

Maintenance Contract - Year 2 Maintenance Contractor Key Performance Measure (KPM) Results – Performance Measures Table

KPM #	Frequency	Name	Performance Measure	Measure Type	Weight
MANAGEMENT, REPORTING & DATA					
1	Monthly	Monthly Reports	Monthly reports on time every month in the format required including claim and quality records. 100% compliant each month.	MPM	1
2	Monthly	RAMM Dispatch Data Quality	Incorrect and or missing data on dispatches within RAMM Contractor from the start of the contract up till the works presented in the current monthly claim. 100% correct to pass.	MPM	5
3	Monthly	RAMM Asset Data Quality	Asset As-built data entered in RAMM is correct from the start of the contract up to the assets created in the current monthly claim. 100% correct to pass.	MPM	5
4	Monthly	Maintenance Programme	Monthly Programmes prepared for approval by the 20th of each Month.	MPM	3
5	On Engineer's Request	CQP Audits	Quality plan audit non-compliance flags against any aspect of the plan (including failure to meet follow-up/close-out from previous audits). Pass is 90% of the Audit complies with CQP.	MPM	3
6	Annual	SME Compliance	The Contractor maintains the 30% SME Subcontractor percentage as required under the contract.	MPM	2
7			Not used.		
8	Monthly	Industry Recognition	The Contractor shall be recognised for Positive Industry Recognition, Awards & Exposure relating to the delivery of the contract.	BPM	-2
33	Monthly	New Discrete Assets Created in RAMM	New Assets built by the Contractor (excluding surfacing, pavements) have a new Asset Record created in RAMM that matches the dispatch details. This is tracked from the start of the contract through to the assets created in the currently monthly claim.	OPM	5
RELIABILITY & RESPONSIVENESS					
9	Monthly	Sealed Inspections Achievement	Sealed Road inspection frequencies are achieved as per the inspection frequency set out in the contract and the network coverage is as per the inspection programme. Pass is 95% of Inspection Achieved each month.	OPM	5
10	Monthly	Unsealed Inspections Achievement	Unsealed Road inspection frequencies are achieved as per the inspection frequency set out in the contract and the network coverage is as per the inspection programme. Pass is 95% of Inspection Achieved each month.	OPM	5
11	Monthly	Drainage Inspections Achievement	Annual Drainage Inspections are completed as required. This includes showing progress towards completion of 100%. 100% of all assets delivered each year. Monthly tolerance of <=5% below target (total inspected/total number) is complying, with a quarterly cumulative target of 25% achieved.	OPM	5
12	Monthly	Inspection Identification	Audit of the inspections show that the Contractor is identifying the correct maintenance need in relation to routine and ordered works. Pass is 95% of Audit aligns with inspection outcomes.	OPM	5
13	Annual	Renewal Design	All Sealed Pavement and Surface Renewal Design show value for money and are completed in the specified timeframes. 100% delivered on time to quality standard.	OPM	2
14	Monthly	Renewal Delivery	Agreed sealed pavement renewals programme is delivered as programmed. Measured monthly during the construction season. 100% delivered on time by April 1 each year. Less than 10% variance against programme monthly.	OPM	3
15	Monthly	Railings & Bridges Painting/Cleaning Programmes	Painting/Cleaning are completed as required. This includes showing progress towards completion of 100%. 100% of all assets delivered each year.	OPM	
16	Monthly	RFS Response	99% or more of the RFSs assigned to the Contractor shall be accepted within the 2-day timeframe.	MPM	2
17	Monthly	RFS Close Out	99% of investigations carried out, dispatch raised if required, reporting completed within corporate system and the customer has been advised by the Contractor within the 10-day timeframe.	MPM	2
18	Monthly	Customer Satisfaction	The Contractor shall take all practical steps to minimise the likelihood of a dissatisfied RFS Call-back Result. 99% satisfied Call-back result.	MPM	1
19	Monthly	Contractor Customer Performance	The Contractor receives unsolicited written positive feedback from customers.	BPM	-3
20	Monthly	Routine Response	Routine response times are managed and attended to within the response times set. [Refer to the Part 5K OPM Response Times]. Pass is meeting 95% of the response times.	OPM	3

KPM #	Frequency	Name	Performance Measure	Measure Type	Weight
			Note that this activity will be split into separate Activities for performance reporting.		
21	Monthly	24Hr Contact	The Contractor is contactable 24 hours a day for emergency events. Pass 100% compliance.	MPM	2
SAFETY					
22	Monthly	Zero Harm	There shall be no "Zero Harm" incidents as taken from the Contractor's Monthly Report. Pass is 100% compliance.	OPM	2
23	Monthly	TTM Compliance	Temporary traffic management complies with COPTTM. Non-compliance is determined from the Safety Audit of TTM Site Condition checklist where a score of greater than 50 is recorded. No Audit failures each month.	OPM	3
24	On Engineer's Request	HSP Audit	Health and Safety Plan (HSP) Compliance Audit. Shall include failure to meet follow-up/close-out actions from previous audits. Pass is 98% of the Audit complies with HSP.	OPM	2
QUALITY & QUANTITY					
25	Monthly	Non-Conformance Notice	Non-conformance notice (NCN) issued by the Engineer as a notice to Contractor. Where the Engineer identifies any work or actions that do not comply with the specified requirements. 1 or more NCN is a fail.	MPM	5
26	Monthly	Failed Ordered Sealed Pavement Maintenance	Ordered permanent pavement and surfacing maintenance, that have been completed during previous months, are in accordance with the work specifications. Pass is 90% compliance of audited work. Note, where dispatch has been raised for rework by the Contractor these will not be counted.	OPM	5
27	Annual	Sealed Pavement Renewal Quality	Quality of the sealed pavement renewal rehabilitation construction is in accordance with the work specifications. Pass is 95% compliance with End Result specifications and Performance Criteria.	OPM	2
28	Monthly	Ordered Work Quality	Quality of completed ordered works (except sealed pavement renewals) is in accordance with the work specifications. Pass is 90% compliance of audited work. Note that this activity will be split into separate Activities for performance reporting.	OPM	2
29	Monthly	Routine Work Quality	Quality of routine works is in accordance with the work specifications. Pass is 90% compliance of audited work. Note that this activity will be split into separate Activities for performance reporting.	OPM	3
30	Monthly	Approved Monthly Programme Delivery	The approved monthly programme (excluding sealed pavement renewals) is completed by the end of the month. Pass is 80% compliance by dollars and/or by Quantity. Note that this activity will be split into separate Activities for performance reporting.	MPM	3
31	Monthly	Unapproved Ordered Work	Ordered work presented for claiming has been approved by the Engineer either via dispatch, written or verbal approval. Note that dispatch notes shall be used to record the written or verbal approval. Pass is 90% compliance.	MPM	5
32	Monthly	Environmental Compliance	No environmental management non-compliance notices shall be received during the month.	MPM	3