Overview and Scrutiny Forum for Engineering and Transport

Part 1

20 June 2006

Item No.

Subject  Newport Southern Distributor Road 5 Year Management Plan

Purpose  To seek Members views on the content of the plan.

Author  Head of Engineering and Construction

Ward  General

Summary  The concessionaire for the Newport Southern Distributor Road, Morgan Vinci have submitted their proposed 5 year management plan for comment.

Proposal  That any comments the forum wish to make be passed on to the Cabinet Member for Engineering and Transport for consideration in the response to Morgan Vinci.

Contact  Brian Kemp 01633 232602 brian.kemp@newport.gov.uk

Action by  Head of Engineering and Construction

Timetable

Signed
1. **Background**

1.1 Under the terms of the PFI contract Morgan Vinci are required to produce a rolling 5 year management plan at the start of each contract year in April. As part of the process, at least annually, consultations must be held with interested parties including relevant local authorities, local transport authorities, community groups and businesses. Due account must be taken of the views expressed. Morgan Vinci elected to consult the Authority and its Members in a special meeting on Tuesday, 31 January 2006.

1.2 Following consultation, Morgan Vinci has submitted to the Council its proposed plan which is required to reflect the authority’s current published objectives in respect of the operation of the highway network (in this case the Local Transport Plan). The Council has 30 days to comment and Morgan Vinci shall in good faith take into account any representations made.

1.3 The 5 year management plan shall include performance targets, the resources required to achieve them and the arrangements for monitoring performance. It shall as a minimum address the following 17 issues:

1. road safety;
2. reductions in journey times and improvements in journey time reliability;
3. reductions in and management of congestion;
4. response times for maintenance and attendance at, and clearance of, accidents and incidents;
5. litter;
6. dealing with complaints from Users and Interested Parties;
7. pavement condition (including skidding resistance, ride quality and residual life);
8. availability of equipment;
9. encouraging drivers to travel within speed limits;
10. management of the landscape and ecology;
11. other environmental aspects, including air quality and noise;
12. the provision and maintenance of facilities for any class of Users the needs of whom require specific consideration (including without limitation pedestrians, cyclists and equestrians);
13. impact of the Operations on neighbouring road and rail routes with an emphasis on the development of integrated transport services;
14. consultations and discussions with Interested Parties;
15. activities relevant to the strategy and policy objectives within the NCBC’s Local Transport Plan for the time being;
16. the previous Contract Years Annual Performance Targets with the intention of seeking continuous improvement in the provision of the services; and
17. any other appropriate Performance Indicators for the time being.

2. **Crime Prevention Issues/Environmental and Sustainability Issues/Equalities Issues**

2.1 The day to day management of the road and associated facilities are matters for Morgan Vinci and their sub contractors.

**Mandatory Consultations**

3. **Comments of Monitoring Officer**

3.1 The draft Management Plan complies with the requirements of the PFI Contract and reflects the Council’s strategic objectives as wet out in the Local Transport Plan.
4. Comments of Chief Financial Officer

4.1 I have been assured that this plan will have no effect on the set budgets and already agreed funding of this scheme including the improvement list in Appendix 6. The actual amounts paid each month to the contractor are dependent upon traffic numbers, the availability of the road at all parts and a number of safety issues.

BJK/LAW/5yrmanplan june 06
14 June 2006
DBFO Co’s 5-Year Management Plan

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**Introduction**

In accordance with Schedule 14 Part 3 Para 1.1 the Model Contract this document sets out the DBFO Co's plan for the management and operation of the Project Road as well as the service to be provided to Users for the five Contract Years from 1st April 2006 (the ' Relevant Performance Period')

**Section 1**

**Objectives**

The DBFO Co will provide sufficiently experienced management and other resources to ensure that the Operation and Maintenance of the Project Road is carried out to at least the standards specified in the Model Contract and in particular that the Project Road will: -

- Secure the safety of Users of the Project Road, workers or other persons on the Project Road or on land adjacent to the Project Road or using adjoining roads or facilities;
- Enable NCC to fulfil its statutory duties and functions and not impair the ability of others with statutory duties or functions in relation to the Project Road to perform those duties and functions.

To allow the DBFO Co to achieve the above standard the DBFO Co has employed the Operator (Ringway Highway Services Ltd) who is experienced in the Operation and Maintenance of Roads and Highways similar to the SDR.

The DBFO Co and the Operator's performance will be monitored against the performance targets set and these form the bases for reviewing the standards achieved and the identification of any aspects of performance that may require improvement.

The DBFO Co will review the monthly and annual performance reports and the accident reports prepared by the Operator and compare the actual periodic values to the target values, see Appendix 7 KPI's.

The outcome of the reviews undertaken will form part of the Monthly and Annual Report submitted to the Newport City Council's Nominee.

Should the actual values recorded be found to be consistently less than the target values, the cause will be investigated and a strategy to rectify the deficiency formulated and actioned.
Section 2

Implementation

Management Structure and Resources

The DBFO Co

The DBFO Co, Morgan Vinci Ltd, is a Special Purpose Company owned in equal shares by Morgan Sindall Investments (Newport SDR) Ltd and Vinci Newport DBFO Limited.

The DBFO Co is in Contract, the Model Contract, with Newport City Council to Design, Build, Finance and Operate the Project Road.

The DBFO Co has entered into Funding Agreements with the Lenders, who’s Agent is AXA Investment Managers UK Ltd.

The DBFO Co will employ the following persons, consultants and contractors:

a) The DBFO Co Representative who will report to the DBFO Co Board of Directors and be responsible for the proper management of the Project Road such that the obligations and responsibilities of the DBFO Co, as set out in the Model Contract, are satisfied.

   It is considered that, given the full time presence of an experienced Operator, this will be a part time roll. However the DBFO Co’s Representative will be contactable at all reasonable times and will attend the Project Progress / Review meetings and such other meetings as are necessary.

b) The DBFO Co Quality Director. This will also be a part time roll.

c) The Landscape Manager from the issue of the Completion Certificate is Keith Funnel Associates.

d) The Operator

e) A Contractor to undertake major repair and renewal work when necessary. It is not anticipated that such work will be required within the period covered by this Management Plan

The Contractor employed to Construct the project has work outstanding under the Construction Contract as listed in Appendix 5.

The execution of this work will be generally in accordance with the time period stated for each item of work shown in Appendix 5.

The work will be supervised and carried out such that the requirements of the Model Contract in respect of safety, Quality and Specification are achieved.

Specific proposals will be submitted under the review procedure.

f) The Designer, as and when required

The Board of Directors will consist of two Directors appointed by Morgan Sindall Investments (Newport SDR) Ltd and two Directors appointed by Vinci Newport DBFO Limited.
The Operator

The Operator is Ringway Highways Services Ltd who has contracted with the DBFO Co to carry out the Operation and Maintenance obligations and responsibilities of the DBFO Co in respect of the project Road for a period of 5 Years from the date of the issue of the Permit to Use (13th December 2004).

At the end of this 5 Year period Ringway Highway Services Ltd will, subject to a favourable performance review, be given the opportunity to negotiate the continuation of their Contract for next period of 5 Years.

The DBFO Co will however seek competitive tenders from at least two other suitably qualified and experienced Operation and Maintenance Contractors in order to establish that Ringway Highway Services Ltd remain competitive.

The Operators Contract with the DBFO Co contains provisions to allow a seamless handover in the event that Ringway Highway Services Ltd is replaced.

The Operator is based at
Green Meadow Estate
Pont Hir Road
Caerleon
Newport

Principal Contractor

In accordance with the CDM Regulation the DBFO Co has appointed the Operator to act as the Principal Contractor and Planning Supervisor to the extent that the CDM regulations are applicable to the provision of the O and M Operations.

Availability Monitoring Contractor

The Operator employs a dedicated team of two Patrol Persons and two vans to fulfil the obligations of the ‘Availability Monitoring Contractor’ as stated in the Model Contract.

Operation and Maintenance

The Operator employs the following persons to undertake the management and execution of the Operation and Maintenance of the Project Road:
- Project Manager

  Supervisor
  Clerical Assistant – 2 Number
  Civils Operatives – 4 Number

- Such specialist Contractors as are necessary to repair accident damage to the Project Road

- The Traffic Signal Maintenance Contractor, Peek Traffic Signals

- Road safety auditors to be appointed to carry out specified audits.

- Accident Investigations to be conducted by Capita Symonds

**Health & Safety**

The Operator has achieved 100% CSCS accreditation for all small works crews.

All small works crews have attended a Safety Awareness Training Course and induction.

The Operator has an ongoing safety-training programme regular safety audits are conducted and training needs identified. Regular safety training courses are held locally and centrally. All accident statistics are scrutinised at the Operators Monthly Management Meetings.

**Environment Protection**

An Emergency procedure has been prepared by the Operator to be implemented should a chemical spillage occur on the Project Road.

The integrity of the Environmental Noise Barriers will be maintained. Regular Inspections will be carried out and the necessary repairs undertaken.

The Operator will keep up to date with any National Environmental Recommendations.

The section of SDR crossing the landfill tip will be subject to specific surveys:

  a. The gas levels occurring under the gas membrane will be monitored on a monthly basis during the first 6 months following PTU. The frequency will then to be reviewed having regard to the levels of gas recorded.

  b. The settlement of the embankment will be monitored at 20m intervals along the kerbs quarterly for one year and thereafter annually.

The Landscape Manager will carry out those inspections and prepare such reports as are required by the terms of the Model Contract. The Landscape Manager will also be available to provide further advice as and when circumstances require.

**Quality**
The Quality Management Systems of the Operator and those of other contractors have a seamless interface with the DBFO Co’s Quality Management System and are in accordance with Schedule 5, Part 2.

The DBFO Co’s Quality Director or representative will undertake reviews of the Operator’s other contractors Quality Management Systems. Non-conformances will be notified to the relevant parties, and reported to Newport City Council’s Nominee.

The DBFO Co’s system will be in accordance with ISO 9002

**Finance /Budget**

DBFO Co will operate such financial systems as are necessary to fulfil its obligations in respect of Financial Reporting, including Annual Company Results and the preparation of the Forecasts and Budgets required by the Lenders.

**Operation and Maintenance**

**Routine Maintenance**

To facilitate the timely repair of damage caused to the Project road a selection of materials will be kept in stock that will include but will not be limited to the following:

- Lamp columns
- Safety barrier
- Environmental fencing
- Kerbs
- Gratings and covers
- Pedestrian railings
- Combined drainage kerbs
- Tactile paving slabs

At all times during the contract the Operator will operate a 24-hour Duty Officer rota system (tel 01633 421191). The Duty Officer will be empowered to respond immediately to requests from the Police and/or Local Authorities. Contact with the Duty Officer will be made through the project mobile phone. The Operator will mobilise an emergency team with the necessary plant to assist.

Depending upon the type and severity of the incident the Duty Officer will inform and/or call other specialists as necessary.

Full details of emergency procedures are contained within the Operator Management System.

Routine maintenance will be carried out by the Operator in accordance with their Operation and Maintenance Management System.

**Winter Maintenance**

The Operator has contracted with Read Plant Hire to carry out winter maintenance in accordance with the Operator’s management system.
Inspections

The Operator will arrange the inspection and record keeping for all of the Highway Structures, in accordance with the requirements of Schedule 6 Part 2 of the contract.

Principal Inspections will be undertaken within 12 months of the date of the PTU Certificate as stated in DMRB Vol 3. These will be undertaken jointly and will therefore form the Acceptance Inspections.

A specialist Consultant will be appointed by the Operator to carry out the Principal Inspections.

The Operator will attend these Inspections of the structures whenever necessary. Inspection Reports will recommend the actions to be taken including any maintenance works to be carried out later, a copy of the Report will be provided to NCC's Nominee within 3 months of the relevant inspection.

General inspections will be carried out not later than:

- 2 years after the date of the initial Principal Inspections
- 2 years after the initial General Inspections.

An in-house expert or specialist consultant will be appointed by the Operator to carry out the general inspections.

The Operator may attend the general inspections of the structures and other inspections.

The handover report will define the actions to be taken including maintenance works to be carried out.

Road Safety

The Operator places the highest emphasis on achieving a safe service to the public by providing:

- The smooth and reliable operation of the network.
- A high standard of traffic management
- Review of the cause of accidents and incidents.

As the preparation of this 5 Year Management Plan is coincidental with the Stage 4 Safety Audit it would seem that a further and separate review of accidents would not be of any benefit.

The recommendations made as a result of the stage 4-safety audit will be carried out as required by the, Model Contract.

The targets are:

- Monthly completion and reporting of accidents statistics = 100%
  (KPI indicator 32)
- Personal Injury Accidents = not to exceed Benchmark as defined in Schedule 9 part3 (KPI indicator 6)

- Completion and reporting of annual customer survey including customer perception of safety conditions = 100% (KPI indicator 8)

**Journey times**

The response times for attendance at and clearance of accidents and incidents will largely be determined by actions taken outside of the Operator’s control, generally by the police and other emergency services.

However, the Operator will commit resources to assist in dealing with incidents, and any clearance operations required as a result.

The targets are:

- Lane availability = 95% (KPI indicator 1)
- Lane closures actual/planned = 90% (KPI indicator 2)
- Obstructions cleared in less than 1 hour = 95% (KPI indicator 3)

**Reductions / Management of Congestion**

Should regular congestion occur that is not as a result of traffic signal malfunction the causes will be investigated and the results presented to the NCC at a pre-arranged meeting.

This issue should be considered having regard to the NCC road network as a whole and therefore the DBFO Co will arrange and attend regular 3 Monthly meetings with NCC.

**Response Times for Maintenance**

(including attendance at and clearance of accidents and incidents)

The maximum response time for maintenance staff required to attend the scene of any incident will be 1 hour.

The maximum times for replacing equipment that has been damaged will be in accordance with Schedule 6, Part 2, and Section 3.

The maximum response time during normal working hours (0800hrs-1600hrs) will be 1 hour.

Response times outside normal working hours and Bank Holidays will be within 1 to 5 hours.
The following logs and records will be kept by the Operator to allow actual response times achieved to be monitored:

- Operational logs of all incidents and accidents are kept by the Operator containing response times and other relevant details.
- Response times will be analysed and published in the monthly and annual reports;

Response times for maintenance will be monitored and reported through a variety of indicators contained in the annual performance targets, most of them being monthly.

- Repairs of Category 1 defects within prescribed period: 100%
  KPI: Indicator 9
- Proportion of winter maintenance treatments: 100%
  KPI: Indicator 10
- Proportion of emergency call outs answered within the prescribed period: 100%
  KPI: Indicator 11

**Litter**

The Operator’s targets regarding the clearance of litter will reflect Newport City Council’s performance requirements:

The Operator seeks to achieve these targets by taking the following actions:

- A planned programme of clearance works on the monthly maintenance works programme; and
- A continuous commitment of the small works gang to remove litter.

Measuring and monitoring of the Operator’s efficiency in litter collection will be assessed via:

- Rate of actual / planned maintenance activities, target =80%
  (KPI indicator 37)
- Consultations with users through the annual customer survey
  (KPI Indicators 16, 28)

**Customer Satisfaction**

**Requests for Information and Complaints**

The Operator will publicise contact details including a contact telephone number.
A register of complaints, received by the Operator or the DBFO CO, will be kept by the Operator.

The following will be recorded:

- Date Of Request for Information / Complaint
- Name and address of caller / correspondent
- Details of Request for Information / Complaint
- Actions taken, date and details of actions taken

The Operators targets are:

- To provide a clear point of contact for road users, members of the Public and other interested parties.
- To respond to all requests for information or complaints within 12 working days from receipt;
- To respond in a clear and helpful manner, understandable by the lay person;
- Repetitive complaints are brought to the attention of the Operations Manager who will investigate the cause and takes appropriate action such as in the event of accidents or near misses commission an accident investigation.

**Pavement Condition**

The Operator will make all necessary arrangements with appropriate and experienced suppliers of Road Condition Surveys.

These surveys will be undertaken in accordance with the specification, the requirements of the contract and the following programme:

**SCRIM Surveys**

(Vehicle-mounted equipment for measuring the skidding resistance of the road surface)

Surveys will be carried out during the period May – September, it is therefore proposed to conduct the first SCRIM survey in May 2006 followed by further a survey in 2009 and thereafter at 3 yearly intervals.

Surface Deterioration Surveys – Paragraph 4.5 of Schedule 6, Part 2, Section 4 calls for the measurement of rutting in all lanes will be performed by TRACS commencing in 2005 and repeated in 2007 and 2009

**TRACS Surveys**

(Detect and record cracking, wheel-track rut depths, and texture in the left-hand wheel-track)

Surface Deterioration Surveys – Paragraph 4.5 of Schedule 6, Part 2, Section 4 calls for the measurement of rutting in all lanes, these will be performed using TRACS in 2007 and 2009.

**Deflectograph Surveys**


There is no specific requirement in the Contract for such Surveys to be carried out. However NAWTRMM requires a five-year cycle of Deflectograph Surveys, And

KPI no.17 asks for monitoring by Deflectograph on 50% of the network every year.

DMRB Volume 7, Section 3, Part 2, HD29/94, Cl 4.17 advises that these surveys should only take place after a new road has been open for at least two years.

In view of these conflicting requirements / information it is proposed that a Deflectograph Survey of the full network to be undertaken in 2007 and 2009 including roads defined as “off site facilities”.

**Survey Results**

A copy of all results will be supplied to NCC’s Nominee within three months of the completion of the relevant survey.

In the event that the above surveys identify that remedial action is necessary a remedial action plan will be formulated and submitted under the ‘Review Procedure’.

See Appendix A1: Frequency Of Survey

The pavement condition targets = 100% (KPI indicators 17 to 23)

**Availability of Equipment**

The Operator will ensure that all standard equipment will be available and kept in good order.

Any specialist equipment required will be sourced from a reputable supplier and checked for compliance before use.

- Routine maintenance Target 100% (KPI indicator 36)
- Winter maintenance Target = 100% KPI (KPI indicator 10)

**Speed Limits**

The Operator will ensure that the Speed Limit signs are maintained in good order and clearly visible to ensure that all drivers are made aware of the relevant speed limits.

The Operator will consider the content and findings of all accident report and logs and should it be considered by the Operator that speed limits should be revised this will be discussed with the Police
and Newport City Council’s Nominee.

Should instances of serious abuse of the speed limits be identified by the Operator the matter will be brought to the attention of the Police. The Operator will provide all assistance to the Police as is reasonable. Regular monthly liaison meetings are held with the Police and these matters are discussed. If excessive speeding is identified at a specific location resulting in RTA’s occurring the Operator will commission an investigation.

It is anticipated that the landscaping will be completed including dead plants by ???

The Landscape Manager will carry out an annual inspection and issue his recommendations, if any, to the DBFO CO and Operator.

Inspections done Target =100%
(KPI indicator 26)

**Maintenance of Facilities**

The Operator is committed to providing a service in line with good industry practice and, as a minimum to comply the specification and with the contract requirements.

(KPI indicators 17 to 23)

**Impact on Neighbouring Roads**

A schedule of lane closures will be distributed to co-ordinators with neighbouring roads. Liaison with neighbouring highway authority will be maintained by way of regular liaison meetings.

The Operator will keep the highway authority and all other authorities aware of any planned utility works on the SDR that may impact upon them.

**Consideration of Newport City Council’s Local Transport Plan**

The following sets out to consider the DBFO CO’s performance in respect of:

1. The impact of the operations on neighbouring road and rail routes with an emphasis on the development of integrated transport services.

2. It’s activities relevant to the strategy and policy objectives within the NCC’s Local Transport Plan.

**Documentation**

The documents provided by Newport City Council and considered by the DBFO CO are as follows:

Newport City Council Local Transport Plan — August 2000
NCC’s Objectives

Following a review of the above documentation, the DBFO Co has identified the following which is believed to be the primary objectives:

- **Provision of the Southern Distributor Road (SDR)**

  The SDR was granted a Permit to Use on the 13th December 2004 at which time it became fully operational.

The stated aims of providing the SDR are:

1. **Removing congestion from residential roads leading to the other crossings of the River Usk.**

   The evaluation of the success of this aim will only be possible once sufficient the ‘after construction monitoring of local traffic movements has been completed.

   However it is to be noted that the number of traffic movements along the SDR are significantly less than anticipated prior to the commencement of construction in March 2002.

   It remains to be determined whether this is as a consequence of a general reduction of traffic in the Newport area or whether the SDR has as yet failed to change the habitual use of other routes into Newport.

2. **To promote the regeneration opportunities to industrial land along the River Usk and to the South of the City**

   The DBFO Co understands, following a briefing meeting with Newport Unlimited, that a number of significant development opportunities are nearing fruition. It is further understood that a number of these developments will impact upon the SDR and will require alterations / additional works to the SDR.

   No formal communication has to date been received in respect of such developments, however the DBFO Co will respond as appropriate when details of the proposed developments are communicated.

3. **Promote Safe routes and Priority Measures for Walking and Cycling**

   The SDR has been constructed to provide in general a combined pedestrian and cycle way along both sides of the SDR.

4. **Safe Routes to School**
The provision of new and refurbished footbridges and new and refurbished underpasses along the SDR has afforded safe routes to school.

However the reluctance to use even those footbridges that are very close to the 'desire' line is evident with the result that at grade crossing of the SDR is still occurring.

Constant vandalism to the underpasses is a continuing problem and it is only the continual repairs being undertaken to the subways that keep them in a reasonable state for use.

The DBFO Co is investigating the installation of Palisade Fencing and other means of protecting the lighting systems and the subway walls from attack.

The DBFO Co considers that this is a 'social problem' that can only be addressed by the implementation of a higher level of policing / enforcement by those authorities with the power to enforce.

All incidents of damage are being brought to the attention of the Police when the damage is found and the situation is discussed during the regular Police liaison meetings.

**Consultation / Liaison Meetings**

Issues Raised

Details of The Concerns raised, Proposal made and the DBFO Co's Response are included in Appendix 4.

Following discussions with and representations made by NCC in accordance with the procedure set out in Schedule 14 Part 3 Para 5, the following listed actions arising from this Consultation / Liaison process will be implemented.

**Actions to be taken**

The DBFO Co have identified the Proposed Works of Improvement as listed in Appendix 6

**Reports**

An annual report will also be submitted in accordance with the Model Contract.

The following Operator’s procedures are to be implemented to ensure that compliance with Schedule 6 is achieved.

**Provisions of General Application**

**Inventory**

The Operator has collected all the data required for the Inventory and has contracted a supplier to hold this data in the required Inventory format...

The Operator will keep records of any changes to the Project Facilities and will arrange for these to be incorporated into the Inventory on an Annual basis...
The Operator will obtain a hard copy of the Inventory from the supplier and forward to NCC’s Nominee when requested...

**Abnormal Indivisible Load Routing**

The Operator has placed a contract for the provision of this service through a company who are experienced in facilitating the transit of these Loads.

**Emergencies**

The Operator has installed a telephone system that transfers all out of hour’s calls that may be made to our Emergency Telephone line, to the Duty Officer.

The Operator will ensure that staff, plant, equipment and materials are present at the scene of any Emergency within 1 hour of initial notification of the Emergency in accordance with paragraph 1.7.4.

The Operator maintains a rota of employees who are on call to attend any emergency on a 24 / 7 / 52 basis.

The duty employees are provided with a vehicle equipped with signs, tools and materials and can travel direct to the emergency without the need to visit the site depot.

All emergencies will be dealt in accordance with the Operator’s SDR Emergency Procedure Manual, which contains approved diversion routes.

**Equipment Belonging to Third Parties**

The Operator will monitor the activities / operations of third parties working on the SDR network.

**Road Works**

**Safety and Traffic Management Measures**

The Operator will nominate a supervisor to inspect all works to ensure that the requirements paragraph 2.2.2 (traffic signs) is achieved.

The Operator’s nominated supervisor is required to ensure that all areas of road are reopened to traffic at the earliest possible opportunity...

The Operator’s nominated supervisor has specific responsibility to erect driver information signs in accordance with paragraph 2.6.3.

The Operator will provide a Traffic Safety Officer or deputy to be on site whenever work is proceeding.

**Planned closure of the Project Road and Alternative Routes**

The Operator will meet with representatives of all Relevant Authorities pursuant to the Liaison procedures in sufficient time to ensure that the necessary signs are procured and erected...
The Operator’s Traffic Safety officer will be responsible for ensuring that the requirements of paragraph 2.4 are achieved.

**Recovery Vehicles for Breakdowns**

The Operator’s Traffic Safety Officer will ensure that the provisions of paragraph 2.5 are achieved.

**Driver Information Signs for Road works**

The Operator’s Traffic Safety Officer ensure that the provisions of paragraphs 2.6 are achieved.

**Information**

The Operator has provided a computerised register of complaints and enquiries.

An appropriate / suitable member of staff is responsibility for receiving and processing any complaint / enquiry received.

The details of any complaint / enquiry are detailed on a complaints investigation form and passed to an appropriate person for investigation / action.

The Operators Project Manager will check these forms on a monthly bases to ensure compliance.

The Operator’s Project Manager will examine all proposed road works to identify any affects that these may have on bus and other commercial operators.

All affected parties will be notified of such works not less than four weeks in advance of the proposed start date of the works.

The Operator will arrange liaison meetings, as appropriate, with such affected third parties with a view to mitigating the effects on the third parties.

**Routine Maintenance**

**Inspection**

The operator’s Project Manager will prepare an Annual programme of inspections.

The Operator will carry out inspection as required by Annual programme.

The Operator will maintain a record of the dates upon which inspections are completed.

Requirements for SCRIM surveys in accordance with paragraph 4.3.2 including submitting a calibration certificate.

The Operator has placed a Contract for the provision of this service with a company who is experienced in carrying out road condition surveys.

A five-year programme of surveys, in accordance with the requirements of Schedule 6 part 2, paragraph 4.1.1 has been prepared and issued to the survey company.
Remedy of Defects

All defects are dealt with the same day they are identified if the materials are available otherwise they are planned and issued as a works instruction. On completion the ganger fills in an Activity Sheet to record the date and the office staff correlates this with the Work sheet, and then files (there is a separate file for each type of Routine Maintenance work for ease of reference).

Statutory Undertakers Covers, Gratings, Frames and Boxes

The Operator will issue the required Section 81 form to NCC.

The Operator will execute any necessary remedial work required to ensure the safety of road users if furniture is found to be unsafe and / or following non-compliance by the Statutory Undertaker.

Grassed Areas

Maintenance works are programmed in advance and are carried out at a frequency greater than the contract requires.

Hedges and Trees

Maintenance works are programmed in advance and are carried out at a frequency greater than the contract requires.

Planted Landscape Areas

Landscape Manager

The DBFO Co has appointed a Landscape Manager to fulfil the responsibilities as set out in the Model Contract.

Sweeping and Cleaning

Sweeping and Cleaning works are programmed in advance and are carried out at a frequency greater than the contract requires.

Road studs

No road studs are included in the project

Boundary Fences, Barriers and Safety Fences

Works are programmed in advance for non-safety fencing.

Repairs required to safety fence following damage are carried out within 7 days.
**Traffic Signals**

Contract placed with Peek for the provision of traffic signal maintenance.

**Traffic Signs**

Repairs carried out in house and / or by The Operators Electrical Department.

**Road Markings**

Deficiencies / wear are identified by inspection and repairs carried out.

**Street Lighting**

A street lighting scout is conducted every month and repairs carried out within a maximum of 3 days following the scout.

**Maintenance Works**

**Programming**

For each contract year, The Operator’s survey company is asked to prepare and submit a survey programme by 31st December.

A copy of the programme is submitted to the NCC’s Nominee no later than 15th January of each year.

**Recording of Survey Data**

The Operator’s survey company will prepare and submit to the Operator the survey results, data and reports within three months of the survey completion.

The Operator will then arrange for any necessary analysis, and submit all survey data and other information to the DBFO Co and the NCC’s Nominee at regular intervals.

**SCRIM Surveys**

The Operator has instructed the survey company to survey all lanes in accordance with the SDR contract and subsequent agreement on junction details.

Following receipt of the survey results, the Operator’s Project Manager will consider the survey findings

If the survey results indicate that defects are present such that remedial measures are necessary the DBFO Co will be informed.

The Operator, pending the completion of the necessary repairs will maintain such signage as may be necessary to keep the road users safe.

**HRM Surveys**
**Surface Deterioration**

By the 31st December of each contract year, the Operator’s survey company is required to prepare and submit the HRM survey, (now known as TTS) programme.

The Operator’s Project Manager will arrange for warning signs to be erected as soon as he becomes aware of their need following receipt of the TTS report identifying any wheel track rutting.

**Winter Maintenance**

**Salt and Operational Techniques**

The Operator will submit each year a winter maintenance manual to the DBFO CO / the NCC’s Nominee.

Salt is kept under the correct storage conditions with a dedicated drainage chamber to collect run off.

All vehicles are maintained in full working order and all personnel are fully trained.

**Communications**

Information will be promptly passed to the organisations listed in paragraph 5.8 in accordance with such paragraph 5.8.

NCC and the Police are notified by fax Monday to Friday.

**Highway Structures**

**Records of Highway Structures**

As built drawings of all structures are maintained by the Operator.

The Operator has appointed an experienced and suitably qualified company to conduct the Principal Inspections.

**Routine Maintenance**

Following the inspections all necessary maintenance identified will be carried out.

**Schedule 17 Communications Requirements**

**Maintenance of traffic Signals**

The operator has placed a contract with Peek for the provision of the maintenance and repair of the signals.

**Section 3**

**Monitoring**
Performance Targets

Detailed Performance Targets are specified in Schedule 14 Part 3.

Information will be gathered on the basis indicated.

The Key Performance Indicators (KPI’s) will also be reported in the Monthly Report.

Assessment will be included in the annual report and discussed with NCC’s Nominee including any appropriate adjustment of targets.

Customer Survey

The Operator will monitor public opinion by conducting an annual customer survey. The questionnaires will seek the Project Road users opinion as to:

- The quality of service provided by the Operator with particular reference to:
  - Reliability of journey times,
  - Safety,
  - Information provision and congestion
  - Clarity of signing,
  - Winter maintenance
- Suggestions for any improvements.

The responses to the annual customer survey will be analysed and used to identify any reasonable improvement that can be made to the standard of service being provided.

Questionnaires will be made available to the Public at Pillgwellty, Duffryn and Ringland Community Centres and Newport City library.

The questions contained in the Survey will follow the Audit Commission advice that responses to the questions asked should be one of the following:

- Very satisfied;
- Fairly satisfied;
- Neither satisfied or dissatisfied;
- Fairly dissatisfied;
- Very dissatisfied

See appendix A4
Appendices

A1 Programme of Surveys
A2 Consultation/Liaison details
A3 Key Performance Indicators
A4 Customer Surveys
A5 Construction Work to be Undertaken / Completed
A6 Proposed Works of Improvement

Appendix A1 Table – Timing of Carriageway Condition Surveys
<table>
<thead>
<tr>
<th>Description</th>
<th>Year 2006</th>
<th>Year 2007</th>
<th>Year 2008</th>
<th>Year 2009</th>
<th>Year 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRACS</td>
<td>*</td>
<td></td>
<td></td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>SCRIM</td>
<td>*</td>
<td></td>
<td></td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>Deflectograph</td>
<td></td>
<td>*</td>
<td></td>
<td>*</td>
<td></td>
</tr>
</tbody>
</table>
Appendix A2 Consultation/Liaison

Morgan Vinci Ltd – Ringway Highway Services Ltd
Newport Southern Distributor Road

Consultation Meeting: Statutory Undertakers

<table>
<thead>
<tr>
<th>Date</th>
<th>21/02/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>10am</td>
</tr>
<tr>
<td>Location</td>
<td>RHS Offices Caerleon</td>
</tr>
<tr>
<td>Attendees</td>
<td>Mr Jaimie Coyne RHS, Mr R Edwards Western Power, Mr J Southall and Mr S Taylor WW Utilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raised by</th>
<th>Concern / Proposal</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>R Edwards</td>
<td>Spare ducts information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>not received. Trail holes on Pont Ebbw necessary for overhead cables.</td>
<td></td>
</tr>
<tr>
<td>Mr Southall</td>
<td>Western Power still waiting for schematic</td>
<td>JC will ask DBFO Co for these for Western Power</td>
</tr>
<tr>
<td></td>
<td>No problems</td>
<td></td>
</tr>
</tbody>
</table>

Note: All Statutory Undertakers were invited but there was a poor response.
Consultation Meeting

<table>
<thead>
<tr>
<th>Date</th>
<th>17/02/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>10am</td>
</tr>
<tr>
<td>Location</td>
<td>RHS Offices Caerleon</td>
</tr>
<tr>
<td>Attendees</td>
<td>Mr Jaimie Coyne RHS, Mr Gwyn Jones NCC Landfill, Mr R Green NCC Bus Company. Apologises Mr M Davies NCC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raised by</th>
<th>Concern / Proposal</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gwyn Jones</td>
<td>Pedestrian access to tip for local employees. No Bus Stop either</td>
<td>Not a requirement of the original scheme. Not safe to add an at grade crossing at this point. The number of people wishing to gain access to the tip on foot is very low and would not justify the cost of providing an alternative means of crossing.</td>
</tr>
<tr>
<td>Gwyn Jones</td>
<td>Traffic queuing from roundabout onto SDR. Asked for sign to be erected ‘No queuing past this point at busy times’</td>
<td>This matter will be raised at the Police liaison meeting. However the provision of the requested sign is not considered to be practicable. At times when the roundabout is congested by traffic from the West or Docks Way, SDR traffic has no option but to queue. This problem would seem to be limited to Bank Holidays and can only be addressed by the tip facility providing a bigger stacking area to accommodate the waiting vehicles.</td>
</tr>
<tr>
<td>Gwyn Jones</td>
<td>Design of roundabout dangerous. Exit roads can be seen while travelling at speed</td>
<td>Designed to required standards. Will be revisited should the Stage 4 Audit identify a problem or frequent RTA’s occur.</td>
</tr>
<tr>
<td>Gwyn Jones</td>
<td>Why is there no anti skid on roundabout approaches? Fears serious accident here</td>
<td>Designed Skid Resistance of surfacing is adequate. Contamination of the surfacing as a result of the Tip Operations may at times compromise the Skid Resistance being</td>
</tr>
</tbody>
</table>
achieved. This will be monitored and the necessary tests undertaken if a problem is apparent. The tip operator will be pressed to prevent contamination of the SDR by his operations.

<table>
<thead>
<tr>
<th>Gwyn Jones</th>
<th>Chain link fencing between tip and SDR not robust enough to prevent people getting in</th>
<th>Fencing to the required Specification has been provided all as the Schedule of Accommodation Works. No further action required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gwyn Jones</td>
<td>Short run from tip entrance to SDR creates financial problems regarding sweeping</td>
<td>Not a matter for the DBFO Co, unless the Tip operator fails to prevent Contamination of the Road surfacing by providing adequate wheel washing facilities</td>
</tr>
<tr>
<td>Rob Green</td>
<td>No problems with SDR</td>
<td></td>
</tr>
</tbody>
</table>
## Consultation Meeting

<table>
<thead>
<tr>
<th>Date</th>
<th>24/02/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>10am</td>
</tr>
<tr>
<td>Location</td>
<td>RHS Offices Caerleon</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raised by</th>
<th>Concern / Proposal</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simon Pearson</td>
<td>Automatic bollards can be temperamental and lights change to green as driver pulls out.</td>
<td>JC informed SP that the Automatic bollards are maintained by Newport should contact Mark Davies.</td>
</tr>
<tr>
<td>Luigi Matrella</td>
<td>Road works very well and very good development</td>
<td></td>
</tr>
<tr>
<td>P C Nightingale</td>
<td>Concern over raised section over tip. When will it be repaired?</td>
<td>Proposals are being obtained from the Contractor and will be forwarded to NCC as soon as these are available.</td>
</tr>
<tr>
<td>Simon Pearson</td>
<td>Attended 7 RTA’s since 23.05.05</td>
<td></td>
</tr>
<tr>
<td>P C Nightingale</td>
<td>Speed limits on Bridge are very confusing and should be addressed</td>
<td>JC will ask DBFO Co to seek answer from Newport City Council</td>
</tr>
<tr>
<td>P C Nightingale</td>
<td>Would feel Corporation Rd would be a safer if a form of visible camera or similar was installed, even if only a dummy camera was installed</td>
<td></td>
</tr>
</tbody>
</table>
### Morgan Vinci Ltd – Ringway Highway Services Ltd

Newport Southern Distributor Road

Consultation Meeting

| With Elected Members and Officers of Newport City Council |
|---|---|
| Date 31st January 2006 |
| Time 16.00 |
| Location Newport City Council Civic Centre |

### Attendees

- Councillor Guy (in the Chair), Councillors Atwell, Bright, Mrs Bull, Critchley, Huntley, Jeavons, Ron Jones, Knight, Lane, Langsford, Morris, Powell, Pursey, Richards, Whitcutt, and White.

### Officers

- B Kemp (Head of Engineering and Construction), S Davison (Head of Public Protection and Environmental Services), J Steven (Head of Finance), G Ashurst (Head of Law and Standards), S Wild (Head of Planning and Economic Regeneration), H Ames (Buildings & Capital Manager), C Barton (Assistant Head of Financial Services (Accountancy) and Alison Brown (Democratic Administrator).

- P Frood (Morgan Vinci), R Ball (Capita Symonds)

### Raised by | Concern / Proposal | DBFO Co Response Following full Consideration of the Concern / Proposal
---|---|---
**Councillor Critchley** | Spytty Road - Requirement for Footbridge There should be a footbridge between the Velodrome and Newport County Grounds. | The DBFO Co considers that adequate provision for pedestrians have been made. It is not proposed to provide an additional footbridge. |
**Councillor Powell** | Balfe Road / Hartridge School - Roundabouts Unacceptable speed of traffic approaching these roundabouts, and requested that the road markings and signage be revised to | Additional ‘SLOW’ road markings have been provided at the Hartridge Roundabout, but traffic speeds approaching both roundabouts were of |
address the problem. concern, as was the general tendency to exceed the speed limit through the Ringland Section.
The DBFO Co view is that such occurrence is not due to the Speed Limit not being known but due to a blatant disregard of the Limit.
The provision of further signage would therefore appear not to be the solution.
Police enforcement of the speed limit by way of mobile speed cameras would seem to be the only solution and to this end the DBFO Co would consider the provision of the necessary ‘Camera’ signs to this section of the SDR.

<table>
<thead>
<tr>
<th>Councillor Ron Jones</th>
<th>Pont Ebbw Roundabout</th>
<th>Confusion caused by lane markings at this roundabout, and problems experienced with lane changes.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>The DBFO Co considers that the lining to this roundabout is the best that can be achieved given the nature of the roundabout and the volume of traffic using it. It should be remembered that this roundabout has eleven entry and exit points. This inevitably necessitates the provision of other than simple lane markings.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Councillor Ron Jones</th>
<th>Dock Gates – Traffic Lights</th>
<th>30 second delay at these lights, leading to problems with traffic build up.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Accidents had also been caused by the lights at Alexandra Road and the Dock Gates operating simultaneously.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Some delays have been caused by a damaged loop at the entrance to Rowecord. This damage has been repaired.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The Phasing of the Alexandra Road and Dock Gates will be looked at again. However if separate phases are introduced for Alexandra Road and the Docks gate this will have a detrimental effect on the SDR through route.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Councillor Atwell</th>
<th>Cot hill Junction, Langstone</th>
<th>Raised concerns on behalf of the Llanwern Ward</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>It is the DBFO Co’s understanding that as part of the planed development</td>
</tr>
<tr>
<td>Member regarding the route available to residents to access the Coldra Roundabout. It was anticipated that once the Eastern expansion plans were introduced, the situation would be exacerbated. Reference was also made to the concerns of residents regarding speed of traffic approaching the Hartridge Roundabout.</td>
<td>of Llanwern Village it is intended to change the Cot Hill Junction to a full movement Traffic Signal junction, which would remove the need for residents to make a detour. See above</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>Councillor Lane</strong> M4/Malpas Relief Road Felt that the SDR should be publicised more effectively, in order to assist with relief of M4 and Malpas Relief Road.</td>
<td>This is not in itself an issue for the DBFO Co however the DBFO Co is keen to achieve greater traffic flows on the SDR in order to redress the lower than anticipated usage occurring at this time.</td>
<td></td>
</tr>
<tr>
<td><strong>Councillor Lane</strong> Grounds Maintenance Referred to the problems caused by lane closures on weekends to accommodate grass cutting etc. and suggested that the grass be replaced by a hardcore surface.</td>
<td>The DBFO Co is not aware that grass cutting carried out on a Sunday has caused any problem to the travelling public. Only approx 50% of the weekday traffic is present on a Sunday, which is well within the capacity of a carriageway reduced to one lane.</td>
<td></td>
</tr>
<tr>
<td><strong>Councillor Critchley</strong> Roundabouts – Lane Markings referred to the need to amend lane markings, and highlighted problems experienced by articulated lorries unable to manoeuvre the roundabouts safely, due to the narrowness of the lanes. Specific reference was made to the route from Balfe Road to the new bridge, and to concerns for pedestrian and highway safety.</td>
<td>The lanes are set out to the required standards. It is however acknowledged that some vehicles do not stay within the lanes. It is not accepted that vehicles are not able to manoeuvre safely as many vehicles per day use the SDR with out mishap. It is suggested by the DBFO Co that at a number of Roundabouts the imposition of the Core Requirements that Three Lane Entry be</td>
<td></td>
</tr>
</tbody>
</table>
Councillor Critchley

<table>
<thead>
<tr>
<th>Drainage</th>
<th>The maintenance regime would be sustained, and that the criteria for a 10 year residual life at handover stage in 2042 still applied; all flooding incidents have and will continue to be addressed.</th>
</tr>
</thead>
</table>
| Councillor Critchley
Drainage
enquired where
responsibility for drainage and flooding issues would lie after March 2006, and
Whether the provision of a Duffryn link road was still an option | This in itself is not an Issue for the DBFO Co. |

Councillor Jeavons

| Nash Road Roundabout
Concern regarding the lane markings at this roundabout, and referred to the difficulties experienced by larger vehicles. | The DBFO Co does not accept that the signage is inadequate. Following minor adjustments to the Traffic Signal timings the site is working well in respect of the proper and legal permitted movements. The matter of illegal movements is of concern. The proposal to add further Road markings was discussed with the Police but it was concluded that the signs were adequate for the majority of drivers who were driving with due care and attention (a legal requirement) and that further markings could pose a danger to two wheeled vehicles |

Councillor Jeavons

| Signage, Lysaghts
Institute that the issue of inadequate signage at this site be addressed | The DBFO Co does not accept that the signage is inadequate. Following minor adjustments to the Traffic Signal timings the site is working well in respect of the proper and legal permitted movements. The matter of illegal movements is of concern. The proposal to add further Road markings was discussed with the Police but it was concluded that the signs were adequate for the majority of drivers who were driving with due care and attention (a legal requirement) and that further markings could pose a danger to two wheeled vehicles |
<table>
<thead>
<tr>
<th><strong>Councillor Whitcutt</strong></th>
<th><strong>Pont Ebbw Roundabout</strong></th>
<th>A Stage 4 Safety Audit is to be undertaken and this junction would again be assessed and its findings implemented.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The lights should be operated at peak times only as it was unfair to motorists at other times when waiting was mandatory, especially when traffic at the roundabout was minimal. The system should reflect that the roundabout worked better without lights at off peak times. Complaints had been received that traffic queues at peak times often stretched as far back as Harlech Retail Park. Problems were not confined to peak times, but were also experienced during the evenings and on weekends.</td>
<td>The provision of Traffic Signal Junctions is a core requirement of the Contract. The 'Eligible Change to provide an additional set of Traffic Signals to allow controlled egress from the Patents Office has with out doubt contributed to the problems at this Roundabout. The DBFO Co is willing to discuss the provision of Part Time Signals; however it may only be possible to provide simple timed operation and not a system that will activate when a preset volume of traffic is exceeded. The disadvantage of such a simple system is that this will leave the Junction vulnerable to any peak time flows occurring during off peak periods. The cost for converting the system to part time is not likely to exceed £10,000.</td>
</tr>
<tr>
<td><strong>Councillor White</strong></td>
<td><strong>Lighthouse Road Junction</strong></td>
<td>The DBFO Co is not aware that an Order is in place to allow such a restriction to be imposed</td>
</tr>
<tr>
<td></td>
<td>Reference was made to a sign required at turning to Stonehouse Public House, prohibiting HGV’s from using B4329.</td>
<td></td>
</tr>
<tr>
<td><strong>Hartridge – Footbridge</strong></td>
<td>Problem of stone throwing from bridge was raised</td>
<td>The DBFO Co understands that gates situated off the SDR to prevent out of School time access are to be considered by NCC. However it has to be recognised that the closing up of this crossing point will likely result in the Environmental Barrier being breached / damaged to gain</td>
</tr>
<tr>
<td>access to cross the SDR Carriageways itself. It is therefore of concern that the measures taken to prevent stone throwing will result in other dangerous activities occurring.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Appendix A 3 Key Performance Indicators

| No | Factor             | Indicator                  | Criteria                     | Core req | Freq | Res/ability | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | %  |
|----|--------------------|----------------------------|------------------------------|----------|------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1  | Journey time       | Availability               | Sch 9 p 2                    | Y        | M    | RHS         |     |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 2  | Lane closures      | Actual/plan                | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 3  | Days of traffic control | nab days / km          | A                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     |     | Nil |
| 4  | Customer survey    | Reporting                  | A                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 5  | Road safety        | Breakdown PIA              | Report statistics            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 6  | PIA sch 9 p3       | Benchmark/actual           | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     | 40  |
| 7  | Maintenance        | Defects                    | % Cat I repaired             | Y        | M    | RHS         |     |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 8  | Winter maintenance | % Achieved                 | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 9  | Emergency call out | % Answered                 | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 10 | Inspections        | % Carried out / required   | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 11 | Lighting           | % Not working              | Y                            | M        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     | 3.7 |
| 12 | Facilities         | Pavement SDR               | % Negative residual life     | A        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 13 | Pavement excl SDR | Visual inspection          | A                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 14 | Pavement condition | Lane length maintained     | Y                            | A        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 15 | Footway condition  | Length maintained          | Y                            | A        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 16 | Driver info        | Studs/road markings        | % Repaired                   | Y        | A    | RHS         |     |     |     |     |     |     |     |     |     |     |     |     |
| 17 | Environment        | Landscape/ecology          | % Objectives met             | Q        | RHS/MVL |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 18 | Response to flooding | Attendance                | M                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 19 | Liaison            | Letters received           | nab complaints               | Q        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 20 | Letters response   | % < 15 w days              | Y                            | A        | RHS  |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 21 | Reports            | % < Due date               | Y                            | Q        | MVL/RHS |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 22 | Reports            | % > 7 days                 | Q                            | MVL/RHS  |     |             |     |     |     |     |     |     |     |     |     |     |     |     |
| 23 | Feedback           | Reporting                  | A                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     | 100 |
| 24 | Possible improvements | Reporting             | A                            | RHS      |     |             |     |     |     |     |     |     |     |     |     |     |     |     | 0   |
| 25 | Penalty points     | Issued                     | Y                            | M        | MVL  |             |     |     |     |     |     |     |     |     |     |     |     |     | 0   |
Appendix A4 Customer Surveys

Ringway Highway Services Ltd. has been appointed by Morgan-Vinci Ltd to manage and maintain the Newport Southern Distributor Road on behalf of Newport City Council. The extents of these responsibilities are as follows:

- Please Tick the section or sections you most use.

| West side of River Usk - A48 Docks Way from Pont Ebbw Roundabout to Maes Glas East Roundabout |
| Maes Glas East Roundabout to Old Town Dock |
| New Usk Bridge to Corporation Road |
| Corporation Road to Nash Roundabout |
| Nash Roundabout through Ringland Way to the Coldra Roundabout M4 Jct 24 |

A sketch of these roads has been included at the end of this questionnaire.

It is the objective of our company to provide a good level of service for Newport City Council and to the travelling public. To help us assess our current performance we ask you to take just a few moments to give your views on the following:

1 Customer perceptions of quality of maintenance:

Please tell us how our roads compare with similar types of roads elsewhere. Rate each item as Very good, Good, Average, Poor or Very poor.

| Quality of road surface | Very good | Good | Average | Poor | Very poor |
| Quality of footpaths | |
| Grass cutting on verges | |
| Litter-picking | |

Customer perceptions of safety conditions:
3 Customer perceptions of travel conditions:

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequacy of information provided on road signs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acceptability of journey time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of the road environment e.g. landscaping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4 How do you mainly use these roads? Please tick: -

- As a motorist/motorcyclist
- As a pedestrian/cyclist
- As both of these categories

5 Would you like to add any comments here?

Thank you for your co-operation
Appendix A5 Envisaged Construction Work

The following works are anticipated to be carried out during the life of this 5 Year Management Plan

<table>
<thead>
<tr>
<th>Item No</th>
<th>Location</th>
<th>Description of Proposed Work</th>
<th>Reason</th>
<th>Anticipated Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cott Hill Junction</td>
<td>Change existing junction to all movement Traffic Light Controlled Junction</td>
<td>Developer constructing new houses at Llanwern Village</td>
<td>Not known but anticipated within 1 to 2 years</td>
</tr>
<tr>
<td>2</td>
<td>Hartridge School Footbridge</td>
<td>Provide security gates at each end of footbridge to prevent access other than during School hours.</td>
<td>Prevent vandals throwing stones and other missiles at the traffic flowing below.</td>
<td>July / August 2006 when funding is made available.</td>
</tr>
<tr>
<td>3</td>
<td>Queensway and Nash Roundabout</td>
<td>Change to existing layouts (Details not known)</td>
<td>Developer constructing new housing and offices at former Llanwern Steel Works Site. It is understood that this will require modifications to the existing roundabouts to be undertaken at the cost of the Developer.</td>
<td>Not known but anticipated within 1 to 2 years</td>
</tr>
<tr>
<td>4</td>
<td>Spytty Road Rail Bridge</td>
<td>Lower West Bound Carriageway and erect barriers.</td>
<td>To achieve correct headroom clearance and prevent vehicles mounting the pavement</td>
<td>June to Aug 2006</td>
</tr>
<tr>
<td>5</td>
<td>Usk Crossing</td>
<td>Replacement of Architectural Lighting</td>
<td>Present lighting not adequate and has a high bulb failure rate</td>
<td>April / May 2006</td>
</tr>
<tr>
<td>6</td>
<td>Usk Crossing East and West Sides, East and West Bound Carriageways.</td>
<td>Plane out and replace carriageway surfacing.</td>
<td>To remove depressions caused by settlement.</td>
<td>June to Aug 2006</td>
</tr>
<tr>
<td>7</td>
<td>Docks Junction to Maesglass East Roundabout.</td>
<td>Based on a full level survey and further investigations, the necessary remedial work will be carried out to return the carriageway to the proper levels. It is envisaged that settlement may well continue necessitating further works to be undertaken within the life of this 5 Year management Plan. The situation will be monitored as appropriate.</td>
<td>Settlement has occurred throughout this section of the SDR, both at the approaches to the structures and the 'Tip embankment' itself.</td>
<td>June to Aug 2006Further work as and when necessary</td>
</tr>
<tr>
<td>8</td>
<td>General</td>
<td>A number of cracks have</td>
<td>Investigations,</td>
<td>On going to be</td>
</tr>
<tr>
<td></td>
<td>Surfacing Cracks Nash Roundabout, Corporation Road Junction, Old Town Dock.</td>
<td>appeared in the carriageway.. These are being investigated and the appropriate remedial work will be carried out.</td>
<td>including taking cores are being carried out to establish the cause of the cracking.</td>
<td>completed by 21\textsuperscript{st} September.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>9</td>
<td>General Making good defects</td>
<td>All work identified by Inspection of the Works.</td>
<td>Making good defects</td>
<td>Inspection – June 2006 Work to be completed by 21\textsuperscript{st} September 2006.</td>
</tr>
<tr>
<td>10</td>
<td>Safety Barrier Modifications</td>
<td>Provide further posts at locations of Centre Reserve Lamp Columns.</td>
<td>To comply with required details</td>
<td>To be completed by 21\textsuperscript{st} September 2006.</td>
</tr>
<tr>
<td>11</td>
<td>M4 Relief Road</td>
<td>It is anticipated the construction of the M4 Relief Road will impact on the SDR and may result in work being carried out to facilitate links with the proposed Junctions on the M4 Relief Road</td>
<td>Construction of the M4 Relief Road</td>
<td>Anticipated Public Enquiry 2008 Start 2010 Complete 2012 / 13</td>
</tr>
</tbody>
</table>
## Appendix A6 Proposed Works of Improvement

The following Improvement works will be considered by the DBFO Co during the life of this 5 Year Management Plan

<table>
<thead>
<tr>
<th>Item No</th>
<th>Location</th>
<th>Description of Proposed Work</th>
<th>Reason</th>
<th>Anticipated Timing Subject to processing DBFO Co Change Procedure as appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pont Ebbw Traffic Signals</td>
<td>Consider the implementation of Part Traffic Signal control.</td>
<td>Complaints received that at other than Peak periods the Roundabout would function with greater efficiency without Traffic Signals. Estimated Cost £10K</td>
<td>To be discussed</td>
</tr>
<tr>
<td>2</td>
<td>Maesglass Pedestrian Underpass North Footpath</td>
<td>Provide Bollard in vicinity of Bus Stop</td>
<td>To prevent unauthorised vehicles gaining access to the SDR from adjoining Housing Estate. Estimated Cost £1K</td>
<td>To be discussed</td>
</tr>
<tr>
<td>3</td>
<td>Docks Entrance / Alexander Road Junction</td>
<td>Investigate providing additional white lining to direct vehicles making right turns onto the SDR</td>
<td>Complaints that Junction is not safe Estimated Cost £1K</td>
<td>To be discussed</td>
</tr>
<tr>
<td>4</td>
<td>Corporation Road Junction</td>
<td>Undertake a Safety Study to identify and , as appropriate, implement further means of stopping vehicles making an illegal right turn SDR West Bound into Corporation Road</td>
<td>Complaints that junction is not safe Estimated Cost – Study £1K Additional Signage / lane markings £1K</td>
<td>To be discussed</td>
</tr>
<tr>
<td>5</td>
<td>Nash Road Roundabout</td>
<td>Undertake a Safety Study to identify if the lane markings can be amended to facilitate safer use of the Roundabout.</td>
<td>Complaints that Lane markings are resulting in accidents / near misses. Estimated Cost Study £1K Change / remove lane markings if appropriate £1K</td>
<td>To be discussed</td>
</tr>
</tbody>
</table>