

Services and activities

This section provides information on the activities and services that the DCC provides and describes:

- How the services and activities contribute to our community outcomes;
- How performance is measured; and
- The costs for providing the services and activities.

The services and activities that the DCC provides are grouped into 13 groups of activity. The community outcomes that they mainly contribute to are described within each activity.

The activity group structure for the 9 year plan 2025-34 is as follows:

| Group of activity | Services and activities include: | |
|--------------------------------|---|---|
| City Properties | Community Housing Community Property | Investment Property Operational Property |
| Community Recreation | Aquatic Services Botanic Garden | Cemeteries & Crematorium Parks and Reserves |
| Creative and Cultural Vibrancy | Dunedin Public Art Gallery Dunedin Public Libraries Lan Yuan Chinese Garden | Olveston Historic Home Toitū Otago Settlers Museum |
| Governance and Support | Civic and administration | Communications |
| Regulatory Services | Animal Control Building Services | Environmental Health |
| Resilient City | City Planning Civil Defence Climate Change | Heritage Zero Carbon |
| Roading and Footpaths | Transport | |
| Treaty Partnerships | | |
| Vibrant Economy | Economic Development i-Site Visitor Centre | Destination Dunedin |
| Three Waters - Water supply | | |
| Three Waters - Wastewater | | |
| Three Waters - Stormwater | | |
| Waste Minimisation | Waste Management | |

Summary of judgements made in the selection of non-financial performance measures

The Council's 9 year plan 2025-34 outlines the activities and projects that the community can expect over the 9 year period. The plan also sets out how much things will cost, how they will be paid for, and their impact on rates and debt. The 9 year plan takes account of the social, economic, environmental and cultural interests of Dunedin's communities, and the needs of future generations.

This 9 year plan sets out 13 groups of activities. For each activity group, details are provided on the community outcomes that its activities will contribute to. It also provides levels of service statements, performance measures and targets for each activity. These describe the services that Council will provide to the community, and how Council will measure that it has achieved what it said it would do.

When developing this plan, Council reviewed all of the level of service statements, performance measures and targets provided for in the 10 year plan 2021-31. It now presents a revised set of level of service statements, measures and targets that are intended to better describe the services that Council will deliver, how much will be delivered and how we will measure our delivery performance. Judgement has been used to select measures that are the most important and meaningful. Compared to our last 10 year plan, there is a greater number of output measures, i.e., what we want to achieve, than outcome measures, for example, satisfaction with our services measured through the Residents Opinion Survey.

It is important to know that we have not changed what we are delivering, or how much. The changes we have made to this part of the plan is just about providing better information on what we are delivering.

Mandatory performance measures

Under the Local Government Act 2002, Council is required to have prescribed performance measures set by the Department of Internal Affairs (DIA) for the following activities: water supply, wastewater, stormwater, and the provision of roading and footpaths. These prescribed measures enable comparison of how each local authority is performing in the delivery of these services.

Specifically related to Water Supply, the DIA Non-Financial Performance Measures Rules 2013 required local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. These standards have now been superseded by the Water Services (Drinking Water Services for New Zealand) Regulations 2022 (the regulations) and so we have updated our performance measures to reflect this change.

Other performance measures

For our other activities, we have used our judgement in selecting performance measures for inclusion in this plan. It is important that we select meaningful measures that will clearly show how well we are performing in the delivery of our services. We have not presented measures for everything we do, but we have used our judgement to determine what of our activities to measure and report back on, for example, our most important services, and those of high community interest.

Our measures include timeliness of delivery, compliance with national standards, legislation etc., access to services e.g., venues and facilities operating hours, usage of our facilities, efficiency, and satisfaction with our services. Measures that have one target covering the 9 year period indicate that we will maintain the same level of service over that period.

The Council uses internally sourced data and information collected by third parties such as the Residents Opinion Survey to measure performance achievement. New measures have been indicated in the tables, and where we are continuing with a measure, we have provided actual data for the 2023/24 year against our measures and targets.

We will report on how we have performed against each measure and target, at the end of each year in our Annual Reports.

City properties

Services and activities

The city properties group includes activities and services related to:

- Community housing
- Property management (including commercial property, investment property and operational property)
- Land and lease management
- Parking operations (meter and off-street parking maintenance)
- Fleet management.

The DCC manages property to maintain core services, provide community housing, and provide non-rates revenue. The city properties portfolio includes the management of community housing units for qualifying residents; arts and culture facilities like the Regent Theatre; sports facilities like Edgar Centre and the Ice Sports Stadium; and non-rates revenue from the management of investment properties. It maintains parking meters and off-street parking.

Property management is essential to the Council's influence in economic development, arts and culture, community housing, libraries and museums, and maintaining the range of services provided to Dunedin's communities. It supports all of the DCC's activities and services.

Community outcomes

The city properties group contributes to the following community outcomes:

- A creative community with a rich and diverse arts and culture scene
- A supportive city with caring communities and a great quality of life
- An active city with quality and accessible recreational spaces and opportunities
- A compact city with a vibrant CBD and thriving suburban and rural centres
- A connected city with a safe, accessible and low-carbon transport system.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| The DCC manages warm, dry, and safe community housing | Occupancy of DCC community housing | 99% | ≥94% | ≥94% | ≥94% | ≥94% |
| | Percentage of DCC community housing tenants who are satisfied with their rental housing | 100% | ≥95% | ≥95% | ≥95% | ≥95% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-----------------------|-----------------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| The DCC prioritises community housing for people that are most in need | Average time to house Priority 1 applicants | New measure | Up to a maximum of 2 months | | | |
| | Average time to house Priority 2 applicants | New measure | Up to a maximum of 6 months | | | |
| The DCC will build a toilet and changing facility in the central city that meets the needs of people living with profound disability. | A Changing Places bathroom in the central city area will be completed | Not achieved | by 30 June 2026 | - | | |
| The DCC reduces the amount of total energy required to run the DCC’s facilities | The total GWh consumed at DCC facilities 🌿 | 47.9 GWh Achieved | Reduce year on year | | | |
| 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 🌿 | 13.7 GWh Not achieved | Reduce year on year | | | |
| | The total GWh of energy consumed from diesel across DCC facilities 🌿 | 2.4 GWh Achieved | Reduce year on year | | | |
| | Litres of combined petrol and diesel used by the DCC fleet 🌿 | New measure 175,344 | Reduce year on year | | | |
| | Percentage of DCC fleet that is electric 🌿 | New measure 34% | Increase year on year | | | |

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

Community recreation

Services and activities

The community recreation group includes activities and services related to:

- Aquatic services
- Botanic Garden
- Cemeteries and crematorium
- Parks and recreation
- Biodiversity and pest control.

The DCC operates four community swimming pools and more than 100 playgrounds, sportsgrounds, parks and reserves. They are maintained every day to meet the leisure, fitness and lifestyle needs of Dunedin residents. The DCC also maintains open green spaces and reserves like the Botanic Gardens and other important facilities like cemeteries and crematoriums.

Green spaces, aquatic facilities and the other activities in this group are central to the wellbeing of Dunedin's communities. The maintenance of these activities allows a breadth of leisure opportunities and the pursuit of active lifestyles in parks, pools, gardens and reserves so that Dunedin's communities can be fit, active and connected in natural spaces.

Community outcomes

The community recreation group contributes to the following community outcomes:

- An active city with quality and accessible recreational spaces and opportunities
- A supportive city with caring communities and a great quality of life
- A sustainable city with healthy and treasured natural environments.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| Aquatic facilities are accessible to everyone | Percentage of residents who visit a DCC swimming pool at least once in a year | 51% | ≥50% | ≥50% | ≥50% | ≥50% |
| Aquatic facilities are well maintained and meet the needs of users | Percentage of users satisfied with Moana Pool | 72% | 85% | 85% | 85% | 85% |
| | Percentage of users satisfied with community swimming pools (St Clair Salt Water Pool, Te Puna o Whakaehu and Port Chalmers Pool) | 83% | 85% | 85% | 85% | 85% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | New measure | Achieve | Achieve | Achieve | Achieve |
| 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 | New measure | 362 | 362 | 362 | 362 |
| | Number of days open to the public: St Clair | New measure | ≥170 days | ≥170 days | ≥170 days | ≥170 days |
| | Number of days open to the public: Te Puna o Whakaehu | New measure | 362 | 362 | 362 | 362 |
| | Number of days open to the public: Port Chalmers | New measure | ≥185 | ≥185 | ≥185 | ≥185 |
| 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 measure | Achieve | Achieve | Achieve | Achieve |
| The DCC provides a range of programmes and community engagement opportunities and experiences at the Botanic Garden | Number of visitor or education programmes | New measure | 20 | 20 | 20 | 20 |
| 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 | 75% | 75% | 75% | 75% | 75% |
| | Percentage of users satisfied with the Botanic Garden | 93% | 90% | 90% | 90% | 90% |
| The DCC maintains and provides access to quality playspaces | Number of playspaces in the city per 1000 children* | New measure | 5.7 | 5.7 | 5.7 | 5.7 |
| 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 | New measure | 95% | 95% | 95% | 95% |
| Parks and reserves facilities are well maintained and meet the needs of users | Percentage of users satisfied with DCC playgrounds | 66% | ≥80% | ≥80% | ≥80% | ≥80% |
| | Percentage of users satisfied with DCC sports fields | 74% | ≥80% | ≥80% | ≥80% | ≥80% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| | Percentage of users satisfied with DCC tracks | 83% | ≥80% | ≥80% | ≥80% | ≥80% |
| | Percentage of users satisfied with DCC scenic, bush and coastal reserves | 87% | ≥80% | ≥80% | ≥80% | ≥80% |
| The DCC provides cemetery infrastructure and capacity (burial and ash interment) for the community | Cemetery capacity of land that is developed and ready for burial and ash interment. | New measure | Burial: 5 years | 5 years | 5 years | 5 years |
| | | New measure | Ash: 5 years | 5 years | 5 years | 5 years |

ROS = Residents' Opinion Survey

Creative and cultural vibrancy

Services and activities

The creative and cultural vibrancy group includes activities and services related to:

- Dunedin Public Libraries (including City of Literature)
- Dunedin Public Art Gallery
- Toitū Otago Settlers Museum
- Lan Yuan Chinese Garden
- Olveston Historic Home

The DCC owns and operates the Dunedin Public Libraries, Dunedin Public Art Gallery, Toitū Otago Settlers Museum, Dunedin Chinese Garden and Olveston Historic Home.

The DCC provides opportunities to access and experience visual arts and culture by viewing art collections held in a safe and quality environment. It maintains and preserves a rich heritage of stories, treasures and knowledge through its cultural institutions.

The Council is one of four local authorities in Otago that contribute to the management and funding of the Otago Museum under the Otago Museum Trust Board Act 1996.

Community outcomes

The creative and cultural vibrancy group contributes to the following community outcomes:

- A creative city with a rich and diverse arts and culture scene
- A supportive city with caring communities and a great quality of life
- A successful city with a diverse, innovative and productive economy.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|-------------------|-------------------|-------------------|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| 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 | 59% | ≥60% | ≥60% | ≥60% | ≥60% |
| | Percentage of residents who visited and were satisfied with Dunedin Public Libraries | 91% | ≥90% | ≥90% | ≥90% | ≥90% |
| The Dunedin Public Art Gallery provides access to a diverse visual art experience which meets the expectations of visitors | Percentage of residents who visit Dunedin Public Art Gallery at least once in a year | 45% | ≥40% | ≥40% | ≥40% | ≥40% |
| | Percentage of residents who visited and were satisfied with to | 87% | ≥90% | ≥90% | ≥90% | ≥90% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|--|---|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| and the collection is managed according to international best practice | their visit to the Dunedin Public Art Gallery | | | | | |
| 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 | 63% | ≥75% | ≥75% | ≥75% | ≥75% |
| | Percentage of residents who visited and were satisfied with their visit to Toitū | 93% | ≥95% | ≥95% | ≥95% | ≥95% |
| Visitors enjoy an authentic Chinese architectural and cultural experience | Percentage of residents who visit Lan Yuan Chinese Garden at least once a year | 26% | ≥15% | ≥15% | ≥15% | ≥15% |
| | Percentage of residents who visited and were satisfied with their visit to Lan Yuan Chinese Garden | 87% | ≥85% | ≥85% | ≥85% | ≥85% |
| Visitors enjoy an authentic experience at Olveston Historic House | Percentage of residents who visit Olveston at least once a year | 12% | ≥10% | ≥10% | ≥10% | ≥10% |
| | Percentage of residents who visited and were satisfied with their visit to Olveston | 93% | ≥90% | ≥90% | ≥90% | ≥90% |
| The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities. | Number of days galleries, museums and libraries are open to the public: Dunedin Public Art Gallery, Lan Yuan, Olveston, Toitū, Libraries | New measures | Dunedin Public Art Gallery: 361 days each year | | | |
| | | | Lan Yuan: 361 days each year | | | |
| | | | Olveston 361 days each year | | | |
| | | | Toitū 361 days each year | | | |
| | | | City Library 353 days each year | | | |
| | | | South Dunedin pop-up 248 days | South Dunedin (new library,300 days each year | | |
| | | | Community libraries 300 days each year | | | |
| | | | Mobile libraries 286 days each year | | | |
| | Number of public programmes (Lectures, talks, guided tours, creative workshops, and events): Dunedin Public Art Gallery, Toitū, Olveston, Lan Yuan, Libraries, | New measures | DPAG ≥80 each year | | | |
| | | | Toitū ≥80 each year | | | |
| Olveston ≥ 2,000 each year | | | | | | |
| Lan Yuan ≥10 each year | | | | | | |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|--|-------------------|--------------------------------------|-------------------|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| | UNESCO City of Literature, and Creative Partnerships. | | Libraries ≥2,000 each year | | | |
| | | | City of Literature ≥15 each year | | | |
| | | | Creative Partnerships ≥6 each year | | | |
| | Number of public programme attendees: Dunedin Public Art Gallery, Toitū, Olveston, Lan Yuan, Libraries, UNESCO City of Literature, and Creative Partnerships. | New measures | DPAG ≥4000 each year | | | |
| | | | Toitū ≥4000 each year | | | |
| | | | Lan Yuan ≥2700 each year | | | |
| | | | Libraries ≥25,000 each year | | | |
| | | | City of Literature ≥1000 each year | | | |
| | | | Creative Partnerships ≥100 each year | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| 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 measure | Achieve | Achieve | Achieve | Achieve |
| 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 | New measure | ≥ 40% | ≥ 40% | ≥ 40% | ≥ 40% |
| | Percentage of Toitū's exhibition galleries that are committed to displays from their collection | New measure | ≥ 90% | ≥ 90% | ≥ 90% | ≥ 90% |

ROS = Residents' Opinion Survey

Governance and support services

Services and activities

The governance and support services group includes activities and services related to:

- Business Information Systems
- Civic and governance
- Corporate leadership
- Council communications & marketing
- Customer services
- Finance
- People, projects and risk.

The governance and support services group provide technical and administrative support for the key delivery activities of the DCC. In some instances, an external service to residents and the public is provided (e.g. the provision of the Council's website). The support activities are largely funded by an internal charge to the other activities in this section. The charge is based on an allocation method that endeavours to reflect the true cost to the key delivery activities.

Community outcomes

The governance and support services group contributes to the following community outcomes:

- A healthy city with reliable and quality water, wastewater and stormwater system
- 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
- A supportive city with caring communities and a great quality of life.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2027-34 |
| 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 | New measure | by 30 June | by 30 June | by 30 June | by 30 June |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|--|-------------------|---------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2027-34 |
| 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 | New measure | Quarterly each year | | | |
| Staff communicate with residents appropriately | Percentage of residents satisfied with how staff communicate | 75% | ≥80% | ≥80% | ≥80% | ≥80% |
| The information residents require is appropriately available | Percentage of residents satisfied with the Council's website | 59% | ≥65% | ≥65% | ≥65% | ≥65% |
| 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. | New measure | ≥80% | ≥80% | ≥80% | ≥80% |
| | 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. | New measure | No more than 30% | | | |
| The information required to participate in the democratic process is appropriately available | Percentage of residents satisfied with the amount of public consultation undertaken | 35% | ≥50% | ≥50% | ≥50% | ≥50% |
| 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 | 92% | 100% | 100% | 100% | 100% |
| | Percentage of Council, Committee, and Community Board meetings advertised, and agendas published, within the statutory timeframes | 100% | 100% | 100% | 100% | 100% |

ROS = Residents' Opinion Survey

Regulatory services

Services and activities

The regulatory services group includes activities and services related to:

- Animal services
- Alcohol licensing
- Building services
- Environmental health
- Parking services (enforcement) and
- Resource consents.

The DCC provides monitoring services to enforce standards of public safety with the control of dogs; building services that meet customer needs and statutory requirements; protection for the public by monitoring and enforcing standards of public health; and services to reduce alcohol-related harm by monitoring and enforcing standards within licensed premises. It helps to promote the sustainable management of the natural and physical resources by processing applications for resource consents under the District Plan.

The regulatory services group contributes directly to the safety and health of residents. By monitoring and enforcing standards of public safety, the Council fulfils its role as the authority for a range of regulatory frameworks which help to make Dunedin a great place to live.

Community outcomes

The regulatory services group contributes to the following community outcomes:

- A supportive city with caring communities and a great quality of life
- A sustainable city with healthy and treasured natural environments
- A compact city with a vibrant CBD and thriving suburban and rural centres.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| Legislative standards and bylaws are enforced to protect the public | Percentage of residents satisfied with the control of roaming dogs | 63% | ≥60% | ≥60% | ≥60% | ≥60% |
| | Percentage of residents satisfied with the control of noise | 59% | ≥60% | ≥60% | ≥60% | ≥60% |
| The DCC encourages responsible dog ownership | Percentage of requests for service completed by due date | New measure | 95% | 95% | 95% | 95% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| to protect and promote community safety | Number of educational activities for schools and the general public | New measure | 50 | 50 | 50 | 50 |
| 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 | New measure | 100% | 100% | 100% | 100% |
| | Percentage of alcohol licenced premises which we enquire and report on to the District Licencing Committee in accordance with statutory requirements. | New measure | 100% | 100% | 100% | 100% |
| 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 | New measure | 95% | 95% | 95% | 95% |
| | Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours | New measure | 90% | 90% | 90% | 90% |
| 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 | New measure | Accredited | | | |
| The DCC provides building consenting and inspection services in a timely manner | Percentage of building consent applications granted in accordance with statutory timeframes | 97.5% | 100% | 100% | | 100% |
| | Percentage of Code Compliance Certificates issued in accordance with statutory timeframes | 97.8% | 100% | 100% | 100% | 100% |
| The DCC audits buildings with a Building Warrant of Fitness (BWofF) | Percentage of buildings with BWofFs which are audited | New measure | ≥20% | ≥20% | ≥20% | ≥20% |
| The DCC determines if a building is deemed earthquake prone | The percentage of potentially earthquake-prone buildings which have been assessed | New measure | 30% | 40% | 40% | 50% |
| The DCC processes applications for resource consents efficiently | Percentage of resource consent applications processed within statutory timeframes | 93% | 100% | 100% | 100% | 100% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|----------------------------|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| | Percentage of subdivision certification applications processed within statutory timeframes | New measure | 100% | 100% | 100% | 100% |

ROS = Residents' Opinion Survey

Resilient city

Services and activities

The resilient city group includes activities and services related to:

- City development
- City growth
- Civil defence
- Community partnerships
- Housing policy
- South Dunedin Future
- Zero carbon.

The DCC is responsible for promoting the sustainable management of the natural and physical resources within Dunedin. This includes strategic spatial planning as well as developing, reviewing and administering the District Plan. The DCC also provides heritage, biodiversity and urban design advice to the Council and residents, and administers the heritage fund.

The DCC provides advice and support, including grants, to community groups and providers, working with them to provide a better quality of life. The resilient city group delivers on the Ōtepoti Dunedin Housing Plan 2022 and offers eco-design advice. This group is also developing a climate change adaptation plan for South Dunedin and it monitors DCC and Dunedin emissions, working to reduce emissions in the city.


Community outcomes

The resilient city group contributes to the following community outcomes:

- A creative city with a rich and diverse arts and culture scene
- A successful city with a diverse, innovative and productive economy
- A supportive city with caring communities and a great quality of life
- A sustainable city with healthy and treasured natural environments
- A compact city with a vibrant CBD and thriving suburban and rural centres.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| Residents are satisfied with the look and feel of the city | Percentage of residents satisfied with the overall look and feel of the city | 60% | ≥75% | ≥75% | ≥75% | ≥75% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|---------------------------------|--|--|--|--|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| The DCC provides grants to the community to support community wellbeing | Percentage of committed contestable grant funding that is allocated | New measure | ≥95% | ≥95% | ≥95% | ≥95% |
| The DCC supports community initiatives that are focussed on sustainability | Total volunteer hours worked for DCC's Taskforce Green programme | New measure | 22,000 | 22,000 | 22,000 | 22,000 |
| | Number of schools the DCC supports through the Enviroschools Programme | New measure | 28 | 28 | 28 | 28 |
| The DCC implements actions to reduce Council's emissions ¹ | Total DCC emissions  | New measure 27.67% reduction | Reduce DCC emissions against 2018/19 baseline year | Reduce DCC emissions against 2018/19 baseline year by 30% | Reduce DCC emissions against 2018/19 baseline year | Reduce DCC emissions against 2018/19 baseline year by 42% |
| The DCC delivers integrated planning that supports growth and adequate business and housing development capacity. | The status of the Future Development Strategy (FDS) ² required by the National Policy Statement on Urban Development 2020 and FDS Implementation Plans (IP) | New measure | First IP developed. Review FDS for 2027 LTP | Update IP. Update FDS if needed | Update IP. | Annual updates of IP. Prep FDS for 2030 LTP. Review / updated FDS for 2033 LTP |
| 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 | New measure | >60% | >75% | >80% | >90% |
| The DCC develops a climate change adaptation plan for South Dunedin in collaboration with the community | Milestones for developing the plan are met | New measure | 3-Stage Risk Assessment completed, and Spatial Longlist of adaptation approaches drafted | Spatial Shortlist of adaptation approaches and preferred adaptation approaches drafted | Implementation plan for adaptation developed. | Climate change adaptation plan for South Dunedin completed |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | New measure | 60 minutes | 60 minutes | 60 minutes | 60 minutes |
| | Meet Civil Defence Emergency Management (CDEM) minimum capability levels (3 controllers, 14 function leads and 42 team members) for Emergency Operations Centre functioning (annualised results) | New measure | Achieve | Achieve | Achieve | Achieve |


ROS = Residents' Opinion Survey

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

1. The DCC has a target for its own organisations gross emissions as follows:

- By 2026/27, achieve a 30% reduction in annual tCO₂e emissions from the 2018/19 baseline of 84.216.
- By 2030/31, achieve a 42% reduction in annual tCO₂e emissions from the 2018/19 baseline of 84.216.

In setting the 2030/31 target, the DCC considered the Science Based Target Initiative guidance on the level of emissions reduction required for DCC as an organisation to contribute towards efforts to keep global warming below 1.5°C above pre-industrial levels. However, the DCC has not sought accreditation from the Science Based Target Initiative for its organisational emissions reduction targets.

In 2022, the DCC adopted a Zero Carbon Policy, and in 2023/24 it adopted an Emissions Management and Reduction Plan that identifies projects to reduce its emissions. Activities discussed in this 9 year plan that contribute towards our Zero Carbon targets are denoted with a .

2. Future Development Strategy

This Strategy, created in partnership with the Otago Regional Council and mana whenua, considers the city's anticipated growth and infrastructure needs, and the action required to support Dunedin's urban environment into the future.

Roading and footpaths

Services and activities

The roading and footpaths group includes activities and services related to transport.

The DCC provides for the planning, construction, maintenance, and upgrading of Dunedin's roads and footpaths. This includes making sure street lighting is adequate, traffic signals and road marking are functioning and clear, and cycle ways and footpaths are fit for purpose for Dunedin's communities.

The transport network is vital to Dunedin's economy and is an important contributor to the lifestyle of every Dunedin resident as they move about the city. It is DCC's role to maintain and upgrade the transport network to meet all relevant legislative requirements.

Community outcomes

The roading and footpaths group contributes to the following community outcomes:


- A connected city with a safe, accessible and low-carbon transport system
- A supportive city with caring communities and a great quality of life
- A successful city with a diverse, innovative and productive economy
- An active city with quality and accessible recreational spaces and opportunities
- A sustainable city with healthy and treasured natural environments
- A compact city with a vibrant CBD and thriving suburban and rural centres.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| The transport network facilitates efficient travel | Percentage of residents satisfied with overall roading and maintenance | 26% | ≥60% | ≥60% | ≥60% | ≥60% |
| The transport network facilitates active travel | Percentage of residents satisfied with the suitability of the road network for cyclists throughout the city | 30 | ≥30% | ≥30% | ≥30% | ≥30% |
| | Percentage of residents satisfied with condition of footpaths throughout the city | 36 | ≥60% | ≥60% | ≥60% | ≥60% |
| 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 | New measure | ≥88% | ≥89% | ≥89% | ≥90% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|--|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | New measure | ≥89% | ≥90% | ≥90% | ≥90% |
| 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 | New measure | ≥99% | ≥99% | ≥99% | ≥99% |
| 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 measure | Establish baseline | Reduce year on year | Reduce year on year | Reduce year on year |
| 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) | Achieved (decrease of 11 from previous year) | Reduce year on year | Reduce year on year | Reduce year on year | Reduce year on year |
| 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) | 74.1% | ≥76% | ≥78% | ≥78% | ≥78% |
| The DCC provides a transport network, which facilitates sustainable maintenance | Percentage of sealed road network that is resurfaced (Mandatory measure) | 4.6% | 6% | 6% | 6% | 6% |
| 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) | 91% | ≥85% | ≥86% | ≥86% | ≥87% |
| The DCC provides cycleways to support multimodal travel for the community | Number of people using cycleways (average daily movements per counter)  | 132 average daily movements per counter | Increase year on year | Increase year on year | Increase year on year | Increase year on year |

ROS = Residents' Opinion Survey

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

Treaty partnership

Services and activities

The Treaty partnership group includes activities and services related to Māori partnerships.

The Treaty partnership group manages the partnership with manawhenua and mataawaka and liaises with the Māori community on operational and partnership matters. This group helps to integrate mātauraka Māori into the strategic and policy development functions of council so that the Treaty of Waitangi is appropriately embedded. It supports staff to develop cultural capability.

Community outcomes

The Treaty partnership group contributes to the following community outcomes:

- A supportive city with caring communities and a great quality of life
- A healthy city with reliable 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.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | Number of strategies, policies, plans and projects that include TTH | New measure | ≥6 | ≥15 | ≥17 | ≥20 |
| | Percentage of staff familiar with TTH and are capable of applying it to their work | New measure | 10% | 30% | 40% | 50% |
| 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 | New measure | 5 | 5 | 5 | 5 |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | New measure | 130 | 130 | 130 | 130 |
| 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 | New measure | 2 | 3 | 3 | 4 |
| | Number of co-investment opportunities are explored and developed | New measure | 1 | 2 | 2 | 3 |

Vibrant economy

Services and activities

The vibrant economy group includes activities and services related to:

- Economic development
- Destination marketing, including events and
- Visitor Centre (i-Site).

The DCC supports and encourages business vitality by marketing Dunedin to visitors, business students, filmmakers and investors, connecting people with information and resources needed to visit or do business, and leading projects that help develop Dunedin's economy.

The vibrant economy group works in partnership with other agencies to promote the city, attract visitors and migrants, and encourage and support business, job growth and entrepreneurial activity.

Community outcomes

The vibrant economy group contributes to the following community outcomes:

- A creative city with a rich and diverse arts and culture scene
- A successful city with a diverse, innovative and productive economy
- A supportive city with caring communities and a great quality of life.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| 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 | 35% | ≥50% | ≥50% | ≥50% | ≥50% |
| 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 | New measure | 8 | 8 | 8 | 8 |
| | Number of JobDUN* internships supported | New measure | 40 | 40 | 45 | 45 |
| | Number of business event bids supported | New measure | 15 | 15 | 15 | 15 |
| | Number of targeted city marketing campaigns | New measure | > 6 | > 6 | > 6 | > 6 |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|--|-------------------|-------------------|-------------------|-------------------|---------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4-9 2028-34 |
| | Number of film permits issued | New measure | 25 | 25 | 25 | 25 |
| | Number of days iSite services are open to the public | New measure | 364 | 364 | 364 | 364 |
| | Frequency that iSite visitor feedback is collected, analysed and results provided to Council and staff | New measure | quarterly | quarterly | quarterly | quarterly |
| Council funded events meet the needs of residents | Percentage of residents satisfied with city festivals and events | 60% | ≥70% | ≥70% | ≥70% | ≥70% |
| The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin | Number of DCC led Local events: | New measure | 9 | 10 | 9 | 9 |
| | Number of DCC led Regional events: | New measure | 4 | 3 | 4 | 3-4 |
| | Number of DCC led Major events: | New measure | 1 | 1 | 1 | 1 |
| | Contestable events funding allocated | New measure | 100% | 100% | 100% | 100% |

ROS = Residents' Opinion Survey

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

Water supply

Services and activities

The 3 Waters – water supply group includes activities and services related to water supply.

The DCC collects, stores and treats raw water to make it of a standard that is safe to drink. The water is supplied in adequate quantities for drinking and other uses to Dunedin homes, businesses and fire hydrants, for use by Dunedin's communities and firefighters. It is supplied through a reticulated water system of pipelines that distribute water from treated water reservoirs to property boundaries. Some residents use bore-water, surface water or other sources of water to meet their water needs.

By delivering a reticulated water system, the DCC ensures that every customer connected to the network receives adequate quantities of safe water with a minimal impact on the environment and at an acceptable financial cost.

Community outcomes

The 3 Waters - water supply group contributes to the following community outcomes:

- A sustainable city with healthy and treasured natural environments
- A healthy city with reliable and quality water, wastewater and stormwater systems
- A supportive city with caring communities and a great quality of life.

Measuring performance


| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|-------------------|-------------------|-------------------|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| The water tastes and looks pleasant and is supplied at adequate pressure. | Percentage of residents satisfied with water pressure and quality | 72% | ≥70% | ≥70% | ≥70% | ≥70% |
| DCC provides a water supply that is safe to drink (Mandatory) | The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (h) 4.10.1 T3 Bacterial Rules | 48.3%* | 100% | 100% | 100% | 100% |
| | The extent to which the drinking water supply complies Drinking water Quality Assurance Rules (i) 4.10.2 T3 Protozoal Rules | 57.8%* | 100% | 100% | 100% | 100% |
| | The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule | New measure | 100% | 100% | 100% | 100% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| 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 | 43 minutes | <60 minutes | <60 minutes | <60 minutes | <60 minutes |
| | 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 | 89 minutes | <240 minutes | <240 minutes | <240 minutes | <240 minutes |
| | Median attendance time for non-urgent callouts: from the time that notification is received, to the time that the service personnel reach the site | 0.73 days (1,056 minutes) | Within 3 working days | Within 3 working days | Within 3 working days | Within 3 working days |
| | 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 | 1.0 days (1,446 minutes) | Within 7 working days | Within 7 working days | Within 7 working days | Within 7 working days |
| Customers are satisfied with drinking water service (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. | 11.82 per 1,000 customers | <15 per 1,000 customers | <15 per 1,000 customers | <15 per 1,000 customers | <15 per 1,000 customers |
| Water resources are used efficiently and sustainably | The average consumption of drinking water per day per resident 🌿 | 276 litres per day | <240 litres | <240 litres | <240 litres | <240 litres |
| | The percentage of real water loss from the networked reticulation system 🌿 Calculation method 1. Treatment plant production, minus non-domestic, minus domestic, minus known unbilled = Estimated non-revenue water | 15% | <20% | <20% | <20% | <20% |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|----------------------------|--|-------------------|-------------------|-------------------|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| | 2. Estimated non-revenue water divided by periods' treatment plant production = Percentage real water loss | | | | | |

ROS = Residents' Opinion Survey

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

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

** With respect to the drinking water quality assurance rules, DCC has identified the actions required to improve performance against the mandatory targets. Some actions have already been implemented with further actions still in the process of implementation.*

Wastewater

Services and activities

The 3 Waters – wastewater group includes activities relating to wastewater.

Wastewater is the dirty water discharged from toilets, kitchens, bathrooms and laundries in dwellings and commercial premises. It also includes trade waste discharged from industrial premises into public sewers. The DCC collects domestic and trade wastewater via its systems of sewers and pumping stations, and transfers them to the wastewater treatment plants, where it is treated to a standard acceptable for discharge to the environment.

The DCC protects public health and safety by delivering effective wastewater services to every customer connected to the network with a minimal impact on the environment and at an acceptable financial cost.

Community outcomes

The 3 Waters - wastewater group contributes to the following community outcomes:

- A sustainable city with healthy and treasured natural environments
- A healthy city with reliable and quality water, wastewater and stormwater systems
- A supportive city with caring communities and a great quality of life.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|--------------------------------------|---|----------------|----------------|--------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| The wastewater service is reliable, and the Council is responsive to customer concerns | Percentage of residents satisfied with the wastewater system | 68% | ≥65% | ≥65% | ≥65% | ≥65% |
| Wastewater is managed without adversely affecting the quality of the receiving environment (Mandatory) | The number of dry weather wastewater overflows from the wastewater system, expressed per 1000 wastewater connections to that wastewater system | 2.56 overflows per 1,000 connections | 0 | 0 | 0 | 0 |
| | Compliance with DCC resource consents for discharge from its wastewater system measured by the number of abatement notices, infringement notices, enforcement orders and convictions | 1 | Zero abatement notices, infringement notices, enforcement orders, and convictions | | | |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| Service calls related to wastewater are responded to promptly (Mandatory) | Median attendance time when the DCC attends to wastewater overflows resulting from a blockage or other fault in the wastewater system (from the time notification is received to the time that service personnel reach the site) | 39 minutes | <60 minutes | <60 minutes | <60 minutes | <60 minutes |
| | Median resolution time when the DCC attends to wastewater overflows resulting from a blockage or other fault in wastewater system (from the time notification is received to the time that service personnel confirm resolution of the blockage or other fault) | 124 minutes | <240 minutes | <240 minutes | <240 minutes | <240 minutes |
| 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 | 4.67 per 1,000 connections | <5 per 1,000 connections | <5 per 1,000 connections | <5 per 1,000 connections | <5 per 1,000 connections |

ROS = Residents' Opinion Survey

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

Stormwater

Services and activities

The 3 Waters - stormwater group includes activities and services related to managing stormwater.

Stormwater is rainwater that flows across the ground and does not get absorbed into the soil. It flows into stormwater pipes and streams, and from there into the sea. The DCC owns and maintains a large network of pipes, pumping stations and other infrastructure to safely dispose of stormwater.

By ensuring adequate stormwater provision to Dunedin communities, we can protect public safety with a minimal impact on the environment.

Effective management of stormwater is essential to prevent the flooding of properties and businesses. Controls are also necessary to ensure that stormwater does not become excessively contaminated and cause pollution of the watercourses, the harbour and the ocean.

Community outcomes

The 3 Waters – stormwater group contributes to the following community outcomes:

- A sustainable city with healthy and treasured natural environments
- A healthy city with reliable and quality water, wastewater and stormwater systems
- A supportive city with caring communities and a great quality of life.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|--|----------------|--|----------------|----------------|--------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| Stormwater services perform adequately and reliably. | Percentage of residents satisfied with the stormwater system | 54% | ≥50% | ≥50% | ≥50% | ≥50% |
| Stormwater services perform adequately and reliably (Mandatory) | The number of flooding events that occur in Dunedin (the DCC territorial authority district) | 0 | 0 | 0 | 0 | 0 |
| | For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system) | 0 | 0 | 0 | 0 | 0 |
| | How is this measured – David to send reply to Rob | | | | | |
| Stormwater is managed without adversely affecting the quality of | Compliance with DCC resource consents for discharge from its stormwater system measured by | 0 | Zero abatement notices, infringement notices, enforcement orders and convictions | | | |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|---------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2028-34 |
| the receiving environment (Mandatory) | the number of abatement notices, infringement notices, enforcement orders and convictions | | | | | |
| 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 | 0 minutes (no flood events) | <60 minutes | <60 minutes | <60 minutes | <60 minutes |
| | The number of complaints received about the performance of the stormwater system, expressed per 1000 properties connected to the stormwater system | 0.71 complaints per 1,000 connections | <1 complaint per 1,000 connections | <1 complaint per 1,000 connections | <1 complaint per 1,000 connections | <1 complaint per 1,000 connections |

ROS = Residents' Opinion Survey

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

Waste minimisation

Services and activities

The waste minimisation group includes activities and services related to waste and environmental solutions. These include:

- Kerbside collection
- Resource recovery
- Landfill
- Education and support for waste minimisation.



The DCC provides a collection, resource recovery and residual disposal service for domestic and some commercial residents in Dunedin in a way that promotes public health and minimises impacts on the environment. It includes diverse facilities from large waste management facilities like the Green Island landfill to the inner-city recycling hub on Vogel Street. The waste management group also provides advice and support to community projects and administers a range of community support and grants supporting waste minimisation.




Community outcomes

The waste management group contributes to the following community outcomes:


- A sustainable city with healthy and treasured natural environments
- A supportive city with caring communities and a great quality of life.

Measuring performance

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|--|---|---------------------------|-------------------------|-------------------|-------------------|--------------------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2027-34 |
| Refuse collection and kerbside recycling meet customer expectations | Overall satisfaction with rubbish disposal services | 62% | ≥70% | ≥70% | ≥70% | ≥70% |
| 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  | Per person: 508 kg | Per person: < 499 kg | < 490 kg | < 481kg | Reducing to < 432 |
| | Waste disposal: reduce the amount of material that needs final disposal, by 45 per cent per person  | Dunedin: 68,320 tonnes | < 64,900 tonnes | < 61,480 tonnes | < 58,060 tonnes | Reducing to < 37,576 tonnes |
| | Number of days resource recovery facilities are open for the community | New measure | 360 days | 360 days | 360 days | 360 days |

| Level of service statement | Performance measure | Actual 2023-24 | Target | | | |
|---|---|--------------------------------|-------------------------|-------------------|-------------------|-----------------------|
| | | | Year 1 2025-26 | Year 2 2026-27 | Year 3 2027-28 | Year 4 - 9 2027-34 |
| 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 | New measure | 0 | 0 | 0 | 0 |
| | Number of reported missed collections of public litter bins, public place recycling bins, and residential recycling drop-off stations | New measure | Fewer than 5 per month | | | |
| 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  | New measure | 52 (weekly) | | | |
| | Number of kerbside rubbish, glass and recycling pick ups in the collection area | New measure | 26 (fortnightly) | | | |
| | Number of kerbside rubbish, food waste, green waste, glass, and recycling pick ups scheduled in the tertiary area of the city  | New measure | ≥52 (weekly) | | | |
| | Number of reported missed collections of kerbside rubbish, food waste, green waste, glass, and recycling (of items correctly presented for collection) | New measure | Fewer than 80 per month | | | |
| 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  | New measure 1,845,068.63 m3 | Decrease year on year | | | |

ROS = Residents' Opinion Survey

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