

To:	Audit and Risk Committee
From:	Tania Madden, Manager Strategic Planning
Endorsed by:	Kathryn Ross, Chief Executive
Date:	21 August 2019
Subject	Non-Financial Performance 2018-19 Annual Report
INFORMATION	
Recommendation:	
That the Audit and Risk Committee receives the annual non-financial performance report for the 2018-19 financial year in Report 167/19.	

Purpose

The purpose of this report is to advise the Audit and Risk Committee of performance against non-financial measures that are reported quarterly and annually. The figures in this report are for the period from 1 July 2018 to 30 June 2019.

Executive Summary

Results against performance measures are reported for all nine activity areas in this annual report. The activity areas are:

- Community Wellbeing
- Roads and Footpaths;
- Water Supply;
- Wastewater;
- Stormwater;
- Solid Waste;
- Community Facilities;
- Regulatory Services, and
- Governance and Services

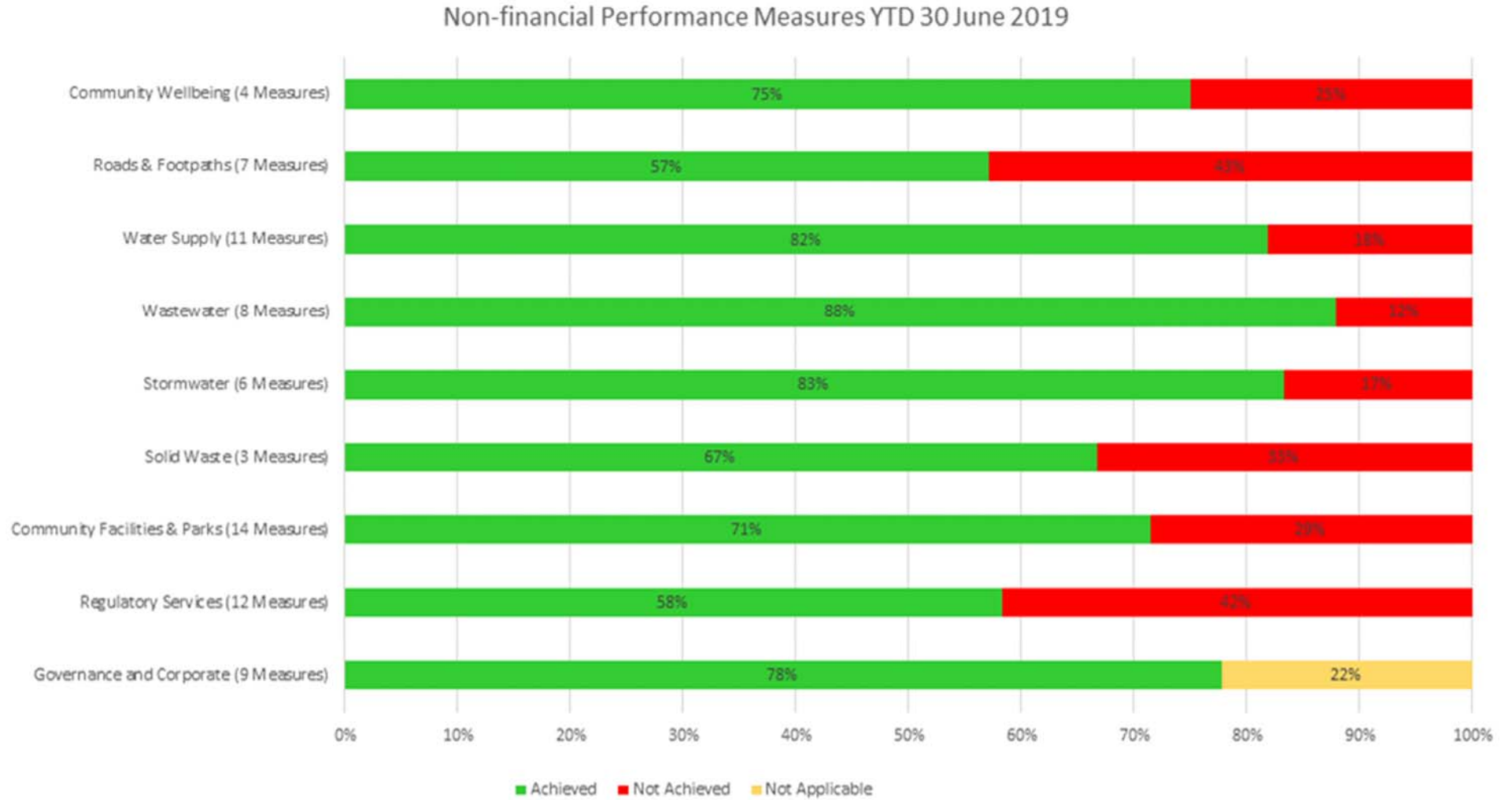
MDC has a total of 74 performance measures, all 74 are being reported on in this annual report.

All 74 performance measures were reported, 53 (71.6%) were achieved, 19 (25.7%) were not achieved and 2 (2.7%) were not applicable as at 30 June 2019.

Further information follows.

The graph below shows the percentage of measures against each activity area that:

- GREEN - have been achieved in 2018-2019;
- RED - have not been achieved in 2018-2019; or
- YELLOW – are not applicable in 2018-19.



2018-19 Annual Non-Financial Performance Measure Results

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Community Wellbeing					
Number of air quality exceedances	Reduction in the number of exceedances, compared to the previous year	6 exceedances were recorded in the 2018 calendar year.	5 exceedances were recorded in the 2017 calendar year.	Not Achieved	6 exceedance days equates to 5 breaches of the National Environmental Standard for Air Quality.
CO2 emissions per head of population	Annual reduction in CO2 emissions per head of population	Total greenhouse gas emissions per head of population = 0.029 (tCO2e). This is a reduction of 0.006 (tCO2e) compared to the previous year.	Total gross greenhouse gas emissions per head of population = 0.035 (tCO2e) <i>(Based on first CEMARS audit result and population as at 2013 census: 23,352)</i>	Achieved	Total gross greenhouse gas emissions for 2017-18 were 752.30 (tCO2e), which equates to 0.029 (tCO2e) per head of population (based on 25,700 population estimate).
Percentage of staff that have completed He Korowai Wairua (MDC's introductory Māori language and tikanga Māori programme)	Annual increase in the proportion of staff who have completed the programme	As at 30/6/19, 20/105 permanent staff had completed the programme = 19%	As at 31/12/17, 7/92 permanent staff had completed the programme = 7.6%	Achieved	
Masterton Gross Domestic Product (GDP) percentage change relative to Wellington region GDP	Equal to or greater than Wellington region average	Growth estimate of 2.3%, compared to growth of 2.0% for the Wellington region.		Achieved	Note: This is a provisional figure for the year to 31 March 2018. Figures for the year to 30 June 2019 will be available on 22 August and will be updated for inclusion in the annual report.

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Roads and Footpaths					
Number of fatalities and serious injury crashes on the local road network	Reduction in fatalities and serious injury crashes compared to previous year	2 fatalities and 8 serious injury crashes	4 fatalities and 14 serious injuries (2017-18)	Achieved	
Average quality of ride on a sealed local road network, measured by smooth travel exposure	Maintain or improve on 90%	94%	94%	Achieved	94% network smooth travel exposure (as at 12 July 2019).
Percentage of sealed local road network that is resurfaced	Maintain within 5-7%	6.3%	6.4%	Achieved	34.1 km of the total sealed local road network (538 km) was resurfaced in 2018/19.
Percentage of footpaths where the condition falls within the level of service defined in MDC's Asset Management Plan	97% of footpaths are rated excellent, good or fair	93%	99%	Not Achieved	150.0 km of 161.3 km (representing 93% of the footpath network) surveyed progressively between 2016 and 2018 is condition rated excellent, good or fair. Not achieving this measure supports the need for the increased footpath renewal programme that is planned for the next two years.
Percentage of urgent customer service requests responded to within 2 days	95%	98%	98%	Achieved	421 of 430 urgent requests were responded to within 2 days.
Percentage of non-urgent customer service requests responded to within the timeframes specified in MDC's Asset Management Plan and placed on appropriate maintenance programme	80%	76%	78%	Not Achieved	595 of 785 non-urgent requests were responded to within specified timelines. Many non-urgent matters need further investigation to clarify the request before a meaningful response can be given, resulting in delays to response times.

Number of cyclists using our urban roading network	Increase on previous year	176 counted during annual survey in October 2018	184 counted during annual survey in November 2017	Not Achieved	4 monitor sites are manually surveyed annually over both the 2 hour morning and afternoon peaks for cycle usage. The 2018/19 surveys were conducted between 16th and 25th October 2018 and total cycle usage decreased to 176 cycles (YTD).
Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Water Supply					
Number of complaints received about drinking water clarity, taste, odour, pressure or flow, continuity of supply, or MDC's response to any of these issues	Less than or equal to 6 complaints/ 1000 connections	3.2 complaints/ 1000 connections	5.2 complaints/ 1000 connections	Achieved	There have been 29 complaints YTD. There were 3 complaints in the 4th quarter compared to: Q1/9 complaints; Q2/11 complaints; Q3/6 complaints.
Response time to call outs to a fault or unplanned interruption to MDC's networked reticulation system:					
a) attendance at urgent call outs (from notification to arrival on site)	60 minutes or less	24 minutes	30 minutes	Achieved	
b) resolution of urgent call outs (from notification to confirmation of resolution)	480 minutes or less	231 minutes	194 minutes	Achieved	
c) attendance at non-urgent call outs (from notification to arrival on site)	7 days or less	60 minutes	2.84 days	Achieved	
d) resolution of non-urgent call outs (from notification to confirmation of resolution)	3 months or less	115 minutes	6.85 days	Achieved	
Council's drinking water supply complies with:					
a) part 4 of the Drinking Water Standards (bacteria compliance criteria)	Fully compliant	Fully compliant	Fully compliant	Achieved	
b) part 5 of the Drinking Water Standards (protozoal compliance criteria)	Fully compliant	Fully compliant	Fully compliant	Achieved	

Percentage of real water loss from MDC's reticulation system (calculated using minimum night flow)	Reduction on previous year	37%	36% in 2017/18	Not Achieved	Installation of Water Meters will enable leaks to be located and repaired.
Average consumption of drinking water per day per resident within the district	Reduction on previous year	609 litres/ person/day	655 litres/ person/day	Achieved	
Alternative water supply is provided when shutdown exceeds 24 hours	Less than or equal to 1/1,000 connections	No shutdown exceeded 24 hours.	No shutdown exceeded 24 hours.	Achieved	
Percentage of water pipe renewals completed	90% of planned work	80%	New Measure	Not Achieved	A number of planned renewal works sites were not completed, due to lack of resource from the contractors and competition for resource from increased subdivision works from the private sector.
Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Wastewater					
Number of complaints received about sewerage odour, system faults, system blockages, MDC's response to issues with its sewerage system	Less than or equal to 8 complaints/1000 connections	5.44 complaints/ 1000 connections (49 actual complaints)	7.32 complaints / 1000 connections (65 actual complaints)	Achieved	There have been 49 complaints in 2018/19. There were 13 complaints in the 4th quarter compared to: Q1/12 complaints; Q2/12 complaints; Q3/12 complaints.
Median response time to sewerage overflows resulting from a blockage or other fault to MDC's sewerage system:					
a) attendance (from time of notification to the time service personnel arrive onsite)	6 hours or less	34 minutes	30 minutes	Achieved	
b) resolution (from time of notification to the time service personnel confirm resolution)	12 hours or less	170 minutes	3.2 hours	Achieved	
Number of dry weather sewerage overflows from MDC's sewerage system	Less than or equal to 2/1000 connections	0.33/1000 connections	0.11/1000 connections	Achieved	There have been 3 overflows YTD. There were 2 overflows in the 4th quarter compared to: Q1/0 overflows; Q2/0 overflows; Q3/1 overflow.

Compliance with MDC's resource consents for discharge from its sewerage system, measured by the number of abatement notices, infringement notices, enforcement orders or convictions received by MDC in relation to those consents	100% - no consent breaches	100%	100%	Achieved	
Alternative system provided where loss of service exceeds 24 hours	Less than or equal to 1/1000 connections	0.22/1000 connections	0/1000 connections	Achieved	2 portaloos were deployed on 27/11/2018 and removed on 29/11/2018.
Percentage of wastewater pipe renewals completed	90% of planned work	80%	New Measure	Not Achieved	A number of planned renewal works were not completed due to a lack of contractor availability given increased subdivision works in the private sector.
Recreation quality of the Ruamāhanga River water, downstream of Homebush Wastewater Treatment Plant (known at the Cliffs)	Long-term improvement trend, with no decline in water quality from baseline (Suitability of Swimming Grade: Low Risk)	Suitability of Swimming Grade: Low Risk	Suitability of Swimming Grade: Low Risk	Achieved	

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Stormwater					
Percentage of stormwater renewals complete	90% of planned work	30%	New Measure	Not Achieved	A number of planned renewal works were not completed due to a lack of contractor availability given increased subdivision works in the private sector.
Number of flooding events that occur in the district	10 events or less	None	6 stormwater related incidents	Achieved	
For each flooding event, the number of habitable floors affected	Less than or equal to 1/1000 connections	None	0/1000	Achieved	
Compliance with MDC's resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders or convictions received by MDC in relation to those consents.	100% - no consent breaches	100%	100%	Achieved	
Number of complaints received about the performance of MDC's stormwater system	Less than or equal to 2/1000	1.33 complaints/ 1000 connections	1.4 complaints/ 1000 connections	Achieved	There have been 12 complaints YTD. There was 1 complaint in the 4th quarter compared to: Q1/2 complaints; Q2/7 complaints; Q3/2 complaints.
Median response time to attend a flooding event (from time of notification to the time service personnel arrive onsite)	60 minutes or less	28 minutes	32 minutes	Achieved	

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Solid Waste					
Number of call backs due to non-collection of official rubbish bag in each weekly collection	Improvement on previous year	29 call backs	13 call backs in 2017/18	Not Achieved	There were 29 missed bags in 2018/19. There were 10 missed in the 4th quarter compared to: Q1/7 missed; Q2/10 missed; Q3/2 missed. This measure will continue to be monitored to determine any patterns.
Tonnage of waste transferred to landfill per head of population	Reduction on previous year	0.56 tonne per head of population <i>(estimated population as at 30/6/18: 25,700).</i> 14,264 tonnes of waste transferred (0.9% increase on previous year)	0.52 tonne per head of population <i>(estimate population as at 30/6/17: 25,200)</i> 13,049 tonnes of waste transferred (5% increase on previous year)	Achieved	There a small decrease in the waste to landfill per head of population with a 0.9% increase in tonnage to landfill.
Urban and rural transfer stations, recycling, composting facilities and landfills operate within approved resource consent conditions	100% compliance	100%	Minor non-compliance	Achieved	Operations of all sites complied with resource consent conditions, and Regional Council issued compliance reports for each site.

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Community Facilities and Parks					
Number of library and archive engagements with our community	Increasing over time, and at least baseline (280 activities/events, 181,957 people using the library space, 91,779 website visits)	708 structured activities and events 158,867 people used the library space 51,524 website visits	280 structured activities and events 181,957 people used the library space 91,779 website visits	Not Achieved	Activities and events include information and community support services, for example Justice of the Peace and Digital Inclusion for Seniors. A new 'Arcus Flow' people counting system was implemented in May 2018 to enhance accuracy of recording. New Website and Online Catalogue interrupted statistics recording.
Number of literacy programmes offered (including library promotions and digital literacy)	Increasing over time, and at least baseline (224)	612 programmes	224 programmes	Achieved	6 month result: 123 programmes. 12 month result: 612 programme. Noting all Library programming has a literary or information component. New programmes have been introduced including outreach visits to rest homes, after school digital programming twice a week, weekly knitting and craft group, and new book clubs. The recording of the programming has changed this calendar year to reflect the need to accurately record all activities for performance reporting. This is reported to the National data collections for Public Libraries of NZ.

<p>Number of children participating in the Summer Reading Programme</p>	<p>Increasing over time, and at least baseline (317)</p>	<p>314 completed/ 390 registered</p>	<p>317 completed/ 375 registered</p>	<p>Not Achieved</p>	<p>There were higher registrations in 2018/19 but fewer completed the programme.</p> <p>The total number of registrations available for Masterton Library from the ECREAD’N Committee is 375 per year. This is the number we have resources available for.</p> <p>In 2018-19, 390 were registered due to high demand for places but this did not result in an increase in participants completing the programme. We anticipated the fall off to be able to manage within the available resources.</p>
<p>Number of people using free online services per head of population</p>	<p>Free online sessions increasing over time, and at least baseline (3.8)</p>	<p>1.2 free online sessions (31,076 total sessions)</p> <p><i>Estimated population as at 30/6/19: 25,700.</i></p>	<p>3.8 free online sessions (96,712 total sessions)</p> <p><i>Estimated Population as at 30/6/17: 25,200</i></p>	<p>Not Achieved</p>	<p>Free Computer access sessions extended from 30 minutes to 45 minutes per session to enable customers to complete on; one transactions CVs, Govt services etc. Sessions 31,076. Estimated population at 30/6/19 - 25,700.</p> <p>Library staff have distributed 220 Spark Jump modems to people with no Internet access at home reducing the need for people to use the free services.</p>
	<p>Free Wai-Fi sessions increasing over time, and at least baseline (1.2)</p>	<p>1.2 free Wai-Fi sessions (30,412 total sessions)</p> <p><i>Estimated population as at 30/6/19: 25,700.</i></p>	<p>1.2 free Wai-Fi sessions (30,800 total sessions)</p> <p><i>Estimated Population as at 30/6/17: 25,200</i></p>	<p>Achieved</p>	<p>13,140 e-centre sessions; 1,481 Te Awhina WiFi sessions; and 15,791 Library WiFi sessions.</p> <p>Masterton Library has delivered Spark Jump sessions for 88 people over the year enabling access to low cost Internet for 88 families in their homes, reducing the need for these families to access free Internet services.</p>

Number of archive feature stories/ publications (media and online)	Average of 1 per month/ 12 per annum	Average of 10.5 per month / 126 for the year	An average of 14.1 archive feature stories/publications per year over the previous ten years.	Achieved	6 month result: 108 12 month result: 126 The 100 stories completed as part of "100 Years 100 Lives" features with the Times-Age increased numbers in the first half of the year, and for the year overall.
Cemetery records accessed online	Maintain baseline (7,447)	9,667	7,447	Achieved	31 December 2018 – 30 June 2019: 4,875 1 July 2018 – 31 December 2018: 4,792
Number of structured activities/events in MDC's parks and sportsgrounds	Increasing utilisation over time	359	New Measure.	Achieved	New measure, baseline has been established.
Number of people using the recreational trails that are part of our parks and reserves network	Increasing utilisation over time	312,440	New Measure.	Achieved	New measure, baseline has been established. Based on an average of 856 counts per day.
Number of structured activities/events that have been run in the War Memorial Stadium	Increasing utilisation over time	52	19 events	Achieved	Activities and events have included: Sports team trainings; Birthday parties; Basketball match; Netball games; Futsal and Schools indoor programme.
Number of landings at Hood Aerodrome	Increasing over time and at least baseline (7,821)	10,890	7,821	Achieved	
Number of new hangars at Hood Aerodrome	Increase in hangars over time	19 hangars	19 hangars	Not Achieved	There are 4 sites on market as of 30th June 2019.
Ratio of average MDC senior housing weekly rent compared to average private sector rent	Maintain senior housing rentals at no more than 60% of the market rental for a 1-bed flat	47%	Senior housing rental equates to 41.9% of the market rental for a 1 bed flat	Achieved	The average rent for MDC senior housing units is \$99.04 per week. The median market rent for a 1 bedroom flat in Masterton is \$210 per week. <i>Reference from Tenancy Services and is for the period 01 Jan 2019 - 30 Jun 2019.</i>
Number of under-12s enrolled in Learn to Swim programmes	Annual increase	465 swim school enrolments	589 swim school enrolments	Not Achieved	The reduction in figures may be due to year 8 students completing the programme last year while they were in year 7.

Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Regulatory					
Number of dog attacks (on people and stock) in our district	Reducing over time and no more than baseline of 65 attacks	63 Attacks 24 attacks on people and 39 attacks on stock, domestic animals or poultry.	65 attacks 17 dog attacks on people and 48 attacks on stock, domestic animals or poultry (average over the previous 3 years)	Achieved	6 month result: 35 attacks 12 month result: 63 attacks. The number of attacks on people has increased. Stock attacks overall have decreased.
Number of 'responsible owners' of dogs	Increasing number of 'responsible owners'	94	None - new policy.	Achieved	6 month result: 65 12 month result: 94
Number of pet/working dogs reunited with their owner or rehomed	Increasing over time and at least baseline (207)	209 191 returned to owners 18 rehomed/ signed over to SPCA	207 173 returned to owners 34 rehomed/ signed over to SPCA	Achieved	6 month results: 120 12 month results: 209
Proportion of known premises scheduled for assessment or verification in the current financial year that were assessed or verified of safe sale and/or service	At least one inspection per known premise scheduled for assessment or verification in that year	Food: 129/140 scheduled verifications were completed.	Food: 152/145	Not Achieved	11 scheduled premise verifications were not completed. The Food Act is still being implemented resulting in longer inspection times. Final Food Act transitions were required to be completed by the end of February 2019. This was achieved but also required additional staff time commitment.
		Personal Services (Hair, Beauty etc): 43/51 required inspections have been carried out.	Personal Services (Hair, Beauty etc): 113/98* *The baseline figure from 2016/17 included public pool inspections. This is why the number of premises looks to have reduced.	Not Achieved	8 Beauty Therapist & Hairdresser inspections were not completed due to premises not being open or being unavailable at scheduled times. Inspections will be completed in the new financial year.

		Alcohol: 64/32	Alcohol: 42/71* <i>*There was a data entry error in the baseline data which is reported in the LTP as being 142/71. This should have read 42/71 as above.</i>	Achieved	There are 76 licensed premises. Of those, 32 required inspection in 2018/19: 24 were inspections for renewal of licenses and 8 were inspections for new licenses issued. The new licenses primarily related to sales of premises. In total, 64 inspections were completed. The additional inspections completed were compliance checks.
Percentage of consents processed within statutory timeframes	99%	95.8% of Building Consents (average of 12 working days)	99% of Building Consents (average of 13 working days)	Not Achieved	761 Building Consents received with an average processing time of 12 working days. The volume of consents and periods of staff change have impacted results for the year.
		100% of Resource Consents	96% of non-notified 100% of notified	Achieved	
Percentage of planning and building consent applicants that were satisfied with consent process and customer service received	Improving over time, and at least baseline	79% for Building	New Measure	Achieved	New measure, baseline has now been established for building team.
	Improving over time, and at least baseline	No data for Planning	New Measure	Not Achieved	Due to a survey error planning data is not available. The baseline for planning will be established in the coming year.
Percentage of commercial buildings that have a current Building Warrant of Fitness (BWOFF)	At least 80%	67% 267/398 BWOFFs were received and correct. 131 were outstanding or incorrect.	76% 305/398 BWOFFs were received and correct. 93 were outstanding or incorrect.	Not Achieved	The volume of consents and periods of staff change have impacted results for the year.

Percentage of notified potentially Earthquake-Prone (EQP) priority buildings where the owners have responded to advise action or have remediated the EQP status of their building	Annual increase, with 100% by the legislative deadline of 2025	17%	New Measure	Achieved	New measure, baseline has been established. Owners that have received a potentially earthquake prone building notice: 12 Owners that have either strengthened or demolished: 2
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Measure	2018-19 Annual Target	Annual Result 2018-19	Baseline or Previous Year Result (where available)	Status	Comments
Governance and Corporate Services					
Annual staff turnover (excluding FTAs)	Within 5-15%	12.3%	11%	Achieved	
Ratio of compliments to complaints as a reflection of customer satisfaction with the service received from our frontline teams	Improving over time and at least baseline (1.15:1)	4.2:1 104 compliments / 25 complaints	1.15:1 148 compliments / 129 complaints	Achieved	6 month result: 69 Compliments and 16 Complaints were received. 12 month result: 104 compliments and 25 complaints were received.
Percentage of rates invoices emailed (instead of posted)	Increase over time	15.5% (1,974 out of a total of 12,704 rated properties)	14.4% (1,790 out of a total of 12,425 rated properties)	Achieved	
Transactions completed electronically (via our website)	Increase over time, with no decline from baseline (83.5%)	85.5% % of overall transactions were electronic.	83.5% of overall transactions were electronic in the year ending 30/6/17. Most were automatic payments or direct debits.	Achieved	
Number of learning opportunities (training sessions/forums/conferences) elected members have attended	Increase over time and at least maintain the baseline	17	New Measure	Achieved	New measure, baseline has been established.

Proportion of policies in our register that are current	Annual improvement, with 95% by Year 3	56% Current	52% current	Achieved	Thirteen policy reviews/development were completed in 2018-19. A work programme is in place to have the majority of policies current by June 2020.
Media coverage of MDC decisions and activities	Improve the ratio of positive to negative media coverage over time, and at least maintain the baseline.	1.2:1 104 positive/ 87 Negative	New Measure	Achieved	672 articles in total. 481 were mixed or neutral.
The diversity of people who had their say on MDC's Annual or Long-Term Plan	Increase in the percentage of respondents to identify as Māori or Other	No increase		Not Applicable	Consultation was not undertaken on the 2019-20 Annual Plan, as no significant issues were identified.
	Increase in the percentage of respondents aged under 50	No increase		Not Applicable	