

# Levels of Service

## What are Levels of Service?

Levels of service are what Council aims to deliver for you, in terms of:

- statutory requirements, e.g. processing times,
- customer requirements, e.g. satisfaction levels, or
- technical requirements, e.g. compliance levels/standards.

## How do we determine the Levels of Service?

We are guided by statutory and technical legislation and requirements, and we also consult with you.

Earlier this year we reviewed the levels of service for six areas, including - road maintenance, pedestrian crossings, lighting on rural roads and intersections, maintenance and safety of footpaths, extent of footpaths and dog control. In the review we asked you not only about the levels of service you wanted but also provided you with information about the financial implications, i.e. the impact on rates (an increase or decrease).

## How do we know if we're achieving the Levels of Service?

For each service, key performance indicators (KPIs) are set and our performance is measured against these targets. These indicators are included in the 10-year Plan and Annual Plan, and the results are included in the Annual Report.

Levels of service are monitored, and if we aren't achieving the desired level of service, then plans are put in place to reach the agreed level.

