

## Appendix: Details of Key Performance Indicators

### Art gallery, museum and Our City

Art Gallery Commercial		Actual	Target
A range of commercial services which support the operation of the Art Gallery.	The following services will be available during the Gallery's opening hours: A café (Alchemy), a commercial gallery for the sale of decorative arts (Form Gallery) and car parking facilities.	100%	100%
Hours that the services are available to the public.	Open 7 days a week from at least 10 am to 5 pm, closed Christmas Day.	100%	100%
Public Programme at the Gallery		Actual	Target
A broad range of public exhibitions and programmes is offered.	The Gallery is in the top five attractions for Christchurch residents to take visitors.	7th	1st-5th
	Work by Canterbury artists is always on display.	100%	100%
	International exhibitions are held.	3	1
The Gallery provides art education and appreciation courses for children that are relevant to their school curricula.	School groups per year taking a course at the Gallery.	356	300
Maintaining and Improving the Collection		Actual	Target
The collection is conserved as resources permit. A plan is prepared each year based on the resources available.	Conservation plan targets are met.	100%	100%
Advice to the public is available on request.	All enquiries are followed up as soon as practicable.	100%	100%
Art in Public Places is conserved.	The targets in the Art in Public Places Conservation Plan are met.	100%	100%
Contributes to a sense of belonging to Christchurch.	Christchurch is identified as a great city to live, work and play by more than 95% of the respondents to the annual residents survey.	97%	95%

Art gallery, museum and Our City (continued)

Canterbury Museum		Actual	Target
To welcome the people of Canterbury Waitaha and our visitors to explore the diversity of the natural world and our cultural heritage; to make this a fun experience.	Develop, deliver and evaluate 20 special exhibitions.	20	20
	Deliver Public Programmes to 10,000 people.	19,085	10,000
	Deliver curriculum-based programmes to school children.	22,265	30,000
	Answer written, telephone and email enquiries.	18,856	24,500
	Open seven days a week from at least 9 am to 5 pm, closed Christmas Day.	363	364
To provide an attraction which assists the growth of regional tourism.	Increase door donations.	\$133,209	\$150,000
To properly care for more than 2.1 million heritage collection items held in trust for the people of Canterbury.	Acquire new objects for the permanent collection.	17,044	3,450
	Complete full verified documentation for all objects acquired in previous year.	3,932	3,356
	Document a further 75,000 of the two million objects acquired prior to June 2001.	127,874	75,000
	Verify accuracy of a further 75,000 electronic records for objects catalogued or accessioned prior to June 2001.	26,678	20,000
"Our City"		Actual	Target
Municipal Chambers and Provincial Council Buildings are used, while heritage values are protected.	Occupancy rates for the year.	71%	95%
Disseminate information to ratepayers, about current issues affecting the city, the Council and the environment.	Open on average at least 34 hours per week.	33 hrs	34 hrs
	Increase ratio of local residents visiting Our City.	69%	50%
	Exhibits change throughout the year.	Yes	Yes

City development

City Monitoring and Research		Actual	Target
Community Outcome Monitoring report of the LTCCP to be prepared for 2006/07.	Trend monitoring progressed in preparation for the 3 yearly LTCCP report.	On-going	Prepared for 2006/07
Supply information and analysis on trends and issues on the social environment in the city.	Website is updated with current data regularly. Requests for information from staff, elected members, government agencies and the general public are responded to within 3 working days.	100%	100%
City Plan Urban Renewal and Area Plans		Actual	Target
To promote ongoing improvements to the Proposed Plan which enhance environmental outcomes and sustainable development through the management of the city's natural and physical resources.	Address items on the defined programme of proposed variations and changes.	On Going	
Provide advice to applicants for resource consents and planners on design and layout of new buildings and sites, landscaping, signage and subdivision design, including advice for proposed changes to the City Plan.	Advice to resource consent applicants and planners provided within 10 working days.	Not Measured	90%
Prepare and implement neighbourhood and other plans for older parts of the city to renew and enhance the neighbourhood environment, and strengthen the local community.	Continue preparing and implementing community renewal plans.	3 under implementation 5 under design & consultation	
Heritage Protection		Actual	Target
Provide advice on heritage conservation issues to applicants for resource consents and planners, and advice on heritage issues for proposed changes to the City Plan.	Heritage advice is provided within 10 working days for Resource Consent processing.	Not measured	100%
Promote and advocate for heritage conservation, including facilitating conservation covenants and providing guidelines and articles.	Advocate for heritage conservation in resource consent applications and by negotiation.	On going	
	Buildings, places and objects receiving a covenant.	No longer applicable	3
	Buildings, places and objects receiving an agreement.	1	7
	Residents' satisfaction with recognition and support for heritage.	68%	70%
Maintaining our heritage stock.	Allocated discretionary grant funding is committed for the financial year.	100%	100%

City development (continued)

Policy Development		Actual	Target
Provide advice regarding the development of bylaws and other formal policies.	Policy and bylaw reports meet committee deadlines and LGA quality standards.	100%	100%
Prepare submissions on behalf of the Council to external agencies, on issues and legislation affecting the city.	Submissions on issues and legislation affecting the city are prepared by closing deadlines.	100%	100%
Provide evidence-based policy advice on social issues.	Reports on social issues meet committee deadlines and LGA quality standards.	100%	100%
Develop collaborative partnerships with other agencies which contribute to the quality of life of the people of Christchurch.	Relationship agreements developed between Council and other agencies regarding the identification of Community Outcomes.	Achieved Working with 7 partners	31/03/2005
Supporting the City Centre		Actual	Target
Carry out projects in the central city that aim to encourage people to return, enjoy and spend time in the heart of the city.	Projects to be progressed or completed include the Turners and Growers site, Poplar and Ash Streets, and greening of the central city.	On going	
	Increase in hourly pedestrian counts on main streets in central city.	Survey due 10/2006	5%
Promoting the central city as a place to be, including advocating on behalf of businesses and enterprises that are located there.	Provide promotional displays and contact points, support the Central City Mayoral Forum, and promote living in the central city to residents.	On going	
	Additional "A" grade commercial floor space, 10,000 square metres by 2010.	Awaiting Census Information	
	Number of people living in the city centre to be 10,000 by 2010.	Awaiting Census Information	8,000
	Central city businesses who have confidence in the future of business in the central city (baseline level of confidence to be established).	68%	68%
Sustainability and Environmental Protection		Actual	Target
Provide advice on sustainable development to elected members and business units.	Sustainable development advice provided on issues as required.	On going	
Develop pilot programmes in collaboration with business units to assist members of the community to adopt sustainable practices.	Pilot sustainable development programmes developed as opportunities allow.	Not measured	

Community services

Civil Defence and Rural Fire Fighting		Actual	Target
Provide a ready response with trained personnel to all rural fires in the defined rural area of the City, and ensure the public are aware of fire restrictions and bans.	Have trained personnel available for fire fighting in accordance with the abovementioned standard.	76 people	65 people
	Fire restriction/ban notices are advertised by critical dates as determined by the severity of the fire season.	100%	100%
Personnel and services are available to respond to civil emergencies caused by natural and other disasters.	Civil defence training is undertaken as per the annual training programme referred to in the agreement in place with Environment Canterbury. Targets:		
	A minimum of two Christchurch City Civil Defence Rescue Teams obtain Registered Responder status.	3	2+
	A minimum of 100 volunteers are trained to the CD responder level.	160	100+
	Christchurch residents know to look in the telephone book for information during a Civil Defence emergency.	54%	50%
Community Halls and Conveniences		Actual	Target
Community halls and cottages provide a valuable resource for the creation of local communities of interest, as meeting places and for passive and physical leisure.	Increase in the number of groups regularly using the Council's Community halls and cottages.	Not Measured	5%
	Community halls and cottages achieve 60% occupancy.	Not Measured	75%
Community Recreation		Actual	Target
Facilitate and promote community based art experiences for Christchurch residents, which reflect and celebrate local communities in the city.	Community arts projects or events in local communities delivered.	4	4
Support community-based Maori and Polynesian arts experiences for Christchurch residents, which reflect and celebrate the contribution these cultures make to our city.	Work with Maori community arts groups to develop business, marketing and funding skills.	6	6+
Assist local recreation/community groups to deliver programmes and activities, which reflect their local community.	Local recreation/community groups are assisted to deliver recreation programmes which reflect their local community.	8	6
To work with the community to provide healthy, accessible and enjoyable leisure opportunities and encourage greater levels of participation in leisure.	Residents satisfied with value for money through rates on supporting sport and recreation.	71%	70%
	Number of participants in leisure partnership programmes.	48,911	40,000
	Residents' satisfaction with opportunities for participating in recreation and leisure.	91%	93%

Community services (continued)

Community Support for Individuals and Groups		Actual	Target
Staff are available to assist community groups, individuals and agencies to participate in the social development of their communities.	Residents' rating their communities as strong and thriving.	65%	65%
The Children's and Youth Advocacy Team clearly articulate the needs of children and youth to the Council and provide a point of consultation on children and youth issues.	Work with other Council units to ensure that children's and youths' points of view are taken into account when planning and implementing projects.	Achieved	
To impact positively upon the safety, welfare and well-being of young people, children/tamariki and their families/whanau.	Children's and Youth Advocacy Team will complete children and youth related projects designed in accordance with the Council's Children's and Youth Policies.	20	15
To co-convene the Christchurch Housing Forum and the Refugee and New Migrant Forum.	Co-convene meetings for the Christchurch Housing Forum and the Refugee and New Migrant Forum.	4	6
Seek to supplement the capabilities and resources of community groups and structures.	Community groups are significantly assisted to build capabilities, resources and structures.	40	40
To provide information and advice on social development issues to elected members and Council staff.	Provide information and advice on metropolitan community issues to at least four Council projects or working parties.	Achieved	4
Early Learning Centres & Creches		Actual	Target
The Council provides three early learning centres.	Three early learning centres operate between the hours of 8.30 am and 4.30 pm for at least 48 weeks per year.	100%	100%
Events & Festivals		Actual	Target
To work with the Cathedral Square Stakeholders Group to develop a programme of activities events in the Square.	Activities occur in the Cathedral Square at least weekly.	100%	100%
	A calendar of events, festivals and entertainment activities being held in Christchurch is collated and promoted.	100%	100%
Provide funds for and monitor the production of all core funded events.	A formal funding agreement signed and managed for each core-funded festival/event.	100%	100%
General Information Services		Actual	Target
Provide general information about the community and the Council in response to walk-in, telephone and electronic customer enquiries.	Customers surveyed are satisfied with the enquiry services provided.	89%	85%
Grants for Community Projects and Activities		Actual	Target
Residents surveyed feel part of their respective communities.	Residents surveyed feel part of their respective communities.	68%	65%

Community services (continued)

Pools and Leisure Centres		Actual	Target	
Safe, healthy and pleasant environment provided.	Maintenance of pool facilities and treatment of water to ensure 100% compliance with the New Zealand Standard 5826 Pool Water Quality.	100%	100%	
Provide a range of aquatic services including lap pools, recreation pools, learner pools and paddling pools.	Outdoor pools are available during the summer months. Five indoor pools are available from 7am to 9pm every day except Christmas and for planned maintenance.	100%	100%	
	Users' overall satisfaction levels for leisure facilities to be at least 5.9 on the CERM customer survey.	6	5.9	
Providing swimming pools that are value for money.	Residents' satisfaction that the rates money spent on swimming pools represents value for money.	70%	75%	
	The cost of a swim that must be met from rates (averaged across all pools).	\$2.92	\$3.05	
Pools are available for a range of activities from leisure through to serious training.	Residents surveyed have visited a Council pool in the last year.	58%	50%	
Road Safety Promotion		Actual	Target	
Carry out road safety education and promotion programmes based on priority areas in the Road Safety Strategy, as determined by the Road Safety Coordinating Committee.	Road safety education and promotion projects completed.	100%	100%	
Conduct the Cycle Safe Programme for Year 6 students.	Year 6 students completing the Cycle Safe Programme each year.			
		Schools:	81	70
		Students:	3,445	3,300
Social Housing		Actual	Target	
A reasonable standard of accommodation is provided for people on low incomes who qualify.	Housing tenants' overall level of satisfaction.	Not Measured	80%	
	Full compliance with building safety and service specifications.	Achieved	100%	
A reasonable number of rental units is available.	Percentage of the Christchurch rental housing stock supplied by the Council.	>7%	>7%	
Tenants' abilities to live independently are reviewed periodically.	Housing tenants are visited formally at least yearly.	100%	100%	
Tenants are treated fairly in terms of the Residential Tenancies Act.	Service requests are actioned within set timeframes, as defined in the Facilities Maintenance Management contract.	95%	95%	
	Housing tenants lodging claims against the Council.	<1%	<1%	
	Penalties or fines levied against the Council.	Nil	Nil	

Community services (continued)

Sports Support and Promotion		Actual	Target
Promote Christchurch as a national and international sports destination for future events and activities.	Host international sports events/activities in Christchurch.	7	6
	Host national sports events/activities.	15	10
Assist sports associations and clubs with the development of sport in the city, through the efficient management, distribution and promotion of resources.	Pre-season promotion of Canterbury summer and winter sports associations and clubs information is published twice per year.	100%	100%
Generally promote sport and recreation in Christchurch.	Residents satisfaction that the rates money spend on supporting sport and recreation represents value for money.	71%	65%
Stadia and Sporting Facilities		Actual	Target
Provide stadia and facilities for a range of organised sports to lease. These include softball, basketball, soccer, rugby league, hockey, rugby union and others.	The Council complies with the terms of its leases, including maintaining the facilities' warrants of fitness.	100%	100%
Residents are satisfied with value for rates money spent on stadia.	Residents agree the rates money spend on stadia and sporting facilities represents value for money.	74%	68%



## Democracy and governance

Elected Member Representation		Actual	Target
The public are able to participate in decision making processes.	The people of Christchurch are satisfied with the way the Council involves the public in the decisions it makes.	45%	65%
Decisions are taken in the best interests of the city.	The people of Christchurch are satisfied that the Council makes decisions in the best interests of the city.	49%	75%
Elected Member Projects		Actual	Target
Details of projects to be funded by Community Boards for 2005-06 are shown in Volume1 of the LTCCP.	The performance of the activities supported will be reported with those activities.	Achieved	Reports provided to Boards at year end
Media Relations and External Communications		Actual	Target
Newsletters and other material are provided to the public throughout the year.	Community newsletters (City Scene) published during the year.	10	10
	Percentage of residents who read the Council newsletter, City Scene.	35%	35%
	Increase in page views to the www.ccc.govt.nz web site.	23%	20%
Enquiries from the media receive prompt attention.	All enquiries from the media receive a response within 24 hours.	100%	100%
Supporting Elected Member Decision Making		Actual	Target
To provide leadership in policy advice and support to elected members to enable Council to meet its Statutory obligations and comply with the provisions of the Local Government Information and Meetings Act.	Council meetings are notified to the public at least 10 working days prior to the meeting.	100%	100%
	Supplementary agenda items are available from the Council Office at least one working day prior to each meeting.	100%	100%

Economic development

City Promotion & International Relations		Actual	Target
Promote Christchurch as a good place to live, work, visit and do business.	Suitable Christchurch city promotional material is produced and distributed.	Achieved	
Convention & Entertainment Venues		Actual	Target
Venues are available to provide our people with a wide variety of performances and events.	Increase in Christchurch residents who have attended a performance or event at the Town Hall, Convention, or Westpac Trust Centre.	-41%	2%
Visitors are attracted to the city.	Increase in the number of delegate days at the Convention Centre.	51%	2%
Economic Development		Actual	Target
Mentor support is provided to small and medium enterprises to help them develop their management capability.	Matches between mentor and small enterprises per annum.	510	500
	Enterprises in the mentor programme are satisfied with their mentors.	80%	80%
Increase the number of new business start-ups and assist new businesses through their early growth.	Participants are satisfied with the business start-up programme.	99%	90%
Provide SMEs and Investors with a forum to source and invest equity capital.	An active investor network is operating with a minimum of 3 presentation meetings per year.	1	3
Work with key regional stakeholders to research and develop major economic initiatives of benefit to Canterbury.	At any time be actively researching, developing and delivering on at least 3 major economic development projects.	5	3
Build relations and promote increased trade between Christchurch and international markets; particularly in research, science and technology.	Companies report improved trade as a result of involvement in trade missions.	9	5
	Significant new trade, investment or research and development opportunities are identified.	3	2
Assist organizations and enterprises to secure funding to allow them to make a contribution to the Christchurch and Canterbury economies.	Organisations which receive funds achieve the objectives for which the grants were given.	Not measured	100%
Facilitate interaction between the science and research community and the business sector.	On going involvement with human-computer interface laboratory and Ultralab research activities.	On going	
	Work with Universities, CRIs and Industry to develop and manage a Centre of Excellence for the commercialisation of Research Science and Technology.	On going	

## Economic development (continued)

Employment Services		Actual	Target
To assist community groups achieve sustainable development through a range of business support services.	Community groups receiving Community Grow assistance for employment related projects.	15	15
Implement a range of workforce development initiatives that address the supply and demand for skills and talent.	Young persons achieve part- or full-time work placements.	1226	700
	Young persons access further education and training opportunities.	1126	500
	Initiatives implemented that support workforce capability in line with economic development objectives.	5	4
CDC contributes to the creation of new apprenticeship positions.	Apprenticeships created by CDC.	Replaced by other initiatives	100
CDC runs or facilitates a series of successful Careers Promotion events each year.	Career promotion events held.	4	3
	Participants' satisfaction with career promotion events.	100%	80%
Visitor Promotions		Actual	Target
Coordinate and lead the marketing of Christchurch / Canterbury with a focus on sustainable growth of visitor numbers.	National growth rates for visitor numbers (target 110%).	Results not available yet	110%
	Airlines increase their capacity into Christchurch.	Results not available yet	
Provide advice and information to visitors through the i- SITE Visitor Information Centre and the organisation's Marketing and Sales Department.	Visitor Centre is open for all but one day of the year.	100%	100%
Promote Christchurch and Canterbury as the best value New Zealand destinations for conventions, incentive travel, meetings and exhibitions.	Delegate-day numbers increase.	Results not available yet	5%
Increase the impact of international visitors on the Christchurch economy.	Increase in Christchurch visitor numbers, visitor-nights, visitor spending - at least matches the national average increase.	Results not available yet	

Library services

Building Skills for Lifelong Learning		Actual	Target
Provide programmes in libraries and in the community, which support learning and literacy.	Hours used by school visits - South Learning Centre.	1,463	1,000
	Participation in programmes.	70,110	40,000
Collections & Materials		Actual	Target
A wide range of materials is available for borrowing.	Patrons are satisfied with the range of materials available.	93%	85%
	A collection will be provided in languages other than English where there are 1000 residents or more who speak that language.	100%	100%
Heritage collections are preserved for the benefit of present and future citizens.	Items per year are added to the Heritage collection of 63,000 items.	2,223	3,000
Lending Services		Actual	Target
Collections are provided for shared use.	Turnover of the collections.	6	5
	Issues per capita.	17	17
Adequate staff and self issue machines for issuing items.	Customers satisfied with time taken to issue an item.	93%	95%
Materials are made available within a reasonable time.	Borrowers who use the service are satisfied with waiting times for a reserved book or an interloan.	95%	75%
On-line Access to Information		Actual	Target
Public access is provided to electronic content and databases.	Increase per annum in visitor sessions via the Internet.	10%	10%
	There are enough public access computers in the libraries (target: 1 per 1,625 population).	1:1,245	1:1,625
	Customers are satisfied with ease of finding electronic information.	94%	90%
Places for Reading Listening and Viewing		Actual	Target
Libraries are open a range of hours convenient to customers.	The range of opening hours for the 14 libraries cover between 9am and 9pm on weekdays and 10am to 4pm on weekends (closed on public holidays).	100%	100%
Adequate space is provided for people to read, relax and study.	Visits per capita.	10	10
	Customer satisfaction with facilities provided.	94%	90%
Services to Enquirers		Actual	Target
Commercial information service tailored to business clients' needs.	Customers are satisfied with quality and timeliness of commercial information.	Survey not done for 2005/2006	95%
Persons seeking information are able to obtain what they are looking for.	Customers are satisfied with the help available when seeking information.	90%	90%

## Parks and open spaces

Heritage Parks		Actual	Target
The Christchurch Botanic Gardens plant collections are preserved and displayed for education and scientific purposes. The grounds provide a pleasant environment for passive recreational use.	Residents have visited the Botanic Gardens in the last 12 months.	75%	85%
Provide 39 Garden Heritage Parks that are maintained to a premium standard and contribute to the Garden City image.	Turf in the parks is maintained to a premium contract standard (40 mm maximum height). Garden areas are maintained so that weeds do not detract from the appearance, with no weeds greater than 50 mm.	100%	100%
Provide spring and summer floral bedding displays in prominent areas throughout the city.	Two displays per year in 149 plots, with a total of 212,000 plants.	100%	100%
	Residents' satisfaction with the spring and summer floral bedding displays throughout the city.	90%	80%
The city's fountains, clocks, statues, and sculptures are maintained to preserve their heritage and artistic values.	At least two heritage items have major renovation work carried out per year.	2	2+
	Other fountains, clocks, statues, sculptures maintained to contract levels.	100%	100%
Landscaping the Transportation Network		Actual	Target
Street landscapes contribute to the character and form of the city and residents perceive this as value for money.	Residents who consider landscaping the city's streets is value for money.	68%	70%
Street landscape areas including road berms, medians, blips and islands are well looked after and help to improve the city's appearance.	Residents are satisfied that street landscape areas are well looked after.	78%	80%
Parks Customer Services		Actual	Target
Provide nine working cemeteries that satisfy the burial needs for the city and reflect the community's cultural diversity, including providing an Urupa.	Provide for 850 burials per year.	905	850
	No complaints received relating to burial services.	Nil	Nil
	Customers are satisfied with cemetery information and services provided.	100%	90%

Parks and open spaces (continued)

Parks Reserves and Open Spaces		Actual	Target
The city's parks and open spaces are well looked after.	Residents are satisfied that parks and open spaces are well looked after.	94%	90%
	Satisfaction of recreational groups using parks with facilities and services provided.	92%	80%
	Residents are satisfied with value for money they get with parks and playing fields.	85%	80%
Habitat protection and enhanced biological diversity, mitigation against adverse effects of development, sustainable land use.	Diversity of bird species increases on key indicator sites.	Yes	Yes
Provide a range of parks and open spaces that deliver a diversity of experiences, and cater for all ages and interests.	Maintain current levels of parks and open space in relation to population growth (per 1,000 population).	3.2 ha	2.67 hectares sports parks
		13.8 ha	13.48 hectares natural area parks
		0.9 ha	0.94 hectares neighbourhood parks
	Residents with children under 10 visit a Council playground at least once a month (annual survey & result incorrectly asked: visited a playground once in the last 12 months)	Not measured	70%
The city's parks are safe to use.	Comprehensive inspections of playground equipment are carried out on an annual basis, with fortnightly visual inspections.	100%	100%
	Residents feel safe using parks during the day time.	89%	90%

## Refuse minimisation and disposal

Waste Minimisation		Actual	Target
The resources recovered from the waste stream are used to benefit the local economy.	Full time jobs created from reusing, recycling and composting the resources recovered from waste received by the Council.	210	200
To minimise the amount of solid waste going to landfill.	Residents' satisfaction with the green crate recycling collection service provided.	94%	90%
	The proportion of waste that is received by the Council which is diverted from landfill by re-use, recycling and composting.	21%	30%
	From 1994 to 2020 the waste per person per year going to landfill is reduced by at least 65%.	755 kgs	<620 kgs
Businesses receive advice and support for improving their environmental performance.	Businesses actively engaged in the Council's waste minimisation programmes.	54	100
Refuse Transfer and Disposal		Actual	Target
Refuse stations are open at convenient times.	Excluding public holidays, refuse stations are open 8.5 hours a day, 7 days per week.	100%	100%
Waste generated by the community is disposed of safely.	Number of infringement notices served by Environment Canterbury for air, water or soil pollution.	Nil	Nil

Regulatory services

Animal Control		Actual	Target
Minimise the number of unregistered dogs in the city.	Conduct house to house surveys, including properties with dogs that have not re-registered.	Completed	
Investigate and resolve complaints about nuisances caused by dogs.	Start investigation/action of all other complaints within 24 hours.	71%	100%
	Resolve all complaints within 14 days.	86%	100%
Care for impounded dogs, endeavour to locate their owners or find suitable homes, and when necessary arrange for their disposal.	Dogs are returned to owners, found new homes or destroyed as circumstances require.	100%	100%
Building Consents		Actual	Target
Provide project information memoranda (PIMs) and process building consents within statutory timeframes.	Show an improvement in customer satisfaction (compared to base research results obtained in November 2003).	6.73	7.33
Provide inspection services which ensure that the standards required by the Building Act are met. Minimise the Council's liability as a building consent authority.	Issue Code Compliance Certificates within the time limits prescribed once advised by the owner that work is complete.	100%	100%
Ensure building owners maintain building warrants of fitness as required.	Follow up overdue warrants with a written reminder within ten working days after the due date.	100%	100%
	Commence enforcement action if compliance is not achieved within six months of a building warrant becoming overdue.	Not achieved	100%
Enforcing Legislation & Investigating Nuisances		Actual	Target
Inspect and follow up conditions imposed on resource consents.	Conditions on resource consents are monitored within the timeframe stipulated in the resource consent.	100%	100%
Respond to complaints of unreasonable and excessive noise.	In the case of unreasonable noise, commence investigations within one working day of receiving the complaint.	100%	100%
Investigate and respond to any situations likely to affect human health or safety, to be objectionable, or to cause a nuisance.	Undertake initial investigations within one working day of notification of any nuisance complaints.	100%	100%
Nuisances to residents are minimised.	Residents' satisfaction they get value for their rates money spent on regulating activities and investigating nuisances.	59%	57%
Enforce and promote compliance with the Fencing of Swimming Pools Act.	All known swimming pools are re-inspected every two years. Inspections carried out to find and record unknown pools.	4%	100%



Regulatory services (continued)

Health and Liquor Licensing		Actual	Target
Inspect food premises, hairdressers, camping grounds and funeral directors to promote and conserve the public health and to monitor compliance with all statutory requirements.	Food premises identified as having a higher potential risk in terms of food safety to be inspected at least once per year. Action taken to ensure the safety of the food and compliance with food safety and food hygiene requirements. Other registered premises to be inspected regularly to ensure compliance with the appropriate statutory requirements.	100%	100%
Ensure food premises maintain the high standards required for providing safe food.	Registered food premises require compulsory closure to meet their statutory requirements to produce safe food.	Achieved	<1%
Process applications for licences and certificates under the Sale of Liquor Act 1989.	Special Liquor licences are processed within ten working days of receiving the application.	100%	100%
	Process other Sale of Liquor Act licences within six weeks of receipt of the application (subject to other organisations supplying the required information and reports).	100%	90%
Monitor compliance with the terms and conditions of liquor licences granted.	Inspect all new premises before and after granting an initial liquor licence during their first year of operation, and report on levels of compliance.	100%	100%
	Inspect all renewals of Liquor licenses at the time of renewal, and report on levels of compliance.	100%	100%
Information on Regulatory Functions		Actual	Target
Provide advice on planning and regulatory matters.	Walk-in and phone-in customers are satisfied or more than satisfied with the service provided.	93%	85%
Land Use and Subdivision Consents		Actual	Target
Administer resource consents in an efficient, timely and fair manner for landowners, developers and for the affected community and individuals.	Show an improvement in customer satisfaction compared to November 2000. An average score of 7.0 for commercial applicants and 7.1 for private applicants where 1 is the lowest.	6.62	6.97
	Process subdivision applications within 20 working days.	81%	100%
Administer engineering approvals and inspections in an efficient, timely and fair manner for land owners, developers and the community which will occupy or adjoin the development in the future.	Approve engineering plans within 20 working days of receipt of accepted plans.	80%	100%
The city's environment remains satisfactory according to its residents.	Residents believe that building or land development has not made their area worse.	79%	88%

Streets and transport

Car Parking Services		Actual	Target
Off-street parking spaces are provided to remove street congestion and give motorists access to shops, businesses and attractions in the central city.	Vehicle uses per year of the off-street car parking places.	1.73m	1.75m
	Residents satisfaction with the availability and convenience of parking within the central city.	76%	65%
Rules for on-street parking are applied fairly.	Motorists agree that the on-street parking rules are applied fairly.	67%	65%
Footpaths		Actual	Target
To provide sealed footpath networks and pedestrian areas that are safe, comfortable, convenient and clean.	Residents' satisfaction with the quality of footpaths and pedestrian areas including seats, litter bins and landscaped features.	68%	65%
	Other defects repaired within four weeks.	99%	100%
	Renew footpath surfaces every 20 years on average.	108 km	113 km
Provide adequate and safe road crossing points for all users.	A downward trend in the five-year average of pedestrian casualties.	94% (of prior 5 year average)	
Footpaths for recreational walking, jogging, local street events. Pedestrian amenity areas are used for entertainment and events, e.g. Cathedral Square, City Mall.	An increasing number of walking trips to work each year.	5% based on 2001 Census	
	Residents satisfied with quality of footpaths, amenity areas and furniture.	68% Footpaths & 63% Amenities	60-80%
Shuttle Buses Bus Exchange and Bus Shelters		Actual	Target
Achieve a trend of increasing use of public transport.	Public transport usage trends upwards (trips per capita).	48	46
	Growth in public passenger transport user numbers.	4%	7.5%
Provide and maintain sufficient bus shelters of a suitable standard.	500 bus shelters provided by 30 June 2006.	400	500
	Residents are satisfied with the condition and appearance of the bus shelters, seats and signage.	65%	65%
Provide enough bus stops that the majority of houses in Christchurch are within walking distance.	A bus stop is within 500m of 95% of houses in Christchurch.	Not measured	100%

## Streets and transport (continued)

Street Lighting		Actual	Target
Efficiency of lights.	Increase in efficacy (output or Lumens, compared to input or Watts) compared to the previous year.	81.9	51.7
Provide a reliable street lighting system.	Percentage of lights in operation at any time.	99%	99%
Provide street lighting that improves the safety and navigation of all street users.	Residents' satisfaction with the condition and adequacy of street lighting.	78%	75%
Traffic Management		Actual	Target
Provide road markings, traffic signs and traffic signals that contribute to the safety and efficiency of the roading system.	Reduction in the five year average of crashes per 10,000 people.	23 (compared to 23 in prior period)	
	Residents rate the city's directional signage as satisfactory or better.	85%	85%
	Broken, faded or missing signs are repaired promptly as follows: stop and give way signs within two hours, information signs within seven days and parking/bus stop signs within two weeks of identification/notification.	95%	100%
	Road markings are remarked every nine months.	100%	100%
Average response time to telephone requests for enforcement assistance.	Average response time to telephone requests for enforcement assistance. Central City: 10-15 minutes	13 min	10-15 min
	Suburbs: 15-20 minutes	17 min	15-20 min
Underground Wiring Conversion		Actual	Target
Environmental			
Improve the streets by undergrounding of overhead wiring. Undergrounding to be done in conjunction with street renewal projects, with priority given to tourist and main traffic routes.	Undergrounding this year in conjunction with street renewal projects.	4km	3km

Streets and transport (continued)

Vehicle Ways		Actual	Target
Manage vehicle emissions by minimising congestion.	Volume of petrol and diesel sold in Christchurch each year increases at a slower rate than the growth in vehicle numbers.	Fuel volume increase 1% & Traffic volume increase 2.1%	
Roads are kept clean, contributing to an attractive landscape, and provide for stormwater runoff.	Channels, medians and islands are swept and cleaned regularly. In general, inner city roads cleaned daily, commercial areas and arterial roads once to twice weekly, urban dished channel every four weeks and urban flat channel every six weeks.	95%	80%
	Amount of kerb and dished channel replaced with kerb and flat channel each year, in conjunction with street renewal projects.	20.3 km	21 km
Assist in managing congestion and reducing emissions by encouraging modal change, where car use is reduced and the use of other modes of transport is increased.	Journeys to work in Christchurch city made by bus. (Actual results are estimates as Census is every 5 years).	5%	6% (2011)
	Journeys to work in Christchurch city made by cycle. (Actual results are estimates as Census is every 5 years).	6%	12% (2011)
Street renewals to improve the urban environment.	Residents' satisfaction with the results of street renewal projects.	82%	80%
Provide vehicle ways that are safe.	Residents' satisfaction that traffic moves smoothly and safely.	56%	80%
Provide roads that are suitable for the needs of the city.	Residents' satisfaction with the quality of the carriageway, bridges and structures, kerbs and channels, and cycle ways.	66%	70%
	Residents' satisfaction they receive value for rates money spent on roads and footpaths.	66%	85%

### Wastewater collection, treatment and disposal

Wastewater Collection		Actual	Target
Wastewater services are cost-effective.	Customer satisfaction that the wastewater service is value for money.	84%	90%
Odours originating from collection system are managed and reduced.	Number of reported incidents of offensive odours from the collection system.	0	<5
Wastewater Treatment and Disposal		Actual	Target
Odours originating from the Treatment Plant are managed and reduced.	Number of reported incidents of offensive odours originating from the Treatment Plant.	2	<5

Water supply

Supply of Water		Actual	Target
Water supply services are cost-effective.	Water cost per connection.	\$117	<\$113
	Customer satisfaction with value for money.	Not Measured	90%
High quality water is delivered to customers.	Achieving the highest Ministry of Health water grading possible without chlorination (B for source and treatment, A for the distribution system).	Not Measured	B A
A reliable and consistent supply of water is delivered to customers.	Customer satisfaction with the reliability and consistency of the water supply.	99%	90%

### Waterways and land drainage

		Actual	Target
Storm water retention and inline storage (such as ponding areas) for managing surface water are provided in new developments.	No increase in peak discharges as a result of urbanisation.	Nil	Nil
Managing waterways to meet drainage requirements while protecting and conserving environmental values.	Protect at least one kilometre of waterway margins per year by covenant, reserve contribution or road stopping.	1.12 km	1.00 km
	Residents believe waterways, drains and wetlands are well looked after.	77%	70%
	Waterways cleared of vegetation at least 2 times per year, to maintain efficient drainage.	3+	2+
Provide opportunities to raise people's awareness, involve communities, and develop understanding and guardianship of waterways.	Six educational bus trips organised per year.	Trips suspended	6
	At least three community groups involved in environmental monitoring and guardianship and maintenance of the WaterLink web site.	5	3+

