ONRC Provisional Performance Measures

NB: The ONRC Performance Measures were endorsed by the REG Governance Group on the 11th of August 2014. The endorsement notes that this is first attempt at the process for implementation by RCAs and that this may lead to minor amendments to the provisional measures and targets herein. Supporting documentation detailing the intent and methodology of implementation, and Transition Plans will be provided to the sector at the end of September 2014. RCAs may still commence with the application of the measures and gap analysis on their networks in the interim with the intent of developing a Transition Plan for submission in the 2015-18 NLTP. The Transition Plan details how the RCA will fully embed the ONRC and Performance Measures by the 2018-21 NLTP.

The ONRC Performance Measures are presented as Outcome, Output and Efficiency measures. We are not measuring inputs but we are measuring how efficiently outputs are produced and how effectively they are at delivery outcomes.

The Breadth of Measurement
We are focussing on the things that are important to the customer
Outcome Measures – The outcome measure serves as the primary means of reporting performance of the network. These are the equivalent of customer performance measures that will be reported by RCAs. All RCAs will need to report these.

Output Measures - The measures or means of assessing that an RCA is effectively delivering the customer level of service specified and the associated outcome measure(s). Output measures are a mix of qualitative and quantitative measures so the means of reporting will vary. In most instances, measures will be demonstration within AMPs. These are the equivalent to the technical performance measures and provides the framework to establish if we are investing in the ‘right activity’ for the customer.

Input Measures – The ONRC Performance Measures currently do not specify input measures or operational performance measures. The REG considered that the performance measures should not be such that they prescribe to RCAs how to deliver the outputs only where a new standard or industry best practice is not currently available and requires development (see fit for purpose discussion). RCAs will still have their own means of measuring performance at this level to ensure service levels are being delivered effectively and efficiently.

Efficiency Measures – The measures to assess that Value for Money and whole of life costs are optimised in the delivery of affordable customer levels of service (the cost of service provision). These measures are the critical means of establishing if we are investing at the ‘right time’ and at the ‘right price’. They also play a critical role in establishing fit for purpose. Many of these are being readily reported by RCAs by existing means. The framework will utilise this information more robustly in conjunction with the Outcome and Output measures. These measures advance the linkage between investment and outcomes and will drive improvement in asset management across the industry.

These type of measures are better represented within the context of the value chain of roading, as illustrated in Figure 1.

Figure 1 Investing for Outcomes - The Value Chain of Roading in New Zealand

ONRC Efficiency measures
ONRC CLoS Performance Measure cover outputs and outcomes.
The measures are both Qualitative and Quantitative
One Network Road Classification
Provisional Performance Measures
Outcome Measures

<table>
<thead>
<tr>
<th>Value for Money</th>
<th>Safety</th>
<th>Resilience</th>
</tr>
</thead>
<tbody>
<tr>
<td>The road and roadside are becoming safer to drive on as shown in the five-year trend in serious and fatal injuries.</td>
<td>The roads and roadsnide are being maintained in a way that means I feel safe when driving them.</td>
<td>The number of journeys impacted by unplanned events is acceptable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>An acceptable level of effort is put into roads where there is no viable alternative access should it be closed by an unplanned event.</td>
</tr>
</tbody>
</table>

**AMP and AMP Improvement Plans**

Demonstrates a long-term programme of outcomes and service delivery. Increasingly efficient and effective manages risks to service levels, now and in the future.

<table>
<thead>
<tr>
<th>National (High Volume)</th>
<th>National</th>
<th>Regional</th>
<th>Arterial</th>
<th>Primary collector</th>
<th>Secondary collector</th>
<th>Access</th>
<th>Access (Low Volume)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value for Money</td>
<td>Safety</td>
<td>Resilience</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting automatically from Asset Register (RAMM)</td>
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</tr>
<tr>
<td>No (significant trend established)</td>
<td>No (significant trend established)</td>
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<td>No (significant trend established)</td>
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<td>No (significant trend established)</td>
</tr>
<tr>
<td>Outcome Measures</td>
<td>Outcome Measures</td>
<td>Outcome Measures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of journeys lost per year</td>
<td>Number of journeys lost per year</td>
<td>Number of journeys lost per year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. (with 5 year trend being reducing trend)</td>
<td>No. (with 5 year trend being reducing trend)</td>
<td>No. (with 5 year trend being reducing trend)</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Our ability to deliver on this is rapidly improving as technology improves (smart phones, big data).
### One Network Road Classification

#### Provisional Performance Measures

#### Outcome Measures

<table>
<thead>
<tr>
<th>Amenity</th>
<th>Travel Time Reliability</th>
<th>Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>The quality of my ride is as I would expect when i take into account the importance of the road.</td>
<td>Travel time to reach my destination is predictable for the importance of the road.</td>
<td>The road and corridor provide a suitable level of access to the properties they serve.</td>
</tr>
<tr>
<td>Average Roughness - The average ride comfort level of the sealed road network meets specified levels (Local Use Allowable).</td>
<td>Predictability of travel time - Measures the variability of journey travel times in large motor networks for agreed time periods on a representative sample of high classification roads and for key journeys.</td>
<td>Land Use Planning - Organisations have a transition plan in place so that access requirements documented in the District Plan are implemented and taken into account the OMFIC customer levels of service for Accessibility.</td>
</tr>
<tr>
<td>Bus Journeys - The percentage of scheduled service shifts between 3 minute before and 5 minutes after the scheduled departure time at selected points.</td>
<td>Land Use Access for road users generally permitted.</td>
<td>Access to adjoining land for new customers should not be restrictive but balanced against minimising impact to existing users.</td>
</tr>
</tbody>
</table>

**RCA Reporting not required.**

#### Reporting Only.

- **RCA Reports**: RCA reports are required to report their current performance only. Numbers are included as a gauge of where fit for purpose may be as specified in the Local Government Maintenance Guidelines.
- **Bus Reports**: Report the % network by length greater than 800m walking distance from a bus stop.

### Outcomes of reporting?

- **Quantitative**: Quality of my ride is as I would expect when I take into account the importance of the road. Predictability of travel time - Measures the variability of journey travel times in large motor networks for agreed time periods on a representative sample of high classification roads and for key journeys. Land Use Planning - Organisations have a transition plan in place so that access requirements documented in the District Plan are implemented and taken into account the OMFIC customer levels of service for Accessibility. Land Use Access for road users generally permitted.
- **Qualitative**: The quality of my ride is as I would expect when I take into account the importance of the road. Predictability of travel time - Measures the variability of journey travel times in large motor networks for agreed time periods on a representative sample of high classification roads and for key journeys. Land Use Planning - Organisations have a transition plan in place so that access requirements documented in the District Plan are implemented and taken into account the OMFIC customer levels of service for Accessibility. Land Use Access for road users generally permitted.

### Reporting automatically

- **Exposure (STE) Index**: from Asset Register.
- **Smooth Travel Exposure (STE) Index**: RCA reporting not required. PT operator Travel Time Reliability Urban <= 140 NAASRA Aspirational Plan is in place Land use access for road users generally permitted. Land use access for road users infrequent and highly restricted in rural areas. Land use access for road users rare and highly restricted in rural areas. Aspirational Plan is in place Land use access for road users often restricted in rural areas. Land use access for road users generally permitted. Land use access for road users infrequent and highly restricted in rural areas. Land use access for road users rare and highly restricted in rural areas. Aspirational Plan is in place Access to all adjacent properties for land owners. Access to all adjacent properties for land owners. Access to all adjacent properties for land owners.

### Reporting not required

- **Traffic Volume Reports (RAMM)**:
  - **Quantitative**
  - **Qualitative**

### Reporting only

- **RCA Reports**: RCA reports are required to report their current performance only. Numbers are included as a gauge of where fit for purpose may be as specified in the Local Government Maintenance Guidelines.
- **Bus Reports**: Report the % network by length greater than 800m walking distance from a bus stop.

### Challenges

- **Road Users**: Restrictive access to adjoining land for new customers should not be restrictive but balanced against minimising impact to existing users. Access to all adjacent properties for land owners.
- **Accessibility**: The road and corridor are sufficient for the number of vehicles and type using them. Truck Travel Exposure - Proporation of the network not traversable to - Class 1 Heavy Vehicles and to 50 Max vehicles.

### Outcome Measures

- **Quantitative**: Reporting automatically Exposure (STE) Index from Asset Register. Smooth Travel Exposure (STE) Index. RCA reporting not required. PT operator Travel Time Reliability Urban <= 140 NAASRA Aspirational Plan is in place Land use access for road users generally permitted. Land use access for road users infrequent and highly restricted in rural areas. Land use access for road users rare and highly restricted in rural areas. Aspirational Plan is in place Land use access for road users often restricted in rural areas. Land use access for road users generally permitted. Land use access for road users infrequent and highly restricted in rural areas. Land use access for road users rare and highly restricted in rural areas. Aspirational Plan is in place Access to all adjacent properties for land owners. Access to all adjacent properties for land owners. Access to all adjacent properties for land owners.
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### Reporting how do we deliver the outcome?

- **The quality of my ride is as I would expect when I take into account the importance of the road.**
- **Predictability of travel time**: Measures the variability of journey travel times in large motor networks for agreed time periods on a representative sample of high classification roads and for key journeys. *Our ability to deliver on this will rapidly improve as technology improves (smart phones, big data).*
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One Network Road Classification
Provisional Performance Measures
Output Measures - Efficiency

### Outcome
Value for Money and whole of life costs will be optimised in the delivery of affordable customer levels of service. The Measures of Efficiency in delivering the CLoS Outcomes.

### What does the customer need?
Assurance that the work we do is necessary, is co-ordinated and is delivering value for money.

### ... and how do we provide it?
...by ensuring the customer that all work is done at the Right Time.

### ...by doing what on the network?
Demonstrating the work we do is timed to minimise cost while delivering customer outcomes. This means our existing infrastructure is maintained to maximise the benefits available whilst ensuring we minimise the service risk to customers. Work is not done too early nor is it done too late.

### What is our promise to the customer?
We will deliver optimised programmes that are affordable and efficient so that the cost of service delivering is improving year on year.

### Name of Measure | Performance Measure Desc. | Quantities of Work undertaken for the financial year by classification. | Continuous Improvement in Asset Management | Reporting Measures Only at this stage. Once established, they will be used to benchmark the cost of service provision within like classifications.
--- | --- | --- | --- | ---
Efficiency-PM 1 | Percentage Pavement Rehabilitation quantity (lane km and m²) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Net Applicable
Efficiency-PM 2 | Percentage Chipseal Resurfacing quantity (lane km and m²) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Net Applicable
Efficiency-PM 3 | Percentage Asphalt Resurfacing quantity (lane km and m²) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Net Applicable
Efficiency-PM 4 | Unsealed Road Metalling length (km and m³) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Report achieved percentages for previous year, planned percentages for current year and expected percentages for proposed year. (engineer’s judgment) | Net Applicable
Efficiency-PM 5 | All Significant Work Categories | Average age of pavement and of sealed surfaces renewed | Future Intent: % of Planned work to Reactive work. | Net Applicable
Efficiency-PM 6 | Average age of pavement and of sealed surfaces renewed | | | Net Applicable
Efficiency-PM 7 | | | | Net Applicable
Efficiency-PM 8 | | | | Net Applicable

### Status of Measure
- [ ] Current
- [ ] Aspirational
- [X] To be developed mid term

### Road Classification
These are reporting measures only at this stage. Once established, they will be used to benchmark the cost of service provision within like classifications.

### National (High Volume)
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### National
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Regional
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Arterial
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Primary collector
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Secondary collector
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Access
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Access (Low Volume)
- [ ] To be developed mid term
- [ ] Pavement: No.
- [ ] Surfacing: No.

### Foundation Principles
Data: NZRAs will have sufficient robust traffic, asset and expenditure data to apply or give effect to the GNS/ classification, CLoS and performance measures.

Productivity: The productivity of the network will increase over time. As measured by the cost of service provision without the same decline in CLoS.
One Network Road Classification
Provisional Performance Measures
Output Measures - Efficiency

**Outcome**
Value for Money and whole of life costs will be optimised in the delivery of affordable customer levels of service.

**What does the customer need?**
Assurance that the service provided is at the best price and we are continually seeking better ways of doing things.

**... and how do we provide it?**
...by delivering the service at the best price.

**...by doing what on the network?**
Demonstrating our service is affordable and consistent across New Zealand. Variations in service cost are understood and we are undertaking improvements to address variations and innovating to drive value for money.

**What is our promise to the customer?**
We will deliver optimised programmes that are affordable and efficient so that the cost of service delivering is improving year on year.

<table>
<thead>
<tr>
<th>Name of Measure</th>
<th>Cost of Service provision</th>
<th>The Annualised whole of life costs of service provision.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pavement Rehabilition</td>
<td>Pavement Resurfacing (Chipped and Applied)</td>
<td>Pavement Rehabilitation (Chipped and Applied)</td>
</tr>
<tr>
<td>Pavement Resurfacing (Chipped and Applied)</td>
<td>Routed Preventive Maintenance (Sealed and Unsealed)</td>
<td>Routed Preventive Maintenance (Sealed and Unsealed)</td>
</tr>
<tr>
<td>Routed Preventive Maintenance (Sealed and Unsealed)</td>
<td>Unsealed Road Metallign</td>
<td>Unsealed Road Metallling</td>
</tr>
<tr>
<td>Unsealed Road Metallling</td>
<td>All Significant Work Categories</td>
<td>$/lane.km and $/vkt travelled and $/tonne.km for each classification</td>
</tr>
</tbody>
</table>

**Measure Reference No.**

- Efficiency - PM 9
- Efficiency - PM 10
- Efficiency - PM 11
- Efficiency - PM 12
- Efficiency - PM 16
- Efficiency - PM 17

**Status of Measure**

- Current
- Current
- Aspirational
- Aspirational

**Road Classification**
These are reporting measures only at this stage. Once established, they will be used to benchmark the cost of service provision within like classifications.

<table>
<thead>
<tr>
<th>Road Classification</th>
<th>Targets by Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>National (High Volume)</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>National</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Regional</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Arterial</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Primary collector</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Secondary collector</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Access</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td>Access (Low Volume)</td>
<td>To be developed mid term</td>
</tr>
</tbody>
</table>

**Foundation Principles**
Data - All RCAs will have sufficient robust traffic, asset and expenditure data to apply or give effect to the ONRC classification, CLoS and performance measures.

Productivity - The productivity of the network will improve over time. As measured by the cost of service provision without the same decline in CLoS.
### Safety

**How road users experience the safety of the journey**

<table>
<thead>
<tr>
<th>What does the customer need?</th>
<th>Reduce the likelihood of crashes occurring</th>
</tr>
</thead>
<tbody>
<tr>
<td>... and how do we provide it?</td>
<td>...by maintaining sight lines and identifying hazards</td>
</tr>
<tr>
<td>... by doing what on the network?</td>
<td>...by promoting Safe Road Use</td>
</tr>
<tr>
<td><strong>Hazard</strong></td>
<td><strong>Sight Lines</strong></td>
</tr>
<tr>
<td>Hazards are identified and mitigated</td>
<td>Sight Lines are maintained at day and night</td>
</tr>
</tbody>
</table>

**Maximum skilled, competent, alert and unimpaired Road Users who comply with road rules**

We will provide you guidance on safe use

**Road Permanent Hazards and Delineation**

- Permanent hazards are identified and mitigated in a consistent and fit for purpose manner so that a road user’s expectation about the standard of these are a major factor in his or her ability to negotiate the road environment safely (RTS 5/MOTSAM)

**COPTTM (including Local Road Supplement)**

- Requirements implemented at every work site and temporary hazard as soon as practical

**Sight Distance (including hazard warning devices)**

- Sight distance (including hazard warning devices) are not obscured by vegetation or by unauthorised obstructions (advertising signage, etc.)

**Provide and maintain lighting**

- Lighting in a consistent and fit for purpose manner to support the facilitation of safe movement and personal security

A targeted programme is in place to address identified needs (e.g. NZTA Communities at Risk Register)

**Monitor through sample network inspections**

- Monitor through TTM site audits

**AMP or AMP Improvement Plan**

- AMP or AMP Improvement Plan

**Qualitative**

- Qualitative

**Under Development**

- Current

Refer to the next page for the provisional targets by classification for each performance measure.
What work may influence this outcome?

Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC CLoS.

Reference No. More details is provided on each measure within the appendices.

<table>
<thead>
<tr>
<th>Customer Level of Service Outcome</th>
<th>Road Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mostly forgiving roads and roadsides, equivalent to KiwiRAP 4-star standard. Lower hazards associated or mitigated including head on risks. Active road users generally do not have access if present, they are provided with separate space or are physically separated. Form of road provides road user guidance.</td>
<td>National (High Volume)</td>
</tr>
<tr>
<td>A high KiwiRAP 4-star standard, or equivalent, with consistent and predictable alignment. User hazards mostly mitigated. Active road users are mostly provided with separate space or are physically separated. Some lower standards and/or winding sections may require lower speeds and extra care. High level of road user safety guidance provided.</td>
<td>National</td>
</tr>
<tr>
<td>Mostly KiwiRAP 3-star equivalent or better. Active road users are generally do not have access - if present, they are provided with separate space or are physically separated. Some lower standards and/or winding sections may require lower speeds and extra care. High level of road user safety guidance provided.</td>
<td>Regional</td>
</tr>
<tr>
<td>Variable road standards and alignment. Lower speeds and greater vehicle speeds through some roads/sections particularly depending on topography, access, density and use. Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.</td>
<td>Arterial</td>
</tr>
<tr>
<td>Variable road standards and alignment. Lower speeds and greater vehicle speeds through some roads/sections particularly depending on topography, access, density and use. Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.</td>
<td>Primary collector</td>
</tr>
<tr>
<td>Variable road standards and alignment. Lower speeds and greater vehicle speeds through some roads/sections particularly depending on topography, access, density and use. Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.</td>
<td>Secondary collector</td>
</tr>
<tr>
<td>Variable road standards and alignment. Lower speeds and greater vehicle speeds through some roads/sections particularly depending on topography, access, density and use. Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.</td>
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</tr>
</tbody>
</table>
# Safety
How road users experience the safety of the journey

| Reduce the likelihood of crashes occurring | Minimise the consequences of crashes when they do | | | | | |
| --- | --- | --- | --- | --- | --- |
| ...by providing a safe road | ...by providing forgiving roads and road sides. | | | | |
| Repairing Surface Faults | Maintaining Surface Friction | Functional traffic restraining devices | A forgiving roadside corridor | Forgiving Roads |

<table>
<thead>
<tr>
<th>Name of Measure</th>
<th>Measure Reference No.</th>
<th>What is the means of reporting?</th>
<th>Quantitative or Qualitative?</th>
<th>Status of Measure?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety - PM6</td>
<td>Safety - PM7</td>
<td>Monitor through sample network inspections</td>
<td>Quantitative</td>
<td>Current &amp; Under Development</td>
</tr>
<tr>
<td>Safety - PM8</td>
<td>Safety - PM9</td>
<td>RCA Reports</td>
<td>Quantitative</td>
<td>Current</td>
</tr>
<tr>
<td>Safety - PM10</td>
<td>Safety - PM11</td>
<td>RRA Reports</td>
<td>Quantitative</td>
<td>Current</td>
</tr>
<tr>
<td>Safety - PM12</td>
<td>Safety - PM13</td>
<td>AMP or ANP Improvement Plan</td>
<td>Quantitative</td>
<td>Current</td>
</tr>
</tbody>
</table>

## Performance Measure Desc.
(The output we will invest in)

- Number of maintenance related faults (such as rutting / depressions, shaving, potholes, corrugated length, edge break (in lane), bleeding, distress (in lane), ponding water) that are likely to affect driver behaviour, e.g. requiring a reduction in speed or evasion.
- Percentage of customer Service requests relating to roads and footpaths responded to in line with the timeframes set out in the RCA’s LTP.
- Percentage of network falling within the level of service or service standard set by the RCA’s relevant document (DIA Measure).
- Number of maintenance related hazards (such as distress, ponding water, potholes, broken glass) on cycleways requiring evasive action by rider.
- Areas with surface friction deficiencies are identified and remediated appropriately and efficiently.
- All traffic restraining devices such as bridge side rails, guardrails, wire rope barriers and crash cushions are maintained in an effective operating condition.
- Roadside safety zones are maintained free from unauthorised obstructions and the development of new hazards.
- RCAs have strategies in place to achieve appropriate KiwiRAP star rating, and identify and manage non-compliant sections and high risk sites.

## What is the means of delivering the Outcome consistently?

- Monitor through sample network inspections
- RCA Reports
- AMP or ANP Improvement Plan
- Monitor through sample network inspections
- RCA Reports

## What is the means of delivering the Outcome consistently?

### How?

- Refer to the next page for the provisional targets by classification for each performance measure.
Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC Clos.

Customer Level of Service Outcome

Over time all roads in a particular category should offer an increasingly consistent, fit for purpose customer level of service speeds and extra care. High level of road user safety guidance provided.

- Variable road standards, lower speeds and extra care required on some roads/sections particularly depending on vehicle speed. Road user safety guidance provided at high risk locations.
- Mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.
- Some separation of road space for active road users in urban areas.
- Mostlly forgiving roads and roadsides, equivalent to KiwiRAP 4-Star standard. User hazards absent or mitigated including head on risk.
- Over time all roads in a particular category should offer an increasingly consistent level of service speeds and extra care. High level of road user safety guidance provided.

What work may influence this outcome? Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC Clos.

Reference No.

More detail is provided on each measure within the appendices.

Table: Road Classification

| Road Classification | Customer Level of Service Ornance
|---------------------|---------------------------------
| CV - National (High Volume) | Mostly forgiving road and roadides, equivalent to KiwiRAP 4-star standard. User hazards absent or mitigated including head on risk. Active road users generally do not have access. If present, they are provided with separate space or are physically separated. Form of road provides road user guidance.
| CV - National | A high KiwiRAP 3 or 4-star standard, or equivalent, with consistent and predictable alignment. Low hazards absent or mitigated. Active road users are mostly provided with separate space or are physically separated. Some lower standards and/or working sections may require lower speeds and extra care. High level of road user safety guidance provided.
| CV - Regional | Mostly KiwiRAP 3-star equivalent or better. Active road users are mostly provided with additional space in urban areas and some rural areas. Some lower standards and/or working sections may require lower speeds and extra care. High level of road user safety guidance provided.
| CV - Amenity | Insufficient road standards, lower speeds and extra care required in some rural/urban particularly depending on topography, access, density and use. Active road users should expect rural use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.
| CV - Primary Collector | Insufficient road standards and alignment. Lower speeds and greater road user guidance required on some roads/sections particularly depending on topography, access, density and use. Active road users should expect rural use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.
| CV - Secondary Collector | Insufficient road standards and alignment. Lower speeds and greater road user guidance required on some roads/sections particularly depending on topography, access, density and use. Active road users should expect rural use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.
| CV - Access (Low Volume) | Insufficient road standards and alignment. Lower speeds and greater road user guidance required on some roads/sections particularly depending on topography, access, density and use. Active road users should expect rural use environments with some variability in the road environment, including vehicle speed. Road user safety guidance provided at high risk locations.

Table: Output Measures - Safety

<table>
<thead>
<tr>
<th>Work Category</th>
<th>Direct Influence</th>
<th>Indirect Influence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sealed Pavement Pot hole repairs, Sig out, Shoulder Maintenance, Rehabilitation</td>
<td>Sealed Pavement Grading, Metalising, Spraying</td>
<td>Indirect Influence</td>
</tr>
<tr>
<td>Unsealed Pavement Grading, Metalising, Spraying</td>
<td></td>
<td>Indirect Influence</td>
</tr>
<tr>
<td>Water Blasting, Grooving</td>
<td></td>
<td>Indirect Influence</td>
</tr>
<tr>
<td>Crack Sealing, Soakage, Grooving</td>
<td></td>
<td>Indirect Influence</td>
</tr>
<tr>
<td>Footpath Maintenance, Pavement Maintenance and Renewals</td>
<td></td>
<td>Indirect Influence</td>
</tr>
</tbody>
</table>

Table: Provisional Performance Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Work Category</th>
<th>Direct Influence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sealed Pavement Pot hole repairs, Sig out, Shoulder Maintenance, Rehabilitation</td>
<td>Work categories 111, 112, 211, 214</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Unsealed Pavement Grading, Metalising, Spraying</td>
<td>Work categories 111, 211</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Water Blasting, Grooving</td>
<td>Work categories 111, 212</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Crack Sealing, Soakage, Grooving</td>
<td>Work categories 111, 212</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Footpath Maintenance, Pavement Maintenance and Renewals</td>
<td>Work categories 114, 214</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Cycle path Sweeping, Pathside repairs</td>
<td>Work categories 114, 214</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Guardrail and Barrier maintenance and renewal</td>
<td>Work categories 114, 214</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Vegetation Control (Lopping removal, specific tree removal)</td>
<td>Work categories 112, 115</td>
<td>Direct Influence</td>
</tr>
<tr>
<td>Safety Management (Work category 411)</td>
<td></td>
<td>Direct Influence</td>
</tr>
</tbody>
</table>
One Network Road Classification
Provisional Performance Measures
Output Measures - Resilience

Resilience
The availability and restoration of road function when there is a weather or emergency event (unplanned), whether there is an alternative available and the road user information provided

What does the customer need?
... and how do we provide it?
...by doing what on the network?

What is our promise to the customer?
How will we measure delivery of the customer outcome?
(Title of Measure)
Measure Reference No.
Measure Description
(The output from the network we are investing in)

What is the means of reporting?
Quantitative or Qualitative?
Status of Measure?

We will carry out Mitigation to avoid route closure where appropriate.
We will provide Alternative Routes where appropriate
We will ensure we are Prepared for Emergencies and Incidents that could disrupt travel.
We will inform you of changes in Route Availability and Travel Choices.

A Plan for Resilience
Proactive Maintenance
Plan for Alternative Routes
A Response Plan
Informed of Route Availability
Informed of Restoration Time

Resilience - PM1
Resilience - PM2
Resilience - PM3
Resilience - PM4
Resilience - PM5
Resilience - PM6
Resilience - PM7

Network Resilience Maintenance, Monitoring and Prioritised Improvement Plan in place and actionable.
Number of events where journeys are lost due to loss of road function through proactive maintenance not taking place
A plan is in place that details an alternative route available for vulnerable routes in case of route closure.
An Emergency Procedures and Response Plan is in place and actionable. (EPRP)
Information is to be made available via appropriate mediums, as stated in the EPPP, for customers and stakeholders (e.g. emergency services) prior to and during their journey within x minutes of RCA being informed of changes in travel conditions and/or route choice
Passenger transport customers are informed within x minutes of a significant change in travel times, via appropriate on-route mediums.
Customers will be informed of changes to the estimated time access will be restored and when the next update will be. Customers will be informed through notified channels within x minutes the RCA receiving notification of an incident.

AMP or AMP Improvement Plan
RCA Reports based on post event review process
AMP or AMP Improvement Plan
AMP or AMP Improvement Plan
Demonstrates that you are able to comply within your AMP or AMP Improvement Plan (not if you do comply)
PT Operations Report Compliance
Demonstrates that you are able to comply within your AMP or AMP Improvement Plan (not if you do comply)

Quantitative
Quantitative
Qualitative
Quantitative
Quantitative
Qualitative
Qualitative

Under Development
Current
Current
Under Development
Under Development
Under Development
Under Development

...by providing the customer Confidence to make the journey through robust routes and viable alternatives
...by being prepared to respond
...by providing consistent and up to date information to customers

Being Prepared
Ensuring Proactive Maintenance
Having confirmed detour routes
Response Plan
Informing customers prior to travel
Informing public transport customers
Informing customers of restoration time

We will provide Alternative Routes where appropriate
We will ensure we are Prepared for Emergencies and Incidents that could disrupt travel.
We will inform you of changes in Route Availability and Travel Choices.

A Plan for Resilience
Proactive Maintenance
Plan for Alternative Routes
A Response Plan
Informed of Route Availability
Informed of Restoration Time

Resilience - PM1
Resilience - PM2
Resilience - PM3
Resilience - PM4
Resilience - PM5
Resilience - PM6
Resilience - PM7

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PT Operations Report Compliance
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Quantitative
Quantitative
Qualitative
Quantitative
Quantitative
Qualitative
Qualitative

Under Development
Current
Current
Under Development
Under Development
Under Development
Under Development

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...by being prepared to respond
...by providing consistent and up to date information to customers

Being Prepared
Ensuring Proactive Maintenance
Having confirmed detour routes
Response Plan
Informing customers prior to travel
Informing public transport customers
Informing customers of restoration time

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A Plan for Resilience
Proactive Maintenance
Plan for Alternative Routes
A Response Plan
Informed of Route Availability
Informed of Restoration Time

Resilience - PM1
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Resilience - PM3
Resilience - PM4
Resilience - PM5
Resilience - PM6
Resilience - PM7

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RCA Reports based on post event review process
AMP or AMP Improvement Plan
AMP or AMP Improvement Plan
Demonstrates that you are able to comply within your AMP or AMP Improvement Plan (not if you do comply)
PT Operations Report Compliance
Demonstrates that you are able to comply within your AMP or AMP Improvement Plan (not if you do comply)

Quantitative
Quantitative
Qualitative
Quantitative
Quantitative
Qualitative
Qualitative

Under Development
Current
Current
Under Development
Under Development
Under Development
Under Development
The availability and restoration of road function when there is a weather or emergency event (unplanned), whether there is an alternative available and the road user information provided.

### Customer Level of Service Outcome

<table>
<thead>
<tr>
<th>Road Classification</th>
<th>Route Availability</th>
<th>Road User Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>National (High Volume)</td>
<td>Rural Roads: Route always available through either robust current route or viable alternative.</td>
<td>No.</td>
</tr>
<tr>
<td>Rural Roads: Route always available through either robust current route or viable alternative.</td>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>Regional</td>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>Urban: N/A</td>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>Secondary</td>
<td>Urban: N/A</td>
<td>No.</td>
</tr>
<tr>
<td>Arterial</td>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>Access: Low Volume</td>
<td>No.</td>
<td></td>
</tr>
</tbody>
</table>

### To What Level of Service?

**What work may influence this outcome?**

Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC CLoS.

---

### Provisional Performance Measures

#### Output Measures - Resilience

<table>
<thead>
<tr>
<th>Label</th>
<th>Classification</th>
<th>Status</th>
<th>Value (Minimum)</th>
<th>Value (Maximum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisional Performance Measures</td>
<td>Network Management (Work category 151)</td>
<td>Set by RCA</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Provisional Performance Measures</td>
<td>Network Management (Work category 121, 151)</td>
<td>Set by RCA</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Provisional Performance Measures</td>
<td>Network Management (Work category 121, 151)</td>
<td>Set by RCA</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Provisional Performance Measures</td>
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<td>15</td>
</tr>
</tbody>
</table>

---

### To What Level of Service?

**What work may influence this outcome?**

Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC CLoS.
Amenity

Travel Quality - The level of travel comfort experienced by the road user
Travel Aesthetics - The aesthetic aspects of the road environment (e.g. cleanliness, convenience, security) that impact on the travel experience of the road users in the road corridor

What does the customer need?
... and how do we provide it?
... by doing what on the network?

What is our promise to the customer?
How will we monitor consistent delivery of the customer outcome? (Performance Measure)

Measure Reference No.

Measure Description
(The output from the network we are investing in)

What is the means of reporting?
Quantitative or Qualitative?
Status of Measure?

An appropriate level of comfortable ride
A pleasant travelling experience
The confidence for active road users to travel at night

... by maintaining road roughness
... by maintaining the aesthetic value of the road environment
... by providing adequate lighting

Maintaining peak roughness
Maintaining truck ride deficiencies
Maintaining unsealed road average roughness
Maintaining sealed road average roughness
Maintaining the roadside corridor
Lighting

We will maintain the road environment and facilities that support an appropriate level of comfortable ride
We will maintain the road corridor compatible with the urban rural context and the road use experience

Peak Roughness
Truck Ride
Unsealed Road Roughness
Unsealed Road Average Roughness
Aesthetic Faults
Lighting

At least 95% of the sealed road network meets specified levels of ride comfort.
Areas with truck ride deficiencies are identified and remedied appropriately.
At least 95% of the unsealed road network meets specified levels of ride comfort.
The average ride comfort level of the unsealed road network meets specified levels.
No more than X defects per 5 kilometre sample length of aesthetic maintenance related faults (such as litter, damaged or non-functioning equipment or furniture, graffiti, vegetation, etc.) that are likely to detract from the customer’s experience.

Provide and maintain lighting in a consistent and fit for purpose manner to support the facilitation of safe movement, and personal security.

RCA Reports
AMP or AMP Improvement Plan
RCA Reports
RCA Reports
Monitor through sample network inspections
Monitor through sample network inspections

Quantitative
Quantitative
Quantitative
Quantitative
Qualitative
Qualitative

Current
Apirational
Apirational
Apirational
Under Development
Under Development

Refer to the next page for the provisional targets by classification for each performance measure.
### Reference No.
More detail is provided on each measure within the appendices.

#### Customer Level of Service Outcome
Over time all roads in a particular category should offer an increasing level of service to meet the journey experience and safety needs of all road users.

<table>
<thead>
<tr>
<th>Road Classification</th>
<th>Customer Level of Service Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>National (High Volume)</td>
<td>High level of comfort, no discernable roughness. Aesthetics of adjacent road environment reflects journey experience needs of traffic users. Character of urban/rural routes protected and enhanced. Amenity outcomes of active road users are mostly provided with additional space in urban areas and in some rural areas. Clean and secure.</td>
</tr>
<tr>
<td>Regional</td>
<td>Moderate level of comfort, occasional areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of traffic users and adjacent areas. Urban aesthetics reflect urban fabric and contribute to local character. Low level of roughness for active road users and amenity outcomes in urban areas. Clean and secure.</td>
</tr>
<tr>
<td>Arterial</td>
<td>Moderate level of comfort, occasional areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of both road users and adjacent areas. Urban aesthetics reflect urban fabric and contribute to local character. Specific provision where active road users are present. Clean, safe and secure.</td>
</tr>
<tr>
<td>Primary collector</td>
<td>Moderate level of comfort, occasional areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of all road users and adjacent area. Urban collectors reflect urban fabric and contribute to local character. Specific provision where active road users are present. Clean, safe and secure.</td>
</tr>
<tr>
<td>Secondary collector</td>
<td>Lowest level of comfort, occasional areas of roughness and unsealed surfaces and sound environments. Aesthetics of adjacent road environment can be enhanced. Urban characteristics reflect active road users and adjacent users. Clean, safe and secure.</td>
</tr>
<tr>
<td>Access (Low Volume)</td>
<td></td>
</tr>
<tr>
<td>Access (Low Volume)</td>
<td></td>
</tr>
</tbody>
</table>

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### To What Level of Service?

#### Road Classification

<table>
<thead>
<tr>
<th>Road Classification</th>
<th>To What Level of Service?</th>
</tr>
</thead>
<tbody>
<tr>
<td>National (High Volume)</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Regional</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Arterial</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Primary collector</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Secondary collector</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Access (Low Volume)</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td>Access (Low Volume)</td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
</tbody>
</table>

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### What work may influence this outcome?

Why do we do the work we do? This is included purely to assist you in making the linkage between the previous approach and the ONRC ClO5s.

#### Travel Quality - The level of travel comfort experienced by the road user

**Travel Aesthetics - The aesthetic aspects of the road environment (e.g. cleanliness, convenience, security) that impact on the travel experience of the road users in the road corridor**

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Customer Level of Service Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amenity - PM1</td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
<tr>
<td>Amenity - PM2</td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
<tr>
<td>Amenity - PM3</td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
<tr>
<td>Amenity - PM5</td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
<tr>
<td>Amenity - PM6</td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
</tbody>
</table>

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### Targets by Classification

Provisional targets attempt to give effect to the ClO5 Outcome at left. Fit for purpose will be established once RCAs have applied the measures and reported the gap in their current service levels.

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amenity - PM1</td>
<td>Amenity - PM2</td>
</tr>
<tr>
<td>Amenity - PM3</td>
<td>Amenity - PM5</td>
</tr>
<tr>
<td>Amenity - PM6</td>
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</table>

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### Output Measures - Amenity

**Provisional Performance Measures**

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Output Measures - Amenity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amenity</td>
</tr>
<tr>
<td></td>
<td>Travel Aesthetics - The aesthetic aspects of the road environment (e.g. cleanliness, convenience, security) that impact on the travel experience of the road users in the road corridor</td>
</tr>
<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
<tr>
<td></td>
<td>Urban &lt;= 120 NAASRA</td>
</tr>
<tr>
<td></td>
<td>National (High Volume)</td>
</tr>
<tr>
<td></td>
<td>Regional</td>
</tr>
<tr>
<td></td>
<td>Arterial</td>
</tr>
<tr>
<td></td>
<td>Primary collector</td>
</tr>
<tr>
<td></td>
<td>Secondary collector</td>
</tr>
<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
</tbody>
</table>

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### One Network Road Classification

**Provisional Performance Measures**

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>One Network Road Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Provisional Performance Measures</td>
</tr>
<tr>
<td></td>
<td>Output Measures - Amenity</td>
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<tr>
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<td>Amenity</td>
</tr>
<tr>
<td></td>
<td>Travel Aesthetics - The aesthetic aspects of the road environment (e.g. cleanliness, convenience, security) that impact on the travel experience of the road users in the road corridor</td>
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<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
<tr>
<td></td>
<td>Urban &lt;= 120 NAASRA</td>
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<tr>
<td></td>
<td>National (High Volume)</td>
</tr>
<tr>
<td></td>
<td>Regional</td>
</tr>
<tr>
<td></td>
<td>Arterial</td>
</tr>
<tr>
<td></td>
<td>Primary collector</td>
</tr>
<tr>
<td></td>
<td>Secondary collector</td>
</tr>
<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
<tr>
<td></td>
<td>Access (Low Volume)</td>
</tr>
</tbody>
</table>

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### Amenity

**Provisional Performance Measures**

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Amenity - PM1</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
<tr>
<td></td>
<td>Comply Reporting not required Reporting not required</td>
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<tr>
<td></td>
<td>Comply Reporting not required Reporting not required</td>
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<tr>
<td></td>
<td>Comply Reporting not required Reporting not required</td>
</tr>
</tbody>
</table>

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### We are LGNZ.

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### NZ Transport Agency

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### Road Controlling Authorities Forum (RCAF) Inc.

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### NG Transport

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### Page 12 of 16
### Travel Time Reliability

The consistency of travel times that road users can expect

<table>
<thead>
<tr>
<th>What does the customer need?</th>
<th>How will we monitor consistent delivery of the customer outcome? (Performance Measure)</th>
<th>Measure Reference No.</th>
<th>Measure Description</th>
<th>What is the means of delivering the Outcome consistently?</th>
<th>Quantitative or Qualitative?</th>
<th>Status of Measure?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel time to reach my destination is predictable and acceptable</td>
<td>We will manage the impact of activities and demand on the network</td>
<td>TTR - PM1</td>
<td>A process is in place to coordinate planned activities and events minimising customer impact, taking into account road function and any changes in priority by mode that may occur</td>
<td>AMP or AMP Improvement Plan</td>
<td>Under Development</td>
<td>Current</td>
</tr>
<tr>
<td></td>
<td>We will provide information on travel time to customers so they can choose when and where to travel</td>
<td>TTR - PM2</td>
<td>Delays due to planned activities shall not exceed 8% of the typical travel time for key journeys.</td>
<td>AMP or AMP Improvement Plan</td>
<td>Under Development</td>
<td>Current</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Covered in Resilience PM1 and PM7</td>
<td>Delays due to unplanned activities (covered in Resilience)</td>
<td>Reporting not required</td>
<td>Under Development</td>
<td>Under Development</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Customers are informed within X minutes of a change in travel time exceeding 20min via appropriate mediums</td>
<td>Demonstrated that you are able to comply within your AMP or AMP Improvement Plan (and if you do comply)</td>
<td>Qualitative</td>
<td>Current</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Where planned delays exceed 20min, information is made available to customers at least X days beforehand via appropriate mediums</td>
<td>Demonstrated that you are able to comply within your AMP or AMP Improvement Plan (and if you do comply)</td>
<td>Quantitative</td>
<td>Qualitative</td>
</tr>
</tbody>
</table>

Measure for large urban metropolitan centres only. RCA’s shall have a network/corridor operating framework in place to ensure operation of the network focuses on moving people and goods, balancing the competing demands for limited road space by time of day, link and place function.

Refer to the next page for the provisional targets by classification for each performance measure.
Travel Time Reliability
The consistency of travel times that road users can expect

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>TTB - PM1</th>
<th>TTB - PM2</th>
<th>TTB - PM3</th>
<th>TTB - PM4</th>
<th>TTB - PM5</th>
<th>TTB - PM6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Level of Service Outcome</td>
<td>National (High Volumes)</td>
<td>National</td>
<td>Regional</td>
<td>Arterial</td>
<td>Primary collector</td>
<td>Secondary collector</td>
</tr>
</tbody>
</table>

- The majority of road users experience consistent travel times with some exceptions in urban heavy peak, holidays, during major events or during severe weather events.
- During holidays, during major events or during severe weather events, road users experience varied travel times as a result of other road users (all modes), weather conditions or the physical condition of the road.
- Generally road users (modes), weather conditions or the physical condition of the road.
- Road users experience varied travel times as a result of other road users (all modes), weather conditions or the physical condition of the road.

Targets by Classification
Provisional targets attempt to give effect to the ClsO Outcome at left. Fit for purpose will be established once RCAs have applied the measures and reported the gap in their current service levels.

<table>
<thead>
<tr>
<th>To What Level of Service?</th>
<th>Provisional Performance Measures</th>
<th>Output Measures - Travel Time Reliability</th>
</tr>
</thead>
</table>

What asset maintenance and renewal influences this?
This is included purely to assist you in making the linkage between the previous approach and the ONRC ClsOs.
### Accessibility

The ease with which people are able to reach key destinations and the transport networks available to them, including land use access and network connectivity.

<table>
<thead>
<tr>
<th>Ease of access to and through the network</th>
<th>An accessible network, for everyone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signage and Guidance</td>
<td>Providing infrastructure that allows users to perform their role</td>
</tr>
<tr>
<td>Prioritising Road Users at Intersections</td>
<td>Providing accessibility to active road users</td>
</tr>
<tr>
<td>Providing Bus Stops</td>
<td>Providing accessibility to utilities</td>
</tr>
<tr>
<td>Maintaining the network</td>
<td>By providing accessibility for freight and goods to move productively</td>
</tr>
<tr>
<td>Active Road Users Strategy</td>
<td>Network Access Process</td>
</tr>
</tbody>
</table>

We will provide Guidance so you can navigate your way around the network.

We will provide infrastructure that meets an appropriate level of accessibility to users to perform their role.

We will manage the network to ensure it is accessible for different uses where appropriate.

<table>
<thead>
<tr>
<th>Measure Description</th>
<th>Measure Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to and from the network shall be available to customers. New access points and connections are managed and consented so as to minimise effects on the ClOs Outcomes.</td>
<td>Current</td>
</tr>
</tbody>
</table>

#### Amplification Plan

<table>
<thead>
<tr>
<th>Measure</th>
<th>Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to and from the network shall be available to customers. New access points and connections are managed and consented so as to minimise effects on the ClOs Outcomes.</td>
<td>Current</td>
</tr>
</tbody>
</table>

#### Foundation Principles

- **Access to and from the network shall be available to customers. New access points and connections are managed and consented so as to minimise effects on the ClOs Outcomes.**

Refer to the next page for the provisional targets by classification for each performance measure.
One Network Road Classification
Provisional Performance Measures
Output Measures - Accessibility

Accessibility
The ease with which people are able to reach key destinations and the transport networks available to them, including land use access and network connectivity

Customer Level of Service Outcome

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Road Classification</th>
<th>What work may influence this outcome?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>National High Volume</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>National</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Regional</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Artistic</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Primary Collector</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Township, Road Names</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Access</td>
<td>To be developed mid term</td>
</tr>
<tr>
<td></td>
<td>Access (Lane Volume)</td>
<td>To be developed mid term</td>
</tr>
</tbody>
</table>

Targets by Classification
Provisional targets attempt to give effect to the C2C Outcome at left. Fit for purpose will be established once RCAs have applied the measures and reported the gap in their current service levels.

<table>
<thead>
<tr>
<th>Road Name Sign only</th>
<th>Targets by Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To be developed mid term</td>
</tr>
</tbody>
</table>

One Network Road Classification
Provisional Performance Measures
Output Measures - Accessibility