Central Otago District Council

What does a Good Road Look Like?
Our Purpose

An efficient, fully accessible, safe road network

What Matters to Customers

Do it once, do it right
Do it before it affects me
Keep me informed
Timeliness
Cost effective/value
A Good Measure

• Help us understand and improve performance
  • Are derived from the work we do
  • Demonstrate capability & variation
• Are in the hands of the people who do and control the work
• Are used by the Manager to act on the system
Traditional Targets

• Length of roads that will be sealed
• Length of reseals/metalling
• Roughness target on sealed roads
• Average number of times roads are graded
• Customer requests answered within x days
• Resident satisfaction at x%
New Measures

- Volume of Public Demand
- Time to Complete Tasks
- Achievement of Program
- Actual Expenditure against Forecast
- Budget left compared to Backlog of Work
What the Public Want

- 75% of calls are for maintenance type issues
- 11% are for admin type issues
- 6% are complaints about what we do
- 6% are for improvements
Improvements

3% are for seal extensions
1% are for footpath extensions
1% are for drainage improvements
3% are for miscellaneous improvements
Existing Standards

Austroads Rural Road Design

ARRB Unsealed Roads Manual

NZS 4404 Urban Subdivision Standard
So What Do our Sealed Roads Look Like?

LEVELS OF SERVICE

COLLECTOR RESIDENTIAL STREET

LOCAL RESIDENTIAL STREET

COLLECTOR SEALED RURAL ROADS

LOCAL SEALED RURAL ROADS

Additional seal width should be provided on the shoulder of lanes.
So What Do our Roads Look Like?
Best Practise?

“What measures are you using to understand and improve performance”

Targets don’t measure performance