

Quarterly Performance and Financial Report - December

| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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| Goal 1: An Innovative and Growing City | | | | | |
| City Growth (Page 32 of the 10 Year Plan) | | | | | |
| 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>The 2023 Housing and Business Needs Assessment has been completed, from this assessment we need to provide 9883 dwellings over the next 30 years to meet demand.</p> <p>Infill - there is capacity for approximately 1,200 new dwellings if all properties with space for additional dwellings were to be developed. There is capacity for an additional approximately 6500 dwellings if all properties over 700m2 were to demolish existing houses and develop new. Projected supply in the short term is reliant on infill subdivision continuing at historical levels to hedge any delivery risk for greenfield areas.</p> <p>Greenfield: we anticipate capacity for approximately 9600 dwellings in greenfield growth areas, predominately in the medium and long term as these areas have significant infrastructure servicing needs. This timing is likely to work out well to meet a slowing future supply of infill development as the easy lots all get developed, and will also hedge risk if stormwater ponding risk becomes a significant constraint to medium density.</p> <p>There is sufficient redevelopment potential within the existing business zones for the short and medium term, and we expect that the Te Utanganui Central New Zealand Distribution Hub will consolidate more logistics companies looking to upscale. This will consequentially free up more land within existing business zones for small-medium business.</p> <p>Note: Aokautere hearings have been held in December last year so should free up resources to progress three waters and transport assessments for plan changes such as Kākātangiata and Medium Density.</p> | R | G | | |
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| 02. Measure: Resource consent applications are processed within statutory frameworks. Target: At least 95% | <p>142 resource consents have been determined through the first two quarters of the 2023/24 Financial Year with 72% (102) processed within statutory timeframes. When compared to the same period in the previous 2022/23 Financial Year it is noted while the output is well down (199 consents were issued at the time) the percentage on time has increased markedly (from 56% at that time). This is because we have received a lower amount of consents through the first two quarters (214 vs 265) which has afforded greater capacity to get the consents issued at a quicker rate. However, it is noted that there are a significant number of large size and complex consents (predominately related to Kainga Ora) that are affecting both output and processing speed. Overall, our expectation is that the number of consents lodged, and hence issued, will continue to track lower than the 2022/23 Financial Year, reflecting a less buoyant economy in general with relatively high interest rates persisting. This leads to a final observation that we expect to continue to achieve a good level of processing speed and potentially some improvement on 72% as the year rolls on. However, it is very unlikely that the 95% target will be achieved due to the nature of the work and ongoing industry resourcing issues. In the 2024 LTP we will be recommending that this target be amended to 80% processed on time to reflect the complexity of resource consents.</p> | Y | R | | |
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| 03. Measure: Building consent applications are processed within statutory frameworks. Target: At least 95% | Of the 222 building consent applications processed for the quarter, 209 (94%) were processed within the statutory timeframe. This quarter's total of 222 building consent applications represents a slight decrease compared to the previous quarters (230), a trend affected by a number of factors such as the downturn in the economy. | G | G | | |
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| 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. | 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, Kākātangiata, and Roxburgh Cres. Aokautere Urban Growth (Plan Change G) hearings have recently been held and a decision expected by mid 2024. 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, CET Arena and recent additions to Cuba St continue to have a positive city image impact on users and the quality of the places and spaces they experience. Commercial developments within the Business Zone and housing intensification continues to deliver positive urban design outcomes around enhancing public/private edges relationships and compact urban form, increased transport mode share integration, increased visual interest, amenity and play opportunities. The physical expression of city heritage and vegetation still appears to be a gap and not well addressed in public space design outcomes. The CET Arena review is now complete with identity, wayfinding, heritage and increased public facing relationship to wider urban form being some key urban design principles to deliver on. | G | G | | |
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| 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. | There continues to be low interest in city centre commercial properties by developers. Some city centre sites are seeking resource consent for development but retaining traditional retail activities. The Former Post Office is an exception seeking to convert the majority of this heritage building into a hotel and accommodation. Housing remains focused on infill and medium-density developments across the residential zone with a couple of medium-density housing developments commencing and nearing completion within the Outer Business Zone - 34 Linton St and 18 Linton St. A six townhouse multi-unit development at Adesanya Close is now complete while other multi unit developments at North St, Ruahine St and Balrickard Way continue construction and near completion. Resource consent has been issued for up to 18 apartments in the T&G building, but the work will not be able to start until strengthening is investigated, designed, and constructed. We understand there may be some indicative interest in redevelopment of 23 Princess St to apartments and interest from a community housing provider to plan for a community housing development in the city centre (no land or proposal as of yet). Recent feedback from the development community is that with property prices as they currently are, multi-unit development has been less attractive to buyers compared to standard residential. This has led to some developers slowing down multi-unit development, but they are still positive about multi-unit in the future when the timing in the market works for them. | G | G | | |
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| Economic Development Activity (Page 37 of the 10 Year Plan) | | | | | |
| 01. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the funded organisations. | CEDA funding allocated and they are due to present their 6 month report in early 2024. CEDA annual report for 22/23 was well received and addressed key objectives. Highlights from the year include:- Te Utanganui Central NZ Distribution Hub grows adding two port partners. - Manawatū Regional Food Strategy stage two draft completed.- Manawatū 2.0 campaign PR reach of 2.7M.- Manawatū Destination Management Plan refreshed.- 3140 people attended the NZ Careers Expo.- \$193,182 in capability development support issued through the Regional Business Partners Program.- \$957,940 in Callaghan Innovation Research and Development grants issues.- 444 unique business supported (including 39 Māori businesses).(The full report is on the Council's Economic Growth Committee Agenda for 25 October 2023.) | G | G | | |
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| 02. Measure: Achieve a positive city reputation. Target: 3x narrative measures: Increases in positive sentiment, increase in levels of engagement, and formal survey/research | Over this past two-and-a-half-month period, Council has had just over 40 media queries, did more than 45 interviews and issued 33 media releases. Engagement included: Featherston St engagement on final design and construction, engagement with Summerhill design with shopping centre businesses, Speed Limits consultation, Te Utanganui engagement, Vogel St consultation, Bus shelter consultation round 2, Bill Brown- community garden consultation and the Palmerston North to Feilding shared pathway engagement. We communicated with our public on many topics, such as Library summer reading programme, Te Marae o Hine construction around the clocktower, Shakeout, pride events, campaign to get Wildbase volunteers, Diwali event, play week and play fest, summer water use, recycling week, Park Right campaign, new river entrances opening, Remembrance Day, charity stores rubbish disposal reimbursement, and swim safety campaign. Over these 2.5 months, more than 107,000 people visited our website, more than 207,000 times – of these 178,000 (85%) were what we call “engaged sessions” (ie when people download a document, or scroll at least 90% of the page). The total number of pages viewed this quarter is 738K. The most visited pages are Rubbish and recycling days (43K views) and Property and rates search (27K views).The three main ways people visit our website are organically, from a search engine like Google (69%), coming directly (13%) and via our social media channels (11%). In this quarter, 5,800 visitors used our website as the gateway to the Altitude payment platform for a total of 8,200 times – 6,300 of these were to pay a parking ticket. Across Facebook, Instagram and LinkedIn almost 2.9 million people saw our content. More than 181,000 people actively engaged through comments/likes/shares etc. More than 11,000 people clicked through to our website to learn more. On TikTok our content was viewed nearly 776,000 times and actively engaged through comments/likes/shares more than 18,528 times. | W | G | | |
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Transport (Page 42 of the 10 Year Plan)

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| 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. | In the 12-month period ending November 2023, there were 5 fatal and 38 serious injury crashes in Palmerston North. 2 of these involved cyclists and 7 involved pedestrians. The 12 months prior there was 6 fatal crashes, and 26 serious injury crashes. 7 of those crashes involved pedestrians and 1 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. | Y | Y | | |
| 02. Measure: The average quality of ride on the sealed local road network, measured by smooth travel exposure. Target: Greater than 80%. | The smooth travel exposure for the city is calculated at 84% for the 2022/23 financial year. | G | G | | |
| 03. Measure: The percentage of the sealed local road network that is resurfaced. Target: More than 3.5% | 2% 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. | Y | Y | | |
| 04. Measure: The percentage of footpaths that meet Council standard. Target: Greater than 93% rated 3 or above. | 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. | G | G | | |
| 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. | 100% of requests have been responded to within 3 working days in second quarter, with 87% in the first quarter. (Majority of the incidents where this measure was not met initially was due to either contractor or internal staff capacity. Recruitment of staff has lifted the timeliness of the response rate.) | Y | Y | | |

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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 | W | | |
| 02. Measure: Increase in use of aquatic facilities. Target: Usage numbers at Lido, Freyberg and Ashhurst Pools. | The number of users at all three pools has dropped by 2298 compared to the first 6 months of last year. Within this, the number of users at the Lido Aquatic Centre for the six-month period was 188,192 (up 1,968 users compared with the same period last year). The number of the Under 5 users was 19% lower than last year. The number of users of the Freyberg Community Pool for the six-month period was 94,953, (up 1,481 users). The number of Under 5 users 27% higher than the same period last year. The number of users for the Splashhurst Community Pool for the six-month period was 11,582, (down 2298 users), largely due a reduction in school bookings. The number of Under 5 users was 1.6% lower than last year. | Y | 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. | At the end of the second quarter of the year, the number of Community Sport events at Central Energy Trust Arena is 1,370 compared to 1,315 at the same stage last year. This is an increase of 4%. Hours of use are 4,756 compared to 4,873 last year, a decrease of 2.5%. 92,464 people has taken part in Community Sport compared to 100,111 at the same stage last year, a decrease of 7.5%. Overall everything is on track with the number of events slightly up but hours of use slightly down. | Y | G | | |
| 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 | 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. In the past 6 months its work has focussed on a co-ordinated approach to the planning of regional sports facilities and encouraging people in the City to be more active. Specific actions include: PNGHS Let's Move it programme, the 'Activating rangatahi network', regional leadership of the revised Manawatū-Whanganui Regional Sport Facility Plan, discussions with national sports organisations on multiyear partnerships to deliver national grade events on the City, and the Active Summer campaign. More | G | G | | |

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Arts and Heritage (Page 63 of the 10 Year Plan)

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| 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. | This information will not be supplied to Council officers until February 2024, as the LGA does not require CCOs to provide this information until 28 February. Patronage data will be presented as part of the CCOs' (Te Manawa, Globe Theatre and Regent Theatre) 6 month report to the Culture & Sport Committee in March 2024. | W | W | | |
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| 02. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the CCOs. | The LGA does not require CCOs to provide this information to Council officers until 28 February. Progress of performance measures will be presented as part of the CCOs' (Te Manawa, Globe Theatre and Regent Theatre) 6 month report to the Culture & Sport Committee in March 2024 | W | W | | |
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| 03. Measure: Sites of significance to Rangitāne o Manawatū are identified, protected or acknowledged. Target: Narrative measure outlining the number and description of sites. | The new river entrance linking Hokowhitu Lagoon to the river through the Centennial Park subdivision is now complete. Phase I of the Albert Street entrance is now complete, and the second phase (bollards and new driveway) will be completed once Horizons Regional Council complete river protection rock work. Development of Ruahine Reserve is now well underway. The Pataka Kai and Rangitane lighting sculptures are both complete and ready for installation. | G | G | | |
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| 04. Measure: Increase in investment of earthquake-prone heritage buildings. Target: Narrative measure outlining investment in buildings and its outcomes. | The Former Post Office has now been granted consent. Funding has been approved for detailed seismic assessments for the former Kilwinning Masonic Lodge and Former Union Baptist Church. Funding was declined for an incomplete application for strengthening and repair works for the T&G Building, but we are working with the owner to advise them on how to prepare a complete application to support strengthening works. We are working with the Hoffman Kiln Trust on advising them to prepare an application for strengthening the main kiln structure. | G | G | | |
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| 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. | Advice is being given to Palmy BID on enhanced heritage signage in the city centre, currently as an idea being explored by both the Heritage Trust and Palmy BID. No funding currently exists for incorporating heritage interpretation into Cuba Street and the Natural and Cultural Heritage Fund has been oversubscribed since August - funding has been prioritised to support repair work on two residential heritage buildings and roof replacements for the former Kilwinning Masonic Lodge and Union Baptist Church. Advice has been given to St Andrews Church regarding how to maximise both their frontage and surrounding footpath space to provide public value. | G | G | | |
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City Shaping (Page 63 of the 10 Year Plan)

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| 01. Measure: City Centre Streetscape Plan is successfully implemented. Target: Narrative measure outlining progress on implementing the Plan. | 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 is now underway to identify the preferred option for an urban transit hub and secure co-funding from Waka Kotahi with the Project Steering Group is now participating in this process. This is due for completion in early 2024. | G | G | | |
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| 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. | The Manawatū River access at Albert St is now complete and open to the public, as is the public reserve and river access at Centennial Park linking Hokowhitu Lagoon to the Manawatū River. These entrances, developed in partnership with Rangitāne, are providing enhanced identity, recreation amenity and connection into the wider river environment, increasing links with other significant sites (Ruahine Pā) as well as surrounding residential neighbourhoods. Featherston St Cycleway and associated pedestrian upgrades between Aroha St and North St is set to commence construction from mid-January 2024. These will be delivered in two phases with Aroha St to Rangitikei St commencing first and Rangitikei St to North St scheduled to commence mid-February. The changes being the result of extensive community engagement with majority funding from Waka Kotahi 'Streets for People Fund'. This will further increase the urban cycling network, as identified under the Urban Cycle Masterplan. A new city centre artwork honouring Rangitāne ancestor Ereni Te Awe Awe has been completed around the base of the Hopwood Clock in Te Marae O Hine The Square. Developed with Rangitāne, the ground pattern represents the taniko of the kaitaka (finely woven cloak) once worn by Ereni and further extends the whakatauki of He Aho Tangata (the human threads that binds us) across our city. A public mural is currently being installed on the Pak n Save wall on Linton St paid for by funding Council received from the Woman's Football World Cup. A new mural on the Tui Park toilet block has been completed. A replacement mural has been commissioned for the one on the CAB wall facing Main St to replace the vandalised mural. Initial planning for the second phase of the Highbury Shops Revitalisation Project is underway, to enhance Te Reo Māori, safety, bi-cultural elements, and play elements into the space. City Centre Play : Installation of a basketball court next to the skatepark is due for completion in March. A range of interactive musical instruments are planned for installation around the duckpond quarter of Te Marae o Hine early this year and a miniature nature play trail is planned for along Cuba Street outside Briscoes. | G | G | | |
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Goal 3: Connected & Safe Community

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

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| 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. | Physical visitor numbers increased by 15% with 276,675 visits across the eight City Library locations, compared to 240,401 for the same period last year. Of note Ashhurst Library had a 23% increase in visitor numbers; Central Library had a 15% increase; and Youth Space had a 90% increase with 13,209 more visitors than the same period last year. Annual visits per capita sits at 5.87 compared to 4.57 for the same period last year - an increase of 28%. The collection continues to work hard with the average use per item being 4.53 (compared to a national average of 2.62) and 'virtual' visits included Enterprise with 368,673 page views; the City Library website with 188,509 page views; and Manawatū Heritage with 145,862 page views and the Tour App was used 144 times. Our libraries hosted 34,670 PC sessions and 75,820 Wi-Fi sessions for the six months to the end of December. There were 332 heritage inquiries; 1266 digital help sessions; and 1673 people were assisted with reference enquiries. Our eBook & eAudio collections had 74,285 items issued in the first six months of the year which is 15.8% of total issues. The number of permanent Home Service users increased to 115 customers at the end of December. | G | G | | |
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| 02. Measure: Library programmes reflect the changing needs of communities. Target: Narrative measure number and description of programmes and their outcomes. | Library programming has nearly returned to pre-Covid levels. For the first six months of the year, 1363 programmes were delivered with 31,601 attendees with programme attendance increasing by 9.3% compared to the same period last year. Book launches included Maria Fernanda Loureiro (Molecada Batucada), Lael Chisholm, an evening with the Randell Cottage French writer in Residence Caroline Laurent and Versions Tuawha, a City Library initiative that supports new writers to become published. Community celebrations included the Tuvalu, Fijian and Niuean language weeks and Pride Month. Highlights from the October school holiday programme included clean-up days, a gorge walk, canine friends and seed sowing with the Let's Grow kaumatua. The Book Buds reading programme was successfully completed by 750 children. The Summer Reading programme commenced in December, this year including the first ever book chats in NZ Sign Language as well as English, Te Reo and nine other languages. Highlights at our community libraries included Ashhurst Library celebrating their 30th year in their current location and the team played a major role in the Ashhurst Food Drive again this year. The team at Awapuni Library featured in an article by Sport NZ with the sports kit initiative; and community craft groups and morning teas were highly attended at each location. Highlights from Youth Space programming included budgeting workshops, Ara Poutama wananga sessions, Pride Month, Friday Feeds and a Talent quest. The Youth Space and Governance teams re-energized the active citizenship space for rangatahi with Youth Council reviewing their Terms of Reference, Code of Conduct and Elected Member handbook as well as delivering a number of events including Pizza and Politics, a Head Students hui and a stall at Palmy Playfest. In addition, the Youth Council scholarships opened for applications and two rangatahi were selected for the Tuia Te Here Tangata leadership programme. Outreach initiatives included attending the PPCT (Papaioea Pasifika Community Trust) open day, the Play Festival and the Reading in Mind book group for those affected by stroke, Alzheimer's and other forms of dementia. | G | G | | |
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| 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 | There are 56 public toilet blocks located throughout the city. The refurbishment of the toilets located at Guilford Street, Ashhurst was completed in 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. This will be complete by 31 December 2023. 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. | G | G | | |
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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 experience high demand for bookings from both regular and casual users. Data available through the Skedda booking system indicates that all centres are averaging around 25-40 hours per week use, with the exception of Bunnythorpe and the Leisure Centre, which tend to be higher, and Bunnythorpe, which is lower but still in the establishment phase. Officers brought the centre Committees together for an end of year hui in November, to acknowledge their volunteer efforts throughout the year, and also to share learnings and experiences across the centres. | G | 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. | Cemetery visitors are not formally surveyed, due to the sensitive nature of their visit. Feedback received from visitors - (emails, Kbase), indicate a high level of satisfaction with services provided by Council staff. | W | G | | |
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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. This survey is conducted every two years. | G | G | | |
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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 | G | | |
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| 08. Measure: More community-led projects are supported by Council. Target: Narrative measure outlining description of activities funded and their outcomes. | Many community-led initiatives have been supported by Council through this period, through funding support, planning advice, and other support such as marketing. Event highlights of this quarter have included partnering with a number of rainbow community groups to celebrate PRIDE events in October, Moon Festival and Diwali Mela celebrations, Christmas events at Awapuni and Farnham Parks, the first community movie night of the summer series at Savage Park, an open day at the Pasifika Centre hosted by Papaioea Pasifika Community Trust, and the multicultural Palmy Play Festival during National Play Week. Project highlights have included the Epic Music Academy, which is providing music lessons for students at local primary schools. | G | G | | |
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| 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. | Public attendance at community events in the city continue to grow with weather impacting final numbers at a range of activations. Satisfaction on the diversity of council delivered events remains high (70%) as indicated by recent resident satisfaction survey results. Highlights for council this quarter include Diwali Mela, Remembrance Day, New Year's Eve in The Square and Christmas Events - A Very Palmy Christmas Concert and Parade. | G | G | | |
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Safe Communities Activity (Page 84 of the 10 Year Plan)

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| 01. Measure: The SAB carries out a range of successful initiatives. Target: Narrative measure (outlining description of SAB initiatives and their outcomes). | SAB (Safety Advisory Board) is continuing to collaborate on approaches to improve the sense of safety in the CBD. The SAB have been supportive of planning with police to ensure community safety during Pride month, White Ribbon Day planning (though the event was postponed to early 2024 due to bad weather), retail workshops delivered in partnership with Palmy BID and police, and the roll out of the rainbow Safe Spaces initiative with MALGRA. | G | G | | |
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| 02. Measure: Increasing preparedness for emergencies in Palmerston North. Target: Narrative measure outlining Manawātū Wanganui CDEM preparedness 2- yearly survey trends and description of initiatives. | The Council's Emergency Management team regularly interacts with community groups and at community events. Our regular interactions with key stakeholders at local and regional meetings 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 is refreshing our emergency Civil Defence Centre processes and engaging with Rangitāne to create a fit-for-purpose model to support our community during an emergency. 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. Council Emergency Management regularly engage with the community to increase preparedness. | G | G | | |
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| 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. | Work has begun on reviews of the Dog control policy (and bylaw) and the Animals and bees bylaw. Significant new work in speed management (development of a Speed Management Plan, rather than the current Bylaw) have continued, with hearings and decisions being made by Council this and next quarter. This work is subject to the Government's coalition agreements. | G | G | | |
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Goal 4: Eco-City

Climate Change (Page 89 of the 10 Year Plan)

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|--|--|---|---|--|--|
| 01. Measure: Increase in sustainable practices. Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts. | The Low Carbon Fund has been utilised to increase sustainable practices by purchasing new electric vehicles, installing solar panels, and upgrading to heat pumps to enable the reduction of the organisation's emissions. | G | G | | |
| | | | | | |
| 02. Measure: Decrease in Council's total organisational emissions. Target: Narrative measure outlining greenhouse gas reduction initiatives and their impacts. | Reported to the Sustainability Committee in October the total organisational emissions have dropped 31.5% since the baseline year. This means we have achieved the target set in the 2021-31 LTP. | G | G | | |
| | | | | | |
| 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. | 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. | G | G | | |
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| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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Environmental Sustainability (Page 93 of the 10 Year Plan)

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|--|--|---|---|--|--|
| 01. Measure: Increase in sustainable practices. Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts. | Council continues to support and fund the Future Living Skills (Sustainable Living Programme), which are well attended. Staff meet with representatives of Environment Network Manawatu regularly. | G | G | | |
| | | | | | |
| 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. | 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. | G | G | | |
| | | | | | |

Manawatu River (Page 97 of the 10 Year Plan)

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|---|---|---|---|--|--|
| 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. | Observations indicate public use of the river path remains high. Completion of the Albert Street River entrance has improved accessibility to the river. 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 next survey will occur in the 3rd quarter. | G | G | | |
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| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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Resource Recovery (Page 101 of the 10 Year Plan)

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|---|---|---|---|--|--|
| 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 | 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. | G | G | | |
| | | | | | |
| 02. Measure: Decrease in per capita volume of waste sent to landfill. Target: Narrative measure outlining Council initiatives to decrease waste sent to landfill. | 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. | G | G | | |
| | | | | | |

| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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Stormwater Activity (Page 107 of the 10 Year Plan)

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|---|-------------------------|---|---|--|--|
| 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 | 0 | G | G | | |
| | | | | | |
| 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 | 0 | G | G | | |
| | | | | | |
| 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 | N/A = 0 flooding issues | G | G | | |
| | | | | | |
| 04. Measure: The number of complaints received about the performance of Council's stormwater system per 1,000 properties connected. Target: Less than 15 | 0.8 | G | G | | |
| | | | | | |
| 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 | 0 | G | G | | |
| | | | | | |

| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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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 | Zero. Target Met. | G | 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 | 1.92 complaints per 1,000 connections | G | G | | |
| | | | | | |
| 03. Measure: Median time for attending to overflows resulting from blockages or other faults. Target: Less than 1.5 hours | 0.97 Hrs | G | G | | |
| | | | | | |
| 04. Measure: Median time for resolution of overflows resulting from blockages or other faults. Target: Less than 8 hours | 3.2 Hrs | G | 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 | G | | |
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| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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Water Activity (Pages 107 of the 10 Year Plan)

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|--|---|---|---|--|--|
| 01. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: T3 Bacteria Rules. Target: 100% compliance | 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. | R | R | | |
| 02. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: S3 Protozoa Rules. Target: 100% compliance | 100% | G | G | | |
| 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 | 5.6 complaints per 1,000 connections | G | G | | |
| 04. Measure: Average consumption of drinking water per day per resident. Target: Met - Less than 360 litres | 272 Litres/P/D | G | G | | |
| 05. Measure: Median response time for urgent call out attendance. Target: Less than 2 hours | 0.21 Hrs | G | G | | |
| 06. Measure: Median response time for resolution of urgent call outs. Target: Less than 7 hours | 0.84 | G | G | | |

| Performance Measures | Comments | Sep | Dec | Mar | Jun |
|---|----------|-----|-----|-----|-----|
| 07. Measure: Median response time for non-urgent call out attendance. Target: Less than 10 hours | 3.03 Hrs | G | G | | |
| | | | | | |
| 08. Measure: Median response time for resolution of non-urgent call outs. Target: Less than 75 hours | 6.02 Hrs | G | G | | |
| | | | | | |
| 09. Measure: Percentage of real water loss from the water reticulation network. Target: Less than 20% | 15% | G | G | | |
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| Performance Measures | Comments | Sep | Dec | Mar | Jun |
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Goal 5: Driven & Enabling Council

| Leadership Activity (Page 128 of the 10 Year Plan) | | | | | |
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| Performance Measures (Page 128 of the 10 Year Plan) | Comments | Sep | Dec | Mar | Jun |
| 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'. Target: Narrative measure outlining satisfaction trends. | The 2023 Residents Survey shows that 31% of residents are satisfied with "the ease of having a say in Council decision making. 42% are Neutral and 27% are Dissatisfied. For "opportunities to have a say", 38% are Satisfied, 39% are Neutral and 23% Dissatisfied. These figures are similar to 2022, but a drop from years prior to that. The 2024 results are due in June.Council encourages people to have their say by offering a range of easy-to-use techniques. It is also working to ensure residents understand the breadth and relevance of Council's services so they are more motivated to have their say. | W | R | | |
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