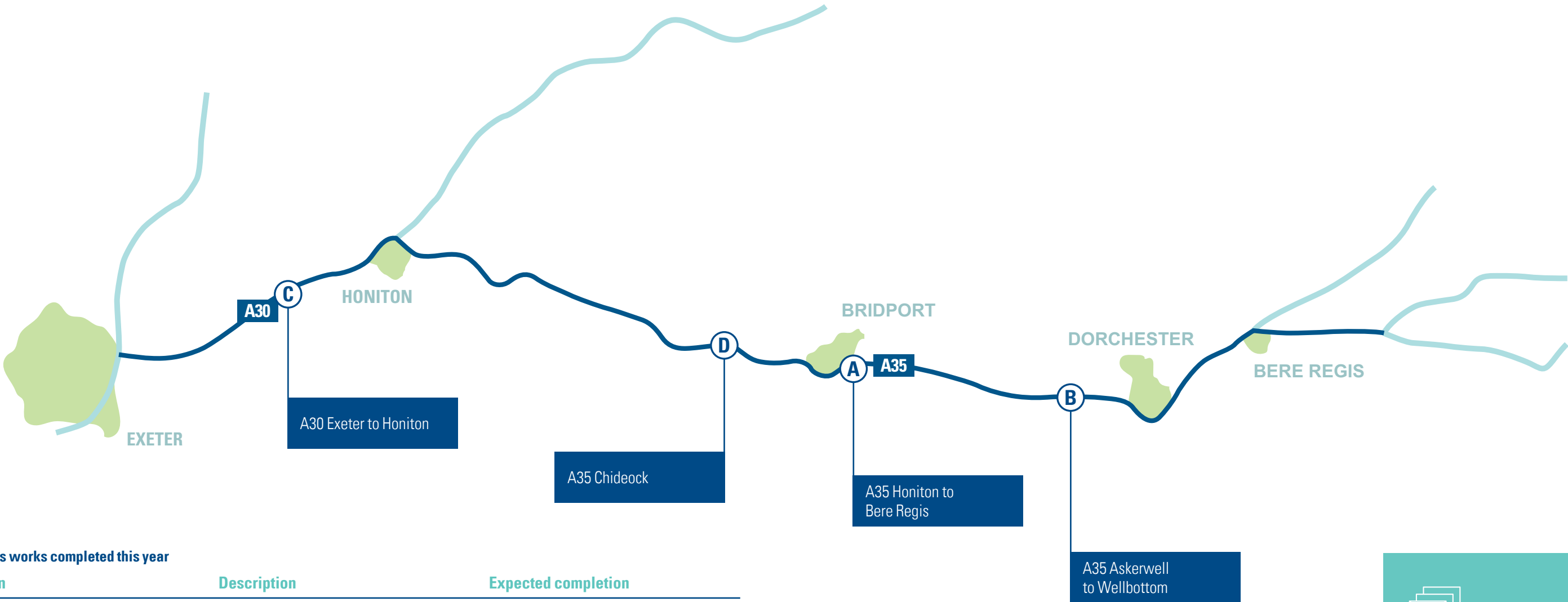
4 ENGAGE WITH HGV DRIVERS AT  
SPECIFIC LOCATIONS

5 INFORM SCHOOL PUPILS ABOUT OUR  
WORK, ROAD WORKER SAFETY AND  
EMPLOY THE USE OF 'PESTER POWER'

# Planned Major Maintenance

Each year we identify specific locations for maintenance schemes. During 2016 the following significant schemes will be executed:

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.highways.gov.uk/traffic-information](http://www.highways.gov.uk/traffic-information) (Refer to the Current and Planned Roadworks tab).



Periodics works completed this year

Location	Description	Expected completion
A A35 Honiton to Bere Regis	Patching throughout April/May	April/May 2017
B Askerwell to Wellbottom	Surface treatment	June 2017
C A30 Exeter to Honiton	Patching in September/October	October 2017

Schemes for 2018

Location	Description	Expected completion
D A35 Chideock	Resurfacing	September 2018



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



# Sustainability

Connect Roads is committed to adopting sustainable and innovative solutions within its maintenance programme, a large part of which concerns maximising the life of asphalt surfacing across its road contracts, whilst also providing sustainable solutions. Connect Roads identified the need for sustainable solutions and integration of considerate strategies aligned to sustainability objectives.

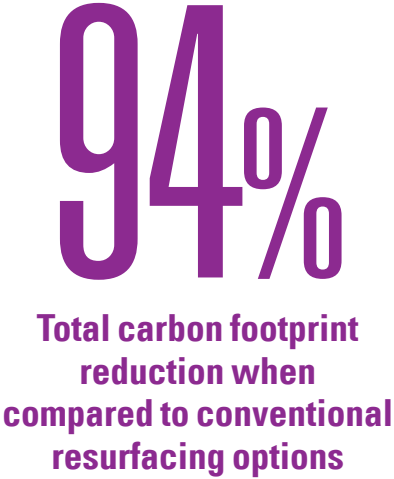


Working with our partners, our supply chain (ASI) and Operator (Balfour Beatty), Connect Roads has tested, developed and implemented a systematic approach to preserving pavement life by adopting innovative treatments and preservation techniques. With key stakeholders in mind (road users, road workers, clients, etc.), Connect Roads focused on developing a proactive and standardised strategy to achieve maximisation of operational, environmental and societal benefits. In line with Connect Road’s asset management framework, preservation strategies employed across our PFI portfolio, are enhancing pavement performance by:

- Improving safety by providing a safe and consistently acceptable road surface;
- Meeting road user expectations by minimising disruption to the travelling public (less lane and road closures for maintenance);
- Using a cost-effective set of practices to extend pavement life; maximising the serviceable life of pavement assets and surfacing to reduce environmental impact.

Adopting pavement preservation techniques and integrating other such options in Connect Road’s Life Cycle Planning, a number of key milestones have been reached.

Independent evaluation has found that compared to emissions of 50.65kgCO<sub>2</sub>/m<sup>2</sup> for traditional resurfacing, pavement preservation only produces 3.13kgCO<sub>2</sub>/m<sup>2</sup>. This represents a carbon footprint reduction of up to 94% compared to conventional resurfacing options, with the key driver being the low requirement for new asphalt in the treatment and the extended life of the existing surfacing.



Apart from the reduction of aggregate and bitumen requirements, a maintenance cycle focusing on pavement preservation achieves:

- Reduced vehicle movements for repairs
- Reduced or eliminated waste disposal
- Reduced overall energy requirements
- Fewer resurfacing/maintenance closures, minimised impact on road availability.
- Rapid treatment allows early re-opening for traffic, with curing complete after only 1–2 hours
- Night treatment during quieter periods and minimised disruption

Connect Roads continues to investigate and explore innovative pavement preservation options to continue its drive to provide sustainable solutions to pavement maintenance whilst minimising disruption to the road users and local communities.

# Patrick McCarthy

Deputy Financial Controller

**How long have you worked on the A30/A35?**

I have been working with the A30/A35 concession team for ten years.

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

I like the interaction with the concession team giving financial input and assistance when required to help the team make informed decisions on areas that would have a financial impact and for me understanding the operation and commercial issues on the concession.

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

I like watching most types of sport such as going to see football and rugby, as well as doing activities such as hiking and cycling (leisurely), I also like going to music gigs and the cinema.

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

Always be aware of speed on the road and driving within the speed limits.

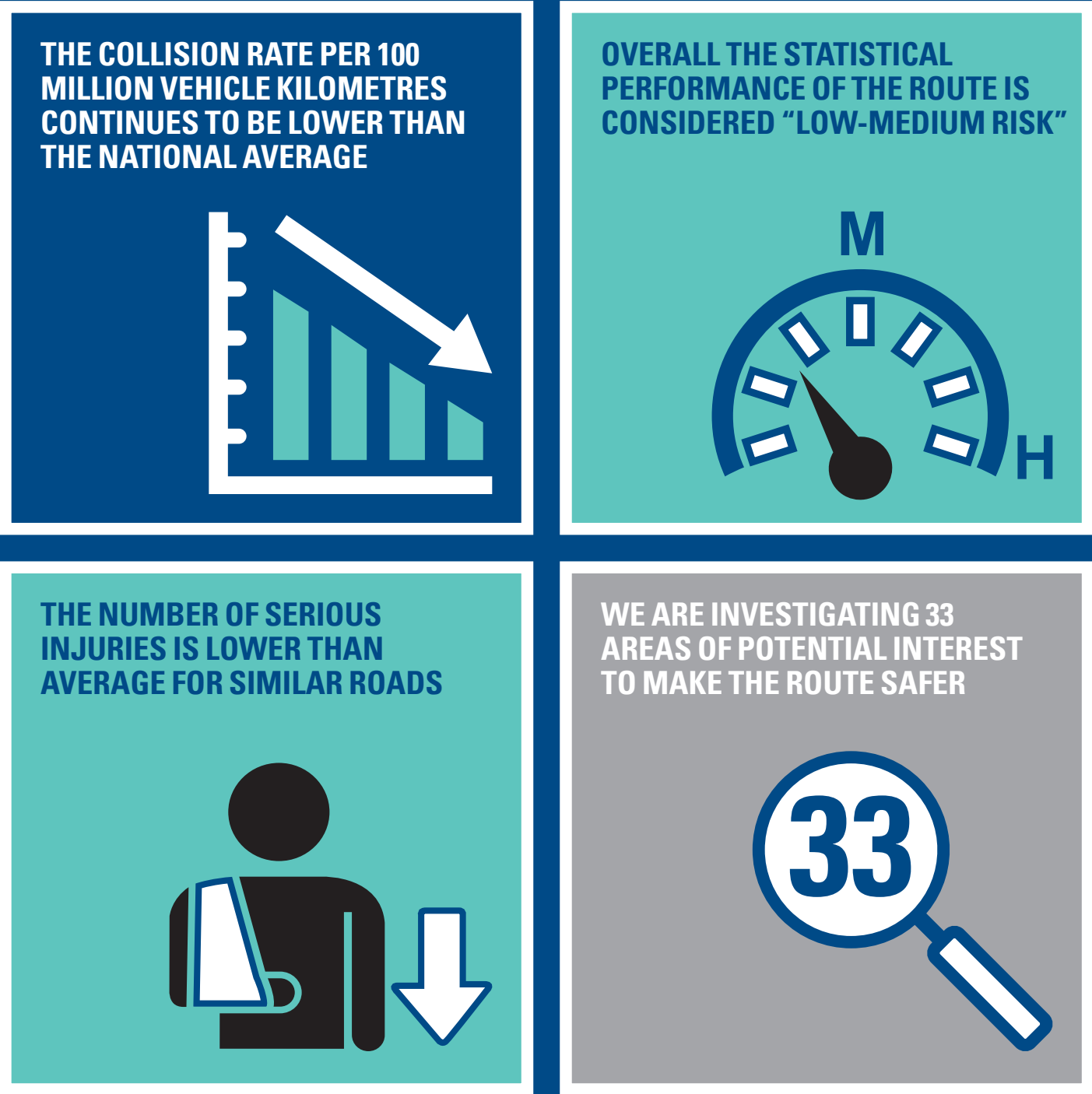


# Performance Monitoring

Various performance indicators are reported to our client as follows:

Customer Satisfaction	Target	Actual
Number of enquiries received in the year	–	254
Number of complaints received in the year	–	0
Number of complaints received in the year requiring corrective action	–	0
Complaints requiring corrective action that were closed within 15 working days	95%	100%
Response to Emergency Incidents		
Emergency incidents for which an immediate response was required in year	–	43
Call-outs to emergency incidents achieved within the response time defined in the contract	100%	100%
Average response time achieved for ISU call-outs compared to the response times defined in the contract	<65%	48.8%
Network Availability		
Peak availability	98.5%	99.95%
Off-peak availability	98%	99.80%
Night time availability	98%	99.48%
Street Lighting Outages		
Category 2 (high and medium) outages fixed within target time	100%	100%
Reactive Maintenance		
Response to Category 1 defects within contractual requirements	100%	100%
Category 1 defects repaired in 7 day response time	100%	100%
Category 1 defects repaired in 28 day response time	100%	100%
Average time for repair of 7 day Category 1 defects	5 days	3.03 days
Rolling 12 month % of Category 1 ‘24 hour’ defects which remain open and overdue	–	0%
Rolling 12 month % of Category 1 ‘7 day’ defects which remain open and overdue	–	0%
Rolling 12 month % of Category 1 ‘28 day’ defects which remain open and overdue	–	0%
Number of Man/Hours worked in the year	–	50,881
Number of ‘RIDDOR’ reportable incidents in the year	–	0
Number of minor injuries in the year	–	1
Number of reported incidents of ice on the network in the year	–	0

# Road Safety Performance







Visit our  
website at  
**connectroads.com**  
for our latest news and  
updates on planned  
maintenance

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