

# Activities and Services

## Communities and Citizens Statement of Service Provision

### Christchurch Art Gallery

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Develop, maintain and provide access to a collection of nationally significant art	Hours of opening	Hours of opening: No fewer than 2,749 pa from re-opening	Hours of opening: No fewer than 2,749 hours pa.	Hours of opening: No fewer than 2,749 hours pa.	Hours of opening: No fewer than 2,749 hours pa.
	Visitors per annum	Increase visitors by 5% per annum In 2018/19 = 329,022	Increase visitors by 5% per annum In 2019/20 = 345,474	Increase visitors by 5% per annum In 2020/21 = 362,747	By 2021/22, CAG will return to formula used prior to the Canterbury earthquakes (that is, an average of the last 5 years +/- 5%).
	Visitor satisfaction with the Gallery experience	At least 90% of visitors satisfied with the overall Art Gallery experience.	At least 90% of visitors satisfied with the overall Art Gallery experience.	At least 92% of visitors satisfied with the overall Art Gallery experience.	At least 95% of visitors satisfied with the overall Art Gallery experience.
Develop and host art exhibitions and present a range of public programmes	Exhibitions & publications presented	No fewer than 12 exhibitions presented pa	No fewer than 12 exhibitions presented pa	No fewer than 12 exhibitions presented pa	No fewer than 12 exhibitions presented pa
		4-6 publications pa, with at least 1 significant publication every 2 years	4-6 publications pa, with at least 1 significant publication every 2 years	4-6 publications pa, with at least 1 significant publication every 2 years	4-6 publications pa, with at least 1 significant publication every 2 years
	Public and school-specific programmes delivered	Average of at least 11,000 attend school specific programmes per annum.	Average of at least 11,000 attend school specific programmes per annum.	Average of at least 11,500 attend school specific programmes per annum.	Average of at least 12,000 attend school specific programmes per annum.
		Average of at least 20,000 people attend advertised public programmes per annum.	Average of at least 21,000 people attend advertised public programmes per annum.	Average of at least 22,000 people attend advertised public programmes per annum.	Average of at least 25,000 people attend advertised public programmes per annum.

## Museums

Services Provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Hold and distribute the Canterbury Museum levy	Canterbury Museum levy paid annually.	Canterbury Museum levy funding paid as required	Canterbury Museum levy funding paid as required	Canterbury Museum levy funding paid as required	Canterbury Museum levy funding paid as required
Operate the Akaroa Museum	Visitors per annum to Akaroa Museum	24,500 visitors	24,300 visitors	24,300 visitors	Visitor numbers +/- 5% of average of previous 3 years.
	Hours of opening at Akaroa Museum	Minimum 2,093 hours pa	Minimum 2,093 hours pa	Minimum 2,093 hours pa	Minimum 2,093 hours pa
	Exhibitions presented	No fewer than two exhibitions presented.	No fewer than two exhibitions presented.	No fewer than two exhibitions presented.	No fewer than two exhibitions presented.
	Collections developed and maintained with access provided.	Collection grows in line with policy, with least 98% accessioned within 3 months.	Collection grows in line with policy, with least 98% accessioned within 3 months.	Collection grows in line with policy, with least 98% accessioned within 3 months.	Collection grows in line with policy, with least 98% accessioned within 3 months.

## Libraries

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Collections – including general, specialist, heritage and digital content, are available to meet the needs of the community.	Collections in a variety of formats are available to meet the needs of the community	Maintain collections at 3 - 3.5 items per capita	Maintain collections at 3 - 3.5 items per capita	Maintain collections at 3 - 3.5 items per capita	Maintain collections at 3 - 3.5 items per capita
Community spaces through a comprehensive network of libraries, the mobile service and digitally	Residents have access to a physical and digital library relevant to local community need or profile – provide weekly opening hours for existing libraries.	Metropolitan and Suburban 52 to 74hrs	Metropolitan and Suburban 52 to 74hrs	Metropolitan and Suburban 52 to 74hrs	Metropolitan and Suburban Large 52 to 74hrs
		Suburban Medium 48 to 57 hrs	Suburban Medium 48 to 57 hrs	Suburban Medium 48 to 57 hrs	Suburban Medium 48 to 57 hrs
		Neighbourhood 36 to 57 hrs	Neighbourhood 36 to 57 hrs	Neighbourhood 36 to 57 hrs	Neighbourhood 36 to 57 hrs
		Free 24/7 Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries	Free 24/7 Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries	Free 24/7 Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries	Free 24/7 Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries
	Provide a mobile library service to extend the library reach in order to increase community participation and reduce isolation	Maintain a mobile library service of up to 40 hrs	Maintain mobile library services of up to 40 hrs	Maintain mobile library services of up to 40 hrs	Maintain mobile library services of up to 40 hrs
	Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	At least 90% of library users satisfied with the library service	At least 90% of library users satisfied with the library service	At least 90% of library users satisfied with the library service	At least 90% of library users satisfied with the library service
Equitable access to relevant, timely information and professional services	Free access to online information using public computing devices and the internet and access to mainstream and new technologies	Access to online information using public computers and customer devices is freely available at all libraries	Access to online information using public computers and customer devices is freely available at all libraries	Access to online information using public computers and customer devices is freely available at all libraries	Access to online information using public computers and customer devices is freely available at all libraries
	Access to information via walk-in, library website, phone, email, professional assistance and on-line customer self service. In library access to online information using public computing devices and the internet and access to mainstream and new technologies	Maintain ratio of public internet computers at least 4 per 5,000 of population	Maintain ratio of public internet computers at least 4 per 5,000 of population	Maintain ratio of public internet computers at least 4 per 5,000 of population	Maintain ratio of public internet computers at least 4 per 5,000 of population
Programmes and events designed to meet customers' diverse lifelong learning needs	Provide programmes and events to meet customers' diverse lifelong learning needs	Maintain participation of 230-300 per 1000 of population	Maintain participation of 280-350 per 1000 of population	Maintain participation of 310-380 per 1000 of population	Maintain participation of 380-450 per 1000 of population

## Community Development & Facilities

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Manage Community Grants funding and Community Loans, on behalf of Council and other funding bodies	Effectively administer the grants schemes for Council	95% of reports demonstrate benefits that align to Council outcomes and priorities.	95% of reports demonstrate benefits that align to Council outcomes and priorities.	95% of reports demonstrate benefits that align to Council outcomes and priorities.	95% of reports demonstrate benefits that align to Council outcomes and priorities.
Community facilities provision and operation, including the provision of facilities for volunteer libraries	Provide a range of well utilised community facilities, including voluntary libraries	All Council-managed facilities have occupancy rates of 35% or higher.	All Council-managed facilities have occupancy rates of 35-40% or higher. <sup>1</sup>	All Council-managed facilities have occupancy rates of 45% or higher.	Existing facilities are retired when alternative provision is available maintaining a sustainable network.

### Changes to Community Development & Facilities

<sup>1</sup> Change in Performance Target - Council (LOS 2.0.7 target - At least 80% of community facilities are activated and managed in partnership with the community.) has asked that we enter into partnership agreements for the operation of better utilised Council operated facilities e.g. Lyttelton, Aranui so they will no longer be included in calculating the average.

## Citizen and Customer Services

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets			
			2019-20	2020-21	2021-2028	
Provide a “first point of contact” Council customer service	Provide a walk-in service that meets future citizen and customer demand	7-13 walk in customer service hubs. Number, locations and hours to be determined by population growth and demand.	7-13 walk in customer service hubs. Number, locations and hours to be determined by population growth and demand.	7-13 walk in customer service hubs. Number, locations and hours to be determined by population growth and demand.	7-13 walk in customer service hubs. Number, locations and hours to be determined by population growth and demand.	
	Ensure Citizen and Customer Services are available to answer enquiries	Citizen and Customer Services are maintained 24 hours per day, at least 99% of the time.	Citizen and Customer Services are maintained 24 hours per day, at least 99% of the time.	Citizen and Customer Services are maintained 24 hours per day, at least 99% of the time.	Citizen and Customer Services are maintained 24 hours per day, at least 99% of the time.	
	Citizen and Customer expectations for service response are delivered in a timely manner	Telephone enquiries have an average speed to answer of no more than 90 seconds.	Telephone enquiries have an average speed to answer of no more than 90 seconds.	Telephone enquiries have an average speed to answer of no more than 90 seconds.	Telephone enquiries have an average speed to answer of no more than 90 seconds.	Telephone enquiries have an average speed to answer of no more than 90 seconds.
		Email enquiries have an average response time of no more than 48 hours.	Email enquiries have an average response time of no more than 48 hours.	Email enquiries have an average response time of no more than 48 hours.	Email enquiries have an average response time of no more than 48 hours.	Email enquiries have an average response time of no more than 48 hours.
		Social media enquiries have an average response time of no more than four hours.	Social media enquiries have an average response time of no more than four hours.	Social media enquiries have an average response time of no more than four hours.	Social media enquiries have an average response time of no more than four hours.	Social media enquiries have an average response time of no more than four hours.
		Online/chat/private messaging to be defined by industry standards and service analysis.	Online/chat/private messaging to be defined by industry standards and service analysis.	Online/chat/private messaging to be defined by industry standards and service analysis.	Online/chat/private messaging to be defined by industry standards and service analysis.	Online/chat/private messaging to be defined by industry standards and service analysis.
	Citizens and customers are satisfied or very satisfied with “first point of contact” across all service channels	At least 87% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact	At least 89% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact.	Greater than 89% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact.	Greater than 89% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact.	

## Civil Defence Emergency Management

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Public education to increase community awareness and preparedness	Build resilience through public education and community engagement programmes	At least 60 CDEM public education activities occur annually, including tsunami public education and Stan's Got Plan school programmes.	At least 60 CDEM public education activities occur annually, including tsunami public education and Stan's Got Plan school programmes.	At least 60 CDEM public education activities occur annually, including tsunami public education and Stan's Got Plan school programmes.	At least 60 CDEM public education activities occur annually, including tsunami public education and Stan's Got Plan school programmes.
		At least 20 communities have developed community resilience planning documentation, resources, or activities.	At least 25 communities have developed community resilience planning documentation, resources, or activities.	At least 30 communities have developed community resilience planning documentation, resources, or activities.	At least 50 communities have developed community resilience planning documentation, resources, or activities.

## Recreation, Sports, Community Arts & Events

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
	Provide citizens access to fit-for-purpose recreation and sporting facilities	4 Multi-purpose recreation and sport centres, QEII, Graham Condon, Jellie Park and Pioneer open 364 days pa for 106 hours per week.	4 Multi-purpose recreation and sport centres, QEII, Graham Condon, Jellie Park and Pioneer open 364 days pa for 106 hours per week.	4 Multi-purpose recreation and sport centres, QEII, Graham Condon, Jellie Park and Pioneer open 364 days pa for 106 hours per week. <sup>1</sup>	7 Multi-purpose recreation and sport centres, Metro, Hornby, QEII, Graham Condon, Linwood, Jellie Park and Pioneer open 364 days pa for 106 hours per week.
		8 outdoor pools and 8 paddling pools are open seasonally.	8 outdoor pools, 1 hot water pool and 8 paddling pools are open seasonally.	8 outdoor pools, 1 hot water pool and 8 paddling pools are open seasonally.	Abberley, Woodham and Edgar Mackintosh will not be replaced at the end of their life.
		5 stadia (Nga Puna Wai added) are available for use 364 days p.a.	5 stadia are available for use 364 days p.a.	5 stadia are available for use 364 days p.a.	6 stadia are available for use 364 days p.a.
		13 leased recreation and sporting facilities are available for community use.	13 leased recreation and sporting facilities are available for community use.	13 leased recreation and sporting facilities are available for community use.	Wharenui Pool will close when the Metro and Hornby open.  The temporary Stadium will close when replaced by a Multi-Use events arena in approximately 2025.
		4 campgrounds are available for use 365 days p.a.	4 campgrounds are available for use 365 days p.a.	4 campgrounds are available for use 365 days p.a.	4 campgrounds are available for use 365 days p.a.
	Provide well utilised facility based recreational and sporting programmes and activities.	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 3.5 million	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 4.32 million	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 4.32 million	The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia at least 5.8 million
		At least 100,000 Swimsafe lessons delivered.	At least 100,000 Swimsafe lessons delivered.	At least 100,000 Swimsafe lessons delivered.	At least 100,000 Swimsafe lessons delivered.

### Changes to Recreation, Sports, Community Arts & Events

<sup>1</sup> Change in Performance Target - Hornby recreation centre will not be open by the end of June 2021 so Hornby has been removed from the target for 2020-21



Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
	Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	4,000 of hours of staff support provided to 100 community organisations.	4,000 of hours of staff support provided to 100 community organisations.	4,000 of hours of staff support provided to 100 community organisations.	4,000 of hours of staff support provided to 100 community organisations.
	Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	80% satisfaction with the quality of Council recreation and sport support.	80% satisfaction with the quality of Council recreation and sport support.	80% satisfaction with the quality of Council recreation and sport support.	80% satisfaction with the quality of Council recreation and sport support.
	Deliver a high level of satisfaction with the range and quality of facilities	At least 80% satisfaction with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark) Note: Jellie Park and Pioneer will have rolling closures for EQ repair.	At least 80% satisfaction with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)	At least 80% satisfaction with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)	At least 80% satisfaction with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)
	Provide facilities that have current PoolSafe accreditation and meet national standards for water quality	Maintain PoolSafe accreditation for all eligible pools	Maintain PoolSafe accreditation for all eligible pools	Maintain PoolSafe accreditation for all eligible pools	Maintain PoolSafe accreditation for all eligible pools
		Pool water quality standards are maintained at least 85% of NZS 5826-2010	Pool water quality standards are maintained at least 85% of NZS 5826-2010	Pool water quality standards are maintained at least 85% of NZS 5826-2010	Pool water quality standards are maintained at least 85% of NZS 5826-2010
	Produce and deliver engaging programme of community events.	A minimum of 11 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum of 11 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum of 11 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum of 11 events delivered annually of which three are marquee events. (Outdoor events subject to weather)
		At least 90% satisfaction with the content and delivery across three delivered events.	At least 90% satisfaction with the content and delivery across three delivered events.	At least 90% satisfaction with the content and delivery across three delivered events.	At least 90% satisfaction with the content and delivery across three delivered events.
	Support community based organisations to develop, promote and deliver community events and arts in Christchurch.	15,000 hours of staff support provided to 600 community organisations.	15,000 hours of staff support provided to 600 community organisations.	15,000 hours of staff support provided to 600 community organisations.	15,000 hours of staff support provided to 600 community organisations.
		80% satisfaction with the quality of Council event support.	80% satisfaction with the quality of Council event support.	80% satisfaction with the quality of Council event support.	80% satisfaction with the quality of Council event support.

## Flood Protection and Control Works Statement of Service Provision

### Flood Protection & Control Works

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Maintaining the natural waterways and associated structures and systems	Reduce risk of flooding to property and dwellings during extreme rain events	Annual reduction in the modelled number of properties predicted to be at risk of habitable floor level flooding of the primary dwelling in a 2% AEP Design Rainfall Event of duration greater than 1.5 hours excluding flooding that arises solely from private drainage: 50 properties	Annual reduction in the modelled number of properties predicted to be at risk of habitable floor level flooding of the primary dwelling in a 2% AEP Design Rainfall Event of duration greater than 1.5 hours excluding flooding that arises solely from private drainage: 50 properties	Annual reduction in the modelled number of properties predicted to be at risk of habitable floor level flooding of the primary dwelling in a 2% AEP Design Rainfall Event of duration greater than 1.5 hours excluding flooding that arises solely from private drainage: 50 properties	Annual reduction in the modelled number of properties predicted to be at risk of habitable floor level flooding of the primary dwelling in a 2% AEP Design Rainfall Event of duration greater than 1.5 hours excluding flooding that arises solely from private drainage: 50 properties
Major flood protection and control works are maintained, repaired and renewed to key standards	Major flood protection and control works are maintained, repaired and renewed to key standards	Stopbank crest surveys are carried out at required intervals: Annually	Stopbank crest surveys are carried out at required intervals: Annually	Stopbank crest surveys are carried out at required intervals: Annually	Stopbank crest surveys are carried out at required intervals: Annually
		Cross sectional surveys of selective waterways are carried out at required intervals: 2-5 yearly or as required	Cross sectional surveys of selective waterways are carried out at required intervals: 2-5 yearly or as required	Cross sectional surveys of selective waterways are carried out at required intervals: 2-5 yearly or as required	Cross sectional surveys of selective waterways are carried out at required intervals: 2-5 yearly or as required
		Stopbanks identified as being below their original design standard are repaired within 9 months. Measured as proportion of stop bank length identified as not meeting standard that is repaired within required timescale: 70%	Stopbanks identified as being below their original design standard are repaired within 9 months. Measured as proportion of stop bank length identified as not meeting standard that is repaired within required timescale: 70%	Stopbanks identified as being below their original design standard are repaired within 9 months. Measured as proportion of stop bank length identified as not meeting standard that is repaired within required timescale: 75%	Stopbanks identified as being below their original design standard are repaired within 9 months. Measured as proportion of stop bank length identified as not meeting standard that is repaired within required timescale: 85%

## Governance Statement of Service Provision

### Governance and Decision-Making

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Holding elections of Elected Members to the Council and Community Boards, polls and representative reviews	Provide processes that ensure all local elections, polls and representation reviews are held with full statutory compliance.	100% compliance	100% compliance	100% compliance	100% compliance
Participation in democratic processes	Participation in and contribution to Council decision-making	Percentage of respondents who understand how Council makes decisions: At least 41%	Percentage of respondents who understand how Council makes decisions: At least 41%	Percentage of respondents who understand how Council makes decisions: At least 42%	Percentage of respondents who understand how Council makes decisions: At least 45%

## Housing Statement of Service Provision

### Assisted Housing

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
	Council makes a contribution to the social housing supply in Christchurch	Number of social housing units in Council's portfolio: 2,052 units	Number of social housing units in Council's portfolio: 2,052 units	Number of social housing units in Council's portfolio: 2,052 units	Number of social housing units in Council's portfolio: 2,052 units
	Council makes a contribution to the social housing supply in Christchurch	Number of operable Council-owned social housing units that are available for lease: 1,972 units (96% utilisation rate)	Number of operable Council-owned social housing units that are available for lease: 1,972 units	Number of operable Council-owned social housing units that are available for lease: 1,972 units	Number of operable Council-owned social housing units that are available for lease: 1,972 units

## Parks, Heritage and Coastal Environment Statement of Service Provision

### Parks & Foreshore

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Community Parks, Cemeteries, Botanic Gardens, Hagley Park, Regional Parks, Environmental Education	Parks are provided managed and maintained in a clean, tidy, safe, functional and equitable manner (Asset Condition)	The ratio of trees removed and replaced is 1:1.	The ratio of trees removed and replaced is 1:1.	The ratio of trees removed and replaced is 1:1.	The ratio of trees removed and replaced is 1:1.
		Gardens - condition average or better: 70%	Gardens - condition average or better: 75%	Gardens - condition average or better: 80%	Gardens - condition average or better: 80%
		Sports fields - condition average or better: 50%	Sports fields - condition average or better: 60%	Sports fields - condition average or better: 70%	Sports fields - condition average or better: 80%
		Playgrounds - condition average or better: 90%	Playgrounds - condition average or better: 90%	Playgrounds - condition average or better: 90%	Playgrounds - condition average or better: 90%
		Structures, fixtures and furniture - condition average or better: 95%	Structures, fixtures and furniture - condition average or better: 95%	Structures, fixtures and furniture - condition average or better: 95%	Structures, fixtures and furniture - condition average or better: 95%
		Public Convenience - condition average or better: 90%	Public Convenience - condition average or better: 90%	Public Convenience - condition average or better: 90%	Public Convenience - condition average or better: 90%
		Recreational tracks and pathways - condition average or better: 70%	Recreational tracks and pathways - condition average or better: 75%	Recreational tracks and pathways - condition average or better: 75%	Recreational tracks and pathways - condition average or better: 80%
		Vehicle access and parking - condition average or better: 90%	Vehicle access and parking - condition average or better: 90%	Vehicle access and parking - condition average or better: 90%	Vehicle access and parking - condition average or better: 95%
		100% of CSRs addressed within priority timeframes	100% of CSRs addressed within priority timeframes	100% of CSRs addressed within priority timeframes	100% of CSRs addressed within priority timeframes
		Annual reduction in CSRs	Annual reduction in CSRs	Annual reduction in CSRs	Annual reduction in CSRs
		Annual increase in rate of CSR clearance	Annual increase in rate of CSR clearance	Annual increase in rate of CSR clearance	Annual increase in rate of CSR clearance

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Community Parks, Cemeteries, Botanic Gardens, Hagley Park, Regional Parks, Environmental Education	Cemeteries administration services meet customer expectations	Funeral directors satisfaction with internment application process: 100%	Funeral directors satisfaction with internment application process: 100%	Funeral directors satisfaction with internment application process: 100%	Funeral directors satisfaction with internment application process: 100%
		Satisfaction with response time for internment applications: 100%	Satisfaction with response time for internment applications: 100%	Satisfaction with response time for internment applications: 100%	Satisfaction with response time for internment applications: 100%
	Provide community participation opportunities across the parks network	Regional Parks: 80 volunteer hours/1000 people	Regional Parks: 80 volunteer hours/1000 people	Regional Parks: 80 volunteer hours/1000 people	Regional Parks: 80 volunteer hours/1000 people
		Botanic Gardens: 5 volunteer hours/1000 people	Botanic Gardens: 6 volunteer hours/1000 people	Botanic Gardens: 7 volunteer hours/1000 people	Botanic Gardens: 7 volunteer hours/1000 people
		Community Parks & Cemeteries: 5 volunteer hours/1000 people	Community Parks & Cemeteries: 5.5 volunteer hours/1000 people	Community Parks & Cemeteries: 6 volunteer hours/1000 people	Community Parks & Cemeteries: 10 volunteer hours/1000 people
		100% of funded conservation group project agreed outcomes met	100% of funded conservation group project agreed outcomes met	100% of funded conservation group project agreed outcomes met	100% of funded conservation group project agreed outcomes met
	Overall customer satisfaction with the presentation of the City's Parks	Regional Parks presentation: resident satisfaction $\geq 70$ %	Regional Parks presentation: resident satisfaction $\geq 75$ %	Regional Parks presentation: resident satisfaction $\geq 80$ %	Regional Parks presentation: resident satisfaction $\geq 80$ %
		Botanic Gardens & Mona Vale presentation: resident satisfaction $\geq 95$ %	Botanic Gardens & Mona Vale presentation: resident satisfaction $\geq 95$ %	Botanic Gardens & Mona Vale presentation: resident satisfaction $\geq 95$ %	Botanic Gardens & Mona Vale presentation: resident satisfaction $\geq 95$ %
		Hagley Park presentation: resident satisfaction $\geq 90$ %	Hagley Park presentation: resident satisfaction $\geq 90$ %	Hagley Park presentation: resident satisfaction $\geq 90$ %	Hagley Park presentation: resident satisfaction $\geq 90$ %
		Inner City presentation: resident satisfaction $\geq 80$ %	Inner City presentation: resident satisfaction $\geq 80$ %	Inner City presentation: resident satisfaction $\geq 85$ %	Inner City presentation: resident satisfaction $\geq 90$ %
Cemeteries presentation: resident satisfaction $\geq 85$ %		Cemeteries presentation: resident satisfaction $\geq 85$ %	Cemeteries presentation: resident satisfaction $\geq 85$ %	Cemeteries presentation: resident satisfaction $\geq 85$ %	
Community Parks presentation: resident satisfaction $\geq 70$ %		Community Parks presentation: resident satisfaction $\geq 75$ %	Community Parks presentation: resident satisfaction $\geq 80$ %	Community Parks presentation: resident satisfaction $\geq 80$ %	

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Community Parks, Cemeteries, Botanic Gardens, Hagley Park, Regional Parks, Environmental Education	Satisfaction with the range and quality of recreation opportunities within parks	Resident satisfaction with range and quality of recreation facilities within Parks: ≥ 85%	Resident satisfaction with range and quality of recreation facilities within Parks: ≥ 85%	Resident satisfaction with range and quality of recreation facilities within Parks: ≥ 85%	Resident satisfaction with range and quality of recreation facilities within Parks: ≥ 90%
	Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Education programmes: 26 Participants/ 1000 people	Education programmes: 26 Participants/ 1000 people	Education programmes: 26 Participants/ 1000 people	Education programmes: 26 Participants/ 1000 people
		Teachers satisfied with education programmes delivered: 95%	Teachers satisfied with education programmes delivered: 95%	Teachers satisfied with education programmes delivered: 95%	Teachers satisfied with education programmes delivered: 95%
	Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors.	Customer satisfaction with marine structure facilities: 90 %	Customer satisfaction with marine structure facilities: 90 %	Customer satisfaction with marine structure facilities: 90 %	Customer satisfaction with marine structure facilities: 90 %
		Wharves and Jetties ramps and slipways (condition average or better): 80%	Wharves and Jetties ramps and slipways (condition average or better):85%	Wharves and Jetties ramps and slipways (condition average or better):90%	Wharves and Jetties ramps and slipways (condition average or better):95%
		Seawalls (condition average or better): 50 %	Seawalls (condition average or better): 60 %	Seawalls (condition average or better): 70 %	Seawalls (condition average or better): 80 %
		Customer satisfaction with equitable access provided to the marine environment for recreational, commercial and transportation purposes: ≥ 50%	Customer satisfaction with equitable access provided to the marine environment for recreational, commercial and transportation purposes: ≥ 50%	Customer satisfaction with equitable access provided to the marine environment for recreational, commercial and transportation purposes: ≥ 50%	Customer satisfaction with equitable access provided to the marine environment for recreational, commercial and transportation purposes: ≥ 50%
		Annual increase in partnership agreements	Annual increase in partnership agreements	Annual increase in partnership agreements	Annual increase in partnership agreements
	Conserve, enhance and restore natural coastal features and landforms.	Increase of native coastal plant species to enhance natural coastal protection	Increase of native coastal plant species to enhance natural coastal protection	Increase of native coastal plant species to enhance natural coastal protection	Increase of native coastal plant species to enhance natural coastal protection

## Heritage

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Manage and maintain the network of Parks heritage buildings, public monuments, sculptures, artworks.	To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance	Resident satisfaction with presentation of Public Monuments, Sculptures & Artworks: ≥ 90%	Resident satisfaction with presentation of Public Monuments, Sculptures & Artworks: ≥ 90%	Resident satisfaction with presentation of Public Monuments, Sculptures & Artworks: ≥ 90%	Resident satisfaction with presentation of Public Monuments, Sculptures & Artworks: ≥ 90%
		Resident satisfaction with presentation of Parks Heritage Buildings: ≥ 70%	Resident satisfaction with presentation of Parks Heritage Buildings: ≥ 70%	Resident satisfaction with presentation of Parks Heritage Buildings: ≥ 70%	Resident satisfaction with presentation of Parks Heritage Buildings: ≥ 70%



## Refuse Disposal Statement of Service Provision

### Solid Waste

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
	Recyclable materials collected by Council services and received for processing at the Materials Recovery Facility (MRF)	105 kg +40%/-10% recyclable materials / person / year collected and received by Council services	104 kg +40%/-10% recyclable materials / person / year collected and received by Council services	103 kg +40%/-10% recyclable materials / person / year collected and received by Council services	100 kg +40%/-10% recyclable materials / person / year collected and received by Council services
	Kerbside wheelie bins for recyclables emptied by Council services	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection
	Tonnage of residual waste collected by Council services	≤120 kg/person/year	≤120 kg/person/year	≤119 kg/person/year	≤117 kg/person/year
	Kerbside residual waste collection – emptied by Council services	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection	At least 99.5% collection achieved when items correctly presented for collection
	Maximise beneficial use of landfill gas collected from Burwood landfill	Landfill gas to be available to facilities that utilise the gas at least 95% of the time	Landfill gas to be available to facilities that utilise the gas at least 95% of the time	Landfill gas to be available to facilities that utilise the gas at least 95% of the time	Alternative fuel source may need to be sourced and implemented
	Amount of organic material collected at Council facilities and diverted for composting	> 190 kg + 30% / - 10% / person / year	> 190 kg + 30% / - 10% / person / year	> 190 kg + 30% / - 10% / person / year	> 195 kg + 30% / - 10% / person / year
	Kerbside wheelie bins for organic material emptied by Council	At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection

# Regulatory and Compliance Statement of Service Provision

## Regulatory Compliance & Licencing

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Animal Management	Animal Management Services prioritise activities that promote and protect community safety	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes	98% of investigations of priority 1 complaints (aggressive dog behaviour and wandering stock) initiated within 10 minutes
	Animal management services encourage responsible dog ownership through education, registration and enforcement	50 Bite prevention programmes delivered to schools annually	50 Bite prevention programmes delivered to schools annually	50 Bite prevention programmes delivered to schools annually	50 Bite prevention programmes delivered to schools annually
		20 Dog wise programmes delivered per annum	20 Dog wise programmes delivered per annum	20 Dog wise programmes delivered per annum	20 Dog wise programmes delivered per annum
Compliance and Investigations – Building Act, Resource Management Act, Council Bylaws	Protect community safety through the timely and effective response to complaints about public safety	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week	100% of all investigations of dangerous building reports are initiated, and identified hazards secured, within 24 hours, 7 days a week
		100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week	100% of all investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week
	Protect the safety of the community by ensuring swimming pools comply with legislative requirements	All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004	All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004	All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004	All pools are inspected in accordance with the legislative requirements in Section 162D of the Building Act 2004
	Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months	95% of high risk Resource Management Act consents and clean fill sites monitored at least once every 3 months
	Protect the safety of the community by ensuring Amusement Devices comply with legislative requirements	Upon request 100% of applications are processed, sites inspected and permits issued	Upon request 100% of applications are processed, sites inspected and permits issued	Upon request 100% of applications are processed, sites inspected and permits issued	Upon request 100% of applications are processed, sites inspected and permits issued

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Alcohol Licensing	Protect the health and safety of the community by Licensing and monitoring high risk alcohol premises	100% Very High/High risk premises are visited at least once per year	100% Very High/High risk premises are visited at least once per year	100% Very High/High risk premises are visited at least once per year	100% Very High/High risk premises are visited at least once per year
Food Safety and Health Licensing	Food premises are safe and healthy for the public	98% of scheduled Food Control Plan verification visits are conducted	98% of scheduled Food Control Plan verification visits are conducted	98% of scheduled Food Control Plan verification visits are conducted	98% of scheduled Food Control Plan verification visits are conducted
		95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance	95% of premises issued with corrective actions are visited within 5 working days of the time specified for compliance
Environmental Health including noise and environmental nuisance	The community is not subjected to inappropriate noise levels	90% of complaints in relation to excessive noise are responded to within one hour	90% of complaints in relation to excessive noise are responded to within one hour	90% of complaints in relation to excessive noise are responded to within one hour	90% of complaints in relation to excessive noise are responded to within one hour
	Protect community safety through the timely and effective response to notifications of public health incidences	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)	100% of investigations into matters that pose a serious risk to public health are received, assessed and if appropriate started within 24 hours (i.e. asbestos, P-labs, contaminated land, hazardous substances)
	Customers have access to information on compliance responsibilities	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday	Staff are available to respond to public information requests between 8 – 5pm, Monday to Friday

## Building Services

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Consenting and Compliance General Advice and Investigations	Consenting and Compliance general advice and response to public and elected member enquiries	Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes	Response meets legislative and/or agreed timeframes
Building Consenting	Grant Building Consents within 20 days working days	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 95% of building consents within 19 working days from the date of acceptance	The minimum is to issue 99% of building consents within 20 working days from the date of acceptance
	Ensure % satisfaction with building consents process	Benchmark first year  Quarterly review of survey results and feed common issues to issues register for resolution	Set from Benchmark in Year 1  Quarterly review survey of results and feed common issues to issues register for resolution	Set from Benchmark in Year 1  Quarterly review survey of results and feed common issues to issues register for resolution	Set from Benchmark in Year 1  Quarterly review survey of results and feed common issues to issues register for resolution
Building Inspections and Code Compliance Certificates	Grant Code Compliance Certificates within 20 working days	Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	Issue minimum 95% of Code Compliance Certificates within 19 working days from the date of acceptance.	Issue minimum 99% of Code Compliance Certificates within 19 working days from the date of acceptance.
Building Consenting public advice	Eco Design Advice	Provide a quality eco design service	Provide a quality eco design service	Provide a quality eco design service	Provide a quality eco design service
Annual Building Warrants of Fitness	Audit Building Warrant of Fitness to ensure public safety and confidence	Complete annual audit schedule	Complete annual audit schedule	Complete annual audit schedule	This is an increase in service and reflects the need to ensure safety features of higher risk buildings are prioritised.
Building Accreditation Review	Building Consent Authority status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained	'Building Consent Authority' status is maintained
Building policy	Maintain a public register of earthquake prone buildings in Christchurch	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status	Update the Earthquake Prone Building Register whenever the Council becomes aware of a change of a building's earthquake-prone status

## Land & Property Information Services

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Land Information Memoranda and property file requests	Process land information memoranda applications within statutory timeframes	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days
Property File Requests	Provide customers with access to property files	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)
	Provide customers with access to property files that are already stored electronically	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)
Project Information Memoranda	Process project information memoranda applications within statutory timeframes	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days

## Resource Consenting

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Resource Management Applications	% of non-notified resource management applications processed within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes
	% of notified resource management applications processed within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes	99% within statutory timeframes
	Ensure resource consent decision-making is robust and legally defensible	No decisions are overturned by the High Court upon judicial review	No decisions are overturned by the High Court upon judicial review.	No decisions are overturned by the High Court upon judicial review.	No decisions are overturned by the High Court upon judicial review.
	% satisfaction of applicant with resource consenting process	70% satisfaction achieved	70% satisfaction achieved	70% satisfaction achieved	70% satisfaction achieved
	Ensure quality process and decision making with resource consenting	Undertake an annual audit and implement recommendations through an action plan	Undertake an annual audit and implement recommendations through an action plan	Undertake an annual audit and implement recommendations through an action plan	Undertake an annual audit and implement recommendations through an action plan
Development Contribution Assessments	Ensure quality process and decision making with development contribution assessments	Undertake an annual audit and implement recommendations through an action plan	Undertake an annual audit and implement recommendations through an action plan	Undertake an annual audit and implement recommendations through an action plan	Audit of processing of resource consent applications

# Roads and Footpaths Statement of Service Provision

## Roads and Footpaths

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Journeys are comfortable	Maintain roadway condition, to an appropriate national standard	The average roughness of the sealed local road network measured along the longitudinal profile of the road (NAASRA roughness counts): ≤125	The average roughness of the sealed local road network measured along the longitudinal profile of the road (NAASRA roughness counts): ≤124	The average roughness of the sealed local road network measured along the longitudinal profile of the road (NAASRA roughness counts): ≤123	The average roughness of the sealed local road network measured along the longitudinal profile of the road (NAASRA roughness counts): ≤123
		Calculate the average quality of the sealed local road network, measured by smooth travel exposure (STE): ≥69%	Calculate the average quality of the sealed local road network, measured by smooth travel exposure (STE): ≥70%	Calculate the average quality of the sealed local road network, measured by smooth travel exposure (STE): ≥71%	Calculate the average quality of the sealed local road network, measured by smooth travel exposure (STE): ≥75%
		The percentage of the sealed road network that is resurfaced each year: ≥2%	The percentage of the sealed road network that is resurfaced each year: ≥2%	The percentage of the sealed road network that is resurfaced each year: ≥2%	The percentage of the sealed road network that is resurfaced each year: ≥3%
	Maintain the condition of footpaths	Condition rate the footpaths on a 1 to 5 (excellent to very poor) scale and confirm what percentage are rated as 3 or better: ≥75%	Condition rate the footpaths on a 1 to 5 (excellent to very poor) scale and confirm what percentage are rated as 3 or better: ≥76%	Condition rate the footpaths on a 1 to 5 (excellent to very poor) scale and confirm what percentage are rated as 3 or better: ≥77%	Condition rate the footpaths on a 1 to 5 (excellent to very poor) scale and confirm what percentage are rated as 3 or better: ≥80%
	Maintain the condition of road carriageways	Reduce the number of customer service requests received for maintenance: 5,150	Reduce the number of customer service requests received for maintenance: 4,990	Reduce the number of customer service requests received for maintenance: 4,815	Reduce the number of customer service requests received for maintenance: 4,725
	Improve resident satisfaction with road condition	≥38%	≥39%	≥40%	≥50%
Improve resident satisfaction with footpath condition	≥52%	≥53%	≥54%	≥60%	
Council is responsive to the needs of Customers	Reduce the number of complaints received	295	285	275	230
	Respond to customer service requests within appropriate timeframes	≥95%	≥95%	≥95%	≥95%
	Reduce the number of customer service requests relating to sweeping of the kerb and channel	4,500	4,380	4,250	3,560
	Reduce the number of customer service requests relating to litter bin clearing	240	230	220	190

## Stormwater Drainage Statement of Service Provision

### Stormwater Drainage

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Provide and maintain the stormwater drainage system (surface water management systems, such as streams, rivers, utility waterways, basins, structures, pipes)	Council responds to flood events, faults and blockages promptly and effectively	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site: ≤60 mins urban ≤120 mins rural	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site: ≤60 mins urban ≤120 mins rural	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site: ≤60 mins urban ≤120 mins rural	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site: ≤60 mins urban ≤120 mins rural
	Council manages the stormwater network in a responsible and sustainable manner	Resident satisfaction with Council's management of the stormwater network: ≥37%	Resident satisfaction with Council's management of the stormwater network: ≥38%	Resident satisfaction with Council's management of the stormwater network: ≥40%	Resident satisfaction with Council's management of the stormwater network: ≥50%
		Number of abatement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of abatement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of abatement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of abatement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0
		Number of infringement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of infringement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of infringement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of infringement notices regarding Council resource consents related to discharges from the stormwater networks per year: 0
		Number of enforcement orders regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from the stormwater networks per year: 0



Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Provide and maintain the stormwater drainage system (surface water management systems, such as streams, rivers, utility waterways, basins, structures, pipes)	Council manages the stormwater network in a responsible and sustainable manner	Number of successful prosecutions regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of successful prosecutions regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of successful prosecutions regarding Council resource consents related to discharges from the stormwater networks per year: 0	Number of successful prosecutions regarding Council resource consents related to discharges from the stormwater networks per year: 0
	Stormwater network is managed to minimise risk of flooding, damage and disruption	The number of flooding events that occur: <2	The number of flooding events that occur: <2	The number of flooding events that occur: <2	The number of flooding events that occur: <3
		For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.): <0.1	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.): <0.1	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.): <0.1	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.): <0.1
	Stormwater network is managed to minimise risk of flooding, damage and disruption	Number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system: < 10	Number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system: < 10	Number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system: < 9	Number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system: < 8

# Strategic Planning and Policy Statement of Service Provision

## Strategic Planning & Policy

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets			
			2019-20	2020-21	2021-2028	
Land use planning	Guidance on where and how the city grows through the District Plan.	Ensure Christchurch District Plan is operative.	Maintain operative District Plan	Maintain operative District Plan	100% of processing of plan changes comply with statutory processes and timeframes	
					Give effect to National and Regional Policy Statements	
		Set up an efficient and effective monitoring system to monitor the District Plan.			Five yearly monitoring report 2022 to inform the 10 year district plan review.	
				Complete urban development capacity assessment	Complete urban development capacity assessment (required every 3 years)	
	Plan for a focused and expedited regeneration of the residential red zone and earthquake affected areas of the city.	Cranford Regeneration Plan (and associated actions) completed.		Regeneration plans prepared within agreed time frames		
		Southshore and South New Brighton regeneration strategy commenced.	Southshore and South New Brighton regeneration planning completed by 31 December 2019 at the latest, or as otherwise agreed by Council.			
		Comments on Regeneration Plans produced by partners are provided within statutory timeframes.	Comments on Regeneration Plans produced by partners are provided within statutory timeframes.	Comments on Regeneration Plans produced by partners are provided within statutory timeframes.		
	Process private plan change requests.	100% of any proposed private plan changes comply with statutory processes and timeframes	100% of any proposed private plan changes comply with statutory processes and timeframes	100% of any proposed private plan changes comply with statutory processes and timeframes	100% of any proposed private plan changes comply with statutory processes and timeframes	
	Strategic transport	A strategic vision for transport to guide the planning and delivery of transport programmes.	Christchurch Transport Strategic Plan is updated and implementation framework developed.	Christchurch Transport Strategic Plan remains relevant	Christchurch Transport Strategic Plan remains relevant	Christchurch Transport Strategic Plan is reviewed
		A strategic vision for transport to guide the planning and delivery of transport programmes.	All pertinent projects in the 2018 LTP are aligned with the Council's business cases	All pertinent projects in the Annual Plan are aligned with the Councils business cases	All pertinent projects in the Annual Plan are aligned with the Councils business cases	Councils programme business case is refreshed
		Regional Public Transport Plan is completed or updated as agreed.	Future Public Transport Strategy is completed	Public Transport Policy / land use planning supports implementation of the future system.		

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Heritage education, advocacy and advice	Maintain the sense of place by conserving the city's heritage places.	Provide advice as required in a timely manner – within 10 working days for consents.	Provide advice as required in a timely manner – within 10 working days for consents.	Provide advice as required in a timely manner – within 10 working days for consents.	Provide advice as required in a timely manner – within 10 working days for consents.
	Support the conservation and enhancement of the city's heritage places	100% of approved grant applications are allocated in accordance with the policy.	100% of approved grant applications are allocated in accordance with the policy.	100% of approved grant applications are allocated in accordance with the policy.	100% of approved grant applications are allocated in accordance with the policy.
Strategic policy	Advice to Council on high priority policy and planning issues that affect the City.	Annual strategy and policy work programme is aligned to Council Strategic Framework, and is submitted to Executive Leadership Team, and Council as required.	Annual strategy and policy work programme is aligned to Council Strategic Framework, and is submitted to Executive Leadership Team, and Council as required.	Annual strategy and policy work programme is aligned to Council Strategic Framework, and is submitted to Executive Leadership Team, and Council as required.	Annual strategy and policy work programme is aligned to Council Strategic Framework, and is submitted to Executive Leadership Team, and Council as required.
		Policy advice to Council on emerging and new issues is prioritized to ensure delivery within budget and time requirements.	Policy advice to Council on emerging and new issues is prioritized to ensure delivery within budget and time requirements.	Policy advice to Council on emerging and new issues is prioritized to ensure delivery within budget and time requirements.	Policy advice to Council on emerging and new issues is prioritized to ensure delivery within budget and time requirements.
			Reconfirm as necessary the Strategic Framework following Council elections.		
	Bylaws and regulatory policies are reviewed to meet emerging needs and satisfy statutory timeframes.	Carry out bylaw reviews in accordance with ten-year bylaw review schedule and statutory requirements	Carry out bylaw reviews in accordance with ten-year bylaw review schedule and statutory requirement	Carry out bylaw reviews in accordance with ten-year bylaw review schedule and statutory requirements	Carry out bylaw reviews in accordance with ten-year bylaw review schedule and statutory requirements
Urban Regeneration Policy, Planning and Grants	Place-based policy and planning advice to support integrated urban regeneration and planning.	Working collaboratively with Community Boards (and in light of Community Board plans), DCL, RC and others, identify and address priority areas for CCC-led and community-led regeneration effort.	Working collaboratively with Community Boards (and in light of Community Board plans), DCL, RC and others, identify and address priority areas for CCC-led and community-led regeneration effort.	Working collaboratively with Community Boards (and in light of Community Board plans), DCL, RC and others, identify and address priority areas for CCC-led and community-led regeneration effort.	Reintegration across agencies of regeneration priorities and delivery mechanisms.
		Allocate grant funds as per operational policy and terms of reference.	Allocate grant funds as per operational policy and terms of reference	Allocate grant funds as per operational policy and terms of reference	
Urban Design Policy, Planning and Grants	Provide design review advice for developments across the city	Coordinate and support a panel of suitably qualified professionals to provide timely advice on the urban design aspects of resource consent applications	Coordinate and support a panel of suitably qualified professionals to provide timely advice on the urban design aspects of resource consent applications	Coordinate and support a panel of suitably qualified professionals to provide timely advice on the urban design aspects of resource consent applications	Coordinate and support a panel of suitably qualified professionals to provide timely advice on the urban design aspects of resource consent applications

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Natural Hazards Policy and Planning	Information and advice on natural hazards affecting the city.	Community engagement to produce scenarios for coastal communities	Updated liquefaction mapping completed for Christchurch urban area.	Updated tsunami inundation modelling (localized event)	Greater Christchurch natural hazards strategy.
				Port Hills slope stability study refreshed.	Banks Peninsula slope stability hazards study.
	Advice on efficient and sustainable use of natural resources.	Monitor Council's carbon emissions through EnviroMark and CEMARS accreditation.	Monitor Council's carbon emissions through EnviroMark and CEMARS accreditation, and determine any actions as appropriate – including identification of reduction targets as agreed by Council.	Monitor Council's carbon emissions through EnviroMark and CEMARS accreditation, and determine any actions as appropriate – including identification of reduction targets as agreed by Council.	
	Support business sector resource efficiency	Up to 30 business activities occurring as part of a resource efficiency project or programme each year.	Up to 30 business activities occurring as part of a resource efficiency project or programme each year.	Up to 30 business activities occurring as part of a resource efficiency project or programme each year.	Up to 30 business activities occurring as part of a resource efficiency project or programme each year.
At least 5 case studies demonstrating the results of implemented resource efficiency initiatives.		At least 5 case studies demonstrating the results of implemented resource efficiency initiatives.	At least 5 case studies demonstrating the results of implemented resource efficiency initiatives.	At least 5 case studies demonstrating the results of implemented resource efficiency initiatives.	
21st Century Resilient City	Smart technologies, concepts, and approaches piloted.	Implement new initiatives within the Smart Cities programme, including building upon open data, IoT technology and Council's strategic direction to be an innovation and sustainable city.	Implement new initiatives within the Smart Cities programme, including building upon open data, IoT technology and Council's strategic direction to be an innovation and sustainable city.	Implement new initiatives within the Smart Cities programme, including building upon open data, IoT technology and Council's strategic direction to be an innovation and sustainable city.	TBD - Smart Cities programme not guaranteed to continue beyond 5 years
	Greater Christchurch extracts value from 100RC relationship	Deliver the projects as identified in the Greater Christchurch Resilience Plan as resources permit.	Deliver the projects as identified in the Greater Christchurch Resilience Plan as resources permit.	Deliver the projects as identified in the Greater Christchurch Resilience Plan as resources permit.	
	Support the Greater Christchurch Partnership	Contribute to the settlement pattern review as and if agreed by Council and as funding permits.	Contribute to review of Urban Development Strategy.	Develop and implement new strategy for urban development and long-term well-being.	

## Public Information & Participation

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets			
			2019-20	2020-21	2021-2028	
Provide advice, leadership and support for engagement and consultation planning and processes	Provide advice and leadership in community engagement and consultation planning and delivery	Community consultation occurs for all projects / issues of high significance or as directed by Council	Community consultation occurs for all projects / issues of high significance or as directed by Council	Community consultation occurs for all projects / issues of high significance or as directed by Council	Community consultation occurs for all projects / issues of high significance or as directed by Council	
		Community Boards are informed of engagement plans for all relevant projects, and where appropriate, have sign off for local engagement activities: 95%	Community Boards are informed of engagement plans for all relevant projects, and where appropriate, have sign off for local engagement activities: 95%	Community Boards are informed of engagement plans for all relevant projects, and where appropriate, have sign off for local engagement activities: 95%	Community Boards are informed of engagement plans for all relevant projects, and where appropriate, have sign off for local engagement activities: 95%	
		Implement a dedicated youth engagement strategy in conjunction with a youth intern from the Christchurch Youth Council	Increase our youth target market by 5% on applicable social media platforms	TBD	TBD	
Provide external communications to inform Christchurch citizens about the Council's services, decisions and opportunities to participate	Provide external communications, marketing and engagement that are timely, relevant, accessible and cost effective, and that appeal to all citizens – regardless of age, ethnicity, location etc	Respond to all media calls within 24 hours, 7 days a week: 90%	Respond to all media calls within 24 hours, 7 days a week: 90%	Respond to all media calls within 24 hours, 7 days a week: 90%	Respond to all media calls within 24 hours, 7 days a week: 90%	
		Activity includes preparation and distribution of material about the Council and city via channels including print, web, social media, digital news channel, CCC.govt.nz, project specific and area specific information newsletters and community board newsletters. Brand strategy delivery and management ensures communications are consistent and recognisably from the Christchurch City Council	Use 2016/17 statistics as a baseline but expect a 5% increase given the trend for residents to use social media and the focus we are putting on this	Continue to increase page views on 18/19 result	Continue to increase page views on 19/20 result	TBD as method of delivery (channel type) is expected to change further within next 3 years
		All Community Boards are supported with communications advice and appropriate templates to share as they see fit with their communities	All Community Boards are supported with communications advice and appropriate templates to share as they see fit with their communities	All Community Boards are supported with communications advice and appropriate templates to share as they see fit with their communities	All Community Boards are supported with communications advice and appropriate templates to share as they see fit with their communities	
Provide internal communications to ensure staff are informed about organisation-wide projects and initiatives	Develop and implement internal communications that are effective for elected members and staff	Communications plans are produced and implemented for all relevant internal organisational projects: 100%	Communications plans are produced and implemented for all relevant internal organisational projects: 100%	Communications plans are produced and implemented for all relevant internal organisational projects: 100%	Communications plans are produced and implemented for all relevant internal organisational projects: 100%	

## Economic Development

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Economic development and business support	ChristchurchNZ provides leadership in inclusive and sustainable economic development for Christchurch	ChristchurchNZ monitors and reports on CEDS programme twice yearly	Convene two city leadership discussions to review progress and recommend actions towards the 10-year goals <sup>1</sup>	Convene two city leadership discussions to review progress and recommend actions towards the 10-year goals	Convene two city leadership discussions to review progress and recommend actions towards the 10-year goals
		Quarterly Economic Report is produced and available on the ChristchurchNZ website	Quarterly Economic Report is produced and available on the ChristchurchNZ website	Christchurch Quarterly Economic Report is produced and available on the ChristchurchNZ website	The Christchurch Quarterly Economic Report is produced and available on the ChristchurchNZ website
		At least 6 Christchurch or Canterbury economic research reports completed	At least 6 Christchurch or Canterbury economic research reports completed	At least 6 Christchurch or Canterbury economic research reports completed	At least 6 Christchurch or Canterbury economic research reports completed
		2 economic update events are delivered	Deliver face to face economic update to at least 600 people <sup>2</sup>	Deliver face to face economic update to at least 600 people	Deliver face to face economic update to at least 600 people
		ChristchurchNZ provides input to at least 4 stakeholder working groups	Lead or provide significant input into at least 4 cross-agency or cross-industry working groups designed to deliver actions towards the 10 year goals <sup>3</sup>	Lead or provide significant input into at least 4 cross-agency or cross-industry working groups designed to deliver actions towards the 10 year goals	Lead or provide significant input into at least 4 cross-agency or cross-industry working groups designed to deliver actions towards the 10 year goals
	ChristchurchNZ facilitates the development of businesses with high growth potential	At least 500 businesses access business support or advice	At least 500 businesses access business support or advice	At least 500 businesses access business support or advice	At least 500 businesses access business support or advice
		Net promotor score for business support services is +50 or greater	Net promotor score for business support services is +50 or greater	Net promotor score for business support services is +50 or greater	Net promotor score for business support services is +50 or greater
		At least 3 initiatives to support targeted business challenges	At least 3 initiatives to support targeted business challenges	At least 3 initiatives to support targeted business challenges	At least 3 initiatives to support targeted business challenges
	ChristchurchNZ supports an environment that encourages innovation, entrepreneurship and investment	ChristchurchNZ facilitates at least 2 opportunities to secure innovative businesses or investment into the city	Facilitate at least 2 opportunities to secure significant innovative businesses or investment into the city aligned with 10-year goals and priority focus areas <sup>4</sup>	Facilitate at least 2 opportunities to secure significant innovative businesses or investment into the city aligned with 10-year goals and priority focus areas	Facilitate at least 2 opportunities to secure significant innovative businesses or investment into the city aligned with 10-year goals and priority focus areas

### Changes to Economic Development

<sup>1</sup> Change in Performance Target – Better reflects the active role ChristchurchNZ will take in ensuring progress against Christchurch’s 10-year economic prosperity goals

<sup>2</sup> Change in Performance Target – Better reflects audience reach

<sup>3</sup> Change in Performance Target – Better reflects the active role ChristchurchNZ will take in ensuring progress against Christchurch’s 10 year economic prosperity goals and supporting collaboration across agencies

<sup>4</sup> Change in Performance Target – Better aligns activity with 10-year goals and needs of economy to transform

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
	ChristchurchNZ supports an environment that encourages innovation, entrepreneurship and investment	Support at least 10 start-up companies and 40 innovation, entrepreneurship and investment related events	Support at least 10 start-up/ SME companies aligned with priority focus areas <sup>1</sup>	Support at least 10 start-up/ SME companies aligned with priority focus areas	Support at least 10 start-up/ SME companies aligned with priority focus area
Attraction	ChristchurchNZ leads the promotion and marketing of Christchurch and Canterbury to visitors	Christchurch Visitor Industry Situation report produced annually and available on ChristchurchNZ website	Christchurch Visitor Industry Situation report produced annually and available on ChristchurchNZ website	Christchurch Visitor Industry Situation report produced annually and available on ChristchurchNZ website	Christchurch Visitor Industry Situation report produced annually and available on ChristchurchNZ website
		Christchurch Visitor Strategy reviewed by June 2019			Christchurch Visitor Strategy reviewed by June 2022 & 2025
	ChristchurchNZ leads the promotion and marketing of Christchurch and Canterbury to visitors	At least 50 famils hosted and 20 trade events led or attended	At least 50 famils hosted and 10 trade events led or attended or attended in priority markets <sup>2</sup>	At least 50 famils hosted and 10 trade events led or attended or attended in priority markets	At least 50 famils hosted and 10 trade events led or attended or attended in priority markets
	ChristchurchNZ promotes Christchurch and Canterbury as a great place to hold business events and conferences	Prepare at least 30 city bids to attract business events to Christchurch	Prepare at least 30 city bids to attract business events to Christchurch	Prepare at least 30 city bids to attract business events to Christchurch	Prepare at least 30 city bids to attract business events to Christchurch
		At least 25% success rate for business event bids	At least 35% success rate for business event bid <sup>3</sup>	At least 35% success rate for business event bid	At least 35% success rate for business event bid
		Total visits to online convention bureau information is at least 15,000	Deleted Target <sup>4</sup>		
		1 major business event in place (new activity, TRENZ, subject to additional funding)		1 major business event in place (new activity, TRENZ, subject to additional funding)	1 major business event in place (new activity, TRENZ, subject to additional funding)
ChristchurchNZ attracts, manages and sponsors the delivery of major events			The Christchurch Major Events Strategy is reviewed and updated	The Christchurch Major Events Strategy is reviewed and updated in 2025/26	

### Changes to Economic Development

<sup>1</sup> Change in Performance Target - ChristchurchNZ is reviewing its delivery of events in the context of a mature start-up and innovation ecosystem and a shift in central government funding priorities; ChristchurchNZ is focusing its effort on those businesses in post-launch where we can make the most difference, given the maturing start-up support systems in Christchurch.

<sup>2</sup> Change in Performance Target - ChristchurchNZ is moving to a more targeted approach to trade partnership activity, focusing on priority markets to achieve greater impact.

<sup>3</sup> Change in Performance Target - Increasing level of ambition in line with proximity of opening of Te Pae Convention Centre.

<sup>4</sup> Deleted Target - Convention bureau activity is business-to-business activity where website visits is not an accurate or useful measure of effectiveness. The measures of bids made and success rate are sufficient to show the value and volume of activity

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets			
			2019-20	2020-21	2021-2028	
	ChristchurchNZ attracts, manages and sponsors the delivery of major events	At least 2 events delivered at major event level as defined by the Major Events strategy	Portfolio of events delivered at major event level as defined by the Major Events strategy <sup>1</sup>	Portfolio of events delivered at major event level as defined by the Major Events strategy	Portfolio of events delivered at major event level as defined by the Major Events strategy	
		Establish and have at least 2 meetings of the Major Event Strategy Advisory Group	At least one Major Events Seed Funding round delivered per annum <sup>2</sup>	At least one Major Events Seed Funding round delivered per annum	At least one Major Events Seed Funding round delivered per annum	
City Profile	ChristchurchNZ provides residents and visitors with information about events, activities and attractions on in Christchurch	Total sessions on online promotional and digital platforms about visiting, working and living in Christchurch is at least 600,000	Increase social engagement by 30% year on year <sup>3</sup>	Increase social engagement by 30% year on year	Increase social engagement by 30% year on year	
			Increase clicks to ChristchurchNZ website by 25% year on year <sup>4</sup>	Increase clicks to ChristchurchNZ website by 25% year on year	Increase clicks to ChristchurchNZ website by 25% year on year	
	ChristchurchNZ leads collaborative development and implementation of a city narrative	Online toolkit of materials for city narrative is maintained & utilisation is monitored	Monitor month on month narrative toolkit traffic and activity to ensure consistently increasing engagement and usage <sup>5</sup>	Monitor month on month narrative toolkit traffic and activity to ensure consistently increasing engagement and usage	Monitor month on month narrative toolkit traffic and activity to ensure consistently increasing engagement and usage	
			At least 4 meetings of the City Narrative Steering Group	Facilitate quarterly stakeholder engagement and business outreach initiative for nurturing city narrative <sup>6</sup>	Facilitate quarterly stakeholder engagement and business outreach initiative for nurturing city narrative	Facilitate quarterly stakeholder engagement and business outreach initiative for nurturing city narrative
	Christchurch Visitor Information Centre provides services that visitors use	Christchurch i-SITE visitor number is at least: Establish baseline	Christchurch i-SITE visitor number is at least: Set target using baseline	Christchurch i-SITE visitor number is at least: Set target using baseline	Christchurch i-SITE visitor number is at least: Set target using baseline	
		Christchurch i-SITE visitor e-mail response number is at least: Establish baseline	Christchurch i-SITE visitor e-mail response number is at least: Set target using baseline	Christchurch i-SITE visitor e-mail response number is at least: Set target using baseline	Christchurch i-SITE visitor e-mail response number is at least: Set target using baseline	
		i-SITE customer satisfaction level is at least 8.5 out of 10	i-SITE customer satisfaction level is at least 8.5 out of 10	i-SITE customer satisfaction level is at least 8.5 out of 10	i-SITE customer satisfaction level is at least 8.5 out of 10	
	Antarctic gateway	Christchurch is recognised by Antarctic programme partners as being a quality Gateway city	Antarctic Gateway Strategy is approved			Antarctic Gateway Strategy is reviewed and approved.
			Antarctic Gateway Strategy progress report is produced	Deliver actions as set out in the Antarctic Gateway Strategy implementation plan <sup>7</sup>	Deliver actions as set out in the Antarctic Gateway Strategy implementation plan	Deliver actions as set out in the Antarctic Gateway Strategy implementation plan

### Changes to Economic Development

<sup>1</sup> Change in Performance Target - Better reflects the need to consider Major Events activity has a strategic portfolio across the year and genres, rather than as isolated events.

<sup>2</sup> Change in Performance Target - Purpose of advisory group to make decisions supporting major events seed funding decisions. New measure better reflects the purpose of the activity

<sup>3</sup> Change in Performance Target - New measures better reflect ChristchurchNZ's ambition to grow audience engagement

<sup>4</sup> Change in Performance Target - New measures better reflect ChristchurchNZ's ambition to grow audience engagement

<sup>5</sup> Change in Performance Target - New measures better focus now narrative and toolkit are in place, to grow wider community engagement

<sup>6</sup> Change in Performance Target - New measures better focus now narrative and toolkit are in place, to grow wider community engagement

<sup>7</sup> Change in Performance Target - Reflects focus on delivery rather than reporting



## Transportation Statement of Service Provision

### Active Travel

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Journeys are comfortable	Improve the perception that Christchurch is a walking friendly city	Percentage of people that agree that Christchurch is a walking friendly city, based on the Annual Resident Survey: ≥84%	Percentage of people that agree that Christchurch is a walking friendly city, based on the Annual Resident Survey: ≥84%	Percentage of people that agree that Christchurch is a walking friendly city, based on the Annual Resident Survey: ≥85%	Percentage of people that agree that Christchurch is a walking friendly city, based on the Annual Resident Survey: ≥90%
	Improve the perception that Christchurch is a cycling friendly city	Percentage of people that agree that Christchurch is a cycling friendly city, based on the Annual Resident Survey: ≥53%	Percentage of people that agree that Christchurch is a cycling friendly city, based on the Annual Resident Survey: ≥54%	Percentage of people that agree that Christchurch is a cycling friendly city, based on the Annual Resident Survey: ≥55%	Percentage of people that agree that Christchurch is a cycling friendly city, based on the Annual Resident Survey: ≥60%
Customers have choices	More people are choosing to travel by bike	Increase in the number of average daily cyclists, from citywide cycle counts: ≥2.5%, to 4,825	Increase in the number of average daily cyclists, from citywide cycle counts: ≥2.5%, to 4,963	Increase in the number of average daily cyclists, from citywide cycle counts: ≥3%, to 5,100	Increase in the number of average daily cyclists, from citywide cycle counts: ≥3%, to 6,065
	Increase the numbers of people cycling into the central city	Increase in the number of morning peak hour cyclists coming into the central city, from cordon cycle counts: ≥7.5%, to 319	Increase in the number of morning peak hour cyclists coming into the central city, from cordon cycle counts: ≥7.5% to 339	Increase in the number of morning peak hour cyclists coming into the central city, from cordon cycle counts: ≥5%, to 353	Increase in the number of morning peak hour cyclists coming into the central city, from cordon cycle counts: ≥5%, to 450
Journeys are safe	Reduce the number of reported cycling and pedestrian crashes on the network	Number of deaths or serious injuries to pedestrians and cyclists from crashes on the local road network per calendar year: Less than 45	Number of deaths or serious injuries to pedestrians and cyclists from crashes on the local road network per calendar year: Less than 43	Number of deaths or serious injuries to pedestrians and cyclists from crashes on the local road network per calendar year: Less than 41	Number of deaths or serious injuries to pedestrians and cyclists from crashes on the local road network per calendar year: Less than 30

## Parking

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Journeys are safe	Improve customer perception of vehicle and personal security at Council off-street parking facilities	Percentage of people that agree with vehicle and personal security at Council off-street parking facilities, based on the Annual Resident Survey: ≥50%	Percentage of people that agree with vehicle and personal security at Council off-street parking facilities, based on the Annual Resident Survey: ≥52%	Percentage of people that agree with vehicle and personal security at Council off-street parking facilities, based on the Annual Resident Survey: ≥53%	Percentage of people that agree with vehicle and personal security at Council off-street parking facilities, based on the Annual Resident Survey: ≥60%
Journeys are comfortable	Improve customer perception of the ease of use of Council on- street parking facilities	Percentage of people that agree with the ease of the use of Council on-street parking facilities, based on the Annual Resident Survey: ≥50%	Percentage of people that agree with the ease of the use of Council on-street parking facilities, based on the Annual Resident Survey: ≥52%	Percentage of people that agree with the ease of the use of Council on-street parking facilities, based on the Annual Resident Survey: ≥53%	Percentage of people that agree with the ease of the use of Council on-street parking facilities, based on the Annual Resident Survey: ≥60%
Customers have choices	Provide an appropriate number of parking spaces in the central city, so that occupancy is optimised	Average occupancy of on and off street car parks within the inner city zone between 9am and 5pm Mon – Fri inclusive: 60-85%	Average occupancy of on and off street car parks within the inner city zone between 9am and 5pm Mon – Fri inclusive: 60-85%	Average occupancy of on and off street car parks within the inner city zone between 9am and 5pm Mon – Fri inclusive: 60-85%	Average occupancy of on and off street car parks within the inner city zone between 9am and 5pm Mon – Fri inclusive: 60-85%

## Public Transport Infrastructure

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Journeys are comfortable	Improve user satisfaction of public transport facilities	Users satisfaction rate with the number and quality of bus shelters, based on the Annual Environment Canterbury Metro user satisfaction Survey: $\geq 7.2$ (mean score of an eleven point scale)	Users satisfaction rate with the number and quality of bus shelters, based on the Annual Environment Canterbury Metro user satisfaction Survey: $\geq 7.3$ (mean score of an eleven point scale)	Users satisfaction rate with the number and quality of bus shelters, based on the Annual Environment Canterbury Metro user satisfaction Survey: $\geq 7.4$ (mean score of an eleven point scale)	Users satisfaction rate with the number and quality of bus shelters, based on the Annual Environment Canterbury Metro user satisfaction Survey: $\geq 8.3$ (mean score of an eleven point scale)
Council is responsive to the needs of Customers	Reduce the number of customer service requests relating to quality and cleanliness of public transport infrastructure facilities	Numbers of customer service requests relating to quality and cleanliness of public transport infrastructure facilities: 312	Numbers of customer service requests relating to quality and cleanliness of public transport infrastructure facilities: 288	Numbers of customer service requests relating to quality and cleanliness of public transport infrastructure facilities: 264	Numbers of customer service requests relating to quality and cleanliness of public transport infrastructure facilities: 240
Customers have choices	More people are choosing to travel by bus	The change in number of people travelling by bus from the previous financial year: $\geq +0\%$ (13,467,570 pax)	The change in number of people travelling by bus from the previous financial year: $\geq +0.0\%$ (13,467,570 pax)	The change in number of people travelling by bus from the previous financial year: $\geq +0.63\%$ (13,551,740 pax)	The change in number of people travelling by bus from the previous financial year: $\geq +0.63\%$ (16,800,400 pax)
Journey times are reliable	Improve the reliability of passenger transport journey time	The percentage of bus movements that occur within - 1:00 min early to 4:00 mins late, measured at designated timing stages: 85%	The percentage of bus movements that occur within - 1:00 min early to 4:00 mins late, measured at designated timing stages: 85%	The percentage of bus movements that occur within - 1:00 min early to 4:00 mins late, measured at designated timing stages: 86%	The percentage of bus movements that occur within - 1:00 min early to 4:00 mins late, measured at designated timing stages: 90%

## Traffic Safety and Efficiency

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Journey times are reliable	Maintain journey reliability on strategic routes	Average journey time on 22 strategic routes, as measured by CTOC: Peak 25m Day 15m Night 10m	Average journey time on 22 strategic routes, as measured by CTOC: Peak 25m Day 15m Night 10m	Average journey time on 22 strategic routes, as measured by CTOC: Peak 25m Day 15m Night 10m	Average journey time on 22 strategic routes, as measured by CTOC: Peak 25m Day 15m Night 10m
Maintain the number of motorised vehicle trips at 2019 levels	Maintain the number of motorised vehicle trips at 2019 levels	Total number of commuter vehicle crossings at 15 major intersections during 4 hours of morning (7:00 to 9:00) and evening (16:00 to 18:00) peak periods on an average summer week as recorded by SCATS traffic data: 0.99 million vehicles per week (+/-3%)	0.96 to 1.02 million vehicles per week	0.96 to 1.02 million vehicles per week	0.96 to 1.02 million vehicles per week
	Maintain the number of motorised vehicle trips at 2019 levels	Total number of all-purpose vehicle crossings at 15 major intersections during an average summer week as recorded by SCATS traffic data: 4.21 million vehicles per week (+/-3%)	4.08 to 4.34 million vehicles per week	4.08 to 4.34 million vehicles per week	4.08 to 4.34 million vehicles per week
Journeys are safe	Reduce the number of crashes on the road network	≤129 (reduce by 5 or more per year)	≤124 (reduce by 5 or more per year)  <i>(The number of crashes resulting in deaths or serious injuries on the local road network per calendar year. Reported from CAS.)</i>	≤119 (reduce by 5 or more per year)	≤100 (reduce by 5 or more per year)

## Wastewater Statement of Service Provision

### Wastewater Collection, Treatment & Disposal

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Collecting wastewater from properties within the reticulated area and conveying the wastewater to treatment plants	Council wastewater services are reliable	Proportion of residents satisfied with the reliability and responsiveness provided by Council wastewater services: $\geq 79\%$	Proportion of residents satisfied with the reliability and responsiveness provided by Council wastewater services: $\geq 79\%$	Proportion of residents satisfied with the reliability and responsiveness provided by Council wastewater services: $\geq 80\%$	Proportion of residents satisfied with the reliability and responsiveness provided by Council wastewater services: $\geq 85\%$
		Median time from notification to attendance of overflows resulting from network faults: $\leq 1$ hour	Median time from notification to attendance of overflows resulting from network faults: $\leq 1$ hour	Median time from notification to attendance of overflows resulting from network faults: $\leq 1$ hour	Median time from notification to attendance of overflows resulting from network faults: $\leq 1$ hour
		Median time from notification to resolution of overflows resulting from network faults: $\leq 24$ hours	Median time from notification to resolution of overflows resulting from network faults: $\leq 24$ hours	Median time from notification to resolution of overflows resulting from network faults: $\leq 24$ hours	Median time from notification to resolution of overflows resulting from network faults: $\leq 24$ hours
		Number of wastewater odour complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.6$	Number of wastewater odour complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.6$	Number of wastewater odour complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.6$	Number of wastewater odour complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.6$
		Number of wastewater system fault complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.6$	Number of wastewater system fault complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.7$	Number of wastewater system fault complaints per 1,000 properties connected to the wastewater network per year: $\leq 0.8$	Number of wastewater system fault complaints per 1,000 properties connected to the wastewater network per year: $\leq 1.5$
		Number of wastewater system blockage complaints per 1,000 properties connected to the wastewater network per year: $\leq 10$	Number of wastewater system blockage complaints per 1,000 properties connected to the wastewater network per year: $\leq 12$	Number of wastewater system blockage complaints per 1,000 properties connected to the wastewater network per year: $\leq 14$	Number of wastewater system blockage complaints per 1,000 properties connected to the wastewater network per year: $\leq 20$
		Percentage of wastewater gravity network pipework identified as condition grade 5 through physical inspection rather than theoretical modelling: $\geq 95\%$	Percentage of wastewater gravity network pipework identified as condition grade 5 through physical inspection rather than theoretical modelling: $\geq 95\%$	Percentage of wastewater gravity network pipework identified as condition grade 5 through physical inspection rather than theoretical modelling: $\geq 95\%$	Percentage of wastewater gravity network pipework identified as condition grade 5 through physical inspection rather than theoretical modelling: $\geq 95\%$

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Collecting wastewater from properties within the reticulated area and conveying the wastewater to treatment plants	Council wastewater services are responsive	Number of complaints regarding Council's response to issues with the Council wastewater system per 1,000 properties connected to the wastewater network per year: ≤ 0.1	Number of complaints regarding Council's response to issues with the Council wastewater system per 1,000 properties connected to the wastewater network per year: ≤ 0.1	Number of complaints regarding Council's response to issues with the Council wastewater system per 1,000 properties connected to the wastewater network per year: ≤ 0.1	Number of complaints regarding Council's response to issues with the Council wastewater system per 1,000 properties connected to the wastewater network per year: ≤ 0.1
		Median time from notification to arrival on-site for non-urgent faults on urban wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on urban wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on urban wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on urban wastewater networks: ≤ 5 days
		Median time from notification to arrival on-site for non-urgent faults on rural wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on rural wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on rural wastewater networks: ≤ 5 days	Median time from notification to arrival on-site for non-urgent faults on rural wastewater networks: ≤ 5 days
	Council maximises public health through wastewater services	Number of dry weather overflows from wastewater systems per 1,000 connected properties per year: ≤ 0.7	Number of dry weather overflows from wastewater systems per 1,000 connected properties per year: ≤ 0.7	Number of dry weather overflows from wastewater systems per 1,000 connected properties per year: ≤ 0.7	Number of dry weather overflows from wastewater systems per 1,000 connected properties per year: ≤ 1.4
Operate and maintain treatment plants, discharge structures/outfalls and biosolids reuse/disposal	Council disposes of wastewater in a responsible manner	Number of abatement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of abatement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of abatement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of abatement notices regarding Council resource consents related to discharges from wastewater systems per year: 0
		Number of infringement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of infringement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of infringement notices regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of infringement notices regarding Council resource consents related to discharges from wastewater systems per year: 0
		Number of enforcement orders regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from wastewater systems per year: 0	Number of enforcement orders regarding Council resource consents related to discharges from wastewater systems per year: 0
		Number of convictions regarding Council resource consents related to discharges from the wastewater systems per year: 0	Number of convictions regarding Council resource consents related to discharges from the wastewater systems per year: 0	Number of convictions regarding Council resource consents related to discharges from the wastewater systems per year: 0	Number of convictions regarding Council resource consents related to discharges from the wastewater systems per year: 0

## Water Supply Statement of Service Provision

### Water Supply

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Supplying potable water to properties, through the provision of infrastructure to take, treat (where appropriate), store, deliver, maintain, manage and monitor the supply	Council operates water supplies in a reliable and responsive manner	Proportion of residents satisfied with the reliability of Council water supplies: >=85%	Proportion of residents satisfied with the reliability of Council water supplies: >= 85%	Proportion of residents satisfied with the reliability of Council water supplies: >= 85%	Proportion of residents satisfied with the reliability of Council water supplies: >= 80%
		Proportion of residents satisfied with the responsiveness of Council water supplies: >=85%	Proportion of residents satisfied with the responsiveness of Council water supplies: >=85%	Proportion of residents satisfied with the responsiveness of Council water supplies: >=85%	Proportion of residents satisfied with the responsiveness of Council water supplies: >=80%
		Number of unplanned interruptions per 1,000 properties served per year: ≤ 16	Number of unplanned interruptions per 1,000 properties served per year: ≤ 16	Number of unplanned interruptions per 1,000 properties served per year: ≤ 16	Number of unplanned interruptions per 1,000 properties served per year: ≤ 16
		Number of continuity of supply complaints per 1,000 customers served per year: ≤ 2	Number of continuity of supply complaints per 1,000 customers served per year: ≤ 2	Number of continuity of supply complaints per 1,000 customers served per year: ≤ 2	Number of continuity of supply complaints per 1,000 customers served per year: ≤ 2
		Median time from notification to attendance of urgent call-outs: ≤ 1 hour	Median time from notification to attendance of urgent call-outs: ≤ 1 hour	Median time from notification to attendance of urgent call-outs: ≤ 1 hour	Median time from notification to attendance of urgent call-outs: ≤ 1 hour
		Median time from notification to resolution of urgent call-outs: ≤ 5 hours	Median time from notification to resolution of urgent call-outs: ≤ 5 hours	Median time from notification to resolution of urgent call-outs: ≤ 5 hours	Median time from notification to resolution of urgent call-outs: ≤ 5 hours
		Median time from notification to attendance of non-urgent call-outs: ≤ 3 days	Median time from notification to attendance of non-urgent call-outs: ≤ 3 days	Median time from notification to attendance of non-urgent call-outs: ≤ 3 days	Median time from notification to attendance of non-urgent call-outs: ≤ 3 days
		Median time from notification to resolution of non-urgent call-outs: ≤ 4 days	Median time from notification to resolution of non-urgent call-outs: ≤ 4 days	Median time from notification to resolution of non-urgent call-outs: ≤ 4 days	Median time from notification to resolution of non-urgent call-outs: ≤ 4 days
		Number of pressure or flow complaints per 1,000 connections per year: ≤ 2	Number of pressure or flow complaints per 1,000 connections per year: ≤ 2	Number of pressure or flow complaints per 1,000 connections per year: ≤ 2	Number of pressure or flow complaints per 1,000 connections per year: ≤ 2

Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Supplying potable water to properties, through the provision of infrastructure to take, treat (where appropriate), store, deliver, maintain, manage and *monitor the supply	Council operates water supplies in a reliable and responsive manner	Number of complaints regarding Council's response to complaints about drinking water taste, odour, pressure or flow, or continuity of supply per 1,000 properties connected to the Council's water supply system per year: ≤ 0.6	Number of complaints regarding Council's response to complaints about drinking water taste, odour, pressure or flow, or continuity of supply per 1,000 properties connected to the Council's water supply system per year: ≤ 0.6	Number of complaints regarding Council's response to complaints about drinking water taste, odour, pressure or flow, or continuity of supply per 1,000 properties connected to the Council's water supply system per year: ≤ 0.6	Number of complaints regarding Council's response to complaints about drinking water taste, odour, pressure or flow, or continuity of supply per 1,000 properties connected to the Council's water supply system per year: ≤ 0.6
	Council water supplies are safe to drink	Number of highest risk properties assessed and required to install backflow prevention devices each year: ≥ 100	Number of highest risk properties assessed and required to install backflow prevention devices each year: ≥ 100	Number of highest risk properties assessed and required to install backflow prevention devices each year: ≥ 100	Number of highest risk properties assessed and required to install backflow prevention devices each year: ≥ 100
		Proportion of urban residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%	Proportion of urban residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%	Proportion of urban residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%	Proportion of urban residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%
		Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.5%	Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%	Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%	Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: ≥ 99.8%
		Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 79%	Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 99.8%	Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 99.8%	Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 99.8%
		Proportion of rural residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 8.5%	Proportion of rural residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 8.5%	Proportion of rural residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 19%	Proportion of rural residents supplied water compliant with the DWSNZ protozoal compliance criteria: ≥ 19%
		Proportion of water supply zones with a MoH approved Water Safety Plan: 100%	Proportion of water supply zones with a MoH approved Water Safety Plan: 100%	Proportion of water supply zones with a MoH approved Water Safety Plan: 100%	Proportion of water supply zones with a MoH approved Water Safety Plan: 100%



Services provided	Performance Measures	Previous Year 2018-19 Target	Performance Targets		
			2019-20	2020-21	2021-2028
Supplying potable water to properties, through the provision of infrastructure to take, treat (where appropriate), store, deliver, maintain, manage and monitor the supply	Council provides high quality drinking water	Proportion of residents satisfied with the quality of Council water supplies: $\geq 65\%$	Proportion of residents satisfied with the quality of Council water supplies: $\geq 70\%$	Proportion of residents satisfied with the quality of Council water supplies: $\geq 70\%$	Proportion of residents satisfied with the quality of Council water supplies: $\geq 85\%$
		Number of water clarity complaints per 1,000 connections per year: $\leq 1.0$	Number of water clarity complaints per 1,000 connections per year: $\leq 1.0$	Number of water clarity complaints per 1,000 connections per year: $\leq 1.0$	Number of water clarity complaints per 1,000 connections per year: $\leq 1.0$
		Number of water taste complaints per 1,000 connections per year: $\leq 0.5$	Number of water taste complaints per 1,000 connections per year: $\leq 0.5$	Number of water taste complaints per 1,000 connections per year: $\leq 0.5$	Number of water taste complaints per 1,000 connections per year: $\leq 0.5$
		Number of water odour complaints per 1,000 connections per year: $\leq 0.5$	Number of water odour complaints per 1,000 connections per year: $\leq 0.5$	Number of water odour complaints per 1,000 connections per year: $\leq 0.5$	Number of water odour complaints per 1,000 connections per year: $\leq 0.5$
		Average consumption of drinking water per day in litres per resident per day: $\leq 298$	Average consumption of drinking water per day in litres per resident per day: $\leq 298$	Average consumption of drinking water per day in litres per resident per day: $\leq 298$	Average consumption of drinking water per day in litres per resident per day: $\leq 298$
	Council water supply networks and operations demonstrate environmental stewardship	Percentage of real water loss from Council's water supply network: $\leq 15.0\%$	Percentage of real water loss from Council's water supply network: $\leq 15.0\%$	Percentage of real water loss from Council's water supply network: $\leq 15.0\%$	Percentage of real water loss from Council's water supply network: $\leq 15.0\%$

