Community Services

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
Support of community initiatives.	The number of community led events, projects and initiatives.	19 community led events	A combination of 13 community led events, projects and initiatives.	A combination of 13 community led events, projects and initiatives.	A combination of 13 community led events, projects and initiatives.	A combination of 13 community led events, projects and initiatives.
Community grants are provided and those who receive a grant are held accountable.	Percentage of distributing agencies that report annually to Council on the distribution of grants and costs of service for the distribution.	100 per cent	100 per cent.	100 per cent.	100 per cent.	100 per cent.
We process resource consents within legislative timeframes which ensures that property developments	Percentage of resource consents processed within statutory timeframes as specified under the Resource Management Act 1991.	98.11 per cent	100 per cent.	100 per cent.	100 per cent.	100 per cent.
are in line with District Plan policy goals.	Percentage of resource consents monitored to ensure they comply with the conditions of consent.	100 per cent of resource consent conditions were monitored to ensure compliance.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
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).	96 per cent	100 per cent.	100 per cent.	100 per cent.	100 per cent.
	Percentage of Building Warrants of Fitness audited yearly.	50 per cent.	At least 20 per cent.	At least 20 per cent.	At least 20 per cent.	At least 20 per cent.
We maintain a register of dogs in the district.	Percentage of known dogs that are registered each year.	99.19 per cent of known dogs were registered.	At least 99 per cent.			
We respond promptly to food safety, dogs and noise complaints.	Percentage of noise complaints that are responded to within two hours.	100 per cent.	At least 99 per cent.	At least 99 per cent.	At least 99 per cent.	At least 99 per cent.
	Food safety – Percentage of food complaints responded to within two working days.	100 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.	97 per cent of complaints were responded to within 24 hours.	95 per cent.	95 per cent.	95 per cent.	95 per cent.
	Percentage of health (funeral homes, camping grounds, hairdressers) premises that are	55 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We inspect health, liquor and food premises regularly.	registered and inspected annually to ensure they meet minimum legislative standards.					
	Percentage of food premises that are registered and inspected/audited as required to ensure they meet minimum legislative standards.	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.	61 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.
We educate our communities on preparing for emergencies.	The evaluation of annual exercise as a measure of effectiveness of training delivery.	New Measure	Baseline assessment	Increasing trend	Increasing trend.	Greater than 90%

Water

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We provide safe drinking water to communities connected to a Council drinking water scheme.	The extent to which Council's drinking water supply complies with: Part 4 of the Drinking water Standards for New Zealand (Bacteria compliance criteria). • All schemes.	12 of 18 supplies, provisional result	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.
The drinking water that Council provides is safe and treated to the appropriate standards.	The extent to which Council's drinking water supply complies with: Part 5 of the Drinking water Standards for New Zealand (Protozoal compliance criteria).	3 out of 18, provisional result	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.	All schemes are compliant with Part 5 of the DWSNZ as per upgrade plan.
	The extent to which Council's drinking water supply complies with: Part 8 of the Drinking-water Standards for New Zealand (chemical compliance criteria).	18 out of 18 schemes, provisional result	All schemes excluding Motutere are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes excluding Motutere are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes excluding Motutere are compliant with Part 5 of the DWSNZ as per upgrade plan.	All schemes excluding Motutere are compliant with Part 5 of the DWSNZ as per upgrade plan.

Level of service	Performance Measure	Latest Result	Targets			
		2019/20	2021/22	2022/23	2023/24	2024/25 – 2030/31
Our water reticulation network is efficient.	Percentage of real water loss from Council's networks reticulation system. Methodology in line with Water NZ "Water Loss guidelines"1.	Taupo: 206 I/connection/day Turangi: 677 I/connection/day Average of Other Urban Networks: 147 I/connection/day Average of Rural Networks: 6.5 m3/km watermain/day	Urban Schemes - Target Current Annual Real Loss = 160 I/connection/day Rural Schemes - Target Current Annual Real Loss = 4.2 m3/km watermain/day	Urban Schemes - Target Current Annual Real Loss = 160 I/connection/day Rural Schemes - Target Current Annual Real Loss = 4.2 m3/km watermain/day	Urban Schemes - Target Current Annual Real Loss = 160 I/connection/day Rural Schemes - Target Current Annual Real Loss = 4.2 m3/km watermain/day	Urban Schemes - Target Current Annual Real Loss = 160 I/connection/day Rural Schemes - Target Current Annual Real Loss = 4.2 m3/km watermain/day
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.	0.33 hours	Less than 1 hour.			
	Median time for attendance for non-urgent call-outs: from the time that Council receives notification to	0.96 days	Less than 6 days.			

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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	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	the time that the service personnel reach the site.					
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.	2.88 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.	1.98 days	Less than 7 days.			
Customers are satisfied with the drinking water that they receive.	The number of complaints received by Council on (a) Drinking water clarity. (b) Drinking water taste. (c) Drinking water odour. (d) Drinking water pressure or flow.	10.5 complaints per 1000 connections.	Less than 8 complaints per 1000 connections.			

Level of service	Performance Measure	Latest Result 2019/20	Targets			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	(e) Continuity of supply.					
	(f) Council response to these issues.					
	This measure is expressed per 1000 connections to Council networked reticulation.					
Potable water is used sustainably.	The average consumption of drinking water per day per resident within the district expressed as m³/day/HEU.	1.04m ³ / HEU per day.	Less than or equal to 1.5m ³ /day/HEU.	Less than or equal to 1.5m³/day/HEU.	Less than or equal to 1.5m³/day/HEU.	Less than or equal to 1.5m³/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.	5.2 per cent.	At least 5 per cent.	At least 5 per cent.	At least 5 per cent.	At least 5 per cent.

Transport

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
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.	4 deaths, 11 serious crashes on Taupo local roads	Decrease from previous year.	Decrease from previous year.	Decrease from previous year.	Decrease from previous year.
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.	91 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.	263,962m2 m² (4.4 per cent) of the sealed local road network was resealed.	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	91 per cent	80 per cent.	80 per cent.	80 per cent.	80 per cent.

Level of service	Performance Measure	Latest Result 2019/20	Targets			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	when displacement is greater than 10mm for Taupō CBD, Taupō urban areas and Turangi and other urban areas).					
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.	92 per cent	At least 90 per cent.			

Community facilities

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
The library is accessible and offers a range of services for the community.	The total number of items loaned to library members (physical and e-books) is maintained or increased	227,304 Physical items 30,368 E-books/e-audio	At least 227,303 physical items, and 30,367 e-books/e-audio items loaned.	At least 227,303 physical items, and 30,367 e- books/e- audio items loaned.	At least 227,303 physical items, and 30,367 e- books/e-audio items loaned.	At least 227,303 physical items, and 30,367 e- books/e- audio items loaned.
	The number of active library card users is maintained or increased	8,286 members used their library card	At least 8,285 members used their library card.	At least 8,285 members used their library card.	At least 8,285 members used their library card.	At least 8,285 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 Great Lake Centre retains its Qualmark New Zealand four-star rating.	Achieved the Fourstar rating	Four-star rating achieved.	Four-star rating achieved.	Four-star rating achieved.	Four-star rating achieved.
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	18,360 physical visitors to the museum 4,365 Website homepage visits	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			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
		6,279 people engaged with fb page				
	Number of exhibitions is maintained or increased	3 x museum/collaborative (in-house) curations 8 x local/visitor exhibitions 1 x touring exhibition	Exhibitions are maintained or increased	Exhibitions are maintained or increased	Exhibitions are maintained or increased	Exhibitions are maintained or increased
	Percentage of service requests responded to relating to Councilowned parks and open space.	New measure	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5working days.
	Percentage of service requests responded to relating to Council playgrounds.	New measure	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5working days.
	Percentage of service requests responded to relating to sportsgrounds.	New measure	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5	At least 90 per cent responded to	At least 90 per cent responded to within

Level of service	Performance Measure	Latest Result 2019/20	Targets			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
				working days.	within 5 working days.	5working days.
Our pools are safe, well maintained, and attractive for users.	We maintain Pool Safe accreditation at AC Baths and Turtle Pools	Achieved the Pool safe accreditation	Pool safe accreditation maintained.	Pool safe accreditation maintained.	Pool safe accreditation maintained.	Pool safe accreditation maintained.
Public toilet are clean, safe and fit for purpose.	Percentage of service requests responded to relating to public toilets.	New measure	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5working days.	At least 90 per cent responded to within 5 working days.	At least 90 per cent responded to within 5 working days.

Wastewater

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
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.	2 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.	0 infringements.	0 infringements	0 infringements	0 infringements	0 infringements
	Number of enforcement orders received by Council in relation to sewerage system resource consents.	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.	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	21.8 per cent	Maintain the reduction	Maintain the reduction.	Maintain the reduction.	Maintain the reduction.

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	benchmark average has been achieved.					
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.	1.08 dry weather overflows per thousand connections	Less than 3.	Less than 3.	Less than 3.	Less than 3.
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.	Not able to be recorded	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.	2 hours	Less than 4 hours.			
Our customers are satisfied with the sewerage network.	The number of complaints received by Council on:	8.3 complaints per 1000 connections to	Less than 8.	Less than 8.	Less than 8.	Less than 8.

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	a) Sewerage odour,	the sewage system				
	b) Sewerage system faults,					
	c) Sewerage system blockages; and					
	d) Council's response to issues with its sewerage system.					
	This is expressed per 1000 connections to the sewage system.					

Solid waste

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We will divert suitable waste from landfill.	The quantity of material (tonnes) diverted from landfill as a percentage of the total waste stream.	43 per cent.	47.5 per cent	48 per cent	48.5 percent	2024/25 – 49 per cent increasing to 52 per cent by 2030/31
Our residents are satisfied with the waste and recycling services.	Percentage of service requests relating to waste and recycling that are responded to.	New measure.	At least 90 per cent responded to within 2 working days.	At least 90 per cent responded to within 2 working days.	At least 90 per cent responded to within 2 working days.	At least 90 per cent responded to within 2 working days.
We comply with the resource consent conditions for our landfills.	Percentage of resource consent conditions for our landfills that are complied with	100 per cent.	100 per cent.	100 per cent.	100 per cent.	100 per cent.

Stormwater

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
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.	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.)	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	O properties affected by flooding inside the habitable dwelling
	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.	There were no flooding events	≤1hr.	≤1hr.	≤1hr.	≤1hr.
	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.	This measure has not been reported on previously.	Less than 8	Less than 8	Less than 8	Less than 8
	The number of complaints received by a territorial authority about the performance of its stormwater					

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	system, expressed per 1000 properties connected to the territorial authority's stormwater system. 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.					
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.	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.	0 infringement notices	0 infringement notices	0 infringement notices	0 infringement notices	0 infringement notices

Level of service	Performance Measure	Latest Result 2019/20	Targets			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	Number of enforcement orders received by Council in relation to Resource Consents for discharge from our stormwater system.	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.	0 convictions	0 convictions	0 convictions	0 convictions	0 convictions

Democracy and planning

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
Council operates an open and honest decision-making process that generates	Percentage of requests for official information that are responded to within 20 working days.	99 per cent	100 per cent.	100 per cent.	100 per cent.	100 per cent.
confidence and trust in the democratic system.	Percentage of existing bylaws that are reviewed within legislative timeframes to ensure they remain relevant.	100 per cent.				

Investments

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We manage investment assets in accordance with the Treasury Management Policy.	The value of the TEL Fund is maintained relative to inflation.	The TEL Fund value increased from \$60.9m at 1 July 2019 to \$61.3m at 30 June 2020	Actual 2019/20 plus inflation	Actual 2021/22 plus inflation	Actual 2022/23 plus inflation	Actual 2023/24 plus inflation
	The percentage yield on the TEL fund is greater than the minimum target set in the treasury management policy being >1 per cent above the 90 day bill rate.	The yield on the TEL fund for 2019/20 was 1.5% – exceeding the target of 1.495%	Equal to or greater than1 per cent above the sum of: • 50% of the average of the 90-day bill rate each day for the current reporting month of and • 50% of the average of the 90-day bill rate	Equal to or greater than1 per cent above the sum of: • 50% of the average of the 90-day bill rate each day for the current reporting month of and	Equal to or greater than1 per cent above the sum of: • 50% of the average of the 90-day bill rate each day for the current reporting month of and • 50% of the average of the 90-day	Equal to or greater than1 per cent above the sum of: • 50% of the average of the 90-day bill rate each day for the current reporting month of and

Level of service	Performance Measure	Latest Result	Targets			
		2019/20	2021/22	2022/23	2023/24	2024/25 – 2030/31
			each day for the month three months prior to reporting month Target is dynamic according to market conditions	50% of the average of the 90-day bill rate each day for the month three months prior to reporting month Target is dynamic according to market conditions	bill rate each day for the month three months prior to reporting month Target is dynamic according to market conditions	50% of the average of the 90-day bill rate each day for the month three months prior to reporting month Target is dynamic according to market conditions
	The percentage yield on general and special reserve funds is greater than the minimum target set in the treasury management policy being 50.0 per cent 6-month BKBM midrate (average of reporting month) 50.0 per cent 6-month BLBM mid-	The yield on General and Special Reserve Funds for 2019/20 was 2.45% - exceeding the	The sum of: 50.0 per cent of the 6-month BKBM mid-rate (average of current reporting month), and	The sum of: 50.0 per cent of the 6- month BKBM mid-rate (average of current	The sum of: 50.0 per cent of the 6-month BKBM mid- rate (average of current	The sum of: 50.0 per cent of the 6-month BKBM mid-rate (average of current

Level of service	Performance Measure	Latest Result 2019/20	Targets			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
	rate, six months ago (average of month).	target of 1.22%	50.0 per cent of the 6-month BKBM mid-rate, six months prior to reporting month ago (average of Target is dynamic according to market condition	reporting month), and • 50.0 per cent of the 6-month BKBM midrate, six months prior to reporting month ago (average of • Targe t is dynamic according to market condition	reporting month), and • 50.0 per cent of the 6-month BKBM midrate, six months prior to reporting month ago (average of • Target is dynamic according to market condition	reporting month), and • 50.0 per cent of the 6-month BKBM midrate, six months prior to reporting month ago (average of • Targe t is dynamic according to market condition

Economic Development

Level of service	Performance Measure	Latest Result	Targets			
		2019/20				
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We facilitate and support economic development in the district.	Enterprise Great Lake Taupō, 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.	100 per cent reported at least 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.
We attract, support and encourage sporting, cultural and other events around the district.	The district's will have at lease events in Turangi and Mangakino each year. Reporting to Council will consist of narratives on actual events including location and economic impact figures.	8 events Mangakino 6 events Turangi	At least 3 events Mangakino. At least 3 events Turangi.	At least 3 events Mangakino. At least 3 events Turangi.	At least 3 events Mangakino. At least 3 events Turangi.	At least 3 events Mangakino. At least 3 events Turangi.