

# Mandatory Non-Financial Performance Measures Results for 2017/18 - Half Year Interim (Department of Internal Affairs)

|  |                                   |
|--|-----------------------------------|
| <b>KEY</b>                                 | N/A – Not Applicable              |
| GWRC - Greater Wellington Regional Council | l/p/d – litres per person per day |
| HCC - Hutt City Council                    | On Track                          |
| PCC - Porirua City Council                 | Off Tract                         |
| UHCC - Upper Hutt City Council             | Slippage/Concern                  |
| WCC - Wellington City Council              |                                   |

## 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%

| 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  | Not available - 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

#### RESULT

| GWRC      | HCC    | PCC    | UHCC   | WCC    |
|-----------|--------|--------|--------|--------|
| No events | 36 min | 25 min | 23 min | 45 min |

#### TARGET

4 hours

| GWRC      | HCC      | PCC      | UHCC     | WCC      |
|-----------|----------|----------|----------|----------|
| No events | 2.87 hrs | 2.08 hrs | 3.71 hrs | 3.58 hrs |

#### TARGET

36 hours

| GWRC     | HCC    | PCC    | UHCC   | WCC    |
|----------|--------|--------|--------|--------|
| 0.50 hrs | 44 hrs | 67 hrs | 43 hrs | 45 hrs |

#### TARGET

15 days

| GWRC     | HCC    | PCC    | UHCC   | WCC    |
|----------|--------|--------|--------|--------|
| 0.51 hrs | 2 days | 4 days | 2 days | 3 days |

**(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  |
|------|------|------|------|------|
| 0.02 | 8.19 | 3.31 | 2.58 | 6.72 |

**(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 | 335 | 335  | 375 |
| N/A  | 377 | 313 | 344  | 361 |

## 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  |
|------|-----|------|------|
| 0.05 | Nil | Nil  | 0.11 |

**(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 |
|-----|-----|------|-----|
| Nil | Nil | Nil  | Nil |

- (b) infringement notices

**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 | 1 min | 32 min | 42 min |

**TARGET**

6 hour

| HCC      | PCC      | UHCC     | WCC      |
|----------|----------|----------|----------|
| 2.53 hrs | 1.55 hrs | 2.68 hrs | 2.82 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.

**TARGET**

< 30/1000 connections

**RESULT**

| HCC   | PCC   | UHCC | WCC  |
|-------|-------|------|------|
| 11.82 | 13.04 | 6.13 | 8.03 |

## 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   | NIL | NIL  | 2   |

(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

| HCC  | PCC | UHCC | WCC  |
|------|-----|------|------|
| 0.03 | NIL | NIL  | 0.01 |

**(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

(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 |

**(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    |
|--------|-------|--------|--------|
| 38 min | 0 min | 38 min | 48 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  |
|------|------|------|------|
| 5.31 | 9.90 | 1.47 | 3.78 |