



Northland Transportation Alliance Road Maintenance and Renewal Contracts

3-Year Performance Review 2018-2021

August 2021

Document Control

Client Contact	Version	Date Issued	Method of Delivery
Calvin Thomas	Draft v1	21 September 2021	E-mail
Andy Finch	FINAL v2	27 September 2021	E-mail
Jim Sefton	FINAL v2	27 September 2021	E-mail
Simon Weston	FINAL v2	27 September 2021	E-mail

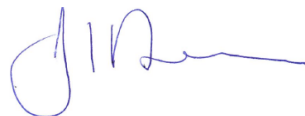


Prepared By;

Date;

24/09/2021

Aram Goes, Maintenance and Operations Manager



Reviewed By;

Date;

27/09/2021

Jeff Devine, Strategy and Planning Manager



Approved By;

Date;

27/09/2021.

Calvin Thomas, GM Northland Transportation Alliance

Contact Details

NTA

Maintenance
and Operations
Manager

Aram Goes

Phone: 09 401 5410

Mobile: 027 218 0864

aram.goes@nta.govt.nz

Contents

1	Executive Summary.....	5
2	Regional Maintenance and Renewal Contracts	7
2.1	Introduction.....	7
2.2	Contract Award and Duration.....	7
3	Contract Delivery Model.....	8
3.1	What's important and general expectations	8
3.1.1	What's important to us.....	8
3.1.2	General Expectations.....	8
3.2	Inspection-Led Model.....	9
3.2.1	Inspection frequencies.....	10
3.3	Performance Management Framework.....	11
4	Key Performance Measures (KPM) 3-Year Review.....	15
4.1	Background.....	15
4.2	Performance reporting tools	15
4.3	3-Year performance summary	15
4.4	Contractor at-risk payments.....	17
4.5	Observations.....	17
4.5.1	FNDC North contract (Fulton Hogan)	18
4.5.2	FNDC South contract (Ventia).....	18
4.5.3	WDC North contract (Fulton Hogan)	18
4.5.4	WDC South contract (Downers)	19
4.5.5	KDC contract (Ventia).....	19
4.4.6	Summary of Individual KPM Observations	19
5	Contract Administration by the NTA	21
5.1	Maintenance achievement reporting.....	21
5.2	Network inspection mapping.....	22
6	Opportunities for improvement	23
	Appendix 1 – Summary Comparisons of Key Performance Measures (KPM)	28
	Appendix 2 – KPMs for FNDC North Area Contract (Fulton Hogan).....	30

Appendix 3 – KPMs for FNDC South Area Contract (Ventia)	45
Appendix 4 – KPMs for WDC North Area Contract (Fulton Hogan)	60
Appendix 5– KPMs for WDC South Area Contract (Downers)	74
Appendix 6 – KPMs for KDC Contract (Ventia)	88
Appendix 7 – Maintenance Achievement Data	103
Appendix 8 – Mapping of NTA Inspections	104

List of tables

Table 1 – Contract term & options.....	7
Table 2 - Sealed road network inspection frequencies	10
Table 3 - Unsealed road network inspection frequencies	10
Table 4 – Monthly Network Compliance Scores (MNCS).....	11
Table 5 – KPM weightings	14
Table 6 – Opportunities for improvement and current status	23

List of figures

Figure 1 – Relative Annual Appraisal Score (AAS) between the five Contractors.....	15
Figure 2 - Relative MNCS performance between the five Contractors	16

1 Executive Summary

The five Northland 'Road Maintenance and Renewals Contracts 2018 to 2022' (the M&R contracts) commenced on 01 July 2018 and comprised of; two in the Far North District, two in the Whangarei District, and one in the Kaipara District.

Separable Portion 1 for all these five Contract Periods is due to expire on 30 June 2022.

These five M&R contracts are for an initial four-year term and all have a right for renewal, or Contract Extension (for two years, also known as Separable Portion 2). To consider extending any contract it is important to review the follow key areas;

- are the 'M&R' contracts delivering the expected outcomes,
- how are the Contractors performing against objective measurable deliverables,
- whether there are any opportunities for improvement, and
- ensure value-for-money is still being achieved.

This **3-Year Review 2018-2021** report assesses these points and summarises the recommended way forward.

Over the past 3-years the current contract model (i.e. "inspection-led") has delivered the expected outcomes with the introduction of regional comparisons of service delivery and vastly improved asset inventory knowledge. There are some maintenance activities that have had a distinct change in level of service when compared to the respective Council's prescriptive pre-2018 requirements e.g. unsealed road maintenance grading frequencies. Current staff assessment is that the benefits gained of associated cost savings and regional consistency of approach presently outweigh any necessity to change or re-tender these five contracts.

These M&R contracts continue to apply very cost-effective tendered rates in carrying out the works. Analysis of current market rates indicates reprocurring these five M&R contracts in the open market is very likely to result in an increase in competitive rates and associated costs to delivering the same service. In addition, the current contract rates, with appropriate escalation applied, have been used as the basis of all M&R budget and funding approvals for the 2021/24 period therefore any increase to these increase to these rates as a result of retendering would likely risk impacting future levels of service.

Based on acceptable Contractor performance, suitable contract model and confidence in value-for-money rates being applied, the Engineer is comfortable to approve Separable Portion 2 for an additional two-year period.

Separable Portion 2 can be approved by the Engineer for an additional two-year period based on the Contractor meeting expectations and this is measured by successful achievement of the Key Performance Measures (KPM). The overall 3-Year performance of the five M&R contracts is satisfactory for the Engineer to award the Contract Extension of an additional two-year period.

Formal approval of Separable Portion 2 for the period of July 2022 to June 2024 is subject to receipt and acceptance of this **3-Year Review 2018-2021** report by the respective Council. To ensure resourcing of these contracts, for continuity of service, the NTA seeks to formalise approvals of Separable Portion 2 before Christmas 2021, giving Contractors sufficient time to retain their key personnel into the foreseeable future.

The content of this report is provided to reassure Council that the Contract Extension poses no financial risks or failure to meet required levels of service and supports the Engineers decision to approve Separable Portion 2.

2 Regional Maintenance and Renewal Contracts

2.1 Introduction

The five Northland *Road Maintenance and Renewals Contracts* (M&R contracts) commenced on 01 July 2018. All five M&R contracts have the same scope of work and specifications to enable regional benchmarking of service delivery and comparison of Contractor performance.

The levels of service set out in these five M&R contracts are also consistent across the three districts, aimed at delivering service equity throughout the Region.

2.2 Contract Award and Duration

The following five M&R contracts have common specifications (with a few minor exceptions):

FAR NORTH DISTRICT COUNCIL:

- a) Northern Area Contract No. 7/18/100 – Fulton Hogan Ltd;
- b) Southern Area Contract No. 7/18/101 – Ventia Ltd.

KAIPARA DISTRICT COUNCIL:

- a) District Wide Contract No. 888 – Ventia Ltd.

WHANGAREI DISTRICT COUNCIL:

- a) Northern Area Contract No. 17085 – Fulton Hogan Ltd;
- b) Southern Area Contract No. 17086 – Downer Ltd.

These five M&R contracts are for a 4-year term (Separable Portion 1) that expires on 30 June 2022 and all have a right for renewal, or Contract Extension (Separable Portion 2).

The Contract term and options to extend are:

Table 1 – Contract term & options

Description	Years
Initial term of the Contract (Separable Portion 1)	4
Options to extend the Contract	2+1+1
Maximum term of the Contract	8

The Scope of Works adopts a 'fence-to-fence' approach involving most of the maintenance aspects, with reseals and a portion of rehabilitation work. Minor capital improvement projects may be included at the councils' discretion.

The M&R contracts also require the Contractors to commit to subcontracting to Small and Medium-sized Enterprise (SME) subcontractors for a minimum of 30% of their work by value of the total claim.

3 Contract Delivery Model

3.1 What's important and general expectations

The M&R contracts set out what is important to the three Northland district councils (the clients), and the general expectations:

3.1.1 What's important to us¹

We are seeking Contractors who will demonstrate appropriate behaviours on an ongoing basis, including:

- Delivering value for money;
- Working collaboratively with Councils and other suppliers in a positive relationship;
- Sharing learnings with supply partners;
- Training and up-skilling their employees and provide opportunities for people to join the industry;
- Fostering a culture of value creation and continual improvement;
- Supporting, upskilling and increasing the learning of Small and Medium Enterprise (SME) subcontractors and their staff within Northland communities;
- Demonstrating customer-focused outcomes;
- Ensuring excellent Health & Safety;
- Supporting flexibility over the duration of the contract; and
- Providing a seamless and professional transition for the start-up of the new contract.

Specific to identification and delivery of work within this contract, we expect:

- Use of RAMM Contractor to systematically manage the whole work lifecycle;
- Completeness and accuracy of inspection data;
- Evidence driven decision making;
- Contribution of knowledge and experience to support programming the right work at the right time;
- Use of asset strategies to support annual and monthly programming processes; and
- Quality of workmanship.

3.1.2 General Expectations²

The Contractor is required to:

- Maintain the Roding Network Assets;

¹ M&R Contract – Part 1A – RFT, page 2

² M&R Contract – Part 3A – General Requirements, page 9

- Achieve the standards specified in the Contract Documents for the duration of the Contract; and
- To provide complete management of the maintenance service.

The maintenance objectives are:

- Delivering value for money;
- Working collaboratively with the Councils and other suppliers in a positive relationship;
- Sharing learnings with supply partners;
- Training and upskilling their employees and provide opportunities for people to join the industry;
- Fostering a culture of value creation and continual improvement;
- Supporting, upskilling and increasing the learning of Small and Medium Enterprise (SME) subcontractors and their staff within Northland communities;
- Demonstrating customer-focused outcomes;
- Ensuring excellent Health & Safety;
- Supporting flexibility over the duration of the contract; and
- Providing a seamless and professional transition for the start-up of the new contract.

3.2 Inspection-Led Model

All five of the M&R contracts are “inspection-led” delivery model contracts, i.e. the Contractors are required to undertake inspections of the networks at defined frequencies and record all defects in asset management databases (RAMM).

This data is then used for 3 distinct purposes;

1. Activate response times for the Contractors to comply with i.e. remedy the defects within the defined response times for routine work items,
2. Inform the prioritisation of monthly works programmes for ordered work items,
3. Collate all asset data and improve inventory quality and accuracy, including condition data and refinement of the assets Remaining Useful Life (RUL) for refinement of the Forward Work Program (FWP).

Routine work items are activities completed under lump-sum per month rates. These tasks require no prior approval from the Engineer and are the responsibility of the Contractor to attend to within the defined response times.

Ordered work items are measure-and-value tasks completed with unit rates. Any task scheduled as ordered works require the Engineer’s approval and is budget constrained, with monthly programs under constant review by the Engineer’s staff.

Forward Work Program items are works that fully renew/replace the asset to as new condition e.g. full width road reconstruction, resurfacing of sealed roads etc.

3.2.1 Inspection frequencies

The Contractors inspection frequencies are set for each classification of the roads within the network, with the higher classified roads having shorter inspection intervals (and therefore a higher level of service). Inspection frequencies range from two-weekly to three-monthly.

The contractual inspection frequencies are:

Table 2 - Sealed road network inspection frequencies

ONRC Road Classification	Two Weekly	Monthly	Three Monthly
Sealed Arterial	X		
Sealed Primary Collector		X	
Sealed Secondary Collector		X	
Sealed Access			X
Sealed Low Volume			X

Table 3 - Unsealed road network inspection frequencies

ONRC Road Classification	Risk Level	Monthly	Two Monthly	Six Monthly
Unsealed Primary and Secondary Collector	High	X		
	Medium		X	
	Low			X
Unsealed Access	High	X		
	Medium		X	
	Low			X
Unsealed Low Volume	High	X		
	Medium		X	
	Low			X

The Engineer can adjust inspection frequencies where known traffic movements change long-term (e.g. land-use development), including requests for short-term increase of inspection frequencies on high seasonal use unsealed roads (e.g. summer holidays, forest harvest). Generally, the inspection frequencies remain constant for a year and are reviewed, and adjusted if required, as part of the annual contract rollover or any extension that is granted.

Ensuring the Contractor meets their inspection frequencies and associated work response times is essential to the success of the inspection-led delivery model. Accordingly, the M&R contracts performance is rigorously measured using the 27 'Key Performance Measures' (KPM) within the performance management framework (see Section 3.3 below).

3.3 Performance Management Framework

The M&R contracts set out how performance will be managed³ based on a compliance measuring process, which is focussed on achieving the desired outcomes for the clients.

Table 4 below outlines the list of measures used to derive the Monthly Network Compliance Score (MNCS), with 27 measures active to end of Year-3. From Year-4 onwards (1 July 2021) the NTA will be activating additional KPM Nos. 26, 28 & 29.

Table 4 – Monthly Network Compliance Scores (MNCS)

Monthly Network Compliance Scores (MNCS)			
_____ District Council - _____ Area Contract			
KPM #	Measure Group	Name	Performance Measure
Management Reporting & Data			
1	Management Reporting & Data	Monthly Reports	Monthly reports on time every month in the format required including claim and quality records.
2	Management Reporting & Data	RAMM Disptach 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.
3	Management Reporting & Data	Work Dispatches On Assets - RAMM Data Quality	Assets worked on by the Contractor shall have the correct asset data after the work is done. This is tracked from the start of the contract through to the assets worked on in the current monthly claim.
4	Management Reporting & Data	Maintenance Programme	Monthly Programme was prepared for approval by the 20th of each Month.
5	Management Reporting & Data	CQP Audits	No audit non-compliance flags from Quality audits based on the Contract Quality Plan (CQP) (including failure to meet follow up closeout from previous audits).
6	Management Reporting & Data	SME Compliance	The Contractor maintains the 30% (by value of the total claim) SME Subcontractor percentage as required under the contract.
7	Management Reporting & Data	Tender Promises	[NTA AGREED TO NOT BE USED - LACKS OBJECTIVE ASSESSMENT] Innovation commitments promised in the tender (and accepted by the client) are delivered within the time frames given as part of the innovation commitment.
8	Management Reporting & Data	Industry Recognition	The Contractor shall be recognised for Positive Industry Recognition, Awards & Exposure relating to the delivery of the contract.
33	Management Reporting & Data	New Discrete Assets Created in RAMM	[NTA AGREED TO NOT BE USED - COMPLEX DATA SETS TOO VARIABLE TO TEST] 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 current monthly claim.

³ M&R Contract – Part 3C – Performance Management, page 38

Table 4 – Monthly Network Compliance Scores (MNCS) cont.

Monthly Network Compliance Scores (MNCS) _____ District Council - _____ Area Contract			
Reliability & Response			
9	Reliability & Response	Sealed Inspection 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.
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.
11	Reliability & Response	Drainage Inspection 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.
12	Reliability & Response	Inspection Quality	[SUPERSEDED BY KPMs 34, 35 & 36 FROM 1 July 2020] Audit of the inspections show that the Contractor is identifying the correct maintenance need in relation to routine and ordered works.
34	Reliability & Response	Inspection Quality - Sealed	Audit of the sealed network inspections show that the Contractor is identifying the correct maintenance need in relation to routine and ordered works.
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.
36	Reliability & Response	Inspection Quality - Drainage	Audit of the drainage inspections show that the Contractor is identifying the correct maintenance need in relation to routine and ordered works.
13	Reliability & Response	Renewal Design	All Sealed Pavement and Surface Renewal designs follow good design process including completion within the specified timeframes. 100% delivered on time to quality standard.
14	Reliability & Response	Renewal Delivery Achievement	[NTA AGREED NOT TO USE - COMPLEX DATA SETS UNDER TESTING] 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.
15	Reliability & Response	Railings & Bridges Painting/Cleaning Programme Achievement	[NTA AGREED TO NOT BE USED - LACKS CLEAR DATA FOR ASSESSMENT] Painting/Cleaning of railings & bridges are completed as required. This includes showing progress towards completion of 100%. 100% of all assets delivered each year.
16	Reliability & Response	RFS Response	RFSs assigned to the Contractor shall be accepted within the 2 day timeframe.
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.
18	Reliability & Response	Customer Satisfaction	The Contractor shall take all practical steps to minimise the likelihood of a dissatisfied RFS Callback Result.
19	Reliability & Response	Contractor Customer Performance	The Contractor receives unsolicited written positive feedback from customers.
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].
21	Reliability & Response	24hr Contact	The Contractor is contactable 24 hours a day for emergency events.

Table 4 – Monthly Network Compliance Scores (MNCS) cont.

Monthly Network Compliance Scores (MNCS) _____ District Council - _____ Area Contract			
Safety			
22	Safety	Zero Harm	There shall be no “Zero Harm” incidents as taken from the Contractor's Monthly Report.
23	Safety	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.
24	Safety	HSP Audit	Health and Safety Plan (HSP) Compliance Audit. Shall include failure to meet follow up close out actions from previous audits.
Quality & Quantity			
25	Quality & Quantity	Non-Conformance Notice	No non-conformance notices (NCN) issued by the Engineer as a notice to Contractor.
26	Quality & Quantity	Failed Ordered Sealed Pavement Maintenance	Ordered permanent pavement and surfacing maintenance, that have been completed during current (+ previous) months, are in accordance with the work specifications. Note, where dispatch has been raised for rework by the Contractor these will not be counted.
27	Quality & Quantity	Sealed Pavement Renewal	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.
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.
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.
30	Quality & Quantity	Approved Monthly Programme Delivery	[NTA AGREED NOT TO USE - COMPLEX DATA SETS UNDER TESTING] The approved monthly programme (excluding sealed pavement renewals) is completed by the end of the month. Note that this activity will be split into separate Activities for performance reporting.
31	Quality & Quantity	Unapproved Ordered Works	Ordered work presented for claiming has an approved estimate by the Engineer.
32	Quality & Quantity	Environmental Compliance	No environmental management non-compliance notices shall be received during the month.

To ensure the Contractors focus on the performance measures that support and drive the desired behaviours, or activity areas that have been causing concern to the clients, the various measures have weightings applied. These weightings enable NTA to direct appropriate focus to highest priority Key Success Factors (KSFs).

KSFs can be any combination of Management or Operational Performance Measures that attract a higher weighting in the performance management system.

Table 5 below sets out the weightings for the purpose of calculating the Monthly Network Compliance Score (MNCS):

Table 5 – KPM weightings

Compliance Relating to	Weighting
Key Success Factors (KSFs)	3 to 5
All other Management Performance Measures (MPMs)	1
Safety related Operational Performance Measures (OPMs) <ul style="list-style-type: none"> • Potholes • Permanent Warning Signs • Regulatory Signs • Marker Posts 	2
All other Operational Performance Measures (OPMs)	1
Bonus Performance Measures (BPMs) (Note: Negative weighting to reduce overall score)	-1 to -3

Monthly Network Compliance Scores are calculated using the OPMs, MPMs & BPMs outlined in the table above, and these are used to determine the monthly At-risk Payment.

An Annual Appraisal Score (AAS) is then determined by summing the MNCS for the preceding 12 months. The AAS is a mechanism for:

- Reviewing performance annually and assessing where improvement in Contractor performance can be made; and
- Assessing performance year-on-year in regard to performance improvement.

The AAS is also one of the factors used by the Engineer when considering extensions to the M&R contract.

The 3-year review of the MNCS is discussed in Section 4 below and shows that overall, the performance by the five M&R Contractors is satisfactory.

Review of the AAS for the same 3-year period is summarised in Section 4.3 below (Figure 1) and discussed in further detail in Section 4.5. The trends of the AAS further supports that overall performance by the five M&R Contractors meets an acceptable level.

The MNCS charts in the Appendices highlight some specific tasks within the 27 different activities measured that require improvement. Key findings and opportunities for improvements are clearly described in Section 6 below.

4 Key Performance Measures (KPM) 3-Year Review

4.1 Background

The M&R contract states that measurements and reporting that is the same for each contract, which will provide the opportunity to benchmark across the region, incentivise performance and identify areas for improvement.

The contracts include a total of 36 Key Performance Measures (KPM) as shown in Section 3.3 above. Due to complexity of varying data sets 27 KPMs have been assessed for the 3-Year period to date. An additional three KPMs will be activated from 1 July 2021 onwards, leaving only six KPMs inactive at the time of this report, for reasons annotated in Table 4 above.

4.2 Performance reporting tools

The 3-Year Review report analysed the Monthly Network Compliance Score (MNCS) calculated using the 27 active KPM outlined in Table 4 above.

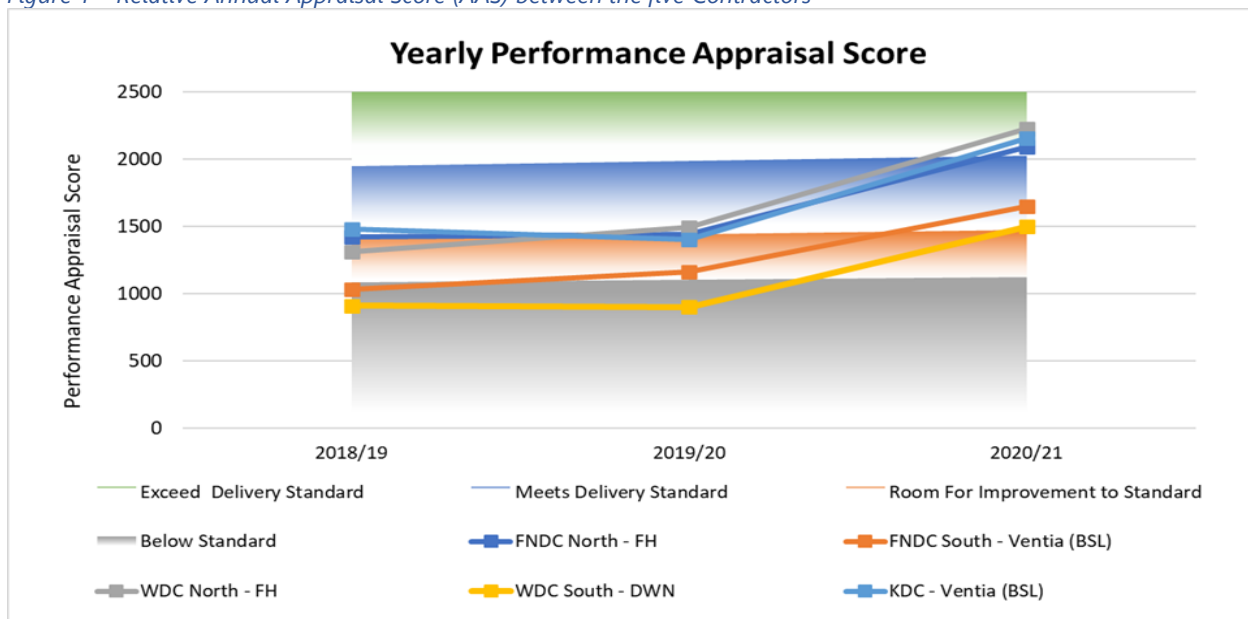
A reporting tool (Max.maintenance) has been developed to provide a MNCS to consistently assess and compare each Contractor's performance on a monthly basis.

This tool is automated to extract most of the data directly from RAMM to determine Contractor performance against the contract KPMs, with several manual entries required where the data is not sourced from RAMM. These MNCS are also used to determine the monthly At-risk Payment.

4.3 3-Year performance summary

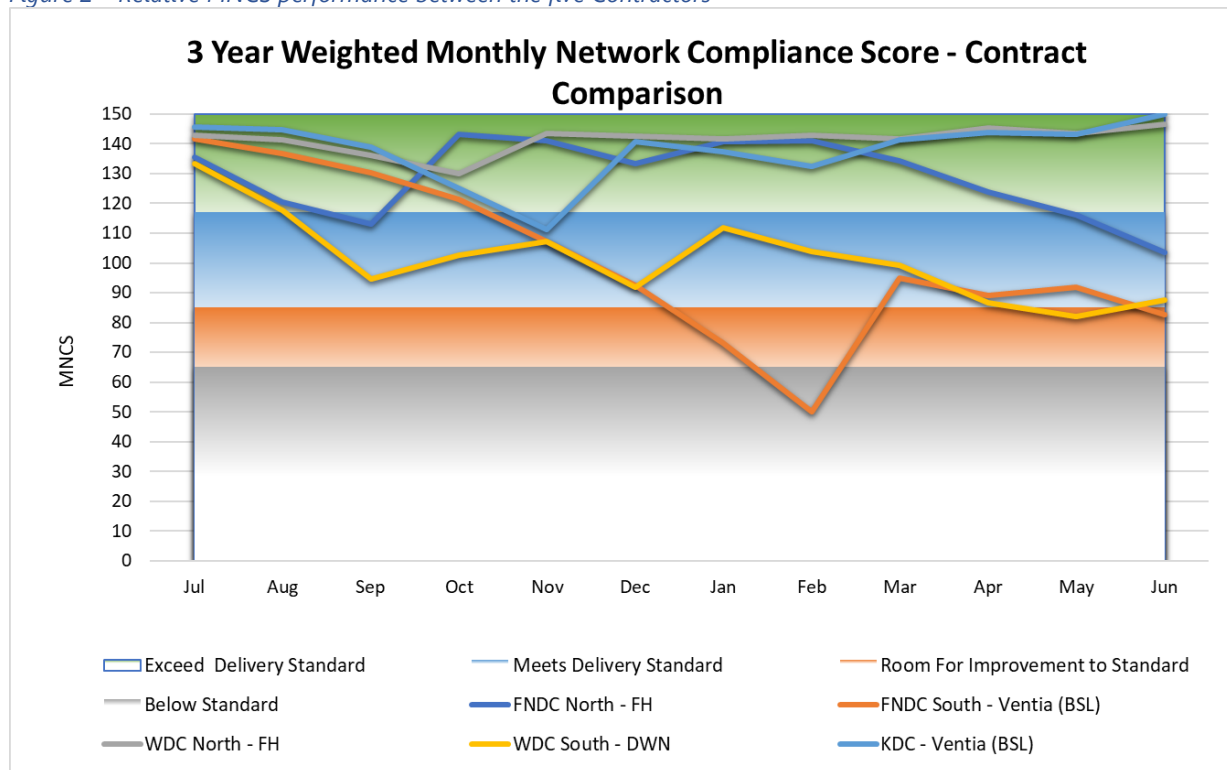
The following Figure 1 summarises the past 3-years Annual Appraisal Score (AAS) that is determined by summing the MNCS for the preceding 12 months:

Figure 1 – Relative Annual Appraisal Score (AAS) between the five Contractors



The following Figure 2 summarises the five different Contractors' Monthly Network Compliance Score (MNCS) performances for the most recently completed Financial year 2020-2021 (Year 3):

Figure 2 – Relative MNCS performance between the five Contractors



The MNCS is re-set annual and weighted to bring forward the comparative performance from the previous years into this most recent Year 3.

Relative performance between the five Contractors, as summarised above, indicates that performance gap between the Contractors increased from January 2021 onwards. This is due to these Contractors peak summer season workloads stretching their resources, resulting in some aspects of service delivery slipping (e.g. late Monthly Reports, slippage on inspection quantities and poor response times to unsealed road corrugations etc).

Appendices 2 to 6 contains graphs of each active KPM for the past 3-years and Appendix 1 shows that, despite fluctuating MNCS, the performance by the five M&R Contractors is overall satisfactory. This is also evident in Figure 1 above where the 3-years Annual Appraisal Score (AAS), that is determined by summing the MNCS for the preceding 12 months, is showing positive improvement.

It is noted the areas identified for improvement from the Year-1 Review report have shown some improvement, demonstrating the Contractors have made the necessary adjustments to their work processes, including increased resources where required. Further improvement is still possible, particularly for the key activity of inspection quality and quantity, plus response times.

KPM 9, 10 and 11 for Inspection Quantity (different sealed, unsealed and drainage assets respectively) show progressive improvement year-by-year, with exception of two Contractors,

one of whom is behind on inspections of drainage assets while the other was fluctuating on all. Both these Contractors are in FNDC area where the volume of work in Year-3 was double compared to the previous years, indicating resources were stretched across the District.

KPM 12 Inspection Quality has had increased attention with KPMs 34, 35 & 36 activated to focus on distinctly different sealed, unsealed and drainage assets. Trends show general improvement year-by-year.

KMP 20 Response Times has seen variable improvement with notable drops in performance during peak construction periods, particularly in summer of 2020-2021 (Year-3) where all Council's had exceptionally busier programs than normal, with externally funded Projects fast-tracked for completion during 2021-2022 (in particular FNDC, where contract turnover doubled compared to previous years).

Observations from reviewing the 3-years' MNCS is discussed further in Section 4.5 below with key issues and opportunities for improvement summarised in Section 6.

4.4 Contractor at-risk payments

The Contractors' monthly At-risk Payments are determined directly from the Monthly Network Compliance Scores (MNCS). The At-risk Payments are calculated on a monthly basis using a sliding scale, with the top of the scale allowing full payment, and the bottom of the scale determining no payment shall be made.

Contractors need to consistently meet all 27 KMP measure targets to obtain the full At-risk Payment. Payment of the full amount fluctuates and this is not unexpected considering the high target thresholds of many KPMs having a requirement to reach 95% for a 'pass' score, with anything less a 'fail'.

Explanations of specific failed KPMs that impact the MNCS are provided in Section 4.5 below with details of the specific KPM performance results detailed in Appendices 2 to 6.

Those Contractors who fail to meet the performance targets (see Figure 2 above) have had significant sums of At-risk Payments withheld, reassuring Council's there are financial consequences for poor service delivery.

Analysis of the At-risk Payments variations shows a trend towards improvement through the middle of Year-3 and that aligns very well with performance target results in Figure 2.

These correlations demonstrate the detailed field audits by staff and corresponding data input into the automated reporting tool (Max.maintenance) are functioning as required.

4.5 Observations

All five (5) Contractors have demonstrated consistently good Road Asset Maintenance Management data (RAMM) with all graphs showing very little fluctuation. The focus on quality data capture in Year-1 data has seen the margin for error being very small, making the subsequent years more susceptible to data performance errors. Overall a very good outcome.

4.5.1 FNDC North contract (Fulton Hogan)

- KPM 11 (Drainage Inspection Quantity) – poor performance at start and end of the Year-3, with drainage asset inspections very consistent through the summer.
- KPM 12 (Inspection Quality) – now superseded by KPM 34, 35 & 36 with modest improvement noted in KPM 34 and 36.
- KPM 35 (Unsealed Inspection Quality) – fluctuating performance in early part of Year-3 with improving trend. Improvement required.
- KPM 20 (Routine Response) – better performance year-by-year with small dip at end of Year-3. Minor improvement required to reach 95% compliant consistently.
- KPM 31 (Unapproved Ordered Work) – improved performance year-by-year with dip towards the end of Year-3. Improvement required.

4.5.2 FNDC South contract (Ventia)

- KPM 9 (Sealed Inspection Quantity) – performance of Year-3 slightly below the previous Year-2 with notable best performance to date at end of Year-3.
- KPM 10 (Unsealed Inspection Quantity) – improved performance year-by-year with dip in January 2021 that steadily improved through to end of Year-3. Improvement required.
- KPM 11 (Drainage Inspection Quantity) – improved performance year-by-year with downward trend Jan - Mar 2021 that then improved through to end of Year-3.
- KPM 12 (Inspection Quality) – now superseded by KPM 34, 35 & 36 with significant improvement noted in KPM 34 and 36.
- KPM 35 (Unsealed Inspection Quality) – fluctuating performance in Year-3 with poor trend in May and June 2021. Improvement required
- KPM 20 (Routine Response) – better performance year-by-year with improvement required.
- KPM 31 (Unapproved Ordered Work) – improved performance year-by-year with small dip at end of Year-3.

4.5.3 WDC North contract (Fulton Hogan)

- KPM 9 (Sealed Inspection Quantity) – the Contractors best performance was in Year-2 with Year-3 slightly below the previous Year-2 during peak construction season.
- KPM 10 (Unsealed Inspection Quantity) – similarly the Contractors best performance was in Year-2 and performance at the beginning of Year-3 was very poor, before significant improvement was made in Nov 2020. Thereafter very good performance noted.
- KPM 11 (Drainage Inspection Quantity) – improved performance year-by-year with only one notable drop in performance in Sept 2020.
- KPM 34 (Sealed Inspection Quality) – fluctuating performance in Year-3 with poor trend in Jan to Feb 2021 that then improved, with another sharp drop in April 2021. Improvement required.
- KPM 35 (Unsealed Inspection Quality) – good steady performance in Year-3 with only two poor months in May and June 2021.
- KPM 20 (Routine Response) – better performance year-by-year with small dip at end of Year-3. Minor improvement required to reach 95% compliant consistently.

- KPM 31 (Unapproved Ordered Work) – improved performance year-by-year with small dip at end of Year-3.

4.5.4 WDC South contract (Downers)

- KPM 9 (Sealed Inspection Quantity) – improved performance year-by-year.
- KPM 10 (Unsealed Inspection Quantity) – improved performance year-by-year.
- KPM 11 (Drainage Inspection Quantity) – general improved performance year-by-year with notable struggle to perform in the early part of Year-3 that then improved.
- KPM 12 (Inspection Quality) – now superseded by KPM 34, 35 & 36 with significant improvement noted in KPM 36 for drainage assets.
- KPM 34 (Sealed Inspection Quality) – notable fluctuating performance in Year-3 with a trend of improvement following each poor month, then dropping again the next month. Improvement required.
- KPM35 (Unsealed Inspection Quality) – good steady performance in Year-3 with only Oct 2020 and Jan 2021 showing drops in quality of inspection reporting.
- KPM 20 (Routine Response) – on-going poor performance through Year-2 and into Year-3 with the improving trend in Year-3 still struggling to meet requirements or even match Year-1. Important improvement required.
- KPM 31 (Unapproved Ordered Work) – improved performance year-by-year with improvement required.

4.5.5 KDC contract (Ventia)

- KPM 9 (Sealed Inspection Quantity) – improved performance year-by-year with notable repeated minor drop in performance each January (reflective of holiday period), with Year-3 consistently meeting requirements.
- KPM 10 (Unsealed Inspection Quantity) – improved performance year-by-year.
- KPM 11 (Drainage Inspection Quantity) – improved performance year-by-year.
- KPM 12 (Inspection Quality) – now superseded by KPM 34, 35 & 36 with modest improvement noted in KPM 35 for sealed roads.
- KPM 35 (Unsealed Inspection Quality) – consistently good performance in Year-3 with a slight downward trend towards June. Improvement required.
- KPM36 (Drainage Inspection Quality) – fluctuating performance with majority of drainage inspections done to very good quality, with only sudden drops in performance Oct and Nov 2020 and then again Feb 2021.
- KPM 20 (Routine Response) – improved performance year-by-year.
- KPM 31 (Unapproved Ordered Work) – improved performance year-by-year.

4.4.6 Summary of Individual KPM Observations

The formal M&R contract performance management process is very rigid with high expectations. For example, if a Contractor achieves a monthly result of 94% for a KPM that has a target of 95%, the Contractor will 'fail' that KPM for the month.

Relative performance between the five Contractors, as summarised in Figure 2, shows the performance gap between the Contractors is reflective of their ability to consistently achieve across all 27 active KPMs.

The Contractor (Ventia) ending Year-3 in the *"Room for Improvement"* band is reflective of four key areas identified above where improvement is required. The two Contractors (Downer & Fulton Hogan) who ended Year-3 inside the *"Meets Delivery Standard"* is reflective of three key areas needing improvement. The two Contractors (Fulton Hogan & Ventia) who ended Year-3 inside the *"Exceed Delivery Standard"* is consistent with the observations above identifying two-or-fewer key areas for improvement.

All Contractors had challenges with consistently submitting their Monthly Programs on time and customer satisfaction feedback was varied across the 36month data sets, as seen in the Appendices below. Improvement in this monthly deliverable in an area for collaborative involvement between the NTA staff and Contractors, with some interruptions resulting from delays caused by treatment selection method and/or quantity of nominated repairs being reviewed by NTA staff.

The charts of Non-Conformance Notices (NCN) issued reflect poorly on the Contractors where just two months with an NCN issued failing the 95% pass target. Importantly these results and data demonstrate consistency in the relatively between M&R contracts, effect consequence by penalties in the At-Risk Payment and give objective data to motivate Contractors to improve their business arrangements accordingly.

While *"Room for Improvement"* is identified for two Contractors, the performance by the five M&R Contractors is overall satisfactory, as shown in Figure 1, Annual Appraisal Score (AAS).

5 Contract Administration by the NTA

The NTA is tasked with the responsibility of ensuring that the Contractors meet the contractual and performance outcomes. The “inspection-led” M&R contracts give assurance the network is under constant surveillance by the Contractor, while the KPMs ensure accountability for the responsiveness and quality of workmanship required.

In addition to implementing this new model of “inspection-led” M&R contracts since July 2018, the NTA has progressively looked to activate more KPMs (see Section 4 above), plus also provide reassurance to Elected Members and Council Executives the work necessary to ensure the network is improving and not deteriorating is being undertaken.

Routine reporting on the quantities of various work activities and increased transparency of active NTA resources across the network has been implemented to provide visibility and highlight these achievements.

5.1 Maintenance achievement reporting

Many of the work activities (i.e. Routine Works) are paid as a Lump Sum per Month activity and as such the quantities and physical measure of works actually carried out are not always clearly defined. This leads to an opportunity for the Contractors to maximise their profits where activities are perceived to be under performing.

To give confidence that Lump Sum per Month activities are delivering value-for-money services the NTA has developed a ‘pamphlet’ style monthly Maintenance Achievement Data reports (see Appendix 7).

The 1-page ‘pamphlet’ format clearly reports the monthly quantities of key work activities and compares them to the previous month vs typical historical monthly averages, to quickly see any workstream that may be falling behind expected goals.

These tables also allow for the quick comparison of these same workstreams against the other M&R contracts to highlight any Contractor that may be falling behind or failing to grasp seasonal opportunities for best success.

In addition to reassuring Elected Members and Council Executives the essential works are being carried out, other benefits gained by the NTA from this regional view is the ability to understand the impacts of Contractors inter-dependence upon specialist resources (e.g. pavement stabilisation machines and resurfacing equipment).

Watching the seasonal comparisons of sealed road repair quantities is a key indicator of the Contractors keeping on track to complete works within the defined summer resurfacing window (Oct-Mar).

5.2 Network inspection mapping

The NTA is tasked with the responsibility of ensuring that the Contractors meet the contractual and performance outcomes, and a key component of this is achieved by auditing the Contractors performance.

The NTA Maintenance and Operations Department has developed efficient processes to ensure the teams of field staff have clear direction of where to audit the Contractors for compliance of comprehensive and timely inspections, as well as quality workmanship and accurate claims for payment.

These teams also attend to customer complaints about road condition concerns during these inspections, endeavouring to incorporate any works identified to address the customers concerns into the respective monthly program of work, while diligently managing the limited budgets available

Mapping of where NTA staff have travelled in carrying out these audits and customer complaint investigations during each month has increased transparency of staff movement and demonstrated extensive coverage by the teams across the networks (see Appendix 8).

This is also giving helpful visual aid to highlight remote, low population areas where low demand is revealing less inspections than more busier areas of the District. This in turn helps the NTA direct resources to cover these areas to ensure a proactive identification of maintenance works and mitigate any inequity.

6 Opportunities for improvement

The outcomes of this 3-Year Performance Review have identified and prioritised 'Opportunities For Improvement' (OFI). Section 6 below tabulates the various OFI, including those identified in the Year-1 Review report (August 2019), for further investigation to reach better outcomes.

This will include meeting individually with each Contractor to discuss their 3-Year performance, highlight key areas of improvement and, if necessary, request formal Improvement Plans to ensure that the Contractors have initiated activities to achieve the desired contractual and performance outcomes.

Achievement of their KPMs remains a key focus point of the monthly contract meetings and will also provide greater visibility to senior management, through monthly Contractor performance reporting.

Table 6 – Opportunities for improvement and current status

No.	Issue	Recommendation / Current Status	Priority
CONTRACTORS			
1	Contractor performance.	Areas of non/poor performance to continue to be discussed at monthly contract meetings. Formal 'Improvement Plans' may be required. Contract Management Team meetings required to discuss key concerns with Contractors. If performance does not improve then escalate to the Engineer to issue formal contract notices. [continuous]	1
2	Contractor resources.	The Contractors' level of resources and expertise/experience need to be reconciled against the Specifications and their respective tender submissions to confirm that they have the appropriate minimum level of resources. To be discussed at the monthly contract/Contract Management Team meetings and, if required, any vacancies to be filled.	2
3	The Contractors are occasionally not meeting the Sealed (KPM 9) and Unsealed (KPM 10) Inspection Achievement, quality standards for	These are tangible measures that the customers will notice if the Contractors are under performing. This is inspection-led so a high achievement rate and standard of inspections is paramount.	1

No.	Issue	Recommendation / Current Status	Priority
	identifying all the defects (KPM 34, 35 & 36), and not meeting response times for routine works (KPM 20). (Linked to Item 1 above).	To be discussed at monthly contract meetings. Formal 'Improvement Plans' may be required. Contract Management Team meetings required to discuss key concerns with Contractors. If performance does not improve then escalate to the Engineer to issue formal contract notices.	
4	Inadequate QA auditing by Contractors.	Anecdotal – to be clarified when the NTA's level of QA auditing is increased (post July 2021). Request Contractor reports on their own QA audits. To be discussed at monthly contract/Contract Management Team meetings to discuss key concerns with Contractors. If performance does not improve then escalate to the Engineer to issue formal contract notices.	2
5	Timeliness of receiving H&S reporting and incident or near-miss follow-up/close out by the Contractors needs to improve.	Contract Management Team meetings required to discuss key concerns with Contractors. If performance does not improve then escalate to the Engineer to issue formal contract notices.	1
6	List of Critical Culverts and Grates.	To be reviewed and added to RAMM.	1
7	Equipment (plant resource) Schedule.	Required by 15 July each year. [continuous]	2
8	Subcontractor's Schedule.	Required by 15 July each year. [continuous]	2
NTA			
1	The NTA was slow to finalise its structure resulting in delays in fully resourcing the NTA. Recruitment of some positions has also been challenging.	Continue recruitment to fully complement the approved NTA structure. Review any barriers to recruitment and respond accordingly. [Recruitment of original org structure achieved. Ongoing scope reviews and additional roles also being implemented from July 2021 onwards]	1

No.	Issue	Recommendation / Current Status	Priority
2	The NTA Transition Plan has not been fully implemented.	Nominate an owner of this activity, review and update the Transition Plan, develop a programme, implement and report progress monthly to the NTA Manager. [Complete]	1
3	There is a lot of data but it is not easy to access by the Maintenance & Operations (MO) team.	MO team to confirm reports required, and Strategy & Planning team to arrange for the development of these reports.	3
4	The contract has the intention of ensuring that the road network does not decrease in standard. The condition of the networks (particularly the unsealed networks) is not being monitored/trended to determine whether they are improving, deteriorating, or static.	Strategy & Planning team to define metrics and associated reporting to enable trending of each network's condition (Outcome of the PGF Centre of Excellence's brief for the unsealed networks that is presently being developed). Strategy & Planning team have done a baseline survey of unsealed road roughness. The provision within the Contract includes mechanism to have the contractors to provide <i>Road Roid</i> (or similar) measurements to determine trends in road roughness to road condition has yet to be implemented.	1
5	The contract performance management tool (Max.maintenance) has not been fully developed and implemented.	Finalise the performance management tool (Max.maintenance), review and monitor. NTA to prioritise outstanding inactive KPMs, GHD to provide a cost estimate & programme to activate, and NTA to review benefits of these outstanding KPMs against their respective cost to activate Programme required, and User Acceptance Testing to be included in the QA process. Supporting data from RAMM to be provided monthly to the Maintenance Leads to allow them to review/audit the performance scores. Note that the Monthly Network Compliance Score is based on the principle that 'less is more' so the Contractors are not disadvantaged as a result of some of the KPMs currently not being activated or scored in the performance management tool. [complete]	1
6	Key Success Factors (KSFs)	The Engineer to further review and amend, if required, to ensure that the Contractors focus on the performance measures that support and drive the right behaviours or activity areas that have been causing concern to the clients and/or Engineer. In particular KPM 20 (Routine Response) has a weighting of 3 that should be reviewed. Also consider larger weightings (i.e. >5) for some of the key KPMs e.g. KPMs 9, 10, 11, 12 & 20.	1

No.	Issue	Recommendation / Current Status	Priority
7	Insufficient physical works QA auditing.	To be increased once adequate resources have been recruited. Internal reporting to NTA Manager on key Contractor issues, and percentages of NTA inspection and work QA audits should be reported monthly [KPMs 26, 28 & 29 activated]	2
8	The capital works programme has not been fully delivered (also applies to the delivery of the overall CapEx programme).	Complete recruitment to support the delivery of the full programme. Also difficult to reconcile annual CapEx budgets against works undertaken under the M&R contracts, and the total CapEx works undertaken. [complete with >94% achieved 2020-2021]	1
9	Health & Safety Systems Audits.	Required annually on anniversary date. [complete with Site-Wise compliance on record]	1
10	Final Contract Quality Plans.	To be reviewed and finalised for Year 2. [complete]	1
11	Final Contract Environmental Management Plans.	To be reviewed and finalised for Year 2. [complete]	1
12	Annual Performance Review Reports.	Due for the Annual Review Meeting by September each year. [complete]	1
13	Aggregate testing.	To be reviewed & compared across the region, and the standard confirmed.	1
14	Watertable assets in RAMM.	RAMM databases to include all watertables & [now in RAMM] drainage cut-outs, including identification of which watertables are able to be graded (balance will require Ordered works to clear). Update - watertables are recorded in RAM and we now have the FWP for drainage based on the new Drainage strategy. This will be implemented in Year-4 onwards and should address both the data record and the works programme.	2
15	RAMM processes – Unsealed network crossfalls/superelevations.	Review the RAMM processes to allow clear reporting on which sections of the unsealed network are unable to be graded to achieve the specified crossfalls (6-8%)/superelevations (8-12%) due to insufficient metal. Update – being progressively addressed through the achievement of the unsealed road FWP strategy with renewed unsealed pavements constructed to specified crossfalls and superelevations. This then evolves into the ongoing maintenance programme.	2
16	KPM No. 8 – Industry Recognition	Consider adding Contractor recognition for Positive Community Support (e.g. providing voluntary traffic management for community events, etc.).	2

No.	Issue	Recommendation / Current Status	Priority
17	H&S audits	Document the monthly H&S audit process and ensure alignment across the NTA.	1
18	Some lower priority works are being undertaken prior to identified Priority 1 works.	Review and refine the joint Engineer/Contractor programming process to mitigate this.	1

Appendix 1 – Summary Comparisons of Key Performance Measures (KPM)

Chart 1.0 – Annual Appraisal Score (ASS)

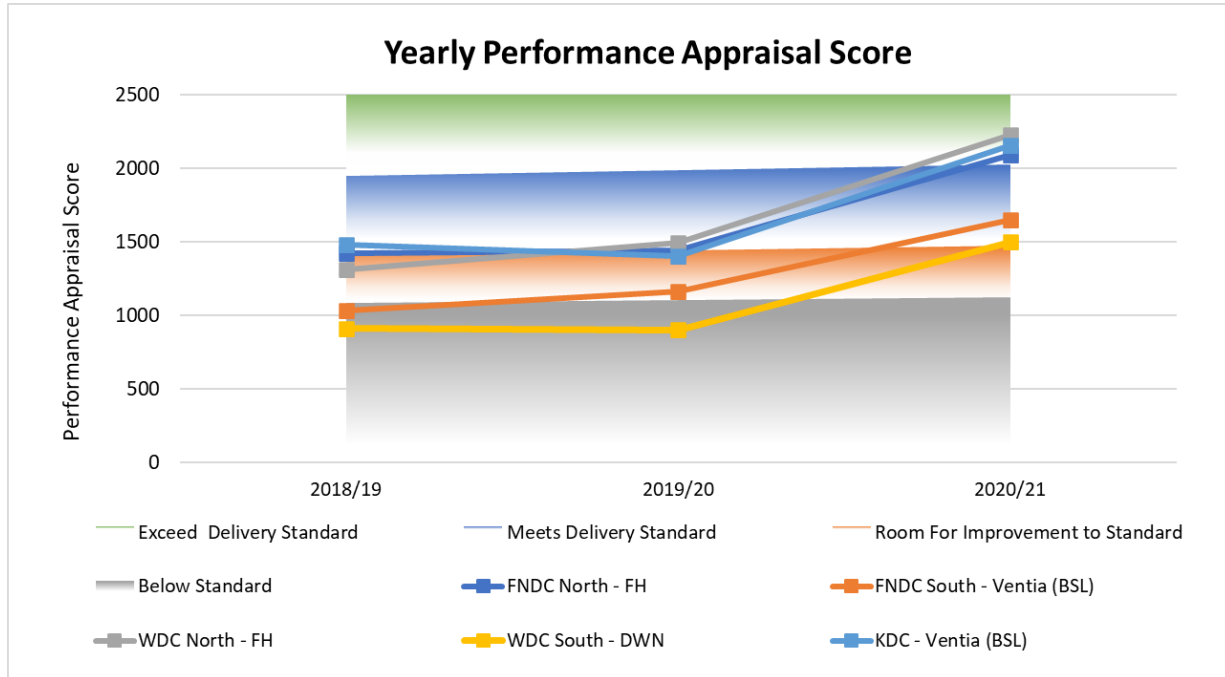


Chart 1.1 – 1st Year Monthly Network Compliance Score (MNCS)

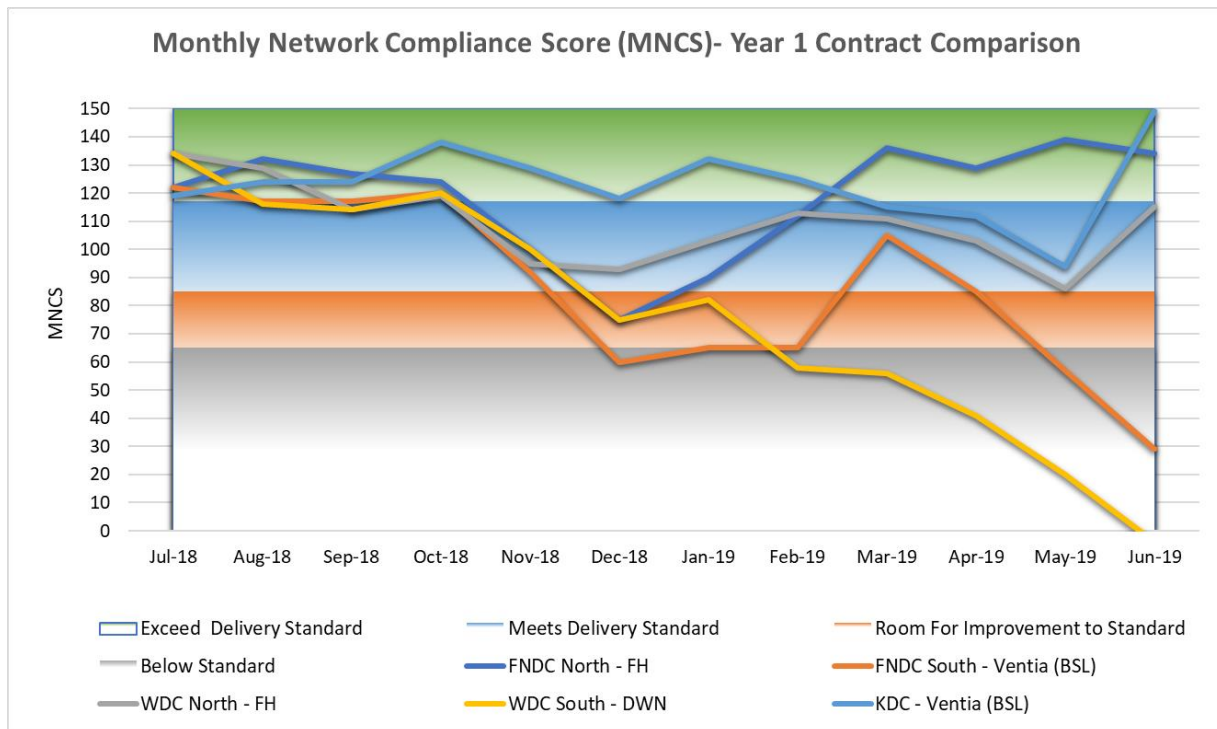
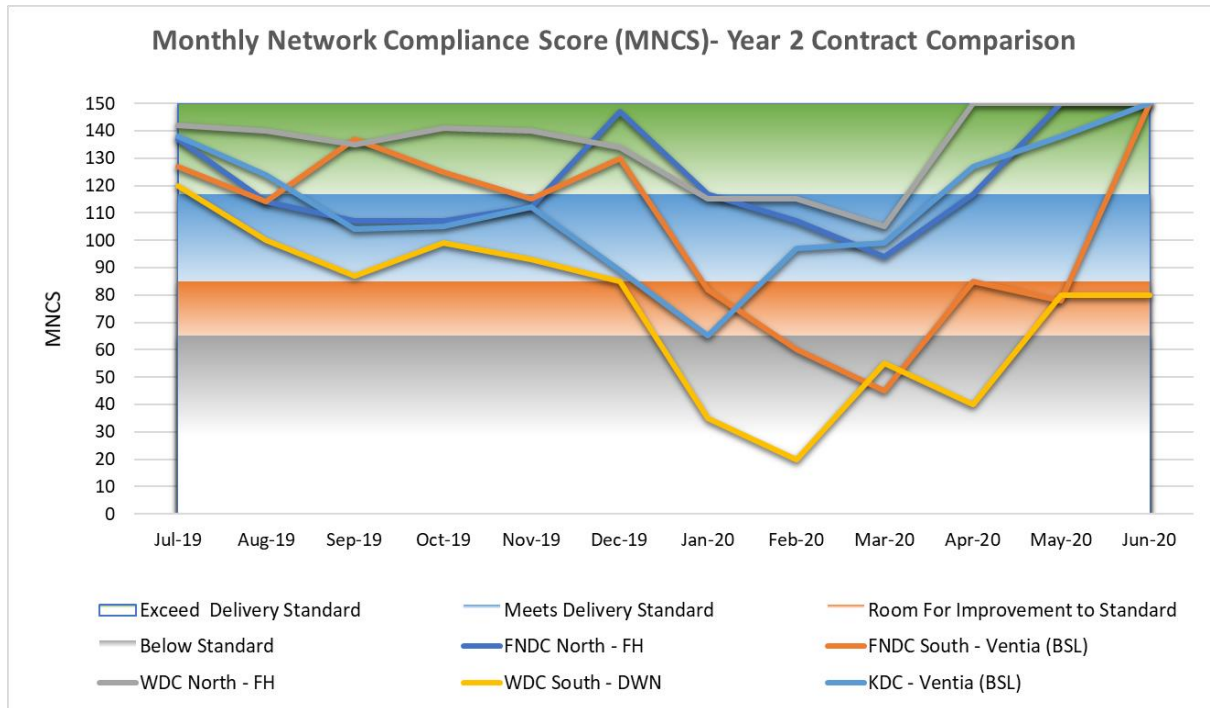
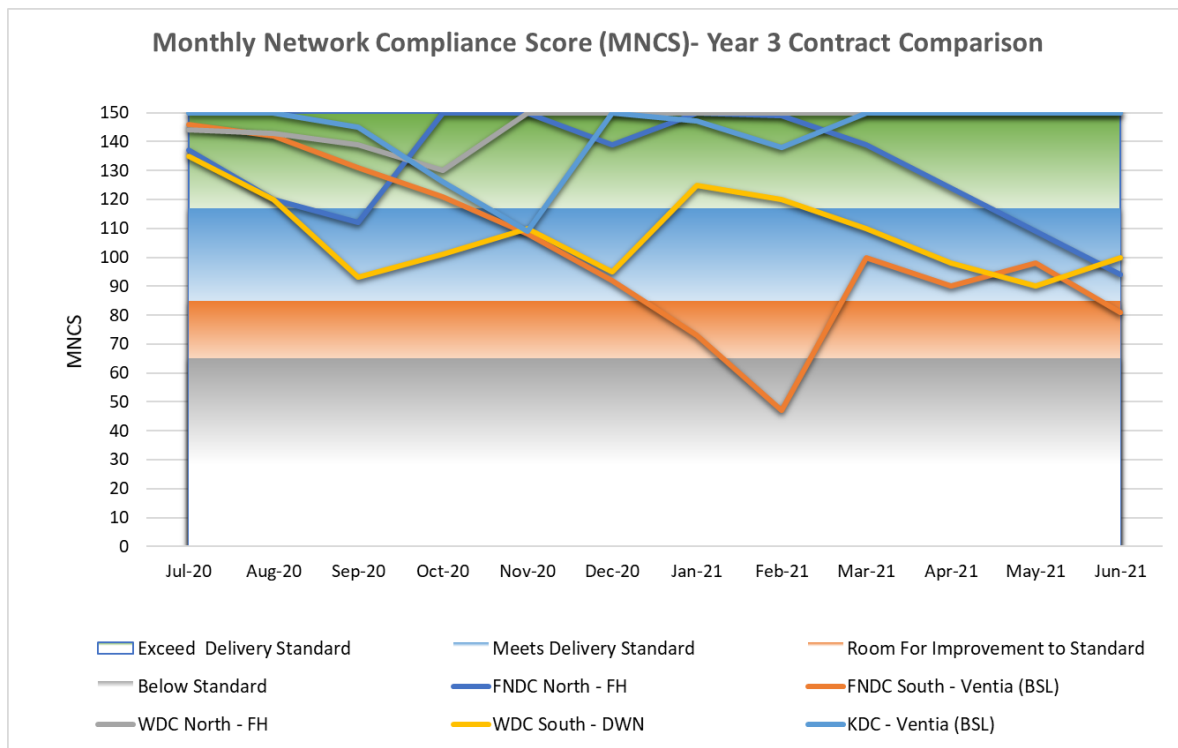


Chart 1.2 – 2nd Year Monthly Network Compliance Score (MNCS)Chart 1.3 – 3rd Year Monthly Network Compliance Score (MNCS)

Appendix 2 – KPMs for FNDC North Area Contract (Fulton Hogan)

Chart 2.1 – KPM1; Monthly Reports on Time (Fulton Hogan, FNDC Nth)

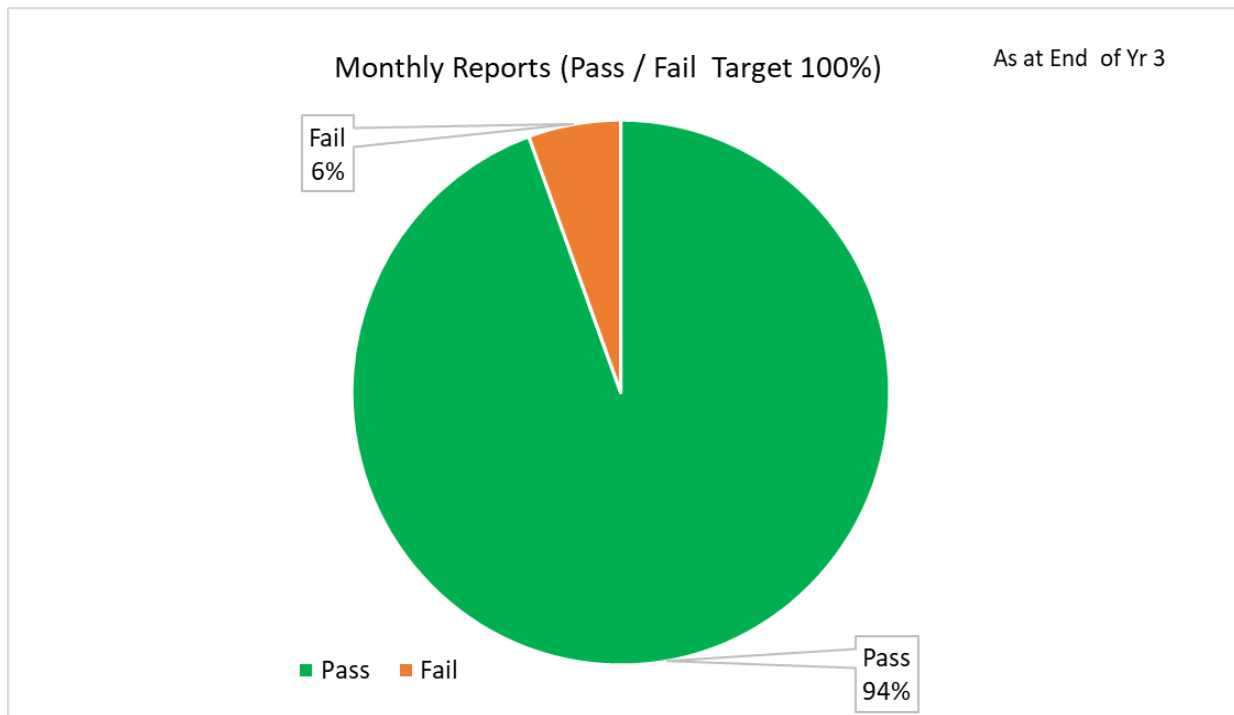


Chart 2.2 – KPM2; RAMM Dispatch Data Quality (Fulton Hogan, FNDC Nth)

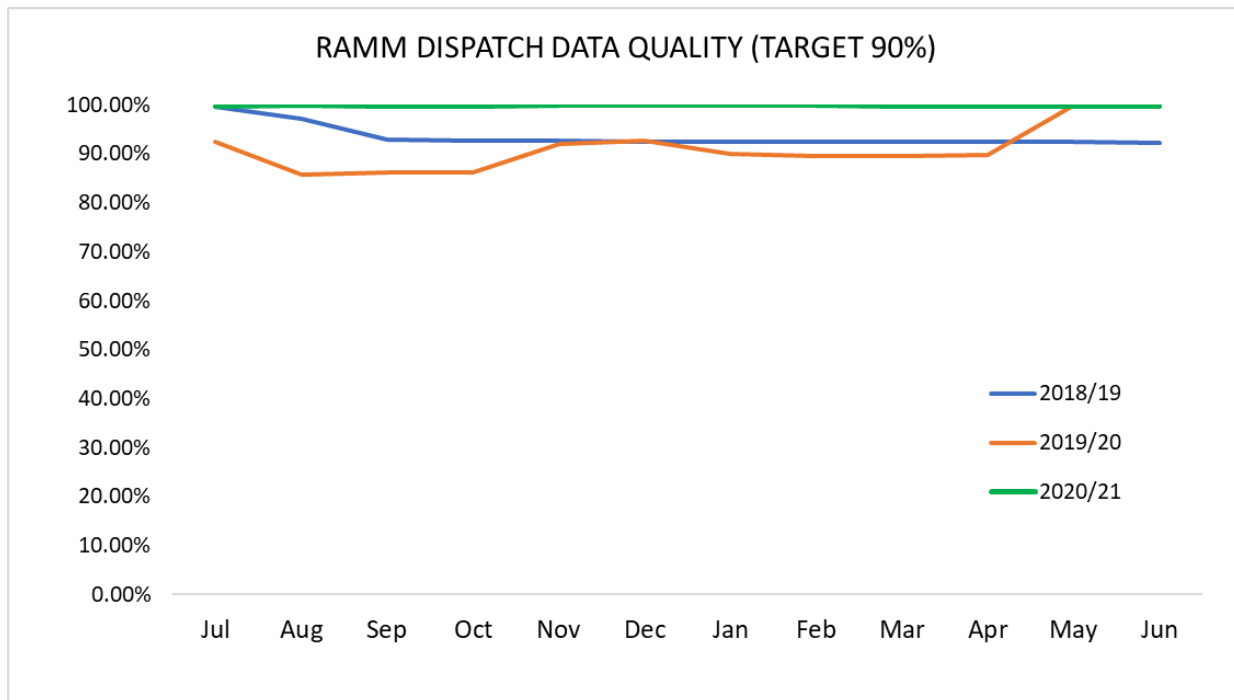


Chart 2.3 – KPM3; Work Dispatches On Assets - RAMM Data Quality (Fulton Hogan, FNDC Nth)

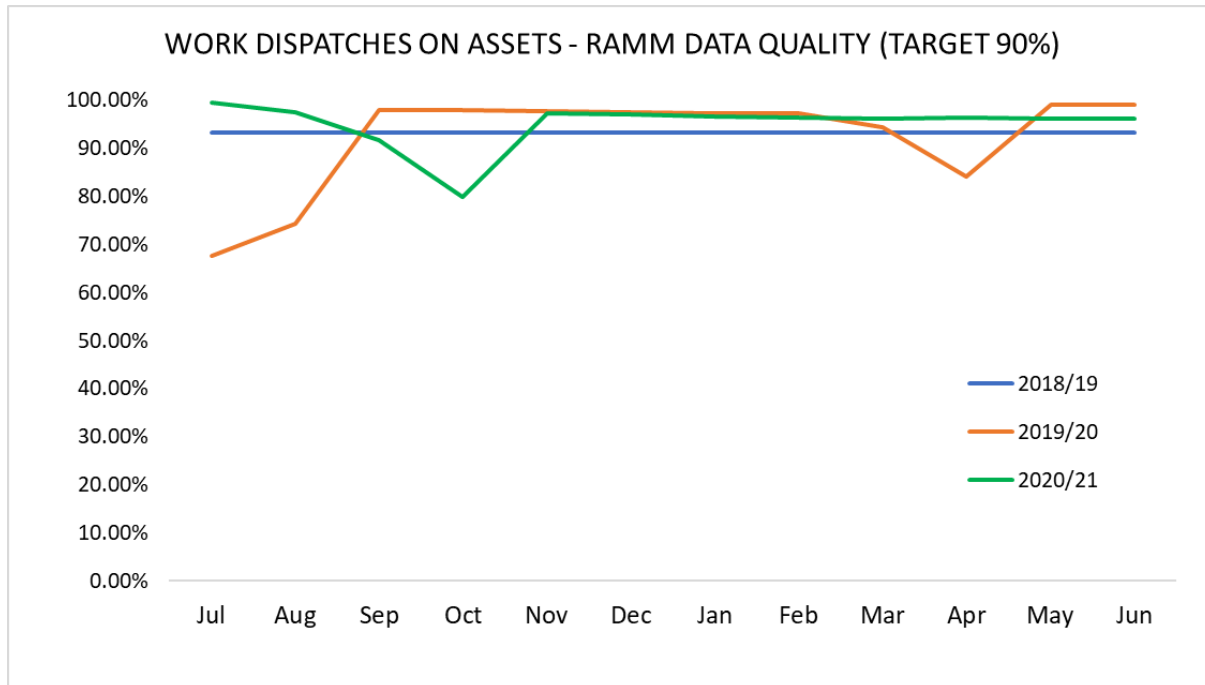


Chart 2.4 – KPM4 Maintenance Program Submitted on Time (Fulton Hogan, FNDC Nth)

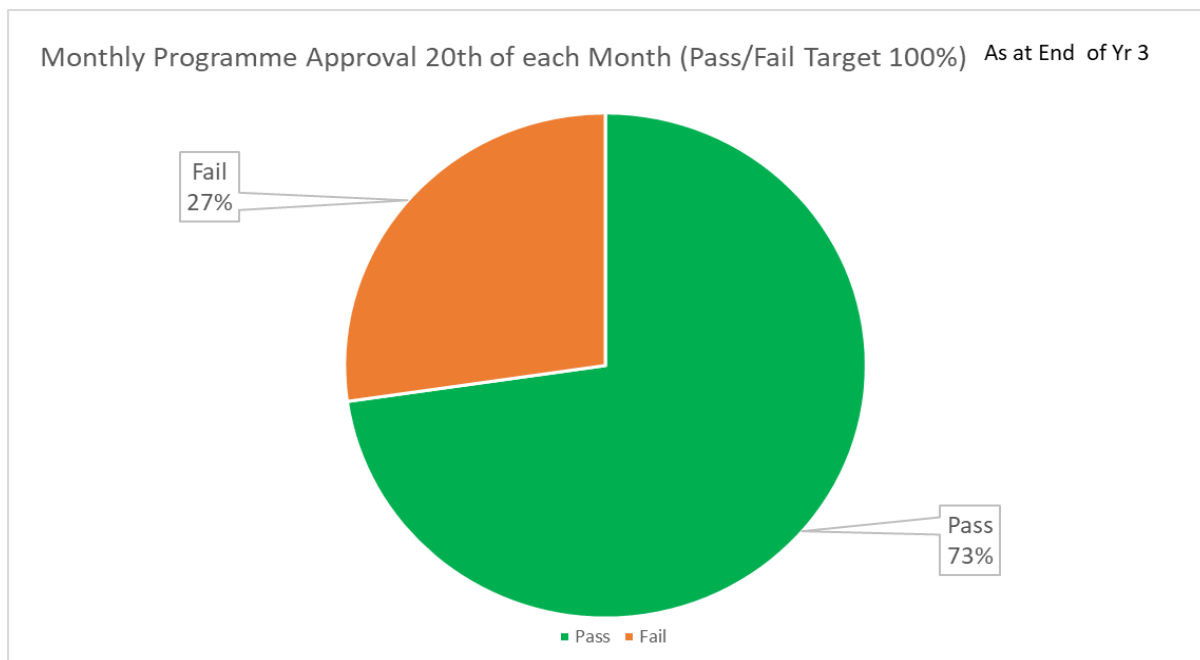


Chart 2.5 – KPM5; Contract Quality Plan Audits (Fulton Hogan, FNDC Nth)

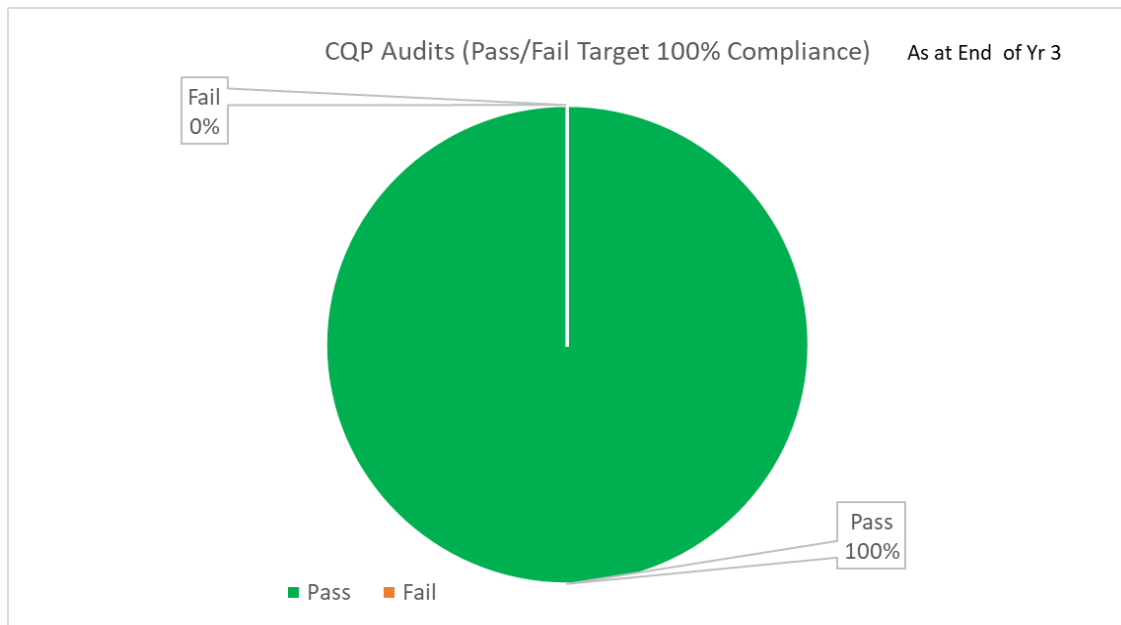


Chart 2.6 – KPM6; Small to Medium (Local) Enterprise Compliance (Fulton Hogan, FNDC Nth)

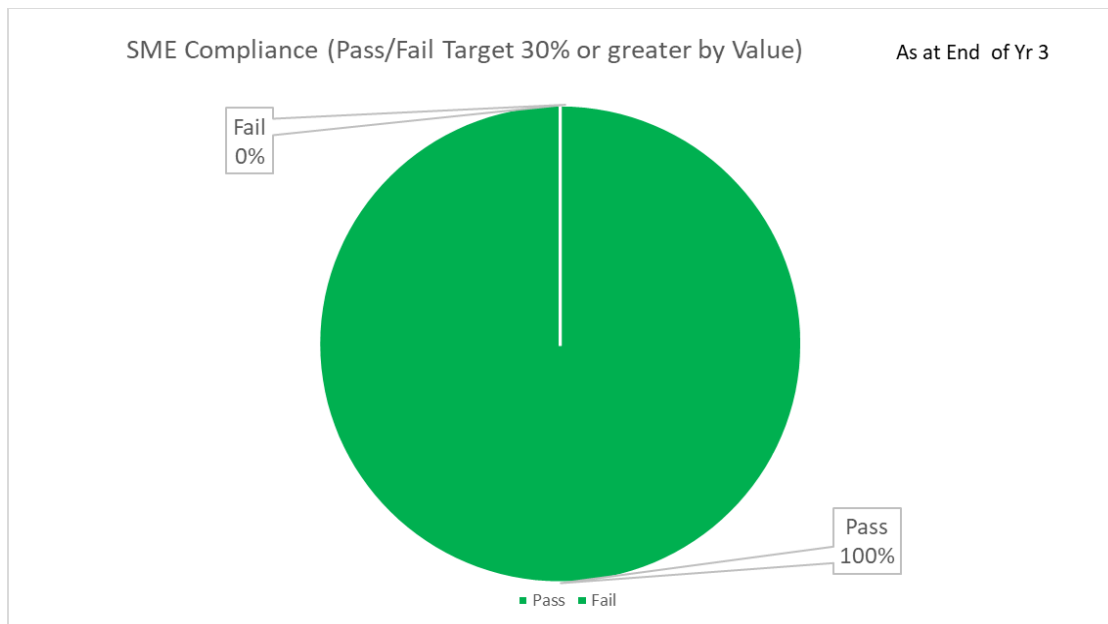


Chart 2.7 – KPM7; Tender Promises (Fulton Hogan, FNDC Nth)

Not Active [lacks objective assessment criteria]

Chart 2.8 – KPM8; Industry Recognition (Fulton Hogan, FNDC Nth)

Not Assessed [no submissions made by Contractor in this criteria]

2.9 – KPM9; Sealed Inspection Achievement (Fulton Hogan, FNDC Nth)

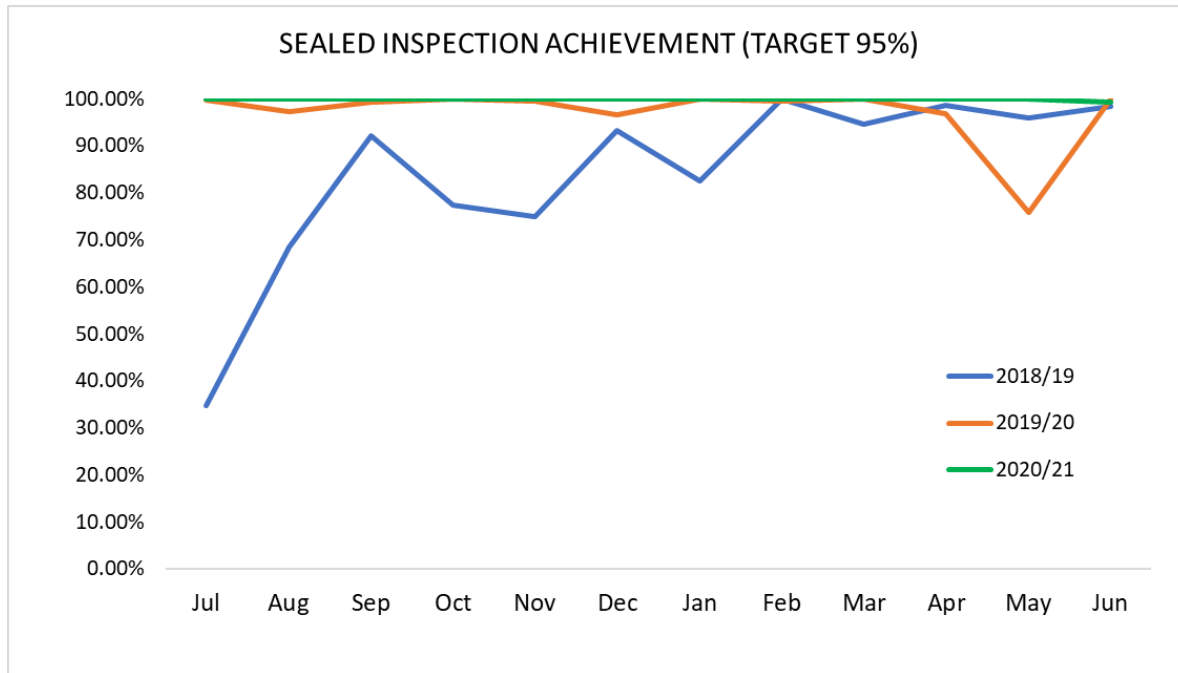


Chart 2.10 – KPM10; Unsealed Inspection Achievement (Fulton Hogan, FNDC Nth)

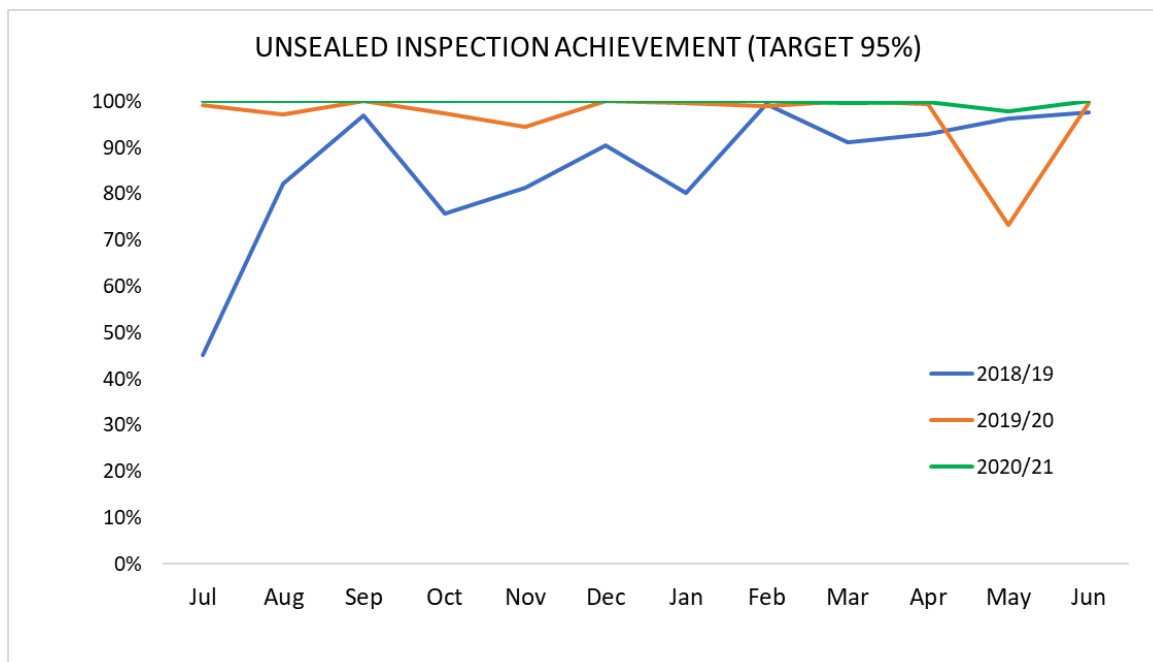


Chart 2.11 – KPM11; Drainage Inspection Achievement (Fulton Hogan, FNDC Nth)

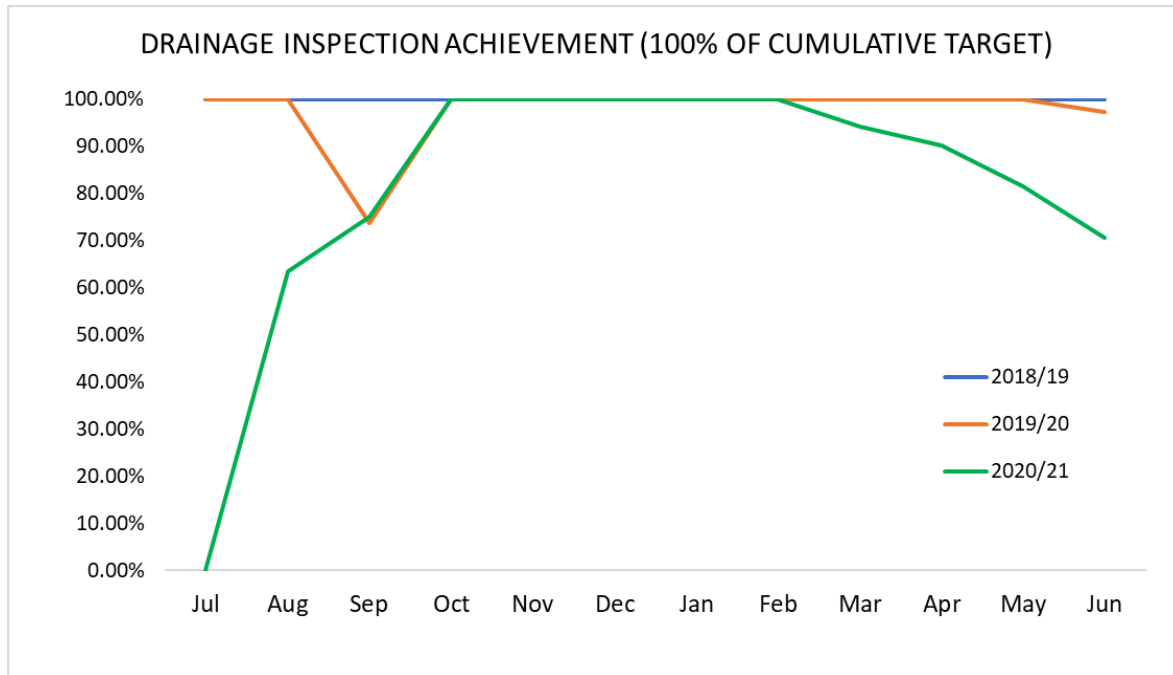
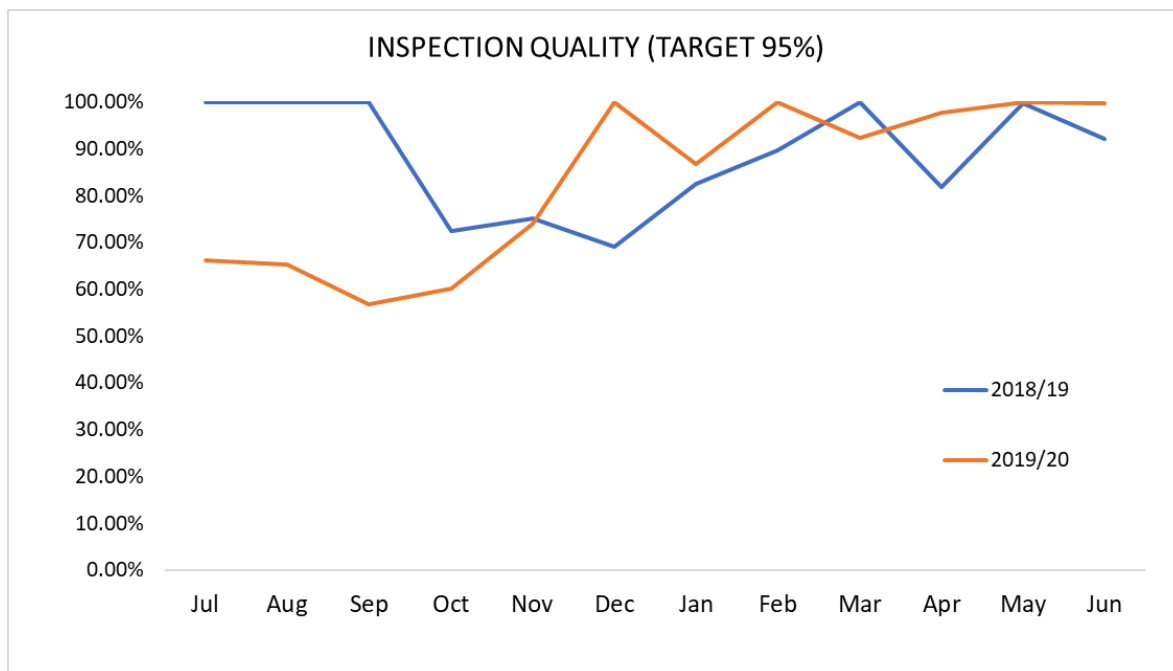
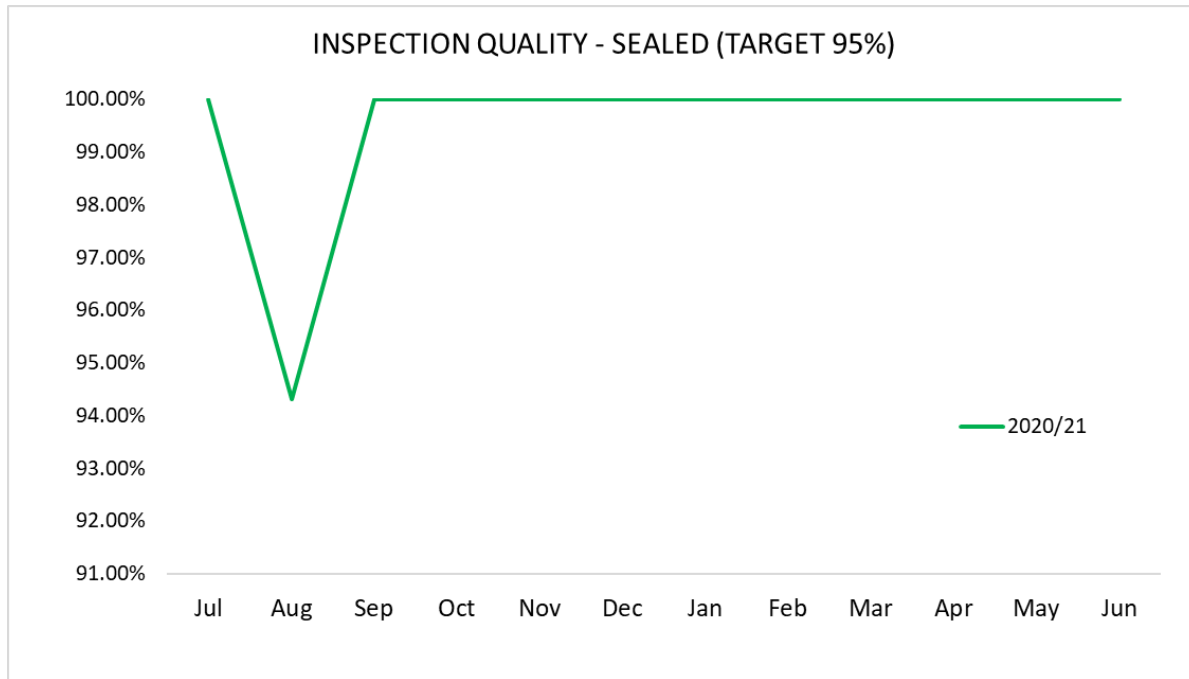


Chart 2.12 – KPM12; Inspection Quality (Fulton Hogan, FNDC Nth)



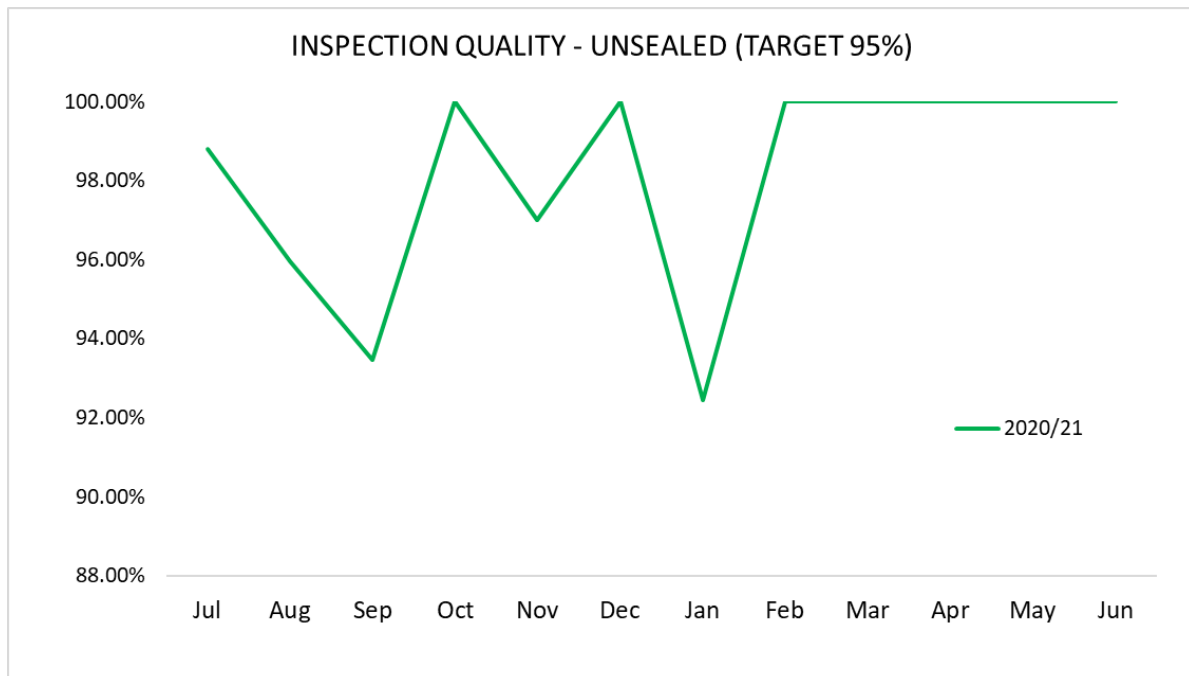
(NB: KPM 12 superseded after Year-2 with KPMs 34, 35 & 36 below)

Chart 2.34 – KPM34; Inspection Quality of Sealed Roads (Fulton Hogan, FNDC Nth)



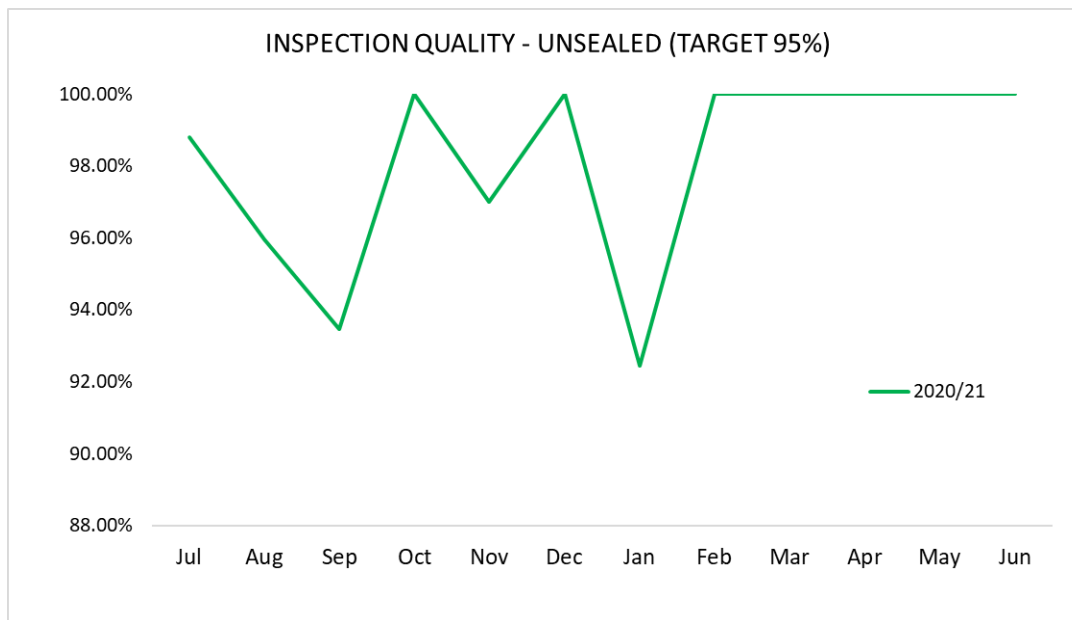
(NB: supersedes KPM 12 above after Year-2)

Chart 2.35 KPM35; Inspection Quality of Unsealed Roads (Fulton Hogan, FNDC Nth)



(NB: supersedes KPM 12 above after Year-2)

Chart 2.36 KPM35; Drainage Inspection Quality (Fulton Hogan, FNDC Nth)



(NB: supersedes KPM 12 above after Year-2)

Chart 2.13 – KPM13; Renewal Design (Fulton Hogan, FNDC Nth)

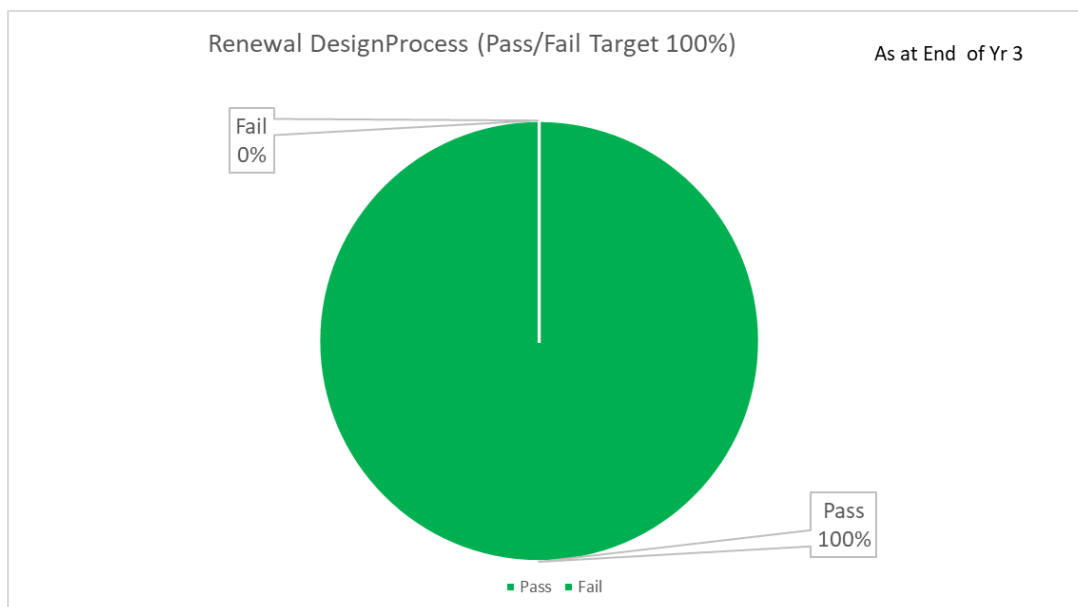


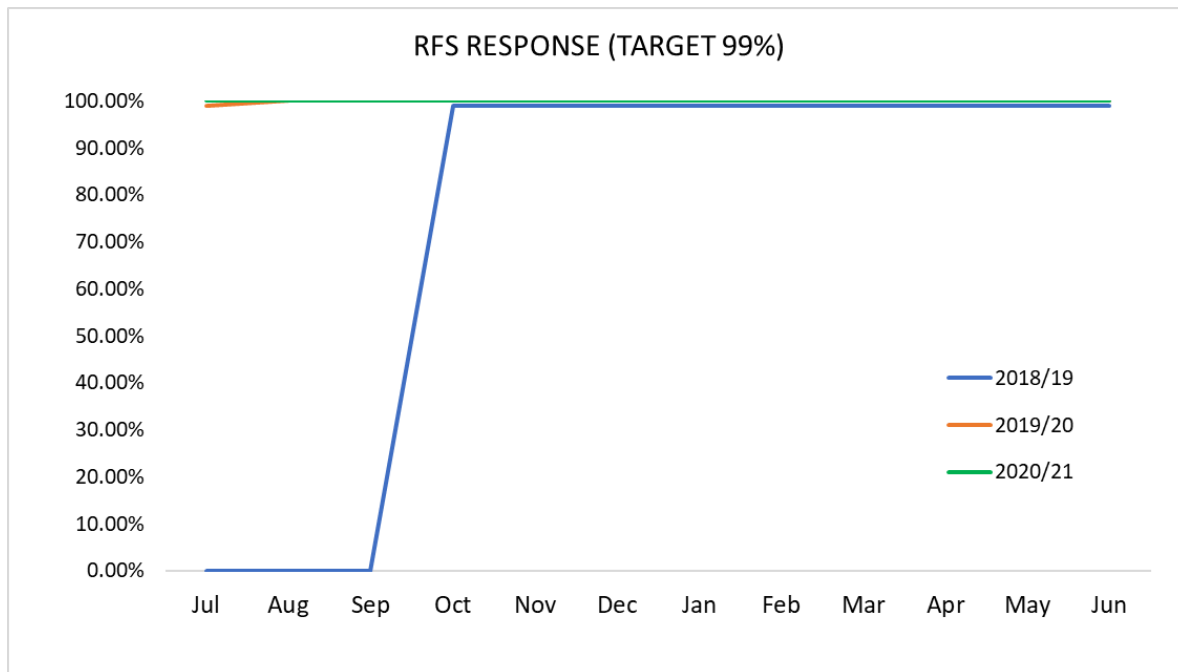
Chart 2.14 – KPM14; Renewal Delivery Achievement (Fulton Hogan, FNDC Nth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 2.15 – KPM15; Railings and Bridges Painting/Cleaning Achievement (Fulton Hogan, FNDC Nth)

Not Active [lacks clear data sets, unable to assess]

Chart 2.16 – KPM16; RFS Response (Fulton Hogan, FNDC Nth)



NB; measure is “RFSs assigned to the Contractor shall be accepted within the 2-day timeframe”.

Chart 2.17 – KPM17; RFS Close Out (Fulton Hogan, FNDC Nth)

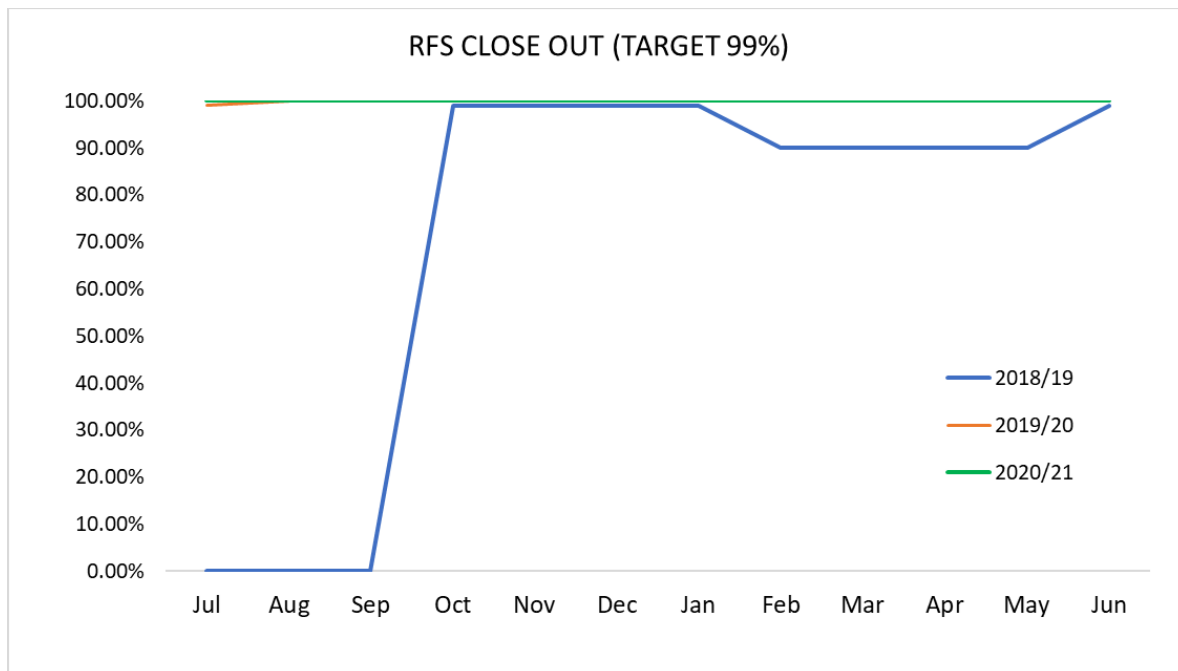
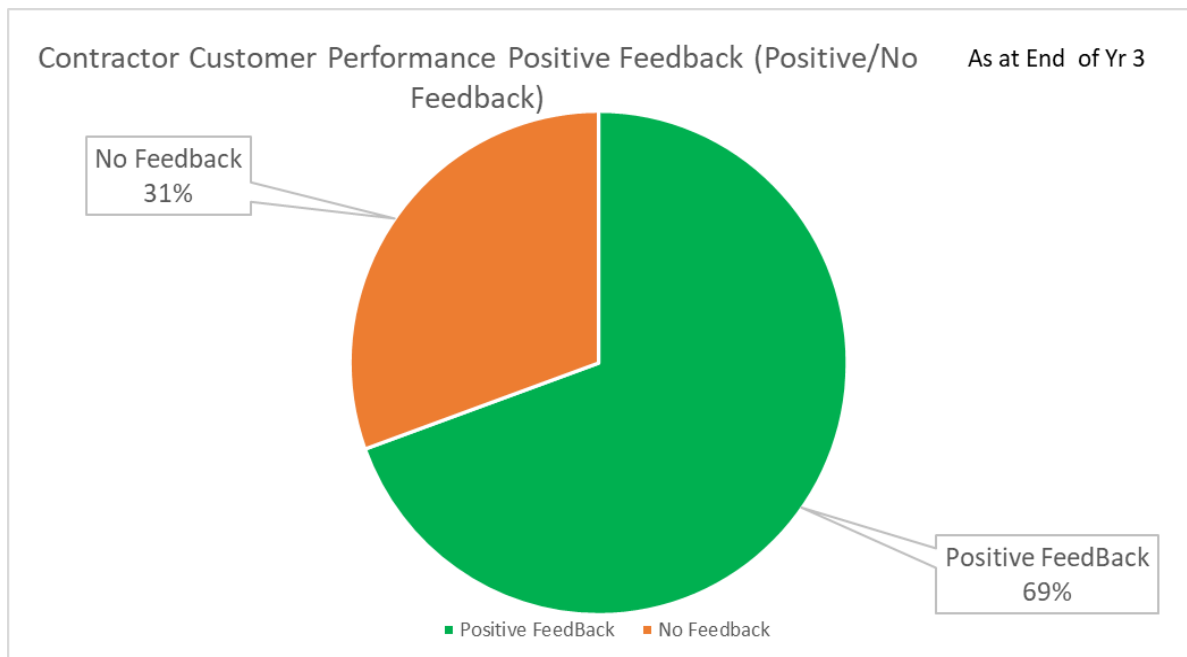


Chart 2.18 – KPM18; Customer Satisfaction (Fulton Hogan, FNDC Nth)



Chart 2.19 – KPM19; Contractor Customer Satisfaction (Fulton Hogan, FNDC Nth)



NB: Measure is “The Contractor receives unsolicited written positive feedback from customers”

Chart 2.20 – KPM20; Routine Response Times (Fulton Hogan, FNDC Nth)

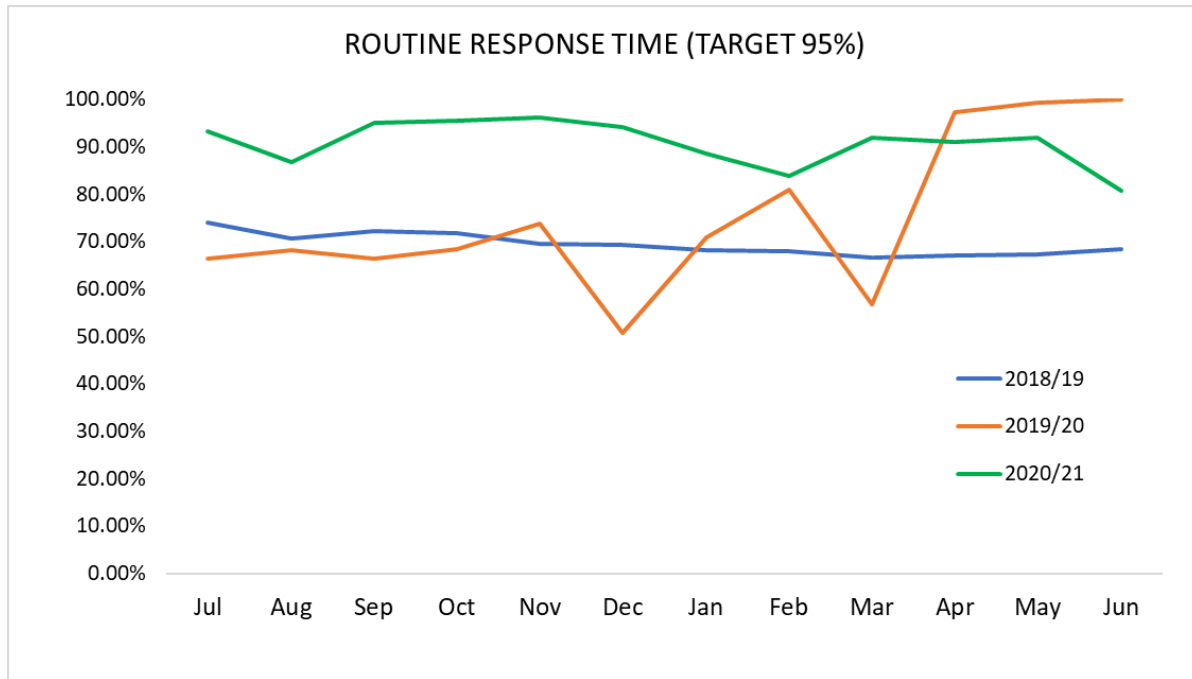


Chart 2.21 – KPM21; 24 Hour Contact (Fulton Hogan, FNDC Nth)

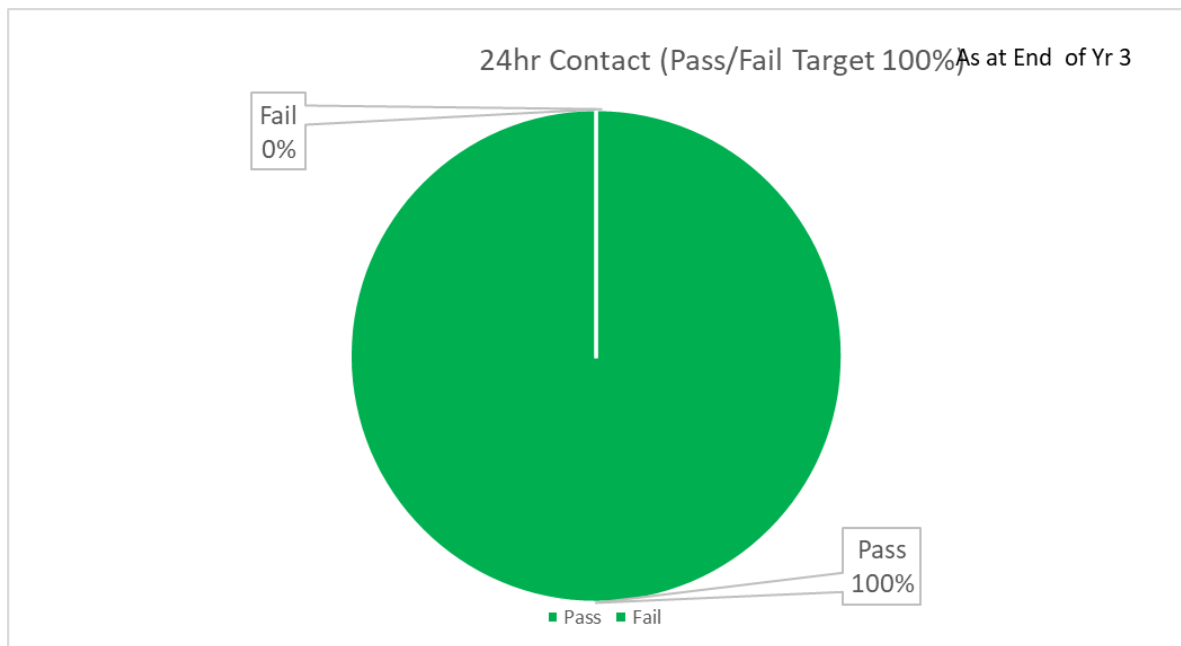


Chart 2.22 – KPM22; Zero Harm (Fulton Hogan, FNDC Nth)

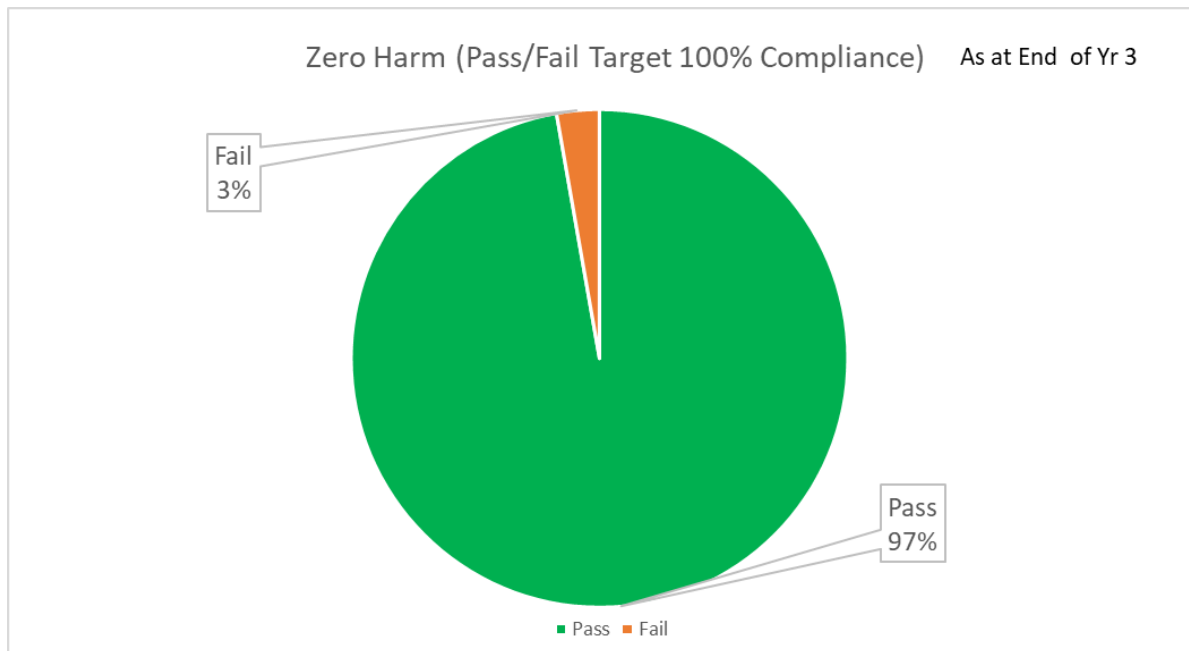


Chart 2.23 – KPM23; TTM Compliance (Fulton Hogan, FNDC Nth)

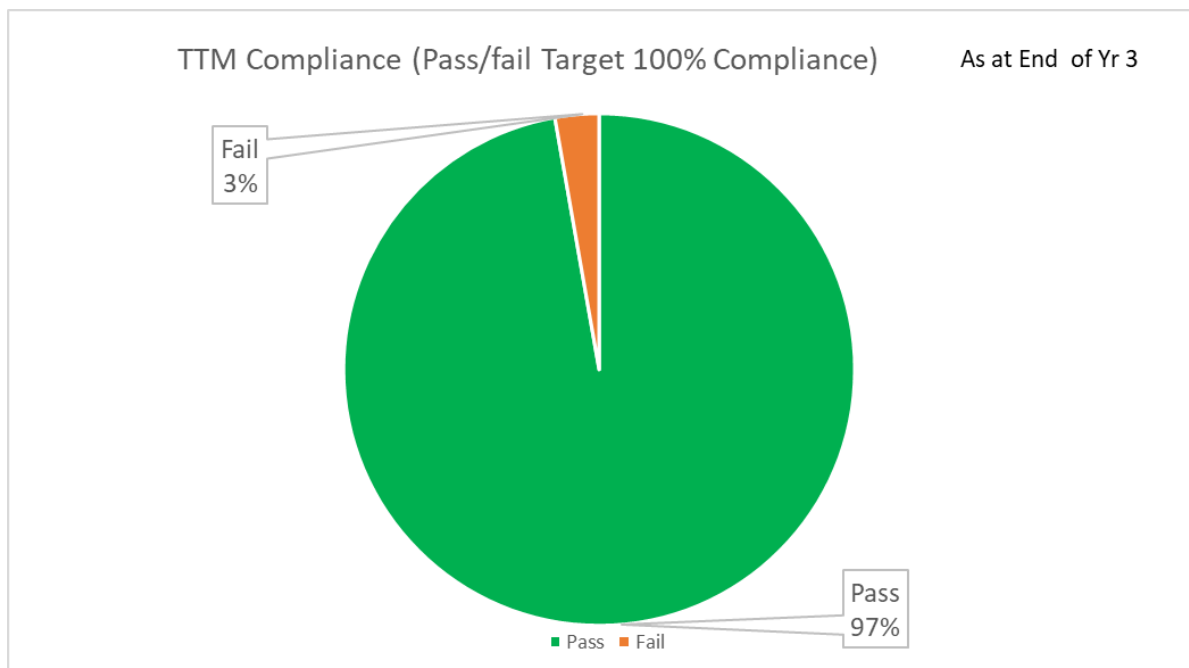


Chart 2.24 – KPM24; HSP Audit (Fulton Hogan, FNDC Nth)

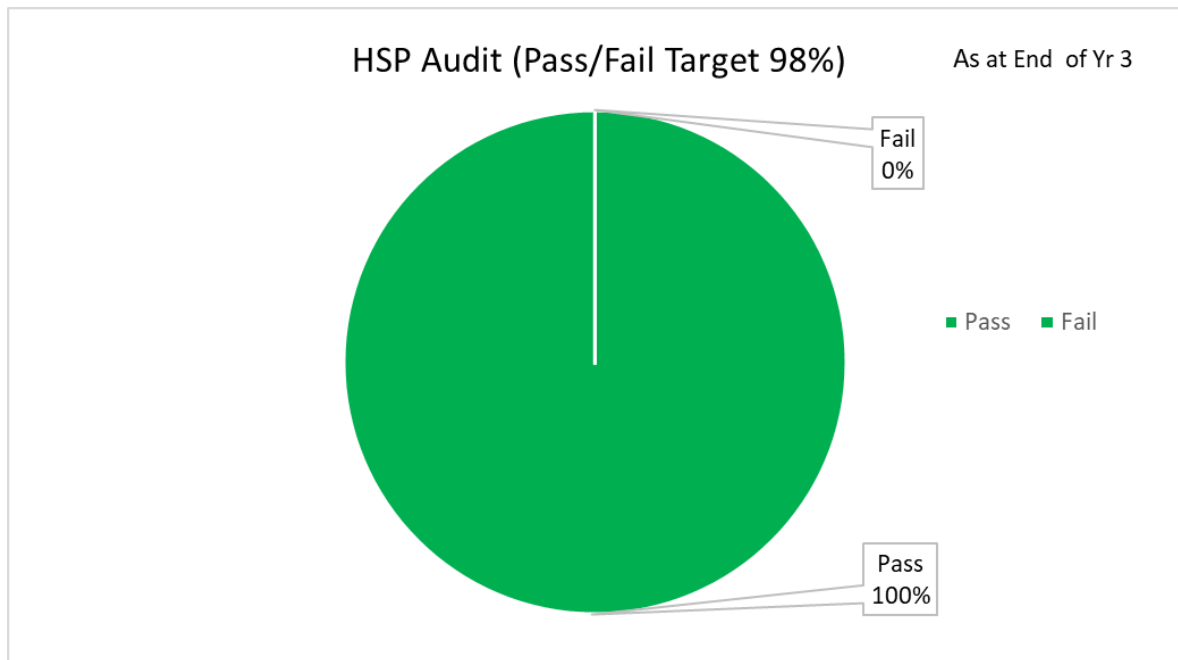


Chart 2.25 – KPM25; Non-Conformance Notice (Fulton Hogan, FNDC Nth)

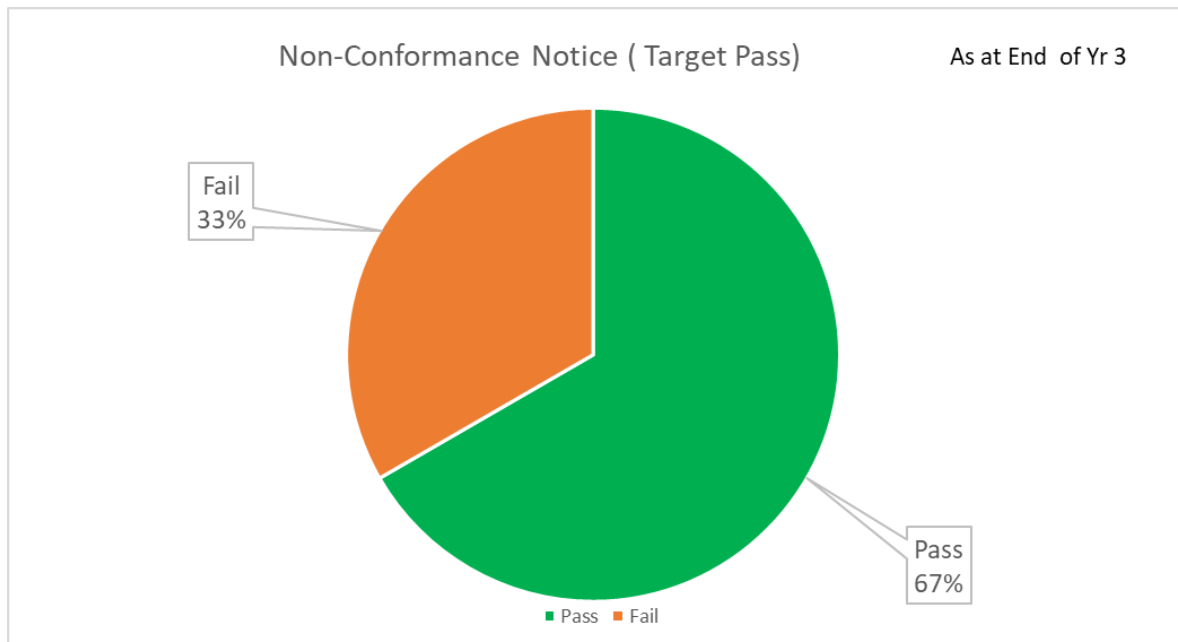


Chart 2.26 – KPM26; Failed Ordered Sealed Pavement Maintenance (Fulton Hogan, FNDC Nth)

Not Active [complex data sets under testing for implementation Sept 2021 onwards]

Chart 2.27 – KPM27; Sealed Pavement Renewal Quality (Fulton Hogan, FNDC Nth)

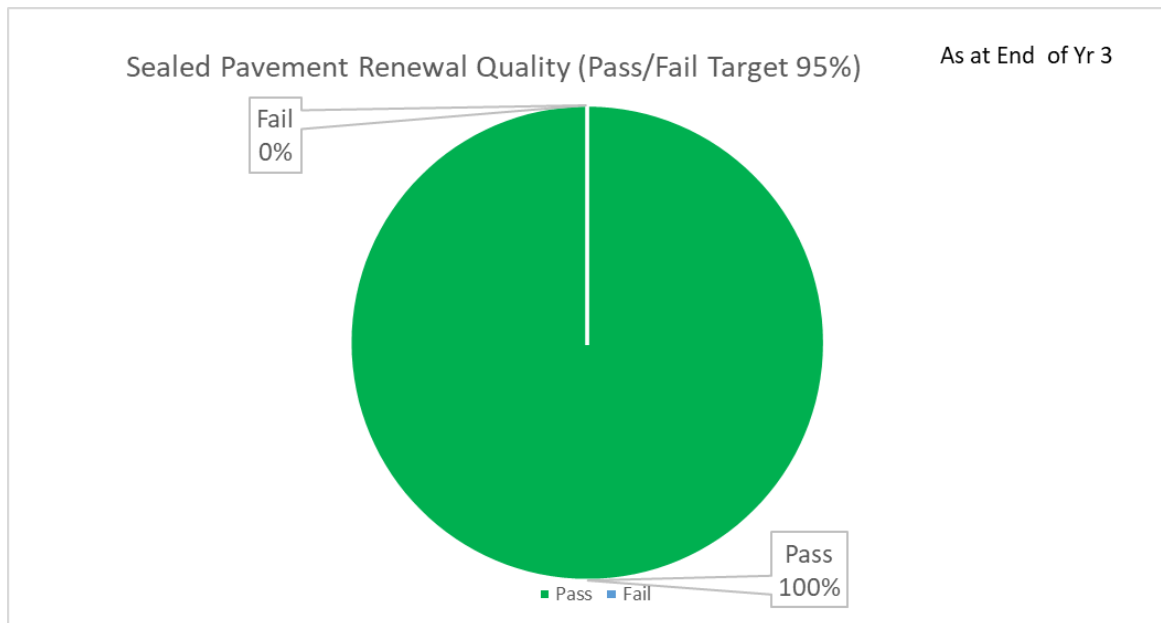


Chart 2.28 – KPM28; Ordered Work Quality (Fulton Hogan, FNDC Nth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 2.29 – KPM29; Routine Work Quality (Fulton Hogan, FNDC Nth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 2.30 – KPM30; Renewal Delivery Achievement (Fulton Hogan, FNDC Nth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 2.31 – KPM31; Unapproved Ordered Works (Fulton Hogan, FNDC Nth)

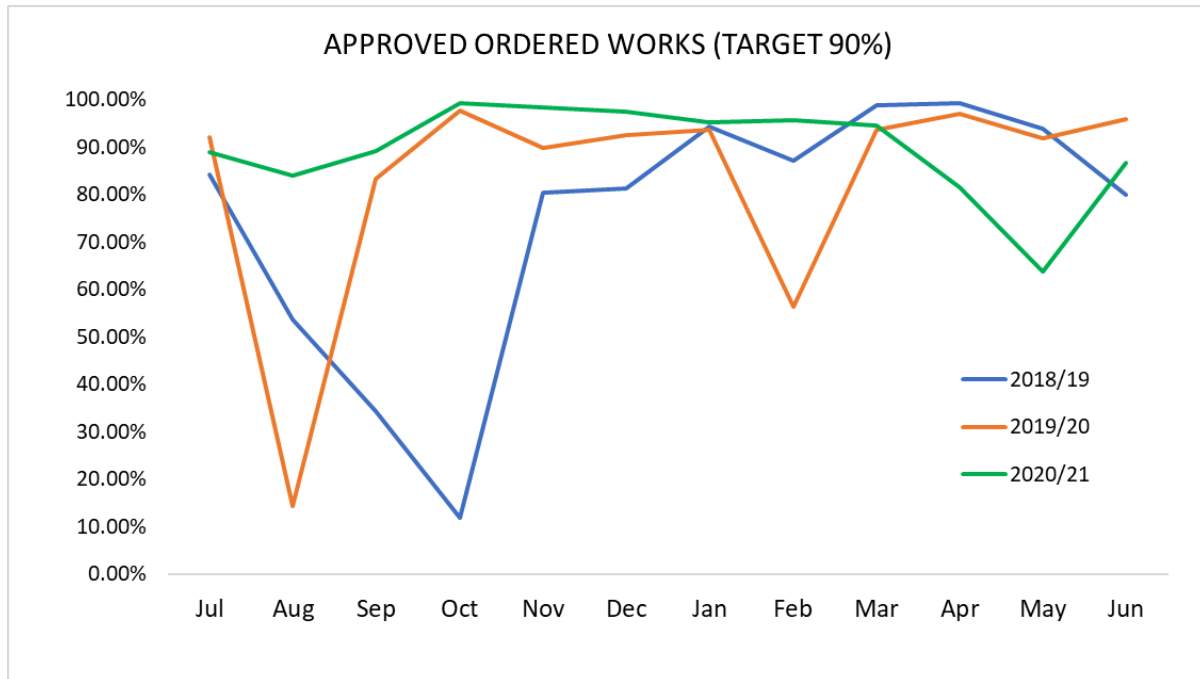


Chart 2.32 – KPM32; Environmental Compliance (Fulton Hogan, FNDC Nth)

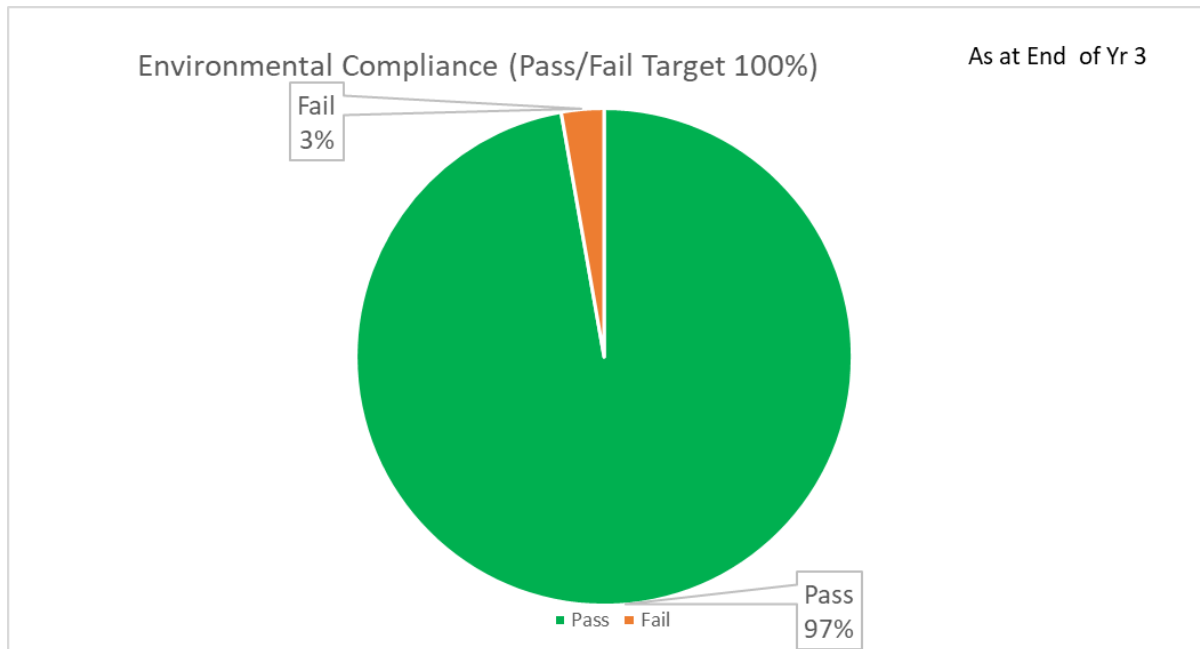
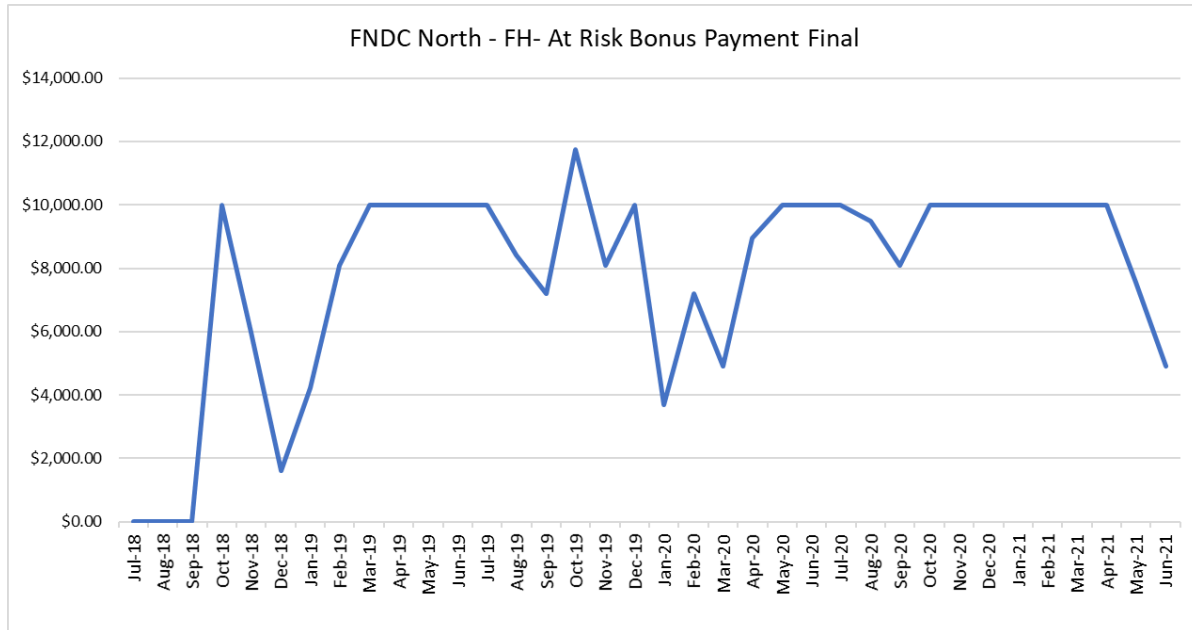


Chart 2.33 – New Discrete Assets Created in RAMM (Fulton Hogan, FNDC Nth)

Not Active [complex data sets too variable to test and measure]

Chart 2.37 – At-risk Payments (Fulton Hogan, FNDC Nth)



Appendix 3 – KPMs for FNDC South Area Contract (Ventia)

Chart 3.1 – KPM1; Monthly Reports Submitted on Time (Ventia, FNDC Sth)

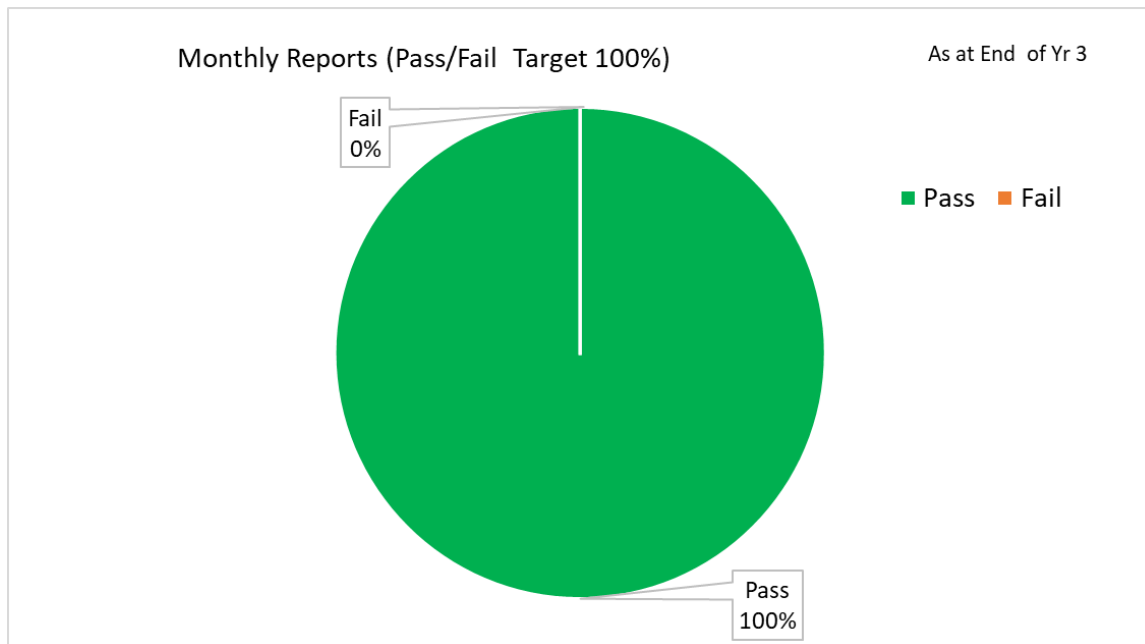


Chart 3.2 – KPM2; RAMM Dispatch Data Quality (Ventia, FNDC Sth)

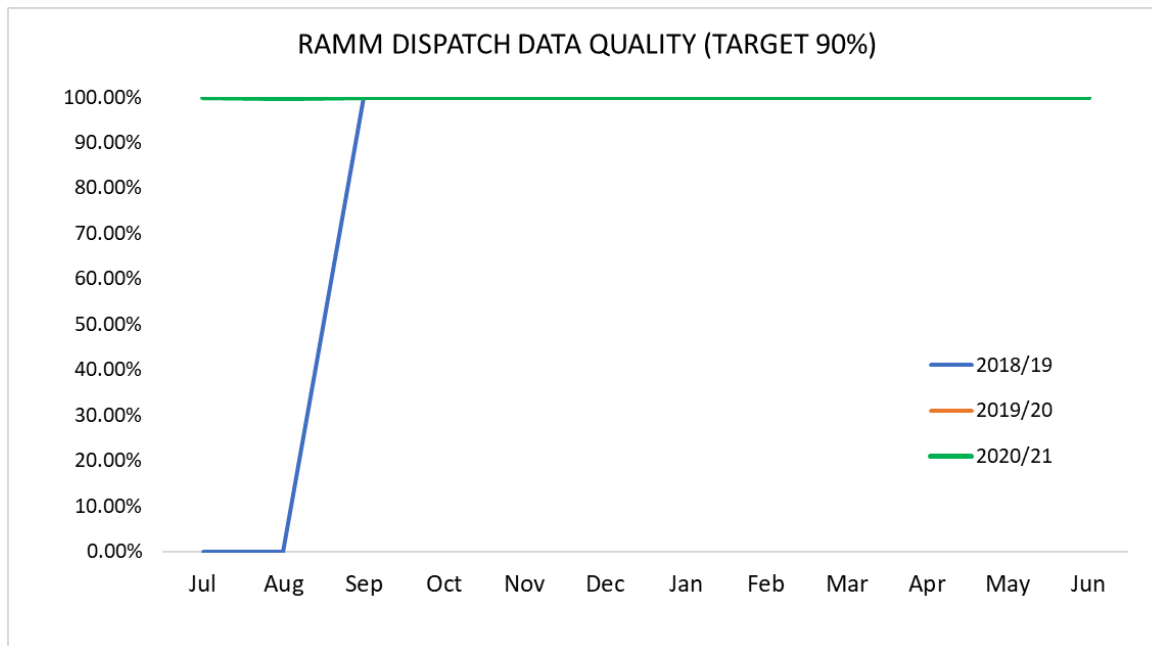


Chart 3.3 – KPM3; Work Dispatches On Assets - RAMM Data Quality (Ventia, FNDC Sth)

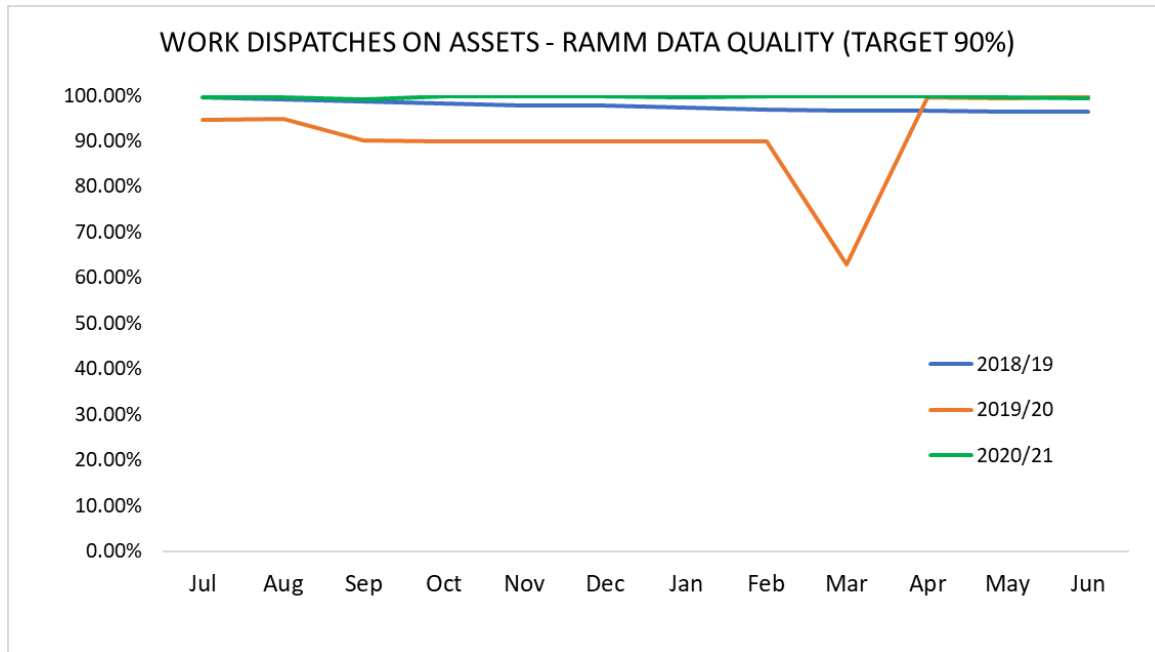


Chart 3.4 – KPM4; Monthly Program Submitted on Time (Ventia, FNDC Sth)

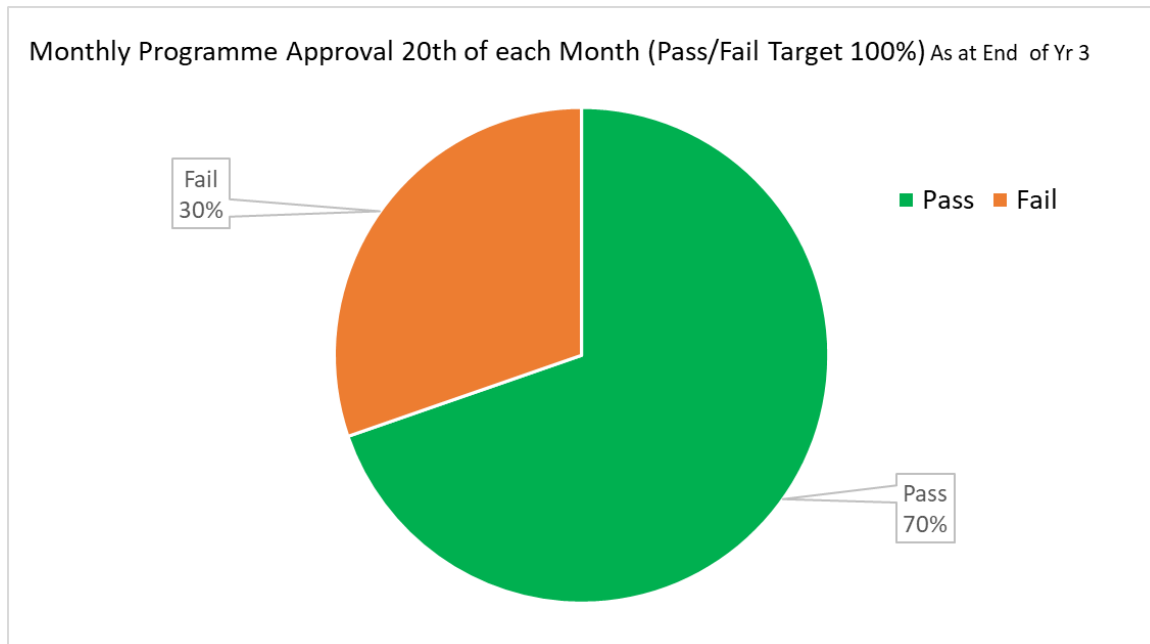


Chart 3.5 – KPM5; CQP Audits (Ventia, FNDC Sth)

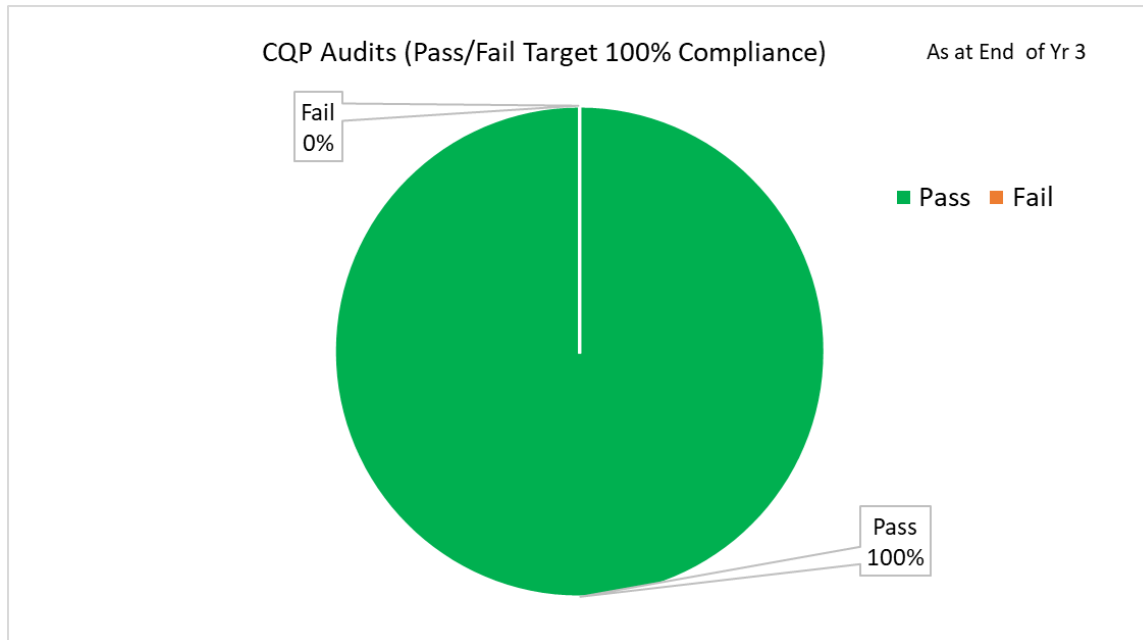


Chart 3.6 – KPM6; Small to Medium (Local) Enterprises (Ventia, FNDC Sth)

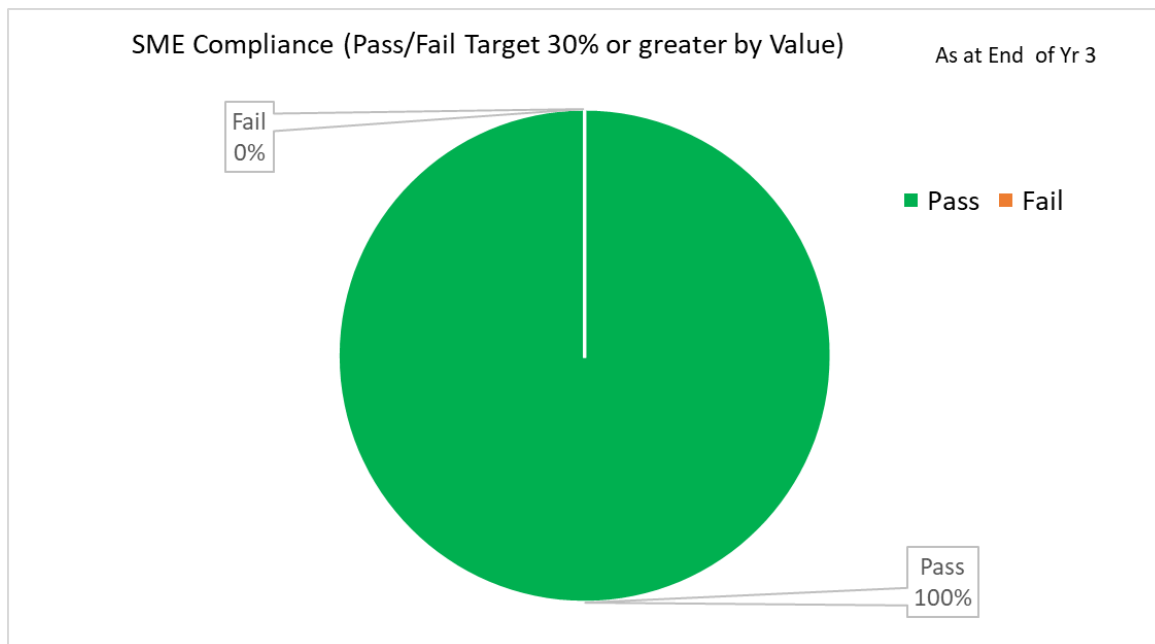


Chart 3.7 – KPM7; Tender Promises (Ventia, FNDC Sth)

Not Active [lacks objective assessment criteria]

Chart 3.8 – KPM8; Industry Recognition (Ventia, FNDC Sth)

Not Assessed [no submissions made by Contractor in this criteria]

Chart 3.9 – KPM9; Sealed Inspection Achievement (Ventia, FNDC Sth)

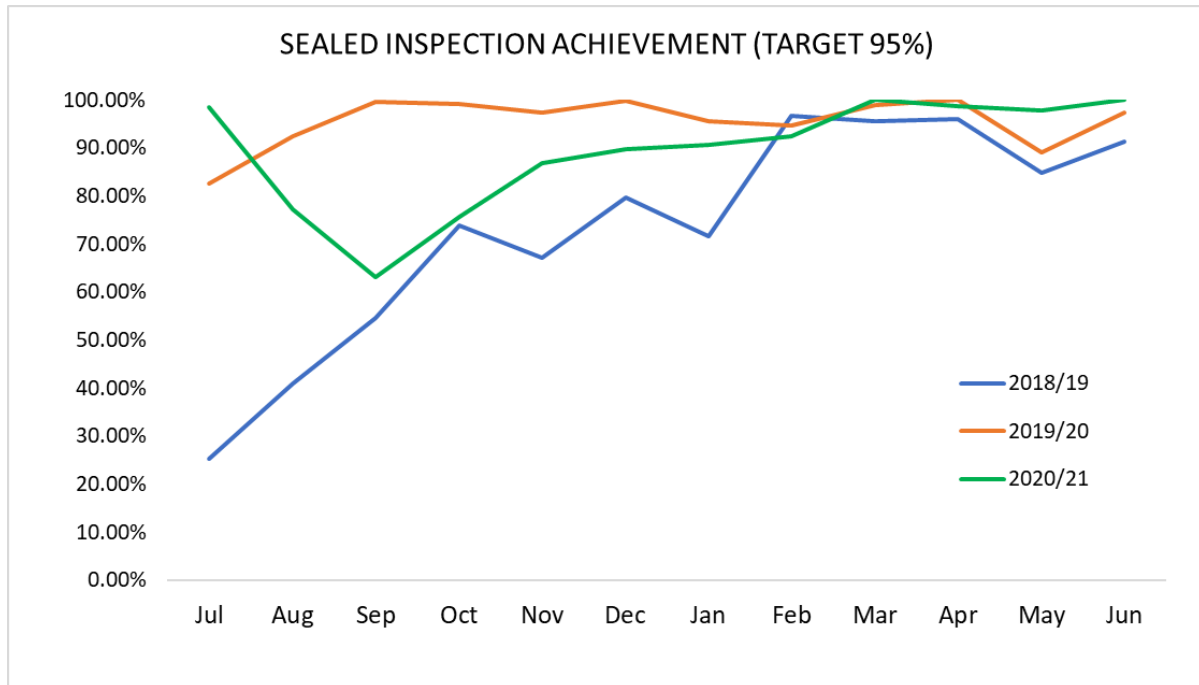


Chart 3.10 – KPM10; Unsealed Inspection Achievement (Ventia, FNDC Sth)

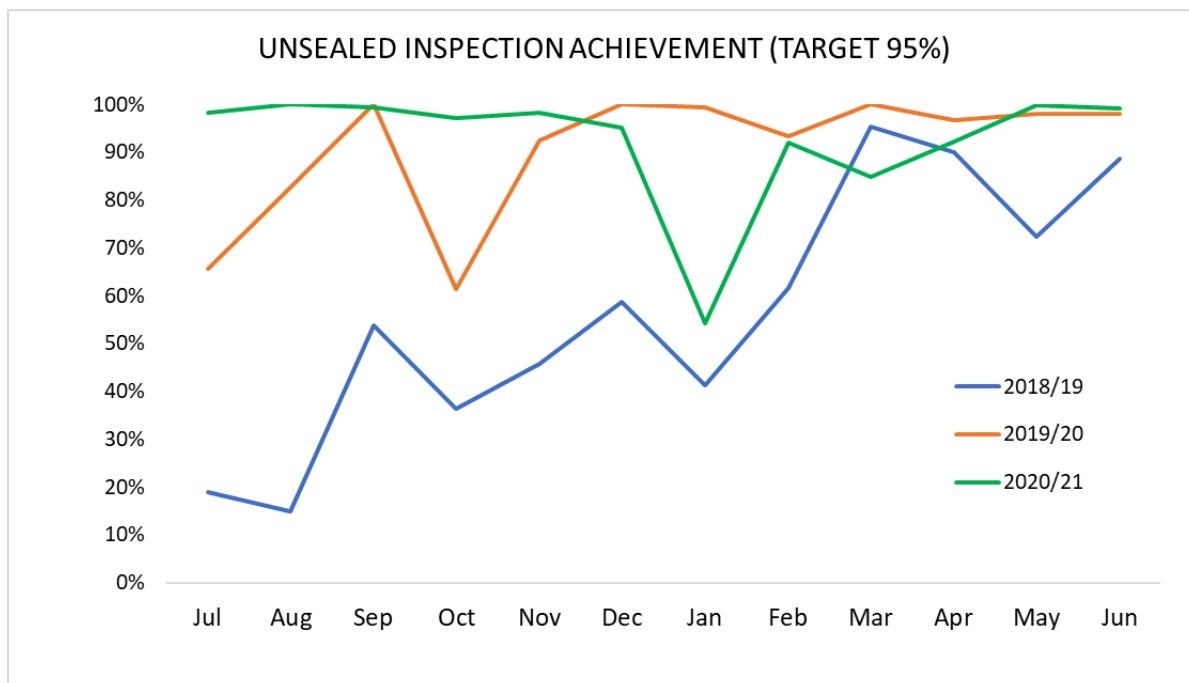


Chart 3.11 – KPM11; Drainage Inspection Achievement (Ventia, FNDC Sth)

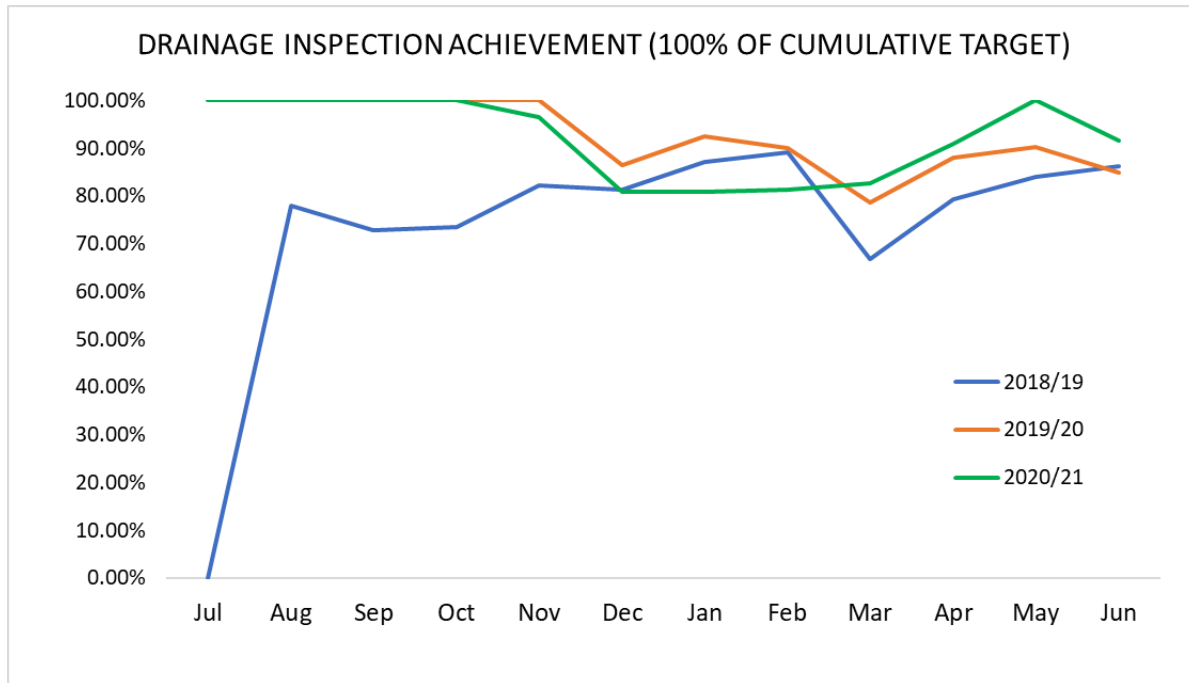
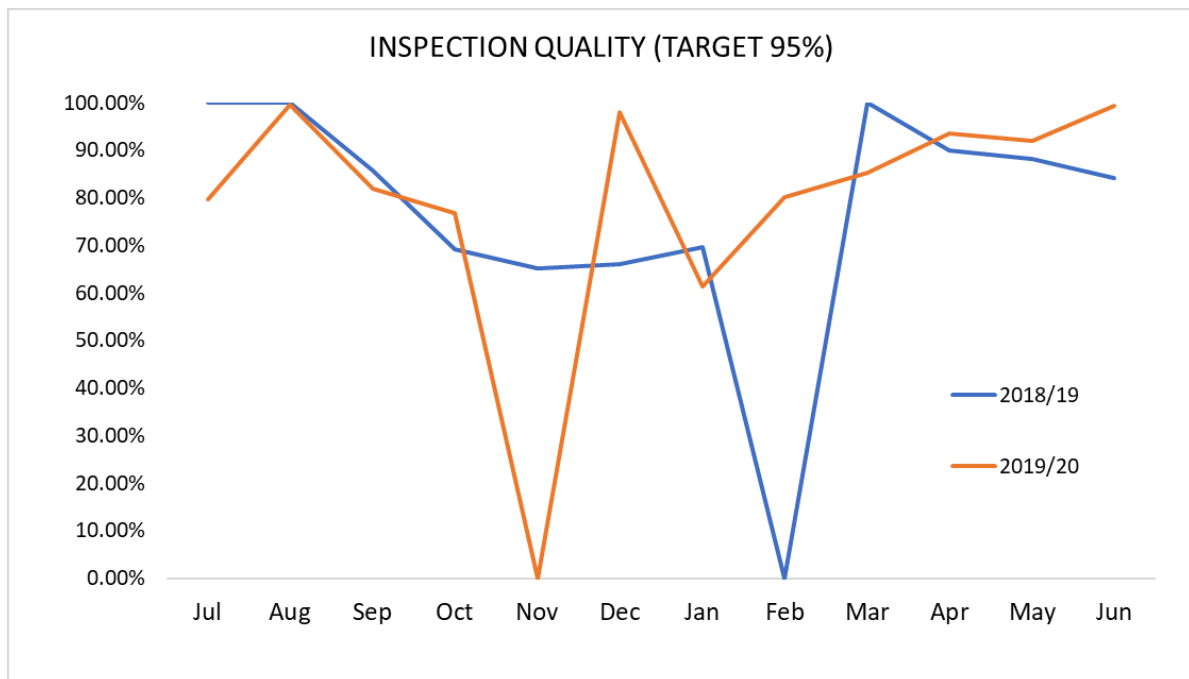
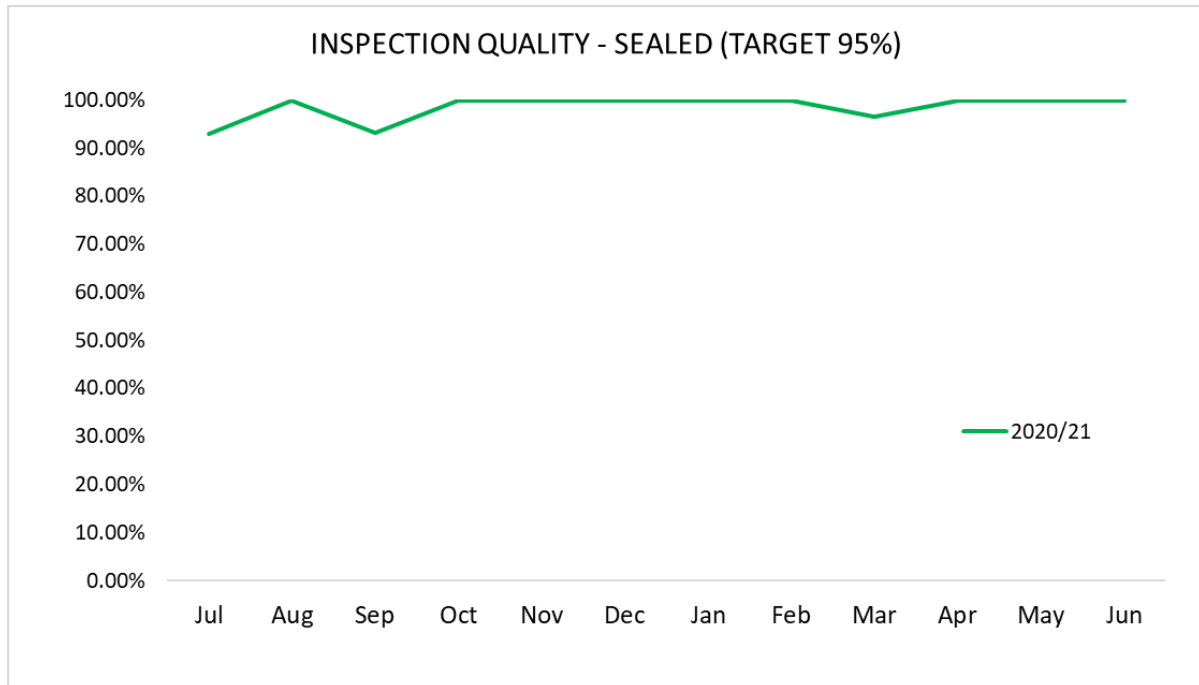


Chart 3.12 – KPM12; Inspection Quality (Ventia, FNDC Sth)



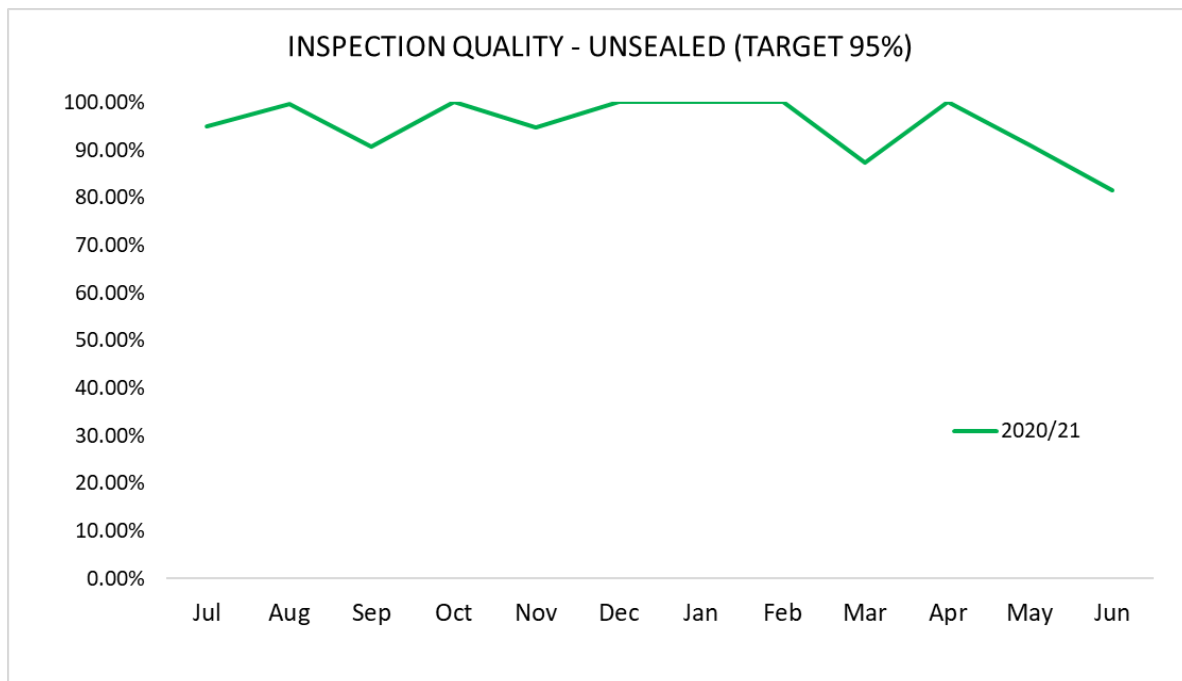
(NB: KPM 12 superseded after Year-2 with KPMs 34, 35 & 36 below)

Chart 3.34 – KPM34; Inspection Quality of Sealed Roads (Ventia, FNDC Sth)



(NB: supersedes KPM 12 above after Year-2)

Chart 3.35 – KPM35; Inspection Quality of Unsealed Roads (Ventia, FNDC Sth)



(NB: supersedes KPM 12 above after Year-2)

Chart 3.36 – KPM36; Drainage Inspecting Quality (Ventia, FNDC Sth)



Chart 3.13 – KPM13; Renewals Design (Ventia, FNDC Sth)

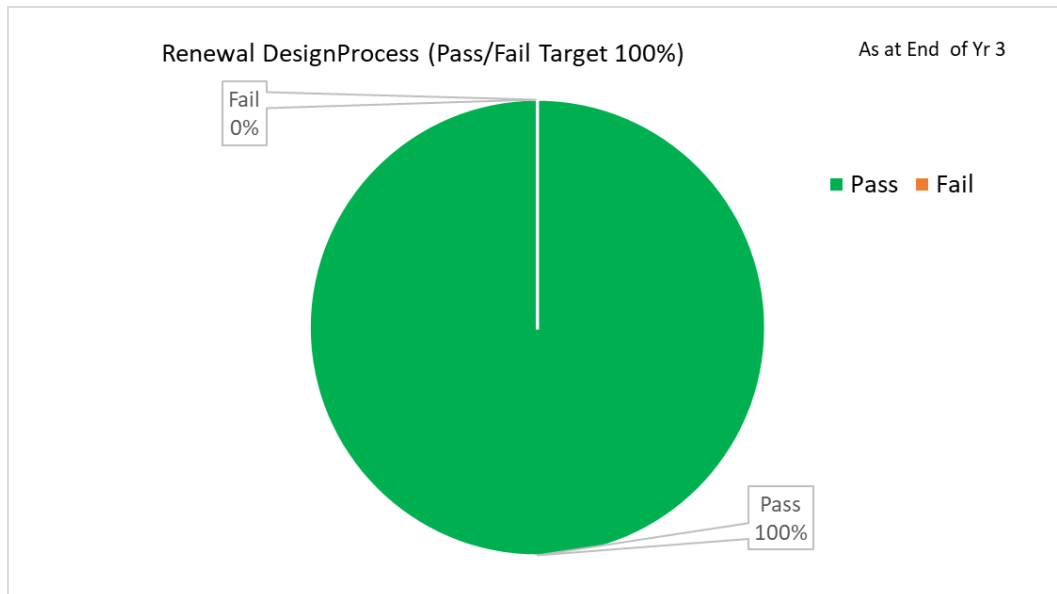


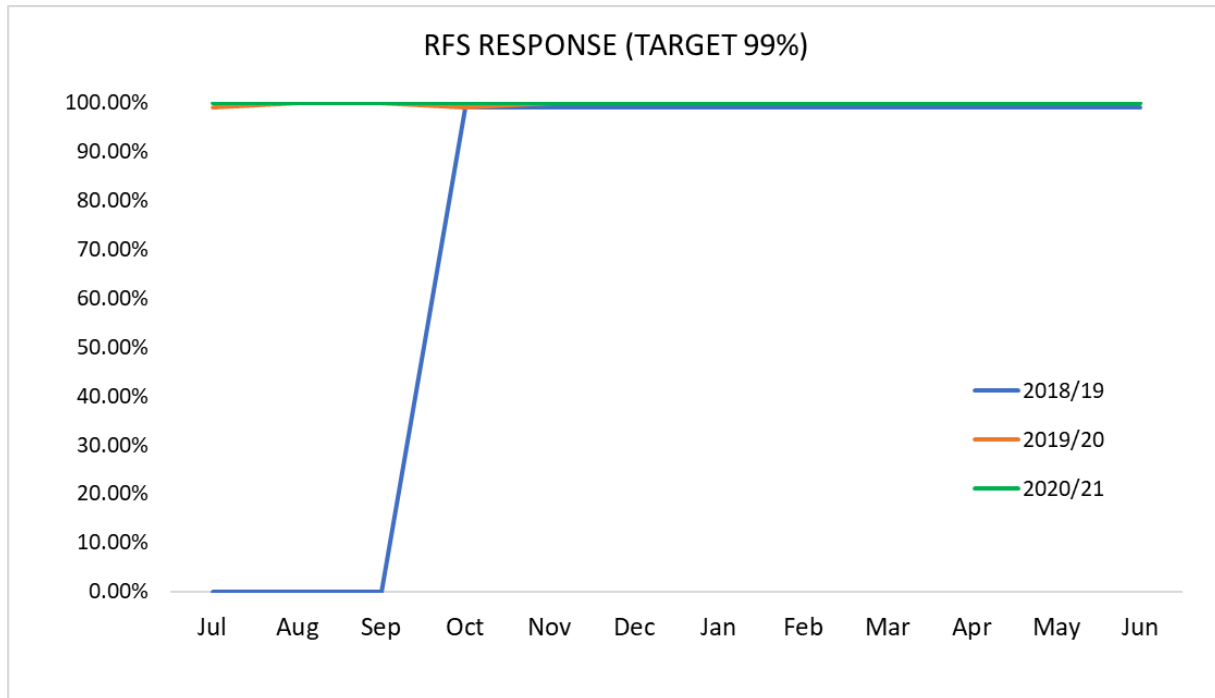
Chart 3.14 – KPM14; Renewal Delivery Achievement (Ventia, FNDC Sth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 3.15 – KPM15; Railings and Bridges Painting/Cleaning Achievement (Ventia, FNDC Sth)

Not Active [lacks clear data sets, unable to assess]

Chart 3.16 – KPM16; RFS Responsiveness (Ventia, FNDC Sth)



NB; measure is “RFSs assigned to the Contractor shall be accepted within the 2-day timeframe”.

Chart 3.17 – KPM17; RFS Close Out (Ventia, FNDC Sth)

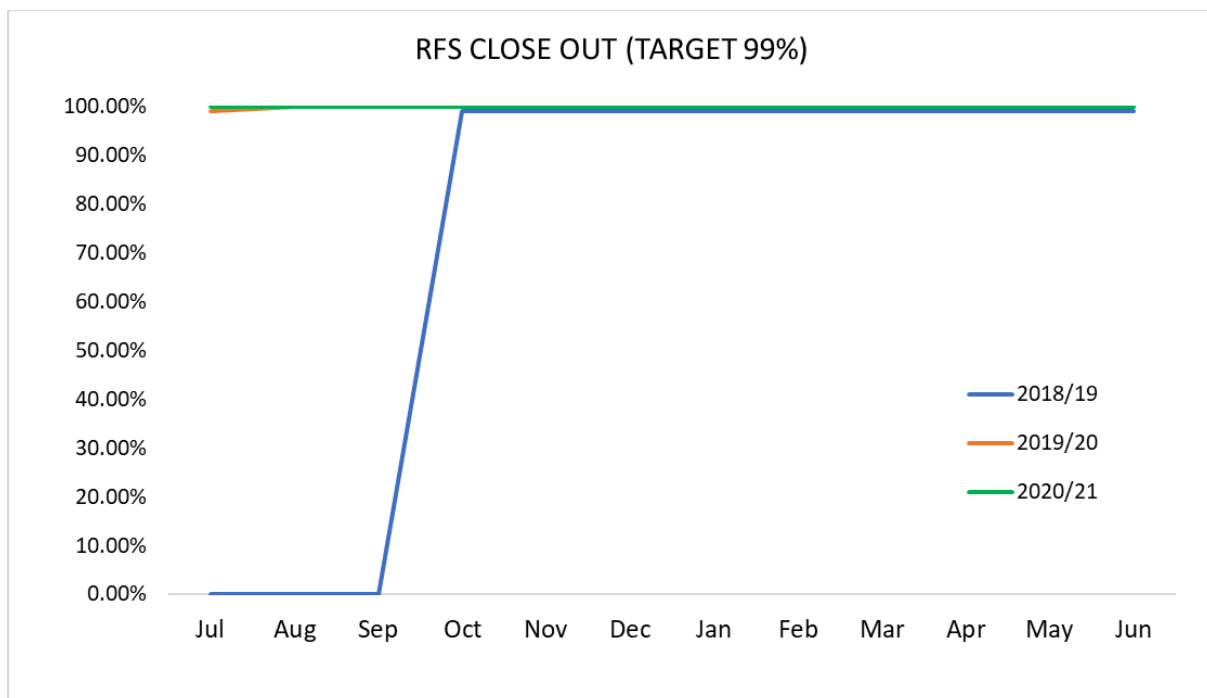
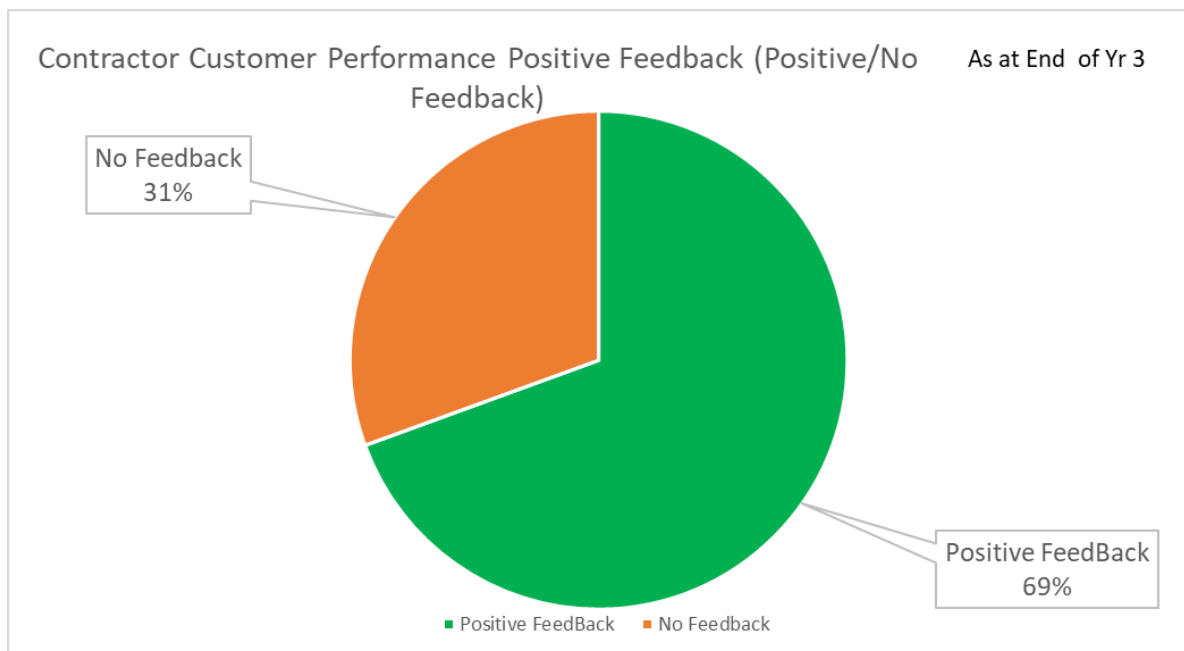


Chart 3.18 – KPM18; Customer Satisfaction (Ventia, FNDC Sth)



Chart 3.19 – KPM19; Contractor Customer Performance (Ventia, FNDC Sth)



NB: Measure is “The Contractor receives unsolicited written positive feedback from customers”.

Chart 3.20 – KPM20; Routine Response Times (Ventia, FNDC Sth)

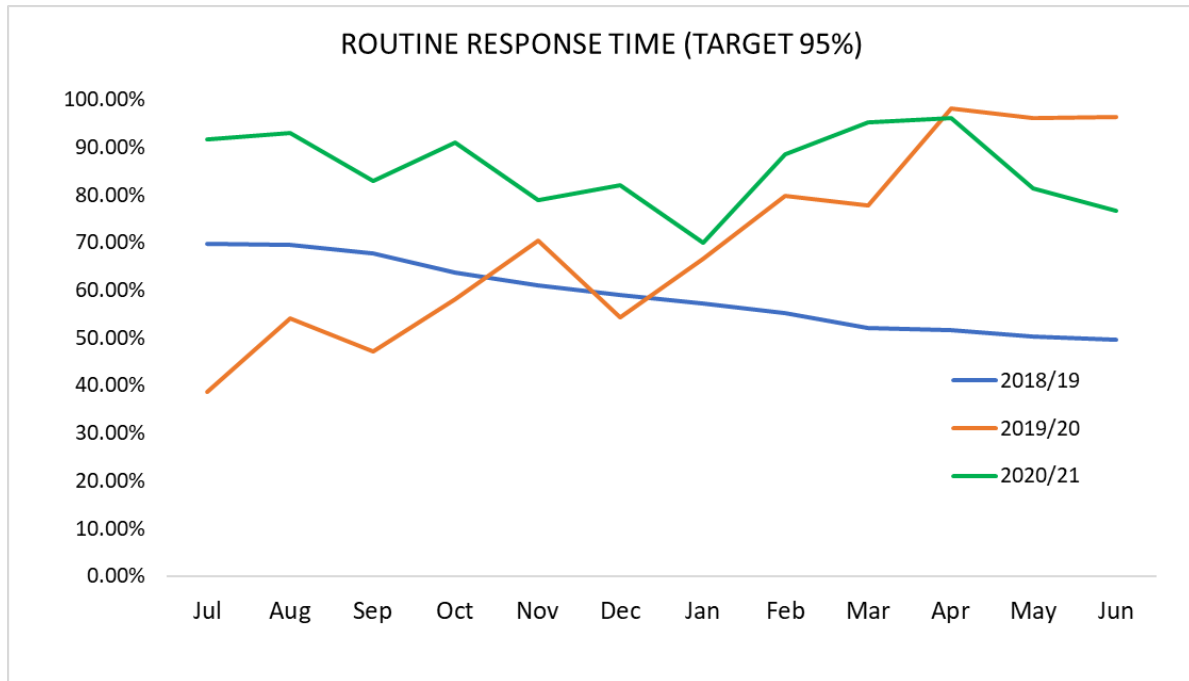


Chart 3.21 – KPM21; 24 Hour Contact (Ventia, FNDC Sth)

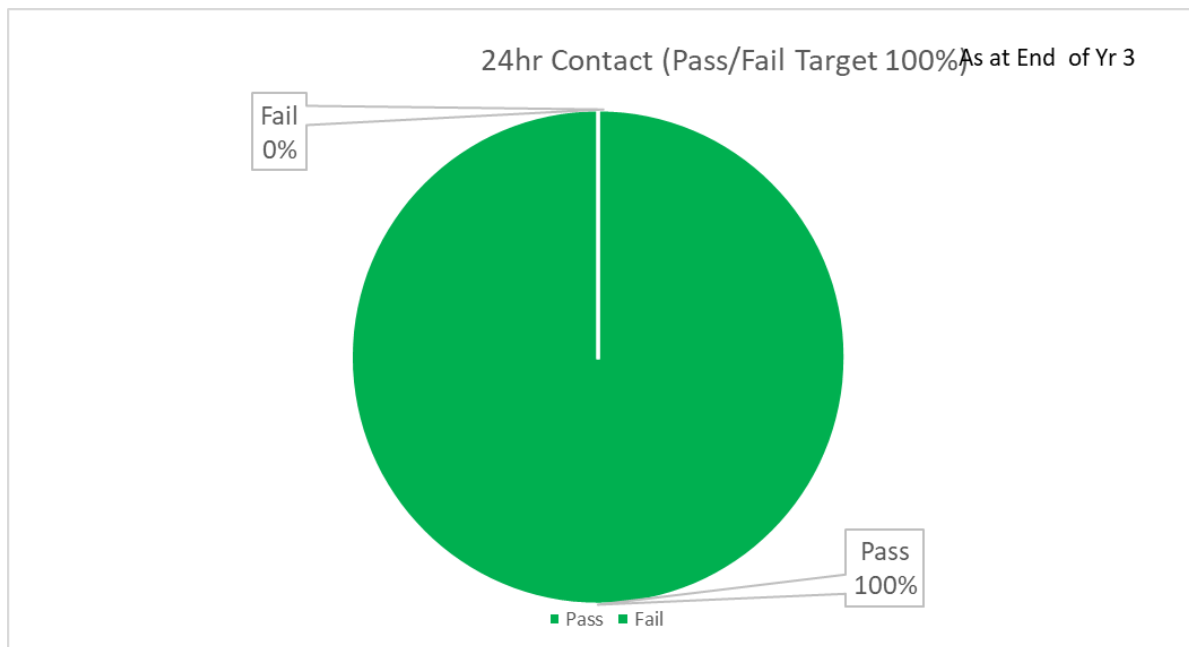


Chart 3.22 – KPM22; Zero Harm (Ventia, FNDC Sth)

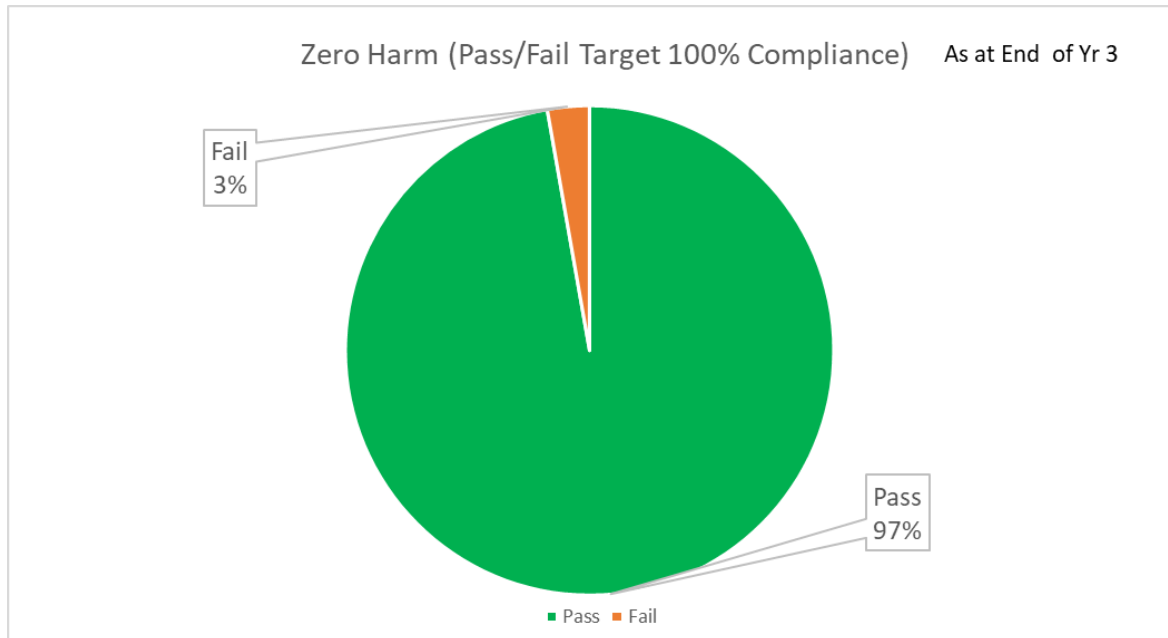


Chart 3.23 – KPM23; TTM Compliance (Ventia, FNDC Sth)

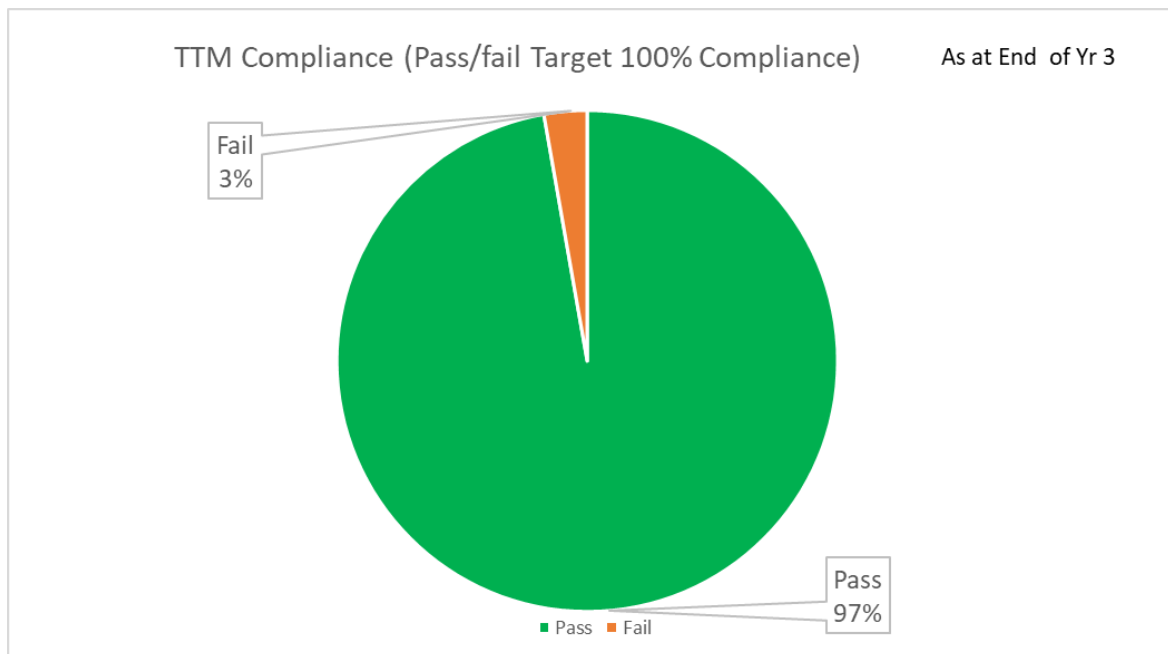


Chart 3.24 – KPM24; HSP Audit (Ventia, FNDC Sth)

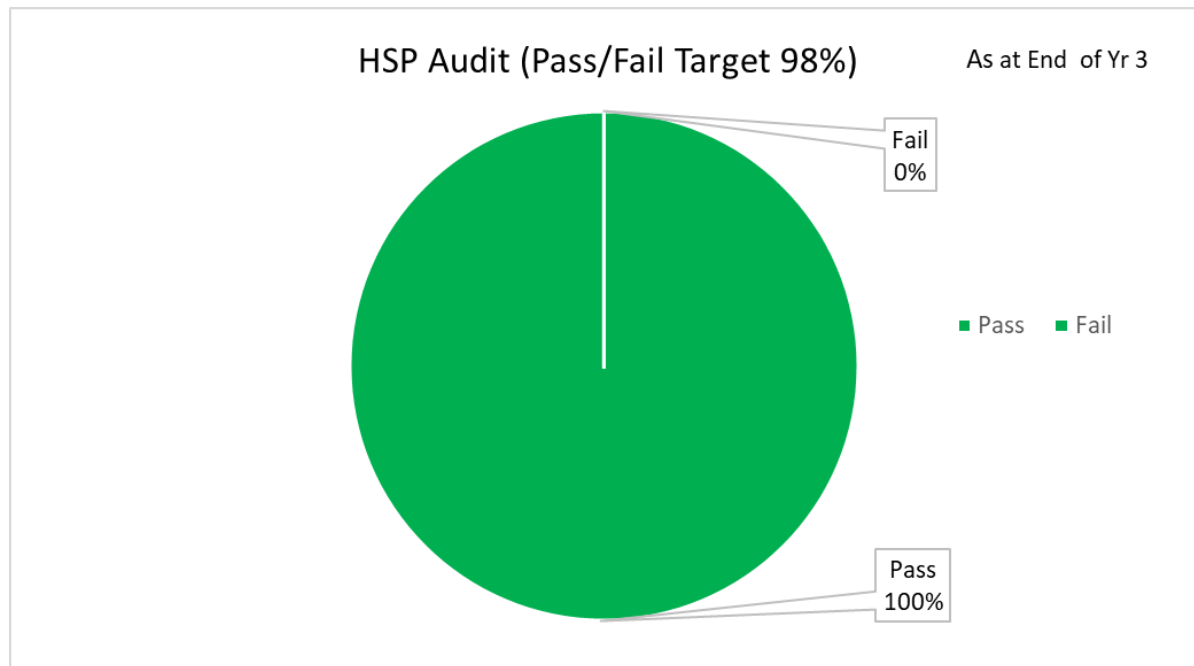
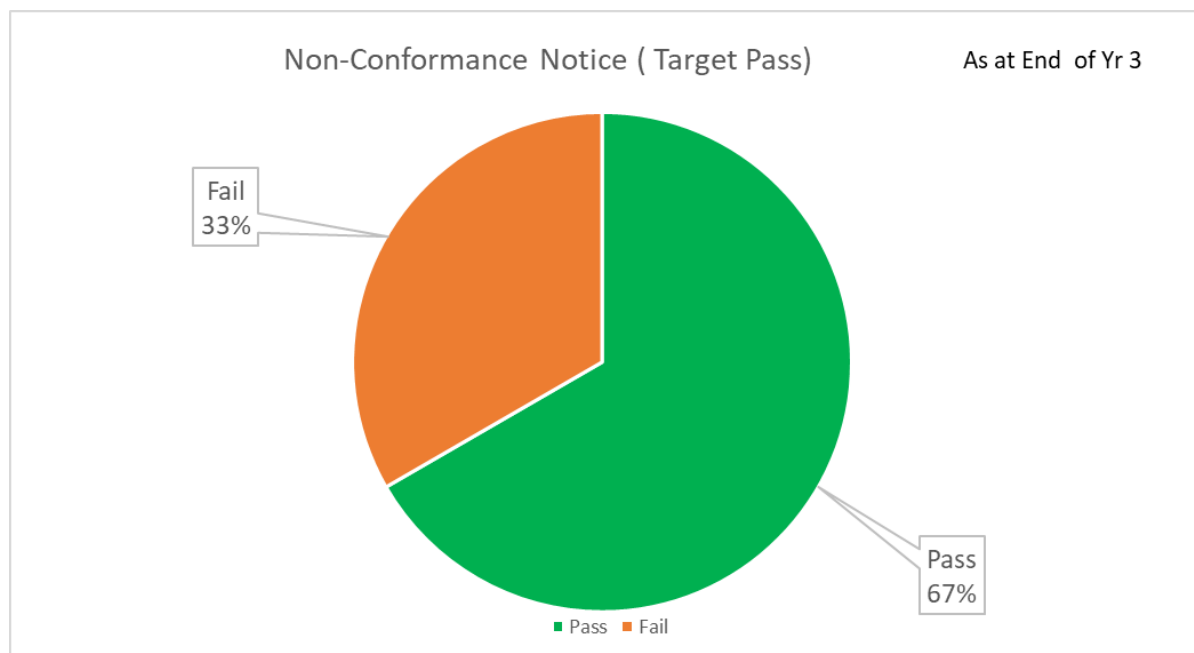


Chart 3.25 – KPM25; Non-Conformance Notice (Ventia, FNDC Sth)



3.26 – KPM26; Failed Ordered Sealed Pavement Maintenance (Ventia, FNDC Sth)

Not Active [complex data sets under testing for implementation Sept 2021 onwards]

3.27 – KPM27; Sealed Pavement Renewal (Ventia, FNDC Sth)

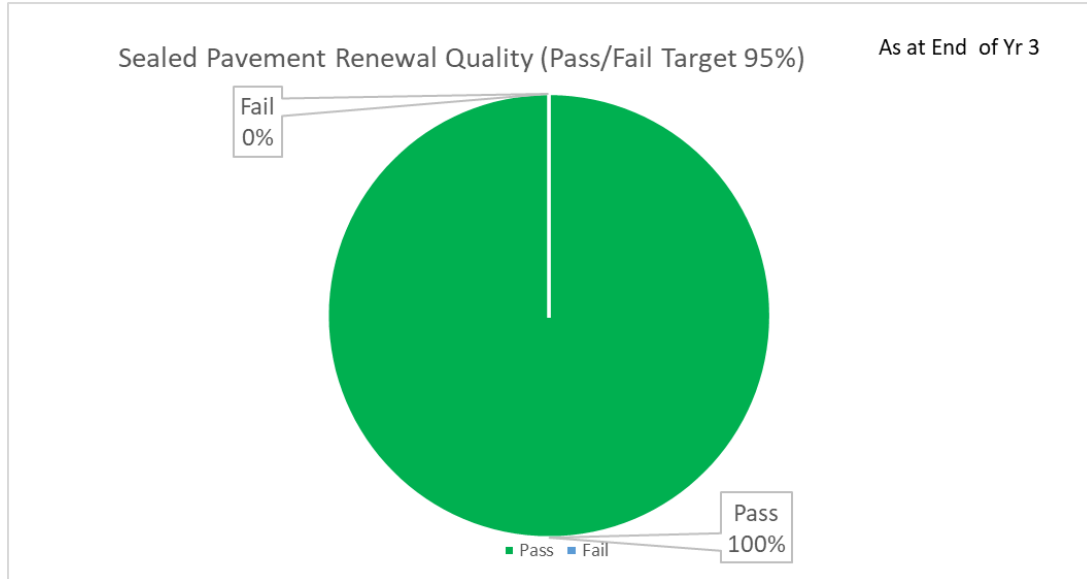


Chart 3.28 – KPM28; Ordered Work Quality (Ventia, FNDC Sth)

Not Active [complex data sets now implemented from July 2021 onwards]

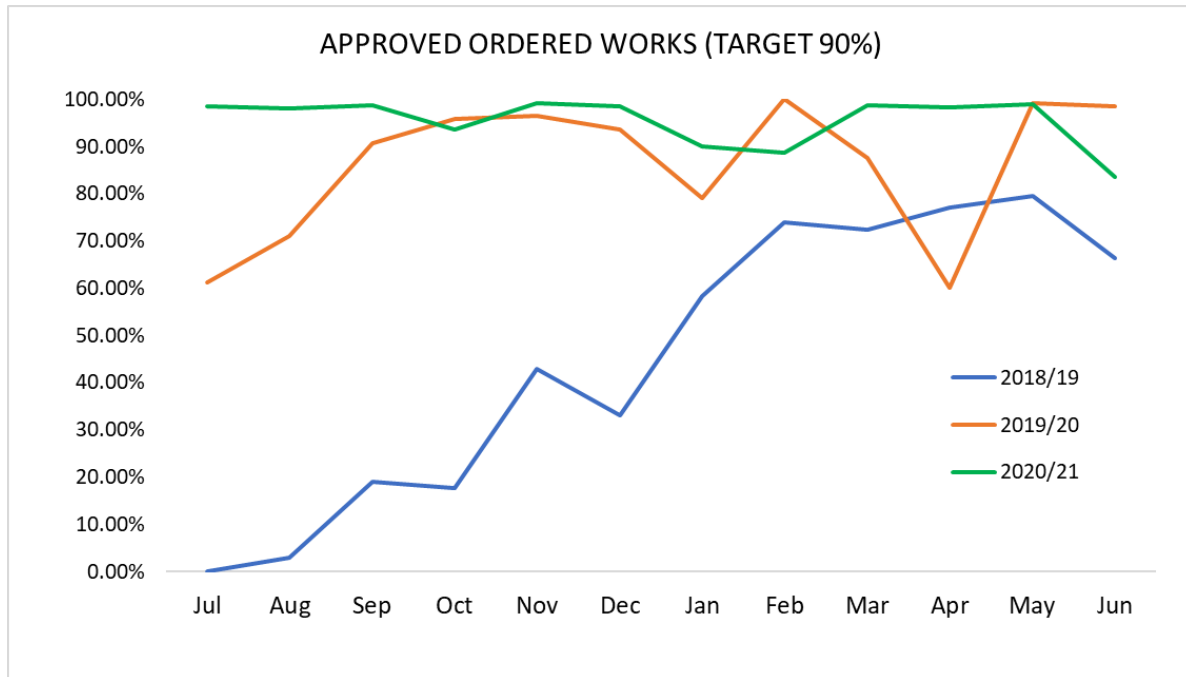
Chart 2.29 – KPM29; Routine Work Quality (Ventia, FNDC Sth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 2.30 – KPM30; Renewal Delivery Achievement (Ventia, FNDC Sth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

3.31 – KPM31; Unapproved Ordered Works (Ventia, FNDC Sth)



3.32 – KPM32; Environmental Compliance (Ventia, FNDC Sth)

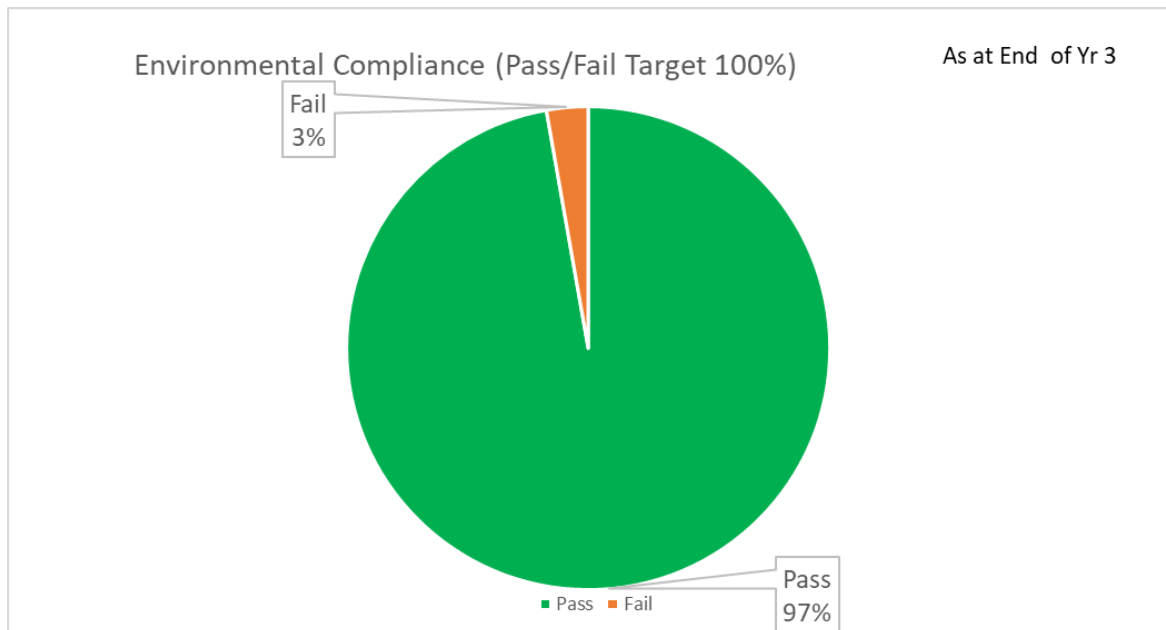
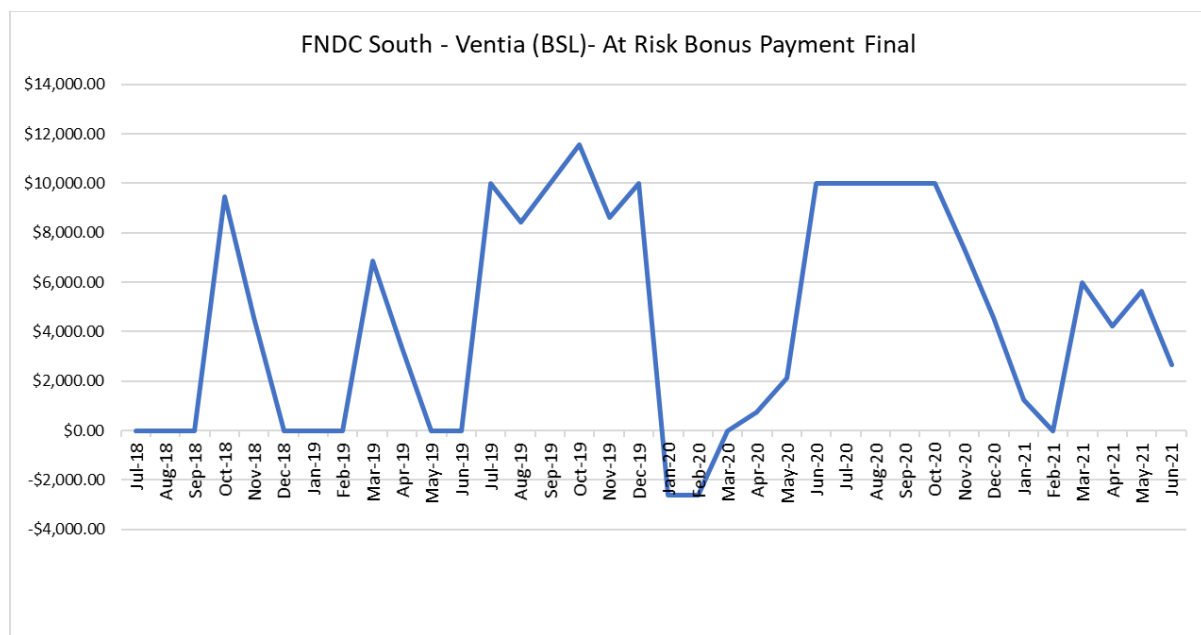


Chart 3.33 – KPM33; New Discrete Assets Created in RAMM (Ventia, FNDC Sth)

Not Active [complex data sets too variable to test and measure]

Chart 3.34 – At-Risk Payments (Ventia, FNDC Sth)



Appendix 4 – KPMs for WDC North Area Contract (Fulton Hogan)

Chart 4.1 – KPM1; Monthly Report Submitted on Time (Fulton Hogan, WDC Nth)

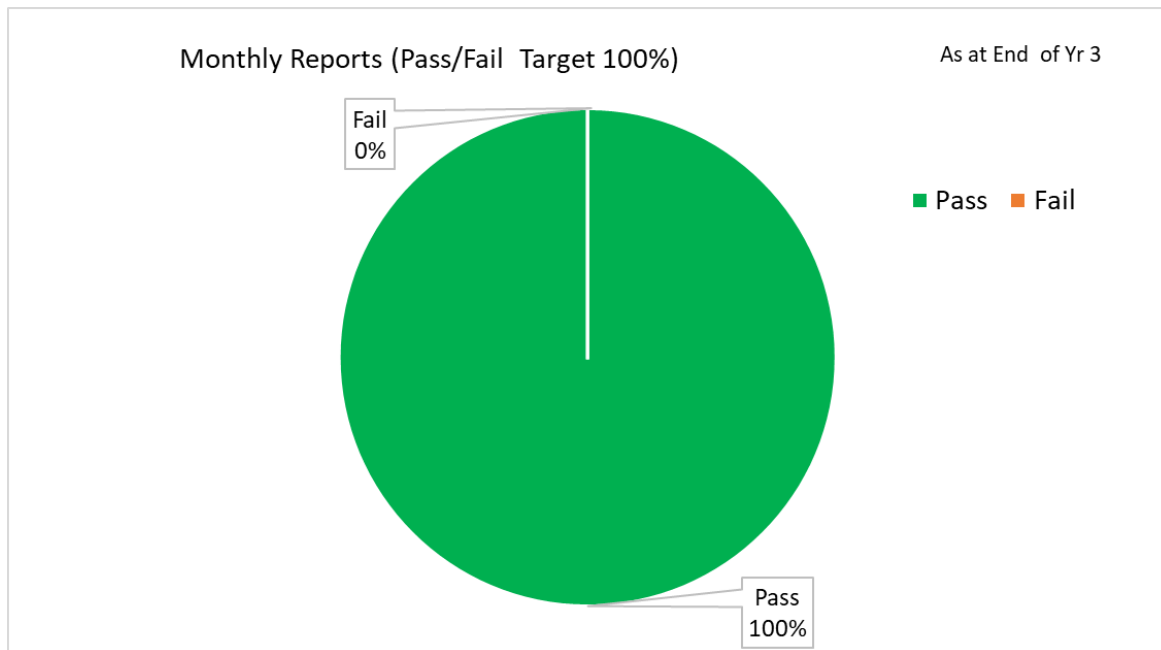


Chart 4.2 – KPM2; RAMM Dispatch Data Quality (Fulton Hogan, WDC Nth)

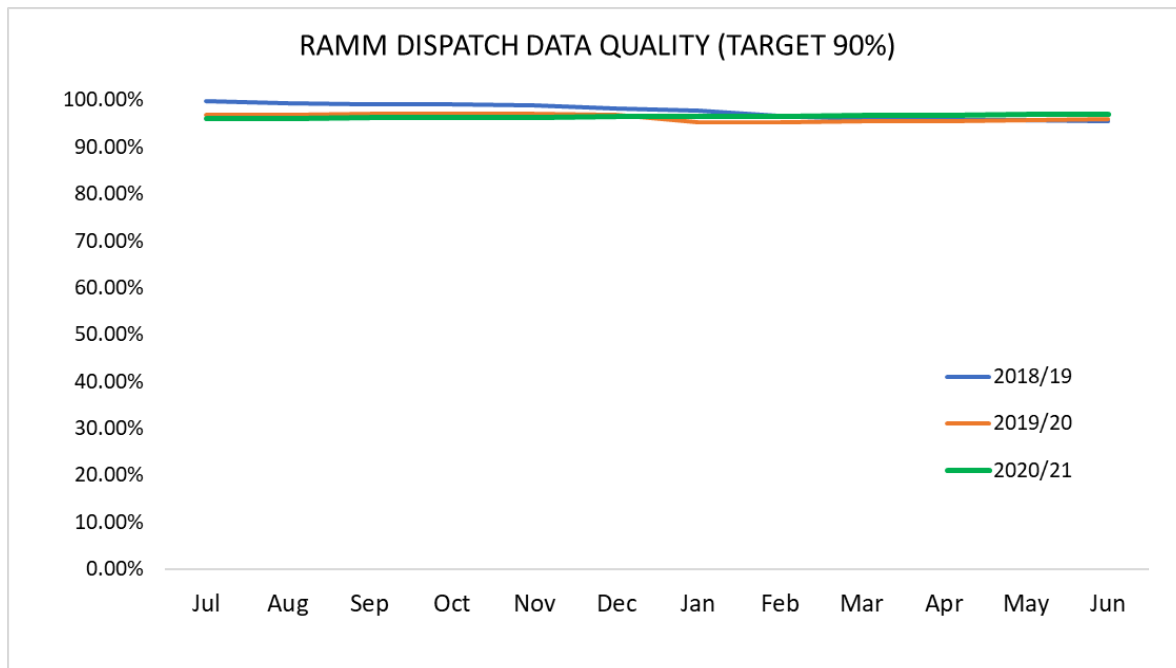


Chart 4.3 – KPM3; Work Dispatches On Assets - RAMM Data Quality (Fulton Hogan, WDC Nth)

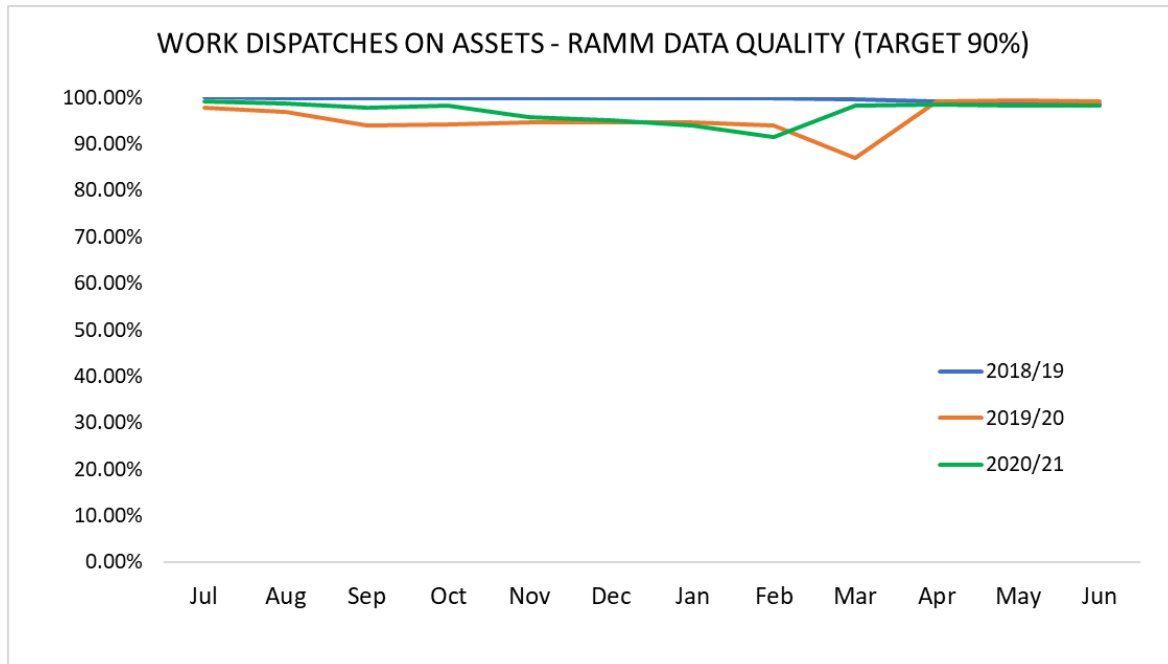


Chart 4.4 – KPM4; Maintenance Program Submitted on Time (Fulton Hogan, WDC Nth)

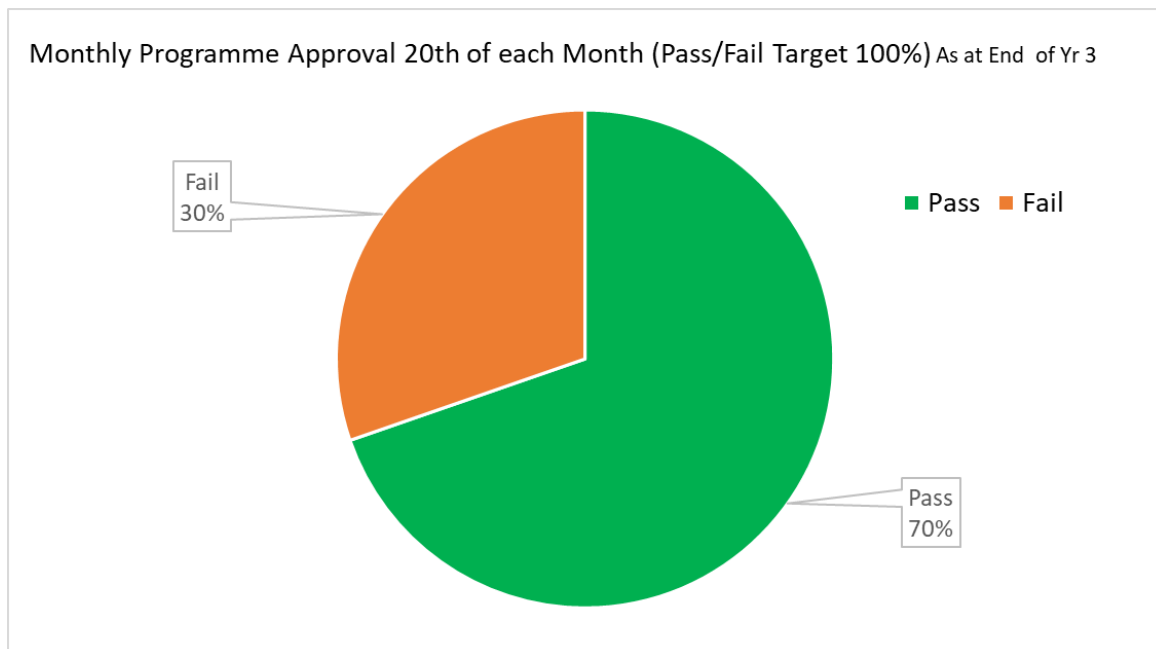


Chart 4.5 – KPM5; CQP Audits (Fulton Hogan, WDC Nth)

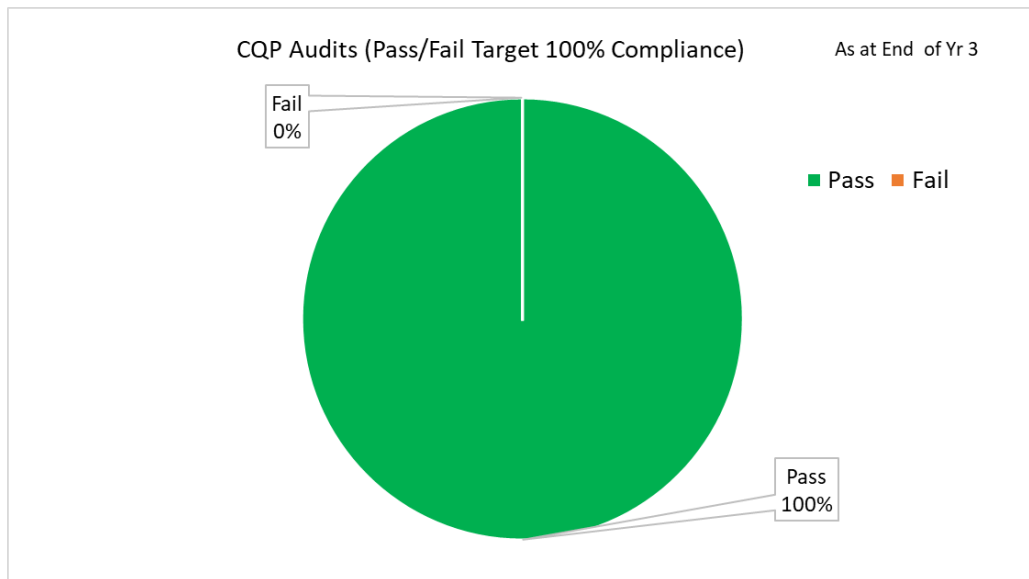


Chart 4.6 – KPM6; Small to Medium (Local) Enterprises (Fulton Hogan, WDC Nth)

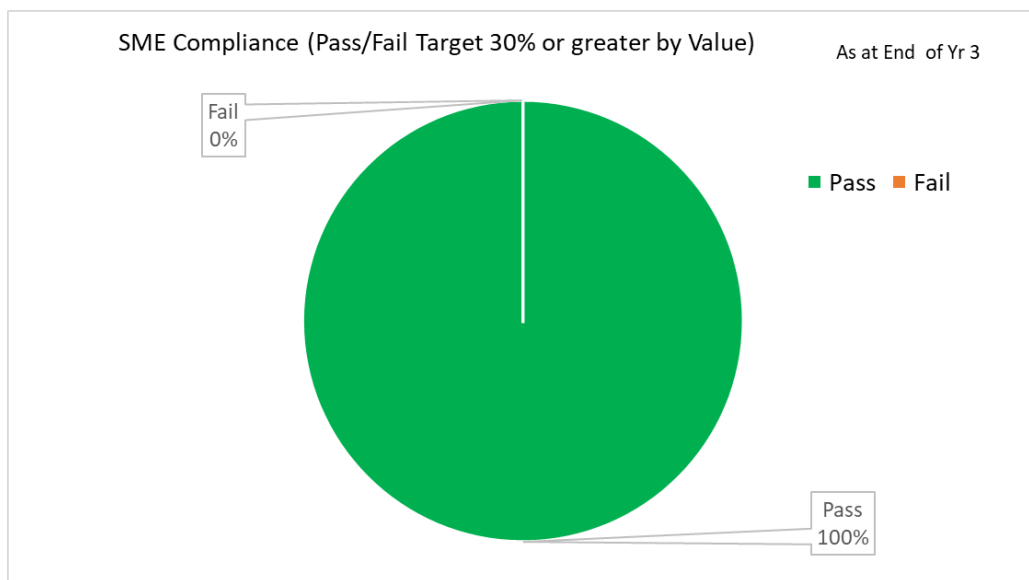


Chart 4.7 – KPM7; Tender Promises (Fulton Hogan, WDC Nth)

Not Active [lacks objective assessment criteria]

Chart 4.8 – KPM8; Industry Recognition (Fulton Hogan, WDC Nth)

Not Assessed [no submissions made by Contractor in this criteria]

Chart 4.9 – KPM9; Sealed Inspection Achievement (Fulton Hogan, WDC Nth)

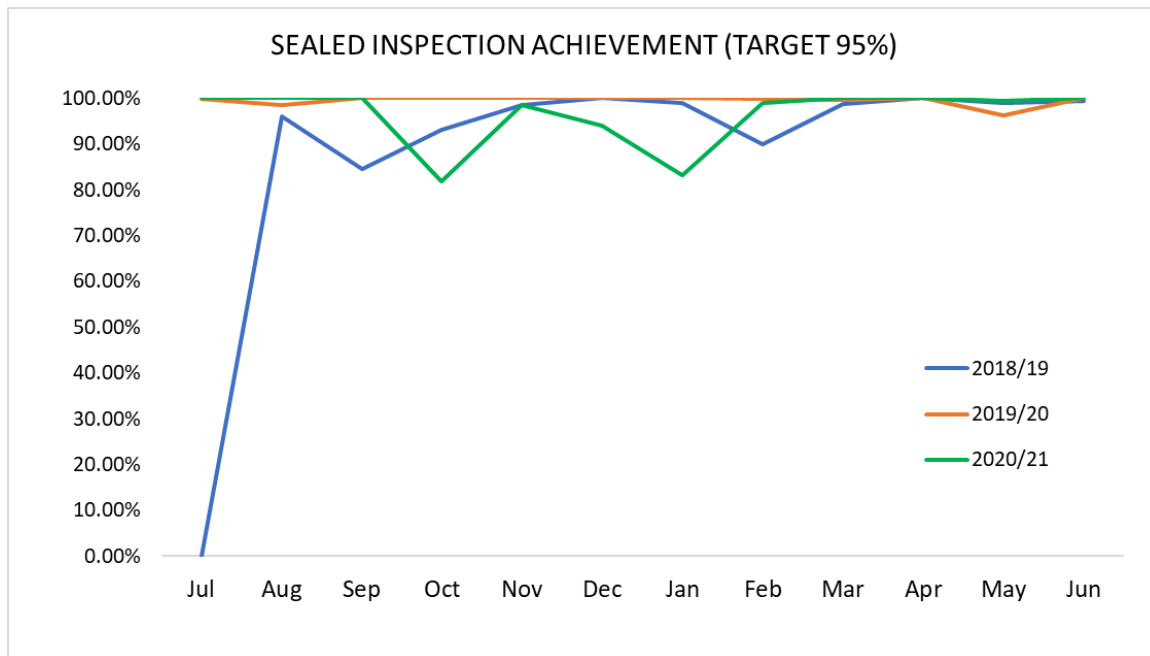


Chart 4.10 – KPM10; Unsealed Inspection Achievement (Fulton Hogan, WDC Nth)

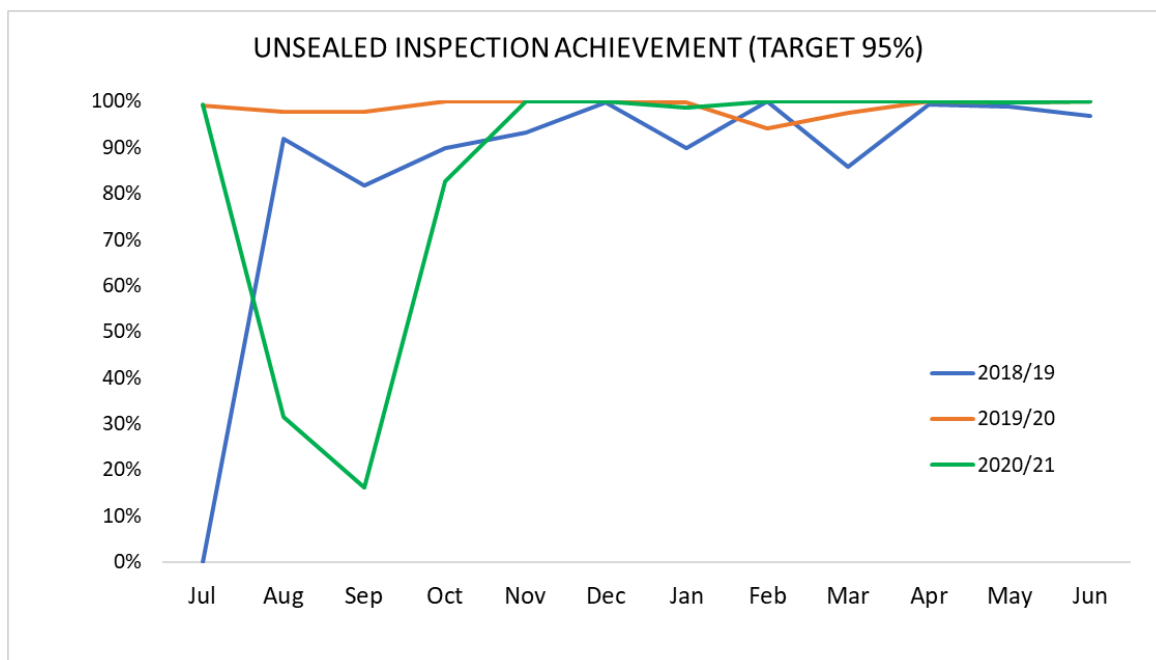


Chart 4.11 – KPM11; Drainage Inspection Achievement (Fulton Hogan, WDC Nth)

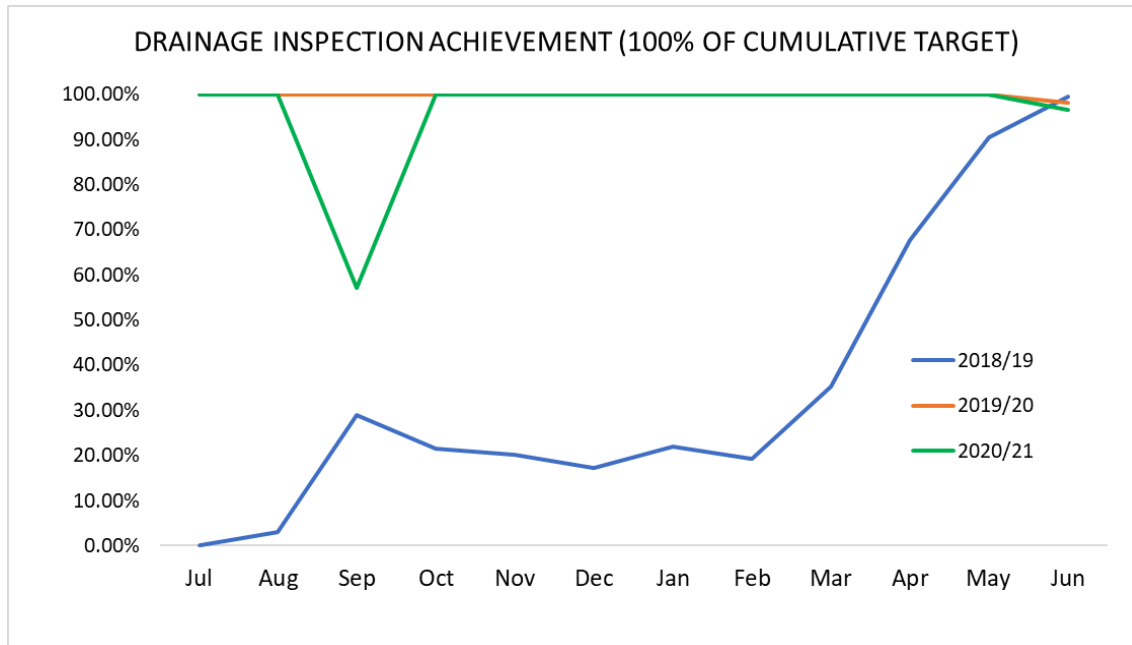
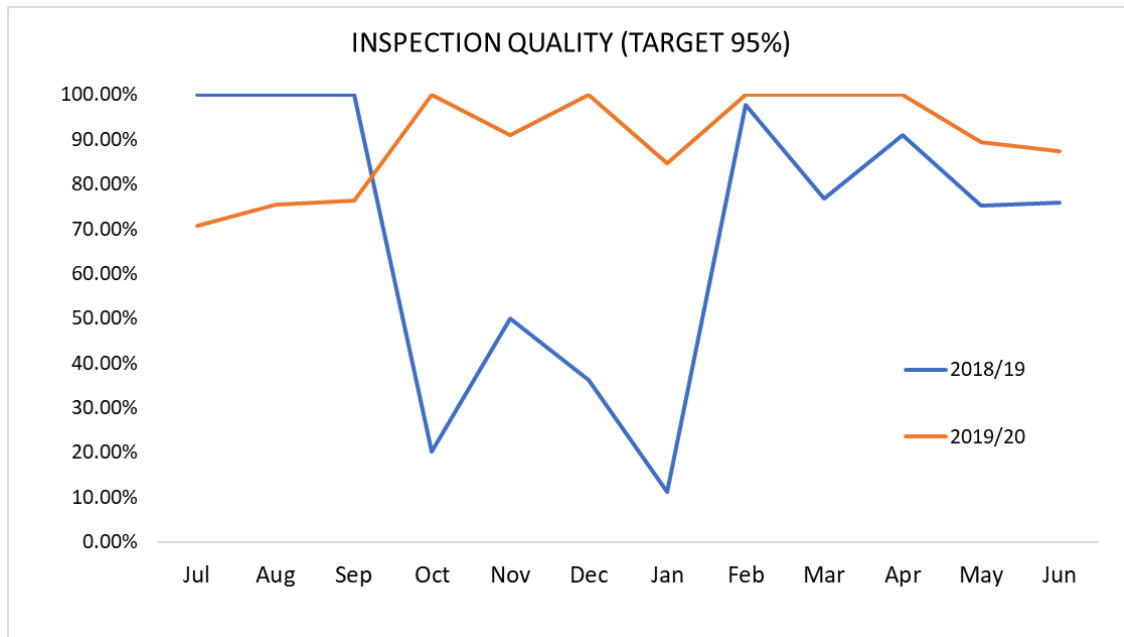
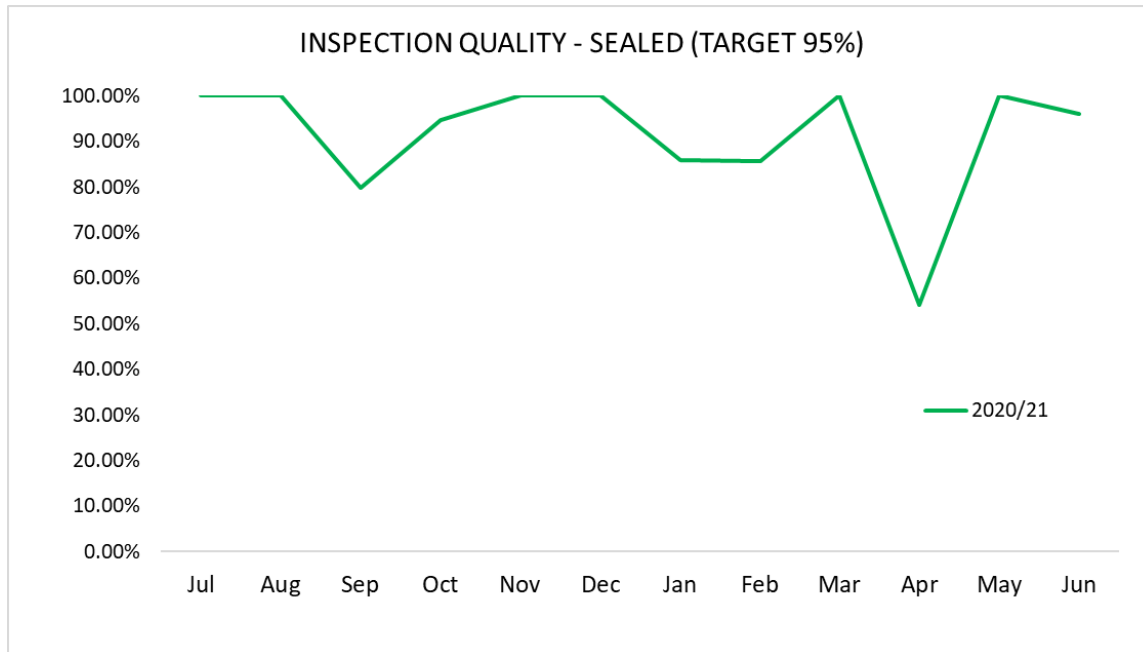


Chart 4.6 – KPM12; Inspection Quality (Fulton Hogan, WDC Nth)



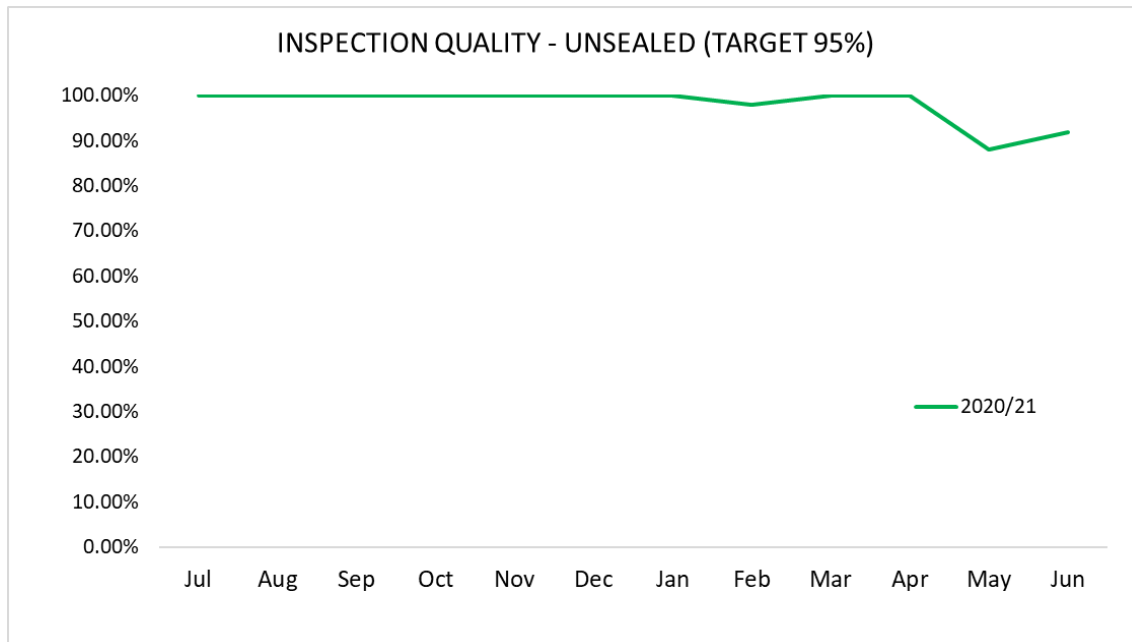
(NB: KPM 12 superseded after Year-2 with KPMs 34, 35 & 36 below)

Chart 4.34 – KPM34; Inspection Quality of Sealed Roads (Fulton Hogan, WDC Nth)



(NB: supersedes KPM 12 above after Year-2)

Chart 4.35 – KPM35; Inspection Quality of Unsealed Roads (Fulton Hogan, WDC Nth)



(NB: supersedes KPM 12 above after Year-2)

Chart 4.36 – KPM36; Drainage Inspection Quality (Fulton Hogan, WDC Nth)

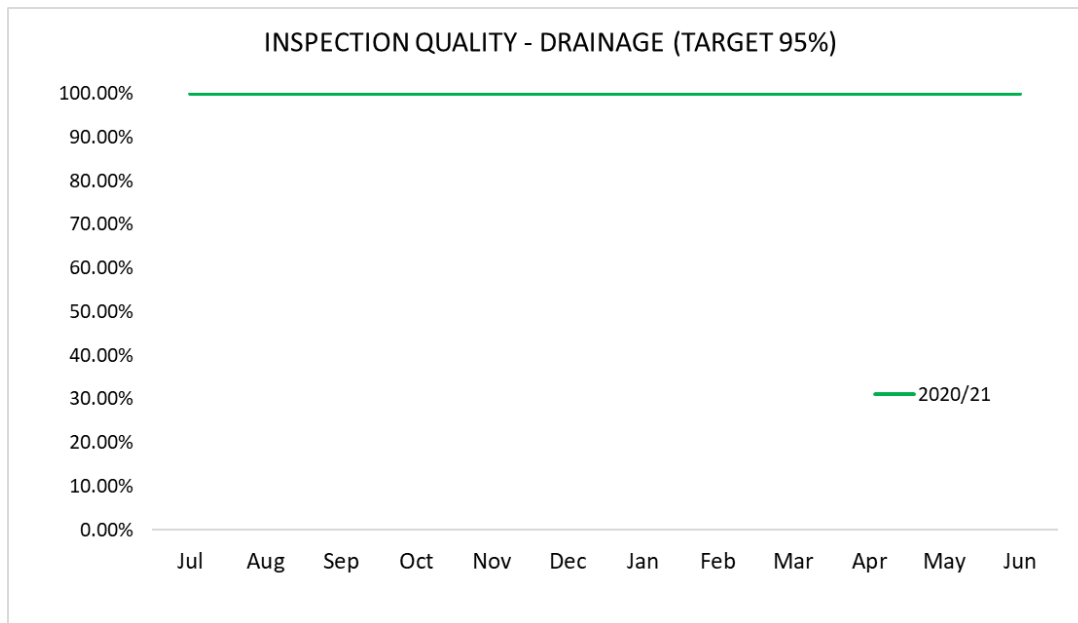


Chart 4.13 – KPM13; Renewals Design (Fulton Hogan, WDC Nth)

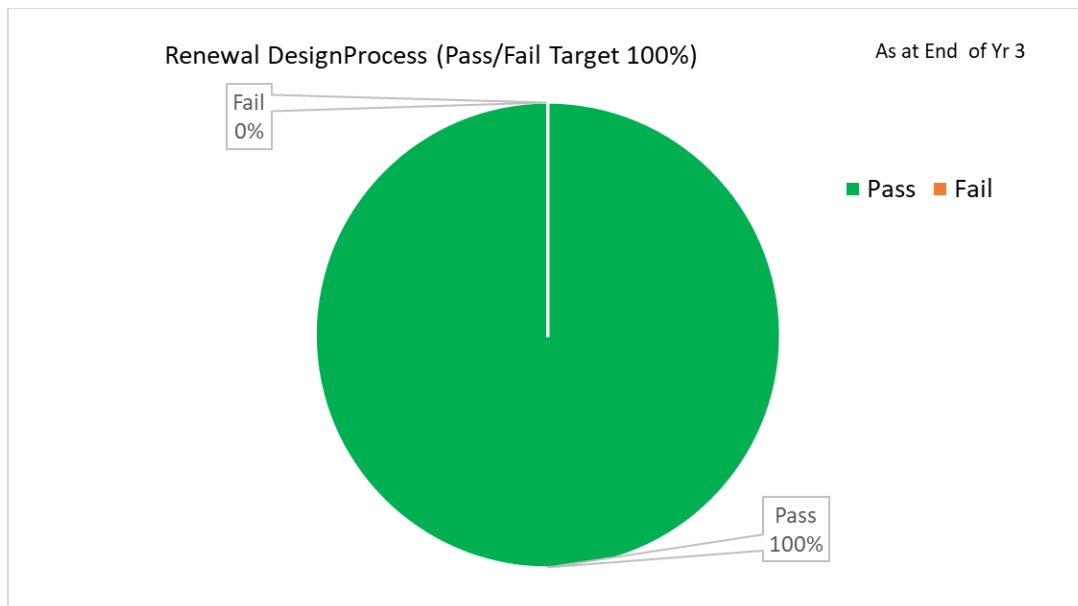


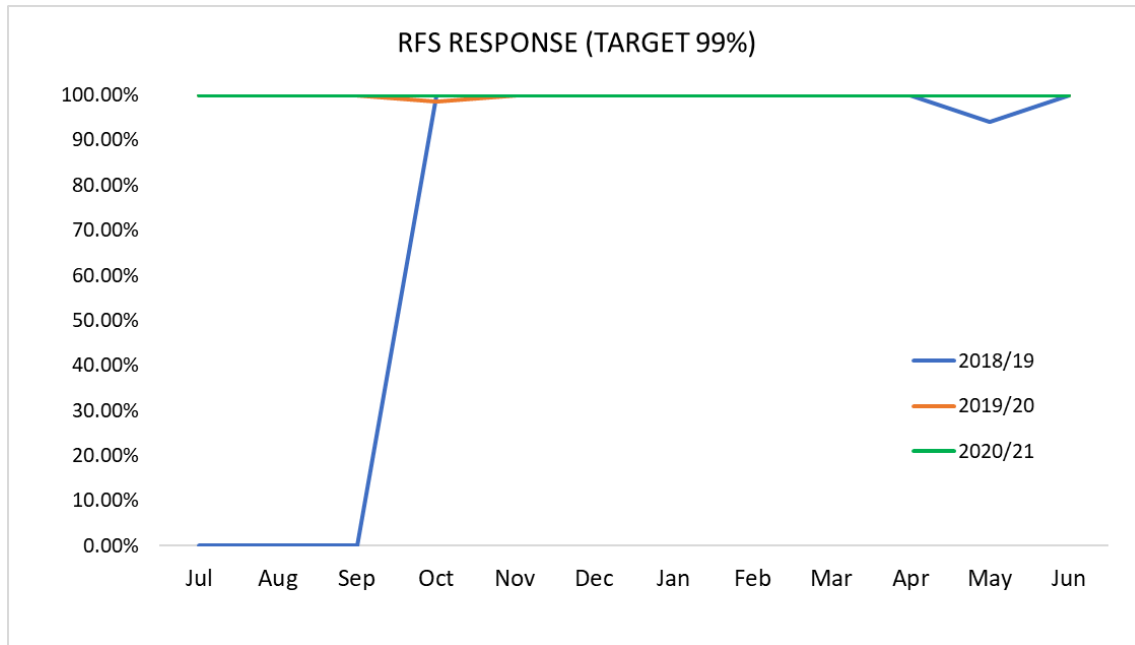
Chart 4.14 – KPM14; Renewal Delivery Achievement (Fulton Hogan, WDC Nth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 4.15 – KPM15; Railings and Bridges Painting/Cleaning Achievement (Fulton Hogan, WDC Nth)

Not Active [lacks clear data sets, unable to assess]

Chart 4.16 – KPM16; RFS Responsiveness (Fulton Hogan, WDC Nth)



NB; measure is “RFSs assigned to the Contractor shall be accepted within the 2-day timeframe”.

Chart 4.17 – KPM17; RFS Close Out (Fulton Hogan, WDC Nth)

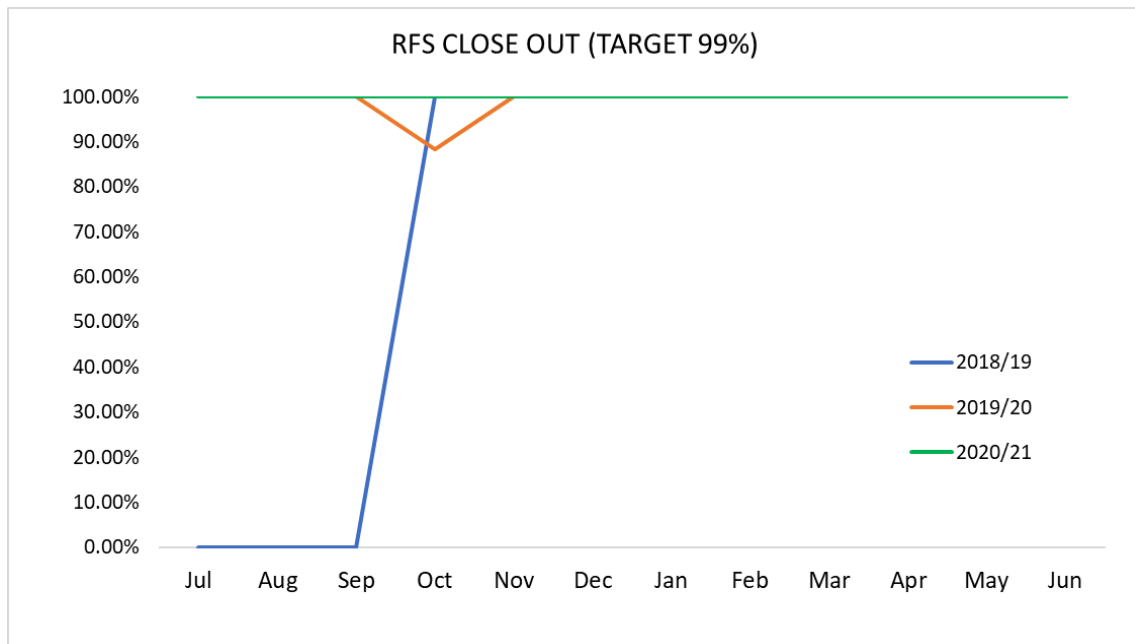


Chart 4.18 – KPM18; Customer Satisfaction (Fulton Hogan, WDC Nth)

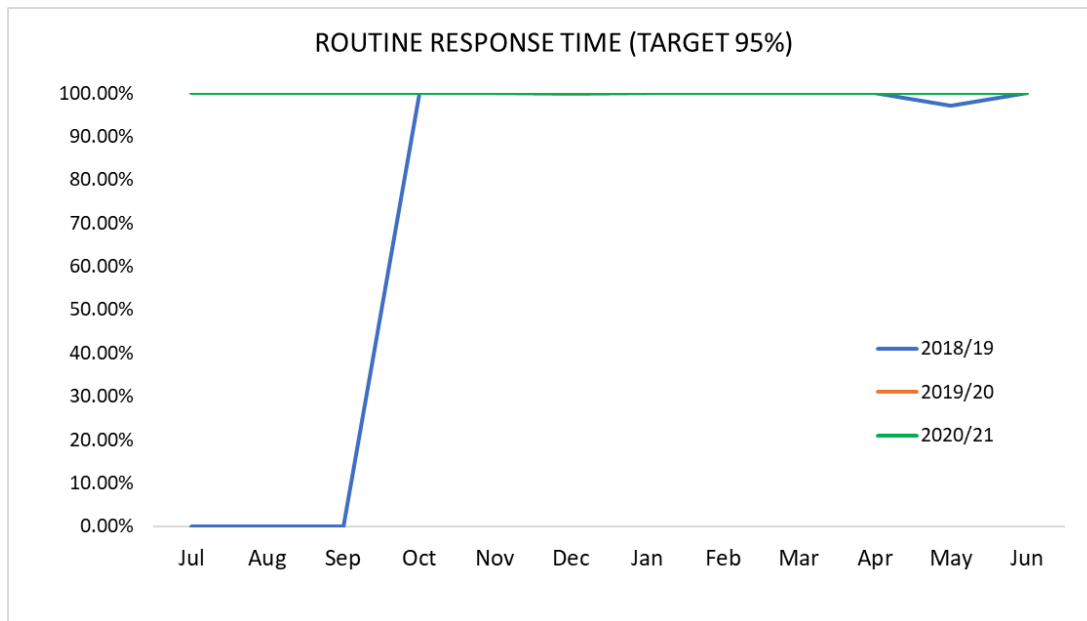
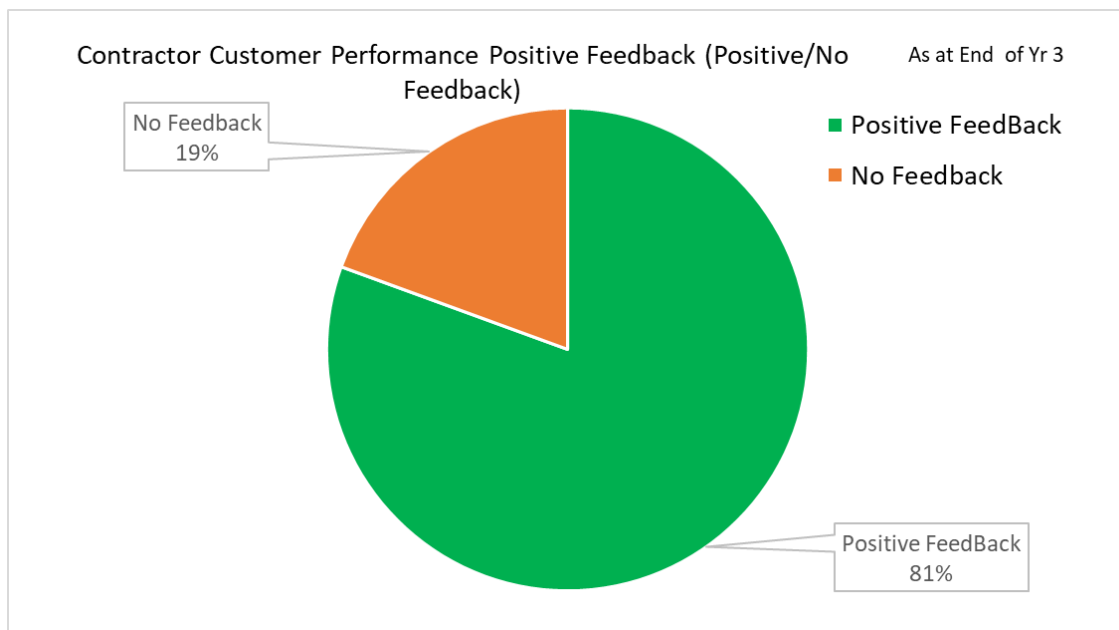


Chart 4.19– KPM19; Contractor Customer Performance (Fulton Hogan, WDC Nth)



NB: Measure is "The Contractor receives unsolicited written positive feedback from customers".

Chart 4.20 – KPM20; Routine Response Times (Fulton Hogan, WDC Nth)

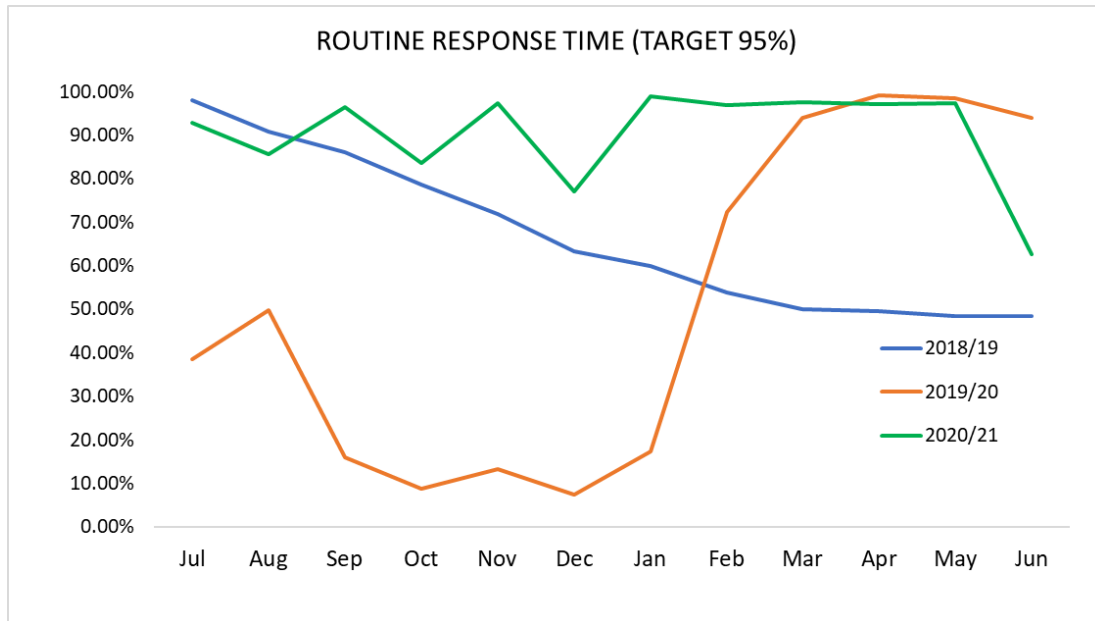


Chart 4.21 – KPM21; 24 Hour Contact (Fulton Hogan, WDC Nth)

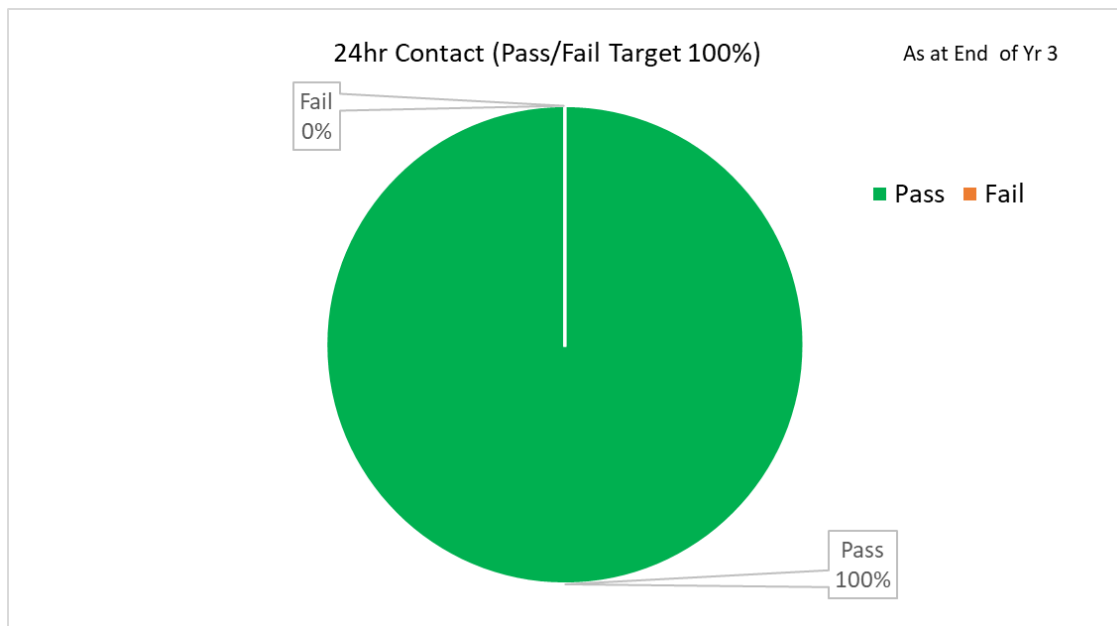


Chart 4.22 – KPM22; Zero Harm (Fulton Hogan, WDC Nth)

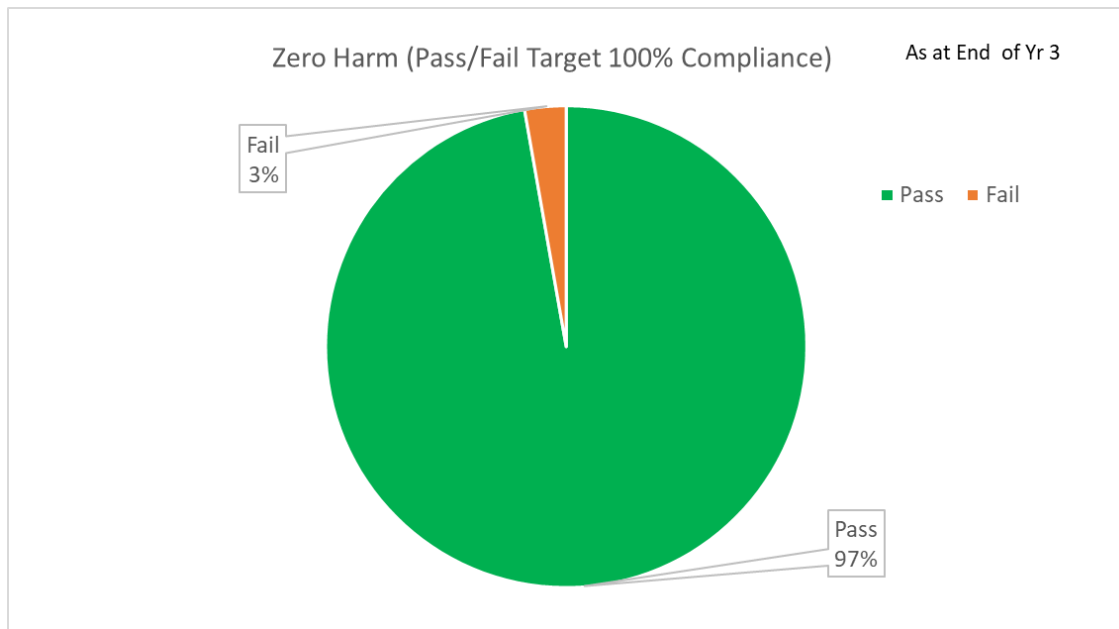


Chart 4.23 – KPM23; TTM Compliance (Fulton Hogan, WDC Nth)

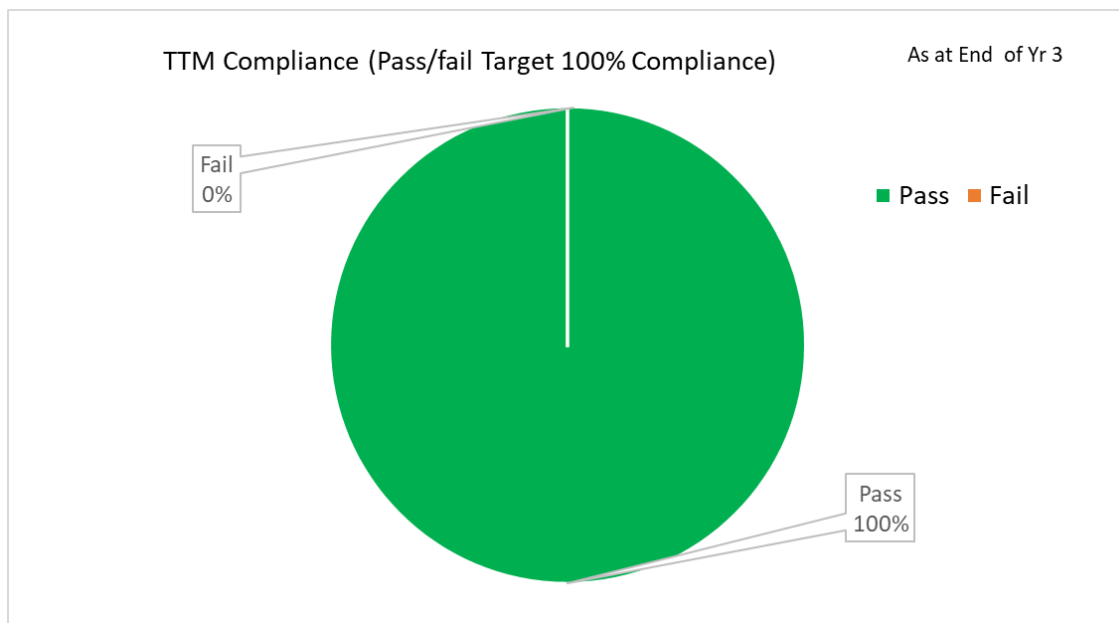


Chart 4.24 – KPM24; HSP Audit (Fulton Hogan, WDC Nth)

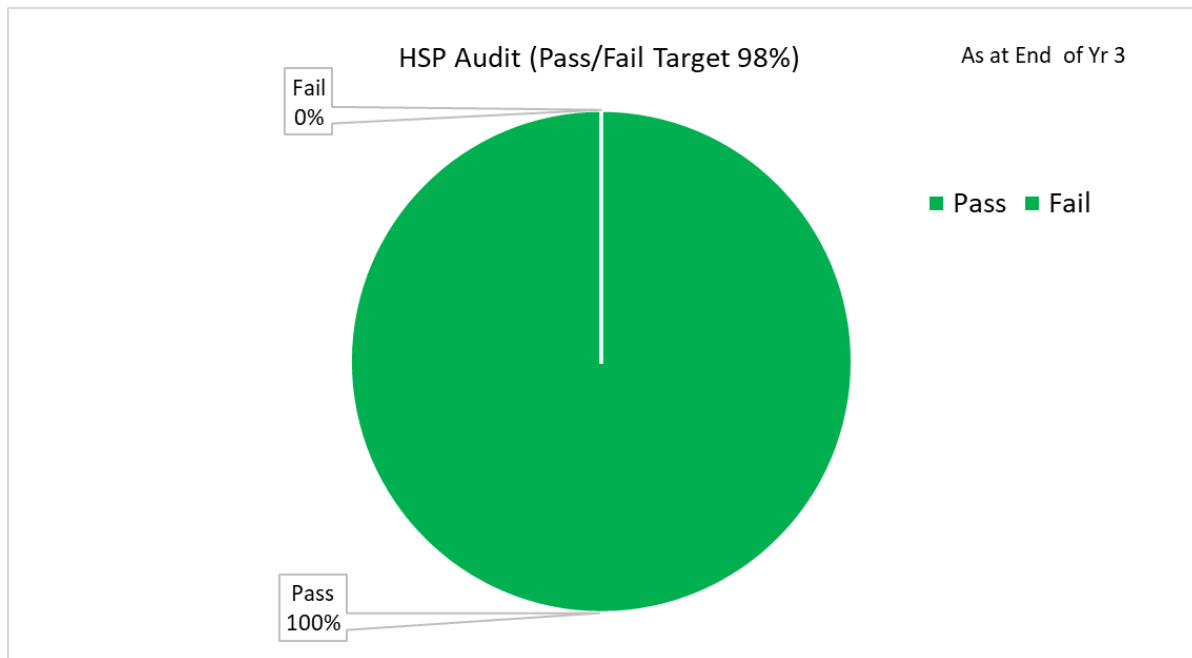


Chart 4.25 – KPM25; Non-Conformance Notices (Fulton Hogan, WDC Nth)

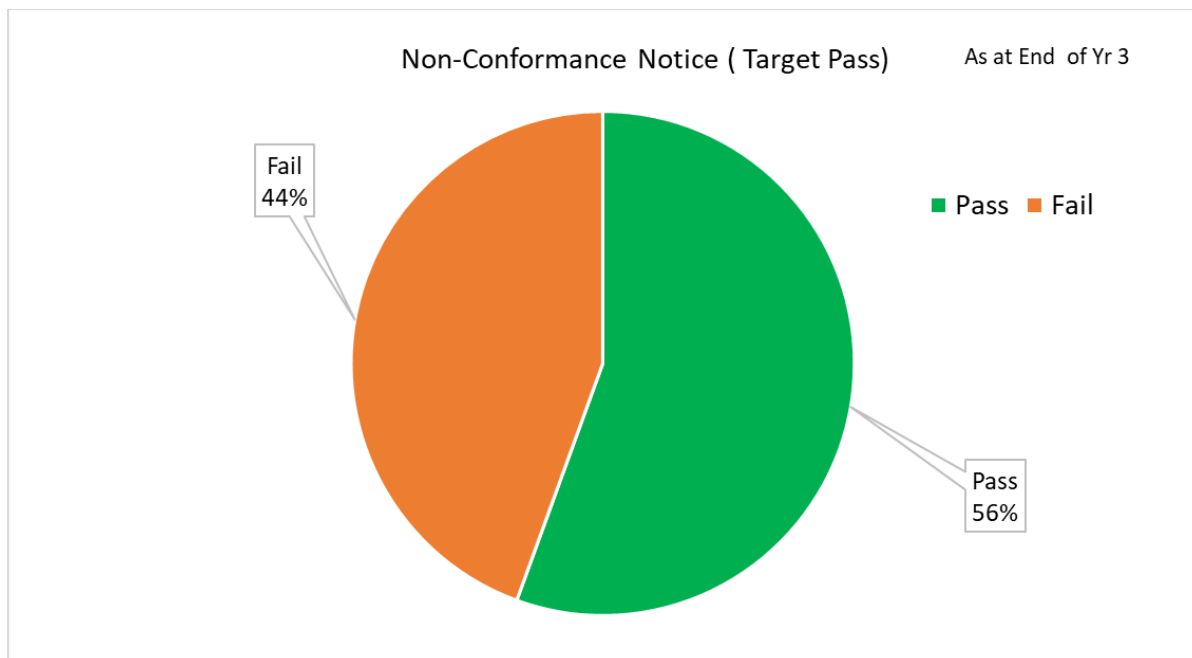


Chart 4.26 – KPM26; Failed Ordered Sealed Pavement Maintenance (Fulton Hogan, WDC Nth)

Not Active [complex data sets under testing for implementation Sept 2021 onwards]

Chart 4.27 – KPM27; Sealed Pavement Renewal (Fulton Hogan, WDC Nth)

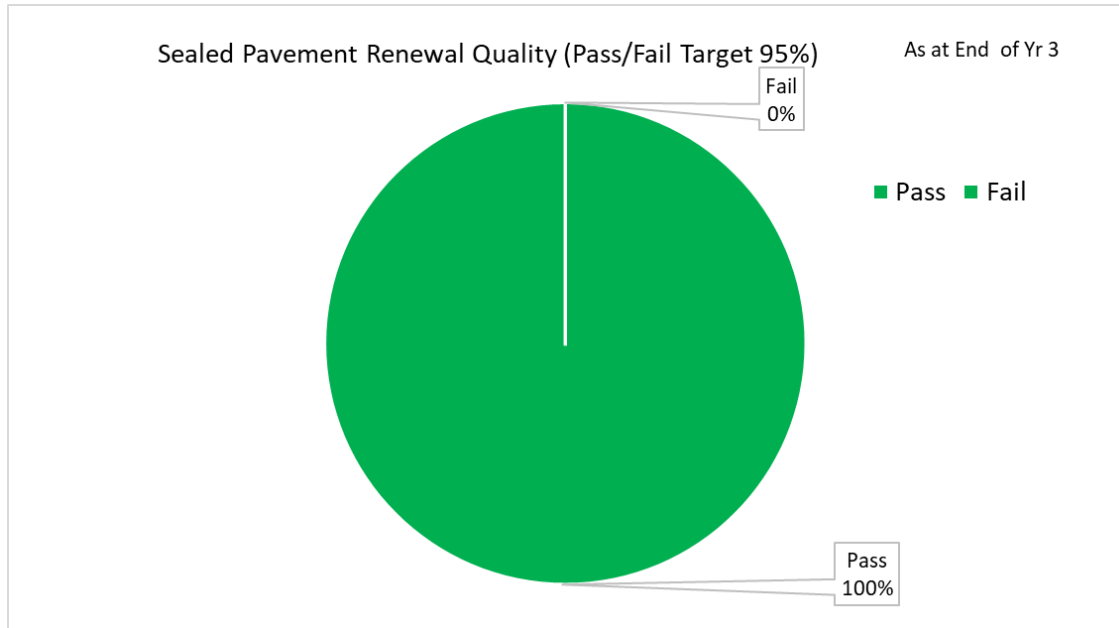


Chart 4.28 – KPM28; Ordered Work Quality (Fulton Hogan, WDC Nth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 4.29 – KPM29; Routine Work Quality (Fulton Hogan, WDC Nth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 4.30 – KPM30; Renewal Delivery Achievement (Fulton Hogan, WDC Nth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 4.31 – KPM31; Unapproved Ordered Works (Fulton Hogan, WDC Nth)

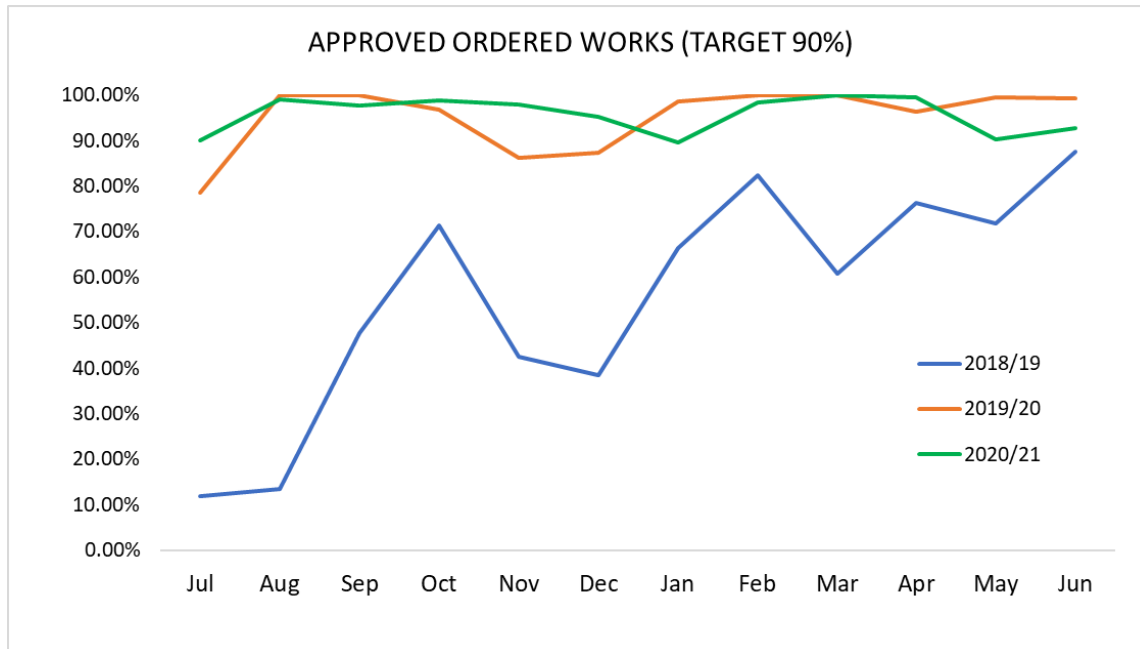
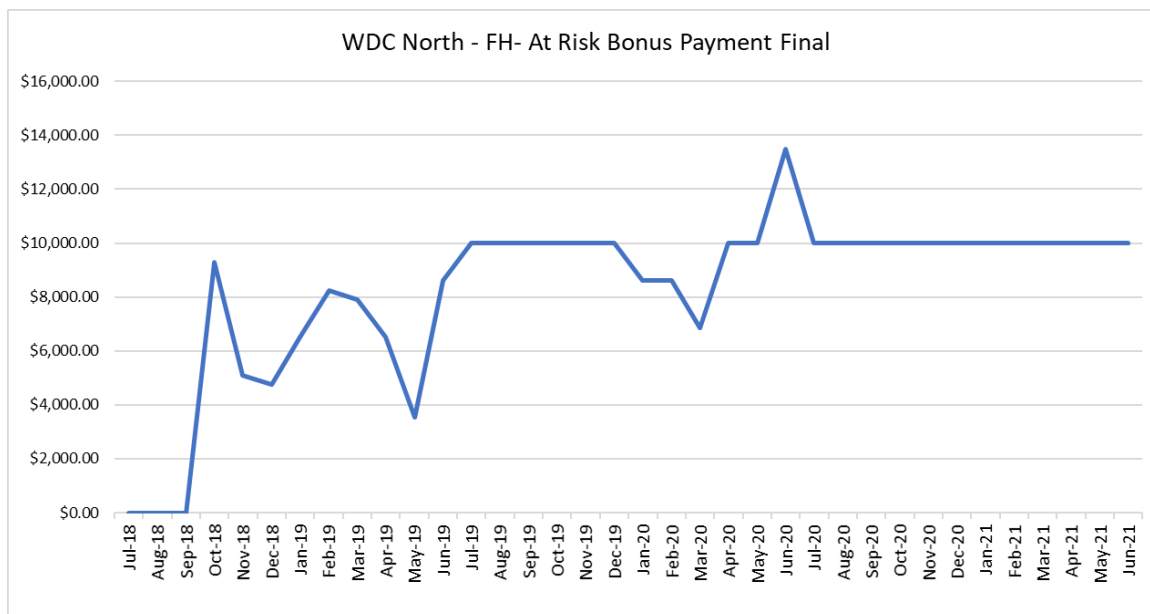


Chart 4.33 – KPM33; New Discrete Assets Created in RAMM (Fulton Hogan, WDC Nth)

Not Active [complex data sets too variable to test and measure]

Chart 4.34 – At-Risk Payments (Fulton Hogan, WDC Nth)



Appendix 5– KPMs for WDC South Area Contract (Downers)

Chart 5.1 – KPM1; Monthly Report Submitted on Time (Downers, WDC Sth)

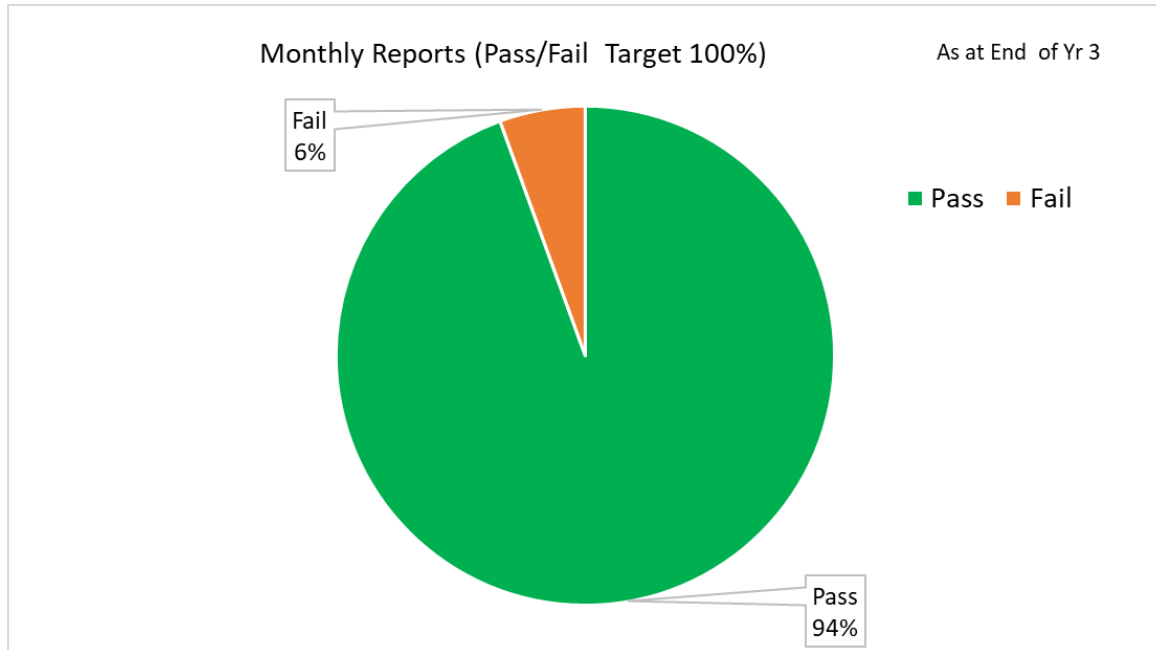


Chart 5.2 – KPM2; RAMM Dispatch Data Quality (Downers, WDC Sth)

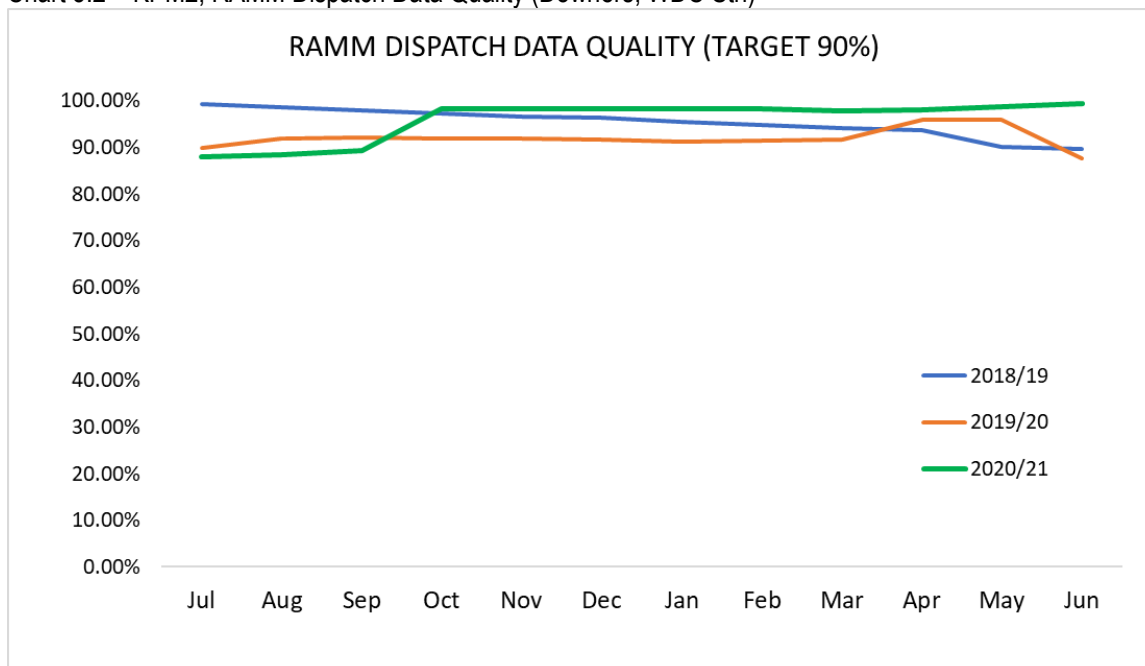


Chart 5.3 – KPM3; Work Dispatches On Assets - RAMM Data Quality (Downers, WDC Sth)

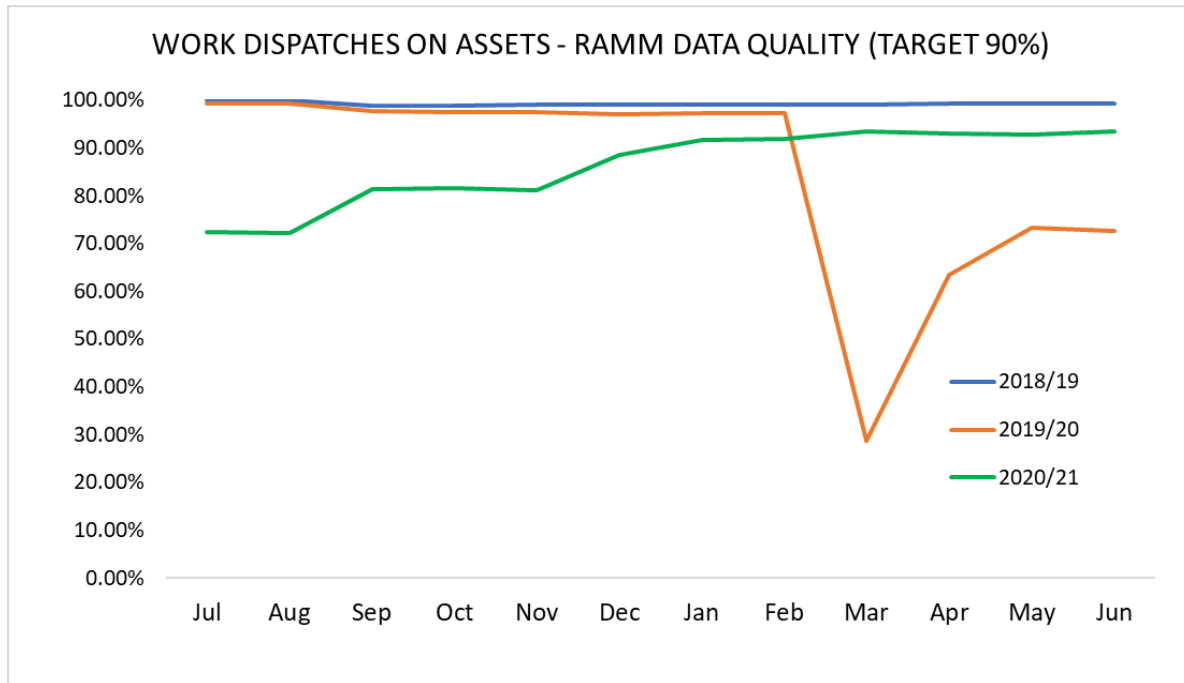


Chart 5.4 – KPM4; Monthly Program Submitted on Time (Downers, WDC Sth)

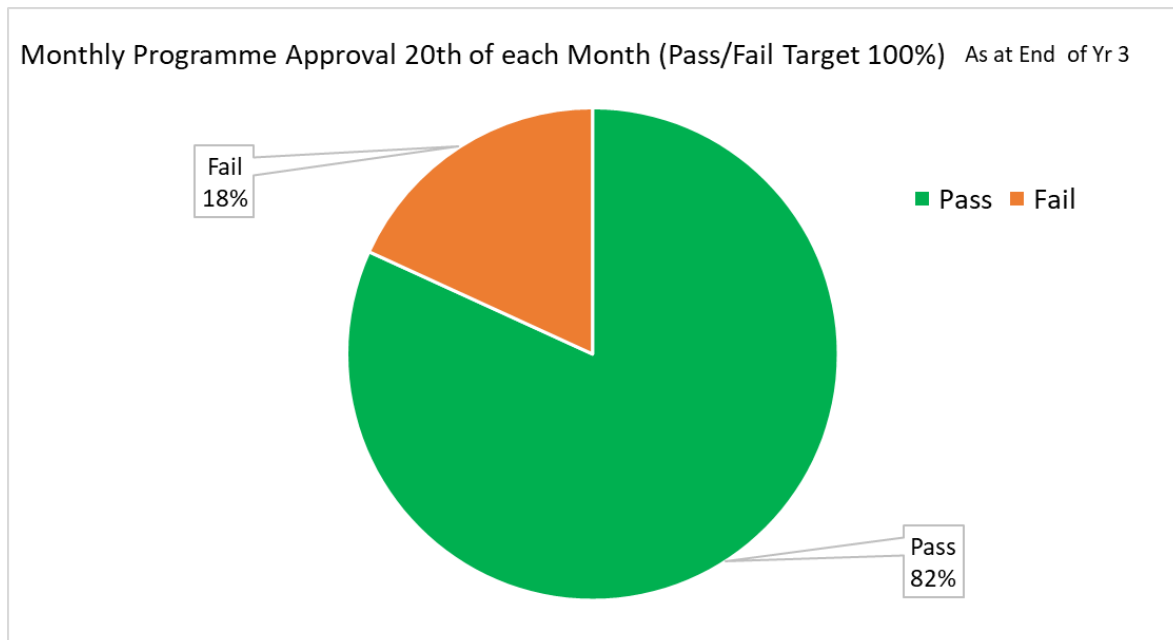


Chart 5.5 – KPM5; CQP Audits (Downers, WDC Sth)

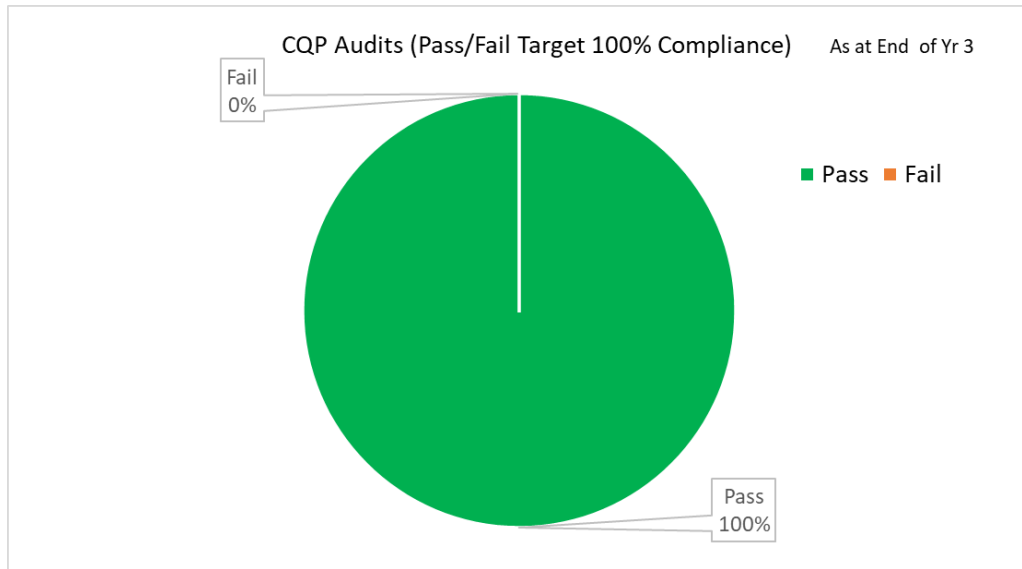


Chart 5.6 – KPM; Small to Medium (Local) enterprises (Downers, WDC Sth)

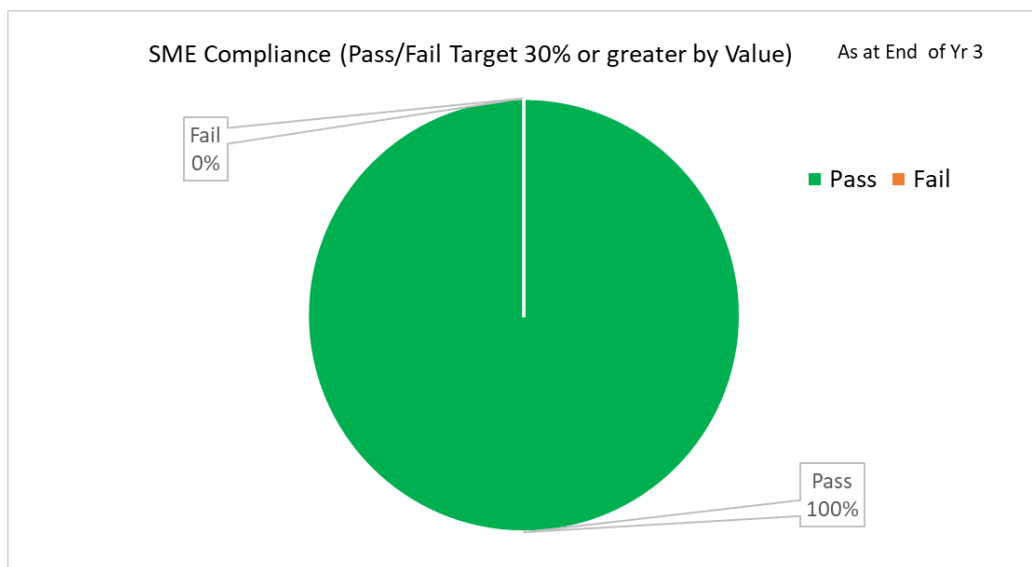


Chart 5.7 – KPM7; Tender Promises (Downers, WDC Sth)

Not Active [lacks objective assessment criteria]

Chart 5.8 – KPM8; Industry Recognition (Downers, WDC Sth)

Not Assessed [no submissions made by Contractor in this criteria]

Chart 5.9 – KPM9; Sealed Inspection Achievement (Downers, WDC Sth)

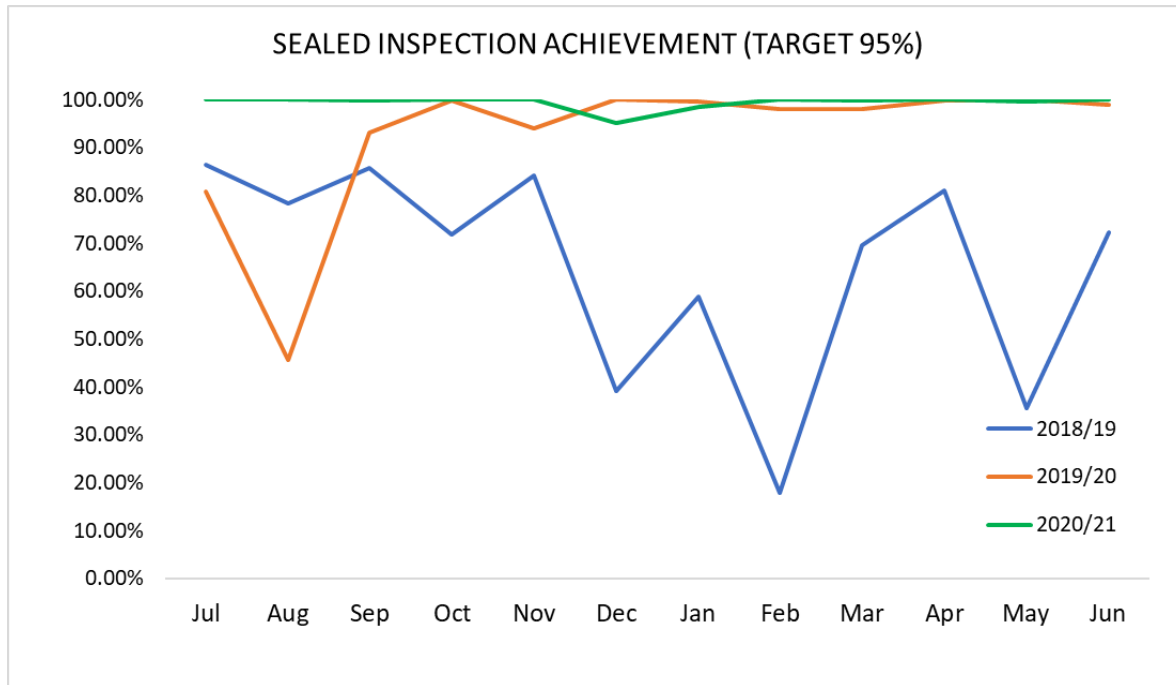


Chart 5.10 – KPM10; Unsealed Inspection Achievement (Downers, WDC Sth)

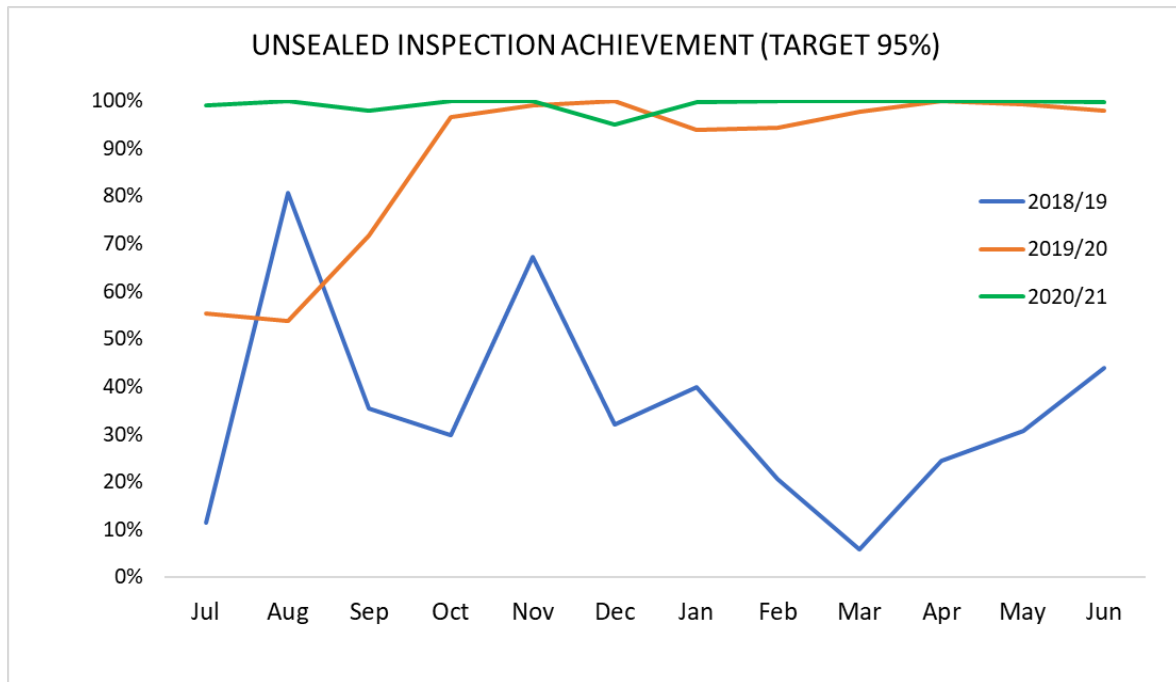


Chart 5.11 – KPM11; Drainage Inspection Achievement (Downers, WDC Sth)

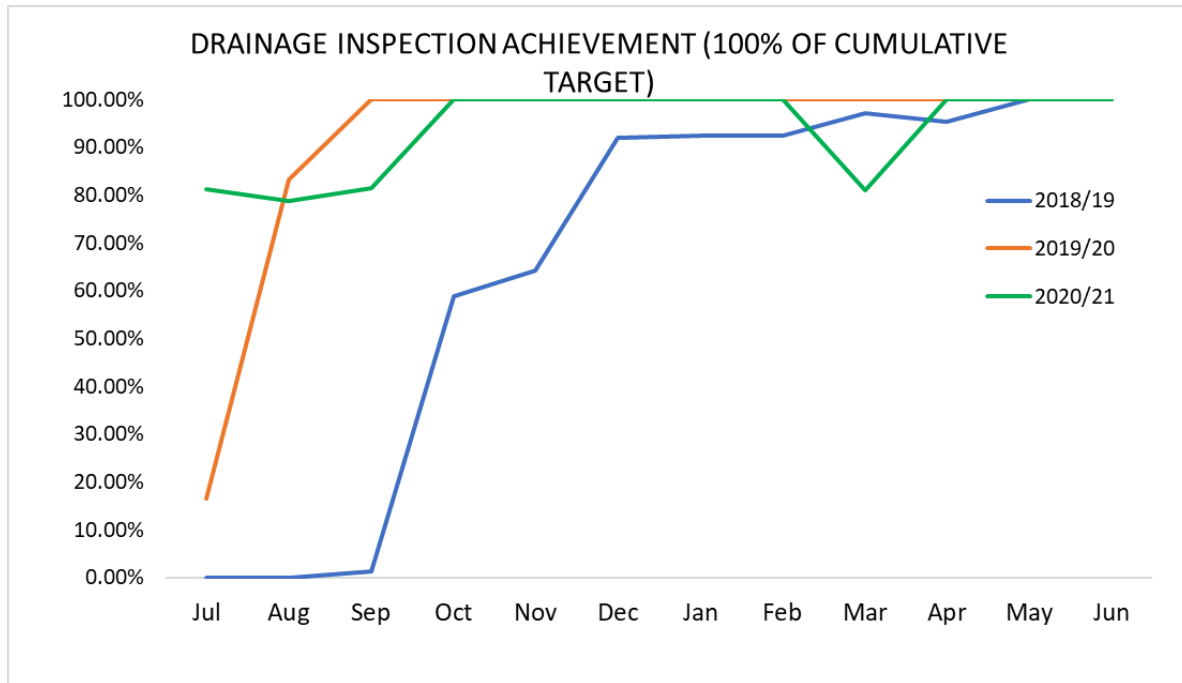
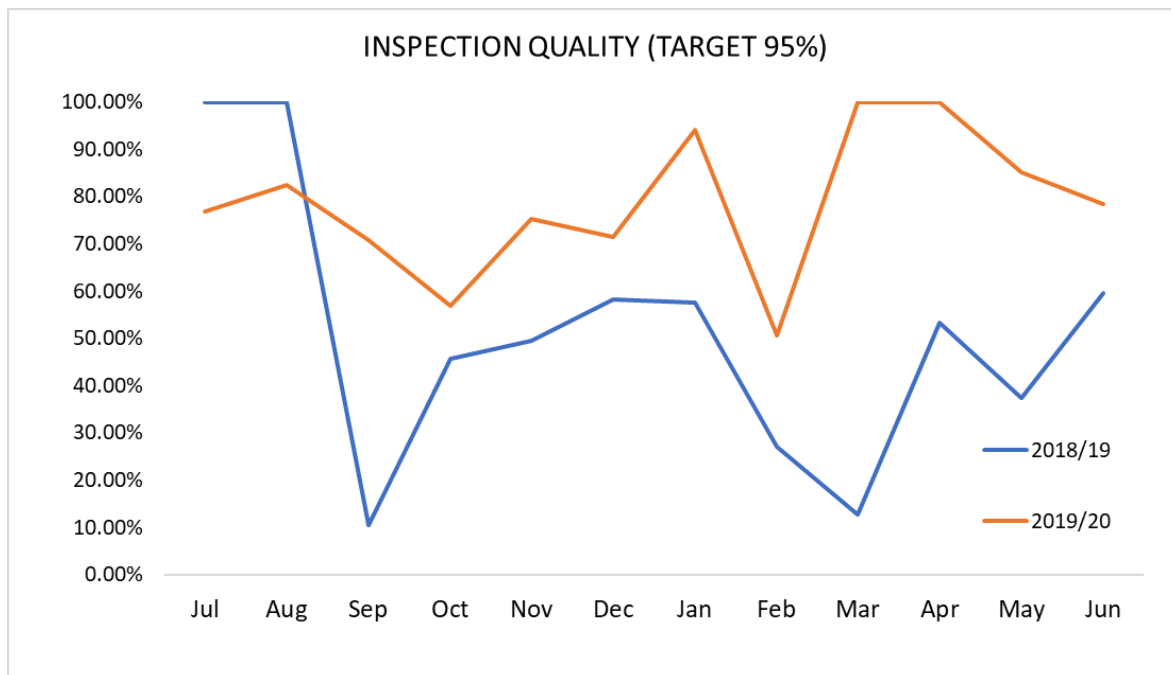
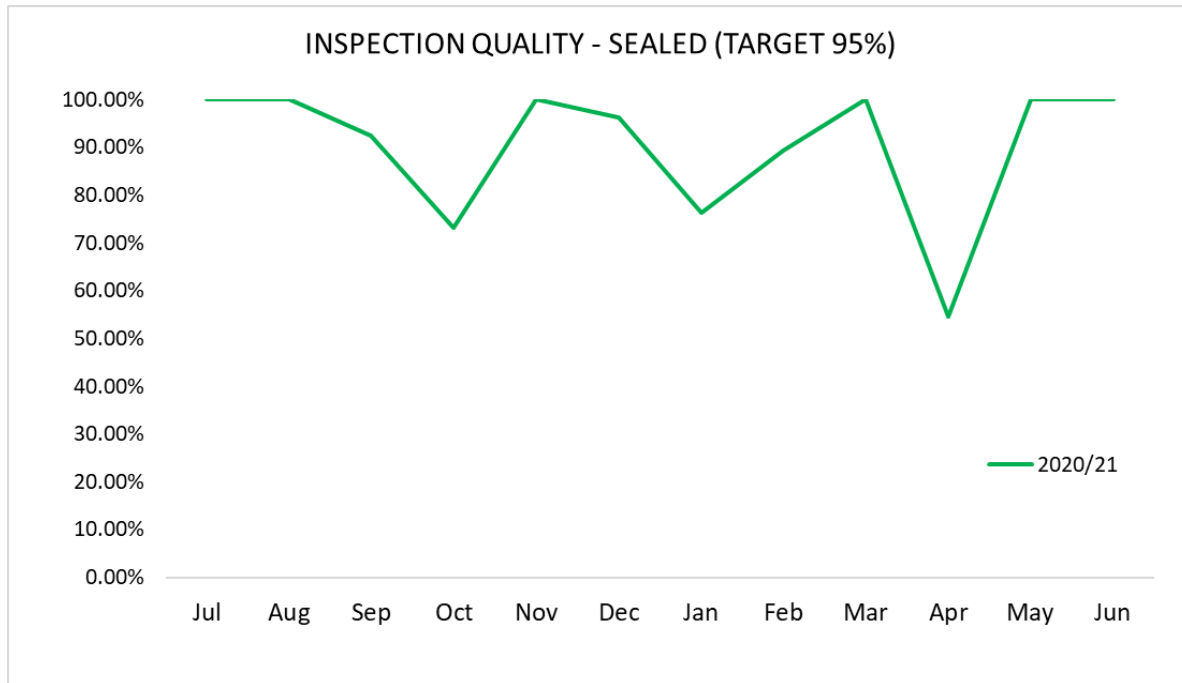


Chart 5.12 – KPM12; Inspection Quality (Downers, WDC Sth)



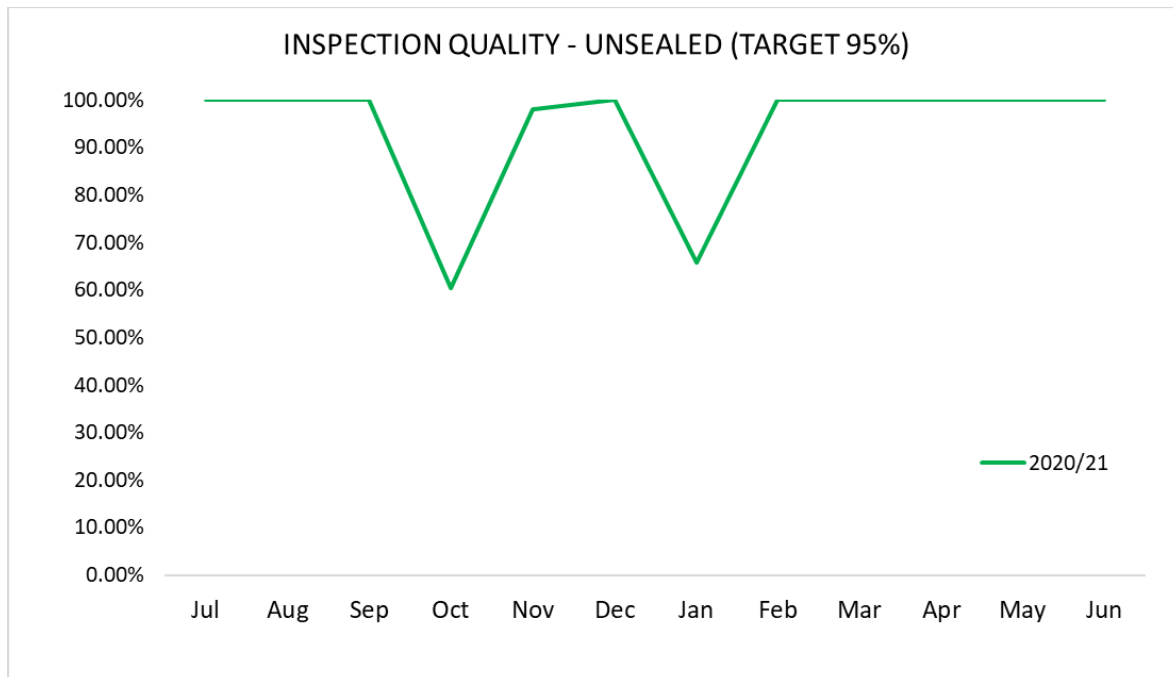
(NB: KPM 12 superseded after Year-2 with KPMs 34, 35 & 36 below)

Chart 5.34 – KPM34; Inspection Quality of Sealed Roads (Downers, WDC Sth)



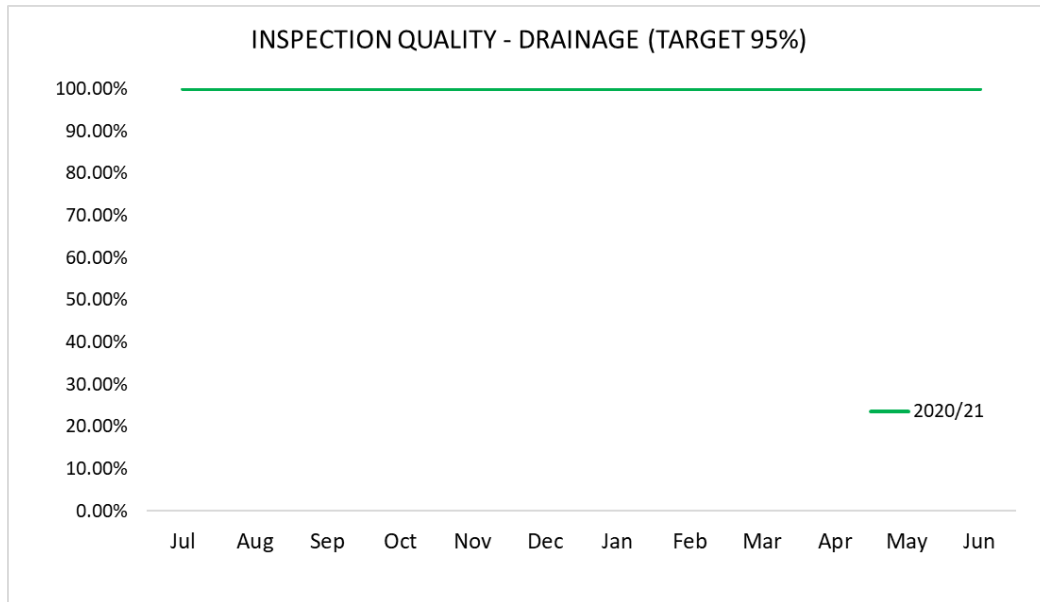
(NB: supersedes KPM 12 above after Year-2)

Chart 5.35 – KPM35; Inspection Quality of Unsealed Roads (Downers, WDC Sth)



(NB: supersedes KPM 12 above after Year-2)

Chart 5.35 – KPM35; Inspection Quality of Unsealed Roads (Downers, WDC Sth)



(NB: supersedes KPM 12 above after Year-2)

Chart 5.13 – KPM13; Renewals Design (Downers, WDC Sth)

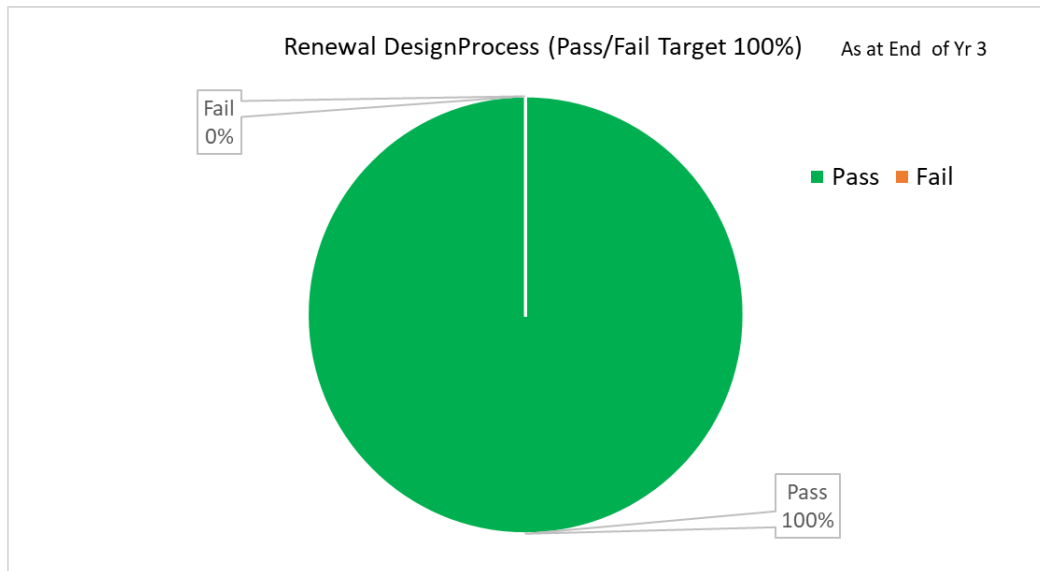


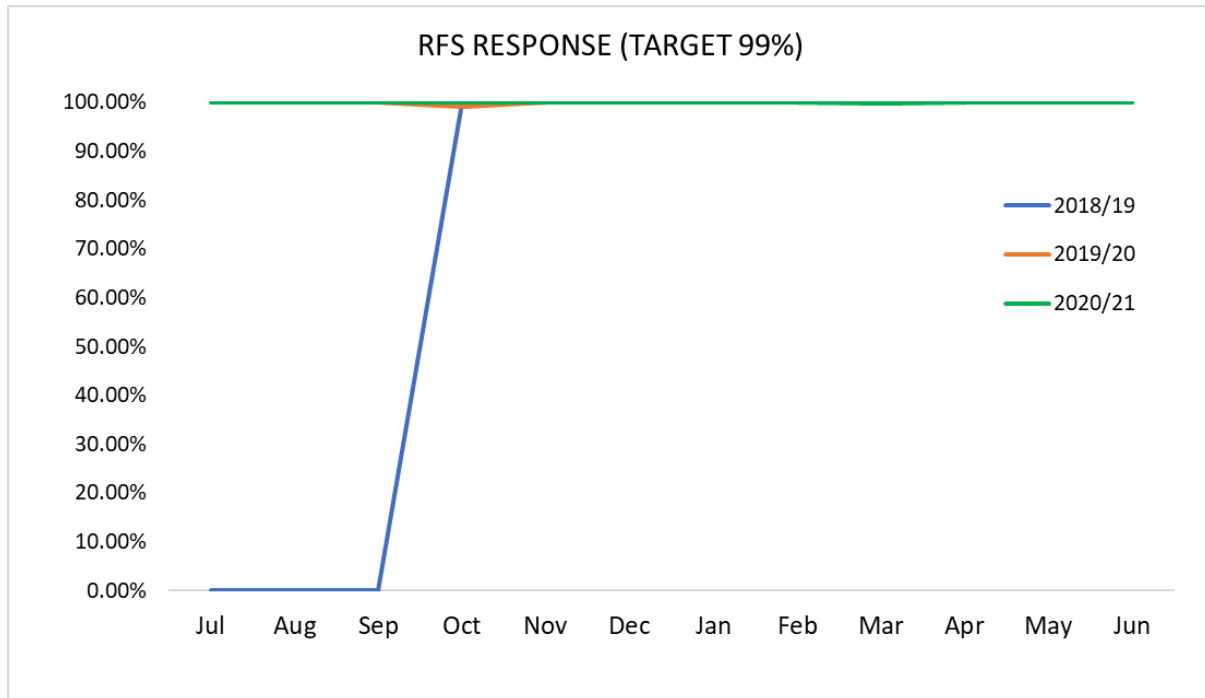
Chart 5.14 – KPM14; Renewal Delivery Achievement (Downers, WDC Sth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 5.15 – KPM15; Railings and Bridges Painting/Cleaning Achievement (Downers, WDC Sth)

Not Active [lacks clear data sets, unable to assess]

Chart 5.16 – KPM16; RFS Responsiveness (Downers, WDC Sth)



NB; measure is “RFSs assigned to the Contractor shall be accepted within the 2-day timeframe”.

Chart 5.17 – KPM17; RFS Close Out (Downers, WDC Sth)

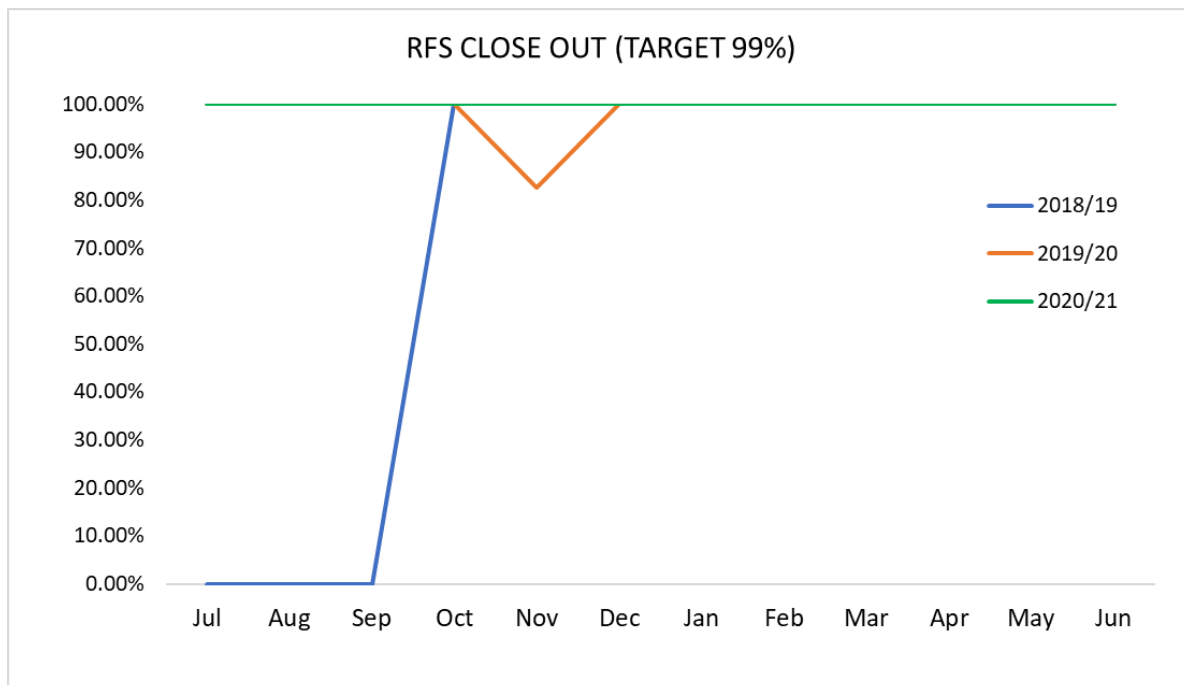


Chart 5.18 – KPM18; Customer Satisfaction (Downers, WDC Sth)

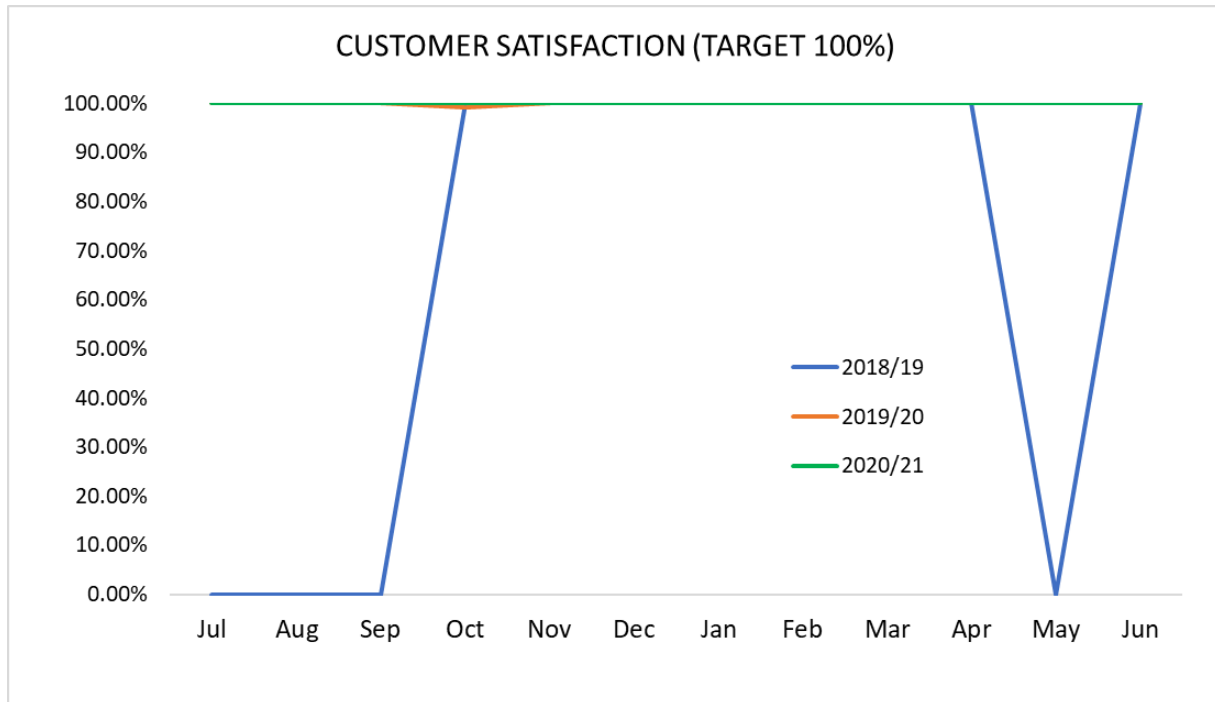
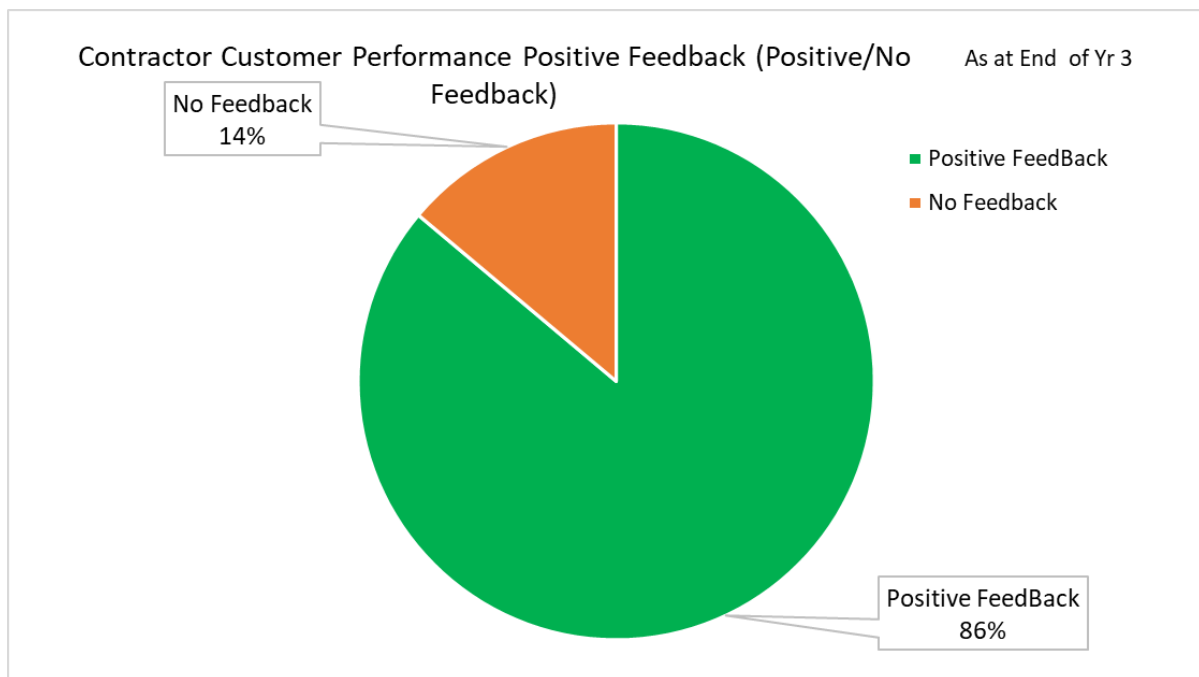


Chart 5.19 – KPM19; Customer Satisfaction (Downers, WDC Sth)



NB: Measure is "The Contractor receives unsolicited written positive feedback from customers".

Chart 5.20 – KPM20; Routine Response Times (Downers, WDC Sth)

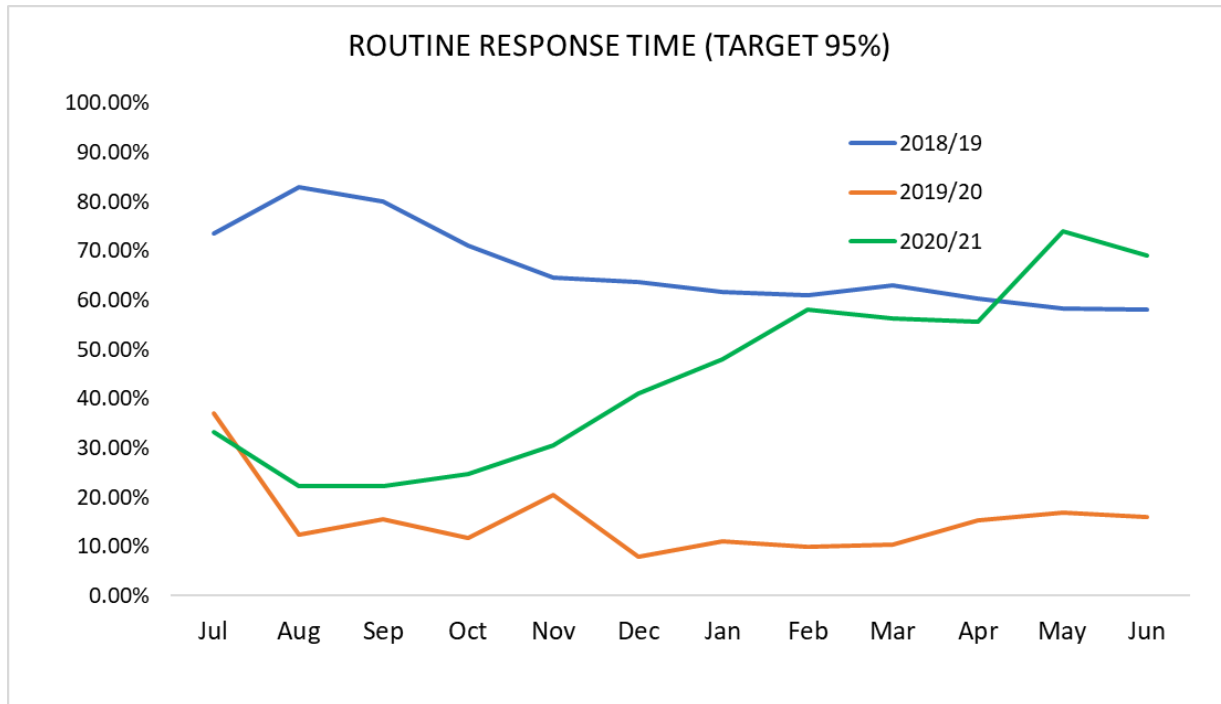


Chart 5.21 – KPM21; After Hours (Downers, WDC Sth)

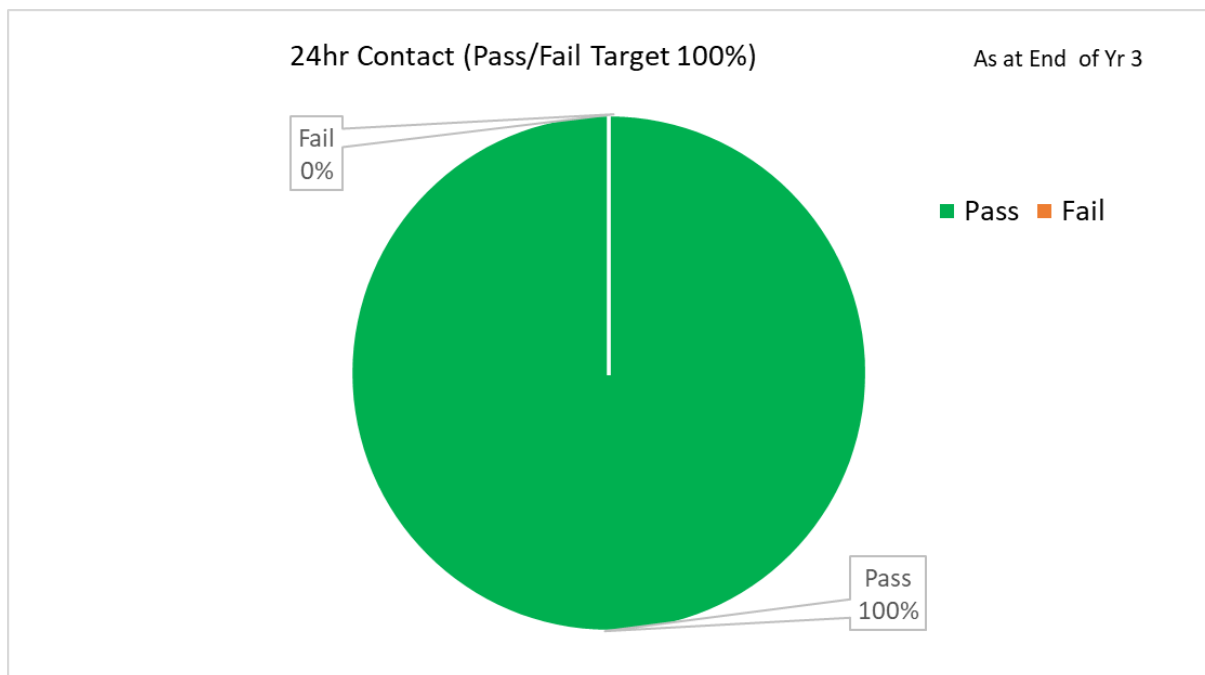


Chart 5.22 – KPM22; Zero Harm (Downers, WDC Sth)

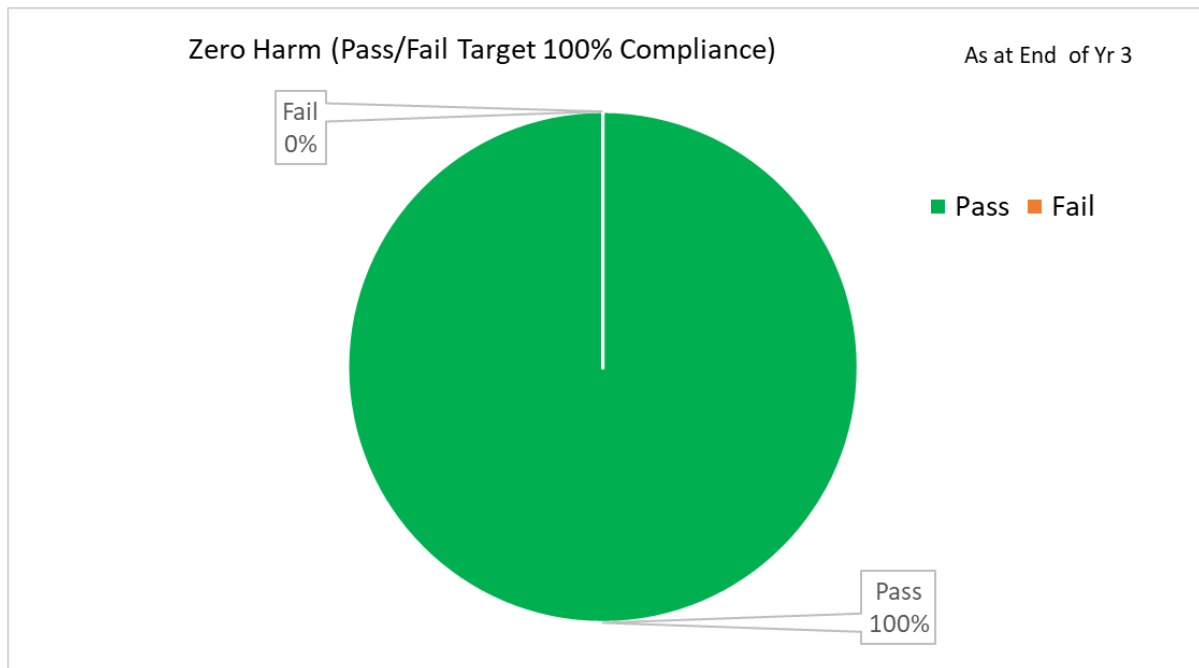


Chart 5.23 – KPM23; TTM Compliance (Downers, WDC Sth)

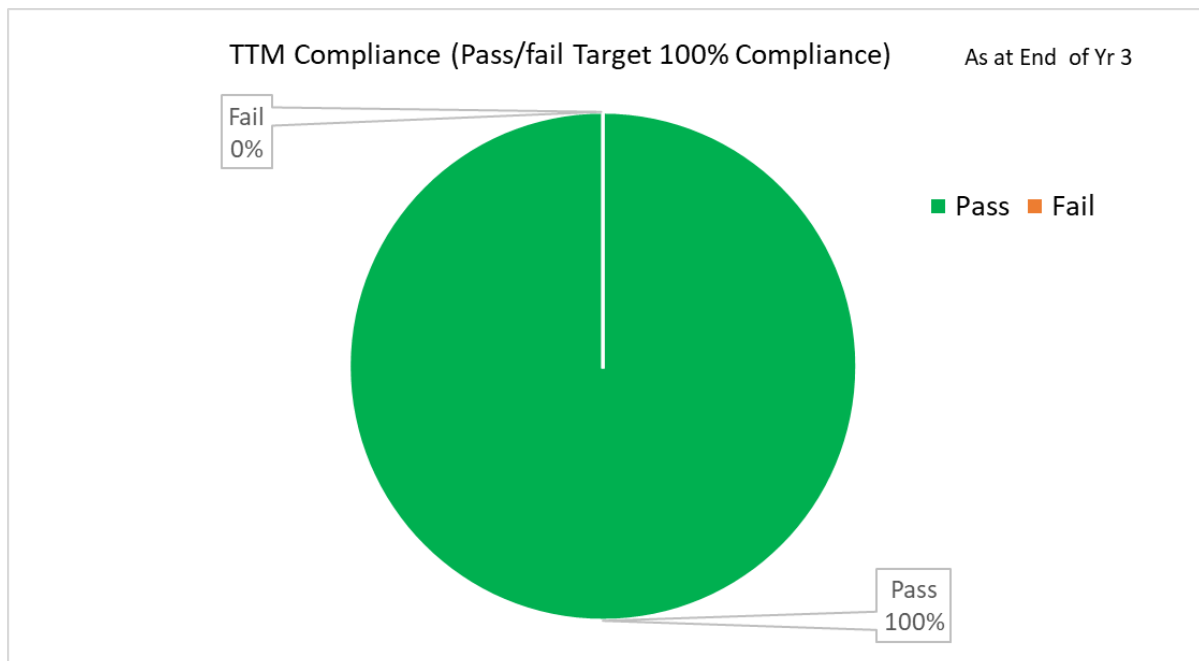


Chart 5.24 – KPM24; HSP Audit (Downers, WDC Sth)

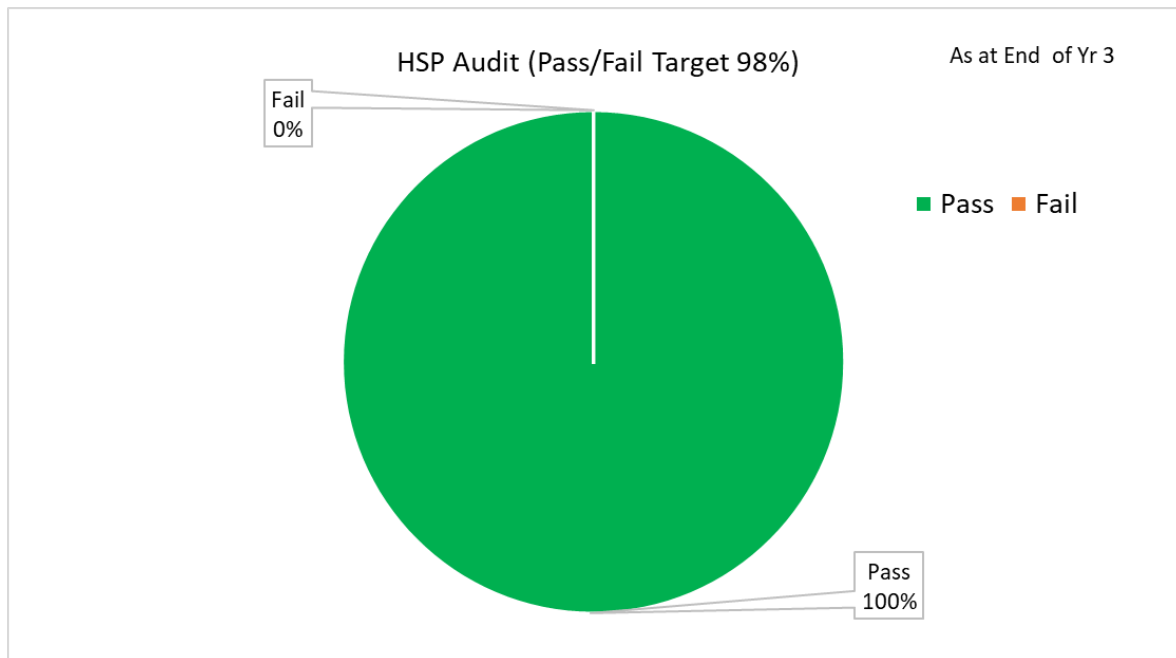


Chart 5.25 – KPM24; Non-Conformance Notices (Downers, WDC Sth)

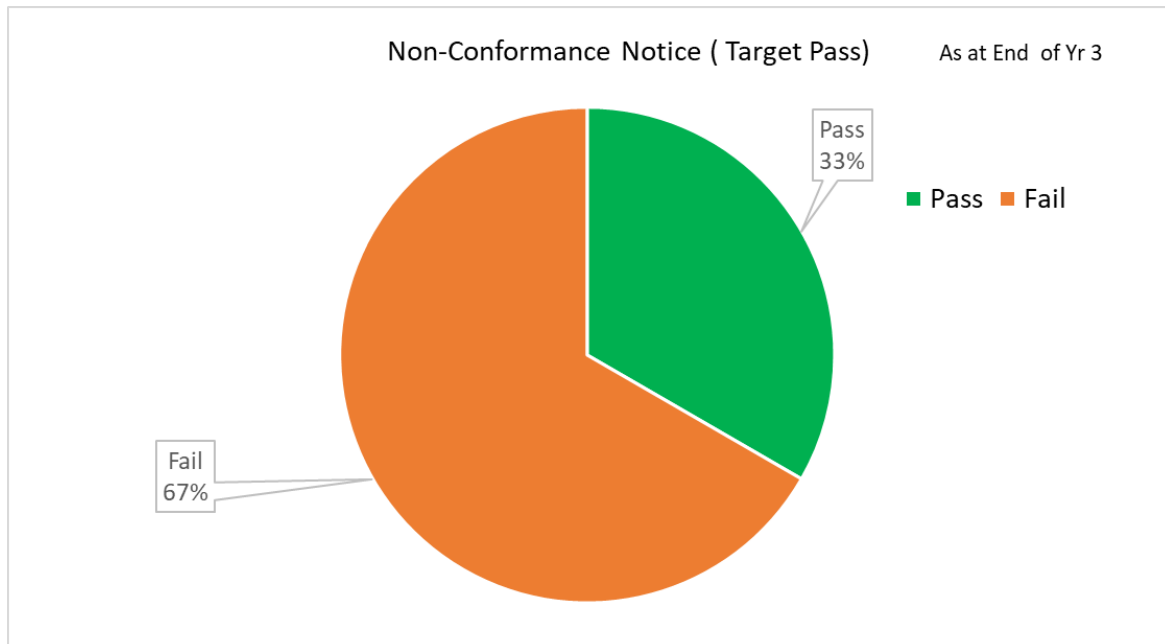


Chart 5.26 – KPM26; Failed Ordered Sealed Pavement Maintenance (Downers, WDC Sth)

Not Active [complex data sets under testing for implementation Sept 2021 onwards]

Chart 5.27 – KPM27; Sealed Pavement Renewal (Downers, WDC Sth)

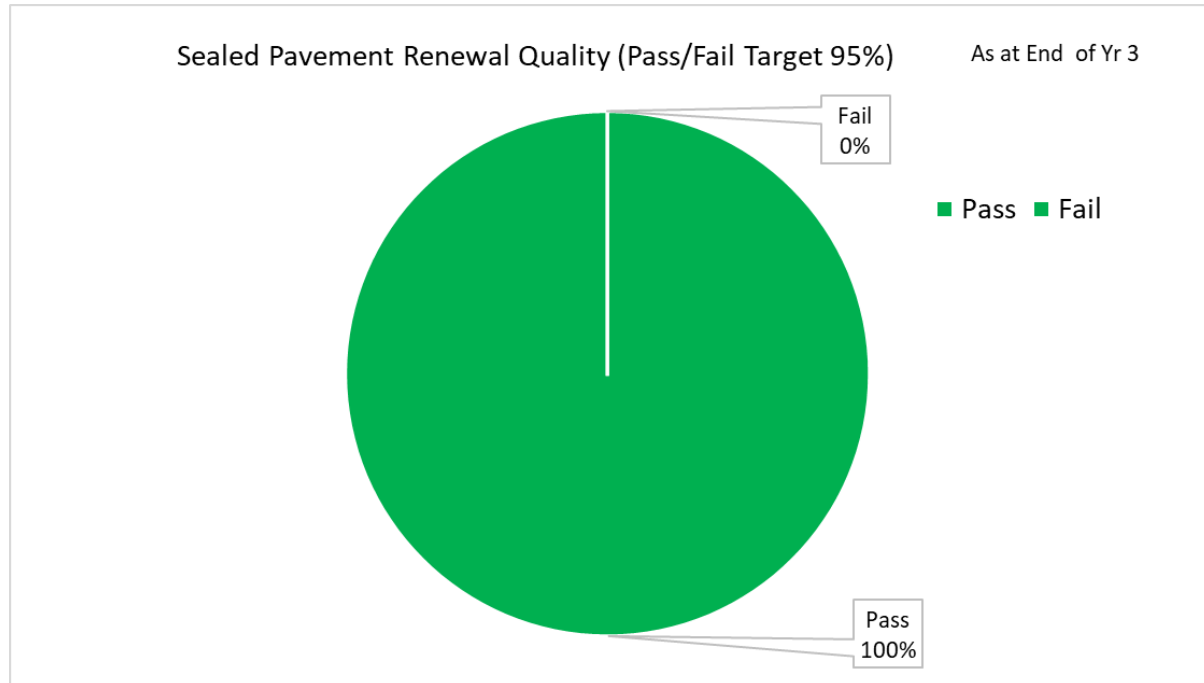


Chart 5.28 – KPM28; Ordered Work Quality (Downers, WDC Sth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 5.29 – KPM29; Routine Work Quality (Downers, WDC Sth)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 5.30 – KPM30; Renewal Delivery Achievement (Downers, WDC Sth)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 5.31 – KPM31; Unapproved Ordered Works (Downers, WDC Sth)

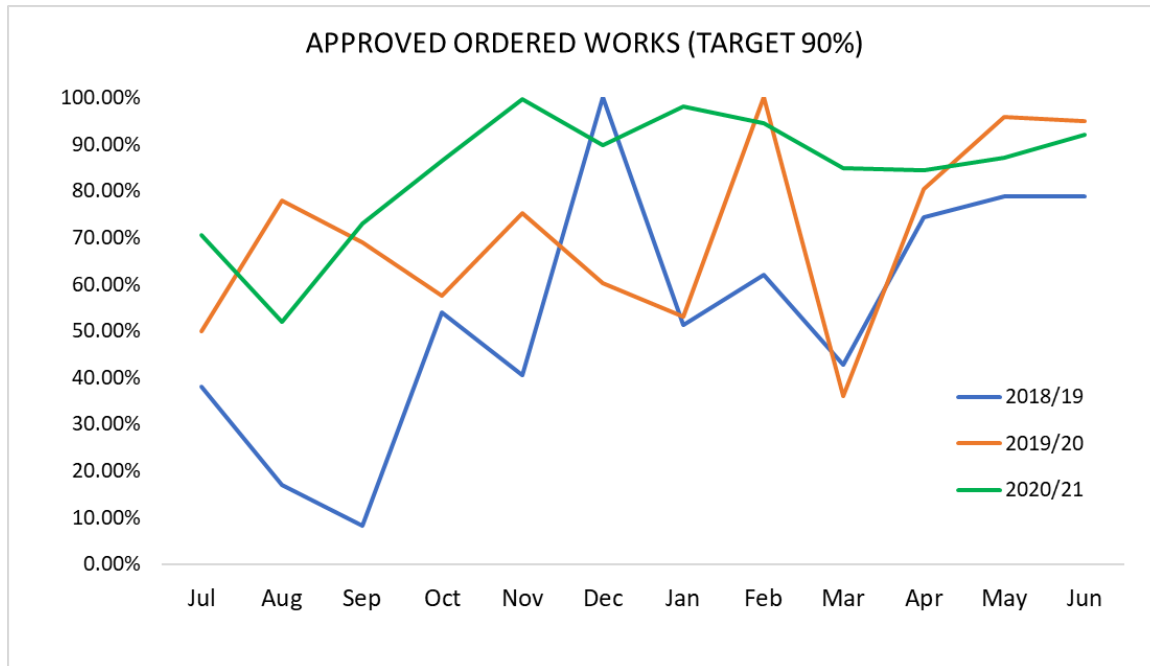
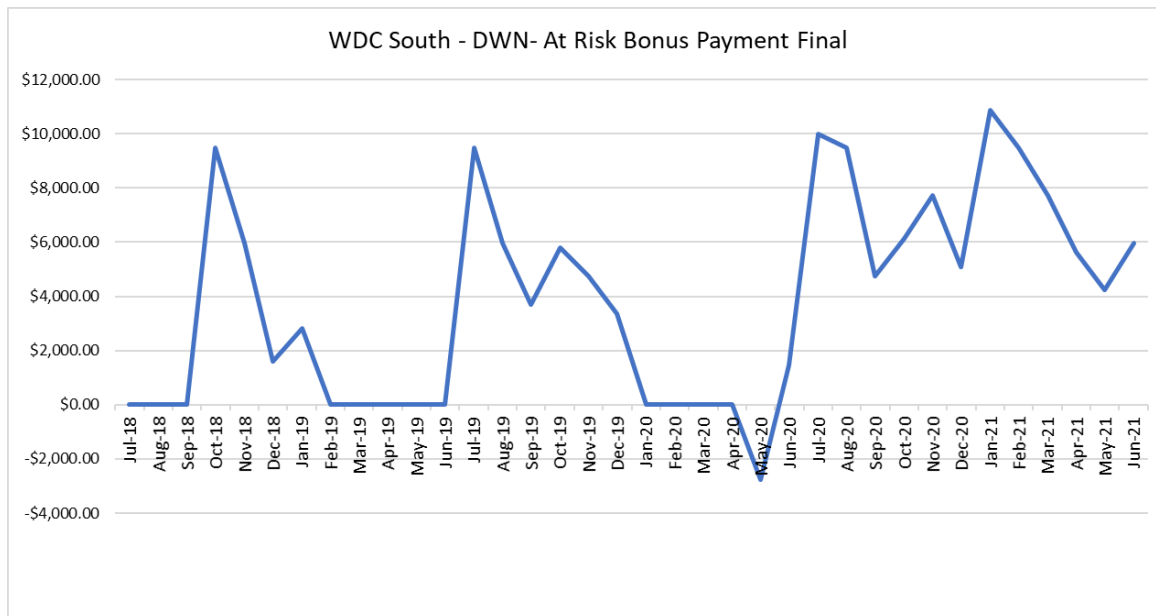


Chart 5.33 – KPM33; New Discrete Assets Created in RAMM (Downers, WDC Sth)

Not Active [complex data sets too variable to test and measure]

Chart 5.34 – At-Risk Payments (Downers, WDC Sth)



Appendix 6 – KPMs for KDC Contract (Ventia)

Chart 6.1 – KPM1; Monthly Reports Submitted on Time (Ventia, KDC)

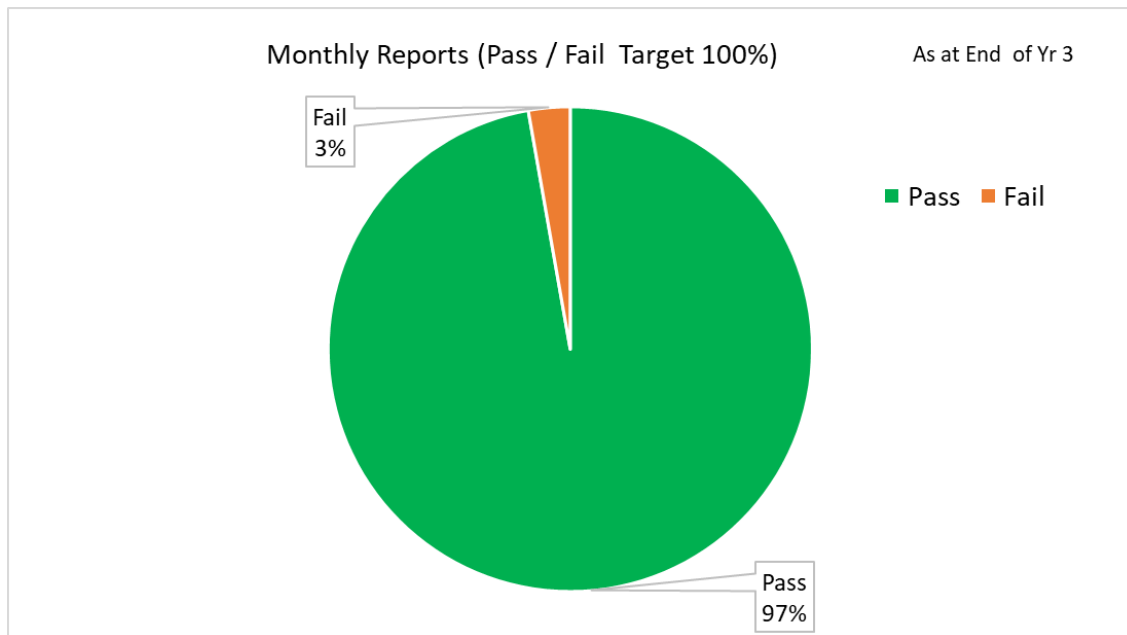


Chart 6.1 – KPM2; RAMM Dispatch Data Quality (Ventia, KDC)

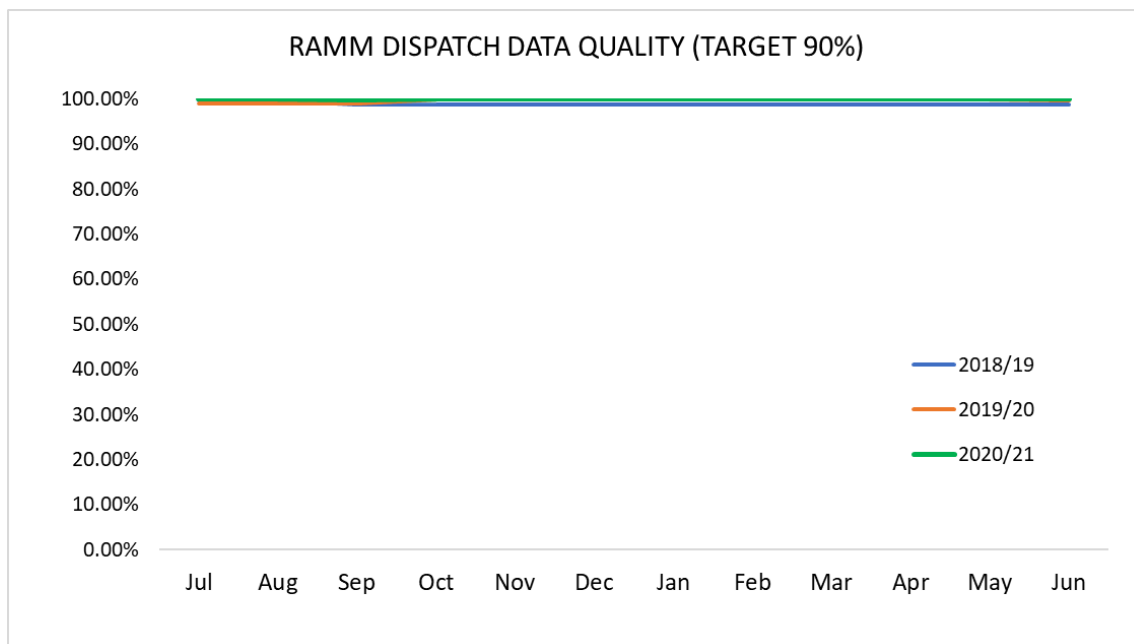


Chart 6.3 – KPM3; Work Dispatches On Assets - RAMM Data Quality (Ventia, KDC)

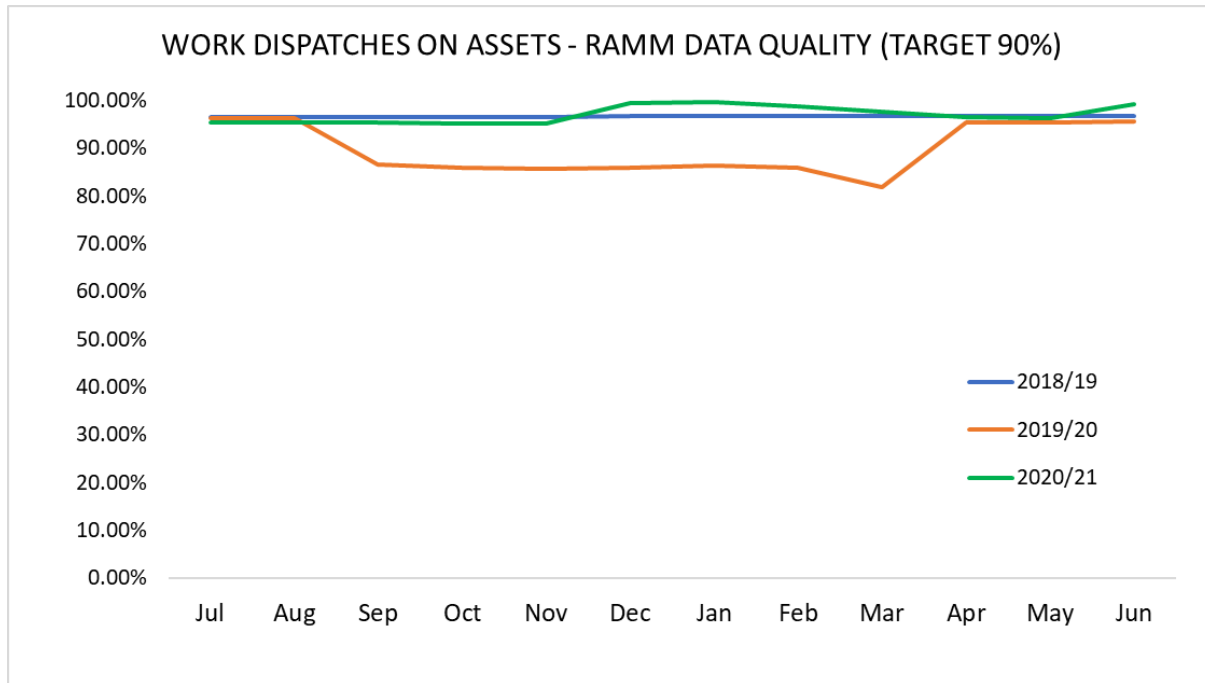


Chart 6.4 – KPM4; Monthly Program Submitted on Time (Ventia, KDC)

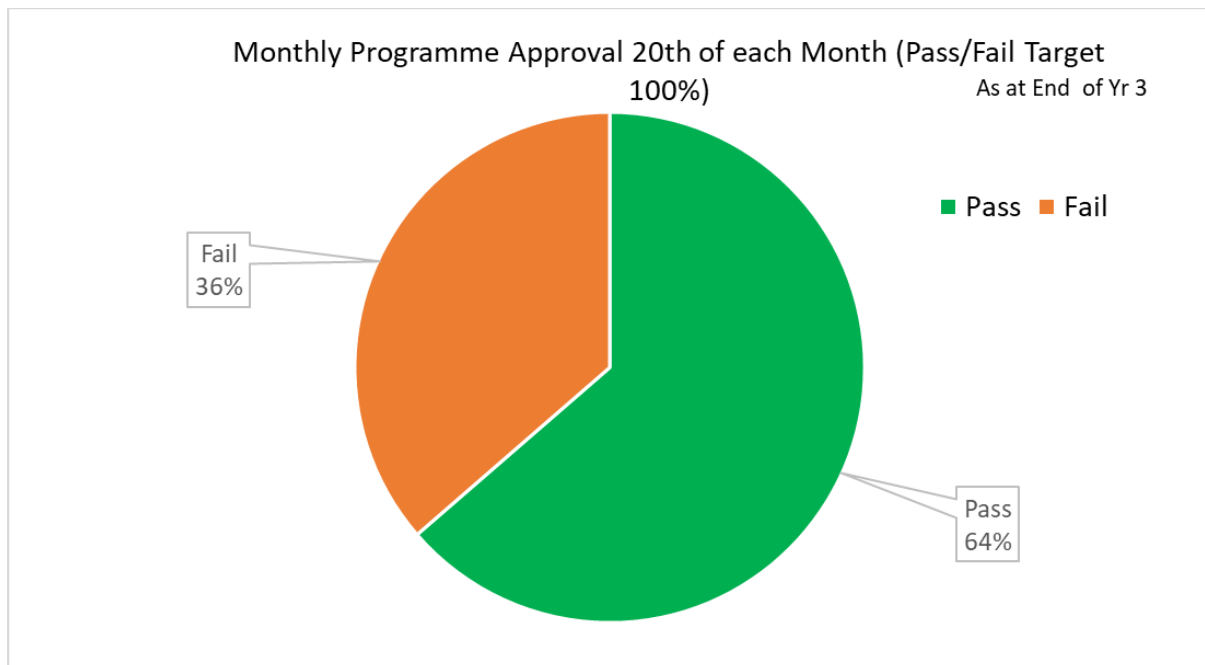


Chart 6.5 – KPM5; CQP Audits (Ventia, KDC)

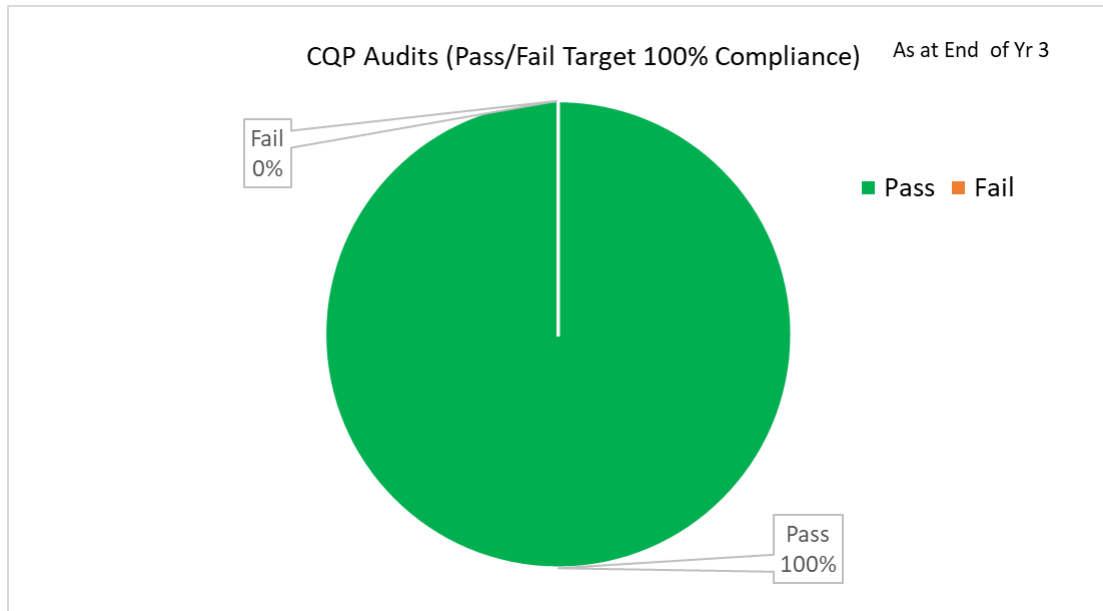


Chart 6.6– KPM6; Small to Medium (Local) Enterprises (Ventia, KDC)

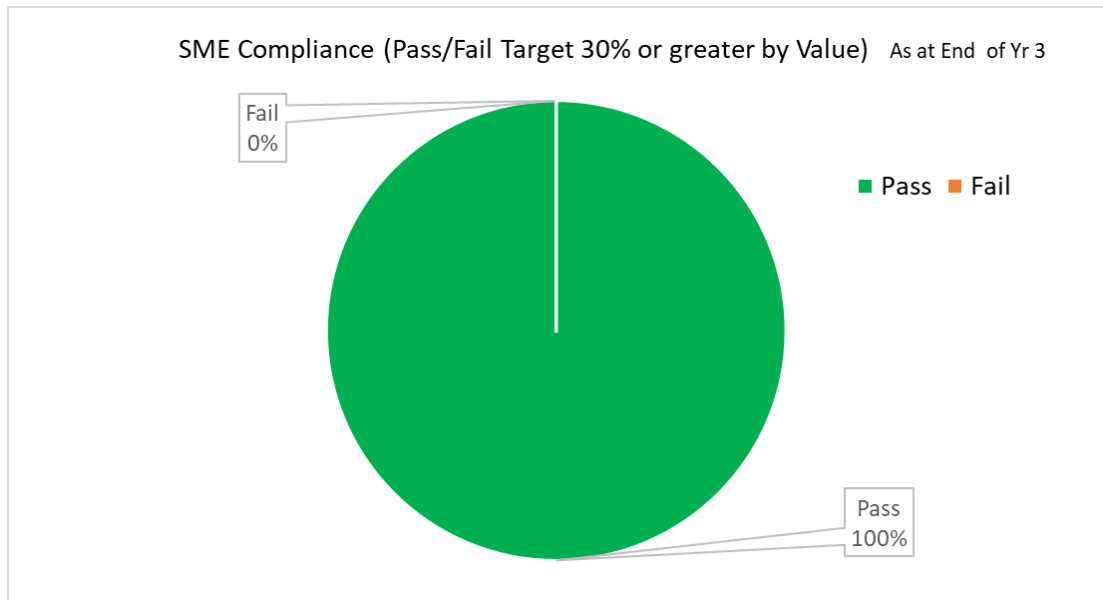


Chart 6.7 – KPM7; Tender Promises (Ventia, KDC)

Not Active [lacks objective assessment criteria]

Chart 6.8 – KPM8; Industry Recognition (Ventia, KDC)

Not Assessed [no submissions made by Contractor in this criteria]

Chart 6.9 – KPM9; Sealed Inspection Achievement (Ventia, KDC)

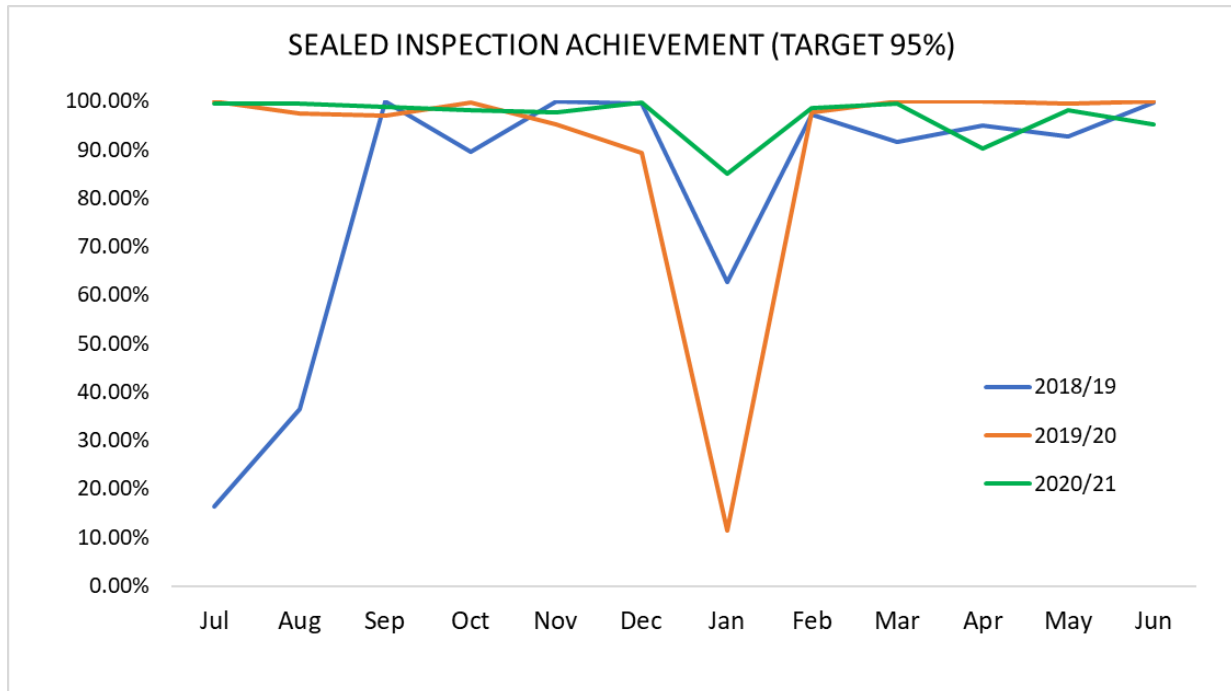


Chart 6.10 – KPM10; Unsealed Inspection Achievement (Ventia, KDC)

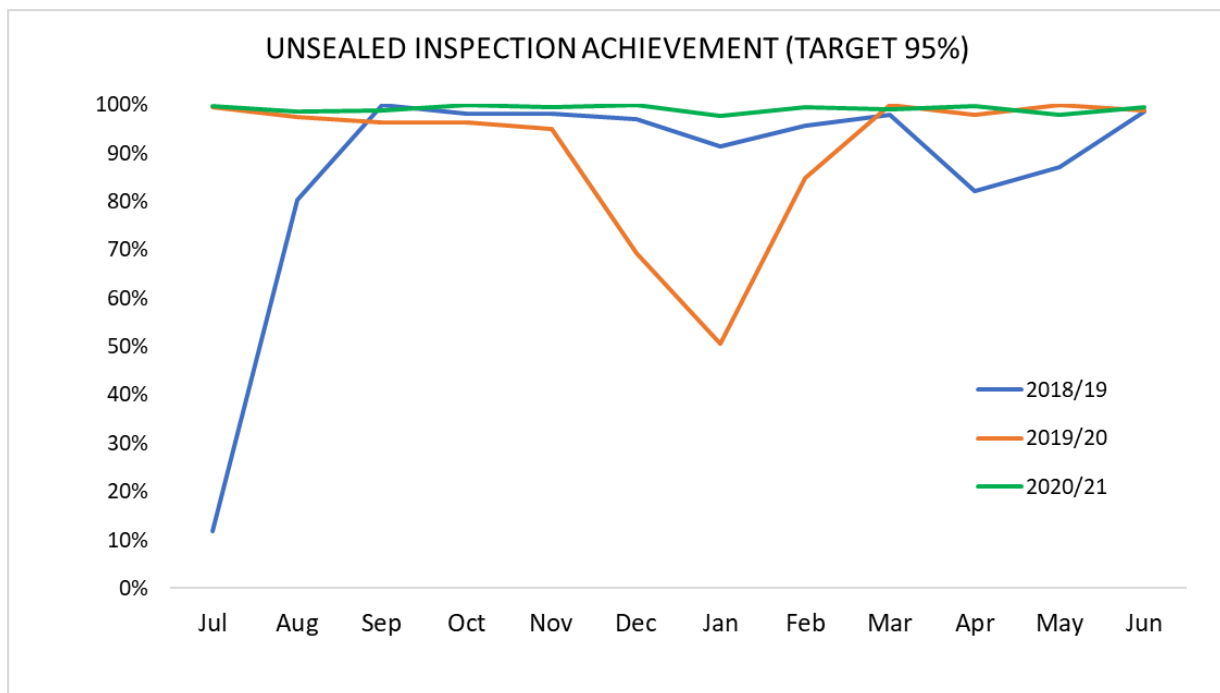


Chart 6.11 – KPM11; Drainage Inspection Achievement (Ventia, KDC)

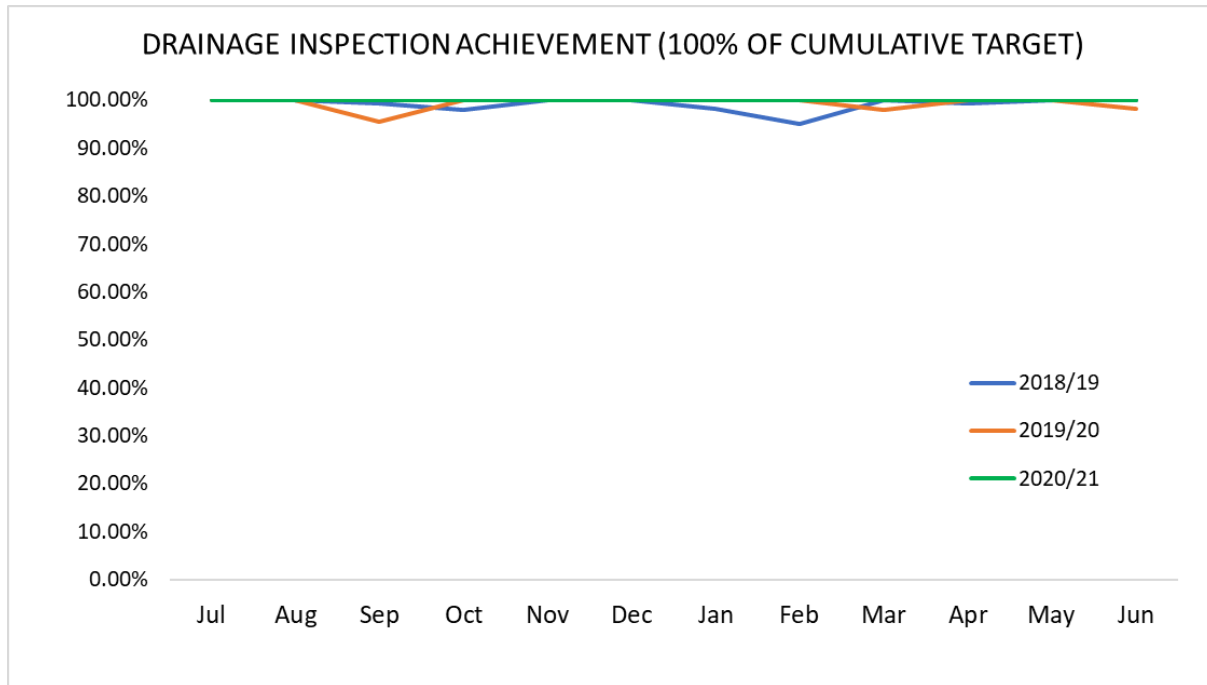
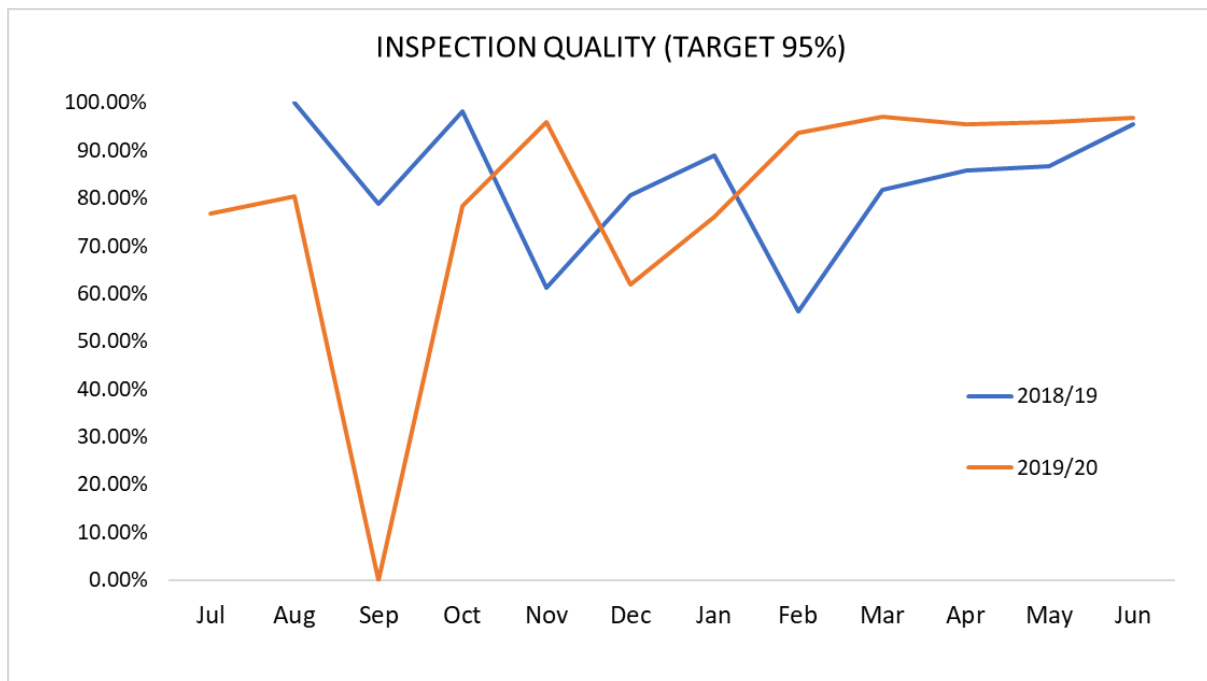
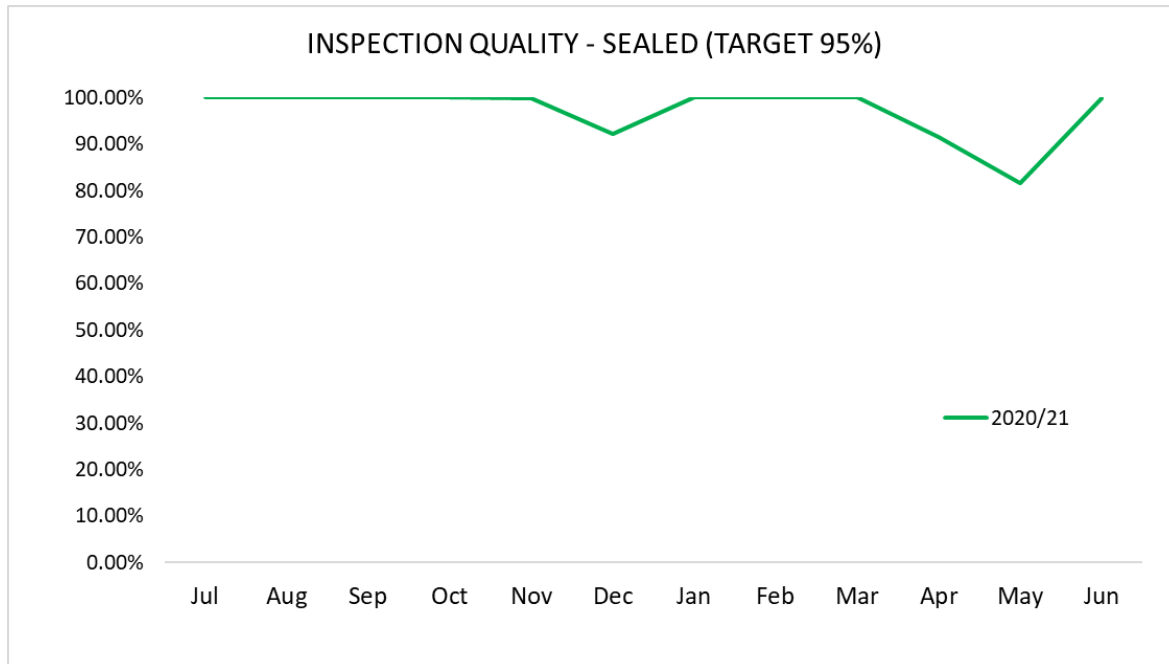


Chart 6.12 – KPM12; Inspection Quality (Ventia, KDC)



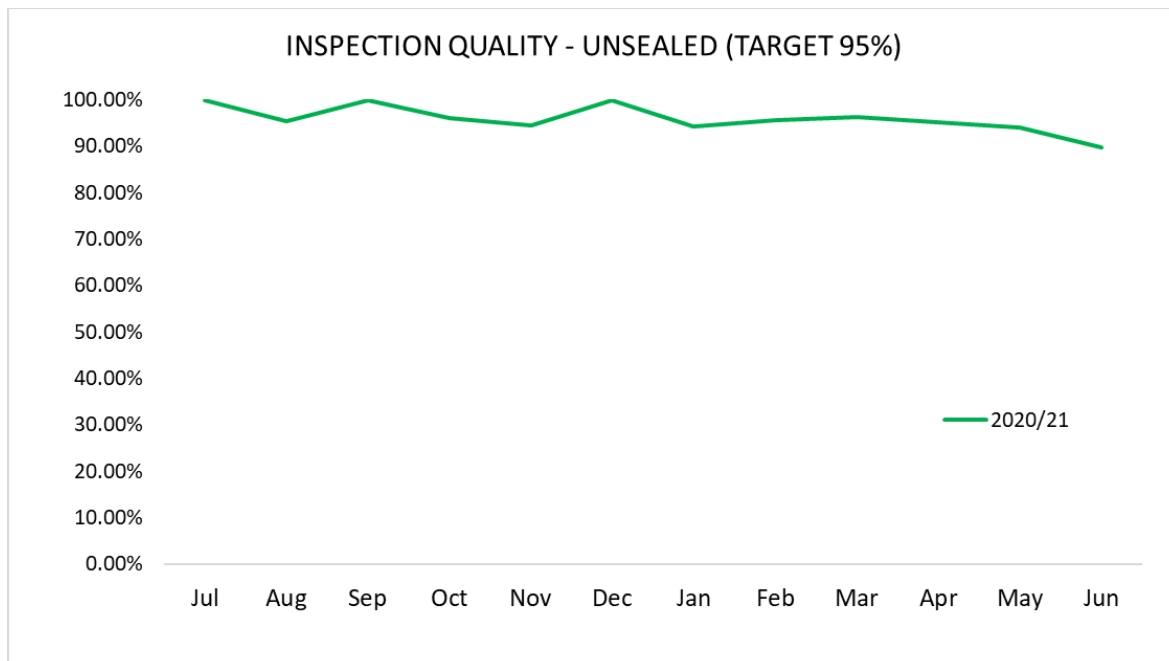
(NB: KPM 12 superseded after Year-2 with KPMs 34, 35 & 36 below)

Chart 6.34 – KPM34; Inspection Quality of Sealed Roads (Ventia, KDC)



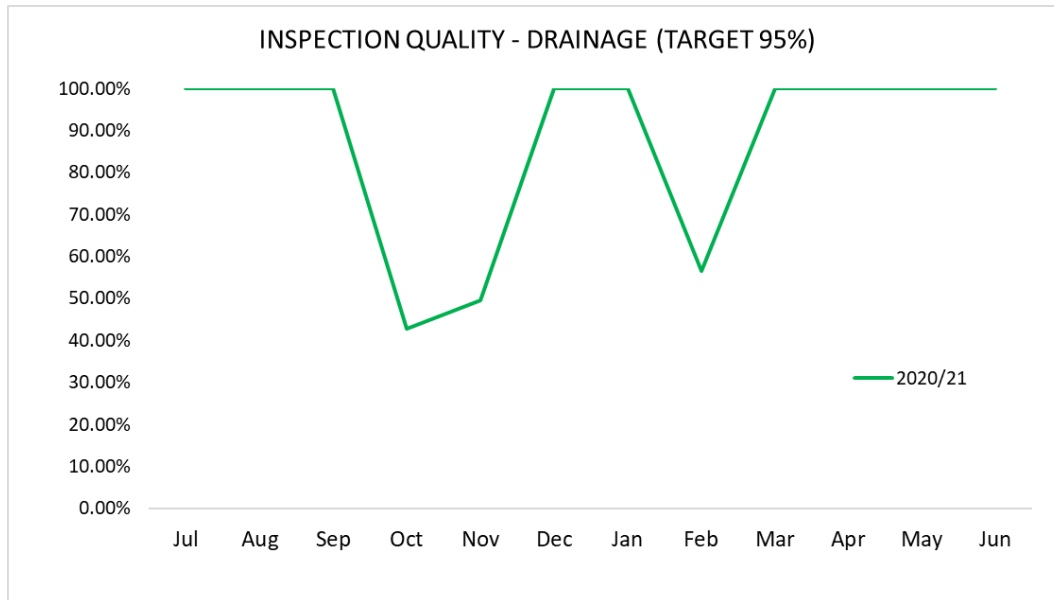
(NB: supersedes KPM 12 above after Year-2)

Chart 6.35 – KPM35; Inspection Quality of Unsealed Roads (Ventia, KDC)



(NB: supersedes KPM 12 above after Year-2)

Chart 6.36 – KPM36; Drainage Inspection Quality (Ventia, KDC)



(NB: supersedes KPM12 above after Year-2)

6.13 – KPM13; Renewals Design (Ventia, KDC)

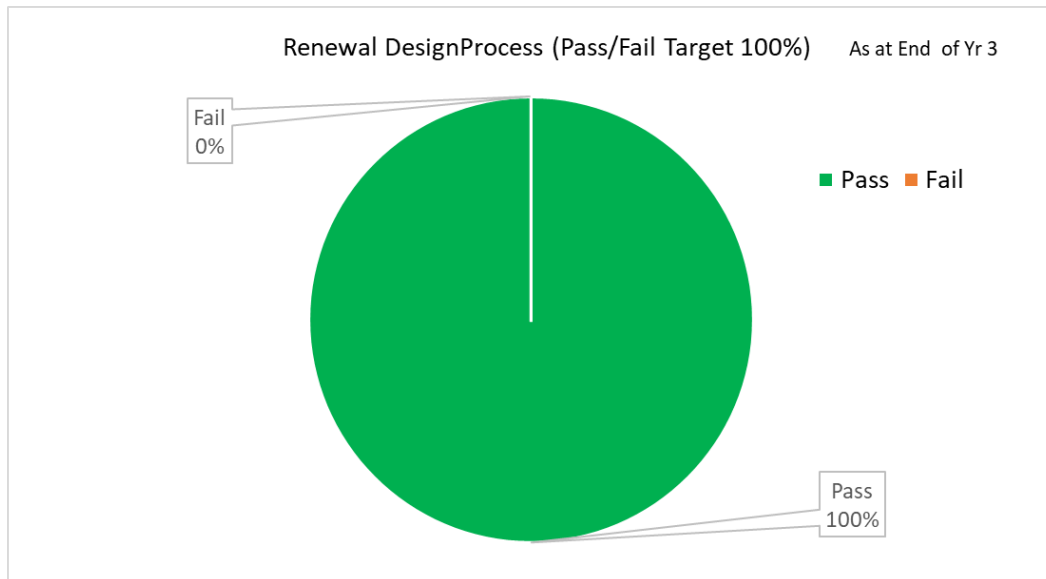


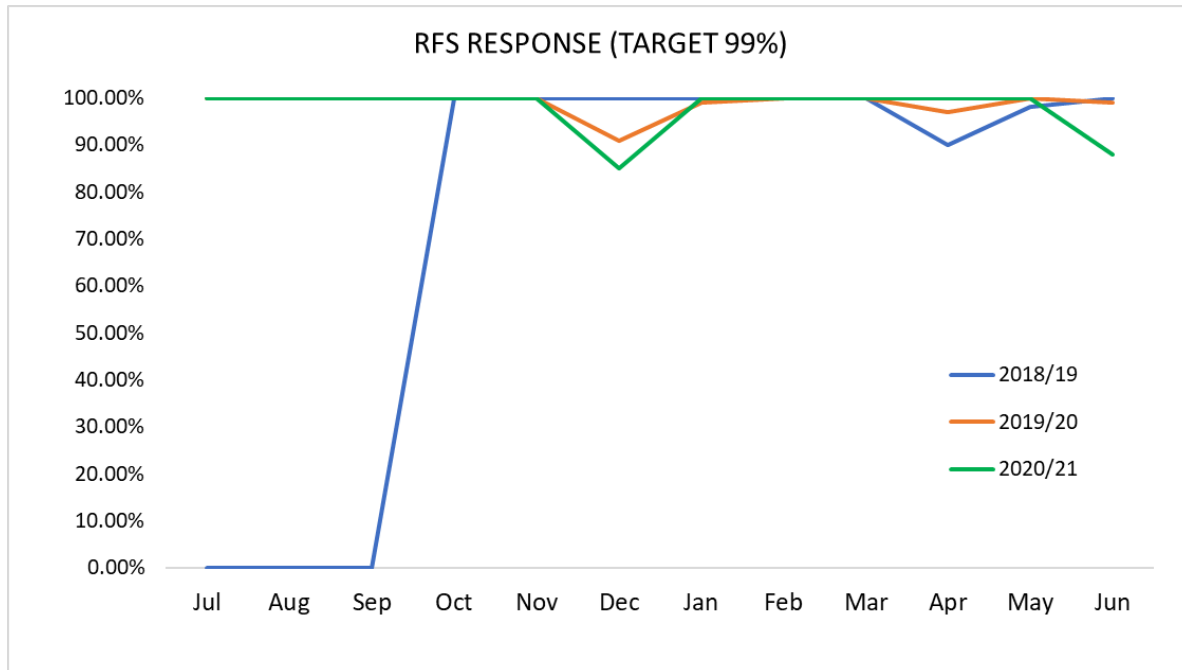
Chart 6.14 – KPM14; Renewal Delivery Achievement (Ventia, KDC)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 6.15 – KPM15; Railings and Bridges Painting/Cleaning Achievement (Ventia, KDC)

Not Active [lacks clear data sets, unable to assess]

6.16 – KPM16; RFS Responsiveness (Ventia, KDC)



NB; measure is “RFSs assigned to the Contractor shall be accepted within the 2-day timeframe”.

Chart 6.17 – KPM17; RFS Close Out (Ventia, KDC)

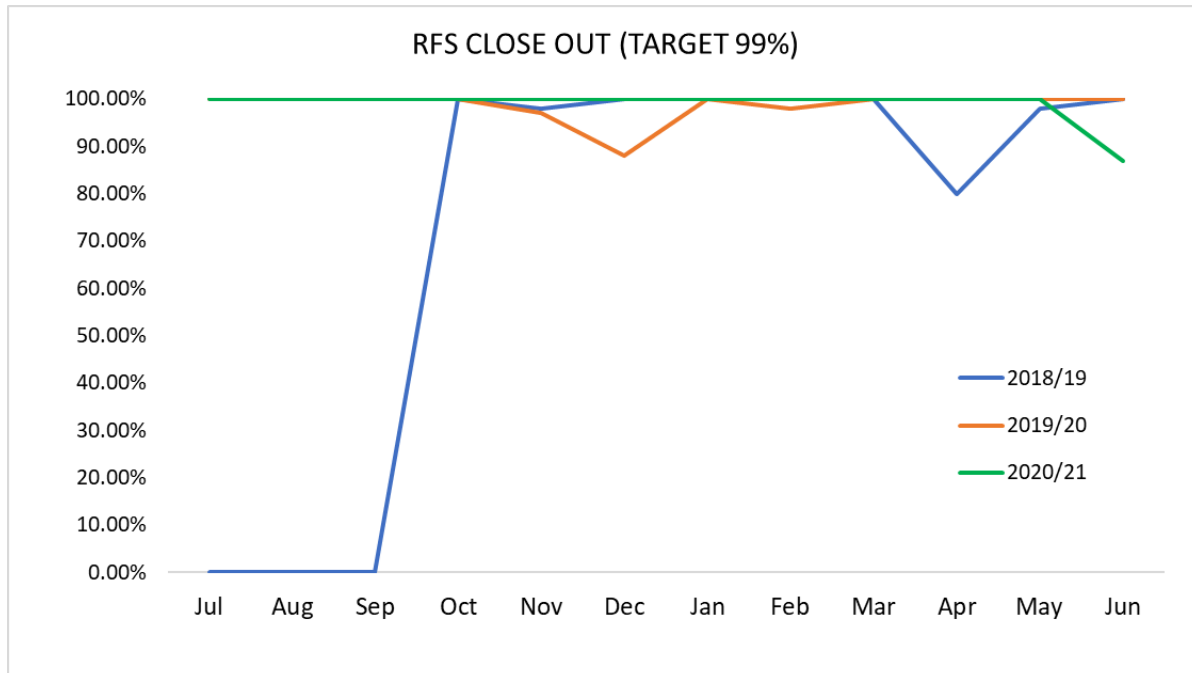


Chart 6.18 – KPM18; Customer Satisfaction (Ventia, KDC)

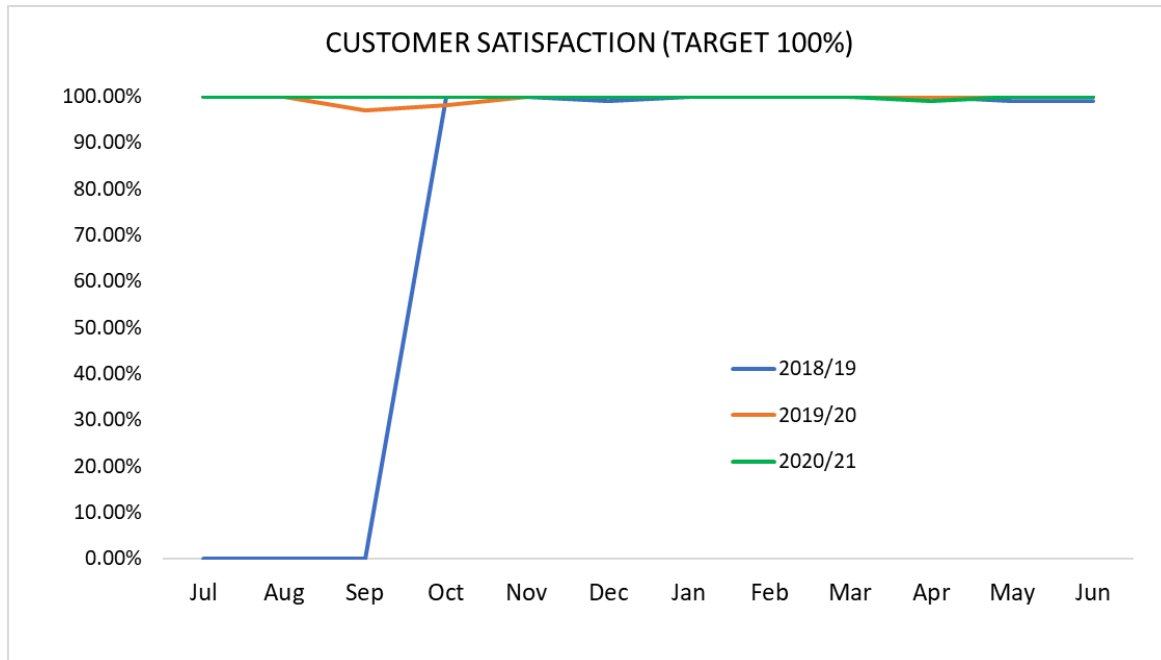
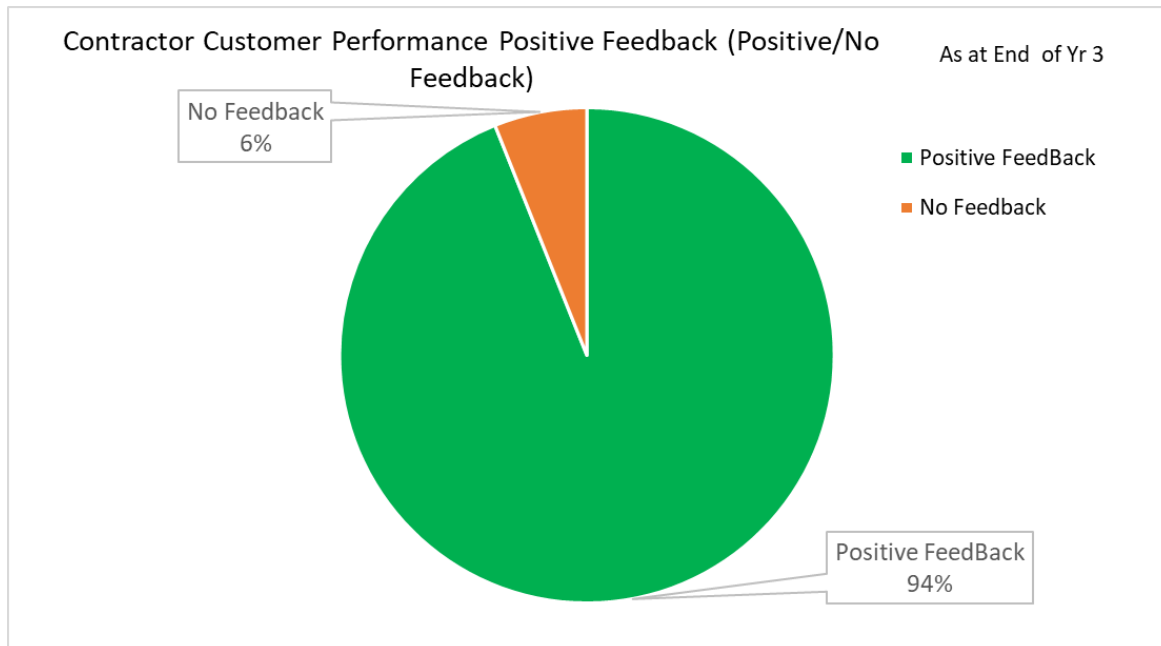


Chart 6.19 – KPM19; Customer Satisfaction (Ventia, KDC)



NB: Measure is "The Contractor receives unsolicited written positive feedback from customers".

Chart 6.20 – KPM20; Routine Response Times (Ventia, KDC)

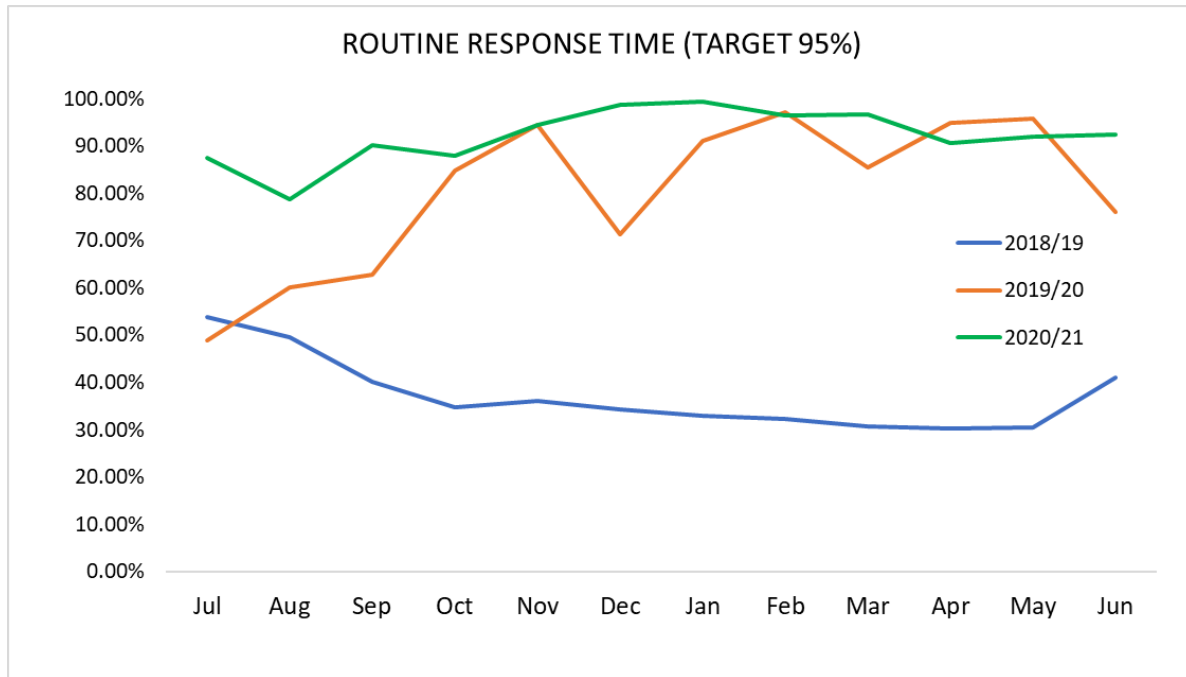


Chart 6.21 – KPM21; 24 Hours Contact (Ventia, KDC)

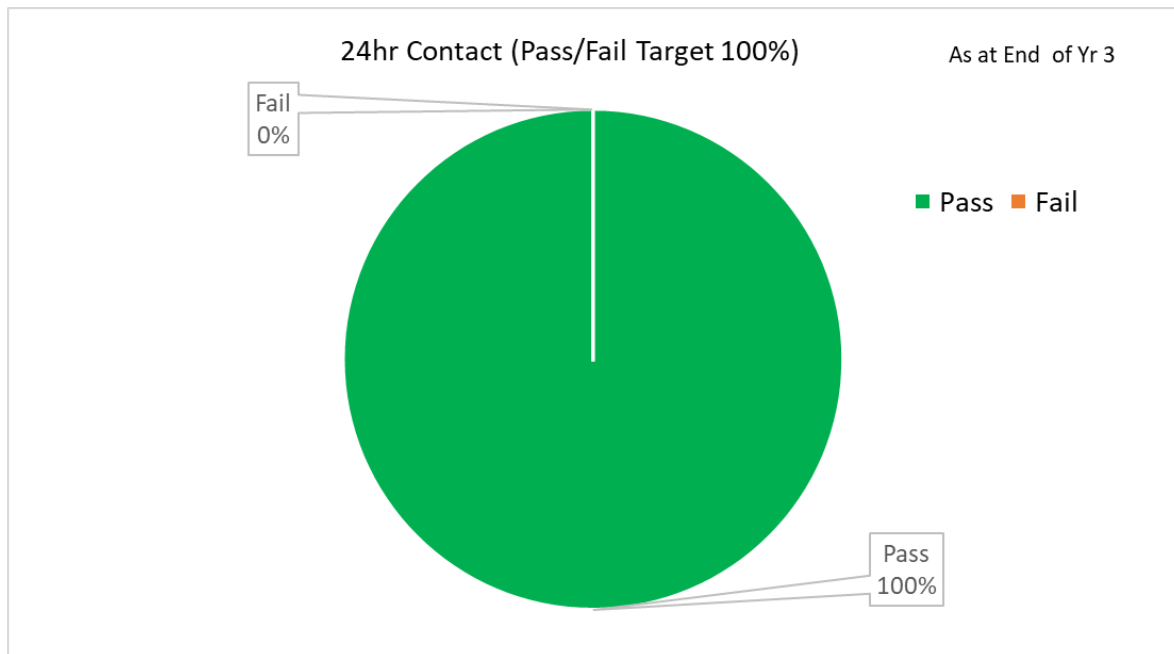


Chart 6.22 – KPM22; Zero Harm (Ventia, KDC)

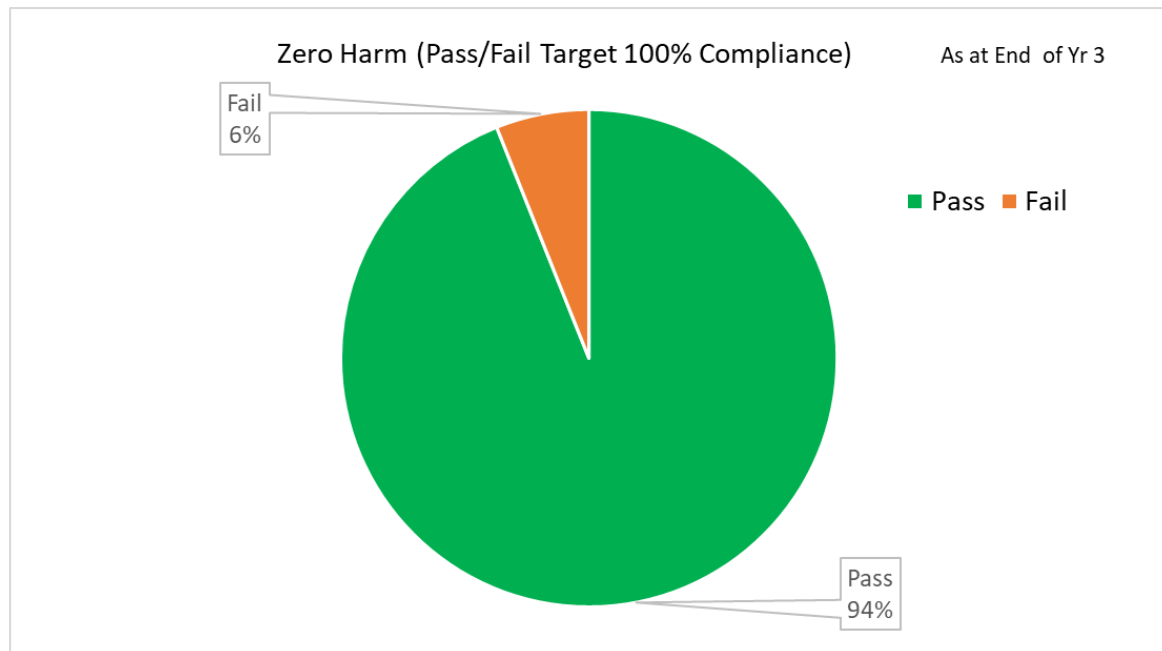


Chart 6.23 – KPM23; TTM Compliance (Ventia, KDC)

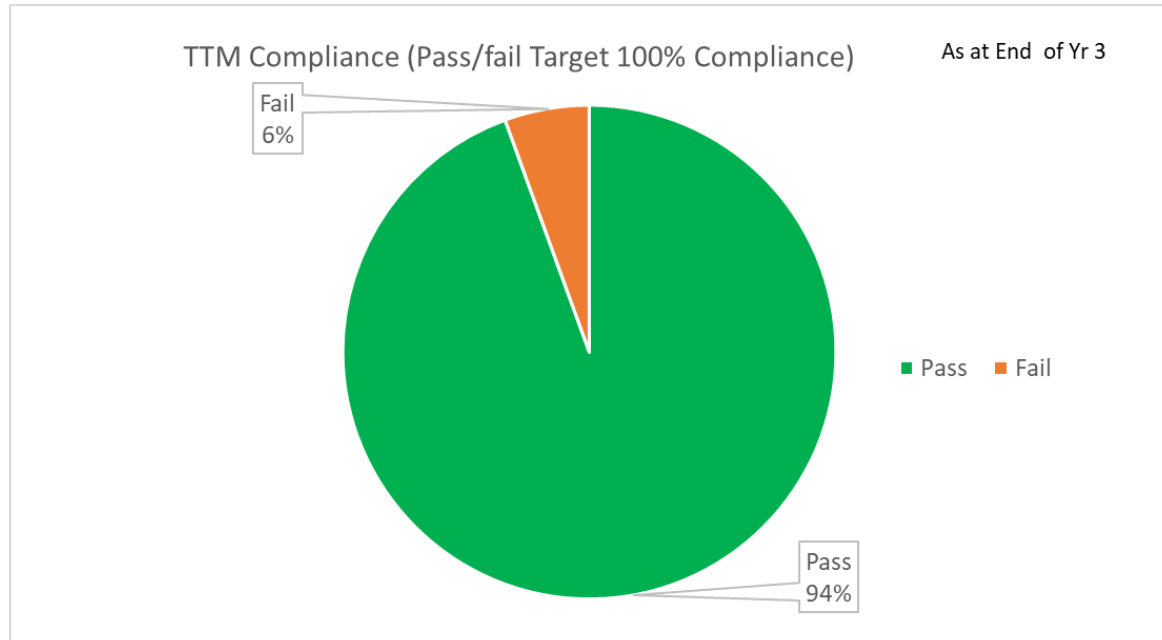


Chart 6.24 – KPM24; TTM Compliance (Ventia)

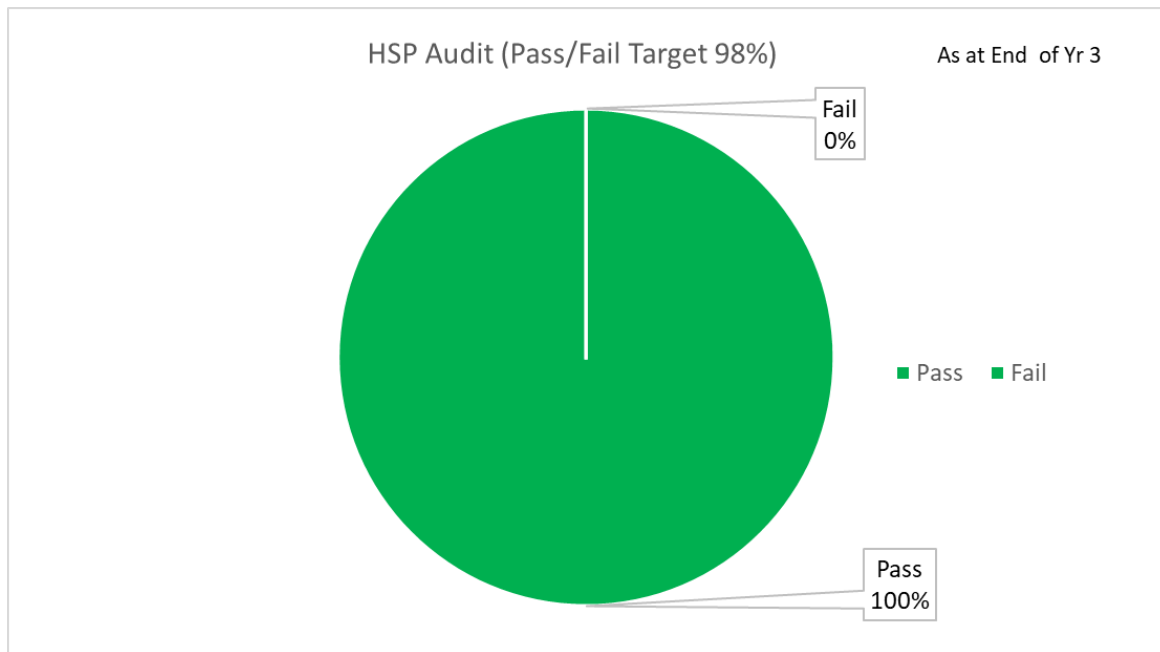


Chart 6.25 – KPM25; Non-Conformance Notices (Ventia, KDC)

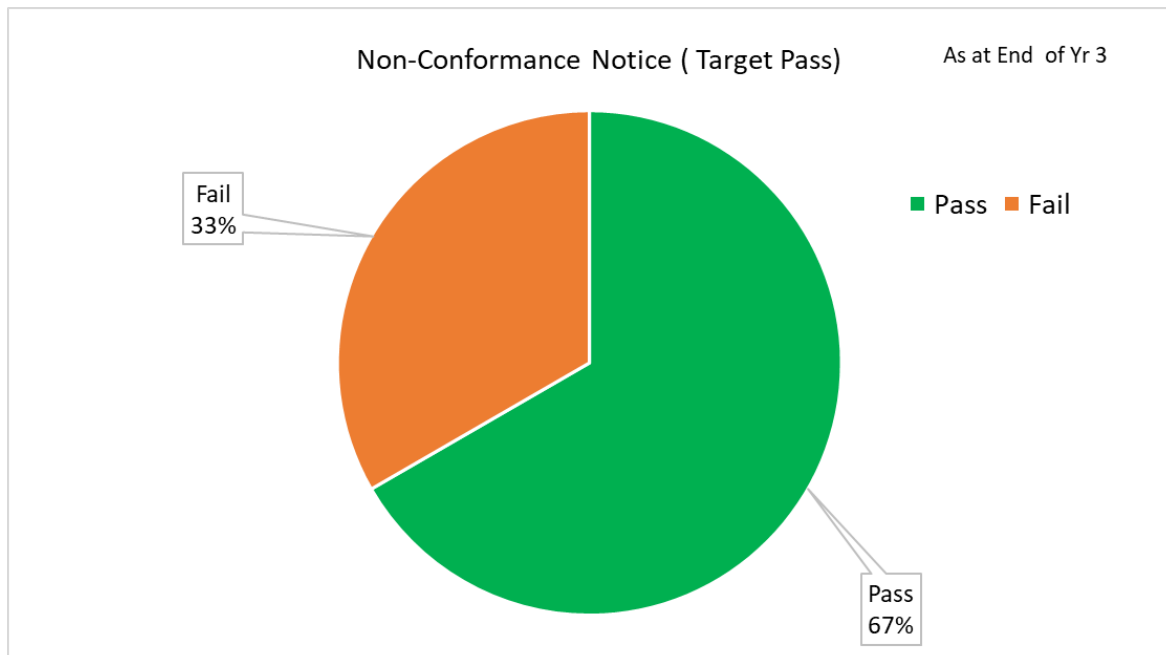


Chart 6.26 – KPM26; Failed Ordered Sealed Pavement Maintenance (Ventia, KDC)

Not Active [complex data sets under testing for implementation Sept 2021 onwards]

Chart 6.27 – KPM27; Sealed Pavement Renewal (Ventia, KDC)

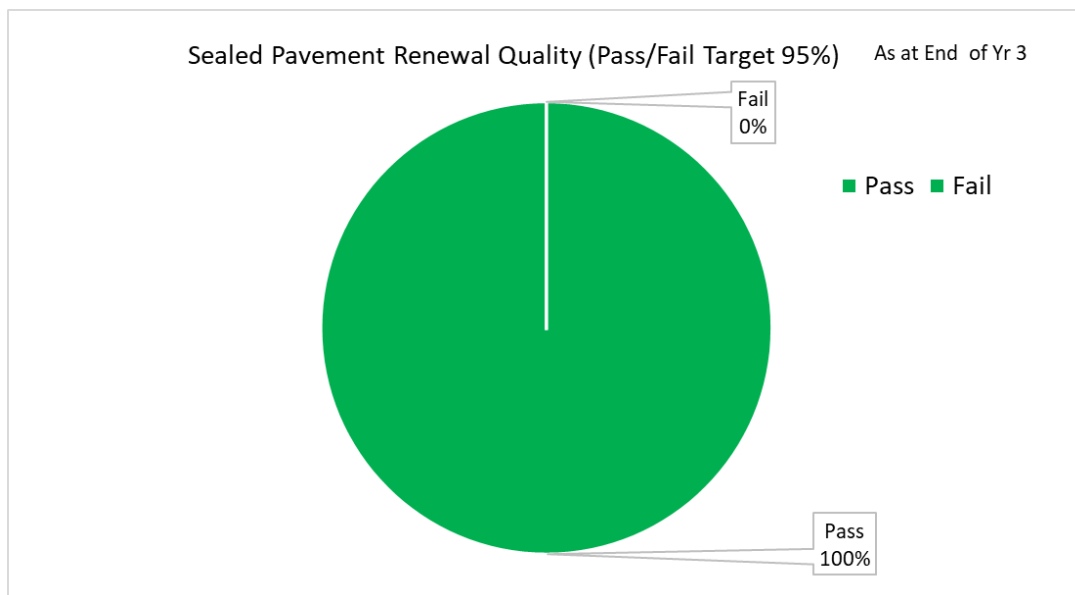


Chart 6.28 – KPM28; Ordered Work Quality (Ventia, KDC)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 6.29 – KPM29; Routine Work Quality (Ventia, KDC)

Not Active [complex data sets now implemented from July 2021 onwards]

Chart 6.30 – KPM30; Renewal Delivery Achievement (Ventia, KDC)

Not Active [complex data sets under testing for possible implementation 2022-2023]

Chart 6.31 – KPM31; Unapproved Ordered Works (Ventia, KDC)

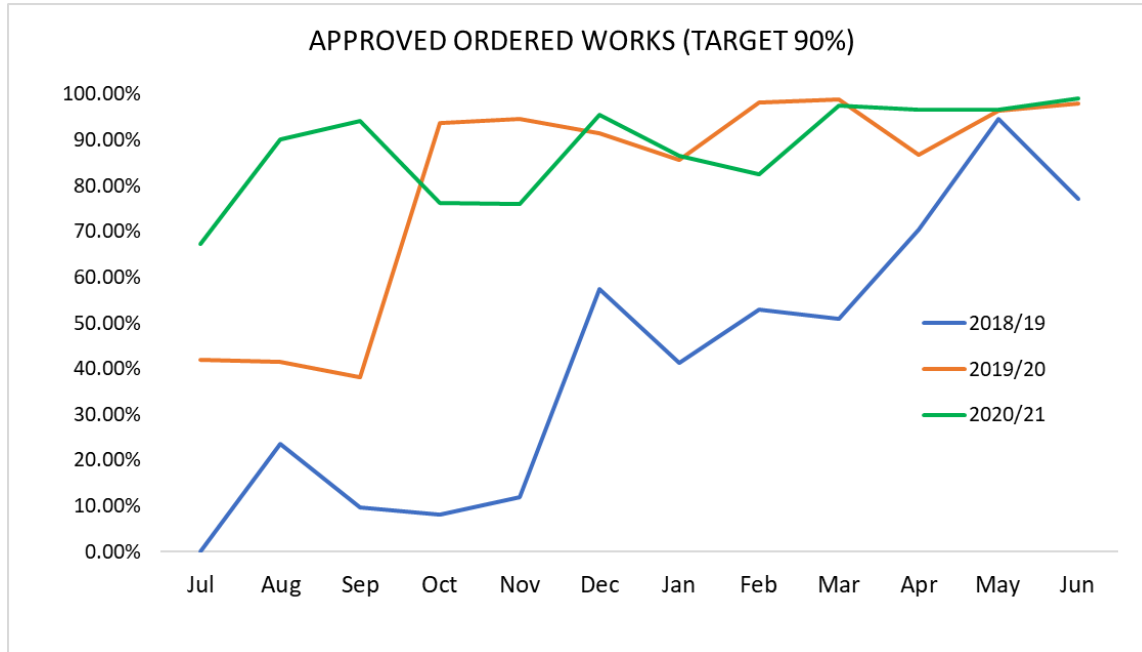


Chart 6.32 – KPM32; Environmental Compliance (Ventia, KDC)

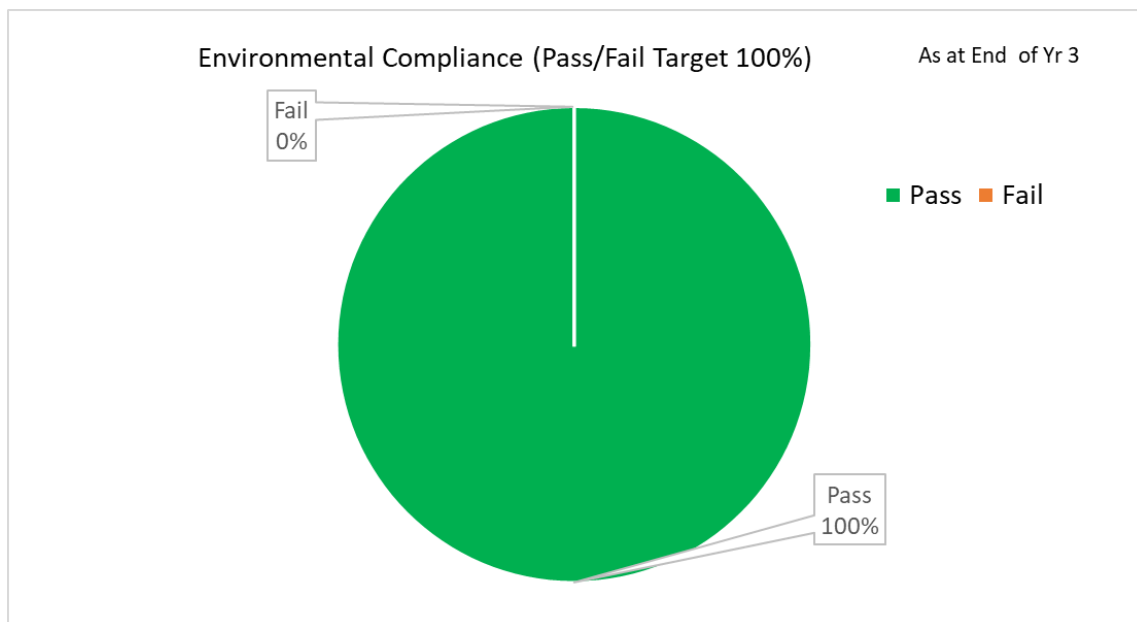
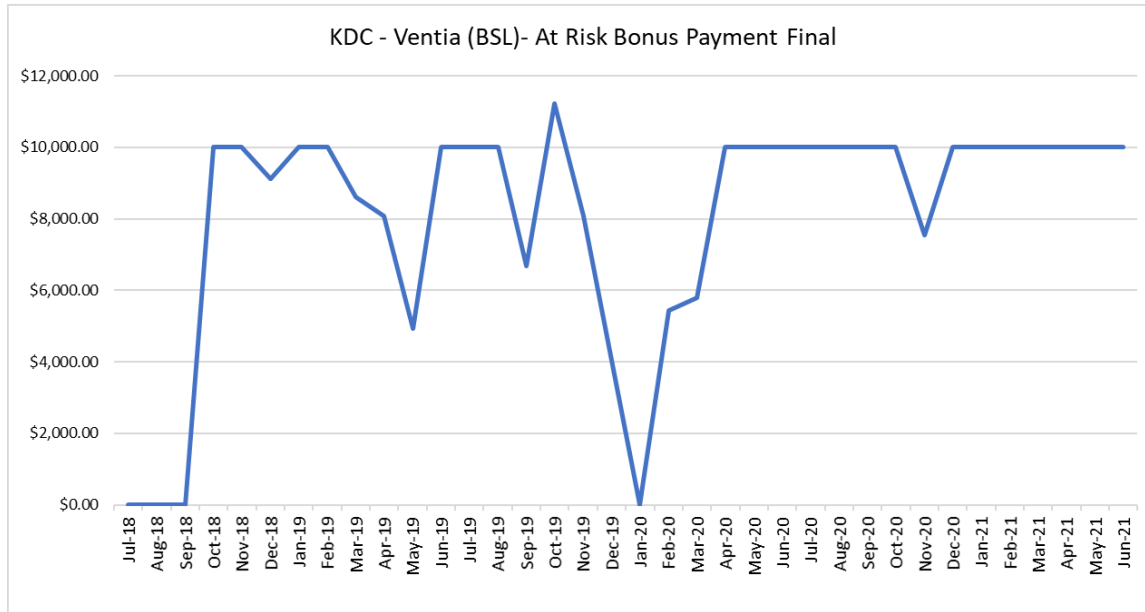


Chart 6.33 – KPM33; New Discrete Assets Created in RAMM (Ventia, KDC)

Not Active [complex data sets too variable to test and measure]

Chart 6.34 – At-Risk Payments (Ventia, KDC)



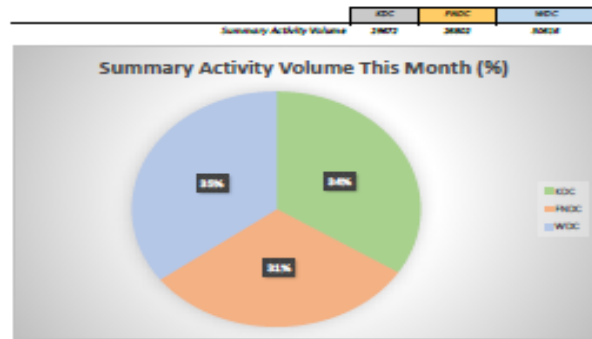
Appendix 7 – Maintenance Achievement Data

ROAD MAINTENANCE ACTIVITIES - June 2021 CONTRACT COMPARISONS OF PHYSICAL ACHIEVEMENTS IN MONTHLY DELIVERY OF MAINTENANCE WORKS

Kaitiaki District Council			
Road Length			
458.2 sealed			
1120.0 unsealed			
Activity Description	Prev mth	This mth	Mthly Average
Unsealed Maintenance Gravel (cum)	717.00	10029.00	2146.13
Unsealed Compacted Gravel (cum)	4948.00	0.00	4929.75
Unsealed Road Grading (km)	337.11	316.78	154.17
Wet Roll and Grade (km)	0.00	0.00	2.00
Unsealed Road Potholes (ea)	5783.00	10019.00	1739.71
Sealed Road Potholes (ea)	302.00	213.00	282.92
Sealed Road edgebreak (m)	288.00	404.00	265.00
Sealed Road Pavement Repairs (sqm)	0.00	207.00	2560.00
Sealed Road Surface Repairs (sqm)	0.00	757.00	77.96
Water Cutting (sqm)	0.00	0.00	0.00
Roadside mowing (km)	0.00	0.00	0.00
Roadside Spraying (km)	808.16	796.97	458.08
Vegetation Envelope Cleaned (km)	0.57	0.81	13.43
Roadside Drainage Cleaned (m)	9487.00	5158.00	2644.75
Roadside Culverts Cleaned (ea)	3.00	104.00	90.96
Culvert Markers Replaced (ea)	13.00	32.00	50.04
Catchment Grates Cleaned (ea)	379.00	309.00	282.75
Kerb & Channel Cleaned (km)	0.00	101.90	8.27
Routine Surface Debris Removed (M)	500.00	480.00	240.92
Overlip Material Removed (cum)	0.90	0.10	0.71
Routine Signs Maintenance (ea)	184.00	143.00	188.08

North			
21			
Northern Area			
Far North District Council			
Road Length			
477.31 sealed			
832.00 unsealed			
Activity Description	Prev mth	This mth	Mthly Average
Unsealed Maintenance Gravel (cum)	4209.00	1222.00	2350.92
Unsealed Compacted Gravel (cum)	0.00	0.00	1273.46
Unsealed Road Grading (km)	463.00	200.63	248.06
Wet Roll and Grade (km)	1.50	17.12	1.27
Unsealed Road Potholes (ea)	1919.00	2214.00	1014.46
Sealed Road Potholes (ea)	131.00	84.00	98.08
Sealed Road edgebreak (m)	217.00	2.00	36.25
Sealed Road Pavement Repairs (sqm)	0.00	500.00	1371.38
Sealed Road Surface Repairs (sqm)	0.00	0.00	9.96
Water Cutting (sqm)	0.00	0.00	0.00
Roadside mowing (km)	176.58	130.70	116.96
Roadside Spraying (km)	605.42	0.00	160.58
Vegetation Envelope Cleaned (km)	119.00	21.97	49.78
Roadside Drainage Cleaned (m)	18613.00	14789.00	3885.50
Roadside Culverts Cleaned (ea)	1.00	1.00	48.25
Culvert Markers Replaced (ea)	51.00	8.00	31.42
Catchment Grates Cleaned (ea)	112.00	130.00	39.08
Kerb & Channel Cleaned (km)	0.00	0.00	0.80
Routine Surface Debris Removed (M)	0.00	0.00	0.08
Overlip Material Removed (cum)	0.00	0.00	0.05
Routine Signs Maintenance (ea)	25.00	5.00	39.33

North			
22			
Northern Area			
Whangarei District Council			
Road Length			
530.71 sealed			
413.05 unsealed			
Activity Description	Prev mth	This mth	Mthly Average
Unsealed Maintenance Gravel (cum)	531.00	3874.00	607.96
Unsealed Compacted Gravel (cum)	3055.00	3084.00	1102.71
Unsealed Road Grading (km)	55.14	104.31	82.29
Wet Roll and Grade (km)	11.86	1.28	3.05
Unsealed Road Potholes (ea)	1216.00	3292.00	1063.79
Sealed Road Potholes (ea)	43.00	97.00	138.96
Sealed Road edgebreak (m)	120.00	9.00	142.08
Sealed Road Pavement Repairs (sqm)	233.00	0.00	1091.21
Sealed Road Surface Repairs (sqm)	65.00	0.00	77.83
Water Cutting (sqm)	0.00	0.00	450.42
Roadside mowing (km)	29.28	0.00	1.28
Roadside Spraying (km)	1890.43	0.00	385.41
Vegetation Envelope Cleaned (km)	229.57	256.49	22.88
Roadside Drainage Cleaned (m)	6156.00	5706.00	6386.29
Roadside Culverts Cleaned (ea)	73.00	15.00	65.21
Culvert Markers Replaced (ea)	35.00	10.00	34.92
Catchment Grates Cleaned (ea)	10.00	5.00	20.38
Kerb & Channel Cleaned (km)	0.00	0.00	0.74
Routine Surface Debris Removed (M)	19.00	12.00	26.71
Overlip Material Removed (cum)	0.00	0.00	0.00
Routine Signs Maintenance (ea)	106.00	39.00	104.13



Comments on Monthly Achievement Comparisons:

All networks have high unsealed gravel quantities applied in April & May, with exception of FNC Nth Area. All networks have high unsealed road grading quantities in May, with exception of WDC Nth Area. All networks have modest or low sealed road repair quantities in May, as expected in winter conditions. All networks completed high quantities or roadside spraying in May, with the exception of WDC 5th Area. All networks completed high quantities or roadside drainage in May, with the exception of FNC 5th Area. Road signs maint was generally meeting historic monthly trends in May, with KDC slightly below average.

Across all 3x Districts roadside drainage quantities exceed the previous financial year's quantities.

South			
22			
Southern Area			
Far North District Council			
Road Length			
865.91 sealed			
788.79 unsealed			
Activity Description	Prev mth	This mth	Mthly Average
Unsealed Maintenance Gravel (cum)	510.00	1390.00	1783.17
Unsealed Compacted Gravel (cum)	5722.00	0.00	1230.25
Unsealed Road Grading (km)	286.69	232.95	189.05
Wet Roll and Grade (km)	0.00	0.00	5.68
Unsealed Road Potholes (ea)	5736.00	3283.00	1862.96
Sealed Road Potholes (ea)	179.00	101.00	195.75
Sealed Road edgebreak (m)	685.00	320.00	171.13
Sealed Road Pavement Repairs (sqm)	594.00	217.00	558.71
Sealed Road Surface Repairs (sqm)	0.00	0.00	41.17
Water Cutting (sqm)	0.00	0.00	136.79
Roadside mowing (km)	116.04	61.00	52.30
Roadside Spraying (km)	552.35	605.43	351.18
Vegetation Envelope Cleaned (km)	21.52	11.41	8.82
Roadside Drainage Cleaned (m)	35.00	387.00	932.54
Roadside Culverts Cleaned (ea)	282.00	209.00	156.79
Culvert Markers Replaced (ea)	28.00	119.00	14.67
Catchment Grates Cleaned (ea)	360.00	232.00	71.42
Kerb & Channel Cleaned (km)	0.00	85.02	9.86
Routine Surface Debris Removed (M)	319.00	219.00	52.08
Overlip Material Removed (cum)	0.00	0.00	0.18
Routine Signs Maintenance (ea)	91.00	74.00	100.46

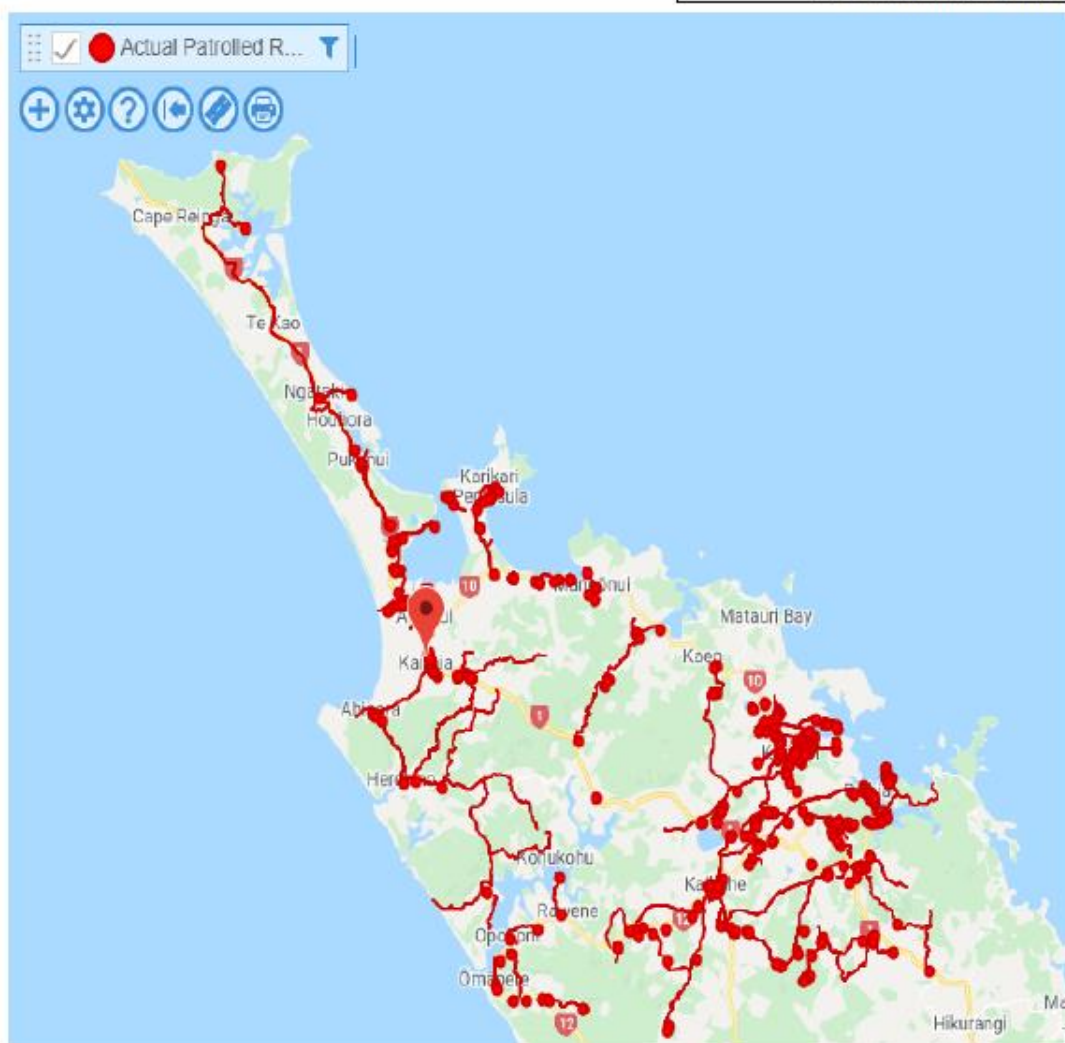
South			
21			
Southern Area			
Whangarei District Council			
Road Length			
543.74 sealed			
271.43 unsealed			
Activity Description	Prev mth	This mth	Mthly Average
Unsealed Maintenance Gravel (cum)	1073.00	2562.00	726.92
Unsealed Compacted Gravel (cum)	2838.00	585.00	1513.96
Unsealed Road Grading (km)	137.57	124.84	34.47
Wet Roll and Grade (km)	1.82	0.00	2.62
Unsealed Road Potholes (ea)	2020.00	2560.00	1035.25
Sealed Road Potholes (ea)	85.00	150.00	175.96
Sealed Road edgebreak (m)	43.00	62.00	73.83
Sealed Road Pavement Repairs (sqm)	349.00	1.00	1391.08
Sealed Road Surface Repairs (sqm)	1904.00	1144.00	527.29
Water Cutting (sqm)	0.00	0.00	0.00
Roadside mowing (km)	24.29	0.00	9.04
Roadside Spraying (km)	1.35	295.34	53.67
Vegetation Envelope Cleaned (km)	8.12	9.25	18.53
Roadside Drainage Cleaned (m)	19782.00	6521.00	3872.96
Roadside Culverts Cleaned (ea)	5.00	8.00	12.58
Culvert Markers Replaced (ea)	21.00	4.00	36.33
Catchment Grates Cleaned (ea)	269.00	325.00	206.25
Kerb & Channel Cleaned (km)	889.01	566.63	506.91
Routine Surface Debris Removed (M)	68.00	30.00	36.71
Overlip Material Removed (cum)	0.00	0.00	0.00
Routine Signs Maintenance (ea)	309.00	174.00	203.46

Appendix 8 – Mapping of NTA Inspections

Period: August 2021

Far North District

Monthly NTA Road Inspection and Surveillance Data



Network Area Inspection Data						
Contractors Monthly Inspections (km)			NTA's Minimum Monthly Inspections (km)		NTA's Actual Monthly Inspections (km)	
	North Area	South Area	North Area	South Area	North Area	South Area
Week 1	1,117.606	289.158	111.7	28.9	63.182	242.016
Week 2	1,103.695	144.402	110.3	14.4	336.838	248.824
Week 3	517.062	26.282	51.7	2.6	0	101.357
Week 4	754.238	59.005	75.4	5.9	115.799	599.779
Week 5	51.88	4.864	5.2	0.5	356.914	16.728
Total	3,544.481	523.711	354.4	52.4	872.733	1,208.704

Period: August 2021

Whangarei District**Monthly NTA Road
Inspection and**

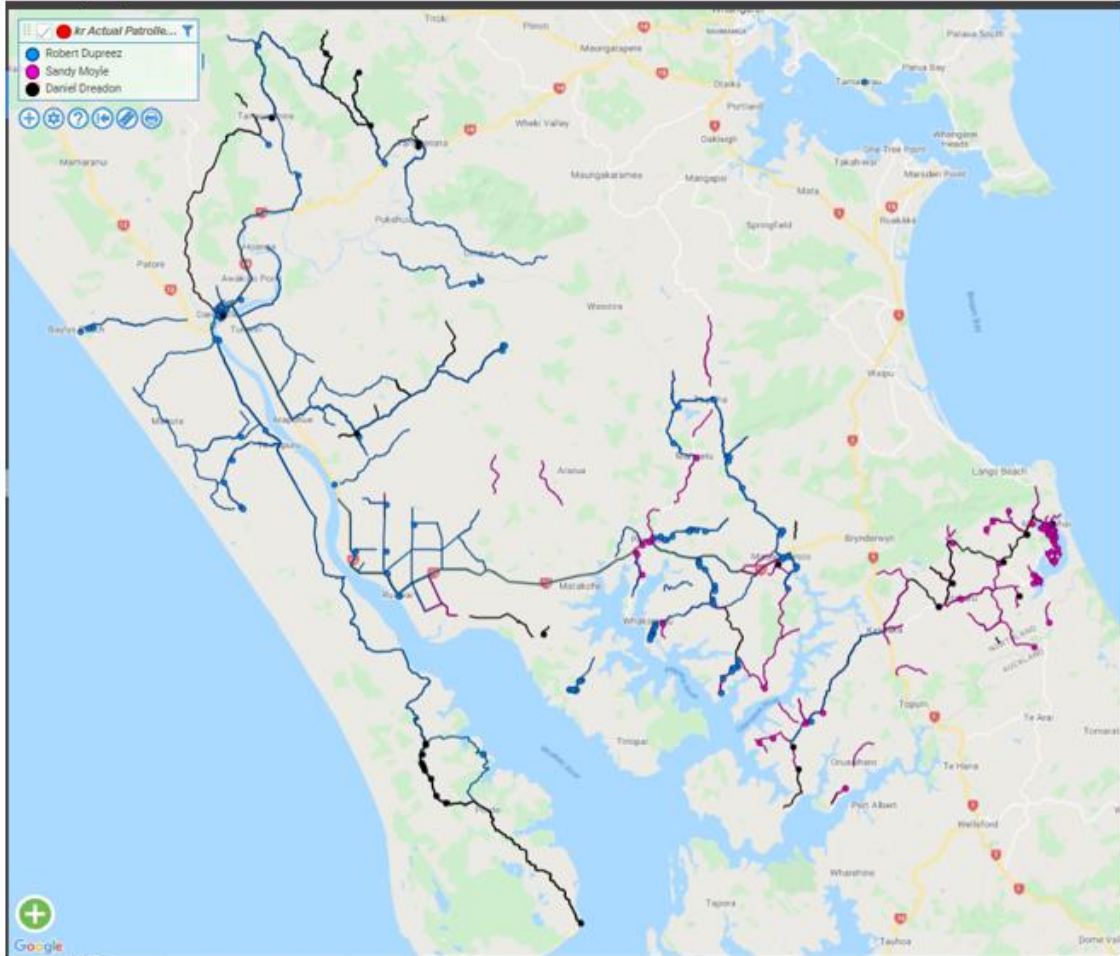
Network Area Inspection Data						
	Contractors Monthly Inspections (km)		NTA's Minimum Monthly Inspections (km)		NTA's Actual Monthly Inspections (km)	
	North Area	South Area	North Area	South Area	North Area	South Area
Week 1	419	248	42	25	323	34
Week 2	405	205	41	21	184	108
Week 3	609	100	61	10	275	5
Week 4	1,264	179	126	18	303	0
TOTAL	2,697	553	267	74	1,085	147

Period: August 2021

KDC District

Monthly NTA Road Inspection and Surveillance Data

NTA's Monthly Inspections:



Network Area Inspection Data			
	Contractors Monthly Inspections (km)	NTA's Minimum Monthly Inspections (km)	NTA's Actual Monthly Inspections (km)
Week 1	205	21	284
Week 2	422	42	262
Week 3	118	12	315
Week 4	350	35	298
Week 5	264	26	128
TOTAL	1359	136	1287

