

Performance Management Framework

Planning & Regulatory

- Regulatory
- Emergency Management

Links to the following Well-beings:

- Environmental
- Social

Links to the following Community Outcomes:

- Vibrant places and connected communities
- Resilient communities working in partnership
- Flourishing environment

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We process resource consents within legislative timeframes which ensures that property	Percentage of resource consents processed within statutory timeframes as specified under the Resource Management Act 1991.	Not achieved (96.3 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
developments are in line with District Plan policy goals.	Percentage of resource consents monitored to ensure they comply with the conditions of consent.	Achieved (100 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.
We process building consents within legislative timeframes.	Percentage of all building consents applications processed within 20 working days as specified under the Building Act 2004 Section 48(1).	Not achieved (79.13 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.
	Percentage of Building Warrants of Fitness audited yearly.	Achieved (52 per cent)	At least 50 per cent.	At least 55 per cent.	At least 60 per cent.	At least 65 per cent.	2027/28 - at least 70 per cent 2028/29 - at least 75 per cent 2029/30 onwards - at least 80 per cent.
We maintain a register of dogs in the district.	Percentage of known dogs that are registered each year.	Achieved (99.2 per cent)	At least 99 per cent.	At least 99 per cent.	At least 99 per cent.	At least 99 per cent.	At least 99 per cent.

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
We respond promptly to food safety, dogs and noise complaints.	Percentage of noise complaints that are responded to within two hours.	Achieved (100 per cent)	At least 95 per cent.	At least 95 per cent.	At least 95 per cent.	At least 95 per cent.	At least 95 per cent.
	Food safety – Percentage of food complaints responded to within two working days.	Achieved (100 per cent)	At least 80 per cent.	At least 80 per cent.	At least 80 per cent.	At least 80 per cent.	At least 80 per cent.
	Dog control – percentage of initial response within 24 hours for dog control complaints.	Achieved (100 per cent)	95 per cent.	95 per cent.	95 per cent.	95 per cent.	95 per cent.
We inspect health, liquor and food premises regularly.	Percentage of health (funeral homes, camping grounds, hairdressers) premises that are registered and inspected annually to ensure they meet minimum legislative standards.	Achieved (100 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.
	Percentage of food premises that are registered and inspected/audited as required to ensure they meet minimum legislative standards.	Achieved (100 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.
	Percentage of liquor premises that are registered and inspected annually to ensure they meet the legislative minimum standards.	Achieved (100 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
We are prepared for emergencies.	The evaluation of annual exercise as a measure of effectiveness of training delivery.	Achieved (67 per cent)	Increasing trend from previous year	Increasing trend from previous year	Increasing trend from previous year	Increasing trend from previous year	Increasing trend from previous year

Community Leadership

Support services which includes:

- Digital solutions
- CEO office
- People & Culture
- Rates, Remissions & Write-Offs
- Customer Services
- Policy
- Communications
- Community engagement and development

Links to the following Well-beings:

- Environmental
- Social

Links to the following Community Outcomes:

- Vibrant places and connected communities
- Resilient communities working in partnership
- Flourishing environment

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We manage investment assets in accordance with the Treasury Management Policy.	<p>Councils primary investment objective is capital protection. It utilises its surplus finds through internal lending to various activity centres within Council and through external investment to approved counterparties.</p> <p>Within the above credit constraints, Council will measure investment performance as follows:</p> <ul style="list-style-type: none"> • Cash is held in liquid investments • Investment maturities are matched to projected cashflow requirements • Investment returns are maximised by obtaining quotes across the four major banks • Realisation of investments prior to maturity is avoided unless absolutely necessary 	New measure	New measure	Achieved	Achieved	Achieved	Achieved

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
Growth and development is planned while our natural and physical resources are managed in a sustainable manner	Plan Changes, initiated by Council and privately, to the District Plan are undertaken in accordance with legislative processes and timeframes.	New measure	New measure	100 per cent	100 per cent	100 per cent	100 per cent
Corporate planning documents, long-term plans, annual plans and annual reports are delivered for our community	Corporate plans meet legislative timeframes	New measure	New measure	100 per cent	100 per cent	100 per cent	100 per cent
Council operates an open and honest decision-making process that generates confidence and trust in the democratic system.	Bylaw reviews are undertaken in accordance with legislative timeframes	2022/23 – Achieved (100 per cent)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Democracy

Links to the following Well-beings:

- Social

Links to the following Community Outcomes:

- Resilient communities working in partnership

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
Council operates an open and honest decision-making process that generates confidence and trust in the democratic system.	Percentage of requests for official information that are responded to within 20 working days.	2022/23 – Not Achieved (99.4 per cent)	100 per cent.	99 per cent	99 per cent	99 per cent	99 per cent

Strategic Property

Links to the following Well-beings:

- Environmental
- Social
- Cultural

Links to the following Community Outcomes:

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- Flourishing environment
- Tangata whenua are acknowledged and respected

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
Council facilitates the actions identified in the Housing Strategy	The number of actions undertaken which were identified in the Housing Strategy	New measure	New measure	At least one for each focus area. <i>Note: there are 5 focus areas identified in the strategy .</i>	At least one for each focus area <i>Note: there are 5 focus areas identified in the strategy.</i>	At least one for each focus area <i>Note: there are 5 focus areas identified in the strategy.</i>	At least one for each focus area <i>Note: there are 5 focus areas identified in the strategy.</i>

Note: a copy of Council's Housing Strategy can be found on our website www.taupo.govt.nz The 5 focus areas within the Housing Strategy are:

- *Affordable housing*
- *Māori Land and Papakāinga*
- *Elderly Housing*
- *Social Housing*
- *Healthy homes*

District Development

- District Promotion & Events

Links to the following Well-beings:

- Economic
- Social

Links to the following Community Outcomes:

- Vibrant places and connected communities
- Flourishing environment
- Innovative, thriving economy

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We facilitate and support economic development in the district.	Enterprise Great Lake Taupo (Trading As Amplify), Destination Great Lake Taupō and Town Centre report at least half-yearly to Taupō District Council on the manner of distribution of the grant as well as performance measures in line with their contracts for service and statements of intent.	Achieved	100 per cent report at least half yearly.	100 per cent report at least half yearly.	100 per cent report at least half yearly.	100 per cent report at least half yearly.	100 per cent report at least half yearly.

Water

Links to the following Well-beings:

- Economic
- Social
- Environmental
- Cultural

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Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
We provide safe drinking water to communities connected to a Council drinking	The extent to which Council's drinking water supply complies with: Part 4 of the Drinking water Standards for New Zealand (Bacteria compliance criteria).	2021/22 – Not Achieved (13 of 18 supplies passed) July to December 2022 – Not Achieved (12 out of 18 supplies passed)	All schemes are compliant with Part 4 of the DWSNZ.	All schemes are compliant with Part 4 of the DWSNZ	All schemes are compliant with Part 4 of the DWSNZ.	All schemes are compliant with Part 4 of the DWSNZ.	All schemes are compliant with Part 4 of the DWSNZ.

Level of service	Performance Measure	Latest Result 2022/23	Targets					
			2023/24	2024/25	2025/26	2026/27	2027/34	
water scheme.	<p>• All schemes.</p> <p><i>Please note that we are unable to report on this measure, however, we are still legally required to include this measure in our Long-term Plan 2024-34. Taumata Arowai introduced new Drinking Water Standards, Aesthetic Values, and Quality Assurance Rules which came into force on 14 November 2022 and require different monitoring and reporting than the old measures. We report compliance against the Drinking Water Standards, Aesthetic Values, and Quality Assurance Rules direct to Taumata Arowai.</i></p>	<p>January – June 2023 – Not achieved (0 out of 18 supplies achieved)</p> <p>*Please note that due to transitioning from Drinking Water Standards New Zealand (DWSNZ) to Drinking Water Quality Assurance Rules which came into force on 1 November 2022 the results for this measure have been split for this financial year.</p>		<p>Our schemes are:</p> <ul style="list-style-type: none"> • Taupo • Kinloch • River Road • Mangakino • Tirohanga, • Turangi, • Motuoapa, • Hatepe, • Omori/Kuratau/Pukawa • Whareroa • Whakamaruu • Atiamuri, • Rakanui Road • Waihaha 				
The drinking water that Council provides is safe and treated to the appropriate standards.	<p>The extent to which Council's drinking water supply complies with: Part 5 of the Drinking water Standards for New Zealand (Protozoal compliance criteria).</p> <p><i>Please note that we are unable to report on this measure, however, we are still legally required to include this measure in our Long-term Plan</i></p>	<p>2021/22 – Not Achieved (3 of 18 supplies passed)</p> <p>July to December 2022 – Not Achieved (3 of 18 supplies passed)</p> <p>*Please note that due to transitioning from Drinking Water Standards New Zealand (DWSNZ) to Drinking Water</p>	All schemes are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes are compliant with Part 5 of the DWSNZ as per	All schemes are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes are compliant with Part 5 of the DWSNZ as per upgrade plan.	

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
	<p>2024-34. Taumata Arowai introduced new Drinking Water Standards, Aesthetic Values, and Quality Assurance Rules which came into force on 14 November 2022 and require different monitoring and reporting than the old measures. We report compliance against the Drinking Water Standards, Aesthetic Values, and Quality Assurance Rules direct to Taumata Arowai.</p>	<p>Quality Assurance Rules which came into force on 1 November 2022 the results for this measure have been split for this financial year.</p> <p>January – June 2023 – Not achieved (2 out of 18 supplies passed)</p>		upgrade plan.			
				<p>Our schemes are:</p> <ul style="list-style-type: none"> • Taupo • Kinloch • River Road • Mangakino • Tirohanga, • Turangi, • Motuoapa, • Hatepe, • Omori/Kuratau/Pukawa • Whareroa • Whakamaruu • Atiamuri, • Rakanui Road • Waihaha 			
	<p>The extent to Council's drinking water supply complies with Table 1 of the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 Determinand – Escherichia col</p>	<p>New measure</p>	<p>New measure</p>	All schemes comply	All schemes comply	All schemes comply	All schemes comply
					<p>Our schemes are:</p> <ul style="list-style-type: none"> • Taupo • Kinloch • River Road 		

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
				<ul style="list-style-type: none"> • Mangakino • Tirohanga, • Turangi, • Motuoapa, • Hatepe, • Omori/Kuratau/Pukawa • Whareroa • Whakamaruu • Atiamuri, • Rakanui Road • Waihaha 			
	The extent to which the local authority's drinking water supply complies with Table 1 of the Water Services (Drinking Water Standards for New Zealand) Regulations 2022	New measure	New Measure	All schemes comply	All schemes comply	All schemes comply	All schemes comply
	Determinand – Total pathogenic protozoa			Our schemes are: <ul style="list-style-type: none"> • Taupo • Kinloch • River Road • Mangakino • Tirohanga, • Turangi, • Motuoapa, • Hatepe, • Omori/Kuratau/Pukawa • Whareroa • Whakamaruu 			

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
				<ul style="list-style-type: none"> • Atiamuri, • Rakanui Road • Waihaha 			
Our water reticulation network is efficient.	<p>Percentage of real water loss from Council's networks reticulation system.</p> <p>Methodology in line with Water NZ "Water Loss guidelines"¹.</p>	<p>Not Achieved.</p> <ul style="list-style-type: none"> • Taupō: 169 l/connection/day • Tūrangi: 654 l/connection/day • Average of Other Urban Networks: 218 l/connection/day • Average of Rural Networks: 6.3 m3/km/day 	<p>Urban Schemes – Target Current Annual Real Loss = 160 l/connection/day</p> <p>Rural Schemes – Target Current Annual Real Loss = 4.2 m3/km watermain/day</p>	<p>Urban Schemes - Current Annual Real Loss = 300 l/connection/day</p> <p>Rural Schemes - Current Annual Real Loss = 6.0 m3/km watermain/day</p>	<p>Urban Schemes - Current Annual Real Loss = 250 l/connection/day</p> <p>Rural Schemes - Current Annual Real Loss = 5.5 m3/km watermain/day</p>	<p>Urban Schemes - Current Annual Real Loss = 200 l/connection/day</p> <p>Rural Schemes - Current Annual Real Loss = 5.0 m3/km watermain/day</p>	<p>Urban Schemes - Current Annual Real Loss = 160 l/connection/day</p> <p>Rural Schemes - Current Annual Real Loss = 4.2 m3/km watermain/day</p>

¹ Lambert, A., and Taylor, R., Water New Zealand. "Water Loss Guidelines", February 2010, https://www.waternz.org.nz/Folder?Action=View%20File&Folder_id=101&File=100503_waterloss_guidelines.pdf

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
We respond to faults with our water reticulation network promptly.	Median time for attendance for urgent call-outs: from the time that Council receives notification to the time that the service personnel reach the site.	Achieved (0.8 hours)	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.
	Median time for attendance for non-urgent call-outs: from the time that Council receives notification to the time that the service personnel reach the site.	Achieved (2.8 days)	Less than 6 days.	Less than 6 days.	Less than 6 days.	Less than 6 days.	Less than 6 days.
We resolve faults in our water reticulation network promptly.	Median time for resolution of urgent call-outs: from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption.	Not Achieved (5.4 hours)	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.
	Median time for resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that the service personnel confirms resolution of the fault or interruption.	Achieved (4.2 days)	Less than 7 days.	Less than 7 days.	Less than 7 days.	Less than 7 days.	Less than 7 days.

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
Customers are satisfied with the drinking water that they receive.	<p>The number of complaints received by Council on</p> <p>(a) Drinking water clarity.</p> <p>(b) Drinking water taste.</p> <p>(c) Drinking water odour.</p> <p>(d) Drinking water pressure or flow.</p> <p>(e) Continuity of supply.</p> <p>(f) Council response to these issues.</p> <p>This measure is expressed per 1000 connections to Council networked reticulation.</p>	– Not Achieved (11.3 complaints per 1000 connections)	Less than 8 complaints per 1000 connections.	Less than 14 complaints per 1000 connections.	Less than 12 complaints per 1000 connections.	Less than 10 complaints per 1000 connections.	Less than 8 complaints per 1000 connections.
Potable water is used sustainably.	The average consumption of drinking water per day per resident within the district expressed as m ³ /day/HEU.	2022/23 - Achieved (0.9m ³ /day/HEU)	Less than or equal to 1.5m ³ /day/HEU.	Less than or equal to 1.5m ³ /day/HEU.	Less than or equal to 1.5m ³ /day/HEU.	Less than or equal to 1.5m ³ /day/HEU.	Less than or equal to 1.5m ³ /day/HEU.
There is adequate water for firefighting in urban areas.	Percentage of hydrants tested annually to ensure water pressure in urban areas meets FW2 firefighting code of practice standards.	Achieved (9 per cent of hydrants tested)	At least 5 per cent.	At least 5 per cent.	At least 5 per cent.	At least 5 per cent.	At least 5 per cent.

Transport

Links to the following Well-beings:

- Economic
- Social
- Environmental
- Cultural

Links to the following Community Outcomes:

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Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
The number of serious and fatal crashes on Council roads is falling.	Reduction from the previous financial year in the number of fatalities and serious injury crashes on the local road network.	Achieved (A reduction of 5 serious crashes/deaths from the previous year. There were 4 deaths and 10 serious crashes).	Decrease from previous year.	Decrease from previous year.	Decrease from previous year.	Decrease from previous year.	Decrease from previous year.

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
That our roading network is adequately maintained and in good condition.	The average quality of ride on a sealed road network, measured by percentage of smooth travel exposure. Methodology in line with NZTA Smooth Travel Exposure (STE) Index for sealed roads.	Achieved 95% for all roads (Rural and urban).	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.
	The percentage of the sealed local road network that is resurfaced.	Not achieved 1.5% for all roads (Rural and urban)	At least 3 per cent.	At least 3 per cent.	At least 3 per cent.	At least 3 per cent.	At least 3 per cent.
Footpaths are adequately maintained and in good condition.	Percentage of footpaths in the district that fall within the level of service or service standard for the condition of footpaths that is set out in the Territorial Local Authorities (TLA's) Asset Management Plans (AMPs) (maintenance intervention when displacement is greater than 10mm for Taupō CBD, Taupō urban areas and Turangi and other urban areas). Please note that we plan to undertake this survey every two years.	Not assessed.	80 per cent.	80 per cent.	80 per cent.	80 per cent.	80 per cent.

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We will respond to customer service requests.	Percentage of customer service requests relating to roads and footpaths to which the territorial authority that are responded to within five working days.	Achieved (90 per cent)	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.	At least 90 per cent.

Community facilities

- Community building (Waiora House & Community Halls)
- Heritage, Culture & Public Art
- Libraries
- Venues
- Parks & Reserves
- Public Conveniences
- Cemeteries

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- Cultural

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Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
The library is accessible and offers a range of	The total number of physical items loaned to library members is maintained or increased	Achieved 236,406 physical items	At least 227,303 physical items.	At least 227,303 physical items.	At least 227,303 physical items.	At least 227,303 physical items.	At least 227,303 physical items.

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
services for the community.	The total number of e-books loaned to library members is maintained or increased	Achieved 54,471 e-books/e-audio items loaned	At least 30,367 e-books/e-audio items loaned.	At least 30,367 e-books/e-audio items loaned.	At least 30,367 e-books/e-audio items loaned.	At least 30,367 e-books/e-audio items loaned.	At least 30,367 e-books/e-audio items loaned.
	The number of active library card users is maintained or increased	Not achieved. 7,346 members used their library cards.	At least 7,346 members used their library card.	At least 7,346 members used their library card.	At least 7,346 members used their library card.	At least 7,346 members used their library card.	At least 7,346 members used their library card.
The Great Lake Centre and Taupō Events Centre are accessible and provide the community with a range of services.	The occupancy rate of the Great Lake Centre and Taupo Events Centre.	Achieved (109 percent for the TEC, 95 percent for the GLC)	The Great Lake Centre and Taupo Events Centre are occupied at least 84 percent of the time.	The Great Lake Centre and Taupo Events Centre are occupied at least 84 percent of the time.	The Great Lake Centre and Taupo Events Centre are occupied at least 84 percent of the time.	The Great Lake Centre and Taupo Events Centre are occupied at least 84 percent of the time.	The Great Lake Centre and Taupo Events Centre are occupied at least 84 percent of the time.
Residents and visitors are satisfied with the exhibitions at the Taupō Museum and Art Gallery.	Total number of visitors (physical and virtual) to the museum is maintained or increased	Achieved. There were 22,937 physical visitors, 12,313 unique pageviews on website and 3,980 Facebook visits.	Visits are maintained or increased	Visits are maintained or increased	Visits are maintained or increased	Visits are maintained or increased	Visits are maintained or increased

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
	Number of exhibitions is maintained or increased	Achieved (three in-house exhibitions; seven local /visitor exhibitions; one touring exhibition)	Exhibitions are maintained or increased	Exhibitions are maintained or increased	Exhibitions are maintained or increased	Exhibitions are maintained or increased	Exhibitions are maintained or increased
Residents and visitors are satisfied with the parks, open spaces, playgrounds and sports grounds	Percentage of service requests responded to relating to Council-owned parks and open space.	Achieved (95 per cent)	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.
	Percentage of service requests responded to relating to Council playgrounds.	Achieved (100 percent)	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.
	Percentage of service requests responded to relating to sportsgrounds.	Not achieved (84.2 per cent)	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days	At least 90 per cent responded to within 5 working days	At least 90 per cent responded to within 5 working days	At least 90 per cent responded to within 5 working days

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
Our pools are safe, well maintained, and attractive for users.	We maintain Pool Safe accreditation at AC Baths and Turtle Pools	Achieved	Pool safe accreditation maintained.	Pool safe accreditation maintained.	Pool safe accreditation maintained.	Pool safe accreditation maintained.	Pool safe accreditation maintained.
Public toilets are clean, safe and fit for purpose.	Percentage of service requests responded to relating to public toilets.	Achieved (100 percent)	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.

Wastewater

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Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
We comply with the resource consents conditions relating to our sewerage systems.	Number of abatement notices received by Council in relation to sewerage system resource consents.	Achieved	≤ 1 abatement notices	≤ 1 abatement notices	≤ 1 abatement notices	≤ 1 abatement notices	≤ 1 abatement notices
	Number of infringement notices received by Council in relation to sewerage system resource consents.	Achieved	0 infringements	0 infringements	0 infringements	0 infringements	0 infringements

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
	Number of enforcement orders received by Council in relation to sewerage system resource consents.	Achieved	0 enforcement orders	0 enforcement orders	0 enforcement orders	0 enforcement orders	0 enforcement orders
	Number of successful convictions received by Council in relation to sewerage system resource consents.	Achieved	0 successful convictions	0 successful convictions	0 successful convictions	0 successful convictions	0 successful convictions
We will maintain the reduction in nitrogen discharged from wastewater treatment plants in the Lake Taupō catchment.	Maintain the reduction of total nitrogen discharged from wastewater treatment plants within the Lake Taupō catchment. Reduction of 20 per cent of the benchmark average has been achieved.	Not achieved (2.2 per cent)	Maintain the reduction.	Maintain the reduction.	Maintain the reduction.	Maintain the reduction.	Maintain the reduction.
Our sewerage system is maintained to prevent sewerage overflows.	Number of dry weather sewerage overflows from Council's sewerage system that expressed per 1000 connections.	Achieved (1.4 dry weather overflows per thousand connections)	Less than 3.	Less than 3.	Less than 3.	Less than 3.	Less than 3.

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We respond to faults with our sewerage system promptly.	Median attendance time: from the time that Council receives notification of a sewerage overflow resulting from a blockage or other fault in Council's sewerage system to the time that service personnel reach the site of the overflow or other fault.	Achieved (0.18 hours)	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.	Less than 1 hour.
We resolve faults with our sewerage system promptly.	Median resolution time: from the time that Council receives notification of a sewerage overflow resulting from a blockage or other fault in Council's sewerage system, to the time that service personnel confirm resolution of the fault or blockage.	Not achieved (4.14 hours)	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.	Less than 4 hours.
Our customers are satisfied with the sewerage network.	The number of complaints received by Council on: a) Sewerage odour, b) Sewerage system faults, c) Sewerage system blockages; and	– Not Achieved (10.54 per 1000 connections)	Less than 10.	Less than 10	Less than 10	Less than 10	Less than 10

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
	d) Council's response to issues with its sewerage system. This is expressed per 1000 connections to the sewerage system.						

Waste and Environmental Management

- Litter control
- Solid waste collection
- Solid waste disposal
- Waste management and minimization

Links to the following Well-beings:

- Economic
- Social
- Environmental
- Cultural

Links to the following Community Outcomes:

- Vibrant places and connected communities
- Flourishing environment
- Innovative, thriving economy
- Resilient communities working in partnership
- Tangata whenua are acknowledged and respected

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We will divert suitable waste from landfill.	The quantity of material (tonnes) diverted from landfill as a percentage of the total waste stream.	2022/23 – Not Achieved (46.7 percent)	48 per cent	50 per cent	52 per cent	54 percent	2027/28 - 55 percent

Level of service	Performance Measure	Latest Result 2022/23	Targets				
			2023/24	2024/25	2025/26	2026/27	2027/34
							2028/29 - 57 percent 2029/30 - 58.5 percent 2030/34 - 60 per cent
We comply with the resource consent conditions for our landfills.	Percentage of resource consent conditions for our landfills that are complied with	Achieved (100 percent compliance)	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Stormwater –

Links to the following Well-beings:

- Economic
- Social
- Environmental
- Cultural

Links to the following Community Outcomes:

- Vibrant places and connected communities
- Flourishing environment
- Innovative, thriving economy
- Resilient communities working in partnership
- Tangata whenua are acknowledged and respected

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We manage the stormwater network to protect public health and property without compromising the environment.	The number of flooding events that occur in a territorial authority district.	Achieved (0 flooding events)	0 flooding events	0 flooding events	0 flooding events	0 flooding events	0 flooding events
	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)	Achieved (0 flooding events)	0 properties affected by flooding inside the habitable dwelling	0 properties affected by flooding inside the habitable dwelling	0 properties affected by flooding inside the habitable dwelling	0 properties affected by flooding inside the habitable dwelling	0 properties affected by flooding inside the habitable dwelling

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	Achieved (0 flooding events)	≤1hr.	≤1hr.	≤1hr.	≤1hr.	≤1hr.
	<p>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.</p> <p>Please note that Council's stormwater network drains the roading network so there are no properties who connect to the stormwater network. For the purposes of this performance measure, we have considered that each property within the district benefits from the stormwater network and is therefore "connected" to our stormwater network.</p>	Achieved – (1.06 per 1000 properties).	Less than or equal to 8	Less than or equal to 8	Less than or equal to 8	Less than or equal to 8	Less than or equal to 8

Level of service	Performance Measure	Latest Result	Targets				
		2022/23	2023/24	2024/25	2025/26	2026/27	2027/34
We will comply with our Resource Consent for discharge from our stormwater system.	Number of abatement notices received by Council in relation to Resource Consents for discharge from our stormwater system.	Achieved	0 abatement notices	0 abatement notices	0 abatement notices	0 abatement notices	0 abatement notices
	Number of infringement notices received by Council in relation to Resource Consents for discharge from our stormwater system.	Achieved	0 infringement notices	0 infringement notices	0 infringement notices	0 infringement notices	0 infringement notices
	Number of enforcement orders received by Council in relation to Resource Consents for discharge from our stormwater system.	Achieved	0 enforcement orders	0 enforcement orders	0 enforcement orders	0 enforcement orders	0 enforcement orders
	Number of convictions received by Council in relation to Resource Consents for discharge from our stormwater system.	Achieved	0 convictions	0 convictions	0 convictions	0 convictions	0 convictions