

LEVELS OF SERVICE 9 YEAR PLAN 2025-34

Department: Executive Leadership Team

EXECUTIVE SUMMARY

- 1 This report seeks Council approval of the draft Levels of Service for 2025-34 (LOS) groups of activity, statements, and measures (Attachment A). If approved, the draft LOS will be included in the draft 9 year plan 2025-34 (the draft 9YP) and as supporting information for the 9YP Consultation.
- 2 LOS describe what services the community can expect from the DCC. The Local Government Act 2002 (LGA) requires all Councils to develop a long-term plan (usually a 10 Year Plan or 10YP), setting out what they intend to achieve for their communities and to report on their performance annually. LOS consist of groups of activity, service statement, performance measure and a delivery target.
- 3 LOS are one aspect of the DCC's performance monitoring, measuring, and reporting framework. LOS seek to show the community what services and activities they can expect to receive for the rates they pay. They also assist Council to monitor the operational delivery of the DCC's activities and services against approved targets.
- 4 Apart from minor changes, the majority of the Dunedin City Council's (DCC) current LOS groups of activity, statements, and measures (Attachment B) have remained unchanged since 2015.
- 5 Significant work on developing new LOS was undertaken by the 10YP LOS Workstream in 2023. This included staff from all departments and three Councillors. The LOS Workstream reviewed DCC's LOS, considered advice from the Office of the Auditor General (OAG), recommendations made by NZ Audit in 2022, and LOS Statements used by other Councils in 10YPs 2021-2024.
- 6 The draft LOS (groupings and measures) prepared for the 10YP have had a light touch review during 2024 to include new Department of Internal Affairs (DIA) mandatory LOS.
- 7 LOS Measures targets are not included in the LOS presented in this report and will be considered by Council when draft 9YP budgets are in place. If the draft LOS are approved by Council the LOS targets will be considered by staff based on draft 9YP budgets, and come to Council for approval in early 2025.

RECOMMENDATIONS

That the Council:

- a) **Approves** the draft 2025-34 Levels of Service group of activities, statements, and measures (with any amendments) for their inclusion in the draft 9YP and supporting consultation information.

BACKGROUND

- 8 The Local Government Act 2002 (LGA) requires the 9YP to include a statement of the intended LOS for each group of Council activities.
- 9 Schedule 10, section 4 of the LGA explains:

“A long-term plan must, in relation to each group of activities of the local authority, include a statement of the intended levels of service provision that specifies-

 - a) any performance measures specified in a rule made under section 261B for a group of activities described in clause 2(2); and
 - b) the performance measures that the local authority considers will enable the public to assess the level of service for major aspects of groups of activities for which performance measures have not been specified under paragraph (a); and
 - c) the performance target or targets set by the local authority for each performance measure; and
 - d) any intended changes to the level of service that was provided in the year before the first year covered by the plan and the reasons for the changes; and
 - e) the reason for any material change to the cost of a service.” (LGA, 2002)
- 10 Mandatory LOS performance measures have been set by the DIA through its Non-Financial Performance Measures Rules 2013 (LGA, section 261B) for two groups of activities. Councils must use these for:
 - a) Three Waters (previously stormwater, wastewater, and drinking water) and
 - b) the provision of roads and footpaths.
- 11 Although the mandatory performance measures have been set by the DIA, the associated targets for these measures are set and approved by Council.
- 12 In developing the draft 9YP, the LOS Workstream (including staff from each department and three Councillors) reviewed DCC’s LOS in 2023. As part of the review the workstream considered other NZ Council’s 10YP 2021-2031 LOS, a range of advice from the Office of the Auditor General’s (OAG), and NZ Audit recommendations in 2022. This included 2002 OAG local government performance reporting guidance and the 2019 report “Matters arising from our audits of the 2018-28 long-term plans”.
- 13 On 25 January 2024, the OAG also released “Local government planning and reporting on performance – guidance and examples of good practice.” This detailed guidance advises Councils, when setting their performance measures, to consider:
 - a) the aspects of service and performance that are most important to the community;
 - b) measures that are relevant, understandable and verifiable;
 - c) capturing the most important dimensions of performance (including quantity, responsiveness, quality, reliability, timeliness, and accessibility);

- d) whether the measures and targets reflect the financial significance of the activity, and
 - e) whether measures and targets enable readers to assess a council's policy and investment decisions.
- 14 In the LOS review, staff also considered the consistency and alignment with the DCC's other approved policies, plans and the community outcomes. The community outcomes were approved by Council on 12 December 2023 but are being reconsidered as part of the strategic refresh work. Attachment C shows the community outcomes approved by Council in December 2023.
- 15 42% of the 2021-31 LOS rely upon satisfaction as a measure of performance, and satisfaction has been reduced significantly as a LOS measure of performance in the draft LOS. However, customer satisfaction and feedback will continue to be sought and reported to Council through regular residents' opinion, quality of life, and satisfaction surveys.

DISCUSSION

- 16 The proposed draft LOS have an increase in the number of LOS statements, but the number of performance measures and targets have decreased compared to 10YP 2021-31 LOS.

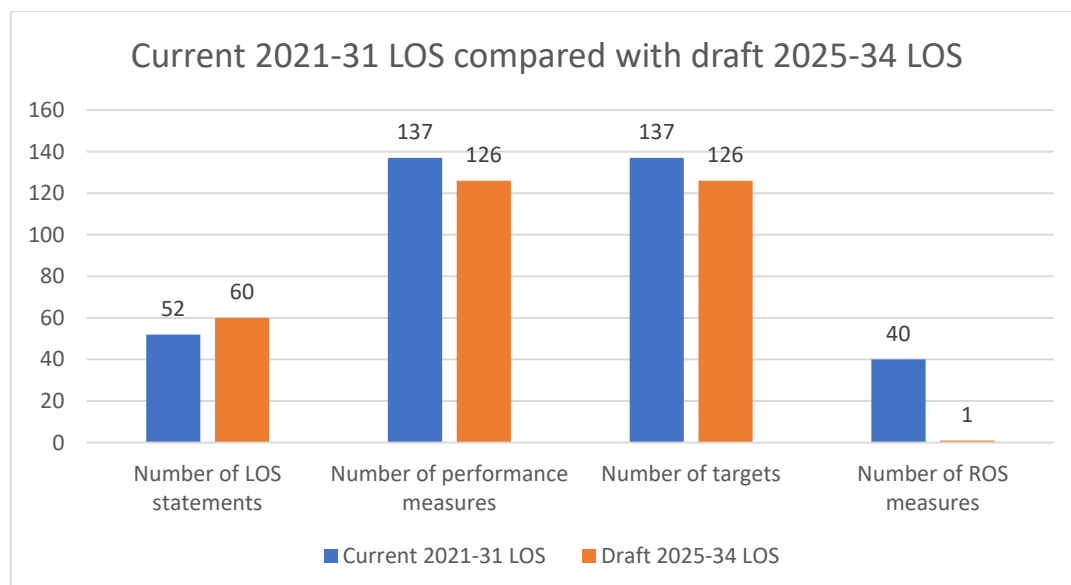


Figure 1. Compares the quantity and type of the current 2021-31 LOS (blue) with the draft 2025-34 LOS (orange).

- 17 The draft Groups of Activity are shown in Attachment D. The current Groups of Activity are shown in Attachment E.
- 18 Treaty partnership has been included as stand-alone activity grouping to signal a proactive and genuine commitment to honouring the Treaty in everyday governance, enhancing relationships with Māori and benefiting the wider community through inclusive and equitable service delivery. Incorporating a Treaty-specific category into DCC's Levels of Service ensures that local government upholds its obligations under Te Tiriti o Waitangi.
- 19 Green leaf symbol, used in the 2021-2031 10YP, has been used again in the draft LOS measures to indicate which LOS contribute directly to Council's Zero Carbon 20230 commitment.

- 20 All departments have verified that the draft LOS measures in their service areas are collectable and can be reported against.
- 21 Staff are also looking at options to increase the frequency of future LOS reporting to Council and Community via Committee activity reporting.
- 22 9YP and investment priorities set by Council may have an impact on 2025-34 LOS targets. These will need to be reviewed and adjusted in line with draft 9YP budgets presented to Council in early 2025.

OPTIONS

- 23 This report seeks Council approval for the draft LOS 2025-34 groups of activity, statements, and measures.

Option One – Approve the draft LOS groups of activity, statements, and measures, with any amendments - Recommended Option

- 24 Council approves the draft 2025-34 LOS groups of activities, statements, and measures, as provided in Attachment A, subject to any amendments.

Advantages

- The draft LOS clearly and consistently describe activities and services provided by Council.
- There is improved alignment between LOS groups of activities, statements, and measures.
- Draft LOS measures have a reduced reliance on ROS satisfaction surveys.

Disadvantages

- There are no identified disadvantages.

Option Two – Retain the current LOS groups of activities, statements, and measures that are in the current 10YP plan 2021-2031 – Status Quo

- 25 Council doesn't approve the draft 2025-34 LOS groups of activities, statements, and measures, and retains the 10YP 2021-2031 LOS.

Advantages

- There are no identified advantages in maintaining status quo.

Disadvantages

- The LOS will not have been updated, substantially revised since 2015.
- The LOS will continue to be heavily reliant on ROS satisfaction survey results.

NEXT STEPS

- 26 If approved, the draft 2025-34 LOS will be included as supporting information in the draft 9YP 2025-34 Community Consultation, and a further report including LOS measures targets will be presented to Council in January 2025.
- 27 Further amendments to the draft 2025-34 LOS statements, measures, and targets will be made, where necessary, following decisions made at the 9YP deliberations meeting in June 2025.

Signatories

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Attachments

	Title	Page
A	Draft 9 year plan 2025-34 LOS	
B	Current 10 Year Plan 2021-31 LOS	
C	Council-Approved Community Outcomes	
D	Draft Groups of activity 9 year plan 2025-34	
E	Current Groups of activity for 10 Year Plan 2021-31	

SUMMARY OF CONSIDERATIONS

Fit with purpose of Local Government

LOS statements seek to support democratic local decision-making. LOS describe what services the community can expect from the DCC. They also assist Council to monitor the operational delivery of the DCC's activities and services against approved targets. LOS outline service priorities to improve or maintain social, economic, environmental, and cultural well-being of our communities.

Fit with strategic framework


	Contributes	Detracts	Not applicable
Social Wellbeing Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Economic Development Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Environment Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Arts and Culture Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
3 Waters Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Future Development Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Integrated Transport Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Recreation Strategy	✓	<input type="checkbox"/>	<input type="checkbox"/>
Other strategic projects/policies/plans	✓	<input type="checkbox"/>	<input type="checkbox"/>

The LOS seek to align with Council's Strategic Framework, priorities, and plans.

Māori Impact Statement

LOS links with the implementation of Te Taki Haruru (Māori Strategic Framework) which commits to Māori participation and leadership in DCC's key work programmes, projects and committees.

Sustainability

The draft 9YP contains Council's approach to sustainability. LOS that monitor progress towards Council's Carbon Zero 2030 target are marked with a green leaf symbol .

LTP/Annual Plan / Financial Strategy /Infrastructure Strategy

Further amendments to draft 2025-34 LOS statements, measures, and targets will be made following investment decisions agreed by Council.

Financial considerations

As above

Significance

Section 10(4) of the LGA(2002) requires councils to consult the community on their long-term (10 year) plans and proposed levels of service. The community will be consulted using the Special Consultative Procedure.

Engagement – external

Please refer to the proposed Special Consultative Procedure noted above.

Engagement - internal

All DCC departments have been involved in the development of the draft 9 year plan 2025-34 LOS.

SUMMARY OF CONSIDERATIONS

Risks: Legal / Health and Safety etc.

There are no identified risks.

Conflict of Interest

There are no known conflicts of interest.


Community Boards

LOS potentially affect all of Dunedin's communities, including those with Community Boards. There are no LOS that directly relate to Community Boards.

Draft: 3 Waters - Water Supply

Level of service statement	Performance measure	Data source
DCC provides a water supply that is safe to drink (Mandatory)	The extent to which the drinking water supply complies with part 4 of drinking water standards (bacteria compliance criteria)	Internal data
	The extent to which the drinking water supply complies with part 5 of drinking water standards (protozoa compliance criteria)	Internal data
Service calls are responded to promptly (Mandatory)	Median attendance time for urgent call outs: from the time that notification is received, to the time that the service personnel reach the site	Internal data
	Median resolution time of urgent call outs: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption	Internal data
	Median attendance time for non-urgent callouts: from the time that notification is received, to the time that the service personnel reach the site	Internal data
	Median resolution time of non-urgent callouts: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption	Internal data
Council provides high quality drinking water (Mandatory)	Total number of complaints per 1000 properties received by Council about: a) Drinking water clarity b) Drinking water taste c) Drinking water odour d) Pressure or flow e) Continuity of supply f) Council's response to any of these issues per 1,000 properties served per year.	Internal data
Water resources are used efficiently and sustainably	The average consumption of drinking water per day per resident 	Internal data
	The percentage of real water loss from the networked reticulation system 	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

 Level of service statements and measures that will help monitor progress towards Council's zero carbon 2030 target

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).

Draft: 3 Waters - Wastewater


Level of service statement	Performance measure	Data source
Sewage is managed without adversely affecting the quality of the receiving environment (Mandatory)	The number of dry weather sewage overflows from the sewerage system, expressed per 1000 sewerage connections to that sewerage system	Internal data
	Compliance with DCC resource consents for discharge from its sewerage system measured by the number of abatement notices, infringement notices, enforcement orders and convictions	Internal data
Service calls related to sewage and sewerage are responded to promptly (Mandatory)	Median attendance time when the DCC attends to sewage overflows resulting from a blockage or other fault in sewerage system (from the time notification is received to the time that service personnel reach the site)	Internal data
	Median resolution time when the DCC attends to sewage overflows resulting from a blockage or other fault in sewerage system (from the time notification is received to the time that service personnel confirm resolution of the blockage or other fault)	Internal data
The wastewater service is reliable, and the Council is responsive to customer concerns (Mandatory)	Total number of complaints per 1000 properties received by Council per year about: a) Wastewater odour b) Wastewater system faults c) Wastewater system blockages d) Council's response to any of these issues	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).






Draft: 3 Waters - Stormwater


Level of service statement	Performance measure	Data source
Stormwater services perform adequately and reliably (Mandatory)	The number of flooding events that occur in Dunedin (the DCC territorial authority district)	Internal data
	For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system)	Internal data
Stormwater is managed without adversely affecting the quality of the receiving environment (Mandatory)	Compliance with DCC resource consents for discharge from its stormwater system measured by the number of abatement notices, infringement notices, enforcement orders and convictions	Internal data
Service calls are responded to promptly (Mandatory)	The median response time to attend a flooding event, measured from the time that notification is received to the time that service personnel reach the site	Internal data
	The number of complaints received about the performance of the stormwater system, expressed per 1000 properties connected to the stormwater system	Internal data



 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).

Draft: City properties

Level of service statement	Performance measure	Data source
The DCC manages warm, dry, and safe community housing	Occupancy of DCC community housing	Internal data
	Percentage of DCC community housing tenants who are satisfied with their rental housing	Tenant Survey
The DCC prioritises community housing for people that are most in need	Average time to house Priority 1 applicants	Internal data
	Average time to house Priority 2 applicants	Internal data
The DCC increases the number of public toilets throughout Dunedin	A changing places bathroom in the central city area will be completed	Internal data
	Number of new public toilets	Internal data
The DCC reduces the amount of total energy required to run the DCC's facilities	The total GWh consumed at DCC facilities 	Internal data
The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	The total GWh of energy consumed from LPG across DCC facilities 	Internal data
	The total GWh of energy consumed from diesel across DCC facilities 	Internal data
	Litres of combined petrol and diesel used by the DCC fleet 	Internal data
	Percentage of DCC fleet that is electric 	Internal data

 Levels of service statements and measures that will help monitor progress towards Council's zero carbon 2030 target

 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034


Draft: Community Recreation

Level of service statement	Performance measure	Data source
The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities	DCC pools meet the "Poolsafe" national standard of compliance	Te Whai Oranga (Recreation Aotearoa)
The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities	Number of days open to the public: Moana Pool St Clair Te Puna o Whakaehu Port Chalmers	Internal data
The DCC maintains and provides access to a world class Botanic Garden that allows for a range of community activities and recreational experiences	Maintain a grading of '6-Star' Garden of International Significance	New Zealand Gardens Trust
The DCC provides a range of programmes and community engagement opportunities and experiences at the Botanic Garden	Number of visitor or education programmes	Internal data
The DCC maintains and provides access to quality playspaces	Number of playspaces in the city per 1000 children*	Internal data
The DCC maintains and provide sports fields to allow for year-round sport and recreation	Percentage of designated sports fields that are open for organised sports	Internal data
The DCC provides cemetery infrastructure and capacity (burial and ash interment) for the community	Cemetery capacity of land that is developed and ready to inter	Internal data

* NZ median is 5.1 playgrounds per 1000 Children

Draft: Creative and cultural vibrancy

Level of service statement	Performance measure	Data source
The DCC maintains and provides access to inclusive cultural facilities that allow for a range of activities	Number of days galleries, museums and libraries are open to the public: Dunedin Public Art Gallery, Lan Yuan, Olveston, Toitū, Libraries	Internal data
	Number of public programmes (Lectures, talks, guided tours, creative workshops, and events): Dunedin Public Art Gallery, Lan Yuan, Olveston, Toitū, Libraries, UNESCO City of Literature, Creative Partnerships.	Internal data
	Number of public programme attendees: Dunedin Public Art Gallery, Olveston, Toitū, Libraries, UNESCO City of Literature, Creative Partnerships.	Internal data
The DCC maintains and provides access to a world class, authentic traditional Chinese scholars garden	Lan Yuan maintains a grading of '6-Star' Garden of International Significance	New Zealand Gardens Trust
The DCC develops, maintains, and provides access to art, cultural and historical collections	Percentage of DPAG's exhibition galleries that are committed to displays from their collection	Internal data
	Percentage of Toitū's exhibition galleries that are committed to displays from their collection	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Draft: Governance and support services

Level of service statement	Performance measure	Data source
The DCC maintains accountability to the community through strategic planning documents	The Long Term Plan (LTP) and Annual Plan (AP) is adopted by Council within the legislative timeframe	Audit NZ
The DCC actively seeks to understand the community's opinion and level of satisfaction with the DCC's services and activities	Frequency that resident surveys are conducted, analysed and results provided to Council and staff	ROS
The DCC provides accurate, accessible, and timely online information about Council services and local events	The DCC website receives an 80% or higher score in the annual Web Audit.	ALGIM (Association of Local Government Information Management)
	Content on the DCC website is reviewed yearly for the site sections 'Services', 'News and Events' and 'Council' with no more than 30% of content exceeding this timeframe.	Squiz Matrix CMS
The DCC enables participation and provides transparency in democratic processes	Percentage of requests under the Local Government Official Information and Meetings Act (LGOIMA) processed within the statutory timeframes	Internal data
	Percentage of Council, Committee, and Community Board meetings advertised, and agendas published, within the statutory timeframes	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034


Draft: Regulatory services

Level of service statement	Performance measure	Data source
The DCC encourages responsible dog ownership to protect and promote community safety	Percentage of requests for service completed by due date	Internal data
	Number of educational activities for schools and the general public	Internal data
The DCC protects the health and safety of the community by monitoring food and alcohol premises	Percentage of scheduled food control plan verification visits conducted in accordance with statutory timeframes	Internal data
	Percentage of alcohol licenced premises visited for monitoring each year	Internal data
The DCC responds promptly to complaints in order to protect the health and safety of the community	Percentage of excessive noise complaints where an officer arrives on site within 30 mins in the city area or 60 mins in outlying areas	Internal data
	Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours	Internal data
The DCC maintains accreditation as a Building Consent Authority (BCA) enabling building consents and related applications to be issued and granted	Retention of BCA accreditation	IANZ
The DCC provides building consenting and inspection services in a timely manner	Percentage of building consent applications granted in accordance with statutory timeframes	Internal data
	Percentage of Code Compliance Certificates issued in accordance with statutory timeframes	Internal data
The DCC audits buildings with a Building Warrant of Fitness (BWof)	Percentage of buildings with BWofFs which are audited	Internal data
The DCC determines if a building is deemed earthquake prone	The percentage of potentially earthquake-prone buildings which have been assessed	Internal data
The DCC processes applications for resource consents efficiently	Percentage of resource consent applications processed within statutory timeframes	Internal data
	Percentage of subdivision certification applications processed within statutory timeframes	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034


Draft: Resilient City


Level of service statement	Performance measure	Data source
The DCC provides grants to the community to support community wellbeing	Percentage of committed contestable grant funding that is allocated	Internal data
The DCC supports community initiatives that are focussed on sustainability	Total volunteer hours worked for DCC's Taskforce Green programme	Internal data
	Number of schools the DCC supports through the EnviroSchools Programme	MoE Contract
The DCC implements actions to reduce Council's emissions	Total DCC emissions 	Internal data
The DCC delivers integrated planning that supports growth and adequate business and housing development capacity.	The status of Future Development Strategy* (FDS)	Internal data
The DCC supports the conservation of Dunedin's built heritage through the implementation of the Heritage Action Plan (HAP) 2023.	Implementation plan actions progress as scheduled	Internal data
The DCC develops a climate change adaptation plan for South Dunedin in collaboration with the community	Milestones for developing the plan are met	Internal data
The DCC will be prepared to respond in the event of a civil defence emergency	Time taken to activate once the Controller has made the decision to activate	CDEM
	Meet CDEM minimum capability levels for EOC functioning (annualised results)	CDEM

 Levels of service statements and measures that will help monitor progress towards Council's zero carbon 2030 target

Draft: Roading and footpaths

Level of service statement	Performance measure	Data source
The DCC provides kerb and channel within the level of service standard adopted by the Council Asset Management Plan	Percentage of the kerb and channel network is rated as moderate to excellent condition	Road Assessment and Maintenance Management (RAMM)
The DCC provides footpaths within the level of service standard adopted by the Council Asset Management Plan	Percentage of the footpath network is rated as moderate to excellent condition	Road Assessment and Maintenance Management (RAMM)
The DCC provides a functional streetlight network that provides for safe movement	Percentage of streetlights monitored by the Central Management System (CMS) that will be operational during the hours of darkness	CMS system
The DCC's Parking management system provides on road parking capacity and turnover to enable access to businesses and services	Percentage of metered city parking spaces vacant in the CBD retail core during business hours (0800-1800)	New system
The DCC provides the transport network that facilitates safe travel	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as number (Mandatory measure)	Waka Kotahi
The DCC provides the transport network that facilitates comfortable travel	Average quality of ride on local sealed road network measured by smooth travel exposure (Mandatory measure)	Road Assessment and Maintenance Management (RAMM)
The DCC provides a transport network, which facilitates sustainable maintenance	Percentage of sealed road network that is resurfaced (Mandatory measure)	Internal data
The DCC maintains the transport network efficiently	Percentage of service requests relating to roads and footpaths to where the response is provided within five working days (Mandatory measure)	Internal data
The DCC provides cycleways to support multimodal travel for the community	Number of people using cycleways (average daily movements per counter) 	Ecovisio cycle counters

 Level of service statements and measures that will help monitor progress towards Council's zero carbon 2030 target

 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Draft: Treaty Partnership

Level of service statement	Performance measure	Data source
The Council actively works as a treaty partner by integrating Te Taki Haruru (TTH) into its strategic and operational processes, ensuring it is embedded as a standard practice throughout Council activities	Number of strategies, policies, plans and projects that include TTH	Internal data
	Percentage of staff familiar with TTH and are capable of applying it to their work	Internal data
Mana whenua are actively engaged as partners and decision makers in projects they determine are a priority	Number of programmes identified as a priority for mana whenua where they are engaged at all phases of development	Internal data
Cultural Capability and knowledge are strengthened across Council to ensure effective and respectful engagement with the Māori community, contributing to inclusive service delivery for the benefit of the wider community	Number of Council officers participating in Tū Ake, Tū Kotahi and Tū Hono	Internal data
The Council invests in initiatives and events that are of cultural significance that support both the Māori community and wider economy. fostering cultural enrichment and economic growth for the benefit of residents.	Number of models of partnership with mana whenua are explored and developed	Internal data
	Number of co-investment opportunities are explored and developed	Internal data


Draft: Vibrant economy

Level of service statement	Performance measure	Data source
The DCC fosters the growth, strength, and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.	Number of new start-ups incubated through Startup Dunedin	Startup Dunedin Trust Report
	Number of JobDUN* internships supported	External Source
	Number of business event bids supported	Internal Data
	Number of targeted city marketing campaigns	Internal Data
	Number of film permits issued	Internal Data
	Dollar value of grants that enable research collaboration	Internal Data
	Percentage of economic development activities and initiatives where Māori have been invited to participate	Internal Data
	Number of days iSite services are open to the public	Internal Data
The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Frequency that iSite visitor feedback is collected, analysed and results provided to Council and staff	External survey
	Number of DCC led events: Community, Civic, Major	Internal Data
	Contestable events funding allocated	Internal Data

* The JobDUN internship programme to increase the retention of graduates and build Dunedin's skills base


Draft: Waste Minimisation

Level of service statement	Performance measure	Data source
The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP)	Waste generation: reduce the amount of material entering the waste management system, by 15 per cent per person 	Internal and External Data
	Waste disposal: reduce the amount of material that needs final disposal, by 45 per cent per person 	Internal and External Data
	Number of days resource recovery facilities are open for the community	Internal Data
The DCC manages its open and closed landfills and resource recovery facilities in a manner that safeguards the environment and within waste facility resource consent conditions under the Resource Management Act 1991	Number of abatement or infringement notices received and responded to	Internal Data
	Number of reported missed collections of public litter bins, public place recycling bins, and residential recycling drop-off stations	Internal Data
The DCC collects kerbside rubbish and recycling from homes and across the city	Number of kerbside food, organic garden waste pick ups in the collection area 	Internal Data
	Number of kerbside rubbish, glass and recycling pick ups in the collection area	Internal Data
	Number of kerbside rubbish, food waste, green waste, glass, and recycling pick ups scheduled in the tertiary area of the city 	Internal Data
	Number of reported missed collections of kerbside rubbish, food waste, green waste, glass, and recycling (of items correctly presented for collection)	Internal Data
The DCC reduces greenhouse gas emissions associated with waste deposited at Green Island landfill	Waste emissions: reduce the biogenic methane emissions from waste, by at least 45 per cent 	Internal Data / Annual UEF Application Reports

 Level of service statements and measures that will help monitor progress towards Council's zero carbon 2030 target

Current: Water supply

Level of service statement	Performance measure		Data source
The water tastes and looks pleasant is supplied at adequate pressure	Percentage of residents satisfied with water pressure and quality		ROS
The water is safe to drink.	The extent to which the drinking water supply complies with: (Mandatory)	a. Part 4 of drinking water standards (bacteria compliance criteria)	Internal data
		b. Part 5 of drinking water standards (protozoa compliance criteria)	
Service calls are responded to promptly.	Where the DCC attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured. (Mandatory)	a. Attendance for urgent call outs: from the time that notification is received, to the time that the service personnel reach the site	Internal data
		b. Resolution of urgent call outs: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption	
		c. Attendance for non-urgent callouts: from the time that notification is received, to the time that the service personnel reach the site	
		d. Resolution of non-urgent callouts: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption	
The water tastes and looks pleasant.	The total number of complaints received about any of the following: (Mandatory)	Drinking water clarity	Internal data
		Drinking water taste	
		Drinking water odour	
Water is supplied at adequate pressure.	The total number of complaints received about drinking water pressure or flow (Mandatory)		Internal data
The water supply is reliable.	The total number of complaints received about continuity of supply (Mandatory)		Internal data
The Council is responsive to customer concerns.	The total number of complaints received about any of the following: (Mandatory)	a. Response to any of these issues per 1,000 connections to the networked reticulation system	Internal data
		b. Total complaints expressed per 1,000 connections to networked reticulation system	
Water resources are used efficiently and sustainably	a. The average consumption of drinking water per day per resident within the DCC district.		Internal data
	b. The percentage of real water loss from the networked reticulation system (including a description of the methodology to calculate this).		
	Calculation method:		
	1. Treatment plant production minus non-domestic minus domestic minus known unbilled = Estimated non-revenue water		
	2. Estimated non-revenue water divided by periods' treatment plan production = Percentage real water loss		
	The number of complaints received about the performance of the stormwater system, expressed per 1000 properties connected to the stormwater system (Mandatory)		Internal data

 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).

Current: Sewerage and sewage


Level of service statement	Performance measure		Data source
Sewage is managed without adversely affecting the quality of the receiving environment (Mandatory)	The number of dry weather sewerage overflows from the sewerage system, expressed per 1000 sewerage connections to that sewerage system.		Internal data
	Compliance with DCC resource consents for discharge from its sewerage system measured by the number of abatement notices, infringement notices, enforcement orders and convictions.		Internal data
Service calls are responded to promptly (Mandatory)	Where the DCC attends to sewerage overflows resulting from a blockage or other fault in sewerage system, the following median response times are measured:	a. Attendance time from the time notification is received to the time that service personnel reach the site; and	Internal data
		b. Resolution time: from the time notification is received to the time that service personnel confirm resolution of the blockage or other fault.	
The wastewater service is reliable, and the Council is responsive to customer concerns	Percentage of residents satisfied with the sewerage system		ROS
	The total number of complaints received about any of the following: (Mandatory)	Sewage odour	Internal data
		Sewerage system faults	
		Sewerage system blockages	
		Response to issues with the sewage system expressed per 1,000 connections to the sewerage system.	
		All of the above complaints expressed per 1000 connections to the territorial authority's sewerage system.	

Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).

Current: Stormwater


Level of service statement	Performance measure		Data source
Stormwater services perform adequately and reliably.	Percentage of residents satisfied with the stormwater system		ROS
	System and adequacy (Mandatory)	The number of flooding events that occur in the DCC district	Internal data
		For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system)	Internal data
Stormwater is managed without adversely affecting the quality of the receiving environment (Mandatory)	Compliance with the territorial authority's resource consent for discharge from its stormwater system, measured by the number of:	Abatement notices	Internal data
		Infringement notices	
		Enforcement notices	
		Successful prosecutions	
Service calls are responded to promptly (Mandatory)	The median response time to attend a flooding event, measured from the time that notification is received to the time that service personnel reach the site		Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Mandatory = Mandatory performance measures required by the Department of Internal Affairs (DIA).

Current: Property

Level of service statement	Performance measure		Data source
The housing provided by the Council meets the needs of tenants and rental values will not exceed operating expenses.	Percentage occupancy of Council provided rental housing		Internal data
	Percentage of tenants satisfied with Council provided rental housing		Tenant survey
Council investment properties are appropriately managed	Percentage overall occupancy of Council investment properties		Internal data
Council operational properties are appropriately managed	Percentage of service request response times met		Internal data
The impact of Council operations on the environment are managed	The amount of energy used by DCC properties is reducing year on year		Internal data
	The amount of energy generated from fossil fuels in DCC properties	Energy from LPG	Internal data
		Energy from diesel	
The number of public toilets throughout Dunedin will increase	Provide a changing places bathroom in the central city area		Internal data
	Increase in the number of public toilets		Internal data



 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Current: Reserves and recreational facilities

Level of service statement	Performance measure		Data source
Aquatic facilities are accessible to everyone	Percentage of residents who visit a DCC swimming pool at least once in a year		ROS
	Number of annual attendances at DCC swimming pools:	Moana Pool	Internal data
		St Clair Hot Saltwater Pool	
		Mosgiel Pool	
		Port Chalmers Pool	
Aquatic facilities are well maintained and meet the needs of users	Percentage of users satisfied with Moana Pool		ROS
	Upgrade the hydroslide at Moana Pool		Internal data
	Percentage of users satisfied with community swimming pools (St Clair Salt Water Pool, Mosgiel Pool and Port Chalmers Pool)		ROS
We will build a new aquatic facility in Mosgiel.	Construct the aquatic facility		Internal data
The Botanic Garden and its facilities are well maintained and meet the needs of users	Percentage of residents who visit the Botanic Garden at least once in a year		ROS
	Percentage of users satisfied with the Botanic Garden		ROS
Parks and reserves facilities are accessible to everyone	Percentage of respondents that agree sites and facilities are satisfactorily accessible		ROS
Parks and reserves facilities are well maintained and meet the needs of users	Percentage of users satisfied with DCC playgrounds		ROS
	Percentage of users satisfied with DCC sports fields		ROS
	Percentage of users satisfied with DCC tracks		ROS
	Percentage of users satisfied with DCC scenic, bush and coastal reserves		ROS
Cemetery and crematorium services meet the needs of funeral directors and the bereaved	Percentage of users satisfied with cemeteries		ROS


Current: Galleries, libraries and museums

Level of service statement	Performance measure	Data source
Library facilities are accessible, and collections are maintained and updated to meet the needs of the community	Percentage of residents who visit Dunedin Public Libraries at least once in a year	ROS
	Percentage of residents who visited and were satisfied with Dunedin Public Libraries	ROS
	Total number of visits to Dunedin Public Libraries annually	Internal data
	Number of participants in lifelong learning programmes conducted by the library annually	Internal data
The Dunedin Public Art Gallery provides access to a diverse visual art experience which meets the expectations of visitors and the collection is managed according to international best practice	Percentage of residents who visit Dunedin Public Art Gallery at least once in a year	ROS
	Percentage of residents who visited and were satisfied with their visit to the Dunedin Public Art Gallery	ROS
	Total number of visits to Dunedin Public Art Gallery annually	Internal data
	Level of visitor satisfaction with Dunedin Public Art Gallery	Visitor surveys
	Percentage of designated exhibition galleries that are committed to displays from the permanent collection (in order to provide access to the city's holding of nationally significant art)	Internal data
The Toitū Otago Settlers Museum (Toitū) facilities provide access to a diverse social history experience which meets the expectations of visitors	Percentage of residents who visit Toitū at least once a year	ROS
	Percentage of residents who visited and were satisfied with their visit to Toitū	ROS
	Total number of visits to Toitū annually	Internal data
	Number of special exhibitions, public programs and events staged per year at Toitū and at Lan Yuan Chinese Garden	Annual status analysis
	Level of visitor satisfaction with Toitū	Trip Advisor
Visitors enjoy an authentic Chinese architectural and cultural experience	Percentage of residents who visit Lan Yuan Chinese Garden at least once a year	ROS
	Percentage of residents who visited and were satisfied with their visit to Lan Yuan Chinese Garden	ROS
	Total number of visits to Lan Yuan Chinese Garden annually	Internal data
	Level of visitor satisfaction with Lan Yuan Chinese Garden	Trip Advisor
Visitors enjoy an authentic experience at Olveston Historic House	Percentage of residents who visit Olveston at least once a year	ROS
	Percentage of residents who visited and were satisfied with their visit to Olveston	ROS
	Total number of visits to Olveston annually	Internal data
	Level of visitor satisfaction with Olveston	Trip Advisor

 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034


Current: Governance and support services

Level of service statement	Performance measure	Data source
The information required to participate in the democratic process is appropriately available	Percentage of non-public material that is assessed for proactive release to the public during each Council Committee meeting round	Internal data
	Percentage of LGOIMA official information requests that are responded to within 20 working days	Internal data
	Percentage of residents satisfied with the amount of public consultation undertaken	ROS
	Percentage of residents satisfied with the Council's website	ROS
	Percentage of residents satisfied with how staff communicate	ROS


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034


Current: Regulatory

Level of service statement	Performance measure	Data source
Legislative standards and bylaws are enforced to protect the public	Percentage of residents satisfied with the control of roaming dogs	ROS
	Percentage of "A" graded food premises	Internal data
	Percentage of residents satisfied with the control of noise	ROS
Statutory timeframes for processing of building consent applications and certifications are met	Percentage of building consent applications processed in accordance with statutory timeframes	Internal data
	Percentage of Code Compliance Certificates issued in accordance with statutory timeframes	Internal data
Monitoring of legislative standards and bylaws is undertaken to protect the public	Percentage of registered health premises inspected in accordance with statutory timeframes	Internal data
	Number of alcohol licensing monitoring visits completed each quarter	Internal data
Car parking is available, meets the needs of users and parking regulations are enforced	Percentage of residents satisfied with availability of metered on-street parking in the central city	ROS


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Current: Community and Planning


Level of service statement	Performance measure	Data source
Advice and support is provided to the community and key stakeholders, and grants funding and contract support is appropriately administered and monitored	Percentage of customers satisfied with advice, support, and assistance provided by the Community Development Team	Annual survey
Council funded events meet the needs of residents	Percentage of residents satisfied with city festivals and events	ROS
Residents are satisfied with the look and feel of the city	Percentage of residents satisfied with the overall look and feel of the city	ROS
Resource consents are processed efficiently and meet statutory timeframes and customer information needs are met.	Percentage of resource consents processed within statutory timeframes	Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Current: Roding and footpaths

Level of service statement	Performance measure		Data source
The transport network facilitates efficient travel	Percentage of residents satisfied with overall roading and maintenance		ROS
	Average travel time by car on five key urban routes at peak time (7.30-9.00am)	Route 1-St Clair to Octagon	Travel Time Survey
		Route 2-Normanby to Octagon	
		Route 3-Mosgiel to Octagon	
		Route 4-Brockville to Octagon	
		Route 5-Waverley to Octagon	
	Average travel time by bus on key urban routes at peak time	Route 1-St Clair to bus hub	Measured by ORC
		Route 2-Normanby to bus hub	
		Route 3-Mosgiel to bus hub (via Fairfield and Green Island)	
		Route 4-Brockville to bus hub	
		Route 5-Waverley to bus hub	
The transport network facilitates active travel	Percentage of residents satisfied with the suitability of the road network for cyclists throughout the city		ROS
	Percentage of residents satisfied with condition of footpaths throughout the city		ROS
	Percentage of residents satisfied with the ease of pedestrian access throughout the city		ROS
	Percentage of residents satisfied with condition of the streetlights throughout the city		ROS
	Average cycle count movements in the city where cycling counters are available.		Cycle counters
The transport network facilitates accessibility	Percentage of residents satisfied with parking availability in the central city		ROS

Level of service statement	Performance measure		Data source
The transport network facilitates safe travel	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as number (Mandatory measure)		Waka Kotahi NZTA
The transport network facilitates comfortable travel	The average quality of ride on local sealed road network measured by smooth travel exposure (Mandatory measure)		RAMM
The transport network facilitates sustainable maintenance	Percentage of sealed road network that is resurfaced (Mandatory measure)		Internal data
	Percentage of footpaths within the level of service standard adopted by the Council Asset Management Plan (Mandatory measure)		RAMM
The network is maintained in a responsive manner	Percentage of service requests relating to roads and footpaths to which the response is provided within five working days (Mandatory measure)		Internal data
The use of electric vehicles (EVs) is supported	The number of publicly available fast charging stations for EVs in Dunedin is increasing		Waka Kotahi NZTA
	The number of electric vehicles (plug in hybrids and pure EVs including heavy vehicles, registered in Dunedin is increasing		Ministry of Transport / Te Manatū Waka
	Annual sales volumes of petrol and diesel in Dunedin city.	Petrol Diesel	Annual Dunedin Energy Study/ Dunedin Green-house Gas Inventory
Minimising transport disruption during and after the construction of the new Dunedin Hospital rebuild will be supported through the Shaping Future Dunedin Project	Provide an alternative route (harbour arterial route) that bypasses the central city		Internal data
	Provide a Parking Wayfinding System to direct drivers to selected off street parking facilities		Internal data
	Provide bus priority at the intersections where bus delays are currently experienced in the Princes Street (Kensington to Moray Place) and Andersons Bay Road (Caversham Motorway to Princes Street) areas		Internal data
	Provide a safe route for cyclists and pedestrians from the Anzac Avenue and Thomas Burns shared path to the Hospital and central city, and from the Harbour walkway / cycleway to the city centre and tertiary areas		Internal data
	Provide Park and Ride sites at Mosgiel and Burnside		Internal data
	Provide bike hub facilities for secure storage in North Dunedin, the central city and South Dunedin/ the Oval		Internal data


 Level of service and measures retained in the proposed LOS for 9 year plan 2025-2034

Current: Economic development

Level of service statement	Performance measure	Data source
Enterprise Dunedin provides business sector support and coordinates the marketing of the city for tourism and education and attracting investment and skilled migrants	Percentage of residents satisfied with the Council's support for economic development	ROS
	Dunedin's share of national visitor spend	MBIE TECTs
The i-Site Visitor Centre provides an accessible, accurate tourism information and booking service	Percentage of external customers satisfied with the i-Site Visitor Centre experience	Independent external survey

Current: Waste Management

Level of service statement	Performance measure	Data source
Refuse collection and kerbside recycling meet customer expectations	Overall satisfaction with rubbish disposal services	ROS
Waste minimisation targets are met	The amount of municipal solid waste per person	Internal data
	The amount of municipal solid waste disposed to landfill and incineration	Internal data
	Increase in the amount of diversion of recyclable or reusable materials.	Internal data

COUNCIL-APPROVED COMMUNITY OUTCOMES – 10 year plan 2024-34

At its meeting on 12 December 2023, the Council moved to approve the Community Outcomes for the 10 year plan (2024-34).

The Community Outcomes are drawn from the 10 year plan 2021-31:

Community Outcomes:
A supportive city with caring communities and a great quality of life
A healthy city with reliable and quality water, wastewater and stormwater systems
A compact city with a vibrant CBD and thriving suburban and rural centres
A successful city with a diverse, innovative and productive economy
A creative city with a rich and diverse arts and culture scene
A connected city with a safe, accessible and low-carbon transport system
A sustainable city with healthy and treasured natural environments
An active city with quality and accessible recreational spaces and opportunities

Draft groups of activities for 9 year plan 2025-34

Group of activity	Activities	
3 Waters - Water supply	Water supply	
3 Waters - Wastewater	Wastewater	
3 Waters - Stormwater	Stormwater	
City properties	Community housing Commercial property Investment property	Operational property Parking operations
Community recreation	Aquatic services Botanic Garden	Cemeteries and crematorium Parks and reserves
Creative and cultural vibrancy	Creative partnerships Gallery, Garden and Museum Libraries and City of Literature	Olveston Historic Home Otago Museum levy
Governance and support services	Business Information Systems Civic and governance Corporate leadership Corporate policy Council communications and marketing	Customer services Finance Fleet operations Investments People, projects and risk Waipori Fund
Regulatory services	Animal services Alcohol licensing Building services	Environmental Health Parking services (enforcement) Resource consents
Resilient city	City development City growth Civil defence Community partnerships (formerly Community development)	Housing policy South Dunedin Future Zero carbon
Roading and footpaths	Transport	
Treaty partnership	Māori Partnerships	
Vibrant economy	City marketing Dunedin i-Site Visitor Centre	Economic development Events
Waste minimisation	Waste and environmental solutions	

Current groups of activity for 10 Year Plan 2021-2031

Group of activity	Activities	
Community and planning	City development Resource consents	Community development and events
Economic development	Economic development Marketing Dunedin	Dunedin i-Site Visitor Centre
Ara Toi (Arts and Culture) Galleries, Libraries and Museums	Dunedin Public Art Gallery Dunedin Public Libraries Lan Yuan Chinese Garden	Olveston Historic Home Toitū Otago Settlers Museum
Governance and support services	Business Information Systems Finance Warm Dunedin Investment Waipori Fund Civic and governance Council communications and marketing Civil defence South Dunedin Future	Corporate policy Corporate planner Fleet operations DCHL/DCTL People, projects and risk Corporate leadership Customer services Housing policy Zero carbon
Property	Commercial property Community housing	Operational property
Regulatory services	Building services Compliance solutions	Parking operations Parking services
Reserves and recreational facilities	Aquatic services Botanic Garden	Cemeteries and crematorium Parks and reserves
Roading and footpaths	Transport	
Three Waters - Water supply	Water supply	
Three Waters - Sewerage and sewage	Wastewater	
Three Waters – Stormwater	Stormwater	
Waste management	Waste and environmental solutions	