

Reference No.	Description	Service Levels			Performance												
		Good	Fair	Poor	Actual (2015)	Actual (2016)	Actual (2017)	Actual (2018)	Actual (2019)	Actual (2020)	Actual (2021)	Actual (2022)	Actual (2023)	Actual (2024)	National Average (2024)	Target (2025)	Actual (2025)
1*	How satisfied are stakeholders with the condition of road surfaces?	>40%	30-40%	<30%	43%	39%	42%	37%	45%	42%	38%	37%	31%	25%	22%	30%	
2*	How satisfied are stakeholders with the condition of pavements?	>50%	40-50%	<40%	59%	55%	55%	57%	58%	51%	51%	49%	47%	47%	45%	48%	
3*	How satisfied are stakeholders with how the Council deals with potholes and damaged roads?	>40%	30-40%	<30%	39%	35%	38%	34%	40%	41%	33%	34%	30%	27%	23%	30%	
4*	How satisfied are stakeholders with the efforts to reduce delays to traffic?	>50%	40-50%	<40%	47%	50%	49%	45%	52%	49%	40%	37%	40%	35%	39%	40%	
5*	Speed of repair to damaged roads	>40%	30-40%	<30%	N/P	N/P	N/P	N/P	N/P	35%	32%	30%	27%	23%	20%	27%	
6*	Speed of repair to damaged pavements	>40%	30-40%	<30%	N/P	N/P	N/P	N/P	N/P	41%	39%	37%	36%	34%	33%	36%	
7	% of signalised installations repaired on time	>90%	80-90%	<80%	91%	87%	92%	93.2%	93.6%	95%	95%	94.77%	93.22%	95.54%	N/A	96%	
8	% of highway claims repudiated	>85%	75-85%	<75%	85%	88%	89%	88%	90%	89.4%	84%	87%	84%	92%	N/A	94%	
9	% Principal Network (A roads) requiring major maintenance	<5%	5-10%	>10%	3%	3%	2%	3%	4%	7.23%	7.33%	6.87%	6.26%	6.17%	N/A	6.00%	
10	% Non-Principal Classified Network (B & C roads) requiring major maintenance	<10%	10-15%	>15%	4%	5%	4%	5%	6%	11.08%	11.50%	9.15%	8.07%	8.03%	N/A	8.00%	
11	% of Unclassified Network requiring major maintenance	<15%	15-20%	>20%	12%	9%	6%	9%	9%	18.79%	18.88%	16.60%	15.02%	14.48%	N/A	13.00%	
12	% of footways requiring major maintenance	<10%	10-15%	>15%	N/Av	N/Av	N/Av	9%	7%	6.32%	7.05%	7.36%	7.36%	8.45%	N/A	7.50%	
13	% of council owned highway structures in need of essential repair (excluding retaining walls)	<5%	5-10%	>10%	3.80%	3.60%	3.60%	8%	8.80%	9.20%	5.80%	5.80%	12.40%	12.40%	N/A	10.00%	
14	% of bridges with imposed temporary width/weight restrictions	<5%	5-10%	>10%	1.20%	1.20%	1.20%	1.20%	1.20%	1.20%	0.40%	0.40%	0.40%	0.40%	N/A	0.30%	
15	% of Street Lighting columns with LED lanterns	>75%	25-75%	<25%	N/Av	N/Av	N/Av	13.0%	18.0%	20%	28%	50%	80%	84%	N/A	88%	
16	% of UTMCI installations with LED lanterns	>95%	85-95%	<85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	

Customer Service
Network Safety
Network Serviceability
Network Sustainability

*Results from National Highways & Transport (NHT) Public Satisfaction Survey results

N/P NHT score not produced
N/A Not Applicable
N/Av Not Available