

# **ENVIRONMENT AND ATTRACTIVE CITY SCRUTINY COMMITTEE**

11 APRIL 2011

## **PROJECT UPDATE: STREET LIGHTING AND HIGHWAY SIGNS PFI CONTRACT**

### **REPORT OF AURORA (SUNDERLAND STREET LIGHTING LTD)**

**Strategic Priorities: Attractive and Inclusive City, Prosperous City and Safe City**

#### **1.0 PURPOSE OF THE REPORT**

- 1.1 The report has been brought to Committee to update on progress on the Street Lighting and Highway Signs PFI, which is included on the Committee's 2010-2011 work programme.

#### **2.0 OPERATIONAL LOCATION**

- 2.1 Aurora would like to advise the Committee of a proposed change to their operational base which will see a move from its current location in Washington to Boldon Business Park. The move is planned for later this year. This will allow Aurora's resources to be combined with those engaged on the South Tyneside PFI, which has just completed its own Core Investment Programme (CIP).
- 2.2 The two operations will benefit from being able to call on a larger pool of resources. Since the end of Sunderland's CIP their design, procurement and invoicing sections have been based in Boldon, from where it has ran without any detriment to the Sunderland PFI.
- 2.3 The two concessions will continue to be run independently, each retaining their current Contract Manager, Supervisors and operatives. The Business Support section will comprise personnel from both operations; however, lines of communication will still be independent. Internal systems will change but existing contacts will remain the same.

#### **3.0 ANNUAL MAINTENANCE PROGRAMME.**

- 3.1 2010 was the 7th year of the 25 year P.F.I. project, and the annual maintenance programme continues to be delivered following the completion of the Core Investment Programme (CIP) in August 2008. The 2010 annual service report has been submitted, using information obtained from the seventh year of operation, and supplementary information provided by our partner Sunderland City Council.
- 3.2 Planned maintenance covered in 2010 in accordance with Performance Standard 2 (PS 2) of the project agreement included; electrical testing,

structural inspections, bulk lamp replacements, painting, cleaning, and routine monitoring using night time patrols. In all, 47,421no. planned maintenance operations were completed in 2010, which is in keeping with the rolling four year maintenance cycle. Planned maintenance also includes highway signs and illuminated traffic bollards, and each sign has received at least one maintenance visit within the year, Traffic bollards have 7no. visits, 1no. in summer and the remainder throughout the winter months (PS 2).

- 3.3 Reactive maintenance (Appendix 1, page 5) has continued to improve mainly due to the amount of units replaced as part of the Core Investment Programme in which approximately 32,000 units were replaced.  
The average time taken to repair a non emergency fault in 2010 was 5.20 calendar days, and is in accordance with Performance Standard 3 (PS 3) of the Project Agreement, which allows 5 working days (7 calendar days).
- 3.4 There were 162 reported column knockdowns as a result of Road Traffic Accidents (RTAs) attended to in 2010, (Appendix 3, page 7), the majority of which were replaced within 15 working days (PS 3), the exceptions being columns located on a High Speed Road, which were replaced within planned road closures, as in accordance with PS 3.
- 3.5 There were 192no reports of vandalism to street furniture in the year, this represents a 52% fall against 2009 figures (Appendix 3, page 8), which were also dealt with in accordance with PS 3. Aurora cannot quantify the reduction in reported vandalism; however, incidents relating to subway lighting have reduced by 60% on 2009 figures.
- 3.6 A total of 58 signs were replaced as a result of RTAs in 2010 as well as the replacement of 121 highway signs due to deterioration.
- 3.7 A visual inspection has also been carried out as part of each planned maintenance operation in line with national guidance.
- 3.8 The graph in appendix 2, page 6 shows the average units 'in light' throughout 2010, the yearly average was 99.42% against the required outcome of 98% in accordance with Performance Standard 2 (PS 2) of the project agreement. The 2010 yearly average equates to 238 units out of a total of approximately 47,000 being inoperative at any one time.
- 3.9 The Committee may recall that one area of maintenance which was a concern in 2009 (Appendix 4, page 9), was the response to lighting faults which relate to electrical supplies attributable to Northern Electric Distribution Ltd (NEDL). Indeed the Committee requested NEDL to face scrutiny in September 2010. At that meeting NEDL highlighted the proposed improved response times which were planned to come into effect from October 2010.

- 3.10 We are pleased to advise that improvements in response times are being made, with an average reduction of 2.5 days being achieved. This figure would have greatly improved had it not been for the severe winter weather. When NEDL have difficulty in meeting the response time then Aurora will continue to install temporary overhead supplies where possible.

#### **4.0 CUSTOMER SATISFACTION AND COMMUNICATION.**

- 4.1 The Ipsos MORI satisfaction survey undertaken on behalf of the council during 2010 indicates a high percentage (92%) of satisfaction with Street Lighting, as reported to Cabinet on Wednesday 1<sup>st</sup>. December. This was the highest satisfaction score for council services. As always there is of course room for improvement, and Aurora will be striving to make improvements during 2011 and thereafter.
- 4.2 The Business Support section of Aurora Street Lighting are constantly monitoring and dealing with customer contacts in accordance with Performance Standard 4 (PS 4) of the project agreement. Complaints and enquiries, are logged onto the 'Communication Tracker' which is a Customer Liaison database introduced in 2005. The contract manager has ownership of each contact, and is accountable for ensuring response times in accordance with PS 4 are met. The response times set down in the contract are 5 working days for a council enquiry and 10 working days for all other enquiries. The number of complaints or enquiries has reduced significantly during the course of the contract. (Appendix 5, page 10).
- 4.3 A total of 56 service complaints or enquiries concerning lighting levels were dealt with in 2010, 16. of which were from Members. At the time of compiling this report there were zero outstanding complaints or enquiries. A total of 1,583 telephone enquiries regarding Street Lighting were received from the public in 2010.
- 4.4 A review of Aurora's Customer Contact System was carried out by the Council's Head of Service for Customer Service and Development and the system was found to be consistent with the council's standards and requirements, Aurora can now access the council's own customer reporting system and this has received positive feedback from council officers.

#### **5.0 ANNUAL WORKS PROGRAMME.**

- 5.1 Both the Houghton Feast and Christmas Festive Lighting programmes were delivered to specification in 2010/11, including additional City Centre Illuminations. Over 1,395 labour hours were expended on erecting and improving the festive lighting during the period, and Aurora began working in the summer with the Council on the design and procurement of all new equipment.

- 5.2 Aurora has assisted the Council in making communities feel safer by undertaking operations for the Central Security Unit; erecting, re-locating and repairing CCTV cameras.

The contract have experienced problems with proposed location sites for CCTV installations in 2010, however, improving this process is a priority for the contract in 2011.

- 5.3 The new street lighting and illuminated artwork elements of the Sunnyside Public Realm Priority Streets project was successfully completed by Aurora in September 2010.

## **6.0 INNOVATION**

- 6.1 As the project moves into year 8, solutions are being sought to reduce the city's carbon footprint. Aurora has, in conjunction with the Council, continued to explore product information and data relating to areas of the contract where savings may be made.

- 6.2 In 2010 several innovations and trialling of products have been introduced to improve service delivery, and improve product efficiency (appendix 6, page 11). This continues to be an area under constant review within the contract.

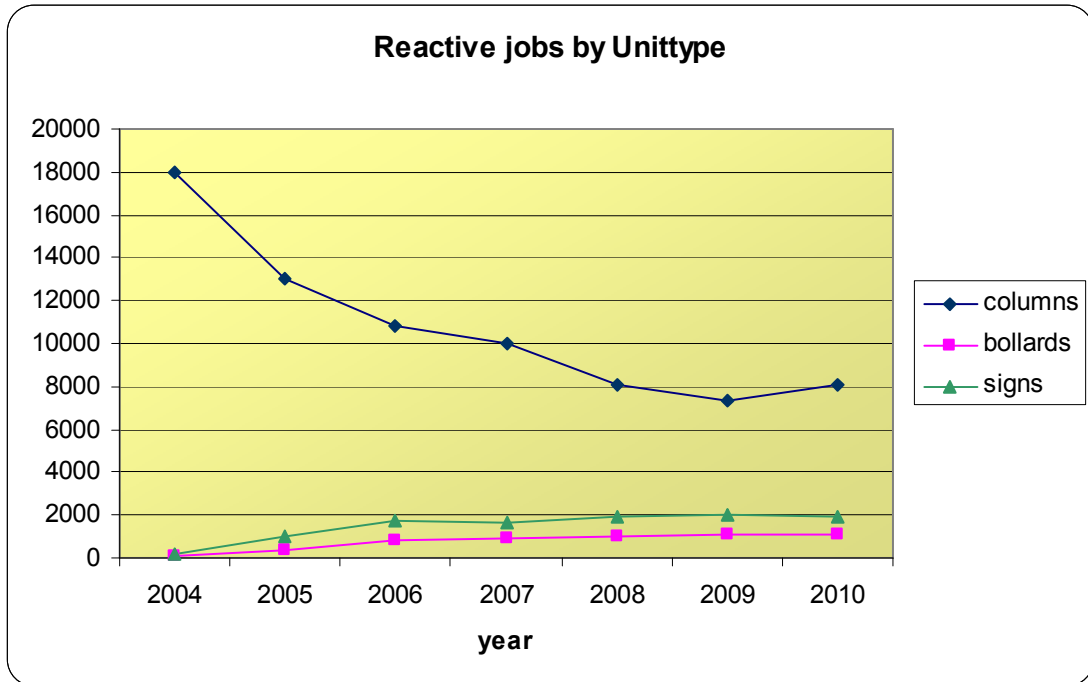
## **7.0 RECOMMENDATIONS**

- 7.1 The committee is recommended to note the contents of this report.

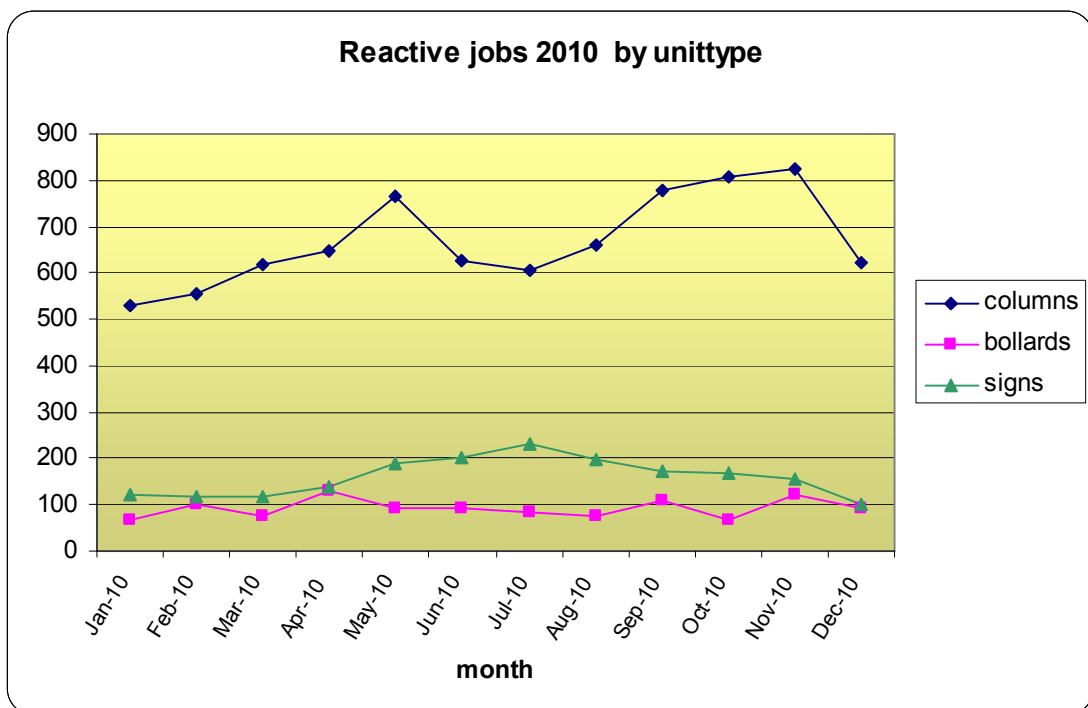
## Appendix 1

### Re-active Maintenance

The number of column faults decreased as expected during the CIP years as replacement columns were installed, and this trend has been sustained.



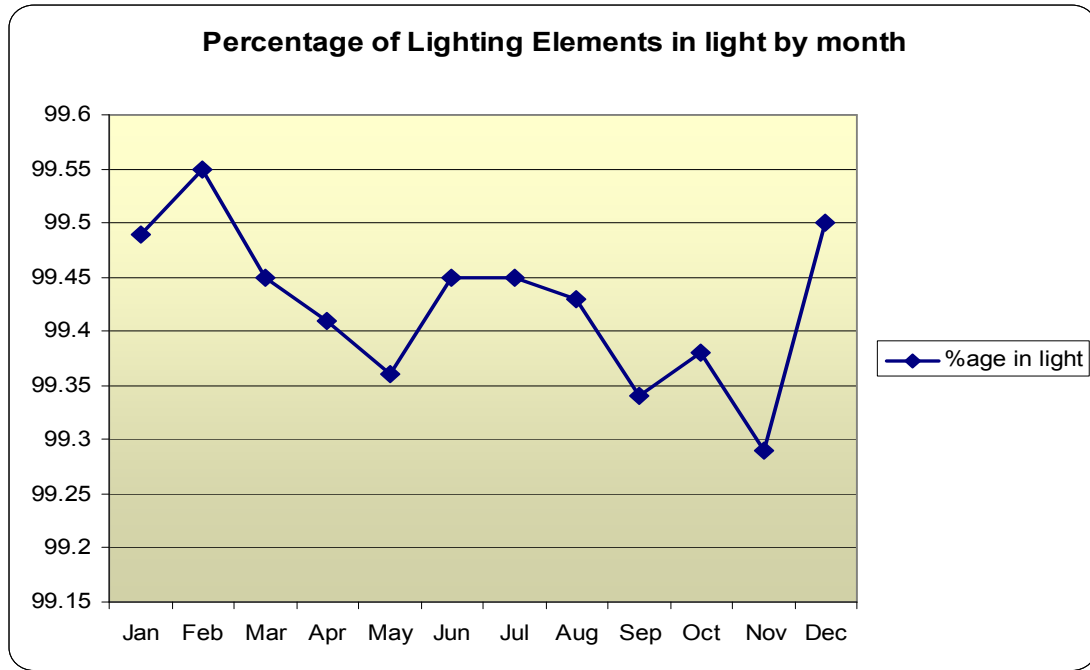
Faults by unit type throughout 2010 have remained fairly consistent.



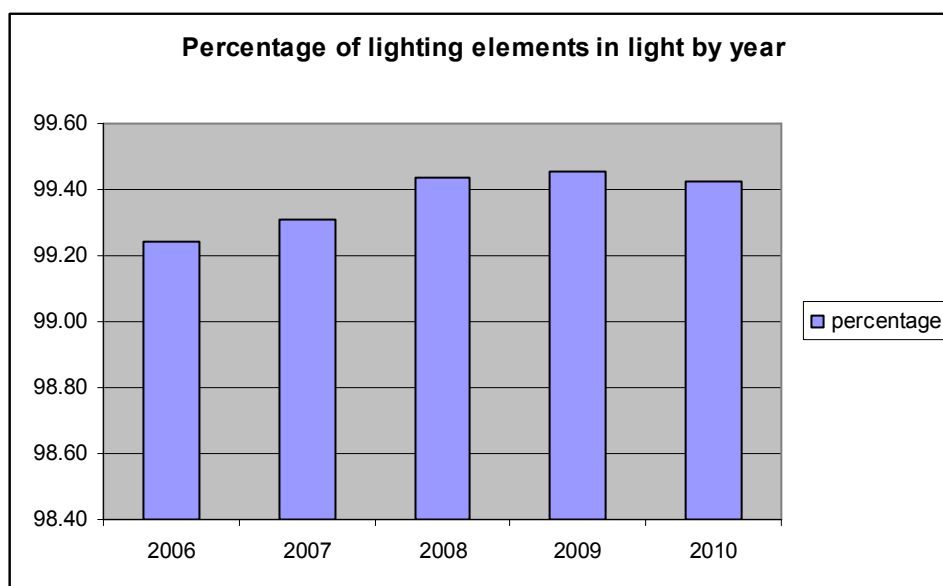
Source: Mayrise Information Database - Accessed 3<sup>rd</sup>. March 2011.

## Appendix 2

Units in light by month.



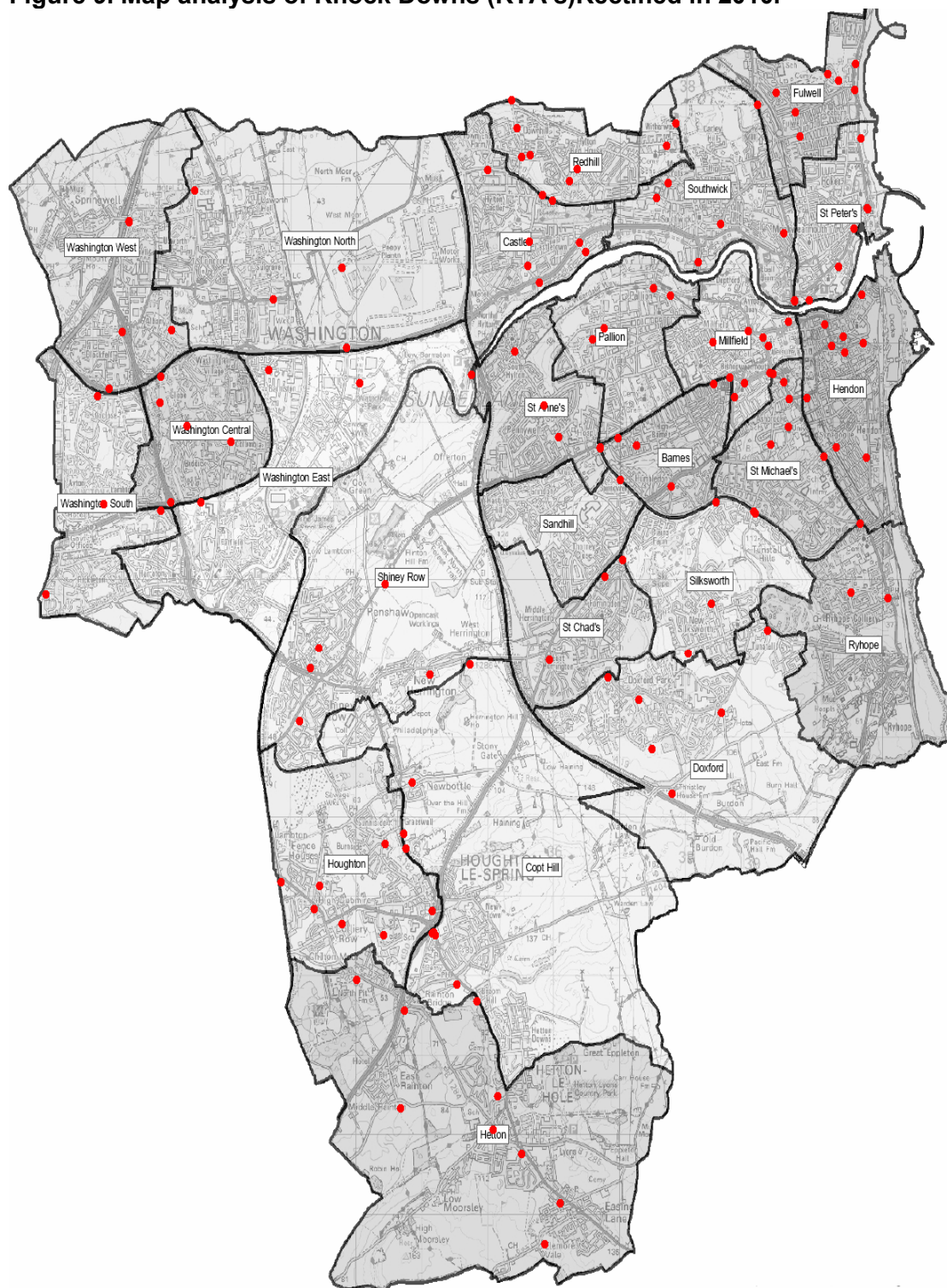
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.49	99.55	99.45	99.41	99.36	99.45	99.45	99.43	99.34	99.38	99.29	99.50



Source: Mayrise Information Database - Accessed 3<sup>rd</sup>. March 2011.

### Appendix 3

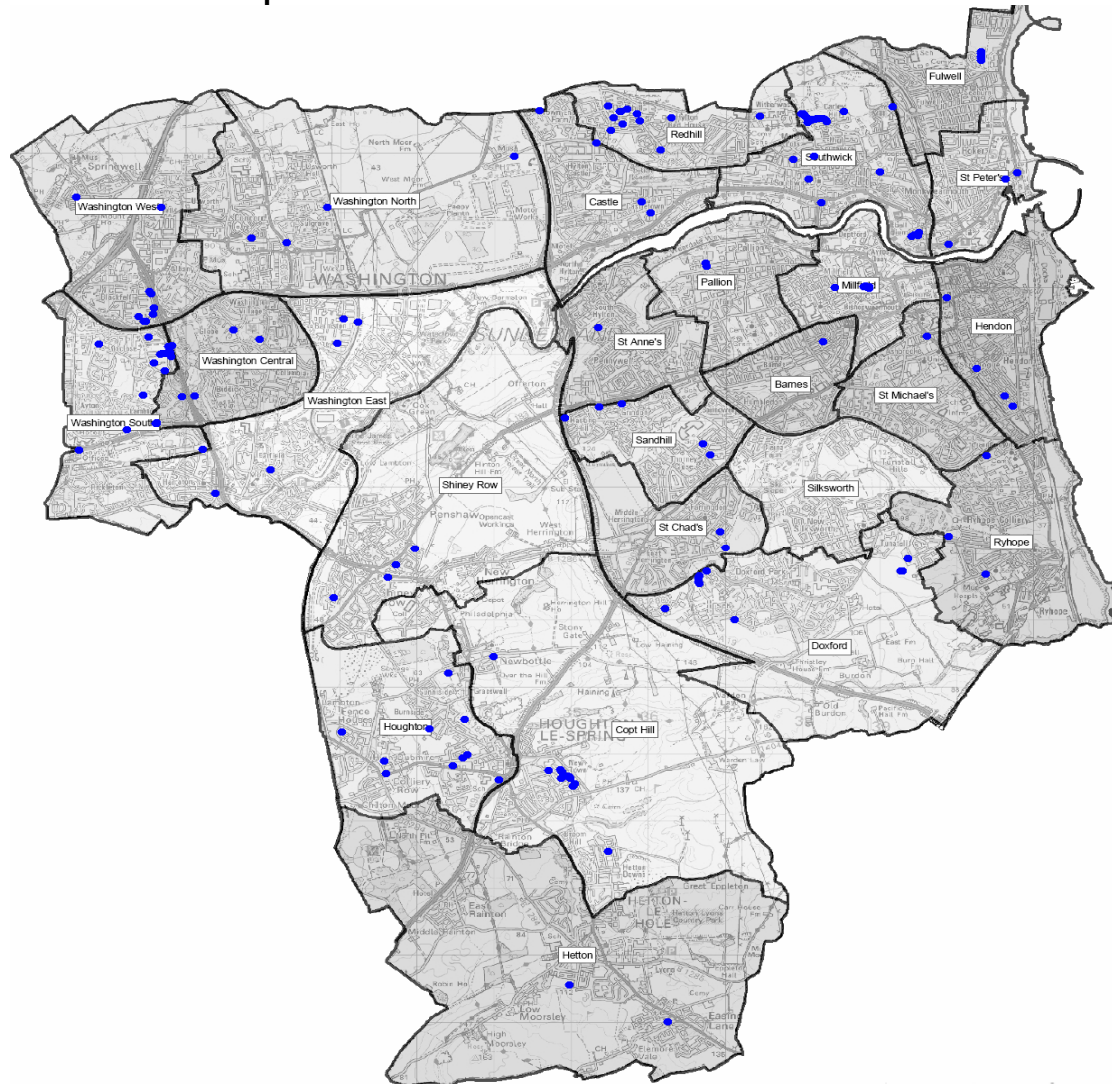
Figure 9. Map analysis of Knock Downs (RTA's) Rectified in 2010.



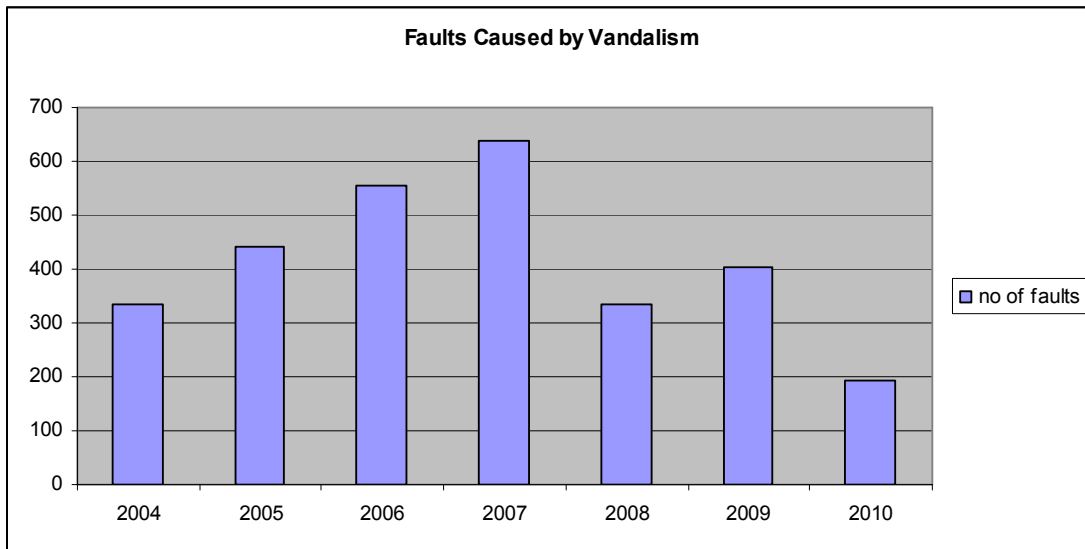
Red = Knock downs rectified during 2010, there were 218no. reports

(Position is plotted according to centre of street).

**Figure 11. Incidents as a result of Vandalism in 2010.  
= 192no. reports**



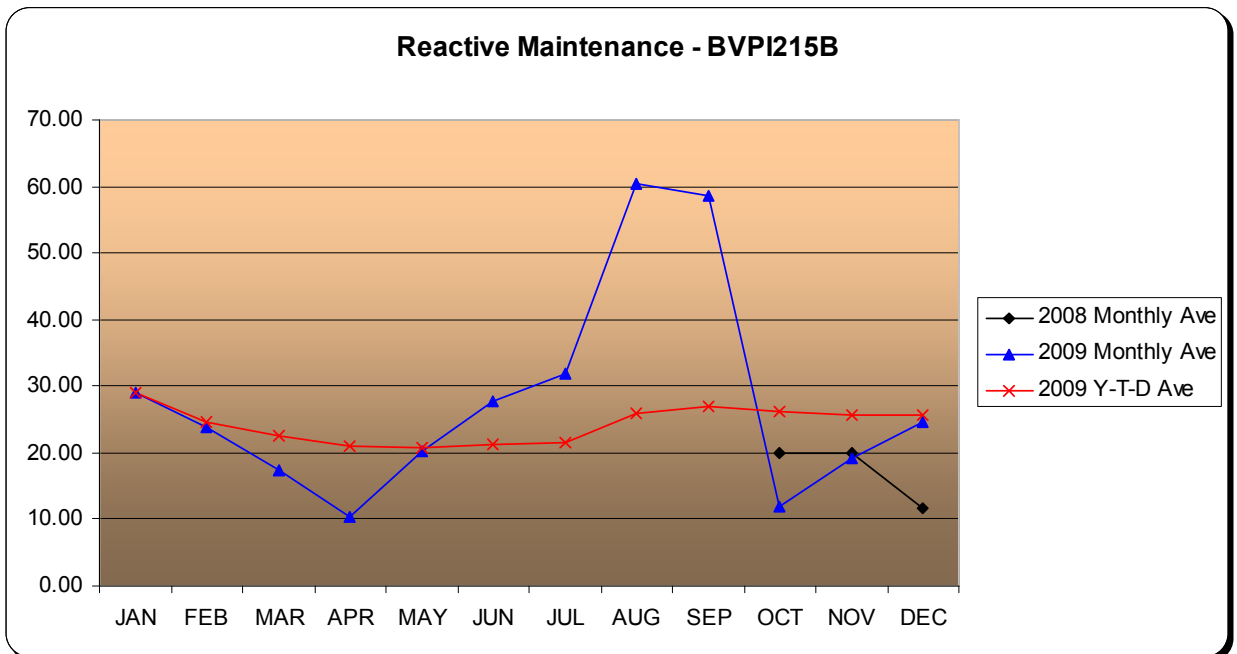


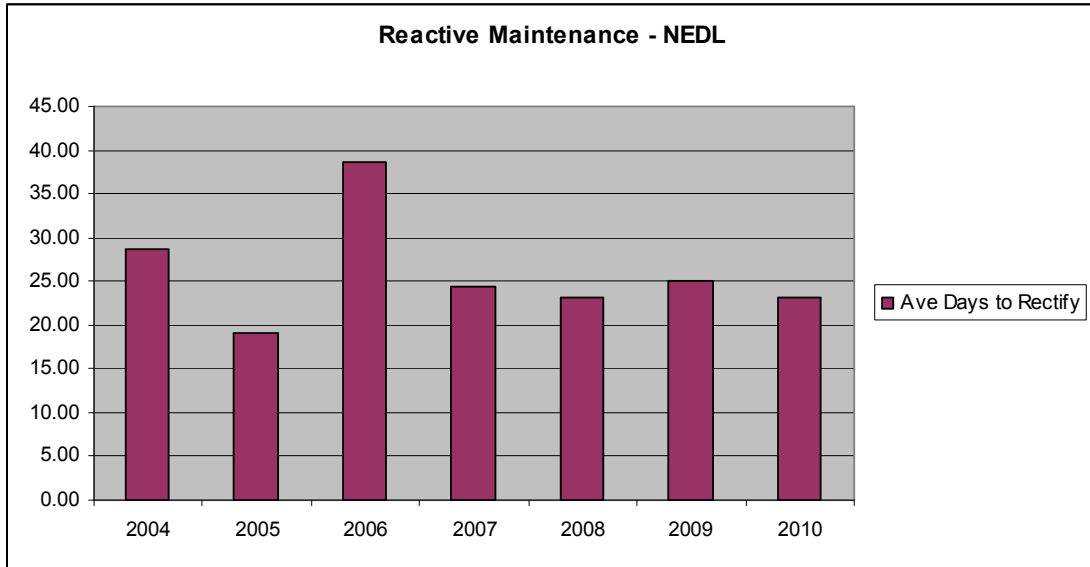


Source: Mayrise Information Database - Accessed 3<sup>rd</sup>. March 2011.

#### Appendix 4

Response times for NEDL repairs have remained fairly consistent throughout the period at around 24 days. In actuality the units are brought back into light via o/head supplies where possible by Aurora operatives prior to the repair being completed by NEDL.

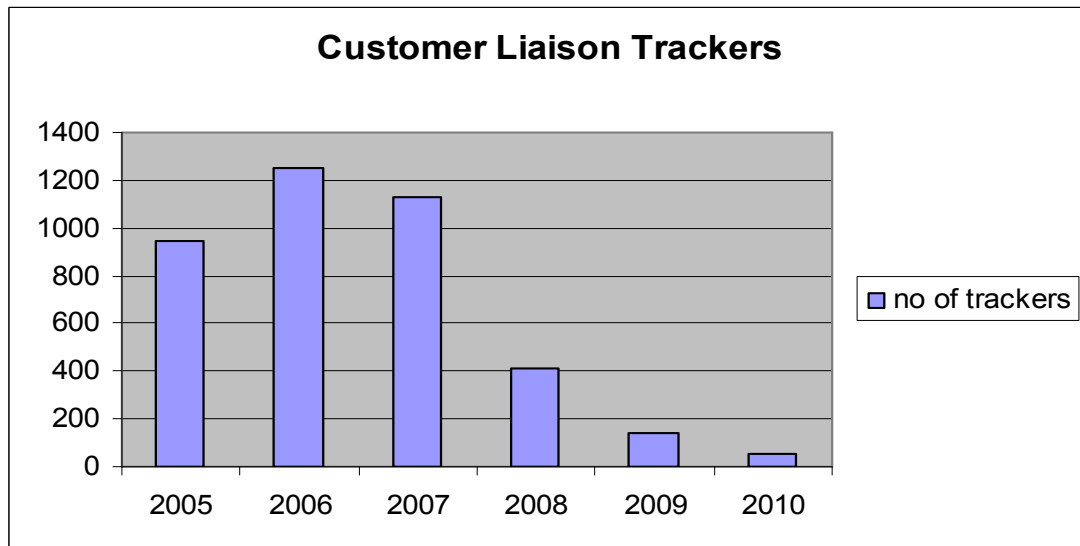




Source: Mayrise Information Database - Accessed 3<sup>rd</sup>. March 2011.

## Appendix 5

### Customer Contact Tracker System



Source: Communication Tracker/Balfour Beatty Management Information

System Accessed 3<sup>rd</sup>. March 2011.

## Appendix 6

### Innovation and Service Improvements

<b>Brief</b>	Purchase of additional PDAs (Personal Digital Assistant).
<b>Benefit</b>	Reduce paperwork. Improve speed and accuracy of data recording. Facilitate quicker identification of street lighting apparatus, and reduce repair time.
<b>Responsibility</b>	Peter Cook/ Paul Stoddart
<b>Due Date</b>	June 2010

<b>Brief</b>	Integration of the Councils IZUKA Customer Contact System and Aurora's Fault reporting process.
<b>Benefit</b>	Improved service and communication between Aurora, SCC and local residents. Improved working relationships.
<b>Responsibility</b>	Peter Cook/ Jacqui Young/Louise Procter
<b>Due Date</b>	November 2010

<b>Brief</b>	SCC access to elements of the 'Communication Tracker'.
<b>Benefit</b>	Facilitate improved transparency.
<b>Responsibility</b>	Peter Cook/ Paul Stoddart

<b>Due Date</b>	March 2011
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<b>Brief</b>	Pro-active installation of a more robust Subway Lighting unit.
<b>Benefit</b>	Reduction in vandalism to lighting, improved lighting levels.
<b>Responsibility</b>	M.Hall.
<b>Due Date</b>	Commenced 2010 (ongoing).