

## Key performance indicators

### Regulatory Services

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Building Consent Authority</b>	Social Economic Environment	Ensure the public is protected through building consents adhering to NZ Building Code.  Ensure quality assurance requirements for building consent authorities are met, as required by Regulation 17 of the Building Consent Authorities Regulation 2006.	Process building consent applications within the statutory timeframes and comply with the NZ Building Code.	100% of building consents comply with the NZ Building Code and granted within the statutory timeframes.  100% of building under construction are inspected to ensure that code of compliance is achieved.  Continue to retain accreditation by passing the biennial IANZ Audits. Next audit due end of 2025.	100% of building consents comply with the NZ Building Code and granted within the statutory timeframes.  100% of building under construction are inspected to ensure that code of compliance is achieved.  Continue to retain accreditation by passing the biennial IANZ Audits. Next audit due end of 2025.
<b>Resource Consent Planning</b>	Social Economic Environment	Ensure appropriate management and promotion of the district's natural and physical resources.	Process non-notified resource consents within statutory timelines.	Process 100% of non-notified resource consents within statutory timeframes.	Process 100% of non-notified resource consents within statutory timeframes.
<b>Food premises Public Health and Safety</b>	Social Economic	Ensure compliance with environmental health standards by undertaking inspections so that all food, and other licence premises comply with the relevant legislation.	Inspect all food premises, hairdressers, funeral homes, camping grounds and offensive traders, ensuring they meet the Food Hygiene Regulations 1974 and the Food Act 2014.	All food premises are inspected according to their status of 9, 12 or 18-month frequency.  Inspect 100% of all hairdressers, funeral homes, camping grounds	All food premises are inspected according to their status of 9, 12 or 18-month frequency.  Inspect 100% of all hairdressers, funeral homes, camping grounds and

				and offensive traders once annually for compliance.	offensive traders once annually for compliance.
<b>Liquor Licences</b>	Social Economic	Ensure liquor licencing standards are met to ensure managers, establishments, clubs & associations are acting in within the Sale of Alcohol Act.	Process all applications according to the Act, policies and guidelines. Ensure applications are processed in a timely and efficient manner.  Inspect all Liquor premises to ensure compliance to the Sale & Supply of Alcohol Act 2012.	Inspect all Liquor premises as per policy.  Process all completed-in-full applications within 60 of receipt (except those that are challenged).  Process all challenged applications within 30 workings days post hearings.	Inspect all Liquor premises as per policy.  Process all completed-in-full applications within 60 of receipt (except those that are challenged).  Process all challenged applications within 30 workings days post hearings.
<b>Animal Control</b>	Social Affordability	Keep the public safe from dogs and wandering stock	Residents satisfied with level of service	65% of residents satisfied with the service provided	75% of residents satisfied with the service provided
<b>Enforcement Compliance</b>	Social Environmental	Ensure council responds in an effective manner to public services requests associated to enforcement to ensure public safer and compliance of regulations	Council coordinates response to any public initiated enforcement services requests in an effective and timely manner.	Public initiated Service requests in relation to enforcement are responded to within 2 working days.	Public initiated Service requests in relation to enforcement are responded to within 2 working days.

Key performance indicators

## Emergency Management

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Civil Defence Emergency Management</b>	Social Affordability	Allows the community to have confidence in Council's ability to respond in an emergency as well as empowering residents to be better prepared physically and psychologically for a civil defence event.	Capability minimum standards (trained staff for three shifts)  EOC / ECC functional premises with alternate arrangements and resources	Each discipline with the CDEM role in the EOC has three trained local members.  Facilities operatable to minimum EOC requirements. Alternative	Each discipline with the CDEM role in the EOC has three trained local members.  Facilities operatable a good level of service EOC. Alternative premises sourced and resourced accordingly

		<p>Facilitates better preparation leading to a better response and a quicker and more effective recovery.</p> <p>Ensure adequate staff are trained to respond to civil defence emergencies and EOC activations.</p> <p>Ensures council has an operative Business Continuity Plan (BCP) to manage BAU during crisis</p>	Active BCP to enable EM functions alongside critical council activities.	<p>premises sourced and resourced accordingly</p> <p>BCP approved and current. Annual review completed</p>	BCP approved and current. Annual review completed
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### Key performance indicators - roading and transport

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Roads and transport</b>	Social Affordability Prosperity	Roads, footpaths, and transport links help to achieve an integrated, safe, responsive, and sustainable land transport system.	No change or reduction in the safety quality of the road network from the previous financial year in the number of fatalities and serious injury crashes. Ensure district roads remain safe.	≥ No change or reduction in the safety quality of the roading network from the previous financial year.	≥ No change or reduction in the safety quality of the roading network from the previous financial year.
<b>Roads and transport</b>	Social Affordability Prosperity	Roads, footpaths, and transport links help to achieve an integrated, safe, responsive, and sustainable land transport system.	The sealed and unsealed roads are fit-for-purpose and provide for comfortable, efficient, and safe travel. Smooth Travel Exposure (STE - system scoring count) is measured on our sealed road network. Sealed and unsealed	<p>≥ 85% of Potholes on sealed roads are fixed within 24 hours of being reported.</p> <p>≥ The three-year average for sealed local road that is resurfaced is 5.8% per annum based on network length.</p>	<p>≥ 85% of Potholes are fixed within 24 hours of being reported.</p> <p>≥ The three-year average for sealed local road that is resurfaced is 5.8% per annum based on network length. From 1 July 2027 this should be increased to 9%.</p>

			roading network is being maintained.	≥ Unsealed network surfacing renewal annual target of greater than 2,500m3.	≥ Unsealed network surfacing renewal annual target of greater than 2,500m3.
<b>Roads and transport</b>	SocialAffordability Prosperity	Roads, footpaths, and transport links help to achieve an integrated, safe, responsive, and sustainable land transport system.	Footpaths are fit-for-purpose and provide for comfortable and efficient travel Footpaths are maintained within the level of service standard for the condition of footpath.	≥ Continue to achieve 75% of district footpaths ranked as grade 1 and 2 (satisfactory). ≥ Continue to achieve 95% of district footpaths ranked as grade 1 through to 3 (satisfactory – fair).	≥ Continue to achieve 75% of district footpaths ranked as grade 1 and 2 (satisfactory). ≥ Continue to achieve 95% of district footpaths ranked as grade 1 through to 3 (satisfactory – fair).
<b>Roads and transport</b>	Social Affordability Prosperity	Roads, footpaths, and transport links help to achieve an integrated, safe, responsive, and sustainable land transport system.	Responsive to, and focus on, the customer. Ensure that customers’ service requests relating to road and footpaths are acknowledged and placed into the forward works programme (as appropriate in relation to priority).	≥ Service requests are managed through the service request systems and 85% of requests are planned for action, in line with level of service criticality, within 15 working days.	≥ Service requests are managed through the service request systems and 85% of requests are planned for action, in line with level of service criticality, within 15 working days.

## Key Performance Indicators water

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Provide an adequate quality of water</b>	Social Affordability Prosperity Environment	Safe drinking water supports the health of our community.	Council water supplies conform to part 4 and part 5 of the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Drinking Water Quality Assurance Rules	≥ Full compliance (100%) with part 4 (bacteria compliance criteria). ≥ Full compliance (100%) with part 5 (protozoa compliance criteria).	≥ Full compliance (100%) bacteria compliance criteria. ≥ Full compliance (100%) protozoa compliance criteria.

<p><b>Provide a reliable supply of water</b></p>	<p>Social Affordability Prosperity Environment</p>	<p>A reliable supply of water is provided through a maintained network.</p>	<p>No more than a 30% of real water loss from the networked reticulation system.</p>	<p>≥ No more than 30% water loss from the reticulation system.</p>	<p>≥ No more than 30% water loss from the reticulation system.</p>
<p><b>Provide a reliable supply of water - fault response times</b></p>	<p>Social Affordability Prosperity Environment</p>	<p>A reliable supply of water is provided through a maintained network.</p>	<p>Response to network outages, faults and unplanned interruptions are measured.</p>	<p>≥ Attendance for urgent call-outs: from the time Council receives notification to the time that service personnel reach the site is to be two hours at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority B: from the time Council receives notification to the time that service personnel reach the site is to be eight hours at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority C: from the time Council receives notification to the time that service personnel reach the site is to be two working days at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority D: from the time Council receives notification to the time that service personnel reach the site is to be five working days at the most.</p>	<p>≥ Resolution of urgent call-outs: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be three working days at the most.</p> <p>≥ Resolution of non-urgent callouts: Priority B &amp; C: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be five working days at the most.</p> <p>≥ Resolution of non-urgent callouts: Priority D: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be twenty working days at the most.</p>

Provide a reliable supply of water – demand management	Social Affordability Prosperity Environment	Demand on the water supply is managed through a maintained network.	Meet the average consumption of drinking water per day per resident within the Buller District.	≥ 700 litres per resident per day.	≥ 700 litres per resident per day.
Provide an acceptable supply of water – customer satisfaction	Social Affordability Prosperity Environment	An acceptable supply of water is provided through a maintained network to communities	Stated performance delivery of the supply does not exceed the total complaints received target on the following aspects of the drinking water: Clarity Taste Odour Pressure or flow Continuity of supply	≥ Less than 5 valid complaints per 1,000 connections for these measures.	≥ Less than 5 valid complaints per 1,000 connections for these measures.

### Key performance indicators wastewater

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Provide adequate wastewater and sewerage systems</b>	Social Affordability Prosperity Environment	Wastewater and sewerage systems contribute to maintaining public health.	Wastewater and sewerage systems provide adequate capacity in relation to dry weather overflows.	≥ less than five sewerage overflows per 1,000 connections.	≥ less than five sewerage overflows per 1,000 connections.
<b>Wastewater and sewerage discharge compliance</b>	Social Affordability Prosperity Environment	Provision of wastewater and sewerage collection and disposal systems that contribute to ensuring minimal environmental impact.	Wastewater and sewerage systems are managed within resource consent parameters, with less than five abatement notices and no infringement notices, enforcement orders and convictions in relations to those resource consents.	≥ less than five abatement notices. ≥ 0 infringement notices. ≥ 0 enforcement orders. ≥ No convictions received.	No abatement notices. No infringement notices. No enforcement orders. No convictions received.

<p><b>Provide reliable wastewater and sewerage systems – fault response time</b></p>	<p>Social Affordability Prosperity Environment</p>	<p>Fault response provides a reliable wastewater and sewerage collection and disposal systems</p>	<p>Response to network overflows resulting from a blockage or other fault in the system.</p>	<p>≥ Attendance for urgent call-outs: from the time Council receives notification to the time that service personnel reach the site is to be two hours at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority B: from the time Council receives notification to the time that service personnel reach the site is to be eight hours at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority C: from the time Council receives notification to the time that service personnel reach the site is to be two working days at the most.</p> <p>≥ Attendance for non-urgent callouts: Priority D: from the time Council receives notification to the time that service personnel reach the site is to be five working days at the most.</p>	<p>≥ Resolution of urgent call-outs: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be three working days at the most.</p> <p>≥ Resolution of non-urgent callouts: Priority B&amp;C: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be five working days at the most.</p> <p>≥ Resolution of non-urgent callouts: Priority D: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption is to be twenty working days at the most</p>
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<b>Provide acceptable wastewater and sewerage systems – customer satisfaction</b>	Social Affordability Prosperity Environment	An acceptable wastewater and sewerage collection and disposal systems is maintained.	Stated performance delivery of the system does not exceed the total complaints received target on the following aspects of the sewerage and wastewater system: Odour System faults System blockages Council response to any of these issues	≥ less than five complaints per 1,000 connections for each of these measures.	≥ less than five complaints per 1,000 connections for each of these measures.
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### Key performance indicators stormwater

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Provide adequate stormwater drainage capacity</b>	Social Affordability Prosperity Environment	Stormwater systems contribute to maintaining public safety	The number of flooding events in the stormwater systems are managed to an target level of service set in the performance measure	<p>≥ No target has been set for the number of flooding events as it is deemed that flooding events are outside of Council control</p> <p>≥ For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected Councils stormwater system) is not more than five houses flooded for each event</p>	<p>≥ No target has been set for the number of flooding events as it is deemed that flooding events are outside of Council control</p> <p>≥ For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected Councils stormwater system) is not more than five houses flooded for each event</p>
<b>Stormwater environmental</b>	Social Affordability Prosperity	Provision of stormwater collection and disposal systems that contribute to ensuring	Stormwater systems are managed within resource consent parameters, with	<p>≥ 0 abatement notices.</p> <p>≥ 0 infringement notices.</p> <p>≥ 0 enforcement orders.</p>	<p>≥ 0 abatement notices.</p> <p>≥ 0 infringement notices.</p> <p>≥ 0 enforcement orders.</p>



<b>discharge compliance</b>	Environment	minimal environmental impact through its discharge.	no abatement notices, infringement notices, enforcement orders, or convictions in relations to those resource consents.	≥ No convictions received.	≥ No convictions received.
<b>Provide reliable storm water systems – fault response time</b>	Social Affordability Prosperity Environment	Fault response provides a reliable stormwater collection and disposal systems.	Response to flooding overflows resulting from a blockage or other fault in system.	≥ The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site is to be one hour at the most.	≥ The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site is to be one hour at the most.
<b>Provide acceptable stormwater systems – customer satisfaction</b>	Social Affordability Prosperity Environment	An acceptable stormwater system is maintained for communities.	Stated performance delivery of the system does not exceed the total complaints received about the performance of the stormwater system.	≥ Less than 10 complaints per 1,000 connections.	≥ Less than 10 complaints per 1,000 connections.

## Key performance indicators solid waste

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Solid waste</b>	Social Affordability Prosperity Environment Culture	Council provides ethical, economical, and efficient waste management services, where the concepts of sustainability and social responsibility are equally valued alongside cost.  Change behaviours to Solid waste leading to a decrease in the quantity of waste generated per person and	Provide landfill operations in Karamea, Maruia, and Springs Junction.  Offer recycling services at Karamea landfill.  Provide transfer station services in Westport and Reefton, as well material recovery facilities at Westport Transfer Station. Provide transfer station services in Westport and	≥ 100% of compliance with regulations set in the RMA, and the resource consents and environmental national regulations.  ≥ Undertake two community engagement events, and two community education events to encourage the reduction of waste	≥ 100% of compliance with regulations set in the RMA, and the resource consents and environmental national regulations.  Customer Satisfaction (survey) >60% for Kerb collection and resource recovery centres

		divert Solid waste from landfills.	<p>Reefton, as well material recovery facilities at Westport Transfer Station.</p> <p>Education activities to encourage waste reduction, reduce contamination in recycling material, and compliance of recycling rules.</p> <p>Explore opportunities to extract value from resources making the waste management system more financially and environmentally sustainable in the long term.</p>	generated and increase of diversion from landfill.	
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## Key performance indicators community and customer services

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<p><b>Develop and maintain effective communication methods that inform the community.</b></p> <p><b>Create engagement opportunities for meaningful participation in Council decisions.</b></p>	<p>Social</p> <p>Prosperity</p> <p>Culture</p> <p>Environment</p>	<p>Council ensures the community are informed, included, and empowered to access services and resources.</p>	<p>Council actively maintains and updates its social media, website, print publications and engagement platform to ensure they remain key sources of information about Council projects, services, and resources.</p>	<p>Social media platforms, website and engagement tools has 1% increase (reach) year on year</p> <p>&gt;55% of the community are satisfied with communication and engagement methods</p>	<p>Social media platforms, website and engagement tools has 1% increase (reach) year on year</p> <p>&gt;55% of the community are satisfied with communication and engagement methods</p>

<b>Libraries and Theatres</b>	Social Prosperity Culture Environment	Libraries and theatres, offer quality services and a variety of cultural, recreational, and learning opportunities that meet the community's current and future needs	Libraries and theatres, provide welcoming spaces with quality services that meet current and future community needs, reflecting their learning, recreational, and cultural interests	>90% satisfaction with the community library and theatre facilities	>90% satisfaction with the community library and theatre facilities
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## Key performance indicators

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Corporate Services</b>	Social Affordability Prosperity Culture Environment	To ensure compliance with the Local Government Act 2002 and all other statutory requirements	Publishing annual plans, annual reports and long-term plans as well as other statutory documentation in accordance with the requirements and deadlines provided in the Local Government Act	To prepare key accountability documents in accordance in line with the Local Government Act that allow for easy input from ratepayers and meet statutory requirements  LGOIMA requests are responded to within statutory timeframes. Target 100%	To prepare key accountability documents in accordance in line with the Local Government Act that allow for easy input from ratepayers and meet statutory requirements  LGOIMA requests are responded to within statutory timeframes. Target 100%

## Key performance indicators

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
<b>Property</b>	Social Affordability	Ensuring our parks, reserves, cemeteries and public	The district's parks, reserves, cemeteries and other amenities	Receive and review monthly reports from the Reserves	Average Customer Satisfaction Rating

	Culture	<p>amenities are compliant, safe and vibrant environments that encourage community inclusion and use.</p> <p>Ensuring Council buildings and associated property infrastructure is maintained to relevant standards.</p> <p>Ensuring land and property owned, vested and managed by the Council is rationalised and utilised responsibly, and for the benefit of the Buller community</p>	<p>are maintained to ensure we are providing compliant, safe and vibrant social spaces for the community and visitors.</p> <p>Maintenance work is contracted out and is undertaken by qualified personnel. Council's property staff manage these contracts to ensure the work is being done to the agreed level of service, and that contractual obligations are being met.</p> <p>Council provides public, community and commercial buildings that are safe and compliant. Council land is managed to support use by non-profit community enterprises and community organisations, and also commercial use when appropriate.</p>	<p>and Public Amenities Contractor.</p> <p>An up-to-date register of Council owned and operated buildings and associated infrastructure is maintained.</p> <p>Up-to-date records of Council land appointments, including:</p> <ul style="list-style-type: none"> <li>Reserve Subcommittees and community organisation's utilising Council land for community non-profit purposes; and</li> <li>A register recording commercial contracts including licences, leases and land use agreements.</li> </ul>	<p>(annual survey) &gt;80%. Driven from the customer satisfaction surveys</p>
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## Key performance indicators

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2034	Performance measures 2025-2034
<b>Airport</b>	Social Affordability	Our airport provides public transportation links for the region. Providing a safe and sustainable transport system.	An airport facility that is safe, compliant and available for use.	Retain CAA certification 100% of the time.	Retain CAA certification 100% of the time.

		We are a lifeline link for our rural community		Operate in a cost-effective manner – judged against projected income and expenditure.	Operate in a cost-effective manner – judged against projected income and expenditure.
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## Key performance indicators

Activity	Community Outcome	Activity contribution	Level of service	Performance measures 2025-2027	Performance measures 2028-2034
Port	Social Affordability Prosperity Environment	Westport harbour provides a sheltered port for fishing and recreational vessels. It supplies berthage and marine services and is ideally situated for exporting and importing cargo via the West Coast.	A port facility which has health and safety at a high standard and provides a high level of service and commercial opportunity	To operate in a cost-effective manner. Performance to be judged against projected income and expenditure. 100% compliant with legislative, health and safety requirements.	To operate in a cost-effective manner. Performance to be judged against projected income and expenditure. 100% compliant with legislative, health and safety requirements.
Navigational Safety	Social Affordability Prosperity Environment	Primary activities in this space are the safety of all shipping and users in the harbour water space. This means the management and operation of the aids to navigation (lights and beacons), management and monitoring of the bar and surroundings, education of recreational and commercial vessel Skippers, compliance and liaison activities at sea and at launching ramps.	A harbour that operates using best practise navigation and safety systems ensuring safe operation of vessels.	To operate in a cost-effective and compliant manner. Performance to be judged by achieving 100% compliance with all legislative requirements.	To operate in a cost-effective and compliant manner. Performance to be judged by achieving 100% compliance with all legislative requirements.