

Finance/Performance

Tabled Documents

30 August 2018

Item 7

Chairs report

Item 10

Progress with 2017/18 Annual Report

Chairs report, August 2018

Finance & Performance Committee

Welcome to the Finance Committee meeting for August 2018.

The only thing of major significance on our agenda today is the draft full year financials and statement of service performance. Whilst it would have been ideal to have these attached to the order papers for full scrutiny, we must be mindful of the pressures the Finance team are currently under.

Nigel Belsham

Finance & Performance Committee Chair

TABLED DOCUMENT

**Tabled at: Finance/
Performance**

on: 30 August 2018

Item No: 7

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2018

		2017	2018	2018
	Notes	2017 Actual (\$000)	2018 Budget (\$000)	2018 Actual (\$000)
Revenue				
Rates	3	19,485	20,796	19,859
Subsidies and grants	5B	11,359	10,558	9,140
Other revenue	5A	3,372	2,628	3,814
Finance revenue	4	253	240	217
Vested and discovered assets		0	0	0
Gains	6	26	86	65
Total operating revenue		34,495	34,308	33,095
Expenditure				
Depreciation and amortisation expense	14,15	10,709	10,488	10,687
Personnel costs	7	3,468	3,411	3,857
Finance costs	4	0	280	1
Losses	6	3	0	121
Other expenses	8	16,123	16,978	17,673
Total operating expenditure		30,303	31,157	32,339
Operating surplus (deficit) before gains and losses on PPE and Investments				
		4,192	3,151	756
Reversal of previous losses on Rooding through operating surplus (deficit)		3,629		0
Operating surplus (deficit) before tax		7,821	3,151	756
Income tax expense	9	0	0	0
Operating surplus (deficit) after tax		7,821	3,151	756
Other comprehensive revenue and expense				
<i>Items that could be reclassified to surplus(deficit)</i>				
Financial assets at fair value through other comprehensive revenue and expense	6	5	0	40
<i>Items that will not be reclassified to surplus(deficit)</i>				
Gain on revaluation of property, plant and equipment	6	13,644	0	0
Total other comprehensive revenue and expense		13,649	0	40
Total comprehensive revenue and expense		21,470	3,151	796

Explanations of major variances against budget are provided in Note 31.

This statement complies with the Local Government (Financial Reporting and Prudence) Regulations 2014. The accompanying notes form part of these financial statements

TABLED DOCUMENT

Tabled at: Finance/
Performance

on: 30 August 2018

Item No: 10

Statement of Financial Position

As at 30 June 2018

		2017	2018	2018
	Notes	2017 Actual (\$'000)	2018 Budget (\$'000)	2018 Actual (\$'000)
Assets				
Current Assets				
Cash and cash equivalents	10	6,957	3,642	7,877
Debtors and Other Receivables	11	3,447	3,720	3,315
Prepayments		65	115	97
Other financial assets	12	1,540	0	0
Total current assets		12,009	7,477	11,288
Non-current assets				
Plant, property and equipment	14	484,698	503,906	486,618
Intangible assets	15	105	38	111
Forestry assets	16	244	304	53
Other financial assets				
Corporate bonds	12	1,006	2,553	30
Investment in CCOs and other similar entities	12	70	67	70
Total non-current assets		486,123	506,868	486,881
Total assets		498,133	514,345	498,169
Liabilities				
Current Liabilities				
Creditors and other payables	17	4,460	5,786	4,271
Employee entitlements	19	429	363	342
Income in advance		535	532	112
Borrowings	18	16	1,638	16
Total current liabilities		5,440	8,319	4,741
Non-current liabilities				
Employee entitlements	19	17	13	6
Provisions	20	297	270	276
Borrowings	18	144	12,484	128
Total non-current liabilities		458	12,767	410
Total liabilities		5,898	21,086	5,150
Net Assets		492,235	493,259	493,019
Equity				
Accumulated funds	21	442,164	442,859	443,457
Special and restricted reserves	21	4,850	4,669	4,322
Other reserves	21	45,221	45,731	45,240
Total equity		492,235	493,259	493,019

Explanations of major variances against budget are provided in Note 31.

The accompanying notes form part of these financial statements

TABLED DOCUMENT

**Tabled at: Finance/
Performance**

on: 30 August 2018

Item No: 10

TABLED DOCUMENT

Tabled at Finance / Performance
on 30 August 2018 Item 10

Statement of Service Performance for the year ending 30 June 2018

Extracts

Roading

Water supply

Sewerage and the treatment and disposal of sewage

Stormwater drainage

Community and leisure assets

Rubbish and recycling

Preliminary draft

Roading and footpaths

Level of Service		
Provide a sustainable network which 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.		
Measure	Target for 2017/18	Actual July 2017 - June 2018
<p><i>*Road condition</i></p> <p>The average quality of ride on a sealed local road network, measured by smooth travel exposure</p>	<p>96.5%</p> <p><i>When the measurement was last undertaken, in May-June 2017, the result was 97%.</i></p>	<p>To be advised</p> <p>Survey to commence in April, with results expected May/June</p>
<p><i>*Road maintenance</i></p> <p>The percentage of the sealed road network that is resurfaced</p>	<p>8% (i.e. 55km of resealing and 8.8 km of road rehabilitation). The network has 796 km of sealed road.</p> <p>In 2016/17, 57.16 km of road resealing; this is 7.2% of the sealed network.</p>	<p>Achieved (pro rata)</p> <p>61.5 km of resealing had been done by 31 March 2018. This completes the programme.</p>
<p>The percentage if the unsealed road network which is remetalled during the year</p>	<p>At least 75% of [the unsealed] network remetalled each year – 12,000m³.</p> <p>In 2016/17, 8,832m³ was placed on the network.</p>	<p>To be advised</p> <p>8,832m³ of road metal had been placed by February 2018.</p>
<p><i>*Footpaths</i></p> <p>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 (such as its annual plan, activity management plan, asset management plan, annual works programme or long term plan)</p>	<p>At least 80% of footpath lengths in CBD areas in Bulls, Marton, Hunterville and Taihape are at grade 3 or higher</p> <p>At least 70% of sampled footpaths lengths outside CBD areas are at grade 3 or higher</p> <p>At least 90% of sampled footpaths assessed at grade 5 are included in upgrade programme during the following two years.</p> <p>Note:</p> <p>A five point grading system to rate footpath condition based on visual inspections</p> <p>1 Excellent 2 Good 3 Fair 4 Poor</p>	<p>To be advised</p> <p>No sampling survey yet undertaken.</p> <p>The contractor previously used is no longer available for this work. It is currently being undertaken by Roding staff.</p>

	<p>5 Very Poor</p> <p>Footpaths will be assessed in approximately 100-metre lengths. The sample of non-CBD footpaths will include ten lengths in each of Bulls, Marton and Taihape, and four lengths in Mangaweka, Hunterville and Ratana.</p> <p>The assessments will normally be conducted in November and May.</p>	
<p><i>*Road safety</i></p> <p>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</p>	<p>No change or a reduction from the previous year.</p> <p><i>During the twelve months ending 31 March 2017, there were no fatal crashes and ten serious injury crashes.¹</i></p>	<p>Not achieved (pro rata)</p> <ul style="list-style-type: none"> one fatal crash in the reporting period – on the Turakina Valley Road approx. 2.7 km away from the Papanui Junction. three serious injury accidents in the reporting period.

Level of Service		
Be responsive to community expectations over the roading network and requests for service		
Measure	Target for 2017/18	Actual July 2017 – June 2018
<p>Adequacy of provision and maintenance of footpaths, street-lighting and local roads (annual survey).</p> <p>Report card” qualitative statements.</p> <p>Groups targeted for consultation:</p> <ul style="list-style-type: none"> Residents where programmed renewal has taken place, Community Boards/ Committees, Community group database, Business sector database. 	<p>A greater proportion (than in the benchmark) or more than 10% of the sample believe that Council’s service is getting better</p> <p><i>In 2014/15 (the benchmark), 13% believed it was better than last year, 65% about the same, 21% worse than last year (2% didn’t know).</i></p>	<p>Not achieved</p> <p>In 2017/18, 16% believed it was better than last year (22% in 2016/17), 59% about the same (64% in 2016/17), 20% worse than last year (10% in 2016/17) and 4% did not know (3% last year)</p> <p>The highest satisfaction was in Koitiata/Ratana/Turakina (29%); the greatest dissatisfaction was in Taihape urban (32%) and Taihape rural (30%) Most commented on by respondents was the incidence of patching sealed roads, overhanging trees and the drawn-out work on Broadway (Marton). Fixing potholes was seen as important by 98% of respondents, followed by maintaining the condition of footpaths and providing good street lighting.</p>
<p><i>*Responses to service requests</i></p> <p>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time</p>	<ul style="list-style-type: none"> 95% callouts during working hours responded to within 6 hours and 95% callouts during after-hours within 12 hours. 	<p>Not achieved</p> <ul style="list-style-type: none"> There were 538 footpath and road requests during working hours of which 73% were responded to within time There were 84 footpath and road requests outside working hours,

¹ ‘Serious injury’ is not defined in the Rules or associated guidance from the Department of Internal Affairs. At a minimum it is likely to cover all injuries requiring admission to hospital for treatment.

<p>frame specified in the long term plan</p> <p><i>Note: Council measures resolution as well as initial attendance in response to such requests.</i></p>	<ul style="list-style-type: none"> 85% of all callouts resolved (i.e. completed) within one month of the request.² <p>Specific reference to callouts relating to potholes</p>	<p>of which 87% were responded to within time.</p> <p>70% of footpath and road requests were resolved within one month.</p> <p><i>Note:</i> These requests included 30 concerned with potholes: 55% of these were responded to in time and 63% were resolved within one month.</p> <p>This is a lower performance than reported for 2016/17.</p>
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² There is a wide range of requests meaning resolution times will range from hours to several weeks or months, depending on urgency and work programming.

Water supply

Level of Service		
Provide a safe and compliant supply of drinking water		
Measure	Target for 2017/18	Actual July 2017 – June 2018
<p><i>*Safety of drinking water</i></p> <p>The extent to which the Council's drinking water supply complies with</p> <p>(a) part 4 of the drinking water standards (bacteria compliance criteria)³</p> <p>(b) part 5 of the drinking water standards (protozoa compliance criteria)⁴</p>	<p>No incidents of non-compliance</p> <p><i>There were no incidents of E.coli in 2016/17. However, none of the treatment plants was assessed as compliant. This is because the samples taken were insufficient and/or exceeded the prescribed days between samples.</i></p> <p>No incidents of non-compliance</p> <p><i>In 2016/17, the monitoring information through Water Outlook was insufficient to demonstrate protozoa compliance at any of the treatment plants. This was due purely to issues establishing the correct UV</i></p>	<p>Partly achieved</p> <p>No E.coli has been detected in any of the supplies.</p> <p>Sampling frequency has been increased from 1 July 2017 at Marton, Bulls and Taihape to meet DWSNZ criteria. It has been carried out at the required frequency. However, the snowstorm in Taihape meant a scheduled sampling did not take place. The Drinking Water Assessor's decision on this has yet to be provided.</p> <p>There were issues with the reporting from the filters at the Hunterville Urban Water Treatment Plant. This was found to be a computational error – i.e. the filters should only be recorded when the plant is operating. This was also the case at Mangaweka.</p> <p>Partly achieved</p> <p>There is currently no ability to treat protozoa adequately at the Ratana plant. This should be rectified when secure bore status is conferred on the new Ratana bore, due to be commissioned later this year. All other supplies have demonstrated compliance to at least 95%. The Drinking Water Assessor has been</p>

³ Currently measured by weekly sampling and testing through Environmental Laboratory Services in Gracefield.

⁴ Measured through Water Outlook.

	<i>treatment monitoring regime. This regime was reviewed to ensure ongoing monitoring during 2017/18.</i>	asked for some leniency over turbidity when plants shut down.
Compliance with resource consents	<p>No incidents of non-compliance with resource consents</p> <p><i>In 2016/17 there was one non-compliance: backwash and aluminium sludge discharge to settling ponds exceeded consent limits at the Marton Water Treatment Plant.</i></p>	<p>Not achieved</p> <p>Water abstraction consents complied with at all locations (except at Ratana where the existing bore has no abstraction rate monitoring facility. New limits and river flow have been added at Mangaweka to ensure continuing compliance there.</p> <p>Marton remains non-compliant for its disposal outflow. A consent renewal application was lodged on 12 August 2016 for discharge from the Marton water treatment plant. The renewal application has sought an optimisation of the activity authorised by the existing consent, rather than a change in activity, as this has been identified as being appropriate to address environmental effects. Options to treat the residuals at the treatment plant rather than in upgraded ponds at the Dam are being investigated.</p>

Level of Service		
Provide reliable and efficient urban water supplies		
Measure	Target for 2017/18	Actual July 2017 - June 2018
Number of unplanned water supply disruptions affecting multiple properties	<p>Fewer unplanned water supply disruptions affecting multiple properties than in previous year.</p> <p><i>In 2016/17, there were 5 unplanned water supply interruptions.</i></p>	<p>Achieved</p> <p>There were no unplanned water interruptions during the reporting period.</p>

<p><i>*Maintenance of the reticulation network</i></p> <p>The percentage of real water loss from the Council's networked reticulation system⁵</p>	<p>Less than 40%.</p>	<p>In progress</p> <p>Using Minimum Night Flow calculations, estimated water loss across all urban schemes 47%. Note that this includes some legitimate use.</p> <p>Benchloss calculations will be performed for the full year report.</p>
<p><i>*Demand management</i></p> <p>The average consumption of drinking water per day per resident within the District</p> <p>Note: This includes all water released from the urban treatment plants, <u>irrespective of whether it is used for residential, agricultural, commercial or industrial purposes.</u></p>	<p>600 litres per person per day</p> <p><i>In 2016/17, the average daily consumption of drinking water per day per resident was 542L.</i></p>	<p>Achieved</p> <p>Using the method specified by the Department of Internal Affairs, consumption across urban schemes averaged 567 litres/person/day. Note that this includes industrial and commercial use.</p> <p>An analysis will be undertaken for the full year to separate out these larger uses of water (as was done last year.</p>

Level of Service		
Be responsive to reported faults and complaints		
Measure	Target for 2017/18	Actual July 2017 - June 2018
<p><i>*Fault response time</i></p> <p>Where the Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following <i>median times</i> are measured</p> <p>(a) attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(b) resolution time: from the time that the</p>	<p>Less than previous year</p> <p>(a) 10 minutes (b) 1 hour 17 minutes (c) 19 minutes (d) 1 hour 7 minutes</p> <p>(when recalculated as median times)</p>	<p>Achieved</p> <p>The median times for the reporting period are:</p> <p>(a) 6 minutes (b) 9 minutes (c) 19 minutes (d) 21 Minutes</p> <p>(a) 95% urgent callouts attended to within 30 minutes (b) 67% of urgent callouts resolved within 24 hours (c) 95% of non-urgent callouts attended to within 24 hours</p>

⁵ A description of the methodology used to calculate this must be included as part of the annual report document.

<p>Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p> <p>(c) attendance for non-urgent call-outs: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(d) resolution of non-urgent call-outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p>	<p>The target attendance times are within 30 minutes for urgent callouts, within 24 hours for non-urgent callouts.</p> <p>The target resolution times are within 24 hours for urgent callouts and within 96 hours for non-urgent callouts.</p> <p><i>Urgent callouts are where supply is interrupted.</i></p>	<p>(d) 91% of non-urgent callouts resolved within 96 hours.</p>
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<p><i>*Customer satisfaction</i></p> <p>The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council about</p> <p>(a) drinking water clarity (b) drinking water taste (c) drinking water pressure or flow (d) continuity of supply, and (e) The Council's response to any of these issues</p> <p>There are 4,268 connections</p>	<p>Total number of complaints is less than 45/1000</p> <p><i>In 2016/17 total complaints were 13 per 1,000 connections.</i></p> <p><i>In addition, there were 102 complaints about water leaks throughout the network, 48 about water leaks at the meter or toby, 85 requests to replace a toby or meter, and 17 requests to locate a meter, toby or other utility.</i></p>	<p><i>Achieved</i></p> <p>37.9 per 1,000 connections</p> <p>(a) 29.7/1000 (b) 0.94/1000 (c) 3.28/1000 (d) 3.98/1000 (e) nil⁶</p> <p>The complaints about drinking water clarity were all from Marton addresses.</p>
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⁶ This is intended to refer to complaints about Council's response or resolution of any of the four issues specified. They are not distinguishable within the Council's request for service system but are included in (a) to (d).

Level of Service		
Maintain compliant, reliable and efficient rural water supplies		
Measure	Target for 2017/18	Actual July 2017 - June 2018
Compliance with resource consents	<p>No incidents of non-compliance with resource consents</p> <p><i>In 2016/17, there were no incidents of non-compliance</i></p>	<p>Achieved</p> <p>Operations at Erewhon, Omatane and Hunterville all complied with conditions of consent</p>
<p><i>Maintenance of the reticulation network</i></p> <p>The percentage of real water loss from the Council's networked reticulation system⁷</p>	<p>Less than 40%</p> <p>No formal assessment has yet been undertaken of water loss in the rural (non-potable) schemes: the benchmark adopted is that used for urban (potable) water supplies.</p>	<p>Not commenced</p> <p>Cannot be completed as there is no industry methodology to assess the rural unmetered water supply</p>
<p><i>Fault response time</i></p> <p>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</p> <p>(a) attendance for urgent call-outs: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(b) resolution of urgent call-outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault</p>	<p>Less than previous year</p> <p>Last year the median response time for urgent callouts was 22 hours, 23 minutes,</p> <p>(when recalculated as median times)</p> <p>Specified standard:</p> <p>(a) 24 hours</p> <p>(b) 96 hours</p>	<p>Achieved</p> <p>Information from Hunterville scheme only as this is the only scheme where servicing is directly managed by Council.</p> <p>There were 14 urgent requests, 100% were responded to in time, and 93% were completed in time.</p> <p>In addition, for non-urgent matters</p> <p>39 requests for maintenance, 38 were responded to in time and 34 completed in time.</p> <p>a) 22 minutes</p> <p>b) 1 hour 8 minutes</p>

⁷ A description of the methodology used to calculate this must be included as part of the annual report document.

of interruption		
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Level of Service		
Ensure fire-fighting capacity in urban areas		
Measure	Target for 2017/18	Actual July 2017 – June 2018
Random flow checks at the different supplies	99% of checked fire hydrant installations are in compliance	<p><i>In progress</i></p> <p>Programme of hydrant checks is ongoing. No issues recorded in the request for service system.</p>

Preliminary draft

Sewerage and the treatment and disposal of sewage

Level of Service		
Provide a reliable reticulated disposal system that does not cause harm or create pollution within existing urban areas.		
Measure	Target for 2017/18	Actual July 2017 - June 2018
<p><i>*Discharge compliance</i></p> <p>Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of</p> <p>(a) abatement notices</p> <p>(b) infringement notices</p> <p>(c) enforcement orders, and</p> <p>(d) convictions</p> <p>received by the Council in relation to those resource consents</p>	<p>No abatement or infringement notices, no enforcement orders and no convictions</p>	<p>Not achieved</p> <p>An infringement notice was received for exceedances at Marton in ammoniacal nitrogen for the December 2017 monitoring results.</p>
<p>Routine compliance monitoring of discharge consents</p>	<p>6 out of 7 systems comply</p> <p><i>In 2016/17, Bulls was identified as being significantly non-compliant because of the quantity being discharges to the Rangitikei River.</i></p>	<p>Not achieved</p> <p>Formal assessments from Horizons on discharge quality were received in early March 2018.</p> <p><i>Taihape: Discharge quality is Comply – 'full' Significant non-compliance with exceeding daily volume limit</i></p> <p>The plant was non-compliant with respect to flow volume and rate during September-March 2018. A compliance pathway for this treatment plant has been agreed with Horizons Regulatory Manager.</p> <p>Details on new consent, or variation are pending.</p> <p><i>Mangaweka – Comply – 'full'. Non-compliant with discharge volumes due to significant storm event. Ongoing investigations of inflow and infiltration.</i></p>

		<p><i>Hunterville – Discharge quality is Comply – ‘full’ Significant non-compliance with exceeding daily volume limit</i></p> <p>Regular exceedances of the maximum daily discharge volume have been recorded during September-March 2018. A draft consent variation was lodged on 1 December 2016 in order that the consent will reflect the accurate maximum daily discharge volume. This application is still being processed.</p> <p><i>Marton – Discharge quality is Non comply</i></p> <p>The reason was the high algae concentration in the discharge</p> <p><i>Kaitiata – Comply – ‘full’ (However flow cannot currently be assessed because of issues with the flowmeter)</i></p> <p><i>Ratana – Discharge quality is Comply but ‘at risk’ because of the high algal content in the discharge in Lake Waipu. A pump has since been installed to address this. Significant non-compliance for volume, but found compliant with further testing in June 2018. Application to replace resource consent has been submitted to Horizons.</i></p> <p><i>Bulls – Discharge quality is Comply – but ‘at risk’ because of the state of the wave bands. Significant non-compliance in exceeding the daily limit.</i></p>
Number of overflows from each network (response/ resolution time)	<p>No single network to experience more than 3 overflows during a 12 month period.</p> <p>Response/ resolution time monitored and compared with benchmark]</p> <p><i>In 2016/17, there was 1 overflow in Marton, and 1 overflow in Taihape</i></p>	<p><i>Achieved</i></p> <p><i>There was one dry weather sewerage overflow reported on 03/11/2017.</i></p>
<p><i>*System and adequacy</i></p> <p>The number of dry weather sewerage overflows from</p>	<p>Not more than one per 1,000 connections</p>	<p><i>Achieved</i></p>

the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	There are 4,226 sewerage connections in the District.	0.23/1000
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Level of Service		
Be responsive to reported faults and complaints.		
Measure	Target for 2017/18	Actual July 2017 – June 2018
<p><i>*Fault response time</i></p> <p>Where the Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following <i>median times</i> are measured</p> <p>(a) attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(b) resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p>	<p>Improved timeliness compared with the previous year</p> <p>a) 22 minutes b) 2 hours 34 minutes</p> <p>The target <i>attendance</i> times are within 30 minutes for urgent callouts, within 24 hours for non-urgent callouts.</p> <p>The target <i>resolution</i> times are within 24 hours for urgent callouts and within 96 hours for non-urgent callouts.</p> <p><i>Urgent callouts are where sewage is evident</i></p> <p>Note: this mandatory measure does not distinguish between urgent and non-urgent callouts.</p>	<p><i>Achieved</i></p> <p>a) 13 minutes b) 54minutes</p>
<p><i>*Customer satisfaction</i></p> <p>The total number of complaints received by the Council about any of the following:</p>	<p>Total number of complaints is less than 18/1000</p>	<p><i>Achieved</i></p> <p>The request for service system does not show all complaints for any one incident, so there is potential under-reporting. With</p>

<p>(a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the Council's response to issues with its sewerage systems⁸ expressed per 1,000 connections to the Council's sewerage system. There are 4,226 sewerage connections in the District.</p>	<p><i>In 2016/17 total complaints were 4.49 per 1,000 connections.</i></p>	<p>that qualification, the year-to-date results are:</p> <p>(a) 0.95/1000 (b) 0.47/1000 (c) 0.71/1000 (d) not yet available Total of 2.13/1000</p>
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⁸ These are matters relating to the Council's wastewater systems recorded in the request for service system *other than* in (a), (b) or (c) such as complaints about wastewater overflows.

Stormwater drainage

Level of Service		
Provide a reliable collection and disposal system to each property during normal rainfall		
Measure	Target for 2017/18	Actual July 2017 - June 2018
<i>*System adequacy</i>		
(a) The number of flooding events ⁹ that occurred in the District	Less than 1/1000	<i>Not applicable</i> One flooding event in August 2017.
(b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	There are 4,122 properties in the District that pay the stormwater rate.	No reports of any flooding affecting properties.
<i>*Discharge compliance</i>		
Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of		<i>Not applicable</i> The Council has not been required to have resource consents for any of its stormwater discharges.
(a) abatement notices		
(b) infringement notices		
(c) enforcement orders, and		
(d) convictions		
received by the Council in relation to those resource consents		

Level of Service		
Be responsive to reported faults and complaints		
Measure	Target for 2016/17	Actual July 2017 - June 2018
<i>*Response time</i>		
	1 hour	<i>Not applicable</i>

⁹ 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

<p>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.</p>		
<p><i>*Customer satisfaction</i></p> <p>The number of complaints received by the Council about the performance of its stormwater system, expressed per 1,000 properties connected to the Council's stormwater system.</p> <p>4,122 connections</p>	<p>Less than 15/1000</p>	<p><i>Achieved</i></p> <p>There were 7 call-outs during this time period, of which 87.5% were resolved in time.</p> <p>1.70/1000</p>

Community and leisure assets

Level of Service		
Provide a "good enough" range of community and leisure assets at an appropriate proximity to centres of population		
Measure	Target for 2017/18	Actual July 2017 – June 2018
<p>"Report card" produced during April/May each year from a postal survey of residents.¹⁰</p>	<p>A greater proportion (than in the previous year) or more than 10% of the sample believes that Council's service is getting better.</p> <p>NOTE 1:</p> <p>Changes in the methodology of sampling has increased the total response rate and provided a more representative sample of residents. This may affect the comparability of results.</p> <p>NOTE 2:</p> <p>The question relating to Community Housing was dropped from the survey in 2017. This is because the number of residents with any knowledge or opinion about community housing meant that the sample size was too small to be meaningful. More feedback has been sought from tenants themselves to provide information on satisfaction with the services.</p>	<p>Public libraries - Achieved</p> <p>In 2017/18, 11% believed it was better than last year (11% in 2016/17), 72% about the same (70% in 2016/17), 1% worse than last year (2% in 2016/17) and 16% did not know (14% in 2016/17)</p> <p>Swimming pools – Achieved</p> <p>In 2017/18, 17% believed it was better than last year (16% in 2016/17), 54% about the same (54% in 2016/17), 5% worse than last year (6% in 2016/17) and 24% did not know (23% in 2016/17)</p> <p>Sports fields, parks and reserves - Achieved</p> <p>In 2017/18, 18% believed it was better than last year (18% in 2016/17), 65% about the same (63% in 2016/17), 3% worse than last year (2% in 2016/17) and 14% did not know (16% in 2016/17)</p> <p>Public toilets – Achieved</p> <p>In 2017/18, 9% believed it was better than last year (7% in 2016/17), 67% about the same (66% in 2016/17), 8% worse than last year (11% in 2016/17) and 16% did not know (17% in 2016/17)</p> <p>Community buildings – Achieved</p> <p>In 2017/18, 5% believed it was better than last year (4% in 2016/17), 78% about the same (74% in 2016/17), 4% worse than last year (6% in 2016/17) and 14% did not know (16% in 2015/16)</p>

¹⁰ It is intended to take the sample from the electoral roll for residents. During the previous three years the sample was taken from Council's ratepayer database.

Community and leisure assets - continued

Secure high use of staffed facilities		
Measure	Target for 2017/18	Actual July 2017 – June 2018
Number of users of libraries	<p>An increase in use compared with the previous year</p> <p><i>In 2016/17:</i></p> <p><i>Bulls: 8,901 (21 days unrecorded)</i></p> <p><i>Marton: 18,198 (8 days unrecorded)</i></p> <p><i>Taihape: 23,819 (13 days unrecorded)</i></p>	<p><i>Achieved</i></p> <p>Bulls: 10,376 (5 days unrecorded)</p> <p>Marton: 30,319 (5 days unrecorded)</p> <p>Taihape: 24,939 (6 days unrecorded)</p> <p>Total for nine months: 65,634</p> <p>All libraries are experiencing more use than last year, particularly Marton.</p>
Number of users of pools	<p>An increase in use compared with the previous year:</p> <p><i>2016/17 season totals</i></p> <p><i>Marton.....28,271</i></p> <p><i>Taihape.....11,177</i></p>	<p><i>Partly achieved</i></p> <p>Marton.....19,563*</p> <p>Taihape..... 6,746</p> <p>Swim for All participants were not included in the count (as was the case in 2016/17)</p>

Rubbish and recycling

Level of Service		
Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and greenwaste. Special occasions for electronics (e-waste).		
Measure	Target for 2017/18	Actual July 2017 – March 2018
Waste to landfill (tonnage) ¹¹	<p>4,000 tonnes to landfill</p> <p><i>In 2016/17, 5,123 tonnes went to the landfill.</i></p>	<p>Not achieved (pro rata)</p> <p>4,650 tonnes went to the landfill, equating to 16% increase over the target volume. However, the full year is less than last year's total.</p>
Waste diverted from landfill (tonnage and (percentage of total waste) ¹²	<p>Percentage of waste diverted from landfill 16%</p> <p><i>In 2016/17, a total of 1,070 tonnes (or 17.2%) of waste was diverted.</i></p>	<p>Achieved</p> <p>25% diversion Nearly half of this was greenwaste, with glass, paper and metals comprising most of the rest of recycled material.</p>

¹¹ Calibrated records maintained at Bonny Glen landfill.

¹² Records maintained at waste transfer stations