

Mandatory Non-Financial Performance Measures Results – 2016 & 17 (Half Year Interim) – (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

N/A – Not Applicable

l/p/d – litres per person per day

On Track

Off Track

Slippage/Concern

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

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

TARGET
100%

RESULT

GWRC	HCC	PCC	UHCC	WCC
On track	On track	On track	On track	On track

TARGET
100%

RESULT

GWRC	HCC	PCC	UHCC	WCC
On track	← 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.

TARGET

ACTUAL

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A	<18%	<17%	<17%	<18%
N/A	← N/A – Annual KPI →			

(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

(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.

(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

(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
60 minutes

TARGET
4 hours

TARGET
36 hours

TARGET
15 days

RESULT

GWRC	HCC	PCC	UHCC	WCC
N/A No events	46 min	40 min	32 min	50 min

GWRC	HCC	PCC	UHCC	WCC
N/A No events	3.25 hrs	2.98 hrs	1.90 hrs	2.82 hrs

GWRC	HCC	PCC	UHCC	WCC
0.50 hrs	27.98 hrs	10.36 hrs	26.32 hrs	40.60 hrs

GWRC	HCC	PCC	UHCC	WCC
0.68 hrs	29.12 hrs	13.08 hrs	42.57 hrs	54.62 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
- (b) drinking water taste
- (c) drinking water odour
- (d) drinking water pressure or flow
- (e) continuity of supply, and
- (f) 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	6.43	3.89	2.92	7.52

(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	344 l/p/d	301 l/p/d	348 l/p/d	358 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
Nil	0.05	Nil	0.27

(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
- (b) infringement notices

TARGET

No notices

RESULT

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

TARGET

No notices

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

- (c) enforcement orders, and

TARGET

No notices

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

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

TARGET

No notices

HCC	PCC	UHCC	WCC
: Nil	Nil	Nil	Nil

**(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
34 min	8.41 hrs	34 min	44 min

TARGET
6 hours

RESULT

HCC	PCC	UHCC	WCC
2.45 hrs	9.31 hrs	1.90 hrs	2.60 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
8.03	10.54	4.82	11.13

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
1	1	NIL	3

(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
0.05	0.32	NIL	0.08

(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
NIL	NIL	NIL	NIL

(b) infringement notices

TARGET
No notices

RESULT

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

(c) enforcement orders, and

TARGET
No notices

RESULT

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

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

TARGET
No notices

RESULT

HCC	PCC	UHCC	WCC
NIL	NIL	NIL	NIL

(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
51 min	10 min	42 min	57 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
0.97	7.5	0.27	2.23