



**Te Kaunihera
o Te Hiku o te Ika**
Far North District Council

AGENDA

Supplementary Reports

Te Miromiro - Assurance, Risk and Finance Committee Meeting

Wednesday, 6 August 2025

Time: 10:00 AM
Location: Council Chamber
Memorial Ave
Kaikohe

Membership:

Mr Graeme McGlinn - Chairperson
Deputy Chairperson John Vujcich
Kahika - Mayor Moko Tepania
Kōwhai - Deputy Mayor Kelly Stratford
Cr Ann Court
Cr Penetaui Kleskovic
Cr Steve McNally

Te Paeroa Mahi / Order of Business

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5 NGĀ PŪRONGO TAIPITOPITO / INFORMATION REPORTS

5.8 LEVEL OF SERVICE KPI QUARTER 4 PERFORMANCE REPORT FOR 2024-2025

File Number: A5272525

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Authoriser: Charlie Billington, Group Manager - Corporate Services

PURPOSE OF THE REPORT

The purpose of this report is to present the Level of Service KPI Performance Report for the Assurance, Risk and Finance Committee's consideration.

EXECUTIVE SUMMARY

This report is to present the level of service KPI performance report for the Te Miromiro - Assurance, Risk and Finance committee's consideration.

RECOMMENDATION

That Te Miromiro - Assurance, Risk and Finance Committee receive the Level of Service KPI Quarter 4 Draft Performance Report for 2024-2025.

BACKGROUND

An overview of KPI metrics concerning patronage data, utilization, and staff performance KPIs is included to give an overall picture of activities and factors that have an influence on performance. Council continues to have low survey response numbers, which correspondingly affects the quality of survey results.

DISCUSSION AND NEXT STEPS

This report is for information only.

FINANCIAL IMPLICATIONS AND BUDGETARY PROVISION

There are no financial implications or budgetary provision needed as a result of this report.

ATTACHMENTS

1. Level of Service KPI Quarter 4 Draft Performance Report for 2024-2025 - A5288416  

Level of Service KPIs for 2024/27 LTP



Quarterly Performance Report:
Quarter 4: April- June 2025

Performance of Service Level Results

Libraries

To provide quality library services for the benefit of all of the community

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
1.1.1	Customer satisfaction / Feedback forms to be available online and on counter with box provided for collection.	Customer/Visitor satisfaction	3.81%	17.58%	16.49%	Maintain / Increase	Visitor satisfaction 2024/25	5.00	4.25	4.10	4.45	4.50	5.00	4.00	4.50	3.17	4.50	4.50	4.06	3.57	3.67	3.20	3.48	16.49
							Visitor satisfaction 2023/24	4.50	4.83	4.20	4.51	4.20	5.00	4.00	4.40	4.60	4.75	2.00	3.78	5.00	5.00	4.67	4.89	
							Change	1	-1	0	-0.06	0	0	0	0.10	-1	0	3	0.27	-1	-1	-1	-1.41	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							Low response rates continue to impact the overall satisfaction rates due to closures relating to public holidays, weather related events and recent renovations to the Proctor Library, Kerikeri.				Low response numbers continue to affect customer satisfaction results via Ask Nicely.				Low responses received this quarter, improved marketing push is planned for Q3 to improve results.				Low responses received this quarter mostly impacted by building and service changes during the quarter, improved marketing push is planned for Q4 to get more consistent survey results.				Low responses received during the quarter continue to effect over all reporting numbers for customer satisfaction. Survey updates and improved marketing push is planned for the new KPI year to improve results.	
1.1.2		Maintain / increase in-person library use as a percentage of the population of the district	47.50%	49.5%	69.3%	Maintain / Increase	In-person Use	55,398	53,071	53,657	54,042	55,835	55,784	38,533	50,051	54,431	52,245	52,371	53,016	51,198	50,165	48,073	49,812	69.3%
							District population	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	74,700	
							Percentage %	74.2%	71.0%	71.8%	72.3%	74.7%	74.7%	51.6%	67.0%	72.9%	69.9%	70.1%	71.0%	68.5%	67.2%	64.4%	66.7%	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							Use of libraries have increased since the introduction of the outreach service (mobile library) and increased availability of Wifi despite closures over the public holidays, weather related events and the recent renovations to the Proctor Library, Kerikeri.				Libraries are maintaining usage levels well above the 2023-24 targets of 49.5% of the district's population				Libraries maintain usage levels well above the 2023-24 targets of 49.5% of the district's population, with a small dip in December due to fewer days open to the public this month relative to others in Q2.				Libraries continue to maintain and increase usage levels well above the 2023-24 target of 49.5% of the district's population, usage is up this quarter despite reduced services at our biggest site, this is due to a increased use in our mobile library use and public Wi-Fi usage.				Libraries continue to increase usage levels well above the 2023-24 target of 49.5% of the district's population, usage remained steady above 60% this quarter, which is not has high as previous quarters, this is likely due to a number of public holidays and weather related event closures. The continued increase in overall use of our librabres reflects the value our services bring to our community.	

Customer Services

Council provides the right services, in the right places, to the agreed standard

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result		
1.2.1	Customer/Visitor satisfaction - Data collected and monitored through internal systems (to be reported by the 6th working day)	Service Centre users' satisfaction	3.81%	3.83%	3.51%	Maintain / Increase	User satisfaction 2024/25	3.50	3.74	3.93	3.72	3.81	3.63	3.57	3.67	3.66	3.48	3.61	3.58	3.43	2.89	2.81	3.04	3.51		
							User satisfaction 2023/24	3.98	4.10	3.80	3.96	3.80	4.20	3.80	3.93	3.5	3.7	4.1	3.77	3.40	3.85	3.69	3.65			
							Change from previous year	-0.48	-0.36	0.13	-0.24	0.01	-0.57	-0.23	-0.26	0.16	-0.22	-0.49	-0.18	0.03	-0.96	-0.88	-0.60			
							Annual Report comment	User satisfaction result has decreased compared to 2023/24 due to low response numbers via Ask Nicely.				Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments					Q4/Year End Performance Comments:	
							Low response numbers continue to affect customer satisfaction results via Ask Nicely.								Low response numbers continue to affect customer satisfaction results via Ask Nicely. Increased promotion planned for Q3.				Low response numbers continue to affect customer satisfaction results via Ask Nicely. Increased promotion planned and in action.				Low response numbers continue to affect customer satisfaction results via Ask Nicely. Survey improvements, and promotion improvements are planned for the new KPI year.			
1.2.2	Data collected and monitored through internal systems (to be reported by the 6th working day)	Percentage of customer enquiries resolved at first point of contact.	48%	73%	91%	68%	Number of enquiries	2,753	2,837	894	6,484	1,453	2,046	808	4,307	1,098	2,110	1,144	4,352	1051	2152	779	3,982	91.1%		
							Number of enquiries resolved at first point of contact	2,453	2,769	852	6,074	1,312	1,981	755	4048	992	1,982	938	3,912	900	1892	664	3,456			
							Percentage %	89.1%	97.6%	95.3%	93.7%	90.3%	96.8%	93.4%	94.0%	90.3%	93.9%	82.0%	89.9%	85.6%	87.9%	85.2%	86.8%			
							Performance across this metric has increased considerably due to a focused approach for recording accurate walk-in data.	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:						
							Performance is tracking strongly above 2024-27 target of 68% with consistent results around 90% resulting in a Q1 performance of 94%								Performance for Q2 remains positive, maintaining total performance of 94%				Performance for Q3 remains positive, maintaining a performance total of 90% so meeting overall YTD goal of 68%, efforts to record accurate walk-in data is being made to ensure Q4 results maintain this service level.				Performance for Q4 remains positive, maintaining a performance total 87% for the quarter making the total YTD goal of 91.1%, effort to record accurate walk-in data is a focus, for the new KPI year.			

Museums

To provide quality museum services for the benefit of all in the community.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
1.3.1	Data collected and monitored through internal systems	Customer and Visitor satisfaction	No Result	No Result	0.8	Maintain / Increase	Surveys Received	1	0	1	0.7	0	0	0	-	3	3	1	2.3	1	0	0	0.3	0.8
							Survey Satisfaction Rating	3	0	5	2.7	0	0	0	-	4.67	5.00	5.00	4.9	5	0	0	1.7	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							A low response rate across this metric although the comments provided have been positive.				Low response numbers of surveys affects satisfaction rating.				No responses received this quarter.				Although low responses to surveys, consistent positive ratings with specific comment on staff helpfulness have seen high ratings due to responses being received.				While response numbers of surveys is low and this affects satisfaction rating, the comment on passion and enthusiasm of staff is great to note.	

I-SITEs

To provide booking and information services through the District's Information Centres, influencing visitors to stay longer and spend more

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
1.4.3	Customer satisfaction / Feedback available online	Customer/Visitor satisfaction	4.17%	3.33%	2.75%	Maintain / Increase	User Satisfaction 2024/25	5	0	1	2	0	5	0	1.7	5	5	5	5	5	0	2	2.3	2.75
							User Satisfaction 2023/24	5	5	5	5	5	5	5	5	2	3	5	3.3	0	0	0	-	
							Change	0	-5	-4	-3	-5	0	-5	-3.3	3	2	0	1.67	5	0	2	2.3	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
Although staff have been consistent with providing surveys to visitors, there has been a low return of responses as visitors are more focused on activities, accomodation bookings.				We have received fewer reviews during this period compared to the same time last year, and the volume has been less consistent we are only receiving one review a month				Our reviews have dropped increasingly but least there has been positive reviews. we only received one review				There has been constant reviews averaging at two reviews a month.				During the months of April - June there has been a total of 204 surveys sent out with 2 responses.								

Building Consent Management

To comply with current legislative requirements with regards to processing building consent applications

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
2.1.1	Data collected and monitored through internal systems	Process building consents within statutory timeframes	100.0%	100.0%	99.9%	≥95%	No. processed within timeframe	127	88	102	317	115	114	93	322	46	79	89	214	92	78	73	243	99.9%
							Total applications	127	88	102	317	115	114	93	322	46	79	89	214	92	79	73	244	
							%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	99.6%	
							Annual Report comment	Building consents have been completed within the statutory timeframes except for the last quarter due to an error.				Q1 Performance Comments: We have maintained 100% stat compliance for Q1				Q2 Performance Comments We have maintained 100% stat compliance for Q2				Q3 Performance Comments We have maintained 100% stat compliance for Q3				Q4/Year End Performance Comments: Due to an admin error a consent went over time, we are currently keeping a eye on all consents to achieve 100% again.

Environmental Management

Animal Control

To ensure animal related activities are managed in accordance with legislative requirements

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result										
2.2.1 (a)		Respond to reported incidents by contacting customer and arranging next steps within the following timeframes:																																
		Urgent within 1.5 hours	95.0%	94.0%	16.23%	≥93%	No. responded within timeframe	7	4	10	21	8	3	12	23	3	7	4	14	8	12	28	48	16.2%										
							Total incidences	60	60	83	203	62	58	66	186	44	48	53	145	40	31	48	119											
							%	11.7%	6.7%	12.0%	10.3%	12.9%	5.2%	18.2%	12.4%	6.8%	14.6%	7.5%	9.7%	20.0%	38.7%	58.3%	40.3%											
2.2.1 (b)	Data collected and monitored through internal systems (RFS)	Non-urgent within 3 days	93.00%	96.00%	69.06%	≥93%	No. responded within timeframe	349	311	266	926	270	281	255	806	248	185	206	639	273	303	339	915	69.1%										
							Total incidences	622	492	415	1,529	380	402	390	1,172	360	328	324	1,012	341	339	365	1,045											
							%	56.1%	63.2%	64.1%	60.6%	71.1%	69.9%	65.4%	68.8%	68.9%	56.4%	63.6%	63.1%	80.1%	89.4%	92.9%	87.6%											
							Annual Report comment The Animal Management team have responded to incidences in a timely manner, however, there have been inconsistencies with the data recorded, this has now been remedied and will now record correctly in the next financial year.							Q1 Performance Comments: Significant data quality errors were discovered in the tracking of KPI timeframes. These have been remedied and should show an increase in compliance from June.							Q2 Performance Comments Significant data quality errors were discovered in the tracking of KPI timeframes. These have been remedied and should show an increase in compliance from June.							Q3 Performance Comments Significant data quality errors were discovered in the tracking of KPI timeframes. These have been remedied and should show an increase in compliance from June.						

Environmental Health

To monitor food premises in accordance with the requirements of the Food Act, 2014.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
2.3.1	Data collected and monitored through internal systems	Food Control Plan and National Programme audits completed as scheduled	86.8%	93.8%	91.3%	≥95% of all food control plans and national programs assessed	No. completed as scheduled	17	24	26	67	19	40	20	79	22	20	27	69	35	31	34	100	91.3%	
							Total scheduled	18	26	27	71	21	44	23	88	27	23	32	82	39	31	34	104		
							%	94.4%	92.3%	96.3%	94.4%	90.5%	90.9%	87.0%	89.8%	81.5%	87.0%	84.4%	84.1%	89.7%	100.0%	100.0%	96.2%		
							Annual Report comment	The verifications not completed were cancelled due to the operator of the premises bein unprepared. This trend remained consistent throughout the year, however, they were rescheduled and sucessfully completed.				Q1 Performance Comments: Cancelled verification visits were cancelled by the operator due to being unprepared or needed to reschedule due to personal reasons. These will be rescheduled for completion over the following months.				Q2 Performance Comments Cancelled verification visits were cancelled by the operator due to being unprepared or needed to reschedule due to personal reasons. These will be rescheduled for completion over the following months.				Q3 Performance Comments In January, 5 verifications were cancelled by operators who were not prepared for the scheduled verification or had forgotten about it. These will be rescheduled for completion over the following months. In February, 3 verifications were cancelled by operators who were not prepared for the verification or had forgotten about it. In March, 5 scheduled verifications were cancelled by the operators who were not prepared for the verification. These will be rescheduled accordingly. In April, 4 verifications were cancelled due to the operator being unavailable. These will be rescheduled accordingly.				Q4/Year End Performance Comments: In May, 30 verifications were scheduled with 30 verifications completed. In June, 34 verifications were scheduled and these were all completed.	

Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
		Respond to noise complaints within the following timeframes:																							
2.4.1	Data collected and monitored through internal systems (RFS)	In urban areas: 1 hour	75.7%	85.6%	83.7%	≥95% within set timeframe	No. responded within timeframe	44	19	55	118	70	42	82	194	64	46	36	146	35	69	33	137	83.7%	
							Total incidences	58	21	66	145	79	52	89	220	80	52	42	174	46	91	35	172		
							%	75.9%	90.5%	83.3%	81.4%	88.6%	80.8%	92.1%	88.2%	80.0%	88.5%	85.7%	83.9%	76.1%	75.8%	94.3%	79.7%		
		In rural areas: 2 hours	80.2%	90.4%	76.5%	≥95% within set timeframe	No. responded within timeframe	5	2	10	17	6	5	6	17	2	1	1	4	4	3	7	14	76.5%	
							Total incidences	5	3	10	18	6	5	6	17	8	6	1	15	6	3	9	18		
							%	100.0%	66.7%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	25.0%	16.7%	100.0%	26.7%	66.7%	100.0%	77.8%	77.8%		
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:					
							The measure is challenging due to the District's size and remoteness as well as response times being dependent of contractor staffing.	First Security are contracted to provide this service and have been consulted for comment. Initial indications may be staffing levels due to sickness and resignations				First Security are contracted to provide this service and have been consulted for comment. Initial indications may be staffing levels due to sickness and resignations				First Security are contracted to provide this service and have been consulted for comment. Initial indications may be staffing levels due to sickness and resignations				There has been an improvement in the final quarter of the year with 100% compliance in May for Rural and 94.3% compliance for urban in June. This will be monitored until the contract is due for renewal and addressed accordingly if required.					

District Licensing

To license and monitor the sale of liquor in accordance with the Sale and Supply of Alcohol Act, 2012.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
2.5.1	Data collected and monitored through internal systems	All licensed premises to be visited for Host Responsibility inspections at least once every four years.	99.0%	100%	100.0%	<75% of premises visited annually	No. premises visited	13	20	24	57	7	18	28	53	10	14	28	52	22	32	38	92	108.9%
							Total premises	238	238	234	234	234	234	234	234	233	231	231	234	232	231	232	232	
							%	5.5%	8.4%	10.2%	24.4%	3.0%	7.7%	12.0%	22.6%	4.3%	6.1%	12.1%	22.2%	9.5%	13.9%	16.4%	39.7%	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							No comment required, only the results	The licensing team are on track to achieve this KPI with 24.1% of premises having been visited in the first quarter. This is on track to have a total of 75% of premises visited within the year.				The licensing team are on track to achieve this KPI with 46.7% of premises having been visited in the first quarter. This is on track to have a total of 75% of premises visited within the year.				The licensing team are on track to achieve this KPI. The team only have 97 good host visits to complete by 30 June 2025. The number of licensed premises has decreased by 2 as two premises licenses expired during February. In March, the team completed 28 visits leaving a balance of 69 visits to complete by 30 June 2025. In April, 1 x new on-licence was issued. The team completed 22 visits leaving a balance of 48 visits to complete by 30 June 2025.				In May the team completed 32 visits leaving a balance of 15 visits to complete by 30 June 2025. In May, a licensee surrendered their on-licence which reduced the number of licensed premises. In June the team completed 38 visits. In June a new license was issued taking the number to 232. The Inspectors have completed annual checks on all licensed premises with the exception of 12 being unable to be completed due to the business not open for trade.				

Resource Consent Management

To administer and enforce the Resource Management Act 1991.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
2.6.1	Data collected and monitored through internal systems	Respond to compliance incidents within 3 working days	80.8%	83.50%	80.4%	≥93%	No. responded within timeframe	6	18	14	38	34	15	4	53	13	12	17	42	18	12	13	43	80.4%
							Total incidences	9	18	18	45	45	18	5	68	13	13	22	48	20	20	18	58	
							%	66.7%	100.0%	77.8%	84.4%	75.6%	83.3%	80.0%	77.9%	100.0%	92.3%	77.3%	87.5%	90.0%	60.0%	72.2%	74.1%	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							Although the Monitoring team attend to most incidences within 3 working days, some incidences are more complex and take longer than the 3 day timeframe to respond to.	The Monitoring team receive compliance breaches via the RFS system where the team leader reviews and allocates to the team members. Some incidences are more complex than others and may take longer than the 3 day timeframe to respond to.				The Monitoring team receive compliance breaches via the RFS system where the team leader reviews and allocates to the team members. Some incidences are more complex than others and may take longer than the 3 day timeframe to respond to.				The Monitoring team receive compliance breaches via the RFS system where the team leader reviews and allocates to the team members. Some incidences are more complex than others and may take longer than the 3 day timeframe to respond to.				The Monitoring team receive compliance breaches via the RFS system where the team leader reviews and allocates to the team members. Some incidences are more complex than others and may take longer than the 3 day timeframe to respond to. There has been staff sickness and movement over May/June that will account for the reduced rate of compliance with the KPI. The team should be back to full strength by mid-july.				
2.6.2	Data collected and monitored through internal systems	Process applications made under the Resource Management Act 1991 within statutory timeframes	22.0%	52.0%	90.2%	≥95%	No. processed within timeframe	25	38	46	109	45	44	36	125	16	31	34	81	34	34	33	101	90.2%
							Total applications	27	45	51	123	50	56	39	145	18	33	35	86	36	36	35	107	
							%	92.6%	84.4%	90.2%	88.6%	90.0%	78.6%	92.3%	86.2%	88.9%	94.3%	97.1%	94.2%	94.6%	91.9%	94.3%	94.4%	
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							There has been a major drive to complete resource consent applications with a minimum amount of applications exceeding the statutory timeframes. This has been been a significant change to the results.	The Resource Consents team only look after 2.6.2. 2.6.1 sits with the Compliance Team. The team is on track to get close to meeting the KPI of 95%. There are still a significant number of applications that are outside of timeframes still on hold that will make achieving 95% very difficult.				The Resource Consents team only provides data for 2.6.2. The compliance team look after 2.6.1. The team took a dip in statutory timeframes in November which was reflective of getting some of the "legacy" consents in. These are applications that formed part of the 200 or so applications backlog in the 22/23 financial year. Due to the still high numbers of legacy applications to come in this financial year, it is unlikely we reach the KPI of 95%. All new applications processed are meeting the KPI.				The Resource Consents team only provides data for 2.6.2. The compliance team look after 2.6.1.8.5.2. The team have met the KPI in the LTP for this quarter and is running at average of 89.3% for the year to date. There are still approximately 15 consents still to be completed that over statutory timeframes which means 100% cannot be achieved until these are all completed. The third quarter is lower than the first two quarters which is standard for January which is always very quiet. This carried through to February. March numbers are picking up again.				The Resource Consents team only provides data for 2.6.2. The compliance team look after 2.6.1. We issued a total of 465 decisions that have met statutory timeframes. Of this, 419 (90.11%) was within timeframes and 46 (9.89%) went over timeframes. There remains 14 consents that are already over statutory timeframes which means we are in target to meet the 95% KPI as long as any new consents do not exceed timeframes. Consent volumes were lower than other years however the numbers started to increase in June. The biggest improvement is in comparison to the previous two years which were 22% and 50%. To go from 50% to 90% represents an 80% increase in performance.				

Solid Waste Management

To decrease the proportion of waste sent to landfill and increase the proportion of waste that is sent for recycling, promoting the sustainable management of resources and benefitting future generations

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result																		
4.1.1	Contractor compliance reports monitored monthly	Percentage by tonnage of waste from refuse transfer station that is recycled/ reused	58.2%	59.1%	52.1%	64%	Tonnage recycled/reused	762.13	834.15	906.74	2,503.02	497.72	648.72	772.52	1,918.96	723.22	741.84	728.98	2,194.04	728.31	783.33	664.91	2,176.55	52.1%																		
							Total Tonnage	1,364.26	1,469.12	1,521.10	4,354.48	1,060.17	1,170.58	1,601.68	3,832.43	1,752.96	1,367.31	1,332.09	4,452.36	1,406.13	1,487.12	1,347.14	4,240.39																			
							%	55.9%	56.8%	59.6%	57%	46.9%	55.4%	48.2%	50.1%	41.3%	54.3%	54.7%	49%	51.8%	52.7%	49.4%	51%																			
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:																						
							There is only one contractor servicing both the North and South areas. Both commercial and kerbside recycling is no longer being processed at FNDC facilities, therefore no longer contributes to this metric.	Diversion rates have been slowly decreasing for no obvious reasons. There have been difficulties finding markets for coloured PET plastics and meat trays but the tonnages are relatively small.				Now that Northland Waste is running both North and South contracts, the commercial and kerbside recycling collected by Waste Management is no longer being processed in FNDC facilities and therefore no longer contributes to this diversion percentage.				Now that Northland Waste is running both North and South contracts, the commercial and kerbside recycling collected by Waste Management is no longer being processed in FNDC facilities and therefore no longer contributes to this diversion percentage.				Now that Northland Waste is running both North and South contracts, the commercial and kerbside recycling collected by Waste Management is no longer being processed in FNDC facilities and therefore no longer contributes to this diversion percentage.				Waste Management are looking to end there recycling kerbside collection on the 31/07/25, we are hoping Northland Waste will pick this up and we can get a more accurate diversion percentage.																		
4.1.2(a)		Attending to RFS relating to illegal dumping					No. collected within timeframe	0	1	0	1	1	0	1	2	0	0	0	0	0	0	0	0	100.0%																		
		Offensive waste: pick up within 24 hours	100%	100%	100%	95% within set timeframe																																				
4.1.2(b)		Standard waste: pick up within 4 days	85.5%	82.9%	84.4%	95% within set timeframe	No. collected within timeframe	17	31	13	61	18	27	16	61	21	18	13	52	25	18	21	64	84.4%																		
							Total incidences	23	31	17	71	26	33	23	82	26	19	18	63	25	19	22	66																			
							%	73.9%	100.0%	76.5%	85.9%	69.2%	81.8%	69.6%	74.4%	80.8%	94.7%	72.2%	82.5%	100.0%	94.7%	95.5%	97.0%																			
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:																						
						The contractor has been attending to the urgent illegal dumping within the timeframe, however, any over 3 cubic meters requires additional resourcing which takes longer.	The new contractor's City Care have been struggling to respond and update RFS's in a timely manner.				City Care is still struggling with updating RFS's but it is pleasing that they are picking up the urgent dumping's promptly				City Care is still struggling with updating RFS's after they have been actioned. Overall they are picking up the urgent dumping's promptly but they seem to lose a few in their system which brings down the overall result				We have a new process in place and we have seen improvements in City Care responses, they are picking up the urgent dumping's promptly. But we have had to sub-contract larger illegal dumping jobs (anything over 3 cubic meters), and allocating budgets and getting quotes has meant these jobs are taking longer.																							

District Facilities

Cemeteries

To ensure cemeteries are operated in a way that meets the community's needs

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
4.2.1	Contractor compliance reports monitored monthly and feed back from users	All grave digging services are carried out respectfully, safe and the site is kept in a clean and tidy state.	3 complaints received	2 complaints received	2 complaints received	No more than 1 complaint received regarding our grave digging services	No. complaints received	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	2	
							Annual Report comment	Q1 Performance Comments				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:					
							Two complaints were received (i) the depth of an ash interment (ii) plot not prepared before the timeframe required.	No formal complaints received.				No formal complaints received.				One complaint was received regarding the depth of an ash interment. The second complaint received was due to a burial not being dug before the timeframe required.				No formal complaints received					

Public Toilets

Council will provide well maintained and accessible public toilets in high use areas.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
4.3.1	Data collected and monitored through internal systems	Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades	1	2	3	2	Number completed	0	1	0	1	1	0	1	2	0	0	0	0	0	0	0	0	3
4.3.2		Ensure that public toilets are maintained to a cleanliness standard that enables users to have a pleasant experience	79.6%	79.6%	43.2%	>91%	Number of audits met	1	1	1	3	4	4	4	12	5	8	7	20	1	5	7	13	43.2%
							Total number of audits	5	5	5	15	10	12	12	34	11	14	10	35	6	11	10	27	
							%	20.0%	20.0%	20.0%	20%	40%	33%	33%	35%	45%	57%	70%	57%	16.6%	45%	70%	48%	
							Number of accessibility upgrades provide	0	1	0	1	1	0	1	2	0	0	0	0	0	0	0	0	3
4.3.3		Provide accessibility upgrades within parks and reserves	3	3	3	2 per ward	Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments				Q3 Performance Comments				Q4/Year End Performance Comments:				
							The target for toilets cleanliness has not been met and have been addressed with the contractor, however, ageing of assets, grime build up over time and graffiti/vandalism have contributed to this metric.	Mobilisation of Community Services Contract begun on First of July. Data for audits is in accurate as a new auditing programme was being developed; how ever, joint audits were undertaken with City care and room for improvement for toilet cleanliness was a focus for the quarter. Rangitane toilet was a new asset opened to the public.				Focus continued over toilet cleanliness for the district. Some of the observations were grime build up and graffiti. Joint audits and conversations with our contractor has seen room for improvement and highlighted some of the concerns in the audits was a reflection of aged assets.				Improvement can be seen in the overall cleanliness of our public toilets, but attention to detail still remains a focus. We have no new public toilets upgraded or opened in this quarter.				Improvement around cleanliness are improving well. Some observations relate to graffiti and vandalism. Attention to detail still remains a focus. Schdeuled deep cleans are in progress district wide which will positively impact daily servicing. We have no new public toilets upgraded or opened in this quarter.				

Stormwater

To enable sustainable development through urban storm water infrastructure, protecting the environment and community

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
7.1.1	Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:	(a) abatement notices	0	0	0	1 or less	Number of notices	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		(b) infringement notices	0	0	0	0	Number of notices	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		(c) enforcement orders	0	0	0	0	Number of enforcement orders	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		(d) convictions received by the territorial authority in relation to these resource consents	0	0	0	0	Number of convictions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7.1.2	Recorded through the Residents Survey	Residents' satisfaction with stormwater drainage service	26%	23%	No Result	≥70%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7.1.4	Currently we record all RFS and divide by the number of properties	The number of complaints received by a territorial authority about the performance of its Stormwater system, expressed per 1000 properties connected to the territorial authority's Stormwater system	11.19 RFS per 1000 properties	4.97 RFS per 1000 properties	4.27	≤ 16	Number complaints	7	5	3	15	7	7	4	18	3	6	5	14	10	7	4	21	4.27
							Number connected properties	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907			
							Total per 1000 properties	0.44	0.31	0.19	0.94	0.44	0.44	0.25	1.13	0.19	0.38	0.31	0.88	0.63	0.44	0.25	1.32	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							Most complaints were related to blocked drains and private infrastructure problems due to weather events, open drain vegetation clearing and manhole repairs.							During the quarter, the majority of RFS and complaints were related to drainage issues. In July and August, blocked drains and private infrastructure problems were primarily reported in the southern area, largely due to weather events. By September, the focus shifted to private land drainage issues in the northern area.				During the quarter, the majority of RFS and complaints were concentrated in the southern area. In October, most RFS were related to infrastructure queries. In November, the focus shifted to open drain vegetation clearing and maintenance. By December, the primary issue reported was drain blockages.				During the quarter, complaints were primarily related to blocked drains. In January, all complaints originated from the southern area. In February, drain blockages remained the main issue, with incidents distributed evenly between the northern and southern areas. By March, most complaints were again due to blocked drains, predominantly in the northern area.		
7.1.5		a) The number of flooding events that occur in a territorial authority.	0.0%	0.0%	0.0%	1 or less	Number of flooding events	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		b)For each flooding events, the number of habitable floors affected. (Expressed per 1,000 properties connected to the territorial authority's storm water system)	0.0%	0.0%	0.0%	0	Number connected properties	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907	15,907
							Total per 1000 properties	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.0%	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
7.1.6		The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site	No events	No events	No events	≤ 48 hours	Median response time (hours)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
There have been no compliance related issues or flooding events this financial year.							Jul 24 - There were no Flooding Events for the month Aug 24 - There were no Flooding Events for the month Sep 24 - There were no Flooding Events for the month				Oct 24 - There were no flooding events for the month Nov 24 - There were no flooding events for the month Dec 24 - There were no flooding events for the month				Jan 25 - There were no flooding events for the month Feb 25 - There were no flooding events for the month Mar 25 - There were no flooding events for the month.				Apr 25 - There were no flooding events for the month May 25 - There were no flooding events for the month Jun 25 - There were no flooding events for the month					

Roading

To maintain the District's roading network in a satisfactory condition and in accordance with national safety and engineering standards

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result			
9.1.1	NZTA Crash Analysis Database	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	38 total 5 fatal 33 serious injury crashes Actual increase in serious injuries and fatalities is 3	42 total 12 fatal 30 serious injury crashes Actual increase in serious injuries and fatalities is 3	*To be finalised for crash statistics before Annual Report. 32 total XX fatal XX serious injury crashes Actual increase in serious injuries and fatalities is X	No increase	Fatalities/serious injury crashes 2024/25	1	1	3	5	1	3	1	5	5	2	1	8	5	5	4	14	-23			
							Fatalities/serious injury crashes 2023/24	3	1	1	5	5	3	5	13	9	4	5	18	4	9	6	19				
							Variance	-2	0	2	0	-4	0	-4	-8	-4	-2	-4	-10	1	-4	-2	-5				
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:							
								The overall result has decreased, this maybe attributed to lower speed limits in more areas across the district and ongoing effort in road safety education.				The number of overall crashes remained steady in Quarter 1 although it should be noted this time period for 2024 contained no fatalities.				The overall number of crashes showed a significant reduction during this time period, particularly over the December holiday period. This may be attributed to both the efforts in the road safety education space as well as the implementation of lowered speed limits in more areas of the District.				The overall number of crashes showed a significant reduction during this time period compared to the previous summer. This may be attributed to both the efforts in the road safety education space as well as the implementation of lowered speed limits in more areas of the District, however it is difficult to say for this short period if this reduction in crashes is sustainable.				The overall number of crashes showed a significant reduction during this time period compared to the previous autumn. This may be attributed to both the efforts in the road safety education space as well as the implementation of lowered speed limits in more areas of the District.			
9.1.2	Contractor compliance reports monitored monthly	The average quality of ride on a sealed local road network, measured by smooth travel exposure	92%	91%	0%	>88%	Quality of ride on a sealed local road network 2024/25	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00	0.00	0%	0.0%			
							Quality of ride on a sealed local road network 2023/24	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.00	0.00	91%	91%				
								0%	0%	0%	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100.0%	-100.0%				
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:							
								Smooth Travel Exposure (STE) is a customer outcome measure indicating 'ride quality'. It is an indication of the percentage of vehicle travel on roads below a defined roughness threshold.				Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometres travelled on a road network with roughness below a defined roughness threshold. The results are generated at the end of the financial year.				Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometres travelled on a road network with roughness below a defined roughness threshold. The results are generated at the end of the financial year.				Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometres travelled on a road network with roughness below a defined roughness threshold. The results are generated at the end of the financial year.							

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
9.1.3	Contractor compliance reports monitored monthly	The percentage of the sealed local road network that is resurfaced	4.6%	5.9%	2.2%	>8% of the sealed network resurfaced per annum	Length resurfaced km	0	0	0	0	0	2.61	0.69	3.3	8.78	7.86	0	16.64	0	0	0	0	2.2%
							Total length sealed road network	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7	917.7		
							%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.1%	0.4%	1.0%	0.9%	0.00%	1.8%	0.0%	0.0%	0.0%	0.0%	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
								Forward Works Programmes set and design and pricing underway. Treatments selection meetings underway.				Delivery of 23/24 carried forward sites is underway, these sites were "ready to seal" at the end of the construction season but weather conditions were unsuitable until now. The resurfacing contractors have commenced resurfacing. Pre reseat repairs are programmed and in delivery.				About 95% of North area sites completed and about 60% of programmed sites in the South area. The South area includes some programmed sites that have been deferred for various reasons. South are set to achieve about 80% delivery of programmed sites this fy. Several sites will be carried forward depending on weather conditions and to resolve technical and worker safety issues on some sites.								

9.1.4	Data collected and monitored through internal systems and contractor compliance reports monitored monthly	The percentage of customer service requests relating to roads to which the territorial authority responds within the time frame specified:																											
		Emergency / Public Safety - within 3 hours	99.5%	99.5%	97.7%	≥95%	No. responded within timeframe	8	14	8	30	6	4	5	15	14	2	7	23	106	23	26	155	95.7%					
							Total incidences	9	15	8	32	6	4	5	15	17	2	7	26	108	23	29	160						
							%	88.9%	93.3%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	82.4%	100.0%	100.0%	88.5%	98.1%	100.0%	89.7%	96.9%						
		Urgent - within 7 days					No. responded within timeframe	27	29	18	74	27	13	16	56	27	20	14	61	23	18	10	51	98.8%					
							Total incidences	27	29	18	74	27	15	16	58	27	20	14	61	24	18	10	52						
							%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	98.1%						
		Non-urgent - within 14 days					No. responded within timeframe	345	354	301	1000	287	336	298	921	404	481	475	1360	662	546	354	1562	98.6%					
							Total incidences	345	368	301	1014	287	347	305	939	408	490	485	1383	667	549	359	1575						
							%	100.0%	96.2%	100.0%	98.6%	100.0%	96.8%	97.7%	98.1%	99.0%	98.2%	97.9%	98.3%	99.3%	99.5%	98.6%	99.2%						
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:									
															Achieved 97% in this quarter, compliant however July and August were less than 8% for not responding within timeframe.				98% achieved in this quarter across the three category of response time. Construction season started and all resources are utilised across the network.				Rain event in January across the district, this drops the response time in Jan. for emergencies. Further improvement noted for Feb. & March.				The district experienced Cyclone Tam prior to Easter weekend and continuous rain at the end of April, this however did not affect the response time through to end of June.		

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
9.1.5		The maintenance of the roads meets the council level of service targets as specified in our roading maintenance contracts	65.3%	96.2%	91.2%	>85%	North (fixed and repaired)	84.6%	79.0%	95.1%	86.2%	94.6%	97.4%	96.9%	96.3%	84.4%	94.6%	97.3%	92.1%	92.6%	93.0%	89.2%	91.6%	91.2%
							South (fixed and repaired)	96.8%	71.4%	90%	86.1%	96.1%	96.1%	82.4%	91.6%	90.9%	85.3%	97.1%	91.1%	93.9%	95.0%	95.8%	94.9%	
							Total	90.7%	75.2%	93%	86.2%	95.4%	96.7%	89.7%	93.9%	87.6%	90.0%	97.2%	91.6%	93.2%	94.0%	92.5%	93.2%	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							The overall network condition for both sealed and unsealed roads had progressed well throughout he year although there was a weather warning with Cyclone Tam.							Meeting the Level of Service and target for this quarter in accordance with our road maintenance contract.				Construction season commences and more work done which shows an improvement in percentage target increases from last quarter. Therefore, it meets the level of service and target under the maintenance contract.				January being the short month, Feb and March having most of the work and dry pavement condition for unsealed roads that resulted in not much grading can be done. Other areas, were were on track and meeting targets.		
9.1.6	Contractor compliance reports monitored monthly	The percentage of the sealed local road network that is rehabilitated	0.175%	0.50%	0.00%	0.5%	Length completed work km	0.0	0.0	0.0	0	0.0	0.0	1.6	1.6	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0%
							Total length planned	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	0.0	0.0	0.0	0	
							%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							Enabling work has commenced on early season sites. One or two already ready to commence pavement build ups. Design and pricing are underway for most sites, focusing on the overall programme of delivery priorities collaboratively with the contractors.							A number of sites are complete. work is ongoing on a number of sites. About 25% of the programmed sites are awaiting design and pricing.				The most critical sites are complete. Several sites are currently under construction for completion this season. Some sites have been deferred for engineering reasons; Kaitaia Awaroa soil instability, Kermpthorne RMA issues, overhead power restrictions and vegetation. Taupo Bay (2 x 100m sections) were deferred due to nature of failure and risk of destabilising slopes, will re-evaluate repair treatment and plan to deliver. Larmers RPs adjusted around the slip site and second section deferred to plan around slip repairs. Te Ahu Ahu Road rehab is ready to stabilise once weather allows. Wiroa Waimate North will be delivered this fy. It is small, less critical and weather dependant than typical rehab sites. Construction will focus on intersection geometry and turning radii to reduce turning stresses and improve available lane width.						
9.1.7	Contractor compliance reports monitored monthly	The Hokianga Ferry Service will run in accordance with the advertised timetable	95.6%	97.30%	97.36%	≥95%	No. runs on time	900	882	882	2,664	892	866	895	2,653	888	792	964	2,644	854	870	869	2,593	97.4%
							Total scheduled crossings	916	912	900	2,728	920	882	914	2,716	908	822	994	2,724	878	912	882	2,672	
							%	98.3%	96.7%	98.0%	97.65%	97.0%	98.2%	97.9%	97.68%	97.8%	96.4%	97.0%	97.06%	97.3%	95.4%	98.5%	97.0%	
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							No mechanical or weather related interruptions occurred this year.							No weather or mechanical interruptions.				No weather or mechanical interruptions.				No weather or mechanical interruptions.		
9.2.1	This done annually as per Cushla 23/03 e-mail. Audit Query 9.2.1	The percentage of the footpaths within a territorial authority district that fall within the levels of Service or service standard for the condition of footpaths that is set out in the territorial authority's relevant documents (such its annual plan, activity management plan, asset management plan, annual work program or LTP)	98%	99%	TBC	>90% in fair or better conditions	Median response time (hours)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							This is done annually							This is done annually				This is done annually						

Wastewater

To provide reliable waste water infrastructure, protecting the environment and community

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
10.1.1	Correspondence received from Regional Council	Compliance with the territorial authority's resource consents for discharge from its sewerage system, measured by the number of:																							
		(a) abatement notices	3	3	10	2 or less	Number of notices	0	8	8	0	1	5	1	10	0	0	0	0	0	0	0	0	0	10
		(b) infringement notices	0	0	0	1 or less	Number of notices	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		(c) enforcement orders	0	0	0	0	Number of notices	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		(d) convictions	0	0	0	0	Number of notices	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
						Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4 Performance Comments:						
						Abatement notices were longstanding maintenance issues.	Several of these abatement notices were long standing for wastewater maintenance issues.				Several of these abatement notices were long standing for wastewater maintenance issues.				Several of these abatement notices were long standing for wastewater maintenance issues.				Abatement notices are being addressed with the contractor and every effort made to have notices lifted ASAP.						
10.1.2	Data collected and monitored through internal RFS system, supported by contractor field sheets	The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system					Number affected	4	2	0	6	2	5	8	15	7	2	5	14	5	2	4	11	3.72	
							Number connected properties	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12,358		
							Total per 1000 properties	0.32	0.16	0.00	0.49	0.16	0.40	0.65	1.21	0.57	0.16	0.40	1.13	0.40	0.16	0.32	0.89		
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:					
					The main causes are due to breaks and blockages with the exception of a pump station pipework failure across parts of the district.	During the quarter, all reported Dry Weather sewer spills were blockages and occurred in the Northern region. In July, there were four such incidents, while in August, there were two. There were no Dry Weather sewer spills were reported in September.				During the quarter, overflows were due to breaks and blockages, with four in the northern region and three in the southern region. In November, five overflows were reported, with two in the north and three in the south. In December, eight overflows were recorded, with five in the north and three in the south.				During the quarter, all overflows in January were due to blockages, with four in the northern region and three in the southern region. In February, two overflows were recorded, both due to blockages, with one in each region. In March, most overflows were due to blockages, with five in the southern region and one in the northern region, while two were due to pipe breaks.				During April, the majority of overflows were caused by blockages, with one incident attributed to an electrical fault. There were three overflows in the southern region and two in the northern region. In May, two overflows were recorded in the southern region, one due to a pipe break and one due to a blockage. In June, most overflows were the result of blockages, with one incident each due to a pipe break and a pump station pipework failure. The majority of these overflows occurred in the northern region.							
LTP KPI		Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
10.1.3	Data collected and monitored through internal RFS system, supported by contractor field sheets	Where Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following response times are measured:					Number affected	34	21	7	62	17	20	18	55	20	15	15	50	26	21	19	66	18.85	
		The total number of complaints received by the territorial authority about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages, and the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage sits	25.57 per 1000 connections	18.45 per 1000 connections	18.85 per 1,000 connections	≤ 50 per 1000 connections	Number connected properties	12,358	12,358	12,358	12358	12,358	12,358	12,358	12,358	12,358	12,358	12,358	12358	12,358	12,358	12,358	12,358		
							Total per 1000 properties	2.75	1.70	0.57	5.02	1.38	1.62	1.46	4.45	1.62	1.21	1.21	4.05	2.10	1.70	1.54	5.34		
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:					
					Majority of complaints are relating to blockages across parts of the district with the exception of two odour complaints.	During the quarter, the majority of complaints were due to blockages. In July, most complaints were from the southern area, with four odour RFS and two instances of third-party damage reported. In August, blockages remained the primary issue, with two odour complaints and a similar number of jobs in both northern and southern areas. In September, blockages were again the main concern, predominantly in the southern area.				During the quarter, the majority of complaints were due to blockages. In October and November, these complaints were primarily from the southern area. In December, blockages remained the main issue, with a similar number of jobs in both the northern and southern areas.				During the quarter, most complaints in January were due to blockages and were primarily in the southern area. In February, the majority of complaints were also due to blockages, with an equal number of jobs in both the northern and southern areas. In March, most complaints were due to blockages and were mainly in the northern area.				In April, most complaints were due to blockages, with the majority occurring in the northern region. In May, the majority of complaints were again related to blockages, this time predominantly in the southern region. In June, most complaints continued to be caused by blockages, with the majority reported in the northern region.							
10.2.1	Data collected and monitored through internal RFS system, supported by contractor field sheets	Attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site	1.42	1.8	1.26	≤ 2 hours	Median attend time (hours)	1.3	1.4	1.4	1.40	1.49	0.73	1.22	1.22	1.08	1.01	1.22	1.08	1.25	1.33	1.33	1.33	1.26	
		a) 2 Hours b) 4 Hours					Achieved/Not Achieved:	Achieved	Achieved	Achieved		Achieved	Achieved	Achieved		Achieved	Achieved	Achieved		Achieved	Achieved	Achieved			
10.2.2							Median response time (hours)	2	2.74	2.74	2.74	2.74	1.39	2.21	2.21	2.18	1.89	2.68	2.18	2.15	2.3	2.35	2.30	2.36	
							Achieved/Not Achieved:	Achieved	Achieved	Achieved		Achieved	Achieved	Achieved		Achieved	Achieved	Achieved		Achieved	Achieved	Achieved			
		Resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault	2.85	2.03	2.36	≤ 4 hours	Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:					
						No comment required, only the results	Jul 24: There were 14 Sewer Urgent RFS reported for the month, with the majority in the South Area. Aug 24: There were 7 Sewer Urgent RFS reported for the month, with the majority in the North Area. Sep 24: There were no RFS that met the Sewer Urgent requirements reported for the month.				Oct 24: There were 6 Sewer Urgent RFS reported for the month, all located in the South area. Nov 24: There were 6 Sewer Urgent RFS reported for the month, evenly split between the North and South areas. Dec 24: There were 10 Sewer Urgent RFS reported for the month, with the majority in the North area.				In January, seven urgent sewer RFSs were reported, with most occurring in the northern region. In February, four urgent sewer RFSs were recorded. In March, eight urgent sewer RFSs were reported, with the majority in the northern region.				In April, 15 urgent sewer RFSs were reported. In May, 6 urgent sewer RFSs were recorded, with four occurring in the northern region. In June, 6 urgent sewer RFSs were again reported, with four located in the northern region.						

Water Supply

To provide reliable and sustainable water supply, ensuring sustainable development and adequate water supply in times of emergency.

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result						
11.1.1		The extent that all water treatment plants comply with the Taumata Arowai Drinking Water Quality Assurance Rules for bacterial treatment and monitoring.	All schemes compliant	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water. Each scheme to be reported on separately.	Kaikohe Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Kerikeri Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Paihia Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Kawakawa Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Kaitaia Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Opononi Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
							Rawene Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y						
11.1.2	The extent that all water treatment plants comply with the Taumata Arowai Drinking Water Quality Assurance Rules for protozoal treatment and monitoring Rules.	All schemes compliant	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water. Each scheme to be reported on separately	Kaikohe Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Kerikeri Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Paihia Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Kawakawa Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Kaitaia Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Opononi Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Rawene Compliant Y/N	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y	Y	Y	Continuously met the required standards	Y							
						Annual Report comment WSP report 18 July 2025 Of the nine FNDC treatment plants, five plants met with bacterial compliance, and five plants meet with Protozoal compliance. The point to note is that the frequency of samples taken is the measure of compliance that the other plants failed on. Results for tested water are compliant. So samples are meant to be taken 5 days a week, but are only taken on 2 or 3 days so the plants are not compliant.							Q1 Performance Comments: Bacterial compliance - bacterial and protozoa 4 log achieved. Protozoal compliance - all plants compliant with protozoa barrier requirements.				Q2 Performance Comments: Bacterial compliance - bacterial and protozoa 4 log achieved. Protozoal compliance - all plants compliant with protozoa barrier requirements.				Q3 Performance Comments: Bacterial compliance - bacterial and protozoa 4 log achieved. Protozoal compliance - all plants compliant with protozoa barrier requirements.									
11.1.3	The extent to which the pipeline networks comply with Taumata Arowai Drinking Water Quality Assurance Rules for distribution networks.	NA	NA	NA	New measure, baseline to be determined	Kaikohe Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Kerikeri Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Paihia Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Kawakawa Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Kaitaia Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Opononi Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Rawene Compliant Y/N	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y	Y	Y	Pipelines compliant	Y							
						Annual Report comment WSP report 18 July 2025 Kawakawa, Moerewa, Kerikeri, Waipapa, Paihia and Haruru Falls distribution zones complied with all DWQAR requirements for the entire year. Kaikohe, Ngawha Springs, Kaitaia, Okaihau, Opononi, Omanaia and Rawene distribution zones did not comply with all DWQAR requirements for the entire year because sampling did not occur on enough days of the week. Opuia distribution zone did not take enough samples and did not sample on enough days of the week.							Q1 Performance Comments: Drinking water quality assurance rules were updated in 2024.				Q2 Performance Comments: Drinking water quality assurance rules were updated in 2024.				Q3 Performance Comments: Drinking water safety plans up for review in November 2025.				Q4 Performance Comments: Drinking water safety plans up for review in November 2025.					
11.1.4	Currently we record all RFS and divide by the number of properties	The total number of complaints received by the local authority about any of the following: (a) drinking water clarity (b) drinking water taste (c) drinking water odour (d) drinking water pressure or flow (e) continuity of supply, and (f) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system.	28.22	21.65	23.28	<100 complaints per 1,000 properties	Complaints YTD	15	34	48	48	62	73	96	96	110	131	171	171	198	221	243	243	23.3						
							Monthly complaints	15	19	14	48	14	11	23	96	14	21	40	171	27	23	22	243							
							Number connected properties	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439	10,439							
							Total per 1000 properties	1.44	3.26	4.60	4.6	5.94	6.99	9.20	9.2	10.54	12.55	16.38	16.4	18.97	21.17	23.28	23.3							
							Annual Report comment There was a total of 243 complaints received. The majority of which were due to water continuity during shut off periods from repairs and maintenance and water quality.							Q1 Performance Comments: During the quarter, the majority of RFS were related to water quality complaints and water continuity issues due to temporary water shut-offs for repairs. In July, there were 2 water quality complaints. In August, there were 8 water quality complaints, with incidents in Kaikohe and Kerikeri. In September, there were 6 water quality complaints, with incidents in Kawakawa, Paihia, and Kerikeri. The remainder of the RFS each month were due to temporary water shut-offs for repairs. Note that the complaints figures currently include some duplicates and no faults.				Q2 Performance Comments: During the quarter, most RFS were due to water quality complaints and temporary water shut-offs for repairs. In October, there were 6 water quality complaints. In November, one RFS had water restored upon arrival. In December, there were 3 water quality complaints. Note that the complaints figures include some duplicates and no faults.				Q3 Performance Comments: During the quarter, most issues were due to temporary water shutoffs for repairs, with a few instances of air in the water lines from previous shutdowns and a water quality complaint for Kaitaia and Kawakawa. Complaint figures include some duplicates and no faults.				Q4 Performance Comments: During the quarter, most reports of loss of continuity of supply were the result of temporary water shutdowns required for repairs. There were several instances of air in the water lines following previous shutdowns, and a small number of water quality complaints that required line flushing.				

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result
11.2.1	Data collected and monitored through internal RFS system	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:																						
		(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	1.0	0.7	0.82	< 2 hours	Median attend time	0.72	0.91	0.90	0.90	0.90	0.50	0.65	0.65	0.81	0.74	0.72	0.74	0.72	0.82	0.88	0.82	0.82
		(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	6.3 hours	6.12 hours	6.75 hours	< 4 hours	Median response time	6.55	6.91	6.55	6.55	6.55	6.18	6.54	6.54	6.63	6.63	6.75	6.63	6.75	6.89	6.75	6.75	6.75
		(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and	0.7 working days	0.8 working days	1.19 working days	< 2 working days	Median attend time	1.10	1.50	1.00	1.10	0.92	0.74	0.91	0.91	0.99	1.00	1.04	1.00	1.08	1.19	1.31	1.19	1.19
		(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	0.8 Working days	0.88 Working days	1.98 working days	<3 working days	Median response time	1.58	2.07	1.29	1.58	1.08	1.09	1.11	1.09	1.19	1.25	1.78	1.25	1.93	1.98	2.02	1.98	1.98
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments:				Q4/Year End Performance Comments:				
							This results of call-out responses were impacted by several factors: traffic management, resourcing, pipeline failures and breaks and aging infrastructure needing further repairs.	During the quarter, traffic management requirements consistently impacted restore times. In August, additional delays were caused by pot holing near Telco infrastructure. In September, one urgent job was raised during after-hours with reduced personnel, and a water carrier was provided during the shut down period.				During the quarter, no water jobs met the urgent criteria in October. In November and December, extensive excavation was required to open work areas for urgent tasks. In December, 50% of jobs were raised during after-hours, causing delayed resolution times due to staff stand down for planned night works.				During the quarter, pipeline failures and breaks, especially during after-hours, caused delays. Personnel resourcing issues and third-party damage also impacted resolution times. Priority was given to areas with the highest water restrictions, and drier conditions contributed to shifting ground conditions affecting pipelines.				During the quarter, most issues were related to pipeline failures involving 100mm and 150mm AC pipes, which required traffic management and, in some cases, hydroexcavation and external resources. Low personnel resourcing persisted in April, though an additional staff member joined mid-month. Year to date, wait times for establishing traffic management have contributed to increased resolution times. Ongoing failures of aging AC pipe infrastructure have resulted in more frequent and complex repairs.				
11.2.2		Total number of water leaks (expressed as number per 100km of mains, including service connections).	NA	NA	NA	New measure baseline to be determined	Number of water leaks	36.00	37.00	41.00	114.0	42.00	43.00	44.00	129.0	50.00	37.00	43.00	130.0	31.00	31.00	23.00	85.0	458.00
							Annual Report comment	Q1 performance comments:				Q2 performance comments:				Q3 performance comments:				Q4 performance comments:				
							No comment required, only the results	Calculated 330 kms of water main. Jul 24 = 118 WU & WNU reported Aug 24 = 123 WU & WNU reported Sep 24 = 136 WU & WNU reported				Calculated 330 kms of water main. Oct 24 = 140 WU & WNU reported Nov 24 = 142 WU & WNU reported Dec 24 = 146 WU & WNU reported				Calculated 330 kms of water main. Jan 25 = 165 WU & WNU reported Feb 25 = 122 WU & WNU reported Mar 25 = 141 WU & WNU reported				Calculated 330 kms of water main. Apr 25 = 101 WU & WNU reported May 25 = 101 WU & WNU reported Jun 25 = 76 WU & WNU reported				
11.2.3		Water restriction days (NEPM D-R19)	NA	NA	NA	New measure baseline to be determined	Water restriction days	0.00	0.00	0.00	0.0	0.00	0.00	18.00	18.0	31.00	28.00	31.00	90.0	30.00	5.00	0.00	35.0	143.00
							Annual Report comment	Q1 performance comments:				Q2 performance comments:				Q3 performance comments:				Q4 performance comments:				
							This is a new measure. Water restrictions were applied to: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Pahiia, Kerikeri mainly during the summer period to conserve water.	No water restrictions required during this reporting period				Oct 24 - No water restrictions required Nov 24 - No water restrictions required Dec 24 - Water restrictions applied: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Kerikeri				Jan 25 - Water restrictions applied: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Pahiia, Kerikeri Feb 25 - Water restrictions applied: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Pahiia, Kerikeri Mar 25 - Water restrictions applied: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Pahiia, Kerikeri				Apr 25 - Water restrictions applied: Ōpononi-Ōmāpere, Ōmanaia-Rāwene, Kawakawa / Moerewa, Pahiia, Kerikeri May 25 - Water restrictions were fully removed from all schemes as of 05/05/2025 Jun 25 - No water restrictions were applied for this month.				

LTP KPI	Measurement Method	Performance Measure	2022-23 Result	2023-24 Result	2024-25 Result	2024-25 Target	Measures	Jul-24	Aug-24	Sept-24	Q1 Total Performance	Oct-24	Nov-24	Dec-24	Q2 Total Performance	Jan-25	Feb-25	Mar-25	Q3 Total Performance	Apr-25	May-25	Jun-25	Q4 Total Performance	YTD Result	
11.3.1	Using the Benchless tool or similar calculate the difference between water supplied and water sales.	The amount of real water loss from the networked reticulation system (calculated as Current Annual Real Losses for whole district in litres/connections/day).	28.6%	31%	32%	<26%	Total Nett Metered	2,519,775	2,524,934	2,548,177	7,592,886	2,544,653	2,544,653	2,558,102	7,647,408	2,582,011	2,583,098	2,570,917	7,736,026	2,576,422	2,576,422	2,330,322	7,483,166	31.78%	
							Total Nett Production	3,682,465	3,722,877	3,744,800	11,150,142	3,750,282	3,750,282	3,769,242	11,269,806	3,766,882	3,755,538	3,756,629	11,279,049	3,770,635	3,770,635	3,407,661	10,948,931		
							%	31.6%	32.2%	32.0%	31.9%	32.1%	32.1%	32.1%	32.1%	31.45%	31.22%	31.56%	31.4%	31.67%	31.67%	31.62%	31.7%		
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments									
							There has been focus on leak detections across the district with the exception of two water main breaks in Kawakawa resulting in significant water loss in the last quarter.	In July, no leak detection occurred. In August, the focus shifted to Kawakawa, Rawene, and Pahiia. In September, efforts continued in Rawene and Pahiia.				During the quarter, leak detection efforts were concentrated in specific areas. In October and November, the focus was on Hokianga, Kawakawa, and Kaitiia. By December, the majority of these works were completed, with additional leak detection occurring in Opononi and Kerikeri.				During the quarter, leak detection efforts were concentrated in Kerikeri, Kaitiia, Pahiia, and Opononi, with a possible private leak in Omanaia area reported.				During the quarter, leak detection efforts were concentrated in Kawakawa, Moerewa, Pahiia, Kaitiia, Omanaia, and Rawene. No district meter reads were conducted in May (normal). In June, two water main breaks in Kawakawa resulted in significant water loss. Year to date, leak detection activities generated 91 water leak RFSs across the following districts: Kaitiia: 26, Kawakawa-Moerewa: 4, Kerikeri: 9, Pahiia: 24, Opononi-Ōmapere: 8, Rawene: 6					
11.3.2		Network Leakage Index score (infrastructure Leakage Index for whole district) (NEPM D-RES 3)	N/A	N/A	280.07	New measure baseline to be determined	Volume consumed this month	2,519,775	2,524,934	2,548,177	2,530,962	2,544,653	2,544,653	2,558,102	2,549,136	2,582,011	2,583,098	2,570,917	2,578,675	2,576,422	2,576,422	2,330,322	2,494,389	280.07	
							No of residents	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429			
							Consumption per resident	283	283	286	283.85	285	285	287	285.89	290	290	288	289.2	289	289	261	279.7		
							Annual report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments									
														This is a new measure. This is an informational indicator only.											
11.3.3		The average consumption of drinking water per day per resident within the territorial authority district	268.43L	279.94L	280.07	≤ 600	Volume consumed this month	2,519,775	2,524,934	2,548,177	2,530,962	2,544,653	2,544,653	2,558,102	2,549,136	2,582,011	2,583,098	2,570,917	2,578,675	2,576,422	2,576,422	2,330,322	2,494,389	280.07	
							No of residents	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429	24,429			
							Consumption per resident	283	283	286	283.85	285	285	287	285.89	290	290	288	289.2	289	289	261	279.7		
							Annual Report comment	Q1 Performance Comments:				Q2 Performance Comments:				Q3 Performance Comments									
							This is an informational indicator only.																		

Performance measure						
11.1.1 The extent to which the local authority's drinking water supply complies with:						
Area	Result 1 July 2022 - 13 November 2022	Result 14 November 2022 - 30 June 2023	2023/24 Result	2024/25 Target	2024/25 Result	Comment
Tairāre Hills	Compliant	Compliant 219 days	Compliant 151 days Non-compliant 215 days	Each scheme continuously meets the required standards for drinking water	Compliant 363 days Non-compliant 2 days	FAC is out of specification with T3.3 all days in Jul, 24 days in Aug, 1 day in Dec, Apr and May. UV shows compliance in WO on all days except 7 days. However, FAC is compliant on 5 of those days
Monument Hill	Compliant	Non-compliant 9 days	Compliant		Compliant	FAC was non-compliant with T3.1 due to incorrect monitoring location and shows in WO to be out of specification with T3.3 multiple days. There are four days plant is showing out of specification with T3.4, however that was due to instrument fault and was resolved. UV shows compliance in WO on all days.
Kaitiāia	Non-compliant	Compliant 224 days	Compliant 249 days Non-compliant 117 days		Compliant	There were many instances where either UV or FAC was non-compliant while the other
Kawakawa	Non-compliant	Non-compliant 4 days	Compliant 80 days Non-compliant 286 days		Compliant	FAC shows non-compliant on WO regularly prior to mid-Sept 24, UV shows compliances on all days.
Kerikeri	Compliant	Compliant 80 days Non-compliant	Compliant		Compliant	FAC does not meet T3.3 on multiple occasions. UV is shown to be compliant on WO for all days achieving compliance for the plant.
Ōkaihau	Non-compliant	Compliant 227 days Non-compliant 1 day	Compliant 364 days Non-compliant 2 days		Compliant	FAC does not meet T3.3, T3.2 and T3.5 on multiple occasions. UV compliance is achieved on all 365 days.
Ōmanaia	Compliant	Compliant 210 days Non-compliant	Compliant		Compliant 336 days Non-compliant 29 days	WTP is T3.1 compliant. WO shows many days of non-compliance (17 Sept till 9 Oct 24) with T3.2 and T3.4 prior to UV use. However, looking at trends, compliance is met.
Ōpononi / Ōmāpere	Non-compliant	10 days	Compliant 152 days Non-compliant 214 days		Compliant 285 days Non-compliant 80 days	FAC appears non-compliant with T3.3 on multiple days prior to Nov 24. UV non-compliant with T3.16 and T3.17 on 20 days.
Paihia	Compliant	Compliant 30 days Non-compliant	Compliant		Compliant 364 days Non-compliant 1 days	30/07/2024 does not meet T3.17 for UV Reactor 2. FAC does not meet T3.3 on this day as well.
Narrative						
FNDC use either chlorine or UV light (as shown in Table 2-3) at each of the water treatment plants (WTPs) todemonstrate bacterial compliance with T3 rules.						

Performance measure						
11.1.2 The extent to which the local authority’s drinking water supply complies with:						
Area	Result 1 July 2022 - 13 November 2022	Result 14 November 2022 - 30 June 2023	2023/24 Result	2024/25 Result	2024/25 Result	Comment
Tairāre Hills	Non-compliant	Compliant 227 days Non-compliant 11 days	Compliant 349 days Non- compliant 17 days	Each scheme continuously meets the required standards for drinking water	Compliant	4-log compliance was achieved on all days with a combination of UV and filtration.
Monument Hill	Compliant	Compliant 224 days Non-compliant 4 days	Compliant 364 days Non- compliant 2 days Compliant		Compliant	4-log was achieved on all days satisfying compliance.
Kaitiāia	Non-compliant	Compliant all days			Compliant 359 days Non-compliant 6 days	3.5-log was achieved on all except 6 days.
Kawakawa	Non-compliant	Compliant 221 days Non-compliant 7 days	Compliant 233 days No historian data 25 days Non- compliant 2 days		Compliant 356 days Non-compliant 9 days	UV was non-compliant between 23/09/2024 – 30/09/2024, inclusive because the three filters were unable to provide 4-log removal during this time
Kerikeri	Compliant	Compliant all days	Compliant 364 days Non- compliant 2 days		Compliant	4-log protozoal compliance was achieved on all days, with UV disinfection and coagulation, flocculation, sedimentation, and filtration providing shown to provide 7-log removal on all the days.
Ōkaihau	Non-compliant	Compliant 226 days Non-compliant 2 day	Compliant 364 days Non- compliant 2 days		Compliant	4-log protozoal compliance was achieved on all days with UV disinfection
Ōmanaia	Non-compliant	Compliant 215 days Non-compliant 13 days	Compliant 352 days Non- compliant 14 days		Compliant 360 days Non-compliant 5 days	UV providing up to 4-log was brought online November 2024. There were 5 days where 4-log removal was not achieved, all 5 days were prior to UV being brought online.
Ōpononi / Ōmāpere	Non-compliant	Compliant 185 days	Compliant 307 days Non- compliant 59 days		Compliant 344 days Non-compliant 21 days	UV providing up to 4-log was brought online November 2024 and until then, only membrane filtration was available to provide 4-log removal.
Paihia	Non-compliant	Non-compliant 43 days	Compliant 365 days Non- compliant 1 day		Compliant	4-log protozoal compliance was achieved on all days with 11 of the 12 months achieving over 4-log.
Narrative						
The protozoal risk category was determined based on the existing Drinking Water Safety Plans						