

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety EM Environment

Council Initiatives		Measure		EM PH
Treatment plant upgrades		Number of failures of Resource Consent determinants		
Result 2009/10: 31	Target 2010/11: 20	Result 2010/11: 38	Not Achieved - Comments: Resource consent failures may occur for a number of reasons, e.g. plant failure, climate conditions, operator error; sampling error etc; However it is believed the prime reasons for an increase in failures from last year are due to: <ul style="list-style-type: none"> - Resource consent renewals requiring tougher limits for effluent discharge quality, requiring upgrade works to treatment plants. Timing of upgrade works has been hampered by capital funding availability and the desire to ensure sustainable cost efficient solutions are implemented. - Continuous improvements in sample monitoring procedures, recording and analysis has resulted in a more critical review of results achieved, likely to have led to an increase in the number of reported failed results. 	
In 2009/10 Council advised: A number of treatment plants (Hihi, Kaeo, Kaikohe, Whatuwhiwhi, Paihia) have consent conditions that require plant upgrades. These have not yet been carried out due to budget constraints and appeals to the consent standards.			Challenges going forward: Maintaining compliance for new resource consents is becoming more difficult as the standards being sought by the various stakeholders is rising all the time.	

Council Initiatives		Measure		PH PS EM
Implementation of spill management programme		Number of spills of sewage to water		
Result 2009/10: 4	Target 2010/11: 10	Result 2010/11: 11	Not Achieved - Comments: This measure is based on number of sewage spills to water. The primary causes are pipe blockages or asset failures which are unpredictable and difficult to control. Frequency of occurrence is variable. Increased sewer jetting programs can help to minimise frequency but is subject to funding availability.	
In 2009/10 Council advised: Ensuring that Council meets national standards.			Challenges going forward: Increased operational funding requirements in order to enhance sewer maintenance programs.	

Council Initiatives		Measure		PH EM
General service improvements		Percentage very satisfied/satisfied respondents (Communitrak Survey)		
Result 2009/10: 93%	Target 2010/11: 84%	Result 2010/11: 87%	Achieved - Comments: Overall 39% of residents mentioned that Council provides a sewerage system where they live. Of these residents, 87% are very satisfied / satisfied.	
In 2009/10 Council advised: Monitored on a regular basis to ensure levels of service is met by the contractor.			Challenges going forward: Maintaining high levels of performance whilst targeting improved financial efficiency.	

Council Initiatives		Measure		PH
Improvements in infrastructure and equipment		Percentage of service disruptions resolved in less than 4 hours		
Result 2009/10: 99%	Target 2010/11: 95%	Result 2010/11: 99%	Achieved - Comments: Improved response and monitoring procedures resulting from contract management.	
In 2009/10 Council advised: Monitored on a regular basis to ensure levels of service is met by the contractor.			Challenges going forward: Maintaining high levels of performance whilst targeting improved financial efficiency.	



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Extend coverage of public wastewater systems		Number of connections		
Result 2009/10: 10,673	Target 2010/11: 10,700	Result 2010/11: 10,648	Not Achieved - Comments: This result is due to the economic environment. The measure and target will be reviewed for the LTP 2012/22.	
In 2009/10 Council advised: Limited funding has restricted Councils investment in to extending the rateable area.			Challenges going forward: Growth is expected to be slow so the demand for new connections will be correspondingly low.	

