



Quarterly Performance Report:

Quarter 3: January - March 2021

Performance of Service Level Results

Introduction

Welcome to the performance report for the third quarter of 2020/2021.

This report measures the key Long Term Plan KPIs that we report in the Annual Report, along with some internal performance measures.

Service Level KPIs are reported together by activity group, we have also included an overview of staffing and financial data to give an overall picture of the activity groups and what factors may have an influence upon performance.

Roading

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD Result
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	Decrease of 11 fatal and serious injury crashes	30 total 4 fatalities 26 serious injury crashes	No increase	Fatalities/serious injury crashes 2020/21	7	10	7	2	0	9	-4
		Actual increase in serious injuries and fatalities is 6		Fatalities/serious injury crashes 2019/20.			30 Total 4 Fatalities 26 serious injury crashes				
Percentage of fatal and serious crashes on the District's roading network where the road condition is the main contributing factor, in relation to vehicle km travelled on our roads	0	No crashes caused by road condition	< previous year	No. crashes caused by road condition per km travelled 2020/21	-	-	0	0	0	-	0
				No. crashes caused by road condition per km travelled 2019/20	-	-	0	0	0	-	
				%	-	-	0	0	0	-	
The average quality of ride on a sealed local road network, measured by smooth travel exposure	97%	94%	≥87%		N/A	N/A	N/A	N/A	N/A	N/A	N/A
					-	-	0.00	0.00	0.00	-	
					0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
				Q3 Performance Comments:							
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 annually at the end of a financial year.											
The percentage of the sealed local road network that is resurfaced	35.6 km 4.1%	5.7%	≥9% of the sealed network resurfaced per annum	Length resurfaced km	-	32.1	-	141.1	0.15	141.3	6.6%
				Total length sealed road network	877.2	877.2	877.2	877.2	877.2	877.2	
				%	0.0%	3.7%	0.0%	16.1%	0.02%	16.1%	
Resurfacing of the roading network as outlined in the Council's roading programme	1	0.887	≥95% of planned work completed	Length completed work km	0.00	32.1	-	141.1	0.15	141	97.4%
				Total length planned	0.00	36.8	-	141.1	0.15	141	
				%	0.0%	87.2%	0.0%	100.0%	100.0%	100.0%	

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD Result
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	97.1%	96.9%	≥95%	No. responded within timeframe	201	32	11	16	13	40	99.3%
				Total incidences	202	33	11	16	13	40	
				%	99.5%	97.0%	100.0%	100.0%	100.0%	100.0%	
Urgent - within 7 days	81.9%	92.9%	≥95%	No. responded within timeframe	75	65	28	18	19	65	84.4%
				Total incidences	83	78	31	27	24	82	
				%	90.4%	83.3%	90.3%	66.7%	79.2%	79.3%	
Non-urgent - within 14 days	88%	92%	≥95%	No. responded within timeframe	936	576	164	276	296	736	78.8%
				Total incidences	1064	801	235	361	391	987	
				%	88.0%	71.9%	69.8%	76.5%	75.7%	74.6%	
The Hokianga Ferry Service will run in accordance with the advertised timetable	99%	99%	≥95%	No. runs on time	2617	2649	876	784	862	2522	96.7%
				Total scheduled crossings	2708	2695	912	824	914	2650	
				%	96.6%	98.3%	96.1%	95.1%	94.3%	95.2%	
Our sealed and unsealed network will meet the agreed Council's levels of service specified in our roading contracts and the network is at least 95% compliant at all times	84%	99.7%	≥95%	North (fixed and repaired)	0.0%	99.1%	98.0%	98.0%	99.0%	2.95	100.9%
				South (fixed and repaired)	0.0%	97.5%	96.0%	98.0%	99.0%	2.93	
				Total	0.0%	98.3%	102.1%	100.0%	100.0%	100.7%	

Footpaths

To maintain the District's footpath network and infrastructure to high standards

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	
The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).	98.7%	Grade 1 - 11.46% Grade 2 - 37.87% Grade 3 - 50.02% Grade 4 - 0.38% Grade 5 - 0.27%	Maintain / Increase	217,113 condition assessments meet standard	0	0	N/A	N/A	N/A	N/A	0.0%
				218,770 condition assessments undertaken	0	0	N/A	N/A	N/A	N/A	
					0.0%	0.0%	N/A	N/A	N/A	N/A	
				Q3 Performance Comments:							
Quarter three data was unable to be collected due to internal staffing changes.											
Resurface and extend the footpath network as planned	96.0%	100.0%	≥95% of planned work completed	Length completed work	-	0	N/A	N/A	N/A	N/A	0.0%
				Total length planned	-	0	N/A	N/A	N/A	N/A	
				%	-	0%	N/A	N/A	N/A	N/A	
				Q3 Performance Comments:							
Quarter three data was unable to be collected due to internal staffing changes.											
Emergency / Public Safety - within 3 hours	N/A	No incidences to report		No. responded within timeframe	0	0	0	0	0	0	No incidences to report
				Total incidences	0	0	0	0	0	0	
				%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Urgent - within 7 days	N/A	No incidences to report	≥95%	No. responded within timeframe	0	0	0	0	0	0	No incidences to report
				Total incidences	0	0	0	0	0	0	
				%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Non-urgent - within 14 days	90%	93.6%		No. responded within timeframe	31	44	5	18	17	40	83.3%
				Total incidences	33	55	10	19	21	50	
				%	93.9%	80.0%	50.0%	94.7%	81.0%	80.0%	

Water Supply

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
The extent to which the local authority's drinking water supply complies with: (a) part 4 of the drinking-water standards (bacteria compliance criteria)	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water	Kaikohe Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Kerikeri Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Paihia Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Kawakawa Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Kaitaia Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Opononi Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Rawene Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
The extent to which the local authority's drinking water supply complies with: (b) part 5 of the drinking-water standards (protozoal compliance criteria)	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	Yes	Yes	Y	Y	Y	Yes	Yes
				Kerikeri Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Paihia Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Kawakawa Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Kaitaia Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Opononi Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
				Rawene Compliant Y/N	Yes	Yes	Y	Y	Y	Yes	Yes
The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this)	31.7% water loss	0.25	<26%	Total Nett Metered	7,650,393	7,533,142	2,425,498	2,385,504	2,378,804	7,189,806	30.6%
				Total Nett Production	10,336,096	10,287,040	3,437,740	3,448,168	3,473,670	10,359,578	
				%	26.0%	26.77%	29.4%	30.8%	31.5%	30.60%	

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
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	0.85 hours	0.95	< 2 hours	Median attend time	0.7	1.7	1.2	1.2	1.2	1.2	1.2
(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.	2.5 hours	2.78	< 4 hours	Median response time	3.5	3.1	3.1	3.4	3.1	3.1	3.1
(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	0.1 working days	0.3	< 2 working days	Median attend time	0.7	0.7	0.8	0.8	0.8	0.8	0.7
(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.	0.2 working days	0.8	<3 working days	Median response time	0.8	0.8	0.9	0.9	0.9	0.9	0.8
The total number of complaints received by the local authority about any of the following: (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system.	91.37 complaints per 1000	78.11	100	Complaints YTD	171.0	387.0	475	549	645	645	63.36
				Monthly complaints	171.0	216	88.0	74.0	96.0	258	
				Number connected properties	10,180	10,180	10,180	10,180	10,180	10,180	
				Total per 1000 properties	16.8	38.02	46.66	53.93	63.36	63.36	
The average consumption of drinking water per day per resident within the territorial authority district	486L per person per day	310.78L	≤ 350L per person per day	Volume consumed this month	2,550,131	2,511,047	2425498	2385504	2378804	2,396,602	165.73
				No of residents	23,923	23,923	23923	23923	23923	23,923	
				Consumption per resident	292.0	105	278	273	272	100	

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
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:											
a) attendance	80.60%	56%	≥ 95% responded in ≤ 2 hours	No. attended in 2 or less hours	21	17	8	6	17	31	63.9%
				Total incidences	45	28	9	7	19	35	
				%	46.7%	60.7%	88.9%	85.7%	89.5%	88.6%	
b) resolution to prevent overflow	75%	41%	≥ 95% responded in ≤ 4 hours	No. resolved in 4 or less hours	24	15	7	4	15	26	60.2%
				Total incidences	45	28	9	7	19	35	
				%	53.3%	53.6%	77.8%	57.1%	78.9%	74.3%	
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 (d) the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system	21.92 per 1000 connections	22.52	≤ 50 per 1000 connections	Number affected	89	67	26	18	31	75	19.69
				Number connected properties	11591	11591	11591	11591	11591	11591	
				Total per 1000 properties	7.68	5.78	2.24	1.55	2.67	6.47	

Stormwater

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %	
The number of flooding events that occur in a territorial authority district	0	0	0	Number of events	1	0	0	0	0	0	1	
For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's Stormwater system.)	0.00 per 1000 properties	No events	0 per 1000	Number affected	3	0	0	0	0	0	3	
				Number connected properties	15666	15666	15666	15666	15666	15666	15666	19%
				Total per 1000 properties	19%	0%	0%	0%	0%	0%	0%	
(a) abatement notices	0	0	1 or less	Number of notices	0	0	0	0	0	0	0	
(b) infringement notices	0	0	0	Number of notices	0	0	0	0	0	0	0	
(c) enforcement orders	0	0	0	Number of notices	0	0	0	0	0	0	0	
(d) convictions	0	0	0	Number of notices	0	0	0	0	0	0	0	
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 for 2018/19 Period	No events	≤ 48 hours	Median response time (hours)	48 hours	0	0	0	0	0	48 hours	

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Percentage by tonnage of waste from refuse transfer station that is recycled/ reused	63.7%	64.3%	65.0%	Tonnage recycled/reused	2184.49	2557.57	1235.06	709.09	826.42	2770.57	61.4%
				Total Tonnage	3653.56	4173.74	1867.38	1189.91	1346.4	4403.69	
				%	59.8%	61.3%	66.1%	59.6%	61.4%	62.9%	
Add at least one new community recycling facility	0	1	Minimum of 1 per year	Number completed	0	0	0	0	0	0	0
				Q3 Performance Comments:							
				Although there has been no new community recycling facility completed this quarter, we have an agreement in principal with Te Ti Trust to open a community recycling centre in Waitangi. Currently waiting on management approval to move forward.							
All refuse transfer stations to be open on time	97%	99.97%	99.5%	No reports or complaints regarding late openings	0	0	0	0	1	1	99.98%
				Number of days opened across all sites per month. Summer = 662 days per month Winter = 613 day per month	613	629	662	662	662	662	
				%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	

Attending to RFS relating to illegal dumping

Offensive waste: pick up within 24 hours	80%	100%	95% within set timeframe	No. collected within timeframe	0	0	0	0	0	0	100.0%
				Total incidences	0	0	0	0	0	0	
				%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Standard waste: pick up within 4 days	89.1%	91.1%	95% within set timeframe	No. collected within timeframe	78	50	21	15	21	57	84.1%
				Total incidences	92	63	26	16	23	65	
				%	84.8%	79.4%	80.8%	93.8%	91.3%	87.7%	
				Q3 Performance Comments:							
The majority of collections taking more than four days were due to collections not happening over weekends. Difficulty in contacting customers for additional information was the second most common cause.											

District Facilities

Cemeteries

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
All preparations are in place in time for the funeral services to take place (plots dug, and in the right place etc.)	No complaints received for 18/19 year	0.02	No complaints are received regarding the preparations for our funeral services	No. complaints received	0	0	0	0	0	0	0.0%

Civic and Community Buildings

To provide buildings for public recreation and leisure

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Number of community halls per ward per annum modified to improve disability access											
Northern Ward	1	0	1 hall per ward per annum	Number completed	0	0	0	0	0	0	0
Eastern Ward	2	0	1 hall per ward per annum	Number completed	0	0	0	0	0	0	0
Western Ward	3	0	1 hall per ward per annum	Number completed	0	0	0	0	2	2	2
				Q3 Performance Comments Rawene and Taheke halls have been modified in March to improve disability access. No further halls are scheduled to be upgraded this financial year.							
All Civic and Community buildings are safe for Community use and meet all statutory legislation levels	Achieved - All 18 Council building's have current BWOFF certificates	All buildings compliant	All halls have appropriate certificates including BWOFF for those that require them	Number uncertified	0	0	0	0	0	0	0.0%
				Q3 Performance Comments Kerikeri Sports Complex's BWOFF expired in December, however defects have been fixed and building is now compliant.							

Housing for the Elderly

To provide housing for the elderly that is affordable, safe, well maintained, and strategically located

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Occupancy of available units	97.0%	94.1%	95.0%	Occupied Units	409	402	130	133	131	394	91.1%
				Total Units	441	441	147	147	147	441	
				%	92.7%	91.2%	88.4%	90.5%	89.1%	89.3%	
Percentage of faults responded within: Emergency - 12 hours	92.1	100%	100.0%	No. responded within timeframe	22	10	1	1	3	5	100.0%
				Total incidences	22	10	1	1	3	5	
				%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Percentage of faults responded within: Urgent - 2 days	73.3%	92.6%	100.0%	No. responded within timeframe	31	43	28	13	9	50	62.9%
				Total incidences	52	63	40	22	20	82	
				%	59.6%	68.3%	70.0%	59.1%	45.0%	61.0%	
Percentage of faults responded within: Non Urgent - 7 days	67.3%	86.1%	≥95%	No. responded within timeframe	34	70	16	5	8	29	54.5%
				Total incidences	66	103	62	5	8	75	
				%	51.5%	68.0%	25.8%	100.0%	100.0%	38.7%	
				Q3 Performance Comments							
Target has not been met for Urgent & Non Urgent requests due to an increase in the number of requests received for January. Along with the increase in requests, contractor availability was limited for other non urgent requests due to Christmas/New Year holiday break											

Public Toilets

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades	5 Completed	2	2	Number completed	0	0	0	0	0	0	0
Ensure that public toilets are maintained to an acceptable standard as per contract	72.2%	90.9%	≥92%	Number of audits met	16	15	5	9	9	23	96.4%
				Total number of audits	16	17	5	9	9	23	
					100.0%	88.2%	100.0%	100.0%	100.0%	100.0%	

Car Parks

Council will provide well maintained public car parks

Performance Measure	2019/20 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
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Provide additional disability parking spaces in each ward

Northern Ward	3 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0	0	0
Eastern Ward	2 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0	0	0
Western Ward	0 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0	0	0
					Q3 Performance Comments						
					The contractor has been awarded for the Eastern Car Parks and has ordered the signs. No scope received for the Northern or Western Wards. One of the Eastern Car Parks cannot be completed until after the Kawakawa roundabout has finished due to its location.						

Customer Services

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Percentage of abandoned calls (Contact Centre)	20.8%	14.6%	6%	Abandoned calls	4,549	2,955	705	1,871	3,019	5,595	19.5%
				Total calls received	25,128	19,613	5,876	7,724	8,804	22,404	
				Percentage %	18.1%	15.1%	12.0%	24.2%	34.3%	25.0%	
				Q3 Performance Comments:							
Januaries result was an improvement from December, however the rest of the quarter was challenging with extreme levels of unplanned staff absences and internal technical difficulties which impacted negatively on the result.											
Percentage of Ask.U.s emails processed within 5 working days	100%	100%	>100%	Processed within 5 days	5,432	4,217	1,331	10,268	1,761	13,360	99.1%
				Total emails received	5,432	4,217	1,331	10,468	1,761	13,560	
				Percentage %	100.0%	100.0%	100.0%	98.1%	100.0%	98.5%	
Service Centre users' satisfaction	96.80%	User satisfaction 89%	≥96.8	User satisfaction 2020/21	96.7%	96.3%	N/A	N/A	N/A	0.0%	96.5%
				User satisfaction 2019/20	95.7%	97.8%	99%	99%	98%	98.7%	
				Percentage change %	1.0%	-1.5%	N/A	N/A	N/A	N/A	
				Q3 Performance Comments:							
We are currently changing providers for the survey results. Once the changeover has been completed the monthly reporting will resume.											

i-SITES

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Number of visitor bookings through the Information centres will show an increase each year	14.2%	-14.6%	≥1% increase on previous year	Visitor bookings 2020/21	8,245	13,787	8,825	3,901	4,648	17,374	-44.0%
				Visitor bookings 2019/20	8,275	18,921	12,633	9,485	5,709	29,595	
				Percentage change %	-0.4%	-27.1%	-30.1%	-58.9%	-18.6%	-41.3%	
				Q3 Performance Comments:							
				Visitor Numbers are down with cruise ship and International visitors unable to visit New Zealand although there has been good numbers of New Zealander's travelling. Lockdown in Auckland affects the North with no one getting in or out of Auckland.							
Increase net profit on retail sales by 1.5% per year (profit increase on previous year)	1.8%	-0.1%	Retail sales net profit ≥1% increase on previous year	Percent net profit 2020/21	39.3%	42.8%	38.0%	46.6%	51.2%	43.8%	-3.0%
				Percent net profit 2019/20	43.9%	42.3%	47.8%	41.1%	39.2%	43.6%	
				Change in percent net profit	-4.6%	0.5%	-9.8%	5.5%	12.0%	0.2%	
				Q3 Performance Comments:							
				Retail has bounced back with New Zealanders purchasing lots of souvenirs and local products..							
Customer/Visitor satisfaction	1.642	0.9933	≥1% increase on previous year	Visitor satisfaction 2019/20	100	96	N/A	N/A	N/A	N/A	-1.4%
				Visitor satisfaction 2018/19	100	99	99	100	100	100	
				Percentage change %	0.0%	-2.8%	N/A	N/A	N/A	0	
				Q3 Performance Comments:							
				We are currently changing providers for the survey results. Once the changeover has been completed the monthly reporting will resume.							

Libraries

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %			
Customer/Visitor satisfaction	94.50%	93.40%	≥ to previous year	Visitor satisfaction 2020/21	92.2%	97.2%	N/A	N/A	N/A	N/A	94.7%			
				Q3 Performance Comments:										
				We are currently changing providers for the survey results. Once the changeover has been completed the monthly reporting will resume.										
Increase the percentage of online library service use	8.4% increase	25.9%	≥1% increase on previous year	Online hits 2020/21	229,537	157,856	57,955	52,289	59,763	170,007	74.9%			
				Online hits 2019/20	109,531	94,781	36,328	37,518	40,527	114,373				
				Percentage change %	109.6%	66.5%	59.5%	39.4%	47.5%	48.6%				
				Q3 Performance Comments:										
Increased range of databases and customer awareness has led to more use.														
Increase the total library membership relevant to the population of the District	42.50%	41.60%	≥ to previous year	Membership numbers	27,114	27,851	28379	28662	28935	28,935	41.8%			
				District population	69,300	69,300	69,300	69,300	69,300	69,300				
				Percentage %	39.1%	40%	41.0%	41.4%	41.8%	41.8%				
				Q3 Performance Comments:										
We have seen a high number of new members sign up to our districts libraries over summer.														

Environmental Management

Animal Control

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
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Respond to reported incidents by contacting customer and arranging next steps within the following timeframes:

Urgent within 2 hours	51.1%	94.3%	≥92%	No. responded within timeframe	192	130	55	44	58	157	95.8%
				Total incidences	196	135	64	45	60	169	
				%	98.0%	96.3%	85.9%	97.8%	96.7%	92.9%	
Non-urgent within 10 days	88.80%	95.90%	≥92%	No. responded within timeframe	817	704	237	238	270	745	93.6%
				Total incidences	830	759	298	249	285	832	
				%	98.4%	92.8%	79.5%	95.6%	94.7%	89.5%	

Environmental Health

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Food Control Plan and National Programme audits completed as scheduled	93%	74.6%	≥95% of all food control plans and national programs assessed	No. completed as scheduled	112	88	2	19	34	55	91.4%
				Total scheduled	122	98	2	20	37	59	
				%	91.8%	89.8%	100.0%	95.0%	91.9%	93.2%	
				Q3 Performance Comments:							
Food verifications do not take place during December to January each year, two verifications were scheduled in January 2021 at the operators request. The reason for one of these verifications taking place was due to the owner only operating during December to January, so a verification was scheduled and completed in January 2021. During February one verification was cancelled by the operator for medical reasons and has been rescheduled to take place in March. In March two audits were cancelled by the operator, these are being rescheduled and one not completed as the operator voluntarily surrendered their registration.											

Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
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Respond to noise complaints within the following timeframes:

In urban areas: 1 hour	78.60%	74.4%	≥95% within set timeframe	No. responded within timeframe	188	249	92	70	66	228	77.6%
				Total incidences	238	323	122	83	91	296	
				%	79.0%	77.1%	75.4%	84.3%	72.5%	77.0%	
In rural areas: 2 hours	74.50%	85.7%	≥95% within set timeframe	No. responded within timeframe	33	50	15	9	5	29	83.0%
				Total incidences	42	59	19	9	6	34	
				%	78.6%	84.7%	78.9%	100.0%	83.3%	85.3%	

District Licensing

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
All licensed premises to be visited for Host Responsibility inspections at least once every four years.	22.8%	55.2%	≥25% of premises visited annually	No. premises visited	51	73	7	24	24	55	69.6%
				Total premises	260	257	257	257	257	257	
				%	19.6%	28.4%	2.7%	9.3%	9.3%	21.4%	
				Q3 Performance Comments:							
The team have already exceeded the target of visiting more than 25% of total premises and on track to visit all licensed premises in the District.											

Resource Consent Management

To administer and enforce the Resource Management Act 1991.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Respond to compliance incidents within 10 working days	74%	75%	≥93%	No. responded within timeframe	75	66	22	34	25	81	94.5%
				Total incidences	75	75	22	36	27	85	
				%	100.0%	88.0%	100.0%	94.4%	92.6%	95.3%	
Process applications made under the Resource Management Act 1991 within statutory timeframes	57%	66%	≥95%	No. processed within timeframe	109	166	23	27	46	96	88.3%
				Total applications	130	183	23	33	51	107	
				%	83.8%	90.7%	100.0%	81.8%	90.2%	89.7%	
				Q3 Performance Comments:							
A number of more complex consents were not able to be signed by delegated authority on time and/or Engineering input received late, causing the drop in performance in February and March.											

Building Consent Management

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

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Q1 Total Performance	Q2 Total Performance	Jan-20	Feb-20	Mar-20	Q3 Total Performance	YTD %
Process building consents within statutory timeframes	48.8%	95.0%	≥95%	No. processed within timeframe	364	325	75	88	132	295	99.5%
				Total applications	367	325	75	88	134	297	
				%	99.2%	100.0%	100.0%	100.0%	98.5%	99.3%	