

Document Control Sheet

Document / Report Title:	DBFO2 Operator's Annual Performance Report 2013 - 2014
--------------------------	--

Issue Status/Amendment
Prepared
Reviewed
Approved

Issue 1	Name: Gareth Lindsay: Signature: Date:	Name: Greg Price: Signature: Date:	Name: Greg Price: Signature: Date:
---------	---	---	---

	Name: Date:	Name: Date:	Name: Date:
	Name: Date:	Name: Date:	Name: Date:

Foreword

This report summarises our Year 7 2013-2014 Operator's Annual Performance for the Northern Ireland DBFO 2 contract. The Annual Performance Report reviews the contractual monthly key performance indicators and allows us to reflect on our achievements and challenges from the past 12 months.

Health and Safety continues to be a corporate priority for Amey and I am pleased to confirm no reportable accidents for Year 7. The Balance Safety Scorecard recorded results of 5 and 6 throughout the year.

The contract KPI scores have been excellent throughout Year 7. The improvements gained during Year 6 have been maintained with particularly good results in Performance Indicators 7.5 Response to Cat 1 defects and 7.11 Environmental Amenity Index.

Amey continue to plan and programme works in close partnership with the Roads Service PPP Unit and the Divisions through the permit process. Maximising road availability to the public is embedded in our service delivery as Operator. Through a diligent inspection regime and effective programming of Category 1 defect repairs we have again achieved a 100% green KPI score for Responses to Category 1 Defects. To address red KPIs in Indicator 7.20 Effective Response to Cat 2 Defects, we have worked with DBFO Co to improve the effective programming and rectification of Cat 2 defects by re-aligning our annual detailed inspection to ensure we maximise the timing of repairs over the summer months.

We share Roads Service's prioritization of winter services and we can confirm another successful season achieving green KPI scores for all six months. Our gritting fleet was replaced with new vehicles for the start of the winter season including new ploughs. Our winter team of engineers and drivers monitored conditions around the clock to achieve this consistent green KPI score. This year brought considerably milder conditions than the previous season with no significant snow events recorded. However borderline conditions were common resulting in increased patrolling of the network to ensure effective response measures and times to deal with the changing temperature conditions.

Performance Indicator No. 7, Environmental Amenity Index was consolidated during Year 7 building on the improvements from the previous year

Amey continue to work in partnership with the DBFO Co. and the Roads Service PPP Unit to deliver a contractually compliant and high quality service for our clients and road users.

Greg Price
Operator's Representative
DBFO2

TABLE OF CONTENTS

1	INTRODUCTION	1
2	PROJECT ROAD	2
3	PERFORMANCE INDICATORS.....	3
4	SERVICE DELIVERY	5
5	ACCIDENT & INCIDENT DATA	6
6	PLANNED LANE CLOSURES	7
7	YEARLY PERFORMANCE INDICATORS	8
	7.1 LANE AVAILABILITY.....	8
	7.2 LANE CLOSURES.....	8
	7.3 SUBMISSION OF MAJOR ACCIDENT REPORTS.....	9
	7.4 RESPONSE TO ACCIDENTS AND INCIDENTS	9
	7.5 RESPONSE TO CATEGORY 1 DEFECTS	10
	7.6 WINTER MAINTENANCE TREATMENT TIME	11
	7.7 WINTER MAINTENANCE ACTION PERIOD	11
	7.8 STREET LIGHTING OUTAGES.....	12
	7.9 TRACS RESULTS	12
	7.10 SKID RESISTANCE SURVEY (SCRIM) RESULTS.....	13
	7.11 ENVIRONMENTAL AMENITY INDEX.....	13
	7.12 LANDSCAPE AND ECOLOGY	14
	7.13 LITTER (INCLUDING REMOVAL OF GRAFFITI AND UNAUTHORISED POSTERS)	14
	7.14 SUBMISSION OF REPORTS	15
	7.15 CUSTOMER SATISFACTION.....	15
	7.16 THIRD PARTY CLAIMS.....	16
	7.17 ACCIDENT FREQUENCY RATE	16
	7.18 PERCENTAGE OF ACTION REQUESTS CLOSED LATER THAN PLANNED	17
	7.19 RAPID AND EFFECTIVE RESPONSE TO CAT 1 DEFECTS.....	18
	7.20 EFFECTIVE RESPONSE TO CAT 2 DEFECTS.....	19
	7.21 RESPONSE TO CATEGORY 2 DEFECTS	20
	7.22 PROVIDE EFFECTIVE INSPECTION MANAGEMENT.....	21
	7.23 EFFICIENT USE OF TRAFFIC MANAGEMENT	21
	7.24 ROAD CONDITION	22
	7.25 RECYCLING WASTE.....	22
8	CONTACT DETAILS.....	23

LIST OF TABLES

Table 1 : PI 1 Monthly Performance 2013 - 2014.....	8
Table 2 : PI 2 Monthly Performance 2013 - 2014.....	8
Table 3 : PI 3 Monthly Performance 2013 - 2014.....	9
Table 4 : PI 4 Monthly Performance 2013 - 2014.....	9
Table 5 : PI 5 Monthly Performance 2013 - 2014.....	10
Table 6 : PI 6 Monthly Performance 2013 - 2014.....	11
Table 7 : PI 7 Monthly Performance 2013 - 2014.....	11
Table 8 : PI 8 Monthly Performance 2013 - 2014.....	12
Table 9 : PI 9 Monthly Performance 2013 - 2014.....	12
Table 10 : PI 10 Monthly Performance 2013 - 2014.....	13
Table 11 : PI 11 Monthly Performance 2013 - 2014.....	13
Table 12 : PI 12 Monthly Performance 2013 - 2014.....	14
Table 13 : PI 13 Monthly Performance 2013 - 2014.....	14
Table 14 : PI 14 Monthly Performance 2013 - 2014.....	15
Table 15 : PI 15 Monthly Performance 2013 - 2014.....	15
Table 16 : PI 16 Monthly Performance 2013 - 2014.....	16
Table 17 : PI 17 Monthly Performance 2013 - 2014.....	16
Table 18 : PI 18 Monthly Performance 2013 - 2014.....	17
Table 19 : PI 19 Monthly Performance 2013 - 2014.....	18
Table 20 : PI 20 Monthly Performance 2013 - 2014.....	19
Table 21 : PI 21 Monthly Performance 2013 - 2014.....	20

Table 22 : PI 22 Monthly Performance 2013 - 2014.....21

Table 23 : PI 23 Monthly Performance 2013 - 2014.....21

Table 24 : PI 24 Monthly Performance 2013 - 2014.....22

1 INTRODUCTION

In November 2007, under a Public Private Partnership (PPP), the lead consortium of Amey Lagan Roads Ltd entered into a 30 year contract with the Department for Regional Development (DRD) to Design, Build, Finance and Operate (DBFO) the Project Road comprising sections of the A1, M1, A4, A101 and M12.

The Project is overseen by Roads Service, an Agency within the DRD.

The approach is designed to meet the main objectives of this major investment by the DRD and provided by our consortium on its behalf, which are:

- to enhance the safety of road users and thereby aiming to reduce accidents
- to contribute to the economical development in Northern Ireland including its associated transport link to the Republic of Ireland.
- to reduce journey times and create improvements in journey time reliability
- provision of careful and respectful management of the landscape, ecology and other environmental aspects affected by the road improvement schemes and in the on-going maintenance operations
- To meet the DRD's published policies which include:
 - Highways Safety Accident Reduction and Prevention
 - A New Deal for Transport: Better for Everyone
 - Regional Transport Strategy

2 PROJECT ROAD

Amey manages and maintain over 125 kilometres of public road, 1200 street lights, 112 bridges and over 10000 road gullies. The network is displayed in the figure show below.

3 PERFORMANCE INDICATORS

Amey has continued to maintain the project road infrastructure to the operation and maintenance standards throughout the current contract year. Under the ROM Contract Amey is required to deliver against 23 Performance Indicators (PI) as set out within the DBFO Co 5 Year Management Plan. The Performance Indicators are as listed:

- PI 1 Lane Availability
- PI 2 Lane Closures
- PI 3 Submission of Major Accident Reports
- PI 4 Response to Accidents and Incidents
- PI 5 Response to Category 1 Defects
- PI 6 Winter Maintenance Treatment Time
- PI 7 Winter Maintenance Action Period
- PI 8 Street Lighting Outages
- PI 9 TRACS Results
- PI 10 Skid Resistance Survey (SCRIM) Results
- PI 11 Environmental Amenity Index
- PI 12 Landscape and Ecology
- PI 13 Litter (including removal of graffiti and unauthorised posters)
- PI 14 Submission of Reports
- PI15 Customer Satisfaction
- PI16 Third Party Claims
- PI17 Accident Frequency Rate
- PI18 Percentage of Action Requests Closed Later than Planned
- PI19 Rapid and Effective Response to Cat 1 Defects
- PI20 Effective Response to Cat 2 Defects
- PI21 Provide Effective Inspection Management
- PI22 Efficient Use of Traffic Management
- PI23 Road Condition
- PI24 Recycling Waste

Each Performance Indicator has a minimum performance level and a year on year target. This report publishes the achievements against the performance level targets for the year as well as the minimum performance level to be reached.

The Operator has successfully trialed mobile tablet devices during 2013 to make better use of our GPS inventory and RMMS database. INFOR's Bluedot application formed part of a trial on gully cleaning which has resulted in an accurate record of every gully on the project road being cleaned.

4 SERVICE DELIVERY

Amey is responsible for delivering the following services:

- Carriageway inspection and maintenance
- Emergency response
- Winter gritting
- Sweeping, litter picking (M1 only) and debris collection
- Street lighting inspection and maintenance
- Landscape maintenance, grass cutting and weed spraying
- Gully emptying

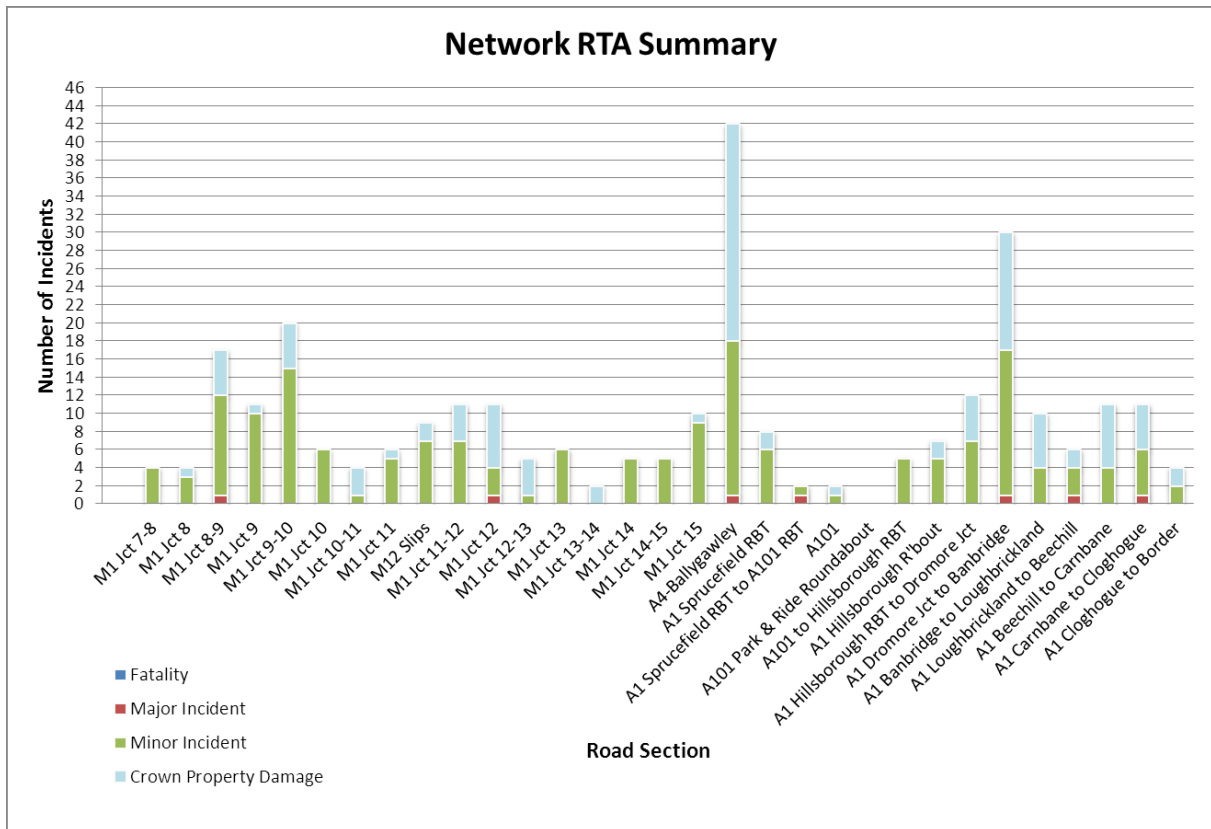
Amey is not responsible for:

- Litter picking on the A1 (local councils)
- Street trading (local councils)
- Applications for advertisement or tourist signs (Planning Department - Craigavon)

5 ACCIDENT & INCIDENT DATA

The Operator assists the PSNI at the scene of any incident or accident that was reported to its 24 hour Operational Control Room (OCR) in Sheffield.

During contract Year 7 the Operator attended 286 Road Traffic Accidents (RTA) and Incidents on the Project Road, the severity and locations of these RTA are shown below.



6 PLANNED LANE CLOSURES

For 2014 planned lane closures including sections of the A1, M1, A4, A101 and M12, log onto;

www.trafficwatchni.com

7 YEARLY PERFORMANCE INDICATORS

7.1 LANE AVAILABILITY

Measures the percentage of lane hours available to the road user during a 24 hour period.

Measure	Monthly Indicator
Minimum Performance Level	95.0%
Target for Year:	97.0%

Table 1 : PI 1 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
99.2%	99.5%	99.5%	99.0%	99.5%	99.0%	99.4%	99.6%	99.3%	99.6%	99.4%	99.3%

7.2 LANE CLOSURES

Measures the effectiveness of planning and road space co-ordination by comparing actual lane closures as a percentage against proposed annual lane closures.

Measure	Quarterly Indicator
Minimum Performance Level	100 ± 22.0%
Target for Year:	100 ± 21.0%

Table 2 : PI 2 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
N/A	N/A	84.0%	N/A	N/A	88.0%	N/A	N/A	86.0%	N/A	N/A	88.0%

7.3 SUBMISSION OF MAJOR ACCIDENT REPORTS

The time from a major road accident to the time the report submitted.

Measure Monthly Indicator
 Minimum Performance Level 24 hours
 Target for Year: 24 hours

Table 3 : PI 3 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
0.0	0.0	2.5	0.0	0.0	0.0	4.9	0.0	2.4	0.0	3.2	0.0

The submission of Major Accident Reports was successfully achieved throughout Year 7.

7.4 RESPONSE TO ACCIDENTS AND INCIDENTS

Measure of the average response times achieved by the emergency response team.

Measure Monthly Indicator
 Minimum Performance Level 60 minutes
 Target for Year: 50 minutes

Table 4 : PI 4 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
40.0	30.1	47.0	33.0	32.0	28.0	39.0	24.5	32.0	35.0	30.0	35.0

The average response time to incidents has been well within the KPI target for all months measured. Typical incidents responded to include collection of debris on the road and the cleaning up of spillages.

7.5 RESPONSE TO CATEGORY 1 DEFECTS

Measures the average response times to Category 1 defects requiring; 24 hour temporary repair, 7 and 28 day permanent repairs.

Measure	Monthly indicator
Minimum Performance Level	PI 5.1 – 24 hour (temporary repair) PI 5.2 – 7 days (Permanent repair) PI 5.3 – 28 days (Permanent repair)
Target for Year:	PI 5.1 – 24 hour (temporary repair) PI 5.2 – 7 days (Permanent repair) PI 5.3 – 28 days (Permanent repair)

Table 5 : PI 5 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
8.8	8.5	3.9	9.6	5.9	4.9	2.0	7.1	3.0	3.7	1.8	2.2
3.3	1.9	3.3	5.7	4.2	3.0	2.8	2.2	2.9	5.1	3.2	3.6
22.4	11.0	18.0	13.6	16.4	13.2	16.5	14.2	7.9	10.0	14.9	17.4

KPI 5 Cat 1 defects were prioritised during the last contract year to achieve full compliance. The table above demonstrates that the minimum performance level has been achieved for 24hr, 7 day and 28 day defects for all twelve months measured.

7.6 WINTER MAINTENANCE TREATMENT TIME

Measures the average monthly treatment time achieved by our winter response teams.

Measure Monthly Indicator (during winter season)
 Minimum Performance Level 120 minutes
 Target for Year: 118 minutes

Table 6 : PI 6 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
94.0	N/A	N/A	N/A	N/A	N/A	0.0	95.0	98.0	97.5	104.0	94.8

Our winter service has been very effective during Year 7 and this is reflective in the results for KPI 6. Winter service is another high priority for Amey and we are very conscious of our responsibility for winter treatment of the project road and our clients shared emphasis in delivering an effective winter service.

In general the winter was mild and it passed without any significant snow events or extreme weather. Enhanced patrolling during borderline conditions has continued to prove very effective and have contributed to another successful winter season.

7.7 WINTER MAINTENANCE ACTION PERIOD

Measures the monthly percentage of morning winter maintenance service actions completed by 07:30, to avoid disruption to early morning traffic.

Measure Monthly Indicator (during winter season)
 Minimum Performance Level 75%
 Target for Year: 85%

Table 7 : PI 7 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
100%	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%

7.8 STREET LIGHTING OUTAGES

Measures the average number of lamp outages on the project road as a percentage of the total lamp number.

Measure Monthly Indicator
 Minimum Performance Level 98.0%
 Target for Year: 98.0%

Table 8 : PI 8 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
99.6%	99.6%	98.9%	98.4%	99.5%	98.3%	98.7%	99.5%	99.2%	98.1%	98.9%	99.5%

7.9 TRACS RESULTS

Measure of the project road pavement condition.

Measure Six monthly indicator
 Minimum Performance Level PI 9.1 – 95.0%
 PI 9.2 – 95.0%
 PI 9.3 – 95.0%
 Target for Year: PI 9.1 – 97.0%
 PI 9.2 – 97.0%
 PI 9.3 – 97.0%

Table 9 : PI 9 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
99.6%	99.3%	N/A	N/A	N/A	99.9%	N/A	N/A	N/A	N/A	N/A	99.3%
N/A	N/A	N/A	N/A	N/A	99.5%	N/A	N/A	N/A	N/A	N/A	99.9%
N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	99.5%

TRACS Survey results for March 2013 will be reported in April's monthly report.

7.10 SKID RESISTANCE SURVEY (SCRIM) RESULTS

Measures the condition of the project road pavement.

Measure Annual Indicator
 Minimum Performance Level 90%
 Target for Year: 93%

Table 10 : PI 10 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
N/A	N/A	N/A	N/A	N/A	90.6%	N/A	N/A	N/A	N/A	N/A	N/A

Site investigations are complete and recommended repairs are being programmed

7.11 ENVIRONMENTAL AMENITY INDEX

Provides a measure of the overall appearance and amenity value of the network.

Measure Quarterly Indicator
 Minimum Performance Level 80%
 Target for Year: 83%

Table 11 : PI 11 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		86.0%			96.0%			100%			97.0%

Improvements to the Environmental Amenity Inspection score have been maintained in 2013 – 2014. The contract achieved its targets in each quarter of the year and in response to remedial notices during 2013 we have reviewed and changed the treatment time of weeds on hard surfaces to further reduce the chances of weed growth on the project road.

7.12 LANDSCAPE AND ECOLOGY

Measure the proportion of the network where the landscape and management strategy objectives have been fully met.

Measure Quarterly Indicator
 Minimum Performance Level 85%
 Target for Year: 88%

Table 12 : PI 12 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		100%			100%			100%			100%

7.13 LITTER (INCLUDING REMOVAL OF GRAFFITI AND UNAUTHORISED POSTERS)

Provides a measure of the overall appearance and amenity value of the network.

Measure Quarterly Indicator
 Minimum Performance Level 80%
 Target for Year: 82%

Table 13 : PI 13 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		100%			88.0%			83.0%			88.0%

In Year 6 there was a failure of the Litter Performance Indicator; however in Year 7 there has been improvements made and the contract achieved its targets in each quarter of 2013 – 2014.

7.14 SUBMISSION OF REPORTS

Measures the effectiveness of the DBFO Co's reporting mechanism.

Measure Quarterly Indicator
 Minimum Performance Level 100%
 Target for Year: 100%

Table 14 : PI 14 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		100%			100%			100%			100%

7.15 CUSTOMER SATISFACTION

Measures the average number of days to reply to any enquiry.

Measure Quarterly Indicator
 Minimum Performance Level 90%
 Target for Year: 90%

Table 15 : PI 15 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		100%			100%			100%			100%

The contract has achieved its targets whereby the average number of days to reply to any enquiry was below the target of 13 days.

7.16 THIRD PARTY CLAIMS

Measures the average number of days to reply to 3rd party claims received, below the target of 13 days.

Measure Quarterly Indicator
 Minimum Performance Level 90%
 Target for Year: 90%

Table 16 : PI 16 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		100%			100%			100%			100%

7.17 ACCIDENT FREQUENCY RATE

Measures the number of Reportable Accidents.

Measure Quarterly Indicator
 Minimum Performance Level 0
 Target for Year: 0

Table 17 : PI 17 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Amey make Health and Safety a top priority and we are pleased to report no reportable accidents over the last 12 months.

7.18 PERCENTAGE OF ACTION REQUESTS CLOSED LATER THAN PLANNED

The percentage of the action requests closed out later than stipulated between the auditor and the auditee.

Measure Quarterly Indicator
 Minimum Performance Level 15%
 Target for Year: 12%

Table 18 : PI 18 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
		0.0%			0.0%			0.0%			0.0%

7.19 RAPID AND EFFECTIVE RESPONSE TO CAT 1 DEFECTS

To measure the effectiveness of response to Category 1 defects following inspection notice.

Measure	Monthly indicator
Minimum Performance Level	PI 19.1 – 24 hour (temporary repair) 94%
	PI 19.2 – 7 days (Permanent repair) 94%
	PI 19.3 – 28 days (Permanent repair) 94%
Target for Year:	PI 19.1 – 24 hour (temporary repair) 95%
	PI 19.2 – 7 days (Permanent repair) 95%
	PI 19.3 – 28 days (Permanent repair) 95%

Table 19 : PI 19 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	83.0%	100%	100%	100%	100%	100%	100%	71.4%	100%	100%
100%	100%	96.0%	92.8%	100%	100%	100%	100%	96.6%	96.9%	100%	100%

This second measure of Cat 1 defects was another priority for improvement over the previous twelve months. All 24 hours responses were successfully achieved for the entire 2013 – 2014 year.

Failure to meet the 7 days response time in June 2013 was a result of an agreement to minimise lane closures put in place during the G8 event in Enniskillen. In January 2014 there were issues with concrete suppliers being closed over Christmas and New Year period.

Failure to meet the 28 days response time in July 2013 was a result of clashes with structures closure, therefore the repair was re-programmed for earliest opportunity in August 2013.

7.20 EFFECTIVE RESPONSE TO CAT 2 DEFECTS

The percentage of Cat 2 defects repaired within contractual time restraints.

Measure	Monthly indicator
Minimum Performance Level	92%
Target for Year:	93%

Table 20 : PI 20 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
42.4%	20.0%	66.0%	96.7%	92.0%	94.7%	93.0%	13.1%	94.4%	93.2%	100%	93.0%

We have worked with The Employer to minimise failure to rectify Category 2 defects. The failure to meet the targets in April, May and June were a result of repairing the backlog of Category 2 defects from the previous year. To reduce the chance of backlogging of Cat 2 defects we have reviewed our Inspection Regime and revised the date of the 'Detailed Inspection' to make best use of the 6 month rectification period and ensure it coincides with the summer months. This will increase the scope to add activities to the Major Works closures planned from May to August 2014.

7.21 RESPONSE TO CATEGORY 2 DEFECTS

To measure the efficiency of DBFO Co's response to Category 2 defects (as an average number of days taken to repair). To manage resources and programme to ensure all Category 2 defects are responded to within the maximum response times defined in the Contract.

Measure	Monthly indicator
Minimum Performance Level	PI 20.1 – 2 Months repair
	PI 20.2 – 4 Months repair
	PI 20.3 – 6 Months repair
Target for Year:	PI 20.1 – 2 Months repair
	PI 20.2 – 4 Months repair
	PI 20.3 – 6 Months repair

Table 21 : PI 21 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
29.5	29.5	34.7	4.1	13.9	12.6	18.2	8.3	5.9	14.9	10.9	22.8
0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1.0	285.6	537.8	409.2	510.5	134.2	422.4	83.0	400.0	0.0	13.4	66.6

7.22 PROVIDE EFFECTIVE INSPECTION MANAGEMENT

To provide a measure of the effectiveness of inspection management.

Measure Monthly indicator
 Minimum Performance Level 75%
 Target for Year: 76%

Table 22 : PI 22 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
90.0%	85.0%	80.0%	90.0%	96.0%	90.0%	92.0%	95.0%	94.0%	92.0%	96.0%	92.0%

7.23 EFFICIENT USE OF TRAFFIC MANAGEMENT

To measure the efficient use of traffic management closures by carrying out as many activities as possible with the closures.

Measure Monthly indicator
 Minimum Performance Level 50%
 Target for Year: 54%

Table 23 : PI 23 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
60.0%	70.0%	80.0%	80.0%	70.0%	70.0%	65.0%	70.0%	60.0%	76.0%	80.0%	86.0%

7.24 ROAD CONDITION

To provide a measure of the structural condition of the project road.

Measure	Monthly indicator
Minimum Performance Level	M1 Class Roads 70%
	A1 Class Roads 60%
Target for Year:	M1 Class Roads 72%
	A1 Class Roads 62%

Table 24 : PI 24 Monthly Performance 2013 - 2014

Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

7.25 RECYCLING WASTE

New Performance Indicator, introduced in January 2014 to be measured in Contract Year 8. To provide a measure of the percentage of depot waste that is recycled by the contract (rather than sent to landfill).

8 CONTACT DETAILS

For further information on matters related to Amey Lagan activity on M1, M12, A1, A4 and A101 please contact:

The Employer's Representative

Amey Lagan Roads

DBFO 2 Project Offices

Rosemount House

21-23 Sydenham Road

Belfast

BT3 9HA

Or

For enquiries on planned running lane restrictions and diversions, reporting any concerns, compliments or complaints:

The Operator's Representative

Amey

37 Annesborough Road

Annesborough Industrial Estate

Lurgan

Co. Armagh

BT67 9JD

Telephone: 028 3831 7010

Duty Officer: 07967 185653

Winter Duty Engineer: 07967 185602

Press Office: 01865 713240

For further information on traffic bulletins and news on the Northern Ireland road network login to the TICC (Traffic Information Control Centre) visit

www.trafficwatchni.com

For further information on the PPP partners please visit the following websites:

www.drdni.gov.uk

www.roadsni.gov.uk

www.amey.co.uk

www.ferrovial.com

www.ameylagan.com

www.laganconstruction.com