



Document Control Sheet

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Foreword

This report summarises our Year 8 2014-2015 Operator's Annual Performance for the Northern Ireland DBFO 2 contract. The Annual Performance Report reviews the contract's monthly Key Performance Indicators (KPI) as set out in the 5 Year Management Plan.

To summarise some of the Year 8 highlights:

Health and Safety continues to be a corporate priority for Amey and I am pleased to confirm no reportable accidents for Year 8. The Balance Safety Scorecard recorded an average result of 4 for the year, one of the highest average scores in Amey.

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

During 2014 the Operator has been developing our INFOR asset management database including the addition of a mobile solution application called Bluedot. Remote working on inspections and routine maintenance has proved very effective and will help improve service delivery. This makes the processing of Category 1 and 2 defects more streamlined and help achieve further improvements in our contract KPI scores. We have again worked with DBFO Co to improve the effective programming and rectification of Cat 2 defects by completing our annual detailed inspection during January to March.

Winter service remains a high priority for Amey and we are pleased to confirm strong KPI scores for all winter months. Borderline conditions were a common feature this winter which makes our emphasis on patrolling more important to deal with the changing conditions.

Performance Indicators No. 11 (Environmental Amenity Index) and No.13 (Litter) were recorded as green during Year 8 building on the improvements from the previous year.

Amey continue to work in partnership with the DBFO Co. and the Transport NI's 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	4
5	YEARLY PERFORMANCE INDICATORS	5
5.1	LANE AVAILABILITY.....	5
5.2	LANE CLOSURES.....	5
5.3	SUBMISSION OF MAJOR ACCIDENT REPORTS.....	6
5.4	RESPONSE TO ACCIDENTS AND INCIDENTS	6
5.5	RESPONSE TO CATEGORY 1 DEFECTS	7
5.6	WINTER MAINTENANCE TREATMENT TIME	8
5.7	WINTER MAINTENANCE ACTION PERIOD	8
5.8	STREET LIGHTING OUTAGES.....	9
5.9	TRACS RESULTS	9
5.10	SKID RESISTANCE SURVEY (SCRIM) RESULTS.....	10
5.11	ENVIRONMENTAL AMENITY INDEX.....	11
5.12	LANDSCAPE AND ECOLOGY	11
5.13	LITTER (INCLUDING REMOVAL OF GRAFFITI AND UNAUTHORISED POSTERS)	12
5.14	SUBMISSION OF REPORTS	12
5.15	CUSTOMER SATISFACTION.....	13
5.16	THIRD PARTY CLAIMS.....	13
5.17	ACCIDENT FREQUENCY RATE	14
5.18	PERCENTAGE OF ACTION REQUESTS CLOSED LATER THAN PLANNED.....	14
5.19	RAPID AND EFFECTIVE RESPONSE TO CAT 1 DEFECTS.....	15
5.20	EFFECTIVE RESPONSE TO CAT 2 DEFECTS.....	16
5.20	RESPONSE TO CATEGORY 2 DEFECTS	17
5.21	PROVIDE EFFECTIVE INSPECTION MANAGEMENT.....	17
5.22	EFFICIENT USE OF TRAFFIC MANAGEMENT	18
5.23	ROAD CONDITION	18
5.24	RECYCLING WASTE.....	19
6	YEAR 9 TARGETS	20
7	CONTACT DETAILS	22

LIST OF TABLES

Table 1 : PI 1 Monthly Performance 2014 - 2015.....	5
Table 2 : PI 2 Monthly Performance 2014 - 2015.....	5
Table 3 : PI 3 Monthly Performance 2014 - 2015.....	6
Table 4 : PI 4 Monthly Performance 2014 - 2015.....	6
Table 5 : PI 5 Monthly Performance 2014 - 2015.....	7
Table 6 : PI 6 Monthly Performance 2014 - 2015.....	8
Table 7 : PI 7 Monthly Performance 2014 - 2015.....	9
Table 8 : PI 8 Monthly Performance 2014 - 2015.....	9
Table 9 : PI 9 Monthly Performance 2014 - 2015.....	10
Table 10 : PI 10 Monthly Performance 2014 - 2015.....	10
Table 11 : PI 11 Monthly Performance 2014 - 2015.....	11
Table 12 : PI 12 Monthly Performance 2014 - 2015.....	11
Table 13 : PI 13 Monthly Performance 2014 - 2015.....	12
Table 14 : PI 14 Monthly Performance 2014 - 2015.....	12
Table 15 : PI 15 Monthly Performance 2014 - 2015.....	13
Table 16 : PI 16 Monthly Performance 2014 - 2015.....	13
Table 17 : PI 17 Monthly Performance 2014 - 2015.....	14
Table 18 : PI 18 Monthly Performance 2014 - 2015.....	14
Table 19 : PI 19 Monthly Performance 2014 - 2015.....	15
Table 20 : PI 20 Monthly Performance 2014 - 2015.....	16
Table 21 : PI 20 Monthly Performance 2014 - 2015.....	17
Table 22 : PI 21 Monthly Performance 2014 - 2015.....	17
Table 23 : PI 22 Monthly Performance 2014 - 2015.....	18
Table 24 : PI 23 Monthly Performance 2014 - 2015.....	18
Table 25 : PI 24 Monthly Performance 2014 - 2015.....	19
Table 26 : Performance Indicator Targets for Year 9	20

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.

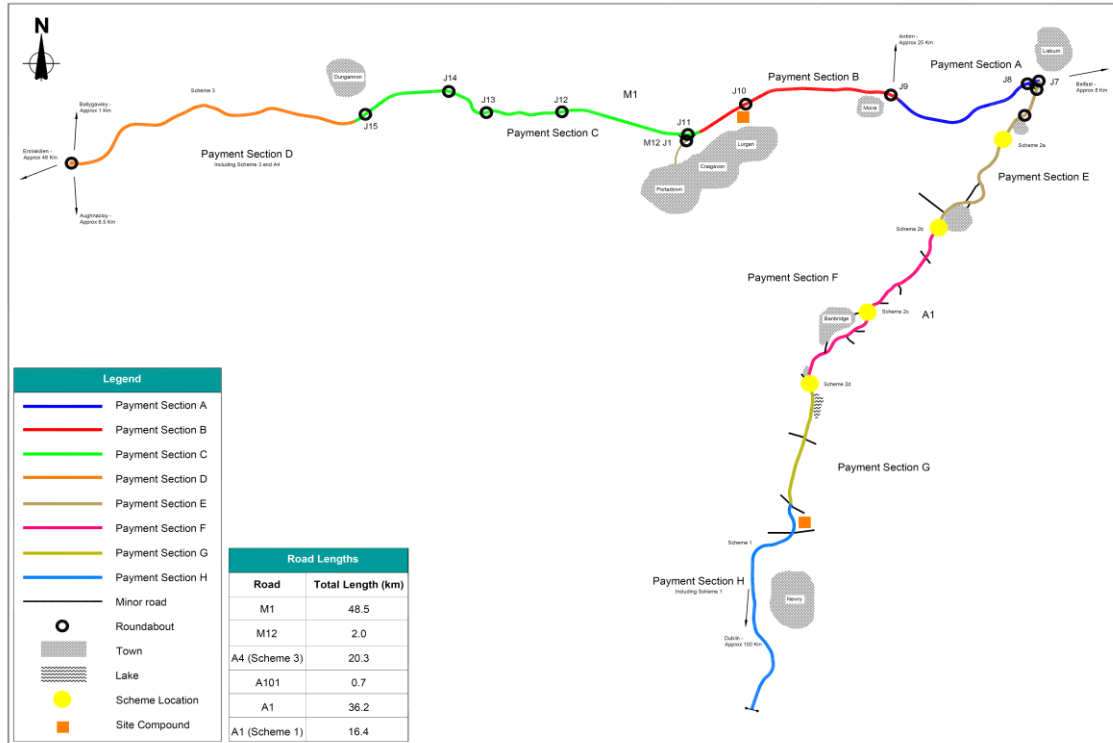
The Project is overseen by Transport NI, an Agency within the DRD.

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 economic 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 11,000 road gullies. The network is displayed in the figure show below.



3 PERFORMANCE INDICATORS

Under the ROM Contract Amey is required to deliver against 24 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.

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 and A4 (local councils)
- Street trading (local councils)
- Applications for advertisement or tourist signs (Planning Department - Craigavon)

5 YEARLY PERFORMANCE INDICATORS

5.1 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
99.6%	99.4%	99.2%	99.6%	99.0%	99.5%	99.2%	99.5%	99.9%	99.8%	99.9%	99.8%

5.2 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	92.0%	N/A	N/A	90.0%	N/A	N/A	85.0%	N/A	N/A	92.0%

5.3 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
5.7	0.0	12.0	0.0	0.0	4.2	0.0	3.8	0.0	0.9	0.2	1.9

The submission of Major Accident Reports was successfully achieved throughout Year 8.

5.4 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:	48 minutes

Table 4 : PI 4 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
38.4	30.1	38.0	38.5	34.0	28.8	32.2	33.0	34.2	33.0	39.0	40.0

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.

5.5 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
2.8	4.9	4.0	4.4	5.1	8.3	3.9	4.8	4.4	4.3	6.0	1.9
5.3	4.4	6.8	5.5	4.0	4.4	2.9	3.6	5.3	4.8	0.0	4.9
11.7	17.3	12.9	10.6	2.4	8.4	34.5	20.6	15.3	20.0	11.7	16.7

KPI 5 Cat 1 defects have the most severe category rating and are processed with high priority. These defects are most commonly carriageway potholes which are made safe within 24 hours and permanently repaired within 28 days. Recording and processing these repairs on mobile devices has made their rectification more effective.

5.6 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 PI 6.1 – 120 minutes
 PI 6.2 – 95%
 Target for Year: PI 6.1 – 117minutes
 PI 6.2 – 95%

Table 6 : PI 6 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
0.0	N/A	N/A	N/A	N/A	N/A	0.0	90.0	91.4	93.0	89.6	87.2
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%	100%	100%

Our winter service has been very effective during Year 8 and this is reflective in the results for KPI 6.

In general the winter was not as mild as Year 7 with some minor snow events. The Operator continued to use enhanced patrolling during borderline conditions has continued to prove very effective and have contributed to another successful winter season.

5.7 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: 86%

Table 7 : PI 7 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
100.0%	100.0%	100.0%	100.0%	100.0%	100.0	100%	100%	100%	100%	100%	100%

5.8 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
99.0%	98.9%	98.3%	99.0%	98.4%	99.4%	98.0%	98.1%	97.6%	97.3%	96.4%	98.9%

5.9 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	N/A	N/A	N/A	99.9%	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A

TRACS Survey results for March 2015 will be reported in April's monthly report.

5.10 SKID RESISTANCE SURVEY (SCRIM) RESULTS

Measures the condition of the project road pavement.

Measure Annual Indicator
 Minimum Performance Level 90%
 Target for Year: 94%

Table 10 : PI 10 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	N/A	N/A	N/A	97.6%	N/A	N/A	N/A	N/A	N/A	N/A

Site investigations are complete and recommended repairs are being programmed

5.11 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	96.0%	N/A	N/A	N/A	98.3%	N/A	N/A	N/A	N/A	96.6%

The contract achieved its targets in each quarter of the year for KPI11. More attention to detail for grass cutting and weed removal have been identified by the Operator to keep such landscape issues under control on a mature road network.

5.12 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: 89%

Table 12 : PI 12 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%

5.13 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:	83%

Table 13 : PI 13 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	92.0%	N/A	N/A	N/A	92.4%	N/A	N/A	N/A	N/A	96.2%

In Year 8 there has been improvements made and the contract achieved its targets in each quarter of 2014 – 2015.

5.14 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	0.0%	N/A	N/A	66.6%	N/A	N/A	100%	N/A	N/A	100%

5.15 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	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.

5.16 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	100%

5.17 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
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.

5.18 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
		0.0%			0.0%			0.0%			0.0%

5.19 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
85.7%	100%	85.7%	100%	100%	100%	100%	100%	100%	100%	100%	88.9%
100%	100%	90.5%	100%	100%	100%	75.0%	100%	100%	100%	100%	96.5%

The percentage of Cat 1 defects rectified within timescale saw a good standard of results for most months during Year 8 and any defects not rectified with the TRMM timescales were reported as breaches and re-organised for repair at the soonest possible date.

5.20 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 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
65.7%	81.3%	40.0%	14.3%	84.0%	63.8%	91.3%	60.0%	92.3%	66.7%	100%	100%

Category 2 defects have failed TRMM timescales due to the planned and systematic approach to clearing a backlog of these defects. The Operator has changed the timing of the detailed inspection to enable more effective close out of these defects.

5.20 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).

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 (60 days)
 PI 20.2 – 4 Months repair (121 days)
 PI 20.3 – 6 Months repair (183 days)

Table 21 : PI 20 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
32.6	33.5	26.5	29.0	91.3	2.7	31.2	31.2	65.2	53.6	0.0	52.2
0.0	101.3	73.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
106.1	185.3	408.9	103.6	103.2	147.9	224.6	320.7	47.7	191.0	0.0	17.0

5.21 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 21 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
96.0%	98.0%	95.0%	95.0%	96.0%	98.0%	100%	100%	100%	100%	100%	100%

5.22 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: 56%

Table 23 : PI 22 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
80.0%	86.0%	82.0%	86.0%	84.0%	90.0%	80.0%	86.0%	88.0%	86.0%	90.0%	86.0%

5.23 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 70%
 Target for Year: M1 Class Roads 73%
 A1 Class Roads 70%

Table 24 : PI 23 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
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

5.24 RECYCLING WASTE

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).

Measure Monthly indicator
 Minimum Performance Level 30%
 Target for Year: 30%

Table 25 : PI 24 Monthly Performance 2014 - 2015

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
N/A	N/A	77.9%	86.9%	83.2%	84.5%	94.6%	96.2%	97.5%	93.1%	95.0%	95.0%

6 YEAR 9 TARGETS

Table 26 : Performance Indicator Targets for Year 9

No.	Indicator Description	Minimum Performance Level	Year 9 Targets
1	Lane Availability	95.0%	97.5%
2	Lane Closures	100% +/- 22%	100% +/- 20%
3	Submission of Major Accident Reports	24	24
4	Response to Accidents and Incidents	60	47
5	Response to Category 1 Defects - 24 Hours	24	24
	Response to Category 1 Defects - 7 Days	7	7
	Response to Category 1 Defects - 28 Days	28	28
6	Winter Maintenance Treatment Time	120mins	116mins
6.2	Winter Maintenance Treatment Response Times	95.0%	95.0%
7	Winter Maintenance Action Period	75.0%	86.0%
8	Street Lighting Outages	98.0%	98.0%
9	TRACS Results - Ride Quality	95.0%	97.0%
	TRACS Results - Rutting	95.0%	97.0%
	TRACS Results - Macro Texture Depth	95.0%	97.0%
10	Skid Resistance Survey (SCRIM) Results	90.0%	95.0%
11	Environmental Amenity Index	80.0%	84.0%
12	Landscape and Ecology	85.0%	90.0%
13	Litter (including removal of graffiti and unauthorised signs)	80.0%	83.0%
14	Submission of Reports	100.0%	100.0%
15	Customer Satisfaction	90.0%	91.0%
16	Third Party Claims	90.0%	91.0%
17	Accident Frequency Rate	0	0
18	Percentage of Action Requests Closed Later Than Planned	15.0%	12.0%
19	Rapid and effective response to Category 1 defects (24 hours)	94.0%	95.0%
	Rapid and effective response to Category 1 defects (7 days)	94.0%	95.0%
	Rapid and effective response to Category 1 defects (28 days)	94.0%	95.0%
20.1	Effective Response to Category 2 Defects	92.0%	94.0%
20.2	Response to Category 2 Defects	2 months	60 days
	Response to Category 2 Defects	4 months	121 days
	Response to Category 2 Defects	6 months	183 days
21	Provide Effective Inspection Management	75.0%	77.0%
22	Efficient Use of Traffic Management	50.0%	58.0%
23	Road Condition - M Class Roads	70.0%	74.0%
	Road Condition - A Class Roads	70.0%	70.0%
24	Recycling Waste	30.0%	35.0%
25	Permit Notification – 7 day defects	70.0%	70.0%
	Permit Notification – single lane closures	70.0%	70.0%
	Permit Notification – full closures	70.0%	70.0%

The Performance Indicator targets have been revised for contract Year 9 and are shown in Table 26. Some of the targets have been improved in an attempt to continually improve contract performance.

Particular focus will be on those indicators that failed in Year 8, such as Performance Indicator 20.1 Effective Response to Cat 2 Defects. Collaboration between the Operator and the DBFO Co. will help to improve performance and meet minimum performance levels moving into Year 9.

7 CONTACT DETAILS

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

The Employer's Representative
Amey Roads NI Ltd
DBFO 2 Project Office
37 Annesborough Road
Annesborough Industrial Estate
Lurgan
Co. Armagh
BT67 9JD

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.amey.co.uk

www.ferrovial.com

www.ameyroadsni.com