

Fit for purpose customer levels of service (CLOs) outcomes (provisional)

Overarching principles:

1. Over time all roads in a particular category should offer an increasingly consistent, fit for purpose customer level of service for road users
2. Value for money and whole of life cost will be optimised in the delivery of affordable customer levels of service.
3. The customer levels of service will be delivered in the context of an integrated national network, integrating landuse and transport, including all modes and both rural and urban areas.
4. The customer levels of service will be delivered in the context of a safe system approach, which aims to create a forgiving road system, where human error and vulnerability do not result in death or serious injury.

[Blue descriptions in square brackets indicate guidance for the AMP Group preparing performance measures and targets and will be removed from the final customer level of service descriptors].

Road categories	Mobility			Safety	Amenity	Accessibility
	Travel time reliability	Resilience	Optimal speeds (safety and efficiency)			
National (high volume)	The majority of road users experience consistent travel times with some exceptions in major urban centres.	Route or viable alternative is always available. Very rapid restoration of route affecting normal operating conditions. Road users are advised well in advance of issues affecting network performance and availability.	Higher speeds on KiwiRAP ¹ 4-star dual carriageway roads, or lower or variable speeds where required to support network safety or productivity. [Priority users (buses and freight) provided with separate facilities where appropriate].	Mostly forgiving roads and roadsides, 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.	High level of comfort, no discernable roughness. Aesthetics of adjacent road environment reflects journey experience needs of higher numbers of through traffic users. Character of scenic/tourist routes protected and enhanced.	Landuse access for road users rare and highly engineered, usually only to highway service centres. Strategic network connectivity for road users due to infrequent connections, generally only to National high volume roads. High volume traffic will be unimpeded by other traffic at junctions. [Mainly express bus services]. Active road users generally do not have access - if present, they are provided with network access and journey continuity by a separate space or are physically separated. Provision of quality information relevant to national road user needs.
National	The majority of road users experience consistent travel times with some exceptions in urban heavy peak, holiday or during major events.	Route is always available during major weather or emergency events and viable alternatives exist. Rapid clearance of incidents affecting road users. Road users are generally advised in advance of issues and incidents	Higher speeds depending on assessed level of risk. Lower if mixed use, high intersection density, schools, shopping, concentrations of active road users. [Priority users (buses and freight) provided with separate facilities where appropriate.]	A high KiwiRAP 3 or 4-star standard, or equivalent, with consistent and predictable alignment. User hazards mostly mitigated. Active road users (if present) 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.	High level of comfort, infrequent roughness. Aesthetics of adjacent road environment reflects journey experience needs of higher numbers of through traffic users. Character of scenic/tourist routes protected and enhanced.	Landuse access for road users infrequent and highly restricted in rural areas, and often restricted in urban areas. Mainly strategic network connectivity for road users due to infrequent connections, generally only to other equal and higher category roads. [Mainly express bus services.] Network access and journey continuity for active road users (if present) mostly provided by separate space or physical separation. Easy navigation at intersections, with National road traffic given priority, unless joining with equal or higher category roads. Provision of quality information relevant to national road user needs.
Regional	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.	Route is always available except during major-extreme weather or emergency events and viable alternatives nearly always exist. Rapid clearance of incidents affecting road users. Road users may be advised in advance of issues and incidents		Mostly KiwiRAP 3-star equivalent or better. Active road users are mostly provided with additional space in urban areas and in some rural areas. Some lower standards and/or winding sections may require lower speeds and extra care. High level of road user safety guidance provided.	High level of comfort, infrequent roughness. Aesthetics of adjacent road environment reflects journey experience needs of both through traffic and active road users. Character of scenic/tourist 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 [lighting, park and ride and cycle park facilities, weather protection for PT users].	Landuse access for road users in rural areas often restricted, and some restrictions in urban areas. Limited road user connections to other National roads and Arterials, with priority over lower category road users. [Numerous bustops with high frequency services to key destinations and interchanges.] Network access and journey continuity for active road users are mostly provided with additional space in urban areas and in some rural areas. [Parking for all modes, and facilities for mobility impaired at activity centres with some shared spaces.] Extra care required around activity centres due to mixed use, including goods vehicles. Provision of quality information relevant to regional road user needs.
Arterial	Generally road users experience consistent travel times with some exceptions in urban heavy peak, holidays, during major events or during moderate weather events.	Route is nearly always available except in major weather events or emergency event and where no other alternatives are likely to exist. Clearance of incidents affecting road users will have a high priority. Road users may be advised of issues and incidents	Higher speeds depending on assessed level of risk. Lower if mixed use, high intersection density, schools, shopping, concentrations of active road users. In urban areas travel speeds depend on assessed level of risk and recognise mixed use, schools, shopping strips and concentrations of active road users	Variable road standards, lower speeds and extra care required on some roads/sections particularly depending on topography, access, density and use. Road user safety guidance provided at high risk locations. Some separation of road space for active road users in urban areas	Good level of comfort, occasional areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of both road users and land use. Urban arterials reflect urban fabric and contribute to local character. Some separation of road space for active road users for amenity outcomes in urban areas. Clean and secure [lighting, good PT and cycle numbers, including park and ride and cycle park facilities, and weather protection for PT users]	Some landuse access restrictions for road users, both urban and rural. Road user connection at junctions with National, Arterial or Collector roads, and some restrictions may apply in urban areas to promote Arterials. Traffic on higher classified roads generally has priority over lower order roads. [Numerous bustops with high frequency services to key destinations and interchanges.] Some separation of road space for active road users in urban areas to provide network access and journey continuity. [Parking for all modes and facilities for mobility impaired at activity centres, and some shared spaces.] Extra care required around activity centres due to mixed use, including goods vehicles. Provision of quality information relevant to Arterial road user needs.

Road categories	Mobility			Safety	Amenity	Accessibility
	Travel time reliability	Resilience	Optimal speeds (safety and efficiency)			
Primary collector	Generally road users experience consistent travel times except where affected by other road users (all modes) or weather conditions	Route is nearly always available except in major weather events or emergency event and alternatives may exist. Clearance of incidents affecting road users will have a moderate priority. Road users may be advised of issues and incidents	Travel speeds depend on assessed level of risk and recognise mixed use, schools, shopping strips and concentrations of active road users	Variable road standards and alignment. Lower speeds and greater driver vigilance required on 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.	Moderate level of comfort, occasional areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of all road users and adjacent land use. Urban collectors reflect urban fabric and contribute to local character. Specific provision where active road users present. Clean, safe and secure [lighting, reasonable PT and cycle numbers, accessible PT and parking facilities].	Landuse access for road users generally permitted but some restrictions may apply. Road user connection at junctions with Arterial or Collector roads, and some restrictions may apply in urban areas to promote Arterials. Traffic on higher classification roads generally has priority over lower classification roads. [Regular bus services to key destinations and interchanges.] Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. [Parking for all modes and facilities for mobility impaired at activity centres.] Provision of quality information relevant to Collector road user needs.
Secondary collector	Road users travel times may vary as a result of other road users (all modes), weather conditions or the physical condition of the road.				Moderate level of comfort, longer areas of roughness. Aesthetics of adjacent road environment reflects journey experience needs of all road users and adjacent land use. Urban collectors reflect urban fabric and contribute to local character. Specific provision where active road users present. Clean, safe and secure [lighting, reasonable PT and cycle numbers, accessible PT and parking facilities].	Landuse access for road users generally permitted but some restrictions may apply. Road user connection at junctions with other Collectors or Access roads. Collector road traffic generally has priority over Access road traffic. [Regular bus services to key destinations and interchanges.] Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. [Parking for all modes and facilities for mobility impaired at activity centres.] Provision of quality information relevant to Collector road user needs.
Access	Road users experience varied travel times as a result of other road users (all modes), weather conditions or the physical condition of the road.	Route may not be available in moderate weather events and alternatives may not exist. Clearance of incidents affecting road users and road user information will have a lower priority.	Travel speeds depend on assessed level of risk and recognise access and use values, particularly schools, shopping strips and concentrations of active road users	Variable road standards and alignment. Lower speeds and greater driver vigilance required on some roads/sections particularly depending on topography, access, density and use. Road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Road user safety guidance may be provided at high risk locations.	Lowest level of comfort, may include extended areas of roughness and unsealed surfaces (on rural roads). Aesthetics of adjacent road environment strongly reflects land use and place function. Strong shared philosophy between active road users (if present) and vehicular traffic. Active road users expect environment appropriate to their needs. Urban areas clean, safe [low vehicle speed] and secure [lighting].	Access to all adjacent properties for road users. Road user connection at junctions ideally with Collectors and other Access roads. Access road traffic generally has lower priority over traffic on all higher classification roads. Active road users should expect mixed use environments with some variability in the road environment, including vehicle speed. Enhanced accessibility via 'share the road' philosophy (active road users, mobility impaired and drivers), journey connectivity to key destinations via all modes, and provision of quality information.
Access (low volume)		Route may not be available in weather events and alternatives may not exist. Clearance of incidents affecting road users and road user information will have the lowest priority.				

Foundations:

1. Customer levels of service are delivered in line with Approved Organisation (AO) empathy, assurance, response and tangibles principles²
2. Capacity limits on the network may require actions that shape demand to provide for the cost effective and efficient travel choice needs for customers
3. The delivery of customer levels of service for all modes will be optimised by time of day consistent with the principles of network operating planning and asset management planning
4. Local factors (e.g. topography, geology, climate, adjacent landuse and 'place' function, population density) may influence delivery of the customer levels of service.
5. The functional classification and its customer levels of service will be reviewed regularly.
6. The customer levels of service delivered for any route in the network will consider whether it functions as a critical lifeline for nationally significant infrastructure and its resilience will be delivered by considering a multi-modal, whole-of-network approach.
7. Access to the transport network by network utility operators and community events will be managed to limit the impact on transport network users

¹KiwiRAP analyses the road safety of the rural state highway network and an urban application is currently being developed

²Empathy: understand & respond to needs of customers; Assurance: demonstrate competence & capability; Response: customer's request for service will be responded to; Tangibles: customers are aware of service that RCA provides

The associated Customer Levels of Service for each functional category have been developed to reflect the following six fit for purpose outcomes:

Mobility

- Reliability: the consistency of travel times that road users can expect
- Resilience: the availability and restoration of each road when there is a weather or emergency event, whether there is an alternative route available and the road user information provided
- Speed: indicates the optimal speed for each road. The optimal speed is the speed that is appropriate for road function (classification), design (including safety) and use. Optimal speeds support both safety and economic productivity

Safety

- how road users experience the safety of the road

Amenity

- The level of travel comfort experienced by the road user and the aesthetic aspects of the road environment (eg cleanliness, comfort/convenience, security) that impact on the travel experience of road users in the road corridor

Accessibility

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