



# ANNUAL PERFORMANCE REPORT 2004



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## 1 Purpose of This Document

It is recognised that CRG have a responsibility to the road user and to the local communities that the Project Road serves and to provide information on its annual performance.

Performance targets which have been set require to be assessed and revised annually. This report highlights the targets which have been set and whether they have been attained. It also highlights any failure to meet these targets and what measures are being put in place to remedy them.

## 2 Winter Maintenance 2004

The requirements of the contract are to ensure the safe movement of traffic on the project road and keep to a minimum the delays caused by adverse weather.

### 2.1 Overview of Winter Maintenance 2004

The contract started on the 29<sup>th</sup> April 2004. An agreement was made with Louth and Meath County Councils to cover winter maintenance responsibilities until the 15<sup>th</sup> May 2004. There were no gritting operations in this period.

A lot of work was put in during the summer to prepare for the start of the 2004-2005 winter season which started on the 1<sup>st</sup> of October 2004. After a tender process Enviroteam were awarded the contract to supply the winter maintenance services for the 2004-2005 season. Winter Maintenance Strategy and the Winter Maintenance Procedures were produced and lodged for review under the certification procedure during September. A statement outlining the winter maintenance policies was published in the local and national press at the end of September.

Enviroteam are providing two permanent mounted ( $12\text{m}^3$  and a  $6\text{m}^3$ ) gritters and North-Link providing the 3<sup>rd</sup> gritter, a demountable  $6\text{m}^3$ . Enviroteam are providing all the gritter drivers, salt loading facilities and are on a constant standby 24 hours a day through out the winter period. There are 3 routes on the Project Road, each one designed to ensure the gritter completes its respective routes within 2 hours.

A temporary depot has been leased approximately 1km from the Duleek interchange. This provides covered storage for the salt and gritters for the whole winter period. Concrete silo walls were installed to provide storage for over 500 tonnes of salt.

There are 2 ice stations on the project road, one at the Boyne Bridge and the second South of the Woodlands Interchange near Dunleer. These provide real time data and are the main tool along with the Met Eireann site forecasts in deciding if the road requires



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being pre gritted. Met Eireann provided North-Link with text only forecasts for the month of October until their contract with the NRA started in November which saw the start of daily site specific forecast graphs. When the weather is marginal the decision to grit is often made later in the night as the temperatures can be monitored along with the weather on a real time basis.

IceCast Scenario Training was held by Vaisala and two members of the Maintenance Team attended. Further training was provided by Vaisala on the 5<sup>th</sup> November for 6 members of staff which included the use of the icecast system and the methodology involved in the decision making process.

October weather was mild and no sub-zero temperatures were experienced and as such there were no gritting operations in the month.

November saw the weather get colder and as a result the decision was taken to pre-grit on 3 occasions. On the 18<sup>th</sup>, 19<sup>th</sup> and the 28<sup>th</sup>, each time the spread rate was 10g/m<sup>2</sup>. All operations ran smoothly and no problems were reported. Two of the decisions to grit were made after monitoring the temperatures during the evening. Enviroteam who provide the winter maintenance services and who are on constant stand by over the winter period reacted well to the call outs and commenced gritting within a maximum of 45 minutes of the call being received.

The month of December saw the number of gritting operations increase to 8. One was pre-planned and the other 7 were call outs after the temperatures were monitored and a decision then made to grit the road. The first snow event happened on the Project Road on Christmas Day at 17:30 Hrs when 2-3" of snow fell within a couple of hours. Snow ploughs were fitted and the road was kept free from any blockages. A thaw set in very quickly and any remaining snow melted within a few hours.

A total of 648 tonnes of salt were ordered in the year with 123 tonnes being used. This left a stock level of 525 tonnes.

### 2.2 Figures for 2004 Season

Total Number of Gritting Runs	11 No.
Call outs Grits	9 No.
Planned Grits	2 No.

Call Outs to Patrol Road in Adverse Weather 25<sup>th</sup> and 26<sup>th</sup> December.  
Ploughing of road on the 25 Dec when 2-3" of snow fell

#### Dates of Gritting

November 18<sup>th</sup>, 19<sup>th</sup>, 28<sup>th</sup>

December 1<sup>st</sup>, 19<sup>th</sup>, 20<sup>th</sup>, 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup>

Total Salt Ordered in 2004	648 tonnes.
Total Salt Used in 2004	123 tonnes.

### 2.3 Proposed Improvements to Winter Maintenance

There are no proposed improvements considered necessary for 2005/2006. The fleet of gritters will be extended with the addition of a further 12m<sup>3</sup> gritter to accommodate the addition of the Dundalk Western Bypass.

## 3 Performance in Relation to 5 Year Management Plan

### 3.1 Road Safety

#### MEASURABLE TASKS

Requirement	Measurement	Target Achieved
Informing the Gardai about relevant incidents	100% within 10 minutes of ascertaining that an incident meets the criteria for informing the Gardai	Yes
Calling for the emergency services	100% within 10 minutes of ascertaining that an incident meets the criteria for informing the emergency services.	Yes
Coordinating with any other authorities, as needed.	100% within 10 minutes of ascertaining that an incident meets the criteria for informing other authorities	Yes
Order emergency highway clearance, cleaning and provisional urgent repairs in emergency situations.	100% within 30 minutes of ascertaining that an incident meets the criteria for emergency highway clearance	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

### 3.2 Winter Maintenance Operations

#### MEASURABLE TASKS

Requirement	Measurement	Target Achieved
The start of any treatment operations following a decision to commence winter maintenance	Within one hour of a decision to commence operations	Yes
The completion of precautionary salting operations	Within two hours of the commencement of operations	Yes



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Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

### 3.3 Emergencies

#### MEASURABLE TASKS

Requirement	Response Time	Target Achieved
Attendance at an emergency at any location on the Project Road after an instruction being received by the Gardai, emergency services or the public	Within a maximum of 1 hour or 1.5 hours out with Monday to Friday 0800 Hrs to 1800 Hrs.	Yes
All labour and transport necessary to facilitate any required lane closure (either mobile or static) of any hard shoulder, lane, carriageway or combination thereof.	Within a maximum of 1 hour or 1.5 hours out with Monday to Friday 0800 Hrs to 1800 Hrs.	Yes
Suitable plant with operators for the emergency	As soon as reasonably practicable but within 2 hours of receiving an instruction from the Gardai or emergency services.	Yes
Clearance of the Project Road	In 90% of emergencies within one hour of arrival at an emergency.	Yes
Clearance of traffic management and reopening of the project road.	Within 30 minutes of the all clear from the Gardai	Yes
Training and planning with local authorities and emergency services	As required but at intervals not exceeding one year	No See Note 1.

1. No training has taken place but there have been discussions with the Gardai and Fire Service. The intention is set up a mock incident /emergency in 2005.



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### 3.4 Lighting

#### MEASURABLE TASKS

Requirement	Response Time	Target Achieved
Category 1 defect in the lighting system	Made Safe and or Repaired within 24 hours	No See Note 1. Below
Category 2 (High and Medium Priority)	Repaired within 14 days	No See Note 1. Below
Category 3 (Low Priority)	Repaired within 6 months	No See Note 1. Below

1. Agreement with the Local Councils on which lighting units North-Link was responsible for at each junction was protracted and once agreement was reached ESB were contracted to repair all defective lamps.

### 3.5 Staff

#### MEASURABLE TASKS

Requirement	Measurement	Target Achieved
Training in health and safety	Every 2 years	Yes
Training and review of working procedures on live motorways	Every 2 years	Yes
Training in hazardous materials	Every 2 years	Yes
Induction of new staff	All Occasions	Yes

An extensive training program is planned for 2005 to ensure all staff has adequate training to execute their duties safely and fully.

### 3.6 Traffic Management

#### MEASURABLE TASKS

Requirement	Measurement	Target Achieved
Road Safety Audit on traffic management schemes	20% Road Safety Audits on all applicable traffic management layouts	N/A
Traffic management minimisation at peak hours	Maximum removal of traffic management from Project Road during peak hours within safety and work constraints	Yes
Traffic management minimisation at busy holiday periods i.e. bank holidays	Plan to have 95% of all traffic management removed during busy holiday periods	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

### 3.7 Toll Plaza

#### MEASURABLE TASKS

Requirement	Measurement	Target Achieved
Repair of minor equipment breakdowns	Repaired within contractual timeframes depending on category of fault or breakdown	Yes
Repair of equipment requiring external contractor	Within 5 working days	Yes
Removal of debris from plaza lanes	Within one hour	Yes
Removal of breakdowns from plaza lanes	Within one hour	Yes
Deployment of extra staff to cover increased demand	Within one hour	Yes
Average of 6 vehicles in the toll lanes with a maximum of 12 in any one lane	Never exceeded	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.



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### 3.8 Response Times MEASURABLE TASKS

Requirement	Response Time	Target Achieved
All labour and transport necessary to facilitate any required lane closure of any hard shoulder, lane, carriageway or combination thereof.	Within one hour following an instruction being received from the Gardai or other emergency services	Yes
Suitable plant with operators for the emergency	As soon as reasonably practicable but within 2 hours of receiving an instruction from the Gardai or emergency services.	Yes
Clearance of the Project Road	In 90% of emergencies within one hour of arrival at an emergency.	Yes
Clearance of traffic management and reopening of the project road	Within 1 hour of the all clear from the Gardai	Yes
Broken down vehicle removal	1 hour (or 1.5 hours out with Monday to Friday 0800 Hrs to 1800 Hrs) of notification.	Yes
Debris removal	Within 1 hour (or 1.5 hours out with Monday to Friday 0800 Hrs to 1800 Hrs) of notification	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.



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### 3.9 Litter

#### MEASURABLE RESPONSE

Requirement	Measurement	Target Achieved
Achievement of Grade A standard after cleaning	100% compliance after cleaning	Yes
Restoration of Grade A standard after fall to Grade B standard	Within four weeks except in central reservation	Yes
Restoration of Grade A standard after fall to Grade C standard	Within one Week	Yes
Removal of litter affecting traffic flow or where litter items are a danger to users	Within 1 hour (or 1.5 hours out with Monday to Friday 0800 Hrs to 1800 Hrs) of notification	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

### 3.10 Dealing With Complaints

#### MEASURABLE RESPONSE

Action	Timescale	Target Achieved
Recording of the complaint in the complaint register	Within one working day of receiving the complaint	Yes
Closure of 95% of complaints	Within one month of receiving the complaint	Yes
Implementation of actions arising from complaint investigation	95% within 3 months	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.



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### 3.11 Pavement Condition

#### MEASURABLE TASKS

Task	Timescale	Target Achieved
Performance of pavement assessment test required by the Contract	As per the requirements of the contract	No - See comment 1.
Survey by High Speed Survey machine on new pavement	Within 104 weeks following the laying of the new pavement	N/A
Informing PPP company of a major defect requiring rectification	Within 5 working days of the defect being identified	Yes
Placement of signs showing areas with substandard skidding resistance	Within 5 working days of the substandard performance becoming known	No- See comment 2.
Rectifying minor defects causing performance of the pavement to fall below the minimum required	Within 30 working days of the problem becoming known	Yes
Placing warning signs and rectifying defects that are increasing in severity	Within 20 working days	Yes

1. Assessments for 2004 were completed in September outwith the contract requirement of May to August.
2. Placement of signs did not happen within 5 days as signs had to be ordered.



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### 3.12 Availability of equipment

#### MEASURABLE TASKS FOR MAINTENANCE AND TOLLING EQUIPMENT

Action	Timescale	Target Achieved
Provision of initial level of appropriate equipment at incidents and emergencies	Within one hour of receiving the details of the incident or emergency	Yes
Procurement of replacement vehicles in the event of a breakdown	Within one working day of the breakdown occurring	Yes
Repair of faulty tolling equipment	If repairable on site, 5 hours, if not then within 5 working days.	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

### 3.13 Management of the Landscape and Ecology

#### MEASURABLE TASKS

Action	Measurement	Target Achieved
Use of selected pesticides	100% usage within specified areas and guidelines	Yes
Removal of injurious weeds and foreign species	100% within two weeks of notification or detection of their presence.	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.



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### 3.14 Consultations and Discussions

#### MEASURABLE RESPONSE

Action	Timescale	Target Achieved
Meeting Relevant Authorities, Relevant Parties and Interested Parties	At least once every 12 months but more often if the need arises	Yes
Meeting Relevant Authorities, Relevant Parties and Interested Parties as requested	Within one month of the request	Yes

Following on from our success in 2004 we plan to adopt the same strategies to achieve our targets in 2005.

#### 4. Personal Injury Accidents

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

##### 4.1 Personal Injury Resulting from Road Traffic Accidents.

Accidents Resulting From Road Traffic Accidents 2004						
Month	Number of Accidents	Accidents with Reported Injuries	Number of People With Injuries			
			Minor	Moderate	Severe	Fatal
April	0	0	0	0	0	0
May	2	1	1	0	0	0
June	4	3	4	0	0	0
July	1	0	0	0	0	0
August	5	2	2	0	0	0
September	1	1	0	0	0	1*
October	6	2	2	0	0	0
November	9	1	1	0	0	0
December	8	3	2	1	0	0

- The fatal accident happened on the 12<sup>th</sup> September 2004. The occupants of the car had robbed a petrol station, then stolen a car and were being pursued by the Gardai. The car went straight on at the Charleville interchange as it approached from the Ardee Road.
- The site was assessed after the accident and it was found that there were no contributory factors to the fatal accident regarding the condition of the road and the signage and linage layout.

***Definition of injuries.***

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



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### 4.2 Personal Injury to North-Link staff and Sub-contractors.

<b>Personal Injury to North-Link staff and Sub-contractors 2004</b>			
<b>Month</b>	<b>Number of Entries in the Accident Book</b>	<b>Reportable Accidents</b>	<b>Nature of Accidents</b>
<b>April</b>	0	0	
<b>May</b>	0	0	
<b>June</b>	0	0	
<b>July</b>	0	0	
<b>August</b>	0	0	
<b>September</b>	0	0	
<b>October</b>	0	0	
<b>November</b>	1	1	Slipped on Steps down to tunnel.
<b>December</b>	0	0	



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### 5. Details of Relevant Persons Employed by CRG

<b>NORTH-LINK MI CONTACTS</b>				
<b>Name</b>	<b>Position</b>	<b>Address</b>	<b>Phone Number Business</b>	<b>Phone Number Mobile</b>
Eugene McEntegart	General Manager	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	0868315998
Fraser Boyd	Maintenance Manager	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	0868511401
Martin Cleary	Financial Controller	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	n/a
Eric Boyle	Tolling Manager	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	n/a
Control Room Supervisor	Control Room Supervisor	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	0861703273 or 0863816389
Duty Officer	Duty Officer	M1 Toll Plaza, Balgeen, Co Meath		0861703273
John Meehan of Enviroteam	Winter Maintenance Contractor	Mell, Drogheda	0419831375	0872668112

## 6. Planned Lane Closures for 2005

The list highlights work that is planned to go ahead in 2005 and where there is a requirement to close either lane 1, lane 2, both lanes or a total closure of the carriageway or slip road.

PLANNED LANE CLOSURES 2005			Months											
Work Description	Lane Closure Required	Location	J	F	M	A	M	J	J	A	S	O	N	D
Patch & regulate HRA	Lane 1 & 2	Dunleer Bypass N/B Carriageway DB2600												
Re Plant Median Hedge	Lane 2	Dunleer Bypass N& S Bound												
Replace Cat's-eyes	Lane 1& 2	Dunleer Bypass N& S Bound												
Median Hedge Cut	Lane 2	Dunleer Bypass N& S Bound												
Application of Anti skid	Off Slip Closure	All Junctions												
Grass Cutting Cyclic Cleaning	Lane 2	Whole Motorway												
Cyclic Cleaning	Lane 2	Whole Motorway												