










Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved








 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<p><i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i></p>					
*Road condition		90% or more	- %	95%	This is an annual measurement which is undertaken at the end of the financial year.
The average quality of ride on a sealed local road network measured by smooth travel exposure					
*Road maintenance		6% or more	-%	5.3%	Annual reseal programme commenced at the start of summer. The programme will commence in January and is estimated to take up to twelve weeks.
The percentage of the sealed road network that is resurfaced					
		12,000m ³ or more	24%	95.6% (11,466m ³)	2877m ³ of metal placed during this 6 month period. Re-metaling is typically done on a needs basis and has not had a high demand for the 6 month reporting period.
The percentage of the unsealed road network which is re-metalled during the year					
*Footpaths		90% of footpaths make up category 1 or 2 ¹	-%	CBD 95.3% 93% non-CBD (the measurement was for grade 1, 2 and 3)	Rating survey is scheduled to be undertaken in March 2022.
The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document e.g. Annual Plan, Asset Management Plan.					
*Road safety		No fatal crashes on the Council roading network	0	0	No fatal crashes occurred on the roading network from 1 July 2021 to 31 December 2021.
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					
		10 or less serious injury crashes on the Council roading network	3	4	There were 3 serious crashes on the roading network from 1 July 2021 to 31 December 2021.
					

Roading












OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

		 Achieved	 Not-achieved	 Not measured		
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE	
<i>Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service</i>						
The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the Long Term Plan. Results will be presented as the median.	After hours callouts	 95% responded to in 12 hours	95%	58%	The measure was achieved within the six month reporting period showing huge improvement on the previous financial year.	
	Working hours callouts	 95% responded to in 6 hours	89%	45%	The measure was not achieved, however the % responded to on time has nearly double against last financial year.	
	Resolution	 85% of callouts resolved within one month	91%	46%	The measure was achieved within the six month reporting period showing huge improvement on the previous financial year.	
	Requests concerning potholes	 Specified reference to callouts relating to potholes	87%	25%		

*Mandatory

Community Leadership











OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

		 Achieved	 Not achieved	 Not measured	
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community</i>					
On-time completion of, or substantially undertaken annual plan actions		90% or more Annual Plan Actions completed		65%	This is an annual measure calculated at the end of the financial year.
Completion of capital programme		85% or more of the planned capital programme	32.5% (of the first half of the financial years budget)	47.4%	Increased spend is expected in the second half of the financial year, as the bulk of construction is occurring in the summer and autumn months. Two large activities have been delayed, being the purchase of land for the Marton to Bulls Wastewater discharge (\$10m) and the Marton Rail hub (\$8m) due to circumstances beyond officers' control.
Māori responsiveness framework: Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships  Culture and identity  Prosperity and well-being  Resources and infrastructure 	80% or more overall satisfaction		100%	*This survey is undertaken towards the end of the financial year to capture the year as a whole therefore is not undertaken until the last quarter. A survey is scheduled to be distributed to TRAK in May 2022.
				80%	*
				70%	*
				53%	*
<i>Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community</i>					
Customer views of their experience (both the customer service and service provided) with Council. Provided via the HappyOrNot system.		500 or more responses	1,147	Not measured	We have seen great uptake with the number of responses we are receiving and predict we will triple our base line target of 500 responses.
		Customer satisfaction index (year one baseline)	91/100	Not measured	We are pleased with the results at the 6-month mark, and we project that a positive trend will continue.

* Mandatory

Water Supply


OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS


		 Achieved	 Not achieved	 Not measured		
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE	
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>						
*Safety of drinking water	• part 4 of the drinking water standards (bacteria compliance criteria)		No Incidents of non-compliance with bacteria compliance criteria (6/6)	Compliant (6/6)	Compliant (6/6)	All plants and supply networks compliant
The extent to which the Council's drinking water supply complies with:	• part 5 of the drinking water standards (protozoa compliance criteria)		No Incidents of non-compliance with protozoa compliance criteria (6/6)	Non-compliant (1/6)	Non-compliant (2/6)	Compliance with this measure is challenging as a single short-term incident will render a treatment plant non-compliant for the year.
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>						
*Maintenance of the reticulation network	The percentage of real water loss from Council's networked urban reticulation system	Less than 40%	-%	42%	This is an annual measure calculated at the end of each financial year	
*Demand Management	The average consumption of drinking water per day per resident within the District	600 litres per resident per day	- litres per resident per day	524 litres	This is an annual measure calculated at the end of each financial year	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>						
*Where the Council attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured.	Attendance for urgent call outs		0.5 hours	0.2 hours	0.25 hours	Information supplied from Council's Request for Service system
	Resolution of urgent call outs		24 hours	1.6 hours	2.08 hours	Information supplied from Council's Request for Service system
	Attendance for non-urgent call outs		24 hours	1.9 hours	2.05 hours	Information supplied from Council's Request for Service system
	Resolution of non-urgent call outs		96 hours	4 hours	2.77 hours	Information supplied from Council's Request for Service system
*Customer satisfaction	The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹		≤20 complaints per 1000 connections	33.9/1000	17.8/1000	Information supplied from Council's Request for Service system. Connection number assume 4569 Water Supply rated properties for 2021-22 Financial year provided Finance Requests = 137


¹ a. drinking water clarity
b. drinking water taste
c. drinking water odour
d. drinking water pressure or flow

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	48 hours	1.1 hours (urgent) 6 hours (normal)	0.25 hours	
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	21.6 hours (urgent) 6 hours (normal)	2.08 hours	




*Mandatory

e. continuity of supply, and

f. The Council's response to any of these issues






Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS





 Achieved	 Not achieved	 Not measured
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PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
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Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas

*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of		No abatement notices	Achieved	Not achieved	No abatement notices received during the six-month period
a) abatement notices		No infringement notices	Achieved	Not achieved	No infringement notices received during the six-month period
b) infringement notices		No enforcement orders	Achieved	Achieved	No enforcement orders received during the six-month period
c) enforcement orders, and d) convictions		No convictions	Achieved	Not achieved	No convictions during the six-month period
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system		Fewer overflows than 3 per 1000 connections		1.41	


Councils intended level of service is to: Be responsive to reported faults and complaints


* Fault response time Where the Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured:		Attendance urgent 0.5 hours	1.3 hours	0.38 hours	Attendance on site is a challenge due to the size of the district and the number of available staff. RDC is currently considering alternative arrangements for areas to the north of the district to reduce the attendance times.
a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and		Attendance non-urgent 24 hours	0.2 hours	1.36 hours	
b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption		Resolution urgent 24 hours	1.9 hours	3.65 hours	
		Resolution non-urgent 96 hours	0.9 hours	3.2 hours	


Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
*Customer satisfaction					
The total number of complaints received by the Council about any of the following:		Fewer overflows than 6 per 1000 connections	4.8	1.41	The result is up on last financial year but is still well within the achieved measure.
a. sewage odour					
b. sewerage system faults					
c. sewerage system blockages, and					
d. the Council's response to issues with its sewerage system					
Expressed per 1000 connections to the Councils sewerage system.					

* *Mandatory*

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of:	●	No abatement notices	Not measured	Not measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However as Council has no stormwater consents the measurement in essence can not be measured.
a. abatement notices	●	No infringement notices	Not measured	Not measured	
b. infringement notices	●	No enforcement orders	Not measured	Not measured	
c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents ¹ .	●	No convictions	Not measured	Not measured	
*System adequacy The number of flooding events ² that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events therefore no habitable floors have been affected.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	●	Fewer requests than 5 per 1000 connected properties	7.9	4.36/1000	The information services team are working with the infrastructure team on analysing the data for complaints received to find areas for improvement. All complaints are logged as an individual complaint even if a number of them are about the same issue.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	●	2 hours or less	0 (there were no flooding events for the reporting period)	0 (there were no flooding events)	No flooding events occurred for 1 July 2021 to 31 December 2021 reporting period.

*Mandatory

¹ Council do not currently have any stormwater consents.

² The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation		Poolsafe accreditation received May 2021.	Accreditation to be applied for in May 2022
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units achieve at least 95% Compliance	All units achieve at least 95% compliance in regards to rental warrant of fitness programme	68 of the 72 community housing units achieved 95% or more compliance.	All units achieved at least 95% compliance in regards to the rental warrant of fitness programme.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	●	100% compliance		100% compliance	Not applicable - No new toilets were constructed 1 July – 31 December 2021.
Playground compliance with NZ Standards	●	80% compliance		Not measured	Independent audit will be undertaken during the 2022/23 financial year
<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilitates	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	74 % of 153 responses at Te Matapihi 82% of 193 responses at Taihape 84% Of 691 responses at Marton Library	Not measured	The overall result for the Happy or Not measure is positive. We have had some instances of bad behaviour in our facilities which has resulted in negative feedback, and also some younger customers pushing buttons randomly which have brought the result down slightly.

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
The number of library outreach activities and events delivered	●	5 per year for each library	On track	Not measured	Although we have been unable to hold any large events in our spaces because of COVID restrictions we have had outreach activities. Some of these include: Code Clubs, Online Banking, Digital Drop-in sessions, Learn to 3-D print, Craft sessions (which have been adapted to "Take home activities packs). In July we were kicking off the year with each Library running activity sessions, starting Lego Clubs, and class reading visits. In August we experienced a new lockdown period and gathering restrictions again so have had to adapt our programmes. We had a week long online series of posts for Maori Language Week. We have started "Click & Collect".
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields	●	10 or less per year		Not measured	This will be measured at the end of the financial year.

*Mandatory

Rubbish and recycling














OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste. special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Rātana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.</i>					
Waste to landfill (tonnage)	●	Less than 5,500 tonnes to landfill	3,235 tonnes to landfill 1 July 2021 to 31 December 2021.	5,430 tonnes	The trend is that this target will not be met by year-end. This is due to higher economic activity and population growth which has been noted previously.
Recycling available at Waste Transfer Stations throughout the District.	●	Bulls, Marton, Taihape, Hunterville, Rātana provide for recycling of; glass, metal, paper, plastics (1-5), cans/ tins.	Outcome met	Not measured	A recycling drop-off service continues to be available at the Transfer Stations.

* Mandatory

Environmental and Regulatory








OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

		 Achieved	 Not achieved	 Not measured			
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE		
<i>Councils intended level of service is to: Provide a legally compliant service</i>							
Timeliness of processing building consents and resource consents	Building consents		100% processed on time	89.38%	81.4%	Workload pressures due to increased building activity led to consents going overdue earlier in the year with staff shortages	
	Resource consents		100% processed on time	Subdivision 94% (18/19) Land Use 100% (25/25)	Subdivision 56.8% Land use 75.6%	The consents that went over were usually by only a few days	
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1's = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2's = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter			Priority 1s - 90% responded to in 0.5 hours	100%	96%	responded to in time	
			Priority 2s - 90% responded to in 24 hours	99.4%	91%	responded to in time	
			Priority 1s - 90% completed in 20 working days	86.3%	78%	completed on time	Staff re-training with time allowances when closing RFS's required. Percentage higher but MagiQ unable to be adjusted after the first action placed without adding time allowance.
			Priority 2s - 90% completed in 20 working days	90.66%			
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.			Noise control – 90% responded to in 1.5 hours	95.07%	Not measured		
			Food premises – 90% responded to in 24 hours	100%	Not measured		
			Noise control – 90% completed in 2 hours	93.66%	Not measured		
			Food premises – 90% completed in 72 hours	100%			

* Mandatory

Community wellbeing

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

		 Achieved	 Not achieved	 Not measured	
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities</i>					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises		Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	Achieved	Achieved	Debriefs undertaken with internal Incident Management Team and external agencies following response to August 2021 Covid-19 lockdown. Improvement actions identified and implemented.
		At least one exercise undertaken each year	Not measured	Achieved (three scenario based exercises)	Three exercises are planned to be completed by the end of 2021/22.
<i>Councils intended level of service is to: Identify and promote opportunities for economic development in the District.</i>					
Implementing actions each year from the Economic Development Strategy and Housing Strategy Action Plans.		Greater than 80% of the actions completed for each relevant year.	Not achieved	Not achieved	9 out of 21 Economic Development and Housing Strategy Actions remain suspended due to COVID-19 lockdowns and protocols, including social distancing and the limit on size of gatherings. Activities that have not been accomplished are planned to be completed by the end of 2021/22 should COVID-19 precautions be reduced.
District GDP growth compared to national GDP growth.		GDP growth for the Rangitikei District is within +/-1% of national GDP growth, or better.	Not measured	Not measured	Council rely on Infometrics data to provide this information. The information has not been released for the reporting period.

*Mandatory