



**I, Steven May, Chief Executive Officer, hereby give notice that
an Infrastructure Committee Meeting will be held on:**

Date: Thursday, 26 July 2018
Time: 2.30pm
Location: Council Chamber, Wairoa District Council,
Coronation Square, Wairoa

AGENDA

Infrastructure Committee Meeting

26 July 2018

The agenda and associated papers are also available on our website: www.wairoadc.govt.nz

For further information please contact us 06 838 7309 or by email info@wairoadc.govt.nz

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- 1 KARAKIA**
- 2 APOLOGIES FOR ABSENCE**
- 3 DECLARATIONS OF CONFLICT OF INTEREST**
- 4 CHAIRPERSON'S ANNOUNCEMENTS**
- 5 LATE ITEMS OF URGENT BUSINESS**
- 6 PUBLIC PARTICIPATION**

A maximum of 30 minutes has been set aside for members of the public to speak on any item on the agenda. Up to 5 minutes per person is allowed. As per Standing Order 14.14 requests to speak must be made to the meeting secretary at least one clear day before the meeting; however this requirement may be waived by the Chairperson.

7 MINUTES OF THE PREVIOUS MEETING

Ordinary Meeting - 29 May 2018

**MINUTES OF WAIROA DISTRICT COUNCIL
INFRASTRUCTURE COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBER, WAIROA DISTRICT COUNCIL, CORONATION SQUARE, WAIROA
ON TUESDAY, 29 MAY 2018 AT 1.30PM**

PRESENT: His Worship the Mayor Craig Little (Mayor), Cr Charles (Charlie) Lambert, Cr Michael (Min) Johansen, Mr C Olsen

IN ATTENDANCE: Cr Eaglesome-Karekare, Cr Harker, S May (Chief Executive Officer), C Knight (Governance Advisor & Policy Strategist), J Cox (Engineering Manager), G Borg (Chief Financial Officer), G Waikawa (Governance Administrator)

1 KARAKIA

Given by Cr Lambert

2 APOLOGIES FOR ABSENCE

None.

Under section 41A(3)(c) His Worship the Mayor appointed Mr Chris Olsen as the independent member and chairperson of the Council's Infrastructure Committee.

3 DECLARATION OF CONFLICT OF INTEREST

None.

4 CHAIRPERSON'S ANNOUNCEMENTS

MOTION

COMMITTEE RESOLUTION 2018/01

Moved: Cr Charles (Charlie) Lambert

Seconded: His Worship the Mayor Craig Little

That Cr Johansen be elected as the deputy chairperson of the Infrastructure Committee.

CARRIED

Mr Olsen thanked Council for inviting him to be on the committee and said he looked forward to serving the community as a member and chairperson of the committee.

5 LATE ITEMS OF URGENT BUSINESS

Late report - Terms of Reference

6 PUBLIC PARTICIPATION

None.

7 MINUTES OF THE PREVIOUS MEETING

No minutes of a previous meeting as this is the inaugural meeting of the committee.

8 GENERAL ITEMS**8.3 TERMS OF REFERENCE**

The committee discussed the key result areas of the committee:

- Sustainable
- Safety
- Customer satisfaction
- Affordability

The committee reviewed the proposed changes suggested by Mr C Olsen that were attached as Appendix 1 to the report.

COMMITTEE RESOLUTION 2018/02

Moved: Cr Michael (Min) Johansen

Seconded: His Worship the Mayor Craig Little

The Committee recommends that Council:

- a) Adopt the changes to the terms of reference outlined in Appendix 1; and,
- b) Add to the committee's responsibilities: *"Ensure that the provision of infrastructure is affordable"*.

CARRIED

8.1 INFRASTRUCTURE COMMITTEE SCENE SETTER**COMMITTEE RESOLUTION 2018/03**

Moved: His Worship the Mayor Craig Little

Seconded: Cr Charles (Charlie) Lambert

That the Committee receive this report.

CARRIED

8.2 APPOINTMENT PROCESS FOR INDEPENDENT MEMBER OF THE COMMITTEE

As the Mayor used his Mayoral Powers to appoint an independent member at the start of the meeting this agenda item was not progressed.

Closing karakia given by Cr Lambert.

The Meeting closed at 2.28 p.m.

The minutes of this meeting were confirmed at the Infrastructure Committee Meeting held on 21 August 2018.

.....
CHAIRPERSON

8 GENERAL ITEMS

8.1 AGENDA FRAMEWORK FOR INFRASTRUCTURE COMMITTEE

Author: Jamie Cox, Engineering Manager

Authoriser: Steven May, Chief Executive Officer

Appendices: 1. Performance Measures [↓](#)

1. PURPOSE

- 1.1 To develop an agenda framework for Infrastructure committee meetings

RECOMMENDATION

The Engineering manager RECOMMENDS that Committee receives this report and provides direction on a 'fit for purpose' agenda framework

EXECUTIVE SUMMARY

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2. BACKGROUND

- 2.1 Council has recently convened an Infrastructure committee and are going through the stages of the development of the framework by which the committee will operate. The key Terms of reference have been agreed and the key functions are;
- a) To set the direction and standards for the provision of WDC infrastructure
 - b) To monitor the implementation of this direction and those standards and respond accordingly
 - c) To understand the risks associated with the agreed direction and standards and to manage these risks appropriately
 - d) To ensure WDC is resourced appropriately (including appropriate processes for the appointment of external suppliers) to deliver the agreed direction and standards

3. PROPOSED AGENDA TEMPLATE

The following general items outline a proposed framework for an agenda template which are based on the key functions in the TOR. The items and the content within them are the subject of this report

3.1 WDC's STRATEGIC DIRECTION FOR INFRASTRUCTURE

This item will demonstrate the linkage of Council's vision with strategic Infrastructure challenges leading to programmes and projects.

A table listing the status of Council's strategic Infrastructure documents and the review period will also be included in this section and form the basis in identifying future agenda items.

Council vision, strategic challenges and key projects over the next 30 years are;

COUNCIL'S VISION

Connected communities, desirable lifestyles, treasured environments

STRATEGIC CHALLENGES

Economic Development: Ensuring our infrastructure meets growing tourism numbers and higher service expectations

Optimising Infrastructure: Better data (confidence) and better interpretation of that data will enable more informed decisions

Resilience: Ensuring our core infrastructure, and in particular our critical assets, are well-maintained to be responsive and resilient to changing needs and to minimise the impact of emergency events

Water Quality: Ensuring our 3-Water networks meet legislative requirements and public demands for cleaner rivers, lakes etc

Demography: Delivering infrastructure that responds to the needs of changing population demographics including higher proportions of youth and senior citizens whilst accounting for social affordability issues

Affordability: Maximising alternative funding sources, while ensuring that services and service levels match the community's ability to pay

Climate change: Ensuring long and short-term infrastructure planning anticipates the scale and speed of climate change

Technology: Responding to rapidly changing technology in making long-term infrastructure investment decisions

Changes in Land Use: Different land uses will have different requirements/desired levels of service on infrastructure

KEY PROJECTS OVER NEXT 30 YEARS

- Wairoa Airport Runway Extension
- Continuation of the 3-Waters renewals programme (in excess of \$1 million per annum across water, wastewater and stormwater)
- Continuation of roading renewals (in the order of \$30 million over the next 30 years, prior to subsidies)
- New landfill cell, Regional collaboration to be considered
- Wairoa Wastewater Treatment Plant upgrade & related works (approx. \$6 million to \$7 million 2018-2021)
- New Mahanga Water supply (\$235,000) & Blue Bay Upgrade (\$180,000)

OBJECTIVES FOR OPERATIONS AND MAINTENANCE

Reliability, Safety, Accessibility, Resilience, Amenity and Cost-effectiveness- The achievements of these objectives are measures by performance measures- see appendix 1

3.2 Monitoring

It is the committee's role to monitor infrastructure direction and standards

An Opex/Capex report covering

- Financials

- Progress
- Performance measures
- Customer service
- Other challenges

Based on the committee's direction, the Engineering manager will work with the finance department to develop a financial process which reports on the areas required.

3.3 RISK MANAGEMENT

It is the committee's role to Understand and mitigate Infrastructure risk

- Identify major risks
- Section on H&S audit reports

A risk table will accompany this section

3.4 RESOURCING AND PROCUREMENT

Capacity and capability to deliver Council's requirements

- Upcoming procurement
- Reporting on current procurement
- WDC Infrastructure team resourcing

3.5 ADDITIONAL ITEMS

Eg Large or complex projects and miscellaneous items requiring direction of the committee

4. CORPORATE CONSIDERATIONS

What is the change?

4.1 The Infrastructure Committee is newly convened and developing its operating systems

What are the key benefits?

4.2 Allowing a more in-depth relationship between the committee and Infrastructure strategy

5. RISK MANAGEMENT

5.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10 and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:

- a. One of the reasons for the formation of the committee is to manage Council's Infrastructure risk



Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,

- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
Author Jamie Cox	Approved by Steven May

The achievement of the WDC Infrastructure strategic objectives of Reliability, Safety, Accessibility, Resilience, Amenity and Cost-effectiveness are measured by the following service levels and performance measures

ACTIVITY GROUP TWO - WASTE MANAGEMENT

1. Waste Management

Service Levels and Performance Measures

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
Council will continue to own and deliver the waste management activity to ensure protection of public health and the environment	All domestic households and non-domestic premises have access to a disposal method for their waste, whether this is a kerbside collection, drop-off point or landfill disposal	Council will have in place at all time, suitable waste management contracts and arrangements to provide the services outlined	2017/18: Achieved: Council's contractor carries out weekly kerbside refuse collections in Wairoa, Nuhaka, Mahia and Frasertown. Council's contractor operates the Wairoa Landfill seven days a week, which is open to both domestic and non-domestic users. No evidence of changes to collections by contractor. (2016/17: Achieved)
	A reliable recyclables service will be provided: <ul style="list-style-type: none"> weekly from the kerbside in Wairoa & Frasertown fortnightly at specified drop-off points from Mahia, Nuhaka and Mohaka 	Council will have in place at all time, suitable waste management contracts and arrangements to provide the services outlined	2017/18: Achieved: Council's contractor carries out weekly kerbside recycling collections No evidence of changes to collections by contractor. (2016/17: Achieved)
	Council will operate and maintain the Wairoa landfill for the disposal of domestic and commercial refuse, being open for the public at least: <ul style="list-style-type: none"> 5 hours per day 359 days per year 	Council will have in place at all time, suitable waste management contracts and arrangements to provide the services outlined	2017/18: Achieved: Wairoa Landfill is open 6 hours per day, closing only on the following days: 1, 2 January, Good Friday, Easter Sunday, 25/26 December and closed for two hours on ANZAC day. No evidence of variations to opening times by contractor except as advertised for public holiday closures. (2016/17: Achieved)
	Council shall continue to provide for the community-run waste disposal and recycling service in Waikaremoana and Raupunga	Council will have in place at all time, suitable waste management contracts and arrangements to provide the services outlined	2017/18: Achieved: Waste management in the Waikaremoana and Raupunga areas are community-run services facilitated by Council in partnership with local organisations. (2016/17: Achieved)
	Council will provide for the disposal of hazardous waste	Council will have in place at all time, suitable waste management contracts and arrangements to provide the services outlined	2017/18: Achieved: Council and contractor have procedures in place to deal with Asbestos and other hazardous waste. This is done by GPS recording locations

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
			in the landfill in accordance with resource consent. (2016/17: Achieved)
	Community's willingness to pay for the service will be considered	Monitor for complaints of cost of service through the Annual Plan process.	2017/18: Achieved: No reports received indicating any concerns with associated costs. Long Term and Annual Plan consultation processes provide opportunity for community to raise willingness to pay issues. (2016/17: Achieved)
	Most appropriate form of service delivery to be provided	New contract implemented.	2017/18: Achieved: No change in circumstances have warranted change for Council's service delivery. A new contract has been put out for tender in May 2018. Retaining the same levels of service. (2016/17: Achieved)
Council will comply with current legislation and Council bylaws	Council shall meet all legislative requirements, in particular the Litter Act 1979	Review current legislation for compliance	2017/18: Achieved: Council provides numerous litter bins around the district in particular in urban and other high traffic areas in accordance with the Litter Act. The Act is monitored and reviewed regularly for any changes. (2016/17: Achieved)
	Council will comply with all resource consent conditions	There shall be no breaches of consent conditions	2017/18: Achieved: No breaches of resource consents. Monitoring undertaken on behalf of Council. (2016/17: Achieved)
	Review and update current bylaws to support effective and efficient waste minimisation; addressing issues such as illegal dumping, litter, private waste collections and community-based services	Council shall provide for monitoring of the bylaw All known breaches of the bylaw shall be addressed as provided for in the bylaw	2017/18: Not Achieved: Bylaws have not been changed from previous year. No change in circumstances have warranted change for Council's service delivery. Any breaches are recorded in the CSR or infringement fines and managed as provided for in the bylaw. (2016/17: Not achieved)
Council will maintain the landfill to ensure long-term sustainability	Asset database to be maintained including additions and disposal as well as condition information	Maintain asset database up-to-date	2017/18: Partially achieved: Progress on asset database under development. (2016/17: Partially Achieved (note: change of Target for 2017/18)).

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
	Council will undertake a continual improvement approach with the aim of continually reducing the amount of waste going into the landfill	Waste going into the landfill is reducing Implement waste education programme Undertake review of recycling provisions and develop initiatives for the future	2017/18: Not achieved, slight increase in volume of waste going to landfill. (2016/17: Achieved)
Council will undertake operational, maintenance and renewals activities in a cost-effective manner	All maintenance, renewals and other programmed and reactive works are completed on time and within budget	Forward works program to be set as part of Annual Plan process Works to be within budget +/- 5%	2017/18: Achieved: as per contractor schedule. (2016/17: Achieved)
	Landfill and recycling area will be well maintained, clean and tidy at all times	No complaints regarding the tidiness of the landfill area.	2017/18: Achieved: Duty to maintain the Landfill and Recycling area is detailed in the contract and monitored by council staff, working with the contractor. No complaints were received. (2016/17: Achieved)
	Council shall implement measures to control the spread of litter in Wairoa, Mahia and on reserves	Litter bins shall be serviced and maintained in accordance with the Litter Act 1979 CSR reports of litter and fly dumping will be cleared	2017/18: Achieved: Contractors regularly review all areas to ensure compliance. (2016/17: Achieved)
	Operational and maintenance activities are undertaken in a safe and healthy manner	No health and safety non compliances are received or issued. Annual Review of hazard register.	2017/18: Not achieved: Customer Service Requests (CSR) received, dealt with via meeting and change in work practices. (2016/17: Not Achieved.)
Customers will receive a prompt and efficient service	Council will monitor opening and closing times to ensure people are satisfied	Review CSR/Annual Plan submissions regarding landfill opening and closing times	2017/18: Achieved: No CSRs received in regards to the landfill's opening and closing times. Section 17a stage 2 review will consider future options. No evidence of variations to opening times by contractor except as advertised for public holiday closures. Additional hours provided on weekends around peak holiday season. (2016/17: Achieved)
	Level of customer satisfaction through annual survey indicates 'fairly good', 'very good' or better minimum 80% approval rating	80% satisfaction rating	2017/18: Not Achieved. Satisfaction result of very and fairly satisfied was 68%. (2016/17: Not Achieved: 65%.
	Analysis of CSR complaints to enable issues to be addressed	Number of complaints shall reduce	2017/18: Not Achieved: 23 CSRs were received and dealt with via contractors to remedy issues.

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
			Largely around non-collection of recycling. (2016/17: Not Achieved 17 CSRs, up from 2 in 2015/16)
Council will implement systems/processes to ensure continued service delivery in emergency events	Contingency plans shall be implemented for emergency events e.g. pandemics where additional collection services are required or where access is prevented due to flooding	Annual meeting with civil defence team Contingency plans shall be reviewed.	2017/18: Achieved. Contingency plans are developed and adopted, contingency plans were not required to have been implemented during this time period. (2016/17: Achieved.)

ACTIVITY GROUP THREE - TRANSPORT

1. Land Transport (district funded and subsidised)

Land Transport (district funded & NZ Transport Agency subsidised)

Service Levels and Performance Measures

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ASSESSMENT (2017/18)
Council delivers a land transport system to the community	The land transport network is trafficable at all times, other than when affected by natural events (e.g. slips) and notified planned road closures	The land transport network is trafficable at all times (excluding natural events or notified road closures)	2017/18: Not Achieved – Mahia East Coast Road (2016/17: Not Achieved: Kinikini Road-loss of traction HV.)
	Road closures for planned events (e.g. rallies, bridge repairs etc.) are notified through public notices and residents of affected roads informed.	Road closures for planned events are publically notified	2017/18: Achieved (2016/17: Achieved.)
Council will manage the land transport system in a sustainable manner, sufficient to meet the current and projected demand	The percentage of the sealed local road network that is resurfaced, expressed as a number (<i>new mandatory performance measure</i>)	The percentage of the sealed local road network that is resurfaced, expressed as a number	2017/18: 8.609km/300.844 = 2.8% (2016/17: 16.4km/300.844 = 5.45%)
Customers will receive a prompt and efficient service	The public and other road users satisfied with the overall level of service provided. Target is to have no less than 75% of respondents consider the land transport service to be 'fairly good, very good, or better', as measured by the annual public satisfaction survey.	75% satisfaction rating	2017/18: Not Achieved. 64% of the respondents rate the service as 'very satisfied' or 'fairly satisfied' in the annual public satisfaction survey. (2016/17: Achieved. 76% of the respondents rate the service as 'very satisfied' or 'fairly satisfied' in the annual public satisfaction survey.)
	All requests for service and complaints are dealt with properly and promptly. Appropriate Council staff contact and discuss complaints received with complainants (subject to contact details being provided) in an effort to improve relationships and responsiveness to customers. 90% of all CSRs and complaints are dealt with within the prescribed timeframes (<i>new mandatory performance measure</i>)	90% of CSRs are dealt with within the prescribed timeframes	2017/18: Not achieved: : 68% (323 of 481) CSRs were completed within the prescribed timeframe (2016/17: Not achieved: 80% (381 of 474) CSRs were completed within the prescribed timeframe.)
The district-funded footpaths will be maintained in good order	Not more than the number of footpath complaints and CSRs received than the previous year	Not more than the number of footpath CSRs received than the previous year	2017/18: ??? Achieved 4 (2016/17: Achieved: 14 footpath related CSRs for 2016/17 compared to 18 in 2015/16.)
	The percentage of footpaths that fall within the level of service or standard of condition of footpaths set out in Council's relevant document, expressed	The percentage of footpaths that fall within the level of service or standard of condition of footpaths set out in Council's relevant document	2017/18: Not Measured. (2016/17: Not Achieved: Condition data not obtained.)

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ASSESSMENT (2017/18)
	as a number (<i>new mandatory performance measure</i>)		
The district-funded land transport activity will contribute to overall road safety by adequately catering for pedestrians, cyclists and other non-motorised road users	Walking & Cycling Strategy programme to be implemented. (<i>Note that general road safety and vehicular safety in particular is dealt with in the NZTA-funded activities</i>)	Walking & Cycling Strategy programme implemented	2017/18: Achieved. Construction of new footpaths. (2016/17: Achieved: Whakamahia walkway construction completed and construction of new footpaths as per the strategy. Other works are ongoing as per the strategy.)
The district-funded streetlights will be maintained in good order	Not more than the number of streetlight complaints and CSRs received than the previous year (<i>Note that most streetlights are covered by the NZTA-subsidised activities. Non-subsidised streetlights are those in place for amenity or not specifically related to road safety</i>)	Not more than the number of streetlight CSRs received than the previous year	2017/18: ??? Achieved: 66. (2016/17: Not Achieved: 88 streetlight-related CSRs for 2016/17 compared to 71 in 2015/16.)
Council provides car parking that is sufficient to meet the current and projected demand	The Wairoa Township and Mahia Beach car parking facilities will be accessible at all times, other than when affected by natural events (e.g. flooding) and notified planned road closures	Public car parking facilities will be accessible at all times (excluding natural events and notified road closures)	2017/18: Achieved: No reported or recorded instances. (2016/17: Achieved: No reported or recorded blocked parking for 2016/17.)
	Not more than the number of parking complaints and CSRs received than the previous year	Not more than the number of parking CSRs received than the previous year	2017/18: Achieved 1 Parking related CSR received. (2016/17: Achieved: 1 Parking related CSR received for 2016/17 compared to 1 in 2015/16)
The service is provided at a reasonable cost (value for money)	The costs of these services are consulted on annually	Annual Plan delivered to the community	2017/18: Achieved. Consultation undertaken on 2017/18 Annual Plan. (2016/17: Not Achieved. No consultation undertaken on 2016/17 Annual Plan.)
	Local supplier opportunities to be considered prior to engagement of an external supplier to reduce overhead costs and increase in-house efficiency	Local suppliers are engaged in roading related contracts	2017/18: Achieved: Tender/procurement Process utilised incorporates consideration of local supplier score in non-essential criteria. (2016/17: Achieved: Tender Process utilised incorporates consideration of local supplier score in non-essential criteria)
Council endeavours to programme, provide, develop and manage the land transport network in a manner that assists the economic development of the district	Physical works and professional services' procurement options directed to best reflect the local resources where possible, to sustain the district's economy, and to promote local knowledge and technical expertise within the community	Procurement options directed to best reflect the local resources where possible	2017/18: Achieved: Tendering undertaken as per approved procurement Strategy that includes these indicators. (2016/17: Achieved: Procurement Strategy document updated Nov 2012 resulting in various local suppliers engaged in the publicly tendered roading contract process.)
When using the network, all road users will experience a "fair" ride quality on a well-maintained and managed asset (<i>qualified to the extent that it</i>	Council's target is to provide a "fair" ride quality i.e. average sealed road NAASRA <110 for 'fair' ride quality (<i>new</i>	Average NAASRA of the sealed road network <110	2017/18: Achieved. Average NAASRA for 17/18 is 95 (2016/17: Achieved: 2016/17 NAASRA = 100)

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ASSESSMENT (2017/18)
<i>has to be appreciated that over 66% of the network is unsealed)</i>	<i>mandatory performance measure)</i>		(2014/15: NAASRA = 102)
Council works with NZ Police and NZTA to promote the safe use of the land transport network by motorists and others	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number (<i>new mandatory performance measure</i>)	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	2017/18: Not Achieved: 1 fatal, 6 severe crash (2016/17: Achieved: 2016/17: Nil fatal, 1 severe crash vs 2015/16: 6 total fatal and/or severe crashes.)
	No accidents attributed to engineering aspects of the road network (e.g. loose chip from reseals)	No accidents attributed to engineering aspects of the road network	2017/18: Achieved. No reported incidents or accidents attributed to engineering or site works Traffic Management Plan deficiencies for 2017/18. (2016/17: Achieved.)

ACTIVITY GROUP FOUR - COMMUNITY FACILITIES

Cemeteries

Service Levels and Performance Measures

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
Council will continue to own and deliver a cemetery service suitable for the current and foreseeable needs of the community	The provision of cemetery land shall be adequate for current and foreseeable demand	Monitor adequacy of land available in relation to earlier assessment of capacity for Wairoa	2017/18: Achieved, New ashes berm established. (2016/17: Achieved)
	Community's willingness to pay for the service will be considered	Monitor for complaints of cost of service through the Annual Plan process	2017/18: Achieved: No reports received indicating any concerns with associated costs. Long term and annual plan consultation processes provide opportunity for community to raise willingness to pay issues. (2016/17: Achieved)
Council will comply with current legislation and Council bylaws	Council shall meet all legislative requirements	Review current legislation for compliance	2017/18: Achieved: The Council meets all legislative requirements through the relevant Acts and Council Bylaws. (2016/17: Achieved)
	Council's Public Safety Bylaw shall be enforced	Council shall provide for monitoring of the bylaw	2017/18: Achieved: Enforced by By-law compliance officer. Cemeteries are regularly monitored by Police, community patrol, cemeteries contractor and council staff. (2016/17: Achieved)
Council shall provide an up-to-date records and enquiry service	Cemetery interment records are updated and maintained	Cemetery interment records are updated monthly in accordance with the maintenance contract	2017/18: Achieved: Records maintained for council's cemeteries electronically. Including vacant, reserved and occupied plots. (2016/17: Not achieved)
Council will maintain any public cemeteries to ensure long term sustainability	Asset database to be maintained	Maintain an up-to-date asset database	2017/18: Achieved: Records maintained for council's cemeteries electronically. Including vacant, reserved and occupied plots. (2016/17: Achieved)
Council will undertake operational, maintenance and renewals activities in a cost-effective manner	All preventative maintenance, renewals and other programmed and reactive works are completed on time and within budget	Forward works program to be set as part of Annual Plan process	2017/18: Achieved: All programmed work scheduled has been delivered on time and within budget. (2016/17: Achieved)

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
	Operational and maintenance activities are undertaken in a safe and healthy manner	No health and safety non compliances are received or issued.	2017/18: Achieved: No issues with health and safety or compliance have been reported for this year. Health and safety processes in place that ensure all incidents and near misses are reported and appropriate mitigation measures are put in place. (2016/17: Achieved)
Customers will receive a prompt and efficient service	Level of customer satisfaction through annual survey indicates a 'fairly good', 'very good' or better minimum 80% approval rating	80% satisfaction rating	2017/18: Not Achieved: 70% (2016/17: Not Achieved 71%)
	How the service is delivered to the community will be monitored through the CSR system	Number of complaints for inadequate service shall reduce	2017/18: Not Achieved: 4 CSRs received for cemeteries in year 2017/18. Issues actioned by Council and remedied by contractor. (2016/17: Achieved: 4) (2015/16: 7)

ACTIVITY GROUP FOUR - COMMUNITY FACILITIES

Parks & Reserves

Service Levels and Performance Measures

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
Council will continue to provide parks and reserves with associated facilities to meet the current and foreseeable desires of the community	The provision of land and facilities shall be adequate for current and foreseeable demand	Monitor use of parks, reserves, sports grounds and associated facilities available	2017/18: Achieved: Status quo – no current change in demand. (2016/17: Achieved: Status quo – no current change in demand.)
	Council shall implement development projects from Reserve Management Plans (RMP)	Implementation of Reserve Management Plans Programme	2017/18: Achieved: Projects undertaken from Reserve Management Plan include planting. (2016/17: Achieved)
	Community's willingness to pay for the service will be considered	Monitor for complaints of cost of service through the Annual Plan process	2017/18: Achieved: No reports received indicating any concerns with associated costs. Long term and annual plan consultation processes provide opportunity for community to raise willingness to pay issues. (2016/17: Achieved)
Council will comply with current legislation and Council bylaws	Council shall meet all legislative requirements	Review current legislation for compliance	2017/18: Achieved: The council meets all legislative requirements through the relevant Acts. (2016/17: Achieved)
	Council's Public Safety Bylaw shall be enforced	Council shall provide for monitoring of the bylaw All known breaches of the bylaw shall be addressed as provided for in the bylaw	2017/18: Achieved: Enforced by By-law compliance officers. Any breaches addressed as per the bylaw. (2016/17: Achieved)
	Facilities shall meet all relevant safety standards	Facilities shall be maintained in a safe condition, in accordance with relevant standards Safety assessment of facilities with action plan of remedial works as appropriate	2017/18: Achieved: Equipment certified and maintained to specified standards contractually. Additionally, no issues with health and safety or compliance have been reported for this year. (2016/17: Achieved)
Council will maintain parks and reserves and associated facilities to ensure long term sustainability	Asset database to be maintained	Maintain an up-to-date asset database	2017/18: Achieved. (2016/17: Achieved)
	All maintenance, renewals and other programmed and reactive works are completed on time and within budget	Forward works program to be set as part of Annual Plan process Works to be within budget +/- 5%	2017/18: Not Achieved: Work undertaken by contractors is managed closely, all work undertaken has been delivered on time, but total costs are over budget. (2016/17: Not achieved)
	Operational and maintenance activities are undertaken in a safe and healthy manner	No health and safety non compliances are received or issued. Annual Review of hazard register.	2017/18: Achieved: No issues with health and safety or compliance have been reported for this year. Health and safety processes in place that ensure all incidents and near misses are reported and appropriate mitigation measures are put in place.

			(2016/17: Achieved)
Customers will receive a prompt and efficient service	Level of customer satisfaction through annual survey indicates a 'fairly good', 'very good' or better minimum 80% approval rating	80% satisfaction rating	2017/18: Achieved: 89%. (2016/17: Achieved: 89%)
	How the service is delivered to the community will be monitored through the CSR and Annual Plan systems	Number of complaints for inadequate service shall reduce	2017/18: Not Achieved: 33 CSR complaints responded to and actioned by contractors under instruction from Council. (2016/17: Achieved 4 CSRs) (2015/16: 7 CSRs)
Council will implement systems/processes to ensure continued service delivery in emergency events	Contingency plans implemented for emergencies such as earthquake & flooding where services may be affected or damaged	Annual meeting with civil defence team Contingency plans shall be reviewed.	2017/18: Achieved: Covered within plans for a Civil Defence event. (2016/17: Achieved)

ACTIVITY GROUP SEVEN - CORPORATE FUNCTIONS

Property

Service Levels and Performance Measures

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
Council will continue to provide property services to meet the current and foreseeable demand of the community including: <ul style="list-style-type: none"> Commercial Corporate Halls Staff & Pensioner housing Campgrounds and The Wairoa Community Centre 	The listed facilities will be provided and maintained to enable continued service provision	Council will have in place, at all times, suitable maintenance contract/s and / or arrangements to enable provision of the services	2017/18: Achieved: Maintenance is undertaken at all facilities. All facilities are available for use by the public. (2016/17: Achieved)
	Community's willingness to pay for the service will be considered	Monitor for complaints of cost of service through Annual Plan process	2017/18: Achieved: No reports received indicating any concerns with associated costs. Long Term and Annual Plan consultation processes provide opportunity for community to raise willingness to pay issues. (2016/17: Achieved)
	The provision of the services shall be adequate for current and foreseeable demand	Future Development / Disposal Plans to be prepared for all property facilities	2017/18: Achieved, assessment of properties underway. (2016/17: Achieved)
Council will comply with current legislation and Council bylaws	Council shall meet all legislation requirements	Review current legislation for compliance	2017/18: Achieved: Legislative requirements are factored into management of the properties. (2016/17: New measure not previously assessed)
	Council's 'Public Safety Bylaw' shall be enforced	Council shall provide for monitoring of the bylaw All known breaches of the bylaw shall be addressed as provided for in the bylaw	2017/18: Achieved: Council enforcement officers check for the adherence to the Bylaw and take appropriate action where required. (2016/17: Achieved)
	Facilities shall meet all relevant safety standards	Facilities shall meet all relevant safety standards	2017/18: Achieved: Buildings comply with standards and are certified, health and safety plans are in place as appropriate. (2016/17: Achieved)
Council will maintain the facilities to ensure long term sustainability	Asset database to be maintained	Maintain asset database up-to-date	2017/18: Not achieved, asset data has been developed, interim database is used in Council's current IntraMaps system, set up of Assetfinda property database is awaiting release of software module from Assetfinda (2016/17: Not Achieved)
Council will undertake operational, maintenance and renewals activities in a cost-effective manner	All maintenance, renewals and other programmed and reactive works are completed on time and within budget	Forward works program to be set as part of Annual Plan process	2017/18: Achieved: Planned maintenance program and breakages were addressed in time and within budget. (2016/17: Achieved)
		Works to be within budget +/- 5%	2017/18: (2016/17: Not Measured)

LEVEL OF SERVICE STATEMENT	PERFORMANCE MEASURE	TARGET	PERFORMANCE ACHIEVED 2017/18
	Operational and maintenance activities are undertaken in a safe and healthy manner	No health and safety non compliances are received or issued. Annual Review of hazard register.	2017/18: Achieved: No Health and Safety related accidents have been reported for this year. Policies are being further developed to meet the new legislative requirements. (2016/17: New measure not previously assessed)
Customers will receive a prompt and efficient service	Level of customer satisfaction through annual survey indicates a 'fairly good', 'very good' or better	80% satisfaction rating	2017/18: Achieved: User satisfaction results from the Communitrak survey are: Community Centre: 90% Halls: 92% (2016/17: Achieved: Community Centre: 94% Halls: 91%)
	Analysis of CSR complaints to enable issues to be addressed	Number of complaints shall reduce	2017/18: Not Achieved: 65 CSR's received in regards to property during the year. (2016/17: Not Achieved 61 CSR's.) (2015/16: 50)
Council will implement systems / processes to ensure continued service delivery in emergency events	Contingency plans shall be implemented for emergency events such as earthquake and flooding where services may be affected or facilities damaged	Annual meeting with civil defence team Contingency plans shall be reviewed	2017/18: Not required. Contingency plans have been prepared. No instances occurred where the plans needed to be implemented. (2016/17: Not Required)