

WATER SUPPLIES

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Bacterial compliance	# failed tests	0%	0%	0%	0%	Meet bacterial compliance under the DWSNZ. Less than 1 e-coli per 100ml of drinking water tested.	Monthly	Data from the laboratory will be stored in Water Outlook or other replacement software.
Protozoa compliance	# compliance schemes as stated in the WINZ database	15	16	16	16	Meet protozoal compliance under the DWSNZ. Accredited treatment system in place to meet log-credit rating of receiving environment providing the drinking water	Annually	Data from protozoa barrier treatment systems will be stored in the Water Outlook or other replacement software.
Real water loss - metered	% water loss	20%	20%	20%	20%	Measure real water losses in on-demand drinking water systems.	Annually	Data from meter reading and SCADA or relevant monitoring system will be used to determine the water volume pumped in an on-demand and combined water system
Real water loss - restricted supply	% water loss	20%	20%	20%	20%	Based on information from metering.	Monthly	The metering and SCADA or relevant monitoring system will be used to estimate the water volume pumped in a restricted scheme and the volume of water sold plus the total volume of monitoring water subtracted.
Urgent fault responsiveness	Median hours 24/7	3	3	3	3	Median time taken to respond to the customer's call for assistance. An urgent call-out is one which leads to complete loss of water availability for the customer. In a restricted water supply system, water availability in an on-site storage tank is considered as water available.	Monthly	The CSR system will be used to measure the time from when the customer's call was first received and when a Council representative arrived on site.

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Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Urgent fault resolution	Median hours 24/7	4	4	4	4	Median time taken in restoring water supply to the customer's call for assistance. An urgent call-out is one which leads to complete loss of water availability for the customer. In a restricted water supply system, water availability in an on-site storage tank is considered as water available	Monthly	The CSR system will be used to measure the time from when the customer's call was first received and when the water supply is restored.
Non-Urgent fault responsiveness	Median days	4	4	4	4	Median time taken to respond to the customer's call for assistance. An non-urgent call-out is one where there has not been a complete loss of water availability	Monthly	The CSR system will be used to measure the time from when the customer's call was first received and when a Council representative arrived on site.
Non-Urgent fault resolution	Median days	10	10	10	10	Median time taken in restoring water supply to the customer's call for assistance. An non-urgent call-out is one where there has not been a complete loss of water availability	Monthly	The CSR system will be used to measure the time from when the customer's call was first received and when the fault was resolved
Number of customer complaints about drinking water clarity (# service requests closed)	Service requests closed	10	10	10	10	Customer service requests relating to drinking water clarity	Monthly	The CSR system will be used to measure the number of customer complaints about drinking water quality
Number of customer complaints about drinking water taste (# service requests closed)	Service requests closed	20	20	20	20	Customer service requests relating to drinking water taste	Monthly	The CSR system will be used to measure the number of customer complaints about drinking water taste
Number of customer complaints about drinking water odour (# service requests closed)	Service requests closed	9	9	9	9	Customer service requests about drinking water odour	Monthly	The CSR system will be used to measure the number of customer complaints about drinking water odour
Number of customer complaints about drinking water pressure (# service requests closed)	Service requests closed	340	340	340	340	Customer service requests relating to water pressure	Monthly	The CSR system will be used to measure the number of customer complaints about drinking water pressure

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Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Number of customer complaints about continuity of supply (# service requests closed)	Service requests closed	180	180	180	180	Customer service requests relating to continuity of supply	Monthly	The CSR system will be used to measure the number of complaints about the continuity of supply
Total complaints (per 1000 connections)	Service requests closed	40	40	40	40	Customer service requests relating to clarity, taste, odour and pressure/flow	Monthly	The measure is the total number of requests logged in to the CSR system relating to clarity, taste, odour, pressure/flow and continuity of water supply, divided by the total number of water rated properties, divided by 1000 and rounded to the nearest whole number.
Average consumption per customer	Litres per day	285	285	285	285	Understanding the customer's daily consumption of drinking water across all metered properties	Annually	The volume of drinking water supplied in the year in Amberley, Leithfield Beach, Waiau, Culverden, Waipara and Hanmer Springs, divided by the average household population (from Statistics NZ), divided by 365 days and expressed as litres per person per day.

SEWERAGE

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Dry weather sewage overflows (complaints per 1,000 connections)	# Overflows	2	2	2	2	Number of sewage overflows to the environment resulting from blockages, collapses or mechanical/electrical. Dry weather means less than 1mm of rain accumulated 24 hours preceding the event	Monthly	The CSR system will be used to measure the total number of 'dry weather' sewage overflows divided by the total number of wastewater rated properties divided by 1,000.
Abatement notices	# Abatement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to wastewater storage, treatment and discharge. An abatement notice is a written direction requiring an action to be taken or ceased under section 17 of the RMA	Monthly	Consent monitoring reports from ECAN will be used
Infringement notices	# Infringement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to wastewater storage, treatment and discharge. Infringement notices or fines can be issued for failure to comply with an abatement notice.	Monthly	Consent monitoring reports from ECAN will be used
Enforcement notices	# Enforcement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to wastewater storage, treatment and discharge. An enforcement order is an order made by the Environment Court.	Monthly	Consent monitoring reports from ECAN will be used
Convictions	# Convictions	0	0	0	0	Measurement of compliance with resource consent conditions relating to wastewater storage, treatment and discharge. A conviction is a result of a successful prosecution as a result of a significant contravention of the RMA	Monthly	Consent monitoring reports from ECAN will be used

SEWERAGE

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Urgent Call out attendance	# Urgent Call out attendance	2	2	2	2	Median time taken in responding to the customer's call for assistance. An urgent call-out is one that results in a complete interruption of the sewerage service. It does not include faults in private networks	Monthly	The CSR system will be used to measure the time from when the customer's call was first received to when an officer arrives at the site to investigate the request for service
Urgent Call out resolution	Service requests closed	8	8	8	8	Median time taken to resolve the customer's call for assistance. An urgent call out is one which results in a complete interruption of the sewerage service. Does not include faults in private networks	Monthly	The CSR system will be used to measure the time from when the customer's call was first received to when the service has been restored
Sewage odour complaints	Service requests closed	3	3	3	3	Total number of requests for service received about sewage odour	Monthly	The CSR system will be used to measure the total number of requests for service relating to odour
System fault complaints	Service requests closed	3	3	3	3	Total number of requests for service received about system blockages that do not result in an overflow	Monthly	The CSR system will be used to measure the total number of requests for service relating to mechanical or electrical faults
Sewerage system blockages	Service requests closed	18	18	18	18	Total number of requests for service received about system blockages that do not result in an overflow	Monthly	The CSR system will be used to measure the total number of requests for service relating to system blockages
Poor response complaints	Service requests closed	0	0	0	0	Total number of requests for service received about poor response. Poor response is where customers specifically raise complaints, not considered as part of a service request.	Monthly	The CSR system will be used to measure the total number of events relating to poor response
Total customer complaints (per 1,000 connections)	Service requests closed	7	7	7	7	Total quantity of service requests for service relating to blockages, poor response, system faults and sewage odour expressed per 1000 connected properties.	Monthly	The CSR system will be used to measure the total number of requests for service divided by the total number of wastewater rated properties divided by 1,000

STORMWATER AND DRAINAGE

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Number of flooding events where any homes are flooded	Service requests closed	0	0	0	0	Habitable floor flooding is where water from a maintained stormwater system enters a habitable floor	Monthly	The CSR system will be used to measure the total number of habitable floors flooded
Number of houses flooded per 1,000 houses connected to a Council maintained stormwater system	Service requests closed	0	0	0	0	The number of habitable floors flooded per 1,000 properties connected to a maintained stormwater system	Monthly	The CSR system will be used to measure the total number of requests for service relating to flooding of habitable floors and divided by the total number of connected properties divided by 1,000
Abatement notices	# Abatement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to stormwater storage, treatment and discharge. An abatement notice is a written direction requiring an action to be taken or ceased under section 17 of the RMA	Monthly	Consent monitoring reports from ECAN will be used
Infringement notices	# Infringement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to stormwater storage, treatment and discharge. Infringement notices or fines can be issued for failure to comply with an abatement notice	Monthly	Consent monitoring reports from ECAN will be used
Enforcement notices	# Enforcement notices	0	0	0	0	Measurement of compliance with resource consent conditions relating to stormwater storage, treatment and discharge. An Enforcement Order is an order made by the Environment Court	Monthly	Consent monitoring reports from ECAN will be used

STORMWATER AND DRAINAGE

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Convictions	# Convictions	0	0	0	0	Measurement of compliance with resource consent conditions relating to stormwater storage, treatment and discharge. A conviction is a result of a successful prosecution as a result of a significant contravention of the RMA	Monthly	Consent monitoring reports from ECAN will be used
Response to stormwater system issues (where water from a stormwater system gets into buildings)	Median Hours 24/7	2	2	2	2	Median time taken in responding to the customer's call for assistance where stormwater from the maintained stormwater system enters a habitable floor	Monthly	The CSR system will be used to measure the time from when the customer's call was first received and when an officer arrives at the site to investigate
Total customer complaints (per 1,000 connections)	Service requests closed	7	7	7	7	Customer requests for	Monthly	The CSR system will be used to measure the total number of requests for service relating to lack of maintenance or poor performance divided by the number of connected properties divided by 1,000

ROADING AND FOOTPATHS

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as a number	As shown by CAS	≤0	≤0	≤0	≤0	A fatality or serious crash on a local road which NZ Police have attributed to poor or negligent road maintenance	Annually	CAS data supplied by NZTA
Smooth travel exposure	ONRC Performance Measures Reporting Tool	>92%	>92%	>92%	>92%	The percentage of travel on roads smoother than the threshold for each traffic grouping, reported by ONRC classification	Annually	ONRC performance measures reporting tool. The calculation determines smoothness using the Vehicle per Day bands currently implemented in RAMM, together with their NAASRA thresholds
Roads resealed annually	% of local sealed roading network resealed each year	5%	5%	5%	5%	The length of sealed roads which are resealed divided by the length of the sealed roading network	Annually	RAMM provides reseat data through the Pavement and Surfacing module
Condition of unsealed roads (# corrugations/potholes exceeding criteria)	Out of spec as noted during monthly KPI audit	30	30	30	30	There are no more than 5 potholes >200mm in diameter or deeper than 40mm in any 100m length of road and there are no potholes, short rutted or scoured sections of road exceeding 70mm in depth or larger than 400mm in diameter	Monthly	Data from monthly audit
Condition of footpaths (# trip hazards exceeding criteria)	Service requests closed	10	10	10	10	The number of customer service requests received where the trip hazard is >25mm in height	Monthly	The CSR system will be used to measure the number of footpath related service requests relating to hazards exceeding the criteria
Urgent fault responsiveness (contractor)	Median hours 24/7	2	2	2	2	Urgent is defined as a time critical situation or incident on a local road that could either cause harm or has harmed life	Monthly	Magiq data
Urgent fault resolution (contractor)	Median hours 24/7	16	16	16	16	Urgent is defined as a time critical situation or incident on a local road that could either cause harm or has harmed life	Monthly	Magiq data
Non-urgent fault responsiveness	Median business days	72	72	72	72	Non-urgent is defined as a fault or defect on a local road that is not a time critical situation or incident	Monthly	The CSR system will be used to measure the median number of business days to respond to non-urgent faults

ROADING AND FOOTPATHS

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Non-urgent fault resolution	Service requests closed	100%	100%	100%	100%	Non-urgent is defined as a fault or defect on a local road that is not a time critical situation or incident	Monthly	The CSR system will be used to measure the percentage of non-urgent faults resolved

PUBLIC SERVICES - GREEN SPACES

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Customer satisfaction - Maintenance of Reserves	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with the maintenance of reserves	Biennially	Result from the Biennial Resident Satisfaction Survey
Customer satisfaction - Maintenance of Cemeteries	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with the maintenance of cemeteries	Biennially	Result from the Biennial Resident Satisfaction Survey

PUBLIC SERVICES - PROPERTY

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Customer satisfaction - Public toilets	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with public toilets	Biennially	Result from the Biennial Resident Satisfaction Survey
Customer satisfaction - Halls	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with halls	Biennially	Result from the Biennial Resident Satisfaction Survey

PUBLIC SERVICES - WASTE MINIMISATION

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Customer satisfaction - waste minimisation/waste collection	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with the household waste collection service provided	Biennially	Result from the Biennial Resident Satisfaction Survey
Customer satisfaction - waste minimisation/recycling collection	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with the household recycling collection service provided	Biennially	Result from the Biennial Resident Satisfaction Survey
Customer dissatisfaction - transfer station cleanliness or safety	Number of complaints about transfer station cleanliness or safety	0	0	0	0	Number of customer service requests closed relating to transfer station cleanliness or safety	Monthly	Data from the Customer Service Request system
Waste to landfill per capita	Waste to landfill (tonnes)	3,877.00	3,885.00	3,900.00	3,914 in year 4. Target in subsequent years 264 kgs per capita	Weight in tonnes of waste delivered to landfill divided by the population of the district	Monthly	Weighbridge data from Kate Valley reported to HDC
Recycling contamination	As reported by EcoSort	<5%	<5%	<5%	<5%	% recycling sent to EcoSort which is dirty or not an acceptable product	Monthly	Data provided by EcoSort to HDC
Recycling to Waste Ratio	Recycling % of overall waste	31%	32%	33%	34% in year 4 and increasing by 1% each year up to 40% in year 10	Tonnage of recycling divided by the sum of recycling and other waste	Monthly (although measurement frequency may vary)	Weight data reported by EcoSort (recycling), Transwaste (landfill), and other companies receiving recycling landfill

PUBLIC SERVICES - LIBRARY

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Customer satisfaction - Library services	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with the library service	Biennially	Result from the Biennial Resident Satisfaction Survey
Customer dissatisfaction - number of complaints regarding library services	# customer complaints relating to libraries and customer services reported annually	0	0	0	0	Number of complaints from customers relating to libraries and/or customer services	Annually	From the Customer Service Request system

PUBLIC SERVICES - EMERGENCY MANAGEMENT

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Customer satisfaction - Civil Defence preparations	Biennial Resident Satisfaction Survey	Maintain or Improve	Maintain or Improve	Maintain or Improve	Maintain or Improve	% customers surveyed who are satisfied with civil defence preparations	Biennially	Result from the Biennial Resident Satisfaction Survey

REGULATORY SERVICES - BUILDING CONTROL

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Timeliness of issuing building consents	Percentage of building consents issued within 20 working days	100%	100%	100%	100%	Consents issued within 20 days excluding Request for Information waiting time	Monthly	Magiq system

REGULATORY SERVICES - ANIMAL CONTROL

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Response to reports of dog attacks	Percentage of first responses within 24 hours	100%	100%	100%	100%	Percentage of reported dog attacks where the first action is taken within 24 hours	Monthly	Data from the CSR system and contractor incident sheets
Response to reports of wandering stock	Percentage of responses attended within 24 hours	100%	100%	100%	100%	Percentage of wandering stock incidents attended within 24 hours	Monthly	Data from the CSR system and contractor incident sheets

REGULATORY SERVICES - PUBLIC HEALTH AND ALCOHOL LICENSING

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Completion of Verifications (Audits) of Registered Food Premises	% of required verifications of registered food premises which are completed when due	100%	100%	100%	100%	Number of verifications completed when due divided by the number of verifications which fall due in a financial year	Annually	Magiq system
Alcohol premises monitoring	Percentage of premises holding on, off or club licences which are monitored at least once during the year	75%	75%	75%	75%	Number of premises holding on off of club licences which are monitored during the year divided by the total number of premises holding on, off or club licences	Annually	Magiq system

REGULATORY SERVICES - RESOURCE MANAGEMENT

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Resource consents (non notified)	Percentage of non-notified resource consents issued within 20 working days	100%	100%	100%	100%	Number of days taken to issue non-notified resource consents	Monthly	Magiq reporting

HANMER SPRINGS THERMAL POOLS AND SPA

Performance Measures	Measure	24/25	25/26	26/27	28-34	Specific reporting data	Reporting frequency	Data extraction
Visitors - increase usage of the thermal pool and spa complex	Customer numbers	To increase customer numbers from the previous year	To increase customer numbers from the previous year	To increase customer numbers from the previous year	To increase customer numbers from the previous year	Measure of the numbers of customers to the thermal pools and spa, and their satisfaction ratings.	Annually	HSTP&S electronic records
	Measure of the numbers of customers to the thermal pools and spa, and their satisfaction ratings.	To maintain or improve customer satisfaction from the previous year	To maintain or improve customer satisfaction from the previous year	To maintain or improve customer satisfaction from the previous year	To maintain or improve customer satisfaction from the previous year	Measure of the numbers of customers to the thermal pools and spa, and their satisfaction ratings.	Annually	Annual customer satisfaction survey.
Profitability – achieve our business plan	Profit	To make the profit which is forecast for each year	To make the profit which is forecast for each year	To make the profit which is forecast for each year	To make the profit which is forecast for each year	As recorded in financial reports for the Business Unit.	Annually	HSTP&S Annual Report