Highways, Street Lighting and Winter Maintenance Seminar 2016

- Working with Devon and Somerset to retender highway maintenance
- Addressing the pothole work bank, using the Challenge Fund
- Improving customer satisfaction

Simon Dale March 2016





Working with Devon and Somerset to re-tender Highway Maintenance



What are we seeking to achieve in partnership and why?



What are we trying to achieve?

- Continue to provide the best highway services we can.
- Minimise potential cost increases when coming out of contracts and through collaboration.
- Obtain the best possible value for money in the face of reducing budgets

Devon

Improve ways of working and efficiency in line with HMEP.

Key Drivers and Pressures in...



Somerset

- Acute revenue budget pressure particularly to 2020: A need to demonstrate that a new contract will not cost the revenue budget more to 2020 than exercising our right to extend current arrangements.
- Opportunity to change the way the contract deals with: Subcontracting overheads; control over design/ location/ standard of works; asset management approach; incentivising and requiring efficiency and innovation; payment mechanisms; reliance on 'MOU' terms for timely delivery of improvement schemes.
- Need to hang-on to the great things about our current practice such as low numbers of potholes, cost efficiency and excellent repudiation rate for claims.



Key Drivers and Pressures in...

Devon



Devon

- Expiry of current Term Maintenance Contract
- Reducing levels of funding
- Collaboration benefits to income potential
- Part of delivering Future Highway Service Delivery Model
- Alignment with National Best Practice; HMEP etc.
- Capture the benefits of collaboration
- Customers: manage demand, enable self-help
- Enable influencing of stakeholders/ develop positive reputation
- Develop the right service culture

Key Drivers and Pressures in...

Plymouth



Devon

- New form of contract required by politicians and management
- Re-establish management of highways in the City
- Tighter contract monitoring regime
- Better integration of services with other council services
- Revenue & capital budget pressures
- Alignment with growth in city and embracing this agenda
- Control over inspection, street works, income generation, design and communications
- Standard of works, co-terminosity, payment mechanisms, KPI's monitoring and service failure

Benefits of collaboration:



Devon!

- Sharing the cost of the procurement process.
- Sharing skills & expertise in developing contracts and undertaking the procurement process. Stronger together!
- Opportunity to learn from each other and adopt the best practices.
- Creating a unique/ compelling offer for the market and opportunity for discounted rates.
- Maximise income potential & funding through DfT self-assessment.

Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction





- 840km carriageway (>6million m²)
- 1,349km footways (>2.5million m²)
- 35,000 gullies
- 28,000 street lights
- 180 highway structures
- 168 traffic signal junctions
- Plus a host of signs, lines, barriers and other items
- Estimated combined value in excess of £1.5billion!





Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction



LOOKING BACK TO 2014 & 2015

- 10,000 outstanding defects and major work required following winter storms
- Lots of negative press in local media
- I,100 customer enquiries per month
- Widespread public condemnation
- Ranked 74th of 74 HA's for satisfaction with the condition of road surfaces — "in a pothole"
- High level of insurance claims



Addressing the pothole work bank, using the Challenge Fund and Improving customer satisfaction



TRANSPORT AND HIGHWAYS

PLYMOUTH.GOV.UK/HIGHWAYS

A CHANGE IN APPROACH

- Clear focus on delivering first time permanent repairs
- 36,000 potholes repaired since March 2014
- Workbank now < 100
- Investment in resurfacing:
 £20million over 10 years
- Introduction of new technologies and treatments
- Better communication with public and residents





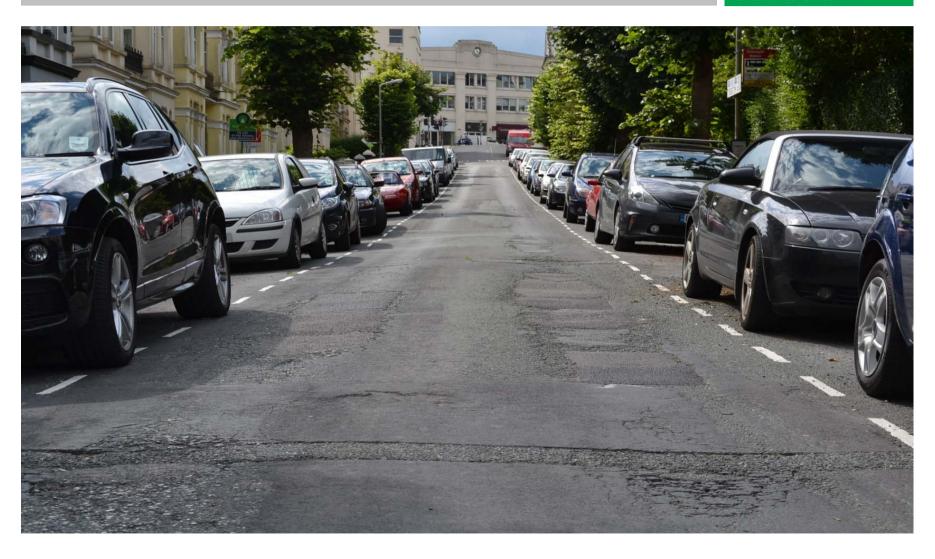
BEFORE AND AFTER (1)





TRANSPORT AND HIGHWAYS

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BEFORE AND AFTER (1)





TRANSPORT AND HIGHWAYS

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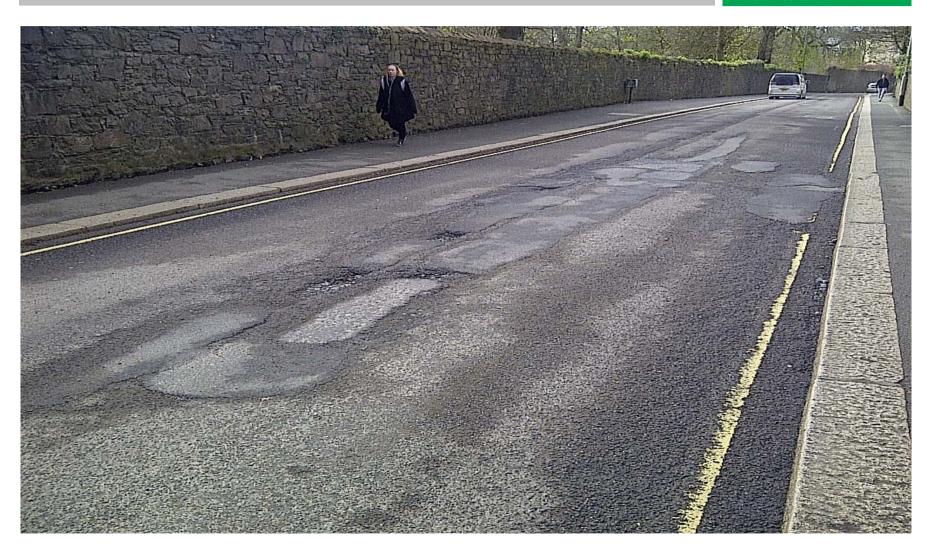
BEFORE AND AFTER (2)





TRANSPORT AND HIGHWAYS

PLYMOUTH GOVUK/HIGHWAYS



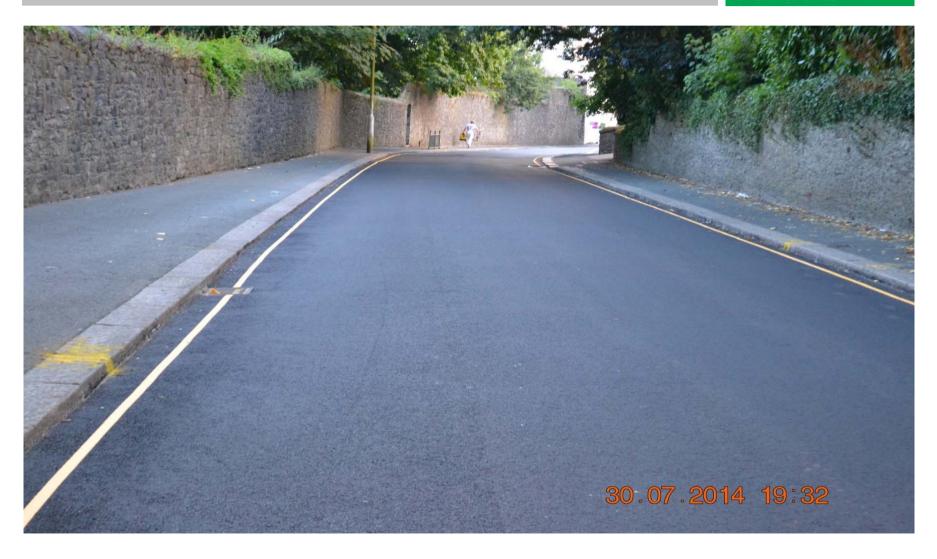
BEFORE AND AFTER (2)





TRANSPORT AND HIGHWAYS

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WHAT CHANGED?





- City-wide survey all highway and footway condition
- Used the data collected to make the case for funding
- £8.4million Challenge Fund secured from DfT, matchfunded by £2.1million contribution from PCC
- The three year programme will treat two-thirds of the strategic road network (2, 3a & 3b Roads)
- Expected to save £21million in reduced maintenance costs over the next 50 years
- Improved citizen satisfaction and perception of service
- Greater recognition nationally building on NHT award and Challenge Fund successes
- Most improved customer satisfaction with roads +14%

APSE Highways, Street Lighting and Winter Maintenance Seminar 2016



Thank you and any Questions?

