

Statement of Service Report 6 Month (July-December 2024)

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	2024/2025 TARGET	DECEMBER 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	●	90% or more	94%	94%	Measured annually in July.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	4.6%	3.4%	The 2024/25 programme reduced from 6% in the initial NLTP programme to 4.6% due to moderated budgets (reduced by NZTA).
The volume of metal placed on the unsealed road network during the year	●	12,000m ³ or more	4820 m ³	11,463m ³	Programme underway.
*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.	●	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

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*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	●	A reduction of 1 fatal crash per year until zero	0	0	No fatal crashes on Council's network.
	●	One less serious injury crash than the previous year until there is 10 or less serious injury crashed on the Council roading network	2	13	There have been 2 serious injury crashes within our network this year due to drivers losing control on corners.

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	86%	84%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Working hours callouts	●	95% responded to in 6 hours	65%	68%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Resolution	●	85% of callouts resolved within one month	60%	69%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Resolution Potholes	●	Potholes 85% of all callouts resolved within one month of the request	67%	79%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.