

Non-financial performance measures monitoring report

October - December 2019



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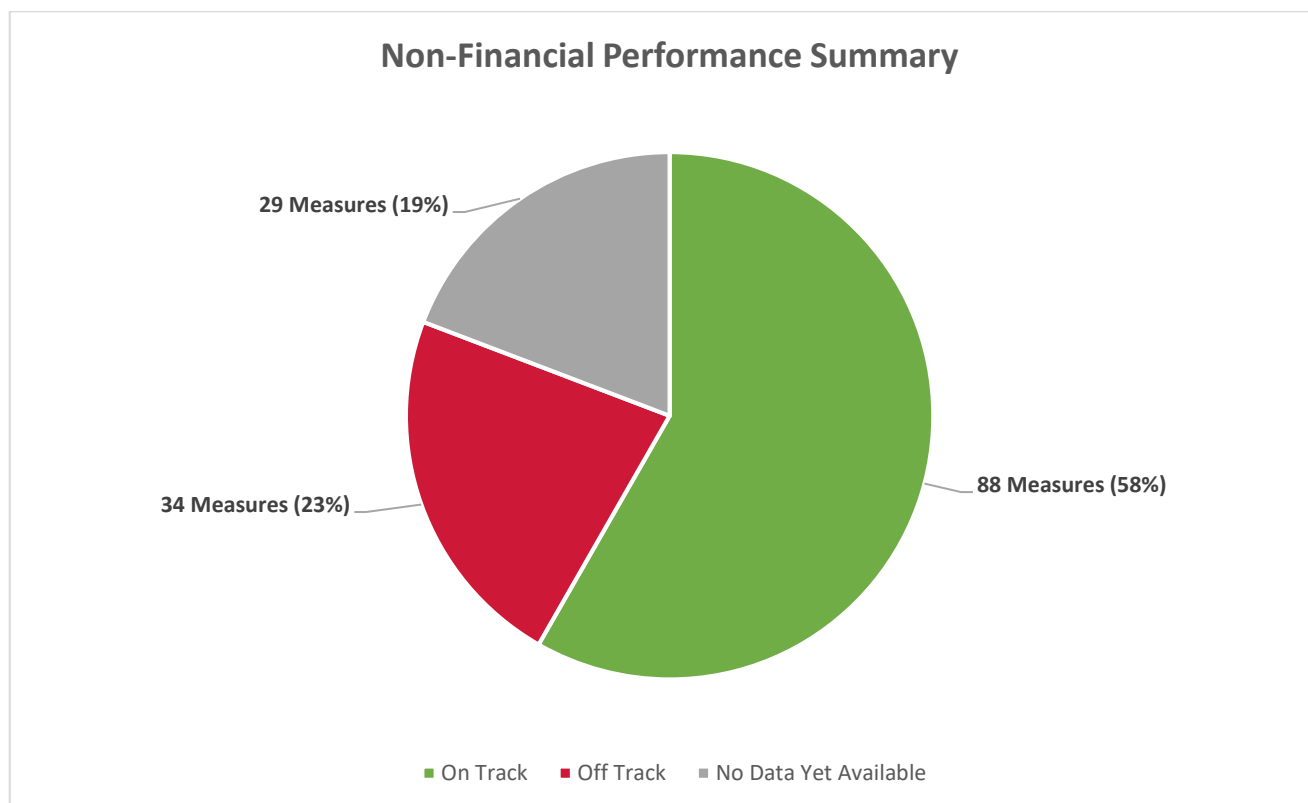
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Non-financial performance measures overview

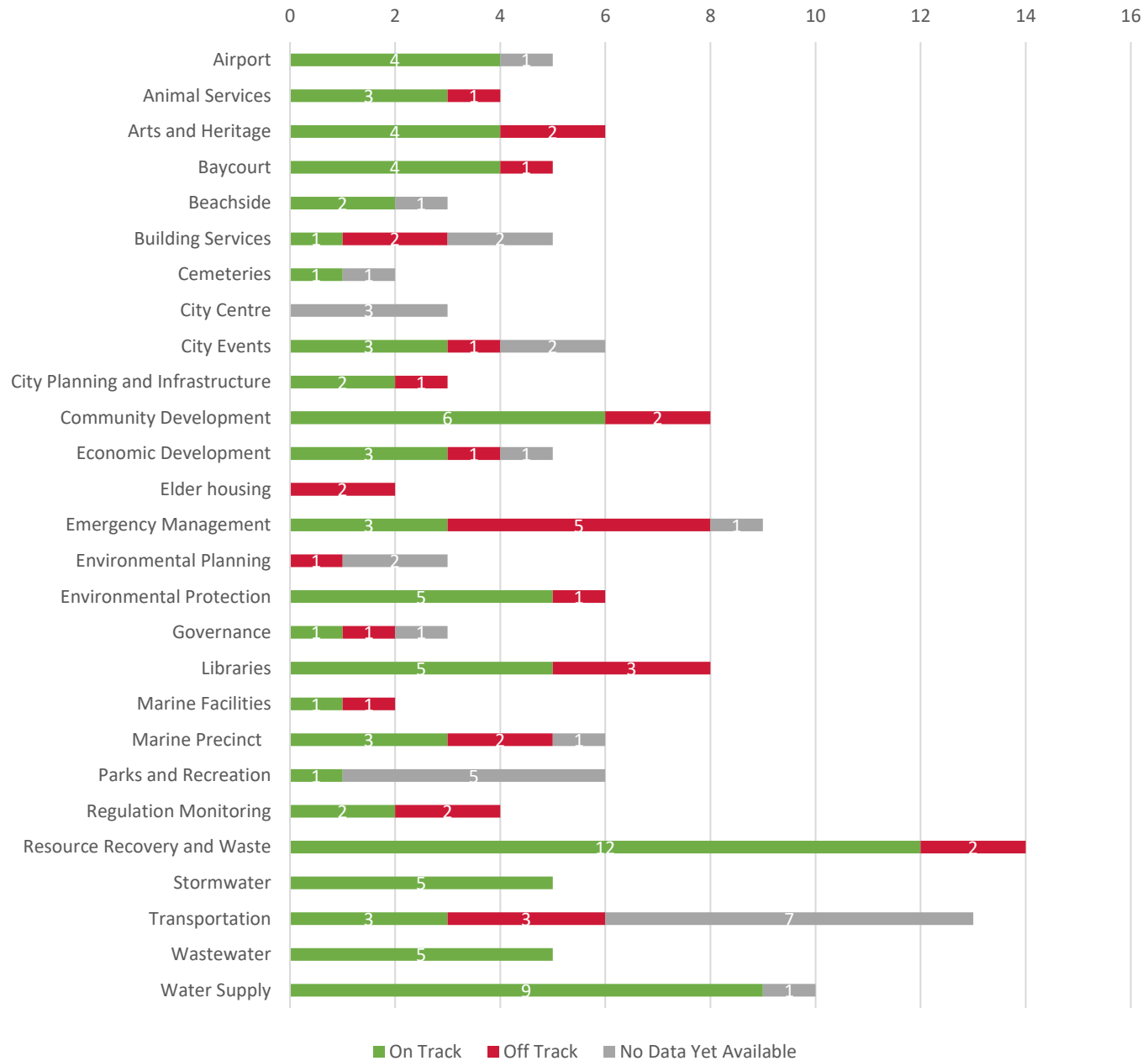
Performance measures help us report back on our service performance.

Targets are set for the full financial year. See below an overview of how we're tracking on performance measures across council – the number of measures that we're on-track to achieve by the end of December 2019, and those where we're off-track.

The term 'off track' represents measures that are behind target and need attention in order to be achieved by financial year-end, or at a minimum bring them closer to target. Also in some cases performance data isn't available, due to the relevant information only being available on an annual basis.



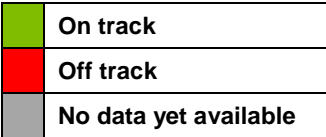
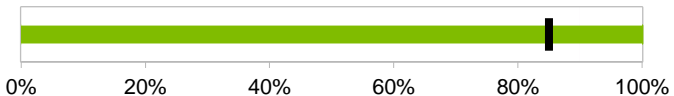
Non-Financial Performance by Activity



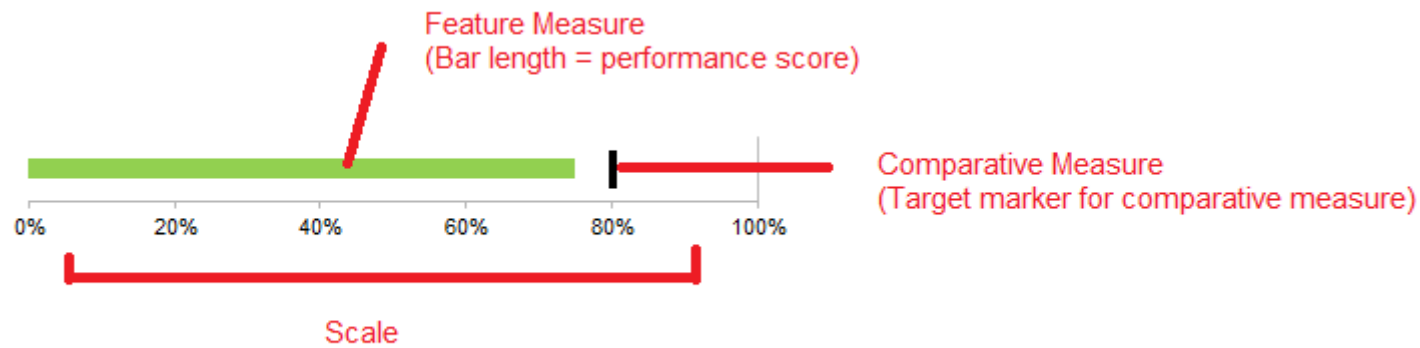
How to read this report

The following sections of our quarterly monitoring report will highlight how we are tracking on measuring our level of service for each of the 27 activities identified in our 2018-2028 Long Term Plan. The table below explains each element of the report with the key and how to interpret the information in the tables.

Activity example

Key	Example
Level of service	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building.
Result 	100%
Measure	Projects funded via the Community Development Match Fund are successfully implemented in accordance with the funding agreements.
Target	Target: 85-90%
Bullet or trend graph	 <p>A horizontal bullet chart with a scale from 0% to 100% in 20% increments. A green bar extends to the 100% mark. A vertical black line is positioned at approximately 85% on the scale, representing the target range.</p>
Comment from activity manager	All projects are either successfully implemented or on track and being monitored. There are a small number of projects that are experiencing delays. These projects are being monitored.

Anatomy of a bullet graph



Used typically to display performance data, bullet graphs function like a bar chart, but are accompanied by extra visual elements to pack in more context. Originally, bullet graphs were developed by Stephen Few as an alternative to dashboard gauges and meters. This is because they often displayed not enough information, were less space-efficient and were cluttered.

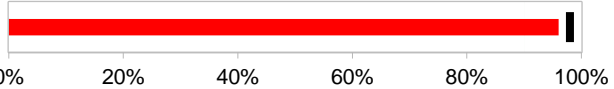
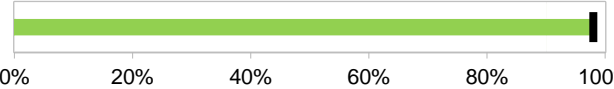
The main data value is encoded by a length of the main bar in the middle of the chart, known as the feature measure. The line marker that runs perpendicular to the orientation of the graph is known as the comparative measure and is used as a target marker to compare against the feature measure value. Unless the target specifies that the measures should be less than or equal to the target.

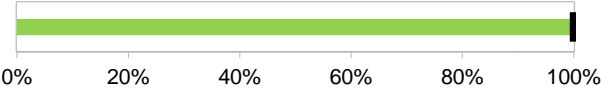
Source: https://datavizcatalogue.com/methods/bullet_graph.html

We will provide an airport that caters for scheduled commercial flights and enables growth in traveller numbers	We will provide an airport that meets the safety requirements of CAA rules and regulations																																													
<p style="text-align: center;">512,659</p> <p>Number of passengers through the airport each year.</p> <p style="text-align: center;">Target: 396,000</p> <table border="1"> <caption>Passenger Numbers (Rolling twelve-month total)</caption> <thead> <tr> <th>Quarter</th> <th>Passengers</th> </tr> </thead> <tbody> <tr><td>Q1 17/18</td><td>100,000</td></tr> <tr><td>Q2 17/18</td><td>105,000</td></tr> <tr><td>Q3 17/18</td><td>95,000</td></tr> <tr><td>Q4 17/18</td><td>110,000</td></tr> <tr><td>Q1 18/19</td><td>115,000</td></tr> <tr><td>Q2 18/19</td><td>120,000</td></tr> <tr><td>Q3 18/19</td><td>125,000</td></tr> <tr><td>Q4 18/19</td><td>130,000</td></tr> <tr><td>Q1 19/20</td><td>135,000</td></tr> <tr><td>Q2 19/20</td><td>135,000</td></tr> </tbody> </table> <p>Rolling twelve-month total. Air New Zealand volumes exceeded expected the growth percentages.</p>	Quarter	Passengers	Q1 17/18	100,000	Q2 17/18	105,000	Q3 17/18	95,000	Q4 17/18	110,000	Q1 18/19	115,000	Q2 18/19	120,000	Q3 18/19	125,000	Q4 18/19	130,000	Q1 19/20	135,000	Q2 19/20	135,000	<p style="text-align: center;">63,250</p> <p>Number of flight movements through the airport each year.</p> <p style="text-align: center;">Target: 62,000</p> <table border="1"> <caption>Flight Movements (Rolling twelve-month total)</caption> <thead> <tr> <th>Quarter</th> <th>Flight Movements</th> </tr> </thead> <tbody> <tr><td>Q1 17/18</td><td>13,000</td></tr> <tr><td>Q2 17/18</td><td>16,000</td></tr> <tr><td>Q3 17/18</td><td>15,000</td></tr> <tr><td>Q4 17/18</td><td>14,000</td></tr> <tr><td>Q1 18/19</td><td>19,000</td></tr> <tr><td>Q2 18/19</td><td>10,000</td></tr> <tr><td>Q3 18/19</td><td>18,000</td></tr> <tr><td>Q4 18/19</td><td>15,000</td></tr> <tr><td>Q1 19/20</td><td>19,000</td></tr> <tr><td>Q2 19/20</td><td>10,000</td></tr> </tbody> </table> <p>Rolling twelve-month total.</p>	Quarter	Flight Movements	Q1 17/18	13,000	Q2 17/18	16,000	Q3 17/18	15,000	Q4 17/18	14,000	Q1 18/19	19,000	Q2 18/19	10,000	Q3 18/19	18,000	Q4 18/19	15,000	Q1 19/20	19,000	Q2 19/20	10,000	<p style="text-align: center;">100%</p> <p>Level of compliance with the Civil Aviation Authority rules and regulations.</p> <p style="text-align: center;">Target: ≥100%</p> <p>No adverse CAA findings.</p>
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<p>We will provide an airport that accommodates private and general aviation operators, and non-scheduled commercial aviation users including charter and emergency flights</p>	<p>We will provide airport customers with fit-for-purpose airport facilities</p>
<p style="text-align: center;">On track</p> <p>Runways and aprons are operational and compliant.</p> <p style="text-align: center;">Target: ≥99%</p> <p>Only out of service has been some of the grass runways due to surface conditions caused by rain.</p>	<p style="text-align: center;">Not available</p> <p>Customer satisfaction with airport facilities as measured by point of user survey.</p> <p style="text-align: center;">Target: 90-100%</p> <p>Very positive feedback received on functionality and appearance following terminal redevelopment. Annual Result.</p>

Animal Services

We will provide an effective dog registration process that supports a safe community.	We will provide a prompt response time to animal behavioural issues.	We will provide dog management and behavioural education to the community.
<p style="text-align: center;">96%</p> <p>Known dogs are registered.</p> <p style="text-align: center;">Target: 98%</p>  <p>Despite being 2% behind target, this is considered on-track due to final routine visits being conducted. Seizure programme will commence for those who have received infringement notices and still not registered.</p>	<p style="text-align: center;">99%</p> <p>All urgent animal requests are responded to within 30 minutes where there is an ongoing risk to safety.</p> <p style="text-align: center;">Target: 98%</p>  <p>Currently on track with annual target.</p>	<p style="text-align: center;">5</p> <p>Number of school visits.</p> <p style="text-align: center;">Target: 6+</p> <p style="text-align: center;">On Track</p> <p>Presentations have been viewed by 416 students across five schools.</p>

We will provide dog management and behavioural education to the community.
<p style="text-align: center;">100%</p> <p>We will deliver educational programmes as requested.</p> <p style="text-align: center;">Target: 100%</p>  <p>On track. Six organisations involving 118 employees have received the dog safety presentation.</p>

We will facilitate, support and advocate for the arts in Tauranga including management of relationships with Creative Bay of Plenty, Tauranga Art Gallery, and The Elms

+21

Services provided by Creative BOP are recommended by users and the sector. This is indicated by an NPS increasing or consistent.

Target: +9

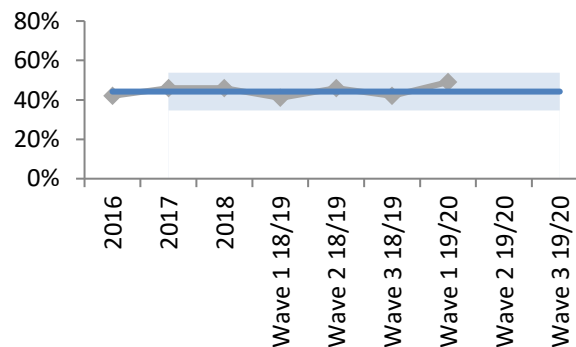


On track. Annual target exceeded.

49%

Percentage of residents that agree that there is a culturally rich and diverse arts scene in Tauranga.

Target: 50%

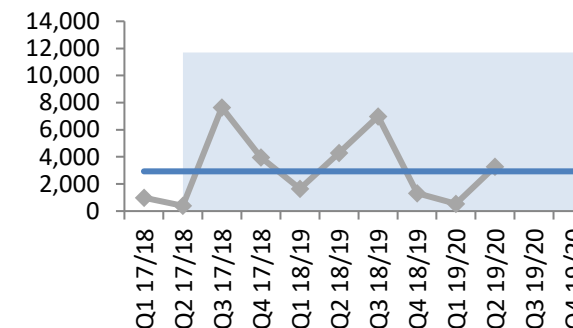


Results from the TCC annual resident survey show we are slightly behind target of 50%.

3,839

The Elms continues to operate as a "must see" visitor destination in Tauranga with increasing visitor numbers.

Target: 13,000



Off track. Visitor numbers down compared to Q2 2018/19, due to local tourism operator stopping visits. The opening of TECT heritage garden and pavilion in February 2020 is expected increase local visitor numbers.

We will provide a museum collection which is available to the community, whilst safeguarding historical and culturally important items.

40

Number of enquiries from the community that receive advice and or assistance regarding the preservation or protection of artefacts/taonga and access to the collection.

Target: 12

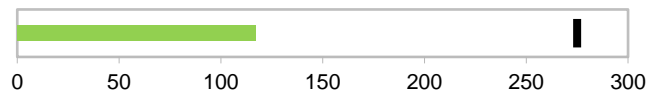
✓ **Achieved**

A significant number of from Arts and Heritage organisations requiring advice, assistance or enquiring about the Tauranga Heritage Collection. These include Whakatane Museum, Tauranga Art Gallery, The Elms, Tauranga Historical Society and Ngā Wāhi Rangahau Research Collection.

117

The number of items loaned to schools through the Hands On Tauranga service.

Target: 275



On track. Newly added objects focusing on historical children's games and play were immediately loaned to Tauranga Primary School and were well received.

4

The frequency number of exhibitions/displays of the heritage collection.

Target: 2

✓ **Achieved**

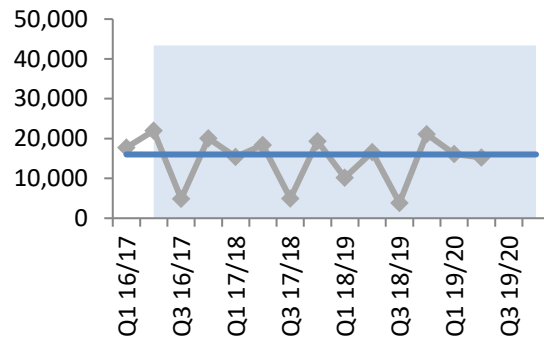
A busy quarter with several exhibitions and displays delivered to the community in collaboration with the Tauranga Arts Festival, Tauranga Art Gallery, Taonga Tauranga and The Incubator.

Provide a comprehensive and fully functional performing arts venue, which is for use by the community and to attract world-class performers to our city.

31,424

Number of patrons that attend shows/events.

Target: 70,000



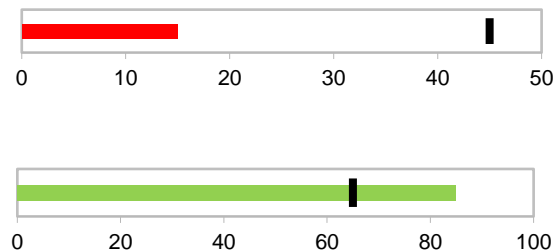
On track. High attendance during Q2 (15,278), despite attendance being slightly lower than 2018/19 Q2 period. (Q4 is traditionally the busiest period for Baycourt).

a) **15%** b) **85%**

Percentage of usage that is:

- a) commercial
- b) community

Target: a) 35-45%
Target: b) 55-65%

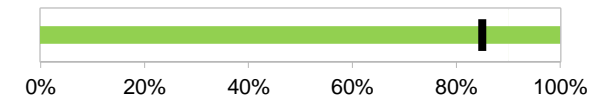


High level of utilisation by community although commercial hire is behind target. As stated, Q4 is the busiest period, so it is expected this figure should increase. It should be noted Baycourt are significantly ahead of annual revenue target for venue hire.

100%

Level of satisfaction based on monthly survey of hirers to Baycourt.

Target: 80-85%



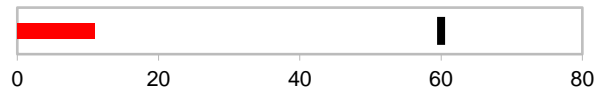
On track.

Increase the national awareness of Baycourt as a performance venue among the industry and audiences and provide a diverse programme of events to appeal to local audiences, and visitors from New Zealand and overseas.

11

The amount of national and international events held at Baycourt.

Target: 55-60



Behind target for year, due to high level of local bookings. Programme included biennial Tauranga Arts Festival with national and international acts.

84%

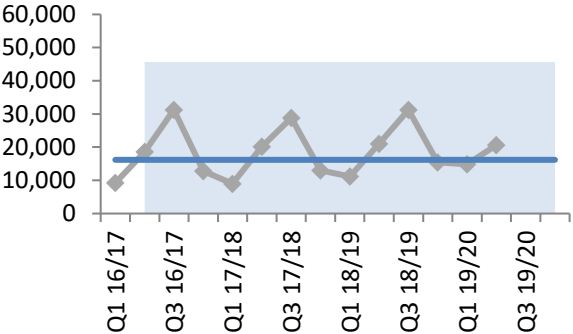
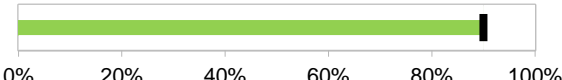
The number of event days that Baycourt is occupied using booking information and total possible available days.

Target: 72-75%

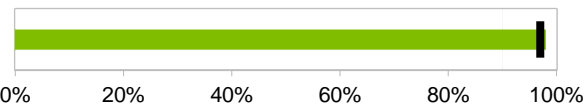
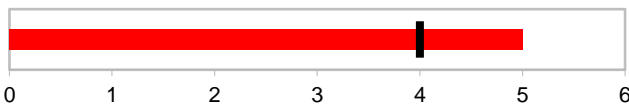
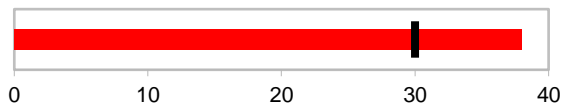


On Track. High level of utilisation, with a diverse programme across theatre, music, dance, cabaret and festival events.

Mount Beachside Holiday Park

We will provide a range of accommodation options for visitors to the region.	We will provide accommodation meeting visitor expectation.	
<p style="text-align: center;">20,637</p> <p>Number of Guest Nights.</p> <p style="text-align: center;">Target: 72,000</p>  <p>On track</p>	<p style="text-align: center;">90%</p> <p>TripAdvisor reviews: maintain 90% approval rating.</p> <p style="text-align: center;">Target: 90%</p>  <p>On track with maintaining previous Q1 result.</p>	<p style="text-align: center;">Not available</p> <p>AA Tourism review: maintain 90% approval rating.</p> <p style="text-align: center;">Target: 90%</p> <p>AA Tourism reviews are no more. to be replaced by Net promoter score (NPS). NPS is in the process of being implemented with the help of Digital Services.</p> <p>Annual measure provided at the completion of Q4.</p>

Building Services

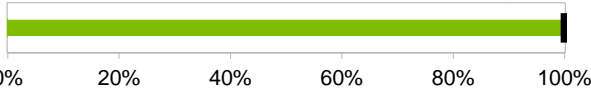
We will provide technical advice and consent decisions within substantive timeframes.		
<h1>97%</h1> <p>Percentage of building consent applications processed within substantive timeframes.</p> <p>Target: 97%</p>  <p>0% 20% 40% 60% 80% 100%</p> <p>On track.</p>	<h1>5 days</h1> <p>Carrying out of building inspections (on average).</p> <p>Target: 4 days</p>  <p>0 1 2 3 4 5 6</p> <p>Dramatic decrease in wait time compared to Q1 (12-15 days) due to recruitment of an inspector and new initiatives being trialled; including, Saturday inspections. Additional roles continue to be advertised. Measure is expected to return to on-track for Q3.</p>	<h1>39 days</h1> <p>Mean elapsed working days to granting building consent applications.</p> <p>Target: 30 days</p>  <p>0 10 20 30 40</p> <p>Ongoing delays acquiring appropriate information to process applications. Team are working with stakeholders to reduce elapsed working days.</p>

We will provide customers with project advice.	
<h1>Not available</h1> <p>Customers are satisfied with service provided.</p> <p>Target: 80%</p> <p>Annual measure provided at the completion of Q4.</p>	<h1>Not available</h1> <p>Customers for large-scale commercial and residential building projects are satisfied with direct customer liaison services.</p> <p>Target: 80%</p> <p>Annual measure provided at the completion of Q4.</p>

Cemeteries

We will provide well-maintained cemeteries and memorial gardens for the community.	We will provide appropriate services for burial, cremation and lounge facility.
<p style="text-align: center;">Not available</p> <p>Cemetery sites are to pass audit for the following criteria; gardens, turf, litter, mulch, structures and edging.</p> <p style="text-align: center;">Target: 86%</p> <p>Annual measure provided at the completion of Q4.</p>	<p style="text-align: center;">On track</p> <p>Non-denominational burial and cremation services are provided six days per week under normal operating conditions. Christmas Day, Boxing Day, Good Friday, Easter Monday & ANZAC Day are excluded.</p> <p style="text-align: center;">Target: Achieved</p> <p>Business as usual operations are ongoing. Services are being provided as expected and no events have caused a disruption to services.</p>

City Infrastructure and Planning

<p>We will develop and review the City Plan, including public consultation, to guide the growth of the City and the provision of land able to be developed for the next 10 years.</p>	<p>We will deliver and monitor a planning framework for the city that provides sufficient development capacity to accommodate ongoing growth.</p>	<p>We will provide a Development Contributions Policy which enables collection of development contributions to fund growth related capital expenditure.</p>
<p style="text-align: center;">100%</p> <p>Percentage of building consents approved for new dwellings that will be located in the zone(s) where permitted (refer City Plan zones).</p> <p style="text-align: center;">Target: 100%</p>  <p>No Issues Identified.</p>	<p style="text-align: center;">Not achieved</p> <p>Compliance with the National Policy Statement for Urban Development Capacity which require three, 10 and 30 years of development capacity and infrastructure capacity to be provided/identified along with additional buffers.</p> <p style="text-align: center;">Target: Short-term compliance achieved</p> <p>Challenges outside of Council's control continue with the delivery of additional development capacity in Te Tumu (Maori Land Court) and Tauriko West (NZTA planning & investment). Intensification plan changes are on track for notification in 2020.</p>	<p style="text-align: center;">99.5%</p> <p>All building consent, resource consent and service connection applications are assessed for development contributions as well as invoiced and collected as appropriate.</p> <p style="text-align: center;">Target: 100%</p> <p>All consents were assessed and invoiced in accordance with the current TCC Development Contributions Policy. The Not Achieved result occurred due to 3/596 building consents being issued during Q2 without prior payment of development contributions.</p> <p>Staff are currently working with customers to ensure payment is made promptly and have put systems in place to ensure the code of compliance is not issued for the developments until the DCs are paid.</p>

City Centre

We will facilitate and support investment in the Tauranga City Centre to attract new businesses, by being the main point of contact for parties wanting to develop or invest in the City Centre.

Not available

Employee count in city centre.

Target: 13,892

Annual measure provided at the completion of Q4.

Not available

Business count in city centre.

Target: 2,537

Annual measure provided at the completion of Q4.


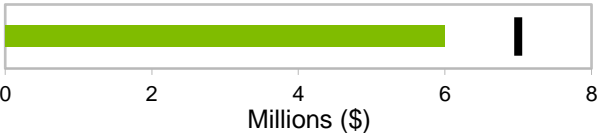
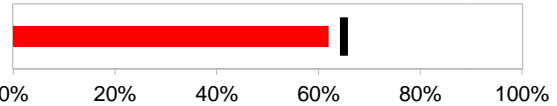
Not available


Percentage of occupied buildings at ground level.

Target: 91%

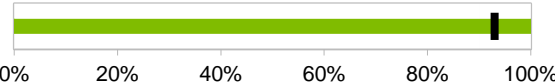
Annual measure provided at the completion of Q4.

City Events

We will invest in and attract major events to Tauranga that meet the objectives of the Major Events Fund.		
<p style="text-align: center;">97,445</p> <p>Number of visitor nights as a direct result of Major Events Fund investment.</p> <p style="text-align: center;">Target: 70,000</p> <p style="text-align: center;">  Achieved </p> <p>On track. Target exceeded in Q1.</p>	<p style="text-align: center;">\$6 million</p> <p>Contribution of the major events to regional GDP.</p> <p style="text-align: center;">Target: \$7 million</p>  <p style="text-align: center;">On track</p>	<p style="text-align: center;">62%</p> <p>Addressing seasonal variation i.e. numbers (%) of events held between April and November.</p> <p style="text-align: center;">Target: 65%</p>  <p>Full year estimated to be on track, however currently just behind target (65%). Q2 events included HoopNation, Tauranga Arts Festival, City to Surf and Tinman Triathlon.</p>

We will provide safe and successful Council-led events including ANZAC Day commemorations, New Year's Eve activity, Winter Night Winter Lights, significant Civic functions etc.	We will provide events which attract youth.	We will ensure booking and facilitation of all events on public open space is as event-friendly and enabling as possible.
<p style="text-align: center;">Not available</p> <p>Customers are satisfied or very satisfied (via survey) with the Council-delivered event they attended.</p> <p style="text-align: center;">Target: 82.5%</p> <p>Annual measure provided at the completion of Q4.</p>	<p style="text-align: center;">29</p> <p>The number of youth events held in the city on public open space.</p> <p style="text-align: center;">Target: >10</p> <p style="text-align: center;"> Achieved</p> <p>Annual target exceeded in Q2.</p>	<p style="text-align: center;">Not available</p> <p>Customers are satisfied or very satisfied (via survey) with the booking and facilitation services provided by the City Events Team.</p> <p style="text-align: center;">Target: 85%</p> <p>Annual measure provided at the completion of Q4.</p>

Community Development

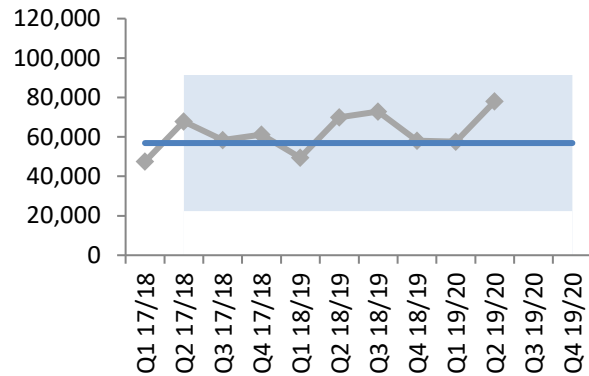
We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building.		
<p style="text-align: center;">100%</p> <p>Projects funded via the Community Development Match Fund are successfully implemented in accordance with the funding agreements.</p> <p style="text-align: center;">Target: 90-95%</p>  <p>Projects are either successfully implemented or on track and being monitored. There are a small number of projects experiencing delays, however these are being monitored.</p>	<p style="text-align: center;">15</p> <p>Community projects contributed to by Project Tauranga partners each year.</p> <p style="text-align: center;">Target: 8</p> <p style="text-align: center;">✓ Achieved</p> <p>Tahatai school bike track is being implemented, Fulton Hogan supported Transport with implementing a cycling pilot project, BVL buses secured \$40k from NZCT, Grassroots Trust supported the Domain Lights Project \$110k, Smart Seeds by GHD, RCP supporting the Tauranga Mosque, Powerco has agreed to support Travel Safe and Pedal Papamoa for the next three years, Cooney Lees Morgan supported Sports BOP with Play in the Bay for 2019 and 2020 and also Tauranga Art Gallery for Terminus Exhibition, Downer supported Hartfod Ave "The Rock" community garden major clean-up</p>	<p style="text-align: center;">2</p> <p>Capacity-building advice and support provided to at least two community organisations each year.</p> <p style="text-align: center;">Target: Achieved</p> <p style="text-align: center;">✓ Achieved</p> <p>Formal capacity-building contracts have been completed for two organisations in addition to referrals for 3 organisations to Socialink.</p>

We will provide a well maintained and managed Historic Village as a community facility, available for commercial and community tenancies and as a function and events venue.

78,002

Number of annual visitors.

Target: 200,000

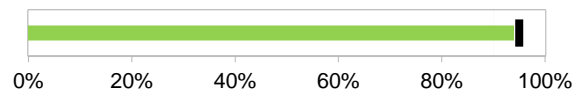


An increase of 8081 visitors this quarter compared to the same Q2 18/19, despite the Garden and Arts Festival not being held. Some of this success can be attributed to The Fringe Festival by Incubator

95%

Occupancy rate of village leasable village space.

Target: 95%

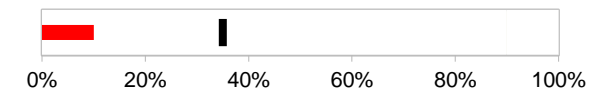


One vacancy remained in December 2019, however event organiser is currently utilising green room space during January 2020.

9%

Occupancy rate of village hireable venue space.

Target: 35%



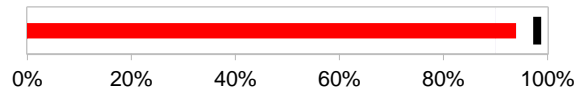
Continued low occupancy rate compared to 18/19 result, due to BOP Garden & Art Festival not being held in Q2 19/20. Q2 is historically lower due to Christmas break.

We will ensure Tauranga residents feel safe and well connected in their communities

96%

Percentage of Graffiti removed within 48 hours.

Target: 98-100%

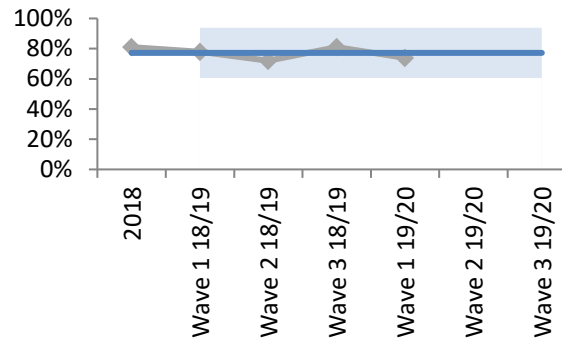


Delays caused due to lack of building access by the property owner. In addition to vehicles out of use due to repair works.

95%





Percentage of residents who feel safe in their local neighbourhoods after dark.

Target: 55%

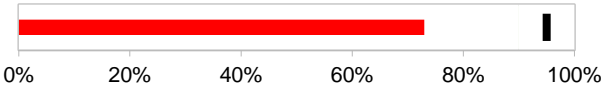
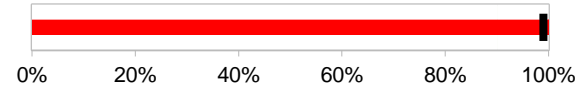


This information comes from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.

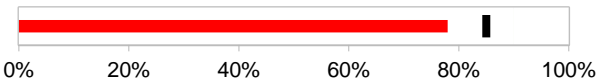

Economic Development

<p>We will provide facilitation service to increase investment and innovation in Tauranga, leading to a more productive economy.</p>	<p>We will provide improved alignment of residents' skills with business needs, leading to maintained or improved levels of labour force participation.</p>	
<p style="text-align: center;">\$94,976</p> <p>Gross Domestic Product per employee in the city.</p> <p style="text-align: center;">Target: \$77,500</p> <p style="text-align: center;"> Achieved</p> <p>Data for 2019 year (Jan-Dec)</p>	<p style="text-align: center;">1:1.96</p> <p>Ratio of working population to non-working population.</p> <p style="text-align: center;">Target: 1:1.98</p> <p style="text-align: center;"> Achieved</p> <p>Data for 2019 year (Jan-Dec)</p>	<p style="text-align: center;">20,853</p> <p>Knowledge-intensive employment level.</p> <p style="text-align: center;">Target: 19,500</p> <p style="text-align: center;"> Achieved</p> <p>Data for 2019 year (Jan-Dec)</p>
<p>We will provide improved alignment of residents' skills with business needs, leading to maintained or improved levels of labour force participation.</p>	<p>We will work collaboratively with Tourism Bay of Plenty and the tourism sector to increase visitor expenditure at a faster rate than Tauranga's GDP</p>	
<p style="text-align: center;">28%</p> <p>Knowledge intensive employment per employee.</p> <p style="text-align: center;">Target: 30%</p> <p style="text-align: center;"> Not Achieved</p> <p>Data for 2019 year (Jan-Dec). Not achieved. Employment growth in lower skilled industries has exceeded that in higher skilled industries</p>	<p style="text-align: center;">Not available</p> <p>Increased visitor spending - international and domestic.</p> <p style="text-align: center;">Target: \$775M</p> <p>Annual measure.</p>	

Elder Housing

<p>We will provide self-funded Elder Housing Units (246 units), maintained to standard (healthy, safe, secure)</p>	<p>We will provide effective management of units and tenancies to ensure use of the Elder Housing units is maximised.</p>
<p style="text-align: center;">73%</p> <p>Responded within two hours to all urgent or building health and safety issues.</p> <p style="text-align: center;">Target: 95%</p>  <p>0% 20% 40% 60% 80% 100%</p> <p>Ongoing collaboration with contractor to improve response times in addition to working with TCC Call Centre in providing better clarity around what Priority A issues are.</p>	<p style="text-align: center;">98%</p> <p>Percentage of occupancy of Elder Housing units (habitable time).</p> <p style="text-align: center;">Target: 99%</p>  <p>0% 20% 40% 60% 80% 100%</p> <p>Slightly behind target of 99%. This figure is cumulative throughout the year as units become available.</p>

Emergency Management

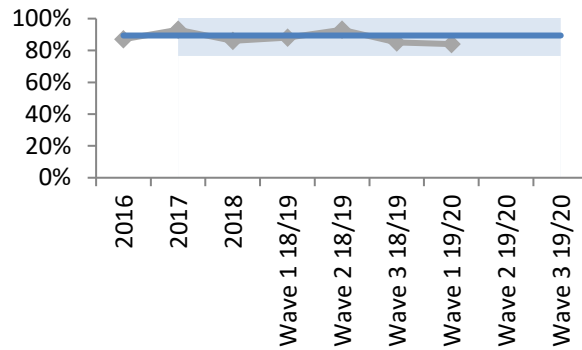
We will provide an Emergency Operations Centre (EOC) to ensure an effective emergency response		We will provide community education initiatives that increase public awareness and preparedness
<p>78%</p> <p>Percentage of roles that have been identified and staffed for 24-hour operation of the EOC .</p> <p>Target: 85%</p>  <p>0% 20% 40% 60% 80% 100%</p> <p>Off track. Appointment of Alternate Controller awaiting confirmation through WBoPDC and BoP CDEM Group CEG to be completed in Q3 - delayed due to council elections.</p>	<p>48%</p> <p>Percentage of these staff that are trained to an appropriate level set by the Joint Committee of the Bay of Plenty Civil Defence Emergency Management Group.</p> <p>Target: 85%</p>  <p>0% 20% 40% 60% 80% 100%</p> <p>Logistics functional exercise held in November 2019. Continued focus on increasing staff attending the Integrated Framework Training (ITF) intermediate course and assessment for completion by Q4.</p>	<p>8</p> <p>Number of emergency management community initiatives delivered.</p> <p>Target: 8</p> <p>✓ Achieved</p> <p>On track. Five initiatives in progress and three completed.</p>

We will provide community education initiatives increase public awareness and preparedness

84%

Percentage of residents that know they need to be self-reliant in the event of a major civil defence emergency.

Target: 95%

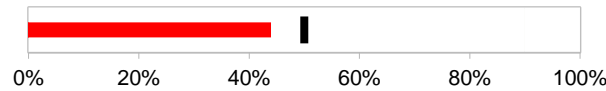


This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.

44%

Percentage of residents that have an emergency preparedness kit?

Target: 50%

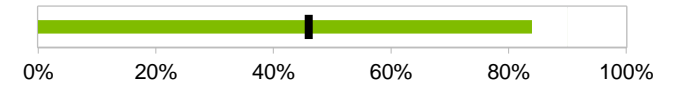


This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.

84%

Percentage of residents that have an emergency preparedness plan?

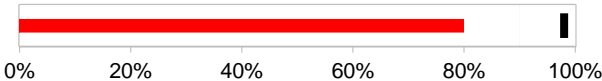
Target: 46%



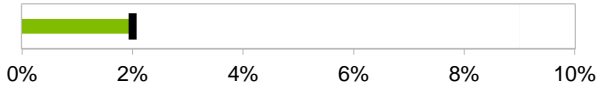
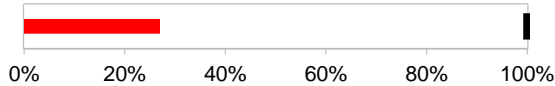

This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.

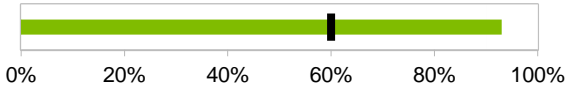
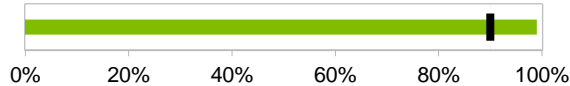
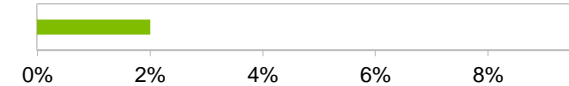
We will provide critical services during and after emergencies	We will provide community support through planned arrangements	
<p style="text-align: center;">Not Available</p> <p>Business continuity and crisis management arrangements are tested.</p> <p style="text-align: center;">Target: Twice Annually</p> <p>A GAP Analysis has been completed and supplied to the Executive, 2019/2020 BCM activity list has been developed and a refresh of documentation is required prior to commencement of testing.</p> <p>Business continuity impact analysis workshop was held in December 2019 as a first stage of refreshing business continuity plans.</p>	<p style="text-align: center;">6</p> <p>Number of community led or staffed civil defence centres available for communities to evacuate to.</p> <p style="text-align: center;">Target: 6</p> <p style="text-align: center;"> Achieved</p> <p>Baypark, Mt Maunganui RSA, Club Mount Maunganui, Tauranga Citizens Club, Greerton Marist Sports Club and Tauranga Racecourse. Procedures for selecting and maintaining CDCs were updated by BoP CDEM Group in Q1. Above CDCs are to be reviewed this FY against the new procedures.</p>	<p style="text-align: center;">4</p> <p>Number of Communities supported by community response plans.</p> <p style="text-align: center;">Target: 5</p> <p style="text-align: center;"> Not Achieved</p> <p>Otumoetai, Bethlehem, Welcome Bay, Pāpāmoa CRPs under action, contact made with Mount Maunganui to initiate action. Initial discussions held with Tamapahore, Maungatapu and Mangatawa marae. Expect target to be achieved in Q3.</p>

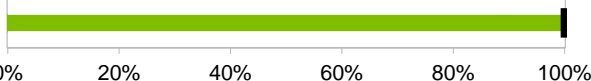
Environmental Planning

We will provide efficient planning services that are technically robust, and that meet the community's expectations about decisions made and the quality of information supplied.		
<p style="text-align: center;">80%</p> <p>Percentage of planning consent applications processed within statutory timeframes.</p> <p style="text-align: center;">Target: 98%</p>  <p>Based on MFE reporting, the National average for the 2017/18 financial year was 86 per cent compliance with statutory timeframes. The National Averages are currently being calculated by MFE for the 2018/2019 year.</p>	<p style="text-align: center;">Not Available</p> <p>Percentage of building consent applications that have planning reviews completed within 10 working days.</p> <p style="text-align: center;">Target: 90%</p> <p>Information not currently available however, majority of building consent applications are being reviewed prior to ten working days, however some were not. Overtime was undertaken to address this issue.</p>	<p style="text-align: center;">Not Available</p> <p>Percentage of planning consent applications subject to successful objection or appeal.</p> <p style="text-align: center;">Target: ≤3%</p> <p>Currently three live appeals.</p>

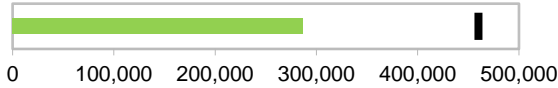
Environmental Protection

We will undertake audits of all food premises registered with Tauranga City Council	We will undertake regulation and monitoring of all alcohol licensed premises within our City	We will undertake noise monitoring to ensure community amenity is protected from excessive and unreasonable noise
<p style="text-align: center;"><2%</p> <p>Percentage of TCC verified premises resulting in justified food handling complaints.</p> <p style="text-align: center;">Target: ≤2%</p>  <p>During Q2, 23 complaints received regarding food handling in food premises, all complaints were investigated and 14 were found to be justified.</p>	<p style="text-align: center;">27%</p> <p>Percentage of night inspections carried out on high-risk premises (taverns and nightclubs).</p> <p style="text-align: center;">Target: 100%</p>  <p>Of the 45 inspections of licensed premises undertaken; 12 were at night. Many inspections occurred during the day (0900-1700) as this was more effective and allowed for more time to speak with premise managers.</p>	<p style="text-align: center;"><2%</p> <p>Percentage of noise complaints resulting in an Excessive Noise Direction being issued, and seizure of equipment.</p> <p style="text-align: center;">Target: ≤9%</p>  <p>35% of noise complaints resulted in an Excessive Noise Direction being issued. Of those issued, 1.3% resulted in equipment being seized. Numerous requests for seizure were not performed due to lack of Police availability.</p>

We will ensure all private pools barriers within Tauranga City are safe and compliant	We will provide monitoring of resource consents to ensure conditions are complied with and existing buildings remain safe	
<p style="text-align: center;">86%</p> <p>Percentage of properties with compliant pool fencing.</p> <p style="text-align: center;">Target: 60%</p>  <p>Q2 saw an increase in number of pools registered due to new BC applications. In Q2, 86% of 2688 pools are registered as compliant. The decrease in percentage from Q1 is attributed to pools still under construction.</p>	<p style="text-align: center;">98%</p> <p>Percentage of closed building and planning investigations made compliant through non-enforcement action.</p> <p style="text-align: center;">Target: ≥90%</p>  <p>Compliance measure achieved with education and non enforcement action.</p>	<p style="text-align: center;">2%</p> <p>Percentage of closed building and planning investigations made compliant through enforcement action.</p> <p style="text-align: center;">Target: ≤10%</p>  <p>Low level of formal enforcement action undertaken with staff focused on working with customers for compliance.</p>

We will provide Agendas and Minutes within required timeframes.		
<p style="text-align: center;">100%</p> <p>Agendas available on Council's website within the statutory timeframe of two clear working days before the meeting.</p> <p style="text-align: center;">Target: 100%</p>  <p>All public agendas uploaded to Council website by end of business two working days before a meeting. An exception was the emergency Council meeting on 27 November; where the agenda was uploaded the afternoon before. NB: emergency meetings operate under different notification requirements.</p>	<p style="text-align: center;">Not measured</p> <p>Minutes of Council and Committee Meetings are provided within seven days to the Chairperson/Deputy Chairperson for comments following the relevant meeting.</p> <p style="text-align: center;">Target: 90-95%</p> <p>This was the first quarter Infocouncil was operational. Staff were being trained and the minutes process was still under implementation.</p>	<p style="text-align: center;">0%</p> <p>Minutes of all public meetings are available within 14 days of a meeting at which they are confirmed.</p> <p style="text-align: center;">Target: 90-95%</p> <p>First quarter of new triennium. Most minutes are yet to go to subsequent meetings for confirmation. The three sets of minutes that were confirmed at 10 December Council were not available within 14 days.</p>

Libraries

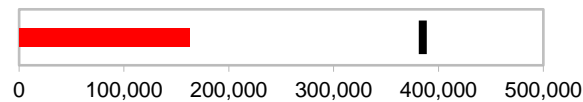
We will provide technologies to enable customers to connect with information, help themselves to information and participate in the digital society.		
<p style="text-align: center;">286,771</p> <p>Virtual visits total.</p> <p style="text-align: center;">Target: ≥460,000</p>  <p>On track to meet annual target. Q2 virtual visits were 147,337.</p>	<p style="text-align: center;">80,557</p> <p>Public internet sessions plus public Wi-Fi logins.</p> <p style="text-align: center;">Target: 75,000</p> <p style="text-align: center;">✓ Achieved</p> <p>On track to meet annual target despite usage being slightly lower than Q1 (41,720).</p>	<p style="text-align: center;">43,142</p> <p>E-book loans.</p> <p style="text-align: center;">Target: 37,000</p> <p style="text-align: center;">✓ Achieved</p> <p>Annual target achieved.</p>

We will provide buildings that are safe, welcoming spaces and collections reflecting the diverse and changing needs of the community for learning and creative recreation. The Libraries network is accessible to everyone in Tauranga.

162,829

Visits to central library

Target: ≥385,000

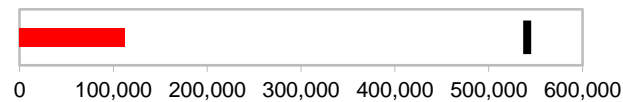


Currently behind target. Numbers visiting Tauranga central library are lower than predicted. Difficulty parking and lack of attraction to CBD have been mentioned in customer complaints.

112,043

Visits to community libraries.

Target: 541,000

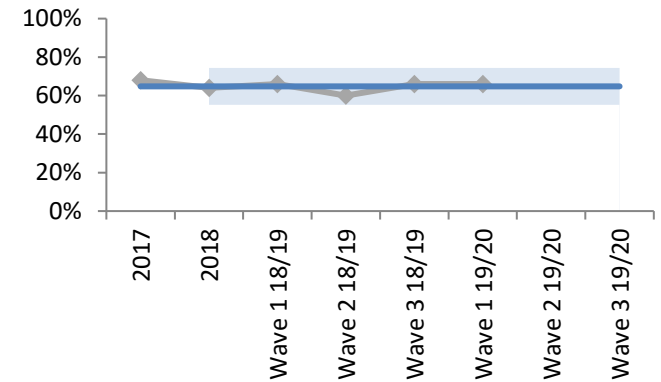


Result is only for Q2, due to installation of counting equipment in December 2019. More precise information will be provided in Q3.

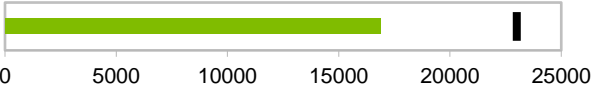
66%

Percentage of population who use the library in residents survey.

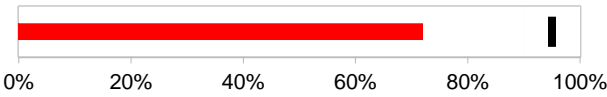
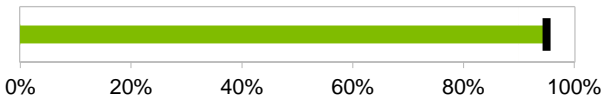
Target: 68%



Wave 1 result: Annual Resident Survey.

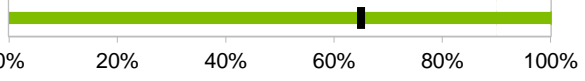
<p>We will provide programmes and events which support learning, literacy and digital skills, delivered in libraries and in the community. Programmes help build a greater sense of cultural awareness and diversity within the wider Tauranga community.</p>	<p>We will provide materials that tell the story of Tauranga and the region ensuring they are collected, preserved and made accessible for current and future research, working with tangata whenua as partners.</p>
<p style="text-align: center;">16,878</p> <p>Number of participants in programmes.</p> <p style="text-align: center;">Target: 23,000</p>  <p>On track. Figure for Q2 is 7,833.</p>	<p style="text-align: center;">156</p> <p>Number of programmes imbedding Tauranga heritage topics or tikanga Māori.</p> <p style="text-align: center;">Target: 54</p> <p style="text-align: center;">✓ Achieved</p> <p>Annual target achieved. Figure for Q2 is 58.</p>

Marine Facilities

We will provide quality, accessible marine recreation opportunities	We will provide boat ramps and commercial berths
<p style="text-align: center;">72%*</p> <p>Percentage of residents satisfied with accessibility to boat ramps and associated parking.</p> <p style="text-align: center;">Target: 95%</p>  <p>This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.</p> <p>* small sample size only 47 respondents answered this question.</p>	<p style="text-align: center;">95%</p> <p>Percentage of commercial users satisfied with boat ramps and berths, and recreational users satisfied with boat ramps.</p> <p style="text-align: center;">Target: 95%</p>  <p>A Marine Facilities Management plan is currently in development to determine what facilities are required to maintain the current level of service.</p>

Marine Precinct

We will provide the marine industry with access to efficient and reliable large/heavy vessel lifting and hardstand facilities		We will provide the marine industry with access to quality vessel berthing facilities that are well utilised and fit for purpose
<h1>51%</h1> <p>Average annual hardstand occupancy.</p> <p>Target: 40%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>On track.</p>	<h1>16</h1> <p>Number of vessels lifted p.a.</p> <p>Target: 65</p> <p>0 20 40 60 80</p> <p>Less vessels lifted, but longer hardstand time. Q2 is also considered the low season with more vessels being utilised on the water.</p>	<h1>88%</h1> <p>Percentage of wharf and berth infrastructure that is assessed as being in "good" or better condition.</p> <p>Target: 85%</p> <p>0 20 40 60 80 100</p> <p>Wharf berth infrastructure currently undergoing repairs; completion expected by Q1 end. All final refinements expected by the Q3 end. Currently two berths (out of 17) are closed off, compared to four closed in Q1.</p>

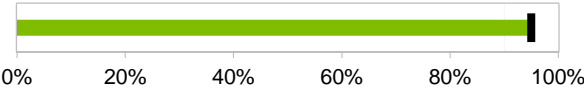
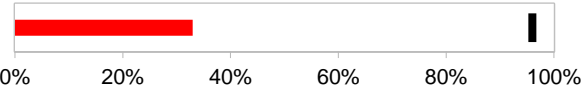
We will provide the marine industry with access to quality vessel berthing facilities that are well utilised and fit for purpose	We will provide the fishing industry with access to fish and ice loading facilities that are readily accessible, fit for purpose and commercially viable	
<p style="text-align: center;">62%</p> <p>Average annual berth occupancy.</p> <p style="text-align: center;">Target: >65%</p> <p style="text-align: center;">Off track</p> <p>Slightly behind target due to seasonal variances with more vessels fishing during Q2.</p>	<p style="text-align: center;">Not Available</p> <p>Percentage of customers satisfied with fish and ice loading facilities.</p> <p style="text-align: center;">Target: 80%</p> <p>Annual measure.</p>	<p style="text-align: center;">100%</p> <p>Percentage of bookings that can be accommodated.</p> <p style="text-align: center;">Target: 60-65%</p>  <p>All bookings have been accommodated.</p>

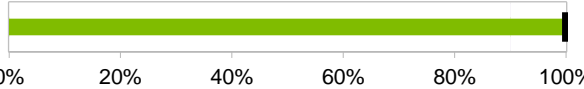
Parks and Recreation

<p>We will provide a network of open spaces, parks, and playgrounds for the use of residents and visitors to the city.</p>	<p>We will provide a network of playgrounds enabling a variety of experiences for all age groups. Playgrounds can be targeted at young children, older children or can be exercise equipment for both adults and children.</p>	<p>We will provide high quality coastal and reserve land and structures, including removing encroachments.</p>
<p style="text-align: center;">Not Available</p> <p>Percentage of residential households that are within 500m of an open space.</p> <p style="text-align: center;">Target: 90%</p> <p>Annual GIS data analysis that takes place at year end.</p>	<p style="text-align: center;">Not Available</p> <p>Percentage of residential households that are within 500m of a playground.</p> <p style="text-align: center;">Target: 65-70%</p> <p>Annual GIS data analysis that takes place at year end.</p>	<p style="text-align: center;">Not Available</p> <p>Removal of 20 coastal encroachments from public land each year.</p> <p style="text-align: center;">Target: 20</p> <p>Annual GIS data analysis that takes place at year end.</p>

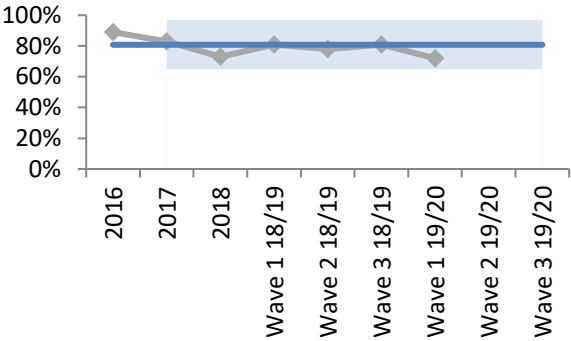
<p>We will provide high quality coastal and reserve land and structures, including removing encroachments</p>	<p>We will provide a well-maintained street garden network</p>	
<p style="text-align: center;">Not Available</p> <p>The amount of parks land protected in the City Plan as a Special Ecological Area (SEA) that is restored.</p> <p style="text-align: center;">Target: 67%</p> <p>Annual GIS data analysis that takes place at year end.</p>	<p style="text-align: center;">Not Available</p> <p>All street gardens (excluding annual (bedding) gardens) for which council is responsible are maintained regularly (reported via the number of maintenance visits each year and the total area maintained each year).</p> <p style="text-align: center;">Target: 86%</p> <p>Annual GIS data analysis that takes place at year end.</p>	<p style="text-align: center;">On Track</p> <p>Minimum size of street gardens in new subdivisions (there is no maximum size).</p> <p style="text-align: center;">Target: 45m2</p> <p>This is managed through the vesting of streets through sub division.</p>

Regulation Monitoring

We will monitor traffic and parking bylaw and related legislation, taking an education approach to raise awareness in the community, or enforcement where appropriate.	We will monitor the Freedom Camping Bylaw
<p style="text-align: center;">96%</p> <p>Respond to all parking complaints within 24 hours.</p> <p style="text-align: center;">Target: 96%</p>  <p>On track. 621 complaints received, of which 597 were attended to within 24 hours.</p>	<p style="text-align: center;">33%</p> <p>Attend school patrols at least eight times per month.</p> <p style="text-align: center;">Target: 96%</p>  <p>Off track. Only eight patrols from 24 were conducted in Q2. Lower percentage primarily due to school holidays and certain patrols being cancelled due to staff resourcing.</p>
<p style="text-align: center;">Not Achieved</p> <p>Daily patrols of key designated and prohibited Freedom Camping sites.</p> <p style="text-align: center;">Target: Achieved</p> <p>Nightly patrols were carried out between November and December. During October, patrols were less frequent (4/7 nights) due to decreased seasonal demand.</p>	

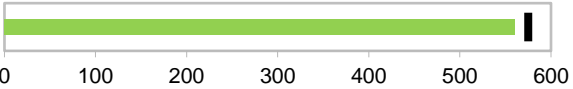

We will monitor the Freedom Camping Bylaw
<p style="text-align: center;">100%</p> <p>All complaints about freedom camping are investigated</p> <p style="text-align: center;">Target: 100%</p>  <p>On track. 67 complaints investigated.</p>


Resource Recovery and Waste

We will provide a rubbish collection service to all residential properties in urban and rural-residential areas	We will provide transfer stations, and maintain closed landfill sites	
<p style="text-align: center;">72%</p> <p>Percentage of residents that are satisfied with what happens on rubbish collection day.</p> <p style="text-align: center;">Target: 83%</p>  <p>This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.</p>	<p style="text-align: center;">Achieved</p> <p>Transfer stations provide customers with a seven-day service for refuse and green waste facilities and free access to a recycling centre (except on Good Friday, Christmas Day and New Year's Day).</p> <p style="text-align: center;">Target: Achieved</p> <p>On track. Access to transfer stations has been maintained to residents. Te Maunga Transfer Station was closed to commercial customers for 1.5 days due to compactor works.</p>	<p style="text-align: center;">Nil</p> <p>Number of abatement notices/infringements issued in relation to closed landfill resource consents.</p> <p style="text-align: center;">Target: Nil</p> <p>No abatement notices/infringements issued.</p>

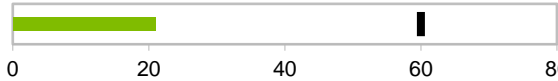

Provision of behaviour change programmes across community target community behaviours and reduction of waste to landfill		
<p>6</p> <p>Number of <u>new businesses</u> engaging in Resource Wise Business programme per annum.</p> <p>Target: 15</p> <p>Six new small- medium businesses joined the programme during Q2, with all inductions having been completed.</p>	<p>2,651</p> <p>Number of <u>students</u> taught within pre-schools / schools/education facilities for the Resource Wise Schools programme per annum.</p> <p>Target: 8,400</p> <p>New measure as per previous FARC meeting Q1 19/20. On track. Classroom education on waste reduction delivered by Waste Education NZ.</p>	<p>3</p> <p>Number of waste reduction <u>workshops</u> delivered via Resource Wise Community per annum.</p> <p>Target: 12</p> <p>Workshops completed this quarter: Worm farm (1), Waste free parenting (1) and Waste free living (1).</p>


Provision of behaviour change programmes across community target community behaviours and reduction of waste to landfill		
<p>8</p> <p>Number of waste <u>audits</u> conducted for <u>businesses</u> for the Resource Wise Business programme per annum</p> <p>Target: 30</p> <p>New measure as per previous FARC meeting Q1 19/20. Seven waste audits conducted in Q1. An additional ten audits are in the pipeline for Q3.</p>	<p>2</p> <p>Number of <u>upskilling workshops</u> for the Resource Wise Business programme</p> <p>Target: 3</p> <p>New measure as per previous FARC meeting Q1 19/20. On track. Two workshops held: 17 October - Recycling 101 5 December - Minimising waste over the holidays</p>	<p>33</p> <p>Number of waste <u>audits</u> conducted for pre-schools/schools/education facilities for the Resource Wise Schools programme per annum</p> <p>Target: 74</p> <p>New measure as per previous FARC meeting Q1 19/20. Due to school holidays, only three audits were undertaken during Q2. Annual target is at risk due to contractor resigning end of February 2020. Audits may be temporarily on-hold whilst tender is out for a replacement contractor.</p>

Provision of behaviour change programmes across community target community behaviours and reduction of waste to landfill	We will take action to address Council's own sustainability impacts	
<p style="text-align: center;">560kg</p> <p>Average amount of waste sent to landfill per capita/per annum based on current operating environment (figures for Year 4 onwards reflect proposed introduction of rates-funded system).</p> <p style="text-align: center;">Target: ≤575kg</p>  <p>Annual measure. Figure is based on first six months of waste to landfill and will be updated at the end of Q4.</p>	<p style="text-align: center;">Milestone 3 achieved</p> <p>Milestones achieved as per Council's Energy Efficiency and Conservation Authority (EECA) agreement.</p> <p style="text-align: center;">Target: Milestone three achieved</p> <p style="text-align: center;">  Achieved </p> <p>Milestone three achieved</p>	<p style="text-align: center;">In progress</p> <p>Completed actions from the corporate Energy Management Action Plan.</p> <p style="text-align: center;">Target: Identified actions for 19/20 implemented.</p> <p>On track. Six out of forty-four projects complete. Expect all actions to be completed by Q4.</p>

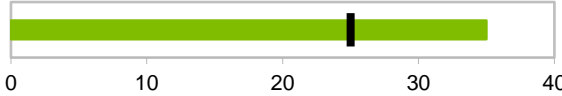
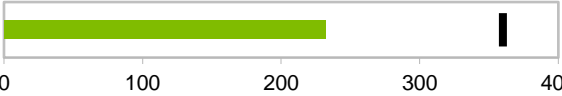
We will take action to address Council's own sustainability impacts	We will enable the community to take action to address sustainability impacts
<p style="text-align: center;">In progress</p> <p>Achievement of Certified Emissions Measurement and Reduction Scheme (CEMARS) certification.</p> <p style="text-align: center;">Target: Certification achieved</p> <p>On track. CEMARS data collected. Management plan in draft.</p>	<p style="text-align: center;">53</p> <p>Number of sustainability education opportunities delivered/supported.</p> <p style="text-align: center;">Target: 45</p> <p style="text-align: center;"> Achieved</p> <p>Workshops held during Q2 included:</p> <ul style="list-style-type: none"> - Education workshop for staff on recycling - Maleme St transfer station site visit - Kate Meads Waste free workshop - 3x Resource Wise Homes workshops - Resource Wise Business workshop - Resource Wise School workshop.

Stormwater

We will provide a conveyance and treatment network to effectively manage stormwater and to deliver safety to persons	We will provide a timely response to a flooding event	
<p style="text-align: center;">0.02</p> <p>The number of habitable floors that were affected by flooding events per 1000 properties.</p> <p style="text-align: center;">Target: ≤1</p> <p style="text-align: center;">On track</p> <p>One isolated incident from 58,408 connections.</p>	<p style="text-align: center;">21 min</p> <p>Median response time to attend a flooding event .</p> <p style="text-align: center;">Target: ≤60 min</p>  <p>On track.</p>	<p style="text-align: center;">2 hr 41 min</p> <p>Resolution of problem</p> <p style="text-align: center;">Target: ≤8 hr</p>  <p>On track.</p>

We will provide satisfaction to our customers.	We will provide a stormwater system that avoids impact on the environment
<p data-bbox="369 220 519 284" style="text-align: center;">0.92</p> <p data-bbox="116 327 766 386">Number of complaints received about the performance of the stormwater network per 1000 properties.</p> <p data-bbox="376 670 510 699" style="text-align: center;">Target: ≤2</p>  <p data-bbox="116 885 757 944">On track. 54 performance related requests for service from 58,408 serviced properties.</p>	<p data-bbox="1070 220 1167 284" style="text-align: center;">Nil</p> <p data-bbox="795 327 1400 418">Council's stormwater compliance with resource consents for discharge from its stormwater system measured by the number of:</p> <ul style="list-style-type: none"> <li data-bbox="795 438 1052 467">a. abatement notices; <li data-bbox="795 486 1070 515">b. infringement notices; <li data-bbox="795 534 1064 563">c. enforcement orders; <li data-bbox="795 582 1400 641">d. convictions received in relation to those resource consents. <p data-bbox="1048 670 1187 699" style="text-align: center;">Target: Nil</p> <p data-bbox="795 885 896 914">On track.</p>

Transportation

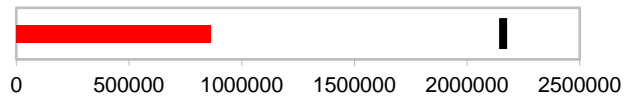
We will provide an efficient transport network, minimising all-day congestion		We will provide opportunities for walking, cycling and bus travel, and encourage increasing awareness of sustainable transport initiatives, including school walking/cycling programmes
<p>36km/hr</p> <p>Average speed across key parts of the transport network* (free flow speed = 59k/hr).</p> <p>Target: >25km/hr</p>  <p>Average travel times were consistent with previous Q2 18/19 result</p> <p>* Hewletts Road (between Aerodrome Road and Totara Street); Turret Road/15th Avenue (between Hairini Bridge and Fraser Street); Cameron Road (between 15th Avenue and Elizabeth Street); Totara Street (between Hull Road and Hewletts Road).</p>	<p>232 min</p> <p>Duration of peak across the transport network* (where traffic is travelling at 50% of free flow speed of 59k/hr).</p> <p>Target: <360 min</p>  <p>Most congestion occurred Wednesday and Thursday PM peaks (90 minutes each). Monday and Tuesday PM peaks were approx. 60 minutes each.</p> <p>* Hewletts Road (between Aerodrome Road and Totara Street); Turret Road/15th Avenue (between Hairini Bridge and Fraser Street); Cameron Road (between 15th Avenue and Elizabeth Street); Totara Street (between Hull Road and Hewletts Road).</p>	<p>Proportion of people journey to work via:</p> <ol style="list-style-type: none"> 1) a vehicle as the driver (target 58%) 55% 2) a vehicle as a passenger (target 1-2%) 2% 3) walking/jogging (target 3%) 3% 4) cycling (target 4%) 3% 5) bus (target 6%) 5% 6) didn't go to work or not stated (target 23-25%) 27% 7) Worked from home (target 5-6%) 5% <p>Result from survey of 400 people (quarterly measurement).</p>

We will provide opportunities for walking, cycling and bus travel, and encourage increasing awareness of sustainable transport initiatives, including school walking/cycling programmes

861,034

Number of public transport boarding's per annum (Bay Hopper)

Target: 2.16 million

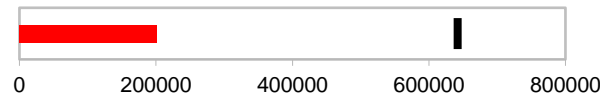


Currently behind annual target. Figure for Q2 was 437,659 boarding's.

201,953

Number of public transport boarding's per annum (School Hopper)

Target: 642,000



Off track. Q2 figures (67,269) were lower due to school holiday period.

Not Available

Number of participants in school children's walking and cycling programmes

Target: 5,400

Annual measure.

<p>We will provide opportunities for walking, cycling and bus travel, and encourage increasing awareness of sustainable transport initiatives, including school walking/cycling programmes</p>	<p>We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking</p>	
<p style="text-align: center;">Not Available</p> <p>Number of participants in adult cycling programmes.</p> <p style="text-align: center;">Target: 300</p> <p>Annual measure.</p>	<p style="text-align: center;">Not Available</p> <p>Average quality of ride of the sealed road network as measured by Smooth Travel Exposure.</p> <p style="text-align: center;">Target: 91-92%</p> <p>Annual measure.</p>	<p style="text-align: center;">Not Available</p> <p>Percentage of footpaths that fall within the level of service standard for the condition of footpaths set out in the asset management plan (less than or equal to 1.5m of grade 4 or 5 faults per km of footpath).</p> <p style="text-align: center;">Target: 98-100%</p> <p>Annual measure.</p>

We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking

- 1) Not Available
- 2) Not Available
- 3) Not Available

City centre parking occupancy levels:

- 1) On-street **80%-85%**
- 2) Off-street **85%-95%**
- 3) Car park buildings **85%-95%**.

Target: As above

Annual measure.

Not Available

The percentage of the sealed local road network that is resurfaced.

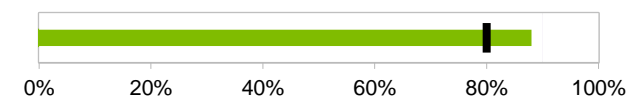
Target: 4%

Annual measure.

91%

The percentage of customer service requests relating to roads and footpaths responded to within seven calendar days.

Target: 82%



87% of CCMs raised in Q2 were assigned to Council's contractor, of which 99% were actioned within 7 days. 38% of contractor CCMs pertained to hazards on the road and were actioned same day.

**We will identify and respond to safety issues,
through education and engineering solutions**


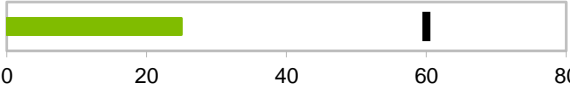
Not Available

The number of people (cyclists, pedestrians, vehicle occupants) that were seriously injured or killed on the local road network, and the change in numbers from the previous year.

Target: <175

Annual measure.

Wastewater

We will provide a reliable, well-maintained wastewater system that is available to all serviced zones	We will provide emergency response to sewage overflows, to minimise risk of safety to persons or damage to property	
<p style="text-align: center;">0.75</p> <p>The number of dry weather sewage overflows from Council's sewerage system per 1000 connections.</p> <p style="text-align: center;">Target: ≤2</p>  <p>On track - 42 overflows from 55,812 connected properties.</p>	<p style="text-align: center;">Nil</p> <p>Compliance with Council's resource consents for discharge from its sewerage system measured by the number of:</p> <ul style="list-style-type: none"> a) abatement notices; b) infringement notices; c) enforcement orders; and d) convictions, <p>received by Council in relation those resource consents.</p> <p style="text-align: center;">Target: Nil</p> <p>On track.</p>	<p style="text-align: center;">26 min</p> <p>Sewage overflow attendance time, time for service personnel reach the site</p> <p style="text-align: center;">Target: ≤60 min</p>  <p>On track.</p>

We will provide emergency response to sewage overflows, to minimise risk of safety to persons or damage to property

2hr 54min

Sewage overflow resolution time

Target: ≤8 hr



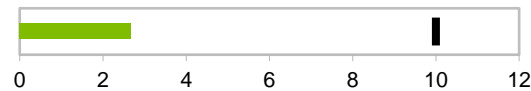
On track.

We will provide satisfaction to our customers

2.67

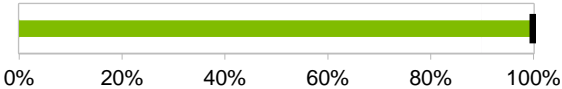
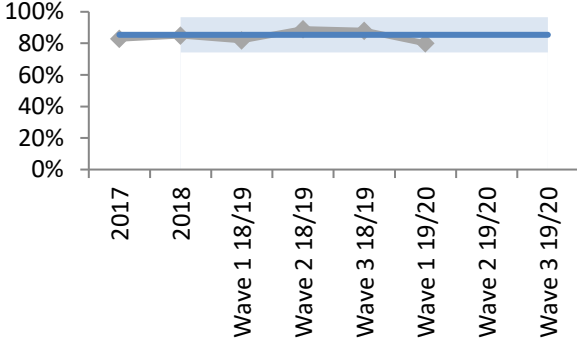
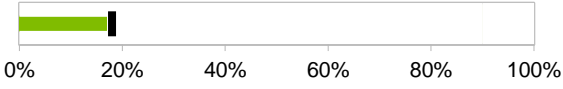
The number of complaints / 1000 connections received by council about: sewage odour, system faults, blockages and response to issues.

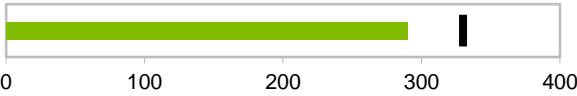
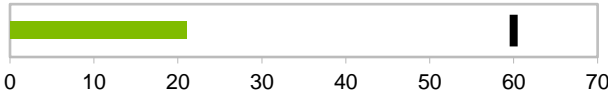
Target: ≤10



On track - 78 incidents from 55,663 property connections.

Water Supply

We will provide safe drinking water that meets drinking water standards	We will manage the average consumption of drinkable water	
<p style="text-align: center;">100%</p> <p>The extent to which Council's drinking water supply complies with:</p> <ul style="list-style-type: none"> a) part 4 of the drinking-water standards (bacteria compliance criteria); and b) part 5 of the drinking-water standards (protozoal compliance criteria). <p style="text-align: center;">Target: 100% for both</p>  <p>On track. This is for bacterial compliance for Q1. The protozoal compliance is assessed annually based on a five yearly survey. Oropi water treatment plant survey has been completed and submitted to the Drinking Water Assessor.</p>	<p style="text-align: center;">80%</p> <p>The percentage of residents who are aware of ways they can conserve water and have taken steps to do so.</p> <p style="text-align: center;">Target: ≥ 80%</p>  <p>This information came from the TCC annual resident survey. The first wave of surveys for 2019/20 survey took place in November 2019.</p>	<p style="text-align: center;">17%</p> <p>The percentage of real water loss from council's networked reticulation system (includes real losses through leaks in the network, non-revenue water and apparent losses through metering inaccuracies or water theft)</p> <p style="text-align: center;">Target: ≤ 18%</p>  <p>Annual measure. On track.</p>

We will manage the average consumption of drinkable water		We will provide an efficient response to faults and complaints
<p>Not Available</p> <p>Annual peak demand in litres per capita per day.</p> <p>Target: ≤ 450</p> <p>Annual measure.</p>	<p>293 L</p> <p>The average consumption of drinking water per day per resident within the city based on water leaving the water treatment plants in litres per capita per day.</p> <p>Target: ≤ 330 L</p>  <p>On Track.</p>	<p>23 min</p> <p>Median fault response time for urgent call-outs is less than 60 minutes.</p> <p>Target: ≤ 60 min</p>  <p>On track.</p>

We will provide an efficient response to faults and complaints

2hr 28min

Median Fault response time for urgent call-out is resolved in less than 8 hours.

Target: ≤ 8hr

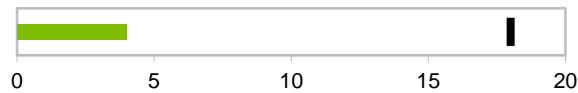


On track.

4hr 48min

Median Fault response time to non-urgent call outs is less than 18 hours.

Target: ≤ 18hr

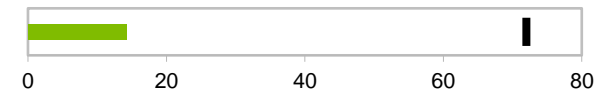


On track.

14hr 42min

Median Fault response time to non-urgent call outs is resolved in less than 3 days.

Target: ≤ 72hr



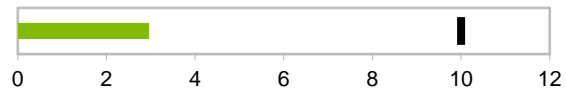
On track.

We will provide an efficient response to faults and complaints

2.94

Number of complaints / 1000 connections in relation to water quality (clarity; taste; odour), water pressure or flow, continuity of supply or in relation to council's response to these issues.

Target: ≤ 10



On track: 172 complaints received from 58,408 water service lines.