



XIII
INTERNATIONAL
WINTER ROAD
CONGRESS

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Québec 

SUSTAINABLE WINTER SERVICE FOR ROAD USERS

*Interaction in Road Maintenance Planning -
From Customer Needs
to Road Winter Maintenance in Finland*

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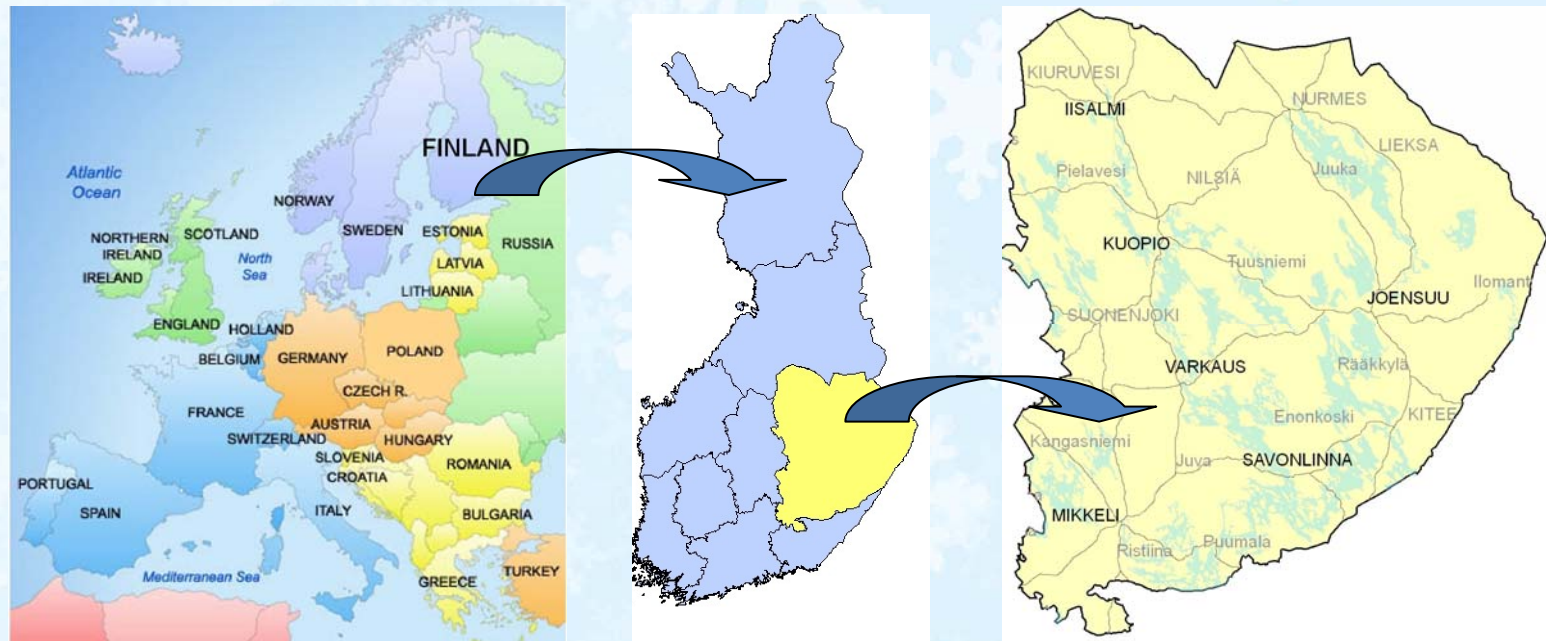


Centre for Economic Development,
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Road Maintenance Planning in Finland

- *Background*
- *The Regional Maintenance Plan*
- *The Planning Process of Road Maintenance*
- *Customer needs in the planning of winter maintenance*
- *The key result of the process*

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Background

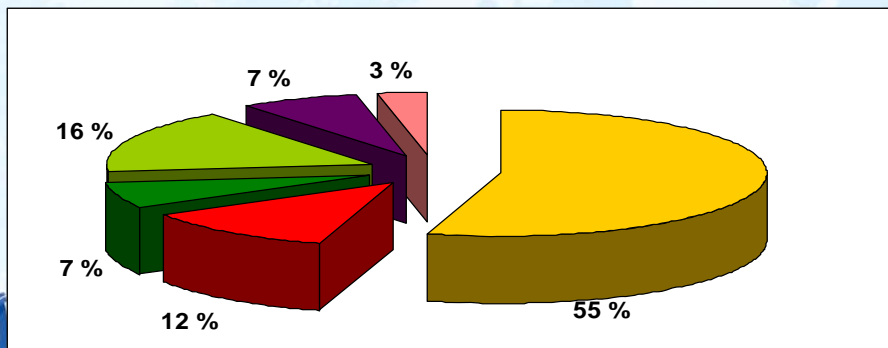


- Finnra conducted a project (2006), where the instructions for compiling the regional maintenance plan were presented as guidelines.
- The reason for making the guidelines for Maintenance Plan
 - the decrease in road management funding
 - the importance of maintenance in preserving the road assets
 - the increase customer interaction between Finnra and customer groups
 - the systematic approach to maintenance planning
 - paying attention to road users' opinions in execution of maintenance work

Background

- 78 000 km public roads in Finland
- Total expenditure for road management is 530 million euros on average per year.
- About 450 million euros for annually road maintenance, of which about 100 million euros to winter maintenance.
- The value of Finnish public road assets is about 15 billion euros.

Costs of Regional Maintenance Contracts



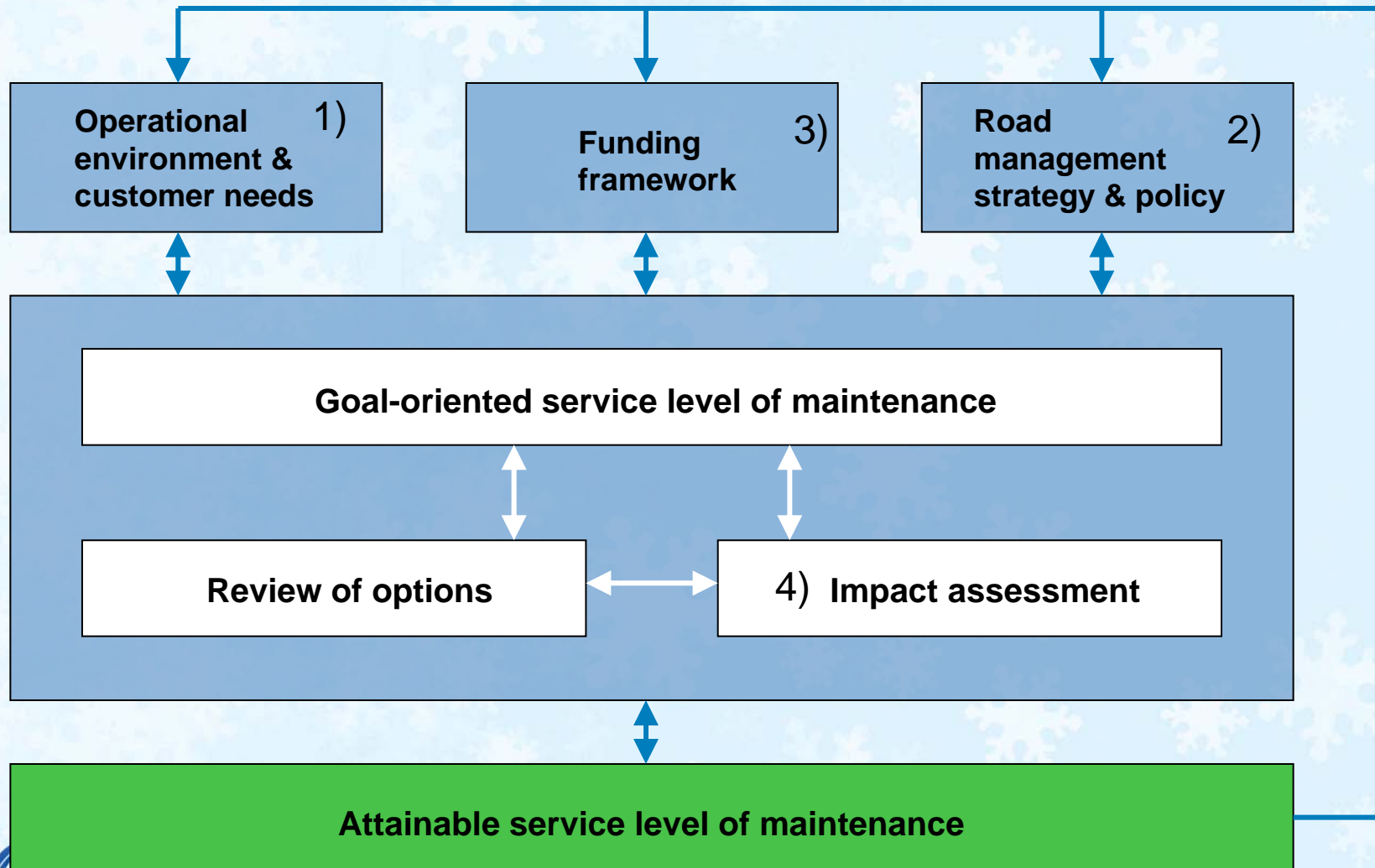
- Winter Maintenance
- Maintenance of traffic environment
- Maintenance of structures and facilities
- Maintenance of gravel roads
- Periodic Maintenance
- Minor Investments

The Regional Maintenance Plan

- The Plan is done for road region and it includes local special characteristics
- The Plan is made for four years
- The Regional maintenance plan contains both the routine maintenance and the periodic maintenance works.
- It consists of the following chapters
 - introduction
 - operational environment
 - customer needs and interaction
 - level of maintenance
 - impact assessment of the plan
 - procurement of maintenance

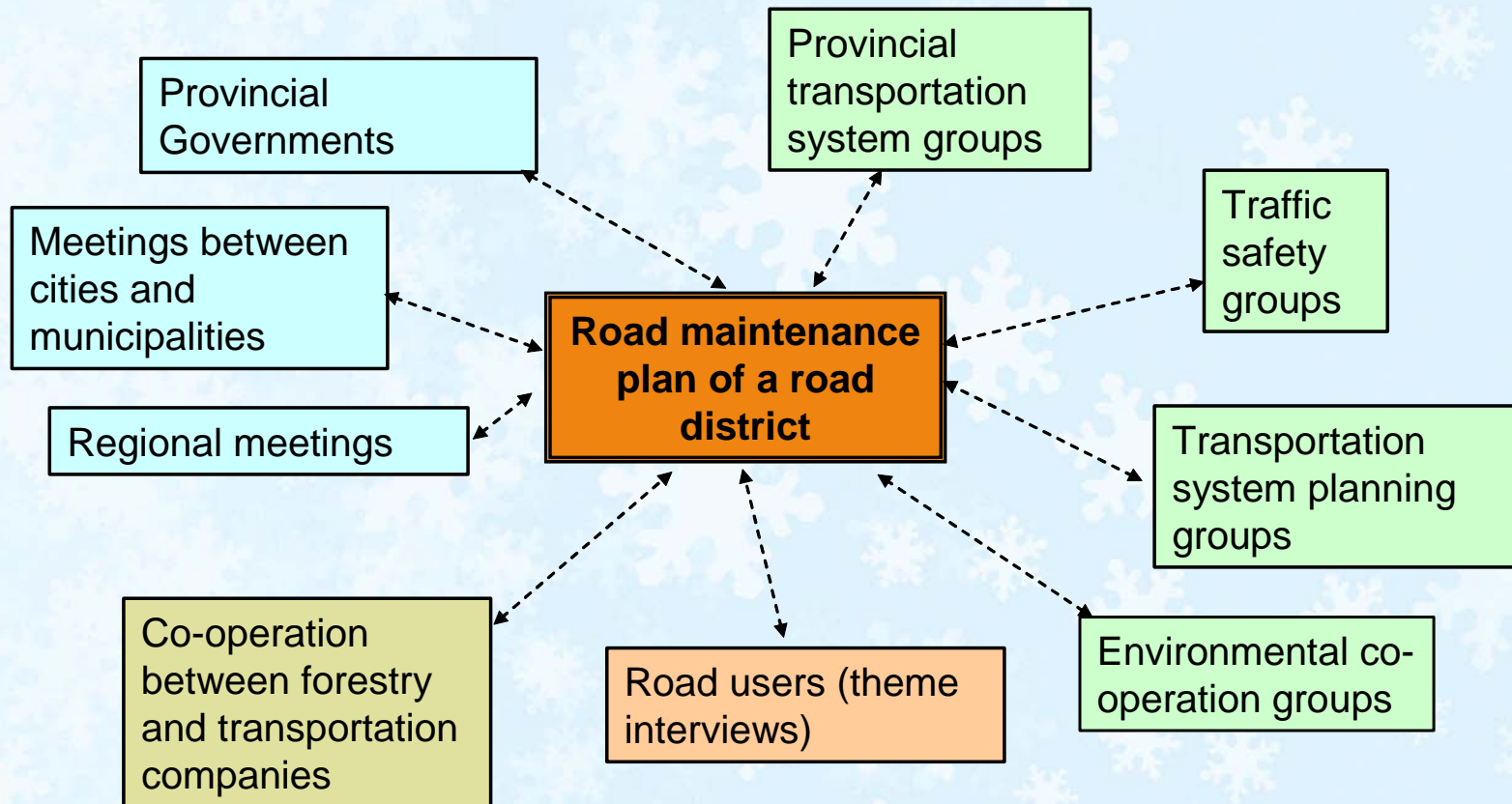


The Planning Process of Road Maintenance

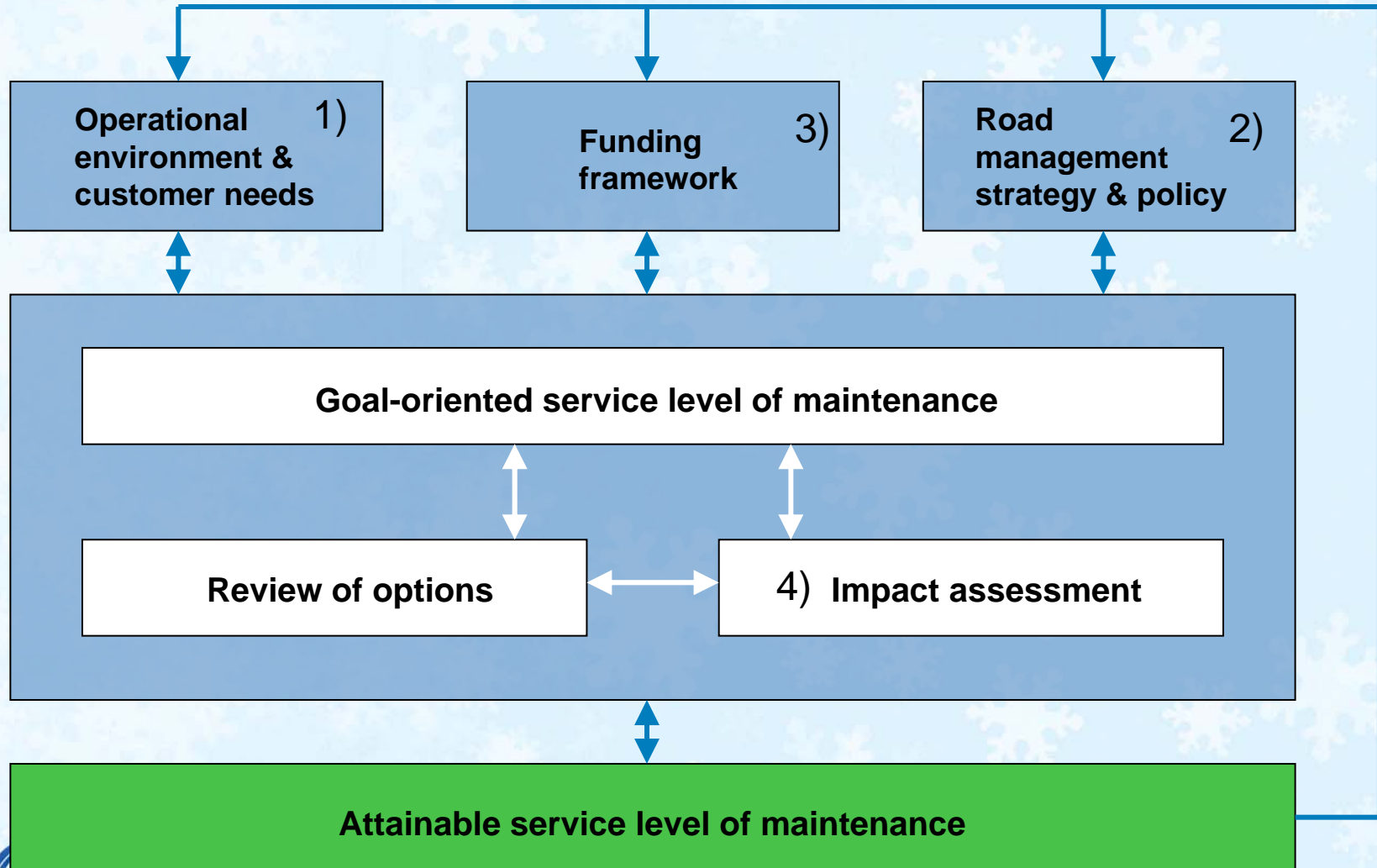


The Planning Process of Road Maintenance

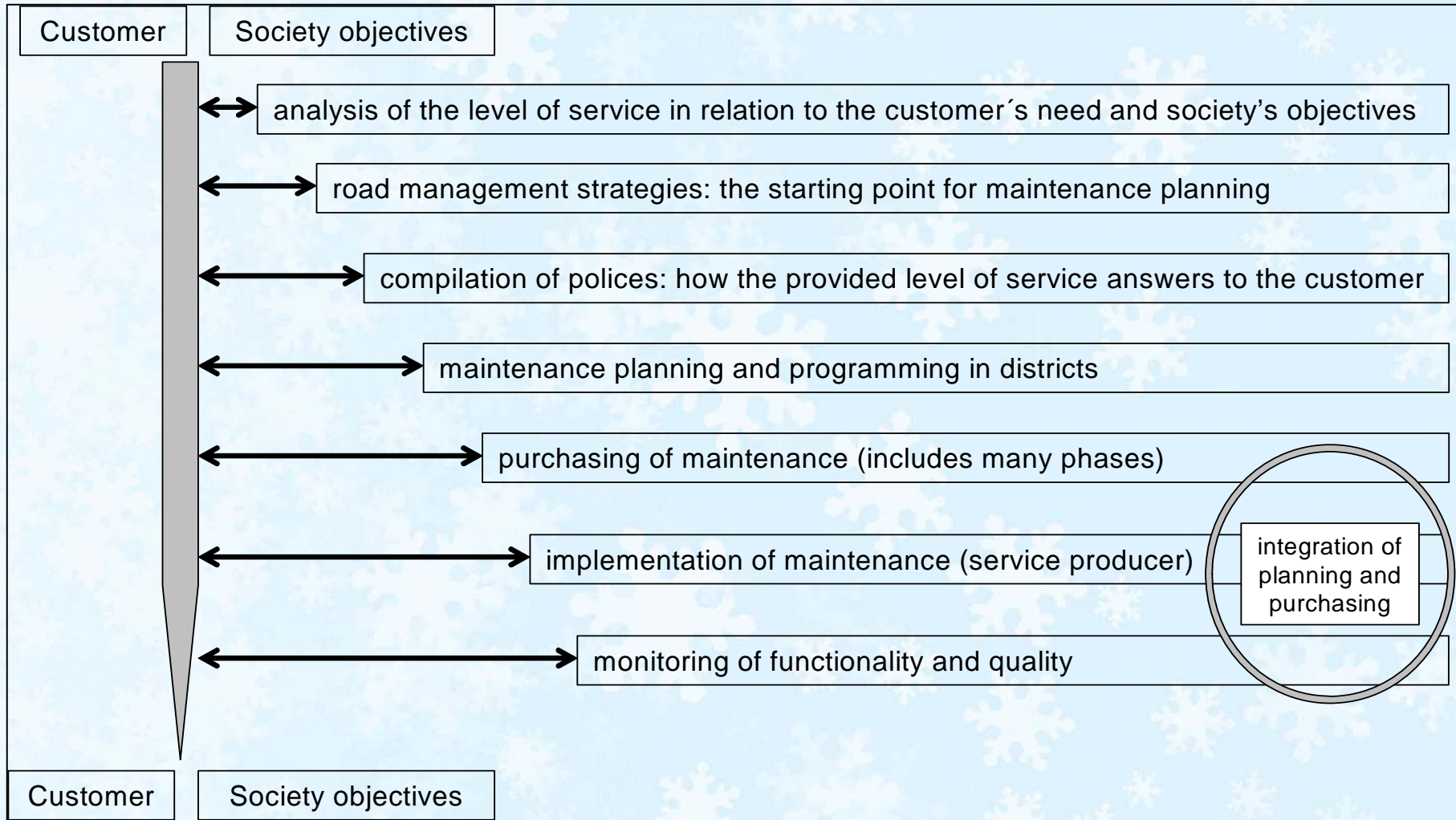
- Regional maintenance plan acts as a tool for dialogue between different parties (provinces, municipalities and other interest groups).



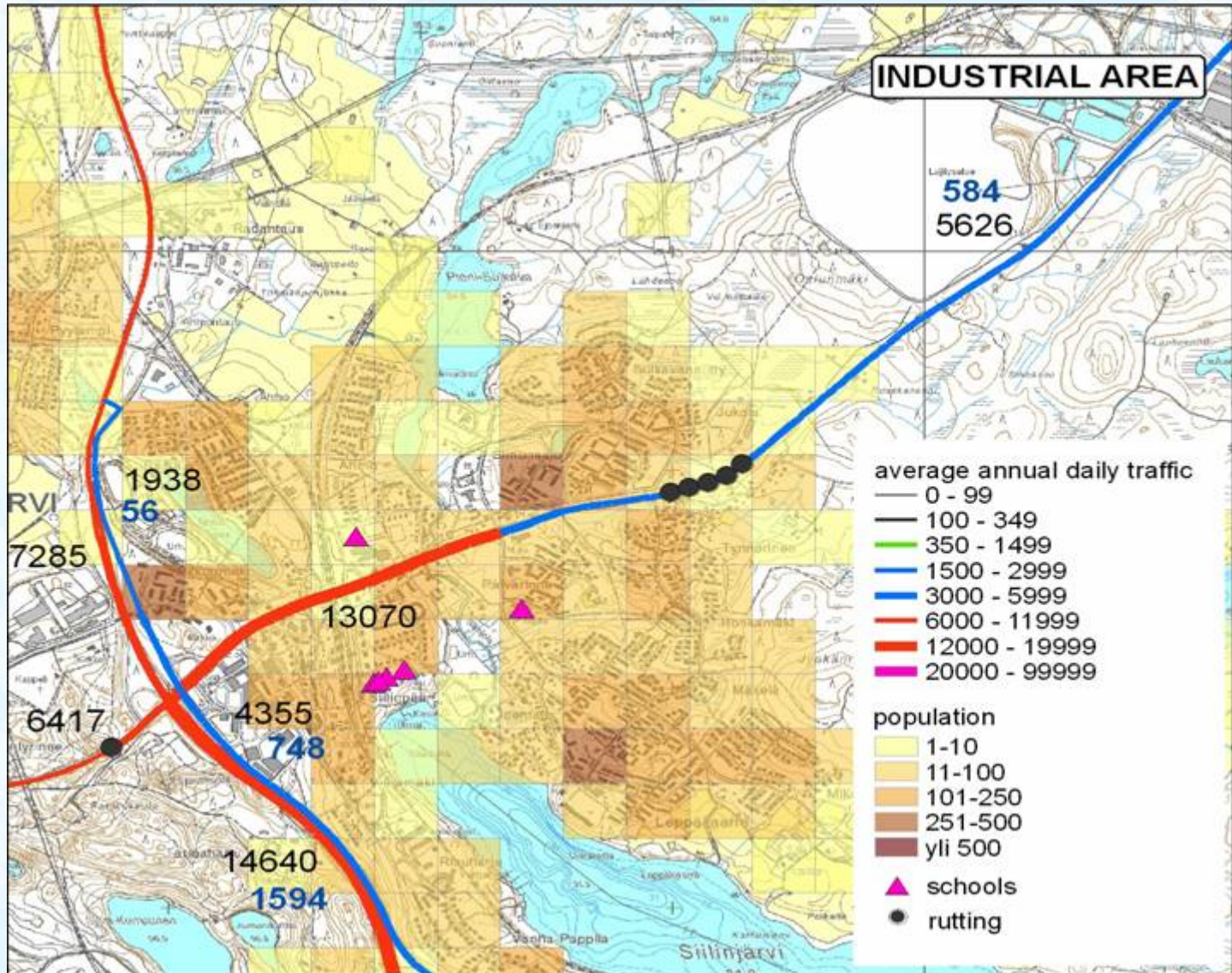
The Planning Process of Road Maintenance



The Planning Process of Road Maintenance



The Planning Process of Road Maintenance



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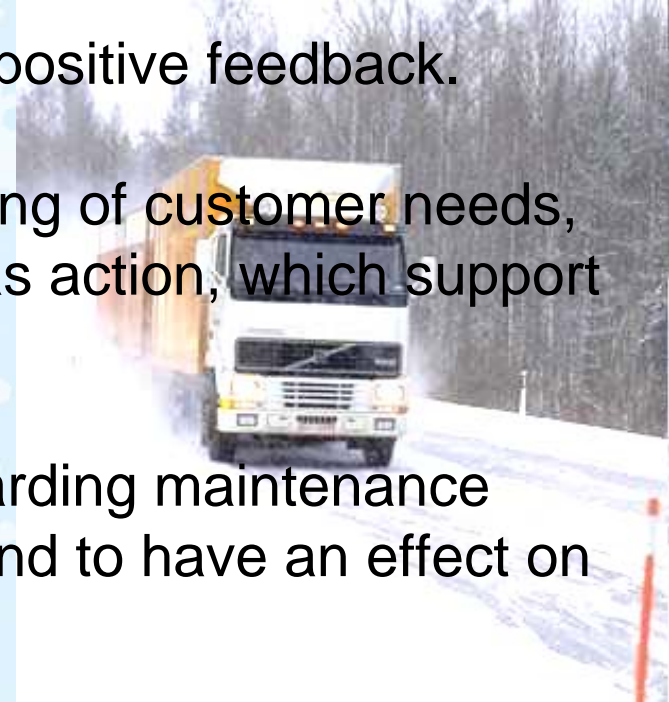
Customer Needs in the Planning of Winter Maintenance

- Service level for customer group could mean
 - more efficient prevention of slipperiness or earlier starting time for snow ploughing near school
 - extra sanding on school transportation routes
 - extra sanding on pedestrian/ bicycle lanes, which have a lot of commuting traffic
- This means on the regional maintenance plan
 - Those sections of the road network, or pedestrian/bicycle lanes, which have higher than normal service level, are described in the regional maintenance plan.
 - Effects on different customer groups, customers' expectations and responses to those, are also explained in the maintenance plan.



The key result of the process

- All road region have made regional maintenance plan.
- The experts of the road regions have given positive feedback.
- The systematic handling of things and noticing of customer needs, have been viewed positively and regarded as action, which support the customer orientation.
- For example regional customer events, regarding maintenance contracts, have been considered to useful and to have an effect on the service level of winter maintenance.
- The interaction with stakeholders has been focused on presenting the finished plan and getting the seal of approval.



Road Maintenance Planning in Finland

Thank you for your attention !

