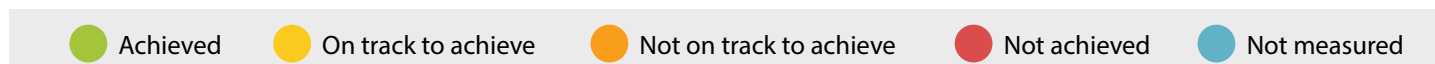


# Statement of Service Report 9 month - March 2024

## Roading

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



PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 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	<span style="color: lightblue;">●</span>	90% or more	Not yet measured	95%	The survey for high volume roads was completed in March and now waiting on result. The condition survey for low volume roads is currently underway, and scheduled to finish at the end of April.
*Road maintenance The percentage of the sealed road network that is resurfaced	<span style="color: orange;">●</span>	6% or more	3.4%	4.9%	The cost of bitumen has increased. The reseal programme has finished, 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	<span style="color: yellow;">●</span>	12,000m <sup>3</sup> or more	8,311m <sup>3</sup>	11,933m <sup>3</sup> 99%	Reached 70% of the 23/24 target so far.  The season is ongoing and the monthly volume will increase between now and the end of the financial year.  Re-metalling during the summer season would require water carted in to dampen the dust, as it is more economical to conduct re-metalling between February and May.
*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.	<span style="color: green;">●</span>	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	Footpath and road surface condition rate is done once every 2 years.

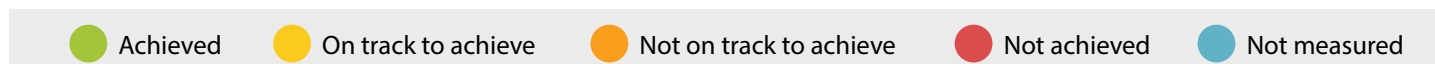
<sup>1</sup> 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

\*Mandatory

# Statement of Service Report 9 month - March 2024

## Roading

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



PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 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	<span style="color: yellow;">●</span>	No fatal crashes on the Council roading network	0	2	All known fatal crashes in this period occurred on the State Highway network.
	<span style="color: orange;">●</span>	10 or less serious injury crashes on the Council roading network	10	6	All crashes, except 1 were recorded as driver error. 5 involved motorcyclists.
	<span style="color: red;">●</span>	Change in fatal and serious injury crashes	2 more than year prior	2 more than year prior	Improvement in fatal crashes but an increase in those reported as driver error.

*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	74%	100%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting reporting statistics. There has been no impact on emergency, urgent work or safety related tasks, as these tasks have been actioned.
	Working hours callouts	95% responded to in 6 hours	59%	100%	Staff illness in the previous period has affected the response time of officers and in turn the response time of the contractor. We have identified that most RFS are sent to a specific officer, and if the officer is absent then a delay occurs. We are working to rectify this issue.
	Resolution	85% of callouts resolved within one month	69%	83%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting reporting statistics.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	Specified reference to callouts relating to potholes	75%	95%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting statistics at the time of reporting. We expect a further percentage increase in the next quarter.