

APRIL 2010

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 Why is has this report come to Committee

The reason this report has been brought to Committee is that progress on the Street Lighting and Highway Signs PFI is included on the Committee's 2009-2010 work programme.

2.0 Annual Maintenance Programme.

2.1 2009 was the 6th 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 2009 annual service report has been submitted, using information obtained from the sixth year of operation, and supplementary information provided by our partner Sunderland City Council.

2.2 Planned maintenance covered in 2009 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, 46,880no. planned maintenance operations were completed in 2009, 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 at least one maintenance visit within the year, Traffic bollards have 7 visits, 1no. in summer and the remainder throughout the winter months (PS 2).

2.3 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 2009 was 5.01 calendar days, and is in accordance with Performance Standard 3 (PS 3) of the Project Agreement, which allows 5 working days (7 calendar days).

There were 190no. reported knockdowns as a result of Road Traffic Accidents (RTAs) attended to in 2009 (Appendix 2, 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.

There were 400no reports of vandalism to street furniture in the year (Appendix 2, p8), which were also dealt with in accordance with PS 3.

A total of 88no. signs were replaced as a result of RTAs in 2009 as well as the replacement of 34no. highway signs due to deterioration.

A visual inspection has also been carried out as part of each planned maintenance operation in line with national guidance.

- 2.4 The graph in appendix 2, page 7 shows the average units 'in light' throughout 2009, the yearly average was 99.45% against the required outcome of 98% in accordance with Performance Standard 2 (PS 2) of the project agreement. The 2009 yearly average equates to 235 units out of a total of approximately 47,000 being inoperative at any one time.
- 2.5 One area of maintenance which is still of concern (Appendix 3, page 10), is the response to lighting faults which relate to electrical supplies that are the responsibility of Northern Electric Distribution Ltd (NEDL). Aurora has, in accordance with PS 3, 25 working days to affect any repair in connection with NEDL equipment. However, NEDL will not enter into a service level agreement with anyone which will guarantee response times, other than a 'guideline' of 30 days. This was explained in the 2008 report to committee, the performance of NEDL regarding response times, greatly affects the ability of Aurora to improve in this area of service delivery. However, Aurora continues to adopt a process of installing temporary overhead supplies where possible.

3.0 Customer Satisfaction and Communication.

- 3.1 Unfortunately there was no Ipsos MORI satisfaction survey undertaken by the council during 2009 however appendix 4, page 11 shows a summary of previous years results.

Information from the National Highways and Transport Public Satisfaction Survey 2009 was available. Satisfaction with cleanliness of Highway Signs and speed of Street Lighting repairs is shown in Appendix 4, page 11 under indicator reference HMBI 04 & 05.

A ranking of 3rd in both categories was attained out of the 13 Metropolitan Authorities that took part in the survey. There is of course room for improvement, and Aurora will be striving to make improvements during 2010 and thereafter.

- 3.2 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 contact is given a unique identification number, and then e-mailed to the relevant individual who is best placed to deal with the enquiry from within the

company. Complaints and enquiries have dropped significantly since the end of the C.I.P. in 2008, which was to be expected due to significantly less construction works taking place (Appendix 4, page 11).

The introduction of a new 'Tracker' system in October 2009 has led to improvements in recording the process (Appendix 4, page 11), facilitating transparency when dealing with complaints and enquiries across all departments i.e. Contract management, Design and Operations. The contract manager has ownership of each contact, and is accountable for ensuring response times in accordance with Performance Standard 4 are met. The response times set down in the contract are for a council enquiry within 5 working days, all other enquiries within 10 working days.

At the time of compiling this report there were zero outstanding complaints or enquiries. A total of 22no. 'Tracker' service complaints or enquiries concerning Lighting Levels were dealt with in 2009, and another 138no. enquiries concerning such things as; requests for anti-vandal paint, extra lighting, reduce lighting (Louvres), re-location of columns etc were also dealt with.

4.0 Annual Works Programme.

- 4.1 Both the Houghton Feast and Christmas Festive Lighting programmes were delivered to specification in 2009/10, including additional City Centre Illuminations. Over 1,316 labour hours were expended on 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.
- 4.2 Aurora has assisted the Council in making communities feel safer by undertaking 141no. operations for the Central Security Unit; erecting, re-locating and repairing CCTV cameras.
- 4.3 The new street lighting and illuminated artwork elements of the Sunnyside Public Realm Priority Streets project, currently on site, has been designed and installed by Aurora.

5.0 Innovation

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

- 5.2 In 2009 several innovations and trialling of products have been introduced to improve service delivery, and improve product efficiency (Appendix 5, page 12). This continues to be an area under constant review within the contract.
- 5.3 Mill Hill Road in Doxford Park saw the installation of a trial scheme which included Lumi-step lanterns. These lanterns use stepped dimming technology, allowing the lantern to automatically dim the light late at night, when pedestrian traffic is low and roads are quiet. These units can reduce energy consumption by as much as 40%. However, if this innovation was to be adopted on a larger scale it would require significant capital investment.
- 5.4 A trial has also taken place in Crowther Industrial Estate, Washington with regards to reduced 'burning hours'. This entailed the fitting of new photocells which would switch on lighting a little later , and switch off a little earlier, reducing 'burning times' by approximately 10 minutes per night. This would lead to reduced annualised energy consumption; however possible cost savings are yet to be confirmed. This change to specification would require no capital investment.

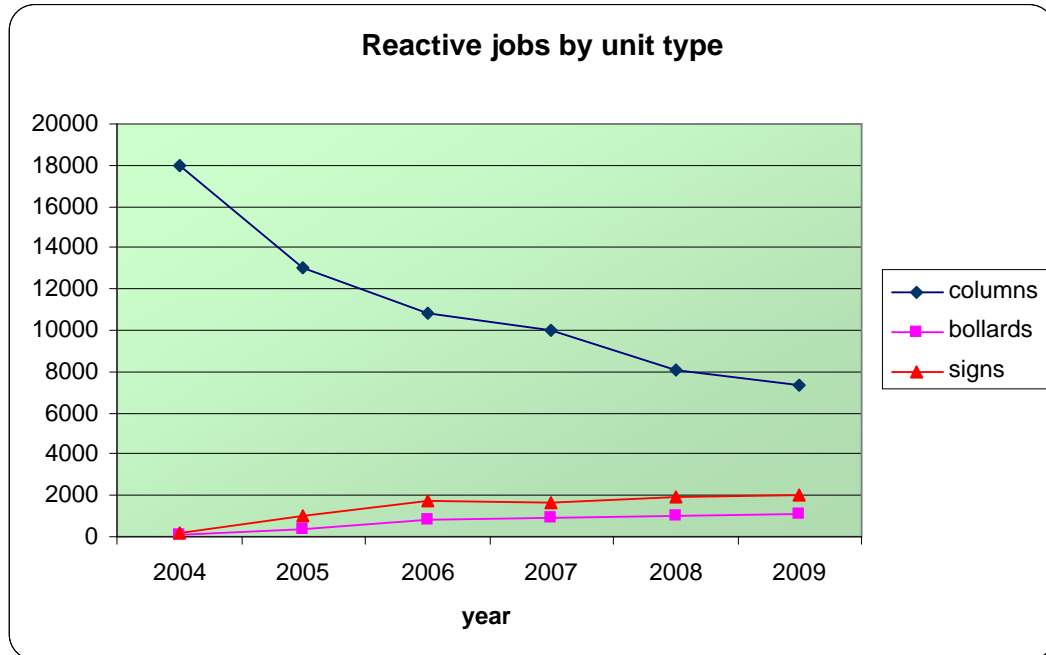
6.0 Recommendations

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

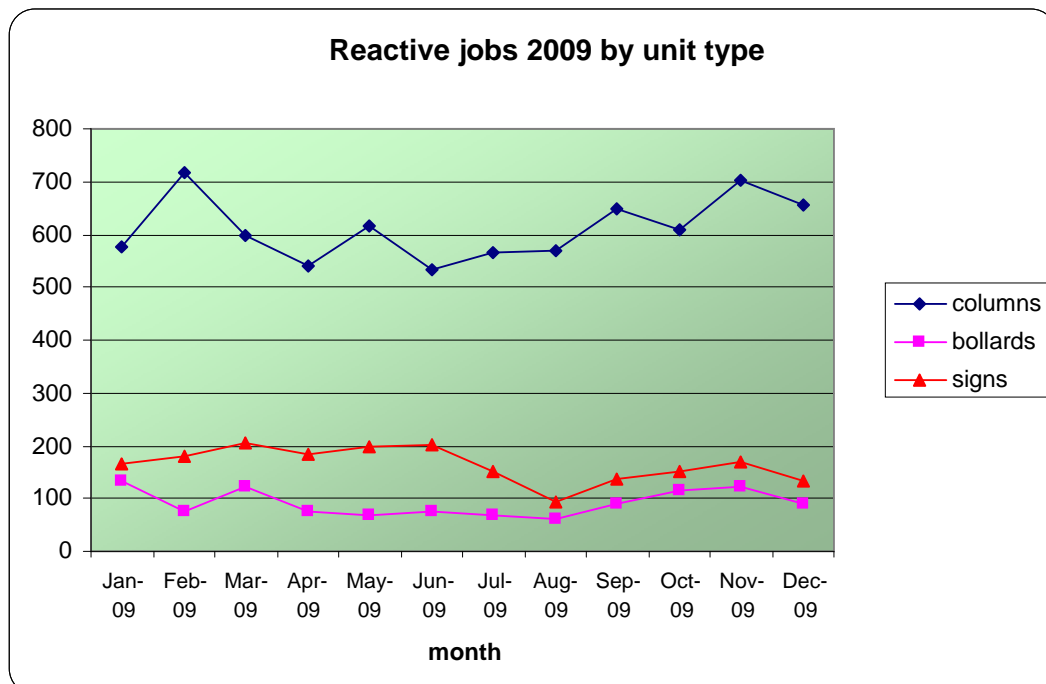
Appendix 1

Re-active Maintenance

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



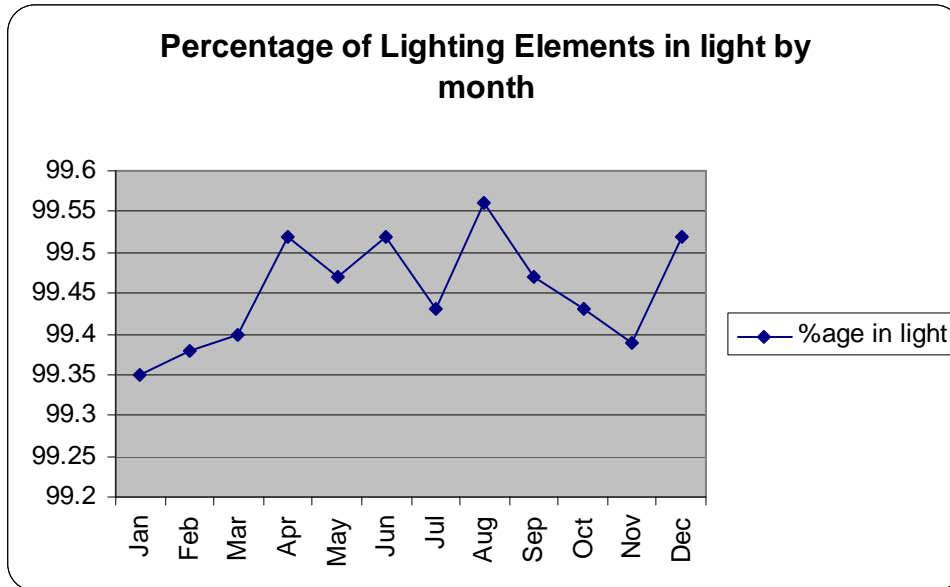
Faults by unit type throughout 2009 have remained fairly consistent.



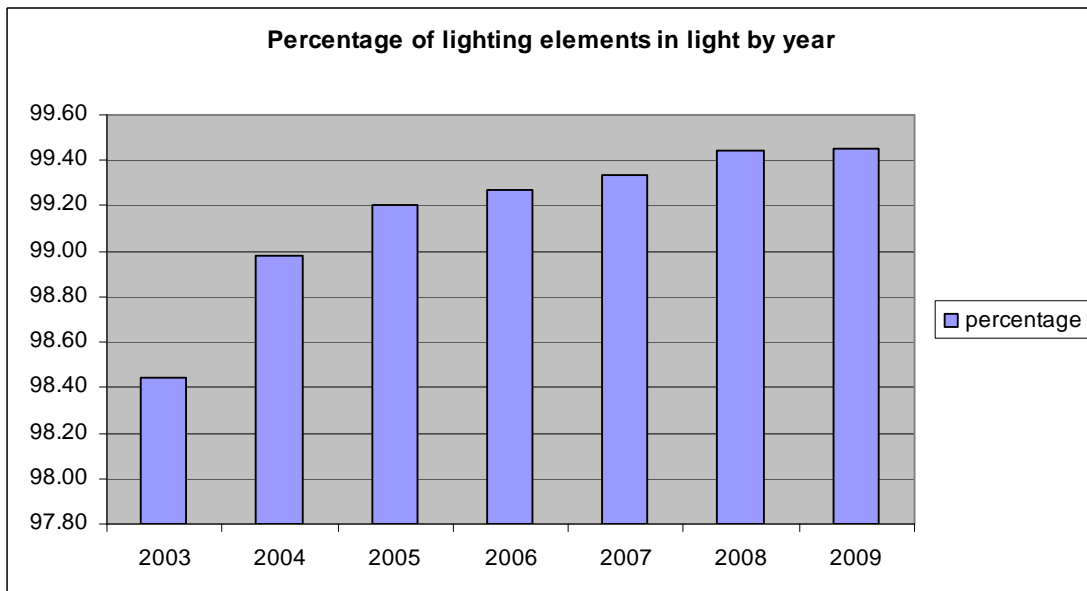
Source: Mayrise Information Database - Accessed 8th. April 2010.

Appendix 2

Units in light by month.



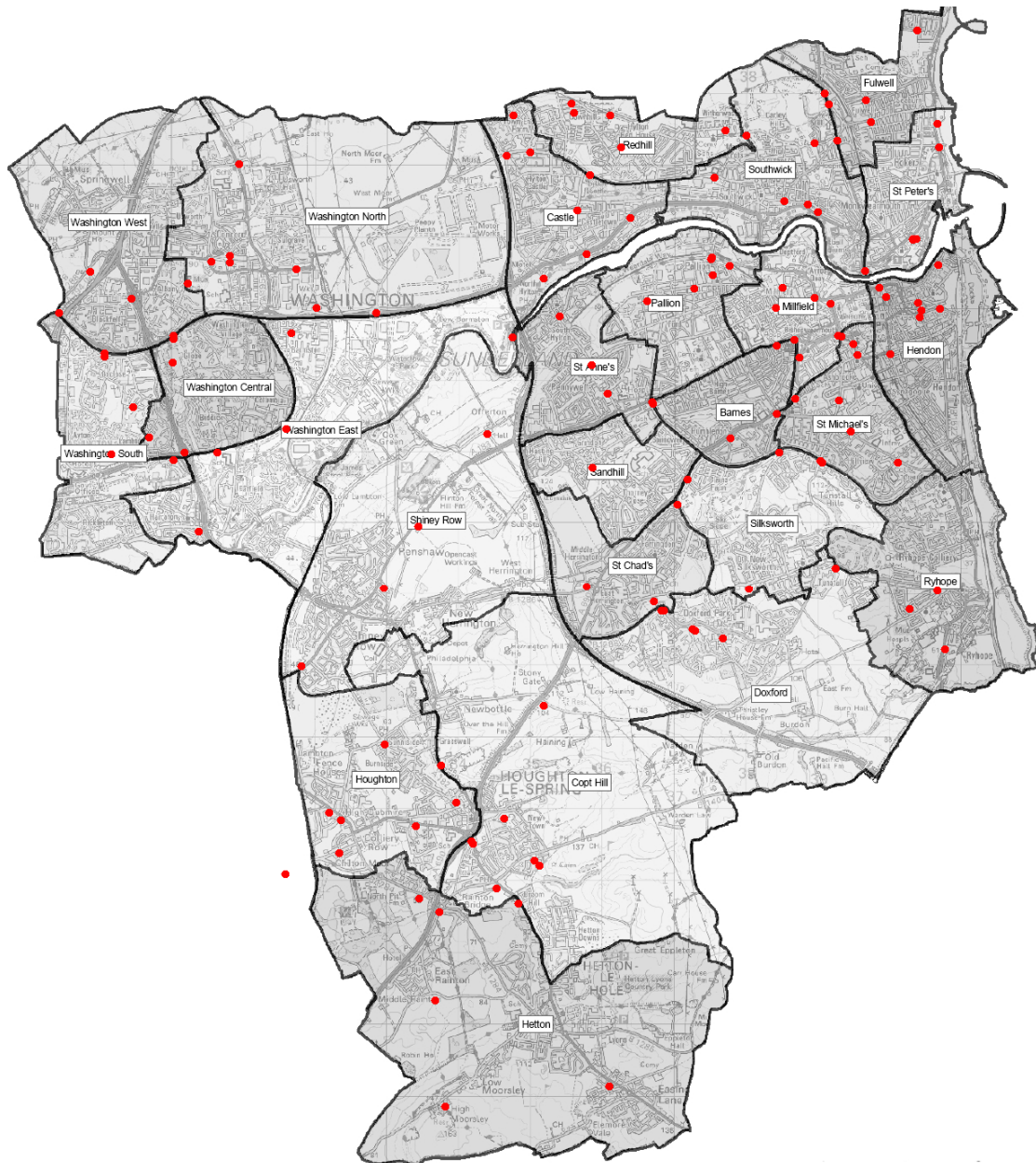
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.35	99.38	99.4	99.52	99.47	99.52	99.43	99.56	99.47	99.43	99.39	99.52



Source: Mayrise Information Database - Accessed 8th. April 2010.

Appendix 2 (continued)

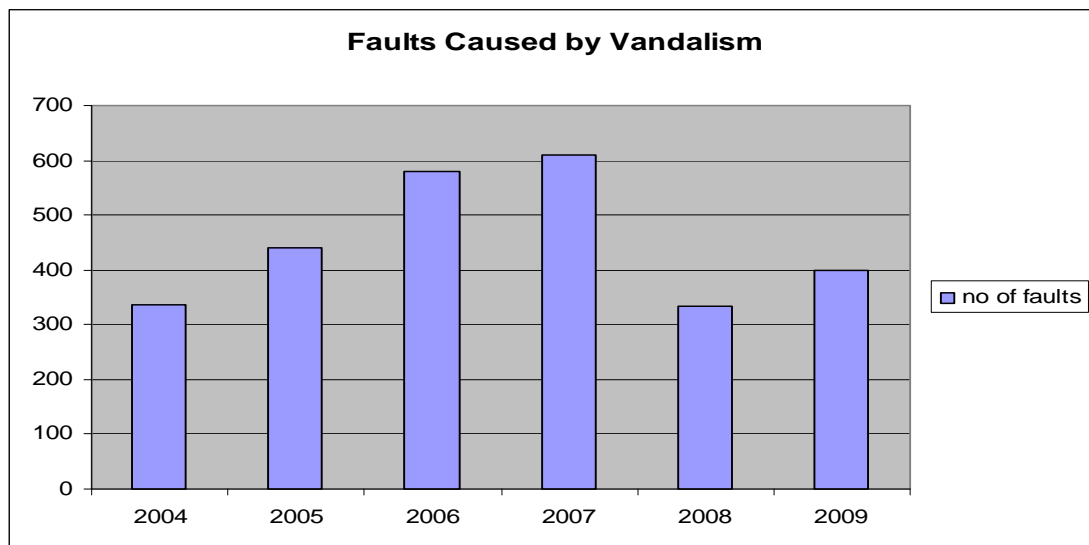
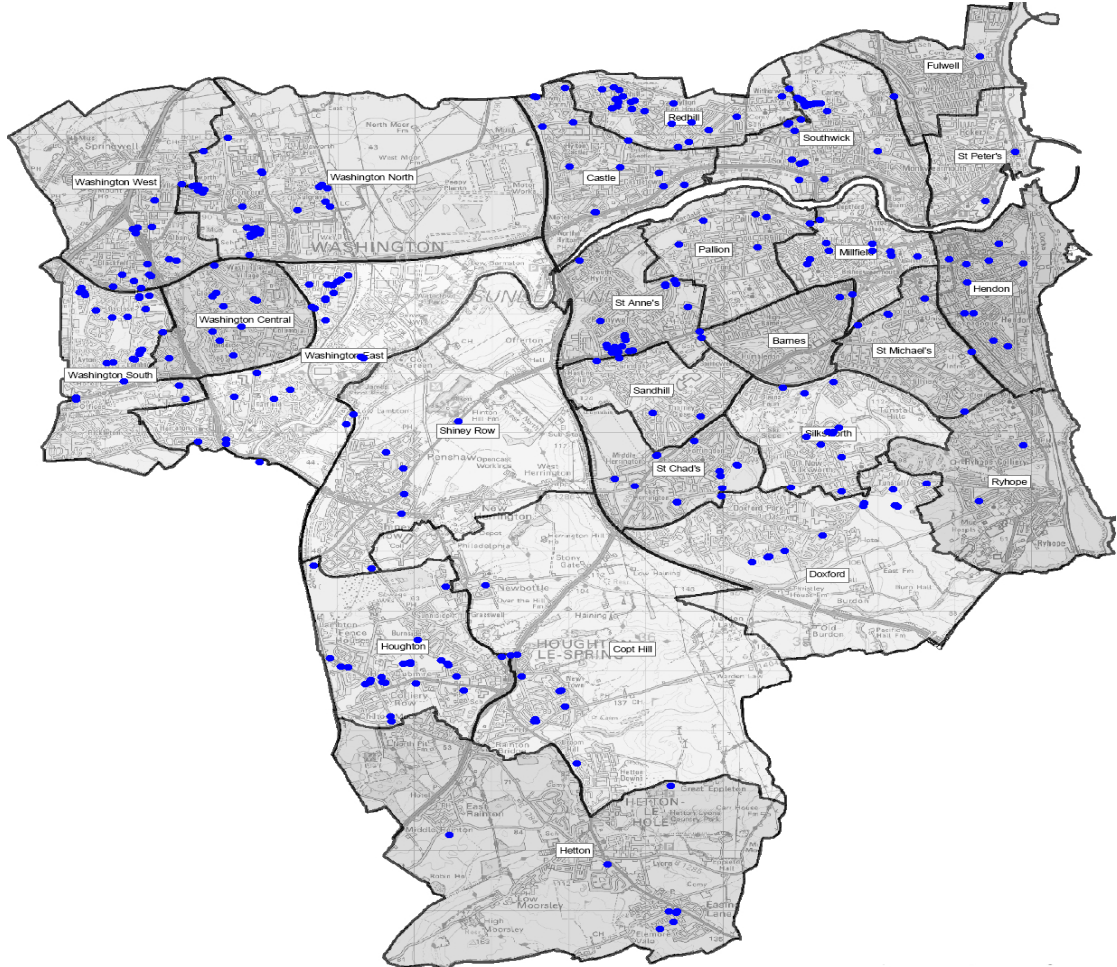
Knock Downs 2009 = 190no. RTA reports.



Source: Mayrise Information Database - Accessed 8th. April 2010.

Appendix 2 (Continued)

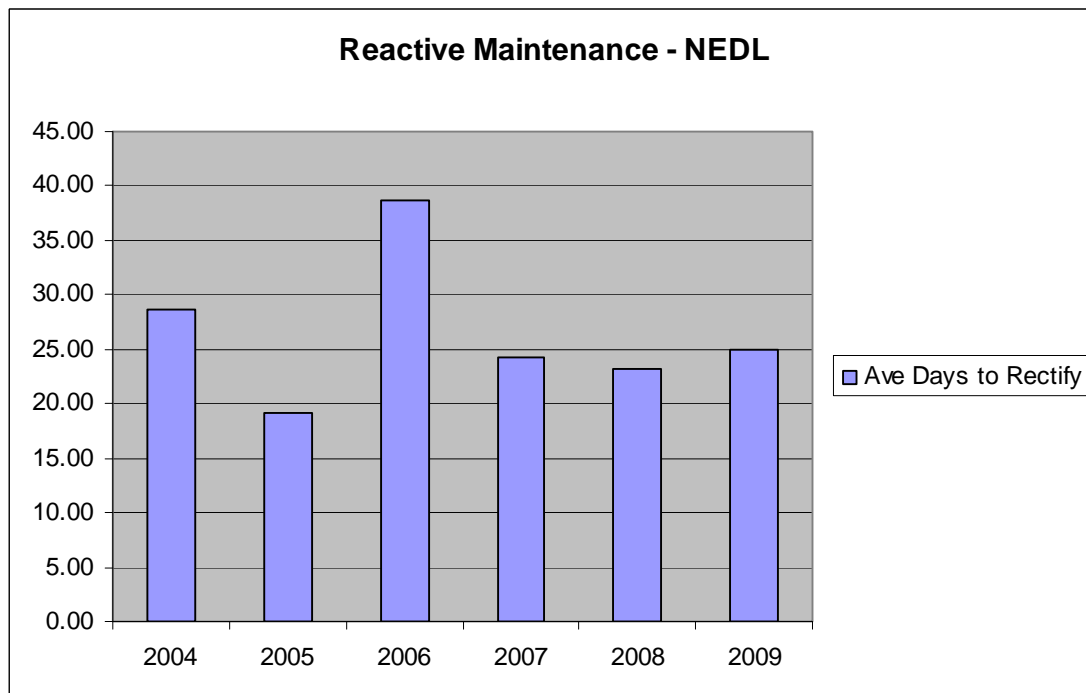
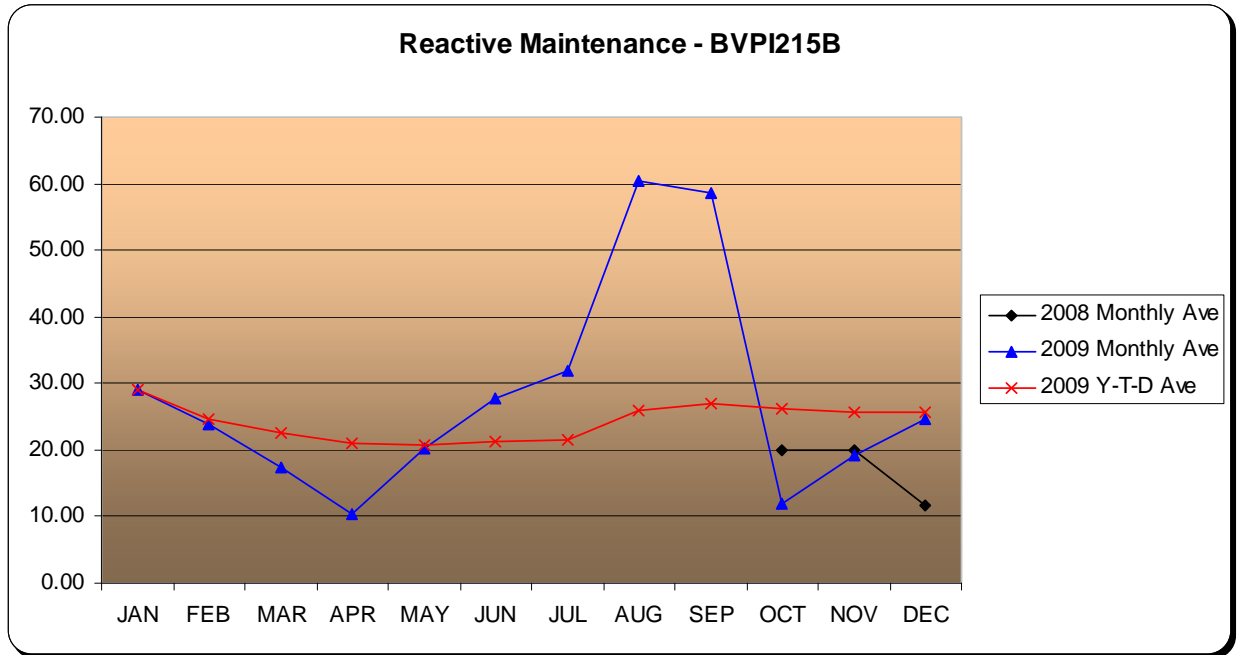
Vandalism 2009 = 400no. reports.



Source: Mayrise Information Database - Accessed 8th. April 2010.

Appendix 3

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 8th April 2010.

Appendix 4

Satisfaction with street lighting – Trends										
	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
<i>Base: c. 1,260 Sunderland residents, 1999- 2008</i>	%	%	%	%	%	%	%	%	%	%
Satisfied	78	77	76	77	77	77	82	88	85	88
Very satisfied	23	17	17	18	21	23	31	42	41	41
Fairly satisfied	55	60	59	59	56	54	52	46	44	46
Fairly dissatisfied	11	10	11	10	11	10	8	5	6	4
Very dissatisfied	6	5	5	5	6	6	5	3	3	2
Dissatisfied	17	15	16	15	17	16	12	8	9	6

Source: Ipsos MORI

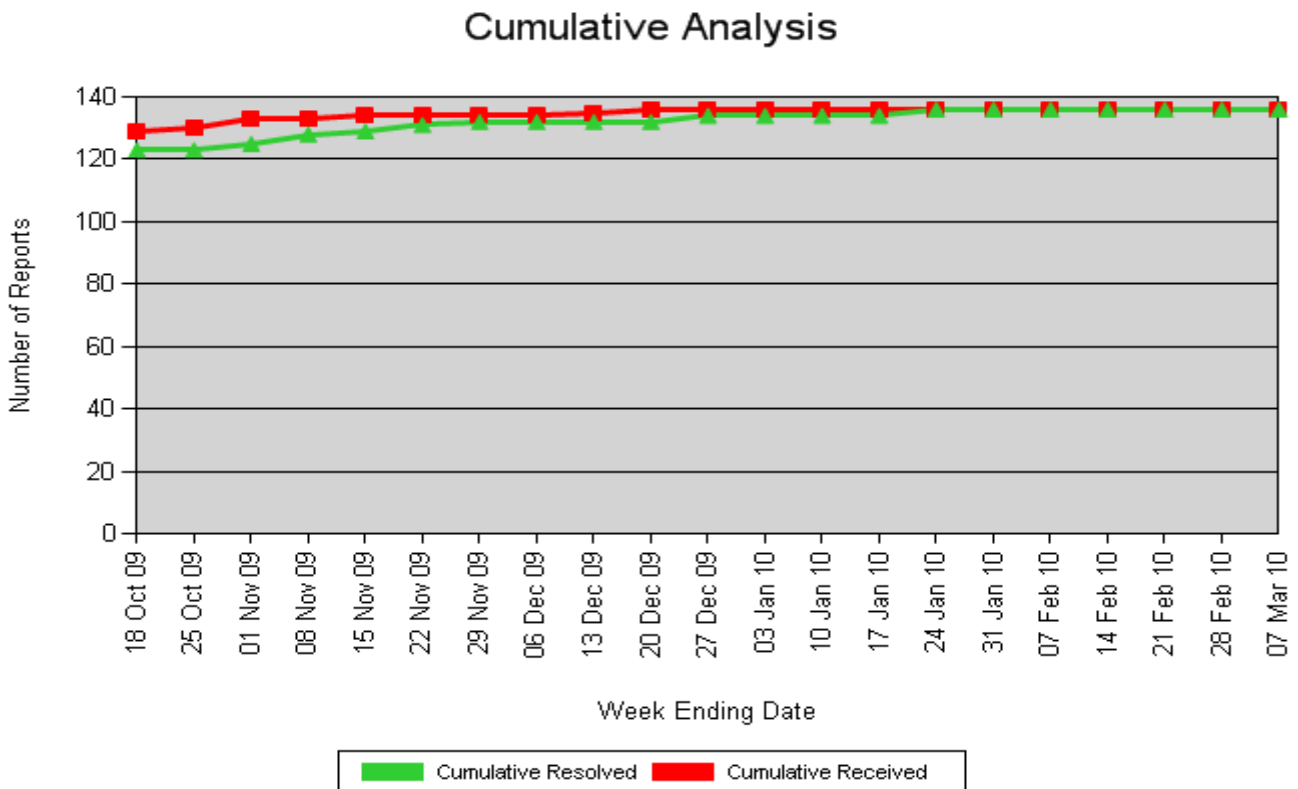
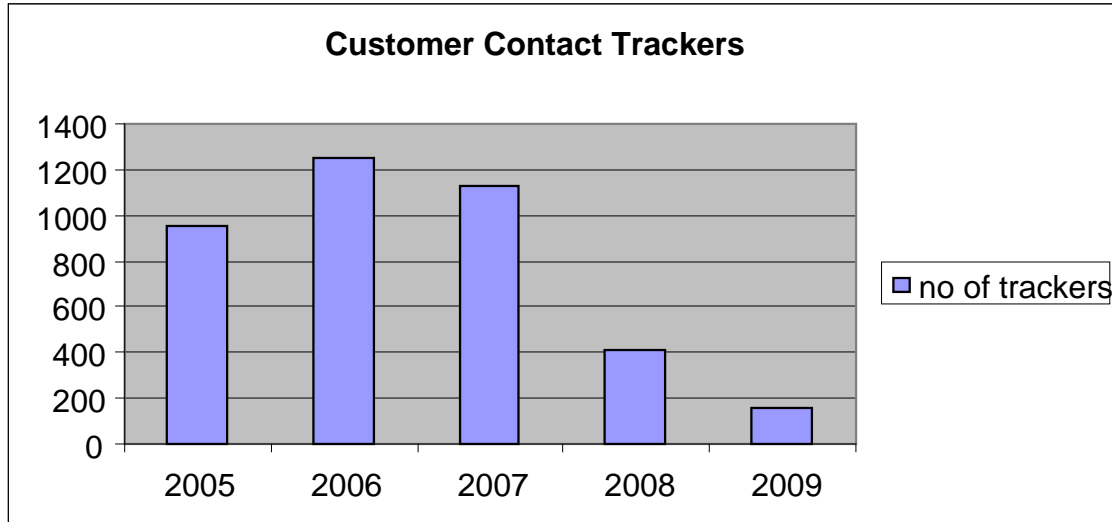
National Highways and Transport Public Satisfaction Survey 2009 Sunderland City

Indicator Reference	Benchmarking Indicator	Score (out of 100)	Ranking (of 76)	Scope to Improve	MB rank (of 13)	Year on Year
06. Highways maintenance BI						
HMBI 01	Condition of road surfaces	49.55	17	+12.11	3	
HMBI 02	Cleanliness of roads	59.95	22	+6.79	4	
HMBI 03	Condition of road markings (e.g. white lines)	62.96	19	+5.81	4	
HMBI 04	Condition and cleanliness of road signs	66.62	7	+3.21	3	
HMBI 05	Speed of repair to street lights	63.68	13	+4.11	3	
HMBI 06	Speed of repair to damaged roads and pavements	39.14	17	+8.93	4	
HMBI 07	Maintenance of highway verges, trees and shrubs	56.17	10	+9.08	3	
HMBI 08	Weed killing on pavements and roads	51.55	32	+14.82	5	
HMBI 09	Keeping drains clear and working	58.52	5	+3.55	1	
HMBI 10	Deals with obstructions on pavements	49.70	37	+10.98	5	
HMBI 11	Keeps roads clear of obstructions such as skips/scaffolding etc	57.58	36	+5.76	3	
HMBI 12	Deals with illegally parked cars	42.26	49	+21.74	6	
HMBI 13	Undertakes cold weather gritting (salting) and snow clearance	56.61	31	+8.20	5	
HMBI 14	Cuts back overgrown hedges obstructing the highway	56.78	2	+8.13	1	
HMBI 15	Deals with mud on the road	56.57	7	+9.01	2	
HMBI 16	Deals with abandoned cars	56.14	19	+7.14	5	

Source: <http://nhtsurvey.econtrack.co.uk/> - Accessed April 8th 2010.

Appendix 4 Continued)

Customer Contact Tracker System



Source: Communication Tracker/Balfour Beatty Management Information System Accessed 7th March 2010.

Appendix 5

Innovation and Service Improvements

Brief	Introduction of PDAs (Personal Digital Assistant).
Benefit	Reduce paperwork. Improve speed and accuracy of data recording. Facilitate quicker identification of street lighting apparatus, and reduce repair time.
Responsibility	Peter Cook/ Paul Stoddart
Due Date	January 2009

Brief	Installed Imageview to PDA to allow operators to view image of signs.
Benefit	Time savings in identifying locations and descriptions of signs for data updates and fault rectification.
Responsibility	Peter Cook/ Paul Stoddart
Due Date	June 2009

Brief	Introduction of improved 'Communication Tracker'.
Benefit	Improve process of dealing with customer complaints / enquiries
Responsibility	Peter Cook/ Paul Stoddart
Due Date	October 2009

Brief	Change to Contractors Method Statement - Use of Philips Cosmopolis lanterns.
Benefit	Option to SONT lanterns, improved Lighting levels with an energy saving.
Responsibility	R.Barnett / N.Bailey
Due Date	October 2009.

Brief	Change to Contractors Method Statement - Use of Philips Cosmopolis Lumi-Step lanterns.
Benefit	Lantern provides dimming capability therefore saving energy.
Responsibility	R.Barnett /N.Bailey.
Due Date	December 2009.