My Agenda Item was;

Applying the NZUAG guide consistently when dealing with non-conformance – update on changes

- NZUAG has completed the first review of the ncop Utility Operator's Access to Transport Corridor
  - Approved by the minister and gazetted 10 September 2015
  - New Code at http://www.nzuag.org.nz
  - Tracked change version and submissions

- Please start using the new code now, if you have please ignore this message

- Get rid of all the old copies

My Agenda Item was;

Update on Code Changes

- NZIHT runs courses on the ncopUOATTC
  – 2 mini courses
  – Understanding national Utilities Code
  – Updating the Utilities Code
- Start using the new code
- Ten minutes will not begin to cover it
- I want to talk about non compliance

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The three TIERs of non compliance

- **TIER 1 administration issues**
  - Errors in data, wrong name, wrong location...
  - Failure to up load site plans, compaction results
  - Failure to update; start and end dates, completion

- **TIER 2 rework or site TMP adjustment**
  - Errors in reinstatement
  - TMP wrong but safe

- **TIER 3 STOP WORK**
  - Dangerous reinstatement situation
  - Dangerous TMP situation

TIER 1   non compliance

- WCC does not issue non conformance notices
  - No impact on UO
  - No impact on Contractor
  - No fee charged
- Annoys and confounds our public
- Wastes RCA time
- Renders accurate reports impossible
  - Who what and where unreliable
  - WHEN, there is no when most of the time
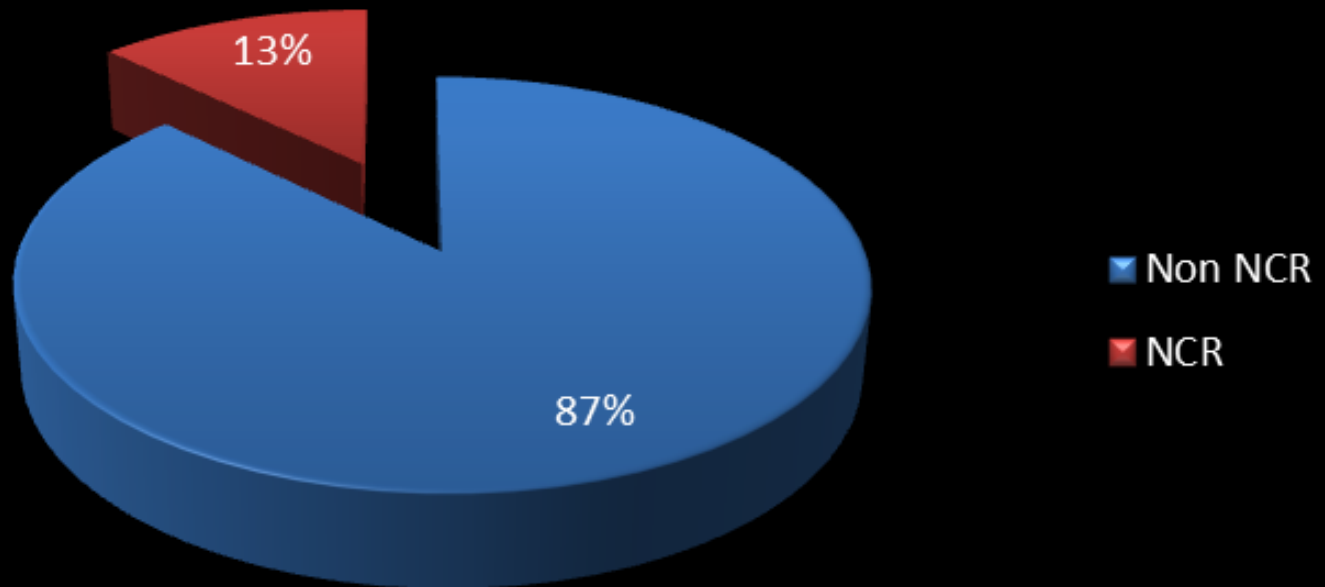
Tier One non compliance
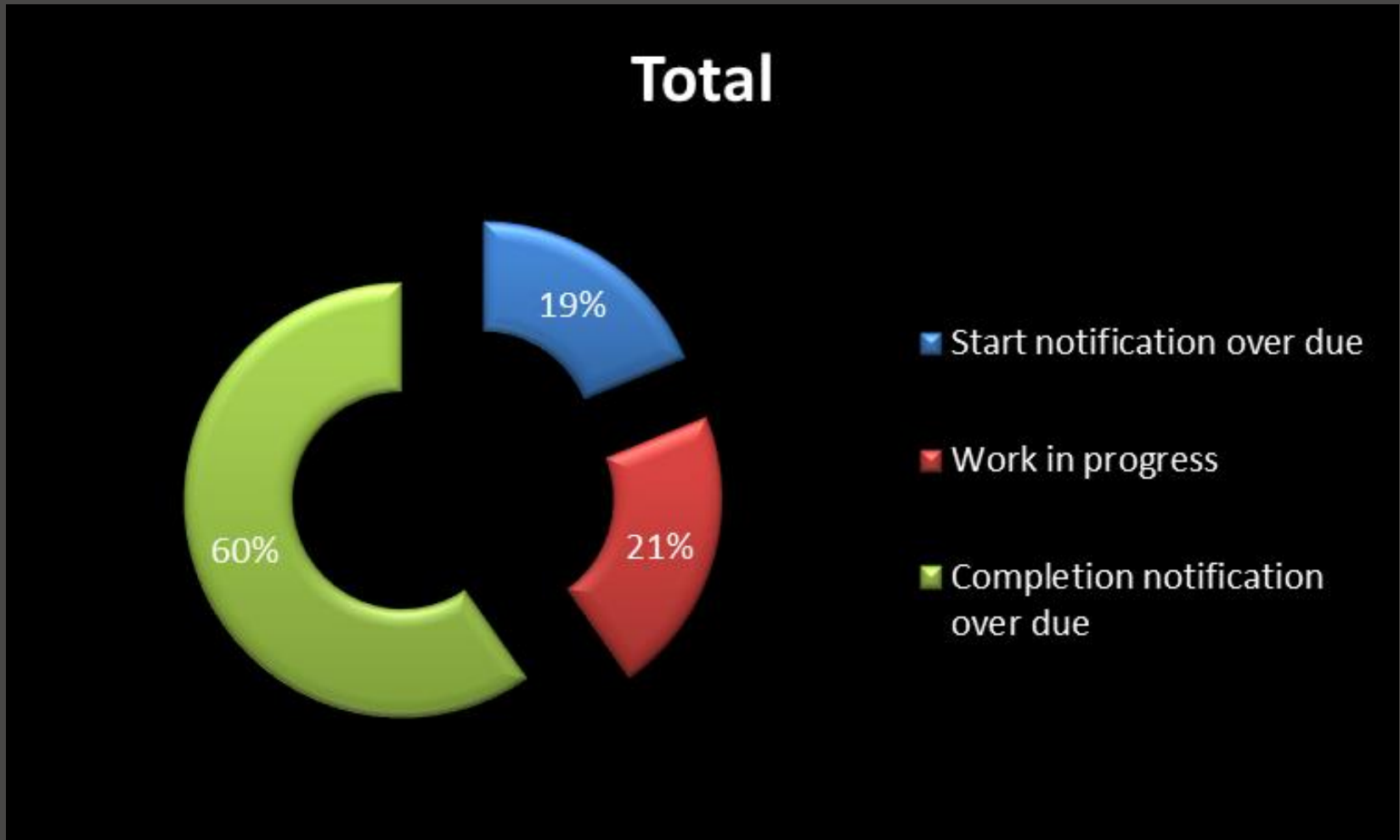
TIER 2   non compliance

- WCC does issue non conformance notices
  - No impact on UO
  - Contractor obliged to absorb rework costs
  - Wasted resources
- Is failure of the UO quality audit process
- Unsurprisingly been criticised for undertaking audits that did not uncover a non compliance

Ratio NCR to total CAR number

TIER 3   non compliance
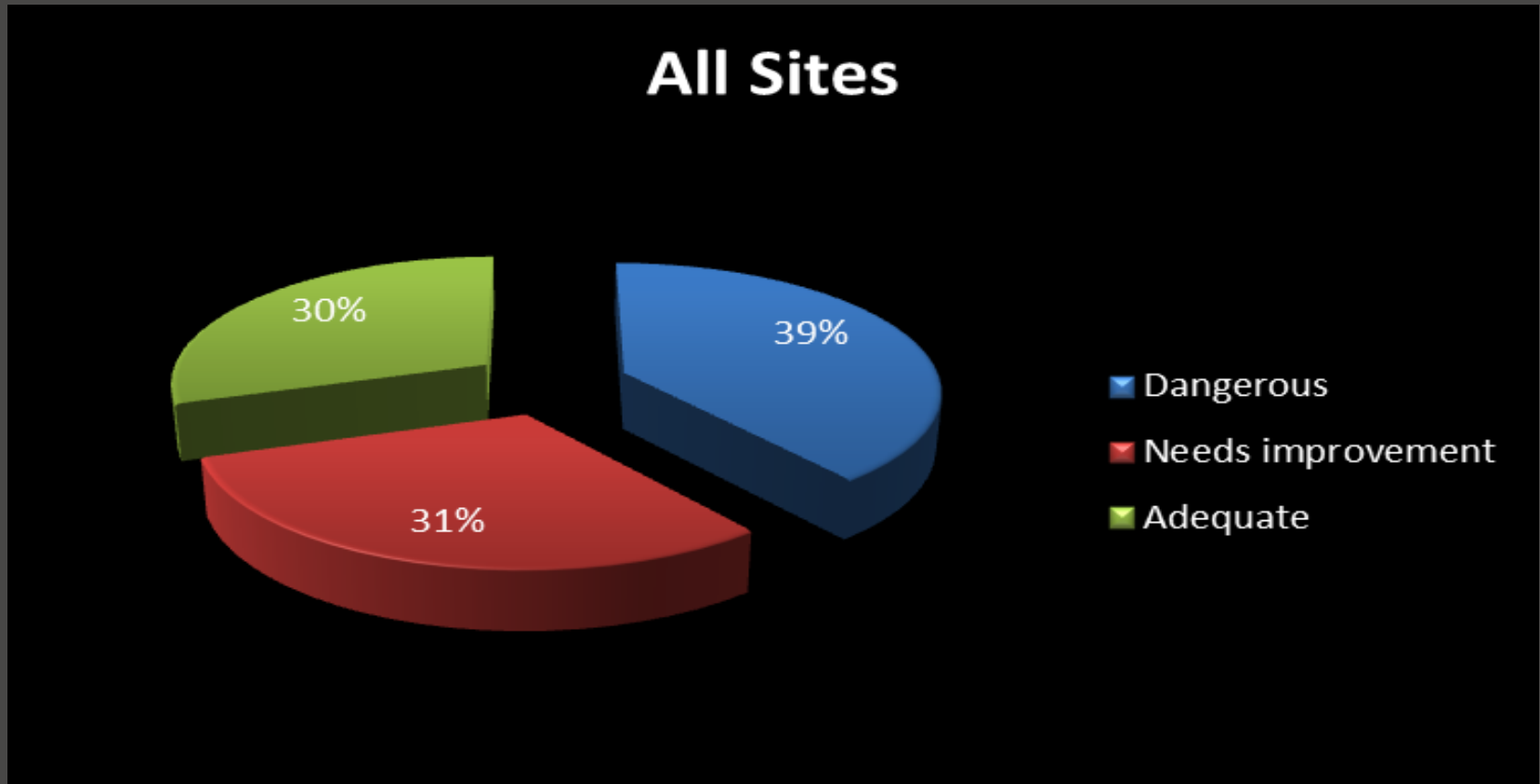
- WCC does issue non conformance notices
  - Immediate impact on UO
  - Contractor obliged to absorb rework and delay costs
  - Some one is in danger
- Is failure of the UO quality audit process
- Presents an unacceptable hazard to road users

TTM Audits

All Audits since (the beginning of time) 2013

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My Agenda Item was;

Consistency

- Some following slides track Non compliance
  - Utility Code
  - Temporary traffic management

- Statistics illustrate remarkable consistency

- Before you ask, I did not just use the same slide over and over

- I would like your help in dealing with these issue

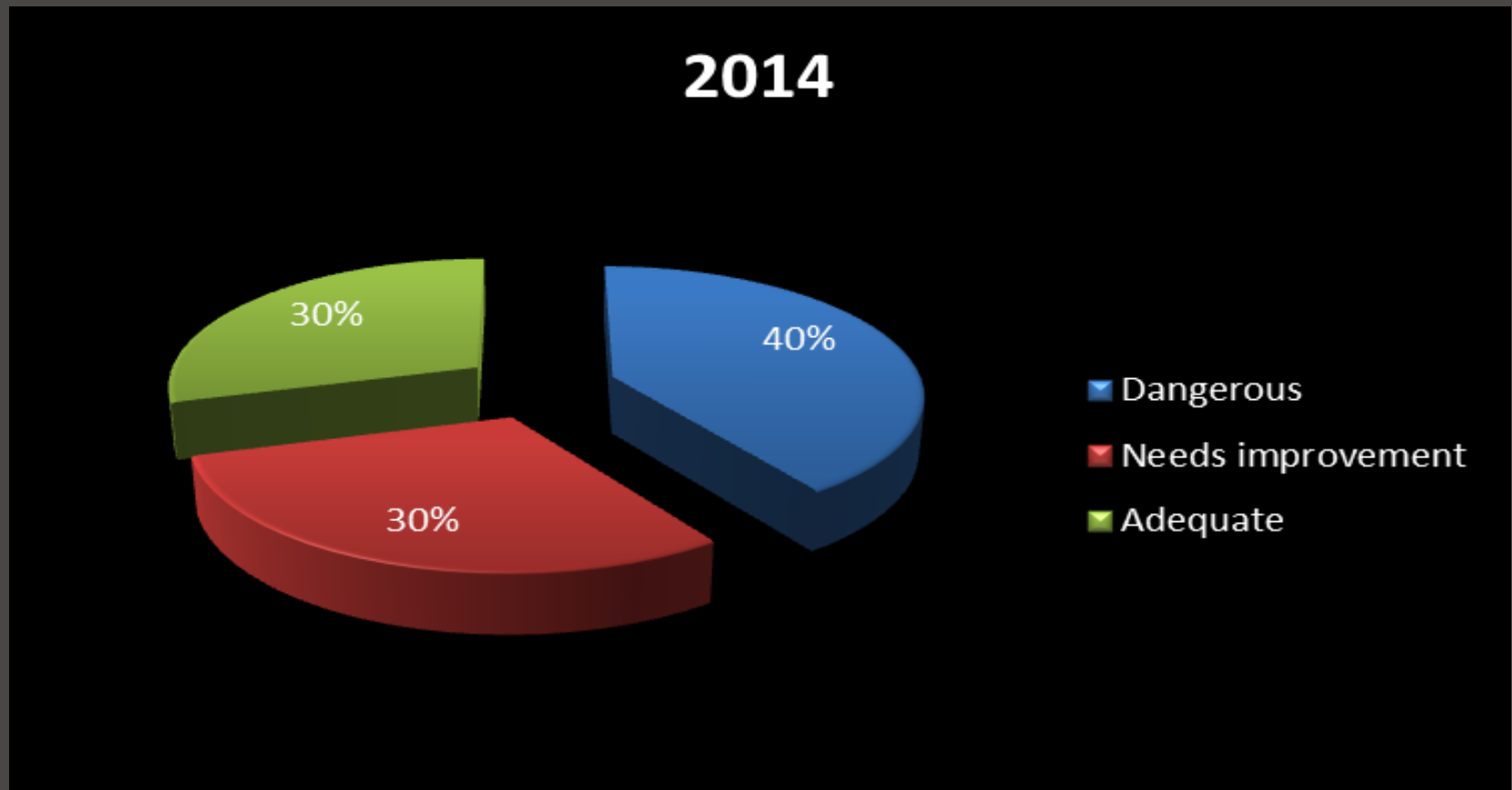- Given the consistency it is likely you are suffering a similar situation
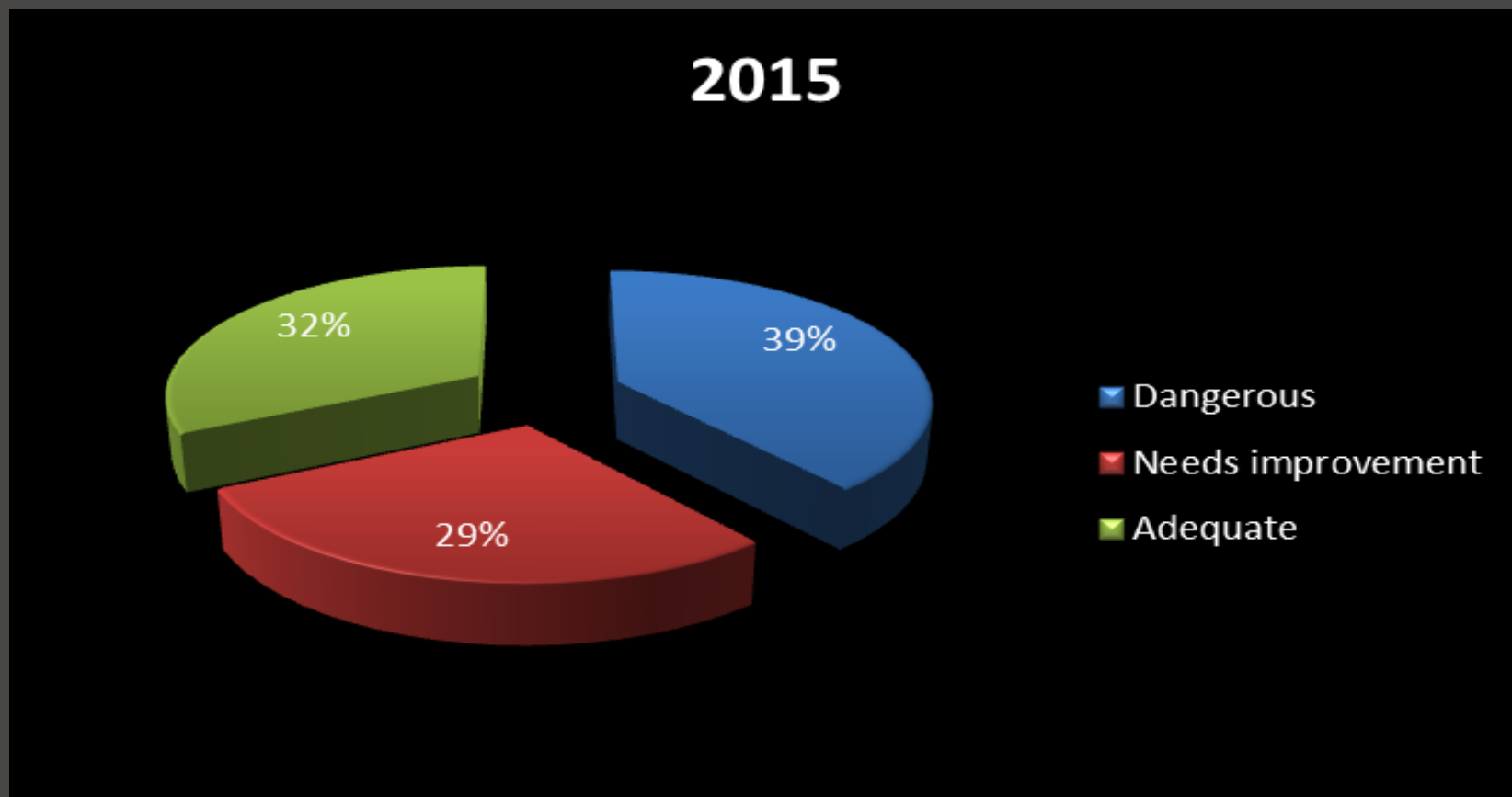
TTM Audits
All Audits 2013

2013

- ■ Dangerous — 35%
- ■ Needs improvement — 55%
- ■ Adequate — 10%
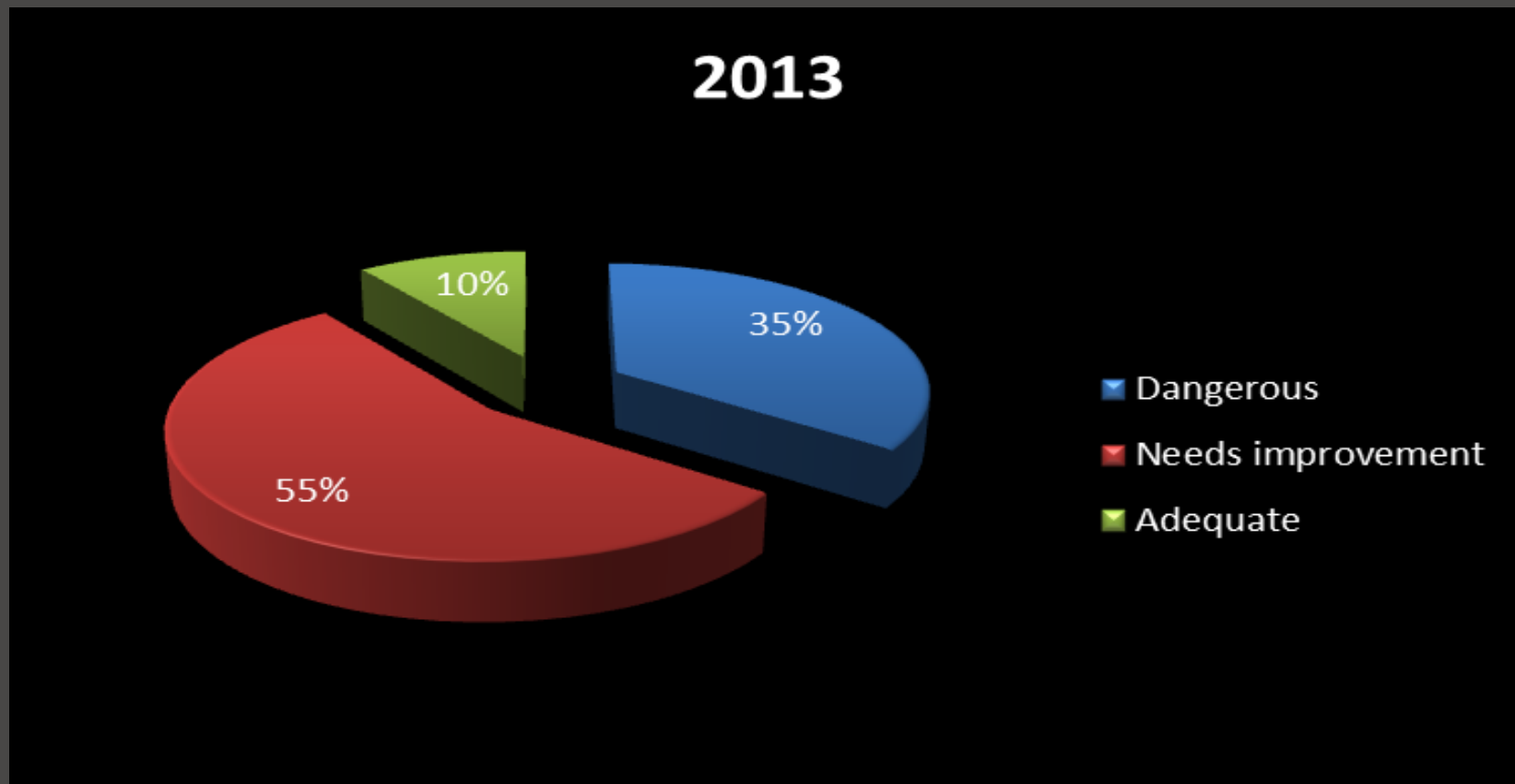
TTM Audits
All Audits 2014

TTM Audits
All Audits 2015

TTM Audits

	All Sites	2013	2014	2015
Dangerous	140	7	52	81
Needs improvement	110	11	39	60
Adequate	107	2	38	67

Ratio NCR to non NCR
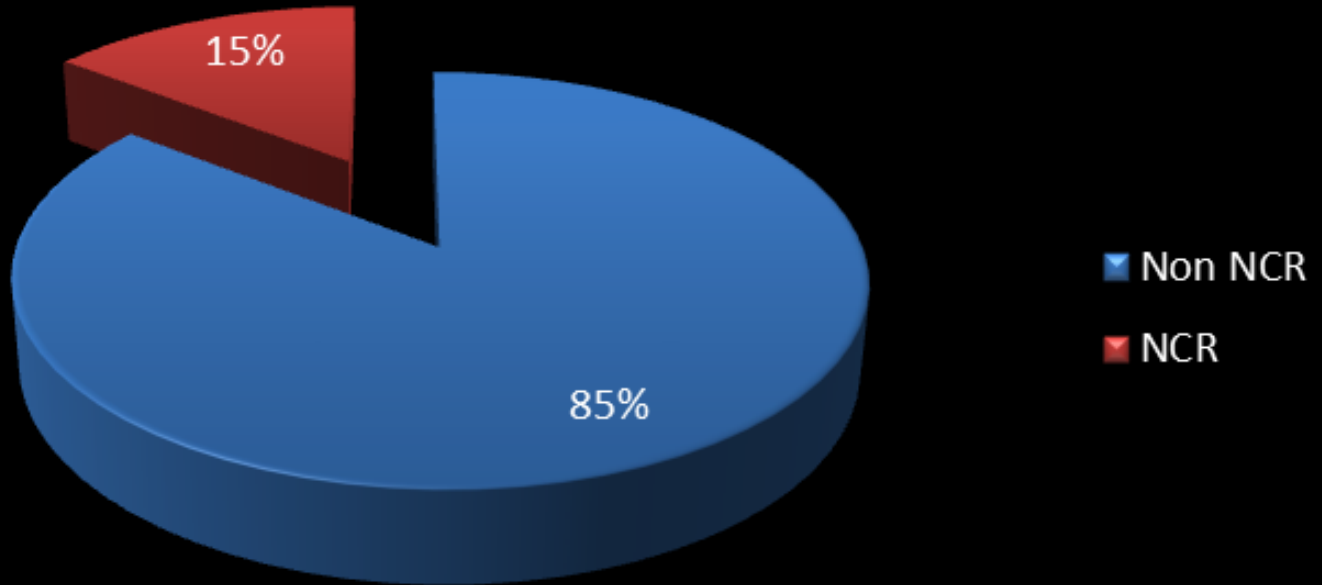

2012

- Non NCR (89%)
- NCR (11%)

Ratio NCR to non NCR

Ratio NCR to non NCR

Ratio NCR to non NCR
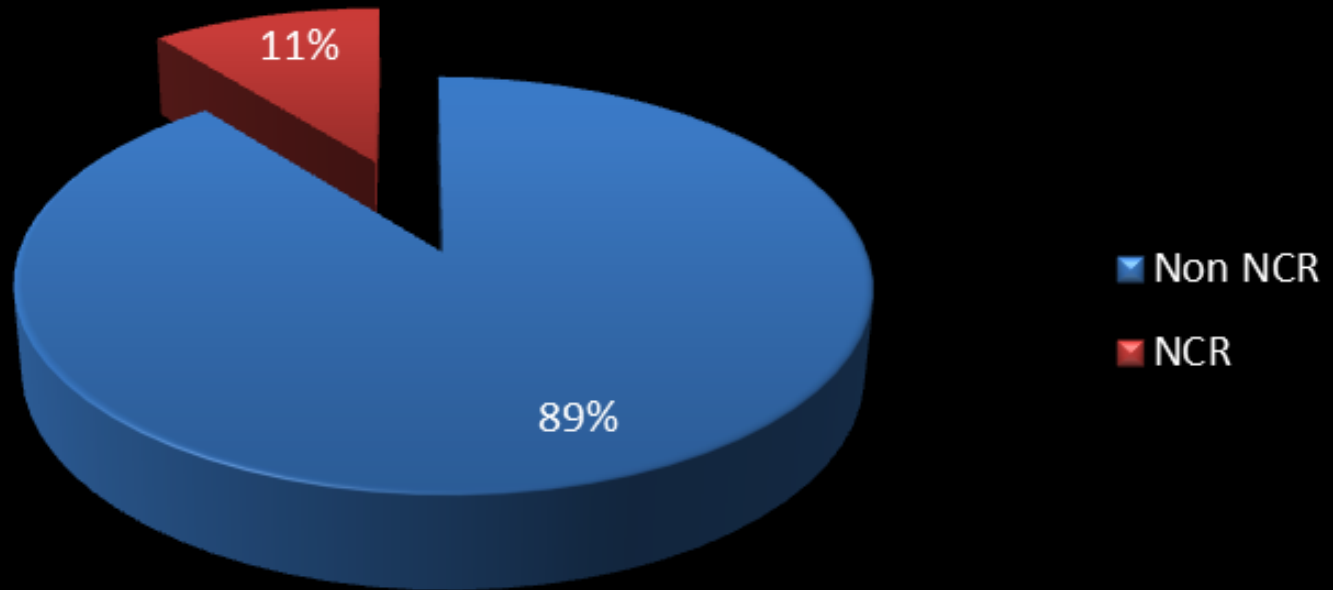
Data table NCR versus non NCR

	2012	2013	2014	2015	Total since time began
Non NCR	4422	4822	3632	4573	17449
NCR	537	832	616	545	2530

Snapshot Status all WCC CAR
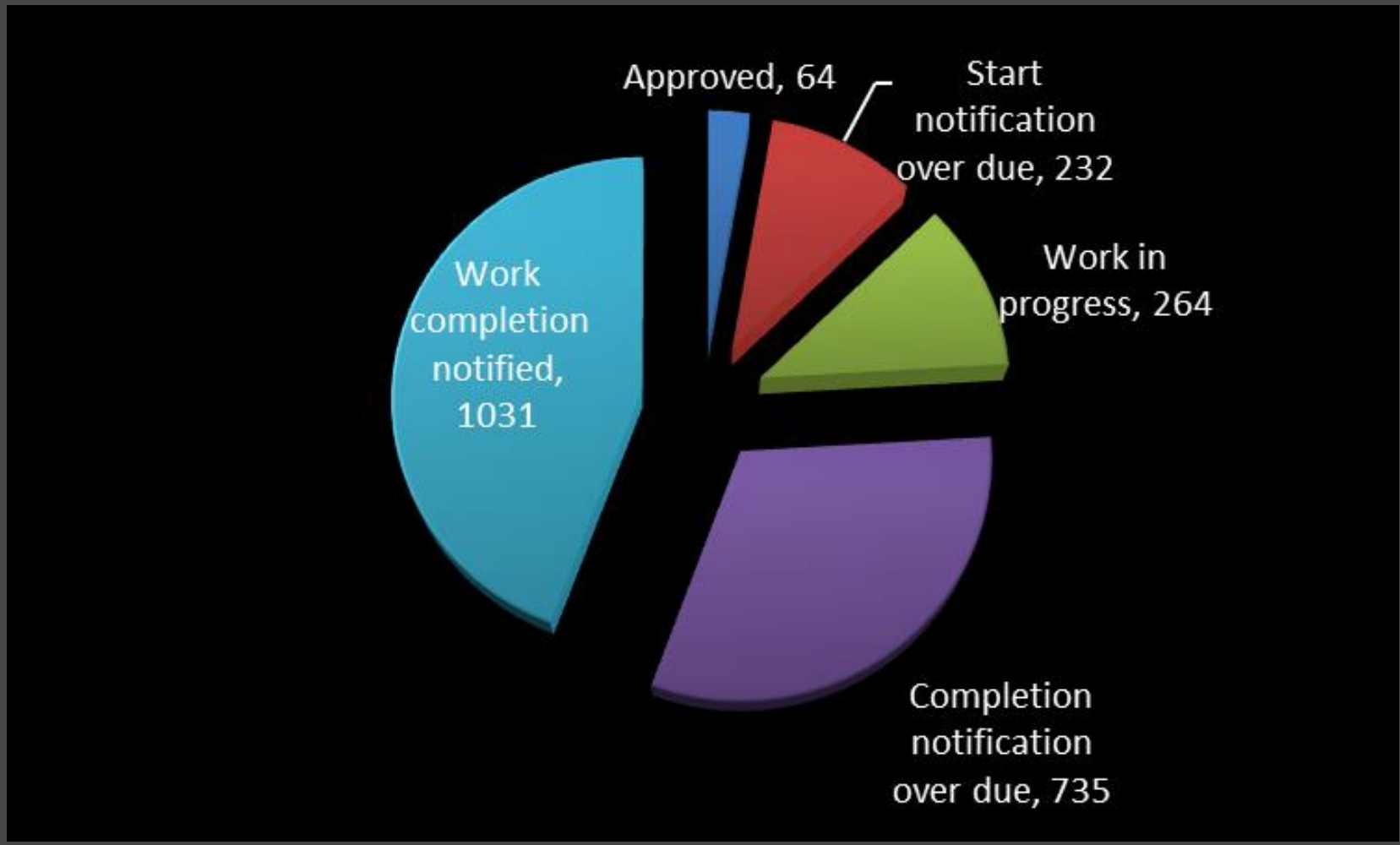
My Agenda Item was;

Consistency

- Some preceding slides tracked Non compliance
  - Utility Code
  - Temporary traffic management

- Statistics illustrated remarkable consistency

- Before you ask, I did not just use the same slide over and over! I DIDN'T!

- I would like your help in dealing with the issue

- Given the consistency you are suffering a similar situation

- Where to from here

NON CONFORMANCE

National Code of Practice for

Utility Operator's Access to Transport Corridors

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Non Compliance issues within the Corridor Access Request

RAMM Software Ltd CAR Manager

Two subroutines are used

- Inspection
- Defects

Inspection Screen

Defects Screen

A new summary line is added for each defect recorded, no fields are available for reports.

Defects Screen

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Addresses non compliance solely from the RCA perspective

- Always relates to a specific CAR
  - No CAR no non compliance
  - Triggered by decision to inspect by RCA
- Is a tool only available to the RCA
  - Cannot be initiated by the Utility Operator
  - Cannot be initiated by the contractor
- Accessable via the CAR Manager software administered by RCA

Inspections and defects

- None of the Date fields are available on reports
- None of the free text fields are available on reports
- No triggers
- Inspections and defects are independent of each other
- No mechanism at this stage to get a national picture of inspections and defects
- UO's and contractors cannot interact with the process

Defects Screen

- None of the Date fields are available on reports

- None of the free text fields are available on reports

- No trigger is attached to the fix by date

- Utility operators cannot update fields or interact with the Inspection/Defects process

- Inspection STAR ratings are available on contractor KPI's

- Contractor KPI's do not sum onto their UO

Site inspection or auditing, basic sub routine.

Every site inspection or audit requires a trigger

Flowchart:
- PREVIOUS PROCESS
- SITE INSPECTION TRIGGERED (YES) (NO)
- WELLINGTON CITY COUNCIL AUDITING PROCESS
- NEXT PROCESS
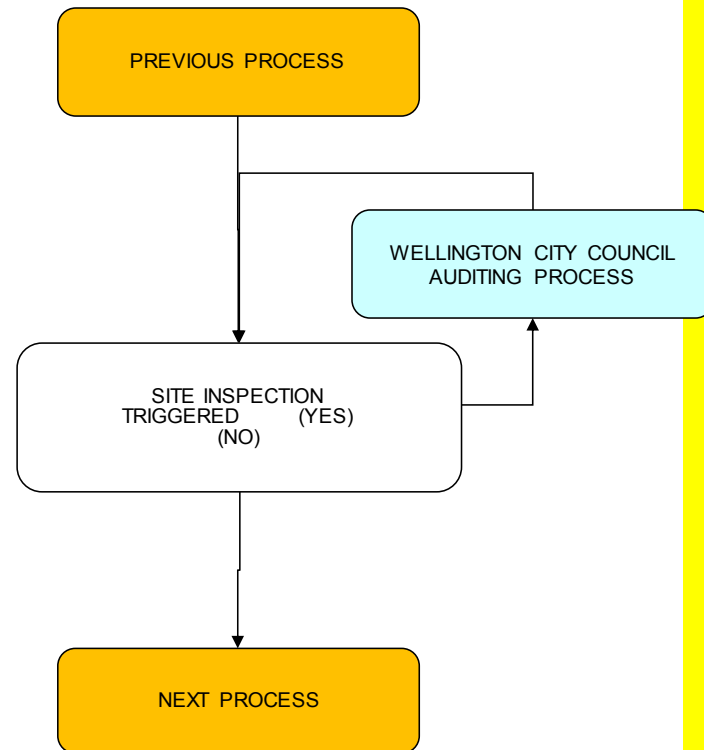
Expansion of the basic sub routine

Critical elements
- Count every audit
- Audit is complete when compliant

WELLINGTON CITY COUNCIL AUDITING PROCESS

COMPLIANCE OFFICER AUDITS WORK SITE
INCREMENT AUDIT COUNT BY 1

COMPLIANT AUDIT (NO) (YES)

WELLINGTON CITY COUNCIL NON COMPLIANT AUDITING PROCESS
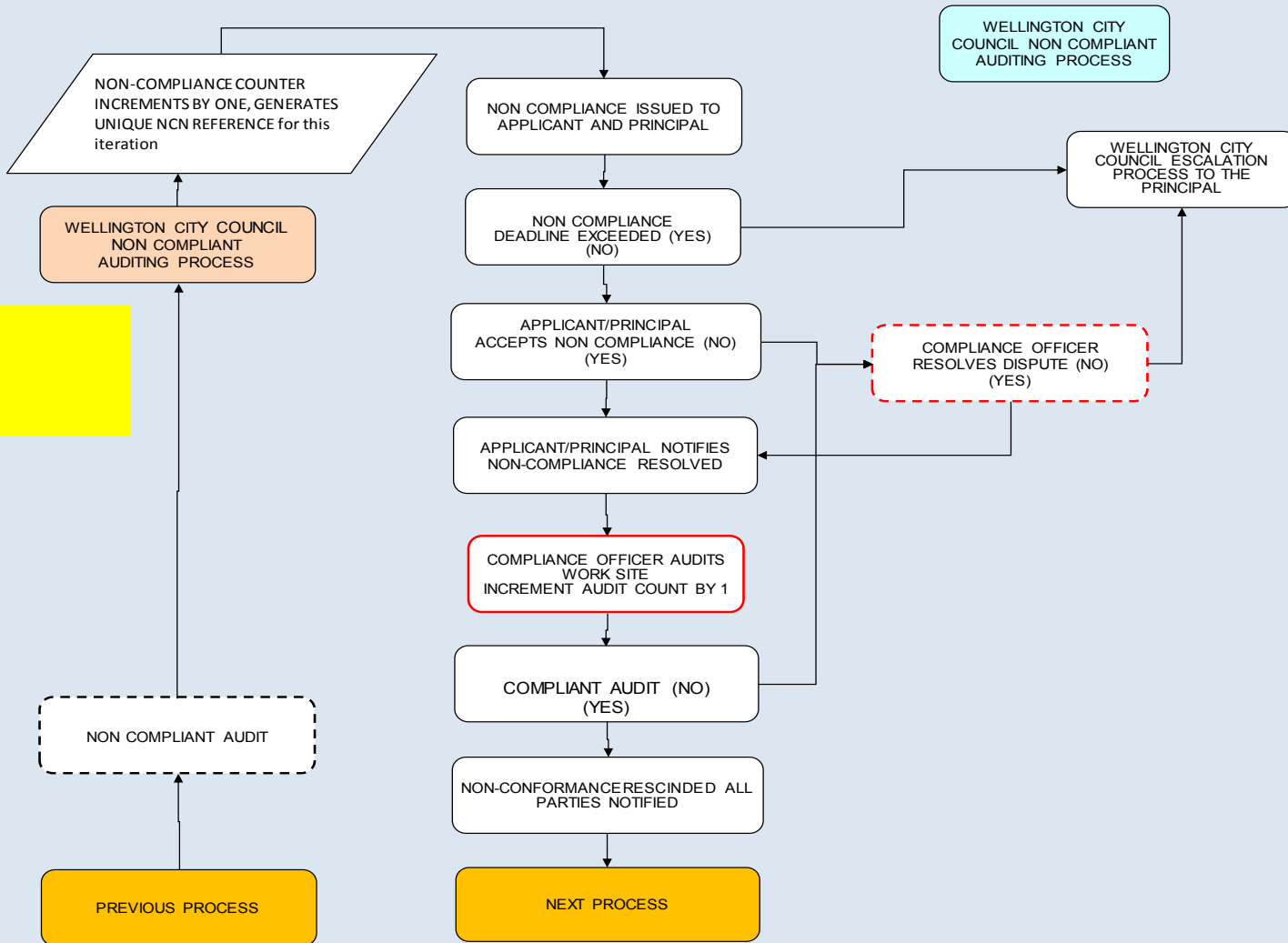
NEXT PROCESS

WELLINGTON CITY
COUNCIL NON COMPLIANT
AUDITING PROCESS

NON-COMPLIANCE COUNTER INCREMENTS BY ONE, GENERATES UNIQUE NCN REFERENCE for this iteration

WELLINGTON CITY COUNCIL NON COMPLIANT AUDITING PROCESS

NON COMPLIANT AUDIT

PREVIOUS PROCESS

NON COMPLIANCE ISSUED TO APPLICANT AND PRINCIPAL

NON COMPLIANCE DEADLINE EXCEEDED (YES) (NO)

WELLINGTON CITY COUNCIL ESCALATION PROCESS TO THE PRINCIPAL

APPLICANT/PRINCIPAL ACCEPTS NON COMPLIANCE (NO) (YES)

COMPLIANCE OFFICER RESOLVES DISPUTE (NO) (YES)

APPLICANT/PRINCIPAL NOTIFIES NON-COMPLIANCE RESOLVED

COMPLIANCE OFFICER AUDITS WORK SITE INCREMENT AUDIT COUNT BY 1

COMPLIANT AUDIT (NO) (YES)

NON-CONFORMANCE RESCINDED ALL PARTIES NOTIFIED

NEXT PROCESS

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My Agenda Item was;

Consistency in non compliance process

- I would like your support to resolve issues automatically

- Develop meaning full statistics because we recorded the instances

- Use the system to report on the incidences not use an abacus or notches on a stick!

- I would like your help in dealing with the issue

- AT is already moving to address late notice of start and finish dates

- I would like your support to quantify and categorise non compliance so the costs and benefits can be guauged

COMMUNICATION FAILURE

Even the clearest signage may not be enough

COMMUNICATION FAILURE

COMMUNICATION FAILURE

COMMUNICATION FAILURE

COMMUNICATION FAILURE

COMMUNICATION FAILURE

COMMUNICATION FAILURE