

Long Term Plan 2018-28 Service Plan for Roads & Footpaths

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018
Updated with Annual Plan 2019/20 adopted by Council 25 June 2019



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What does the overall Group of Activities do and why do we do it?

Christchurch City Council plans, manages and operates the local transport network in Christchurch. Many of the Council's activities in this role are undertaken in close collaboration with the New Zealand Transport Agency and Environment Canterbury.

The streets we manage provide a safe and efficient network that connect communities and facilitate the movement of people and goods around the District and to the adjoining region. These network facilities provide for choice in travel mode, promotion of active travel for healthy lifestyles and attractive, functional streetscapes. Council implements these services for the community in a number of ways, including network planning, day to day operations, asset maintenance, renewal of life expired infrastructure and improvements to the network.

For decision making clarity these elements are categorised into the following Service Plans: Roads and Footpaths, Active Travel, Parking, Public Transport and Traffic Safety & Efficiency. The objective for this group of Activities is to manage the network to ensure that it is safe, connected, integrated, affordable, sustainable and responsive to the needs of customers.

1. What does this activity deliver?

The objective of this activity is to ensure that the condition of the roading network is maintained at an appropriate level, for all parts of the Community. This is physically delivered by the following:

- Planned and reactive **maintenance** to remedy defects and **operation** of on-street facilities. This includes;
 - Repairing pot holes and other defects in the road carriageway including on-road cycle lanes and bus lanes.
 - Repairing defects in street footpaths
 - Repairing defects in bridges and retaining walls servicing public roads
 - Repairing defects in the central city tram lines
 - Repairing of defects in guardrails, safety fences and walls
 - Regular street sweeping to remove silt and other detritus from stormwater channels
 - Regular cleaning of road culverts, street drainage sumps and associated pipework
 - Sweeping of footpaths in retail and central city areas to remove litter
 - Rubbish removal from street litter bins
 - Rubbish removal from road verges
 - Graffiti removal from Council assets
 - Maintenance of on-street planted areas including street trees

- Rural verge mowing
- Maintenance of road signs and road markings
- Operation and repair of the street lighting network
- Repair or replacement (**renewal**) of assets that have reached the end of their life or are in substandard condition. This includes:
 - Resurfacing of road pavements and footpaths
 - Rehabilitation/renewal of road pavements
 - Rehabilitation/renewal of footpaths
 - Renewal of guardrails, safety fences and walls
 - Renewal of kerb and channel, sumps and associated drainage facilities
 - Renewal of bridges, culverts and retaining walls servicing public roads
 - Renewal of street signs
 - Renewal of street lighting
 - Renewal of on-street planting and street trees

The aim is to deliver the right balance of maintenance and renewals to minimise costs and disruption to the Community.
How this is managed is outlined in Chapter 5 of this Service Plan, which includes Council's planning and programming functions.

2. Why do we deliver this activity?

The Transport network is an integral part of Council's infrastructure. It links people and places and enables people to undertake the activities that make up their lives. Council's role is to own and operate this infrastructure on behalf of citizens and manage it in such a way that it meets their needs now and into the future.

This Service Plan focuses on the road maintenance and repair actions that Council undertakes. These are important to residents as a poorly maintained road network will inhibit them getting to work and leisure activities, e.g. roads are closed or inaccessible. Furthermore it may burden road users with unnecessary maintenance costs.

Maintenance work is required to keep Council's assets functioning from day to day and protected from further damage. It covers planned and reactive elements of works that need to be undertaken on a regular basis to keep assets in a serviceable condition.

Over the long term all infrastructure deteriorates as it is used. Some assets last a long time such as bridges which are designed to last 100 years, and some are much shorter such as signs which last between 10 and 20 years. These design lives are only used as a guide for planning purposes and actual replacement is based upon condition. Repair or renewal works are planned to replace assets that have failed or are nearing failure. As an example road surfacing needs to be replaced every 8-12 years to maintain water proofing and provide a resilient surface for road users.

There are several key Acts of Parliament that determine Councils legal role in Transport. These include the Local Government Act 2002 and the Land Transport Management Act 2003. There are also a number of policies such as the Government Policy Statement on Land Transport and the Regional Land Transport Plan that guide regional priorities. These are taken account of as part of Council's Community Outcomes process whereby Council identifies and measures what is important to the local community through a process of consultation, planning and reporting.

Under this framework there are two Community Outcomes that relate directly to Transport and this Service Plan:

- A well connected and accessible city.
- Modern and robust city infrastructure and facilities network.

Council also has in place a number of strategic priorities, which relate directly to this Service Plan:

- Increasing active, public and shared transport opportunities and use.

3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Roads & Footpaths activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			
#	Description					Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	by Year 10 2028/29
Journeys are comfortable									
16.0.19	Maintain roadway condition, to an appropriate national standard		16.0.19 The average roughness of the sealed local road network measured along the longitudinal profile of the road (NAASRA roughness counts)	16.0.19 16/17 NAASRA 125		16.0.19 ≤125	16.0.19 ≤124	16.0.19 ≤123	16.0.19 ≤123
16.0.2	Maintain roadway condition, to an appropriate national standard		16.0.2 Calculate the average quality of the sealed local road network, measured by smooth travel exposure (STE)	16.0.2 16/17 STE 68.3%		16.0.2 ≥69%	16.0.2 ≥70%	16.0.2 ≥71%	16.0.2 ≥75%
16.0.1	Maintain roadway condition, to an appropriate national standard		16.0.1 The percentage of the sealed road network that is resurfaced each year	16.0.1 16/17 2.0%		16.0.1 ≥2%	16.0.1 ≥2%	16.0.1 ≥2%	16.0.1 ≥3%
16.0.8	Maintain the condition of footpaths		16.0.8 Condition rate the footpaths on a 1 to 5 (excellent to very poor) scale and confirm what percentage are rated as 3 or better.	16.0.8 16/17 74%		16.0.8 ≥75%	16.0.8 ≥76%	16.0.8 ≥77%	16.0.8 ≥80%
16.0.20	Maintain the condition of road carriageways		16.0.20 Reduce the number of customer service requests received for maintenance	16.0.20 5,250		16.0.20 5,150	16.0.20 4,990	16.0.20 4,815	16.0.20 4,725
16.0.3	Improve resident satisfaction with road condition		16.0.3 Annual Resident satisfaction survey	16.0.3 16/17 37% satisfied		16.0.3 ≥38%	16.0.3 ≥39%	16.0.3 ≥40%	16.0.3 ≥50%

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Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			
#	Description					Year 1	Year 2	Year 3	by Year 10
						2018/19	2019/20	2020/21	2028/29
16.0.9			16.0.9	16.0.9		16.0.9	16.0.9	16.0.9	16.0.9
16.0.9	Improve resident satisfaction with footpath condition		Annual Resident satisfaction survey	16/17 51% satisfied		≥52%	≥53%	≥54%	≥60%
Council is responsive to the needs of Customers									
16.0.21			16.0.21	16.0.21		16.0.21	16.0.21	16.0.21	16.0.21
16.0.21	Reduce the number of complaints received		The number of complaints received by Council Customer Services regarding road and footpaths services	308		295	285	275	230
16.0.13			16.0.13	16.0.13		16.0.13	16.0.13	16.0.13	16.0.13
16.0.13	Respond to customer service requests within appropriate timeframes		The percentage of customer service requests relating to roads and footpaths that are responded to within timeframes specified in maintenance contracts.	16/17 95%		≥95%	≥95%	≥95%	≥95%
16.0.7			16.0.7	16.0.7		16.0.7	16.0.7	16.0.7	16.0.7
16.0.22	Reduce the number of customer service requests relating to sweeping of the kerb and channel.		16.0.22 The number of customer service requests received for street sweeping.	4,750		4,500	4,380	4,250	3,560
16.0.23			16.0.23	16.0.23		16.0.23	16.0.23	16.0.23	16.0.23
16.0.23	Reduce the number of customer service requests relating to litter bin clearing.		The number of customer service requests received for litter bin clearing.	250		240	230	220	190

Note that Performance Measures 16.0.1, 16.0.2, 16.0.8, and 16.0.13 are mandatory measures as per the 2010 amendment to the Local Government Act and the Department of Internal Affairs Non-Financial Performance Measures Rules 2013.

4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

5. How will the assets be managed to deliver the services?

The objective for Council is to manage the Transport network to ensure that it is safe, integrated, affordable, and sustainable, as well as being responsive to the needs of customers. Council staff undertake planning work to determine what is required by the Community, what the options are, how the works should be prioritised and what is the best way to deliver them.

Maintenance works are either planned or reactive. The planned work is scoped and delivered by Council's maintenance contractors in accordance with the requirements of the specific contract, for example regular street sweeping. Reactive intervention is required when an issue is identified on the network either by way of inspection or when a customer service request is logged by the public. Inspection work is also undertaken by Council's maintenance contractor.

Repair or renewal work is identified as part of Council's planning processes. This includes analysing asset data, modelling long term financial implications of planned and reactive maintenance, and preparation of 10 year planned works programmes.

How are repair or renewal works identified and prioritised?

- Condition information is collected on a yearly basis, for example the roughness of roads is surveyed, kerb and channels are checked for defects, footpaths are checked for major crack and trip hazards and bridges and retaining walls are structurally inspected.
- Customer Service Requests are received and investigated.
- This is combined with relevant asset data including historic maintenance expenditure, asset age, network hierarchy and criticality. Each of these elements is attributed a weighting and each asset is then scored and the results are tabulated.
- The programme for the year is determined by how many of the highest scoring items are able to be remediated within the agreed budget.
- The nominated sites are then checked against other programmes for conflict and the resulting shortlist is physically inspected by Council staff and Contractors.
- The list is finalised, and agreed remedial actions are programmed and delivered within the financial year.

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

8. Are there any significant negative effects that this activity will create?

Negative Effect	Mitigation
Rough Roads	A rougher road network than pre earthquake levels will contribute to increased travel times and vehicle operating costs and has an overall cost to the economy. Environmental issues are also associated with this due to vibration levels for residents and commercial premises. A localised programme of smoothing works to reactive to specific issues will need to be delivered
Positive Effect	Mitigation
Economic development	Prioritised planning for an efficient road network that allows for the movement or freight key hubs and markets, therefore allowing economic growth and prosperity
Effective Programming to support the wider recovery	Prioritised planning to support the implementation of other strategic plans which will benefit the accelerated recovery of the City
Industry leading Asset Management development	Earthquake legacy will allow Council to improve its understanding of the transport network, the asset needs, community needs, commercial needs and maximise value for available budgets

9. Does this Service Plan need to change as a result of a service delivery review?

No changes are required.