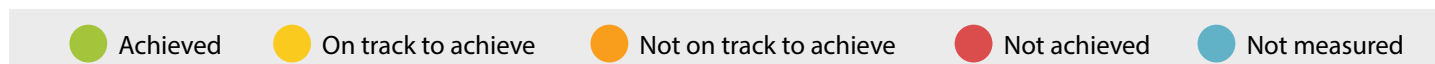


Statement of Service Report 6 monthly Dec 2023/24

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 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	Not yet Measured	95%	The road condition survey is due before next April. High volume survey is likely to start in February, and low volume survey is scheduled for March/April.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	1%	4.9%	The cost of bitumen has increased. Reseal programme is ongoing, and the existing programme has been reduced due to increases in cost adjustment factor, materials cost, and reduction in available NZTA funding.
The percentage of the unsealed road network which is re-metalled during the year	●	12,000m ³ or more	6,858m ³ 57%	11,933m ³ 99%	Unsealed metalling season is ongoing, overly dry weather during November and December had reduced the quantity of metalling completed.
*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	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Footpath and road surface condition rate is done once every 2 years.

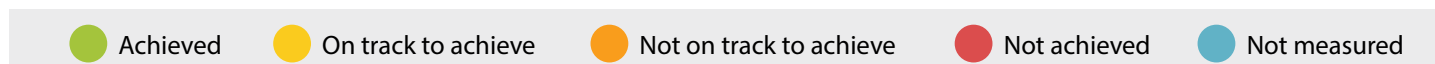
¹ 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

*Mandatory

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Roading

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PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
*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	0	2	We have had zero fatalities in RDC during this period.
	●	10 or less serious injury crashes on the Council roading network	8	6	7 vehicles have lost control whilst turning. 4 crashes were affected by alcohol.
	●	Change in fatal and serious injury crashes	Same as year prior	2 more than year prior	

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	64%	100%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Working hours callouts	●	95% responded to in 6 hours	56%	100%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Resolution	●	85% of callouts resolved within one month	72%	83%	Staff illness/leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	●	Specified reference to callouts relating to potholes	75%	95%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.