

	A	B	C	D	E	F	G
1	COMMUNITY OUTCOMES						
2	What you can expect from us						
3	What we will measure		Latest result (2022/23)	2024/25	2025/26	2026/27	By 2033/34
4	A CITY THAT'S EASY TO LIVE IN						
5	Our city is easy to live in, explore, and connect.	Percentage of residents who think Hamilton is a great place to live.	75%	At least 75%	At least 75%	At least 75%	At least 75%
6		Percentage of residents who are proud of how Hamilton looks and feels.	34%	At least 40%	At least 40%	At least 40%	At least 40%
7	A CITY WHERE OUR PEOPLE THRIVE						
8	We will make decisions that improve the wellbeing of Hamiltonians.	The percentage of residents who believe we make decisions that are in the best interest of the city.	30%	At least 30%	At least 30%	At least 30%	At least 30%
9	A CENTRAL CITY WHERE PEOPLE LOVE TO BE						
10	No community outcome measures for this priority						
11	A FUN CITY WITH LOTS TO DO						
12	No community outcome measures for this priority						
13	A GREEN CITY						
14	We'll reduce the carbon footprint of the city and build a city that is resilient to the effects of climate change.	Reduction in greenhouse emissions footprint for Hamilton City Council.	Decrease of 0.04 tonnes per head of population (0.053 tonnes per head of population)	Decrease in greenhouse emissions per head of population from previous year	Decrease in greenhouse emissions per head of population from previous year	Decrease in greenhouse emissions per head of population from previous year	Decrease in greenhouse emissions per head of population from previous year
15	PERFORMANCE MEASURES 2024-34						
16	A CITY THAT'S EASY TO LIVE IN						
17	Community Services						
18	HOW WILL YOU KNOW WE'RE DELIVERING?						
19	What you can expect from us						
20	What we will measure		Latest result (2022/23)	2024/25	2025/26	2026/27	By 2033/34
21	Our libraries are well used.	The number of physical issues by Hamilton City Libraries each year.	1,029,341	Increase on previous year	Increase on previous year	Increase on previous year	Increase on previous year
22		The number of online issues by Hamilton City Libraries each year.	157,360	Increase on previous year	Increase on previous year	Increase on previous year	Increase on previous year
23		The number of physical visits to Hamilton Libraries each year.	548,296	At least 600,000 visitors	Increase on previous year	Increase on previous year	Increase on previous year
24		The number of online visits to Hamilton City Libraries each year.	776,130	At least 1,300,000 visits	Increase on previous year	Increase on previous year	Increase on previous year
25		The percentage of Hamilton residents who are active library members	New measure	At least 25%	Increase on previous year	Increase on previous year	Increase on previous year
26	Our libraries provide quality customer experiences.	The percentage of library customers surveyed who are satisfied with their overall experience.	93%	At least 90%	At least 90%	At least 90%	At least 90%
27	Our aquatic facilities are well used.	The number of visits to Council owned aquatic facilities and partner pools each year.	376,587	2% increase on previous year	2% increase on previous year	10% increase on previous year (assumes Rototuna Pool opens)	2% increase on previous year
28	Our aquatic facilities provide quality customer experiences.	The percentage of aquatic facilities customers surveyed who are satisfied with their overall experience.	79%	At least 85%	At least 85%	At least 85%	At least 85%

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29	We provide programmes that support safer water use.	The number of enrolments in aqua education and learn to swim programmes.	New measure	105,000	114,000	128,000	179,000
30		The number of high-quality partnership programmes delivered each year.	New measure	At least ten programmes delivered per annum	At least ten programmes delivered per annum	At least ten programmes delivered per annum	At least ten programmes delivered per annum
31	Transport						
32	HOW WILL YOU KNOW WE'RE DELIVERING?						
33	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
34				2024/25	2025/26	2026/27	By 2033/34
35	As our city grows you can expect travel times for all vehicles to be predictable.	Travel times are predictable during peak hours.	14%	A variation of no more than 25%	A variation of no more than 25%	A variation of no more than 25%	A variation of no more than 25%
36	You can expect the transport network to be safe to use.	The change from the previous financial year in the number of fatal and serious injury crashes on the local road network.+	Decrease of 12 (39) fatal or serious injury crashes than 2021/22* (3 fatal, 36 serious injury)	No increase on the previous 5 year average	No increase on the previous 5 year average	No increase on the previous 5 year average	No increase on the previous 5 year average
37	You can expect the transport network to be kept in good operating condition.	The average quality of ride on Hamilton's sealed local road network, measured by smooth travel exposure.+	83%	At least 80%	At least 80%	At least 80%	At least 80%
38		The percentage of the sealed road local network (by length) that is resurfaced each financial year.+	3.60%	At least 3.5%	At least 3.5%	At least 3.5%	At least 3.5%
39		The percentage of qualifying footpaths within Hamilton which meet the level of service standard of less than 5 faults per 100m section.+	97%	At least 84%	At least 82%	At least 80%	At least 80%
40	You can expect customer service requests to be responded to promptly.	The percentage of customer service requests relating to roads and footpaths which are responded to within five working days.+	98.78%	At least 96%	At least 96%	At least 96%	At least 96%
41	(+) Measure required by the Department of Internal Affairs						
42	A CITY WHERE OUR PEOPLE THRIVE						
43	Governance						
44	HOW WILL YOU KNOW WE'RE DELIVERING?						
45	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
46				2024/25	2025/26	2026/27	By 2033/34
47	We meet our statutory obligations	The percentage of official information requests responded to within legislative timeframes.	New measure	100% of official information requests responded to within legislative timeframes.	100% of official information requests responded to within legislative timeframes.	100% of official information requests responded to within legislative timeframes.	100% of official information requests responded to within legislative timeframes.

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48	Partnerships, Communication & Maaori						
49	HOW WILL YOU KNOW WE'RE DELIVERING?						
50	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
51				2024/25	2025/26	2026/27	By 2033/34
52	We facilitate and provide opportunities for communities to drive and own their self-development	The delivery in partnership of culturally significant events that honour our unique heritage	New measure	At least three events	At least three events	At least three events	At least three events
53		The percentage of Tiriti o Waitangi partners that are satisfied with Council's performance as a good partner	New measure	Establish baseline	Improve on baseline	Improve on baseline or prior year result (whatever is greater)	At least 85% or improve on prior result (whatever is greater)
54	We make it easy for Hamiltonians to share their voice in a way that suits them, and then use these insights to support Council decisions and shape our future.	The percentage of respondents who are satisfied that Council provides genuine opportunities for them to have a say in shaping Hamilton.	New measure	Establish baseline	Improve on baseline	Increase on baseline or prior year result (whatever is greater)	At least 85% or improve on prior result (whatever is greater)
55	We work alongside others to support a strong and connected community.	The value of services leveraged for every \$1 of Community Partnership Grant funding provided (Multi-Year Grant)	New measure*	At least \$3.00 worth of services leveraged for every \$1 provided	At least \$18 worth of services leveraged for every \$1 provided	At least \$18 worth of services leveraged for every \$1 provided	At least \$18 worth of services leveraged for every \$1 provided
56		The value of services leveraged for every \$1 of Community Assistance Grant and Community Service Grant funding provided.	New measure*	At least \$3.00 worth of services leveraged for every \$1 provided	At least \$10 worth of services leveraged for every \$1 provided	At least \$10 worth of services leveraged for every \$1 provided	At least \$10 worth of services leveraged for every \$1 provided
57	Growth						
58	HOW WILL YOU KNOW WE'RE DELIVERING?						
59	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
60				2024/25	2025/26	2026/27	By 2033/34
61	A sufficient supply of land for housing and business.	There will be at least three years capacity of residential zoned land supplied with development infrastructure for the city.	5.5 years	At least three years	At least three years	At least three years	At least three years
62		There will be at least three years capacity of business zoned land supplied with development infrastructure for the city.	2.7 years	At least three years	At least three years	At least three years	At least three years
63	We will support the delivery of safe, sustainable and attractive development.	Average processing days for non-notified land use and subdivision resource consents.	17.00 working days	20 working days	20 working days	20 working days	20 working days
64	Regulatory and City Safety						
65	HOW WILL YOU KNOW WE'RE DELIVERING?						
66	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
67				2024/25	2025/26	2026/27	By 2033/34
68	We work with partner organisations and the community to improve safety.	The percentage of central city users surveyed who feel very safe or reasonably safe in the central city during daytime.	84%	At least 80%	At least 80%	At least 80%	At least 80%
69	A timely response to requests for dog control and excessive noise.	The percentage of urgent dog control requests responded to within 60 minutes.	100%	At least 95%	At least 95%	At least 95%	At least 95%
70		The percentage of complaints about excessive noise responded to within 30 minutes.	95%	At least 95%	At least 95%	At least 95%	At least 95%

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71	We will support the delivery of safe, sustainable and attractive development.	Average processing days for building consents.	17.8 working days	20 working days	20 working days	20 working days	20 working days
72		Average processing days for Code of Compliance certificates.	12.6 working days	20 working days	20 working days	20 working days	20 working days
73	We will provide a citywide coordinated response to and recovery from emergencies to reduce the impact on people and the economy.	The evaluation of our annual exercise as a measure of effectiveness of training delivery	New measure	At least 60%	At least 60%	At least 60%	At least 80%
74	Support Services						
75	HOW WILL YOU KNOW WE'RE DELIVERING?						
76	What you can expect from us	What we will measure	Latest result (2022/23)	2024/25	2025/26	2026/27	By 2033/34
77							
78	We comply with legislative requirements.	Annual Reports and Long-Term Plans receive unqualified audit opinion.	New measure	Achieved	Achieved	Achieved	Achieved
79	A FUN CITY WITH LOTS TO DO						
80	Venues, Tourism and Events						
81	HOW WILL YOU KNOW WE'RE DELIVERING?						
82	What you can expect from us	What we will measure	Latest result (2022/23)	2024/25	2025/26	2026/27	By 2033/34
83							
84	We provide stadia (FMG Stadium Waikato and Seddon Park) and Claudelands to host events. The measure indicates the utilisation of stadia and Claudelands.	The number of people attending events at the Stadia (FMG Stadium Waikato and Seddon Park) and Claudelands.	556,046	530,000	530,000	530,000	530,000
85	We'll invest in and enhance Waikato Museum, Hamilton Gardens, Hamilton Zoo and Waiwhakareke Natural Heritage Park to create new and unique experiences for our people and visitors.	Total number of visits to Hamilton Zoo/Waiwhakareke Natural Heritage Park, Waikato Museum, and Hamilton Gardens (enclosed gardens only).	872,348 visits 58% increase - Te Kaaroro 247,677 Waikato Museum 119,314 Hamilton Gardens 505,357	516,000	655,000	774,000	Years 4-10 5% increase on previous year
86		The average review score across Trip Advisor and Google for each destination.	New measure: Hamilton Gardens: TripAdvisor 5/5 from 3,537 reviews Google 4.7 from 14,777 reviews Waikato Museum: TripAdvisor 4.5/5 from 370 reviews Google 4.7 from 1,416 reviews Hamilton Zoo TripAdvisor 4.5/5 from 854 reviews Google 4.4 from 3,461 reviews	Greater than 4	Greater than 4	Greater than 4	Greater than 4

	A	B	C	D	E	F	G
87	Parks and Recreation						
88	HOW WILL YOU KNOW WE'RE DELIVERING?						
89	What you can expect from us	What we will measure	Latest result (2022/23)	2024/25	2025/26	2026/27	By 2033/34
90							
91	Our parks and the facilities in them are accessible.	The percentage of residential households with access to a neighbourhood park within 500m walking distance.	80.95%	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year
92		The percentage of survey respondents who are happy with Hamilton's parks and open spaces	New measure	68.00%	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year
93	The city's ecosystems and biodiversity are understood, protected and restored.	The percentage of native vegetation cover in the city	New measure: 1.7% as at 2022-23	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year
94		The number of private gully owners registered with the Gully Restoration Programme	New measure: 117 landowners currently actively engaged with the GRP	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year
95		The percentage of land covered by ecologically significant habitat (National Policy Statement)	New measure: 7.38% city coverage	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year	Maintain or improve on previous year
96		The number of volunteers for native restoration projects	New measure: baseline: 1875 (from 2022-23)	20% increase on previous year	20% increase on previous year	20% increase on previous year	20% increase on previous year
97	The city's open spaces are improved and protected to help mitigate against future threats, including climate change.	The percentage of overall canopy cover in the city. (this is measured biennially)	New measure: 12.51% in 2022-23	No Lidar data provided this year	Maintain or improve on previous year	No Lidar data provided this year	Maintain or improve on previous year
98	A timely response to requests for graffiti removal	The percentage of graffiti removed within two working days.	92%	At least 95%	At least 95%	At least 95%	At least 95%

	A	B	C	D	E	F	G
99	A GREEN CITY						
100	Water Supply						
101	HOW WILL YOU KNOW WE'RE DELIVERING?						
102	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
103				2024/25	2025/26	2026/27	By 2033/34
104	Our water network is managed in a way that minimises the loss of water.	The percentage of real water loss from the water network infrastructure in the city.+	14.0%	No more than 16%	No more than 16%	No more than 16%	No more than 12%
105	The water we supply is safe to drink	The extent to which Hamilton's drinking water treatment process achieves compliance with protozoa criteria for water leaving the treatment plant:					
106		i. number of protozoa log removal credits achieved++	New measure	>3 log removal credits	>3 log removal credits	>3 log removal credits	>3 log removal credits
107		The extent to which Hamilton's drinking water supply achieves compliance with Microbiological criteria within Taumata Arowai's Drinking Water Quality Assurance Rules and Microbiological maximum acceptable values under the Drinking Waters Standards:					
108		i. number of days T3 Bacterial Rules for Water Disinfected with Chlorine are met for water leaving the treatment Plant++	New measure	365 days	365 days	365 days	365 days
109		ii. number of days D3 Residual Disinfection rules not achieved (FAC<0.1mg/L) for Hamilton City Supply Zone++	New measure	0 days	0 days	0 days	0 days
110		iii. number of days D3 Residual Disinfection rules not achieved (FAC <0.1mg/L) for Temple View Supply Zone++	New measure	0 days	0 days	0 days	0 days
111		iv. number of days D3 Residual Disinfection rules not achieved (FAC <0.1mg/L) for Claudelands Grandstand Tap Supply Zone++	New measure	0 days	0 days	0 days	0 days
112		v. number of days E.coli detected in the Hamilton City Supply Zone++	New measure	0 days	0 days	0 days	0 days
113	vi. number of days E.coli detected in the Temple View Supply Zone++	New measure	0 days	0 days	0 days	0 days	
114	vii. number of days E.coli detected in the Claudelands Grandstand Tap Supply Zone++	New measure	0 days	0 days	0 days	0 days	
115	To be satisfied with the clarity, taste, odour, continuity and pressure of the water supply	The total number of complaints received about drinking water clarity, taste, odour, pressure, flow or continuity of supply and Council's response to any of these issues.+	5.93 complaints per 1000 connections	No more than 7 complaints per 1000 connections (rounded to nearest whole number)	No more than 7 complaints per 1000 connections (rounded to nearest whole number)	No more than 7 complaints per 1000 connections (rounded to nearest whole number)	No more than 5 complaints per 1000 connections (rounded to nearest whole number)
116	We will work with the community to sustainably manage the supply and use of water.	The average consumption of drinking water per resident per day.+	305 litres	No more than 400 litres per resident, per day	No more than 400 litres per resident, per day	No more than 400 litres per resident, per day	No more than 330 litres per resident, per day.
117		The median attendance time for urgent call-outs from the time that the Council receives notification of the fault or unplanned interruption to the time that service personnel reach the site. +	38 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes

	A	B	C	D	E	F	G
118	A timely response and a timely resolution if there is a problem with the water supply.	The median resolution time of urgent call-outs from the time that the Council receives notification of the fault or unplanned interruption to the time that service personnel confirm resolution of the fault or interruption.+	2 hours	No more than 5 hours	No more than 5 hours	No more than 5 hours	No more than 5 hours
119		The median attendance time for non-urgent call-outs from the time that the Council receives notification of the fault or unplanned interruption to the time that service personnel reach the site. +	6 working days	No more than 5 working days	No more than 5 working days	No more than 5 working days	No more than 3 working days
120		The median resolution time of non-urgent call-outs from the time that the Council receives notification of the fault or unplanned interruption to the time that service personnel confirm resolution of the fault or interruption.+	7 working days	No more than 10 working days	No more than 10 working days	No more than 10 working days	No more than 5 working days
121	(+) Measure required by the Department of Internal Affairs						
122	(++) Measure required by the Department of Internal Affairs, modified to align with the new Taumata Arowai Drinking Water Quality Assurance Rules						
123	Wastewater						
124	HOW WILL YOU KNOW WE'RE DELIVERING?						
125	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
126				2024/25	2025/26	2026/27	By 2033/34
127	Our wastewater system is designed and maintained to minimise harm to the community and environment.	The number of dry weather wastewater overflows from the wastewater system. +	.64 overflows per 1,000 connections	No more than 4 overflows per 1000 connections	No more than 4 overflows per 1000 connections	No more than 4 overflows per 1000 connections	No more than 2 overflows per 1000 connections
128	We operate and maintain the wastewater system to minimise odour and blockages.	The total number of complaints received about sewage odour, system faults or blockages and responses to issues raised with Council's wastewater system.+	0.70 overflows per 1000 connections	No more than 20 complaints per 1000 connections	No more than 20 complaints per 1000 connections	No more than 20 complaints per 1000 connections	No more than 12 complaints per 1000 connections
129	We operate and maintain the wastewater system to minimise the impact on the environment.	The number of abatement notices received in relation to resource consents for discharge from the wastewater system.+	0 abatement notices	No more than 1 abatement notice	No more than 1 abatement notice	No more than 1 abatement notice	No more than 1 abatement notice
130		The number of infringement notices, enforcement orders and convictions received in relation to resource consents for discharge from the wastewater system.+	1 conviction action	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions
131	A timely response and resolution if there is an urgent problem with the wastewater system.	The median attendance time for call-outs from the time that the Council receives notification of the blockage or other fault to the time that service personnel reach the site.+	44 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes
132		The median resolution time for call-outs from the time that the Council receives notification of the blockage or other fault to the time that service personnel confirm resolution of the fault or interruption.+	3 hours	No more than 4 hours	No more than 4 hours	No more than 4 hours	No more than 4 hours
133	(+) Measure required by the Department of Internal Affairs						

	A	B	C	D	E	F	G
134	Stormwater						
135	HOW WILL YOU KNOW WE'RE DELIVERING?						
136	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
137				2024/25	2025/26	2026/27	By 2033/34
138	The stormwater system is designed and maintained to minimise the likelihood of stormwater entering habitable buildings.	The number of flooding events^ that occur with in the city. +	12 flooding events	No more than 3 flooding events	No more than 3 flooding events	No more than 3 flooding events	No more than 1 flooding event
139		For each flooding event^, the number of habitable floors affected. +	0.21	No more than 1 per 1000 properties	No more than 1 per 1000 properties	No more than 1 per 1000 properties	No more than 1 per 1000 properties
140	The Council will operate and maintain the stormwater system to minimise the impact on the environment.	The number of abatement notices related to the management of the stormwater system.+	0	No more than 1 abatement notice	No more than 1 abatement notice	No more than 1 abatement notice	No more than 1 abatement notice
141		The number of infringement notices, enforcement orders and convictions related to the management of the stormwater system.+	0	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions	0 infringement, enforcement, or conviction actions
142	A timely response if there is a problem with the stormwater system or flooding of a habitable building.	The median response time, from the time that we receive notification to the time that our service personnel reach the site of the flooding event.+	91 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes	No more than 60 minutes
143	We provide a reliable and effective stormwater system that the community is satisfied with.	The number of complaints received about the performance of the stormwater system.+	23.04	No more than 20 complaints per 1000 connections	No more than 20 complaints per 1000 connections	No more than 20 complaints per 1000 connections	No more than 10 complaints per 1000 connections
144	(+) Measure required by the Department of Internal Affairs						
145	Rubbish and Recycling						
146	HOW WILL YOU KNOW WE'RE DELIVERING?						
147	What you can expect from us	What we will measure	Latest result (2022/23)	Targets			
148				2024/25	2025/26	2026/27	By 2033/34
149	A timely response if there is a problem with rubbish and recycling.	The number of valid missed collections of kerbside rubbish, food waste and recycling not resolved by the end of the business day following the initial report.	0 months with greater than six	0 months with greater than five	0 months with greater than five	0 months with greater than five	0 months with greater than five
150		The number of illegal dumping incidents not resolved within five business days following the initial report.	New measure	0 months with no greater than three collections of illegal dumping not resolved within five business days following the initial report	0 months with no greater than three collections of illegal dumping not resolved within five business days following the initial report	0 months with no greater than three collections of illegal dumping not resolved within five business days following the initial report	0 months with no greater than three collections of illegal dumping not resolved within five business days following the initial report
151	We will promote and encourage waste reduction, reuse and recycling.	The percentage of waste recovered for recycling through Council-owned facilities.	46.64%	At least 30%	At least 30%	At least 30%	At least 30%
152		The percentage of waste recovered for recycling through the kerbside collection.	48.0%	At least 45%	At least 45%	At least 45%	At least 45%
153		The amount of waste received at Council-operated waste facilities that is diverted from landfill.	15,129 tonnes	At least 14,500 tonnes per annum	At least 14,500 tonnes per annum	At least 14,500 tonnes per annum	At least 14,500 tonnes per annum
154		The amount of construction and demolition materials received at Council-operated waste facilities that is diverted from landfill.	New measure	At least 4,000 tonnes per annum	Increase on the previous year	Increase on the previous year	Increase on the previous year

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155	Solid waste activities are delivered in a way that is sustainable, protects the environment, and is economical	The number of enforcement actions against Council for solid waste activities.	New measure	No more than one abatement notice, and 0 infringement notices, enforcement orders, or convictions	No more than one abatement notice, and 0 infringement notices, enforcement orders, or convictions	No more than one abatement notice, and 0 infringement notices, enforcement orders, or convictions	No more than one abatement notice, and 0 infringement notices, enforcement orders, or convictions
156		The number of reported instances of illegal dumping.	New measure	No more than 2400 annually	No more than 2400 annually	No more than 2400 annually	No more than 2400 annually