John McNulty BE CEng MIEI
Programme Manager, Road Management Office

# Road Licensing Performance Metrics for Road Authorities and Utilities

# Contents

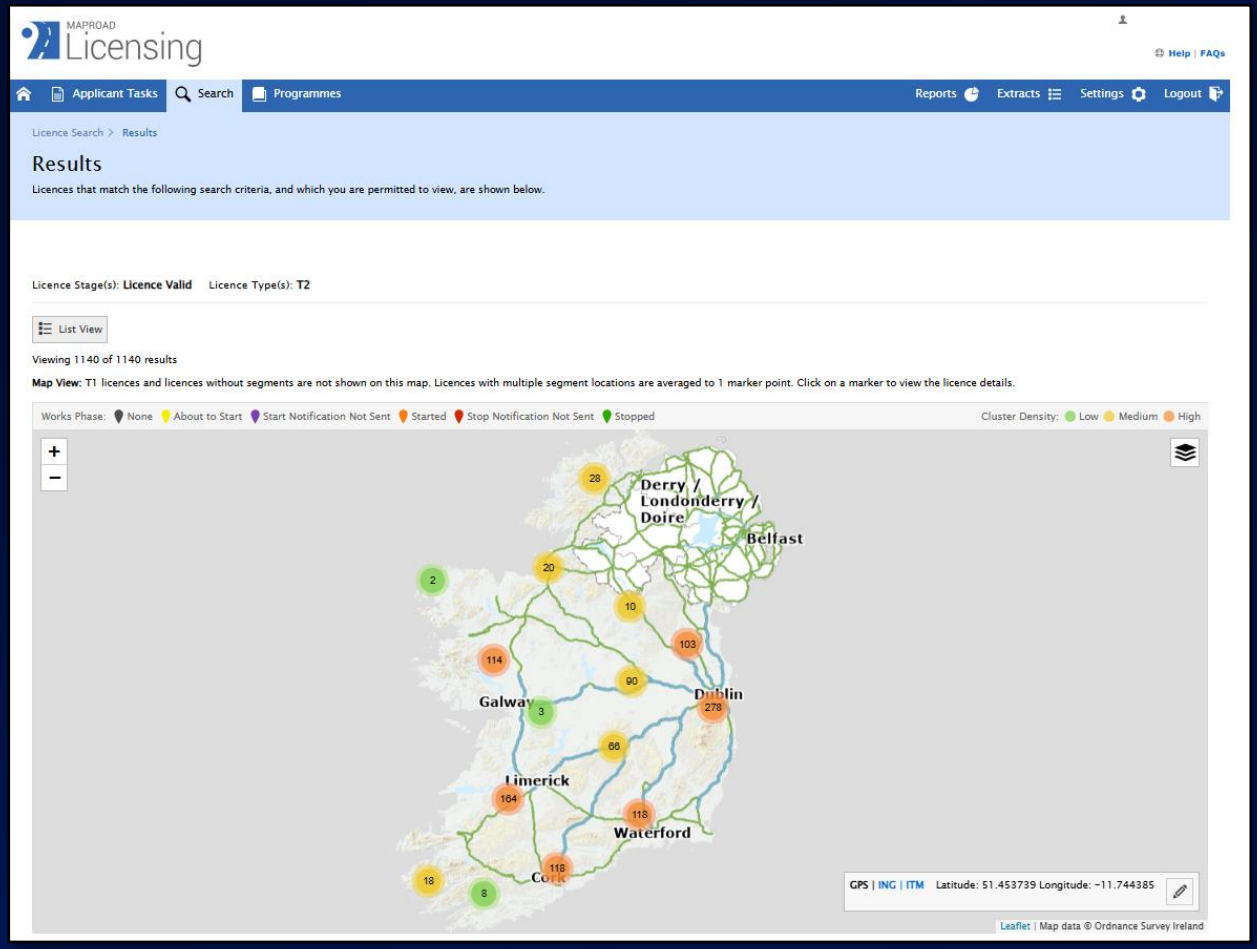

- Introduction
- NOAC R4 Performance Indicator for Road Authority Licensing
- JULA Local Authority KPIs
- JULA Utility KPIs
- Utility Compliance Reports

# Introduction

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

## Introduction

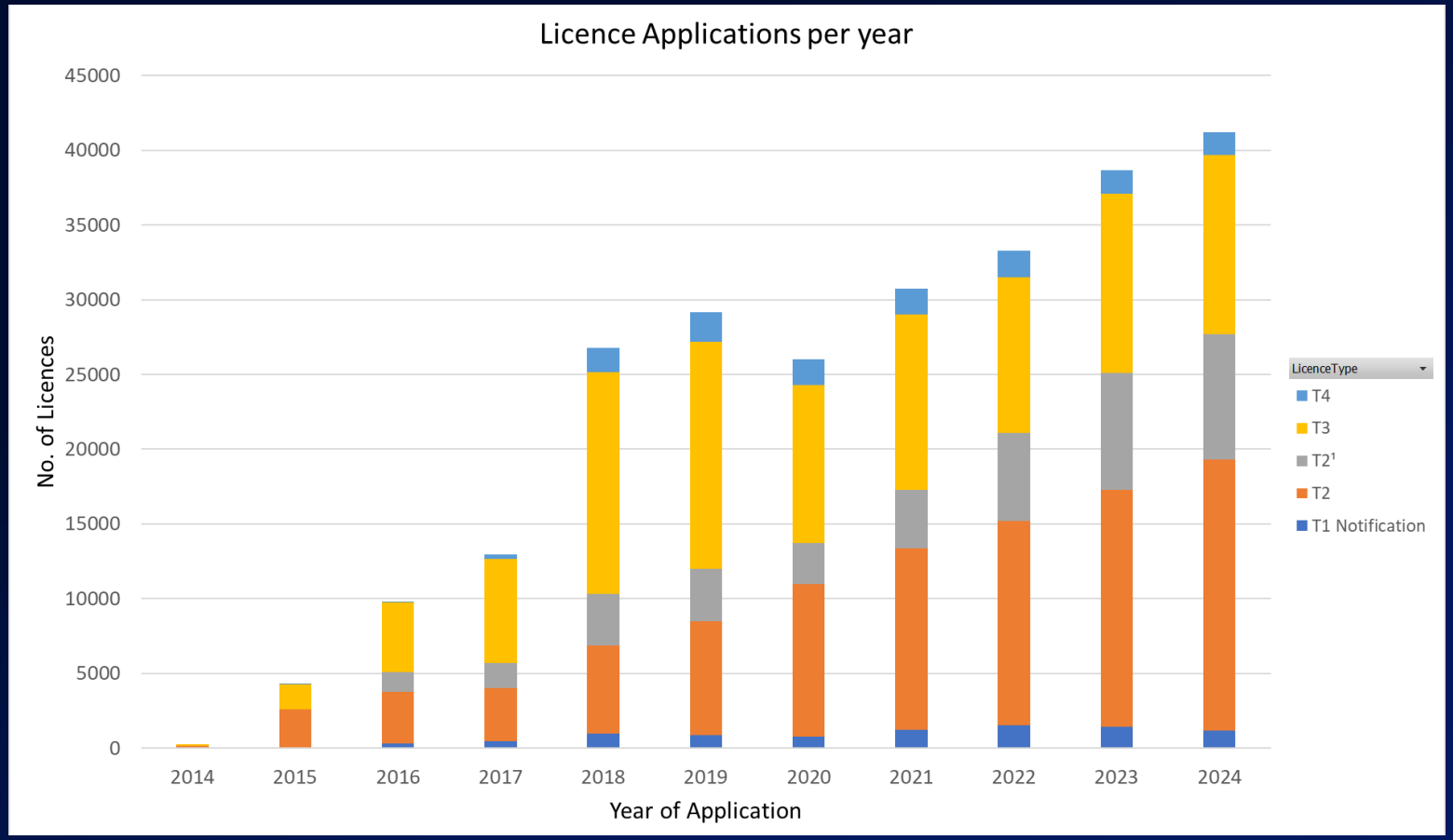
- **MapRoad Licensing (MRL) is an online digital system with GIS user interface for processing & managing road opening licences.**
- **Used by all Local Authorities.**
- **MRL developed by RMO & LGMA with support of DoT.**
- **RMO manage implementation and user support for MRL.**
- **Over 10 years in operation.**
- **Records for over 280k licences representing 940k individual reinstatements/openings.**



# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

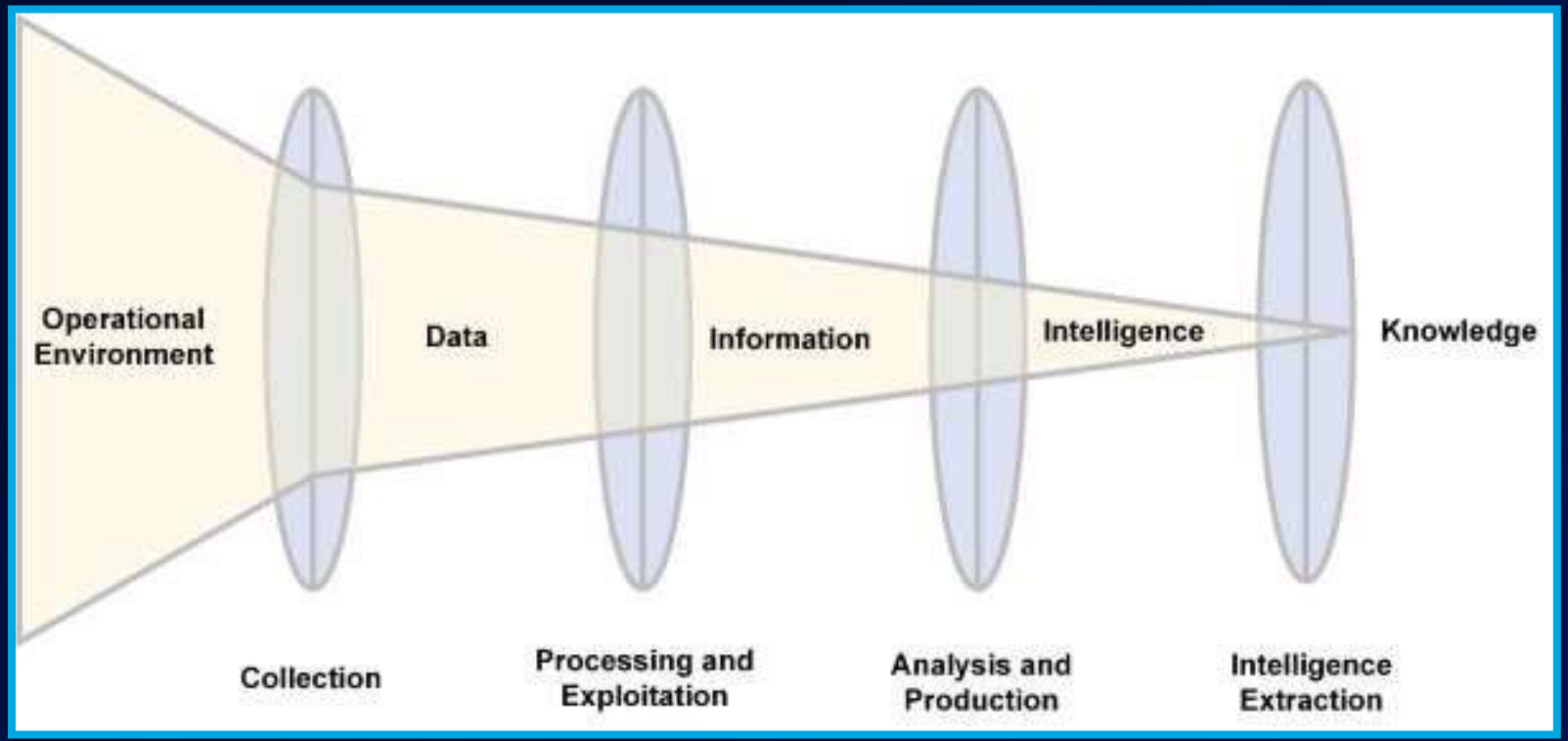
## Introduction

- MapRoad Licensing (MRL) is an online digital system with GIS user interface for processing & managing road opening licences.
- Used by all Local Authorities.
- MRL developed by RMO & LGMA with support of DoT.
- RMO manage implementation and user support for MRL.
- Over 10 years in operation.
- Records for over 280k licences representing 940k individual reinstatements/openings.



# Introduction

- **MRL holds potentially hundreds of datapoints per licence.**
- **This data can be leveraged to provide insight and knowledge.**
- **RMO supports the sector with extracting, processing & reporting on the data.**
- **This allows more effective monitoring of compliance and performance for both Road Authorities and Utilities.**




**Relationship of Data, Information, Intelligence, and Knowledge.**

# NOAC R4 Performance Indicator for Road Authority Licensing

# NOAC R4 Background

- **The National Oversight and Audit Commission (NOAC) is the national independent oversight body for the local government sector in Ireland**

- **NOAC publish an annual report with performance metrics on various aspects of local government service provision.**
- **2025 report will include an indicator for Road Opening Licensing for the first time – the R4 indicator – in relation to 2024 performance.**
- **R4 indicator contains 4 separate metrics: R4A, R4B, R4C & R4D.**
- **RMO provide monthly R4 updates to Local Authorities and prepared full year data for submission to NOAC in April 2025.**
- **DoT Circular RW 27 of 2024 requesting Local Authorities submit a plan to achieve a minimum of 50% on the R4C metric and 40% on the R4D metric.**

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

- **The following slides we will define each of the R4 indicator metrics.**
- **The key licence stages on the MRL system which relate to the R4 indicator are summarised below:**

| MRL Licence Stage | Description |
|---|---|
| **Granted** | When payment arrangements are finalised, the licence is granted by the Local Authority. |
| **T5 Signoff** | The works have been certified by the Applicant Organisation and the T5 Notification (works complete) is now with the Local Authority to review. |
| **Guarantee Period** | T5 Notification has been accepted by the Local Authority and the Applicant has responsibility for a minimum of 2 years. |

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

| Indicator Reference | Description |
|---|---|
| **R4A** | Total number of T2, T2[1], T3, T4's issued by the Local Authority between 01/01/2024 and 31/12/2024 |

**- R4A Indicator is the number of the above licence types which are granted by each Local Authority on MRL in a reporting period.**

**- This indicator will identify the road licensing volume being generated in each Local Authority.**

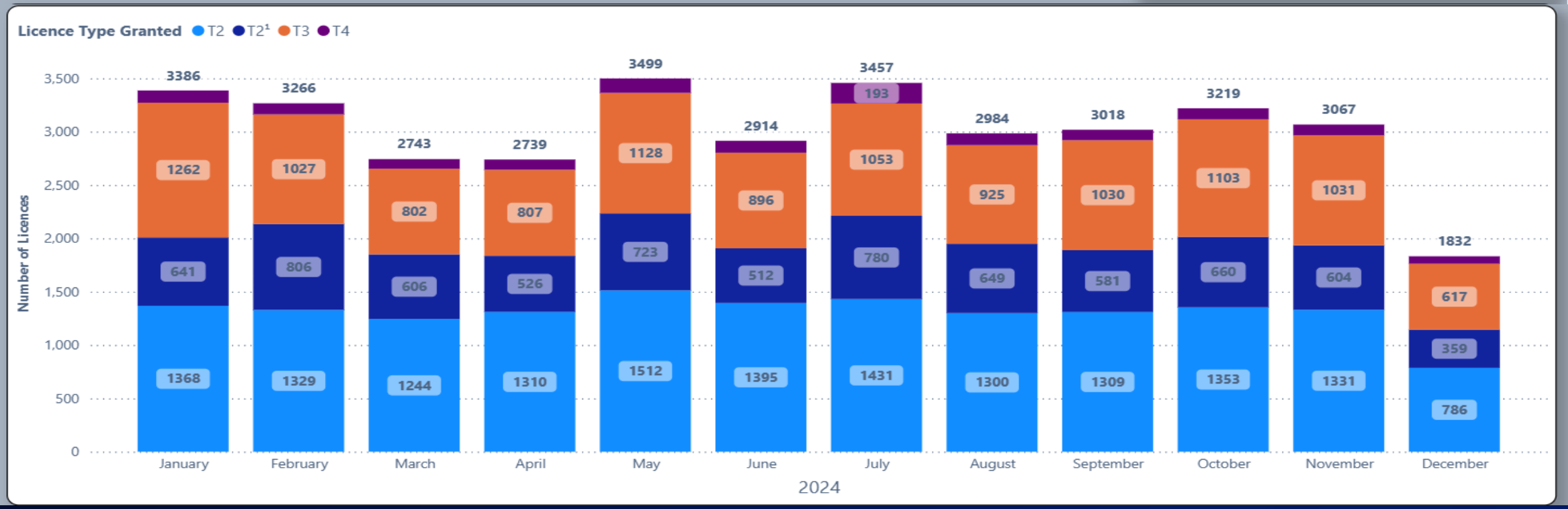
# Session 2 : Road Licensing Performance Metrics for Road Authorities and Utilities

MAPROAD
An Oifig um Bainistiú Bóithre
Road Management Office

## R4 A: Total number of T2, T2'. T3 and T4 licences granted to excavate the public road.

Data refers to the number of licences that entered granted stage each month.

Licensing Authority
All



# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

| Indicator Reference | Description |
|---|---|
| **R4B** | Total number of T5 notifications received from licence holders between 01/01/2024 and 31/12/2024 |

**- On each T2, T2[1], T3 and T4 a notification of completion of works (T5 Notification) must be submitted by an Applicant Organisation on MRL.**

**- This indicator will identify the volume of licences entering the T5 Signoff stage on MRL in the reporting period.**

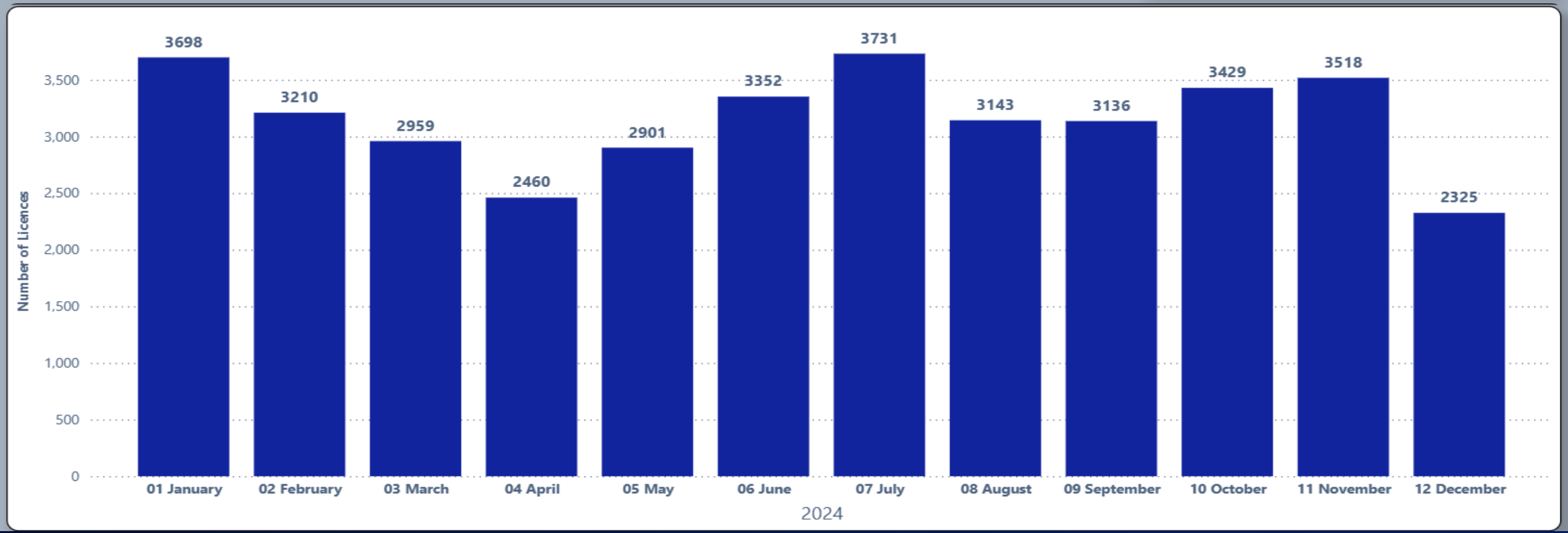
# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

MAPROAD
An Oifig um Bainistiú Bóithre
Road Management Office

## R4 B: Number of licences where a notification of completion of works (T5 notification) has been received by the Licensing Authority

Data refers to the number of licences that entered T5 signoff stage each month.

Licensing Authority: All



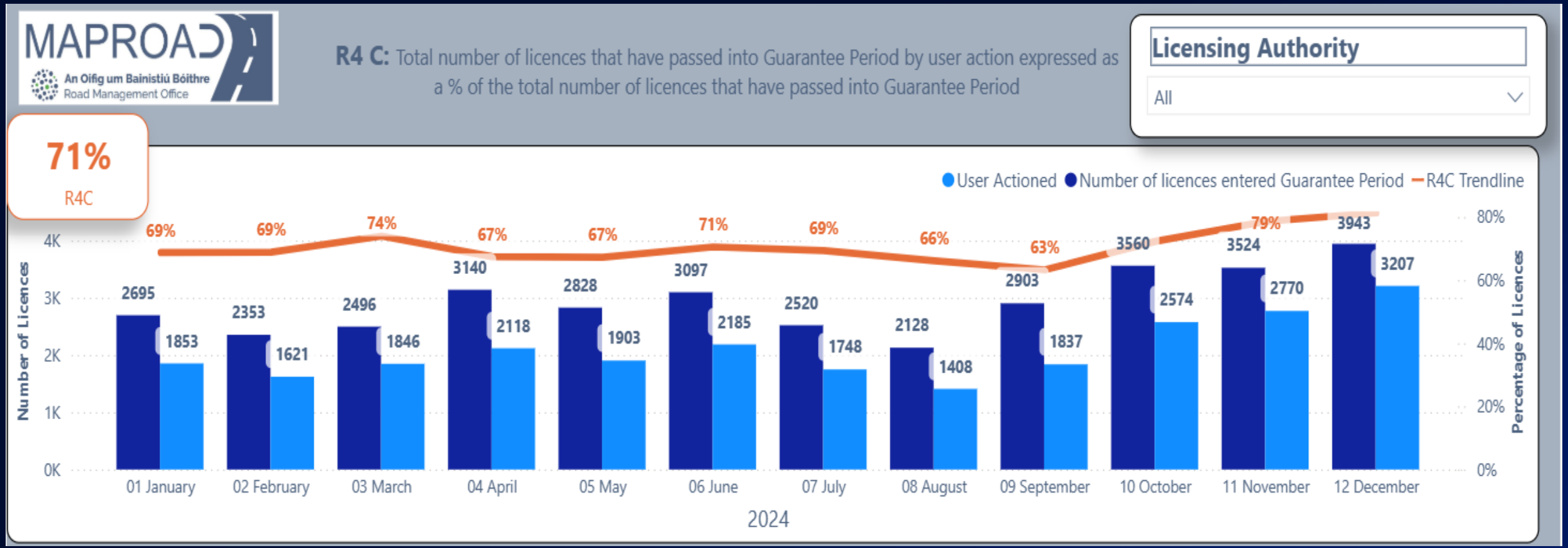
# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

| Indicator Reference | Description |
|---|---|
| **R4C** | Percentage of licences that have been reviewed by the Local Authority prior to entering the Guarantee Period. |

**- When a T5 Notification is accepted on either a T2, T2[1], T3 and T4 this will progress the licence into the Guarantee Period stage on MRL.**

**- This indicator will identify the percentage of these licences which were reviewed (manually actioned) by the Local Authority prior to progressing to the Guarantee Period as opposed to those which move by default after 90 days in T5 Signoff.**

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



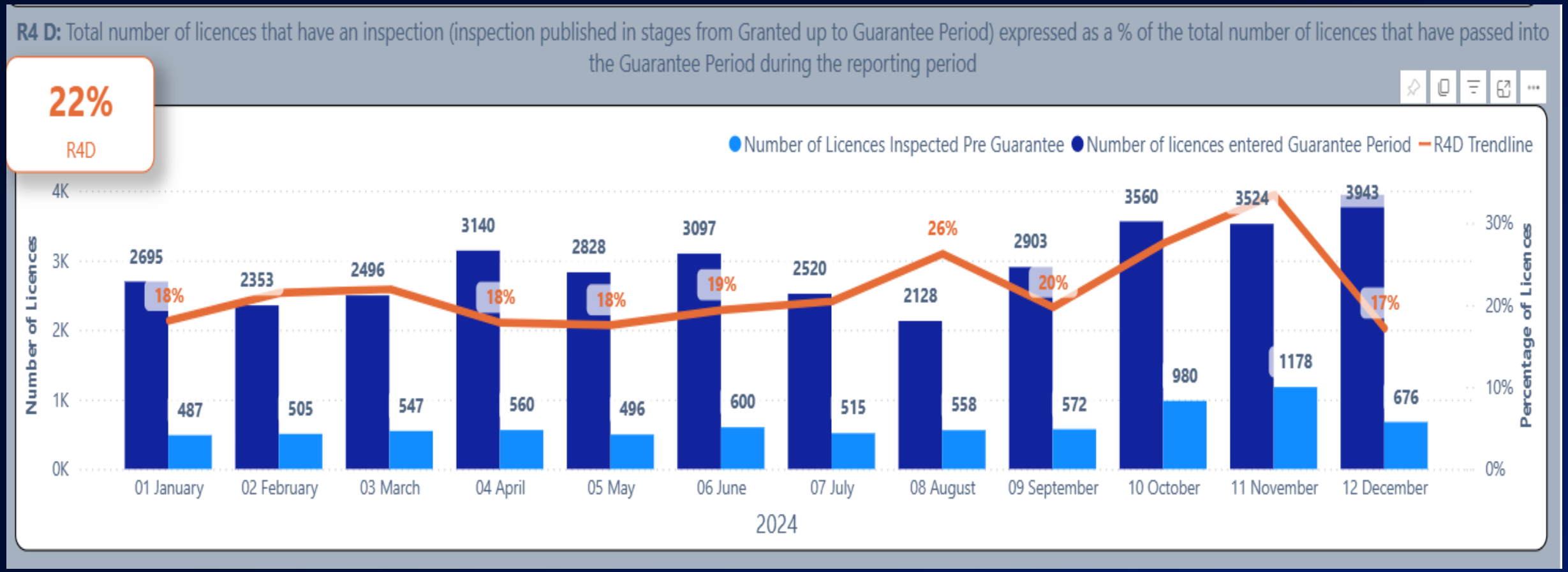
# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

| Indicator Reference | Description |
|---|---|
| **R4D** | Percentage of licences that have been subject to an inspection prior to entering the Guarantee Period. |

**- When a T5 Notification is accepted on either a T2, T2[1], T3 and T4 this will progress the licence in to the Guarantee Period stage on MRL.**

**- This indicator will identify the percentage of these licences which had an inspection published by the Local Authority on MRL prior to the licence entering the Guarantee Period.**

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



# JULA Local Authority KPIs

# JULA Local Authority KPIs

The **Joint Utility / Local Authority Working Group** (JULA) was proposed in the DoT 'Guidelines for Managing Openings in Public Roads, Second Edition (Rev 1), April 2017' and comprises members representing both the utility and local authority sectors.

As part of the quarterly JULA Group meetings a KPI report is prepared which details the performance of Local Authorities and Utilities against some of the criteria set out in the Guidelines.

The following slides deal with the Local Authority KPIs summarised below:

1. Licence turnaround time on T2, T2[1], T3, licence applications.
2. T5 Signoff submission status
3. Inspection status on licences in Guarantee Period

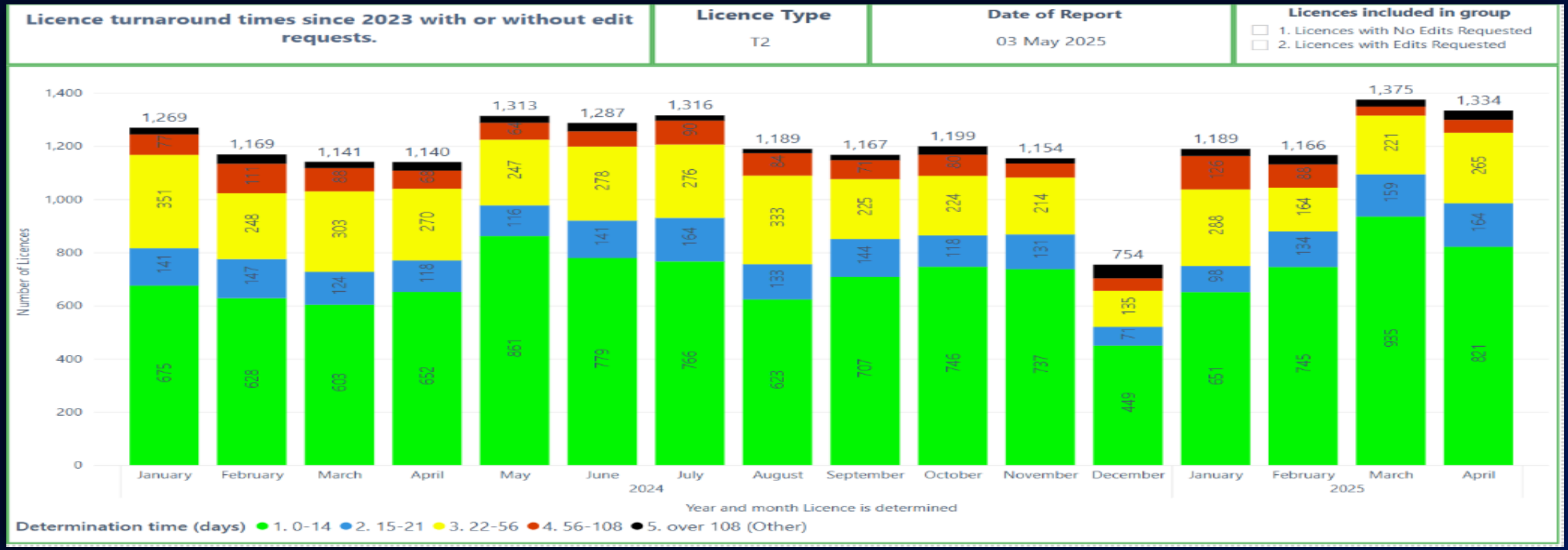
# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

## 1. Licence turnaround time on T2, T2[1], T3, licence applications.

The licence turnaround time charts in the following slides are colour coded as per the legend below to highlight the different bands of duration and identify compliance with the Guidelines

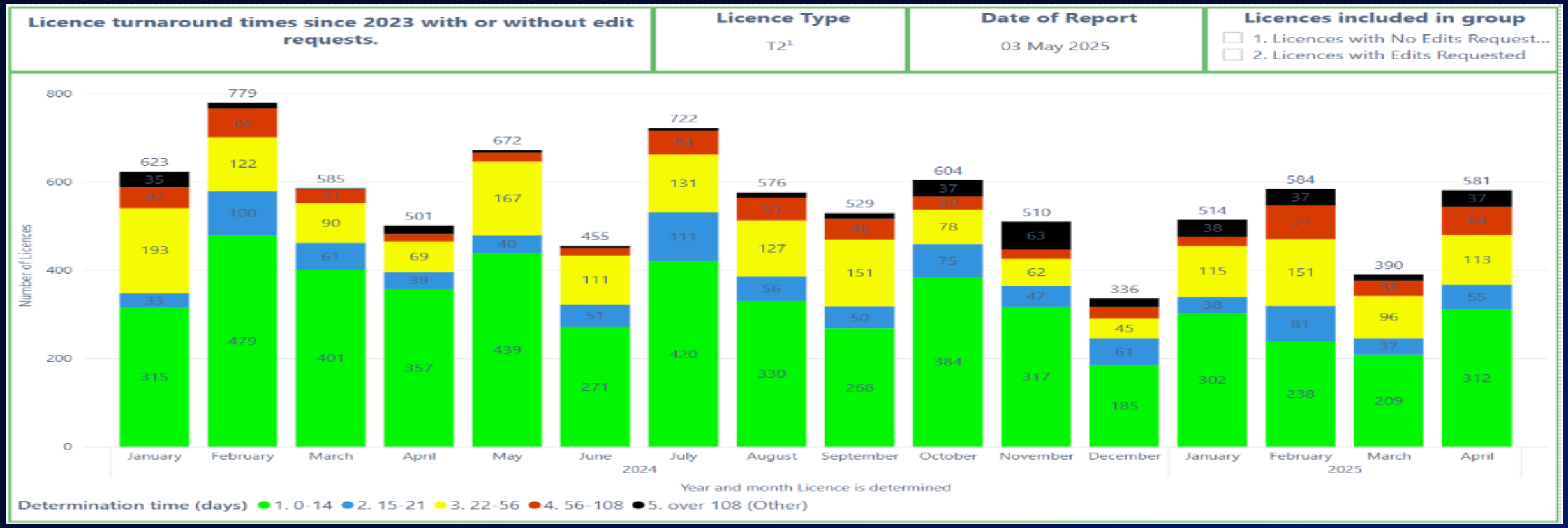
| T2 Licence | | | | T3 Licence | | | |
|---|---|---|---|---|---|---|---|
| Band | Turnaround Time | Colour | Remarks | Band | Turnaround Time | Colour | Remarks |
| 1 | 0-14 days | | In compliance with Guidelines | 1 | 0-7 days | | In compliance with Guidelines |
| 2 | 15-21 days | | | 2 | 8-14 days | | |
| 3 | 22-56 days | | | 3 | 15-21 days | | |
| 4 | 56-108 days | | | 4 | 22-56 days | | |
| 5 | >108 days | | | 5 | 56-108 days | | |
| | | | | 6 | >108 days | | |

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



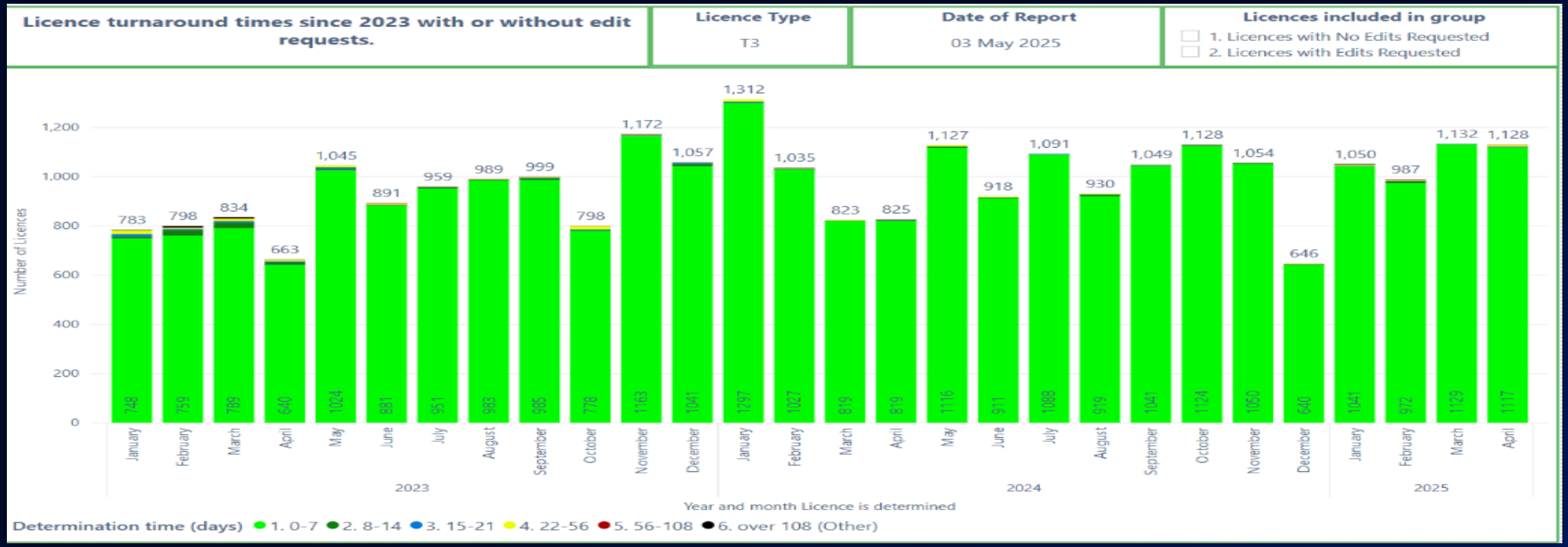

- **The turnaround of T2 applications is relatively consistent over time with approximately 59% of applications determined in the last 6 months being made within 14 days.**

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities




- The turnaround of T2¹ applications is relatively consistent over time with approximately 54% of applications determined in the last 6 months being made within 14 days.
- As these applications are typically complex and part of a T1 Notification, this can affect turnaround times.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities




**- Local authority T3 turnaround for Utilities is now practically 100% compliant due to the introduction of system granted licensing which commenced in 2022**

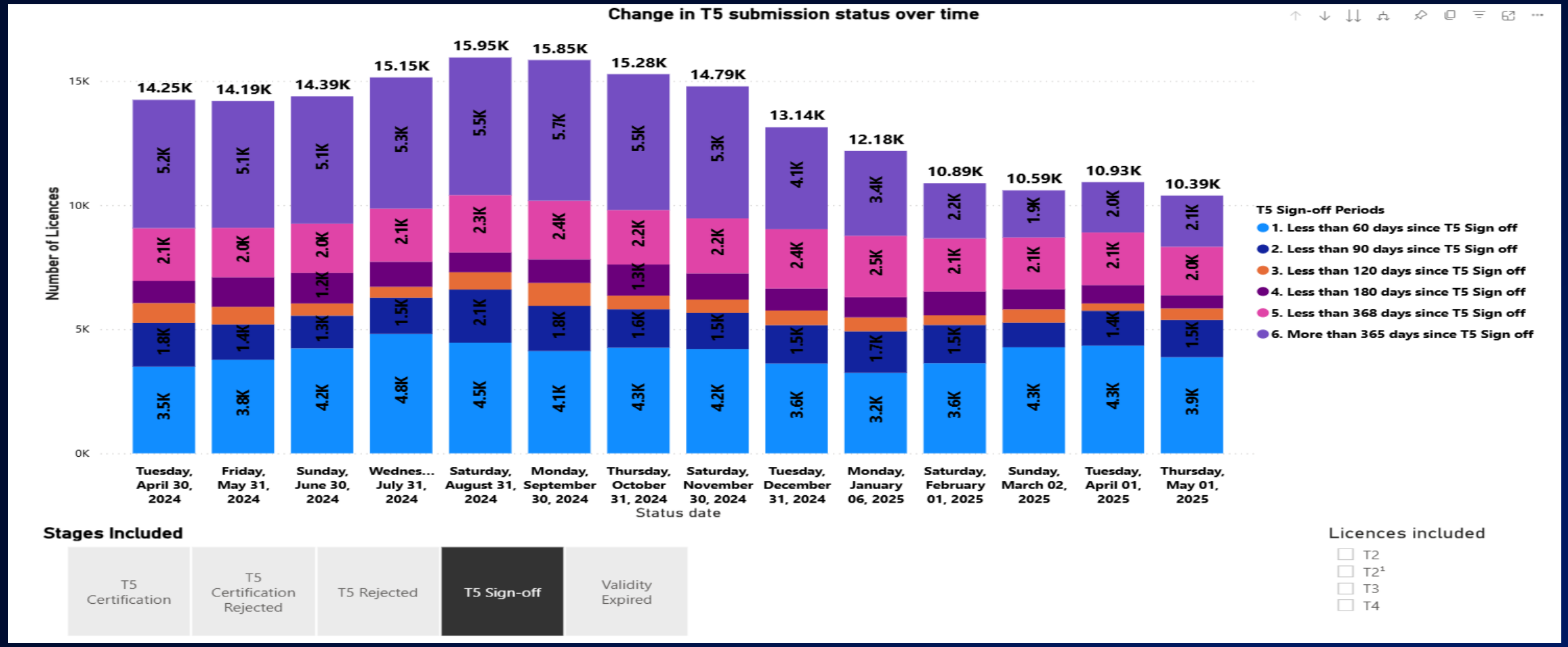
## 2. T5 Signoff submission status

This chart focuses on the requirements on Road Authorities with regard to their T5 Signoff actions as outlined in the Guidelines.

Section 4.5.8 of the Guidelines outlines that post works signoff occurs when the Road Authority accepts the T5 Notification submitted and the maximum period of time allowed is **90 days** measured from the date of submission of the T5 Notification.

The following chart demonstrates the length of time licences have been awaiting review by the Road Authority in the T5 Signoff stage.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



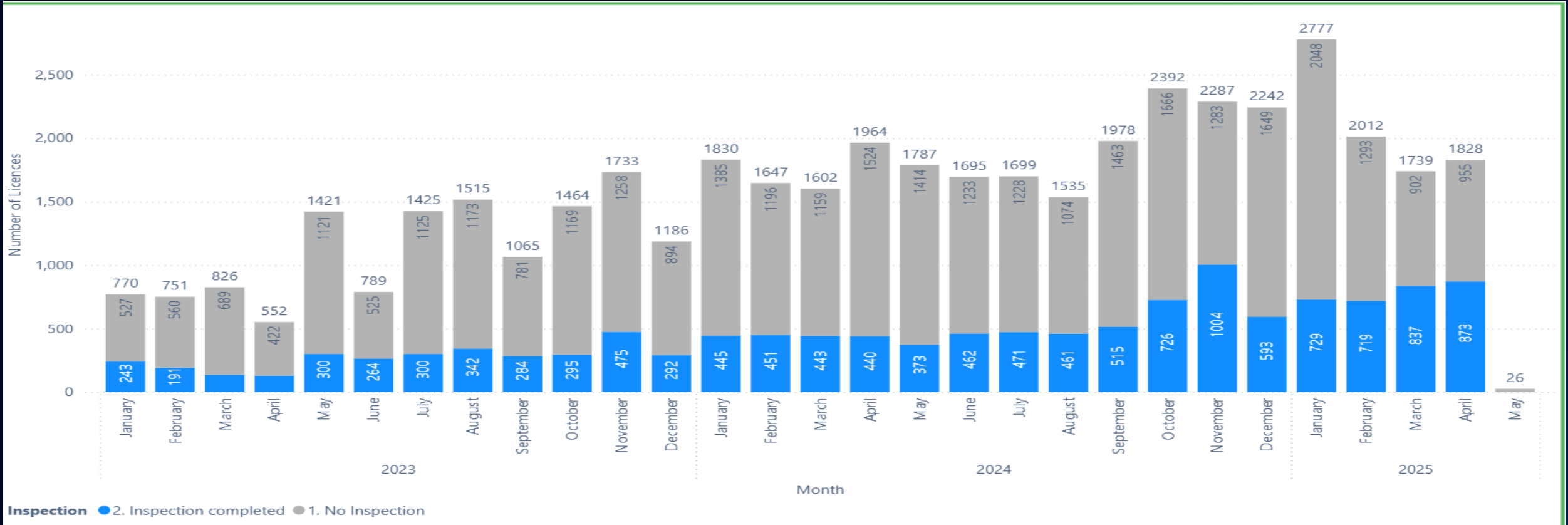
## 3. Inspection status on licences in Guarantee Period

As set out in 5.3 of the Guidelines, site inspections form a key element of the process of ensuring quality work and co-ordination of roadworks both for Utilities and Road Authorities.

This chart displays the total number of licences entering the Guarantee Period in a given month and identifies how many had Local Authority Inspections prior to entering.

The average level of inspections has increased to approximately 48% of licences for the past 2 months and some of this increase is driven by the availability of the MRL Inspections App and the focus on the NOAC R4 Indicators.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities




**Licences post T5 with inspection**

status by month

**Stages Included**

Closed Licence | Closeout Sign-off | Guarantee Period

Number of Licences with an inspection

12795

**Licences included**

- T1 Notification
- T2
- T3
- T4

An Roinn Iompair
Department of Transport

Cumann Lucht Bainistiochta Contae agus Cathrach
County and City Management Association

RSTG ANNUAL CONFERENCE 2025
20TH-21ST MAY | MULLINGAR PARK HOTEL, CO. WESTMEATH

# JULA Utility KPIs

# JULA Utility KPIs

The following slides deal with the Utility KPIs summarised below:

1. Works Programme Notifications during validity period.
2. Licences overdue T5 Signoff submission.
3. Closeout status on licences at end of Guarantee Period.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

## 1. Works Programme Notifications during validity period.

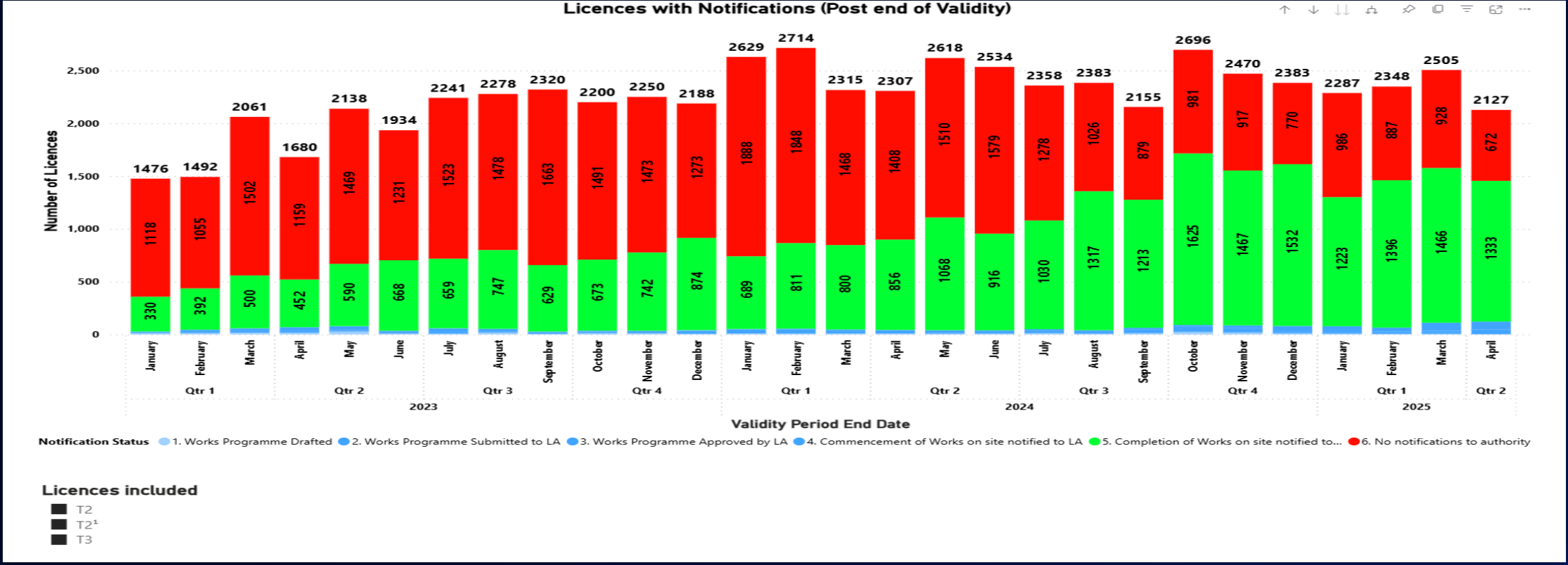
Section 4.5.4, 4.5.5 & 4.5.6 of the Guidelines outlines Works Programme Notifications that a licence holder must submit to the Road Authority for each on-site mobilisation during the Validity Period of the licence, namely:

- Works Programme Notification for T2/T2'
- Works Phase Start Notification (T2, T2' & T3)
- Works Phase Stop Notification (T2, T2' & T3)

This chart shows the total number of licences for which their validity period expired in a given months and compares what number of them have provided the required Works Programme Notifications.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities

## 1. Works Programme Notifications during validity period




**- This graph illustrates the status of notifications that Utilities are required to submit to the Licensing Authority during the licence validity period.**

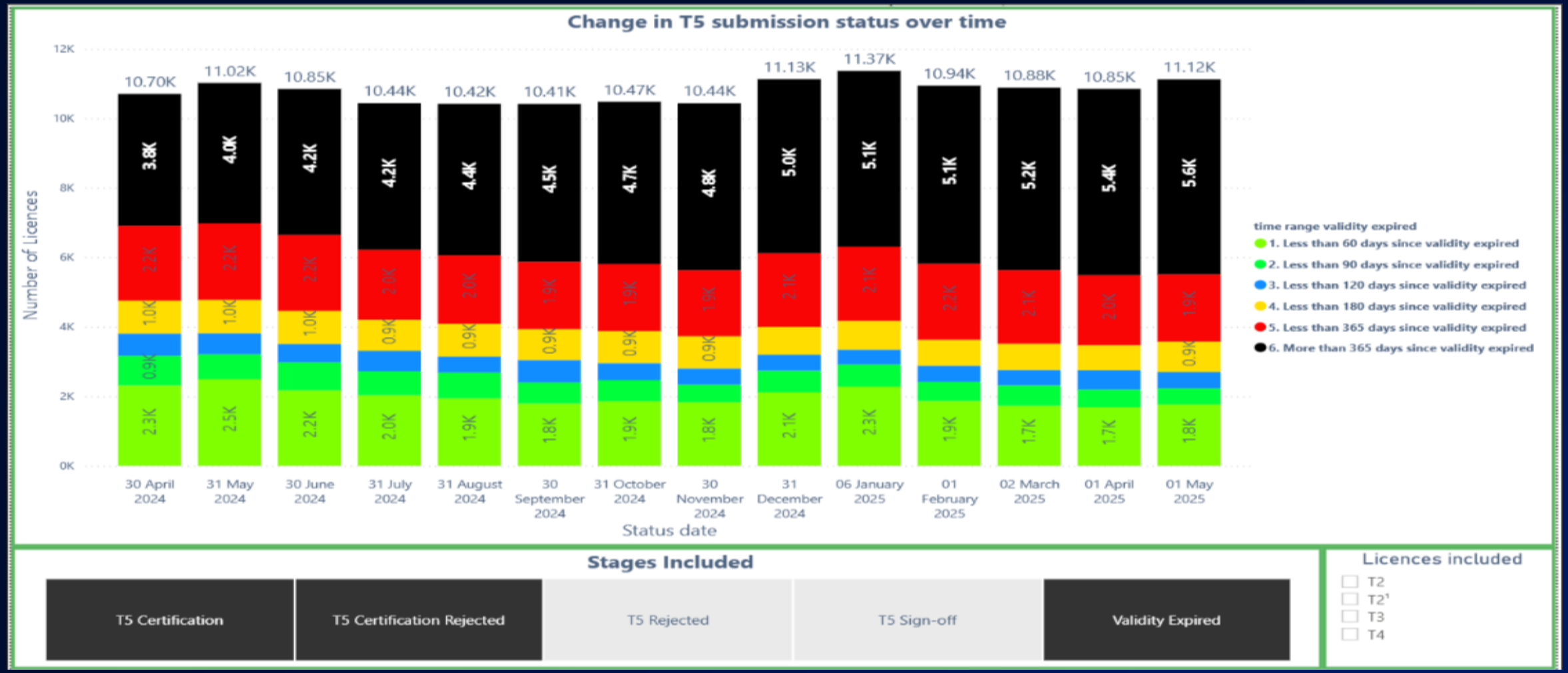
## 2. Licences overdue T5 Signoff submission.

This chart focuses on the requirements on Utilities with regard to licences which are overdue T5 Notification as outlined in the Guidelines.

Section 4.5.7 of the Guidelines outlines that a T5 Notification must be submitted by the Licence Holder to confirm that all licenced works have been completed within **90 days** measured from the date of works completion on site.

The following chart demonstrates the length of time licences have been awaiting submission by the Licence Holder to the T5 Signoff stage.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



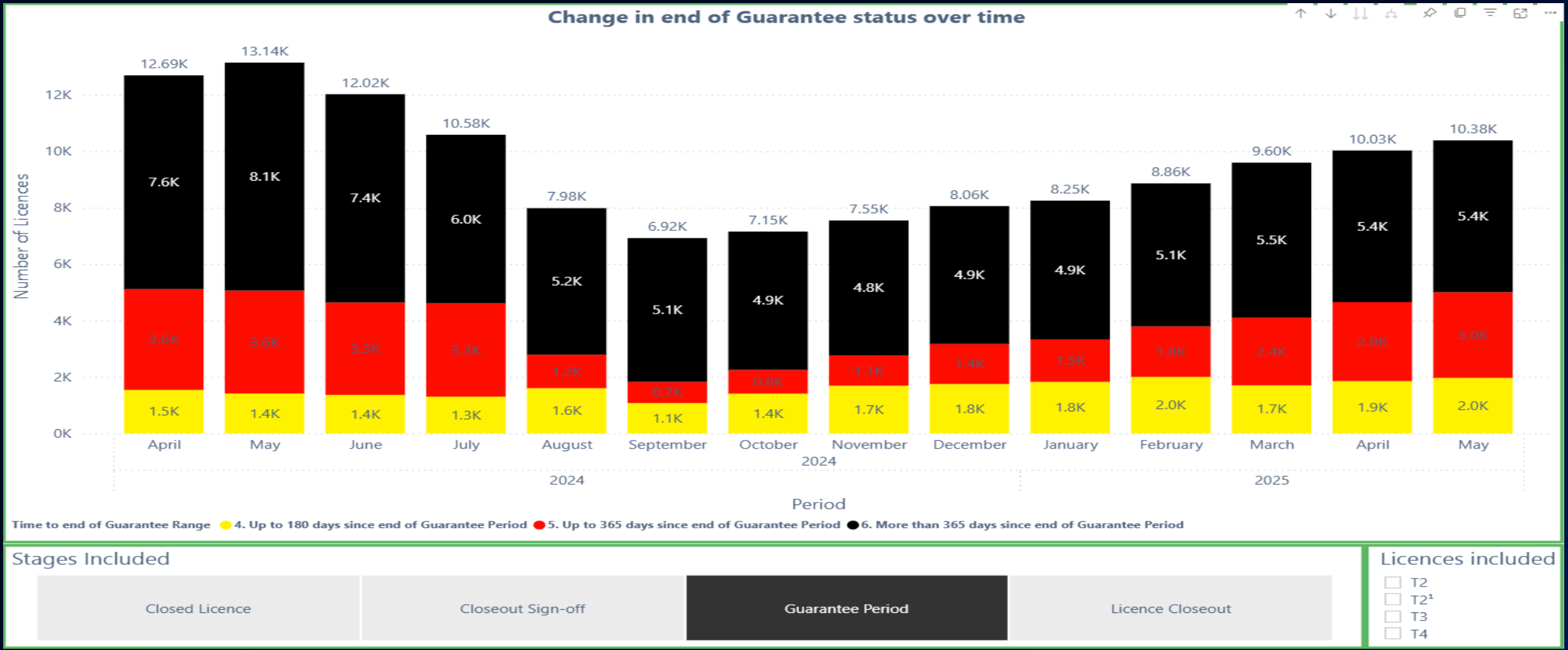
## 3. Closeout status on licences at end of Guarantee Period

This chart focuses on the requirements on Utilities with regard to licences which are due to close out the Guarantee Period.

In accordance with the Guidelines at the scheduled end of the Guarantee Period (or within 90 days either side of that date) the Utility may submit a request for licence to be closed out.

The following chart details the number of licences for which the Guarantee Period has extended beyond the planned Guarantee period end date. The chart is banded for the length of time the licences are past the planned date.

# Session : Road Licensing Performance Metrics for Road Authorities and Utilities




Stages Included

Closed Licence | Closeout Sign-off | **Guarantee Period** | Licence Closeout

Licences included

- ☐ T2
- ☐ T2¹
- ☐ T3
- ☐ T4

# Utility Compliance Reporting

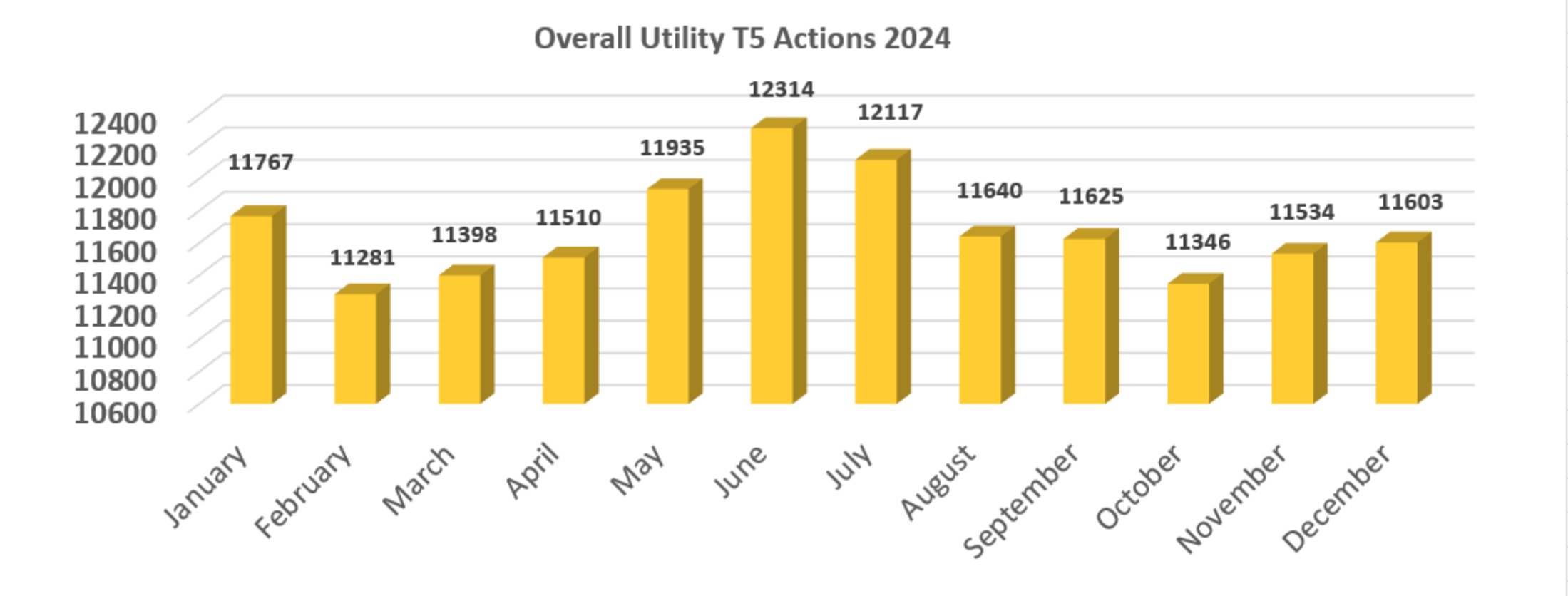
# Utility Compliance Reporting

Since 2022 the RMO issue a Monthly Compliance report to the below list of Utility Organisations which focusses on assisting them to improve compliance in relation to outstanding T5 Notification actions.

- Eir
- Enet
- ESB Networks
- Gas Networks Ireland
- National Broadband Ireland
- Siro
- Uisce Éireann
- Virgin Media Ireland

The following chart is a sample of the data provided but aggregated for all utilities.

# Session 2: Road Licensing Performance Metrics for Road Authorities and Utilities



**Join the Q&A session at Slido.com and enter 3873601 or via the QR Code.**
**Questions must include name and associated Local Authority to be considered by the panel.**

LASNTG Local Authority Services National Training Group

An Roinn Iompair
Department of Transport

CCMA
Cumann Lucht Bainistiochta Contae agus Cathrach
County and City Management Association

RSTG ANNUAL CONFERENCE 2025
20TH-21ST MAY | MULLINGAR PARK HOTEL, CO. WESTMEATH

John McNulty

# THANK YOU