



A50

ANNUAL REPORT

Year 15 April 2011

Connect
roads

In partnership with



Welcome to our fifteenth annual report

About us

We are now midway through our road maintenance contract and we are pleased to highlight that it has been yet another successful year for the A50 concession team – working in close partnership with our client the Highways Agency.

Connect Roads is committed to continuous improvement and in this report we detail some of the initiatives which we have implemented to enhance our service.

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

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.



Continuous improvement

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 was 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, in line with our intended programme. This was a great accomplishment for all those involved.

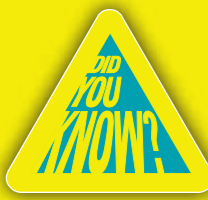
Last year, one of the many objectives that Connect Roads set for the forthcoming year was to implement a Road Safety Awareness Campaign. This campaign took place during November 2010 (22nd-26th) where Connect Roads worked with clients and suppliers across its five road concessions to spread the road safety message and raise awareness of the campaign.

Each event held during Road Safety Week was delivered by a great variety of people from our staff and that of our clients and supply chain. The active participation of several production 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

The Road Safety Week team set up at two service stations along the A50 route, one in the morning and one in the afternoon. Operative Ian Hammersley and Connect Roads' David Groves spoke to many passersby (including Heavy Goods Vehicle (HGV) drivers) to learn about their specific concerns along the route. Light Goods Vehicle (LGV) driver safety packs were also distributed to the general public.

Ian Malkin from the Highways Agency also joined the team on the day, and was delighted to see that we were committed to promote safety on our roads.



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.

Enhancing the route

We continue to work closely with the Highways Agency to ensure that opportunities are explored and network enhancements are made where appropriate and beneficial to do so. These opportunities often involve additional time, support and resources spent by many different members of the team to bring an opportunity to reality.

Connect Roads and the Highways Agency are working closely to implement a best value solution to reduce lighting usage on the Blythe Bridge Bypass. A central management system has been installed to dim, switch off and vary the lighting which helps minimise carbon outputs whilst maintaining safe lighting levels.

Connect Roads has also implemented the installation of new photo electric cells on the lit signs across the entire route. This technology allows sign lights to turn on automatically when required, rather than remaining lit 24 hours per day. For example, they can be set to operate between 7pm and 7am or in bad weather when the natural light level drops. This will help to reduce the Highways Agency's carbon footprint of the route.

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.

A second severe winter was not expected after the winter of 2009/10; however, heavy and intensive snow fell in early December 2010 which was a surprise to us all.

The Connect Roads team reacted positively and worked around the clock to ensure that the route remained passable. Our team demonstrated real dedication and worked 24/7 for several continuous days to ensure that their route remained operational.

We were very pleased with the close working that our team achieved with the police and the local highway services team during this period.

Zero Harm



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 safety systems. This positive safety culture has assisted us in achieving the BS OHSAS 18001 accreditation in less than 12 months.

Zero Harm has also lead to the birth of Ron the roadworker!

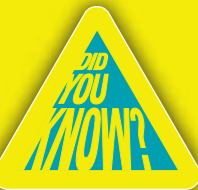
Ron is being used by Connect Roads to focus on driver behaviour and encouraging drivers to respect their local roadworker – after all most live in the local community.

Connect Roads will continue to work closely with schools and local children to help raise awareness and promote road safety, many years before they even get behind the wheel.

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



PLEASE DRIVE SAFELY, AND WATCH OUT FOR MY WORKMATES!



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

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 all Balfour Beatty companies, which includes Connect Roads.

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



Route developments

The following table details planned route developments for 2011-2012

Location	Description	Expected completion
Blythe Bridge Bypass East	Patching, joint sealing and road marking works	Programmed for Summer 2011
Blythe Bridge to Uttoxeter East bound	Patching, resurfacing works and concrete repairs	Programmed for Summer 2011
Blythe Bridge to Uttoxeter West bound	Patching, resurfacing works and concrete repairs	Programmed for Summer 2011
A518 to Marston Lane	Carriageway resurfacing works	Summer 2011
Sudbury to Foston Prison Access	Carriageway resurfacing works	Summer 2011
A511 to Foston Brook Culvert	Carriageway resurfacing works	Summer 2011
A516 Slip to Slip	Carriageway resurfacing works	Summer 2011
Derby Spur Road	Concrete repairs	Autumn 2011
Roadmarking	Various roadmarking works throughout the route	Spring and Autumn 2011
Landscape maintenance	Management of the planted landscape plots throughout the route	Winter 2011/Spring 2012
Layby works	Improvements and repairs to existing laybys throughout the route	Autumn/Winter 2011
Street lights	Replacement of street lights at the A522 junction west of Uttoxeter	Spring 2012
Filter drains	Cleaning of filter drains at various locations along the A50 DBFO Route	Autumn 2011 to Spring 2012

A50 Performance Monitoring/Achievements

Customer satisfaction		
	Target	Monthly average
Number of enquiries	n/a	5
Number of complaints	n/a	1
Complaints requiring corrective action (%)	50%	0
Complaints requiring corrective action that were closed within 15 working days (%)	95%	100%

Response to emergency incidents		
	Target	Monthly average
Emergency incidents for which an immediate response by an ISU was required	n/a	10.5
ISU call-outs to emergency incidents achieved within the response times defined in the contract (%)	100%	100%
Average response time achieved for ISU call-outs	29 mins	18 mins

Network availability		
	Target	Actual
Peak availability	>98.5%	99.94%
Off-peak availability	>98%	99.95%
Night time availability	>98%	99.91%

Street lighting outages		
	Target	12 month average
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%	79.4
Category 1 defects repaired in 28 day response time	100%	100%
Average time for repair of 7 day Category 1 defects (days) (Performance affected by 7 day response time described above.)	5 days	6 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

Spotlight on... Mike Thomas

Mike is a Route Manager for the A50

Mike currently lives in Keyworth (just south of Nottingham) with his partner Alison. He has been a Route Manager on the A50 route for almost two years.

What is the most challenging aspect of your role?

The most challenging aspect is successfully dealing with a number of different responsibilities all coinciding at the same time. These can include winter treatment, periodic and reactive works, issues with residents, HAIL enquiries, major site incidents, information requests from other sources, planning future works and also quality inspections.

What is the most rewarding aspect of your role?

The most rewarding aspect of my role is ensuring that the contract runs smoothly and that the rest of my team are able to complete their works without any issues arising. I also manage the working relationship with Connect Roads and the Highways Agency – which generally means our contract requirements are being fulfilled as they should be!

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

Our Operatives provide a valuable service and are unfortunately sometimes the target for people's frustrations and abuse. My message would therefore be, *"Please give more consideration and appreciation to those working on the Highway – we are here to try and ensure they have a trouble free journey."*

What are your hobbies outside of work?

My interests/hobbies tend to vary depending upon what grabs my attention! Over the last year I have done a lot of walking (Ben Nevis/Snowdon/Malvern Hills) as I trekked up Mount Kilimanjaro in February of this year, but more recently I've been doing more cycling. I have an all-day snowboarding lesson booked as I've never tried any winter board sports and this should get me to a level where I can actually enjoy a trip away.

Last year I was lucky enough to have been given a lesson flying a helicopter and this has to be one of the highlights of everything I've tried, as soon as Connect Roads want a pilot and are willing to train someone up, I'll be at the front of the queue!



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