Road Asset Management (RAM)

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Session: Developing Service Levels for All Asset Types

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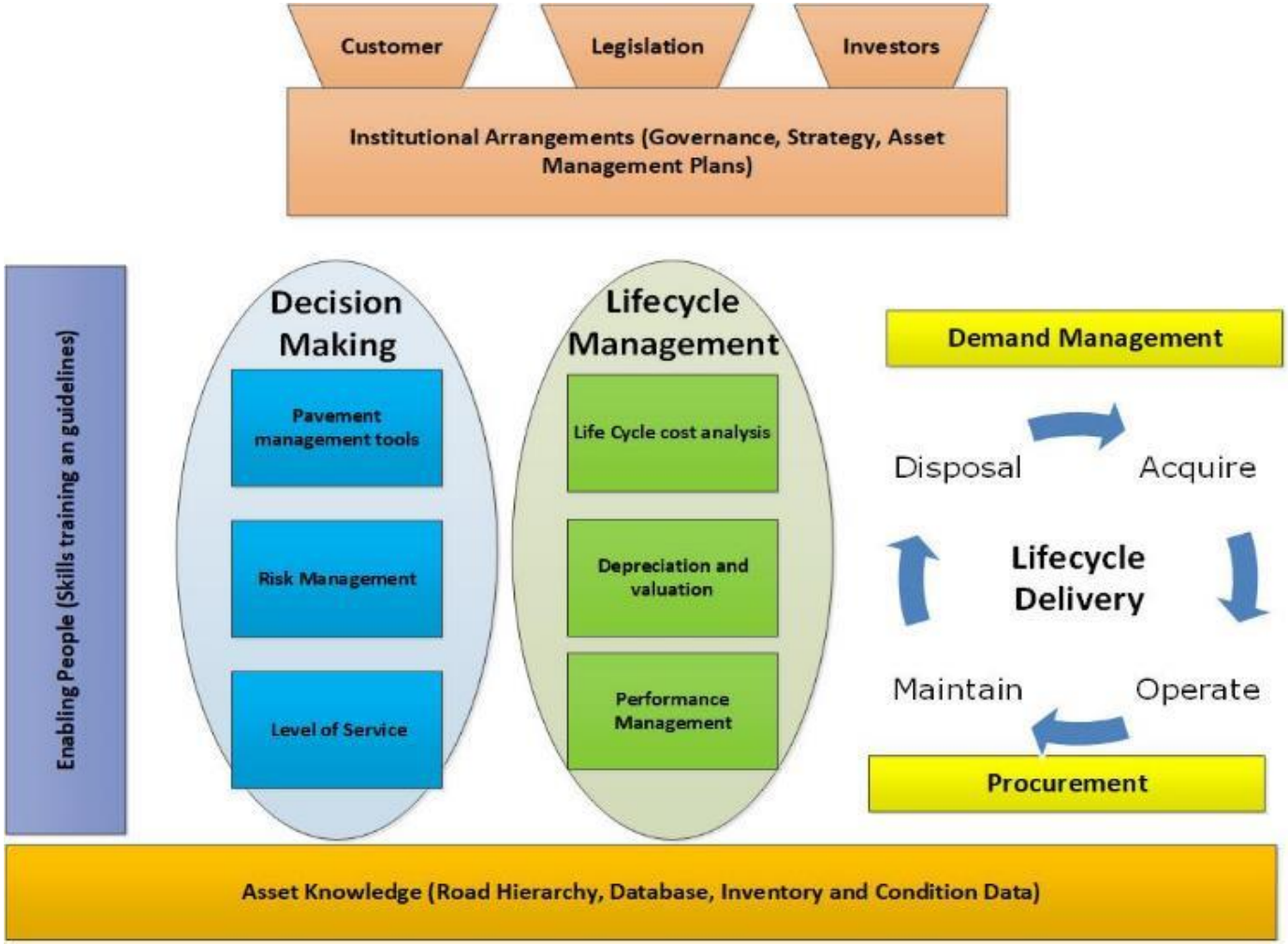
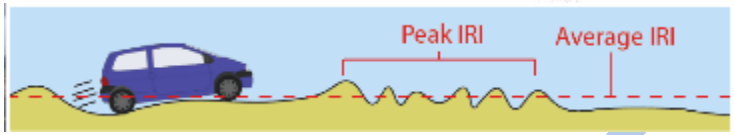
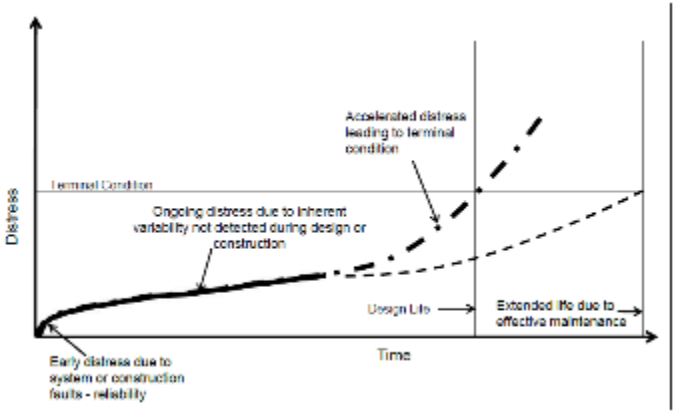
Level of Service is Key to Asset Management



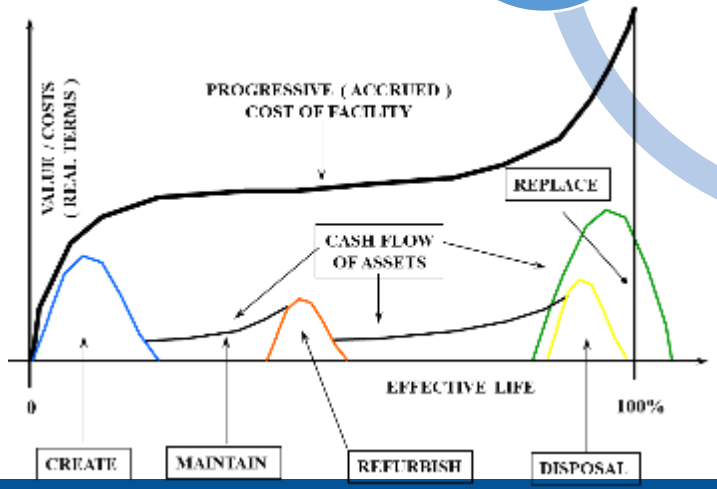
Level of Service Dimensions





Source SANRAL, 2016

- Level of Service
- Functional
- Safety
- Economic
- User Level of Service

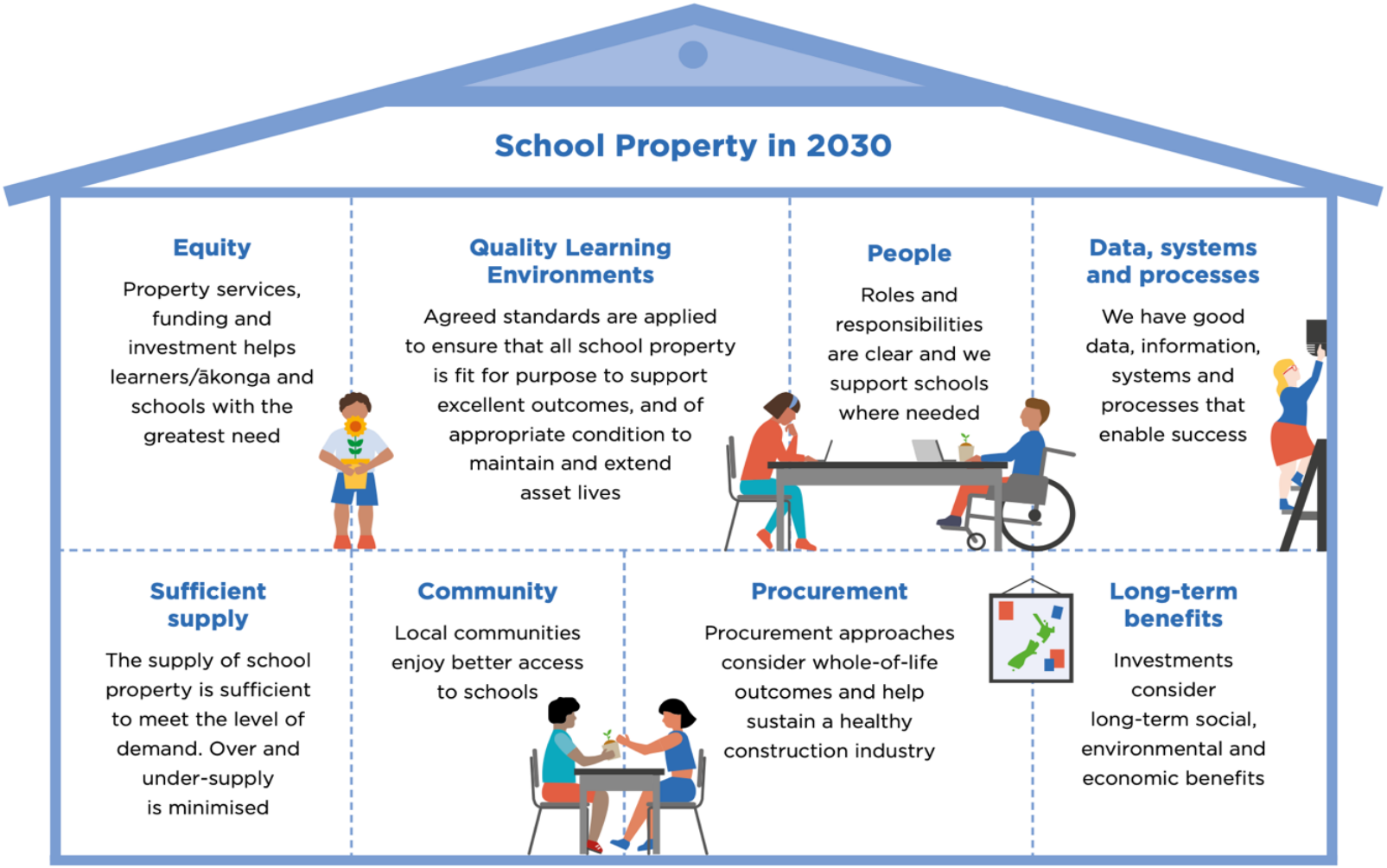


Level of Service "Knowing which roads to invest in when and when to do it”:

- A focus on what matters most
  - Our ongoing work programmes (operations, maintenance and renewals)
  - Our Capital works programmes (improvements)
- A framework for prioritising our actions
- A framework for consistency across provinces and road classes
- A framework for organising our data and information

FRAMEWORK

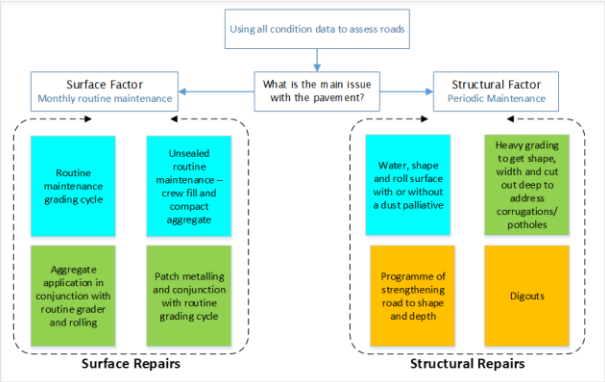
Levels of Service Examples NZ Education Property



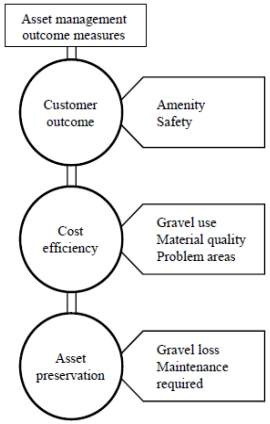
Data Collection Should be Focused on its Purpose

What do we use the data for?

Decision Process



Performance Monitoring



Data Framework

Where do levels of service fit in the performance management framework?

Using LoS in Long-term pPlanning

Knowing where you come from

Past investment

Past performance

Historical failures

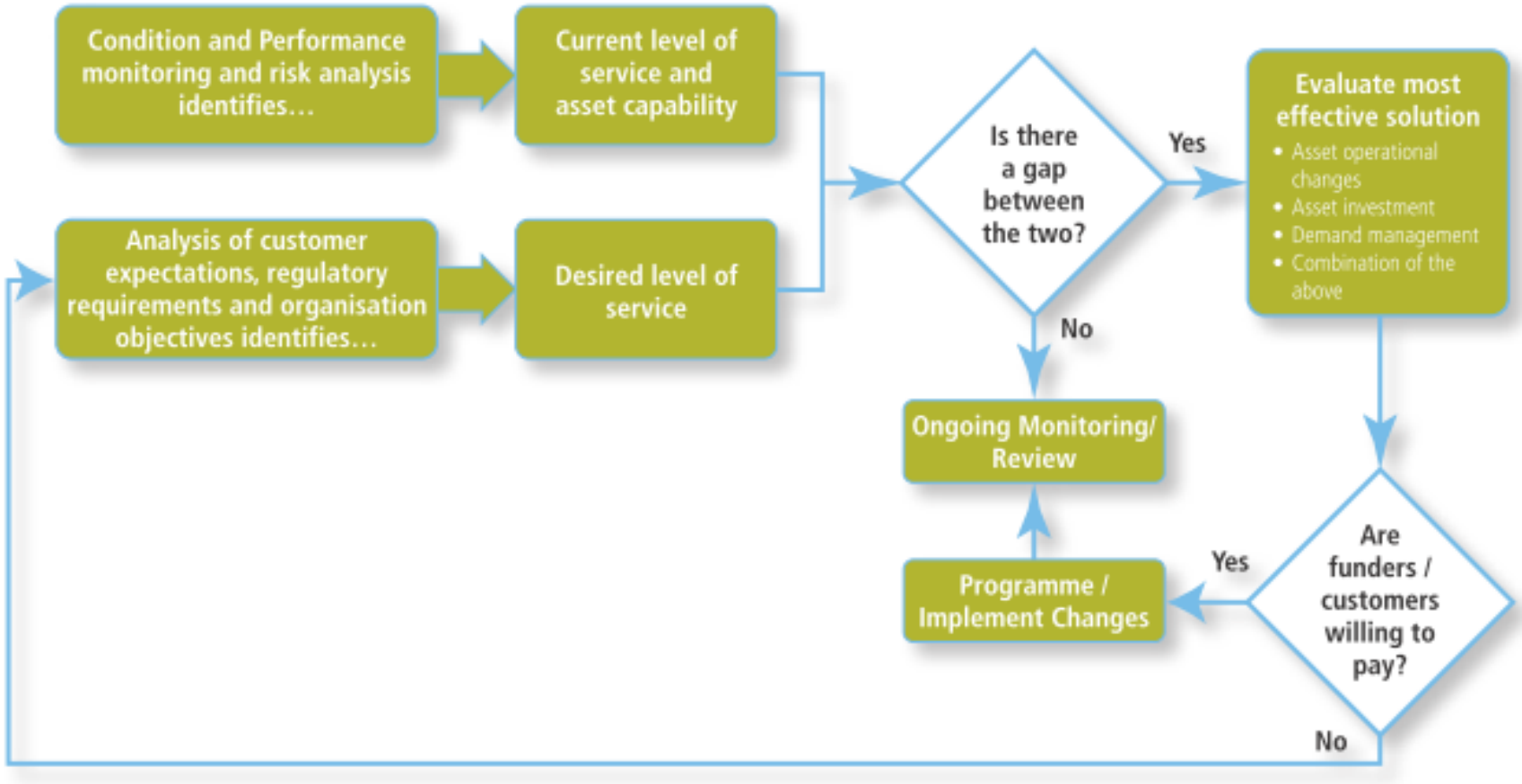
Understanding the GAP

What is my current performance in term of by desired Level of Service (LoS)

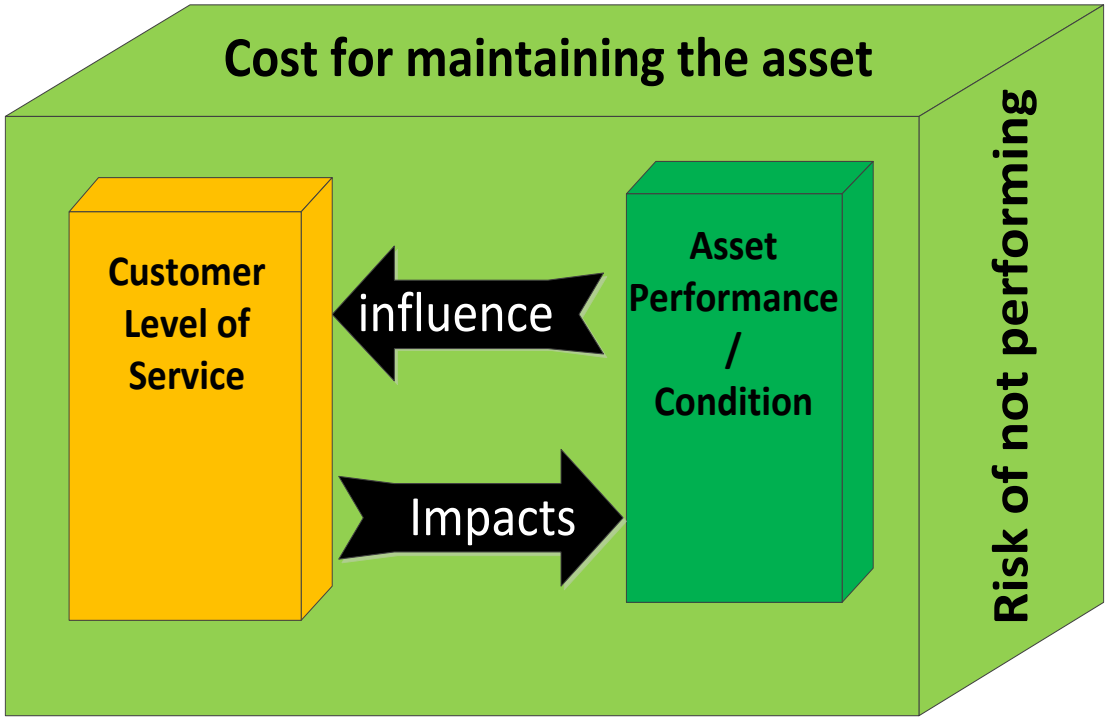
Road map to get there

Forecasted investment and LoS delivery plan

How does the levels of service review fit with asset management processes?



The Business Case for Road Investment



Road Classification System

Road Function

Strategic Routes - Military
- Emergency

Heavy Traffic - Economic Links

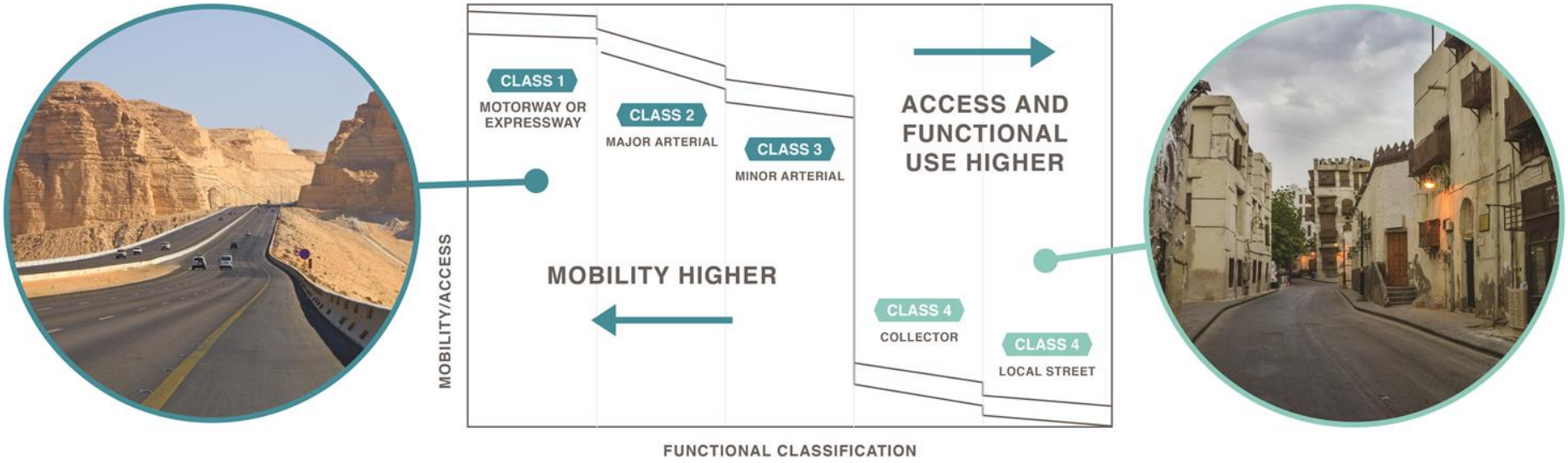
City Links - City to City
- Within Cities

Tourism

A road ma perform more than one function

Road Classification Underpins LoS

- High order roads (motorway/expressway) – high speed, safety, no ad-grade access
- Low-order roads – low speed, free access, mixed use (children playing and vehicles)

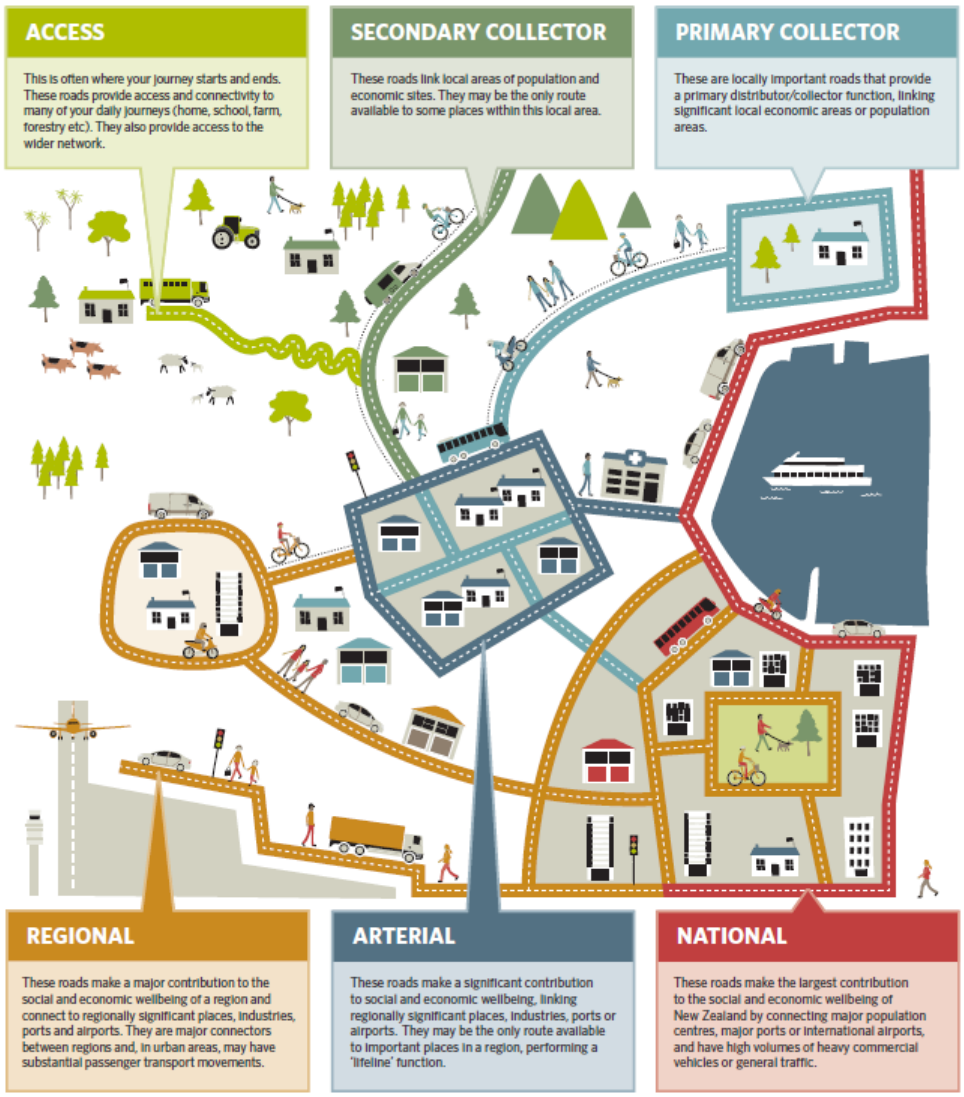


Example Classification System

Functional Classification	Sub-Function	Functional Description of Road/ Trip	Typical Trip Characteristics
Primary (Rural)*	Primary Route Regional	Connects Countries - Relatively high volumes of passengers and freight between regions	500 to 1000 km or +more, large freight content
	Primary Route National	Connects Provinces/Regions - Relatively high volumes of passengers and freight between the capital and provincial and district centres,	Less than 500 km, large freight content
Secondary Arterials Split for Rural & Urban		Connect Districts - Infrastructure primarily connects district centres, towns, villages and tourist or agricultural areas.	Less than 300 km, low to medium volumes
Feeder (Collector) Split for Urban & Rural)		Connects Chiefdoms- Feeder routes with relatively low volumes of passengers and freight over short distances between villages and higher mobility paths,	Less than 50 km, medium to low volumes
Access Roads Split for Urban & Rural)		Connects Neighbours - Provides access from individual farms and properties to villages and Feeder routes.	Less than 30 km, low volumes and other active transport modes (e.g. pedestrians and bicycles)

***Note**: Two classes of the primary route are only needed in a situation that warrant such a distinction

Example Performance Reporting



Customer Outcome	Amenity	
Customer Outcome Measure	The smoothness of my journey is as I would expect when I take into account the importance of the road.	
Description	Smooth Travel Exposure (STE) Index for sealed roads. (DIA Non-Fin Perf Meas)	Average Roughness - The average ride comfort level of the sealed road network meets specified levels (Local Gov Maintenance Guidelines)
Reference No.	Amenity - OM1	Amenity - OM2
What is the means of reporting?	Reporting automatically from Asset Register (RAMM)	Reporting automatically from Asset Register (RAMM)
Quantitative or Qualitative?	Quantitative	Quantitative
Status of Measure?	Current	Current

HOW? How do we deliver the outcome?

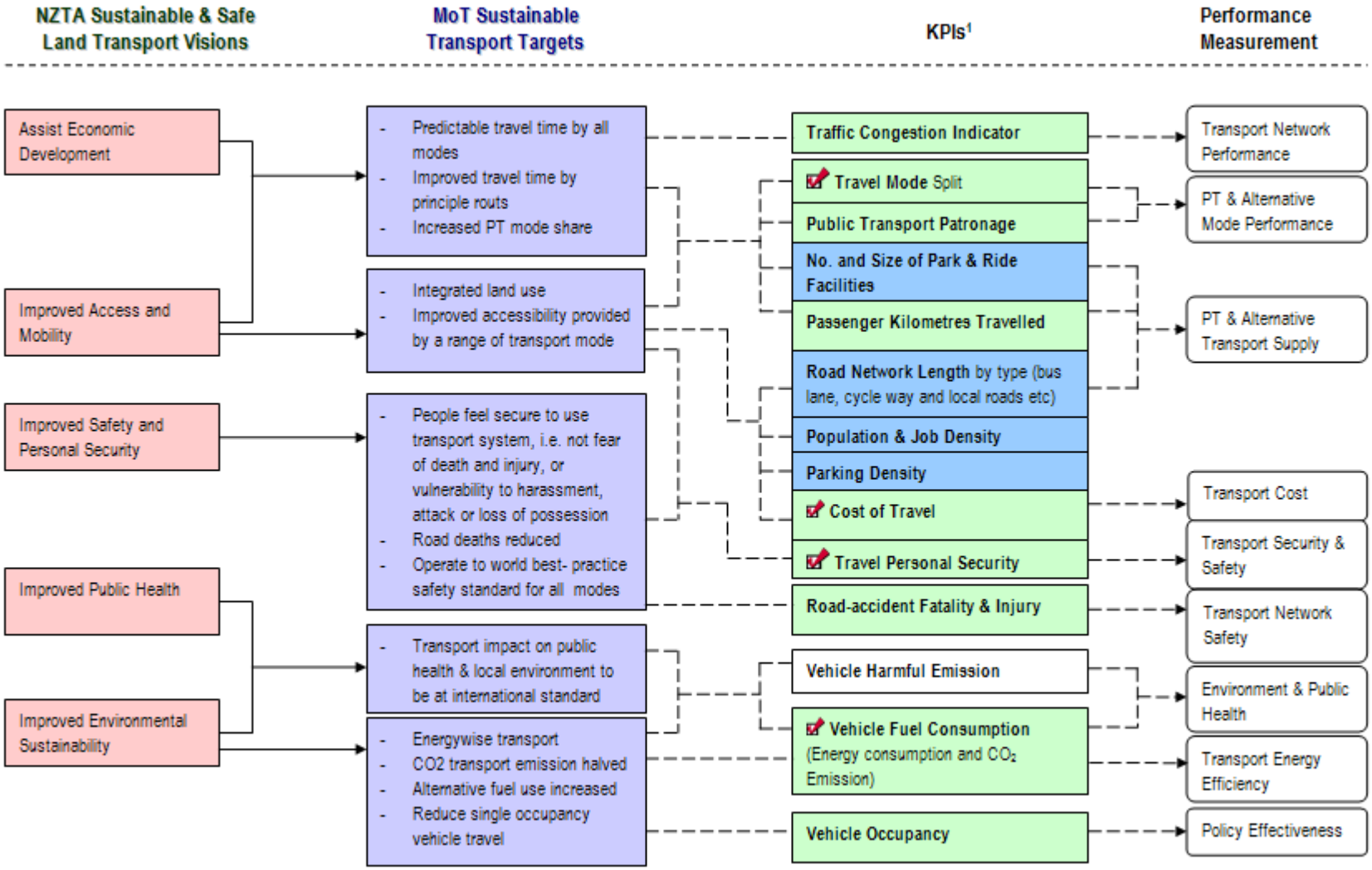
Road Classification	NB: For Roughness, RCAs are required to rep	
National (High Volume)	% by classification	Report No. Provisional service level is: Urban <= 90 NAASRA Rural < = 90 NAASRA
National	% by classification	Report No. Provisional service level is: Urban <= 90 NAASRA Rural < = 90 NAASRA
Regional	% by classification	Report No. Provisional service level is: Urban <= 90 NAASRA Rural < = 90 NAASRA
Arterial	% by classification	Report No. Provisional service level is: Urban <= 100 NAASRA Rural < = 100 NAASRA
Primary collector	% by classification	Report No. Provisional service level is: Urban <= 110 NAASRA Rural < = 100 NAASRA
Secondary collector	% by classification	Report No. Provisional service level is: Urban <= 110 NAASRA Rural < = 110 NAASRA
Access	% by classification	Report No. Provisional service level is: Urban <= 120 NAASRA Rural < = 120 NAASRA
Access (Low Volume)	% by classification	Report No. Provisional service level is: Urban <= 140 NAASRA Rural < = 140 NAASRA

Level of Service Framework

Key Drivers – Level of Service, Demand, Risk

- Levels of Service
  - Key service levels changing
  - Addressing service level gaps
- Future Demand
  - High population growth expected through to 2050
  - Continuing urbanization expected – shifts in population patterns
  - Growth changes resulting from natural hazard and climate risk adaptation
- Risk
  - Natural Hazard Risk
  - Calamity Risk
  - Climate change and climate adaptation risk
  - Service failure risk

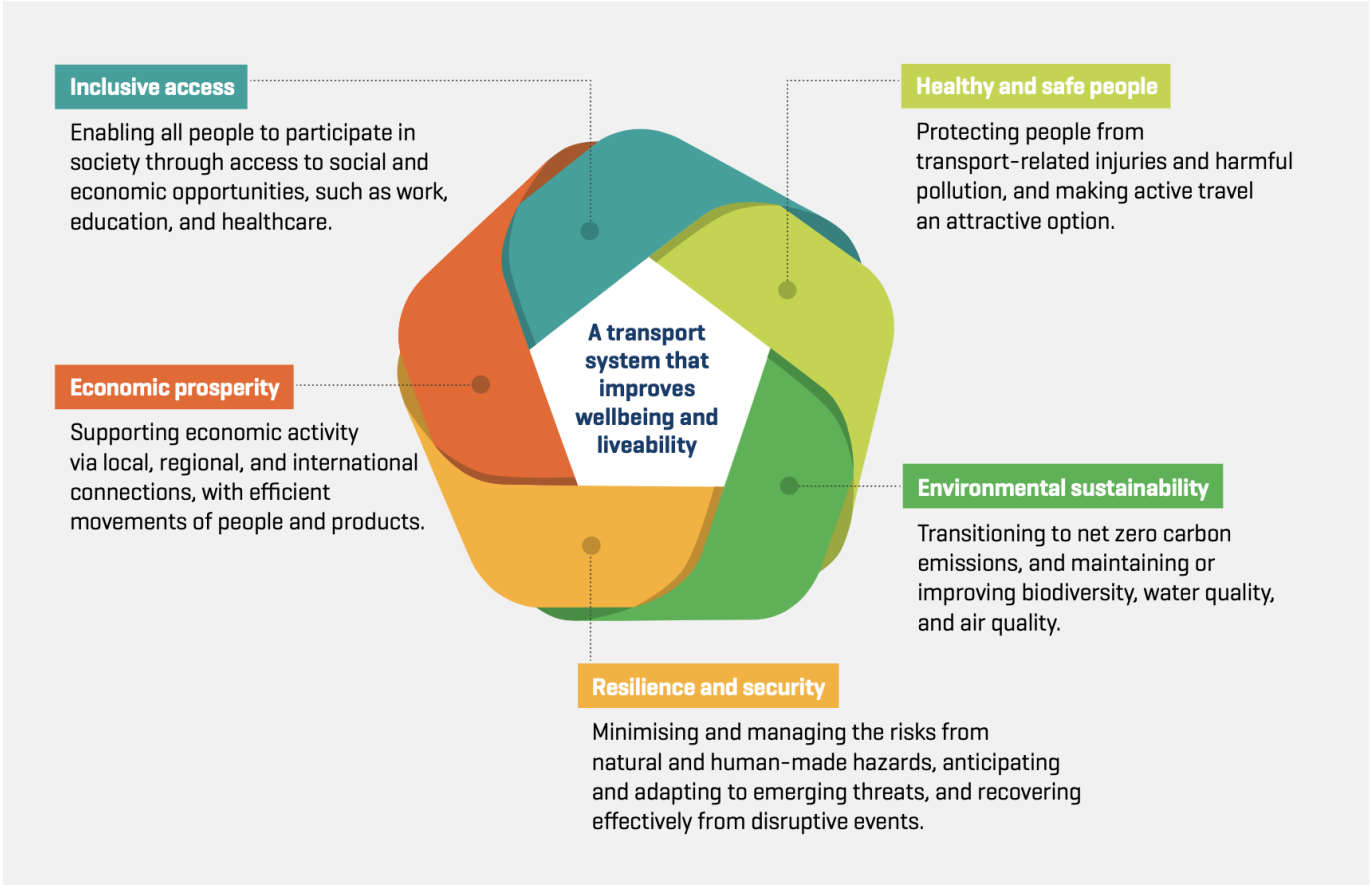
Linking to Objective or Strategic Goals



Source Henning et al, 2011

Levels of Service Examples NZ Transport Outcomes

Transport Outcomes Framework



Example Performance Framework for Roads

ROAD SAFETY

TOTAL COST OF OWNERSHIP

ROAD USER PRIORITY

Crash Statistics
Road Safety Measures

Cost Efficiency
Asset Preservation
Road Condition

Freight Access
Travel Time Reliability
Resilience to Unplanned Events
Road Condition

Road Safety

Category	Measure	Description
Safety Customer Outcome	Number of fatal and serious injuries	The total number of fatal and serious injuries /year (Total or normalised)
	Collective risk (fatal and serious injury) rate/km	Intensity measure – that highlights dangerous routes or parts of the network
	Personal risk (fatal and serious injury rate by traffic volume)	The total number of fatal and serious injuries by traffic volume/year
Safety Technical Output	Road Safety Rating	Reporting on the location and routes with high safety risk
	Black Spots	Reporting on the location and routes with high crash occurrence.

Total Cost of Ownership

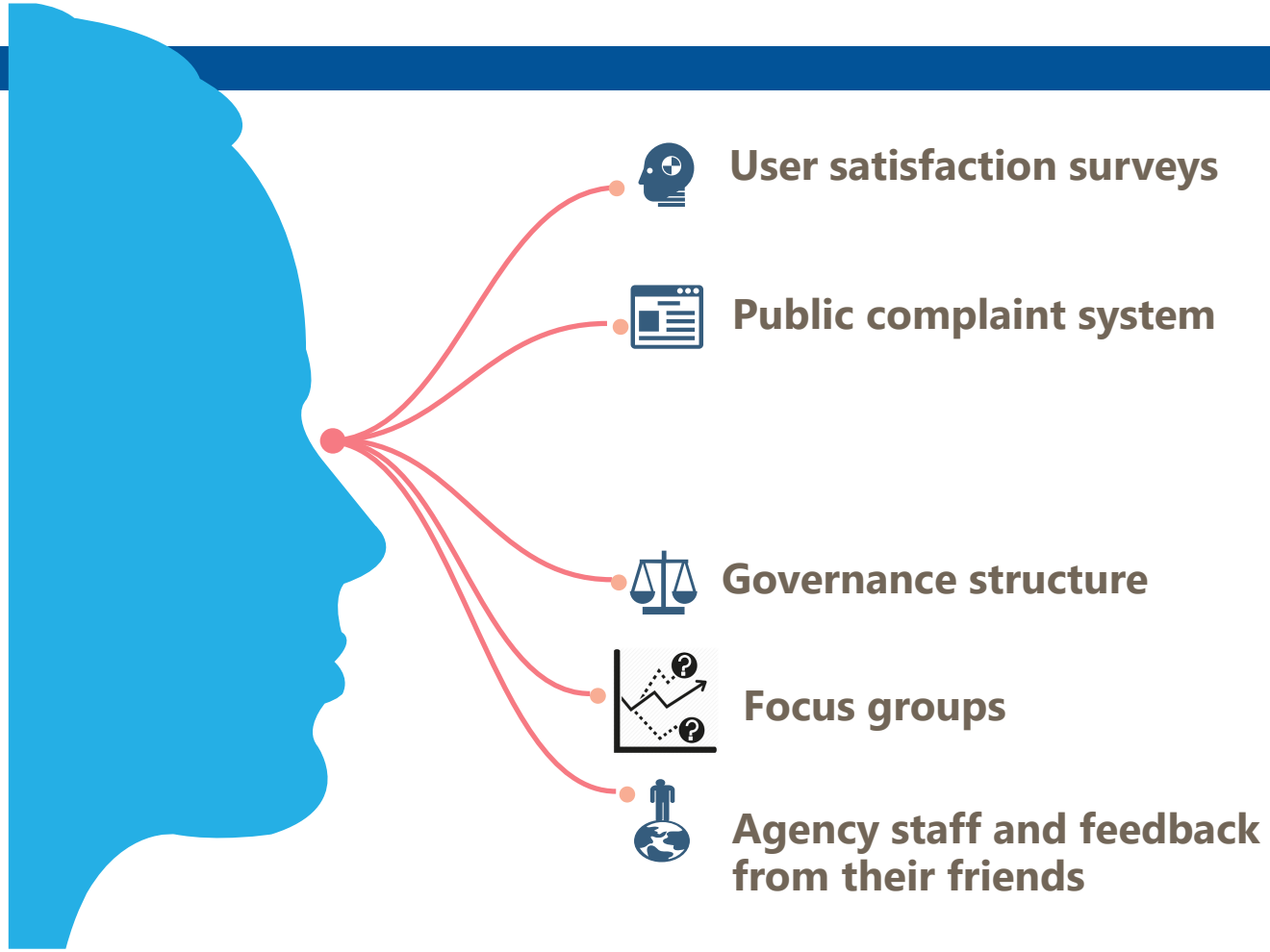
Category	Measure	Description
Asset Preservation	75th Percentile Rutting	75th rutting value (measured by High-speed data collection)
	Pavement Condition Index (PCI)	Overall (composite) index showing the health of the road pavements
	Bridge Condition Rating (BCR)	Bridge Condition Rating
Cost Efficiency	Pavement rehabilitation	Total quantity pavement rehabilitation Total cost of pavement rehabilitation
	Asphalt resurfacing	Total quantity of asphaltic sealed road resurfacing Total cost of asphaltic sealed road resurfacing
	Bridge Repairs	Total quantity of Bridge Repairs Total cost of Bridge Repairs
	Overall network cost, and cost by work category	The overall cost per km and per vkt of routine maintenance activities Cost by work category on each road
	Asset Valuation	Asset value and trend over time as per Treasury's methodology

Road User Priority

Category	Measure	Description
Road Condition	Peak roughness	The 85th percentile roughness of roads
	Median Roughness	The 50th percentile roughness of roads
Freight Access	The proportion of network not available to trucks (bridge loading constraints)	The proportion of each road classification that is not accessible to high trucks loads
Travel Time Reliability Customer Outcome	Output at indicator information sites	The hourly traffic volume during the peak morning hour and peak afternoon/evening hour
Resilience Customer Outcome	Number of journeys impacted by unplanned events	The number of unplanned road closures and the number of vehicles affected by closures

Understanding your customer

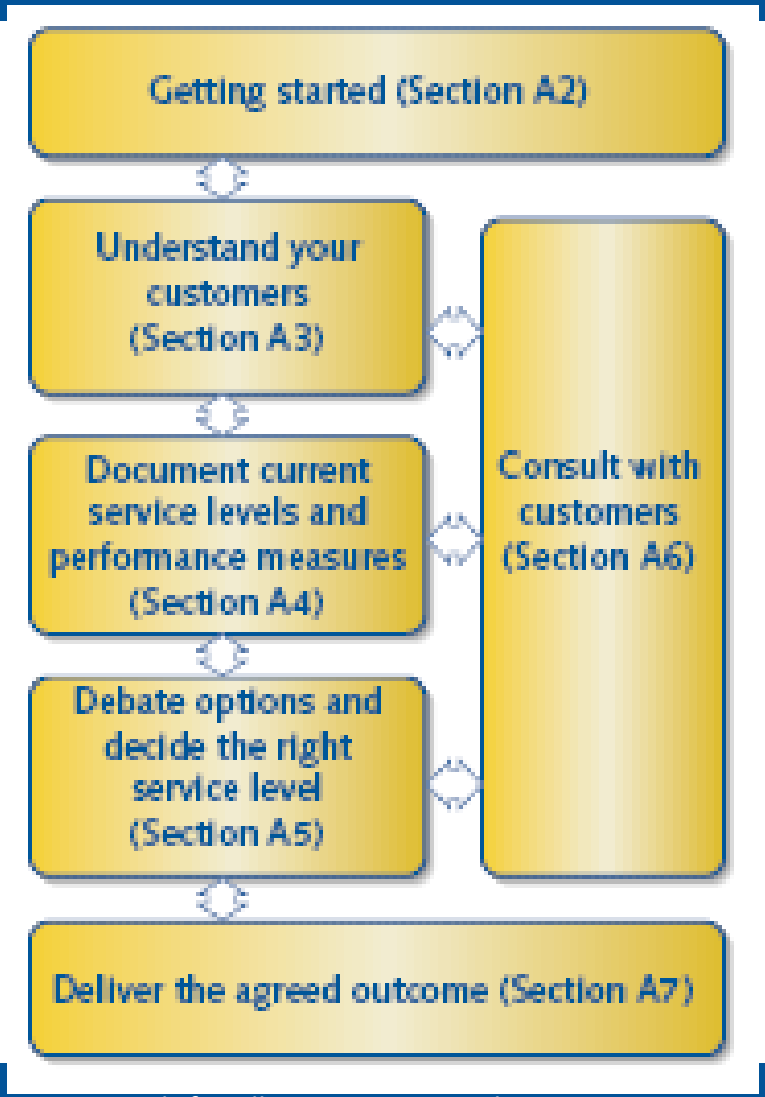
What does the customer want?



Qualitative Consultation Techniques

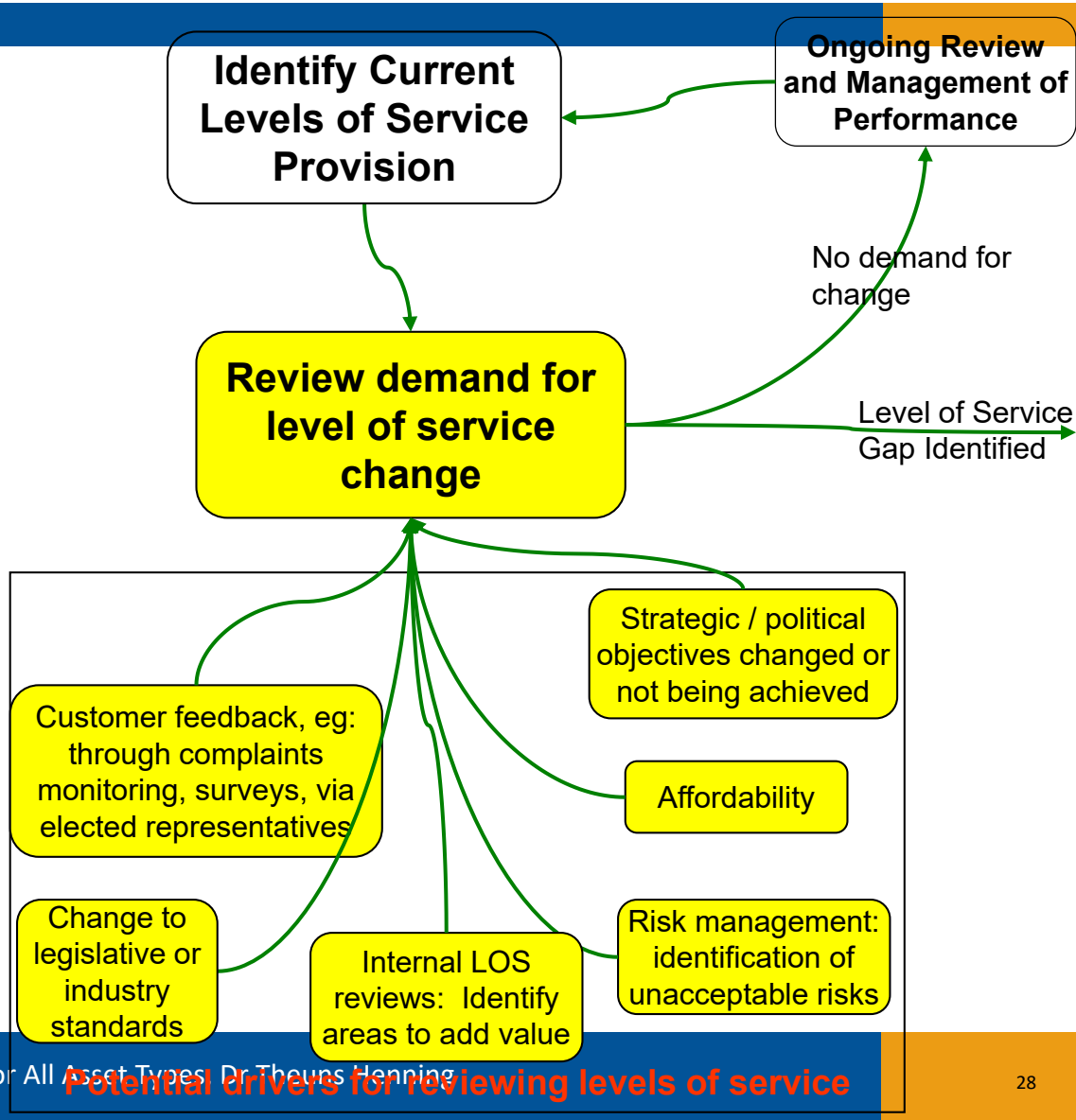
- Workshops
- Public meetings
- Stakeholder meetings
- Focus groups

The LOS review starts, continues and ends with the customer



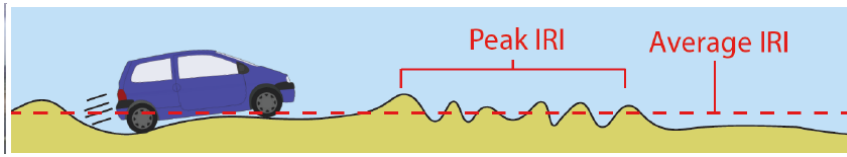
Selecting levels of service for review

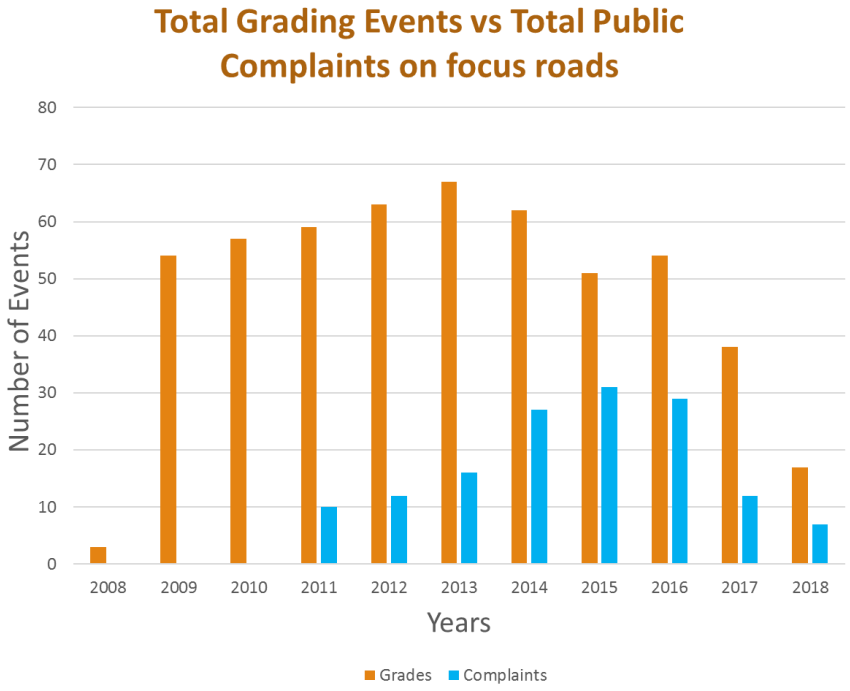
- Do the existing levels of service and performance measured align with outcomes?
- Is it likely that the community desire changes to the level of service provision?
- Is there political will or pressure to change the level of service provision?
- Is it an area of high public interest?

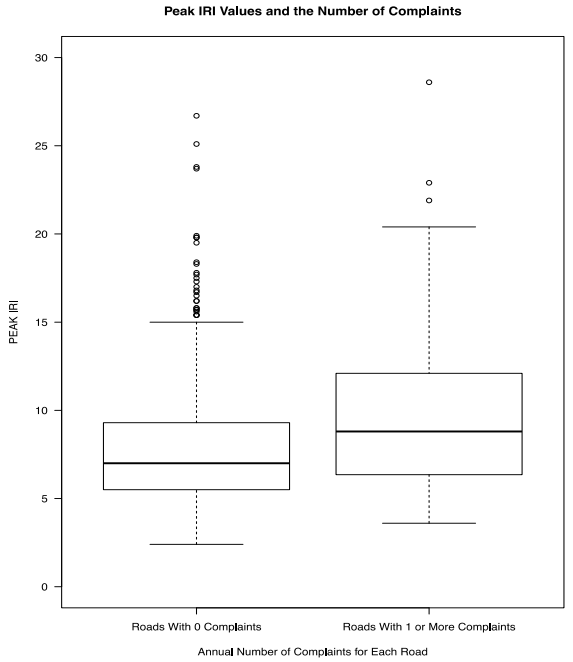


When do the drivers complain?

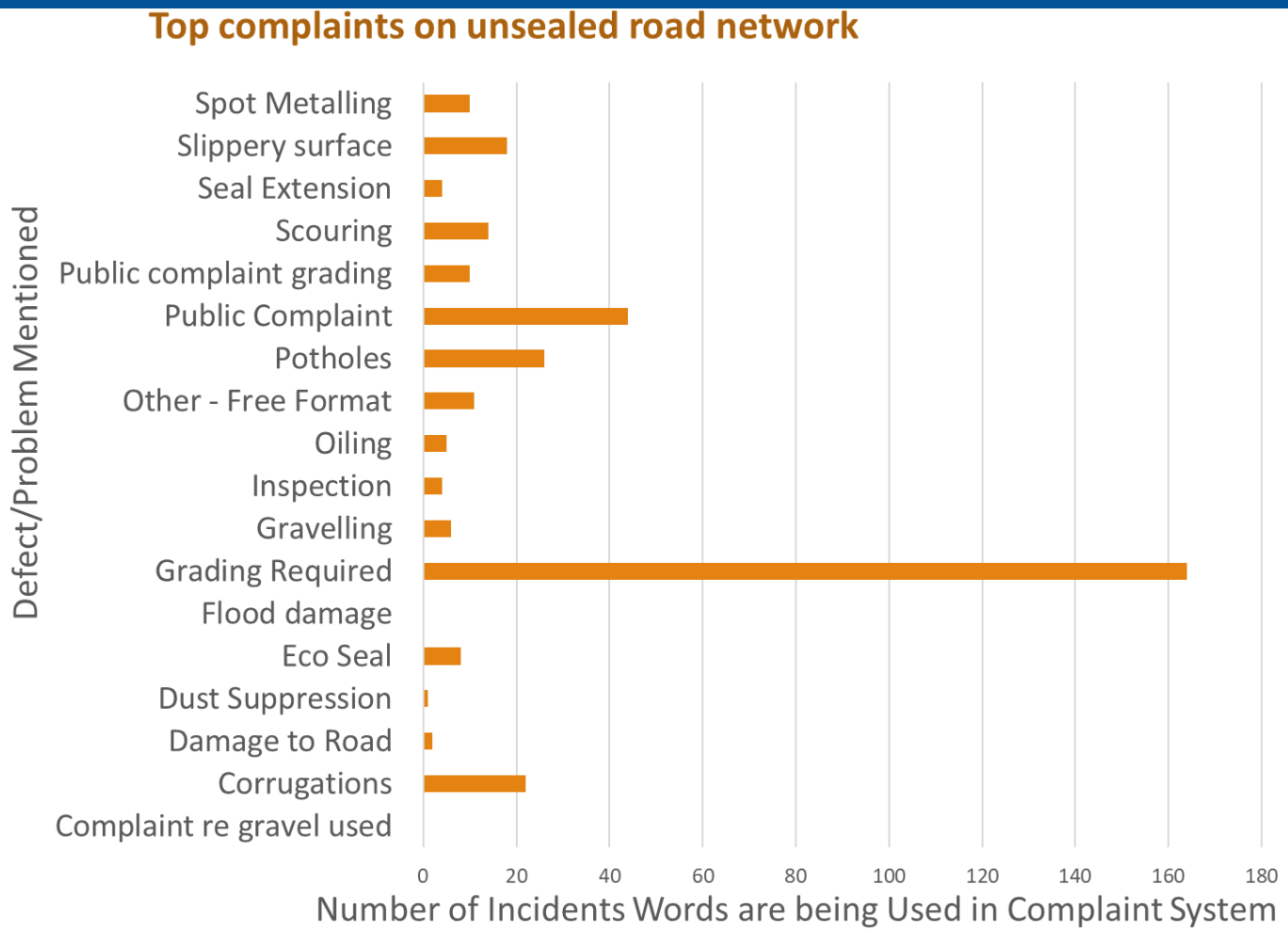
- Customers tell us when things changes
- They often complain about outliers





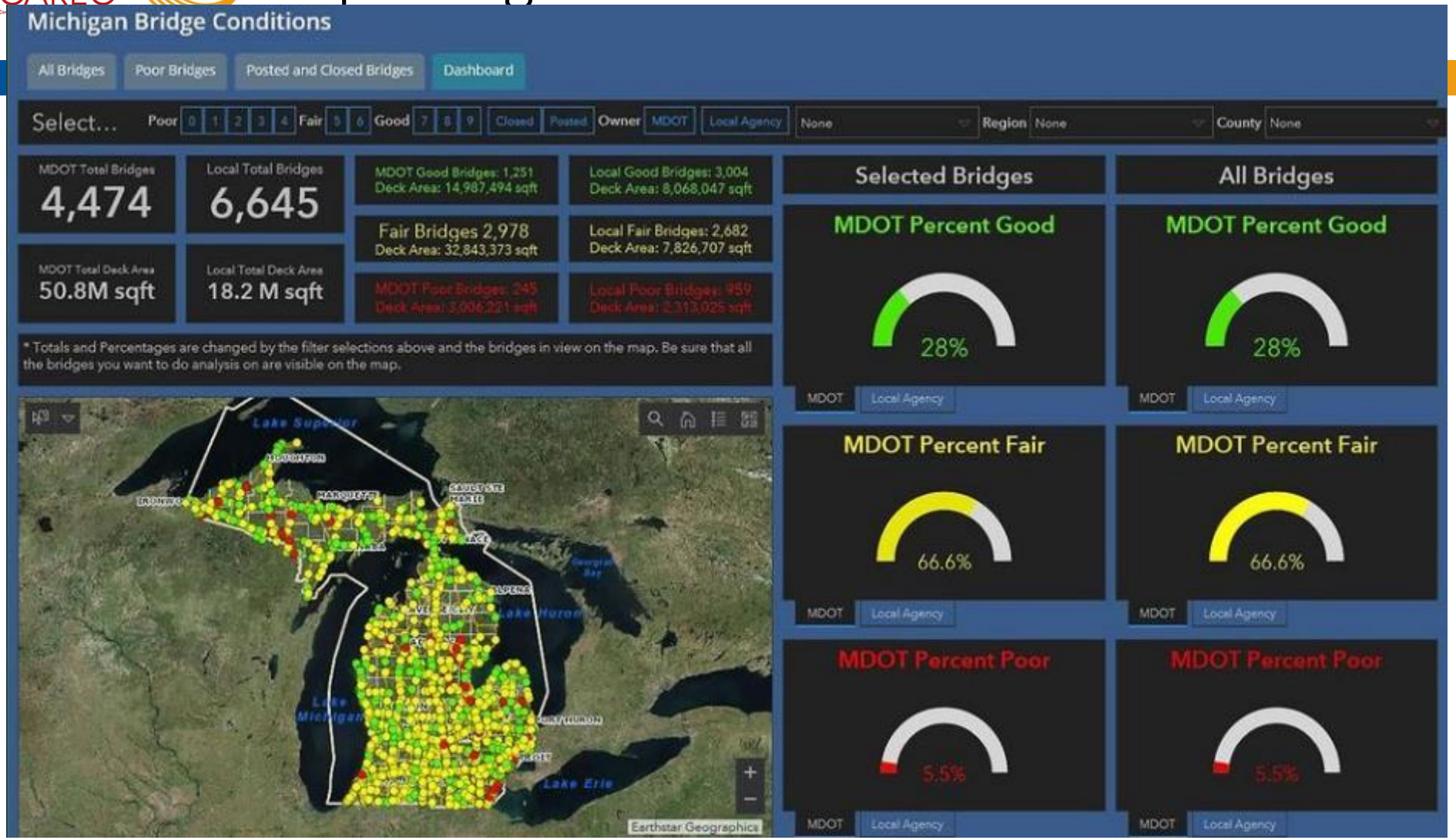


Reporting on Complaints



Communicating Performance

Reporting on Performance



Questions

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