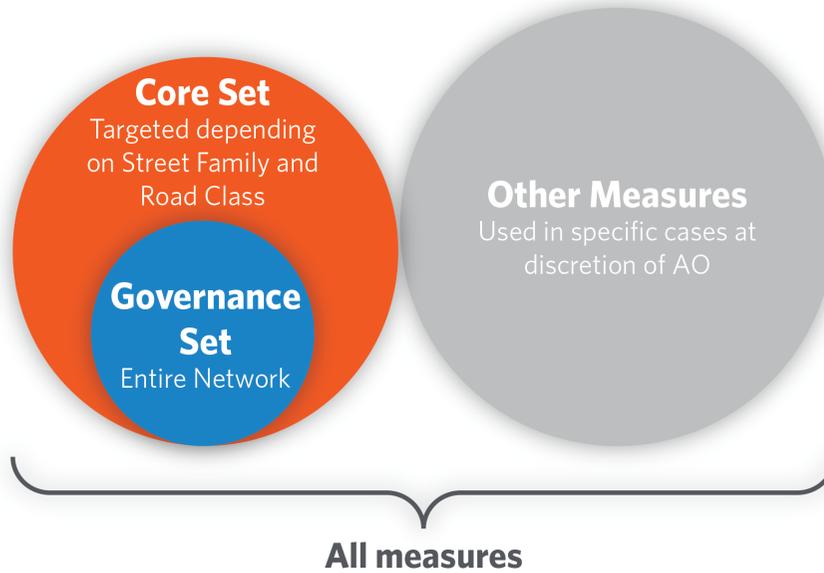


## Service Outcomes and Performance Framework

To help inform decision-making and monitor transport trends across our communities we have compiled a performance framework including Service Outcomes, statements of customer expectation, and Performance Measures. These can be used to form the basis of future Levels of Service development.

The approach is aligned to and reflects the five Transport Outcomes: Healthy and Safe; Resilience and Security; Economic Prosperity; Environmental Sustainability and Inclusive Access. This also aligns with the Waka Kotahi Benefits Framework which is a key decision-making process to justify investment in transport across New Zealand. The breadth of Service Outcomes now considered compared to ONRC means will potentially be more to measure.

However, a key principle in development of the ONF Service Outcomes and Performance Framework is to keep things simple, while still needing to reflect the diverse outcomes included in the Transport Outcomes Framework. To do this, Performance Measures are grouped into sets.



### Core Set

This set of measures, selected to provide differentiation for decision-making, is targeted to include 30 measures overall. Approximately 10 Core Set measures will be identified and termed a "Governance Set". The Governance Set is expected to be measured across the entire network whereas many Core Set measures will be targeted depending upon the ONF Street Family and Road Class.

### Other Measures

This set of measures will be included in the overall performance framework but are only expected to be used in specific cases. Given the breath of Service Outcomes we are aligning to and the desire to be inclusive of all modes this set will be larger in scale than the Core Set, but are not be expected to be measured continually or as widely as the Core Set.

### Location or Network Context

The Service Outcomes and Performance Framework is being designed to sit alongside ONF Street and road classes. They have been used as the basis for understanding how location/network may impact on Service Outcomes. This allows us to determine which Service Outcomes apply to which areas of a network, and therefore which Performance Measures are to be used to assess performance against the Service Outcomes.

## Uses

The Service Outcomes and Performance Framework has been developed with a broad range of users and applications in mind, from Spatial Planning through to Operations and Maintenance. Therefore, the Performance Measures and the information gained from tracking performance will be of use across a wide range of organisational activities. It is expected the many measures will be informed by data gathered nationally or from existing data sources similar to ONRC performance measures.

