

10 Year Plan Performance Framework.

These levels of service and measures of success reflect the 10 Year Plan Levels of Service in the Plans. They also include the Department of Internal Affairs mandatory measures of success.

Goal 1: An Innovative and Growing City

Activity	10 YP levels of service	Measures of Success	Targets
Economic development	Support economic wellbeing through funding of external organisations.	Funding is distributed and the key objectives achieved.	Narrative measure outlining outcomes achieved by the funded organisations.
	Achieve a positive city reputation.	Measure of success and targets to be determined.	To be determined.
City Growth	Provide enough development capacity to meet expected demand for housing and business in the short, medium and long term.	Enough land is zoned, infrastructure enabled and feasible to develop, to meet growth demand.	At least three years of housing and business land with services is immediately available.
	Perform the regulatory planning role under the Local Government Act and Resource Management Act.	Resource consent applications are processed within statutory frameworks.	At least 95%.
		Building consent applications are processed within statutory frameworks.	At least 95%.
	Provide public spaces (streets, open spaces, civic and community buildings and infrastructure) that are sustainable, connected, diverse, integrated, adaptable, interesting, comfortable and safe. Work with the development community to increase knowledge and influence urban design outcomes.	City-wide urban design principles are reflected in planning advice and decision-making.	Narrative measure outlining how urban design principles are being implemented.
		There is an increase in range of building types being built in the city centre and local neighbourhoods (eg different densities, co-housing, CBD residential, green buildings).	Narrative measure outlining the range of building types.
Transport	Provide an integrated multi-modal transport network that connects people and goods with destinations in a safe,	The change in the number of fatal and serious injury crashes from the previous year on the city's local road network (mandatory measure).	Fewer than the previous year.

	efficient and sustainable manner and evolves to meet new transport demands with less reliance on private motor-vehicles.		Narrative measure outlining long-term accident trends and causes.
		The average quality of ride on the sealed local road network, measured by smooth travel exposure (mandatory measure).	Greater than 80%.
		The percentage of the sealed local road network that is resurfaced (mandatory measure).	More than 3.5%.
		The percentage of footpaths that meet Council standard (mandatory measure).	Greater than 93%.
		Percentage of requests for service relating to roads and footpaths responded to (with at least an initial response) within three working days (mandatory measure).	Greater than 95% of safety and critical requests.

Goal 2: A Creative and Exciting City

Activity	10 YP levels of service	Measures of Success	Targets
Active Communities	Provide a wide range of accessible and well-maintained play, active recreation and sports facilities to increase levels of physical activity and participation in sport and active recreation and meet a diverse range of local communities. (Note: these facilities are city reserves, suburb reserves, local reserves, sports fields, the Central Energy Trust Arena, walkways and shared paths, and swimming pools).	Increase in use of parks, sports fields and playgrounds.	Narrative measure outlining Parks Check Survey results.
		Increase in use of aquatic facilities.	Usage numbers at Lido, Freyberg and Ashhurst Pools.
		Increase in use of Central Energy Trust Arena for community sport and active recreation.	Narrative measure outlining number of community events and hours.
		Increase in satisfaction of Council’s sport and recreation facilities.	Narrative measure outlining results of user and resident feedback and surveys.
	Work in partnership with external recreation organisations, and facility providers, to help increase levels of participation in play, active recreation and sport.	Council works in partnership with external organisations.	Narrative measure outlining partnership initiatives designed to increase participation and their outcomes.
City Shaping	Implement the City Centre Streetscape Plan to increase city centre vibrancy and improve the perception of the city.	City Centre Streetscape Plan is successfully implemented.	Narrative measure outlining progress on implementing the Plan
	Implement City Shaping Plan actions in partnership with other agencies. Provide seed funding and support for people to lead public space projects to develop accessible, active, comfortable and social public places. Promote multidisciplinary working on Council and community projects to drive outcomes that deliver on multiple Council objectives.	A wide range of public space projects are implemented.	Narrative measure outlining the public space projects, their multi stakeholder / multidisciplinary nature, and their outcomes

Arts and Heritage	Provide support to community organisations, cultural Council-Controlled Organisations and individuals to help make Palmerston North a creative and exciting city.	Increase in patronage of Council-owned cultural facilities (Te Manawa, Globe Theatre, Regent Theatre, and Square Edge), as measured by reports provided by operators.	Annual patronage numbers for the CCOs increase
	Maintain and enhance cultural facilities that provide a range of opportunities for people to access and participate in the arts.	Funding is distributed and the key objectives achieved.	Narrative measure outlining outcomes achieved by the CCOs.
	Work closely with Rangitāne o Manawatū to support it to be kaitiaki of its heritage places and to increase the wider community's understanding and appreciation of Rangitāne o Manawatū heritage.	Sites of significance to Rangitāne o Manawatu are identified, protected or acknowledged.	Narrative measure outlining the number and description of sites.
	Invest in cultural heritage buildings and places to give the community the opportunity to use and appreciate their heritage values.	Increase in investment of earthquake-prone heritage buildings.	Narrative measure outlining investment in buildings and its outcomes.
	Promote and celebrate local history.	Heritage is part of the multi-disciplinary approach to working on Council projects.	Narrative measure outlining the projects and their multi-disciplinary nature.

Goal 3: Connected and Safe Communities

Activity	10 YP levels of service	Measures of Success	Targets
Connected Communities	Provide city libraries that collect, curate and provide access to knowledge, ideas and works of the imagination that are primarily focused on meeting the needs of communities with the greatest needs and reflect the diverse and changing needs of communities. Provide library programmes that support the development of literacy in all its forms.	Library users are satisfied with the services and programmes provided (physical and online).	More than 800,000 visits a year. Average use per item per year is at least 4 (physical items). Narrative measure outlining the development and use of digital collections. Narrative measure outlining the results of user and residents' satisfaction surveys.
		Library programmes reflect the changing needs of communities.	Narrative measure number and description of programmes and their outcomes.
	Provide public toilets throughout the city, to a standard that meets public expectations.	Accessible and gender-neutral toilets are provided throughout the city, and especially in places where there is the most community activity.	Narrative measure outlining number, type and location of toilets, plus annual satisfaction survey results)
	Support community centre management groups to provide community centres that are responsive to the needs of their communities.	Community centres are well used.	Narrative measure outlining use of centres and range of use with them).
	Provide cemetery services that are responsive to community needs.	Visitors to cemeteries are satisfied with the services provided.	Narrative measure outlining user and residents survey results.
	Provide warm, safe and accessible social housing for older people, people with disabilities, and other people on low incomes who experience barriers to renting in the private market.	Council's social housing tenants are satisfied with the social housing service they receive (two yearly survey).	Narrative measure outlining survey results and tenant feedback.

		<p>Council's social housing is warm and safe, as shown by compliance with the Otago Medical School He Kainga Oranga Rental Housing Warrant of Fitness Standard.</p> <p>New Council housing is accessible (as shown by Lifemark 4 Star Design Standard accreditation).</p>	Standards met.
	Support and fund communities and for-purpose organisations to build community, neighbourhood and organisational capacity and capability.	More community-led projects are supported by Council.	Narrative measure outlining description of activities funded and their outcomes.
	Provide, fund and support events so that Palmerston North has a full events calendar that caters well for different sectors of the city's population. (Footnote: this includes economic events that create and enable opportunities for employment and growth.)	<p>There are increases in:</p> <ul style="list-style-type: none"> • participation in community and city centre events • satisfaction with the annual programme of events • the range and diversity of community-led events in the city. 	Narrative measure outlining number and range of events, plus participation and satisfaction with events.
Safe Communities	Coordinate and facilitate the work of the Safety Advisory Board to enable the fulfilment of its strategic plan.	The SAB carries out a range of successful initiatives.	Narrative measure (outlining description of SAB initiatives and their outcomes).
	Achieve the Manawatū Whanganui Civil Defence Emergency Management Group goals to build resilience and disaster preparedness for civil defence and emergency situations.	Increasing preparedness for emergencies in Palmerston North.	Narrative measure outlining Manawatū-Wanganui CDEM preparedness survey results and description of initiatives.
	Enforces bylaws and legislation in relation to supply and sale of alcohol, stray and aggressive dogs, keeping animals, food and commercial premises, gambling, and excessive noise.	Bylaws are up to date and enforced.	Narrative measure outlining description of programme to develop and review bylaws and their outcomes.

Good Governance and Active Citizenship Plan	Actively engage residents in decision making	Increase in satisfaction with Council's community engagement processes	Narrative measure outlining the results of user and residents' satisfaction surveys. Narrative measure on the range of engagement techniques used.
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Goal 4: An Eco City

Activity	10 YP levels of service	Measures of Success	Targets
Climate Change and Environmental Sustainability	Foster sustainable practices and behaviours so that city residents and organisations become more sustainable.	Increase in sustainable practices.	Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts.
	Develop policies and plans and work with city stakeholders to achieve the target of a 30% reduction in greenhouse gas emissions by 2031 and continue to-reduce greenhouse gas emissions from Council’s own activities.	Decrease in Council’s total organisational emissions.	Narrative measure outlining greenhouse gas reduction initiatives and their impacts.
	Work with iwi and community groups to re-establish bush, particularly along waterways, and to control introduced predators.	Measured through Manawatū River level of service (see next item).	(see next item)
Manawatū River	Understand the relationship Rangitane o Manawatū has with Manawatu River. Increase use of the Manawatū River environment for passive and active recreation. Increase the health and amenity of the river environment through increased biodiversity.	Increase in the public use of the river environment. Increase in native planting and observed biodiversity improvements in suitable locations in the river environment. Greater connectivity of features within the Manawatū River Park.	Narrative measure outlining public use the river, biodiversity and native plantings, and connectivity of features.
Resource Recovery	Ensure the city’s solid waste is adequately and affordably managed. Maximise the proportion of waste diverted from landfill (e.g. through recycling and composting). Manage hazardous waste in an environmentally responsible manner.	Compliance with resource consents for the Resource Recovery Activity measured by the number of abatement notices, infringement notices, enforcement orders and convictions.	100% compliance.
		Decrease in per capita volume of waste sent to landfill.	Narrative measure outlining Council initiatives to decrease waste sent to landfill.

Stormwater	Provide stormwater services to protect buildings from inundation from flooding in major events.	The number of flood event per year resulting in stormwater from the Council's stormwater system entering a habitable floor in an urban area (mandatory measure).	Less than 5.
		The number of habitable floors per 1,000 properties within urban stormwater service areas affected by a flood event (mandatory measure).	Less than 2.
		Median time to attend a flooding event (note: a flooding event is one resulting in stormwater entering a habitable building) (mandatory measure).	Less than 2 hours.
		The number of complaints received about the performance of Council's stormwater system per 1,000 properties connected (mandatory measure).	Less than 15.
		Compliance with resource consents for discharge from Council's stormwater system as measured by the number of abatement notices, infringement notices, enforcement notices and convictions received by Council in relation to resource consents (mandatory measure).	100%.
Wastewater	Provide wastewater services for the safe collection, treatment and disposal of the city's wastewater.	Number of dry weather wastewater overflows from Council's wastewater system per 1,000 connections per year (mandatory measure).	Less than 1.

		Complaints per 1,000 connections about wastewater odour, system faults, system blockages and Council's response to issues with the wastewater system (mandatory measure).	Less than 15.
		Median time for attending to overflows resulting from blockages or other faults (mandatory measure).	Less than 1.5 hours.
		Median time for resolution of overflows resulting from blockages or other faults (mandatory measure).	Less than 8 hours.
		Compliance with resource consents for discharge from Council's wastewater system as measured by the number of abatement notices, infringement notices, enforcement notices and convictions received by Council in relation to resource consents.	100%.
Water	Provide water services for the provision of safe and readily available water.	Compliance with Part 4 (bacteria compliance criteria) of the Public Health Act 1956 (as amended by the Health (Drinking Water) Amendment Act 2007 (mandatory measure)).	100%.
		Compliance with Part 5 (protozoal compliance criteria) of the Public Health Act 1956 (as amended by the Health (Drinking Water) Amendment Act 2007 (mandatory measure)).	100%.

		The number of complaints per 1,000 connections relating to clarity, taste, odour, continuity of supply, drinking water pressure or flow, and Council's response to any of these (mandatory measure).	Less than 40.
		Average consumption of drinking water per day per resident (mandatory measure).	Less than 360 litres.
		Median response time for urgent call out attendance (mandatory measure).	Less than 2 hours.
		Median response time for resolution of urgent call outs (mandatory measure).	Less than 7 hours.
		Median response time for non-urgent call out attendance (mandatory measure).	Less than 10 hours.
		Median response time for resolution of non-urgent call outs (mandatory measure).	Less than 75 hours.
		Percentage of real water loss from the water reticulation network (mandatory measure).	Less than 20%.