

**2021-31**

## Service Performance Measures

### Waitomo District Council

DRAFT

Draft for Audit Review



## 2021-31 10YP PERFORMANCE MEASURES

2021-31 10YP PERFORMANCE MEASURES: LEADERSHIP						
<b>WHAT WE DO</b>						
This group consists of activities relating to representation, strategy and engagement, investment and emergency management.						
<b>WHY WE DO IT</b>						
We carry out these activities to enable, promote and support local democracy by providing governance advice and democratic services to elected member, the public and staff.						
<b>Responsible officer(s):</b>		<b>Reporting officer:</b>		Raj M		
<b>Level of alignment to community outcomes</b>						
<b>A prosperous district</b>	<b>A district for people</b>	<b>A district that cares for its environment</b>	<b>A district that works with you</b>			
-	Secondary contribution	-	Primary contribution			
<b>Level of alignment to council strategic priorities</b>						
<b>Provide value for money</b>	<b>Support our communities</b>		<b>Enable a thriving economy.</b>			
-	Strongly contributes		-			
<b>LEVELS OF SERVICE</b>						
<b>What is important for this activity (key attributes)</b>						
<p><b>Accessibility</b> – the ease with which users can make use of the service, for example, opportunities are provided for involvement in decision making, and accurate information about the services is readily available.</p> <p><b>Quality</b> – our emergency management plan is accurate, compliant and responsive.</p>						
WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We provide and promote governance processes that are robust and transparent for our community.	The percentage of Council agendas that are publicly available two working days or more before the meeting.	New measure	100%	100%	100%	100%
We communicate effectively with our community.	Percentage of residents satisfied with the effectiveness and usefulness of Council communications.	<b>Target:</b> ≥ 90% <b>Result:</b> 87% Not achieved	≥ 90%	≥ 90%	≥ 90%	≥ 90%
We support emergency preparedness through community based emergency management	The evaluation of annual exercise as a measure of effectiveness of training.	New measure	Baseline assessment	Increasing trend	Increasing trend	Greater than 60% (advancing)

## 2021-31 10YP PERFORMANCE MEASURES: RECREATION AND PROPERTY

### WHAT WE DO

The activities under this group consists of Parks and recreation, housing and property, community facilities and public facilities.

### WHY WE DO IT

This group of activities provides green space for recreation, housing for the elderly, property services, community and public facilities and amenities to promote health and wellbeing of our community.

**Responsible officer(s):** Quin P **Reporting officer:** Liz R

### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
-	Primary contribution	Secondary contribution	-

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Strongly contributes	Partially contributes	-

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- **Quality** – our services we provide meets customer satisfaction and expectations.
- **Safety** – our facilities and green space are safe for public use and we mitigate risks as much as practicable.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We provide parks and open spaces across our district.	Percentage of residents satisfied with our parks and open spaces.	New measure	Establish baseline	Maintain or increase from the previous rating	Maintain or increase from the previous rating	Maintain or increase from the previous rating
We provide pools and community facilities that are compliant with legislative standards.	Current Building Warrant of Fitness (BWOFF) for facilities with compliance schedules.	<b>Target:</b> 100% <b>Result:</b> Achieve Achieved	Achieve	Achieve	Achieve	Achieve
We provide a comprehensive library facility for our community.	Percentage of residents satisfied with the quality of the library facility and service.	<b>Target:</b> ≥ 85% <b>Result:</b> 97% Achieved	≥ 85%	≥ 85%	≥ 85%	≥ 85%
We provide public toilets for our community and visitors to the Waitomo district.	Percentage of residents satisfied with the quality of public toilets.	<b>Target:</b> ≥ 85% <b>Result:</b> 93% Achieved	≥ 85%	≥ 85%	≥ 85%	≥ 85%

## 2021-31 10YP PERFORMANCE MEASURES: COMMUNITY AND PARTNERSHIPS

### WHAT WE DO

Community and partnerships is a group of activities where WDC, in a number of diverse roles, is actively involved in 'helping the community to help itself'. This group represents a collaborating and partnership approaches and initiatives involving a number of organisations.

### WHY WE DO IT

Community and partnership seeks to improve social outcomes within Waitomo District by working closely with the District community. The Community Support Goals are to:

- Create a better quality of life for our community
- Create a better living environment for our community through community safety and appropriate infrastructure
- Encourage active engagement by improving communication and trust between Council and our community
- Help local groups with local opportunities and solutions

<b>Responsible officer(s):</b>	Kat / Clowdy	<b>Reporting officer:</b>	Helen R
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
Primary contribution	Primary contribution	-	Secondary contribution

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
	Strongly contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- **Quality** – our services we provide meets customer satisfaction and expectations.
- **Accessibility** – we provide opportunities for people to collaborate and work with us.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We provide funding for community assistance and activities that contribute to community outcomes.	Contestable grant funding is disseminated through a robust process.	<b>Target:</b> x% of grants funding available is disseminated  New measure	75%	80%	80%	85%
We will encourage and support sustainable economic development and promotional opportunities within the District.	Involvement in economic development initiatives and promotional opportunities.	<b>Target:</b> ≥5 (initiatives or promotional opportunities) New measure	≥5	≥5	≥5	≥5
We will support the positive development of youth initiatives within the District.	Council support the delivery of youth related projects by the Youth Council.	<b>Target:</b> 2 <b>Result:</b> 2 Achieved	2	2	2	2

## 2021-31 10YP PERFORMANCE MEASURES: REGULATORY SERVICES

### WHAT WE DO

The activities under this group includes, building control, alcohol licensing, environmental health, bylaw administration and animal and dog control.

### WHY WE DO IT

These activities are undertaken to contribute towards keeping our community safe, protect their wellbeing and make Waitomo District a safe place to be.

<b>Responsible officer(s):</b>	Terrena K	<b>Reporting officer:</b>	Charlene L
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
Secondary contribution	Primary contribution		Secondary contribution

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
	Strongly contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Safety** – we make sure that the risks created by providing these activities are provided to the degree to which these activities can be mitigated.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
Building Consents are processed in a timely fashion.	All building consents are processed within 20 working days.	Achieved	Achieve	Achieve	Achieve	Achieve
We ensure the public sale and supply of alcohol is undertaken safely and responsibly.	All premises that sell alcohol are licensed.	Minor change to existing measure	100%	100%	100%	100%
We provide Land Information Memorandum Services (LIMs) Efficiently.	LIMs are processed within statutory timeframes.	Minor change to existing measure	100%	100%	100%	100%
Council will process, inspect and certify building work in the Waitomo District.	WDC maintains building control systems and process to meet IANZ Audit requirements.	Achieved	BCA accreditation maintained	BCA accreditation maintained	BCA accreditation maintained	BCA accreditation maintained
Provision of an effective Animal Control service.	Percentage of residents satisfied with the provision of the Animal Control service.	<b>Target:</b> ≥75% <b>Result:</b> 86% Achieved	≥75%	≥75%	≥75%	≥75%

## 2021-31 10YP PERFORMANCE MEASURES: SOLID WASTE

### WHAT WE DO

The activities in this group consists of kerbside collection, waste disposal and waste minimisation.

### WHY WE DO IT

Effective and efficient waste minimisation is a requirement of all councils under a range of legislation.

<b>Responsible officer(s):</b>	Parva Z	<b>Reporting officer:</b>	Adele D P
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
	Secondary contribution	Primary contribution	Secondary contribution

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
	Strongly contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Quality** – we are providing a quality service to ensure that we are meeting our community’s needs and expectations of a waste facility and that our facilities are in good condition.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We will provide a reliable kerbside rubbish collection to stop rubbish becoming a health risk* <i>*services offered in Te Kuiti, Waitomo Village, Piopio and Mokau</i>	There are no more than 10 justifiable complaints per week about uncollected kerbside rubbish.	<b>Target:</b> <10 per week New measure	<10 per week	<10 per week	<10 per week	<10 per week
We provide reliable safe solid waste facilities within the District.	Percentage of users that are satisfied with the rural transfer service stations.	New measure	Establish baseline	Maintain or increase from the previous rating	Maintain or increase from the previous rating	Maintain or increase from the previous rating

## 2021-31 10YP PERFORMANCE MEASURES: RESOURCE MANAGEMENT

### WHAT WE DO

The activities in this group relate to district planning and administration of the District Plan.

### WHY WE DO IT

We cover the planning functions under the Resource Management Act 1991, including the processing, issuing, and monitoring of resource consents, designations and other application types. This activity also includes monitoring compliance with the Waitomo District Plan and the Resource Management Act 1991.

<b>Responsible officer(s):</b>	Terrena K	<b>Reporting officer:</b>	Charlene L
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
Secondary contribution	Secondary contribution	Primary contribution	

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Partially contributes	Partially contributes	Strongly contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- **Quality** – robust planning work is undertaken, and quality implementation takes place.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
Resource Consents are processed in accordance with legislation.	All non-notified resource consents are processed within statutory timeframes.	<b>Target:</b> 100% Slightly amended wording	Achieve	Achieve	Achieve	Achieve

## 2021-31 10YP PERFORMANCE MEASURES: STORM WATER

### WHAT WE DO

Under this group we look after our stormwater network.

### WHY WE DO IT

We provide these services to meet our obligation under the Local Government Act 2002.

<b>Responsible officer(s):</b>	David L	<b>Reporting officer:</b>	Adele DP
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
	Primary contribution	Secondary contribution	

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Strongly contributes	Partially contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Sustainability** – stormwater system is designed and managed in a way that serves the current and future population of the district.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We maintain and operate the stormwater network in a way that minimises the likelihood of stormwater entering habitable buildings. <i>*flooding event means an overflow of stormwater from a territorial authority's stormwater system that enters a habitable floor. Habitable floor refers to the floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages.</i>	The number of flooding events* that occur in the district in a financial year.	<b>Target:</b> 0 <b>Result:</b> 0 <b>Achieved</b>	0	0	0	0
	For each flooding event* the number of habitable floors affected in a financial year.	<b>Target:</b> ≤ 1 per 1,000 properties <b>Result:</b> 0 <b>Achieved</b>	≤ 1 per 1,000 properties	≤ 1 per 1,000 properties	≤ 1 per 1,000 properties	≤ 1 per 1,000 properties
We comply with our resource consent conditions and minimise the impact of stormwater on the environment.	The number of abatement notices, infringement notices, enforcement orders and convictions related to the management of the stormwater system.	<b>Target</b> ≤ 2 infringement notices <b>Result:</b> 0 <b>Achieved</b>	≤ 2 infringement notices	≤ 2 infringement notices	≤ 2 infringement notices	≤ 2 infringement notices
		<b>Target:</b> 0 infringement, enforcement or conviction actions	0 infringement, enforcement or conviction actions	0 infringement, enforcement or conviction actions	0 infringement, enforcement or conviction actions	0 infringement, enforcement or conviction action

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
		<b>Result:</b> 0 Achieved				
We will respond within a reasonable timeframe to the flooding.	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).	<b>Target:</b> ≤ 180 minutes (3hrs) <b>Result:</b> 0 Achieved	≤ 180 minutes (3hrs)			
We provide a reliable stormwater system.	The number of complaints received about the performance of the Council's urban stormwater system per 1,000 properties connected.	<b>Target:</b> ≤ 4 complaints per 1,000 properties (2,056 connections) <b>Result:</b> 1.95 per 1000 connections Achieved	≤ 4 complaints per 1,000 properties			

## 2021-31 10YP PERFORMANCE MEASURES: WASTEWATER

### WHAT WE DO

Under this group of activities, we deliver the wastewater treatment and disposal.

### WHY WE DO IT

We provide these services to meet our obligation under the Local Government Act 2002.

**Responsible officer(s):**

David

**Reporting officer:**

Adele

### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
	Secondary contribution	Primary contribution	

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Strongly contributes	Partially contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Sustainability** – sewerage system is designed and managed in a way that serves the current and future population of the district.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
Our wastewater system is optimised to reduce the risk of harm to the community and environment.	Number of dry weather overflows in a financial year.	<b>Target:</b> Total complaints per 1,000 connections ≤10 (Total number of connections 1,966) Result: 6.61 per 1000 connections Achieved	Total complaints per 1,000 connections ≤10			
Our wastewater system is operated and maintained to minimise odour and blockages.	The number of complaints about wastewater odour, system faults or blockages and complaints about our response to issues with its wastewater system.	<b>Target:</b> Total complaints per 1,000 connections ≤35 (Total number of connections 1,966) <b>Result:</b> 71.72 per 1000 connections Not achieved	Total complaints per 1,000 connections a) Piopio ≤35 Rest of the District ≤35	Total complaints per 1,000 connections a) Piopio ≤35 Rest of the District ≤35	Total complaints per 1,000 connections a) Piopio ≤35 Rest of the District ≤35	Total complaints per 1,000 connections a) Piopio ≤35 Rest of the District ≤35
We comply with our resource consent conditions and minimise the impact of wastewater on the environment	The number of abatement notices, infringement notices, enforcement orders and convictions issued for overflow from the wastewater system.	<b>Target:</b> 0 Abatement, infringement, enforcement or conviction actions <b>Result:</b> 0 Achieved	0	0	0	0
We will attend and resolve issues with the wastewater system within a reasonable timeframe.	The median attendance time for call-outs, from the time that we received notification to the time that our service personnel reach the site.	<b>Target:</b> ≤180 minutes (3hrs) <b>Result:</b> 167 minutes (2.29 hrs) Achieved	≤180 minutes	≤180 minutes	≤180 minutes	≤180 minutes
	The median resolution time of call-outs, from the time that we received notification to the time that our service personnel confirm the fault or interruption has been resolved.	<b>Target:</b> Piopio ≤ 660 minutes (11hrs) Rest of WD ≤ 540 minutes (9hrs) <b>Result:</b> 847 minutes (14:07 hours) Not achieved <i>Separating out Piopio is new</i>	Piopio ≤ 540 minutes (9hrs) Rest of WD ≤ 540 minutes (9hrs)	Piopio ≤ 540 minutes (9hrs) Rest of WD ≤ 540 minutes (9hrs)	Piopio ≤ 540 minutes (9hrs) Rest of WD ≤ 540 minutes (9hrs)	Piopio ≤ 540 minutes (9hrs) Rest of WD ≤ 540 minutes (9hrs)

## 2021-31 10YP PERFORMANCE MEASURES: WATER SUPPLY

### WHAT WE DO

This activity covers the management of Council's water supply infrastructure which includes the intakes, treatment plants, backwash disposal systems, treated water storage, reticulation networks, and pump stations, for Te Kuiti, Mokau, Benneydale and Piopio

### WHY WE DO IT

We provide these services to meet our obligation under the Local Government Act 2002.

<b>Responsible officer(s):</b>	David	<b>Reporting officer:</b>	Adele
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
	Secondary contribution	Primary contribution	

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Strongly contributes	Partially contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Sustainability** – Water supply system is designed and managed in a way that serves the current and future population of the district.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We provide water that is safe to drink and hygienic to use which meets the drinking water standards. The New Zealand Drinking Water Standards are monitored by the Ministry of Health as a national standard for public safety.	Water quality complies with the drinking water standards for (a) bacteria and for (b) protozoa.	a) Achieved Compliance b) Not Achieved Compliance	a) Achieve Compliance b) Achieve Compliance	a) Achieve Compliance b) Achieve Compliance	a) Achieve Compliance b) Achieve Compliance	a) Achieve Compliance b) Achieve Compliance
We provide an efficient and effective water supply. We will achieve this by undertaking activities such as water leakage detection and maintaining the network of water pipes.	Percentage of real water loss from Council's networked reticulation system. ('Water Losses' includes real losses through leaks in the network and apparent losses through metering	Te Kuiti <b>Target:</b> ≤ 25% <b>Result:</b> 16.14% Achieved	≤ 20%	≤ 20%	≤ 20%	≤ 20%
		Mokau <b>Target:</b> ≤ 25% <b>Result:</b> 1.76%	≤ 20%	≤ 20%	≤ 20%	≤ 20%

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
	inaccuracies or water theft. This does not include unauthorised consumption).	Achieved				
		Piopio <b>Target:</b> ≤ 25% <b>Result:</b> 0.34% Achieved	≤ 20%	≤ 20%	≤ 20%	≤ 20%
		Maniaiti / Benneydale <b>Target:</b> ≤ 15% <b>Result:</b> 5.72% Achieved	≤ 15%	≤ 15%	≤ 15%	≤ 15%
We will respond within a reasonable timeframe to issues with the water supply.	The median attendance time for urgent call-outs, from the time that we received notification to the time that our service personnel reach the site.	<b>Target:</b> ≤ 180 minutes (3hrs) <b>Result:</b> 1:50 hrs Achieved	≤ 180 minutes (3hrs)			
	The median resolution time of urgent call-outs, from the time that we received notification to the time that our service personnel confirm the fault or interruption has been resolved.	<b>Target:</b> ≤ 540 minutes (9 hrs) <b>Result:</b> 6:30 hrs Achieved	≤ 540 minutes (9 hrs)			
	The median attendance time, in working days, for non-urgent call-outs, from the time that we received notification to the time that our service personnel reach the site.	<b>Target</b> ≤ 660 minutes (11 hrs) <b>Result:</b> 5:46 hrs Achieved	≤ 660 minutes (11 hrs)			
	The median resolution time, in working days, of non-urgent call-outs, from the time we received notification to the time that our service personnel confirm the fault or interruption has been resolved. <i>(working days are defined as Monday – Friday, excluding public holidays. If notification is received on the weekend or public holiday the timeframes starts from the next working day)</i>	<b>Target:</b> ≤ 96 hours (4 days) <b>Result:</b> 1d/4:20hrs Achieved	≤ 96 hours (4 days)			

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We provide water that is wholesome and is reliably supplied. The measure indicates customers and community satisfaction with the quality of the water.	The number of complaints received relating to drinking water about clarity.	<b>Target:</b> clarity ≤ 5 per 1000 connections <b>Result:</b> 11.06 per 1000 connection Not Achieved	≤ 20 per 1000 connections	≤ 20 per 1000 connections	≤ 15 per 1000 connections	≤ 10 per 1000 connections
	The number of complaints received relating to drinking water about taste and odour.	<b>Target:</b> taste ≤ 5 per 1000 connections <b>Result:</b> 1.52 per 1000 connection <b>Target:</b> odour ≤ 5 per 1000 connections <b>Result:</b> 0.76 per 1000 connection Achieved	≤ 5 per 1000 connections			
	The number of complaints received relating to drinking water continuity of supply and water pressure flow.	<b>Target:</b> ≤30 per 1000 connections <b>Result:</b> 13.34 per 1000 connection <b>Target:</b> ≤ 30 per 1000 connections <b>Result:</b> 0.38 per 1000 connection	≤20 per 1000 connections	≤15 per 1000 connections	≤15 per 1000 connections	≤10 per 1000 connections
	The number of complaints received relating to drinking water about Council's response to any of these issues.	New measure	≤20 per 1000 connections	≤20 per 1000 connections	≤20 per 1000 connections	≤15 per 1000 connections
	The average consumption of drinking water per Waitomo District resident, per day.	<b>Target:</b> ≤ 400 litres per person per day <b>Result:</b> 385.75L Achieved	≤ 400 litres per person per day	≤ 400 litres per person per day	≤ 375 litres per person per day	≤ 350 litres per person per day

## 2021-31 10YP PERFORMANCE MEASURES: ROADS AND FOOTPATHS

### WHAT WE DO

We manage and operate the transport network within the District to ensure the maintenance and renewal of existing transport infrastructure as well as plan and invest in new transport infrastructure. We currently maintain 461km of sealed roads and 552km of unsealed roads.

### WHY WE DO IT

We provide these services to meet our obligation under the Local Government Act 2002.

<b>Responsible officer(s):</b>	Joana T	<b>Reporting officer:</b>	Adele DP
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### Level of alignment to community outcomes

A prosperous district	A district for people	A district that cares for its environment	A district that works with you
Primary contribution	Secondary contribution	Secondary contribution	Secondary contribution

### Level of alignment to council strategic priorities

Provide value for money	Support our communities	Enable a thriving economy.
Strongly contributes	Partially contributes	Partially contributes

### LEVELS OF SERVICE

#### What is important for this activity (key attributes)

- Sustainability** – our road network system is designed and managed in a way that serves the current and future population and visitors to the District.

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
We are working towards a safe network with a vision of a decreasing trend of deaths and serious injuries on Waitomo District roads within ten years. We aim to achieve this by delivering projects that are focused on maintaining, upgrading or changing the conditions of the roading environment to keep our community safe.	The change from the previous financial year in the number of fatalities and serious injury crashes on Waitomo District's local road network.	<p><b>Target:</b> 1 (or maintain at 0)</p> <p><b>Result:</b> 0 Change in serious injury crashes: 0 Change in fatal crashes: 0 Achieved</p>	Maintain or decrease from previous year.			
We aim for a smooth road that provides comfort for road users and improves the safety of the roads.	The average smooth travel exposure rating across the sealed road network (Percentage of measured sealed road lane kilometres not exceeding a NAASRA* roughness	<p><b>Target:</b> 90% (of total)</p> <p><b>Result:</b> 91.2% Achieved</p>	90% (of total)	90% (of total)	90% (of total)	90% (of total)

WHAT YOU CAN EXPECT FROM US (LoS)	WHAT WE WILL MEASURE	2019/20 YEAR END PERFORMANCE	TARGETS			
			YR 1 2021/22	YR 2 2022/23	YR 3 2023/24	YR 4-10 2024/31
	<i>count rating of 150 to be at least 90%.)</i>					
We will maintain the road network by resealing it as needed. Resurfacing is only undertaken as required depending on the condition of the surface in that financial year.	The percentage of Waitomo District's sealed local road network that is resurfaced each year.	<b>Target:</b> 7% (of total) <b>Result:</b> 5.72% Not achieved	7% (of total)	7% (of total)	7% (of total)	7% (of total)
We will provide footpaths that are well maintained. The measure is the percentage of footpaths that meet the service level.	The percentage of footpaths that fall within a condition rating of 3	<b>Target:</b> 90% <b>Result:</b> 94.35% Achieved	90%	90%	90%	90%
We will investigate and respond to the customer about their request for service relating to road and footpath issues.	The percentage of customer service requests relating to roads and footpaths responded to within ten working days.	<b>Target:</b> 80% <b>Result:</b> 84% Achieved	85%	85%	85%	90%
We will maintain the overall condition of the unsealed roads to a specified adequate standard.	The percentage of unsealed road metalled each year.	<b>Target:</b> 10% (of total) <b>Result:</b> 9.34% Not Achieved	10% (of total)	10% (of total)	10% (of total)	10% (of total)