

James Arneil

Operations Manager

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To Whom it may concern,

Letter of reference for Ben Kitley:

My name is James Arneil. I am the Operations Manager and I am responsible for the effective running of civil construction projects, including the resourcing of personnel on those projects.

I am writing with reference to Ben Kitley, a Traffic Manager that we have employed on our recent project in Bowen, North Queensland. I have found Ben to be an excellent asset who has actively improved the efficiency of the entire project. I wish to outline how Ben achieved this and to endorse Ben for future roles in the industry.

Our project was on the Bruce Highway through the townships of Bowen and Merinda and consisted of 5 different works areas across a 5km stretch of Highway. Our works included pavement reconstruction, widenings and overlays on a live highway over a 12 month period.

Traffic control requirements were critical and our progress was always at the mercy of our traffic management. I view the management of traffic in 3 distinct categories, I will explain Ben's involvement in each of those categories below:

- Staging/Planning

Ben lead meetings with us (contractor) and the client to agree the most practical staging. Ben offered the group his knowledge of the legislation but also his lateral thinking and desire to get the maximum work areas open. – this saved the project time.

- Submission of TGS Plans to our client for approval

Ben would create the TGS plans for submission to our client for approval. Our project had some 102 TGS plans (excluding revisions) that were all created very quickly and often during late night efforts to keep the project moving. – this saved the project time.

- The management of the controllers on site to implement plans

This 3rd aspect was perhaps the greatest skillset Ben brought to the team. A team of up to 14 traffic controllers was required each day, working on 5 sites, under 5 TGS set-ups. Ben took control of the ordering of controllers, replacements, rosters, break management, day/night change-overs and general personnel management. This is usually a huge task for my site team (Engineers) but Ben took this role on entirely. – this saved the project time.

A further thought I wish to share is in regard to the traffic manager role being small or part-time. I often try to shoe-horn the role onto a Project Manager or Engineer. I would be happy to concede the full-time role was worth every cent and that Ben paid for himself many times over on this project.

Apart from the technical abilities mentioned above, Ben is a happy, upbeat character who lifts the general spirits of a site office. He shows genuine interest in people and builds strong relationships that help him influence the project outcomes.

I will be pursuing Ben again when I have a traffic-heavy project on our books but in the mean-time I recommend Ben to anyone looking for a practical manager who can get the most out of his people and save a project time.

I am very happy to take a call or respond to an email to endorse Ben and further explain how he benefited our project and our team.

Yours Sincerely,

James Arneil

Operations Manager

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