Level of Service Review Process and the new State Highway Classification

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1. Levels of service

2. Level of service review process

3. New State Highway Classification
Asset Management

Contents

• Levels of service
• Level of service review process
• New State Highway Classification

“Asset management is a strategic approach that identifies the optimal allocation of resources for the management, operation, preservation and enhancement of the infrastructure to meet the needs of current and future customers” (Gilbertson, 2008)
One of the main goals of infrastructure asset management is to meet the required levels of service.
Asset Management Ladder

Contents

- Levels of service
- Level of service review process
- New State Highway Classification

Asset management activity ladder (Gilbertson, 2008)
Level of Service Review Process

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Getting started

Understand your customers

Document current service levels and performance measures

Consult with customers

Debate options and decide the right service level

Deliver the agreed outcome

Developing Levels of Service and Performance Measures, (NAMS, 2007)
Getting Started

• Scope
  • Understand the requirements
  • Coordinate planning and consultation
  • Decide who to involve
  • Develop the project plan

Contents
• Levels of service
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• New State Highway Classification
Consultation and Understanding Your Customers

Your Customer Base

People
- Residents
- Ratepayers
- Non-resident users

Businesses
- Rural business/farm
- Commercial business
- Industrial Business
- Non-resident business
- Developers

Key Stakeholder Groups
- Elected representatives
- Maori
- Other specific people (migrants, elderly, unemployed, etc.)
- Campaigners/Lobby groups
- Government agencies, other TLAs

Developing Levels of Service and Performance Measures, (NAMS, 2007)
Document Current LOS and Performance measures

- Good understanding of customers and their values
- Collate all existing LOS and performance measures
- Map LOS, community strategies and strategic objectives
- Find the gaps in level of service
Debate Options and Decide the Right Service Level

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- Will a change in level of service provide more value to the customer?

- Identify which LOS to review

- How to get customers to ‘trade off’ levels of service
Deliver the Agreed Outcome

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Making the commitment

Update or prepare addendum to Asset Management Plans to ensure strategies and budgets reflect changes agreed
Level of Service Review Process

Developing Levels of Service and Performance Measures, (NAMS, 2007)
Key Benefits of New Classification

1. Better Planning
2. Smarter Investment
3. Better Customer Service
4. Safer Roads
Effect on Funding

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Indirect effect on funding

Projects prioritised based on:

- **Strategic fit**
- Effectiveness
- Economic Efficiency
KiwiRAP Star Rating

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5-Star Rating

Good Horizontal Alignment (risk score of 1 out of 6)
Negligible Roadside Hazard Risk
Divided, Multilane
Good Sealed Shoulder Width (1.7 - 2.4m)

4-Star Rating

Adequate Horizontal Alignment (risk score of 1 out of 6)
Minor/Negligible Roadside Hazard Risk
Adequate Shoulder Width (1.7 - 2.4m)
Divided, Multilane

3-Star Rating

Adequate Horizontal Alignment (risk score of 1 out of 6)
Moderate Roadside Hazard Risk
Poor Sealed Shoulder Width (<0.6m)

2-Star Rating

Poor Horizontal Alignment (risk score of 3 out of 6)
Moderate Roadside Hazard Risk
Poor Sealed Shoulder Width (<0.6m)

SH1, Auckland Northern Motorway

SH6, north of Nelson

SH65, south of Murchison

SH7, west of Springs Junction
Safer Journeys

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A SAFE ROAD SYSTEM INCREASINGLY FREE OF DEATH AND SERIOUS INJURY
Conclusion

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• Be aware of its significance
• Changes to asset management principles that govern day to day operation and development of assets
• Be aware of the experience road users expect from the state highway network
Questions