

RATA – Data Quality Improvement Through Collaboration

December 2019



INTRODUCTION

This case study is intended to provide a detailed look at how the Waikato Regional Asset Technical Accord (RATA) has supported the improvement of data quality at an individual RCA level through a regionally collaborative model.

Any relevant current industry guidance and case studies have been referenced, where they provide more detailed assistance.

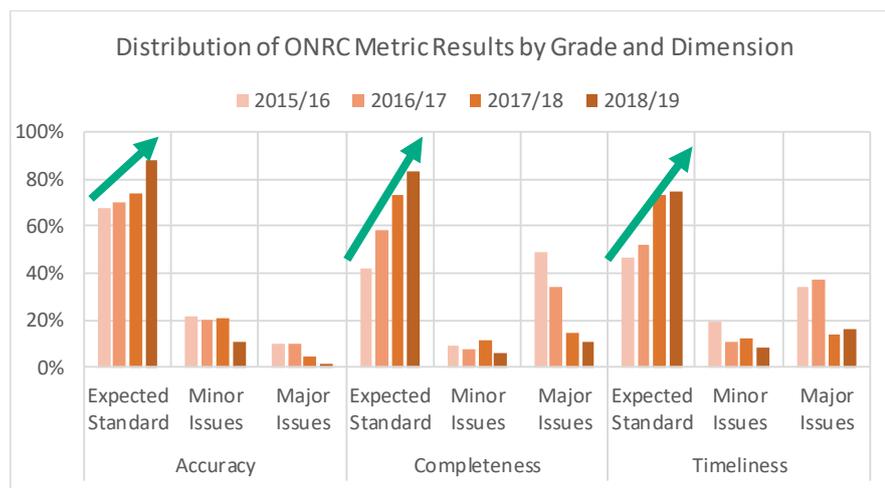
WHO IS RATA?

In 2014 RATA was established in the Waikato region with the goal of “Achieving best practice road asset management within the Waikato by improving capability, capacity and outcomes through effective collaboration”.

The RATA collaboration includes Hauraki, Matamata-Piako, Otorohanga, South Waikato, Taupō, Thames-Coromandel, Waikato, Waipa and Waitomo District Councils and Hamilton City Council along with support from the NZ Transport Agency.

HOW IS DATA QUALITY ACROSS THE REGION?

The below figure shows the collective data quality results for the ten RCAs that make up the RATA collaboration. The results in the below graph are for the ONRC suite of metrics only, based on the data quality metrics current when producing the 2018/19 annual data quality reports.



Improvement is being achieved regionally across all the data quality dimensions. There has been a particularly strong improvement in timeliness between the 2015/16 and 2016/17 financial years.

One key factor in achieving this was communicating the story of the value of the data and where it gets used.

KEY POINTS

RATA:

- ✓ The data quality of each RCA is assessed annually and is reported in terms of ONRC and asset management
- ✓ It is evident that improvement is being achieved regionally across all the data quality dimensions
- ✓ The improvement in the timeliness dimension is particularly strong between the 2015/16 and 2016/17 financial years
- ✓ One key factor in achieving this was communicating the value of the data and where it gets used in decision-making
- ✓ A key focus of RATA is quality data management involving standardising processes, building tools, and sharing good practice to enable the individual RCAs to have confidence in using the data in their decision making
- ✓ Ongoing monitoring of performance against the REG data quality framework is making this an enduring change

Data quality is continually improving for all RATA RCAs through the sharing of good practice, access to RAMM support expertise and regular conversations around the value of good quality data.

HOW HAVE RATA ACHIEVED THIS IMPROVEMENT?

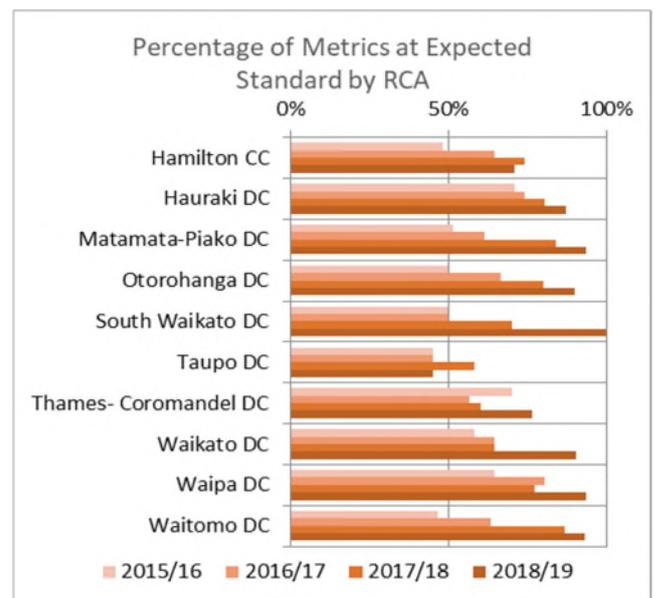
It has taken high levels of tenacity and persistence, along with a belief in what is trying to be achieved to accomplish the data quality improvement across the region. Key collaborative initiatives that have been implemented include:

INITIATIVE	APPROACH AND BENEFIT REALISED
The collaborative approach to data quality management centrally	Get together once per year to discuss the detail. The timing of this is generally to follow the annual RIMS conference.
A regional condition and traffic data collection strategy	Development of a regional strategy based on ONRC. Central procurement and management of high speed, falling weight deflectometer, visual road and footpath rating, and traffic counting data. This has provided savings through consolidated contracts, quality data and assurance, which has enabled benchmarking across Waikato networks.
A focus on quality management	Standardisation of processes across six of the RCAs. An example of this is the asset capitalisation form. The best example from the region is now used regionally.
Building the systems for lasting change	RATA recognised that they could not do everything. The focus has been on developing processes, systems, and tools to enable the individual RCAs to succeed. An example being the economic evaluation process used to drive good asset management practices.
Bi-monthly asset managers' forums	Here good practice asset management systems and tools are discussed, case studies shared, and guest speakers invited to provide opportunities for upskilling. These have been very well attended.
Secondment of RAMM and Asset Management Information expert (1 day per fortnight for 6 Councils)	To provide support where sought by individual RCAs. This has helped to share the specialist technical resource which has increased both capacity and capability of the RCAs, thus providing greater quality data management for minimal expense.
Quarterly reporting of selected RAMM database activity	This reporting includes any missing attribute data. RATA then sits down with each RCA and has a conversation around the results.

WHAT IMPACT HAS THIS HAD AT AN INDIVIDUAL RCA LEVEL?

The adjacent figure shows the improvement at an individual RCA level. An overall improving general trend for all but one RCAs over the four years is evident. The great insight though is the scale of the improvement for those RCAs with a 'weaker' data quality result in the early years.

The sharing of good practice, access to RAMM support expertise and regular conversations centred around data quality have resulted in pollenating the best of the region across the RCAs. To make sure the improvement is enduring, RATA continues to regularly monitor performance against the REG data quality framework results.



CONCLUSION

The ten Councils that make up the RATA collaboration have achieved an improvement in data quality both at a regional and individual RCA level. This continual improvement has been achieved through the sharing of good practice, access to RAMM support expertise and regular conversations around the value of good quality data.

Communicating the value of good quality data, high levels of tenacity and persistence, along with a belief in what is trying to be achieved were necessary to make this a success, as evident in the annual data quality results.

REFERENCES

- [REG Data Quality Project website](#)
- [REG Practice overview – Data quality framework](#)
- [REG Practice overview – Data quality dimensions](#)
- [Practice overview – Understanding the data quality results](#)

REG is a collaborative project between Local Government and the NZ Transport Agency.

For more information, please contact:

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