



Waikato District Council

Scorecard Report

Period: Jul-18 - Sep-18

Scorecard Name
2019-21 LTP Quarterly Report

Date From
01-Jul-2018

Date To
30-Sep-2018

LINKED ITEMS	UNIT	TARGET	ACTUAL	INDICATOR
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2019-21 LTP Governance

Satisfaction of residents that they were able to contact their Councillor / Mayor as and when required	%	90.00	91.00	
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COMMENTS: Only 8 people responded to this and 1 person was dissatisfied

Iwi ki te Haapori - Number of joint committee meetings held per annum	#	1.00	1.00	
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COMMENTS: Nga Wai o Waipa Co Governance Committee held on 3 August

Iwi ki te Haapori - Number of identified or notified breaches/ objections under Joint Management Agreements, MOU's and MOA's	#	0.00	0.00	
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COMMENTS: No breaches or objections notified

Iwi ki te Haapori - Number of formal governance hui held between council and iwi / hapu groups	#	1.00	1.00	
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COMMENTS: Waikato-Tainui Waters Group meeting. A number of other meetings have been held on various topics which are not governance but engagement and working together. eg Te Kopua Board on Riria Kereopa Memorial Drive, Mangawara Bridge, etc.

Percentage of minutes of all open meetings that are made publicly available via the Council's website	%	100.00	99.00	
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COMMENTS: Late update of Tamahere Minutes

Percentage of Council decisions that comply with statutory requirements	%	100.00	100.00	
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COMMENTS: All council decisions has complied with statutory requirements.

All district plan changes will be undertaken as per the RMA statutory process	%	100.00	100.00	
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COMMENTS: The Proposed District Plan was notified on 18 July. Submissions closed on 9 October. The PDP is being conducted in accordance with the required RMA process.

2019-21 LTP Animal Control

The percentage of aggressive dog behaviour complaints, where immediate risk to public safety is present, that has council personnel on site within 1 hour	%	95.00	100.00	
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COMMENTS: 100% Attendance within timeframe

The percentage of complaints regarding stray stock that have council personnel on site within 1 hour	%	95.00	100.00	
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COMMENTS: ACOs attended or were stood down within the allocated timeframes

The number of reported serious dog attacks on people in public places (where medical attention is required) that occur in our district does not exceed 10 per year	#	2.50	0.00	
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COMMENTS: Jul - 0 recorded attacks reported on people

Complete Engagement and Education Visits throughout the district	#	30.00	26.00	
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COMMENTS: 7 Dogs in Libraries; 1 x School; 2 x adult sessions

2019-21 LTP Building Quality

The percentage of existing buildings with building WOFs that are monitored and audited for compliance annually - YTD % 0.00 10.00

COMMENTS: All other buildings audits on track

The percentage of buildings that provide sleeping care or paid accommodation which are audited for compliance annually - YTD % 25.00 30.00

COMMENTS: Buildings with sleeping audits on track

The percentage of swimming pools that are inspected for compliance annually - YTD % 7.00 22.85

COMMENTS: There were 152 inspections carried out in September on Pool Fencing and YTD there has been 497.

The percentage of building consent applications which are processed within 20 working days - YTD % 100.00 98.63

COMMENTS: YTD - Currently we are processing 98.63% of standard consents within the statutory timeframe. Dwellings achieving 97.65%. We have had 3 Consents over the 20day timeframe, this was due to staff absences in the PEO and BRO team. One BC was also mixed in with another Consent and once found was already nearly day 20. We achieved 97.74 for September.

2019-21 LTP Strategic and District Planning

Percentage of resource consent applications which are processed within the statutory time frames % 100.00 100.00

COMMENTS: In September, we issued 66 Resource Consents and 13 PBA's, all of which were within statutory timeframes. Year to date, of the 261 consents, PBA's and MTA's processed, all were within statutory timeframes.

The percentage of current land use consents that are older than 2 years which have been monitored in the past 2 years % 80.00 83.00

COMMENTS: Monitoring is occurring on historic consents.

The number parking patrols that are carried out in communities that have parking controls under the bylaw. # 70.00 65.00

COMMENTS: Maintaining a parking presence in our communities, the number of patrols are scheduled to increase as it gets closer to summer.

2019-21 LTP Solid Waste

The percentage of schools in the district that receive solid waste education % 0.00 14.25

COMMENTS: XZW Contract works from Jan to Dec this is the Term 3 report .

XZW Project Components and Five Year Target
Deliver the ZWE education programme as per the XZW education contract to 1,000 classes (including ECE) within the Waikato District.
7 schools visited in the third term - the school visits are only part of the KPIs'of the zero waste education contract

The percentage of kerbside collection complaints that are resolved within agreed timeframes. % 97.00 91.27

COMMENTS: Target not met for two reasons. The WMO was on SL in September and some SRs went directly to the WMO and these were not dealt with during WMO's absence. Complaints can often take longer to resolve successfully, for a number of reasons, complainant cannot be contacted, information is required and takes time, communication and the going between all parties involved also takes time to ensure best solution

The % of time a contractor was engaged within 5 days from receiving the service request to to remove rubbish to resolution	%	95.00	72.00	
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COMMENTS: We are working to improve response time in contacting to contractors.

2019-21 LTP Environmental Health

The percentage of licensed food premises that are verified/inspected annually	%	100.00	100.00	
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COMMENTS: Annual figure will be concluded at end of this 12 month period.

The percentage of medium risk or higher fee category licensed premises that are inspected annually	%	100.00	100.00	
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COMMENTS: Annual figure will be concluded at end of this 12 month period.

Percentage of excessive noise complaints responded to within agreed timeframes. (Due to geographical characteristics of the district response times will vary in different parts of the district)	%	85.00	55.80	
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COMMENTS: We will be engaging with the contractors to make them aware of their obligation to respond to excessive noise complaints within the timeframe and their performance criteria set in their contract with Council.

The percentage of hazardous land use information (Hail) reports that will be completed within 10 working days.	%	90.00	100.00	
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COMMENTS: Compliant with timeframe.

Percentage of environmental health complaints where the customer has been contacted within 3 working days	%	90.00	72.00	
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COMMENTS: 3 customers had not been contacted within the 3 day contact timeframe. This will be addressed with staff.

2019-21 LTP Grants and Donations

Number of discretionary grant funding rounds undertaken per year	#	1.00	1.00	
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COMMENTS: Round two in progress.

The percentage of community funding/grant recipients meeting grant obligations, as evidenced through accountability reports	%	100.00	90.00	
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COMMENTS: A new system has been set up for staff to send out email reminders to recipients for overdue reports.

Percentage of Customers who are satisfied with Parks And Reserves, including sports fields and playgrounds overall	%	90.00	83.00	
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COMMENTS: Unfortunately this result is slightly below target which may be as a result of the winter weather. We are currently undertaking a maintenance schedule of sports turf, installing a new playground at The Point and preparing to install additional lights at John Lightbody Reserve. These actions may increase customer satisfaction of our parks facilities.

Percentage of customers who are satisfied with the presentation of WDC cemeteries	%	95.00	94.00	
COMMENTS: Although slightly under target, we have received a number of positive comments from customers about the presentation of WDC cemeteries.				
Percentage of new playgrounds built to New Zealand Standard - Playground Equipment and Surfacing (NZS 5828:2015)	%	100.00	100.00	
COMMENTS: All playgrounds are built to New Zealand Standard and therefore score is 100%				
Percentage of customers who are satisfied with Public toilets in the residents satisfaction survey	%	75.00	48.00	
COMMENTS: The results for this quarter is well below target which is disappointing considering that audits of toilets consistently score high. We have also received positive directly from other members of the community. We will continue to audit, address any issues in a timely manner and identify any proactive action we can take to improve customer experiences when using our toilet facilities.				
Council maintains a minimum number of trained staff to Intermediate level, to fulfil core Emergency Operations Centre roles.	#	30.00	45.00	
COMMENTS: We have 45 staff trained to intermediate level and continue to encourage and develop staff to work in the Emergency operations Centre.				
Council maintains a minimum number of trained staff to foundation level, to fulfil core Emergency Operations Centre roles	#	100.00	120.00	
COMMENTS: We continue to maintain over 100 staff trained to foundation level who can work in the Emergency Operations Centre.				
Both of our controller's have now also attended the controllers course.				
Percentage of customers satisfied that council consults with the community regarding the right issues	%	60.00	69.00	
COMMENTS: Between July and September Council have consulted on the following: <ul style="list-style-type: none"> - Gambling Venues Policy - Blueprints - Natural Reserves Management Plan - Port Waikato Community Hub - Dangerous, Affected and Insanitary Buildings Policy - Representation Review - District Plan Review The increase from last quarter could be a reflection of this volume and varied consultations throughout the district. The high-profile district wide Blueprint workshops and District Plan drop in sessions may have caused an increase the overall perception of Council engagement with the community.				
Percentage of customers satisfied with the ease of access and clarity of information regarding key community issues	%	60.00	54.00	
COMMENTS: We continue to provide information via a number of printed and electronic mediums. Due to the cost effectiveness, we encourage the community to visit our website in the first instance.				
Level of Customer effort	#	3.00	2.70	
COMMENTS: While the result is within target, it is up from the score of 2.51 at the end of last year. The level of effort required by customers when dealing with Council has room for improvement.				

Percentage of time that access to a free internet service is available in libraries	%	100.00	100.00	
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COMMENTS: There were no problems with the Internet service. It was available at all sites during the open hours in the month of September .

The percentage of customer service requests relating to footpaths responded to within the timeframe specified in LTP	%	80.00	95.74	
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COMMENTS: 17 service requests were received for the month of September. 16 requests were responded to on time giving a 94.12% response for September. 47 service requests have been received since 01 July with 45 being responded to on time providing a 95.74% YTD result.

The percentage of customer service requests relating to roads to which we respond within the timeframes specified.	%	80.00	97.98	
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COMMENTS: 164 service requests were received for the month of September. 159 were responded to on time giving a 96.95% result for September. 744 service requests have been received with 729 being responded to on time providing a YTD result of 97.98%.

2019-21 LTP Stormwater

The number of flooding events that occurred throughout the district	#	5.00	0.00	
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COMMENTS: On track for meeting this target, no flood events.

The number of habitable floors affected in a stormwater flooding event expressed per 1000 properties connected to the councils stormwater system per event	#	0.30	0.00	
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COMMENTS: On track for meeting this target, no flood events.

The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	m	120.00	0.00	
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COMMENTS: On track for meeting this target, no flood events

The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the stormwater system	#	6.00	0.63	
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COMMENTS: On track.

Council's level of compliance with resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders and convictions received in relation those resource consents.	#	0.00	0.00	
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COMMENTS: Compliance for 2018/19 year is not assessed by WRC until following year. Annual compliance reports for the 2017/18 compliance year for Waikato are due to WRC by Oct 2018

2019-21 LTP Wastewater

The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	#	3.00	0.35	
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COMMENTS: On track YTD.

4 dry weather overflows this quarter.

The median attendance time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time that Council receives notification to the time that service personnel reach the site.

m

60.00

44.00



COMMENTS: Target met with a median of 44 minutes YTD.

12 from 12 calls met the target time frame this quarter. More blockages are being recorded due to Fast Fibre installation strikes on mains and laterals.

The median resolution time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time Council receives notification to the time personnel confirm resolution of the blockage or other fault.

m

240.00

163.00



COMMENTS: Target met with a median of 163 minutes.

11 out of 12 calls resolved within required time frame of 240 minutes this quarter. More blockages are being recorded due to Fast Fibre installation strikes on mains and laterals.

The total number of complaints received by Council about odour, system faults, blockages, response to issues with its sewerage system.(expressed per 1000 connections to the sewerage system):

#

25.00

3.35



COMMENTS: On track YTD.

38 complaints this quarter. More blockages are being recorded due to Fast Fibre installation strikes on mains and laterals.

Council's level of Compliance with resource consents for discharge from its wastewater system, measured by the number of abatement notices, infringement notices and enforcement orders

#

2.00

0.00



COMMENTS: Compliance for 2018/19 year is not assessed by WRC until following year. Annual compliance reports for the 2017/18 compliance year for WWTP has been sent to WRC for assessment

Council's level of Compliance with resource consents, measured by the number of Convictions for discharge from its wastewater system,

#

0.00

0.00



COMMENTS: No convictions Compliance for 2018/19 year is not assessed until October

The extent to which Councils drinking water supply complies with part 4 of the drinking water standards (bacteria compliance criteria)

#

18.00

18.00



COMMENTS: Compliance for 2018/19 quarters are not assessed by DHB until after quarter.

The extent to which Councils drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)

#

4.00

4.00



COMMENTS: No breaches in DWS. Compliance for 2018/19 quarters are not assessed by DHB until after quarter.

The median on site attendance time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system

m

60.00

37.00



COMMENTS: On track YTD with a median of 37 minutes.

45 of 47 calls met the 60 minute time frame this quarter.

The median resolution time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	240.00	107.00	
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COMMENTS: On track YTD with a median of 107 minutes.

45 out of 47 calls met the required time frame this quarter.

The median on site attendance time for a non-urgent call out, where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
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COMMENTS: On track YTD with a median of 1 day.

90 out of 91 complaints met the 5 day time frame this quarter.

The median resolution time for a non-urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
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COMMENTS: On track YTD with a median of 1 day.

90 out of 91 calls met the 5 day time frame this quarter.

The total number of complaints received by Council about drinking water clarity, taste, odour, water pressure or flow, continuity of supply and response to any of these issues (expressed per 1000 connections to the water system)	#	25.00	4.24	
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COMMENTS: On track YTD with a total of 65 calls this quarter. There seems to have been a big drop in dirty water complaints in Huntly, the flushing program does appear to be helping.

Overall Performance	%	0.00	0.00	
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