

Statement of Service Report 9 Month (July – March 2024/25)

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> On track to achieve</div> <div><div></div> Not on track to achieve</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024 RESULT	2023/24 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	<div></div>	90% or more	94%	94%	Measured annually in July.
*Road maintenance The percentage of the sealed road network that is resurfaced	<div></div>	6% or more	3.8%	3.4%	0.85% was deferred due to delays during the maintenance season.
The volume of metal placed on the unsealed road network during the year	<div></div>	12,000m ³ or more	Not yet measured	11,463m ³	Measured annually
*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.	<div></div>	90% of footpaths make up category 1 or 2 ¹	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Condition rating last occurred in March 2023 and is not scheduled until 2025/26.

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

*Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024 RESULT	2023/24 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	<div></div>	A reduction of 1 fatal crash per year until zero	0	0	Zero fatalities to date this year.
	<div></div>	One less serious injury crash than the previous year until there is 10 or less serious injury crashed on the Council roading network	7	13	We have had 7 crashes this year where people have been seriously injured, mostly caused by speed and loss of control of their vehicles.
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	<div></div> 95% responded to in 12 hours	71%	84%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Working hours callouts	<div></div> 95% responded to in 6 hours	62%	68%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Resolution	<div></div> 85% of callouts resolved within one month	58%	69%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Resolution Potholes	<div></div> Potholes 85% of all callouts resolved within one month of the request	76%	79%	Staffing levels in the roading team are low, the next roading contract will bring more staff.

*Mandatory