



**ANNUAL PERFORMANCE
REPORT 2005**



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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 2005

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 2005

A lot of work was put in during the summer of 2004 to prepare for the start of the 2004-2005 winter season which started on the 1st of October 2004. After a tender process Enviroteam were awarded the contract to supply the winter maintenance services for the 2004-2005 season and after a successful performance they were awarded the contract to provide the service for the 2005-2006 season.

The Winter Maintenance Procedure and Winter Maintenance Strategy for 2004-2005 were issued under the certification process in March 2005 and both acknowledged.

The Winter Maintenance Strategy for 2005-2006 was issued under the certification process at the end of August 2005 and reissued after NRA comments in November 2005.

A statement outlining the winter maintenance policies was published in the local and national press at the end of September 2005.

For the 2004-2005 Season Enviroteam provided two permanent mounted (12m^3 and a 6m^3) gritters and North-Link providing the 3rd gritter, a demountable 6m^3

For the 2005-2006 Season the opening of the Western Dundalk Bypass in September has increased the number of gritting routes to 4. Enviroteam have increased their gritting fleet by one to three permanent mounted (2 No. 12m^3 and a 6m^3) gritters and North-Link providing the 4th gritter, a demountable 6m^3 .



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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 4 routes on the Project Road, each one designed to ensure the gritter completes its respective routes within 2 hours. Winter Service Operation Training has been provided to 12 operators including the Northlink Operatives.

The temporary depot on Duleek Road has been utilised for 2005 and a new lease has been agreed to extend the lease till April 2007. This provides covered storage for the road salt and gritters for the next 2 winter periods. Concrete silo walls ensure secure and safe storage for over 600 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 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.

2.2 Figures for 2005 Season 1st January to 15th May

Total Number of Gritting Runs	22 No.
Call outs Grits	16 No.
Planned Grits	6 No.
Call Outs to Patrol Road in Adverse Weather	5 No.

Ploughing of road on the 21st January and the 23rd January due to accumulations of snow.

2.3 Figures for 2005 Season 1st October to 31st December

Total Number of Gritting Runs	10 No.
Call outs Grits	8 No.
Planned Grits	2 No.
Call Outs to Patrol Road in Adverse Weather	2 No.

2.4 Proposed Improvements to Winter Maintenance

There are no proposed improvements to the winter maintenance service provided by North-Link.



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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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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

Following on from our success in 2005 we plan to adopt the same strategy's to achieve our targets in 2006.



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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 2006.

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	Yes
Category 2 (High and Medium Priority)	Repaired within 14 days	Yes
Category 3 (Low Priority)	Repaired within 6 months	Yes



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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

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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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 break downs from plaza lanes	Within one hour	Yes



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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	No

There were 2 occasions during the year when queuing was reported above the maximum of 12 cars in any one lane.
10th July and the 3rd November.
Non Conformance Reports were raised for both incidents.

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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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	Within one Week	Yes



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C standard		
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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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	Yes
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	Yes
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



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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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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 2005 we plan to adopt the same strategy's to achieve our targets in 2006.

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.

Injuries Resulting From Road Traffic Accidents 2005						
Month	Number of Accidents	Accidents with Reported Injuries	Number of People With Injuries			
			Minor	Moderate	Severe	Fatal
January	6	2	2	0	0	0
February	4	1	1	0	0	0
March	9	3	3	0	0	0
April	9	0	0	0	0	0
May	6	1	1	0	0	0
June	9	2	2	0	0	0
July	9	1	0	0	0	1*
August	9	2	2	0	0	0
September	4	0	0	0	0	0
October	14	1	1	0	0	0
November	1	0	0	0	0	0
December	9	0	0	0	0	0

- The accident occurred during the early morning of the 28th July 2005 near the Drogheda North Interchange. A male pedestrian was struck by an oncoming car and fatally injured as he crossed the motorway.
- The site was assessed after the accident and it was found that there were no contributory factors to the fatal accident regarding the Project Road.

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.

Personal Injury to North-Link staff and Sub-contractors 2005			
Month	Number of Entry's in the Accident Book	Reportable Accidents	Nature of Accidents
January	0	0	
February	1	0	Cut to Finger
March	0	0	
April	0	0	
May	0	0	
June	0	0	
July	0	0	
August	0	0	
September	0	0	
October	0	0	
November	0	0	
December	0	0	



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5. Details of Relevant Persons Employed by CRG

NORTH-LINK MI CONTACTS				
Name	Position	Address	Phone Number Business	Phone Number Mobile
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



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6. Planned Lane Closures for 2006

The list highlights work that is planned to go ahead in 2006 and 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 2006			Months											
Work Description	Lane Closure Required	Location	J	F	M	A	M	J	J	A	S	O	N	D
Cut Median Hedge Dunleer Bypass	Lane 2 Mobile Lane Closure	Dunleer Bypass N/B Carriageway DB2600												
Detailed Inspection	Lane 2 Mobile Lane Closure	Whole Project Road												
Grass and Hedge Cutting Median	Lane 2 Mobile Lane Closure	Dunleer Bypass and Dundalk to Dunleer Motorway N& S Bound												
Sweep Fast Lane Edge	Lane 2 Mobile Lane Closure	Whole Project Road												
Application of Anti skid	Off Slip Closure	All Junctions												
Grass Cutting Cyclic Cleaning	Lane 2	Whole Motorway												
Cyclic Cleaning	Lane 2	Whole Motorway												
Repair Dip in Carriageway	Lane 1 and H/S, Lane 1&2	South Bound at Moormount Junction												
Repair Dip in Carriageway	Lane 1 and H/S, Lane 1&2	North Bound at the River Nanny Bridge												