



Waikato District Council

Scorecard Report

Period: Jul-19 - Jun-20

Scorecard Name
2019-21 LTP Waikato District Council - All KPIs

Date From
01-Jul-2019

Date To
30-Jun-2020

LINKED ITEMS	UNIT	TARGET	ACTUAL	INDICATOR
2019-21 LTP Governance				
Satisfaction of residents that they were able to contact their Councillor as and when required	%	90.00	75.00	
COMMENTS: 38 residents have contacted or attempted to contact a councillor in the last 12 months. The contact details of our Councillors are publicly available on the website or through the Call Centre. Some of our Councillors also write regular columns for community newspapers with their contact details provided and their contact details are also regularly provided in The Link newsletter.				
Iwi ki te Haapori - Number of joint committee meetings held per annum	#	4.00	3.00	
COMMENTS: A Nga Wai o Waipa Co Governance Committee hui was held during the quarter. A joint Waikato-Tainui and all Waikato Councils' Hui and also Waikato Tainui-WDC JMA Co-Governance Hui is scheduled for 16 July 2020.				
Iwi ki te Haapori - Number of identified or notified breaches/ objections under Joint Management Agreements, MOU's and MOA's	#	0.00	0.00	
COMMENTS: Nil				
Iwi ki te Haapori - Number of formal governance hui held between council and iwi / hapu groups	#	4.00	4.00	
COMMENTS: <ul style="list-style-type: none"> - Nga Wai O Waipa Co-Governance hui held 15 June 2020. - Due to the Covid Lockdown the scheduled Tainui JMA hui in April and May were unable to be held. At Tainui's Te Arataura hui on Friday 12 June, it was resolved to hold a joint JMA meeting with all their council partners as the first JMA hui for the year. Tainui sees great value in being able to talk with all council partners together, given the necessity to work together in our regions recovery post-Covid. WDC also has an individual hui with Tainui following the joint councils meeting. - A number of other meetings have been held on various topics which are not governance but engagement and working together. eg Tainui Waka - Strategic Weekly Meetings with Iwi Chairs (Mayor); WDC Pukeiahua hui (Ngati Tamainupo) with Mayor, Councillors, CEO. Te Kopua Trust hui - Outstanding land issues; Hui with Tainui re assistance from WDC to distribute food and medical packs within WDC, West Coast Harbour & Hamilton areas; Maori Ward meetings -WDC & Waikato Tainui; Zoom meetings with Ngaa Marae Toopu; Assisting Waikato Tainui with Distribution Packs for Raglan and Tuakau; Working with Mangatangi Marae Trust buildings at marae. Hui with Ngaa Muka Development Trust / Waahi whaanui / Te Riu o Waikato / Ngaati Naho Mana whenua, Waikato Tainui & Tipa Mahuta from Regional Council Zoom meeting - TWWTP; working with Ngati Naho Treaty Negotiator re Ngati Naho issues in Pokeno, Meremere and Mercer; Taupiri Urupaa Bridge Opening; Hui with Taupiri marae - Hakarimata development; Liaising with Waikato Culture Park organisers; Hui with Ngaa Marae Toopu Ngira Simmonds Re Mayor and King meet to discuss projects within the District impacting Hapuu /marae /iwi; Hui with Ngaati Mahanga re Whatawhata and Rotokauri projects; Liaising with River Terrace protesters & Maori warden; 				
Percentage of minutes of all open meetings that are made publicly available via the Council's website	%	100.00	99.00	
COMMENTS: Confirmed Minutes from the Meremere Community Committee for February 2020 outstanding - awaiting response from the Committee.				
Percentage of Council decisions that comply with statutory requirements	%	100.00	100.00	
COMMENTS: All decisions have complied with statutory requirements.				
Percentage of district plan changes that are undertaken as per the RMA statutory process	%	100.00	100.00	

COMMENTS: The Resource Management Policy team of Council is focusing on a full review of the District Plan. This process, known as the District Plan Review, is being conducted in accordance with the required RMA processes. The District Plan Review has been split into two stages. Stage 1 covers all aspects of the District Plan apart from issues relating to natural hazard risk and climate change which form part of Stage 2. For Stage 1, Public Hearings started on 30 September 2019 - as of June 2020 about half the hearings had been held. Staff recommendations for Stage 2 have been finalised and are being compiled to seek approval for notification from Council in July 2020. One integrated decision on Stage 1 and 2 is due before mid September 2021.

2019-21 LTP Animal Control - LTP

LTP - The percentage of aggressive dog behaviour complaints, where immediate risk to public safety is present, that has council personnel on site within 1 hour	%	95.00	100.00	
---	---	-------	--------	--

COMMENTS: We are proud to have achieved this result for the 2019-2020 year. Animal Control work hard to attend all current cases of dog aggression within one hour. This ensures the dog is contained as quickly as possible to achieve public safety.

LTP - The percentage of complaints regarding stray stock that have council personnel on site within 1 hour	%	95.00	100.00	
--	---	-------	--------	--

COMMENTS: Again we are proud of our efforts and the result we have achieved here for the community. Animal Control Officers attend stock jobs as a high importance. Securing the animals ensures the public is safe.

LTP - The number of reported serious dog attacks on people in public places (where medical attention is required) that occur in our district does not exceed 10 per year	#	10.00	10.00	
--	---	-------	-------	--

COMMENTS: Animal Control has attended 10 reports of a person needing medical treatment after being attacked in a public place. We provided support and assistance to those affected and took legal action where it was possible to do so to prevent repeat offending. The team proactively patrols the community, attend wandering dogs and educate the community on responsible dog ownership to try and mitigate the risk to public safety.

LTP - Complete Engagement and Education Visits throughout the district	#	120.00	76.00	
--	---	--------	-------	--

COMMENTS: Animal Control was on track to achieve their target of 120 visits when the interruption of Covid-19 happened. Moving forward the team are now planning the Dirty Dog Challenge 2020 (400 participants in 2019), as well as attending school education visits and running Dogs in Libraries sessions throughout the district.

2019-21 LTP Building Quality

LTP - The percentage of existing buildings with building WOFs that are monitored and audited for compliance annually - YTD	%	33.00	31.00	
--	---	-------	-------	--

COMMENTS: Existing Buildings are 2.0% below target due to the Covid 19 Lockdown where audits could not be carried out.

The percentage of buildings that provide sleeping care or paid accommodation which are audited for compliance annually - YTD	%	100.00	95.00	
--	---	--------	-------	--

COMMENTS: The KPI was not met due to the Covid 19 Lockdown, during this time audits could not be carried out as they were not considered an essential service.

The percentage of swimming pools that are inspected for compliance annually - YTD	%	33.00	28.28	
---	---	-------	-------	--

COMMENTS: Because of the risk to our ratepayers, the general public and our communities especially young children this is another Not Negotiable KPI however, these inspection were not considered essential so were not carried out during the lockdown. There were 53 inspections carried out in June on Pool Fencing and YTD there has been 560 pool inspections carried out. Target per calendar year is 660. Due to the Covid-19 lockdown no pool inspections could be carried out between 25 March 2020 and 28 April and then giving owners a 2 week notice of us coming this took us into the middle / end of May before pool inspections started. Wherever possible we will add resource to bring our inspections back in line with the KPI.

The percentage of building consent applications which are processed within 20 working days - YTD	%	100.00	99.84	
--	---	--------	-------	--

COMMENTS: YTD - Currently we are processing 99.84% of standard consents within the statutory timeframe with Dwellings achieving 100%. Out of 1889 BC's granted YTD, there has still only been 3 go over the 20 working day timeframe YTD for various reasons back in July 19 and Sept 19. We achieved 100% for June. Whilst 100% is a statutory requirement 95% seemed to be an acceptable level of compliance by both MBIE and IANZ. However we do not accept that and intend to try and meet the 100 % compliance going forward.

2019-21 LTP Strategic and District Planning

Percentage of resource consent applications which are processed within the statutory time frames	%	100.00	99.42	
--	---	--------	-------	--

COMMENTS: In June we issued 76 consents. All bar one was issued within statutory time frames. For the year we issued 869 consents. All bar five were processed within statutory time frames. This equates to 99.42% for the year.

LTP - The percentage of current land use consents that are older than 2 years which have been monitored in the past 2 years	%	80.00	78.00	
---	---	-------	-------	--

COMMENTS: Monitoring activity has now resumed back to pre-COVID levels and the team have managed to retain the momentum gained by the end of May. Given that almost no monitoring was able to be carried out for close to 8 weeks, this end of year result is as expected.

LTP - The number parking patrols that are carried out in communities that have parking controls under the bylaw.	#	150.00	139.00	
--	---	--------	--------	--

COMMENTS: Parking patrols have resumed however frequency is still impacted by low township parking use and low freedom camper numbers in some townships. Teams have undertaken some northern patrols to investigate truck parking non compliance. End of year actual patrol number directly impacted by 8 weeks of almost zero patrol ability at L4/L3 and team members being redeployed to welfare teams.

2019-21 LTP Solid Waste

The percentage of schools in the district that receive solid waste education	%	55.00	66.00	
--	---	-------	-------	--

COMMENTS: Education provided to 32 schools and 202 classrooms for the year.

The percentage of kerbside collection complaints that are resolved within agreed timeframes.	%	97.00	97.13	
--	---	-------	-------	--

COMMENTS: Service requests have settled down to a normal levels post Covid-19 lockdown

LTP - The % of time a contractor was engaged within 5 days from receiving the service request to to remove rubbish to resolution	%	95.00	89.00	
--	---	-------	-------	--

COMMENTS: Performance measure still reflects the effects of the Oct- Dec period where service requests were not recorded properly. Although all requests were actioned by the teams at the time - the need to reallocate to the correct officers (who were then able to complete the service requests within the system) created a reporting variance which is not truly reflective of performance.

2019-21 LTP Environmental Health - LTP

LTP - The percentage of licensed food premises that are verified/inspected annually	%	100.00	100.00	
---	---	--------	--------	--

COMMENTS: All licensed food premises have been inspected as required within this year.

LTP - The percentage of medium risk or higher fee category licensed premises that are inspected annually	%	100.00	100.00	
--	---	--------	--------	--

COMMENTS: This target has been achieved. All medium risk and high risk licensed premises were inspected during this financial year.

LTP - Percentage of excessive noise complaints responded to within agreed timeframes. (Due to geographical characteristics of the district response times will vary in different parts of the district)	%	85.00	83.00	
---	---	-------	-------	--

COMMENTS: The contractor has shown more consistent and improved results at this level during the year under new management so we are confident that the target will be met in the coming year.

LTP - The percentage of hazardous land use information (Hail) reports that will be completed within 10 working days.	%	90.00	99.50	
--	---	-------	-------	--

COMMENTS: All reports were completed within the required timeframe and achievement against the target remains consistently high during the year.

LTP - Percentage of environmental health complaints where the customer has been contacted within 3 working days	%	90.00	86.00	
---	---	-------	-------	--

COMMENTS: This figure is set as a more robust challenge than the normal response time for complaints. This target % has increased through the year with the development of new team members.

2019-21 LTP Economic Development EOY

LTP - The percentage increase in measureable annual tourism expenditure (Same or higher than NZ growth rate)	%	-12.80	-12.00	
--	---	--------	--------	--

COMMENTS: Waikato District has risen to the 5th highest tourist destination for the domestic Tourist. New Zealand visitors dropped by 12.8% and Waikato District dropped by 1'2% this was due to the impact of Covid 19.

LTP - The percentage increase in number of business units in the Waikato District (Same or higher than NZ growth rate in number of business units)	%	0.70	1.20	
--	---	------	------	--

COMMENTS: Business units grew by 2.3% to June 2020 compared to the NZ average of 1.8% of the same period

LTP - The percentage of customers satisfied or very satisfied that the quality of service and expertise meets their needs (Economic Development)	%	90.00	59.00	
--	---	-------	-------	--

COMMENTS: 59% of businesses were 'somewhat' to 'very satisfied' with Council's quality of services and expertise. This result was similar to November 2019 (62%).

Overall, 83% of businesses provided non-negative ratings; only 17% were dissatisfied


LTP - Business perception Survey average rating	#	8.50	8.70	
---	---	------	------	--

COMMENTS: Waikato District council achieved an 8.7 out of 10 rating in the November 2019 Business net promoter.


LTP - The percentage delivery of the Economic Development strategic work programme	%	95.00	100.00	
--	---	-------	--------	--

COMMENTS: Completed and a new programme of works is currently being undertaken as part of the Recovery programme from Covid 19.

2019-21 LTP Emergency Management

Council maintains a minimum number of trained staff to foundation level, to fulfil core Emergency Operations Centre roles	#	100.00	100.00	
---	---	--------	--------	---

COMMENTS: We did not provide a foundation course in the last quarter due to the COVID-19 response. However we have seen an increased interest in staff wishing to complete training. We continue to maintain our target of 100 staff members trained.

Council maintains a minimum number of trained staff to Intermediate level, to fulfil core Emergency Operations Centre roles.	#	30.00	30.00	
--	---	-------	-------	---

COMMENTS: Intermediate training courses were cancelled until July due to the COVID-19 response. We plan to hold a course in July here at Waikato DC which looks that it will be well attended. There is no increase in numbers for this quarter.

Successfully participate in one exercise per annum that is fully moderated by an external party	#	1.00	1.00	
---	---	------	------	---

COMMENTS: We completed an exercise on 3 September 2019 based on an earthquake scenario on the Wairoa North faultline. This was a joint exercise with Hamilton City Council to test our own response arrangements and how we coordinate and communicate with a neighbouring Council.

During this exercise our staff demonstrated an marked increase in their level of confidence and skill working in the EOC and a greater understanding of our systems and processes.


There was evidence that the appointment of team leaders for our EOC team has been successful in the leadership demonstrated.

This exercise provided opportunities for teams to reflect on the leadership, processes and functions in the EOC and how they are currently working. De-briefing was undertaken for all functions and actions identified for improvement.

2019-21 LTP Grants and Donations


LTP - Number of discretionary grant funding rounds undertaken per year	#	4.00	3.00	
--	---	------	------	---

COMMENTS: We postponed round four due to the covid situation. We received two applications for funding. After discussions with both applicants these were deferred to the August 2020 round


LTP - The percentage of community funding/grant recipients meeting grant obligations, as evidenced through accountability reports	%	100.00	95.00	
---	---	--------	-------	---

COMMENTS: Staff continue to ensure funding recipients file a return on time. All funding reports have been completed and held on Strategy and Finance files.

2019-21 LTP Parks - EOY

Percentage of Customers who are satisfied with Parks And Reserves, including sports fields and playgrounds overall	%	90.00	88.00	
--	---	-------	-------	---

COMMENTS: The KPI result is below target for the year. Contractors continue to perform well and the capital renewals program continues to be rolled out. Customer survey identifies the main concerns are; higher levels of service expected; more rubbish bins; and dogs off leads in reserve spaces. Customer survey highlights some areas of concern which staff will take on board.

Percentage of customers who are satisfied with the presentation of WDC cemeteries	%	95.00	91.00	
---	---	-------	-------	---

COMMENTS: Cemeteries have continued to be busy over the last financial year 1st July 2019 – 30th June 2020 with a total of 133 recorded burials. Of these, 43 were ashes interments and 89 casket interments. The upgrade of the Jackson Street access road is currently underway and progressing well. I have attached some photos of progress. This will be a major improvement to the Cemetery. New planting has occurred district wide in cemeteries. Maramarua Cemetery being the largest project this year with total removal of one large garden and new planting undertaken. New berms have been installed in the following cemeteries: Whatawhata New Lawn (ashes and burial berms); Jackson Street (burial berms); Muslim Cemetery (burial berms).

The result of 91% shows that our communities are happy with the presentation and maintenance of cemeteries across the district. WDC staff and contractors will continue to ensure cemeteries are a place where peoples loved ones are laid to rest in a respected and beautiful space.

Percentage of new playgrounds built to New Zealand Standard - Playground Equipment and Surfacing (NZS 5828:2015)	%	100.00	100.00	
--	---	--------	--------	--

COMMENTS: All new or replaced must be built to the NZ standard for play surfacing - NZS 5828:2015.

Percentage of customers who are satisfied with Public toilets in the residents satisfaction survey	%	75.00	78.00	
--	---	-------	-------	--

COMMENTS: Just above the target at 78% is positive. OCS continue to perform in a difficult area. This is reflected in the quality audits undertaken. Customer survey highlights some areas of concern which staff will take on board.

Percentage of new public toilets built to NZS 4241:1999	%	100.00	100.00	
---	---	--------	--------	--

COMMENTS: New toilet located on Stewart Street, Tuakau has been complete and complies with the relevant standards.

2019-21 LTP Property and Facilities - EOY

COMMENTS: N/A

LTP - Percentage of buildings that require a warrant of fitness that comply	%	100.00	100.00	
---	---	--------	--------	--

COMMENTS: N/A

LTP - Percentage of customers who are satisfied with the service provided at the Raglan campground	%	90.00	91.00	
--	---	-------	-------	--

COMMENTS: N/A

LTP - Percentage of customers who are satisfied with the service provided at the Huntly campground	%	90.00	76.50	
--	---	-------	-------	--

COMMENTS: N/A

LTP - Percentage of visitors that find the facilities clean, accessible and welcoming (pools)	%	90.00	90.00	
---	---	-------	-------	--

COMMENTS: It should be noted that all Pools were closed during levels 3 and 4 of the Covid19 lock down

LTP - Percentage of WDC Aquatic Centres that are operated under NZ Pool Safe Accreditation	%	100.00	100.00	
--	---	--------	--------	--

COMMENTS: It should be noted that all Pools were closed during levels 3 and 4 of the Covid19 lock down

2019-21 LTP Customer and Partnership Focus - EOY

Level of Customer effort	#	3.00	2.15	
--------------------------	---	------	------	--

COMMENTS: This year results have shown that it requires less effort to deal with Council than in previous years.

Net Promoter Score (level of likelihood that library users will recommend to friends and family their library as a place to go)	%	90.00	97.90	
---	---	-------	-------	--

COMMENTS: Although not used as a true NPS calculation, this metric has shown our communities are on the balance, very supportive of our library services.
97% of Customers also indicated that our library resources meet their needs, which tends to act as a strong precursor to recommending the library to others.
This KPI was only surveyed once in the year but the sample size of 320 is considerable.

Level of customer satisfaction that the quality of libraries resources meets their needs	%	90.00	97.20	
--	---	-------	-------	--

COMMENTS: Stable delivery of core library services has been recognised by current customers as significantly meeting their needs.
Our in-house survey had a large number of respondents (320) which provides us with a high level of confidence in these findings.

Percentage of time that access to a free internet service is available in libraries	%	100.00	89.58	
---	---	--------	-------	--

COMMENTS: 2 factors hindered 100% achievement of free internet supply.

1) Delays with internet infrastructure supply at the new Meremere library were a result of supplier issues.
This resulted in 5 weeks of the new library being open with no public internet supply.

2) Covid 19 lockdown – Council decided to switch off free Wi-Fi to discourage social gathering outside of our facilities. Although our facilities weren't open to the public, many customer gather outside our libraries outside of hours to access free internet.

Percentage of customers satisfied that council consults with the community regarding the right issues	%	60.00	40.00	
---	---	-------	-------	--

COMMENTS: The result achieved is not a reflection of the efforts by Council to consult publicly on a broader range of topics. There has been significant feedback received regarding the decision to prohibit horses on beaches which may contribute to overall dissatisfaction regarding Council consulting on the right issues.

Percentage of customers satisfied with the ease of access and clarity of information regarding key community issues	%	60.00	48.00	
---	---	-------	-------	--

COMMENTS: The result achieved is not a reflection of the efforts by Council to make information easy to access. A new engagement platform will be launched in the new financial year which may have a positive impact on this measure.

2019-21 LTP Roading - EOY

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.	#	-1.00	-1.00	
--	---	-------	-------	--

COMMENTS: Year End result: 44 injury crashes have been recorded in the NZTA database (Note: This measure is based on crashes, not the number of casualties)
Our region has one of the highest crash records in NZ and recently there has been a significant investment in road safety including completion of 3 years of speed limit changes, the last round of which is being rolled out across the district in the next 8 weeks. Roadside barrier protection, signage and delineation improvements on our high risk roads have recently been completed. It is envisaged that the investment in road safety will start to show in our crash statistics and a downward trend.
There is a concerning number of alcohol related crashes in our district and campaigns at alcohol outlets to discourage drink driving.

The average quality of ride on a sealed local road network, measured by smooth travel exposure.	%	91.00	97.00	
---	---	-------	-------	--

COMMENTS: The Actual result of 97% exceeds the Target of 91%

The percentage of footpaths that fall within the level of service or service standard that is set out in the LTP	%	90.00	96.40	
--	---	-------	-------	--

COMMENTS: The Actual result of 96.40% exceeds the Target of 90%

The percentage of the sealed local road network that is resurfaced	%	6.00	5.30	
--	---	------	------	--

COMMENTS: The Year End result of 5.3% is due to delays in work during the Covid shut down period. This work has been re-scheduled for the next financial year.

The percentage of customer service requests relating to roads to which we respond within the timeframes specified.	%	80.00	96.60	
--	---	-------	-------	--

COMMENTS: Year End result of 96.60% (1884 service requests) of customer service requests were responded to within the timeframe specified in the LTP

The percentage of customer service requests relating to footpaths responded to within the timeframe specified in LTP	%	80.00	96.45	
--	---	-------	-------	--

COMMENTS: Year End result of 96.45% (141 service requests) of customer service requests were responded to within the timeframe specified in the LTP

2019-21 LTP Stormwater

The number of flooding events that occurred throughout the district	#	5.00	0.00	
---	---	------	------	--

COMMENTS: There has been no flooding events affecting habitable floors within the district this year.

The number of habitable floors affected in a stormwater flooding event expressed per 1000 properties connected to the councils stormwater system per event	#	0.30	0.00	
--	---	------	------	--

COMMENTS: There has been no flooding events affecting habitable floors within the district this year.

The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	m	120.00	0.00	
---	---	--------	------	--

COMMENTS: There were no flooding events recorded for this year.

The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the stormwater system	#	5.00	1.69	
---	---	------	------	--

COMMENTS: A total of 22 complaints and over 13,000 stormwater connections for the year.

Council's level of compliance with resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders and convictions received in relation those resource consents.	#	0.00	1.00	
--	---	------	------	--

COMMENTS: Abatement Notice received for Raglan urban area and work to resolve non-compliances is starting early in 2020-21

2019-21 LTP Wastewater

The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	#	3.00	1.92	
--	---	------	------	--

COMMENTS: There were 22 dry weather overflows for the year and over 11,000 wastewater connections.

The median attendance time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time that Council receives notification to the time that service personnel reach the site.	m	60.00	34.00	
---	---	-------	-------	--

COMMENTS: 34 calls received for the year with a median response time of 34 minutes.

The median resolution time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time Council receives notification to the time personnel confirm resolution of the blockage or other fault.	m	240.00	123.00	
--	---	--------	--------	--

COMMENTS: 34 calls received with a median completion time of 123 minutes.

The total number of complaints received by Council about odour, system faults, blockages, response to issues with its sewerage system.(expressed per 1000 connections to the sewerage system):	#	10.00	9.45	
--	---	-------	------	--

COMMENTS: There were 108 complaints and over 11,000 wastewater connections.

Council's level of Compliance with resource consents for discharge from its wastewater system, measured by the number of abatement notices, infringement notices and enforcement orders	#	2.00	0.00	
---	---	------	------	--

COMMENTS: No Abatement Notices were issued during 2019-20. As at 30 June 2020, there are two active Abatement Notices (Meremere and Te Kauwhata).

Meremere Wastewater Treatment Plant is being upgraded to a Membrane Bioreactor plant; this work is expected to be completed by July 2021 and will improve operating compliance.

A mid Waikato Servicing Strategy has been completed and solutions for Te Kauwhata identified; consultation with stakeholders is planned for early in 2020-21 and this process will finalise the solution.

Council's level of Compliance with resource consents, measured by the number of Convictions for discharge from its wastewater system,	#	0.00	0.00	
---	---	------	------	--

COMMENTS: Target met

2019-21 LTP Water Supply - EOY

The extent to which Councils drinking water supply (zones) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	18.00	18.00	
--	---	-------	-------	--

COMMENTS: Target met

The extent to which Councils drinking water supply (plants) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	4.00	4.00	
---	---	------	------	--

COMMENTS: Target met

The extent to which Councils drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)	#	4.00	4.00	
---	---	------	------	--

COMMENTS: Target met

The median on site attendance time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	60.00	40.00	
<i>COMMENTS:</i> 161 urgent call outs received for the year with a median attendance time of 40 minutes.				
The median resolution time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	240.00	103.00	
<i>COMMENTS:</i> 161 urgent call outs received for the year with a median completion time of 103 minutes.				
The median on site attendance time for a non-urgent call out, where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
<i>COMMENTS:</i> 476 non-urgent call outs for the year with a median response time of 1 day.				
The median resolution time for a non-urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
<i>COMMENTS:</i> 476 non-urgent call outs for the year with a median completion time of 1 day.				
The total number of complaints received by Council about drinking water clarity, taste, odour, water pressure or flow, continuity of supply and response to any of these issues (expressed per 1000 connections to the water system)	#	25.00	19.35	
<i>COMMENTS:</i> 309 complaints received for the year with almost 16,000 water connections.				
The average consumption of drinking water per day per resident within the Waikato district	L	260.00	210.00	
<i>COMMENTS:</i> Actual result better than target from a resource perspective				
The percentage of real water loss from Council's networked reticulation system	%	29.00	32.90	
<i>COMMENTS:</i> The result is based on an estimate from available data and assumptions including metering inaccuracies; we will be working towards reducing water loss over the coming years				

Overall Performance	%	0.00	0.00	
----------------------------	----------	-------------	-------------	--