

Upkeep of the Provincial Roads Network by the Ministry of Transportation and Infrastructure

As at: August 13, 2013

Released: [18 November 2010](#)

First Follow-up: [October 2011](#)

Second Follow-up: [October 2012](#)

Discussed by the Public Accounts Committee: [10 February 2011](#)

Self-assessment conducted by Ian Pilkington, Director of Rehabilitation and Maintenance

Recommendations

RECOMMENDATIONS ADDRESSED IN PREVIOUS FOLLOW-UP REPORT(S)	SELF-ASSESSED STATUS
Recommendation 1: Identify the factors that could impede its success in meeting its road network condition standard. In addition, the ministry should periodically monitor the likely impact of such factors and determine when a comprehensive needs assessment is required to enable adjustments in condition standards, actions or funding.	Fully or substantially implemented
Recommendation 2: Set firm but attainable timelines for each highway district to have the Central Highway Resource Information System (CHRIS) fully functional and updated with the inventory of road and bridge assets.	Fully or substantially implemented
Recommendation 4: Collaborate with the wider road-building industry to assess whether or not the performance incentives are effective in encouraging excellence and, if they are not, modify the system appropriately.	Fully or substantially implemented
Recommendation 6: Reassess its current service area configuration to determine if there are opportunities to improve efficiency.	Fully or substantially implemented

Outstanding Recommendations

RECOMMENDATION AND SUMMARY OF PROGRESS	SELF-ASSESSED STATUS
Recommendation 3: Make it a priority to complete the development of a network level lifecycle costing model to improve the estimating process used in planning for network upkeep.	Partially implemented

Actions taken, results and/or actions planned

“Following the identification of areas of improvement within our asset management systems, the Ministry has committed resources to enhance its asset management practice. More specifically, two projects to improve the Pavement Management System and the Bridge Management System are currently underway and are expected to be completed within a year.”

All information has been provided by the organization and has not been audited.

Outstanding Recommendations (Continued)

<p>Recommendation 5: Revise the stakeholder consultation part of its contractor assessment program to ensure that judging of contractor performance by ministry staff is done in a way that is clearly fair and objective.</p>	<p>Fully or substantially implemented</p>
<p>Actions taken, results and/or actions planned</p> <p>“A working group was created to improve the stakeholder portion of the Contractor Assessment Program. The efforts of the working group are now complete and the recommendations from the group have been implemented. The Ministry’s Quality Plan and Contractor Assessment Program Manual was revised in January 2013.”</p>	
<p>Recommendation 7: Set safety-related performance objectives and measures for its road upkeep programs so that Legislators and the public can better assess how well the programs are contributing to the ministry-wide goal of providing a safe environment for travel.</p>	<p>Fully or substantially implemented</p>
<p>Actions taken, results and/or actions planned</p> <p>“The Ministry has implemented new safety performance measures for the road upkeep programs. The new performance measures will monitor the safety contribution of three program areas: guardrail, rumble strip, and wildlife fence installations.”</p>	
<p>Recommendation 8: Provide the results of network-wide assessments of road and bridge condition, and options for future funding, to personnel responsible for planning and overseeing upkeep work at the district and regional levels. In addition, a summary of those results and the funding options provided should be presented to Legislators and to the public as a report card on ministry efforts at network upkeep.</p>	<p>Partially implemented</p>
<p>Actions taken, results and/or actions planned</p> <p>“The Ministry completed an assessment of the practices of other jurisdictions regarding the publication of asset condition data. Based on the findings of this assessment, the Ministry will take steps to improve access to asset condition information.”</p>	
<p>Recommendation 9: Create a set of service-related objectives and performance measures to assess its own contributions to the success of contracted routine maintenance services.</p>	<p>Fully or substantially implemented</p>
<p>Actions taken, results and/or actions planned</p> <p>“The ministry created a semi-annual performance measure to monitor the number and type of audits conducted by ministry staff to ensure that trends in each service area are understood and corrective actions are taken. First results will be tallied in the fall for the period April 1 - September 30, 2013. The winter period will run from October 1 - March 31 each year.”</p>	
<p>Recommendation 10: Analyze customer complaints and enquiries, and use this information to identify areas for making improvements in the road upkeep programs and in results reporting.</p>	<p>Fully or substantially implemented</p>
<p>Actions taken, results and/or actions planned</p> <p>“The Ministry has established a new process to analyze customer feedback received through the Annual Customer Satisfaction Survey. The Customer Satisfaction Survey is collected annually during the summer using electronic and in-person questionnaires. As part of the new process, maintenance and rehabilitation related comments will be extracted from the survey and analysed by the managers responsible for road upkeep who will identify province wide trends and determine whether changes to our road maintenance practice are required.”</p>	

All information has been provided by the organization and has not been audited.