

City Planning

STRATEGIC PLANNING

LEVELS OF SERVICE

The Council works collaboratively with key external stakeholders.

Councillors and Managers receive focussed, relevant, accurate and timely information.

The Council has plans and policies in place for the long term well-being of Palmerston North.

The Council meets legal requirements to identify and monitor the community outcomes.

The Council's services are cost effective.

PERFORMANCE MEASURES

A two yearly survey of key stakeholders shows increasing satisfaction with Council's strategic planning (consultation, setting clear direction, customer services etc.) NB: This is a new survey. The first results (2007) will help set ongoing targets.

At least 80% satisfaction rating in a two yearly survey.

The Council's main plans and policies are the 10 Year Plan, District Plan, Social Policy, Economic Development Policy, Leisure Policy and the Natural and Built Environment Policy.

- The 10 Year Plan is developed three yearly (2006/9/12/15).
- Core policies are formally reviewed by 2012.
- The District Plan is reviewed by 2014.
- A State of the Environment Report is prepared by 2012.
- All policies are updated annually to reflect Council decisions.

The next community outcomes are identified by 2011. The community outcomes are monitored every three years – 2008/11/14.

Services are provided in budget.

URBAN DESIGN

LEVELS OF SERVICE

The Council maintains a well designed and attractive City through the District Plan and its strategic projects.

The Council protects heritage buildings.

The Council's services are cost effective.

PERFORMANCE MEASURES

The Council successfully implements City Heart Stages 4-6. (This is about making the CBD safer, more attractive and more useable.)

Crime in the CBD continues to drop.

Three yearly community survey shows increasing satisfaction with the look and feel of the City. This is a new survey. The first results (2007) will help set ongoing targets.

The number of buildings and objects protected through the District Plan is maintained. (Current number is 60.)

Services are provided in budget.

Community Support

CEMETERIES

LEVELS OF SERVICE

Cemeteries and crematoria are accessible, well maintained and are aware of the cultural and religious needs of the community.

The Council's services are cost effective.

PERFORMANCE MEASURES

Decreasing number of complaints that cemeteries are not well maintained or tidy. (New measure – first year's results will set benchmark.)

A 20 year asset management plan is in place for the Cemetery activity that has been independently audited and is reviewed at three yearly intervals.

Compliance with legislative and regulatory requirements for safe and hygienic burials and cremation.

Adequate capacity to meet future burial and cremation needs demonstrated.

Timeliness in responding to burial and cremation records enquiries. (New measure.)

Services are provided in budget.

CIVIL DEFENCE

LEVELS OF SERVICE

The Council has plans in place to prepare for, respond to and recover from emergencies. These plans are the Civil Defence Emergency Management (CDEM) Plan and the Rural Fire Plan.

The Council has the resources and trained volunteers to respond to a civil defence or rural fire emergency.

The Council carries out ongoing public education programmes.

The Council works collaboratively with other emergency service organisations.

The Council's services are cost effective.

PERFORMANCE MEASURES

Plans meet legal requirements and are audited. (CDEM Plan every three years by the CDEMG; Fire Plan every two years for the Readiness and Response sections and every five years for the Reduction and Recovery sections by the Rural Fire Authority).

100% of emergency calls are responded to within 10 minutes.

The Council's Emergency Operating Centre can be operating at an initial level after one hour and be fully staffed and running within eight hours as tested in a two-yearly exercise.

A minimum of 100 public education presentations are given each year.

A three yearly survey shows that at least 40% of households have emergency kits and plans. (2004 figure was 35%.)

A two yearly survey of emergency service organisations shows a 90% satisfaction with Council's Civil Defence and Emergency Services team.

Services are provided in budget.

COMMUNITY DEVELOPMENT

LEVELS OF SERVICE

The Council provides ongoing support to community groups and organisations through funding, rates remissions, rental subsidies, research, facilitation and training.

The Council ensures that funding is directed to meet current community needs and priorities.

The Council maintains and promotes the use of community centres.

The Council works with key stakeholders, such as government agencies and community groups to ensure coordination of resources in the community.

The Council's services are cost effective.

PERFORMANCE MEASURES

Contracted organisations meet agreed targets (for contracts over \$30,000 pa).

Funds are administered according to funding guidelines.

Rental Subsidies and Rates Remissions are administered in accordance with the Rates Remissions Policy or Funding Policy.

Communitrak Survey satisfaction with Council's community assistance (grants and support to community groups) is maintained or increased (currently 55% are very or fairly satisfied; 39% don't know).

Review funding guidelines every three years. Next review will be by June 2010.

Community Centres are used for a minimum of 360 hours per annum per centre.

An Asset Management Plan is in place for community centres and has been implemented.

A two yearly survey of key stakeholders shows increasing satisfaction with Council's community development. This is a new survey, the first result (2007) will help set ongoing targets.

Services are provided in budget.

Democracy and Customer Services

CUSTOMER SERVICES

LEVELS OF SERVICE

Customers can phone the Council 24 hours a day, 7 days a week.

Customers' phone calls are answered promptly.

Customers can visit the Customer Service Centre from 8.00am to 5.00pm, Monday to Friday.

Customers will receive the information they are seeking.

Customers receive friendly, professional and knowledgeable service.

The Council's services are cost effective.

PERFORMANCE MEASURES

Services are available 99.5% of stated hours.

The "grade of service" at the call centre is no less than 90% overall. This is calculated from the following parameters:

1. 100% of phone calls if answered within 10 seconds
2. 75% of phone calls if answered within 10-15 seconds
3. 50% of phone calls if answered after 15 seconds

No more than 5% of calls are abandoned

Services are available 99.5% of stated opening hours.

80% of telephone queries will be answered by Customer Service staff at first point of contact. (If the question cannot be answered by Customer Service staff, it will be forwarded to a staff member in the appropriate part of Council.)

Annual survey of "front of house", call centre and Regulatory Services.

Services are provided in budget.

DEMOCRACY

LEVELS OF SERVICE

The Council provides opportunities for people to be involved in Council decision-making.

The Council meets all statutory requirements for public involvement in all Committee and Council meetings.

The Council provides information to the community on what it is doing and why.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with the way the Council involves the public in its decision making is maintained or increased. (Communitrak Survey – currently 48% are satisfied / very satisfied and 35% are neither satisfied nor dissatisfied or don't know.)

Agendas for all scheduled public Committee meetings are advertised and publicly available two working days before the meeting.

There are no valid challenges to legal processes.

Community satisfaction with the level of information provided is maintained or increased. (Communitrak Survey – currently 76% of respondents say Council provides enough or more than enough information; 6% don't know.)

12 editions of the Square Circular are distributed to householders annually.

Services are provided in budget.

Economic Development

CITY ECONOMY

LEVELS OF SERVICE

The Council funds Vision Manawatu to retain and expand jobs and businesses in Palmerston North and to attract new jobs and businesses.

The Council will develop a new City Economic Development Strategy.

The Council is business friendly and provides effective and efficient planning and regulatory services.

The Council's services are cost effective.

PERFORMANCE MEASURES

Vision Manawatu meets contracted KPIs. These include growing the number of businesses; encouraging diversity and innovation; enhancing tertiary education businesses; and contributing to residents' and businesses' positive sense of identity.

The strategy is developed by June 2007. It will contain more detailed KPIs.

Develop a business friendly environment strategy by June 2007.

A survey (from June 2008) reveals a positive reception for the Council business friendly strategy.

Services are provided in budget.

CITY MARKETING

LEVELS OF SERVICE

The Council will provide funding for Destination Manawatu to run the I-Site, and promote Palmerston North as a destination for visitors, shoppers, events and conferences.

The Council will operate the Convention Centre.

The Council will be involved in projects to increase the positive profile of the City.

The Council's services are cost effective.

PERFORMANCE MEASURES

Destination Manawatu meets contracted KPIs. These include increasing visitor numbers, increasing perceptions of the Manawatu Region, and growing the region as a destination for conventions.

The number of conferences and events at the Convention Centre is maintained or increased. (The average number for the last two years is 433.)

A three yearly City Image survey shows an increase in the positive perception of Palmerston North in other parts of New Zealand.

The Council will develop a Marketing Plan by March 2007. This will contain detailed KPIs.

The Council will develop a Visitor Industry Strategy by June 2007. This will contain detailed KPIs.

Services are provided in budget.

Investments

INVESTMENTS

LEVELS OF SERVICE

The Council has the right staff with the right skills to deliver on the 10 Year Plan.

The Council has the right information tools and technologies so that it can deliver on the 10 Year Plan.

The Council has a co-ordinated approach to information management.

The Council's investment fund provides an appropriate return.

The Council's services are cost effective.

PERFORMANCE MEASURES

At least 85% of 10 Year Plan programmes are achieved for that year.

KPIs are currently being developed through the IMSP.

Fund returns meet annual budget expectations.

Services are provided in budget.

PROPERTY

LEVELS OF SERVICE

The Council's property is well maintained and developed to meet appropriate future needs.

The Council's services are cost effective.

PERFORMANCE MEASURES

A 20 year asset management plan is in place for the Council's Property Activity that has been independently audited and is reviewed at three yearly intervals.

Services are provided in budget.

Leisure

ARTS AND CULTURE

LEVELS OF SERVICE

The Council provides grants to organisations that provide or promote community arts and cultural activities.

The Council provides a range of arts and cultural facilities to ensure that a wide range of arts activities can be staged in Palmerston North.

The Council increases the number of arts activities included in the Recreation Ticket.

The Council's services are cost effective.

PERFORMANCE MEASURES

The funded agencies meet their agreed performance targets.

Communitrak survey satisfaction ratings with the Regent Theatre are maintained or increased. (Currently 84% of respondents are very or fairly satisfied – 14% have no opinion).

Communitrak survey satisfaction ratings with Te Manawa are maintained or increased. (Currently 75% of respondents are very or fairly satisfied – 22% have no opinion).

The Recreation Ticket includes 10 arts activities from 2008 onwards.

Services are provided in budget.

EVENTS AND FESTIVALS

LEVELS OF SERVICE

The Council provides contracts and grants for organisations to promote and coordinate a range of safe and well-managed events.

The Council encourages events in The Square as part of a vibrant CBD.

The Council's services are cost effective.

PERFORMANCE MEASURES

The funded agencies meet their agreed performance targets.

One major youth event is held from 2007.

The number of people attending events funded by Council is increased.

There are more events in The Square. (Over the past two years the average number was 95 per year).

Services are provided in budget.

PARKS AND RECREATION

LEVELS OF SERVICE

The Council provides parks that are free for all, well distributed throughout the city, and are tidy and safe.

These parks are accessible, well maintained and cater for a diverse range of recreational needs.

The Council provides adequate playing surfaces to agreed sports requirements in accordance with service level agreements.

PERFORMANCE MEASURES

Community satisfaction with parks is maintained or increased (five yearly average). (Measured by the Communitrak Survey. Currently 95% are very or fairly satisfied – 2% have no opinion.)

Distribution of reserves meets reserve standards in the Development Contributions Policy 2006.

Decreasing number of complaints that parks are not well maintained or tidy. (This is a new measure - a benchmark will be set with the first results.)

95% compliance with playgrounds standards.

Proportion of users who rate overall perception of safety in parks to be acceptable, good or excellent. (New survey.)

Increasing average number of games per field per week (five yearly average). The target is 2 by 2011/12.

Decreasing number of complaints that sports-fields are not well maintained or managed. (New measure)
Proportion of users who rate overall perception of

LEVELS OF SERVICE

These sports-fields provide open space for community use when organised sport is not being played.

The Council provide grants to organisations that support and develop the capacity of the community to promote recreation activities.

The Council's services are cost effective.

PERFORMANCE MEASURES

safety of sports-fields to be acceptable, good or excellent. (New measure.)

Percentage of weekend days that sports-fields are available for normal use (five yearly average). (Currently 83%.)

Community satisfaction with sports-fields and playgrounds is maintained or increased (five yearly average). (Measured by the Communitrak Survey. Currently 86% are very or fairly satisfied – 10% have no opinion.)

The funded agencies meet their agreed performance targets.

Services are provided in budget.

LIBRARIES

LEVELS OF SERVICE

The Central Library is open 53 hours per week, including Saturday, Sunday and late nights on Wednesday and Friday. Branch libraries are open 26 hours per week. The Mobile Library's timetable includes at least 38 stops per week.

All items (other than the best sellers and sound and vision collections) can be loaned without charge.

The library services meet community's identified needs.

The collection is up to date and there is a good choice in materials.

The Council's services are cost effective.

PERFORMANCE MEASURES

Services are available 99.5% of stated opening hours.

Membership is free for Palmerston North ratepayers and residents.

At least 75% of resident population are library members.

Issues per capita and visits per capita place the City Library in the top three of the MetroNet public libraries.

At least 90% user satisfaction rate (Library Users Survey)

Communitrak survey satisfaction ratings are maintained or increased. (Currently 84% of respondents are very or fairly satisfied – 14% have no opinion.)

At least three items are held per capita. At least 0.3 new items per capita are purchased per year.

Services are provided in budget.

SWIMMING POOLS

LEVELS OF SERVICE

The Council provides the general public with safe, easily accessible aquatic facilities that have a range of quality water based activities/experiences across all age groups at reasonable cost.

The Council provides swimming clubs and schools with safe, exclusive use of pools at reasonable cost and convenient times.

The Council's swimming pools are well maintained and meet the needs of a growing city in a cost effective way.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with aquatic facilities is maintained or increased (five yearly average). (Measured by the Communitrak Survey. Currently 70% are very or fairly satisfied – 24% have no opinion.)

98% of customers rate overall service at pools to be acceptable, good or excellent.

95% of customers rate the facility as value for money.

Number of customer complaints that relate to overcrowding. (New measure.)

Compliance with NZ recommended standard for pool supervision.

A 20 year asset management plan is in place for the swimming pools activity that has been independently audited and is reviewed at three yearly intervals.

Services are provided in budget.

Regulatory

REGULATORY

LEVELS OF SERVICE

The Council ensures that building work is in accordance with the Building Act by processing building applications, inspecting construction work and providing information and advice.

The Council processes health, liquor and general by-law applications. It ensures compliance with animal control and parking regulations.

It provides advice and information in these areas.

PERFORMANCE MEASURES

That 100% of resource consent and building consent applications are processed to meet statutory timeframes.

That 100% of building warrants of fitness are filed with Council within two months of the warrant falling due.

That 100% of complaints regarding dangerous dogs or dog attacks are responded to by the Animal Control Officer within 30 minutes of the call being received by Council.

That 100% of 'high risk' food premises are inspected twice a year. (High risk are food premises with food types which, if contaminated, are likely to cause food poisoning.)

That 80% of Registered Premises selling food will comply with the Council's Safefood Hygiene Bylaw. Community satisfaction with Council's noise control is maintained or increased (measured by the Communitrak Survey). (Currently, 83% of respondents are very or fairly satisfied – 9% don't know.)

LEVELS OF SERVICE

The Council ensures that sub-divisions and landuse applications comply with the District Plan and provides advice and information to the community.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with Council's control of dogs is maintained or increased (measured by the Communitrak Survey). (Currently, 78% of respondents are very or fairly satisfied – 5% don't know.)

Community satisfaction with the Council's town planning services is maintained or increased (measured by the Communitrak Survey). (Currently, 52% of respondents are very or fairly satisfied – 36% don't know.)

That 100% of resource consent and building consent applications are processed to meet statutory timeframes.

Services are provided in budget.

Roading and Parking

ROADING AND PARKING

LEVELS OF SERVICE

The Council provides a roading network as identified in the Transportation Management Plan that has easy and comfortable movement for vehicles throughout the City with a high level of safety and a low level of delays.

The Council provides a network of cycle lanes and paths as identified in the Transportation Management Plan that give separation from heavy traffic and safer access for cyclists around the City.

PERFORMANCE MEASURES

Community satisfaction with roads is maintained or increased. (Measured by the Communitrak Survey. Currently the five year average is 79%).

Hold or reduce the number of injury vehicle crashes at or below the five year average of 4.8 per annum for fatal crashes, 25 per annum for serious injury crashes, and 99 per annum for minor injury crashes.

Delays at key intersections not to exceed 25 seconds on average.

Provision of at least 900 off street car parks in CBD.

Hold or reduce the number of cyclist casualties in accidents below the five year average of 21.

LEVELS OF SERVICE

The Council provides footpaths that are smooth and free of hazards and crossings that are safe and easy to negotiate for a wide range of users.

The Council maintains and develops the roading system to meet current and future needs in the most cost effective way.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with footpaths is maintained or increased. (Measured by the Communitrak Survey. Currently the five year average is 71%).

Reduce the % of footpaths that get a "worst" rated category as measured by a Citywide bi-annual survey. (This is a new survey).

A 20 year asset management plan is in place for the Roading Activity that has been independently audited and is reviewed at three yearly intervals.

Services are provided in budget.

Water and Waste

RUBBISH AND RECYCLING

LEVELS OF SERVICE

The Council provides:

- a weekly household rubbish and kerbside collection of recyclables
- a waste transfer station at Ashhurst
- a twice weekly rubbish and recycling collection in the central business district
- a commercial recycling collection for small business
- green waste disposal and recycling facilities
- environmental education

The Council maintains and develops the rubbish and recycling system to meet current and future needs in the most cost effective way.

The Council's services are cost effective.

PERFORMANCE MEASURES

There are less than 400 complaints per year about the collection of rubbish. (NB there are 1.4 million household pickups per year.)

There is an increased tonnage of recyclables collected per year. (Currently 4200 tonnes are collected per year.)

Community satisfaction with rubbish and recycling collection is maintained or increased as measured by the Communitrak Survey. (Currently the five year average is 86%.)

Community satisfaction with landfills, transfer stations and recycling services is maintained or increased as measured by the Communitrak Survey. (Currently the five year average is 76%.)

A 20 year asset management plan is in place that has been independently audited and is reviewed at three yearly intervals.

100% compliance with resource consents.

Services are provided in budget.

STORMWATER

LEVELS OF SERVICE

The Council provides a stormwater system that will protect property from internal flooding from major flood events. (Note Horizons Regional Council is responsible for protecting the City from the Manawatu River and the Mangaone Stream.)

The Council provides a stormwater system to minimise the impact of major storm events on roading through the City due to flooding.

The Council maintains and develops the stormwater system to meet current and future needs in the most cost effective way.

The Council monitors stormwater drains and response capability to minimise environmental impact of contaminated discharges.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with stormwater services is maintained or increased as measured by the Communitrak Survey (currently the five year average is 78%).

Greater than 98% of properties protected from the 100-year flood event.

Less than 10 property flooding incidents per year due to drain failure.

Complaints received as a result of operational failures (lack of signage, drain cleaning, channel blockage) decrease per significant rainfall event (five yearly trend). (This is a new measure.)

A 20 year asset management plan is in place that has been independently audited and is reviewed at three yearly intervals.

No contaminated discharges likely to affect aquatic life or discolour water.

Services are provided in budget.

WASTEWATER

LEVELS OF SERVICE

The Council provides a safe and reliable collection system for wastewater.

The Council disposes of wastewater to environmentally acceptable standards.

The Council maintains and develops the wastewater system to meet current and future needs in the most cost effective way.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with wastewater collection is maintained or increased as measured by the Communitrak Survey. (Currently the five year average is 92%.)

Decreasing number of complaints received about sewer overflows (five year trend). (This is a new measure.)

Less than 20 blockages annually per 100km of sewer.

At least 24 hours notice to affected parties of planned work that disrupts use of property.

Full compliance with environmental effect monitoring conditions in discharge consents.

A 20 year asset management plan is in place for the Wastewater Activity that has been independently audited and is reviewed at three yearly intervals.

Services are provided in budget.

WATER

LEVELS OF SERVICE

The Council provides households with a good quality, safe and reliable water supply at suitable pressure for household use, with limited supply for garden watering.

The Council provides a continuous reliable supply at a flow suitable for commercial and industrial needs and at a quality equal to domestic supply and provision of advance notice of unavoidable disruptions.

The Council maintains and develops the water system to meet current and future needs in the most cost effective way.

The Council provides enough water flow and hydrant locations for firefighting.

The Council provides responsible environmental management of water catchments.

The Council's services are cost effective.

PERFORMANCE MEASURES

Community satisfaction with water supply is maintained or increased as measured by the Communitrak Survey. (Currently the five year average is 86%.)

100% compliance with Drinking Water Standards for New Zealand 2005.

Decreasing number of complaints received (five yearly trend) about discoloured water. (This is a new measure.)

Decreasing number of complaints received (five yearly trend) about lack of pressure. (This is a new measure.)

Supply pressure is not less than 350kpa. (This is enough pressure for a "decent" shower.)

At least 24 hours' notice to affected parties of planned shutdowns.

A 20 year asset management plan is in place for the water activity that has been independently audited and is reviewed at three yearly intervals.

100% compliance with NZ Fire Service requirements.

Full compliance with consent monitoring conditions that relate to environmental effects.

Services are provided in budget.