

CASE STUDY: Enabling Customers To Choose



FACTS AT A GLANCE

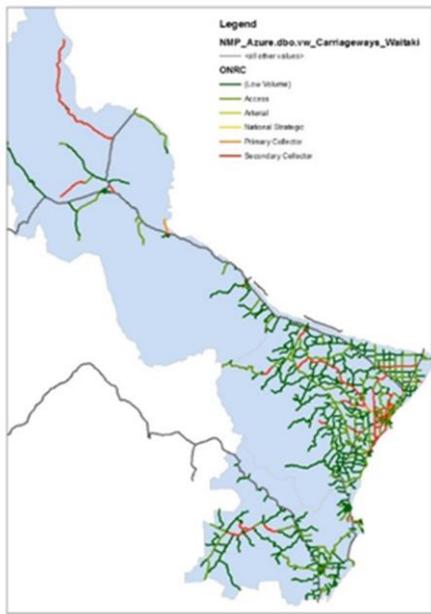
Waitaki District Council

ONRC Good Practice - Resilience

Advising customers of changed travel conditions

Waitaki District covers an extensive area from the Southern Alps to the coast north of Dunedin. It spans parts of Otago and Canterbury regions. The road network totals 1,800km and this district is also served by over 300km of state highways.

The network is affected by floods, snow, high winds and coastal erosion. Road closures and caution warnings are issued regularly.



Pictures: Waitaki District Council, waitakinz.com, Stuff.co.nz, dangerousroads.org

Introduction

Not all roads can be kept open all of the time. There are a range of weather events that affect the Waitaki District Council managed network, as well as other incidents such as planned closures and crashes.

Traditionally radio networks have been a key source of information on school closures, road conditions and cancellations. While there is still a key role for radio in significant events, personal computers and smartphones are commonplace and the first source of information for most people. As mobile networks expand information can be provided to road users across most of the network.

Waitaki has made information available via its website and multi-platform smartphone application. This is part of an overall process which includes information provision to key stakeholders and assigning resource to information management.



Our Services
Roads and Footpaths
Road Conditions
Planned work
Living on unsealed roads

Road conditions

Please check the Met Service for up-to-date weather information and the NZ Transport Agency website for the most up-to-date information regarding State Highways. Drivers are advised to always follow signage, detours, and other directives even when GPS and other navigation systems disagree. Always drive to the conditions. When they worsen, reduce your speed.

Waitaki District Council app

To get the latest information on local road conditions and closures sent directly to you, download the Waitaki District Council app for your Android and iOS smartphone from the app store.

How do I get it?

Download the app onto your phone to get started – it's free!



Road users need to know what their options are; this is vital for emergency services"

Key Benefits

Providing timely information to road users reduces risk and complaints.



Methodology

In general, the contractor will record conditions observed on the network and closures/cautions in place. This is moderated by Council staff and posted through the website and app. The turnaround time is very short due to the commitment of contractors and Council staff to providing up to date information. Planned works and events are also posted by council staff.

Closure information can also be used to record ONRC Customer Outcome Performance Measures for resilience for journeys impacted.

Road users are able to check conditions before their journey and via mobile networks. The information links to Google Maps showing the location of the affected network.



Herbert Rd

Impact Caution

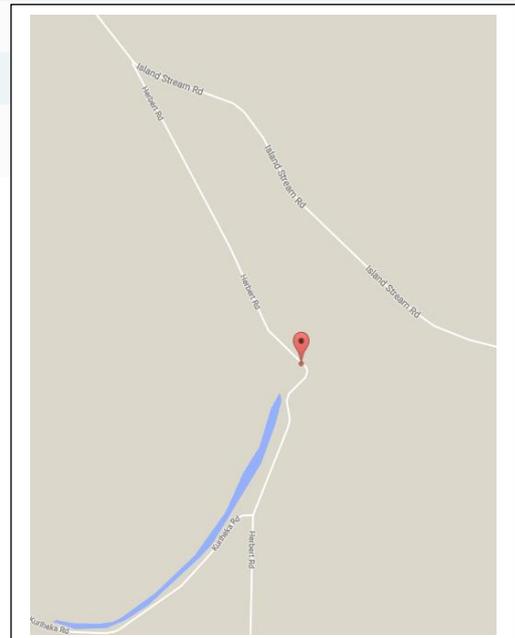
Comment The washover pad on this road has been removed temporarily and replaced with a gravel ford. The washover pad will be reconstructed in January 2017. Alternative route available via Serpentine Road and Kuriheka Road.

Map [Map](#)

Date Closed

Update Received Dec 8

Resolution Expected 31 Jan 2017



Information is provided directly to key stakeholders as well as made available to the wider public.

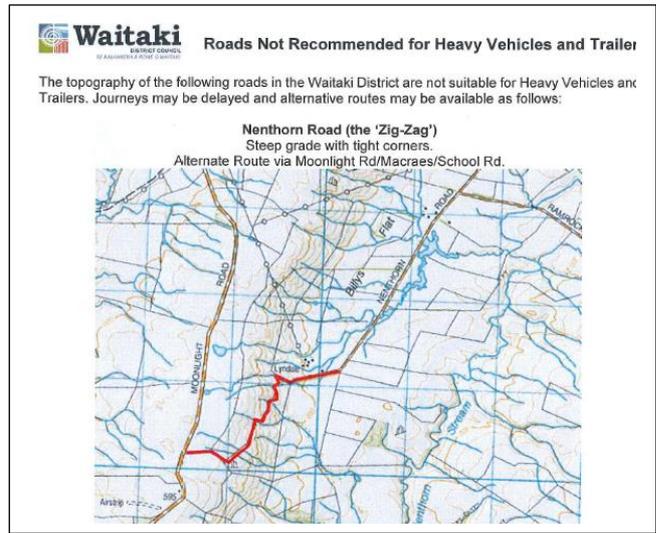
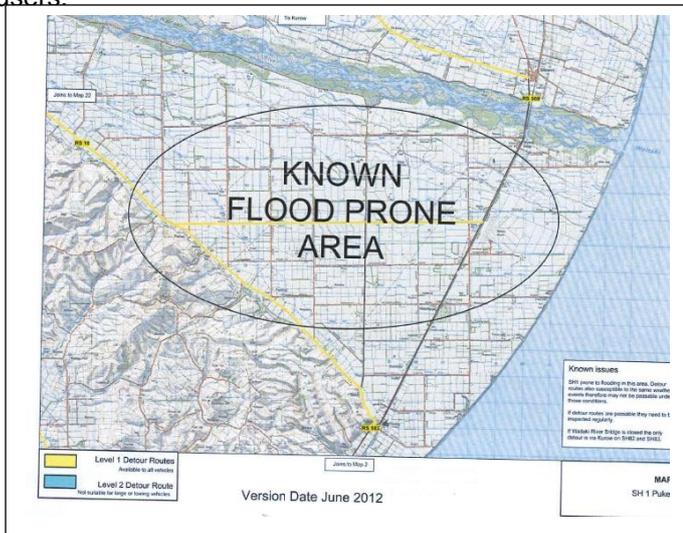
Methodology continued

Waitaki DC also provides information directly to key stakeholders, with updates to conditions emailed to:

- | | |
|----------------------------------|--------------------------|
| AA Roadwatch | Local Radio Stations |
| Council Customer Service Centres | Information Centres |
| Ambulance | Fire Service |
| Police | Neighbouring Authorities |
| Regional Council | |

Waitaki DC is well aware of the integrated nature of the State Highway network and the local road network. Flooding north of Oamaru often closes State Highway 1 while some local roads remain open, providing an alternative route. Otherwise the alternative State Highway route is hundreds of kilometres.

Agreed emergency procedures between NZTA Highway and Network Operations and Waitaki District, combined with timely provision of information means the impact of closures is managed. There are limitations on the service the local roads can provide, such as an alternative route for heavy traffic. This information is also posted to advise road users.



Conclusion

Waitaki DC has applied simple business processes to the provision of reliable information to road users. Council regards this as a priority and staff act accordingly, monitoring and moderating the flow of information as events occur. This is not a 'business hours' function, and requires the commitment of staff and contractors both day and night.

With information at hand road users are able to make better decisions and are less frustrated. The road controlling authority is also able to follow a more strategic approach in re-establishing access, with road users advised which routes are available.

A more strategic approach to restoring access post event is possible when road users know what is happening

References

Waitaki District Council Road Activity Management Plan 2015
www.waitaki.govt.nz

The Road Efficiency Group (REG) is a collaborative project between local government and the NZ Transport Agency. For more information, please contact:

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