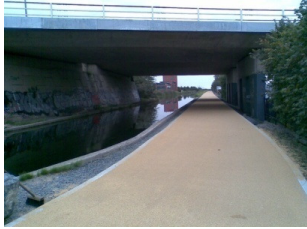











## Appendix 4 – Quality of Service methodology

**Table 1 - Quality of Service Grade Rating by Criteria**

RATING	DESCRIPTION	EXAMPLE
<b>Criteria 1 – Surface Condition</b>		
A+	High quality well maintained surface no manholes, gullies other ironworks (or any such fully integrated with the pavement and no loss of surface friction).	
A	High quality well maintained surface. But manholes, gullies other ironworks with perceivable lack of surface friction.	
B	Surface with deteriorating surface or poorly maintained with debris evident.	
C	Undulating, cracked, generally an unsatisfactory ride experience	
D	Very poor ride quality - cyclist experiences jolts - with severe undulations due to e.g. concrete aprons, and/or very poorly maintained surface. Unsuitable and needs action.	

RATING	DESCRIPTION	EXAMPLE
<b>Criteria 2 – Cycle Track/Lane Width (Equivalent to Number of Adjacent Cyclists)</b>		
A+	2.5m	2 +1 
A	2 to 2.5m	1 +1 
B	1.8 to 2.0m	1 +1 
C	1.5m to 1.8m (Mixed traffic, bus lanes, advisory cycle lanes)	1 +0 
D	<1.5m (Mixed traffic without appropriate traffic regime and heavy traffic - <2.0m on mixed Ped./Cycle Paths)	1 +0 
<b>Criteria 3 – Number of Conflicts (per km)</b>		
A+/A	<=1	Entrances to petrol stations and retail centres, bus stops located within cycle facilities, side roads, side roads, signalised junctions, parking areas (up to 4 spaces = 1 conflict), taxi ranks (up to 2 spaces = 1 conflict), loading bays, and gaps in cycle network.
B	2 - 3	
C	4-10	
D	>10	

RATING	DESCRIPTION	EXAMPLE
<b>Criteria 4 – Junction Time Delay (If cyclist has priority over junction no time delay assumed)</b>		
Not Significant A+/A	Cyclists experiences little or no delays at junctions, crossings etc.	Few junctions along a route, therefore cyclists rarely required to stop.
Perceivable B/C	Cyclists experiences some delay at junctions, crossings etc.	Cyclists required to stop at some junctions; however the delay is not too significant.
Excessive D	Cyclists stopped at regular intervals with significant wait times.	Stopped very regularly at junctions and likely that many cyclists will pass through red signals as delays are too long.
<b>Criteria 5 – Comfort Factor</b>		
A+	Greenway / off-road premium route.	-
A	Off road, separated by verge / next to very quiet road	-
B	Segregated cycleway of adequate width / On road compulsory cycleway on a quiet, wide road / quiet shared street	-
C	On road compulsory cycleway on a busy, wide road / On road advisory cycleway (or shared bus lane) in low speed (actual – not theoretical 30kph zone!) quiet road / moderately trafficked shared street	-
D	On road advisory (or shared bus lane) with heavy competing flows and a general feeling of discomfort.	-