




Statement of Service Report for 2021/22







Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	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		90% or more	95%	95%	
The average quality of ride on a sealed local road network measured by smooth travel exposure					
*Road maintenance		6% or more	5.6%	5.3%	This target was not met due to increased demand on contractors caused by weather damage as well as the impacts from COVID.
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	76% (9186m ³)	95.6% (11,466m ³)	This target was not met due to increased demand on contractors caused by weather damage as well as the impacts from COVID.
*Footpaths		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)	CBD 95.3% 93% non-CBD (the measurement was for grade 1, 2 and 3)	Footpath rating surveys are carried out every 3 years as the footpaths wouldn't deteriorate in a way that would require the survey to be carried out annually. The last survey was completed in October 2020.
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.					
*Road safety		No fatal crashes on the Council roading network	0	0	
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	6	4	


* Mandatory


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<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	98%	58%	
	Working hours callouts	 95% responded to in 6 hours	97%	45%	
	Resolution	 85% of callouts resolved within one month	97%	46%	
	Requests concerning potholes (Target: 95% responded to in 6 hours)	 Specified reference to callouts relating to potholes	92%	25%	Council received 51 requests relating to potholes, of which 92% were responded to on time. This is only slightly lower than the target for 95% of responses to be on time. However this is showing significant improvement on the figures in 2020/21, in part due to corrections in the way data is captured.

*Mandatory