



EIGHT MONTH REPORT JULY 2018 – FEB 2019

TIMARU DISTRICT COUNCIL



Executive summary

The purpose of this report is to present an eight month snapshot to February 2019, of progress towards the delivery of the programme of activities agreed to in the Long-Term Plan for the 2018/19 financial year.

It outlines progress against the 2018/19 non-financial performance measures and projects and provides a summary of highlights and issues.

The information is organised by the Council's nine Groups of Activities, and has been produced using the corporate reporting tool Opal3. Reporting in this format will be enhanced over time as Opal3 is progressively integrated with existing Council financial and non-financial reporting systems.

The report uses the following graphs and symbols to indicate status/progress for the various performance measures and projects.

Activity Scoreboard

This section gives an overall scorecard for the Activity, in general terms as stated below.

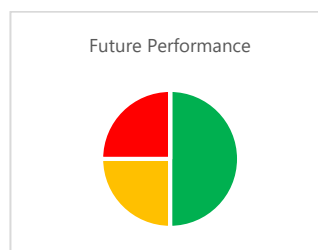
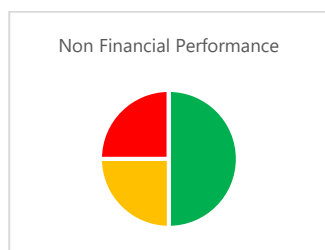
- All measures and projects on target
- Most measures and projects on target
- Some significant measures and projects are not expected to be achieved

It includes an overall commentary and summary graphs showing the status of Non-financial performance measures and projects.

Commentary – YTD



Future

| | | | |
|---|---|--------------------------------|---|
| A non-financial summary of progress YTD |  | An expected end of year status |  |
|---|---|--------------------------------|---|



Key Performance Indicators










This section shows the status of non-financial performance measures (as listed in the LTP for 2018/19 year).




| Performance Type | Symbol |
|-----------------------------|---|
| Non-Financial YTD position |  |
| Expected End-of-Year result |  |

- On target
- Target may not be achieved
- Target will not be achieved

Projects

This section shows the status of projects (as listed in the LTP for the 2018/19 year).

| Performance Type | Symbol |
|------------------------------------|---|
| Non-Financial YTD status & comment |    |
| Financial status |    |
| Expected End-of-Year result |    |

-  On target
-  Target may not be achieved
-  Target will not be achieved

Democracy

Democracy

Highlights

The 2018 Representation Review process concluded with no changes to the existing Council representation structure, including Community Boards.

Work underway on preparation of the 2019/20 Annual Plan.

Issues

No issues have been identified.

Activity Scoreboard

Commentary – YTD

Overall programme on target, with preparation of Annual Plan 2019/20 underway. Public excluded measure has improved from the last period with 86.7% of items in open Council meetings, and is now currently tracking 76.04% for the year to date. As mentioned last period, a number of the public excluded items to date have been to consider appointments to work groups and committees and commercially sensitive information such as lease arrangements and which includes private financial information.

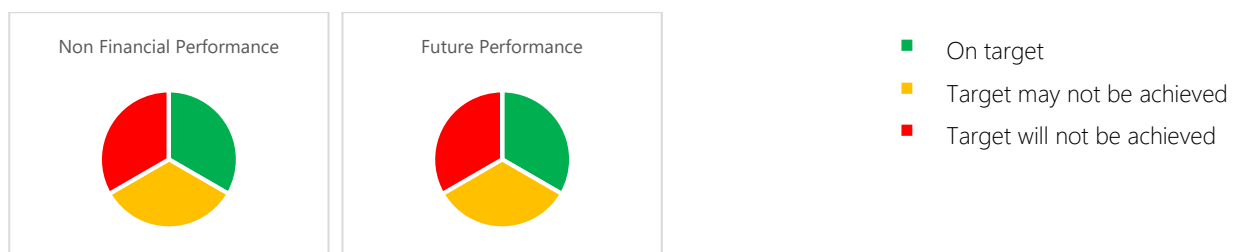
NF

Future

Work programme and most measures expected to be on target, with public excluded measure likely to improve further prior to end of the financial year.

E

Key Performance Indicators






Projects

Nil

Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|--|
| Percentage of main items held in open Council meetings | 90% | 76.04% | Issues requiring exclusion of the public during the period included commercial sensitivity, enabling commercial negotiations, protecting someone's privacy and upholding an obligation of confidence |

| INDICATOR | TARGET | RESULT | |
|---|--|----------|--|
| | | |  |
| Clear audit opinion for Long Term Plan and Annual Report | Unmodified opinion received | Achieved | <p>A clear (unmodified) audit opinion was received for the 2017/18 Annual Report and end of year audit.</p>  |
| Compliance with LGA Planning and Accountability requirements | Statutory Local Government Act Planning and Regulatory requirements are achieved | | <p>A clear audit opinion was received for the 2017/18 Annual Report. However the report was adopted after the 31 October statutory deadline. Work is underway on preparation of the 2019/20 Annual Plan.</p>  |
| Resident satisfaction with influence on Council decision making | 50% | | Reported biennially. Results due June 2020. |
| Resident satisfaction with Council's leadership | 65% | | Reported biennially. Results due June 2020. |
| Resident satisfaction with how well Council keeps public informed and involved in decision making | 65% | | Reported biennially. Results due June 2020. |

Projects

Nil

Community Support

Airport

Highlights

The Airport Activity is operating as business as usual.

Issues

No issues at this time.

Activity Scoreboard

Commentary – YTD

The Timaru Airport activity is expected to meet its targets by year end. Council has approved two budget variations for the airport, as follows:



1. The installation of a standby generator
2. The purchase of all the improvements associated with the airport farm.

Future

The Timaru Airport activity is expected to meet its targets by year end.



Key Performance Indicators

Aiport KPI's are reported annually.

Projects

No projects this financial year.

- On target
- Target may not be achieved
- Target will not be achieved

Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|---|--|------------|--------------------------|
| Airport user satisfaction with facility | 70% | | To be reported annually. |
| Airport Civil Aviation Authority accreditation achieved | Annual CAA accreditation audits identify no significant matters that prevent ongoing accreditation | | To be reported annually. |

Projects

Nil this financial year.

Community Support

Cemeteries

Highlights

No highlights to report this period.

Issues

No issues to report this period.

Activity Scoreboard

Commentary – YTD

All targets are on track with the exception of the resealing programme, which is awaiting work to be completed by external contractor.

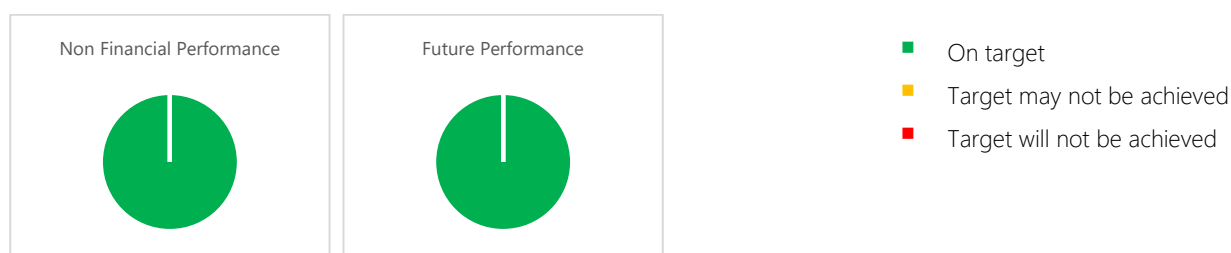


Future

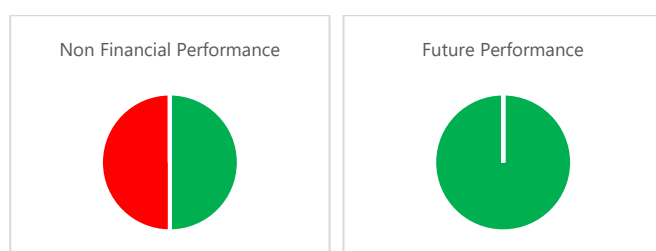
We are confident of achieving all targets in this activity by the end of the year.



Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|--|--------|------------|---|
| User satisfaction with district cemeteries | 85% | | Reported biennially. Results due June 2020. |
| Percentage of cemetery records that are updated within a month | 95% | 98% | On track. |
| Resident satisfaction with district cemeteries | 85 | 80.00% | Reported biennially. Results due June 2020. |

Projects

| PROJECT | TARGET \$ | YTD RESULT \$ | |
|---|--------------|------------------|--|
| Cemeteries-Reseal and roading programme | 16,500 | 0 | <p>We are awaiting a start by the contractor, but expect work to be completed by end of year.</p> <p>N F E</p> |
| Cemeteries-Concrete Beams, Furniture, Structures and Services | 12,700 | 9,445 | <p>A new burial beam has been installed in Timaru. A new ashes beam in the services section of Temuka Cemetery has been installed but hasn't come to charge yet.</p> <p>N F E</p> |

Community Support

Community Funding

Highlights

No meetings scheduled in this period so nothing to report. Next meeting April 2019.

Issues

No issues to report.

Activity Scoreboard

Commentary – YTD

All targets are currently on track and are forecast to remain on track for the remainder of the reporting period. Effective succession planning and handover is in place to ensure effective coordination of the service.

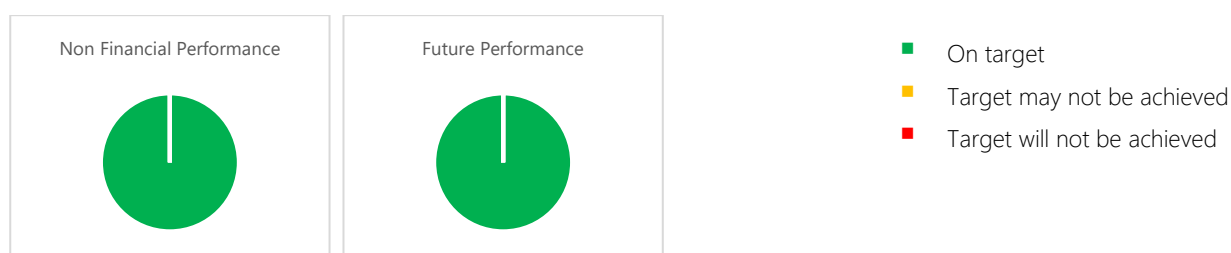
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Future

Effective succession planning and handover is in place to ensure effective coordination of the service

E

Key Performance Indicators




Projects

Nil

Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|---|
| Funding Rounds per year - General donations, Substantial grants, Community loans | 2 | 1 | All meetings on target NF E |
| % of Accountability forms returned | 90% | | Reported annually. |
| Funding Rounds per year - TDC Youth Initiatives | 2 | 1 | No funding round in this period - remains on target NF E |

| | | | |
|---|---|---|--|
| Funding Rounds per year - Creative Communities Fund | 4 | 2 | No funding round in this period - remains on target  |
|---|---|---|--|

Projects

Nil

Community Support

Economic Development and District Promotions

Highlights

Nothing to report for this period

Issues

No issues to report for this period

Activity Scoreboard

Commentary – YTD

District promotions are being provided in line with contracts.

Aoraki Development is preparing its draft Statement of Intent for 2019/20 for Council consideration.



Future

District promotions continue to be provided for the district via 3 contracts with suppliers of visitor services.



The Aoraki Development Statement of Intent is due to be considered by Council in April. Work is continuing on developing the "Inclusive Growth" reporting framework.

Key Performance Indicators

All KPI's are either annual or biennial so nothing to report for this period.

- On target
- Target may not be achieved
- Target will not be achieved

Projects

No projects this financial year.

Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|---|
| % of residents who believe Timaru is a better place to do business than three years ago | 35% | | Reported biennially. Results are due June 2020. |
| % of residents who believe Timaru is a better place to live than three years ago | 40% | | Reported biennially. Results are due June 2020. |
| Aoraki Development meet all targets in Statement of Intent | 100% | | Reported annually. |

Projects

Nil

Community Support

Emergency Management

Highlights

We were pleased to be able to support the recent Nelson Fires event with the deployment of our Emergency Management Officer who filled a team leader role within the Emergency Operations Centre. This has also brought home excellent learning that was shared with our civil defence team.

Issues

No new issues identified.

Activity Scoreboard

Commentary – YTD

Full explanation of individual indicators has been provided.

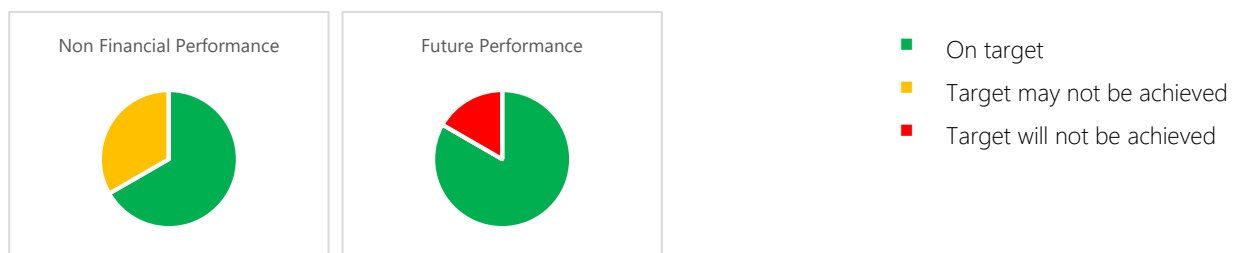


Future

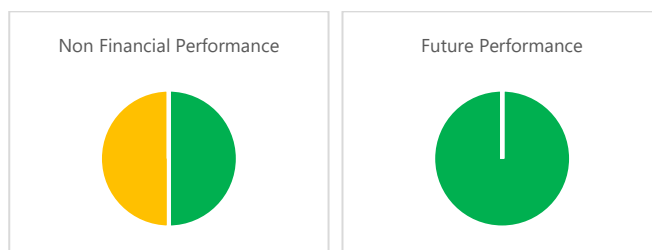
Largely on track



Key Performance Indicators













Projects



Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|--|--------|------------|--|
| Community Response Plans (CRP) developed | 1 | 0.5 | Milford Evacuation Plan nearing completion. |
| Number of educational presentations delivered to community groups to reduce risks from hazards to our district | 20 | 7 | No new requests for presentations received due to Christmas/New Year holiday period. |

| INDICATOR | TARGET | YTD RESULT | |
|---|---|------------|---|
| | | |   |
| Recruit, train and maintain sufficient EOC staffing for 24/7 coverage to enhance our capability to manage civil defence emergencies | Sufficient EOC staffing for 24/7 coverage | Yes | <p>No change for this period. The Canterbury CDEM Group Training schedule has been released and we are working with Waimate and Mackenzie District Councils to ensure we have good availability of EOC training for South Canterbury and that as many staff as possible are available to attend. Training will be provided throughout the year and all will lead up to the annual exercise in August/September.</p>   |
| Council, staff and partner agencies have participated in annual CDEM Group Exercise to enhance our capability to manage civil defence emergencies | Annual CDEM exercise participation | Yes | <p>Completed</p>   |
| Recruit, train and maintain registered volunteer teams and provide annual volunteer training programme to meet registration criteria, to enhance our capability to manage civil defence emergencies | Recruitment & training | Yes | <p>Training Schedule for the 2019 calendar year has been completed which includes several visiting speakers.</p>   |
| Complete plans to enhance our capability to recover from civil defence emergencies | District Welfare Plan completed 2018/19 | On hold | <p>District Welfare Plan on hold while sub-regional arrangements for Coordination (South Canterbury) are worked through. This is being facilitated by Regional Welfare Manager with administration and hosting support from Timaru District Council.</p>   |

Projects

| PROJECT | ANNUAL BUDGET (incl cfd) \$ | YTD RESULT \$ | |
|-------------------------|-----------------------------|---------------|--|
| Civil Defence-Equipment | 12,000 | 7,470 | Expected to be completed by the end of this financial year. Second repeater is being installed in March/April. |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|----------------------|---------------------------------------|------------------|--|
| | | | <p>Reprogramming of all handsets and basesets will continue after that is complete. Pleasant Point has new baseset radio.</p> <p>N F E</p> |
| Civil Defence-Sirens | 129,000 | 0 | <p>The date for submission of proposals to install sirens closed on 15 March 2019. Additional discussions are occurring around the sites to be used, with one potentially to be placed on a non-council location to ensure best coverage. Project on target to be completed by 30 June. Will be expended within this financial year excluding retentions. Funding includes 67k for Washdyke arrears (Stage 1 and Stage 2), plus 38k for Waipopo/Peterson Park, plus 24k for Rangitata Huts upgrade (giving a total of 129k).</p> <p>N F E</p> |

Community Support

Public Toilets

Highlights

Nothing to report this period

Issues

Nothing to report this period

Activity Scoreboard

Commentary – YTD

All on target.

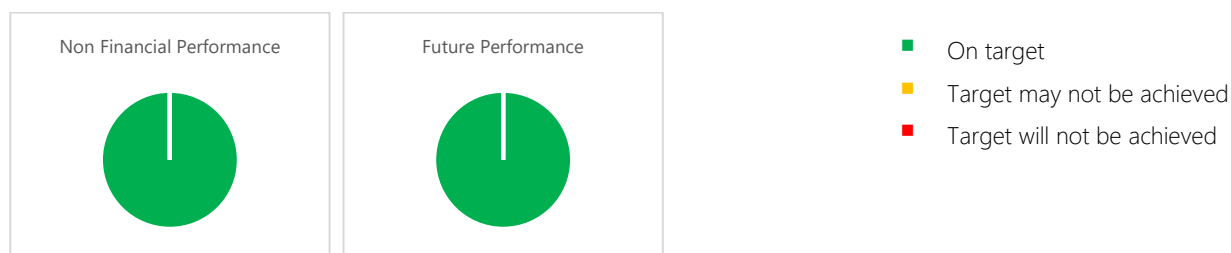
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Future

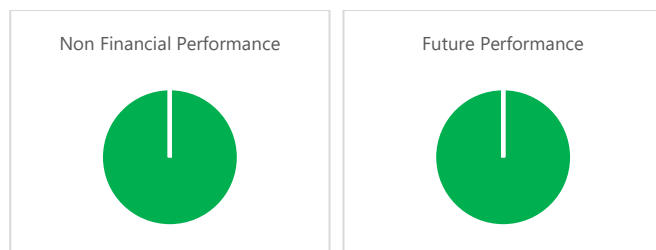
All KPI's and projects will meet year end targets.

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|--|
| User satisfaction with public toilets | 65% | | Reported biennially. Results due Jun 2020. |
| Number of complaints about public toilet cleaning standards | 6 | 2 | NF E |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|-------------------------|---------------------------------------|------------------|--|
| Public Toilets-Renewals | 120,000 | 60,139 | <p>The large toilet block behind Caroline Bay Hall will be reroofed in March 2019. This will complete the refurbishment of this large toilet block as the interior was completed in 2016/17. It is anticipated that all toilet capital projects will be completed by 30 June 2019.</p> <p>N F E</p> |

Community Support

Safer Communities

Highlights

Formal notification received advising Project Turnaround has been successful in obtaining the Ministry of Social Development Level 3 Accreditation.

Issues

With the Ministry of Justice advising the restorative justice contract is being rolled over to July 2020, our concerns around a shortfall in funding have been expressed to the Ministry of Justice (MOJ). MOJ have advised they require a proposal from Project Turnaround seeking an increase in the annual service fee. This is being compiled currently.

Activity Scoreboard

Commentary – YTD

Performance in terms of quality of service delivery remains on target as independently verified by the recent social sector audit.

NF

Future

All targets expected to be achieved.

E

Key Performance Indicators

Reported annually.

- On target
- Target may not be achieved
- Target will not be achieved

Projects

No projects for this activity.

Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|-------------------|
| % of Ministry of Justice (MoJ) Project Turnaround contract criteria met | 100% | | Reported annually |

Projects

Nil

Community Support

Social Housing

Highlights

The Social Housing activity is running smoothly, with good occupancy and maintenance and upgrading work being undertaken when required.

Issues

None to report

Activity Scoreboard

Commentary – YTD

KPI's are reported annually. Refurbishment and upgrading is on track and within budget.

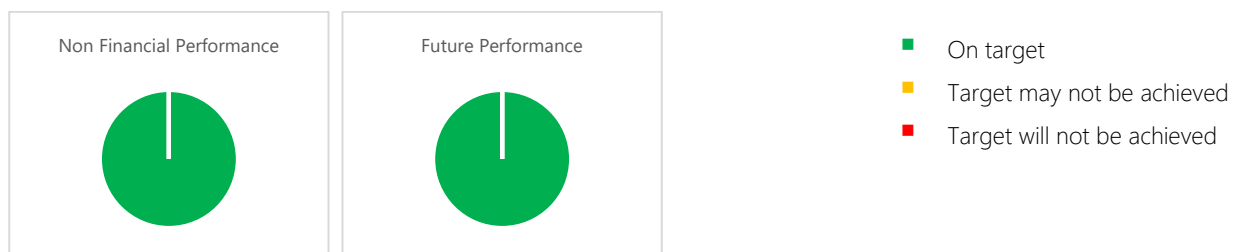
NF

Future

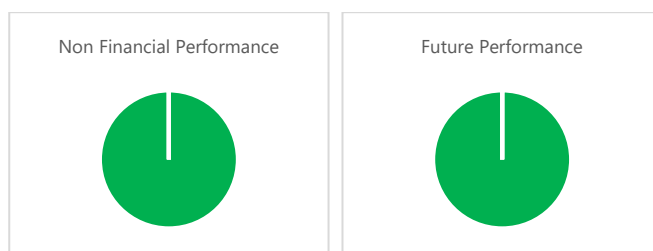
KPI's and project expenditure expected to be on target for year end.

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|---------|---|
| Tenant satisfaction levels | 85% | | Reported annually. |
| Occupancy rate of social housing units | 97% | | Reported annually. |
| Percentage of urgent service requests (social housing) responded to within 24 hours | 100 | 100.00% | There was 1 urgent request that was responded to in less than 24 hours. NF E |

Projects

| PROJECT | ANNUAL TARGET (incl cfwd) \$ | YTD RESULT \$ | |
|------------------------------|---------------------------------------|------------------|--|
| Social Housing-Refurbishment | 120,000 | 59,359 | <p>Due to a high number of flat turnovers there has been considerable painting work done from the operational budget, therefore most of the capital budget that is left may need to be used for routine maintenance. It is anticipated that the remaining budget will be used by 30 June 2019.</p> <p>N F E</p> |

District Planning and Environmental Services

Building Control

Highlights

The Earthquake Prone Buildings project is entering its next phase of contacting priority building owners. This will be supported by another round of stakeholder workshops and public information sessions.

Issues

Lower numbers of building consents were received this period overall. However of the consents received there were a higher number of commercial and complex applications which required an increased amount of time to process.

Activity Scoreboard

Commentary – YTD

The Building Unit is tracking well with its targets overall and improving in key areas.

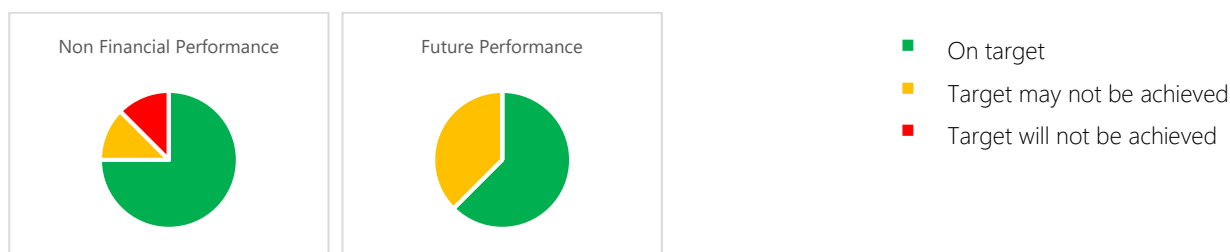
NF

Future

While it will not be possible to achieve the annual cumulative targets due to lower percentage achievement earlier in the year, excellent progress has been made. The audit of Building Warrant of Fitness (BWOFs) and other building compliance work is now underway and achieving good results.

E

Key Performance Indicators








Projects

No projects this financial year.

Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|--|--|------------------------|--|
| Retain accreditation as Building Consent Authority | Associated audit processes ensure accreditation retained | Accreditation retained | IANZ audit is biennial. Due February 2020. NF E |
| % Building consents processed within 20 working days | 100% | 98.90% | Generally consent numbers are lower through this period. The unit achieved 100% completion within the 20 statutory |

| INDICATOR | TARGET | YTD RESULT | |
|---|--|------------|---|
| Building consent average processing time (days) reduces annually | | | time frames in January and February which has increased the year to date cumulative result.   |
| | Average building consent processing time reduces | 12.54 days | This result reflects, in part, the complexity of the applications that are coming through and the time required to verify compliance. Previous year - 13 days   |
| % of Land Information Memorandum's (LIM) processed within 10 working days | 100% | 100% | LIM's remain on track. Recent months have seen an improvement in response times for LIM's. There were 817 due and all were actioned within 10 working days. The overall average per day for a LIM in this period was 4.72 days   |
| % Customer satisfaction with information and education from building control services | 90% | | Reported annually. |
| % of non-compliant buildings identified by the Council audit of BWOFF have corrective action taken | 100% | 100% | Started the auditing process this calendar year 2019. 8 buildings were scheduled for audit this period - 7 had an audit completed. None of these required corrective action.   |
| % of registered swimming pools inspected annually | 33.3% | 35.46% | 25 inspected for the 2 month period – 167/471 year to date. 18 comply - 7 non comply - 7 removed (no longer exist). The pools found non-compliant are being followed up until issues resolved.   |
| % of non compliant swimming pools identified at inspection that have had issues resolved in line with the Building Act 2004 | 100 | 28% | Of the 25 pools inspected over this period, 7 were found to be non compliant. We work with each pool owner to agree what work is required |

| INDICATOR | TARGET | YTD RESULT | |
|--|---|------------|--|
| | | | and provide a reasonably time frame to become compliant which can cross over between reporting periods.   |
| All potentially Earthquake Prone Buildings (Priority Buildings) are identified by 2022 | 100% of potentially EPBs (Priority Buildings) identified by July 2022 | | Public consultative process completed with priority routes confirmed. Contacting building owners of potential priority building in these areas will begin in April 2019   |

Projects

Nil

District Planning and Environmental Services

District Planning

Highlights

District Plan review progressing well with excellent collaboration from everyone involved.

Issues

No new issues identified.

Activity Scoreboard

Commentary – YTD

An effective and collaborative process is now in place for the drafting of chapters for the District Plan.

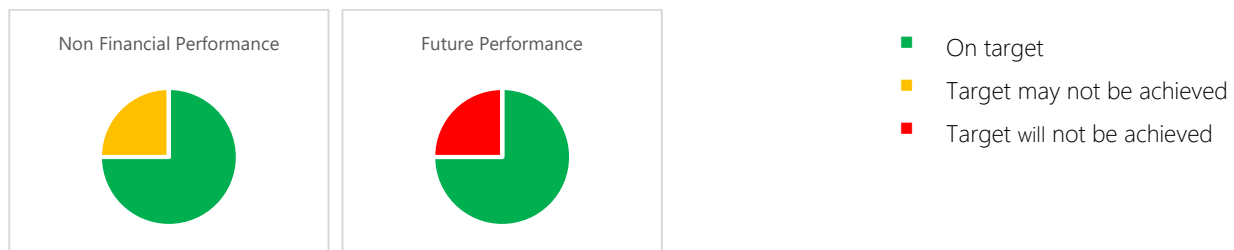
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Future

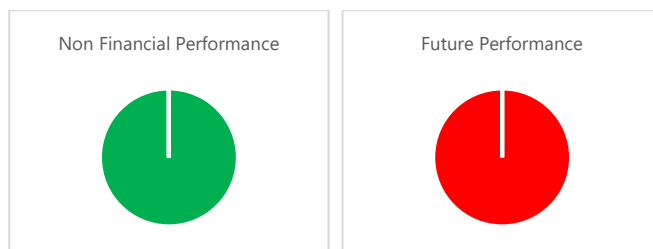
KPI's and the District Plan review project are largely on track to meet year end targets.

E

Key Performance Indicators






Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|--|--|-----------|--|
| District Plan compliance with statutory requirements | District Plan complies with statutory requirements | Complies | The District Plan complies with the RMA 1991. There have been no legislative changes that necessitate amendments to the District Plan. NF E |
| Council milestones for District Plan review are met | District Plan drafting commences | On target | Drafting of the District Plan is progressing in line the Council milestones. |

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|--|
| | | |  |
| Percentage of Resource Consent processed within statutory timeframes | 100% | 100% |  |
| Percentage of Land Use consents monitored within a year of being given effect to | 100% | 6.37% | A full time resource consent monitoring role is currently under recruitment. This will largely be self-funded from monitoring fees.  |
| Percentage Customer satisfaction with information and education from district planning services | 90% | | Reported annually. |

Projects

| PROJECT | TARGET \$ | YTD RESULT \$ | |
|----------------------|--------------|------------------|---|
| District Plan Review | 1,966,600 | 344,285 | The District Plan Review is progressing well overall. Ten topics have been drafted, with another six in progress. As part of the annual planning process we have taken the opportunity to rephase the expenditure to more closely match the updated work programme in the next two years. This resulted in a reduced projected spend in this financial year and in the 2019/20 financial year so savings have been made. It should be noted that as this is a complex, multi-year project. Unanticipated and unplanned issues could arise that mean the work programme and corresponding budget need to be reviewed again. We continue to monitor closely. Expenditure is down against budget for the same reasons as advised in the last report, including a delay in the National Planning Standards. We have found that to achieve a good outcome when drafting the chapters that it is taking longer than initially anticipated in the project planning stage. This is largely due to |

| | | | |
|--|--|--|--|
| | | | <p>the collaborative approach we are taking including working closely with our elected members, infrastructure team, Te Runanga O Arowhenua advisors, Ecan etc. While this does increase the drafting time it is adding considerably to the quality of the output.</p> <p>N F E</p> |
|--|--|--|--|

District Planning and Environmental Services

Environmental Compliance

Highlights

Council received very positive feedback from the Ministry of Primary Industries in its first audit of our processes related to the Food Control Act 2014. We have since been referred to other Councils as source of information.

Issues

Due to unforeseen circumstances the Group Manager has had to cover the Environmental Compliance Managers role over this period. This has slowed response times on occasion.

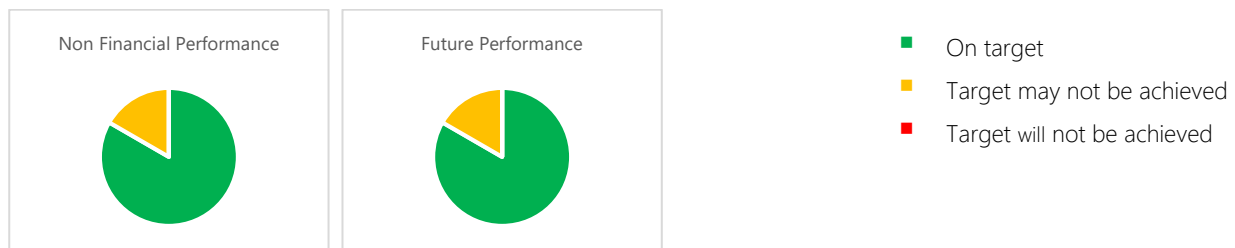
Activity Scoreboard

Commentary – YTD

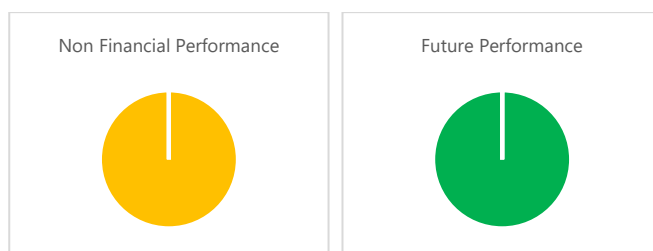
Future

| | | | |
|--|-----------|--|----------|
| Animal Control On target | NF | KPI and Project targets are expected to be achieved by 30 June. | E |
| Environmental Health All but one KPI targets are expected to be achieved by 30 June. | NF | All but one KPI targets are expected to be achieved by 30 June. The goal is to reach 80% of the Alcohol regulated premises inspections target by 30 June however it will be a challenge. | E |

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|--|
| Percentage Customer satisfaction levels with information and education from environmental health services | 90% | | Reported annually. |
| Percentage of known dogs in District registered | 95% | | Reported annually. |
| Number of Dog Control education initiatives completed | 5 | 7 | <p>A presentation was provided to a group of health professionals bringing the total YTD to 7.</p> <p>N E</p> |
| Percentage of Registered food premises under a Food Control Plan [FCP] that have undergone audit | 100% | 99.41% | <p>The total number of premises has gone up over this period as from 28 February premises remaining on the Food Hygiene Regulations had to transfer to the Food Control Plan Register and will have their verifications scheduled over the next 12 months. The total number of registered premises is now 221 (up from 169).</p> <p>N E</p> |
| Percentage of Registered food premises not under a Food Control Plan [FCP] that have been inspected | 80% | | <p>There are no longer any premises not on a Food Control Plan since the rules changed on 28 February 2019.</p> <p><i>KPI is no longer relevant due to legislative changes.</i></p> |
| Percentage of Health & Bylaws regulated premises that have been inspected | 80% | 7.18% | <p>Most of these premises are due for inspection between February and June period so these are now underway.</p> <p>N E</p> |
| Percentage of Alcohol regulated premises that have been inspected | 80% | 39.10% | <p>There has been significant turnover of staff within our Tri-Agency partners over the past six months. This has had an impact on the alcohol licensing work programme which has meant the number of inspections has reduced.</p> <p>N E</p> |

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|--|
| Percentage of non compliant health & bylaw regulated premises become compliant after inspection | 100% | 100% | <p>No improvement notices were required to be issued in this period.</p> <p>N F E</p> |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---------------------|---------------------------------|------------------|--|
| Dog Control Signage | 5,000 | 531 | <p>Staff now able to undertake this work over the March to June period. Work was on hold until staff member responsible able to return to full duties. Audit now underway.</p> <p>N F F E</p> |

Recreation & Leisure

Cultural Learning & Facilities / **Art Gallery**

Highlights

Over the Christmas holiday period the Art Gallery was involved in a combined holiday programme with CBay, South Canterbury Museum and the Timaru Library. The holiday programme, called MLA, was well attended by the community and a great collaboration between the community facilities.

During this period the Gallery relined the Foyer Gallery walls and installed new retail shelving in the Foyer as part of an ongoing programme of improvements to the facility.

Issues

The Gallery is investigating the purchase of additional storage units to help alleviate some of the storage challenges, and is also investigating long term solutions.

Activity Scoreboard

Commentary – YTD

Visitor numbers are lower than target due to the reduced exhibition space because of the temporary closure of the House Gallery. Online presence is increasing and is a growing popular medium for people to connect with the Gallery and other art opportunities in the region. All other non financial targets are on track for a successful year end.

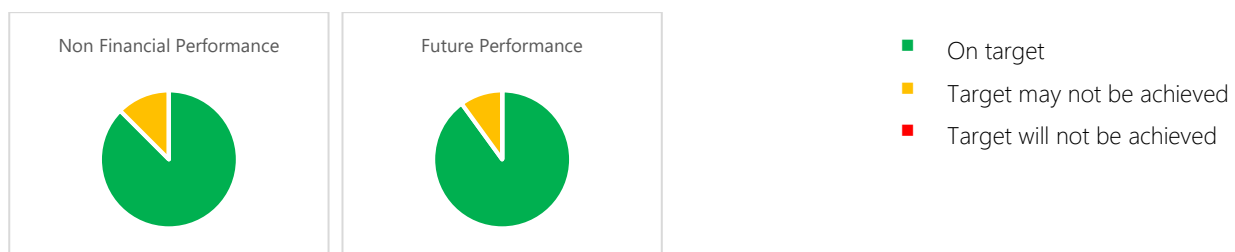
NF

Future

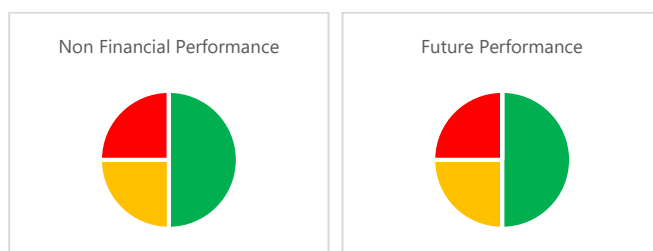
All measures within the control of staff are tracking to achieve target however the building renewals budget will largely be underspent and will require some carry forward. This work will support the earthquake strengthening of the historic house gallery, which is a heritage listed building with some unique architectural features and as such requires some expert consultant input.

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|--|--|------------|---|
| Visitors to Art Gallery | 19,000 | 10,717 | Visitor numbers down on previous years due to the closure of the House Gallery. N E |
| Online users Art Gallery increase annually | Annual increase | 1,181 | The gallery has 1181 Facebook followers and an average of 1172 page likes during this period. Also the Gallery had 718 website users during this period. N E |
| Resident satisfaction with Art Gallery | 80% | | Reported biennially. Results due June 2020. |
| User satisfaction with Art Gallery | 90% | | Reported biennially. Results due June 2020. |
| Art Gallery - school holiday programmes | 4 | 4 | Over the Christmas holiday period the Art Gallery was involved in a combined holiday programme with the CBay, South Canterbury Museum and the Timaru Library. The holiday programme, called MLA, was well attended by the community and a great collaboration between the community facilities. N E |
| Number of Art Gallery annual exhibitions (including touring, regional and permanent art works) | 10 | 14 | During the January – February period the Gallery installed two new exhibitions by local artists Michael Deavoll and Debbie Templeton-Page. N E |
| Art Gallery - Facilities meet legislative safety requirements | Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current | Achieved | All requirements are current. The BWOFF was issued 12 July 2018 and expires on 1 July 2019. N E |

| INDICATOR | TARGET | YTD RESULT | |
|---|--------|------------|---|
| Percentage of new acquisitions at the Art Gallery that are catalogued | 100% | 100% | All artworks purchased for the Permanent Collection during this period have been fully catalogued. N E |
| Number of art works preserved at the Art Gallery | 5 | 5 | Two artworks were conserved during this period. They were a painting by Reginald Eves and a sculpture by Francis Aubrey Shurrock. N E |
| Number of existing collection works that are recatalogued annually | 50 | 587 | Currently the Gallery is undertaking a full audit of the collection, which includes updating the location of each collection item, recording the current condition of each collection item in detail, the re-housing and repacking of artworks and updating collection records. N E |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|------------------------------|---------------|---|
| Art Gallery - Bequests Sevicke-Jones, Lattimore and MacKay | 9,800 | 10,765 | Two artworks have been purchased to date. The artworks are by New Zealand artists Seraphine Pick and Darryn George. The over spend is due to unforeseen commission rates on the purchase of the two artworks. N F E |
| Art Gallery - Art works | 6,200 | 2,174 | Two artworks have been purchased for the Permanent Collection to date. They are artworks by Riduan Tomkins and Edward Fristrom. On track for year end. N F E |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---------------------------------------|---------------------------------------|------------------|--|
| Art Gallery - Building Renewals | 594,000 | 22,272 | <p>The refurbishment of the Art Gallery has been placed on hold due to the pending work to seismic strengthen the historic House Gallery in 2019/2020. This budget will largely be underspent this financial year due to ongoing work with consultants on the seismic strengthening of the House Gallery. Some costs will be incurred, but exact value is not yet finalised.</p> <p>N F E</p> |
| Art Gallery - Furniture and Equipment | 12,000 | 4,591 | <p>To date the Gallery has purchased a commercial fridge to meet growing demands at exhibition openings and a mat cutter to re-mat artworks with acidic mats. The Gallery is currently exploring options for additional storage units to increase the Gallery's storage capacity. On track for year end.</p> <p>N F E</p> |

Recreation & Leisure

Cultural Learning & Facilities / **Halls**

Highlights

Good progress with projects.

Issues

No issues identified.

Activity Scoreboard

Commentary – YTD

Projects are on target.



Future

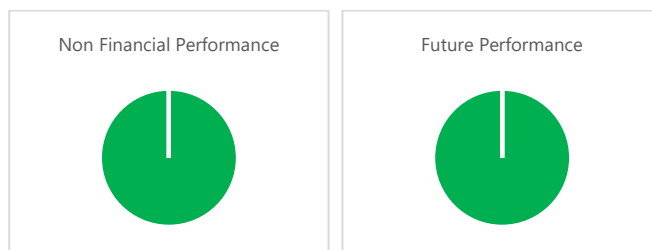
Projects will be completed by end of year.



Key Performance Indicators

Nil

Projects



- On target
- Target may not be achieved
- Target will not be achieved

Key Performance Indicators

Nil

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|--|
| Halls & Theatres - Community Centre Upgrades | 38,000 | 0 | The upgrading of the change room partitions at Washdyke Stadium will be ordered by 31 March 2019 and be installed before 30 June. The replacement chairs at the Temuka Lounge will also be ordered in March 2019 and be installed before 30 June 2019. Projects will be completed by 30 June 2019. |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|--|
| Halls & Theatres - Furniture and Equipment Replacements | | | N F E |
| | 4,000 | 4,000 | Caroline Bay Hall stage extension was completed in February 2019. N F E |

Recreation & Leisure

Cultural Learning & Facilities / Theatre Royal

Highlights

Council has confirmed that the Theatre Royal and Heritage Centre projects will be managed as one project. The appointment of a design architect and project manager is expected by June 2019.

Issues

The Theatre Royal aspect of the project is now looking to start in the 2019/20 financial year.

Activity Scoreboard

Commentary – YTD

Initial stages of the Theatre Royal upgrade project are underway.

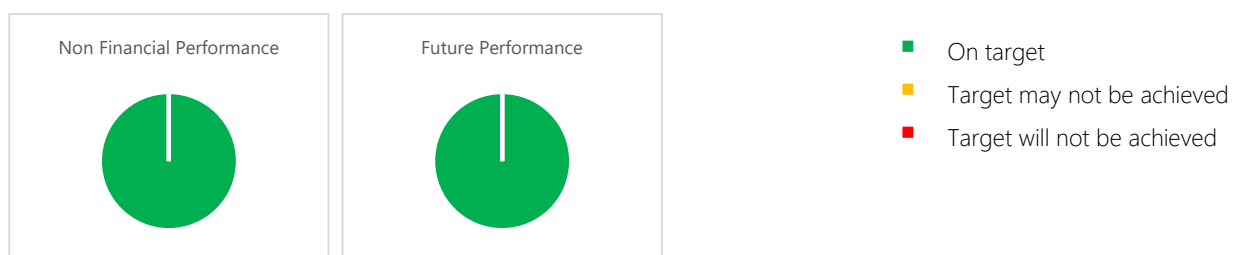


Future

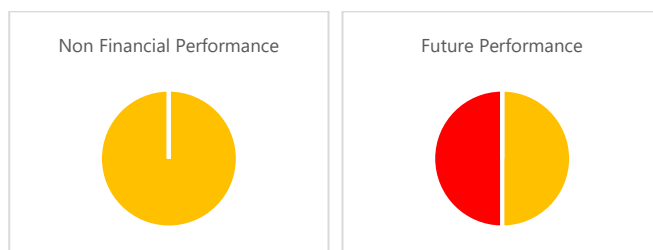
The majority of the budget will be carried forward to 2019/20.



Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|---|----------|---|
| Theatre Royal - Facilities meet legislative safety requirements | Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current. | Achieved | The current legislative requirements are being met. The building services are regularly checked by approved contractors to ensure timeframes are met. |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|---|
| Halls & Theatres - Theatre Royal Upgrade | 2,750,000 | 100,000 | <p>The project is now looking to start in the new financial year, following the appointment of a design architect and project manager by June 2019. The current year's budget will be carried forward to the 2019/20 year.</p> <p>N F E</p> |
| Halls & Theatres - Theatre Royal Carpark and Renewals | 47,000 | 0 | <p>Renewal of LED lighting is under action by the Theatre Royal manager. Carpark expenditure likely not to happen in 2018/19 and the balance of funds may be carried forward to assist with the construction of the future parking area following the demolition of the Army hall site in May/ June 2019.</p> <p>N F E</p> |

Recreation & Leisure

Cultural Learning & Facilities / **Libraries**

Highlights

Upgrading and refurbishment work at Timaru, Geraldine and Temuka libraries is progressing well, with all three facilities looking refreshed and providing users with an inviting and comfortable environment.

The newly launched digital services are proving popular, exceeding usage expectations.

Issues

The complexity of the Timaru Library roof design means the project is making slower progress than initially anticipated.

Activity Scoreboard

Commentary – YTD

The majority of controllable budget areas are tracking well. The exception is the Library roof project which may not progress as anticipated this financial year, as complexities in the design require further expert involvement.

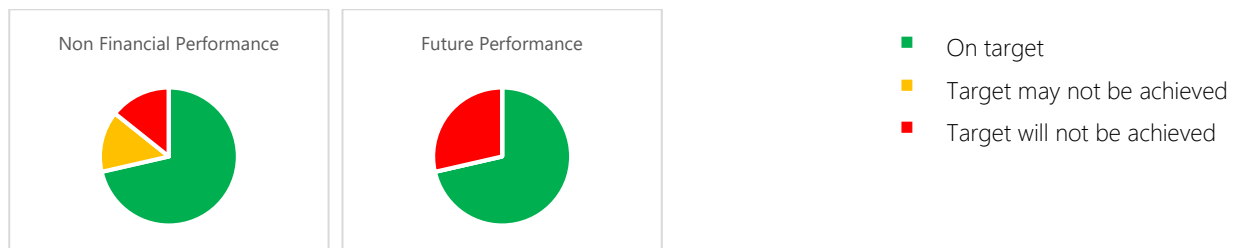
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Future

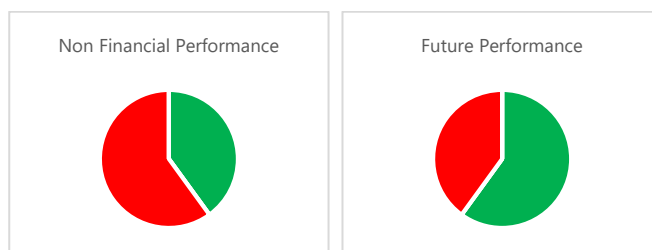
The majority of controllable budget areas are tracking well. The exception is the Library roof project which may not progress as anticipated this financial year, as complexities in the design require further expert involvement

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---------------------|---------|---------|--|
| Visitors to Library | 420,000 | 224,944 | Not meeting the current target, however this number is above the |

| INDICATOR | TARGET | RESULT | |
|--|---------|---------|--|
| | | | <p>number of visits at the same time last year.</p> <p>N E</p> |
| Library - Online website and catalogue searches | 330,000 | 278,821 | <p>Both our catalogue and website experienced a large number of searches over the January/February period - especially in January, which shows a tidy up of the Catalogue home page appears to have paid off.</p> <p>N E</p> |
| Library - Database searches including PressReader | 220,000 | 251,206 | <p>A great result, due mainly to PressReader performing exceptionally well, and the addition of Kanopy performing well right from the start, with customers undertaking over 2300 Kanopy searches in February alone.</p> <p>N E</p> |
| Aotearoa People's Network Kaharoa (APNK) PC and Wifi library sessions per year | 90,000 | 74,209 | <p>January saw a huge spike in both APNK PC users and also Wifi users, possibly driven by a growth in the number of visitors in the area.</p> <p>N E</p> |
| Library issues (physical & digital) of materials per year | 585,000 | 371,300 | <p>Slightly below target. Issues are tracking at expected levels, however an error in data collection has been noted, meaning the LTP target figure was set unrealistically high.</p> <p>N E</p> |
| Resident satisfaction with Libraries | 95% | | <p>Reported biennially. Results are due Jun 2020.</p> |
| Libraries - school holiday programmes | 4 | 3 | <p>Holiday programmes have been run at all 3 libraries in each of the school holiday periods year to date. In addition to this other children's programmes include Storytime and Craft, Lego Club, and a SparkJump service.</p> |

| INDICATOR | TARGET | RESULT | |
|---|---|----------|--|
| | | | <p>Adult programmes include - Book Clubs, Device advice, Knit and Knatter, Adult colouring-in club, Justice of the Peace, Talks at community groups, Friends of the Library, Mahjong club, Ideal Services card group.</p> <p>N E</p> |
| Libraries - Facilities meet legislative safety requirements | Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current. | Achieved | <p>Contractors meet legislative requirements for the libraries - as per their schedules. Building WOF's are current at each facility.</p> <p>N E</p> |
| User satisfaction with Libraries | 95% | | <p>Reported biennially. Results are due Jun 2020.</p> |

Projects

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|---|-----------------------------|---------------|--|
| Libraries - Purchase Books and Resources | 375,700 | 163,400 | <p>Acquisitions made as items become available. Each month varies as to what is spent due to this. Expected to be on target. Standing orders for fiction do not arrive monthly. Items are purchased as available. Unable to split budget accurately into a monthly allocation.</p> <p>N F E</p> |
| Libraries - Bequests - Dowling and MacKay | 10,000 | 1,466 | <p>Current supplier catalogues are being sourced on this subject matter. The funding has been given to the Timaru District Libraries for the purchase of Christian books. It is expected that budget allocation will be met. Acquisitions are made as items are made available to maintain collection management in this area.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|--|
| Libraries - Equipment/Furniture | 97,000 | 71,005 | <p>Additional purchases required during RFID project. Expected to be on target for end of year. Purchases made: Blinds, seating, couches, tables, alarms, shelving, RFID furniture.</p> <p>N F E</p> |
| Libraries - Replacement of Library Carpets | 185,000 | 0 | <p>Timeline still to be determined for the carpet replacement at Geraldine Library / Service Centre. The Timaru Library will be recarpeted in association of the roofing project.</p> <p>N F E</p> |
| Libraries - Timaru Library Roof | 1,834,000 | 275,133 | <p>Leases for the relocation of the Timaru Library have been secured. The timeline and commencement date of the project has not been confirmed. A budget request for the carry forward of funding will be required for the next financial year. Incorrect coding of Temuka Library earthquake strengthening project to the Timaru Library project has an impact on the actual budget spent (\$70,000).</p> <p>N F E</p> |

Recreation & Leisure

Cultural Learning & Facilities / **Museum**

Highlights

No highlights to report during this period.

Issues

No issues to report during this period.

Activity Scoreboard

Commentary – YTD

Some areas are awaiting further information before being spent but expectations are that this will be completed by the end of the FY. The exception may be replacement of dehumidifiers which we require budget for in case they require short notice replacement. Currently these assets remain operational and we will continue to push them until they fail. They are currently working beyond their expected life.

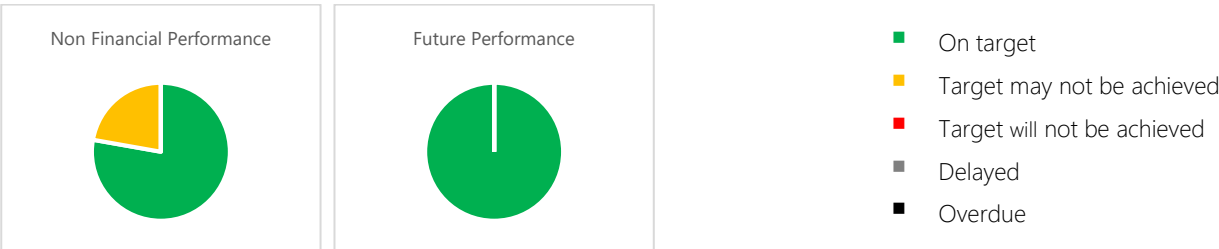
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Future

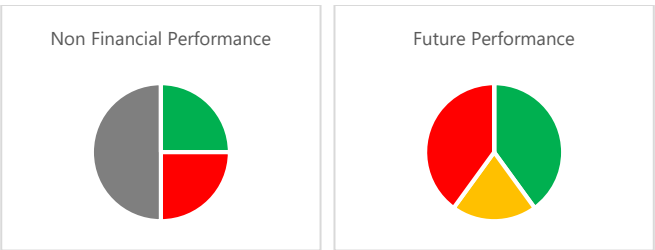
Overall budget is tracking to meet targets. The exception may be visitor numbers m expectations but this does fluctuate due to numerous factors that could have included the partial closure of the mezzanine floor during the upgrade. Expectations are that the use of digital platforms will continue to be a growth area as we are seeing this across other facilities as well.

E











Key Performance Indicators






Projects







Key Performance Indicators

| INDICATOR | TARGET | YTD RESULT | |
|---|---|------------|---|
| Visitors to Museum | 20,000 | 13,369 | Numbers for period slightly under target, no apparent reason for this.   |
| Online users Museum increase annually | Annual increase | 8,944 | Online usage (website users) continues to grow and expectations for this service appear to be growing.   |
| School student users at the Museum | 4,000 | 2,815 | School usage appears to be tracking towards meeting Ministry of Education targets once again.   |
| Resident Satisfaction with Museum | 80% | | Reported biennially. Results due June 2020. |
| Museum - school holiday programmes | 4 | 3 | Programmes have been held in each of the 3 school holiday periods year to date. Six activities were held over summer holiday period, linked to Community Services holiday programmes   |
| Number of Museum annual exhibitions (including touring and regional) | 3 | 3 | On target.   |
| Museum - Facilities meet legislative safety requirements | Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current. | Achieved | Building standards met.   |
| User Satisfaction with Museum | 80% | | Reported biennially. Results due June 2020. |

| INDICATOR | TARGET | YTD RESULT | |
|--|--------|------------|---|
| Number of acquisitions at the Museum | 150 | 93 | Accessions received slightly under target, can vary, likely to be close to target.  |
| Percentage of Museum collection items held in acceptable conditions | 90% | 97.15% |  |
| Percentage of Museum collection items documented to acceptable standards | 85% | 93.51% |  |

Projects

| PROJECT | ANNUAL BUDGET (cfwd) \$ | YTD RESULT \$ | |
|--|-------------------------|---------------|---|
| Museum - Exhibition Upgrades | 38,400 | 27,800 | Stage II of mezzanine floor opened in December, Stage II (downstairs) now being planned. External fundraising will cover budget overspend. External fundraising will cover budget overspend.  |
| Museum - Smoke Detection System | 40,000 | 0 | Awaiting outcome of a survey scheduled for March 2019.  |
| Museum - Office furniture/Fittings & Equipment | 1,500 | 0 | Awaiting staff ID of replacement items  |
| Museum - Replace dehumidifiers & heating | 82,100 | 0 | Work delayed for new quotes. One unit identified for replacement in 18-19 financial year - April/May. Unspent funds will be carried forward for likely replacement of other aging units.  |

Recreation & Leisure

Parks & Recreation (including Fishing Huts and Motor Camps)

Highlights

The felling of over mature trees at Redruth Park for a small profit and the offer of a grant for \$20,000 from MPI for replanting the site with native plants to honour service personnel have been the highlights of this period.

Issues

A large number of high risk trees have been identified. This has led to more pruning and felling of trees which was unplanned. More tree assessments will be required in future.

Activity Scoreboard

Commentary – YTD

Many capital projects are time of year dependant (growing and planting seasons) and subject to scheduling by contractors. Some budgets are held for circumstances that may not occur, such as fencing, which requires neighbours to agree to a half share payment. Also we hold budget for the upgrade of court resurfacing which require sporting codes to fund 25% of the cost. In these circumstances staff cannot expedite any budget spend.

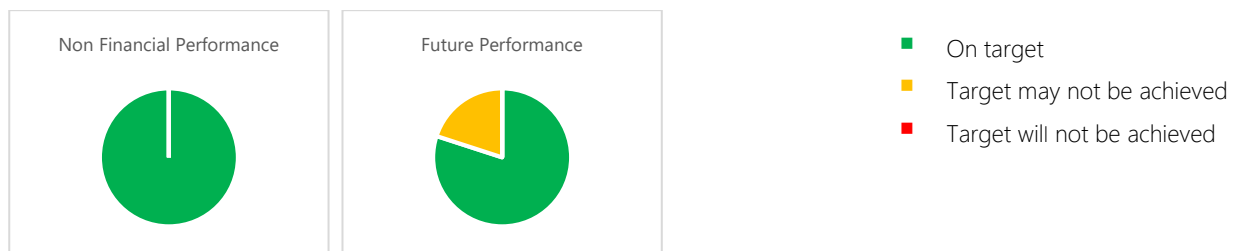
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Future

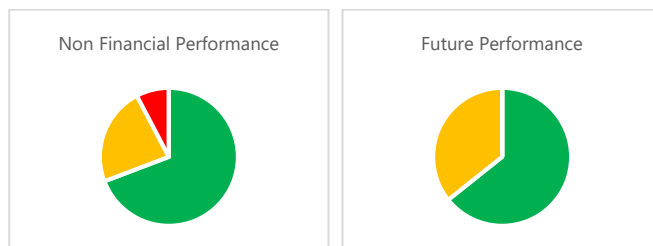
We expect to spend the budget that is allocated for maintenance and capital items to be spent by the end of the financial year, but cannot predict the budgets that are held as part of our legal responsibility (such as the Fencing Act 1978) will be spent in part or in total. Contributions by sporting clubs for court resurfacing is another area that will likely be underspent by the end of the financial year due to the nature of contributions requirements before commencement. Some budgets have already been achieved.

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|----------|--------|---|
| Resident Satisfaction with Parks & Recreation | 90% | | Reported biennially. Results due Jun 2020. |
| User Satisfaction with Parks & Recreation | 92% | | Reported biennially. Results due Jun 2020. |
| Number of Closures of playground equipment due to safety issues | 0 | 1 | No closures this reporting period. However due to one brief closure of a swing for about 3 hours in the first reporting period the target of no closures will not be met. N E |
| Kilometres of off-road walking and biking tracks | 58km | 57km | N E |
| Number of playgrounds per 1,000 residents under 15 years of age | 5.3 | 5.38% | N E |
| Park hectares per 1,000 residents | 14 | 14.45% | There are a total of 636.76 hectares of parkland owned or vested in Timaru District Council. This does not include leased land or Esplanade Strips which are owned privately but are available for private use in many cases. The population figure from the last census of 43,929 people is rounded to 44,000 to calculate this measure. N E |
| Trevor Griffiths Rose Garden and Timaru Botanic Gardens retained as Gardens of Significance | Achieved | | N E |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|---|
| Parks and Recreation - Courts Resurfacing | 300,000 | 12,929 | <p>Temuka Domain courts resurfacing was postponed pending a decision by sporting groups on the type of surface. The Timaru Cycling Club is currently fundraising for their contribution to the track resurfacing. Providing the funding contribution for the Caledonian Cycle Track Resurfacing is received we will be on track, but this is not yet confirmed. Resurfacing of the Bike Polo Court was brought forward ahead of the Australasian Champs because stormwater had badly damaged the surface.</p> <p>N F E</p> |
| Parks and Recreation - Structures | 439,900 | 339,275 | <p>Centennial Park bridge has been completed. The conservatory roof replacement is committed and is due for completion in the next 6 weeks.</p> <p>N F E</p> |
| Parks and Recreation - Reseal Programme | 412,200 | 64,403 | <p>All reseal work is committed and the contractor is progressing. Because our jobs are small they are fitted around and after larger reseals which means we get competitive prices for the work. The contractor is working through a list of work.</p> <p>N F E</p> |
| Parks and Recreation - Replace/Install new Playground Equipment & Under-surfacing | 179,100 | 38,295 | <p>Several small items of equipment have been installed to date with other items due being installed and supplied.</p> <p>N F E</p> |
| Parks and Recreation - Furniture and Signs | 56,600 | 5,329 | <p>Designs and wording of signs has been finalised and items of furniture are on order but haven't come to charge yet.</p> |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|---|
| | | | N F E |
| Parks and Recreation - Fences | 25,800 | 3,600 | <p>This is predominantly for new and replacement boundary fences with neighbouring properties. As this work is shared with neighbours it needs to be scheduled to fit with neighbours' timeframes and cashflows.</p> <p>In practice most of the work is initiated by neighbours and we have little or no ability to influence the timing of the work. We expecting the budget to be spent this year because one or two jobs could expend all funds.</p> <p>N F E</p> |
| Parks and Recreation - Services | 75,600 | 8,778 | <p>While more work is planned it is possible that some services may be in better condition than their lifespan would have indicated. We are generally looking on track but one or two items are being reviewed to see if they need to be renewed now. Work has progressed slower than expected.</p> <p>N F E</p> |
| Parks and Recreation - Rural Plantings | 3,600 | 0 | <p>This planting will be done in May and June. It is programmed for the May/June planting season so that the plants don't die.</p> <p>N F E</p> |
| Parks and Recreation - Temuka Domain Development | 322,600 | 17,819 | <p>Work has progressed at the former house site with cark park and roading work getting underway. We are aiming for work to be completed by 30 June although there is a chance that it may not all be completed by then. The carpark and roading work will expend this budget.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|--|
| Parks and Recreation - Shared Urban Tracks | 300,400 | 27,429 | <p>While negotiations haven't been as productive as we would like, two areas are coming available to develop tracks. Progress with land negotiations has been slower than expected.</p> <p>N F E</p> |
| Parks and Recreation - Walkway Esplanade Enhancement | 35,300 | 16,333 | <p>The balance of planting will need to wait until May and June which is the normal planting season or there is a high risk that the plants will die.</p> <p>N F E</p> |
| Parks and Recreation - Esplanade Reserves Acquisition | 92,700 | 13,121 | <p>This is dependent on subdivision land use consents by third parties and negotiations with these and other private landowners. Because we have no control over when subdivisions happen it is difficult to forecast end of year status. Expenditure is incurred when third parties decide to subdivide their land triggering a requirement for esplanade reserves.</p> <p>N F E</p> |
| Motor Camps –Renewals | 36,000 | 36,000 | <p>The replacement caravan outlets were completed in 2018.</p> <p>N F E</p> |

Recreation & Leisure

Recreational Facilities (including Caroline Bay Aquatic Centre, Swimming Pools, Southern Trust Events Centre)

Highlights

Ara Institute of Canterbury Graduation at Southern Trust Events Centre in February. Busy start to beginning of school year with evening sports bookings.

Collaboration on 'Mission Possible' activity over January period proved very popular with many children entering and visiting Museum, Libraries, Art Gallery and Pools.

Busy January/February at CBay and District pools especially outdoor pools as weather improved.

Issues

Aquatic staffing shortage from February to summer pools closure 17th March. We seemed to have staff leave earlier to return to Tertiary study than in previous years which has stretched our regular full-time staff. Will be looked at in-depth in our end of season debrief.

Activity Scoreboard

Commentary – YTD

KPI measures of numbers of visitors and participation are tracking to meet targets. Some additional costs incurred for Health and Safety reasons have meant an overspend in one key area.

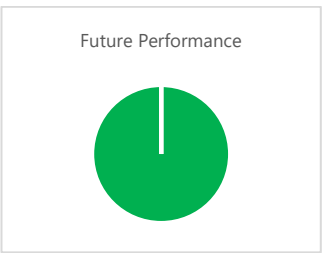
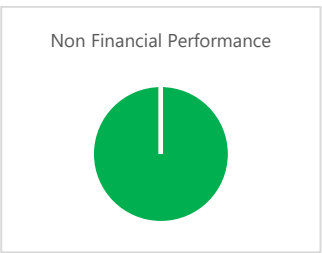
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Future

With the exception of the Temuka pool, which will be carried forward, we are tracking well to achieve targets for the end of the financial year.

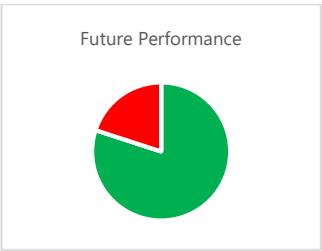
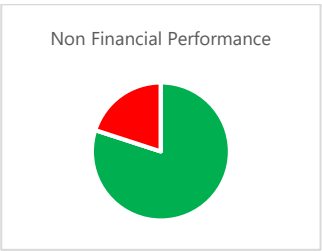
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Key Performance Indicators



- On target
- Target may not be achieved
- Target will not be achieved

Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|--|--|----------|--|
| Visitors to CBay | 325,000 | 227,948 | Tracking to meet target numbers though January visitor numbers were slightly lower than expected, probably due to inclement weather.   |
| Resident Satisfaction with Swimming Pools | 80% | | Reported biennially. Results due Jun 2020. |
| User Satisfaction with Swimming Pools | 75% | | Reported biennially. Results due Jun 2020. |
| Number of Aqua Fitness classes | 350 | 357 | Includes Aqua classes at Summer Pools which started in December and restarted mid January. Aqua fitness continues to be a very popular form of exercise particularly for our older customers.   |
| Number of Aquatic swim for life participants | 2,000 | 1,671 | Water skills for life continues to be extremely popular with nearly all District schools. We are almost fully booked through the year with year 3-8 pupils from all Timaru urban schools and nearly every rural school.   |
| Swimming Pools - Facilities meet legislative safety requirements | Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current. All pools are Pool Safe certified. | Achieved | All pools PoolSafe certified until March. BWOF completed Oct 2018. PoolSafe inspections have been completed by NZRA and we expect to have certification completed by end of March.   |
| Number of Aquatic learn to swim enrolments | 3,000 | 2,314 | On target to reach 3000 children in Learn 2 Swim or very close to it.   |

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|--|
| Number of Aquatic competitive squad swimmers | 70 | 76 | Competitive squad numbers are constantly above 70. We also have over 30 enrolled in the fitness squad. N F E |

Projects

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|--|-----------------------------|---------------|---|
| Swimming Pools - Geraldine Pool Renewals | 13,400 | 0 | All renewals expected to be completed by end of the financial year. N F E |
| Swimming Pools - Pleasant Point Renewals | 29,400 | 23,667 | All renewals expected to be completed by end of the financial year. The \$10,400 carry forward from 2017/18 was spent on shade sails. The majority of the money was spent on tiles which needed to be fixed for H&S reasons. More cracked/chipped tiles were found than originally anticipated requiring a greater spend than expected. N F E |
| Swimming Pools - Temuka Pool Upgrade/Renewal | 477,800 | 0 | Upgrading and refurbishment will be carried over to 2019/2020 FY to allow for bigger scope of project than originally anticipated. N F E |
| Swimming Pools - Caroline Bay Trust Aoraki Centre – Renewals | 231,5000 | 162,207 | All renewals expected to be completed by end FY. All renewals expected to be completed by end FY. N F E |
| Aorangi Stadium - Plant and Equipment | 19,200 | 10,672 | All budgeted upgrades are expected to be completed by end of FY. All upgrades expected to be completed by end FY. N F E |

Roading and Footpaths

Highlights

Completion of the road pavement strengthening of Marine Parade with structural asphalt.

Completion of a High Speed road pavement condition data.

Issues

The rapid deterioration of Coach Road due to increasing heavy vehicle numbers has resulted in the pavement renewal being brought forward urgently as this is now a road safety issue.

NZTA funding for some projects has been delayed. The most significant is the proposed increase in LED street light replacements. This funding is at risk due to NZTA over allocation of funding in this area. Increased road maintenance from expanded renewals programme particularly footpaths is stretching funding.

Resourcing continues to be a challenge in all sectors, Land Transport staff, Consultants and Contractors.

Activity Scoreboard

Commentary – YTD

There is a high level of activity underway. Most projects are progressing satisfactorily with internal and external resourcing fully committed. Road user expectations are increasing with the resultant marginal fall off in satisfaction ratings.

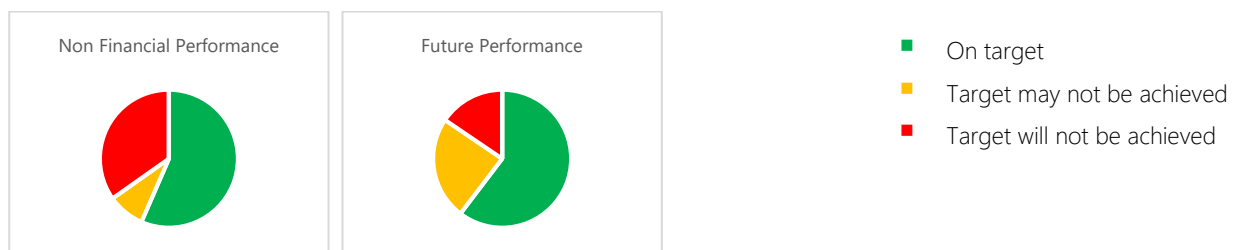
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Future

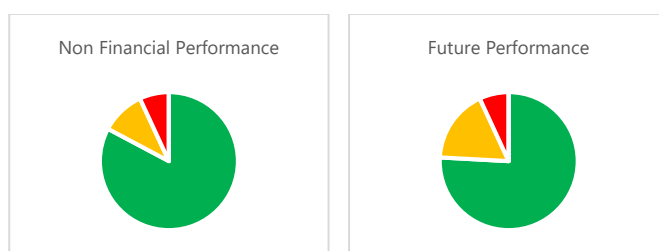
A number of projects are now completed. It is expected that there will be substantial completion of most projects by year end.

E

Key Performance Indicators



Projects













Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|--|
| Percentage of ratepayers believe they get value for money -Roading | 80% | 84% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently exceeding the target. Next results due Jun 2019.</p> <p>N E</p> |
| Percentage of customer service requests responded to within 10 working days - Roading (Mandatory) | 70% | 53.16% | <p>Although most service requests are being responded to with the 10 working days there is often a backlog in closing these requests in the system. Improvements to close off processes are being made and this is reflected in the improving results.</p> <p>N E</p> |
| Morning Journey time on key Timaru routes (minutes) | 96.36 | 86.20 | N E |
| Evening Journey time on key Timaru routes (minutes) | 96.58 | 93.00 | N E |
| Number of complaints about traffic disruption due to maintenance and renewal works | <=10 | 3 | <p>Three complaints have been received to date. One was due to a grader maintaining an unsealed road and the complainant unable to pass and the other two due to bridge work at Milford-Clandeboyne.</p> <p>N E</p> |
| Road condition - Average quality of ride on sealed local road network (Mandatory) % smooth travel exposure index | 90% | 96% | <p>Target is being exceeded. This reflects the robust road resurfacing and rehabilitation programme to ensure good quality sealed roads.</p> <p>N E</p> |
| Resident satisfaction that unsealed roads are fit for purpose and are well maintained | 70% | 63% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral</p> |

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|--|
| | | | <p>response. The six month result is currently below the target. However satisfaction trends over the last 4 years shows increasing satisfaction with the latest result a significant improvement on past years. Next results due Jun 2019.</p> <p>NF E</p> |
| Percentage resident satisfaction that sealed roads are fit for purpose and are maintained well | 75% | 68% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently below the target. The trend over the last four years is a reduction in satisfaction. This is likely due to the deterioration of roads occurring at a faster rate with assets reaching the end of their design life and significant additional loading from increased numbers of heavy vehicles. Next reporting period is due June 2019.</p> <p>NF E</p> |
| Percentage of sealed road network resurfaced (Mandatory) | 4% | 7.07% | <p>The sealed road resurfacing programme is nearing completion and is ahead of target.</p> <p>NF E</p> |
| Percentage of bridges that have capacity for full HPMV loading | 65% | | Reported annually. |
| Resident satisfaction with footpaths | 70% | 79% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently exceeding the target. Next reporting period is due June 2019.</p> <p>NF E</p> |
| Change in footpath condition - Percentage of footpaths to be in average or better condition | 75% | 92% | <p>NF E</p> |

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|--|
| Kilometres of footpaths resurfaced | 7km | 2.99km | <p>Work is progressing. Council has significantly increased the funding allocation for this activity.</p> <p>N E</p> |
| Resident satisfaction with signage, road markings and amenity | 95% | 97% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently exceeding the target. Next reporting period is due June 2019.</p> <p>N E</p> |
| Percentage of residents are satisfied that there is sufficient lighting of streets and intersections in urban areas | 95% | 95% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently meeting the target. Next reporting period is due June 2019.</p> <p>N E</p> |
| Percentage of residents believe the road network is safe | 85% | 69% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. There was a significant decline in satisfaction from previous surveys. The reason for this is yet to be determined and will require further analysis of the data that has only recently been received. Next reporting period is due June 2019.</p> <p>N E</p> |
| Road fatalities and serious injury crashes (Mandatory) | 9 | 9 | <p>There has been 2 fatal and 7 serious injury crashes on TDC roads for the period 1 July 2018 to 28 February 2019. In addition there has been 18 minor injury and 42 non-injury crashes during this same period.</p> <p>For the period July 2017 to February 2018 the number of fatal and serious injury crashes was 4.</p> <p>N E</p> |

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|---|
| Percentage of residents aware of road safety programmes or advertisements | 40% | 35% | <p>The road user survey for the period July to December 2018 has recorded this awareness rating. This excludes the respondents that gave a neutral response. The six month result is currently below the target. Next reporting period is due June 2019.</p> <p> </p> |
| Resident satisfaction with access to car parking | 80% | 95% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently meeting the target. Next reporting period is due June 2019.</p> <p> </p> |
| Resident satisfaction with location, design and maintenance of car parking | 80% | 89% | <p>The road user survey for the period July to December 2018 has recorded this satisfaction rating. This excludes the respondents that gave a neutral response. The six month result is currently exceeding the target. The location, and design and maintenance, of car parking are separate survey questions therefore the results have been merged. Next reporting period is due June 2019.</p> <p> </p> |
| School travel plans completed or reviewed annually | 1 | 0.75 | <p>School travel plan for Gleniti Primary School is progressing and on target for completion in 2019. In addition the school travel plans for Highfield Primary and Grantlea Primary are being reviewed.</p> <p> </p> |
| Percentage of residents using Public Transport | 15% | 2% | <p>The road user survey for the period July to December 2018 has recorded this user rating. The bus usage has declined in recent years and remains to be trending downwards. The six month result is currently below the target. Next reporting period is due June 2019.</p> <p> </p> |

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|---|
| Percentage of residents regularly cycling | 30% | 23% | The road user survey results for the period July to December 2018 show a slight decline in cycling from 2017/18 but overall an increasing trend over the last four years. Next reporting period is due June 2019. N F E |
| Percentage of residents regularly walking | 80% | 76% | Road user survey for period July to December 2018 shows a small increase from 2017/18 but remains below target. Next reporting period is due June 2019. N F E |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|------------------------------|---------------|---|
| Structural Bridge Replacements (subsidised) | 760,000 | 520,700 | Brookfield Road bridge replacement is complete and there have been a number of component renewals on four other bridges. A contract for two bridges in Temuka area, Guild Road and Middleswamp Road has been awarded and work is underway. These two bridges will complete the 2018/19 programme. On Target to meet budget expenditure and complete planned works. N F E |
| Pavement Rehabilitations (subsidised) | 2,100,000 | 1,764,000 | Work is progressing well with Badham Road, Beaconsfield Road, Marine Parade and Te Moana all completed. Arowhenua Road is under construction. Coach Road is showing signs of stress and some sections are planned for renewal March-April 2019. Targets are expected to be met and projects have all been programmed. Council approved additional funding at the November 2018 meeting. N F E |

| PROJECT | ANNUAL BUDGET (incl cfw) \$ | YTD RESULT \$ | |
|---------------------------------|--------------------------------------|------------------|---|
| Minor Improvements Works | 805,000 | 364,700 | <p>This includes a number of projects that are progressing. Expenditure is behind target due to some projects being delayed by third parties.</p> <p>N F E</p> |
| Kerb and Channelling – Renewals | 850,000 | 328,800 | <p>Projects are programmed and progressing. Avenue Road is complete and Denmark/Studholme Streets in Temuka contract has been let. Planned projects for the 2018/19 financial year are expected to be completed. Expenditure below target but work is progressing. Year end forecast expenditure will be below budget as additional funding is required for culvert renewals.</p> <p>N F E</p> |
| New Kerb and Channelling | 300,000 | 2,900 | <p>Projects are planned for later in 2019. These are Old North Road Timaru, Peel Forest Road, and some minor kerb and channel extensions. Behind target but progress is expected to accelerate. Target expected to be met by year end.</p> <p>N F E</p> |
| Chip Seal Renewals | 2,550,000 | 2,555,300 | <p>Most of the planned work is now complete with 68.2km of the planned 70km completed at 28 February 2019. The chip seal resurfacing target is expected to be met. Expenditure is on target.</p> <p>N F E</p> |
| Asphalt Surface Renewals | 500,000 | 333,500 | <p>Projects are programmed to be complete before May 2019 and the year end target is expected to be met.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|--|--------------------------------------|------------------|---|
| Unsealed Road Metalling Renewals | 500,000 | 322,300 | <p>Approximately 50% of planned projects are complete and the remainder are programmed for April/May 2019. Target expected to be met.</p> <p>N F E</p> |
| Intersection Upgrades/Safety Improvements (subsidised) | 250,000 | 99,900 | <p>Work is progressing with a number of intersection improvements. We are working with NZ Transport Agency on the Winchester-Geraldine/Coach/Tiplady Roads intersection that has been identified as a high Regional safety priority. This will allow TDC to access a higher financial assistance rate, reducing the cost to ratepayers. Projects progressing and expected to meet target.</p> <p>N F E</p> |
| District Footpath Improvements/Renewals (non-subsidised) | 973,000 | 746,800 | <p>Work is progressing and has been predominately in the Timaru urban area. Further works particularly in the rural townships has been programmed for March - June 2019. Work is programmed to deliver the target expenditure and additional contractors are been used to achieve this. Council significantly increased the budget for this activity in November 2018.</p> <p>N F E</p> |
| New District Footpaths (non-subsidised) | 258,500 | 0 | <p>New footpaths that are predominately in the rural townships have been programmed. Council significantly increased the funding for this activity in November 2018 and additional projects are being identified.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|------------------------|--------------------------------------|------------------|--|
| Signage Renewals | 130,000 | 84,300 | <p>Work is progressing as part of the road maintenance contract and undertaken on a needs basis.</p> <p>N F E</p> |
| New Roads and Bridges | 140,000 | 0 | <p>This is a new bridge at Powerhouse Stream in the Upper Rangitata Gorge. Design is underway but resource consent issues have required a review of this design. These consent issues are unlikely to be resolved to allow the project to be completed by the end of June 2019.</p> <p>N F E</p> |
| New Signs | 80,000 | 41,900 | <p>These are completed as the need arise from network inspections and safety assessments.</p> <p>N F E</p> |
| Traffic Light Renewals | 40,000 | 5,100 | <p>A number of upgrades are planned and work is progressing. Expenditure slightly behind target but further work is planned. Expected to meet annual budget target.</p> <p>N F E</p> |
| Culvert Renewals | 80,000 | 173,600 | <p>This work is completed through the road maintenance contract and projects identified through network inspections. The urgent replacement of two large culverts in Winchester-Hanging Roack Road have resulted in the budget being exceeded. This over expenditure will be met through savings in Kerb and channel renewals.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|-----------------------------------|--------------------------------------|------------------|---|
| New Culverts | 90,000 | 9,200 | <p>This work is completed through the road maintenance contract and projects identified through network inspections. Expected to meet annual budget target. Network inspections continue to identify projects.</p> <p>N F E</p> |
| Street Light and Lantern Renewals | 40,000 | 0 | <p>This budget provision is to renew street lights that fail. With the new LED lanterns the failure rate is very low. With the low failure rate the expenditure is also low.</p> <p>N F E</p> |
| Seal Extensions | 330,000 | 0 | <p>This funding is for exceptional seal extensions or Council's contribution where property owners pay 50% in accordance with Council policy. McNair Road has been approved and work will commence March 2019. YE budget expected to be under-spent.</p> <p>N F E</p> |
| Seal Widening | 900,000 | 1,130,000 | <p>Seal widening projects for 2018/19 being Arundel Belfield Road and McKeown Road are completed. Seal widening is underway on Te Moana Road and Arowhenua Road. Projects are substantially complete and target met. Additional expenditure will be matched by savings in other activities.</p> <p>N F E</p> |
| Security Cameras projects | 20,000 | 13,200 | <p>Two new surveillance cameras have been installed in locations on the Farmers car park and Theatre Royal. These locations were determined with NZ Police based on areas of concern. A further camera is proposed to be installed on the Council building but</p> |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|-------------------------------|--------------------------------------|------------------|--|
| Welcome signage upgrades | | | subject to funding availability. Expenditure is on target. N F E |
| | 32,000 | 6,500 | Designs and concepts being investigated. Expecting to meet target. Work planned later in 2019. N F E |
| Bus Shelters -Relocations | 10,000 | 0 | This project is on hold pending the review of the Timaru public transport Bus service. Awaiting outcome of Public transport service review by Ecan. N F E |
| Temuka Road Upgrades | 200,000 | 0 | Detailed design work is currently underway and construction planned May/June 2019. Construction work is planned in to start in June 2019 N F E |
| Southern Road Access-Port | 600,000 | 1,200 | Draft design has been completed for the Heaton Street rail crossing access. We are awaiting KiwiRail comment before proceeding further as per the Deed of Grant. Due to delay in KiwiRail response this project is at risk on non-completion by the end of the 2018/19 financial year. N F E |
| Washdyke Network Improvements | 500,000 | 36,100 | Design is complete and contract documents have been prepared for the upgrading of Washdyke Flat Road. It is expected that the construction contract will be tendered in March/April 2019. Year End target is expected to be met. There has been some slippage in initial |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|--|--------------------------------------|------------------|--|
| Christmas Decorations replacement | | | target dates but it is expected that this will be corrected. N F E |
| | 146,400 | 70,000 | In Timaru the Christmas tree star replacement was completed and there were connection upgrades for the Stafford Street angels. New decorations have been purchased and installed in Temuka and Geraldine. Budget targets will be met. N F E |
| Subdivision contribution | 4,000 | 0 | No request for financial contribution have been received to date. This is a budgetary provision and subject to justifiable requests. This is a budgetary provision and subject to justifiable requests. N F E |
| Car parking - Pay and Display machines | 25,000 | 0 | Expenditure is for the renewal of existing parking equipment that needs replacing to maintain a high level of reliability. There are no immediate needs at present but will review this in April 2019. Budget target expected to be met but will be based on need. N F E |

Sewer

Highlights

The Talbot Street Geraldine sewer main replacement has commenced.

Issues

The number of exceedances of some trigger levels in the ocean outfall discharge are greater than allowable. Significant improvements in the discharge qualities from some industries are required, and liaison with these industries is ongoing. A review report has been reported to Environment Canterbury.

Activity Scoreboard

Commentary – YTD

There are a number of projects that are not being sufficiently progressed due to a number of factors, including third party decisions, and availability of resources.

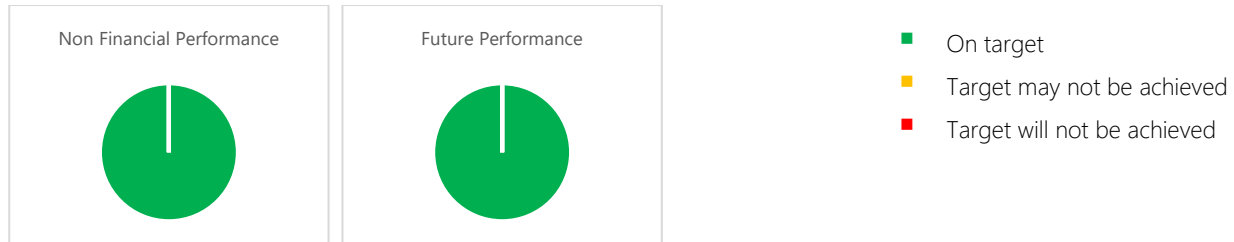
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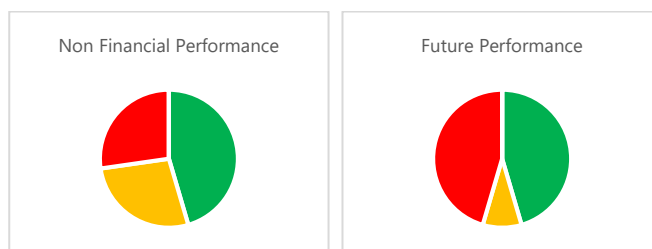
At year end a number of projects will not be completed. The most significant of these are the Talbot Street, Geraldine Siphon Upgrade and the extension of the sewer reticulation to Brough Gully in Timaru. The draft 2019/20 Annual Plan and budget has been prepared on the basis that a number of projects will be carried forward into the next financial year.

E

Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--------|--------|---|
| Number of dry weather overflows from the sewerage system per 1000 connections (Mandatory) | 2.5 | 1.46% | 2 dry weather overflows were recorded for the January - February period. The total year to date is 24 overflows from a total of 16,441 connections. NF E |

| INDICATOR | TARGET | RESULT | |
|--|--|------------|---|
| Sewer - Compliance with Resource Consent conditions - (Mandatory) | No abatement notices, infringement notices, enforcement orders and convictions for TDC | Achieved | No abatement notices, infringement notices, enforcement orders and convictions for TDC were received in January and February 2019, and nil for the year to date N E |
| Sewer - Percentage of industries with trade waste agreements that have been monitored for compliance | 100% | 100% | The 13 main industries are sampled 6 times annually for a 3-day period. The sampling schedule for 2019 has been prepared and all planned monitoring for January and February, and year to date have been completed. N E |
| Median attendance times (in hours) to sewerage overflow faults in the network (Mandatory) | <1 hour | 0.39 hours | N E |
| Median resolution time (in hours) to sewerage overflow faults in the network (Mandatory) | <8hours | 2.59 hours | Resolution time for the Jan-Feb 19 period is below target (2 overflow events recorded for the period). N E |
| Total complaints per 1000 connections received about : 1) Sewerage odour, 2) Sewerage system faults, 3) Sewerage system blockages, 4) The TDC response to sewerage system issues (Mandatory) | 14 | 9.73% | In total, 11 complaints about sewerage system blockages were received during January and February 2019. No complaints on odour, system faults or TDC response. N E |
| User satisfaction with sewer services | 85% | 96% | Reported biennially. Results due June 2020. |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|------------------------------|---------------|---|
| Drainage/Sewer-Small Mains Renewals and Capital Upgrades | 2,030,000 | 357,549 | Grey Road and Dee St sewermain renewals have been completed. Talbot |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|--|
| | | | <p>St (Geraldine) sewermain renewal is on track. Completion is expected by the end of June 19. Saltwater Creek sewermain renewal is in quotation stage and project start will be subject to contractor's resourcing. Project may be underway but not expected to be completed this financial year. Any remaining balance will be deferred to next financial year to fund the completion of ongoing projects (i.e Saltwater Creek sewermain renewal) and to cover part of Geraldine siphon construction cost.</p> <p>N F E</p> |
| Sewer - Maintenance Generated Renewals | 140,000 | 85,762 | <p>Renewals to sewer network progressing as per planned maintenance schedule. Budget will be spent by end of year.</p> <p>N F E</p> |
| Sewer - Model Analysis and Calibration | 151,600 | 23,352 | <p>Tender documents currently being finalised for flow monitoring programme. Budget expected to be spent fully.</p> <p>N F E</p> |
| Sewer - Pump Renewals | 227,000 | 9,905 | <p>Minor work undertaken year to date, including the renewal of small pumps reaching end of life. Dawson St pump station upgrade will be deferred to next year as design work not yet completed. Design report is expected in the next quarter.</p> <p>N F E</p> |
| Sewer - Data Capture Equipment Repairs | 16,000 | 15,453 | <p>Sewer autosampler has been purchased. No additional expenditure is expected for the last quarter.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (incl fwd) \$ | YTD RESULT \$ | |
|--|--------------------------------------|------------------|--|
| Sewer - Mechanical Plant and Equipment Renewals | 180,000 | 213,652 | <p>Flow meters were installed at pump stations in Timaru and Temuka to collect data to enable hydraulic modeling to be carried out. By end of year, it is expected that the total expenditure will be slightly higher than budgeted under mechanical plant and equipment renewals AND Pump Renewals combined.</p> <p>N F E</p> |
| Sewer - Inland Towns Ponds Screens and Aerators Renewals | 100,000 | 0 | <p>Investigation will be conducted during the last quarter to identify options to address potential overtopping of the oxidation ponds at Geraldine. Implementation is expected to take place in 19/20. The difference between the actual at end of year (forecasted at \$20,000) and the budgeted amount will be deferred to 19/20 to implement recommendations of the investigations at Geraldine ponds. Aerators do not require maintenance or remedial work.</p> <p>N F E</p> |
| Sewer - Building and Equipment renewals, including Tractor replacement | 15,000 | 0 | <p>No building renewals are required this year as no failures have occurred. No expenditure has occurred.</p> <p>N F E</p> |
| Sewer - Talbot Street, Geraldine Siphon Upgrade | 600,000 | 0 | <p>Investigation and design is being conducted by a local trenchless specialist contractor. Resourcing to carry out the construction is unavailable for 18/19. A review of risks associated with traditional construction methods is now underway. Design, investigation and consenting work are expected to be complete by end of June 19. Construction will take place in 19/20 and the remaining budget balance will be deferred 19/20 to fund construction.</p> |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|--|
| | | | N F E |
| Sewer - Trade Waste Charging review | 20,000 | 0 | <p>Tradewaste review report is due for submission to Ecan by 2021. Progress currently made internally and two premises have been required to improve the quality of their discharge. Budget will be deferred to 19/20. No expenditure to date as work is being performed internally.</p> <p>N F E</p> |
| Sewer Reticulation Extensions to enable development (Urban Zone Only) | 820,000 | 46,304 | <p>Subject to Brough Gully's development by the stakeholders. Preliminary sewermain design is underway. Annual Budgeted will not be fully spent. Any remaining balance will need to be deferred to next financial year to fund a new sewermain into Brough Gully catchment for new development and Washdyke Industrial Expansion Zone trade waste main. \$750,000 will not be spent on construction in 18/19.</p> <p>N F E</p> |

Stormwater

Highlights

A Stormwater Specialist has been recruited from the USA and is expected to join the Drainage and Water team mid 2019.

The Fraser Street stormwater retention area in Temuka is largely complete.

The Washdyke Flat Rd, Timaru stormwater treatment and attenuation basin construction has commenced.

The Washdyke Industrial Expansion Zone stormwater resource consent application has been made with Environment Canterbury.

Issues

The main issue is the delay in implementation of projects due to the lack of staff resource. These delays include stormwater planning and consenting initiatives and the resultant implementation of capital works.

Activity Scoreboard

Commentary – YTD

Several projects have not been actioned due to resourcing difficulties. Finding replacement stormwater specialist staff has been particularly difficult with the resultant slow down with the delivery of projects.

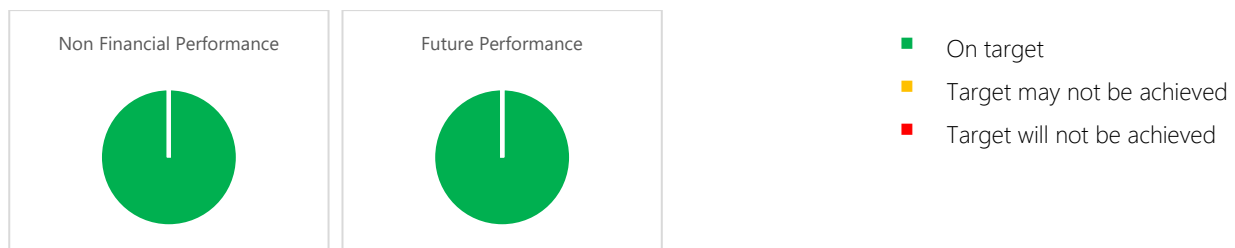


Future

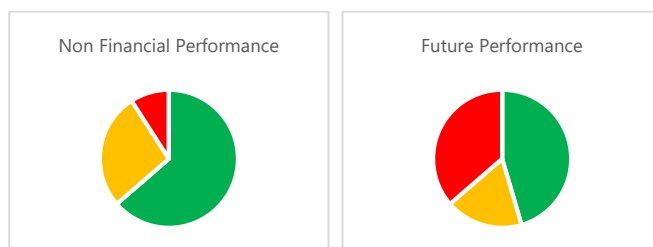
The complete stormwater work programme will not be met. The 2019/20 draft budget has been modified accordingly.















Key Performance Indicators



Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--|----------|--|
| Number of flooding events for rain events up to a 1 in 5 year return for residential zones (Mandatory) | 0 | 0 | No flooding events for the period, or year to date.   |
| Number of flooding events for rain events up to a 1 in 10 year return for commercial and industrial zones (Mandatory) | 0 | 0. | No flooding events for the period, or year to date.   |
| Number of habitable floors affected by flooding events in the Timaru district (Mandatory) | 0 | 0 | No flooding events for the period, or year to date.   |
| Compliance with Resource Consent conditions for discharge from stormwater systems (Mandatory) | No abatement notices, infringement notices, enforcement orders and convictions | Achieved | No abatement notices, infringement notices, enforcement orders and convictions   |
| Median response times to attending a flooding event is less than one hour (Mandatory) | 1 | 0 | No flooding events recorded during the period.   |
| Total complaints (per 1000 connections) received about performance of stormwater system (mandatory) | 10 | 1.14% | In total, 3 complaints were received for the January - February period. Year to date 19 complaints from 16,714 connections.   |
| Resident satisfaction with stormwater services | 65% | | Reported biennially. Results due June 2020. |

Projects

| PROJECT | ANNUAL TARGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|--|
| Geraldine Stormwater Renewals | 5,000 | 14,903 | <p>Unexpected failure in reticulation in Talbot Street and Cox Street resulted in additional work carried out. Work will be completed but forecast expenditure will be higher than annual budget.</p> <p>N F E</p> |
| Geraldine Stormwater Capital Upgrades including Hislop - Domain/Huffey Streets | 544,000 | 131,895 | <p>Tripp Street and Jollie Street stormwater: Renewal and upgrade COMPLETED Pekapeka Lane stormwater diversion: IN PROGRESS (Expected completion by end of June 2019) Hislop and Huffey Street stormwater diversion: UNDER DESIGN (Completion of design expected by June 2019) The remaining balance will be deferred to next financial year to fund the Hislop and Huffey Street stormwater diversion construction phase. Resourcing is expected to be available in June/July 2019. The annual budgeted will not be fully spent by end of year.</p> <p>N F E</p> |
| Temuka Stormwater Renewals | 15,000 | 0 | <p>Projects planned for the last quarter of 18/19. Targets will be met. Projects are expected to be complete within budget by the end of June 2019.</p> <p>N F E</p> |
| Temuka Stormwater Capital Upgrades | 195,500 | 163,171 | <p>Fraser Street stormwater upgrade is in progress and expected to be completed by the end of June 2019. Project will be completed within budget as budget includes a carry forward of \$130,000.</p> <p>N F E</p> |
| Stormwater - Timaru - Fixed Plant and Equipment Renewals | 46,000 | 2,522 | <p>The project is progressing. A report has been commissioned to carry out the design of Washdyke stormwater pump</p> |

| PROJECT | ANNUAL TARGET (incl cfwd) \$ | YTD RESULT \$ | |
|--------------------------------------|---------------------------------------|------------------|--|
| | | | <p>station, and will be completed by the end of the year. Difference between annual budgeted and forecasted will be deferred to 19/20 to complete Washdyke stormwater pump station.</p> <p>N F E</p> |
| Timaru Stormwater New Reticulation | 100,000 | 0 | Refer to Timaru Stormwater Capital Upgrades below. |
| Timaru Stormwater Capital Upgrades | 470,000 | 119,704 | <p>Rhodes Street stormwater upgrade and Arthur Street stormwater diversion: COMPLETED Washdyke Flat Road stormwater basin: IN PROGRESS (Expected completion date by June 2019). Projects will be completed within combined budget. Forecast of \$470,000 includes the carry forward of \$270,000 from 2017/2018 and the Timaru Stormwater New Reticulation budget.</p> <p>N F E</p> |
| Timaru Stormwater Renewals | 20,000 | 26,661 | <p>Increase in reactive maintenance renewals year to date due to random minor pipe failures in the network over the January-February period. Reactive maintenance will be completed but above budget.</p> <p>N F E</p> |
| Timaru Stormwater - Network renewals | 760,000 | 331,223 | <p>Redruth Pump Station pipe rehabilitation and Washdyke Flat Road stormwater basin are in progress and programmed to be completed in this financial year. Washdyke stormwater pump station upgrade/renewal requires further assessment to be carried out to determine design capacity. This assessment is underway but construction of the pump station will not be in this financial year. Annual budget will be underspent. The remaining</p> |

| PROJECT | ANNUAL TARGET (incl cfwd) \$ | YTD RESULT \$ | |
|--|---------------------------------------|------------------|---|
| Stormwater - Timaru - Number 1 Drain Upgrade | | | balance will need to be deferred to next financial year. N F E |
| | 200,000 | 0 | Project will commence once Waitarakao Lagoon taskforce makes further progress. N F E |
| Rural Stormwater Renewals | 5,000 | 0 | No renewals required year to date. Annual budget will only be spent if unplanned renewals are required. N F E |
| Stormwater - Vested Assets | 30,000 | 0 | Not completed until June. Subject to developments by others. N F E |

Waste Minimisation

Highlights

The RFID tagging project is progressing well with approximately 50% of the bins now tagged.

Issues

The walkway around the perimeter of the Redruth Landfill was closed due to leachate breakouts after prolonged periods of rain led to high groundwater levels. A scheduled capital project to install a cut-off leachate drain was fast-tracked and is underway.

The compost facility pads are subsiding and causing operational difficulties. Some remedial work is being carried out.

The longer than usual duration of the wet, warm weather caused operational difficulties for the organics processing due to volume.

Activity Scoreboard

Commentary – YTD

Weather events have resulted in higher activity levels. Greenwaste volumes are up 10% on last year, as is the associated revenue. A leachate issue around the fringe of Stage 1 of the Redruth Landfill has required intensive and further drainage work on the compost pads to alleviate high ground water issues. A number of construction contracts are underway on site with further work to be carried out over the next three months in readiness for recommencing filling on top of Stage 2 in mid 2019. The RFID project is progressing well towards completion in August.

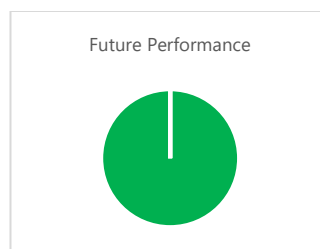
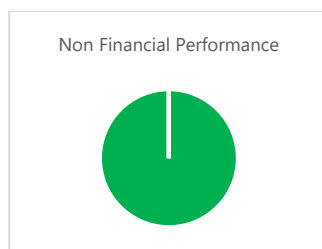
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Future

By the end of June the work activity and the net budget is expected to be met, recognising the increased costs and increased revenues.

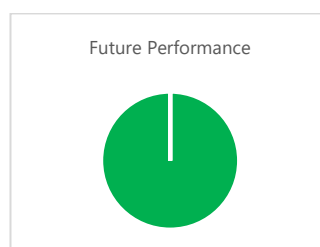
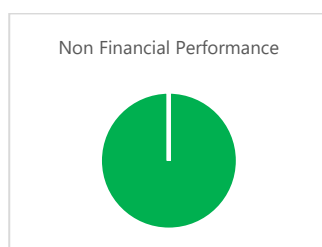
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Key Performance Indicators



- On target
- Target may not be achieved
- Target will not be achieved

Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--|----------|--|
| User Satisfaction with waste minimisation services | 90% | | Reported biennially. Results due June 2020. |
| Resident Satisfaction with waste minimisation services | 90% | | Reported biennially. Results due June 2020. |
| Compliance with Resource Consent conditions (excluding all minor non-compliances as reported by Environment Canterbury) | No abatement notices, infringement notices, enforcement orders and convictions for TDC | Achieved | No notices received during this period.   |
| Materials Recovery Facility (MRF) - recycling nett tonnages diverted | 3,600 | 2,521 | On target   |
| Compost Facility - Organic nett tonnages diverted | 15,000 | 11,832 | Very wet season, still likely to exceed target.   |
| Resource Facility - Recycling nett tonnages diverted via recycling other than for MRF recyclables | 300 | 378 | Target already met for year due to quantity of tyres sent for recycling.   |
| Number of transactions at re-use shop | 20,000 | 18,290 | Sales tracking above target.   |
| General waste minimisation information provided across a range of media | 2,000 | 4,461 | Information preparation and delivery ongoing, standard brochures are reviewed and updated where required.   |
| Kerbside collection information provided across a range of media | 2000 | 3,907 | Reviewed and updated kerbside information as required.   |

| INDICATOR | TARGET | RESULT | |
|--|--------|--------|--|
| Number of businesses provided with zero waste support | 53 | 35 | Customer demand for assistance in establishing resource recovery systems continues to grow. N F E |
| Number of programmes/initiatives provided to encourage waste diversion | 18 | 22 | Range of services and programmes offered continues to grow. N F E |
| Number of events provided with zero waste support | 25 | 23 | Already approaching annual target. Support for zero waste events continues to grow and is popular with event organisers. N F E |
| Number of zero waste support talks/tours | 52 | 57 | Lower numbers over this period as demand is reduced over the holidays. However target already exceeded. N F E |

Projects

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|------------------|------------------------------|---------------|---|
| Redruth Landfill | 343,000 | 492,000 | CELL - Stage 2.2 cell design is underway. SITE - The volume assessment for the landfill is in progress. Stage 3.4 cell landfill gas system design is underway. The Stage 2 stormwater improvement design is nearing completion and will be issued to the contractor in April. The west swale project is completed. CLOSURE -Stage 3.4 cell cap design is underway. All landfill projects are on track for completion. N F F E |

| PROJECT | ANNUAL BUDGET (incl cfwd) \$ | YTD RESULT \$ | |
|---|---------------------------------------|------------------|---|
| Complementary Business (All activities at Redruth site other than landfill) | 2,251,300 | 552,000 | <p>KERBSIDE COLLECTIONS - bins procurement underway. RFID tag project in progress (likely finish date Aug 2019) REDRUTH TRANSFER STATION - The Redruth Resource Recovery Park design is in final review. In the tender process, quotes will be sought for a range of construction dates to maximise the project delivery. RENEWALS - The replacement compactor/hopper/bins delivery is expected by the end of April. COMPOST FACILITY - The capping design is in its final review and the work will be issued by the end of March. All projects are on track. All capital works are underway and budget is expected to be achieved.</p> <p>N F E</p> |
| Other Sites - Rural closed landfill aftercare treatment, Extending public place recycling | 152,000 | 153,000 | <p>GERALDINE TRANSFER STATION - resurfacing assessment underway PLEASANT POINT TRANSFER STATION -preparatory work for the stormwater consent application has been completed and recommendations on an emergency disposal site are underway. The Pleasant Point closed landfill capping completed. WASTE LEVY - Glass collection trial not started. Public Place Recycling locations are being determined. All projects are on track All capital works are underway and budget is expected to be achieved.</p> <p>N F E</p> |

Water Supply

Highlights

Progress on the Dawson Street watermain renewal which minimised disruption to heavy traffic users.

Progress on the construction of the Pleasant Point treatment plant and pump station upgrade.

Progress on the Pareora pipeline renewal project.

Issues

There are three major water projects which are delayed because they are more complex than originally scoped as previously reported.

Discussions with the Pleasant Point reservoir contractor have been completed with the contractor due back on site in March.

The construction of the new Temuka Reservoir has been delayed due to not receiving any acceptable design-build tenders.

Activity Scoreboard

Commentary – YTD

Three major projects are behind schedule. The Te Moana source and treatment upgrade, the Downlands treatment and capacity upgrade and the replacement of the Pareora Pipeline for the Timaru water supply are all more complex than originally scoped. Most other projects are on track, with a number of pipe installation contracts under way.

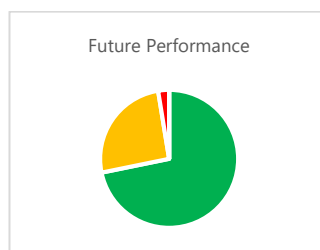
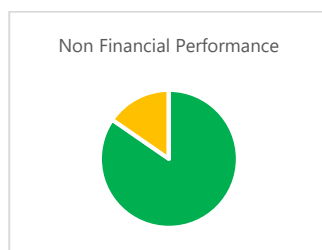


Future

Three major projects are behind schedule, due to greater complexity than originally scoped. A detailed report was provided to the last meeting of the Downlands Joint Standing Committee. The draft 2019/20 Annual Plan proposes an updated timeline and budget expenditure profile for these significant projects.

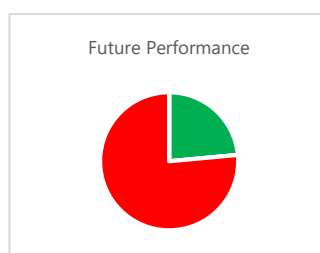
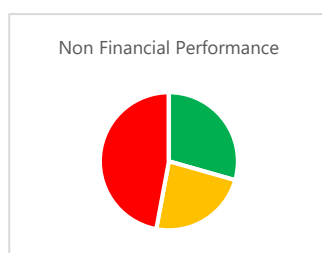


Key Performance Indicators



- On target
- Target may not be achieved
- Target will not be achieved

Projects



Key Performance Indicators

| INDICATOR | TARGET | RESULT | |
|---|--|--------|--|
| Number of complaints per 1000 connections received about drinking water (mandatory) | 26 | 10.97‰ | In total, 61 complaints were received in this period (Jan-Feb 19) - 2 complaints about taste, 1 about clarity, 37 about continuity of supply and 21 about water pressure. YTD there have been a total of 232 complaints from the 21,143 connections.   |
| Drinking Water Standards (Part 4) – Bacterial Compliance (mandatory) | 100% | 100% | Compliance with the Drinking Water Standards for the period July - December 2018. All data for the Jan-Feb 2019 period not yet available. Results will be included in the next report.   |
| Drinking Water Standards (Part 5) – Protozoal Compliance (mandatory) | 100% | 100% | Compliance from July to December 2018 for all schemes with protozoal treatment installed. All data to the end of Feb 2019 is not yet available. Downlands Rural, Downlands Springbrook and Te Moana water schemes do not yet have protozoal treatment. Target is to install protozoal treatment in Te Moana by 2019/2020, in Springbrook by 2020/2021 and in Downlands Rural (Te Ana Wai) by 2022/2023.   |
| Average consumption of drinking water per day per resident within the Timaru district (litres) | 300 | | Reported annually. |
| Percentage of real water loss from TDC's networked reticulation systems (Mandatory) | % of real water loss from TDC's networked reticulation systems reduces | | Reported annually |
| Median attendance time (in hours) for urgent callouts for urban water supply faults or unplanned interruptions in the network (Mandatory) | <1 hour | 0.55 | In total, TDC received 35 urgent callouts in January and February and these were attended within, on average, 0.41 hour. The average attendance time YTD is 55 hour.   |

| INDICATOR | TARGET | RESULT | |
|--|--|-------------|---|
| Median resolution time (in hours) for urgent callouts for urban water supply faults or unplanned interruptions in the network (Mandatory) | <4 hours | 2.89 | N F E |
| Median resolution time (in hours) for urgent callouts for rural water supply faults or unplanned interruptions in the network (Mandatory) | <8 hours | 7.50 | N F E |
| Median attendance and resolution time (in hours) for non-urgent callouts for urban and rural water supply faults or unplanned interruptions in the network (Mandatory) | median time to be reported | 26.50 hours | N F E |
| User satisfaction with water supply services | 85% | | Reported biennially. Results due June 2020. |
| Compliance with Resource Consent conditions - Water Supply | Compliance with all consent conditions | | Compliance with all consent conditions but one. Consent for Rangitata Orari required that a Management Plan is prepared. This management plan isn't completed yet. N F E |

Projects

| PROJECT | ANNUAL BUDGET (inc cfwd) \$ | YTD RESULT \$ | |
|--|-----------------------------|---------------|--|
| Urban Water Supplies -Reticulation and Services Renewals | 1,898,500 | 672,564 | Dawson Street watermain renewal: IN PROGRESS (Expected completion date by June 19) Project will be completed within budget (Budget including carry-forward is \$1,898,500) N F F E |
| Urban Water Supplies - Vested Assets | 10,000 | 0 | Not completed until June 2019. N F F E |
| Urban Water Supplies - Fixed Plant and Equipment | 1,643,000 | 78,010 | This measure consists of 10 separate projects. Main projects include the installation of the chlorination at Pleasant Point (IN PROGRESS), the building of the new office (IN PROGRESS) and chemical storage building (preliminary design completed) |

| PROJECT | ANNUAL BUDGET (inc cfwd) \$ | YTD RESULT \$ | |
|--|--------------------------------------|------------------|--|
| | | | <p>at Claremont water treatment plant. In addition, budget includes provision for some improvements at Temuka water treatment plant (reservoir by-pass and well head improvements) that are currently in progress. By the end of June, it is expected that the construction of the new office at Claremont will be underway and the optimal design of the chemical storage building will be completed. Construction of the chemical storage building will be deferred to 19/20. Current underspent in the budget is attributable to the revision of the design for the chemical storage building at Claremont water treatment plant.</p> <p>N F E</p> |
| Urban Water Supplies - Timaru Pareora Pipeline Renewal | 10,630,000 | 174,223 | <p>Design work for this project is well underway. A number of complex issues are being addressed. A revised timeframe for this project has been developed. The budget will not be spent by year end.</p> <p>N F E</p> |
| Urban Water Supplies - Temuka and Pleasant Point Treated Water Storage and Pumps | 2,100,000 | 404,884 | <p>The newly installed pump station at Pleasant Point will be operational in the last quarter of 18/19. The installation of the new reservoir in Temuka is delayed due to not receiving any acceptable tenders. A revised tender will be prepared in the last quarter of 18/19. Installation of the new reservoir in Temuka will be deferred to 19/20. The budget will not be spent by year end.</p> <p>N F E</p> |
| Urban Water Supplies – Upgrade to Supply Te Moana from Geraldine | 364,000 | 0 | <p>Booster pump for a low pressure area is planned to be installed. Currently, investigation is underway to assess land suitability for the booster pump site. The annual budget will not be fully spent this</p> |

| PROJECT | ANNUAL BUDGET (inc cfwd) \$ | YTD RESULT \$ | |
|---|--------------------------------------|------------------|--|
| | | | <p>financial year. The remaining balance will be deferred to 19/20 to fund the construction phase.</p> <p>N F E</p> |
| Te Moana Downs Water Supply - Reticulation Renewals | 1,049,000 | 122,678 | <p>Geraldine Area Wide Water Strategy small mains upgrades: COMPLETED Te Moana small mains and Wooding Road watermain renewal: IN PROGRESS (Expected completion by June 2019) School Road watermain upgrades: ON HOLD waiting for consent application for the Te Moana water treatment plant. Annual budget will not be fully spent. Any remaining balance will need be deferred to 19/20 to fund School Road watermain upgrades. Remaining expenditure to complete ongoing projects is \$400,000.</p> <p>N F E</p> |
| Te Moana Downs Water Supply - Treatment Upgrade | 2,200,000 | 7,154 | <p>The upgrade of the treatment at Te Moana is delayed due to the consent application process. Hearings are required and the consent is expected to be approved towards the end of June 19. The upgrade of the treatment will be planned for 19/20 once consents have been received. Underspent budget will be deferred to 19/20. Budget forecasted for the end of year to cover the consents applications and hearings.</p> <p>N F E</p> |
| Water Supply - Rangitata-Orari Renewals | 115,000 | 0 | <p>Water race renewal works not carried out. Annual budget unlikely to be fully spent. Uncertainty due to changes in the scheme operations causing delays in renewals programme.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (inc cfwd) \$ | YTD RESULT \$ | |
|---|--------------------------------------|------------------|--|
| Seadown Water Supply - Reticulation Renewals | 115,000 | 2,501 | <p>Only minor renewals at this stage - Renewals pending Seadown Water Scheme review. Review is expected to take place in 19/20. Renewals budget to be spent once the Seadown Water Scheme review is completed.</p> <p>N F E</p> |
| Seadown Water Supply - Treatment Upgrade | 60,000 | 4,573 | <p>Procurement of the UV treatment is planned for next quarter. Budget expected to be spent by end of 18/19.</p> <p>N F E</p> |
| Seadown Water Supply - Water Storage | 400,000 | 0 | <p>Project delayed to 19/20 until Seadown Water Scheme review is completed. Budget will be deferred to 19/20.</p> <p>N F E</p> |
| Downlands Water Supply - Mains, Tanks, Intake Renewals and Leak Detection | 3,066,800 | 172,678 | <p>This project has become more complex and requires further approvals over and above anticipated when the project was scoped. A project update report was provided to the February Meeting of the Downlands Joint Standing Committee. The draft 2019/20 budget will need to recognise the adjusted work programme for this project. As the project design phase is behind schedule the corresponding expenditure is also delayed.</p> <p>N F E</p> |
| Downlands Water Supply - Equipment renewals | 45,100 | 35,328 | <p>Chlorination equipment purchase is almost completed. Other equipment renewal is deferred until the new treatment process is installed as existing equipment will be redundant. No renewal is planned for next quarter.</p> <p>N F E</p> |

| PROJECT | ANNUAL BUDGET (inc cfwd) \$ | YTD RESULT \$ | |
|--|--------------------------------------|------------------|--|
| Downlands Water Supply - Infiltration Gallery Upgrade and Low Lift Pumps | 761,846 | 23,846 | <p>This project is part of the overall Downlands Water upgrade Project timeline to be rescheduled as explained.</p> <p>N F E</p> |
| Downlands Water Supply - Opihi River Crossing | 164,000 | 0 | <p>Project delayed and project timeline to be rescheduled due to resourcing of project management. Annual budget will not be spent. The remaining balance will need to be deferred to 19/20 to fund the construction phase.</p> <p>N F E</p> |
| Downlands Water Supply - Raw Water Storage | 1,312,000 | 0 | <p>This project is part of the overall Downlands Water upgrade as described above. Project delayed and project timeline to be rescheduled. Agreement has been reached with a landowner to buy a suitable piece of land for water storage and treatment facilities. The budget will be deferred to 19/20.</p> <p>N F E</p> |