Introduction to the activity

R​oads and footpaths covers a group of activities for the provision of roads and footpaths in the public road reserve to enable pedestrian and vehicle movements within communities. It includes carriageways for motor vehicles, cycleways, and shared footpath/cycleways that are within the road corridor.

The performance measures are intended to measure the major aspects of performance of the services concerned, which is the provision of roads and footpaths. The performance measures cover the following key aspects of service delivery:

1. How safe are the local roads?
2. What is the overall condition of sealed roads in the local road network?
3. Is the sealed roads network being maintained adequately?
4. Are the footpaths that form part of the local road network being maintained adequately?
5. Does the local authority responsible for the service provide a timely response if there is a problem?

Do you need to apply the performance measures?

Only a local road network must be reported on using the measures. Other roads, such as state highways, which are funded and maintained by the New Zealand Transport Agency, and privately-owned roads, do not need to be reported on. This is because the measures are meant to provide information on services provided by local government rather than by other organisations or suppliers. In reporting on these performance measures, a territorial authority must specify its service level.

Under the Local Government Act 2002, council-controlled organisations that provide roads and footpaths are also required to report on the performance measures.

The measures on maintenance and condition do not include unsealed roads. Not all territorial authorities have unsealed roads. Also, unsealed roads range from tracks with no pavements to roads with formed pavements.

Territorial authorities may wish to develop measures for unsealed roads, in addition to the mandatory performance measures. These measures could be voluntarily reported on by the territorial authority. This approach could be adopted by a territorial authority that has a significant portion of unsealed roads in their local road network. This could be useful for ratepayers and readers understanding of accountability documents and of the material levels of service being provided by the territorial authority to its community.

Reporting on results

It is good practice to report more than one year’s performance against the performance measures. This allows ratepayers and other stakeholders to identify trends in the territorial
authority’s performance. It is recommended that territorial authorities maintain time series data for the performance measures and where appropriate graph the results.

In order to maintain continuity of trend data, territorial authorities may choose to report against both the new standard measures, and their previous measures for a few years.

Under the Non-Financial Performance Measures Rules 2013 any calculation, measure, number or percentage set out in the Rules must be calculated for a financial year.

Performance measure one (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.

Introduction to performance measure
The measure of the number of injuries and fatalities recognises the public’s interest in the safety of roads. The measure is intended to provide information for members of the public on trends in road safety in their area.

Road accidents can involve factors outside a territorial authority’s control (such as driver behaviour). Nevertheless, because territorial authorities have primary responsibility for local roading infrastructure, including construction and maintenance of roads, they can contribute to improved road safety.

The measure records the change in the number of injuries and fatalities across each local road network, and records the change in numbers rather than absolute numbers.

Guidance for reporting
There may be time lags in the data available to territorial authorities. It is acceptable to use the most recent data that is available.

Worked example

<table>
<thead>
<tr>
<th>Previous financial year</th>
<th>Current financial year</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of serious injuries and fatalities = 13</td>
<td>Number of serious injuries and fatalities = 10</td>
<td>Target for reducing the number of serious injuries and fatalities = 2</td>
<td>Actual reduction in serious injuries and fatalities = 3</td>
</tr>
</tbody>
</table>
Performance measure two (condition of the sealed road network):
The average quality of ride on a sealed local road network, measured by smooth travel exposure.

**Introduction to performance measure**

The condition of roads can impact both on the safety and comfort of road users, as well as on vehicle operating and maintenance costs.

This measure is intended to provide an indication of the condition of the sealed road network. It acts as a check on whether the level of service to road users is being maintained.

A deteriorating trend for Smooth Travel Exposure would indicate that maintenance and renewal are not keeping pace with the deterioration of the network.

In addition, territorial authorities may wish to graph the trends in this performance measure over time.

**Worked example**

<table>
<thead>
<tr>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target level of smooth travel exposure remains at 91%</td>
<td>Actual smooth travel exposure = 91%</td>
</tr>
</tbody>
</table>

Performance measure three (maintenance of a sealed local road network):
The percentage of the sealed local road network that is resurfaced.

**Introduction to performance measure**

This measure will provide information on how well a territorial authority is maintaining its road network assets and meeting its renewal target set by its Asset Management Plan.

**Worked Example**

A worked example is included below. In addition, territorial authorities may choose to track over time and report on the trends in this performance measure over time.

<table>
<thead>
<tr>
<th>Target (m²)</th>
<th>Actual (m²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Management plan surfacing renewal target ≥ 450,000 m²</td>
<td>Actual surfacing renewal achieved = 429,402 m²</td>
</tr>
</tbody>
</table>
Performance measure four (condition of footpaths within the local road network):
The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority’s relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).

Introduction to performance measure
This measure is intended to demonstrate each territorial authority’s level of service related to the surface condition of the footpaths in the network.

Footpaths are important infrastructure item for urban areas. They make walking a safer and more convenient option for local trips, which are carried out in some form by almost all residents and visitors (particularly school pupils, public transport users, and the elderly).

Well-maintained footpaths are important for pedestrians’ convenience and safety. The ability to negotiate footpaths safely on foot, by wheelchair/mobility scooter, or with a stroller is an important aspect for those who use footpaths.

The target would be set by the territorial authority, after consultation with the communities served by the footpath network.

Guidance for reporting
In reporting on this measure, a territorial authority must also specify its level of service or service standard.

Worked example

<table>
<thead>
<tr>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target footpath condition rating (percentage compliant with territorial authority standards) ≥ 95%</td>
<td>Actual condition rating (percentage compliant with territorial authority standards) = 96%</td>
</tr>
</tbody>
</table>

Performance measure five (response to service requests):
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.

Introduction to performance measure
This measure acknowledges the importance of a territorial authority’s responsiveness to, and focus on, its customers.

Interaction with the public is a key aspect of service delivery, and response time is a key method of measuring whether a territorial authority is listening to its customers.
What is being measured is the provider’s ability to respond formally to requests from the public, which might or might not involve undertaking work on the road network.

Specified times (or levels of service) are set by a territorial authority after consultation with its community.

A ‘specified time’ will vary between territorial authorities, depending on the level of service each organisation aims to provide. The timeframe for responding to requests stated in the worked example below is illustrative only.

**Worked example**

<table>
<thead>
<tr>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target percentage of requests responded within 15 days ≥ 90%</td>
<td>Actual percentage of requests responded within 15 days = 94.9%</td>
</tr>
</tbody>
</table>