

Item 12 Appendix B Operational Performance of Hertfordshire Highways

1. Category 1 Service

The Operational Performance of Herts Highways in the Cat 1 non emergency and charter Mark Pavements and potholes, are reported to Highway Joint Member Panels, and monitored monthly by the service. Countywide performance, in terms of meeting target response times, has declined from around 94% in November 2011 to around 65% in April 2012. This is reflected in the performance figures at all district levels in this area of service.

This decline in performance is also, in part, due to the adverse impact of the wet weather over recent months on the condition of the network (i.e. increase in number of potholes) but also due to the detrimental impact on service delivery caused by recent changes that have been implemented, as follows;

- A number of problems have experienced with changes to the HCC fault reporting system at the customer Service Centre. This made access to report faults by the public problematic and the system has also assigned a 24 hr “temporary” repair to the majority of publicly reported potholes, rather than the required proportion of permanent repairs.
- The Works team have introduced innovative systems to improve the way the service is managed:
 - A direct link between the HCC Confirm highway Management system and the Works Team Masternaut system, which directs and controls gangs and their work packages.
 - Re-structure and centralisation of Works Team resources

These issues combined have not worked as anticipated and have contributed to the decline in performance in this area of service.

Corrective measures, as outlined below, have been progressively introduced over recent months to address the contributory factors and recover the situation

- i) The Works Team have re assigned gangs with direct resource concentrated on the Cat 1 service and sub contract resource used on Cat 2 service to cover any shortfall, ensuring more flexibility to meet target response times
- ii) The works team have resolved the problem with the IT link between Confirm and Masternaut, which was switched on for inspections and enquiries at the end of April.
- iii) HCC are working with Serco to resolve access issues to the fault reporting system. A solution to the problem was introduced in April and its impact is being monitored
- iv) HCC, Works team and Serco have introduced a solution to correct assignment of temporary and permanent repairs to publicly reported faults.

To date Hertfordshire Highways has not realised the improvement in performance required nor in the proportion of permanent repairs being carried out or in a reduction in the number of faults being reported. The situation will continue to be monitored and further corrective action implemented as necessary

2. Preparations for the Olympic Torch Route

Hertfordshire Highways gets 'set, ready and go' for the 2012 Olympics

Hertfordshire Highways has worked hard to get the roads on the Olympic Torch Route through Hertfordshire clean and tidy for 7th and 8th July, and in the vicinity of the Olympic Canoe Slalom event at the Lee Valley White Water Centre, Waltham Cross, Broxbourne, which starts on 29 July.

Planned cleaning of road gully drains, cutting of grass verges – incorporating channel sweeping and litter picking – and carriageway patching works have been coordinated and programmed to be completed prior to the Olympics. Repairing and replacing gully drain iron work and cleaning of most road gully drains has already been completed.

Other specific works have also been completed near the Olympic Canoe Slalom centre, comprising the total refurbishment (including wall murals) of the subways at Monarchs Way roundabout, repainting of pedestrian barriers on Eleanor Cross Road and footway resurfacing and re-turfing to verge areas at the venue entrance.

Hertfordshire Highways have also facilitated the erection of Olympic banners on street lighting columns.

Pro-active planning and programming within Hertfordshire Highways and early engagement between Hertfordshire Highways, the Olympic Delivery Authority and District / Borough Councils (who are responsible for street cleansing and litter picking) has allowed us to give our supply chain advance warning of the type and amount of works to be coordinated and completed within the required timescales.

3. Progress on Works delivery - Integrated Works Programme (IWP)

As part of the plans for contract change on 1 October 2012, Herts Highways have agreed an ambitious programme to deliver £19m, approximately 80% of IWP works in the first six months of the year, with the County Council's current Alliance partners. This has several advantages in: delivering the programme and investment early, implementing the works when the weather is more clement and assisting in the smooth transfer to the new contract arrangements. Hertfordshire Highways is on target to deliver the bulk of the maintenance work on the county's roads ahead of the winter.

The early part of the IWP programme was badly affected by heavy rainfall. April 2012 was the wettest since records began. The surface dressing programme, which is particularly weather-sensitive, but also other parts of the programme, were delayed.

Many schemes had to be re scheduled at the last minute. While this is allowing Herts Highways to catch-up on the delayed work, it unfortunately meant that it was not always possible to give residents and members the same period of notice that Hertfordshire Highways would normally want to.

Micro-asphalt programme

This year well over 300,000m² have been completed as part of the main programme, although a few sites still remain to be done in a second visit later in the season. These sites have been promoted both through the Integrated Works Programme and by Members' Highway Locality Budgets.

Micro-asphalt is a cost effective way of sealing and restoring the surface of a road and extending its life and is used extensively in urban areas, particularly in residential streets. With the surfacing component complete, work is in hand to complete all the ancillary works such as adjusting the ironwork and replacing the road markings.

Surface dressing programme update

The surface dressing programme is now substantially complete for this financial year. In total some 840,000m² has been laid this year - around 3% of the total road network in the county - roads which are now sealed and protected against the weather, to cope with heavy rain now or frost and snow in the winter.

There are a few minor areas outstanding but Herts Highways has arranged for a crew to undertake a short return visit in August. Aftercare such as sweeping and road marking is now in progress and will continue for the next few weeks. Delivering the programme has not been without challenge especially with the heavy rain in late April and early May meaning the equivalent of two weeks were lost at the start of the programme. Through some hard work by all concerned the works finished almost in line with the original programme. The record for biggest delivery in a single day was also broken again, with 71,000m² laid on a single day.

4. Progress on Works delivery- Highway Locality Budget

£4.5m Highways Locality Budget Schemes – off to a flying start

Hertfordshire Highways is off to a flying start in delivering a £4.6m programme (phase 1) of Member Highways Locality Budget (HLB) Schemes, over 300 in total. The majority of the schemes are being delivered via a Local Surface Treatment Programme (predominantly structural maintenance comprising carriageway plane and inlay and footway surfacing) and have been programmed to be undertaken over the first six months of the year, with over £2.3m already delivered on the ground to date.

Pro-active planning and programming within Hertfordshire Highways, early engagement between all 77 Members and their nominated Assistant District Managers and timely decisions from Members has allowed officers to give the supply chain advance warning of the type and amount of works proposed to be carried out, reducing their costs and enabling officers to negotiate discounts.

Some schemes have been slotted into an IWP delivery stream (i.e. carriageway surface dressing and carriageway and footway micro asphalt surfacing) and will have already benefited from the economies of scale of that programme. For other schemes, where it has been possible to include them within a 6 month, or 3 month, Local Surface Treatment Programme, these have attracted a 5% and 2.5% efficiency saving respectively. This efficiency saving has been reinvested back into the HLB project, meaning the Members' budget stretches further, allowing extra work to be undertaken. This type of efficiency saving will only apply this year, as the new Highways contract starts in October 2012 and is already price competitive by design, including delivery of the HLB programme.

Officers attention is now moving forward with Members' phase 2 choices, predominantly being routine maintenance works such as non mandatory road signs and lining, vegetation obscuring information/direction signs, non urgent tree maintenance, requests for dropped kerbs to assist prams and wheelchairs, as well as typical discretionary type work that the Highways Joint Member Panels used to do. Nominated Assistant District Managers will be providing Members with lists of currently known unfunded works suitable for phase 2 and will continue to support Members through the process.

5. Progress on works delivery-Cat 2 and cyclic maintenance works

Cat2 Service

- For 2012/13, over 80% of work orders by value (total committed to date around £6.15m, including Cat3 HLB) have already been planned and programmed for delivery within 6 and 3 month work streams attracting 5% and 2.5% efficiency savings respectively.

Cyclic Service

- The overall gully programme is on target with an increase in the percentage cleaned
- The overall grass cutting programme is on target with improved co-ordination with Districts regarding litter picking.
- The overall street lighting programme is on target regarding key performance indicators (i.e. percentage in lighting, bulk clean & change, service inspections, exposed wiring and responding to public reported faults within 10 working days), walk & build structural refurbishment and use of independent (power) connection provider attracting efficiency savings respectively. The part night lighting project is also on target in line with the programme and due to be completed by the end of September.