

DRAFT Performance Measures

GOVERNANCE

Governance, Communications and Engagement

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that our diverse community is represented in a democratically accountable and respectful manner.	Elected members represent their ward and act in the best interests of the district.	Percentage of customers satisfied with the availability of their councillor	NEW	80%	80%	80%	80%
To provide our customers and partners with opportunities for engagement thereby providing input to the decision making process.	Opportunities are provided for public participation in decision making	Percentage of customers satisfied that council engages with the community regarding the right issues	40%	50%	50%	50%	50%
	Opportunities for public participation in decision making are accessible, informative and understood	Percentage of customers satisfied with the ease of access and clarity of information regarding key community issues	48%	50%	50%	50%	50%

To ensure that decisions and processes take into account both short and long term impacts on our customers and partners.	Council holds regular public meetings where information on the decisions made is accessible to the public	Percentage of agendas and minutes of all open meetings that are made publicly available via the Council's website within legislative timeframes	99%	98%	98%	98%	98%
--------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------	-----	-----	-----	-----	-----

Iwi and Community Partnerships

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that our diverse community is represented in a democratically accountable and respectful manner.	Council meets obligations to iwi under formal and informal agreements	Number of formal and informal hui held with iwi, mana whenua and hapu groups	NEW	9	9	9	9

SUSTAINABLE ENVIRONMENT

Environmental Health - Community Safety

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031

To ensure that activities are managed so that our communities are healthy and safe, legislative requirements are met and nuisance is managed	The district has safe food operations.	The percentage of food operations that are required to be verified annually that are verified	NEW	95%	95%	95%	95%
	Alcohol licensing is managed to minimise alcohol abuse in the community and meet legislative requirements.	The percentage of medium or higher risk category licensed premises inspected annually.	NEW	95%	95%	95%	95%
	Noise complaints are responded to in a timely fashion to ensure community wellbeing	Percentage of excessive noise complaints responded to within agreed timeframes	83%	85%	85%	85%	85%
	Nuisance complaints are responded to in a timely fashion ensuring community health and safety	The percentage of hazardous land use information (Hail) reports that will be completed within 10 working days.	99.5%	90%	90%	90%	90%

Planning & Policy, Strategic Projects

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031

Documents encourage decisions to be made in a manner that are consistent and represent Councils overall strategic objectives.	Decision making documents are kept up to date and consistent	The percentage of bylaws and policies, that are required by legislation, are reviewed within their statutory timeframes	NEW	95%	95%	95%	95%
We work collaboratively with our communities, our colleagues and our partners to develop plans that ensure the best possible outcomes for our people and our environment, now and into the future.	Adequate land supply (right type in right location) is zoned and serviced to cater for the growth and development of the District.	Adequate land supply (right type in right location) exists to cater for the growth and development of the District. Sufficient development capacity (as required by the National Policy Statement - Urban Development) is provided to meet expected short and medium term demand	NEW	100% = compliance with NPS-UD land supply requirements	100% = compliance with NPS-UD land supply requirements	100% = compliance with NPS-UD land supply requirements	100% = compliance with NPS-UD land supply requirements

Animal Control

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031

We promote responsible dog ownership and stock management practices to keep our communities safe from harm	Animal control services and staff ensure that public places are free from uncontrolled dogs and wandering stock	The percentage of aggressive dog behaviour complaints, where immediate risk to public safety is present, that has council personnel on site within 1 hour	100%	95%	95%	95%	95%
		The percentage of complaints regarding currently straying stock that have council personnel on site within 1 hour	100%	95%	95%	95%	95%
	Animal Control raises awareness of dog behaviour and responsible dog ownership through the education program, community events and ensuring dogs in our area are registered.	Complete Engagement and Education visits throughout the district	76	120 per annum / 10 per month	120 per annum / 10 per month	120 per annum / 10 per month	120 per annum / 10 per month
		The percentage of known dogs currently registered	NEW	95%	95%	95%	95%
Building Quality							

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that building regulations and standards are met so that people living and working in buildings are safe.	The Council ensures that buildings comply with building regulations.	The percentage of existing buildings with building WOFs that are monitored and audited for compliance annually	31%	33%	33%	33%	33%
		The percentage of buildings that provide sleeping care or paid accommodation that are audited for compliance annually	95%	100%	100%	100%	100%
	The Council ensures that swimming pools that comply with fencing of swimming pools act requirements	The percentage of swimming pools that are inspected for compliance annually	28.28%	33%	33%	33%	33%
To ensure that timely and accurate information and efficient processes are provided to people planning to build on or purchase a property	The Council ensures that a timely building consenting process is provided.	The Percentage of building consent applications that are processed within 20 working days	99.84%	98%	98%	98%	98%
Strategic and District Planning							

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that development enhances the well-being and safety of the community, and that people have the opportunity to participate in the strategic and district planning process.	Resource consents are processed on time and within statutory requirements	The percentage of resource consent applications which are processed within statutory timeframes	99.42%	98%	98%	98%	98%
To ensure that development enhances the well-being and safety of the community, and that people have the opportunity to participate in the strategic and district planning process.	Our plans and our monitoring and enforcement activities ensure compliance with legislation and the protection of people, properties and landforms.	The percentage of current land use consents that are older than 2 years which have been monitored in the last 2 years.	78%	75%	80%	80%	80%
To ensure that development enhances the well-being and safety of the community, and that people have the opportunity to participate	Parking patrols are carried out in communities that have parking controls under the bylaw.	The number of parking patrols which are carried out in individual communities under the Public Places Bylaw.	139	168	168	168	168

in the strategic and district planning process.							
-------------------------------------------------	--	--	--	--	--	--	--

Solid Waste

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure our waste and recycling services are efficient and effective and help protect our natural environment	Compliance	Meet actions set within Waste Minimisation Management Plan (WMMP)	NEW	30%	60%	90%	90%
That solid waste services are managed and maintained providing cost effective, reliable, that meets the needs of our customers.	Customer Satisfaction	Customer Satisfaction with Waste Collection services.	NEW	75%	75%	75%	75%

SUSTAINABLE COMMUNITIES

Customer and Partnership Focus

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031

To ensure that a seamless, consistent quality service is provided to our customers via a range of channels	Satisfied with the overall service received when you contacting Council offices	The percentage of customers satisfied with the overall service received when contacting the council	NEW	70%	70%	72%	72%
	It is easy for customers to access Council staff and information to meet their needs	Average level of effort to conduct business with council. (On a scale of 1 - 5 (5 being high effort) how much effort did it take to conduct your business with council?)	2.2	Less than 2.6	Less than 2.6	Less than 2.5	Less than 2.5
Our District Libraries are to be at the heart of our district: inspiring curiosity, enriching lives and connecting communities	Our library spaces and our staff facilitate opportunities for people to connect with ideas, knowledge, stories, and other people.	Net Promoter Score (level of likelihood that library users will recommend to friends and family their library as a place to go) – as measured in a bi-annual inhouse customer survey	90% (97.9%)	90%	90%	90%	90%
		Level of customer satisfaction that the quality of libraries resources meets their needs - as measured in a bi-annual inhouse customer survey	90% (97.2%)	90%	90%	90%	90%
Zero Harm							

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Disciplined Management Systems	Reduce work related injuries	The number of total recordable injuries (TRI) at Waikato District Council.	NEW	2	2	2	2

Community Venue and Events

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Encourage and support event organisers and volunteer work throughout our district to ensure community connectiveness and sense of place within our open spaces.	Events workshops to educate and support communities who are wanting to hold an event in collaboration with wider Waikato District Council teams for example, Zero Harm, funding and engagement	The number of events workshops held each year to support event organisers	NEW	2	2	2	2

Economic and Community Development							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Tourism in the district is enhanced and Council's processes and infrastructure support and facilitate new and existing business.	Sustainable business growth is supported by efficient processes, available land and accessible infrastructure.	The business perception survey average rating is above target	8.7	8.5	8.5	8.5	8.5
Emergency Management							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure council and our communities are resilient and have the capability to respond, manage and recover from emergencies.	The Council is resilient and ready to respond in the event of an emergency.	The evaluation of annual exercise as a measure of effectiveness of training delivery	NEW	50%	70%	90%	90%
		Council maintains a minimum number of trained staff to Intermediate level, to fulfil core Emergency Operations Centre roles.	30	50	50	50	50

Property and Facilities							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Council Facilities are managed sustainably with a focus on reducing the environmental impact of the activity	Energy Efficiency	Waikato District Council Carbon road map shows an improving trend in energy efficiency / emission reduction	NEW	5% reduction / per annum	5% reduction / per annum	5% reduction / per annum	5% reduction / per annum
Open Spaces							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Open spaces are maintained to provide a sustainable and environmental focus	Public toilets are accessible, clean and fit for purpose	Percentage of customers who are satisfied in the annual satisfaction survey (Public Toilets)	78%	75%	75%	75%	75%
	Parks are appropriate for the needs of the community, safe and well maintained	Percentage of customers who are satisfied with Parks and Reserves, including sports fields and playgrounds	88%	85%	85%	85%	85%

	Parks are appropriate for the needs of the community, safe and well maintained	Percentage of customers who are satisfied with the presentation of Waikato District Council cemeteries	91%	85%	85%	85%	85%
--	--------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------	-----	-----	-----	-----	-----

ROADING

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
Provide a safe transport network that encourages healthy travel modes and reduces harm	Footpath Condition	The percentage of footpaths that fall within the level of service or service standard for the condition of footpaths that is set out in the LTP.	96.4%	95%	95%	95%	95%
	Safe Travel	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.	+1	reduction by 2 on the previous year	reduction by 2 on the previous year	reduction by 2 on the previous year	reduction by 2 on the previous year
Our transport network activities are transparent, transitioning to sustainable transport solutions, and protect our natural environment	Response and Resolution	The percentage of customer service requests relating to roads and footpaths to responded to within the time frame specified in the long term plan.	96%	95%	95%	95%	95%

Our transport network is able to meet the needs of economic activity to support thriving communities and provide employment opportunities	Smooth Travel	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	97%	96%	96%	96%	96%
To ensure that the Road network is well maintained and negative environmental effects are mitigated	The network is well maintained and managed	The percentage of the sealed local road network that is resurfaced.	5.3%	Min 5%	Min 5%	Min 5%	Min 5%
STORMWATER							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that the council's stormwater infrastructure supports safe and healthy conditions and conforms to established public health standards.	The Stormwater system is reliable and safe	The number of flood events that occur in the territorial authority district.	0	Less than 5 events per annum	Less than 5 events per annum	Less than 5 events per annum	Less than 5 events per annum
		For each flooding event, the number of habitable floors affected. (Expressed per 1,000 properties connected to the territorial authority's stormwater system).	0	0.3 affected per 1,000 properties per event	0.3 affected per 1,000 properties per event	0.3 affected per 1,000 properties per event	0.3 affected per 1,000 properties per event

To ensure that the stormwater infrastructure networks are managed and maintained to ensure it is both cost effective and reliable, and meets water industry best practices	The Stormwater system is reliable, efficient and effective	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	0	Less than or equal to 2 hours	Less than or equal to 2 hours	Less than or equal to 2 hours	Less than or equal to 2 hours
		The total number of complaints received by the territorial authority about the performance of its stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system.	1.69 per 1,000 properties	Less than 4 per 1,000 properties per year	Less than 4 per 1,000 properties per year	Less than 4 per 1,000 properties per year	Less than 4 per 1,000 properties per year
To ensure that the water infrastructure network is managed effectively to minimise wastage and ensures that water is sustainably and appropriately collected, treated and disposed of to protect the environment	The Stormwater System is environmentally responsible	Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of Abatement Notices, Infringement Notices, Enforcement Orders and successful prosecutions received by the territorial authority in relation to those resource consents	1	0	0	0	0

WASTEWATER							
Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031
To ensure that Council's wastewater infrastructure supports safe and healthy conditions and conforms to established public health standards	The wastewater system is operated to minimise health risks	Number of dry weather sewerage overflows from the council's sewerage system, expressed per 1,000 sewerage connections to the sewerage system.	1.66 per 1,000 connections	Less than or equal to 3 per 1,000 connections	Less than or equal to 3 per 1,000 connections	Less than or equal to 3 per 1,000 connections	Less than or equal to 3 per 1,000 connections
To ensure that the wastewater infrastructure networks are managed and maintained to ensure it is both cost effective and reliable, and meets water industry best practice.	The wastewater system is reliable, efficient and effective	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, median response - Attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site.	34 minutes	Less than or equal to 1 hour (60 minutes)	Less than or equal to 1 hour (60 minutes)	Less than or equal to 1 hour (60 minutes)	Less than or equal to 1 hour (60 minutes)

		Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, median response - resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault.	123 minutes	Less than or equal to 4 hours (240 minutes)	Less than or equal to 4 hours (240 minutes)	Less than or equal to 4 hours (240 minutes)	Less than or equal to 4 hours (240 minutes)
		The total number of complaints received by the territorial authority about sewerage odour, sewerage system faults, sewerage system blockages and the territorial authority's response to issues within the sewerage system, expressed per 1000 connections to the territorial authority's sewerage system.	9.45 per 1,000 connections	Less than or equal to 10 per 1,000 connections	Less than or equal to 10 per 1,000 connections	Less than or equal to 10 per 1,000 connections	Less than or equal to 10 per 1,000 connections

To ensure that the wastewater infrastructure is managed effectively to minimise wastage and ensures that water is sustainably and appropriately collected, treated and disposed of to protect the environment	Wastewater treatment and disposal minimises harm to the environment	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of Abatement Notices, Infringement Notices, Enforcement Orders received in relation to those resource consents.	0	Equal or less than 2	Equal or less than 2	Equal or less than 2	Equal or less than 2
		Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of convictions received by the territorial authority in relation to those resource consents.	0	0	0	0	0

WATER SUPPLY

Our Objective	What you can expect from us	What we will measure	Latest result (2019/20)	Targets			
				2021/22	2022/23	2023/24	2024-2031

To ensure that the council's water infrastructure supports safe and healthy conditions and conforms to established public health standards.	The water supply is safe to drink.	The extent to which the local authority's drinking water supply (zones) complies with Part 4 of the drinking water standards (bacteria compliance criteria)	18 zones	18 (no. of zones that comply out of 18)	18 (no. of zones that comply out of 18)	18 (no. of zones that comply out of 18)	18 (no. of zones that comply out of 18)
		The extent to which the local authority's drinking water supply (zones) complies with Part 5 of the drinking water standards (protozoal compliance criteria)	NEW	15 (no. of zones that comply out of 18)	15 (no. of zones that comply out of 18)	15 (no. of zones that comply out of 18)	15 (no. of zones that comply out of 18)
To ensure that the waters infrastructure networks are managed and maintained to ensure it is both cost effective and reliable, and meets water industry best practice	The water supply is reliable and water is received at a good flow/pressure	Where the local authority attends a call out in response to a fault or unplanned interruption to its networked reticulation system, median response time - attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	40 minutes	Less than or equal to 60 mins	Less than or equal to 60 mins	Less than or equal to 60 mins	Less than or equal to 60 mins

		Where the local authority attends a call out in response to a fault or unplanned interruption to its networked reticulation system, median response time - resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	103 minutes	Less than or equal to 240 minutes	Less than or equal to 240 minutes	Less than or equal to 240 minutes	Less than or equal to 240 minutes
		Where the local authority attends a call out in response to a fault or unplanned interruption to its networked reticulation system, median response time - attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	1 day	Less than or equal to 5 days	Less than or equal to 5 days	Less than or equal to 5 days	Less than or equal to 5 days

		Where the local authority attends a call out in response to a fault or unplanned interruption to its networked reticulation system, median response time - resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	1 day	Less than or equal to 5 days	Less than or equal to 5 days	Less than or equal to 5 days	Less than or equal to 5 days
		The total number of complaints received by the local authority on drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of Supply, the local authority's response to any of these issues, expressed per 1000 connections to the local authority's networked reticulation system.	19.35 per 1,000 connections	Less than or equal to 25 per 1000 connections	Less than or equal to 25 per 1000 connections	Less than or equal to 25 per 1000 connections	Less than or equal to 25 per 1000 connections

To ensure that the water infrastructure network is managed effectively to minimise wastage and ensures that water is sustainably and appropriately collected, treated and disposed of to protect the environment.	Water extraction and use for potable water supply shall be managed in an efficient and sustainable manner.	The average consumption of drinking water per day per resident within the territorial authority district.	210L	250L	250L	250L	250L
		The percentage real water loss from the local authority's networked reticulated system (including a description of the methodology used to calculate this).	32.9%	28%	28%	28%	28%