



Levels of Service Non-Financial Performance Measures Targets (by activities)



TE KAUNIHERA Ā ROHE O
WHAKAAHURANGI
STRATFORD
DISTRICT COUNCIL

Long Term Plan 2024-2034

Council Activity	Level of Service	Performance Measure	Targets	Comments on the Proposed Changes
Aerodrome	To maintain the Aerodrome for use by the Stratford community and other users.	Engage and meet regularly with Aerodrome users by attending formal meetings.	>3 meetings attended annually	Change to more of an interactive measure
	The aerodrome is used by the Stratford community and visitors.	Number of aircraft movements during the year	>3,500	Measures the level of service appropriately, although the target is rarely met.
Civic Amenities (includes War Memorial, TET Stadium, Pensioner Housing, Centennial Rest Rooms, Clock Tower, Bus Shelters, Hall of Remembrance, Public Toilets, Rural Halls, Transfer Station, Council offices)	To provide well-maintained and utilised facilities.	Buildings legally requiring a Building WoF have a current Building WoF at all times.	100%	
		Annual daily usage of War Memorial Centre measured by the percentage of days in a year there is a booking.	>75%	Update to show capacity utilisation rate instead on a daily basis. Several months bookings have been analysed and 75% seems appropriate.
		Annual daily usage of Centennial Restrooms measured by the percentage of days in a year there is a booking.	>70%	Same as above.
		Booking cancellations as a percentage of total annual bookings	<20%	Several months bookings have been analysed. This will enable EMs and staff to keep track of booking cancellations.
	To maintain the housing pool to ensure compliance with the relevant legislation (including Residential Tenancy Act and Healthy Homes Standard.	All rental units comply with legislation	Legislative requirements all met	Updated performance measure to align with new level of service.
Maintain existing toilet facilities and ensure regular scheduled cleaning.	Percentage of Stratford District residents satisfied with overall level of service of toilets.	>80%	Not achieved last two years	
Library Hub	To provide a multi-use community hub facility that is accessible, well utilised, and engaging to both residents and visitors to the Stratford District.	Number of items (including digital) issued annually.	>50,000	Appropriate measure to monitor library usage, achievement has been well above target (62,010 in 2022/23)
		Percentage of facility users satisfied with the quality of the services offered.	>80%	Reworded performance measure / survey question
		Number of participants in events and programmes at the facility	>2,000	Appropriate measure to monitor wellbeing contribution, however slightly reworded - achievement has been well above target (3,461 in 2022/23)
Cemeteries, Parks and Reserves	To maintain parks, sports fields, cemeteries, and reserves.	Number of complaints specifically relating to Council service delivery	<40	Propose to update to only include complaints
		Percentage of Stratford residents satisfied with:		
		· Parks;	>85%	This year Parks received 90%. The regular maintenance on Parks is expected to reach this level of service.
		· Sports fields; and	>80%	The on-going maintenance on all sportsgrounds (fertilising, scarifying and verti-draining) will continue throughout each calendar year.
	· Cemeteries.	>80%	Cemeteries is expected to score low for many reasons even though there have been major improvements in maintenance.	
To provide safe playgrounds to the community.	All existing playgrounds meet NZ Safety Standards.	100%	Update to 'existing' to imply focus on what we have, and no intention to create any new infrastructure.	
To maintain safe foot bridges to the community.	All existing foot bridges meet NZ Safety standards.	100%	Update to 'existing' to imply focus on what we have, and no intention to create any new infrastructure.	
Aquatic Centre	To provide an aquatic facility that is welcoming, attractive and a safe place to swim.	Compliance with NZS5826:2010 NZ Pool Water Quality Standards.	Met	
		Poolsafe Accreditation is met.	Met	
		Percentage of facility users satisfied with the quality of the services and programmes offered.	>80%	
		Number of facility users per annum.	>75,000	Number of admissions expected to double - look to increase target
Democracy	To provide Democracy services in accordance with statutory deadlines.	Agendas and associated reports for all scheduled meetings are publically available in accordance with statutory timeframes.	100%	Another statutory obligation that is expected of Council
		All Council meetings are publicly notified in accordance with statutory timeframes.	100%	As above
	Council uses a variety of communication and engagement tools and platforms to consult, inform and engage with the community.	The community is satisfied with how Council keeps them informed.	>80%	As identified through the customer satisfaction survey.
	Ensure accountability documents are prepared and meet statutory requirements.	The Annual Report, Annual Plan and Long Term Plan meet statutory deadlines and receive an unmodified audit opinion.	Achieved	As above

Community Services	Enable opportunities for the community to engage, celebrate, connect and sustain local capability.	Number of major community events led by Council	>4	More specific measure - previous year 17 community events but included facilitated events. Workshop 26/09 - measure requested to track council's work in advocacy and level of facilitation for community groups (will include in monthly report instead).
		Percentage of residents satisfied with the quality of the events and programmes offered by Council.	>80%	Change the survey question - feeling a sense of community is too vague and is not clearly and directly council's responsibility.
Economic Development	Develop and facilitate strategic partnerships that enable growth, attract ongoing investment, and increase diversity and capability within the local business sector.	Number of new and existing businesses accessing services and programmes offered.	>5	TBC - pending Economic Development workshop. Current measure is >5. Is this sufficient measure/target to assess value for money of VT contract?
Rental and Investment Properties	To run the council farm in a way that maximises profits and meets the National Environmental Standards (NES).	Number of promotional activities delivered or partnered with to encourage visitation to the district.	>1	TBC - pending Economic Development workshop. This measure was weak - if no requests are made then the target is met.
		Milk production is maximised.	>150,000 kg/ms	At workshop on 26/09 elected members suggested to change to a profit maximisation measure - however these are non-financial performance measures and assess performance against the agreed <u>level of service to the community</u> .
	The Council farm's Environmental Plans are reviewed annually	Achieved	Update to plans plural	
Building Control	To ensure commercial properties owned are safe and legally compliant.	Commercial properties are compliant with relevant legislation.	Achieved	Leased property should be held for economic returns, otherwise sold off, or come under Civic Amenities. Focus measure on compliance.
	To process applications within statutory timeframes.	Percentage of building consent applications processed within 20 days.	100%	
		Percentage of inspection requests completed within 24 hours of requested time.	100%	
Percentage of code compliance certificate applications determined within 20 working days.		100%		
To retain registration as a Building Consent Authority.	Current registration.	Confirmed		
Planning	To process LIMs within statutory timeframes.	% of LIMs processed within timeframes.	100%	
	To promote the sustainable management and use of land and public spaces.	To undertake a comprehensive review of the district plan in accordance with the statutory timeframe.	N/A	
		To undertake a systematic review of bylaws and related policies as they reach their statutory review dates.	100% within review timeframes	
Community Health and Safety	To process resource consents within statutory timeframes.	% of non notified applications processed within 20 working days.	100%	
		% of notified applications processed within legislated timeframes for notification, hearings and decisions.	100%	
		% of s223 and s224 applications processed within 10 working days.	100%	
	To fulfil obligations to improve, promote and protect public health.	Percentage of premises registered under the Food Act, Health Act, Beauty and Tattoo Bylaw, to be inspected for compliance.	100%	
Health nuisance and premise complaints are responded to within 1 working day.		100%		
To fulfil obligations as a District Licensing Committee.	Percentage of licensed premises inspected.	100%		
	Percentage of applications processed within 25 working days (excluding hearings).	100%		
	Percentage of complaints responded to within 2 hours.	100%		
To monitor and enforce bylaws.	Percentage of known unregistered dogs whose owners have been encouraged to register their dogs using the legislative tools available.	>98%	The change recognises that registering dogs is the dog owners' responsibility not Council staff. Council staff are responsible for following up on unregistered dogs and trying to get the owners to register them.	
	Percentage of dog attack/wandering dog complaints responded to within an hour.	100%		
Emergency Management	To maintain effective emergency response capability	Recruit, train and maintain a pool of staff and volunteers capable of responding to an emergency event. Number of people trained to at least Intermediate level.	>25	Intermediate level is considered a more appropriate measure to assess council's level of capability to respond to an event (rather than Foundational level training).
	To ensure the Stratford District Emergency Operations Centre is fit for purpose.	Annual capability audit undertaken (externally) and quarterly system checks undertaken (internally).	Achieved	
Roading	To provide a safe roading network.	Road safety - The reduction from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	A reduction of at least 1	The performance measures in colour are mandatory - the targets are discretionary.

Stormwater	To strive for a well maintained roading network.	Road Condition – The average quality of ride on sealed road network, measured by smooth travel exposure.	Urban – ≥60%	Achieved 54% last year , change to reflect limited funding available.	
			Rural – ≥91%	No change - Achievement of target will depend on final budget approved by WK	
		Road maintenance – The percentage of the sealed road network that is resurfaced.	≥5%	No change, achievement depends on budget available considering high forestry roads maintenance and strengthening cost.	
		Road maintenance – The percentage of the unsealed road network that has been metal dressed.	≥5%	Change to reflect constrained budget and achievement record - 5% achieved last year.	
		Footpaths - The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (annual plan, activity management plan, asset management plan, annual works programme or long term plan)	>72.5%		
		Response to service requests - 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 (note: this information is actually held in the asset management plan not the long term plan).	>88%		
		Percentage of residents who are satisfied with:			
		· Urban Road Network	>50%	<i>Separate out urban and rural road network in customer satisfaction survey and performance measures. Change to reflect achievement track record and funding level - Achieved 30% last year . Separate out urban and rural road network in customer satisfaction survey and performance measures.</i>	
		· Rural Road Network	>50%		
		· Footpaths	>60%		
Stormwater	Stormwater system protects property from impacts of flooding.	System adequacy:		No longer necessary under the Water Services Legislation Bill. The Activity must still have performance measures for Year 1 so have opted to include.	
		· The number of flooding events that occur in a territorial authority district. "Flooding" in this context means stormwater entering a habitable floor	0		
		· For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)	0		
		· For each flooding event, the number of buildings in the central business zone affected by flooding.	0		
Stormwater	Discharge Compliance	Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:	N/A		
		· Abatement notices			
		· Infringement notices			
Stormwater	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 service personnel reach the site.	2 hour		
		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.	<9	
Wastewater	Wastewater is managed without risk to public health.	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.	<6	No longer necessary under the Water Services Legislation Bill. The Activity must still have performance measures for Year 1 so have opted to include.	
		Discharge compliance - Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:	<1		
		· Abatement notices			
		· Infringement notices			
		· Enforcement orders; and			
		· Convictions,			
		Received by the territorial authority in relation to those resource consents.			

Solid Waste	Fault response times	<p>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:</p> <ul style="list-style-type: none"> Attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site; and 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. 	2 hours	
			9 hours	
	Customer satisfaction	<p>The total number of complaints received by the territorial authority about any of the following:</p> <ul style="list-style-type: none"> Sewage odour Sewerage system faults Sewerage system blockages, and The territorial authority's response to issues with its sewerage system, <p>Expressed per 1000 connections to the territorial authority's sewerage system.</p>	<6	
	Trade Waste complaints response times	Attendance time: from the time that Council receives notification to the time that a Trade Waste Officer arrives on site.	<2 working days	
	Trade Waste consent processing	Percentage of trade waste consent applications processed within 15 working days.	100%	
	The levels of waste generated are reducing.	Waste to landfill per household (municipal kerbside collection only) per year.	<500kg	Reduce to reflect achievement in recent years.
Water Supply		Percentage (by weight) of council controlled waste stream that is diverted from council controlled waste streams.	>20%	Amended to be broader than just recycling that is just diverted.
	The waste collection service is fit for purpose.	Percentage of customers satisfied with the service provided.	>80%	
	Water is safe to drink.	<p>The extent to which the local authority's drinking water supply complies with:</p> <ul style="list-style-type: none"> Part 4 of the drinking water standards (bacterial compliance criteria), and Part 5 of the drinking water standards (protozoal compliance criteria). 	100% for all plants	No longer necessary under the Water Services Legislation Bill. The Activity must still have performance measures for Year 1.
			100%	
		Maintenance of the reticulation network - The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).	<25%	
	A reliable water supply is provided.	<p>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 are measured:</p> <ul style="list-style-type: none"> Attendance for urgent call-outs: from the time that council receives notification to the time that service personnel reach the site Resolution of urgent call-outs: from the time that council receives notification to the time the service personnel confirm resolution of the fault or interruption 	2 hour	
			9 hours	
		Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site	2 working days	
		Resolution of non-urgent call-outs: from the time that council receives notification to the time the service personnel confirm resolution of the fault or interruption	5 working days	
		<p>Number of unplanned disruptions:</p> <ul style="list-style-type: none"> Minor * (between 5 and 50 connections affected) Major * (more than 50 connections affected) 	<6	
		<3		
Water has a pleasant taste and odour.	<p>Customer Satisfaction - Total number of complaints received for:</p> <ul style="list-style-type: none"> Drinking water clarity 	<32		

Percy Thomson Trust		<ul style="list-style-type: none"> · Drinking water taste · Drinking water odour · Drinking water pressure or flow · Continuity of supply · Council's response to any of these issues <p>expressed per 1000 connections to council's networked reticulation system.</p> <p>Note: This is understood to be limited to supplied properties within the water supply zones.</p>		
	Water has a pleasant taste and odour.	Demand management - The average consumption of drinking water per day per resident within the district (in litres).	<275	
	Water flow and pressure is appropriate for its intended use.	Water pressure at 50 properties within the water supply zone, including any that have complained about pressure and or flow meets council specifications (flow>10l/min & pressure>350kpa).	100%	
	Water supply meets fire fighting requirements.	Fire hydrants meet NZFS Code of Practice conditions regarding supply.	100%	
	Delivery of art exhibitions	Deliver proposed art exhibitions which will include at least 1 local, 1 regional, and 1 National.	Achieved	
		Number of visitors to the Gallery shows high utilisation of the facility	>20,000	
	Development and maintenance of arboretum	The arboretum is maintained to agreed standards	Achieved	Need to develop agreed standards
Delivery of Herbarium	Remove	Remove	Current measure too vague and irrelevant	