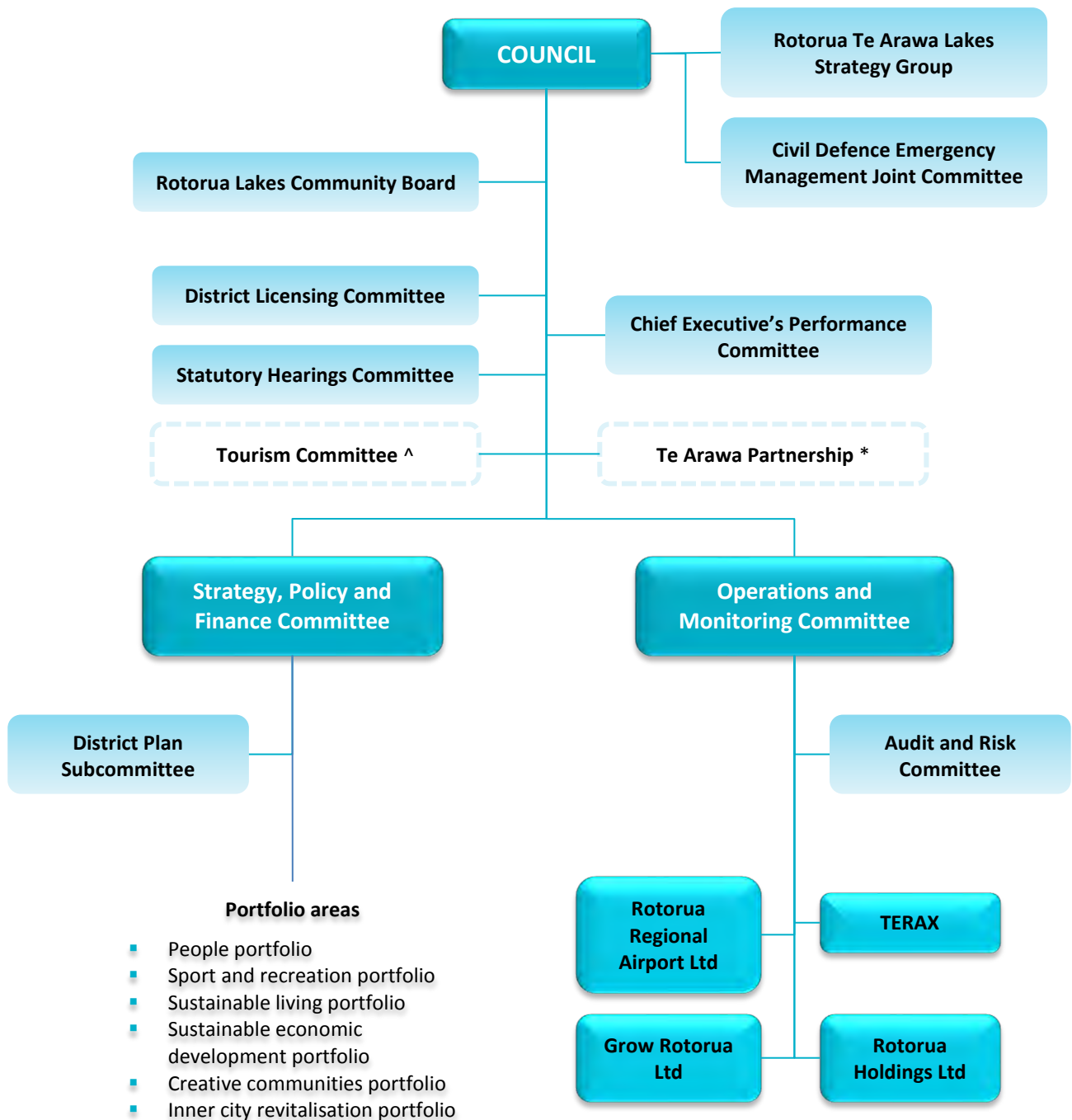


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Committee structure



^ The Tourism Committee is currently meeting informally until the Rotorua District Council organisational structure/ governance is confirmed.

* Te Arawa partnership arrangements are currently under review by Te Arawa.



Surplus performance measures

A number of mandatory measures were introduced for 2014/15. This, along with the Rotorua 2030 development, provided the catalyst to review all the performance measures. Council has decided that a number of the measures set in the Long-term Plan do not impact upon Rotorua 2030 and therefore will not be measured in 2014/15.

Governance and Engagement

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Encourage the preservation and sustainable development of Maori resources.	Two Mana Whenua plans funded each year.	2	2
Foster partnerships between Council and Maori on matters of mutual interest.	Six protocol meetings each year between Maori and Council to discuss matters of mutual interest.	6	6
Work towards making Rotorua district safer and more connected, through a reduction in crime and injury statistics.	Maintain Safe Community accreditation.	Achieved	Achieved
Provide support for character building/relationship building through programmes/networks aimed at Rotorua's young people.	Ten Youth Council meetings each year.	10	10

Emergency Management

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Coordinate and manage emergency management in the Rotorua district, working collaboratively with other emergency management agencies. [Reduction, Readiness, Response & Recovery]	1 locally run exercise each year (desk top) and 1 full mobilisation of local EOC.	1 local exercise 1 full mobilisation	1 local exercise 1 full mobilisation
	100% availability of Emergency Management Co-ordinator or acting EMC.	100%	100%

Aquatic Centre

Level of Service	Performance measures	2014/15 targets	2013/14 targets
To provide safe facilities.	Poolsafe accreditation is maintained.	Achieved	Achieved
Provide an excellent facility and variety of services in a sustainable manner.	75% of residents are very/fairly satisfied with the level of service.	75%	75%
Provide a variety of fun and accessible activities and events.	Number of visitors to the aquatic centre per year.	350,000	320,000
	Percentage of households using/visiting the aquatic centre in a year.	70%	65%
To provide safe facilities.	Poolsafe accreditation is maintained.	Achieved	Achieved



Surplus performance measures

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide an excellent facility and variety of services in a sustainable manner.	75% of residents are very/fairly satisfied with the level of service.	75%	75%
Provide a variety of fun and accessible activities and events.	Number of visitors to the aquatic centre per year.	350,000	320,000
	Percentage of households using/visiting the aquatic centre in a year.	70%	65%

District Library

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Library readily accessible to residents and visitors for the purpose of information gathering, education and recreation.	Number of total visits to the Library per year.	390,000	390,000
Maintain collections of fiction and non fiction for information, education and recreation.	Average annual items issued per capita.	10	10
	0.2 items purchased per annum per capita.	0.20	0.20
Provide events that reflect the art and cultural interest of the community with a specific focus on literacy.	Number of total visits to the Library per year.	390,000	390,000

Gardens, Reserves and Sportsgrounds

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide access to safe, well maintained parks,-reserves and sportsfields	Amount of reserve per 1000 population.	12 ha	12 ha
Provide and maintain facilities for recreational activities.	80% of residents are very/fairly satisfied with the level of service for sportsfields.	80%	80%
	70% of households have used/visited sportsfields in last 12 months.	70%	70%
Provide adequate open space to meet community needs.	Amount of reserve per 1000 population.	12 ha	12 ha
	90% of children's play areas within 500m of dwellings in the urban area.	90%	90%



Surplus performance measures

Economic Development

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Car parking availability in CBD is managed to the satisfaction of users.	65% of residents are very/fairly satisfied with parking in the CBD.	65%	65%
Provision of public toilets in the CBD meets the expectation of users.	70% of residents are very/fairly satisfied with public toilets.	70%	70%
Engage with the Rotorua tourism industry in delivering the destination marketing plan.	65% average satisfaction rating within industry members around Destination Rotorua Marketing's industry communications and joint venture.	65%	65%
Encourage the uptake of sustainability within the tourism industry.	80% of businesses advertising in primary marketing collateral are associated with the Rotorua Sustainable Tourism Charter, Qualmark and/or other tourism industry quality standard.	80%	80%
Provide reliable infrastructure to enable local and trans-Tasman airlinks to and from Rotorua	No airport closures or flight delays caused by the failure of the airport infrastructure to meet industry safety and operational standards.	Achieved	Achieved
Provide a safe airport	100% compliance with CAA regulations	100%	100%

Consenting services

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Buildings are constructed and maintained so people can use them safely.	Percentage of PIMs, building consents processed within statutory timeframe of 19 working days.	40% on or before day 10	40% on or before day 10
		60% on or before day 15	60% on or before day 15
		100% on or before day 19	96% on or before day 19
Manage process in accordance with the national code of practice for utility operators access to transport corridors.	60% of works approval notices consented within 5 days.	70%	60%
		90% works approval notices consented within 10 days.	90%
		95% of works approval notices consented within 15 days.	95%



Surplus performance measures

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Timely and consistent processing of consent applications.	Percentage of PIMs, building consents processed within statutory timeframe of 19 working days.	40% on or before day 10	40% on or before day 10
		60% on or before day 15	60% on or before day 15
		100% on or before day 19	96% on or before day 19
			100% on or before day 20
Buildings are constructed and maintained so people can use them safely.	Percentage of PIMs, building consents processed within statutory timeframe of 19 working days.	40% on or before day 10	40% on or before day 10
		60% on or before day 15	60% on or before day 15
		100% on or before day 19	96% on or before day 19
			100% on or before day 20

Roads and Footpaths

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide a safe roading network. <i>Replaced by mandatory measure</i>	Declining trend for injury crashes.	63	64
Provision of an efficient well maintained roading network.	Cumulative road condition indices within 1.5% of national average.	Achieved	Achieved
<i>Replaced by mandatory measure</i>	80% of residents are very/fairly satisfied with the roading network.	80%	80%

Sewerage and Sewage

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide sewerage systems that are safe, reliable and sustainable.	Less than 14 overflows caused by network faults (per 100km of mains) annually.	14	14
<i>Replaced with mandatory measure</i>	95% of overflows responded within 1 hour.	95%	95%
	100% of consent conditions complied with.	100%	99%



Surplus performance measures

Stormwater and Land Drainage

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide a stormwater network that minimises the impact on the environment	No breaches of consent conditions	Achieved	Achieved
Provide a stormwater network that minimises the impact of flooding to people, their properties and livelihoods.	Less than 3 dwellings per year affected by floodwaters	<3	<3
<i>Replaced by mandatory measures</i>	95% of blockages responded to in 24 hours	95%	95%
<i>Replaced by mandatory measures</i>	80% of people very/fairly satisfied with stormwater drainage schemes.	80%	80%

Water Supplies

Level of Service	Performance measures	2014/15 targets	2013/14 targets
Provide water to households that is safe to drink, sustainable and has adequate pressure and flow.	100% compliance with the Drinking Water Standards New Zealand monitoring requirements.	100%	100%
<i>Replaced by mandatory measures</i>	Less than 3 per 1000 properties lodge a complaint regarding low pressure during normal operating conditions.	Achieved	Achieved
	90% of customers satisfied with water services as measured by annual survey.	90%	90%
	95% of breaks responded to within 1 hour.	95%	95%
Provide an adequate water supply for fire fighting purposes within urban fire districts.	95% of hydrants within the urban fire district meet the requirements of the NZFS CoP for Firefighting Water Supplies under normal operating conditions.	95%	95%



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