

## Community Outcome: A Safe and Healthy District and a Sustainable and Liveable Environment

**About this Outcome:** Wastewater systems support and promote safe and healthy conditions and sewerage treatment does not adversely effect the environment.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Number of sewage spills to water	LTP Target	Result 2012/13												
<b>ACHIEVED:</b> Council achieved this by a risk analysis of facilities most likely to cause spillage, and focusing attention and resources to manage those risks appropriately.	<10	8												
Graph shown below details a three year view of performance:														
<table border="1"> <caption>Number of sewage spills to water (2009/10 to 2011/12)</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>11</td> <td>4</td> </tr> <tr> <td>2010/11</td> <td>10</td> <td>11</td> </tr> <tr> <td>2011/12</td> <td>9</td> <td>8</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	11	4	2010/11	10	11	2011/12	9	8
Year	Target	Result												
2009/10	11	4												
2010/11	10	11												
2011/12	9	8												

KPI: Percentage of requests for service (RFS) responded to in set time for sewerage	LTP Target	Result 2012/13												
<b>ACHIEVED:</b> 106 incidents resolved within the timeframe and 6 incidents resolved outside the timeframe.	95%	98%												
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<table border="1"> <caption>Percentage of requests for service (RFS) responded to in set time for sewerage (2009/10 to 2011/12)</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>92%</td> <td>99%</td> </tr> <tr> <td>2010/11</td> <td>95%</td> <td>99%</td> </tr> <tr> <td>2011/12</td> <td>95%</td> <td>99%</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	92%	99%	2010/11	95%	99%	2011/12	95%	99%
Year	Target	Result												
2009/10	92%	99%												
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2011/12	95%	99%												

KPI: Percentage compliance with resource consents discharge flow limits	LTP Target	Result 2012/13
<b>ACHIEVED:</b> The contract target for flow limit compliance – 2012/13 was 95%. Transfield Services Ltd are responsible for monitoring effluent (final) discharges from all wastewater schemes and achieved a success rate of 96%. Monitoring data is supplied to the Northland Regional Council as required for each schemes' resource consent.	95%	96%
Several schemes experienced flow exceedances primarily due to high rainfall events during winter months and on rare occasions, mechanical failure of flow monitoring instrumentation.		
Schemes affected by rainfall events from July to September 2013 were: Kawakawa, Paihia and Opononi. Kaitaia and Kaeo experienced intermittent flow monitoring equipment failure.		
KPI above is <b>new</b> in the LTP 2012/13. Unable to provide a three year view of performance.		

KPI: Percentage compliance with resource consents quality limits	LTP Target	Result 2012/13
<p><b>ACHIEVED:</b> The contract target for quality limit compliance – 2012/13 was 95%. Transfield Services Ltd are responsible for monitoring the effluent biological quality from all wastewater schemes and achieved a success rate of 96%.</p> <p>There is an extensive range of biological limits that are monitored for schemes including: Total suspended solids, Ammonia, E-Coli, Faecals and Nitrogen. The 17 schemes vary in biological treatment processes from basic oxidation ponds/wetlands to activated sludge plants. Some schemes experience intermittent quality limit consent breaches due to seasonal variance and/or unachievable limits prescribed in the scheme resource consent. Council is pursuing some minor consent changes with Northland Regional Council relating to these issues.</p> <p>Equipment upgrades have been scheduled and completed at some schemes during 2012/13 to help achieve compliance such as the installation of UV disinfection at Hihī and Kaikohe.</p>	95%	96%
<p><i>KPI above is <b>new</b> in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>		