**STATE ROADS**

**LEVEL OF SERVICE FRAMEWORK**

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| KEYCUSTOMER SERVICE OUTCOME | CUSTOMER PERFORMANCE MEASURES | CUSTOMER SERVICE OUTPUT AND TARGETS | TECHNICAL PERFORMANCE MEASURE |
| ROAD CATEGORY 1Trunk Road1A Urban 1B Rural | ROAD CATEGORY 2Regional Freight Road | ROAD CATEGORY 3Regional Access Road | ROAD CATEGORY 4 & 5Feeder Road4A Sealed 4B Unsealed5A Sealed 5B Unsealed |
| Function | Road width | Width supports speed environment | Width supports speed environment | Width and speed environment compatible | Width and speed environment compatible | Design speed and road design parameters consistent with speed limit. |
| Reference Professional Services Specification T3 – Road Design Standards for relationship between road width, road category and road AADT |
| Network access | Well defined heavy freight vehicle access networks responsive to State’s economic prioritiesOptimise access for specific industry sector requirements | Bridge structural capacity appropriate for heavy vehicle network.Bridge width appropriate for heavy vehicle network.Road over road bridge vertical clearance appropriate for heavy vehicle network. Road over water bridge vertical clearance provided for flood resilience.Road geometry appropriate for heavy vehicle network.Quality of access to major tourist attractions. |
| HPV accessPBS 2a access subject to permitHML accessHighest level crane and oversize/ overmass accessCategory 1B priority network for freight efficiency upgrades | HPV accessPBS 2a access subject to permitHML accessHigh level crane and oversize/ overmass access | Full access available for General and Concessional Mass Limit vehicles except for load limited bridgesIndividual bridge and geometry assessments for vehicle configurations that do not meet network accessibility requirements where practicable; assessments prioritised based on State economic significance | Full access available for General and Concessional Mass Limit vehicles except for load limited bridgesIndividual bridge and geometry assessments for vehicle configurations that do not meet network accessibility requirements where practicable; assessments prioritised based on State economic significanceSome tourism access recognised as being limited by unsealed road surfaces |
| Property access | Minimise access wherever possible | Controlled/limited access; carefully managed for safety | Controlled/limited access; carefully managed for safety | Access permitted if safe | Access to/from adjacent land holdings limited as appropriate Reduced uncontrolled access points on Category 1 roads |
| Limited access | Limited access | Access control primarily by planning scheme controls | Access control primarily by planning scheme controls |
| Connectivity for communities | Primary traffic and freight routes connecting Tasmania | Tasmania’s major regional roads for carrying heavy freight | The main access roads to Tasmania’s regions, carrying less heavy freight than Category 2 roads | Feeder roads and other roads allowing safe travel between towns, major tourist destinations and industrial areas | Network resilience to long- and short-term disruption |
| Maintain connectivity by all means necessary Immediate response to emergency or weather events | Maintenance of connectivity extremely high priorityRapid response to emergency or weather events  | Ensure access is maintained, minimise connectivity interruptions, may require circuitous routeAppropriate response to emergency or weather events |
| Safety | Road safety improvements | Consistent and predictable alignmentTargeted prevention of crashes and protection from harm in high risk areasReduce the risk to road users of serious injury or fatality through implementation of the safe system approach | Variable road standards and alignment Lower speeds and greater driver vigilance required on some roads/sections depending on topography, access density and useSpecific improvements targeted at high risk locations based on crash dataReduce the risk of road of serious injury or fatality through implementation of the safe system approach | Variable road standards and alignment Lower speeds and greater driver vigilance required on some roads/sections depending on topography, access density and useSpecific improvements targeted at high risk locations based on crash dataReduce the risk of road of serious injury or fatality through implementation of the safe system approach | Variable road standards and alignmentLower speeds and greater driver vigilance required on some roads/sections depending on topography, access density and useSpecific improvements targeted at high risk locations based on crash dataReduce the risk of road of serious injury or fatality through implementation of the safe system approach | AusRAP results for Category 1 road links to be rated for safety performance.Permanent hazards identified and mitigated in a consistent and fit for purpose manner such that road user expectations about standard is a major factor in the ability to safely negotiate the road environment. Crash data analysis.Regular scanning of State road crash data to identify locations where road users experience difficulty.Bridge fences compliant with standards current at time of construction. |
| Use of AusRAP modelling and infrastructure improvements to achieve a minimum 3 star rating Trending reductions in serious injury and fatal crash data based on 5-year averageMass action and safe system treatments | Trending reductions in serious injury and fatal crash data based on 5-year averageAppropriate road shoulders | Trending reductions in serious injury and fatal crash data based on 5-year averageAppropriate road shoulder and crash cluster treatments | Trending reductions in serious injury and fatal crash data based on 5-year averageCrash cluster treatments |
| Capacity | Travel speed environment | High speedRoad users largely able to travel at the posted speed | Moderate to high speedRoad users are able to travel at the top end of the speed limit but must negotiate isolated curves at a reduced speed | Speed to suit conditionsInconsistent alignment requiring road users to adjust their speed often to match the prevailing road conditions and alignment | Speed to suit conditionsInconsistent alignment requiring road users to adjust their speed often to match the prevailing road conditions and alignment | The optimal speed is the appropriate speed for road function, design and use. Optimal speeds support both safety and economic productivity. |
| 110 km/h target optimal design and posted speed | 100 km/h, advisory speed to suit topography/road | 90 km/h, advisory speed to suit topography/road | Advisory speed to suit topography/road |
| Journey time reliability | Majority of road users experience consistent travel times with some exceptions in urban heavy peak, holidays, during major events or during severe weather eventsGood overtaking opportunities provided by multi-lane roads or passing lanesProactive management of events/incidents | Generally road users experience consistent travel times with some exceptions in urban heavy peaks, holidays, during major events or during moderate weather eventsTargeted passing opportunities where topography warrantsTargeted event/incident management | Generally road users experience consistent travel times except where affected by other road users (all modes) or weather conditionsTargeted passing opportunities where topography warrantsTargeted event/incident management | Road user travel times may vary as a result of other road users (all modes), weather conditions or the physical condition of the roadTargeted passing opportunities where topography warrantsTargeted event/incident management | Consistency of travel times that road users experience.Incident response, network management. |
| Data to be secured for five major transport corridors around the State that will be used to define the limits of acceptable journey time reliability:* West Tamar Highway, CBD to Legana
* Launceston Southern Outlet, CBD to Breadalbane
* Hobart Southern Outlet, CBD to Kingston
* Tasman Highway, CBD to Sorell
* Brooker Highway, CBD to Granton

Work to commence on capturing and analysing this data during FY2015/2016 |

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| Condition | Maintenance intervention | Frequent monitoring of road condition and rapid response to defects | Frequent monitoring of road condition and timely response to defect | Regular monitoring of road condition and defects repaired to maintain safety | Regular monitoring of road condition and defects repaired to maintain safety | The road network is maintained efficiently & effectively to deliver LoS outcomes detailed in regional road network and bridge maintenance contracts. Includes an emphasis on asset preservation activities such as shoulder grading and drain clearing – proactive activities that reduce the risk of failures and maximise the long-term structural performance of the pavement. |
| The regional road network maintenance and bridge contracts specify the level of service outcomes across the network using two different approaches, which reflect the nature of each activity (ad-hoc compared to planned/predictable):* Intervention Level and Response Time – applies to defects such as potholes and edge breaks, where the extent of the defect triggering action is defined and the Maintenance Contract specifies how quickly the defect must be repaired
* Frequency – applies to activities such as mowing and litter collection
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| Network condition | Smooth travel and a high level of comfort for road usersProactive management of skid resistance and factors influencing road and bridge asset condition | Good level of comfort for road users, with occasional areas of rough or uneven roadProactive management of skid resistanceActive management of factors influencing road and bridge asset condition | Moderate level of comfort for road users, with longer areas of rough or uneven roadProactive management of skid resistanceCurrent roads maintained as fit for purposePrioritised renewal programme | Lowest level of comfort for road users, may include extended areas of rough or uneven road and unsealed surfacesProactive management of skid resistanceCurrent roads maintained as fit for purpose | There are two components to the road condition:* the level of travel comfort experienced by the road user; and
* the condition of the pavement asset as a whole, made up from the pavement condition index (PCI) and the surface condition index (SCI).
* Structural health of bridges.
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| Ride smoothness is calculated in accordance with the National Ride Quality IndexSkid Resistance is managed in accordance with the Department’s Skid Resistance Management Plan, which is not specific to road hierarchy |  |  |
| Roadside condition | Roadside aesthetics reflect the needs of higher traffic volumes and network functionVisual amenity of urban gateways prioritised  | Management of the roadside is consistent with adjacent land use | Management of the roadside is consistent with adjacent land use | Roadside aesthetics strongly reflect land use and functionCharacter of scenic/tourist routes protected | Measurement of community response to roadside condition.Roadside aesthetics should reflect the surrounding land use and the transport corridor within that environment. |
| Rubbish removal and mowing prioritised for high volume areas, particularly urban gatewaysPrioritised weed management Proactively limit disturbance of natural and cultural heritage values |

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. Customer Levels of Service will be delivered in the context of an integrated State Road Network, integrating land use and transport, including all modes and both rural and urban areas
4. Customer Levels of Service will be delivered in the context of a Safe System approach that aims to create a forgiving road system, where human error and vulnerability do not result in death or serious injury