

REG | THE ROAD EFFICIENCY GROUP

The sector supporting the sector

Initial Regional Workshop for

Implementing the ONRC, CLoS & BCA

July 2015

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Road Transport Unit



Who's
sharpening the
tools of our
sector?

Today



- About:
 - All of us learning together
 - Engaging and developing understanding
 - Sharing ideas
 - Continuing the conversation
 - Finding ways to develop and support each other
 - Looking at how we can improve and make it successful

Workshop Overview



Purpose

To support the sector in defining what successful implementation looks like and how to achieve it.

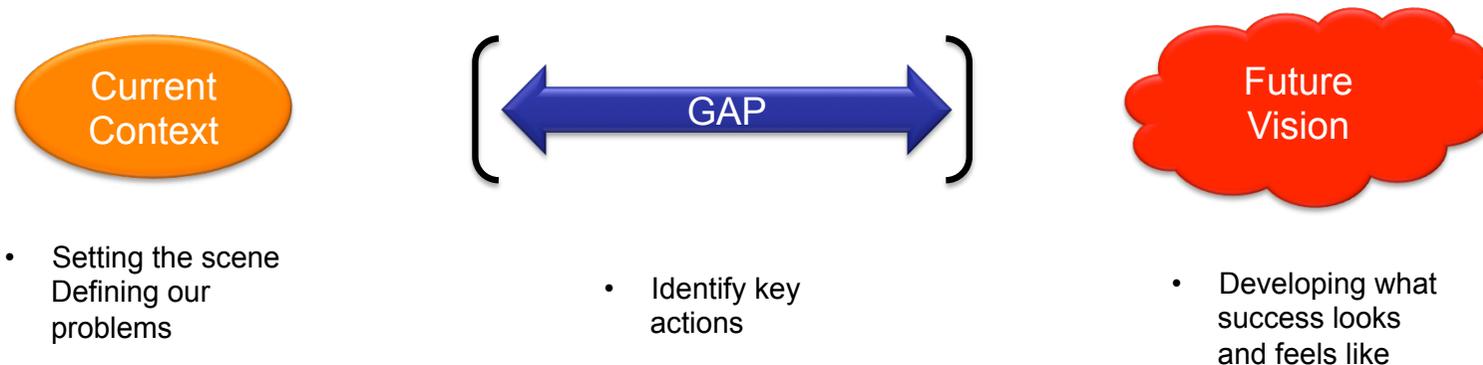
Agenda

- **Overview of workshop**
- **Current State**
 - Scene setting
 - Customer Levels of Service
 - Business Case Approach
 - Shared understanding of the problems
- **Future State**
 - Shared understanding of success
 - Transport System Relationships
- **The Gap**
 - Shared improvement plan, timelines and actions
 - Future workshop engagements

Workshop Process



- Follow a 'guiding' structure
- Built around a tight timeline to create a focus on the key issues.



Our guiding principles for the workshop



- How will we work together and support each other in this workshop?
- What do you want to get out of the workshop?
- My role as facilitator
- Topics tabled (to keep us moving but not lose anything)

Why do this work?

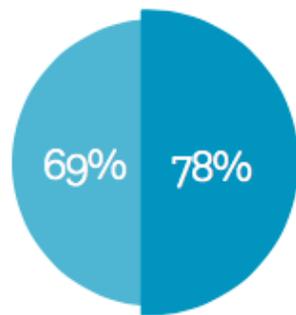
NZ Local Government Survey

Key Results

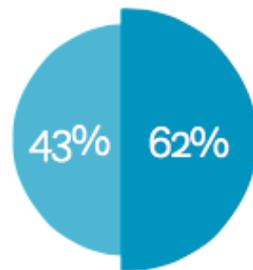
Current Context



Importance of local government to New Zealand



Importance to self



Public

Business

AWARENESS OF LOCAL GOVERNMENT'S ROLE

HIGH (8 in 10)

Parks and recreation, water, waste, noise and animal control, libraries, museums, town planning and building and resource consents

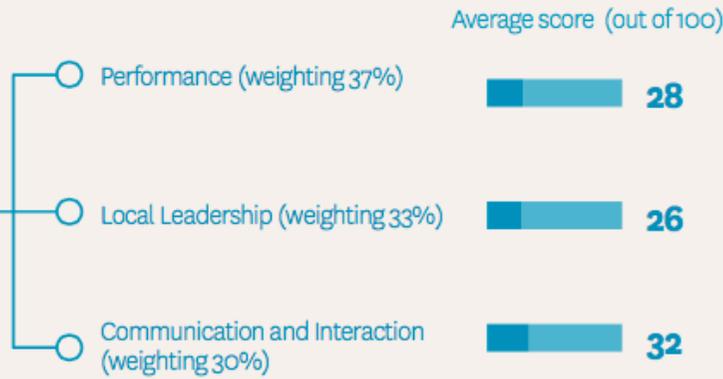
Public transport and health protection

Roads, natural hazards, civil defence and tourist promotion

Major events, economic development, coastal planning and management

LOW (5 in 10)

OVERALL REPUTATION INDEX



Current Context



TOP 3 AND BOTTOM 3 RATINGS FOR LOCAL GOVERNMENT

	PUBLIC	BUSINESS
TOP 3	<ul style="list-style-type: none"> ▶ Keeping people informed ▶ Providing opportunities to have a say ▶ Leading on community matters 	<ul style="list-style-type: none"> ▶ Solid waste management ▶ Managing and improving town centre ▶ Water and sanitation
BOTTOM 3	<ul style="list-style-type: none"> ▶ Trust to make good spending decisions ▶ Value for rate dollars spent ▶ Managing finances 	<ul style="list-style-type: none"> ▶ Building and resource consents ▶ Procurement policies weighting towards local business ▶ Partnerships with businesses

WHAT TO FOCUS ON TO INCREASE REPUTATION?

Current Context



PUBLIC



Performance



Value for rates dollars spent



Trust in spending decisions



Managing finances well



Council staff performance

BUSINESS



Performance



Trust in spending decisions



Efficiency and effectiveness



Locally elected representatives' plans for developing prosperity and wellbeing



Leadership of mayors/ regional council chairs

Scene Setting

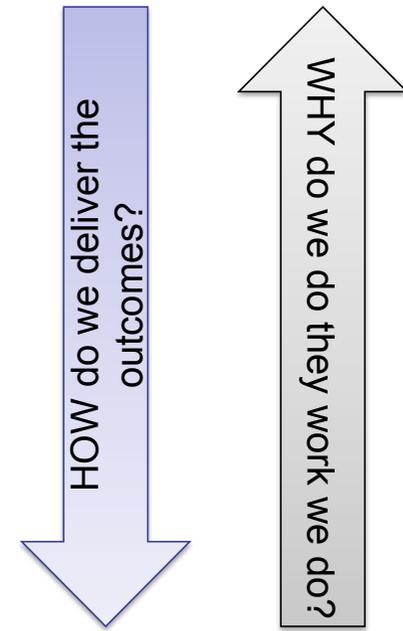
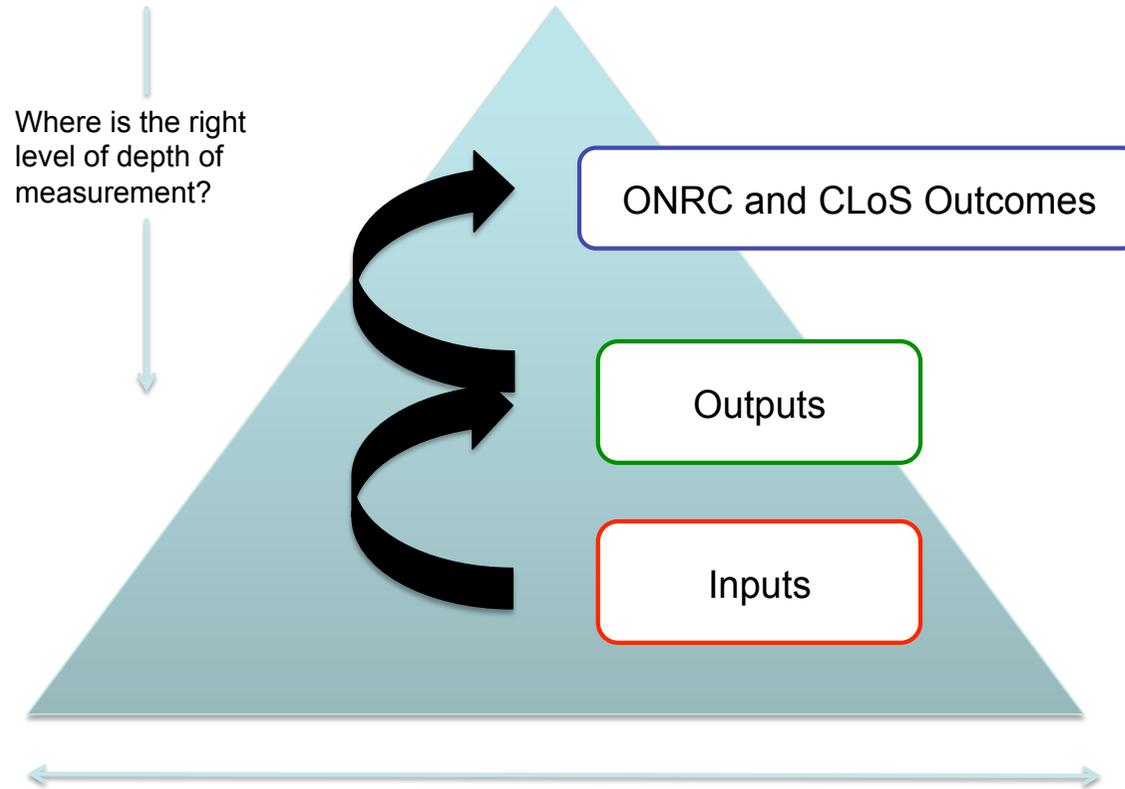
Current
Context



Purpose: to identify where RCAs are currently at with implementing the ONRC and BCA (Transition Plans and continued work since development)

- Highlight where you are at with implementing:
 - ONRC
 - CLoS & Performance Measures
 - Business Case Approach
- Write down where you are each at in the process.

ONRC Performance Measure Structure



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We are focusing on the things that are important to the customer

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Customer Levels of Service

Current
Context



Purpose: to identify how the CloS add value (or not) to decision makers and customers.

CLoS Outcomes

- How do the outcomes add value (or not)?
- Is the outcome applicable to you?
- Suggestions for improvement?

ONRC – Customer Levels of Service

Current Context



Customer Outcome	Safety			Resilience		Amenity		Travel Time		Accessibility		
Measure	Safer Roads	I Feel Safe		No of Journeys impacted	No viable alternative	Ride Quality		Predictable		For Buses	For Trucks	Corridor is Adequate
Description	Reduce Serious & Fatal Injuries	Reduce Collective Risk	Reduce Personal Risk	Number of Journeys Impacted	What effort & Initiatives Should Road be closed	Smooth Travel Exposure	Average Roughness	Variability of Journey times	Bus depart times	Access to Passenger Transport	Class1 & 50 T HPEVs Roads Available	Journey Movements Possible
Target				Yet to be		finalised						

Customer Levels of Service

Current
Context



Customer Promises

- Would these promises help you to ‘tell the story’ of ‘why we are doing this’ to our customers?
 - If yes, then why?
 - If no, then why?
- Suggestions for improvement?

ONRC – Customer Levels of Service

Current Context



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Customer Promise

- We will guide you safely on the network
- We will maintain the form and infrastructure in safe condition
- For strategic roads, we will change the Form to adopt the appropriate level of Risk

- Prepared for Emergencies and Incidents that could disrupt travel.
- We will provide Alternative Routes where feasible and appropriate
- We will inform you of Route Availability and Travel Choice
- We will Restore connectivity as soon as circumstances allow.
- We will carry out Mitigation to avoid route closure where appropriate

road environment and facilities that support an appropriate level of comfortable ride

- operate the network
- We will manage demand on the network
- We will maintain the network to an appropriate level.
- We will provide information on travel time to customers so they can choose when and where to travel. (Provide choice)
- We will operate the network to maximise its effective capacity.

- navigate your way around the network.
- We will provide access to adjoining land to support the role in the transport network, where it does not affect others and the function of the road.
- We will provide infrastructure that meets an appropriate level of accessibility to users to perform their role.
- We will manage the network to ensure it is accessible for different uses where appropriate.

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Business Case Approach

Current
Context



Purpose: to discuss what a BCA means to us and the value it adds to our decision making.

- Identify an example where the BCA has added value to your work?
- How did it add value?
- How could you simply add this into your decision making processes?

Shared Understanding of the Problems



Purpose: to define our shared problems we currently face for implementing the ONRC, CLoS, BCA.

- Identify the problems you see
- Rank them

Develop problem statements



Purpose: to share identified problems and drill down into the route cause of the problem.

- Present top 3 problems from each group
- Exploring the 'problem'



Identify the top three

Future Vision



Purpose: to define what success will look and feel like.

1. Create a list of what you think success will look like.
2. Identify the behaviours each of the parties involved need to portray to ensure success.
3. Draft a one sentence vision statement that summarises your list

Benefit definition



Purpose: to identify the benefit created if the problem is addressed.

1. Develop the benefit that is created for each of the problem statements

Transport System Relationships

Government Policy Statement

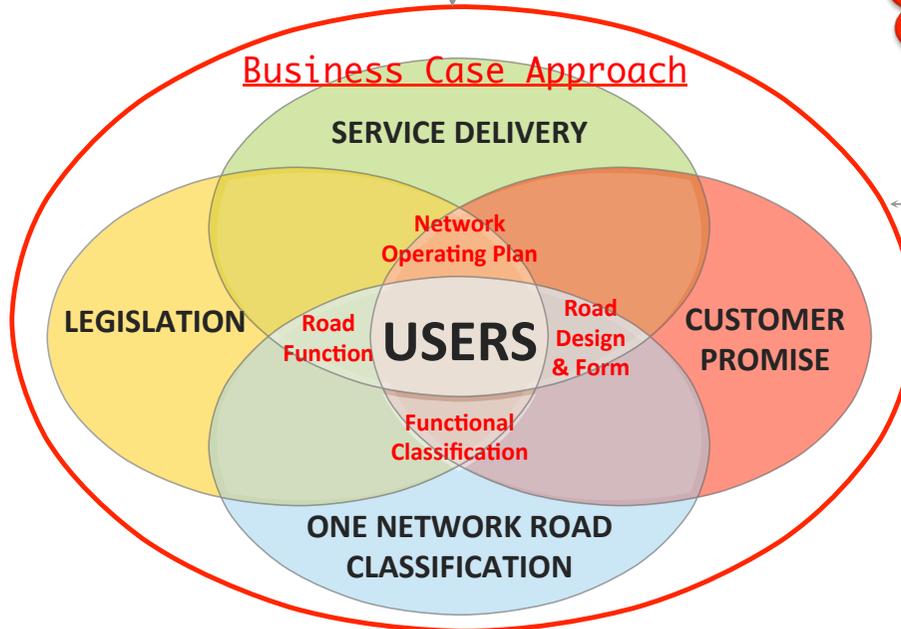
Strategic Direction

Community / User Input

Future Vision

State Highway Plans
Council Annual & Long Term Plans

Business Case Approach



RCA Planning Processes

Activity Management Plans

Regional Transport Programme

National Land Transport Programme

(NZTA Investment & Revenue Strategy)

Operational Delivery

(Operations & maintenance / Capital works)

Investment Decision Making

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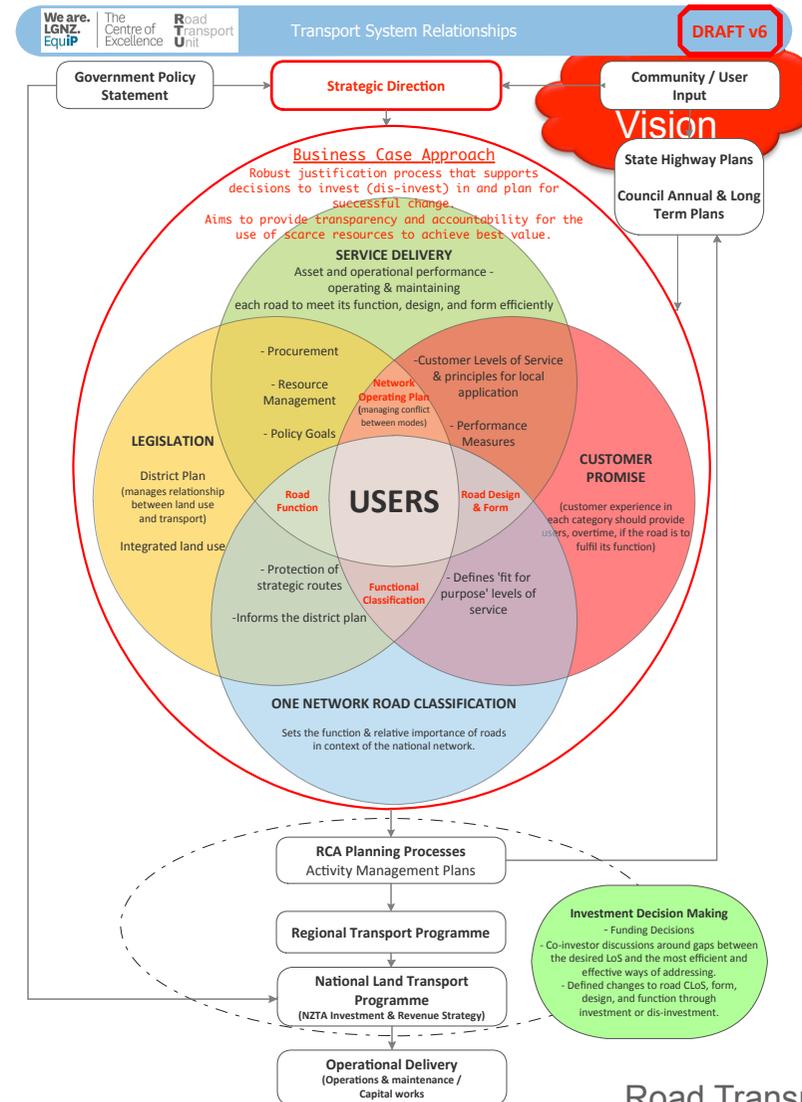
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ONRC / CLoS / BCA

How does it all fit together?

- What is the purpose?
- What is the relationship with other process, systems, legislation?
- How do we clarify this better?



Define Shared Gaps



Purpose: to define gaps in achieving the desired future state of full implementation.

- What are the key gaps?
 - A quick brain storm...shoot them up.

Shared Improvement Plan



Purpose: to provide an opportunity to develop a shared plan to fully implement the ONRC and BCA.

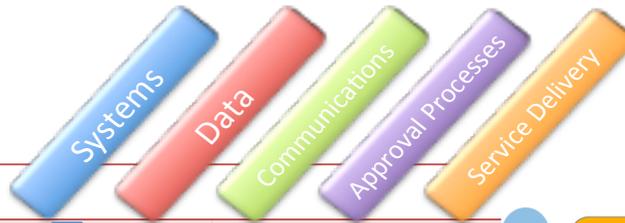
- Define the actions needed to move from the current state to the future vision.
- What is needed to more fully evaluate and define:
 - The gaps
 - The problem statements
 - The benefits

Future Workshop Engagements



- Pillars of Success
- Learning Activities





Learning Activity

Learning Activity	Systems	Data	Communications	Approval Processes	Service Delivery
LA1 - Functional classification	■				
LA2 - Customer Promises, Customer Levels of Service & Performance Measures (to include DIA Performance Measures)		■	■		
LA3 - RAMM		■			
LA4 - Long-term condition and deterioration modelling; use of non-asset variables (i.e. economic, social, and environmental value)		■			
LA5 - Interpretation, analysis, and understanding how to use data	■	■	■		
LA6 - Road network planning	■		■		■
LA7 - Business Case Approach Investment Logic Mapping	■		■	■	■
LA8 - Transport system – why we are doing this, how it fits together, dynamic nature, and ‘sharing the story’	■	■	■	■	■
LA9 - How to effectively use the ONRC, CLoS, and BCA	■	■	■	■	■
LA10 - Managing and leading change			■	■	
LA11 - Communicating and engaging with stakeholders			■	■	
LA12 - Effective collaboration and building buy-in			■		
LA13- Financial & strategic planning systems – improving internal engagement and understanding	■	■	■	■	■
LA14 - Overview of existing knowledge base and tools	■				
LA15 - Procurement & using the CLoS/PM in contracts					■

Outcomes

Culture change is progressed

- Sector capability is increased
- Collaboration is enhanced
- Sector buy-in is increased
- Improve trust across the sector
- Costs are reduced
- Improved investment decision making
- Improved relationships between co-investment partners (RCA/NZTA)

Support high quality delivery

- ONRC & Business Case Approach is fully implemented (in time for 2018 NLTP - Due Nov 2017)
- Implementation is more efficient and effective
 - Implementation is tracked
 - Sector issues identified in a collaborative manner
 - Delivery is on time and high quality
 - Buy-in and understanding is enhanced

Improved governance oversight

- Improved governance understanding and engagement.
- Support to elected members.
- Support to steering groups.

Continuous feedback loop to REG

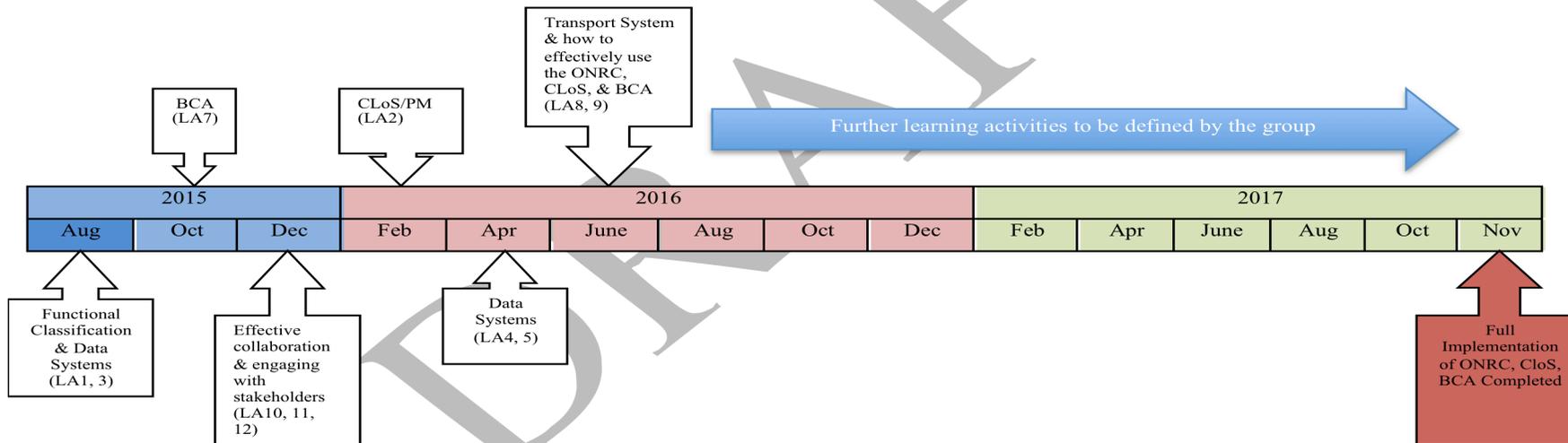
Consider what is important to you



- What do you need for support?
- What would help you to successfully implement the ONRC and BCA across your organisation and supply chain in time for the next NLTP?
- What skills and competencies are important to develop you (and your teams) capability?
- How do we ensure quality delivery?
- What would add the most value to you in your role?

Future Workshops

Southland / Otago Regional Workshop Schedule



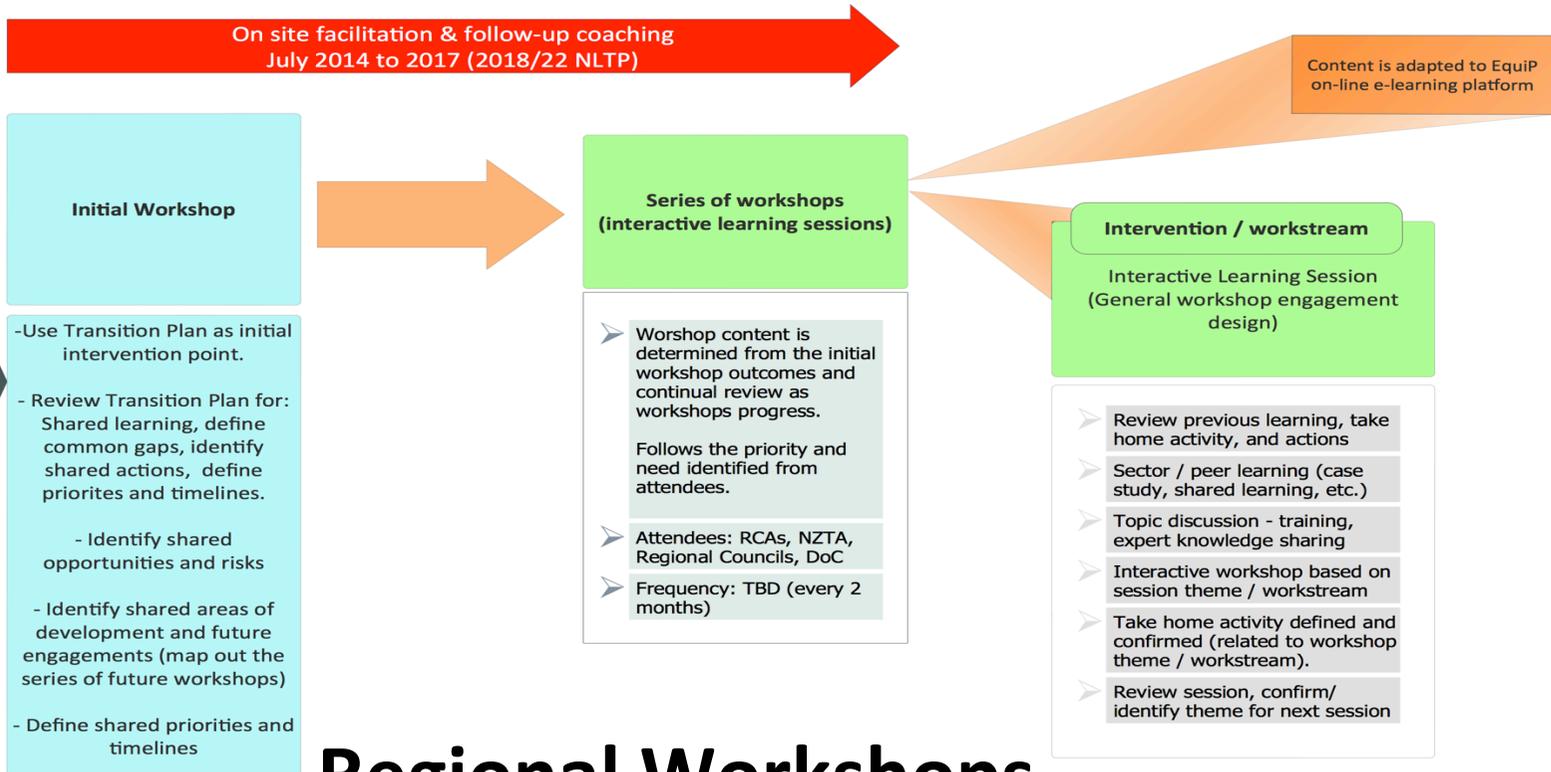
Future Workshop Engagements



Purpose: to define the purpose and desired outcomes from regional workshops

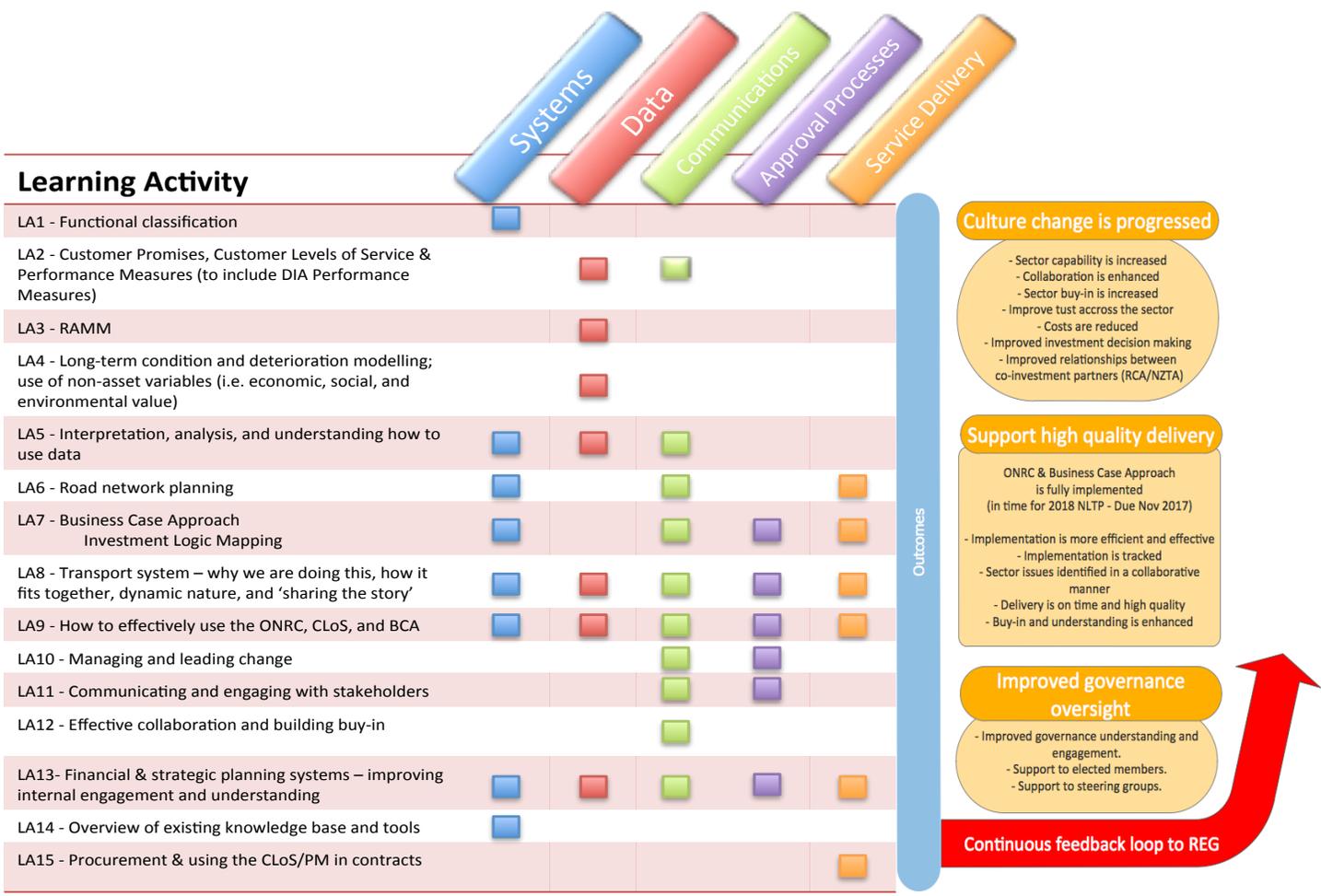
- Purpose of the group
- Frequency of workshops
- Who should attend
- Outcomes and outputs desired
- What are our priorities?

The sector supporting the sector



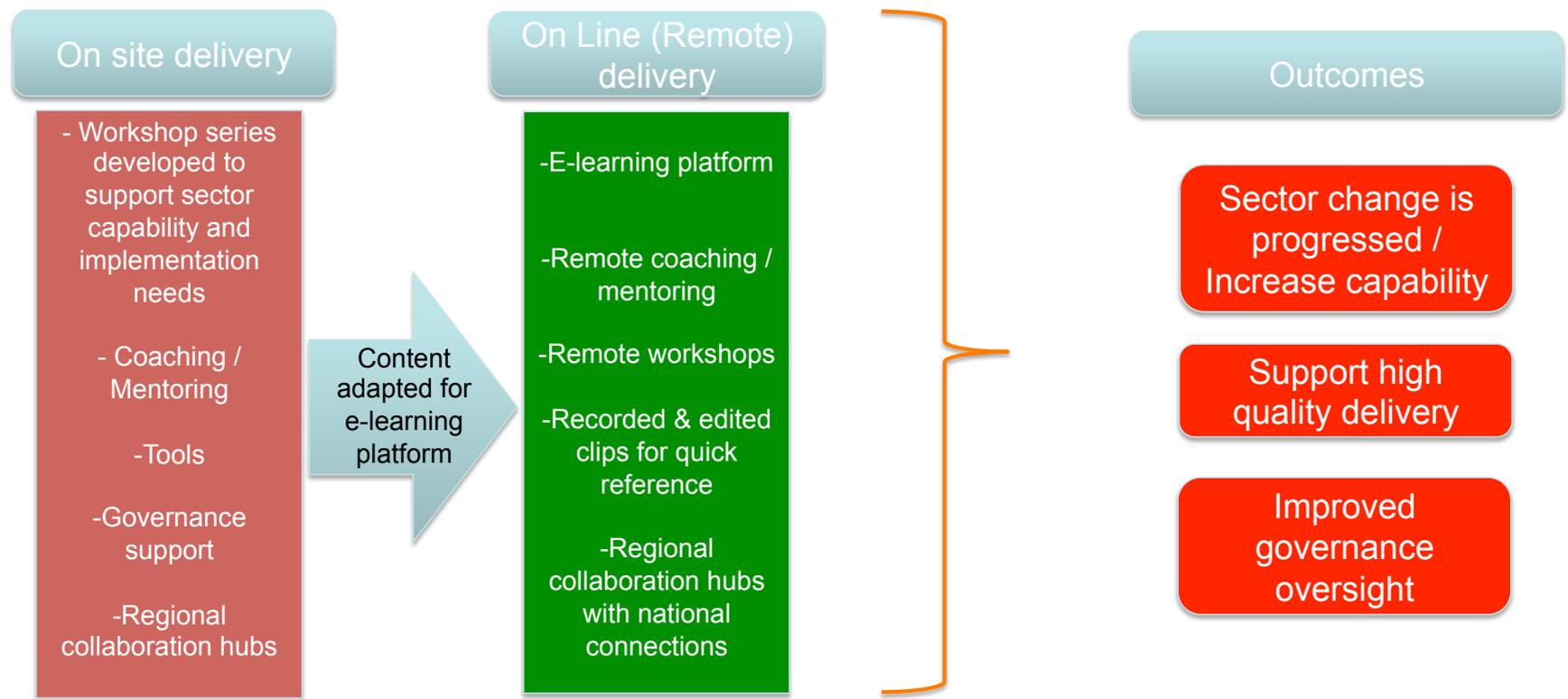
Regional Workshops







Sector Led Change & Support



Summary and Close



- Review
 - List of expectations
 - Table items
- Any feedback on the workshop?
- Next Steps
 - Workshop information consolidated and sent out for comment
 - Participants review and send back comments
 - Terms of Reference DRAFT
 - Workshop outcomes finalised

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