



# Quarterly Performance Measures Report

Third Quarter Ending 31 March 2021



## Quarterly Strategic and Performance Measures – for the third quarter ending 31 March 2021

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## 1 Introduction

Performance measures are set once every three years at the long term planning stage. The Long Term Plan (LTP) is an agreement Council makes to the community that will ensure we are delivering what we said we would. This year we are in year three of the LTP. The performance measures are a combination of important community feedback on our levels of service that is gathered from an annual residents survey, as well as 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. 5 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 58 measures remaining, 46 (79%) 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 4 (7%) measures recording amber and 8 (14%) recording red.

The LTP bases the measures on an annual target. The Performance Report measures progress quarterly. October to December represents the second quarter.

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

Footpaths	1	Building	2	Resource consents	1	Solid Waste	1	Sewerage and Disposal	1	Water	1	Stormwater Drainage	1
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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
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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. A second survey was undertaken in March. The year to date percentages represent an average of the results from the first and second surveys. Commentary included beside the measures is taken from the customer verbatim report received along with each of the survey results.




## 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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>Safety</b> 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 	Achieved. 8 serious accidents and 1 fatal accident have occurred so far this year, none were 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. (12 crashes in 2019/2020)</i>	≤10	3	3 	Achieved. There 9 so far this year. 3 less than 2019/2020.
<b>Road Condition (Smoothness)</b> 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%	13.42%	13.42% 	61km were sealed on Council's network this year. Programme is completed and measure achieved.
<b>Maintenance of the sealed local network</b>					
1.5	<i>Measured by the actual spent to budget percentage for the surfacing renewal budget.</i>	>95% - <103%	98.5%	98.5% 	Budget \$3.359M Actual \$3.308M Programme completed.

1.0	The provision of roads and footpaths <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>Maintenance of the unsealed local network</b>					
1.6	<i>The length of the unsealed local network that is graded, measured using the NZTA One Network Road Classification (measurement data sourced from RAMM Contractor):</i>  <i>Secondary collector road</i>  <i>Low Volume road</i>  <i>Access road</i>	140km min  750km min  1,200km min	52.93km  282.17km  465.929km	  92.80km  564km  905.28km	On target to deliver grading as per the maintenance contract requirements.
<b>Execution of capital works programme</b>					
1.7	<i>Maximum uptake, within the three-year planning programme, of the approved NZTA budget for Kaipara district, provided Council can also fund the local share.</i>	≥95%	19.5%	52.5%  	Full uptake of NZTA approved funding has occurred over the previous two financial years. Year 3 NZTA approved amount is \$34,147,411. Spend to date is \$17,924,468.
<b>Footpaths</b> 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	<i>Percentage of residents who are satisfied with footpaths</i>	73%	51%	54%  	Not achieved. Results from the two resident surveys so far indicates the lack of footpath maintenance is the main concern. This is solely



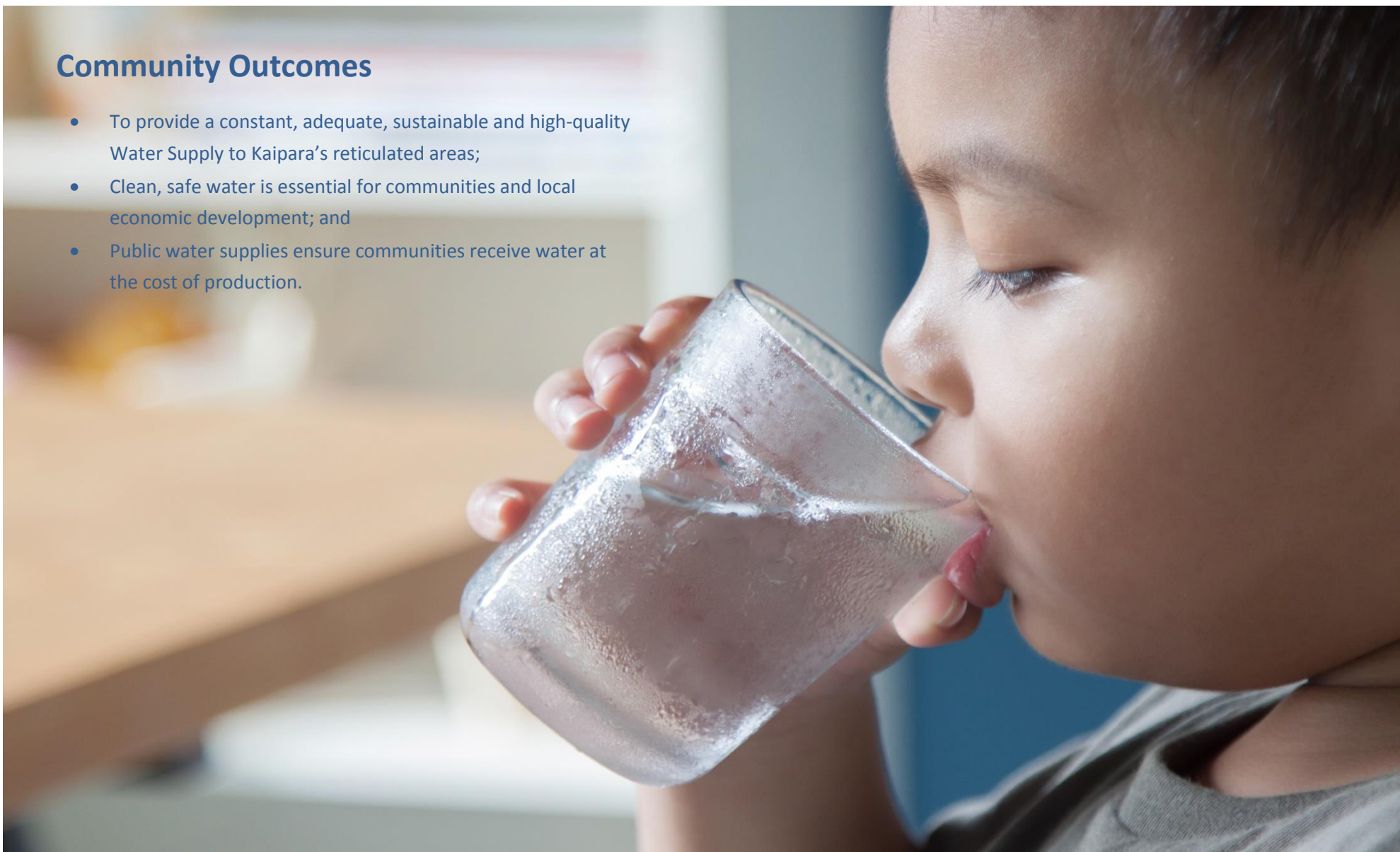
1.0	The provision of roads and footpaths <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
					due to the lack of funding available.
<b>Response to service requests</b>					
1.9	<i>The percentage of customer service requests relating to roads and footpaths to which the Council responds within the specified timeframe of two working days.</i>	90%	91.80%	96.57% 	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	<b>Water supply</b> <small>MEASURED BY</small>	<b>LTP Year 3 Target 2020/2021</b>	<b>Current Performance</b>	<b>Year to date</b>	<b>Comments</b>
<b>Fault Response Times</b> 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	3 hours	1 hour 	Not achieved for this quarter. 12 urgent call outs due to a break in the Kaihu raw water line and one took 3 hours to attend.
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	11 hours and 48 mins	11 hours and 48 mins 	Achieved. 12 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	43 minutes	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	2 hours, 49 minutes	25 hours 	Achieved

2.0	<b>Water supply</b> <small>MEASURED BY</small>	<b>LTP Year 3 Target 2020/2021</b>	<b>Current Performance</b>	<b>Year to date</b>	<b>Comments</b>										
<b>Customer Satisfaction</b>															
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	4.7	17.5 	Achieved. Based on 17 complaints and 3590 water connections.										
2.6	<i>Total number of complaints received by Council about Council's response to any of these issues. Expressed per 1,000 water connections</i>	≤38	0	0.6 	Achieved. Based on no customer followup complaints.										
<b>Demand Management</b>															
2.7	<i>The average consumption of drinking water per day per resident within Kaipara District = Billed metered Consumption (m<sup>3</sup>) x 1,000 Number of connections x 365 x 2.5 (occupancy rate).</i>	<table border="0"> <tr><td>Dargaville</td><td>275</td></tr> <tr><td>Maungaturoto</td><td>340</td></tr> <tr><td>Ruawai</td><td>130</td></tr> <tr><td>Glinks Gully</td><td>52</td></tr> <tr><td>Mangawhai</td><td>230</td></tr> </table>	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.
Dargaville	275														
Maungaturoto	340														
Ruawai	130														
Glinks Gully	52														
Mangawhai	230														
2.8	<i>Water take consents.</i>	100% compliance with NRC water take consents	100%	100% 	Achieved.										
2.9	<i>Major capital projects are completed within budget</i>	Achieved	Achieved	51.3% 	Although the % is just over half projects are on track for completion.										

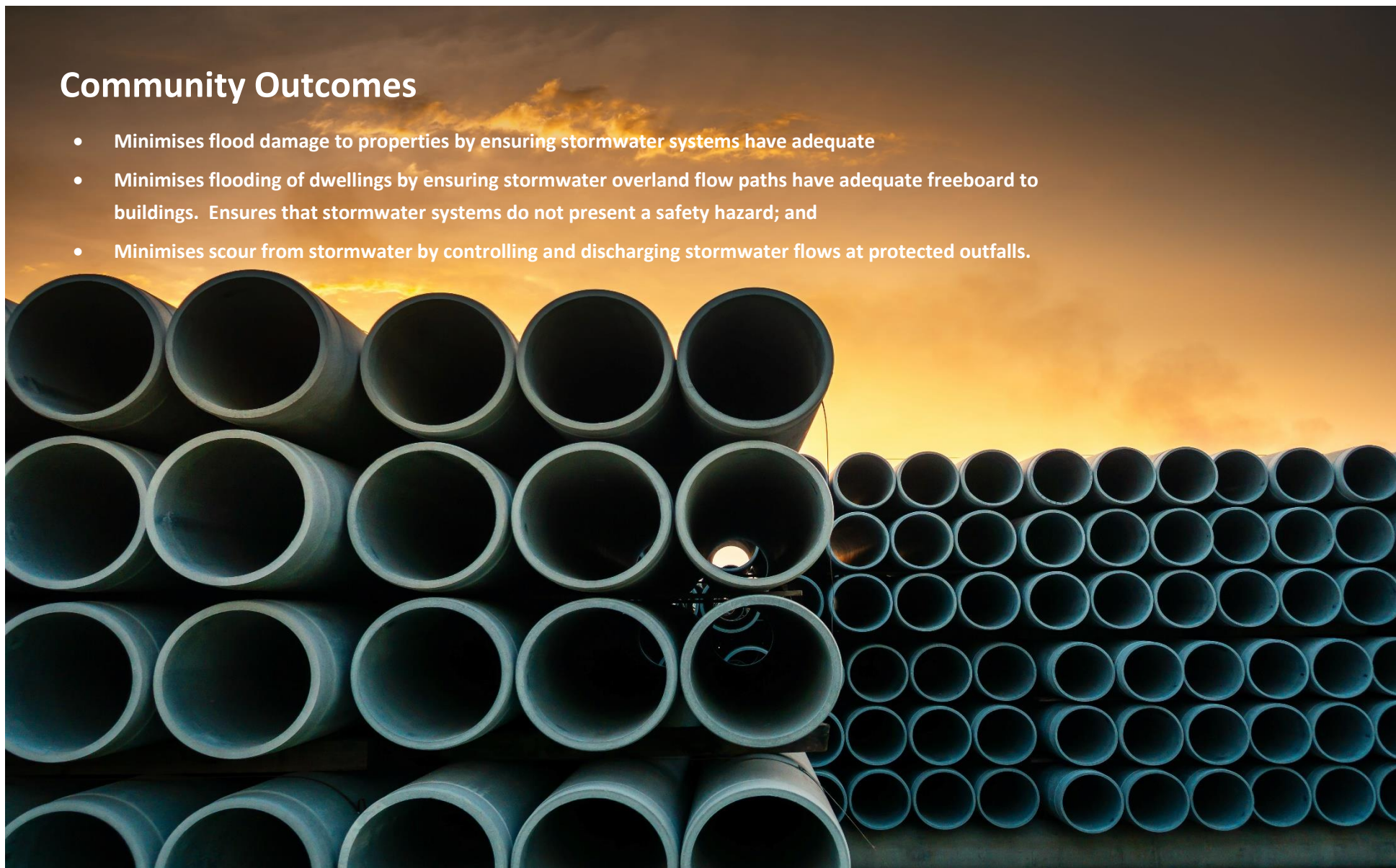
2.0	<b>Water supply</b> <small>MEASURED BY</small>	<b>LTP Year 3 Target 2020/2021</b>	<b>Current Performance</b>	<b>Year to date</b>	<b>Comments</b>
<b>Safety of drinking water in accordance with NZDWS (bacteria compliance criteria)</b>					
2.10	<i>The extent to which Council's drinking water supply complies with part 4 of the NZDWS (bacteria compliance criteria).</i>	Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully	Achieved  Achieved  Achieved  Achieved  Achieved	N/A	The annual compliance report from the NDHB will arrive in Nov 2021. The current performance is based on the results from the compliance report received in Nov 2020 for the period ending 30 June 2020.
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	Achieved  Achieved  Achieved  Achieved	N/A	The annual compliance report from the NDHB will arrive in Nov 2021. The current performance is based on the results from the compliance report received in Nov 2020 for the period ending 30 June 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
- 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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>System adequacy</b> 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 as no flooding events over this period.
<b>Discharge compliance</b> 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.
<b>Response times</b> The median response time to attend to a flooding event.					

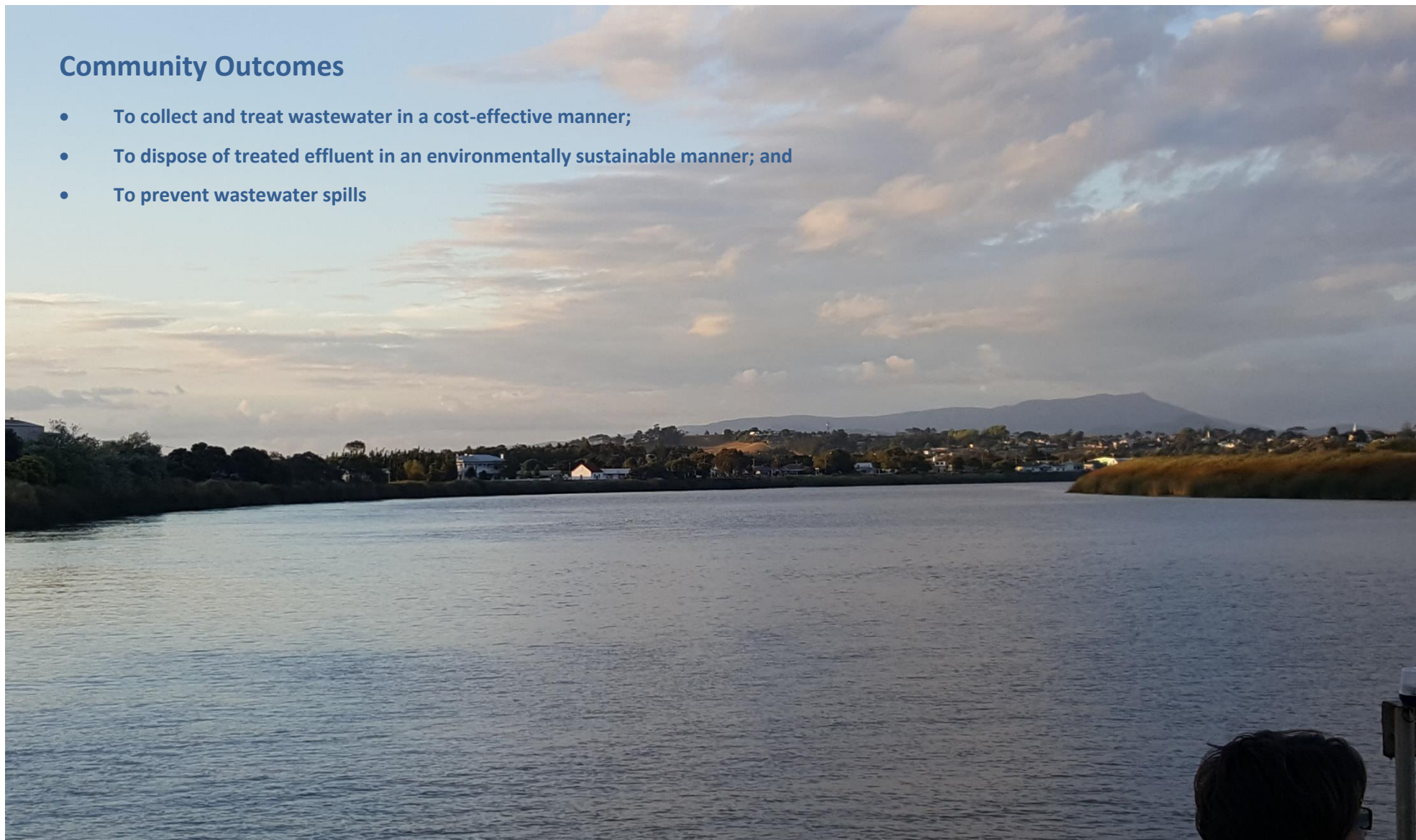
3.0	Stormwater drainage <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
3.6	<i>The time from when Council receives notification to the time that service personnel reach the site.</i>	<2 hours for urgent events	0	0 	Achieved. No flooding events over this period (drought)
<b>Customer satisfaction</b> 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	35	40 	Not Achieved There has been an influx of requests during this quarter, particularly around blocked drains and areas of ponding. This is likely due to dry weather then heavy rainfalls.





## 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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>System and adequacy</b> 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	0.2	1.4 	Achieved for quarter. Not Achieved YTD. 1 dry weather overflow occurred in Mangawhai in March. This overflow was a contained overflow and discharge did not enter the estuary. It was a one off event and NRC were notified.
<b>Discharge compliance</b> 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.
<b>Fault response times</b> 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	37mins	45 mins	Achieved.

4.0	Sewerage and the treatment and disposal of sewage <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
					
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	2 hours, 32 minutes	3 hours 7 minutes 	Achieved.
<b>Customer satisfaction</b> 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	1.2	2.4 	Achieved. Based on 7 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	2.9	12.1 	Achieved. Based on 16 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	5.9	13 	Achieved. Based on 36 complaints in total for the quarter and 5630 wastewater connections.
4.8	<i>Major capital projects are completed within budget</i>	Achieved	Achieved	50.5% 	Although the % is just over half, projects are on track for completion.





## Flood protection and control works

### Community Outcomes

- Minimise flooding of property through efficient land drainage
- Ensure drainage paths and floodgates that are registered remain clear and unobstructed as designed. Ensure that land drainage systems do not present a safety
- 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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>Monitor drainage of rivers and streams, ensure minimal flood risk and coast erosion to the community</b>					
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. (Drought)
5.2	<i>Service requests for additional cleaning of drains, ie missed by the monitoring and maintenance programmes.</i>	<5 requests per year	1	2 ●	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	0	1 ●	The next inspections are scheduled for April 2021.
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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>Reliability</b> To provide regular community kerbside collections.					
6.1	<i>Percentage of residents who are very satisfied or satisfied with waste management.</i>	75%	59%	64% 	Results to date show not achieved. With no funding available residents are expressing dissatisfaction with the quality and lack of recycling.
To encourage recycling and reduction of waste to landfill.					
6.2	<i>Total amount of recycling (diverted from landfill) as a percentage of total waste collected.</i>	1% more than previous year	33.9%	32% 	Achieved. Last years year to date was 25%.
6.3	<i>Closed landfill activities meet legislative compliance. No resource consent abatement notices, infringement notices, enforcement orders or convictions.</i>	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 <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
<b>Community Housing</b>					
Quality: Affordability to provide housing suitable for members of the community who have difficulty providing it themselves.					
7.1	<i>Net cost to ratepayers for Council's community housing services.</i>	Zero	Zero	Zero 	Achieved and on track.
7.2	<i>Annual occupancy rate.</i>	90%	98%	99% 	Achieved with only one Mangawhai unit vacant during this quarter. Dargaville/Ruawai had 100% occupancy over this quarter.
<b>Reserves and Open Space</b>					
Open spaces, linkages and facilities to promote community well-being and enjoyment.					
7.3	<i>Percentage of residents who are very/fairly satisfied with their local parks and sports fields.</i>	87%	83%	84.5% 	Not achieved. Poor management of parks is the main concern.
7.4	<i>Percentage of residents who are very/fairly satisfied with the district's public toilets</i>	≥70%	70%	71% 	Achieved.
7.5	<i>Parks maintenance contract: a safe working environment is provided for those delivering the service, number of health and safety audits per month</i>	Contractor: 4 per month  Council: 1 per month	January 4 February 4 March 4  January 1 February 1 March 1	12    3	Achieved.

7.0	Community activities <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
7.6	<i>Compliance with parks maintenance contract specifications – monthly audits</i>	90%	January 93% February 100% March 98%	91% 	Achieved
<b>Libraries</b>					
7.7	<i>Percentage of library users who are very satisfied or satisfied with the district's library services</i>	85%	75%	80.5% 	Not achieved. Negative comments about the lack of space at the Dargaville Library is lowering the percentage.





## District leadership

### Community Outcomes

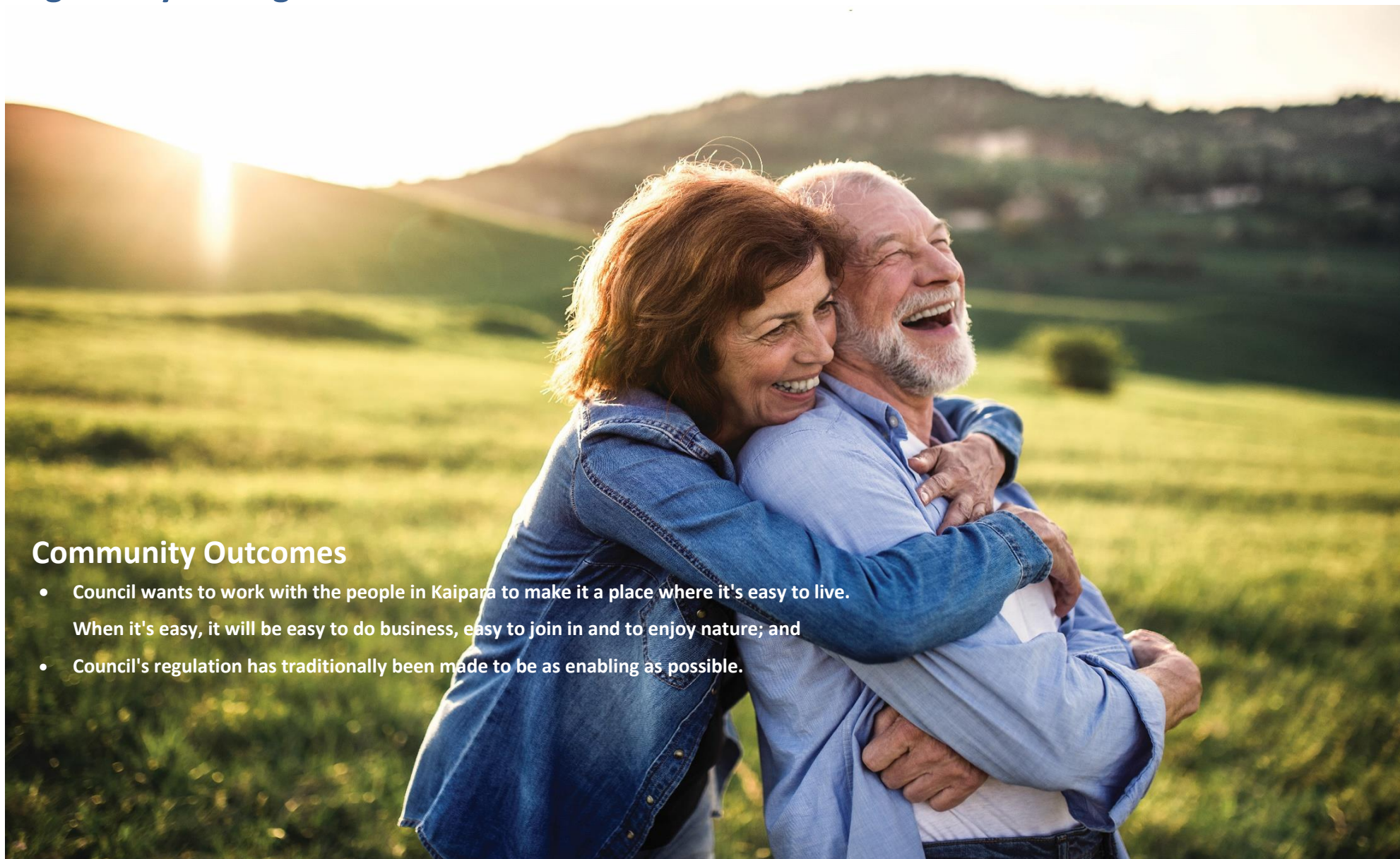
- Provides regular, timely, transparent and accessible communication along with clear and simple procedures;
- Enables commercial and industrial development to occur without undue restrictions;
- Encourages communities to work together in moving forward by actively providing various methods of support;
- 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
<b>Governance</b> 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%	74%	76% 	Achieved.
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 	Achieved.
<b>Civil Defence Management</b>					
8.3	<i>Conduct Civil Defence training exercises.</i>	1 per year	1	1 	Training took place as a result of the March tsunami.





## 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
<b>Building Control Inspections, Compliance and Enforcement</b> 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%	69%	63.5% 	Not achieved. Only a small number of residents responded to this question with the comment the process took too much time. However, 69% is a big improvement from the first wave of survey results.
<b>Responsiveness</b> To process applications within statutory timeframes.					
9.2	<i>Percentage of Building Consents (BC) processed within 20 working days.</i>	100%	97.0%	95.7% 	There has been a much higher volume of consent applications received (211) this quarter combined with higher levels of complexity (i.e. commercial). 172 were processed with 166 being on time. The 6 applications were overdue, largely due to difficulties with getting access to contractors to

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
					process. Additional contractors are being sourced, and recruitment is in progress to fill internal vacancies.
<b>Quality</b> 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%	89%	96% 	Not achieved this quarter. Only 1 complaint overdue by 4 hours out of the total of 9 complaints received in the quarter
<b>Resource Consents, Monitoring and Enforcement</b> 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%	100%	99% 	Not achieved. This was related to one consent which was one day overdue. This is a great result considering the volumes and complexity of Resource Consents received.

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
9.5	<i>Percentage of Land Information Memoranda (LIM) processed within 10 working days.</i>	100%	100%	100% 	Achieved. 224 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. A total of 27 complaints were 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%	23%	25% 	Achieved. 26 consents were granted for quarter 3. 7 required monitoring due to changes made to the standard conditions set by the team. Of the 7, 6 were monitored.
9.8	<i>Percentage of s224(c) certificates for new land titles processed within 10 working days -</i>	99%	100%	100% 	Achieved.
<b>Environmental Health</b> Health and Safety Customer Service: Regulate commercial operations to protect public health					

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2020/2021	Current Performance	Year to date	Comments
9.9	<i>Percentage of food premises inspected at least once per year.</i>	100%	100%	100% 	40 food premises have been verified in accordance with the verification frequency for this quarter.
9.10	<i>Percentage of alcohol premises inspected at least once per year.</i>	100%	100%	100% 	All required inspections have been completed in accordance with the quarterly targets.