

### Activity Key Performance Indicators<sup>2</sup>

- The activity service and performance results in 2013/14 is detailed below:

#### 2013/14 results

Result Target

<p><b>1: 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.</p> <p><b>2: Achieved</b> Most of the incidents were resolved within the timeframe. One response in March 2014 was late due to location of the leak which has since been rectified.</p>	<p><b>1: Number of sewage spills to water</b></p> <p>2</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>4</td> <td>11</td> </tr> <tr> <td>2010/11</td> <td>11</td> <td>10</td> </tr> <tr> <td>2011/12</td> <td>8</td> <td>9</td> </tr> <tr> <td>2012/13</td> <td>8</td> <td>10</td> </tr> <tr> <td>2013/14</td> <td>2</td> <td>9</td> </tr> </tbody> </table>	Year	Result	Target	2009/10	4	11	2010/11	11	10	2011/12	8	9	2012/13	8	10	2013/14	2	9	<p><b>2: Percentage of Requests for Service (RFS) responded to in set time for sewerage</b></p> <p>99%</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>99%</td> <td>92%</td> </tr> <tr> <td>2010/11</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>2011/12</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>2012/13</td> <td>98%</td> <td>95%</td> </tr> <tr> <td>2013/14</td> <td>99%</td> <td>95%</td> </tr> </tbody> </table>	Year	Result	Target	2009/10	99%	92%	2010/11	99%	95%	2011/12	99%	95%	2012/13	98%	95%	2013/14	99%	95%
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<p><b>3: Achieved</b> The contract target for the flow limit compliance – 2013/14 has been met by Transfield Services Limited who are responsible for monitoring effluent (final) discharges from all wastewater schemes. Monitoring data is supplied to the Northland Regional Council as required for each schemes' resource consent.</p> <p><b>4: Not Achieved</b> Breaches of consent limits at Paihia, Kaitaia, Kawakawa, Whatuwhiwhi, Kerikeri and Rawene. A series of localised improvement plans are underway, Council working with Northland Regional Council on variations to the current discharge consents quality limits.</p>	<p><b>3: Percentage compliance with resource consents discharge flow limits</b></p> <p>99%</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>2013/14</td> <td>99%</td> <td>95%</td> </tr> </tbody> </table>	Year	Result	Target	2012/13	96%	95%	2013/14	99%	95%	<p><b>4: Percentage compliance with consented discharge quality limits</b></p> <p>91%</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>2013/14</td> <td>91%</td> <td>95%</td> </tr> </tbody> </table>	Year	Result	Target	2012/13	96%	95%	2013/14	91%	95%																		
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