



Levels of Services and Key Performance Indicators

Draft for Consultation

WATER										
Levels of Service 1, 2 and 3										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Social	1	Drinking water quality meets standards to support human health	1.1	The extent to which the Council's drinking water treatment complies with the Drinking Water Quality Assurance Rules - rule T3 Bacterial Rules for Water Disinfected with Chlorine	100%	Not Applicable	100%	100%	100%	100%
Social	1	Drinking water quality meets standards to support human health	1.2	The extent to which the Council's drinking water treatment complies with the Drinking Water Quality Assurance Rules - rule T3 Protozoal Rules for Coagulation, Flocculation, Sedimentation and Filtration & rule T3 Protozoal Rules for Ultraviolet Light Disinfection [minimum 4 log in total]	100%	Not Applicable	100%	100%	100%	100%
Environmental	2	Council monitors and effectively manages the water network to support environmental health and efficient use of resources	2.1	The percentage of real water loss from the Council's networked reticulation system. (Calculated according to the methodology outlined in Water NZ Water Loss Guidelines publication)	18.50%	Not Applicable	Less than 30%	Less than 30%	Less than 30%	Less than 30%
Environmental	2	Council monitors and effectively manages the water network to support environmental and human health and efficient use of resources	2.2	The average consumption of drinking water per day per resident within the Invercargill City Council territorial district	231	Not Applicable	Less than 300 litres/day	Less than 300 litres/day	Less than 300 litres/day	Less than 300 litres/day
Social/ Economic	3	Council is responsive to the community in order to provide a safe, reliable supply of water, ensuring reticulated properties receive a continuous supply and providing sufficient water flow and pressure for fire fighting	3.1	The median response time for urgent callouts, (from the time the Council receives notification to the time that service personnel reach the site).	39 minutes	Not Applicable	4 hours	4 hours	4 hours	4 hours
Social/ Economic	3	Council is responsive to the community in order to provide a safe, reliable supply of water, ensuring reticulated properties receive a continuous supply and providing sufficient water flow and pressure for fire fighting	3.2	The median time to resolve urgent callouts (from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption).	2 hours 9 minutes	Not Applicable	24 hours	24 hours	24 hours	24 hours
Social/ Economic	3	Council is responsive to the community in order to provide a safe, reliable supply of water, ensuring reticulated properties receive a continuous supply and providing sufficient water flow and pressure for fire fighting	3.3	Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site	5 days 18 hours and 8 minutes	Not Applicable	5 working days	5 working days	5 working days	5 working days
Social/ Economic	3	Council is responsive to the community in order to provide a safe, reliable supply of water, ensuring reticulated properties receive a continuous supply and providing sufficient water flow and pressure for fire fighting	3.4	Resolution of non-urgent call-outs: from the time that the council receives notification to the time that service personnel confirm resolution of the fault or interruption	6 days 2 hours and 33 minutes	Not Applicable	10 working days	10 working days	10 working days	10 working days
Social/ Economic	3	Council is responsive to the community in order to provide a safe, reliable supply of water, ensuring reticulated properties receive a continuous supply and providing sufficient water flow and pressure for fire fighting	3.5	The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure of flow - Continuity of supply - Council's response to any of these issues	1.82	Not Applicable	<10 in total	<10 in total	<10 in total	<10 in total

STORMWATER										
Level of Service 4 and 5										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Environmental/ Social/ Economic	4	Council monitors and effectively manages the stormwater network to support community wellbeing and environmental health	4.1	DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	0	Not Applicable	0	0	0	0
Environmental/ Social/ Economic	4	Council monitors and effectively manages the stormwater network to support environmental health and efficient use of resources	4.2	DIA Performance measure 1 (system adequacy) (b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	0	Not Applicable	0	0	0	0
Environmental	4	Council monitors and effectively manages the stormwater network to support environmental health and efficient use of resources	4.3	DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: - Abatement notices - Infringement notices - Enforcement orders - Successful prosecution	0	Not Applicable	0	0	0	0
Environmental/ Social/ Economic	5	Council is responsive to the community community in order to effectively manage the stormwater network to support environmental health and efficient use of resources	5.1	DIA Performance measure 3 (response times) The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	0 minutes	Not Applicable	<1 hour	<1 hour	<1 hour	<1 hour
Environmental/ Social/ Economic	5	Council is responsive to the community community in order to manage the stormwater network to support environmental health and efficient use of resources	5.2	DIA Performance Measure 4 (customer satisfaction) The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the Council's stormwater system)	1.8	Not Applicable	<4	<4	<4	<4

SEWERAGE

Level of Service 6 and 7

	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Environmental/ Social/ Economic	6	Council monitors and effectively manages the sewerage network to support community wellbeing and environmental health	6.1	Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	1.37	Not Applicable	Max 4	Max 4	Max 4	Max 4
Environmental	6	Council monitors and effectively manages the stormwater network to support environmental health and efficient use of resources	6.2	Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	0	Not Applicable	Max 0	Max 0	Max 0	Max 0
Environmental/ Social/ Economic	7		7.1	DIA Performance Measure 3 (fault response times):	37 minutes	Not Applicable	<1 hour	<1 hour	<1 hour	<1 hour
		Council is responsive to the community in order to manage the stormwater network to support environmental health and efficient use of resources		(a) The median response time from notification to arrival on-site to attend blockages or other faults in the sewerage system						
Environmental/ Social/ Economic	7	Council is responsive to the community in order to manage the stormwater network to support environmental health and efficient use of resources	7.2	(b) The median response time from notification to resolution of blockages or other faults in the sewerage system	1 hour 1 minute	Not Applicable	<6 hours	<6 hours	<6 hours	<6 hours
Environmental/ Social/ Economic	7	Council is responsive to the community in order to manage the stormwater network to support environmental health and efficient use of resources	7.3	DIA Performance Measure 4 (customer satisfaction) The number of complaints received about: 1. sewage odour 2. system faults 3. system blockages 4. Council's responsiveness (expressed per 1,000 properties connected to the Council's sewer system)	2.25	Not Applicable	Max 4	Max 4	Max 4	Max 4

ROADING SERVICES										
Levels of service 8, 9, and 10										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Social/ Cultural	8	The road network is designed and managed to reduce risk of death and injury	8.1	The number of and change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	17 crashes - 1 fatality, 17 people with serious injuries	Decreasing	Lower than baseline	Lower than the previous year	Lower than the previous year	Zero
Social/Cultural	8	The road network is designed and managed to reduce risk of death and injury	8.2	The number of crashes involving intersections	101 crashes New measure*	Decreasing	Lower than baseline	Lower than the previous year	Lower than the previous year	Lower than the previous year (zero fatalities, and decrease in serious injuries)
Social/ Economic	9	The road network is designed and managed to support ease of use	9.1	The average quality of ride, on a sealed local road network, measured by smooth travel exposure	Urban - 85% Rural - 98%	Not Applicable	Higher than the previous annual national average	Higher than the previous annual national average	Higher than the previous annual national average	Higher than the previous annual national average
Social	9	The road network is designed and managed to support ease of use	9.2	The percentage of the sealed local road network that is resurfaced	6.6%	Not Applicable	>5.55%	>5.55%	>5.55%	>5.55%
Social	9	The road network is designed and managed to support ease of use	9.3	The percentage of footpaths within the district that fall within the level of service, or service standard for the condition of footpaths as set out in the Asset Management Plan	1.8%	Not Applicable	< 8% in very poor condition	< 8% in very poor condition	< 8% in very poor condition	< 8% in very poor condition
Social	10	Council is responsive to the community and monitors and manages the network effectively to support safety and efficiency	10.1	The percentage of customer service requests relating to roads and footpaths, to which the territorial authority responds within the time frame specified in the Long-term Plan	83%	Not Applicable	75% of requests are responded to in five or less business days	75% of requests are responded to in five or less business days	75% of requests are responded to in five or less business days	75% of requests are responded to in five or less business days

SOLID WASTE MANAGEMENT										
Level of Service 11										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Environmental	11	The effective use of resources is supported to reduce the impact of waste on the environment	11.1	Regional discarded materials rate per person per annum (kgs)	New measure	Decreasing	≤650 Kg	≤600 Kg	≤600 Kg	≤550 Kg
Environmental	11	The effective use of resources is supported to reduce the impact of waste on the environment	11.2	Recovery of recyclable materials (Actual Recycled - Invercargill City Council and Southland District Council)	New measure	Increasing	≥4650 tonnes	≥4800 tonnes	≥5000 tonnes	≥5200 tonnes
Environmental	11	The effective use of resources is supported to reduce the impact of waste on the environment	11.3	Invercargill City and Southland District Councils actual recycled rate per person per annum (Kg)	New measure	Increasing	≥54 Kg	≥56 Kg	≥58 Kg	≥60 Kg
Environmental	11	The effective use of resources is supported to reduce the impact of waste on the environment	11.4	Reduction in kerbside waste sent to landfill	New measure	Decreasing	≤17000 tonnes	≤17000 tonnes	≤16500 tonnes	≤16500 tonnes
Environmental	11	The effective use of resources is supported to reduce the impact of waste on the environment	11.5	Waste diversion from landfill	New measure	Increasing	30%	30%	30%	50% by 2030

LRW - PARKS AND RESERVES											
Levels of Service 12, 13 and 14											
	Level of Service		KPI	Measure		Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description									
Social/ Cultural/ Environmental	12	Parks and reserves support community leisure, recreation and wellbeing	12.1	Queens Park is accredited as a “Garden of National Significance”		Achieved	Maintained	Maintained	Maintained	Maintained	Maintained
Social	12	Parks and reserves support community leisure, recreation and wellbeing	12.2	Percentage of residents satisfied with parks and recreation spaces		80%	Maintained or Increasing	80%	80%	80%	80%
Social/ Cultural	13	Parks and reserves are well utilised to support wellbeing	13.1	Annual number for park usage	Percentage of users per head of (Invercargill city) population	New measure	Not Applicable	75%	75%	75%	75%
					Total number of park user counts	939,291	Maintained or Increasing	939,291	939,291	939,291	939,291
Social	14	Council is responsive to the community in order to effectively manage the parks and reserves	14.1	Percentage of urgent requests for Parks and Recreation services are completed within specified timeframes.		New Measure	Not Applicable	90%	90%	90%	90%
Social/ Cultural	14	Council is responsive to the community in order to effectively manage the parks and reserves	14.2	Number of Active Partnerships in place to support activation of Parks and Recreation Space		New Measure	Increasing	10	15	20	25

LRW - Libraries											
Levels of Service 15 and 16											
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target	
Community Outcome	Number	Description									
Social/ Cultural	15	Libraries collections support wellbeing through providing quality resources	15.1	Percentage of physical collections added in the past 5 years (excludes heritage collections)	63%	Maintained or increasing	≥60%	≥60%	≥60%	≥60%	
Social/ Cultural	15	Libraries collections support wellbeing through providing quality resources	15.2	Percentage of residents satisfied with the library service	84%	Maintained or increasing	≥ 85%	≥ 85%	≥ 85%	≥ 85%	
Social/ Cultural	16	Libraries are well utilised to support wellbeing	16.1	Annual number of library users	Physical visitors + website engagement = total number of Library users	485,535	Maintained	500,000	500,000	500,000	500,000
					Total number of users (physical visitors + website engagement) per head of (Invercargill city) population	New measure	Maintained	8.8	8.8	8.8	8.8

LRW - AQUATIC SERVICES											
Levels of Service 17, 18 and 19											
	Level of Service		KPI	Measure		Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description									
Social/ Cultural	17	Pools are well utilised to support wellbeing	17.1	Annual number of Splash Palace users	Number of users per head of (Invercargill City) population	6.6	Increasing	6.8	7	7.2	7.3
				Total number of Splash Palace users		New Measure	Increasing	390,000	400,000	410,000	420,000
Social/ Cultural	17	Pools are well utilised to support wellbeing	17.2	Learn to swim participation		New Measure	Increasing	700	725	750	750
Social/ Cultural	18	Pools support wellbeing through providing safe, quality and appropriate premises and services	18.1	Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010 to ensure the health and safety of pool users.		100%	Maintained	100%	100%	100%	100%
Social/ Cultural	18	Pools support wellbeing through providing safe, quality and appropriate premises and services	18.2	Percentage of residents satisfied with the Splash Palace		67%	Increasing	75%	75%	80%	85%
Social/ Cultural	19	Pools service is reliable and available	19.1	Time when a minimum of four 25 metre public lanes are available for swimming		98%	Maintained	95%	95%	95%	95%
Social/ Cultural	19	Pools service is reliable and available	19.2	The number of unplanned pool closures		New Measure	Not applicable	Less than 15 pool closure/year	Less than 15 pool closure/year	Less than 15 pool closure/year	Less than 15 pool closure/year

LRW - ARTS, CULTURE AND HERITAGE											
Levels of Service 20 and 21											
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target	
Community Outcome	Number	Description									
He Waka Tuia											
Cultural	20	Arts, culture and heritage services are well utilised to support community wellbeing	20.1	Annual number of He Waka Tuia users	Number of users per head of (Invercargill City) population	New Measure	Increasing	0.33	0.37	0.4	N/A -He Waka Tuia will close after 2026/2027
					Total number of He Waka Tuia users	18,553	Increasing	19,000	21,000	23,000	N/A -He Waka Tuia will close after 2026/2027
Cultural	21	Arts, culture and heritage venues support wellbeing through providing high quality, frequently refreshed and culturally enriching experiences	21.1	Percentage of residents satisfied with He Waka Tuia Museum and Art Gallery		17%	Maintained	20%	20%	20%	N/A -He Waka Tuia will close after 2026/2027
Cultural	21	Arts, culture and heritage venues support wellbeing through providing high quality, frequently refreshed and culturally enriching experiences	21.2	Number of onsite and off-site exhibitions which celebrate our collections and “Story of Southland”		New Measure	Maintained	min. 7 exhibitions per annum 3 off-site; 4 onsite	min. 7 exhibitions per annum 3 off-site; 4 onsite	min. 7 exhibitions per annum 3 off-site; 4 onsite	N/A -He Waka Tuia will close after 2026/2027
Te Pātaka Taoka Southern Regional Collections Facility											
Cultural	20	Arts, culture and heritage services are well utilised to support community wellbeing	20.2	Annual number of visits to access the collection		New Measure	Increasing	300	750	750	750
Cultural	20	Arts, culture and heritage services are well utilised to support community wellbeing	20.3	Annual number of school visits		New Measure	Maintained	10	10	10	10
				Te Unua Museum of Southland							
Cultural / Economic	20	Arts, culture and heritage services are well utilised to support community wellbeing	20.4	Annual number of Te Unua - Museum of Southland users	Total number of Te Unua - Museum of Southland users	New Measure	Not Applicable	0	0	200,000	400,000
					Total number of Te Unua users per head of (Invercargill city) population	New Measure	Not Applicable	0	0	3.5	7

LRW - VENUES AND EVENTS SERVICES											
Levels of Service 22 and 23											
	Level of Service		KPI	Measure		Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description									
				Civic Theatre							
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.1	Civic Theatre Occupancy - Main auditorium		30% Occupancy Rate	Maintained or Increasing	35%	40%	40%	40%
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.2	Civic Theatre Occupancy - Auxiliary Rooms		62% Occupancy Rate	Maintained	40%	40%	40%	40%
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.3	Civic Theatre - Hirage	Not for Profit-Local	New Measure	Maintained or Increasing	≥35	≥35	≥35	≥35
					Not for Profit - National/ International	New Measure	Maintained or Increasing	≥20	≥20	≥20	≥20
					Commercial - Local	New Measure	Increasing	≥10	≥15	≥15	≥15
					Commercial - National/ International	New Measure	Increasing	≥30	≥35	≥35	≥35
Cultural/ Social	23	City venues support wellbeing through enabling culturally and socially enriching experiences	23.1	Percentage of residents satisfied with the Civic theatre		New measure	Maintained	80%	80%	80%	80%
				Scottish Hall							
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.4	Scottish Hall - Occupancy		33% Occupancy Rate	Increasing	30%	33%	33%	35%
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.5	Scottish Hall - Hirage	Not for Profit - Local	New Measure	Maintained or Increasing	≥55	≥55	≥55	≥55
					Not for Profit - National/ International	New Measure	Maintained or Increasing	≥5	≥5	≥5	≥5
					Commercial - Local	New Measure	Increasing	≥5	≥8	≥10	≥15
					Commercial - National/ International	New Measure	Maintained or Increasing	≥3	≥3	≥3	≥3
Cultural/ Social	23	City venues support wellbeing through enabling culturally and socially enriching experiences	23.2	Percentage of residents satisfied with the Scottish Hall		New measure	Maintained	60%	60%	60%	60%
Rugby Park											
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.6	Rugby Park - Occupancy		7% Occupancy rate	Increasing	7%	8%	10%	10%
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.7	Rugby Park - Hirage	Not for Profit - Local	New Measure	Increasing	≥10	≥12	≥15	≥15
					Not for Profit - National/ International	New Measure	Maintained or Increasing	≥2	≥2	≥2	≥2
					Commercial - Local	New Measure	Increasing	≥2	≥5	≥7	≥10
					Commercial - National/ International	New Measure	Maintained or Increasing	≥8	≥8	≥8	≥8
Cultural/ Social	23	City venues support wellbeing through enabling culturally and socially enriching experiences	23.3	Percentage of residents satisfied with Rugby Park		New Measure	Maintained	40%	40%	40%	40%
Increase public use of Venues											
Cultural/ Social	22	Venues are well utilised to support community wellbeing	22.8	Annual number of users across all venues	Number of users per head of (Invercargill City) population	1.5	Increasing	1.1	1.2	1.3	1.4
					Total number of venue users	80,648	Increasing	63,000	70,000	74,000	80,000

LRW - PUBLIC TRANSPORT											
Levels of Service 24 and 25											
	Level of Service		KPI	Measure		Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description									
Social/ environmental/ economic	24	Public transport is well utilised to support community wellbeing	24.1	Annual number of public transport users	Number of users per head of (Invercargill City) population	New measure	Increasing	2.5	2.5	2.6	2.6
					Total number of public transport users	141,837	Increasing	143,000	145,000	147,000	150,000
Social	25	Public transport supports wellbeing through enabling people to move around the city	25.1	Percentage of residents satisfied with quality of bus service		40%	Increasing	43%	45%	47%	50%
Social	25	Public transport supports wellbeing through enabling people to move around the city	25.2	Percentage of residents satisfied with price of bus service		64%	Maintained	60%	60%	60%	60%

LRW - ELDERLY PERSONS HOUSING										
Levels of Service 26, 27 and 28										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Social	26	Elderly persons housing is well utilised to support community wellbeing	26.1	Units are occupied 95% of the time	98%	Not Applicable	95%	95%	95%	95%
Social	27	Council is responsive to the community in order to effectively manage the elderly persons housing	27.1	Requests for service are responded to and remedial action in place: - Urgent	100% within 24 hours	Not Applicable	24 hours	24 hours	24 hours	24 hours
Social	27	Council is responsive to the community in order to effectively manage the elderly persons housing	27.2	Requests for service are responded to and remedial action in place: - Non- Urgent	99% within 5 working days	Not Applicable	5 working days	5 working days	5 working days	5 working days
Social	28	Council effectively manages the elderly persons housing to provide efficient and effective value	28.1	Regular inspections are undertaken	100%	Not Applicable	100%	100%	100%	100%

CR - DEMOCRATIC PROCESS										
Levels of Service 29 and 30										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community	Number	Description								
Social	29	The community is supported to understand and participate in the democratic process	29.1	Percentage of residents satisfied with the opportunities Council provides for community involvement in decision making	19%	Increasing	20%	25%	30%	35%
Social	29	The community is supported to understand and participate in the democratic process	29.2	Voter participation in elections	New measure	Increasing	N/A - No election	10% increase in voter turnout (approximately 2,000 more people to vote)	N/A - No election	10% increase in voter turnout (approximately 2,000 more people to vote)
Social/ Cultural/ Environmental/ Economic	30	The community is supported to deliver and participate in events and other activities which enhance wellbeing	30.1	Number of activities or events supported by the Community Wellbeing Fund	53	Maintained or Increasing	40	40	40	40

CR - REGULATORY SERVICES										
Levels of Service 31, 32, 33 and 34										
	Level of Service									
Community Outcome	Number	Description	KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Economic/ Social/ Environmental	31	Council is responsive to the community to ensure regulatory processes are effectively managed to support appropriate development and economic activity	31.1	Building consents are granted within 20 working days	98%	Not Applicable	100% of building consents are granted within 20 working days	100% of building consents are granted within 20 working days	100% of building consents are granted within 20 working days	100% of building consents are granted within 20 working days
Economic/ Social/ Environmental	31	Council is responsive to the community to ensure regulatory processes are effectively managed to support appropriate development and economic activity	31.2	Non-notified resource consents not requiring a hearing are granted within 20 working days	96%	Not Applicable	100% of non-notified resource consents are granted within 20 working days	100% of non-notified resource consents are granted within 20 working days	100% of non-notified resource consents are granted within 20 working days	100% of non-notified resource consents are granted within 20 working days
Economic/ Social/ Environmental	31	Council is responsive to the community to ensure regulatory processes are effectively managed to support appropriate development and economic activity	31.3	Food premises are registered within 20 working days	100%	Not Applicable	100% of food premises are registered within 20 working days	100% of food premises are registered within 20 working days	100% of food premises are registered within 20 working days	100% of food premises are registered within 20 working days
Economic/ Social/ Environmental	31	Council is responsive to the community to ensure regulatory processes are effectively managed to support appropriate development and economic activity	31.4	Alcohol licences not requiring a hearing are granted within 30 days	100%	Not Applicable	100% of alcohol licences not requiring a hearing are granted within 30 days	100% of alcohol licences not requiring a hearing are granted within 30 days	100% of alcohol licences not requiring a hearing are granted within 30 days	100% of alcohol licences not requiring a hearing are granted within 30 days
Economic/ Social	31	Council is responsive to the community to ensure regulatory processes are effectively managed to support appropriate development and economic activity	31.5	Land Information Memorandum (LIM) Reports are issued within 10 working days	New Measure	Not Applicable	100%	100%	100%	100%
Economic/ Social	32	Regulatory processes are effectively managed to support appropriate development	32.1	Percentage of residents satisfied with service received from the Building, Planning and Property Records Department	New Measure	Maintained	50%	50%	50%	50%
Economic/ Social	33	Regulatory processes are effectively managed to support appropriate development	33.1	Percentage of residents satisfied with the building and/or resource consent process	New Measure	Maintained	50%	50%	50%	50%
Cultural/ Social	34	The District's heritage is valued and preserved	34.1	Amount of eligible applications received to support heritage buildings (earthquake strengthening and/or heritage improvements)	New Measure	Not Applicable	Council's Heritage Funds are at least 90% subscribed each financial year	Council's Heritage Funds are at least 90% subscribed each financial year	Council's Heritage Funds are at least 90% subscribed each financial year	Council's Heritage Funds are at least 90% subscribed each financial year

CR - CORPORATE SERVICES											
Levels of Service 35 and 36											
	Level of Service		KPI	Measure		Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description									
Social/ Cultural/ Environmental/ Economic	35	Council is responsive to the community in order to manage Council business effectively to support community wellbeing	35.1	Percentage of Requests for Service under investigation/ closed within 10 working days of being raised		New Measure	Increasing	80%	84%	88%	90%
Social/ Economic	35	Council is responsive to the community in order to manage Council business effectively to support community wellbeing	35.2	Percentage of suppliers who are paid on time		New Measure	Increasing	85%	90%	93%	95%
Social/ Cultural/ Environmental/ Economic	36	Corporate services are reliable and available	36.1	Accessible customer service	Customers are provided with a 24 hour 7 day a week call centre	New Measure	Not Applicable	99%	99%	99%	99%
					Invercargill customers are provided with face to face customer services	New Measure	Not Applicable	1880 hours per annum	1880 hours per annum	1880 hours per annum	1880 hours per annum
					Bluff customers are provided with face to face customer services	New Measure	Not Applicable	2045 hours per annum	2045 hours per annum	2045 hours per annum	2045 hours per annum

CR - PROPERTY SERVICES										
Levels of Service 37, 38 and 39										
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target
Community Outcome	Number	Description								
Social	37	Council is responsive to the community to ensure effective management of property to support community wellbeing	37.1	Requests for service are responded to and remedial action in place: - Emergency - H&S related requests.	New Measure	Not Applicable	24 hours	24 hours	24 hours	24 hours
Social	37	Council is responsive to the community to ensure effective management of property to support community wellbeing	37.2	Requests for service are responded to and remedial action in place: - Non-Urgent routine requests.	New measure	Not Applicable	5 working days	5 working days	5 working days	5 working days
Social	38	Property is effectively managed to provide safe appropriate spaces for the community	38.1	All buildings have a current Building Warrant of Fitness	New Measure	Not Applicable	100%	100%	100%	100%
Social	38	Property is effectively managed to provide safe appropriate spaces for the community	38.2	Condition assessments are not older than 5 years old (of agreed buildings)	New Measure	Not Applicable	80%	80%	80%	80%
Social/ Environmental	38	Property is effectively managed to provide safe appropriate spaces for the community	38.3	Asbestos Management Plans are reviewed and updated so they are not older than 5 years.	New Measure	Not Applicable	80%	80%	80%	80%
Social	38	Property is effectively managed to provide safe appropriate spaces for the community	38.4	Percentage of residents satisfied with public toilet facilities in Invercargill District	New Measure	Increasing	55%	60%	65%	70%
Social	39	Property is reliable and available to the community	39.1	Public toilets are operational 95% of open hours (which is 24 hours per day)	95%	Maintained or Increasing	95%	95%	95%	95%

CR - INVESTMENTS											
Levels of Service 40 and 41											
	Level of Service		KPI	Measure	Baseline (2022/2023)	Trend	2024/2025 Target	2025/2026 Target	2026/2027 Target	2027-2034 Target	
Community Outcome	Number	Description									
				Investment property							
Economic/ Social	40	Investment property is well utilised in order to deliver returns to the community	40.1	Occupancy levels are greater than 95%	New measure	Not Applicable	>95%	>95%	>95%	>95%	
Economic	41	Investment property is effectively managed in order to deliver returns to the community	41.1	Total Gross Income over Total Asset Value	Total portfolio	New measure	Not Applicable	4%	4%	4%	4%
					Portfolio excluding Strategic, Development and Vacant land	New measure	Not Applicable	5%	5%	5%	5%
Economic	41	Investment property is effectively managed in order to deliver returns to the community	41.2	Net rate of return is greater than Council's planned cash deposit rate for the portfolio excluding Strategic, Development and Vacant land	New measure	Not Applicable	> planned cash deposit rate 3.5%	> planned cash deposit rate 3.5%	> planned cash deposit rate 3.5%	> planned cash deposit rate 3.5%	
Other investments											
Economic	41	Investments are effectively managed in order to deliver returns to the community	41.3	Net interest income is higher than budgeted	New measure	Not Applicable	> Budget	> Budget	> Budget	> Budget	
Economic	41	Investments are effectively managed in order to deliver returns to the community	41.4	Dividend income is in line with budget	New measure	Not Applicable	= Budget	= Budget	= Budget	= Budget	