Non-Financial Performance Measures Rules 2013

Supporting guidance for stormwater (February 2014)

Introduction to the activity

Stormwater drainage refers to a system that collects and conveys rainwater runoff from private property, public reserves and roads. Large amounts of uncontrolled surface water can have a major impact on people and property. It can lead to flooding and damage to property and the environment, and can be a significant hazard, particularly in urban areas, if it is not managed and controlled adequately.

The performance measures will provide information on local authorities' levels of service in supplying a stormwater system. Being able to compare the levels of service provided by different local authorities will help communities to assess whether they need a better or lesser level of service.

The performance measures cover the following aspects:

1. Is the stormwater system adequate and is it being maintained sufficiently to ensure it remains adequate?

2. Is the stormwater system being managed in a way that does not unduly impact on the environment?

3. Does the territorial authority responsible for the service provide a timely response if there is a problem?

4. Are customers satisfied with the service provided – with both the operation of the service itself and the way in which complaints about the service are dealt with?

Please note that where the term territorial authority is mentioned in this document, this can be taken to include council-controlled organisations (CCOs) who supply this service.

Do you need to apply the performance measures?

The performance measures will be used to report on urban stormwater systems only. This is because the measures are meant to provide information on services provided by local government rather than by private suppliers.

For the purposes of reporting, stormwater drainage includes:

- stormwater infrastructure for conveying rainwater runoff from private property, public reserves and roads;
- stormwater treatment devices;
- low impact infiltration systems;
- final discharge to receiving environment;
- wet weather flood control of stormwater runoff (including overland flow); and
- resource consent compliance for discharges.

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Any aspects that are outside the control or responsibility of the council have been considered out of scope. This includes stormwater systems within private property that are not owned, controlled or managed by the council, as well as stream/river or other large water body flood protection or control schemes. The latter is dealt with by the flood protection performance measure.

**Reporting on results**

It is good practice to report more than one year’s performance against particular performance measures. This allows ratepayers and other stakeholders to identify trends in the local authority’s performance. Territorial authorities are encouraged to maintain time series data for the performance measures and, where appropriate, graph the results. Where there are significant deviations between a target and the actual result, territorial authorities should include a commentary as to why this is the case. Also, in order to maintain continuity of trend data, local authorities may choose to report against both the new standard measures, and their previous measures for a few years.

In general, territorial authorities should ensure that they have appropriate systems in place to collect the information required to report against the performance measures.

Under the Non-Financial Performance Measures Rules 2013 any calculation, measure, number or percentage set out in the Rules must be calculated for a financial year.

**Performance measure one (system and adequacy):**

a) The number of flooding events that occur in a territorial authority district.

b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority’s stormwater system.)

**Introduction to performance measure**

Stormwater system reliability and the frequency and scale of flooding events are of interest to communities as these events can have a direct effect on private property and wider community amenities.

The performance measure will give information on how effective a stormwater system is in providing an appropriate level of protection and how well it is being managed; in other words, whether it has been designed to an adequate standard and is being operated in a way that minimises harm to the community.

**Guidance for reporting**

The performance measure is to be reported as a single city or district wide assessment. Reporting on complaints per town is not required.

When reporting on this performance measure territorial authorities should identify civil defence events. The impacts of such events should be discussed in reporting.
The number of properties is calculated from the number of customers charged in their rates (or otherwise specifically) for use of council stormwater services. If this cannot be calculated, the territorial authority may wish to estimate the number of properties. The basis on which the territorial authority has calculated the number of customers charged in their rates should be clearly disclosed.

Habitable floor refers to a floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages.

A flooding event means an overflow of stormwater from a territorial authority’s stormwater system that enters a habitable floor.

**Worked Example**

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Target</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please note: the calculation does not have to be reported</td>
<td>Target number of habitable floors affected ≤1 per 1000 properties</td>
<td></td>
</tr>
<tr>
<td>Number of stormwater rated properties = 23,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of flooded habitable floors = 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calculation for number of flooded habitable floors per 1000 properties is 10 / (23,526 / 1000) = 0.4 (rounded to one significant figure)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event</th>
<th>Number of habitable floors flooded</th>
<th>Number per 1000 properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event 1</td>
<td>10</td>
<td>0.4</td>
</tr>
<tr>
<td>Event 2</td>
<td>20</td>
<td>0.9</td>
</tr>
<tr>
<td>Event 3</td>
<td>30</td>
<td>1.3</td>
</tr>
</tbody>
</table>
Performance measure two (management of environmental impacts):
Compliance with the territorial authority’s resource consents for discharge from its stormwater system, measured by the number of:

a) abatement notices; and
b) infringement notices; and
c) enforcement orders; and
d) successful prosecutions, received by the territorial authority in relation those resource consents.

Introduction to performance measure

The performance measure indicates the extent to which a territorial authority is meeting resource consent requirements to prevent harm to the environment. This means how well the territorial authority is managing the environmental impacts of its stormwater system.

Non-compliance with consent conditions may indicate that a territorial authority is not managing its processes adequately or that the infrastructure is no longer adequate.

Territorial authorities would have to report on only formal actions taken against them as these represent actions that may have the greatest adverse impacts on the environment.

Guidance for reporting

Enforcement actions provide an impartial method of determining the severity and extent of council breaches of resource consent conditions for stormwater operations / discharges.

A single number (count) is required for each measure.

Worked Example

<table>
<thead>
<tr>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of abatement notices = 0</td>
<td>Number of abatement notices = 0</td>
</tr>
<tr>
<td>Number of infringement notices = 0</td>
<td>Number of infringement notices = 0</td>
</tr>
<tr>
<td>Number of enforcement orders = 0</td>
<td>Number of enforcement orders = 0</td>
</tr>
<tr>
<td>Number of successful prosecutions = 0</td>
<td>Number of successful prosecutions = 0</td>
</tr>
<tr>
<td>Total for all enforcement actions = 0</td>
<td>Total for all enforcement actions = 0</td>
</tr>
</tbody>
</table>
Performance measure three (response to stormwater system issues):
The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.

Introduction to performance measure
This performance measure shows how quickly a territorial authority attends to problems with its stormwater system. It measures responses to situations where water from a stormwater system gets into buildings.

A measure of responsiveness to stormwater incursions into buildings has been chosen because these situations potentially have the most impact on buildings and the welfare of the inhabitants of those buildings.

Guidance for reporting
When reporting on this performance measure territorial authorities should identify civil defence events. The impacts of such events should be discussed in reporting.

For the purposes of reporting, the median of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 5, 9} is 5). If there is an even number of observations, then there is no single middle value; the median is then usually defined to be the mean of the two middle values.

This performance measure is to be reported as a single city or district wide assessment (count).

Generally, time to site data will be collected as part of the council’s (or CCO’s or contractor’s) request for service (RFS) processes, and represents the time in which the first appropriately qualified representative of the council arrives at the incident site after being made aware of the event. That person has the knowledge and skills to make an assessment of the event.

Habitable floor refers to a floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages.

Worked Example

<table>
<thead>
<tr>
<th>Target for response time</th>
<th>Actual response time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council target response time ≤ 180 minutes.</td>
<td>Median response time to get to site = 125 minutes</td>
</tr>
</tbody>
</table>
Performance measure four (customer satisfaction):
The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority’s stormwater system.

Introduction to performance measure
Customer satisfaction is a key measure of the quality of a service. The measure provides information on issues with a stormwater system and on how satisfied customers are with the way in which a territorial authority responds to requests to fix problems.

Guidance for reporting
This performance measure is to be reported as a single city or district wide assessment (count). Reporting on complaints per town is not required. The number of properties is calculated from the number of customers charged in their rates (or otherwise specifically) for use of council stormwater services. Complaints should be expressed as faults or blockages. It is expected that complaints data will be collected as part of the councils RFS processes. There may be situations where there is more than one complaint per event. On this occasion each complaint must be counted separately, not each event or occurrence. Therefore one major event running over days-weeks could result in a large number of complaints.

Worked Example

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Target for customer satisfaction</th>
<th>Actual result for customer satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Please note: the calculation does not have to be reported</em></td>
<td>Target number of complaints ≤ 3 complaints per 1000 properties</td>
<td>Number of complaints per 1000 properties = 3</td>
</tr>
<tr>
<td>Number of rated properties = 23,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of stormwater rated properties = 23,526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of complaints = 61</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calculation is 1,000 x (61 / 23,526) = 3 (rounded to nearest whole number)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>