

# IAG Update

19/11/2024

# Potholes Progress to date

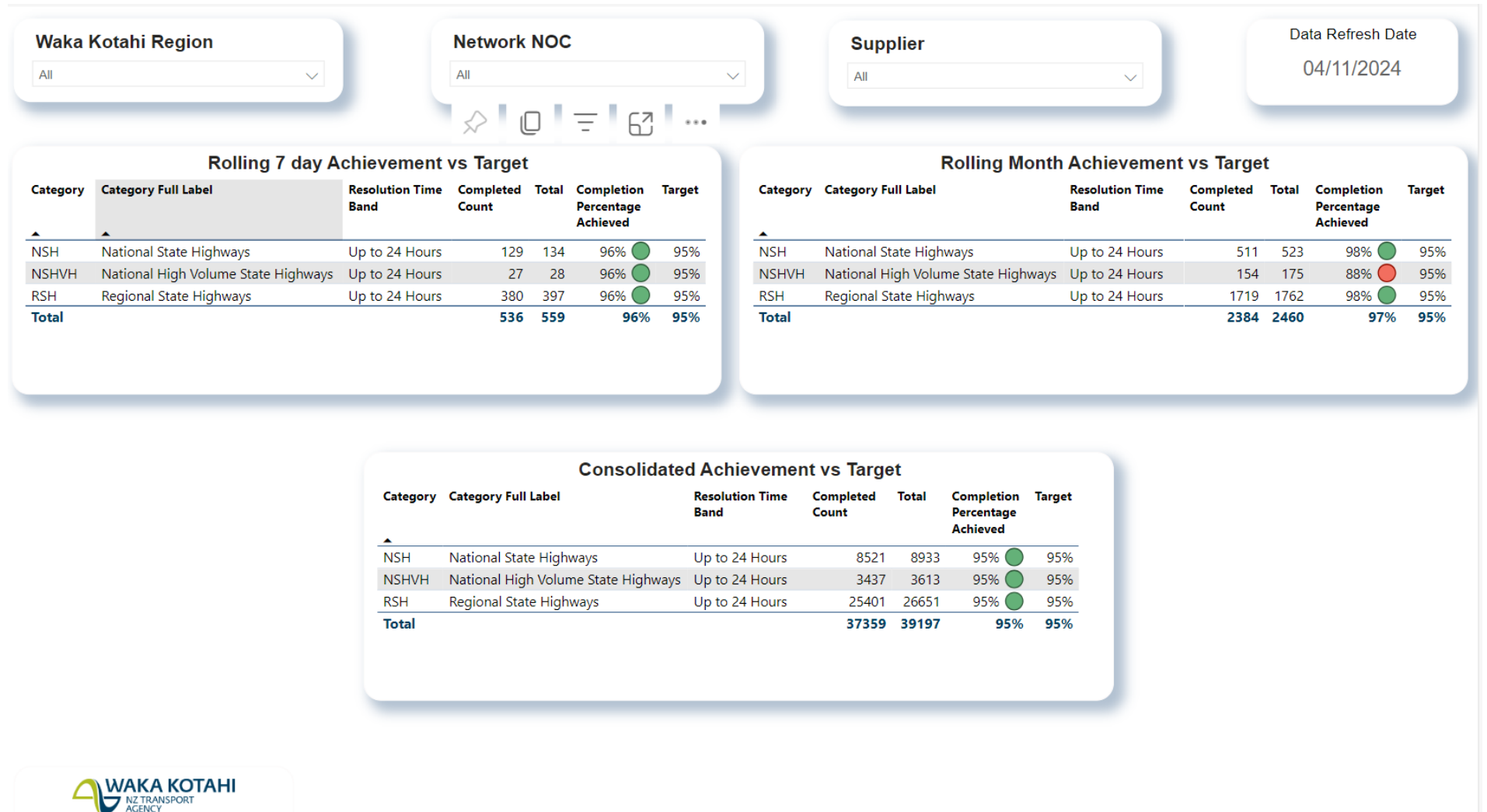
- Successes:
  - Daily Reporting and data tracking
  - Industry engagement
  - Take up of smarter solutions
- Things to Work on
  - Supply of premium materials
  - Use of premium materials – Contractors' proposal coming
  - Data cleansing and reporting
  - Maintaining the effort making it BAU
  - Contractual connection
  - Taking responsibility for 2<sup>nd</sup> and 3<sup>rd</sup> party defects



# Innovations



# Achievement of 95% Target



# Achievement of 85% Target

Waka Kotahi Region

All

Network NOC

All

Supplier

All

Data Refresh Date

04/11/2024

## Rolling 7 day Achievement vs Target

Category	Category Full Label	Resolution Time Band	Completed Count	Total	Completion Percentage Achieved	Target
RCH	Regional Collector Highways	Up to 24 Hours	270	276	98% <span style="color: green;">●</span>	85%
RDH	Regional Distributor Highways	Up to 24 Hours	94	96	98% <span style="color: green;">●</span>	85%
Undetermined	Undetermined	Up to 24 Hours	16	17	94% <span style="color: green;">●</span>	85%
<b>Total</b>			<b>380</b>	<b>389</b>	<b>98%</b>	<b>85%</b>

## Rolling Month Achievement vs Target

Category	Category Full Label	Resolution Time Band	Completed Count	Total	Completion Percentage Achieved	Target
RCH	Regional Collector Highways	Up to 24 Hours	1443	1514	95% <span style="color: green;">●</span>	85%
RDH	Regional Distributor Highways	Up to 24 Hours	329	338	97% <span style="color: green;">●</span>	85%
Undetermined	Undetermined	Up to 24 Hours	74	78	95% <span style="color: green;">●</span>	85%
<b>Total</b>			<b>1846</b>	<b>1930</b>	<b>96%</b>	<b>85%</b>



## Consolidated Achievement vs Target

Category	Category Full Label	Resolution Time Band	Completed Count	Total	Completion Percentage Achieved	Target
RCH	Regional Collector Highways	Up to 24 Hours	18969	19803	96% <span style="color: green;">●</span>	85%
RDH	Regional Distributor Highways	Up to 24 Hours	4272	4363	98% <span style="color: green;">●</span>	85%
Undetermined	Undetermined	Up to 24 Hours	729	779	94% <span style="color: green;">●</span>	85%
<b>Total</b>			<b>23970</b>	<b>24945</b>	<b>96%</b>	<b>85%</b>

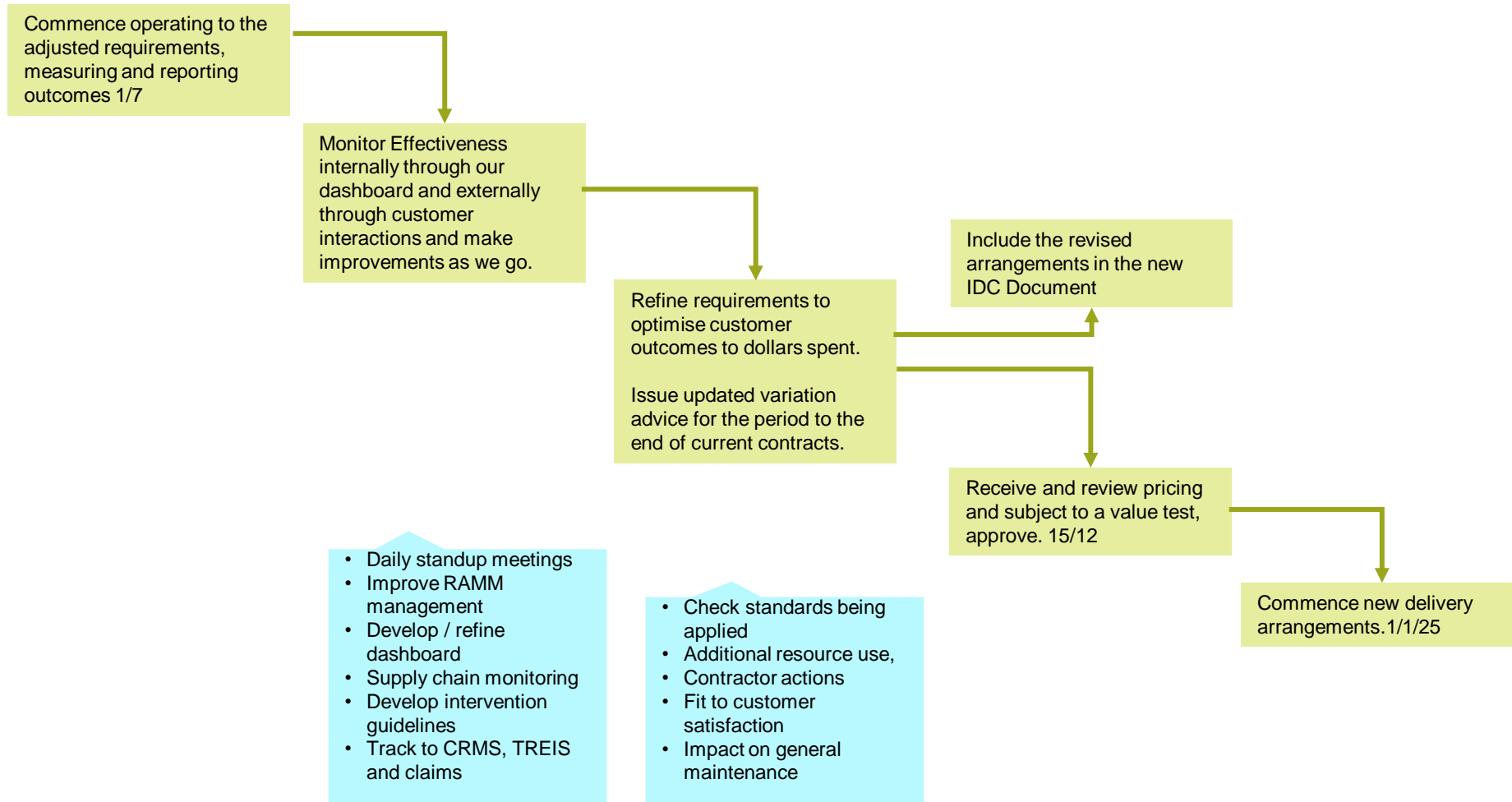
# Customer Complaints

NZTA SAP CRMS Year	Categorised Pothole (CA_1048 only) - category began during 2017	<b>Categorised Pavement and Surfacing and/or Pothole and/or keywords pot/hole/s</b>	Categorised Pavement and Surfacing (CA_110)
2013	n/a	<b>70</b>	210
2014	n/a	<b>158</b>	544
2015	n/a	<b>243</b>	824
2016	n/a	<b>299</b>	1132
2017	81	<b>663</b>	1825
2018	953	<b>1068</b>	2162
2019	1080	<b>1129</b>	1733
2020	705	<b>729</b>	1186
2021	901	<b>959</b>	1528
2022* to 10 Oct 2022	1057	1099	1634
2022 (updated 19 Jan 2023)	1368	1564	2099
2023	<b>1424</b>	<b>1480</b>	<b>1993</b>
<b>2024* (to date 30 Sept 2024)</b>	<b>414</b>	<b>444</b>	<b>1066</b>

Comment from Data Team:

Quote with caution, as I guarantee that the extreme reduction is due to changes in data quality and classifications.

# 24 Hour Pothole Response - Next 6 Months



# Next Steps

This is not going away

- Determine whether to continue with Variation
- Refine Delivery methods
- Confirm Value Achieved – Above existing contract requirements
- Contractualise solution
- Refine contractor pricing – Ensure Value for Money
- Update variation for period to March 26
- Incorporate new requirements to IDC
- Use the pothole data for better maintenance planning



# One Option For Contractualising this

Compliance will be measured for both the high and the low road classifications that have been described previously. The percentage of the lump Sum that is paid each month will be that which aligns to the lower level of achievement.

For example, if a contractor is responds to 95% of potholes within 24 hours on its high classification roads but only 86% of potholes on its low classification roads, the corresponding payment will be 70% of the monthly lump sum for this Variation.

## Valuation of Contractor's Monthly Claims

% of pothole filled within 24 Hours		Percentage Payment
High Classification	Low Classification	
≥96	≥ 90	100
94 to 95	88 to 89	90
93 to 94	86 to 87	70
90 to 93	84 to 85	40
Below 90	Below 84	0



# Road Worker Abuse

- Threats to road workers have been with us for some time and are growing. High profile events, such as the murder of George Taiaroa in Atiamuri in 2013, and more recent events of being workers shot at or threatened with firearms attract media attention. However, these are only the tip of the iceberg with other events of abusive or threatening behaviour now being common place in the industry.
- In recognition of this emerging trend a working group was set up to understand the issue further. This group connected with people working on the English highway system who had encountered this problem in their environment and had set up a course of action to deal with it. The English team included representatives from the RCA, Highways for England, Contractors ( Balfour Beatty and an industry group that focusses on this. They have provided advice on their journey over the past four years.
- They have shared learnings media and communications, enrolling support and getting the message out to the public. We continue to meet with these people to share progress so we can understand the issue more and so that we can expedite our response based on what they have learned.
- We have also gained the support from NZ Police who have an interest in the area and are prepared to support though enforcement action when the abuse breaches legal thresholds.

# Survey Results

## 1) How long have you worked in the industry?

	Percent age	577
Less than 1 year	12%	69
1-5 years	40%	234
6-10 years	19%	109
11+ years	29%	171

## 2) How often do you experience abuse as part of your work?

Daily	11%
Weekly	25%
Monthly	28%
Yearly	20%
Never	16%

## How often do you report abuse?

Never,	46%
every now and again	25%
Sometimes - just the really bad incidents	21%
Most of the time	4%
Every time.	4%

# Survey Results

4) Does this abuse have an effect on your health and happiness?

Yes	30%
No	70%

5) How long do you reflect on abuse you have been given

I forget it straight away	34%
I am over it by the end of the shift	39%
It stays with me for a week or so	10%
It plays on my mind from time to time.	15%
I still think about it months afterwards	2%
It keeps me up or wakes me up at night months afterwards	0%

6) Do friends or family say stress or anxiety levels change after you've been abused on the job??

Yes	27%
No	73%

# Survey Results

7) In the past 12 months have you thought about looking for another job because of abuse from the public?

Yes	20%
No	80%

8) Do you personally know of people you have worked with who have left the industry because of abuse from the public?

Yes	30%
No	70%

# Possible Solutions

Area	Discussion
<b>Community Leadership</b>	<p>In recent years, political leaders have expressed their concerns with temporary traffic management. We have heard elected leaders talk about the war on road cones and how much money is wasted on temporary traffic management. This language creates a negative environment in which roadworkers operate.</p> <p>A simple solution would be for the politicians to be made aware of the harm that is being caused and respectfully modify their language so that they can be seen to be supporting road workers in making their workplaces safer.</p>
<b>Community Engagement</b>	<p>The general populous needs to change its attitude to road works road workers. With only negative sentiment emanating from community leaders, there is no alternate commentary to highlight the positive things that road workers do in keeping the country moving. Some positive advertising or other promotions would assist in telling this story.</p> <p>Also, in England there has been a specific advertising campaign “Stamp it Out” which directly addresses the abuse that road workers suffer and call it out as unacceptable.</p>
<b>Works planning</b>	<p>Contractors and Road Controlling Authorities need to re-assess the way that works are planned and communicated. There is a growing use of full road closures which can extend journeys and increase costs leading to increased frustration. The NZTA Journey Team is working at this but there is more that needs to be done to maintain or social licence to work in this manner. Similarly, road works that do not use full closures need to be planning in a way that avoids compounding delays.</p> <p>Consideration should also be given to analysing the risk of abuse and harm at work sites and adjusting operations to suit.</p>

# Possible Solutions

Area	Discussion
<b>Contractor Actions</b>	<p>Contractors need to assess the way they operate through the perspective of the general public. New Zealanders are to a large extent sensible practical people, they can see what is happening on the road and form their own views about roadworker efficiency and effectiveness. People form views on what is wasteful and can become frustrated when they perceive their hard earned tax dollars being wastefully spent either through redoing defective work or in inefficient delivery.</p> <p>Other contractor actions could cover the implementation of controls based on the risk to workers. Solutions could involve CCTV to worksites, wearing body cameras, removing Traffic Controllers and replacing with traffic signals in high-risk areas.</p>
<b>Employee behaviour</b>	<p>Publicly visible employees need to act in a way that does not give rise to public frustration. Consideration could be given to industry training in customer acceptable dress codes and behaviour. Roadworkers need to earn the respect of the public by conducting themselves in a professional manner.</p> <p>Front line staff also need training in de-escalation so that public frustration is intercepted and diverted so it does not become threatening.</p>

# Possible Solutions

Area	Discussion
<b>Enforcement</b>	<p>The relationship with Police needs to be improved so that they understand the extent of the problem and are prepared to intervene once legal thresholds have been breached.</p> <p>Roadworkers also need to understand these trigger points for enforcement action and the evidential requirements so that once police are involved, they have a clear path to successful prosecution.</p>
<b>Industry support</b>	<p>TTM industry steering Group (ISG) are particularly interested in this and are running newsletters and are waiting to see the outcome of the surveys we have undertaking and this report.</p> <p>A small group of us are working with NZ Police area commander top of the South Island, as we attend meeting with the UK counterparts with our learning from our meetings.</p> <p>The New Zealand Automobile Association (Taranaki) is also keen to participate in a campaign and keen to share with AA National campaign to address the behaviour from road users</p>



# Proposed Timeline

Suggested timeline to enable implementation early 2025

Task	7/10	14/10	21/10	28/10	4/11	11/11	18/11	25/11	2/12	9/12	16/12
Meet UK Counterparts	★						★				★
Complete Full Survey	█										
Analyse and Report					█						
Issue to ISG							█				
Issue to ELT							█				
Prioritise Interventions					█						
Develop Preferred Options							█				
Implement Preferred Options											➔

# Information required for IDC

- Maintenance Specification CI 3.7.3 applies
- Existing systems ( RAMM, CSVUE etc) hold information.
- Other data eg MoUs, PSF 15 are pertinent
- Discussions to be held to right size response to suit the new procurement
- .

# Questions or Comments