

Network Outcomes Contract (NOC)

2018 REVISION



NOC 2018: *We maintain our roads for safe access*

The NOC Model

The Network Outcomes Contract (NOC) underpins the physical operations and maintenance activities on the state highway network. The NOC covers two key aspects of scope including:

- Network Management; asset management; network controls, safety management, design & quality assurance; and
- Physical works; maintenance and renewals of sealed pavements, drainage and structures, and environmental maintenance, traffic services, and incident response.

The NOC model is the standard model used for the majority of state highways in New Zealand and also some local road networks. The intent of the NOC model is to promote collaboration between the Transport Agency and contractors to achieve positive network outcomes.

NOC 2018 Revision

The Transport Agency is working on changes to the current NOC model to make improvements and capture current best practice.

The current NOC has successfully achieved its goal of setting a consistent standard across our networks, and in conjunction with reducing the renewal programme we have achieved significant savings across the network.

NOC 2018 aims to:

- Provide an increased customer focus;
- Deliver on the direction of the NZTA strategy and the GPS; and
- Provide a better environment for our people and suppliers.

Improvements to the NOC are dependent on available funding.

Work to Date

Working groups were undertaken across the Transport Agency to capture lessons learned and to develop a customer value proposition and success statements.

Workshops were also undertaken with industry (through the Industry Advisory Group) and local authorities to capture feedback on what is working and what is not working.

Over 80 pages in lessons learned, feedback and recommendations were recorded.

These changes have been captured in a document currently under review.

Areas for Improvement

Areas for improvement include:



Network Outcomes: Improved stewardship and ownership of the network outcomes



Value for Money: Maintain the level of efficiency and ensure that there is not a significant increase in costs



Safety: NOCs reducing deaths and serious injuries on the roads, protection of the workforce and protection of the environment



Performance: Incentives for good work completed rather than for overall KRA scores



Whole of Life Asset Management: Better alignment and greater transparency of contractors' decision-making processes in terms of asset management



Customer Experience: Increased focus on customer experience and customer impact when planning and delivering works



Reduce Administrative Effort: Streamline contract administration and reporting for transparency and simplicity.

Customer Value Proposition

NOC 2018

WE MAINTAIN
OUR ROADS FOR
SAFE ACCESS



1. SAFETY

Safe customer journeys

- help contribute to safe customer journeys

Maintain a safe environment

- undertake work that improves safety

Act safely

- undertake work in a safe manner



2. ACCESS

Communicate

- inform customers early, provide options

All transport matters

- consider all road users

Be responsive

- proactively minimise disruption impact for customers

Connect

- connect people, communities and regions



3. ENVIRONMENT

Care

- maintain the environment and amenities

Respect and protect

- minimise environmental impact for future generations



4. VALUE FOR MONEY

Efficient and Effective

- do it once, do it well

Work Smarter

- embrace innovation and technology

Share learnings

- learn and work together

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Transport Agency expectations of the NOC supplier

SAME	Promote the Principal's statutory objective under the Land Transport Management Act 2003;	Embrace the system of performance incentives to the contract outcomes;	
UPDATED	Maintain the level of efficiency and continue to provide value for money and price certainty for tax payers;	Improve stewardship and ownership of network outcomes and act as an extension of the agency;	
ENHANCED	Reduce deaths and serious injuries on New Zealand roads through proactive improvements and management of the network;	Protect and enhance the environment;	Work with the NZTA to embed a quality management and LEAN approach to continuous improvement, contract governance and benchmarking measurement across the country;
NEW	Better alignment of asset management decisions to achieve optimised whole of life performance;	Improve customer experience through reduced disruption, better communication and better planning;	Adopt a one system approach and collaborate with local authorities, neighbouring NOC contractors, the NZTA and others to ensure customers have great journeys.

Expectations of the Transport Agency

To enable delivery of expectations, the Transport Agency is also making changes to ensure our teams are set up to manage the new document.

These changes include:

- Updating the Maintenance Contract Management Manual
- Refreshing the roles and responsibilities of Maintenance Contract Managers and Network Managers
- Aligning the input of other Transport Agency teams beyond System Management

NOC 2018 Consultation

Timeline:

- Full document provided on website for feedback 25 Oct
- Consultation closes 12 Nov
- Marlborough tender starts Jan 2019

Project team:

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