



RAMM 2011a

*Release Version
Monday, 25 March 2013*

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Document Release

This document has been produced to advise RAMM Software Limited clients the benefits of upgrading to the latest version of RAMM.

Version	Date	Author	About
Release	08/02/2013	Grant Mackenzie	This document describes the advantages of upgrading to the latest version of RAMM.

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Executive Summary RAMM 2011a

RAMM 2011a is now available to RAMM Software Limited clients. This is the most advanced version yet of RAMM and upgrading to RAMM 2011a will confer real benefits to those clients who take it.

What's New

At the RAMM User Group Conference in late 2012 our users gave us a wish list of what they wanted to see in the RAMM suite of products. RAMM 2011a includes what we have been able to develop since that meeting.

The RAMM 2011a enhancements are in the areas of RAMM Patrol, Traffic Count Estimation and Dispatches.

RAMM Patrol

The benefits to users from this version are significant.

RAMM Patrol operators can carry out Assessment of Assets from the Map or Dispatches. The Dispatches themselves can be inspected. Forward Work can be viewed. There is even a new way to launch RAMM Patrol - Pocket Launcher. Maintenance Notes, the Google Map, Location display, and Road search have been refined. Groups of buttons can even be hidden and revealed when required.

RAMM Patrol is now so sophisticated and useful that operators use it in preference to standard Pocket RAMM even when not on an actual Contract Patrol.

Traffic Count Estimation

Traffic Count Estimation is now well established in RAMM. As more RCAs adopt the Traffic Count Estimation system, there have been user requests for refinements. These improvements have been implemented in RAMM 2011a.

Dispatches

You can filter on Dispatch running time and you can now Bulk Complete Dispatches. You can also Bulk Change a user-defined group of Dispatches to mark them as needing inspection. The inspection data is entered in RAMM Patrol. When a RAMM Patrol operator is performing a Dispatch, they can perform Asset assessments. Multimedia handling has been improved.

RAMM Patrol

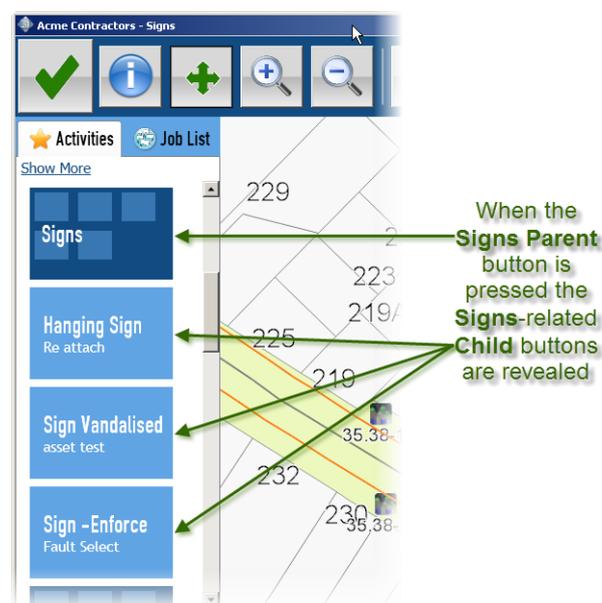
There have been substantial changes to RAMM Patrol as a result of user feedback.

The benefits to users from this version are significant. Assessments can be carried out from the Map or Dispatches. The Dispatches themselves can be inspected. You can view your Forward Work. There is even a new way to launch RAMM Patrol - Pocket Launcher.

There has been much fine tuning of Maintenance Notes, the Google Map, Location display, Road search, and more.

RAMM Patrol is now so sophisticated and useful that most operators use it in preference to the standard Pocket RAMM even if they are not on an actual Contract Patrol.

Also, groups of buttons can now be hidden and revealed when required.



Pocket Launcher

There is now a better way to start **Pocket Manager** and open **RAMM Patrol**.

Pocket Launcher can be downloaded off the **RAMM Software Limited web site Downloads page**.

You use it to

- start **Pocket Manager** in **Offline** or **Online** mode
- log in via a **PIN**
- add new users and
- select **RAMM 2011**, **RAMM 2011a** and **RAMM 6** databases before starting **Pocket Manager**.

Add a New User

You use **Pocket Launcher** to add a user to a device.

After you have downloaded **Pocket Launcher** the first thing you need to do is to add yourself as a user. Then you can open **Pocket Manager**.

The first time you open **Pocket Launcher** you enter your actual name, your user or login name, both your password and your PIN. Then when you log in through **Pocket Launcher** in the future, the default is to use your PIN. This is very convenient.

You also use this screen if you share your device with other users. You add them to the device (or they add themselves).

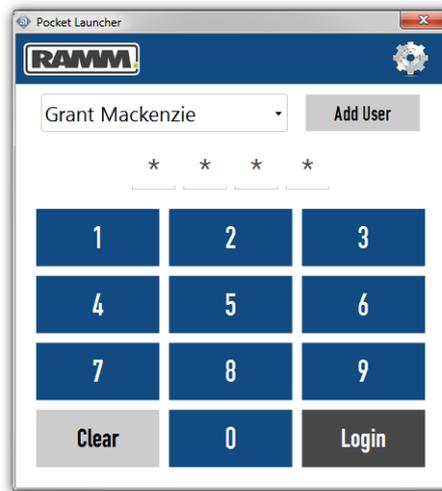


The screenshot shows a window titled "Pocket Launcher" with a blue header bar containing the "RAMM" logo and a gear icon. The main area is white and contains the following fields and buttons:

- Name:** A text input field containing "Grant Mackenzie".
- User Name:** A text input field containing "grant".
- Password:** A text input field with seven black dots representing masked characters.
- Pin:** A text input field with four black dots representing masked characters, followed by the text "4 digit pin (e.g. 1563)".
- Buttons:** A blue "Add User" button and a grey "Cancel" button.

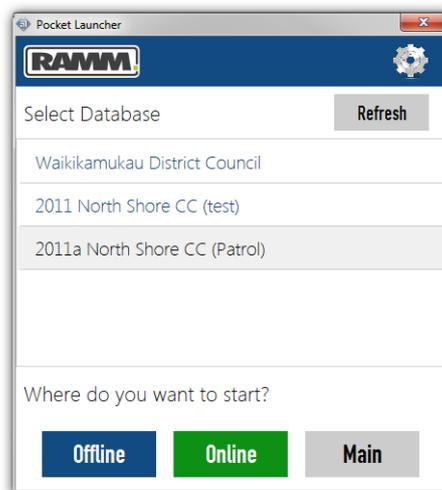
Use PIN Number

Once you have been added as a user, from then on you log in to Pocket Launcher using your PIN.



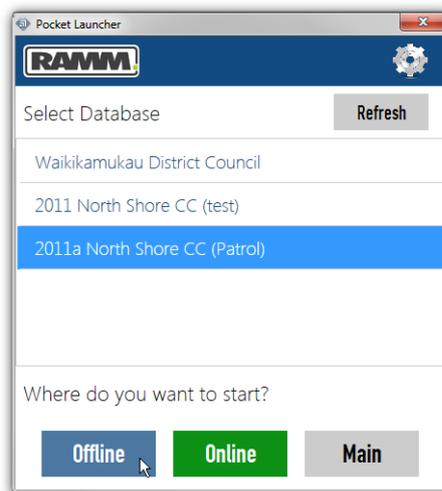
Different Database Versions

The beauty of Pocket Launcher is that if you use databases of different versions of RAMM, Pocket Launcher is able to launch them all. In the graphic below there are RAMM 2011 and RAMM 2011a database versions.



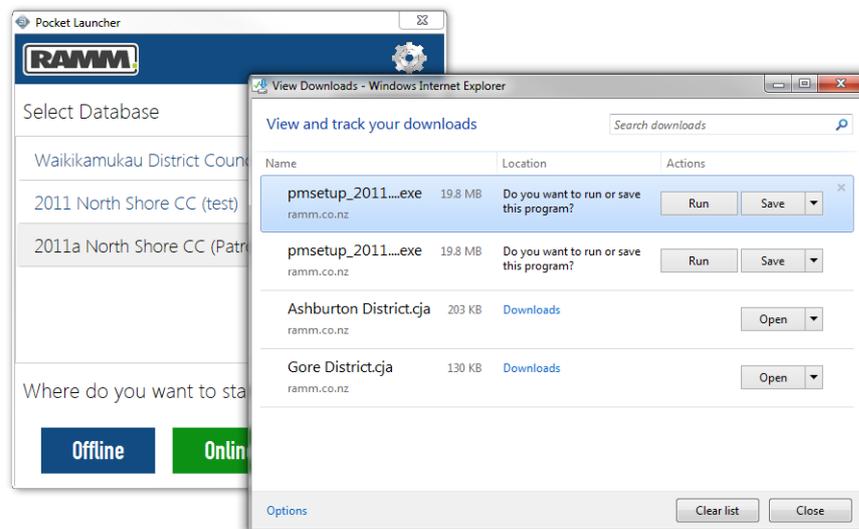
Select Database and Start Online or Offline

You select the database for your Patrol and press Offline or Online. You press Main to open the main Pocket Manager screen if, for instance, you want to synchronise.



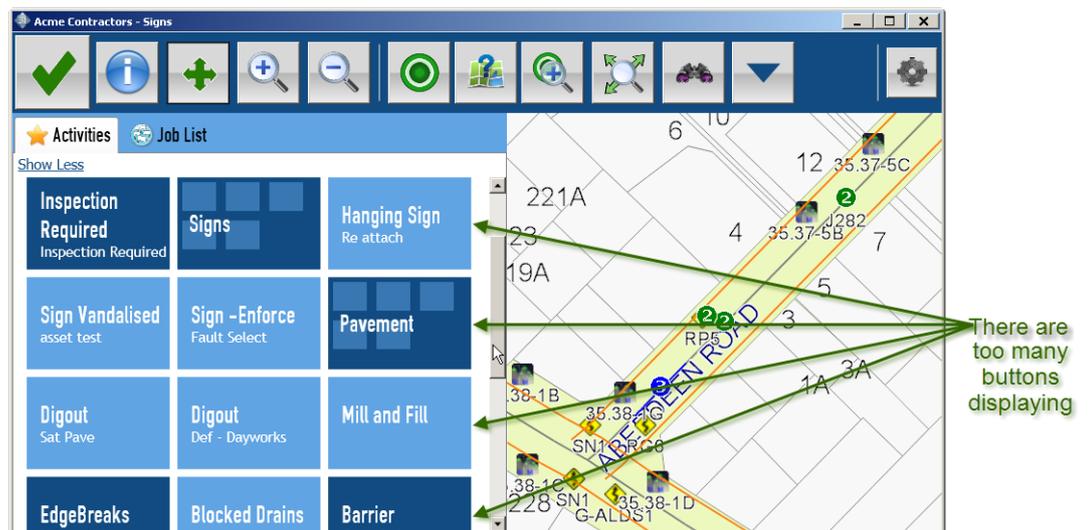
Automatic Pocket Manager Download

If you have not downloaded the correct version of Pocket Manager for the database you select, Pocket Launcher detects this and begins the required download.

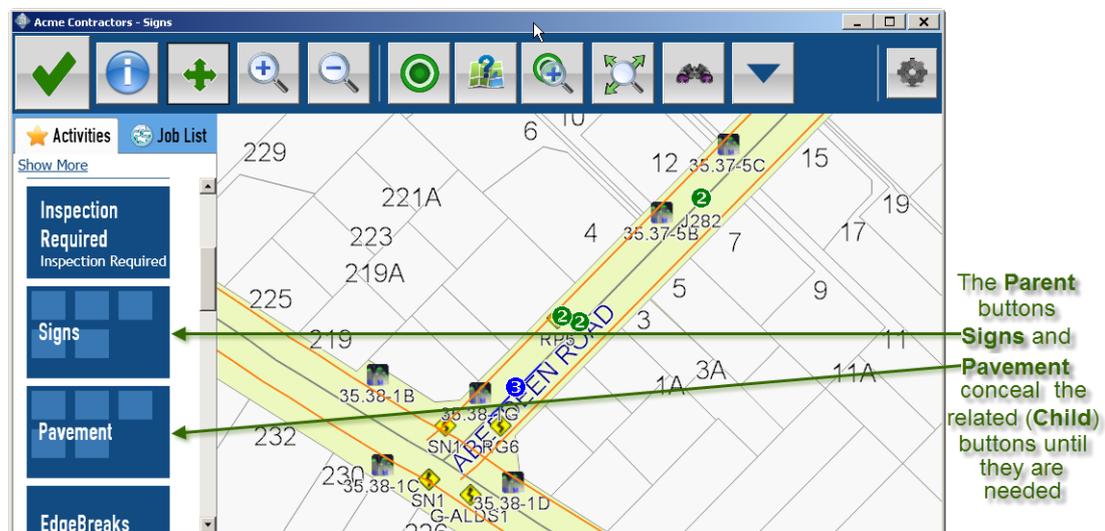


Expandable Button Groups

Some Patrols require a large number of Activity buttons to enable the operator to perform all the Patrol tasks. This sometimes leads to a very large number of buttons on a relatively small screen.



The solution to this issue is expandable button groups where Parent buttons conceal their related Child buttons until they are required.

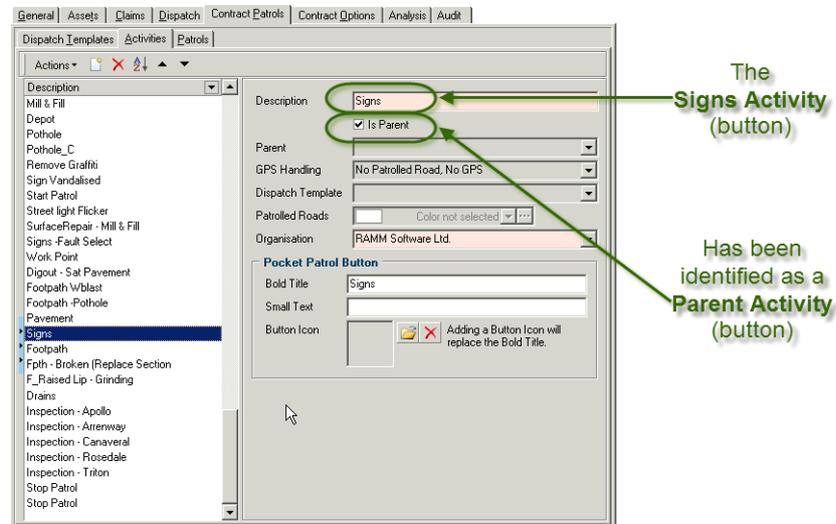


Parent/Child Buttons

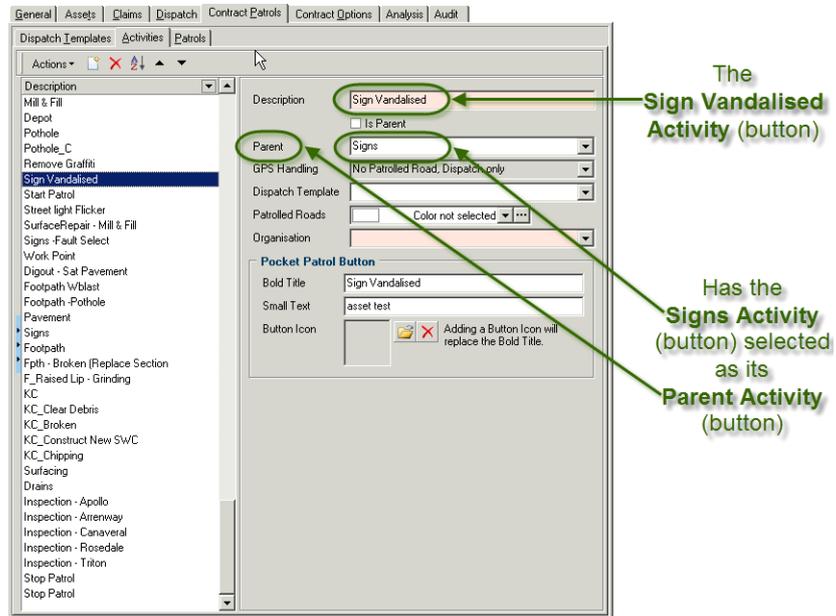
In RAMM Contractor you can link RAMM Patrol Activities (buttons) in Parent/Child relationships. This is used to group buttons with similar characteristics.

For instance, a Patrol operator may have a number of tasks to perform related to Signs. When performing tasks in areas other than Signs, the numerous Signs buttons are just taking up screen real estate.

So when setting up the Contract Patrol, a Parent Activity (button) named Signs could be created.



All the Signs-related Activities (buttons) could then have the Signs Activity (button) selected as their Parent Activity (button). In the example below, the Activity (button) Sign Vandalised has had Signs designated as its Parent Activity (button). This means that in RAMM Patrol the Sign Vandalised button will remain hidden from view until the Signs button is pressed to reveal it.



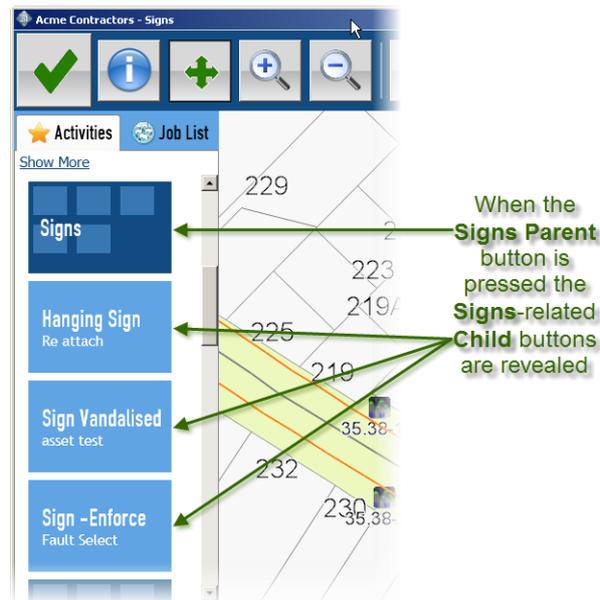
Parent/Child Patrol Buttons

On Patrol, the Parent Activity is displayed until you touch the button causing those other Activities grouped with the Parent to become visible and used as normal.

In the graphic below the Parent Signs button is concealing all the Signs-related buttons until they are needed.



When the Patrol operator presses the Signs (Parent) button, the Signs-related buttons are revealed. The Patrol operator presses the (Parent) Signs button a second time to conceal the Signs-related Child buttons when they are no longer required.



Note: This is only possible for two Levels, Parent and Child. In the example above there are four visible buttons - one Parent button and three Child buttons:

- Signs = Parent
- Hanging Sign = Child
- Sign Vandalised = Child
- Sign Enforce = Child.

Job Inspections

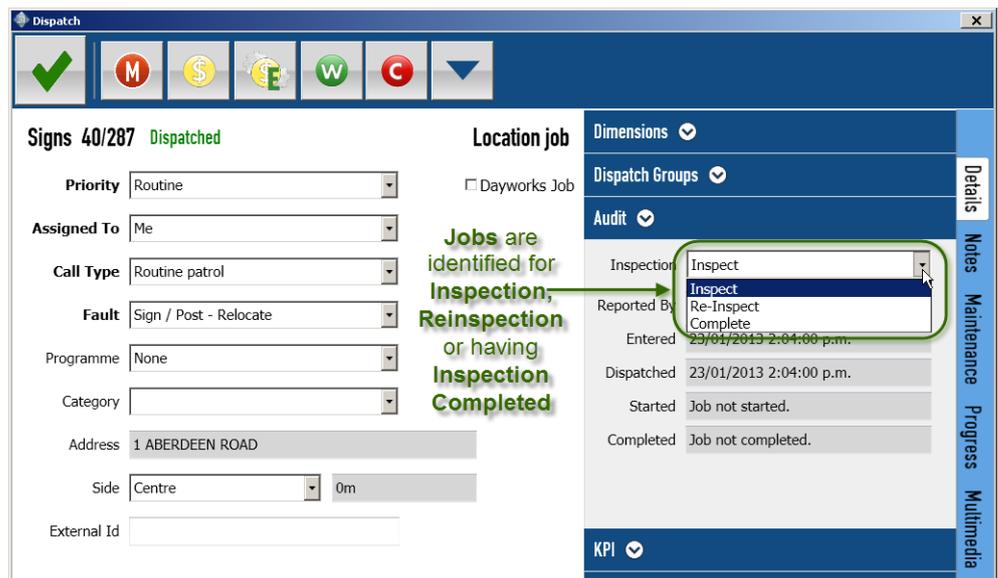
RAMM Contractor and RAMM Patrol now use these Dispatch inspection values:

- requiring Inspection
- requiring Reinspection and
- inspection Completed.

So creating an inspection or audit patrol is now very simple. In RAMM Contractor you use the filter to create the list of Jobs to be inspected. As the Inspection values (see above) are now available at the RAMM Contractor Bulk Change function, you use this to identify, all at once, all the Dispatches requiring inspection.

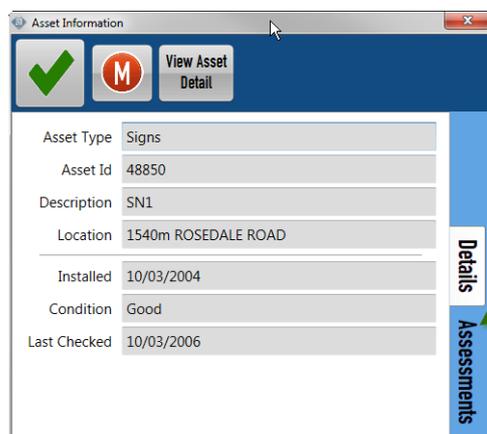
The patrol operator then filters the Job list to include only the inspection Jobs and performs the inspections.

In RAMM Patrol you set Job Inspection values at the Audit tab of the **Dispatch** screen.



Asset Details and Assessments

You can now update Asset details and complete Assessments while on Patrol. You can do this at the **Asset Information** screen accessed via the **Map** or at the **Dispatch** screen. The **Asset Information** screen is shown at the Details tab.



You press the **Assessments** tab to start an Assessment or to see when the most recent Assessment was performed

Patrol Dispatch Screen Redesign

With the addition of new enhancement requests, the **Dispatch** form has undergone a redesign to maintain a less cluttered appearance but still allow the addition of the following features:

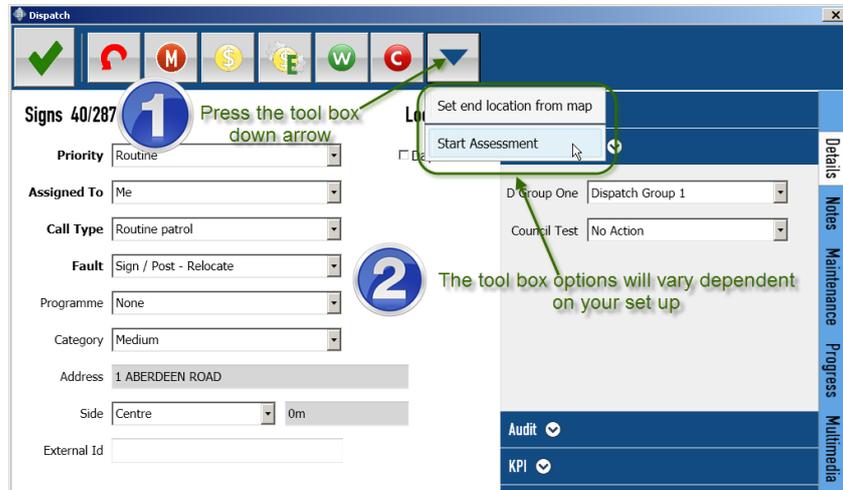
- Programme
- Category
- External ID
- Ability to Change the Dispatch Side Description.
- Keypad reading Decimal points correctly
- Allowing permissible Dispatch Groups to be updated
- Displaying Audit dates and times for each Job Stage
- Review of KPI Targets for the specific Job

The screenshot displays the 'Dispatch' form interface. At the top, there is a tool bar with several icons: a green checkmark, a red circular arrow, a red circle with 'M', a yellow circle with '\$', a green circle with 'E', a green circle with 'W', a red circle with 'C', and a blue downward arrow. Below the tool bar, the form is divided into several sections:

- Signs 40/287 Dispatched**: This section contains several dropdown menus: Priority (Routine), Assigned To (Me), Call Type (Routine patrol), Fault (Sign / Post - Relocate), Programme (None), and Category (Medium). Below these are text input fields for Address (1 ABERDEEN ROAD), Side (Centre) with a unit field (0m), and External Id.
- Location job**: This section includes a checkbox for 'Dayworks Job'.
- Dimensions**: A dropdown menu.
- Dispatch Groups**: A dropdown menu.
- D Group One**: A dropdown menu showing 'Dispatch Group 1'.
- Council Test**: A dropdown menu showing 'No Action'.
- Audit**: A dropdown menu.
- KPI**: A dropdown menu.

On the right side of the form, there is a vertical navigation menu with the following items: Details, Notes, Maintenance, Progress, and Multimedia.

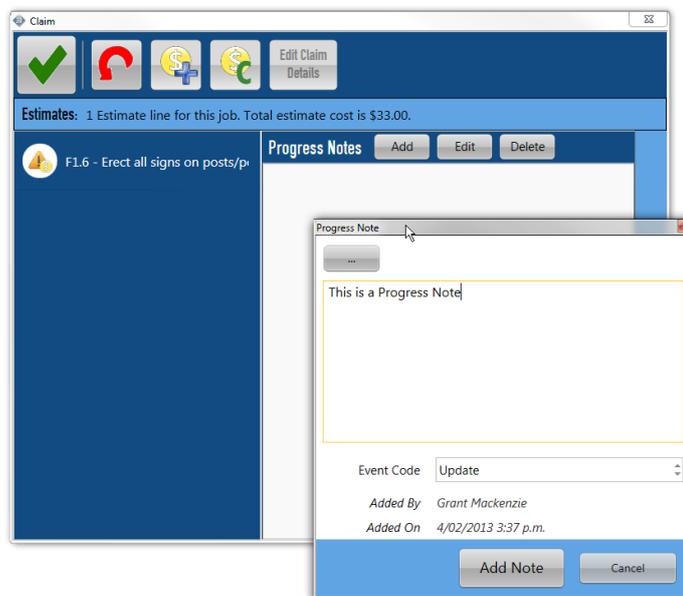
A tool box (below) has also been added to the **Dispatch** form which can give different options for a Job. While some are specific to an Asset, Dispatches themselves can now be Assessed.



With these enhancements available on the **Main** form, the **Edit Job Details** screen has been removed from RAMM Patrol but can still be accessed from Pocket RAMM.

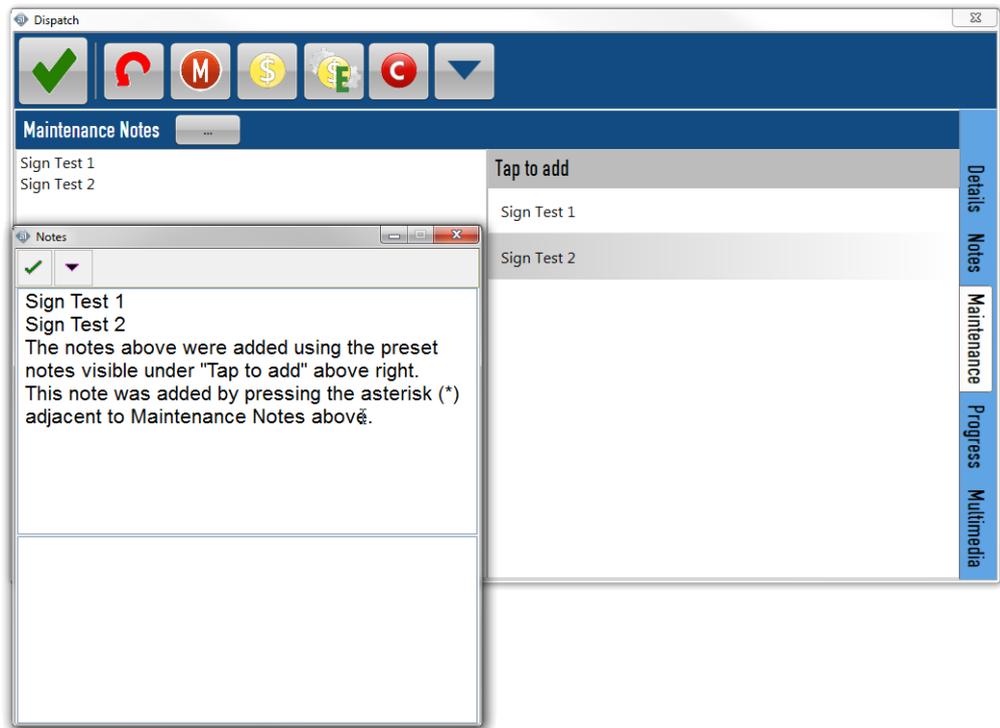
Progress Notes Upgrade

On both the **Dispatch** and **Claim** screens, Progress Notes have been upgraded to the RAMM Patrol style. Appropriate Contract Permissions apply to editing the notes.



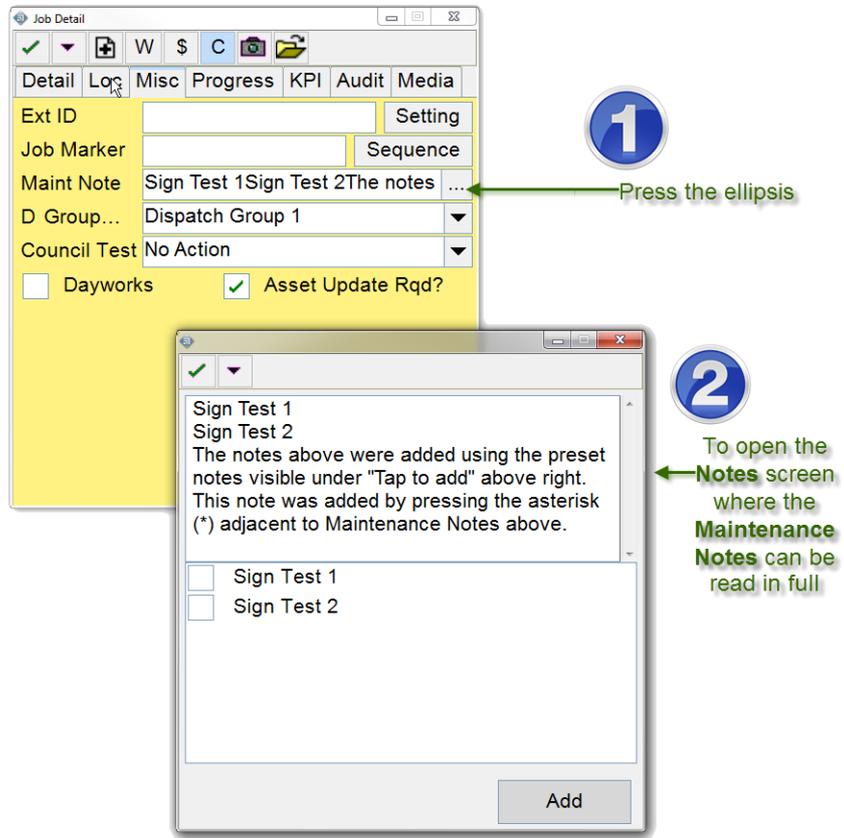
Maintenance Notes Upgrade

Maintenance Notes are now able to be selected, edited and combined with Favourite Notes on the Maintenance tab of the **Dispatch** form. Changes have also been made to Pocket RAMM and RAMM Contractor to allow correct display of data entered into RAMM Patrol.



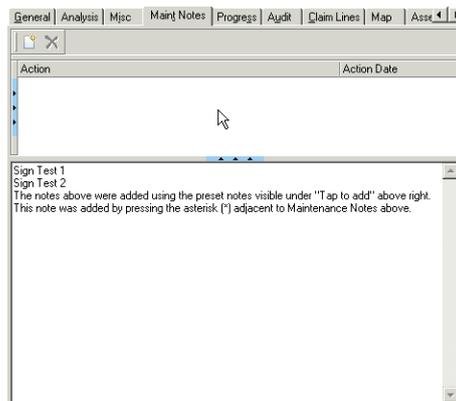
Pocket RAMM Job Detail and Notes Screens

You press the ellipsis adjacent to the Maint Notes field to open the **Notes** screen where the notes added in RAMM Patrol display correctly.



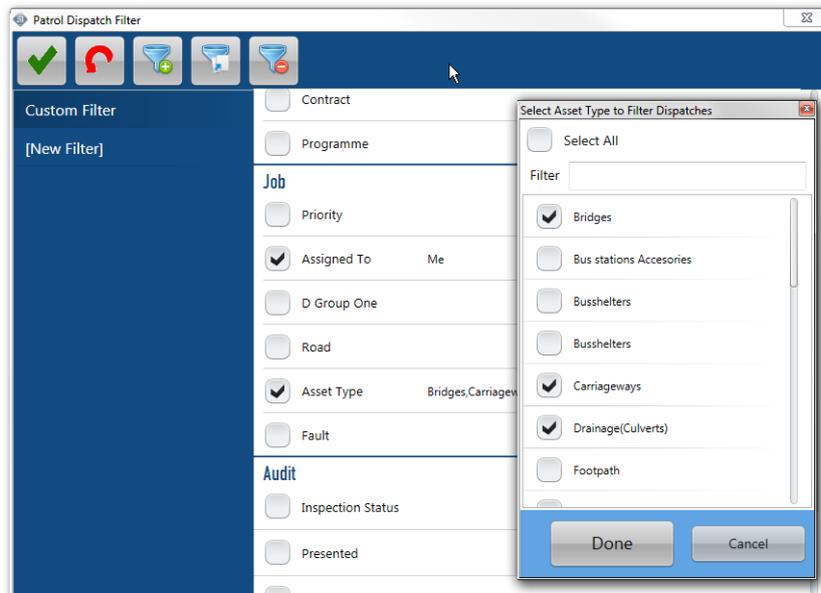
Maintenance Notes Tab of the Dispatch Screen

Maintenance Notes entered in RAMM Patrol display correctly at the Maint Notes tab of the Dispatch maintenance screen.



Better Job Filter

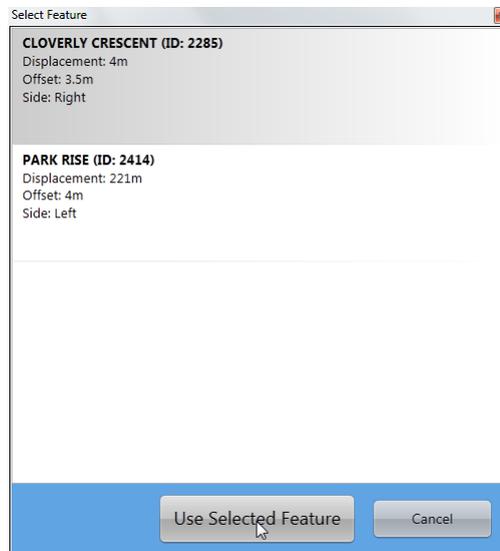
Several changes have been made to the **Dispatch** filter so that better, more specific, Job lists can be created for you. These include the addition of more Auditing criteria, an improvement in ways to add and save Filters and a Select All option introduced to better accommodate different combinations with Assets and Faults.



Better Road Selection

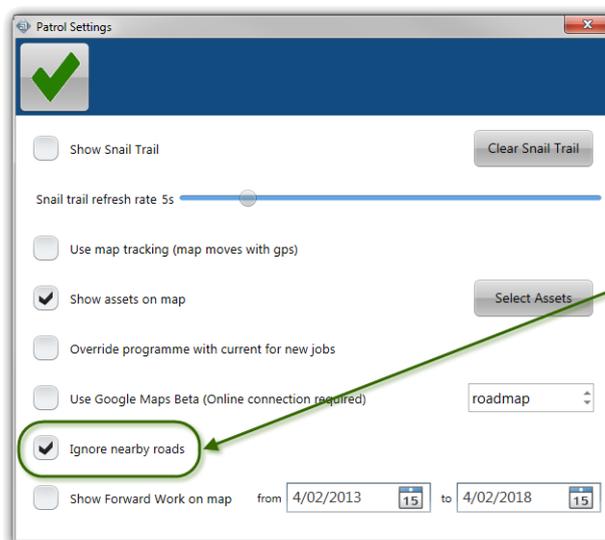
While RAMM Patrol can display and make a huge amount of information available to you, having too many choices can sometimes be an inconvenience.

Selecting a Road for the Asset or Job is an example which users have provided of having too many choices.



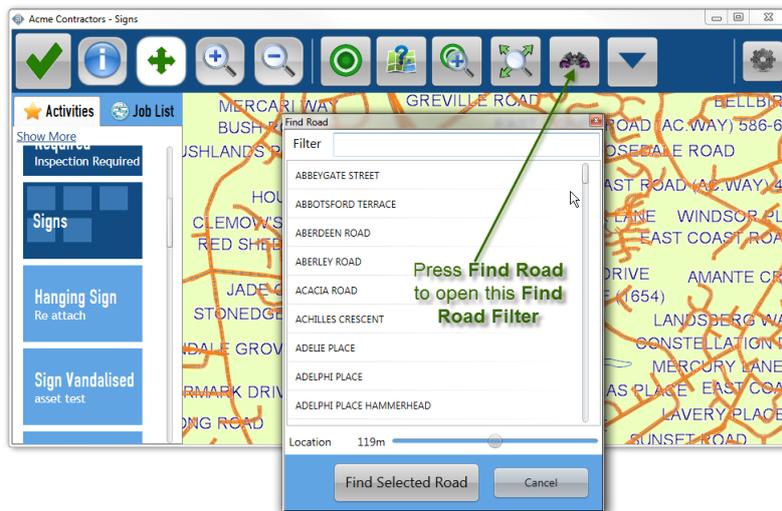
Ignore Nearby Roads

By introducing the option to Ignore nearby roads, RAMM Patrol can choose the exact Road which is defined by touching the Map, not offering multiple selections. In the example above, Select Feature would not have appeared and RAMM Patrol would directly asked you to confirm the Job is to be placed on Cloverly Crescent.

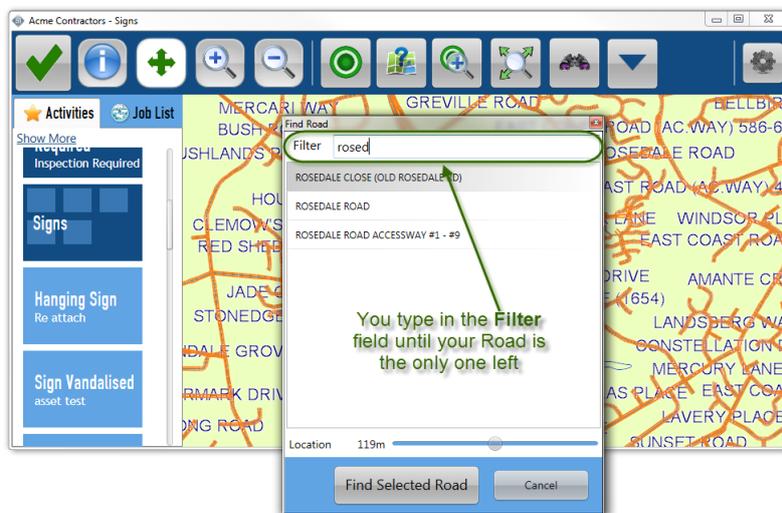


Better Road Search

It is a standard function throughout RAMM that when you start typing in a Road field, the results are filtered based on the letters typed in the field. In RAMM Patrol, as you type in the filter, the list moves to the first Road based on the last letter entered. So you no longer have to type in the complete Road name. You press the Find Road button (binoculars) to open the **Find Road** dialog.



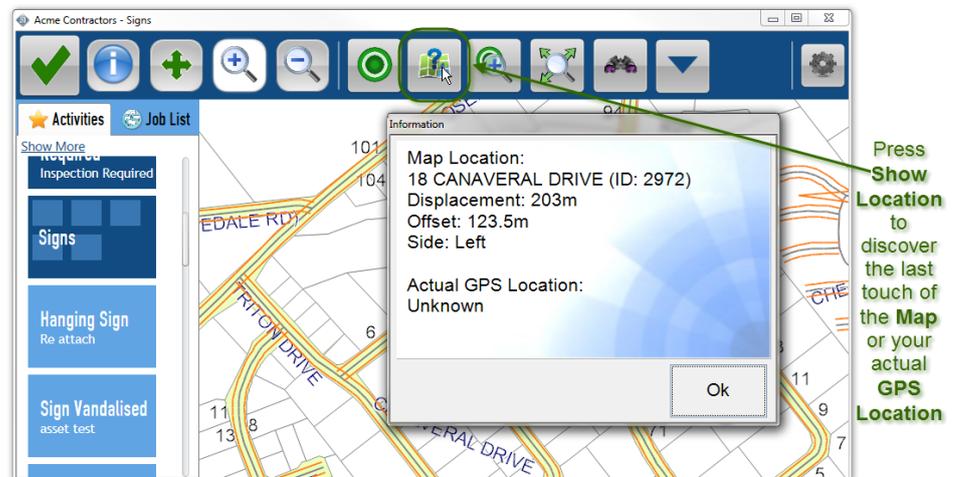
You start typing in the Filter field until your Road is the only one left.



Show Location

We have made some changes to the top tool bar to include a new button, Show Location. By pressing this, you will find the Location of the last touch you made on the Map whether it be a selected Job, Asset or Road.

If you have activated the GPS, your Actual GPS Location will be displayed. In the graphic below, there is no GPS connection so the actual GPS Location is Unknown and only the **Map** Location is displayed.



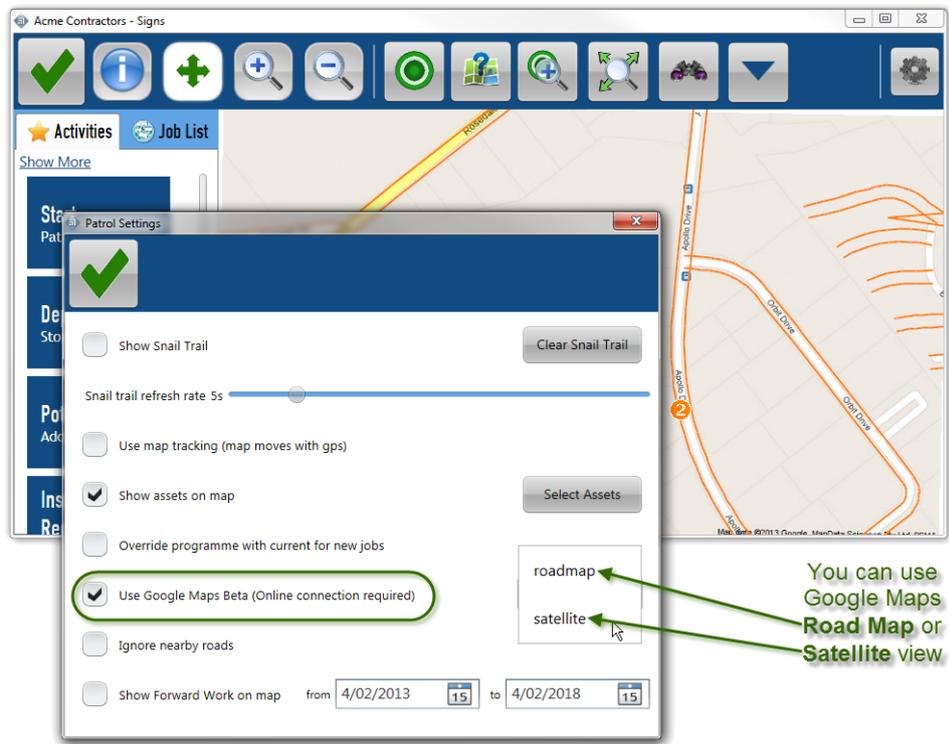
Google Maps Load Indicator

There were consistent user requests to be able to use Google Maps with RAMM Patrol. So we implemented this for Online Users.

Google Maps Caching - A Little History

If you want optimum map performance, you must have the map cached locally on your machine. For a number of reasons this is not practical with the Google Map. For a start, the cache files are too large for most devices on which RAMM Patrol is run.

So for Google Maps to work with RAMM Patrol, you need to maintain a live internet connection. Under most circumstances this means that you need to be Online.



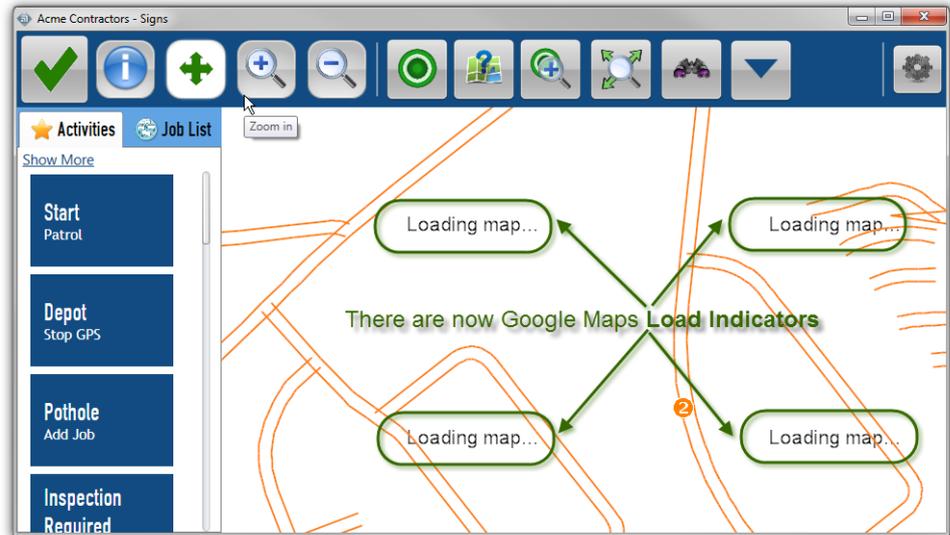
Google Maps and Offline Users

The ability to use Google Maps Offline under limited circumstances was introduced.

This was possible only for users who were able to maintain an internet connection while they were Offline. However, because the Google Maps files are not locally cached (as discussed above) there are sometimes delays loading the map through the internet.

These delays in loading through the internet can cause user confusion when users assume that a slow map response time indicates that loading the Google Map has failed.

There is now an update script which indicates the stage of the loading process. You will see the Loading map... indicators when the Google Map is loading. If the internet connection is lost, RAMM Patrol will revert back to the Offline **Map**.



In the graphic above, the Google Map is being downloaded over the internet so the Loading Map indicators display. In the graphic below the Google Map has loaded.



The Google Maps Satellite view has now loaded

Non Display of MultiMedia

There was an issue where multimedia files, either from the RAMM Patrol device camera or from the device hard drive would not display correctly.

It was found that image had been captured and synchronised correctly, but that it was a display issue in RAMM Patrol. This has been resolved and files now display correctly at the RAMM Patrol Multimedia tab.



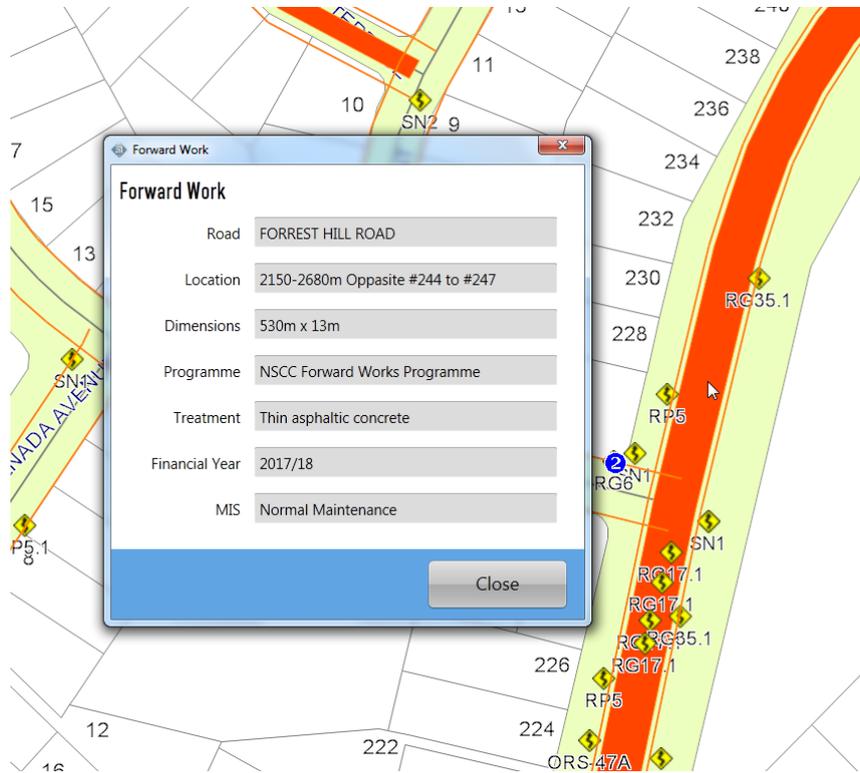
 Please note that if you want to view Multimedia files you must be Online. You can view Multimedia files Offline only if you have downloaded them when you were Online.

NOTE

View Forward Work

Treatment Lengths have been added to the RAMM Patrol **Map**. So you can now view Forward Work with an improved display. For instance, you can select a specific time period for which you want to view the Forward Work.

Please note that you can do this only if the correct settings have been applied in RAMM Contractor.



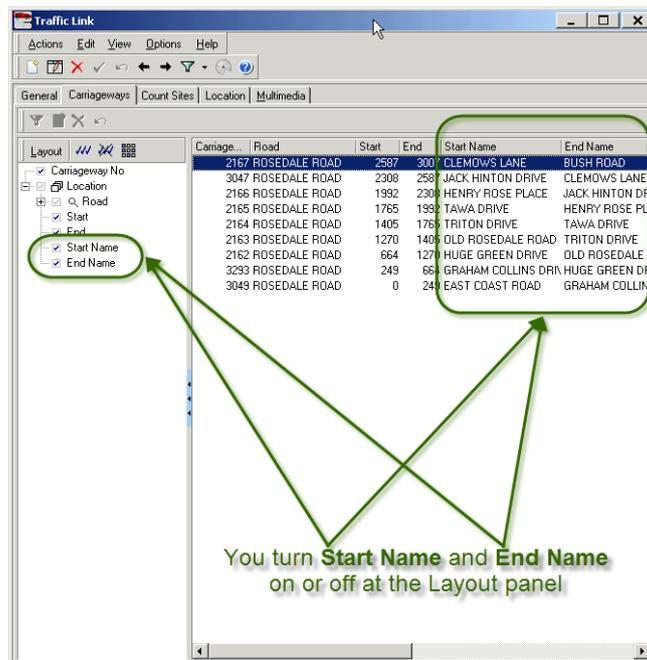
Traffic Count Estimation

Traffic Count Estimation is now well established in RAMM.

As more RCAs adopt the Traffic Count Estimation system, there have been user requests for improvements to assist in the workflow. These improvements have been implemented.

There have also been a number of improvements to assist NZTA with their Traffic Count Estimation workflow.

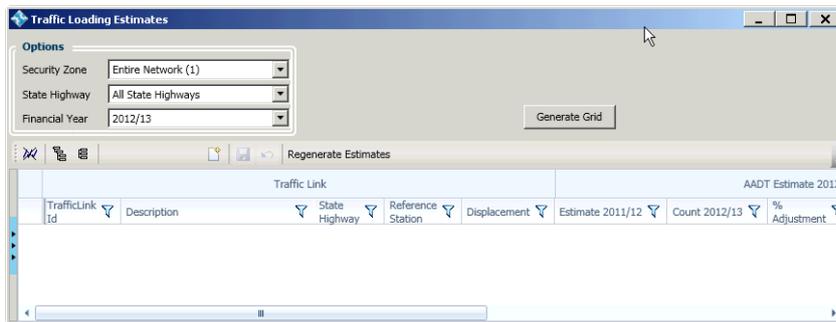
There is even a new screen, the **Carriageway Traffic** screen to enable users to view all Carriageway Sections on a Road and their relationship to Traffic Links, even if there is more than one Traffic Link on the Road.



Traffic and Loading Estimates

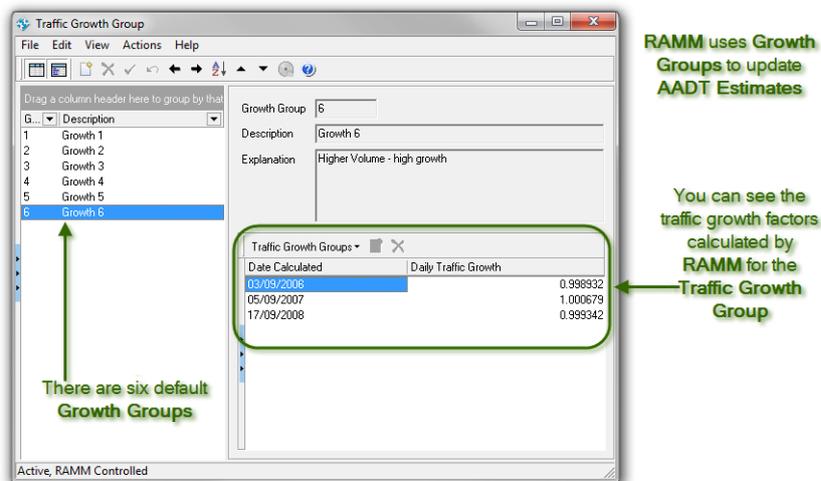
The **Traffic and Loading Estimates** screen (RAMM Manager > Projects > TMS > Traffic and Loading Estimates) has been updated after requests to make it more user-friendly. These have not been major changes.

Some columns were found to be not directly required and so have been removed from the default display. The Generate Grid button has been repositioned. A Financial Year drop-down list has been added plus other minor improvements.



Growth Groups Display

The calculated columns for the Annual Growth display on the **Traffic Growth Group** maintenance screen.

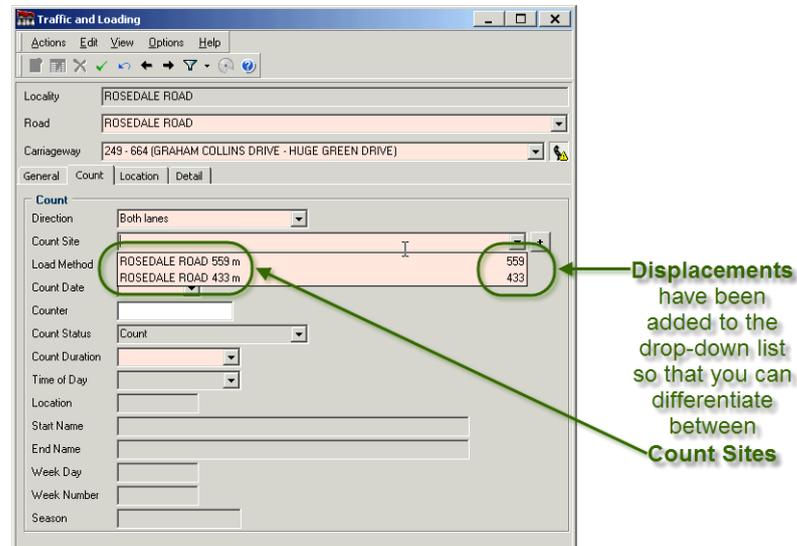


Traffic Count Site Displacements

At the **Traffic and Loading** Detail screen you can add Traffic Count details.

When you do this you must select the Count Site at which the count was taken. If there were two Count Sites on the Carriageway Section it was difficult to select the right Count Site as there was no additional information to differentiate between the Count Sites on the same Traffic Link.

Count Site Displacements have now been added into the drop-down list so that you can differentiate between Count Sites.

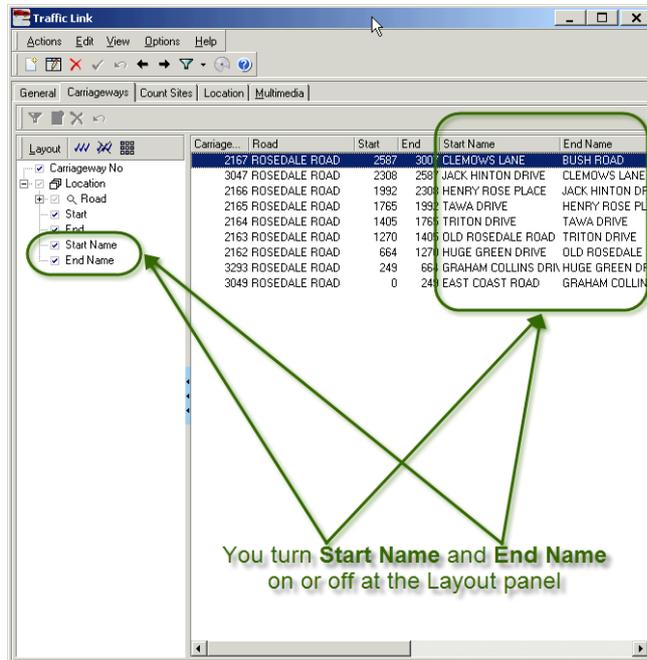


Traffic Link Carriageway Start and End Names Viewable

When you want to view the Carriageways which constitute a Traffic Link, you do this at the Carriageways tab of the **Traffic Link** screen.

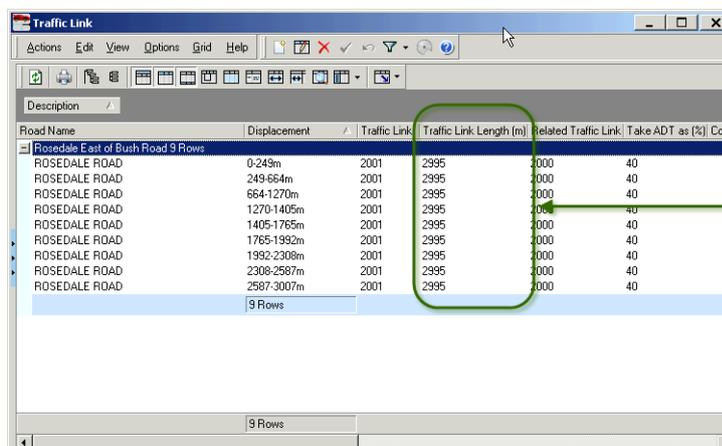
Users pointed out that although the Start and End displacements were available to view, it would be much easier to identify individual Carriageways if they could also see the Carriageway Start Names and End Names.

Start Name and End Name have been added to the options at the Carriageways tab of the **Traffic Link** screen. Turn them on or off in the Layout panel.



Traffic Link Grid/Detail - Display Length

A new field has been added into **Traffic Link** Grid and Detail screens. It can be located next the Traffic Link ID field on both Grid and Detail screens. Please be advised that this is a calculated field and the value is summarised from the length of associated Carriageways.



The calculated field **Traffic Link Length** is now available at the Traffic Link Grid and Detail screens

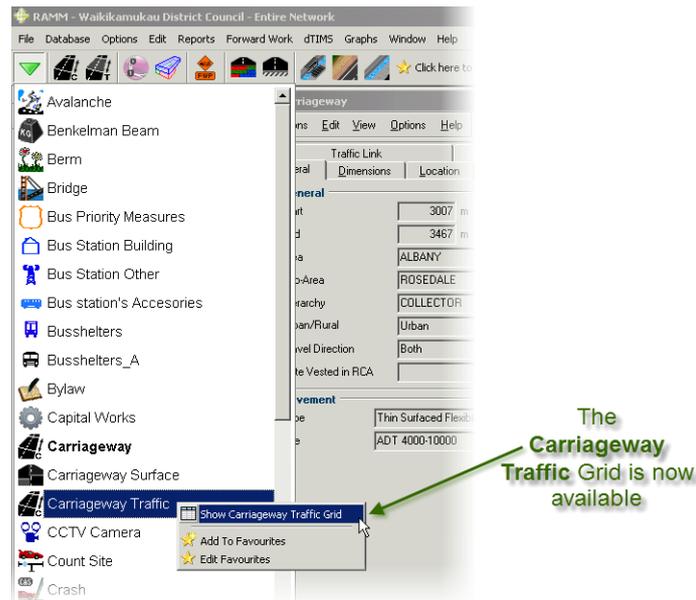
Carriageway Traffic Screen

A new screen has been added to the RAMM  Show Tool Bar Menu drop-down list. The **Carriageway Traffic** Grid screen has been added to solve an issue where users wanted to view all Traffic Link Carriageways on a particular Road at the same time.

When you open the **Traffic Link** screen you can view all the Carriageways which constitute the Traffic Link. These are listed at the Carriageways tab.

If the Traffic Link comprises the entire Road, then when you are at the **Traffic Link** screen you can view each and every Carriageway in that Road. But there are times when a Road may consist of multiple Traffic Links. In that case it is not possible see all the Carriageways in a Road with their Traffic and Loading information and be able to check their details at the **Traffic Link** screen.

Users advised that there were times when they wanted to look at the Carriageways for an entire Road and to be able to compare their Traffic and Loading details, whether or not there was more than one Traffic Link in the Road. You can now use the **Carriageway Traffic** Grid to do this.



Carriageway Traffic Grid

You can access the **Carriageway Traffic Grid** from the RAMM menu. Please note that this is a Grid screen only. There is no Detail screen. Please also note that this is a screen to view and export data only. You cannot edit data at this screen.

Too Much Information

The screen can be used for a variety of purposes. So the default Layout is huge. If you are merely looking for Traffic Link Carriageway details for a Road, there will be too much information.

Locality Name	Loc...	Road Name	Road	Displacem...	Start	End	Area	Sub-Area	Hierarchy	Carriag...
ROSEDALE ROAD	58	ROSEDALE ROAD	58	0-249m	0	249	ALBANY	WINDSOR PARK	COLLECTOR	3049
ROSEDALE ROAD	58	ROSEDALE ROAD	58	0-249m	0	249	ALBANY	WINDSOR PARK	COLLECTOR	3049
ROSEDALE ROAD	58	ROSEDALE ROAD	58	249-664m	249	664	ALBANY	PINEHILL	COLLECTOR	3293
ROSEDALE ROAD	58	ROSEDALE ROAD	58	249-664m	249	664	ALBANY	PINEHILL	COLLECTOR	3293
ROSEDALE ROAD	58	ROSEDALE ROAD	58	664-1270m	664	1270	ALBANY	PINEHILL	COLLECTOR	2162
ROSEDALE ROAD	58	ROSEDALE ROAD	58	664-1270m	664	1270	ALBANY	PINEHILL	COLLECTOR	2162
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1270-1405m	1270	1405	ALBANY	ROSEDALE	COLLECTOR	2163
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1270-1405m	1270	1405	ALBANY	ROSEDALE	COLLECTOR	2163
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1405-1765m	1405	1765	ALBANY	ROSEDALE	COLLECTOR	2164
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1405-1765m	1405	1765	ALBANY	ROSEDALE	COLLECTOR	2164
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1765-1992m	1765	1992	ALBANY	ROSEDALE	COLLECTOR	2165
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1765-1992m	1765	1992	ALBANY	ROSEDALE	COLLECTOR	2165
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1992-2308m	1992	2308	ALBANY	ROSEDALE	COLLECTOR	2166
ROSEDALE ROAD	58	ROSEDALE ROAD	58	1992-2308m	1992	2308	ALBANY	ROSEDALE	COLLECTOR	2166

In that situation it is strongly recommended that you open the Layout panel, , clear all the selected options and then select only those that are useful to you.

Start	End	Count	Status	Latest	Count Date	ADT	Peak Traffic ADT	% Cars
414	595	Estimate	Latest	30/01/2013	6104	90		
414	595	Estimate	Not latest	31/12/2010	6269	91		
414	595	Estimate	Not latest	31/12/2009	6302	92		
414	595	Estimate	Not latest	31/12/2008	6120	90		
414	595	Estimate	Not latest	31/12/2007	6220	91		
414	595	Estimate	Not latest	31/12/2006	5480	91		
414	595	Estimate	Not latest	31/12/2005	5300	90		
414	595	Estimate	Not latest	31/12/2004	5200	90		
414	595	Estimate	Not latest	31/12/2003	4000	86		
414	595	Estimate	Not latest	31/12/2002	4200	91		
414	595	Estimate	Not latest	31/12/2001	4200	86		
595	1001	Estimate	Latest	30/01/2013	6104	90		
595	1001	Count	Latest	01/08/2012	6104	90		
595	1001	Count	Not latest	31/12/2010	6265	91		
595	1001	Estimate	Not latest	31/12/2009	6265	91		
595	1001	Count	Not latest	31/12/2010	6265	91		
595	1001	Count	Not latest	31/12/2009	6298	92		
595	1001	Estimate	Not latest	31/12/2009	6298	92		

1

You should clear all the options 

2

Then select only those options you require

Count Site Location Change

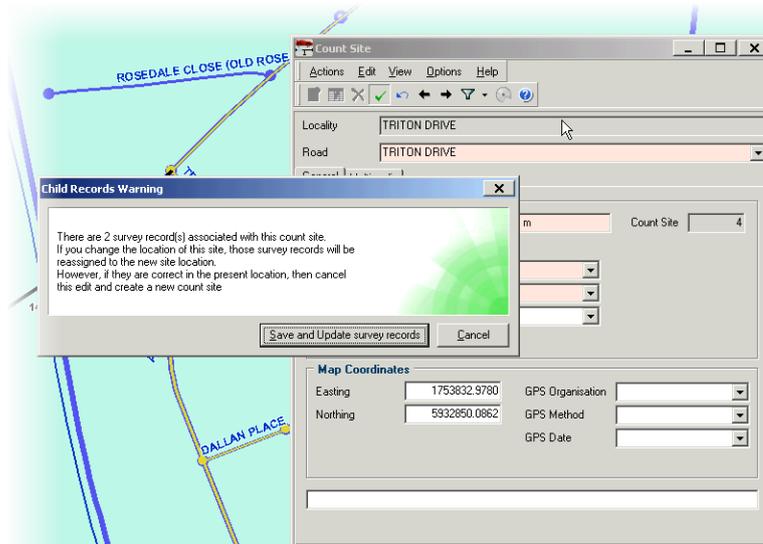
An issue arises when you decide to shift a **Count Site** from one location to another. It concerns the validity of its **Traffic Counts**.

If the **Count Site** has always been sited at the incorrect location in **RAMM** but correctly sited in the **Network**, then the **Traffic Counts** need to be repositioned in **RAMM**. The **Traffic Counts** need to remain associated with the **Count Site** when it is shifted.

If, on the other hand, the **Count Site** has been correctly sited in **RAMM** and you shift the **Count Site** to a new **Road** then the question arises whether you want to take the historical **Traffic Counts** to the new **Location**? Most likely the counts will be incorrect if associated with the new **Road**. In this case you should cancel the edit and simply create a new **Count Site** at the new location.

RAMM now alerts you to this issue. The following **Warning** appears.

There are x survey records associated with this count site. If you change the location of this site, those survey records will be reassigned to the new site location. However, if they are correct in the present location, then cancel this edit and create a new count site.

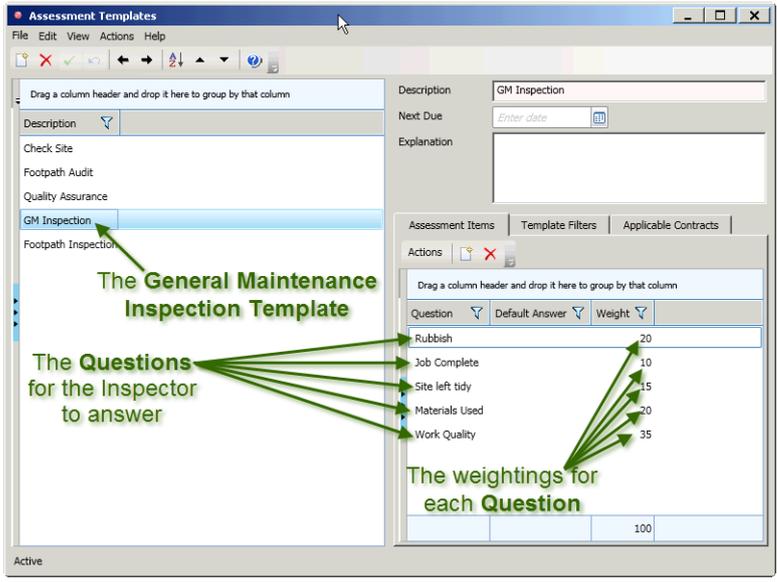


Dispatches

Our RAMM Contractor users have asked for improvements in the Dispatch workflow and for more Dispatch functions.

So you can now Bulk Complete Dispatches. Multimedia handling has been improved. You can filter on Dispatch running time. The requirement for Claim quantity change notes is now contract-specific. Also there is the ability to perform assessments of Assets from within and without Dispatches, plus you can enter inspection data against Dispatches using RAMM Patrol.

Read on for the details of the Dispatch improvements which have been implemented.



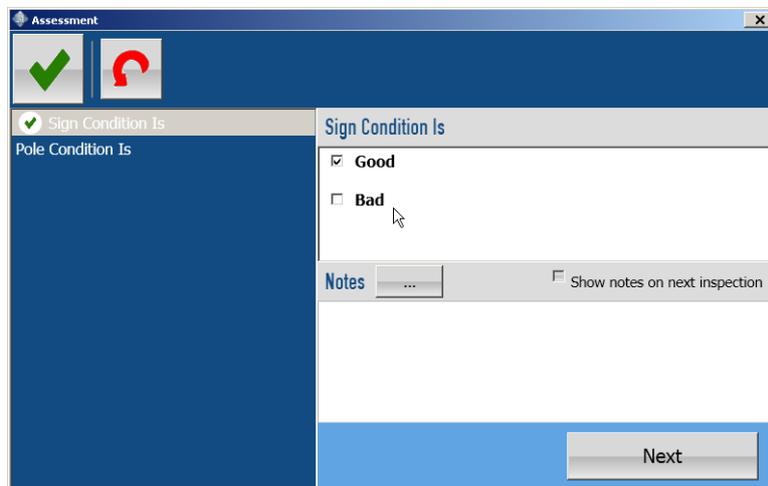
Assessment in Dispatches

The logic of having contractors perform assessments on Assets when working on them is compelling. Formerly, assessments had to be entered into RAMM. Assessments can now be entered using RAMM Patrol. This can be from within Dispatches or at the asset Details screen.

How Does Dispatch Assessment Work

Patrol operators will answer a user-defined set of questions to assess the Asset.

The graphic below is an example of a particularly simple Sign assessment in RAMM Patrol.



The screenshot shows a software window titled 'Assessment'. At the top left, there are two icons: a green checkmark and a red circular arrow. Below the title bar, the main content area is split into two panes. The left pane is dark blue and contains the text 'Sign Condition Is' and 'Pole Condition Is'. The right pane is light grey and contains the text 'Sign Condition Is' followed by two radio button options: 'Good' (which is selected) and 'Bad'. Below these options is a 'Notes' field with an ellipsis button and a checkbox labeled 'Show notes on next inspection'. At the bottom right of the window is a 'Next' button.

Assessment Set Up

You set up assessment to match your business requirements. The set up process has been made simple. You set up Dispatch Assessments in three three stages:

- 1 Create Question Groups for the Dispatch
- 2 Match Questions and Answers to the appropriate Question Group
- 3 Design an Assessment Template.

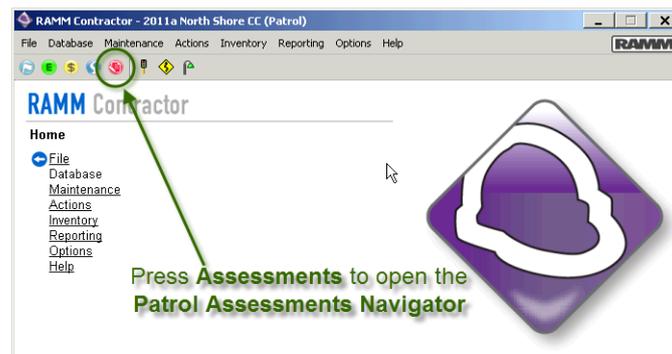


NOTE

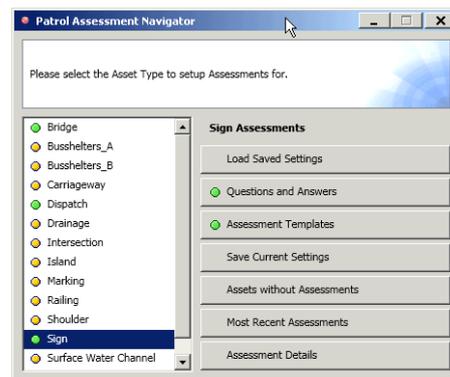
Saved Settings can be loaded from another user or database via Public on saved Layouts and they can be updated with the creation of new Questions and Answers.

Patrol Assessment Navigator

You use the Assessments icon on the RAMM Contractor home screen to access the Assessment functions.



This opens the **Patrol Assessment Navigator**.



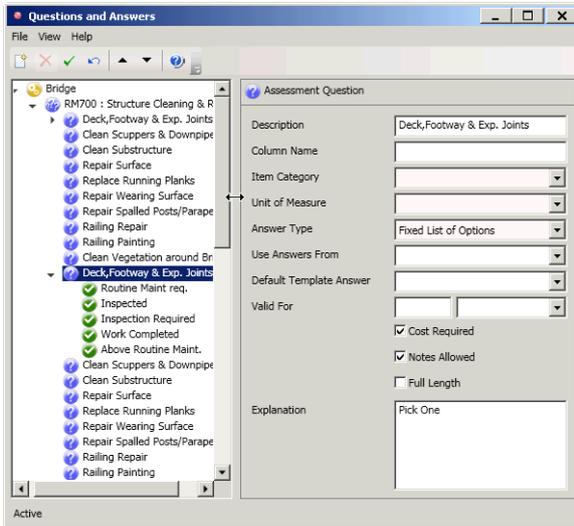
Question Groups, Questions and Answers

Questions and Answers are linked together through Question Groups.

You use them to group Questions of a similar nature. For instance, you could create a Question Group named Signs. This would group Questions for the Assessor to answer about the Condition of the Sign, its cleanliness, its security and so on.

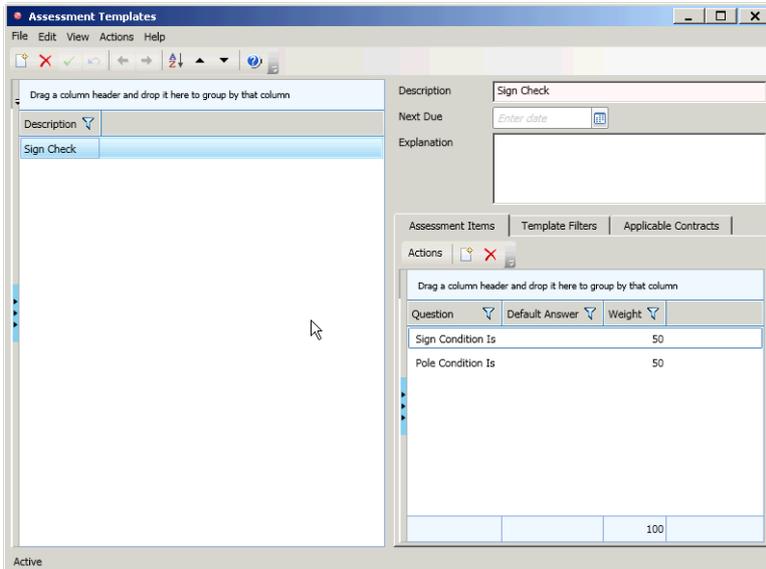
Normally the Answers would be preset. Questions can share the same Answers if necessary.

The graphic below shows the Bridge Asset Question Group RM700: Structure Cleaning and Repair with the Questions.



Assessment Templates

When the Patrol Operator is to perform an assessment on an Asset, they will select the appropriate Assessment Template. Asset types may have more than one Template depending on the Assessment reasons. Use of Templates ensures consistency of assessments and responses.



Questions and Answers

You create an Assessment Template, as above. You associate Questions and Answers with the Template.

You can set Default Answers and determine the importance of the Question by assigning it a percentage. You can also associate the Template with one or more Contracts.

It will then be available only for Dispatches for the Contract.

Dispatch Assessment Rules

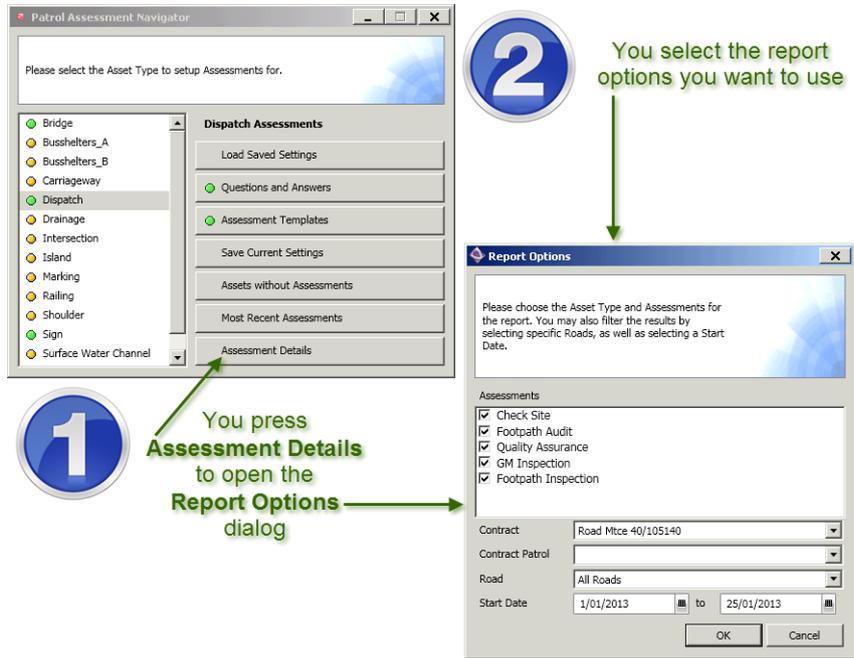
There are rules for Dispatch Assessments:

- 1 Dispatch Assessment Templates that have been associated with a specific Contract will be viewable in *RAMM Patrol* only for Patrols related to that contract
- 2 Dispatch Assessment Templates that have not been associated with a specific Contract will be viewable in all *RAMM Patrol* Patrols on the database whatever the contract
- 3 Only users who have Permissions to update the Contract will be able to select a Contract.
- 4 If an Asset Type is selected for the Contract then that Template will only be visible to Dispatches for that Asset Type
- 5 If Asset Type is left blank then the template will be generic and apply to all Dispatches on the Contract. It is therefore possible for a Dispatch to have selection of 2 or more Assessment Templates.

Dispatch Assessment Reports

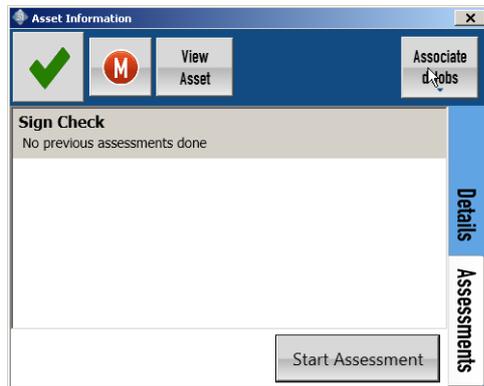
Reports are accessed by pressing Assessment Details on the **Patrol Assessment Navigator**.

You have report options such as Contract, Road, Patrol and date range.



Assessment by Asset Information

RAMM Patrol operators can add assessments, not only from within Dispatches but also by opening the **Asset Information** screen directly from the **Map**.



Inspections in Dispatches

Both Network Owners and Contractors have reason to audit work performed under a maintenance contract. We have used the new RAMM Contractor Assessment functions to create the option of generating an Inspection for any Dispatch in the contract.

Whilst the results can be viewed in RAMM Contractor, they are entered only through RAMM Patrol. The graphic below shows an example of an Inspection being undertaken in RAMM Patrol.

Inspection Set Up

You set up Inspections to match your business requirements. The set up process is simple using the Assessment system in RAMM Contractor. You set up Dispatch Inspections in three stages:

- 1 Create Question Groups for the Dispatches
- 2 Match Questions and Answers to the appropriate Question Group
- 3 Design an Assessment Template.

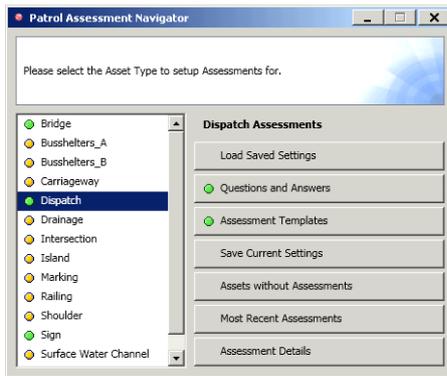


NOTE

Saved Settings can be loaded from another user or database via Public on saved Layouts and they can be updated with the creation of new Questions and Answers.

Patrol Assessment Navigator

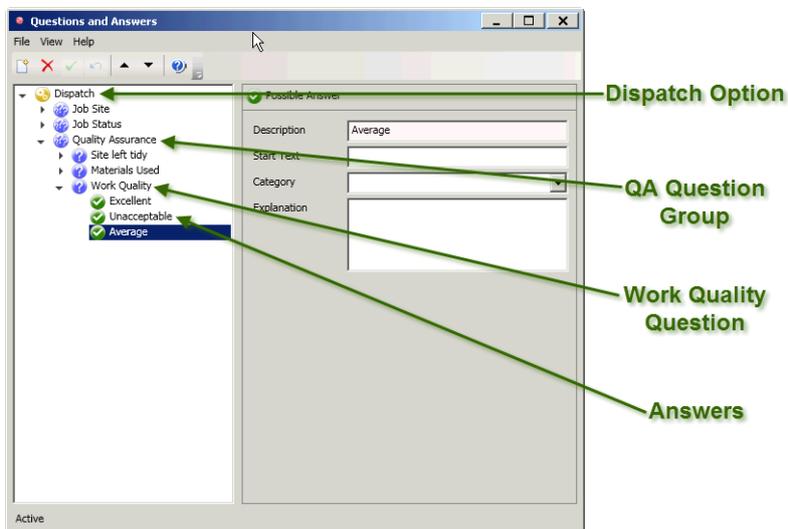
You set up Dispatch Inspections at the **Patrol Assessment Navigator**. Press the Assessment icon on the RAMM Contractor home screen and select Dispatch.



Question Groups, Questions and Answers

Questions and Answers are associated with Question Groups. You group Questions of a similar nature. For instance, you could create a Question Group named Quality Assurance which grouped Questions for the Inspector to answer about the condition of the site, the quality of the materials used and the workmanship. Normally the Answers would be preset. Questions can share Answers.

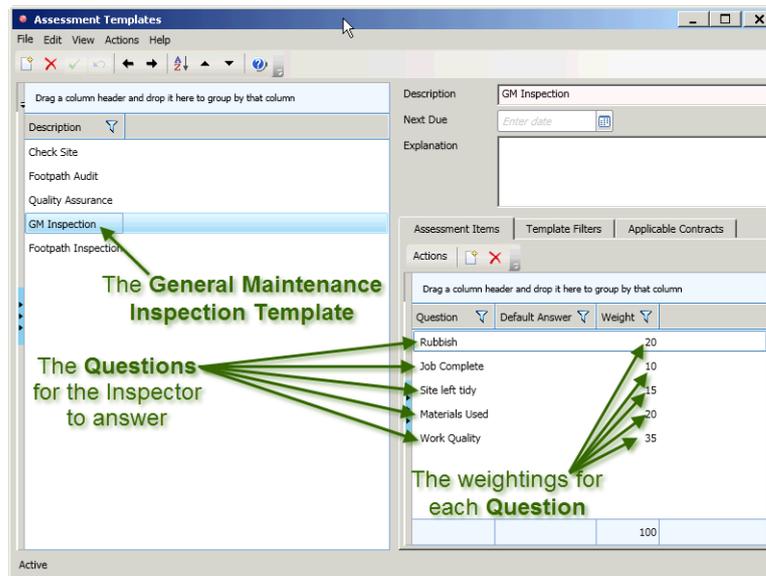
The graphic below shows the Quality Assurance Question Group with the Questions and the Answers to the Work Quality Question.



Inspection Templates

You create an inspection template at the **Assessment Templates** screen.

You associate the Questions and Answers with the template. You weight the importance of each Question so that the Answers to the Questions more relevant to the task, contribute more to the outcome of the assessment. The percentages must total 100.

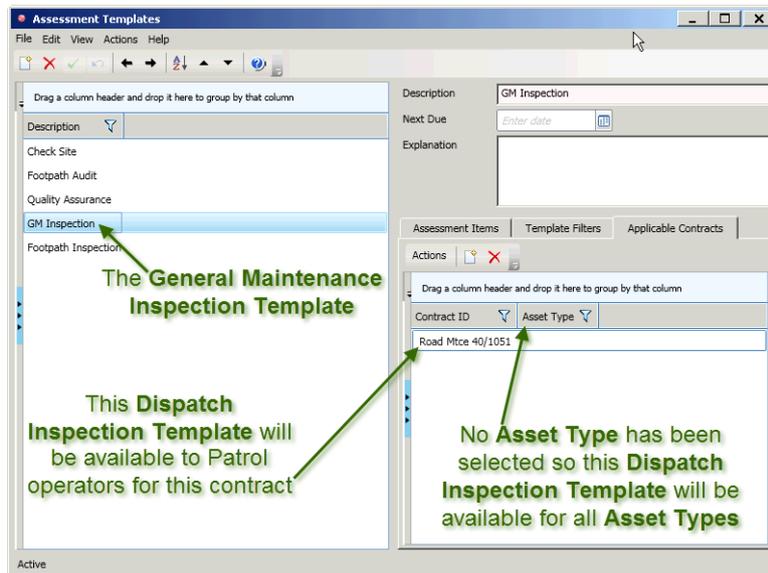


Contract-specific

Dispatch Inspection Templates are contract-specific.

If you do not select a contract at the Contract ID field, the template will not be available on any Dispatches. If you want to restrict the template for use with Dispatches for only a particular Asset Type you select the Asset Type from the Asset Type field.

In the graphic below, the General Maintenance Inspection Template will be available for Dispatches of all Asset Types under contract Road Mtce 40/1051.



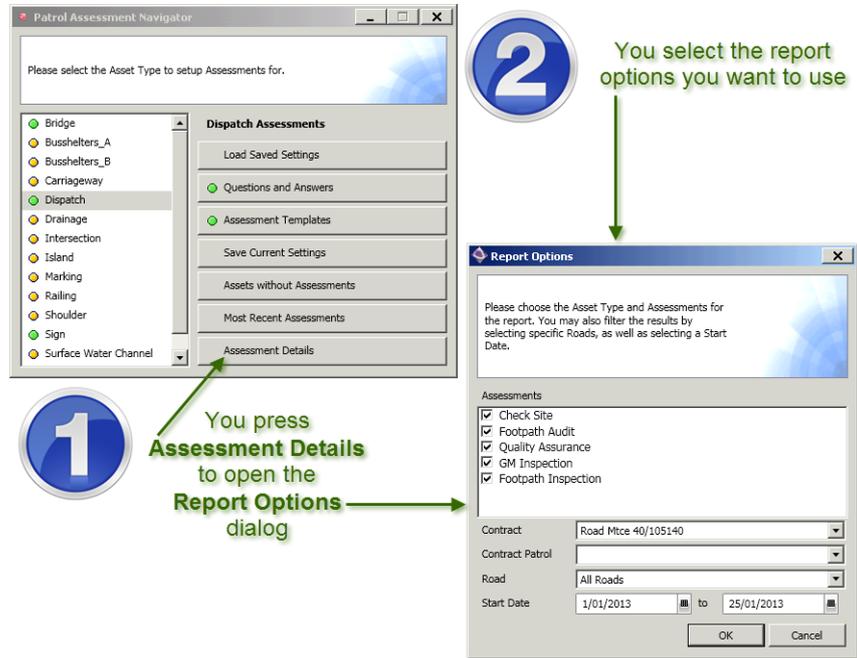
Inspection Rules

There are rules for relating to Dispatch Inspections:

- 1 Only templates that been made applicable to a specific Contract will be viewable in RAMM Patrol
- 2 Only users who have Permissions to update the Contract will be able to select a Contract to make the template viewable in RAMM Patrol
- 3 If an Asset Type is selected for the Contract then that template will only be visible to Dispatches for that Asset Type
- 4 If Asset Type is left blank then the template will be generic and apply to all Dispatches on the Contract. It is therefore possible for a Dispatch to have selection of 2 or more Assessment Templates.

Inspection Reports

Reports are accessed by pressing Assessment Details on the **Patrol Assessment Navigator**. You have report options such as Contract, Road, Patrol and date range.



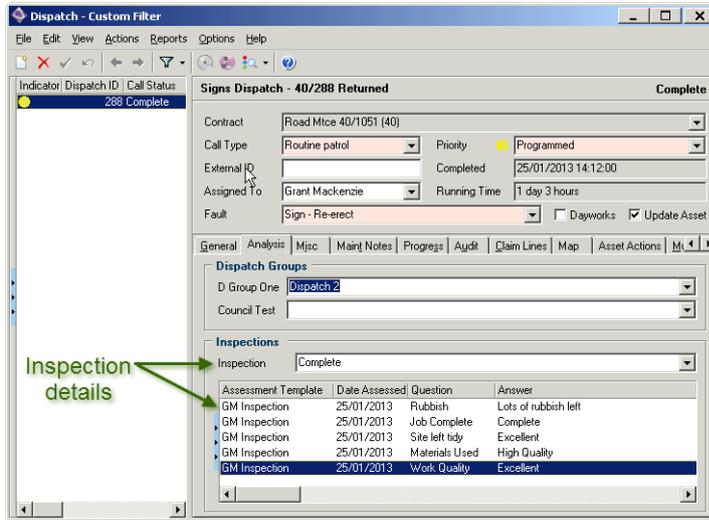
Below is an example of the report listing the inspection results.

The screenshot shows the "Assessment Details - 1/01/2013 to 25/01/2013" window. It contains a table with the following data:

Contract ID	Dispatch ID	Road ID	Notes	Assessment Template	Assessment Date	Question	Answer
RSL - Patrol Test	20	NORTHWOOD AVENUE		Check Site	1/23/2013 12:00:00 AM	Rubbish	Some rubbish left
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Job Complete	Incomplete
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Site left tidy	Acceptable
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Materials Used	Average Quality
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Work Quality	Excellent
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Rubbish	Site is rubbish free
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Job Complete	Complete
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Site left tidy	Acceptable
RSL - Patrol Test	8	NORTHWOOD AVENUE		GM Inspection	1/23/2013 12:00:00 AM	Materials Used	Average Quality

View Inspection Results in RAMM Contractor

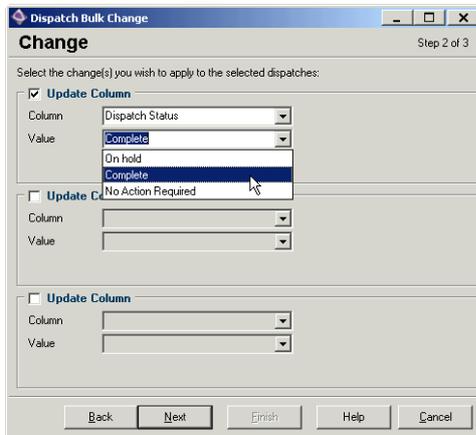
You can view the results of Dispatch Inspections at the Analysis tab on the Dispatch maintenance screen.



Bulk Complete Dispatches

The ability to Bulk Change the Status of Dispatches has been added.

At the **Dispatch** maintenance screen in RAMM Contractor you follow the menu path **Actions > Bulk Change**, select the Dispatches to be updated and follow the existing update process. In the second step at the **Update Column** section you select the column **Dispatch Status** and select **On Hold**, **Complete** or **No Action Required**.

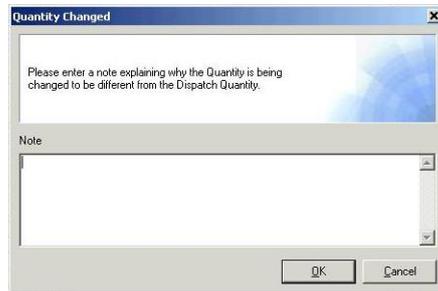


Quantity Change Note is Contract-specific

In some contracts it is vital to know when the Quantity/Length on a Claim differs from the values entered on the Dispatch.

It has been standard practice that when you change the Quantity/Length on a Claim, so that it differs from the value entered on the Dispatch, you get prompted with a screen so that you can add a Quantity Change Note.

You add these notes to explain why the quantities are different.

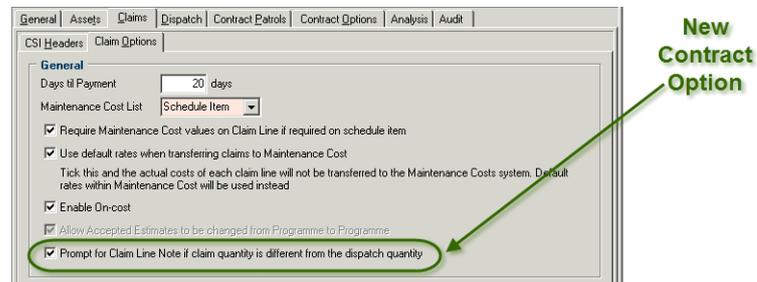


However, not all contracts require this level of notification.

For those contracts the constant prompting was a nuisance.

So an option to turn off this function has been added. This prompt is now Contract-specific. You select or clear the option in the General section on the Claim Options tab of the **Contract Details** screen in RAMM Contractor.

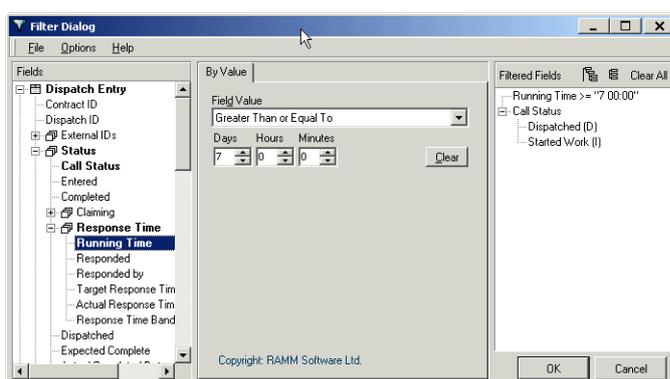
The option is shown below.



Filter on Dispatch Running Time

Users have requested a simple way to see Dispatches that have been open for long periods.

Dispatch Running Time has now been added to the **Dispatch** filter. This is highly configurable, especially when used with other filter criteria. In the example below, the **Filter Dialog** has been set for Dispatches with a Status of Dispatched or Started Work which have been running for Greater Than or Equal to seven days.



Multimedia

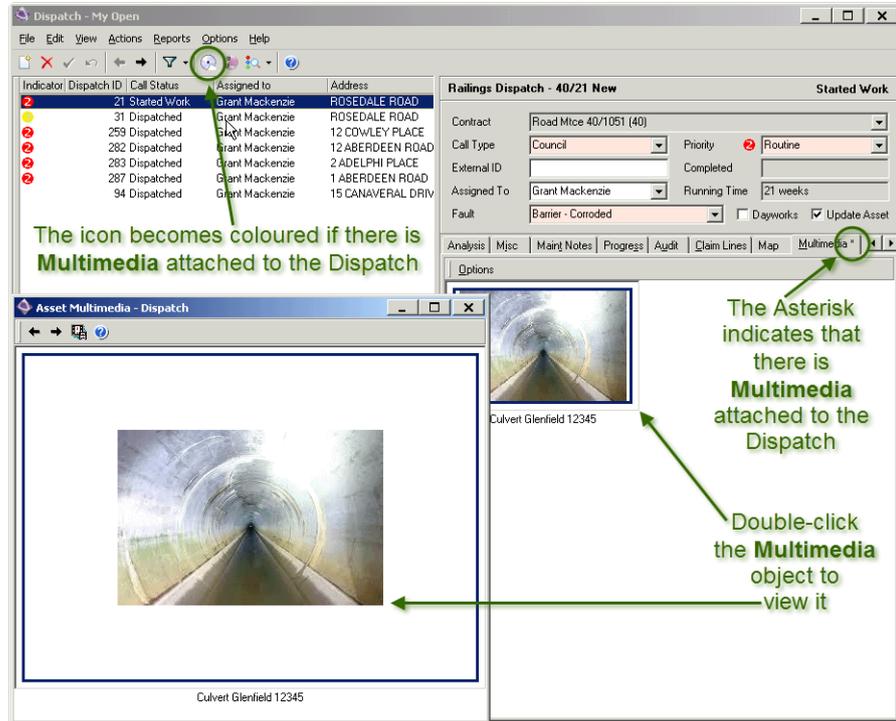
There have been a number of changes made to Dispatch multimedia after user requests in this area.

Multimedia Indicators

In RAMM Contractor there are now two indicators to alert the user that there is multimedia attached to a Dispatch.

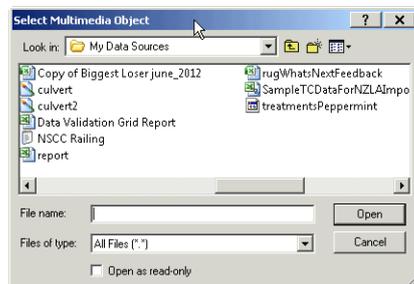
The first is a Multimedia icon in the Dispatch tool bar. If the icon is greyed out, there is no associated multimedia. If the icon is coloured then there is associated multimedia.

The second indicator to alert the user that there is multimedia attached to a Dispatch is an asterisk (*) which is added to the Multimedia tab to indicate that there is multimedia attached to a Dispatch.



Add Multimedia from Icon

If you double-click the Multimedia icon, whether greyed out or not, the **Select Multimedia Object** dialog opens for you to add multimedia objects to the Dispatch.



View Multimedia Object or Details

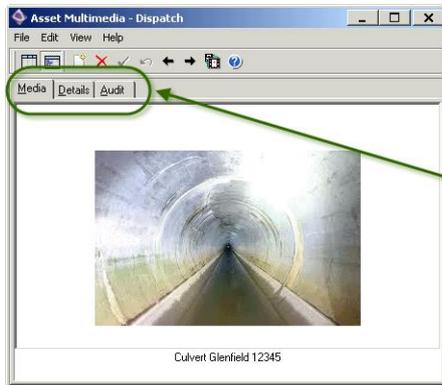
You double-click a multimedia object thumbnail to view it in its own resizable screen, rather than view the thumbnail at the Multimedia tab.

If you want to check or edit the details of the multimedia object you press the toggle switch.



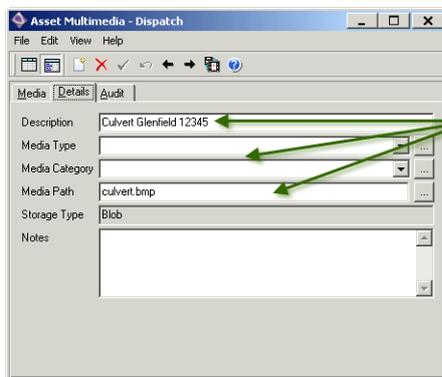
Press the toggle switch to change to the **Details** view

Once you press the toggle switch the Media, Details and Audit tabs become available.



The **Media, Details** and **Audit** tabs become available

At the Details tab, you can view and edit the multimedia object details.



You can edit the multimedia object details

More

There have been a number of user requests resulting from the 2012 RAMM User Group conference which we have been able to develop.

There were requests for

- user configurable financial years
- more Drainage Maintenance Type values
- Pavement Layer and Carriageway Surface Asset Types for Asset Valuation
- STE report enhancements and
- Import report enhancements.

The screenshot shows the 'Drainage' asset configuration window in RAMM. The window title is 'Drainage' and it has a menu bar with 'Actions', 'Edit', 'View', 'Options', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several sections:

- General:** Locality: ROSEDALE ROAD; Road ID: ROSEDALE ROAD; Carriageway: 0 - 249 (EAST COAST ROAD - GRAHAM COLLINS DRIVE).
- Maintenance:** A list of maintenance types is shown, including 'Jetting'. A green arrow points from the text 'Jetting is now available from Maintenance Type' to the 'Jetting' option.
- Asset Life:** Constructed: 1/05/2001; Remaining Life: [] yrs.
- Risk Management:** Likelihood: Unknown; Consequence: Unknown; Risk: Unknown; Risk Date: [].
- Condition:** Condition: Unknown; Date Established: [].
- Last Inspection:** Date: []; Hazard: Unknown; Adequacy: [].
- Data Collection:** Collected By: []; Date Collected: [].

Jetting is now available from Maintenance Type

Import Report Enhancements

The following improvements were requested for the **Import** report.

- modify Error Message
- change default Layout
- reduce size of Error Reason
- add Error Message for c_surface data.

Modify Error Message

A validation message has been improved to say The Validation process has found some issues with the source data. Please choose the Grid Report or the Printable Report to view, or click the Cancel button to skip reporting..

Change Default Layout

The following has changed for the report used in the File Import process (RAMM Manager > File > Import...):

- the default Layout
- no grouping columns by default
- the Security Zone and System columns are removed permanently because they are not necessary if you are working on a single table.
- the report Layout will be saved into the Registry in a place that is different from other reports so that it will not affect the same report in Validation processes.

The report used in other Validation processes (RAMM Manager > Report > Validation > Data, Data Correction, and Dates...) has changed. Previously the Layout change of this report was saved into the same Registry location as the **File Import** report. This means any changes to the Layout of one report would be applied to others as well. This will no longer happen.

Reduce Size of Error Reason

- In the Check lookups step, the error will read something like Batch 2993 does not exist in the parent table.
- In the Check null and constraints step, the error will read Side X does not meet the constraint: side in ('L', 'R', 'C', 'B').

Leave Carriageway Identification Blank If Not Relevant

This change is only applicable to the following validation stages/steps:

- Check lookups
- Check future dates
- Check transaction dates

- Check dates before 1950
- Check nulls
- Check constraints
- Check indexes
- Check Asset Owner
- Check Claim Status Open
- Check Maintenance Cost amount
- Check Maintenance Cost Group (MCG) definition
- Check MCG allows Activities to be recorded against individual Assets.

Use `carrway_start_m` Instead of `carr_way_no`

Carriageway No value is not useful to the user. This has been replaced with Carriageway Start (m). This change will affect all steps/stages of the Validation process. It will affect everything in File Import reporting.

Displacement Falls Outside the Length of Carriageway or Road.

Where the displacement falls outside the length of a Carriageway or Road, the error message correctly refers to Carriageway or Road.

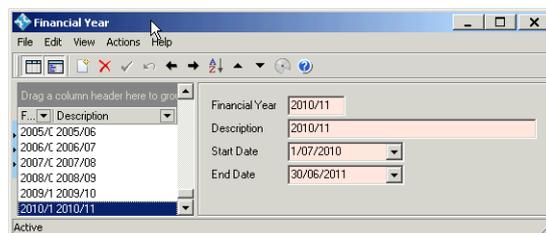
Display Road Length

Error messages related to Road Length now read: start_m falls outside the length of road (0 - 3978m). It is not necessary to include Road Name in the message because the Road Name is already available in the column next to the error message.

Financial Year

Users have requirements to associate records with a particular financial year. As organisations have different start and end dates for their financial years there was a requirement for a Financial Year lookup.

In RAMM Manager you follow the menu path Maintenance > Lookups > Financial Year. You define your own financial year Description, Start Date and End Date.

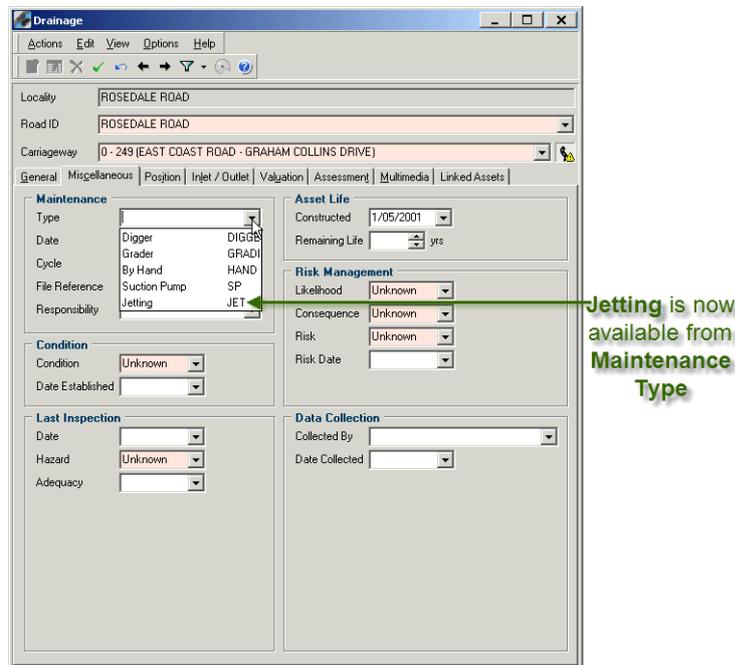


Drainage Maintenance Type Values

It has been identified that users would like values added to the Maintenance Type and Hazard fields in the Drainage table.

This has been partially resolved. A value has been inserted into cjn_include_expand values (drainage, maint_type, 5, JET, Jetting, Jetting).

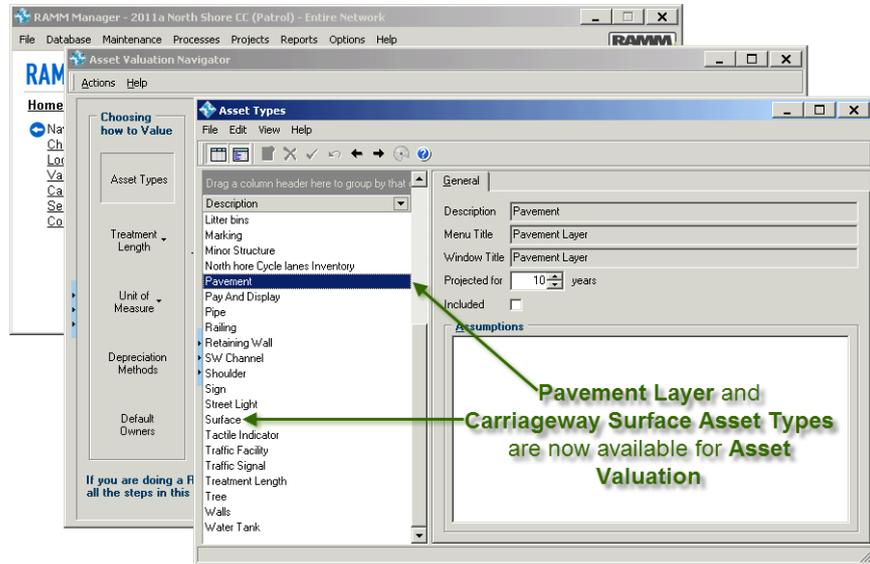
A further development ticket has been raised to comprehensively deal with this issue.



Pavement Layer and Carriageway Surface AV Types

Users have requested that Carriageway Surface and Pavement Layer Asset Types be available for Asset Valuation.

Now when you open the **Asset Valuation Navigator** in RAMM Manager (Projects > Asset Valuation > Navigator) and press Asset Types to open the **Asset Types** screen, as below, you are able to select Pavement and Surface.



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