

# Proposed Changes to Levels of Service

# Proposed changes to level of service

1. Recreation, Sports, Community Arts and Events
2. Transport
3. Resource consenting
4. Parks and Foreshore / Ōtākaro Avon River Corridor

# 1. Recreation, Sports, Community Arts and Events

	Position	Name
<b>Approval by General Manager</b>	GM Citizens and Community	Mary Richardson
<b>Activity Manager (Submitter)</b>	Head of Recreation, Sports and Events	Nigel Cox

## Rationale

Kidsfest is now delivered by community organisations rather than via the Events Production Team. When previously run by the Council, Kidsfest had a large opening event and the festival itself which are counted as two events.

## Proposed Levels of Service

LOS number	Performance Measures Levels of Service (LOS)	Future Performance Targets			Method of Measurement
		Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
2.8.5.1	Produce and deliver engaging programme of community events.	A minimum of 9 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum of 9 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum of 9 events delivered annually of which three are marquee events. (Outdoor events subject to weather)	A minimum number of events delivered of which three are marquee events. Marquee events include: Botanic D'Lights, Fireworks Spectacular, and Sparks etc.

## Current Level of Service

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
			Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
2.8.5.1	Produce and deliver engaging programme of community events.	2019/20: 11 events 2018/19: 11 events 2016/17: 11 events	A minimum of 11 events delivered annually of which three are	A minimum of 11 events delivered annually of which three are	A minimum of 11 events delivered annually of which three are	A minimum of 11 events delivered annually of which three are	A minimum number of events delivered of which three are marquee events.

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
			Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
		2015/16: 12 events	marquee events. (Outdoor events subject to weather)	Marquee events include: Botanic D'Lights, Fireworks Spectacular, Kids Fest, and Sparks etc.			

## 2. Transport

	Position	Name
<b>Approval by General Manager</b>	GM Infrastructure, Planning and Regulatory Services	Jane Davis
<b>Activity Manager (Submitter)</b>	Head of Transport and Waste Management	Lynette Ellis

### Rationale

Delivery of the Household Transport Survey (HTS) on an annual basis by Waka Kotahi NZ Transport Agency and Ministry of Transport has been delayed due to the pandemic and the level of certainty of its delivery over the next years is unknown at this stage. The Council has a very limited control on the process and delivery of the surveys. Therefore, the Council will be using the Life in Christchurch survey.

HTS considers all trips made by all members of the responding household while Life in Christchurch focuses on an individual who is most likely an individual adult member of a household. While HTS is a more accurate measure for this level of service, in the absence of data, we suggest changing to an internally controlled data source. Therefore the target for this level of service is adjusted accordingly.

### Proposed Levels of Service

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets			Method of Measurement
			Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
10.0.2	Increase the share of non-car modes in daily trips.	2021 results: 37% of trips undertaken by non-car modes	≥36% of trips undertaken by non-car modes	≥37% of trips undertaken by non-car modes	≥41% of trips undertaken by non-car modes	Proportion of trips undertaken by non-car modes based on Life in Christchurch survey.

### Current Level of Service

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
			Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
10.0.2	Increase the share of non-car modes in daily trips.	2018 = 17% 2017 = 17% 2016 = 17%	≥17% of trips undertaken by non-car modes	≥17% of trips undertaken by non-car modes	≥18% of trips undertaken by non-car modes	≥20% of trips undertaken by non-car modes	Proportion of trips undertaken by non-car modes based on Household Travel Surveys (Walk + Cycle + PT)

### Rationale

A request for a 5.5% target reduction (rounded to 6%) has been included in proposals from staff for the Draft Annual Plan 2022-2023. This is to allow the target to be refined and adjusted to account for the change in walking speed calculation method which has changed from 5km/hr to 4km/hr in order to reflect a broader demographic which the goal intends to benefit. This is based on the year-end result for 2020/21 (43%) which showed a 9% decline from 2019/20 and is 10% less than the 53% target of the current financial year (2021/22).

This change relates to a process refinement, where walking speed input is changed from 5km/hr to 4km/hr, which results in a reduction in walkable catchment size. The refinement makes the speed assumptions more demographically inclusive and aligned to those used for the Spatial Plan (The Ōtautahi Plan).

Aside from walking speed calculation there are other influences to achieving this target, such as the location and availability of key services (food, health, employment, education) in unconnected residential areas within the financial year.

Within its direct area of influence:

- Staff continue to contribute to the Christchurch Spatial Plan (The Ōtautahi Plan). Strategic policy, planning and delivery staff support and work towards greater integration between land use and transport which is required to increase walkability access to key destinations.

- Staff continue to provide regulatory advice to private developments to ensure effective walking connectivity is provided for proposed commercial and residential developments.

Within its indirect areas of influence, Transport Unit can initiate focused communications and education. Whilst unlikely to change the results for the FY, it can improve public awareness in the medium and long term. For example the mapping used in calculating the walkable catchments has been made public to assist the public in their decision making for where they choose to live. This would need to be prioritised amongst other education and advocacy programmes.

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LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets			Method of Measurement
			Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
10.5.41	Increase access within 15 minutes to key destination types by walking	2020/21: 43% walking 2019/20: 52% walking (72% cycling / 55% Public Transport)	≥48% of residential land holdings with a 15- minute walking access	≥49% of residential land holdings with a 15- minute walking access	≥54% of residential land holdings with a 15- minute walking access	Percentage of residential land holdings with a 15-minute walking access time (walking speed 4km/h) to at least four of the five basic services (food shopping, education, employment, health and open spaces). Walking access is reported as a proxy of the other non-car modes.

### Current Level of Service

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
			Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
10.5.41	Increase access within 15 minutes to	2019/20: 52% walking	≥53% of residential land holdings	≥54% of residential land holdings	≥55% of residential land holdings	≥60% of residential land holdings	Percentage of residential land holdings with a 15-minute walking access time to at least four of the five

LOS number	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
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	key destination types by walking	(72% cycling / 55% Public Transport)	with a 15-minute walking access	basic services (food shopping, education, employment, health and open spaces). Walking access is reported as a proxy of the other non-car modes.			

### 3. Resource Consenting

	Position	Name
<b>Approval by General Manager</b>	GM Infrastructure, Planning and Regulatory Services	Jane Davis
<b>Activity Manager (Submitter)</b>	Head of Planning and Consents	John Higgins

#### Rationale

This is a clarification of the public advice services provided, due to the rates-funding involved, not a change in actual services provided.

### Proposed Levels of Service

LOS number	Performance Measures Levels of Service (LOS)	Future Performance Targets			Method of Measurement
		Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
9.2.14	Provide resource management public advice within legislative timeframes, or timeframes as agreed	Advice is available Monday to Friday during business hours (excluding holidays), including enquiries from elected members, media and the general public, maintaining a duty planner phone line, complaints management, LGOIMA requests, and input toward legislative review or enhancement.	Advice is available Monday to Friday during business hours (excluding holidays), including enquiries from elected members, media and the general public, maintaining a duty planner phone line, complaints management, LGOIMA requests, and input toward legislative review or enhancement.	Advice is available Monday to Friday during business hours (excluding holidays), including enquiries from elected members, media and the general public, maintaining a duty planner phone line, complaints management, LGOIMA requests, and input toward legislative review or enhancement.	Duty Planner is rostered Monday to Friday during normal working hours.

### Current Level of Service

LOS number	Performance Measures Levels of Service (LOS)	Future Performance Targets				Method of Measurement
		Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
9.2.14	Provide a specialist duty planner service for the public to access.	Duty Planner available Monday to Friday during business hours.	Duty Planner available Monday to Friday during business hours.	Duty Planner available Monday to Friday during business hours.	Duty Planner available Monday to Friday during business hours.	Duty Planner is rostered Monday to Friday during normal working hours.

## 4. Parks and Foreshore / Ōtākaro Avon River Corridor

	Position	Name
<b>Approval by General Manager</b>	GM Citizens and Community	Mary Richardson
<b>Activity Manager (Submitter)</b>	Head of Parks	Andrew Rutledge

### Rationale

To provide a single and consolidated reporting tool on all spending in this geographically constrained area, from across various activities. This plan does not replace the need for a co-ordinated approach to the Ōtākaro Avon River Corridor sought by elected members. Levels of service initially adopted through the Long Term plan 2021-31 have been further developed with elected members and other stakeholders.

### Proposed Levels of Service

LOS number		Performance Measures Levels of Service (LOS)	Future Performance Targets			Method of Measurement
			Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
6.8.12.2 As is	C	Operational Co – governance entity for the Ōtākaro Avon River Corridor	Co-governance entity established	Co-governance group operational	Co-governance group operational	Agreed stages achieved
6.8.12.1 Amend	C	Implementation of the Ōtākaro Avon River Corridor Regeneration Plan (Green Spine)  Council-led capital investment	Progress integrated Green Spine programme (Parks, Water and Transport) as per the Implementation Plan.  Target: 90 % of approved work programmes delivered in the year funded	Progress integrated Green Spine programme (Parks, Water and Transport) as per the Implementation Plan.  Target: 90 % of approved work programmes delivered in the year funded	Progress integrated Green Spine programme (Parks, Water and Transport) as per the Implementation Plan.  Target: 90 % of approved work programmes delivered in the year funded	90 % of approved work programmes delivered in the year funded

LOS number		Performance Measures Levels of Service (LOS)	Future Performance Targets			Method of Measurement
			Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
New	C	Implementation of the Ōtākaro Avon River Corridor Regeneration Plan (Green Spine)  Council /3 <sup>rd</sup> party collaborations	Align Council and community resources to enable successful implementation of appropriate and approved projects.	Align Council and community resources to enable successful implementation of appropriate and approved projects.	Align Council and community resources to enable successful implementation of appropriate and approved projects.	Targeted stakeholder engagement surveys, facilitated by AVoN.
New	C	Implementation of the Ōtākaro Avon River Corridor Regeneration Plan  3 <sup>rd</sup> party led, Council facilitated investment	Assess and present proposals to governance body as they arise. Facilitate successful implementation of appropriate and approved initiatives.	Assess and present proposals to governance body as they arise. Facilitate successful implementation of appropriate and approved initiatives.	Facilitate successful implementation of appropriate third party initiatives as they arise.	Targeted stakeholder engagement surveys, facilitated by AVoN.
New	M	Manage and maintain the ŌARC environment	Maintenance Plan key performance indicators 90% achieved	Maintenance Plan key performance indicators 90% achieved	Maintenance Plan key performance indicators 90% achieved	Monthly reporting on maintenance key performance indicators for parks maintenance services provided

### Current Level of Service

LOS number	C/M <sup>1</sup>	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
				Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
6.8.12.2	C	Operational Co – Governance entity for the Ōtākaro Avon River Corridor	New measure	Draft Options developed for public consultation	Co Governance Entity established	Co Governance Group operational	Co Governance Group operational	Agreed stages achieved

LOS number	C/M <sup>1</sup>	Performance Measures Levels of Service (LOS)	Historic Performance Trends	Future Performance Targets				Method of Measurement
				Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 10 2030/31	
6.8.12.1	C	Implementation of the Ōtākaro Avon River Corridor Plan	New measure	Developed and approved integrated implementation plan for the OARC	Progress ecological restoration planting and infrastructure programmes  Target: 90 % of approved work programmes delivered in the year funded	Progress ecological restoration planting and infrastructure programmes  Target: 90 % of approved work programmes delivered in the year funded	Progress ecological restoration planting and infrastructure programmes  Target: 90 % of approved work programmes delivered in the year funded	90% of approved work programmes delivered in the year funded
6.8.12.3 Delete	C	Stakeholder led planning and development of the Ōtākaro Avon River Corridor	New measure	Community endorsed plans are implemented X number of plans endorsed by governance X number of plans embedded in programme scope	Community endorsed plans are implemented X number of plans endorsed by governance X number of plans embedded in programme scope	Community endorsed plans are implemented X number of plans endorsed by governance X number of plans embedded in programme scope	Community endorsed plans are implemented X number of plans endorsed by governance X number of plans embedded in programme scope	Stakeholder engagement surveys

