

Quarter Two Overview

This report provides an update for Council's Audit and Risk Committee on the organisation's progress against non-financial performance measures as part of the 2018-2028 Long Term Plan (LTP) in the 2018-19 year up to 31 December 2018.

Where progress against these measures is off-track at the end of quarter two, activity managers have explained the reason(s) as to why this result may have occurred. This will allow for reflection, and improvement in the upcoming quarters.

This report has also been provided to senior management who will support activity managers in working to achieve their non-financial performance measures by end of year where they are off-track.

Resource Consents	3
Building Control	4
Emergency Management	6
Coastal and Hazard Management	8
Community Health and Safety	9
Coromandel-Colville Community Spaces	10
Mercury Bay Community Spaces	12
Tairua-Pauanui Community Spaces	15
Thames Community Spaces	18
Whangamata Community Spaces	22
Roads and Footpaths	24
Solid Waste	27
Stormwater	29
Wastewater	32
Water supply	36
Representation	46
Grants and Remissions	47
Property	48
District Plan	49

Resource Consents

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Process applications for resource consent within statutory timeframes

Percentage of accepted applications for resource consent processed within statutory timeframes (land use and subdivision)	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	96%	Achieved	A total of 183 resource consents were processed for this period of which 7 consents went over time frame.
	2017/18	≥98%	Not achieved	97%		
	2016/17	≥98%	Achieved	99.50%		
Percentage of accepted applications for 224C certificates processed within 20 working days	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	94%	Achieved	A total of 35 applications were processed between 1 July 2018 and 31 December 2018 with 3 applications exceeding processing timeframes
	2017/18	≥95%	Not achieved	80%		
	2016/17	≥90%	Achieved	94%		

Building Control

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Process, inspect and certify applications for building work within statutory time frames

Percentage of accepted building consent applications processed within 20 working days	2018/19 Quarter two: 1 July - 31 Dec 2018	≥90%	On track to achieve	91.20%	Achieved	Of the 693 applications with decisions, 632 were processed within the statutory timeframes with 50 applications and 11 amendments going over time. The average working days to consent decision is 14.84 days at 31 December 2018.
	2017/18	≥98%	Achieved	99.68%		
	2016/17	≥98%	Not achieved	89%		
Percentage of accepted applications for Code of Compliance processed within 20 working days	2018/19 Quarter two: 1 July - 31 Dec 2018	≥90%	On track to achieve	96.99%	Achieved	Of the 531 application decisions up to 31 December 2018, 515 were processed within the statutory timeframes.
	2017/18	≥98%	Not achieved	78.18%		
	2016/17	≥98%	Achieved	99.61%		

Level of service: Inspect pool barriers according to regulations to help keep young children safe from drowning

Percentage of registered pools inspected for safety barriers each year according to a 3 yearly inspection cycle	2018/19 Quarter two: 1 July - 31 Dec 2018	≥90%	Off track	37.69%	Achieved	As at 31 December 2018 there are a total of 580 pools on the register. This is currently Cycle 2 of a 3 year cycle with 199 pools in Cycle 2. To date 75 pools have been inspected of which 39 required further work to be fully compliant. The remaining 124 pools will be divided over the remaining 6 months of the 2018/2019 year. This will require an approximate 20 pools to be inspected per month, which is
	2017/18	≥90%	Not achieved	87.73%		
	2016/17	≥85%	Achieved	97.47%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
					achievable with current staffing levels.

Level of service: Customers can purchase a LIM they have confidence in, in a timely manner

Percentage of standard LIMs processed within 10 days	2018/19 Quarter two: 1 July - 31 Dec 2018	≥90%	On track to achieve	100%	Achieved	A total of 574 applications were lodged for the first two quarters. Of this 534 were processed within the statutory timeframe, 13 were withdrawn and 27 were still current.
	2017/18	100%	Achieved	100%		
	2016/17	100%	Achieved	100%		

Emergency Management

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Maintain an effective civil defence emergency system

Percentage of time that emergencies (which require the activation of an emergency operations centre) are debriefed within one month and noted improvements are incorporated into the appropriate emergency operating procedures and response plans	2018/19 Quarter two: 1 July - 31 December 2018	100%	Not measured	0	Achieved	No activations required
--	---	-------------	---------------------	----------	-----------------	--------------------------------

Level of service: Council will support its communities in enabling them to respond to, and recover from emergencies

Initiate eight community response plans per annum (two community response plans each quarter) at a settlement level, involving introduction, delivery of resources and at least one follow up	2018/19 Quarter two: 1 July - 31 December 2018	8 Community response plans initiated	On track to achieve	2	Achieved	Focus on Kennedy Bay, Hot Water Beach, Hahei plans to be started. Focus on completion of Tapu, Tararu, Waiomu, Te Mata Plans after open days
	2017/18	Plans completed: Cooks Beach Tapu Thames Coast Port Charles* Colville* Plans under development: Hahei Whenuakite Manaia Matarangi	Not Achieved	Not Achieved		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2016/17	Plans completed: Thames Te Puru Kuaotunu* Opotere/ Onemana* Plans under development: Cooks Beach Tapu Thames Coast Port Charles* Colville*	Not Achieved	Not Achieved		

Level of service: Council will be prepared for and able to respond to, and recover from emergencies

All new staff to have completed an introductory civil defence course within six months of their start date	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	90%	Achieved	11 TCDC staff attended Foundation training on 4 December
	2017/18	≥3	Achieved	5		
	2016/17	≥3	Achieved	4		

* These communities have volunteer rural fire parties and the Principal Rural Fire Officer will work with them to formulate their plans using a template.

Coastal and Hazard Management

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
<i>Level of service: Council will undertake works to manage the effects of natural hazards</i>						
Annual capital expenditure is delivered within budget and specified timeframe	2018/19 Quarter two: 1 July - 31 December 2018	≥80%	On track to achieve	20%	Achieved	The coastal care coordinator has been appointed as from the 14th January 2019. In collaboration with the WRC Beach Care Coordinator we are now in a planning and mobilisation stage as well as early consultations.
	2017/18	Work programmes progressed with other agencies to manage the effects of natural hazards. *	Not achieved	Dune planting was partially completed		
	2016/17	Completion of a coastal management strategy which informs the district wide work programme in responding to coastal hazards	Not achieved	In progress to be completed in 2017/18 year		

Community Health and Safety

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Ensure food businesses are producing safe food

Percentage of registered food businesses audited annually from total that require annual audit under the Food Act 2014	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	44%	Achieved	We have seen an increase in productivity in this performance measure and we are on-track to achieve the year end target.
	2017/18	100%	Not achieved	93%		
	2016/17	100%	Not achieved	91%		

Level of service: Assess and make timely decisions on alcohol licence applications

Percentage of unopposed alcohol licence applications assessed and prepared for the District Licencing Committee to make decisions within 60 calendar days	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	94%	Achieved	We are processing over 90% of applications within 60 calendar days and are on track to meet the year end target.
	2017/18	≥99%	Not achieved	91%		
	2016/17	≥99%	Not achieved	78%		

Level of service: The Council provides animal control services to avoid dog attacks and other animal nuisances

Percentage of urgent animal control issues responded to ≤2 hours	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	100%	Achieved	Urgent animal control issues continue to be a priority and are responded to within the 2 hour timeframe.
	2017/18	≥98%	Achieved	100%		
	2016/17	≥98%	Achieved	100%		

Coromandel-Colville Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Council provides cemeteries that are tidy and well maintained spaces

Percentage of cemeteries maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One cemetery audited each month. There are two cemeteries in the area: Buffalo (Coromandel) and Colville.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Not achieved	80%		
Percentage of cemetery interment requests responded to ≤1 day	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	100%	Achieved	There have been two casket interments.
	2017/18	≥90%	Achieved	100%		
	2016/17	≥90%	Achieved	100%		

Level of service: The Council's public toilets are clean and safe

Percentage of public toilets that meet contractual requirements	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One Request for Service received.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%*	Achieved	86%		

Level of service: Council provides harbour facilities that are safe to use

Wharves are assessed in satisfactory condition (condition grades 1, 2 or 3)	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	Off track	Not Achieved	Not achieved	Coromandel Warf (CG 4) - maintenance repair works planned for 2018/19, major renewals and storm damage repairs planned for 2019/20; Sugarloaf Wharf (CG 3); Hannafords Wharf (CG2)
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Achieved	Achieved		

Level of service: To provide parks and reserves that are tidy and well maintained spaces

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Percentage of parks and reserves maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	Three Requests for Service received.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%*	Achieved	95%		

Level of service: To provide playgrounds that are safe to use

Percentage of playground assets complying with safety standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	There are four playgrounds (Samuel James, Hauraki House, Long Bay and Port Charles) that are assessed monthly.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	100%		

**Previously reported district-wide*

Mercury Bay Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Council provides cemeteries that are tidy and well maintained spaces

Percentage of cemeteries maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One cemetery audited each month. There is one operational cemetery in the area: Mercury Bay Cemetery (Ferry Landing).
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	86%		
Percentage of cemetery interment requests responded to ≤1 day	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	Off track	86%	Achieved	There were five ashes interments and one went outside of timeframe. There were two casket interments. There has been a review, and a tightening of procedural timelines will improve results.
	2017/18	≥90%	Achieved	100%		
	2016/17	≥90%	Achieved	100%		

Level of service: Whitianga community centres are available and utilised for community activities

Percentage of actual hours community centres are used compared to total available time	2018/19 Quarter two: 1 July - 31 December 2018	≥40%	Off track	29%	Not achieved	Of the 2,576 hours that the Whitianga Hall was available for hire it was booked for 738 hours. Off-track result may be due to Mercury Bay Hall being in need of some sprucing up, inquiries have been made as to whether there are plans for this.
	2017/18	≥40%	Achieved	49%		
	2016/17	≥40%	Achieved	48%		

Level of service: The Council's public toilets are clean and safe

Percentage of public toilets that meet contractual requirements	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One Request for Service received.
---	---	------	----------------------------	-------------	-----------------	-----------------------------------

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2017/18	≥85%	Achieved	93%		
	2016/17	≥85%	Achieved	95%		

Level of service: Council provides harbour facilities that are safe to use

Wharves are assessed in satisfactory condition (condition grades 1, 2 or 3)	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	On track to achieve	Achieved	Achieved	Whitianga Wharf (CG 3); Ferry Landing (CG 1)
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Achieved	Achieved		

Level of service: A choice of new library materials and current information is available throughout the year

Number of new items per 1,000 local residents	2018/19 Quarter two: 1 July - 31 December 2018	≥300 new items per 1,000 local residents	Off track	648 new items added	Achieved	There are outstanding books, on order, but these had not been received by the end of the 2nd quarter
	2017/18	≥300 new items per 1,000 local residents	Achieved	301 items per 1,000 local residents		
	2016/17	≥300 new items per 1,000 local residents	Achieved	337 items per 1,000 local residents		
The number of active library users	2018/19 Quarter two: 1 July - 31 December 2018	Maintain or increase 2016/17 baseline (4,823 users)	Off track	4,362	Not achieved	Membership is showing a small decline (88 members in first 6 months) The baseline figure of 2016/17 was based on a previous method of tracking the membership database, with removal of members who had been inactive for two years or longer. The new method of removal of these members on a
	2017/18	Maintain or increase 2013/14 baseline (3,988 users)	Achieved	4,430		
	2016/17	Maintain or increase 2013/14 baseline	Achieved	4,823		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
		(3,988 users)			monthly basis will provide more accurate membership figures.

Level of service: To provide parks and reserves that are tidy and well maintained spaces

Percentage of parks and reserves maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	88%	Achieved	Of the nine Requests for Service received one went outside timeframe.
	2017/18	≥85%	Achieved	86%		
	2016/17	≥85%	Achieved	90%		

Level of service: To provide playgrounds that are safe to use

Percentage of playground assets complying with safety standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	There are 14 playgrounds that get assessed monthly - Hahei, Purangi, Cooks Central, Cooks River Road, Longreach, Moewai Road, Soldiers Memorial Park, Esplanade, Brophys Beach, Kuaotunu, Wharekaho, Matarangi Entrance, Matarangi Village Green and Whangapoua.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	98%		

**Previously reported district-wide*

Tairua-Pauanui Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Pauanui airfield is safe for small aircraft

Civil Aviation Authority (CAA) safety requirements are achieved	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	Not measured	Not measured	Achieved	The Civil Aviation Authority inspects the Pauanui Airfield every three years. The next inspection is due in March 2019.
	2017/18	Achieved	Achieved	100%		
	2016/17	Achieved	Achieved	100%		

Level of service: Council provides cemeteries that are tidy and well maintained spaces

Percentage of cemeteries maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One cemetery audited each month. There are two cemeteries in the area: Tairua Cemetery and Old Tairua Cemetery.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	100%		
Percentage of cemetery interment requests responded to ≤one day	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	Off track	80%	Achieved	Of the three ashes interments one went outside the timeframe. There have been two casket interments.
	2017/18	≥90%	Achieved	100%		
	2016/17	≥90%	Achieved	100%		

Level of service: To provide or support community centres and halls in proportionate/suitable for the communities they serve

Percentage of actual hours community centres are used compared to total available time	2018/19 Quarter two: 1 July - 31 December 2018	≥40%	Off track	11%	Not achieved	Of the 2,576 hours that the Pauanui Hub was available for hire it was booked for 279 hours.
	2017/18	≥40%	Not achieved	7%		
	2016/17	≥40%	Not achieved	6%		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
---------------------	------	-----------------	--------	--	-----------------------------	----------

Level of service: The Council's public toilets are clean and safe

Percentage of public toilets that meet contractual requirements	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	Not measured	No requests	Achieved	To date there have been no Requests for Service for public toilets in the Tairua/Pauanui area that relate to the criteria of this measure.
	2017/18	≥85%	Achieved	90%		
	2016/17	≥85%	Achieved	100%		

Level of service: Council provides harbour facilities that are safe to use

Wharves are assessed in satisfactory condition (condition grades 1, 2 or 3)	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	Off track	Not achieved	Not achieved	Tairua Wharf (CG 2); Royal Billy Point Wharf (CG 4) - Phased upgrade planned to commence in 2018/19 but will run into the 2019/20 financial year; Pauanui Waterways Jetty (CG 3)
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Achieved	Achieved		

Level of service: A choice of new library materials and current information is available throughout the year

Number of new items per 1,000 local residents	2018/19 Quarter two: 1 July - 31 December 2018	≥300 items per 1,000 local residents	On track to achieve	212 new items added	Achieved	A total of 378 to 416 items are expected to be added by year end.
	2017/18	≥300 items per 1,000 local residents	Achieved	356 items per 1,000 local residents		
	2016/17	≥300 items per 1,000 local residents	Achieved	1,078 items per 1,000 local residents		
The number of active library users	2018/19 Quarter two: 1 July - 31 December 2018	Maintain or increase 2016/17 baseline (1,589 users)	On track to achieve	1,631	Achieved	On track to be achieved this year.
	2017/18	Maintain or increase	Achieved	1,618		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
	2016/17	2013/14 baseline (1,373 users) Maintain or increase 2013/14 baseline (1,373 users)	Achieved	1,589	

Level of service: To provide parks and reserves that are tidy and well maintained spaces

Percentage of parks and reserves maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	Off track	70%	Achieved	Of the ten Requests for Service received three went outside timeframe. The issue will be raised at the next contractor meeting to reiterate the need for RFS to be addressed within the correct timeframe.
	2017/18	≥85%	Achieved	90%		
	2016/17	≥85%	Not achieved	70%		

Level of service: To provide playgrounds that are safe to use

Percentage of playground assets complying with safety standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	There are ten playgrounds in Tairua/Pauanui (seven in Pauanui and three in Tairua) and each one is assessed monthly.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	98%		

**Previously reported district-wide*

Thames Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Thames airfield is safe for small aircraft

Civil Aviation Authority (CAA) safety requirements are achieved	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	Not measured	Not measured	Achieved	The Civil Aviation Authority inspects the Thames Airfield every three years. The next inspection is due in March 2019.
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Achieved	Achieved		

Level of service: Council provides cemeteries that are tidy and well maintained spaces

Percentage of cemeteries maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One cemetery is audited each month. There are four cemeteries in the area: Totara Memorial Park, Omahu, Shortland and Tararu.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	100%		
Percentage of cemetery interment requests responded to ≤one day	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	On track to achieve	100%	Achieved	There have been 16 ashes interments and 22 casket interments.
	2017/18	≥90%	Achieved	97%		
	2016/17	≥90%	Achieved	97%		

Level of service: Community Centres are available and utilised for community activities

Percentage of actual hours the Thames Civic Centre is used compared to total available time	2018/19 Quarter two: 1 July - 31 December 2018	30%	On track to achieve	32%	Achieved	Of the 2,576 hours that the Thames War Memorial Civic Centre was available for hire it was booked for 831 hours.
	2017/18	40%	Not achieved	36%		
	2016/17	40%	Achieved	48%		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Percentage of actual hours the Jack Maclean Community Recreation Centre is used compared to total available time	2018/19 Quarter two: 1 July - 31 December 2018	60%	On track to achieve	74%	Achieved	Of the 2,944 hours that the Jack Maclean Community Recreation Centre was available for hire it was booked for 2,173 hours.

Level of service: The Council's public toilets are clean and safe

Percentage of public toilets that meet contractual requirements	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	Four Requests for Service received.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	95%		

Level of service: Council provides harbour facilities that are safe to use

Wharves are assessed in satisfactory condition (condition grades 1, 2 or 3)	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	Off track	Not achieved	Not achieved	Thames Wharf (CG 4); maintenance repairs are continuing to keep the wharf open to the public as an amenity asset and for berthing.
	2017/18	Achieved	Not achieved	Thames wharf Grade 4		
	2016/17	Achieved	Not achieved	Thames wharf Grade 4		

Level of service: A choice of new library materials and current information is available throughout the year

Number of new items per 1,000 local residents	2018/19 Quarter two: 1 July - 31 December 2018	≥300 items per 1,000 local residents	On track to achieve	1,455 new items added	Achieved	To reach the annual target an average of 753 new items are required to be added each quarter. After two quarters 1,455 new items have been added.
	2017/18	≥300 items per 1,000 local residents	Achieved	304 items per 1000 residents		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
	2016/17	≥300 items per 1,000 local residents	Achieved	314 items per 1,000 residents		
The number of active library users	2018/19 Quarter two: 1 July - 31 December 2018	Maintain or increase 2016/17 baseline (6,746 users)	Off track	6,697	Not achieved	Membership is showing a small decline (42 members in 6 months) The baseline figure of 2016/17 was based on a previous method of tracking the membership database, with removal of members who had been inactive for two years or longer. The new method of removal of these members on a monthly basis will provide more accurate membership figures.
	2017/18	Maintain or increase 2013/14 baseline (6,193 users)	Achieved	6,728		
	2016/17	Maintain or increase 2013/14 baseline (6,193 users)	Achieved	6,746		

Level of service: To provide parks and reserves that are tidy and well maintained spaces

Percentage of parks and reserves maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	87%	Achieved	Of the 37 Requests for Service received five went outside of timeframe.
	2017/18	≥85%	Achieved	85%		
	2016/17	≥85%	Achieved	87%		

Level of service: To provide playgrounds that are safe to use

Percentage of playground assets complying with safety standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	There are seven playgrounds that get assessed monthly.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	92%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Council provides a safe year round swimming pool

Thames Centennial Pool meets Pool Safe accreditation standards	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	On track to achieve	Achieved	Achieved	The current PoolSafe accreditation is valid through to April 2019.
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Achieved	Achieved		

**Previously reported district-wide*

Whangamata Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Council provides cemeteries that are tidy and well maintained spaces

Percentage of cemeteries maintained to mowing and litter standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	One cemetery audited per month. There are two cemeteries in the area: Whangamata and Aileen Block.
	2017/18	≥85%	Achieved	91%		
	2016/17	≥85%	Achieved	100%		
Percentage of cemetery interment requests responded to ≤1 day	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	Three ashes interments and one casket interment.
	2017/18	≥90%	Not achieved	88%		
	2016/17	≥90%	Achieved	100%		

Level of service: To provide or support community centres and halls that are proportionate/suitable for the communities they serve

Percentage of actual hours community centres are used compared to total available time	2018/19 Quarter two: 1 July - 31 December 2018	≥40%	On track to achieve	81%	Achieved	Of the 2,576 hours that the Whangamata Hall was available for hire it was booked for 2,099 hours.
	2017/18	≥40%	Achieved	41%		
	2016/17	≥40%	Achieved	41%		

Level of service: The Council's public toilets are clean and safe

Percentage of public toilets that meet contractual requirements	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	Four Requests for Service were received and dealt with within the contractual requirements.
	2017/18	≥85%	Achieved	90%		
	2016/17	≥85%	Not achieved	81%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Council provides harbour facilities that are safe to use

Wharves are assessed in satisfactory condition (condition grades 1, 2 or 3)	2018/19 Quarter two: 1 July - 31 December 2018	Achieved	On track to achieve	Achieved	Achieved	Whangamata Wharf (CG 3): major renewals are budgetted for 2019/20.
	2017/18	Achieved	Achieved	Achieved		
	2016/17	Achieved	Not achieved	Not achieved		

Level of service: To provide parks and reserves that are tidy and well maintained spaces

Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	11 Requests for Service were received.
	2017/18	≥85%	Achieved	90%		
	2016/17	≥85%	Not achieved	76%		

Level of service: To provide playgrounds that are safe to use

Percentage of playground assets complying with safety standards	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	100%	Achieved	There are four playgrounds (one in Onemana, three in Whangamata) that are assessed monthly.
	2017/18	≥85%	Achieved	100%		
	2016/17	≥85%	Achieved	98%		

*Previously reported district-wide

Roads and Footpaths

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: The Council will ensure its roads are safe

The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number	2018/19 Quarter two: 1 July - 31 December 2018	0 or -1 compared to the previous year	On track to achieve	1	Achieved	Council has limited ability to reduce road crashes resulting in fatalities or serious injury due to the number of human factors involved.
	2017/18	Less than or equal to the previous year which was 2	Not Achieved	5		
	2016/17	≤8	Achieved	2		

Level of service: The design, maintenance and management of roads and footpaths ensures they are in good condition and fit for purpose

% of the sealed local network that is resurfaced	2018/19 Quarter two: 1 July - 31 December 2018	149,254m² 5%	Not achieved	131,251m²	Not achieved	2018/19 road resurfacing programme (excl 1st and 2nd coat seals) is 134,611m ² . The 2018/19 resurfacing work programme was completed on 28 November 2018. The entire work programme was not completed as a result of a site on Karaka Road in Thames being deferred in an attempt to remain within budget.
	2017/18	The annual programmed area of resurfacing 174,464m ² excluding first and second coat seals	Not Achieved	173,123m ²		
	2016/17	The annual programmed area of resurfacing* *78,960m ² excluding second coat seals	Not Achieved	68,973m ²		
The average quality of ride on a sealed local road network, measured by smooth travel exposure	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	Not measured	Not measured	Not measured	Road roughness is only measured for the full sealed road network every second year. Therefore a result

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2017/18	≥90%	Not Achieved	88%		for smooth travel exposure cannot be determined in 2018/19.
	2016/17	≥90%	Not measured	Not measured		
% of footpaths meeting condition rating one to three	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	Not measured	Not measured	Not measured	TCDC's triennial footpath condition rating survey is next planned for completion in April 2020.
	2017/18	≥95%	Not measured	Not available		
	2016/17	≥95%	Achieved	96%		
% of unsealed road complying with quality requirements	2018/19 Quarter one: 1 July - 30 Sept 2017	≥90%	On track to achieve	96%	Achieved	
	2017/18	≥90%	Achieved	95%		
	2016/17	≥90%	Achieved	94%		

Level of service: The Council provides a responsive maintenance service to address identified faults and repairs

% of customer service requests relating to roads and footpaths** to which council responds within the long term plan timeframe	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	On track to achieve	88%	Achieved	37 out of 42 sealed road potholes and footpath trip hazard RFS were repaired within the required timeframe.
	2017/18	≥85%	Achieved	98%		
	2016/17	≥85%	Not Achieved	84%		

** Footpath and road defects with their applicable timeframes:

Defect	Remedied within
Trip hazard greater than 30mm	48 hours
Trip hazard 10mm to 30mm	1 month
Depression greater than 30mm	48 hours

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
Depression 10 to 30mm		1 month			
Potholes and sealed roads		1 week			

Solid Waste

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
<i>Level of service: Rubbish and recycling kerbside pickup services are provided to solid waste rated residential properties in all urban and most rural areas</i>						
Number of missed properties or whole streets where collections did not happen	2018/19 Quarter two: 1 July - 31 December 2018	≤36 streets and ≤156 properties per annum	On track to achieve	0 streets and 72 properties	Achieved	More emphasis and training on completing the work schedules have helped to improve results over this quarter.
	2017/18	≤36 streets and ≤156 properties per annum	Achieved	12 Streets and 126 properties		
	2016/17	≤36 streets and ≤156 properties per annum	Achieved	5 streets and 91 properties		
Missed household refuse service requests responded to by the next day (on validation)	2018/19 Quarter two: 1 July - 31 December 2018	≥85%	Off track	68%	Not achieved	Although this service is for a kerbside collection, up until recently rubbish trucks have been accessing private driveways that are not designed to accommodate such heavy vehicles. This practice has now been stopped, primarily for liability reasons e.g. damages to these driveways. Also rubbish trucks are now not driving on narrow streets where it is not possible to turn these vehicles. Both these actions have contributed to this result. In the latter case, rubbish trucks having to reverse on narrow streets poses a health and safety
	2017/18	≥95%	Not achieved	63%		
	2016/17	≥92%	Not achieved	71%		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
						issue. Staff are working through these issues to find alternative solutions.

Level of service: The Council facilitates waste minimisation practices and promotes reduction of the amount of waste going to landfill

Kilograms of Council controlled waste per rating unit being disposed of to landfill (per rating unit)	2018/19 Quarter two: 1 July - 31 December 2018	≤474kg per rating unit	Off track	310kg	Not achieved	The main increase was observed in December when visitor numbers are high. Staff will continue to provide more educational material and publicity about rubbish disposal, particularly around this time.
	2017/18	≤474kg per rating unit	Not achieved	663kg		
	2016/17	≤474kg per rating unit	Not achieved	553kg		
Kilograms of recycling material diverted from landfill (per rating unit)	2018/19 Quarter two: 1 July - 31 December 2018	≥438kg per rating unit	On track to achieve	200kg	Achieved	Continuing to provide effective communication and education programmes in schools will continue to improve the result.
	2017/18	≥443kg per rating unit	Achieved	544kg		
	2016/17	≥438kg per rating unit	Not achieved	398kg		

Level of service: The Council maintains closed landfill sites

Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent(s)	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	Although no formal warnings, six infringement notices were issued for six closed landfills due to partial compliance with resource consents. A programme of remedial works including regular monitoring and reporting has now been put in place to prevent a re-occurrence.
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		

Stormwater

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: The Council's stormwater services protect habitable areas from flooding

Number of flooding events	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	This measure is predominantly dependant on weather events experienced in the district over the year.
	2017/18	0	Not achieved	1		
	2016/17	0	Not achieved	2		
For each flooding event the number of habitable floors affected (per 1,000 connected properties)	2018/19 Quarter two: 1 July - 31 December 2018	≤1	On track to achieve	0	Achieved	As above; this measure is predominantly dependant on weather events experienced in the district over the year.
	2017/18	≤1	Achieved	0.04 per 1,000 connected properties		
	2016/17	≤1	Achieved	1 per 1,000 connected properties		

Level of service: The Council provides a responsive stormwater request service

The median response time to attend a flooding event, measured from the time Council receives notification to the time that service personnel reach the site	2018/19 Quarter two: 1 July - 31 December 2018	≤3 hours	On track to achieve	20 mins	Achieved	This measure is related to the complaints regarding system performance below.
	2017/18	≤3 hours	Achieved	1.68 hours		
	2016/17	≤3 hours	Achieved	27 minutes		
Number of complaints received about the performance of the stormwater system (per 1,000 connected properties)	2018/19 Quarter two: 1 July - 31 December 2018	≤5	On track to achieve	2.7	Achieved	62 Complaints received.
	2017/18	≤5	Achieved	2.7 per 1,000		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
	2016/17	≤5	Not achieved	connected properties 5.34 per 1,000 connected properties	

Level of service: The Council minimises the environmental impact of protecting habitable areas from flooding

Number of operational resource consent conditions not complied with throughout the year (Total for all enforcement actions)	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved
	2017/18	0	Achieved	0	
	2016/17	0	Achieved	0	
Number of abatement notices	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved
	2017/18	0	Achieved	0	
	2016/17	0	Achieved	0	
Number of infringement notices	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved
	2017/18	0	Achieved	0	
	2016/17	0	Achieved	0	
Number of enforcement orders	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved
	2017/18	0	Achieved	0	
	2016/17	0	Achieved	0	

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Number of successful prosecutions	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		

Wastewater

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Adequate wastewater services for household and business use will be provided in currently serviced urban communities

Number of dry weather sewerage overflows from the territorial authority's sewerage system (per 1000 connections to that sewerage system)	2018/19 Quarter two: 1 July - 31 December 2018	≤1	On track to achieve	0.6	Achieved	12 Dry weather sewerage overflows to 31 December 2018
	2017/18	≤1	Not achieved	1.156		
	2016/17	≤1	Achieved	0.65		

Level of service: Council will respond as required to faults and complaints received from its customers

The total number of complaints about wastewater per 1,000 connected properties:

Odour	2018/19 Quarter two: 1 July - 31 December 2018	≤1	On track to achieve	0.2	Achieved	4 Complaints to 31 December 2018
	2017/18	≤1	Not achieved	1.06 per 1,000 connected properties		
	2016/17	≤1	Achieved	0.44 per 1,000 connected properties		
System faults	2018/19 Quarter two: 1 July - 31 December 2018	≤5	On track to achieve	2.4	Achieved	48 Complaints to 31 December 2018
	2017/18	≤2	Not achieved	5.9 per 1,000 connected properties		
	2016/17	≤2	Not achieved	6.5 per 1,000 connected properties		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Blockages	2018/19 Quarter two: 1 July - 31 December 2018	≤5	On track to achieve	1.1	Achieved	22 Complaints to 31 December 2018
	2017/18	≤2	Not achieved	5.3 per 1,000 connected properties		
	2016/17	≤2	Not achieved	8.2 per 1,000 connected properties		
Response to issues with the wastewater system	2018/19 Quarter two: 1 July - 31 December 2018	≤2	On track to achieve	0.11	Achieved	1 Complaint to 31 December 2018
	2017/18	≤2	Achieved	0.11		
	2016/17	≤2	Achieved	0.11		

Level of service: Council will respond as required to faults and complaints received from its customers

Median response time for attendance from the time that Council receives notification of a fault or blockage to the time that service personnel reach the site	2018/19 Quarter two: 1 July - 31 December 2018	≤2 hours	On track to achieve	1hr 30 mins	Achieved	
	2017/18	≤2 hours	Achieved	28 minutes		
	2016/17	≤2 hours	Achieved	34 minutes		
Median response time for a resolution from the time Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	2018/19 Quarter two: 1 July - 31 December 2018	≤24 hours	On track to achieve	19hrs 22 mins	Achieved	
	2017/18	≤24 hours	Not achieved	31 hours, 36 minutes		
	2016/17	≤24 hours	Achieved	10 hours, 17 minutes		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: The council's wastewater services do not negatively impact on public health or the natural environment in line with legislative requirements

Number of operational resource consent conditions not complied with throughout the year (Total for all enforcement actions)	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		
Number of abatement notices	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		
Number of infringement notices	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		
Number of enforcement orders	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		
	2016/17	0	Achieved	0		
Number of successful prosecutions	2018/19 Quarter two: 1 July - 31 December 2018	0	On track to achieve	0	Achieved	
	2017/18	0	Achieved	0		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2016/17	0	Achieved	0		

Water supply

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: The Council provides safe and reliable water for household and business use in urban areas

Compliance with drinking water standards (bacteria, part 4 of the standards):

Thames South	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	Total of 19,560 serviced properties for Water Supply across the district. The Thames Water Treatment Plants received a number of upgrades over the past 18 months including installation of a compliant UV disinfection unit. The Drinking Water compliance report is based on a full 12 month period and as a result it is not possible to show compliance as intended.
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Thames	2018/19 Quarter two: 1 July -31 Dec 2018	Compliant	Off track	Not compliant	Not achieved	
	2017/18	Compliant	Achieved	Compliant		
	2016/17	Compliant	Achieved	Compliant		
Coromandel	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Matarangi	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Not achieved	Compliant***		
	2016/17	Not compliant	Not achieved	Compliant***		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Whitianga	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Compliant	Achieved	Compliant		
	2016/17	Not compliant	Not achieved	Compliant***		
Hahei	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	Off track	Compliant	Not achieved	
	2017/18	Compliant	Achieved	Compliant		
	2016/17	Not compliant	Not achieved	Compliant***		
Tairua	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Not achieved	Compliant***		
	2016/17	Not compliant	Not achieved	Compliant***		
Pauanui	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Not achieved	Compliant***		
	2016/17	Not compliant	Not achieved	Compliant***		
Onemana	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	Off track	Compliant	Not achieved	
	2017/18	Not compliant	Achieved	Not compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2016/17	Not compliant	Achieved	Not compliant		
Whangamata	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		

Compliance with drinking water standards (protozoal, part 5 of the standards):

Thames South	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	Total of 19,560 serviced properties for Water Supply across the district. The Thames Water Treatment Plants received a number of upgrades over the past 18 months including installation of a compliant UV disinfection unit. The Drinking Water compliance report is based on a full 12 month period and as a result it is not possible to show compliance as intended.
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Thames	2018/19 Quarter two: 1 July -31 Dec 2018	Compliant	Off track	Not compliant	Not achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Coromandel	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Compliant	Not achieved	Not compliant		
	2016/17	Compliant	Not achieved	Not compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Matarangi	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Whitianga	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Hahei	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Compliant	Not achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Tairua	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Compliant	Not achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Pauanui	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Onemana	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		
Whangamata	2018/19 Quarter two: 1 July -31 Dec 2018	Not compliant	On track to achieve	Not compliant	Achieved	
	2017/18	Not compliant	Achieved	Not compliant		
	2016/17	Not compliant	Achieved	Not compliant		

Level of service: The Council promotes the efficient and sustainable use of water

Percentage of real water loss from the local authority's networked reticulation system (medium schemes 2,500 to 10,000 connections, small schemes <2,500 connections):

Thames (medium)*	2018/19 Quarter two: 1 July -31 Dec 2018	≤39%	Not measured	Not available	Achieved	These figures are not available until later in the year due to water meter run timing. The reason for only reporting Pauanui, Coromandel and Thames is that these are the only communities that are universally metered.
	2017/18	≤39%	Achieved	39%		
	2016/17	≤39%	Not achieved	44%		
Coromandel (small)*	2018/19 Quarter two: 1 July -31 Dec 2018	≤37%	Not measured	Not available	Not achieved	
	2017/18	≤37%	Not achieved	38%		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2016/17	≤37%	Not achieved	42%		
Pauanui (small)*	2018/19 Quarter two: 1 July -31 Dec 2018	≤13%	Not measured	Not available	Not achieved	
	2017/18	≤13%	Not achieved	26%		
	2016/17	≤13%	Not achieved	14%		
Thames South (small)**	2018/19 Quarter two: 1 July -31 Dec 2018	≤40%	Not measured	Not available		
	2017/18	≤38%	Not measured	Not available		
	2016/17	≤40%	Not measured	Not available		
Matarangi (small)**	2018/19 Quarter two: 1 July -31 Dec 2018	≤45%	Not measured	Not available		
	2017/18	≤40%	Not measured	Not available		
	2016/17	≤45%	Not measured	Not available		
Whitianga (medium)**	2018/19 Quarter two: 1 July -31 Dec 2018	≤25%	Not measured	Not available		
	2017/18	≤25%	Not measured	Not available		
	2016/17	≤25%	Not measured	Not available		
Hahei (small)**	2018/19 Quarter two: 1 July	≤50%	Not measured	Not available		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	-31 Dec 2018					
	2017/18	≤45%	Not measured	Not available		
	2016/17	≤50%	Not measured	Not available		
Tairua (small)**	2018/19 Quarter two: 1 July -31 Dec 2018	≤40%	Not measured	Not available		
	2017/18	≤35%	Not measured	Not available		
	2016/17	≤40%	Not measured	Not available		
Onemana (small)**	2018/19 Quarter two: 1 July -31 Dec 2018	≤60%	Not measured	Not available		
	2017/18	≤50%	Not measured	Not available		
	2016/17	≤60%	Not measured	Not available		
The average consumption of drinking water per day per resident (currently based on normally resident population)	2018/19 Quarter two: 1 July -31 Dec 2018	≤650 litres per resident per day	Not measured	Not available		This measure is taken over a full 12 month period due to the seasonal fluctuation so it is reported only in the annual report.
	2017/18	≤650 litres per resident per day	Achieved	503 litres per resident per day		
	2016/17	≤650 litres per resident per day	Achieved	443 litres per resident per day		

Level of service: The Council provides a responsive call-out service to attend to customers issues with their water supply

Median response time for attendance for urgent call-outs from the time that	2018/19 Quarter two: 1 July -31 Dec 2018	≤2 hours	On track to achieve	25 mins	Achieved	
---	---	-----------------	----------------------------	----------------	-----------------	--

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
service personnel reach the site	2017/18	≤2 hours	Achieved	25 minutes		
	2016/17	≤2 hours	Achieved	18 minutes		
Median response time for resolution for urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	2018/19 Quarter two: 1 July -31 Dec 2018	≤24 hours	On track to achieve	1 hr 38 mins	Achieved	
	2017/18	≤24 hours	Achieved	3 hours and 9 minutes		
	2016/17	≤24 hours	Achieved	1 hour and 47 minutes		
Median response time for attendance for non-urgent call-outs from the time that the local authority receives notification to the time that service personnel reach the site	2018/19 Quarter two: 1 July -31 Dec 2018	≤5 days	On track to achieve	40 mins	Achieved	
	2017/18	≤5 days	Achieved	54 minutes		
	2016/17	≤5 days	Achieved	37 minutes		
Median response time for resolution for non-urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	2018/19 Quarter two: 1 July -31 Dec 2018	≤5 days	On track to achieve	3 hrs 38 mins	Achieved	
	2017/18	≤5 days	Achieved	4 days and 20 hours		
	2016/17	≤5 days	Achieved	3 hours and 15 minutes		
Number of complaints - The total number of complaints received per 1,000 connections:						
Clarity	2018/19 Quarter two: 1 July -31 Dec 2018	≤2	On track to achieve	0.1	Achieved	2 Complaints received to 31 December 2018.
	2017/18	≤2	Achieved	1.3		
	2016/17	≤2	Achieved	0.68		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Taste	2018/19 Quarter two: 1 July -31 Dec 2018	≤2	On track to achieve	0.3	Achieved	5 Complaints received to 31 December 2018.
	2017/18	≤2	Achieved	1.17		
	2016/17	≤2	Achieved	0.5		
Odour	2018/19 Quarter two: 1 July -31 Dec 2018	≤2	On track to achieve	0	Achieved	0 Complaints received to 31 December 2018.
	2017/18	≤2	Achieved	0.2		
	2016/17	≤2	Achieved	0.23		
Pressure	2018/19 Quarter two: 1 July -31 Dec 2018	≤5	On track to achieve	1.8	Achieved	37 Complaints received to 31 December 2018.
	2017/18	≤5	Achieved	2.3		
	2016/17	≤5	Achieved	1.87		
Continuity of supply	2018/19 Quarter two: 1 July -31 Dec 2018	≤5	On track to achieve	3.9	Achieved	77 Complaints received to 31 December 31 December 2018.
	2017/18	≤5	Not achieved	5.7		
	2016/17	≤5	Achieved	4.87		
Response to above	2018/19 Quarter two: 1 July -31 Dec 2018	≤3	On track to achieve	0.05	Achieved	1 Response to above to 31 December 2018.
	2017/18	≤3	Achieved	0.1		
	2016/17	≤3	Achieved	0.17		

* These schemes have universal metering and use an Annual Water Balance methodology

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

*** These schemes do not have meters and use Minimum Night Flow methodology (used to monitor water loss from Council's water supply networks that do not have residential water meters). Recorded flow of water through the unmetered residential supply networks at night during a time when normal water use is recorded to be minimal (because most people are sleeping), for example 2-3am, is used as indicative of leaks. The minimum night flow rate is calculated as a percentage of day time flow to give an approximate percentage water loss for each of Council's unmetered water supply networks.*

**** Although the target was to be not compliant, we did comply with the standard for this water supply network*

Representation

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: Councillors and Community Board members can demonstrate to ratepayers their commitment to the democratic process

Attendance rate at Council and Community Board meetings	2018/19 Quarter two: 1 July - 31 December 2018	≥80%	On track to achieve	86%	Achieved	
	2017/18	≥80%	Achieved	91%		
	2016/17	≥80%	Achieved	92%		

Level of service: Council is committed to transparent decision-making

Percentage of Council agendas publicly available two working days or more before the meeting	2018/19 Quarter two: 1 July - 31 December 2018	90%	On track to achieve	100%	Achieved	

Grants and Remissions

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: The Council promotes a successful community through supporting community-driven initiatives

Percentage of funds distributed that comply with the Council's community grant criteria	2018/19 Quarter two: 1 July - 31 December 2018	90%	On track to achieve	100%	Achieved	
	2017/18	100%	Achieved	100.00%		
	2016/17	100%	Not achieved	99.46%		

Property

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
---------------------	------	-----------------	--------	-----------------------------	----------

Level of service: To provide Council administration and leased property buildings what are compliant with legislative requirements

Full compliance with legislative requirements through achieving an annual Building Warrant of Fitness	2018/19 Quarter two: 1 July - 31 December 2018	90%	On track to achieve	100%	Achieved	
---	---	------------	----------------------------	-------------	-----------------	--

Level of service: To provide buildings that are well maintained

Percentage of leased property buildings in satisfactory condition (condition grades 1,2 or 3)

Commercial lease buildings	2018/19 Quarter two: 1 July - 31 December 2018	>75%	On track to achieve	100%	Achieved	
Community group lease buildings	2018/19 Quarter two: 1 July - 31 December 2018	>95%	On track to achieve	100%	Achieved	
Percentage of Council administration buildings	2018/19 Quarter two: 1 July - 31 December 2018	>95%	On track to achieve	100%	Achieved	

District Plan

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Up to date District Plan provisions are available in a timely manner for the public						
EPlan is updated within 2 months of changes to the District Plan being approved	2018/19 Quarter two: 1 July - 31 December 2018	≥90%	Off track	0%	Not achieved	Only 1 change has been made to the District Plan since 1 July, authorised by the Environment Court on 16 August 2018 and updated in EPlan on 15 December 2018. A high volume of Court directed work for the section 293 process relating to natural character and the coastal environment line was prioritised ahead of updates to EPlan so that Council could meet the Court's timeframes.
	2017/18	District plan work programme as defined in 2017/18 Annual Plan*	Not achieved	One out of three milestones complete		
	2016/17	District plan work programme as defined in 2016/17 Annual Plan**	Not achieved	Two out of three milestones complete		

*District plan work programme as defined in the 2017/18 Annual Plan:

- ≥ 60% (15 of 25) Environment Court appeal topics resolved by the end of June 2018.
- Proposed District Plan 'Appeals Version' updated in ePlan within one calendar month of appeals being resolved/determined.
- A variation to address Plan administration issues publicly notified by 31 October 2017.

**District plan work programme as defined in the 2016/17 Annual Plan:

- Report to the 28 September 2016 Council meeting on the number and complexity of appeals to the Environment Court.
- An 'Appeals Version' of the Proposed District Plan available by 1 October 2016.
- Line of Enquiry established and operational by 31 March 2017.