



Performance-Based Contracting for Maintenance

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ICA Overview

- A Tennessee corporation created in 1998 for the sole purpose of being the industry leader in providing performance based maintenance and asset management
- Project locations in Florida, Virginia, Texas, North Carolina, & South Carolina
- Over 300 employees covering 25 contracts in 5 states
- Key Maintenance & Operation Areas: Highways and Tollways, Fixed & Movable Bridges, Overhead sign structures, Rest Areas, Toll Plazas and Administrative buildings, Welcome centers, Weigh stations



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Performance-Based Maintenance Contracting

Successes

- Sustained or Improved LOS
- Decreased Administration
- Partnering
- Joint Inspections
- Incident/Emergency Response
- Staged Scope/Performance
- Contract Administration
- Third Party Damage collections
- Specialty Performance Contracts- Structures, Facilities, Roadway/Tollway
- Cost Control: Lump Sum Fixed Cost, Lower Overhead



Performance-Based Maintenance Contracting

Challenges

- Desired Level of Service versus Maintenance/Operations Budget
- Accuracy of initial Inventory and/or Assessment for current conditions
- Subjectivity of Performance Measures
- New Client Training and Orientation
- New Subcontractor Training and Orientation
- Emergency Response versus Incident Response



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Performance-Based Maintenance Contracting

Lessons Learned

- Develop and Implement a Maintenance Rating Program
- Performance Measures must be clearly defined, objective, & measurable
- Know your current Level of Service
- Match the desired LOS to the Maintenance/Operations budget
- Properly Size and Scope the project
- Shared Risk
- Partnering and Continued Process Improvement
- Transportation Improvement Program- Capital Projects



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Performance-Based Maintenance Contracting

Questions ?



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