

Statement of Service Report for 2022/23

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not yet achieved
 ● Not measured
 ● Not yet measured






PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 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 The average quality of ride on a sealed local road network measured by smooth travel exposure	●	90% or more	Not measured	95%	This is an annual measurement, planned to be completed in April.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	0.6%	5.6%	Maintenance of sealed roads is typically planned to start in January due to weather conditions required. Favourable conditions allowed some work to take place prior to Christmas. Due to weather conditions, some resources have been diverted to emergency works rather than planned maintenance.
The percentage of the unsealed road network which is re-metalled during the year	●	12,000m ³ or more	9400m ³ 78%	9186m ³ 76%	9400m ³ was placed on the unsealed network within 6 months, against the annual target of 12,000 m ³ 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 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	Not measured	CBD 95.3% 93% non-CBD (measurement was for grade 1, 2 and 3)	The footpath survey is planned to be undertaken early 2023.


*Mandatory

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PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
*Road safety		No fatal crashes on the Council roading network	1	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.
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		10 or less serious injury crashes on the Council roading network	4	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	91%	97%
	Requests concerning potholes (Target: 95% responded to in 6 hours)		Specified reference to callouts relating to potholes	100%	92%

*Mandatory