DUNEDIN CITY COUNCIL | kaunihera a-rohe o Ōtepoti

Notice of Meeting:

I hereby give notice that an ordinary meeting of the Dunedin City Council will be held on:

Dates:	**Wednesday 25 November 2026 commencing at 9am** **Thursday 26 November 2026 commencing at 10am (or at the conclusion of the previous meeting whichever is the later)**
Venue:	**Council Chamber, Dunedin Public Art Gallery, the Octagon, Dunedin**
YouTube Links:	**25 November 2026** https://youtube.com/live/IHaP-1dCCy4 **26 November 2026** https://youtube.com/live/3md_Ivdo_Y0

Richard Briggs
Chief Executive Officer

Council

SUPPLEMENTARY AGENDA

MEMBERSHIP

Mayor	Mayor Sophie Barker	
Deputy Mayor	Cr Cherry Lucas	
Members	Cr John Chambers	Cr Jo Galer
	Cr Christine Garey	Cr Doug Hall
	Cr Marie Laufiso	Cr Russell Lund
	Cr Mandy Mayhem	Cr Benedict Ong
	Cr Andrew Simms	Cr Mickey Treadwell
	Cr Lee Vandervis	Cr Steve Walker
	Cr Brent Weatherall	
Senior Officer	Richard Briggs, Chief Executive	
Governance Support Officer	Rebecca Murray	

Rebecca Murray
Governance Support Officer

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Note: *Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.*

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REPORTS

GROUPS OF ACTIVITIES AND LEVELS OF SERVICE - LONG TERM PLAN 2027-37 AND WATER SERVICES STRATEGY 2027-37

Department: Civic

EXECUTIVE SUMMARY

1 The purpose of this report is to update Council on the mandatory groups of activities for the draft Long Term Plan 2027-37 (LTP), and to seek approval of the proposed Levels of Service (LOS) and performance measures for inclusion in the draft LTP and Water Services Strategy 2027-37 (WSS).

2 On 1 November 2026, an amendment to the Local Government (Local Authority Reporting) Regulations 2014 came into force. The regulations require councils to use eight mandatory groups of activities when preparing long-term plans, annual plans and annual reports. DCC's activities have been allocated to the new groups, as shown in Attachment A.

3 Water supply, wastewater and stormwater are not included in the eight mandatory groups because they are subject to separate planning and reporting requirements under the Local Government (Water Services) Act 2025. The proposed LOS and performance measures for these services will therefore be included in the WSS. They have been reviewed alongside the LTP material so Council can consider the overall service-performance framework as a whole.

4 Staff have worked with activity managers and Finance to review the Levels of Service and performance measures in the 9 year plan 2025-34. The review considered whether measures remain material, controllable, measurable and relevant, whether they provide meaningful accountability for service delivery, and whether there are gaps in the existing framework.

5 The proposed framework retains major service commitments and statutory measures, adds measures where the review identified a material accountability gap, and removes or amends measures that are duplicated, do not provide reliable evidence of service delivery, are substantially outside DCC's control or are better presented as satisfaction, utilisation or other contextual information.

6 The proposed LOS and performance measures are set out in Attachments B–J. Attachment K shows whether existing measures are proposed to be retained, amended or removed, and identifies proposed new measures. Performance targets remain provisional and will be presented to Council for consideration following consideration of budgets, affordability and any changes to Levels of Service.

RECOMMENDATIONS

That the Council:

a) **Notes** the eight mandatory groups of activities prescribed by the Local Government (Local Authority Reporting) Regulations 2014:

   i) Adaptation and emergency management

   ii) Community and recreational facilities

   iii) Governance, planning and reporting

   iv) Parks and reserves

   v) Public regulatory services

   vi) Roading and transport

   vii) Waste management and minimisation

   viii) Other

b) **Approves** the allocation of DCC activities to the mandatory groups of activities, as set out in Attachment A, for the purpose of preparing the draft Long Term Plan 2027-37.

c) **Approves** the proposed Levels of Service and performance measures in Attachments B–J, in principle and subject to community consultation on the draft Long Term Plan 2027–37 and the Water Services Strategy 2027–37, where applicable.

d) **Notes** that the associated performance targets remain provisional and will be presented to Council for consideration following consideration of budgets, affordability and any changes to Levels of Service.

e) **Notes** the proposed changes from the 9 year plan 2025-34, including measures proposed to be retained, amended, added or removed, as set out in Attachment K.

f) **Notes** that performance against the approved Levels of Service will be reported to Council six-monthly, supported by relevant contextual information and existing exception reporting.

BACKGROUND

Groups of Activities

7 Schedule 10 of the Local Government Act 2002 (LGA) specifies the minimum information and content that must be included in a long-term plan. Clause 2 requires that local authorities have specified groups of activities, including:

   a) Identification of the activities within each group of activities;

   b) Identification of the rationale for delivery of the group of activities, including the community outcomes the group contributes to; and

c) Intended levels of service, performance measures and targets.

8 Groups of Activities influence how a long-term plan is structured, and the way activities are grouped determines the level of information that is disclosed, and the ease with which the community understands it.

Levels of Service

9 LOS describe meaningful service commitments to the community and form part of the accountability framework in the long-term plan. The performance measures that sit beneath LOS should enable elected members and residents to assess whether DCC has delivered on its commitments.

10 Clause 4 of Schedule 10 of the LGA requires that Level of Service information for each group of activities include:

a) Mandatory performance measures in relation to provision of roading and footpaths

b) Other performance measures that allow the community to assess major aspects of the Groups of Activities

c) Performance targets for each measure

d) Any intended changes to the levels of service from the year prior to the long-term plan and the reasons for the changes

e) Reasons for any material change to the cost of a service.

Service, Quality and Cost

11 LOS do not operate in isolation. Council needs to consider the relationship between service, quality and cost when determining the services it wants DCC to provide. In broad terms:

- **Service** describes what DCC provides, including availability, frequency, coverage and timeliness.
- **Quality** describes the standard to which the service is delivered, including relevant professional, technical, statutory or compliance standards.
- **Cost** describes the resources required to provide the agreed service at the agreed quality.

12 Changing one element can affect the others. Increasing the availability or frequency of a service may increase operating or capital expenditure. Increasing a quality standard may require additional capability, assurance or investment. Reducing cost may require Council to accept a change in service, quality, risk or the delivery model.

13 Community satisfaction provides another important perspective but is not the same as service quality. Residents may be dissatisfied even where an agreed technical or service standard has been met. Conversely, high satisfaction does not demonstrate that a service has met its statutory, technical or financial requirements.

14 Council may therefore consider service, quality, cost and community satisfaction together rather than relying on a single indicator to determine whether a service is performing well.

Changing Levels of Service

15 Council reviews LOS through the long-term plan process and may decide to increase, decrease or otherwise change them.

16 A proposed change should be considered alongside its consequences. Where Council proposes a material change, staff will identify the implications before Council makes a final decision. Depending on the activity, there may be implications for:

- operating and capital expenditure;
- rates, fees and charges;
- staffing or contractor requirements;
- asset condition and renewal requirements;
- service availability, frequency, coverage or response times;
- service quality;
- statutory, regulatory or consent requirements;
- health and safety and other risks; and
- customers and the wider community.

17 Some LOS have greater flexibility than others. Statutory requirements, consent conditions, regulatory requirements and applicable professional standards may establish minimum requirements that cannot easily be modified through a funding or service-level decision.

18 Changing a performance target does not necessarily change the underlying Level of Service. Council should first determine the service it wants DCC to provide and then set an appropriate measure and target for that commitment.

19 For example, where a facility must meet an applicable safety or professional standard, lowering a numerical performance target would not necessarily represent a change in Level of Service. Conversely, a change to facility availability, service frequency or response time may directly change the service received by the community.

DISCUSSION

Mandatory Groups of Activities

20 On 1 November 2026, the Local Government (Local Authority Reporting) Amendment Regulations 2026 came into force. The regulations amend the Local Government (Local Authority Reporting) Regulations 2014 and introduce eight mandatory groups of activities that councils must use when preparing long-term plans, annual plans and annual reports.

21 The eight mandatory groups are:

- Adaptation and emergency management;
- Community and recreational facilities;
- Governance, planning and reporting;
- Parks and reserves;
- Public regulatory services;
- Roading and transport;
- Waste management and minimisation; and
- Other.

22 Water supply, wastewater and stormwater are not included in the eight mandatory groups because they are subject to separate planning and reporting requirements under the Local Government (Water Services) Act 2025. The new mandatory groups therefore apply to the LTP, but not to the structure of the WSS. The proposed water services Levels of Service and performance measures have been reviewed alongside the LTP material so Council can consider the overall service-performance framework together.

23 The mandatory groups provide a more nationally consistent high-level structure for council planning and reporting and are intended to improve transparency, accountability and comparability across local government.

24 Although the eight groups are mandatory, the regulations permit councils to set their own sub-groups of activities, provided they are recorded within one of the eight groups. Staff have not prepared any sub-groups but could do this at Council's direction.

25 The 'Other' activities group is designed to be used for activities that are not considered core services. Core services identified by the LGA include network infrastructure, public transport services, waste management and minimisation, civil defence emergency management, libraries, museums, reserves and other community and recreational facilities.

26 DCC's existing services and activities have been reorganised into the new mandatory groups, ensuring alignment with guidance from the Ministry of Cities, Environment, Regions and Transport (MCERT) and the broader sector's approach, and in collaboration with DCC activity managers and the Finance team. Activities that could reasonably sit within more than one group have generally been allocated according to their primary purpose.

27 The list of DCC's services and activities organised into the new mandatory groups is at Attachment A.

28 The mandatory groups of activities influence the structure of the LTP and provide the foundation for LOS reporting. The new groups change how DCC presents and reports its activities but do not, by themselves, change how services are organised or delivered.

29 The groups have been aligned with Council's community outcomes, draft budgets (capital and operational), and proposed levels of service and performance measures.

Levels of Service review

30 Staff have reviewed the LOS and associated performance measures and targets in the 9 year plan 2025-34 as part of developing the draft LTP and WSS.

31 The proposed LOS and performance measures are set out in Attachments B–J, including the separate water services material for the WSS.

Review process

32 Staff have worked with activity managers to review existing service commitments and performance measures. The review considered whether measures remain material, meaningful, measurable and relevant, whether DCC can materially influence performance, and whether there are gaps in accountability.

33 Staff applied the following tests when considering formal performance measures:

- **Material**: does the measure relate to an important service the community can reasonably expect DCC to provide?
- **Controllable**: can DCC materially influence achievement?
- **Measurable**: can performance be assessed consistently and reliably?
- **Accountable**: would failure to meet the target provide meaningful evidence that DCC had not delivered the stated service?
- **Non-duplicative**: is the measure best reported through the long-term plan rather than another established Council reporting mechanism?

34 Not everything that is important to Council therefore should be a formal Level of Service measure. This approach allows the long-term plan performance framework to focus on the major services Council has committed to provide and whether DCC is delivering them.

35 The review identified 9 year plan LOS that are better presented as contextual information rather than as formal Levels of Service. These include:

- Residents' Opinion Survey measures and results
- Visitor numbers and service utilisation

Residents' Opinion Survey

36 The Residents' Opinion Survey remains an important source of information about how residents perceive Council and its services. Results will continue to be monitored and reported.

37 Staff generally do not recommend applying formal performance targets to satisfaction results unless there is a clear and material connection between the result, the service commitment and matters DCC can reasonably influence. Satisfaction can be influenced by the quality and availability of a service, but also by expectations, affordability, awareness, individual experience

and wider perceptions of Council. It is therefore not, by itself, a direct measure of whether DCC delivered the stated service commitment.

38 This distinction is particularly relevant to Public Regulatory Services. A correct and lawful regulatory decision may not result in a satisfied applicant, while high satisfaction does not itself demonstrate that a decision was lawful, consistent or technically sound.

39 Material changes in satisfaction will remain an important signal for Council and staff to consider alongside service, quality, cost and operational performance.

Visitor numbers and service utilisation

40 Visitor and utilisation information for libraries, museums, galleries, pools and other facilities provides important evidence about demand, reach and participation.

41 DCC can influence use through service quality, accessibility and attractiveness but cannot fully control whether people choose to use a service or facility.

42 The proposed framework will therefore continue to show relevant utilisation trends but will not treat them as formal performance measures. This distinguishes between providing the agreed service and how much the community chooses to use it.

Presenting the whole performance story

43 The review identified the need for planning and reporting on services and activities in a way that combines service commitments and formal performance measures with information about service context, community satisfaction, trends, utilisation and cost. This approach provides a broader picture of performance without requiring every indicator to be treated as a LOS.

44 The proposed performance framework would:

- retain major service commitments and statutory measures where they remain relevant;
- add measures where there is a material accountability gap;
- remove measures that are duplicated, do not provide reliable evidence of service delivery, are largely outside DCC's control or are better reported as operational information; and
- separate formal performance measures from customer satisfaction, utilisation and other information that helps explain service performance.

45 Staff propose organising performance information into the following categories so that service commitments and supporting context are transparent and understandable to the community.

- **What you can expect** describes the major service commitment DCC makes to the community.
- **What you should know** explains the service, including its scope and relevant context.
- **What you think** presents relevant Residents' Opinion Survey or other customer satisfaction information.

- **Trends and supporting data** may include demand, utilisation, participation, asset or other performance information that helps explain what is happening with the service.

- **What it costs** provides headline financial information about the resources required to deliver the service and how it is funded. This information currently reflects 2026/27 budgets but will be updated to 2027/28 figures following consultation and confirmation of operational budgets.

- **Performance measures and targets** assess whether DCC has delivered the major service commitments identified for each activity.

46 The framework would allow Council to consider the relationship between service, quality and cost. Increasing a Level of Service or its quality may require additional funding or a change in how the service is delivered. Conversely, reducing cost may require a change in service, quality, risk or the delivery model.

47 Other information, including satisfaction, utilisation, operational data and financial information, remains important to understanding performance but does not require a formal target to be useful or transparent.

Proposed changes

48 Staff applied the criteria in paragraphs 32-33 to each existing and proposed performance measure.

a) Staff retained measures that represent a major ongoing service commitment, are required by legislation or provide reliable evidence of service delivery. Staff added measures where the review identified a material accountability gap.

b) Staff propose removing measures where they:

- duplicate other information or reporting;
- primarily measure operational activity;
- are substantially outside DCC's control;
- measure demand or utilisation rather than delivery of the agreed service;
- are satisfaction measures better presented as community perception information; or
- no longer provide meaningful evidence of service delivery.

49 The proposed Levels of Service and performance measures are contained in Attachments B–J.

50 Attachment K provides a consolidated schedule showing proposed changes from the 9 year plan 2025–34. Each measure has been identified as retained, amended, new or removed so Council can clearly see the movement from the existing framework.

51 Table 1 below summarises the scale of the proposed changes. Attachment K provides the measure-by-measure changes and the rationale for each proposed amendment, addition or removal.

***Table 1**: Summary of changes*

Changes	Number of LOS
Retained unchanged	21
Amended	65
New	16
Moved to contextual information	23
Removed	54
Total proposed measures	102 (cf. 163 in 9YP)

52 The vast majority of 'amended' LOS have had changes to the LOS statement wording. Fifteen of the 'amended' LOS have had changes to performance measures and/or targets.

Reporting on performance

53 Staff propose reporting to Council six-monthly on performance against the approved Levels of Service, supported by relevant satisfaction, utilisation, financial and operational information where this provides material context.

54 The six-monthly reporting cycle will not replace existing exception reporting. Material statutory non-compliance, significant service failures, health and safety matters or other matters requiring Elected Member oversight will continue to be reported through the appropriate Council or committee reporting arrangements.

55 The Annual Report will provide the full-year assessment against the approved performance measures and targets.

56 Removing information from the formal LOS framework does not mean DCC will stop collecting or monitoring it. Staff will continue to collect operational, customer, utilisation, asset and other performance information where it supports effective service management, statutory obligations, strategic monitoring or reporting to Council.

57 The amount and frequency of operational information collected will reflect its management and reporting value and the cost of collection. Staff will not continue collecting information solely because it has historically been collected where it is duplicated, no longer reliable or does not serve a clear operational, statutory or reporting purpose.

OPTIONS

58 The options below relate to LOS. Options have not been provided for Groups of Activities as Council is required to use new mandatory groups in planning and reporting. Council may direct staff to develop sub-groups if it wishes to do so.

Option One – Approve the proposed Levels of Service and performance measures (Recommended Option)

59 This option approves the proposed Levels of Service and performance measures for incorporation into the draft Long Term Plan 2027-37 or Water Services Strategy 2027-37, as relevant.

Advantages

- clearly describes the major services the community can expect DCC to provide;
- focuses formal targets on meaningful measures of service delivery;
- retains visibility of contextual information, including satisfaction and utilisation;
- enables Council to identify where it wishes to consider a higher or lower Level of Service; and
- provides a clearer framework for performance reporting.

Disadvantages

- requires establishment of new data collection and reporting arrangements for new performance measures;
- revised performance measures and targets are not directly comparable to those in the 9 year plan 2025-34; and
- Councillors may consider that additional aspects of individual services should have formal targets.

Option Two – Retain the existing Levels of Service and performance measures, subject to changes required by legislation (Status Quo)

60 Council could retain the existing approach, subject to changes required by the mandatory groups of activities and other statutory requirements.

Advantages

- provides greater continuity with the 9 year plan 2025-34;
- maintains greater historical comparability for measures that have been consistently reported over time; and
- retains established data collection and reporting arrangements for existing measures.

Disadvantages

- retains formal measures that do not necessarily demonstrate whether or not DCC delivered the underlying service;
- creates greater potential for duplication with strategic, programme and operational reporting;
- makes service, quality and cost trade-offs less visible; and
- provides Council and the community with a less focused picture of service performance.

Option Three – Request further changes to the proposed Levels of Service and performance measures

61 Council could identify additional, amended or removed Levels of Service or performance measures and request that staff report back on the implications before the framework is incorporated into the draft Long Term Plan 2027-37 and Water Services Strategy 2027-37.

Advantages

- enables Council to address specific service commitments or accountability gaps it considers are not adequately covered; and
- provides an opportunity to consider alternative Levels of Service before the draft Long Term Plan 2027-37 and Water Services Strategy 2027-37 are completed.

Disadvantages

- may delay completion of the performance framework and associated Long Term Plan and Water Services Strategy material;
- may require further work to develop measures, establish reliable baselines and determine appropriate targets; and
- may increase the number of formal measures or duplicate other reporting if the criteria in this report are not applied consistently.

NEXT STEPS

62 The mandatory groups of activities will be used to guide the structure of the Long Term Plan 2027-37, including LOS statements and performance measures.

63 Subject to Council approval and community consultation, staff will incorporate the proposed Levels of Service and performance measures into the draft Long Term Plan 2027-37 and Water Services Strategy 2027-37.

64 Where Council seeks a change to a proposed Level of Service, staff will assess the associated service, quality, financial, asset, statutory and risk implications and report these back as part of developing the draft Long Term Plan 2027-37 or Water Services Strategy 2027-37, as applicable.

65 Performance targets remain provisional and will be aligned to the associated budgets, affordability and Levels of Service. Targets will be presented to Council for consideration in January 2027.

Signatories

Author:	Janet Fraser - Corporate Planner
Authoriser:	Paul Henderson - General Manager Corporate and Regulatory Services

Attachments

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SUMMARY OF CONSIDERATIONS

Fit with purpose of Local Government

This decision enables democratic local decision making and action by, and on behalf of communities and meets the current and future needs of communities for good-quality, cost-effective and local infrastructure, public services and regulatory functions.

Fit with core services of Local Government
This decision relates to:

- ✓ Network infrastructure
- ☐ Public transport services
- ✓ Solid waste collection and disposal
- ✓ Waste minimisation
- ✓ Emergency management
- ✓ Libraries, museums and cultural facilities
- ✓ Parks, reserves and recreational facilities
- ☐ None of the above

The Groups of Activities and Levels of Service apply across all major areas of DCC.

Fit with strategic framework

	Contributes	Detracts	Not applicable
Social Wellbeing Strategy	✓	☐	☐
Economic Development Strategy	✓	☐	☐
Environment Strategy	✓	☐	☐
Arts and Culture Strategy	✓	☐	☐
3 Waters Strategy	✓	☐	☐
Future Development Strategy	✓	☐	☐
Integrated Transport Strategy	✓	☐	☐
Parks and Recreation Strategy	✓	☐	☐
Other strategic projects/policies/plans	☐	☐	☐

Groups of Activities are mapped to Council's Community Outcomes and, along with the strategic framework, are integrated into DCC's overall performance framework.

Māori Impact Statement

The adoption of Te Taki Haruru Māori Strategic Framework signals Council's commitment to mana whenua and to its obligations under the Treaty of Waitangi. Mana whenua and mātāwaka will have an opportunity to engage with the LTP and WSS consultation process.

Sustainability

The draft Long Term Plan 2027-37 contains Council's approach to sustainability.

LTP/Annual Plan / Financial Strategy /Infrastructure Strategy

Further amendments to draft Long Term Plan 2027-37 and Water Services Strategy 2027-37 LOS statements, measures, and targets may be made following budget decisions agreed by Council.

SUMMARY OF CONSIDERATIONS
Financial considerations Development of the proposed framework is being undertaken within existing Long Term Plan development budgets. Some proposed new performance measures may require additional data collection or reporting capability. These requirements and any associated costs will be assessed before the measures and targets are presented to Council for final adoption.
Significance The decisions in this report are considered medium significance under the Council's Significance and Engagement Policy. The proposed framework applies across DCC's major services and affects how performance will be reported publicly. However, the allocation of activities to the mandatory groups does not, by itself, change service delivery or funding. The proposed Levels of Service will be included in the draft LTP and WSS and will be subject to the applicable statutory consultation processes. Council must use the Special Consultative Procedure when adopting its LTP.
Engagement – external No external engagement has been undertaken specifically on the proposed framework at this stage. The proposed Levels of Service will be included in the draft LTP and WSS and will be subject to the applicable statutory consultation processes.
Engagement - internal Activity managers and the Finance team have been involved in reviewing the proposed Levels of Service and performance measures. The draft material has also been considered through the wider LTP and WSS development process.
Risks: Legal / Health and Safety etc. There is a risk that the revised framework reduces historical comparability or is perceived as reducing transparency where existing measures are removed. This is mitigated through Attachment K, continued reporting of material satisfaction and utilisation information, retention of historical results where relevant, and six-monthly performance reporting. There is also a delivery risk where new measures require data sources, baselines or reporting arrangements that are not yet established. Proposed measures will be validated before final adoption, and targets will not be confirmed until reliable baselines and associated resource implications have been assessed.
Conflict of Interest There are no known conflicts of interest.
Community Boards LOS potentially affect all of Dunedin's communities, including those with Community Boards.

Groups of Activities

LONG TERM PLAN

Mandatory Group	Rationale for delivery	Activities within Group
Adaptation and Emergency Management	Our climate is changing, and this will influence how we plan, design and deliver services across Ōtepoti Dunedin. We provide adaptation and emergency management services so we can anticipate risks, prepare for and respond to emergencies, and support our communities to adapt. By working together across DCC and with our partners, we can reduce harm and strengthen resilience.	• Civil Defence • Climate Adaptation and Resilience • Zero Carbon
Community and Recreational Facilities	Community and recreational facilities provide places, services and essential facilities that support recreation, learning, culture, community life and the everyday needs of residents and visitors. They also help preserve and share Dunedin's heritage, collections and stories for current and future generations.	• Aquatic services • Dunedin Public Art Gallery (DPAG) • Toitū Otago Settlers Museum • Lan Yuan Dunedin Chinese Garden • Olveston Historic Home • Dunedin Public Libraries • Community halls and facilities • Recreational property • Operational property • Property management • Otago Museum Levy
Governance, Planning and Reporting	Governance, planning and reporting supports effective democratic decision-making, transparent and accountable local government, and informed planning for Dunedin's future.	• Business Information Services • City development • City growth • Civic and Governance • Commercial Services • Corporate Leadership • Corporate Policy • Council communications and marketing • Customer services • Finance • Fleet operations • Health and safety • Legal • Mana Ruruku • People and capability • Quality Improvement
Parks and Reserves	DCC's parks, reserves and recreation spaces contribute to the community's quality of life by providing places for recreation, play, sport, learning and connection with nature. They also protect and enhance valued green spaces and facilities for current and future generations.	• Botanic Garden • Parks and Reserves • Cemeteries and Crematorium
Public Regulatory Services	Public Regulatory Services protects people, property and the environment, helps ensure activities across Dunedin are undertaken safely and lawfully, and provides information to support informed decisions about land and property.	• Building Services • Resource Consents • Animal Services • Environmental Health • Alcohol Licencing

Mandatory Group	Rationale for delivery	Activities within Group
Roading and Transport	Dunedin's transport network enables people and goods to move safely and efficiently around the city and provides access to homes, businesses, services and community facilities. DCC plans, provides and maintains the local transport network to meet the city's current and future transport needs and its legislative requirements.	• Transport • Parking Operations • Parking Services (Enforcement)
Waste Management and Minimisation	We work to promote public health and minimise impacts on the environment.	• Landfills • Refuse, Recycling and Litter • Waste Strategy • Waste Support Services
Other Activities	Other Activities supports Dunedin's communities and economy by helping people and businesses to thrive, promoting the city, supporting arts, culture and events, and providing property, housing and other services that meet community needs.	• Community Housing • Ara Toi Creative Partnerships • City of Literature • Community Partnerships • Housing Policy • Economic Development • City Marketing • isite Visitor Centre • Events • Advisory services • Community property • Community road safety • Holding property • Investments

WATER SERVICES STRATEGY

Mandatory Group	Rationale for delivery	Activities within Group
Water Supply	By delivering a reticulated water system, the DCC ensures that every customer connected to the network receives adequate quantities of safe water with a minimal impact on the environment and at an acceptable financial cost.	3 Waters - Water Supply
Wastewater	The DCC protects public health and safety by delivering effective wastewater services to every customer connected to the network with a minimal impact on the environment and at an acceptable financial cost.	3 Waters - Wastewater
Stormwater	Effective management of stormwater is essential to prevent the flooding of properties and businesses. Controls are also necessary to ensure that stormwater does not become excessively contaminated and cause pollution of the watercourses, the harbour and the ocean.	3 Waters - Stormwater

He putaka wai
Water supply

WHY WE DO IT

By delivering a reticulated water system, the DCC ensures that every customer connected to the network receives adequate quantities of safe water with a minimal impact on the environment and at an acceptable financial cost.

COMMUNITY OUTCOMES

The 3 Waters – Water Supply group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

We collect, store, treat and distribute drinking water to homes, businesses and fire hydrants across Dunedin. Four registered drinking water supplies draw water from 10 consented sources. Raw water is stored in nine dams and treated at six water treatment plants. We distribute treated water through 1,700 km of pipeline, supported by 21 pump stations and 65 treated water reservoirs.

Most properties receive drinking water through the reticulated network, although some residents use bore water, surface water, or other private water sources.

The Commerce Commission monitors water services pricing and quality.

MEASURING PERFORMANCE

What you can expect: DCC provides a water supply that is safe to drink.

What you should know: Taumata Arowai regulates the quality requirements of our drinking water. The Drinking Water Quality Assurance Rules (DWQAR) set minimum requirements for treatment, monitoring and reporting to help ensure drinking water is safe. Compliance is assessed and reported for each of DCC's four registered drinking water supplies as a percentage of applicable requirements achieved during the reporting period.

Supply Name	Registered population
Dunedin City	**112,515**
Outram	**750**
Waikouaiti	**1,642**
West Taieri	**450**

Non-compliance can occur when treatment, monitoring, sampling or reporting requirements are not fully met and does not necessarily indicate that water was unsafe. Where there is a risk that drinking water may be unsafe, we implement precautionary measures and notify consumers. No consumer notices were required during 2025/26.

Performance Measure		Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Compliance with DWQAR (h) 4.10.1 T3 Bacterial Rules	Dunedin City	99.6%	100%	100%	100%	100%	100%
	Outram	100%	100%	100%	100%	100%	100%
	Waikouaiti	100%	100%	100%	100%	100%	100%
	West Taieri	100%	100%	100%	100%	100%	100%
Compliance with DWQAR (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Dunedin City	100%	100%	100%	100%	100%	100%
	Outram	100%	100%	100%	100%	100%	100%
	Waikouaiti	100%	100%	100%	100%	100%	100%
	West Taieri	100%	100%	100%	100%	100%	100%
Compliance with DWQAR (i) 4.10.2 T3 Protozoal Rules	Dunedin City	99.9%	100%	100%	100%	100%	100%
	Outram	99.9%	100%	100%	100%	100%	100%
	Waikouaiti	95.0%	100%	100%	100%	100%	100%
	West Taieri	100%	100%	100%	100%	100%	100%

What you can expect: Service calls are responded to promptly.

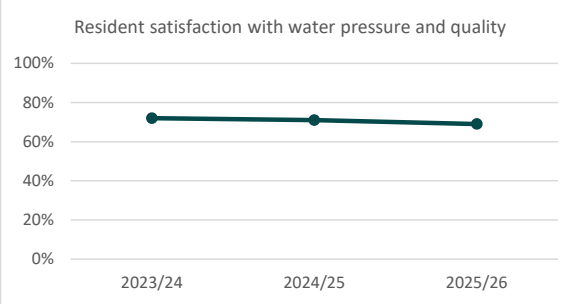
What you should know: Customers contact DCC's Customer Service Centre approximately 3,200 times each year to report water supply faults and service issues. DCC's network maintenance contractor responds to these requests, with performance monitored against response and resolution times based on the urgency and priority of the issue.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Median attendance time for urgent callouts: from the time that notification is received, to the time that the service personnel reach the site (mandatory measure)	37 minutes	<60 minutes	<60 minutes	<60 minutes	<60 minutes	<60 minutes
Median resolution time of urgent callouts: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption (mandatory measure)	82 minutes	<240 minutes	<240 minutes	<240 minutes	<240 minutes	<240 minutes
Median attendance time for non-urgent callouts: from the time that notification is received to the time that the service personnel reach the site (mandatory measure)	0.73 days (1,052 minutes)	Within 3 working days	Within 3 working days	Within 3 working days	Within 3 working days	Within 3 working days
Median resolution time of non-urgent callouts: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption (mandatory measure)	1.01 days (1,460 minutes)	Within 7 working days	Within 7 working days	Within 7 working days	Within 7 working days	Within 7 working days

What you can expect: Customers are satisfied with drinking water service.

What you should know: Our four water supplies service 46,323 residential properties and 3,808 metered commercial customers. Complaints are recorded by topic, in 2025/26 we received a total of 625 complaints: 80 clarity, 5 taste, 8 odour, 112 pressure or flow, 388 continuity of supply and 32 complaints about our service. These are reported as total complaints per 1,000 rated properties.

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Total number of complaints per 1000 properties received by Council about: a) Drinking water clarity b) Drinking water taste c) Drinking water odour d) Pressure or flow e) Continuity of supply f) Council's response to any of these issues per 1,000 properties served per year (mandatory measure)	13.49 per 1,000 properties	<15 per 1,000 properties	<15 per 1,000 properties	<15 per 1,000 properties	<15 per 1,000 properties	<15 per 1,000 properties

What you can expect: Water resources are used efficiently and sustainably.

What you should know: Non-residential properties are metered, but residential properties are not. Current average residential water use is based on a small, non-representative sample of 358 voluntarily metered properties. This data is used to estimate average consumption per resident and is used in the calculation of real water loss. Water consumption monitoring improvements are underway.

Real water loss includes water lost through leaks in the network, and other losses such as those caused by inaccurate metering. Confidence in this data is low due to limited residential metering, and water losses could be higher than this measure indicates.

Like other Councils, DCC has a backlog of asset renewals, which are assets that are overdue for replacement based on their design life. This is being addressed by spreading renewal investment over time to balance affordability for ratepayers while aiming to remove the backlog by 2055. Progress is measured using the Asset Sustainability Ratio, which compares projected renewal spending with projected depreciation. A ratio above 100% shows that the backlog is being reduced and the renewals programme is replacing assets in line with the rate of asset deterioration.

$8.6m fees funded / $44.7m rates funded in 2026/27

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Asset Sustainability Ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating	116%	New measure	≥ 100%	≥ 100%	≥ 100%	≥ 100%
The average consumption of drinking water per day per resident (mandatory measure)	271 litres per day	<240 litres	<240 litres	<240 litres	<240 litres	<240 litres
The percentage of real water loss from the networked reticulation system (mandatory measure) *Calculation method 1. Treatment plant production, minus nondomestic, minus domestic, minus known unbilled = Estimated non-revenue water 2. Estimated non-revenue water divided by periods' treatment plant production = Percentage real water loss*	12%	<20%	<20%	<20%	<20%	<20%

Pūnaha parakāika me te parawai
Wastewater

WHY WE DO IT

The DCC protects public health and safety by delivering effective wastewater services to every customer connected to the network with a minimal impact on the environment and at an acceptable financial cost.

COMMUNITY OUTCOMES

The 3 Waters – Wastewater group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

Wastewater is the dirty water discharged from toilets, kitchens, bathrooms and laundries in dwellings and commercial premises. It also includes trade waste discharged from industrial premises into public sewers.

We collect, transport, treat and dispose of wastewater from homes and businesses across Dunedin. Seven wastewater schemes collect domestic wastewater and trade waste from more than 51,000 connected properties and 823 trade waste customers. We transport wastewater through 932 km of pipeline and 80 pump stations to seven wastewater treatment plants, where it is treated before being discharged to the environment under 18 resource consents.

MEASURING PERFORMANCE

What you can expect: Wastewater is managed without adversely affecting the quality of the receiving.

What you should know: The Otago Regional Council (ORC) monitors our compliance with resource consents for wastewater discharges to the ocean, land and air (incineration of sludges). It also monitors consented wastewater network overflows used to manage flows during wet weather.

A dry weather sewage overflow is an unplanned discharge or leak of sewage from the wastewater network during dry weather, usually caused by a blockage or broken pipe.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
The number of dry weather wastewater overflows from the wastewater system, expressed per 1,000 wastewater connections to that wastewater system (mandatory measure)	1.97	0	0	0	0	0
Compliance with DCC resource consents for discharge from its wastewater system measured by the number of abatement notices, infringement notices, enforcement orders and convictions (mandatory measure)	0	0	0	0	0	0

What you can expect: Service calls related to wastewater are responded to promptly.

What you should know: Customers contact DCC's Customer Services Centre approximately 300 times per year to report wastewater faults and service issues. DCC's network maintenance contractor responds to these requests. We monitor and report on time to site and time to resolve issues.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Median attendance time when the DCC attends to wastewater overflows resulting from a blockage or other fault in the wastewater system (from the time notification is received to the time that service personnel reach the site) (mandatory measure)	33 minutes	<60 minutes	<60 minutes	<60 minutes	<60 minutes	<60 minutes
Median resolution time when the DCC attends to wastewater overflows resulting from a blockage or other fault in wastewater system (from the time notification is received to the time that service personnel confirm resolution of the blockage or other fault) (mandatory measure)	157 minutes	<240 minutes	<240 minutes	<240 minutes	<240 minutes	<240 minutes

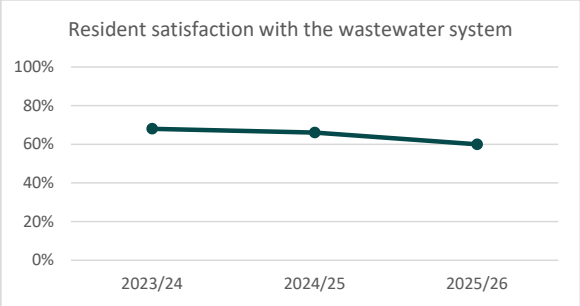
What you can expect: The wastewater service is reliable, and the Council is responsive to customer concerns.

What you should know: The Commerce Commission is the economic regulator for water services and monitors information about service performance, expenditure, investment and pricing. Complaints are recorded by topic; in 2025/26 we received a total of 220 complaints: 24 odour, 79 system faults, 109 blockages, and 8 about our response. These are reported as total complaints per 1,000 rated properties.

Like other Councils, DCC has a backlog of asset renewals, which are assets that are overdue for replacement based on their design life. This is being addressed by spreading renewal investment over time to balance affordability for ratepayers while aiming to remove the backlog by 2055. Progress is measured using the Asset Sustainability Ratio, which compares projected renewal spending with projected depreciation. A ratio above 100% shows that the backlog is being reduced and the renewals programme is replacing assets in line with the rate of asset deterioration.

$1.4m fees funded / $52.7m rates funded in 2026/27

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Asset Sustainability Ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating	105%	New measure	≥ 100%	≥ 100%	≥ 100%	≥ 100%
Total number of complaints per 1000 properties received by Council per year about: a) Wastewater odour b) Wastewater system faults c) Wastewater system blockages	4.31 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections	<5 per 1,000 connections

d) Council's response to any of these issues (mandatory measure)						

Wai marakai
Stormwater

WHY WE DO IT

Effective management of stormwater is essential to prevent the flooding of properties and businesses. Controls are also necessary to ensure that stormwater does not become excessively contaminated and cause pollution of the watercourses, the harbour and the ocean.

COMMUNITY OUTCOMES

The 3 Waters – Stormwater group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

Stormwater is rainwater that flows across the ground and does not get absorbed into the soil. It flows into stormwater pipes and streams, and from there into the sea.

We collect and manage stormwater to reduce flooding risks and protect public safety. Ten stormwater catchments serve more than 50,000 connected properties through 397 km of pipeline and 11 pump stations. Stormwater is discharged to the environment under 11 resource consents, while private watercourses also form part of the wider stormwater network.

MEASURING PERFORMANCE

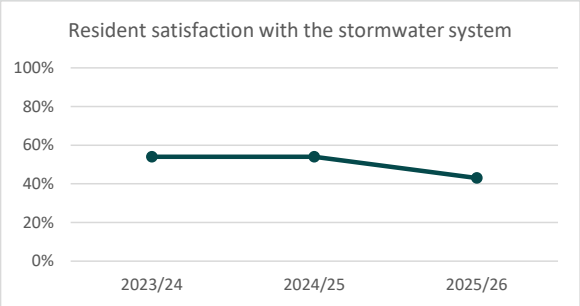
What you can expect: Stormwater services perform adequately and reliably.

What you should know: Habitable floor flooding means floodwater is entering the floor area of a building, including a basement. It does not include stand-alone garages or garden sheds.

Like other Councils DCC has a backlog of asset renewals, which are assets that are overdue for replacement based on their design life. This is being addressed by spreading renewal investment over time to balance affordability for ratepayers while aiming to remove the backlog by 2055. Progress is measured using the Asset Sustainability Ratio, which compares projected renewal spending with projected depreciation. A ratio above 100% shows that the backlog is being reduced and the renewals programme is replacing assets in line with the rate of asset deterioration.

$159k fees funded / $16.9m rates funded in 2026/27

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Asset Sustainability Ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating	73%	New measure	≥ 100%	≥ 100%	≥ 100%	≥ 100%
The number of flooding events that occur in Dunedin (the DCC territorial authority district) (mandatory measure)	0	0	0	0	0	0
For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system) (mandatory measure)	0	0	0	0	0	0

What you can expect: Stormwater is managed without adversely affecting the quality of the receiving environment.

What you should know: Otago Regional Council (ORC) regulates our stormwater discharges and monitors compliance with resource consents for discharges to waterways and Otago Harbour.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Compliance with DCC resource consents for discharge from its stormwater system measured by the number of abatement notices, infringement notices, enforcement orders and convictions (mandatory measure)	0	0	0	0	0	0

What you can expect: Service calls are responded to promptly.						
What you should know: Stormwater call volumes vary depending on the severity of the weather event. Our network maintenance contractor responds to these requests. We monitor and report on time to site from time of notification of flooding.						
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
The median response time to attend a flooding event, measured from the time that notification is received to the time that service personnel reach the site (mandatory measure)	0 minutes (no flood events)	<60 minutes	<60 minutes	<60 minutes	<60 minutes	<60 minutes
The number of complaints received about the performance of the stormwater system, expressed per 1,000 properties connected to the stormwater system (mandatory measure)	0.32 complaints per 1,000 connections	<1 complaint per 1,000 connections	<1 complaint per 1,000 connections	<1 complaint per 1,000 connections	<1 complaint per 1,000 connections	<1 complaint per 1,000 connections

Adaptation and Emergency Management

WHY WE DO IT

Our climate is changing, and this will influence how we plan, design and deliver services across Ōtepoti Dunedin. We provide adaptation and emergency management services so we can anticipate risks, prepare for and respond to emergencies, and support our communities to adapt. By working together across DCC and with our partners, we can reduce harm and strengthen resilience.

COMMUNITY OUTCOMES

The Adaptation and Emergency Management group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

Dunedin City Council (DCC) plays a key role in emergencies in Dunedin, supported by Emergency Management Otago (EMO). When an emergency happens, DCC may activate the Emergency Operations Centre (EOC) – where staff coordinate or support the response and help meet the needs of the community.

The Climate Adaptation and Resilience team supports all DCC teams to understand climate impacts, plan ahead and integrate resilience into everyday work, projects, and major investments. The South Dunedin Future (SDF) programme will continue with its workplan through to mid-2027. A citywide climate resilience framework (CRF) is being developed to guide a coordinated approach for preparing Ōtepoti Dunedin for a changing climate.

Adaptation alone cannot address all climate risks. Reducing greenhouse gas emissions is essential to limit the scale of future climate change and keep adaptation achievable and affordable. DCC seeks to reduce greenhouse gas emissions from its own operations and supports emissions reduction across the wider community, with targets and plans for both DCC and city emissions. The Zero Carbon team supports DCC teams to integrate emissions considerations into decision-making, policy and operational activities. The team also works collaboratively with businesses, communities and partner organisations through initiatives such as the Zero Carbon Alliance and Business Support Programme to support city-wide emissions reduction.

MEASURING PERFORMANCE

Civil defence

What you can expect: DCC maintains the capability to respond effectively to a civil defence emergency and activate its Emergency Operations Centre when required.

What you should know: DCC plays a key role in responding to emergencies in Dunedin, supported by Emergency Management Otago. This includes maintaining trained staff and the capability needed to operate an Emergency Operations Centre (EOC). When required, the EOC can be activated to coordinate or support the response and help meet the needs of the community.

$190k rates funded

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Time taken to activate once the Controller has made the decision to activate	N/A	< 60 mins	< 60 mins	< 60 mins	< 60 mins	< 60 mins
Meet Civil Defence Emergency Management (CDEM) minimum capability levels (4 controllers, 13 function leads and 42 team members) for Emergency Operations Centre functioning (annualised results)	Achieved	Achieve	Achieve	Achieve	Achieve	Achieve

Emissions reduction

What you can expect: DCC works to reduce greenhouse gas emissions from its own activities.

What you should know: DCC has a target to reduce its organisational emissions by 46.2% by 2029/30 compared with its 2018/19 baseline, and to achieve net zero emissions no later than 2050. Major emission sources include waste to landfill and wastewater treatment, along with contracted works, energy use, staff travel and fleet fuel use.

$878k rates funded

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Total DCC emissions, compared to 2018/19 baseline	30.7% reduction	34.2% reduction	Reduce year on year	Reduce year on year	46.2% reduction	Reduce year on year

Community and Recreational Facilities

WHY WE DO IT

Community and recreational facilities provide places, services and essential facilities that support recreation, learning, culture, community life and the everyday needs of residents and visitors. They also help preserve and share Dunedin's heritage, collections and stories for current and future generations.

COMMUNITY OUTCOMES

The Community and Recreational Facilities group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

The DCC provides, operates and maintains a range of community, recreational, cultural and essential public facilities, including aquatic facilities, libraries, museums and galleries, heritage and cultural facilities, cemeteries, community halls and public toilets. The DCC manages and provides access to significant collections, heritage places and cultural assets, and provides facilities for recreation, learning and community use.

The DCC also contributes to the governance and funding of the Otago Museum as one of four contributing local authorities under the Otago Museum Trust Board Act 1996.

MEASURING PERFORMANCE

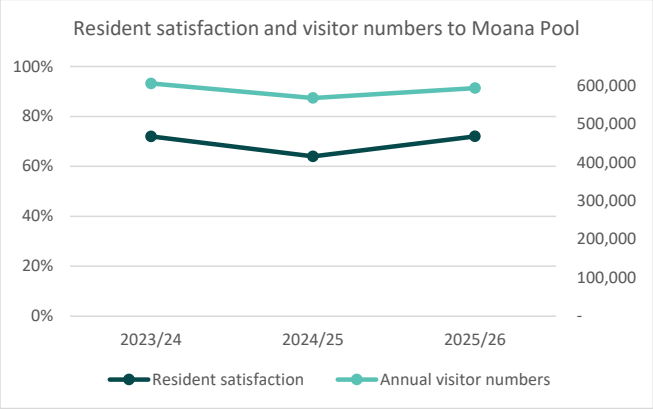
Aquatic facilities

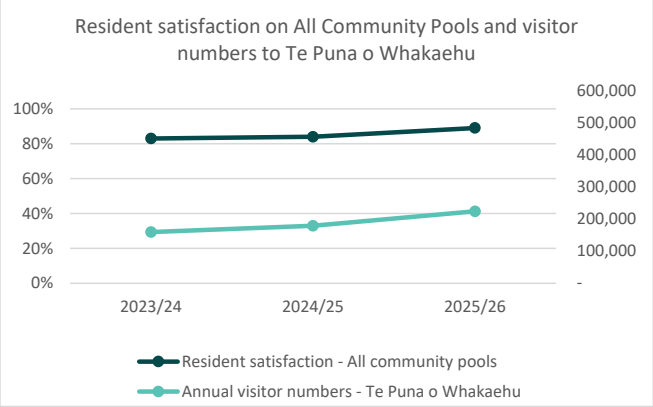
What you can expect: DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities.

What you should know: DCC operates four aquatic facilities across Dunedin, providing year-round and seasonal access to swimming and recreation. Aquatic Services also provides learn-to-swim, swimming coaching and other fitness and recreation programmes, and DCC pools maintain PoolSafe accreditation.

$4.9m fees funded / $9.7m rates funded as per 2026/27 budget

What you think:





Performance Measure		Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days open to the public:	Moana Pool	362	362	362	362	362	362
	Te Puna o Whakaehu	360	362	360	360	360	360
	St Clair Hot Salt Water Pool	179	170	170	170	170	170
	Port Chalmers Pool	186	185	185	185	185	185
DCC pools maintain "PoolSafe" accreditation		Achieved	Achieve	Achieve	Achieve	Achieve	Achieve

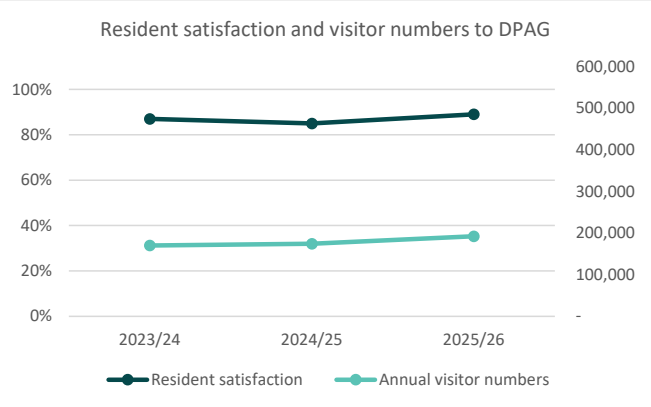
Dunedin Public Art Gallery (DPAG)

What you can expect: Dunedin Public Art Gallery provides access to nationally and internationally significant art through its permanent collection, changing exhibitions, and public and education programmes, while caring for its collection for current and future generations.

What you should know: Founded in 1884, making it New Zealand's first public art gallery, Dunedin Public Art Gallery is one of the country's leading visual arts institutions. The Gallery cares for, preserves, and shares nationally and internationally significant artworks and collections through exhibitions, education programmes, and public events. Professional collections care ensures these cultural assets are protected for future generations, while public access and learning opportunities support creativity, cultural wellbeing, and lifelong learning. The Gallery contributes to Dunedin's identity and reputation as a centre for arts, culture, and innovation.

$1.8m fees funded / $ 9.9m rates funded (DPAG, Toitū & Lan Yuan) as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of exhibitions presented each year	*New measure*	*New measure*	≥ 15 exhibitions	≥ 15 exhibitions	≥ 15 exhibitions	≥ 15 exhibitions
Number of days DPAG is open to the public	364	361	364	364	364	364
Percentage of DPAG's exhibition galleries that are committed to displays from their collection	60%	≥40%	≥40%	≥40%	≥40%	≥40%

Lan Yuan Dunedin Chinese Garden

What you can expect: DCC maintains and provides access to a world class cultural attraction that offers visitors an authentic Chinese garden experience, cultural programming and opportunities to learn about Chinese heritage, architecture and horticulture.

What you should know: Lan Yuan is New Zealand's only authentic traditional Chinese garden and is recognised as one of Dunedin's premier visitor attractions. The Garden celebrates the significant contribution of Chinese culture and heritage to Dunedin and Otago. It is also a symbol of the Sister City relationship between Dunedin and Shanghai, reflecting the strong cultural and economic connections between the two cities. The Garden contributes to Dunedin's cultural vibrancy, supports tourism and economic development, and provides cultural, educational, and community benefits for residents and visitors.

$1.8m fees funded / $ 9.9m rates funded (DPAG, Toitū & Lan Yuan) as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days per year that Lan Yuan is open to the public	364	361	364	364	364	364
Lan Yuan maintains a grading of '6-star' Garden of International Significance	Achieved	Achieve	Achieve	Achieve	Achieve	Achieve

Libraries

What you can expect: DCC provides accessible and inclusive library services, collections, spaces, programmes and events that support reading, learning, creativity and community connection.

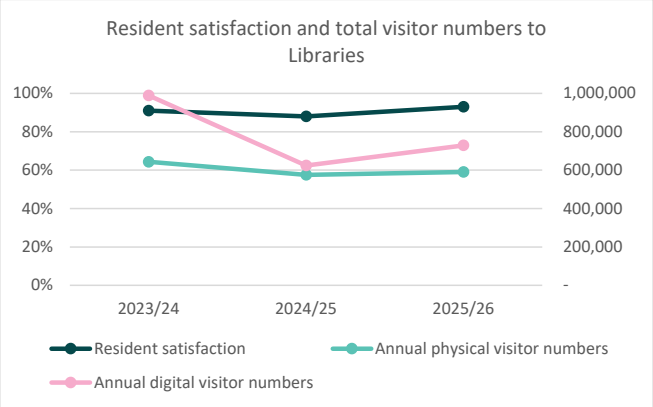
What you should know: Dunedin Public Libraries provides city and community libraries, mobile and home-based services, and access to physical and digital collections. Libraries also provide programmes, events and community spaces that support literacy, lifelong learning, creativity and community connection.

73% of library users have increased feelings of belonging to a community*

90% of users say our libraries increase their feelings of happiness and wellbeing*

93% of users say our libraries encourage their love of reading and books*

What you think:



*** Source: Public Libraries New Zealand Community Impact Survey, Dunedin results.**

Performance Measure		Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days open to the public:	City library	350	353	345	345	345	345
	Community libraries	296	300	292	292	292	292
	Mobile libraries	288	286	281	281	281	281
Number of programmes and events each year: Dunedin Public Libraries		4,050	2,000	3,500	3,500	3,500	3,500

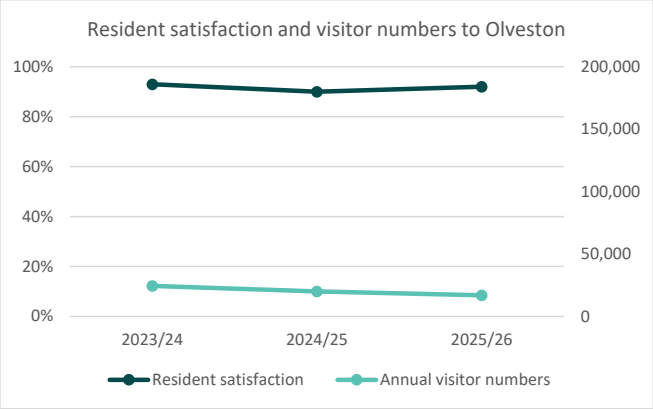
Olveston Historic Home

What you can expect: DCC maintains Olveston Historic Home and provides opportunities for visitors to experience one of New Zealand's finest heritage homes, including its collections, stories, and social history through guided tours, exhibitions, and public programmes.

What you should know: Olveston is one of Dunedin's most significant heritage attractions and a Category 1 historic place. Preserved largely as it was when occupied by the Theomin family, it provides a rare insight into the social, cultural, and economic history of Dunedin during the early twentieth century. The house, collections, and grounds are of national significance, contributing to Dunedin's reputation as a heritage city, supporting cultural tourism, and providing educational and community benefits for residents and visitors.

$604k fees funded / $535k rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days per year Olveston is open to the public	364	361	364	364	364	364
Number of public programmes (Talks, guided tours and events)	2,934	2,000	2,000	2,000	2,000	2,000

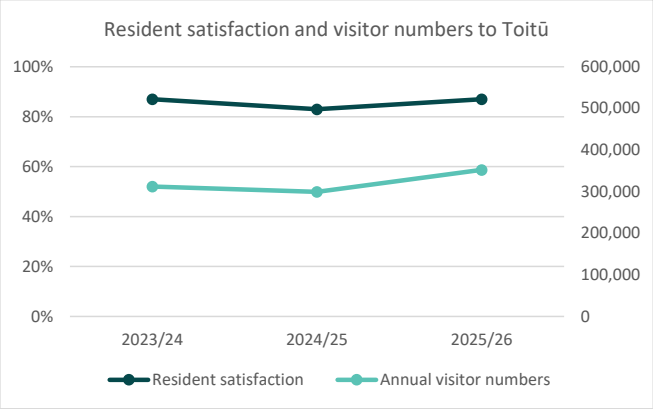
Toitū Otago Settlers Museum

What you can expect: Toitū Otago Settlers Museum provides opportunities for visitors to explore the stories, people, and events that have shaped Dunedin through exhibitions, collections, education programmes, public events, and research resources.

What you should know: Toitū Otago Settlers Museum is one of New Zealand's leading social history museums and a significant cultural attraction for Dunedin. The Museum collects, cares for, and shares the stories of Dunedin and its people. Through its collections, exhibitions, programmes, and digital engagement, Toitū supports learning, connection, and belonging, helping people understand the city's past and consider its future. It contributes to Dunedin's cultural identity, community wellbeing, and visitor economy while preserving the region's social history for future generations.

$1.8m fees funded / $ 9.9m rates funded (DPAG, Toitū & Lan Yuan) as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days per year Toitū is open to the public	364	361	364	364	364	364

Governance, Planning and Reporting

WHY WE DO IT

Governance, planning and reporting supports effective democratic decision-making, transparent and accountable local government, and informed planning for Dunedin's future.

COMMUNITY OUTCOMES

The Governance, Planning and Reporting group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

DCC supports Council, its committees and community boards, including democratic processes, elections, decision-making and statutory reporting requirements.

DCC prepares and maintains the plans, strategies and policies that guide the city's development and Council's activities, infrastructure, funding and financial management. It also provides communications and engagement, customer service, information management, official information services and liaison with mana whenua to support Council decision-making and community participation.

MEASURING PERFORMANCE

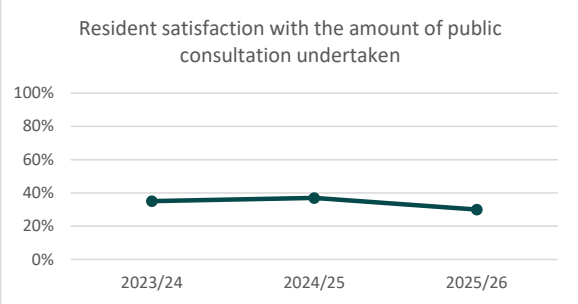
Public consultation

What you can expect: DCC regularly seeks feedback from residents about its services and activities, and provides opportunities for the community to have a say on matters that affect Dunedin.

What you should know: DCC undertakes resident surveys to understand community views and levels of satisfaction with Council services. Results are analysed and reported to Council and staff to help inform service delivery and decision-making.

DCC consults and engages with the community on a range of plans, proposals and decisions. The approach to consultation varies depending on the nature and significance of the matter and the legislative requirements that apply.

What you think:



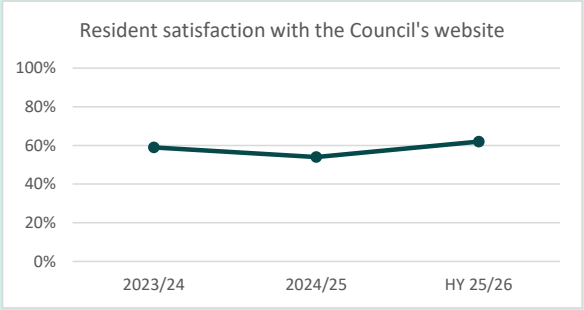
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Frequency of resident surveys, with results analysed and reported to Council and staff	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly

Website information

What you can expect: DCC provides accurate, accessible and up-to-date information about Council services, news and activities through its website.

What you should know: The DCC website provides information about Council services, news and events, and Council activities. Website quality is independently assessed annually, and key content is regularly reviewed to ensure it remains current.

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
The DCC website receives an 80% or higher score in the annual Web Audit	80.7%	80%	80%	80%	80%	80%
Content on the DCC website is reviewed yearly for the site sections 'Services', 'News and Events' and 'Council' with no more than 30% of content exceeding this timeframe	39.9%	30%	30%	30%	30%	30%

Democratic processes and official information

What you can expect: DCC supports open and transparent democratic processes and provides access to Council information in accordance with statutory requirements.

What you should know: DCC supports Council, committee and community board meetings by providing public notice of meetings and publishing agendas within required timeframes. DCC also responds to requests for official information under the Local Government Official Information and Meetings Act.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of requests under the Local Government Official Information and Meetings Act (LGOIMA) processed within the statutory timeframes	83%	100%	100%	100%	100%	100%
Percentage of Council, committee, and community board meetings advertised and agendas published, within the statutory timeframes	100%	100%	100%	100%	100%	100%

Mana whenua partnership

What you can expect: DCC works to give effect to Te Taki Haruru through its strategic and operational activities in partnership with mana whenua, through active engagement and investment in initiatives and events of cultural significance.

What you should know: Te Taki Haruru provides a framework for incorporating relevant commitments and perspectives into Council planning, decision-making and service delivery. DCC engages or partners with mana whenua on projects and decisions where their interests, priorities and responsibilities are relevant, supporting opportunities for meaningful participation in Council processes.

$926k rates funded as per 2026/27 budget

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of strategies, policies, plans and projects that include Te Taki Haruru	8	≥6	≥15	≥17	≥20	≥20
Number of programmes identified as a priority for mana whenua where they can engage at all phases of development	10	5	5	5	5	5
Number of partnership or co-investment models with mana whenua explored and developed	9	3	5	5	7	7

Parks and Reserves

WHY WE DO IT

DCC's parks, reserves and recreation spaces contribute to the community's quality of life by providing places for recreation, play, sport, learning and connection with nature. They also protect and enhance valued green spaces and facilities for current and future generations.

COMMUNITY OUTCOMES

The Parks and Reserves group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

DCC provides and maintains parks, reserves, playspaces, sports grounds, the Botanic Garden and cemetery services.

MEASURING PERFORMANCE

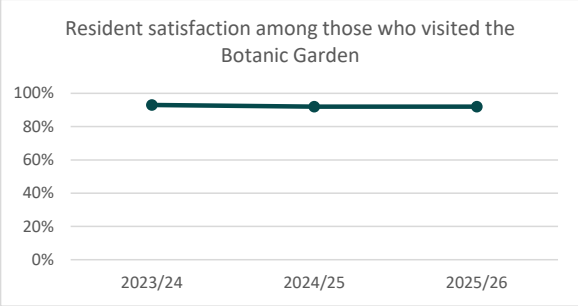
Botanic Garden

What you can expect: DCC maintains and provides access to a world-class Botanic Garden that offers opportunities for recreation, learning and community activities.

What you should know: The Dunedin Botanic Garden is maintained to retain its 6-Star Garden of International Significance rating, the highest rating awarded by the New Zealand Gardens Trust. The Gardens also provides visitor and education programmes that enable people to experience, learn about and enjoy its plant collections and environment.

$47k fees funded / $3.8m rates funded as per 2026/27 budget

What you think:



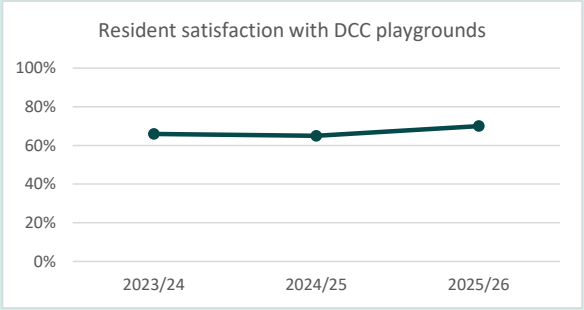
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Maintain a grading of '6-Star' Garden of International Significance	Achieved	Achieve	Achieve	Achieve	Achieve	Achieve
Number of visitor or education programmes	23	20	20	20	20	20

Playspaces

What you can expect: DCC provides and maintains a network of quality playspaces across Dunedin for children and families to enjoy.

What you should know: DCC provides playspaces across Dunedin to support opportunities for play and recreation. The level of provision is benchmarked against the national median, which is currently 5.1 playspaces per 1,000 children.

What you think:



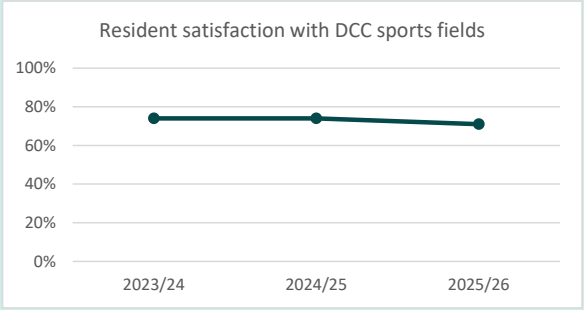
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of DCC playspaces per 1,000 children, compared with the national median (5.1)	5.7	≥ 5.7	≥ 5.1	≥ 5.1	≥ 5.1	≥ 5.1

Sports Grounds

What you can expect: DCC provides and maintains sports grounds for community sport and recreation and makes them available for use when conditions allow.

What you should know: DCC provides 53 sports grounds comprising around 150 pitches. Sports grounds are generally available for use but may be temporarily closed because of poor weather, unsafe conditions or where continued use could damage playing surfaces.

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of sports grounds available	53	New measure	53	53	53	53

Cemeteries and Crematorium

What you can expect: DCC provides and maintains sufficient cemetery capacity for burial and ash interment.

What you should know: DCC manages cemetery land and infrastructure so that developed areas are available for burials and ash interments when required. Overall capacity is monitored across the cemetery network, although available capacity differs between individual cemeteries and burial types.

$1.1m fees funded / $1.0m rates funded as per 2026/27 budget

Performance Measure		Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Cemetery capacity of land that is developed and ready to inter:	Burial	7.7 years	≥ 5	≥ 5	≥ 5	≥ 5	≥ 5
	Ash	8.4 years	≥ 5	≥ 5	≥ 5	≥ 5	≥ 5

Public Regulatory Services

WHY WE DO IT

Public Regulatory Services protects people, property and the environment, helps ensure activities across Dunedin are undertaken safely and lawfully, and provides information to support informed decisions about land and property.

COMMUNITY OUTCOMES

The Public Regulatory Services group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

DCC carries out regulatory responsibilities under national legislation, the District Plan and DCC bylaws. This includes consenting, licensing, inspection, monitoring, compliance, information and enforcement services across building control, alcohol licensing, animal services, environmental health and resource management, as well as providing Land Information Memoranda (LIMs).

MEASURING PERFORMANCE

Building Services

What you can expect: DCC maintains its Building Consent Authority (BCA) accreditation, enabling it to provide timely building consent and inspection services.

What you should know: Building Services delivers DCC's responsibilities under the Building Act 2004, including its functions as an accredited Building Consent Authority. The team processes building consent applications, undertakes building inspections and manages building-related compliance and enforcement. Its responsibilities also include inspecting residential swimming pools, assessing alterations and changes of use, managing dangerous, insanitary, affected and earthquake-prone buildings, and providing rapid building assessment capability following an emergency.

$8.2m fees funded / $2.6m rates funded as per 2026/27 budget

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Retention of BCA accreditation	Accredited	Accredited	Accredited	Accredited	Accredited	Accredited
Percentage of building consent applications granted in accordance with statutory timeframes	96.4%	100%	100%	100%	100%	100%
Percentage of inspections undertaken within 3 working days after the date the inspection is requested	99%	*New measure*	80%	80%	80%	80%
Percentage of Code Compliance Certificates issued in accordance with statutory timeframes	97%	100%	100%	100%	100%	100%

Compliance Solutions - Alcohol Licensing

What you can expect: DCC provides an effective alcohol licensing service that supports the safe and responsible sale and supply of alcohol in Dunedin.

What you should know: Alcohol Licensing administers DCC's responsibilities under the Sale and Supply of Alcohol Act 2012. The team receives and processes applications for alcohol licences and manager's certificates, provides administrative and secretariat support to the District Licensing Committee, and undertakes the statutory Licensing Inspector role. Licensing Inspectors assess applications and monitor licensed premises for compliance, working alongside Police and the Medical Officer of Health.

$456k fees and charges funded / $175k rates funded as per 2026/27 budget

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of alcohol licenced premises which we enquire and report on to the District Licensing Committee in accordance with statutory requirements	100%	100%	100%	100%	100%	100%

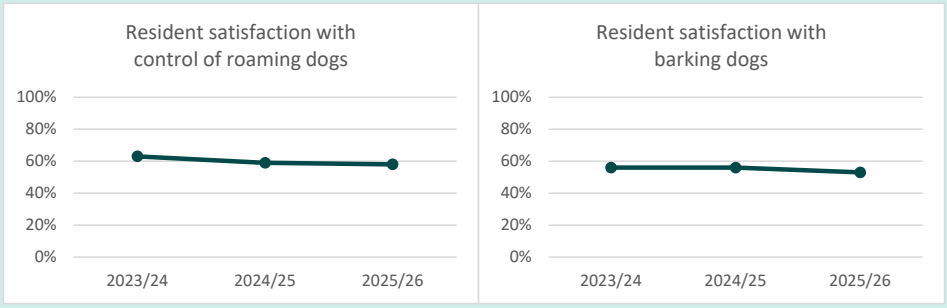
Compliance Solutions - Animal Services

What you can expect: DCC promotes responsible dog ownership and responds to animal control issues to support the safety of the community.

What you should know: Animal Services delivers DCC's responsibilities under the Dog Control Act 1996 and promotes responsible dog ownership. The team provides dog registration and regulatory services, responds to dog-related complaints and incidents, and undertakes compliance and enforcement activity where required. It also provides dog-safety education to schools and community groups and responds to reports of wandering stock, including cattle, sheep, horses, pigs and goats.

$1.755m fees funded / $295k rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of Priority one* requests for service responded to within one hour	*New measure*	*New measure*	95%	95%	95%	95%
Number of educational activities for schools and the general public	134	50	50	50	50	50

* Priority one requests include:

- Dog attack on a person or stock
- Aggressive dog wandering/patrol
- Dog causing a traffic hazard
- Contained dog requiring collection
- Stock on roads

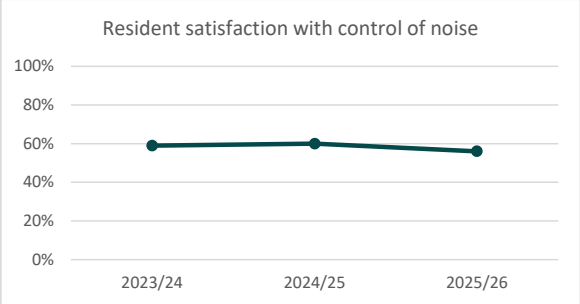
Compliance Solutions - Environmental Health

What you can expect: DCC provides timely environmental health regulatory services to protect public health and respond to environmental health issues.

What you should know: Environmental Health delivers DCC's responsibilities under the Health Act 1956, Food Act 2014, Resource Management Act 1991, relevant regulations and DCC bylaws. The team undertakes food premises verifications and other licensing and inspection work, responds to noise complaints, manages the contracted after-hours noise service, carries out noise surveys, and undertakes compliance and enforcement activity where required.

$522k fees and charges funded / $1.2m rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of scheduled food control plan verification visits conducted in accordance with statutory timeframes	100%	100%	100%	100%	100%	100%
Percentage of excessive noise complaints where an officer arrives on site within 30 mins in the city area or 60 mins in outlying areas	98%	95%	95%	95%	95%	95%

Land Information Memoranda (LIMs)

What you can expect: DCC provides timely Land Information Memoranda (LIMs).

What you should know: A Land Information Memorandum (LIM) brings together information held by DCC about a property to help customers understand matters that may affect it. Preparing a LIM requires relevant property information to be obtained from across DCC. Legislation requires LIMs to be issued within 10 working days. DCC has previously aimed to issue standard LIMs within five working days and urgent LIMs within three working days. From 2027/28, the service targets will be eight and four working days respectively, reflecting application volumes and the time required to compile and check property information.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of non-urgent LIMs issued within 8 working days	*New measure*	*New measure*	100%	100%	100%	100%
Percentage of urgent LIMs issued within 4 working days	*New measure*	*New measure*	100%	100%	100%	100%

Resource Consents

What you can expect: DCC processes resource consent applications and related approvals efficiently and in accordance with statutory requirements.

What you should know: The Resource Consents team delivers DCC's regulatory responsibilities under the Resource Management Act and the District Plan. The team processes resource consent applications and other approvals, provides planning advice, undertakes building consent planning checks and subdivision certification, and contributes hazard information to LIMs through Hazardous Activities and Industries List (HAIL) searches. It also monitors resource consents, investigates complaints and compliance matters, carries out DCC's hazardous substances responsibilities, manages RMA-related appeals, maintains regulatory records and provides input into District Plan changes.

$2.1m fees funded / $2.5m rates funded as per 2026/27 budget

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of resource consent applications processed within statutory timeframes	65%	100%	100%	100%	100%	100%
Percentage of subdivision certification applications processed within statutory timeframes	96%	100%	100%	100%	100%	100%

Roading and Transport

WHY WE DO IT

Dunedin's transport network enables people and goods to move safely and efficiently around the city and provides access to homes, businesses, services and community facilities. DCC plans, provides and maintains the local transport network to meet the city's current and future transport needs and its legislative requirements.

COMMUNITY OUTCOMES

The Roading and Transport group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

DCC plans, provides, maintains and renews Dunedin's local transport network, including roads, footpaths, cycleways, street lighting, traffic signals, road markings and signage. DCC also manages traffic and parking and undertakes improvements to support the safe and efficient movement of people and goods across the network.

MEASURING PERFORMANCE

Kerb and channel

What you can expect: DCC maintains its kerb and channel network to an appropriate standard.

What you should know: Kerb and channel forms part of Dunedin's road network and helps manage stormwater runoff from roads. DCC regularly assesses its condition and undertakes maintenance and renewal work to manage the condition of the network.

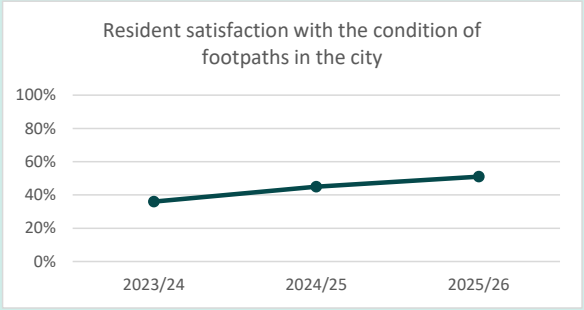
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of the kerb and channel network is rated as Good to Excellent condition (mandatory measure)	16%	*New measure*	>20%	>20%	>20%	>20%

Footpaths

What you can expect: DCC provides and maintains a footpath network that is safe and fit for purpose.

What you should know: DCC manages and maintains footpaths across Dunedin and regularly assesses their condition to help prioritise maintenance and renewal work.

What you think:



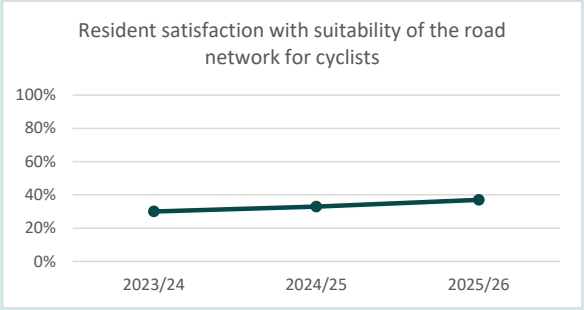
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of the footpath network is rated as Good to Excellent condition	33%	*New measure*	>36%	>38%	>38%	>40%

Safe, comfortable and active travel

What you can expect: DCC provides the transport network that facilitates safe, comfortable and active travel.

What you should know: DCC manages the local transport network to support safe travel by different modes. Road safety improvements, maintenance and renewals are prioritised using information about crashes, road condition, network use and other identified risks.

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
The change from the previous financial year in the number of fatal and serious injuries due to crashes on the local road network expressed as number (mandatory)	30	Reduce year on year	Reduce year on year	Reduce year on year	Reduce year on year	Reduce year on year
Average quality of ride on local sealed road network measured by smooth travel exposure (mandatory)	76%	>=76%	>=76%	>=78%	>=78%	>=80%

Parking Services (Enforcement)

What you can expect: DCC provides parking enforcement services that support safe and appropriate use of parking spaces and responds to unsafe parking complaints in a timely manner.

What you should know: Parking Services monitors and enforces parking requirements across Dunedin to support road safety, appropriate parking behaviour and the availability of parking spaces. The team responds to complaints about unsafe and non-compliant parking and also carries out enforcement relating to vehicle licensing, registration and warrants of fitness.

$3.780m fees funded / $0 rates funded in 2026/27

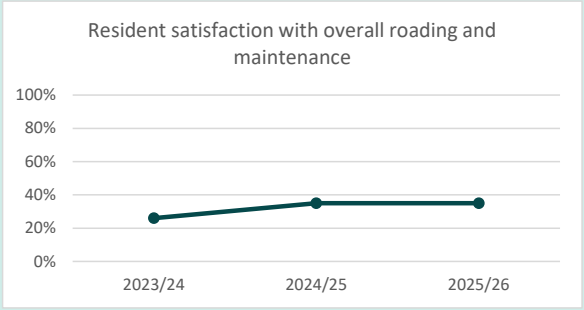
Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours	78%	90%	90%	90%	90%	90%

Sealed road network

What you can expect: DCC maintains and renews its sealed road network to support its ongoing condition and performance.

What you should know: Road surfaces deteriorate over time and require periodic renewal. DCC undertakes an annual resurfacing programme to maintain the condition of sealed roads and extend the life of the network.

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of sealed road network that is resurfaced annually (mandatory)	7.3%	6%	6%	6%	6%	6%

Responding to service requests

What you can expect: DCC responds to service requests about roads and footpaths in a timely manner.

What you should know: DCC receives service requests about issues across the road and footpath network. Requests are assessed and responded to according to the nature and urgency of the issue.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Percentage of service requests relating to roads and footpaths to where the response is provided within five working days (mandatory)	92%	86%	90%	90%	90%	90%

Waste Management and Minimisation

WHY WE DO IT

We work to promote public health and minimise impacts on the environment.

COMMUNITY OUTCOMES

The Waste Management and Minimisation group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

The DCC provides a collection, resource recovery and residual disposal service for domestic and some commercial residents in Dunedin in a way that promotes public health and minimises impacts on the environment. It includes diverse facilities from large waste management facilities like the Green Island landfill to the inner-city recycling hub on Vogel Street. The waste management group also provides advice and support to community projects and administers a range of community support and grants supporting waste minimisation.

MEASURING PERFORMANCE

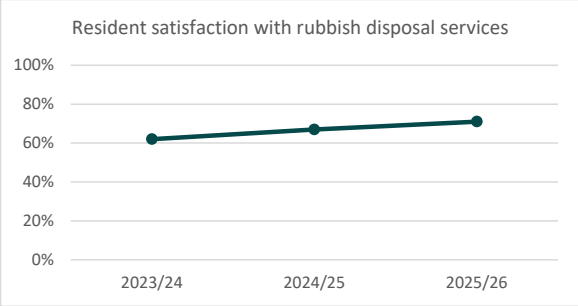
Refuse, recycling and litter

What you can expect: DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin.

What you should know: DCC provides kerbside rubbish and recycling collections to more than 53,000 households and some commercial properties, using more than 212,000 kerbside bins. The service also includes public recycling and drop-off facilities, public-place recycling bins and litter bins across the city.

$1.4m fees and charges funded / $16.0m rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of reported missed collections of public litter bins, public place recycling bins, and residential recycling drop-off stations	4.5	<5 per month	<5 per month	<5 per month	<5 per month	<5 per month
Number of kerbside food and garden waste pick-ups in the collection area	52	52	52	52	52	52
Number of kerbside rubbish, glass and mixed recycling pick-ups in the collection area	26	26	26	26	26	26
Number of kerbside rubbish, food and garden waste, glass, and mixed recycling pick-ups scheduled in the tertiary area of the city	52	52	52	52	52	52
Number of reported missed collections of kerbside rubbish, food and green waste, glass, and recycling (of bins correctly presented for collection)	168	<80 per month	<80 per month	<80 per month	<80 per month	<80 per month

Waste support services

What you can expect: The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP).

What you should know: The DCC provides education, advice, and support to community projects and administers a range of community support and grants supporting waste minimisation.

$2.3m funded externally by waste levy revenue as per 2026/27 budget

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of days resource recovery facilities are open for the community	360 days	360 days	360 days	360 days	360 days	360 days

Other Activities

WHY WE DO IT

Other Activities supports Dunedin's communities and economy by helping people and businesses to thrive, promoting the city, supporting arts, culture and events, and providing property, housing and other services that meet community needs.

COMMUNITY OUTCOMES

The Other Activities group contributes to the following community outcomes:

Supportive city	Healthy city	Compact city	Successful city	Creative city	Connected city	Sustainable city	Active city

CORE FUNCTIONS

The DCC supports community, cultural and economic development through community partnerships and advocacy, grants, arts and cultural initiatives, business and economic development, events and festivals, tourism, city promotion and international relationships.

The DCC also provides and manages community and commercial property, heritage property and community housing, and supports initiatives that contribute to community safety.

MEASURING PERFORMANCE

Community housing

What you can expect: DCC provides warm, dry and safe community housing and prioritises those with the greatest housing need.

What you should know: DCC owns and manages community housing for people with limited financial means, with priority given to people aged over 55 with urgent housing or accessible housing needs. The service manages the allocation and occupancy of DCC's housing units and works to house priority applicants within the relevant timeframes.

99% of tenants say their housing meets their needs*

100% of community housing units meet Healthy Homes standard

$7.9m fees and charges funded / $2.2m rates funded as per 2026/27 budget

*** Survey undertaken by DCC Property Services with tenants.**

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of DCC community housing units	*New measure*	*New measure*	940	940	940	940
Occupancy of DCC community housing	97%	>94%	>94%	>94%	>94%	>94%
Average time to house Priority 1 applicants	5.8 months	≤2 months	≤2 months	≤2 months	≤2 months	≤2 months
Average time to house Priority 2 applicants	4.5 months	≤6 months	≤6 months	≤6 months	≤6 months	≤6 months

Ara Toi

What you can expect: DCC supports opportunities for people to participate in and experience arts and culture across Dunedin.

What you should know: Ara Toi Creative Partnerships supports Dunedin's creative sector through partnerships, programmes, activities and funding. This includes public lectures, talks, creative capability workshops, events and grants that support participation in inclusive creative and cultural activities.

$100k fees funded / $1.1m rates funded

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of Ara Toi Creative Partnerships public programmes delivered each year	13	>6	>6	>6	>6	>6

City of Literature

What you can expect: The DCC builds creative collaborations and connections locally, nationally, and internationally to provide opportunities that showcase new and established writers and the City on the world stage.

What you should know: Ōtepoti He Puna Auaha Dunedin UNESCO City of Literature, which celebrated its 10th birthday in 2024, is one of 63 Cities of Literature and 408 Creative Cities across the globe. As Aotearoa's only City of Literature, it leverages this point of difference with online projects and collaborations to showcase the exceptional local writers, readers, and the City nationally and internationally. Fiction and non-fiction is celebrated in te reo Māori, English, and all languages and genres; free writing workshops are run in primary schools; and international opportunities are sourced for new and established writers and the City.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of local initiatives supported	*New measure*	*New measure*	20	20	20	20
Number of international initiatives supported	*New measure*	*New measure*	10	10	10	10

Contestable grants

What you can expect: DCC provides grants to support community initiatives and wellbeing across Dunedin.

What you should know: DCC provides contestable funding to community organisations and initiatives. Applications are assessed against the relevant funding criteria, with smaller grant applications processed and decided within defined timeframes.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Contestable grant applications under $5,000 are assessed and decided within 30 working days of receipt, or after the grant round closes, whichever is later	*New measure*	*New measure*	≤ 30 working days	≤ 30 working days	≤ 30 working days	≤ 30 working days

Community and volunteer-led initiatives

What you can expect: DCC supports community and volunteer-led initiatives that contribute to a more sustainable city.

What you should know: DCC supports volunteers to undertake work that benefits Dunedin through community programmes, including Task Force Green (TFG) and Keep Dunedin Beautiful (KDB). Volunteer activities are supported at an appropriate level to promote safe and good practice.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of volunteer hours supported through DCC community programmes each year	*New measure*	*New measure*	22,000	22,000	22,000	22,000
Number of schools the DCC supports through the Enviroschools programme	30	28	28	28	28	28

Homeless outreach

What you can expect: DCC works with community organisations and other agencies to support people experiencing homelessness to connect with appropriate services and housing options.

What you should know: DCC is aiming to end homelessness in our city by working collaboratively with community organisations, government agencies and other providers. DCC's Homeless Outreach Advisors work directly with people experiencing homelessness to understand their needs, connect them with appropriate services and housing options, and identify gaps in available support.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of homeless whanau linked with services or a home	*New measure*	*New measure*	120	120	120	120
Proactively respond to the information provided about homelessness (complaints or concerns) by the public within 72 hours	*New measure*	*New measure*	98%	98%	98%	98%

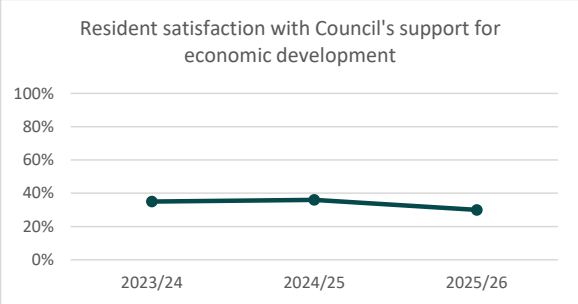
Economic development

What you can expect: DCC supports economic development initiatives that help businesses to start, grow and create opportunities in Dunedin.

What you should know: DCC works with partners to support business growth, entrepreneurship and talent development in Dunedin. This includes supporting high-growth start-ups through incubation activities and initiatives designed to develop and retain talent in the city.

$31k fees funded / $6.6m rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of new start-ups incubated through Startup Dunedin	8	8	8	8	8	8

Marketing, tourism and city promotion

What you can expect: DCC promotes Dunedin as a place to visit, study, do business, and invest.

What you should know: DCC promotes Dunedin nationally and internationally and supports activities that attract visitors, students, business events, investment and screen production. This includes city marketing campaigns, visitor information services, support for business event bids and the administration of filming permits.

Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of targeted city marketing campaigns	7	7	7	7	7	7
Number of film permits issued	9	15	15	20	25	30
Number of business event bids supported	15	16	17	18	19	20
Number of days isite services are open to the public	364	364	364	364	364	364

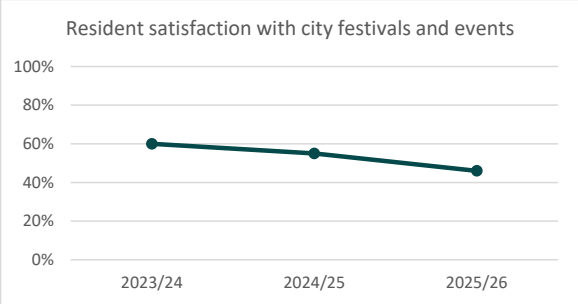
Events and festivals

What you can expect: DCC supports a range of events that contribute to community wellbeing, provide economic benefits and promote Dunedin.

What you should know: DCC supports community and major events through funding, delivery and procurement. This includes free and accessible DCC events alongside events supported or secured for the city, guided by the Dunedin Festival and Events Plan 2025.

$344k fees funded / $3.8m rates funded as per 2026/27 budget

What you think:



Performance Measure	Actual 2025/26	Target 9YP 2026/27	Target Year 1 2027/28	Target Year 2 2028/29	Target Year 3 2029/30	Target Years 4-10 2030-37
Number of free and accessible events run by DCC	*New measure*	*New measure*	14	14	14	14
Number of procured events for the city per annum	*New measure*	*New measure*	6	8	8	8

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
N/A - 3 Waters	3W - Stormwater	(no change)	Stormwater is managed without adversely affecting the quality of the receiving environment	Compliance with DCC resource consents for discharge from its stormwater system measured by the number of abatement notices, infringement notices, enforcement orders and convictions*	Zero abatement notices, infringement notices, enforcement orders and convictions	Zero abatement notices, infringement notices, enforcement orders and convictions	Mandatory measure
N/A - 3 Waters	3W - Stormwater	(no change)	Service calls are responded to promptly	The median response time to attend a flooding event, measured from the time that notification is received to the time that service personnel reach the site*	<60 minutes	<60 minutes	Mandatory measure
N/A - 3 Waters	3W - Stormwater	(no change)	Service calls are responded to promptly	The number of complaints received about the performance of the stormwater system, expressed per 1000 properties connected to the stormwater system*	<1 per 1,000 connections	<1 per 1,000 connections	Mandatory measure
N/A - 3 Waters	3W - Wastewater	(no change)	Wastewater is managed without adversely affecting the quality of the receiving	The number of dry weather sewage overflows from the sewerage system, expressed per 1000 sewerage connections to that sewerage system*	0	0	Mandatory measure
N/A - 3 Waters	3W - Wastewater	(no change)	Wastewater is managed without adversely affecting the quality of the receiving	Compliance with DCC resource consents for discharge from its sewerage system measured by the number of abatement notices, infringement notices, enforcement orders and convictions*	Zero abatement notices, infringement notices, enforcement orders, and convictions	Zero abatement notices, infringement notices, enforcement orders, and convictions	Mandatory measure
N/A - 3 Waters	3W - Wastewater	(no change)	Service calls related to wastewater are responded to promptly	Median attendance time when the DCC attends to sewage overflows resulting from a blockage or other fault in sewerage system (from the time notification is received to the time that service personnel reach the site)*	<60 minutes	<60 minutes	Mandatory measure
N/A - 3 Waters	3W - Wastewater	(no change)	Service calls related to wastewater are responded to promptly	Median resolution time when the DCC attends to sewage overflows resulting from a blockage or other fault in sewerage system (from the time notification is received to the time that service personnel confirm resolution of the blockage or other fault)*	<240 minutes	<240 minutes	Mandatory measure
N/A - 3 Waters	3W - Wastewater	(no change)	The wastewater service is reliable and the Council is responsive to customer concerns (Mandatory)	Total number of complaints per 1000 properties received by Council per year about: a) Wastewater odour b) Wastewater system faults c) Wastewater system blockages d) Council's response to any of these issues*	<5 per 1,000 connections	<5 per 1,000 connections	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	DCC provides a water supply that is safe to drink (Mandatory)	The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (h) 4.10.1 T3 Bacterial Rules	100%	100%	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	DCC provides a water supply that is safe to drink (Mandatory)	The extent to which the drinking water supply complies Drinking water Quality Assurance Rules (i) 4.10.2 T3 Protozoal Rules	100%	100%	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	DCC provides a water supply that is safe to drink (Mandatory)	The extent to which the drinking water supply complies with Drinking Water Quality Assurance Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule	100%	100%	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Service calls are responded to promptly (Mandatory)	Median attendance time for urgent call outs: from the time that notification is received, to the time that the service personnel reach the site*	<60 minutes	<60 minutes	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Service calls are responded to promptly (Mandatory)	Median resolution time of urgent call outs: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption*	<240 minutes	<240 minutes	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Service calls are responded to promptly (Mandatory)	Median attendance time for non-urgent callouts: from the time that notification is received, to the time that the service personnel reach the site*	Within 3 working days	Within 3 working days	Mandatory measure

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
N/A - 3 Waters	3W - Water Supply	(no change)	Service calls are responded to promptly (Mandatory)	Median resolution time of non-urgent callouts: from the time that notification is received to the time that service personnel confirm resolution of the fault or interruption*	Within 7 working days	Within 7 working days	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Customers are satisfied with drinking water service	Total number of complaints per 1000 properties received by Council about: a) Drinking water clarity b) Drinking water taste c) Drinking water odour d) Pressure or flow e) Continuity of supply f) Council's response to any of these issues per 1,000 properties served per year.*	<15 per 1,000 customers	<15 per 1,000 customers	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Water resources are used efficiently and sustainably	The percentage of real water loss from the networked reticulation system Calculation method 1. Treatment plant production, minus non-domestic, minus domestic, minus known unbilled = Estimated non-revenue water 2. Estimated non-revenue water divided by periods' treatment plant production = Percentage real water loss	<20%	<20%	Mandatory measure
N/A - 3 Waters	3W - Water Supply	(no change)	Water resources are used efficiently and sustainably	The average consumption of drinking water per day per resident	<240 litres	<240 litres	Mandatory measure
Waste management and minimisation	Waste Minimisation	(no change)	The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP)	Number of days resource recovery facilities are open for the community	360 days	360 days	
Adaptation and emergency management	Resilient City	Amended	~~The DCC will be prepared to respond in the event of a civil defence emergency~~ DCC maintains the capability to respond effectively to a civil defence emergency and activate its Emergency Operations Centre when required	Time taken to activate once the Controller has made the decision to activate	60 minutes	60 minutes	LOS statement updated
Adaptation and emergency management	Resilient City	Amended	~~The DCC will be prepared to respond in the event of a civil defence emergency~~ DCC maintains the capability to respond effectively to a civil defence emergency and activate its Emergency Operations Centre when required	Meet Civil Defence Emergency Management (CDEM) minimum capability levels (4 controllers, 13 function leads and 42 team members) for Emergency Operations Centre functioning (annualised results)	Achieved	Achieved	LOS statement updated
Adaptation and emergency management	Resilient City	Amended	The DCC implements actions to reduce Council's emissions	Total DCC emissions	~~Reduce against 2026/27 baseline year~~ Reduce against 2018/19 baseline year by 34.2%	~~Reduce against 2018/19 baseline year by 42%~~ **2028/29 target**: Reduce year on year **2029/30 target**: Reduce year on year **2030-37 target**: Reduce against 2018/19 baseline by 46.2%	Targets updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Community and recreational facilities	Community Recreation	Amended	~~The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities~~ DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities	DCC pools meet the "Poolsafe" national standard of compliance	Achieved annually	Achieved annually	LOS statement updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities~~ DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities	Number of days open to the public Moana Pool	362	362	LOS statement updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities~~ DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities	Number of days open to the public St Clair	≥170 days	≥170 days	LOS statement updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities~~ DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities	Number of days open to the public Te Puna o Whakaehu	~~362~~ 360	~~362~~ 360	LOS statement and targets updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC maintains and provides access to safe and inclusive aquatic facilities that allow for a range of activities~~ DCC provides safe and inclusive aquatic facilities that support a range of swimming, recreation and aquatic activities	Number of days open to the public Port Chalmers	≥185	≥185	LOS statement updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC provides cemetery infrastructure and capacity (burial and ash interment) for the community~~ DCC provides and maintains sufficient cemetery capacity for burial and ash interment	Cemetery capacity of land that is developed and ready to inter - Burial	5 years	5 years	LOS statement updated
Community and recreational facilities	Community Recreation	Amended	~~The DCC provides cemetery infrastructure and capacity (burial and ash interment) for the community~~ DCC provides and maintains sufficient cemetery capacity for burial and ash interment	Cemetery capacity of land that is developed and ready to inter - Ash	5 years	5 years	LOS statement updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ Dunedin Public Art Gallery provides access to nationally and internationally significant art through its permanent collection, changing exhibitions, and public and education programmes, while caring for its collection for current and future generations	Number of days galleries, museums and libraries are open to the public: Dunedin Public Art Gallery	~~361~~ 364	~~361~~ 364	LOS statement and targets updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC maintains and provides access to a world class cultural attraction that offers visitors an authentic Chinese garden experience, cultural programming and opportunities to learn about Chinese heritage, architecture and horticulture	Number of days galleries, museums and libraries are open to the public: Lan Yuan	~~361~~ 364	~~361~~ 364	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC maintains Olveston Historic Home and provides opportunities for visitors to experience one of New Zealand's finest heritage homes, including its collections, stories, and social history through guided tours, exhibitions, and public programmes	Number of days galleries, museums and libraries are open to the public: Olveston	~~361~~ 364	~~361~~ 364	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ Toitū Otago Settlers Museum provides opportunities for visitors to explore the stories, people, and events that have shaped Dunedin through exhibitions, collections, education programmes, public events, and research resources	Number of days galleries, museums and libraries are open to the public: Toitū	~~361~~ 364	~~361~~ 364	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC provides accessible and inclusive library services, collections, spaces, programmes and events that support reading, learning, creativity and community connection	Number of days galleries, museums and libraries are open to the public: City Library	~~353~~ 345	~~353~~ 345	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to a world class, authentic traditional Chinese scholars garden~~ DCC maintains and provides access to a world class cultural attraction that offers visitors an authentic Chinese garden experience, cultural programming and opportunities to learn about Chinese heritage, architecture and horticulture	Lan Yuan maintains a grading of '6-Star' Garden of International Significance	Achieved	Achieved	LOS statement updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC develops, maintains, and provides access to art, cultural and historical collections~~ Dunedin Public Art Gallery provides access to nationally and internationally significant art through its permanent collection, changing exhibitions, and public and education programmes, while caring for its collection for current and future generations	Percentage of DPAG's exhibition galleries that are committed to displays from their collection	≥ 40%	≥ 40%	LOS statement updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC provides accessible and inclusive library services, collections, spaces, programmes and events that support reading, learning, creativity and community connection	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Libraries	~~≥ 2,000~~ 3,500	~~≥ 2,000~~ 3,500	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC provides accessible and inclusive library services, collections, spaces, programmes and events that support reading, learning, creativity and community connection	Number of days galleries, museums and libraries are open to the public: Community libraries	~~300~~ 292	~~300~~ 292	LOS statement and targets updated
Community and recreational facilities	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC provides accessible and inclusive library services, collections, spaces, programmes and events that support reading, learning, creativity and community connection	Number of days galleries, museums and libraries are open to the public: Mobile libraries	~~286~~ 281	~~286~~ 281	LOS statement and targets updated
Governance, planning and reporting	Governance and Support Services	Amended	~~The DCC actively seeks to understand the community's opinion and level of satisfaction with the DCC's services and activities~~ DCC regularly seeks feedback from residents about its services and activities, and provides opportunities for the community to have a say on matters that affect Dunedin	Frequency that resident surveys are conducted, analysed and results provided to Council and staff	Quarterly	Quarterly	LOS statement updated
Governance, planning and reporting	Governance and Support Services	Amended	~~The DCC provides accurate, accessible and timely online information about Council services and local events~~ DCC provides accurate, accessible and up-to-date information about Council services, news and activities through its website	The DCC website receives an 80% or higher score in the annual Web Audit.	≥80%	≥80%	LOS statement updated
Governance, planning and reporting	Governance and Support Services	Amended	~~The DCC provides accurate, accessible and timely online information about Council services and local events~~ DCC provides accurate, accessible and up-to-date information about Council services, news and activities through its website	Content on the DCC website is reviewed yearly for the site sections 'Services', 'News and Events' and 'Council' with no more than 30% of content exceeding this timeframe.	<30%	<30%	LOS statement updated
Governance, planning and reporting	Governance and Support Services	Amended	~~The DCC enables participation and provides transparency in democratic processes~~ DCC supports open and transparent democratic processes and provides access to Council information in accordance with statutory requirements	Percentage of requests under the Local Government Official Information and Meetings Act (LGOIMA) processed within the statuatory timeframes	100%	100%	LOS statement updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Governance, planning and reporting	Governance and Support Services	Amended	~~The DCC enables participation and provides transparency in democratic processes~~ DCC supports open and transparent democratic processes and provides access to Council information in accordance with statutory requirements	Percentage of Council, Committee, and Community Board meetings advertised and agendas published, within the statuatory timeframes	100%	100%	LOS statement updated
Governance, planning and reporting	Treaty Partnership	Amended	~~The Council actively works as a treaty partner by integrating Te Taki Haruru (TTH) into its strategic and operational processes, ensuring it is embedded as a standard practice throughout Council acitivites~~ DCC works to give effect to Te Taki Haruru through its strategic and operational activities in partnership with mana whenua, through active engagement and investment in initiatives and events of cultural significance	Number of strategies, policies, plans and projects that include TTH	≥15	≥20	LOS statement updated
Governance, planning and reporting	Treaty Partnership	Amended	~~Mana whenua are actively engaged as partners and decision makers in projects they determine are a priority~~ DCC works to give effect to Te Taki Haruru through its strategic and operational activities in partnership with mana whenua, through active engagement and investment in initiatives and events of cultural significance	Number of programmes identified as a priority for manawhenua where they are engaged at all phases of development	5	5	LOS statement updated
Governance, planning and reporting	Treaty Partnership	Amended	~~The Council invests in initiatives and events of cultural importance to the Māori community and foster cultural enrichement and economic growth.~~ DCC works to give effect to Te Taki Haruru through its strategic and operational activities in partnership with mana whenua, through active engagement and investment in initiatives and events of cultural significance	~~Number of models of partnership with mana whenua are explored and developed~~ Number of partnership or co-investment models with mana whenua explored and developed	~~3~~ 5	4 5-7	LOS statement, performance measure and targets updated
N/A - 3 Waters	3W - Stormwater	(no change)	Stormwater services perform adequately and reliably	The number of flooding events that occur in Dunedin (the DCC teritorial authority district)*	0	0	Mandatory measure
N/A - 3 Waters	3W - Stormwater	(no change)	Stormwater services perform adequately and reliably	For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system)	0	0	Mandatory measure
Other	City Properties	Amended	~~The DCC manages warm, dry, and safe community housing~~ DCC provides warm, dry and safe community housing and prioritises those with the greatest housing need	Occupancy of DCC community housing	≥94%	≥94%	LOS statement updated
Other	City Properties	Amended	~~The DCC prioritises community housing for people that are most in need*~~ DCC provides warm, dry and safe community housing and prioritises those with the greatest housing need	Average time to house Priority 1 applicants	Up to a maximum of 2 months	Up to a maximum of 2 months	LOS statement updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Other	City Properties	Amended	~~The DCC prioritises community housing for people that are most in need*.~~ DCC provides warm, dry and safe community housing and prioritises those with the greatest housing need	Average time to house Priority 2 applicants	Up to a maximum of 6 months	Up to a maximum of 6 months	LOS statement updated
Other	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC supports opportunities for people to participate in and experience arts and culture across Dunedin	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Creative Partnerships	≥6	≥6	LOS statement updated
Other	Resilient City	Amended	~~The DCC supports community initiatives that are focussed on sustainability.~~ DCC supports community and volunteer-led initiatives that contribute to a more sustainable city	Number of schools the DCC supports through the Enviroschools Programme	28	28	LOS statement updated
Other	Resilient City	Amended	~~The DCC supports community initiatives that are focussed on sustainability.~~ DCC supports community and volunteer-led initiatives that contribute to a more sustainable city	~~Total volunteer hours worked for DCC's Taskforce Green programme~~ Number of volunteer hours supported through DCC community programmes each year.	22,000	22,000	LOS statement and measure updated
Other	Vibrant Economy	Amended	~~The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.~~ DCC supports economic development initiatives that help businesses to start, grow and create opportunities in Dunedin	Number of new start-ups incubated through Startup Dunedin SLA	8	8	LOS statement updated
Other	Vibrant Economy	Amended	~~The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.~~ DCC promotes Dunedin as a place to visit, study, do business and invest	Number of business event bids supported	~~15~~ 17	~~15~~ 18-20	LOS statement and targets updated
Other	Vibrant Economy	Amended	~~The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.~~ DCC promotes Dunedin as a place to visit, study, do business and invest	Number of film permits issued	~~25~~ 15	~~25~~ 20-30	LOS statement and targets updated
Other	Vibrant Economy	Amended	~~The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.~~ DCC promotes Dunedin as a place to visit, study, do business and invest	Number of days iSite services are open to the public	364	364	LOS statement updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Other	Vibrant Economy	Amended	~~The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.~~ DCC promotes Dunedin as a place to visit, study, do business and invest	Number of targeted city marketing campaigns	~~> 6~~ 7	~~> 6~~ 7	LOS statement and targets updated
Parks and reserves	Community Recreation	Amended	~~The DCC maintains and provides access to a world class Botanic Garden that allows for a range of community activities and recreational experiences~~ DCC maintains and provides access to a world-class Botanic Garden that offers opportunities for recreation, learning and community activities	Maintain a grading of '6-Star' Garden of International Significance	Achieved	Achieved	LOS statement updated
Parks and reserves	Community Recreation	Amended	~~The DCC provides a range of programmes and community engagement opportunities and experiences at the Botanic Garden~~ DCC maintains and provides access to a world-class Botanic Garden that offers opportunities for recreation, learning and community activities	Number of visitor or education programmes	20	20	LOS statement updated
Parks and reserves	Community Recreation	Amended	The DCC maintains and provides access to quality playspaces	Number of playspaces in the city per 1000 children*	~~5.7~~ 5.1	~~5.7~~ 5.1	Targets updated
Public regulatory services	Regulatory Services	Amended	~~The DCC encourages responsible dog ownership to protect and promote community safety~~ DCC promotes responsible dog ownership and responds to animal control issues to support the safety of the community	~~Percentage of requests for service completed by due date~~ Percentage of Priority one* requests for service responded to within one hour	95%	95%	LOS statement and measure updated
Public regulatory services	Regulatory Services	Amended	~~The DCC encourages responsible dog ownership to protect and promote community safety~~ DCC promotes responsible dog ownership and responds to animal control issues to support the safety of the community	Number of educational activities for schools and the general public	50	50	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC protects the health and safety of the community by monitoring food and alcohol premises~~ DCC provides timely environmental health regulatory services to protect public health and respond to environmental health issue	Percentage of scheduled food control plan verification visits conducted in accordance with statutory timeframes	100%	100%	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC protects the health and safety of the community by monitoring food and alcohol premises~~ DCC provides an effective alcohol licensing service that supports the safe and responsible sale and supply of alcohol in Dunedin	Percentage of alcohol licenced premises which we enquire and report on to the District Licencing Committee in accordance with statutory requirements.	100%	100%	LOS statement updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Public regulatory services	Regulatory Services	Amended	~~The DCC responds promptly to complaints in order to protect the health and safety of the community~~ DCC provides timely environmental health regulatory services to protect public health and respond to environmental health issue	Percentage of excessive noise complaints where an officer arrives on site within 30 mins in the city area or 60 mins in outlying areas	95%	95%	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC maintains accreditation as a Building Consent Authority (BCA) enabling building consents and related applications to be issued and granted~~ DCC maintains its Building Consent Authority (BCA) accreditation, enabling it to provide timely building consent and inspection services	Retention of BCA accreditation	Accredited	Accredited	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC provides building consenting and inspection services in a timely manner~~ DCC maintains its Building Consent Authority (BCA) accreditation, enabling it to provide timely building consent and inspection services	Percentage of building consent applications granted in accordance with statutory timeframes	100%	100%	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC provides building consenting and inspection services in a timely manner~~ DCC maintains its Building Consent Authority (BCA) accreditation, enabling it to provide timely building consent and inspection services	Percentage of Code Compliance Certificates issued in accordance with statutory timeframes	100%	100%	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC processes applications for resource consents efficiently~~ DCC processes resource consent applications and related approvals efficiently and in accordance with statutory requirements	Percentage of resource consent applications processed within statutory timeframes	100%	100%	LOS statement updated
Public regulatory services	Regulatory Services	Amended	~~The DCC processes applications for resource consents efficiently~~ DCC processes resource consent applications and related approvals efficiently and in accordance with statutory requirements	Percentage of subdivision certification applications processed within statutory timeframes	100%	100%	LOS statement updated
Roading and transport	Regulatory Services	Amended	~~The DCC responds promptly to complaints in order to protect the health and safety of the community~~ DCC provides parking enforcement services that support safe and appropriate use of parking spaces and responds to unsafe parking complaints in a timely manner	Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours	90%	90%	LOS statement updated
Roading and transport	Roading and Footpaths	Amended	~~The DCC provides kerb and channel within the level of service standard adopted by the Council Asset Management Plan~~ DCC maintains its kerb and channel network to an appropriate standard	~~Percentage of the kerb and channel network is rated as moderate to excellent condition~~ Percentage of the kerb and channel network is rated as Good to Excellent condition	~~≥89%~~ >20%	~~≥90%~~ >20%	LOS statement, performance measure and targets updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Roading and transport	Roading and Footpaths	Amended	~~The DCC provides footpaths within the level of service standard adopted by the Council Asset Management Plan~~ DCC provides and maintains a footpath network that is safe and fit for purpose	~~Percentage of the footpath network is rated as moderate to excellent condition*~~ Percentage of the footpath network is rated as Good to Excellent condition	~~≥90%~~ >36%	~~≥90%~~ >38%	LOS statement, performance measure and targets updated
Roading and transport	Roading and Footpaths	Amended	~~The DCC provides the transport network that facilitates safe travel~~ DCC provides the transport network that facilitates safe, comfortable and active travel	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as number* (mandatory measure)	Reduce year on year	Reduce year on year	LOS statement updated
Roading and transport	Roading and Footpaths	Amended	~~The DCC provides the transport network that facilitates comfortable travel~~ DCC provides the transport network that facilitates safe, comfortable and active travel	Average quality of ride on local sealed road network measured by smooth travel exposure* (mandatory measure)	~~≥78%~~ ≥76%	≥78%	LOS statement and targets updated
Roading and transport	Roading and Footpaths	Amended	~~The DCC provides a transport network, which facilitates sustainable maintenance~~ DCC maintains and renews its sealed road network to support its ongoing condition and performance	Percentage of sealed road network that is resurfaced* (mandatory measure)	6%	6%	LOS statement updated
Roading and transport	Roading and Footpaths	Amended	~~The DCC maintains the transport network efficiently~~ DCC responds to service requests about roads and footpaths in a timely manner	Percentage of service requests relating to roads and footpaths to where the response is provided within five working days* (mandatory measure)	~~≥86%~~ ≥90%	~~≥87%~~ ≥90%	LOS statement and targets updated
Waste management and minimisation	Waste Minimisation	Amended	~~The DCC collects kerbside rubbish and recycling from homes and across the city.~~ DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin	Number of reported missed collections of public litter bins, public place recycling bins, and residential recycling drop-off stations	Fewer than 5 per month	Fewer than 5 per month	LOS statement updated
Waste management and minimisation	Waste Minimisation	Amended	~~The DCC collects kerbside rubbish and recycling from homes and across the city.~~ DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin	~~Kerbside collection days for food and garden waste in the collection area.~~ Number of kerbside food and garden waste pick-ups in the collection area	52 (weekly)	52 (weekly)	LOS statement and measure updated
Waste management and minimisation	Waste Minimisation	Amended	~~The DCC collects kerbside rubbish and recycling from homes and across the city.~~ DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin	~~Kerbside collection days for rubbish, glass, and recycling in the collection area.~~ Number of kerbside rubbish, glass and mixed recycling pick-ups in the collection area	26 (fortnightly)	26 (fortnightly)	LOS statement and measure updated
Waste management and minimisation	Waste Minimisation	Amended	~~The DCC collects kerbside rubbish and recycling from homes and across the city.~~ DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin	~~Kerbside collection days for rubbish, food waste, green waste, glass, and recycling in the tertiary area of the city.~~ Number of kerbside rubbish, food and garden waste, glass, and mixed recycling pick-ups scheduled in the tertiary area of the city	≥52 (weekly)	≥52 (weekly)	LOS statement and measure updated

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Waste management and minimisation	Waste Minimisation	Amended	~~The DCC collects kerbside rubbish and recycling from homes and across the city.~~ DCC provides reliable rubbish, recycling and litter collection services for households and public places across Dunedin	~~Number of reported missed collections of kerbside rubbish, food waste, green waste, glass, and recycling (of items correctly presented for collection)~~ Number of reported missed collections of kerbside rubbish, food and green waste, glass, and recycling (of bins correctly presented for collection)	Fewer than 80 per month	Fewer than 80 per month	LOS statement and measure updated
Community and recreational facilities	Community Recreation	Moved from formal measure to context	Aquatic facilities are well maintained and meet the needs of users	Percentage of users satisfied with Moana Pool	85%	85%	Displayed as graph under 'What you think'
Community and recreational facilities	Community Recreation	Moved from formal measure to context	Aquatic facilities are well maintained and meet the needs of users	Percentage of users satisfied with community swimming pools (St Clair Salt Water Pool, Mosgiel Pool and Port Chalmers Pool)	85%	85%	Displayed as graph under 'What you think'
Community and recreational facilities	Creative and Cultural Vibrancy	Moved from formal measure to context	Library facilities are accessible, and collections are maintained and updated to meet the needs of the community	Percentage of residents who visited and were satisfied with Dunedin Public Libraries	≥90%	≥90%	Displayed as graph under 'What you think'
Community and recreational facilities	Creative and Cultural Vibrancy	Moved from formal measure to context	The Dunedin Public Art Gallery provides access to a diverse visual art experience which meets the expectations of visitors and the collection is managed according to international best practice	Percentage of residents who visited and were satisfied with to their visit to the Dunedin Public Art Gallery	≥90%	≥90%	Displayed as graph under 'What you think'
Community and recreational facilities	Creative and Cultural Vibrancy	Moved from formal measure to context	The Toitū Otago Settlers Museum (Toitū) facilities provide access to a diverse social history experience which meets the expectations of visitors	Percentage of residents who visited and were satisfied with their visit to Toitū	≥95%	≥95%	Displayed as graph under 'What you think'
Community and recreational facilities	Creative and Cultural Vibrancy	Moved from formal measure to context	Visitors enjoy an authentic Chinese architectural and cultural experience	Percentage of residents who visited and were satisfied with their visit to Lan Yuan Chinese Garden	≥85%	≥85%	Displayed as graph under 'What you think'
Community and recreational facilities	Creative and Cultural Vibrancy	Moved from formal measure to context	Visitors enjoy an authentic experience at Olveston Historic House	Percentage of residents who visited and were satisfied with their visit to Olveston	≥90%	≥90%	Displayed as graph under 'What you think'
Governance, planning and reporting	Governance and Support Services	Moved from formal measure to context	The information residents require is appropriately available	Percentage of residents satisfied with the Council's website	≥65%	≥65%	Displayed as graph under 'What you think'
N/A - 3 Waters	3W - Stormwater	Moved from formal measure to context	Stormwater services perform adequately and reliably	Percentage of residents satisfied with the stormwater system	≥50%	≥50%	Displayed as graph under 'What you think'
N/A - 3 Waters	3W - Wastewater	Moved from formal measure to context	The wastewater service is reliable, and the Council is responsive to customer concerns	Percentage of residents satisfied with the sewerage system			Displayed as graph under 'What you think'
N/A - 3 Waters	3W - Water Supply	Moved from formal measure to context	The water tastes and looks pleasant is supplied at adequate pressure	Percentage of residents satisfied with water pressure and quality	≥70%	≥70%	Displayed as graph under 'What you think'
Other	City Properties	Moved from formal measure to context	The DCC manages warm, dry, and safe community housing	Percentage of DCC community housing tenants who are satisfied with their rental housing	≥95%	≥95%	Displayed under 'What you think'
Other	Vibrant Economy	Moved from formal measure to context	Enterprise Dunedin provides business sector support and coordinates the marketing of the city for tourism and education and attracting investment and skilled migrants	Percentage of residents satisfied with the Council's support for economic development			Displayed as graph under 'What you think'
Other	Vibrant Economy	Moved from formal measure to context	Council funded events meet the needs of residents	Percentage of residents satisfied with city festivals and events			Displayed as graph under 'What you think'
Parks and reserves	Community Recreation	Moved from formal measure to context	The Botanic Garden and its facilities are well maintained and meet the needs of users	Percentage of users satisfied with the Botanic Garden	90%	90%	Displayed as graph under 'What you think'

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Parks and reserves	Community Recreation	Moved from formal measure to context	Parks and reserves facilities are well maintained and meet the needs of users	Percentage of users satisfied with DCC playgrounds	≥80%	≥80%	Displayed as graph under 'What you think'
Parks and reserves	Community Recreation	Moved from formal measure to context	Parks and reserves facilities are well maintained and meet the needs of users	Percentage of users satisfied with DCC sports fields	≥80%	≥80%	Displayed as graph under 'What you think'
Public regulatory services	Regulatory Services	Moved from formal measure to context	Legislative standards and bylaws are enforced to protect the public	Percentage of residents satisfied with the control of roaming dogs	≥60%	≥60%	Displayed as graph under 'What you think'
Public regulatory services	Regulatory Services	Moved from formal measure to context	Legislative standards and bylaws are enforced to protect the public	Percentage of residents satisfied with the control of noise	≥60%	≥60%	Displayed as graph under 'What you think'
Roading and transport	Roading and Footpaths	Moved from formal measure to context	The transport network facilitates efficient travel	Percentage of residents satisfied with overall roading and maintenance			Displayed as graph under 'What you think'
Roading and transport	Roading and Footpaths	Moved from formal measure to context	The transport network facilitates active travel	Percentage of residents satisfied with the suitability of the road network for cyclists throughout the city			Displayed as graph under 'What you think'
Roading and transport	Roading and Footpaths	Moved from formal measure to context	The transport network facilitates active travel	Percentage of residents satisfied with condition of footpaths throughout the city			Displayed as graph under 'What you think'
Waste management and minimisation	Waste Minimisation	Moved from formal measure to context	Refuse collection and kerbside recycling meet customer expectations	Overall satisfaction with rubbish disposal services	70%	70%	Displayed as graph under 'What you think'
Community and recreational facilities	N/A	New measure	Dunedin Public Art Gallery provides access to nationally and internationally significant art through its permanent collection, changing exhibitions, and public and education programmes, while caring for its collection for current and future generations	Number of exhibitions presented each year	New measure	New measure	
N/A - 3 Waters	3W - Stormwater	New measure	Stormwater services perform adequately and reliably	Asset Sustainability ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating	New measure	New measure	
N/A - 3 Waters	N/A	New measure	The wastewater service is reliable, and the Council is responsive to customer concerns	Asset Sustainability ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating.	New measure	New measure	
N/A - 3 Waters	N/A	New measure	Water resources are used efficiently and sustainably	Asset Sustainability ratio: This compares projected renewals spending with projected depreciation. It indicates whether network assets are being replaced at the same rate they are deteriorating.	New measure	New measure	
Other	N/A	New measure	DCC provides warm, dry and safe community housing and prioritises those with the greatest housing need	Number of DCC community housing units	New measure	New measure	
Other	N/A	New measure	The DCC builds creative collaborations and connections locally, nationally, and internationally to provide opportunities that showcase new and established writers and the City on the world stage	Number of local initiatives supported	New measure	New measure	
Other	N/A	New measure	The DCC builds creative collaborations and connections locally, nationally, and internationally to provide opportunities that showcase new and established writers and the City on the world stage	Number of international initiatives supported	New measure	New measure	
Other	N/A	New measure	DCC provides grants to support community initiatives and wellbeing across Dunedin	Contestable grants under $5k are assessed and decided within 30 days so applicants know the outcome	New measure	New measure	
Other	N/A	New measure	DCC works with community organisations and other agencies to support people experiencing homelessness to connect with appropriate services and housing options	Number of genuine outcomes with homeless whanau to either link with services or a home	New measure	New measure	

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
Other	N/A	New measure	DCC works with community organisations and other agencies to support people experiencing homelessness to connect with appropriate services and housing options	Proactively respond to the information provided about homelessness (complaints or concerns) by the public within 72 hours	New measure	New measure	
Other	N/A	New measure	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Number of procured events for the city per annum	New measure	New measure	
Other	N/A	New measure	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Number of free and accessible events run by DCC	New measure	New measure	
Parks and reserves	N/A	New measure	DCC provides and maintains sports grounds for community sport and recreation and makes them available for use when conditions allow	Number of sports grounds available	New measure	New measure	
Public regulatory services	N/A	New measure	DCC maintains its Building Consent Authority (BCA) accreditation, enabling it to provide timely building consent and inspection services	Percentage of inspections undertaken within 3 working days after the date the inspection is requested	New measure	New measure	
Public regulatory services	N/A	New measure	DCC provides timely Land Information Memoranda (LIMs).	Percentage of non-urgent LIM's issued within 8 working days	New measure	New measure	
Public regulatory services	N/A	New measure	DCC provides timely Land Information Memoranda (LIMs).	Percentage of urgent LIM's issued within 4 working days	New measure	New measure	
Governance, planning and reporting	Governance and Support Services	Removed	The information required to participate in the democratic process is appropriately available	Percentage of residents satisfied with the amount of public consultation undertaken	≥50%	≥50%	Displayed as graph under 'What you think'
Governance, planning and reporting	Treaty Partnership	Removed	Cultural Capability is strenthened across Council to ensure effective engagement with the Māori community, contributing to inclusive service delivery for the benefit of the wider community	Number of Council officers participating in Tū Ake, Tū Kotahi and Tū Hono	130	130	Removed as part of initial LOS review - 10 year plan 2027-37
Governance, planning and reporting	Treaty Partnership	Removed	The Council invests in initiatives and events of cultural importance to the Māori community and foster cultural enrichement and economic growth.	Number of co-investment opportunities are explored and developed	2	3	Combined with partnership model measure
N/A	City Properties	Removed	The DCC will build a toilet and changing facility in the central city that meets the needs of people living with profound disability	A Changing Places bathroom in the central city will be completed	By 30 June 2026		Completed in April 2026
N/A	City Properties	Removed	The DCC reduces the amount of total energy required to run the DCC's facilities	The total GWh consumed at DCC facilities	Reduce year on year	Reduce year on year	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Community Recreation	Removed	The DCC maintains and provide sports fields to allow for year-round sport and recreation	Percentage of designated sports fields that are open for organised sports	0.95	0.95	
N/A	Community Recreation	Removed	Aquatic facilities are accessible to everyone	Percentage of residents who visit a DCC swimming pool at least once in a year	≥50%	≥50%	Will still be measured and reported as part of ROS
N/A	Community Recreation	Removed	The Botanic Garden and its facilities are well maintained and meet the needs of users	Percentage of residents who visit the Botanic Garden at least once in a year	75%	75%	Will still be measured and reported as part of ROS
N/A	Community Recreation	Removed	Parks and reserves facilities are well maintained and meet the needs of users	Percentage of users satisfied with DCC tracks	≥80%	≥80%	Will still be measured and reported as part of ROS
N/A	Community Recreation	Removed	Parks and reserves facilities are well maintained and meet the needs of users	Percentage of users satisfied with DCC scenic, bush and coastal reserves	≥80%	≥80%	Will still be measured and reported as part of ROS
N/A	Creative and Cultural Vibrancy	Removed	Library facilities are accessible, and collections are maintained and updated to meet the needs of the community	Percentage of residents who visit Dunedin Public Libraries at least once in a year	≥60%	≥60%	Will still be measured and reported as part of ROS
N/A	Creative and Cultural Vibrancy	Removed	The Dunedin Public Art Gallery provides access to a diverse visual art experience which meets the expectations of visitors and the collection is managed according to international best practice	Percentage of residents who visit Dunedin Public Art Gallery at least once in a year	≥40%	≥40%	Will still be measured and reported as part of ROS

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
N/A	Creative and Cultural Vibrancy	Removed	The Toitū Otago Settlers Museum (Toitū) facilities provide access to a diverse social history experience which meets the expectations of visitors	Percentage of residents who visit Toitū at least once a year	≥75%	≥75%	Will still be measured and reported as part of ROS
N/A	Creative and Cultural Vibrancy	Removed	Visitors enjoy an authentic Chinese architectural and cultural experience	Percentage of residents who visit Lan Yuan Chinese Garden at least once a year	≥15%	≥15%	Will still be measured and reported as part of ROS
N/A	Creative and Cultural Vibrancy	Removed	Visitors enjoy an authentic experience at Olveston Historic House	Percentage of residents who visit Olveston at least once a year	≥10%	≥10%	Will still be measured and reported as part of ROS
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of days galleries, museums and libraries are open to the public: South Dunedin Library	South Dunedin (new library, 6 days/week) 300	300	Incorporated into the Community Libraries measure
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Dunedin Public Art Gallery	≥80	>80	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Toitū	≥80	>80	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Amended	~~The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.~~ DCC maintains Olveston Historic Home and provides opportunities for visitors to experience one of New Zealand's finest heritage homes, including its collections, stories, and social history through guided tours, exhibitions, and public programmes	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Olveston	≥ 2,000	> 2,000	LOS statement updated
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). Lan Yuan	≥10	>10	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. Dunedin Public Art Gallery	≥ 4000	≥ 4000	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. Toitū	≥4000	>4000	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. Lan Yuan	Lan Yuan: >2,700	Lan Yuan: >2,700	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. Libraries	≥25,000	>25,000	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. UNESCO City of Literature	CoL ≥ 1000	CoL ≥ 1000	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programme attendees. Creative Partnerships	≥100	≥100	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC maintains and provides access to inclusive cultural facilities and allows for a range of programmes and creative activities.	Number of public programmes (Lectures, talks, guided tours, creative workshops and events). UNESCO City of Literature	CoL ≥15	CoL ≥15	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Creative and Cultural Vibrancy	Removed	The DCC develops, maintains, and provides access to art, cultural and historical collections	Percentage of Toitū's exhibition galleries that are committed to displays from their collection	≥ 90%	≥ 90%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Governance and Support Services	Removed	The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	The total GWh of energy consumed from LPG across DCC facilities	Reduce year on year	Reduce year on year	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Governance and Support Services	Removed	The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	The total GWh of energy consumed from diesel across DCC facilities	Reduce year on year	Reduce year on year	Removed as part of initial LOS review - 10 year plan 2027-37

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
N/A	Governance and Support Services	Removed	The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	Litres of combined petrol and diesel used by the DCC fleet	Reduce year on year	Reduce year on year	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Governance and Support Services	Removed	The DCC maintains accountability to the community through strategic planning documents	The Long Term Plan (LTP) and Annual Plan (AP) is adopted by Council within the legislative timeframe	by 30 June	by 30 June	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Governance and Support Services	Removed	The DCC reduces the amount of fossil fuels used in DCC facilities and fleet vehicles	Percentage of DCC fleet that is electric	Increase year on year	Increase year on year	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Governance and Support Services	Removed	Staff communicate with residents appropriately	Percentage of residents satisfied with how staff communicate	≥80%	≥80%	Will still be measured and reported as part of ROS
N/A	Regulatory Services	Removed	The DCC audits buildings with a Building Warrant of Fitness (BWoF)	Percentage of buildings with BWoFs which are audited	≥20%	≥20%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Regulatory Services	Removed	The DCC determines if a building is deemed earthquake prone	The percentage of potentially earthquake-prone buildings which have been assessed	40%	50%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	Residents are satisfied with the look and feel of the city	Percentage of residents satisfied with the overall look and feel of the city	≥75%	≥75%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	The DCC provides grants to the community to support community wellbeing	Percentage of committed contestable grant funding that is allocated	≥95%	≥95%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	The DCC reports on actions to reduce Dunedin's emissions	Progress on Zero Carbon Plan implementation is publicly reported			Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	The DCC delivers integrated planning that supports growth and adequate business and housing development capacity.	The status of Future Development Strategy (FDS) as defined by DCC community housing policy.	First FDS yearly implmentation plan developed	Yearly implmentation plan developed and FDS review report completed in time to inform 2027 LTP	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	The DCC supports the conservation of Dunedin's built heritage through the implementation of the Heritage Action Plan (HAP) 2023.	Implementation plan actions progress as scheduled	>75%	>90%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Resilient City	Removed	The DCC develops a climate change adaptation plan for South Dunedin in collaboration with the community**	Milestones for developing the plan are met	Spatial Shortlist of adaptation approaches and Preferred adaptation approaches drafted	Climate change adaptation plan for South Dunedin completed	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Roading and Footpaths	Removed	The DCC provides a functional streetlight network that provides for safe movement	Percentage of streetlights monitored by the Central Management System (CMS) that will be operational during the hours of darkness	≥99%	≥99%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Roading and Footpaths	Removed	The DCC provides cycleways to support multimodal travel for the community	Number of people using cycleways (average daily movements per counter)	Increase year on year	Increase year on year	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Treaty Partnership	Removed	The Council actively works as a treaty partner by integrating Te Taki Haruru (TTH) into its strategic and operational processes, ensuring it is embedded as a standard practice throughout Council acitivites	Percentage of staff familiar with TTH and are capable of applying it to their work	30	50	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Vibrant Economy	Removed	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Contestable events funding allocated	100%	100%	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Vibrant Economy	Removed	The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.	Number of JobDUN* internships supported	40	45	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Vibrant Economy	Removed	The DCC fosters the growth, strength and resilience of the local economy by supporting business innovation and growth, promoting Dunedin and attracting and retaining investment and talent.	Frequency that iSite visitor feedback is collected, analysed and results provided to Council and staff	quarterly	quarterly	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Vibrant Economy	Removed	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Number of DCC led events - Local Events	10	9	Removed as part of initial LOS review - 10 year plan 2027-37

10YP New Groups	9YP Group of Activities	Change Description	Level of service statement	Performance measure	9YP Target 2027-28	9YP Target 2028-34	Notes
N/A	Vibrant Economy	Removed	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Number of DCC led events - Regional Events	5	6	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Vibrant Economy	Removed	The DCC supports a variety of events for local and international audiences that foster community wellbeing, provide economic benefit, and promote Dunedin	Number of DCC led events - Major Events	1	0	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Waste Minimisation	Removed	The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP)	Waste generation*: reduce the amount of material entering the waste management system, by 15 per cent per person	< 500 kg	< 456.45kg	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Waste Minimisation	Removed	The DCC promotes and encourages waste reduction, reuse, and recycling to levels in line with the Waste Minimisation and Management Plan (WMMP)	Waste disposal*: reduce the amount of material that needs final disposal, by 45 per cent per person	< 50,000 tonnes	< 33,158 tonnes	Removed as part of initial LOS review - 10 year plan 2027-37
N/A	Waste Minimisation	Removed	The DCC reduces greenhouse gas emissions associated with waste deposited at Green Island landfill	Waste emissions: reduce the biogenic methane emisssions from waste, by at least 45 per cent****	Decrease year on year	Decrease year on year	Removed as part of initial LOS review - 10 year plan 2027-37
Waste management and minimisation	Waste Minimisation	Removed	The DCC manages its open and closed landfills and resource recovery facilities in a manner that safeguards the environment and within waste facility resource consent conditions under the Resource Management Act 1991	Number of abatement or infringement notices received and responded to	0	0	Removed as part of initial LOS review - 10 year plan 2027-37