

“ Levels of service

Your AMP should answer the following questions:

- What objectives, benefits and performance measures have been identified?
- Are they appropriate and reasonable?
- Do they align with the ONRC framework’s customer levels of service (CLoS)?

The objectives and benefits for the transport network must be clear in an AMP. The AMP should:

- show how the objectives and benefits proposed will address the problems identified
- provide performance measures that indicate how progress against objectives and benefits will be monitored and reported; and how these performance measures compare with the ONRC performance measures.

The CODC includes a comprehensive set of measures for each objective in their AMP and relate them with ONRC outcomes or other strategic priorities, as applicable. Here’s an example of how that is done for the objectives related to economic growth and value for money:



Objective : Economic Growth and Productivity			
	What we will measure	How we will measure	Type of measure
Resilience	Number of journeys impacted by unplanned events.	In accordance with ONRC requirements	LTP and ONRC Outcome
	Number of journeys impacted by unplanned events where there is no viable alternative route	In accordance with ONRC requirements	LTP and ONRC Outcome
Accessibility	% of network not accessible to Class 1 heavy vehicles due to bridge capacity.	In accordance with ONRC requirements.	LTP and ONRC Outcome
	% of network not accessible to 50 Max vehicles due to bridge capacity.	In accordance with ONRC requirements.	LTP and ONRC Outcome
	Length of road where the condition of the carriageway will not facilitate year round access to all classes of vehicle.	The roads which are assessed by staff as not meeting this criteria for all vehicle types for the full year due to renewal or maintenance failures. This is a subjective measure.	Network performance measure reported in October quarterly report

Source: Central Otago District Council Transportation AMP 2018-2021

	Customer satisfaction with provisions made for cyclists, footpath facilities and car parks.	% of residents who are satisfied with provisions made for cyclists, footpath facilities and car parks as recorded in the annual resident opinion survey.	Customer satisfaction measure reported in October quarterly report
	Average length of time to issue a consent for access to a road.	The average length of time to issue consent for access to a road as recorded on the spread-sheet for consent applications.	Customer satisfaction measure reported in quarterly report
	The % of footpaths that fall within the Council's level of service standard for the condition of footpaths.	Annual footpath roughness measures	DIA and LTP measure

Objective : Economic Growth and Productivity			
	What we will measure	How we will measure	Type of measure
Amenity	Sealed Road Smooth Travel Exposure Index. The percentage of travel on roads which are smoother than a defined threshold.	Sealed Road Smooth Travel Exposure from annual roughness measures and traffic counts.	DIA, LTP and ONRC Outcome measure
	Sealed Road Peak Roughness (NAASRA).	Sealed Road Peak Roughness (NAASRA) from annual roughness measures.	ONRC Outcome measure
	Customer satisfaction with unsealed roads.	% of residents who are satisfied with unsealed roads as recorded in the annual resident opinion survey.	Customer satisfaction measure reported in October quarterly report

Source: Central Otago District Council Transportation AMP 2018-2021

Objective – Road Safety			
Safety	Change from the previous financial year in the number of fatal and serious injuries on the local road network.	By recording the five year trend for crash statistics for the local road network recorded in the CAS database.	DIA, LTP and ONRC Outcome measure
	Collective Risk (fatal and serious injury rate/kilometre) by classification	This will be benchmarked against other Council's data as the information becomes available.	ONRC Outcome measure
	Personal Risk (fatal and serious injury rate/vehicle kilometres travelled [VKT])	This will be benchmarked against other Council's data as the information becomes available.	ONRC Outcome measure

Objective : Value for Money			
Efficiency	Total Cost/lane km by classification for sealed and unsealed roads maintenance and renewals, benchmarked against other Councils.	This will be benchmarked against other Council's data as the information becomes available.	ONRC Outcome measure

Objective : Economic Growth and Productivity			
Efficiency	Cost/VKT by classification for sealed and unsealed roads maintenance and renewals, benchmarked against other Councils.	This will be benchmarked against other Council's data as the information becomes available	ONRC Outcome measure
	Number of requests for service received from customers.	Number of public calls per annum recorded in the RAMM Contractor database.	LTP

Source: Central Otago District Council Transportation AMP 2018-2021

	% of requests responded to within 10 working days.	% of public calls responded to within the required timeframe as recorded in the RAMM Contractor database.	DIA and LTP measure
	% of budgeted capital works completed annually.	% of budget spent, and % of programmed minor improvement, rehabilitation, resurfacing, and metalling sites completed.	LTP
	% of sealed road network that is resurfaced.	The length of sealed road that is resurfaced annually (as a % of the total sealed road length).	DIA and LTP measure

Table 2.3 Measures and Reporting Mechanism

“ Below is an excerpt from a table showing the level of service customers can expect for each road classification under each of the ONRC outcome areas. The table highlights the expected overall performance of the road environment under each classification in bold. Colour coding, as defined in the key below, demonstrates the assessment of current service delivery against target levels of service. ”

Key

	Council believes it is currently delivering to the ONRC Customer Levels of Service
	Council is delivering to a higher level of service, but this has no cost impact
	Over-delivery in the level of service with potential for dis-investment
	Under-delivery of Customer Levels of Service with a need for additional investment to close this gap

ONRC Outcome area	Arterial	Primary Collector	Secondary Collector	Access	Low Volume Access
Reliability Resilience	Generally consistent travel times with some exceptions in urban heavy peak, holidays, during major events or during moderate weather events.	Generally consistent travel times except where affected by other road users (all modes) or weather conditions.	Travel times may vary as a result of other road users (all modes), weather conditions or the physical condition of the road.		

Source: Central Otago District Council Transportation AMP 2018-2021

ONRC Outcome area	Arterial	Primary Collector	Secondary Collector	Access	Low Volume Access
Resilience	Route is nearly always available except in major weather events or emergency event and where no other alternatives are likely to exist.	Route is nearly always available except in major weather events or emergency events and alternatives may exist .		Route may not be available in moderate weather events and alternatives may not exist.	
	Clearance of incidents affecting road users will have a high priority .	Clearance of incidents affecting road users will have a moderate priority .		Clearance of incidents affecting road users will have a lower priority .	Clearance of incidents affecting road users will have the lowest priority .
	Road users may be advised of issues and incidents.			Road user information will have a lower priority .	Road user information will have the lowest priority .
Accessibility Amenity	Some land use access restrictions for road users, both urban and rural.	Land use access for road users generally permitted but some restrictions may apply.		Access to all adjacent properties for road users.	
	Road user connection at junctions with Arterial or Collector roads, and some restrictions may apply in urban areas to promote Arterials.		Road user connection at junctions with other Collectors or Access roads.		
	Traffic on higher classification roads generally has priority over lower classification roads.				

Source: Central Otago District Council Transportation AMP 2018-2021