WAITOMO DISTRICT COUNCIL
2018-28 LONG TERM PLAN

SERVICE LEVELS AND PERFORMANCE MANAGEMENT FRAMEWORK

Groups of Activities

Council carries out a number of activities or functions in order to meet its statutory responsibilities and in response to the aspirations of its District communities. Council's functions are arranged under ten Groups of Activities. These Groups of Activities are shown below:

1. Governance: Leadership and Investments
2. Community Service
3. Community Development
4. Compliance
5. Resource Management
6. Solid Waste Management
7. Stormwater
8. Sewerage and the Treatment and Disposal of Sewerage
9. Water Supply
10. Roads and Footpaths

Performance framework

Purpose

In order to manage and monitor the performance of its activities and the work programmes undertaken by Council and to ensure that its efforts contribute to Council's purpose and Community Outcomes we have developed a Performance Framework. The two key functions of this framework are:

1. To guide Council's efforts and work streams such that the focus is on achievement of Council's purpose and community outcomes.
2. To demonstrate to the community what we are trying to achieve, and how our performance will be measured.

The framework is visualised below:

Elements of the framework

As shown in the diagram, surrounding and underpinning the performance framework is the purpose of Local Government as stated in the Local Government Act 2002 (LGA 2002), which is:

To meet the current and future needs of communities for good quality infrastructure, local public services and performance of regulatory functions in a way that is cost effective for households and businesses.

Council's vision is: 'Creating a better future with vibrant communities and thriving business', which guides everything we do. These are underpinned by our community outcomes, discussed in Section B of this Plan.

Sustainable development is the *way* we do things – and this spans across the key operational elements of the performance framework.

Council's focus areas set the framework in which planning will be carried out, and guides the *how* behind delivering on our vision and community outcomes. These focus areas are:

- Facilitate economic development
- Encourage community connectivity and development
- Good stewardship of assets
- Financial prudence and sustainability

Policy and planning relate to the instruments Council creates to support the strategic elements of the framework. These instruments are Council policies, bylaws, activity management plans, financial strategy, Long Term Plans and Annual Plans.

Council's Groups of Activities is the grouping of the various functions and activities that are carried out by Council. All activities need to demonstrate their contribution to the community outcomes.

The 'coal-face' of the performance framework are the -

- Levels of Service: what the community can expect Council to provide.
- Performance Measures: how success or progress will be measured.
- Performance Targets: the level of performance that Council is aiming for.

Further details of service levels, performance measures and targets are contained within the Groups of Activities section.

Monitoring and Reporting

Achievement against agreed performance targets is monitored monthly at a management level and reported quarterly at governance level. The annual achievement against performance targets is audited and communicated to the community and stakeholders in Council's Annual Report.

GOVERNANCE: LEADERSHIP AND INVESTMENTS

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Effective leadership CO8, CO9	Decision making in compliance with provisions of the Local Government Act 2002.	Number of successful challenges to the decision making process.	0 / Achieved (0)	0	0	0	0	0
Effective leadership CO8, CO9	Consultation is in accordance with the procedures outlined in LGA 2002. Depending on the nature of the consultation, the procedure will either be the Special Consultative Procedure or a process that gives effect to the requirements of section 82 of the LGA 2002.	Number of successful challenges to the decision making process.	0 / Achieved (0)	0	0	0	0	0
Effective leadership CO8, CO9	Effective communication with the community.	Percentage of residents satisfied with the effectiveness and usefulness of Council communications.	≥ 60% / Achieved (95%)	≥ 60%	90%	90%	90%	90%
Effective leadership CO8	Investments are managed prudently and in a manner that promotes the current and future interests of the community.	Analysis of investment financials and activity including investment company reporting statements are reported to Council and made available to the public as applicable.	2 reports per year / Achieved (>2)	2 reports per year	2 reports per year	2 reports per year	2 reports per year	2 reports per year

Waitomo District Council 2018-28
Service Levels and Performance Management Framework
Doc A385239

COMMUNITY SERVICES

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO1, CO2, CO3	High quality Parks and Reserves will be provided.	Percentage of residents satisfied with the quality of Parks and Reserves.	≥ 80% / Achieved (84%)	≥ 80%	≥ 80%	≥ 80%	≥ 80%	≥ 80%
Vibrant Communities CO1, CO2, CO3 Prosperous District CO6, CO7 Effective Leadership CO8	Provision and maintenance of Elderly Persons Housing that meets the needs of the tenants.	Percentage of tenants satisfied with the provision and maintenance of Elderly Persons Housing.	> 65% / Achieved (80%)	> 65%	> 80%	>80%	> 80%	> 80%
Prosperous District CO6, CO7	Quality public amenities will be provided.	Percentage of residents satisfied with the quality of public amenities (Public Toilets and Cemeteries).	≥ 82% / Achieved (88%)	≥ 82%	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Vibrant Communities CO1, CO2, CO3 Prosperous District CO6, CO7 Sustainable Infrastructure CO10	Provision of effective pool facilities for the community.	Percentage of residents satisfied with the quality of the pool facilities and service.	≥ 75% / Achieved (88%)	≥ 77%	≥ 80%	≥ 80%	≥ 80%	≥ 80%
Vibrant Communities CO1, CO2, CO3 Prosperous District CO6, CO7 Effective Leadership CO8 Sustainable Infrastructure CO10	Provision of effective Arts and Culture facilities for the community.	Percentage of residents satisfied with the quality of the Arts and Culture facilities and service.	≥ 79% / Achieved (92%)	≥ 80%	≥ 80%	≥ 80%	≥ 80%	≥ 80%
Sustainable Infrastructure CO10	Council's public facilities are provided	Current Building Warrant Of Fitness (BWOF)	100% / Achieved (100%)	100%	100%	100%	100%	100%

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
	to standards of fitness for use.	for facilities with compliance schedules.						
Sustainable Infrastructure CO10	Pool is safe for use of pool patrons at all times.	Pool accreditation in place.	100% / Achieved (100%)	100%	100%	100%	100%	100%
		Number of pool non complying water quality readings per year.	< 5 / Achieved (0)	< 5	< 2	< 2	< 2	< 2
Prosperous District CO6, CO7	Community education and information provided to build community awareness and preparedness.	The number of residents who understand the need to plan for the ability to survive on their own for 3 days if there was an emergency event.	≥ 45% / Achieved (92%)	≥ 50%	≥ 75%	≥ 75%	≥ 75%	≥ 75%
Prosperous District CO6, CO7	WDC is resourced and staff trained to a level sufficient to efficiently operate the Civil Defence Headquarters during an emergency	One major training exercise involving Civil Defence HQ staff will be held per year	One exercise per year / Achieved (1)	One exercise per year	One exercise per year	One exercise per year	One exercise per year	One exercise per year
Sustainable Infrastructure CO10	Playground equipment is safe to use for parks and reserves playground users.	Number of accidents directly attributable to playground equipment failure.	Nil accidents / Achieved (Nil accidents)	Nil accidents	Nil accidents	Nil accidents	Nil accidents	Nil accidents

COMMUNITY DEVELOPMENT

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO1, CO2, CO3 Effective Leadership CO8	Provide assistance for community support activities.	Advertisement and administration of all WDC Funding Rounds as per the Community Development Fund Policy.	100% Compliance / Achieved (100%)	100% Compliance	100% Compliance	100% Compliance	100% Compliance	100% Compliance
Vibrant Communities CO3 Effective Leadership CO8	Support the positive development of youth within the District.	Youth Council meet with Council once per year.	1 per annum / Achieved (verbal submissions)	1 per annum	1 per annum	1 per annum	1 per annum	1 per annum
		Youth Council undertakes two youth related projects per year.	2 per annum / Achieved (2)	2 per annum	2 per annum	2 per annum	2 per annum	2 per annum
Vibrant Communities CO1 Prosperous District CO6 Effective Leadership CO8	Council will support major District events that build community pride and raise the District's profile.	Council provide support for major District events.	One Major event (the Muster) and one minor event (the Christmas Parade) / Achieved (1 major, 1 minor)	One Major event (the Muster) and one minor event (the Christmas Parade)	2 per annum	2 per annum	2 per annum	2 per annum
Vibrant Communities CO1, CO2 Effective Leadership CO8	Provision of comprehensive library facilities for the community.	Percentage of residents satisfied with the quality of the library facilities and service.	≥ 85% / Achieved (94%)	≥ 85%	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Prosperous District CO6, CO7 Effective Leadership CO8	Council will encourage and support sustainable economic development opportunities within the District.	Enhance the promotion of the District with the support of Hamilton Waikato Tourism through taking up District promotion opportunities in key publications and industry events.	> 4 / Achieved (>9)	> 4	> 4 promotion opportunities taken up	> 4 promotion opportunities taken up	> 4 promotion opportunities taken up	> 4 promotion opportunities taken up
		Involvement in economic development initiatives alongside Waikato Means Business.	Actions implemented as per Economic Development Action Plan. / Achieved	Actions implemented as per Economic Development Action Plan	1 initiative per annum	1 initiative per annum	1 initiative per annum	1 initiative per annum

COMPLIANCE

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Prosperous District CO6, CO7	All food and alcohol retail premises are appropriately registered and licensed.	Percentage of food and alcohol premises that are licensed or registered.	100% / Achieved (100%)	100%	100%	100%	100%	100%
Prosperous District CO6, CO7	Provision of an effective environmental health service for the community.	Percentage of residents satisfied with the provision of the Environmental Health Service.	> 50% / Achieved (91%)	> 50%	> 85%	> 85%	> 85%	> 85%
Prosperous District CO6, CO7	Building consents and project information memoranda (PIMs) processed within 20 working days.	The percentage of building consents and PIMs processed within 20 working days.	90% / Achieved (100%)	90%	100%	100%	100%	100%
Prosperous District CO6, CO7	Council will process, inspect and certify building work in the Waitomo District.	WDC maintains building control systems and process to meet IANZ Audit requirements.	BCA accreditation achieved / Achieved	BCA accreditation maintained	BCA accreditation achieved	BCA accreditation maintained	BCA accreditation achieved	BCA accreditation maintained
Prosperous District CO6, CO7 Effective Leadership CO8	Provision of an effective building control service to the community.	Percentage of users satisfied with the provision of the Building Control service.	> 50% / Achieved (88%)	> 50%	> 75%	> 75%	> 75%	> 75%
Prosperous District CO6, CO7	Council meets its obligations under the Dog Control Act 1996.	Percentage of Special Owner Status properties inspected per year.	Urban 100%, Rural 15% / Achieved (Urban 100%, Rural 5.7%) *as per Council resolution*	Urban 100%, Rural 20%	100%	100%	100%	100%
Prosperous District CO6, CO7	Provision of an effective Animal Control service.	Percentage of residents satisfied with the provision of the Animal Control service.	≥ 50% / Achieved (78%)	≥ 50%	≥ 75%	≥ 75%	≥ 75%	≥ 75%
Prosperous District CO6, CO7	Dog Owners are well informed of their responsibilities and WDC Support.	Number of Dog/Owner Education initiatives.	≥ 2 / Achieved (2)	≥ 2	≥ 2	≥ 2	≥ 2	≥ 2

SOLID WASTE MANAGEMENT

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO5 Effective Leadership CO8 Sustainable Infrastructure CO10	Provision of safe solid waste facilities within the District.	Percentage of users that rate the safety of facilities (landfill and rural transfer stations) as satisfactory or better	75% / Achieved (95%)	75%	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Vibrant Communities CO5 Effective Leadership CO8 Sustainable Infrastructure CO10	Provision of effective solid waste management services for the community.	Average number of complaints received per month regarding solid waste activities.	≤ 10 / Achieved (1.9)	≤ 10	≤ 10	≤ 10	≤ 10	≤ 10
		Percentage of users satisfied with the provision of waste management facilities (landfill and rural transfer stations).	60% / Achieved (88%)	60%	80%	80%	80%	80%
Vibrant Communities CO5 Sustainable Infrastructure CO10	To work towards the waste minimisation outcome	Percentage reduction per annum in quantity of recyclables (like paper and plastics) in bag collection that goes to landfill.	2.0% / Not Achieved (1.57% reduction)	2.0%	1.0%	1.0%	1.0%	1.0%
		Percentage reduction per annum in quantity of organic waste (like food scraps) in bag collection that goes to landfill.	1.5% / Not Achieved (2.75% increase)	1.5%	1.0%	1.0%	1.0%	1.0%

STORMWATER DRAINAGE

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO5 Sustainable Infrastructure CO10	Stormwater drainage system is adequate and is sufficiently maintained.	The number of flooding events* that occur in the district in a financial year.	Nil (for less than 1 in 2 year event) / Achieved (0)	Nil (for less than 1 in 2 year event)	0	0	0	0
		For each flooding event* the number of habitable floors affected in a financial year.	≤ 1 per 1000 properties / Achieved (0)	≤ 1 per 1000 properties	≤ 1 per 1000 properties	≤ 1 per 1000 properties	≤ 1 per 1000 properties	≤ 1 per 1000 properties
Vibrant Communities CO5 Effective Leadership CO8 Sustainable Infrastructure CO10	Compliance with resource consent conditions for discharge from the Councils urban stormwater system that relate to environmental effects	Compliance with resource consents for discharge from its Stormwater system, measured by the number of the following *(received by Council within a financial year)*:						
		• abatement notices	0 / Achieved (0)	0	0	0	0	0
		• infringement notices	≤2 / Achieved (0)	≤2	≤2	≤2	≤2	≤2
		• enforcement orders	Nil Achieved (Nil)	Nil	0	0	0	0
		• successful prosecutions	Nil / Achieved (Nil)	Nil	0	0	0	0
Vibrant Communities CO5 Sustainable Infrastructure CO10	The Council responds to failures and request for service in a prompt and efficient way	The median response time to attend a flooding event*, (measured from the time that the notification is received to the time that service personnel reach the site)	≤ 180 minutes (3hrs) / Achieved (0)	≤ 180 minutes (3hrs)	≤ 180 minutes (3hrs)	≤ 180 minutes (3hrs)	≤ 180 minutes (3hrs)	≤ 180 minutes (3hrs)
Vibrant Communities CO5 Sustainable Infrastructure CO10	The Council provides a reliable stormwater collection service	The number of complaints received about the performance of the Council's urban stormwater system per 1,000 properties connected.	≤4 complaints per 1000 properties / Achieved (2.9)	≤4 complaints per 1000 properties	≤4 complaints per 1000 properties	≤4 complaints per 1000 properties	≤4 complaints per 1000 properties	≤4 complaints per 1000 properties

* A flooding event means an overflow of stormwater from a territorial authority's stormwater system that enters a habitable floor. Habitable floor refers to a floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages.

RESOURCE MANAGEMENT

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO5 Prosperous District CO6 Effective Leadership CO8	Resource consents are processed consistently, efficiently and to a high standard.	The percentage of resource consent applications which are processed within statutory timeframes	90% / Achieved (no notified consents)	90%	100%	100%	100%	100%
Vibrant Communities CO5 Prosperous District CO6	Landuse consents are monitored to ensure they comply with the conditions of consent.	All landuse consents that require monitoring are monitored	50% / Achieved (100%)	50%	100%	100%	100%	100%

SEWERAGE AND THE TREATMENT AND DISPOSAL OF SEWAGE

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO5 Sustainable Infrastructur e CO10	Sewerage System is adequate and is sufficiently maintained.	Number of complaints received in a financial year about ; • sewage odour; • sewage system faults; • sewage system blockages, and • Council's response to issues with the sewage system.	Total complaints per 1,000 connections ≤20 / Not achieved (47.5)	Total complaints per 1,000 connection s ≤20	Total complaints per 1,000 connections ≤35	Total complaints per 1,000 connection s ≤35	Total complaints per 1,000 connection s ≤35	Total complaints per 1,000 connections ≤35
Vibrant Communities CO5 Effective Leadership CO5 Sustainable Infrastructur e CO10	Environmental impacts of Sewerage systems will be managed effectively.	Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of the following: *(received by Council in a financial year)*						
		• abatement notices	Nil / Achieved (Nil)	Nil	0	0	0	0
		• infringement notices	Nil / Achieved (Nil)	Nil	0	0	0	0
		• enforcement orders	Nil / Achieved (Nil)	Nil	0	0	0	0
		• convictions received	Nil / Achieved (Nil)	Nil	0	0	0	0
Vibrant Communities CO5 Sustainable Infrastructur e CO10	Timely response and resolution for sewage overflows.	The median response times for attendance, in a year, measured from the time that the Council receives notification to the time that service personnel reach the site.	≤180 minutes (3hrs) / Achieved (<2 hours)	≤180 minutes (3hrs)	≤180 minutes (3hrs)	≤180 minutes (3hrs)	≤180 minutes (3hrs)	≤180 minutes (3hrs)

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
		The median response times for resolution, in a year, measured from the time that the Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	≤ 540 minutes (9hrs) / Achieved (<6 hours)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)
Vibrant Communities CO5 Sustainable Infrastructure CO10	Provision of effective and reliable sewerage systems and service to the community.	Number of dry weather sewage overflows from the Council's sewerage system in a financial year.	Total complaints per 1,000 connections ≤ 5 / Not achieved (16)	Total complaints per 1,000 connections ≤ 5	Total complaints per 1,000 connections ≤ 15	Total complaints per 1,000 connections ≤ 15	Total complaints per 1,000 connections ≤ 10	Total complaints per 1,000 connections ≤ 10

WATER SUPPLY

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Vibrant Communities CO5 Sustainable Infrastructure CO10	Water supply system is adequate and sufficiently maintained for public health purposes.	The extent to which WDC's drinking water supplies comply with Part 4 of NZ Drinking-water Standards 2005 (revised 2008) (bacteria compliance criteria)	100% / Not achieved	100%	100%	100%	100%	100%
		The extent to which WDC's drinking water supplies comply with Part 5 of NZ Drinking-water Standards 2005 (revised 2008) (protozoal compliance criteria)	100%* / Not achieved	100%*	100%	100%	100%	100%
Vibrant Communities CO5 Sustainable Infrastructure CO10	Water Supply networks are being maintained adequately.	Percentage of real water loss from the Council's networked reticulation system in a financial year in: ('Water Losses' includes real losses through leaks in the network and apparent losses through metering inaccuracies or water theft. This does not include unauthorised consumption.)						
		• Te Kuiti	≤ 25% / Achieved (20%)	≤ 25%	≤ 25%	≤ 25%	≤ 25%	≤ 25%
		• Mokau	≤ 25% / Achieved (20%)	≤ 25%	≤ 25%	≤ 25%	≤ 25%	≤ 25%
		• Piopio	≤ 25% / Achieved (25%)	≤ 25%	≤ 25%	≤ 25%	≤ 25%	≤ 25%
		• Benneydale	≤ 15% / Achieved (10%)	≤ 15%	≤ 15%	≤ 15%	≤ 15%	≤ 15%
Vibrant Communities CO5	Timely response and resolution of service requests.	The median response times for attendance for urgent call-outs in a financial year**	≤ 180 minutes (3 hrs) / Achieved (<2 hrs)	≤ 180 minutes (3 hrs)	≤ 180 minutes (3 hrs)	≤ 180 minutes (3 hrs)	≤ 180 minutes (3 hrs)	≤ 180 minutes (3 hrs)

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Sustainable Infrastructure CO10		The median resolution time of urgent call-outs in a financial year***	≤ 540 minutes (9hrs) / Achieved (<6 hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)
		The median response times for attendance for non-urgent call outs in a financial year**	≤ 660 Minutes (11hrs) / Achieved (<8 hrs)	≤ 660 Minutes (11hrs)	≤ 660 Minutes (11hrs	≤ 660 Minutes (11hrs	≤ 660 Minutes (11hrs	≤ 660 Minutes (11hrs
		The median resolution time of non-urgent call-outs in a financial year***	≤ 850 minutes (14.1hrs) / Not achieved (<72 hrs)	≤ 850 minutes (14.1hrs)	≤ 96hrs (4 days)	≤ 96hrs (4 days)	≤ 96hrs (4 days)	≤ 96hrs (4 days)
Vibrant Communities CO5 Sustainable Infrastructure CO10	Provision of effective and reliable water supply system to the community.	The total number of complaints received by Council in a year for:						
		• drinking water clarity	≤ 5 per 1000 connections / Achieved (3.2)	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections
		• drinking water taste	≤ 5 per 1000 connections / Achieved (0.9)	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections
		• drinking water odour	≤ 5 per 1000 connections / Achieved (0.9)	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections	≤ 5 per 1000 connections
		• drinking water pressure flow	≤ 5 per 1000 connections / Not achieved (47)	≤ 5 per 1000 connections	≤ 30 per 1000 connections	≤ 30 per 1000 connections	≤ 25 per 1000 connections	≤ 25 per 1000 connections
		• continuity of supply	≤ 5 per 1000 connections / Not achieved (37)	≤ 5 per 1000 connections	≤ 30 per 1000 connections	≤ 30 per 1000 connections	≤ 25 per 1000 connections	≤ 25 per 1000 connections

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
		Median response time to any of these issues within a year.	≤ 180 minutes / Not achieved (<360)	≤ 180 minutes	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)	≤ 540 minutes (9hrs)
Vibrant Communities CO5 Effective Leadership CO8 Sustainable Infrastructure CO10	Efficient management of demand for water for the community.	Average consumption of drinking water per day per resident within the district.	≤ 400 litres per person per day / Achieved (276 litres)	≤ 400 litres per person per day	≤ 400 litres per person per day	≤ 400 litres per person per day	≤ 400 litres per person per day	≤ 400 litres per person per day

Achievement will be based on timing of completion of the Te Kuiti Water Treatment Plant upgrade which is being carried out primarily to ensure compliance with New Zealand Drinking Water Standards requirements.

** from the time that the Council receives notification to the time that the service personnel reach the site.

*** from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption.

ROADS AND FOOTPATHS

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
Prosperous District CO7 Effective Leadership CO8 Sustainable Infrastructure CO10	Monitor safety of local roads to assist in planning and prioritising works required to upgrade, maintain or change the condition of the roading environment in order to reach and maintain a specified level of safety.	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.	1 (or maintain at 0) / Achieved (5 crashes, change of 1)	1 (or maintain at 0)	1 (or maintain at 0)	1 (or maintain at 0)	1 (or maintain at 0)	1 (or maintain at 0)
Prosperous District CO7 Effective Leadership CO8 Sustainable Infrastructure CO10	Maintain the overall condition of local roads to a specified adequate standard *NAASRA is a generally acceptable measure of road roughness. A NAASRA count of less than 150 indicates an acceptable level of ride comfort	The average quality of ride on a sealed local road network, measured by smooth travel exposure, in a financial year. (Percentage of measured sealed road lane kilometres not exceeding a NAASRA* roughness count rating of 150 to be at least 90%)	90% / Achieved (94%)	90%	90%	90%	90%	90%
		Percentage of unsealed road metalled each year.	15% (of total) / Not achieved (7%)	15% (of total)	10% (of total)	10% (of total)	10% (of total)	10% (of total)
		Percentage of the sealed local road network that is resurfaced each year.	7% (of total) / Achieved (8%)	7% (of total)	7% (of total)	7% (of total)	7% (of total)	7% (of total)

Link to community outcomes	What we do (level of service)	How we measure success (performance measure)	2016/17 Target/ Result	2017/18 Target	Year 1 Target 2018/19	Year 2 Target 2019/20	Year 3 Target 2020/21	Year 4-10 Target 2021-28
		The percentage of footpath network that falls within a condition rating of 3.	90% / Achieved (91%)	90%	90%	90%	90%	90%
Prosperous District CO7 Sustainable Infrastructure CO10	Manage the timeliness and appropriateness of responses to problems and service requests.	The percentage of customer service requests relating to roads and foot paths responded to within 10 working days.	95% / Not Achieved (71%)	95%	80%	80%	85%	85%