

“ Levels of service

You may identify people who use any part of the roading corridor as customers; and stakeholders as those who may not use the roads directly, but who have an interest in how they are operated and managed.

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2.2 Customers and Stakeholders

For the purpose of this plan, customers are people who use any part of the roading corridor and stakeholders are those who may not use the roads directly, but who have an interest in how they are operated and managed.

Customers include:

- Vehicle drivers & passengers
- Pedestrians
- Cyclists
- Motorcyclists
- Mobility Scooter & wheelchair users
- Power, telecommunications, water and wastewater service providers

Stakeholders include:

- Ratepayers (the investors that we represent)
- New Zealand Transport Agency (our co-investors)
- Ministry of Transport (National Strategy)
- Otago Regional Council & Regional Land Transport Committee (Regional Strategy)
- Councillors and Community Board Members
- Residents
- Adjoining land owners and users