



Quarterly Performance Measures Report

First Quarter Ending 30 September 2020

Quarterly Strategic and Performance Measures – for the first quarter ending 30 September 2020

1	Introduction -	2
2	Performance Measures - Report by Activity	3
	The provision of roads and footpaths	3
	Water supply	8
	Stormwater drainage	10
	Sewerage and the treatment and disposal of sewage	13
	Flood protection and control works	16
	Solid waste	20
	Community activities	20
	District leadership	23
	Regulatory management	25

1 Introduction

Performance measures are set once every three years at the long term planning stage. This is an agreement Council makes to the community that will ensure we are delivering what we said we would. The measures are a combination of important community feedback on our level of service that is gathered from an annual survey, as well as our hard measures using number and percentage targets e.g. zero road fatalities.

Some of the measures are based on levels of service and are applicable until the next Long Term Plan (LTP) is adopted, while others are based on statutory obligations.




Within the performance section there are 63 measures. 17 of these measures will only be available at the end of the financial year and will be reported in the 2020/21 Annual Report. Of the 46 measures remaining, 40/41 (...%) were achieved. Green is either achieved or on target to be achieved by the end of the financial year. Amber is looking like it may not be achieved. Red is not achieved or highly unlikely to be achieved. There are 5 (...%) measures recording amber and zero recording red.

The LTP 2018/2028 bases the measures on an annual target. The Performance Report measures progress quarterly. July to September represents the first quarter and also the year to date.

A summary of the 'not achieved' measures to date is as follows:

Resource consenting	1	Environmental Health	1	Building	1	Roads and Footpaths	1
---------------------	---	----------------------	---	----------	---	---------------------	---

A coloured circle in the year to date column indicates progress. The key to the traffic lights is as follows:

	Favourable or achieved		Unfavourable – looking like it may not be achieved		Unfavourable –not achieved
---	------------------------	---	--	---	----------------------------




Customer satisfaction results are obtained through Key Research's Customer Perceptions Survey, which is undertaken on three occasions throughout the year. In the report there are several measures relating to the survey. Results from the first wave of the survey are due at the end of November and will be included in the second quarterly performance measures report.

The provision of roads and footpaths

Community Outcomes

- Council wants to work with the people of Kaipara to make it a place where it's easy to live, easy to do business, easy to join in and to enjoy nature;
- Passable roads connect people to each other, to services and allow businesses to operate; and
- Prioritisation of work programmes are influenced through best meeting the needs of Kaipara communities, and alignment with the NZTA and the Government Policy Statement for Transport.



1.0	The provision of roads and footpaths	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
MEASURED BY					
Safety					
The transportation network is designed and managed for safe use with low crash and injury rates.					
1.1	<i>There are no fatalities and serious injury crashes on the local network that are directly attributable to road condition.</i>	0	0	0 	1 serious accident has occurred so far this year but it was not a result of road conditions.
1.2	<i>The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.</i>	≤10	0	0 	No fatalities to date.
Road Condition (Smoothness)					
The average quality of ride on a sealed local road network, measured by smooth travel exposure.					
1.3	<i>The average quality of ride, measured by smooth travel exposure within the following range.</i>	≥90	NA	NA	Report run at the end of year from NZTA data.
1.4	<i>The percentage of the sealed local road network that is resurfaced.</i>	>6.7%	NA	NA	Programme not started as the road sealing season begins in Q2.
Maintenance of the sealed local network					
1.5	<i>Measured by the actual spent to budget percentage for the surfacing renewal budget</i>	>95% - <103%	NA	NA	Programme not started as the road sealing season begins in Q2.
Maintenance of the unsealed local network					
1.6	<i>The length of the unsealed local network that is graded for:</i> <i>Secondary collector road</i> <i>Access road</i> <i>Access (low volume) road</i>	140km min 1,200km min	53.307 256.043	 53.307 256.043	On target to deliver grading as per the maintenance contract requirements.

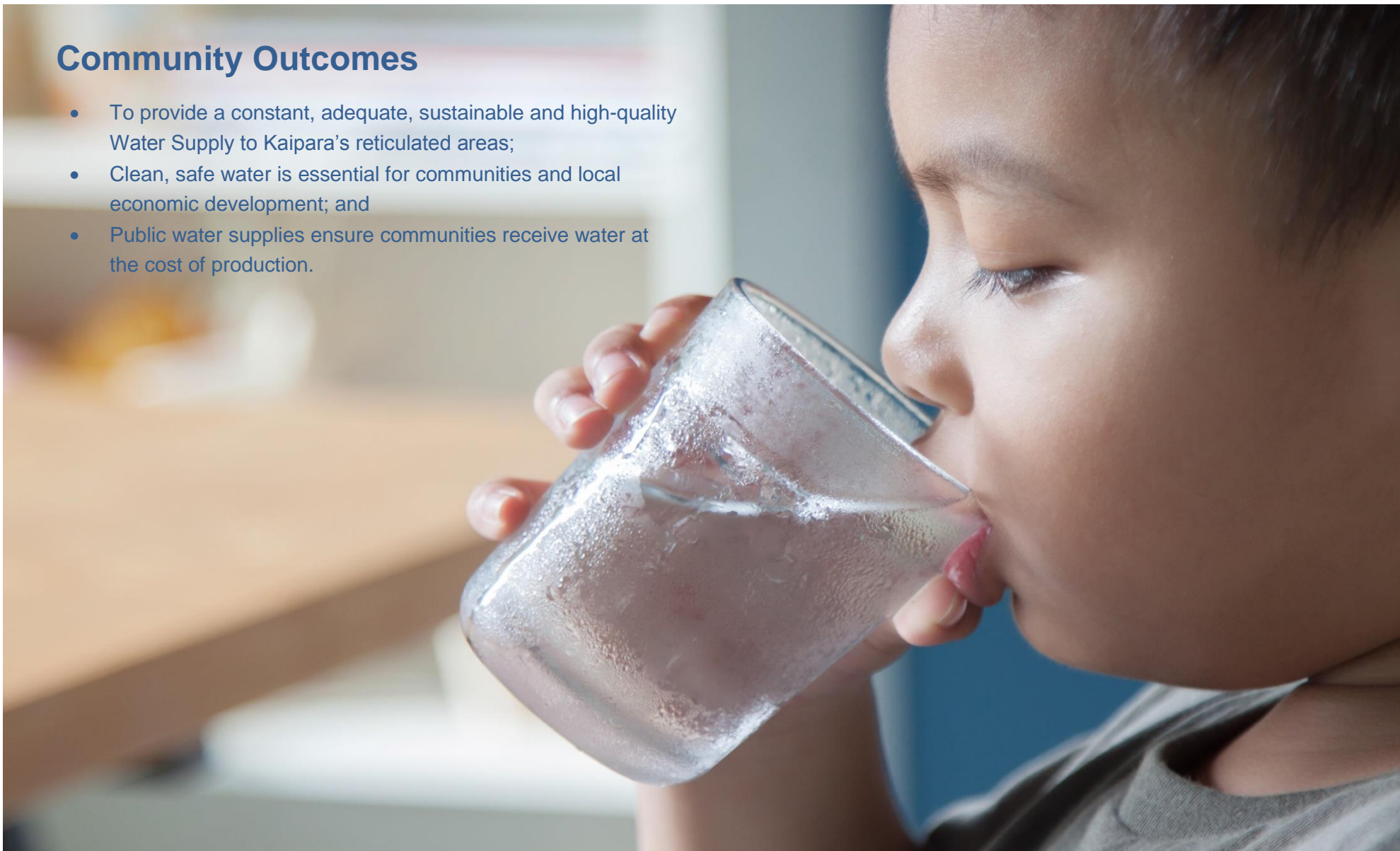
1.0	The provision of roads and footpaths	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
		750km min	334.132	334.132	






Maintenance of the unsealed local network					
Execution of capital works programme					
1.7	Maximum uptake, within the three-year planning programme, of the approved NZTA budget for Kaipara district, provided Council can also fund the local share.	≥95%	13.5%	13.5%	Full uptake of NZTA approved funding has occurred over the previous two financial years. Year 3 NZTA approved amount is \$33,167,595. Spend to date is \$4,476,757.
Footpaths The percentage of footpaths within the district that fall within the Level of Service as determined by the condition rating (facilities are up to date, in good condition and 'fit for purpose'.)					
1.8	Percentage of residents who are satisfied with footpaths	73%	N/A	N/A	No survey results received this quarter.
Response to service requests					
1.9	The percentage of customer service requests relating to roads and footpaths to which the Council responds within the specified timeframe of two working days.	90%	98.97%	98.97%	Achieved



Water supply

Community Outcomes

- To provide a constant, adequate, sustainable and high-quality Water Supply to Kaipara's reticulated areas;
- Clean, safe water is essential for communities and local economic development; and
- Public water supplies ensure communities receive water at the cost of production.



2.0	Water supply	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
Fault Response Times Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system.					
2.1	<i>The median response time for attendance of urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.</i>	<2 hours	0	0 	No urgent call outs this quarter.
2.2	<i>The median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.</i>	<48 hours	0	0 	No urgent call outs this quarter.
2.3	<i>The median response time for attendance of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.</i>	<3 hours	1 hour 2 minutes	1 hour 2 minutes 	Achieved
2.4	<i>The median response time for resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.</i>	≤3 days	1 hour 30 minutes	1 hour 30 minutes 	Achieved
Customer Satisfaction The total number of water supply complaints received by Council.					
2.5	<i>The total number of complaints for the district received by Council about drinking water. clarity, odour, taste, pressure or flow and continuity of supply, Expressed per 1,000 water connections</i>	≤38	6.1	6.1 	Achieved. Based on 22 complaints and 3600 Water connections.

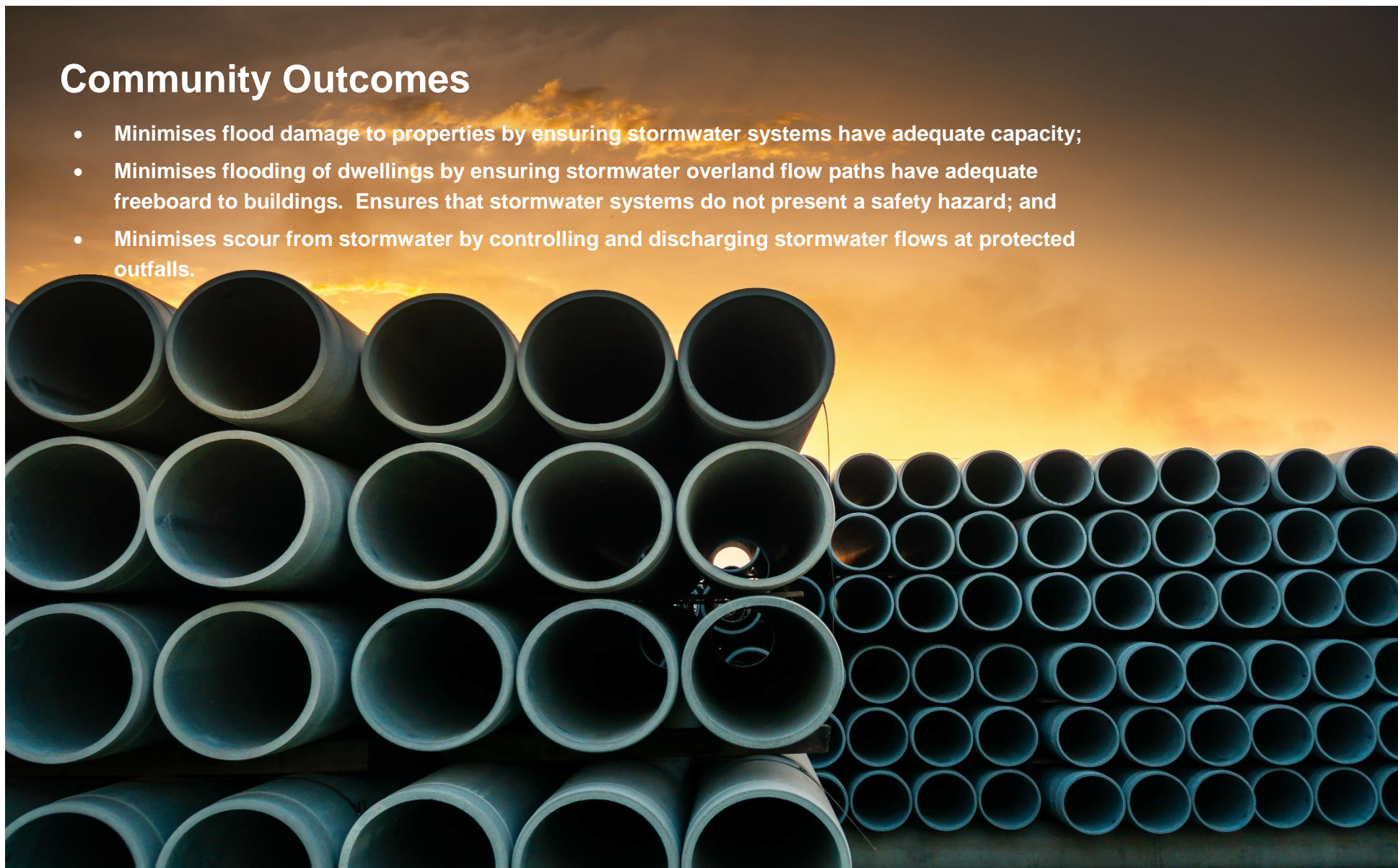
2.0	Water supply MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
2.6	Total number of complaints received by Council about Council's response to any of these issues. Expressed per 1,000 water connections	≤38	0.6	0.6 	Achieved. Based on 2 complaints and 3600 Water connections.
Demand Management					
2.7	The average consumption of drinking water per day per resident within Kaipara District = Billed metered Consumption (m ³) x 1,000 Number of connections x 365 x 2.5 (occupancy rate).	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai 230	N/A	N/A	The results will be available at year end following the annual water reads.
2.8	Water take consents.	100% compliance with NRC water take consents	100%	100% 	There has been no evidence to suggest otherwise. Can be verified through the NRC.
2.9	Major capital projects are completed within budget	Achieved	Achieved	61.52%	Pending year end completion.
Safety of drinking water in accordance with NZDWS (bacteria compliance criteria)					
2.10	The extent to which Council's drinking water supply complies with part 4 of the NZDWS (bacteria compliance criteria).	Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully	N/A	N/A	The annual compliance report from the NDHB will arrive in November 2020,






2.0	Water supply MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
2.11	<i>The extent to which Council's drinking water supply complies with part 5 of the NZDWS (protozoal compliance criteria)</i>	Dargaville, Maungaturoto Ruawai, Glinks Gully and Mangawhai	N/A	N/A	The annual compliance report from the NDHB will arrive in November 2020,
2.12	<i>The percentage of real water loss from our networked reticulation system (average for total network of all schemes). Real water loss is calculated by subtracting the meter readings and 'other components' from the total water supplied to the networked reticulation system</i>	≤ 28%	N/A	N/A	The results will be available at year end following the annual water reads.



Stormwater drainage

Community Outcomes

- Minimises flood damage to properties by ensuring stormwater systems have adequate capacity;
- Minimises flooding of dwellings by ensuring stormwater overland flow paths have adequate freeboard to buildings. Ensures that stormwater systems do not present a safety hazard; and
- Minimises scour from stormwater by controlling and discharging stormwater flows at protected outfalls.



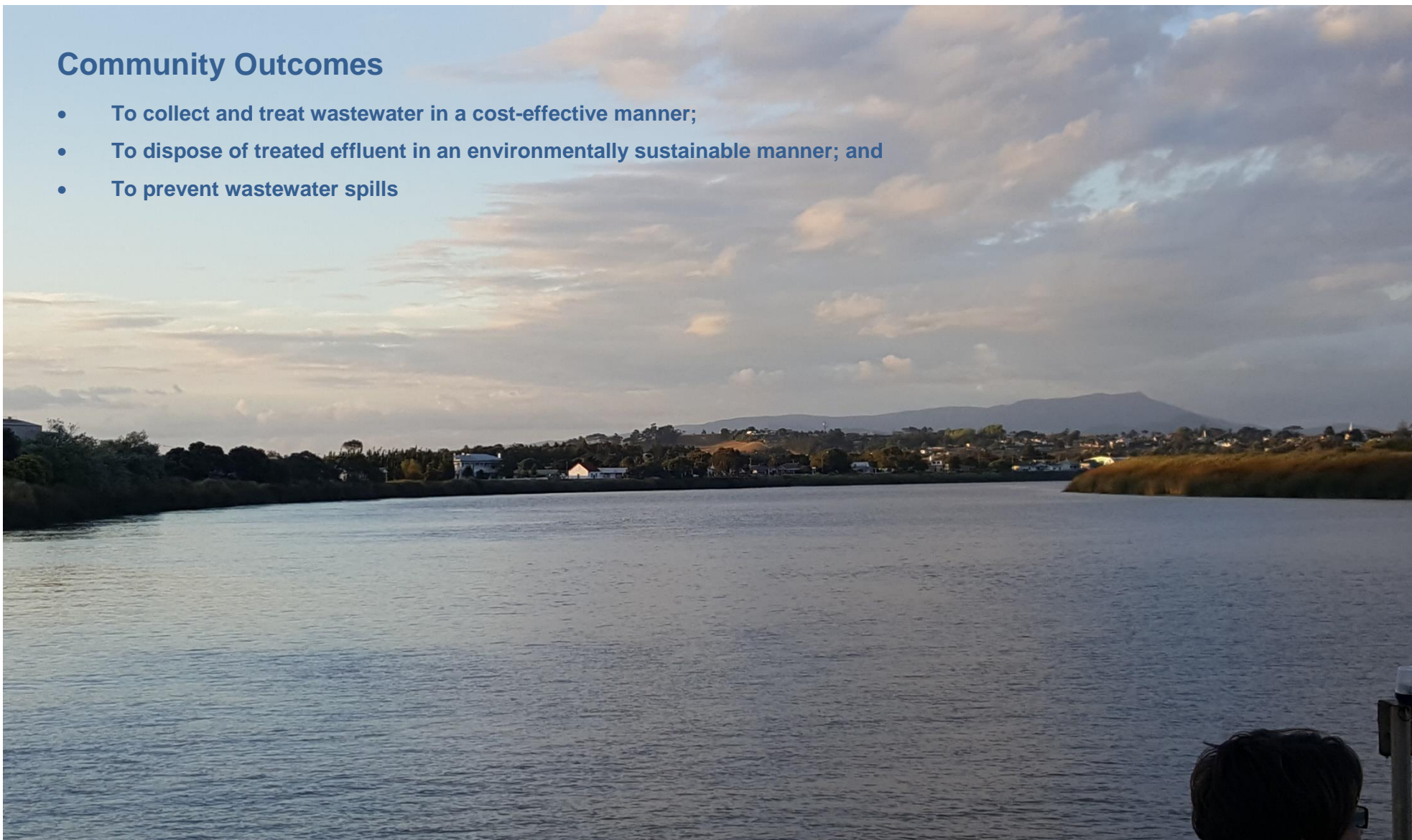
3.0	Stormwater drainage	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
System adequacy To provide stormwater drainage systems in urban areas with the capacity to drain water from normal rainfall events and cope with a 1 in 10-year rain event.					
3.1	<i>For the flooding event, the number of habitable floors affected. (Expressed per 1,000 properties connected to the Council's stormwater system).</i>	<10	0	0 	No habitable floors affected during the reporting period.
Discharge compliance Compliance with Council's resource consents for discharge from its stormwater system.					
3.2	<i>The number of abatement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved. No abatement notices recieved this quarter.
3.3	<i>The number of infringement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved. No abatement notices recieved this quarter.
3.4	<i>The number of enforcement orders received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved. No abatement notices recieved this quarter.
3.5	<i>The number of convictions received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved. No abatement notices recieved this quarter.
Response times The median response time to attend to a flooding event.					





3.0	Stormwater drainage	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
3.6	<i>The time from when Council receives notification to the time that service personnel reach the site.</i>	<2 hours for urgent events	0	0 	Achieved
Customer satisfaction The total number of stormwater system complaints received by Council.					
3.7	<i>The number of complaints received by Council about the performance of its stormwater system, expressed per year.</i>	≤18	5	5 	Achieved





Sewerage and the treatment and disposal of sewage

Community Outcomes

- To collect and treat wastewater in a cost-effective manner;
- To dispose of treated effluent in an environmentally sustainable manner; and
- To prevent wastewater spills



4.0	Sewerage and the treatment and disposal of sewage	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
System and adequacy Legal compliance with all resource consents for discharges into the environment from Council systems. The exception provided for in the consent is severe weather events and power failure.					
4.1	<i>The number of dry weather sewage overflows from Council's sewerage system, expressed per 1,000 sewerage connections to that sewerage system.</i>	<1	0.7	0.7 	Achieved. Based on 4 dry weather overflows and 5630 wastewater connections
Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system.					
4.2	<i>The number of abatement notices, infringement notices, enforcement orders and convictions received by Council in relation to its resource consents for discharge from its sewerage systems.</i>	0	0	0 	Achieved. This can be verified through the Northland Regional Council.
Fault response times Where Council attends to sewage overflows resulting from a blockage or other fault in Council's sewerage system.					
4.3	<i>Attendance time: from the time that Council receives notification to the time that service personnel reach the site.</i>	<2 hours	49 mins	49 mins 	Achieved.
4.4	<i>Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.</i>	≤48 hours	3 hours	3 hours 	Achieved.

4.0	Sewerage and the treatment and disposal of sewage	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
Customer satisfaction					
The total number of sewerage system complaints received by Council.					
4.5	<i>The total number of complaints received by Council about sewage odour. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<10	0.7	0.7 	Achieved. Based on 4 odour complaints for the quarter and 5630 wastewater connections.
4.6	<i>The total number of complaints received by Council about sewerage system faults, eg blockages, breaks etc. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<27	6.4	6.4 	Achieved. Based on 36 (faults 24, blockages 12) complaints for the quarter and 5630 wastewater connections.
4.7	<i>The total number of complaints received by Council about sewerage system. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<50	7.1	7.1 	Achieved. Based on 40 complaints in total for the quarter and 5630 wastewater connections.
4.8	<i>Major capital projects are completed within budget</i>	Achieved	Achieved	26.83% 	Pending year end completion.

Flood protection and control works

Community Outcomes



- Minimise flooding of property through efficient land drainage practices;
- Ensure drainage paths and floodgates that are registered remain clear and unobstructed as designed. Ensure that land drainage systems do not present a safety hazard;
- Minimise flood damage to properties by ensuring land drainage systems have adequate capacity; and
- Control flooding and flow of stormwater into the receiving environment, whilst protecting local interests.



5.0	Flood protection and control works	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
	MEASURED BY				
Monitor drainage of rivers and streams, ensure minimal flood risk and coast erosion to the community					
5.1	<i>The number of flood events not contained by the drainage district scheme</i>	0	0	0 ●	There were no flood events that were not contained, within the reporting period.
5.2	<i>Service requests for additional cleaning of drains, ie missed by the monitoring and maintenance programmes.</i>	<5 requests per year	1	1 ●	Achieved
5.3	<i>Biannual inspection of our drainage network to ensure it can contain a 1 in 5-year flood.</i>	Twice yearly inspections	N/A	N/A	The first of the drainage inspections are due to be completed this summer.
5.4	<i>Targeted maintenance of the stop bank system in the Raupo Drainage District to prevent tidal flows from inundating private property during high tide and/or when the river is in flood.</i>	Minimum yearly inspections and targeted maintenance completed	Minimum yearly inspections and targeted maintenance completed	Minimum yearly inspections and targeted maintenance completed ●	All completed in line with the Raupo Committee management of the scheme.

Solid waste







6.0	Solid waste MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
Reliability To provide regular community kerbside collections.					
6.1	Percentage of residents who are very satisfied or satisfied with waste management.	75%	N/A	N/A	No survey results received this quarter.
To encourage recycling and reduction of waste to landfill.					
6.2	Total amount of recycling (diverted from landfill) as a percentage of total waste collected.	1% more than previous year	34%	34% 	Achieved. Last years year to date was 25%.
6.3	Closed landfill activities meet legislative compliance. No resource consent abatement notices, infringement notices, enforcement orders or convictions.	0	0	0 	Achieved

Community activities

Community Outcomes

- Sustainable economy;
- Strong communities;
- Safety and good quality of life; and
- Special character and health environment



7.0	Community activities MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
Community Housing Quality: Affordability to provide housing suitable for members of the community who have difficulty providing it themselves.					
7.1	Net cost to ratepayers for Council's community housing services.	Zero	Zero	Zero 	Achieved and on track.
7.2	Annual occupancy rate.	90%	98%	98% 	Achieved with only one unit vacant during this quarter.
Reserves and Open Space Open spaces, linkages and facilities to promote community well-being and enjoyment.					
7.3	Percentage of residents who are very/fairly satisfied with their local parks and sports fields.	87%	N/A	N/A	No survey results received this quarter.
7.4	Percentage of residents who are very/fairly satisfied with the district's public toilets	≥70%	N/A	N/A	No survey results received this quarter.
7.5	Parks maintenance contract: a safe working environment is provided for those delivering the service, number of health and safety audits per month	Contractor: 4 per month Council: 1 per month	July 4 August 4 September 4 July 2 August 1 September 1	12  4	Achieved Achieved
7.6	Compliance with parks maintenance contract specifications – monthly audits	90%	July 98% achieved	93% 	Overall percentage achieved but garden maintenance is letting the


7.0	Community activities MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
			August 87% Not achieved September 95% Achieved		contractors down. This has been discussed with them.
Libraries					
7.7	<i>Percentage of library users who are very satisfied or satisfied with the district's library services</i>	85%	N/A	N/A	No survey results received this quarter.

District leadership

Community Outcomes

- Provides regular, timely, transparent and accessible communication along with clear and simple procedures;
- Enables commercial and industrial development to occur without undue restrictions;
- Encourages communities to work together in moving forward by actively providing various methods of support;
- Provides the community with the opportunity to be involved in decisions which affect them;
- Provides support to the business community to develop;
- Reflects the Kaipara culture with a small, friendly, approachable organisation which tailors' services to cater for Kaipara's unique needs;
- Provides a development framework while safeguarding the environment; and
- Economic growth enables improved social conditions.









8.0	District leadership <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
Governance Compliance with legal requirements around formal meetings of Council and its Committees.					
8.1	<i>Percentage of residents that are very/fairly satisfied with how rates are spent on services and facilities provided by Council</i>	70%	N/A	N/A	No survey results received this quarter.
8.2	<i>Long Term Plan, Annual Plan and Annual Reports will be adopted within timeframes set in the Local Government Act 2002.</i>	Compliant	Compliant	Compliant 	Annual Report is due for adoption in December which will meet our updated statutory obligations as a result of the Covid-19 pandemic.
Civil Defence Management					
8.3	<i>Conduct Civil Defence training exercises.</i>	1 per year	Not yet conducted	Not yet conducted	An exercise is planned for early 2021.




Regulatory management

Community Outcomes

- Council wants to work with the people in Kaipara to make it a place where it's easy to live. When it's easy, it will be easy to do business, easy to join in and to enjoy nature; and
- Council's regulation has traditionally been made to be as enabling as possible.

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
Building Control Inspections, Compliance and Enforcement Ensure effective response to customer enquiries about building standards.					
9.1	<i>Percentage of building control customers who rate request for service responses as very satisfied or satisfied</i>	77%	N/A	N/A	No survey results received this quarter.
Responsiveness To process applications within statutory timeframes.					
9.2	<i>Percentage of Building Consents (BC) processed within 20 working days.</i>	100%	96.3%	96.3% 	4 applications over the quarter were subject to specialist input (i.e. engineering reviews).
Quality Monitoring of BC applications and inspections to ensure projects comply with New Zealand Building Code.					
9.3	<i>Illegal activity/unauthorised work complaints investigated within three working days.</i>	94%	100%	100% 	All service requests responded to within the allocated time frame.
Resource Consents, Monitoring and Enforcement Ensure effective response to customer enquiries about District Plan/Resource Consent requirements.					
Responsiveness: To process applications in accordance with statutory timeframes.					
9.4	<i>Percentage of non-notified Resource Consents processed within 20 working days.</i>	100%	97%	97% 	Not achieved due to complexity of applications, internal staff vacancies and

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
					Covid. This is an improvement from last years 82% overall result.
9.5	<i>Percentage of Land Information Memoranda (LIM) processed within 10 working days.</i>	100%	100%	100% 	Achieved. 175 LIM's processed this quarter with an average processing time of 5 days.
Resolving of complaints concerning breaches of conditions of Resource Consent and other non-compliance with the District Plan.					
9.6	<i>Percentage of resource consent complaints regarding unconsented works and non-compliance with the District Plan and Resource Consent investigated within five working days.</i>	94%	100%	100% 	Achieved. 15 complaints investigated within 5 working days.
9.7	<i>Percentage of all new granted Resource Consents are audited each year to ensure they comply with relevant conditions.</i>	25%	35%	35% 	Achieved. Due to the way monitoring is conducted there is always a one month lag time. Monitoring undertaken during the period 1 July – 30 September is reported for consents granted during 1 June – 31 August 2020. There were 46 consents for the period 1 June – 31 August 2020. 20 of the 46

9.0	Regulatory management MEASURED BY	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
					consents required monitoring. Of the 20, 16 of these were completed.
9.8	Percentage of s224(c) certificates for new land titles processed within 10 working days -	99%	100%	100% 	Achieved.
Environmental Health					
Health and Safety Customer Service: Regulate commercial operations to protect public health					
9.9	Percentage of food premises inspected at least once per year.	100%	100%	100% 	33 food premises have been verified in accordance with the verification frequency for this quarter.
9.10	Percentage of alcohol premises inspected at least once per year.	100%	20%	20% 	On schedule to meet the target number of 75 annual premises. 15 of the premises have been completed for this quarter .