

TE PŪRONGO HAURUA O TE TAU 2024/25 HALF-YEAR REPORT 2024/25

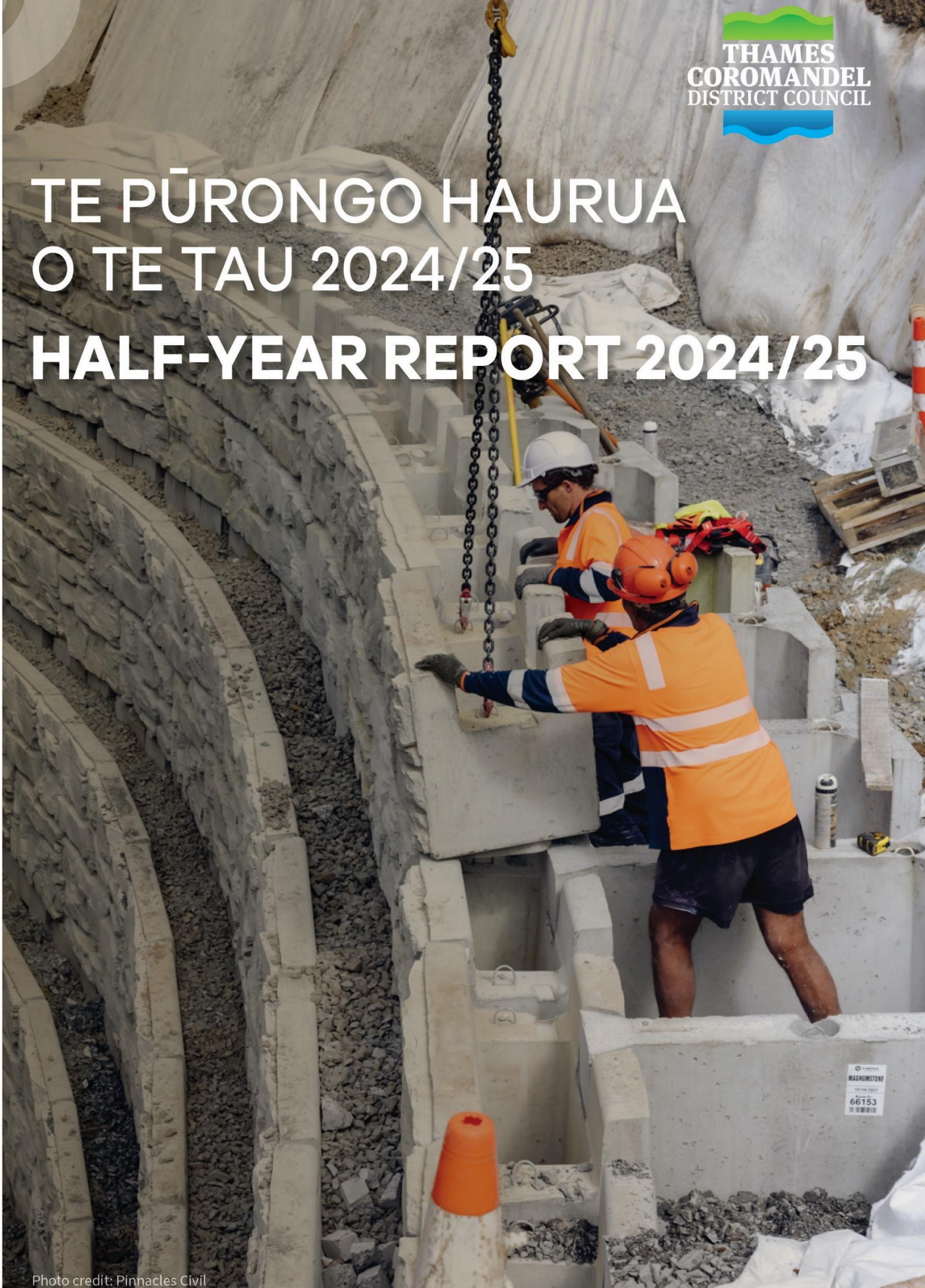


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Performance Overview

This report provides a half-year update on the Thames-Coromandel District Council's performance against its service commitments. The Council's Long Term Plan (LTP) sets out the non-financial performance targets for the major aspects of the activities it delivers. The 2024 – 2034 LTP was adopted in June 2024 and resulted in some new and amended targets.

The reporting period is the first since the 2024-2034 LTP was adopted and covers 1 July 2024 to 31 December 2024 of the current financial year. This means some results are new measures introduced in the LTP and are being reported on for the first time. In addition, results for some measures may not be available at the half-year point but will be reported in the Annual Report.

Performance to date

As an organisation we produce a six-monthly report to check in on how we are progressing towards meeting the targets we set through the development of our LTP. Of the 102 measures across the organisation, staff have forecast the following year-end status:

- 82 (80.4%) are **on track** to be achieved
- 4 (3.9%) performance targets, all relating to water supply services, are **off track**; and
- 8 (7.8%) **will not be achieved** due to Council-approved changes to the planned coastal and hazard management capital projects to be delivered and water supply non-compliance.

A further 8 (8%) were **not measured** for a range of reasons, including contractors not meeting their monitoring requirements and a forecast isn't available.

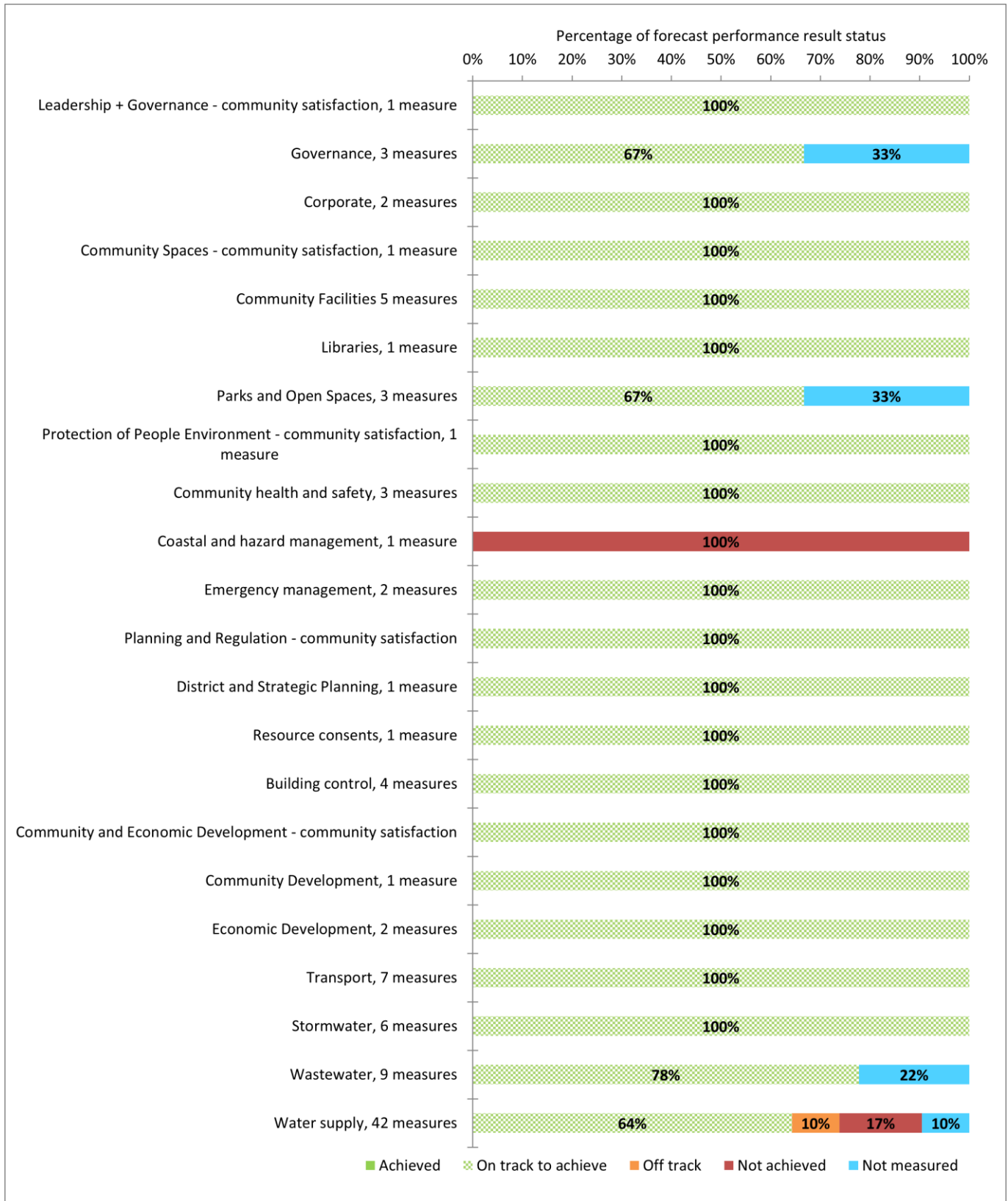
Where progress against these measures is off-track at the end of this half-year period, activity managers have been asked to explain this result and indicate steps to be taken in the coming six months to enable achievement of the performance measure. Senior management will support activity managers to achieve their non-financial performance measures by year end when they are off-track.

The performance overview chart below provides a summary of the organisation's progress against performance measures. To get a full understanding of how we are progressing against these measures, including any issues that have arisen in the last six months, please refer to the relevant individual activity section on the subsequent pages.

Community satisfaction

The 2024-2034 LTP introduced measures relating to community satisfaction for most activity groups. As a new survey has been established to measure our communities' satisfaction, the annual targets set in the LTP allowed for a design stage and establishment of baseline results in year one – this current financial year. This is reflected in each of the activity group sections below. The survey has now been designed and commissioned with 2024/25 results expected at the end of the financial year. Targets will be set in year two once the 2024/25 baseline is known and can be assessed.

2024/25 year end performance forecast status overview



He Takiwā Mahitahi | A Collaborative District

Te Hautūtanga me te Mana Urungi | Leadership and Governance

What we do

The Leadership and Governance activity is about ensuring effective, democratic local government through administering elections, Council and Committee meetings and representation reviews. It’s about providing opportunities for our diverse communities to share their voices about what matters on the Coromandel and also about honouring Te Tiriti o Waitangi (The Treaty of Waitangi) principles.

Our Community’s Satisfaction with Leadership and Governance

Our service target

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|---------------------|------------------------------------|-----------------------|-------------------------------|
| Our Governance and Corporate activities meet the needs of our communities (Governance, Corporate and Grants and Remissions) | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Governance and Corporate services as measured by an annual customer satisfaction survey (Governance, Corporate and Grants and Remissions) | New (Design survey) | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Governance

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our councillors and community board members will demonstrate to ratepayers their commitment to the democratic process [†] | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Attendance rate at Council and Community Board meetings | ≥80% | 95% | 90% | On track to achieve |
| More on the result | | | | |
| | | | | |

[†]Our targets are set to allow for realistic disruptions to our Governance services, for example, availability of elected members, their ability to access online meeting technology, weather events. The quality of community grant funding applications affects compliance with our fund criteria. As a result, our targets are lower than 100%, and at times, lower than recent performance.

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll share Council agendas publicly to assist in transparent decision-making [†] | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of Council agendas publicly available two working days or more before the meeting | 90% | 100% | 90% | On track to achieve |
| More on the result | | | | |
| | | | | |

[†]Our targets are set to allow for realistic disruptions to our Governance services, for example, availability of elected members, their ability to access online meeting technology, weather events. The quality of community grant funding applications affects compliance with our fund criteria. As a result, our targets are lower than 100%, and at times, lower than recent performance.

| You can expect: We'll promote a successful community through supporting community-driven initiatives | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of community grant funds distributed that comply with the Council's fund criteria | 90% | Not measured | Not measured | Not measured |
| More on the result | | | | |
| | | | | |

To date only the Council’s contestable grants have been the subject of this measure, not the full suite of Council grants. As part of the 2024-34 long term planning process, the contestable community grants were combined with our Community Board discretionary fund, to be managed as a discretionary fund. Currently there are no criteria for the discretionary fund.

At this time the Council’s community grant policy is under review. The policy will include criteria for all grants and result in some longer-term grants being categorised as service level agreements. The measurement of this target will be further defined prior to the year-end performance reporting.

Applications to the Community Board discretionary fund are subject to Community Boards’ decision reports which are publicly available on our website. It is anticipated that a breakdown of final Community Board discretionary fund expenditure will be provided for the Annual Report.

Corporate

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|------------|------------------------------------|--------------------------|----------------------------------|
| We'll respond to customer enquiries promptly | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of phone calls to the Council customer services number answered within 40 seconds* | ≥80% | 91% | N/A - new measure | On track to achieve |
| More on the result | | | | |
| No comments. | | | | |

*Measures calls answered by our internal Customer services team and excludes calls transferred to our after-hours/back up call centre service.

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| We'll respond promptly to customer requests for official information held by the Council under the Local Government Official Information and Meetings Act (LGOIMA) | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of decisions about information release made within 20 working days* | 80% | 99% | N/A - new measure | On track to achieve |
| More on the result | | | | |
| No comments. | | | | |

*While we'll always work to meet the legal timeframes, we've set realistic targets to be clear we won't always meet them.

Takiwā Ngangahau | A Vibrant and Safe District

He Takiwā Ā-hapori | Community Spaces

What we do

We provide many indoor and outdoor spaces where our people can come together to play, have fun, compete, connect, celebrate and commemorate. Our community centres, halls, parks and reserves provide opportunities for events that bring vibrancy to our district. Our airfields and harbour facilities provide recreational opportunities for people, and support our local economies.

Our Community's Satisfaction with Community Spaces

Our service target

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our Community Spaces activities meet the needs of our communities | | | | |
|---|-------------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Community Spaces services as measured by an annual customer satisfaction survey | New Design survey | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Community Facilities

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our community centres and halls are available and utilised for community activities | | | | |
|---|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of hours Council- operated community centres and halls are used compared to total available time. | | | | |
| Average across all Wards | >40% | 43% | 59% | On track to achieve |
| More on the result | | | | |

The Thames, Whangamatā, and Mercury Bay Wards achieved results of 53%, 61%, and 52% respectively. The Coromandel-Colville Ward had a result of 5% however the district target allowed for a lower result for the Coromandel Citizens Hall due to the size of the community it is servicing. As there is no Council owned and operated hall in the Tairua-Pāuanui ward, this Ward is not measured.

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our public toilets are clean and safe | | | | |
|---|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of our public toilets that pass audit requirements ⁺ | | | | |
| Average across all Wards | 85% | 98% | 98% | On track to achieve |
| More on the result | | | | |
| The target was achieved in all five Wards, broken down as follows: Coromandel-Colville at 99%, Tairua-Pāuanui at 100%, Thames at 98%, Whangamatā at 98%, and Mercury Bay at 95%. | | | | |
| ⁺ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll provide a safe year-round swimming pool | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The Thames public swimming pool meets Pool Safe accreditation standards | Achieved | Not measured | Achieved | On track to achieve |
| More on the result | | | | |
| The Thames Centennial Pool was last audited by PoolSafe on 19 February 2024 and has been accredited through to February 2025. The next PoolSafe accreditation audit will take place on 17 February 2025. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our Pāuanui and Thames airfields are safe for small aircraft | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of the year that airfields are open for safe use ⁺ | | | | |
| Average across all Wards | >85% | 96% | 98% | On track to achieve |
| More on the result | | | | |
| Thames airfield was closed between 2 and 12 September 2024 due to soft ground conditions and achieved a 94% result. Pāuanui airfield was closed for mowing six times and twice for leaking pipe repairs and achieved a 98% result. | | | | |
| The other Wards (Coromandel-Colville, Whangamatā, and Mercury Bay) do not have airfields. | | | | |

+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our harbour facilities are safe to use | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| All wharf facilities meet desired standards* *Meeting required standards for wharves/jetties are those achieving a condition assessment rating of 1, 2 or 3 (very good to fair) (International Infrastructure Management Manual). | | | | |
| Average across all Wards | Achieved | On track | Achieved | On track to achieve |
| More on the result | | | | |
| The Kōpū marine precinct opened for operation in June 2024. It will be assessed by a marine engineer in line with other facilities around the district, with the expected date of inspection being May 2026. Additionally, there are a handful of boat ramps which did not pass inspection (Waiomu, Raumahunga, Wyuna Bay South, and Long Bay Coromandel), however, all have plans underway for repairs and improvements. Therefore, this measure is currently on track to be achieved by the end of the 2024-25 financial year. | | | | |

Libraries

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our library spaces and our staff facilitate opportunities for people to connect with ideas, knowledge, stories, and other people | | | | |
|--|---------------------------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The total number of visitors (in person and online) is increased | New measure 300,000 baseline | 169,415 | N/A - new measure | On track to achieve |
| More on the result | | | | |
| As a new measure this is tracking well to achieve by year end. The supporting results also show how our public are engaging with and utilising our libraries for more than just books. | | | | |

Parks and Open Spaces

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll provide parks and open spaces that are well-maintained | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |

| | | | | |
|---|------|------------|------------|----------------------------|
| Percentage of parks and open spaces maintained to contract requirements. | | | | |
| Average across all Wards | >85% | 94% | 96% | On track to achieve |
| More on the result | | | | |
| The target was achieved in all five Wards: Coromandel-Colville achieved 92%, Tairua-Pāuanui achieved 98%, Thames achieved 95%, Whangamatā achieved 98%, and Mercury Bay achieved 88%. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| We'll provide playgrounds that are innovative, fit for purpose and safe | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of our play equipment that is well-designed, built and maintained as measured by NZS 5828* or relevant standard. | | | | |
| *The NZS 5828 standard is intended to promote and encourage the provision and use of playgrounds that are well designed, well-constructed, well maintained, innovative and challenging. | | | | |
| Average across all Wards | >85% | Not measured | 97% | Not measured |
| More on the result | | | | |
| This is a new measure replacing the previous one that pertained to safety only. The method to measure and provide the result will be developed and signed off prior to the Annual Report; as such, the result for all Wards in this report is not measured. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| We'll provide cemeteries that are tidy and well maintained spaces | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of cemeteries maintained to contract requirements. | | | | |
| Average across all Wards | >85% | 86% | 98% | On track to achieve |
| More on the result | | | | |
| The target was achieved in all five Wards: Coromandel-Colville achieved 86%, Tairua-Pāuanui achieved 85%, Thames achieved 85%, Whangamatā achieved 87%, and Mercury Bay achieved 86%. | | | | |

He Whakamaru Tāngata, Taiao Hoki | Protection of our People and the Environment

What we do

It's important that our people feel secure and are protected from risks to their health and wellbeing, including from weather events and the hazards they pose, both now and in future. Our safety measures range from ensuring compliance with public health and safety regulations to being ready to step into action when civil defence emergencies occur.

Our Community's Satisfaction with the Protection of our People and the Environment

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| Our Protection of People and the Environment activities (Emergency Management, Coastal and Hazard Management and Community Health and Safety) meet the needs of our communities | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Protection of People and the Environment services (Emergency Management, Coastal and Hazard Management and Community Health and Safety) as measured by an annual customer satisfaction survey | Design survey | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Emergency Management

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|--|-------------------|--|------------------------------|--------------------------------------|
| We'll support our communities in enabling them to respond to and recover from emergencies | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of community response plans reviewed per annum | 10 | 7 | 19 | On track to achieve |
| More on the result | | | | |
| Seven Community Response Plans have been reviewed: Whitianga, Whangamatā, Coromandel, Tairua, Ōpoutere, Tuatēawa and Colville. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll be prepared for and able to respond to emergencies | | | | |
|--|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The evaluation of Emergency Management annual exercise* as a measure of effectiveness of training. | | | | |
| *Annual exercise is evaluated on the Waikato Emergency Group Capability Development Scale as Advancing or above (i.e. greater than 60%) | >60% | Not applicable | Not measured | On track to achieve |
| More on the result | | | | |
| This performance measure is on track to achieve. Annual Group Exercise scheduled for 15 May 2025. Full Emergency Operations Centre and Civil Defence Centre activation and the exercise will be independently evaluated. | | | | |

Coastal and Hazard Management

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Council will undertake works to manage the effects of natural hazards | | | | |
|---|------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Capital expenditure projects are delivered within timeframe | >80% | 0% | 50% | Not achieved |
| More on the result | | | | |
| To reduce costs to Council, an unbudgeted funding request was approved by the CE in September 2024 to utilise funds from existing budgets toward emergency repair works. Therefore, this work budget was not used as planned, and the capital expenditure projects have been deferred as a result. See the below capital expenditure breakdown. | | | | |

| Key capital work projects | Original 24/25 AP Budget | Total after variances approved | Scope of work | Delivery result | What was achieved (in a nutshell) |
|---|--------------------------|--------------------------------|--|-----------------|---|
| 30m seawall extension (Shark Bite) | Nil | \$185,000 | Construct (physical works) a 30m rock seawall to protect reserve north of the existing seawall where the toilet is located on Buffalo Beach (south). | Achieved | The seawall (scope) was completed to design and within the estimated contract timeframe (3 weeks) |
| Mercury Bay Coastal Protection asset renewals | \$112,000 | \$0 - | Maintenance of seawall at Victoria Park and the Transit seawall along Buffalo Beach | Not Achieved | The budget was closed and transferred to the new (unbudgeted) 30m seawall extension protection works. |
| Mercury Bay Dune Protection | \$18,000 | \$0 - | Bollards purchase and installation | Not Achieved | The budget was closed and transferred to the new (unbudgeted) 30m seawall extension protection works. |

Community Health and Safety

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|--|------------|---------------------------------|-----------------------|-------------------------------|
| We'll ensure food businesses are producing safe food | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of registered food businesses audited within their verification schedule | ≥90% | 38% | 94% | On track to achieve |
| More on the result | | | | |
| 245 premises require auditing in 2024/25, and staff have audited 94 of them so far (up to the end of December 2024). The verification work programme for 2024/25 is more heavily balanced in the period January to June. The completion of audits will increase accordingly to meet the target by the end of the year. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|------------|---------------------------------|-----------------------|-------------------------------|
| We'll keep our communities safe from dog attacks and stock on roads | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |

| | | | | |
|---|------|-----|-----|---------------------|
| Percentage of urgent animal control issues responded to within ≤2 hours | ≥90% | 96% | 99% | On track to achieve |
| More on the result | | | | |
| Of the 84 urgent animal control issues we were notified of, 81 were responded to within two hours. The total number of requests for service about urgent animal control issues is made up of 13 (15%) reports of wandering stock on roads, 55 (65%) reports of dog attacks on animals, and 16 (19%) reports of dog attacks on people. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| We'll assess and make timely decisions on alcohol licence applications | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of unopposed alcohol licence applications assessed and prepared for the District Licencing Committee to make decisions within 60 calendar days | 85% | 94% | 94% | On track to achieve |
| More on the result | | | | |
| Of the 288 unopposed alcohol licence applications we received, 270 were sent to the District Licensing Committee within 60 calendar days. | | | | |

Te Whakamahere me te Waiture | Planning and Regulation

What we do

We deliver planning and regulatory activities through taking a balanced approach that provides for development without compromising the Coromandel’s natural and built environments, heritage and quality of life. Our Council has responsibilities for promoting the sustainable management of the natural and physical resources within the district. This includes developing and administering the District Plan and related policies, processing applications for resource consents and administering building control services.

Our Community’s Satisfaction with Planning and Regulation

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|--|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| Our Planning and Regulation activities meet the needs of our communities (District and Strategic Planning, Resource Consents and Building) | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |

| | | | | |
|--|---------------|-----|-------------------|---------------------|
| Our community's satisfaction with our Planning and Regulation services as measured by an annual customer satisfaction survey | Design survey | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

District and Strategic Planning

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| We'll make up-to-date District Plan provisions available in a timely manner | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of time the Eplan is updated within 40 working days of changes to the District Plan being made | ≥90% | 100% | 100% | On track to achieve |
| More on the result | | | | |
| No comments. | | | | |

Resource Consents

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| You can expect: | | | | |
| We'll process applications for resource consent within statutory timeframes | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of accepted land use and subdivision applications for resource consent processed within statutory timeframe** | ≥90% | 91% | 92% | On track to achieve |
| More on the result | | | | |
| We accepted 137 resource consent applications and 125 were processed on time. Recruitment of senior planning staff continues to be a challenge and effects our ability to process the more complex applications in-house. Our use of consultants is tracking less than the previous year as our junior staff have become more experienced with processing consents. | | | | |

*For the purposes of this measure, all applications processed by the Council under the Resource Management Act 1991 that have a statutory timeframe are included. This includes Resource Consents, Certificates of Compliance, Existing Use Certificates and Deemed Permitted Boundary Activities. The relevant statutory timeframe for each application type is applied when measuring performance for this measure.

+While we'll always work to meet the legal timeframes, we've set realistic targets to be clear that we won't always meet them.

Building Control

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| We'll process, inspect and certify applications for building work within statutory timeframes. | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of accepted building consent applications processed within 20 working days. | >90% | 98% | 96% | On track to achieve |
| Percentage of issued Code of Compliance Certificates processed within 20 working days. | >90% | 99.6% | 99% | On track to achieve |
| More on the result | | | | |
| Of 616 accepted building consent applications, 606 were processed within 20 working days. We continue to process our building consents in-house rather than using contractors. We also accepted 448 applications for Code Compliance Certificate and 446 were processed within 20 working days. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|--|-------------------|--|------------------------------|--------------------------------------|
| We'll inspect pool barriers according to regulations to help keep young children safe from drowning. | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of registered pools inspected for safety barriers each year according to a 3 yearly inspection cycle | >90% | 42% | 100% | On track to achieve |
| More on the result | | | | |
| Of 626 pools on our register, 268 pools require inspection this year and we've inspected 112 of them so far (up to the end of December). | | | | |

KEY: Target achieved/on track | Target not achieved/off track

You can expect:

Customers can purchase a LIM they have confidence in, in a timely manner.

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| Percentage of standard LIMs processed within 10 days | >90% | 99.8% | 88% | On track to achieve |

More on the result

Of 541 LIM applications, 540 were processed within 10 working days.

He Takiwā Tuitui, He Takiwā Aumangea |

A Connected and Resilient District

Te Whakawhanake Ā-hapori, Ā-oahaoha | Community and Economic Development

What we do

We're an important player in helping our people across the Coromandel access services, programmes and opportunities that underpin and contribute to their and their communities' health, safety and liveliness. We already actively promote our district's social, cultural and economic wellbeing by connecting people through our elected member advocacy, our networks and media channels. In addition, we are focussed on marketing the Coromandel as a premier tourist destination, growing key strategic relationships, and supporting district and community events. But we want to do more to work alongside our people so they have what they need to be strong and able to adapt and respond to future challenges.

Our Community's Satisfaction with Community and Economic Development

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our Community Development and Economic Development activities meet the needs of our communities. | | | | |
|---|--------------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Community Development and Economic Development services as measured by an annual customer satisfaction survey | Establish baseline | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Community Development

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll facilitate and support strong connections between community groups and partners. | | | | |
|--|--------------------------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of interagency collaboration meetings in the social, education, health, youth and aged care sectors facilitated by our Council. | 4 meetings organised quarterly | 50% | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Two Rangatahi Network Meetings were facilitated for agencies that work with youth from across the District. | | | | |

Economic Development

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll support businesses to upskill and thrive. | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of businesses that feel supported by our Council (as measured through a survey of local businesses) | 50% | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| A business survey is in development and will be conducted by June 2025. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll support an events programme through our District Events Fund. | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of District Events Fund allocated to community and district events. | >90% | 53% | N/A - new measure | On track to achieve |
| More on the result | | | | |
| \$35,000 was allocated to two events after one funding round of the District Events Fund in August 2024. A second and final funding round for the financial year will open in February 2025. | | | | |

Ngā Momo Waka | Transport

What we do

Safe, efficient and comfortable movement of people and freight within the district is important for staying connected and maintaining a thriving district. Our transport network, which includes roading, footpaths, cycleways and streetlights, is about providing access for pedestrians and cyclists as well as vehicles. It supports a range of lifestyle, leisure and recreational opportunities for our visitors and residents, and is critical for our rural, village and township economies.

With funding assistance from Waka Kotahi / New Zealand Transport Agency, we ensure our local roading network is maintained and renewed, and that funding for new roading infrastructure is built into our future plans. Our network is complemented by State Highways 25, 25A, and SH26, which Waka Kotahi / New Zealand Transport Agency manage on behalf of central government.

Our Community's Satisfaction with Transport

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our Roding and Footpaths, cycleways and streetlights activities meet the needs of our communities | | | | |
|---|---------------------|------------------------------------|--------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Roding and Footpaths, cycleways and streetlights services as measured by an annual customer satisfaction survey | New (Design survey) | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Roding

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: The design, maintenance and management of our roads ensures they are in good condition and safe | | | | |
|---|---------------------------------------|------------------------------------|---------------------------|----------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of the sealed local network that is resurfaced | To be confirmed annually by the Asset | 131,642m2* | 171,559m2 (5%) | On track to achieve |

| | Management Plan* | | | |
|--|-----------------------|----------------------|--|----------------------------|
| The average quality of ride on a sealed local road network, measured by smooth travel exposure | ≥85% | Not measured | 89% | On track to achieve |
| Percentage of unsealed road complying with quality requirements | ≥90% | 98.25% | 90% | On track to achieve |
| The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number | No change or decrease | Decrease of 2 | -4 (-4 crashes that involved fatalities and serious injuries) | On track to achieve |
| More on the result | | | | |
| The resurfacing programme is 75% complete. The remainder of the programme will be completed in the next quarter. | | | | |
| All crash sites have been inspected following receipt of the Police incident report, and no aspects of road condition have been identified as contributing to the incidents. | | | | |
| *Our 2024-34 Long Term Plan states that the target for this measure is “To be confirmed annually by the Asset Management Plan”. However, this target is not included in the Asset Management Plan (AMP) for the 2024/25 year, due to differences in the timing of AMP preparation compared to resurfacing programme finalisation. The AMP is finalised once the Long Term Plan or Annual Plan is adopted (usually June each year) for the forthcoming financial year. The actual resurfacing programme is not confirmed until approximately November each year due to the relative timing of the final NZTA funding cycle and programme tendering process. This process will always remain the same due to differences of financial year timing between our Council and NZTA. The target stated for the 2024/25 year was finalised in November 2024 by the Council and is 5% (170,385.4m2) of the total network (3,407,708m2). | | | | |

Footpaths, Cycleways and Streetlights

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|-------------------|--|----------------------------------|--|
| We'll ensure our footpaths are safe | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Percentage of footpaths that fall within the service standard for the condition of footpaths that is set out in the Council's long term plan* | Not measured | Not measured | 98% | On track to achieve |

*Condition rating 1 to 3

More on the result

No comment.

KEY: Target achieved/on track | Target not achieved/off track

You can expect:

We'll provide formal responses to customer service requests

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|-----------------------------|-------------------|--|----------------------------------|--|
|-----------------------------|-------------------|--|----------------------------------|--|

| | | | | |
|--|------|--------|-----|---------------------|
| Percentage of customer service requests relating to roads and footpaths to which the Council responds within 20 working days | ≥85% | 92.65% | 78% | On track to achieve |
|--|------|--------|-----|---------------------|

More on the result

No comments.

He Takiwā Hūrokuroku mō te Ratonga me te

Hanganga | A District with

Sustainable Services and

Infrastructure

Wai Ua | Stormwater

What we do

This activity group, which includes our stormwater and land drainage activities, helps us provide sustainable services and infrastructure. Stormwater is rainwater that flows from surfaces like roofs, gardens, footpaths and roads. Our stormwater services protect people and our environment from the negative impacts of stormwater run-off. We want to maintain stormwater services so that our communities remain healthy and safe and our beaches and rivers continue to be clean.

Our Community’s Satisfaction with Stormwater

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|---------------------|---------------------------------|-----------------------|-------------------------------|
| Our stormwater and land drainage activities meet the needs of our communities | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Stormwater and land drainage services as measured by an annual customer satisfaction survey | New (Design survey) | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Stormwater

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our stormwater services protect habitable areas from flooding | | | | |
|--|-------------------|--|------------------------------|--------------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of flooding events | ≤1 | 0 | 0 | On track to achieve |
| For each flooding event the number of habitable floors affected per 1,000 connected properties | ≤1 | 0 | 0 | On track to achieve |
| More on the result | | | | |
| No flooding events or habitable floors affected. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll provide a responsive stormwater request service | | | | |
|---|-------------------|--|------------------------------|--------------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The median response time to attend a flooding event, measured from the time our Council receives notification to the time that service personnel reach the site | ≤20 minutes | 0 | 0 | On track to achieve |
| Number of complaints received about the performance of the stormwater system, per 1,000 connected properties | ≤5 | 1.84 | 2.84 | On track to achieve |
| More on the result | | | | |
| Since no habitable floors were flooded, there were no occasions which needed a Council response. We received 47 total complaints regarding the performance of our stormwater systems. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|--|-------------------|--|------------------------------|--------------------------------------|
| We'll minimise the environmental impact of protecting habitable areas from flooding | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: | | | | |
| a) abatement notices | a) 0 | a) 0 | a) 0 | On track to achieve |
| b) infringement notices | b) 0 | b) 0 | b) 0 | |
| c) enforcement orders | c) 0 | c) 0 | c) 0 | |
| d) successful prosecutions received by the Council in relation to those resource consents | d) 0 | d) 0 | d) 0 | |
| More on the result | | | | |
| To date no enforcement actions have been received from Waikato Regional Council in 2024/25. | | | | |

Waipara | Wastewater

What we do

We provide wastewater services to protect the health of people and our waterways. Wastewater is the discharge from showers, baths, sinks, washing machines, dishwashers, and toilets. We collect wastewater from over 23,000 properties across 10 towns, treat it and then return clean water to the environment in a safe and healthy way. The infrastructure required is huge – 10 wastewater treatment plants, 131 pump stations and over 400km of piped mains.

Our Community's Satisfaction with Wastewater

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|---------------------|--|------------------------------|--------------------------------------|
| Our wastewater activity meets the needs of our communities | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our wastewater services as measured by an annual customer satisfaction survey | New (Design survey) | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Wastewater

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll provide adequate wastewater services for household and business use in currently serviced urban communities | | | | |
|---|------------|---------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of dry weather sewerage overflows from the territorial authority's sewerage system (per 1,000 connections per year) | ≤1 | 0.52 | 1.16 | On track to achieve |
| More on the result | | | | |
| There were 12 overflows to date during dry weather in 2024/25. We reviewed where and when the overflows occurred but found no specific trends or locations. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll respond as required to faults and complaints received from customers | | | | |
|---|-------------|---------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The total number of complaints received about sewerage, (per 1,000 connected properties) | | | | |
| Sewerage odour | ≤1 | 0.68 | 1.2 | On track to achieve |
| Sewerage system faults | ≤3 | 2.13 | 4.21 | On track to achieve |
| Sewerage system blockages | ≤3 | 0.89 | 2.23 | On track to achieve |
| Our Council's response to issues with the sewerage system | ≤2 | 0 | 0.09 | On track to achieve |
| Median response time for attendance to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel reach the site | ≤30 minutes | Not measured | 26 minutes | Not measured |
| Median response time for resolution of sewerage | ≤2:40 hours | Not measured | 3 hours 30 minutes | Not measured |

overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel confirm resolution of the blockage or other fault

More on the result

To date we have received 16 complaints relating to odour. 44% of these concerned the Pāuanui wastewater treatment plant. We are installing a new odour control system at that location due to be completed in 2024. We reviewed other complaints about odour, system faults (50 complaints) and blockages (21 complaints) and found no specific trends or locations.

Most blockages in our network are due to tree root incursions in aged pipes and fat build up (both of which are common occurrences in wastewater pipe networks). A programme to identify and replace aged pipes is ongoing.

No result for median response times is due to inaccurate data provided from our contractor. We are working with our contractor to resolve this.

KEY: Target achieved/on track | Target not achieved/off track

You can expect:

Our wastewater services will not negatively impact on public health or the natural environment in line with legislative requirements

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|--|------------|---------------------------------|-----------------------|-------------------------------|
| Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of: | | | | |
| a) abatement notices | a) 0 | a) 0 | 4 | On track to achieve |
| b) infringement notices | b) 0 | b) 0 | | |
| c) enforcement orders | c) 0 | c) 0 | | |
| d) convictions | d) 0 | d) 0 | | |
| received by the Council in relation to those resource consents | | | | |

More on the result

To date no enforcement actions have been received from Waikato Regional Council in 2024/25.

Wai Inu | Water Supply

What we do

Our water supply service treats and distributes water that we source from groundwater bores and rivers in the district. Our water supplies are required to comply with the national Drinking Water Quality Assurance Rules.

Our Community’s Satisfaction with Water Supply

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: Our Water Supply activity meets the needs of our communities. | | | | |
|--|------------------------------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Water Supply services as measured by an annual customer satisfaction survey. | Establish initial baseline results | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Water Supply

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: The Council provides safe and reliable potable water for household and business use in urban areas. (Our Thames South water supply won't be potable until a new water treatment plant is commissioned (planned for 2027/28)). | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| The Non-Financial Performance Measures Rules 2013 required local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. | | | | |
| These standards have been superseded by the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 (the regulations) and therefore the Council is reporting against these measures relying upon the relevant incorporation by reference provisions in New Zealand law. | | | | |
| Note: Although the 2023/24 Annual Report reflected both the New Zealand Drinking Water Standards (NZDWS) and Drinking Water Quality Assurance Rules (DWQAR), only the DWQAR is shown here in the last year's results column as this is the standard the Council is required to report against going forward. | | | | |

| Bacterial: | | | | |
|---|----------------|----------------------|----------------------|----------------------------|
| Thames South | Not compliant* | Not compliant | Not compliant | On track to achieve |
| <i>*Our target is 'not compliant' because upgrades are required to the Thames South water supply infrastructure to meet drinking water standards. Compliance is not achievable until this work is done. The upgrades are programmed in our 2024-2034 Long Term Plan where our target changes to 'compliant' from 2028/29.</i> | | | | |
| Thames | Compliant | Compliant | Compliant | On track to achieve |
| Coromandel | Compliant | Compliant | Compliant | On track to achieve |
| Matarangi | Compliant | Not compliant | Not compliant | Not achieved |
| Whitianga | Compliant | Compliant | Compliant | On track to achieve |
| Hāhei | Compliant | Compliant | Compliant | On track to achieve |
| Tairua | Compliant | Compliant | Compliant | On track to achieve |
| Pāuanui | Compliant | Compliant | Compliant | On track to achieve |
| Onemana | Compliant | Compliant | Not compliant | On track to achieve |
| Whangamatā | Compliant | Compliant | Not compliant | On track to achieve |
| Protozoal: | | | | |
| Thames South | Not compliant* | Not compliant | Not compliant | Not achieved |
| <i>*Our target is 'not compliant' because upgrades are required to the Thames South water supply infrastructure to meet drinking water standards. Compliance is not achievable until this work is done. The upgrades are programmed in our 2024-2034 Long Term Plan where our target changes to 'compliant' from 2028/29.</i> | | | | |
| Thames | Compliant | Compliant | Not compliant | On track to achieve |
| Coromandel | Compliant | Compliant | Not compliant | On track to achieve |
| Matarangi | Compliant | Not compliant | Not compliant | Not achieved |
| Whitianga | Compliant | Not compliant | Compliant | Not achieved |
| Hāhei | Compliant | Compliant | Not compliant | On track to achieve |
| Tairua | Compliant | Not compliant | Compliant | Not achieved |
| Pāuanui | Compliant | Not compliant | Not compliant | Not achieved |
| Onemana | Compliant | Compliant | Not compliant | On track to achieve |
| Whangamatā | Compliant | Not compliant | Not compliant | Not achieved |
| More on the result | | | | |

- Matarangi: A faulty flow meter is causing insufficient data for demonstrating compliance. Treatment process will be upgraded in Oct 2025 and will then be compliant for both Bacterial and Protozoa standards.
- Whitianga: One day of non-compliance due to a quick plant shutdown before 1080 drop.
- Tairua: Issues with server data transfer and valves. Resolved the data transferring issues and corrected the membranes programming. Faulty valves at the membranes were replaced.
- Pāuanui: Membrane developed? faulty valves leading to not – compliant? non-compliance? and those were replaced.
- Whangamatā: One of three treatment plants in Whangamatā (Wentworth Valley) experienced 3 days of non-compliance in Oct 2024 when trialing a new running setup for all 3 bores' supply.

Due to the nature of these measures, once non-compliance has been recorded the measure has not been achieved. As a result, the measures which are non-compliant in this report are marked as not achieved as opposed to off-track.

KEY: Target achieved/on track | Target not achieved/off track

You can expect:

We'll promote the efficient and sustainable use of water.

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|---|-------------|------------------------------------|--|-------------------------------|
| Percentage of real water loss from the local authority's networked reticulation system. | | | | |
| <i>The following schemes have universal metering and will use an Annual Water Balance methodology. *</i> | | | | |
| Thames | ≤39% | Not measured | 35% | On track to achieve |
| Coromandel | ≤37% | Not measured | 55% | Off track |
| Pāuanui | ≤13% | Not measured | 24% | Off track |
| <i>The following schemes do not have meters and will use appropriate alternative methodologies to measure losses. *</i> | | | | |
| Thames South | ≤40% | Not measured | 43% | Off track |
| Matarangi | ≤45% | Not measured | 20% | On track to achieve |
| Whitianga | ≤25% | Not measured | 20% | On track to achieve |
| Hāhei | ≤50% | Not measured | 17% | On track to achieve |
| Tairua | ≤40% | Not measured | 27% | On track to achieve |
| Onemana | ≤60% | Not measured | 22% | On track to achieve |
| Whangamatā | ≤40% | Not measured | 36% | On track to achieve |
| The average consumption of drinking water per day per resident | ≤575 litres | Not measured | 484 litres per resident per day | On track to achieve |

(currently based on normally resident population)

More on the result

Water losses are calculated annually and the next report will be undertaken in July 2025. We will be able to report on these measures in the 2024/25 Annual Report. For now, the end of year status is based on the most recent results from the 2023/24 Annual Report results.

**Where scheme areas have universal metering installed, we use what is called the ‘annual water balance methodology’ (to calculate the difference between the actual volume of treated water supplied to the network and the actual metered water consumption). Where scheme areas do not have metering installed, we estimate water loss using the winter water use analysis method (also referred to as the base consumption method). Both methodologies give confidence that the values are accurate to within 95% confidence limits.*

KEY: Target achieved/on track | Target not achieved/off track

You can expect:

We'll provide a responsive call-out service to attend to customers' issues with their water supply.

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|---|-------------------|--|------------------------------|--------------------------------------|
| Median response time for attendance for urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site. | <30 minutes | Not measured | 34 minutes | Not measured |
| Median response time for resolution of urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption. | <1:40 hours | Not measured | 1 hour 20 minutes | Not measured |
| Median response time for attendance for non-urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site. | <40 minutes | Not measured | 34 minutes | Not measured |
| Median response time for resolution of non-urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption/ | <2:30 hours | Not measured | 2 hours 42 minutes | Not measured |
| The total number of complaints received, per 1,000 connections: | | | | |
| Clarity | <2 | 0.05 | 0.59 | On track to achieve |

| | | | | |
|-------------------------------------|----|------|------|---------------------|
| Taste | <2 | 0 | 0 | On track to achieve |
| Odour | <2 | 0.05 | 0.2 | On track to achieve |
| Pressure of flow | <5 | 1.51 | 1.77 | On track to achieve |
| Continuity of supply | <5 | 7.14 | 9.98 | Off track |
| Response to any of the issues above | <3 | 0.34 | 0.3 | On track to achieve |

More on the result

No result for median response times is due to inaccurate data provided from our contractor. Staff are working with the contractor to resolve this.

We have received 147 complaints to date relating to no water (continuity of supply). A high number of these relate to Pūriri water supply disruptions. The new water treatment plant for Pūriri is in progress and will address the supply issues. The other complaints relate to water shutdowns to repair water leaks.

Para Totoka | Solid Waste

What we do

Our rubbish and recycling and waste minimisation activities are focused on providing for waste to be properly disposed of to help protect public health and the environment. We provide reliable and sustainable kerbside collection and transfer station services. We want to work together with our communities to reduce waste, encourage reuse and protect our environment. Our Waste Management and Minimisation Plan guides and supports these activities.

Our Community’s Satisfaction with Solid Waste

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: | | | | |
|---|---------------------|------------------------------------|-----------------------|-------------------------------|
| Our Rubbish and Recycling and Waste Minimisation activities meet the needs of our communities | | | | |
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Our community's satisfaction with our Rubbish and Recycling and Waste Minimisation services as measured by an annual customer satisfaction survey | New (Design survey) | N/A | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Survey has been designed and is in commissioning stage. | | | | |

Rubbish and Recycling

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll provide kerbside pickup services to eligible properties within the solid waste collection area, so long as it is safe to do so | | | | |
|--|--|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of justified* complaints that collection is not completed on the scheduled day, measured by the Council's request for service (RFS) system *where there is a reasonable case for the complaint | ≤3 valid complaints per year per 1,000 eligible solid waste rating units | 1.5 | 7.9 | On track to achieve |
| More on the result We are on track to achieve our target. The result is much improved from last year which is a result of moving to a new solid waste services contractor and staff now being more familiar with our district and service areas. | | | | |

KEY: Target achieved/on track | Target not achieved/off track

| You can expect: We'll maintain closed landfill sites | | | | |
|--|------------|------------------------------------|-----------------------|-------------------------------|
| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
| Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent(s) | 0 | 0 | 0 | On track to achieve |
| More on the result No formal warnings received for non-compliance. | | | | |

Waste Minimisation

Our service targets

KEY: Target achieved/on track | Target not achieved/off track

| | | | | |
|---|--|--|--|--|
| You can expect: We'll implement waste minimisation education programmes | | | | |
|---|--|--|--|--|

| What that looks like | Our target | Our result so far (31 Dec 2024) | Our results last year | Status for end of year result |
|--|--|------------------------------------|-----------------------|-------------------------------|
| Number of schools/early childhood education centres (ECEs) participating in waste education programmes | New measure: ≥ 8 schools / (ECEs) participating in waste education programmes | 35 | N/A - new measure | On track to achieve |
| More on the result | | | | |
| Waste education is very important to our schools and students. We support three waste education programmes as detailed on our website - Enviroschools, Zero Waste Education, and Paper4Trees. This year we have increased our funding in these programmes to reach more schools and students. We have 35 schools and ECEs involved in at least one of our three waste minimisation programmes. | | | | |