

## 2024-34 Draft Long Term Plan Performance Framework

### Environment Group

| Reference number | Community Outcome    | Level of Service  | Performance Measure   | Baseline 2022/23  | 2024/25 target   | 2025/26 target  | 2026/27 target  | 2027-34 target   |
|------------------|----------------------|---|---|---|--|---|---|--|
| 1                | Thriving Environment | Water quality in the region is maintained or improved   | Macroinvertebrate Community Index (MCI) score is maintained or improved <sup>1</sup>  | Achieved  | Maintain National Objective Framework State <sup>2</sup><br>A = 6 sites (13%)<br>B = 12 sites (27%)<br>C = 19 sites (42%)<br>D = 8 sites (18%) | Maintain National Objective Framework State<br>A = 6 sites (13%)<br>B = 12 sites (27%)<br>C = 19 sites (42%)<br>D = 8 sites (18%) | Maintain National Objective Framework State<br>A = 6 sites (13%)<br>B = 12 sites (27%)<br>C = 19 sites (42%)<br>D = 8 sites (18%) | Improve National Objective Framework State<br>A = 8 sites (18%)<br>B = 17 sites (38%)<br>C = 18 sites (36%)<br>D = 6 sites (13%) |
| 2                | Thriving Environment | Support landowners through incentive funding and advice to develop and implement Farm Environment Plan actions, which maintain or improve water quality by reducing nutrient and sediment discharges or enhancing biodiversity. | Percentage of Greater Wellington incentive funding used to advance catchment context priorities or to enhance or protect threatened biodiversity, through completion of high impact actions on private land | 94%   | 90%  | 90%   | 90%   | 90%  |
| 3                | Thriving Environment | Deliver treatment programme on identified erosion-prone land to prevent sediment from entering streams and estuaries to maintain or enhance water quality   | Erosion-prone hill country treated  | 1,405 ha  | 700 ha   | 650 ha  | 650 ha  | 650 ha   |
| 4                | Thriving Environment | Provide effective environmental knowledge and information to stakeholders and communities   | Stakeholders and communities are satisfied with the effectiveness of knowledge and information shared with them   | New Measure – develop suitable communications processes to enable feedback and reporting. | Achieved   | Achieved  | Achieved  | Achieved   |
| 5                | Thriving Environment | Monitor high risk/priority resource consents  | Percentage of active resource consents identified as high risk and high priority are checked for compliance and marked with a compliance rating   | 100%  | 100%   | 100%  | 100%  | 100%   |
| 6                | Thriving Environment | Customer satisfaction for the resource consent service  | Level of overall satisfaction with consent processing services  | 4.2/5.0   | >4.0   | >4.0  | >4.0  | >4.0   |
| 7                | Thriving Environment | Protect and care for the environment, landscape and heritage  | Indigenous species planted  | 158,000   | TBC  | TBC   | TBC   | TBC  |

<sup>1</sup> Aquatic macroinvertebrates (i.e. animals without backbones that can be seen with the naked eye, e.g. shrimps, worms, crayfish, aquatic snails, mussels, aquatic stage of some insect larvae, such as dragonfly larvae, mayflies, caddisflies, etc.) are commonly used biological indicators for freshwater ecosystem health throughout New Zealand and around the world. Macroinvertebrates are widely used because they are abundant, easy to collect and identify, have relatively long life-cycles, and are sensitive to multiple pressures (e.g. pollution, habitat removal, floods, and droughts). This makes macroinvertebrate communities useful to identify where we need to improve our management of these pressures and to show when these pressures are sufficiently addressed.

<sup>2</sup> National Objective Framework contains the water quality criteria categorizing them from A as the highest water quality grade to D as the lowest.

| Reference number | Community Outcome    | Level of Service   | Performance Measure  | Baseline 2022/23                  | 2024/25 target                                     | 2025/26 target   | 2026/27 target                                     | 2027-34 target   |
|------------------|----------------------|--|--|-----------------------------------|--|--|--|--|
| 8                | Connected Community  | Customer satisfaction and improved public access                           | Public satisfaction with experiences in Regional Parks   | 84%                               | 85%  | 86%  | 87%  | 88%  |
| 9                | Thriving Environment | Provide pest species control services across the region                    | Provide pest animal and plant management as per Regional Pest Management Plan (RPMP) Operational Plans   | Not Achieved                      | Achieved   | Achieved   | Achieved   | Achieved   |
|                  |                      |  | Provide pest species control services as agreed under Predator Free Wellington (PFW)   | Achieved                          | Absence of PFW predators in phase 2 of the project | Working towards absence of PFW predators in phase 3 of the project | Absence of PFW predators in phase 3 of the project | Working towards absence of PFW predators in the remaining areas of Wellington. |
| 10               | Thriving Environment | Implement the objectives of the Greater Wellington Biodiversity Strategy   | Biodiversity Strategy objectives are being actively progressed by Greater Wellington   | Achieved 15 objectives progressed | All 15 objectives progressed                       | All 15 objectives progressed                                       | All 15 objectives progressed                       | All 15 objectives progressed   |
| 11               | Connected Community  | Collaboration at a catchment scale <sup>3</sup> is increased               | Total number of catchment scale collaborations for improving environmental outcomes  | 21                                | 22   | 23   | 24   | 24   |
| 12               | Resilient future     | Progress towards completion of the RiverLink flood control works           | Implement RiverLink in accordance with the Resource Consent Design and agreed Construction Programme   | Construction started              | Construction is progressed according to Programme  | Construction is progressed according to Programme                  | Construction is progressed according to Programme  | Completion of construction   |
| 13               | Resilient future     | Provide the standard of flood protection agreed with communities           | Major flood protection and control works are maintained, repaired and renewed to the key standards defined in relevant planning documents <sup>4</sup> | Not achieved                      | Achieved   | Achieved   | Achieved   | Achieved   |
| 14               | Resilient future     | Provide information and understanding of flood risk in the community       | Percentage of Greater Wellington-managed watercourses with current flood hazard mapping  | 29%                               | 54%  | 93%  | 93%  | 100%   |
| 15               | Resilient future     | Manage the safety of marine activities in the region's waters <sup>5</sup> | Maintain and operate our navigation aids to the relevant international standard for reliability in accordance with the Asset Management Plan           | 98.1%                             | 100%   | 100%   | 100%   | 100%   |
|                  |                      |  | Meet criteria and consider recommendations of the self-assessment in compliance to the Port and Harbour Marine Safety Code                             | Achieved                          | Achieved   | Receive positive feedback from 4-year external review              | Achieved   | Achieved   |

<sup>3</sup> This is a new Level of Service for the 2024-34 Long Term Plan. Catchment-scale: is a scale intermediate between specific sites (e.g. a specific farm, specific park or single creek) and the wider Greater Wellington region ("regional" scale). For the purposes of this definition, a catchment-scale collaboration is any collaboration that spans at least one sub-catchment level (i.e. at least one biophysical catchment), recognising the importance of acting at a scale that creates impact.

<sup>4</sup> Non-Financial Performance Measures Rules 2013, Flood Protection and Control Works (DIA Mandatory Measure).

<sup>5</sup> This Level of Service has been revived from a previous LTP and included in the 2024-34 Long Term Plan.

## Metlink

| Reference Number | Community outcome     | Levels of Service   | Performance Measures  | Baseline 2022/23                 | 2024/25 target                   | 2025/26 target                   | 2026/27 target                   | 2027-34 target                     |
|------------------|-----------------------|---|---|----------------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------------|
| 1                | Connected Communities | Provide a consistent and high quality customer experience across the public transport network | (1) Passengers' overall satisfaction with the Metlink public transport <sup>6</sup>   | Bus 92%<br>Rail 94%<br>Ferry 97% | Bus 93%<br>Rail 95%<br>Ferry 98% | Bus 94%<br>Rail 96%<br>Ferry 98% | Bus 95%<br>Rail 96%<br>Ferry 98% | Bus >95%<br>Rail >96%<br>Ferry 98% |
|                  |                       |   | (2) Passenger satisfaction with convenience of paying for Metlink public transport <sup>7</sup>   | 87%                              | 87%                              | 87%                              | 89%                              | =/>90%                             |
|                  |                       |   | (3) Passenger satisfaction with Metlink information currently available <sup>8</sup>  | 75%                              | 85%                              | 87%                              | 89%                              | >90%                               |
|                  |                       |   | (4) Passenger satisfaction with Metlink public transport being on time <sup>9</sup>   | 69%                              | >80%                             | >82%                             | >85%                             | >90%                               |
|                  |                       |   | (5) Percentage of scheduled bus trips that depart their timetabled starting location on time (punctuality) – to 5 minutes <sup>10</sup> | 94.4%                            | 95%                              | 95%                              | 95%                              | 95%                                |
|                  |                       |   | (6) Percentage of scheduled bus services delivered (reliability) <sup>11</sup>  | 92.4%                            | 98%                              | 98%                              | 98%                              | 98%                                |
|                  |                       |   | (7) Percentage of scheduled rail service delivered on-time (punctuality) – to 5 minutes <sup>12</sup>                                   | 80%                              | 95%                              | 95%                              | 95%                              | 95%                                |
|                  |                       |   | (8) Percentage of scheduled rail services delivered (reliability) <sup>13</sup>   | 91.1%                            | 99.5%                            | 99.5%                            | 99.5%                            | 99.5%                              |

<sup>6</sup> The Metlink Public Transport Passenger Satisfaction Survey, which is run twice yearly, is used to determine Customer Satisfaction. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

<sup>7</sup> The Metlink Public Transport Passenger Satisfaction Survey is used for this measure. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with how convenient it is to pay for public transport?

<sup>8</sup> The Metlink Public Transport Passenger Satisfaction Survey is used for this measure. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?

<sup>9</sup> The Metlink Public Transport Passenger Satisfaction Survey is used for this measure. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the service being on time (keeping to the timetable)?

<sup>10</sup> This measure is based on services that depart from origin, departing between one minute early and five minutes late.

<sup>11</sup> The bus reliability measure shows the percentage of scheduled services that ran, as tracked by Real Time Information and Snapper systems; targets are daily.

<sup>12</sup> This is a contractual measure; rail services delivered by rail replacement services) are deemed to have met the punctuality measure.

<sup>13</sup> Rail reliability is a contractual measure which shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service. rail replacement services are deemed to have met the reliability measure. Note that information on the number of rail cancellations and rail replacement services is reported on monthly and is available at: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/#DataAndReports>.

| Reference Number | Community outcome     | Levels of Service  | Performance Measures  | Baseline 2022/23  | 2024/25 target       | 2025/26 target       | 2026/27 target       | 2027-34 target              |
|------------------|-----------------------|--|---|---|----------------------|----------------------|----------------------|-----------------------------|
| 2                | Resilient Future      | Promote and encourage people to move from private vehicles to public transport   | Annual Public Transport boardings per capita  | 61.9  | 64.2                 | 66                   | 67.8                 | 75.4                        |
| 4                | Resilient Future      | Provide fit-for-purpose vehicles, infrastructure and services to continually deliver a high quality core network that meets ongoing demand | (1) Percentage of passengers who are satisfied with the condition of the station/stop/wharf <sup>14</sup>                                 | 91%   | 88%                  | 89%                  | 90%                  | >92%                        |
|                  |                       |  | (2) Percentage of passengers who are satisfied with the condition of the vehicles (fleet) <sup>15</sup>                                   | 94%   | 94%                  | >94%                 | >94%                 | >96%                        |
| 5                | Resilient Future      | Gross emissions for Metlink's public transport fleet will be minimised, reducing the offsets required to reach net carbon neutrality       | Tonnes of CO <sub>2</sub> emitted per year on Metlink Public Transport Services   | 21,019 tonnes<br>*2021/22 verified result                 | 19,300 tonnes        | 17,900 tonnes        | 17,800 tonnes        | 16,300 tonnes <sup>16</sup> |
| 7                | Connected Communities | Maintain and improve access to public transport for all  | Percent of people within 500m of an all day, 7 day a week public transport service with minimum 60 minute daytime frequency <sup>17</sup> | 74.4%   | Increase on baseline | Increase on baseline | Increase on previous | Increase on previous        |
| 8                | Connected Communities | Increased patronage of PT by disabled people (people with an activity limitation)  | Increased boardings by people that use the Accessible Concession <sup>18</sup> (as a percent of total boardings)                          | New measure<br>Current baseline (Dec22 – June 23)<br>0.9% | >1%                  | 1.5%                 | 2%                   | =/>4%                       |

<sup>14</sup> The Metlink Public Transport Passenger Satisfaction Survey is used for this measure. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: How satisfied or dissatisfied are you with the condition of the stop/station/wharf?

<sup>15</sup> The Metlink Public Transport Passenger Satisfaction Survey is used for this measure. Satisfied = score of 6-10 on a scale of 0-10. The question used to determine this measure is: How satisfied or dissatisfied are you with the condition of this vehicle?

<sup>16</sup> This figure represents the projected emissions for the 2030-31 financial year, the midpoint of the 2027-34 period.

<sup>17</sup> This is a new Level of Service for the 2024-34 Long Term Plan.

<sup>18</sup> This is a new Level of Service for the 2024-34 Long Term Plan. The Accessible Concession provides a 50% discount on adult Snapper fares for registered members of the Blind Low Vision NZ or passengers with a Te Hunga Whaikaha Total Mobility card; a bona fide carer can travel for free with the cardholder.

## Regional Strategy and Partnerships

| Reference number | Community outcome     | Levels of Service   | Performance Measures   | Baseline 2022/23  | 2024/25 target  | 2025/26 target  | 2026/27 target  | 2027-34 target  |
|------------------|-----------------------|---|--|---|---|---|---|---|
| 1                | Resilient Future      | Reduction of Greater Wellington's gross organisational greenhouse gas emissions   | The organisation's total tonnes of CO <sub>2</sub> equivalent emissions (gross) <sup>19</sup>  | 48,438<br>*2021/22 verified result.                       | 34,700  | 31,700  | 31,500  | 29,100 <sup>20</sup>  |
| 2                | Resilient Future      | Greater Wellington as an organisation and as a Region has planned the steps they will take to adapt to climate change <sup>21</sup> .                               | Greater Wellington will deliver an Organisational Climate-related risk Assessment and an Organisational Adaptation Plan and will have worked with others to deliver a Regional Climate Adaptation Framework. | New measure   | Organisational Climate-related Risk Assessment (OCRA) completed                 | Regional Adaptation Framework completed<br>Organisational Adaptation Plan completed | Regional Adaptation Framework and Organisational Adaptation Plan implementation initiated | Regional Adaptation Framework and Organisational Adaptation Plan implementation continued |
| 3                | Resilient Future      | Wellington Regional Leadership Committee provides a forum for regional alignment and shared work programmes   | As the Administering Authority, Greater Wellington will ensure the Committee has an agreed annual work programme and regular progress reporting  | Work programme agreed by January 2024                     | Work programme agreed by January 2024<br>Annual Report prepared by October 2024 | Work programme agreed by January 2025<br>Annual Report prepared by October 2025     | Work programme agreed by January 2026<br>Annual Report prepared by October 2026           | Work programme agreed annually<br>Annual Report prepared annually                         |
| 4                | Resilient Future      | Maintain a state of readiness of the Emergency Coordination Centre (ECC) function that is appropriately staffed and equipped to respond to an emergency             | (1) Greater Wellington will meet the emergency management workforce capability and capacity targets.   | 78 trained people ready to work in the ECC                | 78  | 82  | 84  | 92  |
|                  |                       |   | (2) Greater Wellington will have fit for purpose response and recovery platforms including an ECC function, technology, and tools <sup>22</sup> .  | 100% of readiness checks completed                        | 100% of readiness checks completed  | 100% of readiness checks completed  | 100% of readiness checks completed  | 100% of readiness checks completed  |
| 5                | Resilient Future      | Greater Wellington (GW) will partner with the Councils in the Wellington Region to enable the Wellington Region Emergency Management Office (WREMO) <sup>23</sup> . | Greater Wellington will comply with their part of the WREMO Partnership Agreement.   | Ensure full GW compliance with the Partnership Agreement. | Ensure full GW compliance with the Partnership Agreement.                       | Ensure full GW compliance with the Partnership Agreement.                           | Ensure full GW compliance with the Partnership Agreement.                                 | Ensure full GW compliance with the Partnership Agreement.                                 |
| 6                | Connected communities | Regional transport, planning, leadership, advice, and coordination to guide development and delivery of an integrated, multi-modal regional transport network       | (1) Wellington Regional Land Transport Plan is prepared and updated in accordance with the LTMA <sup>24</sup> and central government guidance  | Achieved  | Achieved  | Achieved  | Achieved  | Achieved  |
|                  |                       |   | (2) Increase in regional public and active transport mode share  | 34% (TBD)   | Increase  | Increase  | Increase  | Increase  |

<sup>19</sup> This measure is for all of Greater Wellington's corporate greenhouse gas emissions. This includes all business units, and the share for the jointly owned Council controlled Organisations based on ownership share.

<sup>20</sup> This figure represents the projected emissions for the 2030-31 financial year, the midpoint of the 2024-27 period.

<sup>21</sup> This is a new Level of Service for the 2024-34 Long Term Plan.

<sup>22</sup> This is a new measure for the 2024-34 Long Term Plan.

<sup>23</sup> This is a new Level of Service for the 2024-34 Long Term Plan.

<sup>24</sup> LTMA = Land Transport Management Act.

| Reference number | Community outcome   | Levels of Service   | Performance Measures  | Baseline 2022/23   | 2024/25 target                                | 2025/26 target                                | 2026/27 target                                | 2027-34 target   |
|------------------|---------------------|---|---|--|---|---|---|--|
| 7                | Resilient Future    | Timeliness of responses to requests for official information <sup>25</sup>  | Percentage of logged official information requests responded to in accordance with statutory deadlines  | New measure<br>Baseline TBC                                    | 100%  | 100%  | 100%  | 100%   |
| 8                | Connected Community | Effective Partnering with mana whenua*<br><i>*Note: reference Te Whāriki and the relevant page number to provide additional clarity</i>                                       | Mana whenua report evidence of strong partnership arrangements and progress towards positive outcomes <sup>26</sup>   | Success determined through annual partnership health check     | Achieved                                      | Achieved                                      | Achieved                                      | Achieved   |
| 9                | Connected community | Engagement for equitable outcomes <sup>27*</sup><br><i>*Note: reference Te Whāriki and the relevant page number to provide additional clarity</i>                             | Greater Wellington complete the audit recommendations arising from independent Te Tiriti o Waitangi Audit <sup>28</sup>   | New Measure  | 33% of audit response actions are complete    | 66% of audit response actions are complete    | 100% of audit response actions are complete   | 33%**<br>**first year implementing action plan from second triennial audit hence reduced target. |
| 10               | Connected Community | Supporting strong, prosperous and resilient Māori communities <sup>29*</sup><br><i>*Note: reference Te Whāriki and the relevant page number to provide additional clarity</i> | (1) Greater Wellington will increase its proportion of workforce that self-identify as Māori year-on-year   | New Measure<br><i>Establish baseline prior to adopting LTP</i> | Achieved                                      | Achieved                                      | Achieved                                      | Achieved   |
|                  |                     |   | (2) Greater Wellington will increase its proportion of spend with Māori businesses year-on-year   | New Measure<br><i>Establish baseline prior to adopting LTP</i> | Achieved                                      | Achieved                                      | Achieved                                      | Achieved   |
| 11               | Connected community | Support a capable workforce <sup>30</sup>   | Annual increase on % of staff who have completed Māori capability training modules***<br><i>***noting upcoming training review which may need a reset of the numbers throughout LTP period.</i> | New Measure<br><i>Establish baseline prior to LTP</i>          | <i>Target to be set prior to 30 June 2024</i> | <i>Target to be set prior to 30 June 2024</i> | <i>Target to be set prior to 30 June 2024</i> | <i>Target to be set prior to 30 June 2024</i>  |

<sup>25</sup> This Level of Service has been revived from a previous Long Term Plan and included in the 2024-34 Long Term Plan.

<sup>26</sup> This measure focuses on reporting through a dedicated mechanism that mana whenua feed directly into.

<sup>27</sup> This is a new measure for the 2024-34 Long Term Plan.

<sup>28</sup> Completion of allocated percentage of audit response actions.

<sup>29</sup> This is a new measure for the 2024-34 Long Term Plan.

<sup>30</sup> This is a new measure for the 2024-34 Long Term Plan.



## Water Supply

| Reference number | Community outcome    | Levels of Service                                 | Performance Measures   | Baseline 2022/23 | 2024/25 target | 2025/26 target | 2026/27 target | 2027-34 target |
|------------------|----------------------|---|--|------------------|----------------|----------------|----------------|----------------|
| 1                | Thriving environment | Provide water that is safe and pleasant to drink. | 1) The extent to which the local authority's drinking water supply complies with bacteriological drinking water standards <sup>31</sup>  | Non-complaint    | 100%           | 100%           | 100%           | 100%           |
|                  |                      |   | 2) The extent to which the local authority's drinking water supply complies with protozoa drinking water standards <sup>32</sup>   | Non-compliant    | 100%           | 100%           | 100%           | 100%           |
|                  |                      |   | 3) The total number of complaints received about drinking water taste, clarity, odour, water pressure or flow, continuity of supply or the response to any of these issues; expressed per 1000 connections <sup>33</sup> | 0                | 0              | 0              | 0              | 0              |
|                  |                      |   | 4) Number of waterborne disease outbreaks  | 0                | 0              | 0              | 0              | 0              |
| 2                | Resilient future     | Provide a continuous and bulk water supply        | 1) Average consumption of drinking water per day per resident within the TA districts <sup>34</sup>  | 398L/d/p         | <375L/d/p      | <375L/d/p      | <375L/d/p      | <375L/d/p      |
|                  |                      |   | 2) (2) The percentage of real water loss from the local authority's networked reticulation system <sup>35</sup>  | 0.03%            | +/-0.25%       | +/-0.25%       | +/-0.25%       | +/-0.25%       |

<sup>31</sup>The Non-Financial Performance Measures Rules 2013 (the rules) require local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. In July 2022, these standards were superseded by the Water Services (Drinking Water Services for New Zealand) Regulations 2022 (the regulations) introduced by Taumata Arowai (the new Drinking Water Regulator), but the rules have not been updated to reflect this. The supply of safe drinking water is the major aspect of Greater Wellington's provision of bulk drinking water. Greater Wellington has therefore decided to voluntarily report against the bacterial and protozoal criteria in the regulations pending an update of the rules.

<sup>32</sup> Greater Wellington Regional Council does not have a direct customer relationship.

<sup>33</sup> Non-Financial Performance Measures Rules 2013, Water Supply (DIA Mandatory Measure).

<sup>34</sup> Non-Financial Performance Measures Rules 2013, Water Supply (DIA Mandatory Measure).

<sup>35</sup> Non-Financial Performance Measures Rules 2013, Water Supply (DIA Mandatory Measure)

| Reference number | Community outcome | Levels of Service | Performance Measures  | Baseline 2022/23   | 2024/25 target                     | 2025/26 target                     | 2026/27 target                     | 2027-34 target                     |
|------------------|-------------------|-------------------|---|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
|                  |                   |                   | 3) Response times to attend urgent call-outs in response to a fault or unplanned interruption to the network reticulation system <sup>36</sup>    | Time to reach site: 0 min (no urgent callouts)           | Time to reach site <90min          | Time to reach site <90min          | Time to reach site <90min          | Time to reach site <90min          |
|                  |                   |                   |   | Time to confirm resolution: 0 hours (no urgent callouts) | Time to confirm resolution <8hours | Time to confirm resolution <8hours | Time to confirm resolution <8hours | Time to confirm resolution <8hours |
|                  |                   |                   | 4) Response times to attend non-urgent callouts in response to a fault or unplanned interruption to the network reticulation system <sup>37</sup> | Time to reach site: 0 hours (no nonurgent callouts)      | Time to reach site <72 hours       | Time to reach site <72 hours       | Time to reach site <72 hours       | Time to reach site <72 hours       |
|                  |                   |                   | 5) Number of events in the bulk water supply preventing the continuous supply of drinking water to consumers                                      | 0  | 0                                  | 0                                  | 0                                  | 0                                  |
|                  |                   |                   | 6) Sufficient water is available to meet normal demand except in a drought with a severity of greater than or equal to 1 in 50 years              | 6.7%   | <2%                                | <2%                                | <2%                                | <2%                                |

<sup>36</sup> Non-Financial Performance Measures Rules 2013, Water Supply (DIA Mandatory Measure).

<sup>37</sup> Non-Financial Performance Measures Rules 2013, Water Supply (DIA Mandatory Measure).