

Finance and Performance Committee of the Whole SUPPLEMENTARY AGENDA

Notice of Meeting:

An ordinary meeting of the Finance & Performance Committee of the Whole will be held on:

Date: Thursday 1 August 2019
Time: 9.30am
Venue: Council Chambers, Civic Offices,
53 Hereford Street, Christchurch

Membership

Chairperson	Councillor Raf Manji
Deputy Chairperson	Deputy Mayor Andrew Turner
Members	Mayor Lianne Dalziel
	Councillor Vicki Buck
	Councillor Jimmy Chen
	Councillor Phil Clearwater
	Councillor Pauline Cotter
	Councillor Mike Davidson
	Councillor David East
	Councillor Anne Galloway
	Councillor James Gough
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Glenn Livingstone
	Councillor Tim Scandrett
	Councillor Deon Swiggs
	Councillor Sara Templeton

30 July 2019

Principal Advisor

Carol Bellette
General Manager Finance and
Commercial

Samantha Kelly
Committee and Hearings Advisor
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Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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- Part A Matters Requiring a Council Decision
Part B Reports for Information
Part C Decisions Under Delegation
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22. Resolution to Include Supplementary Reports

1. Background

- 1.1 Approval is sought to submit the following reports to the Finance and Performance Committee of the Whole meeting on 01 August 2019:
 23. Performance Exceptions Report June 2019
 24. Service Delivery Review (Section 17A) Schedule
 25. Development Contributions Proposal
 26. Regenerate Christchurch - Comments on draft Statement of Intent - 2020 and 2021
- 1.2 The reason, in terms of section 46A(7) of the Local Government Official Information and Meetings Act 1987, why the reports were not included on the main agenda is that they were not available at the time the agenda was prepared.
- 1.3 It is appropriate that the Finance and Performance Committee of the Whole receive the reports at the current meeting.

2. Recommendation

- 2.1 That the reports be received and considered at the Finance and Performance Committee of the Whole meeting on 01 August 2019.
 23. Performance Exceptions Report June 2019
 24. Service Delivery Review (Section 17A) Schedule
 25. Development Contributions Proposal
 26. Regenerate Christchurch - Comments on draft Statement of Intent - 2020 and 2021

23. Performance Exceptions Report June 2019

Reference: 19/835419

Presenter(s): Peter Ryan - Head of Performance Management

1. Purpose of Report

- 1.1 The purpose of this report is for the Finance and Performance Committee of the Whole to note Performance Exception Reporting for June 2019.

2. Staff Recommendations

That the Finance and Performance Committee of the Whole:

1. Receives the information in the Year-end Corporate Performance Exceptions Report, Level of Service Delivery Graphs, Exception Commentaries and Performance by Activity reports for June 2019.

3. Key Points

- 3.1 Corporate performance reports focus on exceptions as follows:
 - 3.1.1 Performance Exceptions Report June 2019 in **Attachment A**.
 - 3.1.2 **Attachment B** comprises year-end June 2019 updates for:
 - Graph of forecast levels of service (LOS) delivery summary.
 - Graph of forecast levels of service (LOS) performance by Activity.
 - Exceptions commentaries.
 - 3.1.3 Performance by Activity June 2019 in **Attachment C**:
 - Graph of relationship between forecast LOS delivery and forecast operational expenditure, by Activities.
 - Table of Activities' forecast LOS delivery performance and forecast operational expenditure.
 - Trends and analysis of key activities.

4. Context/Background

Issue or Opportunity

- 4.1 The reports assist with both transparency and accountability. Their focus is on managing risks to delivery and any remedial actions required.

Strategic Alignment

- 4.2 This reporting framework is based on the levels of service, budgets and projects approved in the 2018 Long Term Plan.

Attachments

No.	Title	Page
A ↓	Performance Exceptions Summary June 2019	7
B ↓	LOS Delivery Graphs and Exceptions Commentaries June 2019	9
C ↓	Performance by Activity - Graphs and Table June 2019	19

Confirmation of Statutory Compliance

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

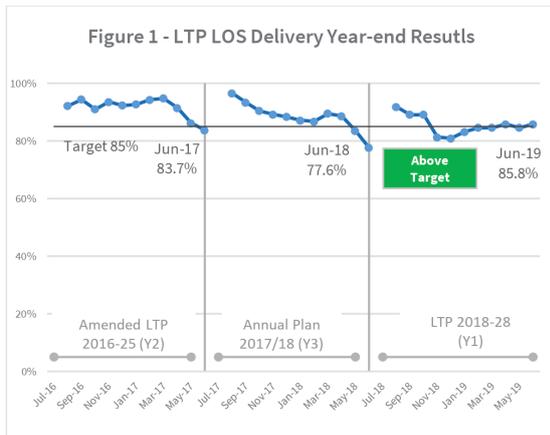
(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories

Author	Lerks Stedman - Senior Business Analyst
Approved By	Peter Ryan - Head of Performance Management Carol Bellette - General Manager Finance and Commercial (CFO)

Performance Exceptions Report for Levels of Service and Major Capital Projects
Finance & Performance Committee of the Whole – June 2019

Level of service (LOS) delivery by exception



As at the end of financial year 2018/19, LTP levels of service achieved 85.8% delivery, compared to 84.6% in May forecast and 77.6% delivery achievement last year (Figure 1).

Year-end results are subject to audit and will be confirmed through preparation of the Annual Report, due for Council approval and publication in October.

Figure 2 compares overall number of exceptions with Residents Survey exceptions, by Group of Activity.

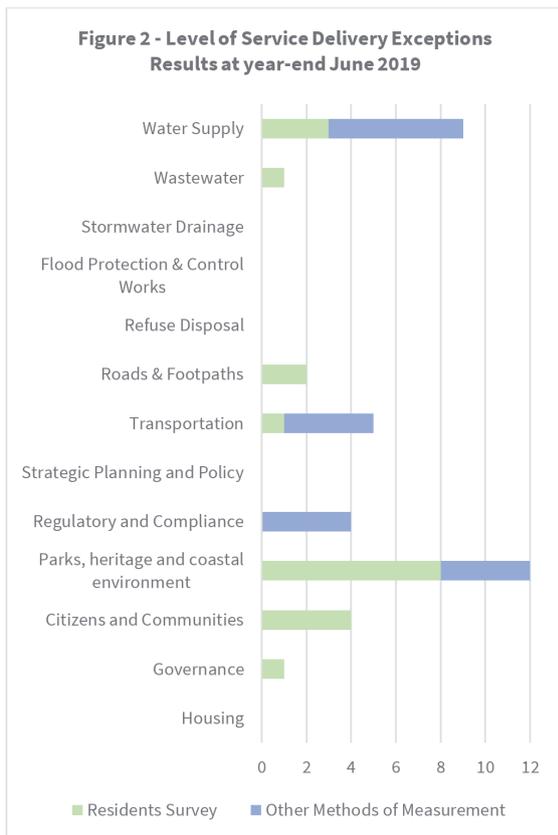
Refer to attachments for details of all exceptions, including year-end (June 2019) updates for:

Attachment B

- Graph of levels of service (LOS) delivery summary.
- Graph of levels of service (LOS) performance by Activity.
- Exceptions commentaries from managers.

Attachment C - Performance by Activity:

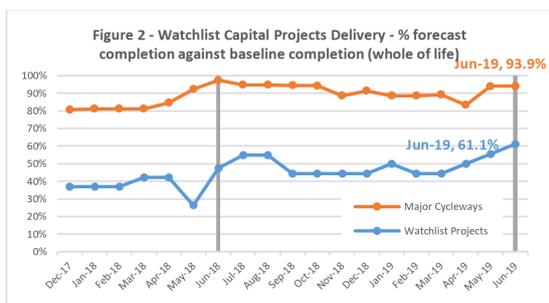
- Graph of relationship between LOS delivery and operational expenditure, by Activities.
- Table of Activities LOS delivery performance and operational expenditure.
- Trends and analysis of key activities.



Performance Exceptions Report for Levels of Service and Major Capital Projects
Finance & Performance Committee of the Whole – June 2019

Watchlist capital project delivery exceptions

(All years - Whole of Life project milestone status, including Plan, Initiate and Execute phases)



Watchlist Projects – total projects 18, all years total budget \$761.7m, forecast estimate at completion \$771.2m.

Major Cycleways total projects 46 (33 in this graph, excluding completed projects), all years total budget \$278.9m, forecast estimate \$276.7m.

For Watchlist projects across all years, forecast delivery is tracking at 61.1%, 5.6% higher than May 2019. This is due to the Town Hall Rebuild milestone date having been re-baselined to 15 August 2019, as the change request was approved.

Major Cycleways projects forecast delivery is the same as May (93.9%). The Otakaro Route - Ferry Road was re-baselined to October 2019 bringing it back on track. Off-setting this The Quarryman’s Trail – Halswell to Victors Road has not met its baseline milestone of June 2019 and is now reported as an exception.

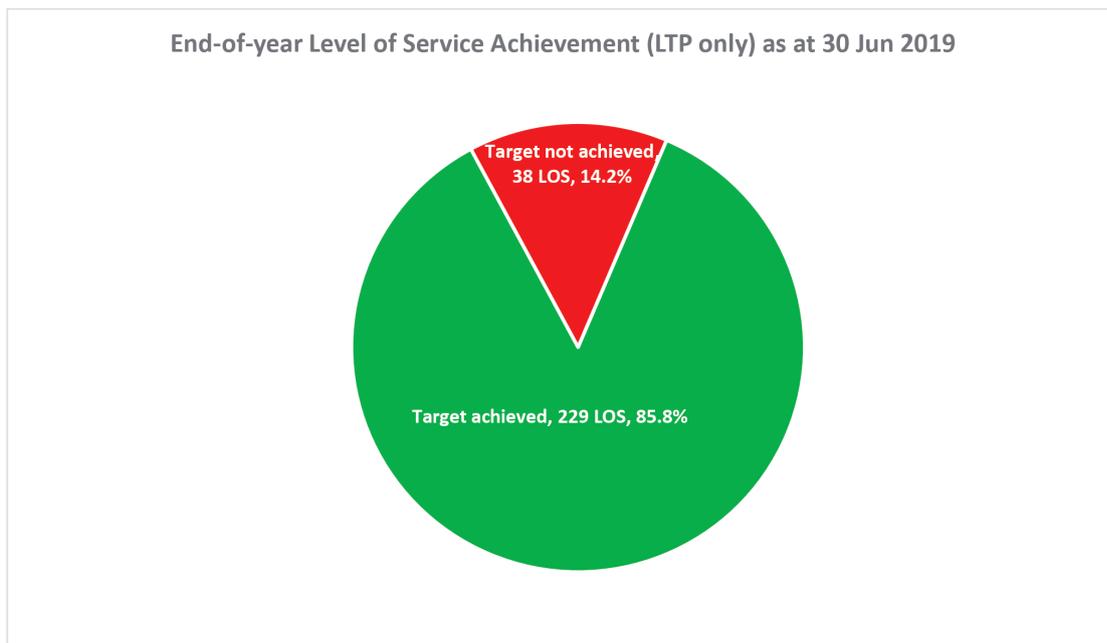
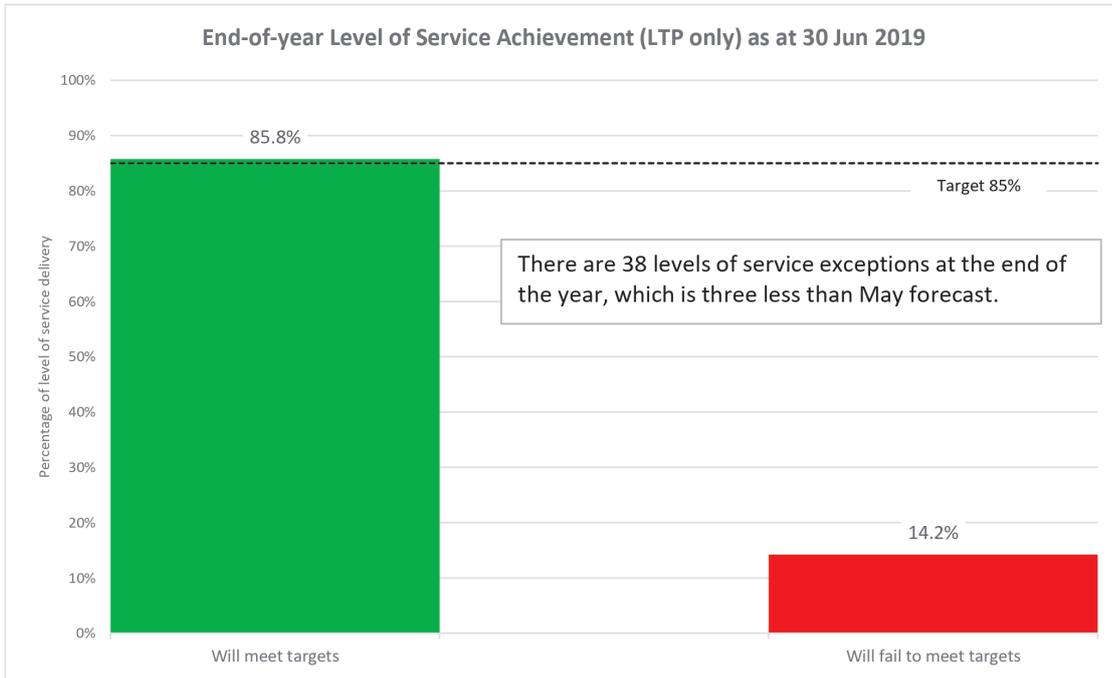
Watchlist Capital Project Delivery exceptions April 2019 (All Years, Whole of Life)	Phase	Delivery Completion Date	
		Baseline	Forecast
2018/19 (Current year)			
● Nga Puna Wai Sports Hub	Execute	30/06/19	30/06/19
2020/21			
● AAC Victoria St	Execute	3/7/20	17/12/20
● Woolston/Linwood Pool	Plan	31/12/21	31/12/21
● WW Lyttelton Harbour Wastewater Scheme	Execute	22/12/21	22/12/21
2022 and beyond			
● LDRP 500 Cashmere Worsleys Flood Storage	Execute	31/8/22	30/6/22
● LDRP 528 Eastman Wetlands	Execute	28/6/24	28/6/24
● WW Akaroa Wastewater Scheme	Execute	30/6/25	30/6/25
Major Cycleways Programme			
● MCR Quarryman's Trail - Section 2 - Halswell to Victors Road	Execute	Jun-19	Oct-19
● MCR Rapanui – Shag Rock Cycleway – Section 3 – Dyers Rd to Ferry Rd Bridge	Plan	Aug-19	Sep-20

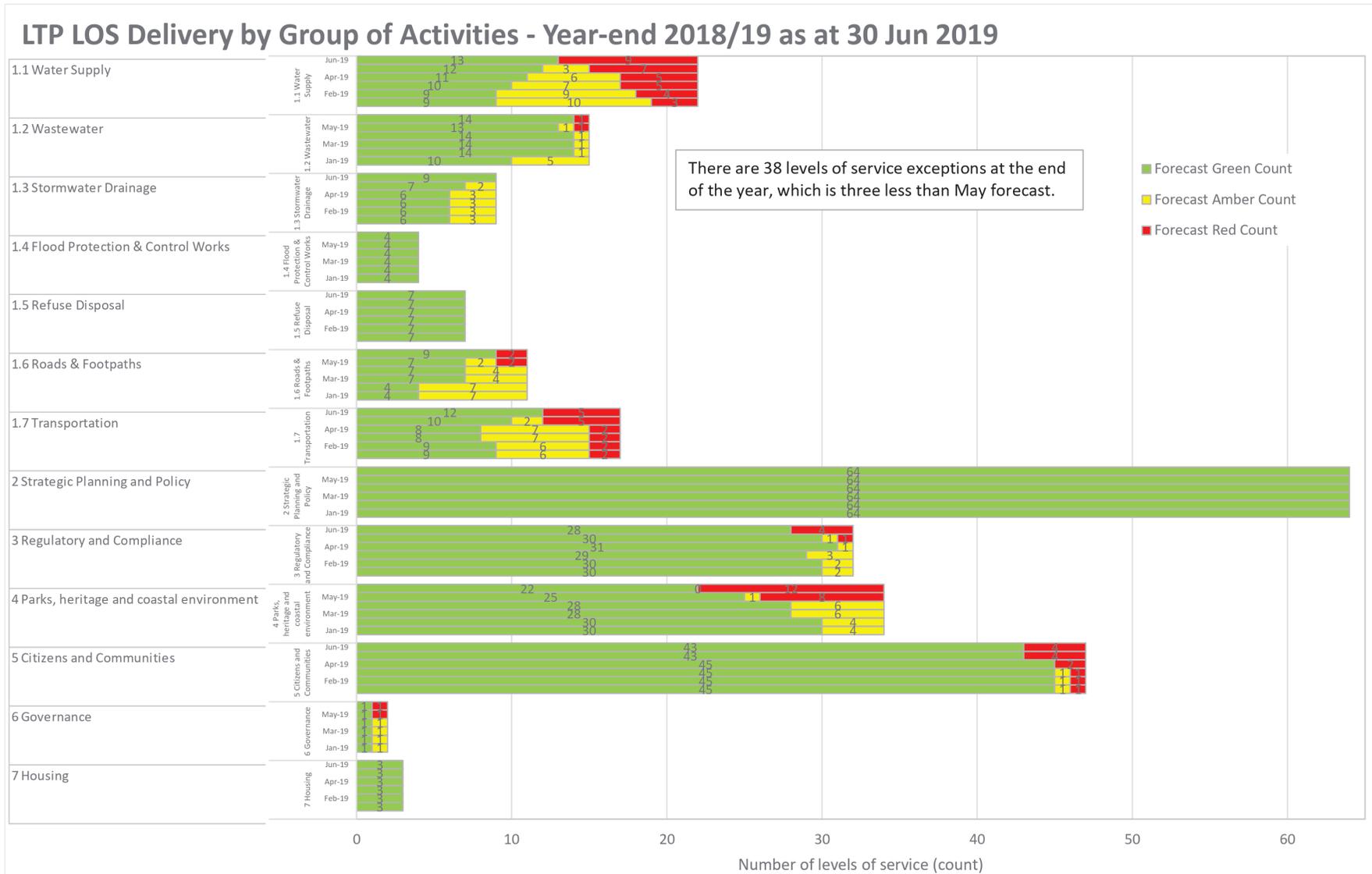
Note that this is a list of watchlist project *exceptions* (those not classified as “green – on track”). For a full list of all watchlist and other projects, regardless of status, refer to reports from the Programme Management Office (PMO).

Definition of status lights for project delivery forecasts are,

- Red – will not meet delivery completion date
- Amber – unlikely to meet delivery completion date, corrective action is required
- Green – on track

Level of Service Exceptions
Year End Result: 30 Jun 2019





Level of Service Exceptions
For the Year Ending: 30 Jun 2019

LTP: Deliver at least 85% of LTP levels of service to target

Levels of service which failed to meet target

City Services

Three Waters And Waste

- Measure:** LTP18: 12.0.1.13 Council operates water supplies in a reliable and responsive manner.
Target: Proportion of residents satisfied with reliability of water supplies: >= 85%.
Actual: 37
Comments: Resident survey result was 37%
Remedial Action: Work continues with the well head improvement programme, beyond well heads and other renewals. Progress for these are reported to Council on a regular basis.
-
- Measure:** LTP18: 12.0.1.14 Council operates water supplies in a reliable and responsive manner.
Target: Proportion of residents satisfied with Council response to water supply faults: >= 85%.
Actual: 81
Comments: Year end result is 81%
Remedial Action: The LOS target for drinking water has been monitored and reported through the water supply improvement programme since early 2018 the water supply has been dosed with chlorine. Continue on with water supply improvement initiatives.
-
- Measure:** LTP18: 12.0.1.15 Council operates water supplies in a reliable and responsive manner.
Target: Number of complaints regarding Council's response to complaints about drinking water taste, odour, pressure or flow, or continuity of supply per 1,000 properties connected to the Council's water supply system per year: <= 0.6.
Actual: 0
Comments: No ability to measure this currently but will look to have Hybris amended to sign off complaints if a customer is happy with the response or not. In general terms we will work with a customer to provide a satisfactory outcome for all parties.
Remedial Action: Work with Continuous Improvement Team and Hybris group to make the changes needed.
-
- Measure:** LTP18: 12.0.2.10 Council water supplies are safe to drink.
Target: Proportion of urban residents supplied water compliant with the DWSNZ protozoal compliance criteria: >= 79%.
Actual: 0
Comments: Not met. These supplies became ungraded as a result of loss of secure ground water status
Remedial Action: Council is actively working to regain secure source status which would allow grading to be re-established the present regulatory framework.
-
- Measure:** LTP18: 12.0.2.15 Council provides high quality drinking water. Taste
Target: Number of water taste complaints per 1,000 connections per year: <= 0.5
Actual: 0.81
Comments: Level of service not met for FY18-19. Due to temporary chlorination of the Christchurch City Councils water supply network this has caused an increase of complaints of taste from our residents.
Remedial Action: Well heads are being remediated continually and we expect that most of Christchurch will be chlorine free by September and repairs will be completed by the end of 2019. This will see the numbers of complaints drop off in the coming months.
-

Measure:	LTP18: 12.0.2.19 Council provides high quality drinking water.
Target:	Proportion of residents satisfied with the quality of Council water supplies: >= 65%
Actual:	60
Comments:	Year end result is 60%
Remedial Action:	The LOS target for drinking water has been monitored and reported through the water supply improvement programme as since early 2018 the water supply has been dosed with chlorine. Continue on with water supply improvement initiatives.

Measure:	LTP18: 12.0.2.7 Council water supplies are safe to drink.
Target:	Proportion of rural residents supplied water compliant with the DWSNZ bacterial compliance criteria: >= 99.5%.
Actual:	98.9
Comments:	Levels of service target of 99.5% not met due to one transgression at Pigeon late in the year.
Remedial Action:	Consideration is being given to how this compliance is calculated as there is more than one methodology that council can adopt which might result in compliance under these circumstances.

Measure:	LTP18: 12.0.2.8 Council water supplies are safe to drink.
Target:	Proportion of rural residents supplied water compliant with the DWSNZ protozoal compliance criteria: >= 8.5%.
Actual:	0
Comments:	Not met. These supplies became ungraded as a result of loss of secure ground water status at Wainui and lack of 12 month compliance reporting.
Remedial Action:	These issues are expected to be resolved in April 2020 when compliance reporting will be complete.

Measure:	LTP18: 12.0.6 Council water supply networks and operations demonstrate environmental stewardship.
Target:	Percentage of real water loss from Council's water supply network: <= 15.0%
Actual:	23
Comments:	Final result is 23% which does not meet the level of service target. There are various reasons for this including implementation of Cl2 creating significant additional breaks and leakage, Greater focus and funding is needed in this area to support demonstrably safe network including providing permanent infrastructure and rezoning to better undertake the water loss measurement programme.
Remedial Action:	Council is actively working to regain secure source status which would allow removal of Cl2 under the present regulatory framework. Removal of Cl2 is expected to reduce the impact on the reticulation and reduce leaks.

Measure:	LTP18: 11.0.1.16 Council wastewater services are reliable.
Target:	Proportion of residents satisfied with the reliability and responsiveness of wastewater services: >= 79%.
Actual:	71
Comments:	Resident survey result was 71%
Remedial Action:	Continue to refine our planned wastewater maintenance rounds to reduce blockages. Respond quickly to any blockage related service requests.

Transport

Measure: LTP18: 10.0.38 Maintain the number of private vehicle trips at current levels.
Target: 54 million to 58 million (less than) +/-3%
Actual: 0
Comments: This LOS was not able to be measured in 2018/19.
 Previous methods of measurement were based on the MOT Annual Household Travel Survey. MOT has changed the survey methodology for the 2015-2017 survey and again in 2018. These have had a small and unreliable sample size since 2015 and do not differentiate between general and commuter travel.
Remedial Action: Target changed in the 2019/20 Annual Plan to:
 Maintain the number of motorised vehicle trips at 2019 levels.

Method of measurement changes in the 2019/20 Annual Plan to:
 Total number of commuter vehicle crossings at 15 major intersections during 4 hours of morning (7:00 to 9:00) and evening (16:00 to 18:00) peak periods on an average summer week as recorded by SCATS traffic data

Measure: LTP18: 16.0.3 Maintain resident satisfaction with road condition
Target: >=38%
Actual: 27
Comments: This LoS has improved this financial year from 20% to 27%.
 However, we still did not meet the target of 38%. (CCC 2019 General Service Satisfaction Survey).

Remedial Action: Council has only resurfaced approximately 2-3% of its network per annum for the last 8yrs - the industry average is 6-8%. This has built a significant backlog of under investment, further compounded by the necessary trenches (and hence joints etc) created in repair of underground services.
 Therefore it will be difficult to meet this level of service with the current levels of investments.
 However, continued targeting of maintenance funds, renewals and use of expected future Capital Regeneration Acceleration Funding (CRAF) will assist in certain localized areas (where the issues are more extensive across all assets).

Measure: LTP18: 10.0.39 Maintain the number of private vehicle trips at current levels.
Target: 280 million to 298 million (less than +/-3%
Actual: 0
Comments: This LOS was not able to be measured in 2018/19.
 Previous methods of measurement were based on the MOT Annual Household Travel Survey. MOT has changed the survey methodology for the 2015-2017 survey and again in 2018. These have had a small and unreliable sample size since 2015 and do not differentiate between general and commuter travel.
Remedial Action: Target changed in the 2019/20 Annual Plan to:
 Maintain the number of motorised vehicle trips at 2019 levels.
 Method of measurement changes in the 2019/20 Annual Plan to:
 Total number of all-purpose vehicle crossings at 15 major intersections during an average summer week as recorded by SCATS traffic data

Measure: LTP18: 10.3.3 Improve customer perception of the ease of use of Council on- street parking facilities.

Target: >=50%

Actual: 49

Comments: This level of service target is determined by the Council's annual residents survey and for 2018/19, the result was 49% (Target 50%).

Remedial Action: While this year's result was under the target by 1%, staff will analyse the result closely to determine the specific issues the community have identified.

Council staff are currently investigating opportunities to make it easier for customers to pay for parking on street through the development of a Parking Application that would allow customers to pay both onsite and remotely.

Measure: LTP18: 10.4.3 Improve the reliability of passenger transport journey time.

Target: 85%

Actual: 0

Comments: The last month's average was 78%. Over the previous 12 month period the average was around 75%.

Remedial Action: CTCO continue network optimisation activities. Environment Canterbury continue PT schedule and operational optimisation activities. Both monitor effect of recent Capex projects.

Measure: LTP18: 10.4.4 Improve user satisfaction of public transport facilities.

Target: >=7.2

Actual: 7.1

Comments: The performance is benchmarked to the ECan user satisfaction survey undertaken annually, during the month of May/June. Performance is measured against the availability of bus stop shelters and the quality of bus stop shelters. The Metro User survey uses an eleven point scale to measure the level of satisfaction, where 0 = extremely dissatisfied and 10 = extremely satisfied.

The target for 2018-2019 has a mean score of 7.2, the actual score we got for 2018-2019 is 7.1. This means that for LTP18: 10.4.4, we have not meet the current financial year target, however we have improved on 2017-2018 when the score was 7.0. The benchmark for this target is the score from 2016-2017, when the score was 7.1, so we are staying constant to that.

Remedial Action: More time to be dedicated to the consultation and community board/special hearings panel process associated with shelter installations. This additional time will be available due to staff anticipations of a lower number of new bus stop projects during 2019-2020.

Measure: LTP18: 16.0.9 Maintain resident satisfaction with footpath condition

Target: >=52%

Actual: 41

Comments: This result has improved this financial year from 34% to 41%.

Remedial Action: However, we still didn't meet the target of 52% (CCC 2019 General Service Satisfaction Survey). Christchurch's footpaths were badly damaged in the earthquake. Renewal work was also put on hold through necessity in the intervening years. We have a long programme of work to address the worst (Grade 5) footpaths, which at current funding levels will take 10 years to work through. Therefore it will be difficult to meet this LOS with the current level of investment.

However, all works, both maintenance and capital, are always more focused on areas with higher use and users that are more susceptible to uneven surfaces, i.e. near schools, retirement homes, malls, etc.

Citizens And Community

Citizen And Customer Services

Measure: LTP18: 2.6.7 Citizens and customers are satisfied or very satisfied with first point of contact across all service channels.
Target: At least 87% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact.
Actual: 86
Comments: 2018/19 Resident Survey overall satisfaction with first point of contact customer service through all channels this year = 86%.
 Satisfaction metrics for professionalism, service efficiency and ease of use range from 99% - 68% dependant on interaction channel.
Remedial Action: Detailed analysis is underway to ascertain individual channel pain points for improvement to inform the 2019/20 action plan.

Measure: LTP18: 2.6.4.1 Citizen and Customer expectations for service response are delivered in a timely manner
Target: Telephone enquiries have an average speed to answer of no more than 90 seconds.
Actual: 142.02
Comments: Our newly recruited team members commenced their training in June and have started supporting our customers. The Service Request redesign work, implementation plan and training were completed in June. In preparation for go-live of supporting systems changes on the 1st of July. The process is more efficient, standardised and provides for an enhanced citizen experience.
Remedial Action: With the introduction of the multiple process improvement initiatives, calls related to service requests have decreased from a high of over 10 minutes to just over 5 and half minutes as indicative results. As staff are now capturing or verifying citizen and customer information for each interaction. This will keep the average speed to answer above our target, for this work group, however is it expected to drop as customer records become more accurate.

Community Support Governance And Partnerships

Measure: LTP18: 4.1.18 Participation in and contribution to Council decision-making
Target: Percentage of respondents who understand how Council makes decisions: At least 41%
Actual: 0
Comments: Achieved 33% in 2019 Residents survey against target of 41%. Submission statistics indicate a rise in citizen participation and contribution to elected member decision making ...
 Community Board meeting room technology upgrades facilitating increased citizen participation and contribution to elected member decision making at Coastal-Burwood, Papanui-Innes and Little River
Remedial Action: Work with Residents survey question which points to citizens influencing decision making rather than participating.

Parks

Measure: LTP18: 10.8.1.1 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors.
Target: Customer satisfaction with marine structure facilities: 90 %
Actual: 55
Comments: Planning for some marine structure renewals is underway
Remedial Action: Inspection and maintenance programmes are to continue

Measure: LTP18: 10.8.1.3 Provision of a network of publicly available marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors.
Target: Wharves and Jetties ramps and slipways (condition average or better): 80%.
Actual: 74
Comments: Planning for some marine structure renewals is underway
Remedial Action: Inspection and maintenance programmes are to continue

Measure: LTP18: 6.3.7.2 Provide community participation opportunities across the parks network.
Target: Botanic Gardens: 5 volunteer hours/1000 people.
Actual: 4.12
Comments: Within the Botanic Gardens area we have 24 volunteers supporting us with 1605 hours. which calculates to 4.12/1,000 people.
Remedial Action: This number did not include all of the “Friends of the Botanics” and some other volunteer groups. Indications are that volunteer numbers have increased. The next step would be to merge volunteer records and improve reporting to provide more accurate results.

Measure: LTP18: 6.8.5 Satisfaction with the range and quality of recreation opportunities within parks.
Target: Resident satisfaction with range and quality of recreation facilities within Parks: >= 85%.
Actual: 74
Comments: Whilst red the Customer survey trend shows year on year improvement.
Remedial Action: Current levels of capital funding are adequate for renewal of existing Play and recreation facilities only. We will continue to work closely with Community Boards to enable partnerships and collaboration with individual communities.

Measure: LTP18: 6.8.2.8 Parks are provided managed and maintained in a clean, tidy, safe, functional and equitable manner (Asset Condition)
Target: Vehicle access and parking - condition average or better: 90%
Actual: 86
Comments: Not all assets are fully condition assessed. Those that are have average or better condition rating of 86%.
This years renewal programme was slowed down to assist in funding the Town hall funding deficit, which affected the result
Remedial Action: Ensure all assets are condition rated to provide an accurate position. Complete the Renewal programme

Measure: LTP18: 6.0.3 Overall customer satisfaction with the presentation of the City's Parks.
Target: Community Parks presentation: resident satisfaction >=70 %
Actual: 67
Comments: Actual at 67%, 3% off target. Result improved 10% from previous year.
Remedial Action: Continue to monitor performance of maintenance provision. Leverage new internal maintenance provision resources to deliver improved performance.

Measure: LTP18: 6.8.3.1 Parks are provided managed and maintained in a clean, tidy, safe, functional and equitable manner.
Target: 100% of CSRs addressed within priority timeframes.
Actual: 85
Comments: target is extremely ambitious and requires re consideration. Parks are subject to weather related events and workload demand. Current resource levels do not meet the 100% requirement
Remedial Action: Consider a stream lined triage approach to CSR management. Employment of in house teams to complete the CSR related activity may improve the performance

Measure: LTP18: 6.9.1.5 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance.
Target: Resident satisfaction with presentation of Public Monuments, Sculptures & Artworks: >= 90%
Actual: 71
Comments: Resident survey result 71%
Remedial Action: Following the earth quake damage to many items we continue to repair and maintain them as resources and priorities permit.

Measure: LTP18: 6.9.1.6 To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance.
Target: Resident satisfaction with presentation of Parks Heritage Buildings: >= 70%
Actual: 63
Comments: New Measure and Bench Mark
Remedial Action: Communicate improvement plans to the Community Boards so that they can discuss Councils programmes with members of their communities.

Measure: LTP18: 6.4.3 Cemeteries administration services meet customer expectations
Target: Satisfaction with response time for interment applications: 100%.
Actual: 80
Comments: Actual 80% down from 100% previous years. Source 2018-19 Residents' Survey .

Remedial Action: Note small sample size of (5) respondents
 Manager of Operations support to conduct quarterly review of interment application process.

Measure: LTP18: 6.4.4 Overall customer satisfaction with the presentation of the City's Parks.
Target: Cemeteries presentation: resident satisfaction >=85 %.
Actual: 78
Comments: Actual result 78%, drop from 80% prior year.
Remedial Action: Cemeteries maintenance improvements targeted through new in house provision of maintenance services and delivery of headstone repair capital programme.

Measure: LTP18: 6.4.5 Cemeteries administration services meet customer expectations
Target: Funeral directors satisfaction with interment application process: 100%.
Actual: 60
Comments: Customer satisfaction with response times from Cemeteries Operations actual 60% down from 100% in previous year. Source 2018-19 Residents' Survey, note small sample size of (5).
Remedial Action: Business support manager to conduct monthly assessment of staff response times to interment applications.

Recreation, Sports And Events

Measure: LTP18: 7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch.
Target: 80% satisfaction with the quality of Council recreation and sport support.
Actual: 76
Comments: Organisations provided feedback that improvements were required with booking processes and communication with staff.
Remedial Action: Sports Services Team will implement improvements to the booking process and communication.

Measure: LTP18: 2.8.3.2 Produce and deliver engaging programme of community events.
Target: At least 90% satisfaction with the content and delivery across three delivered events
Actual: 82
Comments: Botanic D'Light's, 79% Content, 69% Delivery, 75% Cumulative Satisfaction Target

 Kite Day, 92% Content, 86% Delivery, 89% Cumulative Satisfaction Target

 Sparks, 87% Content, 82% Delivery, 84.5% Cumulative Satisfaction Target

Remedial Action: Overall 86% Content, 79% Delivery, 82% Cumulative Satisfaction Target
 The Events team debriefed on all feedback from the FY19 events. Each event attracts a diverse audience so satisfying one demographic impacts on the satisfaction of another ie 15-39 yr old vs 40+yr olds. In future the events team will define satisfaction targets for each event by demographics to ensure improvements are targeted to increase satisfaction with the content and delivery of the individual event.

Consenting And Compliance

Business Solutions

Measure: LTP18: 9.4.2 Provide customers with access to property files.
Target: Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees).
Actual: 89.1
Comments: We are currently averaging 89.1% of property files made available to customers within their various KPI's

Remedial Action:

Measure: LTP18: 9.4.3 Provide customers with access to property files that are already stored electronically.
Target: Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees).
Actual: 89.1
Comments: We are currently averaging 89.1% of property files made available to customers within their various KPI's

Remedial Action:

Regulatory Compliance

Measure: LTP18: 9.0.15.2 Animal management services encourage responsible dog ownership through education, registration and enforcement.
Target: 20 Dog Safe programmes delivered per annum
Actual: 0
Comments: 1 Dog wise educational programme was delivered to adults. The “year to date” figure stands at 16. This target was not met.

Remedial Action: Public interest in this education programme delivered to community groups fell short of our expectations to due the lack of interest. Therefore, this target was not met.

Measure: LTP18: 9.0.8 The community is not subjected to inappropriate noise levels.
Target: 90% of complaints in relation to excessive noise are responded to within one hour.
Actual: 85
Comments: For the June reporting period 92.6%

Remedial Action: The result for the year is 85%
The target for year has not been met. During the year work was carried out closely in monitoring performance and feeding back issues. The contract provider adjusted geographic areas covered by patrols and ensured there were more staff on duty at key times. This has seen the monthlv performance rise from 80% (in Februarv) to 92%

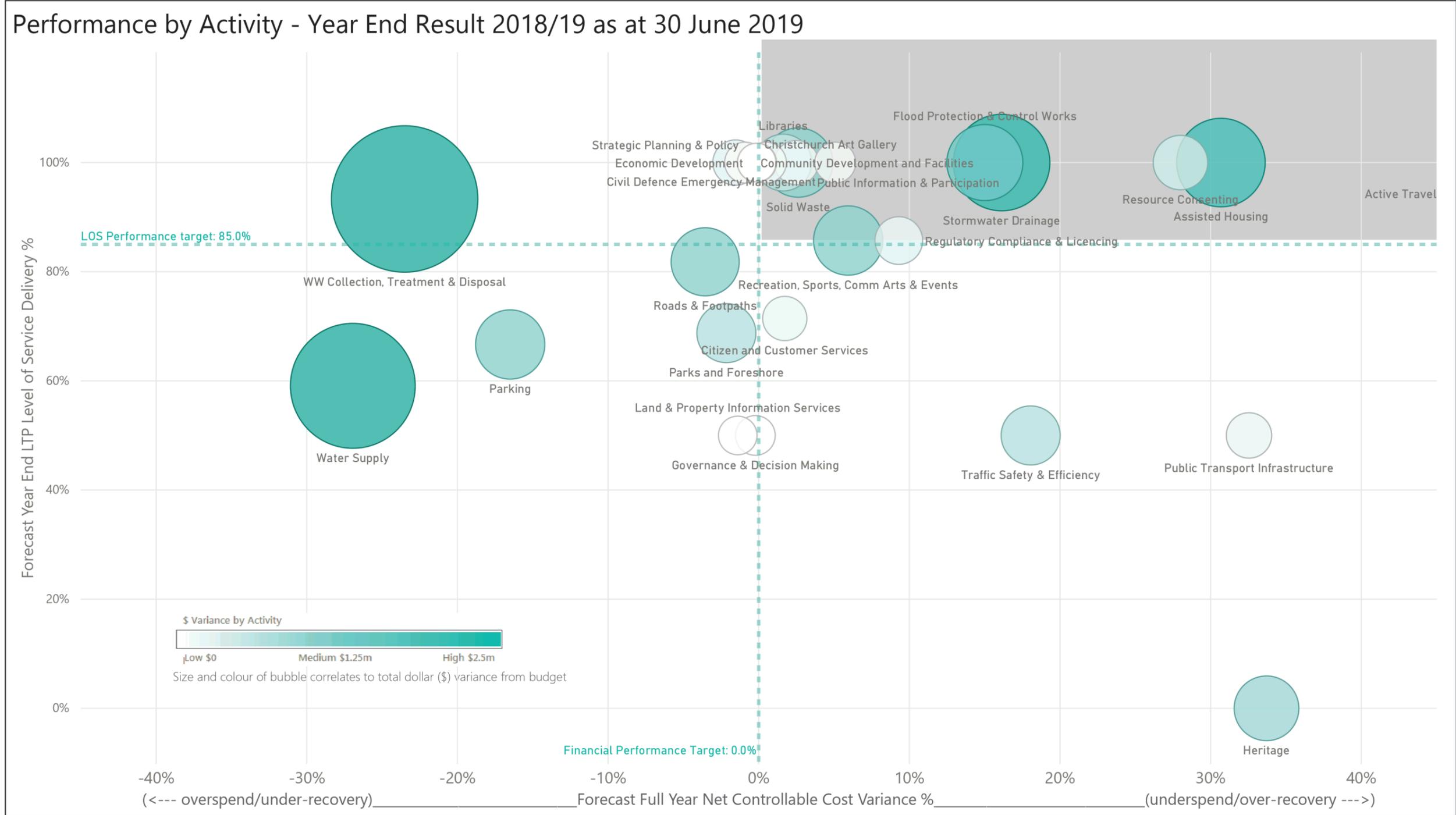
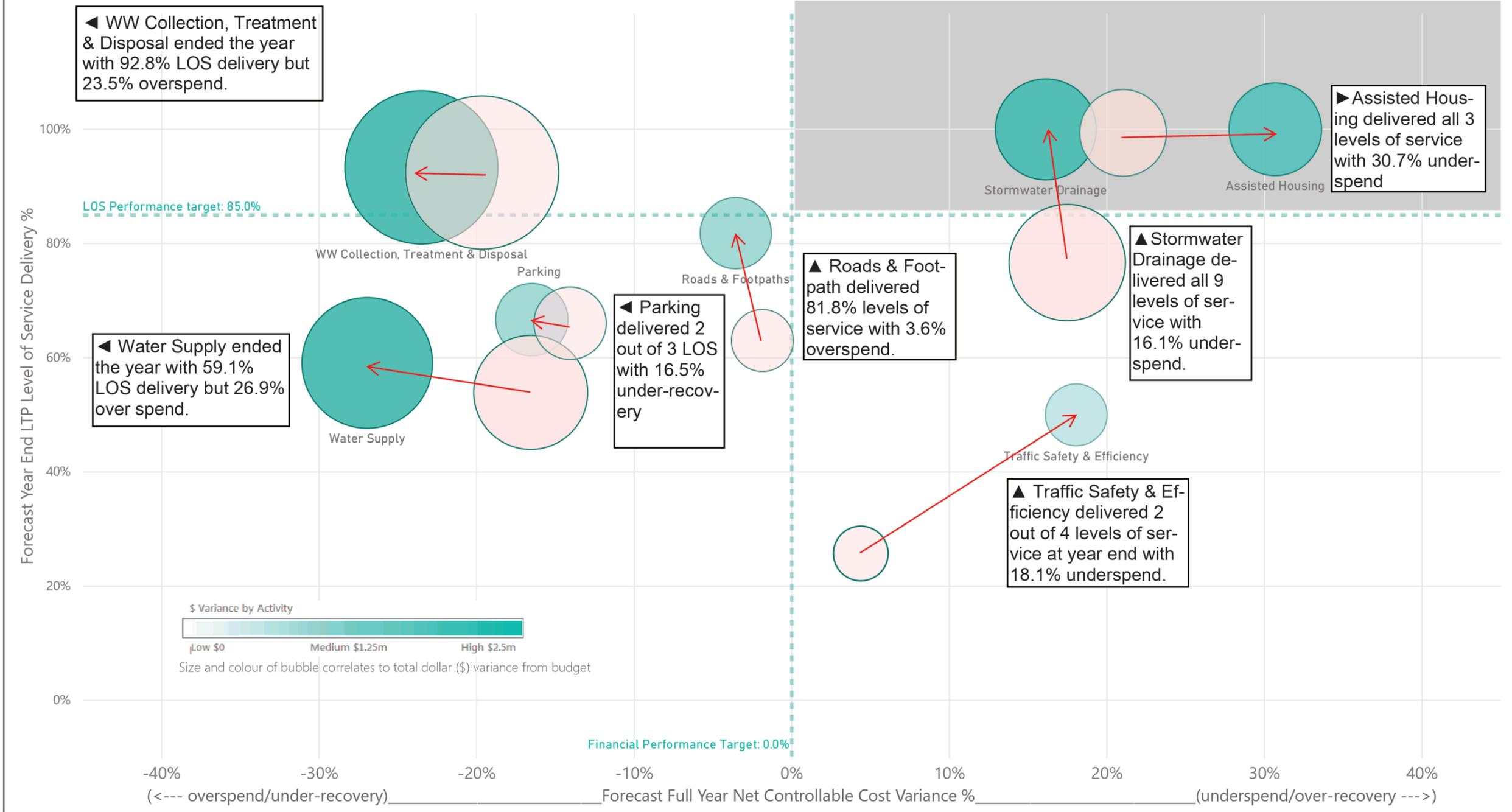


Table - Performance by Activity - Year End Result 2018/19 as at 30 June 2019

Activities	Full Year Forecast after C/F \$	Full Year Plan \$	Variance after C/Fs \$	% Variance after C/Fs	LTP LOS %	LTP LOS total
1 Water Supply	19,175,382	15,105,412	-4,069,971	-26.9%	59.1%	22
2 WW Collection, Treatment & Disposal	30,481,071	24,680,196	-5,800,875	-23.5%	93.3%	15
3 Strategic Planning & Policy	16,146,032	16,130,943	-15,090	-0.1%	100.0%	29
4 Public Information & Participation	5,400,833	5,539,213	138,379	2.5%	100.0%	7
5 Economic Development	16,128,688	16,206,554	77,866	0.5%	100.0%	28
6 Stormwater Drainage	11,853,294	14,132,392	2,279,098	16.1%	100.0%	9
7 Flood Protection & Control Works	7,014,260	8,253,332	1,239,072	15.0%	100.0%	4
8 Traffic Safety & Efficiency	2,665,956	3,253,279	587,323	18.1%	50.0%	4
9 Parking	-4,815,287	-5,766,549	-951,263	-16.5%	66.7%	3
10 Public Transport Infrastructure	376,592	558,299	181,707	32.5%	50.0%	4
11 Active Travel	123,336	249,859	126,522	50.6%	100.0%	6
12 Roads & Footpaths	27,101,094	26,171,001	-930,093	-3.6%	81.8%	11
13 Solid Waste	33,744,741	34,709,267	964,526	2.6%	100.0%	7
14 Building Services	1,730,000	1,004,353	-725,647	-72.3%	100.0%	8
15 Resource Consenting	1,099,365	1,526,839	427,475	28.0%	100.0%	6
16 Land & Property Information Services	-1,985,612	-2,013,642	-28,030	-1.4%	50.0%	4
17 Regulatory Compliance & Licencing	2,309,593	2,546,425	236,832	9.3%	85.7%	14
18 Parks and Foreshore	28,759,147	28,154,821	-604,326	-2.1%	68.8%	32
19 Heritage	1,596,957	2,409,045	812,088	33.7%	0.0%	2
20 Assisted Housing	4,239,018	6,115,612	1,876,594	30.7%	100.0%	3
21 Governance & Decision Making	13,536,987	13,507,080	-29,906	-0.2%	50.0%	2
22 Citizen and Customer Services	8,262,419	8,408,034	145,616	1.7%	71.4%	7
23 Civil Defence Emergency Management	1,522,004	1,603,444	81,440	5.1%	100.0%	2
24 Community Development and Facilities	12,505,259	12,315,664	-189,595	-1.5%	100.0%	2
25 Christchurch Art Gallery	6,607,171	6,547,959	-59,212	-0.9%	100.0%	7
26 Canterbury & Akaroa Museums	8,077,751	8,066,664	-11,087	-0.1%	100.0%	5
27 Libraries	32,287,345	32,821,801	534,456	1.6%	100.0%	10
28 Recreation, Sports, Comm Arts & Events	15,507,423	16,486,428	979,005	5.9%	85.7%	14
Total	301,450,821	298,723,724	-2,727,097	104.9%	85.8%	267

Note that Total row excludes Corporate business unit, Capital Revenues, Depreciation, Vested Asset Income and other minor corporate financial adjustments.

Performance by Activity - Year End Results 2018/19 as at June 2019 (Movement from May to June)



Major movements in Net Controllable Cost Variance and Levels of Service Delivery over a month are highlighted above.

17. Resolution to Exclude the Public

Section 48, Local Government Official Information and Meetings Act 1987.

I move that the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7.

Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

- “(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):
- (a) Shall be available to any member of the public who is present; and
 - (b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE RELEASED
24	SERVICE DELIVERY REVIEW (SECTION 17A) SCHEDULE	S7(2)(B)(II)	PREJUDICE COMMERCIAL POSITION	THERE IS COMMERCIAL SENSITIVITY IN ONE OF THE ATTACHMENTS WHICH PROVIDE CONTRACT AMOUNTS TO EXPLAIN COST AND BENEFIT OF THE RECOMMENDATION.	FOLLOWING COMPLETION OF SIGN-OFF OF THE LONG TERM PLAN 2021-31
25	DEVELOPMENT CONTRIBUTIONS PROPOSAL	S7(2)(B)(II), S7(2)(I)	PREJUDICE COMMERCIAL POSITION, CONDUCT NEGOTIATIONS	THE REPORT ADDRESSES AN UNSOLICITED PROPOSAL RECEIVED BY THE COUNCIL THAT IS INCONSISTENT WITH COUNCIL POLICY. IT CONCERNS POSSIBLE DEVELOPMENT PLANS THAT ARE NOT YET PUBLIC.	IF THE COUNCIL DECLINES THE PROPOSAL, ONCE THE DEVELOPMENT PLANS HAVE BEEN MADE PUBLIC (TO BE DETERMINED BY THE CHIEF EXECUTIVE) OR, IF AN AGREEMENT IS ENTERED INTO, WHEN ANY FINAL ACTION UNDER THE AGREEMENT HAS BEEN COMPLETED.
26	REGENERATE CHRISTCHURCH - COMMENTS ON DRAFT STATEMENT OF INTENT - 2020 AND 2021	S7(2)(I)	CONDUCT NEGOTIATIONS	TO ALLOW FOR DEBATE ON THE CONTENT OF THE DRAFT SOI WHICH CONTAINS INFORMATION ABOUT FUTURE ACTIVITIES	AFTER PUBLICATION OF THE FINAL SOI WHICH IS REQUIRED ONE MONTH AFTER THE SOI IS FINALISED, AND WITH THE APPROVAL

					OF THE CHIEF EXECUTIVE OF THE COUNCIL IN CONSULTATION WITH THE CHIEF EXECUTIVE OF REGENERATE CHRISTCHURCH.
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