

# Central Otago District Council



What does a  
Good Road  
Look Like?



# Our Purpose



An efficient, fully accessible, safe  
roading network

## What Matters to Customers

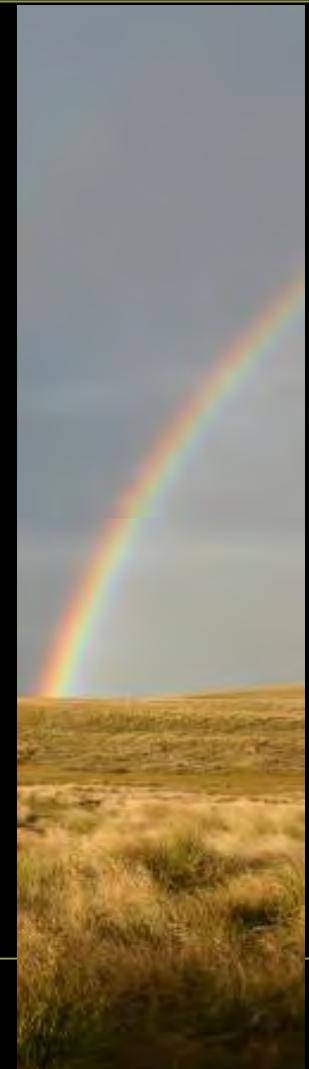
Do it once, do it right

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

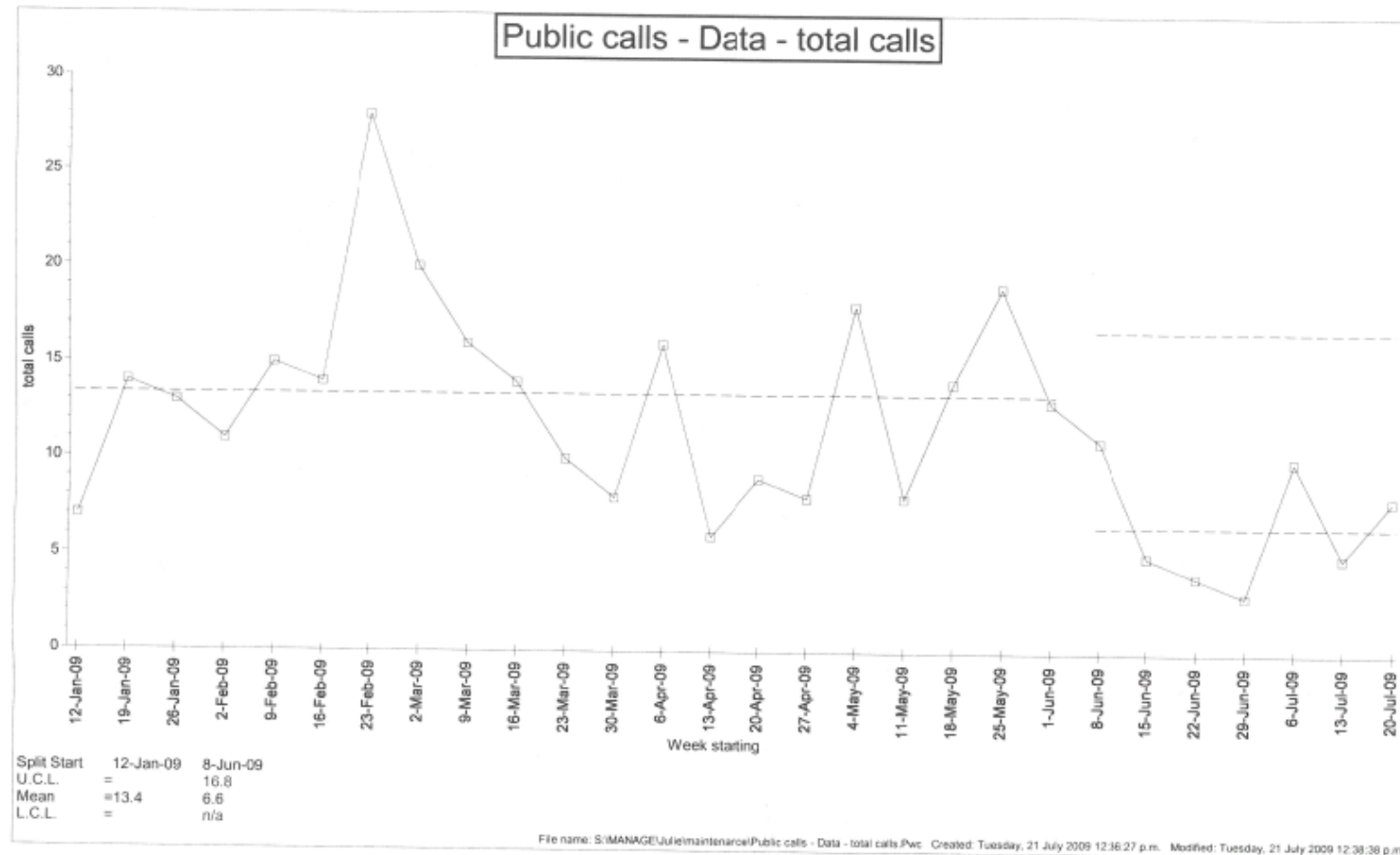
11% are for admin type issues

6% are complaints about what we do

6% are for improvements



# Maintenance



# Improvements



3% are for seal extensions

1% are for footpath extensions

1% are for drainage improvements

3% are for miscellaneous improvements





# Existing Standards



Austrroads Rural Road Design

ARRB Unsealed Roads Manual

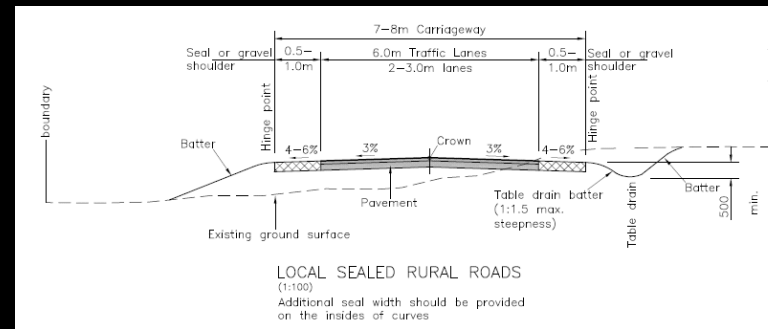
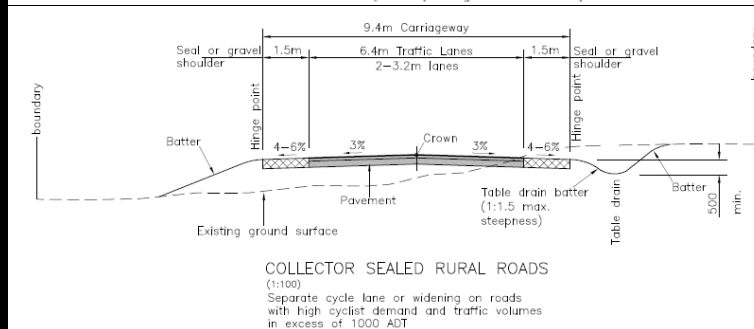
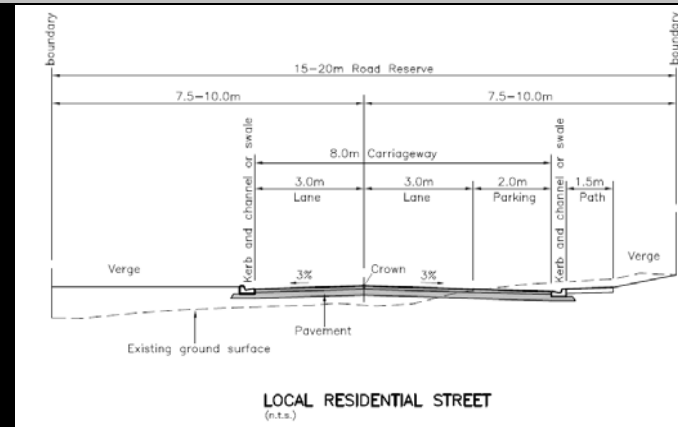
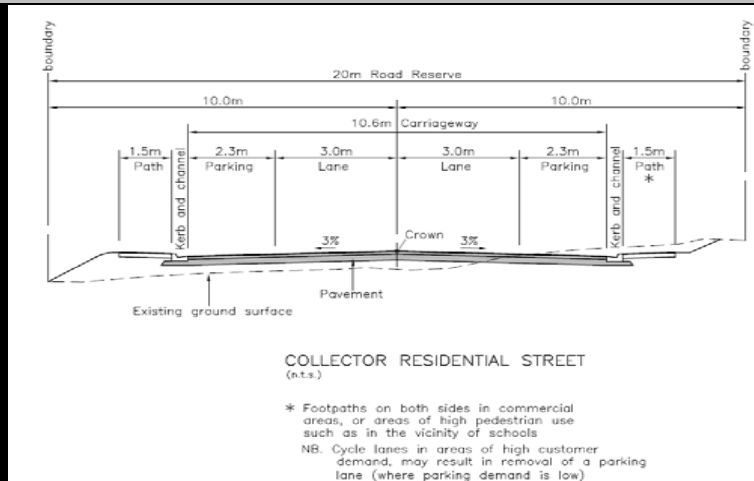
NZS 4404 Urban Subdivision  
Standard



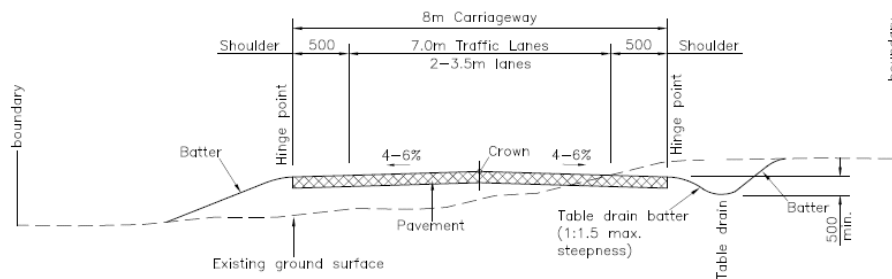
# So What Do our Sealed Roads Look Like?



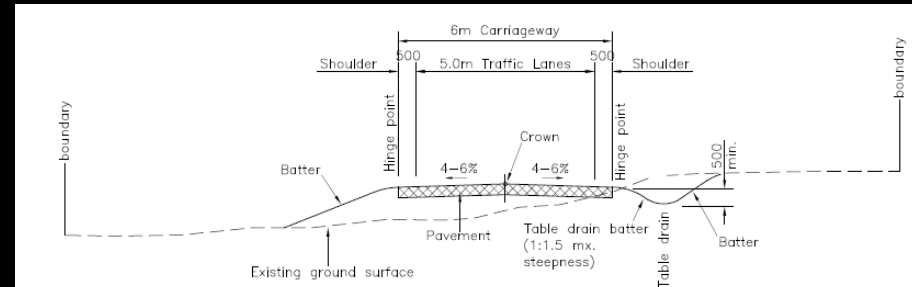
## LEVELS OF SERVICE



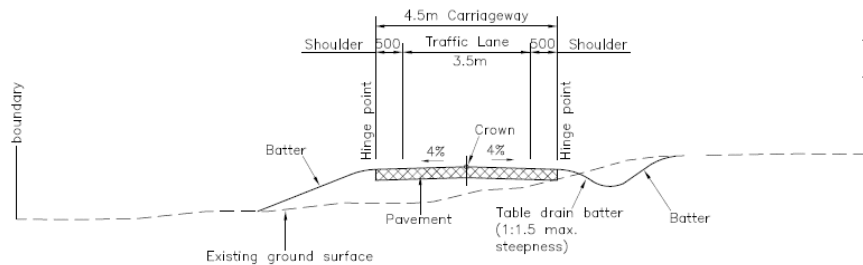
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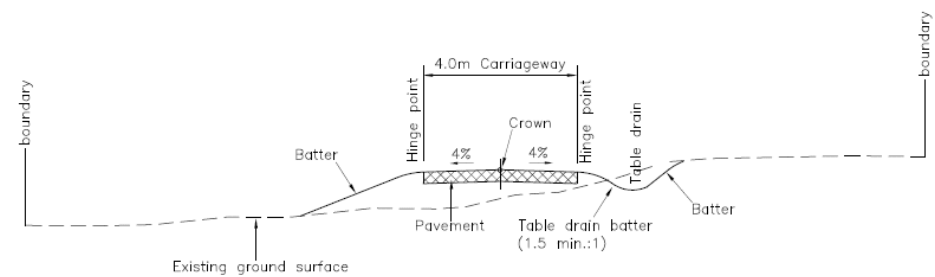
**MAJOR GRAVEL ROADS**  
(Heavy Vehicle Routes)  
(1:100)  
Carriageway to be higher than adjoining land in flat areas



**INTERMEDIATE GRAVEL ROADS**  
(1:100)  
Carriageway to be higher than adjoining land in flat areas



**MINOR GRAVEL ROADS**  
(1:100)



**TRACKS**  
(1:100)

# Best Practise?



**CENTRAL  
OTAGO**  
A WORLD OF DIFFERENCE

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

Targets **don't** measure performance

