

# Statement of Service Report 3 Month (July-September 2024/25)

## Roading

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

● Achieved    
 ● On track to achieve    
 ● Not on track to achieve    
 ● Not achieved    
 ● Not measured

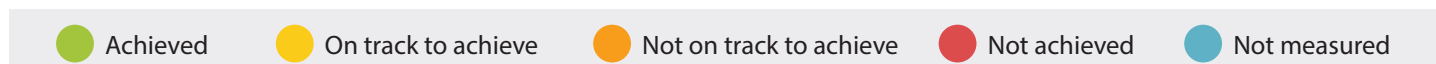
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
<b>*Road condition</b> 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	94%	The road condition survey occurs annually. Results are generated in early July each year.
<b>*Road maintenance</b> The percentage of the sealed road network that is resurfaced	<span style="color: lightblue;">●</span>	6% or more	Not yet measured	3.4%	The 2024/25 resurfacing programme has not started yet.
The volume of metal placed on the unsealed road network during the year	<span style="color: yellow;">●</span>	12,000m <sup>3</sup> or more	3,529m <sup>3</sup>	11,463m <sup>3</sup>	
<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.	<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	Condition rating last occurred in March 2023 and is not scheduled until 2025/26.

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

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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	<span style="color: yellow;">●</span>	A reduction of 1 fatal crash per year until zero	0	0	
	<span style="color: yellow;">●</span>	One less serious injury crash than the previous year until there is 10 or less serious injury crashed on the Council roading network	3	13	Three serious injuries in the first quarter. All crashes were due to loss of control.

*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	<span style="color: red;">●</span>	95% responded to in 12 hours	85%	84%	The contractor has recently gained direct access to MagiQ Service Request and therefore the time delay to enter the initial response should further reduce.
	Working hours callouts	<span style="color: red;">●</span>	95% responded to in 6 hours	52%	68%	The contractor has recently gained direct access to MagiQ Service Request and therefore the time delay to enter the initial response should further reduce.
	Resolution	<span style="color: red;">●</span>	85% of callouts resolved within one month	70%	69%	Lack of resources cause a delay in the resolution of RFS' due to the in-depth nature of some RFS.
	Resolution Potholes	<span style="color: green;">●</span>	Potholes 85% of all callouts resolved within one month of the request	87%	73%	Results have improved on the last Financial Year due to the contractor recently gaining access to MagiQ Service Request thereby eliminating the time delay for data entry.