

# Applying customer feedback to setting levels of service



# Strategic Context: NZTA's Functional Strategies

## Planning Strategy: Shaping the Networks 30-50 yrs

- Overarching land transport network strategy
- Will Contain integrated planning principles and NZTA perspective on land transport needs in national, regional and local long term land use context

## SH Strategy: Delivering/Shaping SH Network 30+ yrs

- How the State highway network operates within the wider context of the land transport network.
- National, and inter-regional focus.

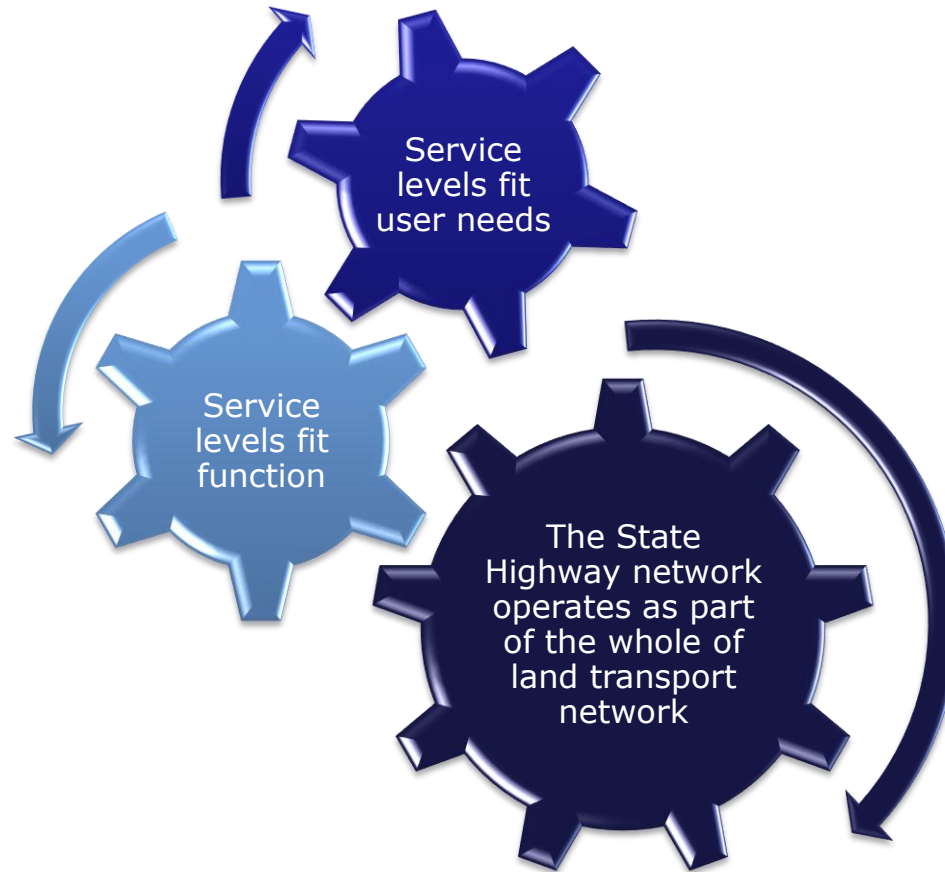
## NeXUS: Shaping Network Use 10 + yrs

- How we shape network use through user incentives, user information and network optimisation
- National, regional and local 'whole of network' focus

## IRS: Prioritisation Tool – Shaping investment 3 to 10 years

- Identifies revenue streams and principles
- Shaping investment decisions for land transport investment

# Strategic Context: The State Highway Network Strategy



# State Highway Network Strategy: Key concepts

- Differentiating networks according to national contribution



- Targeting effort to areas of greatest national benefit

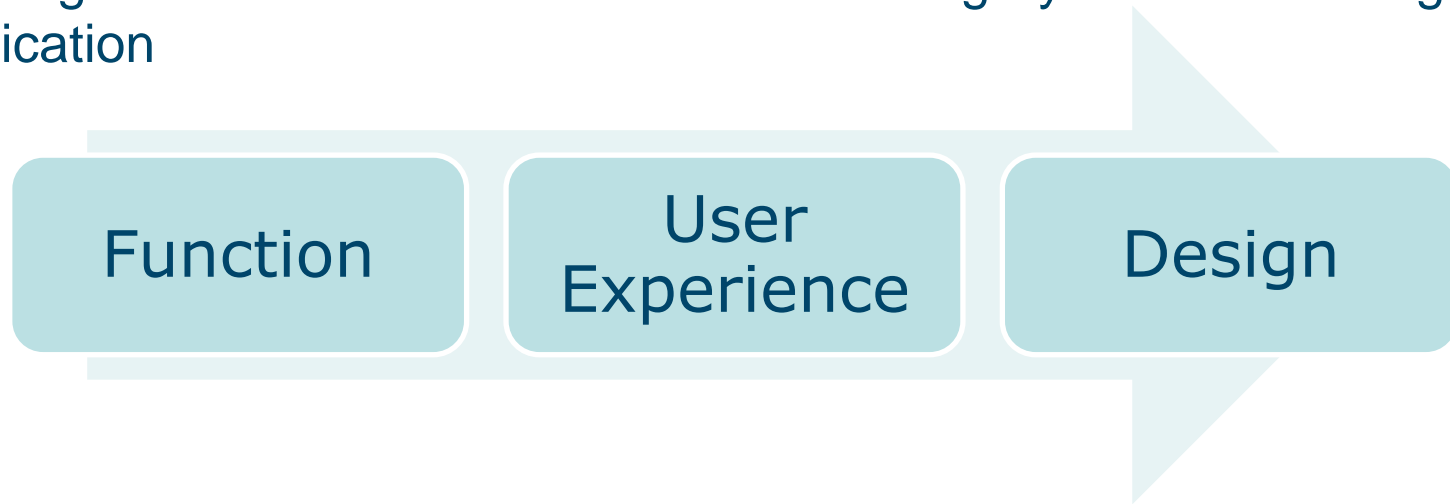


- Providing different service levels to different user groups where it matters most



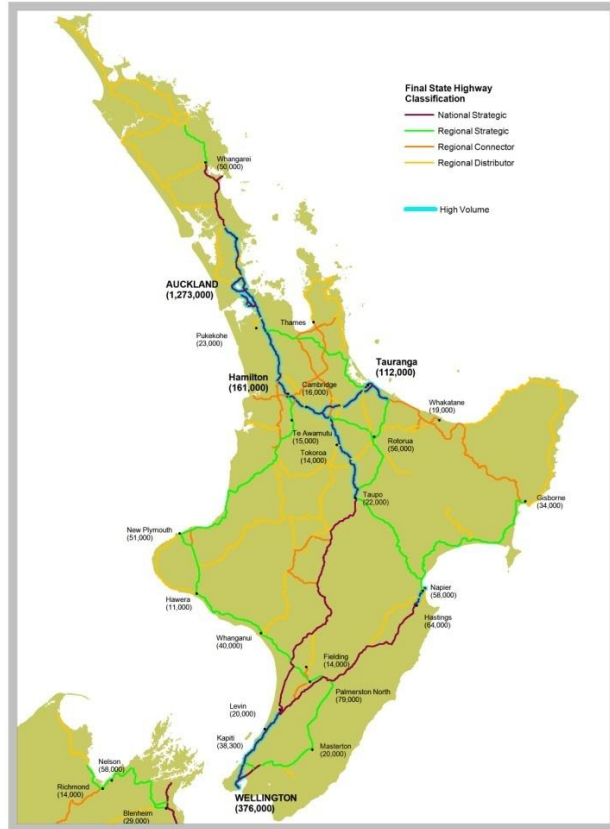
# Classifying New Zealand's State Highways Process

- Linking the relative contribution of each State Highway to New Zealand's economic growth & productivity
- Aligning customer service levels to each category of the State Highway classification

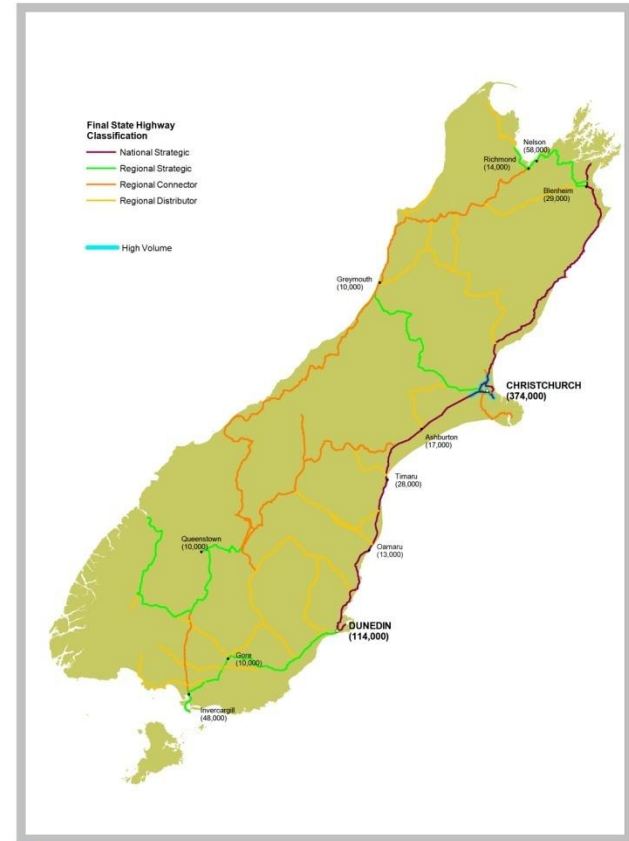


- Engaging with customers to ensure the range of services provided for each network meet their needs

# Classifying New Zealand's State Highways Maps



NZ TRANSPORT AGENCY WAKA KOTAHU  
**FINAL STATE HIGHWAY CLASSIFICATION** NEW ZEALAND TRANSPORT AGENCY  
 NORTH ISLAND STATE HIGHWAYS 10 MARCH 2011



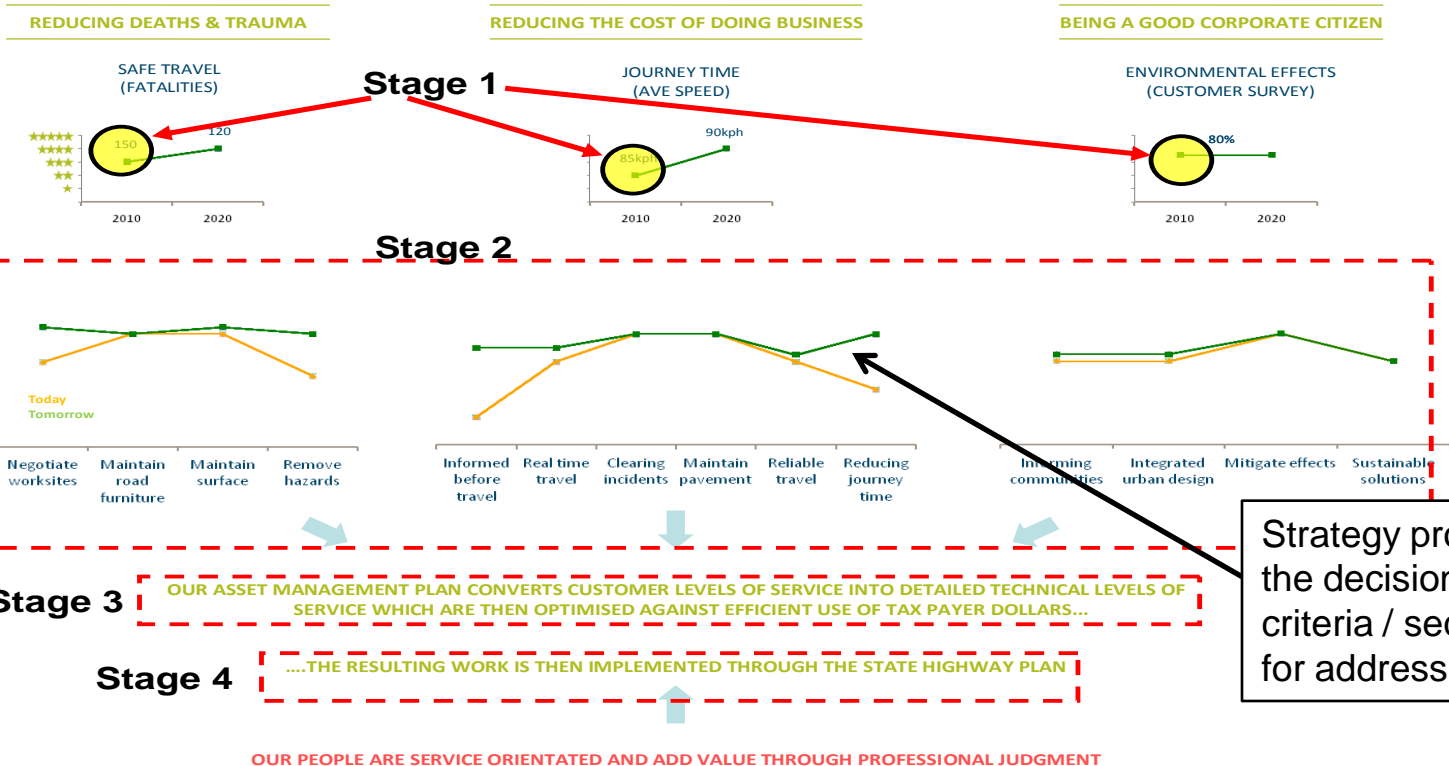
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# Linking service levels to the classification

- Thirty year service levels will indicate proposed performance of each State highway category over the long term
- Stakeholder engagement and customer insight will inform final service levels
- Current service levels may be equal or different to thirty year proposals
- Where there is a difference between existing and proposed service levels, we will use three phased approaches to address the difference.

# Customer feedback & service levels

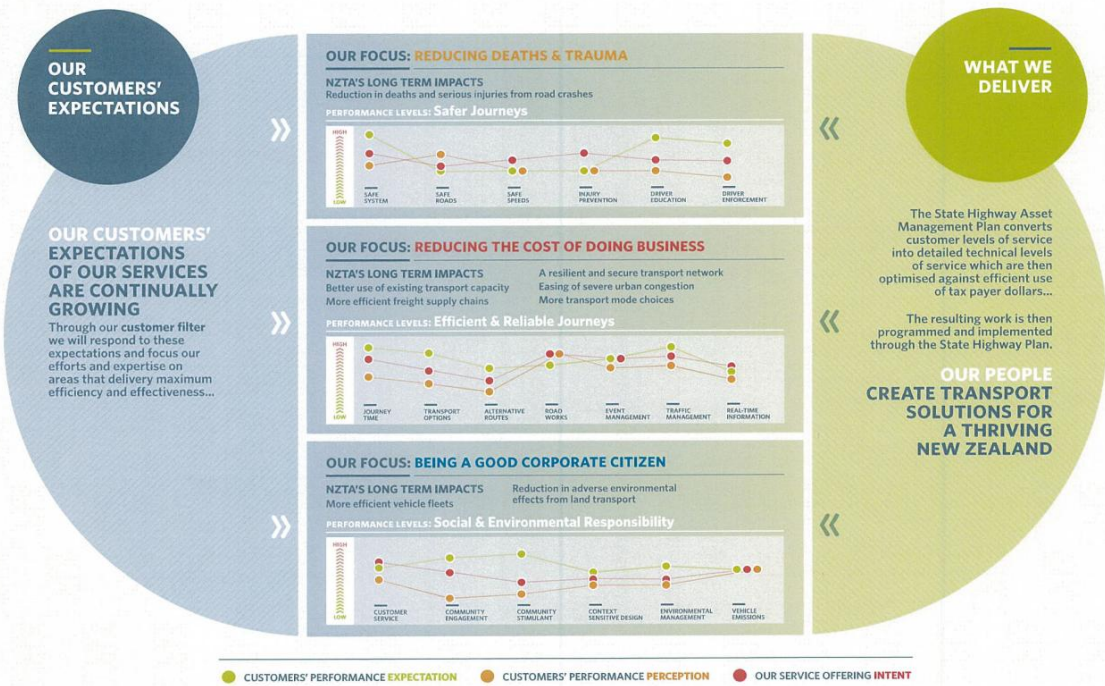
## Customers First





# Our customer expectations

## HIGHWAYS AND NETWORK OPERATIONS STRATEGY IN ACTION



# Customer first filter

## HIGHWAYS AND NETWORK OPERATIONS (HNO) CUSTOMERS FIRST STRATEGY IN ACTION



CUSTOMERS  
FIRST  
FILTER

### OUR CUSTOMERS' EXPECTATIONS OF OUR SERVICES ARE CONTINUALLY GROWING

Through our Customers First Filter we will respond to these expectations and focus our efforts and expertise on areas that delivery maximum efficiency and effectiveness...

#### OUR FOCUS: REDUCING DEATHS & TRAUMA

**NZTA'S LONG TERM IMPACTS**  
Reduction in deaths and serious injuries from road crashes

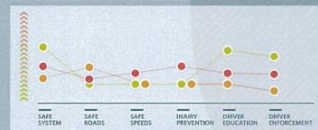
#### OUR FOCUS: REDUCING THE COST OF DOING BUSINESS

**NZTA'S LONG TERM IMPACTS**  
Better use of existing transport capacity  
More efficient freight supply chains  
A resilient and secure transport network  
Easing of severe urban congestion  
More transport mode choices

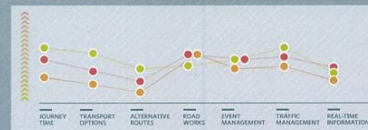
#### OUR FOCUS: BEING A GOOD CORPORATE CITIZEN

**NZTA'S LONG TERM IMPACTS**  
More efficient vehicle fleets  
Reduction in adverse environmental effects from land transport

#### PERFORMANCE LEVELS: SAFER JOURNEYS



#### PERFORMANCE LEVELS: EFFICIENT & RELIABLE JOURNEYS



#### PERFORMANCE LEVELS: SOCIAL & ENVIRONMENTAL RESPONSIBILITY



- CUSTOMERS' PERFORMANCE EXPECTATION
- CUSTOMERS' PERFORMANCE PERCEPTION
- OUR SERVICE OFFERING INTENT

The State Highway Asset Management Plan converts customer levels of service into detailed technical levels of service which are then optimised against efficient use of tax payer dollars...

The resulting work is then programmed and implemented through the State Highway Plan.

**OUR PEOPLE**  
CREATE TRANSPORT SOLUTIONS FOR A THRIVING NEW ZEALAND