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REPORT 2007**



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2007





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1 PURPOSE OF THIS DOCUMENT

It is recognised that CRG and its Principal Subcontractor North-Link have a responsibility to deliver a safe and efficient service to the road user and to the local communities that the Project Road serves. Performance targets which have been detailed in the 5-year management plan require annual assessment and revision. This report details the targets that have been met, and highlights any failure to meet these targets and what measures are being put in place to remedy them.

2 WINTER MAINTENANCE 2006/2007

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 2006/2007

North-Link performed winter maintenance operations successfully throughout the 2006/2007 season, covering 56km of mainline carriageway and associated interchanges. There are currently four vehicles used to carry out precautionary salting operations, consisting of

- 2 x 12m³ permanently-mounted salting vehicles
- 1 x 6m³ permanently-mounted salting vehicle
- 1 x 6m³ demountable salting vehicle

The Winter Maintenance Procedure (NOP 012) and Winter Maintenance Strategy (NOP 027) for 2006/2007 was issued under the certification process in August 2007 and acknowledged. The Winter Maintenance Strategy for the 2007/2008 season was submitted at the end of August 2007.

A statement outlining the winter maintenance policies was published in the local and national press at the end of September 2006 and 2007.

There are 4 routes on the Project Road, each one designed to ensure the gritter completes its respective routes within the contracted 2 hour timeframe. Winter maintenance scenario training provided by Vaisala was attended by two North-Link staff in November 2007.

The temporary maintenance depot on Duleek Road was utilised for 2006/2007 and will continue to be used until the end of the 2007/2008 winter maintenance season. This provides covered storage for the road salt and gritters. Concrete silo walls ensure secure and safe storage for up to 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



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forecast graphs. Throughout the winter maintenance season, road temperatures are monitored on a 24-hour basis by the winter maintenance duty engineers and by the duty officers employed at the toll plaza.

2.2 Figures for 2006/2007 Season

- Total Number of Gritting Runs 30 No.
- Call Outs to Patrol Road in Adverse Weather 11 No.

The dates for winter maintenance gritting runs were as follows:

Month 06/07 Season	Dates of Winter Maintenance Gritting Runs
October '06	No gritting
November '06	18 th
December '06	8 th , 15 th , 16 th , 17 th , 18 th , 19 th , 20 th , 22 nd
January '07	1 st , 15 th , 20 th , 21 st , 22 nd , 23 rd , 24 th
February '07	2 nd , 3 rd , 4 th , 5 th , 6 th , 8 th , 13 th , 17 th
March '07	1 st , 6 th , 7 th , 18 th , 19 th , 20 th
April '07	No gritting
May '07	No gritting



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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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.



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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 of normal hours (Monday to Friday 0800 hours to 1800 hours)	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.	As soon as reasonably practicable but within 2 hours of receiving an instruction from the Gardai or 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 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	Yes (See note 1 below)

Note 1 - We continue to hold regular formal and informal discussions with the emergency services regarding response to incidents on the project road. We held two formal meetings in 2007 at which we reviewed the performance at accidents and agreed improvements as required.



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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	Yes
Category 2 (High and Medium Priority)	Repaired within 14 days	No – (See Note 2)
Category 3 (Low Priority)	Repaired within 6 months	Yes

Note 2 - Following the difficulties we experienced last year, we have appointed a replacement lighting subcontractor to address this issue. We will monitor their performance to ensure adherence to the contract specifications going forward.

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	As required	Yes

Following on from our success in 2007 we plan to adopt the same strategy's to achieve our targets in 2008.



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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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

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
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 (See Note 3)

Note 3 - There were 2 occasions during the year when queuing was reported above the maximum of 12 cars in any one lane. Dates of queues were 12th of August and 26th of September.

On each occasion, remedial procedures were implemented to minimise the duration of any delays to motorists. It is planned to construct two additional toll lanes at the plaza in 2008 to minimise the occurrence of queuing and potential delays going forward.



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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.	As soon as reasonably practicable but within 2 hours of receiving an instruction from the Gardai or 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	As soon as reasonably practicable.	Yes
Debris removal	Within 1 hour (or 1.5 hours out of normal working hours, Monday to Friday 0800 Hrs to 1800 Hrs) of notification	Yes

Following on from our success in 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

3.9 Litter Measurable Tasks

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 of normal working hours, Monday to Friday 0800 Hrs to 1800 Hrs) of notification	Yes



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Following on from our success in 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

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	Yes
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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.

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.	No (See Note 4)

Note 4 – During 2007 a section of the DWB contained injurious weeds for longer than the target removal period. However all the works weeds were removed within 5 weeks. This arose due to a change in the contractor.

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 2007 we plan to adopt the same strategy's to achieve our targets in 2008.



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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 – 2007						
Month	Number of Accidents	Accidents with Reported Injuries	Number of People With Injuries			
			Minor	Moderate	Severe	Fatal
January	7	1	1	0	0	0
February	4	0	0	0	0	0
March	5	0	0	0	0	0
April	3	0	0	0	0	0
May	7	0	0	0	0	0
June	11	3	1	2	0	0
July	7	2	2	0	0	0
August	9	0	0	0	0	0
September	5	1	0	0	0	1*
October	6	1	1	0	0	0
November	5	1	1	0	0	0
December	12	0	2	0	0	0

*A fatal road accident occurred on 11th of September north of the Boyne Bridge. It is believed the driver of the articulated HGV had a heart-attack while driving northbound, and the vehicle crossed through the central median, colliding with a barrier on the opposite side of the motorway. The Gardai instructed that the road be closed for three hours while carrying out their accident investigation.

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 2007			
Month	Number of Entry's in the Accident Book	Reportable Accidents	Nature of Accidents
January	0	0	
February	0	0	
March	0	0	
April	1	0	Toll operator slipped and hurt knee while re-fuelling a North-Link vehicle at a local service station
May	0	0	
June	3	0	1. Maintenance operative strained a muscle in their back while carrying out repair to safety barrier 2. Toll operator strained arm muscle while collecting toll from motorist 3. Maintenance Operative strained their shoulder while lifting section of safety barrier
July	0	0	
August	1	0	Operator slipped and scratched knee while using tunnel stairs
September	0	0	
October	0	0	
November	0	0	
December	3	0	1. Strained lower back while changing cash vault 2. Maintenance Operative slipped on trailer board sign and grazed shin 3. Strained back while lifting traffic cone.



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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
Damian O'Brien	Acting Maintenance Manager	M1 Toll Plaza, Balgeen, Co Meath	041 982 9820	0868189232
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
Enviroteam (John Meehan)	Winter Maintenance Contractor	Mell, Drogheda	0419831375	0872668112



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6 PLANNED LANE CLOSURES FOR 2008

The list highlights work that is planned to go ahead in 2008 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 2008			Months											
Work Description	Lane Closure Required	Location	J	F	M	A	M	J	J	A	S	O	N	D
Lane Patching	Hard-Shoulder / Lane 1 Static Closure	Southern Link Interchange, Charleville Interchange, Drumleck Interchange												
Cut Median Hedge	Lane 2 Mobile Lane Closure	Dunleer Bypass and Dunleer – Dundalk Motorway												
Grass Cutting in Median	Lane 2 Mobile Lane Closure	Whole Project Road												
Sweep Fast Lane Edge	Lane 2 Mobile Lane Closure	Whole Project Road												
Gully Cleaning	Lane 2 Mobile Lane Closure	Whole Project Road												
Weed Spraying of Median Filter Drains	Lane 2 Mobile Lane Closure	Whole Project Road												
SCRIM , RSP Surveys	Lane 1 Mobile Lane closure	Whole Project Road												
Road Lining Upgrade	Lane 1 and Lane 2 Mobile Lane Closures	Dunleer Bypass, Dunleer to Dundalk Motorway and Northern Motorway												