



Appendix H DIA Non-Financial Performance Measures 2018/19

DIA Performance Measures 2018/19

DIA performance measures: water (18/19)

	Central Hawke's Bay		Hastings		Napier		Wairoa	
DIA performance measurement	Target	Actual	Target	Actual	Target	Actual	Target	Actual
<p>DIA Non-financial performance Measure 1: <i>(safety of drinking water)</i></p> <p>The extent to which the local authority's drinking water supply complies with:</p> <p>a) part 4 of the drinking-water standards (bacteria compliance criteria), and</p> <p>b) part 5 of the drinking-water standards (protozoal compliance criteria).</p>	100%	<p>a) Not achieved</p> <p>b) Not achieved</p>	100%	<p>a) Target achieved</p> <p>b) Target not achieved</p>	100%	<p>a) Achieved</p> <p>b) Achieved</p>	100%	Not achieved
<p>DIA Non-Financial performance Measure 2: <i>(maintenance of the reticulation network)</i></p> <p>The percentage of real water loss from the local authority's networked reticulation system (Including a description of the methodology used to calculate this).</p>	30%	Not achieved	20%	Not measured in 2018	22%	19.8%	25%	35.33%
<p>DIA Non-Financial performance Measure 3: <i>(fault response times)</i></p> <p>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:</p> <p>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</p> <p>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.</p> <p>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</p> <p>d) resolution of non-urgent call-outs: from the time that the local authority receives</p>	<p>a) <2 Hours</p> <p>b) <12 Hour</p> <p>c) <6 Hours</p> <p>d) <72 Hours</p>	<p>a) 31 Minutes</p> <p>b) 1 hour 52 mins</p> <p>c) 5hours 20 mins</p> <p>d) 25 hours 23.5 mins</p>	<p>a) 1 Hour</p> <p>b) 2 Hours</p> <p>c) 3 days</p> <p>d) 7 days</p>	<p>a) 45 minutes</p> <p>b) 2.52 Hours</p> <p>c) 20 hours</p> <p>d) 3 days</p>	<p>a) <90 minutes</p> <p>b) <6 Hours</p> <p>c) <8 Hours</p> <p>d) <72 Hours</p>	<p>a) 32 minutes</p> <p>b) 1.52 hours</p> <p>c) 1.72 hours</p> <p>d) 3.18 hours</p>	<p>a) 1 hour for Wairoa/ Frasertown and 2 hours for other areas</p> <p>b) 4 hours from Wairoa/ Frasertown and 5 hours for other areas</p> <p>c) Priority Work in Contract:</p> <p>d) 2 days</p> <p>d) 3 working days.</p>	<p>a) Not assessed – not recorded in system</p> <p>b) Not achieved – 24.75 hours</p> <p>c) Achieved (not recorded in system)</p> <p>d) 4.23 hours</p>

DIA Performance Measures 2018/19

	Central Hawke's Bay		Hastings		Napier		Wairoa	
DIA performance measurement	Target	Actual	Target	Actual	Target	Actual	Target	Actual
notification to the time that service personnel confirm resolution of the fault or interruption								
DIA Non-Financial performance Measure 4: <i>(customer satisfaction)</i> 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	<5	14	1	9.50	a) <2 b) <2 c) <2 d) <2 e) <2 f) <2	a) 40.89 b) .19 c) 0.39 d) 0.73 e) 0 f) 62.60	a) 20 b) 20 c) 20 d) 40 e) 40 f) 20	a) 0 b) 1 c) 0 d) 8 e) 11 f) 0
DIA Non-performance Measure 5: <i>(demand management)</i> The average consumption of drinking water per day per resident within the territorial authority district. (litres per person per day)	666	Achieved 1.56m ³ average consumption per day per connection	400	500	<430	496	550	Not achieved

DIA Performance Measures 2018/19

DIA performance measures: wastewater (18/19)

	Central Hawke's Bay		Hastings		Napier		Wairoa	
DIA performance measurement	Target	Actual	Target	Actual	Target	Actual	Target	Actual
DIA Non-Financial Performance Measure 1: (system and adequacy) Number of dry weather sewerage overflows from the Council's wastewater system, expressed per 1000 sewerage connections to that sewerage system.	<10	0.58	5	0.89	<0.1	0.08	16 in total across the network	Not achieved
DIA Non-Financial Performance Measure 2: <i>(Discharge compliance)</i> Compliance with Council's resource consents for discharge from its sewerage system measured by the number of:	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 2 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 2 b) 0 c) 0 d) 0
DIA Non-Financial Performance Measure 3: <i>(Fault response times)</i> Where the Council attends to sewerage overflows resulting from a blockage or fault in the Council's sewerage system, the following median response times are measured:	a) <1 Hours b) <4 Hours	a) 22 minutes b) 1hr 54 minutes	a) 1 Hour b) 1 day	a) 0.5 Hour b) 2.1 hours	a) <2 Hours b) <8 Hours	a) 0.98 hours b) 2.1 hours	The target for this performance measure is: a) 1 hour for Wairoa and 2 hours for Tuai areas; b) 4 hours for Wairoa and 5 hours for Tuai areas. Priority Work in Contract: a) 2 days	a) Not assessed

DIA Performance Measures 2018/19

DIA performance measurement	Central Hawke's Bay		Hastings		Napier		Wairoa	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
b) Resolution time: From the time that the Council receives notification to the time that service personnel confirm resolution of the blockage or other fault reach the site							b) 5 working days	b) Achieved with median response time of 20 hours
DIA Non-Financial Performance Measure 4: <i>(customer satisfaction)</i> Total number of complaints received by the Council about any of the following:								
a) Sewage odour	<10	0	61	26.9	a) <5	a) 0.63	a) 20	a) 0
b) Sewerage system faults					b) <20	b) 0.59	b) 20	b) 16
c) Sewerage system blockages					c) <10	c) 10.79	c) 20	c) 13
d) The Council's response to issues with its sewerage system expressed per 1000 connections to the Council's sewerage system					d) <1	d) 0	d) 20	d) 0

DIA Performance Measures 2018/19

DIA performance measures: stormwater (18/19)

	Central Hawke's Bay		Hastings		Napier		Wairoa	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
DIA Non-Financial Performance Measure 1: <i>(System and Adequacy)</i> The number of flooding events that occur in the Councils district. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council network).	0	0	0 (zero)	0	<1	N/A	50	Achieved
DIA Non-Financial Performance Measure 2: <i>(Discharge compliance)</i> Compliance with Council's resource consents for discharge from its stormwater system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions	0 (zero)	a) 0 (zero) b) 0 (zero) c) 0 (zero) d) 0 (zero)	0 (zero)	a) a0 (zero) b) 0 (zero) c) 0 (zero) d) 0 (zero)	0 (zero)	Nil	0 (zero)	Not achieved - no current consent
DIA Non-Financial Performance Measure 3: <i>(Response Times)</i> The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	<2 hours	20 mins	1 Hour	No event (48 mins to respond to general surface flooding)	<2 hours	N/A	Unknown	Not assessed
DIA Non-Financial Performance Measure 4: <i>(Customer Satisfaction)</i> The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the Councils stormwater system.	<5	0	15	10.1	<5	4.96	50	Achieved