

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

Service life Of Network and Services

The RTS sites throughout the district are not governed by resource consents but they along with the landfill operate in a commercial market place. The market could chose to operate similar facilities in the district and compete on price for the handling of waste related materials which may then have an impact on the service life of Councils waste facilities outside of the service life of the actual assets.

The Landfill does have the capacity on site to operate for longer than the current consent term which expires in 2027. Council will look to extend the consent prior to it expiring. It is estimated that there is opportunity to provide an additional twenty years filling if the site was excavated appropriately and consent was obtained to do so.

The five transfer stations have an unlimited service life if the required renewal works are undertaken.

Some transfer station sites require improvement to cater for peak periods. (Kinloch, Turangi)

Refuse and recycling collection services can easily be extended as urban development expands around the district.

Refuse service delivery contracts are tendered on a measure and value basis which allows flexibility for Council and contractors to cater for changes in material volumes.

Contractors are required to get recovered/recycled materials to market and not able to dispose these materials to landfill. The contractor is also required to cover the risk of market fluctuation of recycled and recovered material prices.

Community waste education programmes are flexible to enable them to focus on the current issues facing the community while supporting waste minimisation.

LGA Compliance

Efficiency, effectiveness, appropriateness and cost effectiveness are analysed by comparing services with like Councils, contracting out service delivery in a competitive market environment and determining if there are any adverse effects from the current mix of service level delivery.

As Council operates within a competitive market environment and runs a network of disposal facilities the cost effectiveness of the overall service delivery must be related to keeping the waste stream going to the disposal sites and avoiding waste flight. Council has achieved this with a mix of rate and user charges.

Councils satisfaction survey results have continued to be at a high level and illegal dumping of refuse while present, is at a low level throughout the district.

It is considered that the current mix of commercial and council provide assets and services meets the requirements of the LGA.

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.

The service provided by the solid waste assets is obligated to meet legal requirements defined in statute, regulation or other statutory process. This is primarily focussed on the requirements of the Waste Minimisation Act 2008 and the Emissions trading legislation 2010, the RMA defines the rules around environmental impact of operating landfills and closed landfills.

The New Zealand Waste Strategy

The New Zealand Waste Strategy has been developed by Central Government as the primary tool for management of waste. It incorporates strategic planning, business and public education and linkages between Central, Regional and Local Government responsibilities.

Waste Minimisation Act 2008

Section 42

"A territorial authority must promote effective and efficient waste management and minimisation within its district".

The Waste Act legislation also requires Landfill operators to pay \$10 for every tonne of waste disposed to landfill, thus providing an economic incentive for diversion from the waste stream as well as providing funds for waste minimisation initiatives.

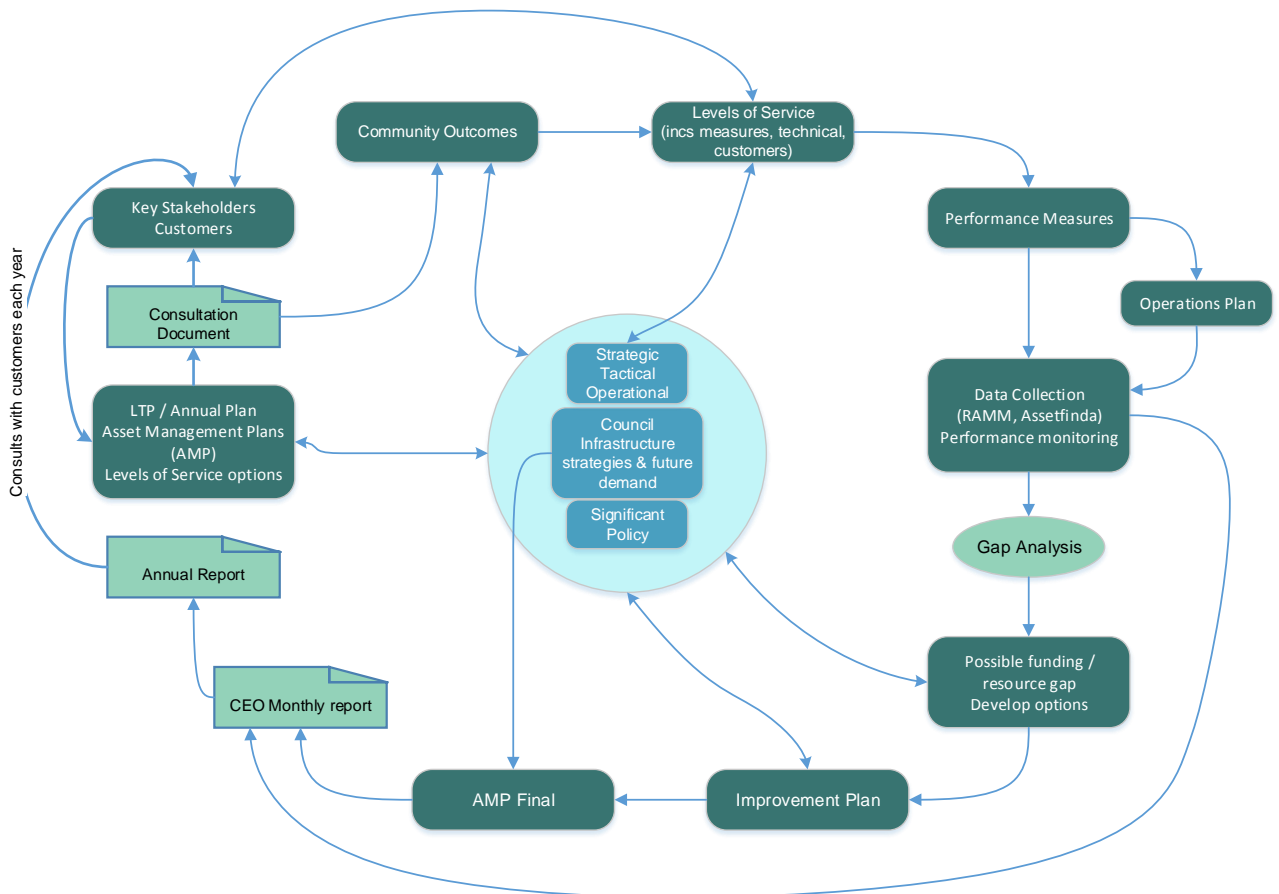
Central Government is currently reviewing the levy cost and Council has provided feedback suggesting that the levy should apply to disposal facilities Class 1 to Class 3 to avoid waste flight to non-levied sites.

Emissions trading legislation

The Emissions trading legislation 2010 began impacting Landfill operators from January 2013 onwards as emissions were reported on for the 2013 calendar year, with credits needing to be surrendered in May of 2014. Landfill operators will need to surrender landfill credits based on a per tonne calculation. The cost of emission credits was \$3.5-\$5, but cost has now moved to \$15 - \$20+ which has meant a significant increase in operational cost for disposal sites across NZ.

This increase has meant that council has had to increase gate charges to cover this cost. Council will continue to evaluate the provision of Gas destruction on site but this will be driven by the reduction in cost to operate the site due to emission cost reduction versus the cost to install and operate gas reduction infrastructure.

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 Solid waste are scheduled in Table 5.3. 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
- Availability
- Cost/ affordability
- Legislative requirements
- Comfort
- Maintainability
- Safety
- Reliability and performance
- Public Health

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)
- Health & Safety

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 Solid waste asset to”.

5.2.4 NATIONAL

There are no national levels of service associated with the Solid Waste Assets but some guidelines have been produced by Mfe regarding Landfill and transfer station / resource recovery centre design and best practice.

Government is currently reviewing the guidelines for landfill classification, but this review is unlikely to impact on the Broadlands Rd Landfill until Council applies for a new consent to operate the site.

There is a requirement that councils provide for public health outcomes, this can be achieved by Councils fully providing all services or buy a mix of council and commercial market service provision. Councils Waste Assessment identifies that public health is currently being adequately catered for through the mix of service provided in the district.

5.2.5 SIGNIFICANT SERVICES

The significant services provided by Council are the safe collection and disposal of residual refuse and the provision of waste minimisation initiatives. This is underlined by the provision and operation of the transfer station sites and the Landfill for residual refuse disposal as well as the kerbside collection service in urban areas.

Solid Waste Objective –To protect public health and safeguard the Taupō district environment by ensuring refuse and recycling is managed in a safe, efficient and sustainable manner that maintains natural and aesthetic values. Current Levels of Service

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	<p>We provide recycling and waste collections across the District. We own and operate the Broadlands Rd landfill in Taupō. We will ensure waste is disposed of safely and that effects on the environment are minimised.*</p> <p>We will provide a weekly collection service for the approximately 6,000 tonnes of non-recycled rubbish produced in the District each year. We will transport this waste for disposal to Council’s landfill at Broadlands Rd, Taupō.*</p> <p>We will provide a weekly collection for disposal of paper, glass, plastic and aluminium that is sorted by residents for recycling *</p> <p>For the CBD we will provide a twice weekly kerbside collection for recycling and daily litter collection*</p> <p>Ensure that refuse disposal and recycling / recovery facilities and services are available throughout the district</p>	<p>Satisfaction survey identifies community is satisfied with the availability of refuse and Recycling / recovery services district wide</p>	<p>Kerbside service delivery is available in urban areas</p> <p>Landfill tonnages are measured over the weighbridge</p> <p>District facilities are within similar distances for most members of the community</p>	<p>80% of service users are satisfied with our recycling and refuse services</p> <p>Refuse facilities are available throughout the district except on the Eastern lakeshore and Atiamuri.</p>	<p>Satisfaction survey</p> <p>Identifying areas of urban growth to determine the need for extension of service delivery to make sure that distances remain similar throughout the district</p>	<p>80% of service users are satisfied with our recycling and refuse services*</p> <p>80% of the District is satisfied with our recycling and refuse services*</p> <p>To retain the existing district facilities.</p>	<p>80% of service users are satisfied with our recycling and refuse services*</p> <p>80% of the District is satisfied with our recycling and refuse services*</p> <p>To retain the existing district facilities.</p>

Table 5-1: Tactical Levels of Service

O1	Economy	Maximise opportunities to Recycle Reduce and reuse	Satisfaction survey identifies that 80% of customers are aware of at least 5 actions they can take to reduce refuse	Recycling opportunities are evaluated regarding cost and reduction of waste to landfill taking into account Councils ability to fund the service	80% of customers are aware of 5 things they could do to reduce refuse	Satisfaction survey	80% of customers are aware of 5 things they could do to reduce refuse	80% of customers are aware of 5 things they could do to reduce refuse
O2	Environment	Customers are satisfied with the function and appearance of the transfer stations and Landfill and litter service	No complaints regarding facilities are received less than 5 reports of street litter bins overflowing are received per month	No resource Consent breaches Less than 5 bins per month are reported as overflowing	No Complaints have been received. No resource consent breaches	Service requests Satisfaction survey Consent reports	We will comply with all resource consent conditions for our landfills* Less than 5 complaints per month regarding overflowing litter and recycling bins	We will comply with all resource consent conditions for our landfills* Less than 5 complaints per month regarding over flow litter and recycling bins
O3	Health & Safety	Facilities will provide a safe environment for users	No health and safety breaches recorded	Contract reviews Service requests	No health and safety breaches recorded	Site audits	No health and safety breaches recorded	No health and safety breaches recorded

Table 5-2: Operational Levels of Service

5.2.6 LINK TO PROJECT

The following table show 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.

Solid Waste Projects	Link to LOS
NEW WORKS	
Kinloch site upgrade	T1, O1, O2, O3
Cell Developments	T1, O1, O2, O3
Turangi wood recovery area	T1, O1, O2, O3
Site Capping	T1, O1, O2, O3
Street Recycling bins	T1, O1, O3
Big Belly Refuse Bins	O1, O2, O3
OPERATIONS AND MAINTENANCE	
SWAPs	T1, O1
Bylaw Review	T1, O1, O2,
RENEWALS	
Bin Renewals	T1, O1, O2,O3
Facility Renewals	T1, O1, O2,O3

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

5.3 Consultation

The list of community outcomes for the 2018 TYP are as listed below.

- Economy
- Environment
- 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.

Council has undertaken levels of service consultation process for litter during the 16/17 year. This survey used a variety of medium (phone, email, mail and online surveying of rate payers).

Specific objectives of the survey were to:

- Understand the level of importance of the service;
- Identify levels of satisfaction with current levels of service;
- Determine the desire for changes to current levels of service;

It was found that 66% of ratepayers were satisfied with litter control, while only 10% were dissatisfied. Litter control was identified as being important by almost all respondents 88%.

The most common responses were that people were happy with the current service level and that a clean town encourages tourists.

As Council must review its Waste Management and Minimisation Plan by June 2018, Council will undertake consultation on waste services in conjunction with the long term plan.

Levels of service for Solid waste will be signed off by Council prior to the LTP consultation process.

The commercial waste service providers have been consulted as part of the development of the WMMP as well as the public health sector.

Customer Groups

The Solid waste service provision has a number of customers, all properties and businesses need to dispose of refuse and most will participate in the diversion of waste if there is the incentive to do so.

Council's kerbside collection service provides waste and recycling service to the urban centres and central CBDs. Rural property owners are serviced by the provision of district transfer stations. The commercial market also provide some rural service delivery and provides for larger commercial waste needs.

Council has provided the disposal point for waste at the Broadlands Rd landfill which enables the community to dispose of mostly non-kerbside waste with a mix of recovery options as do the district transfer stations.

Litter and recycling bins are provided throughout the district to cater for waste and recyclable disposal when people are out and about and for the tourist and visitor market.

Overall the solid waste customer group is covered with a mix of Council and commercial market service provision. Council has incentivised diversion of materials from landfill by setting a pricing mix that diverts waste.

5.4 Changes to Level of Service

The Waste Management and Minimisation Plan provide a number of new or changes to levels of service.

Operational increases in the plan include:

- Investigate increasing the diversion food waste from going to landfill
- Provide a community grant program for Community waste minimisation initiatives
- Continue to extend the street recycling bin coverage
- Provide E-waste recycling at the Broadlands Rd Landfill
- Advocating for product stewardship / producer responsibility for the recovery and recycling of products
- Develop a community litter awareness program (take care of a section of beach/ road) and work in with National Litter programs
- Develop a best practise guide for waste handling for event managers/ education program
- Work with Industry to support the diversion of C & D Wastes
- Introduce education / awareness programs to support Council waste minimisation initiatives
- Support local Marae and iwi groups to minimise waste

- Work with local businesses to reduce waste
- Investigate working with the department of corrections to refurbish bicycles
- Support local schools with a schools organic program
- Support national Love Food Hate Waste program
- Utilise waste pricing structures to incentivise waste reduction
- Support and facilitate the reduction of single use plastic bags

The above potential changes have been costed and consulted on as part of the development of the WMMP which feeds directly into this AMP.

Capital expenditure to maintain the level of service includes;

- Increasing recycling capacity at district facilities
- Cell developments
- Site capping

Budgets will be revised between draft and final AMP's to ensure a financially sustainable budget Council wide. The level of service implication of these budget changes are shown in table 9-1 within the Financial Summary section.

5.5 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 if any. (The Broadlands Rd Landfill has never had a complaint related to the operating consent). The landfill consent also requires a peer review overseer for the site who also compiles a yearly report on the site which covers both capex and operational matters.

Refuse tonnages are measured over the weighbridge and reported to the Ministry of the Environment on a monthly basis, with these tonnages passed on to Council in the monthly Council performance report.

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

As part of the consultation process the WMMP has to be signed off by the medical officer of health who makes sure that the services provided adequately provides for public Health.

Council has undertaken a Section 17A review that has identified that the status quo is desired outcome in the short to medium term due to Council having long term service contracts.