



M17 M18 Gort Tuam

ROLE OF LIAISON OFFICER



Croke Park September 3rd 2017



M17 M18 Opens 27th September



Tuam Bypass Charity Run July 2017



Longest Cycleway in Ireland 100km



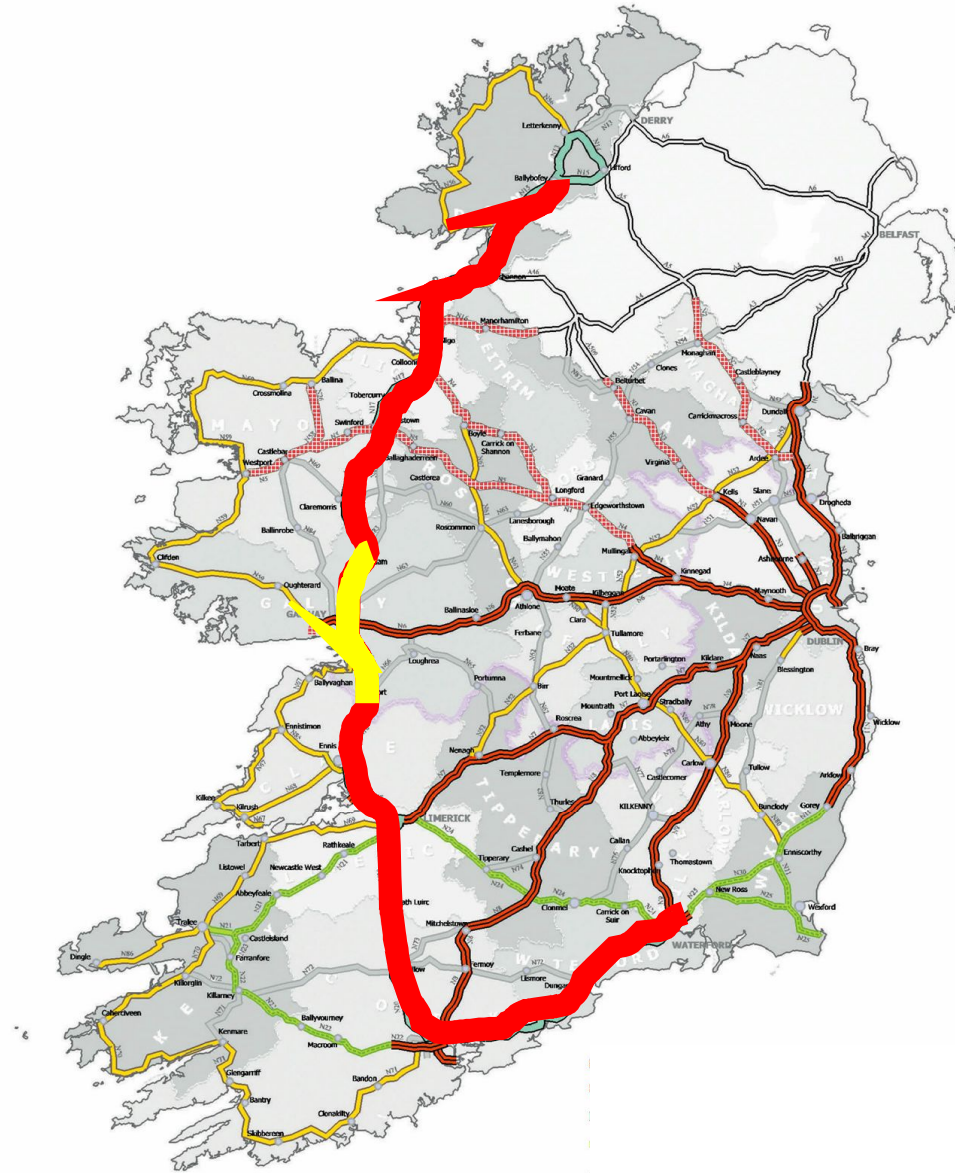


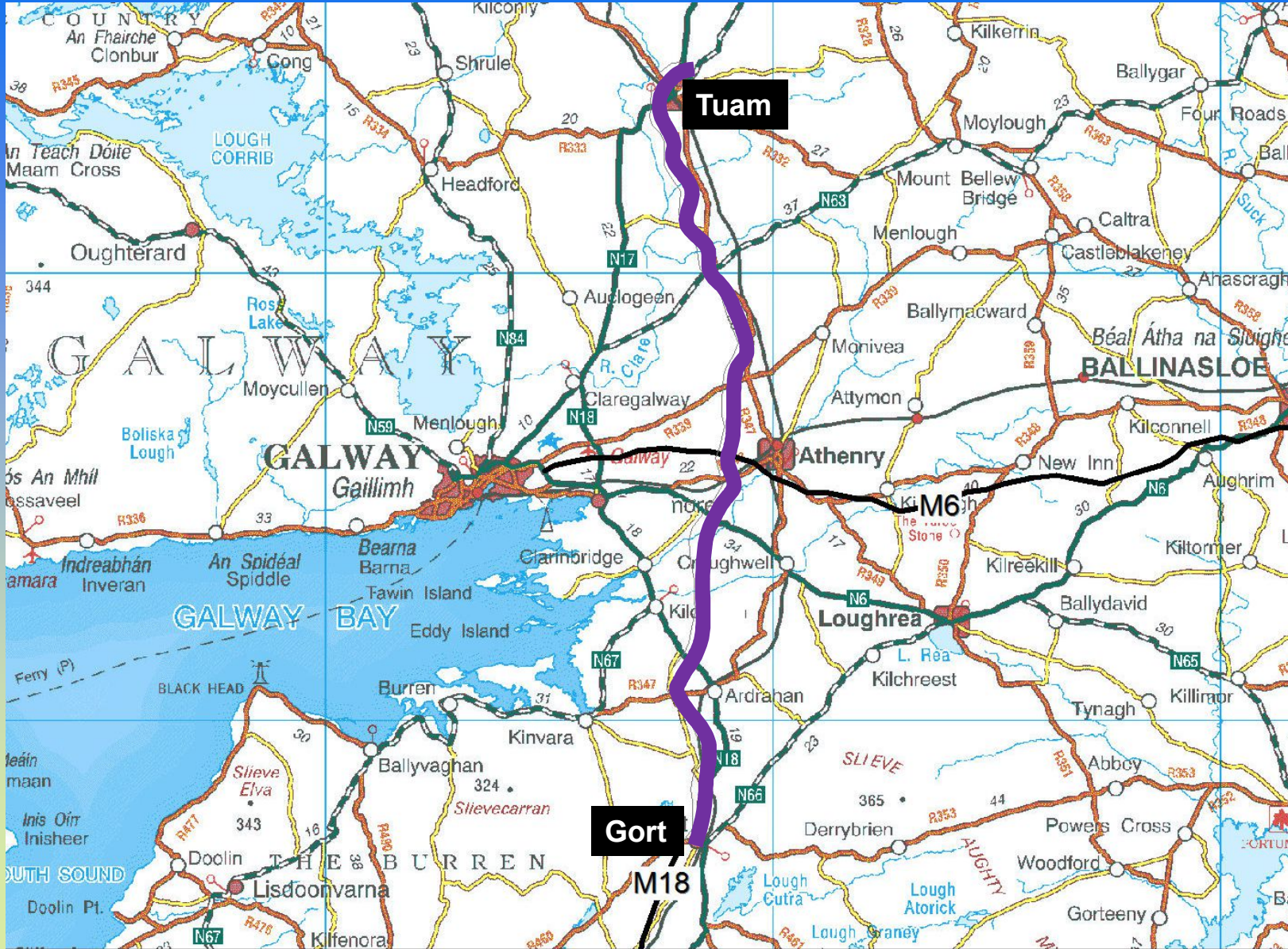
ATLANTIC CORRIDOR



M17/M18 GORT to TUAM

- Constructed Jan 2015 – Sept 2017
- 53 km of motorway
- 4.2 km of dual carriageway
- 6 junctions
- 471 hectares of land
- 31 km access roads







PPP Scheme Procurement

Outline Programme	Indicative Dates
Start of Tender	June 2009
Financial Close	April 2014
Mobilisation, Advance Work and Detailed Design	April 2014 – December 2014
Construction Start	January 2015
PTU	November 2017



















Liaison Team appointed in 2014

- 3 person team covering 57 km of new road
- Our vision to be the best possible liaison team we could be.
- Review problem areas from previous schemes and learn from experience
- Foster collaborative approach to problem solving
- No passing the buck





Fostering a collaborative approach

- Liaison team needs to stand up.
- At project commencement we need to invest in relationship building
- Meetings arranged with Delivery Partners, GCC Planners, Area Engineers, local schools,
- Building trust in a relationship
- Unique position of Liaison officer –not an RE!





Fostering a Collaborative approach

- Liaison Team, ASR, DP's working together to minimise Problems.
- Liaison Officer has to be regarded as honest broker –ensuring both sides of the argument are heard.
- Accommodation works agreed and placed in Appendix 1/15 of Construction Requirements
- Flexibility in terms of CVR 10 – balance sheet maintained.
- Outside contracts where required for VFM





Problem Area 1 – Haulage to site

- Insufficient restrictions on haulage resulted in significant damage to the residual road networks
- New requirements for contractors haulage route plan – FWD Surveys
- Specified Access and Egress points to and from site
- No haulage of material on Regional Roads and Local Roads to take place without prior written approval





Problem Area 2 – Farm Access Roads

- Wide verges facilitate illegal caravans
- Local authority do not want added maintenance responsibilities
- Provision in contract for gates at the head of every road.
- Access roads to be restricted roads not public roads





Problem Area 3 – Communication

- Particular problem with PPP schemes due to scale.
- 3 Delivery partners – Lagan, Sisk and Roadbridge
- 3 GCC Engineering areas
- 440 landowners
- We need clear lines of communication
- How do we do this??

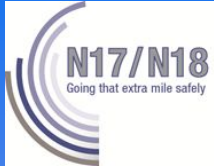




Landowner Liaison

- Clear message to Area offices to direct all queries to Liaison team
- Target of responding to all queries same day if possible.
- Correspondence Register.





Correspondence Register

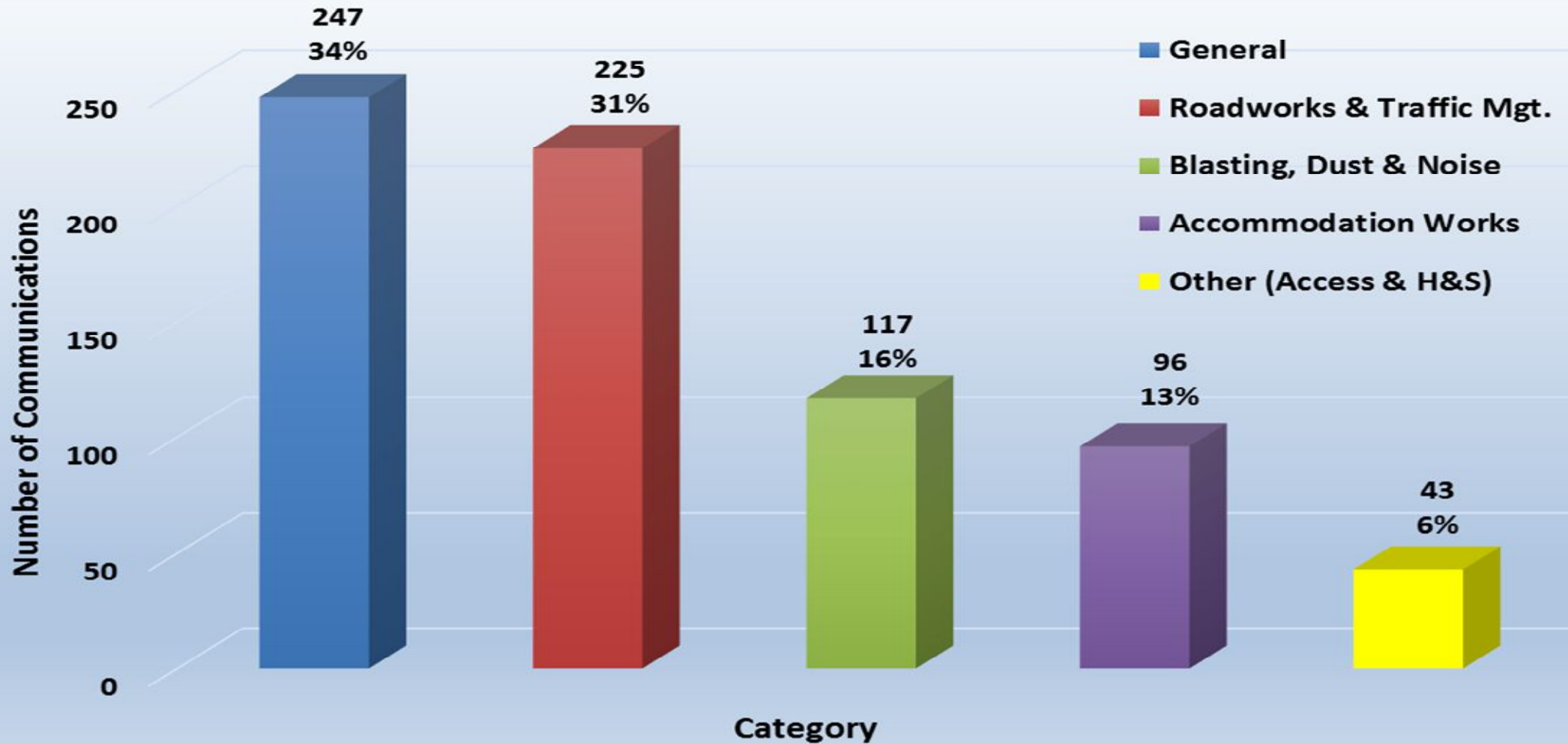
- 11,000 pieces of correspondence (April 2014 – Present)
- Items stored electronically on folders allocated to TII, Jacobs, PPP Co., etc.
- Excel spreadsheet maintained & updated daily, each item hyperlinked
- Can search for correspondence using filters or keywords
- Ease of retrieval using hyperlinks

	L=Letter	Organisatio n To or From	Date Sent/Received	Description	Folder Ref.	File Ref.	Seq. in day
I = Incoming O = Outgoing	e=e-mail D=docum ent						
I	e	TII	Thursday, 24 August, 2017	Taking Over Certs - Access Roads - Northern Section	3	170824	1
O	e	PPP	Thursday, 24 August, 2017	N17/N18 Stage 3 Road Safety Audits (Southern Section)	1	170824	2
I	e	Lagan	Thursday, 24 August, 2017	Talking Over Notice JAPI on 10 No. Access Roads (Ballynastaig - Kiltiernan etc.)	4	170824	3
I	e	GCC	Thursday, 24 August, 2017	M17 M18 Residual Signage - N83 query	7	170824	4
O	e	Jacobs	Thursday, 24 August, 2017	Anti dazzle fence M18 Lavally access road	2	170824	5

- From what it takes to maintain, the positives outweigh the negatives



Register of calls to 24 hour HelpLine

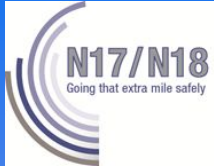




Soft Management Style



How to Manage protests
Blockade of site access points
Facebook campaign
Be seen to be reasonable!
Do what is practicable to reduce impact
Legal road closure process must be observed
Section 75 Roads Act
8 week application



Reclassification of roads in County Galway █

580 new signs to be surveyed and designed.

22 signs on M6 and M18

100 signs in Galway city

500k Residual signage Contract

Kildare NRDO Dave Kelly and Eoin Duffy

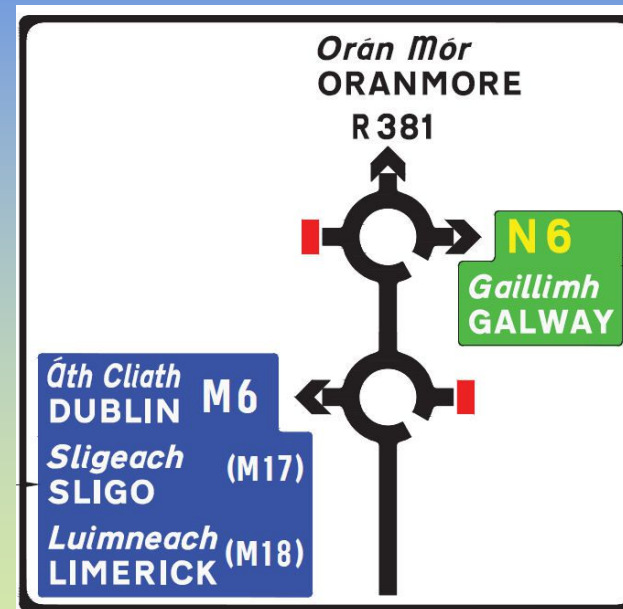
Tramore House Conor Fitzgerald



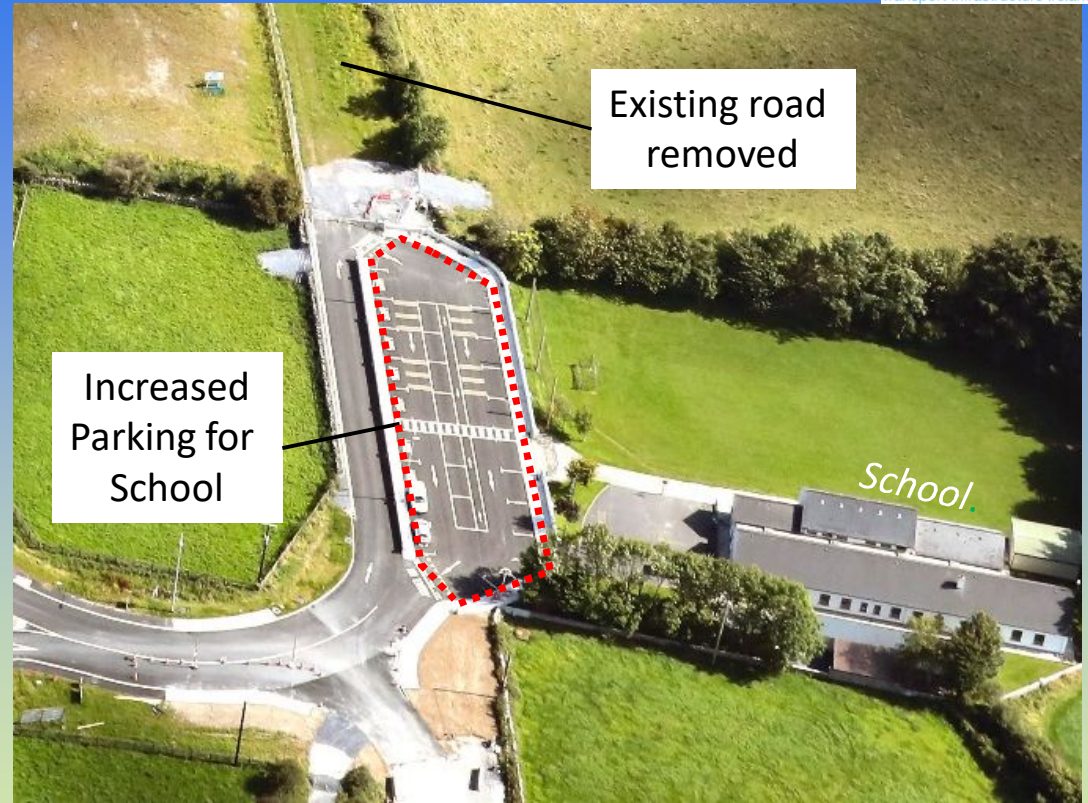
Residual Signage Contract



Existing



Design



Jack Eising



Liam Gavin

