

Waka Kotahi: 2023 - IAG MEETING MINUTES

Meeting Name:	Waka Kotahi Industry Advisory Group Meeting		
Date of Meeting:	9 August 2023	Time:	9am-3:30pm
Meeting Chair:	Mike Manion (Waka Kotahi)	Location:	Waka Kotahi Chews Lane Boardroom 50 Victoria Street, Wellington Central, Wellington 6141
Meeting Objective:	The key objective of the Industry Advisory Group (IAG) is to optimise and improve sustainable system management within New Zealand.		

Attendees:

Name	Organisation	Email Address
Mark Stewart	Downer	Mark.Stewart@downer.co.nz apologies
Scott Francis	Downer	Scott.Francis@downer.co.nz in person
Kieron Ingram	FH	kieron.ingram@fultonhogan.com (ALTERNATE) in person
Adam Humphries	FH	Adam.humphries@fultonhogan.com in person
Gary Porteous	WSP	gary.porteous@wsp.com in person
Michael Darnell	WSP	mike.darnell@wsp.com apologies
Sean O'Neill	Higgins	S.ONeill@higgins.co.nz apologies
Tracy Ten Hove	Higgins	t.tenhove@higgins.co.nz (ALT(ALTERNATE) in person
Chris Kerr	HEB	chris.kerr@heb.co.nz - apologies
Rob Sharp	HEB	rob.sharp@heb.co.nz -apologies
Michelle Farrell	Civil Contractors	michelle@civilcontractors.co.nz in person
Dean Stockwell	Interim GM Ventia	
Robert Tutty	Beca	Robert.tutty@beca.com in person
Stuart MacLeod	Southroads	stuart.macleod@southroads.co.nz in person
David Larsen	GHD	David.larsen@ghd.com (ALTERNATE) online
Simon Bird	GHD	Simon.Bird@ghd.com apologies
Craig Pitchford	Aecom	Craig.pitchford@aecom.com Absent
Gavin O'Connor	Stantec	Gavin.Oconnor@stantec.com (ALTERNATE) Absent
Jack Hansby	Waka Kotahi	Jack.hansby@nzta.govt.nz in person
Rochelle Leach	Waka Kotahi	Rochelle.leach@nzta.govt.nz apologies
Peter Connors (chair)	Waka Kotahi	Peter.connors@nzta.govt.nz apologies
Wayne Oldfield	Waka Kotahi	Wayne.oldfield@nzta.govt.nz apologies
Ross I'Anson	Waka Kotahi	Ross.ianson@nzta.govt.nz in person
Mike Manion	Waka Kotahi	Mike.manion@nzta.govt.nz in person
Rachael Davidson	Waka Kotahi	Rachael.davidson@nzta.govt.nz in person

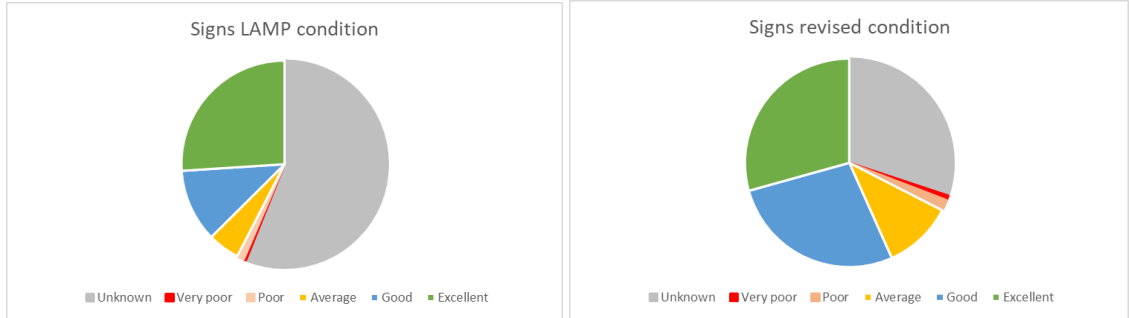
MEETING AGENDA

Topic	Lead
<p>Karakia – Rachael Davidson</p> <p>Item 1 – Welcome & Safety Moment</p> <p>Welcome – Scott, Kieron, and Dean</p> <p>Mike shared a traffic management complaint of an inattentive traffic controller that caused a very serious near miss. How do we get on top of disengaged workers? We know that there is a resource shortage and there is a struggle to attract stop/go workers. We recognise there are deficiencies and supplement the gaps with training and supervision. Michelle raised that some themes had come out of the TARMAC conference. Workers are wanting to feel part of the team, have more engagement and more involvement. Is there an initiative to get all the TMC/STMS together at a NOC level to have a wider discussion on the important role they play? It was mentioned that Michael McLeod - Regional Traffic Manager – Higgins has been doing some workshops. There is an opportunity to leverage off these.</p>	<p>Mike Manion</p>
<p>Item 2 – Waka Kotahi Updates</p> <p>2.1 Update on Lifecycle plans progress.</p> <p>LAMPs</p> <ul style="list-style-type: none"> • Where we’re at with publishing LAMPs. They are not too far off being published. • What they look like and how they align with current MMPs in terms of approach (Barrier LAMP) • Condition data update for barrier and signs • Condition method feedback • Progressing with condition rating methods and data capture in RAMM <p>Each LAMP goes through.</p> <ul style="list-style-type: none"> - What is the purpose of the asset? - What is its function? - Covers off network summary by region and contract area. - Lifecycle management component - Levels of service - Network growth and demand - For the barriers LAMP it talks about Functional, partially functional, and non-functional. - Network age and condition - Breakdowns the condition across a range of different parameters. - Condition monitoring - Financial forecast <p>When these LAMPs are initially published, they will be PDFs on the Highway Information portal, but we want to move away from creating PDFs and expecting people to engage with the information on that platform. Looking to move to an online interactive platform.</p> <p>Barrier strike is huge at the moment. These LAMPs won’t show barrier strike but will capture asset deterioration. Storing knowledge of places where fibre and cable is interweaved in the barrier. The lifecycle plan will enable to start planning for the future.</p> <p>We want to be able to understand the national perspective.</p> <p>There was a research paper that was done which looked at strikes on barriers and it equated it to dollars. So as the asset increases so does the likelihood of strikes. We are not there yet but the intent is to start thinking about the maintenance piece as well as the renewal piece.</p>	<p>Mark O’Connor</p>

Results of condition rating – barriers



Results of condition rating – signs



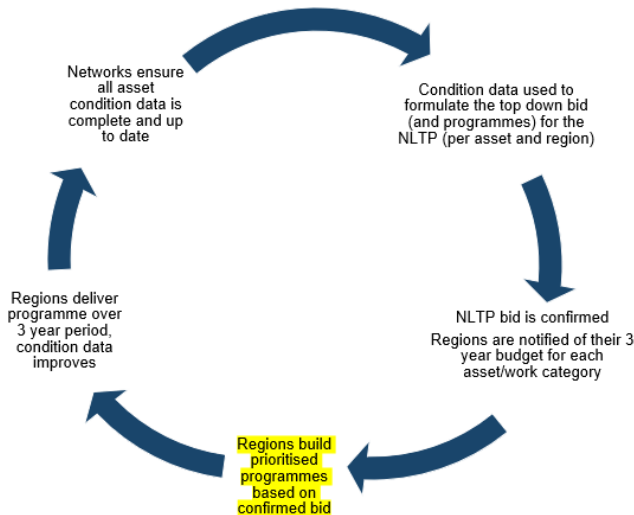
IAG feedback on condition rating

From FH:

- **Barriers** – Very similar condition criteria, no barriers to FH adopting LAMP criteria.
- **Large signs** - Very similar condition criteria, no barriers to FH adopting LAMP criteria.
- **Unlined SWC** – Not clear how to determine treatment lengths from the information provided. Condition criteria difficult/ complex to rate. Without seeing the full LAMP, this appears to be extra time/ effort to implement.
- **Streetlights** - Very similar condition criteria, no barriers to FH adopting LAMP criteria.
- **Specific trees** – Similar risk assessment, no barriers to FH adopting LAMP.
- **Delineation** – survey/ inspection methods are significantly higher, particularly on higher road class. Material cost to implement.
- **ATP** – as above for delineation.

Next steps (for suppliers)

- Assessments now set up in RAMM for barriers and signs.
 - Training/awareness - what is needed?
 - Adding and updating condition records
- Next will be culverts and USWC (including standard approach for treatment length segmentation)
- Moving to condition rating methods in LAMPs (includes some trialling and feedback)
- Prioritised programmes in three-year plan (SM018)



2.2 NPV enhancements for 24-27 NLTP bid.

Peter
McDonald

As part of SMO18 that is going to be coming out, there is the preliminary NPV spreadsheet. It is different to the usual NPV spreadsheet. The preliminary NPV will then become your final NPV once you have done your final investigation and design work. It is not extra work; it is work that should've been completed in the first place. It has just become more targeted to the fact that these things need to be done to determine what is going in the next annual plan and it's not left until the end to determine whether it fits, or it doesn't.

Industry will be able to plan further ahead with their renewals programme.

All field highlighted must be populated.

Sheet

- Update the FY Inputs. Year 1 field to 2024/25, 25/26,26/27.
- Complete the Site Detail Sheet. Complete summary for treatment and all the normal maintenance history as per normal. Complete the assessed maintenance fields. These should include estimate of yr. 0 and yr. 1 costs that will be used in detailed NPV. Populate AADT and HV%
- Complete Estimate sheet. Input unit rates for all treatment options these should be consistent with the latest JUNO ICC template rates. For the Preventative drainage, where it is considered, there is an opportunity to significantly defer or avoid a rehab by "fixing drainage" populate with the works/estimates for all work considered necessary through to revised RHAB year.
- Complete Traffic Calcs sheet. Most of this should be basic information. Note this only informs the basic "DESA group" the treatment fits in, it does not have to be exact.
- Complete Maintenance cost model info sheet. Add output of maintenance cost model(s) data appropriate for the site/location/region.
- Complete Do min cost model sheet. The future maintenance must be updated with the supplier's maintenance cost data supplied.
- Complete NPV spreadsheet. There are NPV spreadsheets for each pavement loading category as examples. Those not required can be deleted. The 1st treatment option will default to the cost on the associated Risk Level on the estimate sheet. It is expected the subsequent renewal and maintenance treatments will be in line with Maintenance cost models and expected new asset performance. In the examples next rehab treatments have been timed based on "risk" with low risk >30 yr. before next rehab, Medium Risk > 20 before next rehab, and High Risk <20. The Do min option should use the Do min cost model data. It should not have a pavement treatment before yr. 7.

Notes.

The preventative Drainage option should reflect the costs in the estimate sheet and an indicative MIS and renewal strategy that maximises the benefits of the preventive drainage works proposed. (Default next rehab and subsequent renewals=low-cost option)

Industry raised the amount of effort to assemble these and advised the Waka Kotahi website still has the old template on it.

ACTION# 1 – Jack to send out a note clarifying what is required for the year.

All NPVs for 23.24 should be done. Those that are already complete don't need to be redone in the new template. Jack and Peter are happy to sit down with the local teams to assess how long these NPVs take.

2.3 TREC progress and update

Scott
Elwarth

TREC scope is made up of two major components.

- Recovery. Continuation of what the NOC contracts have been doing ever since the event.
- Rebuild. More significant realignments through trickier sites. Those projects will go on a journey through design, planning, consenting and delivery.

Tairāwhiti, Hawkes Bay and a bit of BOP East (2.5 NOCs) will transfer into the Alliance (TREC) 1st October 2023.

Roles currently in place

Tony Gallagher – Project Director. ALT report into Tony.

Scott Elwarth - OIM

Mel Taylor – Value Manager

Ngawati Apanui – Pou Arahi

Stella Castelow - Comms and engagement manager

EOI didn't hit the mark and created a bit of confusion.

Going through a process of identifying resource within Waka Kotahi which would be beneficial to be embedded into Waka Kotahi.

ACTION#2 – Mike to speak with Dave Adams regarding resourcing needs and identifying any gaps.

Scott took an action away to speak with Dave Adams about socialising a NOC transition Plan with Tracy ten Hove and Sean O'Neil and follow up with a presentation to IAG as needed.

Issued raised with Scott included:

- Management of teams and resources (particularly in BOP where only part of the NOC area is to be transitioned.
- Who manages processes associated with the NLTP funding for rehabs etc?
- Does the NOC RAMM and other data capture remain unchanged?
- Are there any changes with the Incident call number / response?
- Are they on track for the 01 October 2023 milestone?

The disruption scale – there are distinct isolated pockets on SH2, but everywhere on SH35.

TEA BREAK

Item 3 – Industry Matters

3.1 RAMM Pocket 10 issues

Acknowledged that there are still a lot of problems with pocket 10 – usability issues/control functions/synching issues etc.

Phil has a meeting with Think project next week. Phil to invite Peter Brown (acting National Manager M&O) to turn up the pressure.

ACTION#3 – A letter to Think project on behalf on Waka Kotahi is required. Mike to explore this.

The fixes/improvements need a degree of urgency. Industry and Waka Kotahi are paying premium prices for missing data. There is a level of frustration from suppliers.

3.2 Approval and processing of variations (VSFs) in RAMM

Discussion on modifying existing Waka Kotahi defined control measures for VSFs, e.g., to remove need for separate PSF4a approval etc, and do everything (end-to-end) in RAMM.

Processing of VSFs in RAMM – Tracy ten Hove

As the industry continues to strive for efficiencies in information management and as we move closer towards AMDS implementation, Higgins have been looking to gain greater benefit through using RAMM as an end to end, one source of truth collaboration tool. Currently, RAMM allows all contractors to claim variations (VSFs), with the full schedule of agreed rates included whereby the client (Waka Kotahi) can approve the claim within RAMM.

However, RAMM is basically only being used as a job dispatch and claiming tool where it relates to VSFs, because the submission and approval process of the VSF is required to be done separately as per Waka Kotahi process, as detailed further below (e.g., use of the modified PSF4a form).

Higgins would like to progress a single system process through enabling estimating and approval capability in RAMM, to remove the duplication of having to do this step through the current VSF process and separate form. This would mean that variation jobs would be loaded from the outset into RAMM, with adjustments to the scope, quantity and estimate developed and agreed in RAMM. If we could use the estimating function within RAMM, as opposed to the current process of manging this through the VSF forms, Waka Kotahi and Contractor would have an end-to-end single source of information. This would provide a reasonable level of efficiency but also visibility into VSFs status and history.

Higgins are conscious that Waka Kotahi's process guidelines may require some review with respect to moving towards centralising both information and process into one seamless system. In terms of streamlining and finding efficiency in the way we work together; it would require a Waka Kotahi documents to be revised to reflect utilising RAMM for variations rather than running two systems.

Key extracts from Waka Kotahi current documentation and control measures to manage and process VSFs is provided below:

5. **Variation Payment Control**

The Network Manager should ensure that the following variation payment control steps are completed:

- Receive a completed Variation Service Form (VSF) from the Contractor (modified PSF4a).*
- Review the VSF validity against the content of Volume 1, Conditions of Contract, to determine validity of variation, and in particular if it is outside/inside the profile boundaries of any of the risks contained within Schedule 13 or Schedule 18, the Contract Risk Profile.*
- Review the VSF against the content of Volume 4, Maintenance Specification, to determine whether it is within the scope of an outcome performance measure or within a specified service. Volume 5, Appendices, should also be looked at, as it is often overlooked and adds more specified service depth to the specification.*
- Review the VSF against any issued NTTs during the Contract tender period, as these form part of the Contract and often 'amend' the contents of a Contract document volume.*

Tracy/Phil Wall

Tracy/Phil Wall

- e. Review the VSF alongside Volume 3, Basis of Payment, which defines how the payment should be made, e.g., lump sum, measure and value, provisional sum, as well as any necessary calculations.
- f. Review the VSF alongside Volume 2, Schedule of Prices. The schedule contains measure and value items with rates provided by the Contractor, and some of these rated items may be used in variation cost calculations, e.g., items 2.4, Principal's Risk Non-Routine Maintenance Treatments. Any new rate shall be based on or built up from the Schedule of Prices contract rates, reviewed and agreed as and when proposed.
- g. Analyse the impacts and consequences of an approved VSF, e.g., change of contract inputs and outputs, impact on Contractor's resource levels, and Contractor's capability.
- h. Assess the value of releasing the VSF service to a supplier outside the Contract, with respect to market sustainability. Aspects to consider include:
 - Size of project/current procurement guidelines
 - Synergies with other planned maintenance work
 - Speed required to get the work done.
 - The effort required to tender the work.
 - Liability issues if work is completed outside the Contract.
- i. Obtain a peer review decision from the Maintenance Contract Manager or an independent advisor.
- j. Notify affected parties of the change where necessary.
- k. Record all observations/decisions on the VSF form, refer Part 3, and implement accordingly.
- l. Sign approved/declined, provide copy to the Contractor.
- m. File the VSF.

7. Variation documentation

The Maintenance Contract Manager shall keep a record of all approved/declined VSFs in the Contract file. Approved Variations also need loaded into SAP with a description, reference and variation value before they can be administered via the Payment Claim process. These records must be readily accessible by internal auditors.

The record shall include a running register of all approved/declined VSFs and their value, and each shall be uniquely numbered.

The authentication and management process in place currently stifles innovation with respect to extracting system and data efficiency. We consider this process a good candidate, at hopefully a simple case in which to look for effectiveness in data systems and adjust Waka Kotahi documents to reflect change. We would also like to prompt the related question to ask how have Waka Kotahi been looking at AMDS and its current process guidelines to enable the contractor, professional services and Waka Kotahi to operate more seamlessly through a single platform?

ACTION#4 Tracy to update the content above to reflect a collective view from Industry and then distribute back to the group.

ACTION#5 Get the PM for the ADMS migration along to the next meeting. Noting Max from BAS is no longer working for Waka Kotahi. Mike Manion to find out who the PM is for the project and get them along to the November meeting.

3.3 Over dimension activity permits

Issue with over dimension loads coming through without any notifications.

Process – Anyone with a load over a certain dimension must get a permit which is administered by an OPIA team in Wellington (part of Waka Kotahi). Part of that permit process is identifying when they will be travelling (usually at night-time) and the TMC will be notified.

The issues some NOCs are facing are.

- No notification
- Poor/inaccurate details
- Damage to signs/corridor assets
- Disruptive to operations
- Abuse at closures

Solution

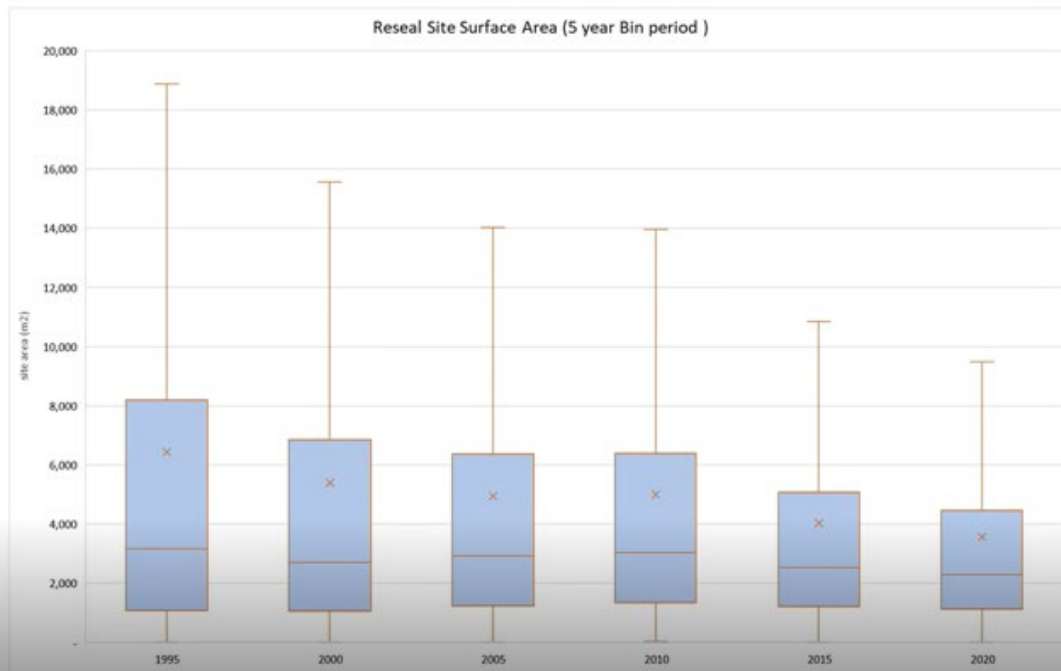
- OPIA enforcement?

MCM/SM at Waka Kotahi acknowledge the issue and have tried to link back to OPIA to no avail.

ACTION#6 Any feedback/examples on Over dimension issues to be provided to Mike Manion by COB 25 August 2023 so that a letter can be written to OPIA to improve the situation.

Adam H

Treatment Length Analysis



This graph shows 5-year buckets.

Here is a photo that shows that there are sites out there with less-than-optimal decisions are being made around where treatments start and stop.



Sealing Productivity

Comparison	Tonnes Sprayed	JCH	Tonnes per JCH Hours
2005/2010 Average	916.25	4483.5	0.208
2022/23 Average	633	3950	0.167

Over the past 30 years:

- Sealing site length averages - reduced by 40%
- Tonnes per day of bitumen sprayed per crew - decreasing trend over time.



Larger renewal lengths

- Better network delivery
- Improve network condition.
- Reducing TTM impact
- Carbon equation

If the average length of a renewals site was 100m greater and you had 60 sites across the network per year. That equates to 6km of additional delivery without any site set ups.

Solutions

- Stop splitting sites up.
- Strategic approach to joining up smaller sites.

In 2013 there was a change in directive and part of that pushed us down the path of segmenting the network. We need to be better at forward planning and better at the cost estimation.

If we went back and looked at the previous 1 or 2 years, and said on average the rate was..., surely then that would give us a rough estimate for that years' worth of cost?

We have lost knowledge on sealing.

Drainage improvements would be beneficial.

We need to build "needs based" programmes.

ACTION#7 Jack H to remind his team for alignment in planning/delivery/funding piece. CMT need to programme collaboratively. Peter McDonald can provide this reminder to the Network Managers team.

Item 2 – Waka Kotahi Updates continued

2.5 NZGTTM – update on the Pilot process

NZ Guide for Temporary Traffic Management

Current Update



- Pilot Contracts proceeding for next 12 months
- Lessons learned to be assessed and shared
- Commercial implications to be monitored.
- ASM and TREC to be early adopters

Mike Manion

LUNCH BREAK

12:35pm-1:30pm

Item 2 – Waka Kotahi updates continued

2.6 Pothole response

Successful compensation claims below. Claims have doubled since 2017.

Mike Manion



Compensation claims

2017	2018	2019	2020	2021	2022
320	284	388	298	421	796

Source: Waka Kotahi NZ Transport Agency / Herald Network graphic

Prevention

Peter Brown’s (acting National Manager for M&O) commitment to the Waka Kotahi Board

1. All at-risk sites will have been identified and holding treatments will have been discussed/undertaken pre-winter.
2. Monitoring of at-risk sites will be occurring at frequent intervals and additional monitoring will occur immediately after significant rain events.
3. Where potholes are identified, they will be made safe (temp repair, warning signage/cones, TSL) as soon as possible (even though Contracts say 48 hours response)
4. At-risk/deferred sites have been programmed into the 23/24 annual plans.

These matters are to be discussed within Contract Teams but are not to be construed as initiate a Variation.

General position

- Waka Kotahi has a duty of care to road users in how it builds and maintains the state highway network. This means that Waka Kotahi has a legal responsibility to take reasonable care when maintaining the state highway network to prevent foreseeable incidents on the state highway network. However, the duty of care and legal responsibility depends on what is reasonable given the limited time and resources Waka Kotahi operates with. Waka Kotahi can’t prevent all issues from occurring and prioritises maintenance work on the state highway network based on data and modelling. Once we, or our contractors, learn of a defect on the road, we have standards and processes in place to help us fix defects within a reasonable time period.
- When drivers face damage to their vehicles because of defects in our roads, we look to understand whether Waka Kotahi and our contractors have acted reasonably. To do this we consider:
 - what caused the defect.
 - whether Waka Kotahi or our contractors have responded to the defect consistently with our standards and processes; and
 - whether Waka Kotahi or our contractors have been negligent.
- We would consider that we, or our contractors, have been negligent if either party failed to take proper care in responding to a defect. In such a case, it may be appropriate to compensate the customer for the reasonable costs of repairing the damage caused to their vehicle. However, if we, or our contractors, acted reasonably, neither party should be liable for the damage caused by the defect.

Maintenance Specification Requirements

Reminder of contract commitments

OPM GROUP 6.1.3: POTHoles (10% SAMPLE SIZE, MEASURED MONTHLY)				
OPM	ROAD CLASS	CONTRACT STANDARD	DEFECT	PIP
24	NSHVH (Motorways and Expressways only)	≤ 1 defect per audit section.	Pothole > 150mm in diameter.	48 hours
25	NSHVH	≤ 3 defects per audit section.		
26	NSH, RSH	≤ 4 defects per audit section.		
27	RCH, RDH	≤ 6 defects per audit section.		

Key Contract Requirements

Levels of Compliance

- It may be necessary for the Contractor to undertake inspections more regularly than required by the measured frequency. This would verify that the contract standards are being achieved and reduce the Contractor’s risk exposure in indemnifying the principal from claims arising from defects, or occurrence of monthly at-risk payment deductions.

Principal's Intervention Period (PIP)

- Principal's Intervention Period (PIP) means the period in which the Contractor must rectify any particular instance of a defect that is identified by a third party, the Principal or the Contractor, and constitutes a potential safety hazard, may adversely reflect on the principal or is considered offensive, regardless of whether or not compliance with the contract standard is being achieved.
- PIPs are not exclusive to audit sections.
- Events deemed to be an immediate safety hazard will be managed as an incident response. (1-2 hours subject to Classification)

Routine Sealed Pavement Maintenance

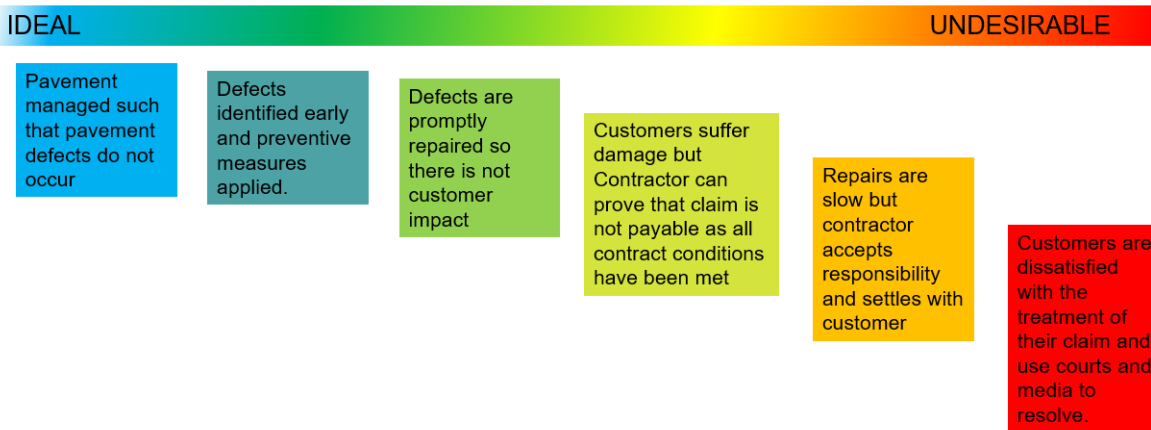
- Pavement Maintenance is the care and attention of the roadway to maintain its structural integrity and serviceability, and the preventive works taken to mitigate the propagation or escalation of faults. Work typically includes:
 - a) Crack sealing, pavement patching and repairs
 - b) Potholes, rut filling, depressions and edge break
 - c) Shoulder maintenance.

2.3.2 Levels of Compliance

Sample Size and Measured Frequency

It may be necessary for the Contractor to undertake inspections more regularly than required by the measured frequency. This would verify that the contract standards are being achieved and reduce the Contractor's risk exposure in indemnifying the principal from claims arising from defects, or occurrence of monthly at-risk payment deductions.

Desirability Spectrum



INDEMNITY

General Conditions of Contract

7.1 Indemnity

- 7.1.1

Except as otherwise provided in the Contract the Contractor shall indemnify the principal against:

- Any loss suffered by the principal which may arise out of, or in consequence of the carrying out of, or remedying of defects in, the Contract Works.
- Any liability incurred by the principal in respect of injuries to Persons or damage to property which may arise out of, or in consequence of the carrying out of, or remedying of defects in the Contract Works; and
- Any Costs the Principal may incur in respect of that loss or liability.

Response to Claims

Suggested response from Waka Kotahi legal team, where claimants quote the Consumer Guarantees Act.

- "The Waka Kotahi obligation to maintain the State Highway network is not subject to the protections set out in the Consumer Guarantees Act and the Act is not a relevant consideration in assessing a customer's claim for compensation."

Further,

We are not funded to provide a defect free network.

"The principal acknowledges that it is almost impossible to have a fully compliant Network at all times;" (Section 2.3)

The Contractor has a responsibility to inspect the Network at appropriate frequencies, to receive advice from others on the existence of defects and to repair defects within reasonable timeframes. (PIPs or Incident Response)

Road users have a responsibility to drive to the conditions and to expect potential hazards.

It is expected that road users carry insurance to cover themselves against the risks of accidental damage.

Who Manages the Complaint?

Contractor

Principal

Timing

Routine Maintenance and Physical Works

Carrying Out Work

- Take responsibility for the safety of customers.
- Maintain a safe, reliable and resilient Network.
- Enhance the Principal's ability to focus on improved customer service.
- Carry out work with minimal impact on customers.
- Respond to customer requests and manage expectations.

Carrying Out Work

- Liaise with Contractor if necessary.
- Respond to customer queries and record interactions within the CRMS.
- Task Contractor to carry out various routine maintenance works as a result of customer feedback, e.g. mowing, litter.

Network Reporting

KRA Reporting

- Evaluate and agree on KRA Score.

Annually

STEP 1: Collecting relevant information.

The first step after receiving a claim from a customer is to collect as much relevant information as possible to review the claim, including the:

- full name of the person who was driving the vehicle.
- registration plate number.
- date and time of damage/incident.
- A detailed and specific description of the exact location of the pothole (for example, south of White Road intersection, northbound lane, approximately 250m north from the access of the rest area; or north of Black Road, southbound lane, approximately 80m south of the curve warning sign).
- details of how damage occurred.
- police report (if reported); and
- photographs of damage and the road condition (if available).
- evidence of damages and cost to repair the damage.

This information is collected by Waka Kotahi where Waka Kotahi receives the claim direct from the customer. The customer should be told that the information they provide will be forwarded to the respective contractor that manages the relevant road (**NOC Contractor**).

Waka Kotahi should also check whether we have received any other complaints about the same or a similar defect.

If the claim is sent by the customer to the NOC Contractor directly, the same information noted above should be collected, and the relevant Waka Kotahi Maintenance Contract Manager and Network Manager should be notified of the claim.

STEP 2: Review and action by NOC Contractor

Next, the NOC Contractor must determine whether the customer should be compensated for the reasonable costs of repairing the damage caused to their vehicle. In deciding whether to compensate, the NOC Contractor should review the customer's claim and consider:

- the information provided by the customer.
- the number of claims about the same issue – if there have been multiple complaints, we generally want to take a similar approach to each claim; and
- the NOC Contractor's own actions in response to the defect, i.e.:
 - whether the NOC Contractor failed to comply with all necessary processes/procedures/standards (noting that these will differ with each contract and road classification).
 - whether it is unclear if the NOC Contractor has complied with all necessary processes/procedures/standards
- The NOC Contractor should then reply to the customer using the template acceptance or rejection of claim letters (attached to this guidance document).

STEP 3: Review of a NOC Contractor decision by Waka Kotahi

- If a customer is unhappy with the decision by the NOC Contractor, Waka Kotahi should review the decision of the NOC Contractor. In conducting such a review, the Regional Manager or their nominee should consider whether the NOC Contractor has complied with our standards, processes and procedures for maintaining the state highway network.
- It may be appropriate to offer the customer some or all the compensation the customer is claiming after a review by Waka Kotahi. You should consider the factors listed under Step 2 above when deciding whether to pay compensation.

- We need to be proactive in inspection and repair.
- Need to be smart when using “special mix”. When is the right time?

ACTION#8 Adam to pull that data to show the increase in heavy pavement maintenance in RAMM and share that with Jack.

Mike to have a deeper look at where the 792 claims were across the network. Is there any commonality? Do we need to invest in some research?

There is a network condition tool that will be available shortly which will be able to identify areas of customer’s concern.

2.7 IDM update from Waka Kotahi on progress/ timing and industry input
Project Director for IDM – Rob Campbell.

Rob’s task will be kickstarting the IDM. Waka Kotahi is aware that they are not where they want to be but there have been some good reasons for the delay with the focus being on the impacted regions from Cyclone Gabrielle.

Rob acknowledged that communication has been sporadic so one of his priorities is bringing that forward so that Industry is aware where things are at.

It will be a priority to engage with Industry not just for sharing information purposes but to also get key stakeholders involved in some of the workstreams.

The IDM will be a fundamental change in the way we work (internally and externally).

Still the plan for a 2026 full roll out.

There will still be a transition phase. Waka Kotahi wants to test some of the concepts before it rolled out wider.

There are a bunch of contracts that have already rolled over and Waka Kotahi may need to add a bit more time to some of those. Regarding the extensions, Wayne Oldfield’s team has been looking at this and should be out in the next few weeks. There will be certainty for the contracts subject to performance.

Procurement plan will need to be worked through.

Rob
Campbell/
Derek
Robertson

Item 2 – Waka Kotahi updates continued

2.8 OPM workshop update and progress

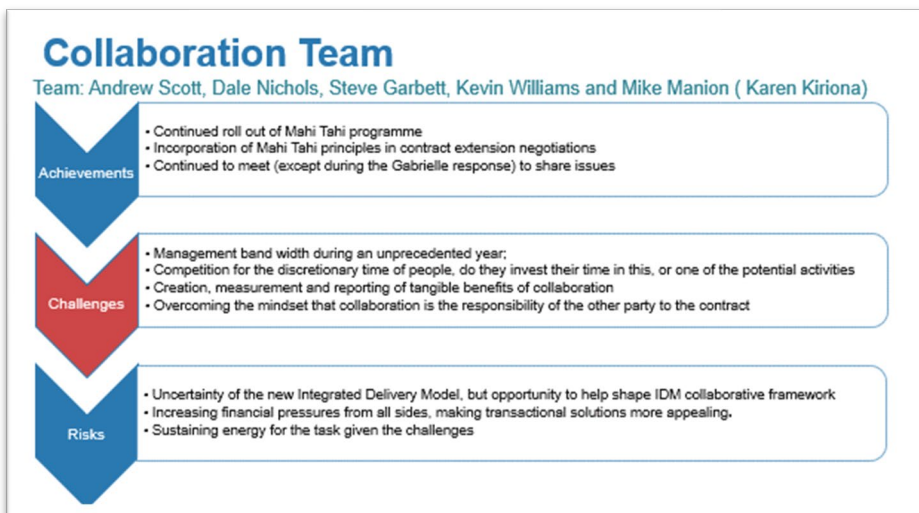
- Michael is the Principal Contract Manager and looks after the MCMs in the South Island.
- At the workshop there was broad range of knowledge. Ranged from 3 months – 7 years.
- Every NOC was represented except two.
- Line of sight was shown to the auditors (through to Ministry of Transport and Industry)
- Process was discussed and the importance of having good sampling.
- Bulk of the day was spent going over how to audit and how to use the visual auditing guidelines.
- Discussed what was next for OPMs and that auditors won’t disappear regardless of the model we go with.
- Competency and training/certification of the auditors to ensure we are getting the right result for all parties.
- Potential use of AI in the future
- Michael feels that the forum needs to continue. IAG said the preference would be that this would be via TEAMS to keep time and travel costs down.

Michael
Ballard

Item 4 - General Business

4.1 Update from ILM-M Focus Groups by group leads.

Systems, Safety, Innovation, Collaboration, People and Sustainability





Innovation Focus Group

Achievements

- Innovation KPI is now part of the NOC performance framework (measured but not scored)
- Innovation award to be run again as part of the Waka Kotahi/ NZIHT conference in May 2023

Challenges

- Getting Waka Kotahi Performance team to accept a KPI which aims to drive culture and move away from metrics used in the past.
- Getting buy-in to make the Innovation KPI part of the scoring, which we ultimately believe is required to drive

What's next

- Supporting Lee Mackenzie with the Innovation fund as and when required (?)
- (This could also be a challenge) – maintaining the focus group with a useful purpose – now we have got some initiatives ticked-off and underway, what does the group need to turn its attention to (other than turning the handle to keep the existing items going)?



People Focus Group

Achievements

- CCNZ EPIC M&O Campaign development – direct lineage to the NoC Contracts
<https://epicwork.nz/road-maintenance/>
- Road maintenance stories running - <https://epicwork.nz/real-stories/>
- EPIC Careers in Road Maintenance campaign has resulted in amplified reach and increased awareness of the importance and opportunities of work in road maintenance
- Awards Submissions increased in 2022

Challenges

- Development of People in M&O new talent in the sector

What's next?

- CCNZ EPIC Campaign implementation and development opportunities for people



Safety Focus Group

Safety Submission sent to NOC Review team

- Suggested a review of the safety KPIs, set up a discretionary fund to use for the minor safety interventions, review procurement for safety mitigation measures, review the SCRIM treatment process

Challenges

- Team members are time poor. Review meeting time to get better engagement and attendance at meetings

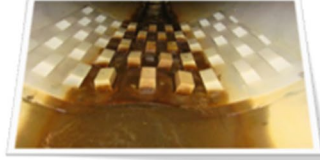
What's Next

- Harmful Interactions Initiatives - Group working with Gus Herniman on Hostile Interactions training for roadside workers
- Awaiting release of NZGTTM to consider next steps from Safety Group



Sustainability Focus Group

- **EV Charging Stations**
 - Determination of EV charger locations on NZ State Highways
 - Draft report complete, team providing feedback
- **Pest Management**
 - Investigation to determine targeted areas/working with others
 - Draft methodology complete, trial sites being sought, team providing feedback
- **Resource Efficiency**
 - Following supplier trial with NOC (Downer)
- **Bio-security**
 - Continuing efforts, hitting some walls though
- **Fish-passage/culvert inspections**
 - Post two projects, now looking at options to focus here



Systems Focus Group

Achievements to celebrate

- Connecting with NAIGG group
- Starting development of a knowledge hub

Challenges

- Requested to assist Sara Marks with the next SHIP
- Annual Plan improvements slow progress

What's next?

- Continue to develop the knowledge hub and assist with Annual Plan improvements. Scope work required from SHIP

Item 5 - Review previous actions

3:25pm - 3:30pm

AOB

7th Working day reporting.

3:30pm

7th Working Day Reporting

Currently reporting 7th Working Day

- NOC 3 Contracts
- Alliances
- Negotiated Extensions
- Some by Agreement

The rest need to come on board

(EC) MARLBOROUGH
(NOC) BOP EAST
(NOC) BOP WEST
(NOC) CENTRAL WAIKATO
(NOC) COASTAL OTAGO
(NOC) EAST WAIKATO
(NOC) HAWKES BAY
(NOC) MANAWATU-WHANGANUI
(NOC) NELSON-TASMAN
(NOC) NORTH CANTERBURY
(NOC) NORTHLAND
(NOC) OTAGO CENTRAL
(NOC) SOUTH CANTERBURY
(NOC) SOUTHLAND
(NOC) TAIRAWHITI ROADS Gisborne
(NOC) TARANAKI
(NOC) WELLINGTON Alliance
(NOC) WEST COAST
(NOC) WEST WAIKATO
AUCK ALLIANCE
MILFORD Alliance

The ones highlighted green are NOC3 and Alliances and they are already doing 7th working day reporting.

We need the rest of the NOCs to come on board. Half are on the 7th and half are on the 20th.

Having two reporting dates is difficult.

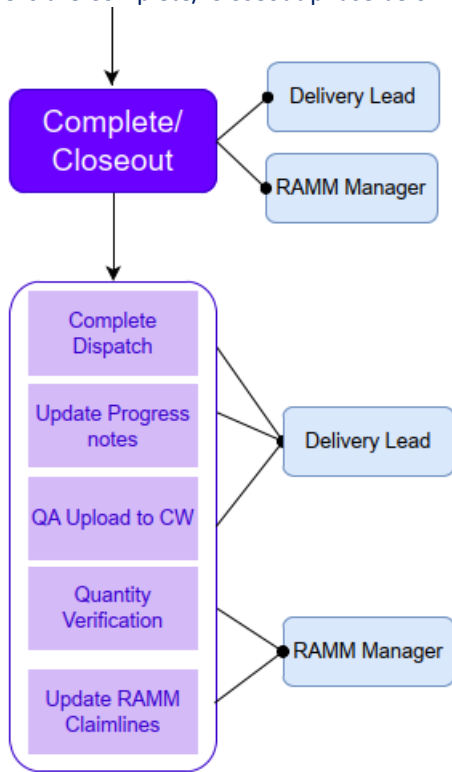
Do we need to add another field in Juno?

Waka Kotahi have access in RAMM to a lot of information, but the interactions in that data base from System Managers and MCMs is variable.

Is the answer as simple as getting each supplier to submit their RAMM contractor output?

The critical information is the % complete/work volume vs dollars.

WTA have a Renewal Process for RAMM they have developed across all work categories and phases in programme for both design and delivery. The action is defining the critical information required by the 7th Working day which to Gary is the Complete/ Closeout phase below.



Date of next meeting: 7th November 2023
Location: Wellington

Future Meeting dates for 2024:
TBC

ACTIONS (from August 2023):

	Action	Owner	Action raised	Due Date	Status
1	<p>Waka Kotahi</p> <p>NPV enhancements for 24-27 NLTP bid. ACTION# 1 – Jack to send out a note clarifying what is required for the year.</p>	Jack	August 2023	November 2023	Open
2	<p>Waka Kotahi</p> <p>TREC progress and update ACTION#2 – Mike to speak with Dave Adams regarding resourcing needs and identifying any gaps.</p>	Mike	August 2023	November 2023	Open
3	<p>Industry Matters</p> <p>Pocket 10 issues ACTION#3 – A letter to Think project on behalf on Waka Kotahi is required. Mike to explore this.</p>	Mike	August 2023	November 2023	Open
4	<p>Industry Matters</p> <p>Approval and processing of variations (VSFs) in RAMM ACTION#4 Tracy to update the content above to reflect a collective view from Industry and then distribute back to the group.</p>	Tracy	August 2023	November 2023	Open
5	<p>Industry Matters</p> <p>AMDS ACTION#5 Get the PM for the ADMS migration along to the next meeting. Noting Max from BAS is no longer working for Waka Kotahi. Mike Manion to find out who the PM is for the project and get them along to the November meeting.</p>	Mike	August 2023	November 2023	Open
6	<p>Industry Matters</p> <p>Over dimension activity permits ACTION#6 Any feedback/examples on Over dimension issues to be provided to Mike Manion by COB 25 August 2023 so that a letter can be written to OPIA to improve the situation.</p>	Mike	August 2023	November 2023	Open
7	<p>Industry Matters</p> <p>FWP site lengths and productivity impacts ACTION#7 Jack H to remind his team for alignment in planning/delivery/funding piece. CMT need to programme collaboratively. Peter McDonald can provide this reminder to the Network Managers team.</p>	Jack	August 2023	November 2023	Open

8	Waka Kotahi ACTION#8 Adam to pull that data to show the increase in heavy pavement maintenance in RAMM and share that with Jack.	Adam	August 2023	November 2023	Open
PREVIOUS ACTION POINTS STILL ONGOING:					
1	Waka Kotahi Action 1# Peter Connors to send a recognition email/letter to Stacy G on his contribution to the IAG.	Peter Connors	May 2023	November 2023	Ongoing
2	Waka Kotahi Action 3# Peter to share a graph showing the road worker/user accidents over time.	Peter Connors	May 2023	November 2023	Ongoing
3	Waka Kotahi Action 5# Pete Connors to talk to Hinewai Hausman and Phill Wall about the use of Juno Viewer for achievement of renewals.	Peter Connors	May 2023	November 2023	Ongoing
4	Industry Action 6# Each supplier is to review the condition rating methods highlighted in each of the LAMPs (Lifecycle Asset Management Plans) and advise on if there was impact of doing the assessment. Please provide feedback directly to Mark.O'Connor@nzta.govt.nz	Industry	May 2023	End of August 2023	Ongoing
5	Industry / Waka Kotahi Action 7# Michelle and Mike to catch up offline regarding Industry Matters.	Michelle Farrell / Mike Manion	May 2023		CLOSED
6	Waka Kotahi Action 8# Peter to talk with Rochelle & Phil to discuss the issues and go back to the supplier.	Peter Connors	May 2023		CLOSED
7	Waka Kotahi Action 9# Rochelle to share "in confidence" draft SM018 with IAG members (on proviso it is not distributed beyond recipient members due to its provisional status).	Rochelle Leach	May 2023		CLOSED SMO18 will be released by end of August
8	Industry / Waka Kotahi Action 10# Adam and Rochelle to discuss the publishing of Innovation KRA's to Waka Kotahi website.	Adam Humphries / Rochelle Leach	May 2023	November 2023	Ongoing
9	Waka Kotahi Action 1# Waste Minimisation act Mike to organise the below information for Virginia. <ul style="list-style-type: none"> - A list of sites – Consented first (Actively using, managing as great than 6 months, define the type of site) - Names of MCM who verifiers in each area will be. - A person who will load the data. Compliance needed. We only have class 5 landfills. Need to continue to provide returns.	Mike	August 2022	November 2023	Ongoing

	<p>NOCs going well are.</p> <ul style="list-style-type: none"> - West Coast - Manawatu - Central Otago 				
10	<p>Industry</p> <p>Action 2# Bernie to talk to Shane Avers with Stacy's comments</p>	Bernie	August 2022	May 2023	CLOSED
11	<p>Industry</p> <p>Action #4 Clarification notice that came out in Nov 2021 – Texture calculation for three coat seals, the wording and intent in the notice. Stacy to send the concerns to IAG once completed.</p> <p>Update Nov 2022 – A letter has been sent to Waka Kotahi around P17 and PCDAR texture measurements.</p> <p>Jack to chat with Grant Bosman about the surfacing technical group that he co-chairs with Stacy. That would be a good group to discuss the feedback with.</p> <p>Recommendations;</p> <ul style="list-style-type: none"> • Waka Kotahi forms an industry working group to review the requirements of P/17 to allow for other measures of site performance assessment. • Waka Kotahi, consultants and contractors provide data to agree a correlation between the PCDAR data and the P/17 prescribed sand circled methodology. • Waka Kotahi prioritises an update of P/17 • Discuss and agree a suitable transfer of risk model for combination and 3 coat seals • Agree how the data for Combination seals and 3 coat seals is to be entered into RAMM or what modifications are required to achieve accurate data entry. <p>Update August 2023 – P17 is going to undergo a review this year. Grant is waiting for the funding allocations.</p> <p>Action – Jack to come back to the group and provide an update on P17 going forward.</p>	Waka Kotahi	August 2022	May 2023	Ongoing
12	<p>Industry</p> <p>Action #5 All - Please respond with any comments/feedback to KK by COB Friday 12th August Questionnaire</p>	ALL	August 2022	May 2023	CLOSED
13	<p>Waka Kotahi</p> <p>Action #6 Pete Connor to identify someone from the ILMM to replace Craig West. Chris Jones is the replacement person but still need a sponsor.</p>	Peter	August 2022	May 2023	Remove and close this is the ILMM role
14	<p>Waka Kotahi</p> <p>Action 8# Pete C has been tasked to look at ATP contractually and how we might do it as part of the contract review.</p>	Pete C	August 2022	May 2023	CLOSED
15	<p>Waka Kotahi</p> <p>Action 9# Mike to distribute the new guide for ESMP, IAG to provide feedback.</p>	Mike	August 2022	May 2023	CLOSED
16	<p>Waka Kotahi</p> <p>ACTION #1 – Jack to seek more clarity with Dave Darwin and Steve Higgs on Bitumen Emulsion and forecasting the extra funding within Waka Kotahi in the next NLTP (National Land</p>	Jack	March 2022	November 2023	Open - Progressing

	<p>Transport Programme). In the WK (Waka Kotahi) Board meeting minutes it advised that by 2027 that WK were looking at rolling out Emulsions across all contracts.</p> <p>Yes, this has been allowed for. But what that means is still unclear.</p> <p>Implementation</p> <p>The move from cut-back bitumen to bitumen emulsion will be supported through the phases indicated below:</p> <ul style="list-style-type: none"> For all existing contracts Waka Kotahi will continue to support the use of bitumen emulsions For all new contracts issued prior to 30 June 2024 Waka Kotahi will assess the opportunity to mandate bitumen emulsion on a case by case basis. For all new contracts issued after 1 July 2024 Waka Kotahi will mandate the use of bitumen emulsion for sealing operations. <p>These changes will be applied to all state highway works including maintenance. Waka Kotahi will provide support to local authorities to adopt bitumen emulsions through this process.</p>				
17	<p>Waka Kotahi</p> <p>ACTION#1 – Network Condition KPI. Rochelle to get an update from Barry O’Shea and send to Rachael to send out to IAG members.</p> <p>This now sits with the KRA subgroup. Pete to ask Penny to attend next meeting to provide an update.</p>	Mike	May 2022	November 2023	Ongoing
18	<p>Waka Kotahi</p> <p>ACTION#2</p> <p>Pete to invite Natalie Rowe, Principal Environmental Specialist to the next IAG meeting to provide a 30 min update.</p> <p>Below is the background regarding industry carbon reductions as discussed:</p> <p>Two international agreements are beginning to impact the construction industry from both a procurement aspect and an outcome aspect. These agreements are:</p> <ul style="list-style-type: none"> Agenda 2030 Paris Agreement on Climate Change <p>In 2015 the New Zealand government signed up to Agenda 2030 along with 192 other member states of the UN. Agenda 2030 is a 15-year plan to implement sustainable development across the globe through the implementation of the 17 UN Sustainable Development Goals (SDGs). These goals broadly focus on ending poverty, protecting the planet, and improving the quality of life for all.</p> <p>The New Zealand government is now in the process of implementing the SDGs throughout government procurement. The Government Procurement Rules have been developed to help guide central and local government contractors and call for the implementation of Broader Outcomes. The Broader Outcomes target 4 outcomes:</p> <ol style="list-style-type: none"> Increasing access for New Zealand businesses Improving construction skills and training Improving conditions for New Zealand workers Reducing emissions and waste <p>Contractors are being asked to demonstrate programmes, measurements, and improvements in these 4 areas. This has implication for the construction sector, particularly with regards to the targeted procurement of staff, salary structures, commitments to staff retention and training and a wider focus on waste and emissions.</p> <p>In addition to Agenda 2030, the New Zealand Government was a signatory to the Paris Agreement on Climate Change (2015) along with 195 member states of the UN. This agreement supersedes the Kyoto Protocol, is a legally binding treaty and specific to climate change and associated emissions. Countries are required to submit their Nationally Determined Contributions (NDC’s) of which New Zealand’s is a 50% reduction in gross carbon emissions by 2030 based on 2005 levels and net zero carbon</p>	Pete	May 2022	August 2022	CLOSED – see email from Michelle Farrell. Michelle to reach out to Cara Lauder

	<p>emissions by 2050. These targets are in-line with the overarching Paris targets which are designed to hold “the increase in the global average temperature to well below 2°C above pre-industrial levels” and pursue efforts “to limit the temperature increase to 1.5°C above pre-industrial levels” by 2100.</p> <p>All contractors to central and local government are/will be asked to support New Zealand’s NDC submission through monitoring, reporting and carbon reduction initiatives. This has implications for the entire value chain of the New Zealand construction sector.</p>				
19	<p>Waka Kotahi</p> <p>ACTION #3 Jack Hansby and Peter Robinson to organise an online seminar on the aggregate performance tool for Industry.</p> <p>Link has been sent out and just need to continue to lift the profile.</p>	Jack	May 2022	November 2023	Open - Progressing
20	<p>Waka Kotahi</p> <p>ACTION #1 – Peter Connors to provide a summary report to share with the team on OPMs (Operational Performance Measures) discussed/agreed changes etc. Lessons learned from Gisborne would also be good to share.</p> <p>Update – This is about the changes that went into Gisborne. It was thought that some of these changes could be picked up and implemented into the negotiated extensions. Mike to investigate and share if he can these changes or learnings.</p>	Peter	Nov 2022	November 2023	Ongoing
21	<p>Waka Kotahi</p> <p>ACTION #2 – Jack to set up a group meeting with Peter Robinson and Industry that are ordering GMA.</p> <p>Peter did try on 4th July. Who would be a good person from the sealing team? Jack to have a chat with Peter and have another crack at this.</p>	Jack	November 2022	November 2023	Open