Public expectation through Winter Maintenance

*In this Age of Technology*
Who Am I..

- Personal Introduction
My perception of how public expectation affects the service we provide...
The point of this discussion...
Yeah Right?
How does a “self-reliant” “can do” public who expects little, start turning into a “needy” public that prefers to be lead by the hand and expects lots?

How does this happen?
Technology

Has a significant impact on decisions the public makes
Customer Calls

- “I can’t get to work today because it’s frosty and you haven’t applied treatment to my street.”

- “Can you tell me if it’s safe to travel down my street to work this morning?”

Or even...

- “Can you tell me if my exam is on this morning?”
Not this human nature..
Human Nature

“The general psychological characteristics, feelings and behavioural traits of human kind, regarded as shared by all humans.” – Oxford Dictionary
Link between human nature & technology
Humans look to technology when making decisions.

Is this a good thing?
Technology influences public expectation

Through winter maintenance I have noticed it most in areas such as:

- Media/Advertising
- Unreasonable business expectations
- Visual Reminders
- Visual Engineering on our roads
Technology influences public expectation

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Positive Use Of Technology

- Webpage information. DCC road conditions webpage
- Weather Cameras
- Temperature Sensors
- RAMM applications
- Phone Applications
Current Conditions

General driving conditions in effect, take care at all times.

Unplanned Road Closures

- Sheppard Road - From Allans Beach Road to Papanui Inlet Road
  Closed due to flooding.
  (As of: 17 Aug '12)

- McGrath Rd - closed from State Highway 1 to Ramrock Rd at Walkouati River
  Closed due to flooding.
  (As of: 17 Aug '12)

- Mount Cargill - from Upper Junction Rd to Green Rd (closed at 1.5km north of Upper Junction Rd)
  Closed due to unsafe conditions.
  (As of: 17 Aug '12)

- Silverstream Valley Road - From the end of seal
  Closed due to flooding.
  (As of: 17 Aug '12)

- Flagstaff/Whare flat Road - From Rollinsons Road
  Closed due to flooding.
  (As of: 17 Aug '12)

Other Useful Links

- View notified road closures
- Ice / Snow Procedures
- CMA / Grit Map
- New Zealand Transport Agency (new window)
- AA Roadwatch (new window)
Text message information

Simply text:

• “m q.roading:gtemp” to 3089 for ground temperatures

• “m q.roading:atemp” to 3089 for air temperatures
Phone Applications
Positive Use Of Technology

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How does a “self-reliant” “can do” public who expects little, start turning into a “needy” public that prefers to be lead by the hand and expects lots?
In Summary

- Human Nature, causing people to look for the easy ways
- Gain self-reliance through engineering
- Today’s public expectation, heavily influenced by information portrayed through technology
- As Engineers positively use technology...
Challenge..

To not avoid or ignore public expectation but manage it by embracing and utilising technology to our best advantage.
THE END