

# Performance measures

## Community Services

### Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline <sup>1</sup>
We continue to support the social and cultural wellbeing of the district.	Facilitate a series of neighbourhood events throughout the district.	24 events delivered
	Promote community-led principles with at least three events being community-led.	13 community led events
We ensure community grants are distributed consistently, fairly and transparently.	Distributing agencies will report at least annually to Council on the distribution of funds and costs of service for the distribution. An annual independent audit of distributing agencies will also be undertaken.	All distributed agencies reported annually on the distribution of funds and costs of services
We process resource consents consistently, efficiently and to a high standard, ensuring that property developments are in line with District Plan policy goals.	Resource consents are processed within statutory timeframes as specified under the Resource Management Act 1991.	All resource consents were processed in the statutory timeframes
	Resource consents are monitored to ensure they comply with the conditions of consent.	Resource consent conditions were monitored to ensure compliance
We provide an efficient and reliable building consent and inspection service.	All applications are processed within 20 working days as specified under the Building Act 2004 Section 48(1).	All building consents were processed within 20 working days
	20 per cent of Building Warrants of Fitness are audited yearly to ensure the information is correct.	54 per cent of building warrants of fitness were audited
We register and enforce regulatory functions for animal control.	99 per cent of known dogs are registered each year	99.6 per cent of known dogs were registered
We respond efficiently to requests for service.	99 per cent of noise complaints are responded to within two hours.	99.3 per cent of noise complaints were responded to within two hours
We respond efficiently to requests for service.	Food safety – initial response within two working days	83 per cent of complaints were responded to within 48 hours
	Dog control – initial response within one working day	99.83 per cent of complaints were responded to within 24 hours
We inspect premises regularly.	All health (funeral homes, camping grounds, hairdressers) premises are	All health premises were registered and inspected

<sup>1</sup> All baseline information is provided from the Taupo District Council Annual Report 2016/17 unless otherwise stated.

	registered and inspected annually to ensure they meet minimum legislative standards.	
	All food premises are registered and inspected/audited as required to ensure they meet minimum legislative standards.	All food premises were registered and inspected
	All liquor premises are registered and inspected annually to ensure they meet the legislative minimum standards.	All liquor premises were registered and inspected
We enforce parking times to ensure as many people as possible can access parking spaces, and that the roading network is free of obstructions. We also provide car parks that have no time limit.	Parking spaces are monitored and time limits are enforced. We use Smart Parking data to measure our enforcement rates versus time and parking demand.	Parking time limits were enforced
We educate our communities on preparing for emergencies.	Maintain a work programme that specifically meets Council's individual and shared obligations in the Waikato CDEM Group Plan 2016 -21.	New measure

# Water

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
Safety of drinking water	<p>The extent to which the Council's drinking water supply complies with:</p> <p>Part 4 of the Drinking-water Standards for New Zealand (Bacteria and compliance criteria)</p> <ul style="list-style-type: none"> <li>All schemes</li> </ul> <p>Part 5 of the Drinking-water Standards for New Zealand (Protozoal compliance criteria), and Part 8 of the Drinking-water Standards for New Zealand (chemical compliance criteria):</p> <ul style="list-style-type: none"> <li>Taupō</li> <li>Turangi</li> <li>Mangakino</li> </ul>	<p>All schemes are able to achieve compliance with Part 4 (bacteria compliance).</p> <p>Taupo, Turangi, and Mangakino schemes can achieve compliance with Part 5 (protozoa compliance).</p> <p>Taupo, Turangi, Mangakino, Atiamuri, Waihaha, Tirohanga, River Road, Whareroa and Whakamaru are compliant schemes are compliant with Part 8 (chemical compliance).</p>

Level of service	Performance measures and targets	Baseline
	<ul style="list-style-type: none"> <li>• Atiamuri (compliant via section 10 alternative criteria)</li> <li>• Waitahanui (from 2019/20)</li> <li>• Acacia Bay (from 2021/22)</li> <li>• Kinloch (from 2022/23)</li> <li>• Omori (from 2022/23)</li> <li>• Motuoapa (from 2023/24)</li> <li>• Hatepe (from 2023/24)</li> <li>• River Road (from 2023/24)</li> <li>• Whakamaru (from 2024/25)</li> <li>• Whareroa (from 2025/26)</li> <li>• Tirohanga (from 2025/26)</li> <li>• Waihaha (from 2025/26)</li> <li>• Whakamoenga (from 2027/28)</li> <li>• Bonshaw Park (from 2027/28)</li> <li>• Rakaunui Road (from 2028/29)</li> </ul>	
Maintenance of the reticulation network	Report the percentage of real water loss from the Council's networks reticulation system. Methodology in line with Water NZ "Water Loss guidelines" <sup>2</sup> .	We were unable to report on this measure. We are working to resolve some issues with accuracy of our water measurement and reporting to enable meaningful water loss calculation. These improvements are in progress and likely to be finalised in the next three years.
Fault response times	Median time for attendance for <b>urgent call-outs</b> : from the time that Council receives notification to the time that the service personnel reach the site is less than 1 hour.	Achieved
	Median time for attendance for <b>non-urgent call-outs</b> : from the time that Council receives notification to the time that the service personnel reach the site is less than 6 days.	Achieved
Fault resolution times	Median time for resolution of <b>urgent call-outs</b> : from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption is less than 4 hours.	Achieved
	Median time for resolution of <b>non-urgent call-outs</b> : from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption 7 days.	Achieved

<sup>2</sup> Lambert, A., & Taylor, R., Water New Zealand, "Water Loss Guidelines", February 2010, [www.waternz.org.nz/Folder?Action=View%20File&Folder\\_id=101&File=100503\\_waterloss\\_guidelines.pdf](http://www.waternz.org.nz/Folder?Action=View%20File&Folder_id=101&File=100503_waterloss_guidelines.pdf)

Level of service	Performance measures and targets	Baseline
Customer satisfaction	<p>The number of complaints received by the Council on</p> <ul style="list-style-type: none"> <li>(a) Drinking water clarity</li> <li>(b) Drinking water taste</li> <li>(c) Drinking water odour</li> <li>(d) Drinking water pressure or flow</li> <li>(e) Continuity of supply</li> <li>(f) Council response to these issues</li> </ul> <p>This measure is expressed per 1000 connections to the Council sewerage system. The target number of complaints per 1000 connections <math>\leq 8</math>.</p>	Achieved - in 2016/17 there were 7.5 complaints per 1000 connections
Sustainable use of potable water	Peak month urban daily household water consumption less than or equal to 1.5m <sup>3</sup> /day/HEU.	Achieved
Adequate water for fire fighting in urban areas	Water pressure in urban areas meets FW2 fire fighting code of practice standards.	Achieved

# Transport

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
The number of serious and fatal crashes on district roads is falling.	Five per cent reduction from the previous financial year in the number of fatalities and serious injury crashes on the local road network.	In 2016/17 there were 14* fatal and serious crashes on Taupō local roads. In 2015/16 there was 11.  *Figure is provisional due to a delay in data availability.
That our roading network is maintained and in good condition.	The average quality of ride on a sealed road network, measured by smooth travel exposure. The target level of smooth travel exposure is 90 per cent. Methodology in line with NZTA Smooth Travel Exposure (STE) Index for sealed roads.	Achieved
	Three per cent of the sealed local road network is resurfaced (measured in m <sup>2</sup> ).	Achieved
Footpaths are maintained and in good condition.	Eighty per cent of footpaths in the district fall within the level of service standard for the condition of footpaths that is set out in the territorial local authorities (TLA's) Asset Management Plans (AMPs)(maintenance intervention when displacement greater than 10mm for Taupō CBD, Taupō urban areas and Turangi and other urban areas).	Achieved
Fix problems on the network promptly, or tell you why there are delays	Ninety per cent of customer service requests relating to roads and footpaths are responded to within five working days.	In 2016/17 89 per cent of requests were responded to within five working days

# Community Facilities

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
The library is accessible and offers a range of services for the community.	75 per cent of the users/visitors are satisfied with the range of services and variety of the collection.	Achieved
The Great Lake Centre and Taupo Events Centre are accessible and provide the community with a range of services.	The Great Lake Centre retains its Qualmark New Zealand four star rating	Achieved
	85 per cent of the users/visitors are satisfied with the Taupō Events Centre.	Achieved
	85 per cent of the users/visitors are satisfied with the Great Lake Centre.	Achieved
Residents and visitors are satisfied with the exhibitions at the Taupo Museum and Art Gallery.	55 per cent of the visitors to the museum are satisfied.	Achieved
We provide a range of public open spaces that are accessible and enjoyed by our users.	85 percent of residential dwellings in urban areas are within 400 metres of a publicly owned open space	New measure
	85 percent of users are satisfied with the current availability of council open spaces	New measure
	85 percent of users that are satisfied with the quality of council-owned parks and open space	Achieved
	85 percent of users are satisfied with council playgrounds	In 2016/17 89 per cent of users were satisfied with council playgrounds
	85 percent of sportsgrounds users are satisfied with Council's sportsgrounds	Achieved
Our pools are safe, well-maintained, and attractive for users.	We maintain Pool Safe accreditation at AC Baths and Turtle Pools (formally Genesis Energy Turangi Aquatic Centre - GETAC).	Achieved

	75 per cent of users are satisfied with the range of facilities at the AC Baths, the Turtle Pools (formally GETAC) and the Mangakino Pool.	New measure
Public conveniences are clean, safe and fit for purpose.	80 percent of users are satisfied with Council's public conveniences	Achieved
Council provides well maintained and accessible cemeteries	85 per cent of visitors are satisfied with the appearance and accessibility of council cemeteries	New measure

# Wastewater

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
Compliance with resource consents for discharge from the sewerage systems.	No successful prosecutions to Council or its staff for the quality of our discharge.	Achieved
	Number of abatement notices $\leq 1$	Achieved
	Number of infringement notices = 0	Achieved
	Number of enforcement orders = 0	Achieved
	Number of successful prosecutions = 0	Achieved
Reduction in nitrogen discharged from Wastewater treatment plants into Lake Taupō.	Reduce the total nitrogen discharged from wastewater treatment plants within the Lake Taupō catchment by at least 20 per cent of the benchmark average (10,310 kg/year) by 2020. From 2020 onwards, maintain this reduction.	Achieved
System and adequacy	Number of dry weather sewerage overflows <sup>3</sup> across the district that expressed per 1000 connections is less than $\leq 3$ per thousand connections.	Achieved
Fault response times	Median attendance time: from the time that Council receives notification of a fault to the time that service personnel reach the site of the overflow or other fault, is less than 1 hour.	Achieved
Fault resolution times	Median resolution time: from the time that Council receives notification of a fault to the time that service personnel reach the site of the overflow or other fault, is less than 4 hours.	Achieved

<sup>3</sup> Dry weather sewerage overflow means sewerage that escapes a Council sewerage system and enters the environment during a day when less than 1 mm of rain has fallen during a continuous 24 hour period.

Level of service	Performance measures and targets	Baseline
<p>Customer satisfaction The number of complaints received by Council on</p>	<p>The number of complaints received by Council on:</p> <ul style="list-style-type: none"> <li>a) Sewerage odour</li> <li>b) Sewerage system faults</li> <li>c) Sewerage system blockages; and</li> <li>d) Council's response to issues with the sewerage system</li> </ul> <p>This is expressed per 1000 connections to the sewage system. Target number of complaints per 1000 connections ≤ 8.</p>	<p>Not achieved in 2016/17. There were 9.4 complaints per 1000 connections.</p>

# Solid waste

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
Managing solid waste disposal within the district and increasing diversion from landfill.	To increase the quantity of material (tonnes) diverted from landfill from 46 percent to 51 percent of the total waste stream.	New measure
The District has a high level of satisfaction with their waste and recycling services.	85 per cent of service users are satisfied with our recycling and refuse services.	Achieved
	We comply with all resource consent conditions for our landfills.	Achieved

# Stormwater

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
We manage the stormwater network to protect public health and property without compromising the environment.	Less than five properties each year are affected by flooding inside the habitable dwelling (one habitable floor) as a result of stormwater originating from public land such as parks, roads and reserves (this measure excludes properties in designated flood hazard zones).	Achieved
	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site shall be ≤1hr (91 per cent of time).	Achieved
	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	Achieved
	The Non-Financial Performance Measures Rules 2013 require the	Not applicable

	<p>Council to report on the following measure:</p> <ul style="list-style-type: none"> <li>The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.</li> </ul> <p>There will be no reporting on this performance measure. Council's stormwater network drains the roading network. For industrial/commercial and residential areas Council's Code of Practice for the development of land requires the primary stormwater drainage system (on-site) to be designed to manage stormwater with minimal nuisance effects to adequately cater for rainfall events of 10 per cent annual exceedance probability (AEP) (10 year) rainfall event.</p>	
Compliance with our Resource Consent	Number of abatement notices $\leq$ 1	Achieved
	Number of infringement notices = 0	Achieved
	Number of enforcement orders = 0	Achieved
	Number of convictions = 0	Achieved

# Democracy and Planning

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
Council performance is rated as very or fairly good.	55 per cent of the district rates the performance of the mayor and councillors as very good or fairly good.	In 2016/17 we achieved 62 per cent
	55 per cent of Turangi/Tongariro ward respondents rate the performance of community board members as very good or fairly good.	In 2016/17 we only achieved 43 per cent
	69 per cent of residents and non-resident ratepayers rate the performance of Council staff as very good or fairly good.	In 2016/17 we only achieved 67 per cent
Council is on the right track.	49 per cent of the district feel informed about Council's long-term vision for the District.	New measure (Council has a new vision)
	56 per cent of ratepayers feel they are getting value from Council.	In 2016/17 we achieved 71 per cent
Council consults widely with district communities, including Maori before making decisions.	55 per cent of the district is satisfied with the way Council involves the public in its decision-making.	In 2016/17 we only achieved 48 per cent
	51 per cent of Māori residents who are satisfied with their involvement in Council's decision-making.	In 2016/17 we achieved 58 per cent
Council operates an open and honest decision-making process that generates confidence and trust in the democratic system.	80 per cent of residents and non-resident ratepayers say they know how and where to find information on Council activities and services.	In 2016/17 we achieved 86 per cent
	75 per cent of residents and non-resident ratepayers are satisfied with the way Council provides information on Council services and facilities.	In 2016/17 we achieved 88 per cent
	100 per cent of requests for official information are responded to within 20 working days.	In 2016/17, we did not achieve this target. One request (from 103 requests) was not responded to within the 20 working day timeframe.

Council's policy meets legislative requirements	New policy that Council develops meets the relevant legislative requirements in terms of content and the development process.	New measure
	Existing bylaws and policies are reviewed within legislative timeframes to ensure they remain relevant.	New measure

## Investments

### Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
We manage investment assets in accordance with the Treasury Management Policy.	The value of our financial assets is maintained.	Achieved
	We achieve revenue streams that meet our forecast targets.	Achieved

# Economic Development

## Levels of service, performance measures and targets

Level of service	Performance measures and targets	Baseline
We facilitate and support economic development in the Taupo district.	We ensure EGLT, DGLT and TCT report at least half-yearly or quarterly to Council on the manner of distribution of the grant as well as performance measures in line with their contracts for service and statements of intent.	New measure
We attract, support and encourage sporting, cultural and other events around the District	The district's overall events portfolio is maintained with at least three events in Turangi and Mangakino each year. Reporting will consist of narrative on actual events including location and economic impact figures.	New measure
	The economic impact of top tier events is increasing better than inflation per annum.	In 2016/17 we did not achieve this target. Top tier events are approaching capacity limits, which has inhibited economic growth potential. In 2016/17, the overall total economic impact from all events has increased by 7.4 per cent across the district.