

Key Performance Indicators Survey Notes

The following points / answers in relation to the KPI's produced by Steve Pantling are from the experience of the Emergency Road Survey of Rumbek – Shambe Road (182km stretch x 26metre verification width):

Critical Success Factors

- Linear Metres works well. Note should be taken though that when working on a road that construction has already started on; then the survey team must check, and then tie in with the linear benchmarks that the construction company has established. When these benchmarks are non existent then it is advisable that the survey TFM break the benchmarks into linear blocks to ensure correct chainage for planning purposes and ensuring the correct chainage is recorded e.g.:
 - Constructors benchmarks end at Akot Payam (52km)
 - Chainage should be planned for geographical reference points (preferably between Bomas/Payams) next Boma 5.2km, therefore planning should show next area to be surveyed = Akot + 520m, and so on.

Standard of Clearance:

- For Survey this is the classification (High or Low risk)
 - Both are to be given in linear Metres.
 - GPS Co-Ords should also be given for start and end of High Risk Areas to back this up.

Safety Incidents:

- Self explanatory, yet this is also a good tool to bring to the attention of all within the distribution problems that the teams face. E.g. Communications, wrong telephone numbers for medevac, poor UNMAS medevac backup etc.

Problems encountered:

- An extension of Safety Incidents. There needs to be more two way communication between the donor and the field team on problems when solutions are given to them!! Same with any assistance requested.

Liaisons / Relationships:

- There is a vast amount of information that is naturally given to the survey team during the intelligence / data gathering process. A lot of this is outside the remit of the risk assessment but all information is recorded and fed into the weekly reports. It is essential again that the field team are advised that this information is being passed onto the relevant agencies (e.g. WFP Ops, UNOPS, UNHCR, ICRC etc) by the donor and that the recipient knows the source of the information (i.e. MAG Field Survey team).
- At present, all the hard copies of the data gathering forms are kept and will be centrally held in Yei after each mission is completed. All names, Bomas and GPS (and distance from the start benchmark) are recorded on these forms for

future reference. It is impractical to list each official met in a Boma/Payam. A synopsis of relationships and liaison is recorded on the weekly report though.

Productivity Measurement:

Throughput measures:

- The figure of 40 km a week should be always seen only as a guideline. Where communities are sometimes (mostly) over 10km apart and road conditions only allow driving at approx 7km/ph (as in a lot of places along the Rumbek-Shambe road) and along with other factors; as already mentioned weather and local conditions, then it may not be feasible to assess 40km a week.
- It should also be pointed out as well that the TFM should not be pressured into assessing a block quickly to achieve his/her 40km assessment. Using the matrix that is being presently employed the team should not be moving on until all factors within the matrix can be checked and cross checked to gain the correct assessment.
- Productivity Measurement should also allow for areas to be recorded outside the remit of the road assessment. Due to the nature of the team, high risk areas will always be shown and professionally, the team will never ignore these areas and they should be included in the weekly report as “external productivity”, so that the man hours put in will not be lost from the road assessment.

Quality Measures:

- Should be split into internal and external QA

Safety Measures:

- As read.

N.B.

The Excel spreadsheet as I understand looking at it is the TOM’s master report for all teams?

The Survey Section on it doesn’t really need adjusting because all explanations will accompany it on the weekly report (basically in the format above).

For the Rumbek-Shambe Road the figures are:

- **LOW RISK – 180659m x 26m**
- **HIGH RISK (Within 26 metre corridor) 1341m x 26m**
- **This works out as an average of 26.6km assessed a week. This is the TFM’s opinion that this was at a fairly fast rate while still covering all the assessment needs on the Survey Matrix.**
- **3 HR areas on road (including Shambe Port as a HR area); 2 HR areas off road.**
- **41 productive days worked. (8 hour days, 6 day weeks)**
- **The first 14 days (approx) were only limited in distance due to no vehicles and the use of two motorbikes “borrowed” from the donor due to medevac SOP reasons.**

Lee Moroney TFM Emergency Road Survey (WFP)