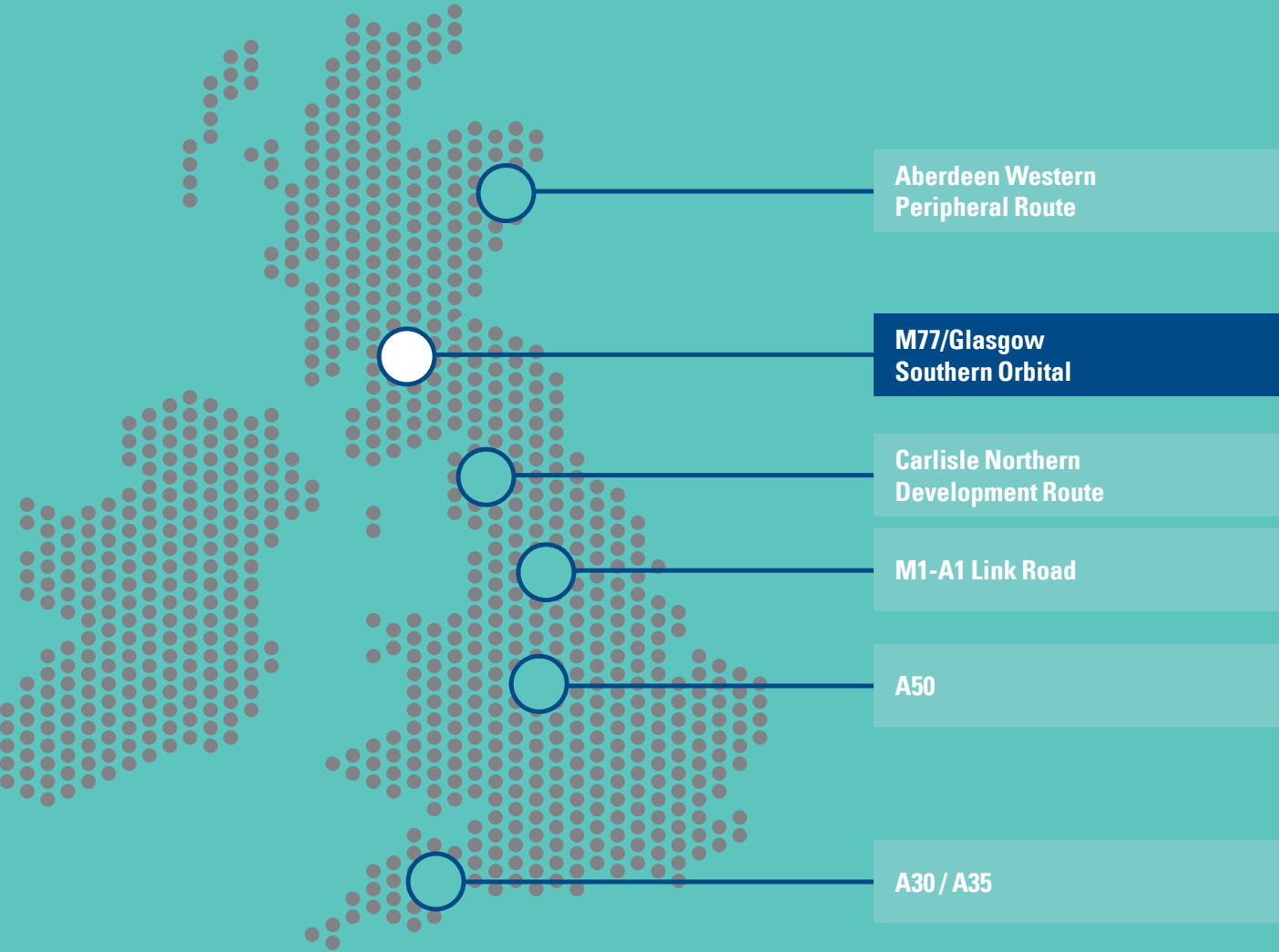




# M77/GSO Annual Report

Year 14

April 2017



# About Us

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 & 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 fourteenth annual report. We are now in the fifteenth 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**



# A year in numbers

39t

LITTER COLLECTED  
APPROXIMATELY 2,960 HOURS  
SPENT PICKING LITTER

494

STAFF JOURNEYS ALONG  
THE NETWORK

52

SAFETY  
INSPECTIONS

1

MINOR  
INJURIES  
SUSTAINED  
BY STAFF  
(NO LOST  
TIME INJURY  
SUSTAINED,  
NO RIDDOR  
INJURIES)

103

ITEMS OF CORRESPONDENCE  
RECEIVED

100%

REPLIED TO WITHIN  
CONTRACTUAL TIMELINE  
REQUIREMENTS

16,213m

LENGTH OF WHITE LINING  
REPLACED

36,748m<sup>2</sup>

LENGTH OF ROAD  
RESURFACED

2,082

ABNORMAL LOADS  
PROCESSED

275

GRITTING  
RUNS

2.2k

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

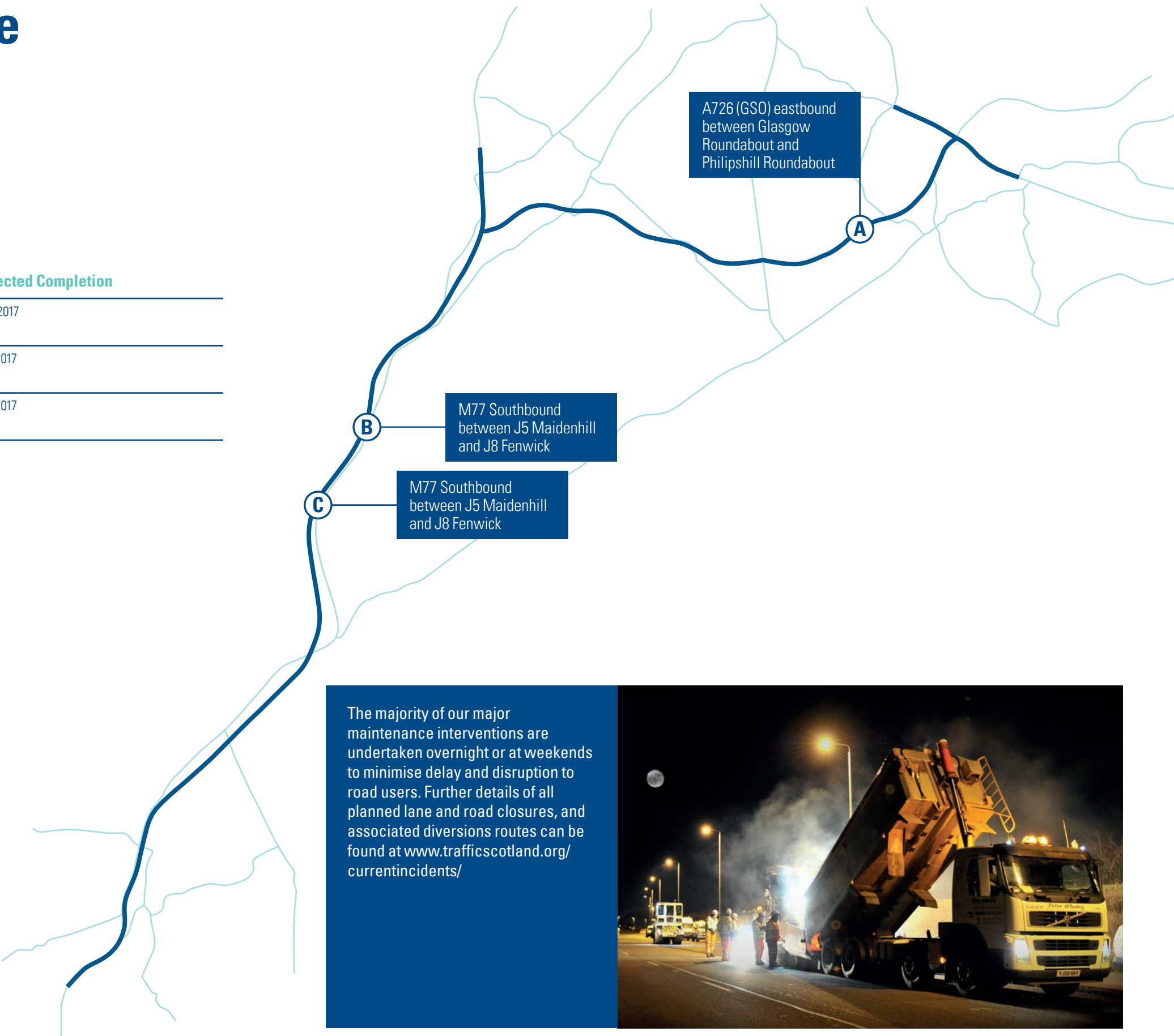
Each year we identify specific locations for maintenance schemes.  
During 2017 the following significant schemes are planned:

Periodics works completed this year

Location	Description	Expected Completion
<b>A</b> A726 (GSO) eastbound between Glasgow Roundabout and Philipshill Roundabout	Surface Treatment	June 2017
<b>B</b> M77 Southbound between J5 Maidenhill and J8 Fenwick	Local re-surfacing	May 2017
<b>C</b> M77 Northbound between J8 Fenwick and J5 Maidenhill	Local re-surfacing	May 2017



If you'd like to contact us about any of these planned works please email **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/)





# 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.

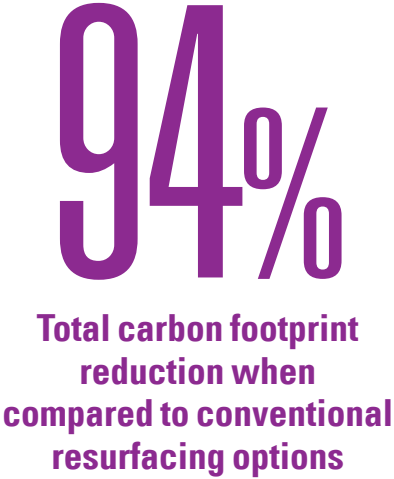


Working with our partners, our supply chain (ASI) and Operator (Balfour Beatty), Connect Roads has tested, developed and implemented a systematic approach to preserving pavement life by adopting innovative treatments and preservation techniques. With key stakeholders in mind (road users, road workers, 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 M77/GSO?**  
I have been working with the M77/GSO 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:

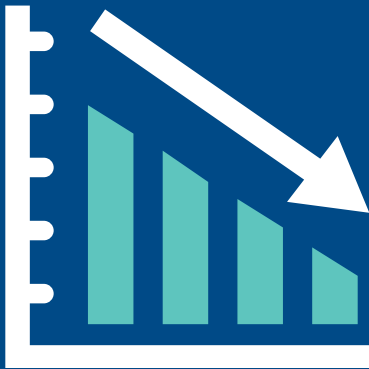
Maintenance	Target	Actual
Percentage of Planned Works carried out during Peak Periods / Public Holidays	0%	0%
Percentage of Winter Maintenance Salting completed within 2 hours	100%	100%
Average completion time for Precautionary Salting	<2 hours	1h 35min
Percentage of Emergency Responses completed on time	100%	100%
Amenity Index for Road Network	9	9.56
Number of Nightly Winter Patrols		182
Number of Salting Runs		259
Tonnage of Salt Used		953

Reactive Maintenance		
Percentage of Safety Inspections and Safety Patrols completed on time	100%	100%
Percentage of Street lighting on the network functioning correctly	97%	98.4%
Percentage of Category 1 defect repaired not exceeding the requirements	100%	100%

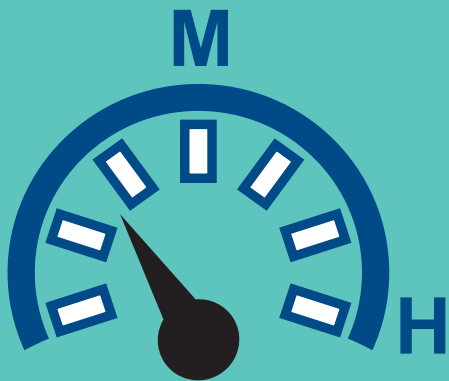
Communications		
No. of Communications received from all Roads Authorities		1
No. of Communications received from all other sources		102
No. of Communications received, requiring a response		33
No. of Communications within 5 day limit		1
No. of Communications outwith 5 day limit		32
No. of Communications within 7 day limit		32
No. of Communications outwith the 7 day limit		0
Average response times for communications		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%

# Road Safety Performance

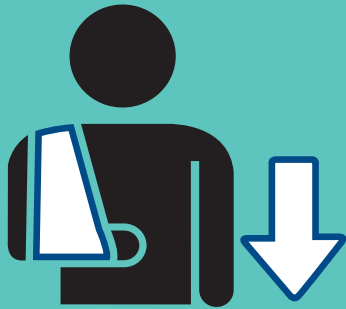
IN THE LATEST 3 YEAR PERIOD  
THE COLLISION RATE PER 100  
MILLION VEHICLE KILOMETRES  
HAS DECLINED BY 37%



THE STATISTICAL PERFORMANCE  
OF THE ROUTE IS CONSIDERED  
TO BE “LOW RISK” (M77) OR  
“LOW-MEDIUM RISK” (A726)



IN THE LATEST 3 YEAR PERIOD  
THE NUMBER OF SERIOUS  
INJURIES WAS SIGNIFICANTLY  
BELOW THE NATIONAL  
AVERAGE FOR SIMILAR ROADS  
(THERE HAVE NO FATALITIES)



WE ARE INVESTIGATING TWO  
AREAS OF POTENTIAL INTEREST  
TO MAKE THE ROUTE SAFER







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