





Statement of Service Report for 2022/23

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	2022/23 RESULT	2021/22 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
*Road condition		90% or more	96%	95%	Smooth Travel Exposure was completed by WDM in May 2023.
The average quality of ride on a sealed local road network measured by smooth travel exposure					
*Road maintenance		6% or more	4.9%	5.6%	This year the programme for structural asphalt repairs has increased in the urban areas due to the deterioration of the sites. These sites have a wide carriageway but are short in length. This is an expensive option that comes with a longer life. Chip seal achieved = 39.27km. Asphalt achieved = 0.318km The budget was over-spent but under achieved. Cost Adjustment Factors have had an impact on the achievement length.
The percentage of the sealed road network that is resurfaced					
The percentage of the unsealed road network which is re-metalled during the year		12,000m ³ or more	11,933m ³ 99%	9186m ³ 76%	11,933m ³ was placed on the unsealed network, against the annual target of 12,000 m3 The amount of metal required depends on factors including weather conditions. The normal application of gravel also is undertaken in different weather to sealed roads – as it is best applied in moderately wet conditions.
*Footpaths		90% of footpaths make up category 1 or 2 ¹	94% Grade 1 and 2 condition rating.	CBD 95.3% 93% non-CBD (measurement was for grade 1, 2 and 3)	The footpath survey was carried out in March 2023.
The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document e.g. Annual Plan, Asset Management Plan.					

*Mandatory

¹ 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

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*Road safety The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as a number	●	No fatal crashes on the Council roading network	2	0	Council accesses crash reporting that includes police notes on the accident and possible contributing factors. No crash records indicated poor road condition as a contributing factor. Officers monitor crash information for any trends in crashes to identify locations where work could be undertaken to improve safety and ease of navigating roads.
	●	10 or less serious injury crashes on the Council roading network	6	6	

Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service

The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the Long Term Plan. Results will be presented as the median.	After hours callouts	●	95% responded to in 12 hours	100%	98%	
	Working hours callouts	●	95% responded to in 6 hours	100%	97%	
	Resolution	●	85% of callouts resolved within one month	83%	97%	Due to the weather conditions during this financial year, the resolution of some Request for Service had to be delayed to accommodate more urgent works.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	●	Specified reference to callouts relating to potholes	95%	92%	

*Mandatory