

Appendix 7: Guidelines for the achievement tracker process

SH operations and pothole prevention activity classes

1. Purpose

The purpose of this guide is to help networks with the renewal achievement process and associated reporting. The information is organised by the following sections:

- Summary (section 2)
- Key principles (section 3)
- Key dates (section 4)
- Maintaining and updating the tracker (section 5)
- Reporting on achievements (section 6)
- FAQs (section 7)
- Tracker field glossary (section 8)

2. Summary

The key takeaways from this document include:

- The baseline is what programme achievement will be measured against.
 - The September baseline reflects the *detailed programme plan* submission,
 - The December updated baseline reflects all change management records (CMR) received up to the 1st of December and processed by 15th December plus any subsequent fully approved CMRs (i.e. Board approval on top of usual approvals).
 - This quantity is used for SPE reporting measures.
 - No further changes to the achievement tracker will be accepted from 1st March.
- Any adjustments to work category, as detailed in the email sent 6 August 2024 “24.25 detailed plans to be updated by 30th August” will need to be submitted via the *change management record form*.
- Any adjustments to treatments, length, lanes, deferrals or new sites will need to be submitted via the [Template: Change management record](#).

3. Key principles

- Network Managers own the trackers.

- If an achievement has not been entered correctly in RAMM, it doesn't exist. What is in RAMM is what has been delivered. Information in RAMM is what is used for official reporting.
- RAMM must be updated for the information to be included in the tracker by either the following depending on the Supplier or Alliance contract:
 - 20th calendar day
 - 7th working day
- To update the tracked programme, you must use the CMR process
- Any technical changes made, must be affordable
- The tracker will be the one source of the truth to outline the programme and achievements.

4. Key dates

Date	What	Who
01 March 2024	Programmes (Juno and 3-year Plans) submitted to Maintenance Portfolio Team	Network teams and Project Leads
02 August	Maintenance Portfolio Team prepare draft programme tables and Instructions, available on Sharepoint and emailed to TS, for review by NM	Maintenance Portfolio Team
30 August 2024	Trackers updated with confirmed programmes as required.	Network teams complete review by 30 August Portfolio & Standards team upload confirmed programmes into trackers as FINAL
13 September 2024	Baseline is now set	Portfolio & Standards team
01 October 2024	Achievement reporting starts	Portfolio & Standards team
01 December	<i>Change management record forms</i> due no later than 1st December to establish December updated baseline programme measure.	Network teams
28 February	Final day for CMRs to be submitted to make changes to the <i>achievement tracker</i> (this does not impact financial change requests)	Network teams

Indicative dates, where they fall on a weekend or national holiday then the key date will move to the next working day.

5. Maintaining and updating the tracker

To maintain and update the *achievement tracker*, you will require read/write access to your network 'renewals achievement' folder. If you do not have access, contact NOC.Performance@NZTA.govt.nz.

This section includes:

- General updates
- Updating for deferrals

1. General updates

Within your InfoHub folder will be your tracker document/s, once selected:

- **Step 1:** Populate the *Programmed_Date* column to indicate forecast delivery dates for all sites.

Road_Name	programme_start_rp	programme_end_rp	programme_lane_count	Lane_Name	baseline_lanekm	programme_lanekm	treat_length_name	programme	programme_activity	programmed_date	Month_Change_Reason	site_status
Y06-0814	3420	4230	2	all	1.62	1.62	Davis Flat	Preservation	212 CS	20/11/2021		Baseline P
Y06-0814	4230	4330	2	all	0.2	0.2	Makarora Bridge Approach	Preservation	212 CS	20/11/2021		Baseline P
Y06-0814	7541	7660	2	all	0.238	0.238	Cameron's Ck	Preservation	212 CS	20/11/2021		Baseline P
Y06-0814	7660	9820	2	all	4.34	4.34	Camerons Flat	Preservation	212 CS	20/11/2021		Baseline P

- **Step 2:** Populate the *Month_Change_Reason* column to indicate the reason for delivery date changes where appropriate.

Lane_Name	baseline_lanekm	programme_lanekm	treat_length_name	programme	programme_activity	programmed_date	Month_Change_Reason	site_status
all	1.62	1.62	Davis Flat	Preservation	212 CS	20/11/2021		Baseline P
all	0.2	0.2	Makarora Bridge Approach	Preservation	212 CS	20/11/2021		Baseline P
all	0.238	0.238	Cameron's Ck	Preservation	212 CS	20/11/2021		Baseline P
all	4.34	4.34	Camerons Flat	Preservation	212 CS	20/11/2021		Baseline P

- Comments can be added to the *Comments* column as required. The NZTA doesn't look at these or action them.

O	P	Q	R	S	T	U
site_status	justified_change	cost	actualspend	Treatment	Comments	User_Column_1
Baseline Pre-Existing No		\$ 55,429		RS246M	Cost changed to match approved design	
Baseline Pre-Existing No		\$ 9,478		RS246M	Width adjusted	
Baseline Pre-Existing No		\$ 7,743		RS246M	Cost changed to match approved design	

- Additional information relating to sites can be noted in the User_Column_1 and User_Column_2 columns. These columns are for your convenience.
- Any columns in yellow or green can be edited. All other columns are locked and cannot be altered. If you believe something to be incorrect in these columns you will need to submit a *change management record form* with required changes.
- For any deferrals, major treatment changes (i.e. reseal to rehab, chip seal to TAC), and/or length changes will require a *change management record form* that has been signed off by your AIA, to adjust the programme.
 - Once a site has been deferred, it will remain on the sheet with the row for that site highlighted in a dark grey (see screenshot below).
- When a site is changed via a CMR it will be greyed out, and a replacement site with updated details and a new ID will appear. The baseline_lanekm column will reflect whether the *change management record form* indicated justified change.

Q	R	S	T	U	V	W
cost	actualspend	Treatment	Comments	User_Column_1	User_Column_2	Design_Stage
\$ 55,429		RS246M	Cost changed to match approved design			Design Complete
\$ 9,478		RS246M	Width adjusted			Design Complete
\$ 7,743		RS246M	Cost changed to match approved design			Design Complete
\$ 153,265		RS246M	Width adjusted			Design Complete
\$ 1,973		RS246M	Width adjusted			Design Complete

- As we progress through design and delivery to completion, other fields also need to be maintained
 - Design Stage: Incomplete, Complete, Approved
 - Actual Spend: critical for PCDA reporting

2. Updating for deferrals

The `site_status` column indicates why the site was added to the programme and whether it still remains. The below points explain how site deferrals will work:

- Sites deferred after setting the baseline: The lane km for these sites will be zeroed off in the current programme. The same will apply to the adjusted baseline only if the *change management record form* indicated justified change.

Sites deferred before setting the baseline: These will be excluded from the baseline and from the current programme.

Sites deferred must clearly indicate on the CMR when they will occur or which financial year they are now programmed for completion.

6. Reporting on achievements

Achievements are monitored and reported on every month. The monthly achievement data captured in RAMM (Figure 1) is analysed in the Dashboard against the Achievement Tracker. In the “End of Month” meeting series, the results compared to the previous month are discussed for insights. These insights are summarised and reported on to the Maintenance and Operations Leadership Team and the Maintenance Governance Group.

It is important to check the Dashboard on a frequent basis to ensure that:

1. RAMM is getting updated
2. There are no data entry errors

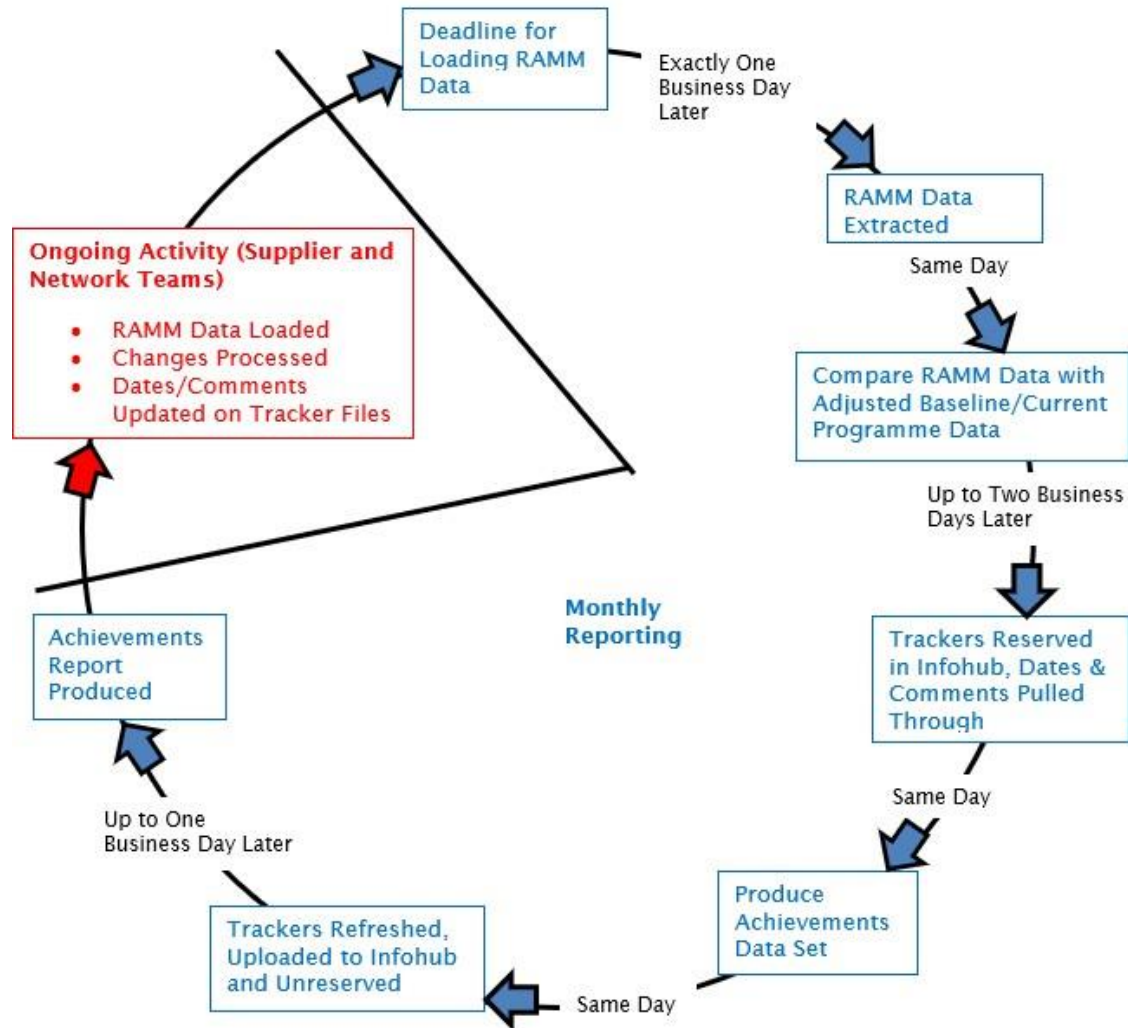
The pages in the Dashboard to monitor include:

- Surfacing Renewals – 1
- ATP Renewals
- Drainage

Each of these pages includes a table which states the baseline achievement quantities and progress towards these. Two graphs also feature which present the tabulated information. The bar graph shows approved quantities as green and unapproved quantities in orange.

Figure 1: Monthly report process: timeline

- 20th of the Month If a Monday-Saturday
- Following Business Day if 20th Falls on a Sunday or Public Holiday.
- 7th working day for Contracts operating under NOC3



7. Frequently asked questions

Question	Answer
I have entered my data into RAMM, so why is the corresponding site showing as unachieved in the tracker?	<p>Check the following:</p> <ul style="list-style-type: none">• The tracker file on Infohub is usually refreshed around the 22nd of the month. Check the timestamp of the latest version to ensure that this has occurred.• Did you load the RAMM data on or before the 20th of the month deadline?• Have you correctly populated the number of lanes in RAMM?• Have you correctly populated the activity origin in RAMM? Only 212 and 214 activity origins are recognised as renewals.• Is your RAMM record in the same location as the programme record? i.e. the same road name and the start/end RP values substantially overlap?• The tracker excludes any RAMM entries where the Function field indicates a pre-levelling layer or membrane seal. The site will not show as achieved until you have entered a top layer.• Do you have a duplicate in your programme? In this case it is possible that one programme line is being reported as achieved and the other unachieved.
Why am I seeing an unapproved delivery line in my tracker? This site should be in my approved programme!	<p>Have you duplicated your RAMM data entry? This would cause one RAMM entry to be absorbed by the programme, and the other RAMM entry to show as unapproved.</p> <p>Does the RAMM data indicate that you have delivered a greater number of lanes than was in the programme, or you have delivered a total length that is more than 60m longer than programmed.? In this case the entire over-delivery including the 60m tolerance will be reported as unapproved.</p> <p>Also check whether you have any Change Management Record Forms that have not yet been processed or were rejected (in entirety or specific line items).</p>
How does the tracker determine activity origin from RAMM?	<p>The ramm_activity column in the tracker reflects the Work Category field in RAMM. This is used to differentiate reseals and pavement rehabilitation, and to exclude any other sealing work (e.g. capital works).</p> <p>Internally the process also uses the Work Origin field in RAMM to identify SCRIM seals, however this is not explicitly shown in the tracker.</p>
What happens if I deliver part of a site?	<p>Your tracker will show both the length and lane km programmed, and the length and lane km actually delivered. If the length delivered is short of the length programmed by more than 60m then the delivery_status column in your tracker will show 'Partially Delivered'.</p>

Question	Answer
Do I need to provide forecast delivery dates for every site in the programme?	Yes, you should ensure that you always have an accurate forecast date for each site in order to ensure that your yearend target is realistic and achievable. This can be provided by opening your tracker in Infohub and setting the dates accordingly. If any sites are missing forecast delivery dates as at the time when the December baseline is set, then they will be defaulted to 31 October.
Why can I only change certain things in my tracker?	Your tracker file can be used to update forecast delivery dates, comments, and design stage. Simply edit and save the file directly in Infohub. Any other changes to your programme require a Change Management Record Form. If you attempt to add, delete or change sites in your tracker file then these changes will be ignored and undone when your tracker is next refreshed.
Can I take a copy of my tracker offline so that I can work on it outside of Infohub?	It is best not to do this. Working on your file directly within Infohub avoids the risk of any version control issues. If it is essential to work on your file offline (e.g. in the field where you don't have connectivity) then you must: <ul style="list-style-type: none"> • Reserve the file in Infohub before taking a copy. • Complete your updating as quickly as possible so that the file does not remain reserved for any longer than necessary. • When you have completed your updates, upload the new version of your tracker using the unreserve feature. Do not create a whole new file in Infohub. The information team can provide advice on how to use features of Infohub.
Why is my tracker reserved so that I can't change it?	It is probably in the process of being refreshed. This happens twice a month and usually only takes around two hours. Infohub will tell you who has the file reserved. If it is you, you need to investigate why it is still reserved (e.g. you have taken an offline version). If the file is not reserved by the performance analyst and you cannot ascertain why it is reserved you should contact the performance analyst before trying to unreserve the file.
I have submitted a Change Management Record Form to add/remove/change a site. Do I also need to add/remove/change that site in my tracker?	No. When the Change Management Record Form has been processed it will automatically be reflected in your tracker when it is next refreshed.
Why have rows been added or deleted in my tracker? I didn't make these changes!	Your tracker will be refreshed twice a month to ensure that it reflects: <ul style="list-style-type: none"> • Sites added/removed/changed via a Change Management Record Form. Delivery of each site according to RAMM.

Question	Answer
<p>What should I do if the forecast delivery date of a site has elapsed, and I still haven't delivered it?</p>	<p>You need to update your delivery forecast to show a valid date that falls between now and the end of the current financial year. This can be done directly in your tracker file via Infohub.</p>
<p>If the lane km delivered is incorrect in my tracker can I just adjust the tracker manually to fix it?</p>	<p>No! You must ensure that the surfacing table in RAMM correctly reflects what you have delivered. The tracker will then take care of the delivery metric automatically.</p>
<p>Can my programme include sites with a decimal point in the lane count? E.g. if I have a site with half the length being one lane and the other half being two lanes, can I just specify it as a single site with 1.5 lanes?</p>	<p>No. You must break up your programme in such a way that a single treatment length does not span lane count changes.</p>
<p>Do records in my programme have to have a one-to-one match with entries in RAMM? I don't want to waste time entering multiple RAMM records when I could just enter one RAMM record to span across multiple programme records.</p>	<p>The system is designed to handle complex many-to-many relationships between the programme and RAMM. It is fine for a single RAMM record to span multiple programme records, or vice versa. However, neither programme records nor RAMM records can span lane count or activity origin changes. Your programme and RAMM data must be broken up such that they correctly reflect the lane count and activity origin over any given distance. Also remember that anything you enter into RAMM must comply with the standards set out in SHDOM.</p>
<p>Should I include water cutting or other heavy maintenance in my renewals programme?</p>	<p>These treatments are not renewals and should not appear in the tracker, however you may still require a Change Management Record Form if there is a need to adjust the programmes or funding for this type of work.</p>

Question	Answer
<p>Why is a watercut site showing as undelivered even though we have done the work?</p>	<p>Watercutting activity will never result in a surfacing record being created in RAMM, and therefore your tracker will never report this as being 'achieved'. If you have a site in your programme that is to be treated only by means of water cutting then you must submit a Change Management Record Form to remove it from the renewals programme and have it assigned to a different work category.</p>
<p>How does the tracker determine the number of lanes delivered from RAMM?</p>	<p>The Lane Coverage field in the surfacing table is used for this purpose, and it is therefore imperative that it be populated correctly.</p> <p>If there are multiple surfacing records in RAMM covering a given length, then the lane count will be cumulated. For example, assume that:</p> <ul style="list-style-type: none"> • One RAMM record shows 2 lanes spanning RP 0 – 800. • Another RAMM record shows 2 lanes spanning RP 100 – 900. <p>In this example, the tracker will show 4 lanes delivered over the length of 100 – 800 as the two records overlap throughout this length.</p>
<p>I have submitted a Change Management Record Form - do I also need to amend my forecast in SAP accordingly?</p>	<p>Yes. The Change Management Record form will result in your allocation being adjusted in SAP; however, you still need to maintain your SAP forecast to reflect the Change Management Record Forms that you have had approved.</p>
<p>Why are some records in my tracker greyed out?</p>	<p>These are sites that have been deferred or replaced. All greyed out records will have their programmed lane km figure zeroed off.</p>
<p>Can I use the tracker end of year outcomes to monitor utilisation of the contract BPQs?</p>	<p>No, not directly, however we are looking into how this could be achieved.</p>
<p>Can I change or delete a RAMM record after the tracker has been refreshed?</p>	<p>Yes. Ideally all RAMM data should be entered correctly in the first instance to ensure accuracy of reporting. However, if you do subsequently identify an error in a RAMM record then the next refresh of your tracker will automatically reflect any corrections or deletions that you have made in RAMM.</p>
<p>Can I change a Change Management Record Form after it has been approved and processed?</p>	<p>No. Once a Change Management Record Form has been processed it is closed out and any subsequent changes will require a new Change Management Record Form.</p>

Question	Answer
What data is used to produce the monthly achievements report?	The achievements report uses your tracker as a data source. Therefore, your tracker gives you an accurate breakdown of what is being reported.
How is my tracker affected by the Justified Change to Baseline column in the tracker form?	Where this shows a 'Y', the Change Management Record Form will affect both the baseline and current programme lane km. Otherwise, the baseline will be unchanged when the Change Management Record Form is processed. The Justified_Change column in the tracker indicates whether or not the Justified Change to Baseline column in the Change Management Record Form was selected.

8. Glossary of tracker fields

Field name	Definition
ID	Arbitrary ID number that is unique to each item.
Road_Name	The RAMM road name on which the site is located.
Programme_start_rp	The programmed start RP position of the site.
Programme_end_rp	The programmed end RP position of the site.
Programme_lane_count	The number of lanes across the site.
Lane_name	Description of the lane(s) to be sealed.
Baseline_lanekm	The number of lane km in the adjusted baseline. This reflects the December baseline and any justified changes.
Programme_lanekm	The number of lane km in the current programme. This reflects the December baseline and all subsequent changes.
Treat_length_name	Description of the treatment length.
Programme	Differentiates preservation vs SCRIM based on programme_activity.
Programme_activity	The programmed activity type for the site.
Programmed_date	The date when the site is forecast to be completed.
Month_Change_Reason	The reason for the most recent forecast date change.

Field name	Definition
Site_status	Indicates the origin and status of the site. See <i>Site Status</i> below.
Justified_change	Indicates Yes where a justified change has been accepted.
Cost	The programmed cost of the site.
Treatment	The programmed treatment type.
Comments	
User_Column_1	Comments fields – for your convenience.
User_Column_2	
Design_stage	Indicates whether the site design has been completed and/or approved. This needs to be maintained manually in your tracker.
Delivery_date	The date when the site was completed according to RAMM.
Ramm_activity	The activity type actually delivered according to RAMM.
Ramm_start	The start RP position of actual delivery according to RAMM.
Ramm_end	The end RP position of actual delivery according to RAMM.
Ramm_lane_count	The number of lanes actually delivered according to RAMM. If the number of lanes varies over the site then this will show a weighted average.
Lanekm_delivered	The total lane km delivered according to RAMM.

Field name	Definition
Delivery_status	This will show <i>No Delivery</i> for undelivered sites. Otherwise it will show <i>Fully Delivered</i> or <i>Partially Delivered</i> depending on whether the length delivered is within the 60m tolerance.
In_season	Indicates whether delivery was in season, within 30 days of season, or beyond 30 days outside of season. This is determined using a lookup table containing season dates for all networks and activity types.

Drainage specific fields

Field name	Definition
Asset_type	Type of drainage asset.
Length	Length of lined water channel or subsoil drain.
Side	Side of the road that the asset resides on.
Culvert_diameter	Diameter of the culvert.
Achieved_length	Length of renewal achieved for lined water channel or subsoil drain.

ATP specific fields

Field name	Definition
Side	Side of the road that the asset resides on.
Baseline_lines	Number of consecutive ATPs over the specified length of road according to the baseline programme.

Field name	Definition
Current_lines	Number of consecutive ATPs over the specified length of road according to the current programme.
Baseline_length	Cumulative length of ATPs over the specified length of road according to the baseline programme. i.e. length multiplied by number of lines.
Current_length	Cumulative length of ATPs over the specified length of road according to the current programme. i.e. length multiplied by number of lines.
Baseline_approved	Cumulative length delivered against the baseline programme.
Baseline_unapproved	Cumulative length of delivery over and above the baseline programme.
Current_approved	Cumulative length delivered against the current programme.
Current_unapproved	Cumulative length of delivery over and above the current programme.

Site status

Status	Definition
Baseline Pre-Existing	Sites that are unchanged since the December baseline was set.
Replaced/Replacement	Sites that were in the December baseline but have since had a Change Record Form for changes.
Deferred	Sites removed/deferred since the December baseline was set.
New Site	Sites that have been created by a CMR Form since the December baseline was set.
Unapproved Achievement	Sites that have been delivered where there is no corresponding site in the programme.

