



NOAC Customer Service Workshop

Niall Morrissey

Director of Services

Roads Transportation and Public Safety Kildare County Council

M7 NAAS NEWBRIDGE BYPASS UPGRADE,
M7 OSBERSTOWN INTERCHANGE,
R407 SALLINS BYPASS

M7 Naas Newbridge Bypass Upgrade, Osberstown Interchange & R407 Sallins Bypass

This contract consists of three major elements

- ▶ Widening the existing M7 motorway from two lanes to three lanes both eastbound and westbound for approximately 14km, between Junction 9 Naas North, at Maudlins (Perpetual Motion Ball) and the M7/M9 interchange at Junction 11
- ▶ Replacing and relocating the existing ramps at Junction 10 Naas South to the main Naas Newbridge dual carriageway, construction of a new interchange at Osberstown between Junctions 9 and 10 which will be designated Junction 9a
- ▶ The Sallins Bypass which includes approximately 1.7km of Dual Carriageway and 2.0km of single carriageway, together with a 1.2km single carriageway link road from the Bypass to Sallins town centre
- ▶ The scheme includes 6 new structures, including two bridges over the River Liffey, a bridge over the Grand Canal, the new Osberstown Interchange bridge over the M7 motorway, a road bridge carrying Osberstown Road over the Sallins Bypass and a bridge under the Dublin Cork railway line



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- ▶ **Building on Recovery – Capital Investment Programme 2016 – 2021**
- ▶ **Project Ireland 2040 NDP 2018 - 2027**
- ▶ **Unique funding partnership**
 - ❖ **Transportation Infrastructure Ireland**
 - ❖ **Department of Transport Tourism and Sport**
 - ❖ **Kildare County Council**
- ▶ **Overall Budget €120M – Statutory process, land acquisition, accommodation works, construction, contract supervision**



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- ▶ **M7 carries approximately 70,000 Vehicles per day and is the main network connection to M9/Waterford, M8/Cork and M7/Limerick**
- ▶ **R407 through Sallins connects M7 to North Kildare, Maynooth, Kilcock, Trim, Navan**
- ▶ **Sallins Train Station connects Dublin to Cork, Galway, Waterford, Limerick and Portlaoise**
- ▶ **These routes support commuting, tourism, food distribution, fuel distribution, the carriage of all goods and services including connections to our main ports and airports**
- ▶ **In terms of Customer Service these routes are vital to the economic survival of our State**

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Customer Service - Public Accountability

- ▶ TII Project Appraisal Guidelines
- ▶ DTTaS Common Appraisal Framework for Transport Projects and Programmes
- ▶ TII Project Management Guidelines
- ▶ Department of Public Expenditure and Reform
- ▶ An Bórd Pleanála – EIS and CPO Approvals
- ▶ Public Procurement Guidelines



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Customer Service - Public Accountability

- ▶ **Construction Contract Monitoring Committee**
- ▶ **Project Finance Sanctioning Board**
- ▶ **Project Board – Dispute resolution**
- ▶ **Conciliation Hearings**
- ▶ **Arbitration**
- ▶ **Individual funding agencies Internal and External Audit Processes**
- ▶ **Communications listed on all agendas**

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Customer Service – Communication with the Public

- ▶ **AA Roadwatch**
- ▶ **M7upgrade.com**
- ▶ **KCC Website**
- ▶ **KCC Social Media Platforms – Twitter, Facebook, MapAlerter**
- ▶ **Local and National Radio Stations – KFM, RTE Radio 1, newstalk, Today fm, RTE 2FM, all local radio stations throughout the country**
- ▶ **Traditional Print Media – Local and National**
- ▶ **Online media sites – thejournal.ie, RTE News online, Independent.ie, BreakingNews.ie, irishtimes.com, KildareNow**

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Customer Service – Communication with the Public

- ▶ **Advance Warning Variable Message Signs**
- ▶ **Speed Radar Signs**
- ▶ **An Garda Siochana YouTube clips**
- ▶ **GoSafe Vans**
- ▶ **“My Daddy Works Here” Signs**
- ▶ **Radio Stations – Target different audiences – Morning Ireland, Newstalk Breakfast, News At One, Drivetime, The Hard Shoulder, Today fm’s Dermot & Dave Show, KFM’s Breakfast Show, Countrywide, Newstalk Breakfast with Susan Keogh**

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Customer Service

- ▶ **Breakdown assist services**
 - ❖ **Breakdown service for cars**
 - ❖ **Breakdown service for Heavy Goods Vehicles (HGVs)**
- ▶ **Contact number on M7, social media platforms, websites, m7upgrade.com**
- ▶ **Winter Maintenance Service – Severe Weather Incidents**
- ▶ **Emergency Vehicle Lanes maintained at all times**
- ▶ **Crash Barriers to ensure employee safety**
- ▶ **Responses to media queries, public queries, PQs, Councillor and Oireachtas Members queries**



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Customer Service

- ▶ **Easter Weekend 2018 – Railway Service from Dublin to Newbridge suspended – Construction of Railway Line Underpass**
- ▶ **Alternative bus transport provided**
- ▶ **Public awareness campaign instigated in advance**
- ▶ **Busy commuting times avoided**
- ▶ **Proposed work on constructing the underpass completed on time**
- ▶ **YouTube – Search Sallins Bypass Underbridge**

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Customer Service

- ▶ **Economic Benefits – Commercial Traffic – distribution of goods and services**
- ▶ **Economic benefits for Naas and Sallins**
- ▶ **Commuting – Saving in time and costs – reliable journey times**
- ▶ **Reduced number of accidents**
- ▶ **Improvement in Quality of Life for commuters**
- ▶ **Sallins residents – Quality of Life improvements – retail benefits**
- ▶ **Benefits for people accessing employment, education and Train Station in Sallins**
- ▶ **Benefits for people accessing employment, education, health services in Naas and its environs**



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Thank You