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# **LOGTRUCK.CO.NZ COMPLIMENTS AND COMPLAINTS**



# 1. LOGTRUCK.CO.NZ Compliments and Complaints

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The Log Transport Safety Council, with funding provided by the New Zealand Forest Owners Association, operate a web-based Compliments and Complaints system for comments on the performance of the log transport fleet when travelling on public roads. The data collected is used to determine any trends in the perception of log trucks by the public. For most people the log truck is the only operation in the wood processing operation that the public interact with, therefore it is important that we understand the issues they may have with our Industry.

*The LOGTRUCK.CO.NZ procedure is as follows:*

- (A) Log Transport Operator registers truck/truck fleet with Log Transport Safety Council**
- (B) Unique truck ID issued, specs of LOGTRUCK.CO.NZ signs and supplier details are advised to operator.**
- (C) LTSC secretary updates Compliments and Complaints system register. Details recorded are:**
  - Unique ID number      • Transport operator      • Phone number
  - Truck Number          • Contact person          • email address
- (D) All compliments and complaints received by the system are checked against the register, if a match exists, details of the call are emailed to the relevant operator.**
- (E) It is the transport operator's responsibility to follow up on compliments and complaints received, if the caller has left contact details.**
- (F) The compliments and complaints received are analysed monthly and reported at each council meeting where trends are noted.**

## 2. Description of LOGTRUCK.CO.NZ plates

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### **2.1 INTRODUCTION**

The LOGTRUCK.CO.NZ signs have two main purposes: to provide other road users with contact details for the compliments and complaints system, and to improve the general conspicuity of the rear of log trucks. Plates that are not visible during all hours of the day and in all lighting and weather conditions will not be suitable for their intended purpose.

The specifications relate to several aspects of sign visibility:

- (A) Colour**
- (B) Luminance factor**
- (C) Fluorescence**
- (D) Retroreflectivity**

Following is a brief explanation of the importance of each of these aspects.

### **2.2 COLOUR (X, Y COORDINATES)**

The colour of the retroreflective sheetings used for these signs is fluorescent yellow-green. Although this colour is clearly defined in the relevant standards simply using the term “yellow-green” in this industry standard could leave the colour open to interpretation. Therefore, the colour of the retroreflective sheetings should be defined to ensure that all the signs do have the same colour.

### **2.3 TOTAL LUMINANCE FACTOR ( $\beta_T$ )**

The luminance factor relates to the perceived brightness of the sign in good daylight conditions. A minimum luminance factor should be set in order to ensure that there is sufficient contrast between the sign background and the black legend, as well as good contrast between the sign and its environment. Contrast is the main factor in creating daytime visibility. It is essential to ensure the legibility of the legend, as well as the conspicuity of the plates as a whole.

### **2.4 FLUORESCENCE LUMINANCE FACTOR ( $\beta_F$ )**

The fluorescence is the property of the sign that ensures the visibility of the sign in poor daylight conditions. Such conditions include dawn, dusk, overcast or rain. When there is no direct sunlight the brightness of objects is reduced. Consequently, it is more difficult to recognise and read signs. The LOGTRUCK.CO.NZ plates are further disadvantaged because of their size and the fact that they are sometimes hindered by bark, road spray etc.

Setting a minimum level of fluorescence ensures that the plates are visible during poor daylight and poor weather conditions.

## 2.5 RETROREFLECTIVITY

Retroreflectivity is the property of the sign that enables night visibility. Retroreflective performance is dependent on the viewing geometry. A safe viewing distance for the LOGTRUCK.CO.NZ plates at 90km/hour is calculated to be 50 metres. In practice, following vehicles would sometimes be closer to the plates and sometimes further away. The distance from the plates will affect the observation angle, which in turn will affect the brightness of the plates at night.

At a distance of 50 metres observation angles are already significant. At such observation angles the majority of retroreflective sheetings will no longer perform, and signs will appear dim. Effective plates should be made with a material that provides optimal brightness across a wide range of viewing geometries and distances and that does not become dim at wide observation angles.

<b>Lettering and Border:</b> Matt Black	<b>Letter Font:</b> Series C Font	<b>Truck Identification:</b> No more than 4 digits. Can be combination of letters and numbers
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Many log trucks are high productivity motor vehicles and are required to display an "H" plate. The standard NZTA "H" plate is 200mm x 200mm with the letter "H" being 160mm high. The "H" plate can be integrated into the 2-line version of LOGTRUCK.CO.NZ sign as illustrated in the examples below.





### 3. Technical specifications of LOGTRUCK.CO.NZ plate material

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#### 3.1 GENERAL

The plates shall be made with fluorescent yellow-green wide observation angle retroreflective sheeting that conforms with the generic requirements for reflective sheetings as specified in AS/NZS 1906.1:2017 Retroreflective Devices for Road Traffic Control Purposes Part 1: Retroreflective Materials, sections 2.3 to 2.6.

In addition, the sheeting shall conform to the specifications for colour, luminance, fluorescence and retroreflectivity as detailed below:

#### 3.2 COLOUR AND LUMINANCE FACTORS

The sheeting, when measured in accordance with Appendix C of AS/NZS 1906.1:2017 shall meet the following requirements:

- (A) The chromaticity coordinates shall lie within the colour space defined by the coordinates of the corners as given in the table below.
- (B) The total luminance factor  $\beta_T$  and the fluorescence luminance factor  $\beta_F$  shall be no lower than the values given in the table below.

$\beta_T$ Min	$\beta_F$ Min	x, y coordinates							
		x	y	x	y	x	y	x	y
0.6	0.35	0.387	0.610	0.369	0.546	0.428	0.496	0.460	0.540

### **3.3 RETROREFLECTIVITY**

When tested for photometric performance in accordance with Appendix A of AS/NZS 1906.1:2017, at the orientation specified by the sheeting manufacturer, the sheeting shall attain CIL/m<sup>2</sup> values no less than the values specified in the table below:

Entrance Angle (degrees)	4			15			30		
Observations Angle (degrees)	0.2	0.33	1.0	0.2	0.33	1.0	0.2	0.33	1.0
Cd/lux/m <sup>2</sup>	375	270	75	325	225	50	225	135	45

### **3.4 COMPLIANCE**

In order to ensure that LOGTRUCK.CO.NZ plates meet the above minimum performance requirements, suppliers shall be required to substantiate compliance to these requirements by presenting certification from a recognised independent testing laboratory.

**NOTE:** If a vehicle is on sold the LOGTRUCK.CO.NZ truck ID number must be removed prior to change of ownership.