

Quarterly Performance Report:

Quarter : October - December 2021

Performance of Service Level Results

Introduction

Welcome to the performance report for the second quarter of 2021/2022.

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 | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 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 | 31 Total 5 Fatal 26 Serious Injury crashes Actual increase in serious injuries and fatalities is 1 | No increase | No increase | Fatalities/serious injury crashes 2021/22 | 6 | 9 | 8 | 23 | 37 |
| | | | | Fatalities/serious injury crashes 2020/21. | 3 | 2 | 5 | 10 | |
| | | | | Variance | 3 | 7 | 3 | 13 | |
| The average quality of ride on a sealed local road network, measured by smooth travel exposure | 94% | ≥87% | ≥87% | Quality of ride on a sealed local road network 2021/22 | N/A | N/A | N/A | N/A | 0.0% |
| | | | | Quality of ride on a sealed local road network 2020/21 | 0.0 | 0.0 | 0.0 | - | |
| | | | | | 0.0% | 0.0% | 0.0% | 0.0% | |
| | | | | Q2 Performance Comments: | | | | | |
| | | | | Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometers travelled on a road network with roughness below a defined roughness threshold. The results are generated at the end of the financial year. | | | | | |
| The percentage of the sealed local road network that is resurfaced | 8.3% | ≥9% of the sealed network resurfaced per annum | ≥9% of the sealed network resurfaced per annum | Length resurfaced km | 6.379 | 10.692 | 5.886 | 23.0 | 2.6% |
| | | | | Total length sealed road network | 877.2 | 877.2 | 877.2 | 877.2 | |
| | | | | % | 0.7% | 1.2% | 0.7% | 2.6% | |
| Resurfacing of the roading network as outlined in the Council's roading programme | 100.0% | ≥95% of planned work completed | ≥95% of planned work completed | Length completed work km | 6.379 | 10.692 | 5.886 | 22.957 | 100.0% |
| | | | | Total length planned | 6.379 | 10.692 | 5.886 | 22.957 | |
| | | | | % | 100.0% | 100.0% | 100.0% | 100.0% | |

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 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 | 98.7% | ≥95% | ≥95% | No. responded within timeframe | 52 | 23 | 14 | 89 | 96.9% | |
| | | | | Total incidences | 53 | 23 | 14 | 90 | | |
| | | | | % | 98.11% | 100.0% | 100.0% | 99.37% | | |
| Urgent - within 7 days | 83.3% | | | No. responded within timeframe | 16 | 12 | 8 | 36 | 87.4% | |
| | | | | Total incidences | 17 | 15 | 10 | 42 | | |
| | | | | % | 94.1% | 80.0% | 80.0% | 84.71% | | |
| Non-urgent - within 14 days | 79.4% | | | No. responded within timeframe | 265 | 317 | 168 | 750 | 81.9% | |
| | | | | Total incidences | 325 | 393 | 214 | 932 | | |
| | | | | % | 81.5% | 80.7% | 78.5% | 80.23% | | |
| The Hokianga Ferry Service will run in accordance with the advertised timetable | 96.8% | ≥95% | ≥95% | No. runs on time | 890 | 867 | 881 | 2638 | 97.7% | |
| | | | | Total scheduled crossings | 908 | 884 | 910 | 2702 | | |
| | | | | % | 98.0% | 98.1% | 96.8% | 97.64% | | |
| | | | | | Q2 Performance Comments: | | | | | |
| | | | | | Peak season typically sees high demand for the service during this quarter. The international and AKL border did somewhat reduce the tourism demand on the service during this peak season quarter, but still slight impact on on-time salings %. | | | | | |

Footpaths

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---|----------------|--------------------------------|--------------------------------|--|---|--------|--------|----------------------|------------|
| 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). | | Maintain / Increase | Maintain / Increase | 217,113 condition assessments meet standard | 0 | 0 | 0 | 0 | 0.0% |
| | | | | 218,770 condition assessments undertaken | 0 | 0 | 0 | 0 | |
| | | | | Baseline established in 2021 : RAMM Grade 1 - 98559m (44.08%) , RAMM Grade 2 - 77958m (34.86%) , RAMM Grade 3 - 40699m (18.20%) , RAMM Grade 4 - 5673m (2.54%) , RAMM Grade 5 - 1483m (0.32%) | Q2 Performance Comments: | | | | |
| | | | | | The Strategy and Planning Team confirmed the list of footpath renewals in November 2021. | | | | |
| Resurface and extend the footpath network as planned | 100.0% | ≥95% of planned work completed | ≥95% of planned work completed | Length completed work | 0 | 0 | 0 | 0 | 0.0% |
| | | | | Total length planned | 0 | 0 | 0 | 0 | |
| | | | | % | 0.0% | 0.0% | 0.0% | 0% | |
| | | | | Q2 Performance Comments: | | | | | |
| | | | | | The strategy and planning team has confirmed the list of footpath renewals in November 2021. This is now with the maintenance contractors to provide estimates and programme of work which will be completed this financial year. | | | | |

| | | | | | | | | | |
|--|-------------------------|------|------|--------------------------------|-------|-------|-------|-------|-------------------------|
| Emergency / Public Safety - within 3 hours | No incidences to report | ≥95% | ≥95% | No. responded within timeframe | 0 | 0 | 0 | 0 | No incidences to report |
| | | | | Total incidences | 0 | 0 | 0 | 0 | |
| | | | | % | 0.0% | 0.0% | 0.0% | 0.0% | |
| Urgent - within 7 days | No incidences to report | | | No. responded within timeframe | 0 | 0 | 0 | 0 | No incidences to report |
| | | | | Total incidences | 0 | 0 | 0 | 0 | |
| | | | | % | 0.0% | 0.0% | 0.0% | 0.0% | |
| Non-urgent - within 14 days | 93.6% | | | No. responded within timeframe | 14 | 15 | 20 | 49 | 81.7% |
| | | | | Total incidences | 17 | 19 | 24 | 60 | |
| | | | | % | 82.4% | 78.9% | 83.3% | 81.7% | |

Water Supply

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|-----------------------|--|--|------------------------|-----------|-----------|-----------|----------------------|------------|
| 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 | Each scheme continuously meets the required standards for drinking water | Each scheme continuously meets the required standards for drinking water | Kaikohe Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kerikeri Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Paihia Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kawakawa Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kaitaia Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Opononi Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Rawene Compliant Y/N | Y | Y | Y | 100% | 100% |
| 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 | Each scheme continuously meets the required standards for drinking water Each scheme to be reported on separately | Each scheme continuously meets the required standards for drinking water Each scheme to be reported on separately | Kaikohe Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kerikeri Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Paihia Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kawakawa Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Kaitaia Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Opononi Compliant Y/N | Y | Y | Y | 100% | 100% |
| | | | | Rawene Compliant Y/N | Y | Y | Y | 100% | 100% |
| The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this) | 28% | <26% | <26% | Total Nett Metered | 2,502,417 | 2,502,417 | 2,528,308 | 7,533,142 | 27.3% |
| | | | | Total Nett Production | 3,413,720 | 3,413,720 | 3,459,600 | 10,287,040 | |
| | | | | % | 26.7% | 26.7% | 26.92% | 26.77% | |

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|------------------|---------------------------|--|-----------------------------|-----------|-----------|-----------|----------------------|------------|
| 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 | 0.8 hours | < 2 hours | < 2 hours | Median attend time | 0.8 | 0.9 | 0.8 | 0.8 | 0.8 |
| (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. | 2.78 hours | < 4 hours | < 4 hours | Median response time | 4.1 | 5.9 | 5.9 | 5.87 | 4.7 |
| (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 | 0.3 Working days | < 2 working days | <2 Working days | Median attend time | 0.7 | 0.7 | 0.3 | 0.7 | 0.8 |
| (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 | <3 working days | <3 working days | Median response time | 0.8 | 0.7 | 0.6 | 0.7 | 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. | 78.11 | 100 | Less than 100 complaints per 1000 properties | Complaints YTD | 72.0 | 101.0 | 132.0 | 132.0 | 12.81 |
| | | | | Monthly complaints | 16.0 | 29.0 | 31.0 | 76 | |
| | | | | Number connected properties | 10307 | 10307 | 10307 | 10,307 | |
| | | | | Total per 1000 properties | 6.99 | 9.80 | 12.81 | 12.81 | |
| The average consumption of drinking water per day per resident within the territorial authority district | 310.78L | ≤ 350L per person per day | ≤ 350L per person per day | Volume consumed this month | 2,502,417 | 2,502,417 | 2,528,308 | 2,511,047 | 187.04 |
| | | | | No of residents | 24,221 | 24,221 | 24,221 | 24,221 | |
| | | | | Consumption per resident | 283 | 283 | 286 | 104 | |

Wastewater

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------------|---------------------------|-----------------------------|--------|--------|--------|----------------------|------------|
| The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system | 2.59 | ≤ 12 per 1000 connections | ≤ 12 per 1000 connections | Number affected | 5 | 6 | 9 | 20 | 0.94 |
| | | | | Number connected properties | 12002 | 12002 | 12002 | 12002 | |
| | | | | Total per 1000 properties | 0.42 | 0.50 | 0.75 | 1.67 | |

Compliance with the territorial authority's resource consents for discharge from its sewerage system, measured by the number of:

| | | | | | | | | | |
|--------------------------|---|-----------|-----------|-------------------|---|---|---|---|---|
| (a) abatement notices | 2 | 1 or less | 2 or less | Number of notices | 0 | 0 | 0 | 0 | 2 |
| (b) infringement notices | 2 | 0 | 1 or less | Number of notices | 0 | 0 | 0 | 0 | 7 |
| (c) enforcement orders | 0 | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (d) convictions | 0 | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| | | | | | Q2 Performance Comments: | | | | |
| | | | | | There have been no abatement, infringement or enforcement notices issued during this quarter. | | | | |

Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following MEDIAN response times are measured:

| | | | | | | | | | |
|---|------------|-----------|-----------|------------------------------|----------|----------|----------|----------|------|
| a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site | 1.2 | ≤ 2 hours | ≤ 2 hours | Median attend time (hours) | 1.4 | 1.5 | 1.5 | 1.47 | 1.58 |
| | | | | Achieved/Not Achieved: | Achieved | Achieved | Achieved | Achieved | |
| b) 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 | 3.20 hours | ≤ 4 hours | ≤ 4 hours | Median response time (hours) | 3.4 | 3.5 | 3.5 | 3.5 | 3.96 |
| | | | | Achieved/Not Achieved: | Achieved | Achieved | Achieved | Achieved | |

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|---------------------------------|---------------------------------|---------------------------------|--------|--------|--------|----------------------|------------|
| 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 | 64% | ≥ 95% responded in ≤ 2 hours | ≥ 95% responded in ≤ 2 hours | No. attended in 2 or less hours | 8 | 4 | 4 | 16 | 59.1% |
| | | | | Total incidences | 9 | 9 | 10 | 28 | |
| | | | | % | 88.9% | 44.4% | 40.0% | 57.1% | |
| b) resolution to prevent overflow | 78% | ≥ 95% responded to in ≤ 4 hours | ≥ 95% responded to in ≤ 4 hours | No. resolved in 4 or less hours | 7 | 4 | 3 | 14 | 51.5% |
| | | | | Total incidences | 9 | 9 | 10 | 28 | |
| | | | | % | 77.8% | 44.4% | 30.0% | 50.0% | |
| 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 | 25.01 | ≤ 50 per 1000 connections | ≤ 50 per 1000 connections | Number affected | 22 | 20 | 25 | 67 | 5.58 |
| | | | | Number connected properties | 12002 | 12002 | 12002 | 12002 | |
| | | | | Total per 1000 properties | 1.83 | 1.67 | 2.08 | 5.58 | |

Stormwater

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---|----------------|---|---|---|--------------------|--------------------|--------------------|----------------------|------------|
| The number of flooding events that occur in a territorial authority district | 1 | 0 | 0 | Number of events | 0 | 0 | 0 | 0 | 0 |
| For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's Stormwater system.) | .19 per 1000 | 0 per 1000 | 0 per 1000 | Number affected | 0 | 0 | 0 | 0 | 3 |
| | | | | Number connected properties | 15607 | 15607 | 15607 | 15607 | |
| | | | | Total per 1000 properties | 0% | 0% | 0% | 0% | |
| | | | | (a) abatement notices | 0 | 1 or less | 1 or less | Number of notices | 0 |
| (b) infringement notices | 0 | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (c) enforcement orders | 0 | 0 | 0 | Number of notices | 0 | 0 | 0 | 0 | 0 |
| (d) convictions | 0 | 0 | 0 | Number of notices | 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 | 4 hours | ≤ 48 hours | ≤ 48 hours | Median response time (hours) | No events recorded | No events recorded | No events recorded | No events recorded | 4 hours |
| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
| 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 | 24.89 | 0 | 0.00 | Number complaints | 23 | 22 | 15 | 60 | 9.12 |
| | | | | Number connected properties | 15607 | 15607 | 15607 | 15607 | |
| | | | | Total per 1000 properties | 1.47 | 1.41 | 0.96 | 3.84 | |
| | | | | Q2 Performance Comments: | | | | | |
| | | | | Despite the process for completing stormwater requests being in regular improvement, Far North Waters are currently suffering a shortage of stormwater field staff and are sourcing from general reticulation. This has led to a delay in requests' being actioned. | | | | | |
| The response time to attend a flooding event resulting from the failure of Council's urban storm water system. Measured from the time that the Council receives notification to the time that service personnel reach the site. Response time is set at 2 working days. | 100% | ≥ 95% responded to within set timeframe | ≥ 95% responded to within set timeframe | No. responded within timeframe | 0 | 0 | 0 | 0 | 100.0% |
| | | | | Total incidences | 0 | 0 | 0 | 0 | |
| | | | | % | 100.0% | 100.0% | 100.0% | 100.0% | |

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 | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result | | |
|--|----------------|--------------------------|--------------------------|---|--------|---------|---------|----------------------|------------|--|--|
| Percentage by tonnage of waste from refuse transfer station that is recycled/ reused | 60.5% | 64.0% | 63.0% | Tonnage recycled/reused | 701.76 | 815.3 | 1034.55 | 2551.61 | 57.4% | | |
| | | | | Total Tonnage | 1295 | 1476.96 | 1757.01 | 4528.97 | | | |
| | | | | % | 54.2% | 55.2% | 58.9% | 56% | | | |
| Add at least one new community recycling facility | 0 | Minimum of 1 per year | Minimum of 1 per year | Number completed | 0 | 0 | 0 | 0 | 1 | | |
| | | | | Q2 Performance Comments: | | | | | | | |
| | | | | Recycling performance is being lowered by Waste Managements overall lower diversions. Northland waste is consistently achieving 62% in the northern area. | | | | | | | |
| All refuse transfer stations to be open on time | 99.98% | 99.5% | 99.5% | No reports or complaints regarding late openings | 0 | 0 | 0 | 0 | 100% | | |
| | | | | Number of days opened across all sites per month. Summer = 662 days per month Winter = 613 day per month | 613 | 613 | 662 | 629.3 | | | |
| | | | | | 100.0% | 100.0% | 100.0% | 100.0% | | | |
| Attending to RFS relating to illegal dumping | | | | | | | | | | | |
| Offensive waste: pick up within 24 hours | 100% | 95% within set timeframe | 95% within set timeframe | No. collected within timeframe | 0 | 0 | 2 | 2 | 100.0% | | |
| | | | | Total incidences | 0 | 0 | 2 | 2 | | | |
| | | | | % | 100.0% | 100.0% | 100.0% | 100.0% | | | |
| Standard waste: pick up within 4 days | 82.1% | 95% within set timeframe | 95% within set timeframe | No. collected within timeframe | 6 | 17 | 18 | 41 | 82.1% | | |
| | | | | Total incidences | 8 | 18 | 21 | 47 | | | |
| | | | | % | 75.0% | 94.4% | 85.7% | 87.2% | | | |
| | | | | Q2 Performance Comments: | | | | | | | |
| | | | | Late pickups are largely remote or large scale dumps. Customer satisfaction scores from ask nicely remain high. | | | | | | | |

District Facilities

Cemeteries

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result | |
|---|----------------|--|--|---|--------|--------|--------|----------------------|------------|--|
| All preparations are in place in time for the funeral services to take place (plots dug, and in the right place etc.) | New Measure | No complaints are received regarding the preparations for our funeral services | No more than 1 complaint received regarding our grave digging services | No. complaints received | 0 | 0 | 0 | 0 | 0.0% | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | No complaints received regarding grave digging services. Audits carried out by Technical Officers' show grave digging services were carried out as per contract. Sites were left in a clean and tidy state. | | | | | | |

Civic and Community Buildings

To provide buildings for public recreation and leisure

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|---|---|--|--------|--------|--------|----------------------|------------|
| Number of community halls per ward per annum modified to improve disability access | | | | | | | | | |
| All Civic and Community buildings are safe for Community use and meet all statutory legislation levels | 1 | All halls have appropriate certificates including BWOFF for those that require them | All halls have appropriate certificates including BWOFF for those that require them | Number uncertified | 0 | 0 | 0 | 0 | 0.0% |
| | | | | Q2 Performance Comments | | | | | |
| | | | | All Civic & Community buildings are currently compliant with statutory legislation | | | | | |

Housing for the Elderly

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|----------------|----------------|--------------------------------|---|--------|--------|----------------------|------------|
| Occupancy of available units | 91.1% | 95.0% | 95% | Occupied Units | 129 | 132 | 131 | 392 | 88.4% |
| | | | | Total Units | 147 | 147 | 144 | 438 | |
| | | | | % | 87.8% | 89.8% | 91.0% | 268.5% | |
| Percentage of faults responded within: Emergency - 12 hours | 75.7% | 100.0% | 100% | No. responded within timeframe | 2 | 1 | 2 | 5 | 100.0% |
| | | | | Total incidences | 2 | 1 | 2 | 5 | |
| | | | | % | 100.0% | 100.0% | 100.0% | 100.0% | |
| Percentage of faults responded within: Urgent - 2 days | 64.7% | 100.0% | 95% | No. responded within timeframe | 12 | 14 | 20 | 46 | 65.7% |
| | | | | Total incidences | 19 | 27 | 30 | 76 | |
| | | | | % | 63.2% | 51.9% | 66.7% | 60.5% | |
| Percentage of faults responded within: Non Urgent - 7 days | 62.3% | ≥95% | >85% | No. responded within timeframe | 20 | 13 | 17 | 50 | 64.7% |
| | | | | Total incidences | 28 | 29 | 27 | 84 | |
| | | | | % | 71.4% | 44.8% | 63.0% | 59.5% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | Coming out of the higher alert levels has seen interviews resume for vacant units and as such the occupancy rates are going up. 3 units have been demolished in Oxford Street hence the reduction in total units in December. | | | | |

Public Toilets

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---|----------------|----------------|----------------|-------------------------|--|--------|--------|----------------------|------------|
| Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades | 3 | 2 | 2 | Number completed | 0 | 2 | 1 | 3 | 4 |
| Ensure that public toilets are maintained to an acceptable standard as per contract | 97.3% | ≥92% | ≥90% | Number of audits met | 8 | 10 | - | 18 | 97.7% |
| | | | | Total number of audits | 8 | 10 | - | 18 | |
| | | | | | 100.0% | 100.0% | 0.0% | 100.0% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | Accessibility Programme has yet to commence, expecting a delivery forecast from the Project Delivery Team (PDT) mid March 2022. 3 new toilets have been installed this financial year at Long beach, Russell, Haruru Falls, Paihia and Centennial Park, Kaitaia. All to accessible standard. | | | | |

Customer Services

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|----------------|---------------------|---------------------------|--|--------|--------|----------------------|------------|
| Percentage of abandoned calls (Contact Centre) | 19.2% | 7% | 12% | Abandoned calls | 554 | 764 | 585 | 1,903 | 11.6% |
| | | | | Total calls received | 5541 | 6368 | 4502 | 16,411 | |
| | | | | Percentage % | 10.0% | 12.0% | 13.0% | 11.6% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | A good result for the second quarter with target being met despite two COVID-19 Level 3 lockdowns totalling 14 working days which disrupted usual service | | | | |
| Service Centre users' satisfaction | 48.30% | ≥96.8 | A new measure (1-5) | User satisfaction 2021/22 | 4.04 | 3.87 | 3.9 | 3.94 | 3.90 |
| | | | | Percentage change % | N/A | N/A | N/A | N/A | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | A new customer experience programme means we are unable to report in the same manner and currently do not have previous years comparison. The new programme rates one to five, with five being an excellent service provided. Service Centres are still to receive a handout for the customer which provides a link and a QR code to use to place feedback. This has resulted in a low response to date. | | | | |

i-SITEs

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result | |
|--|----------------|---|---|--|--------|--------|---------|----------------------|------------|--|
| Number of visitor bookings through the Information centres will show an increase each year | -18.7% | ≥1% increase on previous year | ≥1% increase on previous year | Visitor bookings 2021/22 | 5,738 | 5,958 | 9,469 | 21,165 | -3.9% | |
| | | | | Visitor bookings 2020/21 | 5,104 | 3,030 | 5,653 | 13,787 | | |
| | | | | Percentage change % | 12.4% | 96.6% | 67.5% | 53.5% | | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | During October the i-SITEs were closed. Auckland was in Covid-19 alert level 4 lockdown so the overall visitor numbers were good, all factors considered. December saw the return of families and larger groups visiting. | | | | | | |
| Increase net profit on retail sales by 1.5% per year (profit increase on previous year) | 8.8% | Retail sales net profit ≥1% increase on previous year | Retail sales net profit ≥1% increase on previous year | Percent net profit 2021/22 | 33.4% | 33.5% | 28.3% | 31.7% | -11.0% | |
| | | | | Percent net profit 2020/21 | 40.6% | 37.0% | 47.7% | 41.8% | | |
| | | | | Change in percent net profit | -7.2% | -3.5% | -19.4% | -10.0% | | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | Over this period visitor numbers were reduced due to Covid-19 alert level restrictions and subsequently retail sales were down as a result. | | | | | | |
| Customer/Visitor satisfaction | -46.2 | ≥1% increase on previous year | New measure (1-5) | User Satisfaction 2021/22 | 5 | 5 | 0 | 3 | 3.33 | |
| | | | | User Satisfaction 2020/21 | 90% | 99% | 99% | 96% | | |
| | | | | Percentage change % | 455.6% | 405.1% | -100.0% | 247.2% | | |
| | | | | Q2 Performance Comments | | | | | | |
| | | | | Please note, a new unit of measurement has been implemented for this financial year. What was previously a percentage indicator is now a Likert scale measurement (a measurement between one and 5 with 5 being the greatest level of user satisfaction achievable). | | | | | | |

Libraries

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|-------------------------------|-------------------------------|--|---------|---------|--------|----------------------|------------|
| Customer/Visitor satisfaction | 94.70% | ≥ to previous year | A new measure (1-5) | Visitor satisfaction 2021/22 | 4 | 4 | 3.6 | 3.9 | 4.05 |
| | | | | Q2 Performance Comments | | | | | |
| | | | | Limited customer feedback is being received for Libraries via Ask Nicely, so commentray is also limited. | | | | | |
| Increase the percentage of online library service use | 91.2% | ≥1% increase on previous year | ≥1% increase on previous year | Online hits 2021/22 | 110,401 | 101,514 | 91,178 | 303,093 | 48.5% |
| | | | | Online hits 2020/21 | 53,027 | 53,985 | 50,844 | 157,856 | |
| | | | | Percentage change % | 108.2% | 88.0% | 79.3% | 92.0% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | Although there was a dip leading into Christmas, overall online use continues to be high with positive customer response to new resources. | | | | | |
| Increase the total library membership relevant to the population of the District | 40.90% | ≥ to previous year | To maintain / Increase | Membership numbers | 30362 | 30488 | 30613 | 30,488 | 21.9% |
| | | | | District population | 69,300 | 69,300 | 69,300 | 69,300 | |
| | | | | Percentage % | 43.8% | 44.0% | 44.2% | 44% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | Membership growth is steady, and has been affected by impacts of Covid-19. | | | | | |

Environmental Management

Animal Control

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|----------------|----------------|---|--------|--------|--------|----------------------|------------|
| Respond to reported incidents by contacting customer and arranging next steps within the following timeframes: | | | | | | | | | |
| Urgent within 2 hours | 95.4% | ≥91% | ≥93% | No. responded within timeframe | 58 | 56 | 33 | 147 | 94.7% |
| | | | | Total incidences | 59 | 58 | 34 | 151 | |
| | | | | % | 98.3% | 96.6% | 97.1% | 97.4% | |
| Non-urgent within 10 days | 94.60% | ≥91% | ≥93% | No. responded within timeframe | 204 | 251 | 176 | 631 | 95.9% |
| | | | | Total incidences | 211 | 257 | 187 | 655 | |
| | | | | % | 96.7% | 97.7% | 94.1% | 96.3% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | A great performance quarter by the team despite several vacancies in team | | | | | |

Environmental Health

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|---|---|--|--------|--------|--------|----------------------|------------|
| Food Control Plan and National Programme audits completed as scheduled | 92.0% | ≥90% of all food control plans and national programs assessed | ≥95% of all food control plans and national programs assessed | No. completed as scheduled | 19 | 30 | 24 | 73 | 77.6% |
| | | | | Total scheduled | 19 | 30 | 27 | 76 | |
| | | | | % | 100.0% | 100.0% | 88.9% | 96.1% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | All scheduled verifications for October/November were completed. The three veifications in December that were cancelled was due to Operators availability (2), Verifier on annual leave (1). | | | | | |

Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---------------------|----------------|----------------|----------------|----------|--------|--------|--------|----------------------|------------|
|---------------------|----------------|----------------|----------------|----------|--------|--------|--------|----------------------|------------|

Respond to noise complaints within the following timeframes:

| | | | | | | | | | |
|-------------------------|-------|---------------------------|---------------------------|--------------------------------|-------|--------|-------|-------|-------|
| In urban areas: 1 hour | 77.9% | ≥90% within set timeframe | ≥95% within set timeframe | No. responded within timeframe | 74 | 58 | 69 | 201 | 75.5% |
| | | | | Total incidences | 107 | 71 | 105 | 283 | |
| | | | | % | 69.2% | 81.7% | 65.7% | 71.0% | |
| In rural areas: 2 hours | 81.1% | 185.7% | ≥95% within set timeframe | No. responded within timeframe | 13 | 2 | 8 | 23 | 83.3% |
| | | | | Total incidences | 16 | 2 | 12 | 30 | |
| | | | | % | 81.3% | 100.0% | 66.7% | 76.7% | |

District Licensing

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---|----------------|-----------------------------------|-----------------------------------|----------------------|--------|--------|--------|----------------------|------------|
| All licensed premises to be visited for Host Responsibility inspections at least once every four years. | 100.0% | ≥25% of premises visited annually | ≥25% of premises visited annually | No. premises visited | 3 | 38 | 11 | 52 | 37.7% |
| | | | | Total premises | 233 | 233 | 233 | 257 | |
| | | | | % | 1.3% | 16.3% | 4.7% | 20.2% | |

Resource Consent Management

To administer and enforce the Resource Management Act 1991.

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|--|----------------|----------------|----------------|--------------------------------|--|--------|--------|----------------------|------------|
| Respond to compliance incidents within 10 working days | 93% | ≥92% | ≥93% | No. responded within timeframe | 14 | 15 | 15 | 44 | 84.1% |
| | | | | Total incidences | 24 | 22 | 18 | 64 | |
| | | | | % | 58.3% | 68.2% | 83.3% | 68.8% | |
| Process applications made under the Resource Management Act 1991 within statutory timeframes | 90.4% | ≥95% | ≥95% | No. processed within timeframe | 41 | 33 | 40 | 114 | 84.5% |
| | | | | Total applications | 44 | 36 | 54 | 134 | |
| | | | | % | 93.2% | 91.7% | 74.1% | 85.1% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | Reporting review in October has shown inaccuracies in the past results. Staff to be reminded of response times and how to record in pathways which should see an improvement moving forward. | | | | |

Building Consent Management

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

| Performance Measure | 2020-21 Result | 2020-21 Target | 2021-22 Target | Measures | Oct-21 | Nov-21 | Dec-21 | Q2 Total Performance | YTD Result |
|---|----------------|----------------|----------------|--------------------------------|--|--------|--------|----------------------|------------|
| Process building consents within statutory timeframes | 99.4% | ≥95% | ≥95% | No. processed within timeframe | 112 | 135 | 112 | 359 | 99.6% |
| | | | | Total applications | 112 | 137 | 112 | 361 | |
| | | | | % | 100.0% | 98.5% | 100.0% | 99.4% | |
| | | | | Q2 Performance Comments | | | | | |
| | | | | | The Building Consent Authority is tracking well in terms of compliance, remaining above the 99th percentile. Consent numbers have been steady and over all numbers look to match the forecast for the year. Overs relate to human error with handing applications manually, the BCA will in the future only receive application via the portal which should remedy this. | | | | |