

# Mandatory Non-Financial Performance Measures Results for 2018/19 - 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 Track
UHCC - Upper Hutt City Council	Slippage/Concern
WCC - Wellington City Council	

## Water supply

### RESULT

(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%

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

HCC	PCC	UHCC	WCC
<18%	<17%	<17%	<17%
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

**TARGET**

4 hours

**TARGET**

36 hours

**TARGET**  
GWRC, HCC & UHCC :  
15 days  
PCC & WCC: 5 days

### RESULT

GWRC	HCC	PCC	UHCC	WCC
No events	39 min	53 min	33 min	48 min

GWRC	HCC	PCC	UHCC	WCC
No events	2.9 hrs	9.7 hrs	3.5 hrs	3.7 hrs

GWRC	HCC	PCC	UHCC	WCC
0.5 hrs	67 hrs	16 hrs	48 hrs	66 hrs

GWRC	HCC	PCC	UHCC	WCC
0.02 days	4 days	0 days	3 days	4 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**  
<0.2/1000 connections  
**HCC**  
<140/1000 connections  
**UHCC**  
<30/1000 connections  
**WCC & PCC**  
<20/1000 connections

**RESULT**

GWRC	HCC	PCC	UHCC	WCC
0.0	6.2	5.5	5.0	5.5

**(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**

HCC	PCC	UHCC	WCC
345	335	335	365
369	306	347	349

## 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
0.44	0.05	0.13	0.82

**(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:

**TARGET**

1 hour

**RESULT**

HCC	PCC	UHCC	WCC
36 min	31 min	36 min	42 min

(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**

6 hours

HCC	PCC	UHCC	WCC
2.8 hrs	2.4 hrs	3.1 hrs	3.0 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
12.2	11.9	5.6	8.1

## Stormwater drainage

**(10) Performance measure 1**  
**System adequacy**

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

**TARGET**

HCC & UHCC: Nil  
PCC: 1 event  
WCC: Baseline

**RESULT**

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	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**

HCC & UHCC: Nil  
PCC < 0.5/1000 per flooding event  
WCC: Baseline

HCC	PCC	UHCC	WCC
Nil	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:

**TARGET**

No notices

**RESULT**

HCC	PCC	UHCC	WCC
Nil	Nil	Nil	Nil

(a) abatement notices

(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

**(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
53 min	0 min	44 min	47 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**  
**HCC**  
<30/1000 connections  
**UHCC**  
<25/1000 connections  
**WCC & PCC**  
<20/1000 connections

**RESULT**

HCC	PCC	UHCC	WCC
6.3	6.0	3.7	4.0