

Council Activities and Services

Community Services

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Community grants	Delivery of the Council's Community Grants Schemes and the community loans scheme	Effectively administer the grants schemes	100% compliance with agreed management and administration procedures for grants schemes
			The distribution of community grant funding enables at least 550,000 volunteer hours to be contributed each year
			Each \$1 of grant given leverages more than \$2.00 worth of services
Civil defence and emergency management	Co-ordinate civil defence readiness, response and recovery	Council is prepared for and maintains an effective response capacity to manage civil defence emergencies	CDEM Plans and procedures are developed, and/or reviewed annually [1]
			One primary and an alternate facility available to be activated within 60 minutes
			At least one Emergency Operations Centre (EOC) activation occurs annually (either event or exercise). [2]
	Public education to increase community awareness and preparedness	Improve the level of community and business awareness and preparedness of risks through the roll out of the CDEM education plan [3]	
			At least 50 CDEM public education activities occur annually.
			At least 17% of Christchurch residents participate in CDEM meetings to enable their local community to cope better

Notes for civil defence and emergency management	Rationale
[1] Change target from "CDEM Plans and procedures are reviewed annually" to "CDEM plans and procedures are developed, and/or reviewed annually"	To allow for the development of new plans, while also reviewing and improving existing plans. The individual plans have been included as associated tasks.
[2] Change target from "At least 2 Emergency Operations Centre (EOC) activations undertaken taken per annum (event or exercise)" to "At least one Emergency Operations Centre (EOC) activation occurs annually (either event or exercise)"	This has been reduced from 2 activations. One activation or real event is considered sufficient to maintain capability as this is in addition to ongoing training sessions.
[3] Change wording of performance measure from "Improve the level of community and business awareness and preparedness of risks from hazards and their consequences" to "Improve the level of community preparedness and awareness of risks through the roll out of the CDEM education plan"	This amendment enables a more agile response to community needs, e.g. tsunami information may become the priority following a tsunami event, rather than what may have been previously planned. It also provides for a more suitable measure of success through the public education plan.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Events and festivals	Manage delivery of CCC Events and Festivals, provided by CCC	Attract, manage and sponsor the delivery of major events.	Attract a range of regional, national and international events through TEED [1] Two events in place at Major Event level through TEED (subject to revision once updated Events Strategy adopted) [2]
		Deliver, partner and produce events, programmes and festivals for the city	At least 90% attendee satisfaction with the content and delivery across three Council funded events
	Event promotion and marketing	Lead the promotion and marketing of Christchurch events and the city as an events destination	At least 90% residents satisfaction with range of events and festivals delivered
	Manage the central city event spaces	Manage and develop central city event spaces and advise on future venues and facilities for events	Average of 2 event days per week in central city spaces

Notes for events and festivals	Rationale
[1] Change target from "Attract a range of regional, national and international events" to "Attract a range of regional, national and international events through TEED"	As a result of the TEED formation from 1 July 2017.
[2] Change target from "Two events in place at Major Event level (subject to revision once updated Events Strategy adopted)" to "Two events in place at Major Event level through TEED (subject to revision once updated Events Strategy adopted)"	As a result of the TEED formation from 1 July 2017.

Notes for Rural fire management
From 1 July 2017 all fire emergency response will be managed by Fire Emergency New Zealand (FENZ). This means the levels of service from the Amended Long Term Plan 2016-25 no longer sit with Council. Council will continue to support FENZ by providing staff and equipment for rural firefighting activities.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Customer services and on-line channels	Provide a "first point of contact" Council customer service	Provide a walk-in customer service desk that meets future customer demand	7-13 walk in customer service desks. Number of desks and locations determined by the Service Desk Strategic Plan
		Ensure Council call centre is available to answer calls	Council call centre services are maintained 24 hours per day, 7 days per week
		Answer call centre telephone enquiries within 25 seconds	Answer at least 75% of call centre telephone enquiries within 20 seconds
		Customers are satisfied or very satisfied with the "first point of contact" council customer service	89% of customers who interact with Customer Services are satisfied or very satisfied with the service at the first point of contact
Community facilities	Community facilities provision and operation	Provide community facilities.	Provide a range of 52-64 community facilities (subject to maintenance and facility rebuild priorities)
		Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities	At least 80% of customers are satisfied with the range and quality of facilities
	Provision of leased facilities for operating early learning centres	Provide and lease Early Learning Centre facilities at market rate.	10 Facilities leased exclusively to Early Learning Centres at market rate. (subject to maintenance and facility rebuild priorities)
	Support volunteer libraries	Support volunteer libraries	9 voluntary library services supported. (subject to maintenance and facility rebuild priorities)

Economic Development

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
City promotions	Deliver Christchurch city promotional material with information about living, visiting and doing business in Christchurch	The Council produces and distributes city promotional material, for residents and visitors	Provide print, web and digital (social media such as Facebook) promotional material across information categories, examples: Christchurch Facts City and Events Guide City and regional map City Walks and Drives City Parks and Gardens
		Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch	85%
	Management of the CBD and city programme – Banners, Christmas decorations, City Hosts and Icons for the City	Manage the annual programme of street banners and seasonal decoration	Minimum of 80% of available sites will be utilised over 12 months for seasonal decoration, management of event and festival banners on behalf of organisers

Activity	Services provided	Performance Measures	Performance Targets	
			2017-18	
Civic and international relations	Maintain and develop strategic city-city programmes	Facilitate strategic city to city/region relationships where the opportunity exists for high value investment, growth, tourism and cultural links	Strengthen the new strategic city to city/region relationship with China.	
			Investigate a new strategic city to city/region relationship where the opportunity exists for high value investment, growth, tourism and cultural links	
	Maintain and develop relationships with Antarctic partners	Maintain and develop relationships with partners currently using Christchurch as a base for Antarctic programmes	Maintain five active partnerships within Antarctic Community: United States of America, New Zealand, Italy, Korea and the secretariat for the Council of Managers National Antarctic Programmes (COMNAP)	
			All major support activities delivered annually - Season Opening function, Antarctic University of Canterbury (UC) scholarship	
	Antarctic Office	Christchurch is recognised by Antarctic programmes as an excellent/ globally competitive Antarctic gateway city.	Implement a city/region Antarctic Strategy	
			Implement the coordinated marketing programme	
	Delivery of Civic events - Citizenship Ceremonies, Anzac Day, Charter parades	Citizenship Ceremonies for Christchurch based 'new New Zealand citizens' delivered	Deliver a regular schedule of Citizenship Ceremonies to confer citizenship for 'new New Zealand citizens' in Christchurch, within budget	
			Support the RNZRSA and community in the delivery of commemorative events	
			Deliver functions / activities for visiting dignitaries	
			Annual programme of other civic events delivered	
				ANZAC Day commemorations in central Christchurch and WW100 Activities supported with planning and delivery
				Facilitate guests of government, members of the diplomatic and consular corps and other VIP guests in their visits to the Christchurch City Council
			Deliver Civic Awards, Apprentices Graduation, Charter Parades, Remembrance Day, February 22 commemorations, peace city commemorations, and other civic events	

Notes for economic development
Levels of service from the Amended Long Term Plan 2016-25, pertaining to the activity, "Christchurch economic development coordination and leadership", are now delivered by ChristchurchNZ Limited. ChristchurchNZ Limited will regularly report on the performance of these to Council.

Flood Protection and Control Works

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Flood protection and control works	Maintaining the natural waterways and associated structures and systems	Stopbank crest surveys are carried out	Annually
		Cross sectional surveys of selective waterways are carried out	2-5 yearly or as required
	Ensure dwellings are safe from flooding during extreme rain events	Reported number of dwellings flooded in a 1 in 50 year event	Additional 20% reduction on 2014 "Above Floor" number of 77
		Percentage of minimum specified floor levels for new dwelling consent applications which meet Building Act & District Plan requirements	100%

Heritage Protection

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Heritage protection	Heritage education, advocacy and advice	Implement a programme to ensure a consistent and broadened level of historic heritage protection within Banks Peninsula and Christchurch [1]	Review 30-40 listed or potential heritage places per year
		Provide advice and advocacy on heritage conservation principles and priorities for the District's historic heritage, both internally and externally	Provide advice as required in a timely manner – with 10 working days for consents.
		Heritage week is held annually	Heritage week is held
	Heritage grants	All grants meet Heritage Incentives Grants policy and guidelines	100%
		Incentive grant recipients are satisfied with heritage advice and grant process	75% of grant recipients satisfied with the heritage advice and grants process

Notes for heritage protection	Rationale
[1] Discontinue level of service "Implement a programme to ensure a consistent and broadened level of historic heritage protection within Banks Peninsula and Christchurch City"	715 current and new listings were reviewed as part of the replacement District Plan review process and the Order in Council relating to the District Plan does not allow changes to the plan until April 2021.

Housing

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Housing	Social housing complexes	Provide a portfolio of Social Housing rental units that are fit for purpose	Maintain at least 2,363 units in Council Housing Portfolio and increase to at least 2,366 by year end (schedule subject to contractor availability, Council rebuild priorities and timing of owner occupier unit acquisitions)
	Affordable housing services	Support the development of affordable housing	Deliver Council 's Housing Accord responsibilities that will achieve a 10% reduction in the number of households at the 40 th percentile of household income paying more than 30% of household income on housing by the conclusion of the accord
	Emergency/ transitional housing services	Identify options for Council to support the development of more emergency housing	Facilitate at least 60 additional home spaces are provided in Christchurch over the first three years of the 2015/25 LTP

Libraries, Arts and Culture

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Christchurch Art Gallery	Develop, maintain and provide access to a collection of nationally significant art	Hours of opening	Hours of opening: No fewer than 2,749 hours pa.
		Visitors per annum	Visitors per annum within a range of 385,000 – 430,000
		Visitor satisfaction with the Gallery experience	At least 92% of visitors satisfied
	Develop and host art exhibitions and present a range of public programmes	Exhibitions and publications presented	No fewer than 12 exhibitions presented pa 4-6 publications pa, with at least 1 significant book or exhibition-related publication every 2 years
		Public programmes and school-specific programmes delivered	Average of at least 11,000 attend school specific programmes per annum.
			Average of at least 25,000 people attend advertised public programmes per annum
Museums	Hold and distribute the Canterbury Museum levy	Administer the Canterbury Museum levy and report on annual plan targets	Canterbury Museum levy funding paid as required
	Operate the Akaroa Museum	Visitors per annum to Akaroa Museum	Visitors per annum of at least 20,000 pa
		Hours of opening at Akaroa Museum	Minimum of 2,093 opening hours per annum
		Exhibitions presented	No fewer than 2 exhibitions presented pa

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Libraries	Print and digital collections and content readily available for loan, for use in libraries and via the Library's website	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 number of issues per capita of city population, per year, at national average or better (excluding periods of closure)
			Increase usage of purchased downloadable e-format collection by 15% per year [1]
		Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries	At least 90% of library users satisfied with the library service
	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 (excluding periods of closure)	Metropolitan and Suburban 72 to 52 hrs
			Suburban Medium 48 to 57 hrs
			Neighbourhood 36 to 57 hrs
			Maintain a mobile library service of a minimum of 40 per week
			Maintain visits per capita of National average or better, per annum, for level 1 NZ public libraries.
	Equitable access to relevant, timely information and professional library services [2]	Provision of information via a variety of channels including physical and digital, assisted and self-service, to provide informed access to information [3]	Maintain ratio of public internet computers at least 4 per 5,000 of population
Free Wifi access is available at Metropolitan, Suburban, and Neighbourhood Libraries 24/7			
Public programmes and events designed to meet customers' diverse lifelong learning needs [4]	Provide programmes and events to meet customers' diverse lifelong learning needs	Maintain participation of 230 - 300 per 1000 of population (excluding periods of closure) [5]	
	Customer satisfaction with library programmes and events provided	90% of customers satisfied with library programmes and events provided	

Notes for the Libraries	Rationale
[1] Change target from "Increase current size of purchased downloadable e-format collection by at least 30% per year" to "Increase usage of purchased downloadable e-format collection by 15% per year".	Shift the target from acquisition to usage, and the percentage rate takes into account the trending down of the percentage increase in use, though the actual figure is still increasing.
[2] Change wording of service provided from "Equitable access to relevant, timely information and professional services" to "Equitable access to relevant, timely information and professional library services"	Clarification of service wording.
[3] Change wording of performance measure from "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" to "Provision of information via a variety of channels including physical and digital, assisted and self service, to provide informed access to information"	Clarification of performance measure wording.
[4] Change wording of service provided from "Programmes and events designed to meet customers' diverse lifelong learning needs" to "Public programmes designed to meet customers diverse lifelong training needs"	Clarification of service wording
[5] Change target from "Maintain participation of 230-260 per 1000 of population (excluding periods of closure)" to "Maintain participation of 230-300 per 1000 of population (excluding periods of closure)"	Demonstrates likely increase in anticipated participation numbers

Natural Environment

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Environmental education	Environmental education programmes	Environmental education programmes are delivered to provide students with an understanding of their role in the environment	At least 7,000 students participate in the education programmes each year
		Environmental education programmes are delivered to provide students with an understanding of their role in the environment	At least 2,400 students participate in water and waste education programmes each year
		Educational programmes are delivered in schools - Stan's Got a Plan - about emergency preparedness, to encourage people and households to be better prepared for disasters and emergencies and to avoid risks from natural hazards.	At least six Christchurch primary schools participate in the Civil Defence and Emergency Management programme each year

Parks and Open Spaces

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Regional parks	Provide and manage a network of parks of regional significance	Provide, develop, and maintain facilities to the satisfaction of park users	80% satisfaction
		Provide a 24 hour, 7 day a week Park Ranger Service	24 hour, 7 day a week Park Ranger Service provided
		Implement an annually updated Operational Pest Management Programme for Regional Parks	Nil notices of direction served following inspection of ECAN listed pests
Garden and heritage parks	Provide and manage The Botanic Gardens	Provision of a Botanic Garden that is open to the public	≥ 1.1M visits per annum
		The Botanic Gardens are maintained so they are clean, tidy, safe, functional and fit for purpose	≥ 95% of internal monthly checklist requirements pertaining to park facilities are met.
		Proportion of visitors satisfied with the appearance of The Botanic Gardens	≥ 95% satisfaction
	Provide and manage garden and heritage parks	Garden and Heritage Parks are maintained to specifications so parks are clean, tidy, safe and functional	≥ 95% of Urban Parks contract technical specifications pertaining to Garden and Heritage park facilities are met.
		Proportion of visitors satisfied with the appearance of garden & heritage parks	≥ 90% satisfaction

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Cemeteries	Provide and manage cemetery grounds	Cemetery grounds are secured and maintained to specifications so they are clean, tidy, safe and functional	≥ 95% of Parks & Tree maintenance contract technical specifications pertaining to cemetery grounds facilities and trees maintenance are met
		Customer satisfaction with maintenance and appearance of Council cemeteries	≥ 85% satisfaction with cemetery appearance
		Interment capacity to meet the city's needs	minimum 4 year capacity
		Response time to burial plot applications	All applications for interment will be confirmed within one working day of receiving the application
Neighbourhood parks	Provide and manage neighbourhood parks	Neighbourhood Parks are maintained to specifications so parks are clean, tidy, safe and functional	≥ 95% of contract technical specifications pertaining to neighbourhood parks are met.
		Customer satisfaction with the range of recreation facilities	> 90% satisfaction with the mix of recreation facilities
		Overall customer satisfaction with neighbourhood parks	≥ 90% satisfaction

Refuse Minimisation and Disposal

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Residual waste collection and disposal	Domestic kerbside collection service or community collection points for residual waste (refuse) for households and businesses (domestic quantities only)	Tonnage of residual waste collected by Council services	No more than 120 kg / person / year from collection services disposed to Kate Valley
		Kerbside residual waste collection – emptied by Council services	At least 99.5% collection achieved when items correctly presented for collection
		Customer satisfaction with kerbside collection service for residual waste	At least 90% customers satisfied with Council's kerbside collection service for residual waste each year
Recyclable materials collection and processing	Domestic kerbside collection service for recyclable materials	Recyclable materials collected by Council services and received for processing at the Materials Recovery Facility	105 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
		Customer satisfaction with the Council's kerbside collection service for recyclable materials	At least 90% customers satisfied
Organic material collection and composting	Domestic kerbside collection for organic material (food and garden waste)	Amount of organic material collected at Council facilities and diverted for composting	Greater than 185 kg +30%/- 10% organic material collected at Council facilities and diverted for composting facility / person / year
		Kerbside wheelie bins for organic material emptied by Council	At least 99.5% kerbside wheelie bins for organic material, emptied when correctly placed at the kerbside each week
		Customer satisfaction with kerbside collection service for organic material	At least 80% of customers satisfied with Council's kerbside collection service for organic material each year

Regulation and Enforcement

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Regulatory compliance, licensing and registration	Animal management	Percent of priority 1 complaints (aggressive behaviour by dogs & wandering stock) responded to within 10 minutes	95%
		Re-inspect properties of dogs classified as dangerous and high risk or menacing to check for compliance	98% per annum
	Compliance of legislative breaches including Building Act, Resource Management Act / City Plan, freedom camping, Local Government Act and bylaws	Investigations into reports of matters that pose a serious risk to public safety are started within 24 hours (for Building Act and resource management Act matters)	100%
		Minimum percentage of swimming pools and spa pools inspected annually	33%
		Monitor all high risk Resource Management Act consents/permits at least once every six months	95%
	Alcohol licencing	Inspect all high risk alcohol licensed premises at least twice per year (assessed using risk assessment methodology)	100%
	Food safety and health licencing	Inspect registered food premises once per year	(Level of service to be reviewed in line with expected new legislation)
		All other Health Licenses, e.g. Hairdressers, Funeral Directors and Camping Grounds, are inspected biannually	Inspect 100% of these registered premises at least once every 24 months
	Environmental health, including noise and environmental nuisance	Complaints in relation to excessive noise are responded to within one hour	90%

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Land and property information services	Land information memoranda (LIMs)	Process Land Information Memorandum applications within statutory timeframes	Process 99% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure) [1]
	Project information memoranda (PIMs)	Process Project Information Memorandum within statutory timeframes	Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)
	Issuing property files	Provide residential property files to customers in electronic format	Provide 98% of customers with access to digitised residential property files via online portal within 48 hours of request
		Retrieve and provide commercial property files in hard copy for customers	Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply) [2]
		Provide viewing services to customers requesting to view Commercial property files	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)

Notes for land and property information services	Rationale
[1] Change target from "Process 100% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)" to "Process 99% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)".	Business performance is well within this, however when there are accuracy issues with difficult properties, Activity Manager wants to focus on integrity of information vs delivery time.
[2] Change target from "Retrieve and provide 95% of optional requests for scanning of records within 3 working days (charges apply)" to "Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply)"	Amend LOS to 5 working days to reflect the current contract.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Building consenting, inspections and monitoring	Building consents	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 lodgement [1]
		Ensure % satisfaction with building consents process	80%
	Building inspections and code compliance certificates	Carry out building inspections in a timely manner	Carry out 95% of inspections within three working days [2]
		Grant Code Compliance Certificates within 20 working days	The minimum is to issue 95% of Code Compliance Certificates within 19 working days from the date of lodgement [3]
	Building consenting public advice	Provide public advice service to support building consenting customers (First 30 minutes of pre-application meetings is free public advice) [4]	Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)
Annual building warrants of fitness	Ensure that Building Warrants of Fitness are accurate through the use of desktop and physical audits	360 commercial audits per annum	

Notes for building consenting, inspections and monitoring	Rationale
[1] Change target from "The minimum is to issue 90% of building consents within 19 working days from the date of lodgement" to "The minimum is to issue 95% of building consents within 19 working days from the date of lodgement"	Result for 2016 is 97.2% within 19 days. With the number of Building Consent Applications expecting to reduce there is confidence that a increased target is achievable and ensures the bar remains high.
[2] Change target from "Carry out 90% of inspections within three working days" to "Carry out 95% of inspections within three working days".	Result for 2016 was 99% within 3 working days. With the number of Building Inspections expecting to reduce there is confidence the increased target is achievable and ensures the bar remains high.
[3] Change target from "The minimum is to issue 90% of Code Compliance Certificates within 19 working days from the dates of lodgement" to "The minimum is to issue 95% of Code Compliance Certificates within 19 working days from the dates of lodgement".	Result for 2016 was 93.9% within 19 working days. There is confidence the increased target is achievable and ensures the bar remains high.
[4] Change wording of performance measure from "Provide public advice service to support building consenting customers. First 30 minutes of pre-application meeting is free public advice." to "Provide public advice service to support building consenting customers."	Provision of first 30 minutes free no longer achievable within budget. LOS change reflects proposed budgets for 2017/18.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Building policy	Building accreditation review	Maintain Building Consent Authority status	'Building Consent Authority' status is maintained
	Building policy development	CCC building policy meets Building Act requirements	CCC building policy meets Building Act requirements at all times
	Claim Management – building-related	Notify relevant building related claims to insurer	Notify relevant building-related claims to insurer within relevant Financial Year
		Manage the processing of general negligence building related claims under the appropriate forum [1]	Settlement contributions are agreed in accordance with Financial Delegation Authority prior to attending negotiations
	Weathertight Claims Resolution	Manage the resolution of Weathertight Homes Resolution Services (WHRS) Financial Assistance Package (FAP) Scheme claims	Assess and process 95% of Weathertight Homes Resolution Service (WHRS) Financial Assistance Package (FAP) claims within timeframes stipulated in the Ministry of Business, Innovation and Employment (MBIE) FAP contracts

Notes for building policy	Rationale
[1] Change wording of performance measure from "Manage the processing of general negligence (building related) claims under the appropriate forum" to "Manage the processing of building related claims under the appropriate forum"	There is duplication between LTP & non LTP measures, practically weathertightness and general negligence occur in the same claim. To manage in the appropriate forum it has the same control.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Resource consenting	Resource management applications (notified, non-notified and appeals, and temporary accommodation)	% of simple land use resource management applications processed within timeframes	99% within 10 working days
		% of complex non-notified resource management applications processed within statutory timeframes	99% within the statutory timeframes
		% of notified resource consents processed within statutory timeframes	99% within the statutory timeframes
		% of simple subdivision consents processed within statutory timeframes	99% within statutory timeframes
		% satisfaction with resource consenting process	77% satisfaction achieved

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
District Planning	Maintain the operative Christchurch City Plan and Banks Peninsula District Plan - including processing of Council plan changes	Prepare the Replacement District Plan in three stages	Maintain Operative Plan
		Development and processing of all Council-led plan changes complies with statutory processes and timeframes	100% of development and processing of Council led plan changes comply with statutory processes and timeframes
	Process private proposed changes to the District Plan	Processing of all privately-requested plan changes complies with statutory processes and timeframes	100% of processing of privately- requested plan changes comply with statutory processes and timeframes

Notes for district planning	Rationale
[1] Discontinue level of service "Development and processing of all Council-led plan changes complies with statutory processes and timeframes"	Only plan changes will be via Greater Christchurch Regeneration Act, not regular RMA process. As the Proposed Plan is not yet operative it would be very difficult to undertake a public plan change, also the extension of the Order in Council (OiC) prevents Council undertaking plan changes out to 2021. This has therefore become a meaningless LoS. We are investigating a review of the OiC limitation and will reconsider an appropriate LoS if and when this is changed.

Roads and Footpaths

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Roads and footpaths	Maintain road infrastructure	Maintain resident satisfaction with roadway condition	≥27%
		Maintain roadway condition measured by smooth travel exposure	≥ 72%
		The percentage of the sealed local road network that is resurfaced per year	≥ 2%
	Maintain walking network	Maintain resident satisfaction with footpath condition	≥ 47%
		Maintain the condition of footpaths – percent rated 1 or 2 on a scale of 1 (excellent) to 5 (poor)	≥59%
		Maintain resident perception that Christchurch is a walking-friendly city	≥ 80%
	Maintenance response	Respond within appropriate timeframes - percentage of customer service requests relating to roads and footpaths that are responded to within contractually agreed timeframes	≥97%

Sewerage Collection, Treatment and Disposal

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Wastewater collection	Collecting wastewater from properties within the reticulated area	Proportion of customers satisfied with the wastewater services	≥ 75%
		Attendance time: Median response time from the time that the territorial authority receives notification to the time that service personnel reach the site	< 1 hour
		Resolution time: Median response time from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault	< 24 hours
		Number of blockage complaints received per 1000 connected properties per year	≤ 10
		Number of odour complaints received per 1000 connected properties per year	≤ 0.3
		Number of sewerage system faults received per 1000 connected properties per year. (excludes blockages & odours)	≤ 0.3
		Proportion of complaints remediated to the customers satisfaction	≥ 95%
		Minimise number of dry weather sewerage overflows: Number of dry weather sewerage overflows from the CCC sewer system per 1000 connected properties per year	0.7

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Wastewater treatment and disposal	Operate and maintain treatment plants discharge structures/outfalls and biosolids reuse/disposal	Number of major and/or persistent breaches of resource consent for wastewater treatment plants or associated discharges	0
		Number of abatement notices	0
		Number of infringement notices	0
		Number of enforcement orders	0
		Number of convictions	0
	Minimise odour complaints from wastewater treatment plants	Number of odour events per 10,000 properties served [2]	≤0.1
Compliance with ECAN resource consents for discharges to air:		100%	

Sport and Recreation

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Recreation and sport facilities	Provide sporting facilities	Provide residents access to fit-for-purpose recreation and sporting facilities	Graham Condon, Jellie Park and Pioneer and QEII: [1] Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/ Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)
			Five public outdoor pools open seasonally: Jellie Park, Lyttelton, Halswell, Templeton and Waltham; open Nov to Mar (subject to maintenance, public holiday schedules and rebuild priorities)
			Two community outdoor pools open seasonally: Governors Bay, Port Levy (subject to maintenance, public holiday schedules and rebuild priorities)
			8 paddling pools open seasonally: open Nov to Mar New Brighton, Scarborough, Spencer, Abberley, Avebury, Botanic Gardens, Edgar MacIntosh, Woodham (subject to maintenance, public holiday schedules and rebuild priorities)
			Five stadia Cowles, Lyttelton, Pioneer, Graham Condon, Hagley and Nga Puna Wai available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities) [2]
			QEII Fitness @ Parklands: Open 364 days per year 70-84 hrs/week Monday to Thursday: 6.00am-9.00pm Friday: 6.00am-6.00pm Saturday/Sunday: 8.00am-2.00pm (opening hours subject to satisfactory levels of demand, maintenance, public holiday schedules and rebuild priorities)
			Sixteen sporting and recreation facilities maintained and available for lease (opening hours subject to maintenance, public holiday schedules and rebuild priorities)

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Recreation and sport facilities (continued)	Provide sporting facilities (continued)	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: 2017/2018: At least 3.43 million
			At least 4.82 visits to aquatic facilities/head of population
			At least 100,000 participations in Swimsafe lessons
	Provide sporting programmes	Support community based organisations and networks to develop, promote and deliver recreation and sport in Christchurch	4000 staff hours of support provided to at least 100 organisations
Deliver a high level of customer satisfaction with the range and quality of programmes			At least 80% of customers are satisfied with the range and quality of facilities (5.6 on a 7 point scale using CERM international benchmark)

Notes for recreation and sport facilities	Rationale
[1] Change target from "Graham Condon, Jellie Park and Pioneer: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)" to "Graham Condon, Jellie Park, Pioneer and QEII: Open 364 days per year 99-106 hrs/week Monday to Friday: 5.30am-9.30pm Saturday/Sunday: 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)"	Metro coming on line in early 2020, QEII in 2018.
[2] Change target from "Five stadia Cowles, Lyttelton, Pioneer, Graham Condon Hagley available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities)" to "Five stadia Cowles, Pioneer, Graham Condon, Hagley and Nga Puna Wai available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities)"	Metro coming on line in early 2020 and Nga Puna Wai in 2018. Lyttelton is now a Community Facility.

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Sports parks	Provide and manage sports parks, including the facilities on them	Provide access to fit-for-purpose sports parks	112 Sports Parks with an area of 1230 hectares (subject to grounds allocation, closure, maintenance, and rebuild priorities)
			More than 95% of Urban Parks contract technical specifications pertaining to sports park facilities are met.
		Provide well utilised sports parks	Sports parks are allocated to sporting codes seasonally, summer and winter (subject to closure, maintenance, and rebuild priorities)
		Deliver a high level of customer satisfaction with the range and quality of sports parks	90% customer satisfaction with the range and quality of sports parks

Stormwater Drainage

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Stormwater drainage	Stormwater system is adequate to deal with flood events up to a 1 in 5 year event.	Total number of flooding events per annum, measured as a 10 year rolling average	< 2
		Flooding event, the number of habitable floors affected, expressed as an average per 100,000 properties connected to the territorial authority's stormwater system	0
	Water quality is maintained and/or improved	Resource consent compliance for consents held by Land Drainage Operations for discharge from stormwater system	Number of abatement notices: 0 Number of infringement notices: 0 Number of enforcement orders: 0 Number of convictions: 0 [1]
	Response times to attend a flooding event	Median response time to attend a flooding event, from time notification received	30 Minutes
	A well maintained stormwater drainage system is provided	Number of complaints about the performance of the stormwater systems, per 1000 connected properties	8
		Customer satisfaction with Stormwater Drainage Management	≥ 75%

Notes for stormwater drainage	Rationale
[1] Change target from "Number of significant and/or repeated minor breaches of resource consent for stormwater drainage or associated discharges: 0" to "Number of abatement notices: 0, Number of infringement notices: 0, Number of enforcement orders: 0, Number of convictions: 0"	Department of Internal Affairs requires performance measures targeting the number (not percentage) of abatement notices, infringement notices, enforcement orders and convictions

Strategic Governance

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Public participation in democratic processes, City Governance and Decision-making	Provide advice, leadership and support for engagement and consultation planning and processes	Percentage of residents that feel they can participate in and contribute to Council decision-making	At least 50% of Residents that feel they can participate in and contribute to Council decision making
		Percentage of residents that understand how Council makes decisions	At least 40%
		Percentage of residents that feel the public has some or a large influence on the decisions the Council makes	At least 55%
	Coordinate, plan and manage communication to/from the media	Provide media with information about the Council	Issue media releases, prepare perspective articles, hold media briefings within the timelines specified in Communications plans and/or within 3 hours of public decisions
			Respond to 90% of media calls within 24 hours seven days a week
	Provide external communications to inform the Christchurch community about Council, services, decisions, and opportunities to participate	Provide external communications and marketing that are timely, relevant, accurate and cost effective	At least 67% of residents are satisfied that Council communications are timely, relevant and accurate

Strategic Planning

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Strategic policy and planning	Strategic Policy and Planning	Advice is provided to Council on high priority policy and planning issues that affect the City.	Recommended work programme submitted by 30 June for the following financial year.
	Regulations and Bylaws Policy and Planning	Bylaws and regulatory policies are reviewed to meet statutory timeframes and changing needs	Carry out bylaw reviews in accordance with ten-year bylaw review schedule and statutory requirements
	Natural Hazards Policy and Planning	Development of new policies, strategies and plans	Port Hills slope stability study
	Urban Regeneration Policy and Planning	Place based policy and planning advice is provided to decision makers to support integrated urban planning	Present an update on suburban master plan priority actions on a six monthly basis
	Central City Policy and Planning	Provide advice on central city recovery to facilitate an integrated CCC view that aligns with strategic outcomes	Deliver initial response to request for policy, planning or design advice on central city, anchor projects, community facilities, or major facilities within 5 working days
	Urban Design Policy and Planning	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 A review of the Urban Design Panel is undertaken as part of the preparation of the Long Term Plan (three-yearly)

Transport

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Road operations	Safety improvements	Reduce the number of reported crashes on the network	Report the change in number of fatalities and serious injury crashes on the local road network (from the previous financial year, expressed as a number)
		Percentage reduction of fatal and serious injury crashes per annum	≥5% Reduction from previous year
	Monitoring, managing, optimising, informing customers and future planning.	Provide journey reliability on specific strategic routes: Airport to City, Barrington St to Innes Rd, Hornby to City and Belfast to City	Airport to City: 25 mins peak 15 mins inter peak 10 mins off peak
		Promote modal shift – decrease the percentage share of car trips	≤75.5%
	Christchurch Transport Operations Centre	Traveller information is sufficient and delivered in a timely fashion to allow travellers to make travel choices - unplanned events	Information is delivered in ≤ 5 minutes > 95% of the time
		Traveller information is sufficient and delivered in a timely fashion to allow travellers to make travel choices - planned events	Information is delivered ≥1 week ahead of the event > 95% of the time
Major cycleways	Major and local cycleways	Improve the perception that Christchurch is a cycling friendly city	≥35% agree or strongly agree
		Reduce the number of fatal and serious crashes involving cyclists on the network	≥5% reduction per annum

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Parking	Council owned on-street and off-street parking	Provide appropriate number of metered parking spaces within the four Avenues (central city)	≥2,500
		Improve customer perception of the ease of use of Council parking facilities	≥62%
		Improve customer perception of motor vehicle and personal security at parking facilities	≥65%
	Parking compliance & administration	Parking officers respond to high priority requests for service	City: Respond to requests for service within an average of 15 minutes
			Suburbs: Respond to requests for service within an average of 20 minutes
Public transport infrastructure	Bus stops, shelters, travel information and priority systems	Provide journey reliability on high frequency core services – average % variation from the scheduled time to complete the route for specific routes Blue, Orange, Orbiter, Purple, Yellow	Blue ≤ 2.8% Orange ≤ 6.6% Orbiter ≤ 5.8% Purple ≤ 14.2% Yellow ≤ 6.1%
		Ensure user satisfaction with the number and quality of bus shelters	≥70%
		Ensure user satisfaction with appearance, safety and ease of use transport interchange(s) and suburban hubs	≥90%

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Transport education	Travel Choice - Travel Planning and Advisory services	Mode shift: Contribute to overall increase in percentage of trips made by alternative transport modes - walking	≥17.4% walking
		Mode shift: Contribute to overall increase in percentage of trips made by alternative transport modes – cycling	≥3.5% cycling
		Mode shift: Contribute to overall increase in percentage of trips made by alternative transport modes – public transport	≥ 3.6% public transport
	Road User safety programmes	Provide road user safety education programmes	≥5 campaigns per year
		Provide school 'Cycle Safe' education programme	≥3,000 students per year
Harbours and marine structures	Provide, manage and maintain marine structures and facilities	Provide a sustainable planned network of marine structures	Existing harbour and marine structures remain open for commercial and recreational use (unless assessment deems the structure unsafe)
		Proportion of customers satisfied with the state of marine structures provided by Council	55%
		Plan for partnering with the community for marine structures	Completed by 30 June 2018

Water Supply

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Water supply (including water conservation)	Supplying potable water to properties	Supply continuous potable water to all customers	Median response time for attendance for urgent call-outs following notification: ≤ 1 hour
			Median time to resolve urgent callouts following notification: ≤ 5 hours
			Median response time for attendance for non-urgent callouts following notification: ≤ 3 days
			Median time to resolve non-urgent call-outs following notification: ≤ 4 days
			Number of continuity of supply complaints per 1,000 customers per year: ≤ 3
			Number of pressure or flow complaints per 1000 connections per year: ≤ 3
		Ensure potable water is supplied in accordance with the Drinking Water Standards for New Zealand	MoH risk grading of the urban water supplies (excluding NW zone): Ba
			MoH risk grading of the NW water supply zone: Ba
			MoH grading of rural water supplies: Cc
			Number of water clarity complaints per 1,000 customers per year: ≤ 1
			Number of water taste complaints per 1,000 customers per year: ≤ 1
			Number of water odour complaints per 1,000 customers per year: ≤ 0.5
			Number of drinking water pressure or flow complaints per 1,000 customers per year: ≤ 3
			Number of continuity of supply complaints per 1,000 customers per year: ≤ 3
			Proportion of complaints remediated to the customers' satisfaction: ≥95%

Activity	Services provided	Performance Measures	Performance Targets
			2017-18
Water supply (including water conservation) (continued)	Supplying potable water to properties (continued)	Ensure potable water is supplied in accordance with the Drinking Water Standards for New Zealand (continued)	Proportion of urban residents supplied water compliant with the DWSNZ bacterial compliance criteria: $\geq 99.8\%$
			Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: $\geq 99.8\%$
			Proportion of urban residents supplied water compliant with the DWSNZ protozoan compliance criteria: $\geq 99.8\%$
			Proportion of rural residents supplied water compliant with the DWSNZ protozoan compliance criteria: $\geq 99.8\%$
		Ensure consent compliance	Number of infringement notices for major or persistent breaches of resource consents regarding water supply network operation as reported by ECAN or CCC: Zero
		Maintenance of the reticulation network - Reduce the percentage of real water loss from the local authority's networked reticulation system	$\leq 15.4\%$ water loss
Demand Management -Manage the average consumption of drinking water per day, per residents	Average 298 litres per day, per resident		

