

Putting Customers First

The Agency's approach to asset management

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Highways Agency

The Highways Agency (HA) is an executive agency of the Department for Transport (DfT)



Our network consists of:

- More than 7000 km's of motorway
- More than 8500 km's of all purpose trunk road
- More than 8500 Bridges

We carry:

- 25% of England's traffic
- 50% HGV traffic

Putting Customer's First

Customers are at the heart of civil service reform – underlined by Sir Gus O'Donnell, Head of the Civil Service

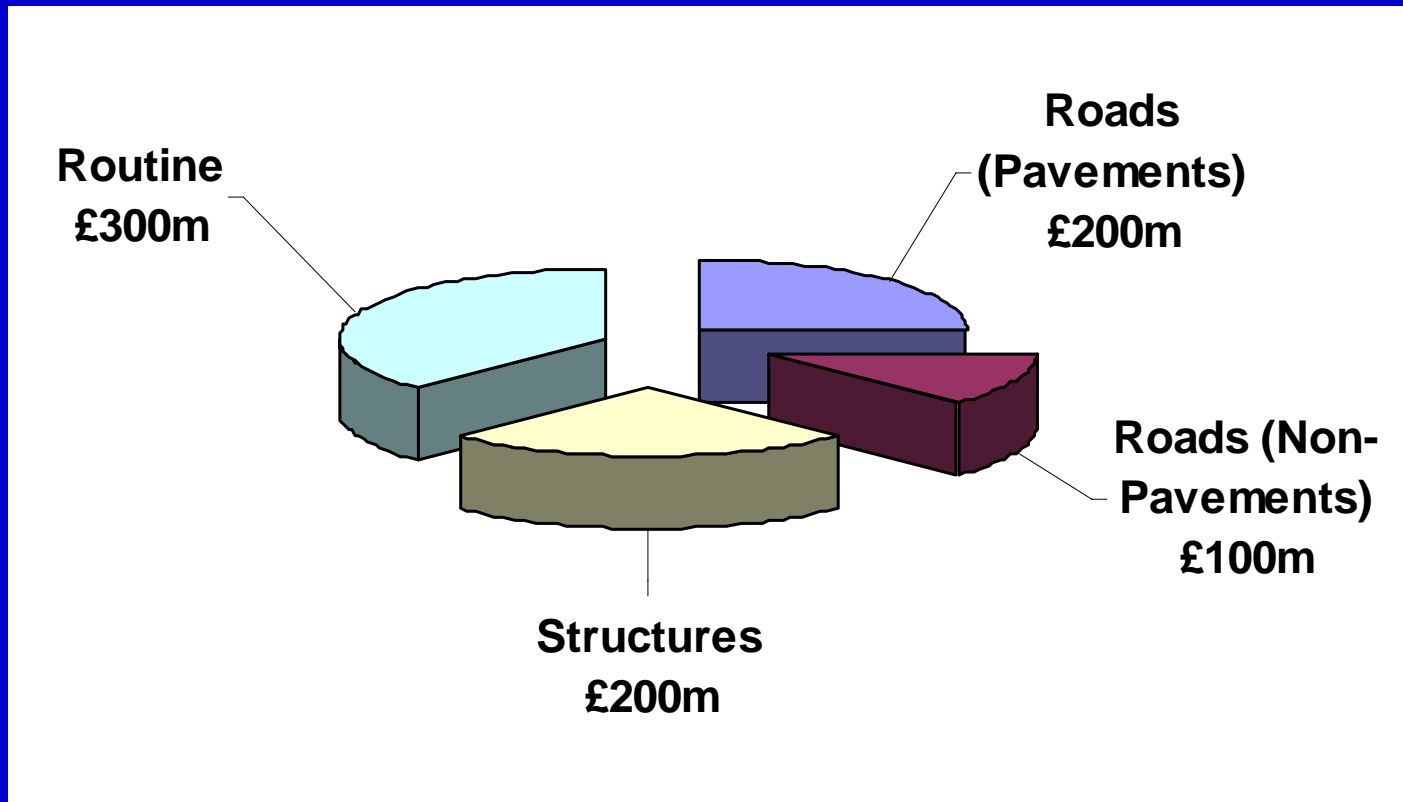
“To deliver world-class, customer-focused services ...there is a set of challenges:

- Civil servants who always start with the citizen
- Who understand what people want and need
- To become expert in gathering data on consumer satisfaction

“We must become relentlessly customer focused”



Highways Agency Operations



- Our asset is valued at over £70 billion
- We spend over £800m / year on maintaining the network

What the Agency is trying to deliver: Key Challenges

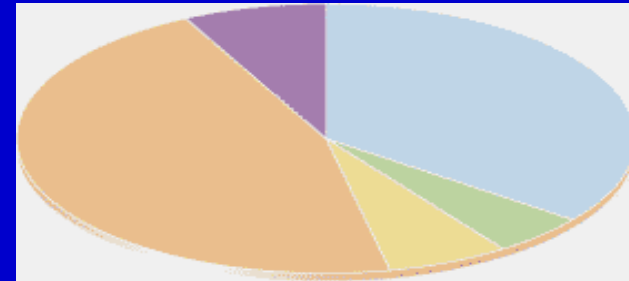
- Minimise impact on customers
- Spend money wisely
- Deliver against traffic growth (stress on network)
 - 2-3% per year
- Increasing pressure from HM Treasury to deliver more for less, as indicated by Gershon efficiency targets

We will respond to this challenge, within asset management, by publishing a Strategy covering our five year vision

How the Agency responds to these challenges:

Development of an Asset Management Strategy

- To gain an ability to forecast future funding requirements consistently across the various asset types
- To strengthen prioritisation processes between asset types for authorisation of identified schemes
- To provide a framework for raising awareness, culture and practice of Asset Management across the Agency and its suppliers



HA's Asset Management Strategy

AIM: The adoption of Asset Management principles and practice to achieve the right balance between whole life cost, journey reliability, safety, affordability, risk, environmental impact and asset preservation.

Key Strategy Themes putting Customers First

- Approach centred on Whole Life Cost/Value
- Introducing consistency of approach across asset types
- Examining existing engineering standards
- Focusing maintenance around disruption and congestion
- Intelligence led decision-making



Key Improvement Areas (1)

- Road-space – Getting the Balance Right
 - Getting the Balance Right – take account of the journey time reliability and safety targets in maintenance programme preparation
 - Improved Information & Systems
- Performance
 - Supporting Systems – compatible consistent Asset Management systems using Whole Life Value analyses
 - Measuring Performance - Improved performance measures
 - Appropriate Processes - Improved Value Management process
 - Appropriate Information – Single source good quality asset data
 - Budget Allocation - Remove constraints on budgetary allocation
- Environment
 - Environmental Impact - Take account of environmental impact on road users and third parties affected by network operation

Key Improvement Areas (2)

- Uncertainty of Performance
 - Risk Management - Take greater account of risk in Asset Management processes
- Contracts & Communications
 - Appropriate Contractual Framework - encourage Providers to ensure minimum disruption
 - Improved Communications
 - Consistent Contributions - across all Asset Managers
- Skills
 - Appropriate Workforce Skills
 - Aligning Business Functions - organisational structure for better alignment of Asset Management functions
- Research & Development
 - Challenging Existing Standards - Maintenance approach reflecting user and engineering needs
 - Improving life-cycle Knowledge of Assets - Reliable predictions of asset performance
 - Improving Maintenance Techniques - innovative techniques to optimise maintenance

Timeframe for Delivery

- Implement the Asset Management Strategy into our operations within 18 months

Impact on User

- Improved coordination of works on the Strategic and local road network under the Traffic Management Act; provision of better information via Traffic England and Transport Direct
- Fewer better targeted road works – at peak times
- Better value for money!



Thank you
for your attention