

NORTHLAND **TRANSPORTATION** ALLIANCE



Contractual Maintenance Obligations

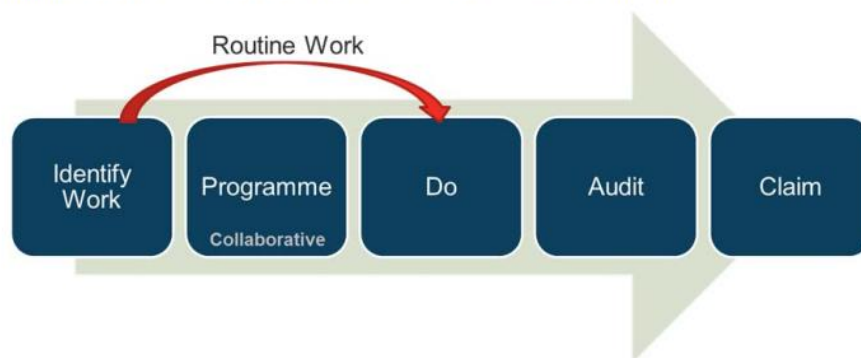
UNSEALED ROADS

Background

- Road Maintenance & Renewals Contracts commenced July 2018
 - Adopted following Council approval
 - Developed by the NTA, as an integrated regional or 'one-network' approach
 - Introduces an Inspection Led approach to the identification and programming of network needs
 - NTA auditing requirements with integrated Key Performance Measure (KPM)
 - Levels of Service set based on road hierarchy, achieved through:
 - Frequency of Inspections
 - Response times for routine (lump sum) activities
- Currently at the beginning of separable portion 2, extending through to June 2024

Works Management Process

The fundamental process that underpins these contracts is shown below:



Routine Work:

Work undertaken by the Contractor, where approval of the Engineer is not required prior to the commencement of the physical works.

Work that the contract provides clear authorisation for the Contractor to get on and do.

Ordered Works:

Work undertaken by the Contractor where prior approval of the Engineer is required prior to the commencement of the physical works.

Work that must specifically receive authorisation by the Engineer prior to work being commenced.

Works Management Process

Cyclic Work:

A type of Routine work where the work is initiated by a time frequency and usually confirmed with the Engineer in the approval of the Annual Programme

- Sump Cleaning
- Channel Sweeping
- Railings and Barrier Cleaning
- Sight Rail Painting
- Road Markings Repaint
- Bridge Painting
- Roadside Vegetation Spraying

+ Annual Drainage Inspection

Contract Inspections Process

The purpose of the network inspections are to ensure that the maintenance needs are proactively identified and quantified to provide knowledge to the Engineer in regards to the maintenance state of the network.

This process enables:

- Identification of routine work as well as ordered work
- Maintenance 'need' identified
- Routine work is identified and can be tracked in relation to the set response times
- A programme of ordered works can be developed in regards to the annual maintenance planning cycles
- The analysis of maintenance need identified can be completed to better define renewal requirements
- Identification of issues is proactive so that we are aware before the customer tells us
- Work is raised in reference to intervention levels and attended to within the given response times for each routine activity.

Unsealed Inspections - Overview

The activities to be inspected for under this inspection include:

- Unsealed Pavement Defects (including shallow watertable)
- Signs
- Traffic Facilities (railings, barriers, edge marker posts)
- Structures (only bridge deck)
- Vegetation Control

The activities to be inspected for, using best effort, under this inspection include:

- Drainage assets (Culverts)

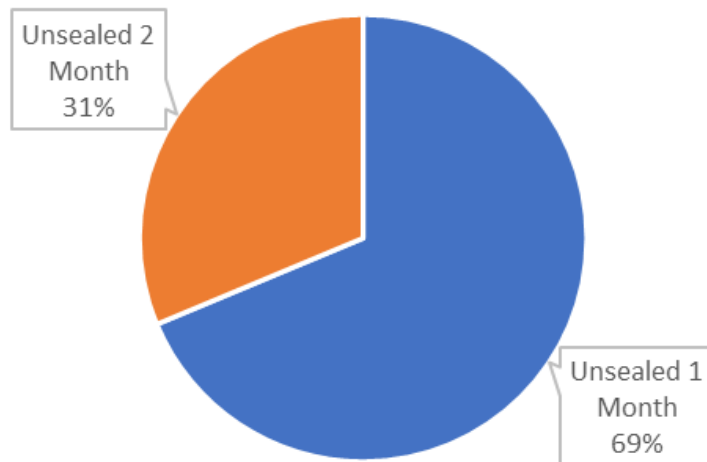
Frequency of Inspection

ONRC Road Classification	Risk Level ^{1 2}	Monthly ³	Two Monthly	Six Monthly ⁴
Unsealed Primary and Secondary Collector	High	X		
	Medium		X	
	Low ⁵			X
Unsealed Access	High	X		
	Medium		X	
	Low ⁵			X
Unsealed Low Volume	High	X		
	Medium		X	
	Low ⁵			X

Default Setting of Risks based on ONRC road classification

Unsealed Inspections - Overview

Inspection Frequencies - Network %



FNDC Unsealed 1 Month – Examples:

- Parapara Road
- Henderson Bay Road
- Kohumaru Road
- Rawhiti Road
- West Coast Road

FNDC Unsealed 2 Month – Examples:

- Motuti Road
- Orira Road
- Waiotehui Road
- Kaimaumau Road

Unsealed Inspections - Routine

Activity Name	Code	Sub Activity Name	Work Type	Monthly Programmed?	Notes
Drainage Assets	DR01	Routine Drainage Maintenance	Routine	No	Best Effort
Signs	SG01	Routine Sign Maintenance	Routine	No	
Traffic Facilities	TF01	Flexible Marker Posts Routine Maintenance	Routine	No	The annual clean is effectively a cyclic activity and is not identified through the inspections.
Traffic Facilities	TF04	Railings & Barriers Routine Maintenance	Routine	No	
Unsealed Pavements	UR01	Pothole Repairs	Routine	No	
Unsealed Pavements	UR02	Grading	Routine	No	
Vegetation Control	VC01	Routine Vegetation Envelope Maintenance	Routine	No	
Vegetation Control	VC05	Mowing	Routine	No	
Structures	ST01	Routine Bridge Maintenance	Routine	No	



Routine Work Response

OPERATIONAL PERFORMANCE MEASURES - RESPONSE TIMES & INTERVENTION CRITERIA										
Activity	Intervention Level / Defect	Response Times					Comments	Ordered / Routine / Cyclic	Scheduled / Lump Sum	Notes
		Arterial	Primary Collector	Secondary Collector	Access	Low Volume				
UNSEALED PAVEMENT										
Pothole - Repair	>200mm diameter and >50mm deep	1Wk	2 Wk	2 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	If unsafe, within 1 week of notification
Grading	Corrugations >25mm deep over 20m, or	1 Wk	2 Wk	2 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	Contractor to program but if unsafe, within 1 week of notification
	Rutting > 50mm deep, or									
	Loose metal >25mm deep, or									
	Crossfall outside 6 - 8%, or									
	Camber outside 8 - 12%									
The requirements for maintenance metal	When required with grading	On request					Identified and dispatched on Inspection	Routine	Scheduled Rate	As directed by Inspection or Grader Driver overall quantity monitor by Engineer
CULVERTS										
Routine Drainage	Culvert entry clean	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
Culvert Markers	Not vertical or secure	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
	Damaged	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Scheduled Rate	
ROAD SAFETY BARRIERS / RAILINGS										
Clean	Vegetation or debris around structure	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
Graffiti - Clean	Graffiti	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
Repair	Minor repairs	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
	Major repairs	Tested in Programme Management					By agreed programmed date	Ordered	Scheduled Rate	Damaged rails
SURFACE WATER CHANNELS										
Concrete Channels	Remove obstructions	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
Weeds in channel	Weeds in channel	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine	Lump Sum	
VEGETATION										
Routine Envelope	Maintain Envelope	1 Wk	1 Wk	1 Wk	2 Wk	2 Wk	Identified and dispatched on Inspection	Routine		includes Sightline mowing



Unsealed Inspections – Ordered

Activity Name	Code	Sub Activity Name	Work Type	Monthly Programmed?	Notes
Traffic Facilities	TF03	Flexible Marker Posts Replacement and Installation	Ordered	Yes	
Traffic Facilities	TF07	Railings & Barriers New and Renewal	Ordered	Yes	
Unsealed Pavements	UR03	Failure Repairs	Ordered	Yes	
Unsealed Pavements	UR04	Wet Roll and Grade	Ordered	Yes	
Unsealed Pavements	UR05	Rip and Remake	Ordered	Yes	
Unsealed Pavements	UR06	Pavement Strengthening	Ordered	Yes	
Vegetation Control		Hazardous Tree Removal	Ordered	Yes	Requires supporting arborist report



Ordered Work Response

OPERATIONAL PERFORMANCE MEASURES - RESPONSE TIMES & INTERVENTION CRITERIA						
Activity	Intervention Level / Defect	Response Times	Comments	Ordered / Routine / Cyclic	Scheduled / Lump Sum	Notes
UNSEALED PAVEMENT						
Wearing Course	High levels of aggregate loss. High use roads. Wearing course on new metal strengthening		Within two weeks for Authorised Work. Response times shall be met when the conditions are conducive to metalling.	Ordered	Scheduled Rate	The requirements for maintenance metal will vary throughout the year these being governed by climatic conditions.
Strengthening roads						
Wet roll and						
CULVERTS						
Annual clean culverts						
Programmed						
Repair						
ROAD SAFETY						
Repair						
SURFACE WORK						
Repair						
Waterable in						
Light and Heavy						
SIGNS						
Sign New Installations	New Installations.	Tested in Programme Management	Installed within four weeks unless otherwise stated by the Engineer	Ordered	Scheduled Rate	
VEGETATION						
Tree Trimming	Encroaches into vegetation envelope >100mm in diameter	Tested in Programme Management	By agreed programme date.	Ordered	Scheduled Rate	Only used to bring Envelope into spec. Once in spec Contractor to Maintain Envelope under Routine
Spraying - Noxious Weeds	Any weeds indicated in NRC's Pest Management Strategy	Tested in Programme Management	By agreed programme date.	Ordered	Scheduled Rate	



Customer Requests

- An essential feature of the Customer Service operation is that it is responsive to the various needs expressed by the public and that their concerns are dealt with efficiently so that Council can reply to the original enquirer if necessary.
- Speed, quality, accuracy, courtesy, proactivity and ownership are key to the Contractor's success..

Response Times		
	Description	Time Frame
Standard requests	Acknowledgement of customer request The Contractor is to acknowledge receipt/accept the service request within the Council's Customer Service system or reassign.	2 working days
	Investigation and action* of RFS Investigations carried out, dispatch raised if required, and reporting completed within corporate system and the customer has been advised by the Contractor. In accordance with options A or B.	10 working days
Priority requests	Priority requests from the Engineer.	3 working days
Urgent requests	Health and Safety or emergency	1 hr WDC & KDC 2 hrs FNDC

*Action, loading of works dispatch into RAMM database, triggering the commencement of routine response timeframes tabled earlier

Routine response time scenarios

Inspection Driven

Standard Response

Inspection
(W Day 0)

Do
(W Day 10)

If Unsafe

Inspection
(W Day 0)

Do
(W Day 5)

Customer Driven

Standard Response

Customer Call
(W Day 0)

Acknowledge
(W Day 2)

Investigations
Completed
(W Day 10)

Response Time
Commencement
(W Day 10)

Do
(W Day 20)

Priority Request - Engineer

Customer Call
(W Day 0)

Investigations
Completed
(W Day 3)

Response Time
Commencement
(W Day 3)

Do
(W Day 13)

Urgent Request- H&S or Emergency

Customer Call
(W Day 0)

Investigations
Completed
(Within 2 HOURS)

Response Time
Commencement
(W Day 1)

Do
(W Day 6)

Contract Audits

Two types of physical work auditing will be undertaken by the Engineer:

- Inspection Audits:** This audits the compliance of the inspection outcomes. For example, are the inspections identifying the correct maintenance needs are the correct treatments being applied when work is identified.
- Work Audits:** This audits the compliance with work activity specifications and focuses on the quality of workmanship. This audit applies to completed routine and ordered works undertaken as part of the contract.

In general these audits will follow the activities completed and will comprise of up to 10% of the activities completed by road classification each month. Where >40% of the audited activities are found to be failing then the Engineer may choose to increase the audit sample from 10% of the inspection length completed.

While the Engineer is responsible for the auditing of work, this does not remove the need for the Contractor to supervise, monitor and check their own work and activities.

Key Performance Measures

KPM #	Measure Group	Name	Performance Measure	Target	Frequency	Weight
Reliability & Response				Header	Header	Header
10	Reliability & Response	Unsealed Inspection 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.	95%	Monthly	5
35	Reliability & Response	Inspection Quality - Unsealed	Audit of the unsealed network inspections show that the Contractor is identifying the correct maintenance need in relation to routine and ordered works.	95%	Monthly	2
16	Reliability & Response	RFS Response	RFSs assigned to the Contractor shall be accepted within the 2 day timeframe.	99%	Monthly	2
17	Reliability & Response	RFS Close Out	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 where advised within CRM callback.	99%	Monthly	2
18	Reliability & Response	Cutomer Satisfaction	The Contractor shall take all practical steps to minimise the likelihood of a dissatisfied RFS Callback Result.	100%	Monthly	1
20	Reliability & Response	Routine Response Time	Routine response times are managed and attended to within the response times set. [Refer to the Part 5K OPM Response Times].	95%	Monthly	3
Quality & Quantity				Header	Header	Header
28	Quality & Quantity	Ordered Work Quality	Quality of completed ordered works (except sealed pavement renewals) is in accordance with the work specifications. Note that this activity will be split into separate Activities for performance reporting.	90%	Monthly	2
29	Quality & Quantity	Routine Work Quality	Quality of routine works is in accordance with the work specifications. Note that this activity will be split into separate Activities for performance reporting.	90%	Monthly	3
31	Quality & Quantity	Unapproved Ordered Works	Ordered work presented for claiming has an approved estimate by the Engineer.	90%	Monthly	5

The NTA logo consists of the letters 'NTA' in a bold, sans-serif font. The 'N' and 'A' are dark blue, while the 'T' is a lighter blue.

Thank you – Questions?