Levels of service

The CODC detail objectives, current performance, and levels of service in the areas of reliability, safety. accessibility, amenity and cost efficiency – largely aligned with the customer outcomes of the ONRC framework.

The excerpt below is related to accessibility. It shows how the CODC's AMP presents information on current performance, levels of service and resident opinion.

ACCESSIBILITY

Accessibility relates to the ability and ease of accessing our networks. This includes land accessibility, and access to roads for services and public events. It also involves ensuring that our road surfaces are adequate to enable the required level of access by different types of vehicles in most weather conditions.

OUR OBJECTIVE

Council will:

- Manage infrastructure assets and services to ensure accessibility for all users where capable.
- Provide customer focussed processes for those requesting access.

CURRENT PERFORMANCE

The response time to issue consents for access to the transport corridors by utility providers is very good, with the time to issue consent for access averaging 1-2 days, against the target of 5 working days.

Accessibility issues on the Central Otago network are due to either bridge capacity not enabling heavy vehicles to safely cross some structures, or where wet or freeze/thaw conditions can result in level of service failures on a minority of unsealed roads.

Class 1 and 50 max vehicles are able to access most of the network, except where:

1. Four bridges prevent access to varying degrees. These are the Millers Flat, Roxburgh, Green Bridge (Waipaiata), and Paerau Bridge. Structural investigations are underway to identify the work required to upgrade these bridges.
2. 5% of Low Volume Access Roads excluding Tracks are unable to be traversed year-round due to poor road condition.
3. Most tracks are not accessible during wet weather. Tracks make up 38% of the Low Volume Access Roads (by length).

Source: Central Otago District Council Transportation AMP 2018-2021

The following table only includes deficiencies relating to bridge capacity and does not include accessibility deficiencies due to inadequate surface condition. The table does include the maximum detour length that heavy vehicles have to comply with the Cromwell (*) and Clyde (**) heavy vehicle restrictions.

Outcome Measure	Performance in 2016/17 length of road inaccessible to Heavy Vehicles				
	Arterial	Primary Collector	Secondary Collector	Access	Access (Low Volume)
Length not accessible to Class 1	0 km	0 km	0 km	0 km	58 km
Max Detour (one way) to achieve Class 1 access	6.2 km * (SH8b and SH6 to McNulty Road, Cromwell)	22.2 km ** (Earnscleugh Road and Alexandra to Clyde via SH8)	0	0	No viable alternative available (Paerau Rd Bridge 155)
Length not accessible to 50Max	0 km	0 km	17 km	21.6 km	173 km
Max Detour to achieve 50Max access	6.2 km *	22.2 km **	16.5 km (Roxburgh Bridge Restriction - Roxburgh to Roxburgh Dam and back via SH8))	50.5 km (Millers Flat Bridge Restriction - Millers Flat to Roxburgh Dam and back via SH8)	No alternative available (Paerau Rd Bridge 155)

Table 2.15 Proportion of Network not Available to Heavy Vehicles (Accessibility Customer Outcome Measure 1)

Measure	5-Year Performance consent processing times for Corridor Access Requests				
Year	2012/13	2013/14	2014/15	2015/16	2016/17
Average length of time to issue a consent for access to a road.	1 day	1 day	<0.5 days	<0.5 days	1.5 days*

* SiteWise requirement (or exemption) for all Contractors working in the road was introduced in July 2016. This has impacted on response times for this period.

Table 2.16 Processing Times for Consents to Work on Roads

Source: Central Otago District Council Transportation AMP 2018-2021

	Performance in 2016/17					
	Arterial	Primary Collector	Secondary Collector	Access	Access (Low Volume)	Tracks
Target Value	0%	100%		95%	95%	95% (for 5.5 months)
% length of road where vehicles of any type could traverse the route at an appropriate speed.	0%	100%				Not available**

* Length of road with accessibility ranking as high (see section 5.3 Condition of Unsealed Roads)

**Inspections of tracks will be undertaken over the summer in 2017/18. These inspections will provide the data to complete the table.

Table 2.17 Proportion of Network Surface Which is Adequate to Allow Travel in Wet Conditions

Level of Service for Footpaths

Council uses a roughness measuring device mounted on a mobility scooter to measure the roughness of footpaths. This presents roughness as an approximate International Roughess Index (IRI). This is then given an asset condition rating equivalent.

IRI	Condition
< 0.85	Very Good
0.85 - 1	Good
1 - 1.25	Fair
1.25 - 1.4	Poor
> 1.4	Very poor

Table 2.18 International Roughness Index (IRI) and the asset condition rating

	Approximate IRI<=1.25
Target Value	85% Fair or better
2015/16	86% Fair or better

Table 2.19 Approximate IRI and Target Value

Source: Central Otago District Council Transportation AMP 2018-2021

Central Otago District Resident Opinion Survey

Council undertakes an annual resident satisfaction survey. The following table provides the level of satisfaction recorded for questions relating to accessibility.

5-Year Performance as Defined In Resident Opinion Surveys						
% of residents satisfied	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
Customer satisfaction with provisions made for cyclists	81.6	85	82.1	85.2	88.2	*
Customer satisfaction with footpath facilities	79.9	76.8	81.3	77.7	79.4	87
Customer satisfaction with carparks	85.9	87.4	88.5	87.7	88.8	89

* Measurement of satisfaction for provision for cyclists is no longer part of the survey questionnaire.

Table 2.20 Resident Opinion Survey Accessibility Satisfaction Results

> The CODC follow the information above with an explanation of what they are doing to maintain the network and continue to meet the needs of different types of road users, including active road users. They also describe what they are doing in relation to, for example, utilities access, heavy vehicle access and signage.
>
> Here are two more extracts from the CODC's AMP. The first relates to accessibility, summarising information on levels of service, problems, responses and proposed investments.

Level of Service Required or Identified Risk	Problem	Response	Proposed Investment
Change in land use in back country areas	The conversion of significant areas of high tussock land into pasture is resulting in demand for heavy vehicle movements year-round on roads that have traditionally only provided a very low, dry weather, back country level of service access. The existing investment on these roads is insufficient to support these increasing demands.	Staff will inspect and review Tracks to identify those that provide access to a back country experience or a recreational area and those that provide access to farmland that is productive year round. This will inform discussions with the Community regarding possible future changes in the levels of service.	Increase network management budget

Source: Central Otago District Council Transportation AMP 2018-2021

Change in land use – development of public recreational areas	17 conservation estates have been established in the Central Otago high country, resulting in increased public access on unmaintained legal roads. This is creating safety issues and environmental damage.	Council will work with DoC and Search and Rescue to identify priority locations and management options. Future investment in spot metalling, drainage, and public information infrastructure may be required.	Increase network management budget, signs installed on unmaintained roads
Change in land use – increased gravel royalty costs	The changes in rural land use and improved land productivity is resulting in significant cost increases for gravel royalties. This is driven by increased commercial demand for gravel, and increased land value. Increasing cost and a fixed budget is resulting in a backlog of work occurring on the lowest priority roads, Tracks. Many of these are inaccessible in wet conditions.	Council will investigate alternative options to secure long term gravel supplies. The gravel road renewals budget will be increased to accommodate the increase in royalty costs	Increase network management budget. Increase in gravel road renewals budget

> The second extract, related to cost efficiency, shows how the CODC benchmark themselves against other councils.

The following graphs Figures 2.7 to 2.12 are provided by NZTA and show the NZTA funding allocations to different Rural Councils across New Zealand for the 2014-16 period, grouped by the Maintenance and Renewals Work Categories. The ONRC cost-efficiency measure in Table 2.27 provides cost reporting relative to the total length of network. The NZTA costs are reported based on the actual claimed value of work has been completed under the different work types. These show Central Otago as one of the lower cost roading networks in New Zealand across all activities. Further development of reporting of network-wide maintenance costs by ONRC classifications, in conjunction with improvements to the ONRC Performance Measures Reporting Tools, is included in the Improvement Plan.

Source: Central Otago District Council Transportation AMP 2018-2021

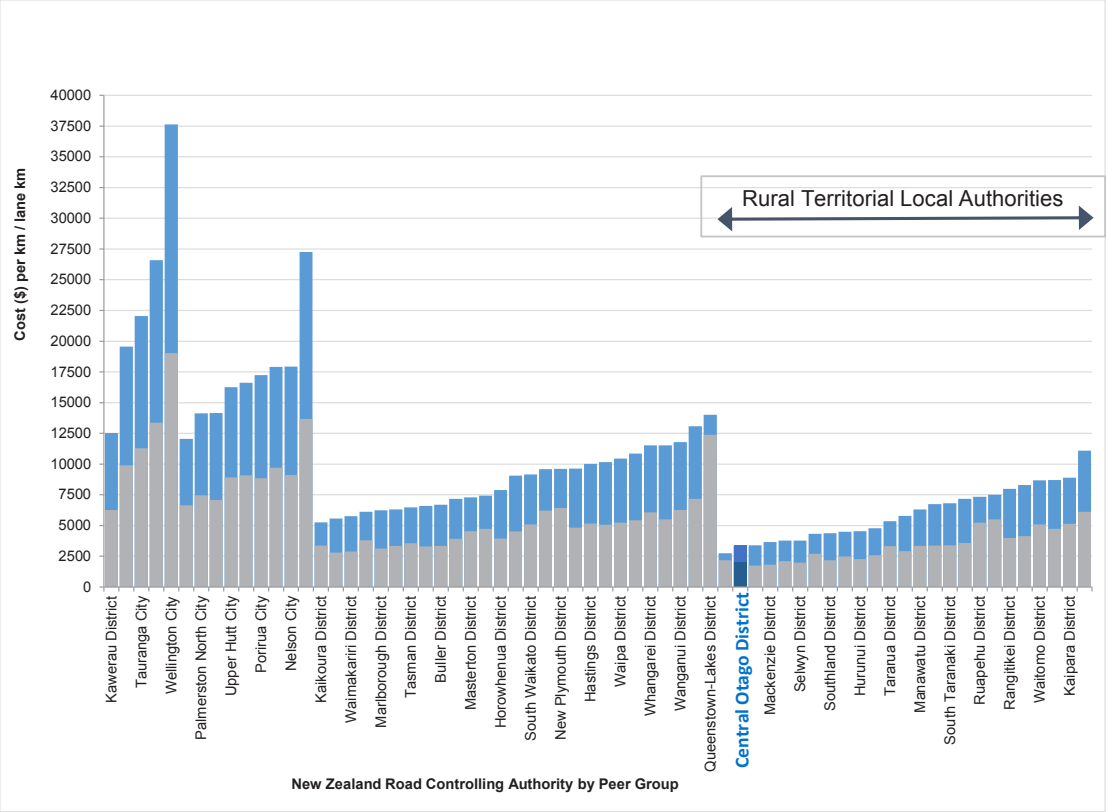

Figure 2.7 Maintenance Operations and Renewal 3 Year Average 2014-2016

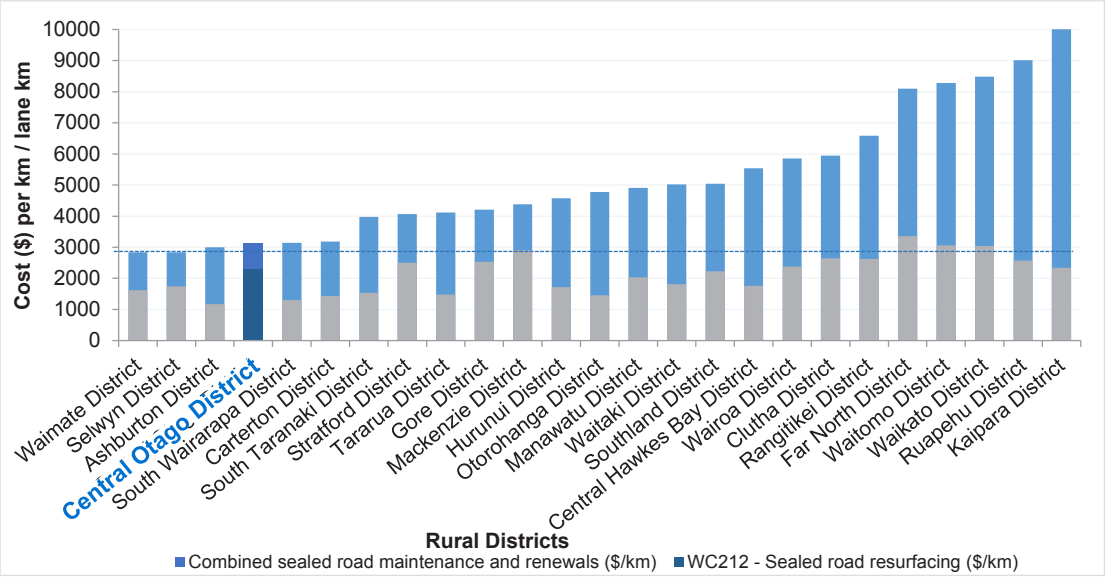

Figure 2.8 Combined Sealed Road Maintenance and Renewals – Cost per km by Peer Group

Source: Central Otago District Council Transportation AMP 2018-2021

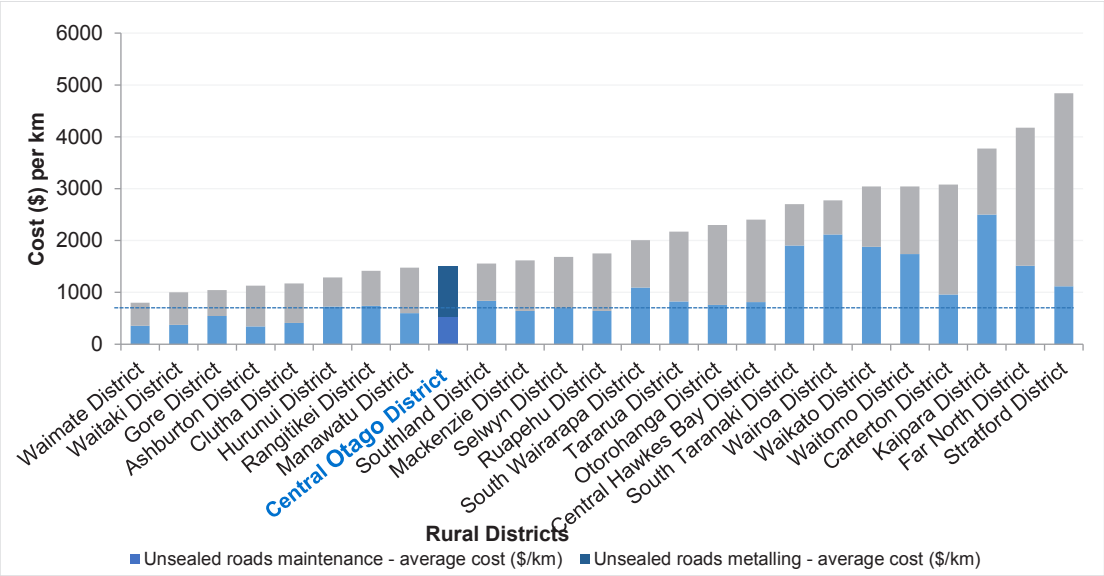

Figure 2.9 Combined Unsealed Road Maintenance and Renewals – Cost per km by Rural Districts

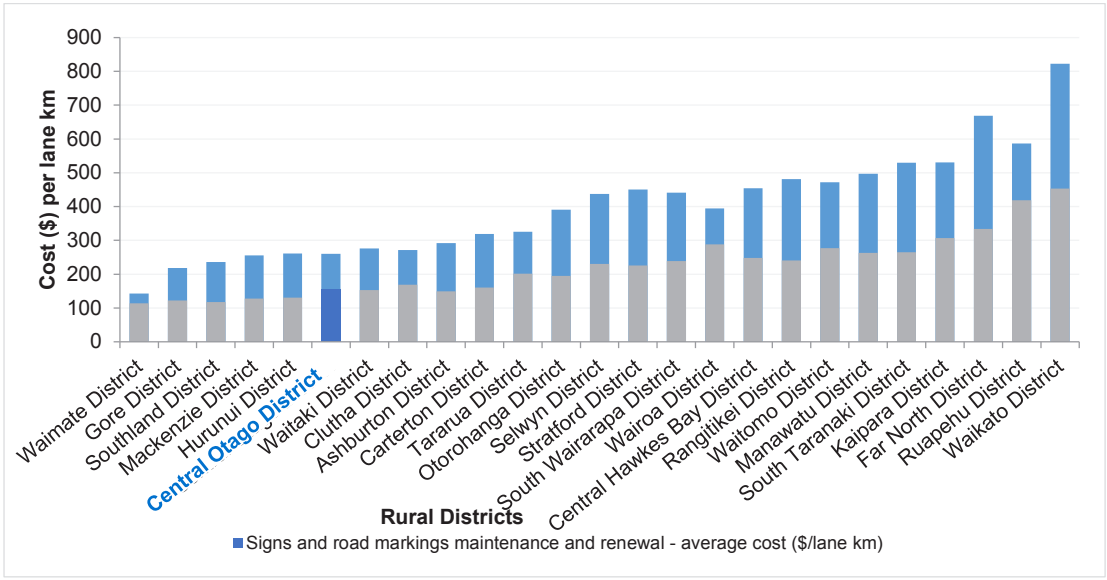

Figure 2.10 Signs and Markings Maintenance and Renewals 3 Year Average 2014-2016

Source: Central Otago District Council Transportation AMP 2018-2021

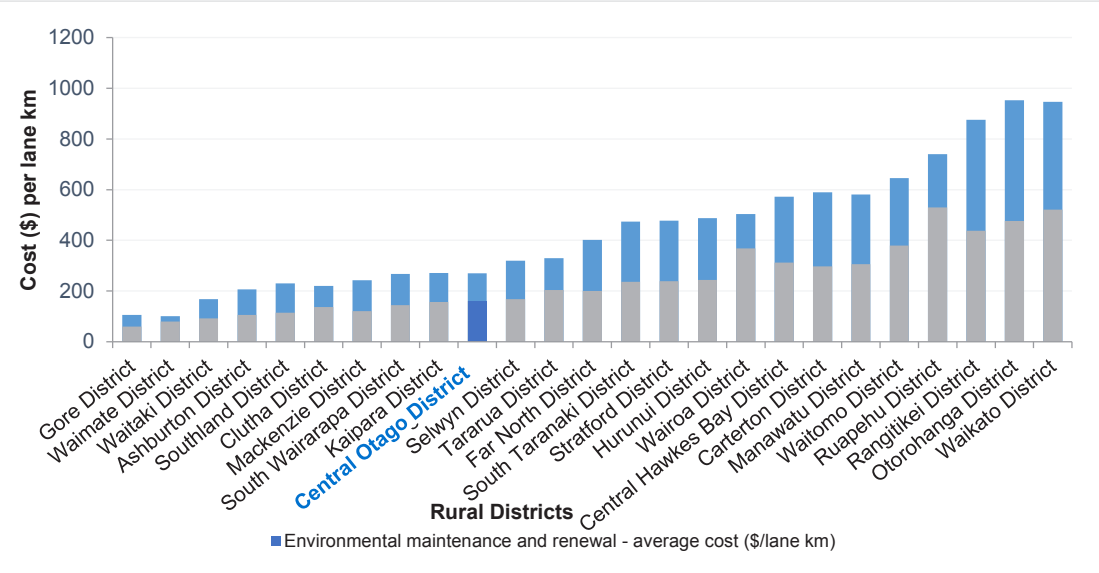

Figure 2.11 Environmental Maintenance and Renewal - Cost per km / lane km by Rural Districts

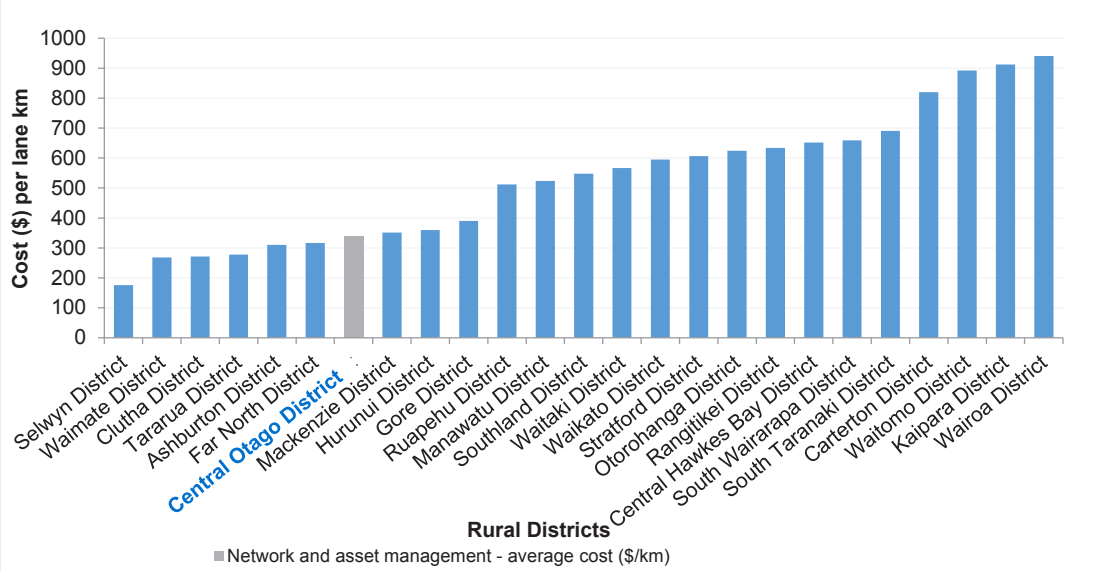

Figure 2.12 Network and Asset Management – Cost per km / lane km for Rural Districts

> The CODC follow the data above with an explanation of their customer response targets and management strategies, highlighting existing cost efficiency drivers and planned cost efficiency improvements.

Source: Central Otago District Council Transportation AMP 2018-2021