

令和4年度 行政評価 施策カルテ

施策名	① 地域特性に応じた土地利用の推進
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施策主管課	都市計画課	総合計画 記載頁	169
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関連するSDGs目標	9 産業と技術革新の基盤をつくろう	11 住み続けられるまちづくりを	12 つくる責任 つかう責任
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1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	20	暮らしやすく魅力ある都市空間を形成する	基本施策目標	市内の各地域が、その特性に応じた個性や魅力、都市機能を備え、コンパクトで調和のとれた暮らしやすい都市空間が形成されています。
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2 施策の取組状況

施策目標	地域の個性や魅力を生かした土地利用が行われています。
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指標	まち・ひと・しごと創生総合戦略					
産出	基本目標Ⅲ	地域特性に応じた機能や居住の誘導を図る拠点化の促進と、地域で安心して暮らし続けられる社会を実現する。				
成果	基本目標Ⅲ	地域特性に応じた機能や居住の誘導を図る拠点化の促進と、地域で安心して暮らし続けられる社会を実現する。				

① 施策指標	指標名(単位)	H30	R1	R2	R3	R4 (目標年)	評価
基準値(H29)	—	5	11	24	33		
実績値	—	5	11	24	33		
目標値(R4)	30	83.3%	91.7%	133.3%	137.5%		
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3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P 戦略事業 ・SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	立地適正化計画等の推進	好循環P 戦略事業	本市が目指す「ネットワーク型コンパクトシティ(NCC)」の具現化に向け、各拠点等への居住や都市機能の適正な誘導を推進する。	市民・事業者	・都市機能の立地誘導策の展開 ・市街化調整区域における地区計画制度の活用促進	計画どおり	288,770	H26	先駆的	<p>【①昨年度の評価(成果や課題)】：都市機能・居住誘導策の展開及び地区計画制度の活用促進に向けた対応 「都市機能の立地誘導策の展開」 ・NCCの形成に向け、各拠点において地域特性に応じた生活利便施設等の誘導・充実に資するため、事業者や関係団体等に対するヒアリングや出前講座などを通して、本市まちづくりの考え方の理解促進や各種支援策の積極的な周知を図りながら、都市機能の立地誘導を図った。 ・各拠点における防災性・安全性の向上により、居住・都市機能の誘導を促進するため、総合治水・雨水対策推進計画等と連携を図りながら、「立地適正化計画(防災指針)」を策定するとともに、誘導施設の浸水対策への支援制度を構築した。 「市街化調整区域における地区計画制度の活用促進」 ・市街化調整区域の地域拠点や小学校周辺において、道路や公園、宅地の計画的な整備により新たな居住者の誘導を図ることができる地区計画制度について、地域主体での活用に対し、各地域の実情に応じた検討の進め方に合わせて支援するとともに、事業者主体の取組に対し、制度活用につながるよう助言・指導を行い、地区計画を決定した。 ・地域住民が主体となった地区計画の活用促進に向け、住宅団地開発における公共施設整備への支援制度を構築した。</p> <p>【②今後の取組方針】：都市機能・居住誘導策の展開及び地区計画制度の活用促進に向けた対応 「都市機能の立地誘導策の展開」 ・各拠点への生活利便施設等の誘導を着実に推進するため、引き続き、事業者や関係団体等に対し、各種支援策の周知を図るとともに、事業者等との意見交換を行いながら、支援策の活用促進を図る。 ・立地適正化計画の中間見直し(R5)に向け、都市機能の集積状況や人口動態、低未利用地の状況、誘導施設立地に係る民間ニーズ等を踏まえ、拠点形成の現状・課題等の調査・分析を行う。 ・都心部におけるLRT等の公共交通を基軸としたまちづくりを推進するため、「(仮称)都心部まちづくりプラン」の策定と連携し、民間誘導に向けた施策の充実に資する。 「市街化調整区域における地区計画制度の活用促進」 ・市街化調整区域の地域拠点や小学校周辺への居住誘導につながる地区計画制度の活用促進に向けて、各種支援策の周知を図りながら、地域への働き掛けや機運醸成を図り、地域の主体的な取組を積極的に支援する。</p>
2	LRT沿線まちづくりの推進		LRT導入を契機とした魅力あるまちづくりに向け、市民・事業者・行政等が協働しながら、沿線まちづくりを推進する。	市民・事業者	LRTと一体となった沿線まちづくりの推進	計画どおり	52,371	H30	先駆的	<p>【①昨年度の評価(成果や課題)】：LRTと一体となった沿線まちづくりの検討 ・JR宇都宮駅東側において、「LRT沿線土地利用方針」を踏まえ、市街化区域や市街化調整区域の各停留場周辺地域の地域特性に応じたまちづくりを推進している。 ・市街化区域については、立地適正化計画に基づき、生活利便施設等の誘導・集積を図るとともに、清原地区市民センター前停留場周辺等については、立地特性に応じたまちづくりを推進するため、地域住民、施設利用者、工業団地立地企業従業員等に対し、現在の利用状況や当該地に求める機能などについて、アンケート調査を実施し、ニーズの把握等を行った。 ・JR宇都宮駅西側において、「LRTまちづくり部会」で議論を行いながら、LRTを基軸とした公共交通と一体となった沿線の魅力ある都心部の目指すまちの将来像を市民・事業者・行政等と共に描き、まちづくりに協働して取組むため「都心部まちづくりビジョン」を令和4年2月に策定・公表した。 ・また、「都心部まちづくりビジョン」の共有を図るため、地元まちづくり団体や商店街組合、連合自治会などを基本に、勉強会やワークショップ等を実施する対象を抽出するとともに、公共交通利用促進や社会実験など関連事業と連携した地元機運醸成に着手した。</p> <p>【②今後の取組方針】：LRTと一体となった沿線まちづくりの検討 ・JR宇都宮駅東側においては、引き続き、立地適正化計画等の推進や市街化調整区域の地域拠点における地区計画制度の活用促進を図りながらLRTと一体となった沿線まちづくりに取り組む。 ・清原地区市民センター前停留場周辺等については、地域住民や関係団体、工業団地立地企業従業員等と、まちづくりの進め方である「まちづくり方針」を取りまとめるとともに、LRT開業に合わせ、緑地等へのキッチンカーの展開による賑わい創出に向けた「先行事業」を実施するほか、周辺の地域資源の積極的な活用を促進を図る。 ・JR宇都宮駅西側においても、引き続き、まちづくりの主体となる市民や事業者等と「都心部まちづくりビジョン」を共有し、まちづくりの機運醸成を図る。 ・また、「都心部まちづくりビジョン」の具現化に向け、学識経験者や市民などで構成する「(仮称)都心部まちづくりプラン策定懇談会」を設置し、都心部における人中心のより一層の賑わい・交流空間の創出など、居心地がよく魅力ある都市空間の形成に向けた民間誘導に向けた施策等を盛り込んだ「(仮称)都心部まちづくりプラン」をとりまとめるとともに、地元商店街やまちづくり関係団体等と勉強会やワークショップなどを開催しながら、モデル地区における民間開発の誘導に向けた民間主体のまちづくりルールの検討支援を行う。</p>
3	地区計画制度の活用		良好な居住環境の保全・形成を図る。	市民・事業者	地区計画制度に関する出前講座、勉強会等の開催	計画どおり	0	H元		<p>【①昨年度の評価(成果や課題)】：地区計画制度の活用についての指導・助言 ・地域特性を生かした快適で良好な居住環境等の形成を図るため、地区計画(白沢学舎の郷地区計画、スマイルタウン奈坪地区計画、ハーモニータウン東岡本地区計画)を策定し、計画的な居住地域形成による子育て世代など新しい居住者の誘導促進を図った。</p> <p>【②今後の取組方針】：地区計画制度の活用に向けた指導・助言 ・地区計画制度を活用したまちづくりに対する地元の機運醸成や市民・事業者等の理解促進を図りながら、本制度の活用促進に取り組んでいく。</p>
4	都市計画基礎調査		地域特性に応じた土地利用	市民・事業者	都市や地域の特性や課題の把握	計画どおり	4,015	S48		<p>【①昨年度の評価】：都市計画基礎調査等の実施及び生産緑地制度の導入 「第3次都市計画マスタープラン」に基づく土地利用の実現に向け、居住や都市機能の誘導、良好な居住環境の維持・形成などに繋がるよう将来の市街地像を見据えながら、新たな都市計画制度の導入や既存制度の活用、用途地域の見直しなど、本市の都市計画の運用などについて調査・検討を進めた。 ・また、その調査・検討を受け、緑豊かな都市環境の形成や都市における貴重な緑空間の保全等に向け、生産緑地制度を新たに導入し、制度の活用に向けた農業者等へ周知を行った。</p> <p>【②今後の取組方針】：都市計画基礎調査等の実施 ・本市の都市構造や誘導区域の特性、社会情勢等を踏まえた目指すべき将来の市街地像の実現に向け、よりメリハリのある具体的な市街地整備施策の展開や計画的な都市農地の確保などについて、評価・分析を行いながら、各区域での整備・保全に向けた施策や都市計画の適用の具体策を検討していく。</p>
5	地籍調査事業		地籍(土地の所有者、地番、地目、地積、境界)の明確化を図ることにより、公共事業・土地取引等の円滑化、課税の適正化、境界紛争等の未然防止や早期解決に資する。	本市域に存する土地所有者及び管理者(土地改良事業・土地区画整理事業実施地域を除く)	一筆ごとの土地について、所有者、地番、地目の調査並びに境界や地積に関する測量を行い、その結果を地籍図及び地籍簿として作成する。	計画どおり	79,731	H6		<p>【①昨年度の評価(成果や課題)】：「第3次宇都宮市地籍調査事業基本計画」に基づく事業の推進 ・災害時における復旧作業の迅速化に資するため、河川の浸水想定区域の調査を実施した。また、土地取引の活性化や円滑化を図るため、人口集中地区(DID)の調査などを実施した。 ・新たに本市のまちづくり施策と連携した調査の実施に向け、候補地において、地域の意見の聴取や勉強会の開催を実施した。</p> <p>【②今後の取組方針】：「第3次宇都宮市地籍調査事業基本計画」に基づく事業の推進 ・「第3次宇都宮市地籍調査事業基本計画」を踏まえ、これまで実施してきた災害対策や人口集中地区(DID)などの調査に加え、本市NCCの形成に向けた地域拠点など、まちづくり施策の下支えとなる調査にも取り組む。 ・県・法務局との連携を密にし、今後とも計画的・効率的に事業を進めていく。</p>

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・ NCCの実現に向けた土地利用の推進 人口減少や超高齢社会を見据えたNCCの実現に向けて、都市全体を見渡した観点から、市内各地域の特性に応じた、個性や魅力、都市機能を備え、コンパクトで調和の取れた都市空間形成が求められている。</p> <p>そのため、市街化区域においては、「立地適正化計画」に基づき、NCCの核となる拠点形成を推進しているところであり、引き続き、国による「コンパクト・プラス・ネットワーク」の都市づくりへの各種支援措置や特例制度等を活用しながら、都市機能・居住誘導に関わる総合的な立地誘導策の充実・強化を図るとともに、居住誘導区域外においては、地域特性に応じながら都市農地を保全し宅地化を抑制することで、ゆとりある良好な居住環境の形成を図る必要がある。</p> <p>また、市街化調整区域においては、「市街化調整区域の整備及び保全の方針」に基づき、地域拠点や小学校を中心とした地域の活力やコミュニティ維持を図るため、拠点等への住宅や店舗の立地誘導につながる地区計画制度などの活用促進を図りながら、地域の取組支援や支援策の充実を図るなど、メリハリある都市計画制度等の運用を図りながら都市空間を形成していく必要がある。</p> <p>・ NCCの実現に向けた市民や事業者の理解促進 NCCの実現には、行政だけでなく市民・事業者の取組が欠かせないことから、長期的なまちづくりの考え方や必要性、その具体化に向けた「立地適正化計画」や「市街化調整区域の整備及び保全の方針」等の取組について、市民・事業者の理解促進を図っていく必要がある。</p>	<p>・ NCCの実現に向けた土地利用の推進 NCCの実現に向け、中心市街地や駅周辺、LRT沿線など地域特性に応じた機能的で魅力のある都市空間を形成するため、市街化区域において、「立地適正化計画」に基づき、拠点等への居住や都市機能の誘導を図りつつ、郊外住宅地等でのゆとりある住環境を形成するとともに、居住誘導区域外においては、都市農地が有する環境保全や防災など多様な機能を早期かつ確実に発揮させるため、関係機関と連携しながら農業従事者等への出前講座を実施するなど積極的な制度周知を図りながら生産緑地地区を指定する。</p> <p>また、市街化調整区域において、「市街化調整区域の整備及び保全の方針」に基づき、自然環境を保全するなど、メリハリある都市計画制度等の運用を図ることなどにより、地域特性に応じた土地利用を推進していく。</p> <p>・ NCCの実現に向けた市民や事業者の理解促進 NCC形成に向けて、誘導区域外の一定規模以上の住宅開発等に対する届出運用を通じて、市民や事業者へ誘導区域内の各種支援策の積極的な周知を図るとともに、拠点形成や居住誘導などNCCのまちづくりの考え方や将来イメージ、その推進効果等について理解促進を図りながら、中長期的な視点から居住や都市機能の誘導を促進する。</p>

令和4年度 行政評価 施策カルテ

施策名	② 地域特性を生かした魅力ある拠点の形成
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施策主管課	NCC推進課	総合計画 記載頁	169
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関連する
SDGs目標



1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	20 暮らしやすく魅力のある都市空間を形成する	基本施策目標	市内の各地域が、その特性に応じた個性や魅力、都市機能を備え、コンパクトで調和のとれた暮らしやすい都市空間が形成されています。
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2 施策の取組状況

施策目標	地域特性に応じた都市機能が集積された魅力ある拠点が形成されています。
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指標	まち・ひと・しごと創生総合戦略						
産出	基本目標Ⅲ 地域特性に応じた機能や居住の誘導を図る拠点化の促進と、地域で安心して暮らし続けられる社会を実現する。						
成果	基本目標Ⅲ 地域特性に応じた機能や居住の誘導を図る拠点化の促進と、地域で安心して暮らし続けられる社会を実現する。						

① 施策指標	指標名(単位)	H30	R1	R2	R3	R4 (目標年)	評価	
								産出指標
基準値(H28)	3地区	実績値	3	4	4	4		
目標値(R4)	6地区	単年度の達成度	100.0%	133.3%	133.3%	100.0%		
単年度目標値								
基準値(H29)		実績値						
目標値(R4)		単年度の達成度						
成果指標	都市拠点内の人口(人)	16,170	16,402	16,635	16,868	17,100	B	
	基準値(H28)	15,937	実績値	15,847	15,815	15,823		15,439
	目標値(R4)	17,100	単年度の達成度	98.0%	96.4%	95.1%		91.5%
	単年度目標値							
	基準値(H29)		実績値					
	目標値(R4)		単年度の達成度					

② 市民満足度の推移	指標名(単位)	満足	やや満足	満足度(計)	やや不満	不満	わからない	評価
(%)	H30	5.1%	21.1%	26.2%	31.3%	11.7%	27.2%	
R1	5.7%	31.0%	36.7%	24.3%	9.8%	25.1%		
R2	6.0%	28.3%	34.3%	22.1%	11.9%	27.0%		
R3	4.1%	28.9%	33.0%	20.3%	9.9%	31.2%		
R4								

③ 主要な構成事業の進捗状況 ※ 各事業の詳細は「3 主要な構成事業の状況」を参照		B					
【参考指標】 中核市水準比較	指標名(単位)	H30	R1	R2	R3	R4	
	中核市平均	6299.1	6392.6	6435.3	6390.5		
	本市実績	5395.9	5395.9	5395.9	5395.9		
	人口集中地区(DID)人口密度	本市順位	29位/48市中	34位/48市中	35位/60市中	36位/62市中	評価の組合せ
							指標 評価

※『① 施策指標』の単年度の達成度の計算について	
★ 増進型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 遞減型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

※ 評価の考え方	① 施策指標(産出指標)(成果指標)	A: 達成度100%以上 [25点]	B: 達成度70%以上100%未満 [20点]	C: 達成度70%未満 [15点]	産出指標 A
	② 市民意識調査結果(満足度)	A: 基準値より向上(+5pt以上) [25点]	B: 基準値と同水準(±5pt未満) [20点]	C: 基準値より低下(-5pt以下) [15点]	成果指標 B
	③ 主要な構成事業の進捗状況	A: 計画以上(構成事業2事業以上が計画以上) [25点]	B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]	C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]	市民満足 A
	総合評価	順調: A評価が2つ以上(C評価がある場合を除く) [90点以上]	概ね順調: 主にB評価が3つ以上 [75点以上90点未満]	やや遅れ: C評価が2つ以上(A評価がある場合を除く) [75点未満]	構成事業 B

施策の評価・分析 (現状とその要因の分析) 総合評価

施策を取り巻く環境等	<ul style="list-style-type: none"> 国においてはこれまで、都市全体の構造を見直しながら、居住機能や医療・福祉・商業等の都市機能の誘導とそれと連携した持続可能なコンパクト・プラス・ネットワーク型の都市を目指し、市町村の立地適正化計画の策定を支援してきたところであり、令和元年度には、生活サービスの維持、域内投資・消費の持続的確保、財政健全化、防災力強化などコンパクトシティの多岐にわたる意義をわかりやすく再整理し住民・行政等で共有すること、また、分野や市町村域を超えた連携を進めるとともに、防災対策との連携強化を開始するなどの方策を示すなど、コンパクトシティ政策の次のステージに向けた取組の推進が求められている。 本市においては、NCCの形成に向けて、その要となる東西基幹公共交通の整備を進めてきており、こうした動きと連動した市民、事業者のまちづくりに対する機運や投資意欲などの高まりがみられる。 今後の都市再生の方向性としては、令和元年6月に「都市の多様性とイノベーションの創出に関する懇談会」の提言として「居心地が良く歩きやすくなるまちなか」からはじまる都市の再生」が取りまとめられ、官民のパブリック空間(街路、公園、広場、民間空地等)をウォーカブルな人中心の空間へ転換・先導し、民間投資と共鳴しながら「居心地が良く歩きやすくなるまちなか」を形成していくことが求められており、本市においても、この提言に共鳴し、ともに取組を進める「ウォーカブル推進都市」として賛同したところである。 新型コロナウイルス感染症の影響により、感染拡大の防止と社会・経済活動の維持の両立を目指した「新しい生活様式」への対応が求められており、日常生活における心や空間などの「ゆとり」や「つながり」、「安全・安心」などに配慮した都市空間の形成がこれまで以上に重要となってきている。 また、内閣府の「新型コロナウイルス感染症の影響下における生活意識・行動の変化に関する調査(令和3年11月)」では、コロナ禍以降、テレワークの実施が劇的に増加し、こうした働き方の変化に伴い地方移住への関心が高まっている。 	90点
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施策指標	<ul style="list-style-type: none"> 現在、JR宇都宮駅東口地区において、令和4年11月のまちびらきに向け、順調に整備が進められているほか、街なかの小幡・清住地区においても、土地区画整理事業が着実に進められている。 また、LRTの駅西側への導入の検討が進められる中、JR宇都宮駅西口周辺地区整備など都心部のまちづくりに向けてUR都市機構と連携協定を締結するなど、事業実施に向け着実に取り組んでおり、令和3年度の目標を達成している。 都市拠点内の人口については、令和2年度の達成度と比較して3.6ポイント減となっており、高齢化率の高さが要因のひとつとして考えられるが、JR宇都宮駅東口地区における分譲マンションの整備を始め、田川沿いにおける民間主導のマンション建設など、JR宇都宮駅西口においても、住宅供給の動きがあることから、達成度の上昇が見込まれる。 	市民満足度	<ul style="list-style-type: none"> 都市拠点エリアのうち、JR宇都宮駅周辺のエリアについては、JR宇都宮駅東口地区のまちびらきに向けて、交流拠点施設などの新たな施設の整備が進められているとともに、駅東側のLRT開業に対する期待が高まっていることから、駅東口の路線価など地価の上昇がみられ、拠点としての価値の向上が見られる。 長引く新型コロナウイルス感染症の影響により、市民満足度は2年連続で減少(前年比1.3ポイント減)しているものの、上記の取組に対する期待感などから、基準値以上の水準を維持していると考えられる。 また、「わからない」との回答が6.1ポイント増加しており、本施策の成果をイメージしやすい例示など、設問の検討が必要である。 	順調
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3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

№	事業名	好循環P 戦略事業・ SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何を)	取組(何を)					
1	LRT沿線まちづくりの推進		LRT導入を契機とした魅力あるまちづくりに向け、市民・事業者・行政等が協働しながら、沿線まちづくりを推進する。	市民・事業者	LRTと一体となった沿線まちづくりの推進	計画どおり	52,371	H30	先駆的	<p>【①昨年度の評価(成果や課題)】LRTと一体となった沿線まちづくりの検討】 ・JR宇都宮駅東側において、「LRT沿線土地利用方針」を踏まえ、市街化区域や市街化調整区域の各停留場周辺の地域特性に応じたまちづくりを推進している。 ・市街化区域については、立地適正化計画に基づき、生活利便施設等の誘導・集積を図るとともに、清原地区市民センター前停留場周辺等については、立地特性に応じたまちづくりを推進するため、地域住民、施設利用者、工業団地立地企業従業員等に対し、現在の利用状況や当該地に求める機能などについて、アンケート調査を実施し、ニーズの把握等を行った。 ・JR宇都宮駅西側において、「LRTまちづくり部会」で議論を行いながら、LRTを軸とした公共交通と一体となった沿線の魅力ある都心部の目指すまちの将来像を市民・事業者・行政等と共に描き、まちづくりに協働して取組むため「都心部まちづくりビジョン」を令和4年2月に策定・公表した。 ・また、「都心部まちづくりビジョン」の共有を図るため、地元まちづくり団体や商店街組合、連合自治会などを基本に、勉強会やワークショップ等を実施する対象を抽出するとともに、公共交通利用促進や社会実験など関連事業と連携した地元機運醸成に着手した。</p> <p>【②今後の取組方針】LRTと一体となった沿線まちづくりの検討】 ・JR宇都宮駅東側においては、引き続き、立地適正化計画等の推進や市街化調整区域の地域拠点における地区計画制度の活用促進を図りながらLRTと一体となった沿線まちづくりに取り組む。 ・清原地区市民センター前停留場周辺等については、地域住民や関係団体、工業団地立地企業の従業員等と、まちづくりの進め方である「まちづくり方針」を取りまとめるとともに、LRT開業に合わせ、緑地等へのキックンカーの展開による賑わい創出に向けた「先行事業」を実施するほか、周辺の地域資源の積極的な活用を促進を図る。 ・JR宇都宮駅西側においても、引き続き、まちづくりの主体となる市民や事業者等と「都心部まちづくりビジョン」を共有し、まちづくりの機運醸成を図る。 ・また、「都心部まちづくりビジョン」の具現化に向け、学識経験者や市民などで構成する「(仮称)都心部まちづくりプラン策定懇談会」を設置し、都心部における人中心のより一層の賑わい・交流空間の創出など、居心地がよく魅力ある都市空間の形成に向けた民間誘導に向けた施策等を盛り込んだ「(仮称)都心部まちづくりプラン」をとりまとめるとともに、地元商店街やまちづくり関係団体等と勉強会やワークショップなどを開催しながら、モデル地区における民間開発の誘導に向けた民間主体のまちづくりルールの検討支援を行う。</p>
2	再開発促進事業	戦略事業	市街地再開発事業を円滑かつ効率的に推進する。	再開発準備組合(パンパ地区、千手・宮島地区)	市街地再開発事業の事業化に向けた施設計画作成等の専門的な支援	計画どおり	5,390	S57	トップクラス	<p>【①昨年度の評価(成果や課題)】権利者の合意形成支援】 ・都心部における土地の合理的な高次利用による高次な都市機能の集積を図るため、市街地再開発事業を検討しているパンパ地区及び千手・宮島地区への活動支援を行った。 ・パンパ地区については、実現性のある収支計画を作成するため、国交省の新たな補助制度などの活用を踏まえた負担割合の考え方を整理し、権利者と意見交換を行った。 ・千手・宮島地区については、良好な都市空間を形成するため、公開空地や緑化などを含めた施設配置を検討し、権利者と意見交換を行った。</p> <p>【②今後の取組方針】事業化に向けた準備組合への支援】 ・都心部における歴史や地域資源を活かしたストーリー性のあるまちづくりを進める中、大通り沿線の官民協働によるまちづくりのモデルとなるよう、それぞれの特性を活かしたコンセプトを持った施設計画を作成する。 ・事業成立に向け、多様な補助制度の活用を検討するとともに、様々な分野の事業者とヒアリングを実施し、市場価格を分析しながら資金計画の精度を高めていく。 ・地区内の合意形成が図られるよう、準備組合未加入者の加入促進を図るとともに、権利者の意向を踏まえた事業計画(案)を作成するなど、市からコンサルタントを派遣し組合への活動を支援する。</p>
3	JR宇都宮駅東口地区整備の推進	SDGs 好循環P	本市のまちづくりをリードする新たな都市拠点の形成	市民・来訪者	公共と民間が一体となり、広域的な交流や賑わいの創出に資する交流拠点施設、商業施設などの整備等	計画どおり	121,919	H16		<p>【①昨年度の評価(成果や課題)】JR宇都宮駅東口地区整備の推進】 ・公共施設のうち、交流拠点施設については、市の玄関口にふさわしい外観デザインとする等の要求内容の適合状況を確認しながら工事の進捗管理を行い、交流広場については、適切な施工管理を行うことで、令和4年度のまちびらきに向け、予定通り工事を進めることができた。 ・民間施設については、高度専門病院が開院するなど、予定通り進捗した。</p> <p>【②今後の取組方針】JR宇都宮駅東口地区全体のまちびらきに向けた整備の推進】 ・11月のまちびらきに向けて、交流拠点施設及び交流広場、複合施設棟①、分譲マンションの整備を着実に進めるとともに、複合施設棟②の建築予定地について、当該施設の着工までの間、当該地区の魅力や景観を損なうことのないよう、多目的な使用に供するフリースペースとして暫定的な整備を行う。 ・複合施設棟②については、ハイブランドなホテルを確定し、早期着工ができるよう、「うつつのみやシンフォニー」の代表企業である野村不動産に民間施設整備のマネジメントを実施させる。</p>
4	JR宇都宮駅西口周辺地区整備の推進	SDGs 好循環P	宇都宮の玄関口としてふさわしい都市機能の集積を図るとともに、鉄道やLRT、バスなどの交通手段が連携した誰もが利用しやすい交通環境を創出する。	市民、来訪者及び関係権利者	・駅前広場の再整備と周辺まちづくりの一体的な検討 ・地元まちづくり組織の活動に対する支援等	計画どおり	68,468	H19		<p>【①昨年度の評価(成果や課題)】魅力ある駅前広場や周辺まちづくりに向けた検討の推進】 ・令和3年度は、官民の一体的なまちづくりに向け、整備基本計画の目的・位置付け、構成や整備方針案案などに関する学識経験者や交通事業者など関係機関との意見交換を実施し、良好な都市空間や景観の創出などのまちづくりに関する整備方針や交通基盤施設の機能や規模、配置などの検討を進めた。 ・都心部のまちづくりに向けUR都市機構と連携協定を締結し、駅西口周辺地区における土地活用や導入機能などの検討を行うとともに、地元まちづくり組織と良好な都市空間や景観の創出などまちづくりに関する意見交換などを行った。</p> <p>【②今後の取組方針】魅力ある駅前広場や周辺まちづくりに向けた合意形成の推進】 ・賑わい空間の創出や交通結節機能の強化を図るため、地元まちづくり組織との意見交換等を行うとともに、学識経験者をはじめとする外部検討懇談会からの意見を取り入れながら、整備基本計画を策定していく。 ・引き続き、駅西口周辺地区整備に向けて、地元まちづくり組織と連携し、駅西口におけるLRTやバスネットワーク再編との整合を図りながら取り組んでいく。</p>
5	中心市街地活性化推進事業	SDGs	都市機能の集積や地域経済の活性化	市民・来訪者	「第3期中心市街地活性化基本計画」に基づく各事業の推進	感染症の影響による変更	3,166	H21		<p>【①昨年度の評価(成果や課題)】コロナ下における取組の推進】 ・「中心市街地活性化協議会」において、計画の進捗状況を適宜把握し全体調整を図るとともに、庁内関係課や関係団体(まちづくり推進機構や商工会議所等)と連携し、施策を効果的かつ円滑に推進することができた。 ・新型コロナウイルス感染症等の影響により、イベントなど中止した事業や取組が遅れている事業もある一方で、感染予防への工夫からDXの進展が図られるなど実施手法の工夫も見られた。</p> <p>【②今後の取組方針】戦略的かつ着実な取組の推進】 ・引き続き、「第3期中心市街地活性化基本計画」に計上のある、各種活性化事業を着実に推進するとともに、特に活性化戦略については、令和4年11月に駅東口地区のまちびらきが行われることから、効果を駅西側に波及できるように、魅力向上となる事業を推進していくとともに、LRTの駅西側への導入を見据え、関係課と連携して「(仮称)都心部まちづくりプラン」の策定や、街なかの商店街関係者等のLRTを活用したまちづくりの機運醸成など、官民一体となって取組を推進する。</p>

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・JR宇都宮駅東側の賑わいを駅西側にも波及させる取組の推進 都市拠点の形成に向けては、本市全体の活力をけん引する高次の商業・業務機能などの都市機能や市民の日常生活を支える生活利便機能の集積、防災機能の向上など、市民生活の質の向上を図るため、地域特性に応じた、暮らしやすく魅力のある都市空間を形成することが重要である。 こうした中、今後は、JR宇都宮駅東口地区のまちびらきや駅東側のLRTの開業が予定されており、これらの効果を駅西側の中心市街地全体にも波及させることができるよう、まちなかの魅力向上となる事業を推進していくとともに、JR宇都宮駅西口周辺地区の整備を始め、将来的なLRTの駅西側への導入を見据えたまちづくりを進めていく必要があることから、まちづくりの主体となる市民や事業者等と「都心部まちづくりビジョン」の共有を図りながら、ビジョンの具現化に向けた取組を進めていく必要がある。</p>	<p>・JR宇都宮駅東側の賑わいを駅西側にも波及させる取組の推進 LRTの駅西側への導入を見据え、令和4年2月に策定した「都心部まちづくりビジョン」に基づき、地元まちづくり団体や商店街組合、連合自治会などとの勉強会やワークショップ等を通して、ビジョンの共有化やまちづくりの機運醸成を図るとともに、ビジョンの具現化に向け、学識経験者や市民などで構成する「(仮称)都心部まちづくりプラン策定懇談会」を設置し、都心部における人中心の賑わい・交流空間の創出など、居心地がよく魅力ある都市空間を形成するため、民間誘導に向けた施策等を盛り込んだ「(仮称)都心部まちづくりプラン」をとりまとめる。 また、今年度予定されているJR宇都宮駅東口地区のまちびらきの効果を駅西側に波及させるため、まちなかの魅力向上につながる日常的な賑わいづくりに向けた事業を推進していく。</p>

令和4年度 行政評価 施策カルテ

施策名	③ 地域特性に応じた安全で快適な市街地の形成
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施策主管課	市街地整備課	総合計画記載頁	170
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関連するSDGs目標	 
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1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	20	暮らしやすく魅力のある都市空間を形成する	基本施策目標	市内の各地域が、その特性に応じた個性や魅力、都市機能を備え、コンパクトで調和のとれた暮らしやすい都市空間が形成されています。
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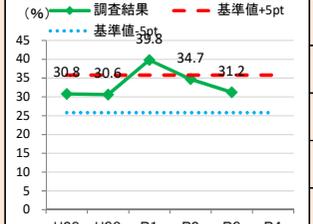
2 施策の取組状況

施策目標	安全で快適な居住環境を有した市街地が形成されています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

① 施策指標	指標名(単位)		H30	R1	R2	R3	R4 (目標年)	評価
	産出指標	土地区画整理事業を行っている地区の整備面積 (ha)	単年度目標値	168	175	184	192	
基準値 (H28)		実績値	157	175	183	192	200	
目標値 (R4)		単年度の達成度	201	104.2%	104.6%	104.3%	104.2%	
単年度目標値								
成果指標	土地区画整理事業を行っている地区の人口密度 (人/ha)	単年度目標値	43.3	43.6	43.8	44.1	44.3	A
	基準値 (H28)	実績値	42.8	42.8	47.1	48.6	46.8	
	目標値 (R4)	単年度の達成度	44.3	98.8%	108.0%	111.0%	106.1%	
	単年度目標値							
	基準値 (H29)	実績値						
	目標値 (R4)	単年度の達成度						

② 市民満足度の推移	指標名(単位)		満足	やや満足	満足度(計)	やや不満	不満	わからない	評価
	施策の満足度 (%) (「満足」と「やや満足」の合計)	基準値 (H29)	4.0%	26.8%	30.8%	25.0%	8.5%	28.6%	
(%)	H30	5.9%	24.7%	30.6%	27.7%	7.6%	30.3%		
R1	4.7%	35.1%	39.8%	24.6%	7.6%	23.1%			
R2	5.2%	29.5%	34.7%	23.8%	9.2%	26.3%			
R3	4.1%	27.2%	31.2%	21.6%	10.9%	30.2%			
R4									



※【①施策指標】の単年度の達成度の計算について

★ 増進型の指標 (目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 減進型の指標 (目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

③ 主要な構成事業の進捗状況 ※ 各事業の詳細は「3 主要な構成事業の状況」を参照		B				
【参考指標】 中核市水準比較	指標名(単位)	H30	R1	R2	R3	R4
	市民1人当たりの都市公園面積 (㎡)	中核市平均 10.2	10.5	10.7	10.6	
	本市実績	10.7	10.8	10.8	10.8	
	本市順位	20位/54市中	25位/58市中	27位/60市中	28位/62市中	
	評価の組合せ	指標	評価			

※ 評価の考え方	① 施策指標 (産出指標) (成果指標)	A: 達成度100%以上 [25点]	B: 達成度70%以上100%未満 [20点]	C: 達成度70%未満 [15点]	産出指標	A
	② 市民意識調査結果 (満足度)	A: 基準値より向上(+5pt以上) [25点]	B: 基準値と同水準(±5pt未満) [20点]	C: 基準値より低下(-5pt以下) [15点]	成果指標	A
	③ 主要な構成事業の進捗状況	A: 計画以上 (構成事業2事業以上が計画以上) [25点]	B: 計画どおり (主に構成事業4事業以上が計画どおり) [20点]	C: 計画より遅れ (構成事業2事業以上が計画より遅れ) [15点]	市民満足	B
	総合評価	順調: A評価が2つ以上 (C評価がある場合を除く) [90点以上]	概ね順調: 主にB評価が3つ以上 [75点以上90点未満]	やや遅れ: C評価が2つ以上 (A評価が2つある場合を除く) [75点未満]	構成事業	B

施策の評価・分析 (現状とその要因の分析)		総合評価
施策を取り巻く環境等	<ul style="list-style-type: none"> 近年の大規模災害の頻発化・激甚化を踏まえた市民の防災への意識の高まりにより、安全で快適に暮らすことができる住環境の確保が求められている。 国においては、人口減少や少子・超高齢化社会を背景に、都市再生特別措置法に基づき、「立地適正化計画」による都市機能の誘導など持続可能な都市構造への再構築を実現するため、都市政策や防災・安全など特定の政策分野の重点化を進めている。 本市においても、将来の都市構造であるNCCの実現に向け、魅力ある市街地を形成し、将来にわたって市民生活の質を維持・向上していくことを目指している。 	90点
施策指標	<ul style="list-style-type: none"> 土地区画整理事業において、関係権利者と合意形成を図りながら建物移転を円滑に進め、都市計画道路や公園等の公共施設整備を計画的かつ効率的に推進したことにより、整備面積が増加した。 人口密度については、建物移転が進んでいる地区において人口が一時的に減少している一方、街区が整備され生活環境が整ってきた地区においては人口が増加するなど、進捗状況による各地区の人口増減はあるものの、土地区画整理事業を行っている地区全体として目標値を達成している。 	市民満足度
	<ul style="list-style-type: none"> 土地区画整理事業、市街地再開発事業及び公園整備事業が推進され、安全で快適な居住環境を有した市街地の形成が着実に進んでいるところである。 それらの事業の進捗に伴い、生活道路や公園等の整備、土地区画整理事業等の進捗による事業効果の発現によって、市民満足度は、基準値より高い満足度を維持している。 	順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	経費種P 戦略事業 ・ SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	宇都宮大学東南部第1 土地区画整理事業		防災性や利便性の高い、 安全・安心で快適な居住環 境を形成する。	・事業計画区域 ・関係権利者及び市民	・道路整備 ・宅地造成	計画どおり	256,622	H11		<p>【①昨年度の評価(成果や課題)】道路整備及び宅地造成の推進、換地処分に向けた取り組み】 ・道路などの公共施設整備を計画的かつ効率的に実施し、地区内の工事を概ね完了した。 ・換地処分に向け、新たな町の区域や名称について住居表示等審議会から審申されたほか、権利関係の整理や清算金を算定するなど、換地計画の作成に取り組んだ。</p> <p>【②今後の取組方針:換地処分に向けた取り組み】 ・本事業は、安全で快適な市街地を形成する上で重要な事業であることから、令和5年度の換地処分に向け、引き続き、権利関係の整理や清算金を算定し換地計画を作成するとともに、その換地計画を関係権利者に丁寧に説明し理解を得ながら、計画的に事業を推進する。</p>
2	宇都宮大学東南部第2 土地区画整理事業		防災性や利便性の高い、 安全・安心で快適な居住環 境を形成する。	・事業計画区域 ・関係権利者及び市民	・建物移転 ・道路整備 ・宅地造成	計画どおり	1,811,991	H19		<p>【①昨年度の評価(成果や課題)】建物移転、道路整備及び宅地造成の推進】 ・地区内の骨格を形成する都市計画道路「産業通り」については、4車線化に向け、他事業と密に連携・調整しながら重点的に整備を進めてきた。 ・また、仮換地指定や建物移転、道路整備などの公共施設整備を計画的に実施し、基盤整備を推進した。</p> <p>【②今後の取組方針:計画的・効率的な公共施設の整備】 ・本事業は、安全で快適な市街地を形成する上で重要な事業であることから、公共施設整備を計画的かつ効率的に推進するため、引き続き、関係権利者の合意形成を図りながら、住宅密集地における建物移転を円滑に進める。 ・地区内の都市計画道路については、道路ネットワークの形成による交通利便性の向上や防災性の強化に加え、土地利用の増進など、様々な効果が期待できることから、引き続き、「産業通り」と「国道123号」の交差点改良を進め、「宇大南通り」は早期開通に向け建物移転や整備を推進していく。</p>
3	小幡・清住 土地区画整理事業		防災性や利便性の高い、 安全・安心で快適な居住環 境を形成する。	・事業計画区域 ・関係権利者及び市民	・仮換地指定 ・建物移転	計画どおり	1,255,378	H25		<p>【①昨年度の評価(成果や課題)】仮換地指定、建物移転の推進】 ・集団移転が開始され、年度内の移転予定権利者については計画通りに完了した。 ・また、移転計画に沿った仮換地指定、権利者との移転補償契約、建物調査などを行い、令和4年度以降の集団移転に向けた取り組みを推進した。</p> <p>【②今後の取組方針:計画的・効率的な公共施設の整備】 ・本事業は、安全で快適な市街地を形成する上で重要な事業であることから、計画的に事業を推進するため、引き続き、関係権利者の合意形成を図りながら、年度ごとの移転計画に沿った仮換地指定及び円滑な集団移転を進める。 ・当該地区内の都心環状線においては、道路ネットワークの形成による交通利便性の向上が図られることや、事業を円滑に推進するうえで必要な公共施設整備や、権利者の建築工事の資機材搬入路となることから、早期の供用開始に向け優先的に整備を進めていく。</p>
4	宇都宮駅西口南地区市街地再開発事業	戦略事業	高次な都市機能の集積や 都心居住を促進し、賑わいの 創出や安全・安心で快適 な市街地を形成する。	宇都宮駅西口南地区市 街地再開発準備組合	・市街地再開発事業の 実施に係る補助金の 支出 ・職員による事業に対 する技術的支援	計画どおり	54,000	R3		<p>【①昨年度の評価(成果や課題)】調査・設計等に係る事業費への助成等】 ・市街地再開発事業の事業認可に向けて、準備組合が実施する事業計画の作成や地盤調査などの調査・設計に対して、補助金による支援を実施した。 ・準備組合が実施した地盤調査結果に基づき、基本設計や資金計画の精査について、助言するなど支援を行った。</p> <p>【②今後の取組方針:JR宇都宮駅西口にふさわしい市街地再開発事業の推進】 ・東側の玄関口である駅西口にふさわしい活力と魅力のある都市空間となるよう、引き続き、準備組合と連携を図るとともに、事業認可に向けて補助制度を活用し、支援するなど、着実な事業推進を図る。</p>
5	身近な生活圏の公園整備事業		地域コミュニティ形成などの 拠点となる緑と憩いの場を 創出する。	市民	地域ニーズを反映させ た公園整備	計画どおり	5,610	H16		<p>【①昨年度の評価(成果や課題)】身近な生活圏の公園整備の推進】 無償借地制度を活用し、コストを抑制しながら市民ニーズに対応する公園整備を実施している。</p> <p>【②今後の取組方針:地域ニーズを反映させた公園整備】 地域の特性に応じた個性ある公園を整備するため、新型コロナウイルス感染症の対策を講じながら、ワークショップやアンケート調査等を実施し、幅広い地域ニーズを的確に捉えた整備内容を検討する。</p>

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・土地区画整理事業の推進 近年の大規模災害の頻発化・激甚化を踏まえ、災害に強い安全な都市づくりの要請が高まっており、安全で快適に暮らすことができる住環境の形成や、災害にも強く、環境に配慮した都市基盤の形成が求められているなか、国土交通省においても、都市政策や防災・安全など特定の政策分野に対して事業の重点化を図っている。 本市においても、NCCの実現に向け、事業の選択と集中の観点による一層の優先化を図りながら、効率的に事業を推進するため、国の動向を見極めながら、様々な制度活用に向けた方策を検討していく必要がある。</p> <p>・市街地再開発事業の促進 市街地再開発事業の事業認可に向けて、準備組合に対し、補助金や技術的助言等の支援を引き続き行う必要がある。</p> <p>・NCCの具現化に向けた市街地の形成 都市機能や居住誘導の促進、防災上懸念のある居住環境の改善に向けた取り組みを進めていく必要がある。</p> <p>・身近な生活圏の公園整備 身近な公園は、避難地などの防災機能としての役割のほか、地域コミュニティの形成や子どもの健全育成の場や、地域イベントなどの地域の活動の場としての活用が求められていることから、地域住民と連携し、より愛着を持って使用してもらえるような公園の整備を、財源確保を図りながら、計画的に進めていく必要がある。</p>	<p>・土地区画整理事業の推進 安全で快適な市街地を形成するうえで重要な取り組みであることから、国等に対し財政支援の要望を行うなど、計画的に財源を確保していくとともに、事業地区の優先化・重点化を図りながら、計画的かつ効率的に進めていく。 ⇒宇都宮大学東南部第1地区:早期の事業完了に向け、換地計画を作成するとともに、その換地計画を関係権利者に丁寧に説明し理解を得ながら、計画的に事業を推進する。 ⇒宇都宮大学東南部第2地区:関係権利者の合意形成を図りながら、住宅密集地における建物移転を円滑に進める。また、都市計画道路「産業通り」と「国道123号」の交差点改良や、「宇大南通り」の早期開通に向け、優先的に整備を進めていく。 ⇒小幡・清住地区:円滑な事業の推進に向け、建物移転支援窓口を活用して権利者の負担軽減や不安解消を図りながら、計画的な集団移転の実施に取り組むとともに、事業を円滑に推進する上で重要となる都心環状線の早期供用開始に向け優先的に整備を進めていく。</p> <p>・市街地再開発事業の促進 引き続き、準備組合と連携を図るとともに、事業認可に向けて補助制度を活用し支援するなど、着実な事業推進を図る。</p> <p>・NCCの具現化に向けた市街地の形成 都市基盤上の課題を把握するとともに、課題に応じた整備手法を検討し、今後の基盤整備の方向性を示すなど、官民が連携した取り組みにつなげていく。</p> <p>・身近な生活圏の公園整備 ワークショップなどにより地域ニーズを的確に捉えながら、地域特性に応じた個性ある整備内容の検討に取り組むとともに、必要性や優先度などを整理しながら、計画的な整備を推進する。</p>

令和4年度 行政評価 施策カルテ

施策名	④ 空き家・空き地対策の推進
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施策主管課	生活安心課	総合計画記載頁	170
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関連するSDGs目標



1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	20 暮らしやすく魅力のある都市空間を形成する	基本施策目標	市内の各地域が、その特性に応じた個性や魅力、都市機能を備え、コンパクトで調和のとれた暮らしやすい都市空間が形成されています。
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2 施策の取組状況

施策目標	市民等が空き家・空き地の発生の抑制や解消、有効な活用に取り組めるよう、地域・事業者・行政が協働できる環境が整っています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

① 施策指標	指標名(単位)		H30	R1	R2	R3	R4 (目標年)	評価	指標名(単位)		満足	やや満足	満足度(計)	やや不満	不満	わからない	評価				
	産出指標	管理不全な状態等の空き家所有者等に対する指導件数(件)	単年度目標値	230	220	210	205		200	A	② 市民満足度の推移	施策の満足度(%)	基準値(H29)	2.6%	12.7%	15.3%		28.8%	19.4%	29.8%	B
基準値(H28)		240	実績値	136	98	158	153	調査結果	(「満足」と「やや満足」の合計)		H30	3.1%	14.2%	17.3%	29.3%	20.4%	29.5%				
目標値(R4)		200	単年度の達成度	169.1%	224.5%	132.9%	134.0%	R1	3.7%		17.2%	20.9%	30.0%	18.9%	25.6%						
単年度目標値								R2	3.0%		14.1%	17.1%	30.8%	17.6%	28.3%						
成果指標	管理不全な状態等の空き家解決率(%)	単年度目標値	40.0	50.0	60.0	70.0	80.0	B	③ 主要な構成事業の進捗状況 ※各事業の詳細は「3 主要な構成事業の状況」を参照									B			
	基準値(H28)	35.4	実績値	62.5	50.0	54.4	60.8		【参考指標】	指標名(単位)					H30	R1	R2		R3	R4	評価の組合せ
	目標値(R4)	80	単年度の達成度	156.3%	100.0%	90.7%	86.9%			中核市水準比較											
	単年度目標値								本市実績												
	基準値(H28)		実績値					本市順位													
	目標値(R4)		単年度の達成度																		

※【①施策指標】の単年度の達成度の計算について																		
★ 増進型の指標(目標値が基準値より増加することが望ましいもの)	実績値	目標値	× 100 (%)															
★ 減進型の指標(目標値が基準値より減少することが望ましいもの)	目標値	実績値	× 100 (%)															
① 施策指標(産出指標)(成果指標)	A: 達成度100%以上 [25点]		B: 達成度70%以上100%未満 [20点]		C: 達成度70%未満 [15点]		産出指標	A										
② 市民意識調査結果(満足度)	A: 基準値より向上(+5pt以上) [25点]		B: 基準値と同水準(±5pt未満) [20点]		C: 基準値より低下(-5pt以下) [15点]		成果指標	B										
③ 主要な構成事業の進捗状況	A: 計画以上(構成事業2事業以上が計画以上) [25点]		B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]		C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]		市民満足	B										
総合評価	順調: A評価が2つ以上(C評価がある場合を除く) [90点以上]		概ね順調: 主にB評価が3つ以上 [75点以上90点未満]		やや遅れ: C評価が2つ以上(A評価が2つある場合を除く) [75点未満]		構成事業	B										

施策の評価・分析 (現状とその要因の分析)		総合評価	
施策を取り巻く環境等	<p>・「住宅・土地統計調査」によると、全国の空き家の数は849万戸まで増え、住宅総数における空き家率は13.6%となっており、本市の空き家の数は前回調査より4,610戸増えた44,410戸で、空き家率は16.9%となっている。また、本市が令和2年度に実施した空き家実態調査においても、戸建て空き家の総数は、平成29年度の前回調査より約750戸増えた5,587戸と増加傾向にある。</p> <p>・「国勢調査」によると、空き家が発生する潜在的な要因となる全国の65歳以上の人口に占める単身高齢者は、約671万人で単身者率は20.3%となっており、本市の65歳以上の単身高齢者は前回調査より3,913人増えた22,845人で、単身者率は17.7%と増加傾向にある。</p> <p>・「土地基本調査」によると、全国で世帯が所有する低未利用地の面積1,751km²のうち約34%にあたる589km²が空き地となっている。また、本市の空き地の面積は0.98km²となっている。国においては、令和3年5月に「土地基本方針」を見直し、土地の円滑な利活用と管理の確保を図るための対策を推進している。</p> <p>・令和3年4月の民法等の改正により、令和6年4月から相続登記の申請が義務化される。</p> <p>・令和3年度、「宇都宮空き家会議」への「紹介業務」の相談が110件寄せられ、そのうち、空き家や空き地を地域のために活用してほしいという相談が約1割を占めている。(令和3年度実績:活用相談11件中、成約実績3件)</p>	85点	
施策指標	<p>・空家等対策特別措置法等に基づく指導等の徹底や、官民連携組織である「宇都宮空き家会議」において、所有者の相談内容に応じた事業者を紹介する協力事業者紹介事業などに取り組み、所有者による自主的な管理や活用を促進することにより、単年度目標値を下回ったものの、解決率は着実に上昇している。</p>	<p>市民満足度</p> <p>令和2年度に実施した空き家実態調査の結果から、管理不全な状態にある空き家の戸数が平成29年度の前回調査から約450戸減少しているものの、市民は近隣にある空き家・空き地を生活環境に直接影響を与える問題として捉えていることから、満足度は前年度と同等となる約17%であり、「やや不満」や「不満」の合計値についても前年度と同等となる約50%の高い水準で推移している。</p>	概ね順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・戦略事業・SDGs	事業の目的	事業内容		事業の進捗	R3概算事業費(千円)	開始年度	日本一施策事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	空き家等対策推進事業	好循環P戦略事業	空き家の発生抑制や管理不全解消、活用促進	市民・空き家所有者等	・管理意識啓発に係る情報提供 ・管理不全な状態の解消に向けた法や条例に基づく指導の実施 ・協力事業者の紹介などの「紹介業務」の実施(官民連携事業) ・空き家等に関する啓発などの「情報発信業務」の実施(官民連携事業)	計画どおり	2,433	H24		<p>【①昨年度の評価(成果や課題):管理不全な空き家等の解消及び官民連携事業の推進】</p> <ul style="list-style-type: none"> ・法や条例に基づく指導等において、指導件数のうち、空き家については約61%、空き地については約69%の問題を解決するとともに、相続人が不在の空き家に対して相続財産管理制度を適用するなど、管理不全な空き家等の解消に努めた。 ・「紹介業務」において、協力事業者の紹介に関する相談が、令和2年度と同じ110件寄せられ、17件が成約したほか、空き家の活用についての参考となるワークショップを開催した。また、「情報発信業務」においては、空き家を活用したい人材の確保や育成を図るため、空き家の活用に必要な知識や技能を体系的に学習できる機会を提供する「空き家の学校」を開催したほか、令和3年度の空き家・空き地活用バンクの成約件数が、令和2年度の12件から約3倍の34件まで増加するとともに、空き家会議のホームページ上に相続等のコラム掲載するなど、官民連携事業を着実に推進した。 ・一方で、管理不全な状態にある空き家は減少しているものの、空き家の総数は増加していることや、高齢者など身体的・経済的な理由などにより所有者自身による解決が困難な空き家等や不動産市場での流通が難しい未接道などの空き家等への対応が課題になっていることから、さらなる対応策を講じていく必要がある。 <p>【②今後の取組方針:第2次空き家等対策計画に基づく施策の推進】</p> <p>第2次空き家等対策計画の方針のもと、空き家等の「発生予防」と「管理不全化抑制」の推進や、空き家をシェアオフィスやギャラリー等の居住以外の複合的な用途に利用するモデル事業を実施するなど、「宇都宮空き家会議」や関係課等と連携し、官民が一体となって施策の実施を推進していく。</p>
2	空き家等対策地域活動費補助金	好循環P戦略事業	地域が取り組む空き家対策等活動の支援	地域活動団体	補助金の交付 〔発生抑制活動及び適正管理活動〕 10万円を上限に補助 〔有効活用活動〕 40万円を上限に補助	計画どおり	1,200	H26		<p>【①昨年度の評価(成果や課題):空き家等対策に取り組む地域活動団体への支援実施】</p> <ul style="list-style-type: none"> ・有効活用活動について、空き家を活用した地域住民の居場所作りや空き地を活用した地域交流広場整備など、地域による主体的な空き家等対策の活動を支援することができた。 ・地域が空き家等の所有者に同意を得た樹木や生垣の剪定、草刈りを行う適正管理活動等でも利用促進が図られるよう、制度の周知に取り組む必要がある。 <p>【②今後の取組方針:地域活動団体への制度周知】</p> <p>宇都宮市自治会連合会や地域まちづくり組織における会議の場などにおいて、制度の活用事例などを示しながら、引き続き制度の周知に努めていく。</p>
3	空き家等対策補助金	好循環P戦略事業	・危険な空き家の除却促進 ・地域活性化に資する用途への空き家の活用促進	〔老朽危険空き家除却費補助金〕 空き家所有者等 〔再生支援事業補助金〕 地域活動団体、法人、個人	補助金の交付 〔老朽危険空き家除却費補助金〕 補助率3分の2で上限70万円を補助 〔再生支援事業補助金〕 補助率3分の2で上限440万円を補助	計画どおり	14,067	H29		<p>【①昨年度の評価(成果や課題):再生支援事業の実施】</p> <ul style="list-style-type: none"> ・「老朽危険空き家除却費補助金」については、令和2年度より2件多い21件の危険な状態にある空き家が除却され、「再生支援事業補助金」については、令和3年度より補助対象者を地域活動団体から法人、個人にまで拡充したところ、空き家が地域コミュニティスペースや学びの場などの用途に活用された。 ・危険な空き家の除却や空き家の活用により空き家の解消に繋がるよう、さらなる制度の周知に取り組む必要がある。 <p>【②今後の取組方針:相談者等への制度周知】</p> <p>広報紙や市のホームページにおける広報とともに、危険な空き家の除却や空き家の活用について問い合わせのある相談者に対し、補助金の利用を案内するなど、制度の周知に努めていく。</p>

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・空き家等の発生予防と管理不全化の抑制</p> <p>全国的に空き家の数や空き地の面積が増える中、本市においても空き家は増加傾向であるとともに、持ち家がある高齢者の増加により、施設入所や死亡等により管理不全化する可能性があることから、発生予防や管理不全化の抑制に取り組む必要がある。</p> <p>・空き家等の管理不全の解消</p> <p>周囲に迷惑を及ぼす空き家や空き地への改善要求は、市民意識の高まりを背景に依然として高い水準にあることから、国の土地基本方針の見直しや民法等の改正などを踏まえながら、所有者による自己管理を促進するため、空家等対策特別措置法や空き家等条例に基づく指導等の徹底を図る必要がある。</p> <p>また、高齢者など身体的・経済的な理由などにより所有者自身による解決が困難な空き家等や不動産市場での流通が難しい未接道などの空き家等事案への対応について、地域や関係課等と連携して対応していく必要がある。</p> <p>・空き家等の有効活用の促進</p> <p>管理されていない空き家・空き地の増加を防止するため、地域活性化に資する空き家等の活用や行政だけでは解決が難しい問題について、官民が一体となって官民連携事業のさらなる推進に取り組む必要がある。また、空き家等を活用してほしい所有者や空き家等を活用したい自治会からの相談に的確に対応する必要がある。</p>	<p>・空き家等の発生予防と管理不全化の抑制</p> <p>空き家等の管理不全化を防止するため、空き家等の所有者に対する啓発活動を推進するとともに、空き家を早期に発見し、市場への流通を促進する対策に取り組んでいく。また、高齢所有者に対しては、生前対策を推進するなど、地域や関係課と連携して取り組んでいく。</p> <p>・空き家等の管理不全の解消</p> <p>管理不全な空き家や空き地により悪化した生活環境を改善するため、事案に応じて庁内関係課と十分な連携を図りながら指導等の徹底に取り組むとともに、国における法改正や施策等を踏まえながら、相続人が不在などの空き家や空き地に対しては、財産管理制度を活用することなどにより、管理不全な空き家等の解消に取り組んでいく。</p> <p>さらに、諸事情による所有者自身による解決が困難な事案や未接道や狭小地による流通が難しい事案などについて、地域や関係課等と連携しながら、民間事業者等の民間活力も活用して解決に取り組んでいく。</p> <p>・空き家等の有効活用の促進</p> <p>地域活性化に資する空き家等の活用をより一層促進するため、宇都宮空き家会議において、密に意見交換等を行いながら、空き家を居住以外の複合的な用途に転用するモデル事業や空き家等の活用人材の育成・確保等に取り組んでいく。また、所有者等からの相談に的確に対応できるよう、行政において補助制度を周知し、「宇都宮空き家会議」において専門分野のノウハウを活かした活用プランの提案を行うなど、官民が連携して有効活用支援の強化に取り組んでいく。</p>

令和4年度 行政評価 施策カルテ

施策名	⑤ 都市景観の保全・創出
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施策主管課	景観みどり課	総合計画 記載頁	170
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関連するSDGs目標



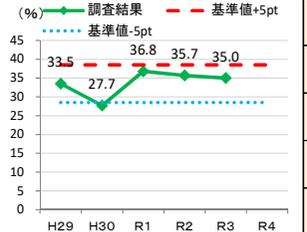

1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	20 暮らしやすく魅力のある都市空間を形成する	基本施策目標	市内の各地域が、その特性に応じた個性や魅力、都市機能を備え、コンパクトで調和のとれた暮らしやすい都市空間が形成されています。
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2 施策の取組状況

施策目標	市民協働により、地域資源を活用し地域特性に応じた良好な都市景観が形成されています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

① 施策指標	指標名(単位)		H30	R1	R2	R3	R4 (目標年)	評価	② 市民満足度の推移		③ 主要な構成事業の進捗状況 ※各事業の詳細は「3 主要な構成事業の状況」を参照						評価の 組合せ																																																											
	産出指標	成果指標	満足	やや満足	満足度(計)	やや不満	不満		わからない	評価																																																																		
景観啓発・景観学習参加者数(人)	単年度目標値	815	615	665	715	765	815	B			<table border="1"> <tr> <th>指標名(単位)</th> <th>満足</th> <th>やや満足</th> <th>満足度(計)</th> <th>やや不満</th> <th>不満</th> <th>わからない</th> <th>評価</th> </tr> <tr> <td>施策の満足度(%)</td> <td>4.4%</td> <td>29.0%</td> <td>33.5%</td> <td>24.2%</td> <td>7.9%</td> <td>28.0%</td> <td rowspan="5">B</td> </tr> <tr> <td>基準値(H29)</td> <td>4.6%</td> <td>23.2%</td> <td>27.7%</td> <td>27.0%</td> <td>5.3%</td> <td>35.6%</td> </tr> <tr> <td>H30</td> <td>4.6%</td> <td>23.2%</td> <td>27.7%</td> <td>27.0%</td> <td>5.3%</td> <td>35.6%</td> </tr> <tr> <td>R1</td> <td>4.4%</td> <td>32.4%</td> <td>36.8%</td> <td>23.8%</td> <td>8.4%</td> <td>26.0%</td> </tr> <tr> <td>R2</td> <td>4.2%</td> <td>31.5%</td> <td>35.7%</td> <td>22.8%</td> <td>6.5%</td> <td>28.0%</td> </tr> <tr> <td>R3</td> <td>4.6%</td> <td>30.5%</td> <td>35.0%</td> <td>20.8%</td> <td>7.1%</td> <td>31.5%</td> <td></td> </tr> <tr> <td>R4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						指標名(単位)	満足	やや満足	満足度(計)	やや不満	不満	わからない	評価	施策の満足度(%)	4.4%	29.0%	33.5%	24.2%	7.9%	28.0%	B	基準値(H29)	4.6%	23.2%	27.7%	27.0%	5.3%	35.6%	H30	4.6%	23.2%	27.7%	27.0%	5.3%	35.6%	R1	4.4%	32.4%	36.8%	23.8%	8.4%	26.0%	R2	4.2%	31.5%	35.7%	22.8%	6.5%	28.0%	R3	4.6%	30.5%	35.0%	20.8%	7.1%	31.5%		R4							
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景観形成重点地区等の指定数(地区)	単年度目標値	10	8	8	9	9	10	B	<table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>中核市水準比較</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市実績</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市順位</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		指標名(単位)	H30	R1	R2	R3	R4	中核市水準比較						本市実績						本市順位						<table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>中核市平均</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市実績</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市順位</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						指標名(単位)	H30	R1	R2	R3	R4	中核市平均						本市実績						本市順位																	
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※【①施策指標】の単年度の達成度の計算について

★ 増進型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 減進型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

施策の評価・分析 (現状とその要因の分析)		総合評価
施策を取り巻く環境等	<ul style="list-style-type: none"> 国においては、「明日の日本を支える観光ビジョン(平成28年3月30日策定)」において「景観の優れた観光資産の保全・活用による観光地の魅力向上」を主要施策のひとつに位置付けている。 また、令和2年度からは「景観改善推進事業」を創設するなど、歴史的なまちなみや自然観光など、地域の個性や特性を生かした魅力ある景観形成を推進している。 本市においても、国の状況を踏まえ、LRT整備に伴う新たな街並みの形成、大谷地域における地域振興及び歴史・文化を活かしたまちづくりの推進など、地域の特性を活かした景観形成に取り組んでおり、強化する必要がある。 	80点
施策指標	<ul style="list-style-type: none"> 景観啓発・景観学習参加者数については、新型コロナウイルス感染対策を行いながらうつのみや百景ツアーや出前講座を開催するほか、隔年開催の「まちなみ景観賞」において、講演会の動画配信や、市民等の投票で選ぶ「Myみや景観部門」を創設したことで、目標を概ね達成することができた。 景観形成重点地区等の指定数については、新たな地区指定にはいたらなかったが、LRT沿線などにおいて、地元協議会等と連携し意見交換や、景観形成に対する検討を実施するなど、目標達成に向けた取り組みを進めることができた。 	概ね順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P 戦略事業 SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	魅力ある都市景観づくりの推進	SDGs 好循環P 戦略事業	良好な景観形成の推進	・市民・事業者・行政	・景観形成重点地区指定等 に向けた取組の推進	計画どおり	440	H20	<p>【①昨年度の評価(成果や課題)】景観形成重点地区指定等に向けた意見交換等の実施 LRT沿線(駅周辺区間)において、ワークショップの意見を踏まえ、住民・事業者・行政が今後の景観形成に向けたイメージを共有するためのバースの作成をはじめ、釜川周辺地区において、地元協議会と連携し、景観形成に関するアンケートを実施するなど、景観形成重点地区指定等に向けた、地元関係者等との意見交換や、景観形成に対する検討を進めることができた。</p> <p>【②今後の取組方針】魅力ある都市景観形成に向けた取組の推進 LRT沿線(駅東口・駅周辺区間)、釜川地区などにおいて、新型コロナウイルス感染症防止対策を行いながら、引き続き、地域住民・団体や関係機関との連携を図り、魅力ある都市景観形成に向けた、景観形成重点地区等の指定や景観づくり活動について地元理解の促進に取り組む。</p>	
2	地域の景観づくり組織等への支援		地域特性を活かした魅力ある都市景観づくりの推進	・景観形成重点地区を目指す団体、又は景観形成重点地区内の市民・事業者、大谷石建築物の所有者	・景観づくりを実施する関係団体等に対する支援を実施 ・大谷石建築物の保全・活用の推進	計画どおり	2,059	活動交付金・整備費補助金 H21 まちなみ景観保全補助金 R3	<p>【①昨年度の評価(成果や課題)】整備費補助金等の制度活用に向けた取組の実施 広報紙やHPの他、自治会回覧や個別訪問による周知を実施したことで、地域特性を活かした魅力ある都市景観づくりに向けた景観整備や大谷石建築物の修繕等に対する支援を実施することができた。</p> <p>【②今後の取組方針】支援制度の周知と活用の促進 ・重点地区等の指定を目指す団体との連携を図りながら、景観づくり活動の内容などの検討を行うほか、重点地区指定済みの地域については、宇都宮市魅力ある都市景観づくり整備費補助金の周知や景観アドバイザーを活用した修繕等への助言を行うなど、地域の特性を生かした良好な景観形成に向けた支援に取り組んでいく。 ・大谷石建築物の修繕やライトアップなどの支援制度の活用事例について、更なる情報発信を実施するなど、本市ならではの魅力ある景観形成に向け、大谷石建築物の保全・活用の推進に取り組んでいく。</p>	
3	都心部道路景観整備事業		都心部道路景観の整備	中心市街地に居住する市民、商店、道路利用者	道路景観整備	計画どおり	3,080	—	<p>【①昨年度の評価(成果や課題)】道路景観整備 ・市道3号線(ユニオン通り)において、道路管理者への引継ぎのため、電線共同溝の台帳整備を完了させた。 ・平成20年度の対象路線見直しから期間が経過し、将来的なLRTの西側への導入や、ウオーカブルなまちづくりなど中心市街地を取り巻く環境の変化に加え、防災意識の高まりなど道路のあり方が過渡期を迎えていることから、優先順位付けの再検討を行う必要がある。</p> <p>【②今後の取組方針】中心市街地の良好な景観を形成する道路整備 次期整備路線の選定について、「道路の景観向上」の観点を基に、関連計画(仮)都心部まちづくりプラン、道路整備プログラム等を踏まえ、客観的な評価を行い、まちづくりの新たなフェーズに沿った地元組織との意見交換等の検討を進める。</p>	
4	景観啓発事業の推進		市民の景観に対する意識の高揚と主体的な取組の促進	・市民・事業者	・うつのみや百景のPR 【隔年開催(R元実施)】 ・まちなみ景観賞の開催 ・講演会の開催	計画どおり	873	景観賞 H4 百景 H14	<p>【①昨年度の評価(成果や課題)】新しい生活様式を踏まえた周知・啓発の実施 ・うつのみや百景ツアーについては、新型コロナウイルスの感染状況を踏まえながら、参加者数の制限やソーシャルディスタンスに配慮しながら徒歩ツアーやバスツアーを適宜開催し、市民が直接景観を感じる機会をつくることにより、景観に対する意識の高揚を図ることができた。 ・パネルの展示や出前講座についても適宜開催し、市民協働による景観づくりに向けた市民参加型の啓発活動を行うことができた。 ・第20回まちなみ景観賞の開催においては、市民等の投票で選ぶ「Myみや景観部門」の創設や、記念講演会の動画配信などを行ったことで、啓発参加人数が増加し、魅力ある景観を広く市民に周知するとともに、都市景観に対する市民意識の高揚を図ることができた。</p> <p>【②今後の取組方針】事業の充実と効果的な啓発 今後も、新型コロナウイルス感染症の状況を踏まえながら、より多くの市民に景観に対する意識啓発を図るため、SNS等を活用した情報発信の充実や、関係団体との連携による、うつのみや百景の推奨回遊ルートの公開など、啓発事業の強化に取り組んでいく。</p>	

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・魅力ある都市景観づくりの推進 特徴ある景観や豊かな自然景観を有している地域の景観形成重点地区等の指定に向けては、当該地区の特性に応じた景観形成の目標・方針や、具体的な基準について、市民・事業者・行政の協働により合意形成を図る必要があるほか、LRT整備に伴い、今後、軌道沿線やトランジットセンター周辺などに、新たな街並みが形成されることから、LRTと調和した沿線の景観や車窓からの良好な眺めの確保に向けて、区間ごとの景観等の特徴を踏まえながら、沿線における魅力ある景観形成の推進を図る必要がある。</p> <p>・地域の景観づくり組織等への支援 地域特性を活かした魅力ある都市景観づくりの推進に向けては、景観形成重点地区に指定済みの地区においても、地域住民等による主体的かつ継続的な活動を推進する必要があるほか、市民にとって貴重な景観資源である大谷石建築物の保全・活用に向け、所有者等の意識啓発に取り組んでいく必要がある。</p> <p>・景観啓発事業の推進 市民の景観に対する意識の高揚と主体的な取組の促進するためには、将来の景観形成を担う次世代の子どもたちに、景観に対する意識をもってもらうことが重要であることから、特に若年を対象とした景観に対する意識づけを図り、より多くの市民に景観に対する意識が向上するよう啓発していく必要がある。</p>	<p>・魅力ある都市景観づくりの推進 景観形成重点地区等の指定に向けては、地元協議会と連携し景観づくりに向けての意見交換や情報提供等に取組み、区内の合意形成を進めていくとともに、指定の機運を高めるための活動交付金等の支援を行い、地域の景観づくりの活性化を図る。 ・また、LRT沿線における景観形成の推進のため、「LRT沿線の景観形成方針」に基づき、区間ごとの景観形成に向けた具体的な手法等を検討するとともに地元住民や関係団体等と連携しながら、建築物や屋外広告物等の適正な規制・誘導を図る。</p> <p>・地域の景観づくり組織等への支援 地域特性を活かした魅力ある都市景観づくりを推進するため、重点地区指定済みの地域についても、補助制度の周知や地元ニーズの把握、景観アドバイザーを活用した修繕等への助言を行うなど、地域の良好な景観形成に向けた支援に取り組んでいくほか、リーフレットや大谷石建築物の修繕・ライトアップなどの支援制度の活用事例を用いて、所有者や事業者の意識啓発を行うことで、景観資源としての大谷石建築物の保全・活用の推進に取り組んでいく。</p> <p>・景観啓発事業の推進 幅広い世代に対する、具体的な景観づくりに向けた市民意識の醸成を促し、まちへの愛着や景観に対する意識向上を図るため、SNS等を活用した情報発信の充実や、中高生に向けた出前講座などの拡充、関係団体との連携による、うつのみや百景の推奨回遊ルートの公開など、啓発事業に取り組んでいく。</p>

令和4年度 行政評価 施策カルテ

施策名	① 安心で快適な住まいづくりの促進
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施策主管課	住宅政策課	総合計画記載頁	173
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関連するSDGs目標	11 住み続けられるまちづくりを
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1 施策の位置付け

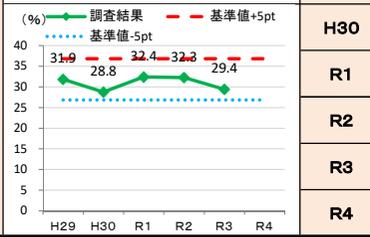
政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	21 快適な住環境と自然豊かな都市環境を創出する	基本施策目標	市民が、良好な居住環境の中で、水と緑に囲まれて快適に暮らしています。
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2 施策の取組状況

施策目標	市民が、安全・安心な住居やそれぞれのニーズに応じた住まい方を選択し、快適に暮らしています。
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指標	まち・ひと・しごと創生総合戦略					
産出						
成果						

① 施策指標	指標名(単位)		H30	R1	R2	R3	R4 (目標年)	評価	② 市民満足度の推移							評価
	満足	やや満足	満足度(計)	やや不満	不満	わからない										
産出指標	旧耐震木造住宅の戸別訪問件数(件)	単年度目標値	1,787	2,239	2,719	3,246	3,728	A	施策の満足度(%) (「満足」と「やや満足」の合計) 基準値(H29) 6.0% 25.8% 31.9% 24.0% 6.7% 31.5%							B
	基準値(H29)	実績値	1,787	2,239	2,719	3,246	H30		3.8%	24.9%	28.8%	24.2%	6.6%	36.6%		
	目標値(R4)	単年度の達成度	100%	100%	100%	100%	R1		6.1%	26.3%	32.4%	20.6%	6.1%	36.1%		
	【参考】旧耐震木造住宅の戸別訪問件数(件)【第6次総合計画策定時】	単年度目標値	1,460	1,620	1,780	1,940	2,100		R2	4.5%	27.8%	32.3%	17.1%	7.9%	36.5%	
成果指標	住宅の耐震化率(%)	単年度目標値	93.0	94.0	95.0	95.0	95.6	B	R3	4.1%	25.4%	29.4%	18.0%	4.8%	42.1%	
	基準値(H28)	実績値	93.3	94.0	94.4	94.7	③ 主要な構成事業の進捗状況 ※ 各事業の詳細は「3 主要な構成事業の状況」を参照							B		
	目標値(R4)	単年度の達成度	100.3%	100.0%	99.4%	99.7%										
	【参考】旧耐震木造住宅の戸別訪問件数(件)【第6次総合計画策定時】	単年度目標値														



① 施策指標	指標名(単位)		H30	R1	R2	R3	R4	評価	中核市水準比較		評価の組合せ
	中核市平均	本市実績	本市順位								
成果指標	住宅の耐震化率(%)	単年度目標値	93.0	94.0	95.0	95.0	95.6	B	中核市水準比較		指標 評価
	基準値(H28)	実績値	93.3	94.0	94.4	94.7					
	目標値(R4)	単年度の達成度	100.3%	100.0%	99.4%	99.7%					
	【参考】旧耐震木造住宅の戸別訪問件数(件)【第6次総合計画策定時】	単年度目標値									

※『①施策指標』の単年度の達成度の計算について

★ 増減型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 減減型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

① 施策指標(産出指標)(成果指標)	A: 達成度100%以上 [25点]	B: 達成度70%以上100%未満 [20点]	C: 達成度70%未満 [15点]	産出指標	A
② 市民意識調査結果(満足度)	A: 基準値より向上(+5pt以上) [25点]	B: 基準値と同水準(±5pt未満) [20点]	C: 基準値より低下(-5pt以下) [15点]	成果指標	B
③ 主要な構成事業の進捗状況	A: 計画以上(構成事業2事業以上が計画以上) [25点]	B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]	C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]	市民満足	B
総合評価	順調: A評価が2つ以上(C評価がある場合を除く) [90点以上]	概ね順調: 主にB評価が3つ以上 [75点以上90点未満]	やや遅れ: C評価が2つ以上(A評価が2つある場合を除く) [75点未満]	構成事業	B

施策の評価・分析 (現状とその要因の分析) 総合評価

施策を取り巻く環境等	<ul style="list-style-type: none"> 国においては、令和3年5月の南海トラフ地震防災対策推進基本計画等の改定を踏まえ、令和3年12月に、「建築物の耐震診断及び耐震改修の促進を図るための基本的な方針」が改定され、新たな目標(住宅は、令和12年までに耐震性が不十分な住宅を概ね解消)が設定され、更なる耐震化の促進が求められている。 県においては、令和3年3月に栃木県建築物耐震改修促進計画(三期計画)が策定され、旧耐震基準の住宅の所有者の高齢化等の個別事情により、耐震化が進まないなど現状を踏まえ、それらを受けた命を守る方策等の新たな取組を行うなど、災害時の危険性を減少させることが求められている。 平成31年1月に耐震改修促進法施行令における組織の項に関する改正があり、既存及び新設の項について、安全対策を促進することが求められている。 国においては、令和3年3月に住生活基本計画(全国計画)が改定され、少子高齢化・人口減少などの既存の課題に加え、「新しい生活様式」や新技術などの昨今の課題等が追加されたところであり、社会情勢の変化や多様化する住宅ニーズに的確に対応した住宅施策の展開が求められている。 本市においては、「人口ビジョン」や「まち・ひと・しごと創生総合戦略」を策定し、出生率の上昇や東京圏からの流入人口の獲得に取り組むとともに、「立地適正化計画」を策定し、公共交通ネットワークとの連携を図りながら、居住や商業など都市の生活を支える機能の立地誘導によるNCCの推進に取り組んでいる。 	総合評価	85点
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施策指標	<ul style="list-style-type: none"> 旧耐震基準の木造住宅が集中する地域を重点的に戸別訪問するなど、住宅の耐震化に向けて、ターゲットを絞った戸別訪問や関係団体との連携による周知活動など、効果的な普及啓発に取り組むことにより、旧耐震木造住宅の戸別訪問件数が目標値に達した。 安全に配慮した住まいづくりの推進のため、住宅・建築物の耐震化に係る補助事業や、補助事業の普及啓発を実施すると共に、長期優良住宅建築等計画認定制度や住宅性能表示制度の活用などにより、住宅の耐震化率は向上しており、安心で快適な住まいづくりが促進された。 	市民満足度	<ul style="list-style-type: none"> 今後発生が予想される南海トラフ地震や首都直下地震など巨大地震発生への切迫性が指摘され、住宅の安全性への関心が高まる中、戸別訪問や通知など、所有者に対する直接的な普及啓発活動により、住宅の耐震化率は着実に上昇しているが、市民満足度は前年度より下落している。今後は、各種制度のより効果的な周知・啓発や利用促進に取り組みながら、市民満足度の更なる向上に向けた支援策の充実に努めていく。 	総合評価	概ね順調
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3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・戦略事業・SDGs	事業の目的	事業内容		事業の進捗	R3概算事業費(千円)	開始年度	日本一施策事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	木造住宅耐震改修補助金		住宅の耐震化促進	昭和56年5月31日以前の基準で建築された木造2階建て以下の一戸建て住宅を所有する個人	耐震改修等費用の一部補助	計画どおり	70,266	H19	<p>【①昨年度の評価(成果や課題):補助制度の活用・普及啓発の実施】</p> <ul style="list-style-type: none"> ・「住宅耐震化緊急促進アクションプログラム」に基づき、戸別訪問やダイレクトメール、広報紙、関係団体による周知等により、危機意識の醸成と補助制度の案内を行った。 ・また、耐震診断により耐震化の必要性があるとされた改修未実施の住宅所有者に対して、電話等により耐震化を促すなどのフォローアップを実施した。 <p>【②今後の取組方針:建物所有者へのフォローアップ】</p> <ul style="list-style-type: none"> ・住宅の耐震化の周知活動については、引き続き、災害時に被害想定が大きいエリア(延焼危険性や避難困難性が高いエリア)にターゲットを絞り、関係団体との連携を図りながら、戸別訪問などにより効果的に取り組む。 ・併せて、補助制度の拡充についても周知活動を実施する。 ・改修未実施の住宅所有者に対しては、既存の当該補助金に加え、令和4年度から補助を拡充した部分改修や耐震シェルター等の制度も活用し、耐震化を促すフォローアップを継続的に実施する。 	
2	ブロック塀等撤去費補助金		ブロック塀等の安全対策の促進	一般通行の用に供する道路等に面する一定の高さを超える塀の所有者等	撤去、補強改修費用の一部補助	計画どおり	15,674	H30	<p>【①昨年度の評価(成果や課題):普及啓発の実施及び補助制度の拡充】</p> <ul style="list-style-type: none"> ・ブロック塀等の安全対策については、全自治会回覧や広報紙、ダイレクトメール等により広く周知を行った。 ・特に、通学路においては、令和2年度のブロック塀等の実態調査結果のフォローアップとして、危険性の高いものから、再調査を実施するとともに、戸別訪問による安全対策への周知を行った。 ・また、ブロック塀等の改修促進を図るため、令和3年度からブロック塀等の再築費用を補助対象としたほか、戸別訪問やダイレクトメール等による補助制度の周知強化の取組により、補助制度の利用促進に繋がった。 <p>【②今後の取組方針:補助制度の周知強化・普及啓発の実施】</p> <ul style="list-style-type: none"> ・実態調査結果に基づき、危険性の高いブロック塀等の所有者に対して、拡充した補助制度を活用できるよう、ダイレクトメールの送付や職員による戸別訪問など普及啓発を強化する。 	
3	ようこそ宇都宮へ マイホーム取得支援事業補助金	好循環P	拠点形成の促進 定住人口の獲得	・都市機能誘導区域等に定住しようとする世帯	・住宅取得費の一部補助 ・制度的確かな周知 ・住宅金融支援機構との連携事業(フラット35の金利優遇)の実施	計画以上	112,250	H26	<p>【①昨年度の評価(成果や課題):拠点形成の促進及び定住人口の獲得】</p> <ul style="list-style-type: none"> ・令和3年度には、居住誘導区域等への定住実績として460件、定住人口は1,288人増加となり、その内、市外からの転入は69件、定住人口は285人増加となるなど、拠点形成の促進を図ることができた。 ・今後、更に事業の目的を達成していく上で、コロナ下における移住・定住動向や、制度の対象となる世帯層の動向等への適切な対応が必要である。 <p>【②今後の取組方針:事業の着実な定着と拡充】</p> <ul style="list-style-type: none"> ・更なる制度の活用が図られるよう、引き続き、市内不動産業者や、東京圏の移住・定住関連窓口、「移住定住アプリ」、「サテライトオフィス」、「PRタイムズ」、「教えてミヤリー」など様々な広報媒体を活用した積極的なPR活動の展開を実施するとともに、令和4年度の「(仮称)宇都宮市住生活マスタープラン」の策定において、令和3年度に実施した本市の住宅事情に係る基礎調査の結果も踏まえ、「新しい生活様式」等の移住・定住支援に係る新たなニーズなどを反映した、居住誘導施策の充実・強化を図る。 	
4	住宅改修補助事業		既存住宅の活用促進及び良質な住宅ストックの形成	自宅の機能・性能向上のために改修工事を行う市民	改修費用の一部補助	計画どおり	40,732	H24	<p>【①昨年度の評価(成果や課題):既存住宅の更なる活用促進】</p> <ul style="list-style-type: none"> ・令和3年度も高齢世帯を中心に、ユニットバスへの交換等による風呂場の段差解消等のバリアフリー工事などの補助実績は419件で、過去最高となった。 ・今後、更に事業の目的を達成していく上で、住生活に係る市民ニーズ等に対応した制度の充実強化により、既存住宅の質の向上を図る必要がある。 <p>【②今後の取組方針:良質な住宅ストックの形成に向けた支援】</p> <ul style="list-style-type: none"> ・引き続き、住み慣れた住宅の性能・機能を向上させることによる、良質な住宅ストックの形成に向けて、リフォーム関連業者への周知を強化するなど、事業の着実な推進に努めていくとともに、令和4年度の「(仮称)宇都宮市住生活マスタープラン」の策定において、令和3年度に実施した本市の住宅事情に係る基礎調査の結果も踏まえ、昨今のトレンドを踏まえた住宅性能の向上など、既存ストックの更なる有効活用に係る新たな施策の充実・強化を図る。 	
5	市営住宅整備事業	好循環P	住宅セーフティネット機能の向上	老朽化した市営住宅	計画的な修繕工事の実施	計画どおり	988,247	-	<p>【①昨年度の評価(成果や課題):市営住宅の機能向上に向けた取組の推進】</p> <ul style="list-style-type: none"> ・令和3年度においても、市営住宅の整備工事や修繕工事を着実に実施したことにより、住宅ストックの機能向上及び長寿命化を図ることができた。 ・また、宝木市営住宅については、団地再生基本計画に基づき、1～3号棟の耐震補強工事や、耐用年数を経過し老朽化が進んでいる29～44号棟の除却工事など、着実な団地再生を推進した。 <p>【②今後の取組方針:宝木市営住宅団地再生事業の着実な推進】</p> <ul style="list-style-type: none"> ・令和4年度は、4～6号棟の耐震補強工事を予定しているところであり、地元自治会や庁内関係課等との連携を図りながら、住民説明会などにおける丁寧な説明や、騒音対策として利用できる休憩室の確保などを行い、入居者の安全を確保しながら、事業に取り組む。 	

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・住宅の耐震改修の促進 耐震化の促進に伴い、一部の耐震性が不十分な住宅について、耐震化の必要性を十分に周知する必要がある。 また、個別事情に合った地震時に命を守る方策についても普及促進し、災害時の住まいの減災化を図る必要がある。</p> <p>・NCC形成に向けた居住の促進 人口減少時代の到来や、コロナ禍における「新しい生活様式」を契機として、地方移住の機運が高まっていること等も踏まえ、NCCの拠点化を促進する必要がある。</p> <p>・住宅ストックの活用促進 既存住宅ストックなどが量的に充足している状況を踏まえ、循環型社会の形成に向け、これらの有効活用を図る必要がある。</p> <p>・住宅セーフティネット機能の向上 少子・超高齢社会の到来を踏まえ、高齢者等の「住宅確保要配慮者」が安心して快適に暮らすための市営住宅の適正な供給や、民間賃貸住宅を活用した、新たな住宅セーフティネットの構築を推進する必要がある。</p>	<p>・住宅の耐震改修の促進 災害時に被害が大きいエリアや旧耐震基準の木造住宅が集中するエリアを重点的に戸別訪問するなど、ターゲットを絞った効果的な普及啓発に取り組むとともに、個別事情に合わせて、住宅内の一室の部分補強や強固な箱型の安全な空間を確保する耐震シェルターの設置など、命を守る方策について普及促進を図る。</p> <p>・NCC形成に向けた居住の促進 「(仮称)宇都宮市住生活マスタープラン」の策定においては、既存の住宅施策の効果・検証を行いながら、「新しい生活様式」等の移住・定住支援に係る新たなニーズなどを反映し、より効果的な住宅施策を検討することで、居住誘導施策の充実・強化を図る。 また、コロナ禍においても補助事業などが活用され、居住誘導区域への定住が促進されるよう、引き続き、Web等を活用しながら効果的なPRに取り組む。</p> <p>・住宅ストックの活用促進 既存住宅の活用促進については、住み慣れた住宅の性能・機能向上はもとより、空き家の流通促進に向け、引き続き、各種制度の利用促進に取り組むなど、快適な住まいづくりの促進に向けた施策の充実・強化を図るとともに、R4の(仮称)宇都宮市住生活マスタープラン策定において、R3に実施した本市の住宅事情に係る基礎調査の結果も踏まえ、脱炭素社会やIoT等の昨今のトレンドを踏まえた住宅性能の向上など、良質な住宅ストック形成に係る新たな施策の充実・強化を図る。</p> <p>・住宅セーフティネット機能の向上 安心して快適な住宅セーフティネットの実現に向け、住宅確保要配慮者のための市営住宅の維持修繕・更新や、民間賃貸住宅の活用など、住宅ストックの充実・強化を図る。</p>

令和4年度 行政評価 施策カルテ

施策名	② 水と緑の保全・創出
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施策主管課	景観みどり課	総合計画 記載頁	173
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関連するSDGs目標

1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	21 快適な住環境と自然豊かな都市環境を創出する	基本施策目標	市民が、良好な居住環境の中で、水と緑に囲まれて快適に暮らしています。
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2 施策の取組状況

施策目標	市民・事業者の主体的な活動により、樹林地の保全や都市緑化が推進され、水と緑が豊かな都市環境が創出されています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

① 施策指標	指標名(単位)		H30	R1	R2	R3	R4 (目標年)	評価	② 市民満足度の推移		③ 主要な構成事業の進捗状況 ※各事業の詳細は「3 主要な構成事業の状況」を参照						評価の 組合せ
	産出指標	成果指標	満足	やや満足	満足度(計)	やや不満	不満		わからない	評価							
緑地保全・緑化推進に係る緑化ボランティア活動者数(人)	単年度目標値		180	190	200	210	220	B		39.5%	37.1%	41.7%	41.4%	40.9%	B		
	基準値(H29)	170	実績値	188	202	201	208			6.3%	33.3%	39.5%	21.6%	5.6%		26.8%	
	目標値(R4)	220	単年度の達成度	104.4%	106.3%	100.5%	99.0%			H30	6.6%	30.5%	37.1%	24.2%		6.1%	29.0%
	単年度目標値									R1	7.1%	34.6%	41.7%	18.7%		6.1%	29.0%
緑地保全・緑化推進に係る活動箇所数(箇所)	単年度目標値		318	323	328	333	338	B	中核市水準比較 中核市平均 本市実績 本市順位	※各事業の詳細は「3 主要な構成事業の状況」を参照						B	
	基準値(H29)	313	実績値	297	301	325	327			H30	R1	R2	R3	R4			
	目標値(R4)	338	単年度の達成度	93.4%	93.2%	99.1%	98.2%										
	単年度目標値																
指標名(単位)	単年度目標値							B	指標名(単位)	※各事業の詳細は「3 主要な構成事業の状況」を参照						指標 評価	
	基準値(H29)																
	目標値(R4)																
	単年度の達成度																

※【①施策指標】の単年度の達成度の計算について

★ 増進型の指標(目標値が基準値より増加することが望ましいもの) $\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$

★ 減進型の指標(目標値が基準値より減少することが望ましいもの) $\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

施策の評価・分析 (現状とその要因の分析)		総合評価
施策を取り巻く環境等	・地球温暖化や生物多様性の保全など「緑」に係る問題が深刻化する中、国においては、緑が有する多様な機能を治水等の防災や潤いのある景観形成等に活用する「グリーンインフラ」の取組を推進しており、SDGsの達成やカーボンニュートラル等に向けた効果も期待されている。 ・本市の市街地の「緑」は宅地開発などにより減少傾向が続いており、緑豊かな都市環境を維持・形成していくためには、行政による取組に加え、市民や事業者等の自主的な活動を促すなどの包括的な取組が必要となっている。 ・都市部における緑空間の保全・活用の更なる推進が求められているなか、本市においても、緑豊かで魅力的なまちづくりが実現できるよう、民間活力を活かした取組が必要となってきている。	80点
施策指標	・緑に係るボランティア活動者数については、高齢化による退会者が増えているが、新型コロナウイルス感染症の影響下にあっても地域での緑化活動等につながる取組を進めたことに加え、ボランティアによる自主的な呼びかけの活発化などにより、概ね目標値を達成することができた。 ・緑化推進に係る活動箇所数については、各種緑化事業におけるPR等により、新たな団体の花苗配布を促進するなど、緑化活動場所の増加に繋げることができた。	市民満足度 概ね順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

№	事業名	好種業P 戦略事業 SDGs	事業の目的	事業内容		事業の 進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	里山・樹林地の保全・整備		都市緑地の適切な維持管理と保全・活用	・都市緑地 約59.0ha 【内訳】 戸祭山緑地 約26.0ha 鶴田沼緑地 30.9ha 上戸祭緑地 約2.1ha	・公有地化した緑地の適切な維持管理 ・先行取得用地の買戻し及び未取得用地の計画的な買収 ・都市計画事業変更に係る事務手続き	計画どおり	514,482	H元	<p>【①昨年度の評価(成果や課題)】都市緑地の保全・活用</p> <ul style="list-style-type: none"> ・(公財)グリーントラストつうつのみやと連携し、計画的・効果的な維持管理を行い、都市緑地の保全に取り組むことができた。 ・市街化区域に残る貴重な里山である鶴田沼緑地における都市計画事業の事業期間が満了を迎えたことから、引き続き保全・活用していくため、利用者の利便性向上のための整備に必要な事業区域の拡大と事業期間を延伸する変更認可を県から取得することができた。 <p>【②今後の取組方針】都市緑地の保全・活用及び未取得用地の計画的な買収</p> <ul style="list-style-type: none"> ・都市緑地として公有地化したまじりのある緑を良好な樹林地として保全していくため、適宜、(公財)グリーントラストつうつのみやと連携しながら、各樹林地の特性を踏まえた管理方法により、効果的かつ適切な維持管理を行っていく。 ・鶴田沼緑地を市民が身近に親しめる憩いの場として活用していけるよう、国庫補助金を活用しながら未取得用地の計画的な買収を進めていく。 	
2	都市緑化の推進		都市緑化の普及啓発と市民協働による緑空間の創出	・市民、事業者 ・民有地、公有地、公共公益施設	・市民・事業者・行政の協働による花いっぱいのもちづくりの促進	計画どおり	4,524	S60	<p>【①昨年度の評価(成果や課題)】事業内容の拡充</p> <ul style="list-style-type: none"> ・都市緑化の推進については、記念樹引換券の見直しや各種緑化緑化事業等におけるPRなど、これまで実施してきた取組の効果により、出生記念樹の引換率および地域緑化花苗の配布数が増加した。 ・中心市街地緑化事業においては、市内の高校や緑化ボランティア等との連携を図りながら、JR宇都宮駅周辺などに華やかな緑空間を創出した。 ・みは通りとユニオン通りにおいては、花苗配布事業の活用や、植替え時のアドバイス等を行うことで、商店街が主体となった緑化活動に繋げることが出来た。 ・市内の小学校等と連携して設置しているまちなか花壇においては、令和4年に行われる「いちご一会とちぎ園体」の実行委員会と連携して事業を実施することで、緑化活動の情報を広く発信することができた。 ・各事業を実施する際は、宇都宮市花と緑のまちづくり推進協議会と連携しながら、随時SNS等による情報発信を行うことで、事業の更なるアピールを図ることが出来た。 <p>【②今後の取組方針】市民、高校生・緑化ボランティア等と連携した効果的な緑化の推進</p> <ul style="list-style-type: none"> ・緑化に対する市民意識の高揚と市民主体による効果的な緑化活動を促進していくため、各種緑化事業がより効果的で効率的な事業となるよう、事業者等への働きかけも含め、検討を行う。 ・中心市街地の魅力づくりや賑わいづくりとなる緑化活動を推進するため、市民、高校生・緑化ボランティア・専門家等との連携を図る。 ・JR宇都宮駅周辺の緑化やまちなか花壇については、園体の開催に合わせて来訪者を意識した華やかな緑空間の創出に努める。 	
3	緑化推進及び緑地保全団体への支援		市民協働による都市緑化の促進と緑地の保全・活用	・宇都宮市花と緑のまちづくり推進協議会 ・(公財)グリーントラストつうつのみや	・花と緑の普及啓発を目的とする団体及び緑豊かなまちづくりを目的とする公益財団への活動費補助	計画どおり	9,377	H13 H3	<p>【①昨年度の評価(成果や課題)】市民主体の緑化事業の推進及び財団と連携した緑地の保全・活用</p> <ul style="list-style-type: none"> ・協議会の会員が地域に密着した形で自主的に緑化活動を行っており、市民主体の緑化推進を支援することができた。 ・財団と連携し、戸祭山緑地等の公有地の保全と活用に取り組むとともに、市の出資法人である財団が適切な運営が行えるよう、支援や情報提供に取り組むことができた。 ・引き続き、新型コロナウイルス感染症の影響下における各団体の運営を支援していく必要がある。 <p>【②今後の取組方針】充実した事業運営等のための支援</p> <ul style="list-style-type: none"> ・より多くの市民が自然の大切さを理解し、緑を保全する活動や緑化を推進する活動に参画できるよう、各種団体等と緊密に連携しながら、戸祭山緑地等の公有地の保全・活用や、各種緑化推進事業に取り組むとともに、適切な団体運営や充実した事業運営が行えるよう、更なる財源の確保や、新型コロナウイルス感染症拡大防止などの必要な支援や情報提供に取り組む。 	
4	緑化の普及啓発		市民の身近な緑化に関する普及啓発	・市民	・緑化の普及啓発のための各種緑化講習会の実施	計画どおり	1,183	S56	<p>【①昨年度の評価(成果や課題)】新型コロナウイルス感染症対策を講じた講習会等の開催</p> <ul style="list-style-type: none"> ・各種緑化講習会については、新型コロナウイルス感染症の影響をふまえて、定員を通常の半数とし、ソーシャルディスタンスを確保するなどの感染防止策を講じながら開催した。 ・市内の専門学校協力のもと、講習会の動画を撮影・配信することで、会場で参加できない市民も含めた受講機会の確保を図ることができた。 <p>【②今後の取組方針】新型コロナウイルス感染症に配慮した受講者獲得の取組</p> <ul style="list-style-type: none"> ・各種緑化事業において緑化講習会のPRを行い、新規受講者増加に取り組むとともに、再受講希望につながるよう、講習内容の充実を図る。 ・感染防止策として受講定員を半数としていることから、開催回数の増加や動画の配信を行うことで受講機会の拡大に努めていく。 	
5	河川愛護活動事業補助金		河川愛護活動の推進	・宇都宮市河川愛護会に所属する河川愛護グループ	・河川愛護活動への支援 ・会報の発行 ・意見交換会の実施	計画どおり	1,918	S45	<p>【①昨年度の評価(成果や課題)】河川愛護活動への支援</p> <ul style="list-style-type: none"> ・河川PR展を開催し、市民が主体的に取り組む河川愛護活動の普及啓発を実施した。 ・新型コロナウイルス感染症の予防対策を徹底し、規模を縮小した上で、宇都宮市河川愛護会設立50周年記念大会を実施した。 ・愛護会参加者の高齢化などによる担い手不足への対応が必要となっている。 <p>【②今後の取組方針】河川愛護グループ活動の活性化の推進</p> <ul style="list-style-type: none"> ・愛護会活動のPRやイベント補助金を活用した普及啓発を行い、河川愛護活動を支援していく。 ・今後も引き続き、新型コロナウイルス感染症の国や県、本市の対応方針を踏まえ、感染予防対策を講じながら、総会等を開催していくとともに、河川愛護グループのメンバーの若返りや愛護活動の活性化に向けて、グループとの意見交換の開催や河川清掃イベントを活用し、新たな担い手の発掘・育成に取り組む。 ・「総合治水・雨水対策」の推進に向けたオープンハウスの周知啓発等の機会を通じ、さらなる河川愛護意識の向上と活動の普及・啓発により、河川愛護活動参加者の増加に向けて取り組む。 	

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・水と緑の担い手となる人材の育成 施策指標は産出・成果の両指標ともに実績値が前年度に比べて増加し、単年度の目標値をほぼ達成するなど概ね順調に推移しているが、ボランティアの高齢化により、活動の主体となる世代に偏りが生じていることから、将来、水と緑が豊かなまちづくりの担い手となる若い世代の人材の確保に向けて、「人づくり」を推進していく必要がある。</p> <p>・企業等との連携強化 企業等のSDGsやカーボンニュートラルに対する関心が高まるなか、興味を持ちながらも参画までは至っていない企業等もあるものと考えられることから、企業との連携強化等についても積極的に働きかけていく必要がある。</p> <p>・まちなかの緑化に向けた計画的な事業の推進 まちなかにおける緑の充実に求められる中、都市に必要な緑空間の保全・創出ができるよう、各種事業の計画的な推進に取り組んでいく必要がある。</p>	<p>・水と緑の担い手となる人材の育成 水と緑に対する市民意識の高揚と市民主体による効果的な緑地保全や緑化推進に向けて、より多くの市民が水と緑の保全や緑化を推進する活動に参画でき、自然の大切さを理解できるよう、各種事業がより効果的な取組となるよう検討を進めるとともに、水と緑の担い手となる人材の確保のため、小学校や保育園・幼稚園等の子どもとその保護者等への学習の機会の提供や支援など、若い世代への普及啓発の充実に取り組んでいく。</p> <p>・企業等との連携強化 より多くの市民が水と緑の保全や緑化推進の大切さを理解できるよう、専門家等との連携の強化に取り組むとともに、自然保護や緑に関心のある企業等からの協力・支援につながるよう、引き続き、周知PRや意識啓発に取り組んでいく。</p> <p>・まちなかの緑化に向けた計画的な事業の推進 より多くの市民が水と緑の保全や緑化推進に係る様々な施策・事業について検討を行い、更なる緑豊かな都市環境の形成に取り組むとともに、民有地の緑地保全や市民協働による緑空間の保全・創出に向けて、引き続き取り組んでいく。</p>

令和4年度 行政評価 施策カルテ

施策名	① 公共交通ネットワークの充実
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施策主管課	交通政策課	総合計画 記載頁	175
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関連するSDGs目標

1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	22	誰もが快適に移動できる総合的な交通ネットワークを構築する	基本施策目標	鉄道やLRT、バス、地域内交通、自動車、自転車、徒歩などのあらゆる交通手段が効果的に連携した、安全・快適で、子どもや高齢者、障がい者など、誰もが利用しやすい交通環境がつけられています。
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2 施策の取組状況

施策目標	鉄道、LRT、バス、地域内交通、自動車、自転車などの交通手段が連携した誰もが利用しやすい交通環境がつけられています。
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指標	まち・ひと・しごと創生総合戦略					
産出	基本目標Ⅲ	交通ネットワークが整備された利便性の高い都市を実現する。				
成果	基本目標Ⅲ	交通ネットワークが整備された利便性の高い都市を実現する。				

① 施策指標	指標名(単位)	H30	R1	R2	R3	R4 (目標年)	評価	
								評価
産出指標	バス走行距離(km/日)	29,125	29,125	29,125	29,125	30,500	B	
	基準値(H28)	29,125	実績値	28,230	27,036	22,112		24,223
	目標値(R4)	30,500	単年度の達成度	96.9%	92.8%	75.9%		83.2%
	単年度目標値							
成果指標	公共交通カバー率(%)	89.9	89.9	90.0	90.0	90.1	A	
	基準値(H28)	84.8	実績値	90.0	90.0	90.5		90.7
	目標値(R4)	90.1	単年度の達成度	100.1%	100.1%	100.6%		100.8%
	単年度目標値							
	基準値(H29)		実績値					
	目標値(R4)		単年度の達成度					

② 市民満足度の推移	指標名(単位)	満足	やや満足	満足度(計)	やや不満	不満	わからない	評価
市民満足度の推移	施策の満足度(%) (「満足」と「やや満足」の合計)	5.5%	15.9%	21.4%	30.4%	30.0%	12.9%	B
	基準値(H29)	3.3%	21.0%	24.3%	29.4%	27.4%	13.6%	
	H30	6.0%	21.9%	27.9%	26.5%	29.4%	11.2%	
	R1	2.8%	22.0%	24.8%	24.6%	24.6%	10.5%	
	R2	2.4%	23.5%	25.9%	25.1%	34.1%	9.8%	
R3								
R4								

③ 主要な構成事業の進捗状況	※ 各事業の詳細は「3 主要な構成事業の状況」を参照						B
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【参考指標】	指標名(単位)	H30	R1	R2	R3	R4	評価の組合せ
本市実績	73.0	75.0	74.0	77.0			
本市順位	26位/52市中	26位/56市中	15位/32市中	11位/29市中			

※『① 施策指標』の単年度の達成度の計算について

★ 通増型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 通減型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

① 施策指標(産出指標)(成果指標)	A: 達成度100%以上 [25点]	B: 達成度70%以上100%未満 [20点]	C: 達成度70%未満 [15点]	産出指標	B	
② 市民意識調査結果(満足度)	A: 基準値より向上(+5pt以上) [25点]	B: 基準値と同水準(±5pt未満) [20点]	C: 基準値より低下(-5pt以下) [15点]	成果指標	A	
③ 主要な構成事業の進捗状況	A: 計画以上(構成事業2事業以上が計画以上) [25点]	B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]	C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]	市民満足	B	
総合評価	順調: A評価が2つ以上(C評価がある場合を除く) [90点以上]		概ね順調: 主にB評価が3つ以上(75点以上90点未満)	やや遅れ: C評価が2つ以上(A評価が2つある場合を除く) [75点未満]	構成事業	B

施策の評価・分析(現状とその要因の分析)		総合評価
施策を取り巻く環境等	<p>交通政策基本法の制定や地域公共交通活性化・再生法の改正により、自治体が主体的にまちづくりと連携した交通施策を推進することが求められている中で、本市が目指すスーパースマートシティの基盤となるNCCの実現に向けて、誰もが住み慣れた地域で安心して暮らしていること、公共交通ネットワークの充実や利便性の向上が求められている。</p> <p>高齢化の進行により、交通事故発生件数に占める高齢者の割合が増加傾向にあることから、高齢者をはじめ、誰もが安全かつ快適に移動できる交通環境の確保に向けて、公共交通ネットワークの充実や交通施設のバリアフリー化などの安全性・利便性の向上が求められている。また、公共交通の安全性・利便性の向上や運行の効率化を図るにあたり、自動運転などの安全運転に係る技術や「MaaS」などのICTを活用したサービスの実用化・実用化が進みつつある。</p> <p>新型コロナウイルス感染症による公共交通利用者のライフスタイルの変化や交通事業者の経営状況の悪化などを踏まえ、引き続き感染症対策を実施しながら、最新のデジタル技術等の実装を進めるなど、官民や分野に捉われない「共創」による持続可能な公共交通ネットワークの構築が求められている。</p>	85点
施策指標	<p>バスの走行距離は、新型コロナウイルス感染症の影響によるバスの減便等により、依然として目標値を下回っているものの、外出自粛が一部緩和されたことに伴い、バスのダイヤ改正(増便)が実施されたことや朝夕の混雑時を中心に、市独自の補助により臨時便を継続して運行させたことで、前年度を上回った。</p> <p>公共交通カバー率は、石井地区における本格運行の開始のほか、一部の区域で地域内交通を先行導入している雀宮地区においても、新に2つの自治会の導入が決定するなど、生活交通確保に向けた取組を交通事業者や地域住民と一体となって取り組んだことにより、目標値を上回っている。</p>	概ね順調
市民満足度	<p>新型コロナウイルス感染症の影響による公共交通を利用することへの不安の払拭を図るため、バス事業者に対しては、バス車内等の「密」回避に向けた臨時便運行の補助を、タクシー事業者に対しては、安全・安心な車内環境の整備に向けた空気清浄機などの導入支援等、感染症対策を実施したほか、市内を運行するバス路線への交通ICカード「totra」の導入や、日中9時～16時のバス1乗車あたりの運賃を最大400円とする上限運賃制度の導入に取り組んできたため、昨年度と比較して、1ポイント上昇した。</p>	

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P 戦略事業 SDGs	事業の目的	事業内容		事業の 進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	LRT整備の推進	SDGs 好循環P 戦略事業	JR宇都宮駅東側のLRTの整備及び駅西側のLRTの導入	市民、沿線関係者、企業	<ul style="list-style-type: none"> ・JR宇都宮駅東側のLRT整備 ・JR宇都宮駅西側のLRT導入に向けた検討 ・LRT事業に関する市民理解の促進 	計画どおり	18,709,559	H6	<p>【①昨年度の評価(成果や課題)】:JR宇都宮駅東側のLRTの整備及び駅西側のLRTの導入の検討</p> <ul style="list-style-type: none"> ・JR宇都宮駅東側について、ルート全線で整備工事の最終段階となるレール敷設などの軌道工事や停留場整備、電車線工事を実施するなど着実に整備を進めた。 ・広報紙や動画など、様々な媒体を活用した「幅広い情報発信」やオープンスクエア、各地区市民センター等における移動型オープンハウスでの直接の意見交換による「双方向の取組」を通じて、まちづくりの効果や整備の進捗状況など、最新の情報を提供するとともに、車両納入を機にライタイン見学会を継続して開催することにより、多くの方に「参加・体験型の取組」を通じて、市民理解の促進及び機運の醸成に取り組んだ。 ・LRT導入後の交通ルールについて、オープンスクエアや出前講座などで説明するとともに、県や県警など関係機関の協力を得ながら、免許センター等でのチラシ設置や映像放映を実施するなど、情報発信に取り組んだ。 ・JR宇都宮駅西側について、整備区間の検討を行うとともに、横通り十文字付近までの導入空間の検討や道路管理者等の関係機関と協議を実施した。 <p>【②今後の取組方針】:JR宇都宮駅東側のLRTの整備及び駅西側のLRTの導入の検討</p> <ul style="list-style-type: none"> ・JR宇都宮駅東側については、引き続き、安全対策を講じながら、レール敷設などの軌道工事や停留場整備、電車線工事などの各種整備に取り組むとともに、芳賀町や宇都宮ライトレール株式会社と連携し、国などの関係機関と調整を行いながら、竣工検査や試運転、運輸開始認可の法定手続きなど、開業に向けた取組を進める。 ・また、開業記念事業やドネーション、ネーミングライツの募集など、市民参加・体験の取組を行うことで、公共交通の利用転換につながるよう機運の醸成を図る。 ・啓発動画や周知チラシを交通安全教室で活用するなど、様々な機会を捉えたLRT交通安全教育に取り組むとともに、YouTube等での周知に加え、県庁の出先機関や関係施設(博物館や道の駅)、免許センター等での映像放映、さらには公共交通利用促進と合わせて交通ルールについて全戸周知を行うなど、引き続き、県や県警など関係機関の協力を得ながら、全市民に対し、幅広く交通ルールの周知啓発を図る。 ・JR宇都宮駅西側のLRT導入については、横通り十文字付近から西側を含め、軌道施設を道路空間に導入した際の影響の調査・検討や、関係機関との協議を実施した上で、整備区間を示し、その後、特許取得に向けた整備に係る各種検討を行うとともに、まちづくりと連携を図りながら、地元商店街やまちづくり関係団体の方々へ事業化に向けた検討状況について説明し、意見交換を行うなど、LRTの導入に向けた機運の醸成を図る。 ・JR宇都宮駅東側における整備の進捗状況、JR宇都宮駅西側の事業化に向けた検討状況について、オープンスクエアや広報紙、動画など、様々な媒体を通じて、分かりやすい情報発信に取り組む。 	
2	バス路線の再編	SDGs 好循環P 戦略事業	LRTや地域内交通と連携した効率的で利便性の高いバス路線の構築	交通事業者	<ul style="list-style-type: none"> ・駅東側におけるLRT導入を見据えたバス路線再編の検討 ・駅西側におけるLRT導入を見据えたバス路線再編の検討 	計画どおり	0	H27	<p>【①昨年度の評価(成果や課題)】:駅東側の再編案に関するバス事業者との概ねの合意形成</p> <ul style="list-style-type: none"> ・再編後のバス路線の経路、便数、ダイヤ等の運行内容について、バス事業者や周辺自治体、教育機関、企業等の関係機関との協議・調整を実施し、バス事業者との概ねの合意形成を図った。 ・再編後のバス路線の運行内容を取りまとめた、「駅東側バス路線再編計画(地域公共交通利便増進実施計画)」の策定に向けて、再編案について、市民理解の促進を図るため、地域住民や企業等の意見・意向を確認する必要がある。 ・LRTの導入やバス路線の再編により、公共交通ネットワークが大きく変化することから、市民が混乱なく利用できるよう、再編後のバス路線について、広く周知を図る必要がある。 ・今後のLRTの開業と合わせたバス路線の再編の実施に向けた準備を着実に進める必要がある。 <p>【①昨年度の評価(成果や課題)】:駅西側のネットワークイメージの具体化に向けた検討</p> <ul style="list-style-type: none"> ・JR宇都宮駅西側のLRT整備の検討状況を踏まえ、LRTとの役割分担について、都心部における交通結節点での発着や運行経路、都心部と拠点間を結ぶ路線の運行本数の検討など、バス路線再編の具体化に向けた取組を進めている。 ・今後予定している駅西側LRTの整備区間の決定を踏まえながら、再編後のバスの運行経路や鉄道駅・トランジットセンターでの結節など、「将来の公共交通ネットワークイメージ」の更なる具体化を図るため、バス事業者などと適宜協議しながら検討を進めていく必要がある。 <p>【②今後の取組方針】:駅東側のバス路線再編の実施</p> <ul style="list-style-type: none"> ・「駅東側バス路線再編計画(地域公共交通利便増進実施計画)」の策定にあたり、地域住民や通勤バスを運行するLRT沿線企業等との意見交換や、パブリックコメントにより広く意見聴取し、適宜、再編計画に反映していく。 ・再編後のバス路線について、広報紙や市ホームページでの周知のほか、住民説明会の開催や、公共交通利用促進運動(MOVE NEXT UTSUNOMIYA)と連携した、パンフレットの全戸配布など、様々な機会を捉えて周知を図っていく。 ・新設路線の運行事業者の選定や、バス停の新設等の準備を進め、LRTの開業と合わせて、バス路線の再編を確実に実施していく。 <p>【②今後の取組方針】:駅西側のネットワークイメージの具体化に向けた検討</p> <ul style="list-style-type: none"> ・駅西側LRTの整備区間や現況のバスの利用実態などを踏まえ、LRTとの適切な役割分担や利用者の乗り継ぎ負担の軽減などの観点から、バス路線再編案について検討を進めるとともに、市内全域のバス路線再編の前提となる「地域公共交通計画」をバス事業者など関係者と適宜協議しながら策定する。 ・鉄道駅やトランジットセンターなど各交通結節点におけるバスの結節について、関係部局と連携を図りながら検討を行う。 	

3	地域内交通の充実	SDGs 好循環P	市民の日常生活における 移動手段の確保	地域住民で組織する運 営協議会	<ul style="list-style-type: none"> ・地域内交通の運行経費等に対する補助 ・地域内交通の利便性の向上と運行の効率化に向けたデジタル技術の活用 ・一部の区域で先行導入している地区における地域内交通導入に向けた支援 ・市街地における生活交通の導入に向けた支援 	計画どおり	148,994	H19	独自性	<p>【①昨年度の評価(成果や課題):地域内交通の運行支援や導入区域拡大支援】</p> <ul style="list-style-type: none"> ・ICTを活用した「地域内交通予約・配車システム」の導入実証実験を行い、効果検証を行った。 ・一部の区域で地域内交通を先行導入している雀宮地区において、地域の運営組織と連携しながら勉強会を行い、新たに2つの自治会の導入が決定した。 ・引き続き、既存導入地区における持続可能な運行に向け、ICTを活用しながら利用者の利便性の向上や運行の効率化を図るとともに、一部区域が先行導入している地区への導入区域拡大のに向けた支援を行うことが必要である。 <p>【①昨年度の評価(成果や課題):生活交通確保に向けた地域の取組支援】</p> <ul style="list-style-type: none"> ・石井地区においては、令和3年4月より「スマイル石井号」や「ぐるっと石井号」を本格運行を開始したことに伴い、高齢者外出支援事業が導入されたほか、目的施設の追加を行い利便性の向上に向けた支援を行った。 ・峰地区や明保地区においては、運行診断の実施や運行ルート(案)の作成などの導入に向けた具体的な取組を支援し、細谷・上戸祭地区においても、勉強会の実施など地域内交通に対する意識醸成への支援を行った。 ・引き続き、各地域の特性や意向に応じた導入支援を行うとともに、今後の導入地区の広がりを見据え、地域の持続的な運営に向けた支援制度の検討を行う必要がある。 <p>【②今後の取組方針:地域内交通の導入支援や運行支援】</p> <ul style="list-style-type: none"> ・地域内交通の持続可能な運行に向けて、「地域内交通予約・配車システム」や「ICカードシステム」の早期導入を進める。導入にあたっては、運行事業者やシステム開発事業者と連携しながら、運行事業者への設置や乗務員への研修、利用者に対する新サービスの説明会の実施など、利用開始時に混乱が生じないよう着実な準備を進めていく。 ・一部の区域で地域内交通を先行導入している清原・雀宮地区における運行区域の拡大に向けて、引き続き地域の実情に応じた支援を行っていく。 <p>【②今後の取組方針:持続的な運行と生活交通確保に向けた地域の取組支援】</p> <ul style="list-style-type: none"> ・検討を進めている峰地区や明保地区、細谷・上戸祭地区に対し、運行ルートの作成やアンケート調査の実施など検討の熟度に応じた各取組を支援する。特に、明保地区については、令和5年2月に運行が開始できるよう、関係機関との調整を行うなど、必要な支援を行っていく。 ・郊外部と市街地における支援体制の相違などを考慮しながら、地域に過度の負担がかからない支援制度を検討していく。
4	交通ICカード導入支援事業	SDGs 好循環P 戦略事業	運賃支払の簡略化と、これに伴う定時性・速達性の向上・乗り継ぎの円滑化など、公共交通の利便性向上	<ul style="list-style-type: none"> ・交通事業者 ・市民等 	<ul style="list-style-type: none"> ・地域内交通へのICカードシステムの導入 ・市民をはじめ、公共交通利用者へのICカード導入に係る周知 	感染症の影響による変更	108,121	H25	先駆的	<p>【①昨年度の評価(成果や課題):地域内交通へのICカードシステムの導入】</p> <ul style="list-style-type: none"> ・世界的な半導体不足の影響により、当初予定していた台数の導入ができなかったものの、システム開発事業者やタクシー事業者と連携しながら、令和4年度上半期中の地域内交通へのICカードシステム導入に向け、機器の開発を実施し、車両への整備を開始することができた。 ・市民の誰もがICカードを利用できるよう、地域内交通へのICカードシステムの円滑な導入を図り、ICカードに係る運営体制を確立するとともに、利用者への周知を徹底する必要がある。 <p>【②今後の取組方針:サービスの運用開始と利用者への周知】</p> <ul style="list-style-type: none"> ・地域内交通へのICカードシステムの円滑な導入が図られるよう、運行事業者やシステム開発事業者と連携を図りながら、速やかに車両への機器の搭載を図るとともに、運行事業者の乗務員への教育・研修の充実を図るなど、着実に準備を進めていく。 ・ICカードで支払った運賃の地域運営組織への円滑な支払いができるよう、地域運営組織、運行事業者、市による「地域内交通ICカード運営協議会」の設立や精算業務のフローを明確化するなど、精算体制を確立する。 ・公共交通利用促進運動「MOVE NEXT UTSUNOMIYA」やバスと地域内交通の乗継割引制度の導入と併せたICカードの利用者への周知を図っていく。

5	公共交通の利用促進	公共交通の利便性向上、利用促進及び感染症拡大防止対策の推進	<ul style="list-style-type: none"> ・市民 ・交通事業者 ・民間企業 	<ul style="list-style-type: none"> ・公共交通の運賃負担軽減策の実施による利便性向上と利用促進 ・公共交通の利便性向上の取組や市民等のライフステージの変化などの機会を捉えた効果的な意識転換・利用転換策の実施 ・感染症拡大防止対策の実施 	計画どおり	79,801	H18	<p>【①昨年度の評価(成果や課題)：バスの上限運賃制度の導入、LRTーバス、地域内交通間の乗継割引制度の制度設計】</p> <ul style="list-style-type: none"> ・日中(9時～16時)のバス1乗車あたりの運賃の上限額を400円に設定した「バスの上限運賃制度」を令和3年6月に導入するとともに、LRTーバスー地域内交通間の乗継割引制度を構築した。 ・LRTーバスー地域内交通間の乗継割引制度の円滑な導入に向け、制度詳細についての事業者との調整や制度概要の周知を図るとともに、更なる運賃負担軽減策の導入に向けた検討を図る必要がある。 <p>【①昨年度の評価(成果や課題)：様々な機会を捉えた公共交通利用への意識転換策の実施】</p> <ul style="list-style-type: none"> ・「バスの上限運賃制度」の導入に併せたモビリティ・マネジメントの実施や、小学生を対象とした「バスの乗り方教室」の開催、バスマップの作成・配布に加え、ICカードの導入や運賃負担軽減策について、様々な媒体を活用した情報発信による公共交通の効果的な意識啓発など、公共交通の利便性向上や更なる利用転換に資する取組を実施した。 ・今後のLRT開業やバス路線再編などの公共交通ネットワークの充実や、LRTーバスー地域内交通間の乗継割引制度の導入による公共交通の利便性向上のタイミングを捉え、公共交通への利用転換につながる意識転換・利用転換策に、より一層取り組む必要がある。 <p>【①昨年度の評価(成果や課題)：感染症拡大防止対策の実施】</p> <ul style="list-style-type: none"> ・バス事業者に対しては、乗り場や車内の状況を踏まえ、バス車内等の「密」回避に効果的な臨時便の運行費の支援を行ったことで、令和4年4月から、通勤・通学時間帯を中心に路線バスの運行本数が87本増えた。 ・タクシー事業者に対しては、安全・安心な車内環境の整備を図るため、空気清浄機などの感染症対策に係る設備の導入費を支援した。 ・地域内交通に対しては、車内での密を避けるため、1台あたりの乗車人数を2名以下とする乗合制限を引き続き実施した。 ・新型コロナウイルス感染症の収束への見通しが不透明であることから、感染状況等を注視しながら、引き続き、感染症拡大防止対策を実施する必要がある。 <p>【②今後の取組方針：LRTーバスー地域内交通間の乗継割引制度の導入】</p> <ul style="list-style-type: none"> ・令和3年度に導入した「バスの上限運賃制度」と併せた、「市内のどこから乗っても乗り継いでも、街ナカまで500円以内」の実現に向けた、LRTーバスー地域内交通間の乗継割引制度の導入に向け、バス事業者、システム機器事業者と最終調整を行い、スムーズな運用開始を図っていく。 ・バスー地域内交通：令和4年上半年 ・LRTーバス、地域内交通：令和5年度 ・乗継割引制度の導入に向け、多様な媒体を活用し、制度開始前の周知徹底を図っていく。 ・「市内のどこから乗っても乗り継いでも、街ナカまで500円以内」の実現に向けた、更なる運賃負担軽減策の導入に向けた検討を図っていく。 <p>【②今後の取組方針：公共交通ネットワークの充実や利便性向上と合わせた意識転換・利用転換策の推進】</p> <ul style="list-style-type: none"> ・公共交通を「つくる」から「つかう」ステージへの躍進をテーマとし、市民や企業の皆様に、公共交通をより身近な存在として感じていただき、一人でも多くの方の利用に結び付け、更なる公共交通の充実につなげていく好循環が創出できるよう、公共交通利用促進運動「MOVE NEXT UTSUNOMIYA」において、市民企業等に対し、効果的な利用転換策を実施していく。 <p>【②今後の取組方針：感染症拡大防止対策の実施】</p> <ul style="list-style-type: none"> ・市民が公共交通を安全・安心に利用できるよう、引き続き、路線バス事業者に対して運行費の支援を行うとともに、タクシー事業者に対してもタクシー車両への感染症対策に係る設備導入への支援を行う。特に、地域内交通車両については、重篤化リスクの高い高齢者が多く利用するため、設備導入を積極的に促していく。 ・乗合制限については、地域内交通連絡会議での意見を踏まえながら、ワクチン接種や感染状況を見極めたうえで、解除について判断する。
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4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<ul style="list-style-type: none"> ・階層性のある公共交通ネットワークの構築と連携強化 NCCの形成に向けて、誰もが安心して快適に移動できる「階層性のある公共交通ネットワーク」を構築するとともに、多様な公共交通間の連携強化を図る必要がある。 ・公共交通の利便性向上 「階層性のある公共交通ネットワーク」の充実に向けて、運賃負担軽減策や多様な交通モードをシームレスにつなぐ仕組み作りなど、公共交通の更なる利便性向上を図る必要がある。 ・公共交通の利用促進 LRTの開業やバス路線の再編を予定する令和4年度は、公共交通を「つくる」ステージから「つかう」ステージへと移行する年度であることから、このタイミングを捉え、SDGsにも大きく貢献する公共交通の利用促進を積極的に図る必要がある。 ・新型コロナウイルス感染症による影響への対応 新型コロナウイルス感染症の影響により、公共交通の利用者数が回復していない状況であることから、引き続き、新型コロナウイルス感染症の影響によるライフスタイルの変容などを踏まえながら、公共交通における感染症拡大防止に取り組み必要がある。 	<ul style="list-style-type: none"> ・階層性のある公共交通ネットワークの構築と連携強化 多様な交通手段の結節機能の強化に向けて、LRTの整備を確実に進めるとともに、LRTに接続するバス路線の再編を実施する。また、鉄道駅やトランジットセンターにおける乗り継ぎ環境の整備や、バスと地域内交通の乗り継ぎポイントとなるバス停の待合環境の整備など、多様な公共交通の接続強化を図る。 ・公共交通の利便性向上 更なる利便性向上に向けて、バスの日中の時間帯に適用される上限運賃制度とあわせて「どこから乗っても、乗り継いでも街中まで500円以内」の利用環境が実現できるよう、LRTーバスー地域内交通間の乗継割引制度を導入を検討するほか、待ち時間の見える化や鉄道やバスに乗り継ぐ際の降車時間指定を可能にする「予約・配車システム」など、新たなサービスの導入を検討していく。 ・公共交通の利用促進 「MOVE NEXT UTSUNOMIYA ～乗らないなんて『もったいない』～」をキャッチフレーズに、本市の公共交通が地域ごとにどのように変わり、便利になるのかなどを知ってもらうため、全世帯にパンフレットを配布するとともに、通勤・通学など日常的な利用が期待できる中学生から高校生に相当する世代や、新たにエコ通勤等に取り組み企業に「totra」を配布するとともに、本市の公共交通ネットワークの利便性を高め、実感してもらうため、乗継割引の実施や、シェアサイクル、電動キックボードの社会実験を実施するなど、市民や企業の皆様に、公共交通をより身近な存在として感じていただき、一人でも多くの方の利用に結び付け、更なる公共交通の充実につなげていく好循環を創出できるよう、公共交通利用促進に取り組み。 ・新型コロナウイルス感染症による影響への対応 引き続き、朝夕の混雑時間帯におけるバスの臨時便運行や、感染症対策に係る設備導入への支援を実施するとともに、高齢者が多く利用する地域内交通車両については、設備導入を積極的に促していく。また、アフターコロナを見据えた公共交通ネットワークの構築に向けて、中長期的には自動運転技術などの公共交通への活用や、バスや電車、タクシーなどのモビリティをひとつのサービスに統合した「MaaS」の導入についても、調査研究を実施していく。

令和4年度 行政評価 施策カルテ

施策名	② 道路ネットワークの充実
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施策主管課	技術監理課	総合計画記載頁	175
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関連するSDGs目標




1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	22	誰もが快適に移動できる総合的な交通ネットワークを構築する	基本施策目標	鉄道やLRT、バス、地域内交通、自動車、自転車、徒歩などのあらゆる交通手段が効果的に連携した、安全・快適で子供や高齢者、障がい者など、誰もが利用しやすい交通環境がつけられます。
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2 施策の取組状況

施策目標	円滑で機能的な道路ネットワークが構築されています。
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指標	まち・ひと・しごと創生総合戦略					
産出	基本目標Ⅲ	交通ネットワークが整備された利便性の高い都市を実現する。				
成果	基本目標Ⅲ	交通ネットワークが整備された利便性の高い都市を実現する。				

① 施策指標	指標名(単位)	H30	R1	R2	R3	R4 (目標年)	評価	② 市民満足度の推移							評価			
								満足	やや満足	満足度(計)	やや不満	不満	わからない					
産出指標	「橋梁長寿命化計画」に基づく修繕橋梁数(橋)	56	59	65	72	81	B								B			
	基準値(H29)	52橋	実績値	56	59	65										68		
	目標値(R4)	81橋	単年度の達成度	100.0%	100.0%	100.0%										94.4%		
	単年度の目標値																	
成果指標	都市計画道路の整備率(%) ※特殊街路を除く	70.9%	71.3%	71.7%	72.5%	72.7%	B	③ 主要な構成事業の進捗状況 ※各事業の詳細は「3 主要な構成事業の状況」を参照							B			
	基準値(H28)	70.8	実績値	70.8%	71.3%	71.6%										71.9%		
	目標値(R4)	72.7%	単年度の達成度	99.9%	100.0%	99.9%										99.2%		
	単年度の目標値																	
【参考指標】	中核市水準比較	都市計画道路整備率(%)																
	中核市平均	68.3	68.9	69.8	70.4													
	本市実績	66.6	67.0	66.7	67.2													
	本市順位	32位/54市中	34位/58市中	35位/60市中	38位/62市中													

※『① 施策指標』の単年度の達成度の計算について

★ 増進型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 減進型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

① 施策指標(産出指標)	A: 達成度100%以上 [25点]	B: 達成度70%以上100%未満 [20点]	C: 達成度70%未満 [15点]	産出指標	B
② 市民意識調査結果(満足度)	A: 基準値より向上(+5pt以上) [25点]	B: 基準値と同水準(±5pt未満) [20点]	C: 基準値より低下(-5pt以下) [15点]	成果指標	B
③ 主要な構成事業の進捗状況	A: 計画以上(構成事業2事業以上が計画以上) [25点]	B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]	C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]	市民満足	B
総合評価	順調: A評価が2つ以上(C評価がある場合を除く) [90点以上]	概ね順調: 主にB評価が3つ以上 [75点以上90点未満]	やや遅れ: C評価が2つ以上(A評価が2つある場合を除く) [75点未満]	構成事業	B

施策の評価・分析 (現状とその要因の分析)

施策を取り巻く環境等	<ul style="list-style-type: none"> 国の道路予算配分については、「国民の安全・安心の確保」、「社会経済活動の確実な回復と経済好循環の加速・拡大」、「豊かで活力ある地方創りと分散型の国づくり」を3本柱とし、各事業に取り組みものとしている。こうした中、地方の道路整備に係る交付金の配分額は横ばいであるものの、国の方針に沿った事業については重点的に予算が配分されており、本市では、防災・減災対策に資する道路づくりや、子どもたちの安全・安心を確保する通学路整備などが該当し、補正予算も含めた財源が配分されている。 また、社会資本整備については、「総力」を挙げたストック効果の最大化や「インフラ経営」の視点に立った既存施設の計画的な維持管理・更新・利活用を図りつつ、波及効果の大きなプロジェクト等を戦略的かつ計画的に展開していくことが求められており、電柱等移設など事業推進においては、関係権利者や関係機関等との調整に期間を要するなど、事業全体的に長期化かつ難易度が増している状況である。 	総合評価	80点	
施策指標	<ul style="list-style-type: none"> 橋梁の維持・管理については、耐震化や長寿命化工事を着実に進めるなど、概ね目標通りに進捗している。 都市計画道路の整備は、路線の重点化を図りながら事業を進めており、目標を概ね達成している。 	市民満足度	<ul style="list-style-type: none"> 道路に関する施策は市民生活に身近なものであり、市政に関する世論調査において重要度の認識は高い。 道路ネットワークについては、各計画に基づき整備を進め、着実・計画的に整備に取り組んでおり、安全性や快適性の向上が図られたが、社会的に大きな影響があった交通事故等が発生したため、交通安全に関する市民の意識が高まり、安全で安心して移動できる道路づくりが一層求められていることなどから、市民満足度が減少した。 	概ね順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・ 戦略事業・ SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	橋りょう維持修繕事業	SDGs 好循環P	地域道路網のより高い安全性・信頼性向上 円滑で機能的な道路ネットワークの構築	市民、道路利用者	・橋りょうの耐震化・維持修繕	計画どおり	614,888	H13	<p>【①昨年度の評価(成果や課題):橋りょうの耐震化・長寿命化】</p> <ul style="list-style-type: none"> ・橋りょうの耐震化を実施したほか、橋りょうの定期点検や令和元年度からの継続事業である鬼怒橋の大規模修繕工事を実施するなど、着実に長寿命化等の推進を図ることができた。 ・今後、急速に進む橋りょうの高齢化や老朽化への、更なる計画的な対応が必要になる。 <p>【②今後の取組方針:計画的な耐震化・維持修繕工事の実施】</p> <ul style="list-style-type: none"> ・今後は、定期点検結果を踏まえた適切な老朽化対策を実施するため「宇都宮市橋梁長寿命化修繕計画」の改定を行い、引続き都市基盤の防災性を強化するため耐震化を図るとともに、維持修繕については定期点検を着実にを行い、その結果を反映させた措置を行うなど、橋りょうの延命化対策を確実に実施していく。 	
2	舗装改良事業	好循環P	道路環境の安全性と信頼性の確保	市民、道路利用者	・計画的な舗装の修繕	計画どおり	1,014,481	H18	<p>【①昨年度の評価(成果や課題):安全・安心な道路通行確保に向けた舗装修繕の実施】</p> <ul style="list-style-type: none"> ・「宇都宮市道路舗装修繕計画」に基づいた、予防保全の対象となる路線の路面調査や修繕を実施するなど、道路環境の安全性の確保に向けた取り組みができた。 <p>【②今後の取組方針:継続的なメンテナンスサイクルの実施】</p> <ul style="list-style-type: none"> ・今後も「宇都宮市道路舗装修繕計画」に基づき、道路特性に応じた路面調査の結果を踏まえ、適時、適切な修繕を行いながら、調査結果や修繕履歴及び宮ココなどの情報の一元化を図り、点検・診断・措置・記録を繰り返す「メンテナンスサイクル」を着実に実施し、道路環境の安全性の確保に取り組んでいく。 	
3	都市計画道路整備事業		都市の骨格を形成する幹線道路の整備	市民・地権者・道路利用者	道路整備・交差点改良・用地取得	計画どおり	855,913		<p>【①昨年度の評価(成果や課題):都市計画道路の整備】</p> <ul style="list-style-type: none"> ・都市間・地域間を結ぶ道路交通の円滑化や安全性・利便性の向上を図るため、宇都宮日光線をはじめとする都市計画道路について、用地取得を行いながら整備を進めるとともに、次期路線の事業化の検討を行った。 ・事業が長期化している路線については、早期の事業完了を目指し、難航地権者と粘り強い用地交渉を行うなど用地取得に努める必要がある。 <p>【②今後の取組方針:NCCの形成に向けた都市計画道路整備】</p> <ul style="list-style-type: none"> ・NCCの形成に向け、拠点間の道路交通機能の充実や、都市防災機能を向上させるため、継続中の路線の早期事業完了を目指すとともに、次期路線の事業化にあたっては、道路整備プログラムと連携し、早期に事業効果が発現できるよう交差点改良などの効率的かつ効果的な整備手法について検討しながら、計画的に事業を推進していく。 	
4	幹線市道整備事業		幹線道路の整備	市民・地権者・道路利用者	道路整備・交差点改良・用地取得	計画どおり	1,025,403		<p>【①昨年度の評価(成果や課題):幹線市道の整備】</p> <ul style="list-style-type: none"> ・市道1160号線をはじめとする幹線市道7路線の整備を実施し、地域間道路交通の円滑化や利便性の向上を図ることができた。 ・市道5340号線(みずほの通り)の4車線供用開始に向けて、橋梁工事や道路築造工事など、計画的な工事発注に取り組んだ。 ・一方で、事業が長期化している路線については、最適な整備手法を検討し事業効果の早期発現を図る必要がある。 <p>【②今後の取組方針:道路ネットワークの充実に向けた道路整備】</p> <ul style="list-style-type: none"> ・交通の円滑化や安全性の確保などの観点から優先順位を決定し、計画的に整備を進めるとともに、局所的な改良や既存道路を活用した道路空間の再配分も検討し、令和4年度作成する道路事業の方針及び実行計画と整備を図りながら事業を推進していく。 	
5	プロジェクト整備事業(関連含む)	戦略事業	プロジェクトとして取り組む道路の整備	市民・地権者・道路利用者	道路整備・交差点改良・用地取得	計画どおり	1,242,412		<p>【①昨年度の評価(成果や課題):プロジェクト関連の道路整備】</p> <ul style="list-style-type: none"> ・プロジェクト事業の完成時期に合わせた円滑な事業推進を図る必要がある。 ・(仮)大谷スマートICの整備に向け用地取得を進めるとともに、周辺道路の円滑な道路交通のために必要となる市道2457号線の道路整備を着実に進めることができた。 ・引き続き、(仮)大谷スマートICの整備に向け用地取得を推進するとともに、通学路の安全対策についても推進する必要がある。 ・大谷振興について交通の円滑化を図るための道路整備に向けた用地測量及び観音橋の架け替えに係る仮橋設置を行った。 <p>【②今後の取組方針:プロジェクトの進捗に合わせた幹線道路整備】</p> <ul style="list-style-type: none"> ・関連するプロジェクトの進捗に合わせ、計画的に事業を推進し、交通の円滑化や地域振興を図るため、未取得地の権利者の理解を得るよう努め、関係機関等と調整を行いながら事業を推進していく。 ・(仮)大谷スマートICの整備に向け、権利者への丁寧な説明により用地取得の推進を図るとともに、周辺道路整備や、地元関係者と組織する「安全対策等検討協議会」との協議を踏まえた通学路の安全対策についても引き続き整備を推進していく。 ・大谷振興についてクランク・狭あい部の解消を図るため、観音橋の架け替えを行い市道の整備を進めていく。 	

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・ N C Cの形成に向けた道路ネットワークの構築 幹線道路の整備については、本市の目指すスーパースマートシティの実現に向けた持続可能なまちづくりの基盤となるN C Cの形成のために重要な施策であり、特に、気候変動の影響により激甚化・頻発化する風水害や切迫する地震災害等において、人・物資等の輸送を支える交通機能などの多様な機能を担うことや、交通事故への対策などによる人優先の安全・安心な道路づくりの実現が求められていることから、引き続き、都市の骨格となる道路ネットワークの形成に向けて、時代のニーズを踏まえ取り組む必要がある。</p> <p>・ 道路の計画的な修繕等の実施による安全性・信頼性の向上 道路の老朽化対策については、高度経済成長期に集中的に整備された施設の老朽化が急速に見込まれることから、予防保全や劣化対策、耐震補強など適正な維持管理による安全性を確保するため、長寿命化に向けた取組を計画的に進めていく必要がある。</p> <p>・ 計画的な事業の推進と道路整備の財源確保 社会資本整備については、事業が長期化している路線において、新たな整備手法を検証し、整備効果を早期に発現するなど改善を図るとともに、国の方針や配分の考え方を踏まえ、計画的な整備に必要な財源を確実に確保していく必要がある。</p>	<p>・ N C Cの形成に向けた道路ネットワークの構築 都市の骨格となる道路ネットワークについては、拠点間及び拠点内の道路交通機能の充実や、都市防災機能や道路の安全性の向上を図るため、道路整備に係る計画を新たに策定するなど、時代のニーズを踏まえ、事業の優先性を判断するとともに、国・県と連携を図りながら効果的かつ計画的に整備を推進する。</p> <p>・ 道路の計画的な修繕等の実施による安全性・信頼性の向上 地域道路網の安全性・信頼性向上や道路環境の安全性・信頼性の確保に向けて、各種修繕計画に基づく定期点検等により確認された修繕が必要な道路施設（橋梁、舗装等）への対策を実施するとともに、調査結果や修繕履歴等を一元管理し、点検・診断・措置・記録を繰り返す「メンテナンスサイクル」の着実な実施などにより、道路環境の安全性の確保に取り組む。</p> <p>・ 計画的な事業の推進と道路整備の財源確保 社会資本整備については、計画的かつ着実に進めるとともに、その路線の課題に応じて、局所的な整備による事業効果の早期発現を図る。また、国の動向を的確に捉えながら、財源の確保に向け必要な要望を行っていく。</p>

令和4年度 行政評価 施策カルテ

施策名	③ 自転車利用環境の充実
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施策主管課	道路建設課	総合計画 記載頁	175
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関連するSDGs目標

1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	22	誰もが快適に移動できる総合的な交通ネットワークを構築する	基本施策目標	鉄道やLRT、バス、地域内交通、自動車、自転車、徒歩などのあらゆる交通手段が効果的に連携した、安全・快適で、子どもや高齢者、障がい者など、誰もが利用しやすい交通環境がつけられています。
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2 施策の取組状況

施策目標	自転車 が安全で快適に、楽しく利用できる環境が整備されています。	指標	まち・ひと・しごと創生総合戦略				
		産出					
		成果					

① 施策指標	産出指標	指標名(単位)						評価	② 市民満足度の推移	指標名(単位)						評価
		H30	R1	R2	R3	R4 (目標年)	満足			やや満足	満足度(計)	やや不満	不満	わからない		
自転車走行空間の整備延長(km)	単年度目標値	43.3	50.5	57.7	64.9	72.1	B		施策の満足度(%) 〔満足〕と〔やや満足〕の合計	基準値(H29)	5.8%	22.2%	28.0%	27.4%	18.3%	20.6%
	基準値(H29)	23.0	45.8	49.9	53.7	59.3			H30	3.8%	20.5%	24.3%	25.1%	20.7%	24.8%	
	目標値(R4)	72.1	105.8%	98.8%	93.1%	91.4%			R1	7.9%	19.6%	27.4%	27.0%	16.2%	24.3%	
	単年度の達成度								R2	3.6%	26.6%	30.2%	23.3%	18.2%	24.0%	
自転車関連する交通事故発生件数	単年度目標値	338	328	318	308	300	C	※ 各事業の詳細は「3 主要な構成事業の状況」を参照	③ 主要な構成事業の進捗状況	B						
	基準値(H29)	354件	409	428	484	443			中核市水準比較	H30	6.9	8.5	9.1	10.8	評価の 組合せ	
	目標値(R4)	300件以下	82.6%	76.6%	65.7%	69.5%			市内の自転車道及び自転車専用通行帯の整備延長(国・県道を含む)(km)	本市実績	18.4	24.2	25.1	37.2		
	単年度の達成度								本市順位	8位/54市中	7位/58市中	8位/60市中	4位/62市中			
成果指標	単年度目標値						C	※ 評価の考え方 ① 施策指標(産出指標)(成果指標) A: 達成度100%以上 [25点] B: 達成度70%以上100%未満 [20点] C: 達成度70%未満 [15点] ② 市民意識調査結果(満足度) A: 基準値より向上(+5pt以上) [25点] B: 基準値と同水準(±5pt未満) [20点] C: 基準値より低下(-5pt以下) [15点] ③ 主要な構成事業の進捗状況 A: 計画以上(構成事業2事業以上が計画以上) [25点] B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] 総合評価 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] 概ね順調:主にB評価が3つ以上 [75点以上90点未満] やや遅れ:C評価が2つ以上(A評価がある場合を除く) [75点未満]	評価の組合せ	指標	評価					
	基準値(H29)								指標	評価						
	目標値(R4)								指標	評価						
	単年度の達成度								指標	評価						

※『① 施策指標』の単年度の達成度の計算について

★ 増進型の指標(目標値が基準値より増加することが望ましいもの)	$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$
★ 減進型の指標(目標値が基準値より減少することが望ましいもの)	$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$

施策の評価・分析 (現状とその要因の分析)		総合評価
施策を取り巻く環境等	<ul style="list-style-type: none"> 自転車は、日常生活における移動手段だけではなく、レジャー・スポーツや健康増進等のツールの1つとして、幅広い用途に活用されており、近年においては、新型コロナウイルス感染症対策に伴う「新しい生活様式」の実践により、自転車通勤の促進など自転車利用に注目が集まっている。 平成29年5月に「自転車活用推進法」が施行され、平成30年6月に国の「自転車活用推進計画」が策定されたことに伴い、全国の自治体において積極的な自転車施策の推進が求められている。 本市においても、令和2年度に「第2次宇都宮市自転車のまち推進計画」を策定したところであり、本計画に基づき、さまざまな公共交通との連携強化や自転車を活用した観光振興(サイクルツーリズム)の推進など幅広く自転車施策を展開していく必要がある。 	70点
施策指標	<ul style="list-style-type: none"> 産出指標については、交通管理者との協議調整を踏まえ、国庫補助金の積極的な活用とコスト縮減に努めながら、道路の幅員や交通量など道路状況に応じて、「自転車専用通行帯の設置」や「矢羽根型の路面表示」などの手法を用いて自転車走行空間の整備を行ったことにより、概ね計画通りの整備延長を達成している。 成果指標については、自転車利用環境の整備を進めているほか、幼児から高齢者までの各世代別に交通安全教育を実施し、交通ルール遵守を図るなど関係機関・団体と連携を図りながら取り組んできたことにより、交通事故発生件数は減少した。 	やや遅れ

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・戦略事業 SDGs	事業の目的	事業内容		事業の進捗	R3 概算 事業費 (千円)	開始 年度	日本一 施策 事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何を)	取組(何を)					
1	自転車のまちづくり推進事業	SDGs 好循環P	自転車の利用・活用の促進	自転車利用者	「第2次宇都宮市自転車のまち推進計画」の策定 ・駐輪環境整備 ・自転車の駅の設置 ・モデルルートの設定	計画どおり	19,040	H15	独自性	<p>【①昨年度の評価(成果や課題)：自転車利用の促進に関わる利用環境の更なる充実】</p> <ul style="list-style-type: none"> 本市の自転車利活用における取組状況や市民ニーズ、自転車を取り巻く環境変化などを踏まえながら、「第2次宇都宮市自転車のまち推進計画」を策定した。 LRT停留場付近の駐輪場について、公有地を活用して計画的に整備を行った。 「サイクル・アンド・バスライド用駐輪場」及び「自転車の駅」について、民間事業者の協力を得ながら、計画的に設置を行った。今後は、利用促進を図るため、PR手法について検討していく必要がある。 モデルルートについては、県や他市町と連携を図り、ルート案の作成や県主催の協議会に参画するなど県主催モデルルートの設定を行った。(令和4年6月決定)今後は、モデルルートを活用するため、路面標示や案内看板の整備などの環境整備について検討していく必要がある。 <p>【②今後の取組方針：官民連携による計画的な事業の推進】</p> <ul style="list-style-type: none"> 「第2次宇都宮市自転車のまち推進計画」に基づき、NCCの形成に向けてLRTやバスなどの公共交通と連携を図るため、LRT停留場やバス停留所付近への駐輪場整備や利用促進に取り組む。 目的地と公共交通を結ぶ末端交通手段の確保や、中心市街地の回遊性向上に向けて、ICTを活用したシェアサイクルの有用性を把握するため、ポートの設置について民間事業者等の協力を受けながら社会実験を行い、ポートの配置や利用料金など利用者が利用しやすい運営方法を検証し、本市にふさわしいシェアサイクルのあり方を検討する。 自転車を活用した観光振興(サイクルツーリズム)を推進するため、県や他市町と連携して広域モデルルートの設定や走行環境等の整備を行うことで利用促進を図る。また、サイクリングルート沿線のコンビニエンスストアや飲食店、公共施設などに「自転車の駅」を設置してきたが、今後は、日常的な自転車利用者も気軽に利用できるよう、サイクリングルート沿線に加え、まちなかなど、「宇都宮ブリッツェン」と連携し、利用者に分かりやすい看板を標示するなど環境整備に取り組んでいく。
2	自転車走行環境整備事業	SDGs 好循環P	自転車利用環境の整備	自転車利用者	道路整備・路面標示	計画どおり	150,768	H17	トップクラス	<p>【①昨年度の評価(成果や課題)：安全で快適な自転車走行空間の整備延伸】</p> <ul style="list-style-type: none"> 「第2次宇都宮市自転車のまち推進計画」に基づき、自転車走行空間(9路線、5568.3m)の整備を行い、本計画に位置付けられる目標延長123.3km(令和12年度末)に向け、計画的に整備を進めるとともに、田川サイクリングロード(1,313m)の整備を行い、自転車利用環境の充実を図ることができた。 本市の自転車専用通行帯規制延長(35.3km)は引き続き全国一位を達成した。 <p>【②今後の取組方針：計画的な自転車走行環境の整備】</p> <ul style="list-style-type: none"> さまざまな公共交通との連携強化や自転車を活用した観光振興(サイクルツーリズム)の推進に向け、さらなる自転車走行空間とサイクリングロードの整備を推進することで市内の回遊性向上や周辺市町へ結ばれる広域的ネットワークを計画的に構築していく。
3	交通安全教育	戦略事業	交通ルールの遵守及び交通マナーの向上	市民	幼児から高齢者までの各年代に応じた交通安全教室の開催	計画どおり	4,681	S49		<p>【①昨年度の評価(成果や課題)：交通ルールの遵守及び交通マナーの向上】</p> <ul style="list-style-type: none"> 幼児から高齢者までを対象とし、成長過程に合わせ、心身の発達段階やライフステージに応じた段階的かつ体系的な交通安全教育を行うとともに、市内の中学校・高校と連携し、入学に伴い慣れない道路を通行する新1年生に対する自転車安全利用予行を活用した交通安全教育を実施することにより、交通ルールの遵守につなげることができた。 新型コロナウイルス感染症の影響によって例年よりも交通安全教室の開催回数が少なかったが、前年度に比べて増加してコロナウイルス流行前の9割程度に回復した。小学4年生対象の自転車免許事業については、全校対面を実施するとともに振り返り学習としてDVD教材を提供した。 民間企業と連携しながら、中高生や高齢者を対象とした交通安全教室を開催したほか、交通安全教室や地域イベント等においてVRを活用して事故の起こりやすい状況を体験させることにより、自転車利用者の危険予測能力を向上させるとともに、交通ルール遵守の重要性を再確認する機会を創出した。 小学校において自転車安全利用に係る動画等のICTを活用した交通安全教室を実施し、児童・教員から「安全な自転車の乗り方が分かった」「動画やDVDを使った交通安全教室が良い」等の評価が得られるなど、ICTを活用した交通安全教育の効果を確認することができた。 令和5年3月のDLRT開業に向け、令和3年度に小学校や企業においてLRT交通安全教室を実施するとともに、LRTの交通ルールや安全通行のための動画の作製に取り組んだ。 本市における交通事故の現状等を踏まえ、子どもや高校生、高齢者、自転車利用者をターゲットとし、新たな手法を用いた交通安全教育を実施する必要がある。 LRTをはじめとする公共交通ネットワークの整備など今後の本市の社会・交通情勢の変化を捉え、LRTに関する交通ルールなどについて、周知を徹底していく必要がある。 <p>【②今後の取組方針：LRTの開業に向けた交通安全教育の集中的実施】</p> <ul style="list-style-type: none"> 引き続き、各世代の特性に応じた教育を行うとともに、子どもや高校生、高齢者、自転車利用者を中心に取り組み対象として、動画やVRなどの手法も交えながら効果的な教育を実施していく。 中高生が中心となって、学校、地域と連携して自転車利用者へ直接呼びかける街頭指導を実施していく。 令和4年4月1日施行の「栃木県自転車の安全で適正な利用の促進に関する条例」の内容について交通安全教室での説明やチラシ配布を通して周知徹底を図っていく。 歩行者・自転車・自動車運転者の立場からのLRTに関する交通ルールなどの周知に向け、庁内関係課、関係機関・団体と連携しながら、特に開業前に集中的に実施していく。
4	サイクルステーションの充実		自転車の魅力発信 自転車乗り活用促進	市民、自転車利用者	「宮サイクルステーション」の運営	計画どおり	9,957	H22		<p>【①昨年度の評価(成果や課題)：宮サイクルステーションの適切な運営】</p> <ul style="list-style-type: none"> 新型コロナの影響もあり、平成28年頃をピークに来館者数は減少していたが、指定管理者である、サイクルスポーツマネージメント(株)と連携し、十分な感染予防対策を行いながら、バンク修理・観光施設や飲食店のチケットセットの販売、rouvy(バーチャル体験)などの自主事業を実施したところ、R3年度は、コロナ前と同程度に来場者が回復した。 来館者数の更なる増加を目指すため、利用者のニーズを把握し、事業に反映していく必要がある。 <p>【②今後の取組方針：利用者ニーズの繁栄による利用者増】</p> <ul style="list-style-type: none"> 今後は、「自転車のまち推進計画」の改訂された計画に基づき、「自転車のまち宇都宮」のさらなる推進を図れるよう、指定管理者と連携を図りながら、多様化するニーズへ対応するための事業内容の改善や自主事業の充実により「自転車のまち宇都宮」の魅力発信し利用者増を目指す。
5	自転車放置防止対策事業		適切な道路通行空間の確保	市民、自転車利用者	・駐輪場の利用促進と放置禁止の周知 ・市内の自転車放置禁止区域・規制区域内の放置自転車撤去	計画どおり	23,582	S63		<p>【①昨年度の評価(成果や課題)：放置防止指導の実施と駐輪場の利用促進】</p> <ul style="list-style-type: none"> 放置防止指導による自転車放置禁止区域等の周知及び、市内高等学校等へ駐輪場の利用促進を図るための周知を行うとともに、「即時撤去」を定期的に変更したことにより放置自転車は減少した。 依然として中心市街地やJR駅周辺では、放置自転車が目撃されるところから、放置自転車のさらなる減少に向けた対応策を検討していく必要がある。 <p>【②今後の取組方針：放置禁止区域等周知及び適正化】</p> <ul style="list-style-type: none"> 今後は、放置禁止区域内の通行空間の確保を図るため、概ね月2回の「即時撤去」実施と併せて、周辺の駐輪場の案内を行うことでの利用率の向上を図っていく。 放置禁止区域等について現況や自転車利用者のニーズを把握し、実態に沿った対策を検討していく。 駐輪場の利便性の向上(多様な決済手段の導入や24時間営業化など)を検討していく。

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・計画的な自転車のまちづくりの推進 「自転車のまち宇都宮」のブランド力や認知度、市民満足度を高めるため、「第2次宇都宮市自転車のまち推進計画」に基づき、各種取組を展開し、自転車利用環境の充実に取り組みとともに、整備した施設等の利用促進に向けて周知を強化する必要がある。</p> <p>・計画的な自転車走行空間整備 自転車による交通事故の減少や、誰もが走行しやすい利便性の高い走行環境を確保するため、引き続き、連続性に配慮しながら自転車走行空間整備を推進していくとともに、観光資源や周辺市町と結ぶ自転車を活用した周遊促進に向けたサイクリングロードを整備する必要がある。</p> <p>・市民や市来訪者に対するLRTに関する交通ルール等の幅広い周知徹底 令和5年3月のLRTの開業に向け、歩行者、自転車、自動車運転者の視点から、交差点や軌道敷等のLRTに関する交通ルールについて周知を徹底していく必要がある。</p> <p>・宮サイクルステーションの充実 宮サイクルステーションについては、自転車のまちのシンボルとして、利用者ニーズを踏まえたサービスの充実や新規利用者の拡充に向けたPRを強化する必要がある。</p> <p>・適正な放置自転車対策の実施 放置自転車対策事業については、駐輪場の利用促進を図り自転車の放置防止対策などに取り組み必要がある。</p>	<p>・計画的な自転車のまちづくりの推進 全国に誇れる「自転車のまち宇都宮」を推進するため、LRT停留場やバス停留所付近への駐輪場整備や、シェアサイクルの導入に向けた社会実験の実施、自転車を活用した観光振興(サイクルツーリズム)など、官民連携を図りながら、環境整備に取り組みとともに、これらの施設の認知度を高め、利用促進につながるよう、周知啓発に取り組んでいく。</p> <p>・計画的な自転車走行空間整備 引き続き、国・県・周辺市町と連携し、安全で快適な自転車走行環境の確保に努めるとともに、さまざまな公共交通との連携強化や、観光拠点等におけるサイクリングロードの整備、周辺市町へ結ばれる広域モデルルート構築などにより、市内の回遊性向上や自転車を活用した観光振興(サイクルツーリズム)の推進に取り組んでいく。</p> <p>・市民や市来訪者に対するLRTに関する交通ルール等の幅広い周知徹底 徒歩・自転車・自動車の立場からの軌道敷に関する交通ルール等の周知に向け、関係機関・団体等と連携しながら、啓発動画や周知チラシを用いた交通安全教室の開催や、市外からの来訪者等に向けたSNS広告を活用した動画配信等によって特に開業前に集中的に周知していく。</p> <p>・宮サイクルステーションの充実 宮サイクルステーションの利用者の増加を図るため、指定管理者によるスポーツバイクセミナーなどの自主事業の充実を指導していくとともに市内外へ「自転車のまち宇都宮」の魅力を発信しPRに努めていく。</p> <p>・適正な放置自転車対策の実施 道路通行空間を確保するため、撤去業務や放置防止指導業務、駐輪場利用案内の周知などによる、自転車の放置防止及び駐輪場の利用促進に努めていくとともに、自転車利用者のニーズを把握し、駐輪場の利便性の向上を検討していく。</p>

令和4年度 行政評価 施策カルテ

施策名	① 安定した上下水道事業の推進
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施策主管課	水道管理課	総合計画記載頁	177
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関連するSDGs目標

1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	23 質の高い上下水道サービスを提供する	基本施策目標	安全・安心な水道水の供給と下水の適正処理が安定的に実施されるとともに、上下水道施設等の整備や維持管理が適切に行われています。また、お客様ニーズを踏まえたサービスの充実が図られています。
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2 施策の取組状況

施策目標	安全・安心な水道水が安定的に供給されているとともに、下水が適正に処理されています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

| ① 施策指標 | 指標名(単位) | | H30 | R1 | R2 | R3 | R4 (目標年) | 評価 | ② 市民満足度の推移 | | ③ 主要な構成事業の進捗状況 ※各事業の詳細は「3 主要な構成事業の状況」を参照
 | | | | | | 評価の組合せ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 水道の漏水調査延長(km) | 単年度目標値 | 1,000 | 1,000 | 1,000 | 1,000 | 400 | 400 | A※1 | | | <table border="1"> <tr> <th>指標名(単位)</th> <th>基準値(H29)</th> <th>満足</th> <th>やや満足</th> <th>満足度(計)</th> <th>やや不満</th> <th>不満</th> <th>わからない</th> <th>評価</th> </tr> <tr> <td>「満足」と「やや満足」の合計</td> <td>H30</td> <td>20.0%</td> <td>39.3%</td> <td>59.3%</td> <td>14.5%</td> <td>4.4%</td> <td>16.7%</td> <td rowspan="4">B</td> </tr> <tr> <td>調査結果</td> <td>R1</td> <td>26.5%</td> <td>36.9%</td> <td>63.4%</td> <td>13.5%</td> <td>4.6%</td> <td>16.3%</td> </tr> <tr> <td>基準値+5pt</td> <td>R2</td> <td>21.6%</td> <td>46.4%</td> <td>68.1%</td> <td>8.8%</td> <td>4.9%</td> <td>14.0%</td> </tr> <tr> <td>基準値-5pt</td> <td>R3</td> <td>20.3%</td> <td>40.9%</td> <td>61.3%</td> <td>11.9%</td> <td>3.7%</td> <td>18.4%</td> </tr> <tr> <td>目標値(R4)</td> <td>※1 400</td> <td>単年度の達成度</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td></td> <td></td> <td>R4</td> <td>18.0%</td> <td>46.2%</td> <td>64.2%</td> <td>10.9%</td> <td>4.6%</td> <td>15.7%</td> <td></td> </tr> <tr> <td rowspan="4">下水道の浸入水調査延長(km)</td> <td>単年度目標値</td> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td rowspan="4">A</td> <td colspan="2" rowspan="4"> <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 上水道普及率(%)</td> <td>①98.5</td> <td>①98.6</td> <td>①98.7</td> <td>①98.8</td> <td></td> </tr> <tr> <td>② 下水道普及率(%)</td> <td>②83.8</td> <td>②84.7</td> <td>②85.0</td> <td>②85.3</td> <td></td> </tr> <tr> <td>中核市水準比較</td> <td>中核市平均</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市実績</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td></td> </tr> <tr> <td>本市順位</td> <td>④40位/64市中</td> <td>④40位/68市中</td> <td>④40位/60市中</td> <td>④22位/62市中</td> <td></td> </tr> </table> </td> <td colspan="6"> <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>水道有収率(%)</td> <td>89.0</td> <td>89.4</td> <td>89.8</td> <td>90.2</td> <td>90.6</td> </tr> <tr> <td>基準値(H28)</td> <td>88.2</td> <td>実績値</td> <td>90.3</td> <td>89.2</td> <td>90.1</td> <td>89.4</td> </tr> <tr> <td>目標値(R4)</td> <td>90.6</td> <td>単年度の達成度</td> <td>101.5%</td> <td>99.8%</td> <td>100.3%</td> <td>99.1%</td> </tr> <tr> <td>下水道有収率(%)</td> <td>69.8</td> <td>69.9</td> <td>70.0</td> <td>70.2</td> <td>70.3</td> </tr> <tr> <td>基準値(H28)</td> <td>68</td> <td>実績値</td> <td>68.9</td> <td>64.6</td> <td>68.4</td> <td>64.2</td> </tr> <tr> <td>目標値(R4)</td> <td>70.3</td> <td>単年度の達成度</td> <td>98.7%</td> <td>92.4%</td> <td>97.7%</td> <td>91.5%</td> </tr> </table> </td> <td colspan="6"> <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 達成度100%以上</td> <td>[25点]</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>② 市民意識調査結果(満足度)</td> <td>A: 基準値より向上(+5pt以上) [25点]</td> <td>B: 基準値と同水準(±5pt未満) [20点]</td> <td>C: 達成度70%未満 [15点]</td> <td></td> <td></td> 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68.1% | 8.8% | 4.9% | 14.0% | 基準値-5pt | R3 | 20.3% | 40.9% | 61.3% | 11.9% | 3.7% | 18.4% | 目標値(R4) | ※1 400 | 単年度の達成度 | 100.0% | 100.0% | 100.0% | 100.0% | | | R4 | 18.0% | 46.2% | 64.2% | 10.9% | 4.6% |
15.7% | | 下水道の浸入水調査延長(km) | 単年度目標値 | 5 | 5 | 5 | 5 | 5 | 5 | A | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 上水道普及率(%)</td> <td>①98.5</td> <td>①98.6</td> <td>①98.7</td> <td>①98.8</td> <td></td> </tr> <tr> <td>② 下水道普及率(%)</td> <td>②83.8</td> <td>②84.7</td> <td>②85.0</td> <td>②85.3</td> <td></td> </tr> <tr> <td>中核市水準比較</td> <td>中核市平均</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市実績</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td></td> </tr> <tr> <td>本市順位</td> <td>④40位/64市中</td> <td>④40位/68市中</td> <td>④40位/60市中</td> <td>④22位/62市中</td> <td></td> </tr> </table> | | 指標名(単位) | H30 | R1 | R2 | R3 | R4 | ① 上水道普及率(%) | ①98.5 | ①98.6 | ①98.7 | ①98.8 | | ② 下水道普及率(%) | ②83.8 | ②84.7 | ②85.0 | ②85.3 | | 中核市水準比較 | 中核市平均 | | | | | 本市実績 | ①98.0 | ①98.0 | ①98.0 | ①98.0 | | 本市順位 | ④40位/64市中 | ④40位/68市中 | ④40位/60市中 | ④22位/62市中 | | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> 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| 68.4 | 64.2 | 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 達成度100%以上</td> <td>[25点]</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>② 市民意識調査結果(満足度)</td> <td>A: 基準値より向上(+5pt以上) [25点]</td> <td>B: 基準値と同水準(±5pt未満) [20点]</td> <td>C: 達成度70%未満 [15点]</td> <td></td> <td></td> </tr> <tr> <td>③ 主要な構成事業の進捗状況</td> <td>A: 計画以上(構成事業2事業以上が計画以上) [25点]</td> <td>B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]</td> <td>C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]</td> <td></td> <td></td> </tr> <tr> <td>総合評価</td> <td>順調:A評価が2つ以上(C評価がある場合を除く) [90点以上]</td> <td>概ね順調:主にB評価が3つ以上 [75点以上90点未満]</td> <td>やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満]</td> <td></td> <td></td> </tr> </table> | | | | | | 指標名(単位) | H30 | R1 | R2 | R3 | R4 | ① 達成度100%以上 | [25点] | | | | | ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) 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| | 指標名(単位) | 基準値(H29) | 満足 | やや満足 | 満足度(計) | やや不満 | 不満 | | | | わからない
 | 評価 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | 「満足」と「やや満足」の合計 | H30 | 20.0% | 39.3% | 59.3% | 14.5% | 4.4% | | | | 16.7%
 | B | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | 調査結果 | R1 | 26.5% | 36.9% | 63.4% | 13.5% | 4.6% | | | | 16.3%
 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 基準値+5pt | R2 | 21.6% | 46.4% | 68.1% | 8.8% | 4.9% | 14.0% | | | |
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| 基準値-5pt | R3 | 20.3% | 40.9% | 61.3% | 11.9% | 3.7% | 18.4% | | | |
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| 目標値(R4) | ※1 400 | 単年度の達成度 | 100.0% | 100.0% | 100.0% | 100.0% | | | R4 | 18.0% | 46.2%
 | 64.2% | 10.9% | 4.6% | 15.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 下水道の浸入水調査延長(km) | 単年度目標値 | 5 | 5 | 5 | 5 | 5 | 5 | A | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 上水道普及率(%)</td> <td>①98.5</td> <td>①98.6</td> <td>①98.7</td> <td>①98.8</td> <td></td> </tr> <tr> <td>② 下水道普及率(%)</td> <td>②83.8</td> <td>②84.7</td> <td>②85.0</td> <td>②85.3</td> <td></td> </tr> <tr> <td>中核市水準比較</td> <td>中核市平均</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>本市実績</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td>①98.0</td> <td></td> </tr> <tr> <td>本市順位</td> <td>④40位/64市中</td> <td>④40位/68市中</td> <td>④40位/60市中</td> <td>④22位/62市中</td> <td></td> </tr> </table> | | 指標名(単位)
 | H30 | R1 | R2 | R3 | R4 | ① 上水道普及率(%) | ①98.5 | ①98.6 | ①98.7 | ①98.8 | | ② 下水道普及率(%) | ②83.8 | ②84.7 | ②85.0 | ②85.3 | | 中核市水準比較 | 中核市平均 | | | | | 本市実績 | ①98.0 | ①98.0 | ①98.0 | ①98.0 | | 本市順位 | ④40位/64市中 | ④40位/68市中 | ④40位/60市中 | ④22位/62市中 | | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>水道有収率(%)</td> <td>89.0</td> <td>89.4</td> <td>89.8</td> <td>90.2</td> <td>90.6</td> </tr> <tr> <td>基準値(H28)</td> <td>88.2</td> <td>実績値</td> <td>90.3</td> <td>89.2</td> <td>90.1</td> <td>89.4</td> </tr> <tr> <td>目標値(R4)</td> <td>90.6</td> <td>単年度の達成度</td> <td>101.5%</td> <td>99.8%</td> <td>100.3%</td> <td>99.1%</td> </tr> <tr> <td>下水道有収率(%)</td> <td>69.8</td> <td>69.9</td> <td>70.0</td> <td>70.2</td> <td>70.3</td> </tr> <tr> <td>基準値(H28)</td> <td>68</td> <td>実績値</td> <td>68.9</td> <td>64.6</td> <td>68.4</td> <td>64.2</td> </tr> <tr> <td>目標値(R4)</td> <td>70.3</td> <td>単年度の達成度</td> <td>98.7%</td> <td>92.4%</td> <td>97.7%</td> <td>91.5%</td> </tr> </table> | | | | | | 指標名(単位) | H30 | R1 | R2 | R3 | R4 | 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | 目標値(R4) | 90.6 |
単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | <table border="1"> <tr> <th>指標名(単位)</th> <th>H30</th> <th>R1</th> <th>R2</th> <th>R3</th> <th>R4</th> </tr> <tr> <td>① 達成度100%以上</td> <td>[25点]</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>② 市民意識調査結果(満足度)</td> <td>A: 基準値より向上(+5pt以上) [25点]</td> <td>B: 基準値と同水準(±5pt未満) [20点]</td> <td>C: 達成度70%未満 [15点]</td> <td></td> <td></td> </tr> <tr> <td>③ 主要な構成事業の進捗状況</td> <td>A: 計画以上(構成事業2事業以上が計画以上) [25点]</td> <td>B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点]</td> <td>C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点]</td> <td></td> <td></td> </tr> <tr> <td>総合評価</td> <td>順調:A評価が2つ以上(C評価がある場合を除く) [90点以上]</td> <td>概ね順調:主にB評価が3つ以上 [75点以上90点未満]</td> <td>やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満]</td> <td></td> <td></td> </tr> </table> | | | | | | 指標名(単位) | H30 | R1 | R2 | R3 | R4 | ① 達成度100%以上 | [25点] | | | | | ② 市民意識調査結果(満足度) 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 | 68.9 | 64.6 | 68.4 | 64.2 | 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | |
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| | ① 上水道普及率(%) | ①98.5 | ①98.6 | ①98.7 | ①98.8 | | | | | |
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| | ② 下水道普及率(%) | ②83.8 | ②84.7 | ②85.0 | ②85.3 | | | | | |
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| 中核市水準比較 | 中核市平均 | | | | | | | | | |
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| 本市実績 | ①98.0 | ①98.0 | ①98.0 | ①98.0 | | | | | | |
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| 本市順位 | ④40位/64市中 | ④40位/68市中 | ④40位/60市中 | ④22位/62市中 | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| ① 達成度100%以上 | [25点] | | | | | | | | | |
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| ② 市民意識調査結果(満足度) | A: 基準値より向上(+5pt以上) [25点] | B: 基準値と同水準(±5pt未満) [20点] | C: 達成度70%未満 [15点] | | | | | | | |
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| ③ 主要な構成事業の進捗状況 | A: 計画以上(構成事業2事業以上が計画以上) [25点] | B: 計画どおり(主に構成事業4事業以上が計画どおり) [20点] | C: 計画より遅れ(構成事業2事業以上が計画より遅れ) [15点] | | | | | | | |
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| 総合評価 | 順調:A評価が2つ以上(C評価がある場合を除く) [90点以上] | 概ね順調:主にB評価が3つ以上 [75点以上90点未満] | やや遅れ:C評価が2つ以上(A評価が2つある場合を除く) [75点未満] | | | | | | | |
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| 指標名(単位) | H30 | R1 | R2 | R3 | R4 | | | | | |
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| 水道有収率(%) | 89.0 | 89.4 | 89.8 | 90.2 | 90.6 | | | | | |
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| 基準値(H28) | 88.2 | 実績値 | 90.3 | 89.2 | 90.1 | 89.4 | | | | |
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| 目標値(R4) | 90.6 | 単年度の達成度 | 101.5% | 99.8% | 100.3% | 99.1% | | | | |
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| 下水道有収率(%) | 69.8 | 69.9 | 70.0 | 70.2 | 70.3 | | | | | |
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| 基準値(H28) | 68 | 実績値 | 68.9 | 64.6 | 68.4 | 64.2 | | | | |
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| 目標値(R4) | 70.3 | 単年度の達成度 | 98.7% | 92.4% | 97.7% | 91.5% | | | | |
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3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・戦略事業・SDGs	事業の目的	事業内容		事業の進捗	R3概算事業費(千円)	開始年度	日本一施策事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	水質検査		水質検査計画に基づき、水質検査を適正に実施し、水道水の高品質化を推進する。	・水道利用者 ・水道水 ・浄水場 ・原水	水質検査の実施	計画どおり	36,878	S53	先駆的 トップクラス	<p>【①昨年度の評価(成果や課題)】:高精度で計画的な水質検査の実施】 ・「水質検査計画」に基づく水質検査を行い、水道水の安全性を確認した。 ・専門別技術研修や内部精度管理を適宜実施し、水道GLP(水道水質検査優良試験所規範)を適切に運用することで、国の外部精度管理に適合するなど、高精度な水質検査を実施することができた。 ・お客様が安心して水道水を利用できるよう、事業場からの化学物質流出や豪雨による急激な水質変動、カビ臭の発生など、水源水質の悪化が認められる場合には、関係課と連携を図りながら、迅速に対応する必要がある。</p> <p>【②今後の取組方針:水質管理の更なる強化】 ・「水質検査計画」に基づき、計画的かつ高精度に水質検査を実施する。 ・「上下水道水質管理基本計画」に基づき、自然災害などにも適切に対応できるように取り組み、水源から蛇口まで、水質管理の維持向上を図っていく。</p>
2	漏水・浸入水調査		漏水・浸入水の早期発見、修繕をすることで、有収率の向上を図る。	・水道利用者 ・水道管 ・下水道利用者 ・下水道管 ・公共用水域	・漏水調査の実施 ・浸入水調査の実施	計画どおり	190,358	S40		<p>【①昨年度の評価(成果や課題)】:計画的な漏水調査の実施】 ・計画的に路面音聴調査などの漏水調査を実施し、早期修繕に努めたが、料金徴収の対象とならない事業用水の影響により、有収率は前年度を下回った。 【②今後の取組方針:継続的な漏水対策の推進】 ・漏水を起因とした事故を抑制するため、漏水の多い管種の漏水調査に取組み、さらなる漏水の早期発見・早期修繕に努めるとともに、事業用水を精査し、合わせて有収率向上を図る。</p>
3	防災対策及び緊急時対応		自然災害に対する体制の確保	・水道利用者 ・被災市民 ・下水道利用者 ・公共用水域	災害時緊急対応の充実	計画どおり	0	S56		<p>【①昨年度の評価(成果や課題)】:災害時緊急対応力の強化】 ・水道においては、「上下水道局危機管理計画」に基づく、応急給水訓練や油流入事故情報伝達訓練を7月に実施した。そのほか、日本水道協会栃木県支部合同による応援要請・情報伝達訓練や応援隊参集・受入訓練などの防災訓練を10月に実施した。 ・下水道においては、「下水道事業業務継続計画」に基づく緊急時対応訓練を7月に実施した。</p> <p>【②今後の取組方針:継続的な災害時緊急対応力の確保】 引き続き自然災害など危機に迅速かつ的確に対応する体制の充実に努める。</p>
4	下水道施設の整備	戦略事業	処理場、ポンプ場、汚水管渠の整備	・下水道の利用者 ・公共用水域	・下水処理場、中継ポンプ場、下水道管渠の整備	計画どおり	1,017,108	S32		<p>【①昨年度の評価(成果や課題)】:処理能力の増強に向けた施設整備、公共下水道の整備面積を拡大】 処理水量の増加に伴い能力増強に向けた施設整備や、「生活排水処理基本計画」に基づく公共下水道の整備を計画的に実施した。</p> <p>【②今後の取組方針:下水道施設の計画的な整備】 ・今後の整備実施区域による処理水量の増加に適切に対応するための施設の増設や、「生活排水処理基本計画」に基づく下水道管渠の整備を計画的に実施していく。</p>
5	上下水道施設の改築更新・耐震化	SDGs 戦略事業	災害や事故に強い上下水道の整備	・水道利用者 ・下水道の利用者 ・公共用水域	・老朽した上下水道施設の改築更新 ・上下水道施設の耐震化	計画どおり	4,405,614	H12		<p>【①昨年度の評価(成果や課題)】:上下水道施設の改築更新、耐震化】 ・老朽化した上下水道施設や管路の更新、耐震化を計画的に実施した。 ・水道においては、老朽配水管の更新を計画的に進めるため、概算数量設計方式を試行導入した。</p> <p>【②今後の取組方針:計画的な改築更新、耐震化の実施】 ・水道においては、引き続き、老朽管更新の現行積算方法と併用し、一部に概算数量設計方式の試行導入を行い、効果等の検証を進めるとともに、更なる効率的な積算方法について検討・活用していく。また、耐震化については、松田新田浄水場以外の耐震化についても検討を進める。 ・下水道においては、施設機能を維持していくため、計画的に改築・更新を実施するとともに、地震等災害時であっても、下水道の基本機能を確保するため、効果的・効率的に耐震化を推進していく。</p>

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・水道水の品質維持と下水道における公共用水域の水質保全 水道においては、水道水の高品質の維持に向けて、事業場からの化学物質流出や豪雨による急激な水質変動、カビ臭の発生など、水源水質の悪化が認められる場合には、関係課と連携を図りながら、迅速に対応する必要がある。また、下水道においては、公共用水域の水質保全に向けて未接続者や事業者への指導など、引き続き適正処理に取り組んでいく必要がある。</p> <p>・上下水道の有収率向上 安定した経営を継続させていくため、水道においては、有収率の向上に向けて、漏水の早期発見による漏水量の削減などに取り組んでいく必要がある。また、下水道においては、浸入水の止水による有収率の向上に向け、効率的な調査・修繕、効果的な予防対策を継続的に取り組んでいく必要がある。</p> <p>・事故や災害に強い上下水道施設の整備 これまでの市域の拡大や人口の急増に伴う水需要の増加等に対応するため、拡張事業等により整備してきた多くの上下水道施設や管路が順次老朽化し、更新時期を迎えることから、施設の計画的な改築・更新が必要となるとともに、大規模地震や水害などの災害に対応するため上下水道施設の強靱化を図るなど、事故や災害に強いライフラインを確立する必要がある。</p>	<p>・水道水の品質維持と下水道における公共用水域の水質保全 安全で安心な水道水の供給のため、引き続き水道GLP(水質検査結果の精度と信頼性の保証を確保するための認定基準)に基づく水質試験を実施する。また、下水道の未接続者への接続指導や事業者への適切な排水の検査及び指導を実施することで、下水道の適正使用及び下水の適正処理を図る。</p> <p>・上下水道の有収率向上 水道においては、漏水の多い管種を中心に漏水調査に取り組み、早期発見・早期修繕に努めるとともに、漏水多発給水管の計画的な布設替えを実施することで有収率の向上を図る。また、下水道においては、スクリーニング調査結果に基づき絞り込みをした区域において、TVカメラにより浸入水箇所を特定し、効果的な止水対策の実施により有収率の向上につながるよう取り組んでいく。</p> <p>・災害や事故に強い上下水道施設の整備 老朽化した上下水道施設や管路については、施設の重要度や劣化による影響などのリスクと中長期的な更新需要やその必要な財源の確保を図りながら、計画的な更新や適正な維持管理を行っていく。また、大規模災害に備え、より広域で多様な支援体制を構築できるよう、関係機関との連携強化を図るとともに、基幹施設・基幹管路の耐震化や浸水対策などの上下水道施設の強靱化の取組を加速化し、安全で安心なライフラインを確保する。</p>

令和4年度 行政評価 施策カルテ

施策名	② 顧客に信頼される経営の推進
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施策主管課	経営企画課	総合計画記載頁	177
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関連するSDGs目標	6 安全な水とトイレを世界中に
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1 施策の位置付け

政策の柱	VI 「交通の未来都市」の実現に向けて	基本施策名	23	質の高い上下水道サービスを提供する	基本施策目標	安全・安心な水道水の供給と下水の適正処理が安定的に実施されるとともに、上下水道施設等の整備や維持管理が適切に行われています。また、お客様ニーズを踏まえたサービスの充実が図られています。
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2 施策の取組状況

施策目標	顧客を重視した経営により、質の高い上下水道サービスが提供されています。
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指標	まち・ひと・しごと創生総合戦略
産出	
成果	

① 施策指標	指標名(単位)	H30	R1	R2	R3	R4 (目標年)	評価
基準値(H28)	2,368	2,802	2,838	2,442	2,767	B	
目標値(R4)	3,000	116.8%	111.3%	90.4%	97.1%		B
単年度目標値						B	
基準値(H29)							B
目標値(R4)						B	
単年度目標値							B
基準値(H28)	68.9	71.7	70.4	70.3	70.7	B	
目標値(R4)	75.0	103.9%	99.9%	97.6%	96.2%		B
単年度目標値						B	
基準値(H29)							B
目標値(R4)						B	
単年度目標値							B

指標名(単位)	満足	やや満足	満足度(計)	やや不満	不満	わからない	評価
② 市民満足度の推移							
施策の満足度(%) ("満足"と"やや満足"の合計)	9.7%	26.0%	35.7%	19.0%	4.4%	35.7%	
基準値(H29)							
H30	9.9%	28.0%	37.9%	18.1%	4.8%	36.6%	B
R1	9.1%	35.1%	44.2%	13.8%	5.9%	31.7%	
R2	7.9%	30.3%	38.2%	15.4%	3.7%	37.2%	
R3	7.4%	29.2%	36.5%	15.2%	3.8%	40.1%	
R4							

③ 主要な構成事業の進捗状況	※ 各事業の詳細は「3 主要な構成事業の状況」を参照					B
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【参考指標】	指標名(単位)	H30	R1	R2	R3	R4	評価の組合せ	
中核市水準比較	営業収支比率(%) ※営業費用が営業収益によってどの程度賄われているかを示す。経営が安定しているほど比率が高い。 【調査対象】 ①水道:中核市のうち給水人口30万人以上の都市 ②下水道:中核市のうち下水道事業が企業会計に移行している都市	中核市平均 ①112.7% ②84.0%	①111.0% ②81.7%	①109.4% ②81.9%	①106.1% ②79.4%			指標 評価
	本市実績	①130.4% ②104.8%	①127.2% ②98.7%	①124.9% ②91.7%	①122.8% ②89.0%			
	本市順位	①6位/38市中 ②12位/40市中	①7位/38市中 ②17位/40市中	①4位/38市中 ②10位/44市中	①4位/38市中 ②11位/40市中			

※【①施策指標】の単年度の達成度の計算について

★ 通増型の指標(目標値が基準値より増加することが望ましいもの)

$$\frac{\text{実績値}}{\text{目標値}} \times 100 (\%)$$

★ 通減型の指標(目標値が基準値より減少することが望ましいもの)

$$\frac{\text{目標値}}{\text{実績値}} \times 100 (\%)$$

※ 評価の考え方	① 施策指標(産出指標)(成果指標)	② 市民意識調査結果(満足度)	③ 主要な構成事業の進捗状況	総合評価	産出指標	成果指標	市民満足	構成事業				
	A: 達成度100%以上 [25点]	A: 基準値より向上(+5pt以上) [25点]	A: 計画以上 (構成事業2事業以上が計画以上) [25点]	順調: A評価が2つ以上 (C評価がある場合を除く) [90点以上]	B: 達成度70%以上100%未満 [20点]	B: 基準値と同水準(±5pt未満) [20点]	B: 計画どおり (主に構成事業4事業以上が計画どおり) [20点]	概ね順調: 主にB評価が3つ以上 [75点以上90点未満]	B	B	B	B
	C: 達成度70%未満 [15点]	C: 基準値より低下(-5pt以下) [15点]	C: 計画より遅れ (構成事業2事業以上が計画より遅れ) [15点]	やや遅れ: C評価が2つ以上 (A評価が2つある場合を除く) [75点未満]								

施策の評価・分析 (現状とその要因の分析)		総合評価
施策を取り巻く環境等	<ul style="list-style-type: none"> 水道法の改正により、水道の基盤の強化、広域連携の推進、官民連携の推進などが求められている。 厚生労働省が策定した「新水道ビジョン」や、国土交通省が策定した「新下水道ビジョン」において、持続可能な上下水道事業を推進するため、アセットマネジメントによる効率的な事業運営等によって健全な経営を推進することが求められている。 人口減少や新型コロナウイルス感染症の影響などによるライフスタイルの変化に伴う水道水の使用状況の変化などから、今後、上下水道事業経営の根幹となる上下水道料金収入の減少が見込まれている。 上下水道事業について顧客の関心や理解度を高め、信頼を構築するために、ISO9001(国際標準化機構が発行した品質マネジメントシステムの国際規格)の理念である「顧客重視」、「継続的改善」を踏まえ、上下水道の情報提供の充実や、多様化する顧客ニーズを的確に把握することが求められている。 	80点
施策指標	<ul style="list-style-type: none"> 上下水道の理解促進に向けた事業への市民参加人数については、新型コロナウイルス感染症によりイベントが一部開催中止となったため、目標値を下回る結果となっているが、オンラインセミナーの導入など、新型コロナウイルス感染症に配慮した事業内容への見直しを図ったことで、令和2年度から増加している。 上下水道サービスに満足している市民の割合は、新型コロナウイルス感染症によりイベントが一部開催中止となったため、目標値を下回る結果となっているが、オンラインの活用や少人数開催でのイベント実施により、令和2年度から微増となっている。 	概ね順調

3 主要な構成事業の状況

※ その他の事業の評価結果については、別途「事業評価一覧」を参照ください。

No.	事業名	好循環P・戦略事業・SDGs	事業の目的	事業内容		事業の進捗	R3概算事業費(千円)	開始年度	日本一施策事業	「①昨年度の評価(成果や課題)」と「②今後の取組方針」
				対象者・物(誰・何に)	取組(何を)					
1	イベント等の開催		上下水道事業全般のPR	市民	お届けセミナー、サマーセミナー、水道週間、下水道いろいろコンクール、PRグッズの製作・配付	感染症の影響による変更	369	S34		<p>【①昨年度の評価(成果や課題)】:セミナーの実施</p> <ul style="list-style-type: none"> 新型コロナウイルス感染症対策に配慮したサマーセミナーの少人数開催や「お届けセミナー(出前講座)」のオンライン化などに取組み、子どもたちの上下水道事業に対する理解・関心を深めることができた。 <p>【②今後の取組方針】:施設見学のオンライン化</p> <ul style="list-style-type: none"> 新型コロナウイルス感染症の影響を受け、現在、受入を中止している上下水道施設見学について、「お届けセミナー」で得たオンライン講座のノウハウを活用した取組を進める。
2	広報紙の発行とSNSを活用した取組		上下水道事業等に関する周知・啓発	市民	上下水道事業に関する情報の提供	計画どおり	14,967	S62		<p>【①昨年度の評価(成果や課題)】:事業等に関する周知・啓発</p> <ul style="list-style-type: none"> 広報紙については、お客様に興味・関心を持ってもらえるようマンガによる特集記事を掲載するなど、分かりやすい紙面づくりに努めたほか、局公式ツイッターを活用した最新の情報発信に取り組み、水道水のおいしさや下水道の役割の重要性を多くのお客様に発信することができた。 上下水道事業の更なるイメージアップが図られるよう、広報媒体の拡充について検討する必要がある。 <p>【②今後の取組方針】:新たな映像コンテンツの制作</p> <ul style="list-style-type: none"> 引き続き、分かりやすく読みやすい広報紙の作成を目指すとともに、新たな広報媒体として、ライトキューブ宇都宮内の給水スポットにデジタルサイネージを設置するとともに、広報用PR動画を制作・放映することにより、上下水道事業の更なるイメージアップに取り組み。
3	水道未加入者の加入促進		水道料金収入の確保	給水区域内の水道未加入者	戸別訪問等による加入勧奨	計画どおり	149	H13		<p>【①昨年度の評価(成果や課題)】:戸別訪問による加入促進の実施</p> <ul style="list-style-type: none"> 加入確約期限(1年)を経過した未加入世帯に対し早期の加入指導を実施し、新たな未加入世帯を抑制するとともに、年間を通じた戸別訪問を継続的に実施したことにより、加入率を伸ばした。【3.1%→4.8%】 新たな取組として、水道加入世帯を対象にアンケート調査を実施し、加入に至った理由等を把握・分析した結果、「井戸枯れが心配だった」、「井戸枯れした」など、井戸水利用に不安を感じて水道に加入した世帯の割合が高かったことから、戸別訪問先抽出の考え方などについての検討を行った。 未加入世帯の多くは井戸水を利用し、水道を必要と考えていないことから、未加入世帯への理解促進を図ることが必要となる。 <p>【②今後の取組方針】:継続した加入促進の徹底</p> <ul style="list-style-type: none"> 現在の取組が一定の成果をあげていることから、引き続き、加入確約期限(1年)を経過した未加入世帯に対して加入促進を徹底するとともに、未加入世帯に対して、水道の優位性などを積極的にアピールし、加入への理解促進を図る。 アンケート調査の分析結果を踏まえ、井戸水利用に不安を感じて水道に加入した世帯の割合が高かった地区の未加入世帯を重点的に訪問し、加入促進を図る。 引き続き、水道加入世帯に対して、アンケート調査を実施し、より効果的・効率的な加入促進策の検討を行う。
4	下水道未接続者の接続促進		公衆衛生の向上及び下水道使用料収入の確保	下水道整備区域内の下水道未接続者(建物所有者)	戸別訪問等による接続指導	計画どおり	244	S40		<p>【①昨年度の評価(成果や課題)】:戸別訪問による接続指導の実施</p> <ul style="list-style-type: none"> 新規整備地区居住世帯に対する工事前説明の徹底や、浄化槽の使用などにより、接続しない世帯に対する年間を通じた戸別訪問を継続的に実施するとともに、下水道の接続指導を強化したことなどにより、昨年同様の接続率となった。【8.5%→8.5%】 新たな取組として接続に至った理由等を把握するため、下水道接続世帯を対象にアンケート調査を実施し、接続に至った理由等を把握・分析した結果、浄化槽等の故障や維持管理を理由にする世帯の割合が高かったことから、戸別訪問先抽出の考え方などについての検討を行った。 浄化槽使用世帯は既に排水処理ができており、下水道の接続指導を受け入れてもらえないことから、浄化槽利用世帯に対して接続のメリットを具体的に説明し、指導することが必要となる。 <p>【②今後の取組方針】:継続した接続指導の徹底</p> <ul style="list-style-type: none"> 引き続き、新規整備地区居住世帯への工事前説明により、新たな未接続世帯を発生させない取組を徹底するとともに、未接続世帯に対して、接続のメリット等を具体的に説明し、接続指導する。 アンケート調査の分析結果を踏まえ、浄化槽の使用年数が15年以上経過した未接続世帯を重点的に接続指導を行い、接続促進を図る。 引き続き、下水道接続世帯に対して、アンケート調査を実施し、より効果的・効率的な接続促進策の検討を行う。
5	水道料金等徴収業務		水道料金等収益の確保と料金負担の公平性遵守	上下水道利用者	督促状の発布・訪問催告・給水停止 など	計画どおり	109,938	T5	トップクラス	<p>【①昨年度の評価(成果や課題)】:引き続き高い収納率の維持・向上</p> <ul style="list-style-type: none"> 厳正な給水停止の執行に加え、使用水量の減少を早期に把握することなどによる無断転居の早期発見により、未収金の発生防止に努めた。 また、スマートフォンアプリによる納付サービスや、口座振替勧奨などにより、納期内納付を推進し、高い収納率を維持した。 市外転出した滞納者などに対して、効果的に債権回収を行う必要がある。 <p>【②今後の取組方針】:未収金の滞納処分強化と新たな収納対策の検討</p> <ul style="list-style-type: none"> 回収不能債権の整理及び徴収停止や分納誓約書等の適正な管理により、居所不明及び低所得者への対応を強化する。 回収困難な債権に対する収納対策として、債権回収の専門家(弁護士会など)への委託など、さらに効果的な収納事務の検討を行う。

4 今後の施策の取組方針

①課題	②取組の方向性(課題への対応)
<p>・お客さまサービスの向上 顧客満足度の高い上下水道サービスを提供するため、顧客重視と継続的改善を意識しながら事業経営に取り組んでいく必要がある。</p> <p>・戦略的な広報広聴活動の推進 顧客が必要とする情報の提供や、幅広い年齢層にとってわかりやすい内容にするなど、効果的な広報広聴活動を展開し、上下水道事業への理解や関心を高めるとともに、顧客に信頼される経営を推進する必要がある。</p> <p>・健全な経営の推進 人口減少による使用水量の減少に伴い、今後、上下水道事業経営の根幹となる上下水道料金収入の減少が見込まれる一方で、老朽化に伴い施設の修繕・更新に多大な費用が必要となることから、健全で持続可能な経営を確立する必要がある。</p>	<p>・お客さまサービスの向上 上下水道事業に対する満足度を高めるためには、お客様や事業者等からの声を収集・蓄積、分析し、顧客ニーズを踏まえた事業の検証や継続的改善につなげる必要があることから、お客様からの声を局内で共有化するための仕組みづくりに取り組むとともに、電話受付や開栓休止などの委託事業の複合化など新たな外部委託の導入に取り組むことにより、顧客サービスの向上を図る。</p> <p>・戦略的な広報広聴活動の推進 上下水道事業への理解と関心をより一層深めてもらい、顧客との信頼関係を構築するため、引き続き、広報活動におけるICT活用などに取り組みながら積極的に情報提供をしていくとともに、より多くの方に対し、本市の水道水のおいしさをPRすることで、更なるイメージアップが図られるよう、ライトキューブ宇都宮に設置する給水スポットの利活用の促進に取り組む。</p> <p>・健全な経営の推進 上下水道の加入・接続促進に努めるとともに、未収金の発生防止や早期収納、滞納処分の強化に取り組むことで、高い収納率を維持していく。また、今後の人口減少に伴う料金収入の減少や施設の更新費用の増大などを見据え、アセットマネジメントに基づき、リスクや長期的な収支計画を踏まえた施設更新などに取り組んでいく。さらに、事業の広域化、民間委託活用の検討など効率的な執行体制の構築に取り組むことで、健全な事業運営を実践していく。</p>

