

DRAFT

2024 -2034 LTP SERVICE PERFORMANCE MEASURES

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Leadership

What we do

This group consists of activities relating to representation, strategy, communications and engagement; finance and investments; information services; human resources; and risk management.

Why we do it

This group carries out the day-to-day functions of the organisation. We carry out these activities to enable and promote local democracy by providing governance advice and democratic services to elected member, the public, and staff.

Alignment to community outcomes

A district for all people Primary focus	A prosperous district Secondary contribution	A district that values culture Secondary contribution	A district that cares for its environment Secondary contribution
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Alignment to strategic priorities

Strengthening relationships Secondary contribution	Preparing for the future Primary focus	Effective management of resources Secondary contribution
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Levels of service - what is important for this activity

For people – we put our people at the heart of every decision we make, striving to make Waitomo more accessible, safe, affordable, and inclusive.

Preparing for the future - we monitor trends at a global, national, and local level, identifying and mitigating risks and developing strategies to lead our community.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
Our governance services are robust and transparent.	The percentage of Council agendas that are publicly available before a Council meeting.	Target: 100% two days prior Result: 94% Not Achieved	Target: ≥ 60% available 4 working days prior and 100% available 2 working days prior.	Target: ≥ 70% available 4 working days prior and 100% available 2 working days prior.	Target: ≥ 80% available 4 working days prior and 100% available 2 working days prior.	Target: ≥ 90% available 4 working days prior and 100% available 2 working days prior.
We communicate effectively with our community.	Percentage of residents satisfied that they received or could find Council information when they needed it.	New measure	Target: Between 60 – 100 %	Target: Between 70 – 100%	Target: Between 80 – 100%	Target: Between 90 – 100%
We communicate regularly with our community about what matters.	The number of posts on our Facebook page per week.	New measure	Target: ≥ 5 week for at least 45 weeks	Target: ≥ 5 week for at least 45 weeks	Target: ≥ 5 week for at least 45 weeks	Target: ≥ 5 week for at least 45 weeks
We get back to our customers to let them know the outcome of their service requests.	The percentage of service requests where an officer has contacted the customer to inform them of the outcome of the request.	New measure	Target: Set baseline	Target: Increasing trend	Target: Increasing trend	Target: Increasing trend

Community and Partnerships

What we do

Community and Partnerships is a group of activities where WDC, in a number of diverse roles, is actively involved in 'helping the community to help itself'. This group collaborates and partners on initiatives with many external organisations.

Why we do it

Community and Partnerships seeks to improve social outcomes within Waitomo District by working closely with the community. The groups goals are to:

- Create a better quality of life for our community;
- Create a better living environment for our community through community safety and appropriate infrastructure;
- Help local groups with local opportunities and solutions.

Alignment to community outcomes

A district for all people	A prosperous district	A district that values culture	A district that cares for its environment
Primary focus	Secondary contribution	Secondary contribution	Secondary contribution

Alignment to strategic priorities

Strengthening relationships	Preparing for the future	Effective management of resources
Primary focus	Secondary contribution	Secondary contribution

Levels of service - what is important for this activity

For people – we work with regional coalition partners to deliver projects and strategies, we partner with local providers and deliver community services like our library.

Prosperous district – we promote our district through partnerships and our iSite.

Valuing culture – we work with local iwi and hapū and deliver events that celebrate culture.

Strengthening relationships – we work with community organisations, government agencies, businesses, and schools to deliver better outcomes for our community together.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We facilitate strong and sustainable partnerships to support improved outcomes for our community.	All contestable grant funding is disseminated fairly and equitably in accordance with our Policy.	New measure	Target: Achieved	Target: Achieved	Target: Achieved	Target: Achieved
We will work in partnership with others on projects or events that enhance the culture and wellbeing of residents.	The number of projects or events that promote culture or wellbeing delivered in partnership with other organisations.	New measure	Target: ≥ 2	Target: ≥ 2	Target: ≥ 3	Target: ≥ 4
We provide a comprehensive and well used Library service for our community.	The number of active library members.	New measure	Target: ≥ 2% on the year previous	Target: ≥ 2% on the year previous	Target: ≥ 2% on the year previous	Target: ≥ 2% on the year previous
We deliver a range of well attended activities and programmes at the Waitomo District Library.	The number of participants in Library programmes and activities.	New measure	Target: ≥ 5% on the year previous	Target: ≥ 5% on the year previous	Target: ≥ 5% on the year previous	Target: ≥ 5% on the year previous
Our customer service team are friendly and helpful.	The percentage of residents satisfied their initial interaction with council customer services was friendly and helpful.	New measure	Target: Set baseline	Target: Increasing trend	Target: Increasing trend	Target: Increasing trend

Recreation and Property

What we do

The activities under this group consists of parks and recreation, housing and property, and community and public facilities.

Why we do it

This group of activities provides green space for recreation, housing for the elderly, property services, community and public facilities and amenities to promote the health and wellbeing of our community.

Alignment to community outcomes

A district for all people	A prosperous district	A district that values culture	A district that cares for its environment
Primary focus	-	-	Secondary contribution

Alignment to strategic priorities

Strengthening relationships

Secondary contribution

Preparing for the future

Secondary contribution

Effective management of resources

Primary focus

Levels of service - what is important for this activity

For people – we ensure that all our properties and parks meet the required standard for safety and accessibility to create spaces for people to live and play.

Managing resources – we manage our resources effectively, delivering value to our community and keeping sustainability and affordability at the forefront of what we do.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We provide parks and open spaces across our District.	Percentage of residents satisfied with our parks and open spaces.	Target: Maintain or increase from 89% Result: 83% Not Achieved	Target: ≥ 85%	Target: ≥ 85%	Target: ≥ 85%	Target: ≥ 85%
We provide community facilities that are compliant with legislative standards.	Ensure facilities with compliance schedules have current Building Warrant of Fitness (BWOFF).	Target: Achieve Result: Achieve Achieved	Target: Achieve	Target: Achieve	Target: Achieve	Target: Achieve
We provide clean public toilets for our community and visitors.	Percentage of residents satisfied with the cleanliness of public toilets.	Target: ≥ 85% Result: 89% Achieved	Target: ≥ 85%	Target: ≥ 85%	Target: ≥ 85%	Target: ≥ 85%

Regulatory Services

What we do

The activities under this group include building compliance, animal control, alcohol licensing, environmental health, and bylaw administration.

Why we do it

These activities are undertaken to contribute towards keeping our community safe and promoting community wellbeing.

Alignment to community outcomes

A district for all people Primary focus	A prosperous district Secondary contribution	A district that values culture Secondary contribution	A district that cares for its environment Secondary contribution
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Alignment to strategic priorities

Strengthening relationships Secondary contribution	Preparing for the future Secondary contribution	Effective management of resources Secondary contribution
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Levels of service - what is important for this activity

For people – activities of this group keep our community safe by ensuring compliance with legislation, Bylaws and the District Plan.

A prosperous district - The activities of this group enable a thriving and sustainable economy by ensuring that activities comply with legislation (Building Act 2004, Sale and Supply of Alcohol Act 2012, Resource Management Act 1991 etc) and the District Plan. This ensures the right activity occurs in the right place.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
Building consents are processed in a timely fashion.	All building consents are processed within 20 days.	Target: Achieve Result: 99% Not Achieved	Target: Achieve	Target: Achieve	Target: Achieve	Target: Achieve
We provide regulatory services for alcohol licences.	All premises that sell alcohol are licensed.	Target: 100% Compliance Result: 100% Achieved	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance
We provide regulatory services for food licences.	All premises that sell food are licensed and registered.	New measure	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance
We provide Land Information Memorandum (LIM) services efficiently.	LIM applications are processed within 10 working days.	Target: 100% Compliance Result: 98% Not Achieved	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance	Target: 100% Compliance
We will process, inspect, and certify building work in the Waitomo District.	WDC maintains building control systems and process to meet IANZ audit requirements.	Target: BCA accreditation maintained Result: BCA accreditation maintained Achieved	Target: BCA accreditation maintained	Target: BCA accreditation maintained	Target: BCA accreditation maintained	Target: BCA accreditation maintained
We will provide an effective Animal Control Service.	Percentage of residents satisfied with the provision of the Animal Control Service.	Target: ≥ 75% Result: 77% Achieved	Target: ≥ 75%	Target: ≥ 75%	Target: ≥ 75%	Target: ≥ 75%
WDC is resourced and staff trained to effectively support operations of Civil Defence Headquarters during an emergency.	The evaluation of annual exercise as a measure of effectiveness of training.	Target: Increasing trend Result: 66% 'Advancing' Achieved	Target: ≥ 61% (comprehensive score)	Target: ≥ 61% (comprehensive score)	Target: ≥ 61% (comprehensive score)	Target: ≥ 61% (comprehensive score)

Resource Management

What we do

The activities in this group relate to district planning and administration of the District Plan.

Why we do it

We cover the planning functions under the Resource Management Act 1991, including the processing, issuing, and monitoring of resource consents, designations, and other application types. This activity also includes monitoring compliance with the Waitomo District Plan and the Resource Management Act 1991.

Alignment to community outcomes

A district for all people

Secondary contribution

A prosperous district

Secondary contribution

A district that values culture

Secondary contribution

A district that cares for its environment

Primary focus

Alignment to strategic priorities

Strengthening relationships

Secondary contribution

Preparing for the future

Primary focus

Effective management of resources

Primary focus

Levels of service - what is important for this activity

Caring for our environment – the environment is cared for through the provisions of the District Plan both proposed and operative.

Preparing for the future – a key to success in the Resource Management and District Planning area is planning for the future in terms of providing for matters such as climate change, natural hazards, and ensuring the preservation of resources (e.g. karst systems, Significant Natural Areas, landscapes)

Managing our resources – resources are managed through provisions of the District Plan, both proposed and operative.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
Consents are processed in accordance with legislation.	All non-notified land use consent and subdivision consents are processed within 20 days.	Target: Achieve Result: Achieve Achieved	Target: Achieve	Target: Achieve	Target: Achieve	Target: Achieve

Solid Waste

What we do

The activities in this group consists of kerbside collection, waste disposal and waste minimisation.

Why we do it

Effective and efficient waste minimisation is a requirement of all councils under a range of legislation.

Alignment to community outcomes

A district for all people

Secondary contribution

A prosperous district

Secondary contribution

A district that values culture

Secondary contribution

A district that cares for its environment

Primary focus

Alignment to strategic priorities

Strengthening relationships

Secondary contribution

Preparing for the future

Primary focus

Effective management of resources

Secondary contribution

Levels of service - what is important for this activity

Caring for our environment – we collect waste to keep our environment clean and work to increase the proportion of waste we divert from landfill.

A district for all people – collecting recycling and solid waste from roadside and through our transfer stations helps keep people safe and healthy.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We will provide a reliable kerbside rubbish collection to stop rubbish becoming a health risk.	The number of justifiable complaints per week about uncollected rubbish.	Target: <10 per week Result: 0.35 Achieved	Target: <7 per week	Target: <7 per week	Target: <7 per week	Target: <7 per week
We provide effective and fit for purpose solid waste facilities.	Percentage of users that are satisfied with the rural transfer stations.	Target: Maintain or increase from the previous rating Result: 91% Achieved	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%
	Percentage of users that are satisfied with the Waitomo District Landfill.	New measure	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%
We encourage waste minimisation by providing recycling services to reduce waste sent to landfill.	Diversion rate of the District's waste to landfill.	New measure	Target: Increasing trend of diversion rate to ≥ 50%	Target: Increasing trend of diversion rate to ≥ 50%	Target: Increasing trend of diversion rate to ≥ 50%	Target: diversion rate is ≥ 50% of the districts waste to landfill

Stormwater

What we do

This activity covers the management, operations, maintenance, and monitoring of Council’s stormwater infrastructure which includes underground reticulation network, council owned open channels, and culverts for Te Kūiti and Rural areas.

Why we do it

We provide these services to meet our obligation under the Local Government Act 2002.

Alignment to community outcomes

A district for all people Primary focus	A prosperous district Secondary contribution	A district that values culture Secondary contribution	A district that cares for its environment Secondary contribution
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Alignment to strategic priorities

Strengthening relationships Secondary contribution	Preparing for the future Primary focus	Effective management of resources Primary focus
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Levels of service - what is important for this activity

A district for all people – improving our stormwater network will reduce the likelihood of flooding from stormwater overflows and improve the health, safety, and wellbeing of our community.

Caring for our environment – we care for our environment by ensuring stormwater discharge complies with environmental standards and regional council consent conditions.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We maintain and operate the stormwater network in a way that minimises the likelihood of stormwater entering habitable buildings.	The number of flooding events* that occur in the district in a financial year.	Target: 0 Result: 2 Not Achieved	Target: ≤ 2	Target: ≤ 2	Target: ≤ 2	Target: ≤ 1
	For each flooding event* the number of habitable floors affected in a financial year.	Target: ≤ 1 per 1,000 properties Result: 5.3 Not Achieved	Target: ≤ 5 per 1,000 properties	Target: ≤ 5 per 1,000 properties	Target: ≤ 5 per 1,000 properties	Target: ≤ 3 per 1,000 properties
We comply with our resource consent conditions and minimise the impact of stormwater on the environment.	The number of abatement notices, infringement notices, enforcement orders and convictions related to the management of the stormwater system.	Target: ≤ 2 infringement notices Result: 0 Achieved	Target: ≤ 2 infringement notices	Target: ≤ 2 infringement notices	Target: ≤ 2 infringement notices	Target: ≤ 2 infringement notices
		Target: 0 abatement, enforcement, or conviction actions Result: 0 Achieved	Target: 0, abatement, enforcement, or conviction actions	Target: 0, abatement, enforcement, or conviction actions	Target: 0, abatement, enforcement, or conviction actions	Target: 0, abatement, enforcement, or conviction actions
We will respond within a reasonable timeframe to the flooding.	The median response time to attend a flooding event*, (measured from the time that the notification is received to the time that service personnel reach the site).	Target: ≤ 180 minutes (3hrs) Result: 60 days 14 hours and 31 mins Not Achieved	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)
We provide a reliable stormwater system.	The number of complaints received about the performance of the Council's urban stormwater system per 1,000 properties connected.	Target: ≤ 4 complaints per 1,000 properties Result: 6 per 1000 connections Not Achieved	Target: ≤ 5 complaints per 1,000 properties	Target: ≤ 5 complaints per 1,000 properties	Target: ≤ 5 complaints per 1,000 properties	Target: ≤ 5 complaints per 1,000 properties

Wastewater

What we do

This activity covers the management, operations, maintenance, and monitoring of Council’s wastewater reticulation network, treatment, and disposal. This includes, pump stations, reticulation network, and trade waste for Te Kūiti, Maniaiti/Benneydale, Piopio, and Te Waitere townships.

Why we do it

We provide these services to meet our obligation under the Local Government Act 2002.

Alignment to community outcomes

A district for all people Primary focus	A prosperous district Secondary contribution	A district that values culture Secondary contribution	A district that cares for its environment Secondary contribution
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Alignment to strategic priorities

Strengthening relationships Secondary contribution	Preparing for the future Primary focus	Effective management of resources Primary focus
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Levels of service - what is important for this activity

A district for all people – providing an efficient and effective wastewater network supports the health and safety of our community.

Caring for our environment – we care for our environment by ensuring wastewater discharge complies with environmental standards and regional council consent conditions.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
Our wastewater system is optimised to reduce the risk of harm to the community and environment.	Number of dry weather overflows in a financial year.	Target: ≤10 complaints per 1,000 connections Result: 0 Achieved	Target: ≤5 complaints per 1,000 connections	Target: ≤5 complaints per 1,000 connections	Target: ≤5 complaints per 1,000 connections	Target: ≤5 complaints per 1,000 connections
Our wastewater system is operated and maintained to minimise odour and blockages.	The number of complaints about wastewater odour, system faults or blockages and complaints about our response to issues with its wastewater system in Piopio.	Target: ≤35 per 1,000 connections Result: 219 per 1000 Not Achieved	Target: ≤200 per 1,000 connections	Target: ≤200 per 1,000 connections	Target: ≤200 per 1,000 connections	Target: ≤200 per 1,000 connections
	The number of complaints about wastewater odour, system faults or blockages and complaints about our response to issues with its wastewater system in the rest of the District.	Target: ≤35 per 1,000 connections Result: 36.2 per 1000 Not Achieved	Target: ≤35 per 1,000 connections	Target: ≤35 per 1,000 connections	Target: ≤35 per 1,000 connections	Target: ≤35 per 1,000 connections
We comply with our resource consent conditions and minimise the impact of stormwater on the environment. We comply with our resource consent conditions and minimise the impact of wastewater on the environment	The number of abatement notices, infringement notices, enforcement orders and convictions issued for overflow from the wastewater system.	Target: 0 Abatement, infringement, enforcement or conviction actions Result: 1 Not Achieved	Target: 0	Target: 0	Target: 0	Target: 0

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We will attend and resolve issues with the wastewater system within a reasonable timeframe.	The median attendance time for callouts, from the time that we received notification to the time that our service personnel reach the site.	Target: ≤180 minutes Result: 1hr 46 mins Achieved	Target: ≤180 minutes	Target: ≤180 minutes	Target: ≤180 minutes	Target: ≤180 minutes
We will attend and resolve issues with the wastewater system within a reasonable timeframe.	The median resolution time of callouts in Piopio.	Target: ≤ 540 minutes Result: 4 hrs 40 mins Achieved	Target: ≤ 540 minutes	Target: ≤ 480 minutes	Target: ≤ 450 minutes	Target: ≤ 450 minutes
	The median resolution time of callouts in rest the of District.	Target: ≤ 540 minutes Result: 4 hr 31 mins Achieved	Target: ≤ 540 minutes	Target: ≤ 480 minutes	Target: ≤ 450 minutes	Target: ≤ 450 minutes

Water Supply

What we do

This activity covers the management, operations, maintenance, and monitoring of Council’s water supply infrastructure which includes the intakes, treatment plants, backwash disposal systems, treated water storage, reticulation networks, and pump stations for Te Kūiti, Mokau, Maniaiti/Benneydale, and Piopio.

Why we do it

We provide these services to meet our obligation under the Local Government Act 2002.

Alignment to community outcomes

A district for all people Primary focus	A prosperous district Secondary contribution	A district that values culture Secondary contribution	A district that cares for its environment Secondary contribution
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Alignment to strategic priorities

Strengthening relationships Secondary contribution	Preparing for the future Primary focus	Effective management of resources Primary focus
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Levels of service - what is important for this activity

A district for all people – the provision of safe drinkable water contributes to a healthy, safe, and well community.

Caring for our environment – we care for our environment by ensuring our water take complies with environmental standards and regional council consent conditions.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
<p>We provide water that is safe to drink and hygienic to use which meets the drinking water standards.</p> <p>The New Zealand Drinking Water Standards are monitored by Taumata Arowai as a national standard for public safety.</p>	Water quality complies with the drinking water standards for bacteria.	Target: Achieved Compliance Result: Not Achieved Compliance Not Achieved	Target: Achieve Compliance	Target: Achieve Compliance	Target: Achieve Compliance	Target: Achieve Compliance
	Water quality complies with the drinking water standards for protozoa.	Target: Achieved Compliance Result: Not Achieved Compliance Not Achieved	Target: Achieve Compliance	Target: Achieve Compliance	Target: Achieve Compliance	Target: Achieve Compliance
<p>We provide an efficient and effective water supply. We will achieve this by undertaking activities such as water leakage detection and maintaining the network of water pipes.</p>	Percentage of real water loss from Council's networked reticulation system.	Te Kūiti Target: ≤ 20%	Target: ≤ 20%	Target: ≤ 20%	Target: ≤ 20%	Target: ≤ 20%
		Mōkau Target: ≤ 5% Result: 1.1% Achieved	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
		Piopio Target: ≤ 5% Result: 0.67% Achieved	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%
		Maniaiti/Benneydale Target: ≤ 9% Result: 8.64% Achieved	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%	Target: ≤ 5%
We will respond within a reasonable timeframe to issues with the water supply.	The median attendance time for urgent call-outs.	Target: ≤ 180 minutes (3hrs) Result: 1 hr 54 mins Achieved	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)	Target: ≤ 180 minutes (3hrs)
	The median resolution time of urgent call-outs.	Target: ≤ 540 minutes (9 hrs) Result: 9 hrs 22 mins Not Achieved	Target: ≤ 540 minutes (9 hrs)	Target: ≤ 540 minutes (9 hrs)	Target: ≤ 540 minutes (9 hrs)	Target: ≤ 540 minutes (9 hrs)
	The median attendance time, in working days, for non-urgent call-outs.	Target ≤ 660 minutes (11 hrs) Result: 21 hrs 35 mins Not Achieved	Target ≤ 24 hours (1 day)	Target ≤ 24 hours (1 day)	Target ≤ 24 hours (1 day)	Target ≤ 24 hours (1 day)

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
	The median resolution time, in working days, of non-urgent call-outs.	Target: ≤ 96 hours Result: 27 hrs 31 mins <i>Achieved</i>	Target: ≤ 96 hours (4 days)	Target: ≤ 96 hours (4 days)	Target: ≤ 96 hours (4 days)	Target: ≤ 96 hours (4 days)
We provide water that is wholesome and is reliably supplied. The measure indicates customers and community satisfaction with the quality of the water.	The number of complaints received relating to drinking water about clarity.	Target: ≤ 20 per 1000 connections Result: 3.4 per 1000 connection <i>Achieved</i>	Target: ≤ 5 per 1000 connections	Target: ≤ 5 per 1000 connections	Target: ≤ 5 per 1000 connections	Target: ≤ 5 per 1000 connections
	The number of complaints received relating to drinking water about taste.	Target: ≤ 5 per 1000 connections Result: 0.8 per 1000 connection <i>Achieved</i>	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections
	The number of complaints received relating to drinking water about odour.	Target: odour ≤ 5 per 1000 connections Result: 0.4 per 1000 connection <i>Achieved</i>	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections
	The number of complaints received relating to drinking water continuity of supply.	Target: ≤15 per 1000 connections Result: 0.38 per 1000 connection <i>Achieved</i>	Target: ≤ 5 per 1000 connections	Target: ≤ 4 per 1000 connections	Target: ≤ 3 per 1000 connections	Target: ≤ 2 per 1000 connections

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
	The number of complaints received relating to drinking water pressure flow.	Target: ≤ 15 per 1000 connections Result: 1.9 per 1000 connection Achieved	Target: ≤ 10 per 1000 connections	Target: ≤ 5 per 1000 connections	Target: ≤ 5 per 1000 connections	Target: ≤ 5 per 1000 connections
	The number of complaints received relating to drinking water about Council's response to any of these issues.	Target: ≤20 per 1000 connections Result: 0.75 Achieved	Target: ≤ 7 per 1000 connections	Target: ≤ 5 per 1000 connections	Target: ≤ 2 per 1000 connections	Target: ≤ 2 per 1000 connections
We provide efficient management of demand for water for our community.	The average consumption of drinking water per Waitomo District resident, per day.	Target: ≤ 400 litres per person per day Result: 470l Not Achieved	Target: ≤ 400 litres per person per day	Target: ≤ 400 litres per person per day	Target: ≤ 400 litres per person per day	Target: ≤ 400 litres per person per day

Roads and Footpaths

What we do

We maintain and renew the District's existing transport infrastructure, including roads, bridges, and footpaths, and plan and invest in new infrastructure. We currently maintain a network of 461 km of sealed roads and 552 km of unsealed roads.

Why we do it

We provide these services to meet our obligation under the Local Government Act 2002.

Alignment to community outcomes

A district for all people	A prosperous district	A district that values culture	A district that cares for its environment
Primary focus	Secondary contribution	-	Secondary contribution

Alignment to strategic priorities

Strengthening relationships

Preparing for the future

Effective management of resources

Secondary contribution

Primary focus

Levels of service - what is important for this activity

A district for all people – we work to keep our road and footpath network safe and well maintained, enabling people to get to where they need to be.

A prosperous district – a well maintained network of roads and footpaths allows people and goods to move efficiently through the district.

Effective management of resources – we manage our roading budget to ensure roads across the network are maintained effectively.

What you can expect from us	What we will measure	Latest result 2022/23	Targets			
			2024/25	2025/26	2026/27	YR 4-10 2027/34
We are working towards a safe network with a vision of a decreasing trend of deaths and serious injuries on Waitomo District roads within ten years. We aim to achieve this by delivering projects that are focused on maintaining, upgrading, or changing the conditions of the roading environment to keep our community safe.	The change from the previous financial year in the number of fatalities and serious injury crashes on Waitomo District's local road network.	Target: ≤ 1 Result: 4 Change in serious injury crashes: 2 Change in fatal crashes: 0 Not Achieved	Target: Maintain or decrease from previous year.	Target: Maintain or decrease from previous year.	Target: Maintain or decrease from previous year.	Target: Maintain or decrease from previous year.
We aim for a smooth road that provides comfort for road users and improves the safety of the roads.	The average smooth travel exposure rating across the sealed road network. ¹	Target: 90% (of total) Result: 90% Achieved	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%
We will maintain the road network by resealing it as needed. Resurfacing is only undertaken as required depending on the condition of the surface in that financial year.	The percentage of Waitomo District's sealed local road network that is resurfaced each year.	Target: 7% (of total) Result: 7.2% Achieved	Target: 7% (of total)	Target: 7% (of total)	Target: 7% (of total)	Target: 7% (of total)
We will provide footpaths that are well maintained. The measure is the percentage of footpaths that meet the service level.	The percentage of footpaths that fall within a condition rating of 3	Target: 90% Result: 97% (2022) Achieved	Target: ≥ 95%	Target: ≥ 95%	Target: ≥ 95%	Target: ≥ 95%
We will investigate and respond to the customer about their request for service relating to road and footpath issues.	The percentage of customer service requests relating to roads and footpaths responded to within ten working days.	Target: 85% Result: 96% Achieved	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%	Target: ≥ 90%
We will maintain the overall condition of the unsealed roads to a specified adequate standard.	The percentage of unsealed road metalled each year.	Target: 10% (of total) Result: 22.2% Achieved	Target: ≥ 15% (of total)	Target: ≥ 15% (of total)	Target: ≥ 15% (of total)	Target: ≥ 15% (of total)

¹ Percentage of measured sealed road lane kilometres not exceeding a NAASRA* roughness count rating of 150 to be at least 90%.