plans for customer service activities

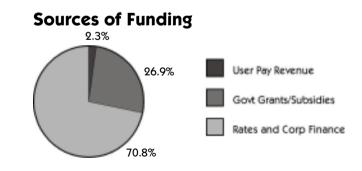
City Streets

Cost of Proposed Services

Budget 2001/02		Budget 2002/03		
Net Cost	Operational Outputs	Costs (After Internal Recoveries)	Revenue	Net Cost
\$		\$	\$	\$
3,738,194	Transport Planning/Asset Management	3,626,842	(413,027)	3,213,816
(372,393)	Activities On Street	587,702	(910,200)	(322,498)
651,503	Road Safety Programme	822,223	(152,000)	670,223
(96,625)	Roading Land	110,842	(185,000)	(74,158)
1,886,877	Undergrounding Wiring Conversion	1,562,001	0	1,562,001
0	Commercial Activities/External Services	392,743	(392,743)	0
35,063,134	Roading System Maintenance	41,565,964	(4,631,523)	36,934,440
(6,762,629)	Transfer ex LTDA on Infrastructural Assets	0	(7,615,615)	(7,615,615)
34,108,061	Net Cost of Service	48,668,317	(14,300,108)	34,368,209

Note: The above Cost of Service Statement includes a depreciation provision for 2001/02 of \$23,583,099 and in 2002/03 of \$23,537,900. LTDA = Land Transport Disbursement Account

Projected Cos	37,804,703	
Projected Cost of Service 2004/05		38,178,913
2001/02	Capital Outputs	2002/03
16,752,778	Renewals and Replacements	18,158,601
14,416,732	Asset Improvements	18,460,094
5,669,133	New Assets	791,574
36,838,643		37,410,269



City Streets

Nature and Scope

A city which has a sustainable, safe, convenient and effective system of roads, cycleways, footpaths and passenger transport services that will enhance the quality of life.

- Transport Planning: Prepare policies and plans for the development of the roading network including traffic management, safety improvements, cycleways, and pedestrian facilities. Ensure sustainability is to the fore in transport policy development.
- Asset Management: Maintain a current asset management plan which sets levels
 of service and provides for minimum life cycle costs of the streets assets.
- **Programme Delivery:** Develop and implement a programme of work for the maintenance, renewal, and improvement of the roading network.
- **Community Involvement:** Consult appropriately with the community on strategies, levels of service and all improvement projects. Provide general and specialist advice on traffic and transportation issues.
- **Regulatory:** Set traffic bylaws and manage the use of Street space. Advise on roading and traffic aspects of the City Plan.
- Safety: Develop and implement road safety programmes and undertake all works to best practice safety standards.

Land transport in the city is based on an existing road network comprising 1,560.8 km of carriageway (22.3 km unsealed), 170 bridges, 2,356.7 km of kerbs and channels (1,911.0 km flat channel and 445.7 km dish channel) and 2.232.2 km of sealed footpaths. In addition, the Council operates 223 traffic signal installations using computerised central area signals control and closed circuit TV equipment, and maintains the street lighting, markings and signs. (As at 7 September 2001.)

Transfund Funded Activities

Section 28 of the Transit New Zealand Act requires the Council to separately disclose those in-house professional services, such as City Solutions activities, and those in-house minor and ancillary roading works which receive funding from Transfund New Zealand (Transfund). The purpose of this requirement is to show Central Government support for the Council's programme as paid through its Land Transport Fund. The Council has several activities or functions which receive funding, either directly or indirectly from this fund.

The activities/functions are disclosed in the statements set out below and on the next page. In addition City Care Ltd also indirectly receives funding and the details of the City Care activity can be referred to on page 102. Functions and objectives of the activities involved are detailed on the individual activity pages (see pages 42 and 43).

City Solutions Activity

2001/02 BUDGET \$	·	2002/03 BUDGET \$
	Revenue from In-house	
	Professional Services for Transfund	
655,471	Financially Assisted Roading	760,040
9,254,443	Revenue from Other Activities	8,820,078
9,909,914	Total Works Performed	9,580,118
9,348,976	Total Operating Costs	9,506,318
(560,939)	(Surplus)/Deficit	(73,800)

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triple bottom line measures

City Streets

City Streets Activity

2001/02 BUDGET \$	is Activity	2002/03 BUDGET \$
	Revenue from In-house	
	Professional Services for Transfund	
762,626	Financially Assisted Roading	729,893
5,043,333	Revenue from Other Activities	4,201,543
5,805,960	Total Works Performed	4,931,435
5,805,960	Total Operating Costs	4,931,435
0	(Surplus)/Deficit	0



An aerial view of the recently completed Woolston Burwood Expressway.

ink to trategic Objective
2, E2, E3,
4
2, C3, E2,
3, E4
3, E 4
4

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City Streets

Objective	Environmental Performance Indicator	Social Performance Indicator	Economic/Financial Performance Indicator	Link to Strategic Objective
Community Engagement Engage the community in determining, validating and prioritising needs.		• Percentage of community users satisfied with the need assessment, agreement and delivery of capital work completed in the street is greater than 80%		D1, D5
Set agreed levels of service in conjunction with the community.		• Satisfaction with need assessment, agreement and delivery of transport network service and modal choice is greater then 80%		C2, D1, D5
Create road environments that support and encourage a greater range of community and street activity	 Percentage of community users satisfied with the improvement of the urban environment following street works is greater than 80% 			Α2, Α3
Planning&Infrastructural Management Cost effectively build, maintain and operate network to user group requirements.	•The peak time lane kilometres of congested road is within 20% of the Asset Management Plan guidelines		95% of the service levels agreed in the Asset Management Plan met during the year	C2, E2, E4
Optimise Asset life cycle costs			•Transfund requirements for the % of smooth sealed roads is met (<i>Target:</i> 87%)	C2, E2, E4

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