

A92 UPGRADING DUNDEE TO ARBROATH BRIEF ANNUAL REPORT 2005/2006



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1. INTRODUCTION

This Brief Annual Report has been prepared by BEAR Scotland Ltd for Ringway Highway Services on behalf of Claymore Roads Limited. Ringway Highway Services are the Operation and Maintenance Works Contractor for the scheme on behalf of Claymore Roads, Ringway Highway Services have subcontracted the provision of the O&M Works to BEAR Scotland Ltd.

The Brief Annual Report describes and details the overall performance of the O & M Works during the first year of operation, between 27 September 2005 and 31 March 2006.

In accordance with Schedule 4 Part 7 Clause 1.3, the Brief Annual Report summarises the performance of the O&M Works and quantifies actual performance against the measurable requirements of the contract.

2. PERFORMANCE

2.1 Routine Maintenance

2.1.1 Repair of Cat 1 Defects

Section 2.1.1 details the overall performance of BEAR Scotland Ltd in the permanent rectification of Category 1 defects during its first year of operation, between 27 September 2005 and 31 March 2006.

Quarter	Percentage completed within timescale (Monthly)	Percentage completed within timescale (Quarterly)
Apr - Jun 2005	April 2005 – N/A	N/A
	May 2005 – N/A	
	June 2005 – N/A	
Jul - Sept 2004	July 2005 – N/A	100
	Aug 2005 – N/A	
	Sept 2005 – 100%	
Oct – Dec 2004	Oct 2005 – 100%	100
	Nov 2005 – 100%	
	Dec 2005 – 100%	
Jan – Mar 2005	Jan 2006 – 100%	100
	Feb 2006 – 100%	
	Mar 2006 – 100%	

Fig 2.1.1 KPI No 1.2 – Category 1 Defects Permanently Repaired within 20 Working Days

The KPI for the period 27 September 2005 to 31 March 2006 is 100%. It is recognised that it may not always be practicable to always achieve the required permanent repair within timescales set. This may be due for example to material delivery times, network access availability, adverse weather conditions, the requirement for traffic orders or in the case of more complex repairs, technical design and certifications. However, BEAR Scotland continues to target a 100% performance for completion of Category 1 defect repairs, in order to ensure so far as is practicable, that a very high completion rate is maintained.

2.1.2 Repair of Cat 2H Defects

Section 2.1.2 details the overall performance of BEAR Scotland Ltd in the permanent rectification of Category 2H defects during its first year of operation, between 27 September 2005 and 31 March 2006.

Quarter	Percentage completed within timescale (Monthly)	Percentage completed within timescale (Quarterly)
Apr - Jun 2005	April 2005 – N/A	N/A
	May 2005 – N/A	
	June 2005 – N/A	
Jul - Sept 2004	July 2005 – N/A	100
	Aug 2005 – N/A	
	Sept 2005 – 100%	
Oct – Dec 2004	Oct 2005 – 100%	100
	Nov 2005 – 100%	
	Dec 2005 – 100%	
Jan – Mar 2005	Jan 2006 – 100%	100
	Feb 2006 – 100%	
	Mar 2006 – 100%	

Fig 2.1.2 KPI No 1.2 – Category 2H Defects Permanently Repaired within 20 Working Days

The KPI for the period 27 September 2005 to 31 March 2006 is 100%. This KPI will be continued to be monitored closely to ensure that a performance of 100% is continued to be achieved.

2.1.3 Safety Inspections

Safety Inspections have been carried out since PTU on the new A92. Contractually safety inspections must be carried out once every 20 workings days however BEAR have implemented a more significantly more frequent inspection regime.

Completion of safety inspections throughout the period has been comprehensive, with maximum performance maintained over the period.

	Sept	Oct	Nov	Dec	Dec	Feb	Mar
A) Total number of inspections due within month	1	1	1	1	1	1	1
B) Total % of weekly inspections done within date	100	100	100	100	100	100	100
C) Total % of monthly inspections done within date	100	100	100	100	100	100	100

Fig 2.1.3 KPI No 3.2 – Percentage of Safety Inspections carried out within Contractual Timescales

Total number of inspections carried out 63
 Total number of inspections required to be carried out contractually 7
 Therefore the percentage of Safety Inspections carried out on time 100%

The above shows an excellent performance in the completion of inspections within required this has enabled the development of route stewardship from the inspection teams. Inspectors are encouraged to maintain a greater responsibility in terms of day to day management of the network, undertaking a range of duties aside from defect recording duties.

2.1.4 Detailed Inspections

The detailed inspections to be carried out are detailed in Schedule 4 Part 2 Clause 2.7 of the O & M Contract Documents.

Completion of detailed inspections throughout the period has been comprehensive, with maximum performance achieved throughout the period.

Total number of inspections carried out 47
 Total number of inspections required to be carried out contractually 31
 Therefore the percentage of Detailed Inspections carried out on time 100%

Actual Detailed Inspection Programme 2005/2006

	Comments	September	October				
INSPECTION		26	3	10	17	24	31
Carriageway defects (incl Su's)		X	X	X	X	X	
Footway/cycletrack defects (incl Su's)	On Foot	X	X	X	X	X	
Covers, gratings, frames, boxes		X	X	X	X	X	
Kerbs, Edgings and preformed channels		X	X	X	X	X	
Road drainage (gullies, catchpits and interceptors only)		X	X	X	X	X	
Piped grips (short lengths of pipe carrying water from a channel across the verge direct to a ditch)		X	X	X	X	X	
Ditches (to identify minor repairs and cleansing requirements)		X	X	X	X	X	
Balancing Ponds with outfall device	2 x year	X	X	X	X	X	
Bus Shelters	weekly	X	X	X	X	X	X

Fig 2.1.4 Detailed Inspections carried out 2005/2006

Tabled above are the detailed inspections carried out in the period from 27 September 2007 to 31 October 2005. Additional inspections undertaken out with these dates include are inspections to the bus shelter (2.x) which have been carried out on a continual weekly basis.

The number of detailed inspections carried out during 2005/2006 provides BEAR Scotland with an excellent performance of 100%. Section 3.1 of this report details the programme of detailed inspections for 2006/2007 this programme with help ensure that BEAR's current 100% performance is maintained.

2.2 Winter Service

The winter service has been delivered from the BEAR Winter Control Room which is in operation continuously from 1st November to 31st March and during normal working hours for the remainder of the winter period (27 September 2005 to 19 May 2006).

BEAR's winter service resource for the new A92 consists of plant provided by Sub-Contractors with back-up from its own internal resource and BEAR's parent organisations. The level of resource was detailed within BEAR's Winter Maintenance Plan for 2005/2006.

There were a number of snow events from 27 September 2005 to 31 March 2006 all lanes were kept open were kept open and there were no closures as a result.

2.2.1 1 Hour Response Times

Month	2005/2006
September	N/A
October	N/A
November	N/A
December	100%
January	100%
February	100%
March	100%

Fig 2.2.1 KPI No 3.7 – Percentage of Callouts Achieved within 1 Hour

The KPI is based upon instances where BEAR are required to react to reports of unpredicted snowfall or ice formation on the A92 which has not been previously actioned through the ice-prediction system. It does not include instances of planned actions.

It is noted that the months of September, October and November show a N/A result for the 2005/06 season, meaning that no reactive salting treatment were required over the periods.

2.2.2 2 Hour Treatment Times

Month	2005/2006
September	N/A
October	N/A
November	100%
December	100%
January	100%
February	100%
March	95%

Fig 2.2.2 KPI No 3.7 – Percentage of Treatments Completed within 2 Hours.

The results achieved reflect that a very good performance standard has been continually achieved. The failure to achieve 100% in March was due to a

mechanical breakdown, however this unforeseen event did not adversely affect the safe passage of vehicular traffic.

BEAR Scotland maintains a comprehensive record of treatment times achieved for the A92. Continual analysis of this record throughout the winter services period has revealed no issues with the treatment times.

Gritting priorities of Angus Council local roads were re-assessed with the opening of the new A92, this resulted in some issues being raised with the gritting priority of Balmachie Road. To assist Angus Council, BEAR Scotland agreed to include this section of road within the gritting route for the A92.

2.2.3 Significant Events

During periods of significant snowfall or ice formation, BEAR will compile a snow event register which details all decisions taken and actions carried out during such an event. This initiative will be beneficial in helping to formalise the record keeping process during such events, and allows for a logical and clearly identifiable audit trail to be recorded.

There were no significant events during the period and no official road closures.

2.2.4 Forecasting

In general the forecasts received were fairly accurate with a relatively low number of unplanned actions being carried out. The forecast station used to determine the winter action is located at Upper Dysart this is a considerable distance away and higher than the new A92 consequently it is generally significantly colder than the new section of the new A92. BEAR Scotland will upgrade the ice detection station on the new A92 at Upper Victoria to a forecast station to allow the decision process to be based on more relevant information in future winter services periods.

2.2.5 Ice Prediction/Detection Systems

The forecast station at Upper Dysart was robust throughout the winter period and was constant at providing the data required with no faults or breakdowns occurring during the period.

Initially the data being received from Upper Victoria contained gaps this problem has since been resolved apart from this the ice sensors were in general very good at providing the data as required.

2.2.6 Footway/Cycletrack Pre-gritting

Pre-gritting of the footway/cycletrack has been carried out to a very high standard. This at present is being carried out by means of a footway tractor BEAR are currently investigating alternative methods of treating the footway to make the process more efficient.

3 PROGRAMMING

3.1 Detailed Inspection Programme

	April				August				September				October				
INSPECTION	3	10	17	24	7	14	21	28	4	11	18	25	2	9	16	23	30
Carriageway defects (incl Su's)					x	x	x										
Footway/cycletrack defects (incl Su's)							x	x	x								
Covers, gratings, frames, boxes						x	x	x									
Kerbs, Edgings and preformed channels						x	x	x									
Piped grips (short lengths of pipe carrying water from a channel across the verge direct to a ditch)						x	x	x									
Grips (open channels cut across rural verges and leading to ditches or filter drains)						x	x	x									
Ditches (to identify minor repairs and cleansing requirements)						x	x	x									
Filter drains, soakaways and Infiltration Trenches						x	x	x									
Culverts (scour and the maintenance of free flow water)			x	x													
Balancing Ponds with outfall device			x	x											x	x	
Inspection of headwalls, apron and the like associated with culverts			x	x													
Headwalls, aprons (and the like associated with piped drainage systems)						x	x	x									
Embankments and cuttings						x	x	x									
Fences, walls, screens and noise barriers re integrity and stockproof qualities						x	x	x									
Studs for reflective conspicuity and lens loss									x	x	x						
Defective or missing road studs									x	x	x						
Road markings (in respect of wear)									x	x	x						
Road markings (reflectivity method to be approved by AC)									x	x	x						

Fig 3.1 – Detailed Inspection Programme 2006/07

In addition to the detailed Inspections tabled on the previous page there will be weekly inspections carried out of the bus shelters.

3.2 Road Pavement Survey Programme

Description	2005	2006	2007	2008	2009	2010
High Speed Surveys		✓		✓		✓
SCRIM		✓		✓		✓
Visual defect survey	✓	✓	✓	✓	✓	✓
Deflectograph			✓			
Falling Weight Deflectometer	As Required					

Fig 3.1 – Road Pavement Survey Programme 2006/07

4 PERSONAL INJURY ACCIDENTS

There have been no personal injury accidents from the period 27 September 2005 to 31 March 2006.

5 PLANNED UNAVAILABILITY EVENTS

There no planned unavailability events for during the period from 1 April 2006 to 31 March 2007.

Planned works and inspections requiring lane closures will be carried out between the hours of 19:00hrs and 07:00hrs or alternatively will be carried out during off-peak hours by means of the mobile lane closure technique.

There may be from time to time works unplanned works requiring lane closures e.g. statutory undertakers works, repair to accident damage. Information regarding these will be given in advance to the media and emergency services to allow the traveling public to be kept informed. These lane closures will be programmed to insure minimum disruption.

6 DETAILS OF RELEVANT PERSONS

It may be necessary or desirable for Angus and Dundee Councils, the emergency services or a third party to contact members of the network team. The key personnel are as follows:

Name	Bill Taylor
Position	Managing Director
Address	BEAR House Inveralmond Road Inveralmond Industrial Estate Perth PH1 3TW
Telephone number	01738 448 600
Name	Lynne Morton
Position	Network Manager
Address	Ethiebeaton Quarry Kingennie Monifieth Dundee DD5 3RB
Telephone number	01382 539 441

For day to day issues, enquires or to report any defects please contact

Customer Care Telephone Number – 0800 028 9843

7 SAFETY AND ENVIRONMENTAL PERFORMANCE

Since the opening of the new A92 in September there have been relatively few accidents and none which would indicate an issue with safety. A customer satisfaction survey was carried out which returned a very positive perception of safety from the users of the A92. 40% of users indicated that the overall perception of safety was very good, 45% indicated the overall perception was good and only 4% said that the overall perception was poor or very poor.

The safety will continue to be closely monitored with investigations carried out as necessary and any safety improvements implemented as necessary.

The results on environmental issues highlighted in the customer satisfaction survey were impressive with 96% of Users indicating that there were of the opinion that the quality of the road environment was average and above compared with similar types of road with only 4% thinking the environment was below average.

However BEAR Scotland is concerned that the lack of litter bins at laybys could be encouraging dumping of litter and therefore intend placing litter bins at all laybys during 2006/2007.

8 CUSTOMER SATISFACTION SURVEY SUMMARY

A customer survey was carried out in March to assess the levels of satisfaction among Users with regard to the maintenance operations. The Users targeted were very co-operative with 33% of the surveys distributed completed and return for analysis.

As this was the first year that a customer satisfaction survey was carried out there are no previous results to use as a comparison therefore this years results will be used as a benchmark for subsequent years.

The results were generally impressive with very high percentages of users indicating that they thought the services provided were above average for similar types of roads.

The results have been summarised and are as follows:

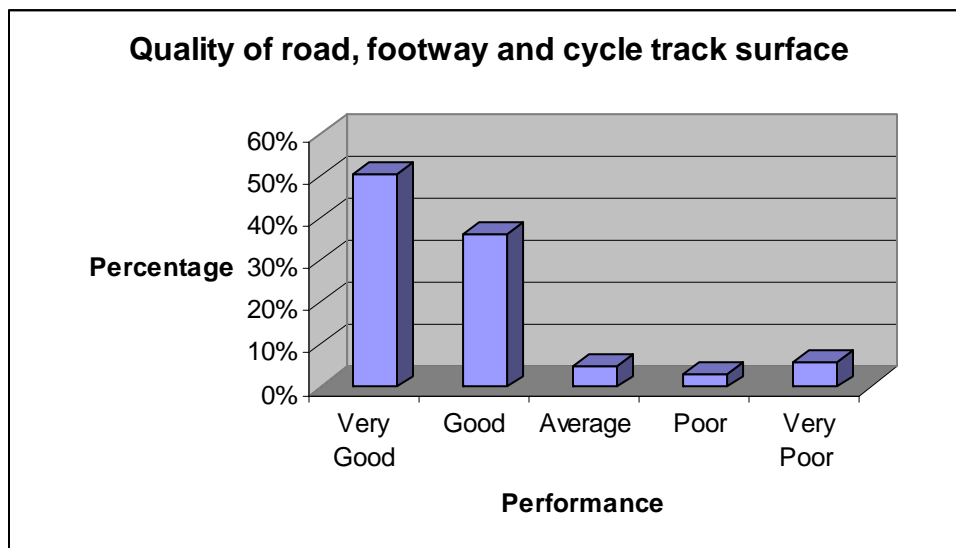


Fig 8a - Survey Results for Quality of Road, Footway and Cycle Track.

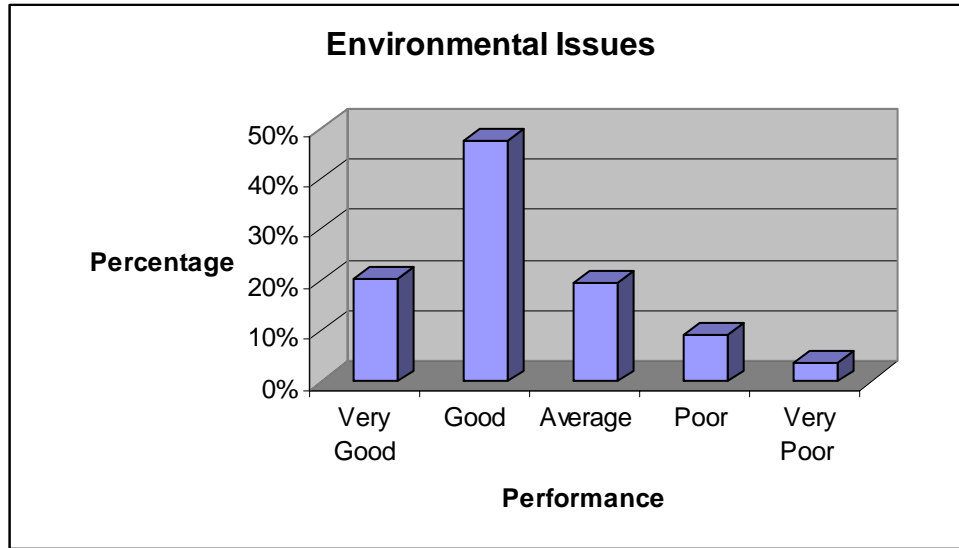


Fig 8b - Survey Results for Environmental Performance including grass cutting, litter picking, landscape maintenance, weed killing and road sweeping.

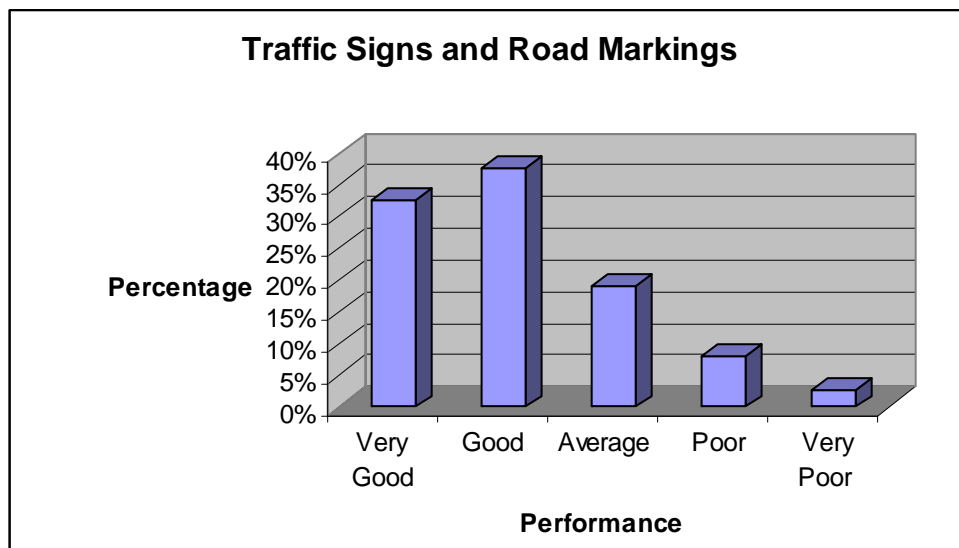


Fig 8c - Survey Results for Traffic Signs and Road Markings including reflective road studs.

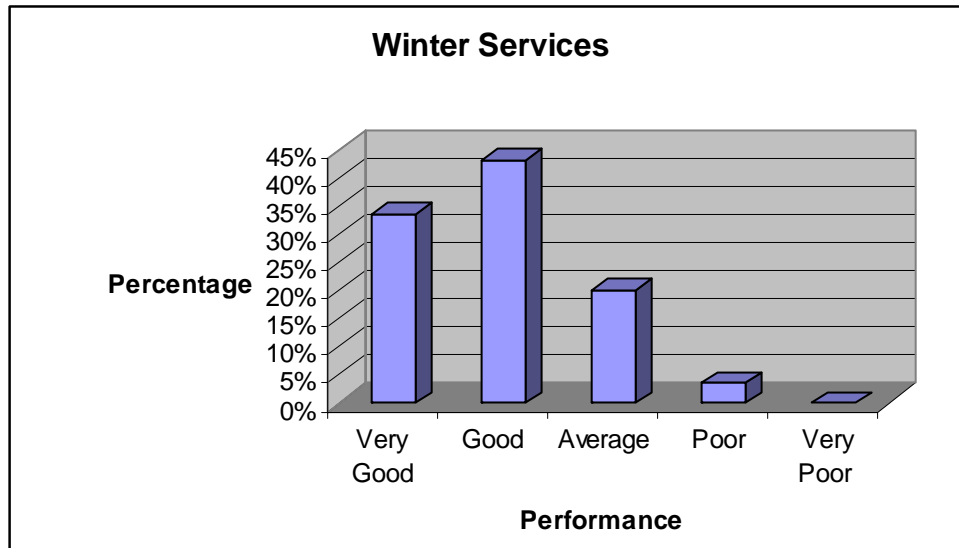


Fig 8d - Survey Results for Winter Services including gritting and snow clearing.

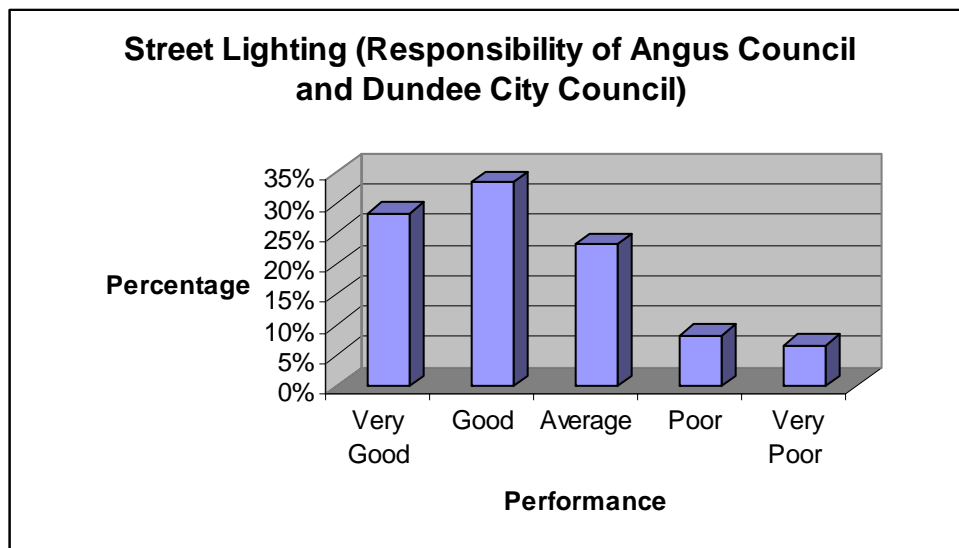


Fig 8e - Survey Results for Street Lighting.

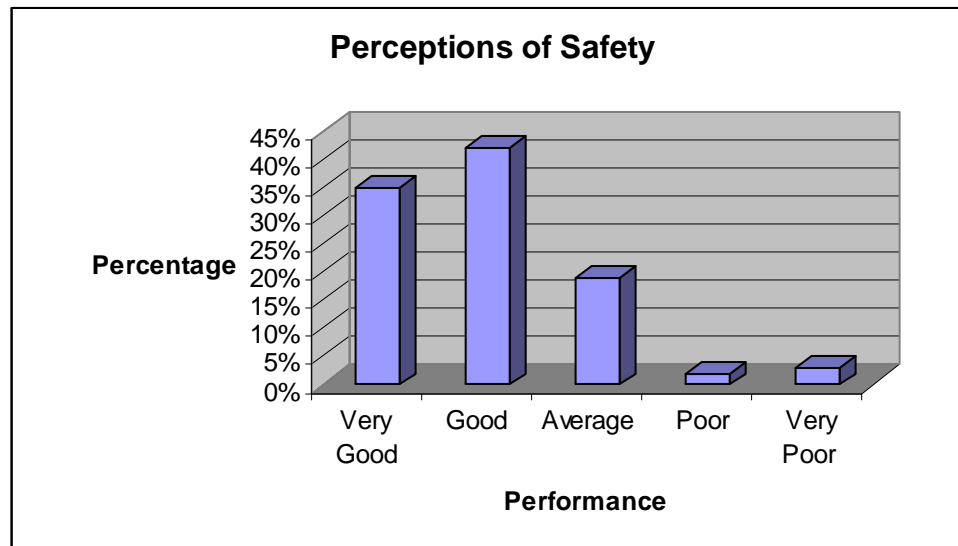


Fig 8f - Survey Results for Perceptions of Safety including overall impression for road users, safety arrangements during snow/frost, overall safety at Pedestrian Crossings and overall safety at roundabouts.

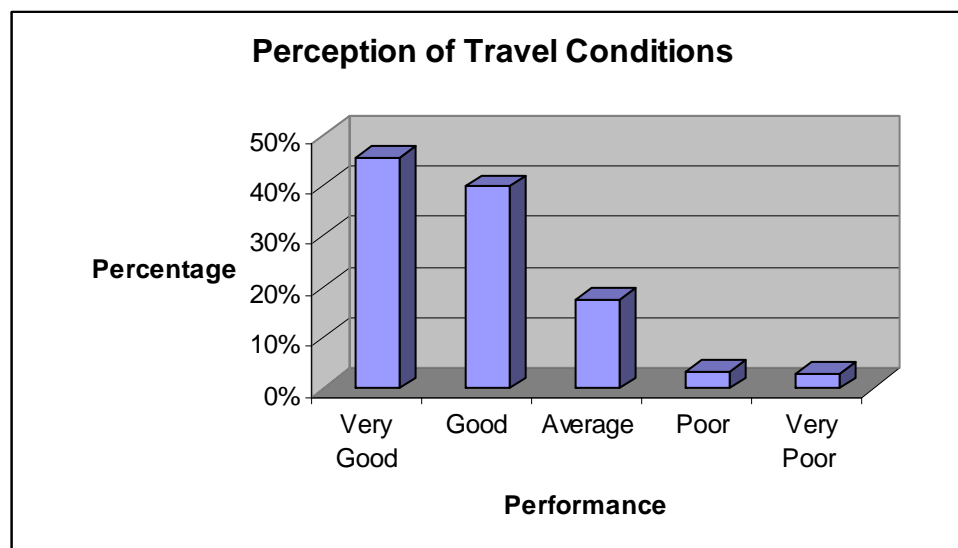


Fig 8g - Survey Results for Perceptions of Travel Conditions including adequacy of information provided on road signs, acceptability of journey time, quality of the road environment, adequate number of customer care signs and adequacy of customer care process.

Glossary of Terms

Abbreviations

KPI	Key Performance Indicators
PTU	Permit to Use

Meanings

Benchmark	A parameter of data, process or function used for comparison
Category (Cat) 1 Defects	Defects which require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short term structural deterioration.
Category (Cat) 2 Defects	Defects which involve a risk of structural deterioration or development into a Category 1 Defect.
Detailed Inspection	An inspection carried out to establish programmes of work for routine maintenance.
O & M Works	All works associated with the operation and maintenance works as contained in the contract between Claymore Roads and Angus Council
Permit to Use	Time at which the full length of the new A92 is fully open to the general public.

Safety Inspection

An inspection carried out in order to identify defects which constitute an immediate or imminent hazard.

Unavailability Event

An event during which a static lane closure(s) is in operation between 07:00 hrs and 19:00 hrs and are not due to emergencies but planned works.