

## **LEVELS OF SERVICE - 9 YEAR PLAN 2025-34**

Department: Quality and Improvement

### **EXECUTIVE SUMMARY**

- 1 On 10 December 2024 Council approved the draft 9 year plan 2025-2034 Levels of Service (LOS) group of activities, statements, and measures (with the addition of the current Resident Opinion Survey measures) for inclusion in the draft 9 year plan and supporting consultation information.
- 2 Since the Council resolution of 10 December 2024, benchmark and targets in line with draft 9 year plan Operational budgets have been included, ROS LOS Measures have been added in, and further minor amendments have been made (edited or removed) based on staff and Councillor feedback on the ability to collect and report on LOS.
- 3 All changes to the LOS approved by Council in December are highlighted in the attached complete list of draft 9 year plan LOS (Attachment A).
- 4 This report seeks Council approval of the draft 9 year plan LOS for inclusion in the draft 9 year plan and as supporting information for the 9 year plan consultation.
- 5 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), 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.
- 6 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.

### **RECOMMENDATIONS**

That the Council:

- a) **Approves** the draft 2025-2034 Levels of Service for inclusion in the draft 9 year plan and supporting consultation information.

### **BACKGROUND**

- 7 The Local Government Act 2002 (LGA) requires the 9 year plan to include a statement of the intended LOS for each group of Council activities.
- 8 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)
- 9 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.
- 10 Although the mandatory performance measures have been set by the DIA, the associated targets for these measures are set and approved by Council.
- 11 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.
- 12 On 10 December 2024 Council approved the draft 9 year plan 2025-2034 Levels of Service (LOS) group of activities, statements, and measures (with the addition of the current Resident Opinion Survey measures) for inclusion in the draft 9 year plan and supporting consultation information.

*Moved (Mayor Jules Radich/Cr Kevin Gilbert):*

*That the Council:*

- a) **Approves** the draft 2025-34 Levels of Service group of activities, statements, and measures (with the addition of the current Residents Opinion Survey measures) for inclusion in the draft 9 year plan and supporting consultation information.

**Division**

*The Council voted by division*

*For: Crs Sophie Barker, Kevin Gilbert, Carmen Houlahan, Cherry Lucas, Mandy Mayhem, Jim O'Malley, Brent Weatherall, Andrew Whiley and Mayor Jules Radich (9).*

*Against: Crs Bill Acklin, David Benson-Pope, Christine Garey, Marie Laufiso, Lee Vandervis and Steve Walker (6).*

*Abstained: Nil*

*The division was declared CARRIED by 9 votes to 6*

**DISCUSSION**

- 13 2023-2024 Benchmarks (the most recent available for the 9 year plan) and LOS targets in line with draft 9 year plan Operational budgets have been included in the LOS in Attachment A.
- 14 Since the Council resolution of 10 December 2024, the ROS LOS Measures have been added in and a small number of amendments have been made to other LOS Measures (Edited or Removed) based on further staff and Councillor feedback on the ability to collect and report on LOS.

**OPTIONS**

- 15 This report seeks Council approval for the draft 9 year plan LOS 2025-34 statements, measures, and targets.

**Approve the draft LOS statements, measures, and targets, with any amendments (recommended)**

- 16 Council approves the draft 9 year plan LOS 2025-34 statements, measures, and targets, 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 statements, measures, and targets.
- LOS align with Office of the Auditor General guidance.

*Disadvantages*

- There are no identified disadvantages. The updated draft 9 year plan 2025-2034 LOS seek to make them easier to read, provide measurable performance targets and show how Council investment aligns with DCC activities and services for the community.

**Option Two – Retain the current LOS statements, measures, and targets that are in the current 10 year plan 2021-2031 (Status Quo)**

- 17 Council doesn't approve the draft 9 year plan 2025-34 LOS statements, measures, and targets, and retains the 10 year plan 2021-2031.

*Advantages*

- a) There are no identified advantages in maintaining status quo.

*Disadvantages*

- b) The draft 9 year plan 2025-34 LOS wouldn't align with the OAG local government reporting guidance.

**NEXT STEPS**

- 18 If approved, the draft 9 year plan 2025-34 LOS will be included as supporting information in the 9YP 2025-2034 Community Consultation.
- 19 Further amendments to the draft 9 year plan 2025-2034 LOS statements, measures, and targets will be made, where necessary, following decisions made at the 9 year plan deliberations meeting in June 2025.

**Signatories**

Author:	Mike Cartwright - Quality Improvement Specialist
Authoriser:	Robert West - General Manager Corporate Services

**Attachments**

	<b>Title</b>	<b>Page</b>
A	Draft 9 year plan LOS 2025-34 statements, measures, and targets	

## SUMMARY OF CONSIDERATIONS

### ***Fit with purpose of Local Government***

This decision enables democratic local decision making and action by, and on behalf of 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 9 year plan contains Council's approach to sustainability. LOS that monitor progress towards Council's Carbon Zero 2030 target are marked with a green leaf symbol 

### ***Zero carbon***

The draft 9 year plan 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 9 Year Plan 2025-34 LOS statements, measures, and targets may be made following 9 year plan budget 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***

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.

### 3 Waters - Water Supply

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The water tastes and looks pleasant is supplied at adequate pressure	LOS2534 #160	Percentage of residents satisfied with water pressure and quality	ROS	72%	≥70%	≥70%	≥70%	No change
DCC provides a water supply that is safe to drink  (Mandatory)	LOS2534 #161	The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (h) 4.10.1 T3 Bacterial Rules	Internal data	81%	100%	100%	100%	No change
	LOS2534 #162	The extent to which the drinking water supply complies Drinking water Quality Assurance Rules (i) 4.10.2 T3 Protozoal Rules	Internal data	98.60%	100%	100%	100%	No change
	LOS2534 #163	The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Internal data	New measure, not reported	100%	100%	100%	No change
Service calls are responded to promptly  (Mandatory)	LOS2534 #164	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	49 minutes	<60 minutes	<60 minutes	<60 minutes	No change
	LOS2534 #165	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	95 minutes	<240 minutes	<240 minutes	<240 minutes	No change
	LOS2534 #166	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	0.91 days (1,306 minutes)	Within 3 working days	Within 3 working days	Within 3 working days	No change
	LOS2534 #167	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	1.83 days (2,631 minutes)	Within 7 working days	Within 7 working days	Within 7 working days	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Customers are satisfied with drinking water service  (Mandatory)	LOS2534 #168	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	18.1 per 1,000 customers	<15 per 1,000 customers	<15 per 1,000 customers	<15 per 1,000 customers	No change
	LOS2534 #169	The average consumption of drinking water per day per resident   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 plant production = Percentage real water loss	Internal data	280 litres per day	<240 litres	<240 litres	<240 litres	No change
	LOS2534 #170	The percentage of real water loss from the networked reticulation system 	Internal data	15%	<20%	<20%	<20%	No change

 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).



### 3 Waters - Wastewater

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The wastewater service is reliable, and the Council is responsive to customer concerns	LOS2534 #154	Percentage of residents satisfied with the sewerage system	ROS	68%	≥65%	≥65%	≥65%	No change
Sewage is managed without adversely affecting the quality of the receiving environment (Mandatory)	LOS2534 #155	The number of dry weather sewage overflows from the sewerage system, expressed per 1000 sewerage connections to that sewerage system	Internal data	3.58 overflows per 1,000 connections	0	0	0	No change
	LOS2534 #156	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	1	Zero abatement notices, infringement notices, enforcement orders, and convictions	Zero abatement notices, infringement notices, enforcement orders, and convictions	Zero abatement notices, infringement notices, enforcement orders, and convictions	No change
Service calls related to sewage and sewerage are responded to promptly (Mandatory)	LOS2534 #157	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	36 minutes	<60 minutes	<60 minutes	<60 minutes	No change
	LOS2534 #158	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	125 minutes	<240 minutes	<240 minutes	<240 minutes	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The wastewater service is reliable, and the Council is responsive to customer concerns (Mandatory)	LOS2534 #159	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	5.58 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections	No change

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

### 3 Waters - Stormwater

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Stormwater services perform adequately and reliably.	LOS2534 #148	Percentage of residents satisfied with the stormwater system	ROS	54%	≥50%	≥50%	≥50%	Added
Stormwater services perform adequately and reliably (Mandatory)	LOS2534 #149	The number of flooding events that occur in Dunedin (the DCC territorial authority district)	Internal data	1	0	0	0	No change
	LOS2534 #150	For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system)	Internal data	3	0	0	0	No change
Stormwater is managed without adversely affecting the quality of the receiving environment (Mandatory)	LOS2534 #151	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	0	Zero abatement notices, infringement notices, enforcement orders and convictions	Zero abatement notices, infringement notices, enforcement orders and convictions	Zero abatement notices, infringement notices, enforcement orders and convictions	No change
Service calls are responded to promptly (Mandatory)	LOS2534 #152	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	62 minutes	<60 minutes	<60 minutes	<60 minutes	No change
	LOS2534 #153	The number of complaints received about the performance of the stormwater system, expressed per 1000 properties connected to the stormwater system	Internal data	1.09 complaints per 1,000 connections	<1 per 1,000 connections	<1 per 1,000 connections	<1 per 1,000 connections	No change

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

## City properties

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since 10 Dec Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC manages warm, dry, and safe community housing	LOS2534 #001	Occupancy of DCC community housing	Internal data	99%	≥94%	≥94%	≥94%	No change
	LOS2534 #002	Percentage of DCC community housing tenants who are satisfied with their rental housing	Tenant Survey	100%	≥95%	≥95%	≥95%	No change
The DCC prioritises community housing for people that are most in need	LOS2534 #003	Average time to house Priority 1 applicants	Internal data	new measure	Up to a maximum of 2 months	Up to a maximum of 2 months	Up to a maximum of 2 months	No change
	LOS2534 #004	Average time to house Priority 2 applicants	Internal data	new measure	Up to a maximum of 6 months	Up to a maximum of 6 months	Up to a maximum of 6 months	No change
The DCC increases the number of public toilets throughout Dunedin	LOS2534 #005	A changing places bathroom in the central city area will be completed	Internal data	2022 (not achieved)	-	by 30 June 2026	-	Removed
	LOS2534 #006	Number of new public toilets	Internal data	3	2	2	2	Removed
The DCC reduces the amount of total energy required to run the DCC's facilities	LOS2534 #007	The total GWh consumed at DCC facilities 🌿	Internal data	47.9	Reduce year on year	Reduce year on year	Reduce year on year	No change
The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	LOS2534 #008	The total GWh of energy consumed from LPG across DCC facilities 🌿	Internal data	13.7	Reduce year on year	Reduce year on year	Reduce year on year	No change
	LOS2534 #009	The total GWh of energy consumed from diesel across DCC facilities 🌿	Internal data	2.4	Reduce year on year	Reduce year on year	Reduce year on year	No change
	LOS2534 #010	Litres of combined petrol and diesel used by the DCC fleet 🌿	Internal data	175,344	Reduce year on year	Reduce year on year	Reduce year on year	No change
	LOS2534 #011	Percentage of DCC fleet that is electric 🌿	Internal data	34	Increase year on year	Increase year on year	Increase year on year	No change

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

## Community Recreation

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Aquatic facilities are accessible to everyone	LOS2534 #012	Percentage of residents who visit a DCC swimming pool at least once in a year	ROS	51%	≥50%	≥50%	≥50%	No change
Aquatic facilities are well maintained and meet the needs of users	LOS2534 #013	Percentage of users satisfied with Moana Pool	ROS	72%	85%	85%	85%	No change
	LOS2534 #014	Percentage of users satisfied with community swimming pools (St Clair Salt Water Pool, Te Puna o Whakaehu and Port Chalmers Pool)	ROS	83%	85%	85%	85%	No change
The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities	LOS2534 #015	DCC pools meet the "Poolsafe" national standard of compliance	Te Whai Oranga (Recreation Aotearoa)	Achieved	Achieved annually	Achieved annually	Achieved annually	No change
The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities	LOS2534 #016	Number of days open to the public: Moana Pool	Internal data	361	362	362	362	No change
	LOS2534 #017	Number of days open to the public: St Clair	Internal data	170	≥170 days	≥170 days	≥170 days	No change
	LOS2534 #018	Number of days open to the public: Te Puna o Whakaehu	Internal data	Opened June 2023	362	362	362	No change
	LOS2534 #019	Number of days open to the public: Port Chalmers	Internal data	184	≥185	≥185	≥185	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC maintains and provides access to a world class Botanic Garden that allows for a range of community activities and recreational experiences	LOS2534 #020	Maintain a grading of '6-Star' Garden of International Significance	New Zealand Gardens Trust	Achieved	Achieved	Achieved	Achieved	No change
The DCC provides a range of programmes and community engagement opportunities and experiences at the Botanic Garden	LOS2534 #021	Number of visitor or education programmes	Internal data	20	20	20	20	No change
The Botanic Garden and its facilities are well maintained and meet the needs of users	LOS2534 #022	Percentage of residents who visit the Botanic Garden at least once in a year	ROS	75%	75%	75%	75%	No change
	LOS2534 #023	Percentage of users satisfied with the Botanic Garden	ROS	93%	90%	90%	90%	No change
The DCC maintains and provides access to quality playspaces	LOS2534 #024	Number of playspaces in the city per 1000 children*	Internal data	5.7	5.7	5.7	5.7	No change
The DCC maintains and provide sports fields to allow for year-round sport and recreation	LOS2534 #025	Percentage of designated sports fields that are open for organised sports	Internal data	97%	95%	95%	95%	No change
Parks and reserves facilities are accessible to everyone	LOS2534 #026	Percentage of respondents that agree sites and facilities are satisfactorily accessible	ROS	68%	≥80%	≥80%	≥80%	Removed
Parks and reserves facilities are	LOS2534 #027	Percentage of users satisfied with DCC playgrounds	ROS	66%	≥80%	≥80%	≥80%	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
well maintained and meet the needs of users	LOS2534 #028	Percentage of users satisfied with DCC sports fields	ROS	74%	≥80%	≥80%	≥80%	No change
	LOS2534 #029	Percentage of users satisfied with DCC tracks	ROS	83%	≥80%	≥80%	≥80%	No change
	LOS2534 #030	Percentage of users satisfied with DCC scenic, bush and coastal reserves	ROS	87%	≥80%	≥80%	≥80%	No change
The DCC provides cemetery infrastructure and capacity (burial and ash interment) for the community	LOS2534 #031	Cemetery capacity of land that is developed and ready to inter	Internal data	5 years	Burial: 5 years	5 years	5 years	No change
	LOS2534 #032			1.2 years	Ash: 5 years	5 years	5 years	No change
Cemetery and crematorium services meet the needs of funeral directors and the bereaved	LOS2534 #033	Percentage of users satisfied with cemeteries	ROS	77%	≥80%	≥80%	≥80%	Removed

\* NZ median is 5.1 playgrounds per 1000 Children

### Creative and cultural vibrancy

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Library facilities are accessible, and collections are maintained and updated to meet the needs of the community	LOS2534 #034	Percentage of residents who visit Dunedin Public Libraries at least once in a year	ROS	59%	≥60%	≥60%	≥60%	No change
	LOS2534 #035	Percentage of residents who visited and were satisfied with Dunedin Public Libraries	ROS	91%	≥90%	≥90%	≥90%	No change
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	LOS2534 #036	Percentage of residents who visit Dunedin Public Art Gallery at least once in a year	ROS	45%	≥40%	≥40%	≥40%	No change
	LOS2534 #037	Percentage of residents who visited and were satisfied with to their visit to the Dunedin Public Art Gallery	ROS	87%	≥90%	≥90%	≥90%	No change
The Toitū Otago Settlers Museum (Toitū) facilities provide access to a diverse social history experience which meets the expectations of visitors	LOS2534 #038	Percentage of residents who visit Toitū at least once a year	ROS	63%	≥75%	≥75%	≥75%	No change
	LOS2534 #039	Percentage of residents who visited and were satisfied with their visit to Toitū	ROS	93%	≥95%	≥95%	≥95%	No change
Visitors enjoy an authentic Chinese architectural and cultural experience	LOS2534 #040	Percentage of residents who visit Lan Yuan Chinese Garden at least once a year	ROS	26%	≥15%	≥15%	≥15%	No change
	LOS2534 #041	Percentage of residents who	ROS	87%	≥85%	≥85%	≥85%	No change



Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
		visited and were satisfied with their visit to Lan Yuan Chinese Garden						
Visitors enjoy an authentic experience at Olveston Historic House	LOS2534 #042	Percentage of residents who visit Olveston at least once a year	ROS	12%	≥10%	≥10%	≥10%	No change
	LOS2534 #043	Percentage of residents who visited and were satisfied with their visit to Olveston	ROS	93%	≥90%	≥90%	≥90%	No change
The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	LOS2534 #044	Number of days galleries, museums and libraries are open to the public: Dunedin Public Art Gallery, Lan Yuan, Olveston, Toitū, Libraries	Internal data	364	Dunedin Public Art Gallery: 361	361	361	No change
	LOS2534 #045			364	Lan Yuan: 361	361	361	No change
	LOS2534 #046			364	Olveston: 361	361	364	No change
	LOS2534 #047			364	Toitū: 361	361	361	No change
	LOS2534 #048			353 (7 days/week)	City Library: 353	353	353	No change
	LOS2534 #049			248 (5 days/week)	South Dunedin pop-up: 248	South Dunedin (new library, 6 days/week) 300	300	No change
	LOS2534 #050			300 (6 days/week)	Community libraries: 300	300	300	No change
	LOS2534 #051			300 (6 days/week)	Mobile libraries: 286	286	286	No change
	LOS2534 #052	Number of public programmes (Lectures, talks, guided tours, creative workshops, and events):	Internal data	87	DPAG ≥80	≥80	>80	No change
	LOS2534 #053			91	Toitū ≥80	≥80	>80	No change
	LOS2534 #054			2184	Olveston ≥ 2,000	≥ 2,000	> 2,000	No change
	LOS2534 #055			12	Lan Yuan ≥10	≥10	>10	No change
	LOS2534 #056	Dunedin Public Art Gallery, Lan Yuan, Olveston, Toitū, Libraries, UNESCO City of Literature,	Internal data	2,168	Libraries ≥2,000	≥ 2,000	> 2,000	No change
	LOS2534 #057			16	City of Literature ≥15	≥15	≥15	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
	LOS2534 #058	and Creative Partnerships.		9	Creative Partnerships ≥6	≥6	≥6	No change
	LOS2534 #059	Number of public programme attendees:  Dunedin Public Art Gallery, Olveston, Toitū, Libraries, UNESCO City of Literature, Creative Partnerships.	Internal data	4106	DPAG ≥4000	≥ 4000	≥4000	No change
	LOS2534 #060			4063	Toitū ≥4000	≥4000	≥4000	No change
	LOS2534 #061			26,261	Libraries ≥25,000	≥25,000	≥25,000	No change
	LOS2534 #062			1048	City of Literature ≥1000	≥1000	≥1000	No change
	LOS2534 #063			110	Creative Partnerships ≥100	≥100	≥100	No change
The DCC maintains and provides access to a world class, authentic traditional Chinese scholars garden	LOS2534 #064	Lan Yuan maintains a grading of ‘6-Star’ Garden of International Significance	New Zealand Gardens Trust	Achieved	Achieved	Achieved	Achieved	No change
The DCC develops, maintains, and provides access to art, cultural and historical collections	LOS2534 #065	Percentage of DPAG's exhibition galleries that are committed to displays from their collection	Internal data	58%	≥ 40%	≥ 40%	≥ 40%	No change
	LOS2534 #066	Percentage of Toitū's exhibition galleries that are committed to displays from their collection	Internal data	90%	≥ 90%	≥ 90%	≥ 90%	No change

### Governance and support services

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC maintains accountability to the community through strategic planning documents	LOS2534 #067	The Long Term Plan (LTP) and Annual Plan (AP) is adopted by Council within the legislative timeframe	Audit NZ	Achieved	by 30 June	by 30 June	by 30 June	No change
The DCC actively seeks to understand the community's opinion and level of satisfaction with the DCC's services and activities	LOS2534 #068	Frequency that resident surveys are conducted, analysed and results provided to Council and staff	ROS	Annual	Quarterly	Quarterly	Quarterly	No change
Staff communicate with residents appropriately	LOS2534 #069	Percentage of residents satisfied with how staff communicate	ROS	75%	≥80%	≥80%	≥80%	No change
The information residents require is appropriately available	LOS2534 #070	Percentage of residents satisfied with the Council's website	ROS	59%	≥65%	≥65%	≥65%	No change
The DCC provides accurate, accessible, and timely online information	LOS2534 #071	The DCC website receives an 80% or higher score in the annual Web Audit.	ALGIM (Association of Local Government Information Management)	81.1% score Jan-Dec 2023	≥80%	≥80%	≥80%	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
about Council services and local events	LOS2534 #072	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	new measure	no more than 30%	no more than 30%	no more than 30%	No change
The information required to participate in the democratic process is appropriately available	LOS2534 #073	Percentage of residents satisfied with the amount of public consultation undertaken	ROS	35%	≥50%	≥50%	≥50%	Added
The DCC enables participation and provides transparency in democratic processes	LOS2534 #074	Percentage of requests under the Local Government Official Information and Meetings Act (LGOIMA) processed within the statutory timeframes	Internal data	92%	100%	100%	100%	No change
	LOS2534 #075	Percentage of Council, Committee, and Community Board meetings advertised, and agendas published, within the statutory timeframes	Internal data	100%	100%	100%	100%	No change

## Regulatory services

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Legislative standards and bylaws are enforced to protect the public	LOS2534 #076	Percentage of residents satisfied with the control of roaming dogs	ROS	63%	≥60%	≥60%	≥60%	No change
	LOS2534 #077	Percentage of residents satisfied with the control of noise	ROS	59%	≥60%	≥60%	≥60%	No change
The DCC encourages responsible dog ownership to protect and promote community safety	LOS2534 #078	Percentage of requests for service completed by due date	Internal data	97%	95%	95%	95%	No change
	LOS2534 #079	Number of educational activities for schools and the general public	Internal data	9	50	50	50	No change
The DCC protects the health and safety of the community by monitoring food and alcohol premises	LOS2534 #080	Percentage of scheduled food control plan verification visits conducted in accordance with statutory timeframes	Internal data	100%	100%	100%	100%	No change
	LOS2534 #081	Percentage of alcohol licenced premises which we enquire and report on to the District Licencing Committee in accordance with statutory requirements.	Internal data	100%	100%	100%	100%	Edited
The DCC responds promptly to complaints in order to protect the health and safety of the community	LOS2534 #082	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	99%	95%	95%	95%	No change
	LOS2534 #083	Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours	Internal data	66%	90%	90%	90%	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC maintains accreditation as a Building Consent Authority (BCA) enabling building consents and related applications to be issued and granted	LOS2534 #084	Retention of BCA accreditation	IANZ	Accredited	Accredited	Accredited	Accredited	No change
The DCC provides building consenting and inspection services in a timely manner	LOS2534 #085	Percentage of building consent applications granted in accordance with statutory timeframes	Internal data	93%	100%	100%	100%	No change
	LOS2534 #086	Percentage of Code Compliance Certificates issued in accordance with statutory timeframes	Internal data	98%	100%	100%	100%	No change
The DCC audits buildings with a Building Warrant of Fitness (BWof)	LOS2534 #087	Percentage of buildings with BWof which are audited	Internal data	23.6%	≥20%	≥20%	≥20%	No change
The DCC determines if a building is deemed earthquake prone	LOS2534 #088	The percentage of potentially earthquake-prone buildings which have been assessed	Internal data	new measure	30%	40%	50%	No change
The DCC processes applications for resource consents efficiently	LOS2534 #089	Percentage of resource consent applications processed within statutory timeframes	Internal data	94% 673 of 719	100%	100%	100%	No change
	LOS2534 #090	Percentage of subdivision certification applications processed within statutory timeframes	Internal data	93% 339 of 366	100%	100%	100%	No change

## Resilient City

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Residents are satisfied with the look and feel of the city	LOS2534 #091	Percentage of residents satisfied with the overall look and feel of the city	ROS	60%	≥75%	≥75%	≥75%	No change
The DCC provides grants to the community to support community wellbeing	LOS2534 #092	Percentage of committed contestable grant funding that is allocated	Internal data	97%	100%	100%	100%	No change
The DCC supports community initiatives that are focussed on sustainability	LOS2534 #093	Total volunteer hours worked for DCC's Taskforce Green programme	Internal data	22,000	22,000	22,000	22,000	No change
	LOS2534 #094	Number of schools the DCC supports through the EnviroSchools Programme	MoE Contract	30	28	28	28	No change
The DCC implements actions to reduce Council's emissions	LOS2534 #095	Total DCC emissions 	Internal data	27.67% reduction	Reduce DCC emissions against 2018/19 baseline year	Reduce DCC emissions against 2018/19 baseline year	Reduce DCC emissions against 2018/19 baseline year in line with targets: - 2026/2028 30% - 2030/2031 42%	No change
The DCC delivers integrated planning that supports growth and adequate business and housing development capacity.	LOS2534 #096	The status of Future Development Strategy (FDS) as defined by DCC community housing policy.	Internal data	Drafted and consulted on in 2024	First FDS is completed	First FDS yearly implementation plan developed	Yearly implementation plan developed and FDS review report completed in time to inform 2027 LTP	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC supports the conservation of Dunedin's built heritage through the implementation of the Heritage Action Plan (HAP) 2023.	LOS2534 #097	Implementation plan actions progress as scheduled	Internal data	Approved in 2023	>60%	>75%	>90%	No change
The DCC develops a climate change adaptation plan for South Dunedin in collaboration with the community	LOS2534 #098	Milestones for developing the plan are met	Internal data	New measure	3-Stage Risk Assessment completed and Spatial Longlist Adaptation Approaches drafted	Spatial Shortlist of adaptation approaches and Preferred adaptation approaches drafted	Climate change adaptation plan for South Dunedin completed	No change
The DCC will be prepared to respond in the event of a civil defence emergency	LOS2534 #099	Time taken to activate once the Controller has made the decision to activate	CDEM	new measure	60 minutes	60 minutes	60 minutes	No change
	LOS2534 #100	Meet CDEM minimum capability levels for EOC functioning (annualised results)	CDEM	Exceeded	Achieved	Achieved	Achieved	No change




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




## Roading and footpaths

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The transport network facilitates efficient travel	LOS2534 #101	Percentage of residents satisfied with overall roading and maintenance	ROS	26%	≥60%	≥60%	≥60%	No change
The transport network facilitates active travel	LOS2534 #102	Percentage of residents satisfied with the suitability of the road network for cyclists throughout the city	ROS	30	≥30%	≥30%	≥30%	No change
	LOS2534 #103	Percentage of residents satisfied with condition of footpaths throughout the city	ROS	36	≥60%	≥60%	≥60%	No change
	LOS2534 #104	Percentage of residents satisfied with the ease of pedestrian access throughout the city	ROS	54	≥65%	≥65%	≥65%	Remove d
	LOS2534 #105	Percentage of residents satisfied with condition of the streetlights throughout the city	ROS	61	≥75%	≥75%	≥75%	Remove d
The transport network facilitates accessibility	LOS2534 #106	Percentage of residents satisfied with availability of metered on-street parking in the central city	ROS	19	≥45%	≥45%	≥45%	Remove d
The DCC provides kerb and channel within the level of service standard adopted by the Council Asset Management Plan	LOS2534 #107	Percentage of the kerb and channel network is rated as moderate to excellent condition	Road Assessment and Maintenance Management (RAMM)	88%	≥88%	≥89%	≥90%	No change
The DCC provides footpaths within the level of service standard adopted by the Council Asset Management Plan	LOS2534 #108	Percentage of the footpath network is rated as moderate to excellent condition	Road Assessment and Maintenance Management (RAMM)	92.7%	≥89%	≥90%	≥90%	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC provides a functional streetlight network that provides for safe movement	LOS2534 #109	Percentage of streetlights monitored by the Central Management System (CMS) that will be operational during the hours of darkness	CMS system	99.10%	≥99%	≥99%	≥99%	No change
The DCC's Parking management system provides on road parking capacity and turnover to enable access to businesses and services	LOS2534 #110	Percentage of metered city parking spaces vacant in the CBD retail core during business hours (0800-1800)	New system	New system to be implemented	Establish baseline	TBC	TBC	No change
The DCC provides the transport network that facilitates safe travel	LOS2534 #111	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	Not Achieved (increase of 17)	Reduce year on year	Reduce year on year	Reduce year on year	No change
The DCC provides the transport network that facilitates comfortable travel	LOS2534 #112	Average quality of ride on local sealed road network measured by smooth travel exposure (Mandatory measure)	Road Assessment and Maintenance Management (RAMM)	76%	≥76%	≥78%	≥78%	No change
The DCC provides a transport network, which facilitates sustainable maintenance	LOS2534 #113	Percentage of sealed road network that is resurfaced (Mandatory measure)	Internal data	6%	6%	6%	6%	No change
The DCC maintains the transport network efficiently	LOS2534 #114	Percentage of service requests relating to roads and footpaths to where the response is provided within five working days (Mandatory measure)	Internal data	85%	≥85%	≥86%	≥87%	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC provides cycleways to support multimodal travel for the community	LOS2534 #115	Number of people using cycleways (average daily movements per counter) 	Cycle counters	118	Increase year on year	Increase year on year	Increase year on year	No change

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

## Treaty Partnership

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
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	LOS2534 #116	Number of strategies, policies, plans and projects that include TTH	Internal data	NA - new measure	≥6	≥15	≥20	No change
	LOS2534 #117	Percentage of staff familiar with TTH and are capable of applying it to their work	Internal data	NA - new measure	10	30	50	No change
Mana whenua are actively engaged as partners and decision makers in projects they determine are a priority	LOS2534 #118	Number of programmes identified as a priority for mana whenua where they are engaged at all phases of development	Internal data	NA - new measure	5	5	5	No change
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	LOS2534 #119	Number of Council officers participating in Tū Ake, Tū Kotahi and Tū Hono	Internal data	NA - new measure	130	130	130	No change
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.	LOS2534 #120	Number of models of partnership with mana whenua are explored and developed	Internal data	NA - new measure	2	3	4	No change
	LOS2534 #121	Number of co-investment opportunities are explored and developed	Internal data	NA - new measure	1	2	3	No change

## Vibrant economy

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Enterprise Dunedin provides business sector support and coordinates the marketing of the city for tourism and education and attracting investment and skilled migrants	LOS2534 #122	Percentage of residents satisfied with the Council's support for economic development	ROS	≥35%	≥50%	≥50%	≥50%	No change
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.	LOS2534 #123	Number of new start-ups incubated through Startup Dunedin	Startup Dunedin Trust Report	6	8	8	8	No change
	LOS2534 #124	Number of JobDUN* internships supported	External Source	44	40	40	45	No change
	LOS2534 #125	Number of business event bids supported	Internal Data	11	15	15	15	No change
	LOS2534 #126	Number of targeted city marketing campaigns	Internal Data	8	> 6	> 6	> 6	No change
	LOS2534 #127	Number of film permits issued	Internal Data	23	25	25	25	No change
	LOS2534 #128	Dollar value of grants that enable research collaboration	Internal Data	\$114k	increase	increasing	increasing	Removed
	LOS2534 #129	Percentage of economic development activities and initiatives where Māori have been invited to participate	Internal Data	100%	100%	100%	100%	Removed
	LOS2534 #130	Number of days iSite services are open to the public	Internal Data	364	364	364	364	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
	LOS2534 #131	Frequency that iSite visitor feedback is collected, analysed and results provided to Council and staff	External survey	quarterly	quarterly	quarterly	quarterly	No change
Council funded events meet the needs of residents	LOS2534 #132	Percentage of residents satisfied with city festivals and events	ROS	60%	≥70%	≥70%	≥70%	Added
The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	LOS2534 #133	Number of DCC led events: Community	Internal Data	9	9 community events	10 community events	9 community events	No change
	LOS2534 #134	Number of DCC led events: Civic	Internal Data	6	5 civic events	5 civic events	6 civic events	No change
	LOS2534 #135	Number of DCC led events: Premier	Internal Data	1	0 premier events	1 premier events	0 premier events	No change
	LOS2534 #136	Contestable events funding allocated	Internal Data	100%	100%	100%	100%	No change

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

## Waste Minimisation

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
Refuse collection and kerbside recycling meet customer expectations	LOS2534 #137	Overall satisfaction with rubbish disposal services	ROS	62%	≥70%	≥70%	≥70%	No change
The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP)	LOS2534 #138	Waste generation: reduce the amount of material entering the waste management system, by 15 per cent per person 🌱	Internal and External Data	Per person: 537 kg	Per person: < 525 kg	< 500 kg	< 456.45 kg	No change
	LOS2534 #139	Waste disposal: reduce the amount of material that needs final disposal, by 45 per cent per person 🌱	Internal and External Data	Dunedin: 60,288 tonnes, 461 kgs per person	Dunedin: < 55,000 tonnes	< 50,000 tonnes	< 33,158 tonnes	No change
	LOS2534 #140	Number of days resource recovery facilities are open for the community	Internal Data	360 days	360 days	360 days	360 days	No change
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	LOS2534 #141	Number of abatement or infringement notices received and responded to	Internal Data	2	0	0	0	No change
	LOS2534 #142	Number of reported missed collections of public litter bins, public place recycling bins, and residential recycling drop-off stations	Internal Data	new measure	Fewer than 5 per month	Fewer than 5 per month	Fewer than 5 per month	No change

Level of service statement	ID #	Performance measure	Data source	Actual 2023-24	Target			Status since Dec 2024 Council
					Year 1 2025-26	Year 2 2026-27	Year 3 - 9 2027-34	
The DCC collects kerbside rubbish and recycling from homes and across the city	LOS2534 #143	Number of kerbside food, organic garden waste pick ups in the collection area 	Internal Data	Tracking to commence in July 2024	52 (weekly)	52 (weekly)	52 (weekly)	No change
	LOS2534 #144	Number of kerbside rubbish, glass and recycling pick ups in the collection area	Internal Data	Tracking to commence in July 2024	26 (fortnightly)	26 (fortnightly)	26 (fortnightly)	No change
	LOS2534 #145	Number of kerbside rubbish, food waste, green waste, glass, and recycling pick ups scheduled in the tertiary area of the city 	Internal Data	Tracking to commence in July 2024	≥52 (weekly)	≥52 (weekly)	≥52 (weekly)	No change
	LOS2534 #146	Number of reported missed collections of kerbside rubbish, food waste, green waste, glass, and recycling (of items correctly presented for collection)	Internal Data	Tracking to commence in July 2024	Fewer than 80 per month	Fewer than 80 per month	Fewer than 80 per month	No change
The DCC reduces greenhouse gas emissions associated with waste deposited at Green Island landfill	LOS2534 #147	Waste emissions: reduce the biogenic methane emissions from waste, by at least 45 per cent 	Internal Data / Annual UEF Application Reports	1,845,068.63 m <sup>3</sup>	Decrease year on year	Decrease year on year	Decrease year on year	No change


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