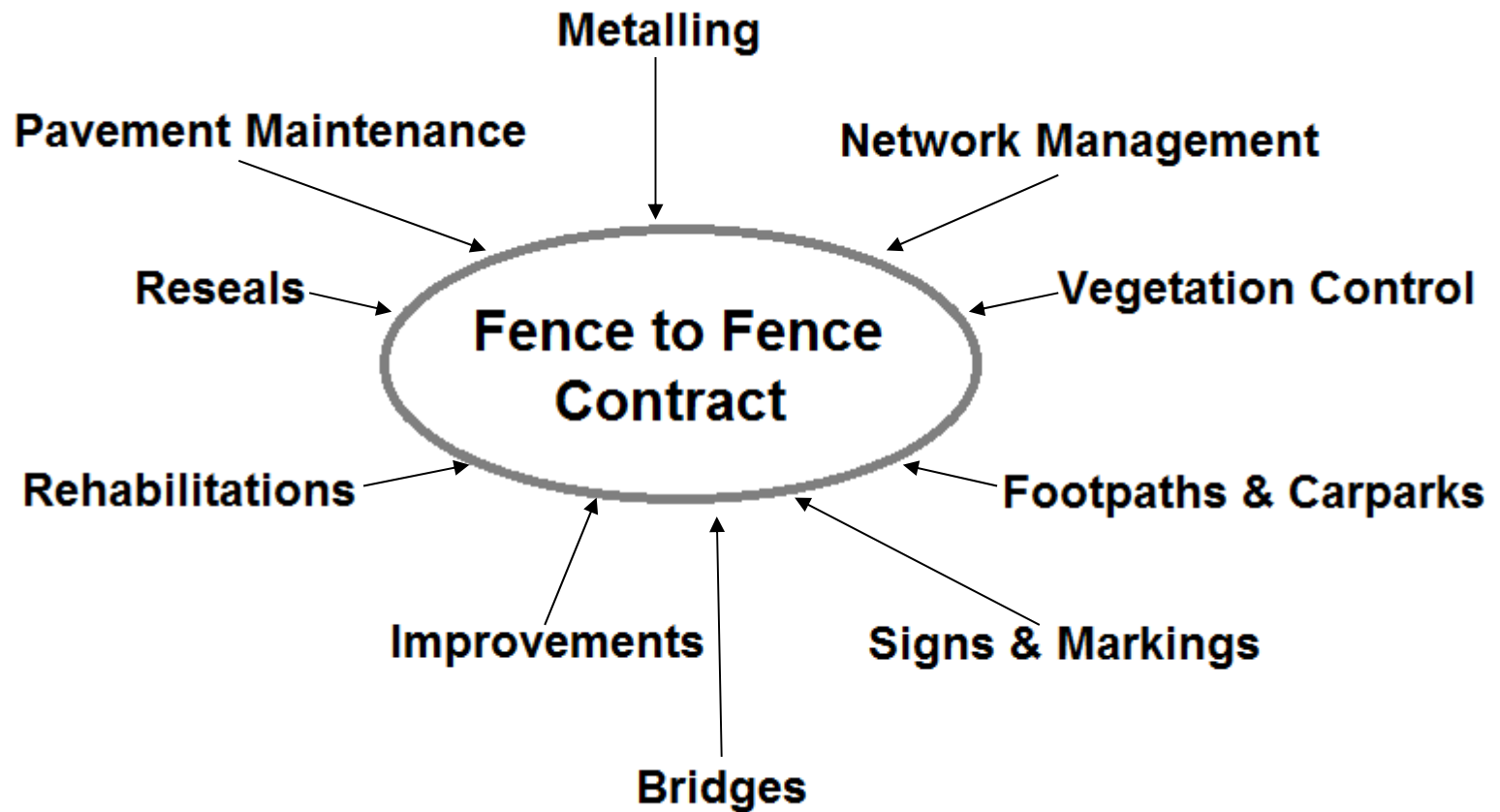




*What does the term
'Fence to Fence'
really mean?*

At a Glance



Collaborative

- Integrated Contractor/Client Team
- The Councils customers are our customers
- Requires people involved to share a commitment to deliver what is best for the customers
- Environment to trial solutions on low profile sites to test risk



Shared risk

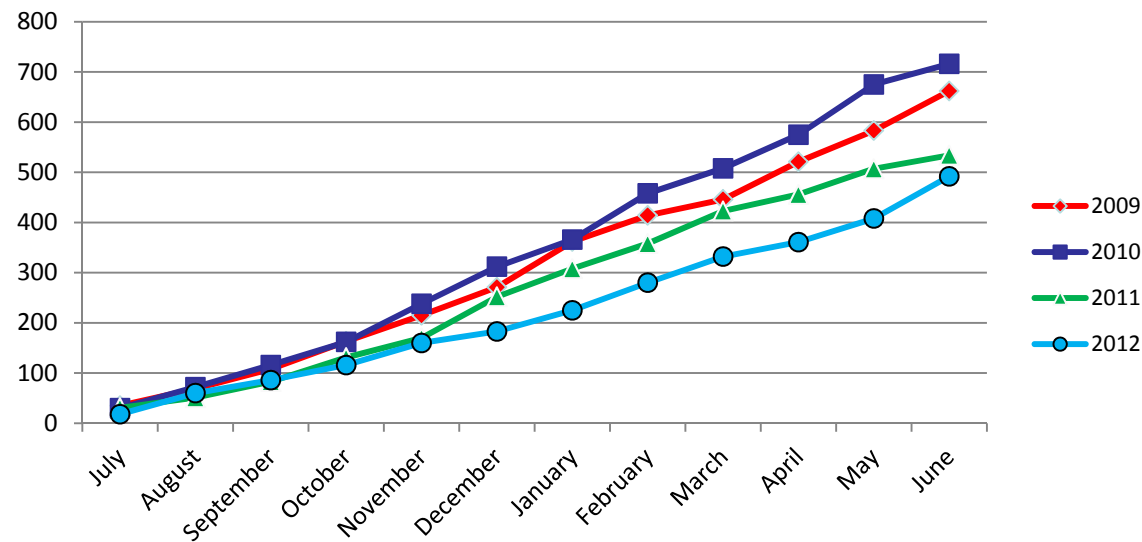
- Risk is identified and managed together
- Negotiated overhead & profit margins
- No party can succeed at the others expense
- No pain/gain payments or \$\$ incentives
- No schedule
- Both parties succeed or fail



Performance Reporting

- Joint measures – Part of the CODC's annual report
- One of the main performance measures is Public calls

Comparison of Cumulative No. of Calls for Year to Date



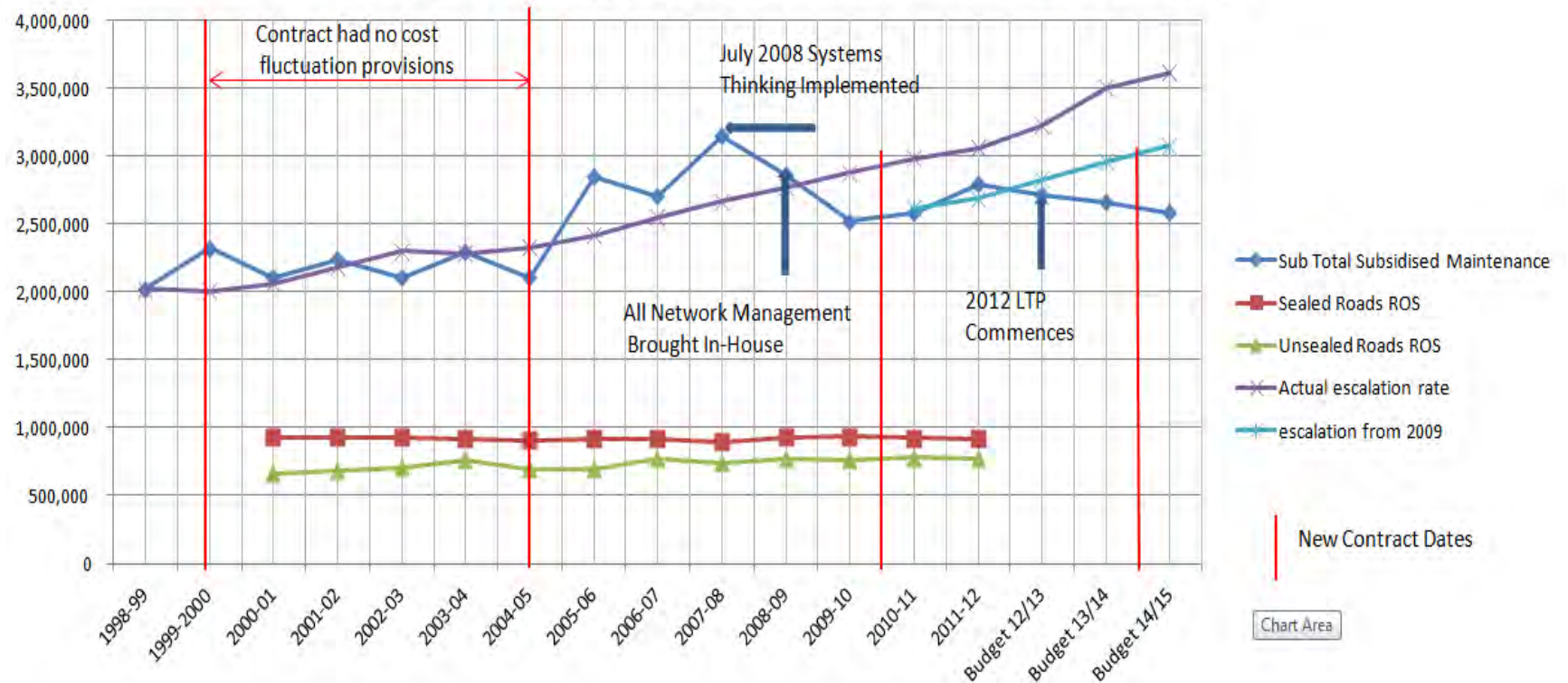
Cost Reimbursable

- Contractor gets reimbursed for work done
- Ability to change contract procedure without variation
- Emergency events – closer management
- Programming



Cost Reimbursable

Historical trend - Roading Subsidised Maintenance Expenditure



Efficiencies/Innovation

- Philosophy – Challenging & Changing the way work is carried out
- Cost saving in management
- True understanding of cost – valuation
- Issues are dealt with faster
- Questioning – “Can we do it differently”

Contract Culture – The Change

- Reduction of tender preparation and tendering costs
- Contractor involved in the budgeting phase (LTP and Annual Plan)
- Improved information sharing
- Improved co-ordination increasing efficiency

Where are we now

- Nearly 4 years in
- Achieving some great results in terms of Service Request reduction and customer satisfaction increasing
- Greater ownership end to end
- Less paperwork

