

Statement of Service Report End of Year 2023/2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 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		90% or more	94%	95%	
The average quality of ride on a sealed local road network measured by smooth travel exposure	●				
*Road maintenance		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 to Pavement Rehabilitation Projects.
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	11,463 m ³	11,933m ³ 99%	95.5% of the target was met. Weather between February and June had higher than usual rainfall, which prevented the re-metalling programme reaching the target.
*Footpaths		90% of footpaths make up category 1 or 2 ¹	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.
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.	●				

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

* Mandatory

Statement of Service Report End of Year 2023/2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 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	●	No fatal crashes on the Council roading network	0	2	All known fatal crashes in this period occurred on the State Highway network.
	●	10 or less serious injury crashes on the Council roading network	13	6	2 crashes relate to environmental issues, 5 crashes involved motorcyclists, 6 involved substance issues or excessive speed.
	●	Change in fatal and serious injury crashes	7 more than year prior	2 more than year prior	Improvement with numbers of fatal crashes, but numbers of serious crashes relating to driver behaviour increased.

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	84%	100%	There has been no impact on emergency, urgent work or safety related tasks, as these tasks have been actioned. There were time delays to enter the first response against each RFS due to operational issues that have since been addressed. There were also issues with staff absenteeism in Q4, mainly due to illness.
	Working hours callouts	95% responded to in 6 hours	68%	100%	There have been process issues that Officers have identified and are working to rectify.
	Resolution	85% of callouts resolved within one month	69%	83%	Staff illness during the year has negatively affected response times.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	Specified reference to callouts relating to potholes	79%	95%	Staff illness during the year has negatively affected response times. Results improved on the last quarter and further increases are expected next financial year.