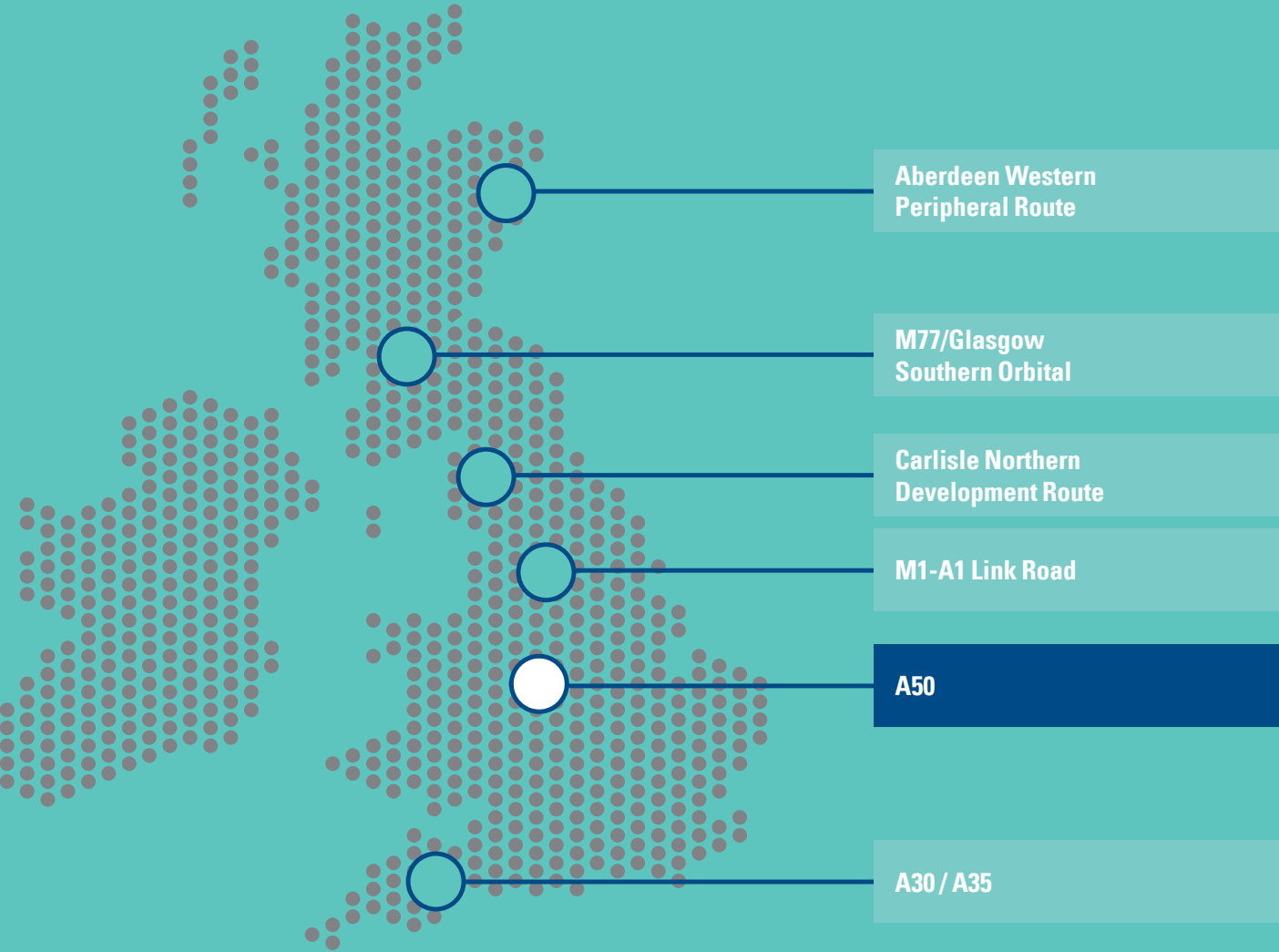




# A50 Annual Report

Year 21

April 2017



# 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 Highways England, 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 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 not only highlight what we are required to do in respect to our performance, but also provide a flavour of the added value work which we pride ourselves on implementing to improve the route and experience for road users. Whilst the face of our client has changed, and the demands of road user customers have evolved, 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

54.14t

LITTER COLLECTED  
APPROXIMATELY 1,855 HOURS  
SPENT PICKING LITTER

1,180

STAFF JOURNEYS ALONG  
THE NETWORK

52

SAFETY  
INSPECTIONS

2

MINOR  
INJURIES  
SUSTAINED  
BY STAFF

126

ITEMS OF CORRESPONDENCE  
RECEIVED

100%

REPLIED TO WITHIN  
CONTRACTUAL TIMELINE  
REQUIREMENTS

3,200 lm

LENGTH OF ROAD RESURFACED

115,500 lm

LENGTH OF WHITE LINING  
REPLACED

3,840

ABNORMAL LOADS  
PROCESSED

62

GRITTING  
RUNS

633,838m<sup>2</sup>

GRASS CUT IN A YEAR (42,000m<sup>3</sup> OF  
WILD FLOWER AREA'S MAINTAINED)

18k

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

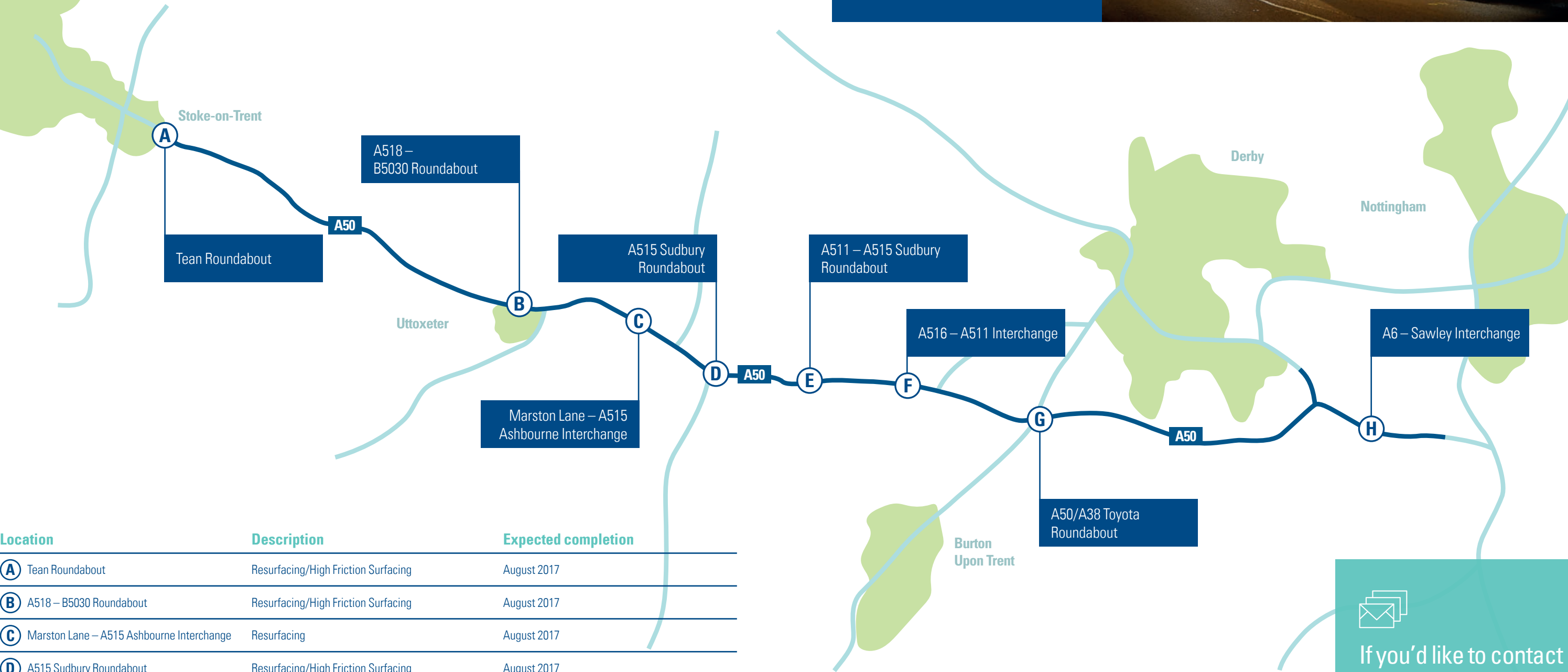
3 SHARE ROAD SAFETY RELATED MESSAGES  
VIA TWITTER

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:



Location	Description	Expected completion
<b>A</b> Tean Roundabout	Resurfacing/High Friction Surfacing	August 2017
<b>B</b> A518 – B5030 Roundabout	Resurfacing/High Friction Surfacing	August 2017
<b>C</b> Marston Lane – A515 Ashbourne Interchange	Resurfacing	August 2017
<b>D</b> A515 Sudbury Roundabout	Resurfacing/High Friction Surfacing	August 2017
<b>E</b> A511 – A515 Sudbury Roundabout	Rhinophalt Application	September 2017
<b>F</b> A516 – A511 Interchange	Concrete Bay Replacement	June 2017
<b>G</b> A50/A38 Toyota Roundabout	Resurfacing	August 2017
<b>H</b> A6 – Sawley Interchange	Street Lighting Replacement	Apr/May 2017

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).



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.

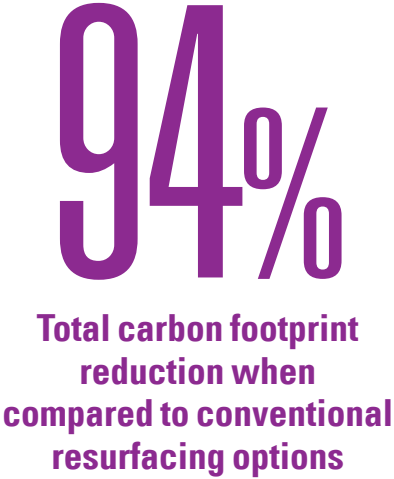


Working with our partners, our supply chain (ASI and Operator (Balfour Beatty), Connect Roads has tested, developed and implemented a systematic approach to preserving pavement life by adopting innovative treatments and preservation techniques. With key stakeholders in mind (road users, road workers, 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 A50?**  
I have been working with the A50 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.



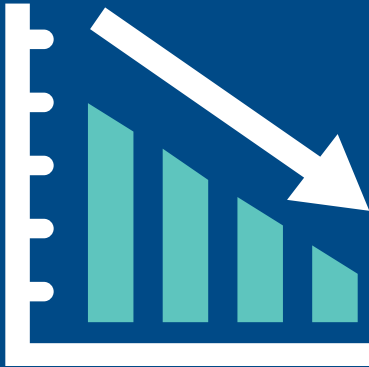
# Performance Monitoring

Various performance indicators are reported to our client as follows:

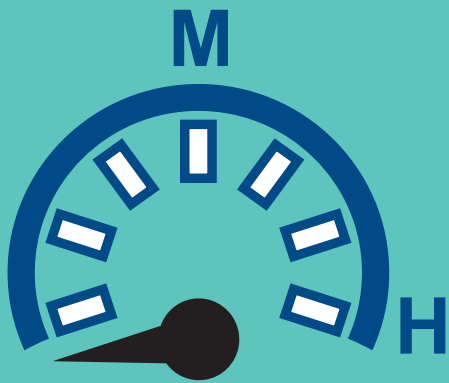
Customer Satisfaction	Target	Actual
Number of enquiries received in the year	–	139
Number of complaints received in the year	–	4
Number of complaints received in the year requiring corrective action	–	0
Complaints requiring corrective action that were closed within 15 working days	95%	100%
Response to Emergency Incidents		
Emergency incidents for which an immediate response was required in year	–	108
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%	42.7%
Network Availability		
Peak availability	98.5%	100%
Off-peak availability	98%	100%
Night time availability	98%	99.3%
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	4.75 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	–	50,947
Number of ‘RIDDOR’ reportable incidents in the year	–	0
Number of minor injuries in the year	–	2
Number of reported incidents of ice on the network in the year	–	0

# Road Safety Performance

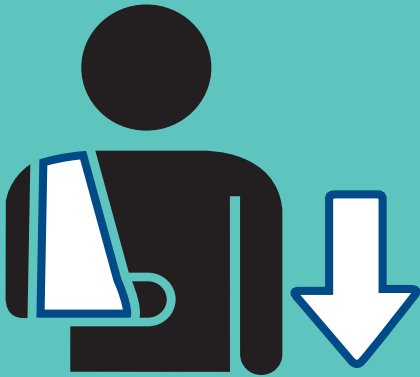
THE COLLISION RATE PER 100 MILLION VEHICLE KILOMETRES CONTINUES TO BE LOWER THAN THE NATIONAL AVERAGE



OVERALL THE STATISTICAL PERFORMANCE OF THE ROUTE IS CONSIDERED “LOW RISK”



THE NUMBER OF SERIOUS INJURIES HAS DECREASED YEAR ON YEAR OVER THE PAST THREE YEARS



WE ARE INVESTIGATING 14 AREAS OF POTENTIAL INTEREST TO IMPROVE THE PERFORMANCE OF THE ROUTE







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

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roads

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