

# Statement of Service Report (End of Year 2024/25)

## Roading

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	2024/25 RESULT	2023/24 RESULT	NARRATIVE
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					
<b>*Road condition</b> The average quality of ride on a sealed local road network measured by smooth travel exposure	<div></div>	90% or more	93%	94%	Road condition target met.
<b>*Road maintenance</b> The percentage of the sealed road network that is resurfaced	<div></div>	6% or more	4%	3.4%	Some sites were deferred to 2025/26, due to the temperature not being suitable to complete planned resealing work.
The volume of metal placed on the unsealed road network during the year	<div></div>	12,000m <sup>3</sup> or more	9113m <sup>3</sup>	11,463m <sup>3</sup>	Target not met due to increased maintenance contract rates.
<b>*Footpaths</b> 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 <sup>1</sup>	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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<b>*Road safety</b> 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 fatal crashes	0 fatal crashes	There were no fatal crashes on the Council road network.
	<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	8 serious injury crashes	13	There was less than 10 serious injury crashes on the Council road network.
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	68%	84%	Response times were impacted by staff capacity. This has been rectified through the new roading contract.
	Working hours callouts	<div></div> 95% responded to in 6 hours	71%	68%	Response times were impacted by staff capacity. This has been rectified through the new roading contract.
	Resolution	<div></div> 85% of callouts resolved within one month	59%	69%	Response times were impacted by staff capacity. This has been rectified through the new roading contract.
	Resolution Potholes	<div></div> Potholes 85% of all callouts resolved within one month of the request	81%	79%	Response times were impacted by staff capacity. This has been rectified through the new roading contract.

\* Mandatory