

Appendix 1 – Detailed Non-Financial Performance Measures

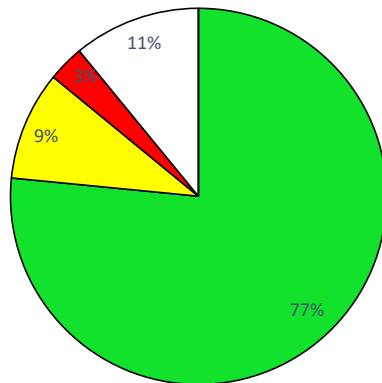
10-Year Plan KPIs

This part of the report looks at how well the Council is delivering on the performance measures.

The report is organised by Activities. Each Activity page has "traffic lights" to show progress towards the 10-Year Plan:

| | |
|---|---|
| Not yet due for measurement | W |
| On track | G |
| Not on track but still achievable | Y |
| Unlikely to achieve | R |
| Unlikely to achieve for reasons outside of Councils control | B |

Performance Measures September 2023



- On Track
- Not on track but still achievable
- Unlikely to achieve
- Not yet due for measurement

| Performance Measure Summary by Activity | G | Y | R | W | B | Total |
|--|------------|-----------|-----------|------------|----------|-----------|
| Goal 1 - An Innovative & Growing City | | | | | | |
| City Growth | 3 | 1 | 1 | - | - | 5 |
| Economic Development | 1 | - | - | 1 | - | 2 |
| Transport | 2 | 3 | - | - | - | 5 |
| Goal 2 - Creative & Exciting City | | | | | | |
| Active Communities | 1 | 2 | - | 2 | - | 5 |
| Arts, Culture and Heritage | 3 | - | - | 2 | - | 5 |
| City Shaping | 2 | - | - | - | - | 2 |
| Goal 3 - Connected & Safe Community | | | | | | |
| Connected Communities | 8 | - | - | 1 | - | 9 |
| Safe Communities | 3 | - | - | - | - | 3 |
| Goal 4 - Eco-City | | | | | | |
| Climate Change | 3 | - | - | - | - | 3 |
| Environmental Sustainability | 2 | - | - | - | - | 2 |
| Manawatu River | 1 | - | - | - | - | 1 |
| Resource Recovery | 2 | - | - | - | - | 2 |
| Stormwater | 5 | - | - | - | - | 5 |
| Wastewater | 5 | - | - | - | - | 5 |
| Water Supply | 8 | - | 1 | - | - | 9 |
| Goal 5 - Driven & Enabling Council | | | | | | |
| Good Governance and Active Citizenship | - | - | - | 1 | - | 1 |
| Total Measures | 49 | 6 | 2 | 7 | - | 64 |
| % of measures able to be measured | 77% | 9% | 3% | 11% | - | |

Quarterly Performance and Financial Report - September

| Performance Measures | Comments | Sep | Dec | March | June |
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Goal 1: An Innovative and Growing City

City Growth (Page 32 of the 10 Year Plan)

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| <p>01. Measure: Enough land is zoned, infrastructure enabled and feasible to develop, to meet growth demand. Target: At least three years of housing and business land with services is immediately available.</p> | <p>Kikiwhenua has not been delivered on time. Water and wastewater servicing is on track to be resolved for 2025/26. Speed limits and transport infrastructure are making progress, but Waka Kotahi approval is yet to be resolved. Aokautere is progressing through to hearings in late 2023. Business case and infrastructure programmes are proposed in the next LTP, with tentativeness from Waka Kotahi on enabling this growth area. Roxburgh Crescent is on track for notification in early 2024 with the final stormwater assessment completed. Ashhurst has received critical stormwater information and recommendations on mitigations or avoidance measures are currently being considered. Medium-density plan change has received a first cut of the stormwater constraints and is refining what mitigation options are available to determine the final proposed extent for the new zone before notifying in early 2024. Kākātangiata is awaiting final transport. and three waters assessments are awaiting resourcing from these other plan changes to be freed up before being able to progress.</p> | R | | | |
| <p>02. Measure: Resource consent applications are processed within statutory frameworks. Target: At least 95%</p> | <p>78 resource consents have been determined in the 1st quarter of the 2023/24 FY with 71% (55) processed within statutory timeframes. When compared to the first quarter of the 2022/23 FY, where 102 consents were determined with 37% (38) on time, this is a good start to the year, carrying on the improvements we achieved through the last 3 quarters of that FY. While the overall output is lower it is noted that the complexity of many of the consents has been higher, potentially a product of a less buoyant development industry. The outlook for the remaining FY is expected to be one of steady improvement, noting that with consents lodged being lower than the boom period, there is greater scope to increase output and speed.</p> | Y | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
|--|---|-----|-----|-------|------|
| <p>03. Measure: Building consent applications are processed within statutory frameworks. Target: At least 95%</p> | <p>Of the 230 building consent applications processed for the quarter, 221 (96%) were processed within the statutory timeframe. This quarter has been affected by reduced building consent applications due to the downturn in the economy.</p> | G | | | |
| <p>04. Measure: City-wide urban design principles are reflected in planning advice and decision-making. Target: Narrative measure outlining how urban design principles are being implemented.</p> | <p>Urban design expertise is informing Council-led District Plan Changes under development including residential intensification to meet the National Policy Statement on Urban Development and other greenfield growth in Aokautere, Kakatangiata, and Roxburgh Cres. Matangi growth area which has been developed through similar principles is now operative. Urban design expertise continues to support and guide most medium-density housing proposals through a pre-application proposal to gain resource consent. The 'Delivering Change' fund still provides support to this process where needed as well as other strategic developments seeking consent such as 83 Victoria Ave, 34 Linton St, and The Former Post Office Building. There is a higher level of integrated transport and land use planning (movement and place) underway at different scales that will greatly improve urban structure, form, function, and safety for the city. At the macro level projects include Te Utanganui, the PN Strategic Networks Plan, and the PN Parking Framework. He Ara Kotahi and CET Arena continue to have a positive city image impact on users and the quality of the places and spaces they experience. At the micro level, public space upgrades such as Cuba St. and housing intensification continue to deliver positive urban design outcomes around increasing amenities, biodiversity, improving public/private edges, increasing transport mode share integration, and compact urban form. The physical expression of city heritage and vegetation still appears to be a gap and urban design opportunity and not well addressed in public space outcomes. The CET Arena review is near completion with identity and heritage being some key principles to deliver on.</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
|---|---|----------|-----|-------|------|
| <p>05. Measure: There is an increase in range of building types being built in the city centre and local neighbourhoods (eg different densities, cohousing, CBD residential, green buildings). Target: Narrative measure outlining trends in the range of building types.</p> | <p>There continues to be low interest in city center commercial properties by developers. Some city center sites are seeking resource consent for development but retain traditional retail activities. The Former Post Office is an exception seeking to convert the majority of this heritage building into a hotel and accommodation. A new mixed-use development at 267 Main St is now complete and functioning as two retail/service businesses on the ground floor and a spacious 2-bed townhouse on the first floor. There is still room on the site for further mixed-use development to be added. This development signals a new opportunity for further mixed-use development throughout the central city business zones. Housing remains focused on infill and medium-density developments across the residential zone with a couple of medium-density housing developments being constructed within the Outer Business Zone - 34 Linton St and along Pitt St.</p> | <p>G</p> | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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| Economic Development Activity (Page 37 of the 10 Year Plan) | | | | | |
| <p>01. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the funded organisations.</p> | <p>CEDA funding has been distributed and is being delivered in accordance with the Statement of Intent. Some key projects achieved through this are Our Ask's, Te Utanganui (the Central New Zealand Distribution Hub), Air New Zealand Mission Next Gen Aircraft opportunity, Food Strategy, Destination Management Plan, and the new and enhanced wayfinding signage.</p> | G | | | |
| <p>02. Measure: Achieve a positive city reputation. Target: 3x narrative measures: Increases in positive sentiment, increase in levels of engagement, and formal survey/research</p> | <p>The media monitoring contract which analysed media sentiment has now ended, so we will instead report on Council's media interactions. This data is only for media that comes via Council's communications team, and doesn't include the significant number of media interviews/columns that the mayor and elected members do. Over the three-month period, Council had just under 300 media queries, more than 80 interviews, and 23 media releases. There was a spike due to the 'boring' story and Spain's subsequent win. This made up about 1/3 of media queries and a portion of the interviews. There was a range of major public engagement/consultation periods including Featherston St and Summerhill Drive improvements and trial, the bus shelter/bus stop programme, Speed Management Plan for schools, Broadway Ave raised crossings, food waste trial, Palmy Play, Chippendale Playground upgrade, Ashhurst Dump Station installation and a number of smaller leases. There were a range of other major communications with the community over the quarter including significant external comms to those impacted by the move to Authority Altitude. Facebook, Instagram, and LinkedIn had 3.4 million content views. Our website had over 123,000 visits. The total page view number this quarter is 816,055. The most visited pages are Rubbish and Recycling Days (51,880 views), Property and Rates Search (37,002 views), Parking Tickets (21,378 views), Cemetery and Cremation Search (19,883 views), and Maps Online (12,285 views). In this quarter, over 6,400 visitors used our website as a gateway to the Altitude payment platform over 9,400 times. The top 3 activities are paying a parking ticket (70%), registering a dog (15%), and paying rates (11%).</p> | W | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Transport (Page 42 of the 10 Year Plan)

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| <p>01. Measure: The change in the number of fatal and serious injury crashes from the previous year on the city's local road network. Fewer than the previous year. Target: Narrative measure outlining long-term accident trends and causes.</p> | <p>In the 12-month period ending 30 August 2023, there were 2 fatal and 32 serious injury crashes in Palmerston North. 5 of these involved cyclists and 7 involved pedestrians. The 12 months prior there was 1 fatal crash, and 32 were serious injury crashes. 8 of those crashes involved pedestrians and 3 involving cyclists. NOTE: Some crash data may not have been uploaded to Waka Kotahi's Crash Analysis system at the time of review. Fatal crashes tend to occur in the rural parts of the network, typically on the fringes of the urban area.</p> | Y | | | |
| <p>02. Measure: The average quality of ride on the sealed local road network, measured by smooth travel exposure. Target: Greater than 80%.</p> | <p>The smooth travel exposure for the city is calculated at 84% for the 2022/23 financial year.</p> | G | | | |
| <p>03. Measure: The percentage of the sealed local road network that is resurfaced. Target: More than 3.5%</p> | <p>2.03% of the network was resealed. A combination of high requirements for the prerequisite pre-reseal repairs plus price escalations in materials and labour have resulted in less resurfacing being able to be delivered.</p> | Y | | | |
| <p>04. Measure: The percentage of footpaths that meet Council standard. Target: Greater than 93% rated 3 or above.</p> | <p>93% of the networks footpaths is rated 1-3 (Excellent - Average). We note that standard approaches such as grinding and tree root pruning to enable path replacement is becoming less effective as the street tree stock grows. Footpath renewals are becoming increasingly difficult and requires wider strategic consideration alongside our street trees.</p> | G | | | |
| <p>05. Measure: Percentage of requests for service relating to roads and footpaths responded to (with at least an initial response) within three working days. Target: Greater than 95% of safety and critical requests.</p> | <p>87% of requests have been responded to within 3 working days. Majority of the incidents where this measure was not met was due to either contractor or internal staff capacity. Internal recruitment is underway to fill key vacancies in the Transport area which, once hired, should lift the timeliness of the response rate.</p> | Y | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Goal 2: Creative and Exciting City

Active Communities (Page 54 of the 10 Year Plan)

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| 01. Measure: Increase in use of parks, sports fields and playgrounds. Target: Narrative measure outlining Parks Check Survey results. | The Park Check Survey is undertaken between December and March each year. The survey results will be reported at the end of the 3rd Quarter. | W | | | |
| 02. Measure: Increase in use of aquatic facilities. Target: Usage numbers at Lido, Freyberg and Ashhurst Pools. | The number of users of the Lido from July 2023 – September was 84,967. This is 1.7% higher than the same period last year. The number of Under 5's was 2,378 which is a 18% decrease on last year. The number of users of the Freyberg pool was 55,159, a 6% increase in comparison to last year. The number of Under 5's was 24% higher than last year. The number of users of the Splashhurst pool was 5,839 a 28% decrease on last year. There was a 6% decrease in the number of Under 5's users. | Y | | | |
| 03. Measure: Increase in use of Central Energy Trust Arena for community sport and active recreation. Target: Narrative measure outlining number of community events and hours. | After a busy financial year, the current year has started very positively and the utilisation of Community Sports has been solid. After the 1st quarter, there have been 844 Community Sport bookings utilising 2,991 hours of use. This is compared with 860 bookings and 3,097 hours of use after the same period last year. Bookings for Community Sports are 97% and hours of use are 98% compared to last year. Statistics are in line with the past year. | Y | | | |
| 04. Measure: Increase in satisfaction of Council's sport and recreation facilities. Target: Narrative measure outlining trends in user and resident feedback and surveys. | The Park Check Survey is undertaken between December and March each year. The survey results will be reported at the end of the 3rd Quarter. | W | | | |
| 05. Measure: Council works in partnership with external organisations. Target: Narrative measure outlining partnership initiatives designed to increase participation and their outcomes. | The Council's funding agreement with Sport Manawatū is now in its second year. Reporting on achievements and delivery of agreed outcomes occurs regularly through the Culture and Sport Committee. | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Arts and Heritage (Page 63 of the 10 Year Plan)

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| <p>01. Measure: Increase in patronage of Council-owned cultural facilities (Te Manawa, Globe Theatre, Regent Theatre, and Square Edge), as measured by reports provided by operators. Target: Annual patronage numbers for the CCOs increase.</p> | <p>This information will be reported to the Culture and Sport Committee as part of the CCO's six-month report in April 2024.</p> | <p>W</p> | | | |
| <p>02. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the CCOs.</p> | <p>This information will be reported to the Culture and Sport Committee as part of the CCO's six-month report in April 2024.</p> | <p>W</p> | | | |
| <p>03. Measure: Sites of significance to Rangitāne o Manawatū are identified, protected or acknowledged. Target: Narrative measure outlining the number and description of sites.</p> | <p>The new river entrance linking Hokowhitu Lagoon to the river through the Centennial Park subdivision is nearly complete. Completion of the Albert Street entrance is on hold once again as Horizons Regional Council commences the river protection rock work. Installation work at the new park (Ruahine Reserve) will begin at the start of October 2023. The Pataka Kai and Rangitane lighting sculptures are both complete and ready for installation.</p> | <p>G</p> | | | |
| <p>04. Measure: Increase in investment of earthquake-prone heritage buildings. Target: Narrative measure outlining investment in buildings and its outcomes.</p> | <p>The Former Post Office is currently seeking resource consent. The former Kilwinning Masonic Lodge and Former Union Baptist Church on Church St have been recently acquired by a new owner with new commercial tenants occupying these buildings. These owners are actively working with Council on future plans for renewals and investment. Last quarter we issued 103 earthquake prone building notices, 3 of which are heritage buildings. We have had no funding requests for strengthening works for heritage buildings in the last quarter.</p> | <p>G</p> | | | |
| <p>05. Measure: Heritage is part of the multidisciplinary approach to working on Council projects. Target: Narrative measure outlining the projects and their multi-disciplinary nature.</p> | <p>Programmes for incorporating heritage into capital projects are being drafted for the next LTP.</p> | <p>G</p> | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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City Shaping (Page 63 of the 10 Year Plan)

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| <p>01. Measure: City Centre Streetscape Plan is successfully implemented. Target: Narrative measure outlining progress on implementing the Plan.</p> | <p>The City Centre Streetscape Plan is now incorporated into the wider City Centre Transformation programme of work. No further physical development of these streets has occurred. An Indicative Business Case (IBC) for the City Centre has just commenced which will identify the preferred option for an urban transit hub and co-funding from Waka Kotahi within this programme. This is due for completion in early 2024. We are working through the final details of the design and clarifications on 4 of the intersections to confirm the geometric design. Completion of design is expected mid-October. The terms of reference for the Project Steering Group have been approved by Council.</p> | G | | | |
| <p>02. Measure: A wide range of public space projects are implemented. Target: Narrative measure outlining the public space projects, their multi stakeholder / multidisciplinary nature, and their outcomes.</p> | <p>The Highbury Revitalisation Project co-designed with the community has now been completed. The Featherston St Cycleway has undertaken extensive community engagement with schools, businesses, and other partners including running co-design workshops and on-street trials to determine the best design cycleway options along this busy and contested street. Designs for sections of the cycleway from North St to Aroha St have now been approved to gain majority funding through Waka Kotahi 'Streets for People Fund'. This is now moving through to detailed design and implementation will fulfill a key step change in increasing the urban cycling network, as identified under the Urban Cycle Masterplan. Chippendale Reserve has been through the consultation phase. Kelvin Grove Park has had new shade structures and a new junior section, with a loop path and a potential planting project with the community to come. Two private murals have been created in the city centre (The Square and Queen St), with another one to be commissioned on the Pak n Save wall on Linton St.</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Goal 3: Connected & Safe Community

Connected Communities Activity (Page 74 of the 10 Year Plan)

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| <p>01. Measure: Library users are satisfied with the services and programmes provided. More than 800,000 visits a year. Average use per item per year is at least 4 (physical items). Target: Narrative measure outlining the development and use of digital collections. Narrative measure outlining the results of user and residents' satisfaction surveys.</p> | <p>Metrics for the first quarter were negatively impacted by the temporary closures of both the Roslyn and Awapuni community libraries. Despite this, physical visitor numbers increased by 20% with 143,459 physical visits across eight City Library locations, compared to 118,744 for the same period last year. Te Pātikitiki had a 13% increase in visitor numbers (coupled with a 30% increase in physical item use); Central Library had a 21% increase in visitors and Youth Space had a 159% increase with almost 10,000 more visitors than the same period last year. The Mobile Library was invaluable in supporting the communities at Awapuni and Roslyn while their libraries were closed. The collection continues to work hard with the average use per item being 4.58 (compared to a national average of 2.62) and 'virtual' visits included the City Library website hosting 48,771 website sessions and Manawatū Heritage with 76,193 website views and 19,981 website sessions. Our libraries hosted 18,024 PC sessions across the first quarter and 25,790 Wi-Fi sessions for the two months to the end of August (September statistics for Wi-Fi sessions were not available at the time of reporting). There were 178 heritage inquiries; 656 digital help sessions; and 934 people were assisted with reference inquiries. Our eBook & eAudio collections had 37,070 items issued in the first three months of the year which is 14.9% of total issues. The number of permanent Home Service users increased to 111 customers at the end of September.</p> | <p>G</p> | | | |
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| Performance Measures | Comments | Sep | Dec | March | June |
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| <p>02. Measure: Library programmes reflect the changing needs of communities. Target: Narrative measure number and description of programmes and their outcomes.</p> | <p>Despite not having all City Library sites open this first quarter, programming has nearly returned to pre-Covid levels. For the first three months of the year, 684 programmes were delivered with 17,104 attendees. Compared to last year, programme attendance has increased by 20% while the number of programmes delivered has increased by 6.7%. Leading into the 2023 General Election, the Manawatū Standard Candidates Forum was attended by 80 people. Community celebrations included Welcoming Week; the Moon Festival; Pilipino Language Month; Chinese Language Week with the PN Chinese Language School and the Chinese Association; and the Language Expo (showcasing 18 languages). The July School Holiday programme with Andrew Wilson Magic shows had 571 attendees across five library locations and Pop-Up Play sessions with Sport Manawatū had 70 participants. This year 750 children are enrolled in the Winter Warmers/Book Buds reading programme. The team at Youth Space is working alongside the Police to recalibrate the culture of young people spending time in Te Marae o Hine and its surrounds. This has involved the sharing of relevant information to ensure consistent messaging and timely consequences for young people pushing boundaries while in the CBD. Together with Sport Manawatū and Youth Line Central, the team also helped coordinate the agenda for the second youth sector hui – both of which have been hosted at Youth Space. The number of unique resources on Manawatū Heritage now exceeds 41,000, and uploads this quarter include those for the Manawatū Performing Arts Society and Ashhurst School. Our Outreach Coordinator builds community connections and generates new partnership projects such as the “Reading in Mind” book club (together with the Marion Kennedy Centre) which provides social and cognitive stimulation for people with early dementia.</p> | G | | | |
| <p>03. Measure: Accessible and genderneutral toilets are provided throughout the city, and especially in places where there is the most community activity. Target: Narrative measure outlining number, type and location of toilets, plus annual satisfaction survey results</p> | <p>There are 56 public toilet blocks located throughout the city. The refurbishment of the toilets located at Guilford Street, Ashhurst will be completed by November 2023. The refurbishment works included ensuring that the toilet blocks were accessible and gender neutral as appropriate. Additional new public toilets are being installed at the river-end of Albert Street and along the He Ara Kotahi pathway by the Urban Eels platform. In the latest 2022 survey most of the respondents signaled that they were either neutral (34%) or satisfied (50%) with the public toilets in the city.</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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| 04. Measure: Community centres are well used. Target: Narrative measure outlining use of centres and range of use with them | Community centres continue to be well used by a range of casual and regular user groups. Palmerston North Community Leisure was supported to implement their first financial community support initiative with Terrace End School (basketball hoops). Awapuni Community Centre is now hosting the FLIP Youth Programme with Whakapai Hauora, providing after-school activities and support. Bunnythorpe has been supported to restructure their community committees to better meet their needs. | G | | | |
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| 05. Measure: Visitors to cemeteries are satisfied with the services provided. Target: Narrative measure outlining user and residents survey trends. | Measures to collect trends are in the early stages of progress. We will report on the performance measures at the end of the financial year. | W | | | |
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| 06. Measure: Council's social housing tenants are satisfied with the social housing service they receive. Target: Narrative measure outlining survey results and tenant feedback. | The overall satisfaction rate in the 2023 survey was 97%. Of the 143 tenants who answered question 4 (overall, how satisfied are you living in a PNCC housing unit?) 139 gave a rating of 3 or 4 out of 5. The main comments we received were that the flats were warm, dry, and comfortable and that maintenance issues were sorted quickly. | G | | | |
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| Performance Measures | Comments | Sep | Dec | March | June |
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| 07. Measure: 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. Target: Standards met. | Council has circa 430 units in its housing portfolio. As of 30 September 2023, all units have been upgraded to meet the Healthy Homes and the WOF standards. | G | | | |
| 08. Measure: More community-led projects are supported by Council. Target: Narrative measure outlining description of activities funded and their outcomes. | A good range of community-led projects have been supported by Council this quarter. 9 projects were successfully funded through the Community-Led Initiatives Fund, representing an allocation of \$64,687, including several youth-focused projects, cultural celebrations and a range of Pride month events. A number of community-led activities have also been supported for Welcoming Week celebrations, language weeks and in the arts sector. | G | | | |
| 09. Measure: There are increases in: 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. Target: Narrative measure outlining number and range of events, plus participation and satisfaction with events. | Resident satisfaction with the range and diversity of community events is 70%, an increase of 10%, as indicated by the annual Resident Satisfaction Survey. The Puanga Twilight festival proved to be a community highlight this quarter, with meaningful engagement to discover the local stories around this celebration as well as the entertainment and experiences on offer while experiencing the upgraded Arena Plaza and Pit Lane areas. Palmy BID's regular markets and public activations in the central city continue to develop an audience and following with residents and provide additional vibrancy to public spaces. | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Safe Communities Activity (Page 84 of the 10 Year Plan)

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| <p>01. Measure: The SAB carries out a range of successful initiatives. Target: Narrative measure (outlining description of SAB initiatives and their outcomes).</p> | <p>This quarter, the Safety Advisory Board has been involved in collaborative responses to a number of emerging and ongoing issues. A rainbow safety plan has been developed together with NZ Police, in preparation for Pride celebrations, and a workshop was held with Youthline to better understand the needs of rainbow youth. Planning has commenced for White Ribbon Day, and work to better support people sleeping rough in the city centre is ongoing.</p> | <p>G</p> | | | |
| <p>02. Measure: Increasing preparedness for emergencies in Palmerston North. Target: Narrative measure outlining Manawatū Wanganui CDEM preparedness 2- yearly survey trends and description of initiatives.</p> | <p>The Council's Emergency Management team regularly interacts with community groups and at community events. Regular interactions with key stakeholders ensure relationships are well established before an emergency. Council Emergency Management teams' water tank project continues to be popular with the community with high regular sales. Council's Volunteer rescue team NZRT4 became re-accredited through the National Emergency Management Agency's new accreditation framework in July 2023. The Council will continue to interact with the community to be prepared for all emergencies and meet objectives from the Manawatu Whanganui CDEM group plan.</p> | <p>G</p> | | | |
| <p>03. Measure: Bylaws are reviewed on legal timeframe and enforced. Target: Narrative measure outlining description of programme to develop and review bylaws and their outcomes.</p> | <p>The Water Supply Bylaw was adopted in September. The bylaw review programme is on track. Of particular note is the significant change for speed management (no longer set through a bylaw but through a Speed Management Plan process).</p> | <p>G</p> | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Goal 4: Eco-City

Climate Change (Page 89 of the 10 Year Plan)

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| <p>01. Measure: Increase in sustainable practices. Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts.</p> | <p>The Low Carbon Fund continues to identify and fund opportunities to reduce organisational carbon emissions at low or negative net present cost. Progress this FY is continuing, with a number of promising options identified or underway. An interim report on the fund is to be presented to the March 2024 Sustainability Committee.</p> | G | | | |
| <p>02. Measure: Decrease in Council's total organisational emissions. Target: Narrative measure outlining greenhouse gas reduction initiatives and their impacts.</p> | <p>An externally audited organisational emissions inventory will be reported to the 11 October Sustainability Committee. Gross emissions through to the 2022/23 FY have decreased 31.5% since the 2015/16 baseline, well ahead of Council targets.</p> | G | | | |
| <p>03. Measure: Work with iwi and community groups to re-establish bush, particularly along waterways, and to control introduced predators. Target: Measured through Manawatū River level of service.</p> | <p>Council and Massey University have planted two hectares into native trees adjacent to the He Ara Kotahi walkway. Council continues to work with Rāngitane and private contractors to manage predators.</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Environmental Sustainability (Page 93 of the 10 Year Plan)

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| <p>01. Measure: Increase in sustainable practices.Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts.</p> | <p>Council provided support and funding for the Future Living Skills (Sustainable Living Programme). These were well attended with lots of fantastic engagement from those that attended. Staff continue to meet regularly with Plastic Pollution Challenge and Environment Network Manawatu.</p> | <p>G</p> | | | |
| <p>02. Measure: Work with iwi and community groups to re-establish bush, particularly along waterways, and to control introduced predators. Target: Measured through Manawatū River level of service.</p> | <p>Council and Massey University have planted two hectares into native trees adjacent to the He Ara Kotahi walkway. Council continues to work with Rāngitane and private contractors to manage predators.</p> | <p>G</p> | | | |

Manawatu River (Page 97 of the 10 Year Plan)

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|---|---|----------|--|--|--|
| <p>01. Measure: 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. Target: Narrative measure outlining public use the river, biodiversity and native plantings, and connectivity of features.</p> | <p>Observations indicate an increase in public use with continuous use of the He Ara Kotahi walkway, the Fitzherbert / He Ara Kotahi bridge loop, and Ahimate Reserve. Completion of the Albert Street River entrance will improve accessibility to the river at this location. The Turitea Pa site continues to attract users to venture further into the park. A river user survey was completed last year providing Council with a baseline to compare to user numbers in future years. The survey collected basic demographic information which asked users how often they visited the River Park, why they visited, if they exercised at the river more often than before its redevelopment, and for an indication of other features they would like to see developed in the River Park in the future. The survey report is currently in progress.</p> | <p>G</p> | | | |
|---|---|----------|--|--|--|

| Performance Measures | Comments | Sep | Dec | March | June |
|----------------------|----------|-----|-----|-------|------|
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Resource Recovery (Page 101 of the 10 Year Plan)

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|---|--|---|--|--|--|
| <p>01. Measure: Compliance with resource consents for the Resource Recovery Activity measured by the number of abatement notices, infringement notices, enforcement orders and convictions. Target: 100% compliance</p> | <p>100% Compliant. We continue to monitor operations to ensure compliance with our resource consent conditions, along with producing reporting as required to Horizons Regional Council</p> | G | | | |
| <p>02. Measure: Decrease in per capita volume of waste sent to landfill. Target: Narrative measure outlining Council initiatives to decrease waste sent to landfill.</p> | <p>The 2019 Waste Management and Minimisation Plan (WMMP) sets a target of increasing waste diversion from 38% to 48% by 2025. Reducing the amount of material sent to landfills is to be achieved via the 26 actions that were set out in the WMMP. Initiatives and actions currently being undertaken include but are not limited to: reinstating tours of the Materials Recovery Facility (MRF) to provide education, continued engagement with the community, administering the Resource Recovery Fund to support community waste reduction initiatives, and actively working with existing and new commercial customers to maximise the number of resources that are recovered.</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
|----------------------|----------|-----|-----|-------|------|
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Stormwater Activity (Page 107 of the 10 Year Plan)

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|--|--|---|--|--|--|
| <p>01. Measure: The number of flood event per year resulting in stormwater from the Council's stormwater system entering a habitable floor in an urban area. Target: Less than 5</p> | <p>There have been no flood events so far this year.</p> | G | | | |
| <p>02. Measure: The number of habitable floors per 1,000 properties within urban stormwater service areas affected by a flood event. Target: Less than 2</p> | <p>There have been no flood events so far this year.</p> | G | | | |
| <p>03. Measure: Median time to attend a flooding event. (note: a flooding event is one resulting in stormwater entering a habitable building) Target: Less than 2 hours</p> | <p>There have been no flood events so far this year.</p> | G | | | |
| <p>04. Measure: The number of complaints received about the performance of Council's stormwater system per 1,000 properties connected. Target: Less than 15</p> | <p>0.6</p> | G | | | |
| <p>05. Measure: 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. Target: 100% Compliance</p> | <p>100%</p> | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Wastewater Activity (Pages 107 of the 10 Year Plan)

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|---|------------|---|--|--|--|
| 01. Measure: Number of dry weather wastewater overflows from Council's wastewater system per 1,000 connections per year. Target: Less than 1 | 0.2 | G | | | |
| 02. Measure: Complaints per 1,000 connections about wastewater odour, system faults, system blockages and Council's response to issues with the wastewater system. Target: Less than 15 | 2.3 | G | | | |
| 03. Measure: Median time for attending to overflows resulting from blockages or other faults. Target: Less than 1.5 hours | 0.45 hours | G | | | |
| 04. Measure: Median time for resolution of overflows resulting from blockages or other faults. Target: Less than 8 hours | 3.3 hours | G | | | |
| 05. Measure: 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. Target: 100% compliance | 100% | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Water Activity (Pages 107 of the 10 Year Plan)

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|---|--|----------|--|--|--|
| <p>01. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: T3 Bacteria Rules. Target: 100% compliance</p> | <p>New Drinking Water Quality Assurance Rules took effect from November 2022. The "compliance goalposts" have shifted and the requirements to achieve compliance have increased. Under the old rules we were 100% compliant; under the new rules we are 89% compliant. Significant capital upgrades are required to achieve 100% compliance. These are scheduled in the LTP over the next several years.</p> | <p>R</p> | | | |
| <p>02. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: S3 Protozoa Rules. Target: 100% compliance</p> | <p>100%</p> | <p>G</p> | | | |
| <p>03. Measure: 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. Target: Less than 40</p> | <p>4</p> | <p>G</p> | | | |
| <p>04. Measure: Average consumption of drinking water per day per resident. Target: Met - Less than 360 litres</p> | <p>260</p> | <p>G</p> | | | |
| <p>05. Measure: Median response time for urgent call out attendance. Target: Less than 2 hours</p> | <p>0.5 hours</p> | <p>G</p> | | | |
| <p>06. Measure: Median response time for resolution of urgent call outs. Target: Less than 7 hours</p> | <p>4.6 hours</p> | <p>G</p> | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
|---|------------|-----|-----|-------|------|
| 07. Measure: Median response time for non-urgent call out attendance. Target: Less than 10 hours | 6.6 hours | G | | | |
| 08. Measure: Median response time for resolution of non-urgent call outs. Target: Less than 75 hours | 20.5 hours | G | | | |
| 09. Measure: Percentage of real water loss from the water reticulation network. Target: Less than 20% | 15% | G | | | |

| Performance Measures | Comments | Sep | Dec | March | June |
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Goal 5: Driven & Enabling Council

Leadership Activity (Page 128 of the 10 Year Plan)

| Performance Measures (Page 128 of the 10 Year Plan) | Comments | Sep | Dec | March | June |
|--|--|-----|-----|-------|------|
| <p>01. Measure: More than two out of every three residents (in the Residents Survey) are 'satisfied' with both the 'opportunity to have a say' and the 'ease of having a say'.</p> <p>Target: Narrative measure outlining satisfaction trends.</p> | Residents Survey results due next quarter. | W | | | |
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