

Mandatory Non-Financial Performance Measures Results 2015/16 (Department of Internal Affairs)

KEY

GWRC – Greater Wellington Regional Council

HCC – Hutt City Council

PCC – Porirua City Council

UHCC – Upper Hutt City Council

WCC – Wellington City Council

■ Target met

■ Target NOT met

Water supply

(1) Performance measure 1

(safety of drinking water). The extent to which the local authority's drinking water supply complies with:

(a) part 4 of the drinking-water standards (bacteria compliance criteria), and

TARGET
100%

RESULT

GWRC	HCC	PCC	UHCC	WCC
100%	100%	100%	100%	100%

(b) part 5 of the drinking-water standards (protozoal compliance criteria).

TARGET
100%

RESULT

GWRC	HCC	PCC	UHCC	WCC
100%	← N/A →			

(2) Performance measure 2

(maintenance of the reticulation network)

The percentage of real water loss from the local authority's networked reticulation system. Water loss = (total supply – commercial use – residential use – unbilled authorised use) / total supply

TARGET

ACTUAL

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A	<18%	<17%	<17%	<18%
N/A	22.5%	10.8%	21.3%	11.7%

(3) Performance measure 3 (fault response times)

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, and

TARGET
60 minutes

RESULT

GWRC	HCC	PCC	UHCC	WCC
No events	43 min	34 min	38 min	50 min

(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.

TARGET
4 hours

GWRC	HCC	PCC	UHCC	WCC
No events	2.82 hrs	3.03 hrs	3.88 hrs	2.80 hrs

(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

TARGET
36 hours

GWRC	HCC	PCC	UHCC	WCC
30 min	24.37 hrs	14.88 hrs	24.12 hrs	28.70 hrs

(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.

TARGET
15 days

GWRC	HCC	PCC	UHCC	WCC
31.4 min	1.10 hrs	0.68 hrs	1.18 hrs	1.93 hrs

**(4) Performance measure 4
(customer satisfaction)**

The total number of complaints received by the local authority about any of the following:

- (a) drinking water clarity
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.

TARGET

GWRC

<5/1000 connections

Other councils

<140/1000 connections

RESULT

GWRC	HCC	PCC	UHCC	WCC
0.01	10.17	6.14	8.40	12.92

**(5) Performance measure 5
(demand management)**

The average consumption of drinking water per day per resident within the territorial authority district.

TARGET (l/p/d)

ACTUAL (l/p/d)

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A	345 l/p/d	335 l/p/d	335 l/p/d	375 l/p/d
N/A	355 l/p/d	303 l/p/d	357 l/p/d	369 l/p/d

Sewerage and the treatment and disposal of sewage

**(6) Performance measure 1
(system and adequacy)**

The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.

TARGET

NIL

RESULT

HCC	PCC	UHCC	WCC
0.12	NIL	0.08	0.55

**(7) Performance measure 2
(discharge compliance)**

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

- (a) abatement notices

TARGET

No notices

RESULT

HCC	PCC	UHCC	WCC
0	0	0	0

- (b) infringement notices

TARGET

No notices

HCC	PCC	UHCC	WCC
0	0	0	One (1)

- (c) enforcement orders, and

TARGET

No notices

HCC	PCC	UHCC	WCC
0	0	0	0

- (d) convictions, received by the territorial authority in relation those resource consents.

TARGET

No notices

HCC	PCC	UHCC	WCC
0	0	0	0

(8) Performance measure 3
(fault response times)

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 measured:

(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site, and

(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.

TARGET
1 hour

RESULT

HCC	PCC	UHCC	WCC
0.57 hrs	0.67 hrs	0.63 hrs	0.73 hrs

TARGET
6 hours

RESULT

HCC	PCC	UHCC	WCC
1.53 hrs	2.25 hrs	1.43 hrs	2.35 hrs

(9) Performance measure 4
(customer satisfaction)

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. networked reticulation system.

TARGET
< 30/1000 connections

RESULT

HCC	PCC	UHCC	WCC
13.42	15.76	7.18	21.74

Stormwater drainage

(10) Performance measure 1
(system adequacy)

(a) The number of flooding events that occur in a territorial authority district.

TARGET
NIL

RESULT

HCC	PCC	UHCC	WCC
0	1	0	1

(b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)

TARGET
0/1000 per flooding event

RESULT

HCC	PCC	UHCC	WCC
0	0.908	0	0.014

**(11) Performance measure 2
(discharge compliance)**

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

(a) abatement notices

TARGET
No notices

RESULT

HCC	PCC	UHCC	WCC
0	0	0	0

(b) infringement notices

TARGET
No notices

HCC	PCC	UHCC	WCC
0	0	0	0

(c) enforcement orders, and

TARGET
No notices

HCC	PCC	UHCC	WCC
0	0	0	0

(d) convictions, received by the territorial authority in relation those resource consents.

TARGET
No notices

HCC	PCC	UHCC	WCC
0	0	0	0

**(12) Performance measure 3
(response times)**

The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that the service personnel reach the site.

TARGET
60 minutes

RESULT

HCC	PCC	UHCC	WCC
42 min	60 min	47 min	49 min

**(13) Performance measure 4
(customer satisfaction)**

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.

TARGET
<30/1000 connections

RESULT

HCC	PCC	UHCC	WCC
1.59	8.87	0.16	12.13