

Non-financial performance measures – Q2

Community leadership

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 Target	Q1	Q2	Comment
Provide opportunities for the community and individuals to participate	Percentage of residents who are satisfied with the Let's Talk platform - quality, reliability and value	54%	Let's Talk survey	75%	Not measured	Not measured	This survey is conducted annually, therefore no result is available at this stage
Demonstrate robust debate and decision making for matters that impact upon the Rotorua District	No decision is overturned by judicial review	Achieved	Decision-making index	Zero	Achieved	Achieved	No decisions have been overturned by judicial review for the year to date
Customer satisfaction	Percentage of residents that agree with how the decisions made by the Council represent the best interests of the District	New measure	Residents Experience Monitor	≥50%	42%	51%	Of the 81 respondents, 51% felt fairly or very satisfied that the decisions made by the Council represent the best interests of the District (scale measure of satisfaction 7 and above). 28% were dissatisfied with 21% neutral.
	Percentage of residents that are very/fairly satisfied with how the Council keeps the community informed	New measure	Residents Experience Monitor	≥50%	40%	58%	Of the 91 respondents, 58% felt fairly or very satisfied with how the Council keeps the community informed (scale measure of satisfaction 7 and above). 17% were dissatisfied with 25% neutral.

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Community Safety

Level of service	How will it be measured? (Measures)	Current Performance 2022/23	Data source	2024/25 Target	Q1	Q2	Q2 Comment
Ensuring a prepared and effective response to emergencies	Annual audit conducted by Emergency Management Bay of Plenty. Audit reviews the: • Emergency operations centre staffing levels with appropriate qualifications • Practice operations of activated emergency operations centre • Procedures reviewed within last three years	New measure	Annual Emergency Management Bay of Plenty audit	Pass the audit	Not measured	Not measured	This audit is conducted annually, therefore no result is available at this stage.
Managing animal welfare and public safety	All urgent animal requests are responded to within 60 minutes where there is an ongoing risk to safety.	New measure	Animal Control Database	≥99%	Not measured	Not measured	The current reporting process for this new measure is being refined and results will be available for year end.
	Percentage of residents rating Council's animal control service as good to excellent	New measure	Residents Experience Monitor	≥ 50%	66%	40.0%	40% of the 15 respondents felt fairly or very satisfied with Council's animal control service (scale measure of satisfaction 7 and above), 49% were dissatisfied with 1% neutral. Note that this was a small sample size for quarter two. At year end an aggregate will be made of total responses.
	Percentage of all known dogs registered with Council annually or owners infringed	New measure	Animal Control Database	100%	Not measured	100.0%	100% of known dogs are now registered or owners infringed.
Safeguarding public health	All new food control plans are inspected within 6 weeks after opening for trade	New measure	Licensing Database	100%	Not measured	Not measured	The current reporting process for this new measure is being refined and results will be available for year end.
	Percentage of residents rating Council's food control service as good and excellent	New measure	Residents Experience Monitor	≥75%	Not measured	Not measured	The sample size for this measure was too small for the second quarter to give reliable results.
	Percentage of licensed premises inspected annually.	New measure	Licensing Database	85%	Not measured	41%	41% of licensed premises have been inspected at the end of quarter two. This measure is close to being on track to meet the annual target of 85% in the following two quarters.
	Percentage of residents rating Council's alcohol licensing service as good and excellent	New measure	Residents Experience Monitor	≥50%	Not measured	Not measured	The sample size for this measure was too small for the second quarter to give reliable results.
Creation of Safe public premises	Percent of Buildings with a Building Warrant of Fitness (BWOF) audited	New measure	Building Consents	25%	5.8%	4.6%	A total of 4.6% of the buildings with a Building Warrant of Fitness having been audited in the second quarter. The next quarter is on track to meet 25% audited in the year.
Creation of Safe public premises	100% monitoring of CBD via CCTV network during peak hours. Sun - Wed 0800hrs - midnight. Thurs-Sat 0800hrs 0400hrs	New measure	CCTV roster	Achieve	Not measured	Not measured	The current reporting process for this new measure is being refined and results will be available for year end.

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District Development

Level of service	How will it be measured ? (Measures)	Current Performance 2023/24	Data source	2024/25 Target	Q1	Q2	Comment
Support and enable growth by unlocking housing development opportunities	Number of net new dwellings	436	Final inspections	420	117	256	Dwelling supply continues at record levels for Rotorua and this measure is on track to achieve the target. This number is cumulative across both quarters.
Support and enable development by processing LIM requests	We will provide a Land Information Memoranda (LIM) service in the ten day statutory timeframe	New measure	LIM Service	100%	100%	100%	LIM applications processed were all within required statutory days for quarter two.
Support and enable development by processing Resource and Building consents	Percentage of non-notified resource consents processed within statutory timeframes (Land Use)	40.5%	Resource Consents	70%	52%	31%	For the second quarter, the proportion of land-use consents processed within statutory timeframes has decreased to 31%. This is partly due to competing priorities such as resources having to be allocated elsewhere for example fast-track applications, and training of new consenting staff.
	Percentage of non-notified resource consents processed within statutory timeframes (Subdivision)	31.5%	Resource Consents	70%	48%	18%	The proportion of non-notified resource consents within statutory timeframes has gone down to 18% for the second quarter. This is partly due to competing priorities such as resources having to be allocated elsewhere for example fast-track applications, and training of new consenting staff.
	Percentage of consents processed within statutory timeframes (Building Consents)	96.2%	Building Consents	≥95%	98%	99%	The percentage of processed consents within statutory timeframes this quarter is 99% and within target.
	Percentage of residents rating Council's planning and resource consents service as good and excellent	New measure	Residents Experience Monitor	≥50%	Not measured	Not measured	The sample size for this measure was too small for the second quarter to give reliable results.

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Spaces, Places and Recreation

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 Target	Q1	Q2	Comment
Creation of vibrant, energised experiences with loads of activity	The number of event days that the Sir Howard Morrison Centre is occupied from total possible available days using booking information	New measure	Booking System	Establish Baseline	Not measured	Not measured	The baseline for this measure is still being established with Rotorua NZ and will be measured on an annual basis.
	The number of people attending events at the Sir Howard Morrison Centre	New measure	Booking System	Establish Baseline	Not measured	Not measured	The baseline for this measure is still being established with Rotorua NZ and will be measured on an annual basis.
	The number of event days that the Energy Events Centre is occupied from total possible available days using booking information	New measure	Booking System	Establish Baseline	Not measured	Not measured	The baseline for this measure is still being established with Rotorua NZ and will be measured on an annual basis.
	The number of people attending events at the Energy Event Centre	New measure	Booking System	Establish Baseline	Not measured	Not measured	The baseline for this measure is still being established with Rotorua NZ and will be measured on an annual basis.
	The percentage of Aquatic Centre customers surveyed who are satisfied with their overall experience	New measure	CLM Leisure Management	80%	Not measured	75%	These results are from a small number of respondents as this survey is carried out over the summer. Dissatisfaction has been about absence of spas and some cleanliness concerns which have now been addressed. This survey will be completed again in quarter four.
	Number of customer interactions with Library core services (literacy and digital resources)	New measure	Physical and e-resource issues, customer login and direct enquiry data	440,000	114112	100,887	214,999 is the cumulative number from quarter one and quarter two. This is 2.98% below target. While there is a noticeable increase in e-lending and heritage and reasearch enquiries, there is also declining numbers of physical book issues and public computer use.
	Number of people participating in Library and partnership programmes and events	New measure	Programme registration database	31,000	8,019	5259	13,278 is the cumulative number from quarter one and quarter two. This is 16% below target. Staff vacancies have impacted both youth and adult programmes, this has also impacted staff availability to support community events hosted both in the library and in the community. Numbers are expected to pick up with new programmes and activities being initiated in 2025.
Provide for and develop a sustainable open space network	The percentage of Parks Survey respondents who agree the facilities in our parks and open spaces are easily accessible	New measure	Yardstick Park User Survey	80%	Not measured	79.2%	79.2% of park users surveyed said they were satisfied with how accessible the park was for people of all abilities, this is slightly below the target of 80%.
	Percentage of users very/fairly satisfied with Council's open space network	86%	Yardstick Park User Survey	95%	Not measured	98.30%	98.3% of park users surveyed said that overall they were satisfied with the park, this is above the target of 95%.
	The visitor experience satisfaction rating for security in open space locations	92%	Yardstick Park User Survey	95%	Not measured	92.5%	92.5% of park users surveyed said that they felt safe when they were in the park, this is slightly below the target of 95%.
Safety	Number of lessons in Learn to Swim School programmes per term	8080	CLM Leisure Management Admissions/enrolment to programmes	≥18,000	13,407	14,787	14,787 is below target for quarter two although has increased from quarter one. Numbers are still re-building after the significant reduction during the indoor pool hall refurbishment.

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Stormwater

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 target	Q1	Q2	Comment
System adequacy	The number of flooding events that occur in a territorial authority district (DIA Measure).	0	Request for Service Database	≤ 2	0	0	No flooding events occurred during this period of reporting.
System adequacy	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system) (DIA Measure).	0.11/1000	Request for Service Database	≤ 0.5 / 1000 rated properties	0/1000	0/1000	No flooding events occurred during this period of reporting
Discharge compliance	Council's stormwater compliance with resource consents for discharge from its stormwater system measured by the number of: a. abatement notices; b. infringement notices; c. enforcement orders; d. convictions received in relation to those resource consents (DIA Measure).	0	Resource consent database	0	0	0	No abatement notices, infringement notices, enforcement notices or convictions were received during the reporting period
Response times	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 (DIA Measure).	0	Request for Service Database	≤ 60 minutes	0	0	No flooding events occurred during this period of reporting
Customer Satisfaction	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 (DIA Measure).	1.7/1000	Request for Service Database	≤ 20 / 1000 rated properties	0.1/1000	0.2/1000	4 service requests/complaints were received for stormwater from a total of 28,378 properties with a storm water connection. This results in 0.2/1000 properties connected which
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's storm water network	New measure	Residents Experience Monitor	≥50%	70%	65%	Of the 87 respondents, 65% felt fairly or very satisfied with Council's Stormwater Network. (scale measure of satisfaction 7 and above). 17% were dissatisfied with 18% neutral.

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Transportation

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 Target	Q1	Q2	comment
Safety	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 (DIA Measure)	0	Accident Database	≤ -1	-6	1	A total of 7 crashes in Q1 and 7 crashes in Q2 brings the total for the year to 14 which is 1 crash higher than the prior year result. Therefore, this measure is not achieved for this financial year.
Condition	The average quality of ride on a sealed local road network, measured by smooth travel exposure. (DIA Measure)	91%	RAMM Management System	≥75%	Not measured	Not measured	This measure is reported annually and is therefore not available for this reporting cycle.
Maintenance	The percentage of the sealed local road network that is resurfaced. (DIA Measure)	5.70%	RAMM Management System	≥7-9%	Not measured	Not measured	The resurfacing programme is schedule to commence in quarter three.
Condition	The percentage of footpaths within the Rotorua District that fall within the condition four (4) or better, set out in the council's asset management plan. (DIA Measure)	99.70%	RAMM Management System and Request for Service Database	≥98%	99.7%	99.7%	Of the 3532 footpath assets, 3522 have a condition rating of 4 or better. Condition ratings 1 = excellent, 2 = Good, 3 = Average, 4 = Poor and 5 = Very Poor. This is obtained from Council's RAMM Footpath table for the second quarter.
Response time	The percentage of customer service requests relating to roads and footpaths which are responded to within five (5) working days. (DIA Measure)	87%	RAMM Management System and Request for Service Database	≥90%	85%	84%	Of the 194 transport complaints and/or new service requests that were recieved 155 were responded to within five working days. 168 public maintenance requests (RAMM dispatches) received an immediate response through logging directly to the Asset Management System.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's roading, cycleways and footpaths network	New measure	Residents Experience Monitor	≥50%	59%	56%	Of the 96 respondents, 56% felt fairly or very satisfied with Council's roading, cycleways and footpaths network (scale measure of satisfaction 7 and above). 22% were dissatisfied with 22% neutral.

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Wastewater

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 target	Q1	Q2	Comment
Systems and adequacy	The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system. (DIA measure)	1.3/1000 connections	Request for Service Database	≤ 5 / 1000 connections	0.47/1000 connections	0.66/1000 connections	There are 25,748 properties with sewerage connections and there were 17 dry weather overflow events in quarter two. This results in 0.66/1000 connections which meets the target for quarter two.
Discharge compliance	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the territorial authority in relation to those resource consents. (DIA measure)	No abatement or infringement notices, enforcement orders or convictions were received.	Resource Consent Database	0	0	0	No abatement notices, infringement notices, enforcement notices or convictions were received during the reporting period
Fault response times	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the median attendance time from the time that the territorial authority receives notification to the time that service personnel reach the site. (DIA measure)	31 Minutes	Request for Service Database	≤60 minutes	26 minutes	31 minutes	The result meets the target for this quarter with a median response time of 31 minutes after receiving notification of blockages or faults.
Fault response times	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the median resolution time from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault. (DIA measure)	101 minutes	Request for Service Database	≤ 180 minutes	84 minutes	82 minutes	The result meets the target for this quarter with a median resolution time of 82 minutes from notification to resolution of blockages or faults.
Customer satisfaction	The total number of complaints received by the territorial authority about any of the following: • sewage odour • sewerage system faults • sewerage system blockages, and • the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system (DIA measure)	18.67/ 1000 connections	Resource Consents Database	≤30 / 1000 connections	3.99/1000	9.97/1000	The result meets the target for quarter two although is an increase from quarter one. This increase is due to a number of LPG faults in quarter two which is currently being looked in to.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's reliability of the waste water service	New measure	Residents Experience Monitor	≥85%	96%	91%	Of the 71 respondents, 91% felt fairly or very satisfied with Council's reliability of the waste water service (scale measure of satisfaction 7 and above). 4% were dissatisfied and 5% neutral.

Non-financial performance measures – Q2

Waste and sustainability

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 target	Q1	Q2	Q2 comment
Sustainability	Reduction in the amount of waste being sent to the landfill.	New measure	Waste Database	≤ 212.5 kg / capita Per Year	225	227	The volume of refuse received at the transfer station is seasonal and will fluctuate throughout the year. It can also be influenced by various projects underway within the district.
Sustainability	Reduce the amount of rubbish/waste that is collected from kerbside collection per capita.	220	Waste Database	≤ 210 kg / capita Per Year	201	202	The volumes of waste received fluctuate throughout the year, it is currently tracking to meet the target.
Compliance	Compliance with resource consent conditions at the landfill	100%	Consents Database	100%	100%	100%	All resource consent conditions have been actively monitored, managed and where required, their status reported back to BOPRC.
Sustainability	Reducing the percentage of contaminants in kerbside recycling collection across the Rotorua District.	23%	Waste Database	<20%	23%	22%	The volume of contamination is currently tracking above target for quarter two. Continuous education programmes are being conducted to improve this result.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's rubbish and recycling kerbside collection service	New measure	Residents Experience Monitor	80%	88%	84%	Of the 95 respondents, 84% felt fairly or very satisfied with Council's rubbish and recycling kerbside collection service (scale measure of satisfaction 7 and above). 5% were dissatisfied with 11% neutral.

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Water

Level of service	How will it be measured? (Measures)	Current Performance 2023/24	Data source	2024/25 target	Q1	Q2	Comment
Safety of drinking water	The extent to which Council's drinking water complies with: Part 4 of the drinking-water standards (bacteria compliance criteria) (DIA Measure).	Achieved for all supplies	Drinking Water Online	Achieved for all supplies	Achieved for all supplies	Achieved for all supplies	Full compliance with the Drinking Water Standards for NZ was achieved for all RLC supply areas for this quarter.
Safety of drinking water	The extent to which Council's drinking water supply complies with: Part 5 of the drinking-water standards (protozoal compliance criteria) (DIA Measure).	Achieved for all supplies	Drinking Water Online	Achieved for all supplies	Achieved for all supplies	Achieved for all Supplies	Full compliance with the Drinking Water Standards for NZ was achieved for all RLC supply areas for this quarter. The 10 treatment plants are Deep Creek, Hamurana, Mamaku, Matipo, Reporoa, Rotoiti, Rotoma, Taniwha Springs, Utuhina, and Whakarewarewa Forest Springs.
Maintenance of the reticulation network	The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this) (DIA Measure).	32%	Water NZ water loss benchmarking methodology - Current Annual Real Losses. This measure combines all 10 water supplies (Urban and Rural)	≤ 30%	31.10%	29.20%	Seasonal variation shows the 2024/2025 summer period to have peak water usage. Compared to last years results there is a 3.0% improvement on the result variance. In contrast to the last quarter performance there is a small reduction in water loss.
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the median response times measured: attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (DIA Measure).	29 minutes	Request for Service Database	≤ 60 minutes	60 minutes	32 minutes	There were 59 urgent requests for service during the period with a median response time of 32 minutes.
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: 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 (DIA Measure).	96 minutes	Request for Service Database	≤ 210 minutes	114 minutes	76 minutes	55 urgent requests for service were resolved during the period with a median resolution time of 76 minutes.

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Water

Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (DIA Measure).	14 hours 20 minutes	Request for Service Database	≤ 2 days	69 hours 13 minutes	17 hours 50 minutes	There were 472 non-urgent requests for service during the period with a median response time of 17 hours 50 minutes.
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: resolution of non-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 (DIA Measure).	26 hours 46 minutes	Request for Service Database	≤ 4 days	71 hours 57 minutes	48 hours 42 minutes	305 non-urgent requests for service were resolved during the period with a median resolution time of 48 hours 42 minutes.
Customer satisfaction	The total number of complaints received by the local authority about any of the following: <ul style="list-style-type: none"> • drinking water clarity • drinking water taste • drinking water odour • drinking water pressure or flow • continuity of supply, and • the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system (DIA Measure). 	3.27/1000 connections	Request for Service Database	≤ 10 / 1000 connections	Drinking Water Clarity - 1 Drinking Water Taste - 1 Drinking Water Odour - 0 DW Pressure or Flow - 2 DW Continuity of Supply - 1, Customer Service Complaints - 2, Local Authority Response - 0.33/1000 connections	Drinking Water Clarity - 8 Drinking Water Taste - 7 Drinking Water Odour - 0 DW Pressure or Flow - 14 DW Continuity of Supply - 9 Customer Service Complaints - 4, Local Authority Response - 0.15/1000 connections	Water operations have sound water pressure monitoring methods, communication and strategies to address water quality and supply issues.
Demand management	The average consumption of drinking water per day per resident within the territorial authority based on water leaving the water treatment plants in litres per capita per day (annual consumption and based on population of 25,641 connections supplied with water)	217 litres per person per day	Consumption from Water Billing	≤ 320 litres per person per day	217.5 litres per person per day	201.66 litres per person per day	Calculated based on domestic monitoring metered consumption data, and 2.61 people per household (annual consumption based on population of 26,969 connections supplied with water). Consumption per person is calculated to be lower by 7.3% compared to the last quarter.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's water supply service	New measure	Residents Experience Monitor	Greater than or equal to 65%	98%	97%	Of the 80 respondents, 97% felt fairly or very satisfied with Council's water supply service (scale measure of satisfaction 7 and above). 2% were dissatisfied with 1% neutral.