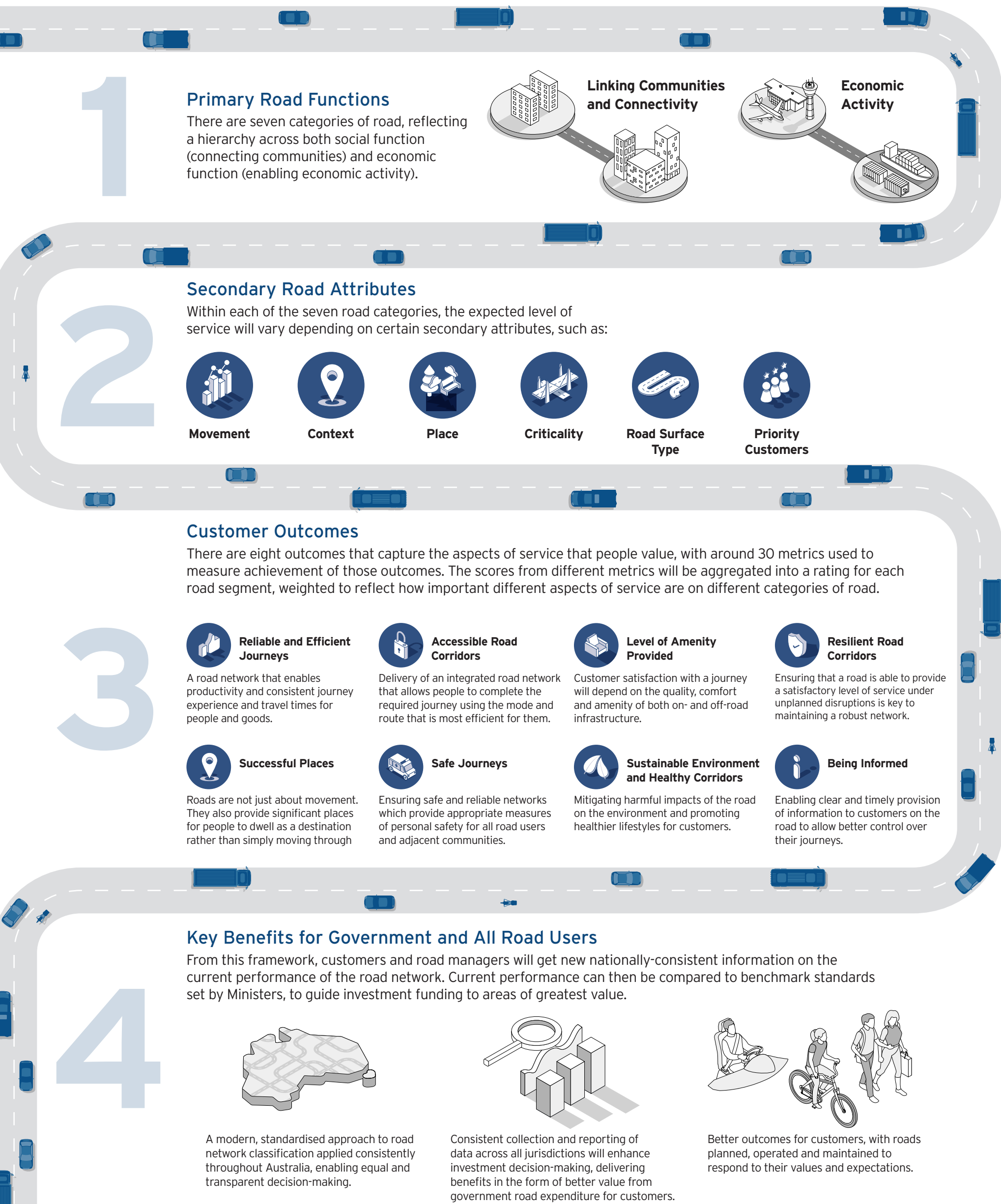


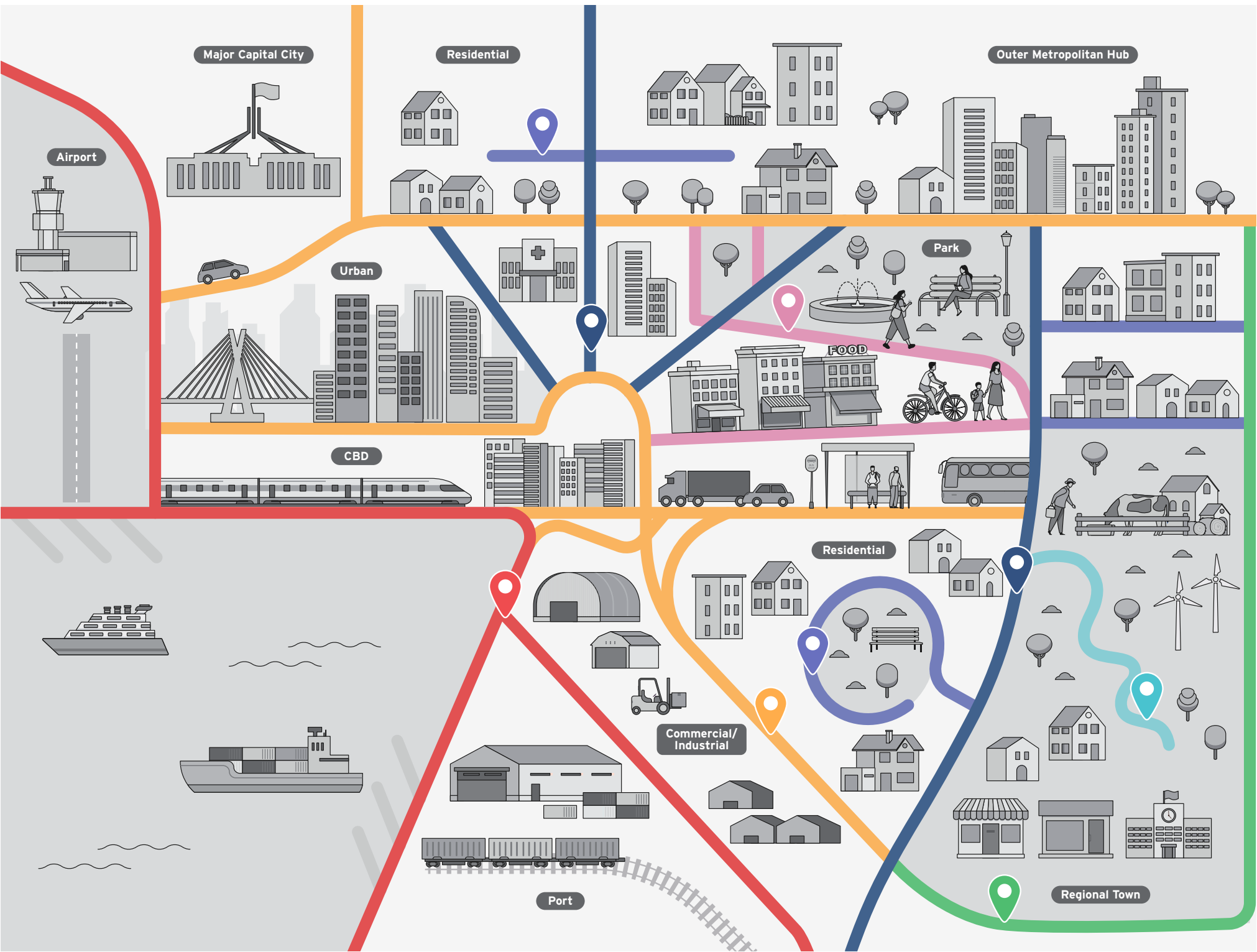
# National Service Level Standards for Roads

Framework Summary, September 2021

In 2018, Ministers agreed to develop nationally consistent service level standards for all roads. A framework has been built for those standards, consisting of national road categories, secondary attributes, customer service outcomes, and metrics on how to measure achievement of those outcomes. The Framework will enhance and support existing service standards and planning guidelines in different jurisdictions, by systematically asking (a) what is the function of each road and (b) what do customers value. It will provide a common platform for measuring how successfully roads cater for these functions and customer expectations.



## 7 Primary Road Categories



### Network Road Categories

Based on the above approach the following seven primary road categories have been adopted. The categories will capture the functional requirements of the road network, in-turn defining the performance metrics measured and associated priority weightings assigned when assessing the customer level of service expected.

#### National Roads

Nationally significant roads that connect the largest population centres or connect places of major importance to national economic development.

#### Arterial Roads

Arterial roads provide high levels of connectivity within urban areas, linking major urban precincts and outer metropolitan hubs.

#### Regional Roads

Regional roads provide efficient connectivity for people or freight across regional areas to support communities or economic activity.

#### Connector Roads

Connector roads provide connectivity within urban or regional areas, and to small towns.

#### Access Roads

Access roads provide access to critical infrastructure and places of interest such as defence properties, water infrastructure, intermodal terminals and small tourist destinations.

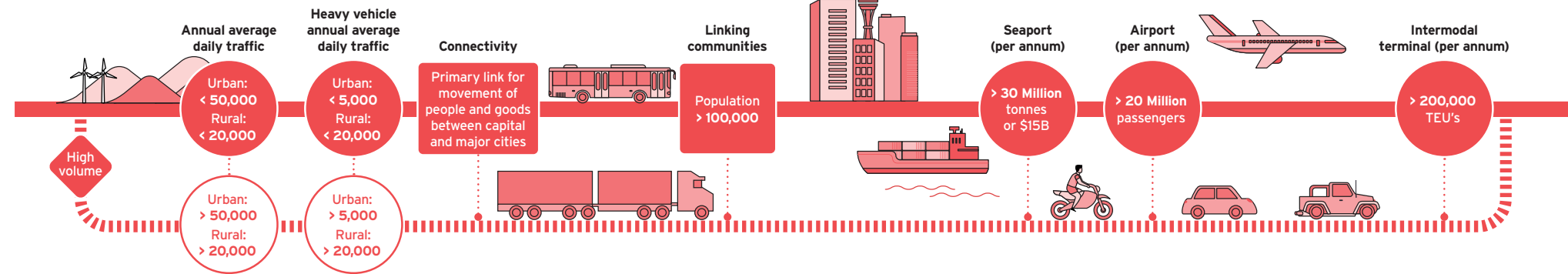
#### Local streets

Local streets in urban/built up areas provide for local communities' first and last mile connections, access to local services and places to gather. In rural areas, they provide first and last mile connections to farm properties.

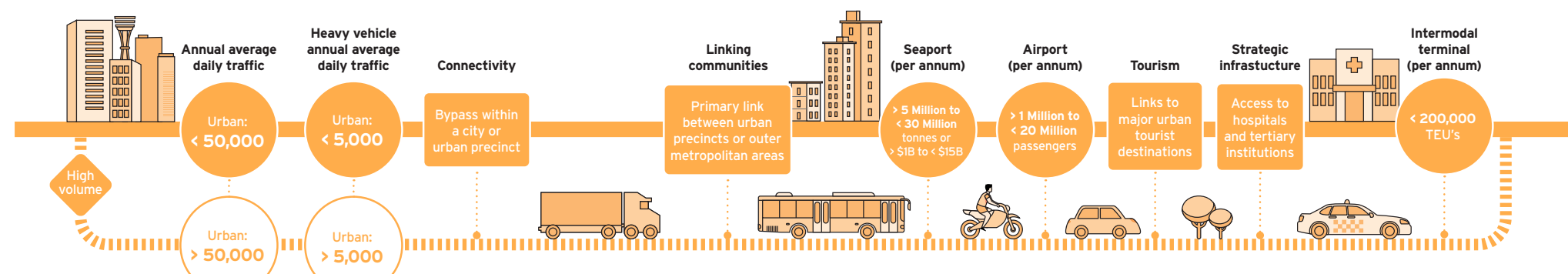
#### Significant Places

Significant places are road segments that have significant place characteristics (economic and social hub of communities) and where vehicles have lower priority or restricted access.

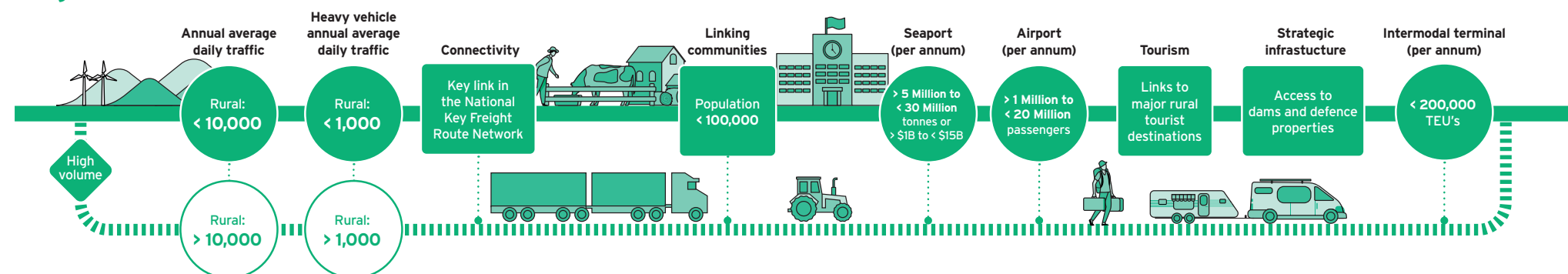
### National Roads



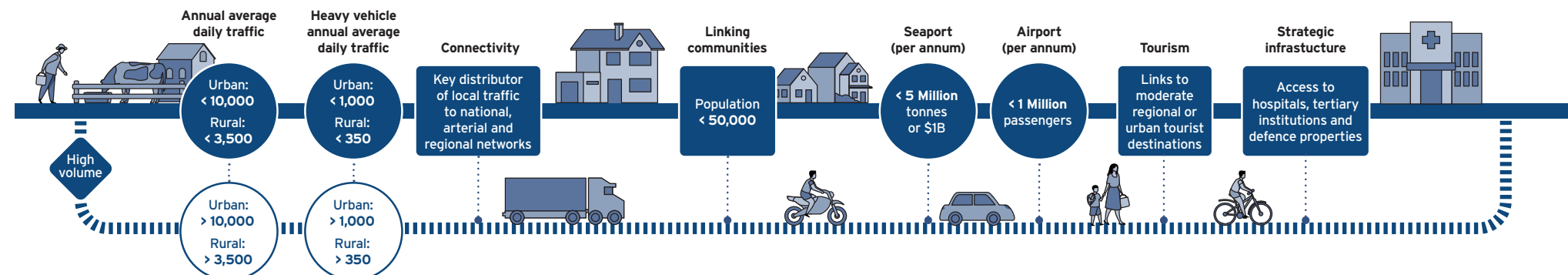
### Arterial Roads



### Regional Roads



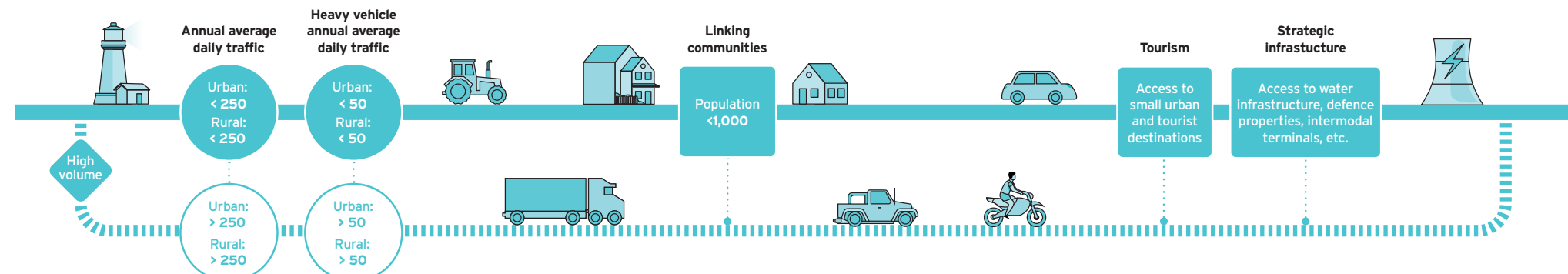
### Connector Roads



### Local Streets



### Access Roads



### Significant Places

