



Quarterly Performance Measures

Third Quarter Ending 31 March 2017

Quarterly Performance Measures – for the third quarter ending 31 March 2017

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1 Introduction

This Quarterly Performance Report measures Council's performance on its activities as adopted in Council's 2015/2025 Long Term Plan. The report is based on the level of service statements, planned improvements and changes as per year two of the Long Term Plan. It also includes highlights and risks associated with each of the activities.

Performance measures were identified in 2015 when setting the Long Term Plan. These apply over the 2015/18 year period. However it has been identified that some of the measures are difficult to measure or not particularly relevant. As part of the 2018/28 Long Term Plan process these will be reviewed.

Within this Report there are 114 measures. Of these 83 (73%) were achieved. The coloured circle in the annual target column indicates progress. Green is either achieved or on target to be achieved by the end of the financial year. Amber is not measured to date or a survey has not yet been completed. Red is not achieved or highly unlikely to be achieved. There are 17 (15%) measures recording amber and 14 (12%) recording red.

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

Building	1	Community Housing	1	Community Planning	1
District Plan	1	Footpaths	1	Governance	2
Mana Whenua Forum	2	Reserve Management Plans	2	Water Supply	3

The 2015/2025 Long Term Plan bases the measures on an annual target. The Quarterly Performance Report measures progress quarterly with some targets added from the first quarter (July to September) with this quarter (October to December) to give a year to date measure. Other measures are annually while others are based on statutory obligations.

Summary of Operating and Capital Performance

Whole of Council Overview

	Year to Date March 2017				Full Year	
	Actual \$000's	Budget \$000's	Variance \$000's	Indicator	Budget \$000's	Forecast \$000's
Total Rates	24,749	24,183	566	●	32,287	32,331 ↑
Total Operating Income	32,879	31,247	1,632	●	41,935	41,968 ↑
Total Operating Costs	23,586	26,020	2,434	●	35,040	34,894 ↓
Total Capital Revenue	5,986	6,280	(294)	●	7,695	8,259 ↑
Total Capital Payments	8,559	12,453	3,894	●	15,863	18,055 ↑

Key ● Favourable ● Unfavourable within 10% of budget ● Unfavourable over 10% of budget

2 Report by Activity

Community Activities


What has changed?



There has been a delay in the delivery of the Reserve Management Plan development programme due to the delay in finalising the Kai Iwi Lakes (Taharoa Domain) Reserve Management Plan.





Mangawhai Community Park development is progressing well and three more heritage buildings have been moved onsite to complete the first stage of the Pioneer Village.

Dargaville Public Library's redevelopment is on hold while we investigate a providing a larger space.

Highlights
<p>Community Assistance – Applications for Community Assistance Policy Funding – Operational Grants, Capital Grants, and Contracts for Service were called for from 01 December 2016 – 03 February 2017. Contract for Service and Capital Grant applications will be advertised from mid-March to mid-April to call for community feedback and Council will make a decision on Contract for Service and Capital Grant allocations at its June meeting</p> <p>Reserves and Open Space – Camping and visitor numbers at Kai Iwi Lakes (Taharoa Domain) were high for this period with income \$113,660 above budget. Good progress has been made with the Council’s Walking and Cycling Strategy. Meetings with regional and community stakeholders has been completed and the strategy is on track to be adopted by June 2017.</p> <p>Library – A community survey has been undertaken asking citizens what are their priorities for future library service. Council has received 391 completed survey forms.</p> <p>Community Housing – Mangawhai units continue to be well managed and minor maintenance matters were finalised and completed.</p>
Risks and Issues
<p>Community Assistance – The community applies for more funding than is available and expectations exceed Council’s ability to deliver.</p> <p>Reserves and Open Space – Managing health and safety risks while making it easy to join in is a challenge for Council. To reduce this risk, Council has trained some community members so they can be available to help groups with traffic management plans. There has been an increase in graffiti across the District. This is being removed as quickly as possible. The Kaiwaka public toilets has struggled to meet the demand of increasing visitors traveling along the State Highway. The water supply capacity has been increased and it is hoped this will resolve this issue.</p> <p>Library – Our school holiday programme is limited to 20 children due to lack of space in Dargaville Public Library.</p> <p>Community Housing – We have had to forecast unbudgeted expenditure on the Ruawai and Dargaville units for refurbishment of three units. This was a legacy issue that predated the handover to the Dargaville Community Development Board.</p>



Community Assistance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Implementing the Community Assistance Policy including Grants, Contract for Service, Licence to Occupy and the Mangawhai Endowment Lands Account.	Contract for Service, Operational and Capital Grants, Mangawhai Endowment Lands Account (MELA) applications called for and processed within timeframes	New measure from 2015/2016	75%	100% 	75%	The MELA committee has met and allocated funds. Processing of other applications on track.






Reserves and Open Space						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
To provide and enhance open spaces, linkages and facilities to promote community well-being and enjoyment.	Percentage of residents who are very/fairly satisfied with their local parks and sports fields		84%	85% 	84%	Year to date performance is tracking slightly below the annual target. Year to date performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.
	Percentage of residents who are very/fairly satisfied		72%	65% 	72%	Year to date performance is above the annual target




Reserves and Open Space						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	with their public conveniences					reflecting the investment in public toilets. Year to date performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.
	User satisfaction with cleanliness and lack of litter and graffiti		70%	70% 	70%	Year to date performance is tracking on target. Year to date performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.
	Parks Maintenance Contract measures are met	New measure 2015/2016	100%	100% 	100%	Achieved.
	An active sports park within a 40 minute drive of all residents (not all belonging to Council) with toilet and changing facilities	New measure 2015/2016	Not achieved	Achieved 	Not achieved	No changing room facilities are available at Memorial Park. Work has been delayed and now estimated to start May 2017.
	Coastal access and esplanade reserves in urban areas already developed or zoned for	New measure 2015/2016	Achieved	Achieved 	Achieved	A project to enhance car parking at the end of Kainui Street is underway. This will be complete in the next quarter.

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Quarterly performance measures Jan- March 2017

Reserves and Open Space						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	residential development in the District Plan, with carparking areas					
	A local purpose reserve within 15 minute walk of residents in urban areas already developed or zoned for residential development in the District Plan	New measure 2015/2016	No measure as yet	Achieved 	No measure as yet	To be determined as part of the classification of reserves as part of omnibus RMP.
	A public toilet in shopping areas servicing an urban population over 2,000	New measure 2015/2016	100%	100% 	100%	Achieved.

Community Housing						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
To provide housing suitable for the elderly who have difficulty providing it themselves.	Percentage of tenants satisfied with standard of accommodation and services	Annual Tenant Survey	No measure as yet	95% 	No measure as yet	Annual Survey has been sent to residents and responses are due end April.
	Percentage of tenants who rate response to request for service as excellent/good	Annual Tenant Survey	No measure as yet	90% 	No measure as yet	Annual Survey has been sent to residents and responses are due end April.
		Nil net cost to ratepayers for Council's housing services	Not achieved	Zero 	Not achieved	A substantial backlog of maintenance has been attended to this year which required more budget.
		Annual occupancy rate	90%	90% 	90%	Achieved.
	Compliance with the Memorandum of Understanding (MOU) with Housing New Zealand for the management (not necessarily by Council) of Dargaville, Ruawai and Mangawhai community housing	New measure 2015/2016	100%	100% 	100%	Mostly the MOU deals with the refurbishment of the units. It was agreed back in approximately 2009. The management of the Dargaville and Ruawai units were successfully handed over to the Dargaville Community Development Board in early December 2015.

Libraries						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Accessibility To provide accessible library services to the residents of Kaipara.	Percentage of households that have used the District's libraries in the past 12 months		97%	60% 	97%	Achieved. Current performance measure includes those residents that were " <i>somewhat satisfied</i> " with the service.
Quality To provide a range of quality resources and material relevant to the residents of Kaipara.	Percentage of library users who are very/fairly satisfied with Kaipara district's library services		97%	81% 	97%	Achieved. Current performance measure includes those residents that were " <i>somewhat satisfied</i> " with the service.
		To comply with Library and Information Association of New Zealand Aotearoa (LIANZA) guidelines for populations of 5,000 or more, the Public Library in Dargaville is open for 43 hours per week including Saturdays.	Achieved	Achieved 	Achieved	Dargaville Public Library meets guidelines.

Regulatory Management

What has changed?

Building Control – This quarter is tracking with 149 BCs received, to a similar level in the same quarter as both 2015 (146) and 2016 (149). However, the increase at end of year 2016 was 76 more than 2015. The BCA's of Tauranga, Napier, and Whakatane have gone live with the same on-line consenting system and the BCM attended the inaugural meeting of Alpha users in Christchurch last month.

A new Quality Manual is being written for all alpha users that will support and drive collaboration initiatives between the users. The outcome will be high level support and development due to the investment in the system as a result of the growth. Any meaningful collaboration with the other Northland Councils will be limited unless the BCA's are operating on the same system.

The Territorial Authority aspects of the building team will have more work coming with the Earthquake Prone Buildings (EPB) Amendment Act coming into force in July 2017 whereby the Territorial Authority is required over a defined period to identify all EPB's in the district. There is a National register held by MBIE where each Council will have a login and responsibilities. Most of the initial work will be in identifying all EPB's in the district. After this, the work will drop back to maintenance of the register and liaising with owners of these buildings to rectify structural integrity issues.

Resource Consents – Resource consent numbers are tracking much higher in this quarter compared to 2016 and 2015, estimated at a 125% increase in consents, with an increasing number of complex subdivision proposals. Several notified consents are progressing through the hearing process, with a recent 32 lot non-complying proposal for the outskirts of Mangawhai being declined by independent commissioners. The Bad Debt recovery project is near completion with debt dropping below \$70,000 from an initial high of \$700,000 plus. The team continues to meet its targets with the assistance of external consultants and contractors. It is hoped recruitment of Senior Planners will reduce consultant spend in the next quarter.

Regulatory –The shared service agreement with Whangarei has resulted in the joint procurement of Armourguard as new contractors for animal control, parking and noise enforcement. A 6 monthly meeting is being arranged to ensure that the contract is on track with the KPI aspects including reporting, financials and customer service. The recent customer service survey has shown an increased customer satisfaction level for this function by 8%.

Fees and Charges - Fees and Charges throughout Council have been reviewed and implemented for this financial year. The proposed 2017/2018 Fees and Charges are currently open for submissions from the Public.

Highlights

Building Control - The Building Team is meeting issue of Code Compliance Certificates 100%, however, struggles with issuing of Building Consents to 100% due to still trying to replace loss of Senior Processor. In-house processors do well despite struggling and having to rely on Contract processors. There also is a lot of supervision and Competency assessment work that they are also required to maintain. It is hoped the new TL will be here soon and have good processing experience.

Resource Consents - Two new Senior Planners will be joining the team in April and May 2017. The workload of consents, LIMs, service requests and PIMs is consistently high but the team has managed the workload well despite capacity challenges. Ad hoc customer feedback continues to be largely positive.





Regulatory - The waste water bylaw officer applications have been received and due shortly to interview for this role. The number of Alcohol applications are constantly turned over within minimum timelines to meet targets and customer expectations. The Health team are on target to achieve the food transition expectation period from the Food hygiene regulations to the new Food Act.




Risks and Issues


Building Control - There are various risks Council records and tracks progress. We are waiting for legal advice for a recent defamation threat and the rest are illegal buildings in varying degrees of seriousness. The most serious being where Council issued a Dangerous Building Notice and also several Abatement notices. Council is working through this process following legal advice.




Resource Consents - The Team continues to receive pre-application enquiries and pressure from developers for complex, non-complying subdivisions and second dwellings on marginal sites. The Team will be taking a cautious approach to these proposals and the number of notified consents is likely to increase as a consequence.

Regulatory - The Fencing of swimming pools have an acceptable solutions code of practise from central government not yet approved, this makes some pool fencing inspections difficult to determine (it is anticipated that the COP will be produced any time shortly). While the transition of our Noise, Parking and Animal Control contract from Environmental Northland Limited (ENL) to Armourguard has gone reasonably smoothly, there are weekly meetings and day to day operational matters to be held so as to iron out issues as they arise and as the contract determines.

Building Control Inspections, Compliance and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Customer Benefits Ensure effective response to customer enquiries about building standards.	Percentage of customers who rate Request for Service responses as excellent/good		No measure as yet	85% 	No measure as yet	Annual survey not yet undertaken.
Responsiveness To process applications in accordance with statutory timeframes.		Percentage of Building Consents processed within 19 working days	97%	95% 	95%	Achieved.
		Percentage of Project Information Memoranda processed within 19 working days	86%	95% 	86%	Not Achieved. The issue of PIMs is entirely dependent on the Planning checks having been done first. The resource demand of Planning has contributed largely to the failure to achieve this target.
		Percentage of Code Compliance Certificates (CCC) issued within 20 working days	100%	100% 	100%	Achieved. All issued same day for Jan-March quarter. '0' days.




Building Control Inspections, Compliance and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Quality Monitoring Building Consent applications and inspections to ensure projects comply with New Zealand Building Code.		Advise building owners/occupiers of the expiry date of their Warrant of Fitness 1 month before the expiry date	100%	95% 	100%	Achieved.
	New measure from 2015/2016	All new buildings in the Kaipara district for which Building Consent has been issued comply with the New Zealand Building Code (includes approval of building plan, as well as confirmation that the resulting building matches the approved plans)	100%	97% 	100%	Achieved. All Code Compliance Certificates are issued based on reasonable grounds that the consented building work complies with the building consent and that the building consent complies with the NZ Building Code.
	New measure from 2015/2016	Buildings under construction inspected to ensure that code compliance is achieved	100%	80% 	100%	Achieved. All consented building work is assigned the required inspections at the time of issuing consent to ensure compliance is achieved. However illegal buildings that are in the district are not


Building Control Inspections, Compliance and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
						inspected unless the activity is reported.
	New measure from 2015/2016	Illegal activity/unauthorised work complaints investigated within 3 working days	90%	92% 	92%	Achieved (as far as contact made)




Resource Consents, Monitoring and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Customer Benefits Ensure effective response to customer enquiries about District Plan/Resource Consent requirements.	Percentage of customers who rate Request for Service responses as excellent/good		No measure available as yet	85% 	No measure available as yet	Annual survey not yet undertaken.
Responsiveness To process applications in accordance with statutory timeframes.		Percentage of non-notified resource consents processed within 18 working days	96%	95% 	96%	Achieved.
		Percentage of resource consents notified by Council that is subject to	1%	1% 	1%	Achieved. There are currently 3 live 357A objections to consent conditions that Council is



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Quarterly performance measures Jan- March 2017

Resource Consents, Monitoring and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
		objections/appeals against consent conditions				attempting to resolve. Appeals are outside Council control.
		Percentage of Land Information Memoranda (LIM) processed within 10 working days	100%	100% 	100%	Achieved
Quality Resolving of complaints concerning breaches of conditions of resource consent and other non-compliance with the District Plan.		Percentage of complaints concerning breaches of resource consent conditions for earthworks and/or sediment control that are resolved to ensure compliance within 5 working days	100%	95% 	100%	There were 4 complaints concerning breaches of resource consent conditions related to earthworks and/or sediment control – all were actioned within 5 working days.
	New measure from 2015/2016	Percentage of complaints regarding unconsented works and non-compliance with the District Plan and resource consent investigated within 5 working days	100%	90% 	100%	Achieved There was one complaint relating to non-compliance with the District Plan and one complaint relating to unconsented works. Both were investigated within 5 working days

Resource Consents, Monitoring and Enforcement						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	New measure from 2015/2016	Percentage of all new granted resource consents are audited each year to ensure they comply with relevant conditions	67%	15% 	91%	Out of the 101 newly granted resource consents only 35 had conditions that required monitoring. All 35 have been audited.

Environmental Health						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Health and Safety Customer Service Regulate commercial operations to protect public health.		Percentage of food premises inspected at least once per year	30%	100% 	71%	On track. Target achieved for this quarter.
		Percentage of alcohol premises inspected at least once per year	36%	100% 	76%	On track. Target achieved for this quarter.
Reliability Respond to environmental health issues in the interest of protecting public health.	Percentage of customers who rate Requested for Service responses are excellent/good		No measure available as yet	85% 	No measure available as yet	Annual Survey not yet undertaken.

Animal Management						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Reliability Respond to animal management issues.	Percentage of customers who rate Requests for Service responses as excellent/good		71%	85% 	71%	Up 8% from the 2016 figures and the new contractor anticipates further improvement to achieve the set performance measure.
	Percentage of priority response times being met	New measure from 2015/2016	100%	86% 	100%	Performance measures achieved.

Emergency Management

What has changed?

Staff continue to train in emergency management systems and new resources to meet new standards have been obtained.

A radio repeater and recorder with digital and internet capability are no longer required due to the reorganisation of urban and rural fire forces into a national service that becomes responsible for Rural Fire from 01 July 2017.

Highlights



Rural Fire – Work continues on the transition of Rural Fire to Fire and Emergency NZ (FENZ).

CDEM – Rainfall events during March were monitored but no significant issues were experienced anywhere in the District.

Risks and Issues


Rural Fire – After a dry January and February substantial rainfall through March eliminated the fire risk and effectively ended the fire season.



Civil Defence

Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Reliability To build a resilient and safer Kaipara District and communities' understanding and managing their hazards and risks.		Number of Civil Defence training exercises conducted per annum	1	1 	1	Achieved. National Exercise "Tangaroa" completed over 3 days during August and September.
		Time taken to activate the Emergency Operations Centre	Not yet Measured	< 1 hour 	Not yet Measured	It has not been necessary to activate

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Quarterly performance measures Jan- March 2017

		after the notification of a local Civil Defence emergency				the EOC for any event this year.
	3 yearly updating and reviewing of Kaipara Community Response Plans. Plans will be displayed on Regional Council's website and a link from Kaipara	New measure from 2015/2016	3	4 plans updated and reviewed per year. 	3	On track. A new plan has been developed for Pouro and reviews underway of Kaiwaka and Mangawhai CRP. Tinopai will be developed in Quarter 4.

Rural Fire						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Health and Safety To protect life and property from rural fires with trained personnel within the Kaipara District Rural Fire Authority Area.		Percentage of firefighters who meet the National Rural Fire Authority Training Standards	100%	80% 	100%	All Firefighters have been trained to the required standard
Health and Safety Fire safe behaviour and practices through public education and rural fire co-ordination.	The number of public awareness campaigns run each year	New measure from 2015/2016	1	At least 1 campaign per year 	1	Achieved. A campaign was run during December.

Flood Protection and Control Works

What has changed?

Development of the Asset Management Plan for the remaining 28 Land Drainage areas is underway. Council is awaiting a finalised potential climate change effects report on the land drainage network from the Northland Regional Council. This document will feed into the Asset Management Plan.

Election of the Raupo Drainage District Committee members was completed during the last quarter and the Committee are working well together with Council staff.

Highlights

Condition assessments of 20 tidal floodgates in the Raupo district have been completed and results have been provided, this will determine which need replacing. The replacement of Floodgate No.38 is now complete.





The replacement of Floodgate No.53 is due to start as soon, the start date will be dependent on the weather and the tides.

Risks and Issues

Continued monitoring of floodgates are important to ensure no tidal intrusions.

Flood Protection and Control Works

Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Reliability Monitor drainage of rivers and streams. Ensure minimal flood risk and coastal erosion to the community.	New measure from 2015/2016	The number of schemes maintained to their full service potential	100%	100% of schemes maintained to ensure that they provide protection to the agreed standard and the scheme assets are maintained as established in the	100%	Achieved.

Flood Protection and Control Works						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
				Adopted Asset Management Plans 		
	New measure from 2015/2016	Non-performance of drainage network due to poor monitoring or maintenance causing an inability to contain a 1 in 5 year flood as measured by public feedback i.e Service Requests that result in additional cleaning to drains needed	0	<5 service request per year 	0	Achieved.
		Council inspection of drainage network to ensure that a 1 in 5 year flood is contained by the network	Minimum yearly inspections and targeted maintenance completed	Twice yearly inspections 	Achieved	Achieved.
		Targeted maintenance of the stopbank in the Raupo Drainage District to prevent tidal flows from inundating private property during high tide and/or when the river is in flood	Minimum yearly inspections and targeted maintenance completed	Minimum yearly inspections and targeted maintenance completed 	Achieved	Achieved.

District Leadership –

What has changed?

Council have continued to meet regularly and begun to look at the annual plan for 2017/2018 and continued to meet key community groups.

District Plan Change on the Fire Rule has been publicly notified. Private Plan Change 3 hearing was being prepared, including completion of the s42A Hearing Report. A new Policy Manager was appointed in this quarter, and a Senior Policy Analyst retired.

Management of key business improvement projects, continuous improvement and operational excellence continues.

Highlights

Community Planning – Council and the NZ Transport Agency (NZTA) both adopted the Kaiwaka Improvement Plan which is the end of a project that started back in 2015 when the community raised the state highway safety issues as part of the community planning programme. Implementing the short term projects is now the focus of both organisations. The Planning Technical Report for the Mangawhai Town Plan was started in this quarter. Informal consultation on the Kai Iwi Lakes Bylaw finished. The further submission period on the Fire Rule Plan Change was completed. Easter Sunday Shop Trading Policy was adopted by Council.

Corporate Planning – The 2017/18 Draft Annual Plan Consultation Document was completed during February.




Governance – No Highlights




Risks and Issues




Community Planning – The slow plan change process frustrates users and community expectations exceed Council's ability to deliver. Policy Team in a transition year with two new staff, and two staff away, one on maternity and one on study leave. This results in limited capacity in the short term.





Corporate Planning – Low turnout at Annual Plan “round table” meetings raises questions around Council's engagement process.




Governance – No risks.


Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Compliance with legal requirements (as stipulated in the Local Government Act 2002 and Local Government Official Information and Meetings Act 1978 (LGOIMA)) around formal meetings of Council and its Committees.	New measure from 2015/2016	Meetings of Council and Committees are correctly convened and legislatively compliant	Achieved	All 	Achieved	
Elected Members/ Commissioners are provided with detailed, accurate and relevant information.		Comprehensive reporting to Council and Committee meetings uses approved systems and processes	Achieved	All 	Achieved	Have introduced a portal for communications and protocols around constituent engagement and support.
		Commissioners/Elected Members are satisfied with the level of support and service provided by others	Not measured as yet	Increasing trend 	Not measured as yet	No survey has been undertaken for this year.




Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
		Percentage of residents that are very/fairly satisfied with how rates are spent on services and facilities provided by Council	43%	65% 	43%	Not achieved. Current performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.
That the Elected Members/Commissioners identify and respond to external risks or mitigate effects on the community.	Percentage of residents that are very/fairly satisfied with the way Council involves the public in decision-making		44%	37% 	44%	Achieved. Current performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.
A proactive programme to develop good relationships with the community and mana whenua.	Of those residents which have a view, the percentage of residents and non-resident ratepayers who have some level of confidence in Council to make plans for the future that are in the best interest of the District		39%	Increasing Trend 	39%	Not achieved. Down 1% from June 2016 results. Current performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.

Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	Percentage of residents who rate the performance of Commissioners/Elected Members as very good/fairly good		50%	47% 	50%	Achieved. Current performance measure includes those residents that were "somewhat satisfied" with the service.
	That the Mana Whenua Forum meets regularly		1	4 times per year 	1	Not achieved. Given the election of a new Council in October, the Mana Whenua Forum had not met until the Annual Plan meeting in late March.
The transition from Commissioners back to Elected Members is successful.	New measure from 2015/2016	Committees Governance Structures are reviewed and adopted by the new Council	Achieved	Yes 	Achieved	The November Council meeting agreed a new Committee Structure. This continues to be adapted and is included in the Governance Statement

Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	New measure from 2015/2016	Good levels of participation in elections	Achieved	Over 45% 	Achieved	Excellent participation levels as Kaipara's voter turnout was 47% against a national average for Local Body Elections of 42%.
Processes established and maintained that provide opportunities for Maori to participate in decision making (Section 81 LGA 2002).	Iwi Relationship Plan is developed and used	New measure from 2015/2016	1	Mana Whenua Forum meets 4 times per year 	1	Not Achieved Likely to only meet twice this year, which may be a more realistic performance.
	Participation in Iwi Chief Executives Forum	New measure from 2015/2016	Achieved	Chief Executive attends at least 2 meetings per year 	Achieved	Achieved.
	Maori Staff Group	New measure from 2015/2016	Achieved	Meets 4 times per year 	Achieved	Achieved.

Community Planning						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Community Action Plans produced to build community trust in Council.	Number of Community Planning meetings held and Community Actions Plans developed	New measure from 2015/2016	Not achieved	4 per year 	Not achieved	A new community planning programme has been developed and will be implemented with the support of Councillors.
All statutory required plans and documents are produced in accordance with legislative process and requirements e.g. District Plan, Reserve Management Plans and Asset Management Plans, Gambling Policy.	New measure from 2015/2016	District Plan; percentage of Building Consents that do not require a Resource Consent	50%	40% 	50%	Not achieved. This figure is an approximate as no reporting data is available at this time.
	New measure from 2015/2016	Reserve Management Plans for all reserves in the District	Not achieved	40% 	Not achieved	Progress is being made on developing an omnibus Reserve Management Plan, which groups reserves based on their use or character. Due to resourcing further progress will be limited until the end of the calendar year.

Community Planning						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
						Progress to date is approx. 20%
Community Development Fund is distributed through Community Planning and is recorded, reported and within budget.	Percentage of Community Development Fund distributed		Achieved	100% 	Achieved	Achieved. The main focus for the fund has been the development and implementation of the Kaiwaka Safety Improvement Plan and the Dargaville Placemaking Plan. Council has received a report on each plan and supported the proposed recommendations.

Corporate Planning						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Legal compliance of all statutory plans in accordance with the Local Government Act, with unqualified audit opinions.	New measure from 2015/2016	Council has adopted Long Term Plan/Annual Plan at 30 June each year	On track	Achieved 	On track	The 2017/18 Draft Annual Plan Consultation Document opened for submissions during March.
	New measure from 2015/2016	Organisation has a Business Plan to implement Annual Plan / Long Term Plan by October each year	Achieved	Achieved 	Achieved	
	New measure from 2015/2016	Council is a 'going concern'	Achieved	Council has adopted Annual Report at 31 October each year with a clean audit report 	Achieved	The 2015/16 Annual Report was adopted in the first quarter, 26 September 2016.

Solid Waste

What has changed?

Due to uncertainty around BizeAssets and its maintenance or suitability, solid waste data has not been imputed into the system. Options are being investigated for storing this data and will be included in the 2018/28 LTP. In the interim an excel data base has been maintained with information relating to resource consents and condition assessment.

The Bickerstaff landfill in Maungaturoto has now been consented as a closed landfill. A fifth option for the Hakaru closed landfill leachate control is being investigated prior to deciding whether a new consent or variation to the current consent is required. The Dargaville closed landfill consent is currently being reviewed and going through condition setting.

Highlights




There has been a significant increase in recycling, with the closure of a privately owned recycling yard. Capacity for accepting recycling at the Dargaville Transfer station has been increased, in particular bottle storage. Almost one quarter of the last three months refuse brought to the Transfer Station, was diverted from landfill.



Hakaru, Bickerstaff and Awakino closed landfills are all in various stages of pre planning and costing to allow for physical works to be completed as per consent requirements.

Risks and Issues

There has been a noticed increase in dumping rubbish at collection points in Mangawhai area outside the timeframes specified and also the use of non-official Council recycling bags.

Northland Waste bags (green bags) are being used in Council collection in areas where the Northland Waste service is not provided. Work is underway around informing people in these areas that this is not Council's service provider. Advertising in the Kaiwaka Bugle and asking the 4 Square shop in Kaiwaka to verbally notify people where the green bags are collected from.

Solid Waste						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to date	Comment
	Customer	Technical				
Reliability To provide community regular kerbside collections.	Percentage of residents who are satisfied with rubbish collection measures by the number of complaints per calendar year regarding collection as a percentage of the total service requests	New measure from 2015/2016	99.6%	73% satisfied 	99.50%.	Achieved. 15 requests relating to rubbish collection were received this quarter from a total of 3,385 received by Council. Year to date equates to less than 1% of complaints.
To ensure that closed landfill activities meet legislative compliance.	New measure from 2015/2016	Percentage of compliance with our resource consents	100%	100% 	100%	There have been no consent compliance issues raised by NRC.
To encourage recycling and reduction of waste to landfill.	New measure from 2015/2016	Percentage of residents who are very/fairly satisfied with recycling collection in the annual Communitrak Survey	57%	52 % 	57%	Achieved. No longer a Communitrak Survey, now called the Customer Perceptions Survey. Current performance measure includes those residents that were “ <i>somewhat satisfied</i> ” with the service.

Solid Waste						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to date	Comment
	Customer	Technical				
		Reduction in amount of waste to landfill from recycling activities with a percentage drop from year to year being a total of 3% less in 3 years.	22.9% recycled	1% less than previous year 	18.9% recycled of total refuse	In 2015/16 12.8% was diverted to recycling. On track to meet annual target.
	New measure from 2015/2016	Baseline measurement for recycling in 2014 is 530 tonnes of recycling diverted from landfill.	277	Increasing trends of tonnes recycled 	555	Year to date 555 tonnes diverted from 2942 tonnes of general refuse. In 2015/16 the total was 521 tonnes diverted from 4,084 tonnes of general refuse. On track to meet annual target.

The Provision of Roads and Footpaths

What has changed?

The RAMM validation is completed and ongoing and the extension of the seal along Black Swamp Road is 95% completed.

Bridge rating has been completed and will continue as all the posted and timber bridges are rated annually while the rest are rated on a two yearly cycle.

A Policy on 'no parking' and 'accessibility parking bays' has not yet been developed.

This years sealed pavement resurfacing and pavement repairs have also been completed between January and March concluding this years sealed maintenance program of works.

Highlights

With the January to March quarter falling within the middle of our summer construction season, a number of large capital works projects have been completed or are nearing completion. Completed projects include Arapohue and Pouto Roads major culvert replacements and the Waihue Road/Parore West Road intersection improvement. This seasons sealed pavement projects are progressing well, Dunn Road, Robertson Road, Tinopai Road and Mangawhai Road rehabilitations are 80% completed.

Our Roding team, together with their neighboring district Councils and NZTA under the Northland Transportation Alliance (NTA) have continued development on the below work streams:

- Unsealed Road Strategy
- Maintenance Intervention Strategy – Sealed Roads
- Asset Management Plans (AMP)
- Forestry Roads Strategy
- Engineering Standards
- NZTA (State Highway) Memorandum of Understanding (MoU) and Instrument of Delegation Document




Several benefits of Northlands roading infrastructure has been identified by combining activities.




Risks and Issues




While IT connectivity issues have predominantly been resolved, slow connection speeds and printing issues have continued intermittently.

Another member of the team has resigned however the team continues to operate at full capacity with the support of temporary staff and consultant assistance.

Work to develop refinements to report as per the one network road classification (ONRC) are needed and the network lengths that have been graded prorate.

The Provision of Roads and Footpaths						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Safety The transportation network is designed and managed for safe use with low crash and injury rates.	Number of road fatalities and serious injuries caused by road factors	New measure from 2015/2016	Zero	12 per year 	Zero	Achieved. There have been two crashes reported year to date, none of these were caused by road factors.
Road condition (smoothness) The average quality of ride on a sealed local road network, measured by smooth travel exposure.	New measure from 2015/2016	Smoothness within average range as below: <90 smooth 90-110 average >110 rough	95	90-110 	95	Achieved. Taken from 2016/17 data. Measure undertaken annually
Road Condition (Pavement Integrity Index) Pavement Integrity Index (PII) is a combined index of the pavement faults in sealed road surfaces. It is a 'weighted sum' of the pavement effects divided by total length.		PII within average range as below: <7 poor >10 good >11 very good	10.8	7-10 	10.8	Achieved. Taken from 2016/17 data. Measure undertaken annually.

The Provision of Roads and Footpaths						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Road Maintenance The percentage of the sealed local road network that is resurfaced (this is based on a design life of 15 years).	New measure from 2015/2016	Minimum reseal percentage of the total sealed length of the network that will be undertaken each year to keep up with surface determination rates	1.79%	6.8% 	6.44%	6.44 % completed for the 2016/17 reseal round.
Footpaths The percentage of footpaths within the District that fall within the level of service as determined by the condition rating (facilities are up-to-date, in good condition and 'fit for purpose').	Percentage of residents who are very/fairly satisfied with footpaths		71%	73% 	71%	Not achieved. However 71% is an improvement from 59% as at 30 June 2016. Current performance measure includes those residents that were " <i>somewhat satisfied</i> " with the service.
Response to service requests	Percentage of customer service requests, approved for action, closed (customer informed of intended work schedule) within the target day timeframes set	New measure from 2015/2016	97.3%	90% 	97.3%	Achieved. Results collated from KDC MagiQ system compliance report.

The Provision of Roads and Footpaths						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Road Maintenance The length of the unsealed*local road network that is graded. *One Network Road Classification (ONRC)	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Secondary Collector	N/A	140km minimum 	N/A	Due to a restrictions within our current dispatch software and delays with building the appropriate calculation tool we are unable to provide an accurate YTD length.
	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Access	N/A	1,200km minimum 	N/A	Due to a restrictions within our current dispatch software and delays with building the appropriate calculation tool we are unable to provide an accurate YTD length.
	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Access (Low Volume)	N/A	750km minimum 	N/A	Due to a restrictions within our current dispatch software and delays with building the appropriate calculation tool we are unable to provide an accurate YTD length.

Sewerage and the Treatment and Disposal of Sewage

What has changed?

The 2016/2017 District wide Capital Works programme has been developed and the works for this year include pipe renewals in Dargaville and Maungaturoto. These renewals have been determined as needing replacement due to the age and condition of the infrastructure. The Dargaville Wastewater Renewals Request was awarded to Interflow, being the lowest price conforming tender.

4 Quotes have been obtained for the SCADA upgrade at Maungaturoto to incorporate into the centralised SCADA system, proposals are being reviewed before the awarding stage. This will help with environmental compliance.

CCTV of wastewater pipes has been awarded, this will contribute to the review of CCTV data and will help with environmental compliance.

The Estuary Drive pump station upgrade in Mangawhai that will allow for more capacity, to meet the growing demand and has been awarded to Trility. The upgrade will be completed by 30 June 2017.

Highlights




Condition assessment of wastewater pipes is underway, which will give Council more information about the network and enable us to determine priority areas that need renewal or replacement.




The Wastewater Asset Management Plan will start to be updated in the next few weeks with a scheduled completion date prior to 30 June 2017.

The wastewater asset valuation is underway and is expected to be completed this financial year and review of the CCTV footage of critical wastewater lines is underway to determine the priority of next year's wastewater renewals.

Risks and Issues





Pump Station /Pond overflows following heavy rainfall events may breach consent conditions

Sewerage and the Treatment and Disposal of Sewage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
System and adequacy Legal compliance with all resource consents for discharges into the environment from Council systems. The exception, provided for in the consent, is severe weather events and power failure.	New measure from 2015/2016	The number of dry weather sewerage overflows from Council's sewerage systems, expresses per 1,000 sewerage connections to that sewerage system. The resource consents provided for severe weather events and power failure exceptions.	0	0 	0	Achieved.
Discharge Compliance Compliance with Council's resource consents for discharge from its sewerage system.	New measure from 2015/2016	The number of abatement notices received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
	New measure from 2015/2016	The number of infringement notices received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.

Sewerage and the Treatment and Disposal of Sewage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	New measure from 2015/2016	The number of enforcement received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
	New measure from 2015/2016	The number of convictions received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
Fault response times Where Council attends to sewerage overflows resulting from a blockage or other fault in Council's sewerage system.	<i>Attendance time:</i> from the time that Council received notification to the time that service personnel reach the site.	New measure from 2015/2016	33 mins (95%)	1 hour 	86%	Achieved. Out of 45 service requests received 43 were responded to within time (95%)
	<i>Resolution time:</i> from the time that Council receives notification to the time that service personnel confirm	New measure from 2015/2016	Average time was 36 hours 2 mins	4 hours for minor blockages, 3 days for significant blockages	Average time is 29 hours 86 mins	Partially achieved. The reporting does not define between minor or significant blockages. 4 blockages were resolved within 4 hours. All blockages


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Quarterly performance measures Jan- March 2017

Sewerage and the Treatment and Disposal of Sewage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	resolution of the blockage or other fault.					were resolved within 1 day, 12 hrs and 2 mins.
Customer satisfaction The total number of sewerage system complaints received by Council.	The total number of complaints received by Council about sewage odour. Expressed per 1,000 sewerage connections to that sewerage system.	New measure from 2015/2016	1.7	16 	3	Achieved. Based on 8 complaints received and 4561 Kaipara Wastewater Connections.
	The total number of complaints received by Council about sewage system faults expressed per 1,000 sewerage connections to that sewerage system.		0.8	16 	4.1	Achieved. Based on 4 complaints received and 4561 Kaipara Wastewater Connections.
	The total number of complaints received by Council about sewage system blockages. Expressed per 1,000	New measure from 2015/2016.	3.6	15 	10.8	Achieved. Based on 17 complaints received and 4561 Kaipara Wastewater Connections.

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Quarterly performance measures Jan- March 2017

Sewerage and the Treatment and Disposal of Sewage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	sewerage connections to that sewerage system.					
	Council's response time to complaints regarding its sewerage system.	New measures from 2015/2016	33 mins	1 hour 	33 mins	Achieved.

Stormwater Drainage

What has changed?

Asset group renewals as part of the 2016/2017 Capital Works programme have been developed and the works included for this year include pipe renewals in Dargaville and Baylys Beach. The Dargaville Stormwater Renewal has been awarded.

Consultation with residents was carried out on a proposed detention pond for Baylys Beach resulting in the residents favouring the proposal. This work will commence in May 2017.

As part of the Mangawhai Town Plan Project, (looking at growth and proposed infrastructure of the area) the development of a Mangawhai Stormwater Management Plan has been awarded.

Review of CCTV footage of critical stormwater lines is underway to determine the priority of next year's stormwater renewals.

Highlights


Condition assessment of stormwater pipes is underway. This work will give Council more information about the network and help with determining priority areas that need renewal or replacement.

Updating of the Stormwater Asset Management is underway and is scheduled to be completed by 30 June 2017.

Risks and Issues






The development of the Mangawhai Stormwater Management Plan is crucial. It will identify area's that are prone to flooding.



Stormwater Drainage

Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
System Adequacy To provide Stormwater drainage systems in urban areas with the capacity to drain water from rainfall events with a 1 in 10 year rain event.	New measure from 2015/2016	Number of flooding events that occur in the Kaipara district	1	2 	2	Achieved.

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Quarterly performance measures Jan- March 2017

Stormwater Drainage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Discharge Compliance Compliance with Council's resource consents for discharge from its Stormwater system.	New measure from 2015/2016	For each flooding event the number of habitable floors affected (expressed per 1,000 properties connected to Council's Stormwater system)	0	10 	0.2	Achieved.
	New measure from 2015/2016	The number of abatement notices received by Council in relation to those resource consents	0	0 	0	Achieved.
	New measure from 2015/2016	The number of infringement notices received by Council in relation to those resource consents	0	0 	0	Achieved.
	New measure from 2015/2016	The number of enforcement notices received by Council in relation to those resource consents	0	0 	0	Achieved.
	New measure from 2015/2016	The number of convictions received by Council in relation to those resource consents	0	0 	0	Achieved.

Stormwater Drainage						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Response Times The median response time to attend to a flooding event.	The time from when Council receives notification to the time that service personnel reach the site	New measure from 2015/2016	31 mins	2 hours for urgent events 	45.5 mins	Achieved.
Customer Satisfaction The total number of Stormwater system complaints received by Council.	The number of complaints received by Council about the performance of its Stormwater system, expressed per year	New measure from 2015/2016	3	18 	18	Achieved.

Water Supply

What has changed?

The 2016/2017 Capital Works improvement programme has been developed and the works for this year include pipe renewals in Dargaville, Baylys Beach, Maungaturoto and Ruawai. The Ruawai watermain renewal and the Baylys Beach watermain renewal are now complete. The Dargaville and Maungaturoto water pipe renewals have been awarded and work has commenced.

The upgrade at the Mangawhai Water Treatment Plant to improve treatment capability and help compliance with the NZ Drinking Water Standards (NZDWS) and consent conditions, is complete.

Bore level senses for the Ruawai Scheme have been installed to help comply with NZDWS.

Internal monitoring of water take consents and Drinking Water Standards of all water schemes identified SCADA work needed at the Dargaville Water Treatment Plant. Chlorine analysers have been connected to the SCADA central system, this work was completed in March 2017.

Highlights



Opus International Consultants, have entered the Mangawhai Water Treatment Plant project into the ACENZ Innovate Awards 2017.



The installations of backflow preventers on the raw water connections in Dargaville and Maungaturoto has been awarded and installations started, with Dargaville installations near completion.



Water restrictions were effective from 17 February 2017 with sprinkler and hose bans put in place for the Dargaville and Baylys residents, Council managed well through the drought period with continuous water supply to all residents. The restrictions were lifted 16 March 2017.




Risks and Issues





Installation of backflow preventers on raw water supplies are causing an issue with flow restriction.

Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
Safety of drinking water in accordance with NZDWS 2005 (2008).		The extent to which Council's drinking water supply complies with Part 4 of the NZDWS (bacteria compliance criteria)	Dargaville Maungaturoto Ruawai	Dargaville Maungaturoto Ruawai 	Dargaville Maungaturoto Ruawai	Achieved. The Mangawhai water treatment plant has now been upgraded to meet the NZDWS, however final compliance results will only be known once the Ministry of Health completes their assessment in July 2017.
		The extent to which Council's drinking water supply complies with Part 5 of the NZDWS (protozoa compliance criteria)	Dargaville Ruawai	Dargaville Maungaturoto Ruawai 	Dargaville Ruawai	Work has been carried out at the Maungaturoto Water Treatment Plant to meet the protozoa compliance criteria, however final compliance results will only be known once the Ministry of

Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
						Health completes their assessment in July 2017.
Maintenance of the reticulation network.		<p>The percentage of real water loss from Council's networked reticulation system. Source: Water Balance and Review for Kaipara District Council dated January 2013</p> <p>Note: Nationally adopted practices for calculating a water balance (this includes the infrastructure Leakage Index) have been used in this exercise</p>	Not measured as yet	<p>Dargaville 28%</p> <p>Maungaturoto 33%</p> <p>Ruawai 33%</p> <p>Mangawhai 65%</p> <p>(Annual target)</p> 	Not measured as yet	The Annual report will be available following the May 2017 meter reads, which will give us the correct results.
Fault response times Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulated system.	The median response time for attendance for urgent callouts: from the time that Council receives notification to the time that service	New measure from 2015/2016	28 mins	1hr 	34 mins	Achieved. The YTD measure is an average based on the last two quarters. No reporting was available for the first quarter.



Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	personnel reach the site					
	The median response time for resolution of urgent callouts: from the time that Council receives notification to the time that service personnel reach the site.	New measure from 2015/2016	3 hours 2 mins	2 hours 	2 hours 25 mins	Not Achieved. Two urgent call outs were received this quarter, with both resolved within four hours. The YTD measure is an average based on the last two quarters.
	The median response time for attendance for non-urgent callouts: from the time that Council receives notification to the time that service personnel reach the site	New measure from 2015/2016	42 mins	2 hours 	1 hour 5 mins	Achieved.

Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	The median response time for resolution of non-urgent callouts: from the time that Council receives notification to the time that service personnel confirm resolution of the fault	New measure from 2015/2016	23 hours 4 mins	3 days 	12 hours, 26 mins	Achieved. The YTD measure is an average based on the last two quarters. No reporting was available for the first quarter.
Customer Satisfaction The total number of water supply complaints received by Council.	The total number of complaints for the District received by Council about drinking water clarity	New measure from 2015/2016	1	5 	11	Not achieved. Very Low target = 1 person per scheme per year
	The total number of complaints for the District received by Council about drinking water taste	New measure from 2015/2016	0	6 	0	Achieved.

Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	The total number of complaints for the District received by Council about drinking water odour	New measure from 2015/2016	0	6 	0	Achieved.
	The total number of complaints for the District received by Council about drinking water pressure or flow	New measure from 2015/2016	7	18 	13	Achieved.
	The total number of complaints for the District received by Council about drinking water continuity of supply	New measure from 2015/2016	7	8 	27	Not achieved.
	Council's response time to complaints regarding Council's water supply clarity,	New measure from 2015/2016	1 hour 10 mins	<24 hours 	3 hours 36 mins	Achieved. Out of 123 service requests received

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Quarterly performance measures Jan- March 2017

Water Supply						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
	taste, odour, pressure and continuity of supply.					116 were responded to within time (94%)
Demand Management		The average consumption of drinking water per day per resident within Kaipara district = billed metered consumption (m ³) × 1,000 numbered connections × 365 × 2.5 (occupancy rate)	Not measured as yet	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai 230 (Annual target). 	Not measured as yet	The Annual report will be available following the May 2017 meter reads, which will give us the correct results.
		Water take consents	100%	100% compliance with NRC water take consents 	100%	Achieved.