

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety EM Environment SC Services that support Communities

Council initiatives Treatment plant upgrades		Measure Number of failures of resource consent determinants.		EM
Result 2010/11: 73	Target 2011/12: 0	Result 2011/12: 3	Not Achieved - Comments: This measure is based on daily water take limits for all district wide water treatment sources, and the result reflects only a very minor exceedence as a result of plant breakdowns.	
Council initiatives Treatment plant upgrades		Measure Number of systems achieving grade Bb (8 systems in all).		PH PS
Result 2010/11: 2	Target 2011/12: 2	Result 2011/12: 2	Achieved - Comments: The target has been achieved and maintained through careful budgetary planning and collaborative approach to working with Council's contractors.	
Council initiatives Construct additional treated water storage		Measure Interruptions to supply of water into the reticulation system out of the reserves not to exceed 24 hours in any 1 year. <i>(This measure is assessing water leaving the reservoir into the reticulation system, and not individual houses.)</i>		PH PS
Result 2010/11: 100%	Target 2011/12: 100%	Result 2011/12: 100 %	Achieved - Comments: Result achieved by managing Council's contractors to ensure service levels are maintained at all times.	
Council initiatives Water conservation		Measure Reduction in per capita water consumption.		EM
Result 2010/11: 0%	Target 2011/12: 2%	Result 2011/12: 0%	Not Achieved - Comments: Council has very limited ability to manage the consumption of water by the public.	
Council initiatives Water conservation		Measure Percentage of unaccounted for water (leakage, illegal connections, unauthorised use.)		PS
Result 2010/11: 28%	Target 2011/12: 25%	Result 2011/12: 29 %	Not Achieved - Comments: Although it is noted that the calculated result figure is inflated and includes non-revenue authorised use i.e. non metered supplies, fire service drills etc. Leakage detections works and repairs have been undertaken during the period. An alternative method of measurement is to be introduced.	
Council initiatives General improvements in service		Measure Percentage of very satisfied / satisfied respondents (Communitrak Survey).		SC
Result 2010/11: 82%	Target 2011/12: 85%	Result 2011/12: 81%	Not Achieved - Comments: Customer feedback suggests taste and odour as an area of dissatisfaction. Additional monitoring measures have been proposed.	





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Council initiatives Customer service		Measure Percentage of service disruptions resolved in less than 4 hours.		EM
Result 2010/11: 96%	Target 2011/12: 92%	Result 2011/12: 97%	Achieved - Comments: Proactive management of the alliance contract and the implementation of routine maintenance programs assisted in maintaining the standards.	
Council initiatives Optimise water flow and pressure		Measure Reduction in number of bursts per km of pipe.		SC
Result 2010/11: 0.44	Target 2011/12: 0.52 (15)	Result 2011/12: 0.11 (3)	Achieved - Comments: This has been achieved by the replacement of ageing assets using a risk based renewals programme.	
Council initiatives Reduce operational costs per m ³ of water		Measure Operational cost (\$ / cubic metres).		PH
Result 2010/11: 0.83	Target 2011/12: 1.023	Result 2011/12: 0.85	Achieved - Comments: Achieved by optimising operational efficiencies resulting in minimal cost increases.	
Council initiatives Treatment plant upgrades		Measure Percentage compliance with New Zealand drinking water standards <i>(this measure is assessed on compliance with ecoli only).</i>		PH
Result 2010/11: 100%	Target 2011/12: 98.5%	Result 2011/12: 100%	Achieved - Comments: Achieved by concentrating on compliance procedures being a key component of delivery of potable water.	
Council initiatives Extend coverage of public water systems		Measure Number of connections <i>(Due to slower growth than anticipated the number of connections has been reduced accordingly. Target set in LTCCP was 9,640).</i>		PH
Result 2010/11: 9,533	Target 2011/12: 9,400	Result 2011/12: 9,914	Achieved - Comments: Target has been achieved despite limited development.	

