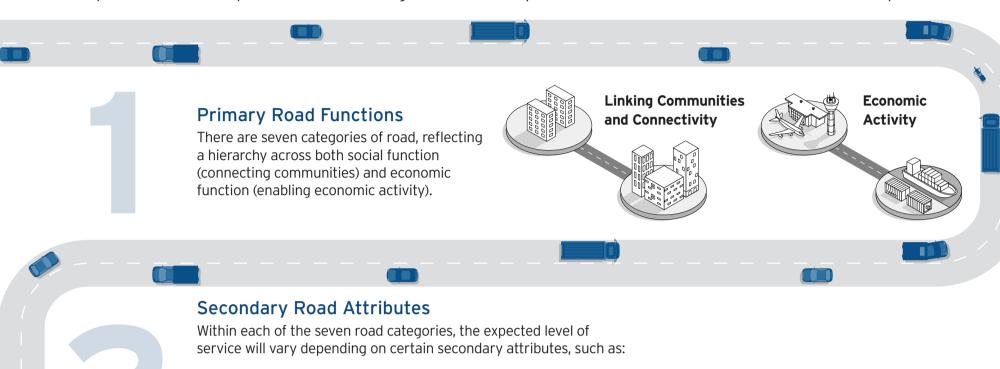
## National Service Level Standards for Roads

## 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.



#### **Customer Outcomes**

There are eight outcomes that capture the aspects of service that people value, with around 30 metrics used to measure achievement of those outcomes. The scores from different metrics will be aggregated into a rating for each road segment, weighted to reflect how important different aspects of service are on different categories of road.

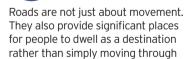


## Reliable and Efficient

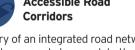
A road network that enables productivity and consistent journey

experience and travel times for people and goods.









Delivery of an integrated road network 

Customer satisfaction with a journey that allows people to complete the will depend on the quality, comfort route that is most efficient for them. infrastructure.



Ensuring safe and reliable networks of personal safety for all road users and adjacent communities.



required journey using the mode and and amenity of both on- and off-road



# and Healthy Corridors

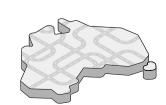
of information to customers on the road to allow better control over

unplanned disruptions is key to

maintaining a robust network.

### Key Benefits for Government and All Road Users

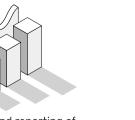
From this framework, customers and road managers will get new nationally-consistent information on the current performance of the road network. Current performance can then be compared to benchmark standards set by Ministers, to guide investment funding to areas of greatest value.



A modern, standardised approach to road network classification applied consistently throughout Australia, enabling equal and transparent decision-making.

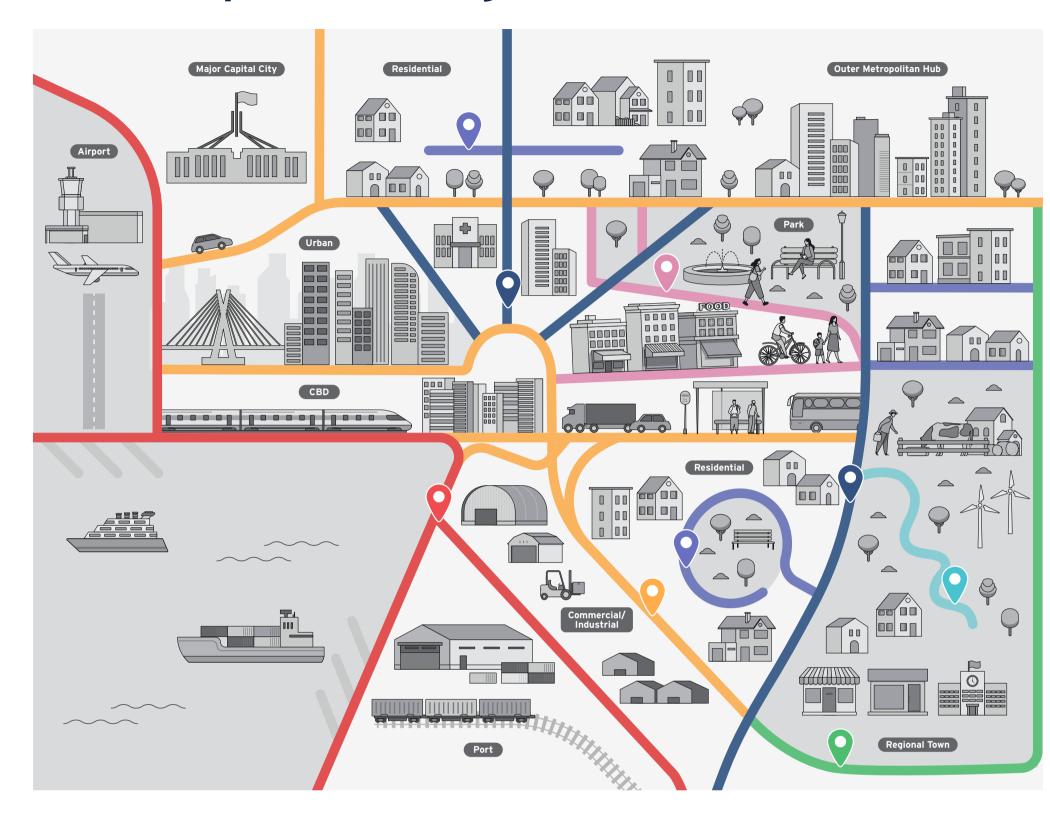


Consistent collection and reporting of data across all jurisdictions will enhance investment decision-making, delivering benefits in the form of better value from government road expenditure for customers.



Better outcomes for customers, with roads planned, operated and maintained to respond to their values and 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.

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 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.

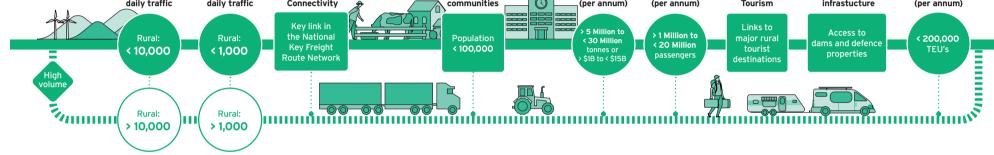
#### **Q** Local streets

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.

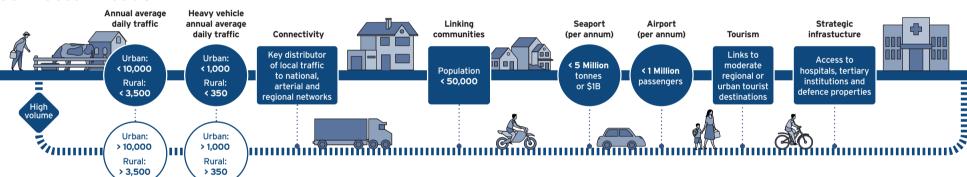
#### Significant Places

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



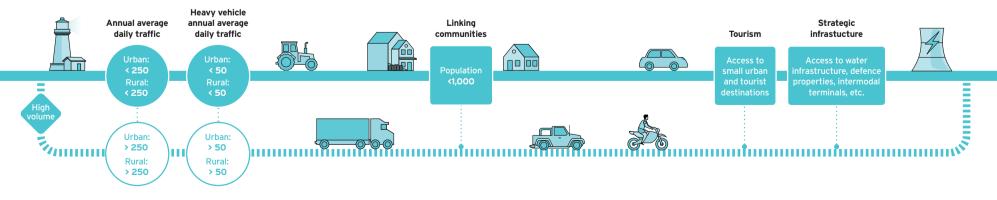
#### **Connector Roads**



#### **Local Streets**



#### **Access Roads**



#### **Significant Places**

