




Statement of Service Report for 1 July to 31 December 2021







Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 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 The average quality of ride on a sealed local road network measured by smooth travel exposure		90% or more	- %	95%	This is an annual measurement which is undertaken at the end of the financial year.
*Road maintenance The percentage of the sealed road network that is resurfaced		6% or more	-%	5.3%	Annual reseal programme commenced at the start of summer. The programme will commence in January and is estimated to take up to twelve weeks.
The percentage of the unsealed road network which is re-metalled during the year		12,000m ³ or more	24%	95.6% (11,466m ³)	2877m ³ of metal placed during this 6 month period. Re-metaling is typically done on a needs basis and has not had a high demand for the 6 month reporting period.
*Footpaths 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.		90% of footpaths make up category 1 or 2 ¹	-%	CBD 95.3% 93% non-CBD (the measurement was for grade 1, 2 and 3)	Rating survey is scheduled to be undertaken in March 2022.
*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 10 or less serious injury crashes on the Council roading network	0 3	0 4	No fatal crashes occurred on the roading network from 1 July 2021 to 31 December 2021. There were 3 serious crashes on the roading network from 1 July 2021 to 31 December 2021.

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● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service</i>					
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	95%	58%	The measure was achieved within the six month reporting period showing huge improvement on the previous financial year.
	Working hours callouts	95% responded to in 6 hours	89%	45%	The measure was not achieved, however the % responded to on time has nearly double against last financial year.
	Resolution	85% of callouts resolved within one month	91%	46%	The measure was achieved within the six month reporting period showing huge improvement on the previous financial year.
	Requests concerning potholes	Specified reference to callouts relating to potholes	87%	25%	

* Mandatory