



**M8 Rathcormac Fermoy Bypass PPP Project**  
**Annual Performance Report 2006**

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**DirectRoute (Fermoy) Ltd**  
Golf Club Road  
Corrin  
Fermoy  
Co Cork



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## M8 Rathcormac Fermoy Bypass PPP Project

### Annual Performance Report

#### Period October - December 2006

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## Introduction

The purpose of this document is to advise all interested parties including road users of how DirectRoute (Fermoy) Ltd have performed against its intended targets. It will outline what the targets are and if they have not been met what will be done to rectify this.

The information is derived from the Five Year Management Plan, which will be revised on an annual basis, and the One Year Management Plan.

### 1 Performance in Relation to 5 Year Management Plan

The system performance indicators are shown below with comment as appropriate. The plan was modified slightly following the experience to date and this will be dealt with in more detail in 2 below.

#### Proposed 5-Year Performance Indicators and results thereof

Table 1 below sets out the proposed 5 Year Performance Indicators. Not applicable (N/A) in the Result column means it did not apply in the 3 months the scheme has been opened.

Proposed 5 Year Performance Indicator	Description	Target Type	Target Value	Data Source	RESULT
<b>1. Road Safety</b>					
Road Traffic Accidents	(a) Accident rate in PIA per 100,000 vehicle km	(max)	To be determined	Accident data acquired and reported by DirectRoute.	<b>3 No</b>
Accidents associated with Roadworks and Traffic Management	(b) Severity ratio measured as ratio of severe accidents to total accidents	(max)	To be determined		
	Number of road traffic accidents reported as having occurred within the traffic management sections of major schemes.	(max)	To be determined		<b>None</b>
<b>2. Journey Time Reliability / Management of Congestion</b>					
Lane Availability	(a) Live carriageway area as a proportion of the whole area available taken up by planned Roadworks reported for each route.	(max)	5%	Lane closure bulletins, RMMS database.	<b>None</b>
Lane Availability	(b) Recorded traffic flow per lane through Roadworks reported by time of day and road category	(max)	To be determined	DirectRoute annual plan and Monthly Review Progress Report	<b>N/A</b>
Traffic Disruption caused by un-programmed works	Number of lane km hours when un-programmed works are on the Project Road	(max)	To be determined	DirectRoute records	<b>None on running lanes</b>
<b>3. Response times to maintenance / accidents &amp; Incidents</b>					
Response to Emergency incidents	(a) Percentage of incidents for which a response is provided within target time against total number of incidents reported.	(min)	95%	RMMS database, incident log and police records. DirectRoute records	<b>Met</b>
	(b) Time of appropriate response to incidents from the time at which notification of the initial incident is logged by DirectRoute.	(max)	60 minutes		<b>Met</b>
	(c) Average time of clearance of incidents from the time at which accident is responded to.	(value)	Minutes	DirectRoute records	<b>120</b>



Proposed 5 Year Performance Indicator	Description	Target Type	Target Value	Data Source	RESULT
Incident Call-Outs	Number of call-outs per month measured for Project Road and reported within each road category.	(max)	10 number	RMMS database, incident log and police records.	<b>Met</b>
Response to Category 1 defects	(a) Category 1 defects repaired within target time as a proportion of total repairs:	(min)	98%	RMMS database	<b>Met</b>
	(b) Average response times for hazard mitigation.	(max)	1 day	DirectRoute records	<b>Met</b>
Winter Maintenance	Time to carry out precautionary treatment from instruction to treat issued.	(max)	120 minutes	RMMS database	<b>Met</b>
	Number of confirmed adverse personal injury accidents reported where ice is a factor.	(max)	1 number	Accident data acquired and reported by the DirectRoute.	<b>None</b>
	Time to carry out gritting of Project Road	(max)	2 hours	RMMS database	<b>Met</b>
Street Lighting Outages *(see below)	Number of lamps not working at any time as a percentage of whole lighting population.	(max)	5%	Report by DirectRoute through the RMMS database. Random inspections by DirectRoute.	<b>Not met</b>
*with respect to outages above, this was due to a cable fault and it is not anticipated this will occur again					
<b>4. Instructions to Term Maintenance Contractor</b>					
Maintenance	Percentage of completed maintenance activities instructed by DirectRoute	(min)	100%	DirectRoute and TMC records	<b>Met</b>
Frequency of material testing	Percentage of works operations and maintenance activities where appropriate testing is carried out	(min)	100%	DirectRoute and TMC records	<b>N/A</b>
Material testing	Number of quality failures on each maintenance scheme	(max)	0	DirectRoute and TMC records	<b>N/A</b>
<b>5. Routine Maintenance</b>					
Safety Inspections	Percentage of safety inspections carried out as per contractual arrangements	(min)	100%	DirectRoute records	<b>Met</b>
Detailed Inspections	Percentage of detailed inspections carried out as per contractual arrangements	(min)	100%	DirectRoute records	<b>Met</b>
<b>6. Speed Reduction</b>					
Encouraging drivers to drive within speed limit	Percentage of vehicles by classification exceeding national speed limit, measured over 24hrs, quarterly.	(max)	15% - to be agreed	DirectRoute records	<b>Not measured</b>
<b>7. Bridges</b>					
Inspections	Percentage of programmed principle and general bridge inspections carried out.	(min)	100%	DirectRoute records	<b>Met</b>



Proposed 5 Year Performance Indicator	Description	Target Type	Target Value	Data Source	RESULT
<b>8. Litter</b>	see Landscape, ecology & other environmental aspects below)				
<b>9. Dealing with Complaints &amp; Claims from Users, Relevant Authorities &amp; Persons and Interested Parties</b>					
Correspondence Response Time	Response time to letters (Time to produce a substantial response rather than a holding reply)	(max)	10 Days	DirectRoute quality management system	<b>Met</b>
Time to answer calls	Response time to answering call to Customer Contact Number (banded in 15 second intervals)	(max)	2 minutes		<b>Met</b>
Handling of Claims against the NRA	Acknowledgement of receipt of Claims (Time to produce a report / substantial response rather than a holding reply)	(max)	7 Days		<b>Met</b>
Responses to NRA on general and Ministerial correspondence	Response time to NRA	(max)	3 Days		<b>Met</b>
Handling of complaints	Response time to acknowledge complaints	(max)	15 Days		<b>Met</b>
<b>10. Customer Satisfaction</b>					
Complaints	Number of complaints per month raised through Customer Contact Number and other direct contact with the public measured under: <ul style="list-style-type: none"> <li>Traffic management</li> <li>Traffic Noise</li> <li>Congestion</li> <li>Signing (not works related)</li> <li>Poor carriageway condition</li> <li>Poor user facilities</li> <li>Poor advanced signing of Roadworks and diversions</li> </ul>	(max)	5/month	DirectRoute records	<b>Poor user facilities not met *(see below)  All others met</b>
*Poor user facilities were not met due to Toll System Operation problems. There is a detailed programme being drawn up to address all the problems associated with this with a view to rectification by the end of April 2007 latest.					
<b>11. Toll Plaza</b>					
Queuing	(a) Response time for increased surges in demand	(max)	1 Hour	DirectRoute records	<b>Met</b>
	(b) Number of incidences where queue exceeded 12 vehicles	(max)	*(see below)		<b>Not met</b>
Breakdowns	Time to clear vehicle from lane	(max)	2 Hours		<b>Met</b>
Debris Equipment Failure	Clearance of Debris Repair / replacement	(max) (max)	1 Hour Within contract specified period		<b>Met</b> <b>Met</b>
* Ref Queuing above: when the road first opened there were instances of queues exceeding 12 vehicles but this appeared to be due to traffic joining a queue in preference to going through a free, open lane. The number of vehicles did not exceed an average of 6 per open lane, apart from in the first few weeks of operation when all lanes were open and customers were learning how to use the system.					

<b>12. Pavement Condition</b>					
Maintenance Assessment Surveys	Time to rectify defects where Minimum performance levels as per contract are not achieved.	(max)	60 days	Survey undertaken by using traffic speed survey vehicles (TRACS) supplemented with SCRIM surveys	N/A
Pavement Assessment	Survey frequency (visual)	(min)	weekly		met
<b>13. Planning Applications</b>					
Processing applications	Time taken to process planning applications from receipt	(max)	5 days		N/A
<b>14. Provision and Maintenance of Facilities for Specific Users</b>					
Footways and Bridleways	Number of complaints regarding condition and/or availability of footways/bridleways where they form part of the maintenance regime	(max)	2/month	DirectRoute records	None
Cycleways	Number of complaints regarding condition and/or availability of cycleways where they form part of the maintenance regime	(max)	2/month	DirectRoute records	None
<b>15. Landscape, ecology and other environmental aspects</b>					
Environmental Amenity Index	Overall appearance and amenity value of the road taking account of the following: (1) amount of litter and debris; *(see below) (2) standard of grass cutting; (3) standard of cutting around pole bases and at visibility splays; (4) weed growth in verges and central reserves; (5) weed growth in gullies and other drainage facilities; (6) cleanliness and visibility of signing; (7) general impression of the appearance of the road	(min)	20 points total	Walking survey (or slow vehicle) with points awarded in the seven categories: Good standard: 4 points Average standard: 2 points Poor standard: 0 points	24
Noise	Number of complaints and/or instances where noise from maintenance activities exceeds national permitted standards	(max)	5 per year	DirectRoute records	None
Air Quality	Number of complaints in regards of air quality deterioration from maintenance activities	(max)	5 per year	DirectRoute records	None
*Litter and Debris is classified A-D where A is none and D is heavily littered. Thus A would score 4 pts and D would score 0 pts.					



<b><u>16. Impact of Operations on Neighbouring Roads</u></b>					
Complaints from adjacent Authorities, interested parties, Primary Road Operators and Gardai	Number of complaints received during planned maintenance.	(max)	5 per year	DirectRoute records	<b>None</b>
<b><u>17. Consultation &amp; liaison with interested parties</u></b>					
Annual Consultation	Undertake consultation in respect of the 5 year Management Plan with Interested Parties such as local authorities, local transport authorities, community groups and businesses and take due account of any views expressed in determining future 5 Year Performance Indicators and 5 Year Performance Targets.	(min)	Once / year with each interested group	DirectRoute records	<b>N/A</b>
<b><u>18. Training</u></b>					
Training Goals	Attainment of training goals identified and agreed on training matrix	(min)	98%	DirectRoute records	<b>Met</b>
Qualification	Percentage of staff working within each sector that have a recognised qualification reported for each sector	(min)	100%	DirectRoute records	<b>Met</b>
<b><u>19. Quality Systems</u></b>					
Internal Audits	Number of nonconformities identified at Internal Audits closed out within stated timescale	(max)	0	DirectRoute records	<b>Met</b>
<b><u>20. Programming</u></b>					
Achievement of annual programme	Percentage of planned interventions achieved against that programmed	(min)	100%	DirectRoute records	<b>N/A</b>
<b><u>21. Equipment</u></b>					
Availability of equipment	Number of times equipment has been unavailable for routine maintenance activities	(max)	0	DirectRoute records	<b>0</b>

## **2 Performance in Relation to Annual Performance Targets for 2007**

### **2.1 How Annual Performance Targets are to be met**

**2.1.1** As the road has not yet established sufficient data, in the first three months of use, it is intended to monitor all the aspects of the 5 year plan key performance indicators and see which, if any, should be modified for the Annual Performance Plan and what needs to be done to comply with the requirements.

**2.1.2** From the data available to date it is clear that response times for dealing with accidents, incidents and maintenance (including salting) have been met.

### **2.2 How 5 Year Performance Targets are to be met**

**2.2.1** Towards the end of 2007 a thorough review of the system targets will be undertaken with a view to determining

- which ones are operating satisfactorily
- what needs to be done about any which may not be
- whether new ones need to be added or changes made to existing ones

### **2.3 Proposed Remedies to failures to comply**

**2.3.1** There have not been any failures to comply

**2.3.2** The hard shoulder was closed for a short time over approximately 300m due to localised flooding in a period of exceptional rainfall. This was not planned and did not affect the traffic lanes.

## **3 Details of General Maintenance**

Lagan Projects Ltd has been appointed as the Term Maintenance Contractor for the whole Road and this includes the winter maintenance.

**3.1** There are four people in the team; the Maintenance Manager, 2 assistants and a technician.

**3.2** Main Plant comprises a demountable truck with a variety of bodies for winter and other duties, a flat bed pick-up, a box van and three FWD equipped with tow bars.

**3.3** As there has been only a short operational period since opening there have been no repairs necessary to barriers, signs, public lighting etc. due to accidents.

**3.4** There have been 14 call-outs to deal with incidents ranging from RTAs to motorists broken down in dangerous places as well as a public lighting outage. All occurred within the specified timescale.

#### **4 Winter Maintenance Review**

It is a Contract requirement that the PPP Co shall ensure the safe movement of traffic and keep to a minimum delays caused by adverse weather.

##### **4.1 Overview of Winter 2006 to Dec 31st**

- 4.1.1** There were no interventions in October, seven planned ones in November and seven in December. There were no special call outs.
- 4.1.2** Gritting runs are determined by reference to the Vaisala Ice Cast System, with stations at Watergrasshill and Corrin, and to the specialist weather forecast for frost and ice from Met Eireann.
- 4.1.3** Equipment used consists of a demountable truck gritter of 6m<sup>3</sup> capacity and two small towable gritters of 1m<sup>3</sup> each.
- 4.1.4** The Winter Maintenance policy was not published last year but will be prior to winter 2007/8.
- 4.1.5** The Winter Maintenance strategy was carefully formulated to ensure that the whole of the Road was gritted within a 2 hour period and this was successfully accomplished.

##### **4.2 Proposed Improvements**

Whilst Contract requirements were met, improvements are considered necessary and will be detailed in the next winter maintenance strategy.

## 5 Personal Injury Accidents

The following records are of injury sustained by people using the project road and also by DirectRoute staff or sub-contractors.

### 5.1 Personal Injury Resulting from Road Traffic Accidents

Month	Number of Accidents	Accidents with Reported Injuries	Number of People With Injuries			
			Minor	Moderate	Severe	Fatal
October	0	0	0	0	0	0
November	1	1	1	0	0	0
December	2	2	6	0	0	0

#### Definitions of injuries:

Minor Injury - Minor cuts and bruised, short or minimal stay in hospital  
 Moderate Injury - Lacerations, broken bones, required hospitalisation  
 Severe Injury - Multiple fractures & lacerations, internal organ injuries, requiring longer term hospitalisation and possible intensive care.

### 5.2 Personal Injury to Staff and Sub-Contractors

There were no accidents or incidents involving DirectRoute staff or sub-contractors in October, November or December 2006.

## 6 Planned Lane Closures for 2007

There will be lane closures at all the toll cost signboards to implement any price increases.

Sweeping and other cleaning operations will be carried out in a carefully controlled manner using rolling lane closures if necessary (for example when sweeping the central median area).

Inspections of street furniture will be carried out in a similar manner and if repairs or rectification are necessary appropriate measures will be applied in accordance with current legislation.

It is anticipated that there may be a few lane closures necessary during the one year maintenance period for unforeseen events. This is normal on any newly constructed road.

No other closures are planned.



**7 Details of Persons Employed by DirectRoute (Fermoy) Ltd**

<b>Name</b>	<b>Position</b>	<b>Address</b>	<b>Phone Number Business</b>	<b>Phone Number Mobile</b>
Charles Dendy	General Manager	Richmond House Richmond Hill Fermoy	025 51936	087 2252418
Ludwig Aumayr	Operations Manager	Toll Admin Building Condonstown, Watergrasshill	021 4889977	087 9839135
Klaus Pertl	Commercial Manager	DR (Limerick) Ltd Project Offices Dock Road Bunlicky Limerick	061 583850	087 2199644
Trevor Byrne	Accountant	DR (Limerick) Ltd Project Offices Dock Road Bunlicky Limerick	061 583850	086 8732523
Graeme Allan	Quality Manager	Richmond House Richmond Hill Fermoy	025 51936	087 9513889
Annemarie Cremin	O&M/Tolling Auditor	Richmond House Richmond Hill Fermoy	025 51936	087 9837765
Alison Tiffin	O&M/Tolling Auditor	Richmond House Richmond Hill Fermoy	025 51936	087 9837768