



**MWH**

# **Establishing Levels of Service – Meeting Community Expectations**

Presented to Low Volume Roads Workshop

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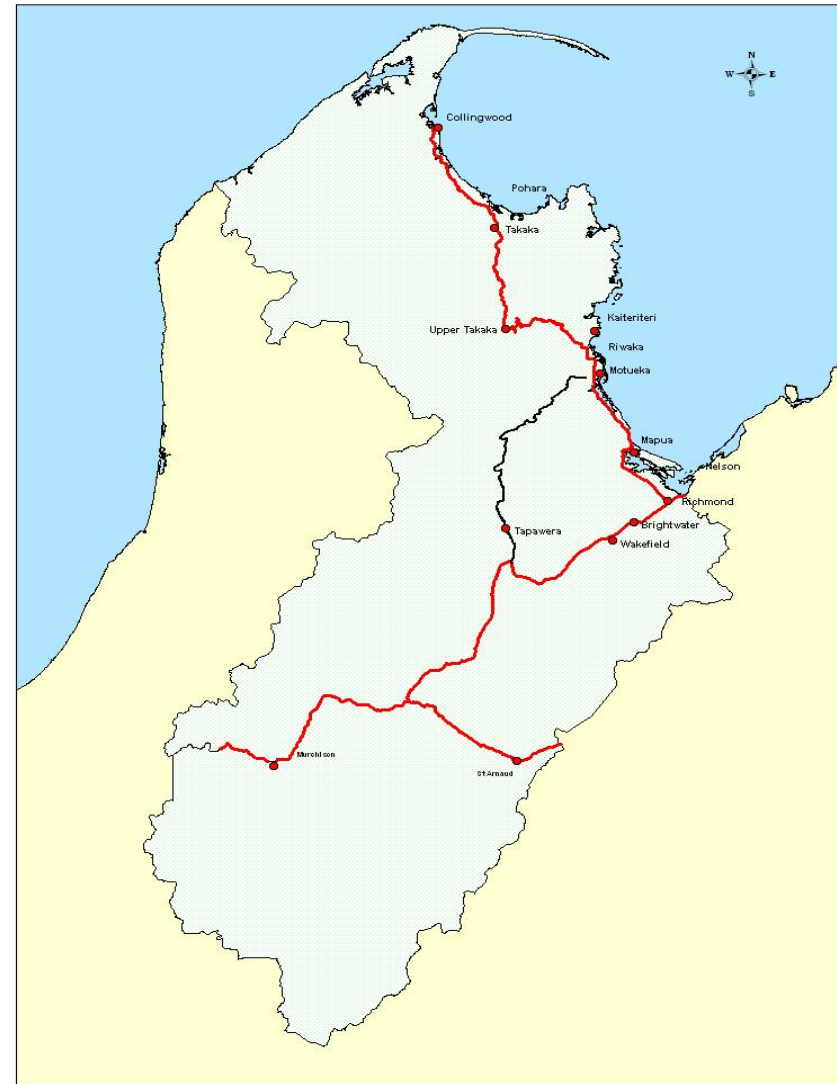


# Introduction

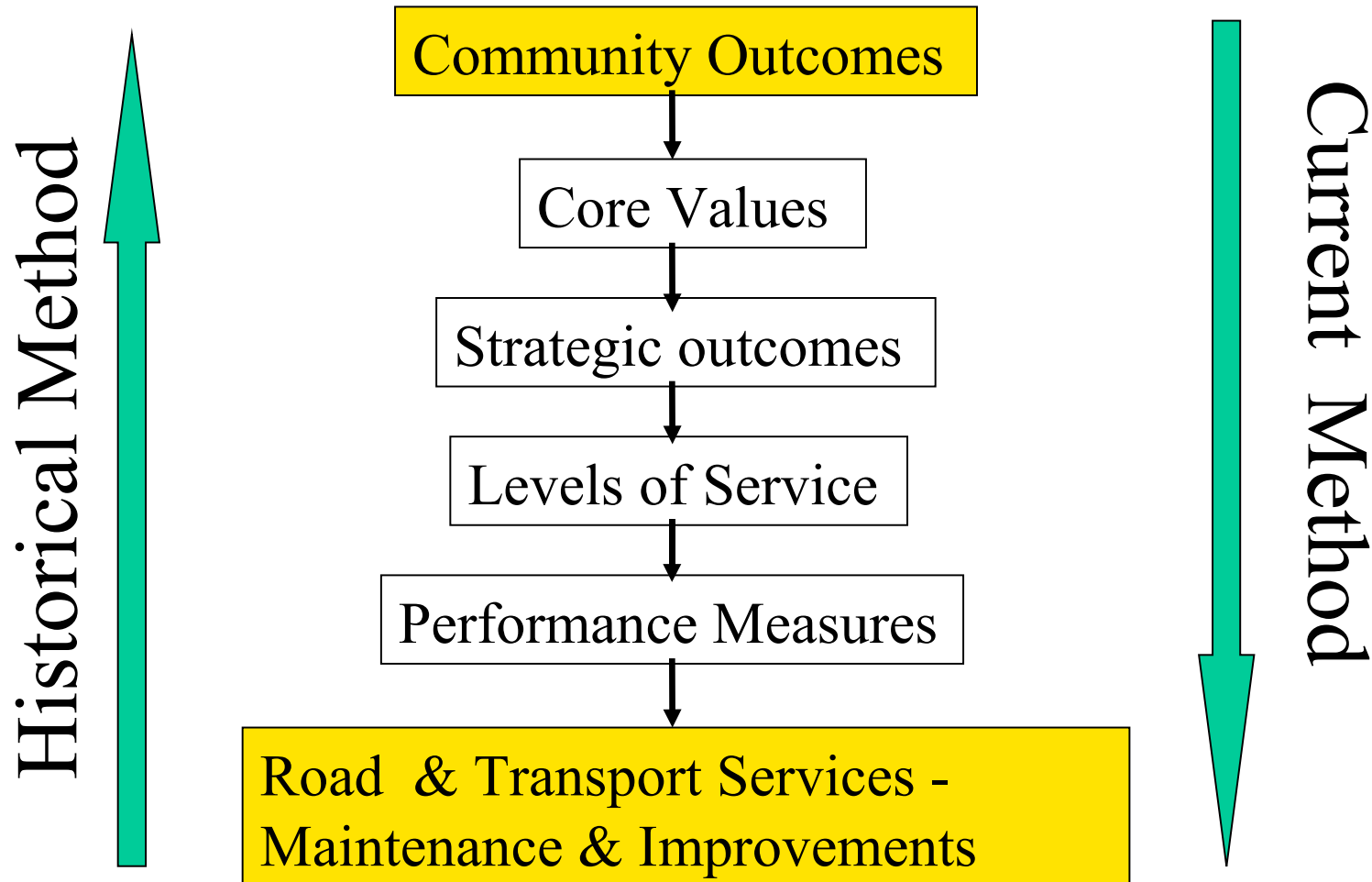
- **How one LA – Tasman - established the Levels of Service for Transportation**
- **Bottom up versus top down approach**
- **Expectations of the Community versus Levels of Service - a challenge for the roading manager**



- **1670 km of Road Network**
- **906 km sealed**
- **800 km unsealed**
- **1100 km less than 500vpd**
- **470 bridges – including footbridges**



# Establishing Levels of Service



# Community have their say on District Future

- **What do you think are the most important issues concerning Transport and essential services in the future?**
- **Ideas prompted but not suggested - 674 written responses**



# Community Outcomes - visions and priorities of people

- **Unique & Special Natural Environment is bountiful, healthy, clean & protected.**
- **Urban & Rural Environments –functional, pleasant, safe & sustainably managed**
- **Transport & Essential Services – sufficient, efficient & sustainably managed.**
- **Vibrant community is safe, well, enjoys an excellent quality of life and supports those with special needs.**
- **Growing and sustainable economy provides opportunities for all**



# Core Values from Community Outcomes

- Forward planning
- Co-operative / Consultative approach
- Sustainability
- Accessibility
- Affordability / Cost Effectiveness
- Customer Service
- Health and Safety
- Quality
- Reliability / Responsiveness



## Relationship to Performance Measure

Core Value	Strategic Outcome	Level Of Service	Performance Measure
Accessibility	Transport System Accessible to all people in District	Adequately maintain existing network and new roads vested	Maintain to not less than LTNZ agreed standards / guidelines
		Encourage development of passenger transport and Cycling and walkways	Implement subject to funding 2004 cycleways and walkway strategy. Developers to provide cycleways.
		LT system planned in integrated way	LT plan and priorities reflect RLTS & LTMAct
		Access to network at all times	Council give priority to restore access following natural disaster



## Relationship to Performance Measure

Core Value	Strategic Outcome	Level Of Service	Performance Measure
Reliability / Responsiveness	A reliable road network is provided Failures and service requests attended to promptly	SRs attended to effectively, efficiently and within contract response times for road hierarchy	Complaints and enquiries have initial response times met ( 90% success required)
			Contract documents OPMs reflect required response to road faults and SRs
			90% or greater compliance with contract OPMs achieved



# Relationship to Performance Measure

Core Value	Strategic Outcome	Level Of Service	Performance Measure
Affordability / Cost Effectiveness & Efficiency	Community gets service it is prepared to pay for	Council manages the transport services to a level that satisfies the community	Annual survey shows 65% of customers are satisfied with the land Transport service they receive.
			Annual programme of capital projects achieved
			Road maintenance, reseals and rehabilitation targets managed within +/- 5%



## Does Current Transportation management achieve Community Outcomes

- Some communities or stakeholders feel there is little “we” in the decision making.
- Is **65%** a pass for a Satisfactory Service ??
- Community do not expect **any** potholes, rutting or corrugations.
- Community do expect a hold on rates.
- Can the Community afford their **expected level of service?**
- Funding other infrastructure.



## Management strategies to meet the Community expectations

- **Consult Consult Consult**
- **Include communities in the decisions affecting their expectations**
- **Liaise with other infrastructure managers to balance programmes and timing**
- **There will always be unsealed roads – address issues of specific communities ( 10 vpd to 100 vpd )**



## Management strategies to meet the Community expectations

- **Develop strategies with heavy traffic industries e.g forestry - 3 to 5 years in advance**
- **Measure performance and provide feedback to the particular communities and industries on achievements and issues**
- **Work with stakeholders to resolve issues, be prepared to be flexible**
- **Roading managers at all levels need to use the Community plans and AMPs to their advantage**



**Thank you**

