

Clause 8
Appendix 7:

Proposed Changes to Levels of
Service

Appendix 7(a)

Proposed changes to levels of service as a result of earthquakes

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Active Travel	Percent of total trips per person per year by active travel (cycling)	Cycling: 20110-12 - Likely to be maintained at or around 2.4%	Cycling: 2011-12 - Likely to be maintained at or around 2% due to disrupted roads
	Perception that Christchurch is a cycle friendly city	66% agree and strongly agree by 2012	50% agree and strongly agree in 2012 (target lowered because of EQ impact)
Art Gallery and Museums	Public programmes and school-specific programmes delivered	Maintain at 15,000 attend school programmes pa	Maintain at 10,000 attend school programmes pa
Cemeteries	Cost of maintaining Cemeteries:At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end:	\$12,460 / hectare (to be confirmed)	\$12,460 / hectare
City and Community Long-Term Policy and Planning	Area Plans are progressed.	Draft Belfast Area Plan (BAP) implementation plan is completed by March 2011	Draft Belfast Area Plan (BAP) implementation plan is completed by March 2012
		Progress on the Belfast Area Plan (BAP) implementation plan is reported on biannually	Progress on the Belfast Area Plan (BAP) implementation plan is reported on annually
		Progress on the South West Area Plan (SWAP) implementation plan is reported on biannually	Q_Progress on the South West Area Plan (SWAP) implementation plan is reported on annually
	Community Outcomes are reviewed according to statutory requirements	Review of Community Outcomes completed by 30 June 2012	Review of Community Outcomes completed by 30 June 2013
	Development of policy and plans to implement the Councils components of the Greater Christchurch Urban Development Strategy (UDS) Action Plan.	At least 85% of milestones agreed for each year are achieved.	Milestones to be set according to outcomes of Environment Court Adjournment of PC1
		Council approves a work programme, based on the approved UDS Action Plan, by 30 June for the following financial year.	Council approves a work programme, based on the approved UDS Action Plan, at a time to be determined over the next nine months once the permanent UDS IMG manager's appointment.

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Commercial and industrial waste minimisation	Businesses actively taking part in Target Sustainability	Average of 100 businesses actively taking part in Target Sustainability each year	Average of 50 businesses actively taking part in Target Sustainability each year
	Number of waste reduction, energy and water efficiency case studies produced for businesses actively taking part in Target Sustainability resource efficiency initiatives	10 waste reduction case studies per year, with each case study demonstrating a >=10% reduction in waste sent to landfill per identified project from when the business(es) concerned participated in the Target Sustainability waste reduction initiative	5 waste reduction case studies per year, with each case study demonstrating a >=10% reduction in waste sent to landfill per identified project from when the business(es) concerned participated in the Target Sustainability waste reduction initiative (reduc
	Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received	>=85% customer satisfaction each year	>=75% customer satisfaction each year (target lowered because of EQ impact)
Community Facilities	The portfolio of community centres/halls/cottages is maintained	Maintain the number of community centres, halls and cottages at 52: that is 1 community centre/hall/cottage per 6700 residents	Maintain the number of community centres, halls and cottages at 39 (pending repair/rebuild): that is 1 community centre/hall/cottage per 6700 residents
	The portfolio of community centres/halls/cottages is maintained (non-LTCCP)	12 community centres/halls/cottages managed by Council	Minimum of 12 community centres/halls/cottages managed by Council
Community Grants	Volunteer hours leveraged per \$1 of Council grant funding	850,000 volunteer hours	550,000 volunteer hours
		Leverage of more than \$5 worth of services for each \$1 of grant given, per Strengthening Communities and Small Projects funding schemes.	Leverage of more than \$2 worth of services for each \$1 of grant given, per Strengthening Communities and Small Projects funding schemes.
Early Learning Centres	Provide five day a week half, full-day and flexible-hours care at early learning centres.	18-25% of attendees at QEII and Pioneer attend the Leisure Centres	18-25% of attendees at Pioneer attend the Leisure Centres
		Provide 164,120 hours of childcare per annum at QEII and Pioneer ELC.	Provide 113,520 hours of childcare per annum Pioneer ELC.

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Enforcement and Inspections	A minimum of 15% of swimming pools are inspected annually	100%	Change level of service to read "A minimum of 20% of swimming pools are inspected annually."
	Percent of complaints about excessive noise responded to within one hour	95%	90%
Garden and Heritage Parks	Christchurch Botanic Gardens and heritage parks (including fountain, clocks, statues and outdoor art) are well maintained	Statues 8	Statues 5
	Cost of maintaining garden and heritage parks (excluding the Botanic Gardens): At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end:	\$31,310 / hectare (to be confirmed)	\$31,310 / hectare
	Cost of maintaining the Botanic Gardens: At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end:	\$104,350 / hectare (to be confirmed)	\$104,350 / hectare
	Number of visits to the Botanic Gardens	>=1.3M visits	>=500,000 visits (target lowered because of EQ impact)
	Proportion of visitors satisfied with the appearance of garden and heritage parks	>=87% satisfied or very satisfied with garden and heritage parks (excluding the Botanic Gardens)	>=77% satisfied or very satisfied with garden and heritage parks (excluding the Botanic Gardens) (target lowered because of EQ damage)
	Proportion of visitors satisfied with the appearance of the Botanic Gardens	>=89% satisfied or very satisfied with the Botanic Gardens	>=80% satisfied or very satisfied with the Botanic Gardens (target lowered because of EQ damage)
Harbours and Marine Structures	Marine structures are maintained for public recreation and commercial use	10 slipways (2 damaged in Sept 2010 earthquake - repair date to be advised)	12 slipways
		17 wharves/jetties (5 damaged in Sept 2010 earthquake - repair date to be advised)	20 wharves/jetties

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Heritage Protection	Proactive partnerships are established with listed heritage building owners	New Regent Street heritage buildings upgraded by 2014.	New Regent Street heritage buildings upgraded by 2015
Libraries	Collections are available to and meet the needs of the community (non-LTCCP)	Maintain cost per transaction of \$2.73	Maintain cost per transaction of \$2.73 or less
	Collections are available to and meet the needs of the community.	Maintain collections at 3 to 3.5 items per capita	Maintain collections at 2.9 to 3.5 items per capita
		Maintain number of issues per capita of city population, per year, at national average or better	Maintain number of issues per capita of city population, per year, at national average or better, excluding period of closure
	Provide programmes and events to meet customers diverse lifelong learning needs.	Maintain participation of 200 - 230 per 1000 of population.	Participation of 150 - 200 per 1000 of population. To be reviewed when Central, Linwood, Fendalton, Papanui and Upper Riccarton Libraries have reopened.
	Residents have access to a physical library relevant to local community need or profile	Maintain visits per capita of National average or better, per annum, for level 1 NZ Public Libraries	Maintain visits per capita of National average or better, per annum, for level 1 NZ Public Libraries excluding periods of closure
		Weekly Opening Hours - Large suburban: 57 to 67 hrs	Weekly Opening Hours - Large suburban: 57 to 67 hrs excluding periods of closure
		Weekly Opening Hours - Medium suburban: 48 to 57 hrs	Weekly Opening Hours - Medium suburban: 48 to 57 hrs excluding periods of closure
		Weekly Opening Hours - Metropolitan 72 hrs	Weekly Opening Hours - Metropolitan 72 hrs excluding periods of closure
Weekly Opening Hours - Neighbourhood: 43 to 57 hrs		Weekly Opening Hours - Neighbourhood: 36 to 57 hrs excluding periods of closure	
Residents have access to information via walk-in, library website, phone, email, professional assistance and online customer self service and on-site access to computers / internet.	Maintain number of reference and research enquiries from customers per year at national average or better.	Maintain the number of reference and research enquiries from customers per year at national average or better	

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Libraries	Residents have access to information via walk-in, library website, phone, email, professional assistance and online customer self service and on-site access to computers / internet.	Online catalogue, library website and digital content attracts 10.45 million page views to the website.	Online catalogue, library website and digital content attracts at least 7.5 million page views to the website.
		Online catalogue, library website and digital content attracts 7.59 million external page views to the online catalogue	Online catalogue, library website and digital content attracts at least 6.5 million external page views to the online catalogue
Neighbourhood Parks	Cost of maintaining Neighbourhood Parks: At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end:	\$6,335 / hectare (to be confirmed)	\$6,335 / hectare
	Overall customer satisfaction with neighbourhood parks	>=90% customers satisfied each year with the appearance and condition of neighbourhood parks	>=70% customers satisfied each year with the appearance and condition of neighbourhood parks (target lowered because of EQ impact)
Organic Material Collection and Composting	Customer satisfaction with kerbside collection service for organic material	>=80% customers satisfied with Councils kerbside collection service for organic material each year	>=70% customers satisfied with Councils kerbside collection service for organic material each year (target lowered because of EQ impact)
Parking	Metered on-street parking revenue performance	\$1,663 / metered space per annum	\$1,250 / metered space per annum (target lowered because of EQ impact)
	Metered on-street parking spaces provided	2,200 - 2,400 metered parking spaces (except for spaces blocked by earthquake related activity)	1,000 - 2,200 metered parking spaces (except for spaces blocked by earthquake related activity)
	Metered on-street parking spaces usage	>= 2,695,705 parking events	>= 1,300,000 parking events
	Off street parking revenue performance	\$2,091 / space per year	\$1,800 / space per year (target lowered because of EQ impact)
	Off-street, short term parking usage	First-hour-free available to all short term parkers at: Lichfield St, Manchester St, Farmers, The Crossing.	The 1st Hour Free parking will return at the Lichfield St Car Park Building as of 1 November 2011 when the building re opens in time for the Cashel Mall Show Weekend Event.

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Parking	Off-street, short term parking usage	Total of 2,477 spaces: Lichfield Street 529, Tuam Street 118, Manchester Street 221, Oxford Street 232, Art Gallery 118, Kilmore Street 125, hospital building 355, hospital site 151, Farmers 334, The Crossing 171, Rolleston Avenue 84, Centennial Pool 39.	Art Gallery = 118 spaces , Hospital Car Park Building - 350 spaces as of 16 May 2011, Hospital Grounds Car Parking = 100 spaces, Lichfield Street = at least 250 spaces as of 1 November 2011
Public Transport Infrastructure	Resident satisfaction with the number and quality of bus stops and bus shelters at bus stops.	70%	60% (Due to closed CBD)
	Total trips on public transport as a percentage of total travel trips, per person, per year:	Public transport - Likely to be maintained at or around 3.4%	Public transport - Likely to be maintained at or around 2%
Recreation and sports services	Cost per swim participation	\$3.28 - \$4.00 per swim participation	\$2.64 - \$3.23 per swim participation
	Facility-based recreation and sporting activities and programmes are provided.	4.75 to 5.75 visits to aquatic facilities/head of population	3.8 to 4.2 visits to aquatic facilities/head of population
		Participants using recreation and sport centres, outdoor pools and stadiums: 2009/2010: 4.3 to 4.8 million	Participants using recreation and sport centres, outdoor pools and stadiums: 2011-2012 2.35 - 2.60 million
	Operating efficiency and cost of recreation and sport facilities	\$2.43 - \$2.97 per visitor	\$2.20 - \$2.69 per visitor
		\$27.41 - \$33.51 per resident	\$15.29 - \$16.90 per resident
	Provide advice and resources to community based organisations and networks to support their ability to develop, promote and deliver recreation and sport in Christchurch	9,200 staff hours advice provided to 300-400 organisations	9,200 staff hours advice provided to 550-700 organisations
Residents have access to fit-for-purpose recreation and sporting facilities	1 multi sensory centre, open between 48-56 hrs per week, 6-7 days per week, 50 weeks per year	(subject to relocation confirmation) 1 multi sensory centre, open between 35-40 hrs per week, 5 days per week, 48 weeks per year [opening hours subject to maintenance and public holiday schedules]	

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Recreation and sports services	Residents have access to fit-for-purpose recreation and sporting facilities	2 community outdoor pools open seasonally: Governors Bay, Port Levy	2 community outdoor pools open 2 community outdoor pools open seasonally: Governors Bay, Port Levy [subject to maintenance schedules]
		4 stadiums available for hire 364 days per year	4 stadiums available for hire 364 days per year [subject to maintenance schedules]
		6 public outdoor pools open seasonally: Jellie Park, Lyttelton, Waltham, Halswell; open Nov to Mar Belfast; open Dec to Feb Templeton; open Jan to Feb	4 public outdoor pools open seasonally: Jellie Park, Lyttelton, Halswell, open Nov-March, Templeton; open Jan to Feb [subject to maintenance schedules]
		9 paddling pools open seasonally: open Nov to Mar	2 paddling pools open seasonally: open Nov to March [subject to maintenance schedules]
		Maintain and lease 15 sporting and recreation facilities (opening hours subject to maintenance, public holiday and Christmas schedules)	Maintain and lease 14 sporting and recreation facilities (subject to maintenance schedules)
		Monday to Friday Centennial, Graham Condon, Jellie Park, Pioneer, QEII: 6am - 9pm,	Jellie Park, Pioneer and Graham Condon (due to open Sept/Oct 2011): Monday to Friday - 5.30am - 9.30pm; Saturday and Sunday - 7.00am - 8.00pm (open 364 days/year) [opening hours subject to maintenance and public holiday schedules]
		Saturday/Sunday: Centennial: 7am - 7pm, Graham Condon, Jellie Park, QEII: 7am 8pm, Pioneer: 8am 8pm	Saturday and Sunday opening hours no longer reported separately - included in target for overall opening hours.
		Wharenui: Mon to Thurs 6.30am 9pm, Fri 6.30am 8pm, Sat/Sun 9am 5pm	Wharenui: This target no longer reported separately - included in targets for leased facilities
Recyclable Materials Collection and Processing	Customer satisfaction with kerbside collection service for recyclable materials	>=80% customers satisfied with Councils kerbside collection service for recyclable materials each year	>=70% customers satisfied with Councils kerbside collection service for recyclable materials each year (target lowered because of EQ damage)

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Regional Parks	Efficient management of Regional Parks: Cost of maintaining Regional Parks: At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end:	\$860 / hectare (to be confirmed)	\$860
	Number of students attending environmental education programmes each year	9,500 - 10,500 each year (on Parks and other Council sites like Waste facilities)	7,000 - 8,000 each year (on Parks and other Council sites like Waste facilities) (target lowered because of EQ impact)
	Participant satisfaction with Environmental Education programmes	>=95% each year	>=90% each year
	Proportion of customers satisfied with their experience of regional parks	>=85%	>=80% (target lowered because of EQ impact)
Regulatory Approvals	Efficiency: Cost per transaction	Average cost of non notified resource consent \$1608 + GST	Average cost of processing resource consent (excludes Government levies) be advised after 1st quarter.
		Average cost of processing building consent (excludes govt levies) \$842 + GST	Average cost of processing building consent (excludes Government levies) be advised after 1st quarter.
Residual Waste Collection and Disposal	Customer satisfaction with kerbside collection service for residual waste	>=80% customers satisfied with Councils kerbside	>=70% customers satisfied with Councils kerbside (target lowered because of EQ damage)
	Residual waste collected at the kerbside by Council services	<= 90 kg residual waste collected at the kerbside by Council service / person / year	<= 120 kg residual waste collected at the kerbside by Council service / person / year
	Residual waste sent to landfill from Christchurch	<=600 kg total residual waste sent to landfill / person	<=950 kg total residual waste sent to landfill / person. This increase allows for 25% residual waste from Burwood Recovery Park going to Kate Valley Landfill, averaged over 4 years.
Social Housing	Maintain portfolio of rental units and owner/occupier units	Minimum of 2649 rental units and 28 Owner / Occupier units	Minimum of 2,420 rental units and 28 Owner / Occupier units (will review towards end of 2011)

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Strengthening Communities	Capacity building of community groups	Facilitation of 110 community networking forums	Facilitation of 20 community networking forums
	Community Engagement Projects	15,600 hours available to facilitate engagement projects at the Metropolitan and Local levels	13,650 hours available to facilitate engagement projects at the Metropolitan and Local levels
Wastewater Treatment and Disposal	CWTP Electricity use	<=0.20 kwh of electricity / m3 used to treat wastewater at the Christchurch Wastewater Treatment Plant each year	<=0.24 kwh of electricity / m3 used to treat wastewater at the Christchurch Wastewater Treatment Plant each year (due to effects of EQs)
		<=0.24 kwh of electricity / m3 used to treat wastewater at the Christchurch Wastewater Treatment Plant each year	<=0.24 kwh of electricity / m3 used to treat wastewater at the Christchurch Wastewater Treatment Plant each year (due to effects of EQs)
		<=0.35 kwh of electricity / kg COD (chemical oxygen demand) removed at the Christchurch Wastewater Treatment Plant each year	<=0.42 kwh of electricity / kg COD (chemical oxygen demand) removed at the Christchurch Wastewater Treatment Plant each year (due to effects of EQs)
		<=0.42 kwh of electricity / kg COD (chemical oxygen demand) removed at the Christchurch Wastewater Treatment Plant each year	<=0.42 kwh of electricity / kg COD (chemical oxygen demand) removed at the Christchurch Wastewater Treatment Plant each year (due to effects of EQs)
Water Conservation	The amount of water abstracted each year for the public water supply is quantified and monitored, with a view to reducing consumption.	<=348 m3 +/-10% water abstracted per property served per year	<=348 m3 +/-20% water abstracted per property served per year
		<=71% (+/-10%) of total cap of 75M m3 potable water abstracted per year	<=71% (+/-20%) of total cap of 75M m3 potable water abstracted per year

Activity	Level of Service	Original Target for 2011-12	Proposed Target for 2011-12
Water Supply	Risk to potable water supply is managed	Cc or better risk grading from the Ministry of Health for all rural area water supplies by 2012	Cc or better risk grading from the Ministry of Health for all rural area water supplies by Dec 2013 - seeking extension by one year from Ministry of Health due to earthquake
		Maintain Ba grading for all City supplies, excluding the Northwest supply zone (Da)	Maintain Ba grading for all City supplies, excluding the Northwest supply zone (Da)- subject to no further aftershocks causing major damage to water supply system.
		Move Da to Ba grading for the Northwest supply zone by 2013	Move Da to Ba grading for the Northwest supply zone by December 2013
		Undertake improvements to achieve Cc, or better, risk grading from the Ministry of Health for all rural area water supplies by 2012	Cc or better risk grading from the Ministry of Health for all rural area water supplies by Dec 2013 - seeking extension by one year from Ministry of Health due to programme delays due to earthquakes
Waterways and Land Drainage	Cost of maintaining waterways and land drainage system:At a cost per hectare not exceeding budgeted controllable costs / the number of properties expected by year end:	\$52.50 / property (to be confirmed)	\$52.50

Appendix 7(b)

Levels of service proposed for suspension or requiring re-evaluation during 2011-12

Activity	Level of Service	Original Target
Cemeteries	Customer satisfaction with Council cemetery services	95%
	Customer satisfaction with maintenance and appearance of Council cemeteries	60%
City and Community Long-Term Policy and Planning	Development of policy and plans to direct the Councils work to implement the Central City Revitalisation Strategy.	Advice is provided to support street and amenity upgrades in the Central City as per the capital programme
		Business retention and development programme milestones will be reported against as part of key strategy monitoring and reporting
		Central City South Masterplan is implemented with an annual progress report prepared
		Concept designs completed for two Central City street upgrades per year.
		The top five priority actions in A City for People are investigated and reported to Council prior to the 2012-2022 LTCCP
Civic and International Relations	Sister City Relationships reviewed 3 yearly in accordance with International Relations Policy	Reviews undertaken every 3 years, from 2011, with recommendations to Council
Garden and Heritage Parks	Provision of Botanic Garden Services	Tour vehicle operates within Botanic Gardens
Harbours and Marine Structures	Proportion of customers satisfied with the appearance and maintenance of marine structures provided by Council	50%
Heritage Protection	Level of financial contribution from sponsorship of Heritage Week event	Grow from current level of sponsorship of \$67,500
	Number of attendees to Heritage Week	15,000
Neighbourhood Parks	Customer satisfaction with the range of recreation facilities available, including; playgrounds	>=90% customers satisfied each year with the range of recreation facilities available on neighbourhood parks
	Maintain shrub gardens:	Mulch minimum depth of 75mm Weeds controlled within specification: no flower or seed heads and height <=50 mm.
Parking	Customer perceptions of motor vehicle safety in parking buildings	Maintain 93%
	Customer satisfaction with service provided by Councils off-street car parking attendants	Maintain 95%
	Off-street, short term parking is used	47% overall average occupancy

Activity	Level of Service	Original Target
Parking	Operational performance of on-street parking meters	98% operating citywide
	Response to reports of faulty on-street parking meters	Respond to 95% of meter faults within 2hrs of report
	Weekend Free parking available at the following car parks:	Manchester St, Tuam St
Public Transport Infrastructure	Peak travel times for buses	23 mins 30 secs
	Provision of Transport Interchange	200 Buses during peak hour 3,100 Passengers during peak hour
	Shuttle Bus Service: Cost per passenger trip	\$0.97 per passenger trip
	Shuttle Bus Service: Punctuality	98% of services depart / arrive within 2 minutes of identified frequency
	Shuttle Bus usage	850,000 passenger trips per year
	User satisfaction with bus interchanges	75%
Regional economic development, business support and workforce development	CCT promotes Christchurch and Canterbury as the best value destination for conventions, incentive travel and exhibitions	18% market share of conference delegate days by 2015, unless agreed otherwise by CCTs Board. (2012-17%)
	CCT provides support to and works collaboratively with tourism business partners and suppliers	Private sector funding contribution for Domestic and Australian consumer campaigns is at least \$1.2m PA, unless agreed otherwise by CCTs
	CCT provides support to and works collaboratively with tourism business partners and suppliers (Non-LTCCP)	Contribution (as currently calculated) from the Christchurch i-Site Visitor Centre is minimum \$400,000 PA, unless agreed otherwise by CCTs Board.
	CCT supports tourism operators to improve the environmental and cultural sustainability of their businesses	5% PA increase in Qualmark licensed operators with a starting base in 2007 of 285, unless agreed otherwise by CCTs Board.
	CCT supports tourism operators to improve the environmental and cultural sustainability of their businesses (Non-LTCCP)	Annual seminar on sustainability presented to business partners, unless agreed otherwise by CCTs Board.
	CDC delivers a programme supporting existing and emerging high growth industry sectors	Identify and support 5 high-growth-potential industry sectors and/or cluster groups (ongoing)
	CDC delivers customised business acceleration services to businesses with high growth potential	80% of Enterprise Training programme delivered to support needs of high-growth-potential businesses, unless agreed otherwise by CDCs
	CDC delivers customised business acceleration services to businesses with high growth potential (Non-LTCCP)	Advanced advisory services provided to high-growth-potential businesses (20 businesses per annum), unless agreed otherwise by CDCs Board.

Activity	Level of Service	Original Target
Regional economic development, business support and workforce development	CDC develops Centres of Expertise in Economic Research, Workforce, and Investment	10 high-growth-potential businesses and projects that meet investment objectives of CEDF are identified each year, unless agreed otherwise Key economic indicators for Christchurch and Canterbury are published quarterly, unless agreed otherwise by
	CDC develops Centres of Expertise in Economic Research, Workforce, and Investment (Non-LTCCP)	Market intelligence on local investment environment published quarterly, unless agreed otherwise by
	CDC initiates and/or implements priority economic development projects identified through Christchurch Economic Development Strategy or Canterbury Regional Economic Development Strategy	3 projects (new and ongoing) per annum, unless agreed otherwise by CDCs Board.
	Council to work with CCT to implement strategic plan that supports and delivers on Visitor Strategy	Visitors Strategy implementation progress is monitored and reviewed with key stakeholders as part of the strategic planning process.
Road Network	Congestion: interpeak travel times for private motor vehicles (interpeak 10.00am-12midday)	Interpeak travel times: 2011/12 13 min 49 sec
	Congestion: Peak travel times for private motor vehicles (7.30am-9.30am, and 4pm-6pm)	Peak travel times: 2011/12 17 min 45 sec
	Repairs to road surface. Time taken to investigate/undertake repairs to carriageway surfaces, once problem is known or reported.	Arterial roads At least 95% within 24 hrs
		Collector / local roads At least 95% within 48 hours
	Resident satisfaction with road and footpath quality.	Footpaths: 50%
		Roads: 50%
	Road condition: Surface Condition for sealed roads	Maintain: Condition Index (CI) 90
Road condition: Vehicle travel on smooth roads	Maintain Smooth Travel Exposure 75%	
Sports parks	Customer satisfaction with the range of recreation facilities available, including; playgrounds, skateboard ramps, tennis and petanque courts, BMX tracks and	>=90% customers satisfied each year with the range of recreation facilities available on sports parks
	Maintain shrub gardens	Mulch minimum depth of 75mm
	Overall customer satisfaction with sports parks	>=90% customers satisfied with the appearance and condition of sports parks

Activity	Level of Service	Original Target
Wastewater Collection	Consent conditions re wet weather overflows are complied with	Reassess target for 2011/12 for the Avon River - suspended for 2010/11 due to effects of Sept earthquake (previously "No major and/or persistent non compliance with resource consent for the Avon and Heathcote Rivers relating to wet weather sewer overflows)
	Customer satisfaction with wastewater services	Reassess target for 2011/12 - suspended for 2010/11 due to effects of Sept earthquake (previously $\geq 90\%$ customer satisfaction with Councils wastewater services each year)
	Number of breaks/chokes within the wastewater reticulation system	Target to be reassessed by 31 March 2011 ≤ 48 breaks/chokes / 10,000 properties served / year
	Odour complaints are minimised	Reassess target for 2011/12 - suspended for 2010/11 due to effects of Sept earthquake (previously ≤ 4 odour complaints / 10,000 properties served / year)
	Properties served affected by service interruptions or maintenance activities	≤ 80 properties served affected / year
	Response time for blockages	$\geq 99\%$ blockages responded to within 2 hrs within urban areas. Target to be reassessed by 31 March 2011 $\geq 90\%$ blockages responded to within 1 hr within urban areas.
Wastewater Treatment and Disposal	Odour complaints from wastewater treatment plants are minimised	≤ 1 odour events / 10,000 properties served / year Environment Canterbury conditions of air discharge consent are complied with
	Wastewater treatment plants comply with consents	No major or persistent breaches of resource consent for wastewater treatment plants and associated discharges each year, as reported by Ecan
Water Conservation	The public is aware of water conservation	$\geq 75\%$ public awareness / year
Water Supply	Continuous potable water is supplied to all customers	≤ 1 unplanned interruption > 4 hrs on average per week each year ≤ 9 unplanned interruptions / 1000 properties served per year
	Monitoring the effectiveness of the pipe renewal programme	Reassess target for 2011/12 - suspended for 2010/11 due to effects of Sept earthquake (previously "2009/10 2011/12: ≤ 13 breaks / 100 km of water main per year")
	Risk to potable water supply is managed (customer satisfaction)	$\geq 90\%$ customers satisfied with the water supply service

Activity	Level of Service	Original Target
Waterways and Land Drainage	Customer satisfaction with the maintenance of waterways and their margins	At least 66% customers satisfied with the maintenance of waterways and their margins
	Diversion of aquatic weed from landfill	Greenwaste from waterways maintenance activities (mechanical harvesting) diverted from landfill to Councils Compost Plant each year 2011/12 at
	Houses are safe from flooding during normal rain events	Less than 10 properties flooded per year