

## 5.0 LEVELS OF SERVICE

### 5.1 Introduction

A key objective of this Asset Management (AM) plan is to match the level of service provided by the asset with the expectations of customers. This requires a clear understanding of customers' needs, expectations and preferences. The levels of service defined in this section will be used:

- to inform customers of the proposed type and level of service to be offered
- to enable customers to assess suitability, affordability and equity of the services offered
- as a focus for the AM tactics proposed to deliver the required level of service
- to measure the effectiveness of this AM plan
- to identify the costs and benefits of the services offered

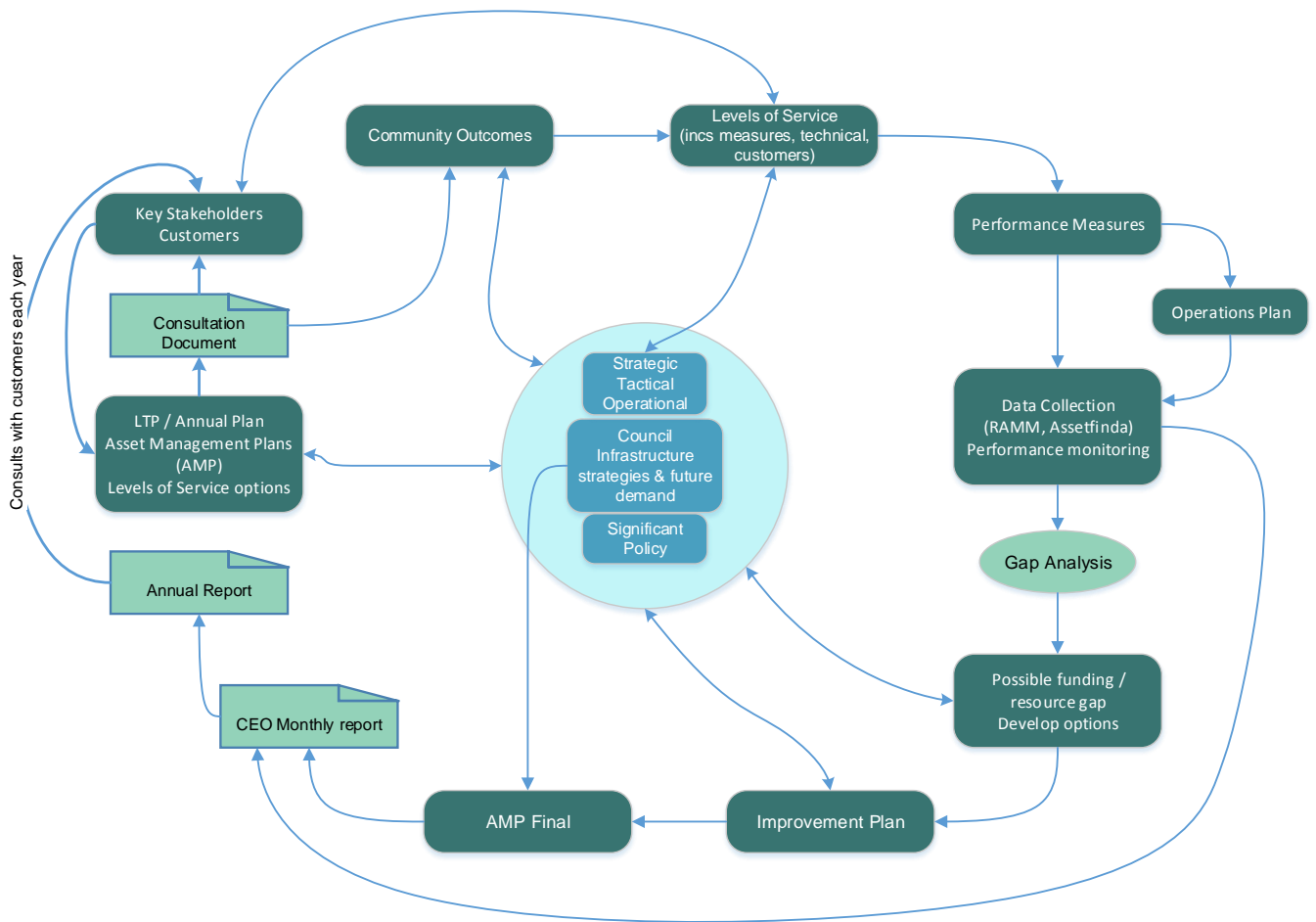
The stormwater network throughout the district falls under Council's comprehensive discharge Consent. While a large proportion of the stormwater assets have an expected life of some eighty to one hundred years their function is governed by the ability of Council to renew the consent once it has expired in June 2027.

**Community Outcomes:** Provide guidelines for the scope of current and future services offered and manner of service delivery, and define general levels of service which the community wishes to receive.

**Customer Expectations:** Information gained from customers on expected quality and price of services.

**Statutory Requirements:** Legislation, regulations, environmental standards and Council By-laws that impact on the way assets are managed (i.e.: resource consents, building regulations, health and safety legislation). These requirements set the minimum level of service to be provided.

**Strategic and Corporate Goals:** Provide guidelines for the scope of current and future services offered and manner of service delivery, and define specific levels of service which the organisation wishes to achieve.



### Consultation Process and Linkages

The above diagram identifies the consultation process and reporting requirements for levels of service. It also incorporates the links to strategic documents and gap analysis and how this links into the Annual Plan and Long Term Plan.

## 5.2 Types of Levels of Service

### 5.2.1 OPERATIONAL

Current operational levels of service for stormwater are scheduled in Table 5.2. The levels of service are “how we maintain our existing assets” for our customers.

Operational levels of service fall into two categories:

**Technical** (asset/product related) measures, which relate to the outputs the customer receives in terms of:

- Quality
- Capacity
- Quantity
- Environmental impacts
- Legislative requirements
- Comfort
- Maintainability
- Safety

- Availability
- Cost/ affordability
- Reliability and performance
- Hazard Effects
- Criticality

**Service Quality** (service process related) measures, which relate to how the customer receives the service in terms of:

- Tangibles (information sheets etc)
- Responsiveness
- Courtesy
- Empathy (understanding, individual attention)
- Assurance (knowledge, courtesy, trust, confidence)

#### 5.2.2 TACTICAL

The levels of service stated within Table 5-1 are “why we build new assets”. These are thresholds which warrant the creation of a new asset in order to maintain an optimum level of service for the asset.

#### 5.2.3 IMPLEMENTATION

The implementation levels of service stated within Table 5-2 are “the standard we build a stormwater asset to”.

#### 5.2.4 NATIONAL

The local Govt review has identified a number of non-financial performance measures that must be included in this AMP document. Council also has a Code of practice which is based on the National standard for the provision of Stormwater infrastructure.

#### 5.2.5 SIGNIFICANT SERVICE DELIVERED

Significant service for stormwater is to protect public health and property without compromising the environment this includes the effects of erosion.

This service level has been supported by the review of the Councils code of practise which took into account the effects of climate change, as well as the work being done to identify overland flow paths in our urban areas.

### 5.3 Current Levels of Service

**Stormwater Objective: To provide a stormwater system that, services the whole community, is affordable and managed at lowest possible cost, reduces the incidence of flooding impacts on people and property and is managed in an environmentally sustainable manner.**

A \* identifies that the level of service or measure is included in the LTP

Number	Core Value / Key Service Criteria	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
T1	Economy	We manage the stormwater network to protect public health and property without compromising the environment. We mitigate adverse effects of stormwater discharge on the environment and minimise erosion caused by the stormwater network.*	75% of the district is satisfied with the stormwater network in protecting their property from floods*	Number of flooding events in the district  Less the 5 properties each year are affected by flooding inside the habitable dwelling as a result of stormwater originating from public land such as parks, roads and reserves. ( this measure excludes properties in designated flood hazard zones)*	14/15 had no dwelling that had flooding inside of the dwelling  Satisfaction survey result was 78% satisfied	Analysis of flooding incidents reported to Council.  Satisfaction survey results Service requests	Less the 5 properties each year are affected by flooding inside the dwelling as a result of stormwater originating from public land such as parks, roads and reserves. ( this measure excludes properties in designated flood hazard zones)*  75% of the district is satisfied with the stormwater network in protecting their property from floods*	Less the 5 properties each year are affected by flooding inside the dwelling as a result of stormwater originating from public land such as parks, roads and reserves. ( this measure excludes properties in designated flood hazard zones)*  75% of the district is satisfied with the stormwater network in protecting their property from floods*
<u>Fault response time</u>	Percentage of failure responded within the specified time  Median response time from Council receiving notification of the fault to the time that service personnel reach the site in an emergency event • ≤1hr  Median time from Council receiving notification of the fault to the time that service	Median response time from Council receiving notification of the fault to the time that service personnel reach the site. If there is a civil defence event identify it and discuss the impacts of it.	<ul style="list-style-type: none"> <li>75% of the district is satisfied with the stormwater network in protecting their property from floods</li> <li>75% of the district is satisfied with the stormwater network in protecting their property from floods</li> </ul>	Analysis of service requests and contactors KPI	Median response time to attend to a flooding event • ≤1hr (90% of times)  Median time to resolve the problem • Within 4 hrs (85% of times)	<ul style="list-style-type: none"> <li>Analysis of contract records and service requests</li> <li>Analysis of contract records and service requests</li> </ul>	<u>Fault response time</u>  Median response time from Council receiving notification of the fault to the time that service personnel reach the site in an emergency event • ≤1hr  Median time from Council receiving notification of the fault to the time that service personnel confirm resolution of the blockage or other fault. • Within 4 hrs	Percentage of failure responded within the specified time

Number	Core Value / Key Service Criteria	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
personnel confirm resolution of the blockage or other fault. • Within 4 hrs								
T2	Economy	Adequate Stormwater provision to minimise erosion from the Stormwater network	Fewer than 10 justifiable complaints of erosion caused by the Stormwater network	There are less the 10 complaints of erosion caused by the stormwater network	The year 14/15 number of complaints of erosion caused by the stormwater network was 0.	Analysis of service requests regarding erosion	There are less the 10 complaints of erosion caused by the stormwater network *	There are less the 10 complaints of erosion caused by the stormwater network *

**Table 5-1: Tactical Levels of Service**

Number	Core Value / Key Service Criteria	Level of Service	How we measure it (customer)	How we measure it (technical)	Current LoS Performance	How We Monitor Performance	Target LoS Medium Term (1-3 years)	Target LoS Long Term (4-10 Years)
01	Environment	Appropriate stormwater quality before discharges enter the receiving environment	Annual survey shows at least 75% of customers are satisfied that the stormwater discharges are of an appropriate quality	Monitoring program as per consent	Survey shows that at least 75% of community are satisfied that the stormwater discharges are of an appropriate quality  Monitoring program which monitors 10 sites shows that there have been exceedances compared to the NIWA trigger levels in: Nitrogen, BOD5, E.Coli, Copper and one site recorded an Exceedence for Hydrocarbons.	Monitoring program Satisfaction survey	Survey shows that at least 75% of community are satisfied that the stormwater discharges are of a appropriate quality  We comply with all resource consent conditions*  An improved quality appropriate to indicators	Survey shows that at least 75% of community are satisfied that the stormwater discharges are of a appropriate quality  We comply with all resource consent conditions*  An improved quality appropriate to indicators
02		Full Resource Consent Compliance	Numbers of : Abatement notices Infringement notices Enforcement orders convictions	Correspondence from Regional Council	Consents are fully compliant	Correspondence from Regional Council	Consents are fully compliant  1 or less Abatement notices, Infringement notices, Enforcement orders and convictions	Consents are fully compliant  1 or less Abatement notices, Infringement notices, Enforcement orders and convictions
03	Economy	Stormwater services do not cause health and safety issues	No justifiable Health and safety complaints	Less than 5 health nuisances reported per annum from facilities or assets (flooding, ponding, mosquitoes etc.)	2 complaints reported  4 nuisances reported	Analysis of service requests and complaint records  Contractors monthly reports	Less than 5 health nuisances reported per annum from facilities or assets (flooding, ponding, mosquitoes etc.)	Less than 5 health nuisances reported per annum from facilities or assets (flooding, ponding, mosquitoes etc.)

**Table 5-2: Operational Levels of Service**

### 5.3.1 LINK TO PROJECT

The following table show the current levels of service for the asset and the links between the levels of service adopted and the current projects. Everything we do, we do in order to provide a level of service to the community.

<b>Stormwater Projects</b>	<b>Link to LOS</b>
<b>NEW WORKS</b>	
<b><i>District Wide</i></b>	
Gully planting	T2, 01
District renewals	T1,T2, 01,03
<b><i>Taupō</i></b>	
Quality improvement devices	T1, T2, 01,03
Brentwood Gully Culvert	T1,T2, 01, 03
Enviropod program	01
Paenoa Rd pipe diversion	T1, T2, 01, 02, 03
Henry Hill and Koha flood prevention	T1, T2, 01, 02, 03
<b><i>Turangi</i></b>	
Extend Enviropod protection	01
Quality improvement devices	T1, T2, 01,03
<b><i>Mangakino</i></b>	
Extend Enviropod Protection	01
Golf Club pond	T1, T2, 01, 02, 03
Rangatira Drive retic upgrade	T1, T2 03

**Table 5-3: Link between Level of Service and Project**

## 5.4 Consultation

Levels of service consultation for the Stormwater Asset is included in the consultation process for the Long Term Plan.

- Economy
- Environment
- Engagement
- Financial Prudence

At present resident contact is generally on a one on one situation in the handling of customer complaints or in council and community board meetings. Regular advertised public forums are held to encourage and provide for ratepayer opinions and concerns to be heard. Submissions and suggestions for desired project and improvement work for Council consideration and inclusion into the TYP are called for during consultation.

Consultation on the 2018 TYP will provide the community an opportunity to have input into the levels of service going forward.

## Conclusions

The previous consultation process identified that there was a desire in the community to keep the level of service as it is, with a bias to moderately increase the level of service to provide further education and compliance services, and provide additional stormwater treatment.

Capital projects are evaluated based on the benefits and outcomes and geographical location is not considered.

## 5.5 Changes to Level of Service

Capital expenditure to improve the level of service includes;

- Reticulation upgrades
- Treatment and Reticulation Renewals
- Installation of Treatment devices
- Erosion prevention

Operational Projects to improve the level of service include:

The network modelling program underpins the overland flow path mapping which identifies the potential hazards to the community to overland flows in a 1/100 year storm.

For a full list of capital projects: (see the Lifecycle and Finance section of this AMP).

- Pipe upgrades for areas that have historic flooding issues.
- District quality improvement of discharges to receiving environments in line with the requirements of the Comprehensive Discharge Consents in the form of Enviropods and CDS units.
- The formation of detention ponds in areas that are shown to be at flood risk, detention ponds utilising exist reserve space.
- Network Modelling in the form of Overland Flow paths to determine at risk properties and to drive future network improvement programs.

## 5.6 Service Level Measurement

Service level achievement is measured by way of service request performance and information gleaned from monthly contract meetings with contractors and satisfaction surveys. The community is also able to submit to Council during annual and long term plan development.

Resource consent compliance is reported yearly by the Waikato Regional Council after they undertake onsite audits and reply to complaints and review Councils annual compliance report which is required as a condition of the Comprehensive Consent.

Key performance indicators are reported to council on a monthly basis and overall asset performance is provided in the annual performance report.